

RAZ Memory Cell Phone FAQ

1. WHAT WIRELESS PROVIDERS CAN I USE WITH THE RAZ MEMORY CELL PHONE?

The RAZ Memory Cell Phone is unlocked and compatible with all wireless providers, including Verizon, AT&T, and T-Mobile, and their resellers, such as Mint Mobile, Affinity Cellular, Xfinity Mobile, Consumer Cellular, and Straight Talk. RAZ Mobility does not provide the wireless service. You decide which wireless provider you prefer.

6. DOES THE RAZ MEMORY CELL PHONE REQUIRE A WIRELESS PLAN WITH DATA?

Yes. The RAZ Memory Cell Phone cannot operate without data. Data is required for the caregiver to manage the phone from afar using the RAZ Care app. For example, data is needed to create and edit contacts.

7. IS THE RAZ MEMORY CELL PHONE A 5G PHONE?

The RAZ Memory Cell Phone is a 4G LTE phone, which also supports voice over LTE. Since the phone is intended for voice and video calls, there is no benefit to having the faster data speeds associated with 5G. Moreover, the networks of Verizon, AT&T, and T-Mobile will continue to support 4G LTE for many years.

8. CAN I TEST THE PHONE WITHOUT THE SIM CARD INSTALLED?

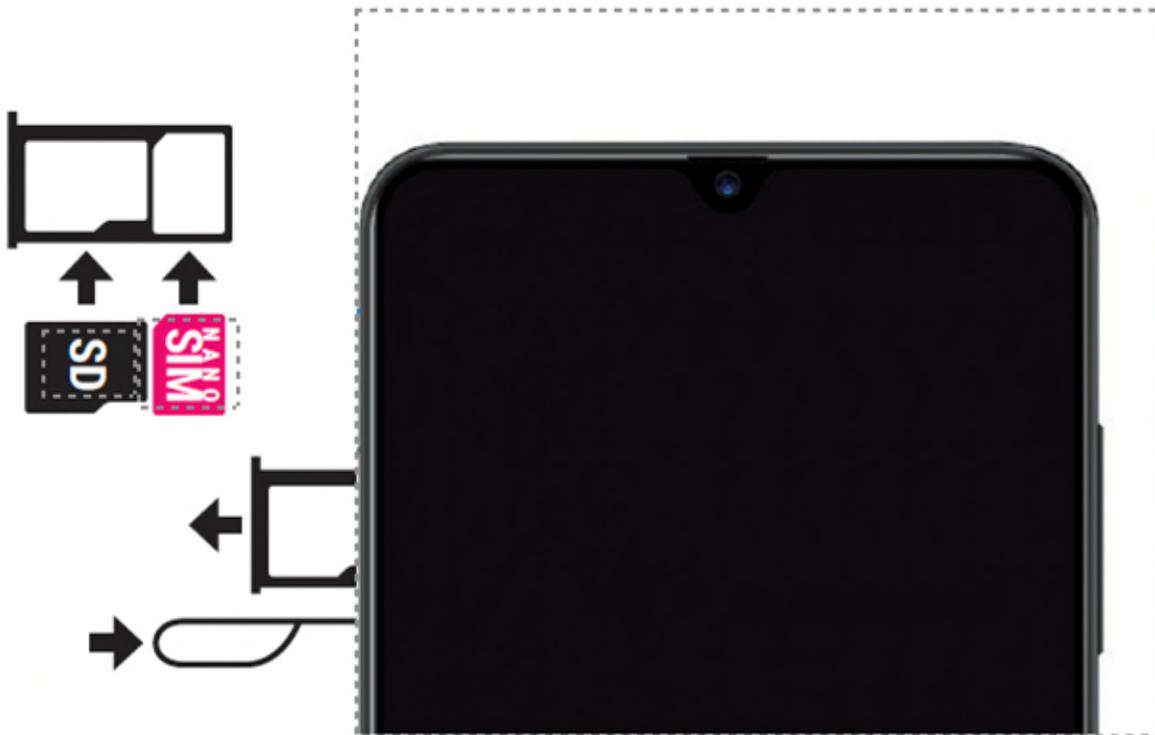
No. Before you try to make any calls, make sure that there is an active SIM in the phone.

9. HOW DO I INSERT A SIM CARD?

- Make sure your phone is off.
- Locate the small hole on the side of the phone. It's the size of the end of a paper clip.
- Insert the tool provided or a paperclip into the hole, which releases the SIM tray.
- Place the SIM Card properly on the tray. If you are uncertain of how to place the SIM card on the tray, watch this video.
- Carefully push the tray back in.
- Turn on the phone.



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10. IS THERE A MONTHLY FEE TO USE THE RAZ MEMORY CELL PHONE?

No. After you purchase the RAZ Memory Cell Phone, there is no monthly fee other than for wireless service or if you subscribe to the RAZ Emergency service, which is optional.

11. HOW CAN THE CAREGIVER ADD, DELETE, OR EDIT CONTACTS?

Caregivers can add, delete, or edit contacts through the RAZ Care app or the online portal. Tap the  symbol next to the contact you wish to edit, in order to start editing. You can edit the contact name, number or picture. You can also add or delete a contact.

12. HOW MANY CONTACTS CAN THE USER HAVE?

The default maximum number of contacts is six. However, there is an option for up to 50 contacts. To create more than six contacts in the app, go to Contacts, and select "More Contacts." "

13. CAN I ADD MORE THAN SIX CONTACTS TO THE PHONE?

Yes. The default maximum number of contacts is six. However, you can activate the "More Contacts" toggle in the app and add up to fifty contacts.

14. CAN I CHANGE THE ORDER OF THE CONTACTS?

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Yes. Within the edit contact feature, the first field shows the position of the contact within the list of contacts. Change the position by changing the number. For example, if you change the number to three, the contact will occupy the third position in the list of contacts.

[15. WHERE CAN I DOWNLOAD THE RAZ CARE APP ONTO MY SMARTPHONE?](#)

The RAZ Care app is available for both iOS and Android. If you have an



iPhone or iPad, you can download the RAZ Care app here . If you have an Android device, you can download the RAZ Care app

here



[16. HOW CAN I ACCESS THE RAZ CARE APP?](#)

You must enter the caregiver's phone number, which MUST be a cell phone number. That number will then receive a text message verification code that must be entered into the RAZ Care app, and access will be granted.

[17. CAN I ACCESS THE RAZ CARE APP ANYWHERE IN THE WORLD?](#)

If the RAZ Memory Cell Phone was purchased after February 2, 2022 or updated after this date, the caregiver can use the RAZ Care app anywhere in the world as long as the caregiver has their U.S. or Canadian SIM card in their smartphone in order to receive the verification code that is used as the security measure for verification.

[18. CAN THE RAZ MEMORY CELL PHONE BE PURCHASED BY CANADIANS FOR USE IN CANADA?](#)

Yes. The RAZ Memory Cell Phone is compatible with wireless providers in Canada.

[19. WHY DON'T I HAVE ACCESS TO ALL OF THE FEATURES ADVERTISED FOR THE PHONE?](#)

If you purchased the RAZ Memory Cell Phone prior to February 3, 2022, you do not have access to the new features unless you update your phone. To update the phone, Please contact our Customer Support for instructions and assistance:

Email: customersupport@razmobility.com

Phone: 1-800-729-0083

[20. HOW CAN I RESTRICT INCOMING CALLS TO THE INDIVIDUALS IN CONTACTS?](#)

Go to the RAZ Care app. Turn on the toggle labeled "Limit Incoming Calls".

[21. IF I ACTIVATE THE "LIMIT INCOMING CALLS" FEATURE, CAN I ALLOW CERTAIN NON-CONTACTS TO CALL THE USER?](#)



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Yes. You can create an “Allow list”, which is a list of non-contacts who can call the user even if the caregiver has activated the “Limit Incoming Calls” feature.

22. HOW CAN I CHANGE THE BACKGROUND COLOR OF THE RAZ MEMORY CELL PHONE?

Go to “Settings” in the RAZ Care app. Tap on “Background” and select “Dark” or “Light”.

23. HOW CAN I CHECK THE LOCATION OF THE PHONE?

Go to the RAZ Care app. In the app, tap on “More” at the bottom of the display, and then tap on GPS location.

24. HOW DO I CHANGE THE VOLUME OF THE RAZ MEMORY CELL PHONE?

Phone call volume is set at maximum and is locked. You will not be able to change the volume of calls. However, you can change the volume of the ringtones by going to Ringtones in the app and adjusting the volume slider.

25. HOW CAN I MAKE THE CALLS GO TO SPEAKER?

In the RAZ Care app, go to Settings, and turn on the toggle labeled “Speaker”. If the in-call keypad option is active, all calls will automatically go to speaker when the user dials a toll-free number.

26. CAN THE USER DIAL CALLS WITH A KEYPAD?

Yes. In Settings, the caregiver can select an option for a dial pad. If selected, an icon of a dial pad will appear at the bottom of the RAZ Memory Cell Phone. If the icon is tapped, the dial pad will appear.

27. HOW CAN THE USER ACCESS VOICEMAIL?

By default, the user does not have access to voicemail. If you would like the user to have such access, go to Settings and turn on Voicemail. Don’t forget to enter the voicemail number. Once turned on, a voicemail button will appear at the bottom of the RAZ Memory Cell Phone.

28. CAN THE USER ACCESS AN IN-CALL KEYPAD TO NAVIGATE AN AUTOMATED PHONE SYSTEM?

Yes. In the RAZ Care app, go to Settings and activate In-call keypad. The in-call keypad will appear whenever the user dials a toll-free number. Such calls will automatically go to speaker. The user can easily turn the speaker off and the audio will switch to the earpiece.

29. HOW CAN I CHECK WHETHER THE USER IS AVAILABLE FOR A CALL?

In the RAZ Care app, in the Video tab, it will indicate whether the user is Available, Unavailable, or Busy. Busy means the user is on a video call. Unavailable means the phone is powered off. Available means the phone is powered on and the user is not on a video call, although they may be on a phone call.



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30. HOW DO I PLACE AND ANSWER CALLS?

The default is that the senior presses and holds a picture for about a second and a half to place a call. However, this call activation method can be changed in Settings to other methods, including double tap, a simple tap or tap and hold for approximately three seconds.

31. HOW CAN I PREVENT ACCIDENTAL DIALS?

One way is to purchase the wallet case, which will protect the display from inadvertent touches. Another way is to go to “Settings” in the app and activate “Show call confirmation screen,” which causes a confirmation screen to appear after a contact is tapped, asking the senior to confirm that they really want to call the contact.

32. CAN I SEE MY MISSED CALLS?

Yes. In the app, go to “Settings” and tap on “Missed call dot on contacts.” When activated, a dot will appear on contacts from whom missed calls were received.

33. WHAT ARE QUIET HOURS?

These are hours during which the senior cannot place calls, except to Contacts that are tagged as “Available” during quiet hours. When you edit a Contact, you must mark the Contact as either “Available” or “Unavailable” during quiet hours. The default is Unavailable.

34. HOW DO I SET UP QUIET HOURS?

Go to Quiet hours in either the app. First, establish an announcement. You can either use the default announcement or create your own. Press Save after you have finished setting up your announcement. Second, set up your Quiet hours window, including the hours and day(s). Do not forget to press Save.

35. HOW DO I SEE THE PHONE’S CALL HISTORY?

In the app, go to “More” and tap on Call history.

36. HOW DO I SET UP A REMINDER?

In the app go to More and then Reminders. Once in Reminders, set up the Reminder content, and select the time, date, and frequency of the reminder. You must also indicate whether you want the reminder in the form of a sticky note, or a sticky note with an audio message. Remember to press save once everything is set up.

37. WHAT DO I DO IF THE USER HAS EXITED THE RAZ MEMORY CELL PHONE ENVIRONMENT?

To re-enter the RAZ Memory Cell Phone environment, tap on the RAZ Phone App. A pop up will appear that asks what you want to use as Home. Select the RAZ Phone App and tap Always. If you still have problems, call RAZ Mobility customer support at 800-729-008.



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38. WILL 911 BE CONTACTED IF I PURCHASE THE RAZ EMERGENCY SERVICE?

Calls will first go to an expert private emergency dispatch operator. The operator will know that the caller has memory loss and will ask probing questions to determine whether there is a true emergency. If the operator believes that there may be an emergency, 911 will be contacted. Also, at the same time that the user contacts the private emergency dispatch operator, a text message will be sent to one or more caregivers who will have the ability to cancel the emergency call and thereby prevent the operator from involving 911. The RAZ Emergency Service uses data. If the emergency call is made when no data available, the call will be made to 911 instead.

39. WHAT ARE THE HOURS OF OPERATION OF THE RAZ EMERGENCY SERVICE?

Seven days a week, 24 hours each day.

40. HOW CAN I GET THE RAZ MEMORY CELL PHONE TO SHOW THE DAY OF THE WEEK?

In the app, go to “Settings” and activate “Show day of the week.” The day of the week will appear at the top of the RAZ Memory Cell Phone in the status bar.

41. HOW CAN I GET THE RAZ MEMORY CELL PHONE TO SHOW THE MONTH AND DATE?

In the RAZ Care app, go to Settings and activate Show month and date. The month and date will appear at the top of the RAZ Memory Cell Phone in the status bar.

42. IF I PURCHASE THE RAZ EMERGENCY SERVICE, HOW MANY PEOPLE CAN RECEIVE TEXT MESSAGES WHEN THE USER MAKES AN EMERGENCY CALL?

The RAZ Emergency Service can send text messages to up to three (3) caregivers.

43. HOW DO I UPDATE THE RAZ MEMORY CELL PHONE WITH THE LATEST SOFTWARE?

Please contact our Customer Support for instructions and assistance:
Email: customersupport@razmobility.com
Phone: 1-800-729-0083

44. HOW CAN I CHECK THE PHONE'S BATTERY STRENGTH AND SIGNAL STRENGTH?

In the app, the information is at the top of the screen in the “More” section. It provides the battery strength and signal strength of the phone. Thus, for example, you can check to see whether the phone is running low on battery and remind the user to charge.

45. WHAT CAN I DO IF THE USER CANNOT TURN OFF THEIR PHONE?

If the user has difficulty turning on their phone, which is accomplished by pressing and holding the physical power button, you can contact our



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Support and request to disable the power button. This way the phone will always stay on.

46. HOW DOES THE AUTO-LOCK SCREEN FEATURE WORK AND WHAT ARE ITS BENEFITS?

The default is that the display of the RAZ Memory Cell Phone is always on. If the auto-lock screen is activated, the display will go dark after 2 minutes of inactivity and will “wake up” with movement. The benefit of the auto-lock screen is that it will save some battery power, it will prevent the user from being disturbed at night by the bright display, and it may prevent some accidental dials.

47. HOW CAN I BE NOTIFIED WHEN THE USER CALLS 911?

Activate the feature, “[r]eceive text message when user calls 911”. When activated, up to three people will receive a text message alert when the user calls 911.

48. HOW DOES THE “REMIND USER TO CHARGE” FEATURE WORK?

When activated, the user will receive a reminder when the battery is low. You define what is considered “low”. For example, it can be when the battery is less than 20 percent. Reminders can take the form of (1) a yellow sticky note that will appear on the display, or (2) an audio recording saying, “please charge your phone” AND a sticky note.

49. HOW CAN I CHECK IF THE PHONE IS BEING CHARGED BY THE SENIOR?

In the app, go to “More” and check the battery symbol towards the top of the display. If the battery is being charged, you will see a lightning bolt within the symbol.

50. HOW DOES THE DISPLAY ADJUST FOR PEOPLE WITH LOW VISION OR HAND TREMORS?

When you indicate that the user has “low vision or hand tremors” the contacts on the RAZ Memory Cell phone appear as large rectangular icons. There are a maximum of two icons on each screen, making them much larger than the standard photos. By default, the icons spell out the name of the contact in white, with a grey background. However, you can customize the icon in 3 ways: (1) you can specify the name that you want to appear within the icon, (2) you can customize the font color of the name, and (3) you can customize the background color of the icon. Note that the text within the contacts is capitalized and very large.

51. HOW DO I PLACE A VIDEO CALL TO THE USER?

Any contact can video call the user from the RAZ Care app by tapping the “Video” tab at the bottom of the display, and then tapping the “RAZ Video Call” button. Video calls cannot be placed to the user from third-party applications, like WhatsApp or Facetime.



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52. WHO CAN VIDEO CALL THE USER?

Any Contact can video call the user of the RAZ Memory Cell Phone through the RAZ Care app. Contacts must download the RAZ Care app either from the [App Store](#), if they have an iPhone or iPad, or [Google Play Store](#), if they have an android device. The RAZ Care app is free and use of the app to place video calls is free, other than what you pay your wireless provider to use data. Contacts who download the RAZ Care app in order to place video calls will not be able to use the app to manage the RAZ Memory Cell Phone, unless they are made a caregiver. In other words, they will not be able to access Settings and other features available through the app. Contacts will only be able to use the RAZ Care app to place video calls.

53. CAN THE USER OF THE RAZ MEMORY CELL PHONE VIDEO CALL HIS OR HER CONTACTS?

No. The user cannot place video calls. He or she can only receive video calls.

54. WHAT FEATURES CAN BE USED TO HELP PEOPLE WITH LOW VISION?

In the settings of the RAZ Care app you can set the background of the phone to either light or dark to maximize color contrast. There is also a special display format for people with low vision or hand tremors, which will significantly increase the size of the icons and allows the customization of the color scheme of those icons. There is also a feature called “[h]ear name of caller”, which, if activated, will announce the name of the caller out loud during an incoming call.

55. WHAT FEATURE CAN BE USED TO HELP PEOPLE WITH HAND TREMORS?

Adjusting the screen for people with low vision or tremors will make the contact icons much bigger and therefore much easier for people experiencing hand tremors to press. It is an excellent option for people with Parkinson’s disease.

56. CAN MULTIPLE CAREGIVERS MANAGE ONE USER’S RAZ MEMORY CELL PHONE?

Yes. There is a primary caregiver who can allow up to three additional secondary caregivers who will be able to manage the RAZ Memory Cell Phone. Secondary caregivers have the same level of control over the phone as the primary caregiver, except that only the primary caregiver can add or delete secondary caregivers.

57. CAN ONE CAREGIVER MANAGE MULTIPLE RAZ MEMORY CELL PHONES?

Yes. In this case the caregiver will see the names of the users for whom they manage phones and selects the desired user in order to access all of the app features.

