# 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, disabilities, or who want a simple solution. The RAZ Memory Cell Phone ensures that these individuals 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 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 app.

You – the caregiver – can easily manage Contacts and associated phone numbers and photos via the simple RAZ Care app. The app also offers 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, automatically answer incoming calls, send the user a reminder to charge, speaking caller ID, and have the phone announce that it is charging.

Also available through the RAZ Care app 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.

There is a special mode available for individuals with low vision or hand tremors, which allows caregivers to customize the color scheme of the contact icons and significantly enlarge their size.

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
- • USB Type-C 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
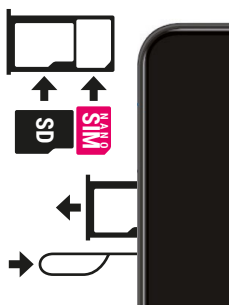
T-MOBILE NETWORK VERSION
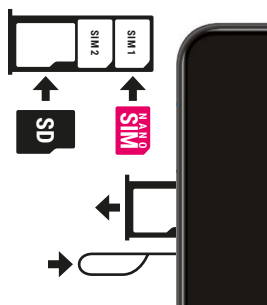
- Place the SIM Card (nano
  – SIM) properly on the tray.
  The chip side of the SIM card
  should be facing down.
- Carefully push the tray back in.
  **Never place the SIM card into
  the phone by itself**.
- Turn on the phone.

# Phone Layout

Headset Jack

Proximity Sensor

Front Camera

SIM Card Tray

Volume Buttons (Disabled)

Power Button ⏻

Microphone

USB-C®/Charger

Speaker
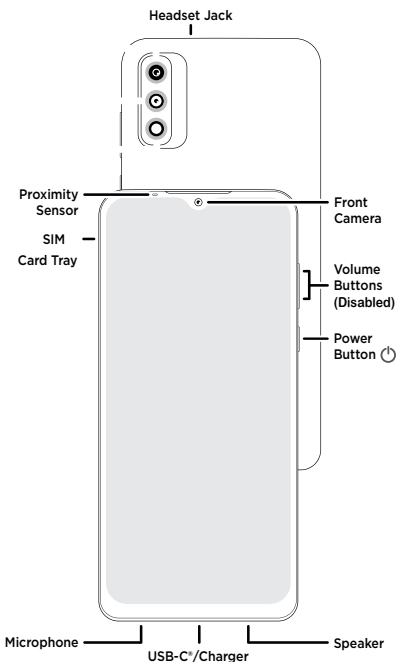
# Charging and Turning Your Phone On or Off

Before you start using your RAZ Memory Cell Phone, make sure that the phone is fully charged. To do this, insert the USB Type-C 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 the 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.

# 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.

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 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, unless the caregiver activates the auto-lock screen feature through the RAZ Care app.

# Volume

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

# Power Button

To disable the power button, go to Settings and turn off the Toggle under "Power button" in the app. This function may be useful if the user has difficulty turning the phone back on.

# 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.**

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.

You can also place a call with the dial pad. The dial pad is optional and must be selected within the RAZ Care app for it to be available on the phone.
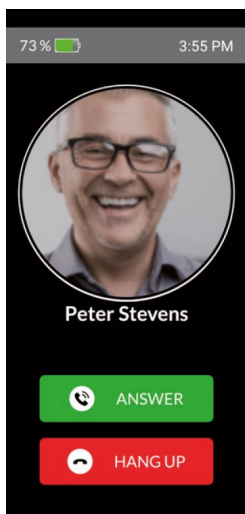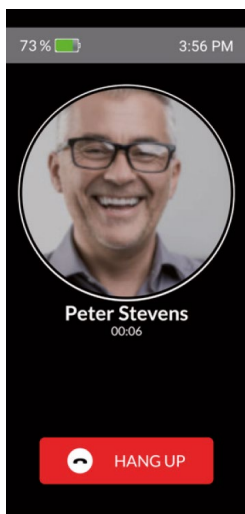
# Calling 911

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 requires a separate subscription and is an alternative emergency service to 911. It is designed to assist those users who, as a re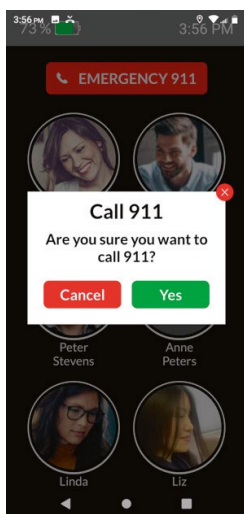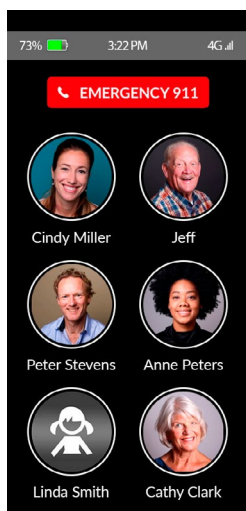sult of their Alzheimer's or dementia, imagine emergencies and/or call 911 repetitively. It can also be helpful to people who want help for any reason, but who do not want to call 911. To initiate an emergency call simply press and hold the red button labeled "Emergency." Calls will be answered by a 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 RAZ Care app 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/*.

# 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.

# Managing the Phone from Afar with the RAZ Care App

The caregiver will be able to manage the phone through a simple app called RAZ Care. After the phone is ordered you will receive an

email with the user id and instructions how to access the RAZ Care app. 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 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 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
- 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 (Auto answer)
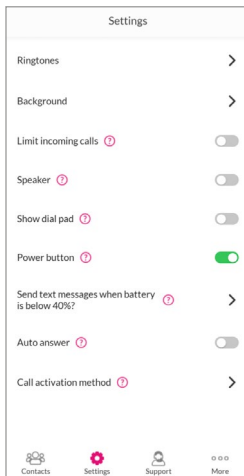
- Change the method by which calls are placed
- Disable the power button
- Auto-lock screen after 2 minutes of inactivity
- Send text message to caregiver when user calls 911
- Announce that battery is charging
- Send reminder to user to charge when battery is low
- Phone speaks the name of the caller
- Adjust the display for people with low vision or hand tremors
- 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 caregivers have the ability to manage the various features of the RAZ Memory Cell Phone.

# Placing Video Calls

You can place video calls to the user through the RAZ Care app. To do so, simply tap on the RAZ Video Call button within the video tab. Any contact can download the RAZ Care app and place video calls. Caregivers, however, can control which contacts are permitted to place video calls. Specifically, when you create or edit a contact, there is an option to allow or not allow the contact to place such calls.

# Managing Contacts

You can add up to thirty (30) contacts, 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 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.
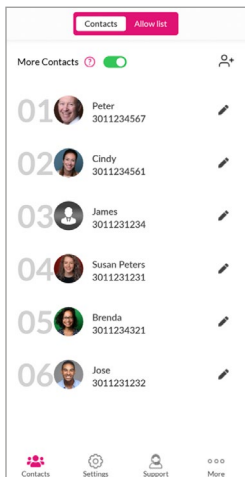
If desired, you can save a contact with a picture only, without adding a name.

# 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.

# 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.
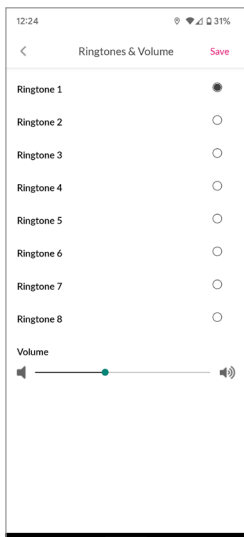
# Background Color

The background of the primary screen of the phone can be set to either white or back. The background can be adjusted within Settings in the app.
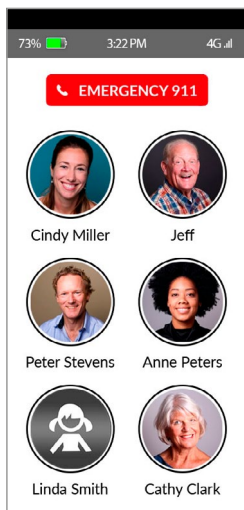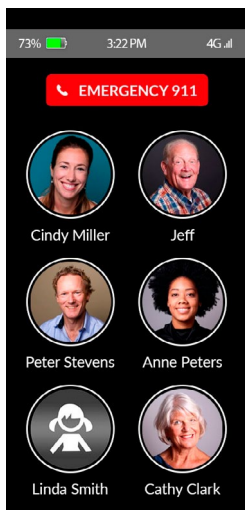
# Limiting Incoming Calls to Contacts

To limit incoming calls to individuals in the user's contacts, simply go to Settings within the app 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", including incoming calls from emergency services. Of course, outgoing calls to emergency services will never be blocked.

# Speaker

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

# Show Dial Pad

If this option is selected in the Settings of the Caregiver app, 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."

# Power Button

To disable the power button, go to Settings and turn off the toggle under "Power button" in the app. This function may be useful if the user has difficulty turning the phone back on.

# 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.

| | Send text message | Save |
|---|---|---|
| < | | |

Send text message when
battery is bellow  🔘

🔋  15  %

## Auto Answer

This feature, which is available in Settings
in the app, 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.

## 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 and select "Call activation
method". Then select either "Regular tap,"
"Tap & hold" (the default), "Tap and hold
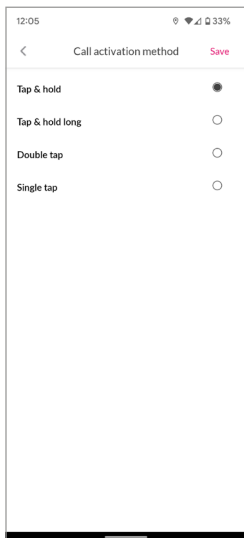
long," or "Double tap". If you select "Tap and hold long" the user must tap and hold for approximately 3 seconds to initiate a call. Press "Save" after you make your selection.

# Auto-lock Screen

To preserve battery, the display will go dark after two minutes of inactivity and will "wake up" automatically with movement.

# Receive Text Message When User Calls 911

This feature will keep caregivers informed of emergencies. Up to three cell phone numbers will receive text messages when 911 is called. To activate this feature in the app, go to Settings and tap "Receive text message when user calls 911".

Receive text message when user calls 911 ⑦ ⟩

< 911 text message notification    Save

Receive text message when user calls 911 ⑦ 🟢

Add numbers that will receive text messages:

Phone number 1
+1 1234567890

Phone number 2
+1 Digits only for phone number field

Phone number 3
+1 Digits only for phone number field
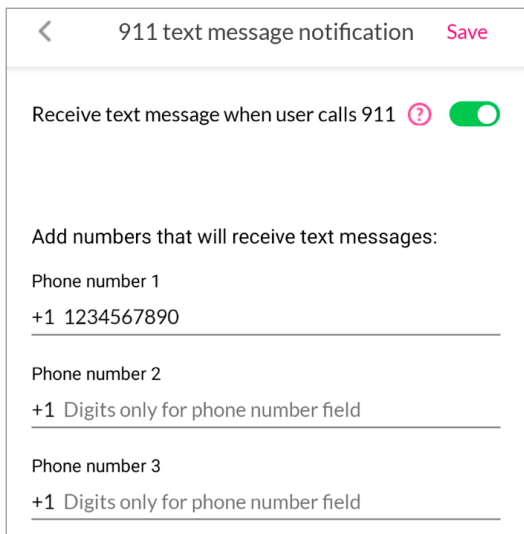
Next, press the toggle and add the cell phone number(s) that you wish to receive the text message. You must tap "Save" after you make the change.

# Phone Will Announce that Battery is Charging

Some users may be uncertain that the battery is charging. This is especially true if a wireless charging set is being used, since it won't charge if the phone is not placed in the correct position. To address this challenge, activate this feature, and the phone will speak "phone charging" to inform the user that they are successfully charging the phone. A yellow "sticky note" that says "Phone charging" will also appear.

# Remind User to Charge

When this option is selected, a reminder will be sent to the phone when the battery is low. Reminders can take the form of either (1) a large yellow sticky note that will pop up on the display, or (2) an audio recording saying, "please charge your phone" AND a sticky note.

To activate this feature in the app, go to Settings and tap "Remind user to charge". Then press the toggle and specify the type

| < | Phone charging reminder | Save |

Remind memory phone user to charge
when battery is below 20%    (?)  ⬤

Reminder type  (?)

**Sticky note**                              ⬤

Audio and sticky note  (?)              ○

🔋    20    %

of reminder that you wish the user to receive. You must also provide the battery threshold that you want to trigger the reminder. When these steps are completed, remember to press "Save".

# Hear Name of Caller

This feature is useful for people with low vision. If selected, the phone will announce the name of the caller out loud during an incoming call. It is activated within Settings in the app.

# Special Display for People with Low Vision or Hand Tremors

This special mode is intended to assist users with low vision or hand tremors, such as from Parkinson's disease. In this mode, the contacts, answer button, and hang-up button are much larger, making them easier to see and tap. Instead of up to six contacts per screen, there are only two, and instead of pictures, the contacts are customizable rectangular icons with contact names written inside. See the section on "Managing Contacts" to learn how the icons can be customized.

To activate this feature in the app, go to Settings and tap "Adjust display for people with low vision or tremors", then select either "Low vision or hand tremors". You must press "Save" after you make the selection.

# 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.

# Phone Status

The app presents the phone's battery strength and signal strength. 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.

# 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. Call history shows you all calls, missed calls and calls placed and received during quiet hours.

# Add Caregivers

You can have more than one caregiver manage a single RAZ Memory Cell Phone, although there is always only one primary caregiver. Only the primary caregiver can add

or delete secondary caregivers. Secondary caregivers, like the primary caregiver, can manage the phone through the RAZ Care app.

To add or delete a caregiver, go to the More tab, and tap on "Caregiver". Press the toggle next to "Add secondary caregiver" to add a caregiver. Press "Delete" to delete a caregiver. Remember to press Save after making the changes.

The maximum number of secondary caregivers that can be added is three.

# Being a Caregiver to More than One User

A single caregiver can manage more than one phone through the RAZ Care app. To change the phone that you are managing, go to the More tab and tap on the picture next to the status information. You can now select the person whose phone you wish to manage.

# Memory Phone User Information

This section includes basic information on the user, such as his or her name, city, and phone number. It is also where you can add a

photo of the user. To access this section, go to the More tab and tap on "Memory phone user".

# 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
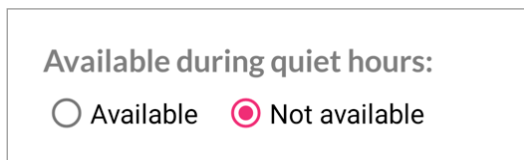
the More tab and select the Announcement. The Announcement is what the user will hear if they call during quiet hours. You can use either the default announcement or record your own announcement. We recommend that you record your own. Press Save after your selection. To set the time, duration, and day(s), 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
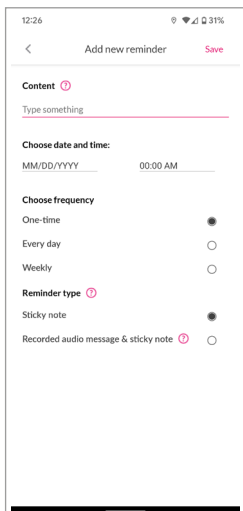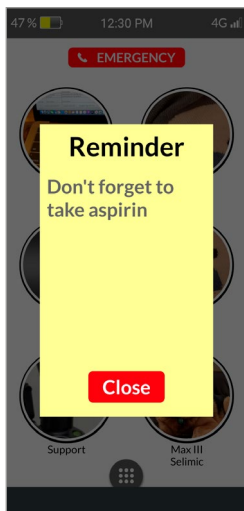
to record your message. To do so, press and hold the microphone symbol while you record. Once completed, tap "Save" on the "add new reminder" screen.

# Notes

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# 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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User Guide

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