

# A Simple Phone for Memory Loss

## THE 60-SECOND VERSION

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- 1 Simple phones built for memory loss use photos or one-touch buttons instead of dialing.
- 2 Remove confusing extras — menus, voicemail they can't reach, dozens of keys.
- 3 An allow-list (whitelist) lets only known numbers ring through, blocking scammers.
- 4 Lock the settings so they can't be changed by accident.
- 5 Keep it in the same familiar spot, clearly labeled, with a corded backup nearby.

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## A Simple, Safe Home Phone for Memory Loss — Setup for Dementia Care

Setting up a safe, easy home phone for someone with dementia.

————— An Extended Guide · No. 1735 —————

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## SUMMARY

## The 60-Second Version

In a hurry? Here's the whole thing on one page. For someone with memory loss, an ordinary phone — with its menus, its dozens of buttons, and its parade of scam callers — can become frightening rather than helpful. The fix is to simplify. Photo-dial phones let them press a loved one's picture to call. Big-button phones with one or two speed-dial keys cut out everything confusing. And the single biggest safety step is an allow-list, so only known numbers ring through and scammers simply can't get in. Keep the phone in the same familiar spot, label it clearly, and keep a plain corded phone as backup. Throughout, lean on their doctor and care team for what fits them.

- Simple phones built for memory loss use photos or one-touch buttons instead of dialing.
- Remove confusing extras — menus, voicemail they can't reach, dozens of keys.
- An allow-list (whitelist) lets only known numbers ring through, blocking scammers.
- Lock the settings so they can't be changed by accident.
- Keep it in the same familiar spot, clearly labeled, with a corded backup nearby.

**GOOD TO KNOW**

This guide is about the technology — the phone itself and how it's set up. For anything about your loved one's abilities, safety, or care, their doctor and care team are the right people to guide you. I'll stay firmly in my lane.

## 1. A Word to the Caregiver First

*You're doing a hard, loving job.*

Before anything technical, let me speak to you, the person setting this up. Caring for someone with memory loss is hard, often lonely work, and the phone is one more thing on a long list of worries — will they be able to call for help, will they fall for a scammer, will they get frustrated and give up on it. If you're reading this, you're trying to make their life a little safer and easier, and that matters.

What I want you to take away is that the phone is one of the more solvable problems on your list. There are phones built specifically for memory loss, and a handful of setup choices that quietly remove most of the danger and confusion. You don't have to be technical to do this, and you don't have to do it alone.

One honest boundary up front: I help with the technology, not the medicine. Questions about what your loved one can manage, how their condition may change, or what's safe for them belong with their doctor and care team. This guide gives you the phone options and plain setup steps; the care decisions stay with the people who know their health.

**TIP**

Involve your loved one as much as they can comfortably manage. A phone chosen with them, not just for them, is one they're more likely to accept and use.

## 2. Why the Ordinary Phone Stops Working

*What goes wrong, and why it's not their fault.*

It helps to understand why a normal phone becomes a problem, because it makes the fixes obvious. A typical phone today assumes you can read a small screen, remember or look up numbers, work through menus, and tell a real caller from a scam. For someone with memory loss, any one of those can become a wall, and together they can make the phone feel impossible.

So you see the familiar troubles: they can't remember how to make a call, or which button hangs up. They answer every call, including the scammers. They get a confusing voicemail they can't retrieve. They accidentally change a setting and now nothing works. None of this is a failing on their part — it's a mismatch between the phone and where they are now.

**GOOD TO KNOW**

Frustration with the phone isn't stubbornness or a lost cause — it's a sign the phone is too complicated for where your loved one is today. Simplify the phone, and a lot of that frustration simply disappears.

## 3. The Goal — Simple and Safe

*What we're actually trying to build.*

Let's name the goal clearly, because it guides every choice that follows. We want a phone that does two things well: lets your loved one reach the people who matter easily, and keeps the people who don't matter — the scammers and nuisance callers — from reaching them. Everything else is a distraction we can strip away.

- Calling a loved one should be one clear action — a photo or a single button.
- The confusing extras — menus, settings, dozens of keys — should be gone.
- Only known, trusted numbers should ring through; scammers blocked at the door.
- The settings should be locked so they can't be changed by accident.
- A simple, reliable backup should always be within reach.

Hold that picture in mind — easy in, safe out — and the phone choices and settings in the rest of this guide fall into place. We're not adding features; we're taking them away until only the helpful ones remain.

**TIP**

When in doubt, choose less. With memory loss, every button or option you remove is one less thing to confuse or frustrate. Simple almost always wins.

## 4. Photo-Button Phones

*Press a loved one's picture to call them.*

One of the kindest tools for memory loss is the photo-button phone. Instead of remembering a number or a name, your loved one sees photos of the people they call most — you, a sibling, the doctor's office — and simply presses the picture to call.

Recognizing a face is often one of the last abilities to fade, long after numbers become a puzzle, which is what makes these phones so effective.

They come as corded models for the home, with a handful of large photo buttons you slot pictures into — brands like Serene Innovations and others make them, with six to nine or so photo keys, big high-contrast numbers, and boosted volume. A corded one is my usual suggestion for someone mostly at home, because it's always in the same place and needs no charging. There are cordless versions too, though those add a step we'll talk about.

**GOOD TO KNOW**

Use clear, recent, close-up photos — just the face, smiling, against a plain background. A cluttered or distant photo is harder to recognize. Big and obvious is the goal.

## 5. Big-Button One-Touch Phones

*A single key for a single person.*

For some folks, even photos become too much, and the simplest thing of all is best: a big-button phone set so that pressing one large key calls one trusted person. No dialing, no choosing, no reading — just press the big button and it rings you, or whoever you've set it to.

These phones have oversized, well-spaced buttons that are easy to see and press, often with extra-loud volume and a bright ringer. You can program the speed-dial keys to the few numbers that matter and ignore the rest. For someone in a later stage, one button to one person is sometimes the only phone action they can reliably manage — and that one lifeline is worth a great deal.

### TIP

If you set one main button, make it the person most likely to be able to help — often the primary caregiver. That way the one action they remember reaches the one person who can respond.

## 6. Simplified Cell Phones

*For someone who still goes out — managed by family.*

If your loved one still leaves the house on their own, a home phone isn't enough — they need something in their pocket. There are cell phones built specifically for memory loss, and the one people ask about most is the RAZ Memory Cell Phone. It shows a single screen with photos of a few contacts; your loved one taps a photo to call, and there are no apps, no menus, no settings, and no confusing extras to get lost in.

What makes these powerful for a caregiver is that you manage the phone remotely, from an app or web page on your own phone. You set the contacts, and — importantly — you can restrict incoming calls to those contacts only, so scammers and robocallers simply can't ring it. There's usually a dedicated emergency button as well. Because it's a cell phone, confirm it works on a carrier with good signal where your loved one lives and goes.

**GOOD TO KNOW**

Simplified cell phones are managed by you, the caregiver, from afar — which means you can add a contact or fix a problem without being in the room. For a parent who lives alone or wanders, that remote control is a real comfort.

## 7. No Single Best Phone

*Matching the phone to the person.*

People often ask me which phone is the best one, and the honest answer is that there isn't one — there's the one that fits your loved one, where they are right now. I don't sell any of these and don't earn a thing from naming them. The right choice depends on their stage, whether they're home or out and about, their eyesight and hearing, and what actions they can still manage comfortably.

A photo-button corded phone suits someone mostly home who still recognizes faces. A one-touch big-button phone suits someone who needs it even simpler. A simplified cell phone suits someone still out in the world. And needs change — a phone that fits today may need to get simpler in a year. That's normal, and expecting it saves you stress.

**WATCH OUT**

Don't over-buy for a stage they haven't reached, and don't cling to a phone that's become too complex. Check in every so often — with their care team's input — on whether the phone still fits.

## 8. Removing the Confusing Features

*Taking away what gets in the way.*

Whatever phone you choose, a big part of the job is subtracting — turning off or hiding the features that confuse rather than help. The fewer choices the phone offers, the less chance for your loved one to get lost, frustrated, or stuck. Think of it as clearing clutter so only the useful things remain.

- Turn off or simplify voicemail they can't retrieve — a machine or none may be clearer.
- Hide or disable extra speed-dial keys they won't use.
- Turn off call waiting if a second call's beep confuses them mid-conversation.
- Remove any phone that has menus and screens they struggle with.

- Keep ringer and handset volume set high and leave the controls alone. Every feature you remove is one less thing that can go wrong. The ideal end state is a phone that does the two or three things your loved one needs and absolutely nothing else — nothing to wander into by accident, nothing to undo what you've set up.

**GOOD TO KNOW**

A phone with fewer features isn't a lesser phone for someone with memory loss — it's a better one. Simplicity is the feature that matters most here.

## 9. One-Touch Speed Dial With Photos

*Setting up the people who matter.*

The heart of a good memory-loss phone is the speed dial — the few buttons or photos that reach the people who matter. Keep this list short. Three or four people is plenty; a wall of options defeats the purpose. Think about who your loved one actually needs to reach: the main caregiver, a close family member or two, and perhaps the doctor's office.

- 1 List the three or four people your loved one most needs to call.
- 2 Program each into a speed-dial key or photo button.
- 3 Use a clear, close-up photo of each person's face where the phone allows it.
- 4 Label each button with the person's name in large, plain letters.
- 5 Test each one together, so you know it calls the right person.

Once it's set, resist the urge to add more over time. The power of this setup is its simplicity. A handful of faces or clearly labeled buttons, each reaching someone who can help, is far more useful than a long list your loved one can't navigate.

**TIP**

Put the main caregiver on the first, most obvious button or photo. In a confused or frightened moment, that's the one they'll reach for, so make it the person most able to help.

## 10. Locking the Settings

*So nothing gets changed by accident.*

Here's a frustration every caregiver knows: you set the phone up perfectly, and a week later it's all scrambled because a button got held down or a menu got wandered into. The answer is to lock the settings wherever the phone allows it, so the setup you've built stays put.

On simplified cell phones like the RAZ, this is built in — you control everything from your own phone, and your loved one can't change it. On home phones, look for a settings lock or a lock switch, often on the bottom or behind a little panel. Some corded photo phones have no changeable settings to speak of, which is a virtue here. The less that can be altered, the less you'll be resetting.

### GOOD TO KNOW

A phone you can lock — or one with almost nothing to change in the first place — saves you from re-doing the setup again and again. Simplicity and a lock are your friends.

## 11. The Scam-Call Danger

*Why this is the most important chapter.*

If there's one part of this guide I'd underline twice, it's this one. People with memory loss are a prime target for phone scammers, and the consequences can be devastating — money lost, personal information given away, a frightening call that upsets them for days. A scammer sounds friendly and urgent, and someone who can't quite hold the thread of a conversation is terribly vulnerable to that pressure.

You can't rely on teaching your loved one to spot scammers — the very nature of memory loss makes that unreliable, and it's not fair to put that burden on them. Instead, we solve it with the phone itself: we set it so the scammers can't get through in the first place. That's where the allow-list comes in, and it's the single most protective thing you can do.

### WATCH OUT

Never count on someone with memory loss to recognize and resist a scam call in the moment. The reliable protection is to keep the scam calls from ever reaching them — set the phone up to do that for you.

## 12. The Allow-List — Only Known Numbers Ring

*The most powerful safety setting there is.*

An allow-list — sometimes called a whitelist — flips the usual idea of call blocking on its head. Instead of blocking bad numbers one at a time, which is a losing battle against scammers who change numbers constantly, an allow-list lets through only the numbers you've approved. Everyone else is silenced automatically. If a number isn't on the list, the phone doesn't ring.

For someone with memory loss, this is enormously powerful. You put the handful of trusted numbers on the list — family, the doctor, a neighbor — and your loved one only ever hears the phone ring when it's one of those people. The scammers, the robocalls, the nuisance surveys: none of them get through, because none of them are on the list. It turns the phone from a source of danger back into a safe, simple comfort.

### GOOD TO KNOW

The allow-list is the setup I'd steer most caregivers toward. Blocking bad numbers one by one can't keep up with scammers; letting only good numbers through shuts them out completely.

## 13. Setting Up an Allow-List

*Where it lives and how to build it.*

How you set up an allow-list depends on the phone. On a simplified cell phone like the RAZ, it's built in — restricting calls to contacts only is a setting you turn on from your caregiver app. On a home phone, some cordless models have an allow-list or 'only accept' mode built in. And there are dedicated call-blocking boxes that run in allow-list mode for a phone that doesn't have it, which plug in between the line and the phone.

- 1 Gather the trusted numbers — family, doctor, close neighbors, pharmacy.
- 2 Find the allow-list or 'accept only these' setting on the phone, box, or caregiver app.
- 3 Add each trusted number to the list.
- 4 Test it: call from a trusted number (it should ring) and an unknown one (it should not).
- 5 Keep the list handy so you can add a new trusted number when needed.

It takes a little setup, but once it's done, it runs itself. The only upkeep is adding a new number now and then when someone trusted gets a new phone. If finding or setting the

allow-list on your particular phone is confusing, that's exactly the kind of thing I can sort out quickly.

**TIP**

There's a whole separate guide on call-blocking boxes versus the block features built into phones. If you want to go deep on the options, ask me for it — the allow-list is the star of that guide too.

## 14. Making Sure Important Calls Get Through

*The other side of the allow-list.*

An allow-list is powerful, but it has a flip side worth thinking through: if a number isn't on the list, it won't ring — even if it's someone you'd want to get through. So the setup is only as good as the list. Take a little care to include everyone your loved one might genuinely need to hear from.

- All close family, including anyone who might call from a new or cell number.
- The doctor's office, pharmacy, and any care services involved.
- A trusted neighbor or two who might check in.
- Any transport or meal service your loved one uses.

Think also about how the doctor's office or a hospital might call — sometimes from a number you wouldn't expect. If getting those calls through matters, talk with the care team about which numbers to expect, and whether an allow-list is the right fit or whether a spam filter that merely screens likely-junk suits your situation better.

**WATCH OUT**

An allow-list can accidentally block a real call from an unexpected number — a hospital, a new doctor. Weigh that with the care team, and keep the list current so important callers always get through.

## 15. A Plain Corded Phone as Backup

*The reliable fallback that always works.*

Whatever clever setup you build, I'd always keep one plain, old-fashioned corded phone in the house as a backup. A simple corded phone is dead reliable — it needs no charging, no batteries in the handset, and on some phone services it even works when the power's out, drawing what little it needs from the line itself.

For someone with memory loss, a corded phone also can't be misplaced the way a cordless handset wanders off and ends up under a cushion or in another room. It stays where it's plugged in. Keep it in an obvious, familiar spot, and it's there as the simple fallback when the cordless battery dies or the fancier phone confuses them.

### GOOD TO KNOW

A cordless handset that wanders off is a common problem with memory loss. A corded phone can't be carried away and lost — it's always right where it belongs, which is a real advantage here.

## 16. Labeling the Phone Clearly

*Plain words and pictures that help.*

A little clear labeling goes a long way. Next to each speed-dial button or photo, put the person's name in large, plain letters — big enough to read easily, simple enough to understand at a glance. If the phone has a photo button, the picture plus the name together is clearer than either alone.

You can also label the key actions simply: a clear note by the phone that says how to answer and how to hang up, in the plainest words possible. Keep labels uncluttered — too many instructions become their own confusion. The aim is a glance that reassures, not a page that overwhelms. Use the words your loved one would use, not technical ones.

### TIP

Write names the way your loved one thinks of people — 'Mary (daughter)' rather than a full formal name. Familiar words land better than correct ones.

## 17. Keep It in the Same Familiar Spot

*Routine and place are powerful anchors.*

One of the simplest and most important things you can do costs nothing: keep the phone in the same place, always. For someone with memory loss, a thing that's always where it belongs becomes a reliable anchor — they learn, through repetition and habit, that the phone lives right there, and reaching for it becomes automatic even when much else is slipping.

Resist tidying it away or moving it to a 'better' spot. Pick a sensible, visible location near where your loved one spends their time, and leave it there. A corded phone helps enforce this, since it can't wander. If it's cordless, a cradle it always returns to, in that same spot, is the next best thing. Consistency of place does a lot of quiet work.

### GOOD TO KNOW

Familiarity is a form of safety here. A phone that's always in the same spot, looking the same, works with your loved one's memory instead of against it. Don't move it around.

## 18. Volume, Eyesight, and Comfort

*Making the phone easy to hear and see.*

Memory loss often travels alongside changes in hearing and eyesight, so a good memory-loss phone should also be easy to hear and see. Set the ringer loud and choose a phone with a bright visual ringer — a flashing light — so a call isn't missed. Set the handset volume up so the caller comes through clearly, and look for amplified models made for hearing loss.

For eyesight, big high-contrast buttons and large, clear photos matter. Dark numbers on a light background, or light on dark, are easier than anything fancy. The phone should be comfortable to hold, not too heavy, with buttons that are easy to press for hands that may be less steady. These comforts aren't extras — they're part of what makes the phone usable.

### TIP

A flashing visual ringer helps if hearing is fading, and amplified handset volume helps even more. Many big-button phones for seniors include both — look for them when you choose.

## 19. Involving the Doctor and Care Team

*Where the care decisions belong.*

I want to come back to this clearly, because it matters. While I can help you choose and set up the phone, the decisions about what your loved one can safely manage — and how that may change — belong with their doctor and care team. They understand the condition, the stage, and the person in a way a technology guide never can.

So lean on them. Ask the doctor or a dementia care specialist whether a phone is still safe for your loved one to use alone, what to expect as things progress, and whether features like an emergency button or location tracking on a cell phone make sense for their situation. Use this guide for the how-to of the technology; use the care team for the what's-right-for-them. Together, that's the full picture.

### GOOD TO KNOW

Many communities have memory-care resources — through the doctor's office, the local Area Agency on Aging, or the Alzheimer's Association — that can advise on safety and everyday living. The care team can point you to them.

## 20. When Needs Change Over Time

*Expecting to simplify further.*

Memory loss changes over time, and a phone that fits well today may be too much a year from now. That's not a failure of the setup — it's the nature of the condition, and expecting it spares you a lot of frustration. The plan is to simplify further as you go, not to find one perfect phone forever.

Watch gently for signs the phone has become too complex: your loved one stops using it, gets upset with it, or can't manage an action they used to. When that happens, it's time to simplify again — fewer buttons, a single photo, a one-touch call to you. There's no sadness in this; each simplification keeps the phone a help rather than a hurdle, meeting them exactly where they are.

**TIP**

Check in every few months — with the care team's input — on whether the phone still fits. Simplifying sooner rather than later keeps the phone from becoming a source of upset.

## 21. Common Mistakes Caregivers Make

*Gentle corrections, learned the hard way.*

After helping families with this, I see the same well-meaning mistakes come up. None are anyone's fault — they're easy traps — but knowing them ahead saves grief for everyone.

- Choosing a phone with too many features, hoping to 'future-proof' it — simpler is better now.
- Relying on teaching your loved one to spot scams instead of blocking the calls outright.
- Programming a long list of contacts instead of just the three or four that matter.
- Moving the phone around, breaking the familiar-spot habit.
- Forgetting a plain corded backup for when a cordless battery dies.

**WATCH OUT**

The riskiest mistake is leaving scam calls able to get through, trusting your loved one to handle them. Block the calls at the phone — don't put that burden on someone who can't reliably carry it.

## 22. A Few Plain Words to Know

*The jargon, translated.*

A few terms come up around these phones. Here's the short translation so nothing throws you.

- Photo-dial phone — a phone you call people by pressing their picture.
- One-touch / speed dial — a single button programmed to call one person.
- Allow-list / whitelist — a setting that lets only approved numbers ring through.
- Block list — the opposite: specific bad numbers you block one at a time.
- Settings lock — a way to freeze the phone's setup so it can't be changed.
- Caregiver app — an app that lets you manage a loved one's phone remotely.

**TIP**

Keep this little list with your guide. When a product description or a help line uses one of these words, you'll know exactly what they mean.

## 23. Questions Caregivers Ask Me

*Quick, plain answers.*

What's the best phone for dementia? There isn't one best — it depends on the stage and whether they're home or out. A photo-button home phone and a simplified cell phone are the common starting points.

How do I stop scam calls reaching my parent? Set up an allow-list so only known numbers ring through. It's the most reliable protection there is.

Can I manage the phone from my own house? With a simplified cell phone like the RAZ, yes — you control contacts and settings remotely from an app.

Should I keep a regular phone too? Yes — a plain corded phone is a reliable backup that can't be lost or run out of battery.

### GOOD TO KNOW

For anything about your loved one's safety or abilities, the doctor and care team are the right people to ask. For the phone and its setup, just call me — there's no charge to ask a question over the phone.

## 24. Introducing the New Phone Gently

*Change is hard — ease into it.*

How you introduce a new phone matters as much as which phone you choose. For someone with memory loss, change itself can be unsettling, and a strange new device appearing where the old familiar one stood may cause anxiety rather than relief. A little gentleness in the handover goes a long way.

If you can, set the new phone up in the same spot the old one lived, and if it helps, leave the old one nearby for a short while during the transition. Show your loved one how it works calmly and more than once, in the plainest terms — 'press Mary's picture to call Mary.' Expect to repeat it; repetition is how the new routine takes hold. Don't rush, and don't make a fuss if it doesn't click the first day.

**TIP**

Introduce the new phone on a calm, unhurried day, not in the middle of a crisis. A relaxed first meeting with the new device makes acceptance far more likely.

## 25. Practicing Together

*A few gentle rehearsals build the habit.*

Once the phone is set up, practice using it together, kindly and without pressure. Have your loved one press your photo or button while you're standing right there with your own phone, so they see it ring and hear your voice come through. Making the connection real — press this, and Mary answers — helps it stick far better than any explanation.

Keep the practice short and positive. Celebrate it working rather than dwelling on fumbles. Repeat it over several days if you can, always the same simple way. The goal isn't to teach them the phone like a lesson — it's to build a gentle, repeated habit so that reaching for the right button becomes familiar and reassuring, even on a foggy day.

**GOOD TO KNOW**

Repetition and patience do more than instruction here. A calm, repeated 'press this to call me' over several days builds a habit that can outlast a lot of memory trouble.

## 26. Pairing the Phone With a Medical Alert

*Two tools that work well side by side.*

A simple phone and a medical alert often make a good pair for someone with memory loss living at home. The phone handles everyday calls to family; the medical alert — a pendant or wristband they press for help — handles emergencies, connecting them to a monitoring center that can summon help even if they can't manage the phone in that moment.

The two complement each other, because in a frightening moment someone with memory loss may not recall how to use even a simple phone, but a single alert button they wear can be easier to manage. Whether a medical alert is right, and which kind, is a conversation for the family and the care team. If you do add one, choose a cellular model that doesn't depend on the home phone line, and test it — there's a separate guide on exactly that.

**GOOD TO KNOW**

A worn alert button can be simpler to use in a crisis than any phone. Whether it suits your loved one is a care-team question, but for many families it's a valuable companion to the simple phone.

## 27. If Your Loved One Lives Alone

*Building the safety net a little stronger.*

If the person you're caring for still lives on their own, the phone setup carries extra weight, and it's worth layering the safety net so no single thing failing leaves them cut off. The aim is that, however confused or frightened they may get, reaching a trusted person stays as simple and reliable as you can make it.

- A simple phone with an allow-list, so only trusted people ever ring through.
- The main caregiver on the first, most obvious button or photo.
- A plain corded phone as a backup that can't be lost or run flat.
- A cellular medical alert, if the care team agrees it fits, for emergencies.
- A trusted neighbor on the allow-list who can check in or respond quickly.

Talk through this plan with the care team, because living alone with memory loss raises safety questions well beyond the phone — and they're the right people to weigh those. The phone and alert are the technology pieces; the bigger picture of whether living alone remains safe is theirs to help you navigate.

**WATCH OUT**

Whether someone with memory loss can safely keep living alone is a serious question for the doctor and care team, not a technology decision. Set the phone up well, but raise the bigger safety questions with them.

## 28. When to Just Call Me

*The setup is exactly what I help with.*

I wrote this guide so you'd know your options and feel less alone with the phone part of caregiving. But choosing the right phone, programming the photos and speed dials, building and testing an allow-list, locking the settings, and setting up a simplified cell phone's caregiver app is exactly the kind of patient, careful visit I do. You don't have to puzzle through it on top of everything else you're carrying.

I come to you, here in Portage County and the nearby towns. The first in-home visit is a flat ninety-nine dollars, and if something can be handled without a trip, I offer remote help too. If you're not completely happy with a visit, I'll make it right or refund it. For the care side — what's safe and right for your loved one — that stays with their doctor and care team; I handle the technology.

**TIP**

When you call, my assistant Sophie may answer and take down the details so I can call you back — she's there so you always reach a friendly voice, not a dead end.

## 29. What I'd Tell a Friend Caring for a Parent

*The short, honest version.*

After 30+ years of professional experience helping folks with their home technology, here's the plain advice I'd give a friend caring for a parent with memory loss. Simplify the phone — a photo-dial or one-touch phone, just the few people who matter, nothing confusing left on it. Then protect it with an allow-list so only known numbers ring through, because you can't rely on your parent to spot a scammer.

Keep it in the same familiar spot, label it clearly, lock the settings, and keep a plain corded phone as backup. Expect to simplify further as time goes on. And through all of it, lean on the doctor and care team for what's safe and right — they know your parent's health in a way no guide can. The phone, though, is a solvable piece. Get it right and you've turned one worry back into a comfort.

**GOOD TO KNOW**

If any of this feels like a lot on top of everything else, that's more than understandable. You can hand the phone setup to me — the phone, the photos, the allow-list, the backup — and take one thing off your plate.

**CHEAT SHEET**

## Everyday Cheat Sheet

Keep this by the phone. I want to... Do this. Make calling easy — use a photo-dial or big-button one-touch phone and program just three or four trusted people. Stop scam calls — set up an allow-list (whitelist) so only known numbers ring through; don't rely on your loved one to spot scammers. Keep the setup safe — lock the settings or choose a phone with little to change. Manage a cell phone from afar — use a simplified phone like the RAZ with a caregiver app. Avoid confusion — remove extra features, keep the phone in the same familiar spot, and label it in large plain letters. Have a backup — keep a plain corded phone that can't be lost or run flat. For what's safe and right — talk with their doctor and care team. Get tech help — call Bill: (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

Kinds of Simple Phone

Each suits a different stage and setting

|                                | How you call    | Best for                       |
|--------------------------------|-----------------|--------------------------------|
| Photo-button<br>corded phone   | Press a picture | Home, earlier<br>stage         |
| Big-button<br>one-touch phone  | One or two keys | Home, simple<br>needs          |
| Simplified cell<br>(RAZ, etc.) | Tap a photo     | On the go,<br>managed remotely |
| Plain corded<br>backup phone   | Dial the number | A reliable<br>fallback         |

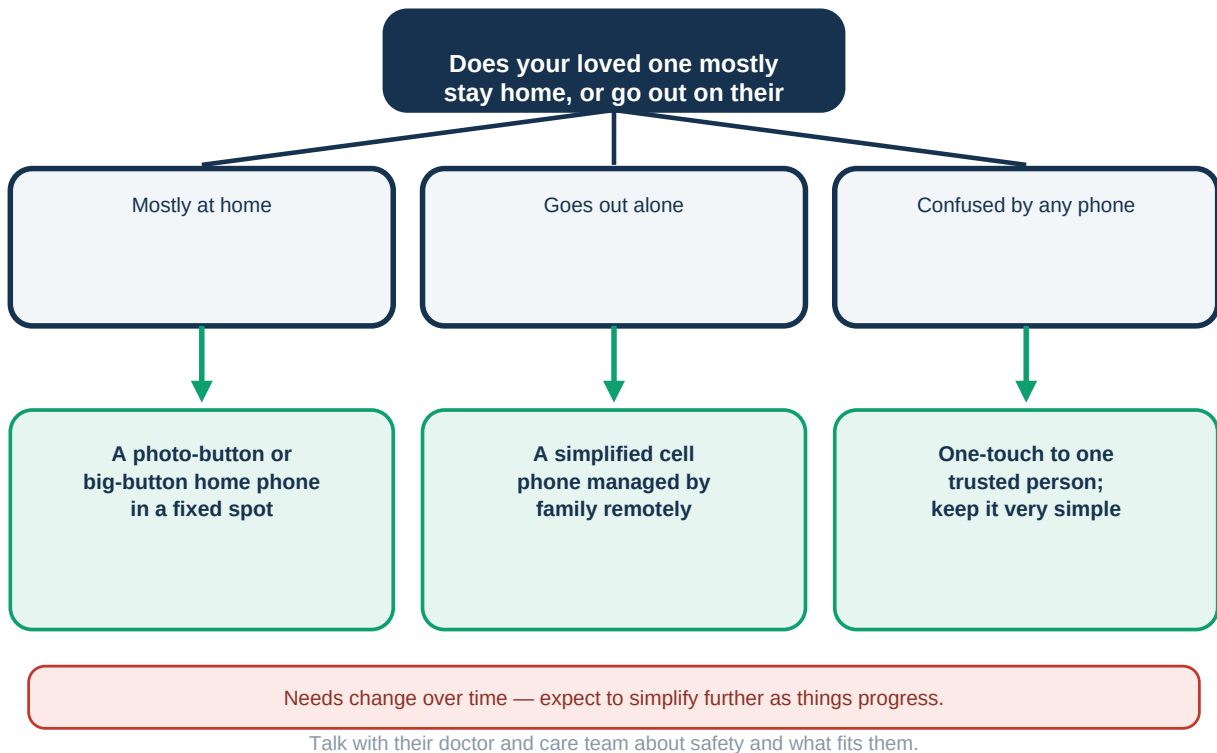
No single best — match the phone to the person, with the care team's input.

## AT A GLANCE

## A Second Look

## Which Simple Setup Fits?

A gentle starting point, not a rule



## BEFORE YOU GO

## A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



## HOW I CAN HELP

# Your Visit — and My Promise

**In-home visit — \$99 flat** for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

**Remote Support — \$49** for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

### GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: [billshometech.com/book](https://billshometech.com/book) · [bill@billshometech.com](mailto:bill@billshometech.com)

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