snōpfōn®

the cellphone for seniors

Model ezTWO
Owner's Manual

Tech Data:
GSM 850/900/1800/1900 MHz
Battery: Li-Ion 3.7V / 1000mAh
Dimensions: 118.5 x 57.5 x 15.3mm
Weight: 90 g

Bluetooth™   GSM

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Safety Precautions

1. When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.
2. Read and understand all instructions.
3. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water such as bathtub, shower or pool. Immersion of this unit in water could cause an electrical shock.
5. Place the unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating.
7. Install the unit in a place where it cannot be walked on.
8. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
9. To reduce the risk of electric shock, do not disassemble this unit. Contact Snapfōn® if service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock during subsequent use.

10. Do not expose the unit to extreme temperatures such as areas near a hot radiator or stove or in a hot car.
11. Do not place lighted objects such as candles or cigarettes on the unit.
12. Do not use this unit to report a gas leak in the vicinity of the leak.
13. Power off mobile telephone in hospitals or near medical devices. There should be a minimum distance between switched-on phone and a pacemaker.
14. Do not operate a vehicle while holding or using your mobile telephone. Follow the local laws and traffic rules of the area you are in.
15. Always power your mobile telephone off while in an airplane.
16. Do not use near gas stations or other explosive materials.
17. Never shine the LED flashlight into a human's or animal's eyes (protection class 3).

WARNING: To prevent the risk of fire or electric shock, do not expose this unit to rain or any type of moisture.

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Getting Started

Thanks for buying the Snapfōn® ezTWO! Please read this manual thoroughly before use. This section is intended for Snapfōn® customers who purchased their handset with a Snapfōn® service plan. If you purchased a handset without service, additional steps may be required.

Turning on the Phone

Press and hold the red Power button for 3-5 seconds. Release the button when the phone plays its start-up chime, and the screen animation begins.

Setting Up Voicemail

After the phone has powered on, press and hold down the 1 button on the phone's keypad until it begins to call your voicemail box. When the call connects, simply follow the spoken instructions.

Making a Call

With the phone powered on, enter the 10-digit phone number of the person you wish to call and press the green Send button.

Answering an Incoming Call

When the phone rings and/or vibrates, press the green Send/Answer button to answer the call.

Disconnecting a Call

Press the Red Power button to end a call at any time.

Call Waiting

While a call is engaged, press the Answer or Ignore Option Buttons when the second incoming call is displayed.

To swap between lines when call waiting is in use, select "swap" from the Options menu, or press the green OK/Send button one time.

Conference Call

After answering a second call (Call Waiting), Select "Options," then select "Conference" to merge both lines.

The Snapfōn® Home Screen
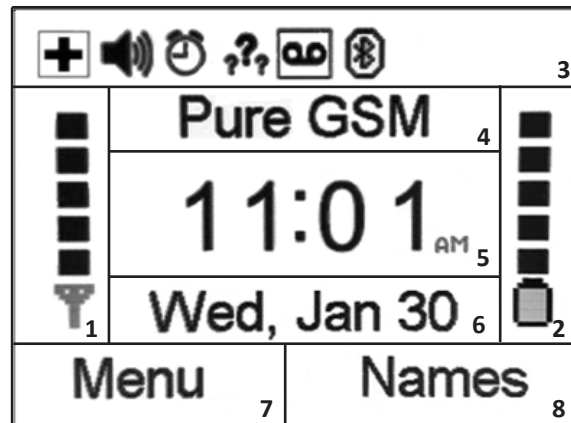
Field Definitions

1. Signal Status Indicator
2. Battery Charge Indicator
3. Icons
4. Cellular Service Type
5. Time
6. Date
7. Option Left
8. Option Right

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Icons

✚	SOS Button Enabled
🔊	Ring Only
	Vibrate & Ring
	Vibrate Only
	Alarm Set
???	Missed Call
⊙⊙	You have Voicemail(s)
⓫	Bluetooth
✉	You have SMS Text Message(s)
🎧	Hands-Free Headset
🔒	Keypad Lock Engaged
⊘	Silent Mode Engaged

External Features

High-Intensity LED Flashlight

Switch up: ON
Switch down: OFF

Keypad Lock

Slide this switch to the down position to lock the keypad and prevent unintentional dialing. Slide it back up to unlock and use as normal. Calls can still be answered when the keypad is locked.

Camera Launch Button

Long press this button to launch the camera. Once the camera is open, press this button to take a picture. See page 22 for a full list of functions and features.

+/- Button

This button adjusts the phone's volume and also moves through various menus. See Key Functions on page 15 for a full description.

Lanyard Connection

Use with our optional lanyard.

Headphone Port

Plug in a qualified Snapfōn® or Nokia 3.5mm headset to use your Snapfōn® ezTWO hands-free headset.

Power Port

The Snapfōn® ezTWO uses a mini-USB connection to charge the phone with your wall charger, car charger, or your computer's USB port.

Keypad

The keypad will be used for dialing phone numbers, entering text for contacts and SMS text messages, controlling many of the phone's features, progressing through menus, making calls and terminating them.

Diagram of External Features

Lanyard Connection & Flashlight

Camera
Launch

Flashlight
On/Off

Camera & SOS Button

snopfōn.   ezTWO

Network

12:45AM

T Wed, May 15

Menu   Names

Volume
Up/Down

Keypad Lock
On/Off

USB Port & Headset Port   *14*

Key Functions

Button	Function(s)
Option Left / Right	Selects command displayed in the bottom left and bottom right corners of the screen.
Send / Answer (Green)	**Incoming Call**: Press once to answer call. **Outbound Call**: Press once after entering a 7 or 10-digit phone number to place a call. **Standby Mode (Home Screen)**: Press once to see All Calls.
End / Power (Red)	**Phone Off**: Press for 3-5 seconds to turn phone on. **Phone On**: Press and hold for 3-5 seconds to turn phone off. **Operating**: Press once to End Call. **From Any Menu Screen**: Press once to return to Home Screen.
+/- Button	**Operating**: Press to adjust speaker volume. **Standby Mode (Home Screen)**: Adjusts ringer volume.
Navigation Button	Any Menu or List: Move Up/Down.
1	**Short Press:** Dial "1." **Long Press:** Call Voice Mail.
2-9	**Short Press:** Dial numbers 2-9. **Long Press:** Dial speed-dial contact (if assigned).
0	**Standby:** Dial "0." **Operating:** Press and hold to engage Speaker. **Text Entry:** Inserts a space between characters. **Camera:** Press to take a picture
#	**Standby:** Press to dial "#." **Text Entry:** Press to change Case, Language, & Numbers.
*	**Standby:** Press once to dial "*," twice to dial "+," or three times to dial "P" for international numbers. **Text Entry:** Press to bring up punctuation options.

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The Menu

Phonebook

The Phonebook allows you to store up to 250 contacts to your SIM card. Contacts may be added manually with the "Add new contact" feature.

To make a call from the Phonebook, simply move the white highlight bar over the contact's name and press the green Send button.

To see the full list of options for a contact, move the white highlight bar over their name and press the Option Left button. Scroll through the list of options using the Navigation button and press the Option Left button on any option you choose. To return to the Phonebook, press the Option Right button. To return to the Home Screen, press the red Power button.

Options

1. **Call** – Allows you to call the contact.
2. **View** – Allows you to see the name and phone number of the contact.
3. **Edit** – Allows you to edit the name and/or phone number of the contact.
4. **Send text** – Allows you to write and send a text message.

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5. **Send PIC** – Allows you to send a picture in a text message (requires MMS data plan).

6. **Delete** – Deletes the contact permanently.

Messaging

The Messaging menu allows you to read and write both SMS text messages and MMS Multimedia Messages (MMS is only supported if your cellular service includes a data/MMS messaging-capable plan).

Write Message

To write a message, use numbers **2-9** on the keypad to enter letters, and **0** to enter a space. The **#** button will change text between upper and lower case English, Spanish, and Numbers. The Right Option button functions as a backspace (short press) or a clear (long press).

The * button brings up special characters and punctuation marks, which can be scrolled through with the **+/-** button on the left side of the phone and the Navigation Button (up/down arrows). Select a character with the Left Option button.

You may Send your message or Save it to Drafts with the Left Option button while in the text entry screen.

Inbox

The Inbox contains all the messages that have been sent to you.

Draft

The Draft folder contains all the text messages you have written but have not sent.

Outbox

The Outbox stores any messages you have attempted to send, but which did not actually successfully transmit. The typical reason a message would not successfully transmit is if you attempted to send it in an area with insufficient or no cellular signal. To re-send a message in your outbox, highlight the message and select "Resend" from the options menu.

Sent

The Sent folder contains all of the messages you have sent to other people.

Delete Messages

Delete Messages allows you to delete the contents of the Inbox, Drafts, Sent, or Outbox folders independently or All Messages. The All Messages option will completely delete the contents of all of the message boxes. There is no way to undo this option.

Call History

The Call History menu stores a record of all Missed, Dialed, and Received calls. Viewing any call list, you will have the option to return the call, see greater detail about the call, send the caller a SMS text message, add the caller to your Phonebook, or delete the call from the call record.

Missed Calls

The Missed Call listing displays any calls that were not answered, with the newest call at the top. As each line is highlighted with the white bar, the time the call was missed will be displayed in a light blue bubble. To call the number back, either hit the green Send button, or view all of your options by pressing the Left Option button.

Dialed Calls

Dialed Calls will display any calls you have made, with the most recent at the top. Like the Missed Call list, you may redial one of these numbers by highlighting it and pressing the Send button, or you may see all of your options by pressing the Left Option button.

Received Calls

Received Calls will display any calls made to your phone number, with the most recent at the top. Like the Missed and Dialed Call lists, you may redial one of these numbers by highlighting it and pressing the Send button, or you may see all of your options by pressing the Left Option button.

Delete Call Logs

Delete Call Logs allows you to delete Dialed, Missed, Received, or All calls. Simply highlight which you want and press the Left Option button.

Photos

The Photo Album

The Photo Album displays thumbnails of every picture taken. To select a photo to view, use the up/down arrow button to move the red highlight box to the picture you wish to view. Once highlighted, press the Left Option button for the option to View, Rename, or Delete the picture, or Delete all to delete all photos stored in your camera (note – this can NOT be undone).

The Camera

The Snapfōn® ezTWO includes a .3 megapixel camera with a number of useful features. The following is a list of buttons and their associated functions.

Camera Key Functions

Button	Function(s)
Navigation Button	Controls up to 2X zoom.
Camera Button, Send (Green), or 0 Button	Takes a picture.
End / Power (Red)	Exits the camera.
+/- Button	Control the exposure/brightness of an image before taking a picture.
1	Select the desired Image Size before taking a picture (160x120, 320x240, or 640x480).
2	Select the desired Image Quality before taking a picture (Low, Normal, or Good).
3	Select the desired Effect Setting before taking a picture (Normal, Grayscale, Sepia, Sepia Green, Sepia Blue, or Color Invert).
4	Select the desired White Balance before taking a picture (Auto, Daylight, Tungsten, Fluorescent, Cloudy, or Incandescent).
6	Set the Delay Timer (No Delay, 5, 10, or 15 seconds). Press the shutter to initiate the timer.
7	Select whether to take continuous shots when you take a picture (Off, 1, 3, or 5 shots).
8	Press to turn off on-screen camera function icons.

Settings

Tone Settings

The Tone Settings menu allows you to set the ring tone, alert type, and volume for incoming calls, voicemails, and incoming SMS text messages. It also allows you to turn the speaking keypad feature On/Off, and adjust its volume.

Phone Settings

The Phone Settings menu allows you to set the time & date, language, and SIM card information.

Time and Date

To set the time & date, enter the 4 digit time using the number buttons. Move to the AM/PM field using the down arrow on the navigation button and set it with the **+/-** button. Use the down arrow button to navigate to the date field and enter the 2 digit month, 2 digit day, and 4 digit year using the numeric keypad. When done, press the left option button and the changes will be saved.

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Language

The Snapfōn® ezTWO supports both English and Spanish.
To change to Spanish rather than the default English, highlight and enter the language option, then highlight the language you prefer to use and press the left option button to save your selection.

SIM Card

The SIM card menu allows you to see memory status, copy contacts and delete all contacts.

Speed Dial

Speed dial is a convenient way to call contacts from your phonebook by pressing a single button. The speed dial menu will allow to totally turn off speed dial (and turn it back on if you have turned it off), or to select up to 8 of your contacts to assign to the speed dial contact list.

Bluetooth

The Snapfōn® ezTWO includes Bluetooth technology to allow you to connect to other Bluetooth devices, such as your car or a hands-free headset. The Bluetooth menu is designed to be as easy to navigate as possible.

- **On/Off –** Bluetooth may be turned on or off.
- **Discoverable –** This option may be turned off or on to allow your phone to be easily detected by other Bluetooth devices, such as your car or computer. In some states, use of a hands-free device is required while operating a vehicle.
- **Paired Devices –** This will list any devices your phone is currently paired to.
- **Search for Devices –** This will allow you to search for Bluetooth devices with which to pair.
- **Phone Name –** Displays your phone's name and allows you to edit it. The factory programmed name is "Snapfon ezTWO."
- **Advanced –** The advanced menu allows you to set:
    Audio Path – Allows you to either forward audio to a Bluetoothdevice or leave the audio in your phone.
    My Address – Displays the phone's address should you need it to manually pair the phone to another device.

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SMS & VM Number

This menu option is to be used only in the event that your VM or SMS number must be changed due to a network or other error. In this case, please contact Snapfōn® or your service provider for assistance.

Low Battery

The Low Battery alert is designed to notify up to 4 of your contacts that your phone's battery is low. The alert may be turned off if you don't want to use it, and you may customize the message sent by the phone.

Restore Factory Settings

Restore Factory Settings allows the user a fresh start. You will need your phone's password to do this. Be prepared, restoring your phone's factory settings will take the phone back to its original state and eliminate all of your customized settings, but you will retain any information saved to your SIM card, such as contacts and pictures.

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SOS Settings

The SOS Button is the feature that sets Snapfōn® apart from every other senior phone on the market. This button is capable of emitting a loud siren, sending text messages to as many as 4 contacts in your phonebook, and dialing the same contacts until it reaches either an answer or a voicemail box – all at the press of a button. When someone does answer your emergency call, the Snapfōn® immediately becomes a speakerphone. This section will tell you how to get the most out of the SOS Button.

Note – *If you purchased your phone with ezContacts, your SOS Button may already have contacts loaded.*
If you ordered a Premium Plan with oneCall Urgent Monitoring Service, the SOS Button will be pre-programmed with oneCall's phone number in the 1st position. It is critical that you do not modify or delete oneCall from your SOS Button's 1st position.

Button Status

The button status option allows a user to completely turn their SOS button off, or back on. The button's current status will be displayed in a light blue bubble when highlighted with the white bar. Also, when the SOS Button is on, you will see the icon at the top left of the home screen.

Please be aware that if the SOS Button is turned off, it will NOT work if pressed.

Siren

The Siren, when engaged, sounds when the SOS Button is pressed and is intended to alert those around you that you need help. If you prefer, you may disengage the siren by selecting the Siren menu option and selecting off. Disengaging the siren will not affect any of the SOS Button's other features.

The siren's current status will be displayed in a light blue bubble when highlighted with the white bar.

Contacts

The Contacts feature allows you to select up to four (4) contacts from your Phonebook to alert in the event of an emergency.

Important - If you have oneCall Mobile Monitoring, leave oneCall in the first position and NEVER delete it from your Phonebook. You may select any other three (3) contacts from your Phonebook for positions 2, 3, and 4.
If you do not have oneCall Mobile Monitoring, we encourage you to select 911 for position 1.

Text Message

The Text Message option allows you to customize the SMS text message that will be sent to your Contacts when the SOS Button is pressed. The default message pre-programmed into the phone is, "Emergency, please help!"

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Alarm

The Snapfōn® ezTWO includes an alarm which will allow you to set up to 4 different alarm times with their own individual characteristic tones.

To set an alarm, go to the Alarm menu, highlight any of the 4 alarm positions, and press the left option button to Edit.

Use the **+/-** button to turn the alarm from off to on.

Press the down arrow on the navigation button and set the time using the numeric keypad (use hh:mm format).

Press the down arrow again to move to the AM/PM field and use the **+/-** button to select either AM or PM.

Press the down arrow again to move to the Repeat selection. This allows you to select (using the **+/-** button) whether the alarm will go off one time (Once), or if you would like it to go off at the same time every day (Everyday), or if you would like it to go off on only certain days (Custom).

If you selected Custom, pressing the down arrow again will take you to the day selector where you can program what days the alarm should go off. Use the **+/-** button to progress through the days and the Left Option button to turn the day On or Off.

Press the down arrow button 2 times and then press the Left Option button to select the alarm tone you would like to use.

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Press the down arrow button again to select the Snooze time for the alarm with the **+/-** button (select from a range of 1-10 minutes). Press the down arrow button again to select the alert type for your alarm. The **+/-** button will select from either Vib(rate) only, Vib(rate) and ring, or Ring only.
When you have finished, press the Right Option button to select Done and save your alarm.

Silent Mode

We know you bought this phone because of all the noise it can make, but sometimes you will want it to be quiet and we want it to be easy to make it do that.
To engage or disengage Silent Mode from the Home Screen:

> • Press the Option left button to enter the Menu.
> • Press the Navigation Button up one time to the Silent Mode icon and press OK.
> • Navigate either to On or Off and press Select.

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Installing the BATTERY & SIM CARD

The Snapfōn® ezTWO is a GSM phone, and requires a SIM card to operate. The SIM card is a small removable chip that stores your contacts and links the handset to your cellular service.
• If you ordered your Snapfōn® with service, the SIM card has already been installed.
• If you intend to use another carrier's service, you will need to install their SIM card.

To Install the SIM Card:
1. Remove the back cover of your Snapfōn®.
2. Install the SIM card as shown.   *See Figure 1.*
3. Install the Battery as shown.   *See Figure 2.*
4. Replace the back cover.

Once you have completed these steps, hold down the red End Call/Power Button on the keypad for 3-5 seconds to turn the phone on. Within a few seconds, the phone will recognize the SIM card. You will be able to confirm you have successfully installed an active SIM card if the Signal Status Indicator shows any number of bars, and the name of your service will be displayed above the Time & Date (see page 10, box 4).

Figure 1. SIM Card Installation Diagram

SIM TAB

A. Slide SIM Card (gold contact side facing down) under top edge of *SIM TAB* as shown.

B. Slide SIM Card (gold contact side facing down) under *SIM TAB toward bottom of phone* until seated.

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Figure 2. Battery Installation Diagram

A. Insert battery - logo side up with gold contacts facing down into the compartment at an angle as shown.

B. Press top of battery down until flat into the compartment as shown.

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Warranty to the Original Purchaser

The Snapfōn® ezTWO is warranted against defect, malfunction, or product failure for one year from the date of purchase. The warranty covers problems or defects resulting from normal usage. Accessories are warranted to be free from malfunction or defects for 90 days. This warranty does not apply to damage done to the phone by shipping, misuse, abuse, neglect, accident, or exposure to any type of moisture. The phone should be disconnected from its charger during thunderstorms, or events that can cause power surges. It is not warranted against damage from voltage fluctuations. The battery is not covered under this warranty, due to its expendable nature. The battery is guaranteed to be functioning at time of purchase only. The phone warranty is void if batteries other than genuine Snapfōn® or Snapfōn® authorized or recommended batteries have been used. If a problem develops due to a third party battery or charging adapter, please contact the manufacturer of that accessory for redress or compensation. If a problem develops during the warranty period, please return your phone to us and we will either repair it, or replace it with a new (or refurbished) unit.

Shipping charges for returning a working phone to you are covered by the warranty. Shipping charges to return your unit to Snapfōn® are not. The product should be returned to Snapfōn® with all of the contents of the original box, with clear return shipping instructions that include your address, phone number, and a detailed description of the reason for the return. All returns must be approved prior to shipment, and an RMA (Returned Merchandise Authorization) number should be present on the package or the shipment maybe refused. Warranty approval and RMA's may be requested via email, or telephone.

Repair or Replacement Due To Defect

Every Snapfōn® ezTWO purchased from Snapfōn® has a one-year warranty for defects in workmanship. If there is a problem during that time, Snapfōn® will assist customers in resolving those issues. Our return policy provides for repair, replacement of merchandise that has been confirmed as defective after a complete inspection and testing process. Terms and conditions may vary based on product and defect.

Intended Use

This mobile telephone is durable and intended for mobile use. It is to be protected from moisture and impacts. Do not expose to prolonged direct sunlight. Improper use may lead to damage of product and could be associated with hazards such as electrical shock or fire. The entire product may not be altered or rebuilt, nor may the housing be opened. The power adapter is designed for use in household wall outlets with public electricity grids of 100-240 VAC – 50/60 Hz.

Disposal

Packaging and packaging aids are recyclable and should be entered into the recycling process.
Batteries should be disposed of at local collection centers only. Do not dispose of batteries in your household trash.
When the handset is eventually taken out of service, please dispose of it at a local collection center. Do not dispose of it in your household trash.

Additional
The mobile also support HAC function, it can connect the accessorial audiphone device..

FCC RF Exposure Information and Statement
The SAR limit of USA (FCC) is 1.6 W/kg averaged over one gram of tissue.
Device types: EZ TWO(FCC ID:ZXL-EZTWOB) has also been tested against this
SAR limit. The highest SAR value reported under this standard during product
certification for use at the ear is 0.80W/kg and when properly worn on the body
is 1.14W/kg. This device was tested for typical body-worn operations with the
back of the handset kept 1.5cm from the body. To maintain compliance with FCC
RF exposure requirements, use accessories that maintain a 1.5cm separation
distance between the user's body and the back of the handset. The use of belt
clips, holsters and similar accessories should not contain metallic components
in its assembly. The use of accessories that do not satisfy these requirements
may not comply with FCC RF exposure requirements, and should be avoided.

This device complies with part 15 of the FCC rules. Operation is subject to the
following two conditions: (1) this devic e may not cause harmful i nterference,
and   (2) this device must accept any interference received, including
interference that may cause undesired operation.

NOTE: The manufacturer is not responsib le for any radio or TV interference
caused by unauthoriz ed modifications to this equipment. Such modifications
could void the user's authority to operate the equipment.
This equipment has been tested and found to comply with the limits for
a Class B digit al device, pursuant to p art 15 of the FCC Rules.   These limits
are designed to provi de reasonable protection against harmful interference in
a residential inst allation. This equi pment generates uses and can radiate
radio frequency energy and, if not inst alled and used in accordance with the
instructions, may ca use harmful interference to radio communications.
However, there is no guarant ee that interference will not occur in a particular
installation.
If this equipment does cause harmful   interference to radio or television
reception, which can be determined by turning the equipment of f and on, the
user is encouraged to try to correct the interference by one or more of the
following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a ci rcuit different from that to which
the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

The users manual or instruction manual for an intentional or unintentional radiator
shall caution the user that changes or modifications not expressly approved by the
party responsible for compliance could void the user's authority to operate the
equipment. In cases where the manual is provided only in a form other than paper,
such as on a computer disk or over the Internet, the information required by this
section may be included in the manual in that alternative form, provided the user
can reasonably be expected to have the capability to access information in that form.

www.snapfon.com

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