



User Guide

VC200

User Guide

MFXXXXXXXXX (1.0) ME

VC200

Guía del
Usuario



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What you'll find in the box

Check that all of the following components are included in the VC200 box:

- ▶ The VC200 Wristband
- ▶ Charging Cord
- ▶ Charging Adapter
- ▶ Get to Know Your Device Guide
- ▶ Product Safety & Warranty Brochure

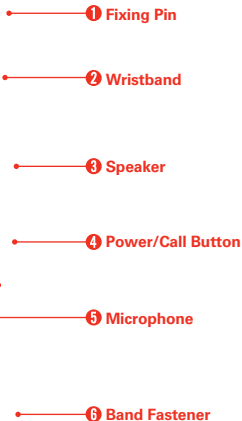
NOTE If any component is missing, please contact the store from which you bought it.

CAUTION **Component Compatibility**

VC200 is subject to change without prior notice. The components, appearance, and dimensions may change for improved performance and usability. Therefore, the components of this VC200 may not be compatible with other VC200 units. To use this VC200, please use only the components provided in this box. Using the components from another VC200 unit may damage this VC200 or cause it to malfunction.

VC200 parts and functions

Front View



Right Side View



Charging the battery

To charge the battery, open the USB/Charging port cover and:

1. Plug the charging cord to the VC200.
2. Plug the other end of the cord into the charging adapter
3. Plug the charging adapter into an electrical outlet.
(The light will blink red while the unit is charging then will be a solid green once charging is complete. See page 21 for more info on VC200 lights.)



- NOTE**
- Don't use the VC200 while it's being charged.
 - Only use the charging cord and adapter included in the box to charge your VC200.
 - The light on the VC200 will be a solid green when the VC200 is fully charged.
 - Make sure that you close the USB/Charging port cover completely to keep out dirt and water.

Turning your VC200 band on and off

To turn your band on:

- ▶ Press and hold the **Power/Call** button on your VC200 for 4 seconds.

To turn your band off:

- ▶ Press and hold the **Power/Call** button on your VC200 for about 8 seconds. Keep holding through the time announcement until VC200 turns off.
- ▶ You can also use the VC200 app to turn off the band from your smartphone.

Power/Call Button 

Connecting your VC200

Step 1: Download and install the VC200 App on your smartphone.

Step 2: Activate the VC200 band.

Step 3: Register as a caregiver using the app.

To use the VC200 band, it must be registered with the VC200 smartphone companion app. To register it, install the VC200 app on the legal caregiver's smartphone, which must support Android OS 4.0 (or higher) or iOS7 (or higher). The person who installs the VC200 app on their smartphone and completes the registration will automatically be the first caregiver. If another person downloads the app and registers the same VC200 band later, they will be the second caregiver. Only two caregivers can be registered for each VC200.

- NOTES**
- The smartphone must have access to the Internet for registration to succeed.
 - The VC200 app is free but data usage will apply for downloading the app.

Step 1: Download and install the VC200 app on your smartphone

Using the primary caregiver's smartphone, download and install the VC200 app from the Google Play Store or Apple App Store.



Google Play Store



Apple App Store

- NOTE** Data usage applies for app download and use.

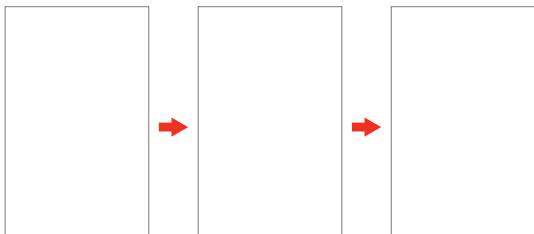
Step 2. Activate the VC200 band

Once the band is turned on, press the **Power/Call** button twice quickly to start the activation process.

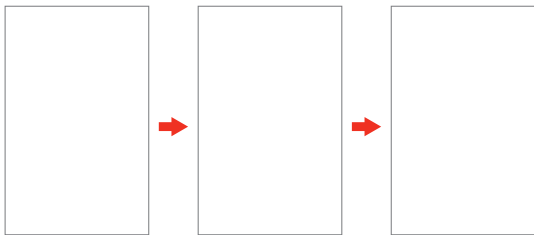
Step 3: Register as a caregiver using the app

NOTE Descriptions and screen images in this user guide may differ due to VC200 app upgrades.

1. Enter your phone number, your association to the VC200 user, and the VC200 user's name.



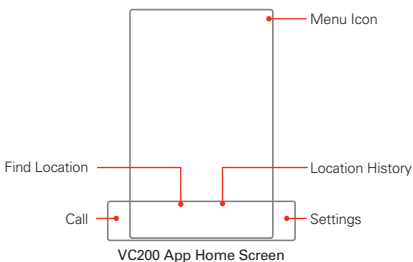
2. Enter the VC200 phone number given to you by your retailer and enter the band code from the VC200 you're registering.



NOTE Additional privacy and information security options are available (see page 16 for more information).

The VC200 app

- ▶ The caregivers use the VC200 app to connect and communicate with the VC200 band.
- ▶ The VC200 app home screen provides a location map showing the location of the VC200 band.
- ▶ The icons at the bottom of the screen allow the caregiver to call, check the VC200's current location, view its location history and open VC200 settings.



Accessing multiple VC200 wristbands

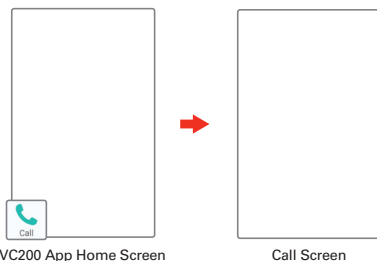
The map and icons on the app home screen apply to only one VC200 band. If you have registered two or more bands, swipe left and right across the icon bar to see other VC200 bands registered in your VC200 app.

Options menu

From the VC200 app on the caregiver's smartphone, tap **Menu**  to open the Options menu. The Options menu includes **Add VC200 band**, **Set up PIN for security**, and **Help**.

Making calls from the VC200 app

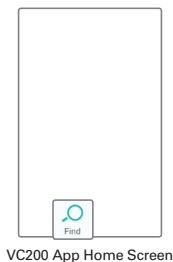
From the VC200 app on the caregiver's smartphone, tap **Call**  to call the VC200 band.



NOTE When the Auto-answer calls setting is turned on, the VC200 band will automatically answer the call in 10 seconds even if the **Power/Call** button isn't pressed. The call will automatically end after 1 minute.

Checking the VC200 current location

When the caregiver opens the VC200 app, the VC200's last known location is displayed on the map. Tap **Find**  to search for its current location. The location marker is displayed on the map.



Location information

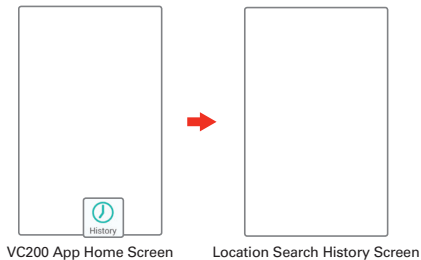
The location of the VC200 wristband is primarily determined using Google's GPS location service. If unsuccessful, the VC200 app will attempt to locate the VC200 wristband using a different method.

- ▶ When the VC200 is located in a place where GPS or Wi-Fi isn't available (or if the VC200 is turned off), the VC200 app won't be able to display location information.
- ▶ Location information may be unavailable, inaccurate, or incomplete depending on your surroundings. Note that location information may take up to 3 minutes to become available.
- ▶ A location error of up to several miles can occur.
- ▶ If the VC200 is indoors, the location can be inaccurate or unavailable.

NOTE The Wi-Fi connection for this VC200 is reception only. (There is no Wi-Fi signal transmission.)

Viewing the location search history

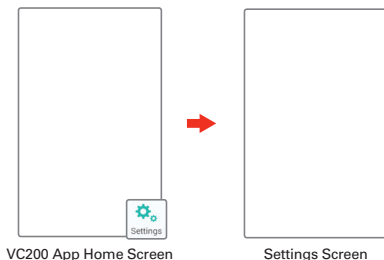
From the VC200 app on the caregiver's smartphone, tap **History** ⓘ to show a list of the caregiver's previous location requests. Each entry includes the location, date, and time of the location request.



NOTE If the location request was unsuccessful, a search result message is displayed in place of the location.

Settings

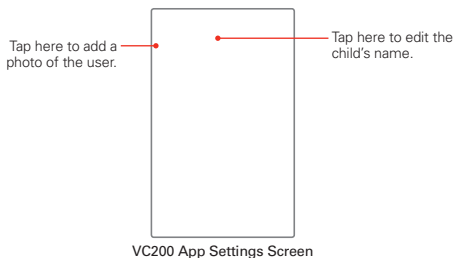
From the VC200 app on the caregiver's smartphone, tap **Settings**  to configure various settings for VC200 including notification, smartphone, and volume settings.



Changing the VC200 user information

The VC200 user information can be changed from the Settings screen.

- ▶ Tap  to add a photo of the user.
- ▶ Tap the name area to edit the child's name.



Places

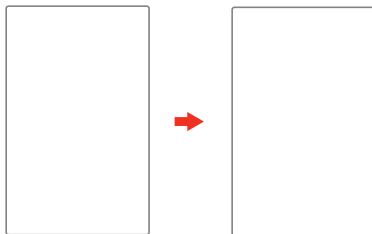
Allows the caregiver to set familiar names for the locations frequented by the VC200 user for easy identification when viewing the Location Search History list. Set names such as Home, Soccer Field, School etc.



NOTE Some house numbers or street name locations may be difficult for the VC200 app to identify via GPS.

Location check

Allows the caregiver to set specific day(s) and time(s) to automatically request a location check. Automatic location request results are displayed in the Notification panel of the caregiver's smartphone.



Your Settings

(Both caregivers can access these)

- ▶ **Auto-answer calls:** When this settings is on, VC200 will automatically answer your call after 10 seconds even if the **Power/Call** button isn't pressed.
- ▶ **Show battery life:** Displays the VC200's current battery charge level.

NOTE A low battery notification message will be sent to the caregivers smartphone when the VC200 band's battery level drops below 20%.

VC200 Band Settings

(Only the first caregiver can access these)

- ▶ **Caregivers:** Use this to add or change the second caregiver.
- ▶ **Approved contacts:** Use this to add or remove approved contacts who can also call the VC200 band.
- ▶ **Quiet mode:** Use this to silence all the VC200 sounds.
- ▶ **Ringtone on:** Use this to turn on or off the VC200 band's ringtone.
- ▶ **Fun Sounds:** Use this to choose the sound played when the band's **Power/Call** button is pressed briefly.
- ▶ **Volume:** Use this to set the volume of the sounds played by the VC200 band (e.g., ringtone, call tone and fun sounds). This setting is only available to the first caregiver.
- ▶ **Turn off band:** Use this to turn off the VC200 band remotely. Note that the band cannot be turned back on using the app. The only way to turn the band on is to press the **Power/Call** button on the band for 4 seconds.
- ▶ **Band software version:** Use this to see the current VC200 app software version.
- ▶ **Check if a software update is available:** Use this to check for available software updates so you can upgrade to the latest software and keep the VC200 operating with the latest features.

NOTE If the settings on the caregiver's smartphone and on the VC200 band aren't in sync, turn off the VC200 band and then turn it back on again or close the app and open it again to sync them.

Caregivers and Approved contacts

What is the difference?

The 2 **Caregivers** will have the VC200 app on their smartphones. Both Caregivers can:

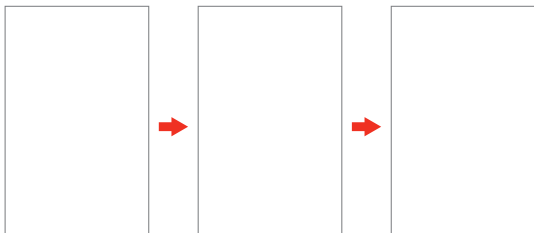
- ▶ Receive calls from the VC200 band.
- ▶ Call the band from their smartphone.
- ▶ Use the VC200 app to locate the band.

The first Caregiver can also change the VC200 band settings or use the app to turn off the band.

You can add 2 **Approved Contacts**. Approved Contacts can call the VC200 band by dialing the band's mobile number from the Approved Contact's registered phone number. Approved contacts can't use the VC200 app, locate the band, or receive calls from the band.

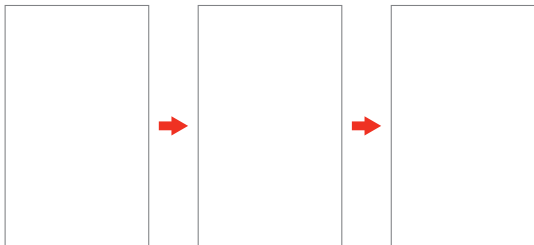
Adding a second caregiver

1. From the caregiver's VC200 app, tap **Settings** ⚙️ > **Caregivers** > **Add Second Caregiver**.
2. Enter the name and the phone number of the contact, then tap **Next**.
3. Confirm the phone number on the pop-up and tap **OK**.
4. Read the information on the screen and tap **Done**.



Adding approved contacts

1. From the caregiver's VC200 app, tap **Settings**  > **Approved contacts**.
2. Enter the name and the phone number of the contact, then tap **Done**.
3. Enter an additional name and number, if desired.
4. Tap **Save**, then tap **Done**.



Editing approved contacts

1. From the caregiver's VC200 app, tap **Settings**  > **Approved contacts**.
2. Tap **Menu**  then tap **Remove first contact**.
3. If desired, enter the new contact name and phone number, then tap **Done**.
4. Tap **Save**, then tap **Done**.

Adding a VC200 security PIN

You can create a security PIN so that other can't open the VC200 app on your smartphone.

1. From the VC200 app on the caregiver's smartphone, tap **Menu**  > **Set up PIN for security**.
2. Read the information and tap **Next**.
3. Read the PIN security information and tap **OK**.
4. Enter the 4-digit PIN you want to create, then enter it again.

NOTE To change the security PIN, remove the existing PIN using the same menu, then create a new PIN.

Using VC200

Show your child what the VC200 can do and practice making and receiving calls with the band.

Putting the VC200 on a wrist

The VC200 should fit snugly, but not too tightly, around your child's wrist. The VC200's antenna is embedded in its wristband, so don't pull or bend the VC200 to force it if it doesn't fit or use force to take it off. If you have any trouble, ask for help to avoid injury or damage to the VC200.

1. Place the band on your child's wrist.
2. Pull the band straps together - sliding the strap with the pin through the loop in the other strap - until the band is snug. Fasten the strap by pressing the pin through a hole until it clicks **A**.
3. Slide the band fastener over the pin **B** and press it into place **C**.



- NOTES**
- Be careful not to put the VC200 on too tightly or too loosely.
 - Tell your child to ask for help if they have trouble taking off the band. Trying to take off VC200 forcefully may cause injury or damage the VC200.
 - The band of this VC200 is made of polyurethane and can be faded by light or discolored if it gets dirty. You can spot clean the band using a soft cloth and baking powder dissolved in water.

Making a call

1. Press the **Power/Call** button twice quickly to start calling mode.
2. Follow the band's voice instructions to make a call.

Answering a call

1. The band will ring and the light around the **Power/Call** button will blink green when there is an incoming call.
2. Press the **Power/Call** button to answer the call.

Ending a call

Press the **Power/Call** button to end the call.

NOTE Making and receiving calls requires a wireless network connection.

Playing fun sounds

Your VC200 can play fun sounds.

Press the **Power/Call** button once to play a sound. To play the next sound, press the **Power/Call** button again.

Checking the time

Your VC200 can also tell you the time. Press and hold the **Power/Call** button until the band starts speaking.

Checking the battery level

Your VC200 will tell you its battery level when you plug it in to charge it and when you unplug it.

To check the battery level while its charging, press and hold the **Power/Call** button until the band starts speaking.

You can also check the battery from the VC200 app in **Settings**  > **Show battery life**.

Adding and removing bands

Registering multiple VC200 bands

A caregiver can register up to 5 VC200 bands in their VC200 app.

1. From the VC200 app on the caregiver's smartphone, tap **Menu** .
2. Tap **Add VC200 band**.
3. Follow the onscreen prompts to register the additional VC200 bands.

NOTE If you register 2 or more VC200 bands in your VC200 app, swipe left and right across the icon bar at the bottom of the VC200 app home screen to access each VC200 band.

Deleting a registered VC200 band

1. Turn on the VC200 band.
2. From the VC200 app on the caregiver's smartphone, tap **Settings**  > **Menu**  > **Disconnect from this VC200 Band**.



VC200 App Settings Screen

3. Read the message that appears. To proceed with disconnecting the band, tap **Remove VC200 Band**.



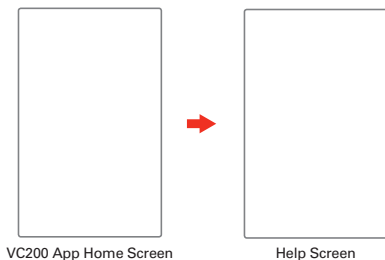
LED Colors and the VC200 Status

Use this table to learn what the different light patterns on your VC200 band mean.

Status	Color	Blinks
Turning off	White > Green	Every 2 sec
Turning on	Red > Orange > Yellow > Green > Blue	Every 1 sec
No service (Not activated)	Red > Orange > Yellow	Every 5 sec
In-call	Blue	Every 3 sec
Dialing/Incoming call	Green	Every 1 sec
Charging (1–99%) while band is on	Red	Every 6 sec
Charging (1–5%) while band is off	Red	Every 3 sec
Fully charged	Green	No blinking
No network connection	Red > Orange > Yellow	Every 10 sec
Idle (Band is on but not active)	Green	Every 10 sec
Low battery	Red	Every 10 sec
Communicating with the smartphone app	Blue	Twice each time
Updating software	Yellow	Every 3 sec while in progress

Getting help

From the VC200 app on the caregiver's smartphone, tap **Menu**  > **Help**.



The VC200 Help information includes **Terms of Service**, **Privacy Policy**, **About Location Info**, **About Caregivers**, **About VC200 Settings**, and **Version**.

WARNING: This product contains chemicals known to the State of California to cause cancer and birth defects or reproductive harm.

Call (800) 243-0000 for more information.

Wash hands after handling.

FCC RF Exposure Information

WARNING! Read this information before operating the wireless device.

In August 1996, the Federal Communications Commission (FCC) of the United States, with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to Radio Frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this wireless device complies with the FCC guidelines and these international standards.

Body-worn(Wrist) and Next-to-Mouth operation

This device was tested for typical body worn (Wrist) operations with the back of the device kept 0 inches (0cm) between the user's body (Wrist). This device was also tested for typical Next to-Mouth (Face) operations with the front of the device kept 0.39 inches (1cm) from the user's mouth (Face). To comply with FCC RF exposure requirements, a minimum separation distance of 0.39 inches (1cm) must be maintained between the user's mouth (Face) and the front of the device. Any accessories containing metallic components may not be used.

Caution

Use only the supplied antenna. Use of unauthorized antennas (or modifications to the antenna) could impair call quality, damage the wireless device, void your warranty and/or violate FCC regulations.

Don't use the wireless device with a damaged antenna. A damaged antenna could cause a minor skin burn. Contact your local dealer for a replacement antenna.

Part 15.19 statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Part 15.21 statement

Changes or modifications not expressly approved by the manufacturer (or party responsible) for compliance could void the user's authority to operate the equipment.

Part 15.105 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.

Consumer Information About Radio Frequency Emissions

Your wireless device, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless devices.

Are wireless devices safe?

Scientific research on the subject of wireless devices and radio frequency ("RF") energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration ("FDA") and the Federal Communications Commission ("FCC") set policies and procedures for wireless devices. The FDA issued a website publication on health issues related to wireless device usage where it states, "The scientific community at large ... believes that the weight of scientific evidence does not show an association between exposure to radiofrequency (RF) from wireless devices and adverse health outcomes. Still the scientific community does recommend conducting additional research to address gaps in knowledge. That research is being conducted around the world and the FDA continues to monitor developments in this field. You can access the joint FDA/FCC website at <http://www.fda.gov> (under "c" in the subject index, select Cell Phones > Research). You can also contact the FDA toll-free at (888) 463-6332 or (888) INFOFDA. In June 2000, the FDA entered into a cooperative research and development agreement through which additional scientific research is being conducted. The FCC issued its own website publication stating that "there is no scientific evidence that proves that wireless device usage can lead to cancer or a variety of other problems, including headaches, dizziness or memory loss." This publication is available at <http://www.fcc.gov/cgb/cellular.html> or through the FCC at (888) 225-5322 or (888) CALL-FCC.

What does "SAR" mean?

In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency, and other agencies, established RF exposure safety guidelines for wireless devices in the United States. Before a wireless device model is

available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC. One of these limits is expressed as a Specific Absorption Rate, or "SAR." SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted with the wireless device transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless devices not exceed 1.6 watts per kilogram, averaged over one gram of tissue.

Although the SAR is determined at the highest power level, the actual SAR value of a wireless device while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the wireless device to the body while in use, and the use of hands-free devices. For more information about SARs, see the FCC's OET Bulletins 56 and 65 at http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins or visit the Cellular Telecommunications Industry Association website at http://www.ctia.org/consumer_info/index.cfm/AID/10371. You may also wish to contact the manufacturer of your wireless device.

Can I minimize my RF exposure?

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that "hands-free kits can be used with wireless devices for convenience and comfort. These systems reduce the absorption of RF energy in the head because the wireless device, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the wireless device is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless devices marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit." Also, if you use your wireless device while in a car, you can use a wireless device

with an antenna on the outside of the vehicle. You should also read and follow your wireless device manufacturer's instructions for the safe operation of your wireless device.

Do wireless devices pose any special risks to children?

The FDA/FCC website states that "the scientific evidence does not show a danger to users of wireless communication devices, including children."

The FDA/FCC website further states that "some groups sponsored by other national governments have advised that children be discouraged from using wireless devices at all". For example, the Stewart Report from the United Kingdom ["UK"] made such a recommendation in December 2000. In this report a group of independent experts noted that no evidence exists that using a wireless device causes brain tumors or other ill effects. [The UK's] recommendation to limit wireless device use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists. A copy of the UK's leaflet is available at <http://www.dh.gov.uk> (search "mobile"), or you can write to: NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Copies of the UK's annual reports on wireless device and RF are available online at www.iegmp.org.uk and <http://www.hpa.org.uk/radiation/> (search "mobile"). Parents who wish to reduce their children's RF exposure may choose to restrict their children's wireless device use.

Where can I get further information about RF emissions?

For further information, see the following additional resources (websites current as of April 2005):

U.S. Food and Drug Administration

FDA Consumer magazine November-December 2000

Telephone: (888) INFO-FDA

<http://www.fda.gov> (Under "c" in the subject index, select Cell Phones > Research.)

U.S. Federal Communications Commission

445 12th Street, S.W. Washington, D.C. 20554

Telephone: (888) 225-5322

<http://www.fcc.gov/oet/rfsafety>

Independent Expert Group on Mobile Phones

<http://www.iegmp.org.uk>

Royal Society of Canada Expert Panels on Potential Health Risks of Radio Frequency Fields from Wireless Telecommunication Devices

283 Sparks Street Ottawa, Ontario K1R 7X9 Canada

Telephone: (613) 991-6990

http://www.rsc.ca/index.php?page=Expert_Panels_RF&Lang_id=120

World Health Organization

Avenue Appia 20 1211 Geneva 27 Switzerland

Telephone: 011 41 22 791 21 11

<http://www.who.int/mediacentre/factsheets/fs193/en/>

International Commission on Non-Ionizing Radiation Protection

c/o Bundesamt für Strahlenschutz Ingolstaedter Landstr. 1 85764
Oberschleissheim Germany

Telephone: 011 49 1888 333 2156

<http://www.icnirp.de>

American National Standards Institute

1819 L Street, N.W., 6th Floor Washington, D.C. 20036

Telephone: (202) 293-8020

<http://www.ansi.org>

National Council on Radiation Protection and Measurements

7910 Woodmont Avenue, Suite 800 Bethesda, MD 20814-3095

Telephone: (301) 657-2652

<http://www.ncrponline.org>

Engineering in Medicine and Biology Society, Committee on Man and Radiation (COMAR) of the Institute of Electrical and Electronics Engineers

<http://ewh.ieee.org/soc/embs/comar/>

Consumer Information on SAR

(Specific Absorption Rate)

This model wireless device meets the government's requirements for exposure to radio waves. Your wireless device is a radio transmitter and receiver. It 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. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. 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 and health.

The exposure standard for wireless devices employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for wrist watch used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue or 4.0 watts/kg (W/kg) averaged over ten gram of tissue. Tests for SAR are conducted using standard operating positions specified by the FCC with the wireless device transmitting at its highest certified power level in all tested frequency bands. Although SAR is determined at the highest certified power level, the actual SAR level of the wireless device while operating can be well below the maximum value. Because the wireless device is designed to operate at multiple power levels 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.

Before a wireless device model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established

by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

In the United States, the SAR limit for wrist watch used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue or 4.0 watts/kg (W/kg) averaged over ten gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

TIA Safety Information

The following is the complete TIA Safety Information for wireless handheld devices.

Exposure to Radio Frequency Signal

Your wireless handheld portable device is a low power radio transmitter and receiver. When ON, it receives and sends out Radio Frequency (RF) signals.

In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless devices.

Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

ANSI C95.1 (1992) *

NCRP Report 86 (1986)

ICNIRP (1996)

* American National Standards Institute; National Council on Radiation Protection and Measurements; International Commission on Non-Ionizing Radiation Protection.

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1).

The design of your wireless device complies with the FCC guidelines (and those standards)

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the wireless device and may violate FCC regulations.

Wireless device Operation

Hold the wireless device approximately 6 inches (minimal distance is 0.39 inches) from the mouth and speak normally.

Tips on Efficient Operation

For your wireless device to operate most efficiently:

Don't touch the antenna unnecessarily when the wireless device is in use. Contact with the antenna affects call quality and may cause the wireless device to operate at a higher power level than otherwise needed.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless device.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6) inches be maintained between a handheld wireless device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research. Persons with pacemakers:

- Should ALWAYS keep the wireless device more than six (6) inches from their pacemaker when the wireless device is turned ON;
- Should not carry the wireless device in a breast pocket;
- Should use the ear opposite the pacemaker to minimize the potential for interference;
- Should turn the wireless device OFF immediately if there is any reason to suspect that interference is taking place.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Health Care Facilities

Turn your wireless device OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may use equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its

representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Turn your wireless device OFF in any facility where posted notices so require.

Aircraft

FCC regulations prohibit using your wireless device while in the air. Switch OFF your wireless device before boarding an aircraft.

Blasting Areas

To avoid interfering with blasting operations, turn your wireless device OFF when in a “blasting area” or in areas posted: “Turn off two-way radio”. Obey all signs and instructions.

Potentially Explosive Atmosphere

Turn your wireless device OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where you would normally be advised to turn off your vehicle engine.

For Vehicles Equipped with an Air Bag

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Safety Information

Please read and observe the following information for safe and proper use of your wireless device and to prevent damage.

Caution

Violation of the instructions may cause minor or serious damage to the product.

- Keep the VC200 away from stoves, fireplaces, open flames and high heat. VC200's band is made up of polyurethane and may be damaged by heat.
- Do not remove holding pin or band by force. The pin and band are small objects that may be easily swallowed by children.
- Do not swim while wearing VC200 or submerge VC200 in water. VC200 is not waterproof.
- This product has an antenna in the band, so please handle it carefully.
- Do not twist or pull the band. It may cause an antenna damaged in the band.
- Do not place VC200 close to your ear during a call or when the wireless device is ringing.
- Do not modify or disassemble, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard. Such conditions may present the risk of fire or explosion.
- Only use VC200 with a charging system that has been approved for use with the system per CTIA Certification Requirements for Battery System Compliance to IEEE1725. Improper handling of the charging port and the use of incompatible or unapproved charger may cause damage to your VC200, void the warranty, and present a risk of fire, explosion, leakage, or other hazard.
- Avoid dropping the wireless device, or exposing the wireless device to a liquid. If the wireless device is dropped, especially on a hard surface, or is

exposed to a liquid or comes into contact with a sharp object take it to a service center for inspection.

- Improper battery use may result in a fire, explosion or other hazard.

Charger and Adapter Safety

- The charger and adapter are intended for indoor use only.
- Insert the battery charger horizontally into the wall power socket.
- Only use the LG approved battery charger. Use of an unauthorized battery charger may cause serious damage to your wireless device and void the warranty.
- Use the correct adapter for your wireless device when using the battery pack charger abroad.

Notes on water resistant properties

This product is water resistant in compliance with the Ingress Protection rating IPX3*.

- * The IPX3 rating means that the product will be protected against spraying water – Water falling as a spray at any angle up to 60 degrees from the vertical shall have no harmful effect.

WARNING! Do not use the product in the following environments

- Do not immerse the product in any liquid chemicals (soap, etc.) other than water.
 - Do not immerse the product in salt water, such as sea water.
 - Do not immerse the product in hot spring.
 - Do not swim wearing this product.
 - Do not use the product underwater.
-
- Once the product gets wet, water may remain in gaps of the main unit. Shake the product well to drain water.
 - Even after water is drained, the inner parts might be still wet. Although you can use the product, do not place it near things that must not get wet. Take care not to wet your clothes, bag or contents of the bag.

- Drain water if the voice activation does not work properly due to water remaining in the microphone and the speaker. (Once the device has been completely dried, it will work.)
- Do not use the product in places where it may be sprayed with highpressure water (e.g. near a faucet or shower head) or submerge it in water for extended periods of time, as the product is not designed to withstand high water pressure.
- This product is not resistant to shock. Do not drop the product or subject it to shock. Doing so might damage or deform the main unit causing water leak.
- The cover for the USB port must be firmly closed while the product is being worked. Otherwise, there is a risk of water damage.

Battery Information and Care

WARNING! Notice for Battery replacement

- For your safety, do not remove the battery incorporated in the product. If you need to replace the battery, take it to the nearest authorized LG Electronics service center or dealer for assistance.
 - The Li-Ion battery is a hazardous component which can cause injury.
 - Battery replacement by a non-qualified professional can cause damage to your device and void the warranty.
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- Please use the usb cable enclosed in the box.
 - Please use the charger adapter enclosed in the box.
 - Please use a dedicated charger when charging the VC200.
 - There is a risk of electric shock if you use the VC200 while it is being charged, so please be sure to use the VC200 after removing it from the charger.
 - To avoid unnecessary power consumption, remove the charger from the outlet when the VC200 is fully charged.

- Connect the USB data communication cable to the VC200 with the USB icon facing up. Connecting the USB cable incorrectly may critically damage the VC200 and void the warranty.
- If you find something irregular about the charger or the battery terminals, do not proceed to charge the VC200. Contact LG Electronics Customer Center and have the VC200 checked at your nearest LG Electronics Service Center. Using a faulty charger carries a risk of fire.
- Always unplug the charger from the wall socket after the wireless device is fully charged to prevent unnecessary power consumption by the charger.
- Do not damage the power cord by bending, twisting, or heating. Do not use the plug if it is loose as it may cause electric shock or fire.
- Do not place any heavy items on the power cord. Do not allow the power cord to be crimped as it may cause electric shock or fire.
- Unplug the power cord prior to cleaning your wireless device, and clean the power plug pin when it's dirty. When using the power plug, ensure that it's firmly connected. If not, it may cause excessive heat or fire. If you put your wireless device in a pocket or bag without covering the receptacle of the wireless device (power plug pin), metallic articles (such as a coin, paperclip or pen) may short-circuit the wireless device. Always cover the receptacle when not in use.
- Recharge the battery after long periods of non-use to maximize battery life. Battery life will vary due to usage pattern and environmental conditions.
- The recommended charging range is between 32°F (0°C) and 104°F (40°C). Do not charge the battery outside of the recommended temperature range. Charging outside this range might cause excessive heat generation, serious battery damage, and deterioration of battery's characteristics and cycle life.
- Do not use or leave the wireless device in direct sunlight or in a car heated by sunshine. The battery may generate excessive heat, smoke, or

flame. Direct sunlight or excessive heat may damage the battery and reduce performance and life cycle.

- The embedded battery pack has a protection circuit to avoid dangerous malfunctions. Do not use your device near places which may generate more than 100V of static electricity because it could damage the protection circuit. If the protection circuit is damaged, the battery could rupture, generate smoke, or catch on fire.
- If skin or clothing is smeared with liquid from the internal battery, wash with fresh water. Battery contents may cause skin inflammation.
- If the battery is punctured, leaking, or damaged, please take your device to an authorized service center immediately.
- Do not handle the wireless device with wet hands. It may cause an electric shock or seriously damage your wireless device.
- Talking on your wireless device for a long period of time may reduce call quality due to heat generated during use.
- Do not use harsh chemicals (such as alcohol, benzene, thinners, etc.) or detergents to clean your wireless device. This could cause a fire.
- Do not place or answer calls while charging the wireless device as it may short-circuit the wireless device and/or cause electric shock or flame.
- Don't short-circuit the battery. Metallic articles (such as a coin, paperclip, or pen in your pocket or bag) may short-circuit the battery. Short-circuit may damage the battery and cause an explosion.

General Notice

- Do not place items containing magnetic components such as a credit card, wireless device card, bank book, or subway ticket near your wireless device. The magnetism of the wireless device may damage the data stored in the magnetic strip.
- When the wireless device is not used for a long period time, store it in a safe place with the power cord unplugged.

- Do not immerse your wireless device in water, liquid, or expose to high humidity. If the wireless device is exposed to liquid, turn it off immediately and bring it to an LG Authorized Service Center.
- Do not paint your wireless device.
- The data saved in your wireless device might be deleted due to careless use, repair of the wireless device, or upgrade of the software. Please backup your important wireless device numbers. (Ringtones, text messages, voice messages, pictures, and videos could also be deleted.) The manufacturer is not liable for damage due to the loss of data.
- When you use the wireless device in public places, set the ringtone to vibration so you don't disturb others.
- Do not turn your wireless device on or off when putting it to your ear.

FDA Consumer Update



The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Wireless devices:

1. Do wireless devices pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless devices. There is no proof, however, that wireless devices are absolutely safe. Wireless devices emit low levels of Radio Frequency (RF) energy in the microwave range while being used. They also emit very low levels of RF when in standby mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

2. What is the FDA's role concerning the safety of wireless devices?

Under the law, the FDA does not review the safety of radiation-emitting consumer products such as wireless devices before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless devices are shown to emit Radio Frequency (RF) energy at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless devices to notify users of the health hazard and to repair, replace, or recall the wireless devices so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, the FDA has urged the wireless device industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless devices;
- Design wireless devices in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless devices with the best possible information on possible effects of wireless device use on human health.

The FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

The FDA shares regulatory responsibilities for wireless devices with the Federal Communications Commission (FCC). All wireless devices that are

sold in the United States must comply with FCC safety guidelines that limit RF exposure. The FCC relies on the FDA and other health agencies for safety questions about wireless devices.

The FCC also regulates the base stations that the wireless device networks rely upon. While these base stations operate at higher power than do the wireless devices themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless devices. Base stations are thus not the subject of the safety questions discussed in this document.

3. What kinds of wireless devices are the subject of this update?

The term “wireless device” refers here to handheld wireless devices with built-in antennas, often called “cell”, “mobile”, or “PCS” wireless devices. These types of wireless devices can expose the user to measurable Radio Frequency (RF) energy because of the short distance between the wireless device and the user’s head.

These RF exposures are limited by FCC safety guidelines that were developed with the advice of the FDA and other federal health and safety agencies. When the wireless device is located at greater distances from the user, the exposure to RF is drastically lower because a person’s RF exposure decreases rapidly with increasing distance from the source. The so-called “cordless devices,” which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

4. What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of Radio Frequency (RF) energy exposures characteristic of wireless devices have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be

pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless devices, so we do not know with certainty what the results of such studies mean for human health. Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless devices and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless device RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of wireless device use in these studies was around three years.

5. What research is needed to decide whether RF exposure from wireless devices poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless devices would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but ten or more years follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop — if they do — may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless devices. Many factors affect this measurement, such as the angle at which the wireless device is held, or which model of wireless device is used.

6. What is the FDA doing to find out more about the possible health effects of wireless device RF?

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal

studies are conducted to address important questions about the effects of exposure to Radio Frequency (RF) energy.

The FDA has been a leading participant in the World Health Organization International Electro Magnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The project has also helped develop a series of public information documents on EMF issues.

The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research And Development Agreement (CRADA) to do research on wireless device safety. The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts with independent investigators. The initial research will include both laboratory studies and studies of wireless device users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

7. How can I find out how much Radio Frequency energy exposure I can get by using my wireless device?

All wireless devices sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit Radio Frequency (RF) energy exposures. The FCC established these guidelines in consultation with the FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless devices is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless device and is set well below levels known to have effects. Manufacturers of wireless devices must report the RF exposure level for each model of wireless device to the FCC. The FCC website (<http://www.fcc.gov/oet/rfsafety>) gives directions for locating the

FCC identification number on your wireless device so you can find your wireless device's RF exposure level in the online listing.

8. What has the FDA done to measure the Radio Frequency energy coming from wireless devices?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the Radio Frequency (RF) energy exposure from wireless devices and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, "Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques", sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless device users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same wireless device. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless device complies with safety guidelines.

9. What steps can I take to reduce my exposure to Radio Frequency energy from my wireless device?

If there is a risk from these products — and at this point we do not know that there is — it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to Radio Frequency (RF) energy. Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless device will reduce RF exposure. If you must conduct extended conversations by wireless device every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless device away from your body or use a wireless device connected to a remote antenna. Again, the scientific data does not demonstrate that wireless devices are harmful. But if you are

concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless device use.

10. What about children using wireless devices?

The scientific evidence does not show a danger to users of wireless devices, including children and teenagers. If you want to take steps to lower exposure to Radio Frequency (RF) energy, the measures described above would apply to children and teenagers using wireless devices. Reducing the time of wireless device use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless devices at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless device causes brain tumors or other ill effects. Their recommendation to limit wireless device use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

11. What about wireless device interference with medical equipment?

Radio Frequency (RF) energy from wireless devices can interact with some electronic devices. For this reason, the FDA helped develop a detailed test method to measure Electro Magnetic Interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless devices.

This test method is now part of a standard sponsored by the Association for the Advancement of Medical Instrumentation (AAMI). The final draft, a joint effort by the FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless device EMI.

The FDA continues to monitor the use of wireless devices for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem.

12. Where can I find additional information?

For additional information, please refer to the following resources:

FDA web page on wireless devices

(<http://www.fda.gov/cellphones/>)

Federal Communications Commission (FCC) RF Safety Program

(<http://www.fcc.gov/oet/rfsafety>)

International Commission on Non-Ionizing Radiation Protection

(<http://www.icnirp.de>)

World Health Organization (WHO) International EMF Project

(<http://www.who.int/emf>)

National Radiological Protection Board (UK)

(<http://www.hpa.org.uk/radiation/>)

Cautions

- ▶ The user interface of Google apps (Google Search, Google Maps, Navigation, etc.) can vary depending on its software version.
- ▶ Locations are inaccurate when GPS is not set.
- ▶ There may be situations when the VC200 fails to accurately identify its approximate location, or the VC200 smartphone application erroneously displays the device's approximate location.
- ▶ The GPS system utilized by the VC200 is a satellite-based system that provides location and timing information. GPS is operated and controlled exclusively by the United States government. Any changes in availability and accuracy of the GPS, or in environmental conditions, may adversely impact the operation of the VC200 device. LG makes no representations or warranties about the availability or accuracy of the GPS.
- ▶ If the VC200 device is not within a clear line of sight to GPS satellites, it will be unable to identify its approximate location.
- ▶ With the Android operating system, some available Play Store apps only operate correctly with wireless devices that have a specific screen resolution. Please be advised that some of the apps on Play Store may

not be available for your wireless device due to an LCD resolution requirement that doesn't match your wireless device. In addition, please be aware that third party apps with programming defects may cause issues with your wireless device, including lock ups and resets.

- ▶ All of the wireless device's contents, including content which you create or download, will be deleted after a Factory Reset.
- ▶ The map data utilized by the VC200 to identify and communicate location information is provided by Google, who's services are subject to change and may not be available in all geographic areas, resulting in maps, directions, or location-based information that may be unavailable, inaccurate, or incomplete. LG makes no representations or warranties about the accuracy or completeness of any map data or other information supplied by Google or any other map data provider. Compare the information provided by the VC200 device to your surroundings and defer to posted signs to resolve any discrepancies.

Notice: Open Source Software

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit <http://opensource.lge.com>.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to opensource@lge.com. This offer is valid for three (3) years from the date on which you purchased the product.

Warranty Laws

The following laws govern warranties that arise in retail sales of consumer goods:

- The California Song-Beverly Consumer Warranty Act [CC §§1790 et seq],
- The California Uniform Commercial Code, Division Two [Com C §§2101 et seq], and
- The federal Magnuson-Moss Warranty Federal Trade Commission Improvement Act [15 USC §§2301 et seq; 16 CFR Parts 701– 703]. A typical Magnuson-Moss Act warranty is a written promise that the product is free of defects or a written promise to refund, repair, or replace defective goods. [See 15 USC §2301(6).] Remedies include damages for failing to honor a written warranty or service contract or for violating disclosure provisions. [See 15 USC §2310(d).] Except for some labeling and disclosure requirements, the federal Act does not preempt state law. [See 15 USC §2311.]

1. WHAT THIS WARRANTY COVERS:

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

- (1) The limited warranty for the product extends for TWELVE (12) MONTHS beginning on the date of purchase of the product with valid proof of purchase, or absent valid proof of purchase, FIFTEEN (15) MONTHS from date of manufacture as determined by the unit's manufacture date code.
- (2) The limited warranty extends only to the original purchaser of the product and is not assignable or transferable to any subsequent purchaser/end user.
- (3) This warranty is good only to the original purchaser of the product during the warranty period as long as it is in the U.S., including Alaska, Hawaii, U.S. Territories and Canada.
- (4) The external housing and cosmetic parts shall be free of defects at the time of shipment and, therefore, shall not be covered under these limited warranty terms.

- (5) Upon request from LG, the consumer must provide information to reasonably prove the date of purchase.
- (6) The customer shall bear the cost of shipping the product to the Customer Service Department of LG. LG shall bear the cost of shipping the product back to the consumer after the completion of service under this limited warranty.

2. WHAT THIS WARRANTY DOES NOT COVER:

- (1) Defects or damages resulting from use of the product in other than its normal and customary manner.
- (2) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of LG, including damage caused by shipping, blown fuses, spills of food or liquid.
- (3) Breakage or damage to antennas unless caused directly by defects in material or workmanship.
- (4) That the Customer Service Department at LG was not notified by consumer of the alleged defect or malfunction of the product during the applicable limited warranty period.
- (5) Products which have had the serial number removed or made illegible.
- (6) This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of marketability or fitness for a particular use.
- (7) Damage resulting from use of non LG approved accessories.
- (8) All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
- (9) Products operated outside published maximum ratings.
- (10) Products used or obtained in a rental program.
- (11) Consumables (such as fuses).

3. WHAT LG WILL DO:

LG will, at its sole option, either repair, replace or refund the purchase price of any unit that does not conform to this limited warranty. LG may choose at its option to use functionally equivalent re-conditioned, refurbished or

new units or parts or any units. In addition, LG will not re-install or back-up any data, applications or software that you have added to your wireless device. It is therefore recommended that you back-up any such data or information prior to sending the unit to LG to avoid the permanent loss of such information.

4. STATE LAW RIGHTS:

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY APPLICABLE TO THIS PRODUCT.

Some states do not allow the exclusive limitation of incidental or consequential damages or limitations on how long an implied warranty lasts; so these limitations or exclusions 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.

5. HOW TO GET WARRANTY SERVICE:

To obtain warranty service, please call or fax to the following telephone numbers from anywhere in the continental United States:

Tel. 1-800-793-8896 or Fax. 1-800-448-4026

Or visit <http://us.lgservice.com>. Correspondence may also be mailed to:

LG Electronics Service- Mobile Handsets, P.O. Box 240007, Huntsville, AL 35824

DO NOT RETURN YOUR PRODUCT TO THE ABOVE ADDRESS.

Please call or write for the location of the LG authorized service center nearest you and for the procedures for obtaining warranty claims.

PROCEDURE FOR RESOLVING DISPUTES:

ALL DISPUTES BETWEEN YOU AND LG ARISING OUT OF OR RELATING IN ANY WAY TO THIS LIMITED WARRANTY OR THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH BINDING ARBITRATION, AND NOT IN A COURT OF GENERAL JURISDICTION. BINDING ARBITRATION MEANS THAT YOU AND LG ARE EACH WAIVING THE RIGHT TO A JURY TRIAL AND TO BRING OR PARTICIPATE IN A CLASS ACTION.

Definitions. For the purposes of this section, references to “LG” mean LG Electronics MobileComm U.S.A., Inc., its parents, subsidiaries and affiliates, and each of their officers, directors, employees, agents, beneficiaries, predecessors in interest, successors, assigns and suppliers; references to “dispute” or “claim” shall include any dispute, claim or controversy of any kind whatsoever (whether based in contract, tort, statute, regulation, ordinance, fraud, misrepresentation or any other legal or equitable theory) arising out of or relating in any way to the sale, condition or performance of the product or this Limited Warranty.

Agreement to Binding Arbitration and Class Action Waiver. You and LG agree to resolve any claims between us only by binding arbitration on an individual basis, unless you opt out as provided below. Any dispute between you and LG shall not be combined or consolidated with a dispute involving any other person’s or entity’s product or claim. More specifically, without limitation of the foregoing, any dispute between you and LG shall not under any circumstances proceed as part of a class or representative action. Instead of arbitration, either party may bring an individual action in small claims court, but that small claims court action may not be brought on a class or representative basis.

Arbitration Rules and Procedures. To begin arbitration of a claim, either you or LG must make a written demand for arbitration. The arbitration will be administered by the American Arbitration Association (AAA) and will be conducted before a single arbitrator under the AAA’s Consumer Arbitration Rules that are in effect at the time the arbitration is initiated

(referred to as the “AAA Rules”) and under the procedures set forth in this section. The AAA Rules are available online at www.adr.org/consumer. Send a copy of your written demand for arbitration, as well as a copy of this provision, to the AAA in the manner described in the AAA Rules. You must also send a copy of your written demand to LG at LG Electronics, USA, Inc. Attn: Legal Department-Arbitration 1000 Sylvan Avenue Englewood Cliffs, NJ 07632. If there is a conflict between the AAA Rules and the rules set forth in this section, the rules set forth in this section will govern. This arbitration provision is governed by the Federal Arbitration Act. Judgment may be entered on the arbitrator’s award in any court of competent jurisdiction. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision and to the arbitrability of the dispute are for the court to decide. The arbitrator is bound by the terms of this provision.

Governing Law: The law of the state of your residence shall govern this Limited Warranty and any disputes between us except to the extent that such law is preempted by or inconsistent with applicable federal law.

Fees/Costs. You do not need to pay any fee to begin an arbitration. Upon receipt of your written demand for arbitration, LG will promptly pay all arbitration filing fees to the AAA unless you seek more than \$25,000 in damages, in which case the payment of these fees will be governed by the AAA Rules. Except as otherwise provided for herein, LG will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the AAA Rules and this arbitration provision. If you prevail in the arbitration, LG will pay your reasonable attorneys’ fees and expenses to the extent required by applicable law. If the arbitrator finds either the substance of your claim or the relief sought in the demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all arbitration fees will be governed by the AAA Rules. In such a situation, you agree to reimburse LG for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA

Rules. Except as otherwise provided for, LG waives any rights it may have to seek attorneys' fees and expenses from you if LG prevails in the arbitration.

Hearings and Location. If your claim is for \$25,000 or less, you may choose to have the arbitration conducted solely on the basis of (1) documents submitted to the arbitrator, (2) through a telephonic hearing, or (3) by an in-person hearing as established by the AAA Rules. If your claim exceeds \$25,000, the right to a hearing will be determined by the AAA Rules. Any in-person arbitration hearings will be held at a location within the federal judicial district in which you reside unless we both agree to another location or we agree to a telephonic arbitration.

Opt Out. You may opt out of this dispute resolution procedure. If you opt out, neither you nor LG can require the other to participate in an arbitration proceeding. To opt out, you must send notice to LG no later than 30 calendar days from the date of the first consumer purchaser's purchase of the product by either: (i) sending an e-mail to optout@lge.com, with the subject line: "Arbitration Opt Out" or (ii) calling 1-800-980-2973. You must include in the opt out e-mail or provide by telephone: (a) your name and address; (b) the date on which the product was purchased; (c) the product model name or model number; and (d) the IMEI or MEID or Serial Number, as applicable (the IMEI or MEID or Serial Number can be found (i) on the product box; (ii) on a label on the back of the product beneath the battery, if the battery is removable; or (iii) from the settings menu via the following path: Settings > About phone > Status). You may only opt out of the dispute resolution procedure in the manner described above (that is, by e-mail or telephone); no other form of notice will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the full benefits of the Limited Warranty. If you keep this product and do not opt out, then you accept all terms and conditions of the arbitration provision described above.
