

# LUCIA Mobile Phone

## User Guide



Please retain this user guide for future reference. This user guide is available on our website [www.razmobility.com/support](http://www.razmobility.com/support)

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# General Description

Let the LUCIA Mobile Phone read to you with its built-in Voice guide (TTS – Text-to-Speech). On-screen information is spoken, and you'll also hear your button presses. Scroll through your contact list and hear the names read out, open a text message and LUCIA will read it to you. Writing text messages is just as easy. As you type, each letter is read aloud. The LUCIA Mobile Phone has a simple menu and tactile, color coded buttons. You will also like the number keypad with the large and well-spaced buttons so you will hit the right button every time.

- Speaks the date, time, wireless provider name, roaming status, signal strength and remaining battery charge
- Choose from available languages and voice talents with a male or female voice
- Incoming calls announce names stored in Contacts, or phone number for unknown callers
- Adjust the speech speed between 80% and 200% in 10% steps
- Find what you're looking for quickly with its simple menu system and bold, clear icons
- S.O.S. button
- Sound boost provides significantly higher volume during phone calls
- Compatible for use with hearing aids (HAC) with a rating of M4/T4 (UMTS), M3/T3 (GSM).
- Unlocked for AT&T, T-Mobile, and compatible GSM networks such as Cricket Wireless, Red Pocket Mobile, Straight Talk and Metro by T-Mobile.

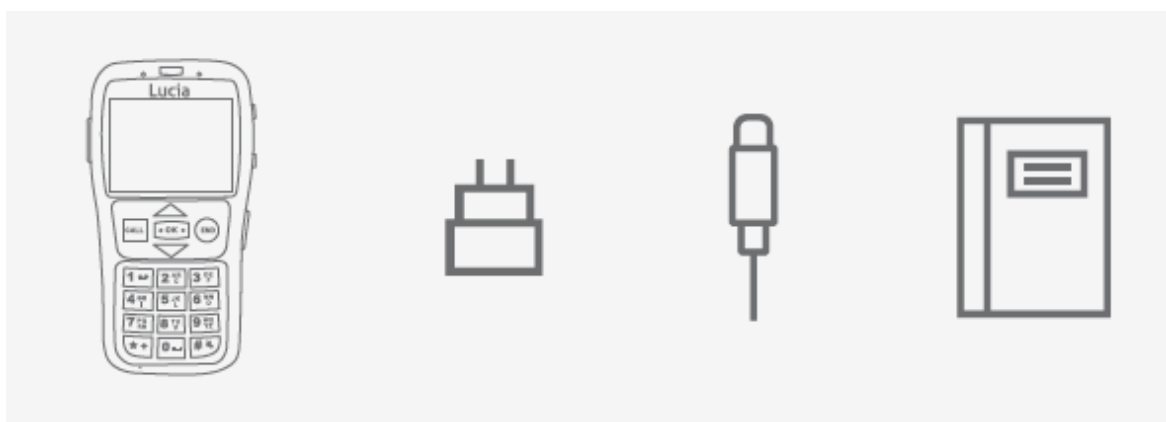
## Items supplied with the LUCIA mobile phone

LUCIA mobile phone

Charger

USB Type-C cable

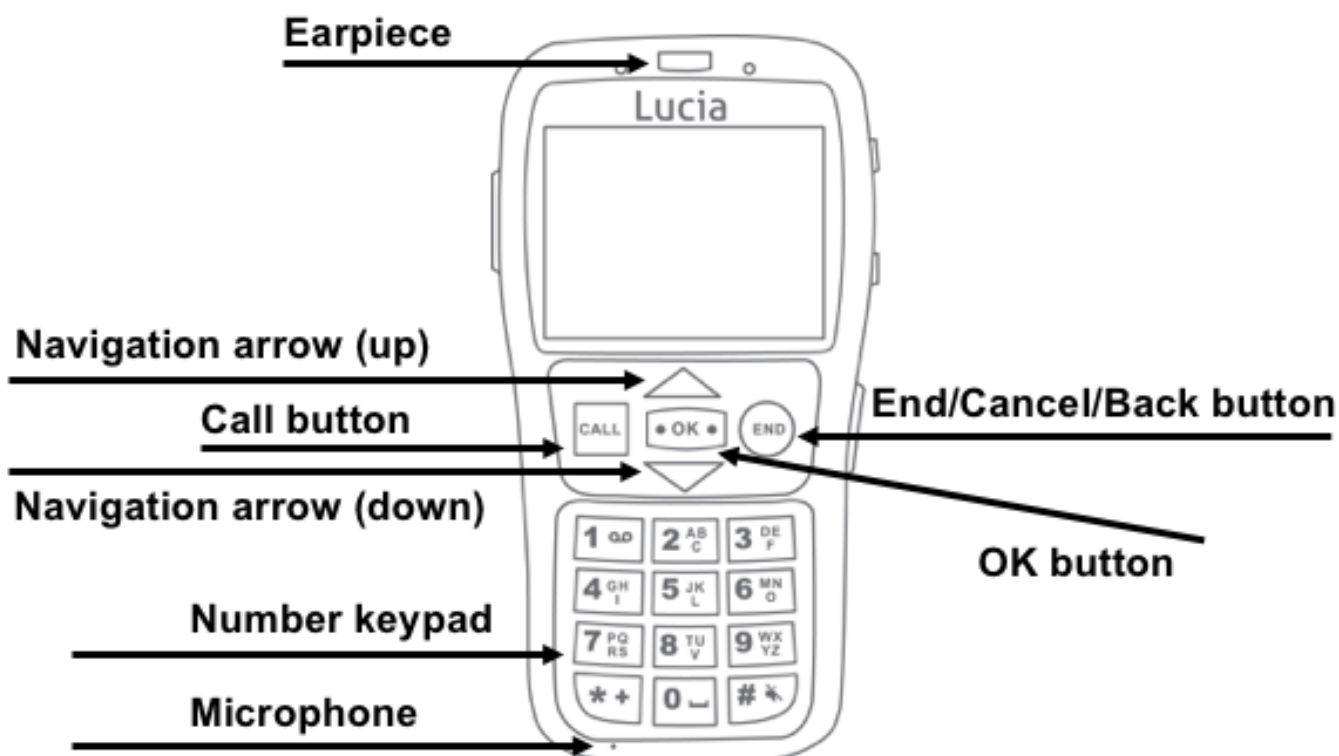
Quick start guide



## Orientation

This section will assume that you have the phone laid flat on a table with the buttons closest to you.

### Front



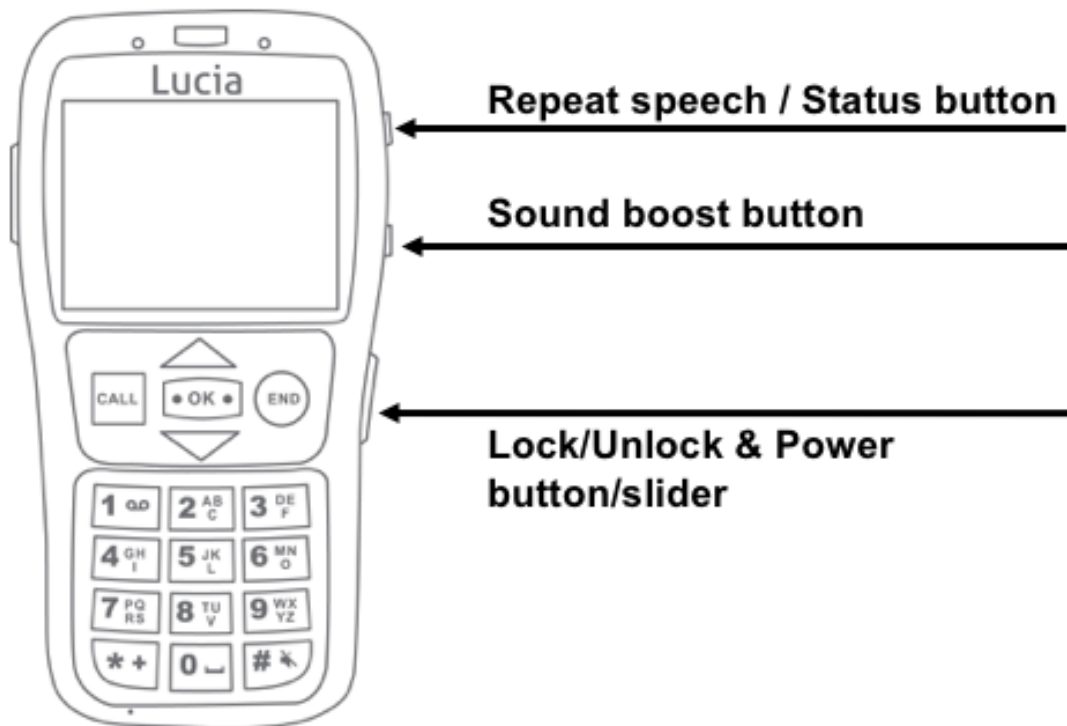
The front face of the phone has five buttons underneath the screen. On the left is the square green **Call Button**, on the right is the round red **End/Cancel/Back button**. Between these buttons are the **up/down navigation** arrows. Between the navigation arrows is the rectangular blue **OK button**.

Directly above the screen in the center is the **earpiece**.

The number keypad is in the lower part of the phone. It is laid out in the standard four rows of three buttons with the first row containing **one, two and three**. The second row has **four, five and six**. Third row, **seven, eight and nine** and the last row has **star, zero and pound/hash** (the phone refers to the pound key as a “hash”).

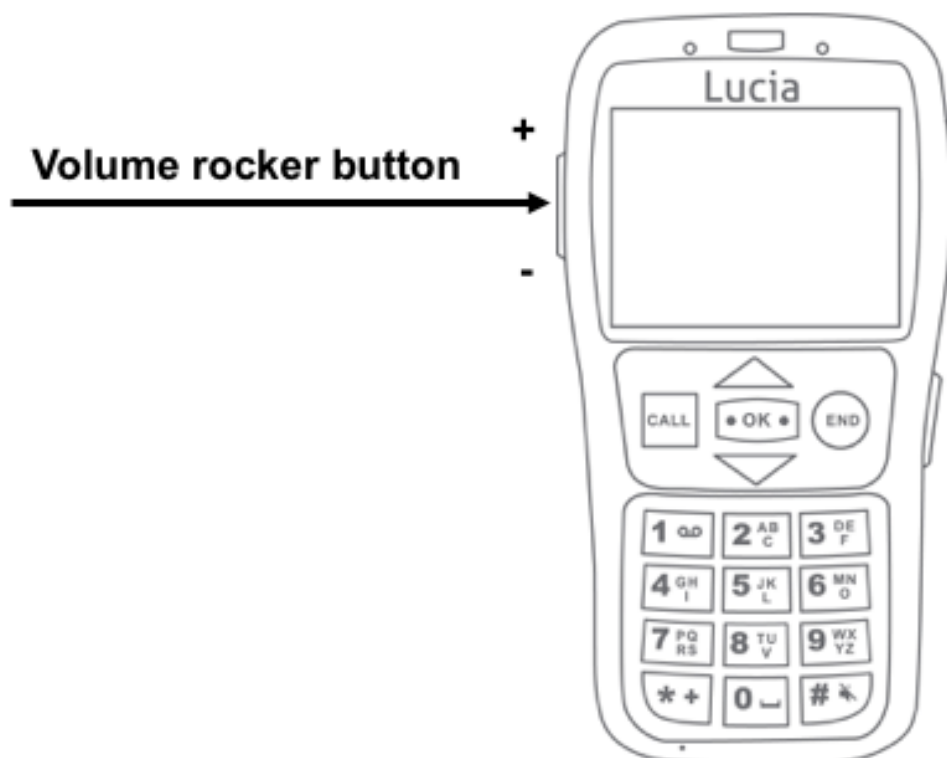
Below the keypad, to the left side there is a small opening for the microphone.

## Right Edge



There are three buttons on this edge. From top to bottom they are the following: **Status/Repeat speech button** and then the **Sound boost button**, followed by the **Lock/Unlock & Power button/slider**. The Repeat speech button serves as the phone **Status button** and can be used to turn the Voice guide ON or OFF as well (press and hold).

## Left Edge



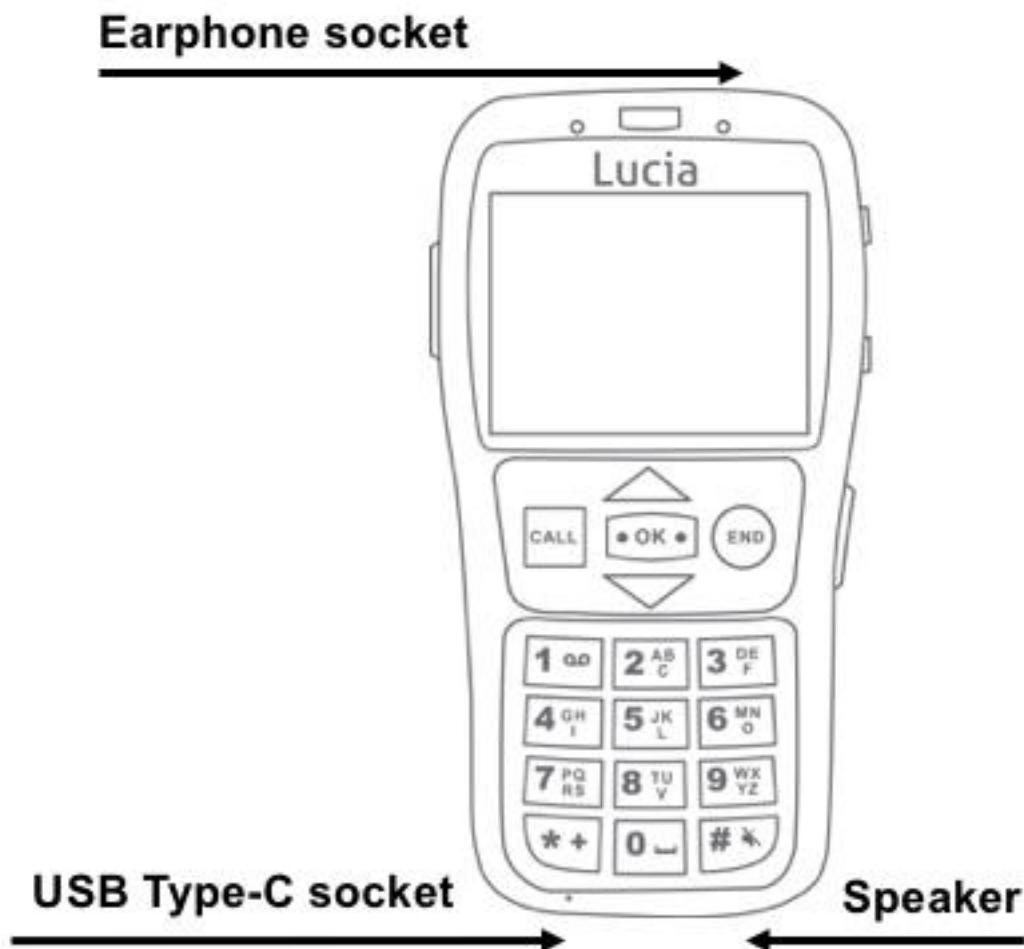
On the left edge, near the top of the phone is the **volume rocker button** with up at the top and down underneath.

These rocker buttons adjust the volume as following:

- When in idle mode, you can adjust the Voice guide volume, call volume and ringer volume
- While Voice guide is speaking, you can adjust the Voice guide volume
- While phone is ringing, you can adjust the ringer volume
- While you are on a phone call, you can adjust the call volume

Please note: If you turn the speech below its minimum volume, the Voice guide speech features are essentially turned off and LUCIA will no longer speak. You can increase the volume with the volume rocker and turn back on the Voice guide using the phone **Status button** (press and hold).

## Top Edge



On the top edge, near the right end of the phone there is a small round hole which is the earphone socket. It is a standard socket for a 3.5 mm audio jack.

## Bottom Edge

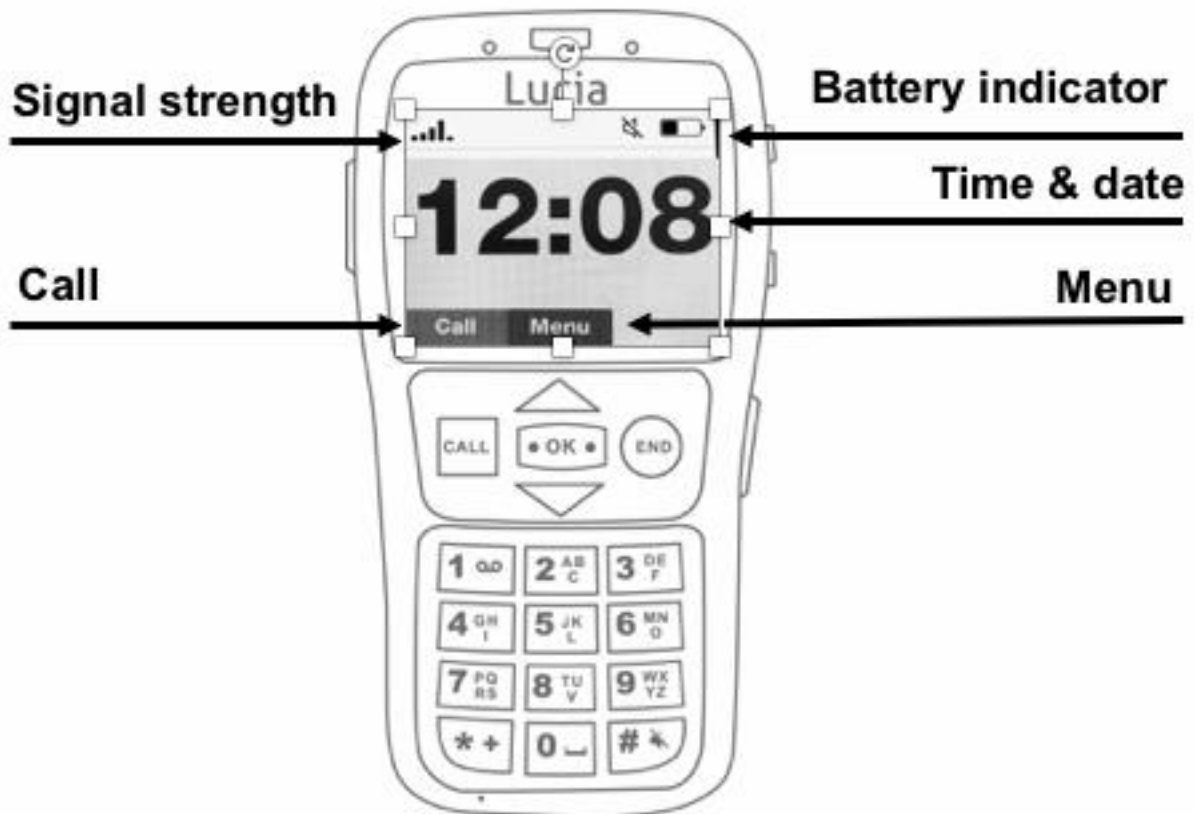
On the bottom edge, to the left there is a **USB Type-C socket** used for charging. To the right side there is a small opening for the speaker.

## Back

The back is a solid, one-piece cover with the recessed S.O.S. button in the center of the upper section. The back is at the same time the battery compartment cover, affixed by clips on the inside. It can be opened by accessing a small opening on the left side of the bottom edge, with the battery compartment facing the user.







## Display Screen



The home screen has several icons arranged around the screen. Top left is the signal strength indicator and wireless provider name. In the center there are indicators as per the overview shown below. On the right is the battery indicator. The battery icon will indicate the remaining battery charge level.

## Modes

	Sounds on (default)	Voice guide off	Ringer off	Silent Mode
Indicator for this mode	None (because this is the default)			
Incoming call	Rings	Rings	Vibrates	Vibrates
Incoming message	Plays sound	Plays sound	Vibrates	Vibrates
Alarm	Plays sound	Plays sound	Vibrates	Vibrates
Voice guide (TTS) event	Speaks	Doesn't speak	Speaks	Doesn't speak

	All sounds on	Voice guide off	Ringer off	Alarm (+Notifications) off	Silent mode active
Indicator for this mode	None				
Description	Default mode	Long pressing Status button	Setting ringer volume to zero – long press volume down button	Turning notification under Settings > Sound > Notification	Silent mode = Voice guide off + Ringer off + Alarm off Long press the # key
Voice guide event	Speaks  Doesn't vibrate, regardless what Vibrate is set to	Doesn't speak  Doesn't vibrate, regardless what Vibrate is set to	Speaks  Doesn't vibrate, regardless what Vibrate is set to	Speaks  Doesn't vibrate, regardless what Vibrate is set to	Doesn't speak  Doesn't vibrate, regardless what Vibrate is set to
Incoming message	Plays sound  Only vibrates in case Vibrate is set to Always	Plays sound  Only vibrates in case Vibrate is set to Always	No sound played  Only vibrates in case Vibrate is set to Always	Plays sound (no visual notification)  Only vibrates in case Vibrate is set to Always + Silent Mode	No sound played  Only vibrates in case Vibrate is set to Always + Silent Mode
Incoming call	Rings  Only vibrates in case Vibrate is set to Always	Rings  Only vibrates in case Vibrate is set to Always	Doesn't ring  Only vibrates in case Vibrate is set to Always + Silent Mode	Rings  Only vibrates in case Vibrate is set to Always + Silent Mode	Doesn't ring  Only vibrates in case Vibrate is set to Always + Silent Mode
Alarm	Plays sound  Only vibrates in case Vibrate is set to Always	Plays sound  Only vibrates in case Vibrate is set to Always	Plays sound  Only vibrates in case Vibrate is set to Always	No sound played  Only vibrates in case Vibrate is set to Always + Silent Mode	No sound played  Only vibrates in case Vibrate is set to Always + Silent Mode

Speaker = Hands-free mode

When the user turns the speaker on, sounds are played back through the speaker instead of through the earpiece/receiver. This is also known as hands-free mode.

Hands-free mode is only available during active calls and drops automatically in case the phone call ends.

The time is displayed in the center of the screen. Optionally, the date can be displayed as well by selecting the corresponding option in Settings.

Assuming the keypad is unlocked, along the bottom of the screen you will find the words "Menu" and "Call" in blue and green, respectively. The word "Menu" refers to pressing the blue OK button in the center to enter a menu. The word "Call" refers to placing a call after dialing a number or selecting a phone number from Contacts.

To hear the phone status including time and date, battery level and, carrier, network and roaming status, simply press the Repeat speech button on the right edge of the phone (when at the home screen).

There are several shortcuts to hear the read out on-screen information.

To hear the battery level, go to the home screen (LUCIA will say "LUCIA is ready"), type star, pound/hash, zero, one, pound/hash. Remember that the phone refers to the pound/hash button as hash.

To hear the mobile network signal strength, go to the home screen and type star, pound/hash, zero, two, pound/hash.

To hear the date and time, go to the home screen and type star, pound/hash, zero, three, pound/hash.

You can find a full list of shortcut codes under Short Codes in this User guide.

# Getting Started

Before using your LUCIA mobile phone, we recommend that you fully charge the battery.

## Fitting the SIM Card and Battery

In case you ordered wireless service through RAZ Mobility, LUCIA will arrive with the SIM card and battery installed. In case the need arises, however, below are instructions on how to remove the battery, insert a SIM card or remove a SIM card. Note that LUCIA is a GSM mobile phone that works on the AT&T, T-Mobile and other compatible networks in the United States such as Cricket Wireless, Red Pocket Mobile, Straight Talk and Metro by T-Mobile.

## Removing the Battery Cover

The LUCIA phone battery cover is a one-piece cover across the back of the phone. Turn it over so the screen faces down, with the buttons closest to you. There is a recess in the bottom left corner. Lift the cover from this corner and the other clips will start releasing.

## Removing the Battery

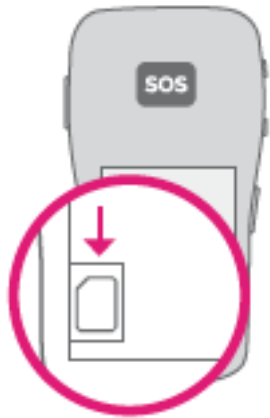


The phone is provided with the battery installed. When you need to remove the battery, simply start lifting it from the lower end first.

## Inserting/Removing the SIM Card



In case you ordered wireless service through RAZ Mobility, LUCIA will arrive with the SIM card installed. However, if you need to remove or install a SIM card, follow the directions below: the tray is located in the bottom left corner of the battery compartment and the SIM lies flat across the phone. The SIM tray is covered by a metal bridge. Slide the SIM card under the bridge to fit in the SIM card holder as indicated. Remove the SIM card from its holder, orientate the SIM so that the metal contacts are facing downwards, and the cut-off corner is at the top left. Slide the SIM card into the SIM tray under the bridge.



The LUCIA phone uses standard SIM cards.

To the right of the SIM card is a storage card slot. In case a storage card is inserted in your phone, the card will store additional voices for the phone and must not be removed as this will stop your phone from working properly.

## Inserting/Replacing Battery

The battery will only fit into the compartment one way.

Please do not force it as this may damage your phone. The battery has gold contacts on one of its edges, line these up with the contacts in the top right of the compartment and insert the battery first onto the contacts then lay it flat into the compartment. Additionally, there is a black triangle in the top right corner of the battery compartment and a white triangle on the battery, indicating the right battery position.

## Fitting the Battery Cover

Place the battery cover on to the back of the phone and press around the edges until the clips, positioned around the edges of the phone, lock.

## Charging the Battery and Battery Level Status

The battery is charged through the phone with the phone connected to the charger.

The charger is supplied in three pieces: a USB plug and blade that are already assembled, and a USB Type-C cable. Insert the larger of the two ends of the cable into

the USB socket on the charger, and the smaller end into the USB Type-C socket on the phone.

To hear the battery level, go to the home screen (LUCIA will say "LUCIA is ready") and type star, hash, zero, one, hash. In the alternative, go to the home screen and press the round Status/Repeat speech button on the right edge of the phone. This will cause the phone to speak time, date, battery level, signal strength and carrier.

The phone will announce when the remaining battery power is low and instruct you to charge the phone so that it is recharged.

## **Phone Charging**

**WARNING:** Be very careful when you insert the cable into the wall charger. If you use too much force and insert it with the wrong way up, you may damage the charger.

At the left bottom edge of the phone is a USB Type-C charging socket. Simply take the small plug on the end of the USB charging cable and insert gently into the USB socket on the phone (the USB Type-C cable has a larger plug on one end and a smaller plug on the other end). The USB Type-C cable can be plugged in with the smaller plug into to the socket in any direction – no need to look for if it's turned up or down. Connect the larger plug of the cable to the wall charger and insert the charger into a power outlet. When you connect the phone to the charger, LUCIA will speak "charger connected."

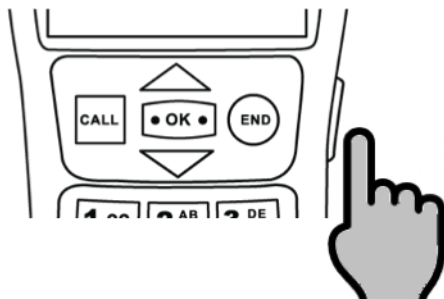
In the top right-hand corner on the display, the battery graphic will be animated with bars adding to the battery. When you remove the phone from the charger, LUCIA will speak "charger disconnected." LUCIA will not speak "charger connected" or "charger disconnected" unless the phone is powered on.

If needed, you can continue using the LUCIA phone during the charging process and make phone calls or use other phone features.

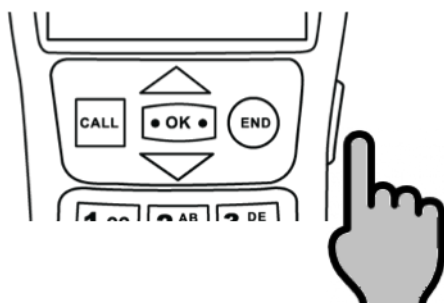
The estimated charging time is 3 hours. Once the battery is fully charged, LUCIA will speak "charging finished."

## Turning the Phone On & Off and Locking & Unlocking the Phone

To turn the phone on, with the battery inserted, slide the slider up and keep in that position for at least 3 seconds. You will feel a vibration letting you know that the phone is starting the activation process. You can now release the slider. Few seconds after the vibration, LUCIA will begin to speak.



When the phone isn't used for a period of time, the keypad lock is automatically activated. You can unlock the keypad by briefly sliding up the **Lock/Unlock & Power button/slider** located on the right edge of the phone.



To turn off the phone, ensure the keypad lock is not active and that you are at the home screen. Slide the slider up and keep it in this position for at least 3 seconds until you hear a prompt that the phone is turning off.

The first time you turn on your phone, you will be prompted to select the language, the voice, and to set the time and date. Use the arrows to select the desired language. LUCIA will repeat it back to you, and then press OK. Use the arrows to select the preferred voice. Use the arrows to select the current year. LUCIA will repeat it back to you, and then press OK to move onto the month. Use the arrows to select the current month, and press OK, then select the day and press OK. LUCIA will then read back the full date you have just set and then ask you to enter the time. Follow the same process to set the time. You can adjust the time and date at any time.

## Making a Call

When at the home screen, you can make a call simply by typing in the number using the keypad and pressing the square green CALL button and then the blue OK button or the CALL button again. Press the round red END button to delete any incorrect button presses. You do not need to wait for LUCIA to read out each number. Press the Repeat speech button on the right edge of the phone at any time to hear the digits you have typed. The number you are dialing will also be repeated once you press the CALL button.



To hang-up or dismiss a call, simply press the round END button.

## Hands-free mode/Speakerphone

You can also use LUCIA in the hands-free mode with the speakerphone. When in a call, you can turn the speakerphone on simply by long pressing the pound/hash button. To turn it off, simply long press the pound/hash button again.

## Call Log

Your call log allows you to access your dialed numbers, received calls and missed calls. Navigate to the Call Log from the home screen by pressing the OK button. Use the navigation arrows to select Call Log and press the OK button to confirm.



There are three submenus in Call Log. These are Dialed Numbers, Received Calls and Missed Calls. You can view each submenu by using the navigation arrows to highlight the submenu you wish to access and press the OK button to confirm. Each submenu will list the calls by name if they are in your contact list or by number if not.

Use the navigation arrows to move through the list. You will get more details about the call after a short wait. The phone number, call date and time will then be read out. Press the square green CALL button to call the entry or press the OK button to get the following options: Call, Delete, Save number, Details, and Mark as read. Press the OK button to select the desired option, or the round END button to go back to the list of calls.

You can save a number from the Call Log into your contact list by selecting the number in the list and pressing the OK button. Then simply select Save Number by pressing the OK button and enter the name using the keypad and press OK to confirm. After you press OK, you can select if you would like to save the number as a home, mobile or work phone number or even with a customized label. Once selected, press OK again to save or END to go back. LUCIA will announce that number has been successfully saved.

You can delete a number in any of the Call Log submenus by highlighting the number or name you wish to delete, selecting Delete from the option menu and pressing the OK button.

## **Contacts/Phonebook**

You can store numbers into the contacts area within the menu: from the home screen press OK, then use the navigation arrows to move to Contacts and press the OK button.

If you do not have any saved contacts, there will only be one option – Add Contact. When you have added some contacts, these will be shown alongside Add contact in a list.

### **Adding a Contact**

Enter contacts from the Contacts submenu by selecting Add Contact (shown at the top of the list of Contacts) and pressing the blue OK button. You will now be asked to enter the contact name. Enter the name using the keypad. The number keypad uses the standard text entry method. Simply press the relevant button a number of times quickly to enter the corresponding letter. Press the pound key to switch between capitals, lowercase and numbers.

Number one has period, comma, quotation mark, question mark, exclamation mark, apostrophe, at sign, colon, dollar sign, and the number one. You must press and hold to enter number 1.

Number two has A, B, C and the digit two.  
Number three has D, E, F and the digit three.  
Number four has G, H, I and the digit four.  
Number five has J, K, L and the digit five.  
Number six has M, N, O and the digit six.  
Number seven has P, Q, R, S and the digit seven.  
Number eight has T, U, V and the digit eight.  
Number nine has W, X, Y, Z and the digit nine.

Star opens a list of special characters in a grid, use the pound/hash and star buttons to scroll through them. You can also use the navigation arrows to move up or down in the grid.

Number zero has space and zero.

Pound/hash switches between capitals, lowercase and numbers.

Once you have entered the name, press the blue OK button to continue entering the contact details. You will then be asked to enter the contact number. Press OK again to save the contact. Then, select the identifier for the contact's phone number – work, home or mobile. Press the blue OK button to confirm or the round red END/cancel button to go back and amend the details using the red END button to delete any errors. LUCIA will then confirm that contact number has been successfully saved.

New contacts will be automatically assigned the default ringtone. If you want to use a different ringtone for a contact, you will need to go to Contacts, select the contact you wish to edit, highlight Ringtone and press OK, then choose from one of the ringtones using the navigation arrows to highlight the ringtone you want and then press the blue OK button.

You can also add a number to your contact list from the Call Log or from Messages. When in a call log list, highlight the number you wish to save in your contacts, press the ZERO button. LUCIA will then ask you to enter a name. Complete this step in the same way as adding a contact manually.

To add a number from your messages, go to Inbox in the submenu Messages and press OK. Highlight the number you wish to save to your contacts and press OK. Then select Save Number and press the OK button. The remaining steps to add the number to your contacts are the same as from the Call Log.

## **Phoning a Contact**

To call a contact, either press the down navigation arrow at the home screen or press OK to enter the main menu and navigate down to Contacts. When you enter your contact list, your first contact will be read to you. Your contacts are listed alphabetically. Use the navigation arrows to highlight the contact you wish to call. Then, select the contact's number you wish to dial (work, home or mobile) and press

the OK button. To initiate the call, press the OK button after the “Dial” prompt. Press OK to confirm, or the round END button to go back.

## **Editing and Deleting a Contact**

To edit or delete a contact, you will need to enter your contact list via the menu, or by pressing the down navigation arrow from your home screen. To edit a contact, use the navigation arrows to highlight the specific contact and contact number you wish to edit or delete, and press the OK button. There are four options: Dial, Edit, Delete or Speed Dial. Press the OK button to confirm your selection. The number you wish to edit will be read aloud with the cursor placed in front of the first digit which will be announced by the Voice guide – “Cursor at start. Start editing”. You can now navigate through the existing number using the navigation arrows while the digits are being announced and delete selected digits by pressing the END button. The cursor needs to be “behind”, at the right side of the digit you wish to delete. You can, however, press the Repeat speech button on the right edge of the phone to hear what is currently entered. When deleting, you can choose to delete the contact with all of its numbers or to delete one of the numbers associated with the contact.

## **Speed Dial**

To access Speed Dial, press the OK button and highlight Settings using the navigation arrows and press OK. Use the navigation arrows to highlight Speed Dial and confirm by pressing the OK button. You can assign a phone number to keys 2-9 of the keypad. Select the Keypad number (Speed Dial number) you would like to edit using the navigation arrows and press OK. You can assign an existing contact to the Speed Dial number or enter a new number. Make the selection using navigation arrows and confirm by pressing OK. LUCIA will ask to confirm your selection. Confirm by pressing OK. Speed Dial numbers can be edited or deleted at any time.

The key 1 is reserved for access to your voicemail. To activate this option, long press key 1 from the home screen and you will be prompted to enter your voicemail number. Once you have saved your voicemail number, you will be able to access your voicemails by simply long pressing key 1. The saved voicemail number can be changed at any time under Speed Dial.

Note: please contact your wireless provider to obtain the voicemail access number.

## **Phoning a Speed Dial Number**

To call a Speed Dial number, from the home screen, press and hold long the desired key (2 – 9) on the keypad.

## **Groups**

Groups allow you to have multiple contacts organized into a group, enabling you to send a text message to all its members. To create a group, press the OK button, highlight Groups using the navigation arrows and press OK. If you wish to create a

new group, highlight Add Group and press OK. You'll be prompted to enter a group name. After entering the group name, press OK.

Now, you can add members to the group by highlighting the group name and pressing the OK button. Highlight Add Member and press OK. You can browse through the list of your Contacts and add them to the group by highlighting the contact you would like to add and confirm by pressing OK. LUCIA will announce that the contact has been added to the group.

You can also delete or rename groups and view and edit existing groups.

## **Text Messaging**

If LUCIA is on, and you receive a text message, the phone will beep and will announce that you have new messages. If you receive a message while the phone is off, it will beep and announce that you have new messages, after you turn on the phone.

To access the messaging submenu, press the up arrow key from the home screen, highlight Inbox and press the OK button. In the alternative, at the home screen press the blue OK button, use the navigation arrows to highlight Messages and press OK.

### **Reading a Text Message – Inbox**

You can access your received messages in two ways. First, you can press the up arrow at the home screen. The phone will then say Inbox. Press OK to select. LUCIA will provide info for the most recent message in your inbox. In the alternative, press the OK button from the home screen to enter the main menu. Use the navigation arrows to scroll to Messages. Press OK to select. Highlight Inbox and press OK to select.

Messages are arranged in a list by date and time received. If the person who sent you the message is in your contacts, the phone will speak the sender's name. If not, LUCIA will speak the sender's phone number. Either way, the phone will also speak the date and time that the message was received.

To listen to a message, use the navigation arrows to highlight the message you wish to read and press OK. Choose Show message and the message will now be read aloud. To have the phone repeat the message, press the Repeat button on the edge of the phone. Press the round END button to go back to your list of messages or press the OK button to delete or reply to the message, or the square CALL button to make a phone call to the message sender.

### **Sending a Text Message – Create Message**

There are two methods to access the Write Message function. First, from the Home Screen you can press the blue OK button to enter the main menu. Using the navigation arrows scroll to Messages and press OK. Highlight Create using the navigation arrows and press the blue OK button. You can now select between Contact, Group, or Enter Phone. After choosing the desired option, press OK. If you select Contact, you will see

the first name in your contact list. Before writing your message, you will need to choose to whom you wish to send the message. After you press the OK button you can begin writing your message.

The second method to access the Write Message function is the following: from the Home Screen, press the up navigation arrow and use the navigation arrows to highlight Create. Press the OK button. You can now select between Contact, Group, or Enter Phone. After choosing the desired option, press OK. If you select Contact, you will see the first name in your contact list. Before writing your message, you will need to choose to whom you wish to send the message. After you press the OK button you can begin writing your message.

To write a message you will need to use the number keypad that uses the standard text entry method. Simply press the relevant button a number of times quickly to enter the corresponding letter. Press the pound/hash key to switch between capitals, lowercase and numbers.

Number one has period, comma, quotation mark, question mark, exclamation mark, apostrophe, at sign, colon, dollar sign, and the number one. You must press and hold to enter number 1.

Number two has A, B, C and the digit two.  
Number three has D, E, F and the digit three.  
Number four has G, H, I and the digit four.  
Number five has J, K, L and the digit five.  
Number six has M, N, O and the digit six.  
Number seven has P, Q, R, S and the digit seven.  
Number eight has T, U, V and the digit eight.  
Number nine has W, X, Y, Z and the digit nine.

Star opens a list of special characters in a grid, use the pound/hash and star buttons to scroll through them. You can also use the navigation arrows to move up or down in the grid.

Number zero has space and zero.

Pound/hash switches between capitals, lowercase and numbers.

**Please note:** When you have typed your message, you can check if it is correct by pressing the round Repeat speech button on the right edge of the phone. You can edit your message by pressing the round END button to delete characters (deleted characters will be announced) and then type new characters or navigate through the message using the navigation arrows and complete the desired changes. You can move through the message faster – for a full word – by long pressing one of the navigation arrows.

## **Deleting a Text Message**

To delete a text message, highlight Inbox in your messaging submenu and press OK. LUCIA will take you to your list of received messages. Highlight the message you wish to delete and press OK. The message will now be read aloud. Press the OK button and highlight Delete, then press the OK button. The phone will ask you whether you really want to delete this message. Press OK to confirm that you wish to delete the message. Otherwise, press the round END button. If you do not delete text messages, LUCIA will store a maximum of 1,000 messages (the exact number depends upon the size of the messages). When you reach the limit, messages will be deleted automatically, starting from the oldest message.

You can delete messages in your Outbox using the same methodology that you use to delete messages in your Inbox.

To delete all text messages in your Inbox at once, proceed to the home screen and enter star, pound/hash, one, zero, and pound/hash.

## **Adding a Contact from a Text Message**

You can add a number to your contact list from your message inbox. When you are in your Message Inbox, highlight the number you wish to add to your contacts and press the OK button. Highlight Save Number, then press OK. LUCIA will ask you if you wish to save the number to an existing contact or to create a new contact. Select the desired option and press OK. If creating a new contact, LUCIA will ask you to enter the name. Enter the name using the same methodology as required to add a contact manually, then press the OK button. Select the type of contact and press OK.

## **Sent Text Messages – Outbox**

This folder contains all your sent text messages. To delete a sent text message, highlight Outbox in your messaging submenu and press OK. LUCIA will take you to your list of sent messages. Go to the message you wish to delete and press OK. Select “Delete” from the offered options using the navigation arrows and then press OK. The phone will ask you whether you really want to delete this message. Press OK to confirm that you wish to delete the message. Otherwise, press the round END button. If you do not delete text messages, LUCIA will store a maximum of 1,000 messages (the exact number depends upon the size of the messages). After you have reached this limit, these will be deleted automatically, starting from the oldest message.

To delete all text messages in your outbox at once, proceed to the home screen and enter star, pound/hash, one, one, and pound/hash.

# Settings

In order to access the Settings from the home screen, press the OK button, and use the navigation arrows to highlight Settings and press OK. Use the navigation arrows to highlight the item you wish to access and press OK.

## Date

The Date settings option can be found in Date and Time, under the category General in Settings. Enter the year, month and day by using the navigation arrows, scrolling up or down until you reach the desired year, month and day. After your selection is complete, press the OK button. Once you have entered the day and pressed OK, LUCIA will read the date to which you have set the phone.

## Time

The Time settings option can be found in Date and Time, under the category General in Settings. Enter the time using the navigation arrows, scrolling up or down until you reach the desired time, and confirm with OK. You will now be provided the option to select either AM or PM. Use the navigation arrows to choose AM or PM and press the OK button to confirm. Alternatively, you can select to use the 24-hour format. LUCIA will now read the time that you have set.

## Voice guide

The Voice guide settings option can be found under the category Sound in Settings. Use the up or down navigation arrows to highlight Sound and press OK. Highlight Voice, press OK, then select the desired voice name. Press OK to confirm. There will be a delay of approximately five seconds after which LUCIA will confirm your selection. You will then return to the previous menu and hear the voice name in the chosen voice.

## Voice speed

Voice Speed option can be found under the category Sound in Settings. Use the up or down navigation arrows to increase or decrease the speed of the speech and press OK to confirm. Adjust the speed between 80% and 200%. The speed can be increased or decreased by 10% at a time. Please allow LUCIA to announce the percentage selected before you press the navigation button again because if the buttons are pressed quickly, it will not announce the number until it has caught up and stops.

## Color Scheme

The Colors settings option can be found under the category Display in Settings. Navigate to Color scheme and press OK to confirm. Change how menus appear on the screen. They can appear in various color combinations. Use the navigation arrows to select the preferred color combination and press the OK button to save. LUCIA will ask

you if you are sure you want to activate the selected color scheme. The color scheme represents a combination of background, foreground and highlight colors. Press the OK button to confirm, or the round END button to cancel. You can create a custom color scheme as well.

## **Brightness**

The Brightness settings option can be found under the category Display in Settings. The screen brightness can be adjusted between 0 and 100%. Use the up and down navigation arrows to change the brightness in 5% increments and press the OK button to save. LUCIA will confirm that the new brightness level has been saved.

**Tip:** If you do not use the screen, you can turn off the screen by selecting Disabled under the category Display in Settings to maximize battery life. Or turn the brightness down to 0%.

## **Language & Voice**

The Language settings option can be found under the category General in Settings. Based on the version of your LUCIA phone, there are several languages and voice options from which you can choose. Use the navigation arrows to highlight the language and press the OK button to select. This will change the menu and Voice guide to the selected language.

After that, you need to choose the voice you would like to apply from the available voice names by using the up or down navigation arrows. Press OK to save your selection. There will be a delay of approximately five seconds after which LUCIA will confirm your selection.

To change only the voice for an already selected language, please select Sound under Settings, then select Voice and choose a voice from various options of English U.S. (American voices), English GB (British voices), Canadian French (various voices), or Spanish (various voices) in the Standard US version. Once a new language is selected, LUCIA will start speaking in that language.

## **S.O.S.**

For peace of mind, you can set up some emergency contact numbers that will automatically be called when you long press the S.O.S. button on the back of the phone for five seconds or more. You can set up a maximum of five numbers for the S.O.S. feature. The phone will try to call each number in turn starting with S.O.S. 1 until one of the numbers is answered and the called party accepts the call.

To add numbers, under Settings, highlight S.O.S. and press OK. Highlight S.O.S. numbers, then press OK. If you wish to add an existing contact as one of the S.O.S. numbers, highlight the option Add contact and press OK. Then, highlight the desired contact and press the OK button. Or, you can enter any phone number, by selecting



Enter phone, pressing OK and entering the desired phone number, and pressing the OK button again.

After activating the S.O.S. calling process, the S.O.S. button and the keypad will start flashing, LUCIA will announce that S.O.S. calling has been activated and, it will start calling the phone numbers that have been set up as S.O.S. numbers.

**To cancel the S.O.S. calling process, press the round END/CANCEL button, then press OK.**

When a S.O.S. call is connected, the called party will hear an announcement informing them that they received a S.O.S. call providing your name and phone number. The called party will need to press a button to accept the call. After the call has been accepted, LUCIA will announce that the call is connected, and the hands-free mode will be activated.

To set up your name, highlight S.O.S. under Settings, press OK. Then select User details, press OK. Then, highlight Name and press OK. Enter your name and press the OK button to confirm. To set up your phone number, proceed in the same way: go to Settings, S.O.S. > User Details and select Phone Number. Confirm the information you typed in with OK.

**Please note:** The S.O.S. call function will only work if you have an active wireless service. In an emergency, however, you will always be able to call the emergency services, whether or not you have a positive balance, using the usual 911 number (United States and Canada).

You can also set 911 as your last S.O.S. number to ensure you are able to reach help in case calls to other numbers from your S.O.S. aren't answered.

## Ringtones

The Ringtones settings option can be found under the category Sound in Settings. There is a choice of different ringtones. Use the navigation arrows to highlight a ringtone. After a second it will speak the ringtone name and begin playing the ringtone. When you have found the one you like, press the OK button to confirm. The selected ringtone will now become your default ringtone.

Whenever you add a contact, it will automatically use the default ringtone. In Contacts, highlight the contact to which you would like to assign a different ringtone, and press OK. Highlight the contact name again, press OK, then highlight Ringtone and press the OK button. Go to the desired ringtone and press OK. LUCIA will confirm that the ringtone has been assigned to the contact.

## **Vibrate**

The Vibrate settings option can be found under the category Sound in Settings. To alert you that you have an incoming call, a new text message or alarm, you can turn the vibrate function on so that you feel the phone vibrate. There are three choices: Always, Never and Silent Mode. Access the menu by pressing the OK button and navigate to Settings, then confirm with OK. Use the navigation arrows to highlight Sound and press the OK button. Then, highlight Vibrate and confirm by pressing OK again. Highlight your choice and confirm with OK. Select Always and the phone will vibrate and ring every time you receive a call, a new text message or when an alarm occurs. Select Silent Mode and the phone will vibrate when someone calls (can also be activated by pressing and holding the # button). Select Never and the phone will ring, but will not vibrate, when someone calls.

## **Watch and Talking Watch**

With the Voice guide on, the Talking watch announces the time whenever you unlock the phone. The time is shown on the home screen as well. This feature is on by default. If you would like to turn it off, go to the main menu, highlight Settings and press OK. Next, highlight Talking watch and press OK. LUCIA will then speak the current status by saying "Watch is enabled". Press OK again to switch to the option Disabled.

If you would like only to deactivate the Talking watch, but keep the time on the home screen, highlight Speak and press OK. Press OK again. LUCIA will then confirm that the Talking watch is off. Use the same approach to reactivate the Talking watch.

## **Status Report**

The Status Report provided after briefly pressing the Status button at the top of the right edge when at the home screen, can be customized to include more or less status information. To customize the Status report, press the OK button, then highlight Settings and press OK. Go to Status Report using the navigation arrows and confirm by pressing OK. Using the navigation arrows, you can browse through different status information categories such as time, date, battery, etc. You can activate or deactivate any category by pressing the OK button. LUCIA will announce changes made. The default Status report will offer the following info: time and date, remaining battery power, signal strength and name of wireless provider.

## **Notification sound**

You can select one of the sounds to be the "notification beep" to indicate missed calls, low battery, received text messages, etc.

You can access Notification under Sound in Settings. Highlight Notification and press OK. Using the navigation arrows, you can select the sound you would like to use.

## Keyboard clicks

You can access Keyboard under Sound in Settings. To toggle the keyboard clicks On or Off, press the OK button while the option Keyboard clicks is selected. The keyboard clicks will sound only with the Voice guide turned off.

## Airplane mode

The Airplane mode option can be found under Network in Settings. Highlight Airplane mode and select On or Off by pressing the OK button.

## Silent mode

You can activate the Silent mode that will mute all audio outputs, including ringtones, notifications and the Voice guide, by pressing and holding the # key from the home screen. To deactivate Silent mode, simply press again the # key for a longer period of time.

## Roaming

The Roaming mode option can be found under the category Network in Settings. Highlight Roaming and switch between On or Off by pressing the OK button. By default, and to protect you from unwanted expenses, Roaming is turned off.

## Keyboard and Phone lock

This option will allow you to define when the phone's keypad and display will be automatically locked. LUCIA will lock after the selected time period in case there is no activity. This will automatically force the phone to turn off the display, lock the keypad and go into sleep mode. We recommend setting the value to 30 seconds to extend battery life. The default value is set to 3 minutes.

The Auto-lock option can be found under the category Security in Settings. Highlight Auto-lock delay and press OK. Using the navigation arrows, select the desired time, and confirm by pressing the OK button.

## Alarms

You can set up to 50 alarms on your LUCIA phone. This will allow you to set alarms for taking medication, for instance, or for waking up in the morning. To access the alarms, press the OK button from the home screen. At the main menu use the navigation arrows to highlight Alarm and press OK. To create a new alarm, go to New Alarm and press OK. Each alarm has the following elements you can set:

### Time

You'll be prompted to enter the hour by using the navigation arrows and pressing the OK button. Now, you can select the minutes followed by an option to select AM or PM

if your phone is not set to the 24-hour format. The alarm is now saved as a one-time alarm without any additional details. If you wish to enter more details such as date, alarm name, reminder text or repetition rules, etc. select the Edit option and press OK.

## Date

After the time has been set, you can select the date by highlighting Date, pressing OK and then using the navigation arrows to select the year and confirm with OK. The selected year will be announced, and you will be prompted to select and confirm the month followed by the day. Enter the day using the navigation arrows. Press OK to save your entry.

## Name

You have the option to name the created alarm. Use the navigation arrows to select the option Name in case you would like to create a customized name instead of the default name assigned by LUCIA.

## Reminder Text

You can assign a customized text for your alarm by highlighting Reminder Text using the navigation arrows and pressing OK. Enter a reminder using the keypad. The reminder will be read aloud when the alarm sounds. When the alarm sounds it will say "please remember" followed by the words you entered, such as "medication".

## Repetition

Default is off. The alarm can be repeated hourly, daily, weekly, monthly, and yearly. Use the navigation arrows to highlight your choice and press OK to confirm. You will also need to select one of the additional available repetition options. **Note:** If you do not choose one option, the alarm will remain a single-occurrence alarm and will sound only once.

## End Date

Set the end date for the created alarm using the navigation buttons and highlighting End date. Select from the available options and press OK.

## Ringtone

Choose from a list of ringtones using the navigation arrows and press OK to save.

## Alarms List

You can access existing alarms by pressing the OK button, then highlight Alarm and press OK. Now, select "Alarm list" and confirm selection by pressing OK. Move through the list of existing alarms using the navigation arrows. Alarms will be announced, as you are moving through the list. Select the alarm you would like to edit, deactivate or

delete. Highlight one of the options and confirm by pressing the OK button or press the round END button to cancel.

## Sound Boost

**WARNING:** Be very careful when using the Sound Boost. This option is intended for users who are hard of hearing and can cause hearing damage for people who do not have an existing damage.

Sound Boost amplifies the audio volume of the LUCIA phone in the ear speaker and earphones (if connected to audio jack).

### Activating Sound Boost

Pressing and holding the square Sound Boost button on the right edge of the phone during a phone call for 3 seconds will activate Sound Boost resulting in an amplified audio. The amplification will remain active until the end of the call and will be switched off automatically after the call ended. Alternatively, Sound Boost can be deactivated by pressing again the Sound Boost button.

Quick Boost is an option to activate Sound Boost during phone calls with a brief press of the Sound Boost button. It can be activated by entering the following code when on the home screen: star, pound/hash, four, one, pound/hash.

To deactivate this option, enter the following code when on the home screen: star, pound/hash, four, zero, pound/hash

## Security

LUCIA offers a security feature allowing users to set a PIN (four or more digits) to protect their privacy by preventing unauthorized persons to turn on and use the phone.

### Setting a Security PIN

To set a PIN, press the OK button, highlight Settings and press OK again. Using the navigation arrows, highlight Security and confirm by pressing with OK. Highlight Lock PIN and press OK. Now, enter a 4-digit or more PIN and press OK.

If a security PIN has been set, users will need to enter the four-digit or more PIN to unlock after they turn on the phone.

To disable the PIN lock, press the OK button, highlight Settings and press OK. Using the navigation arrows, highlight Security and confirm by pressing the OK button.

Highlight, Deactivate PIN for SIM, enter the existing PIN code, and press OK.

The PIN can be changed at any time by following the same steps as described above and selecting the option Change PIN.

Please note that the PIN will be stored on the phone's SIM card.

## Changing the Security PIN

Users can change the Security PIN at any time by selecting the option Change PIN. To change the PIN, users will need to enter their existing PIN first.

## About Phone (e-label)

To obtain info about the LUCIA phone such as the IMEI or certification, select “About phone” under Settings.

## Short Codes

Below is a list of key sequences used to find certain phone information and to perform certain actions such as deleting all text messages. All of the sequences must be inputted at the home screen.

Battery level:	star, pound/hash, zero, one, pound/hash
Phone signal strength:	star, pound/hash, zero, two, pound/hash
Time and Date:	star, pound/hash, zero, three, pound/hash
Network providers name:	star, pound/hash, zero, four, pound/hash
IMEI Number:	star, pound/hash, zero, six, pound/hash
Delete all Inbox messages:	star, pound/hash, ten, pound/hash
Delete all Outbox messages:	star, pound/hash, eleven, pound/hash
Delete all Alarms:	star, pound/hash, two, five, two, seven, six, pound/hash
Delete all Call logs:	star, pound/hash, two, two, five, five, five, six, four, pound/hash
Reset phone to default settings (contacts and alarms will not be deleted):	star, pound/hash, seven, three, seven, zero, one, two, three, pound/hash
Factory reset phone (all settings data and other data such as contact will be deleted):	star, pound/hash, seven, three, seven, eight, six, seven, three, pound/hash
Activate Quick Boost (Sound Boost):	star, pound/hash, four, one, pound/hash
Deactivate Quick Boost (Sound Boost):	star, pound/hash, four, zero, pound/hash

## Tips

END button – to return to the home screen at any time, press the BACK button once long, or multiple times.

# Notifications

## Multi-purpose LED

Color	Type	Cause
Green	Permanent	Phone connected to charger and battery fully charged
Yellow	Permanent	Phone connected to charger and battery charging (load greater than 20% but less than 100%)
Red	Permanent	Phone connected to charger and battery critically low (<20%)
Red	Blinking fast	Phone NOT connected to charger and battery critical low. LUCIA will turn off automatically.
Blue	Blinking slow	Phone NOT connected to charger and notification waiting (missed call, SMS, alarm)

# Technical specifications

## PERFORMANCE

Operating System: Custom Linux

Processor: ARM9 (454 MHz)

Memory (RAM): 256 MB

Internal storage: 8 GB

Expandable storage: up to 64 GB with memory card

## BATTERY

Battery size: 2500-3000 mAh removable Li-ion

Standby time: up to 20 days

Talking time: up to 10 hours

Charging: days of power in 2 hours. Fully charged in 3 hours.

Charger type: wall plug charger, 5W max, 1A, universal input voltage range, USB connector

## DISPLAY

Display: 2.6" LCD TFT; 320×240 dpi; 65K colors

## DESIGN

Dimensions: 72 mm x 139 mm x 17 mm/2.83" x 5.47" x 0.67" (width x height x depth)

Weight: 150 g/5.3 oz (105 g/3.7 oz w/o battery)

Ports: USB Type-C direction independent

Body: ergonomically designed body with tactile buttons

## COLORS

Colors: Orange; Navy blue; Black

## AUDIO

Speakers: front port loudspeaker

Microphone: front port microphone

Headphone jack: 3.5 mm with mode detection

HAC rating: M4/T4 (UMTS); M3/T3 (GSM)

Sound Boost: YES

## ACCESSIBILITY

Display: large characters, customizable color schemes incl. color inversion, brightness settings.

Voice guide: TTS (Text-to-speech) Voice guide with 15+ voices to choose from

Keypad: physical keypad with large, tactile buttons

Audio: HAC M4/T4 (UMTS); M3/T3 (GSM)

## EXPERIENCES

Emergency: S.O.S. button with customizable S.O.S. dialing



Languages: standard U.S. version: English, Spanish and Canadian French. Additional languages such as German, Italian, Dutch, Danish, Swedish and Norwegian available upon request.

#### CONNECTIVITY

Carrier support: unlocked for AT&T, T-Mobile, Red Pocket Mobile and other compatible GSM networks such as Cricket Wireless, Red Pocket Mobile, Straight Talk and Metro by T-Mobile

Bands: GSM 850/900/1800/1900 MHz Quadband, UMTS 900/2100 MHz (850/1900 MHz for North-America)

SIM card: standard-SIM

Location services: GPS, GLONASS

#### IN THE BOX

Device: LUCIA

Accessories: charger with region-specific plugs, USB-Type-C charger cable, guides

Packaging: paper only (min. 50% recycled), fully recyclable and biodegradable

#### CERTIFICATIONS

FCC: 2ARJFLUCIA1

CE: yes

IC: 24486-LUCIA1

## Terms and Conditions of Sale

If you have not purchased the LUCIA mobile phone directly from RAZ Mobility, please contact your retailer for support. If you purchased the phone from RAZ Mobility, please contact us:

Phone: 1-800-729-0083

Web chat: [www.razmobility.com](http://www.razmobility.com)

Email: [customersupport@razmobility.com](mailto:customersupport@razmobility.com)

This product is guaranteed from manufacturing defects for 12 months from the date of purchase.

FCC: 2ARJFLUCIA1

CE: yes

IC: 24486-LUCIA1

Updated May 2019