GoPhone Wireless
Home Phone

User Guide

go
phone®

AT&T WF721

Wireless Home Phone ("WHP") device is a mobile device that may be used with home phone equipment in different locations in the U.S. WHP device requires a battery to be installed in the device at all times to operate. In the event of a power outage, the battery can be used as a back-up battery. However, a landline phone requiring separate electric power to operate (e.g. cordless phones) connected to a WHP device will not place or receive calls (including 911 calls) during a power outage. For emergency calls, you may have to provide your location address to the 911 operator. Landline home phone equipment is not included. Provides voice service only. Not compatible with data or messaging services, home security systems, fax service, medical alert systems, medical monitoring systems, credit card machines, IP/PBX Phone systems, or dial-up Internet service. May not be compatible with your DVR/Satellite systems, please check with your provider. DSL customers should contact their provider before transferring a phone number to ensure uninterrupted DSL Internet service. WHP device is sold for use on the AT&T wireless network and cannot be activated on other carriers' wireless networks. If your WHP device is roaming, AT&T's off-net usage restrictions apply.

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Welcome to AT&T

Thank you for purchasing an AT&T Wireless Home Phone device (Model: WF721). To get the most from your new device, check out our videos and interactive tutorials at **att.com/whphelp**.
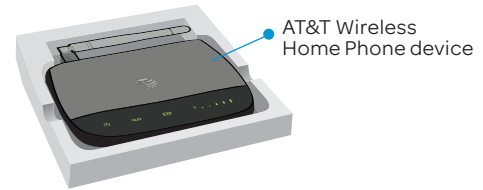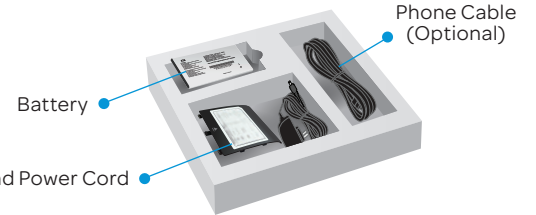
Contents

Getting Started

In the Box

The package contains the following items:

AT&T Wireless
Home Phone device

Phone Cable
(Optional)

Battery

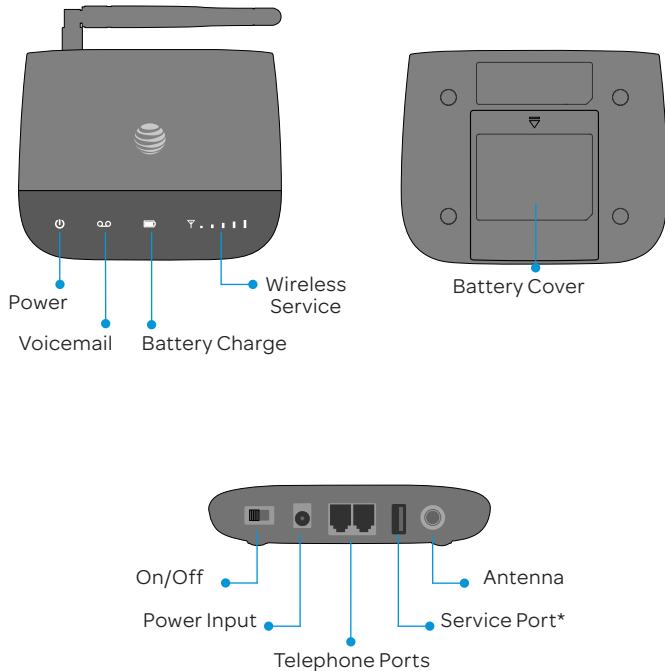Battery Cover and Power Cord

Also Included

Quick Start

User Guide

Getting to Know Your Device

Power

Voicemail   Battery Charge

Wireless
Service

Battery Cover

On/Off

Power Input

Telephone Ports

Antenna

Service Port*

*Reserved for AT&T technical support.

Service port is designed for diagnostic purposes only, not for customer use. Never place a USB-based device into the Service port of the device under any circumstance. Doing so may damage the device and negate its warranty.

LED Indicators

The table below describes possible states for each of the LED indicators.

Key	Icon Name	Status	Condition
⏻	Power	Green Solid	On
		Off	No power
⊙⊙	Voicemail	Green Blinking	New message waiting
		Off	No messages waiting
🔋	Battery Charge	Green Solid	High
		Green Blinking	Battery in use (High)
		Yellow Solid	Medium
		Yellow Blinking	Battery in use (Medium)
		Red Solid	Low
		Red Steady Blinking	Battery in use (Low)
		Red Rapid Blinking	No battery installed
		Off	No charge
📶	Wireless Service	Green Solid (1 to 5 bars)	Signal Strength (Low to High)
		No Bars Lit	No service
		Red Blinking Bars	Check SIM
		Red Solid Bars	Software updating

NOTE: A software update is in progress when the Wireless Service LED is solid red and all others are solid green.

How It Works

The Wireless Home Phone device uses the AT&T cellular network to provide phone service to your cordless or corded home phone(s). Place it anywhere in your house where you have a wireless signal. It does not require the use of a home phone wall jack like traditional home phone service.

The Wireless Home Phone device provides many calling services, such as voicemail, Caller Number ID, Call Waiting, Call Forwarding, and Three-way Calling for your home phone(s).

Device Installation

Before You Begin

Your device works exclusively with the AT&T cellular network and DOES NOT use your home phone wall jacks.

Your device should be located:
- Where you have a strong cellular signal, typically near a window or outside wall. Signal strength may vary in different parts of your home.
- Near an electrical wall outlet.

Select which phone(s) you will use with the Wireless Home Phone device:
- A cordless phone system with multiple handsets should be used to place phones throughout your home.
- If using an existing phone, unplug it from the wall jack.
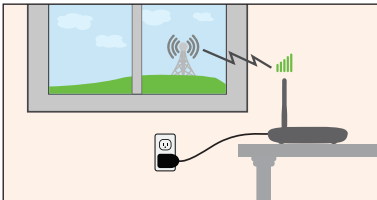
① Install the Battery

Insert the battery.
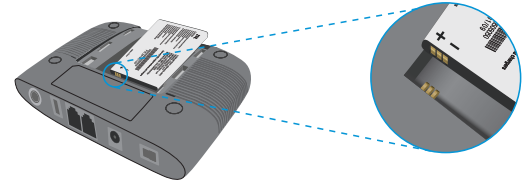
Note: Battery must be installed at all times for your Wireless Home Phone device to operate.

Install the battery cover.

NOTES:

- **The battery must be installed at all times for your Wireless Home Phone device to operate properly, even when plugged into a power source.** It may take five (5) hours to fully charge (battery will charge inside the device while connected to a power supply).
- Charge time may be impacted by environmental factors, and the battery will stop charging when the ambient temperature is outside of the temperature range allowed for charging (32 °F – 131 °F).

② Turn on Your Device

Plug the power cord into an electrical wall outlet that is not controlled by a wall switch.

Insert the small end of the power cord into the round Power Input port on the back of your Wireless Home Phone device.
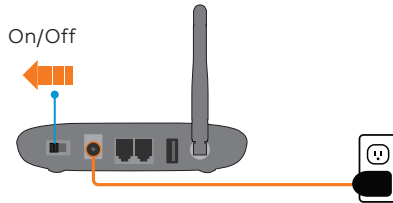
On/Off

Slide the On/Off switch to the On position.

③ Check the Wireless Signal

Raise the antenna to an upright position and check the signal strength.

More green bars indicate a stronger signal. Your device can be relocated in your home for best performance.

Signal
Strength
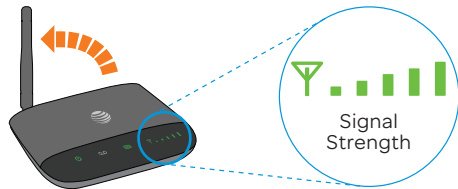
④ Connect the Device to a Phone

1) Unplug your phone from your home phone wall jack.

2) Plug your phone into the "Phone 1" port on the Wireless Home Phone device, using your existing phone cable or included phone cable.
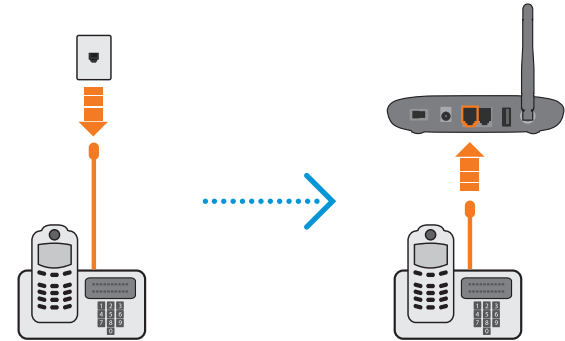
IMPORTANT: DO NOT plug the Wireless Home Phone device or your phones into your wall jacks.

⑤ Place a Test Call

Place a test call from your connected home phone. Make sure to dial the 10-digit phone number, including area code.

For best results, place the cordless phone base at least 12 inches from the Wireless Home Phone device.

NOTE: Keep your cordless phone plugged into a power outlet.
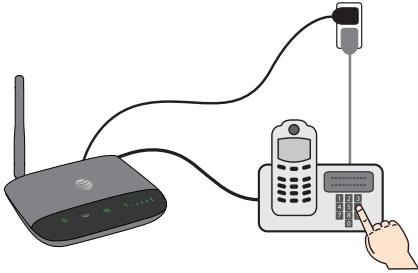
⑥ Set up Voicemail and Additional Phones

Voicemail is included with your service. Dial "1" to set up and access. If you choose to use an answering machine instead, set it to fewer than 4 rings.

To place phones throughout your home, use a cordless phone system with multiple handsets. Wall jacks are not used with Wireless Home Phone.

Useful Tips

• Transferring a phone number can take about four days, so you should keep a phone plugged into your wall jack to receive calls on your old service (including 911) until your transfer completes. However, you can make calls immediately on your Wireless Home Phone device. Check transfer status at att.com/port.

• The "Phone 2" port can be used to connect an additional phone or stand-alone answering machine. It uses the same phone number as the "Phone 1" port.
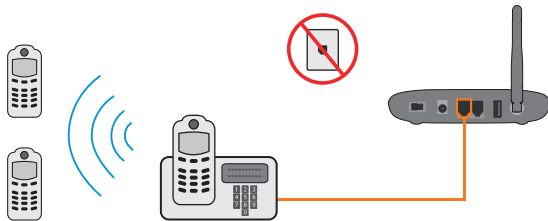
• Your AT&T Wireless Home Phone device does not support incoming or outgoing fax service.

• Your AT&T Wireless Home Phone device does not support rotary or pulse-dialing phones.

Voicemail

Your Wireless Home Phone device comes with standard wireless voicemail. Follow the steps below to set up and use your voicemail.

Setup

Dial 1 on any home phone connected to the Wireless Home Phone device and wait four (4) seconds to connect to your AT&T wireless voicemail. Simply follow the voice prompts to complete setup. To enable remote voicemail retrieval and for added security be sure to create a password during setup.

For more help on setting up your AT&T voicemail, go to att.com/voicemailsetup.

Message Waiting

There are two indicators for a new message waiting: 1) the voicemail icon; and 2) an intermittent dial tone.

The voicemail icon ᴏᴏ on your Wireless Home Phone device blinks when a voicemail message is waiting. You will also hear an intermittent dial tone on any connected phone handset before placing a call.

Retrieving Messages

To retrieve voice messages, dial 1 on any home phone connected to the Wireless Home Phone device and wait four (4) seconds to connect to your AT&T wireless voicemail box. Simply follow the voice prompts to listen to and manage your messages. (Alternately, you may dial your 10-digit home phone number to access your voicemail box.)

Remote Retrieval

To retrieve voicemail messages from a phone not connected to the Wireless Home Phone device, dial the number associated with your Wireless Home Phone service. When voicemail picks up, press *. You will then be prompted to enter your password. Simply follow the prompts to listen to and manage your voicemail messages.

Transferring a Phone Number

Transferring a landline phone number to your Wireless Home Phone device can take about four days. Outgoing calls can be made immediately using your Wireless Home Phone device, however incoming calls (including 911) will continue through your old service until the transfer is complete. Keep a phone connected to your existing home wiring or prior service to continue to receive incoming calls until the transfer is complete. To check the status of your transfer, visit att.com/port.

Using Your Device

Making Calls

Using a phone connected to your Wireless Home Phone device, place and receive calls as you normally would. The Wireless Home Phone device supports both cordless and corded phone dialing methods.

NOTE: You will need to dial 10 digits even for local numbers.

Three-Way Calling

While on an existing call, press the Flash (or Phone/Talk) key on your phone to put the first party on hold. When you hear a dial tone, dial the second party's number (wait up to four [4] seconds). When the second party answers, press the Flash (or Phone/Talk) key again to complete the three-way connection. If the second party does not answer, press the Flash (or Phone/Talk) key to end the connection and return to the first party.

NOTE: If your phone does not have a Flash (or Phone/Talk) key, use the off-hook mechanism supported by your phone instead.

Call Waiting

You will hear two tones if someone calls while you are already on a call.

To hold the current call and accept the waiting call, press the Flash (or Phone/Talk) key. You can press the Flash (or Phone/Talk) key anytime to switch back and forth between calls.

To clear the current call and accept the waiting call, enter 1 and press the Flash (or Phone/Talk) key.

To reject (User Busy) the waiting call, enter 0 and press the Flash (or Phone/Talk) key.

NOTES:

- Your Wireless Home Phone device comes with standard three-way calling and call waiting. Operation of these features will vary depending on your home phone equipment.
- If your phone does not have a **Flash** (or **Phone/Talk**) key, then use the off-hook mechanism supported by your phone.

Call Forwarding

To forward all calls, dial:

① ***21***

② The 10-digit number to which you wish to forward your calls

③ **# key**

(Example: *21*1234567890# forwards your calls to the phone number 123-456-7890)

Please wait at least three (3) seconds and until you hear a confirmation tone for the forwarding to complete before hanging up.

To un-forward calls, dial **#21#**, please wait at least three (3) seconds and until you hear a confirmation tone for the un-forwarding to complete before hanging up.

NOTE: Applicable wireless minute plan rates apply to forwarded calls.

Helpful Tips

Home Answering Machines

If you choose to use your home answering machine instead of the voicemail provided by your Wireless Home Phone device, you will need to set your answering machine to pick up calls before network voicemail, which is fewer than 4 rings. If you have a stand-alone answering machine, you can connect it to the "Phone 2" port on the back of your Wireless Home Phone device.
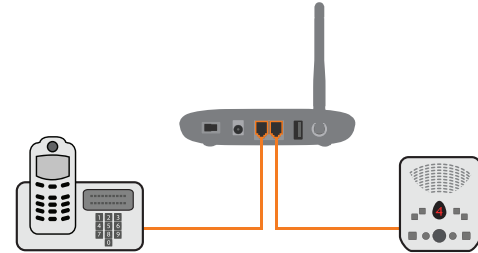
Adjusting Volume

Use your home phone's volume adjustment if available. Alternately, the volume of the Wireless Home Phone device can be adjusted if necessary. While on a call, press ****** or **##** to enter Volume Setting Mode. Press ***** to decrease volume. Press **#** to increase volume.

To exit Volume Setting Mode press any other key or wait five (5) seconds.

NOTES:

- Four volume levels are available (level 1 to level 4); the default setting is the highest at level 4.
- Your home phone(s) may have a separate volume level setting function that is independent of the Wireless Home Phone device.

Powering On/Off

The On/Off switch is used to turn your Wireless Home Phone device on or off. When powered off, the Wireless Home Phone device will no longer send or receive calls, but it will continue to charge the battery if still connected to the wall outlet.

To turn the Wireless Home Phone device on, slide the On/Off switch to the On position. To turn it off, slide the On/Off switch to the Off position.

TTY Support

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) are supported by the Wireless Home Phone device. In order to use the TTY network, you must have a TTY-compatible phone and be in TTY mode. Note that most digital wireless devices are TTY-compatible.

Dial *983*889*n# to set the TTY mode.

- n = 0: TTY off mode. The standard voice speaking mode and listening mode. This is the default setting.
- n = 1: TTY full mode. Transmit and receive the TTY characters.
- n = 2: VCO mode. Receive TTY characters but transmit by speaking into the speaker.
- n = 3: HCO mode. Transmit TTY characters but receive by listening to the receiver.

Important Information

E911 Service

For emergency calls, you may have to provide your location address to the 911 operator.

Power Outages

The Wireless Home Phone device has a battery in the event of a power outage with talk time of approximately 3 hours depending on environmental factors. However, a landline phone requiring separate electric power to operate (e.g., cordless phones) connected to a Wireless Home Phone device will not place or receive calls (including 911 calls) during a power outage.

If you experience a power outage and your battery is fully depleted, it will be necessary to restart your device when power is restored by sliding the **On/Off** switch off and on.

Device Compatibility

The Wireless Home Phone device is not compatible with data or messaging services, home security systems, fax service, medical alert systems, medical monitoring systems, credit card machines, IP/PBX Phone systems, or dial-up Internet service. May not be compatible with your DVR/Satellite systems, please check with your provider. DSL customers should contact their provider before transferring a phone number to ensure uninterrupted DSL Internet service.

The Wireless Home Phone device cannot be used to make 500, 700, 900, 976, 0+ collect, operator assisted, or dial-around calls (e.g. 1010-XXXX).

In-Home Wiring

Interconnecting to home telephone wiring is not necessary, but is possible; however, it is not recommended unless you possess sufficient knowledge of electrical systems. Use with home wiring requires the physical disconnection from other services, including the landline coming into your home. Use of a qualified licensed electrician is highly recommended. Improper installation may result in phone equipment damage or even a fire.

Frequently Asked Questions

What kind of phone do I need to work with the Wireless Home Phone device?

Most standard touch-tone phones may be used. Rotary phones are not supported. Cordless phone systems provide the most flexibility and allow you to easily place additional handsets throughout your home. Cordless phone systems still need to be plugged into a power outlet.

During a power outage, a standard corded phone which doesn't require electrical power is needed.

How do I install my Wireless Home Phone device?

Refer to pages 4-9 of this guide for the most common installation methods. Other helpful information:

- Installation near a window or outside wall is strongly recommended to ensure the strongest possible wireless signal in order to maximize voice quality.
- If your voice quality is unacceptable, your device may not have sufficient signal strength (green bars). You may need to relocate the device to another area of your home with a stronger wireless signal.

Will my Wireless Home Phone device work in areas with no or low wireless signal strength?

A strong wireless signal (three to five green bars) is recommended for optimal performance. A moderate signal (one to two green bars) may be sufficient. If you do not see three to five green bars, you may want to choose an alternate location.

Why don't I see the name of the caller on Caller ID?

The Wireless Home Phone device, similar to other wireless devices, supports calling number identification.

However, contact names stored on your cordless home phone may display for incoming calls.

Does the Wireless Home Phone device support data or text messaging?

No, only voice services are supported.

Do I need broadband Internet service for the Wireless Home Phone device to work?

No, the service is provided through the AT&T wireless network.

Can I move my Wireless Home Phone device and use it in another location?

Yes, you can use your device anywhere in the U.S. where AT&T is authorized to provide wireless services. All you need is an available wireless signal and power outlet.

When I dial a seven-digit number using the Wireless Home Phone device, I get a message that the number cannot be completed as dialed. Does the Wireless Home Phone device support seven-digit dialing?

The Wireless Home Phone device requires 10-digit dialing for domestic calls in most areas.

Can I make international calls with my Wireless Home Phone device?

Yes. You can add an international long distance package for an additional charge which includes 1,000 minutes of calling to both mobile and landline numbers in Mexico, Canada, China, India and more plus landline calling to over 50 other countries. Or you can pay standard pay-per-use rates for calls to over 225 countries worldwide. For more details, go to att.com/gowirelesshome.

Can I use my Wireless Home Phone device internationally?

No. Use is limited to the United States, Puerto Rico, and U.S. Virgin Islands.

What is the warranty on the Wireless Home Phone device?

AT&T Wireless Home Phone device has a 12-month limited warranty. For details, see page 30.

I can't make or receive calls with my Wireless Home Phone device. What should I do?

Please follow the troubleshooting steps found on the following pages. If further assistance is required, call 800-901-9878.

Troubleshooting

Problem	Possible Solution
No dial tone	• Make sure the battery is installed in your Wireless Home Phone device.
	• Make sure the device is turned on (Power indicator light is green) and there is AC power to the Wireless Home Phone device. Do not connect to an AC outlet controlled by a wall switch.
	• Move the device to an area with sufficient network signal (at least 1 to 2 green bars are displayed).
	• Make sure your home telephone equipment has power and is connected properly to the Wireless Home Phone device.
Caller Number ID only	• Like all wireless services, only the calling number is displayed with Caller ID.
	• Your home phone equipment may support the display of names stored in its contacts memory.
Battery LED is off	• Plug your Wireless Home Phone device into a power outlet to charge the battery.

Problem	Possible Solution
Poor voice quality	• Make sure all connections are firmly in place.
	• Make sure the external antenna is installed and securely fastened.
	• Move your device to another area of the home with a strong wireless signal (3 green bars or more), typically near a window or outside wall.
	• Make sure the home phone that is connected to the Wireless Home Phone device is of good quality and in good working order.
	• Connect your phone using the phone cable included with the Wireless Home Phone device.
	• Make sure the antenna is in a vertical position and increase the distance away from other electronic devices and the Wireless Home Phone device (including cordless base stations, Wi-Fi routers, and cell phones).
	• Voice quality may degrade with a low battery charge (red). Connect to an AC power source to recharge when power is available.

Important Information   Important Information

Problem	Possible Solution
Wireless Service indicator displays a red antenna and no bars are lit	• Make sure the external antenna is installed and securely fastened. • Move your device to another area with sufficient network signal (at least 1 to 2 green bars are displayed).
Solid red Wireless Service indicator (all other indicators solid green)	A software update is in progress and may take up to 7 minutes to complete. Once complete, the LEDs on your Wireless Home Phone device will return to normal state.
Blinking red Wireless Service indicator	• SIM is missing or not installed properly. 1) Remove the battery cover and battery. 2) Locate the SIM card slot and insert the SIM card into the slot until secure. • SIM card may be invalid or damaged and needs to be replaced. For a replacement SIM card, take your Wireless Home Phone device to your local AT&T store. Or, call AT&T Customer Care at 800-901-9878.

Problem	Possible Solution
SIM card doesn't work in my mobile device	• The SIM card provided with your Wireless Home Phone device is intended for use only in your specific Wireless Home Phone device and cannot be used in a mobile handset.
Message Waiting indicator on my home phone equipment doesn't light	• The Wireless Home Phone device does not support this functionality with your home phone equipment. • The Wireless Home Phone device has a dedicated Message Waiting indicator light and will flash when you have a new voice message. You will also hear an intermittent dial tone when you pick up your handset.
I hear an intermittent dial tone	• You will hear an intermittent dial tone when you have a new voicemail message waiting. • Dial 1 from your home phone equipment connected to the Wireless Home Phone device to review your voice messages.

Problem	Possible Solution
My answering machine won't pick up calls	• Set your answering machine settings to pick up calls before network voicemail, which is approximately four (4) rings. • Or, you can have network voicemail removed from your account by calling AT&T Customer Care. Dial 611 from your connected phone or 800-901-9878.
I hear a constant low frequency tone (not dial tone) when I try to place a call	Hang up your home phone to restore dial tone.

Specifications

Dimensions (W×D×H)	5.51" (W) × 4.33" (D) × 1.18" (H)
Weight	8.26 oz. (including antenna and battery)
Battery	1,900 mAh
Talk time	Approximately 3 hours (2G and 3G)
Standby time	Up to 25 hours

NOTE: The value of the talk time or standby time varies with the actual environment.

Safety Instructions

- Some electronic devices are susceptible to electromagnetic interference sent by devices that may not be adequately shielded. For best performance, position the Wireless Home Phone device as far from these types of devices (TV sets, radios and other automated office equipment) as possible (at least 8 feet) so as to avoid possible electromagnetic interference.

- Do not use the device in hospitals.

- Do not use the device on board aircraft.

- Operating of the device may interfere with medical devices like hearing aids and pacemakers. Consult a physician or the manufacturer of the medical device before using.

- Be aware of usage limitations when using the device at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Even if your terminal is in idle state, it still transmits radio frequency (RF) energy.

- Keep the antenna free from obstructions and position the antenna straight up. This will ensure best call quality.

- Please put the device in a safe place. The device may cause injury if used as a toy by children.

- Do not put other things on the terminal to avoid overheating.

- Please use original accessories or accessories that are approved by vendor. Using any unapproved accessories may affect your device's performance, damage your terminal, or even cause danger to you and violate related national regulations about telecom terminals.

- Because the device can produce an electromagnetic field, do not place it near magnetic items such as computer disks.

- Do not expose the device to direct sunlight or store it in hot areas. High temperatures can shorten the life of electronic devices.

- Prevent liquids from leaking into the device.

- Do not attempt to disassemble the device by yourself. Non-expert handling of the device may cause bodily injury or device damage.

- Do not install or remove the SIM card when the power is on.

Radio Frequency (RF) Energy

This device meets the government's requirements for exposure to radio waves.

This device 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 U.S. Government:

The exposure standard for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg.*

While there may be differences between the SAR levels of various devices and at various positions, they all meet the government requirement.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/ea/fccid/ after searching FCC ID: SRQ-WF721.

*Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. 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 device 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.

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

NOTE: This equipment 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 radiate 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.

Warranty

ZTE offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship for a period that expires one (1) year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from a supplier authorized by the Seller. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This limited warranty is applicable only to end users in the United States.

① This product or phone is under warranty for 12 months from the date of purchase.

② For warranty service information, please call ZTE service number 877-817-1759 (toll-free). The manufacturer's website, http://www.zteusa.com, is also available for assistance.

③ This warranty only applies if the product has been used in accordance with the manufacturer's instructions under normal use and with reasonable care.

④ What this warranty does not cover:

   a) Defects or damages resulting from the misuse of this product.
   b) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture, dampness or corrosive environments, unauthorized modifications, unauthorized repair, neglect, rough handling, abuse, accident, alteration, improper installation, incorrect voltage application, food or liquid spoilage, acts of God.
   c) Normal wear and tear.

   d) If the Product has been opened, modified or repaired by anyone other than a warranty service center or if it is repaired using unauthorized spare parts.
   e) If the serial number or mobile accessory date code has been removed, erased, defaced, altered, or are illegible in any way subject to sole judgment of ZTE.

LIMITED WARRANTY

TO THE EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AGAINST ZTE AND ZTE'S SOLE AND EXCLUSIVE LIABILITY IN RESPECT OF DEFECTS IN PRODUCT. HOWEVER, THIS LIMITED WARRANTY SHALL NOT EXCLUDE NOR LIMIT ANY OF YOUR LEGAL (STATUTORY) RIGHTS UNDER THE APPLICABLE NATIONAL LAWS.

TO THE EXTENT PERMITTED BY APPLICABLE LAW ZTE DOES NOT ASSUME ANY LIABILITY FOR LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA, FOR ANY LOSS OF PROFIT, LOSS OF USE OF PRODUCTS OR FUNCTIONALITY, LOSS OF BUSINESS, LOSS OF REVENUES OR LOSS OF ANTICIPATED PROFIT, INCREASED COSTS OR EXPENSES OR FOR ANY INDIRECT, OR SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE. TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZTE'S LIABILITY SHALL BE LIMITED TO THE PURCHASE VALUE OF THE PRODUCT. THE ABOVE LIMITATIONS SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CAUSED BY DEFECT OF PRODUCT IN MATERIAL, DESIGN, AND WORKMANSHIP.

How to Get Warranty Service

To obtain warranty service, please call (877) 817-1759. Please have the following information available when you send the device in for repair:

- A valid Proof of Purchase
- Return address
- Daytime phone number or fax number
- Model #
- IMEI # (Look for the 15-digit IMEI # behind the battery of the device.)
- Complete description of the problem
- Transportation prepaid

Other Warranty Programs

You may have other warranty programs with your purchase, such as warranty exchange. If so, please refer to equipment package or the original point of sale.

Notes