

JubileeTV

App User Guide
for family and friends

V09122023

Table of Contents

Getting Connected	1
Jubilee TV App Overview	2
Permissions	3
Video Calling	4
AutoConnect Video Calling	5
Messaging	6
Managing Photos	7
Reminders	8
Favorites	9
Contacts	10
Control TV	11
Control TV Commands	12
Daily Check In	13

Getting Connected

1. Go to care.caavo.com or visit your phone's App Store to download the Jubilee TV app.
2. When prompted, enter your email address to get started.

If you **were invited** to connect with a Jubilee TV user **via the email** address you entered, you'll be emailed a one-time password to sign in.

If you **were NOT invited** to connect with a Jubilee TV user via the email address you entered, you'll be prompted to enter a Jubilee TV Invite Code.

Find your loved one's Jubilee TV Invite Code from their TV:

1. Press the Caavo button on the Jubilee TV remote to navigate to the Jubilee TV home screen.
2. Select the "Contacts" tile.
3. Once on the "Contacts" screen, press "+" on the Jubilee TV remote to "Invite a Contact".
4. Your loved one's Invite Code will appear on step 2 of the instructions.
5. Note that this code changes after it's been used to connect an account. This means you'll have to repeat this process for every additional contact you want to add.

Jubilee TV App Overview

You may see some or all of the features below depending on your account permissions.

Video Call

Your loved one will be prompted to press a button on their remote to answer.

AutoConnect Video Call*

Your call automatically connects after 15 seconds.

Message

Send messages to your loved one's TV.

Manage All Photos

Send photos to your loved one's TV.

Reminders

Remind your loved one of an upcoming task or event.

Favorites

Manage your loved one's favorite channels or apps for easier access.

Contacts*

Invite others to connect with your loved one.

Control TV

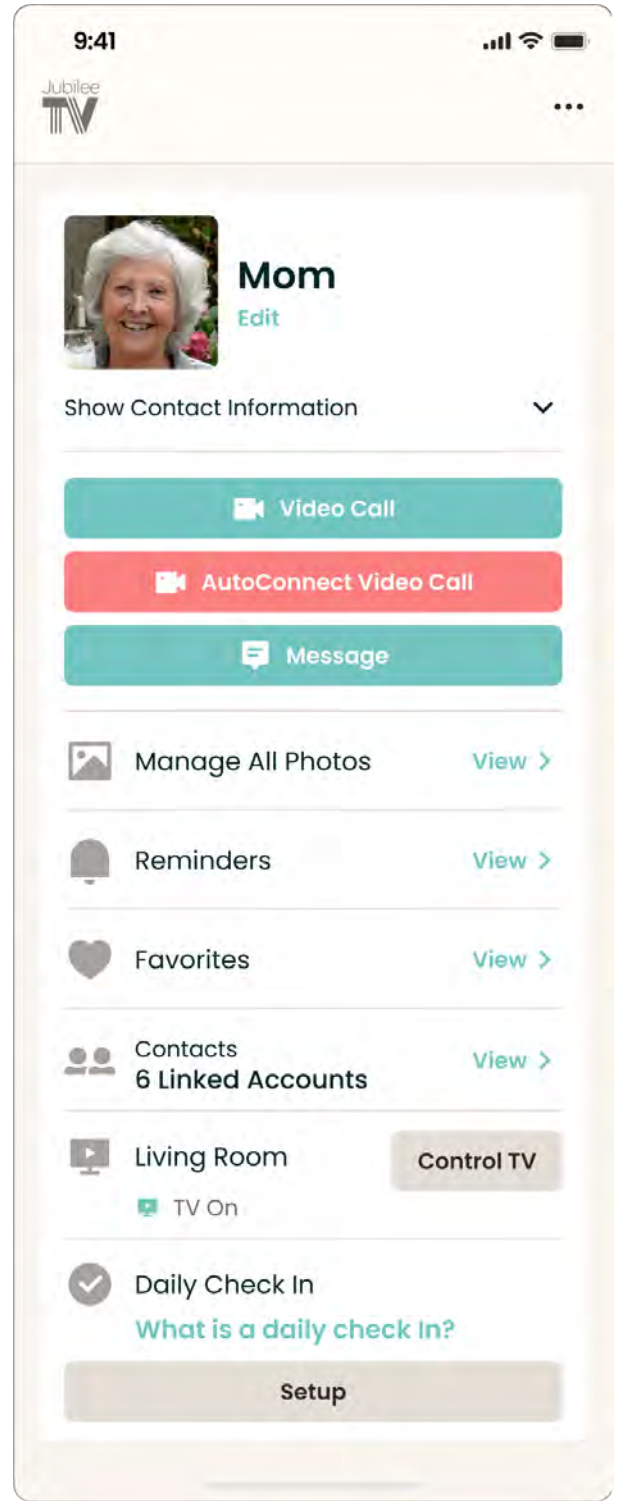
View and control your loved one's TV from anywhere.

Daily Check In**

Receive a notification every day when your loved one uses the TV.

*Permissions for AutoConnect and Inviting Contacts are disabled by default. More on permissions on page 3.

**Configuring a Daily Check In is only available to Contact Admins (More on page 3).



Permissions

Account Admin

It's useful to have a family member or friend help manage your loved one's Jubilee TV. The best way to do this is to assign a Contact as an Account Admin.

- If a family member purchased Jubilee TV for your loved one, we usually assign them as an Account Admin when Jubilee TV is set up.
- Account Admins have the full suite of permissions listed to the right.
- Account Admins can see and adjust permissions for other Contacts by selecting a Contact from the "Contacts" screen on the app.
- When Account Admins invite new users to connect with your loved one, they can choose to invite the new Contact as a regular Contact or an Account Admin.

TV User has Ultimate Control

Your loved one can also control what permissions Contacts have from their TV by...

1. Selecting a Contact from the "Contacts" screen on the TV.
2. Pressing "+" on the Jubilee TV remote to navigate to the "Manage Contact Permissions" screen.
3. Adjusting the permissions for that Contact.

*Permissions for AutoConnect and Inviting Contacts are disabled by default.

List of Permissions

Invite Contacts
Allow this user to invite people to create a Caavo account and connect.

Control TV
Allow this user to control the TV using their computer or smartphone.

Video Call
Allow this user to video call from their phone or computer to the TV.

AutoConnect
Allow this user to initiate a video call on the TV even if no one answers.

Manage Favorites
Allow this user to set channels and other entertainment options as Favorites on the TV. They can also configure the TV remote.

Set Reminders
Allow this user to set reminders on the TV.

Daily Check In
Allow this user to see the status of the daily check in.

Video Calling

Making a Video Call

When you video call your loved one, their TV automatically turns on. An incoming call message is then shown and played on the TV. Your loved one can answer or decline the call using the Jubilee TV remote.

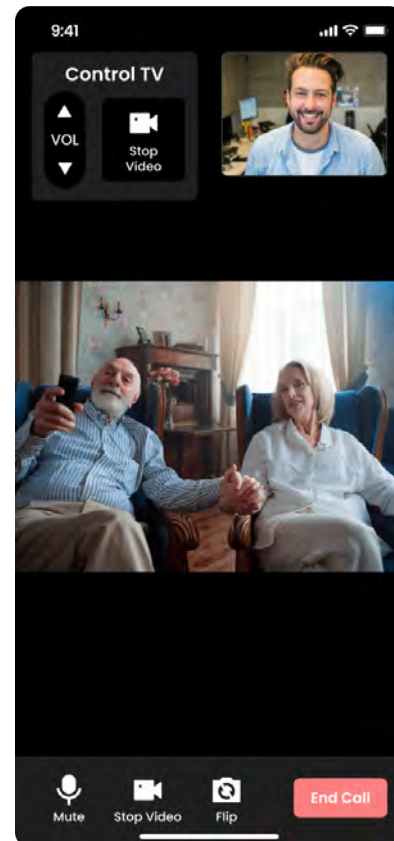
Request Video

Once a call is connected, the webcam on the TV will be off by default. Tapping "Request Video" will show a message on your loved one's TV asking if they want to turn on their camera.

TV Video Off



TV Video On



Mic Located in the Remote

The microphone for the Jubilee TV is located at the top of the Jubilee TV remote. If you're having trouble hearing your loved one, ask them to speak into the remote!

AutoConnect Video Calling

Making an AutoConnect Video Call

An AutoConnect video call connects automatically if your loved one doesn't answer within 15 seconds.

Connect Now

In addition, you can skip the 15 second countdown by tapping "Connect Now."



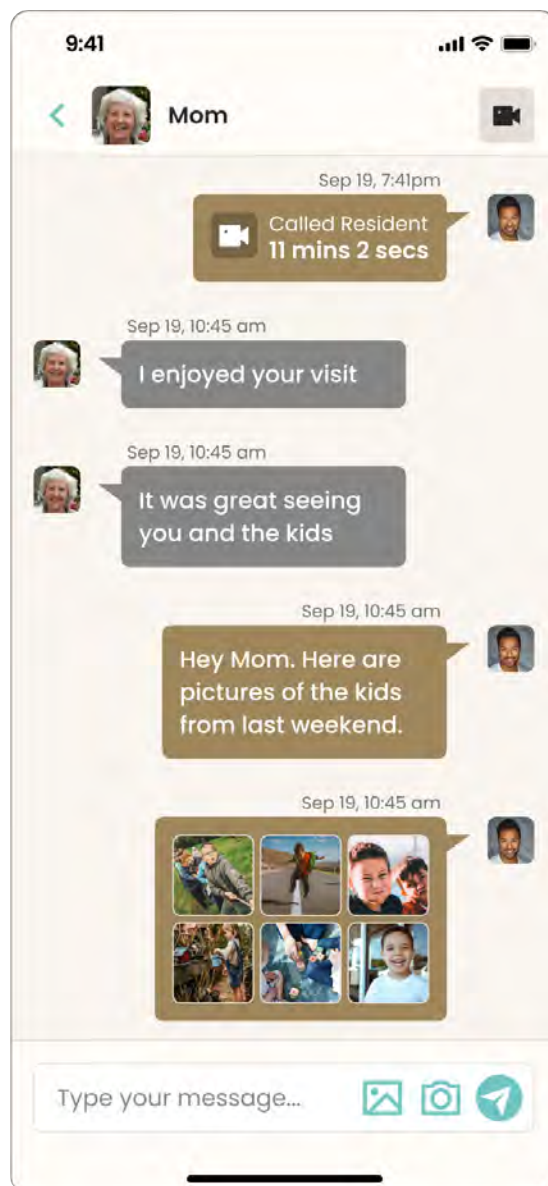
Messaging

Send and Receive Messages

When your loved one turns on their TV, they will be notified of any new messages. They can use the Jubilee TV remote's voice-to-text function to respond.

Photos and Video Call

You can also send photos or start a video call from the messaging screen.



Managing Photos

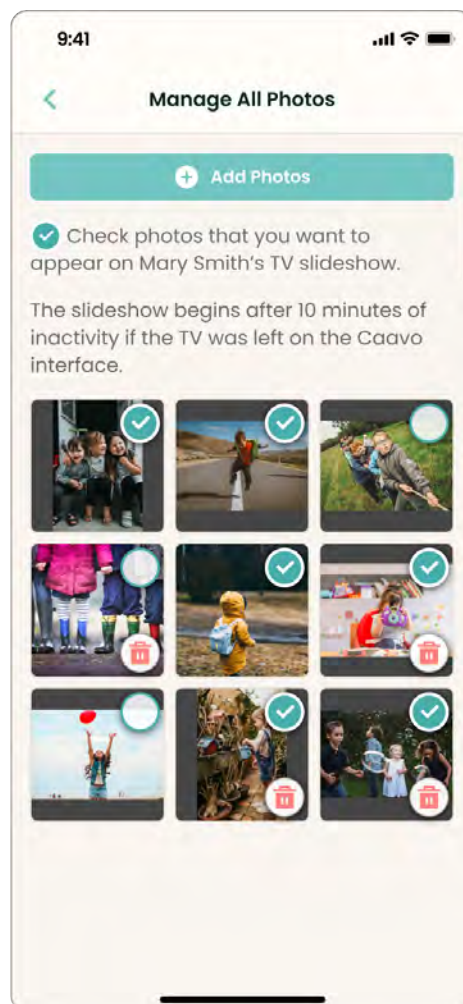
Adding Photos

When your loved one turns on their TV, they will be notified of any new photos they received. They can view these photos in their message history or by navigating to “Favorites” >>> “Family Photos” on their TV.

Slideshow

The photos checked on the Manage All Photos screen become part of your loved one’s photo slideshow, which they can view at any time by using the “slideshow” voice command.

In addition, the slideshow begins playing after 10 minutes of inactivity if the TV was left on the Jubilee TV interface.




Reminders

What is a Reminder?

Reminders display a message on your loved one's TV at a specified time – they are a way to let your loved one know of an upcoming task or event. You can program a reminder to turn your loved one's TV on when the reminder is sent, or simply have the reminder appear the next time your loved one uses their TV.

Simple Reminders vs. Automated Action Reminders

You can customize the message and behavior of reminders. When you create a reminder, you'll be asked to choose between two types:



17:00 PM Today Now

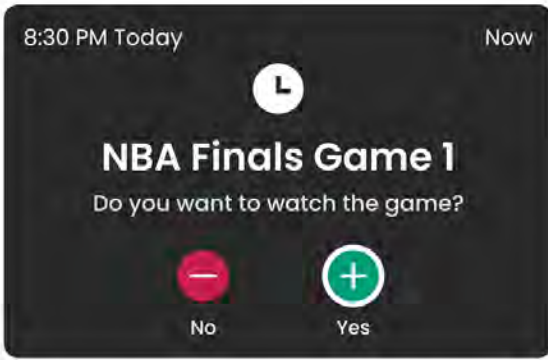
Take your meds!
1 red pill and 2 white pills before bed.

+
Dismiss

A simple reminder **about a task** that needs to be completed or an **upcoming event**. For example:

- A daily medication reminder.
- A reminder for an upcoming birthday.
- A reminder for an upcoming visit.

Simple Reminder



8:30 PM Today Now

NBA Finals Game 1
Do you want to watch the game?

- **+**
No Yes

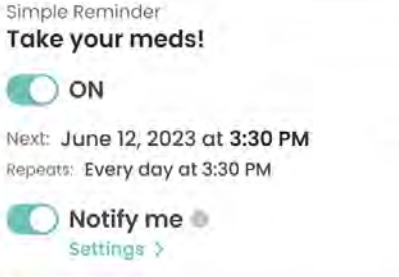
A reminder that **performs an action**. For example:

- A reminder that tunes to a TV channel.
- A reminder that opens the Weather tile.

Reminder with Automated Action

From the Reminders Screen you can...

- Toggle repeating reminders ON/OFF.
- Decide whether to be notified or not when a reminder is acted on.
- Edit the reminder.




Simple Reminder
Take your meds!

ON

Next: June 12, 2023 at 3:30 PM

Repeats: Every day at 3:30 PM

Notify me 

Settings >

Favorites

What are Favorites?

Favorites give your loved one easy access to their favorite channels and apps. On their TV, Favorites can be accessed by selecting the “Favorites” tile from the home screen.

Managing Favorites:

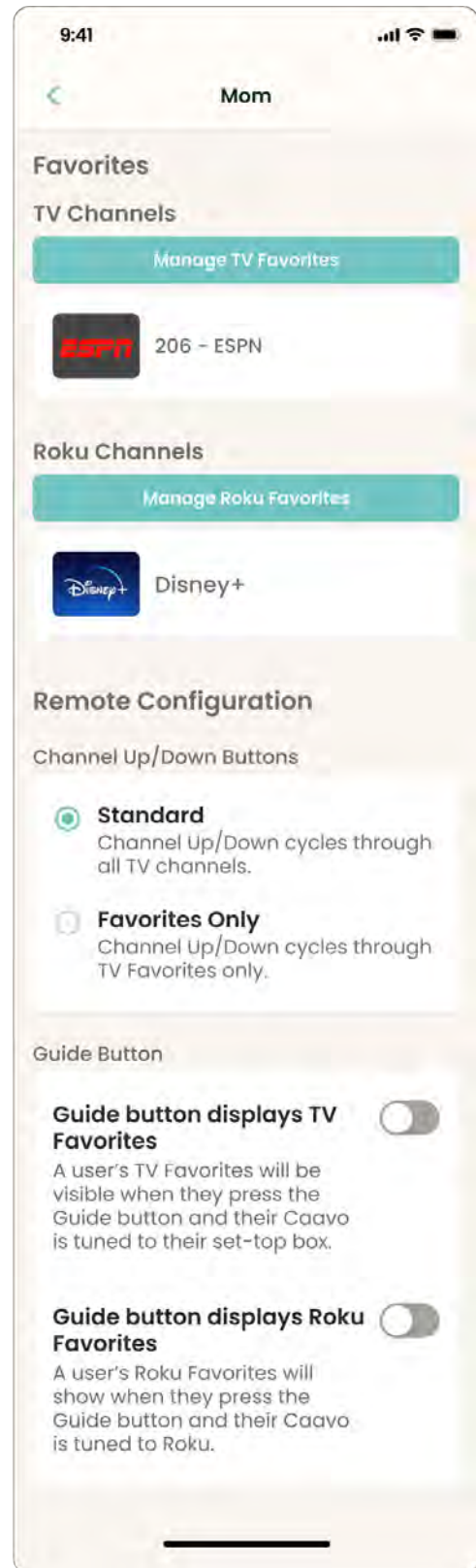
Add and remove Favorites for all the devices connected to your loved one’s Jubilee TV hub.

Channel Up/Down Buttons:

Select whether the CH+ and CH- buttons on the Jubilee TV remote cycle through all TV channels or only Favorited TV channels (set-top box only).

Guide Button Behavior:

Select if TV Favorites and Roku Favorites should be shown along with other options when the “Guide” button is pressed on the Jubilee TV remote.



Contacts

What are Contacts?

Contacts are all family and friends accounts linked to your loved one's Jubilee TV. Only Contacts can video call, message, and use any other features to communicate with your loved one through their TV.

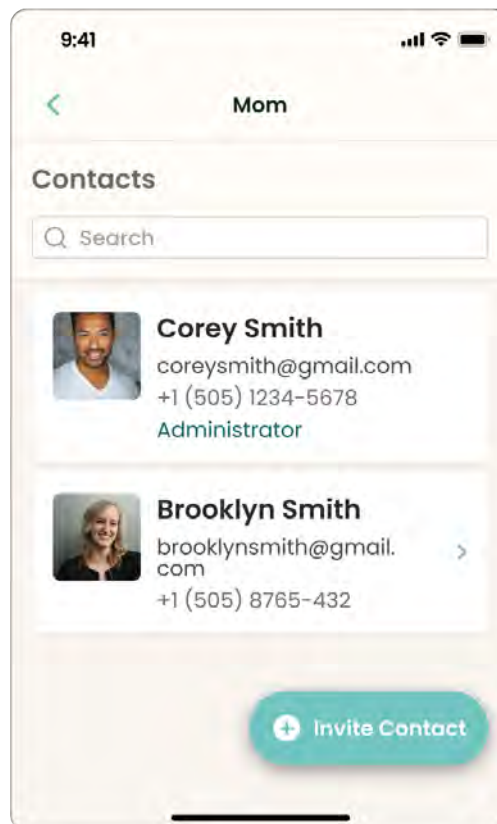
Getting Connected

There are 2 ways to become a Contact.

1. Receive an email invitation from someone who is already a Contact.
2. Use your loved one's Jubilee TV Invite Code (see page 1 for more details).

Inviting and Managing Contacts

- Contact Admins and any user with the Invite Contacts permission can send a family member or friend an email invitation from the Contacts screen.
- Contact Admins can adjust permissions for regular Contacts from the Contacts screen.



Control TV

What is Control TV?

Control TV allows Contacts to control their loved one's TV from anywhere.

Tap the "Control TV" button towards the bottom of your home screen to get started.

What's on TV?

Get a real-time view of your loved one's TV (refreshed every 1 second).

TV Status Indicator

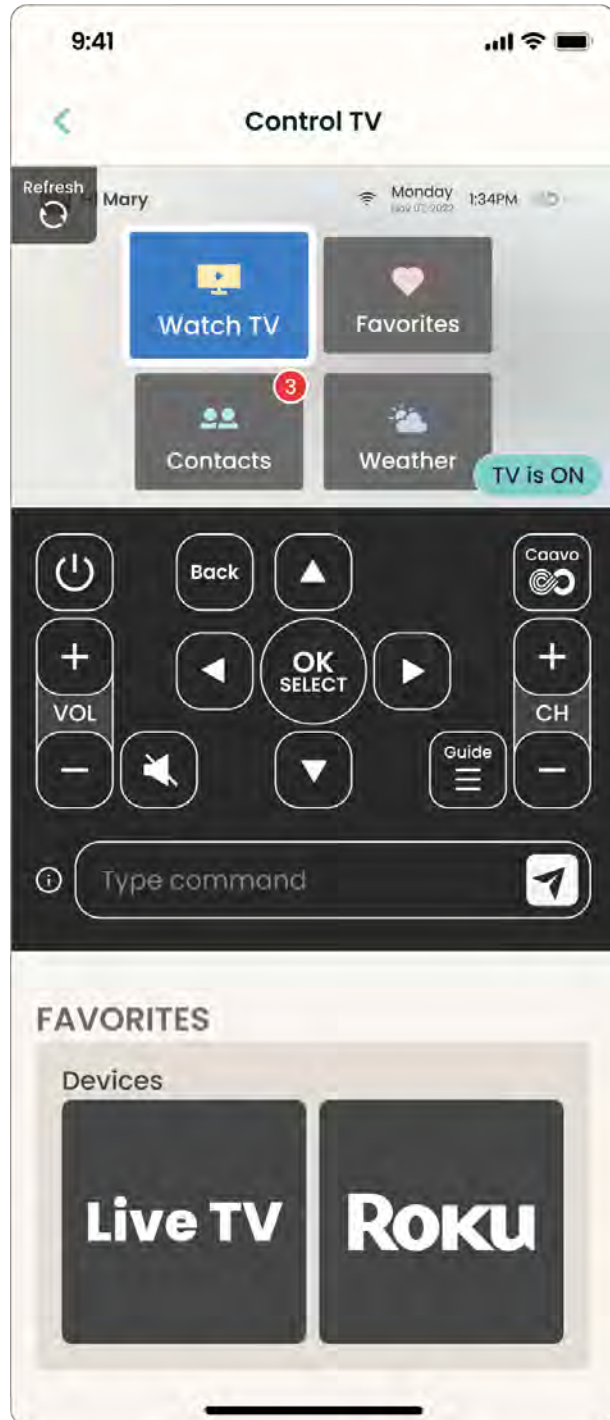
The TV preview window displays what's on the current source device even if the TV is off, so it's important to pay attention to the TV Status Indicator (here it says "TV is ON").

Just like the Remote!

With the exception of the "+" and "-" buttons, Control TV gives the user access to all the functions on the Jubilee TV remote.

The Command Field

Use Commands to quickly navigate your loved one's TV to a desired destination. Examples on page 12.



Control TV Commands

Some examples of what you can type or paste into the “Type command” input field...

Type the name of a channel.

For example, “ESPN.”

Note: The TV must have a set-top box.

▶ Changes to the channel.

Type the number of a channel.

For example, “15.”

Note: The TV must have a set-top box.

▶ Changes to the channel.

Type the name of a device.

For example, “Dish” or “Roku.”

▶ Launches the device.

Type the name of an app.

For example, “Netflix.”

Note: The TV must have a Roku configured and the app must be favorited.

▶ Launches the app.

Type “Slideshow”

▶ Plays the slideshow.

Paste a YouTube URL.

Note: The TV must have a Roku configured and YouTube must be favorited.

▶ Plays the YouTube video.

Daily Check In

What is a Daily Check In?

The Daily Check In can give you piece of mind by notifying you when your loved one uses the TV every day.

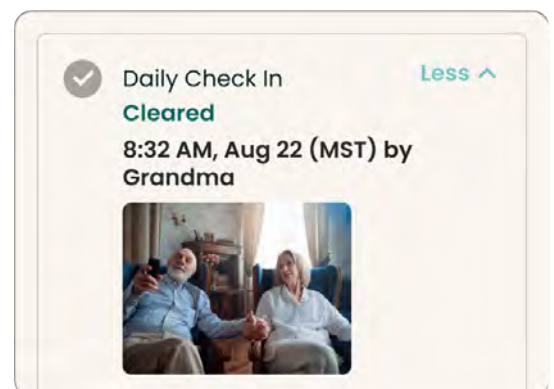
How it Works?

1. Define a time period every day when your loved one normally uses or is around the TV.
2. Jubilee TV shows the message to the right on the TV during this time period.
3. You're notified when your loved one presses "+" on the Jubilee TV remote.
4. If the time period that you defined passes without your loved one dismissing the message, you'll be notified through the Jubilee TV app.



A picture worth a thousand words

For more piece of mind (and with your loved one's consent of course), you can configure the Daily Check In to snap a picture with the TV webcam when your loved one acknowledges the Daily Check In message.



For more information on Daily Check Ins, try setting one up for your loved one!

Visit our Help Center
getjubileetv.com/support

Call us
(855) 466-4492

Email us
JubileeTVSupport@caavo.com

Support Hours
Mon-Fri 8am-6pm Central