



Quick Start Guide

Thank you for purchasing The SCORE 5C Secure Device! This document will guide you through the initial configuration and will activate the device according to the guidelines of the facility where you are located. **Please read Important Safety Reminders and Warranty Information before using the device.**

The device has many security features that are designed to meet the requirements of correctional institutions. This includes a mortality timer, connectivity limited to only authorized kiosks or servers, etc. **Please be advised when you are released you will have to send the device for de-institutionalization which will require paying a \$25 service fee plus a shipping and handling fee. If you do not accept these conditions, do not activate the device, and return the device as indicated in the instructions in the SCORE® Secure Device Purchaser Agreement below**

SET-UP INSTRUCTIONS

Charge Battery – Please ensure that the device has at least 30% charge before attempting to activate. You charge the device by connecting the charger to its USB-C port.

Turn on your Device – Power up the device by pressing and holding the Power Button for five (5) seconds. It will take several seconds to boot up—PRESSING THE POWER BUTTON MORE THAN ONCE WILL TURN OFF THE DEVICE AND INTERRUPT THE BOOTUP PROCESS. During the initial boot-up, the boot animation will play.

Activate Device – If the device is instructing you to connect it to a kiosk, connect the device to the kiosk by gently plugging in the kiosk's USB cord to the device's USB-C port. **Never disconnect your device during an active connection unless instructed by the kiosk.** Select the "Music" option on the kiosk, then click on "ACTIVATE". The activation process may take several minutes. Please follow the on-screen prompts. Once the session is complete you may disconnect the device from kiosk and begin using it.

To download previously purchased music and videos, you will need to open the Media Store application and press the Download All button from the Downloads screen. This action will automatically download media catalogs.



Safety Reminders

Using your earbuds at high volume can be dangerous and/or damage your hearing. Keep the volume at a moderate level so you are able to hear outside sound. Please exercise extreme caution and discontinue use in potentially hazardous situations.

User Recommendation:

To keep the device in good operational order, please note the following:

- The SCORE 5C IS NOT WATERPROOF! Keep it away from sinks, showers, rain and other sources of moisture.
- Disassembling or tampering may permanently damage the device.
- Treat The SCORE 5C as a delicate electronic device. Do not drop or bang it against any object or surface. Be gentle when inserting connector to the headphone or USB-C ports, using them with care will extend the usability.
- DO NOT twist or apply pressure to the plastic case, as this may disrupt the Touch Screen.

SCORE® Secure Device Purchaser Agreement

By purchasing a SCORE® Secure Device you, the end user, hereby agree to the terms contained in this Purchaser Agreement with Keefe Group, LLC and its parent and affiliate companies ("Keefe") (the "Agreement"). This Agreement governs the use of your SCORE® Secure Device. This Agreement is effective on the date you receive your SCORE® Secure Device.

Please read this Agreement carefully prior to using your SCORE® Secure Device. In the event that you, the end user, do not agree to all terms of this Agreement, you have the option to return your SCORE® Secure Device free of charge within thirty (30) days of receipt (the "Return Period"). If you use your SCORE® Secure Device or keep it beyond the Return Period, you hereby accept and agree to be bound by the terms of this Agreement.

USING OR FAILING TO RETURN YOUR SCORE® SECURE DEVICE DURING THE RETURN PERIOD ACTS AS YOUR AGREEMENT TO A LIMITATION OF YOUR RIGHTS AGAINST KEEFE AS IT RELATES TO YOUR USE, POSSESSION, AND/OR OWNERSHIP OF YOUR SCORE® SECURE DEVICE. CONDITIONS OUTSIDE OF KEEFE'S CONTROL MAY AFFECT YOUR ABILITY TO OWN AND/OR POSSESS YOUR SCORE® SECURE DEVICE AND ACCEPTANCE OF THIS AGREEMENT THROUGH YOUR CONTINUED USE OF YOUR SCORE® SECURE DEVICE ACTS AS AN AGREEMENT TO WAIVE ALL RIGHTS TO SUE OR MAKE A CLAIM AGAINST KEEFE RELATING TO YOUR SCORE® SECURE DEVICE.

I. Limited Warranty.

Keefe warrants to the original end-user purchase, that the SCORE® Secure Device, excluding content and/or software supplied with or on it, will be free from defects in material and workmanship under normal use for a period of ninety (90) days from the date the SCORE® Secure Device is delivered to you. This warranty is non-transferrable, and you agree that this warranty may be further limited by circumstances beyond Keefe's control, including but not limited to security measures or other policies or procedures put in place by the institution in which you are housed.

Keefe's liability under this warranty, and your exclusive remedy, is limited (at Keefe's discretion) to either replacing or repairing the SCORE® Secure Device; provided however, if Keefe is unable to repair or replace your SCORE® Secure Device, Keefe may provide you with an equivalent product, which may be a refurbished product, at Keefe's sole discretion. All the aforementioned remedies are subject to you explicitly following the process defined in the below section "Warranty Process." Replacement and spare parts may be reconditioned, at Keefe's sole discretion, and all parts removed from your SCORE® Secure Device during repair shall become the property of Keefe.

II. Warranty Process.

If your SCORE® Secure Device is covered by this Limited Warranty and you desire to file a claim –

- 1) Complete and sign the Warranty Request Card, attached hereto as Exhibit B, providing a detailed description of the problem(s), and confirming that the device was purchased within the last ninety (90) days.
- 2) Receive a Returns Authorization Number from Keefe. Returns sent without a Returns Authorization Number will be sent back to you unrepairs and the time remaining on your warranty will continue to run during this time period. Individuals incarcerated at Federal Bureau of Prison institutions do not need to get this number.
- 3) When you mail your device for repair at the correct address below, you must include proof of purchase and the device. Failure to include proof of purchase will cause Keefe to return your device to you unrepairs and the time remaining on your warranty will continue to run during this time period.
- 4) You shall be solely responsible for shipping costs for warranty repair. Keefe shall be responsible for the costs of return shipping following a repair as outlined in this subsection. Keefe will only ship to addresses within the United States. Including a return address outside of the United States will result in your device being considered undeliverable and disposed of after sixty (60) days.
- 5) Ensure return address provided is accurate and acceptable to the U.S. Postal Service (USPS). Invalid addresses or devices returned as undeliverable will be disposed of after sixty (60) days.

Requests that fail to meet all aforementioned requirements will be returned unprocessed to the return address provided and the Limited Warranty Period will continue to run during this time. Please confirm with your correctional agency which of the below addresses your warranty request is to be mailed. If you are unable to obtain confirmation from the agency, those who are/were incarcerated at a state or county institution should send their request to the St. Louis address, and those who are/were incarcerated at a federal institution should send it to the West Des Moines address:

Attention: Warranty Request
10880 Lin Page Place
St Louis, MO 63132

Attention: Warranty Request
1601 48th Street, Suite 220
West Des Moines, IA 50266

Keefe will not be responsible for delays or unprocessed claims resulting from purchaser's failure to provide any and all of the necessary information.

III. Warranty Exclusions and Limitations.

Keefe will not be liable for damage caused by improper use (including use in combination with products not manufactured or developed by Keefe for use with the SCORE® Secure Device and not used in accordance with the instructions), or by damage, misuse, neglect, tampering with the SCORE® Secure device, improper installation, repair by someone not authorized by Keefe, alteration, natural disaster, modification, accident, water damage or damage to any of the following: screen, headphone port, power port and/or USB port. The SCORE® Secure device must not be used in applications where failure could threaten injury or life, such as life support systems.

IV. Exclusive Remedy.

EXCEPT TO THE EXTENT EXPRESSLY PROHIBITED BY LAW, THIS LIMITED WARRANTY SETS OUR YOUR EXCLUSIVE REMEDIES FOR YOUR SCORE® SECURE DEVICE AND ANY OTHER WARRANTIES, CONDITIONS, REPRESENTATIONS OR GUARANTEES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, NONINFRINGEMENT AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED AND SHALL NOT APPLY OR HAVE ANY EFFECT. IF KEEFE CANNOT DISCLAIM IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE, SUCH IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY. THE WARRANTY DURATION ON ANY REPAIRED OR REPLACED PRODUCT WILL BE THAT PORTION OF THE WARRANTY PERIOD REMAINING ON YOUR ORIGINAL SCORE® SECURE DEVICE, WITH ANY DAYS THE SCORE® SECURE DEVICE WAS IN KEEFE'S POSSESSION FOR REPAIR SUBTRACTED FROM YOUR REMAINING WARRANTY. YOU ASSUME ALL RESPONSIBILITY FOR SELECTING THE PRODUCT TO ACHIEVE YOUR INTENDED OR DESIRED RESULTS.

V. Limitation of Liability.

EXCEPT TO THE EXTENT EXPRESSLY PROHIBITED BY LAW, IN NO EVENT SHALL KEEFE OR ANYONE ACTING ON BEHALF OF OR WITH KEEFE (INCLUDING, WITHOUT LIMITATION, IN RELATION TO THE MANUFACTURE, SUPPLY DISTRIBUTION, SALE, REPAIR OR RETURN OF THE SCORE® SECURE DEVICE) BE LIABLE FOR PERSONAL INJURY, OR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE LOSS OR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, DATA, BUSINESS INTERRUPTION, LOSS OR CORRUPTION OF INFORMATION (INCLUDING DATA), OR OTHER PECUNIARY LOSS) ARISING OUT OF THE USE OR INABILITY TO USE THE SCORE® SECURE DEVICE, EVEN IF KEEFE OR ANYONE ACTING ON BEHALF OF KEEFE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION IS INTENDED TO APPLY AND DOES APPLY WITHOUT REGARD TO WHETHER SUCH DAMAGES ARE CLAIMED, ASSERTED OR BROUGHT IN AN ACTION OR CLAIM IN TORT, CONTRACT, ON THE WARRANTY, OR UNDER ANY OTHER LEGAL THEORY. THE LIABILITY OF KEEFE AND ANYONE ACTING ON BEHALF OF OR WITH KEEFE TO YOU FOR LOSS OR DAMAGE ARISING UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED IN AGGREGATE THE NET PURCHASE PRICE YOU PAID FOR THE SCORE® SECURE DEVICE.

VI. Choice of Venue. Waiver of Jury Trial.

Any suit, claim, or other action brought by you pertaining to your SCORE® Secure Device shall be brought exclusively within either the state court for St. Louis County, Missouri, or the Federal District Court for Eastern Missouri. You expressly waive any rights you have to a jury trial on any suit, claim or other action you bring.

VII. Choice of Law.

This Agreement and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Missouri including all matters of construction, validity, performance, and enforcement and without giving effect to the principles of conflict of laws.

VIII. Consent and Understanding to Circumstances Unique to Purchases within the Correctional Environment.

Providing goods and/or services to the correctional environment presents unique circumstances and challenges that may not otherwise exist. At the time of your purchase of the SCORE® Secure Device, Keefe has been authorized via contract or otherwise to sell media devices and media content to individuals housed within the correctional facility in which you reside. By making this purchase and consenting to the terms of this Agreement, you acknowledge and agree that circumstances may change subsequent to your purchase of the SCORE® Secure Device which result in Keefe no longer being the provider of goods and/or services to the facility where you reside such as media devices (i.e. the SCORE® Secure Device) and media content. Moreover, security restrictions outside of Keefe's control that currently exist or are implemented after your purchase may affect your access to the SCORE® Secure Device and/or the media stored thereon. In the event these circumstances arise, the facility may require that you surrender your SCORE® Secure Device or in the event you are permitted to retain your SCORE® Secure Device, the facility may limit or restrict your ability to use the device and/or purchase additional media for it. Any number of changes outside of your or Keefe's control may cause your relationship with your SCORE® Secure Device to become impaired or terminated.

By consenting to the terms of this Agreement you acknowledge the limitations stated in this Section VIII (i.e. that circumstances outside of your or Keefe's control may restrict, limit or remove your ability to use or possess your SCORE® Secure Device and any media content you purchase to use on it), and hereby waive and release any and all claims, now and hereafter known, against Keefe and its affiliates and their respective owners, officers, directors, managers, employees, agents, successors and assigns on account of any actual or alleged injury you suffer that arises out of or relates to any loss, impairment or limitation of use of your SCORE® Secure Device and/or the media content purchased for it.

This waiver of all suits includes a decision by the facility in which you are incarcerated to restrict the usage or possession of the SCORE® Secure Device or the media stored thereon or any decision which causes Keefe to be unable to continue providing SCORE® Secure Devices and/or media sales at the institution which houses you.

IX. Contact Information

If you have any questions about these terms or your rights under this Agreement, you may contact us via U.S. Mail at:
Keefe Group, LLC
Attention: Legal Department
10880 Lin Page Place
Saint Louis, MO 63132

You must reference in your correspondence that your request refers to questions or concerns regarding this Agreement. Failure to do so may result in your request not being considered.

Please note, **the only method by which you can choose not to be bound by the terms of this Agreement is by not using the device and returning it to Keefe, at no charge, within the Return Period. Using it or failing to timely return it will result in you being strictly bound by the terms of this Agreement.** Making written requests to Keefe regarding this Agreement does not extend the Return Period, which remains strictly set at thirty (30) days from the date you receive your SCORE® Secure Device.

X. Secure Device Return

Should you not agree with the terms as stated above in this Agreement, you may reject them by returning your unused SCORE® Secure Device free of charge within the thirty (30) day Return Period from the receipt of your SCORE® Secure Device for a full refund. If you use the SCORE® Secure Device at all, you will have been deemed to have accepted this Agreement. Should you elect to return your SCORE® Secure Device within the Return Period, either work with your local facility or return the device to:

Keefe Group, LLC
Attention: Refund Request
10880 Lin Page Place
Saint Louis, MO 63132

If the SCORE® Secure Device is not postmarked within the Return Period, it will be returned to you and you will be bound by the terms of this Agreement for failure to reject the terms during the Return Period. **Returning your device pursuant to the terms in this section is the only way to reject the terms of this Agreement.** You must note in your correspondence that you are returning your SCORE® Secure Device because you do not agree with the terms of this Agreement in your correspondence to ensure your request is timely addressed.

XI. Post Release Deinstitutionalization Terms

Your relationship with your SCORE® Secure Device following your release from your institution is governed by Exhibit A, attached to this Agreement.

XII. Severability.

In the event that any portion of this Agreement is for any reason held invalid, illegal, or unenforceable, such a determination will not affect any other portion of provision of this Agreement.

XIII. Entire Agreement.

Each party acknowledges that in entering into this Agreement it does not rely on, and shall have no remedies in respect of, any representation or warranty (whether made innocently or negligently) that is not set out in this Agreement.

Exhibit A – Post Release Deinstitutionalization Terms of Service for SCORE® Secure Device

Within one (1) year of being released from the correctional facility, the purchaser may choose to send the SCORE® Secure Device to Keefe to deinstitutionalize it. This process removes the device's special security features, but preserves purchased music, audiobooks or other media ("**User Data**") stored on the device. The device's firmware will not be replaceable or upgradable by purchaser. To opt into this service, send the working unit with **RETURN POSTAGE PREPAID** to the address below and include:

1. The Service Request Card, fully filled out and signed;
2. Only **Money Order** issued by either USPS, Western Union or MoneyGram payable to Keefe are accepted. **Excess funds will not be refunded.**
3. Ensure return address provided is an accurate **United States location** address that is acceptable to USPS. Invalid addresses or devices returned as undeliverable will be disposed of after sixty (60) days.
4. Ensure the money order covers the total fees for service, shipping and handling and any requested insurance. If insufficient funds are sent, the devices will be returned as is provided that either pre-paid postage or at least \$10 in an acceptable money order accompanied the device. Devices that do not include the correct Fees, Prepaid Return Postage, or return address will be disposed of after sixty (60) days.

You must confirm with the correctional agency from which you were released which of the below addresses your request is to be mailed. If you can't get confirmation from the agency, those released from a state or county institution should send their request to the St. Louis address, and those released from a federal institution should send it to the West Des Moines address:

Attention: Warranty Request
10880 Lin Page Place
St Louis, MO 63132

Attention: Warranty Request
1601 48th Street, Suite 220
West Des Moines, IA 50266

Service Fees are non-refundable.

- Do not send a SCORE® Secure Device to be deinstitutionalized until after you have been released. Such devices will be returned as is to the return address, if properly provided along with prepaid return postage or enough funds to pay for shipping and handling. Please note that the Service Fee of Twenty-Five Dollars (\$25) will not be refunded (an additional Service Fee will be required should the SCORE® Secure Device be sent again to be deinstitutionalized).
- If for any reason Keefe must restore the User Data, purchaser agrees that Keefe will only restore User Data stored on your last active device known to our system.
- Keefe will not release User Data more than once. Only one deinstitutionalization request for the SCORE® Secure Device will be serviced after your release: please send all devices, along with an independent form and appropriate fee for each device together at one time; only the active device will contain User Data; others will be wiped clean.

Keefe will not be responsible for delays or unprocessed claims resulting from purchaser's failure to provide any or all of the necessary information. Processing the request takes up to ten (10) business days. Keefe is not responsible for products lost or damaged in transit by the USPS. The SCORE® Secure Device and services provided hereunder are subject to the Purchaser Agreement.

De-institutionalization Service Request Card

Name:	DOC Number:	
Release Institution:	Date of Birth:	
Return U.S. Address (Cannot be an institution)		
Secure Device Working	Service Fee + \$10.00 S&H:	\$35.00
Secure Device Not Working; Under Warranty. (Include Warranty card w/proof of purchase)	Service Fee + \$10.00 S&H:	\$35.00
Device Missing (SCORE® 5C, \$120),	Replacement Device + Service + \$10.00 S&H:	\$155.00
By signing this I agree to the Terms of Service Signature: _____ Date: _____	Total Fee	\$ _____

Exhibit B -- Warranty Request Card

Name:	DOC Number:
Device Purchase Date:	
Return Address:	
Problem Description:	

FCC Statement

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.

To assure continued compliance, any changes or modifications not expressly approved by the party.

Responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices).

This equipment 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.

Specific Absorption Rate (SAR) information: This device meets the government's requirements for exposure to radiowaves. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons regardless of age or health.

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: device has also been tested against this SAR limit.

This device was tested for typical body-worn operations with the back of the phone kept 5mm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain an 5mm separation distance between the user's body and the back of the phone. 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.