

Care Messenger Supporter Guide

Introduction

Welcome to Care Messenger! You are just a few steps away from being able to have video calls with and send messages, pictures, and videos to the people you care for in a way that makes them feel included – via their TV! Your loved one will already have their LG Care Messenger TV installed and configured and ready to receive communications from you.

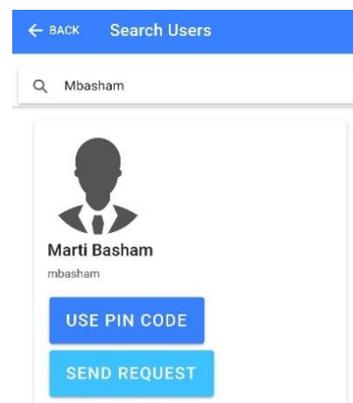
Use the following instructions to set up your app and connect to them via your smart phone or tablet. The app is available on Google Play (for Android devices) and iTunes (for iPhones and iPads)

Set Up on your Mobile or Tablet

1. Visit the appropriate app store and search for “Care Messenger”. It looks like this...
2. Install and open the app.
3. Click on the **Sign Up** button and create an account for yourself by completing the form. Be sure to use your name as your loved one would recognise it so they will know who incoming calls and messages are from.
4. When you are signed up, you need to link your account to that of the person with the TV. For this you will need their username. If you don't already have it, please ask your loved one's care provider for it, or you can obtain it direct from the TV: Press [Info] then [→ Right] 2 times to select My Profile, press [OK] on Account Detail and record the **Username**.
5. Click on the **Add Person** button at the top right of your Friends List.
6. Type in their username and press on the **Search** button.
7. Request permission in either of two ways:
 - a. Press **Use PIN Code** if you have their TV's code. This can be obtained from the TV: Press [Info] then [→ Right] 2 times to select My Profile, press [OK] then [→ Right] to Access Code, press [OK] then record the code.
 - b. Or press **Send Request**. This will send a message to the TV where your loved one can Accept (or Reject) the request.
8. When permission is granted your loved one will appear in your Friends List.



Care Messenger 12+
Care Messenger Holdings Limited
Designed for iPad
Free



To Make a Call



Press to make a video call. If the TV is on the user icon will have a green spot, but if off or stand-by then it will be red. A call will go through only if the TV is on.

To Send a Message

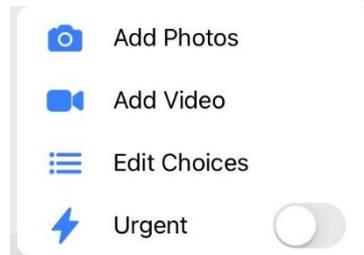


Press to create a message.

If the TV is on, the message, or a red spot indicator, will display immediately the message is sent. Or if off or stand-by, the message or indicator will be displayed when the TV is next turned on.

Type your message where it says Add Message in grey.

- By default your message will contain an [OK] button, which your recipient can press to close the message when read/viewed. To change this or add extra choices press (...) then Edit Choices edit the OK, and/or press (+) to add new choice(s), then press (X) to return to the message.
- To add one or more photos press (...) then Add Photos. Previously sent photos will be shown, or press Add From Camera Roll to add a new one from your device. Tap the photo(s) you wish to attach then press [Done].
- Or to add a video press (...) then Add Video. Previously sent videos will be shown, or press [Add From Camera Roll] to add a new one from your device. Tap the video you wish to attach then press [Done].
- If you want to mark the message as urgent, which means it will always overlay whatever is showing on TV irrespective of your loved one's normal setting, press (...) then select Urgent.



Then press (->) to send the message.

*** Spare pictures...

