



chatta®

Chatta® Resident TV User Guide

Introduction

Welcome to Chatta! We hope you enjoy your new TV and this simple but powerful way to connect with family, friends, and others. You will be able to receive video calls; text, photo, and video messages and be able to browse the messages and photos later at your leisure – all on your TV.

You won't need to go looking for messages or worry about missing messages or video calls from your family or those who care about you. The messages will simply 'pop up' over the TV programme you're watching if you have your TV switched **on**.

If you have your TV switched **off**, the messages will be there for you to view when you next switch on your TV.

Simple messages



Your family, landlord, or healthcare professionals will be able to send you messages that will appear on your TV. You will know who has sent the message because their name will appear in the title bar of the message, and they may also have included a photo of themselves in the top right-hand corner of the message.

Incoming messages may be to check you are feeling OK or to give you some news about the day your family have been having, or perhaps reminders about

medication or appointments and events that are approaching. Some of these messages may be simply text. Some may have a photo or short video attached. Many of our customers enjoy seeing photos and videos of their grandchildren and great grandchildren on the 'big screen'.

If there are photos on your message you can blow these up large or 'zoom' them by **clicking the small blue button** on your TV remote (click the same blue button again to return to the message).



If there is a short video attached to the message you can start the video by also clicking the **small blue button** on your TV remote, and then close the message by clicking OK on your TV remote when the video has completed.



You can *pause* the video as you're watching by clicking the same **small blue button** on your TV remote (*resume* by clicking the blue button again). Clicking the **small yellow button** will exit the video and return you to the original message.

When you have read the message, zoomed the photo, or watched the video (if any are attached to the message), simply click **OK** on the TV remote to 'close the message' and return to your TV viewing.

Multiple choice messages



You may receive a multiple-choice message. This is a message asking for your response to a question. There may be **up to five options** for you to choose from.



Use the arrows on the central 'wheel' of your TV remote to scroll up and down the choices and when your choice turns green, click OK.

This will let the person who has sent the message know how you have responded to their question.

Receiving video calls

You may receive a video call from a member of your family, a scheme manager or other trusted person. You will know when this is happening as a message will come up over your TV telling you there is an incoming call. You will see the name of the caller and your TV will 'ring' a bit like a telephone but on your TV. To start the call simply click the 'OK' button on your TV remote which is the

default option ('Accept call'). If you want to reject the call, use the arrows on your remote's central wheel to select 'reject call'. When the video call starts you will see the person calling on your TV and you will see yourself in a small box in the top right-hand corner of the screen.



When the video call is over either the caller can 'hang up' or you can close the call by clicking the OK button on your remote.

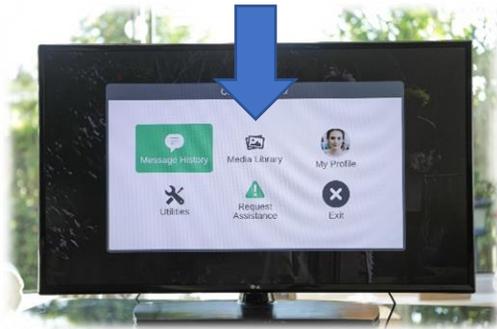
Viewing previous messages or photos

If you want to go back to look at previous messages people have sent you, click the 'Info' button on your TV remote which will take you to the Chatta® system menu ...



and then
Message History

In the Message History you can scroll through previous messages using the up and down arrows on the central wheel on your remote.



If you want to browse the photos that people have sent you all in one place, you do this by selecting '**Media Library**' from the same menu and use the arrows on the 'wheel' again to scroll through the photos.

Clicking '**Info**' button again or '**Back**' on your TV remote will take you back to the menu. To close the menu and resume watching TV click '**Info**' again.

Requesting assistance

If your Chatta TV system has been set up with **assistance providers** you will be able to click the **small green button** on your TV remote, and this will take you to a menu of all your 'supporters' or people to seek assistance from. If there is more than one simply scroll down the list (using the arrows on the wheel of the remote) to select a person to call you, and when your choice turns green, click OK on the TV remote. This will send an alert to the person you have selected, so they know you are requesting a video call. Assistance providers may be your next of kin, a family member, a carer, a scheme manager or another trusted person you are happy to be an assistance provider.

You'll quickly get used to your new Chatta TV. We hope you enjoy being connected to your family and the people that matter through the one device we all know so well – our TV.