Glue here Schok Classic user manual front (Side A)

FCC ID:2ALZM-SC3218

SCHOK classic

STEP ONE - GET TO KNOW YOUR SCHOK CLASSIC

- Earpiece
- Camera
- Charging LED indicator
- Flash
- Main Display
- Secondary Display
- OK/Execute Multi-Function Key
- Soft Keys
- Volume+ Keys-
- Back Key
- Call/Send key
- END/PWR
- Navigation Key
- Headphone 3.5mm jack
- Type-C™ Charger Port
- Keypad lock
- Microphone

STEP TWO - HOW TO CHARGE YOUR SCHOK CLASSIC

1. With the phone facing down, insert fingernail into the back cover cutout and gently but firmly lift and remove the back cover.

2. Insert the removable battery making sure that the three gold connectors are lined up to the phone gold connectors.

3. Put the back cover back in place, press down along all the edges of the phone, every time there is a clicking sound, the back cover is being secured in place.

4. Connect the USB-Type-C side of the cable to the Schok Classic USB Type-C connector.

5. Connect the USB side (Larger connector) of the cable to the wall charger USB port.

6. Connect the phone wall charger to the electric outlet.

7. Charge your device for at least two hours.

- USB Type-C connector. (Insert charging cable here)
- Back cover remove cutout. (Insert fingernail here)

TIP: Although your phone arrives pre-charged, a good practice dictates that prior to the first time of operation, let the battery charge for at least two full hours.

WARNING! Use only approved chargers. Incompatible chargers could damage your phone and void the warranty. Never leave the phone charging for more than eight hours.

STEP THREE - HOW TO INSERT THE SIM & SD CARDS

1. With the phone facing down, insert fingernail into the back cover cutout, gently but firmly lift and remove the back cover. (See step 2)

2. Remove the battery by inserting the fingernail at the bottom of the battery. It is marked "Pull/Jale" and lift the battery out.

3. Locate the slot for the Nano SIM card. To unlock, using your fingernail, slide down and carefully lift the SIM card metal lid.

4.- With the metal lid opened, insert the SIM card, positioning on top of the Sim card space (Angled cut of the SIM card must be facing the top left angled space of the SIM card space).

5.- Close the metal lid and slide it up to secure the SIM card in place.

SIM CARD TRAY
SLIDE UP AND CLOSE METAL LID TO LOCK
SLIDE DOWN AND LIFT TO OPEN

6. To insert or remove a **Micro SD Memory Card** please repeat number one and number two of this list.

7. Locate the slot for the micro SD card (Located at the top right side of the phone, besides the three battery gold connectors)

8. Using your fingernail, slide the metal lid to the right and lift it. This will unlock the Micro SD Card tray. Place the Micro SD card in place and lock the metal lid by sliding it to the left.

MICRO SD CARD TRAY
SLIDE LEFT AND CLOSE METAL LID TO LOCK
SLIDE RIGHT AND LIFT TO OPEN

STEP FOUR - HOW TO TURN ON/OFF YOUR DEVICE

1. Turn ON: Firmly, "press and hold" the power button for two seconds.

2. Turn OFF: Firmly, "press and hold" the power button for four seconds. System will turn off approximately five seconds later.

Power ON/OFF button

HOW TO NAVIGATE YOUR THE SCHOK CLASSIC

By pressing the 4-way **Navigation Key** you can scroll and select items. Think of it as a compass in which you have UP, DOWN, LEFT and RIGHT. When the item is selected, simply press the OK / Execute Key.

- Left Soft Key
- Right Soft Key
- OK / Execute Key
- Back Key
- Call/Send Key
- Power ON/OFF End Key
- 4-way Navigation key

THE LEFT AND RIGHT SOFT KEYS

The soft key is an App driven multi-function key that allows when available to select certain applications or commands at either the left or the right bottom of the display.

SCHOK CLASSIC HOME SCREEN

The **Status Bar** shows the phone vitals such as, battery level, signal strength, time and notifications such as alarms, calendar events and other open events.

5:55 AM   Jan 03 Friday

To open Notifications, from the home screen simply press **down** the **Navigation key.**

PHONE CALLS

To make a phone call from the Home Screen, simply input the number and press the **OK/Execute** key to initiate the call.

To make a phone call from anywhere in the system of the Schok Classic simply press the **Back key** until the Home Screen is reached. Input the number and press the **OK/Execute** key to initiate the call.

To make a phone call from the contact list. Scroll down the list using the **Navigation key.** Find the contact and press the **Call button.**

- Call/Send Key
- Power ON/OFF END Key

TO ANSWER, ACCEPT OR REJECT PHONE CALLS

If the phone is closed and begins to ring, the caller ID will tell you who is calling. **Simply flip (open) the phone** and automatically the call will be answered.

If the phone is opened and begins to ring, the caller ID will tell you who is calling. press the **Call/Send Key** to answer the call.

To End or Reject a phone call, simply press the **END key.**

RECENT PHONE CALLS

The Schok Classic has the ability to automatically create a recent phone list of calls either accepted, missed or dialed. This list is constantly been updated by the new phone calls, deleting the oldest entries.

From the home menu, press the **Call/Send Key** and use the **Navigation key** to scroll left or right to display the records by call type: *Missed calls, Received calls, Dialed Calls, All Calls.*

All calls displays the date, time and the phone number. If the phone number is already added to the address book (Contact) it will include different icons to indicate the type of number.

If there is the need to get more information from an specific recent phone, choose from the following options:

1. Press **Left Soft key** to send a message.
2. Press **OK/Execute key** to view more call information.
3. Press **Right Soft key** to open the options page, showing:
   Add to contacts: Save the caller's number as new contact
   Delete: Delete the phone record.
   Delete multiple: Select the records you want to delete.
   Lock: Block or unblock calls from the marked phone number
   Add to call rejection: Save the number to a call rejection list.

ADDITIONAL PHONE FEATURES

Sound off: Silence the phone when needed. From the Home Screen do the following:

1. Press and hold the Volume down key for *vibration mode only*.
2. Press the Volume down key one more time for *Alarms only.*
3. Press the Volume down key one more time for *All sounds off.*
To return to normal please press and hold Volume up until desired volume is reached.

Switching between current phone calls: If you are on a phone call and you receive another phone call the Schok classic will beep that you have another person calling you. The caller ID will work during the call and let you know who is calling.

If you want to **put the current call on hold** and answer the new phone call, simply **Press the Call/Send key.**

- Call/Send Key

If you want to **return to the first phone call**, press the **Call/Send key** again.

Three way call: To do a three-way phone call, while on the first call, press the **Right Soft Key (Options)**, select *New Call* and dial the phone number of the second party.

When the second party answers the phone, press the **Right Soft Key (Options)**, then press the *2 Key* to merge the call.

Block Internet and Data access: Completely block the internet and data access. Go to *settings*, Scroll down, select *Internet and Data control lock.* Click OK.

The default password is 0000. It will open a sub-menu with three options.
WIFI: With the option off or on (By default is ON, means WIFI is ON)
Data: With the option off or on (By default is ON, means Data is ON)
Change pass-code: (to change the 0000 password to any other number

NOTE: If the new password is lost, the phone has to be reset and all information will be lost.

Glue here Schok Back Cover with model number

HOW TO CAPTURE SCREENSHOTS

At the same time, press and hold the **Volume down key** and the **Power ON/OFF End Key** for two seconds to capture the current screen.

From the Home Screen click **OK/Execute** to open the installed applications and click **OK/Execute** on **Media Center.**

Scroll down to **"File Manager"** and click **OK/Execute.** Click **OK/Execute** either on Phone or SD card and scroll down to Pictures.

Click **OK/Execute** on the folder named Screenshots.

ADDRESS BOOK (CONTACTS)

The Schok Classic has the ability to save contact information in its memory. To do this, follow the next steps:

1. From the Home Screen, press the **Left soft key** to open the Contacts app.

Left Soft Key →

2. Press the **Right soft key** (Options)
3. Press the **OK key** or the number **1** to add a New contact.
4. Using the **Keypad** add the name of the contact.
5. Using the **Navigation key**, press down to the phone number field and enter the phone number.
6. Using the **Navigation key**, press down or up to enter information to other address book fields.
7. Press the **OK key** to save the entry

Emergency contacts:

You can add up to three (3) emergency entries that are already in your address book. To add them, follow these steps:

1. Navigate to contacts (From the Home Screen, press **Contacts**)
2. Navigate to ICE (In case your emergency) and press the **OK key**
3. Choose the ICE entry that you want to use. Then press the **OK key.**
4. Navigate to the desired contact and press the **OK key.**

BROWSE THE INTERNET

The Schok classic has a built-in internet browser that can do the majority of things that you can expect from a smartphone browser. To use it its extremely simple.

From the Home Screen, press the **OK/Execute key** and using the **Navigation key** scroll to the application **"Browser"**

Click the **OK/Execute key** on the **Browser app.** (Wait 5 seconds) Using the **Navigation key** move the black arrow to whatever you want to select, click the **OK key** to execute the command.

If what you want is to go to a specific web address, navigate the black arrow to the "Search or type URL" at the top of the browser.

Immediately after, using the keypad, write the desired webpage to visit.

Tips for correct use of keyboard and special characters:

The @ symbol and "." can be located by long pressing the "#" symbol on the keypad.
To insert a space press the **"0"** key.
To enter and uppercase character, press the **"*"** (Star) key.
To erase any text or number simply press the **Back key.**

After writing the full web address, for example: "www.schokgear.com" press the **OK Key** to execute the command.

Tabs. Press the **Left Soft Key (Tabs)** to view your open **"Tabs."**

History. The phone has the ability to reload the previously visited web pages. Press the **Right Soft Key (Options)** and scroll to the desired web page.

Bookmark. Press the **Right Soft Key (Options)**, scroll down to **"Bookmark"** Scroll to the desired webpage and click the **OK Key** to execute.

Top. This is a very important feature. If you are browsing a web page and you want to get to the top of the site, press the **Right Soft Key (Options)** and scroll down to **"Top"**, press the **OK Key** to execute.

Fast Scrolling. Press and hold the **Navigation Key** to quickly move the black arrow up and down on the web page.

Tip: By pressing and holding the **OK Key** on a web page, you can use the scroll page function to scroll the webpage.

MULTI-FUNCTION KEY (SHORT PRESS)

Something completely unique about the Schok Classic is the ability to use one key for different things. We call this, the **Schok Multi-Function Key.**

By default, if you do a **short press click** to the **multi-function key** it will open up the Camera App.

Multi-Function Key →

However, if you want the Multi-Function key to open a different app, you can easily change this by following these steps:

From the Home Screen press the **OK Key** and then using the **Navigation key** scroll to **Tools & Settings.**

Within **Tools & Settings** scroll down to **Settings** and click the **OK Key.**

In **Settings** scroll down to **Multi-Function Key** and click the **OK Key.**

In the **Multi-Function key** menu there is going to be a list of all the Apps that you can use with this button.

By default the Camera App will say **"On"** and the rest of the Apps will say **"OFF".**

For example; to change the Multi-function key from the Camera App, to the Calculator App, simply scroll down the list of Apps and highlight the Calculator App, click the **OK Key.** This will turn **"ON"** Calculator and Turns **"Off"** the Camera app from the Multi-Function Key.

Now, by pressing the **Multi-Function key** the system will open the Calculator App instead of the Camera App.

NOTE: The Camera App as well as all other Apps are always available in the Menu List. From the Home Screen, click the **OK Key** to enter the Menu List, then Scroll to Camera and click the **OK Key.**

MULTI-FUNCTION KEY (LONG PRESS)

Inside any App, by pressing the **Multi-Function key** for more than **one second**, it will bring a virtual Mouse that can be controlled by the **Navigation**, and its used to select objects that were created for touch panel devices.

This unique feature is very handy for certain Apps that cannot work with traditional phones.

MESSAGES

The Schok Classic has a built-in message app which allows to send messages. Depending of the type of message you can attach either pictures, sounds, business cards, voice recordings and even videos.

1. Navigate to the Home Screen pressing the OK key. Then, press the **Right soft key** to open Message.

Right Soft Key →

2. Navigate to Options by pressing the **Right soft key** (Options)
3. Using the **Navigation key** select **New message**
4. Click the **OK key** on **New message**.
5. Select **To:** by pressing the **OK Key.**
6. Using the **Navigation key** scroll down or up to choose the contact that you want to send the message to, press the **OK key** to select it.
7. Click the **Left Soft Key (Done)**
8. Using the **Navigation key** scroll down to **"input Text"**
9. Using the Keypad, write your message. Click the **OK key** to send when done.

To view conversation threads, simply use the **Navigation key** to select a conversation, click the **OK key** to view it.

New Message

To:

input text   160 / 1

abc   Recipients   Options

CAMERA

1. From the Home Screen, click the **Schok multi-function key**. It will open the Camera app.

Multi-Function Key →

2. If your **Multi-Function key** is configured by other App. Please go to **MENU** and scroll to the **Camera App**, Click the **OK key.**

Taking a Picture: To take a photo, point the lens towards the object and click the **OK key.** Your picture will be saved automatically to the **Gallery App.** Click the **Left Soft Key** to open the **Gallery App.**

Zoom In & Out: When pointing the lens towards the object, click the **Left or Right Navigation key** to Zoom in and Zoom out.

TIP: By clicking the **Right Soft Key** (Options) you can access a menu to adjust your camera such as; Auto Review, Self-Timer, Size, Shutter sound and Storage (Storage option is only available if you have a memory card installed).

To take a SELFIE: Open **Camera App**, close phone lid, use secondary display as viewfinder, **click Volume Down key** to take the picture.

Gallery: Shows all the pictures taken and stored in your Schok Classic.

1. From the Home Screen, press the **OK Key** to open the Menu.
2. Using the **Navigation Key**, scroll to **Gallery** and click the **OK Key.**
3. Using the **Navigation Key**, choose the picture that you want to open and click the **OK Key.**
4. Pressing the **Right Soft Key** (Options) you can access a menu to Crop, Delete, Details, Send or Set as Wallpaper or Contact photo.
5. Pressing the **Left Soft Key** (Guide) will open a pop-up window to access, Full Screen view, Rotate (left), Rotate (right) and Zoom in and out. In order work on a pop-up window please use the numbers that appear on each option.

SCHOK CLASSIC DETAILED SPECS

Model number:	SC3218
Operating system:	Android™8 (Go edition)
Display Size & Resolution:	3.2" 480 x 800 (WVGA)
Secondary Display:	2" 176 x 220
Processor:	Qualcomm® MSM8909 32Bit
Processor speed and Number of core:	1.1GHz Quad-Core
Graphic processing unit (GPU):	Adreno A304 @ 456MHz
Memory (RAM):	1 GB DDR 3
System and User Memory:	8 GB
SD Card Slot max capacity:	64 GB
Sim card slots and SIM size:	1 Nano SIM card
Rear Camera (primary):	8MP with Autofocus and Flash
Front Camera:	Rear Camera with viewfinder
Rear camera video recording:	720P @ 30 FPS
Battery type:	Lithium ION rechargeable
Battery capacity:	3.8V 1,650 mAh / 6.27Wh
Battery limited voltage:	4.35V
Battery standard:	GB/T 31241-2014/1|CP5/46/58
Wi-Fi and band:	802.11 b/g/n. 2.4GHz
GPS:	GPS & AGPS
Bluetooth:	4.2 with BR/EDR + BLE
USB port:	Type-C™ connector
G-Sensor:	Yes
Phone communication standards:	4GLTE/VoLTE/ViLTE
Phone bands 2G:	2G: GSM 850/900/1800/1900
Phone bands 3G:	UMTS Band 2/4/5
Phone CDMA bands:	BC0 / BC1 / BC10
Phone bands 4G:	2/4/5/12/13/17/25/26
Phone bands 4G:	28(A&B)/30/41/66/71
Hearing Aid Compatibility	M4 / T4
Dimensions:	4.52 x 2.28 x 0.74 inches
Phone weight with Battery:	4.76oz
Phone weight without Battery:	3.70oz
Structure outside & Inside:	Plastic
Phone electric input:	5.0V ± 1.0A
USB Wall charger input:	100-240V – 50/60Hz 0.2A
USB Wall charger output:	5.0V ± 1.0A

GLOSSARY:

Back / Clear Key: One Click returns to the previous menu, keep clicking, will take you to the Home Screen.
Back Cover: Protects internals, access battery, SIM and Memory card.
Battery: (Hardware) Give power to device.
Call / Send Key: Answer/make phone calls. Long press access call history.
Camera: (Hardware) Location of actual Camera.
Charger Port: (Hardware) Location of charging/sync port.
Earpiece: (Hardware) Allows the other caller to be heard.
Headset Jack: (Hardware) Allows to connect a 3.5mm hands-free headset.

Keypad Lock: Long pressing keypad will be locked or unlocked.
Main Display: Shows notifications, features, messages and active functions.
Microphone: (Hardware) Transmits voice to the other party during a call.
Multi-Function Key: Short Click turns on the camera app. Can be changed to any other app installed in the device. Long pressing it turns on the virtual mouse.
Navigation Key: Can scroll through all the menus and apps of the device.
Numeric Keypad: Used to enter numbers, alphabetical text and shortcuts.
OK / Execute Key: Used to select options, select apps and execute actions.

Power ON/Off/ End Key: Turns device ON/Off, ends calls, exits menus.
SD Card: (Hardware) Slot for a micro SD Card. 64GB maximum.
Secondary Display: (Hardware) Displays messages, notifications and time.
SIM card: (Hardware) Slot for a Nano SIM card.
Soft Keys: allows when available to select certain applications or commands.
Speaker: (Hardware) Allows to hear the emitted sounds from your device.
Volume Keys: (Hardware) Allows to adjust the volume up or down.

SCHOK

PRODUCT SAFETY

Product: Schok Classic Flip Phone
Model: SC3218

General Precautions

Oerating your phone properly will give you a safe, satisfactory service. Please avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and wait until is completely dry. **NEVER** charge or plug your device to the wall charger if the device is wet.

NOTE: Your Schok Classic is not water resistant, and its one year limited warranty does not cover any forms of liquid damage, regardless of source of origin.

Do not expose your phone to direct sunlight for extended periods of time and avoid at all costs to leave the device on the dashboard of a vehicle. Your Schok mobile phone it is a complex piece of equipment and can be broken. Avoid bending, dropping, hitting, or sitting on it. Any changes or modifications to your phone not expressly approved in this document could void your warranty.

Using Your Phone While Driving

Operating your phone while driving is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Following Safety Guidelines

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment. RF signals may affect improperly installed or inadequately shielded electronic operating systems or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle. Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

FCC REGULATIONS

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

This mobile phone has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can emit radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee 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 off 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 circuit different from that to which the receiver is connected.
·Consult the dealer or an experienced radio/TV technician for help.

FCC Note:

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
RF Exposure Information (SAR)
This phone is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the United States.
During SAR testing, this device was set to transmit at its highest certified power level in all tested frequency bands, and placed in positions that simulate RF exposure in usage against the head with no separation, and near the body with the separation of 10 mm. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.
The exposure standard for wireless devices employing a unit of measurement is known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. This device is complied with SAR for general population uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and had been tested in accordance with the measurement methods and procedures specified in IEEE1528.
The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: 2ALZM-SC3218.
For this device, the highest reported SAR value for usage against the head is 0.528 W/kg, for usage near the body is 1.142 W/kg. Simultaneous RF exposure is 1.261 W/kg .
While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirements. SAR compliance for body-worn operation is based on a separation distance of 10 mm between the unit and the human body. Carry this device at least 10 mm away from your body to ensure RF exposure level compliant or lower to the reported level. To support body-worn operation, choose the belt clips or holsters, which do not contain metallic components, to maintain a separation of 10 mm between this device and your body. RF exposure compliance with anybody-worn accessory, which contains metal, was not tested and certified, and use such body-worn accessory should be avoided.

Proper disposal of rechargeable Lithium ION (Li-ION) batteries:

NEVER handle a damaged or leaking Li-ION battery as you can be burned. For safe disposal options, contact your nearest consumer electronic retailer.
NOTE: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Any questions of how to dispose a rechargeable Li-ION battery, please call our customer service team at 1-888-48-SCHOK.

Hearing Aid Compatibility (HAC) Regulations for Mobile Phones: In 2003, the FCC adopted rules to make digital wireless telephones compatible with hearing aids and cochlear implants. Although analog wireless phones do not usually cause interference with hearing aids or cochlear implants, digital wireless phones sometimes do because of electromagnetic energy emitted by the phone's antenna, backlight, or other components. Your phone is compliant with FCC HAC regulations (ANSI C63.19- 2011). While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise and phones also vary in the amount of interference they generate. The wireless telephone industry has developed a rating system for wireless phones to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.
This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.
M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.
T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Tele phone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.) Your phone meets the M4/T4 level rating.
Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. For more information about FCC Hearing Aid Compatibility, please go to http://www.fcc.gov/cgb/dro.
This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

SCHOK

Warranty Policy

Product: Schok Classic Flip Phone
Model: SC3218

ATTENTION ⚠️

Are you having problems with your product? Please call us! Our knowledge is far greater than the store and our repair time is shorter. LET US MAKE IT RIGHT! USA CUSTOMER SERVICE LINE **1-888-48-SCHOK**

TAMBIÉN HABLAMOS ESPAÑOL

STEP ONE

All Schok products are manufactured with the best quality standards to offer years of trouble-free operation. In the event that this unit is not working correctly or it is defective in workmanship or materials we will repair or replace it (at our option) free of charge for 12 months from the date of purchase.

For easier and faster warranty service, please call our toll-free number 1-888-48-SCHOK and a customer service representative will explain in detail the steps to follow. If the product is still in warranty Schok will be happy to repair or replace your unit free of charge. If the owner wants to return the defective product to the store, this needs to be done within the first 15 days of the date of purchase, presenting the original receipt and the product in its original box and with all its accessories.

Before you call our help desk, please read in detail this warranty policy and fill the small questionnaire in the space "TO FILL" then, be prepared to write down the RMA number that our customer service representative is going to give you. If the product has been damaged by an accident or failure to follow this instruction manual, acts of God, has been tampered, misused or fixed by any unauthorized personnel, this warranty policy will be void.

Any implied warranties, obligations, or liabilities, including but not limited to the implied warranty of merchantability and fitness for a particular purpose, shall be limited in duration to the 12-Month duration of this written, limited warranty policy. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.)

In no event Schok shall be liable for any special, incidental, or consequential damages for breach of this or any other warranty, express or implied, whatsoever. (Some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation may not apply to you.) This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Before sending your device to our service center, we strongly recommend that you make a full backup (Contact information, pictures, ringtones or any other data. In addition, if your device has a micro SD-card, please remove it, and store for later use when your device is returned. Schok is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on, or integrated with any wireless device, whether under warranty or not, returned to Schok for repair or service.

For more information please visit our webpage www.schokgear.com ©2019 Schok LLC. All rights reserved.

STEP TWO

To obtain a RMA
(Return Merchandise Authorization)

1.- Please call toll-free our customer service line at 1-888-48-SCHOK and give them all the information requested in the questionnaire "TO FILL" or send us an email with the complete information to support@schokgear.com

2.- Write the RMA number at the end of the "TO FILL" Questionnaire.

3.- Mail the product via United States Postal service to the following address:

Attn: Schok Service center
5850 Town & Country Blvd
Suite 203
Frisco, TX
75034
USA
1-888-487-2465

In order for the product to arrive in perfect shape we strongly suggest to follow the next steps:

Use always the original Schok retail pack. In its defect, use the free small or medium box from the USPS named: "Priority Mail Small/Medium Flat rate box", add ALL the accessories so we can properly test them.

Please use "Bubble Wrap" to protect the Schok retail pack, If you don't have the original retail pack please protect the device and the accessories using "Bubble Wrap"

The device must be tight inside the box to protect it from shaking and moving during shipping.

Close the box and ship it. Please DO NOT ask for "Signature required for delivery"

As soon as your device arrives to our service center we will send you an email confirming the receipt of the unit and an estimated time for repair. As soon as the unit is ready we will ship it back to you. Schok will pay for the shipping and insurance back to you.

If Schok decides to improve, modify or update this policy, the customer service representative will inform you the new procedure as soon as you dial and request an RMA number.

STEP THREE

TO FILL

Before you call our customer service desk please fill this information.

Name: _____

Last Name: _____

Phone #: _____

Email: _____

Model #: _____

UPC code # _____

Place of purchase: _____

Date of purchase: _____

Serial number: _____

Address:

Street: _____

Street line 2: _____

City: _____ State: _____

Zip: _____ Country: _____

Describe problem: _____
_____
_____
_____
_____

RMA # _____

Schok will give this number when you call.