



# chatta®

## Chatta® Supporter Guide

### Introduction

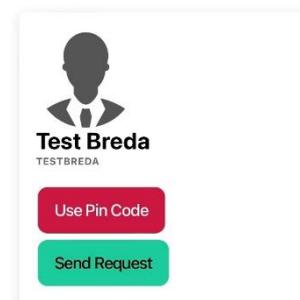
Welcome to Chatta, developed and owned by Care Messenger Holdings Limited. You are just a few steps away from being able to have video calls with and send messages, pictures, and videos to the people you care for in a way that makes them feel included – via their TV!

This guide assumes your loved one (the 'resident') will already have their LG Care Messenger TV installed and configured and ready to receive communications from family members, carers etc.

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 the Apple App Store (for iPhones and iPads)

### Set Up on your Mobile or Tablet

1. Visit the appropriate app store and search for **Chatta**. 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 can log in with the credentials you have just created in sign up. You need to link your account to that of the person with the Chatta TV. For this you will need their **username** which our fulfilment partner J Brand or other agent will have sent you. If you don't have this, 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 (magnifying glass icon for Android, 'Return' button for iOS).
7. Request permission in either of two ways:
  - a. Press **USE PIN CODE [or Access 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.



- When permission is granted your loved one will appear in your Friends List.

## To Make a Call

Press  to make a video call and then 'Call'. If the recipient's TV is on, the user icon will have a green spot, but if off or stand-by then it will be red and the video icon will have a strike through like this  and you won't be able to call. As the TV is widescreen, best to hold your phone or tablet

'landscape' and about 46cm away from you for best viewing on the recipient's TV. The call can be ended at the TV side or by you on the app.

## 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].
- Then press ( ->) to send the message.
- If your loved one's TV has been set up so the messages by default go to **Inbox** (they appear as a red spot in the top right corner of the TV) you can override this and make the message **Urgent** which means it will always overlay whatever is showing on TV irrespective of your loved one's default setting. To do this press (...) then select Urgent. If your loved ones TV has been set up to default to urgent messages, then this 'urgent' option on the app will not apply (all messages will be urgent, and you cannot change them to in box from the mobile app). If you want to change the default status of messages (from urgent to inbox or inbox to urgent) you can do this from your loved one's TV. Press [Info] then [→ Right] 2 times to select My Profile, then [→ Right] 2 times to select Settings. If 'Deliver to In Box' is set to OFF, all messages will be urgent (overlay the screen) by default. If set to 'ON', all messages will appear with a red dot alert in the top right corner of the TV and can be opened by clicking 'OK'.

