

jubileetv

App User Guide

for family and friends

V04102025

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App Overview

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

AutoConnect Video Call

Your call automatically connects.

Video Call

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

Message

Send messages to your loved one's TV.

Hub Details and Settings (⚙️)

Console settings

Telescope

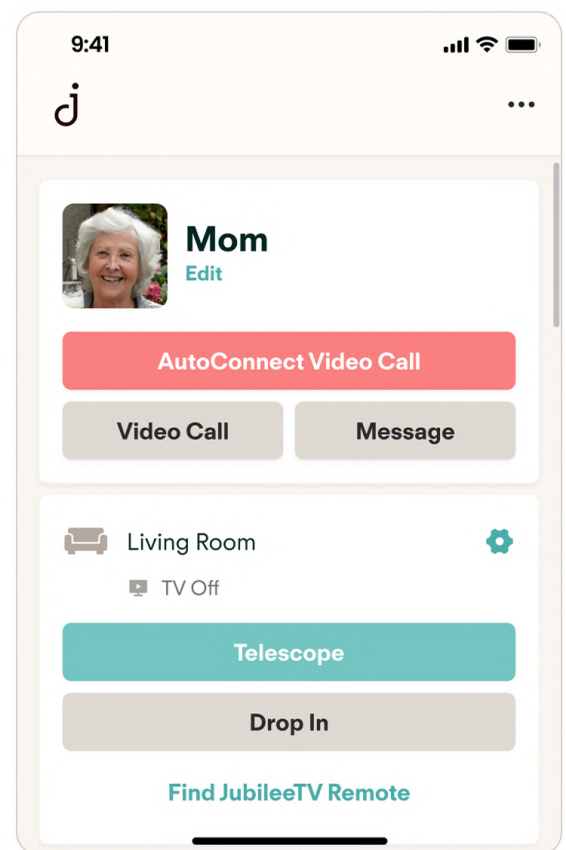
Control your loved one's TV from your phone or computer.

Drop In

Check in on your loved one without disturbing them.

Find JubileeTV Remote

Play a chime on the remote, so it can be easily located.



App Overview

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

Activity Feed

Get peace of mind that your loved one is doing OK by seeing when they use the TV and enter the room.

Stay in Touch

Set up reminders to call, message, and/or send photos and videos to your loved one.

Favorites

Set up easy access to channels and apps.

Photos and Videos

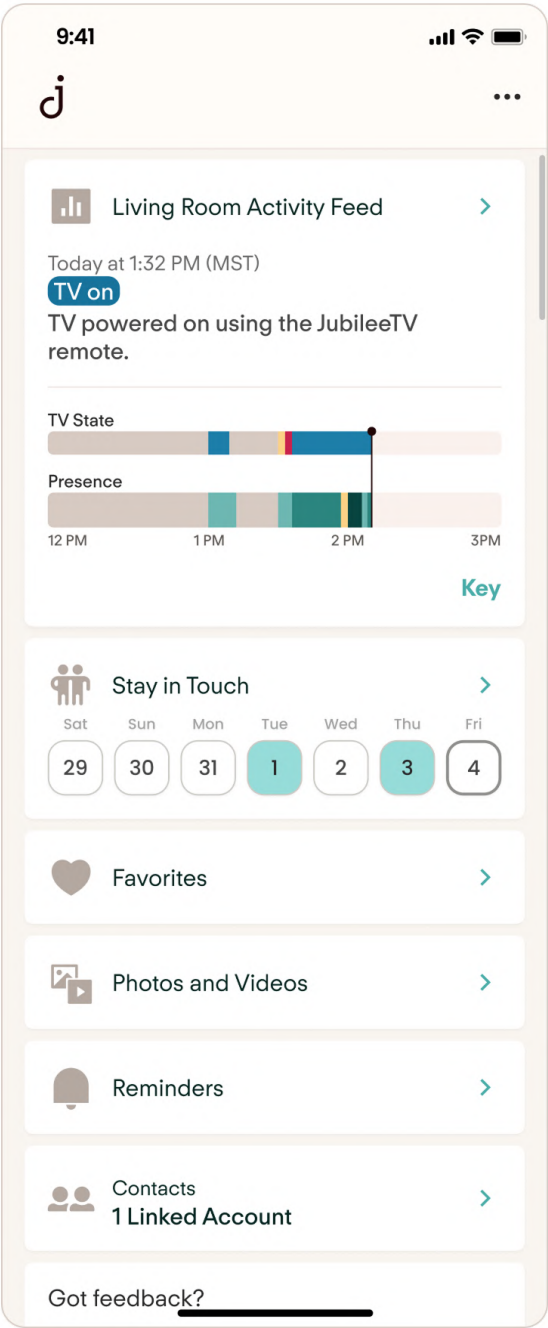
Keep your loved one in the loop by sending photos and videos.

Reminders

Schedule reminders for taking medication or watching the baseball game.

Contacts

Invite family and friends to connect with your loved one.



Roles & Permissions

Primary Admin

The primary admin is the family member or friend who activated the JubileeTV Service Plan. The primary admin:

- Is the only user who can manage the JubileeTV Service Plan.
- Has access to the full suite of JubileeTV features.
- Can control permissions for other contacts.

Note: The Primary Admin cannot be changed.

Admins

When inviting family members or friends to connect with your loved one, you can choose to invite them as admins.

- Admins have access to the full suite of JubileeTV features.
- Admins can control permissions for other contacts.

Note: Admins can be downgraded to contacts at any time by the TV user, the primary admin, and other admins.

Contacts

When inviting family members or friends to connect with your loved one, you can choose to invite them as contacts.

- The features an contact has access to is determined by admins and the TV user.

Note: Contacts can be upgraded to admins at any time by the TV user, the primary admin, and other admins.

List of Permissions

Invite Contacts

Allow this user to invite people to create a JubileeTV account and connect with Mary Smith.



Telescope

Allow this user to control the TV using their computer or smartphone and use the Find Remote feature.



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 add and remove Favorites.



Set Reminders

Allow this user to set reminders on the TV.



Drop In

Allow this user to turn on the Console camera to see live video.



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 JubileeTV remote.

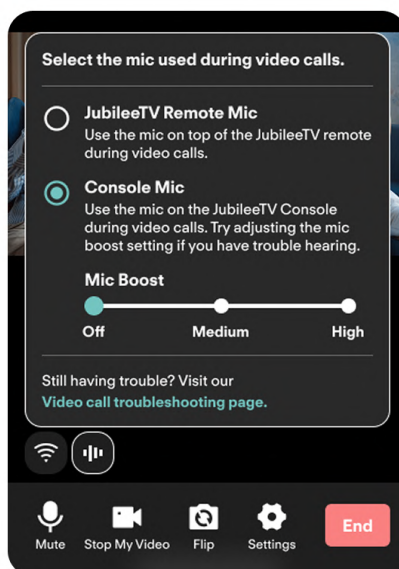
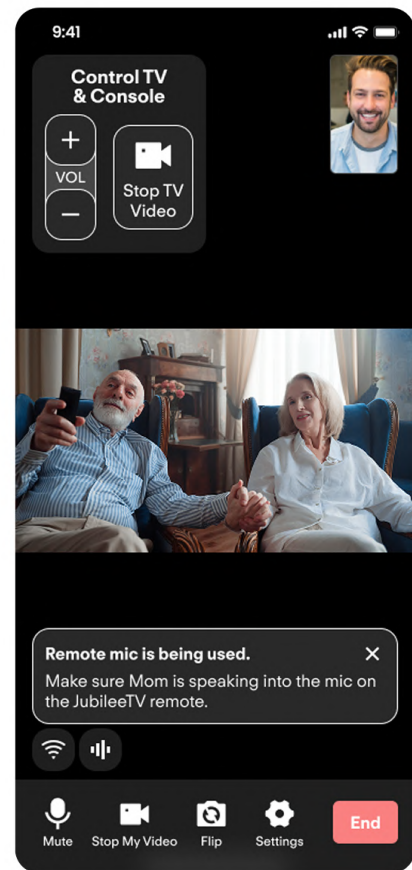
For the best experience

- Rotate your mobile device to landscape mode. Not only does this give you a better view of your loved one, it gives your loved one a better view of you as your video takes up the full TV screen.
- Frame your loved one's video feed on your phone by pinching and zooming.

TV Mic

When the call begins, a dialogue appears telling you whether the mic on the JubileeTV remote or the mic on the Console is being used.

- By default, the system is set to use the remote mic in Interactive Mode and the Console Mic in Passive Modes (more on Usage Modes on pages 17 & 18).



Changing the TV Mic

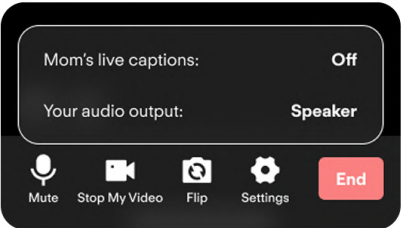
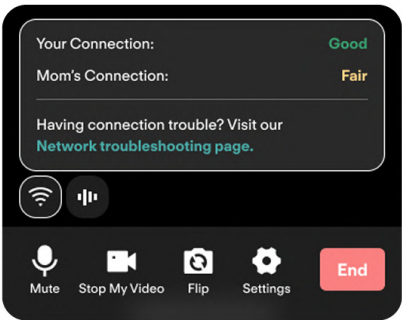
You can switch between mics by selecting the TV audio button.

Additionally, if Console mic is selected, you can opt to boost the audio. We recommend playing around with these settings while on a call to see what combination gives you the best audio quality.

Video Calling

Network Quality

Selecting the network quality icon while on a call displays live readings of both you and your loved one’s connection strength.



Settings

- 1. **Adjust live captions:** Turning live captions on will display what you’re saying across the bottom of your loved one’s TV screen.
- 2. **Your Audio Output:** Select if you want video call audio to be played from your device’s speaker, earpiece, or Bluetooth headphones.

AutoConnect Video Calling

An AutoConnect video call connects automatically without your loved one needing to answer from the TV.



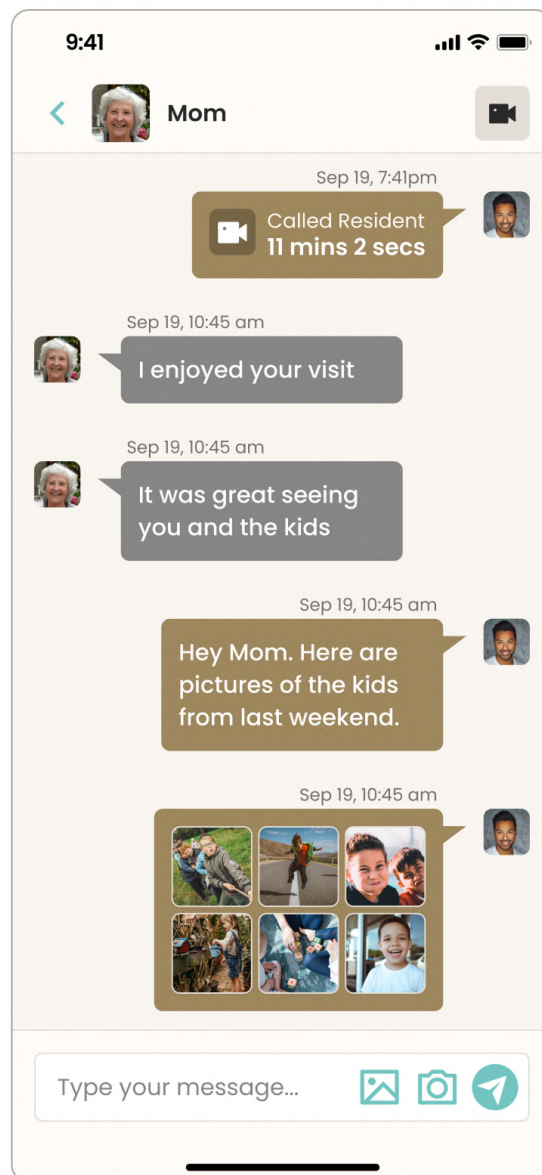
Messaging

Send and Receive Messages

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

Send Photos and Videos

You can also send photos and videos from the messaging screen.



Hub Details & Settings

Room Name

Select the room the JubileeTV Hub is set up.

Audio Input

Select whether the mic on the JubileeTV remote or the mic on the Console should be used during video calls.

Camera Behavior

Select whether the camera on the Console should be turned on automatically when video calls begin.

TV Live Captions

Select if/how live captions appear on the TV during video calls.

Remote Backlight

The backlight on the JubileeTV remote is can turn on by default when motion is detected. Adjust remote backlight behavior here.

Sleep Timer Prompt

The TV will display a message after the selected time asking the user if they want the TV to remain on. If no response is given, JubileeTV will turn the TV off.

9:41

Mom's Living Room Hub
Details

Details Settings

* Room Name
Living Room

Video Calls

Audio Input:

☒ Use JubileeTV remote mic for video calls.

☐ Use Console mic for video calls.
Mic Boost: Off

Camera Behavior:

Automatically turn on camera when video calls start. This setting does not impact AutoConnect video calls. ☒

[More info](#)

TV Live Captions:

☒ No live captions

☐ Normal live captions

☐ Large live captions

[What do TV live captions look like?](#)

Remote Backlight

☒ Off from 9:00 AM to 6:00 PM (MST)

☐ Always on

☐ Always off

[More info](#)

Sleep Timer Prompt

Timer:
15 minutes

[More info](#)

Telescope

What is Telescope?

Telescope allows contacts to control their loved one's TV from anywhere.

See 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 the output from 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").

Volume Level Indicator

Represents the current volume in the room. The comfortable level is calibrated during TV setup.

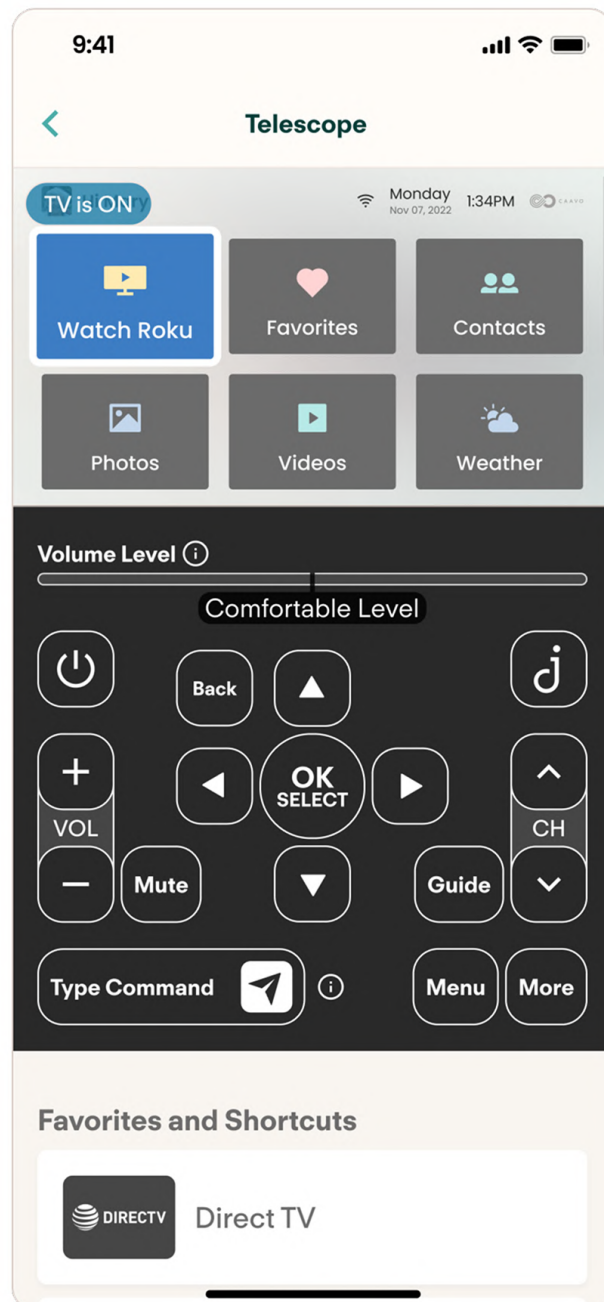
Just like the Remote!

With the exception of the  and  buttons, Telescope gives app users access to all the functions on the JubileeTV remote.

The Command Field

Use Commands to quickly navigate your loved one's TV to a desired destination. For example:

- If the current device is a set-top box, type in "10" to tune to channel 10.
- Type in "settings" to open JubileeTV settings on the TV.



Drop In

Want to check in on your loved one without disturbing them? The Drop In features gives app users live video and audio from the Console camera.



Who has access to Drop In?

- Drop In is available to all admins.
- Contacts can have access to Drop In if granted permission by an admin.

Pro Tips:

- Rotate your phone to landscape mode for a better view.
- Use your fingers to pinch and zoom in on areas of interest.

Activity Feed

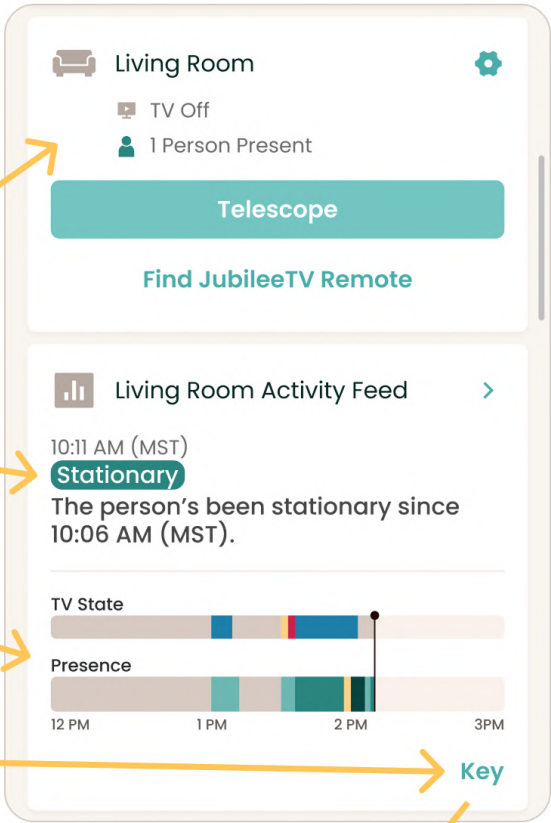
The Activity Feed is a great way to tell when your loved one is up and about and help you monitor trends that may reflect their well-being.

How does it work?

The Console documents TV events (like turning the TV on/off) and presence events (like someone entering/leaving the room). In addition, you can choose to receive a photo and/or notification when certain events occur.

Get a glimpse from the Home Screen.

- The current TV and presence states.
- The most recent TV or presence event captured by the Console.
- Timelines display the last 3 hours of TV and presence states.
- Open up the key at any time to help read the timelines.



TV State:

- TV off
- TV on
- TV power state unknown ⓘ
- Console offline ⓘ
- No data available

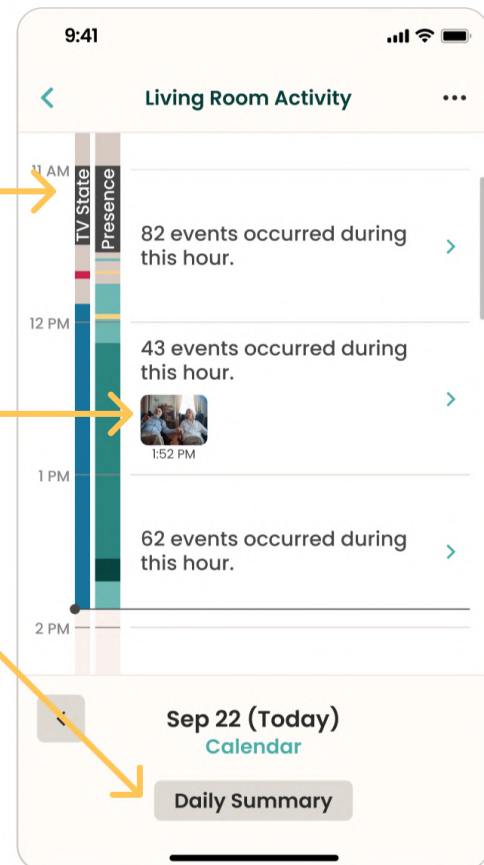
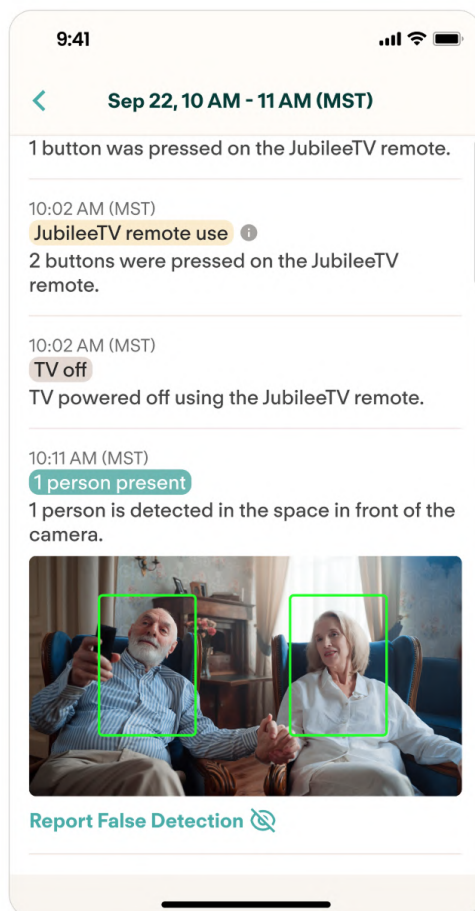
Presence:

- No presence detected
- 1 person present
- 1 person stationary
- 2 or more people present
- Presence unknown
- No data available

More about the Activity Feed

Dig a level deeper to get the daily view.

- Timelines display the TV and presence states for the entire day.
- Events are tallied per hour.
- If you've set up the Activity Feed to take a photo when an event (like someone entering the room) occurs, the thumbnail will appear here.
- Check out the Daily Summary for a tally of all the events documented on this day.



Another level deeper gets you to the hourly view.

- See each event documented in that hour.
- If you've set up the Activity Feed to take a photo when an event (like someone entering the room) occurs, a larger thumbnail will appear here.
- Tap on a picture to go to the gallery view where photos are displayed in chronological order.
- Green lines indicate when people are detected. If a false detected was made, it can be reported here.

Stay in Touch

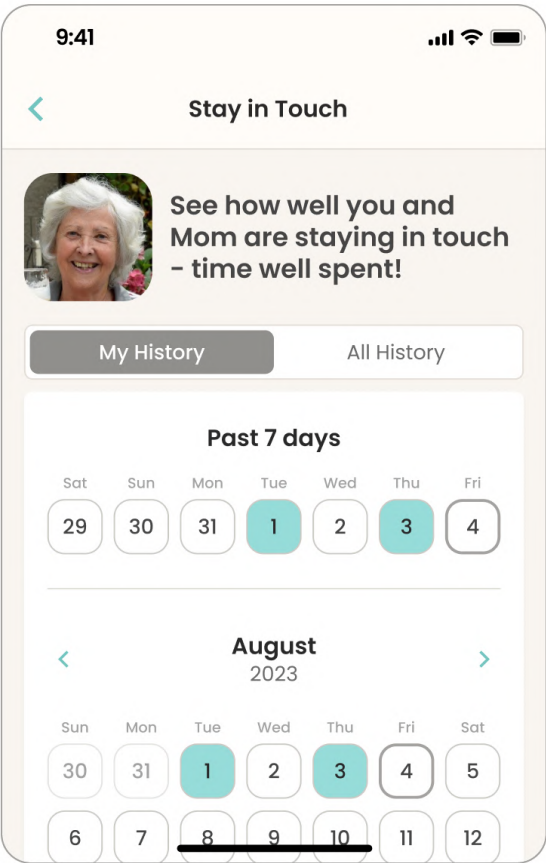
A great way to keep track of how often you and your loved one are communicating.

Set Goals

Decide how often you want to be reminded to:

- Video Call
- Send a message
- Send a photo

JubileeTV will send you a reminder to help keep you on track.



Remind me to video call Grandma...

☐ Every day

☒ On days of the week

☐ Every ___ days

☐ Don't remind me

Date and time are based on Grandma's time zone.

It is currently: **Mon, Sep 3, 12:01 PM (MST)**

Select at least one day

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Video call time

4:00 PM (MST)

L

Check in on how you're doing

Decide how often you want to be reminded to:

- Video Call
- Send a message
- Send a photo

JubileeTV will send you a reminder to help keep you on track.

Favorites

What are Favorites?

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

Favorites also appear in Telescope, making it easier for you to adjust what's playing on the TV.

Managing Favorites:

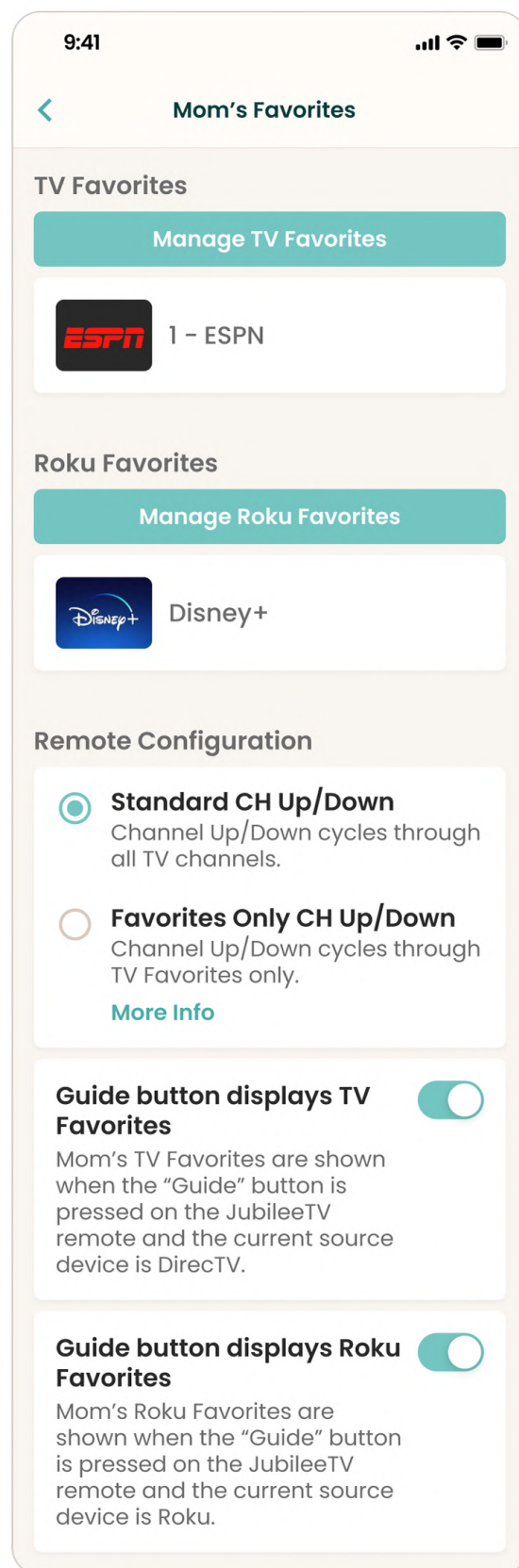
You can add and remove Favorites for all the devices connected to your loved one's Console.

Channel Up/Down Buttons:

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

Guide Button Behavior:

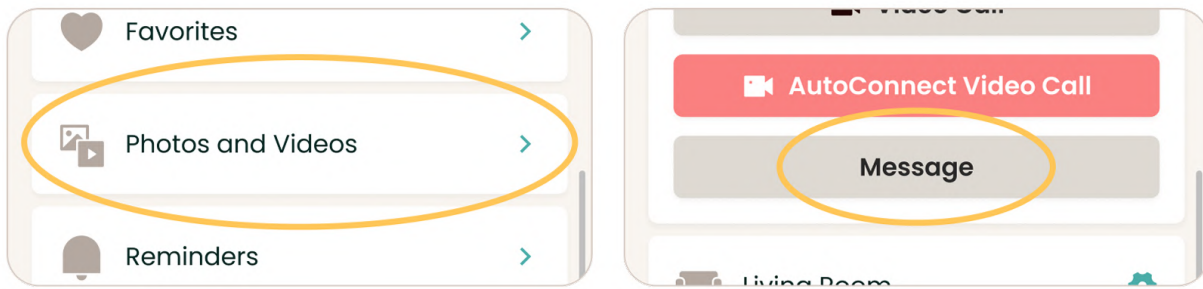
Select if TV Favorites and Roku Favorites are shown along with other options when the "Guide" button is pressed on the JubileeTV remote.



Photos and Videos

Sending Photos and Videos

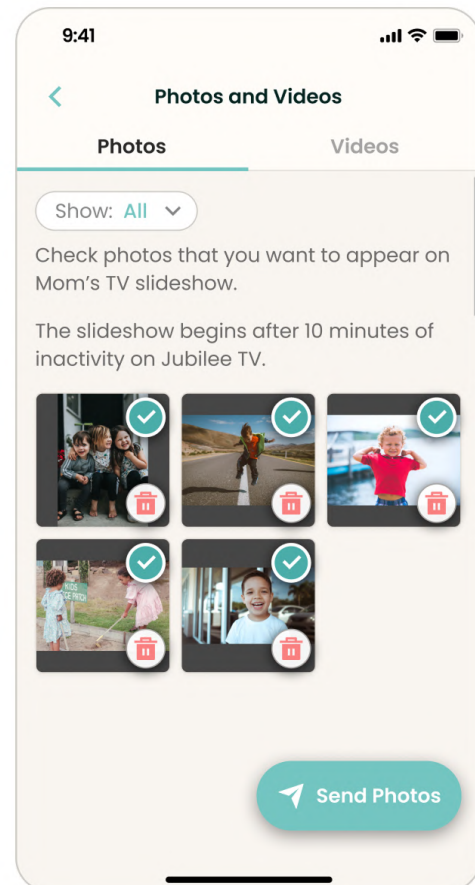
You can send photos and videos to your loved either from the "Photos and Videos" tile on the home screen or from the "Message" screen.



Slideshow

Photos displayed with a check mark are part of your loved one's photo slideshow. This can be viewed from the TV at any time using the "slideshow" voice command.

Additionally, the slideshow begins playing after 10 minutes of inactivity if the TV is left on the JubileeTV interface.



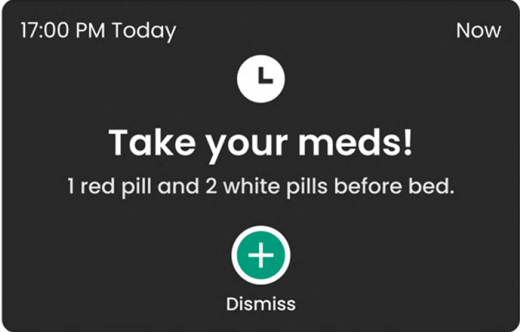
Reminders

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

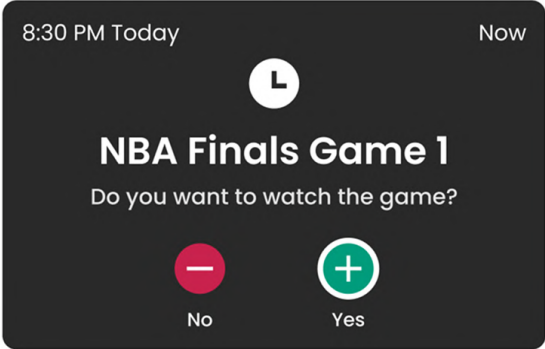
You can customize the message and behavior of reminders. When you create a reminder, you'll be asked to choose between two types:



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



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 >](#)

Contacts

What are Contacts?

Contacts are all family and friends accounts linked to your loved one's JubileeTV.

Only Contacts can video call, message, and use any other features to communicate with your loved one through their TV.

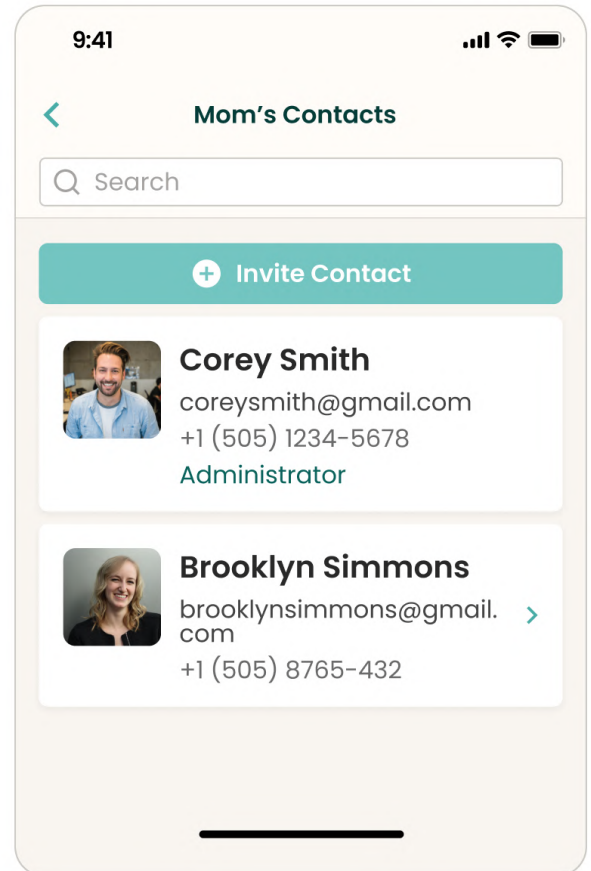
There are 3 types of Contacts:

1. The Primary Admin
2. Admins
3. Regular Contacts

See page 5 (Roles and Permissions) for more information.

Inviting and Managing Contacts

The Primary Admin, admins and any Contact with the "Invite Contacts" permission can send a family member or friend an email invitation from the Contacts screen.

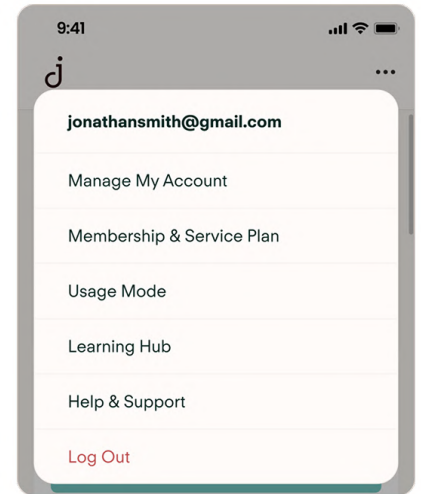


Usage Modes

JubileeTV can be configured in different usage modes to best suite the needs of your loved one.

Configuring Usage Mode

Usage Mode is configured during setup and can be changed by selecting "Usage Modes" from the 3-dots icon (mobile) or your portrait (browser) in the top-right corner of the app.



Interactive Mode

Interactive Mode gives you, other contacts, and your loved one access to the full suite of JubileeTV features.

The TV is controlled using the JubileeTV remote.

Up to 3 source devices can be connected to the Console.

Usage Modes (Passive Modes)

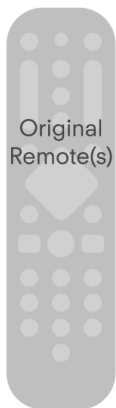
Passive Modes

Passive Modes are designed to give you and other contacts access to useful JubileeTV features while keeping Mom's experience as simple as possible.

The following app features are fully functional in Passive Modes:

- Telescope
- Activity Feed
- AutoConnect Video Calling
- Drop In

Passive Modes are set by default to using the Console mic (not the remote mic) during video calls.



Passive Mode with Original Remote(s)

Control the TV with the remote(s) used prior to installing JubileeTV.

Only usable with a single source device.

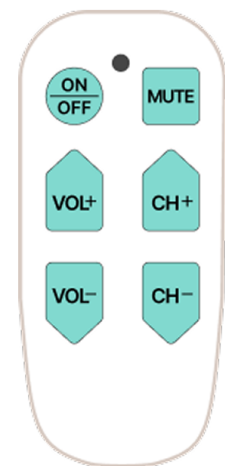
Passive Mode with 6-Button Remote

Control the TV with a simple 6-button remote that only has: **Power, VOL +/-, Mute, and CH up/down.**

Configure all the channels Mom watches as Favorites and the CH up and down buttons will only cycle through these channels.

Only usable with a single cable/satellite receiver or over-the-air tuner.

Important: The 6-button remote must be purchased directly from JubileeTV. We specifically program it to work with our system.



For Support, please visit:

getjubileetv.com/pages/support

