Thank you for choosing the Jitterbug® Flip2

The Jitterbug Flip2 is the easiest Jitterbug[®] phone ever with a large screen, big buttons, simple list-based menu, powerful speaker, voice calling and texting with Amazon Alexa, and a dedicated Urgent Response button for help 24/7. With the Jitterbug Flip2, you'll enjoy exclusive access to the Lively[®] Response Team, giving you peace of mind, wherever you go.

For additional resources, including how-to cards and videos, visit **lively.com/fliplearn**.



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Section 1: Getting Started

Topics

- Key Items in Your Box
- Your Jitterbug Flip2
- Charging the Battery
- Turning Your Phone On (1st time)
- Outside Screen Overview

- Inside Screen Overview
- Main Menu
- Status Bar
- Title Bar
- Navigation Buttons







Charging the Battery

The phone's battery may be low when it is removed from its box. Charge the phone before use and whenever the battery is low so that the phone is ready when you need it.

With the USB Cable:

- 1. Plug the larger end of the USB Cable into the Wall Charger.
- 2. Plug the Wall Charger into a wall outlet.
- **3.** Plug the smaller end of the USB Cable into the side of the phone.



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Charging the Battery (continued) With the Charging Dock:

- 1. Plug the larger end of the USB Cable into the Wall Charger.
- 2. Plug the Wall Charger into a wall outlet.
- **3.** Plug the smaller end of the USB Cable into the back of the Charging Dock.
- 4. Place the phone on the Charging Dock.

•****•



Turning Your Phone On (1st time)

- **1.** Press and hold ^{On/Off} on the keypad and wait while the phone sets up.
- 2. Press Ok to review the Terms & Conditions.
- Press ♥ to read the Terms & Conditions and Ok to accept them. You must review four screens.
- 4. When you finish, the phone's Main Menu is shown.

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wing Terms and ns to use your	Phone 4	
and Conditions	Fext Messages ④	
ation Agreement.	Contacts	
election Clause	🔿 Amazon Alexa	
nue	Photos & Videos	

Outside Screen Overview

- A. Status Bar Shows you signal strength, wireless connectivity, Bluetooth and battery information.
- **B.** Date Shows the date.
- **C.** Current Time Displays the current time.
- D. Alerts Shows information about incoming and missed calls, voicemails and text messages.



Inside Screen Overview

- **A.** Status Bar Shows you signal strength, wireless connectivity, Bluetooth and battery information.
- **B.** Phone Number Shows your phone number.
- **C.** Title Bar Shows the name of the screen you are viewing.
- **D.** Menu Shows a list of the phone's options.



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Main Menu

Getting

Started

The Main Menu shows a list of all your phone's options. You can select an option to perform a task, including:

- **A.** Phone Make calls, see call history or check voicemail.
- **B.** Text Messages Read received messages and send texts.
- C. Contacts View or add a new contact.
- **D.** Amazon Alexa Set up Alexa to ask questions, get information, and more. (Optional)



Main Menu (continued)

- E. Photos & Videos View or capture photos or videos.
- **F.** Help Tools Access helpful tools, such as a flashlight, calculator, FM radio and more.
- **G.** Device Info View phone information, such as remaining battery, storage and signal strength.
- **H.** Settings Adjust sounds, notifications, colors and more.
- I. Games Play fun games that stimulate your brain.



Status Bar

Getting

Started

The Status Bar at the top of your screen shows you signal strength, wireless connectivity, Bluetooth status, battery and current time information.



- in, the stronger your signal.
- B. Wi-Fi Status Shows the phone's Internet connection and signal strength.

Status Bar (continued)



- **C.** Bluetooth Status Lets you know if you're connected to a Bluetooth device such as a car stereo or wireless headphones. Turn this feature on or off under Settings.
- D. Battery Level Allows you to know how much battery you have left.
- E. Current Time Shows the current time.

Title Bar

Getting Started

The Title Bar at the top of the menu shows the name of the screen you are viewing.



Navigation Buttons

At the top of your keypad you will find the six buttons that are used to navigate your phone.

- **A.** Directional Arrows Press ♠, ♥, ♥, ♥, ♥ to navigate through the phone's menus.
- **B.** (Back) Takes you one step back from your last action.
- **C.** Ok Confirms a selection.



Section 2: Learning the Basics

Topics

- Turning the Phone On/Off
- Adding a Contact
- Making a Call
- Sending a Text Message
- Taking a Photo
- Setting Up Your Voicemail Greeting
- Connecting to Wi-Fi
- Calling Urgent Response

Turning the Phone On/Off

1. Press and hold (on/off). The phone turns on or off.

Adding a Contact

From the Main Menu, press provide or to select Contacts and press Ok.
 Press provide or to select Add Contact and press Ok.

Adding a Contact (continued)

- **3.** Press or by to select **First Name** and use the keypad to type the name.
- See "Typing Text Messages with the Keypad" on page 59 for help typing a message.
- Press not preserve to select Last Name and use the keypad to type the name.



Basics

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Adding a Contact (continued)

- 5. Press $\widehat{|}_{U_P}$ or $\widehat{|}_{V_P}$ to select **Phone Number** and use the keypad to enter the number.
- **6.** Press \bigwedge_{U_p} or \bigvee_{V_p} to select **Save Contact** and press **Ok**.



After a contact is saved, you can select their name in your phone menu Contacts and press Ok to call them.

Making a Call

Dialing a Phone Number:

- 1. Open the phone. The Main Menu displays.
- Dial the 10-digit number on the keypad, and press
 Ok to call.



Basics

Learning

Learning The Making a Call (continued)

Basics

Calling an Existing Contact:

- **1.** From the Main Menu, press \bigwedge_{IIII} or \bigvee_{IIIII} to select **Contacts** and press Ok.
- 2. Press \bigwedge_{the} or \bigvee_{the} to select a contact's name from the list and press Ok. **3.** Press \bigwedge or \bigvee to select the phone number you want to call and press \bigcirc **Ok**. **4.** Press \bigwedge or \bigvee to select Dial Call and press \bigcirc **K**.

Sending a Text Messaae

- **1.** From the Main Menu, press $\bigwedge_{U_{D}}$ or \bigvee_{U} to select Text Messages and press Ok .
- **2.** Press \bigwedge or \bigvee to select **Compose New Text** and press (Ok)
- **3.** Press **(**) or **(**) to select **New Number** or **From** Contacts and press Ok).



Sending a Text Message (continued)

- Enter the 10-digit number or press (▲) or (♥) to select a contact from the list and press (Ok).
- 5. Type a message and press Ok to send.

See "Typing Text Messages with the Keypad" on page 61 for help typing a message.



Taking a Photo

- From the Main Menu, press
 Image: Constant of the select of th
- **2.** Press \bigwedge_{U_p} or \bigvee_{v} to select **Camera** and press **Ok**.
- **3.** Press \bigwedge_{U_p} or \bigvee_{V} to select **Take Photo** and press **Ok**.
- Press or vert to select Rear Camera or Front (Selfie) Camera and press Ok.



Front Camera (Selfie)

Taking a Photo (continued)

- 5. Aim the camera and press Ok to take a picture.
- 6. Press ◀ or ► to select Save and press Ok to keep the picture.



Setting Up Your Voicemail Greeting

- 1. From the Main Menu, press \bigcap_{U_p} or \bigvee_{U_p} to select **Phone** and press **Ok**.
- Press or voicemail and press Ok.
 The phone dials your voicemail.
- **3.** Follow the prompts using the keypad to record your greeting.

STEP 2 191 100% 10:30 AM Phone **Missed Calls** + Voicemai Contacts Call History **Dial Number Plackod Number**

Basics

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Connecting to Wi-Fi

- **1.** From the Main Menu, press \bigcap_{up} or \bigvee to select **Settings** and press **Ok**.
- **2.** Press \bigwedge_{U_p} or \bigvee_{U_p} to select **Bluetooth & Wi-Fi** and press **Ok**.
- 3. Press 🔊 or 🖤 to select Wi-Fi: Off and press Ok.
- **4.** Press \bigwedge_{U_P} or \bigvee_{V} to select Wi-Fi: Off and press Ok.
- 5. Press \bigwedge_{Up} or \bigvee_{p} to select On and press Ok.

Connecting to Wi-Fi (continued)

- Press or vert to select Available Networks and press Ok. The phone searches for available Wi-Fi networks and displays a list.
- Press network you want to connect to and press Ok.



STEP 6

Learning The

Basics

Connecting to Wi-Fi (continued)

- 8. Use the keypad to type the Wi-Fi password, press

 in to select Connect and press Ok. The phone connects to Wi-Fi.
- See "Typing Text Messages with the Keypad" on page 61 for help typing a message.



Select Show Password to see what you are typing.



Calling Urgent Response

Press the 📌 Urgent Response button to get help in an unsafe or uncertain situation. (Access to Urgent Response Agents requires purchase of a Lively® Health & Safety Package).



There is a 6-second delay before you are connected to Urgent Response. This lets you cancel the call if you accidentally pressed the button.



If you accidentally call Urgent Response, please stay on the line and advise the Agent that it is not an emergency. Our Agents are notified of attempted calls, take each one seriously, and are trained to call back to confirm your situation. Basics

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Learning The Basics

Section 3: Phone Calls

Topics

- Phone Overview
- Missed Calls
- Voicemail
- Contacts
- Call History
- Dial Number

- Speed Dial
- Blocked Numbers
- Answering or Ignoring a Call
- Speakerphone
- Adjusting the Call Volume
- Adjusting the Ringer Volume

Phone Overview

Selecting Phone from the Main Menu shows you the following options:

- A. Missed Calls See which calls you missed.
- **B.** Voicemail Listen to voice messages from calls you missed.
- **C.** Contacts Save phone numbers with a contact name for quicker dialing.



Phone Overview (continued)

- **D.** Call History See your incoming and outgoing call history.
- **E.** Dial Number Make a call by dialing the number.
- **F.** Blocked Numbers See which numbers you have blocked from calling you.



Calls

Phone

Missed Calls

Missed Calls – Incoming calls that ended before you could answer.



Voicemail

Voicemail lets people leave audio recordings that you can listen to later if you miss a call. You will receive a notification on both the outside and inside screens when you have a voicemail. To access your voicemail:

- **1.** From the Main Menu, select **Phone** and press **Ok**.
- 2. Select Voicemail and press Ok.
- **3.** The phone calls your voicemail. Listen to the prompts and press the buttons on the keypad to access your messages.

When you are finished press Back or close your phone to hang up.

Contacts

Contacts is where you can save the phone numbers of your most frequently called contacts so that you don't have to manually dial their number each time.

To add a new contact:

- **1.** From the Main Menu, select **Contacts** and press **Ok**
- 2. Select Add New Contact and press (Ok).
- 3. Select First Name and use the keypad to type the name.
- 4. Select Last Name and use the keypad to type the name.

Contacts (continued)

- 5. Select Phone Number and use the keypad to enter the number.
- 6. Select Save Contact and press (Ok).



After a contact is saved, yo<u>u ca</u>n select their name in the contacts list and press (Ok) to call them.

		STEP 6
4	1	∎100% 10:30 A
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	Doe	

→ Save Contact

Add Optional Info.

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Call History

From Call History you can view your inbound, outbound and missed call history. Select any record for more options like calling back and viewing caller details.

There are two call history records:

• Inbound – Incoming calls that were answered.

• Outbound – All outgoing calls that you made.



Dial Number

Dialing a Phone Number:

- 1. Open the phone. The Main Menu is shown.
- 2. Enter the 10-digit phone number and press Ok to dial.





Calls

Phone

Dial Number (continued)

Calling an Existing Contact:

- 1. From the Main Menu, select Contacts and press Ok.
- 2. Select a contact's name from the list and press Ok.
- 3. Select the phone number you want to call and press Ok.
- 4. Select Dial Call and press Ok

Speed Dial

Storing the Speed Dial Number:

- From the Main Menu, select Contacts and press Ok.
- 2. Select a contact's name from the list and press Ok.
- 3. Select the phone number you want stored for speed dial and press Ok.
- 4. Select Add to Speed Dial and press Ok



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Speed Dial (continued)

- Select the number you want as the speed dial number and press Ok.
- 6. Select Key #[number you chose] and press Ok.
- 7. Select Save Update and press Ok.

Calling the Speed Dial Number:

Once the speed dial number is stored, simply flip open the phone and hold down the number to place calls to the contact.



Blocked Numbers

Blocked Numbers shows phone numbers that you have blocked from calling you. When you block a number, the phone will not ring, and calls will go directly to voicemail.

To block a number:

- 1. From the Main Menu, select Phone and press Ok.
- 2. Select Call History or Missed Calls and press Ok

Phone

Calls

Blocked Numbers (continued)

- Choose the number you want to block and press Ok.
- Select Block Number and press Ok. The number is blocked.

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। २ ¥ 🛯 100% Call History	10:30 AM	▲ ≎ *	100% 10
55) 555-1235 (C) aroline Mosko nursday, Jan. 17	Inbound vitz 10:24 AM	Unkn (555) 555-1	1 0WN 1238
5) 555-1239 (C) b Smith	Inbound		
sday, Jan. 15	1:00 PM	Dial Call	I
10wn 15) 555-1234	Inbound	→ Block	Number
aday, Jan. 15	10:00 AM	Add Nev	w Contact

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STEP 3

Blocked Numbers (continued)

To unblock a number:

- 1. From the Main Menu, select Phone and press Ok.
- 2. Select Blocked Numbers and press Ok



4. Select **Unblock Number** and press **Ok**. The number is unblocked.

→ Unblock Number

Calls

Phone

Answering or Ignoring a Call

Phone Calls

Your phone will ring to notify you when someone is calling. The outside screen shows information available about the caller. Open the phone to answer or leave the phone closed to ignore the call. Ignoring a call will send the caller to your voicemail.

To answer or dismiss the call when the phone is already open:

• Select Answer to speak with the caller or Ignore to reject the call. Press Ok.

Speakerphone

While you are in a call, you can listen to the caller through either the earpiece speaker or the speakerphone.

The earpiece allows you to have a private conversation if you are in a public setting, while the speakerphone allows you to free your hands or allow other people surrounding you to participate in the conversation.

To switch between the earpiece speaker and speakerphone while on an active call:

Press the Speaker button.



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Phone

Calls

Adjusting the Call Volume

To adjust the call volume while on an active call:

- Press the upper end of the Volume Button to increase the call volume.
- Press the lower end of the Volume Button to decrease the call volume.



As you adjust the call volume, a menu appears to show the current volume level (Maximum, High, Medium or Low).



Adjusting the Ringer Volume

To adjust the ringer volume while viewing the Main Menu:

- Press the upper end of the Volume Button to increase the ringer volume.
- Press the lower end of the Volume Button to decrease the ringer volume.



As you adjust the ringer volume, a menu appears to show the current volume level (Maximum, High, Medium, Low or Silent).

See "Volumes & Sounds" on page 117 for instructions to lock Exterior Volume Buttons.

Section 4: Text Messages

Topics

- Text Messages Overview
- Reading and Replying to

Text Messages

• Sending New Text Messages

- Checking Emergency Alerts
- Typing Text Messages with the Keypad
- Sending Photo Messages
- Deleting Text Messages

Text Messages Overview

- Text Messages are a quick way to send short messages.
- Select Text Messages from the Main Menu for the following options:
- A. Text History A list of text message conversations you have had and can reply to.
- B. Compose New Text Create a new text message.
- C. Emergency Alerts Shows any active emergency alerts in your area.

Reading and Replying to Text Messages

- 1. From the Main Menu, select Text Messages and press Ok.
- 2. Select Text History and press Ok.
- **3.** Select a contact or phone number and press **Ok**. Your conversation with that person opens.

Text Messages