



ClarityLife C900™ Frequently Asked Questions

General

Q. Who is the ClarityLife C900™ cell phone meant for?

A. The ClarityLife C900 is developed for seniors, people with hearing, sight and dexterity challenges and people that only want the basic cell phone functionality including speech and security.

Q. What is special about the ClarityLife cell phone?

A. Compared to most cell phones offered in the mainstream market C900 is larger and thereby easier to grab and hold, it has a large display for those with sight challenges and it is loud for those with a hearing loss. It has large buttons for those with dexterity issues, it can be operated by use of only four buttons for the sake of simplicity and it is stripped for any feature that could complicate the basic operation. It has a large red emergency button with special functionality.

Q. Do you offer insurance on your phone?

A. No, but Clarity offers a one year warranty on their products.

Q. Is the C900 Hearing Aid Compatible?

A. Yes, the C900 is Hearing Aid Compatible.

Q. What does Hearing Aid Compatible mean?

A. Hearing Aid Compatible equipment is designed to improve performance and sound quality with Hearing Aids.

Q. How loud is the phone?

A. 20dB of amplification

Network and Services

Q. What network does the C900 use?

A. The C900 operates on a GSM Network (Global System for Mobile Communications). Two of the most popular US, GSM service providers are AT&T and T-Mobile.

Q. What does Unlocked mean?

A. The ClarityLife C900 will be sold “unlocked”. This means that the customer can take the mobile phone and purchase service through any GSM compatible network. If the customer already has service through one

of these providers, they can take their current SIM card and place it into the C900 or add the cell to their current plan.

Q. Why is Clarity selling the phone as “Unlocked”?

A. Clarity gives the customer the flexibility of choosing their own service provider and a plan that best fits their needs. Many people like to have the option to add the ClarityLife C900 to their family plan.

Q. Does Clarity offer service?

A. You can purchase a SIM card plus prepaid minutes from Clarity. The phone will operate through T-Mobile’s network.

Q. Can the C900 be used in Canada?

A. No, it is for US use only.

SIM Cards

Q. What is a SIM Card?

A. A SIM (Subscriber Identity Module) Card is a portable memory chip used in cell phones that operate on a GSM network. If the SIM card has been activated by the service provider, the customer only needs to insert the SIM card into their phone for use. SIM cards hold information, such as cell phone number, phone book information, and text messaging and other data. SIM cards can be easily transferred from one mobile to another.

Note: Some SIM cards operate on a pre-paid plan and minutes may need to be purchased.

Q. What should I do, if I insert the SIM card and the phone displays “Only 911 emergency calls are possible”?

A. Some SIM cards are thinner than others. If this error message appears and you have inserted your SIM card, please insert a thick piece of paper between the SIM card and the top side of the SIM card holder.

Battery

Q. How long does the battery need to charge before I first use the phone?

A. When you first receive your C900, you will need to charge your battery 4 hours before using.

Q. How long can I use the handset before recharging the battery?

A. After your phone is fully charged, you will be able to talk for up to 3 hours on your mobile phone before the battery dies. There is a battery indicator located on the top left of the LCD screen on the handset. The battery

indicator on the top left of the LCD screen, will drop bars when the battery charge is low.

Q. What is the battery life Standby time?

A. 150 hours

Q. What is the battery talk time?

A. Three hours

Q. What type of battery does the C900 use?

A. Li-Ion 3.7 V/1000 mAh

Q. How do I discard of the batteries?

A. Check and follow local laws regarding disposal and recycling of your battery.

Q. Is it possible to buy additional batteries?

A. Yes. Additional batteries can be purchased. For more information please contact the place of purchase or contact Clarity toll free at 1-800-426-3738.

Accessories

Q. Are accessories available for the C900?

A. The following accessories are available: Power Adapter, Car Charger, Desk-top Charger, Batteries and Carrying Case. For more information please contact the place of purchase or contact Clarity toll free at 1-800-426-3738.

Telephone Operation

Q. Can you turn the ringer off?

A. Yes, the ringer can be turned off. This can be done under the Settings section in the menu. Please refer to the C900 User Guide for further instructions.

Q. Can you turn the dial pad tone off?

A. Yes, the dial pad can be turned off. This can be done under the Settings section in the menu. Please refer to the C900 User Guide for further instructions.

Q. When my phone barks, what does that mean?

A. Your phone will bark when your battery is low. The C900 will also bark when an error message appears on your screen.

Q. Can I turn the barking noise off?

A. Yes. When you turn the dial pad tone off it will deactivate the barking as well.

Q. Can I change the text size?

A. Yes, you can choose from small or large. This can be done under the Settings section in the menu. Please see the user guide on how to operate this function?

Q. Does the C900 have a speakerphone?

A. No, the C900 does not have a speakerphone.

Q. What is My Menu?

A. My Menu allows you to quickly select your most often used menu items.

Q. How can I check my voicemail?

A. Press and hold zero for three seconds and you will automatically be connected to your voicemail.

Q. How many names and numbers will the phonebook hold?

A. The phonebook will hold up to 200 names and numbers.

Emergency Button

Q. Do I have to program in the numbers to the phonebook before I program the ER button?

A. Yes, you must program the phonebook with the numbers you would like to store as your emergency numbers.

Q. Can I change the numbers programmed into the ER button at anytime?

A. Yes. Please see instructions in the C900 user manual.

Q. Why does my phone make a loud tone, when I press the ER button?

A. *When dialing the emergency number and during the call there is a warning tone, which lets both you and the person you are calling know it is an emergency.*

Q. If I run out of minutes, can I still use the ER button?

A. If you have run out of minutes, you will only be able to dial out to 911 using the dial pad.