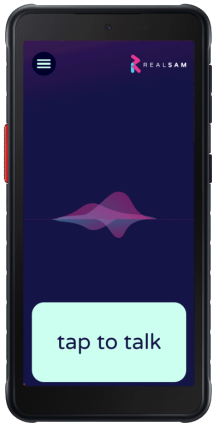


Quick Start Guide

(UK Phone A05 August 2024)



Getting Started

Call the RealSAM Support Team once you have your new phone. We will help you set up your new phone and assist you in how to use it:

Call Support Helpline **0333 772 7708**

Hold down the Power button on the right-hand side for at least 3 seconds until RealSAM Phone buzzes, then release to turn the handset on. Wait until you hear the Welcome Message.

Tap the Talk Pad, which is anywhere on the bottom quarter of the screen, wait for the tone, then say **“Device Tutorial”**. Practice saying this clearly so that you get a good response.

Saying **“Wi-Fi Tutorial”** or **“Configure Wi-Fi”** is an important first step if your Phone does not have an activated SIM card installed.

Now Tap the Talk Pad and say **“My name is”** followed by your name for RealSAM to remember your name.

Interacting with RealSAM Phone

Quite often, RealSAM will offer you a list of choices. To select from a list, say **“Number 1”** or **“The last one”** or **“The third one”**.

Try **“Say that again”** or **“Repeat”** to hear the last thing said. Say **“Go Back”** to go back to the last thing you were doing. Say **“Stop”** and **“Continue”**, or hold down the Talk button to pause, and release it again to continue. You can say **“Cancel”** to start afresh.

You can also say **“Speak Faster/Slower”** or **“Speak Normally”** or **“Change your Voice”**. You can interrupt RealSAM if you don't want to wait.

Using the Touch Screen Menu

Draw a large capital 'L' on the screen with your finger. Starting at the top left, drag your finger down the screen and then across to the right. When the menu appears, slide your finger up and down the menu options until you hear the item you want, then lift it off to make a selection. A voice based User Guide and visual User Guide are both available on the Handset.



Accessing the RealSAM User Portal

The Portal is a useful tool for adding contacts in bulk and other useful tasks. Use a computer's web browser to go to: portal.realsam.co.uk. Say **“Portal login”** to the RealSAM Phone to get your username and password details.

Getting Help

Say **“User Guide”** to access the full User Guide. To request specific help on what you are doing, just say **“Help”**. You can also call or email us. The RealSAM Support team will also call you once you have the RealSAM Phone to help you to become comfortable using it.

Helpline: 0333 772 7708

Email: helpline@realsam.co.uk

Communicating with RealSAM Phone

- Calls** Say **“Call James Bond”** or Say **“Call 07812 345 678”** or
Say **“List Recent Calls”** to revisit a recent call to add them as a Contact or call them again.
- Messages** Say **“Send a Message to Jim”** or Say **“Text 07812 345 678”** or
Say **“List Messages”** to revisit a recent message to reread the message or message them back.
Note, you have to select the message to edit it, not just listen to it.
- Contacts** Say **“Add a Contact for Money Penny”**,
Say **“Keyboard”** to type a number if RealSAM is not hearing it correctly.
Say **“List Contacts”** or **“Find contacts for James”** to find a contact. You can then call them or edit their details.

Using RealSAM Phone as an Assistant, say:

- Time** **“What time is it in Paris?”**
- Weather** **“What is the weather in Edinburgh?”**
- Reminders** **“Remind me in 10 minutes to check the oven”**. Time can be seconds, minutes, or hours only, and not mixed.
- Orientation** **“Where am I?”** for your current location or **“What's around here?”**.
- Navigation** **“Start Locations”** to get as the crow flies navigation to your points of interest. Say **“Label Location”** and **“List Locations”** to manage your list.
- Magnifier** **“Start Magnifier”** to use the Video Magnifier with touch screen controls.
- Sighted Help** **“Be My Eyes”** to have your handset connected to a volunteer, who can talk to you through the handset, and see what the camera sees. Registering with Be My Eyes is required the first time you use it, which will take around 5 minutes.

Managing SIM Cards

If you purchased the RealSAM Phone version that is not automatically bundled with a plan from O2, you have three choices around how you would like to connect. **Note, if you have purchased a RealSAM Phone with an O2 plan, you do not need to do anything to activate the SIM card.**

1. Use RealSAM Phone on WiFi

You can use the RealSAM Phone on any Wi-Fi network. Just say “**Configure Wi-Fi**” and the Phone will list all the WiFi networks it can discover, then ask you to select one and enter its password. Use the touchscreen keyboard to select each letter. Slide your finger onto the letter and lift your finger to select it.

2. Activate the pre-installed O2 SIM

Your RealSAM Phone comes with a SIM from O2 pre-inserted. If you would like to activate this SIM, just call the RealSAM Helpline on **0333 772 7708** and let us know who you are. You can also email us on helpline@realsam.co.uk if it's after hours.

3. Bring your own SIM

You can use SIM cards from almost any provider, as long as you are using a NANO sized SIM card. To use your own SIM Card:

1. With the RealSAM Phone facing you, the SIM tray is on the left edge near the top.
2. Once you have identified the location (you may need someone with sharp eyes for this) Insert the supplied ejection pin into the hole next to the tray to loosen the tray.
3. Pull out the tray gently from the tray slot.
4. Place the SIM card on the tray with the gold-coloured contacts facing downwards into the middle hole in the tray.
5. Gently press the SIM or USIM card into the tray to secure it.
6. You may need to restart the RealSAM Phone twice to ensure it has the details of the new network.

