



Abstract

A guide prepared for the TF Channel Release 2.2.27 starting August 4th, 2023. It provides detailed instructions as well as pictures on device operation, configuration, and troubleshooting.

Contents

Introduction	2
Example A – Family	3
Example B – Assisted Living	3
Example C – Hospital	3
Quick Start	3
Start TF Channel Apps	4
Connecting to Wi-Fi	4
Terminal Operations	8
Dashboard and Display Mode	8
Display Terminal	8
Basic operations	8
Making Calls	12
Group Call	12
Forwarding Calls	14
Calls to Outside Devices (cell phones, computers, etc.)	16
Controller Terminal	19
Basic Operations	19
Remote Control	20
Remote Settings	21
Track Playback	26

Conference Call..... 27

Popup Menu 27

Post Message 29

Post Picture..... 30

Post Video 31

Care Plan 32

Care Log 33

Pairing 35

Note Conversation 36

Send Alarm..... 37

Forward Post..... 39

Delete Post..... 40

Display Terminal Settings..... 41

Status Icons 44

New Post Notifier..... 44

Switch Wi-Fi 46

Troubleshooting..... 48

White Screen..... 48

Lost Network Connection 49

Call Failed 49

Call Freezes 49

Short Battery Life 49

Customer Support..... 49

Introduction

TF Channel is an Internet-based communication technology that seamlessly connects individuals, families, and organizations together. With our secure, private, and easy-to-use TF Channel Terminals, families and organizations can easily reach their older loved ones and seniors in need of care. TF Channel terminals can be placed anywhere, including family living rooms, assisted living apartments, hospital patient rooms, industry labs, and offices. These private and secure virtual spaces bring physically separated members of families or organizations closer, resulting in better care, interaction, and collaboration.

With the current release, TF Channel provides the following services to users through its terminals:

1. Quick video calls between two or more terminals. All calls are drop-in, e.g., calls go through instantly requiring no manual input.
2. Messages in the forms of text, image and video can be created or recorded at a terminal and posted to other terminals.
3. Terminals can forward posts to each other or delete posts that they have received.
4. Terminals play back multimedia posts automatically without the need for intervention.
5. Terminals notify users of new posts.
6. Terminals are divided into separate private groups. Each group is managed by a control terminal, which has full access and the ability to control the other terminals in the group. Connections between any terminals must be preauthorized through the controller.
7. Controller terminals can remotely operate, monitor, and configure the group terminals. Users can make secure calls to the terminals from their own phones using a URL link.
8. Users can post text messages, or upload pictures and videos to their terminals from their phones.
9. Users can post to terminals through emails, which requires preauthorization.

TF Channel focuses on security. All the posts to terminals and connections with TF Channel are encrypted following industry standards for data security. TF Channel uses a two-factor authentication approach requiring all terminals to submit valid certificates before it can make connection with TF Channel. Therefore, it is suitable for use cases where information security is desired.

Furthermore, any connectivity between TF Channel terminals must be explicitly pre-authorized through the group controllers. TF Channel group sizes may range from 2 to 18. Each group is self-governed and has a dedicated **controller** terminal that controls all other **display** terminals in the group.

With this preauthorization-by-user requirement, TF Channel is completely secure from stranger calls. TF Channel users are protected from annoying spam or fraudulent calls experienced by regular phone users. This is important since the elderly are more targeted by fraudulent calls than other age demographics.

As a dedicated private communication system for families and small organizations, the drop-in call and auto playback features of TF Channel are designed specifically with elderly users in mind. TF Channel terminals are extremely simple to use involving only a few basic operations, such as browsing posted texts/pictures/videos or making video calls. For disabled elderly users, the experience of using a TF Channel terminal can be very much like that of watching TV. TF Channel is a user-friendly system that elderly users can access with ease.

We illustrate the use cases of TF Channel with the following example scenarios.

Example A – Family

Family A has two children who are currently out of town in college, and grandpa and grandma who live alone in a different city. The family uses a TF Channel group with 4 terminals. Two terminals are placed in the dorms with the college kids, one is placed in the grandpa/grandma's kitchen, and one is placed in the family's living room, which serves as the controller terminal of the group. The family is then fully connected even though they are separated geographically. Anyone in the family can use a terminal to connect to one another at any time. The family members can conveniently have one-to-one individual video calls or family conference calls. Anyone in the family can post privately and securely messages/pictures/videos to any of the terminals. The grandpa and grandma now feel fully integrated into the family's digital communication.

Example B – Assisted Living

Family B has an elder living in an assisted living facility. The facility uses TF Channel to connect families with the elderly living in their facility. The facility placed one terminal in the elder's living room, and one with Family B. The facility also assigns a dedicated caregiver who also has a terminal that serves as the controller of the group. The caregiver authorizes Family B's terminal to have access only to the terminal in their elder's living room. Now, Family B can check on their loved one anytime. Family B can also interact with the caregiver through TF Channel terminal, or even start a conference call with the caregiver and the elder at the same time. The caregiver can also use TF Channel to help the elderly to make calls back to Family B. Now the family can be constantly engaged in providing quality care to their loved one with the assistance of a professional caregiver.

Example C – Hospital

The Hospital has installed TF Channel's regular terminals in its patient rooms and controller terminals at the nurse stations. With these terminals, nurses can periodically call into the patient rooms to check on their patients' conditions, and patients can also call the nurse station with a simple button click on the terminal screens. A nurse can post patient medicine plans, scheduled tests, or play personalized entertainment to the patient terminal. More importantly, Hospital C can also lend patient families TF Channel terminals temporarily, so that the families can stay connected with their loved ones in hospitals.

When you sign up for TF Channel through the website (tfchannel.com) for your family or organization, you will receive a set of specialized tablets. These are your TF Channel terminals. The minimum size of a TF Channel group composes 2 terminals with one as the controller and the other a regular terminal. You can always add more regular terminals to your TF Channel group as needed later.

In this manual, we will walk through the features of TF Channel services available through the terminals. This guide describes all the basic operations, including how to set up terminals as a group, change settings, make video calls, post to terminals, navigate through posts, and remote control.

Quick Start

When you sign up for TF Channel services, you can order a set of TF Channel terminals that will form a dedicated TF Channel group for your family or your organization/team. You should have received information about the terminal IDs assigned to the terminals in the group. The IDs will be used as the names of the terminals in the group. All IDs are globally unique within TF Channel.

When your order from TF Channel arrives in the mail it will contain the following items.

1. Controller Terminal
2. Display Terminals
3. A charger and stand for each terminal

TF Channel terminals are Android tablets running specialized TF Channel software. When delivered to the user, the terminals are already pre-configured ready to work forming a TF Channel group.

To get started:

- 1) plug the tablets into the provided chargers
- 2) power up the tablets
- 3) Connect the tablets to TF Channel through the Wi-Fi network that is available at home.

Important: TF Channel tablets are designed to be on all the time, so they should remain plugged in through their chargers. They can be unplugged temporarily for mobile use, like a regular tablet, but should always be plugged back into their charger.

Start TF Channel Apps

Power up the provided tablets, the TF Channel software will start automatically. One of the tablets that you purchased should have already been set as the controller terminal, and the rest are set as display terminals.

On the tablets, TF Channel is running in Kiosk mode. The TF Channel app on the tablets cannot be closed. If you turn off or restart the tablets, the TF Channel app will still be automatically started when the tablet is turned back on.

Connecting to Wi-Fi

The terminals must have Internet access to work properly. The terminals must be connected to Wi-Fi networks available at the locations where they are placed. Terminals are not required to be connected to the same network to properly function.

Before connecting to Wi-Fi, identify your Wi-Fi network's SSID (name) and Password. This information is often found on your modem, router, or internet service provider account.

To connect to Wi-Fi:

1. When the tablet is first turned on, it will display a blank white screen. It may take up to 30 seconds for the app to self-configure and detect available Wi-Fi networks at the location. You will see the Network Connection alert as below (this is a generic alert showing the terminal is currently not connected to the service).

Commented [AL1]: When signing up, does it come with 2 terminals by default, or custom ordered an amount of terminals?

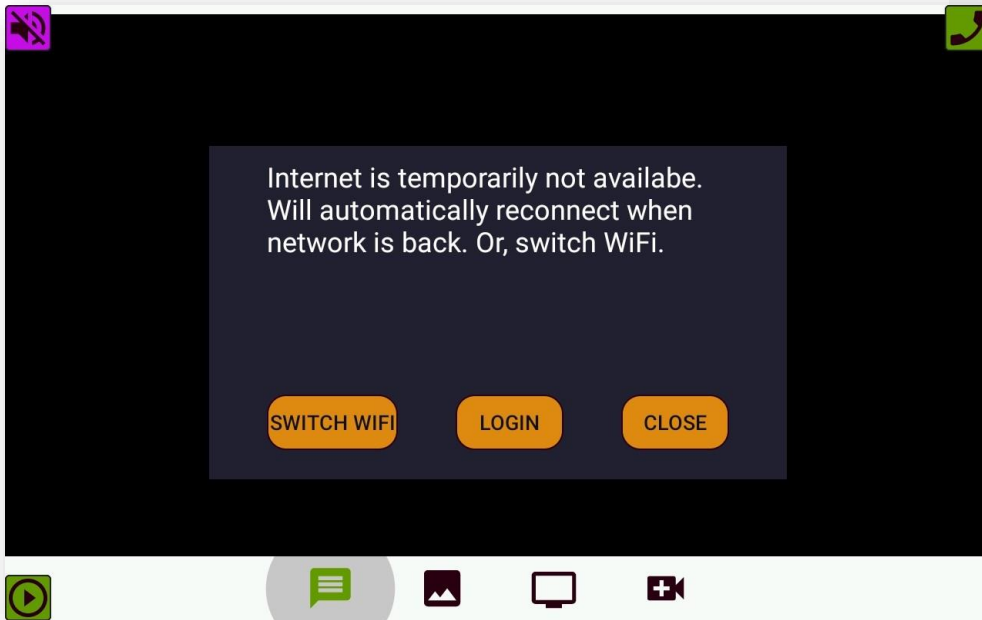


Figure 1: Network Connection Alert

2. Click "SWITCH WIFI" on the screen. This will bring up the Wi-Fi setup view.

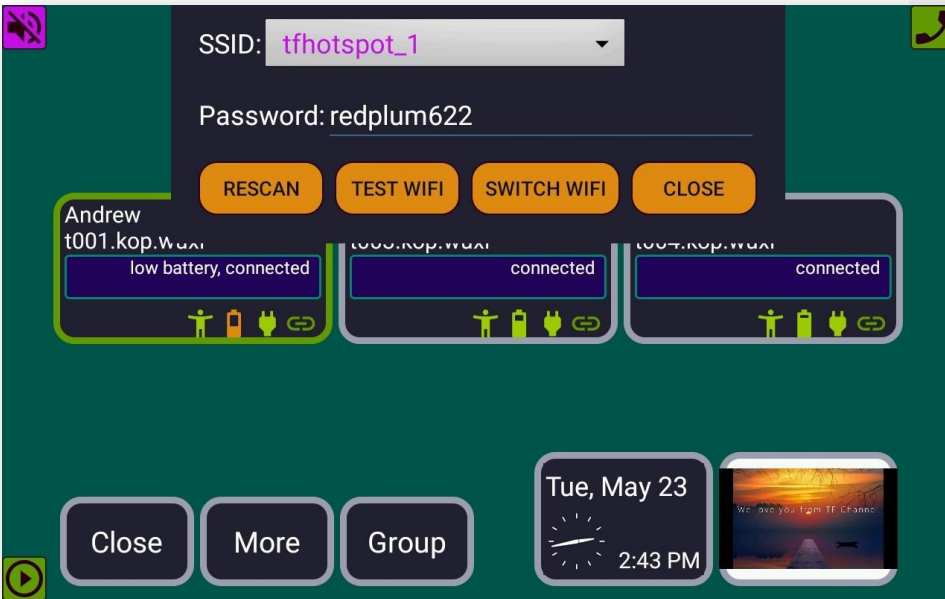


Figure 2: TF Channel Wi-Fi setup view

3. From the Wi-Fi setup view (see above), select your WIFI's SSID from the list and then enter the Password.
4. Click on "TEST WIFI." You should see "Wi-Fi connect is successful." If not, check the password, or the selected SSID. If the SSID is not shown in the drop-down menu, restart the terminal and the terminal will re-scan available Wi-Fi networks nearby.
5. Click "Done." The terminal screen will refresh. Note – you must wait and see "WIFI connect is successful" alert at the bottom of the screen before you can move forward. If you have successfully connected to Wi-Fi, you will see message like the following on a regular terminal. Congratulations! This terminal is ready to use.

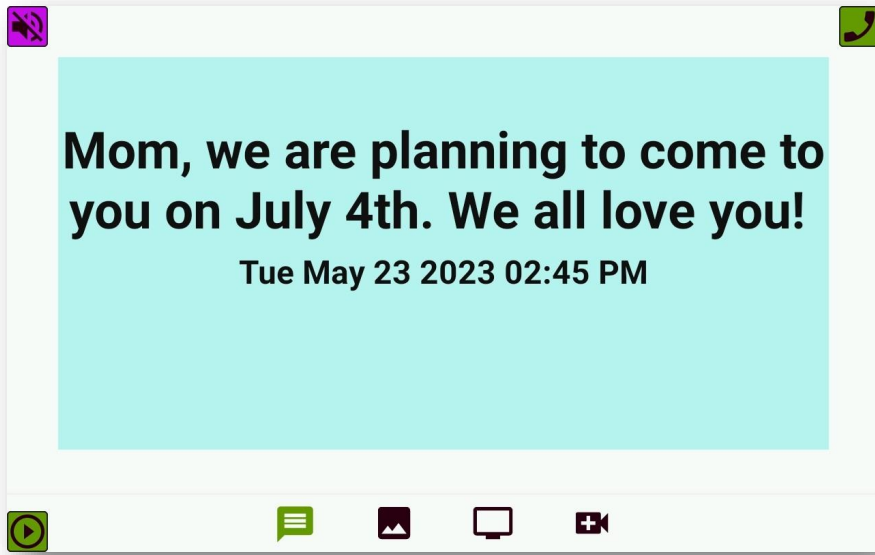


Figure 3: TF Channel welcome message

For a controller, the home screen should be like the figure below.

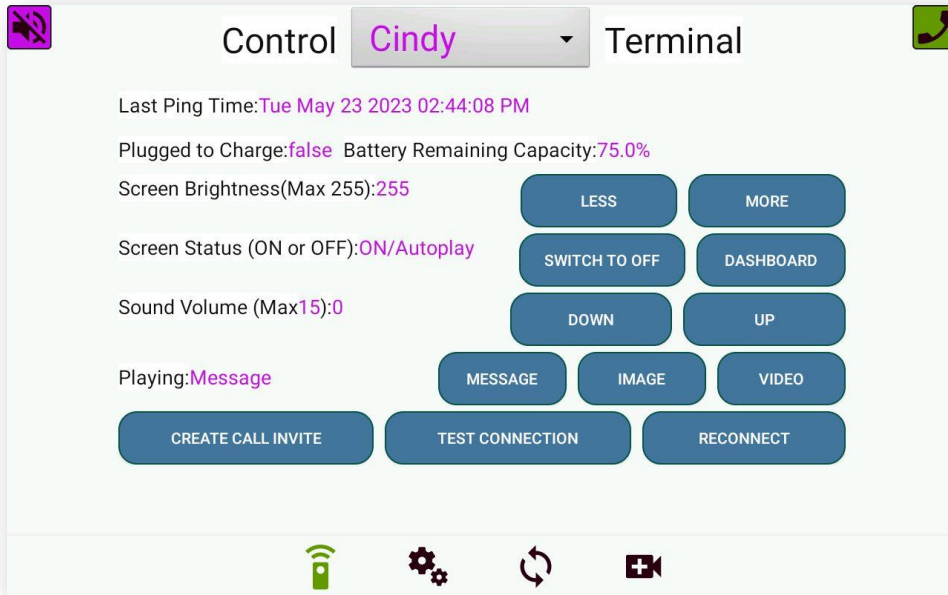


Figure 4: Controller home screen

In this example, it shows that the controller is currently paired with a display terminal with its display name as "Old Qiong."

Congratulations! You have successfully set up two terminals that can connect with each other through TF Channel.

Terminal Operations

Dashboard and Display Mode

The TF Channel terminal screen can be in either the dashboard mode or the auto playback mode when it is not in a call.

Display Terminal

The operation of the display terminal is designed to be simple. When the terminal is powered up, the terminal automatically plays back messages, pictures and video clips that have been posted to the terminal.

Basic operations

For the convenience of user, the display terminal UI provides four clickable icons to allow browsing:

1. Messages



Commented [AL2]: screenshot of dashboard along with explaining elements of dashboard

2. Pictures



3. Videos



4. Video calls



Receiving a conference call requires no action since all TF Channel calls are drop-in. The terminal will be automatically connected to incoming calls.

The following figures show example screens when each browsing icon is clicked.

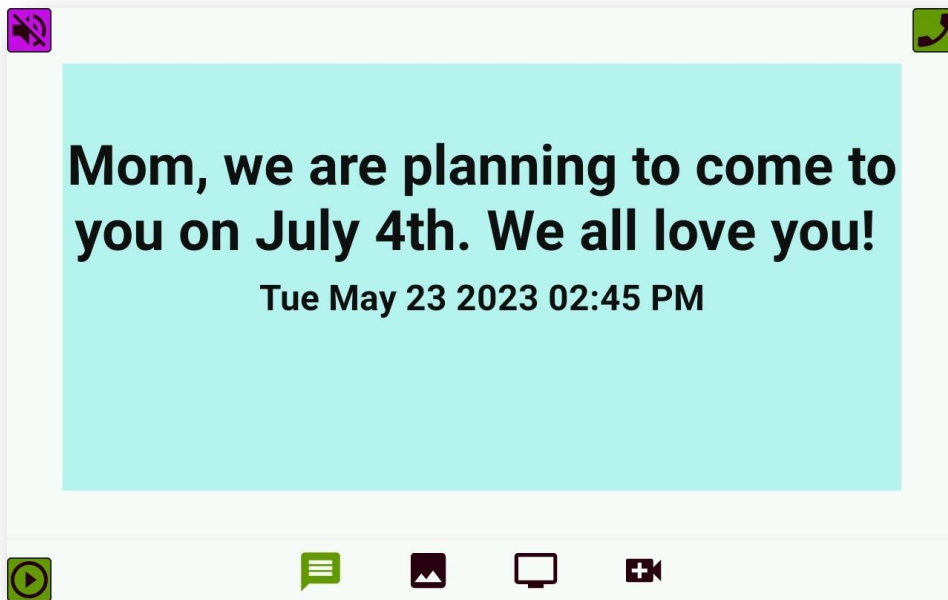


Figure 5: Terminal shows a message post.

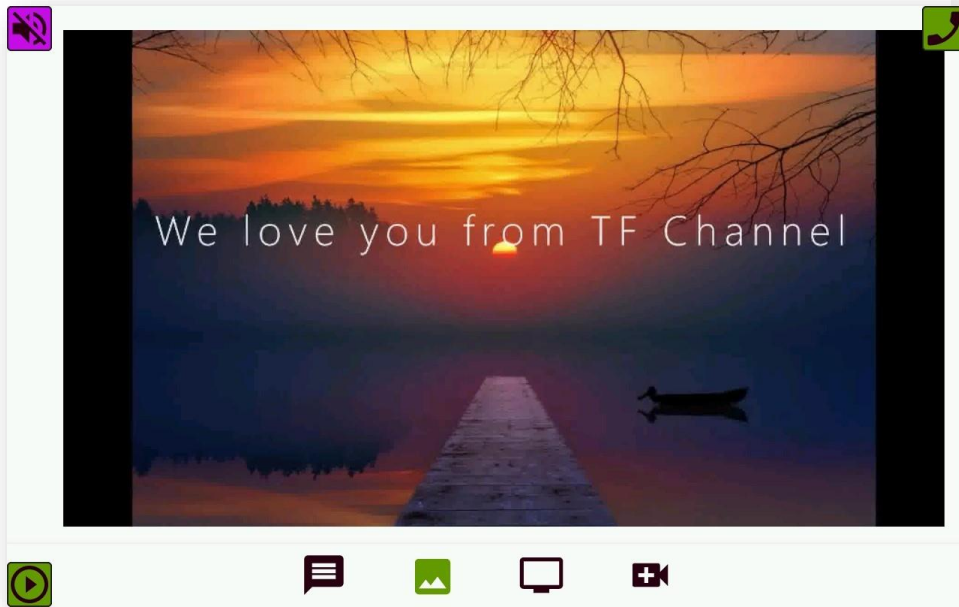


Figure 6: Terminal shows a picture post.



Figure 7: Terminal shows a video post.

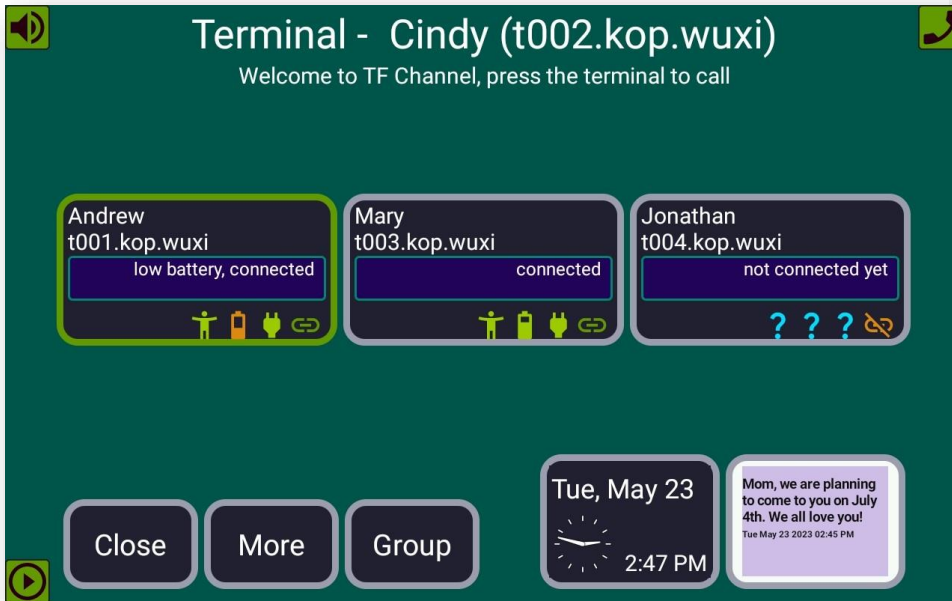


Figure 8: Select a terminal to call.

Making Calls

Tap the name of the terminal you want to call to start a one-to-one video call. Making a conference call is the same on the display terminal and the controller terminal. It starts by tapping anywhere on the screen to open the Dashboard, and the terminal selection screen appears below

Group Call

If you want to start a conference call with more than one terminal, click "Group" to bring up the invite screen shown below.

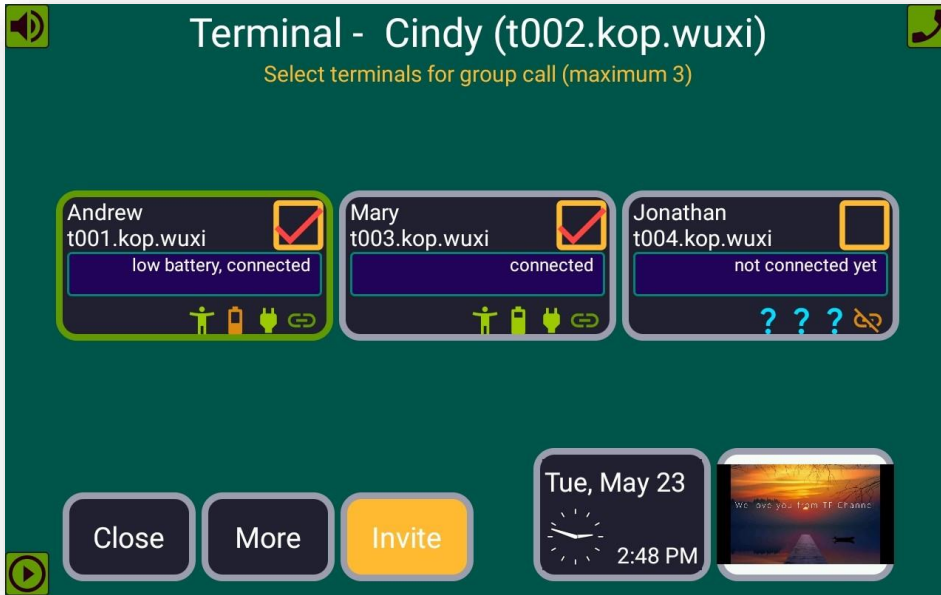


Figure 9: Select terminals to invite.

Pick and select the terminals you want to invite for the group call, then click "INVITE." The group call will appear as seen in the figure below.

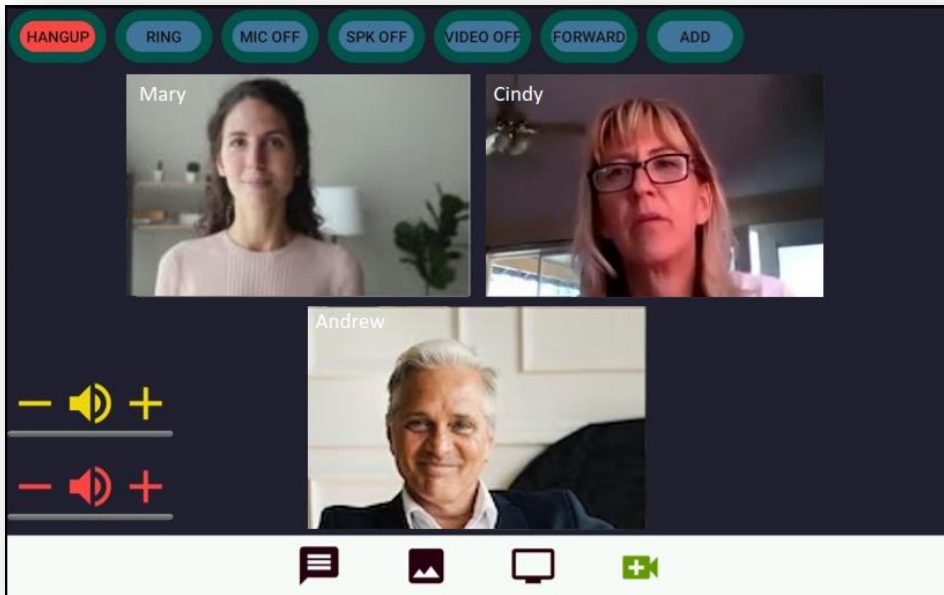


Figure 10: A conference joined by three terminals.

Forwarding Calls

To connect two different callers, select the “FORWARD” icon near the top of the screen. A list of authorized terminals will appear (as seen in figure 16), and you can then connect the callers. Connecting the other callers will remove you from the call. If you wish to add someone to the call, press “ADD.” This feature is only available in group calls.

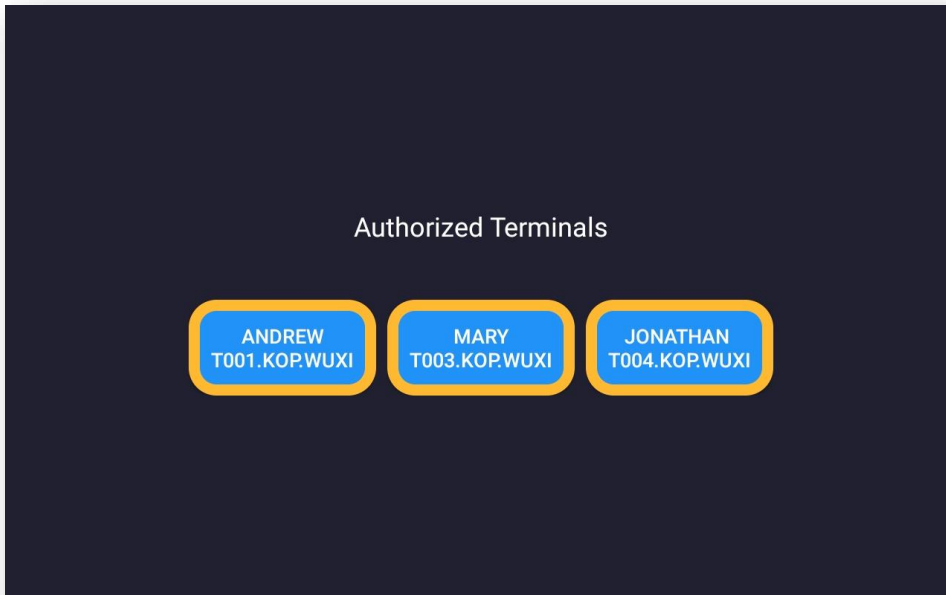



Figure 11: TF Channel forward call screen

When you forward one caller to the next, you will be disconnected from the call. If you want to create a group call, refer to the instructions shown in the previous instruction set.

To leave a group call, simply click on any of the icons or "HANGUP" at the top. The terminal will then leave the call and navigate back to auto play.

For one-to-one calls, if any party leaves, the call will terminate. And the terminal will return to the same post where it was left before the call.

For a group call with more than one attendee, the conference will terminate if the terminal that initiated the call leaves the conference. Or the conference will terminate when there is only one attendee left in the conference.

There is a special case that is worth noting here. When a display terminal is authorized to allow connection ONLY with the controller, then clicking the conference call icon () will directly connect this terminal with the controller terminal instantly. This is a feature designed especially with elderly users in mind. Terminal access authorization is explained in the Controller Terminal section.

At the top of the conference screen, there are additional clickable buttons like "RING," "MIC OFF," "SPK OFF," "VIDEO OFF" for call controls.

When "RING" is clicked, it will cause the remote terminals to play a ring tune like door-bell sound to call for attention.

"MIC OFF" mutes the microphone. "SPK OFF" turns the speaker off. "VIDEO OFF" turn the call to be audio only. The following figure shows the displayed icons to indicate that these control buttons are pressed during conference call.

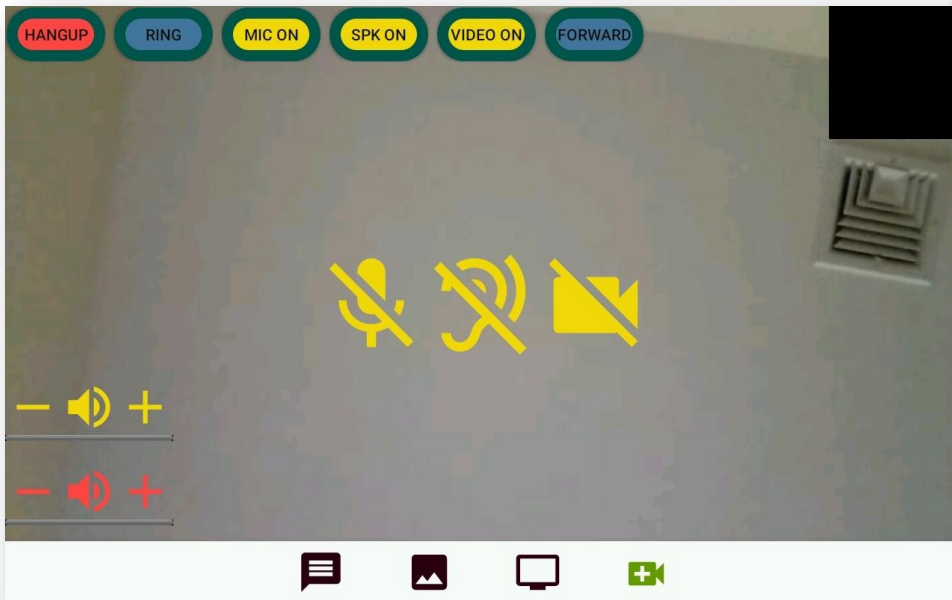


Figure 12: Group call controls

[Calls to Outside Devices \(cell phones, computers, etc.\)](#)

Calls can be made between the terminals/controller and other devices. These can be computers, laptops, and other tablets that are connected to the internet. In the pop-up menu users can see the "CALL ME" option.

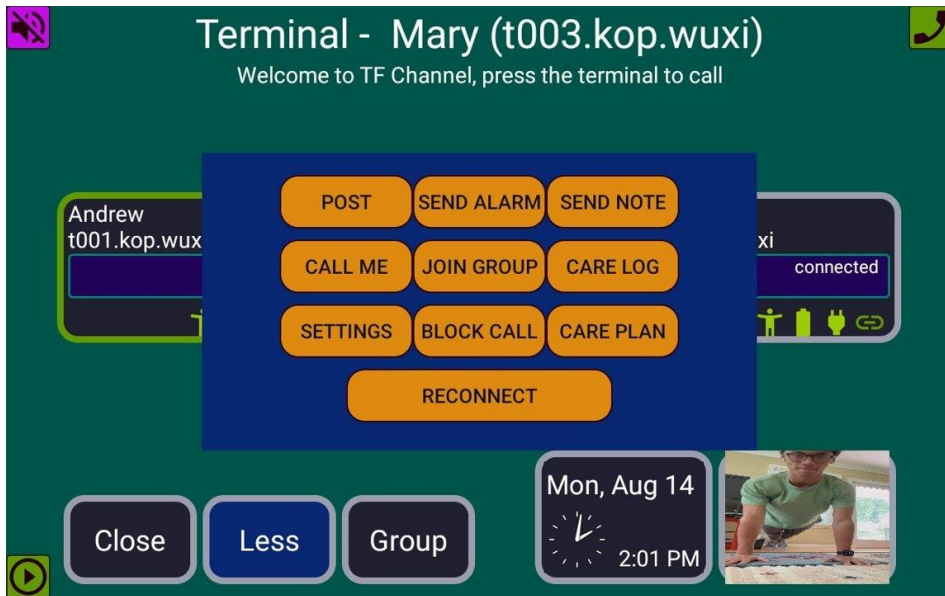


Figure 13: Pop-up menu for TF Channel terminal tablet

When pressed, users will see a screen allowing them to invite an outside device or terminal via phone number, email, or terminal ID. These invitations can be set to expire after a certain amount of time. This allows the user to create temporary call invitations to people such as doctors, consultants, friends, or family without the outside devices having the ability to contact the terminal at any time forever. On the receiving end of the other device, the user will have a “call back” option. Pressing this option would display the other device as a virtual terminal on the dashboard screen of the terminal.

Users can also enable phone numbers to be contacted through the controller terminal. When a user’s phone number is entered, they will receive a link to video call the terminal, as well as instructions on how to send images, videos, messages, and more.

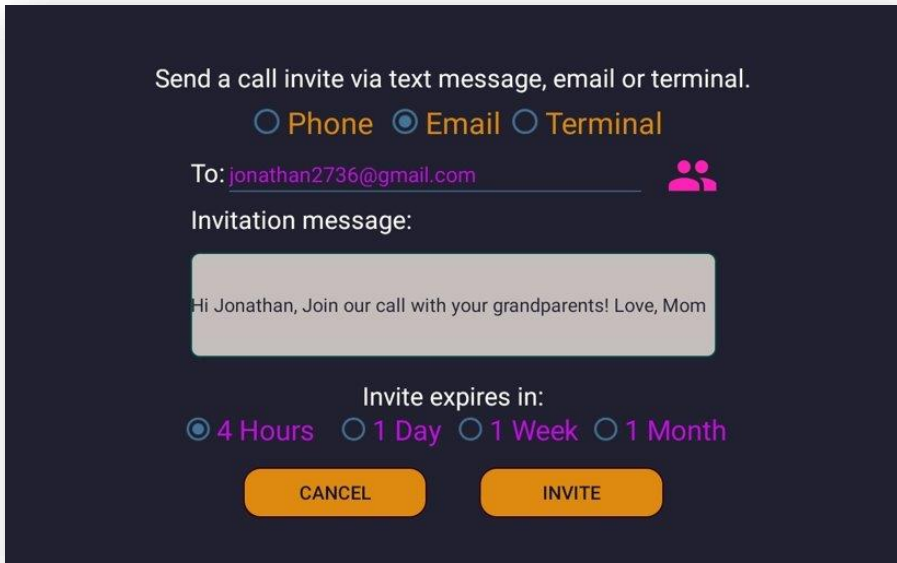


Figure 14: Call invite page from TF Channel terminal







Figure 15: TF Channel Dashboard display screen with Virtual Terminal displayed

Controller Terminal


The controller terminal manages a set of TF Channel terminals that form a TF Channel Group. The controller can configure, control, and monitor the operations of the display terminals in the group. From the controller, users can also create and view posts and make video calls. There can be only one controller in each group. Each TF Channel Group is uniquely identified by the controller terminal ID.

Basic Operations

From the controller screen, the follow operations can be performed through terminal UI's clickable icons:

1. Remote control 
2. Remote settings 
3. Track playback 
4. Video call 

Remote Control

When the controller terminal is powered up, the remote-control screen appears as below. You can also navigate to this screen by clicking on the remote-control icon ().

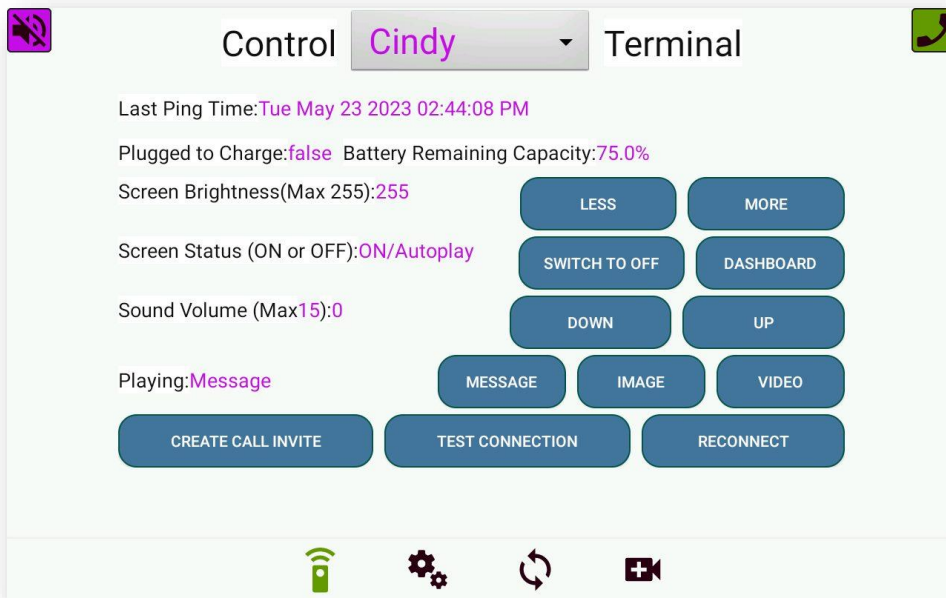


Figure 16: Remote control

The following operations are supported from this screen.

Pairing with Remote Terminal

All control operations through this screen are performed on the remote terminal currently paired with the controller. At the top of this screen, you can switch the controller to pair with different terminals in the group. To change the pairing, simply select the terminal from the pull-down menu displayed at the top of the screen. When you change the pairing, the screen will refresh with the status information reflecting the newly selected terminal.

Test Connection

A controller terminal sends pings every 5 seconds to make sure the paired terminal is connected to the controller and receives updated status report from the terminal. The remote-control screen shows the response time of the last successful ping. By pressing "TEST CONNECTION," it forces the controller to send out additional pings and if the pings are successful, the Last Ping Time should be updated. If this ping time is updated, it indicates the controller is connected to the paired terminal. If the controller loses the connection, you should expect to see a network connection alert. In case the controller cannot recover from a stable connection, you may click "RECONNECT" to restart the connection.

Control Volume

The controller shows the current sound level of the paired terminal. By clicking on “UP” or “DOWN,” you can remotely adjust the volume of the paired terminal. To adjust the controller’s volume itself, use the volume control button located at the top edge of the terminal (left to the power control button).

Control Brightness

The controller shows the brightness setting of the paired terminal screen. You can increase or decrease the brightness setting by clicking on “MORE” or “LESS.”


Control Playback

The controller shows the type of content the paired terminal is currently playing; text message, image, or video. By clicking on “MESSAGE” or “IMAGE” or “VIDEO,” the controller can switch the paired terminal to play the selected content type.

Reconnect Paired Terminal

In case the controller cannot receive the terminal status update correctly, or the terminal keeps malfunction due to potentially networking issues or software bugs, pressing “RECONNECT” will remotely restart the paired terminal and the connection between the controller and the terminal will be reestablished. Note, for the reconnect to work, the controller must still maintain the control connection with the paired terminal. If restarting the terminal remotely through controller does not resolve the issue, it may require a physical restart of the paired terminal by pressing the terminal’s power button or through the popup menu (see the “Popup Menu” section for detail), which requires physical access to the terminal.

Remote Settings

The controller can remotely configure the paired terminal. Pressing the configure icon () brings up the configure screen as shown below.

Cindy - t002.kop.wuxi(v2.1.23) Terminal

Playback Speed: **NORMAL** ▾ Disable Popup: **NO** ▾

Disable Incoming Call: **NO** ▾ Videocam Off: **NO** ▾

Expiration Days for Posting: Message **7** Image **7** Video **7**

ADD PHONE Example: +18456425909

ADD EMAIL qiongli@ieee.org

ADD TERMINAL t001.kop.wuxi,t003.kop.wuxi,t004.kop.wuxi

CANCEL UPDATE & EXIT MORE

Figure 17: Configure the paired terminal.

You can perform the following configurations for the paired terminal. After you complete your changes, click “UPDATE & EXIT” to close the configuration screen and return to the controller screen.

Auto Playback Speed

Currently the terminal supports 5 playback speeds: FASTER, FAST, NORMAL, SLOW, SLOWER. The default is NORMAL. By selecting the desired speed from the pull-down menu, you will be able to change the terminal’s playback speed.

Disable Popup Menu

TF Channel terminal has advanced features accessed through screen popup menu. These advanced features are described in the “Popup Menu” section. For elderly users, to avoid confusion, these features can be disabled. The default is “NO,” select “YES” to disable.

Post Expiration Days

You can change the post expiration days separately for different post types: Message, Image, and Video. The minimum time is one day. Once a post passes its expiration time, it will stop being played back on the terminal. Expired post will be removed from the playlist maintained for each display terminal.

Authorized Phone Numbers

Smartphones can make video calls to a terminal by sending a text message or email from the terminal to the phone number. They can be invited in the “More” section and will retrieve a link to a virtual browser-based terminal to perform video calls and send media.

Authorized Emails

Text messages, images and video clips can be posted to a terminal by sending emails to forward@tfchannel.com. The email text content will be forwarded to the terminal as a text post; email attachments, if any, such as images or videos will also be forwarded to the terminal as image posts and video posts. Due to terminal screen size limitation, text posts should be kept short and concise.

You can only post to a terminal through a set of preauthorized email addresses or phone numbers for that terminal. The set of email addresses is listed on the configuration screen as shown in Figure 19. There is no limit to the list size. Email addresses and phone numbers should be separated by commas when you make changes to the list. The list should always keep pilot@tfchannel.com in place, which is used by TF Channel to post system management messages to the terminal.

When you send an email to forward@tfchannel.com, and if you leave the subject line of the email empty, the email will be posted to all the terminals where the sender’s email address is pre-authorized. If you specify on the email subject line a list of the terminal ID’s as “@lab3014 @lab3063”, then TF Channel will post only to terminal lab3014 and lab3063 if the sender email address has been authorized to post to the terminals.

Authorized Terminals

Terminals cannot make video conference calls to each other unless they are preauthorized to do so. The Authorized Terminals list defines the terminals allowed to make calls to this paired terminal. Two terminals need to be on each other’s Authorized Terminal list before they can make calls to each other. Each controller can only make changes to the Authorized Terminal list for the terminals that belong to its group. Therefore, to authorize two terminals that belong to two separate groups to call each other, it would require the two controllers of the two involved groups to authorize access concurrently. The terminals on the list are separated by commas as shown by the example in Figure 19.

There are additional configurations that can be performed through controller. Click on “MORE,” it will bring up the following screen.

t002.kop.wuxi(v2.1.23) Terminal

Terminal location (or owner): **Cindy**

Call Accept Mode: **AUTO**

Option to cache posts in cloud: **CACHE**

Option for screen security: **NO_PIN**

Set the terminal pin as: **not-set-yet**

Night Time From: **9 PM** To **7 AM**

CANCEL **UPDATE & EXIT** **MORE**

Figure 18: Configure the paired terminal (continue).

Display Name (Terminal Alias)

User can change the display name of the paired terminal. The name must compose only English letters and maximum 20 characters in length.

Cache Option

The default is "CACHE." User can set as "NOCACHE." When the terminal is set with "NOCACHE," TF Channel will not perform any cache for its post. This feature may be used to satisfy certain data regulations for special use scenarios.

Enable Pin Protection

The paired terminal screen can be set to have pin protection. To wake up a screen, the user requires to enter a pin if screen pin protection is enabled. The default is "NO_PIN." Select "PIN_PROTECTED" to enable pin.

Change Pin

Users can secure the terminal with a pin. This feature is not recommended for older users of the terminal.

Nighttime Setting

The terminal will turn the screen off during nighttime. To disable nighttime screen control, such as to keep the screen always on, set the nighttime from 5 AM to 5 AM. To keep the screen always off, e.g.,

the entire day as nighttime, set the nighttime from 5 PM to 5 PM. The terminal can still receive calls during nighttime. And the user can temporarily turn on the screen by tapping the screen.

Controller Settings

Controller's own settings can be accessed through clicking "MORE" on the screen of Figure 20. It leads to the following screen to be displayed:

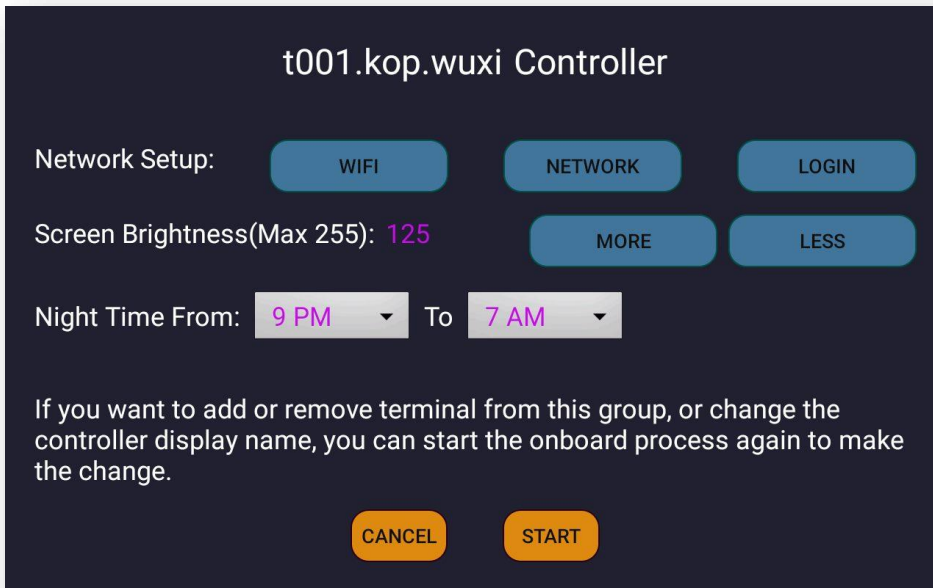


Figure 19: Controller settings

Network Setup

Network and Wi-Fi setup can be accessed from here along with being accessed from the Settings tab of the terminal.

Controller Screen Brightness

Click "More" to increase the controller screen brightness, "LESS" to reduce. The maximum screen brightness can be set as 255.

Controller Nighttime Setting


Controller's nighttime can be set in the same way as a display terminal. See the earlier section "Nighttime Setting" for detail.

Change Group Members

To add or remove terminals from the group, the controller can restart onboarding by clicking “START” on the page in Figure 21. During the onboarding procedure, the user can make changes to group members and controller’s display name.

Track Playback

The controller terminal can keep tracking the playback process of the paired terminal. It can concurrently display the exact post that is currently played on the paired terminal. It can also pause or resume the auto playback process on the paired terminal, switch the playback orders, or step through posts. It can also remove a specific post from the paired terminal so it will not be played again.

To track the playback process of the paired terminal, press the tracking icon (), which brings up the tracking screen as shown below.

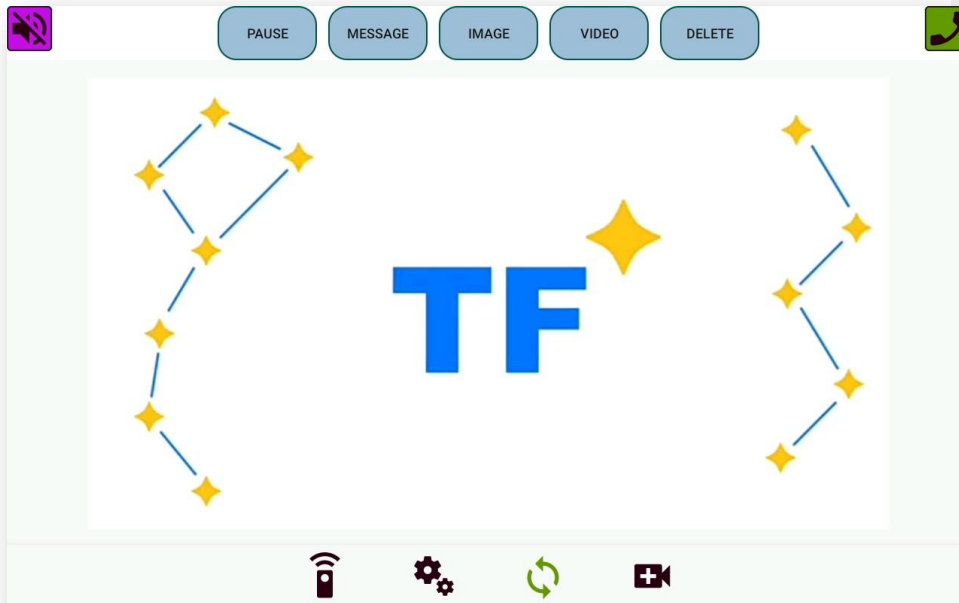


Figure 20: Track the paired terminal playback

PAUSE/START

Pressing “PAUSE” will pause the auto play on the paired terminal causing the screen to freeze at the current post. The button is highlighted after it is pressed, and the button label is changed to “START.” Pressing “START” now, the auto play on the paired terminal is resumed.

MESSAGE/IMAGE/VIDEO

Clicking one of the buttons labeled as “MESSAGE,” “IMAGE” or “VIDEO,” will cause the playback to jump to the selected post type on the paired terminal. Keep clicking the same button, it will step through the posts of the selected type on the paired terminal.

DELETE

Pressing “DELETE” will select the current post and cause a confirmation screen to pop up as displayed below.

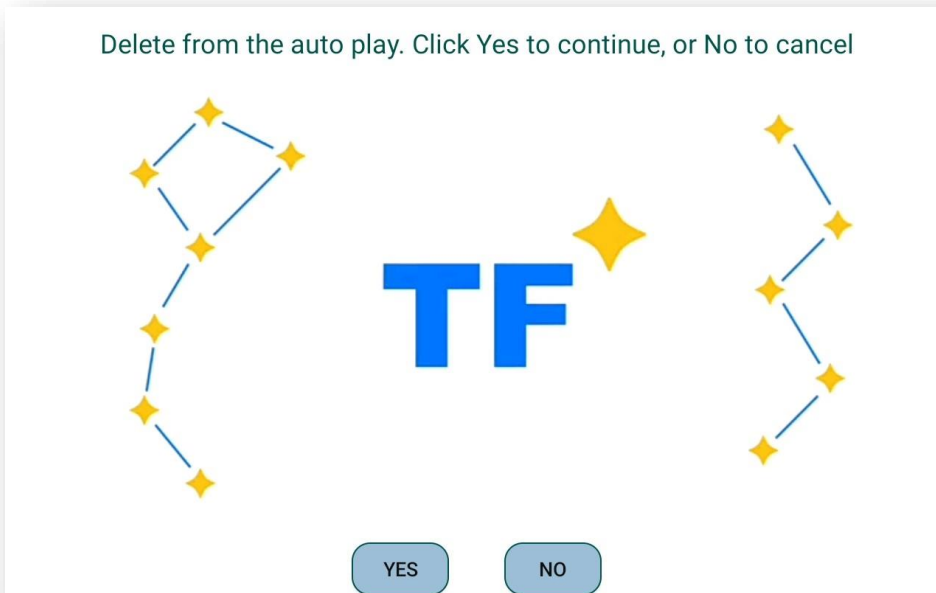


Figure 21: Remove post from the paired terminal

Clicking on “YES” confirms the removal. Click “NO” to cancel.

Conference Call

Making a video conference call from the controller terminal follows the same steps as that doing from the display terminal. Please refer to the Conference Call from the display terminal for details.

Popup Menu

TF Channel terminal provides advanced features that can be accessed through the popup menu. The popup menu can be simply brought up by tapping out of the display mode, then tapping the “MORE” icon. The following figure shows the popup menu of the display terminal.



Figure 22: TF Channel popup menu for display terminal

The first option on the pop-up menu is the “POST” button. Pressing “POST” will open another menu, containing the message, picture, and video functions.

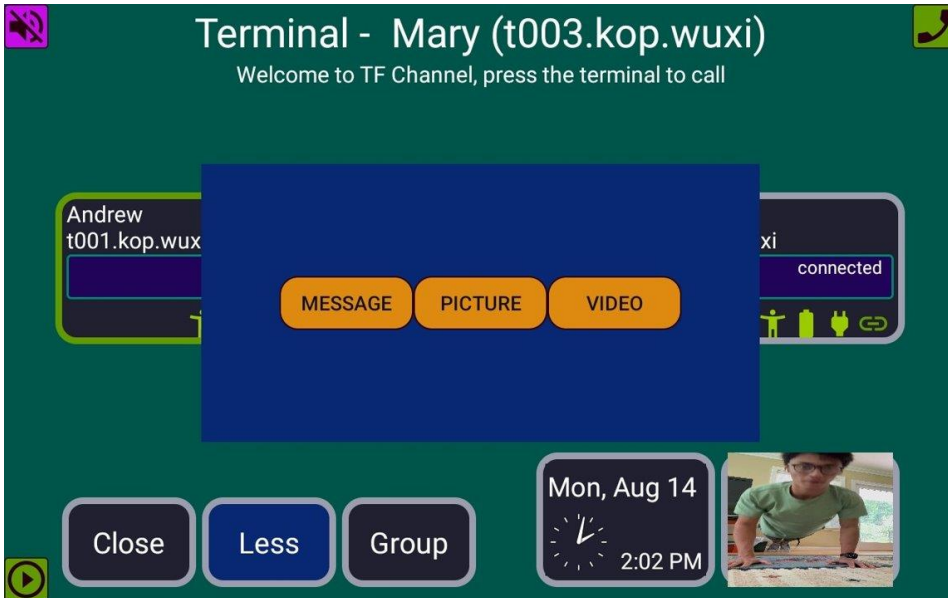


Figure 23: TF Channel popup menu for the controller terminal

The “PAIRING” option is exclusive to the controller. The set of advanced features accessed through this menu is explained below.

Post Message

Users can post a text message to any other terminal in the group. Clicking “MESSAGE” of the popup menu, brings up the following screen.

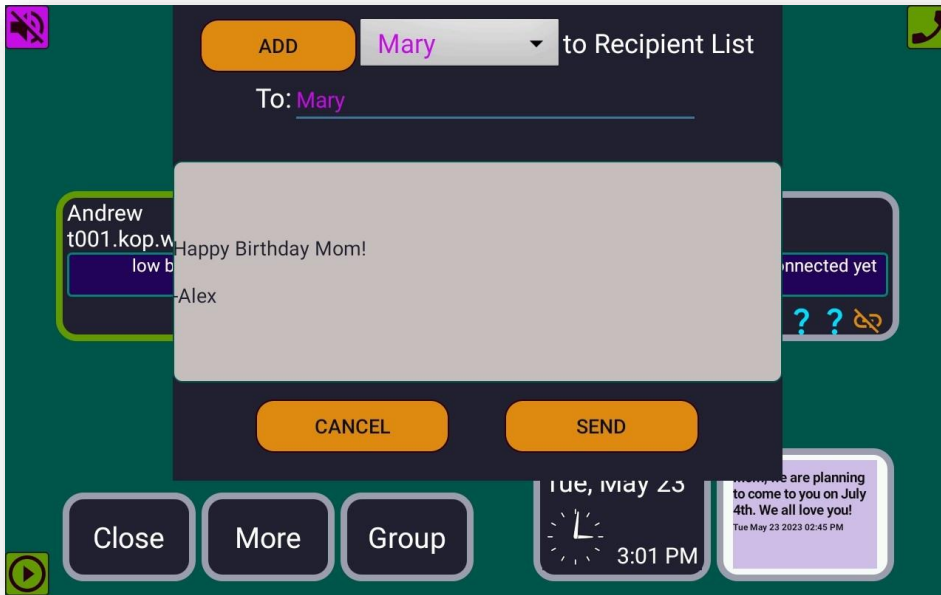


Figure 24: Post a text message

Enter the text message in the editing space. From the drop-down list, select the terminal to post, click "ADD" to add the selected terminal to the "To:" list, and then click "SEND." Click "CANCEL" if user changes mind.

Post Picture

Users can take a picture using the terminal's camera and then post the picture to any terminal in the group. Clicking "PICTURE" of the popup menu, brings up the terminal camera screen. Take a picture as needed, and then accept the picture. The picture is displayed in TF Channel as in the following figure.

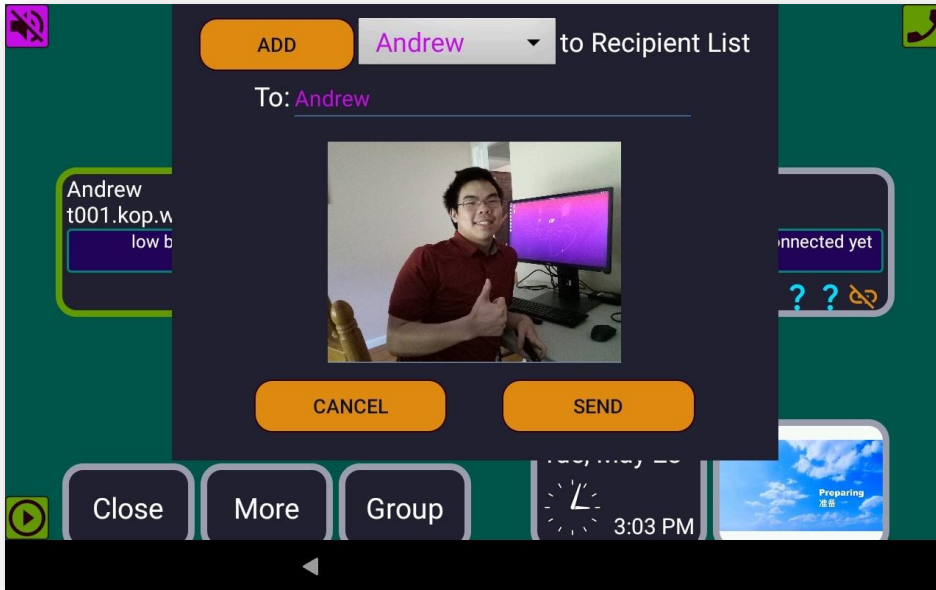


Figure 25: Post a picture

From the drop-down list, select the terminal to post, click "ADD" to add the selected terminal to the "To:" list, and then click "SEND." Click "CANCEL" if user changes mind.

Post Video

Users can record a video clip using the terminal camera and then post the video to any terminal of the group. Clicking "VIDEO" of the popup menu, brings up the terminal camera. Record a short video as needed, and then accept the video. The recorded video is displayed in TF Channel as in the following figure.

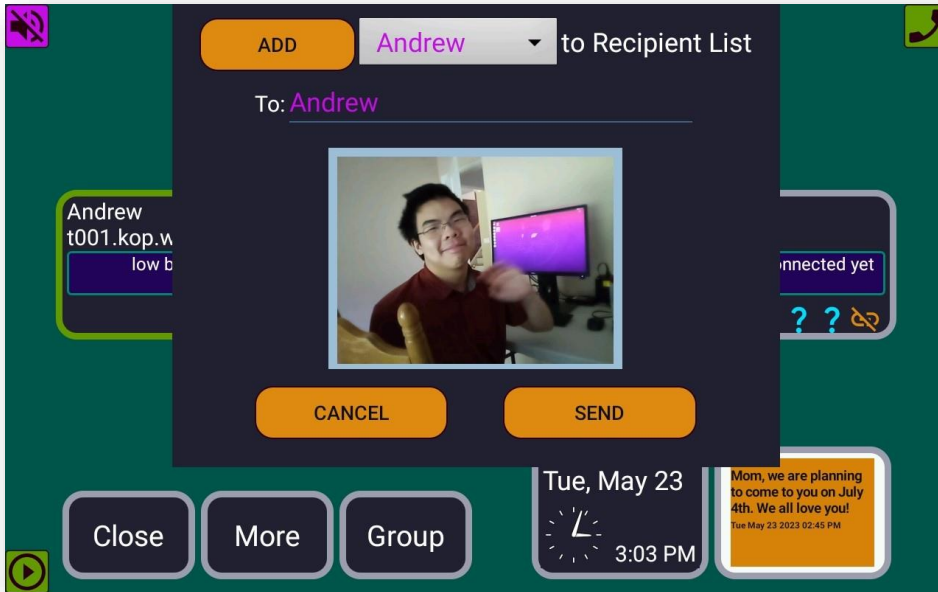


Figure 26: Post a short video

From the drop-down list, select the terminal to post, click “ADD” to add the selected terminal to the “To:” list, and then click “SEND.” Click “CANCEL” if user changes mind.

Care Plan

Care logs can be created by the controller using the “CARE LOG” button in the pop-up menu. From the care plan screen, the controller has many options. The controller can choose the type of care, the start/end time for the task, which task to perform, customized instructions, how to confirm the task is done, and additional contact information for the caretaker/other users (as seen in the figure below).

Care Type: Personal Care Personal Care ▾

Start Time: 8:05 AM 8 ▾ 05 ▾ AM ▾

End Time: 9:15 AM 9 ▾ 15 ▾ AM ▾

Task to Perform: Eat Lunch, Eat Breakfast Eat Breakfast ▾

Instruction:

he likes to eat scrambled eggs and tomato soup for breakfast

Confirmation Type: Log When Done Log When D.. ▾

Created By: Jonathan

Contact: +1 234-567-8901

CANCEL SAVE

Figure 27: TF Channel care plan menu

Care Log

The "CARE LOG" allows caretakers or other users to create a digital log of the work that was done when visiting their senior. The caretaker or other users will have many options to pick from when choosing the type of care that was performed, the task(s) performed, the time spent on the tasks, and any additional information that they may need to add. The caretaker or other user may also leave his/her contact information. When the care log is saved, it is stored and can be viewed by the controller and any additional terminals that the controller enables access to view, via the "PAIRING" mode. It can also be viewed from the terminal it was created on.

New Care Log:

Created By: wyatt

Care Type: Personal Care Personal Care ▾

Task Performed: Eat Breakfast Eat Breakfast ▾

Time Spent: 1 hour 1 hour ▾

Additional Information:

he loved the food

Contact: +1 987-654-3210

CANCEL SAVE

Figure 28: TF Channel care log menu

When the care log is created it can be viewed by the terminal, the controller, and paired terminals as shown in the image below.

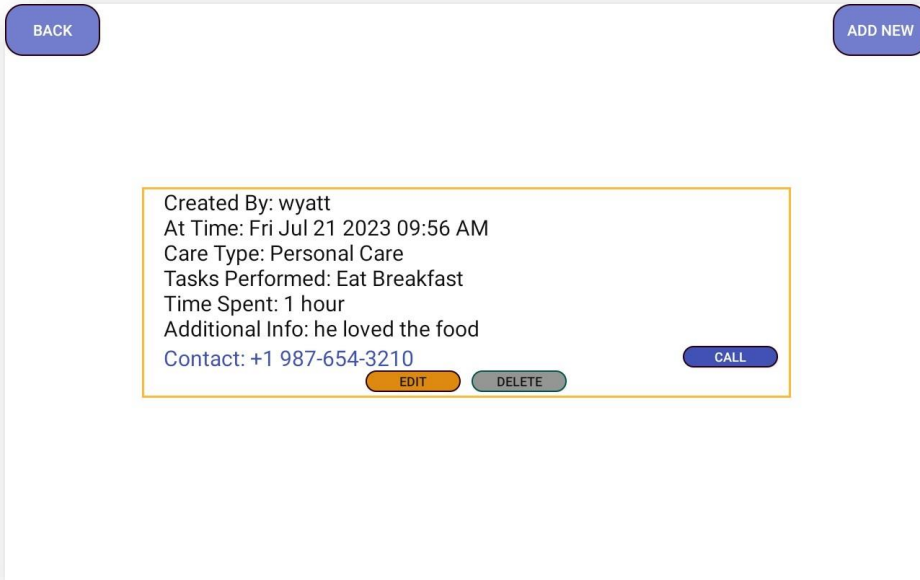


Figure 29: TF Channel care log in viewing mode

Pairing

The “PAIRING” function from the controller can be accessed from the pop-up menu.

This allows the controller to choose which terminals in the group have access to view the care plan and care log. The “PAIRING” feature in the pop-up menu is the same as selecting which terminal to control remotely through the controller settings.

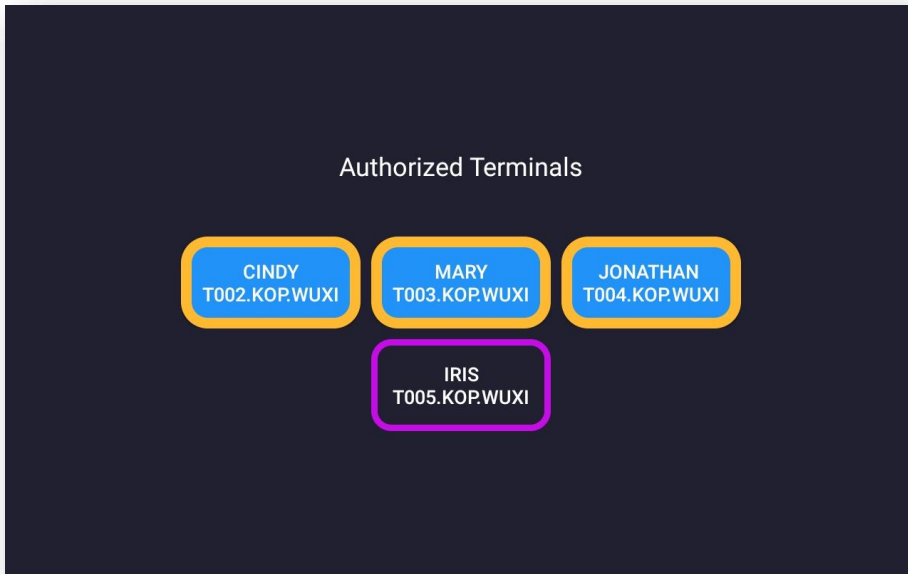


Figure 30: TF Channel pairing menu

Note Conversation

Users can use the "NOTE" feature in the pop-up menu to create a text conversation, similar to those seen on smartphones.

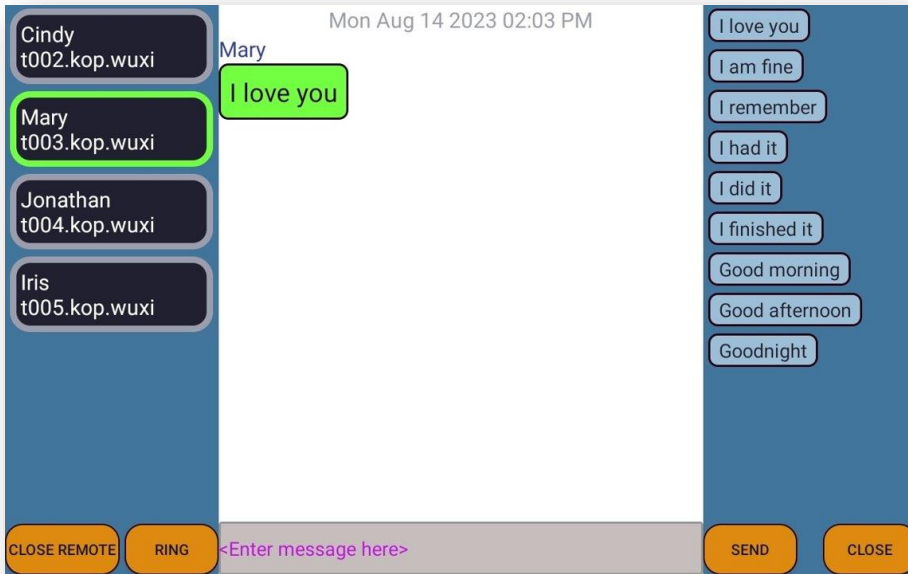


Figure 31: Note conversation

On the lefthand side there is a list of pre-set quick messages that users can send at the tap of a button. On the bottom of the screen users can send their own custom messages if desired. Users can also long-press the pre-set messages on the side if they wish to edit them. On the bottom users can also press the “RING” button to notify the terminal which they are sending a note to. “CLOSE REMOTE” allows users to close the conversation for the terminal they are sending the note to, and “CLOSE” allows users to close the note screen from their own terminal.

Send Alarm

From the pop-up menu, users can also send alarms to all the terminals and phone number/email contacts in their group. This will send an alarm message which can be customized, to the note conversation on each or every selected terminal email and phone number in the group.



Figure 32: Send Alarm

The alarm message will be seen in the note conversation as shown in the figure below.

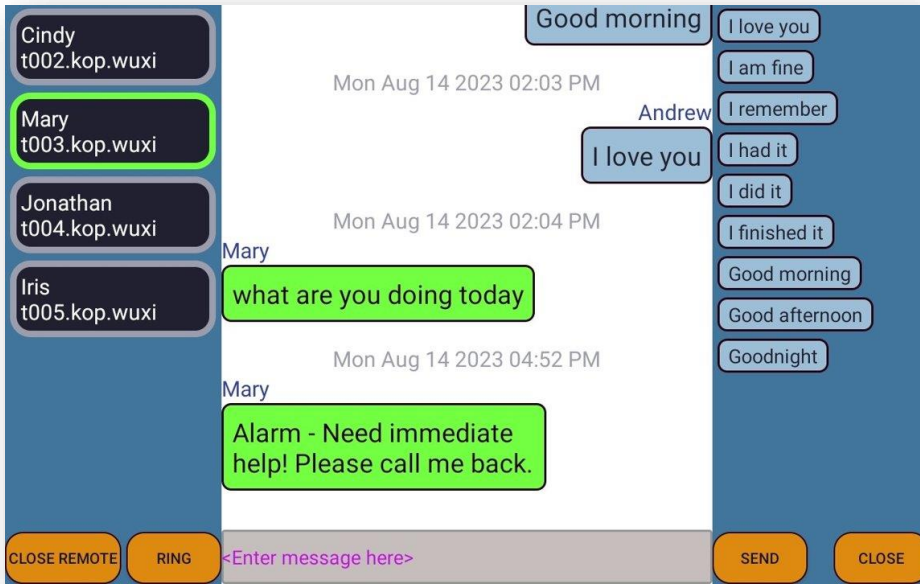


Figure 33: Receiving an alarm message

Forward Post

Users can forward posts from one terminal to any other terminal in the group. The user can first navigate to the Services menu, and then to the post that is to be forwarded, and then bring up the popup menu while the post is still being displayed. Click "FORWARD" of the popup menu, then the post will be selected as below:

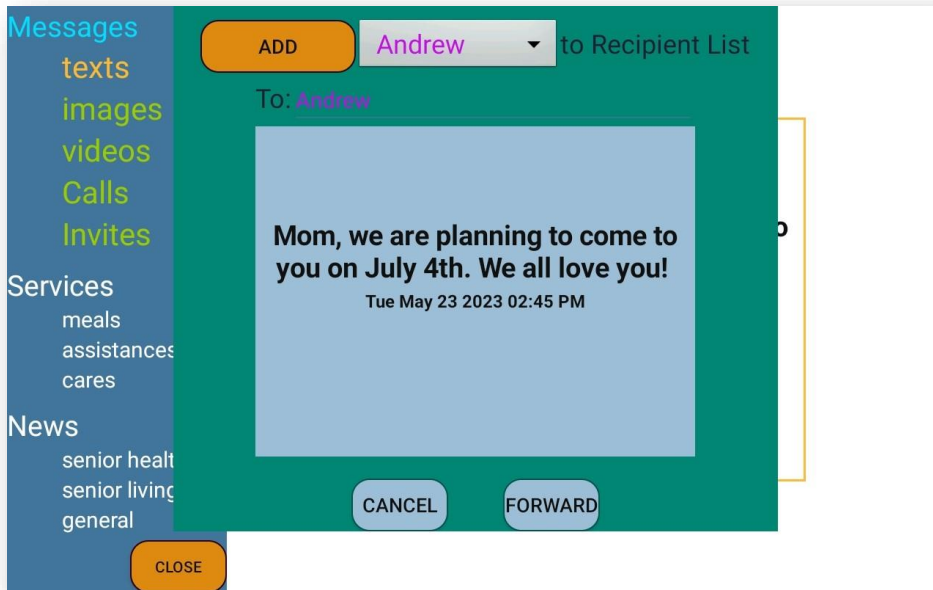


Figure 34: Forward a post

Select a terminal and click “ADD” to add the terminal to “To:” list. Then click “FORWARD” to send or “CANCEL” to cancel the forward operation.

Delete Post

Users can delete posts from the display terminal. When the to-be-deleted post is being displayed, bring up the popup menu and click “Delete,” the post will be selected as below:

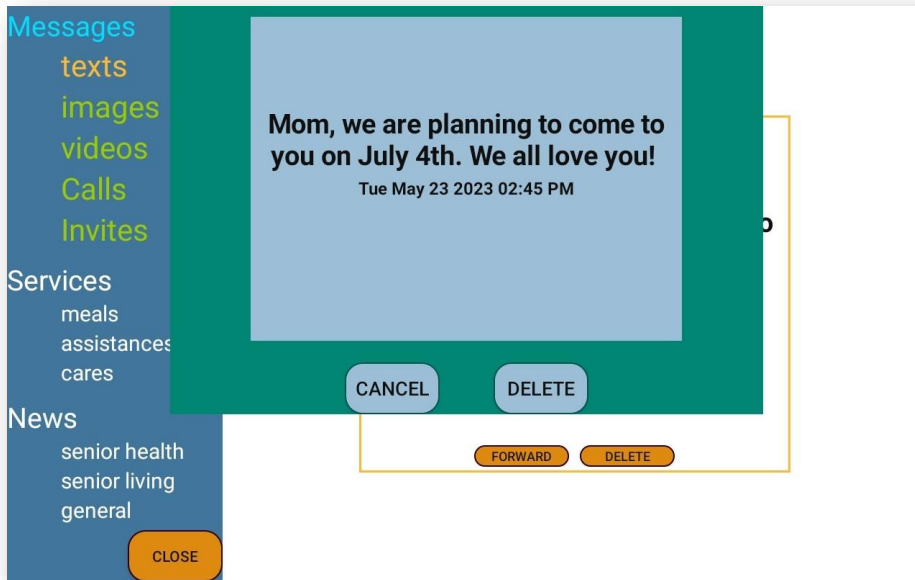


Figure 35: Delete a post

Click on "DELETE" to remove the post from terminal, or "CANCEL" to cancel the delete option.

Display Terminal Settings

There are a few display terminal settings that can be changed from the terminal directly. Bring up the popup menu and click "Settings." It leads to the settings screen as below:

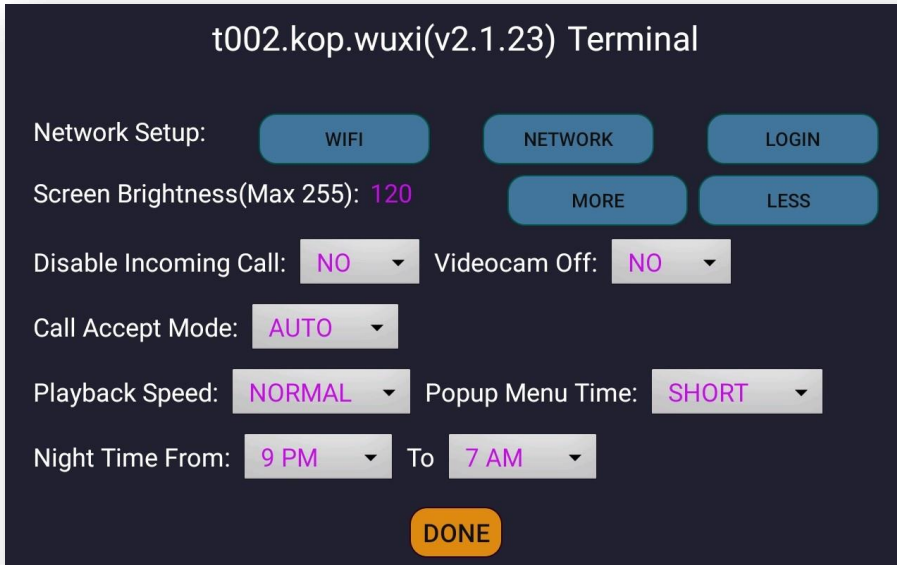


Figure 36: Display terminal settings

The settings that can be changed from this screen include the following.

Network Setup

Click "WIFI" to start connecting the terminal to a WIFI network. Follow the steps described in Figure 42 to complete the connection. If you move the terminal from one location to another location covered by a different WIFI network, you need to switch the terminal to connect to the new WIFI. Clicking "NETWORK" allows users to change the network settings of the android tablet itself. Pressing "LOGIN" allows users to open a browser for public Wi-Fi domain access.

Screen Brightness

Click "MORE" or "LESS" to adjust the terminal brightness.

Disable Incoming Call

The terminal can be set to block all incoming calls permanently. From the pull-down menu, select "YES" to disable all calls. The default is "NO."

Disable Videocam

The terminal can be set to start all calls as audio-only. From the pull-down menu, select "YES" to disable videocam. The default is "NO."

Call Accept Mode

The terminal can be set to accept all calls automatically or by voice activation. The default is "AUTO."

Playback Speed

The terminal's playback speed can be set as "FASTER," "FAST," "NORMAL," "SLOW," "SLOWER." The default is "NORMAL."

Popup Menu Time

A displayed popup menu can be closed when user taps the screen again. If no action is taken by the user, the popup menu can automatically be closed after a delay time. This delay time is the popup menu time, which can be set as "SHORT," "LONG," or "LONGER." The default is "SHORT."

Nighttime Setting

Users can change terminal's nighttime setting here too. The changes made here will be reflected in the controller as well.

Click "Done" to make the changes to take effect.

Block Call Temporarily

Users can temporarily block calls. Click "BLOCK CALL" of the popup menu to bring up the following screen:

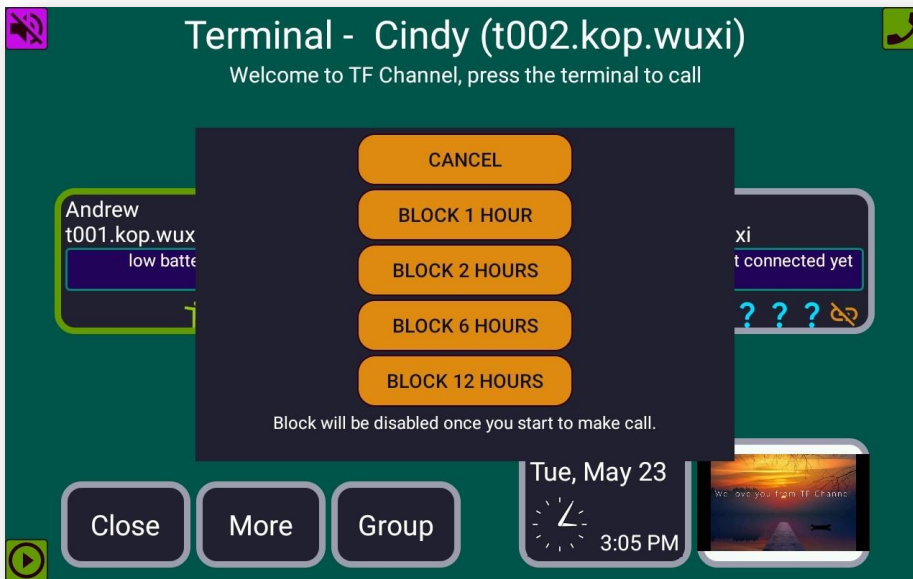


Figure 37: Block call temporarily

TF Channel terminal allows user to temporarily block calls for "1 HOUR", "2 HOURS", "6 HOURS", and "12 HOURS" each time. When the blocking time has expired, the terminal will start to receive calls again.

Volume Off

The terminal can be set to play video silently. Clicking on “VOLUME OFF” will silence the device.

Reconnect to TF Channel

When the terminal is malfunctioning for some unknown reason, clicking “RECONNECT” will restart the terminal and the connection with TF Channel. It typically resolves any minor connection issues.

Status Icons

The terminal screen displays status icons at the screen corners to indicate the operational status, as shown in the following figure.

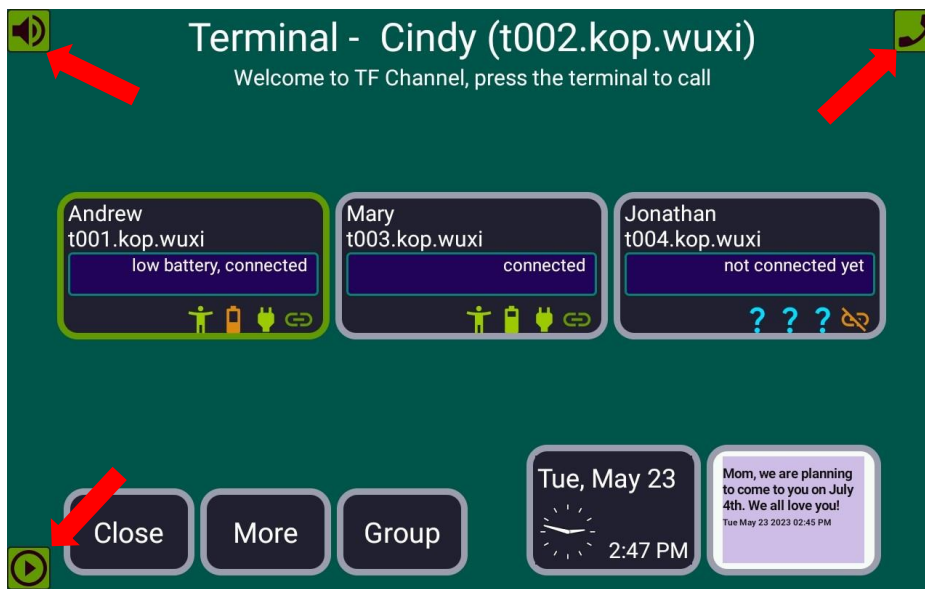


Figure 38: Terminal control status icons

There are three status icons that may appear at the screen corners: call-being-blocked (top-right corner), volume-off (top-left corner), playback-paused (bottom-left). Clicking on any of the status icons will bring the terminal out of that status and dismiss the icon.

New Post Notifier

TF Channel terminal has a new post notifier, which will appear at the bottom-right corner when new posts arrive. The notifier serves to notify users of the arrivals of new posts. It always shows the thumbnail preview of the most recent arrived post as in the following figure.

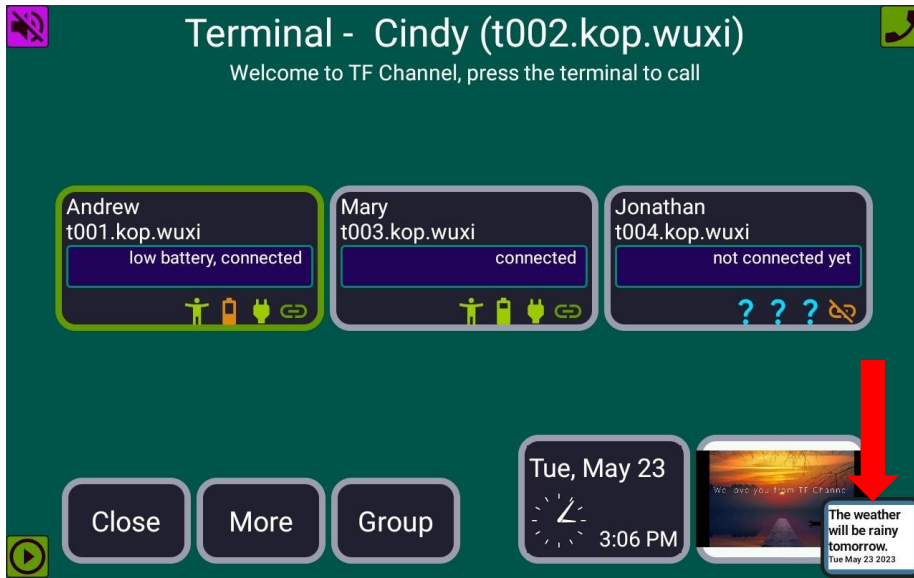


Figure 39: Notifier shown at the bottom-right corner

Clicking the notifier brings up the new post browser as shown below:

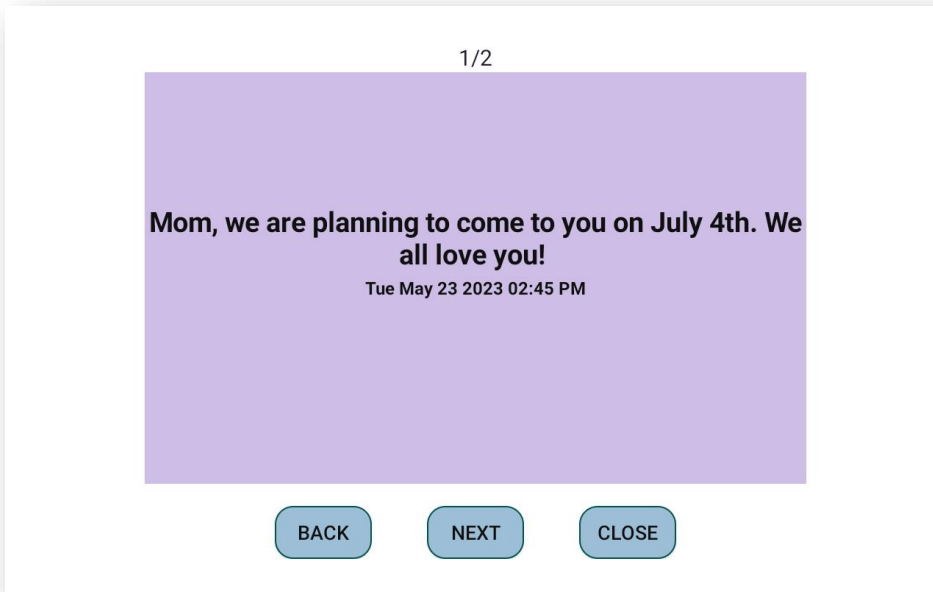


Figure 40: New post browser

User can click “BACK” and “NEXT” to navigate through newly arrived posts. Clicking “CLEAN & CLOSE” closes this browser and cleans the notifier viewer. The terminal will return to standard auto play mode.

The new post notifier that appears at the bottom-right corner is available on both controller and display terminals. On display terminals, the newly arrived posts will still be available for auto play by the terminal even if they are cleaned out of the notifier. However, on the controller, arrived posts will no longer be viewable once they are cleaned from the notifier.

Switch Wi-Fi

When a terminal loses connection with TF Channel, it displays the following alert message.

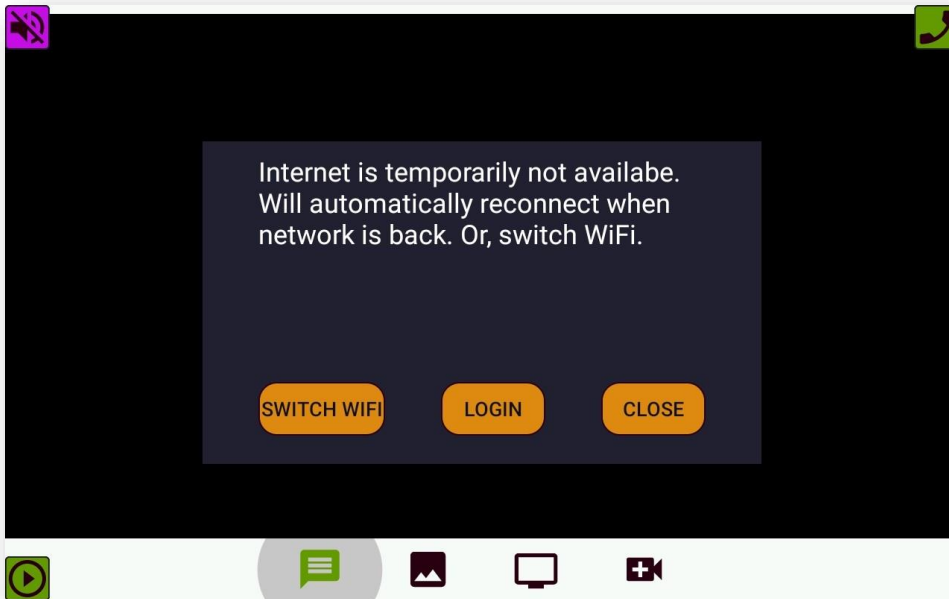


Figure 41: Network connect alert

Click "CLOSE" to dismiss this message. This message will be automatically dismissed if the connection with TF Channel is recovered.

If you move to a new Wi-Fi zone, this alert will be shown as well. Click "SWITCH WIFI" to bring up the following screen.

If you need to re-login to a Wi-Fi network or log in to a public Wi-Fi domain, select the “LOGIN” icon.

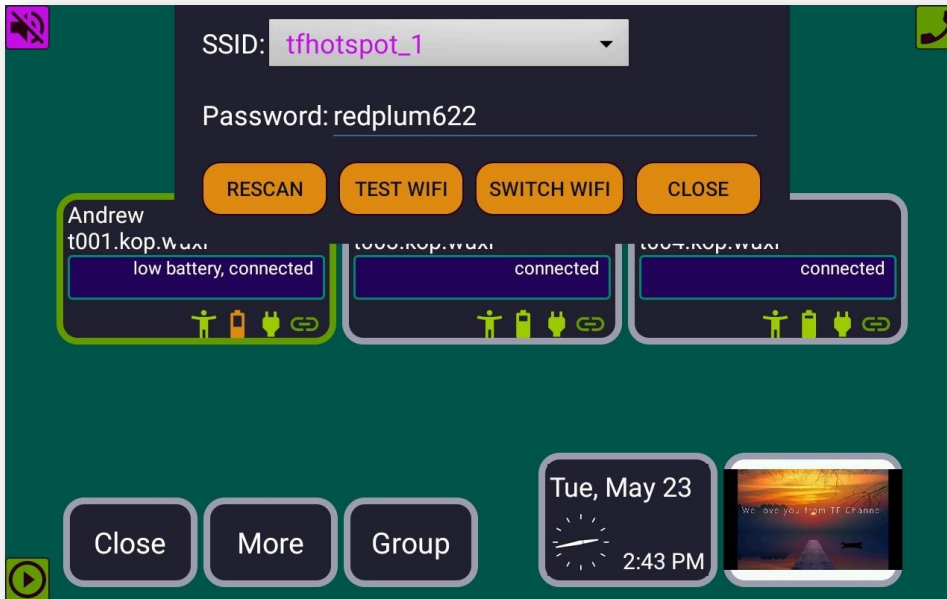


Figure 42: Switching to a new Wi-Fi network

From the drop-down list, select the Wi-Fi’s SSID that you want to switch to. If the SSID is not listed in the drop-down menu, click “RESCAN,” and wait until the Wi-Fi network is discovered. Then enter the password for the SSID, click “TEST WIFI,” and you should see a toast message shown at the bottom of the screen as “Wi-Fi connect is successful.” If Wi-Fi connect is not successful, check selected SSID and password, and click “TEST WIFI.” You must pass “TEST WIFI” before you click “SWITCH WIFI.” Once “TEST WIFI” is passed, click “SWITCH WIFI” will restart the terminal, and it should come back connected with the new WIFI. Click “CLOSE” simply closes the view without performing Wi-Fi switching.

Troubleshooting

White Screen

If the display terminal screen remains white without playing any post or is frozen at a post, it could indicate that the playback scheduler encountered problems. Bring up the popup menu by returning to the dashboard, pressing the “MORE” icon, then clicking on “RECONNECT.” If the issue remains, restart the terminal using the power button.

Lost Network Connection

When the terminal detects that it has lost connection with TF Channel (it could be caused by losing internet connection), it displays an alert as shown in Figure 43. Once the connection is recovered, the alert will disappear automatically. If the connection is lost for too long, it may cause the terminal to stop trying to reconnect. Therefore, the users may need to click "SWITCH WIFI" button of the alert, and then click "TEST WIFI." If you notice a message saying, "Wi-Fi connect is successful," then click "DONE." The connection should be recovered after the terminal software is restarted. Note, always click "TEST WIFI" to force the terminal to perform a reconnect with WIFI before click "DONE."

In case network problems persist, try turning the terminal on and off again by pressing and holding the power button, then pressing "Restart" if you are sure the Wi-Fi router at the location is working properly.

If you move the terminal to a new Wi-Fi network, you will need to connect to the new Wi-Fi network. See the Switch Wi-Fi section for details.

Call Failed

If video call does not go through, it is most likely caused by a temporary network connection issue. We recommend you try again later. Check the controller's remote-control screen to make sure the paired terminal is currently connected to the Internet and that its operation status is normal. You may try to restart the paired terminal if the issue persists.

Call Freezes

During the call, if the network connection breaks, it can leave behind a frozen call. When a terminal is trapped in a frozen call, it will not be able to receive a new call. You can click the "HANGUP" to end the call or terminate the call by clicking any of the navigation icons to navigate away from the call. This can also be done remotely from the controller for the paired terminal.

Short Battery Life

Setting the screen brightness at the maximum level can lead the terminal to drain battery even when it is plugged into its charger. We recommend setting the brightness level at 70% to avoid this issue. If the tablet's battery level gets too low, it may become unresponsive to touch.

If the tablet is plugged in and not charging, try unplugging the charging cable and plugging in again. If the tablet has drained its battery and is OFF, wait for the battery to charge for a few minutes after plugging it in again. Then press the power button to turn on the tablet. TF Channel services should then be recovered automatically.

Customer Support

You can access quick support by sending all your questions to pilot@tfchannel.com.