

RealSAM User Guide

November 2, 2022

Hello and Welcome!

RealSAM RealSAM by RealThing Ai is your voice operated smartphone. We will call it **RealSAM** in this document.

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

1. [Getting Started](#)
2. [Introduction to RealSAM](#)
3. [List of Voice Commands](#)
4. [Device Management](#)
5. [Communication Features](#)
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Quick Start

RealSAM is a voice-operated phone which means you can talk to it and ask it to perform the supported functions. Here is a quick overview of how it works and the list of things you can try to get started.

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. Now your RealSAM is ready to go!

WiFi

RealSAM requires access to the internet to work. To check if you are connected to a network, **Tap the Talk button, wait for the tone.** Then, say: **Network status.** RealSAM will tell you if you are connected to a WiFi and Mobile Network. To connect to a WiFi network **Tap the Talk button, wait for the tone.** Then, say: **WiFi Setting.** If WiFi networks are available they will be listed on the touch-screen. To hear your options slide your finger slowly up and down

the screen. RealSAM will read the network names. After you have heard the network name you want to connect to; lift your finger off the screen. If a password is required to join the network a keyboard will open on the touch-screen. The keyboard is voiced. Slide your finger, until you hear the key name you want. To make a selection, lift your finger off the key. The key name will be said again in a different voice to confirm selection. Select **Done** once the password is entered.

How to Talk with RealSAM

To talk with RealSAM 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 then 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**. You can reply to the question. Tap the Talk button before you speak! The Talk Button tells RealSAM to start listening. If you double Tap the Talk Button will give an **Error tone**. The error tone indicates that RealSAM has stopped processing your command.

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

End a Conversation or Action

Tap the Talk button, wait for the tone. Then, say: **Stop** or **Cancel**. RealSAM will confirm that the conversation has ended.

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 **Number 3** or **Extremely fast** or **Normal**.

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 start listing 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** or **Number 5**

Help & Support

Ask RealSAM for advice. **Tap the Talk button, wait for the tone.** Then, say: **Help.** RealSAM will then provide advice related to your current activity. For example if you **Tap the Talk button, wait for the tone** and then, say: **read message.** While your messages are being read, **Tap the Talk button, wait for the tone,** and then, say: **Help** the advice will be for text messages.

To access the audio user guide **Tap the Talk button, wait for the tone.** Then, say: **User Guide.** RealSAM will start the user guide. Select the section you want by saying the options number or section title.

RealSAM has a Device and WiFi tutorial. To start the Device tutorial **Tap the Talk button, wait for the tone.** Then, say: **Device tutorial.** To start the WiFi tutorial **Tap the Talk button, wait for the tone.** Then, say: **WiFi tutorial**

Contact the RealSAM support team via email: helpline@realsam.co.uk or phone: 0333 772 7708 . To call the RealSAM support team from your RealSAM **Tap the Talk button, wait for the tone.** Then, say: **Call helpline** or **Call RealSAM.**

Visit the [customer portal](#). From the customer portal you can:

- Manage your contact list
- Change your customer portal password

To find out your customer portal username and temporary password. **Tap the Talk button, wait for the tone.** Then, say: **What is my portal login ?.**

Call a Phone Number

Tap the Talk button, wait for the tone. Then, say: **Call** followed by the phone number like: **Call +1 333 772 7708** or **Call 301 547 7230.**

Answer & End a Phone Call

RealSAM will announce who is calling after the first ring. To answer the call, **Tap the Accept button.** The Accept button is located on the bottom third of the touch-screen.

To end a phone call **press the side button,** located below the volume button or **Tap the red Hang Up button,** located on the bottom of the touch-screen.

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 **Ms Real, 301 547 7230**.

Contact List

Tap the Talk button, wait for the tone. Then, say: **My Contacts** or **List Contacts**. RealSAM will list your contacts in alphabetic order from A to Z. To jump to a contact name say: **next** containing, followed by the name, like: **Next containing Alex**. If the contact name is in your list RealSAM will list contacts from that name. Select the contact by saying the options 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** or **Phone Ms Real**.

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 **301 547 7230**. 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 the message.

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.

Delete a text message

First **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 delete using the

options number like **Number 3**. Now, to delete the message, **Tap the Talk button, wait for the tone**. Then, say: **delete**. RealSAM will confirm that the message has been deleted.

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**.

Lock Screen

To lock the screen using a voice command. **Tap the Talk button, wait for the tone**. Then, say: **Lock Screen**. To lock the screen using the side button. Press down the side button for approximately 3 seconds, or until you hear: **Locked**. The touch screen will lock, which means the Talk button can not be used. While the screen is locked if you receive a phone call the touch-screen can be used to answer the call. To unlock the touch-screen, hold the side button down for 3 seconds or until you hear: **Unlocked**.

Power Off RealSAM

To turn off RealSAM using a voice command. **Tap the Talk button, wait for the tone**. Then, say: **Power Off**. Listen to the confirmation message, if requested Tap the Talk button.

To turn off RealSAM using the touch-screen. First, open the **main menu** by using an **L gesture**. To make the L gesture, place your finger on the top left corner of the RealSAM screen. Keep your finger on the screen by sliding it down towards the bottom left corner. Continue sliding your finger across the screen to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touch-screen menu and say: **Showing Main Menu**. Next, use the **slide & lift** gesture. Place your finger on the screen, then keep your finger on the screen, slide it slowly up, and down the screen you will hear menu options. When you hear **Power off**, lift your finger off the screen. Lifting your finger off the screen confirms the selection. A new touch-screen menu will open, with the option to confirm power off or cancel. Use the slide & lift gesture to make your selection.

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

About RealSAM

Choose a topic to help you get started with using your RealSAM device.

- [RealSAM: What is in the box](#)
- [Starting Up and Description of Buttons](#)
- [Navigating Lists](#)
- [Accessing the User Guide](#)
- [Touch-screen](#)
- [Locking and Unlocking Your Device](#)

What's in the Box

Content List

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

- The RealSAM device
- A one-page Quick Start guide
- O2 SIM card inside the device
- A charging cable and plug
- SIM card Tool
- Lanyard with attachment

The Charging Cable and Plug

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

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 the 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 .

Starting up RealSAM and using its Buttons

Turing RealSAM On:

- Press the side button down for about 2 seconds until you feel a small vibration. This vibration indicates that RealSAM is powering up correctly.
- After another 40 seconds, the device will announce that it is ready to speak with you.

If you do not feel the vibration within 10 seconds, then try the sequence again. If you still get no response, your device may not be charged. Plug in the device to recharge before trying again.

To power off, press the talk button and 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.

The lock button can also be used to lock your device, meaning you will be unable to press the talk button. This is useful when you want to avoid accidentally pressing the talk button, for example when putting the device into a pocket or bag. To lock your device hold down the lock button for approximately 3 seconds, your device will then say: **Locked**. Once you have locked your device you will be unable to press the talk button, but you will still be able to use the volume buttons. If you want to unlock your device repeat the same process by holding down the lock button for approximately 3 seconds, your device will say **unlocked**. More information on this function is available in the **Locking and unlocking your device** section of the user guide.

Navigating Lists

RealSAM Pocket loves lists! Your options are typically listed in groups of five options, 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 you would; **Tap the Talk button, wait for the tone**. Then, say: **Number 1** or **1**

To select **This is me speaking** from the list using the options number you would; **Tap the Talk button, wait for the tone**. Then, say: **Number 3** or **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 on the option you want, by pressing the Talk button. For example if RealSAM said: **Listing available book sources 1. Recent books 2. My bookshelf**. Then, you **Tap the Talk button, wait for the tone**. Then, say: **That one** or **Yes**. RealSAM will then select **My bookshelf**. 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 too much of a delay.

Hear the List Again

To hear a list again. **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**, first: **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, the results exclude words like, The, or A . So if you said, Next starting with T, books starting with The, will not be included.

To search through the list using a keyword, say a command that includes the phrase **Next containing**, first: **Tap the Talk button, wait for the tone.** Then, say: **Next containing Adventure.** The command next containing, followed by a keyword like adventure can be used to refine your search results. The book list will be updated to include the next book or books with the word adventure in the title. Please be aware that your previous search phrase will limit the search and may result in no options being found.

Exit a List

Tap the Talk button, wait for the tone. Then, say: **Cancel** or **Stop** or **Exit**

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**.

Touch-screen

How to use a Touch-screen

A touch-screen is a screen that is responsive to human touch. You can use your RealSAM touch-screen to open the main menu and do things like choose a ringtone.

To use the touch-screen you will need to use touch-screen gestures. Touch-screen 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.

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

To **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.

To **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. Lifting your finger off the screen confirms the selection.

To make the **L Gesture**: Place your finger on the top left corner of your phone. Keep your finger on the screen by sliding it down towards the bottom left corner. Continue sliding your finger across the screen to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touch-screen menu and say: **Showing Main Menu**.

Importantly, when touching the screen RealSAM will announce your options. When you make a selection using a gesture RealSAM will provide feedback through voice or tone to confirm your choice.

Touch-screen: Main Menu

To open the Main Menu use a L gesture. To make the L gesture place your finger on the top left corner of your phone. Keep your finger on the screen by sliding it down towards the bottom left corner. Continue sliding your finger across the screen to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touch-screen 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 use the slide and lift gesture. To do this slide your finger slowly up and down the touch-screen. RealSAM will read the options. When you have heard the option you want then lift your finger off the screen. RealSAM will then confirm your selection has been made. Please be aware that voice commands do not work while the Main Menu is open. Select **Done** to exit the Main Menu and return to the Home Screen to use the Talk button.

Touch-screen: Main Menu - Call Contact

The Call Contact option opens your Contact List. From the list you can select a contact to call. The contacts are ordered alphabetically from A to Z. Use the slide & lift gesture to select the option you want. To navigate the contact list use the **Next Page** or **Previous Page** buttons, or Jump through the list by selecting the letter you want to move to. When you hear the option **Jump to...** slide your finger across from left to right to hear each letter. When you release your finger on the letter you want RealSAM will then list contacts starting from that letter. Use the slide & lift gesture to choose a contact from the list. RealSAM will then call that contact.

Touch-screen: Main Menu - Call Number

The Call Number option opens a dial pad for you to enter a phone number. The dial pad has eighteen buttons. **The top row from left to right 1, 2, 3. The second row from left to right 4, 5, 6. The third row from left to right 7, 8, 9. The fourth row from left to right *, 0, #. The fifth row from left to right delete, move left, move right. The bottom row from left to right cancel call, +, call.** Use the slide and lift gesture to make a selection. Repeat until you have entered the phone number. Tap the top of the screen to hear what you have entered. Then select **Call** to call the entered number.

Touch-screen: Main Menu - Settings

The settings menu will help you to manage and personalize your phone. The settings menu includes:

- Configure WiFi
- Keyboard
- Set Ring Volume
- Set Media Volume
- Change Ringtone
- Auto Dim
- Power Off Behavior
- Change Speech Recognizer
- Start Call on/off Speaker

To change a setting, slide your finger up and down the screen until you hear the option you want. Then lift your finger off the screen.

The Configure WiFi, Ringtone, Ring Volume, Media Volume, Auto Dim options will open another menu. The Change Keyboard, Change Speech Recognizer, Power Off Behavior and Start Call on/off Speaker are toggle buttons. Which means that there are only two options and the setting can be changed in the Setting Menu. When you slide your finger over a toggle button the current setting will be stated. When you release your finger the second option will be selected and confirmed.

Configure WiFi

The Configure WiFi setting finds available WiFi networks to connect too. To connect to a WiFi network. First open the main menu with the L gesture. Then slide your finger across the screen until you hear, **Settings**, then lift your finger off the screen. The Settings menu will open. Slide your finger across the screen until you hear, **Configure WiFi**, then lift your finger off the screen. Now, if there are available WiFi networks the options will be listed on the touch screen. Slide your finger up and down the screen slowly. The network names will be read. After you have heard the network name you want to connect to; lift your finger off the screen. If a password is required to join the network a keyboard will open on the touch-screen. The keyboard is voiced. Slide your finger, until you hear the key name you want. To make a

selection, lift your finger off the key. The key name will be said again in a different voice to confirm selection. Select **Done** once the password is entered. RealSAM will confirm if the connection was successful.

Keyboard

The keyboard setting sets the keyboard style. There are two options: **QWERTY** or **Alphabetic**. To set the style. First open the main menu with the L gesture. Then slide your finger across the screen until you hear, **Settings**, then lift your finger off the screen. The settings menu will open. slide your finger across the screen until you hear, **change keyboard type, currently alphabetic**; then lift your finger off the screen. RealSAM will tell you, **Changed keyboard type to QWERTY**. To set the keyboard back to alphabetic, slide your finger across the screen until you hear, **change keyboard type, currently QWERTY**. RealSAM will tell you, **Changed keyboard type to alphabetic**.

Change Ringtone

To set the ringtone. First open the main menu with the L gesture. Then slide your finger across the screen until you hear, **Settings**, then lift your finger off the screen. The settings menu will open. Slide your finger up and down the screen until you hear, **Change Ringtone**, then lift your finger off the screen. Now, the ringtone options will open. To hear the ringtones slide your finger across the screen, then lift your finger off the option to select and play the ringtone. When you have found the ringtone you want, select **Done**. To return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Ring Volume

To set the ring volume. First open the main menu with the L gesture. Then slide your finger across the screen until you hear, **Settings**, then lift your finger off the screen. The settings menu will open. slide your finger across the screen until you hear Ring Volume, then lift your finger off the screen. Media Volume The media volume setting adjusts the volume of RealSAM's voice. The media volume can be set at any level from Media Volume 4 to 10. Now, select **Done** to return to the settings menu. To return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Auto Dim

The Auto Dim setting sets the length of time before the display turns on screen saving mode, which is the dimmest or darkest screen display. Setting the Auto Dim to a short length of time is a great way to save your battery. To select an auto dim time. First, open the Main Menu with the L gesture. Then slide your finger up and down the screen until you hear, **Settings**, lift your finger off the screen. The settings menu will open. Slide your finger across the screen until you hear **Auto Dim**, then lift your finger off the screen. Your options for Auto Dim will

be displayed. Slide your finger up and down the screen until you hear the length of time you want. Then release your finger to make the selection. Now, select **Done** to return to the settings menu. To return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Media Volume

The Media Volume setting sets RealSAM volume. To change the volume. First, open the Main Menu with the L gesture. Then slide your finger up and down the screen until you hear, **Settings**, lift your finger off the screen. The settings menu will open. Slide your finger across the screen until you hear **Media Volume**, then lift your finger off the screen. Your options for Media volume will be displayed from level four to level ten. Slide your finger up and down the screen, release your finger to make the selection the volume level will be confirmed. Now, select **Done** to return to the settings menu. To return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Power Off Options

The power off setting sets how the phone will power off after the Power Off command is given. There are two options: **Change power off behavior to confirmed** or **Change power off behavior to unconfirmed**. The **Change power off behavior to confirmed**, causes RealSAM to ask for confirmation to power off. You will hear Tap the talk button, to confirm or the volume up button to cancel. The **Changed power off behavior to unconfirmed**, causes RealSAM to power off, by playing some beeps and announcing to cancel power off by Tap the Talk button. Now, to return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Loudspeaker

The loudspeaker setting is used to set how all your phone calls will start, with the loudspeaker on or off. To turn **on** the loudspeaker the option **Enable start call on speaker** needs to be selected. To turn **off** the loudspeaker the option **Disable start call on speaker** needs to be selected. If you select **Start call on speaker enabled**. The loudspeaker can still be turned off during a call using the touch-screen dial pad. If you select **Start call on speaker disabled**. The loudspeaker can still be turned on during a call using the touch-screen dial pad. Now, to return to the main menu from the settings menu select **Done**. To return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Touch-screen: Main Menu - User Guide

The touch-screen user guide has the same content as the web and audio user guide. To open the touch-screen user guide. First, open the main menu with the L gesture. Then slide your finger down the screen until you hear, **User Guide**. When you lift your finger the user guide will be selected. The user guide sections will be listed on the screen and make your selection using the slide and release gesture.

Touch-screen: Main Menu - Sighted Assistance Menu

The sighted assistance menu includes access to a Visual User Guide, WiFi settings, Bluetooth Settings, and Web Browser. To open the touch-screen user guide. First, open the main menu with the L gesture. Then slide your finger down the screen until you hear, **Sighted Assistance Menu**. Then, select the option you want. To exit the visual user guide, web browser, WiFi and Bluetooth settings Tap the back button located in the bottom right corner of the screen. You may need to Tap the back button more than once, before returning to the home screen.

Touch-screen: Main Menu - Assistance Call

The Assistance Call main menu button will dial your primary Assistance Contacts and send a text message to all your assistance contacts if you have created Assistance contacts. The text message says: I have pressed the assistance button and your current gps location.

Touch-screen: Main Menu - Outdoor Locations

Outdoor Locations is an orientation support feature that allows you to map your personal points of interest; like a park bench in your local park. From the main menu you can turn Outdoor Locations on or off. To make the L gesture, place your finger on the top left corner of the RealSAM screen. Keep your finger on the screen by sliding it down towards the bottom left corner. Continue sliding your finger across the screen to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touch-screen menu and say: **Showing Main Menu**. Slide your finger slowly up and down the screen until you hear: **turn on Outdoor Locations** or **turn off Outdoor Locations**. When you release your finger RealSAM will confirm either that **Outdoor locations turned on** or **Outdoor locations turned off**. If you turn **on** Outdoor Locations, then exit the Main Menu, by selecting **Done**. You can then use voice commands to use the feature. For more information about using Outdoor Locations go to the Features section. We recommend keeping Outdoor Locations turned off, when not in use as it can drain your battery quickly. Now, to return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Touch-screen: Main Menu - Power Off

To turn off RealSAM using the touch-screen. First, open the **main menu** by using an **L gesture**. To make the L gesture, place your finger on the top left corner of the RealSAM

screen. Keep your finger on the screen by sliding it down towards the bottom left corner. Continue sliding your finger across the screen to the bottom right corner. Now, lift your finger off the screen. RealSAM will open the touch-screen menu and say: **Showing Main Menu**. Next, use the **slide & lift** gesture. Place your finger on the screen, then keep your finger on the screen, slide it slowly up, and down the screen you will hear menu options. When you hear **Power off**, lift your finger off the screen. Lifting your finger off the screen confirms the selection. A new touch-screen menu will open, with the option to confirm power off or cancel. Use the slide & lift gesture to make your selection. If you selected cancel and would like to return to your home screen from the main menu select **Done**, you will now be able to use the Talk button.

Locking and unlocking your device

When carrying your RealSAM device in a bag or a pocket, it is possible to accidentally press the talk buttons. To avoid doing this, you can use the screen lock function.

The screen lock function allows you to **Lock** and **Unlock** your device. Locking your device will prevent you from pressing certain buttons, this means that the talk button will not function, nor will the touch screen menu. However, when your device is locked you are still able to change the volume using the volume buttons. When you lock your device, the screen will dim significantly.

To lock your device, press and hold the lock button for approximately 3 seconds, your device should then tell you that it is **locked**. You will no longer be able to press the talk button or use the touch screen menu.

To unlock your device, repeat the same process by holding the lock button down for approximately 3 seconds, your device should then tell you that it is **unlocked**. At this point you should have full, normal control of your device.

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Voice Commands

The Voice Commands section of the user guide will help you learn how to talk to RealSAM. Commands are words and phrases said to RealSAM to complete tasks like making a phone call. For some tasks there are different commands to achieve the same result. These commands are separated by the word, **or**. 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 tm4_voice(m4_user_action 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 voiced 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?** 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?**

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: **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 in your local park by using the label location as command. 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 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 to understand please say, 90minutes instead of 1 hour 30 minutes.

To find out how many reminders you have set. **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 the reminder. Simply say the option number or key words from the reminder. For example **Tap the Talk button, wait for the tone.** Then, say: **Number 1** RealSAM will confirm the timer has been canceled.

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Device Management

Your RealSAM device has a wide variety of features which you can change, including how it looks and how it sounds. You can ask RealSAM for your battery level, phone number, signal strength and IMEI code. Plus RealSAM can connect to WiFi or a Bluetooth device. Select a Device Management topic to learn more:

- [Screen Brightness](#)
- [Audio Settings](#)
- [Changing Ringtones and Extending Ring-time](#)
- [Power](#)
- [Device Settings](#)
- [Setting up WiFi](#)
- [Bluetooth](#)
- [Managing your Mobile Data](#)

Screen Brightness

To change screen brightness. **Tap the Talk button, wait for the tone.** Then, try saying:

- **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**

Having the screen dimmed will be the most battery efficient, as your device will automatically dim when not in use.

You can customise Auto Dim settings from the touch-screen: Main Menu. First, open the main menu using the L gesture. Then select Settings. From the Settings menu select **Auto Dim**. You can now set the length of time the device has to be inactive before the screen, from 10 seconds to 30 minutes. You can also set the level of dimness.

For more information on how to use the touchscreen, please refer to the **accessing the touch screen menu** section of the user guide.

Additionally if you have locked your device, your screen will be kept very dim. For more information on this, please refer to the **Locking and Unlocking your device** section of the user guide.

Audio Settings

You can customise the Audio Settings on your RealSAM device to suit your needs. Some of which can be setup using your voice, others require you to use the touch-screen menu.

Media Volume

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

- 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.
- You can change the volume at which your device plays media via the Touch Screen Menu. Run your finger down the screen to form a large letter L. Then select Settings, then, Select Media Volume. Run your finger up and down the volume choices, then release to select a volume level. Select Done when finished, this is located at the bottom of the screen. This will take you back up to the settings menu. Select Done again two more times to exit the Touch Screen Menu.

Setting Your Name

Your RealSAM device can be personalised to your name. **Tap the Talk button, wait for the tone.** Then, say: **My name is Bob.** RealSAM will confirm your name and use it when talking with you in the future.

Changing the Speed RealSAM talks to you

To change the speed at which RealSAM speaks, **Tap the Talk button, wait for the tone.** say **Speak Faster, Speak Very Fast, Speak Slower** or **Speak Normally.**

Changing Voices on RealSAM

RealSAM has a number of pre-installed voices for you to choose from.

Tap the Talk button, wait for the tone. Then, say: **Change voice.** RealSAM will then lead you through a list of options to choose from.

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

Changing Ringtones and Extending ring time

Introduction

Your RealSAM device has a large number of ringtones for you to choose from. You can change the ringtone and set the ring volume.

Setting the Ringtone

You can change the RealSAM Ringtone, via the Touch-screen Main Menu. To do this you will need to:

- Run your finger down the screen to form a large letter L.
- Then select **Settings**, then **Change Ringtone**.
- Run your finger up and down the Ringtone choices and RealSAM will announce what they are called. When you release your finger RealSAM will select the Ringtone and play it for you.
- 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.
- Select **Done** twice more to exit the Touch Screen Menu.

Note there are a large number of Ringtones, so RealSAM has a Next Page option at the bottom of the list, just above the Done option.

Ringtone Volume

You can change the volume of the RealSAM Ringtone, via the Touch-Screen Menu. To do this you will need to:

- Run your finger down the screen to form a large letter L.
- Then select **Settings**, then **Ring Volume**.
- Run your finger up and down the volume choices, then release to select a volume level.
- Select **Done** when finished, which is at the bottom of the screen. This will take you back up to the settings menu.
- Select **Done** twice more to exit the Touch Screen Menu.

Extending ring-time

If you find that your device is not ringing for long enough, and that you are missing calls as a result, you can extend the time it will ring by saying **Extend ring**.

Power

Your RealSAM device comes with a charger plug and cable

You can charge your RealSAM device using either the traditional plug or the USB charging cable. Connect the smallest end of the charging cable into the socket on the bottom edge of the RealSAM device. The larger end can connect either into the 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..

Powering On and Off

To power RealSAM on:

- Hold the side button down for about 2 seconds and release it.
- Wait until you feel a vibration, which should occur in around 2 seconds. This vibration indicates that RealSAM is powering on correctly.
- After another 40 seconds or so, RealSAM will announce that it is ready to speak with you.
- If you do not feel the vibration within 10 seconds, then try the sequence again. If you still get no response, then the battery may be flat, so try plugging the device in to recharge before trying again.

When your RealSAM device is powered on it will introduce itself and tell you how to access the user guide.

To power off, press the talk button and 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.

You can also toggle on and off confirmations for power off. Having power off confirmations on means that when you try to power off your device, RealSAM will tell you that you have requested a power off, and ask you to confirm by pressing the talk button, or to cancel by pressing the volume up button. Turning off power off confirmations means that when you ask RealSAM to power off. It will announce that it is powering off and it will play some beeps. You can press the talk button during the beeps to cancel the power off sequence.

To turn this feature on or off, use the touchscreen menu to navigate to settings, then find the **power off behaviour** setting. Your device will read out your current power off behaviour, and if you would like to change it to another behaviour lift your finger off the screen to select it.

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**.

RealSAM will also announce the battery level when you disconnect it from a charger, or when the battery is running low.

Managing Power Use

You generally do not need to view the screen at all to interact with your RealSAM device. Therefore, you may wish to dim it to preserve battery life. In this case, you can change the screen brightness by saying, **screen very dim** or **screen dim**. To return it to brightness, say **screen bright** or **screen very bright**.

If you have been using your devices bluetooth capabilities, you may want to turn this off to preserve battery. This can be done by saying **disable bluetooth**

Your RealSAM can be left on a charger all day long.

Device Settings

You can find out details about your RealSAM device in a number of ways.

- To get your I M E I number, SIM, wi-fi information and signal strength. **Tap the Talk button, wait for the tone.** Then, say: **Device info**.
- 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.

Setting up WiFi

Introduction

We recommend you connect your RealSAM device to WiFi. If you have connected RealSAM to a WiFi network once, RealSAM will automatically connect to this network when possible. To connect to a new WiFi network you have a number of options:

Connect to a WiFi network using your voice

If you are on a mobile plan, or if you are already connected to WiFi, you can set up a new WiFi network. **Tap the Talk button, wait for the tone.** Then, say: **Configure WiFi**, or, **Configure wireless**. Then carry out the steps of selecting the network and entering the password as described in the other sections of this article.

Connect to a WiFi network using the touchscreen menu

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:

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

- 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.
- 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.
- 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.
- When you hear the name of the network that you wish to join, lift your finger off the screen.
- If the network you have selected is not password protected, the device will now connect to the network you selected.

The instructions on how to enter a password are located in the Passwords section of this article.

Entering Passwords

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 upper case letters near the bottom.

- 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.
- You can move your finger around the grid as many times as you like until you hear the letter or symbol that you want.
- When you hear the letter or symbol, lift your finger to select it, and in this way you will spell out the password.
- If at any point you want to check what you have typed, you can press 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.

Near the bottom of the screen there are a few other buttons:

- Near the bottom left corner of the screen there is a **Cancel** button
- Near the bottom of the screen in the centre there is a **QWERTY** button. This button allows you to switch the more standard Q W E R T Y keyboard format. If you select this button, your screen will change to a lowercase QWERTY keyboard, which displays the landscape on your device. 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.
- Near the bottom of the screen on the right is a **Done** button, select this button when you are ready to submit the password you have entered.
- Just above the cancel button is the **delete** button, which can remove the last character you entered
- To the right of the cancel button are the **move left** and **move right** buttons. These buttons allow you to move left or right by a character in the text you have typed. After selecting one of the move buttons, the device will tell you what character it is now selecting, you can then press the delete button to delete this character, or choose another character to insert it to the left of the selected one.

When you have entered the password, select the Done button to join the network. If the password is correct, RealSAM will connect to the network you have selected.

Connecting to Networks RealSAM has already Connected to

Once RealSAM has successfully connected to a WiFi network, it will remember it, and automatically reconnect to that network whenever it is within range. It can remember many networks, so you can configure one at home, one at work, one at your favourite cafe, and more.

Note that RealSAM cannot connect to WiFi networks that require you to enter a password into 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.

To 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.

Disabling WiFi

You can disable Wifi. First, **Tap the Talk button, wait for the tone**. Then, say: **disable Wifi** then re-enable it by using the touch screen menu to configure Wifi.

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 you can 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 your connected Bluetooth devices by saying **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 by saying **Disable Bluetooth.**

You can also use the touchscreen menu to pair and manage Bluetooth devices, to access the touchscreen menu draw a large L along the edge of your screen starting from the top left corner, and ending at the bottom right. You can find more information on how to use the touch screen menu in the Introduction to RealSAM section of this user guide.

Unfortunately, at this point in time, non-audio Bluetooth devices, such as keyboards, cannot be connected to RealSAM.

Managing your Mobile Data

The monthly plan you have purchased, allows you to use a certain amount of data per month.

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Communications

Introduction

You can use RealSAM to make phone calls and send messages. You can 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:

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

Phone Calls

Introduction

This section gives a quick overview of all the features for using the phone call function.

Calling using Voice

- Say, **Call James Bond**, to call a saved contact
- Say, **Call 07123 456 789**, to call a phone number.

While you are in a call, you will be able to use the touchscreen menu to do various things, such as:

- Use the dial pad, to do this move your finger around the screen until you hear the number you want, then lift your finger off to select it
- Turn your microphone on or off by selecting the **toggle microphone** button
- Turn speaker mode on or off by selecting the **toggle speaker** button
- Hang up the call by selecting the **Hang up** button

It is important to note that 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 use the touch screen menu to make calls.

Calling using the Touchscreen

- Draw a capital L on the screen with your finger to bring up the main menu. Starting at the top left drag your finger down the screen and then across to the right, this will bring up the touchscreen menu. If it does not work the first time, give it another try, until RealSAM tells you that it is displaying the menu.
- To use the menu, slide your finger up and down the screen, listening to all the options available. When you hear the one you want, lift your finger off to select it.
- The first option is Call Contact. This brings up a list of your contacts.
- The second option is Call Number. This brings up a traditional phone keyboard.

Answering Calls

You can answer a call using the touch screen. When you get a call there will be an accept button on the bottom of the screen. To select, slide your finger slowly around near the bottom of your touchscreen, and when RealSAM reads you the option, lift your finger off the screen to do so.

You can reject a call by pressing the lock button.

Redialing Calls

RealSAM will remember the phone number you have most recently dialed, if you want to ring this number again; **Tap the Talk button, wait for the tone.** Then, 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.

You can also get a list of your recent outgoing calls by saying **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.

- To get the list of previous calls, say **Recent incoming calls** or **Recent outgoing calls**.
- To return a recent call, 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 numbers that have been called. You can choose from the list by saying, **Number 1** or **number 2** not the name 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 examples, 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.

When you ask RealSAM to **Call Assistance**, in addition to calling the first Assistance contact in your contact list a text message will be sent to all your contacts that have been named Assistance. The text message notifies your Assistance contact that you require support and states your current location. To make an Assistance call, say **Call Assistance** or **Make Assistance Call**.

To make an Assistance contact, you will have to create a contact, or rename an existing contact. An Assistance Contact must have a contact name that starts with the word **Assistance** like **Assistance Andrew**. To create a new contact, **Tap the Talk Button, wait for the tone**.

Then, say: **create contact** or **new contact**. RealSAM will ask you to say the name for the contact. for example **Tap the Talk Button, wait for the tone**. Then say: **Assistance Jane**. RealSAM will now ask for the phone number, after you give the phone number the contact will be saved.

To make an existing contact an Assistance contact. First, **Tap the Talk Button, wait for the tone**. Then, say: **list contact** followed by the contact you want. Like **List Contact James** or **List Contact Kelly**. RealSAM will say the contact name and number. You can now edit the name. **Tap the Talk Button, wait for the tone**. Then say: **change name**. RealSAM will ask you to say the new name. **Tap the Talk Button, wait for the tone** and make sure to start the contact name with **Assistance** For example, say: **Assistance James** or **Assistance Kelly**.

Extending ring-time

If you find that your device is not ringing for long enough, and that you are missing calls as a result, you can extend the time it will ring by saying **Extend ring**.

Voicemail

Your RealSAM device has a Voicemail service.

To access your Voicemail system with ease we suggest you create a Voicemail contact.

First, you need to find the voicemail phone number of your mobile carrier or service provider. Once you have this number you can create a contact called **Voicemail**.

First, **Tap the Talk button, wait for the tone**. Then, say: **Add contact** or **Create new contact**. Your RealSAM device will ask you to say the name and a number for the contact. **Tap the Talk button, wait for the tone**. Then, say Voicemail followed by the voicemail phone number like **Voicemail, 321**. RealSAM will confirm the contact details. You can edit the contact if the details are incorrect. To change the name, **Tap the Talk button, wait for the tone**. Then, say: **Change name**. To change the phone number, **Tap the Talk button, wait for the tone**. Then, say: **Change number**.

Once you have created a Voicemail contact you can access your Voicemail by saying **Call Voicemail**. Your RealSAM will ring your Voicemail system. While using the Voicemail system you may need to use the dial pad to select an option. To do this, slowly slide your finger around the touchscreen, and when you hear the number you want, lift your finger off the screen to select it. 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** section of the user guide.

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.

Using the Dial Pad on a Call

When you call some organisations, they will have a voice menu system that requires you to choose options by selecting numbers from a dial pad. The instructions on how to use the dial pad are as follows:

When you make a call to an organisation that asks you to press a number, you can use the touchscreen to do this. To use the dial pad, slide your finger slowly around the screen, your device will read out the option under your finger. When you hear the number you want, lift your finger off the touch screen to select it.

The dial pad can be used to turn the loudspeaker on or off, mute the microphone, and hang up the call. For more information on calls please refer to the **Phone calls** section of the user guide.

Messages

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

Sending a Text Message by using your Voice

- To send a text to a contact, **Tap the Talk button, wait for the tone.** Then, say: **Send text to James Bond**
- To send a text to a number, **Tap the Talk button, wait for the tone.** Then, say: **Send a text to 0412 039 495**

You will 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.

You can reply to RealSAM with either a **Yes** or **No**, 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.

Read and Respond to Text Message by using your Voice

- To read texts **Tap the Talk button, wait for the tone.** Then, say: **Read Messages.** RealSAM will read you a numbered list of messages, and the first few words from each.

- Say **Next** to move on to the next five messages
- Choose the message to read from the list by saying its number and you will hear the whole text
- You will then be given a list of options of what to do next. To make your choice say one of the following:
 - **reply** to reply
 - **delete** to delete the message
 - **read again** to get RealSAM to repeat the message
 - **list** to get RealSAM to list all the messages again

Working with Contacts

Introduction

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:

- **Tap the Talk Button, wait for the tone.** Then, say: **New contact, Add contact** or **Create contact**.
- You will be prompted to say the name and then the number of the 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

You can create contacts using your call log by:

- **Tap the Talk Button, wait for the tone.** Then, say: **Recent calls**
- Next, choose which call you would like to save a contact for, by choosing the number it was listed as in the call log.
- Next say **Add contact**. You will then be asked to choose a name for the new contact.

Creating Contacts using the Customer Portal

RealSAM has an online portal where you can access and edit 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:

- Ask RealSAM **What is my Portal Login** to get your login details
- Then go to the [customer portal](#) and use the login details which RealSAM gave you.

Finding Contacts

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

- Say **List Contacts** or say **List contacts for James**. RealSAM will respectively read either all contacts, or contacts with the name James.
- Next choose the contact you want from the numbered list. RealSAM will then list a series of options regarding the contact such as calling or editing the contact.
- Choose what you want to do and follow the instructions RealSAM gives you after that

Changing Contact Details

You can edit your existing contacts by following these steps:

- Firstly access your contacts list by saying **List Contacts**
- Next select a Contact and say **change name** or **change number**.
- RealSAM will give you instructions on how to change these features. If you can not get it right, say **keyboard** to bring up the onscreen keyboard and try using this.

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

Make an Assistance Contact

Using RealSAM you can create assistance contacts. Assistance contacts will be contacted, and told you are in need of assistance in the event of an emergency, when you make an assistance call by saying **Make 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 name is preceded by the word **assistance**.

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Assistance Features on RealSAM

RealSAM has many helpful features designed to assist daily life:

- [Weather Forecasts](#)
- [Telling the Time](#)
- [Reminders](#)
- [Magnifier](#)
- [Be My Eyes Visual Assistance](#)
- [Orientation or 'Where Am I'](#)
- [Outdoor locations](#)

Weather Forecasts

You can ask your RealSAM device for a weather forecast for anywhere in the world.

To hear weather information you can say:

- **What is the weather?**
- **What is the temperature?**
- Or for a long term forecast you can say, **what is the forecast?** .

You can also ask about other locations, such as **what is the weather in Geneva** or **what is the forecast for London** or **what is the temperature in Brussels** .

Telling the Time

Your RealSAM device is also a talking clock. To find out the time in your location or around the world:

- Just Say **What is the Time?** to know the time and date locally.
- Just say **What is the time in Boston ?** or another city, to find out the time and date there.

Reminders

You can use your RealSAM to set reminders.

Setting reminders

Setting a reminder is easy with RealSAM. **Tap the Talk button, wait for the tone.** Then, say: **Remind me in 20 minutes to turn off the oven** or **Remind me in 1 hour to turn off the oven**. After the amount of time you specified has passed, RealSAM will say **turn off the oven** every 10 seconds for 5 minutes. To turn off the reminder **Tap the Talk button**. You can also set a general reminder by saying **remind me in 90 minutes** and RealSAM will make a ringing sound once 90 minutes has passed.

Cancelling and listing previously set reminders

You can check which reminders you have previously set by saying **list reminders**. You can then select a reminder from this list to cancel it.

Important notes

It is not possible to mix hours and minutes in reminders, meaning that if you want to set a reminder for an hour and 30 minutes, you will instead have to set an alarm for 90 minutes. Similarly it is not currently possible to ask for half hours only full hours, if you need to set a reminder with fractions of an hour you will have to convert this time into minutes.

Magnifier

The Magnifier feature allows you to capture images of your surroundings using your device. The magnifier can then assist you in enhancing or enlarging the image, or it can be used to identify objects or read text within the image.

Capturing an image

To begin using the magnifier, **Tap the Talk button, wait for the tone.** Then, say: **Start 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. While holding your camera towards the object of interest, you can slide your finger around the screen slowly to find buttons. When your finger moves onto a button the function will be announced and when you lift your finger off the screen, the option that was just announced will be selected. For instance you can:

- Touch the screen to focus the image that you want to see
- Turn the camera flash on or off by pressing the flash button, which will be located near the top left corner of your touch screen
- Zoom in by pressing the plus button, which will be located on the bottom left corner of your touch screen

- Zoom out by pressing the minus button, which will be located on the bottom right corner of your touch screen
- Importantly, you can capture an image by pressing the freeze button, which will be located in the middle at the bottom of your touch screen

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

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.

When you want to stop using the magnifier, press the Exit button which will be located near the top right corner of your touchscreen.

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 touch screen. 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:

- Changing the contrast of the image
- Changing the brightness of the image
- Inverting the colours in the image
- Converting the image to a blue-yellow colour scheme
- And more

You can also zoom in and zoom out of the image using the plus and minus buttons discussed in the **capturing an image** 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, which will be located in the same position as the freeze button was, in the middle at the bottom of your touch screen.

When you want to stop using the magnifier, press the Exit button which will be located near the top right corner of your touchscreen.

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.

To use these features you will need to press the action button, this will be located near the top in the middle of your touchscreen. Once you have done this a small menu of actions will appear on your touchscreen in the same location, you can slowly move your finger up and down this menu and select one of the following options:

- **Hide**, which will close the actions menu.
- **Text recognition**, which will cause your device to process your image and read out any text present in it to you, to pause or unpause the reading of the text you can tap the touchscreen once.
- **Detect object**, which will cause your device to process your image and then list aloud any objects which it identifies in the image.

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

When you want to stop using the magnifier, press the Exit button which will be located near the top right corner of your touchscreen.

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.

Using 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.**

Orientation

RealSAM can tell you your current location.

Just say, **Where am I?** and 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 entirely accurate.

You can also ask RealSAM **what is around here?** or **what is nearby?** or **local points of interest** and it will give you some points of interest near to your current location.

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 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 nearby 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

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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](#)

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.

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.

How to 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.

Customer Portal Navigation

The customer Portal consists of a few helpful pages. These pages can be accessed through the Dashboard, also known as the Home Page or through 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.

Access pages through the drop down menu

Click on the navigation menu button to expand it.

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

- Settings
- Contact Us

Access pages through the Dashboard

The Dashboard has a number of large navy blue tiles with the page name and graphic icons.

Click on the desired tile to open the corresponding page.

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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. **Tap the Talk button, wait for the tone.** 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.

Tips

This article covers a number of tips we have in regards to using RealSAM.

Privacy

You may wish to connect to WiFi whilst wearing a headset, if you have concerns about privacy and your WiFi password.

Battery Management

Your RealSAM device can be left charging all day without damaging it. Note that having the screen at its brightest setting uses the battery more quickly.

Using the screen lock function on your device

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.

Troubleshooting and Tips

- [Troubleshooting](#)
- [Tips](#)
- [Further Help](#)

Troubleshooting

This article covers a number of problems that you may experience and how to deal with them.

RealSAM Not Responding

If your RealSAM device is not responding when you press the talk button, it is possible that your device is locked. To try unlocking your device hold down the lock button for approximately 3 seconds, if your device was locked it should now say **unlocked**. If this happens you should now be able to press the talk button.

If your RealSAM is still not responding you may need to force reboot your device, to do this hold down both the lock button and the volume down button for approximately 25 seconds, then release it. This should cause your device to reboot itself. Wait for a minute or so to see if RealSAM starts up. If RealSAM has started up, you should now be able to press the talk button.

If this does not work, it is possible that your device is out of battery. Try plugging your device in to the charger, and charge it for at least an hour. Then unplug the device from the charger and try turning it on by holding down the lock button for a few seconds. Wait for a minute or so to see if RealSAM starts up.

RealSAM is not connected to a mobile phone network or WiFi

If you find yourself in the situation where you have no mobile phone access and WiFi gets disabled you will need to use the touch-screen Main Menu to reconnect to WiFi.

How Else can I get Help?

If you are still having problems with your RealSAM device after trying these techniques, then please call the RealSAM Help Line.

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