



START HERE

A GUIDE TO YOUR NEW GRANDPAD SERVICE

 GrandPad® | POWERED BY Consumer Cellular®



WELCOME TO GRANDPAD!

You'll be delighted with this simple, safe way to stay connected to your loved ones. Right at your fingertips, you now have all the tools you need to make voice and video calls, send email and video messages, listen to your favorite music, play games, and much more. The Quick Tips Guide you recieved with your device include everything you need to know to get started, so you can connect to family, friends, and your favorite activities right away.

Enjoy!

Sincerely,

John Marick
CEO, CONSUMER CELLULAR





GET STARTED WITH GRANDPAD

GrandPad's touch screen navigation makes it easy for you to use apps just by tapping on the activity you want to perform. You'll be an expert in no time! And don't worry about tapping the "wrong" button—if you do, just tap the **Quit** button at the bottom of the screen. This will take you back to the home screen to start over.

The biggest advantage to GrandPad is how easy it makes connecting with your family and friends! Create your approved family network—either yourself, or by calling on your chosen family administrator. You can add contacts who will be able to make calls, send messages and share pictures to your GrandPad on a private, secure network for your safety.

If you need help getting started, you can always contact our customer support at **(888) 545-1425** and we'll be delighted to help you set up your contacts.

USING GRANDPAD APPS & FEATURES

Packaged with the device are instruction cards providing an overview of how to use each of GrandPad's featured apps.

YOUR FAMILY ADMINISTRATOR

For added convenience, a family member or friend may act as your device's Family Administrator. This allows them to assist you with adding contacts and content to the GrandPad, so you can more fully enjoy using it.

CUSTOMIZING GRANDPAD FEATURES

The apps on your GrandPad home screen can be customized to suit your personal preferences. For instance, if you find that you simply don't use one of the activities, it can be removed (it can always be reactivated later if you change your mind).

You can also request access to additional (or fewer) games, news topics, and more.

Simply let your Family Administrator know about any changes you'd like to make, or tap the **Help** button on your home screen to chat with one of our customer support specialists to learn about more options.

CHARGING GRANDPAD

GrandPad comes with a wireless charging cradle that can be plugged into a wall outlet. You do not need to remove GrandPad from its case to begin charging. When not in use, simply place the device into the cradle, and it will begin charging automatically. It can be removed at any time, and will stop charging when it's fully charged. When fully charged, the GrandPad should operate for 1-3 days.



GRANDPAD IS 100% RISK-FREE

We want you to be completely satisfied with your GrandPad tablet and monthly service, which is why we offer the following guarantee.



OUR GUARANTEE:

If you're not completely satisfied within 30 days, you can cancel your service with absolutely no cancellation fees. We'll even pay for shipping to return your GrandPad. AARP members receive an extended risk-free guarantee, in addition to other great benefits.

KEEP YOUR RECEIPT & PACKAGING

For any returned items please include the device, accessories, user manuals, all original packaging and a copy of your sales receipt. All items must be in like-new condition.

Call **(888) 545-1425** to start the return process.





NEED HELP?

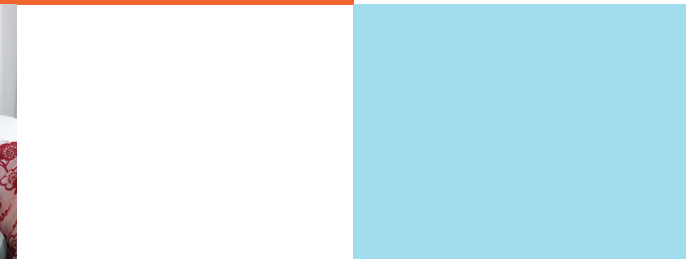
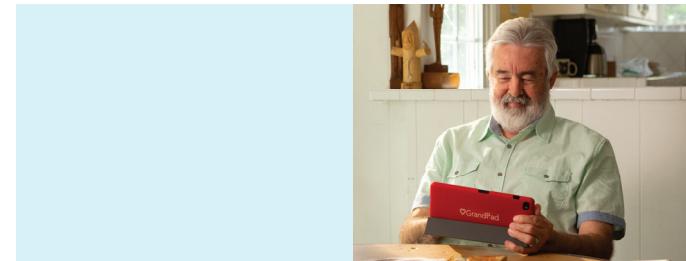
Your GrandPad service is backed by our award-winning, 100% U.S. based customer service team. We are always happy to help answer any questions you have about your device or service, and offer several ways to get in touch.

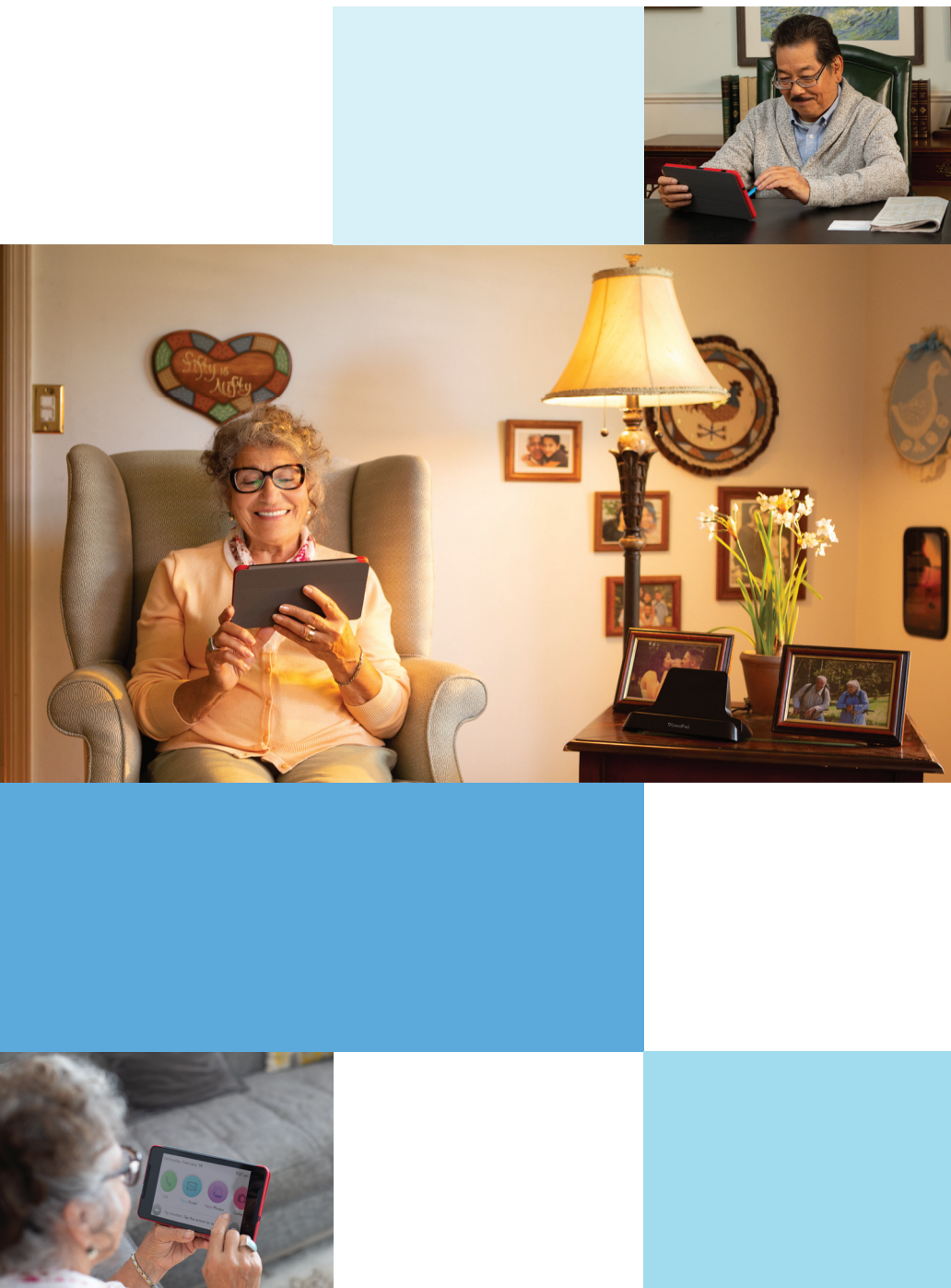
HELP APP

By tapping the **HELP** app on GrandPad's home screen, you can make a voice call directly to a customer support specialist.

CALL US

To reach a live representative over the phone, you can always give us a call at **(888) 545-1425** with any questions.





POWERED BY CONSUMER CELLULAR

Since 1995, Consumer Cellular has been dedicated to meeting the unique wireless needs of users age 50-plus by finding ways to make today's best technology accessible, understandable, and affordable. We're pleased to welcome you to our family!

To learn more, visit **ConsumerCellular.com.**

