

RealSAM Phone User Guide

15th December 2025

Hello and Welcome!

RealSAM Phone by RealThing Ai is your voice operated smartphone.

This user guide will help you to learn everything RealSAM can do! Select a topic to learn more:

1. [Quick Start](#)
2. [About RealSAM Phone](#)
3. [Device Management - Settings](#)
4. [Communication Features](#)
5. [Assistance Features](#)
6. [RealSAM Customer Portal](#)
7. [List of Voice Commands](#)
8. [Help & Support](#)
9. [Terms and Conditions](#)

Quick Start

The Quick Start section will help you to get started using your RealSAM Phone.

Power On RealSAM

To turn RealSAM on, press and hold down the side button until it vibrates. Then lift your finger off the button. RealSAM will start loading, this may take a moment. You will know the phone has completely loaded when you hear the welcome message.

How to Talk with RealSAM

To start a conversation you need to let RealSAM know it is time to start listening, to do this you need to use the Talk button. The Talk button is located on the bottom third of the touchscreen. When you are ready **Tap the Talk button, wait for the tone.** Then, you can ask a question or give a command like:

What is the time?

For a full list of phrases to try, read the section of the user guide called:

- [Voice Commands](#)

How to use Lists

RealSAM loves lists! Your options are typically listed in groups of five. To understand how lists work; **Tap the Talk button, wait for the tone.** Then, say:

Set speech speed

Listen to your options. If you would like to hear the options again. **Tap the Talk button**, then say:

Repeat

To make a selection from the list; **Tap the Talk button, wait for the tone.** Then, say the options number or key words from the title like:

Number 1

or

Extremely fast

Some lists have more than five options. To practice moving through a list. **Tap the Talk button, wait for the tone.** Then, say:

Change Voice

RealSAM will list the voice options. To move to the next group of options say:

Next

To move back to the previous group of options say:

Go Back

You can then select the option you want. **Tap the Talk button, wait for the tone.** Then, say the options number like:

Number 2.

Call a Phone Number

Tap the Talk button, wait for the tone. Then, say: **Call** followed by the phone number like:

Call 123 456 7890

Answer & End a Phone Call

RealSAM will announce who is calling. To answer the call:

Tap the Accept button.

The Accept button is located on the bottom third of the touchscreen, and temporarily replaces the Talk button.

To end a phone call:

Press the Side button.

The Side button is located on the right edge below the volume button.

or

Tap the red Hang Up button.

Located on the bottom of the touchscreen.

Create a Phone Contact

Tap the Talk button, wait for the tone. Then, say:

Create contact

or

Add contact.

RealSAM will ask you to say the contact name and phone number. **Tap the Talk button, wait for the tone.** Then, say your contact details like:

Sam, 333 772 7708

or

Miss Real, 301 547 7230

Contact List

Tap the Talk button, wait for the tone. Then, say:

My Contacts

or

List Contacts

Select the contact by saying the option number. RealSAM will tell you the contact name and phone number, and give you the option to call, text, change name, change number or delete the contact.

Call a Contact

Tap the Talk button, wait for the tone. Then, say **Call**, followed by the contacts name like:

Call Sam

Send a Text Message

Tap the Talk button, wait for the tone. Then, say:

Send text

or

Send message

RealSAM will ask who you want to send the message to. **Tap the Talk button, wait for the tone.** Then, say your contact name or a phone number like:

Sam

or

123 456 7890

RealSAM will prompt you to say your message. **Tap the Talk button, wait for the tone,** then say your message like:

Hello Sam, how are you?

RealSAM will repeat your message and ask you to say: **yes** to send or say: **no** to cancel.

Read and Reply to Text messages

RealSAM will notify you when you have received a text message. To read the message, **Tap the Talk button, wait for the tone.** Then, say:

Read Messages

RealSAM will list your messages starting with the most recent. Select the message you want to read using the options number like **Number 1**.

After listening to the message say :

Reply

RealSAM will prompt you to say your message.

RealSAM will repeat your message and ask you to say: **yes** to send or say: **no** to cancel the message.

Battery Level

Check your battery level. **Tap the Talk button, wait for the tone.** Then, say:

Battery

or

Check battery level.

RealSAM will reply with the battery level as a percentage out of 100.

Change the Volume

To change the volume use the physical volume button located on the right edge of the phone. Press the upper half of the button to increase the volume. RealSAM will announce when you have reached the **maximum volume**. Press the lower half of the button to decrease the volume. RealSAM will announce when you have reached the **minimum volume**.

To learn more about features, voice commands and tips for using the touchscreen please continue reading the user guide.

[Back to the start](#)

About RealSAM

You will discover how to use your RealSAM Phone.

- [What is in the box?](#)
 - [Device Layout](#)
 - [How to Turn RealSAM ON and OFF](#)
 - [How to Charge RealSAM & Check the Battery level](#)
 - [How to Talk with RealSAM](#)
 - [How to use Lists](#)
 - [How to use the Touch-screen](#)
 - [How to use the Side button](#)
 - [Accessing the User Guide](#)
- [Back to the start](#)

Whats in the Box

Content List

Your new RealSAM device is ready to use straight out of the box and comes with:

- RealSAM Phone device
- A one-page Quick Start guide
- O2 SIM card inside the device
- A USB-C charging cable
- SIM card Tool
- Lanyard with attachment
- You may also have chosen to buy a wall plug

RealSAM Phone device

Your RealSAM Phone is the most important and largest item in your box. A detailed description of the layout of your RealSAM Phone can be found in the Device Layout section of the user guide.

One-page Quick Start Guide

The one-page Quick Start guide gives you some great tips for getting started with your RealSAM. If you misplaced your one-page Quick Start guide, you can access a copy from [our website](#)

The USB-C Cable

You can charge your RealSAM device using the USB-C charging cable. You will need a USB-C wall plug if you want to charge your phone using a traditional plug.

Connect the smallest end of the charging cable into the socket on the bottom of your phone. The larger end can connect either into the plug or into your computer to charge your phone.

If lost or broken, the charger and power cable can be replaced. Contact Customer Support for more information, phone: 0333 772 7708 or email: helpline@realsam.co.uk

SIM card Tool

The SIM card tool is made of wired metal, and is similar in size to a paperclip. The SIM card Tool is used to open the SIM card tray. Your device will come with a SIM card installed but you may choose to change this to a different SIM card if you have not purchased an O2 mobile plan.

Lanyard

Using a lanyard to wear your RealSAM device is a great way to keep your hands free!

The Lanyard comes with an attachment to secure your lanyard to your phone. This attachment is a durable tether to keep your phone secure. To use the lanyard you will first need to secure the attachment.

Step 1 Wipe the back of your phone with a cloth to remove any dust

Step 2 Then remove the film at the back of the attachment to reveal a sticky surface

Step 3 Now place the sticky side on the back of your phone

We recommend leaving the attachment to stick for 1 hour before use for best results.

[Back to the start](#)

Device Layout

Your RealSAM Phone has a simple and refined design. The front of the device is a seamless glass touchscreen. The back, curved edges and two buttons are made from a smooth plastic.

When the touchscreen is facing you, if you can feel the three camera lenses near the top right corner the phone is upright.

The layout of your RealSAM is described in relation to the front of the device in an upright position.

Side Button

The Side Button is a multipurpose button that can be used to power on your RealSAM device, hang-up or reject a phone call, and lock or unlock the touchscreen.

The Side Button is located on the right edge of your device. It is a flat oblong shaped button, positioned just off center; next to the volume button which is a raised narrow oblong button. For most adults when holding RealSAM device upright in your right hand your thumb will be able to reach the Side button.

For more information read [How to use the Side Button](#).

Volume Button

The Volume Button is used to control your RealSAM audio level. The Volume Button can be used to confirm a selection, like when RealSAM asks you to press it to cancel power off. The Volume button is located on the right edge of your device. It is a raised narrow oblong button. Pressing the upper half of this button closest to the corner will turn the volume up. Pressing the lower half will turn the volume down. RealSAM will announce when you have reached the maximum or minimum volume.

USB-C Charging port

The USB-C Charging port is used to connect your charging cable and can be used to connect compatible devices like headphones. The USB-C Charging port is located on the bottom edge. The port is positioned in the middle of the edge and is a small oblong shaped hole. For more information about charging your phone read [How to charge RealSAM](#).

Speakers & Microphones

The speakers play all the audio from your RealSAM. While the Microphones lets RealSAM know what you have said. There are two speakers. One speaker is located at the very top of the touchscreen seamlessly integrated into the edge. The second speaker is located on the bottom edge near the right corner. This speaker is made up of a series of very small slots. On the Top edge is a small hole similar in size to a pin head; this is one of the microphones. The second microphone is also the size of a pin head and is located on the Bottom edge of the phone near the USB-C Charging port.

Helpful Tip

If your RealSAM does not understand, check that you have not covered the microphones.

To hear your RealSAM clearly make sure that the speakers are free from obstruction.

Cameras

Your RealSAM has cameras on the front and back of the device. The cameras will only turn ON when using features that require a camera like the Magnifier or Be My Eyes.

The front camera is integrated into the touchscreen, which means you can not feel the edge of the lens. The front camera is located centrally at the very top of the touchscreen. The main camera is located at the back of the phone near the Volume button. The main camera has three circular raised lenses and a small flash.

SIM card & Memory Card Tray

The SIM card & Memory Tray is located on the left edge of the device. Near the top left corner. The SIM card & Memory Tray can be tricky to find as it sits flush with the edge. Next to the tray is a small hole where the SIM card Tool is inserted to eject the tray. Your RealSAM comes with a SIM installed, so you may never need to open the SIM card tray. For more information about opening and inserting a SIM card please read [How to Insert a SIM Card](#).

[Back to the start](#)

How to Turn RealSAM ON or OFF

Power ON RealSAM

Turn RealSAM ON:

Step 1 Press and hold down the side button until it vibrates

Step 2 Lift your finger off the button

Step 3 RealSAM will start loading, this may take a moment

You will know the phone has completely loaded when you hear the welcome message.

Helpful Tip

If you do not feel a vibration within 10 seconds, try the sequence again. If you still have no response, the battery may be flat. Connect your phone to a charger, and when it is charged try again.

Power OFF RealSAM by Voice

Turn RealSAM OFF using your voice:

First, **Tap the Talk button, wait for the tone.** Then, say:

Power OFF.

RealSAM will ask you to confirm that you want to power off.

To power off press the talk button, or to cancel press the volume up button.

Power OFF using the Touchscreen

Turn RealSAM OFF using the Touchscreen:

Step 1 Open the main menu by using an L gesture

RealSAM will open the touchscreen menu and say: **Showing Main Menu.**

Step 2 Use the slide & lift gesture to select **Power OFF**

A new touchscreen menu will open, with the option to confirm power off or cancel.

Step 3 Use the slide & lift gesture to select **Power OFF**

Power OFF Setting

The power OFF setting provides two choices for confirming power off.

Option 1 | Power OFF behaviour Unconfirmed

RealSAM will announce that it is powering off and you will hear some beeps. Press the talk button during the beeps to cancel the power off sequence.

Option 2 | Power OFF behaviour Confirmed

RealSAM will ask you to confirm that you want to power off. To power off press the talk button, or to cancel press the volume up button.

To change the Power OFF setting:

Step 1 Open the main menu by using an L gesture

Step 2 Use the slide & lift gesture to select **Settings**

Step 3 Slide your finger until you hear **Power OFF behaviour**

RealSAM will read out your current power OFF behaviour.

Step 4 To change the power OFF behaviour use the slide & lift gesture to select **Power OFF behaviour**

[Back to the start](#)

How to Charge RealSAM

Connecting the Charging Cable

You can charge your RealSAM device using either the traditional plug or USB-C charging cable.

Step 1 Connect the smallest end of the charging cable into the socket on the bottom edge of the RealSAM device.

Step 2 Connect the larger end into the charging plug or into your computer to charge your phone

Both the charger and the cable can be replaced if they are faulty. Contact RealSAM Customer Support for more information.

Check the Battery level

To check the Battery:

Tap the Talk button, wait for the tone. Then, say:

What is the battery level?

or

Check battery level

or

Battery.

Your RealSAM will announce the battery level when disconnected from a charger.

RealSAM will always let you know when your battery level is very low.

Helpful Tip

Your RealSAM device can be left charging all day without damaging it.

[Back to the start](#)

How to Talk with RealSAM

To start a conversation you need to let RealSAM know it is time to start listening, to do this you need to use the Talk button.

The Talk button is located on the bottom third of the touchscreen. It is a very large rectangular button labelled with **Tap to Talk**. When you place your finger anywhere on the Talk button it will show it has been selected by changing colour and playing the talk tone.

Now you know where the button is located you can start a conversation!

First, **Tap the Talk button**. Then, **wait** until you hear the **Talk tone**.

After the tone has sounded, you can ask a question or give a command like:

What time is it?

or

Add new contact.

You may hear a **Thinking tone**, after you ask a question or give a command. The thinking tone indicates that RealSAM is processing information.

RealSAM will respond with an answer like:

The time is 4 PM;

or

Ask for more information, like: **Please say the name or number for the contact.**

To reply to a question RealSAM asked just Tap the Talk button before you speak!

To end a conversation with RealSAM. First, **Tap the Talk button, wait for the tone**. Then, say:

Stop

or

Cancel.

RealSAM will confirm that the conversation has ended. If you double Tap the Talk Button RealSAM may give an **Error tone**. The error tone indicates that RealSAM has stopped processing your command.

Helpful Tip

Sometimes, RealSAM may misunderstand what you have said. To help RealSAM understand, try speaking a little bit slower or emphasising the pronunciation. This can help RealSAM to identify the word you have said.

[Back to the start](#)

Navigating Lists

RealSAM loves lists! Your options are typically listed in groups of five, which can help you to find what you want quickly!

Make a Selection from a List

Using numbers

Select an option from a list using the option number. For example if you **Tap the Talk button, wait for the tone**. Then, say:

Set speech speed

RealSAM will start listing your options, like: **I can speak in many ways. 1. This is me speaking slowly; 2. This is my normal speech speed; 3. This is me speaking fast; 4. This is me speaking very fast; 5. This is me speaking extremely fast.**

To select **This is me speaking slowly** from the list using the option number. **Tap the Talk button, wait for the tone**. Then, say:

Number 1

To select **This is me speaking** from the list using the options number; **Tap the Talk button, wait for the tone**. Then, say:

Number 3

Using keywords

To select an option from a list using keywords. For example if you **Tap the Talk button, wait for the tone**. Then, say:

Set speech speed.

RealSAM will start listing your options, like: **I can speak in many ways. 1. This is me speaking slowly; 2. This is my normal speech speed; 3. This is me speaking fast; 4. This is me speaking very fast; 5. This is me speaking extremely fast.**

To select option 4 using keywords: **Tap the Talk button, wait for the tone.** Then, say:

Very fast.

To select option 2 using keywords: **Tap the Talk button, wait for the tone.** Then, say:

Normal

While RealSAM is listing options, you can make a selection by interrupting RealSAM on the option you want, by tapping the Talk button. For example RealSAM said: **This is your contact list initial 5 of 35 1. Alice 2. Andy.**

Then, you interrupt by **Tap the Talk button, wait for the tone.** Then, say:

That one

or

Yes

RealSAM will then select **Andy**. Please be aware that you must Tap the Talk button quickly, to interrupt. As RealSAM may select the next item in the list if there is a delay.

Hear the List Again

Ask RealSAM to repeat the list. **Tap the Talk button, wait for the tone.** Then, say:

Repeat

or

Say that again.

Navigate Lists

To move forward in the list when there are more than five options. **Tap the Talk button, wait for the tone.** Then, say:

Next

or

Advance

To move to the previous group of options in the list. **Tap the Talk button, wait for the tone.** Then, say:

Back

or

Go Back.

To move forward in the list by a specified number of options. **Tap the Talk button, wait for the tone.** Then, say:

Jump forward 25

Helpful Tip

You can say any number of options, but it must be smaller than the total number of options listed. For example if RealSAM said, **listing first 5 of 35**; you can only jump forward by 30 or any number smaller than 30.

To move backward in the list by a specified number of options. **Tap the Talk button, wait for the tone.** Then, say:

Jump back 10

or

Jump backward 10

Search through a List

To find an option that starts with a specific letter. Say a command that includes the phrase, **Next starting with.**

For example if you wanted to find a contact starting with the letter G you would: **Tap the Talk button, wait for the tone.** Then, say:

Next starting with G

RealSAM will find the next option in the list starting with the letter G. Please be aware that when searching by, **Next starting with**, the results exclude words like, The, or A. It is also important to note that the words **starting with** are crucial to search this way.

To search through the list using a keyword, say a command that includes the phrase **Next containing** followed by your key word.

For example if you were searching for a contact named James **Tap the Talk button, wait for the tone**. Then, say:

Next containing James

It is important to note that the **Next containing** command can only be used to search for whole words, not for letters.

Exit a List

Tap the Talk button, wait for the tone. Then, say:

Cancel

or

Stop

or

Exit

Helpful Tip

RealSAM remembers the last conversation you were having. This means that if you did not make a selection during your last interaction RealSAM may repeat the list again when you next use your phone. If you do not want to make a selection, use an exit command like **Cancel**

[Back to the start](#)

Touchscreen

How to use a Touchscreen

A touchscreen is a display that is responsive to human touch.

You can use your RealSAM touchscreen to open the main menu and do things like choose a ringtone.

To use the touchscreen you will need to use touchscreen gestures.

Touchscreen gestures are actions or a pattern of movement used to interact with RealSAM. The gestures you can use are: Tap, Double Tap, Slide & Lift, and the L gesture.

How To Make Gestures

Tap: Quickly place your finger on the screen then lift it off the screen.

Double Tap: Quickly place your finger on the screen then lift it off, then place your finger back on the screen and quickly lift it off.

Slide & Lift: Place your finger on the screen, then keep your finger on the screen, slide it up, down, right or left. When you hear the option you want, lift your finger off the screen this confirms the selection.

L Gesture: Place your finger on the top left corner of your screen. Keeping your finger on the screen, slide it down towards the bottom left corner. Then, slide your finger across to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touchscreen menu and say: **Showing Main Menu.**

You can also open the touchscreen menu by saying **Show main menu** or **Show L menu** or **Show the menu.**

Importantly, when touching the screen RealSAM will always announce your options. When you make a selection using a gesture RealSAM will provide feedback through voice or tone to confirm your choice. If RealSAM did not recognise the selection you will be given the advice **No action.**

Touchscreen: Main Menu

To open the Main Menu use the L gesture, or say **Show main menu.**

RealSAM will open the touchscreen menu and say: **Showing Main Menu.**

The main menu has the following options:

- Call Contacts
- Call Number
- Settings
- User Guide
- Sighted Assistance Menu
- Assistance Call
- Outdoor Locations
- Power Off

To select an option from the Main Menu use the slide & lift gesture.

RealSAM will announce if another touchscreen menu has opened by saying **Showing** followed by the menus name like **Showing Settings menu**.

Use the slide & Lift gesture to make any further selections.

Then, select **Done** to exit the Main Menu and return to the Home Screen to use the Talk button.

Please be aware that the Talk button does not work while the Main Menu is open.

[Back to the start](#)

How to Use the Side button

The Side button is a multipurpose button and can be used to turn RealSAM on, reject and hang-up a phone call and lock or unlock the touchscreen.

Reject or Hang-Up a Phone Call

When a phone call is received RealSAM will announce who is calling.

If you do not want to answer the call, press the Side button quickly.

At the end of a phone call you can end the phone call by pressing the Side button quickly.

Helpful Tip

It is important to press the Side button quickly because if you hold it down you could activate the lock screen.

Locking and Unlocking RealSAM

The lock function allows you to Lock and Unlock the touchscreen of your device. This can be helpful to prevent accidentally hitting the Talk buttons when carrying your RealSAM device in a bag or a pocket.

To lock your device, press and hold the side button for approximately 3 seconds, or until you hear **locked** and the screen display will dim.

You will no longer be able to Tap the Talk button or use the touchscreen. However, when your device is locked you are still able to change the volume using the volume button.

Your RealSAM can be locked using your voice. **Tap the Talk button, wait for the tone.** Then say:

Lock screen

To unlock your device, hold the side button down for approximately 3 seconds, or until you hear **unlocked**. You will now be able to use all the features available on your RealSAM device.

[Back to the start](#)

Accessing the User Guide

There are two ways to access this user guide, either using the touchscreen or using your voice. If you have locked your device, you will need to unlock it, by holding down the side button, until you hear **unlocked**, to access the user guide.

Accessing the user guide with your voice

To access the user guide using your voice. First, **Tap, Talk button, wait for the tone**. Then, say: **user guide**. RealSAM will let you know that it is reading the user guide, and then list the sections or topics for you to choose from. To choose one of these sections you can interrupt the listing. To do this **Tap, Talk button, wait for the tone**. Then, say:and say **yes** or **that one**, or, after the listing has finished you could, for example, say **number one** to select the first item in the list.

If at any point you want to go back a step or return to where you just came from, say **go back**.

Accessing the user guide via the touchscreen

You can access the user guide using the touchscreen on your device. To do this you must first access the touchscreen menu by drawing a large L with your finger along the edge of your screen, starting from the top left corner and ending at the bottom right.

Once you have opened the touchscreen menu you can slowly slide your finger up and down the screen until you hear the option **user guide**. Lift your finger off the screen to select it. Your device will then tell you that it is showing the user guide.

After this your device will have a list of sections for you to choose from on the screen. You can listen to the titles of these sections by sliding your finger up and down the screen, and then you can select one by lifting your finger off the screen.

If you want to go back up a level to the options you previously had, slide your finger up and down the screen until you hear **done** or **back** and lift your finger off to select it. To exit the touchscreen menu, you will need to go back a number of times by selecting these **done** or **back** options. When you exit the touchscreen menu your device will say **exiting menu**.

For more help advice, **Tap the Talk button**. Then, say: **Help**.

[Back to the start](#)

Device Management

Learn how to personalise your RealSAM Phone and tips for managing your device.

Select a topic to learn more:

- [Phone Call Settings](#)
- [Audio Settings](#)
- [Screen Display Settings](#)
- [On Screen Text Display](#)
- [WiFi Settings](#)
- [Bluetooth Settings](#)
- [Device Information](#)
- [Battery Management](#)
- [Mobile Data Management](#)

[Back to the start](#)

Phone Call Settings

Select a Ringtone

Your RealSAM device has a number of ringtones for you to choose from.

To change the Ringtone using the touchscreen:

Step 1 Open the Main Menu using the L gesture

Step 2 Use the slide & lift gesture to select **Settings**

Step 3 Use the slide & lift gesture to select **Change Ringtone**.

Step 4 Run your finger up and down the Ringtone choices and RealSAM will announce the ringtones name. When you release your finger RealSAM will select the Ringtone and

play it for you.

Step 5 Select **Done** when you are finished. This is located at the bottom of the screen and will take you back up to the settings menu.

Step 6 Select **Done** twice more to exit the Touch Screen Menu.

Helpful Tip

To move through the ringtone options select the **Next Page** or **Previous Page** on the touchscreen list.

Set Ring Volume

To change the Ring Volume using the touchscreen:

Step 1 Open the Main Menu using the L gesture

Step 2 Use the slide & lift gesture to select **Settings**

Step 3 Use the slide & lift gesture to select **Ring Volume**.

Step 4 Run your finger up and down the volume choices, then release to select a volume level.

Step 5 Select **Done** when finished, which is at the bottom of the screen. This will take you back up to the settings menu.

Step 6 Select **Done** twice more to exit the Touch Screen Menu.

Loudspeaker Setting

The loudspeaker setting gives you the option to start all your phone calls with the loudspeaker ON or OFF.

To turn the loudspeaker ON or OFF:

Step 1 Open the Main Menu using the L gesture

Step 2 Use the slide & lift gesture to select **Settings**

The loudspeaker option on the Settings menu is a toggle button. This means the same button is used to turn the loudspeaker ON or OFF.

You will hear either **Enable start call on speaker**, or **Disable start call on speaker**.

Step 3 If you lift your finger off, enable start call on speaker you will then hear **Start call on speaker enabled**. The loudspeaker will be turned **ON** for all phone calls.

Step 4 If you lift your finger off **Disable start call on speaker** you will then hear **Start call on speaker disabled**. The loudspeaker will be turned **OFF** for all phone calls.

Step 5 To return to the main menu from the settings menu select **Done**. Then, return to your home screen from the main menu select **Done**, you will now be able to use the Talk button

Helpful Tip

The loudspeaker can still be turned ON or OFF during a phone call using the touchscreen dial pad for more information go to the **Communication** section of this guide.

Extend Ring Time

You can extend the time your RealSAM Phone will ring for. This can be useful if you find that your RealSAM device is not ringing for long enough, and you are missing calls.

Tap the Talk button, wait for the tone. Then, say:

Extend ring

[Back to the start](#)

Audio Settings

Audio Settings on your RealSAM device can be customised to suit your needs. Some audio settings can be adjusted using the volume buttons or touchscreen menu, while others can be set using your voice.

Media Volume

Media Volume is the volume of all media being played, including the voice of RealSAM. There are two ways to change the Media Volume.

Change Media Volume using the Volume button: On the right side of your device there are two buttons, one long and one short. The long button, which is closest to the top of your device, is the volume button. Press the upper half of this button to turn the volume up. Press the lower half of this button to turn the volume down.

Change Media Volume using the Touch-screen:

Step 1 Open the Main Menu using the L gesture

Step 2 Use the slide & lift gesture to select **Settings**

The settings menu will open.

Step 3 Use the slide & lift gesture to select **Set Media Volume**

Your options for Media volume will be displayed from level four to level ten.

Step 4 Use the slide & lift gesture to the listen to the media levels

Step 5 Make a selection using the slide & lift gesture

RealSAM will confirm the volume level that was selected.

Step 6 Use the slide & lift gesture to select **Done** to return to the Settings menu. To return to the Main Menu select **Done** until you hear **Exiting Main Menu**. You will now be able to use the Talk button

Change RealSAM Speech Speed

To change the speech speed. **Tap the Talk button, wait for the tone.** Then, say:

Set speech speed

RealSAM will play a sample of each speech speed. To hear the options again **Tap the Talk button, wait for the tone.** Then, say:

Repeat

Next, choose one of the speeds. **Tap the Talk button, wait for the tone.** Then, say the number like

Number 3.

To increase the speech speed incrementally, that is by one level at a time. **Tap the Talk button, wait for the tone.** Then, say:

Speak faster

To decrease the speech speed incrementally. **Tap the Talk button, wait for the tone.** Then, say:

Speak slower

To move to a specific speech level. **Tap the Talk button, wait for the tone.** Then, say:

Speak slowly

or

Speak normally

or

Speak fast

or

Speak very fast

or

Speak extremely fast

Change RealSAM Voice

Tap the Talk button, wait for the tone. Then, say:

Change Voice

RealSAM will list all the voices you can use. To navigate the list. **Tap the Talk button, wait for the tone.** Then, say:

Next

or

Go back.

To make a selection. **Tap the Talk button, wait for the tone.** Then, say an option number like:

Number 4

or

Number 5

To exit voice selection **Tap the Talk button, wait for the tone.** Then, say:

Cancel.

The introductory voice when you start up RealSAM is pre-recorded, so it cannot be changed.

[Back to the start](#)

Screen Display Settings

Screen Brightness

To change the brightness of the display screen. **Tap the Talk button, wait for the tone.** Then, say one of these phrases:

Screen very bright

Screen bright

Screen brighter

Screen more bright

Screen less bright

Dim screen

Screen dim

Screen very dim

Screen darker

Screen very dark

Dark screen

Helpful Tip

The brighter the display screen the more power your RealSAM will use.

Auto Dim

The Auto Dim setting is used to set the length of time before your screen will go dark after you stop using it. Dimming your screen can help save battery.

To adjust the Auto Dim setting:

Step 1 Open the touchscreen **Main Menu** using the L gesture

Step 2 Use the slide & lift gesture to select **Settings**

The Settings menu will open

Step 3 Use the slide & lift gesture to select **Auto Dim**

The Auto Dim menu has options for the dimness level, which is how dark your screen becomes; and, the length of time the device must be inactive for before the screen dims.

Step 4 Use the slide & lift gesture to set your Auto Dim level or length of time.

RealSAM will confirm your selection

Step 5 Use the slide & lift gesture to select **done** to exit the menu **exiting menu**

Helpful Tip

For tips for using the touchscreen and gestures, please refer to the **About RealSAM** section of the user guide and choose the topic **Touchscreen** .

If you have locked your device, your screen will automatically be very dim. For more information, please refer to the **About RealSAM** section of the user guide and choose the topic **Locking and Unlocking your device**.

[Back to the start](#)

On Screen Text Display

Display on-screen text for output and SMS

RealSAM Pocket can display two types of on screen text: the last spoken response from the device (dialog output) and the most recent SMS received.

These features provide additional accessibility for users who benefit from visual confirmation of spoken feedback.

Access the L Menu by swiping from the top

To open the L Menu, swipe down from near the top of the screen. As your finger moves over the hamburger icon, the device will say **Menu**. As you continue dragging toward the bottom, it will say **Right**.

This gesture opens the touch screen menu from any screen.

Turn on on-screen text display options

To configure the on screen text features:

Open the L Menu and select **Settings**

Choose **On Screen Text**

Adjust the display options as needed

Adjust colour, size, and visibility of text

The following settings are available in the On Screen Text menu:

Text on Screen: Turn the display of the last dialog output on or off

Text Color: Choose the colour of text shown on screen and in the L Menu

Background Color: Set the background colour behind on screen text

Text Size: Set the font size for the last dialog output (does not affect L Menu text)

SMS Text Size: Adjust the font size for displaying the most recent SMS

SMS Display: Set how long the last SMS is shown on screen (default is 30 seconds)

Note: SMS will not be displayed if it was received before the last device restart.

Show the last device response as text

When enabled, the most recent spoken response from the device is shown on screen as text.

This is helpful for reviewing what the device just said, especially in noisy environments.

Show the most recent text message on screen

When enabled, the most recent SMS is displayed temporarily on screen after it is received.

You can control how long it remains visible through the **SMS Display** setting.

Additional notes and accessibility use cases

The two on screen text areas: dialog output and SMS, can be enabled independently.

These features are especially useful for users with partial hearing or those who prefer to read instead of listen. They also support environments where spoken output may be disruptive or unclear.

[Back to the start](#)

WiFi Settings

Connecting your RealSAM device to a WiFi network is a great way to stay connected and save your mobile data.

Connect to WiFi by Voice

Step 1 Tap the Talk button, wait for the tone. Then, say:

WiFi Settings

or

Configure WiFi

The WiFi touchscreen menu will open.

Step 2 Use the slide & lift gesture to select your preferred network

If the network you have selected is password protected RealSAM will open a touchscreen keypad to enter the password

Step 3 Use the slide & lift gesture to select the letters, numbers or symbols required for your password

For more guidance for entering a password read How to enter a password.

Step 4 Use the slide & lift gesture to select **Done**

Step 5 RealSAM will tell you if you have successfully connected to the network

Step 6 If your password was incorrect the list of networks will reopen. Select the network you want then re-enter the password

Helpful Tip

If you are on a mobile plan, or if you are already connected to a WiFi network, you can still set up a new WiFi network.

Connect to a WiFi network using the Touchscreen

You can use the screen on the front of the device to connect to WiFi. To do this, open the touchscreen menu by drawing a large L on your screen, select **Settings**, then select **Configure WiFi** and follow the instructions provided by the device.

Connect to a WiFi network using the device buttons

If you are not connected to any mobile or WiFi network, then you will need to enter WiFi configuration manually:

Step 1 First, press and hold the talk button down for approximately 10 seconds, ignore the sound that you hear in the first couple of seconds, and continue to hold the talk button.

Step 2 After about 10 seconds, RealSAM will say, **Now press the volume up button within 5 seconds to enter WiFi configuration.**

Step 3 Press the volume up button to enter wifi configuration.

Next the device will announce that there is a list of available WiFi networks on the screen.

Step 1 Place your finger on the screen, near the top left, and slowly move your finger down the screen. It will read out the name of the WiFi networks as your finger passes down the list.

Step 2 There will usually be a single column listed down the screen, however, if there are lots of networks near you, there may be two, or even three columns listed.

Step 3 Move your finger up and down the list, and side to side if necessary, as many times as you like until you find the network that you are looking for.

Step 4 When you hear the name of the network that you wish to join, lift your finger off the screen.

Step 5 If the network you have selected is not password protected, the device will now connect to the network you selected.

How to enter a Password

If the network you have selected is password protected, then another screen will appear. On this screen is a grid of lower case letters near the top, symbols in the middle, and uppercase letters near the bottom.

Step 1 Place your finger near the top left corner of the screen, and slowly move your finger across the screen. RealSAM will read out the letters and symbols as your finger passes them on the grid.

Step 2 You can move your finger around the grid as many times as you like until you hear the letter or symbol that you want.

Step 3 When you hear the letter or symbol, lift your finger to select it, and in this way you will spell out the password.

Step 4 Select the **Read** button, which is located near the top of your screen. When you press this button RealSAM will read back to you what you have typed.

Useful Keypad buttons:

Cancel button located near the bottom left corner of the screen, will cancel entering the password and return to Home.

QWERTY button located near the bottom of the screen positioned in the centre. This button allows you to switch a standard Q W E R T Y keyboard format. If you select this button, your screen will change to a landscape lowercase QWERTY keyboard. You can use this keyboard layout in the same way as normal by slowly moving your finger around the screen, and lifting your finger off the screen to select the option you want.

Done located near the bottom of the screen on the right. Use this button when you are ready to submit the password you have entered.

Delete button located above the cancel button, will remove the last character you entered.

Move left and **Move right** are located to the right of the Cancel button. These buttons allow you to move left or right of a character in the text you have typed. After selecting one of the move buttons, the device will tell you what character it has selected, you can then press the delete button to delete that character, or choose another character to insert it to the left of the selected one.

When you have entered the password, select **Done** button to join the network. If the password is correct, RealSAM will confirm that you are connected to the WiFi network.

Reconnect to a known WiFi Network

Once RealSAM has successfully connected to a WiFi network, it will remember it, and automatically reconnect to that network within range. You can save multiple WiFi networks. You could have one at home, one at work, one at your favourite cafe.

Helpful Tip

RealSAM cannot connect to WiFi networks that require that the password is entered through a web page, such as many restaurants and other commercial establishments are currently using. If you connect to one of these, and RealSAM is not responding, you should forget this network to prevent connection to it in future. How to do this is described in the Forget section of this article.

Forget a WiFi Network

To forget a WiFi network, and stop RealSAM connecting to it in future, you will first need to enter WiFi configuration. To do this you can either, say **configure WiFi**, or, hold the talk button for 10 seconds to enter WiFi configuration, or use the touchscreen menu and navigate to settings and then to **configure wifi**. Once you have done this RealSAM will display a list of WiFi networks on the touchscreen, at the bottom of the list is a Forget button. Slowly slide your finger down the screen until you hear **Forget a network** and lift your finger to select this option. RealSAM will then display a list of networks which you can forget, slowly slide your finger around the touchscreen until you hear the network that you wish to forget and lift your finger to select it.

RealSAM will then confirm that it has forgotten the network you selected and will bring you back to the WiFi configuration window.

Turn WiFi Access ON or OFF

To turn off WiFi access that is the ability for your phone to connect to a WiFi network.

First, **Tap the Talk button, wait for the tone**. Then, say:

Disable WiFi

To turn WiFi access on:

Tap the Talk button, wait for the tone. Then, say:

Enable WiFi

[Back to the start](#)

Bluetooth

Your RealSAM device can be connected to a wide variety of Bluetooth devices. This may be a hearing aid, a headset with microphone or a wireless speaker to help you enjoy using your device.

To get started, first turn on Bluetooth. **Tap the Talk button, wait for the tone.** Then say:

Enable bluetooth

To connect a new Bluetooth device:

Tap the Talk button, wait for the tone. Then say:

Pair Bluetooth

Your RealSAM device will then scan for available Bluetooth devices and list them for you, you can choose from this list to pair a new device.

You can also manage the devices you have previously connected to:

Tap the Talk button, wait for the tone. Then say:

Manage Bluetooth

Your device will read you a list of all your previously connected Bluetooth devices, you can choose an item from this list and either: connect to the device, or forget the device.

You can turn off your Bluetooth connection at any time:

Tap the Talk button, wait for the tone. Then say:

Disable Bluetooth.

Use the Sighted Assistance Menu to pair and manage Bluetooth devices.

Step 1 Open the Main Menu using the L gesture.

Step 2 Use the slide & lift gesture to select **Sighted Menu**

The Sighted Assistance Menu will open.

Step 3 Use the slide & lift gesture to select **Visual Bluetooth Settings**

RealSAM will tell you the bluetooth menu has opened. Please remember that this menu is part of the Sighted Assistance menu and does not have accessibility features like

screen reading.

Step 4 Slide the toggle button to the right to turn ON Bluetooth

Step 5 Tap the device from the list you want to connect to.

Your RealSAM will connect to the device.

Step 6 Tap

Helpful Tip

Non-audio Bluetooth devices like keyboards, cannot be connected to RealSAM.

[Back to the start](#)

Device Settings

The Device Settings provide information about the current status of your device. This information can be helpful when talking with the RealSAM support team.

To determine network connections and signal strength:

Tap the Talk button, wait for the tone. Then, say:

Network status

To find what version of the RealSAM software is running.

Tap the Talk button, wait for the tone. Then, say:
Version

To get the latest software:

Tap the Talk button, wait for the tone. Then, say:

Upgrade device.

RealSAM usually updates itself, checking every 4 hours.

To get your I M E I number, SIM, WiFi information and signal strength:

Tap the Talk button, wait for the tone. Then, say:

Device info.

[Back to the start](#)

How to Charge RealSAM

Connecting the Charging Cable

You can charge your RealSAM device using either the traditional plug or USB-C charging cable.

Step 1 Connect the smallest end of the charging cable into the socket on the bottom edge of the RealSAM device.

Step 2 Connect the larger end into the charging plug or into your computer to charge your phone

Both the charger and the cable can be replaced if they are faulty. Contact RealSAM Customer Support for more information.

Check the Battery level

To check the Battery:

Tap the Talk button, wait for the tone. Then, say:

What is the battery level?

or

Check battery level

or

Battery.

Your RealSAM will announce the battery level when disconnected from a charger.

RealSAM will always let you know when your battery level is very low.

Helpful Tip

Your RealSAM device can be left charging all day without damaging it.

[Back to the start](#)

Managing your Mobile Data

When you are not connected to Wifi, interactions you have with RealSAM will use up some of your data. This is true regardless of if you have purchased a data plan from us or if you have arranged your own.

Thus, to avoid running out of data we highly recommend connecting to Wifi networks in places you frequent, like your home, your work, or even your favourite cafe!

For more information on how to connect to a Wifi network, see the

- [Wifi configuration](#)

section of the user guide for more information on how to do this.

[Back to the start](#)

Communications

You can use RealSAM to make phone calls and send messages. The Communications section of the user guide will help you learn how to do this, as well as how to, set up your contacts list, leave and receive voicemails and use the dial pad while in a call. Some articles on how these features work are listed below:

- [Working with Contacts](#)
- [Phone Calls - Making, Answering and Returning them](#)
- [Using Tones While on a Call](#)
- [Voicemail](#)
- [Messages](#)
- [WhatsApp](#)
- [Syncing WhatsApp Contacts](#)

[Back to the start](#)

Working with Contacts

RealSAM can create and manage contacts in a variety of ways. Creating contacts makes using the phone and messaging capabilities easier. RealSAM can store contact names and telephone numbers, not addresses or other information.

Creating Contacts by Voice

To create new contacts using your voice you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say: **New contact**, or, **Add contact** or, **Create contact**. RealSAM will then prompt you to say the name and then the number of your new contact.

Step 3. Tap the Talk Button, and wait for the tone. Then, say the name of your new contact.

When you are more accustomed with this feature you could say something like **New contact James 1 2 3 4 5 6 7** all at once.

Creating Contacts from calls made or received

To create contacts using your call log you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say, **Recent calls**

Step 3. Choose which call you would like to save a contact for, using the number it was listed as in the call log. To do this **Tap the Talk Button, and wait for the tone**, then say the chosen number.

Step 4. Tap the Talk Button, wait for the tone. Then, say **Add contact**. You will then be asked to choose a name for the new contact.

Step 5. Tap the Talk Button, wait for the tone. Then, say the name of your new contact.

Creating Contacts using the Customer Portal

RealSAM has an online portal where you can access and add to your contact list using a computer. To use this portal you will need to log in to an account specific to you, in order to get your login details you will need to:

Step 1. Tap the Talk button, and wait for the tone

Step 2. Say **What is my Portal Login** to get your login details.

Step 3. Go to the [customer portal](#) and use the login details which RealSAM gave you.

Step 4. Once you are logged in, press the **Contact Management** button. You will then be shown a page which contains two large buttons which say **Add Contact** and **Upload Contacts**, and underneath these buttons, you will see your contacts list, which will be arranged into a table with 3 columns.

Step 5. Press the **Add contact** button. You will then be shown two text boxes, the left is meant for the **Name** of your contact, and the right is meant for the **Number** of your contact.

Step 6. Fill in the name and number of your contact, then press the **Cancel** button, or the **Save** button. These buttons are located just below the **Name** and **Number** text boxes.

Creating Assistance Contacts

Using RealSAM you can create assistance contacts. In the event of an emergency, when you **Tap the Talk Button** and say **Make assistance call** these contacts will be alerted, and told you are in need of assistance.

To create a new assistance contact, you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **New contact**. RealSAM will then prompt you to say the name of the new contact.

Step 3. Say the word **Assistance** followed by the chosen name. For example you could say **Assistance, Nick** if you wanted to create an assistance contact for someone called Nick. **Step 4.** RealSAM will then ask you to say the phone number for this new contact. **Tap the Talk Button, wait for the tone.** Then, say the number for the contact.

Alternatively, if you want to make an existing contact into an assistance contact, you will need to rename the contact, so that the word **assistance** comes before the name. To do this:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say: **list contact** followed by the contact you want. For example you could say **List Contact James** or **List Contact Kelly**. RealSAM will then read out the current details for that contact.

Step 3. Tap the Talk Button, wait for the tone. Then say: **change name**. RealSAM will ask you to say the new name.

Step 4. Tap the Talk Button, wait for the tone and say **Assistance** followed by the name of your contact. For example, say: **Assistance James** or **Assistance Kelly**.

RealSAM will read out the new details of your contact for you.

Changing Contact Names

To change the name of an existing contact you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **List contacts**. RealSAM will then read out your contacts list.

Step 3. Select the contact you wish to change from the list using the options number. To do this **Tap the Talk Button, wait for the tone**. Then say something like **Number 2**.

Step 4. Tap the Talk Button, wait for the tone. Then, say **Change name**. RealSAM will then prompt you to say a new name for the contact.

Step 5. Tap the Talk Button, wait for the tone. Then, say the new name for the contact.

RealSAM will then read out the new contact information to you.

Helpful tip: If RealSAM is having trouble hearing the name that you are saying, instead of speaking the name, in step 4, you can **Tap the Talk Button, wait for the tone**. Then, say **keyboard** to bring up the onscreen keyboard, and use the slide and lift gesture to type out the name more accurately. For more information on how to use the touchscreen please refer to the **How to use a Touchscreen** section of the user guide.

Alternatively you can also edit your contacts using the portal website.

Changing Contact Phone Numbers

To change the phone number of an existing contact, you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **List Contacts** to access your contacts list

Step 3. Select the contact you wish to change from the list using the options number. To do this **Tap the Talk Button, wait for the tone**. Then say something like **number 2**.

Step 4. Tap the Talk Button, wait for the tone. Then, say **Change number**. RealSAM will then prompt you to say a new phone number for the contact.

Step 5. Tap the Talk Button, wait for the tone. Then say the new number for the contact. RealSAM will then read out the new contact information to you

Alternatively you can also edit your contacts using the portal website.

Deleting contacts

If you have accidentally created multiple contacts for the same person, or if you just want to clean up your contacts list, you may want to delete a contact.

To delete a contact you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. say List Contacts. RealSAM will read out your contacts list

Step 3. Select the contact you want to delete from the list using the options number. To do this **Tap the Talk Button, wait for the tone.** Then say something like **Number 3.** RealSAM will tell you the name, and phone number for this contact, and then provide you with a list of options for what to do with it

Step 4. Tap the Talk Button, wait for the tone. Then, say **Delete.**

Step 5. RealSAM will then confirm you want to delete the contact. **Tap the Talk Button, wait for the tone.** Then say **yes** to delete, or **no** to cancel. If you say yes, RealSAM will then confirm to you that the contact has been deleted.

Finding Contacts Using Your Voice

RealSAM can keep a list of contacts for you. In order to access these contacts you will need to:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **List Contacts** or say **List contacts for James.** RealSAM will respectively read either all contacts, or contacts with the name James.

Step 3. Select the contact you want from the list using the options number. To do this **Tap the Talk Button, wait for the tone.** Then say something like **Number 3.** RealSAM will then list a series of options regarding the contact such as calling or editing the contact.

Step 4. Choose what you want to do and follow the instructions RealSAM gives you after that.

Finding Contacts Using the Customer Portal

It is also possible for you to view your contacts list via the RealSAM online portal.

To access this portal go to the [customer portal](#) and use your personal login details to log in.

If you do not already know your login details, **Tap the Talk button, wait for the tone** then, ask RealSAM **What is my Portal Login**.

Once you have logged in to the portal, to access your contact list you will need to:

Step 1. Click on the **Contact Management** button, this button will have white text on a navy blue background.

You will then be shown a page which contains two large buttons which say **Add Contact** and **Upload Contacts**, and underneath these buttons, you will see your contacts list, which will be arranged into a table with 3 columns. From left to right, these columns are labeled **Name**, **Number** and **Actions**.

Step 2. To help you find a contact, you can sort your contacts list alphabetically from A to Z, or from Z to A. To do this, click on the **Name** column label, to change the sort order.

You can also use this page to edit, delete, or add contacts to your contacts list. For more information on how to do this please refer to the **RealSAM Customer Portal** section of the user guide.

[Back to the start](#)

Phone Calls

Using RealSAM you can make and answer phone calls. This section gives a quick overview of all the features for using the phone call function.

Answering Calls

To answer a call you can :

Use the touchscreen to answer. To accept a call, slide your finger around slowly near the bottom of your touchscreen, and when RealSAM says **Accept**, lift your finger off the screen to do so.

Hanging up and Rejecting Calls

To Reject an incoming phone call, or hang up an ongoing phone call you can:

Press the lock button. **Helpful tip:** try not to hold the lock button down for too long, as you might accidentally **lock** your touchscreen instead of hanging up the call.

You can also hang up an ongoing call using the touchscreen. To do this:

Use the slide & lift gesture to select **Hang up**. For more information on how to do this please refer to the **How to use a touchscreen** section of the user guide.

Calling a Contact Using Your Voice

To call an existing contact using your voice:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **Call** followed by the name of the contact you want to call. For example you could say **Call James Bond**. To call an existing contact named **James Bond**.

Helpful tip: you will need to have wifi or data connection to make calls using your voice. However if you are in an area without wifi or data, you can still use the touchscreen menu to make calls.

Calling a Contact Using The Touchscreen

To call an existing contact using your touchscreen you will need to:

Step 1. Access the touchscreen menu using the L gesture.

Step 2. Use the slide & lift gesture to select **Call Contact**. RealSAM will display a list of your contacts on the screen.

Step 3. Use the slide & lift gesture to select the contact you want to call. RealSAM will then let you know that it is calling your contact.

Helpful tip: If you have a lot of contacts, you may have to look through multiple pages of contacts by using the slide & lift gesture to select the **next** or **previous** buttons.

For more information on how to use touchscreen gestures please refer to the **How to use a touchscreen** section of the user guide.

Calling a Phone Number Using Your Voice

To call a phone number using your voice:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **Call** followed by the phone number you wish to call. For example, you could say **Call 07123 456 789**.

Helpful tip: you will need to have wifi or data connection to make calls using your voice. However if you are in an area without wifi or data, you can still use the touchscreen menu to make calls.

Calling a Phone Number Using The Touchscreen

To call a Phone Number using your touchscreen you will need to:

Step 1. Access the touchscreen menu using the L gesture.

Step 2. Use the slide & lift gesture to select **Call number**. RealSAM will display a traditional phone number pad on your screen.

Step 3. Use the slide & lift gesture to type out the phone number digit by digit.

Step 4. Check the full phone number you have typed out before calling. To do this, slide your finger around near the top of the screen, when you hear RealSAM starting to read out the number, lift your finger off the screen, and RealSAM will read the number out in full.

Step 5. If you are happy with the number you have typed in, use the slide & lift gesture to select **Call**.

For more information on how to use touchscreen gestures please refer to the **How to use a touchscreen** section of the user guide.

Redialing Calls

RealSAM will remember the phone number you have most recently dialed, if you want to ring this number again:

Step 1. Tap the **Talk** button, and wait for the tone.

Step 2. Say: **redial** or **last number redial**. If the number you are going to dial is not already a contact, RealSAM will ask you if you want to call this person, or add them as a contact.

Helpful tip: You can also access a list of your recent outgoing calls. To do this say **Recent outgoing calls**. You will be able to select any of your recent calls, and either, call that number again, or, if the number is not in your contacts, create a contact for that number.

Returning Calls

RealSAM logs the calls you make and receive, so you can easily return calls.

You can get lists of your previous calls. To do this **Tap the Talk Button, wait for the tone.** Then say **Recent incoming calls** or **Recent outgoing calls**.

To return a recent call:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **Recent incoming calls**. RealSAM will then tell you who has called, if they are saved in your contacts list. Otherwise RealSAM will simply list the phone numbers that have called.

Step 3. Choose from the list of recent calls. To do this **Tap the Talk Button, wait for the tone.** Then say the options number **not** the name, for example **number 3**, and their phone will ring.

Alternatively if you want to return your most recent incoming call, you can say **Return call**.

In either of these situations, if a caller is not already a contact, RealSAM will ask you if you want to call this person or add them as a contact.

Making assistance calls

You can ask RealSAM to call your designated Assistance contact from your contact list. Importantly, Assistance Calls should not be used in place of calling Emergency Services such as 999 or 111.

To make an assistance call:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **Call Assistance** or **Make assistance call**. RealSAM will call the first Assistance contact in your contact list, and also send a text message to all your other assistance contacts. The text message notifies your Assistance contacts that you require support and states your current location.

For more information on how to make assistance contacts, please refer to the **Creating assistance contacts** article in the **Working with contacts** section of the user guide.

[Back to the start](#)

Using the Dial Pad on a Call

The on-screen Dial Pad can be used during a call to do a few different things. It can be used to enter numbers, for example when an organisation asks you to choose options from a voice menu by selecting numbers. It can also be used to turn on and off loudspeaker mode, mute and unmute your microphone, and hang up the call.

Using the Dial Pad to Enter Numbers During a Call

To use the dial pad to enter numbers during a call you will need to use the touchscreen. To do this:

Place your finger on the touchscreen, and use the slide & lift gesture to select the number you want to enter.

For more information on how to use touchscreen gestures, please refer to the **How to use a touchscreen** section of the user guide.

Turning Speaker Mode ON or OFF During Calls

To turn speaker mode ON or OFF during a phone call you can:

Place your finger on the touchscreen, and use the slide & lift gesture to select **toggle speaker**. For more information on how to use touchscreen gestures, please refer to the **How to use a touchscreen** section of the user guide.

Turning Your Microphone ON and OFF During Calls

During a phone call, you might want to turn off your microphone temporarily so that the other person cannot hear you. To turn your microphone on or off you can:

Place your finger on the touchscreen, and use the slide & lift gesture to select **toggle microphone**. For more information on how to use touchscreen gestures, please refer to the **How to use a touchscreen** section of the user guide.

[Back to the start](#)

Voicemail

Your RealSAM device has a Voicemail service. To access your Voicemail system with ease we suggest you create a Voicemail contact.

You will first have to find the voicemail phone number of your mobile carrier. Then you can create a contact called **Voicemail**. by doing the following:

Step 1. Tap the Talk button, and wait for the tone

Step 2. Say: **Add contact** or **Create new contact**. Your RealSAM device will ask you to say the name and a number for the contact.

Step 3. Tap the Talk button, wait for the tone. Then, say **Voicemail** followed by the voicemail phone number, for example **Voicemail, 321**.

Step 4. RealSAM will confirm the contact details. If they are incorrect you can edit the contact. To do this **Tap the Talk button, wait for the tone**. Then, say: **Change name** or **Change number** to change the corresponding details.

Step 5. Once you have created a Voicemail contact you can access your Voicemail by saying **Call Voicemail**.

While using the Voicemail system you may need to use the dial pad to select an option. To do this, place your finger on the touchscreen, and use the slide & lift gesture to select the numbers you want. For more information on how to use touchscreen gestures, please refer to the **How to use a touchscreen** section of the user guide.

More information on how to use the dial pad and other features of phone calls are detailed in the **Phone calls, making, answering and returning them** and **Using tones while on a call** sections of the user guide.

Helpful tip: If you ask RealSAM to **Call Voicemail** when there is no existing voicemail contact, your device will tell you that this is the case, and give you a brief set of instructions on how to set up a Voicemail contact.

[Back to the start](#)

Messages

RealSAM can send and receive text messages just by using your voice.

Sending a Text Message by using your Voice

You can use RealSAM to send text messages to existing contacts, or to phone numbers.

To send a text to a contact:

Step 1. Tap the Talk button, and wait for the tone.

Step 2. Say: **Send text to** followed by the name of the contact. For example you could say **Send text to James Bond**.

To send a text to a number:

Step 1. Tap the Talk button, and wait for the tone.

Step 2. Say: **Send a text to** followed by the phone number you want to call. For example you could say **Send a text to 0412 039 495**.

You will then be asked to speak the message, that is, dictate it. RealSAM will then replay it to you, and you will be asked if you want to send it.

To answer this question **Tap the Talk Button, wait for the tone**. Then say one of the following:

Yes, to send.

or

No, to cancel.

or

If you want to add another recipient for the message you can say **add** followed by a phone number, or the name of one of your contacts.

Reading Text Messages by Using Your Voice

To read text messages that you have received:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say **Read Messages** RealSAM will read you a numbered list of messages, and the first few words from each.

Step 3. If you need, you can then **Tap the Talk Button, wait for the tone**. Then say, **Next** to move onto the next 5 messages, or say **Go back** to move back to the previous 5 messages in the list.

Step 4. Choose the message you want to read from the list using the options number. To do this **Tap the Talk Button, wait for the tone**. Then, say the options number. RealSAM will read out the text to you in full.

Helpful tips: If you miss anything, you can also get RealSAM to read out the message to you again. To do this **Tap the Talk Button, wait for the tone**. Then, say **Read again**.

If you accidentally select the wrong message, you can always **Tap the Talk Button, wait for the tone.** Then, say **list** to get RealSAM to list all the messages again.

Replying to Text Messages Using Your Voice

To respond to a text message that you have received:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say Read Messages

Step 3. RealSAM will read you a numbered list of messages, choose the message you want to respond to using the options number. To do this **Tap the Talk Button, wait for the tone.** Then, say the options number.

Step 4. RealSAM will read the text message to you and give you a number of options on what to do next. To reply to the text **Tap the Talk Button, wait for the tone.** Then, say **Reply.**

Step 5. RealSAM will prompt you to speak your response. **Tap the Talk Button, wait for the tone.** Then, speak your message.

Step 6. Once you have spoken your message, RealSAM will read it back to you, and ask if you want to send it. **Tap the Talk Button, wait for the tone.** Then, say **Yes** to send the message, or say **No** to cancel.

Deleting Text Messages

To delete text messages:

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Say Read Messages.

Step 3. RealSAM will read you a numbered list of messages, choose the message you want to delete using the options number. To do this **Tap the Talk Button, wait for the tone.** Then, say the options number.

Step 4. RealSAM will read the text message to you and give you a number of options on what to do next. To delete the text **Tap the Talk Button, wait for the tone.** Then, say **Delete.**

RealSAM will then let you know it has deleted the text message.

[Back to the start](#)

WhatsApp

WhatsApp is an App that allows you to connect with other people who have WhatsApp. You can access WhatsApp through the My Android Apps menu, with a Screen Reader. The Screen Reader will read the screen when you slide your finger over text and buttons. Initial registration and all WhatsApp features can be accessed by starting WhatsApp and using it as an Android App. After you have registered, and synced your contacts, then you can make a WhatsApp call using voice from within Real SAM.

The following will help you get started using the Real SAM friendly features of WhatsApp

WhatsApp calls

There are two types of WhatsApp calls, Voice calls and Video calls. To make either type of call, you must first have registered for WhatsApp, and have a valid WhatsApp contact on your device.

To make a WhatsApp Voice call:

Say, **Make a WhatsApp call to** followed by the name, or number, of your contact. For example **Make a WhatsApp call to Charles**, or, **Make a WhatsApp call to 0 7 8 4 9 1 2 3 4 5 6**. You can also say more simply **WhatsApp call Charles**

RealSAM will alert you that it is making the call, and then open the WhatsApp app and begin calling your contact.

Other WhatsApp features:

Other WhatsApp features, such as video calling, must be accessed via the Android App, which can be opened from the My Apps menu.

Receive a WhatsApp call:

When you receive a WhatsApp call, your device will ring as it normally does for a phone call, but additionally RealSAM will announce to you that is either a **WhatsApp video call** or a **WhatsApp voice call**.

To answer the call, press the **Accept** button near the bottom of your screen.

To reject the call, press the side button.

WhatsApp messaging

You can send WhatsApp messages to your WhatsApp contacts using your voice. To send a message:

Step 1. Say, **Send a WhatsApp message** or **Write a WhatsApp message** or **WhatsApp message**

Step 2. RealSAM will ask you who you want to send a message to, say the name or number of the contact.

Step 3. When RealSAM prompts you, Tap the talk button and dictate your message

Step 4. RealSAM will repeat your message back to you, and ask you if you want to send it. Say **yes** to send the message, or, **no** to cancel sending.

You can also simplify this process by stringing together these steps and saying something like, **Send a WhatsApp message saying Hi, how are you to Caitlin**

Receiving WhatsApp messages

When you receive a WhatsApp message, RealSAM will announce that you have a **New WhatsApp message** and tell you who it is from. To read incoming messages you will need to open the app and use screen reader gestures. This is an advanced feature, for more information on how to do this, please refer to the **Access Android Apps** section of the user guide.

[Back to the start](#)

Syncing WhatsApp Contacts

Ensure WhatsApp can access your RealSAM contacts

RealSAM Pocket stores your contacts in the Android contact list. However, WhatsApp does not automatically sync with this list. To use WhatsApp with your RealSAM contacts, you need to manually trigger the sync process.

This process involves updating your contacts on RealSAM and then refreshing the contact list within WhatsApp.

Update your RealSAM contacts to Android

To ensure your RealSAM contacts are correctly synced to the Android contact list:

Say **Update Contacts** to trigger the synchronization process.

This action updates the Android contact list with your current RealSAM contacts.

Refresh WhatsApp contact list

After updating your contacts:

Say **Open WhatsApp** or open via the **My Android Apps** menu or the **Sighted Assistance Menu**.

Tap the **New Chat** icon (usually a speech bubble) at the bottom right.

Tap the **Three Dots** menu in the top right corner.

Select **Refresh** to update the contact list.

This will prompt WhatsApp to sync with your updated Android contact list.

Additional tips for syncing contacts

Ensure your contacts are saved with the correct country code (e.g., +44 for UK).

If issues persist, consider restarting your device or reinstalling WhatsApp.

[Back to the start](#)

Assistance Features on RealSAM

RealSAM has many helpful features designed to assist daily life:

- [Weather Forecasts](#)
- [Telling the Time](#)
- [Reminders](#)
- [Magnifier](#)
- [Object Recognition and Reading Text](#)
- [Assistance calls](#)
- [Be My Eyes Visual Assistance](#)
- [Orientation or 'Where Am I'](#)
- [Outdoor locations](#)
- [Access-Android](#)
- [My Android Apps](#)

[Back to the start](#)

Weather Forecasts

RealSAM can report the weather all around the world!

Find out the current Weather in your Location

To find out the current temperature in your location. **Tap the Talk button, wait for the tone.** Then, say:

Temperature

or

What is the weather like?

Find out the Weather Forecast in your Location

To find out the weather forecast in your current location. **Tap the Talk button, wait for the tone.** Then, say:

What is the forecast?

or

Weather forecast

Find out the Weather for a different Location

To find out the current temperature in a location. **Tap the Talk button, wait for the tone.** Then, say:

What is the weather like in Bristol?

or

What is the temperature in Hawaii?

To find out the weather forecast in another location. **Tap the Talk button, wait for the tone.** Then, say:

What is the forecast in London, United Kingdom?

or

Weather forecast for Michigan

[Back to the start](#)

How to ask RealSAM for the Time & Date

To find out the time in your current location. **Tap the Talk button, wait for the tone.** Then, say:

What is the time?

or

Tell me the time

To find out the time in another region. **Tap the Talk button, wait for the tone.** Then, say:

Tell me the time in Singapore

or

What is the time in Paris, France?

To find out the current date for your location. **Tap the Talk button, wait for the tone.** Then, say:

Tell me the date

To find out the date in another region. **Tap the Talk button, wait for the tone.** Then, say:

What is the date in India?

[Back to the start](#)

Reminders

RealSAM can help you stay organised with reminders.

How to Set a Reminder

To set a one-off reminder. **Tap the Talk button, wait for the tone.** Then, say:

Remind me in 90 minutes to turn off the oven

or

Set a reminder for 90 minutes to turn off the oven

Helpful Tip

You can say any length of time, but RealSAM will be confused if you combine hours and minutes. To help RealSAM please say, 90 minutes instead of 1 hour 30 minutes.

Check your Reminders

To find out how many reminders you have. **Tap the Talk button, wait for the tone.** Then, say:

List reminders

or

What reminders do I have?

Delete a Reminder

Step 1 Tap Tap the Talk button, wait for the tone. Then say:

List reminders

RealSAM will list any reminders that you have.

Step 2 Select the reminder you want to cancel by saying the options number. Tap Tap the Talk button, wait for the tone. Then say for example:

Number 1

RealSAM will confirm that the reminder has been cancelled.

[Back to the start](#)

Magnifier

The RealSAM Phone Magnifier can enlarge text, identify and describe objects and read information.

How to open the Magnifier

To open the Magnifier:

Tap the Talk button, wait for the tone. Then, say:

Open Magnifier

or

Magnifier

The Magnifier will open on the touchscreen and turn ON the cameras, located on the back of your device. You can use your voice or the touchscreen when using the magnifier.

How to use the Magnifier with your voice

To turn on the cameras flash

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **turn on flash** .

To turn off the cameras flash

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **turn off flash**.

To focus the camera

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **focus**.

To capture an image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **freeze** or **capture image**.

To unfreeze the image, so that you can capture a new image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **unfreeze** or **new image**.

To magnify an image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **zoom in** or **magnify**.

To minimize and image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **zoom out**.

To detect objectS in an image.

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **freeze** or **capture image**.

Step 3. Tap the Talk Button, and wait for the tone.

Step 4. Then, say **detect object** or **what is this?**.

To read text in an image.

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **freeze** or **capture image**.

Step 3. Tap the Talk Button, and wait for the tone.

Step 4. Then, say **text recognition** or **read**.

To change the brightness of a frozen image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **increase brightness** or **decrease brightness**.

To change the contrasts of a frozen image

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **increase contrast** or **decrease contrast**.

To change the colours of a frozen image.

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **change colour to black yellow**.

You can replace black yellow with any of the high contrast colour options: **Blue-Yellow**, **Yellow-Blue**, **Black-Yellow**, **Black-Green**, and **Black-Blue**. The image can also be set to **Greyscale** or **Inverse**.

To restore the image and remove any colour, contrasts or brightness changes.

Step 1. Tap the Talk Button, and wait for the tone.

Step 2. Then, say **restore**.

Magnifier Touch-screen Buttons

The Magnifier has the following touchscreen features and buttons that can be selected using the slide & lift gesture:

Tap to Talk button is located on the touchscreen towards the bottom edge and needs to be tapped before giving voice commands.

Focus is a feature that sharpens the quality of the image you want to capture. Tap near the center of your touchscreen to focus the image. RealSAM will say **focused** to confirm that the image has been focused.

Flash button is located on the top left corner of the touchscreen. When you use the slide & lift gesture on this button, RealSAM will announce if you are going to **turn ON flash** or **turn OFF flash**

Zoom IN button is located above the Talk Button to the left side on your touchscreen, and when selected makes the image bigger

Zoom OUT button is located above the Talk Button to the right of your touchscreen, and when selected will make the image smaller

Freeze & Unfreeze button is located above the Talk Button in the middle between the zoom in and zoom out buttons. The Freeze button must be selected to capture the image.

Exit button is located on the top right corner of the touchscreen. Selecting Exit will close the Magnifier.

After an image has been frozen, the **Menu** button will be displayed on the top left corner of the touchscreen. When the Menu button is selected, a touchscreen menu will open on the screen, you can interact with this menu using the slide and lift gesture. Using this menu you can enhance your image in various ways, or ask RealSAM to help you understand your image.

For example:

The **Brightness menu** will open to a second menu, where you can increase or decrease the brightness of your image

The **Contrast menu** will open to a second menu, where you can increase or decrease the contrast of your image

The **Colours menu** will allow open to a second menu, where you can select a high colour contrast option to apply to your image

Text recognition will get RealSAM to process the image, and read out the text that it recognises

Object recognition will get RealSAM to process the image, and identify any objects that it recognises

Restore image will restore the image to the original state, by removing any colour, brightness or contrast changes

Exit magnifier will close the magnifier - note, this will cause you to lose your frozen image

Done will close the menu, and return you to your frozen image with any changes applied

This menu works in the same way as the normal touchscreen menu that you open with the L gesture. If you need a refresher on how to use touchscreens, please refer to the **How to use a touchscreen** section of the user guide.

Capturing an image

To begin using the magnifier, say **Open magnifier** or **Magnifier**. The magnifier uses your camera, which is located on the back of your device. You will need to point the camera at the object that you want to magnify or inspect.

There are two ways to capture an image, by voice, or, by touchscreen.

To capture an image by voice, point your camera at the object of interest, then **Tap the Talk button, wait for the tone** and say:

Freeze

Or

Capture image

To capture an image by touchscreen, while holding your camera towards the object of interest you will need to select the **Freeze** button, located just above the talk button on your screen.

To do this:

1. Find the **Freeze** button, by slowly sliding your finger around the screen until you hear your device say **Freeze**.
2. Select the **Freeze** button by lifting your finger off the screen. Your device should say **Frozen** to let you know that you have successfully captured an image.

If you are unhappy with the image you have captured and want to take a new one, you can either, **Tap the Talk button, wait for the tone** and say **Unfreeze**. Or, select the **Unfreeze** button, which will be located in the same position as the freeze button was.

Once you have captured an image, you can use the magnifier to enhance the image, identify objects within the image, and read text within the image. These functions will be discussed in the other sections of this guide.

Editing the image

Once you have captured an image you can enhance it in various ways, to do this you will need to access the menu, which will be located near the top left corner of your touchscreen. You can slowly slide your finger up and down this menu to hear the different options, and lift your finger off to select one. Some examples of these options are:

1. Contrast menu, where you can change the contrast of the image
2. Brightness menu, where you can change the brightness of the image
3. Colours menu, where you can change the colour of the image, turn it to greyscale, or invert the colours in the image
4. And more

You can also zoom in and zoom out of the image using the **Zoom in** and **Zoom out** buttons discussed in the **magnifier touch-screen buttons** section. Additionally you can pan the magnified image around with your finger to focus on the part that you want.

If you want to capture another image, press the Unfreeze button, or **Tap the Talk button, wait for the tone** and say **Unfreeze**.

Please note that none of the images captured using the magnifier are saved.

Identifying objects and reading text

The magnifier function can help you to identify objects, or read text by capturing an image.

Once you have captured an image you can use these features by voice, or by touchscreen.

To do this by voice:

Tap the Talk button, wait for the tone and say:

Detect object or **What is this**, to get RealSAM to help you identify objects in the image.

Or

Text recognition or **Read**, to get RealSAM to read out any text that it recognises in the image.

To use these features by touchscreen:

Use the Slide & lift gesture to select the **menu** button, located near the top left corner of your screen.

Then use the slide and lift gesture to select either

Text recognition, to get RealSAM to read out any text that it recognises in the image.

Or

Object recognition, to get RealSAM to help you identify objects in the image.

Please note that none of the images captured using the magnifier are saved.

[Back to the start](#)

Object Recognition and Reading Text

Identify Objects and Read Text

Your RealSAM can identify objects or read text using the Magnifier feature.

To open the Magnifier:

Tap the Talk button, wait for the tone. Then, say:

Open Magnifier

or

Magnifier

The Magnifier will open on the touchscreen and turn ON the cameras, located on the back of your device.

To Capture an Image for Object Recognition and Text Reading

You will first need to point the camera at the object that you want to identify or read.

Then, you can either capture an image by voice or by touchscreen.

To capture an image by voice, **Tap the Talk button, wait for the tone** and say **Freeze**

To capture an image by touchscreen, slowly slide your finger around the screen until you hear your device announce **Freeze** and lift your finger off the screen to select this button.

To use Object Recognition and Text Reading

Now that you have captured an image, you can use object or text recognition. You can once again do this by voice, or by touchscreen.

To start object recognition by voice, **Tap the Talk button, wait for the tone** and say **Detect object** or **What is this?**.

To start text reading by voice, **Tap the Talk button, wait for the tone** and say **Text recognition** or **Read**

To start object recognition or text reading by touchscreen

Use the Slide & Lift gesture to select the **menu** button, located near the top left corner of your screen. Then, once the menu has opened, use the Slide & Lift gesture again to select either **Text Recognition** or **Object Recognition**.

Helpful Tip

If you are unhappy with the image you have captured and want to take a new one, you can tap the Unfreeze button, which will be located in the same position as the freeze button was, in the middle at the bottom of your touchscreen.

Please note that images captured using the Magnifier are not saved.

[Back to the start](#)

Assistance Calls

Using RealSAM you can set up contacts who will be alerted in the case of an emergency. To alert your device to an emergency, make an assistance call by saying **make assistance call**

Making assistance contacts

Assistance contacts are contacts which will be called or texted, and told you are in need of assistance, in the event of an emergency when you make an assistance call.

To create an assistance contact, you will have to create a contact as normal, but name the contact **assistance** followed by the name of the person. For example, you could create a contact named **Assistance Nick**. Alternatively, if you want to make an existing contact into an assistance contact, you will need to rename the contact, so that the persons name is preceded by the word **assistance**.

Making assistance calls

You can use RealSAM to make assistance calls. Assistance calls can be made in the event of an emergency. Making an assistance call will cause RealSAM to text your assistance contacts, and let them know you are in need of assistance. RealSAM will additionally call the first assistance contact in your contact list, the contact list is ordered alphabetically. To make an assistance call, say **make assistance call**.

[Back to the start](#)

Be My Eyes

Be My Eyes is an organisation that connects blind and low-vision people with sighted volunteers for visual assistance through a live video call.

Setting up a Be My Eyes account

In order to use Be My Eyes and start a call with a sighted individual, you will first need to set up an account. This process may seem daunting but RealSAM will do most of the work for you, so do not worry.

First, **Tap the Talk button, wait for the tone**. Then, say:

Be My Eyes

Once you have done this RealSAM will connect to Be My Eyes and ask you to review the terms and conditions of usage.

If you agree to the terms and conditions, RealSAM will start up Be My Eyes and complete your registration. This registration can sometimes take a while so you might have to wait for a few minutes before you can make a call.

How to use Be My Eyes

To use the Be My Eyes function once your account has been set up. **Tap the Talk button, wait for the tone.** Then, say:

Be My Eyes

RealSAM will take a few seconds, and then tell you that it is calling the first available volunteer. If you decide that you do not want to make the call, to cancel **Tap the Talk button.**

Once the call has started you will be able to talk with the volunteer on the other end of the line. This volunteer will be using the camera on the back of your device to see, so it is important that you are holding your device correctly. To do this make sure the screen side of your device is facing you, and ensure your fingers are not covering the camera lens. To end the call, **Tap the Talk button.**

[Back to the start](#)

Orientation

RealSAM can tell you your current location.

Just say, Tap the Talk Button. Then, say:

Where am I?

RealSAM will give you the closest street address, as well as the nearest cross street. Note that this works best when you are outside, so that RealSAM can connect to as many satellites as possible.

If you are inside when you ask, RealSAM will generally have a guess, but the location details may not be accurate.

Find out local points of interest near you.

Tap the Talk button, wait for the tone. Then say:

What is around here?

or

What is nearby?

or

Local points of interest

[Back to the start](#)

Outdoor Locations

RealSAM's Outdoor Locations function allows you to set names for locations while you are outdoors, such as your local grocery store or a friend's house. When this function is on, it will also tell you when you are close to any of your set locations.

Setting a name for a location

To start the Outdoor Locations function. **Tap the Talk button, wait for the tone.** Then, say:

Start locations

The first time you do this you will have to accept the terms and conditions.

Once Outdoor Locations has started you may label your current location however you like. For example, if you were in your home you could **Tap the Talk button, wait for the tone.** Then say:

Label location as home

Or if you were at your grocery store you could say:

Label location as grocery store

The next time you are near these places, and outdoor locations is turned on, RealSAM will let you know that they are near.

Once you are done setting locations or navigating **Tap the Talk button, wait for the tone.** Then, say: **Stop locations.**

Managing your Outdoor Locations

You can edit your set Locations. **Tap the Talk button, wait for the tone.** Then, say:

List locations

RealSAM will then read out the names of your locations and ask you to select one. Once you have selected a location you will be able to:

Delete the location

Change the location name

[Back to the start](#)

Access Android Apps

The Access Android feature provides access to external Apps like Google Maps.

When using an App on your RealSAM Phone an accessibility feature will be turned on called Screen Reader. The Screen Reader will read the screen when you slide your finger over text and buttons.

The Android Apps have been developed externally; this means that while using an Android App the RealSAM Talk button will not work. The following steps will assist you to use the Access Android feature.

Open Apps using the touch-screen

Step 1 Open the Main Menu using the L gesture.

Step 2 Use the slide & lift gesture to select **Show my Android Apps**

A list of Apps will be shown on the touch-screen.

Step 3 Use the slide & lift gesture to select the App you want to open for example **Google Maps**

RealSAM will announce that the App is opening.

The first few times you open apps via the touchscreen, RealSAM will give you a quick announcement on how to exit the app.

Helpful Tip The first item in the list of Apps is the **Screen Reader Tutorial**. Use the slide and lift gesture to select this tutorial so that you can familiarise yourself with how to use Screen Reader.

Open Apps using your Voice

To open an App **Tap the Talk button, wait for the tone**. Then, say: **open** followed by the name of the App like:

Open Google Maps

RealSAM will then say **Opening Google Maps**.

Helpful Tip

To find out which Apps you can access. First, **Tap the Talk button, wait for the tone.** Then, say: **List Apps.** RealSAM will then list the Apps you can use.

How to use Screen Reader

Apps on your RealSAM will open with Screen Reader turned on. The Screen Reader will read out buttons, labels and text that is displayed on the touch screen.

When you first use Screen Reader you will be given advice on how to exit apps and return to RealSam. If you want to practice using Screen Reader, you can say **Open Screen Reader Tutorial** and work through the tutorial to familiarise yourself.

There are a few key gestures that are useful to know when using Screen Reader.

The following steps outline how to make a selection using the Double Tap touch-screen gesture.

How to make a Selection

Step 1 Open an App using your Voice or the touch-screen Menu.

Step 2 Slide your finger slowly around the touch-screen.

Step 3 Lift your finger off the screen after you have heard an option that you want, like **Voice search button.**

Step 4 Use a Double Tap anywhere on the screen to confirm your selection.

To make a double tap place your finger on the screen, lift it off then very quickly place it back on the screen and then, lift it off.

Useful Touch-screen Gestures

The following touch-screen gestures can be used while using Apps. Please be aware that every Android App is designed differently so some gestures may not work. For example if an App has not been designed to be scrolled horizontally then the Scroll Right or Left gesture is not expected to work.

Scroll Up or Down: Place two fingers on the screen, then swipe up or down. Repeat the gesture to reach the top or bottom.

Scroll Left or Right: Place two fingers on the screen, then swipe across the screen to the right or left.

Move to the next item on the screen: Place one finger on the screen, then swipe across the screen to the right.

Move to the previous item on the screen: Place one finger on the screen, then swipe across the screen to the left.

How to close an App

To close an App and return to your RealSAM Home screen:

Step 1 Slide your finger across the bottom of the touch-screen until you hear **Home button**.

Step 2 Lift your finger off the screen, then quickly Double Tap anywhere on the screen.

Your RealSAM will say: **Returning to RealSam**. You will now be able to use the Talk button.

[Back to the start](#)

My Android Apps

Access native Android apps directly on your device

The My Android Apps feature allows advanced users to access and use native Android applications directly, outside the RealSAM voice interface.

This includes apps such as **WhatsApp**, **NaviLens**, **Google Maps**, and **Google Chrome**. Additional apps may be added over time.

Because this bypasses the RealSAM voice interface, it is recommended only for users who are familiar with using Android with the TalkBack screen reader.

TalkBack enables screen reader access to Android apps

When using My Android Apps from the main menu, the TalkBack screen reader is automatically turned on (unless configured otherwise). This allows users who are blind or vision impaired to interact with standard Android apps via gestures and spoken feedback.

TalkBack navigation can be complex. You should not attempt to use it without prior knowledge. To assist, a TalkBack tutorial is available at the top of the My Apps screen in the L Menu.

Open My Apps from the main menu or sighted menu

There are two ways to access My Android Apps:

From the main L Menu, select **My Android Apps**. This will launch with TalkBack enabled by default, unless you have turned it off in settings.

From the **Sighted Assistance Menu**, found under **Help and Support**, then **Sighted Menu**. In this case, apps are launched with TalkBack turned off, assuming the user can see the screen.

Launch apps by saying Open WhatsApp, Open Chrome, etc.

You can also launch Android apps by voice. Simply say **Open WhatsApp**, **Open Chrome**, or another app name.

The app will launch with TalkBack enabled or disabled depending on your current My Apps TalkBack setting.

[Back to the start](#)

RealSAM Customer Portal

The RealSAM Customer Portal is a complimentary website for RealSAM users.

From the RealSAM Customer Portal you can:

- Manage your contact list
- Change your customer portal password

The RealSAM Customer Portal can be accessed at:

[customer portal](#)

For more information about the RealSAM Customer Portal select one of these articles:

- [How to Login](#)
- [How to Navigate the Customer Portal](#)
- [Accessibility Settings](#)
- [Contact Management](#)

[Back to the start](#)

How to Login

Using a Temporary Login

To login to your RealSAM Customer Portal, you will need your username and password, which are always available to you on your phone.

First, **Tap the Talk button.**

Then, say: **What is my portal login?**

RealSAM will now respond with your username and password. You will hear something like this:

You can login to the customer portal, at <https://portal.realsam.co.uk/> You have the following username and temporary password, which has five digits, and is only valid for one hour. You may set your own long term password on the portal. The username is: 1 2 3 4 5 and the password is 9 8 7 6 5.

Once you have your username and password, open a web browser.

Go to <https://portal.realsam.co.uk/>

Enter your **login credentials.**

Then, click the **login button.**

The RealSAM Customer Portal Dashboard will open.

Helpful Tip

The password provided by RealSAM is temporary, and is only valid for one hour. If your login was unsuccessful, ask RealSAM **What is my portal login?** If you are still having issues logging into the Portal. Please contact support on 0333 772 7708 or helpline@realsam.co.uk.

[Back to the start](#)

Customer Portal Navigation

The Customer Portal consists of a few helpful pages. When you log into the Customer Portal you should open on the Dashboard page.

The Dashboard has a number of large navy blue tiles with page names and graphic icons. You can click on the desired tile to open the corresponding page.

You can also navigate to the different pages using the navigation menu. This navigation menu, also called a hamburger menu; is a navy blue square with three white horizontal lines and is located on the top of the page.

If you click on the navigation menu, it will expand into a dropdown menu.

Once it opens, you can click on the desired page name and it will take you to that page.

You can choose from these pages:

- Dashboard
- Contact Management
- Messages
- Shop
- Utility
- User Settings
- My Device
- Contact Us

[Back to the start](#)

Accessibility

The RealSAM Customer Portal is compatible with screen readers and has additional accessibility features for users who do not use screen readers. The **Accessibility button** is a mint green square with a navy blue eye symbol. It is located on the top right corner of the Customer Portal pages. Click the Accessibility button to access the drop down menu of options. You can increase font size, decrease font size, apply grayscale and reset. Click the setting you would like to change.

IMPORTANT

The accessibility settings you select will be applied to all pages on the Customer Portal. When you log out, your preference will not be saved, and the Customer Portal will revert to the default accessibility settings.

[Back to the start](#)

Contact Management

The Contact Management page lists all existing contacts whether added on the Customer Portal or your RealSAM. You can view, edit and add contacts to your contact list.

Open the Contact Management Page

The Contact Management page can be accessed from the **Navigation Menu button** or the **Dashboard**.

To access the contact management page from the Navigation Menu button.

First, click on the navigation menu button, located on the top of the page.

A drop down menu will open.

The menu lists all the pages you can access:

- Dashboard
- Contact Management
- Settings
- Contact Us

Then click on **Contact Management**.

The contact management page will open.

or

To access the contact management page from the **Dashboard**.

Click on the **Contact Management** tile located on the left side of the page. The tile is navy blue with a blue phone icon, and the label Contact Management written in white text.

The **Contact Management page** will open.

Description of the Contact Management page

At the top of the screen, you will find the RealSAM logo and the heading RealSAM Customer Portal. The top menu contains the **navigation menu**, **accessibility button** and **logout button**.

The secondary menu provides the option to select **Contact Management** or **Help**. The Contact Management view allows you to view, add and edit your contact list. The Help view provides tips and information for using the Contact Management page.

The Contact Management view has two large navy buttons on the left of the page with white text. The first button is **Add Contact** and the second button is **Upload Contacts**. Below these

buttons is a table which displays your contact list. There are three columns in the table labeled from left to right as **Name**, **Number**, and **Actions**. The **Name** column lists the contacts name. The **Number** column lists the phone number. The **Actions** column has two buttons. The first button is navy blue and labeled **Change Contact**. The second button is red and labeled **Remove Contact**.

Add a Contact

First, click the **Add Contact button**.

A pop-up will open that is labeled **Add Contact**.

The top text box is labeled **Name**.

Place your cursor in the Name text box.

Enter your Contacts Name for example Annabelle Green

Below the Contact Name text box is the **Number** and **Extension** text boxes.

Place your cursor in the Number text box.

Enter the phone number for the contact.

For example 020 7123 4567

If your contact **does not** have an extension number leave the Extension text box **empty**.

If your contact **has an extension number**. Place your cursor in the **Extension** text box and enter the extension number, like 123.

Now click the **Save** button and your contact will be added to your contact list.

IMPORTANT

If you are including the country code for example +44 for the UK you need to type the + symbol when entering the phone number. However, you do not need to include brackets or dashes as separators between groups of numbers, as these are formatted automatically. For example the phone number +44 (020) 7123-4567. Can be entered like + 4 4 0 2 2 7 1 2 3 4 5 6 7.

Add Contacts from a Digital Address book or Mobile phone

You can add contacts to RealSAM from a digital address book or mobile phone.

First you will need to export your contact list from your current mobile phone or digital address book as a VCF or CSV file. To do this please refer to the export advice provided by the mobile phone or email service.

Once you have saved the file login to the customer portal and open the contact management page.

Click the **Upload Contact button**.

A pop-up will open, with heading **Upload Contacts CSV or VCF**

There is a field labeled **Contact File**, This text box is required. To the right of the text box is an attachment icon, a paperclip symbol.

Click on the **Contact File Field** or attachment icon.

Your document folder will open.

Select the file you exported from your phone or digital address book.

Depending on your file system, you may need to confirm your selection.

The file name will now be listed in the contact file field.

Now, click the **Upload button**.

The contacts will now be displayed in the Contact Management list on the RealSAM Customer Portal and be available for you to use on your RealSAM device.

Helpful Tip

When uploading the contact CSV or VCF file, if the file name displayed in the contact file field is incorrect. Select the X on the right edge of the Contact File field. This will remove the file.

How to Find a Contact

You can sort the contact list alphabetically from A to Z or from Z to A. Just click on the column label Name to change the sort order.

At the bottom of the contact list table are buttons Rows per Page, Next, and Back. These buttons can be used to navigate through the list.

How to Change a Contact Name

To change a contact name from the RealSAM contact management page.

First, click the **Change Contact button**, which is located in the Action column of the contact list.

A pop-up will open labeled **Change Contact**.

There are three text boxes. The top text box is **Name** and below is the **Number** and **Extension**.

Place your cursor in the **Name text box**.

Then enter the new name for the contact.

Now, click the **Save** button.

The contact name will be updated on the Customer Portal and your RealSAM device.

To close the Change Contact pop-up without saving your changes click, **Cancel**.

How to Change a Phone Number

First, find the contact you want to change.

Then, click the **Change Contact** button, which is located in the Action column of the contact list.

A pop-up will open labeled **Change Contact**.

There are three text boxes. The top text box is **Name** and below is the **Number** and **Extension**.

Place your cursor in the **Number text box**.

Then enter the phone number for the contact.

Now, click the **Save** button.

The phone number will be updated on the portal and your RealSAM.

How to Change an Extension Phone Number

First, find the contact you want to change.

Then, click the **Change Contact** button, which is located in the Action column of the contact list.

A pop-up will open labeled **Change Contact**.

There are three text boxes. The top text box is **Name** and below is **Number** and **Extension**.

Place your cursor in the **Extension text box**.

Then enter the extension number for the contact.

Now, click the **Save** button.

The extension number will be updated on the portal and your RealSAM.

How to Remove a Contact

To delete a contact from your contact list.

First, find the contact you want to delete.

Once you have found the contact you want to delete.

Then, click the Remove Contact button; in the same row as the contact you want to delete under the Action column.

Then a pop-up will open with a message like:

Are you sure you want to delete contact James with number +44 (207) 123-4567 ?

Now, click **Yes** to confirm you want to remove the contact

or

Click **Cancel** to keep the contact.

[Back to the start](#)

Voice Commands

To help you find useful commands, the Voice Commands are organized into topics.

Say Hello to RealSAM

To greet RealSAM. **Tap the Talk button, wait for the tone.** Then, say:

Hello

or

How are you?

or

Good night

Tell RealSAM your name

To let RealSAM know your name, or how you would like to be addressed. **Tap the Talk button, wait for the tone.** Then, say **my name is**, followed by your name like:

My name is Matilda

or

My name is Max

or

Call me Tilly

Ask RealSAM to Repeat

Sometimes you might miss what RealSAM has said. To hear what RealSAM said again. **Tap the Talk button, wait for the tone.** Then, say:

Repeat

or

Say that again

Ask RealSAM to Cancel, Stop, Exit

To end a conversation or task with RealSAM. **Tap the Talk button, wait for the tone.** Then, say:

Cancel

or

Stop

or

Exit

Helpful Tip

If you Tap the Talk button accidentally or are asking a question and want to cancel, quickly Tap the talk button again. You will hear the error tone which tells you interaction has been stopped.

Help & Support

To access the audio user guide. **Tap the Talk button, wait for the tone.** Then, say:

User Guide

RealSAM will list the sections and articles for you to read. To make a selection from the user guide menu **Tap the Talk button, wait for the tone.** Then, say the number or words from the articles title like, **number 1** or **Quick Start.**

You can ask RealSAM Pocket for advice. **Tap the Talk button, wait for the tone.** Then, say:

Help

The Help advice will be specific to the feature you are currently using. For example if you had just asked RealSAM Pocket to List Contacts, then ask for Help, the advice provided will be about the contact list.

Device Tutorial

For a quick introduction to RealSAM Pocket try the Device Tutorial. **Tap the Talk button, wait for the tone.** Then, say:

Device Tutorial

WiFi Tutorial

For assistance with connecting to WiFi try the WiFi **Tap the Talk button, wait for the tone.** Then, say:

WiFi Tutorial

Check WiFi and Mobile Network Connection

To check if you are connected to WiFi and a mobile network. **Tap the Talk button, wait for the tone.** Then, say:

Network Status

Customer Portal Login

To find out your customer portal login details. **Tap the Talk button, wait for the tone.** Then, say:

What is my portal login?

What is Your Phone Number?

To find out your mobile number. **Tap the Talk button, wait for the tone.** Then, say:

What is my number?

Call Customer Support

Your phone has been loaded with the RealSAM customer support phone number. **Tap the Talk button, wait for the tone.** Then, say:

Call RealSAM

or

Call Helpline

Give Feedback

To provide customer feedback and let us know what we are doing right or what we can do better. **Tap the Talk button, wait for the tone.** Then, say:

Feedback

RealSAM will ask you to provide feedback. **Tap the Talk button, wait for the tone.** Then, give your feedback, you can say anything for example; **I like the option to choose different voices, it would be great to have a voice with an Irish accent.**

Connect to WiFi

To check available WiFi networks. **Tap the Talk button, wait for the tone.** Then, say:

WiFi Settings

or

Configure WiFi.

RealSAM will list available WiFi on your touchscreen. Slide your finger down the screen slowly to hear the network names. Release your finger on the network name you want to connect to. If a password is required to join the network a keyboard will open on the touchscreen. The keyboard is spoken when you slide your finger, the key name will be said when you make the selection, the key name will be said again in a different voice. Select Done once the password. For more information refer to the Entering password section of the user guide.

Check the Battery Level

To check the battery level. **Tap the Talk button, wait for the tone.** Then, say:

Battery

or

Power Level

or

Check battery level

or

What is the battery level?

Power Off

To turn RealSAM off. **Tap the Talk button, wait for the tone.** Then, say:

Power off

Lock Screen

To lock the screen. **Tap the Talk button, wait for the tone.** Then, say:

Lock screen

To unlock the screen, press down the side button for three seconds, or until you hear RealSAM say, **unlocked**. The side button is located on the right edge of the device under the volume button.

Bluetooth

To pair RealSAM with your bluetooth devices. **Tap the Talk button, wait for the tone.** Then, say:

Pair Bluetooth

RealSAM will scan for pairable devices. If there is more than one device available RealSAM will list the devices, follow the prompts to select the device you want to connect to.

To manage the list of bluetooth devices your RealSAM has previously connected to. **Tap the Talk button, wait for the tone.** Then, say:

Manage Bluetooth

To turn bluetooth off. **Tap the Talk button, wait for the tone.** Then, say:

Disable Bluetooth

To turn bluetooth on. **Tap the Talk button, wait for the tone.** Then, say:

Enable Bluetooth

Change RealSAM's Speech Speed'

To change the speech speed. **Tap the Talk button, wait for the tone.** Then, say:

Set speech speed

RealSAM will play a sample of each speech speed. To hear the options again **Tap the Talk button, wait for the tone.** Then, say:

Repeat

Next, choose one of the speeds. **Tap the Talk button, wait for the tone.** Then, say the number like **Number 3**.

To increase the speech speed incrementally, that is by one level at a time. **Tap the Talk button, wait for the tone.** Then, say:

Speak faster

To decrease the speech speed incrementally. **Tap the Talk button, wait for the tone.** Then, say:

Speak slower

To move to a specific speech level. **Tap the Talk button, wait for the tone.** Then, say:

Speak slowly

or

Speak normally

or

Speak fast

or

Speak very fast

or

Speak extremely fast

Change Screen Brightness

To increase the screen brightness. **Tap the Talk button, wait for the tone.** Then, say:

Screen bright

or

Screen brighter.

To decrease the screen brightness. **Tap the Talk button, wait for the tone.** Then, say:

Screen darker

or

Screen very dark

Change RealSAM's Voice'

Tap the Talk button, wait for the tone. Then, say:

Change Voice.

RealSAM will list all the voices you can use. To navigate the list. **Tap the Talk button, wait for the tone.** Then, say:

Next

or

Go back.

To make a selection. **Tap the Talk button, wait for the tone.** Then, say:

Number 4

or

Number 5

Silent Mode

Silent mode turns off your ringtone and text message notification tone. The phone will only vibrate when calls and text messages are received. To turn on silent mode. **Tap the Talk button, wait for the tone.** Then, say:

Enable Silent mode

To turn off silent mode. **Tap the Talk button, wait for the tone.** Then, say:

Disable Silent mode

Extend phone ring

To extend the length of time your phone rings. **Tap the Talk button, wait for the tone.** Then, say:

Extend Ring

Time & Date

To find out the time in your current location. **Tap the Talk button, wait for the tone.** Then, say:

What is the time?

Tell me the time

To find out the time in another region. **Tap the Talk button, wait for the tone.** Then, say:

Tell me the time in Singapore

or

What is the time in Paris, France?

To find out the current date for your location. **Tap the Talk button, wait for the tone.** Then, say:

Tell me the date

To find out the date in another region. **Tap the Talk button, wait for the tone.** Then, say:

What is the date in India?

Weather

RealSAM can report the weather all around the world!

To find out the current temperature in your location. **Tap the Talk button, wait for the tone.** Then, say:

Temperature

or

What is the weather like?

To find out the weather forecast in your current location. **Tap the Talk button, wait for the tone.** Then, say:

What is the forecast?

or

Weather forecast

To find out the current temperature in another location. **Tap the Talk button, wait for the tone.** Then, say:

What is the temperature in Hawaii?

To find out the weather forecast in another location. **Tap the Talk button, wait for the tone.** Then, say:

What is the forecast in London, United Kingdom?

or

Weather forecast for Michigan

Location & Points of Interest

RealSAM can help you stay oriented. To find out your current location. **Tap the Talk button, wait for the tone.** Then, say: Then, say:

Where am I?

or

What is my location?

To find out points of interest near your current location. **Tap the Talk button, wait for the tone.** Then, say:

What is around here?

or

What is nearby?

or

Points of interest

Outdoor Location

Outdoor location is an orientation support feature that allows you to map your personal points of interest; like a park bench. First, **Tap the Talk button, wait for the tone.** Then, say:

Start outdoor locations

RealSAM will confirm that Outdoor Locations has started. Once you have reached a personal point of interest like a park bench. **Tap the Talk button, wait for the tone.** Then, say label location as, followed by the name like:

Label location as Park Bench

RealSAM will confirm that the location has been saved.

To access a list of your saved Outdoor Locations. **Tap the Talk button, wait for the tone.** Then, say:

List Locations

RealSAM will list all your saved outdoor locations.

Be My Eyes

Be My Eyes is an organization that connects blind and low-vision people with sighted volunteers for visual assistance through a live video call. To open Be My Eyes. **Tap the Talk button, wait for the tone.** Then, say:

Be My Eyes

To end the call Tap the end call button on the touchscreen.

Reminders

RealSAM can help you stay organized with reminders.

To set a one-off reminder. **Tap the Talk button, wait for the tone.** Then, say:

Remind me in 90 minutes to turn off the oven

or

Set a reminder for 90 minutes to turn off the oven

Helpful Tip

You can say any length of time, but RealSAM will be confused if you combine hours and minutes. To help RealSAM please say, 90 minutes instead of 1 hour 30 minutes.

To find out how many reminders you have. **Tap the Talk button, wait for the tone.** Then, say:

List reminders

or

What reminders do I have?

From the list of reminders you can cancel a reminder.

[Back to the start](#)

Help & Support

- [Getting Help](#)
- [Troubleshooting](#)
- [Frequently Asked Questions](#)

[Back to the start](#)

Getting Further Help

You can call our office during office hours on **0333 772 7708**. The team there will assist you with using the device, or try and solve the problem if it appears to be with the device or software.

You can email our team on **helpline@realsam.co.uk**

To report an issue or provide feedback. Then, say: **Feedback** followed by your message. For example you could say **Feedback, I like being able to make calls using my voice** or **Feedback, I had a problem here**. Your feedback will be sent to our support team. However this will not generate the same immediate support that you will get by ringing our helpline.

[Back to the start](#)

Troubleshooting

What to do when RealSAM says you do not have Access to the Internet or Transient Network Error

A Transient Network Error is a temporary issue connecting with your RealSAM Phone to your mobile phone network or WiFi network. This can happen when you have a weak signal or when there is a telephone network outage. When RealSAM tells you that you do not have

access to the internet this means that you have either lost your connection or have a poor signal.

To check the strength of your mobile phone network and WiFi connection.

Tap the Talk button, wait for the tone. Then, say:

Network status

If the mobile network connection is less than 2 out of 4. Try moving to a location with a better signal. For example if you were inside a shopping center moving outside may improve the connection.

If you do not experience any improvement please contact RealSAM support on **0333 772 7708**. Please be ready to provide your current location.

Your location information will allow the support team to check for any network outages in the area.

Tap the Talk button, wait for the tone. Then, say:

Where am I ?

When out in the community your RealSAM may connect to a free WiFi Hotspot. Free WiFi Hotspots typically do not provide a strong connection.

Turning OFF WiFi access can improve your network connection.

Tap the Talk button, wait for the tone. Then, say:

Disable WiFi

To turn WiFi access on:

Tap the Talk button, wait for the tone. Then, say:

Enable WiFi

What to do when your RealSAM Phone is Not Talking

Check if the touchscreen is Locked

To unlock your device, hold the side button down for approximately 3 seconds, or until you hear **unlocked**. You should now be able to use all the features available on your RealSAM device. **Check the Volume Level**

The Volume button may have accidentally been pressed and decreased the volume so you can no longer hear RealSAM. To increase the volume press the Volume Up button until you hear **That is maximum volume.**

Check your Network and WiFi connection

Your RealSAM will not work as expected when there is a poor connection to your Mobile network or WiFi To check the strength of your mobile phone network and WiFi connection.

Tap the Talk button, wait for the tone. Then, say:

Network status

To reconnect to WiFi you must use the touchscreen Main Menu.

Step 1 Open the Main Menu by using the L gesture.

To make the L gesture: Place your finger on the top left corner of your screen. Keeping your finger on the screen, slide it down towards the bottom left corner. Then, slide your finger across to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touchscreen menu and say: **Showing Main Menu.**

Step 2 Use the slide & lift gesture to select **Settings**

To make the slide & lift gesture: Place your finger on the screen, then keep your finger on the screen, slide it up, down, right or left. When you hear the option you want, lift your finger off the screen this confirms the selection.

Step 3 Use the slide & lift gesture to select **Configure WiFi**

Step 4 Use the slide & lift gesture to select the WiFi network name you want to connect to.

Step 5 If the WiFi network is password protected use the slide & lift gesture to enter the password.

RealSAM will tell you if the connection was successful

Reset your RealSAM

To reset your phone:

Step 1 Hold down the Side button for about 25 seconds, then release it.

Step 2 Turn ON your RealSAM by holding down the Side button for 2 seconds, and releasing it.

Wait for a minute or so to see if it starts up.

Step 3 Tap the Talk Button, wait for the tone. Then say: **Hello** or another command to check if RealSAM Phone is working.

If this does not work, then your battery may be out of battery. Connect your RealSAM Phone to a charger, and charge it for at least 2 hours. Then unplug the device from the charger, and try turning it on again.

Reboot your RealSAM

If you have tried all the previous steps and your RealSAM is still not responding try a force reboot of your device.

Step 1 Hold down both the Side button and the volume down button at the same time for 25 seconds, then release it.

This should cause your device to reboot itself.

Step 2 Wait for 1 to 5 minutes for RealSAM to start up by itself.

If your RealSAM Phone has started up, you should now be able to Tap the Talk button and start a conversation.

[Back to the start](#)

Frequently Asked Questions

How do I keep my text messages private ?

Connecting your RealSAM to headphones is a great way to make sure you are the only person who can hear your text messages.

How do I protect my passwords ?

Connecting your RealSAM to headphones is a great way to make sure you are the only person who can hear which keys you are selecting to enter your password when connecting to WiFi.

How can I prevent accidentally Pressing the Talk button?

The screen lock function is a handy function which can allow you to **lock** your device. When you lock your device you will be unable to press the talk button or use the touch screen. This

is useful when putting your device in a pocket or a bag, or in other situations where the talk button may accidentally be pressed.

To lock your device, hold down the side button on the side of your device for approximately 3 seconds, after which RealSAM should tell you it is **Locked**. You will be unable to press the talk buttons or use the touch screen, but you will be able to change the volume using the volume button. To unlock your device, repeat the same process by holding down the lock button for a few seconds, your device should then tell you it is **Unlocked**, and you will now be able to use RealSAM as normal.

[Back to the start](#)

Privacy Policy and Terms and Conditions

Privacy Policy

For information on our Privacy Policy, please visit [our privacy policy](#).

Contacting Us.

If there are any questions regarding this privacy policy or our Services, you may contact us using the following information:

0333 772 7708

helpline@realsam.co.uk

Terms and Conditions

For information on our Terms and Conditions, please visit [our Terms and Conditions](#)

Contacting Us.

If there are any questions regarding these Terms and Conditions, or our Services, you may contact us using the following information:

0333 772 7708

helpline@realsam.co.uk

[Back to the start](#)