RAZ Mobility

# RAZ MEMORY CELL PHONE

## User Guide

Please retain the User Guide for future reference. The User Guide is available on our website at

www.razmobility.com/support/memorycellphone

# Contents

# General Description

The RAZ Memory Cell Phone is an easy-to-use picture phone for people with memory loss or intellectual disabilities. The RAZ Memory Cell Phone ensures that individuals with dementia or intellectual disabilities stay connected with their loved ones whether they are at home or away from home.

It consists of one primary screen, and one screen only.

**The screen includes 3 elements:**

1. The pictures and names of up to thirty (30) contacts.
2. A button to call 911 or a button to call the RAZ Emergency Service (more on this Service below).
3. The time, network status and battery power.

There is an option for a dialer. If this option is activated, the bottom of the screen will include a dialer icon.

By default, up to six (6) contacts are displayed as pictures with names underneath. However, this can be expanded to thirty (30) contacts through the portal or app, as

described below. By default, a single press & hold of a picture will initiate a call. However, this call activation method can be modified. The phone offers an Emergency-dial button, as well.

The large display does not time out; it is always on and ready to use. If desired, incoming calls can be limited to those that originate from Contacts, preventing unwanted calls, such as predatory robocalls. Optionally, additional numbers can be allowed to reach the user by adding those numbers to an Allow List in the portal or app.

You – the caregiver – can easily manage Contacts and associated phone numbers and photos via the simple RAZ Care app or portal. The app and portal also offer GPS tracking and location information, the ability to see the remaining battery power and signal strength of the user's phone, the ability to disable the power button, send all calls to speaker, send text messages to the caregiver when the remaining battery power is below a specified amount and automatically answer incoming calls.

Also available through the RAZ Care app or portal is the ability to check the call history of the RAZ Memory Cell Phone, set up hours during which the user cannot make outgoing

calls (say, in the middle of the night), and the ability to send the user reminders.

Finally, specified contacts will be able to video call the RAZ Memory Cell Phone.

The phone is always "locked" to the home screen that shows the Contacts. Users cannot exit the home screen and get "lost" in the normal smartphone environment.

# Items Supplied with the RAZ Memory Cell Phone

- RAZ Memory Cell Phone
- Wall Charger
- Micro-USB cable
- SIM tray tool
- User Guide

# Wireless Service and the SIM Card

In order for your RAZ Memory Cell Phone to place and receive calls, you must have wireless service, including a data plan. The phone works on the Verizon, AT&T, T-Mobile and other compatible networks in the United States, such as Affinity Cellular, Mint Mobile, Cricket Wireless, Consumer Cellular, Red Pocket Mobile, Straight Talk and Metro by T-Mobile.

A SIM card may already be inserted in your RAZ Memory Cell Phone. If a SIM card is not inserted in the phone, you may insert one by following these steps:

- Make sure your phone is off.
- Locate the small hole on the left edge of the phone. It's the size of the end of a paperclip.
- Insert the tool provided or a paperclip into the hole, which releases the SIM tray. When inserting the tool into the hole, do not push too hard.

Verizon/AT&T Version
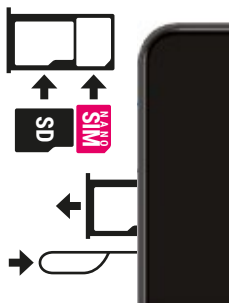
T-Mobile Network Version
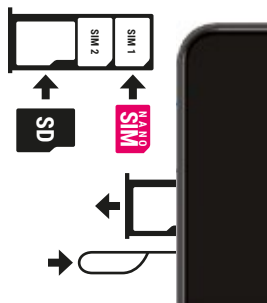
- Place the SIM Card (nano-SIM) properly on the tray. The chip side of the SIM card should be facing down.
- Carefully push the tray back in. **Never place the SIM card into the phone by itself**.
- Turn on the phone.

# Charging and Turning Your Phone On or Off

Before you start using your RAZ Memory Cell Phone, make sure that the phone is fully charged. To do this, insert the Type-C USB cable into the charging port at the bottom of the phone and insert the charger into an outlet.

It takes approximately two hours to fully charge a battery.

To turn on your phone, long press the power key. If you wish to turn it off, long press the power key and select Power Off. Do not long press the Power Off button. This will cause the phone to go into Safe mode and exit the RAZ Memory Cell Phone environment.

# The RAZ Memory Cell Phone Environment

In order to make the experience as simple as possible, the user cannot exit the RAZ Memory Cell Phone environment. In other words, the user cannot access Android applications, settings, notifications … etc. The navigation buttons used to navigate the Android environment have been disabled.

Do not try to use your phone without an active SIM card installed. If you do, you may receive an error message and your phone may exit the RAZ Memory Cell Phone environment.

The RAZ Memory Cell Phone has one primary screen, which displays up to thirty (30) contacts. By default, the phone displays up to six (6) contacts, but this can be increased to up to thirty (30). If the option to have up to thirty (30) contacts is selected in the portal or app, and the user stops using the phone after

scrolling through the contacts, the phone will automatically move back to contacts one (1) through six (6) after twenty (20) seconds. The only instances in which the user leaves the primary screen is when he or she places or receives a call or if the option to have a dialer is selected and the user pulls up the dial pad. When calls are over, the phone will automatically go back to the primary screen.

In keeping with the philosophy of making the experience as simple as possible, the screen does not time out. As long as the phone is not powered off, the screen will always be visible.

In case you accidentally exit the RAZ Memory Cell Phone environment and enter Safe mode, press the power button and tap "Restart." After it restarts, select the RAZ app as the Home app and tap "Always." This will bring you back to the RAZ Memory Cell Phone environment.

# Volume

The volume rocker is disabled; volume is always set to maximum.

# Auto answer

To make the RAZ Memory Cell Phone automatically answer incoming calls after

approximately three rings and go to speaker, go to settings in the app or the online portal and press the toggle next to "Auto answer."

# Power button

To disable the power button, go to Settings and turn off the Toggle under "Power button" in the online portal or app. This function may be useful if the user has difficulty turning the phone back on, or if they have a habit of inadvertently entering Safe mode.

# Making and Answering Calls

**Do not try to make phone calls before an active SIM card is inserted into the phone. If you do, you may generate an error and exit the RAZ Memory Cell Phone environment.**

To place a call simply press and hold the picture of the person you want to call. Once the call is initiated, you will see a screen with a hang-up button. Press and hold the hang-up button if you wish to hang up.

When you receive a call, you will see a screen that provides you the option to either Answer or Hang Up. Select whichever option applies to you. Again, you must press and hold.

## Auto answer

This feature, which is available in Settings in the app or online portal, makes calls to the RAZ Memory Cell Phone answer automatically. You do not have to press the Answer button for the call to start. When this feature is selected, calls automatically go to speaker. This feature may be useful in an emergency or if the user has difficulty pressing the Answer button.

# Show dial pad

If this option is selected in the Settings of the Caregiver app or online portal an icon of a dial pad will appear on the screen of the RAZ Memory Cell Phone. When the icon is tapped, a dial pad will appear, and calls can be placed by typing numbers with the dial pad. To activate this feature in the app, turn on the toggle next to "Show Dial Pad." In the online portal, go to Settings and similarly turn on the toggle next to "Show Dial Pad."
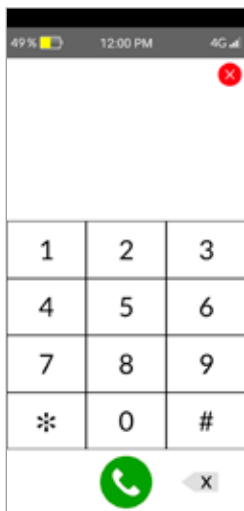
# Call activation method

By default, calls are activated if you press and hold a picture for approximately 1.5 seconds. If the user experiences difficulty with this call activation method, it can be modified. To do this, go to Settings in the Caregiver app or online portal and select "Call activation method". Then select either "Regular tap," "Tap & hold" (the default), "Tap and hold long," or "Double tap". If you select "Tap and hold long" the user must tap and hold for approximately 3 seconds to initiate a call. Press "Save" after you make your selection.

# Voicemail

Consistent with its philosophy of keeping the phone as simple as possible, the RAZ Memory Cell Phone does not allow the user to access voicemail.

# Call history

While there is no voice mail, you can see who called through the call history, which can be accessed under the "More" tab in the app, and in the online portal in the vertical menu along the left-hand side of the screen. Call history shows you all calls, missed calls and calls placed and received during quiet hours.

# Calling 911
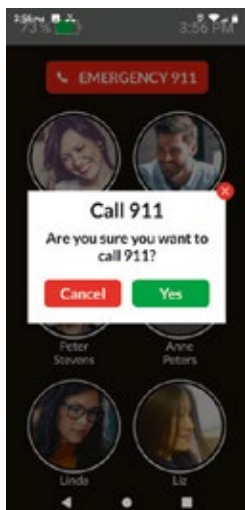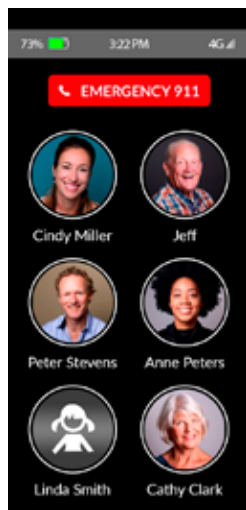
To dial 911 simply press and hold the button labeled Emergency 911.

You will then see a screen that asks you to confirm that you want to dial 911. Press Yes, and the 911 call will be initiated.

# RAZ Emergency Service

The RAZ Emergency Service is an alternative emergency service to 911. It is designed to assist those users who, as a result of their Alzheimer's or dementia, imagine emergencies and/or call 911 repetitively. To initiate an emergency call simply press and hold the red button labeled "Emergency." Calls will be answered by a private emergency dispatch agent who will know that the caller suffers from memory loss and will determine whether to contact 911 guided by this knowledge. Also, when the user initiates an emergency call, text messages can be sent to up to three (3) designated caregivers, providing caregivers the opportunity to cancel the emergency call so that 911 is not contacted.

The RAZ Emergency Service is managed by the caregiver in the section of the online portal titled "RAZ emergency service." To access this section in the app, tap on the More tab and tap on "RAZ Emergency Service." The caregiver can enter the user's medical

information under "Medical Condition(s)". This information is provided to the emergency dispatcher during a call. Turn on the toggle under "Text message notification" to send text messages to up to three (3) contacts. And add the text message recipient information under "Contacts who will receive text messages when the user initiates an Emergency call." The caregiver can also add information regarding any assisted living facility in which the user may live, including the facility's name, address, and phone number. This information becomes available to the dispatcher.

The RAZ Emergency Service requires a subscription. More information about subscription plans and the activation process, can be found at *https://www. razmobility.com/shop/*.

# Accessing Your Account With The RAZ Caregiver App Or In The Online Portal

The caregiver will be able to manage the phone through a simple app called RAZ Care or online portal. After the phone is ordered you will receive an email with the user id and instructions how to access the RAZ Care app or portal. The user id will be the caregiver's

phone number. Once you enter your phone number, you will receive a text message with the verification code. The link to the online portal is *https://memorycellphone.razmobility.com*.

The email you receive will also include a link to the locations in the App Store and Google Play where you can download the app to your phone. The RAZ Care app will work on an iPhone, iPad or Android device.

The online portal and app will allow you to do the following:

- Manage contacts, including assigning contact icons and uploading contact pictures
- Check the location of the phone
- Create an "Allow list" of numbers that are not in contacts but that can call the user when incoming calls are limited to contacts
- Place video calls to the user (coming soon)
- Check the signal strength and remaining battery power of the phone

- Select the ringtone and the ring volume
- Select whether you want the background of the phone to be white or black (Dark theme or Light theme)
- Limit incoming calls to contacts and Allow list
- Make calls go to speaker
- Activate a dial pad, providing option to dial numbers
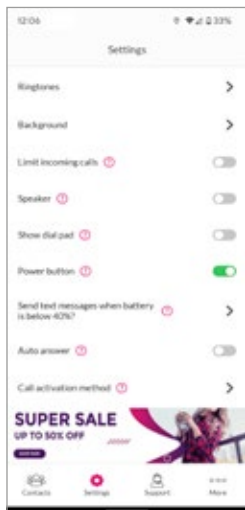
- Send text message to caregiver when battery is below a specified percentage
- Automatically answer calls without pressing "Answer" button
- Change the method by which calls are placed
- Disable the power button
- Contact RAZ support
- View call history
- Set up hours (i.e., "Quiet hours") during which the user cannot place calls to specific people
- Send the user reminders
- Manage the RAZ Emergency Service

The user's contacts can also use the RAZ Care app. However, unlike the caregiver, contacts will only be able to use the video calling feature of the app. Only the caregiver has the ability to manage the various features of the RAZ Memory Cell Phone.

# Managing contacts

You can add up to thirty (30) contacts in the portal, although the default is up to six (6). To expand the number of contacts from six (6) to thirty (30), activate the toggle ⬤. To add a contact, tap the add contact symbol. To delete, edit or change the order of a contact, tap the symbol ✎. You can edit first name, last name, phone number and the picture. To add a picture with the portal, tap the Upload button. To change the position of a contact with the app, insert the new position in the first line of the Edit contact field. To add a picture with the app, tap "Add
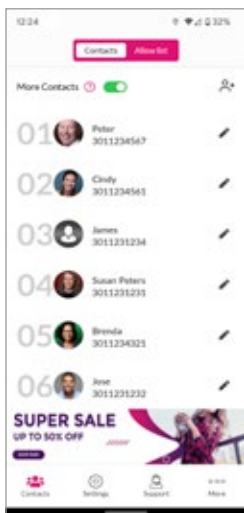
photo". You can add a picture from your gallery, or by taking a photo through the app, or you can add an avatar. To save the new photo, remember to press Save in both the photo tool and the "Edit Contact" page.

If desired, you can save a contact with a picture only, without adding a name.

# Phone location

To obtain the phone's location, go to the "More" section in your app and tap on GPS Location ⊕ GPS location . You will see a map with up to three pins identifying the phone's location. The location is updated every 15 minutes. If the phone has not moved in approximately the last 45 minutes, you will see one pin. If the phone is moving, you will see two or three pins, with each pin representing a location of the phone. If you click on a pin, you will see the address and a time stamp indicating the time that the phone was at that location.

In the portal, the GPS location button is in the top right-hand corner of the screen, close to the battery power and signal strength indicators. In the app, to find the GPS location button, press the More menu, and it is at the top of the screen.

# Allow list

If incoming calls have been limited to contacts, the caregiver may want specific people who are not contacts to have the ability to reach the user. To do this, an "Allow list" can be created. Any number on the Allow list can call the user, even if that number is not a contact.

To add, edit or delete a person in the Allow list in the app, tap "Allow list" within the Contacts tab, then add, edit, or delete the person/number just like you would a regular contact. To add, edit or delete a person in the Allow list in the portal, select the "Allow list" in the menu.

# Phone status

The portal and app present the phone's battery strength and signal strength. The portal, but not the app, also indicate whether the connection is 3G or 4G. In the app, this information is presented within the "More" tab. If the phone is turned off or does not have a connection, you will see the phone's last known battery strength. In the portal, the status information is in the top right-hand corner of every page.

# Ringtones & ring volume

The caregiver can select among a variety of ringtones within the Settings tab. In addition, the caregiver can adjust the ring volume. Don't forget to press Save after you make the changes. In the online portal, ringtones are listed separately within the main menu.
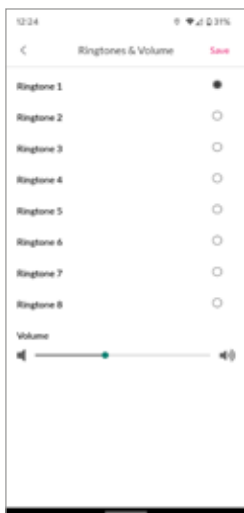
# Background color

The background of the primary screen of the phone can be set to either white or back. In both the app and online portal, the background can be adjusted within Settings.
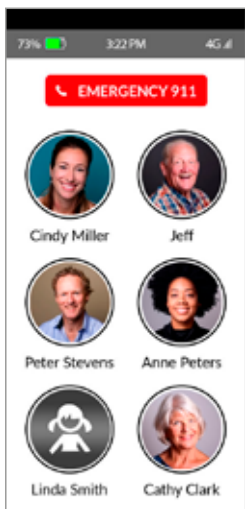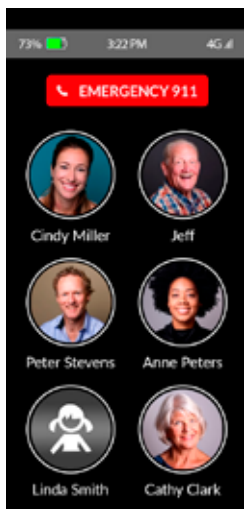


# Limiting incoming calls to contacts

To limit incoming calls to individuals in the user's contacts, simply go to Settings within the app or online portal and press the toggle labeled "Limit incoming calls". The toggle

should appear green. To be clear, this option will prevent the user from receiving calls from anyone other than his or her contacts, and persons in the "Allow list".

# Speaker

To make all calls automatically go to speaker, go to Settings, and turn on the toggle next to "Speaker" in the online portal or app. This is useful if the user does not always place the phone next to their ear when they make or receive a call.

# Low battery text message notification

When this option is selected, a text message will be sent to you, notifying you that the battery level on the user's phone has reached a certain specified level. To activate this feature in the app, go to Settings and tap "Send text message when battery is below X%"

Send text message
when battery is bellow X%   ⑦   ›

Then press the toggle and select the battery level at which you wish to receive the low battery alert message. You must tap "Save" after you make these changes. This feature is in Settings within the online portal.

| ‹ | Send text message | Save |
|---|---|---|

Send text message when battery is bellow ⬤

🔋 __15__ %

# Disable power button

The portal and app offer the option to disable the power button. If this option is activated, the user will not be able to power off the phone. This may be desirable for two reasons. First, the user may have difficulty turning the phone back on. Second, the user will not be able to go into Safe mode accidentally. In both the app and online portal, this is done within Settings.

# Quiet hours

Quiet hours are times of the day during which the user cannot make calls. You specify whether to apply the restriction to a particular contact in the "Edit Contact" page.

To set up quiet hours, tap on "Quiet hours" in

Available during quiet hours:

○ Available  ◉ Not available
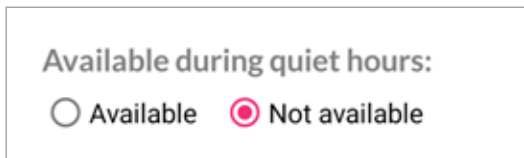
the More tab and select the Announcement. The Announcement is what the user will hear if they call during quiet hours. You can use either the default announcement or record your own announcement. We recommend that you record your own. Press Save after your selection. To set the time, duration, and day(s), press the "+" symbol. If quiet hours start on one day and end on the next, select the day on which quiet hours start. After the quiet hours are set up, press Save.

# Reminders

You can send the user reminders in the form of 1) a sticky note or 2) a sticky note and an audio message. To set up reminders, tap on "Reminders" within the More tab. Tap the "+" symbol and add the reminder content, set the date and time, and select the frequency.

Next, tap on "Set reminder method" and select whether you just want the user to receive a sticky note with a written message or the sticky note AND an audio message. If you select audio message you will need
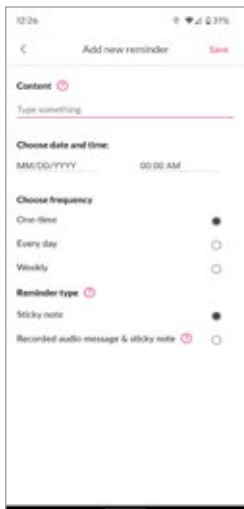
to record your message. To do so, press and hold the microphone symbol while you record. Once completed, tap "Save" on the "add new reminder" screen.

# Additional information

Additional information regarding your RAZ Memory Cell Phone, including videos and FAQs, can be obtained here:

*www.razmobility.com/support/memorycellphone*

# Customer support

**Phone:** 1-800-729-0083

**Web chat:** *www.razmobility.com*

**Email:** *support@razmobility.com*

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