



# Quick Start Guide

Thank you for purchasing The SCORE 5 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. If you do not accept these conditions, do not activate and return the device.**

## 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 Micro USB 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 Micro USB port. **Never disconnect your device during an active connection.** 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 disconnected 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 5 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 5 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 Micro USB 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.

## Limited Warranty

### Manufacturer's Warranty Coverage.

Keefe Group, LLC ("Keefe") warrants to the original end-user purchaser, 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.

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 will refund the purchase price paid by you. If Keefe elects to replace your SCORE Secure Device, Keefe may provide you with an equivalent refurbished product. All the aforementioned remedies are subject to you complying with the process defined in the section "Warranty Process". Replacement and spare parts may be reconditioned, at Keefe's discretion, and all parts removed from your SCORE Secure Device during repair shall become the property of Keefe.

### Warranty Process.

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

- 1) Complete and sign the Warranty Request Card, providing a detailed description of the problem, and confirming that the device was purchased within the last ninety (90) days.
- 2) Get a Returns Authorization Number from Keefe.
- 3) Include proof of purchase, and the player.
- 4) Pay all costs to ship the player to Keefe and Keefe will pay to have the player shipped back to you. Mailing to return addresses outside of the United States is not supported by Keefe.
- 5) Ensure return address provided is accurate and acceptable to USPS. Invalid addresses or players returned as undeliverable will be disposed of after sixty (60) days.

Requests that fail to meet all aforementioned requirements will be returned unprocessed to Return Address provided. Warranty requests can only be mailed to:

Keefe Group, LLC – Reset Service  
10880 Lin Page Place  
Saint Louis, MO 63132

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

### 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 use not in accordance with the instructions), or by misuse, neglect, 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.

**Exclusive Remedy.**

EXCEPT TO THE EXTENT EXPRESSLY PROHIBITED BY LAW, THIS LIMITED WARRANTY SETS OUT 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 AFFECT. 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.

**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 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 OF OR INABILITY TO USE THE SCORE SECURE DEVICE, EVEN IF KEEFE OR ANYONE ACTING ON BEHALF OF OR WITH 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.

Warranty Request Card

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

**FCC statement:**

**§ 15.19 Labelling requirements.**

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**§ 15.21 Information to user.**

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

**§ 15.105 Information to the user.**

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**\* RF warning for Portable device:**

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Model: ATG-508