

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

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General Description

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

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

The screen includes 3 elements:

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

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

the portal, as described below. A single press of a picture will initiate a call. 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 a White List in the portal.

Loved ones can easily manage Contacts and associated phone numbers and photos via the simple online portal. The portal also offers GPS tracking and location information, the ability to see the remaining battery power and signal strength of the user's phone and the ability to disable the power button.

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

Items Supplied with the RAZ Memory Cell Phone

- RAZ Memory Cell Phone
- Wall Charger
- Micro-USB cable
- Earbuds
- 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 AT&T, T-Mobile and other compatible networks in the United States, such as Mint Mobile, Cricket Wireless, Consumer Cellular, Red Pocket Mobile, Straight Talk and Metro by T-Mobile. It does not work on the Verizon or Sprint networks unless you purchased the version of the RAZ Memory Cell Phone that is specifically designed to work on those networks.

After you register for wireless service, you must insert the SIM card into the Phone. Follow 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 of the SIM card should be facing down.



- Carefully push the tray back in. **Never place the SIM card into the phone by itself.**
- Turn on the phone.

Charging and Turning Your Phone On or Off

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

It takes approximately two hours to fully charge a battery.



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

The RAZ Memory Cell Phone Environment

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

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

The RAZ Memory Cell Phone has one primary screen, which displays up to

thirty (30) contacts. By default, the phone displays up to six (6) contacts, but this can be increased to up to thirty (30). If the option to have up to thirty (30) contacts is selected in the portal, 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 a call or receives a call. When the calls are over, the phone will automatically go back to the primary screen.

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

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

Volume

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

Speaker

To make all calls automatically go to speaker, turn on the toggle under “Speaker” in the online portal.

Making and Answering Calls

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

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



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

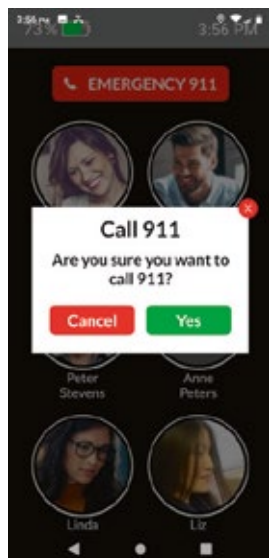
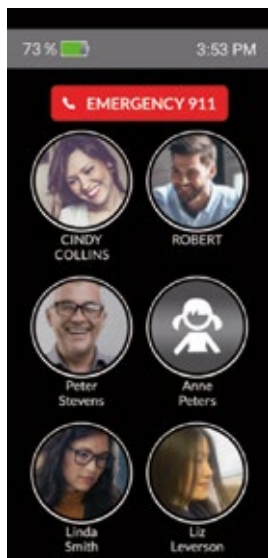
Voicemail

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.

Calling 911

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

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



RAZ Emergency Service

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

The RAZ Emergency Service is managed by the caregiver in the section of the online portal titled "RAZ Emergency Service." The caregiver can enter the user's medical information under "Medical Condition(s)". This information

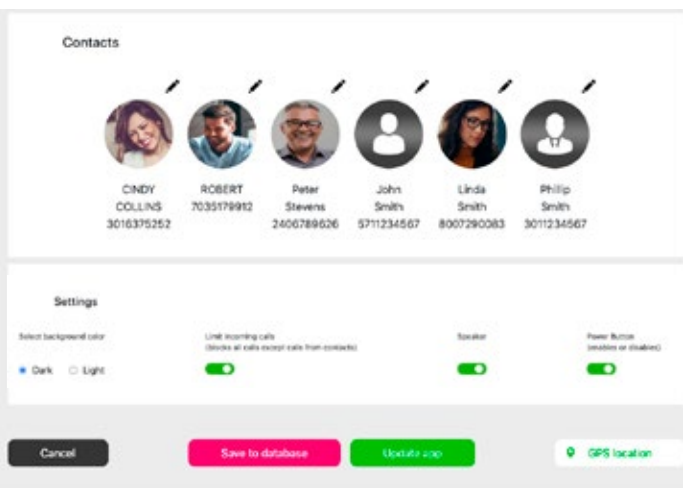
is provided to the emergency dispatcher during a call. Turn on the toggle under “Text message notification” to send text messages to up to three (3) contacts. And add the text message recipient information under “Contacts who will receive text messages when the user initiates an Emergency call.”

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

Accessing Your Account in the Online Portal

The caregiver will be able to manage the phone through a simple online portal. After the phone is ordered you will receive an email with the user id and password to access your account. The user id cannot be changed but the password can be changed. The link to the online portal is <https://memorycellphone.razmobility.com>. The online portal will allow you to do the following:

- Manage contacts, including assigning contact icons and uploading contact pictures
- Check the location of the phone
- Check the signal strength and remaining battery power of the phone
- Limit incoming calls to contacts
- Create a “white list” of numbers that are not in contacts but that can call the user even when incoming calls are limited to contacts.
- Disable the power button



- Select whether you want the background of the phone to be white or black (Dark theme or Light theme). If possible, we suggest black since it will improve battery life.
- Change password
- Make calls go to speaker
- Manage the RAZ Emergency Service

Managing Contacts

You can add up to thirty (30) contacts in the portal, although the default is up to six (6). To expand the number of contacts from six (6) to thirty (30), activate the toggle More Contacts . If activated, you will see thirty (30) circles, each representing a contact. To add, delete, edit or change the order of a contact, tap the symbol . You can edit first name, last name, phone number and the picture. To add a picture, tap the Upload button. To change the position of a contact, insert the new position under “show as contact number”.

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

Phone Location

To obtain the phone's location, log into your account in the portal, scroll down and tap on 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 portal presents the phone's battery strength and signal strength. It also indicates whether the connection is 2G, 3G or 4G.  Battery:  Strength:  Type: 4G If the phone is turned off or does not have a connection,

the portal will present the phone's last known battery strength.

Limiting Incoming Calls to Contacts

To limit incoming calls to individuals in the user's contacts, simply press the toggle labeled "Limit inbound calls". The toggle should appear green like this:



To be clear, this option will prevent the user from receiving calls from anyone other than his or her contacts in the portal

White List

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

To include a number in the white list, enter the number on the line that reads “Enter phone number.” Then press “Add number.” After you have entered the numbers, remember to press “Save changes,” and then “Send changes to phone.” The white listed numbers are presented under “List of phone numbers.” To change or delete a white listed number, press “Change” or “Delete” as appropriate. Again, remember to click “Save changes” and then “Send changes to phone.”



The screenshot displays two sections of a user interface. The left section, titled "White List", contains a text input field labeled "Enter phone number:" and a green button labeled "Add number". The right section, titled "List of phone numbers", shows a table with three rows of phone numbers. Each row has a blue "Change" button and a grey "Delete" button to its right.

Phone Number	Action
7031234567	Change Delete
8022345678	Change Delete
3017660328	Change Delete

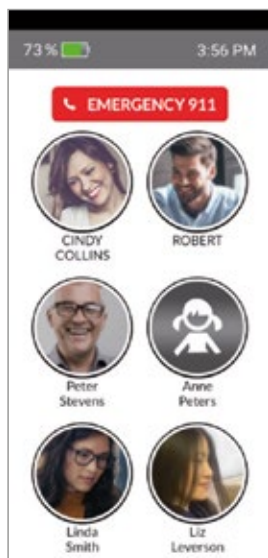
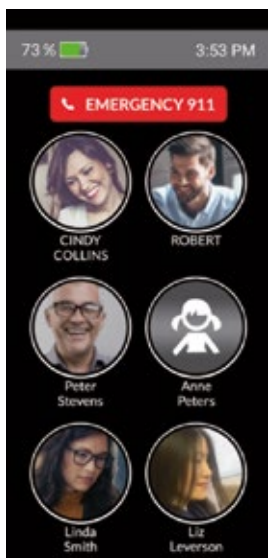
Disable Power Button

The portal offers the option of disabling the power button. If this option is activated, the user will not be able to turn off the phone. This may be desirable for two reasons. First, the user may have difficulty turning the phone back on.

Second, the user will not be able to go into Safe mode accidentally.

Background Color

The background of the primary screen of the phone can be set to either white or black:



Additional Information

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

*[www.razmobility.com/support/
memorycellphone](http://www.razmobility.com/support/memorycellphone)*

Customer Support

Phone: 1-800-729-0083

Web chat: *www.razmobility.com*

Email: *support@razmobility.com*

Notes

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