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 cognitive decline, disabilities, seniors, or those 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 fifty (50) 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. If wanted, you can include the day of the week, and month and date.

There are options for a dialer and voicemail access. If either of these options are activated, the bottom of the screen will include a dialer (Keypad) icon and/or a voicemail icon.

By default, up to six (6) contacts are displayed as pictures with names underneath. However, this can be expanded to fifty (50) 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.

By default, the large display does not time out; it is always on and ready to use. A lock screen option is available. 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 many features, including but not limited to, GPS tracking and location information, the ability to see the remaining battery power and signal strength of the user's phone, 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, notifications of missed

calls, 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

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, Xfinity 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.

- Place the SIM Card (nano – SIM) properly on the tray. The chip side (metallic) 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.

Nano SIM

Phone Layout

Microphone

Headset Jack

Main Camera

Proximity Sensor

Flash

Earpiece/ Speaker

Front Camera

SIM & microSD Card Tray

Volume Buttons

⊄+/⊄-

Power Button

⏻

Microphone

Speaker

USB-C/Charger
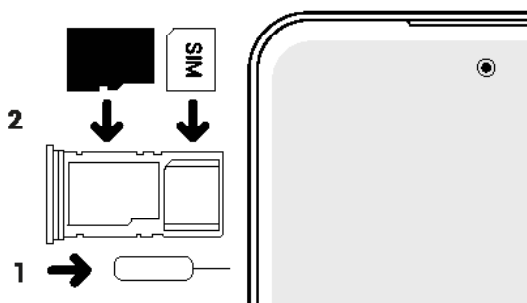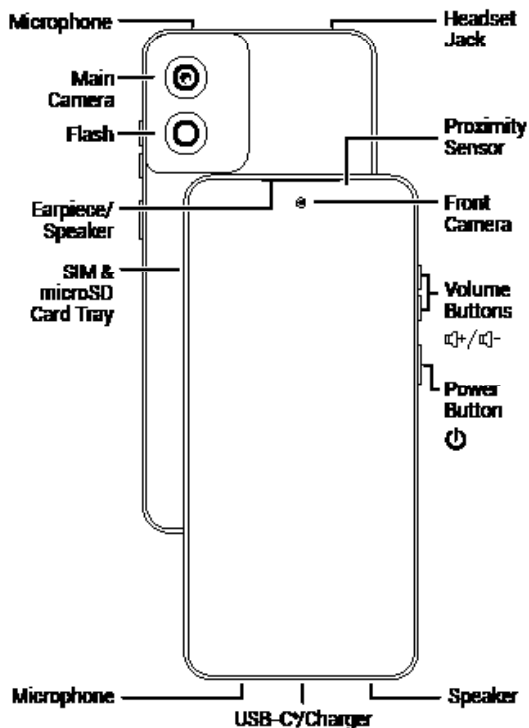
Charging and Turning Your Phone On or Off

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 tap 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.

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 fifty (50) contacts. By default, the phone displays up to six (6) contacts, but this can be increased to up to fifty (50). If the option to have up to fifty (50) 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.

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, you must call RAZ Mobility customers support at 1-800-729-0083, and they will disable the power button for you remotely. Disabling the power button may be useful if the user has difficulty turning the phone on and off.

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.

There is also an option in the RAZ Care app for a call confirmation screen. If selected, an intermediate screen will appear that will ask the user if they really want to call the contact. This additional safeguard prevents accidental dials.
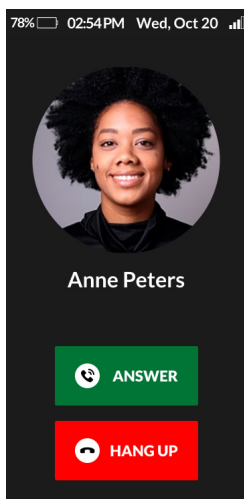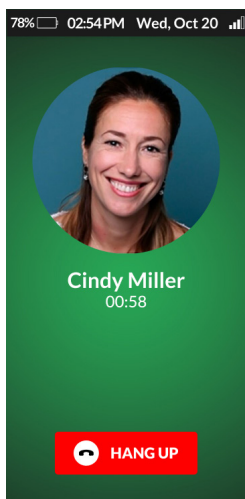
Calling 911

The caregiver controls how the senior calls 911. To manage emergency calling within the RAZ Care app, tap on "Manage emergency calling" within Settings.

The caregiver can choose between three distinct methods of calling 911:

1. the senior can call 911 by pressing a button at the top of the display labeled "Emergency 911" (this is the default option); or
2. the caregiver can create a contact that the senior can press to call 911; or
3. the caregiver can show the keypad so that the senior can call 911 through the Keypad. The Show keypad option is activated by tapping "Keypad" in Settings of the RAZ Care app, and then turning on the toggle next to "Show keypad".

If the caregiver selects either the Emergency 911 button, or the 911 contact, the caregiver can also call 911 with the keypad if the Keypad option is activated.

NOTE: If either the Emergency 911 button at the top of the display is pressed, or emergency services as a contact is pressed, the senior will see a screen that asks the senior to confirm that they want to dial 911. If senior presses Yes, the call to 911 will be initiated.
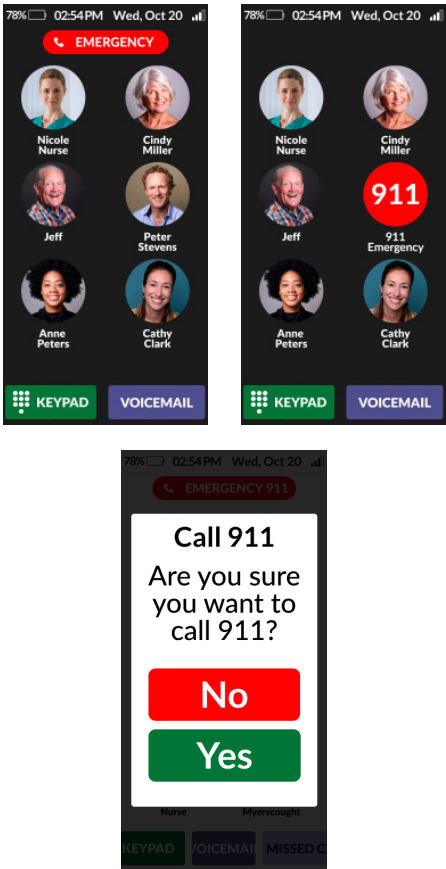
RAZ Emergency Service

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 result 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", the "Emergency" contact icon or dial 911 (see "calling 911" section). 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, by default the RAZ Memory Cell Phone does not allow the user to access voicemail.

However, there is an option for a voicemail "button" to appear at the bottom of the display. When tapped, the phone will call the user's voicemail. To set this up in the RAZ Care app, tap "Voicemail" in Settings, enter the wireless provider's voicemail number, and tap Save.

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 keypad, 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
- Show the day of the week in the Phone's status bar
- Show the month and date in the Phone's status bar
- Show a call confirmation screen before the call completes
- Notification of missed calls
- Voicemail "button" to access voicemail
- Check whether the Phone is powered on
- Check whether the user is currently on a video call.
- 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(s), 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.
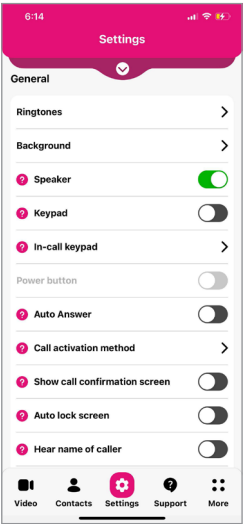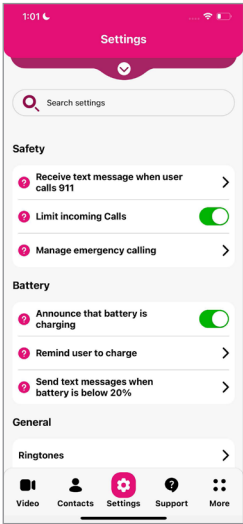
Placing Video Calls

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.

The RAZ Care app tells you whether the user is available for a video call, not available, or busy. Not available means that the RAZ Memory Cell Phone is powered off. Busy means that the user is on another video call. Available means that the phone is powered on, and that they are not on another video call, although the user may be on a phone call.

Managing Contacts

You can add up to fifty (50) contacts, although the default is up to six (6). To expand the number of contacts from six (6) to fifty (50), 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.
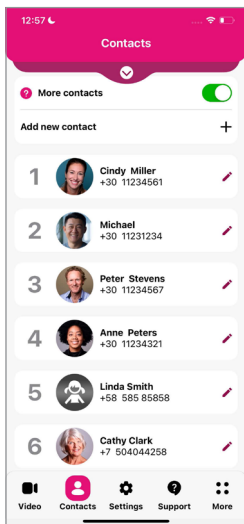
Allow List

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.
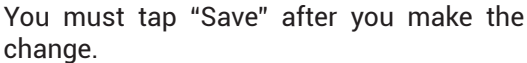
Receive Text Message When User Calls 911

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". Next, press the toggle and add the cell phone number(s) that you wish to receive the text message.

| ⑦ | Receive text message when user calls 911 | > |

Receive text message when user calls 911

By activating this feature, you consent to receiving a text message each time the user of the RAZ Memory Cell Phone calls 911.

Add numbers that will receive text messages

Country

United States +1

Phone number 1

+1 302 935 2642

You must tap "Save" after you make the change.
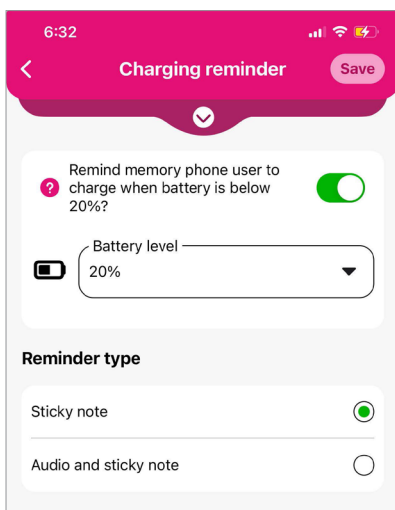
Limiting Incoming Calls to Contacts

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.

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

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".

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%".
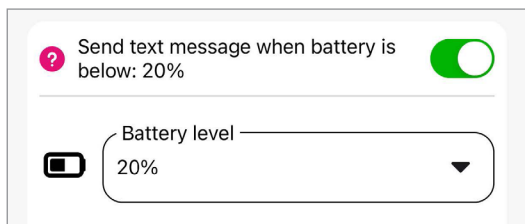
Then press the toggle and select the battery level at which you wish to receive the low battery alert message. You must tap "Save" after you make these changes.

Text Messaging

By default, text messaging is not available to users. To make it available, go to Settings in the RAZ Care app, and tap on "General settings" under "Text messages."Then tap the toggle next to "Enable text messaging
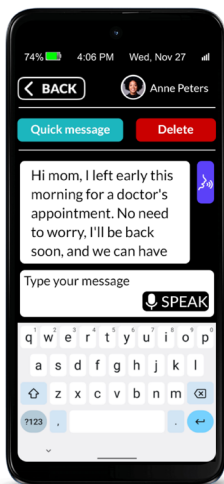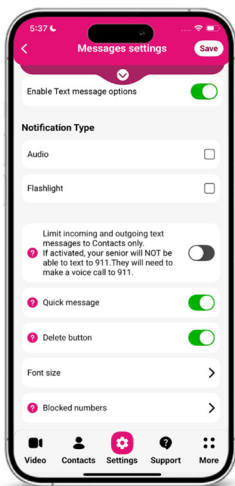
Within "Messages settings" select how the user will be notified of new text messages: audio and/or a flashlight. To protect the user from fraud, allow them to send and receive messages to contacts only. Makeavailable "Quick messages," which provides users the ability to select a message from a list of composed messages. Make available a "Delete button" that allows the user to delete all text messages to and from a particular contact.

Adjust the font size. Block numbers from whom you don't want your senior to receive text messages. Blocked numbers can be unblocked.

Within "Keyboard settings," select from one of two keyboards: a standard keyboard or a super simple keyboard. The latter consists of a large "Speak" button that allows the user to dictate messages.

Once the Text messaging option is activated, the senior will be able to access the text messages via the "Text" quick access button on the bottom of the RAZ Memory Cell Phone screen. Once in the text messaging section, the buttons and keyboard are activated with a regular, single tap.

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.
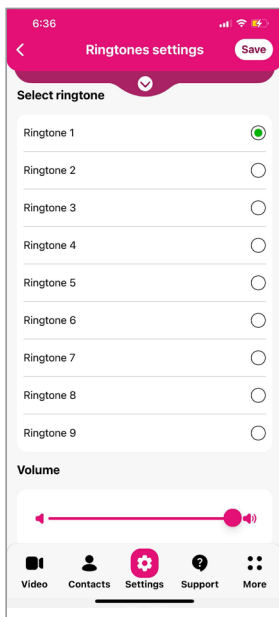
Background Color

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.
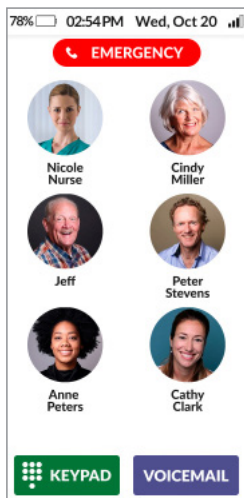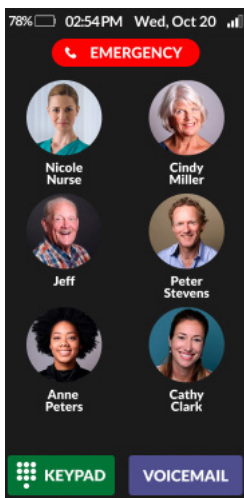
Speaker

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.

In-Call Keypad

A keypad will automatically appear if the user dials a toll-free number, allowing the user to navigate an automated phone system.

There is also an option to provide the user access to a keypad when the user dials any number that is NOT a toll-free number. When activated, the in-call screen will include a button labeled "Open Keypad," which if tapped will bring up an in-call keypad that will allow the user to navigate an automated phone system. To activate this feature in the RAZ Care app, tap on "In-call keypad" in Settings, and turn on the toggle next to "In-call keypad for other numbers."

Show Keypad

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

316-731-6650

1	2	3
4	5	6
7	8	9
*	0	#

☎ CALL

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 Keypad."

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".
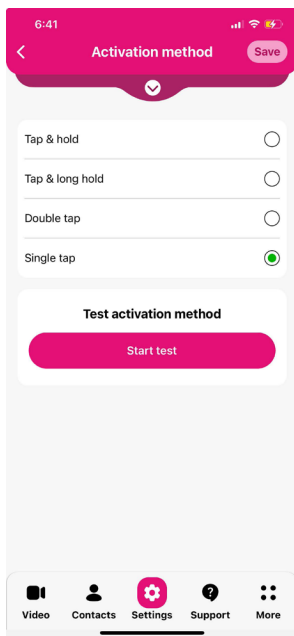
If you select "Tap and hold long" the user must tap and hold for approximately 3 seconds to initiate a call. Press "Save" after you make your selection.

Auto-lock Screen

To preserve battery, the display will go dark after two minutes of inactivity and will "wake up" automatically with movement. It is activated within Settings in the app.

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.

Show Day of the Week

The day of the week will appear at the top of the display, in the status bar. This feature is activated within Settings in the app.

Show Month and Date

The month and date will appear at the top of the display, in the status bar. This feature is activated within Settings in the app.

Show Call Confirmation Screen

A confirmation screen will appear after a contact is tapped, asking the senior to confirm that they really want to call the contact. This feature helps prevent accidental dials. It is activated within Settings in the app.

78% 02:54 PM WED

Peter Stevens

Do you want to call?

No

Yes
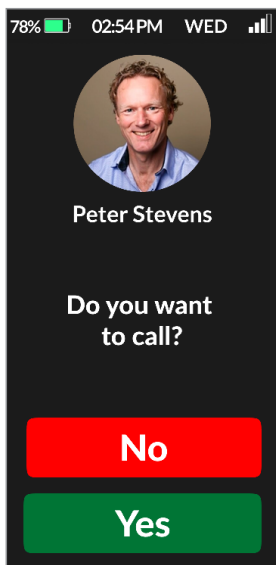
Missed Calls

Notification dots will appear on contacts from whom they missed calls. The dot(s) will disappear when the user calls the contact. To activate this feature, tap "Missed calls" within Settings in the app, tap on "Show missed calls on phone", and tap "Save".

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 at particular points in time. The location is updated every 10 minutes. 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. Tap "Show latest data" to make sure that you have the most recent location information.

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. Tap "Show latest data" to make sure that you have the most recent battery, signal strength, and power status information.

If the RAZ Memory Cell Phone is powered on, it will say "Phone status: ON". If it is off, it will say "Phone status: OFF".

Call History

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, including video 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 the More tab and select the Announcement.

The Announcement is what the user will hear

> Available during quiet hours:
>
> ○ Available   ⦿ Not available

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. Select the reminder font size and color scheme by tapping on "Reminders setting."   Choose

between 3 different font sizes and four different color schemes.

To set up a reminder, tap on the "+" symbol and add the reminder content, select the frequency with which it will appear, and add the date and time. Next, select whether you want the user to receive (i) a sticky note with a written message, or (ii) a sticky note with a written message AND an audio recording. To record the audio, press and hold the microphone symbol while you record. Once

completed, tap the "Save" button in the top right corner.

If you have created reminders, they will be visible on the primary "Reminders" page. From this page you can edit and delete the reminders. You can also see whether the user has "acknowledged" a reminder, meaning whether they have closed the reminder on the RAZ Memory Cell Phone.
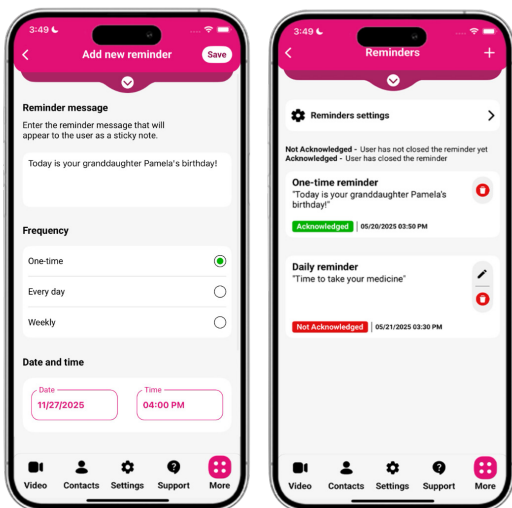
Loneliness alerts

This feature can reduce your senior's loneliness! If activated, you will receive a text message alert if your senior does not participate in the desired number of phone calls.

To set up this feature, tap on "Loneliness alerts" within the More tab, and turn on the toggle next to "Loneliness alert". Next, select the length of time over which RAZ Mobility will track the number of calls (either 24 hours, 2 days, 3 days, or 5 days), and specify the target number of calls you wish your senior to participate in over the selected length of time. For example, you could set up the loneliness alert feature such that the target is for your senior to participate in at least 2 calls every 24 hours. Finally, select the cell phone numbers of the people who will receive the loneliness alerts.

Control Repetitive Calling

Some seniors with dementia call certain numbers repetitively. To address this challenge, use the feature called "Control repetitive calling." It allows the caregiver to set a limit for the number of calls the user can place over a specified period of time. To activate this feature in the RAZ Care app, tap on "Control repetitive calling," and then tap the toggle next to "Control repetitive calling." Then select the number of calls permitted during the specified length of time, as well as the length of time over which the number of calls is counted.

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: *customersupport@razmobility.com*

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