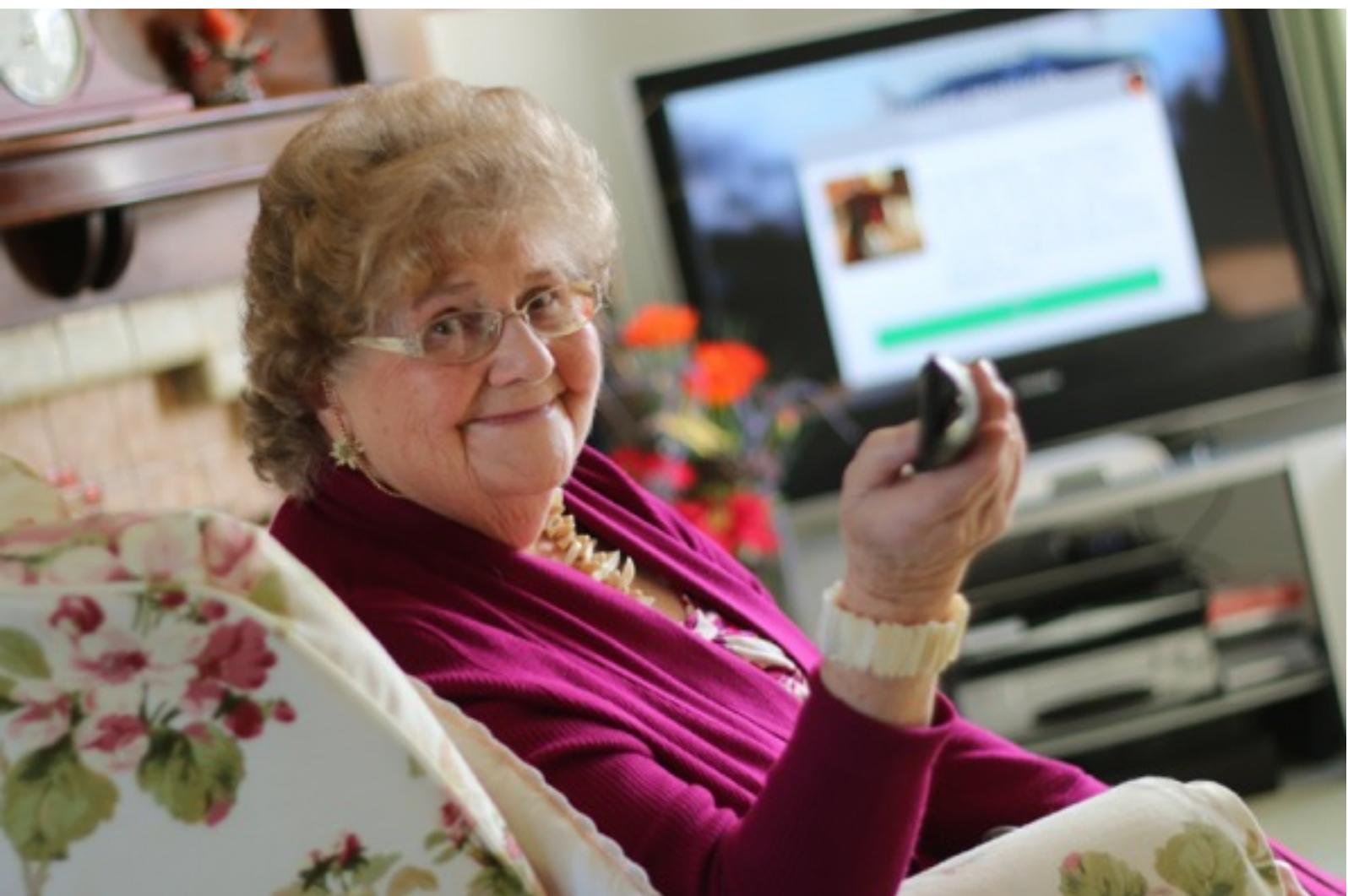


Welcome to Care Messenger



Quick Start & User Guide

Version 1.3

Welcome to your new Care Messenger

Care Messenger makes keeping in touch easy for everybody, using technology everyone can cope with.

It allows you to send messages and pictures from your mobile or computer, straight to a television screen, using our simple box.

And the person receiving the message can send a simple response back using their familiar television remote control.



Care 
Messenger™
Simply Connect

1: Getting started

Installing the Care Messenger box

Follow the instructions in the Installation Guide supplied. It explains the following:

- Making sure your device is plugged in and switched on
- Connecting the device correctly to your television
- Making sure it is working with the remote we supplied
- Connecting the device to your broadband.



2: Activating Care Messenger

Before being able to use Care Messenger, you must activate the Care Messenger box.

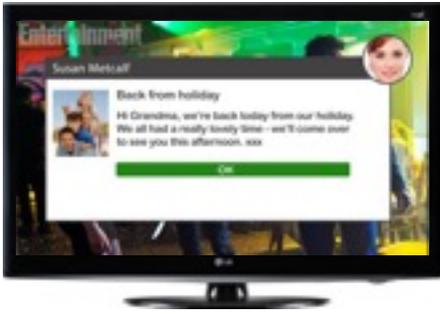
You should have been allocated a Resident ID and Pincode which will be sent to you by email at the address you used when purchasing Care Messenger.

Before using Care Messenger, you'll need a Care Messenger Resident ID.

The Resident ID and Pincode for your Account will have been sent to the email address you used when purchasing.

If don't yet have a Resident ID and Pincode, please contact Care Messenger on 0191 206 4004. We will help you through the activation procedure. Please have your Care Messenger device at hand for reference.

3: Reading and responding to messages sent to you



a) message on screen



b) message in inbox



Reading and responding to messages is done on your receiving TV using the Care Messenger remote control.

Messages will usually appear in full on screen over your television programmes (a). Once read, pressing OK (c) will close the message.

If the message sender has sent a message to your Inbox, a small icon in the top right hand corner of your screen shows the number of unread messages in your Inbox (b). Pressing OK (c) will display the messages.

If a message has multiple choice options, the up / down arrows on your Care Messenger remote (c) highlight your choice, then pressing OK makes your response selection.

All read messages will be stored in your Message History, which you access by using the Care Messenger button (d).

If your television is not switched on when a message is received, it will be there waiting when you next turn on your television.

When you have responded, the message sender is automatically notified of your response.

4: Sending messages

Messages are sent to the Care Messenger device to display on the receiving TV. There are four ways to send messages to the receiving TV with Care Messenger.

- 1: With our free app for iOS (Apple) or Android devices
- 2: With the Care Messenger web site
- 3: With a text message (SMS)
- 4: By email from any smartphone or computer

The following sections explain how to send messages using these four methods.

5: Send messages using the Care Messenger App

1: Download our free app, available from the iTunes App Store or the Google Play Store, and install it on your smartphone.

2: Using the Care Messenger app, create your own Supporter Account by clicking SIGN UP and submitting your details.

3: You will need to link your account to a resident account, this is done by clicking in the in the top right of the screen. You need to type in the RESIDENT ID you wish to link to, and press the search icon. If the RESIDENT ID exists you will be given the option of entering their PIN if you know it. If you do then you will be automatically linked to the individual, and you will be able to send messages automatically, but if not, the individual will have to decide whether or not to receive messages from you.

4: To write a new message, select the person you wish to send a message to, you will be taken to a list of all previous messages you have sent to them, then click on the new message icon in the top right. You will be taken to another screen where you can write your message. There is a button which allows you to make a message urgent, which if activated will force your message to fill the centre of the screen, even if the user prefers to have them wait until they are ready to read them.

5: You can type a SUBJECT and MESSAGE, define OPTIONS for responses and add an IMAGE. The app also stores your message history, and notifies you when your message has been read.

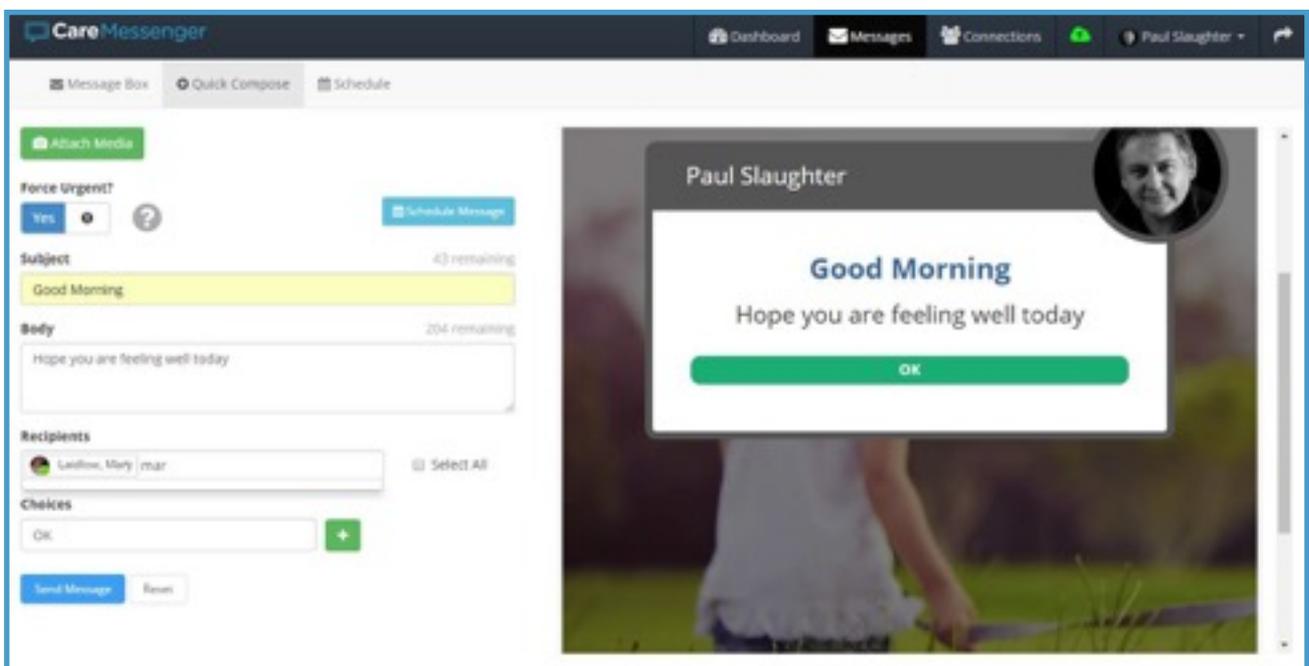
6: Sending messages from our web site

To send messages to your loved ones TV via the Care Messenger website - go to www.caremessenger.co.uk and follow the link to Send a Message.

If you don't already have an account, you will need to register first as a Supporter then log in using your new Care Messenger Supporter Account details.

Click on Messages, and select Send Message Force Urgent if you want to ensure your message displays full screen when received.

The web site will allow you to type a SUBJECT and MESSAGE, define OPTIONS for responses and add images by clicking Attach Media. The app also stores your message history, and notifies you when your message has been read.



7: Sending messages from a phone using text (SMS)

Registering your number with a Resident ID

SMS numbers: UK: +44 1250 770066 / US: +1 561 430 2244

To register a phone with a Resident ID, a message should be sent to the appropriate number above in the following format. This is done only once to link your phone number with the recipient's Care Messenger device and be approved by them.

REGISTER ResidentID Pincode Firstname
Lastname

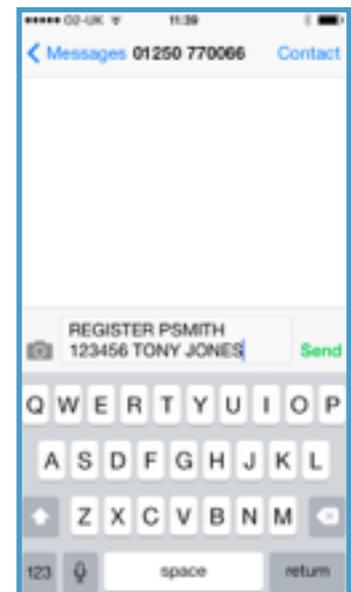
Please note there should be a space between each item in the above example.

e.g. REGISTER PSMITH 123456 TONY JONES

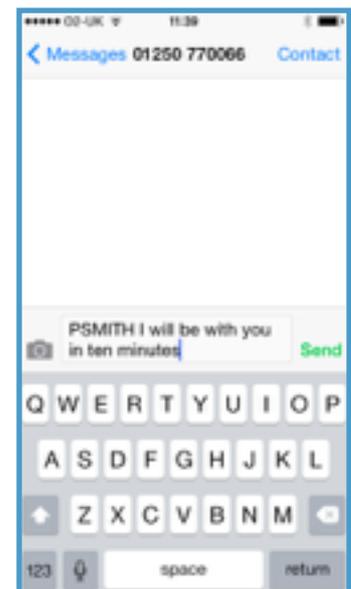
If registration is successful, you will receive an SMS confirming the registration. If registration is unsuccessful due to incorrect formatting, unknown username, incorrect pin etc. you will receive a return SMS describing the failure. Please retry until successful.

Once registered, you can then send messages in the following format : ResidentID then the main body of the message

e.g. PSMITH I will be with you in ten minutes



a) Registering



b) Messaging

8: Sending messages by email (phone or computer)

Every user with a Care Messenger box has an @caremessenger.co.uk email address.

To send a message to a Care Messenger device via email you first need to send a registration email with the subject line in the following format:

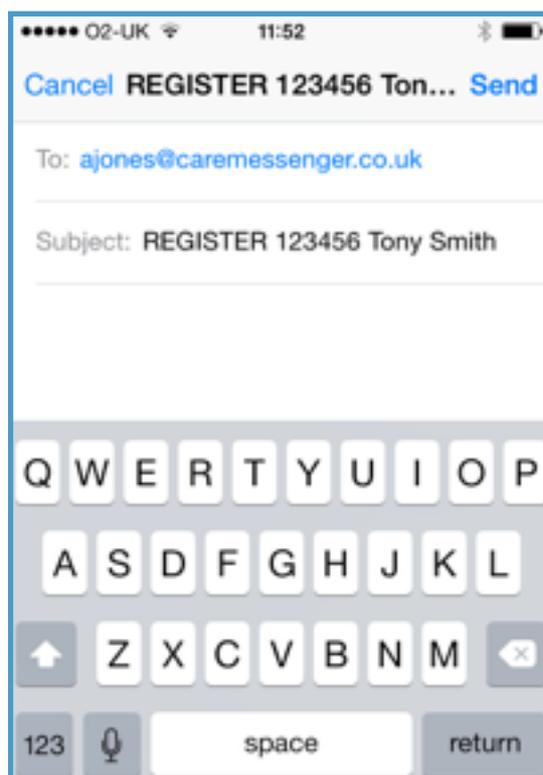
If the Resident ID is AJONES, their Pincode is 123456, and your name is Tony Smith, send an email as follows:

To: ajones@caremessenger.co.uk
Subject: REGISTER 123456 Tony Smith

You will then receive a further email confirming your registration.

From then on simply send an email to the Resident email address as above, and use the Subject and Message as you would normally.

Images used in email, including signature images, will also be included in the message sent.

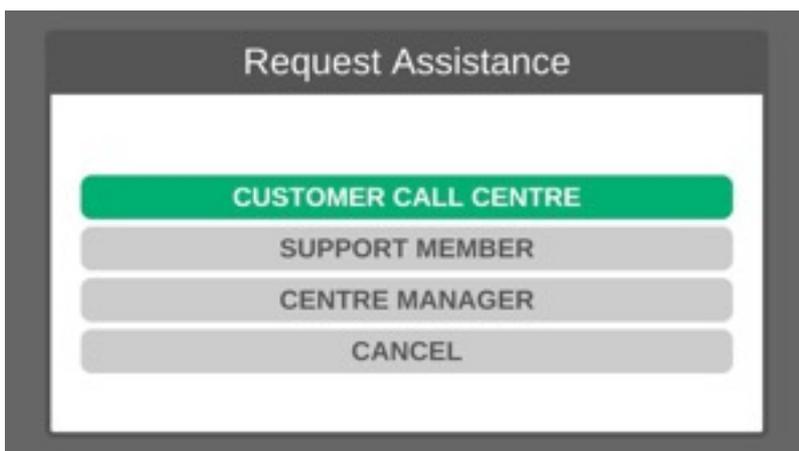


Please keep messages brief as the recipient will be viewing your message on their TV in a message box. Ideally messages should be limited to around 200 characters. You will not be able to set options and you will not receive a reply or confirmation that your message has been read if using email to send.

9: Requesting Assistance

If enabled for your account by your provider, the Request Assistance feature allows you to quickly request assistance from your service provider or loved ones when you need it. Pressing the assistance button will present you with a menu of options that has been configured for you. This may include your service provider's call centre, your building manager or some of your family and friends.

Selecting an assistance provider from this menu will send a notification to the provider that you require assistance.



Assistance button



10: Getting the most from your messaging

Care Messenger is a great way to stay in touch with loved ones. We aren't trying to replace personal visits or telephone calls - we see our system adding regular interest and contact for someone who may otherwise not be included in modern day-to-day messaging communication. It's about greater inclusion.

To make the most from your new system, we have included a short list of ways that you might use Care Messenger.

Remember that one Care Messenger system can have multiple supporters - all sending unlimited messages, covered within the monthly contract fee. There is no additional cost per message or user. So have fun, invite family and friends to connect!

- Send simple messages regularly – frequent but brief contact often really helps to keep your friend or relative feeling connected
- Keep messages fairly short - a few lines is fine and the message box expands to accommodate, but don't be too wordy
- Try some simple interaction - allow your friend or relative to choose from options you define. For example, simple YES or NO questions, or questions with up to 5 response choices
- Tell your loved one what you're doing, where you've been, something that made you think of them
- Send images that show you and your family, familiar places and objects. We have found this is the most effective way of enjoying Care Messenger - your pictures really make a big difference to a loved one feeling included in your life.

11: Troubleshooting

I can't see anything on my TV

Make sure that everything is plugged in and switched on including TV, Care Messenger box and your satellite / cable box if you have one. The Care Messenger box shows a GREEN light when operating.

Check that all cables are correctly connected.

Ensure that your TV is displaying on the same HDMI input that your Care Messenger system is plugged into. Press the Menu button on your Care Messenger remote - if you do not see a blue menu then your TV is on the wrong input.

Select the correct HDMI input using your TV remote. If the correct HDMI is selected but still no picture, press the AV button on your Care Messenger remote repeatedly until you can see your TV programmes and messages.

Messages are not being received

Make sure that your Care Messenger box is switched on (GREEN light) and connected to your broadband - check the Care Messenger Installation & Setup Guide for this.

Press the Care Messenger menu key - if nothing appears then your network is not connected successfully - if it does appear, press the lower right button (screen-shaped icon) select the reload option and press OK.

If you restart your Care Messenger box and you do not see the orange INFOTU.BE logo, then you are not selecting the correct HDMI input on your TV.

My Care Messenger remote control doesn't work

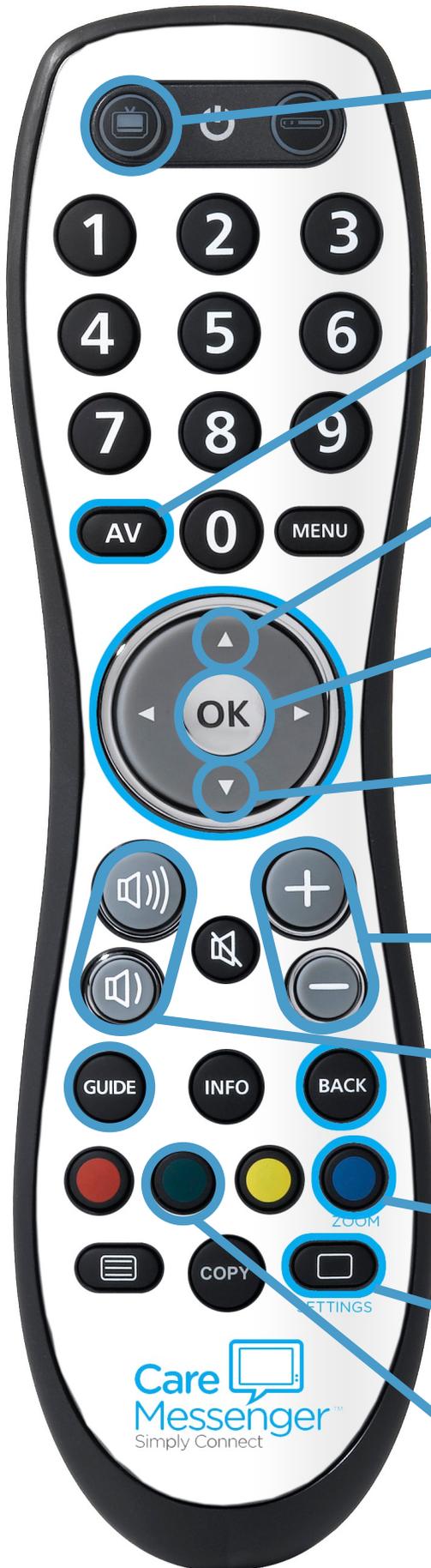
Check and replace the batteries.

Reprogram your remote - refer to the Care Messenger install manual.

If you have problems not covered here, or the problems aren't solved, please visit www.caremessenger.co.uk and select SUPPORT.

Care Messenger Controls

at a glance



On / Off

Turn your television off and on with this button.

Input selection

Use this button to select between the HDMI and other inputs on your TV

Up button

Use the up button to move up within a list

OK button

Use the OK button to make a choice you have selected, or make a message close.

Down button

Use the Down button to move down within a list of choices or options.

Channels

Selects the channels on your TV

Volume

Turn the volume level up and down using these two buttons. Top button turns sound up.

Zoom

Enlarge a picture in your message to full screen

Care Messenger Settings

This button takes you into the settings including your Message History

Assistance

Request assistance from your service provider