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# Synapptic Silver 10 Mobile Phone – Quick start guide (HM83)

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Please retain these instructions for future reference. These instructions are also available in other formats.

## General description

A five-inch mobile phone with pre-installed Synapptic software. Synapptic software allows for ease of use, and audible guidance throughout the phone. This is a quick start guide but there is also a blue question mark in the top right of each screen if you get stuck, for audible guidance. You can locate this by sliding your hand across the screen to the top right corner.

Each purchase of Synapptic entitles you to one hour of free training. Please contact Synapptic on 0191 909 7 909 to arrange a suitable date and time for the training.

## Items supplied with Synapptic phone

* Phone.
* Pre-installed software.
* Charger.
* SIM card with £5 credit.
* Memory stick adaptor.

## Using the product

### Inserting a SIM Card

Your phone comes pre-configured with a free SIM card, mobile telephone number and £5 call credit. (Please see the separate sheet sent with the phone for further details).

If you already have a SIM card and mobile phone number from a previous phone, you can replace the pre-configured SIM card with your own.

To insert your SIM card into the phone, some sighted assistance may be required. Ensure the phone is powered off then remove the SIM card tray on the left-hand edge of the phone. To remove the tray, insert a pin or the end of a paperclip into the small hole located approximately 1.5 inches below the volume down button.

Slide the SIM card into the appropriate slot, ensuring it's the correct way around.

After inserting the SIM card into the tray, replace the tray back into the original slot and push into place.

**SIM card sizes**

Three sizes of SIM card are available (regular, micro and nano). If your SIM card is too big, contact your network provider, who will be able to issue a smaller version, usually for free. The Synapptic Silver Package phone accepts a nano sized SIM card.

Note: SIM card Pin security numbers are not supported.

### Charging the device

To charge the phone, insert the narrow end of the provided cable into the USB / charging socket of the phone, this is located on the bottom edge of the device, in the middle. The other end of the cable is plugged into the provided mains power adaptor, or the USB socket of any computer.

Please note: Do not force the charging cable into position as this could damage the socket.

It is recommended to charge the phone each night. We also recommend charging the phone fully before using it for the first time.

### Turning the device on and off

The phone has three power states: fully on, fully off and standby. When in standby mode, the screen will appear off, but the device will still be receiving power, ready to receive calls or emails, etc.

In standby mode the device will use very little power and can last a week or more on a single charge. Standby mode will be activated if the device is not used for a number of minutes.

### Turning the device on

To turn the device on, when it is fully off, press and hold the power button on the edge of the device for three seconds. This is the shorter of the two tactile buttons located on the right hand edge of the phone.

If the device is in standby mode, just press the power button very briefly. The device will turn on instantly.

When using the phone, the key-guard screen will display when powering on. This screen helps to stop your pocket or bag from operating the phone if the power button is pressed accidentally.

To unlock the key-guard screen, swipe your finger from left to right across the whole width of the screen (anywhere up or down the screen). When successfully unlocked a bell will sound.

### Turning the device off

Press the power button on the edge of the device briefly to turn off the screen and place the device in standby mode.

It's normal practice to leave the device on standby and not to switch it off fully.

To fully switch off the device, either select the Turn Off option from the end of the Synapptic main menu, or press the power button on the edge of the device for three seconds, the Android power off menu will display and Synapptic Reader will speak out the various menu options, select the Power Off option from the menu.

### Operating the menus and using the touch screen

All Synapptic screens have a consistent look, feel and operation. Once you have learnt how to use one menu, all other menus can be used just as easily.

The following describes how to operate the menus with their default factory-supplied settings. These include voice output, yellow text on a black background and a magnification level giving four menu items on each screen.

The structure of the main menu is very simple. At the top is the Menu Title, under which is a Previous Page button, a number of menu options, then finally a Next Page button at the bottom of the screen.

To operate the menu, place your finger at the very top of the screen and keep it gently pressed down on the screen.

Move your finger down the screen and do not lift up your finger until you have found the menu option you wish to select. Lifting your finger off the screen will indicate to the system that you wish to select this option. If you do not wish to select any option, just slide your finger back off the top of the screen.

As your finger moves onto each menu option, a beep will sound and the option will be both highlighted and spoken out.

After selecting an option from the main menu, subsequent screens and menus will have a slightly different layout.

Each screen and menu, following from the main menu, has an additional red cross in the top left corner and an additional blue and white question mark in the top right corner.

Use the red cross in the top left to cancel the current screen or menu and go back to the previous screen or menu.

Use the blue and white question mark in the top right corner of a screen to show help specifically for that screen.

### Answering and ending calls

All Synapptic smartphones are configured with helpful shortcuts that allow calls to be answered or rejected using physical buttons.

Use the **Volume Up** button to answer a call and use the **Power** Button to end a call.

If these shortcuts are not enabled on your phone, use the Interaction and Dexterity option in Android Settings to set the answering and ending calls options.

### Customisation

Use the Settings menu to customise the following features:

* colour scheme (text and background colour)
* icon colour and contrast
* screen brightness
* zoom level and text size
* main menu items (add, delete and re-order)
* main menu as a single page grid or multi-page list
* voice volume
* voice speed
* ringtones and notification tones
* key sounds, beeps, vibrations and other alerts
* lock screen.

**Top tip!** We recommend experimenting with different zoom levels, as menu layouts change slightly between high and low zoom. This allows some text to rearrange and become larger than normal.

### Wi-Fi and mobile Internet connections

An internet connection is required to use several Synapptic features, such as Digital TV, BBC iPlayer, Web Browser, Emails, Where Am I, RSS Feeds, Voice Recognition, Scan and Read, etc.

We recommend using a Wi-Fi connection whenever possible. This could be your home Wi-Fi connection or a Wi-Fi connection in a cafe, shop or hotel.

To setup Wi-Fi, select the Settings option on the main menu. Then, on the Settings menu select the Wi-Fi option. The Wi-Fi menu has options for turning Wi-Fi on and off and selecting a particular Wi-Fi access point.

If a password is required for the selected Wi-Fi connection, Synapptic will prompt for it. This password will be remembered and the connection automatically made when next in range.

To remove a password from a particular Wi-Fi connection, select the connection in the Wi-Fi list, then select the Forget option.

### Mobile Internet connection (via SIM card)

When not connected to a Wi-Fi Internet connection, smartphones may automatically connect to chargeable mobile phone internet connections to keep themselves updated and synchronise contacts or check for new emails, etc.

Please check with your SIM card provider (Orange, Vodafone, O2, 3, etc.) about data charges that may be incurred when using a mobile phone's 3G / 4G or other internet data connection. We also recommend you ask the SIM card provider to turn off roaming internet when travelling abroad, as this may incur significant extra charges.

To avoid any problems with mobile internet data charges we recommend signing up to a contract or monthly Pay-as-You-Go deal, that includes an internet data allowance.

### Account settings

Your smartphone will arrive fully configured and ready to use. An enclosed settings sheet will detail the initial Google Account, Skype address, Email address and Remote Support security number that the device has been configured with.

Any or all of these initial settings can be replaced with your own settings if required.

## Software updates

Synapptic software comes with two years of free updates. When this expires, further years of updates can be purchased at just £65 for two years. (One purchase covers all your Synapptic devices).

To update Synapptic, select the Phone Settings option from the main menu, then select the Updates option.

We recommend updating Synapptic at least once every six months.

## Synapptic Reader

Synapptic Reader is a simple but powerful screen reader for Android phones, tablets and the Synapptic TV Box. It is used to read out Android apps or messages that aren't part of Synapptic. It goes step by step through each block of text, heading or button on the screen and reads them out, one by one.

Synapptic Reader also places the familiar red Cancel and Go Back button in the top left of each App or Android message. This makes using Apps and Android features seamless and easy from Synapptic.

There are three different ways of controlling Synapptic Reader. All three control methods are available at the same time, you can use whichever you find most comfortable or swap between them without needing to change any settings. The three different methods are explained below.

1. **Using the volume keys**

Each time you press the **Volume Down** button, Synapptic Reader will move to the next item on the screen and read it out. Pressing the **Volume Up** button will read out the previous item. When you get to the end of the items, it will make a dull thudding noise to let you know there aren't any more. Pressing **Volume Down** again will jump back to the start.

If it reads out something on the screen you can interact with - such as a video you can play or a box where you can type text in, it will audibly inform you. To activate it, press and hold the **Volume Down** button. After one or two seconds you will feel a buzz as the device vibrates to let you know it has been activated.

If you activate an item that lets you type in text, a keyboard will be shown on the bottom half of your screen. Run your finger over the keyboard to have the letters read out. Lift up your finger when you find the right one – that character will then be typed.

When typing in text, pressing the **Volume Down** key will move forward and the **Volume Up** key will move back through what you have typed. To stop typing and go back to having the screen read out, press and hold the **Volume Down** button to continue further down the screen or press and hold the **Volume Up** button to go back up the screen.

1. **Explore by touch**

To explore by touch simply run your finger over the screen and it will read out whatever you touch. You don't need to keep your finger on the screen and can just tap on what you want to have read out. Synapptic Reader will highlight what you have selected and read it out. If that is a link, a video or anything else that can be activated, then tap on it again to activate it.

If the screen you are reading is too long to be shown all at once, use two fingers and stroke upwards from the bottom of the screen to move further down, or stroke down from the top of the screen to move back towards the top.

It is important to note when using explore by touch that Android and Apps items don't always take up the full width of the screen. There can be an item on the left and a different item on the right.

1. **Explore by gestures**

To explore by gestures, use one finger and swipe across the screen, starting from the left and going to the right. This will read out the next item on the screen. You can do the same thing by swiping down from the top towards the bottom. To read out the previous item swipe upwards or towards the left.

When you find an item you want to activate, tap anywhere on the screen twice, quite quickly.

Finally, there is an option in the Synapptic Reader settings called Advanced Gestures. It is disabled by default but enabling it will change the swipe up and swipe down gesture. Instead of moving onto the next or previous item, this will let you choose what type of item to go to next. For example, Synapptic Reader will normally look for the next paragraph to read out. You could instead look for the next word or just the next letter. Going the other way, if you are reading a large amount of text you could look for the next heading, like a chapter title.

## Synapptic help and support

There are four ways to get help and support with Synapptic

* Help option on the main menu. The help option on the main menu contains basic information about the operation of the Synapptic system. A search facility is also available.
* Screen help. Each screen has a blue and white question mark in the top right corner. Select this to view help documents and video tutorials for the current screen.
* Synapptic website. The Synapptic website has additional help, news and support information. Visit [www.synapptic.com](http://www.synapptic.com) for details.
* Free training. Each purchase of Synapptic entitles you to one hour of free training. Please contact Synapptic on 0191 909 7 909 to arrange a suitable date and time for the training.

## How to contact RNIB

Phone: 0303 123 9999

Email: shop@rnib.org.uk

Address: RNIB, Midgate House, Midgate, Peterborough PE1 1TN

Online Shop: shop.rnib.org.uk

### RNIB Technology Team

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Please do not throw items marked with this symbol in your bin. Recycle your electricals and electronic devices **free** at your local recycling centre. Search for your nearest recycling centre by visiting [www.recyclenow.com](http://www.recyclenow.com).

### Why recycle?

Unwanted electrical equipment is the UK’s fastest growing type of waste.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and human health.

RNIB are proud to support your local authority in providing local recycling facilities for electrical equipment.

To remind you that old electrical equipment can be recycled, it is now marked with the crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with this symbol) in your bin.

### What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items.

### How are we helping?

In the UK, distributors including retailers must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. As a responsible retailer, we have met the requirements placed on us by financially supporting the national network of WEEE recycling centres established by local authorities. This is achieved through membership of the national Distributor Take-back scheme (DTS).

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