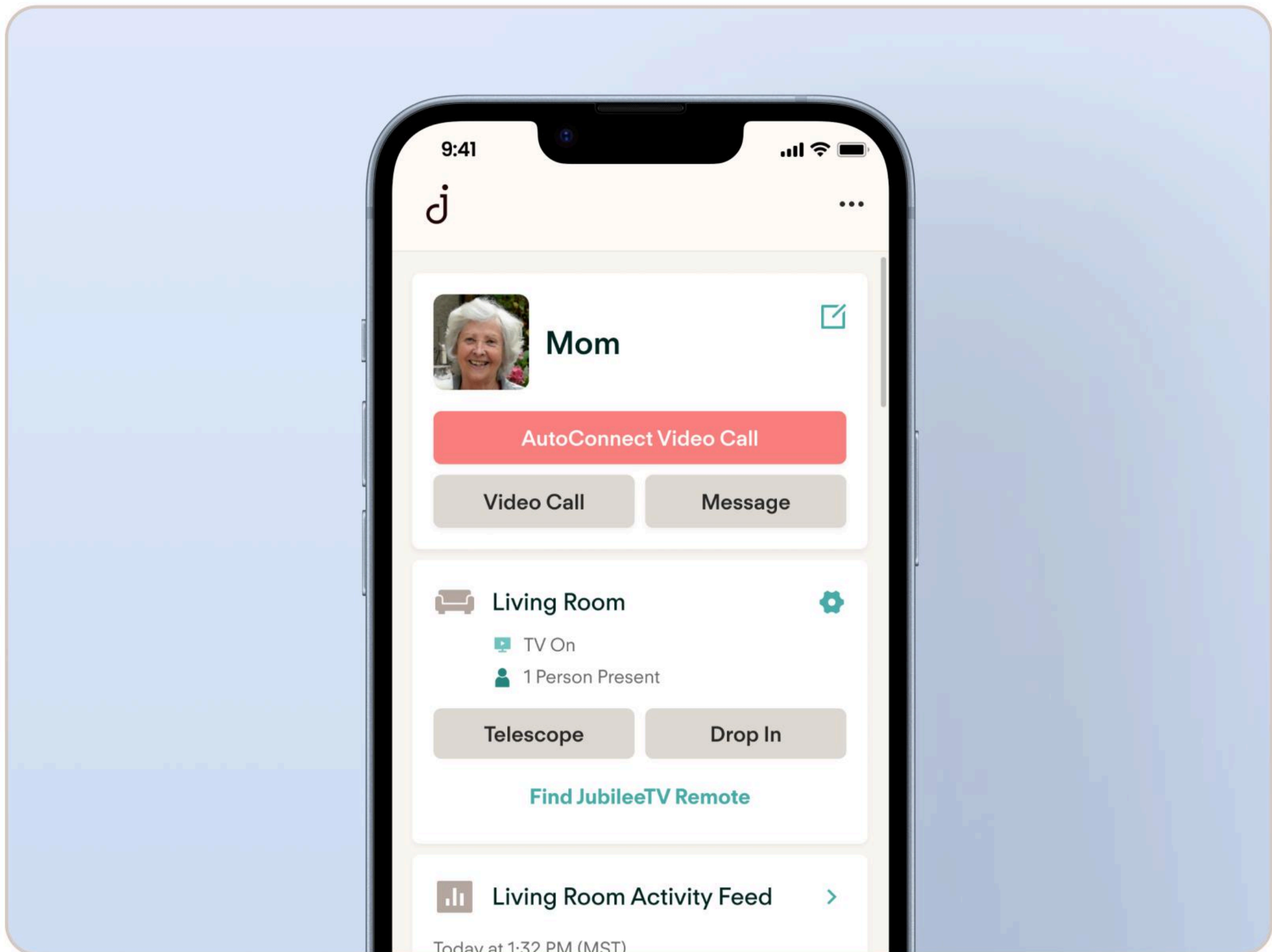


jubileetv

# App User Guide



For help, you can always visit  
[getjubileetv.com/pages/customer-support](https://getjubileetv.com/pages/customer-support)



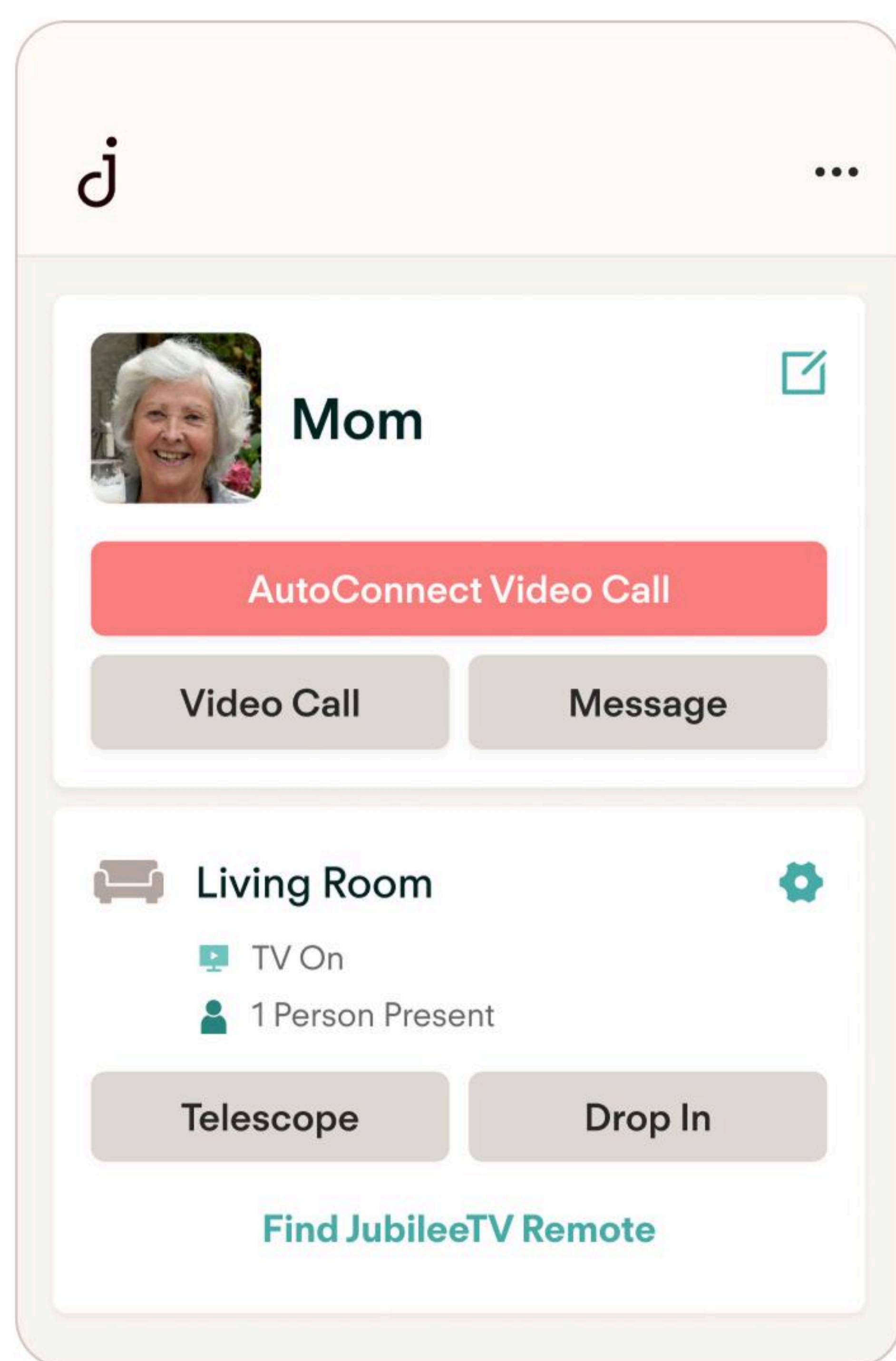
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# App Overview

Explore the core features of your app. Note: Available options may vary based on your account permissions.



## Account Menu (⋮)

Tap the Account Menu (⋮) in the top-right corner to manage your profile, Service Plan, system settings, and more.

## AutoConnect Video Call

Connect to the TV without your loved one needing to answer manually.

## Video Call

Start a standard video call. Your loved one will be prompted to accept the invitation on their TV.

## Message

Send messages directly to the TV screen.

## Hub Details and Settings (⚙️)

Access and customize settings for the JubileeTV Hub including **TV and App Favorites**.

## Telescope

See exactly what is on their TV screen and use your phone as a remote to help them navigate.

## Drop In

Quickly check in with a brief video feed to ensure your loved one is safe and comfortable.

## Find JubileeTV Remote

Trigger a chime on the physical remote to help you find it quickly if it's misplaced.



Scan for more info on the JubileeTV App

# App Overview

Explore the core features of your app. Note: Available options may vary based on your account permissions.

## Activity Feed

See at a glance that your loved one is active. Monitor TV usage and room activity for daily peace of mind.

## Photos and Videos

Brighten their day by sharing photos and videos directly to their TV screen.

## Memories

Save precious moments from video calls or use prompts to help your loved one share and record their favorite life stories.

## Stay in Touch

Set personal reminders to call, message, or share updates with your loved one.

## Voice Insights

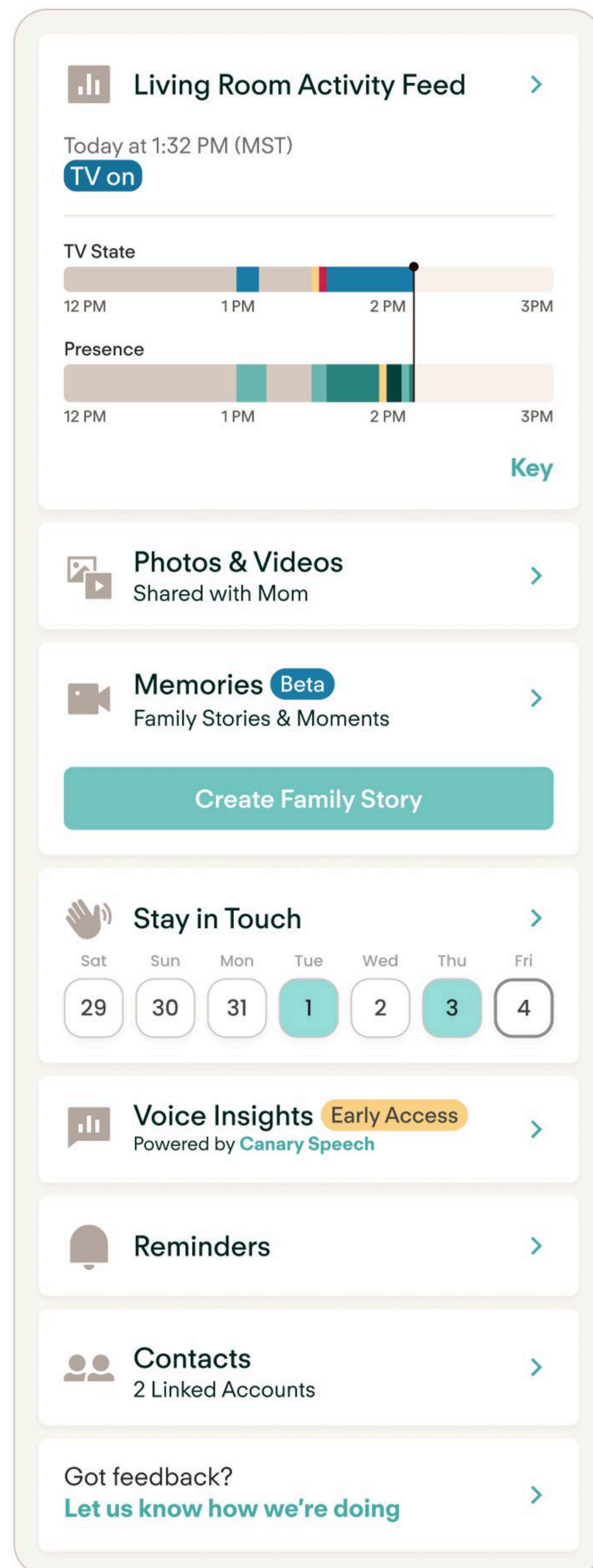
This optional tool analyzes voice patterns during calls to help track wellness.

## Reminders

Help your loved one stay on track by scheduling on-screen reminders for medications, appointments, or favorite TV programs.

## Contacts

Build a support circle. Invite family and friends to join the app and stay connected with your loved one.



Scan for more info on the JubileeTV App

# Roles & Permissions

Access to features is managed through three distinct User Roles, ensuring everyone in your loved one's circle has the right level of control.

## Primary Admin

The person who activated the JubileeTV Service Plan. In addition to full feature access, the Primary Admin is the only user who can manage billing and the Service Plan.

There can only be one Primary Admin per JubileeTV Membership.

## Admins

Admins have full access to all JubileeTV features and can manage permissions for Contacts. This role is ideal for core family members or co-caregivers.

## Contacts

Contacts have limited access to features as determined by an Admin. This is a great choice for extended family and friends who want to stay in touch.

## Permission List

Admins have all permissions and can adjust permissions for Contacts.

Calling Permissions

---

**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.

---

**Family Stories & Moments**  
Allow this user to create Family Stories and save snippets of video calls.

---

Other 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. This includes use of the following features: Find My Remote, Talk Mode, and Listen Mode.

---

**Manage Favorites**  
Allow this user to add and remove Favorites.

---

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

---

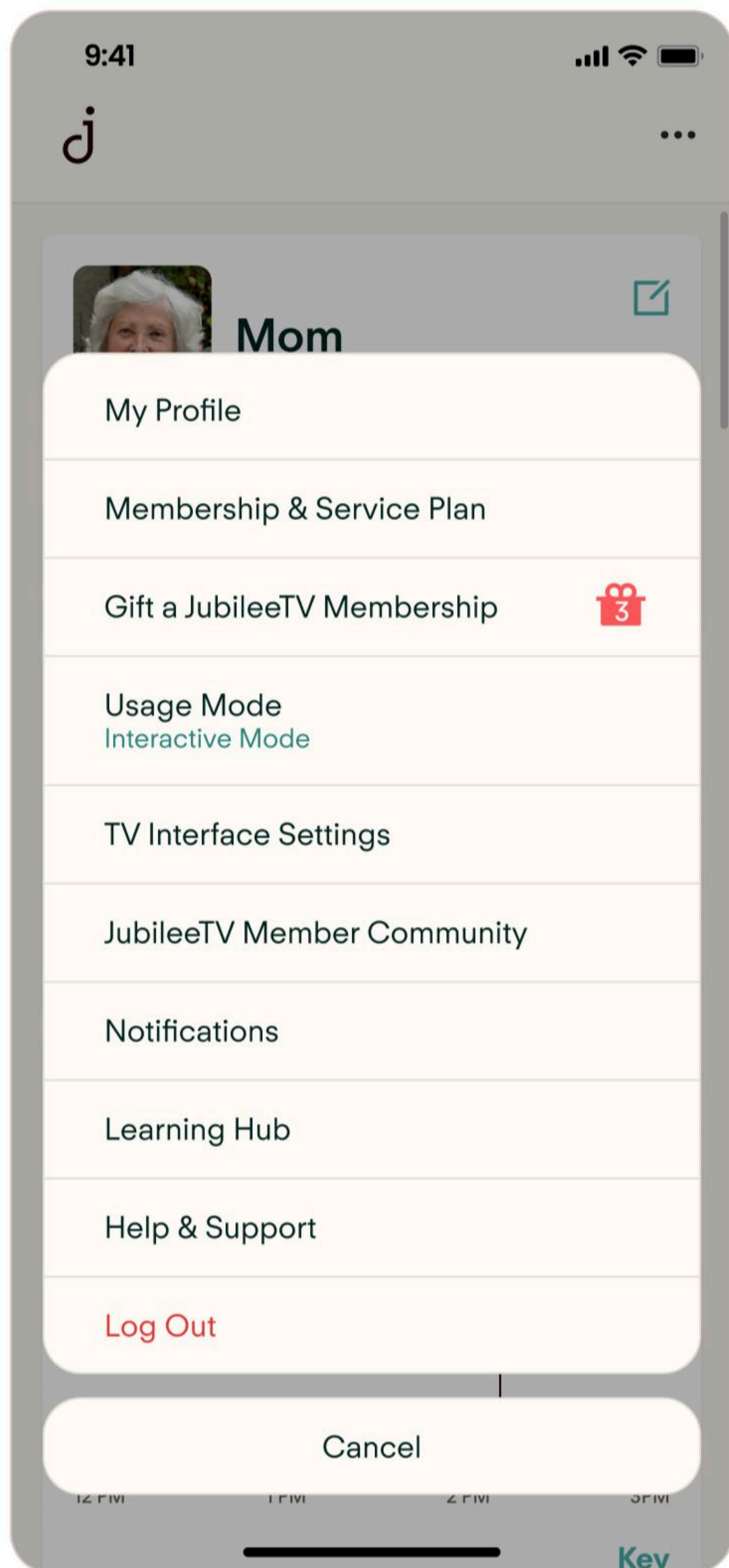
**Drop In**  
Allow this user to turn on the Console camera to see live video.



Scan for more on roles and permissions

# The Account Menu

Manage your account settings, customize the TV experience, and access helpful resources.



## My Profile

Update your personal information, such as your name and profile photo.

## Membership & Service Plan

This section is exclusive to the Primary Admin. Use it to access the Management Portal to view or update your JubileeTV Service Plan.

## Gift a Membership

Share the gift of connection. Send a special introductory offer to a friend or family member to help them get started with their own JubileeTV system.

## Usage Mode

Admins can set the general 'interaction style' for the TV. This is a global setting that affects how everyone connects. See the Usage Modes section of this manual for more details.

## TV Interface Settings

Admins use this area to customize their loved one's TV experience. See the TV Interface Settings section of this manual for more details.

## JubileeTV Member Community

Join our private Facebook community to connect with other caregivers, share tips, and stay updated:

[facebook.com/groups/jubileetv.member.community](https://facebook.com/groups/jubileetv.member.community)

## Notifications

Access an archive of in-app messages, including special promotions.

## Learning Hub and Help & Support

Direct access to our online guides, video tutorials, and technical support team if you need a hand.



Scan for more info on the Account Menu

# Usage Modes

JubileeTV offers different Usage Modes so you can tailor the experience to best fit your loved one's needs and technical comfort level. Usage Mode can be adjusted by the Primary Admin and Admins.

## Configuring Usage Modes

Usage Mode is selected during setup by the Primary Admin and can be updated at any time. Tap the Account Menu (⋮) in the top-right corner of the app and select Usage Mode to adjust your settings.

## Interactive Mode

Our most comprehensive experience, providing you and your loved one access to the full suite of JubileeTV features.

Ideal for those comfortable with the JubileeTV remote and required if you want to use multiple devices. Up to three devices can be configured.



## Passive Modes

Passive Modes are designed to keep the TV experience as simple as possible for your loved one while maintaining full control for the caregiver.

In any Passive Mode, the following features remain fully functional:

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

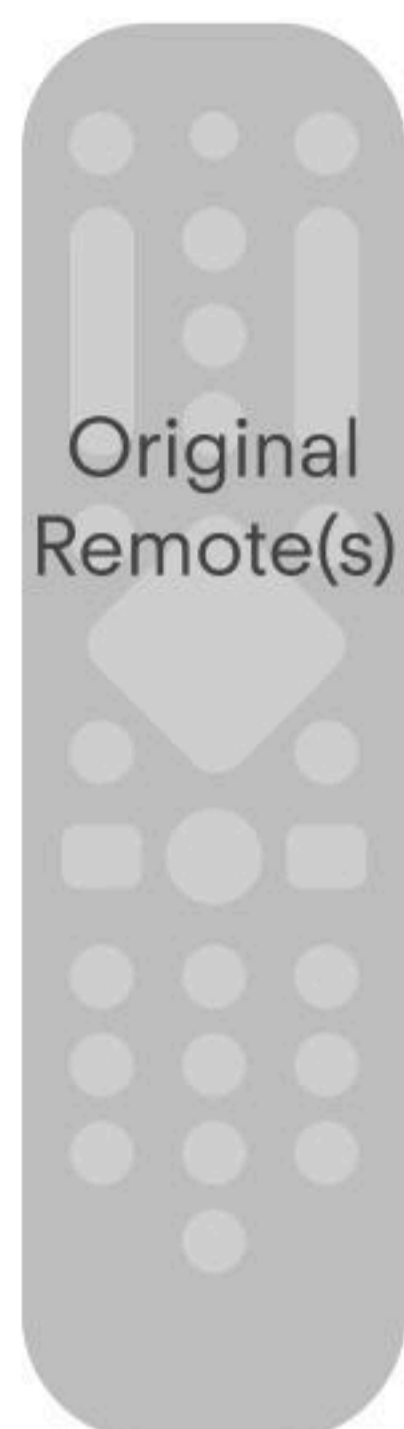
Passive Modes are set by default to using the Console mic (not the remote mic) during video calls.

The **3 Passive Modes offered are explained on the next page.**



Scan for more on Usage Modes

# Usage Modes



## Passive Mode: Original Remote(s)

**Best For:** Keeping things exactly as they were before JubileeTV. Your loved one continues using the same remotes they were using prior to installing JubileeTV.

**Constraints:** Supports a single source device.

## Passive Mode: Simplified JubileeTV Remote

**Best For:** Users who want a simple remote and TV experience.

**Details:** Snap our remote cover onto the JubileeTV remote so only **Power, J, VOL +/-, Mute, and CH up/down, Prev** are exposed. Additionally, all channels your loved one watches must be configured as Favorites and the CH up and down buttons will only cycle through these channels.

**Constraints:** Supports a single source device which must be a cable/satellite set-top box or over-the-air tuner.



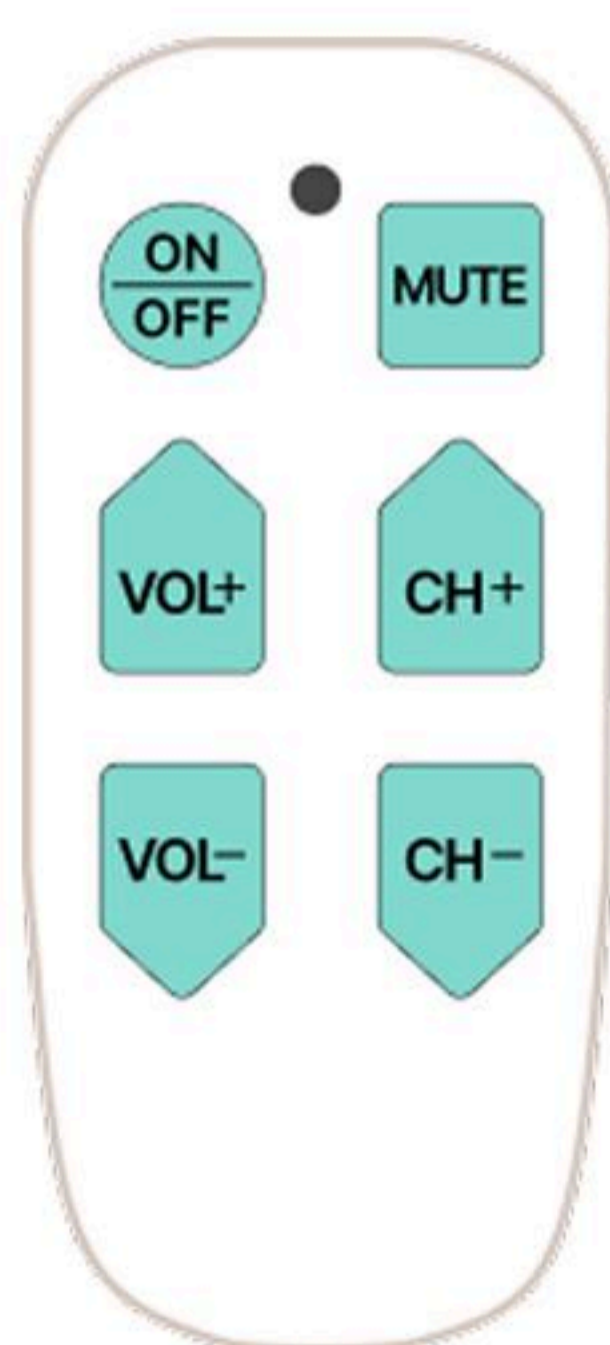
## Passive Mode with 6-Button Remote

**Best For:** Users who want a simple remote and TV experience.

**Details:** Control the TV with a simple 6-button remote that only has: **Power, VOL +/-, Mute, and CH up/down**. Additionally, all channels your loved one watches must be configured as Favorites and the CH up and down buttons will only cycle through these channels.

**Constraints:** Supports a single source device which must be a cable/satellite set-top box 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.



Scan for more on Usage Modes

# TV Interface Settings

Manage how your loved one interacts with their TV. These global settings can be adjusted at any time by the Primary Admin or Admins.

## Message

Toggle the Message feature on or off. When disabled, the messaging button is hidden on both the mobile app and the TV interface.

## Adjust Permission for Contacts

Choose whether your loved one can manage or change contact permissions directly from their TV.

## Make Outbound Calls

Control your loved one's ability to initiate calls from the TV. If disabled, they will not be notified of missed calls.

## Modify Favorites

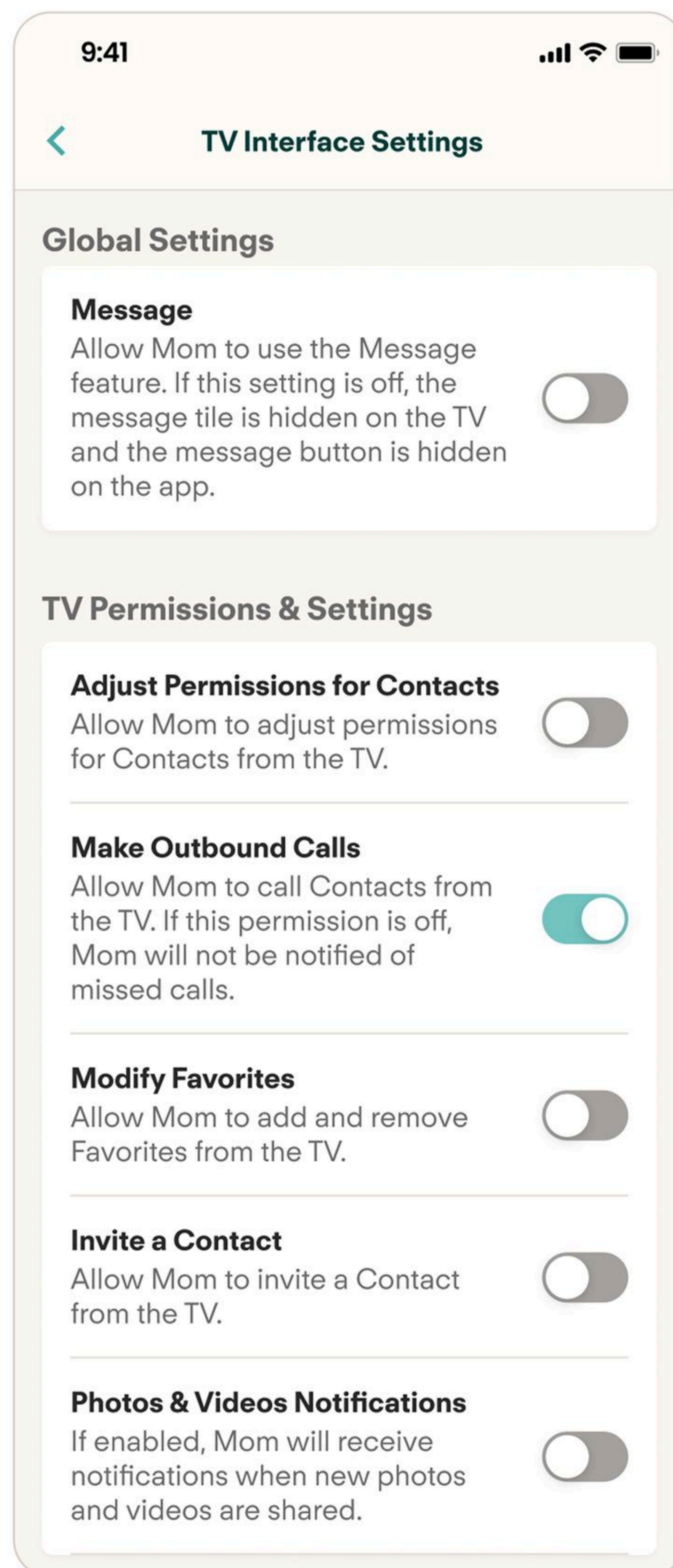
Decide if your loved one is allowed to add or remove channels from their Favorites list using the remote.

## Invite a Contact

Enable or disable the ability for your loved one to invite new family and friends to connect from the TV interface.

## Photos & Videos Notifications

Determine if your loved one receives an on-screen notification when new photos or videos are shared with them.



Scan for more on TV Interface Settings

# Video Calling

## Making Calls

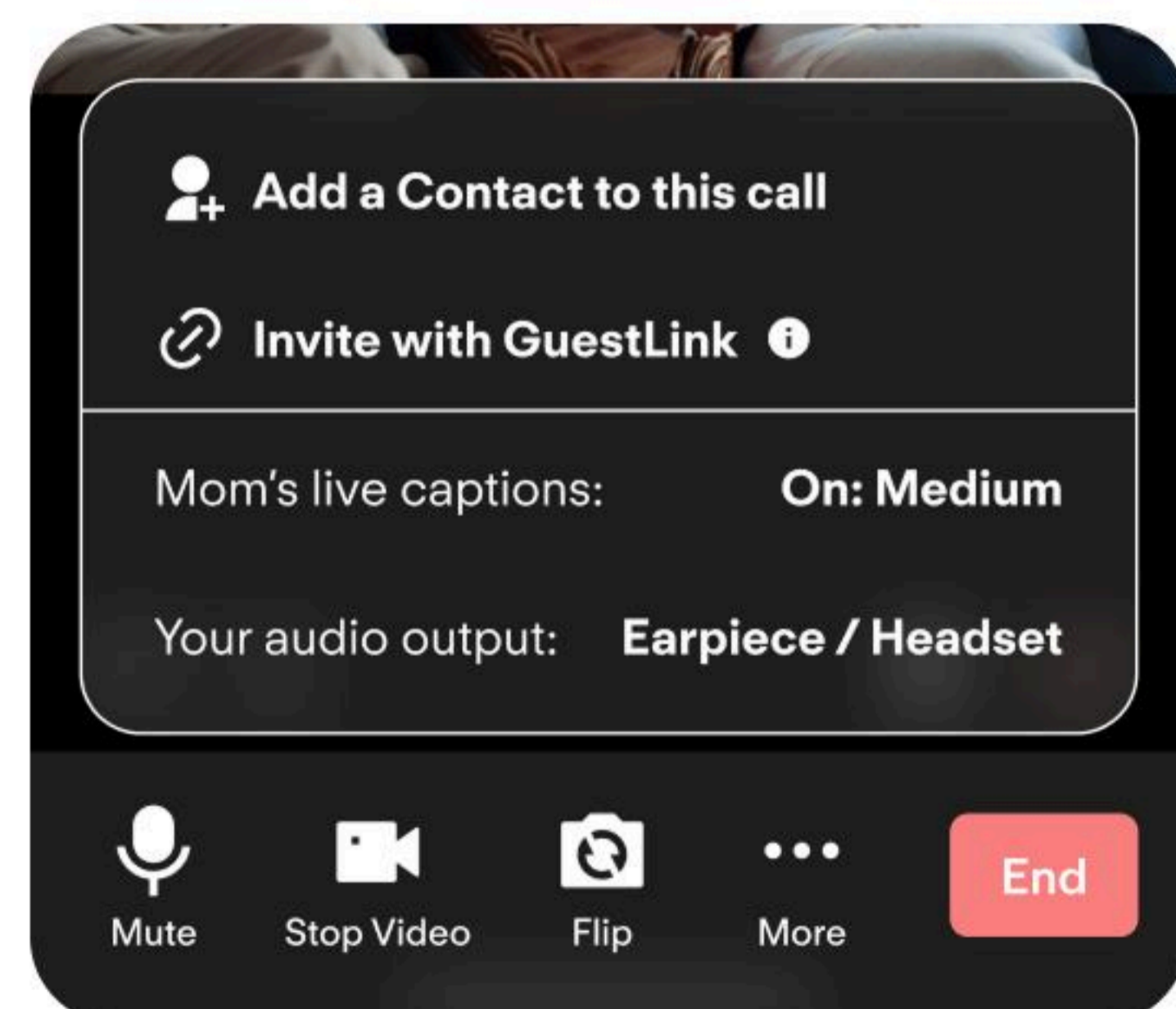
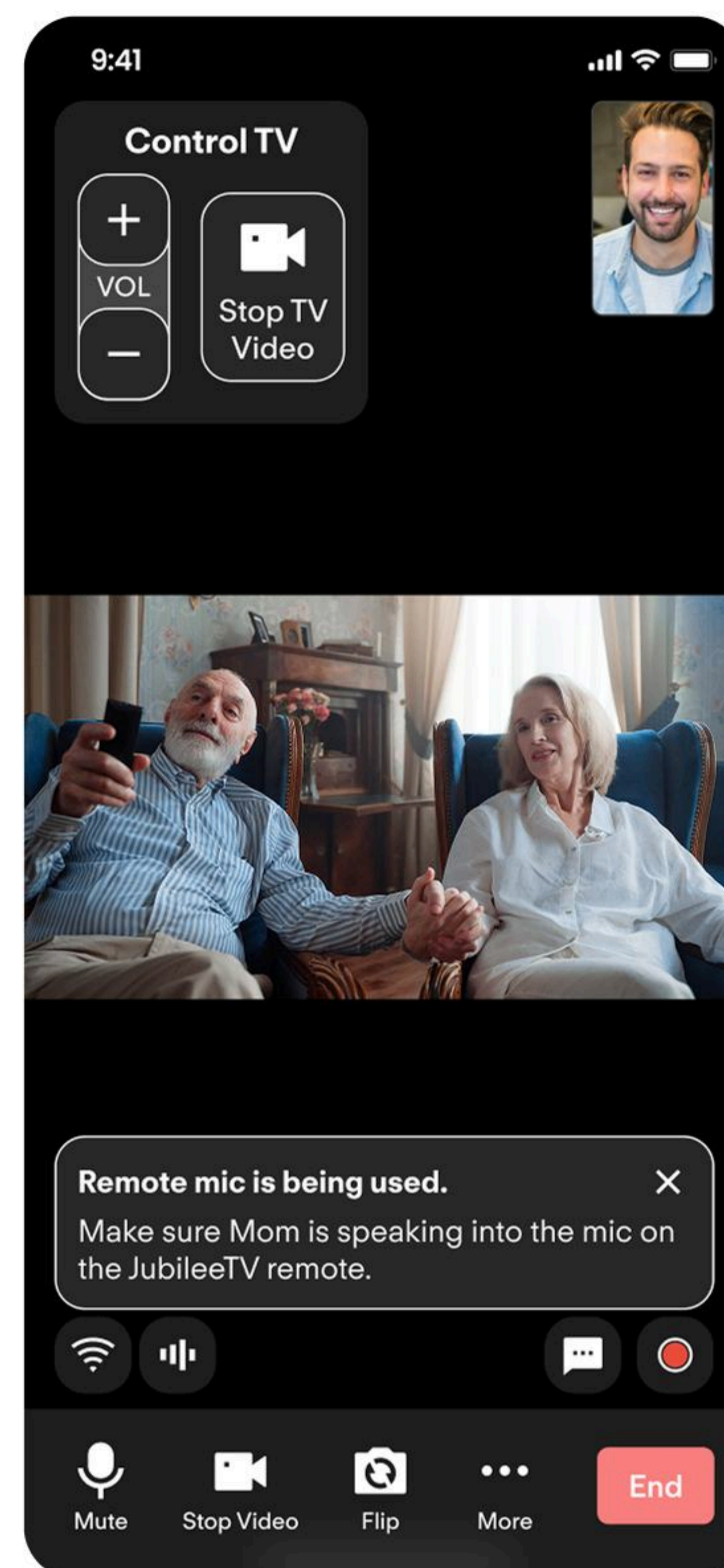
When you start a call, your loved one's TV turns on automatically. They will see and hear an incoming call notification and can answer or decline using their remote.

## AutoConnect Calls

These calls function just like standard video calls but connect automatically. Your loved one doesn't need to touch the remote—the TV will simply turn on and display your video feed.

## For the Best Experience

- **Landscape Mode:** Rotate your phone to landscape (horizontal) mode. This allows your video to fill their entire TV screen, making it much easier for them to see you.
- **Framing:** Pinch to zoom on your phone to frame the video feed so you can see your loved one's face clearly.



## More Menu (...)

1. **Add & Invite Users:** More about this on the next page.
2. **Adjust live captions:** Turning live captions on will display what you're saying across the bottom of your loved one's TV screen.
3. **Your Audio Output:** Select if you want video call audio to be played from your device's speaker, earpiece, or Bluetooth headphones.

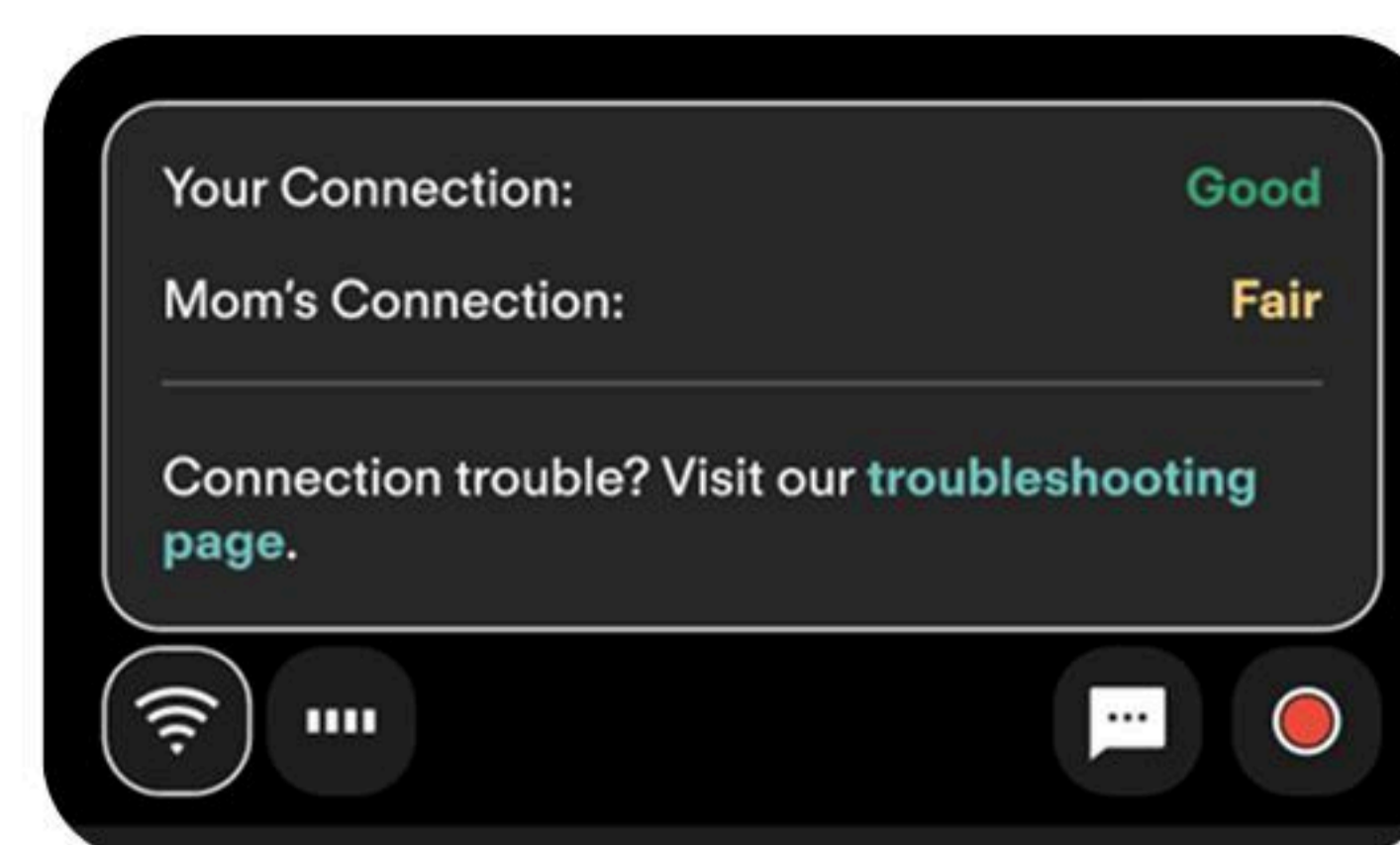


Scan for more on video calling

# Video Calling

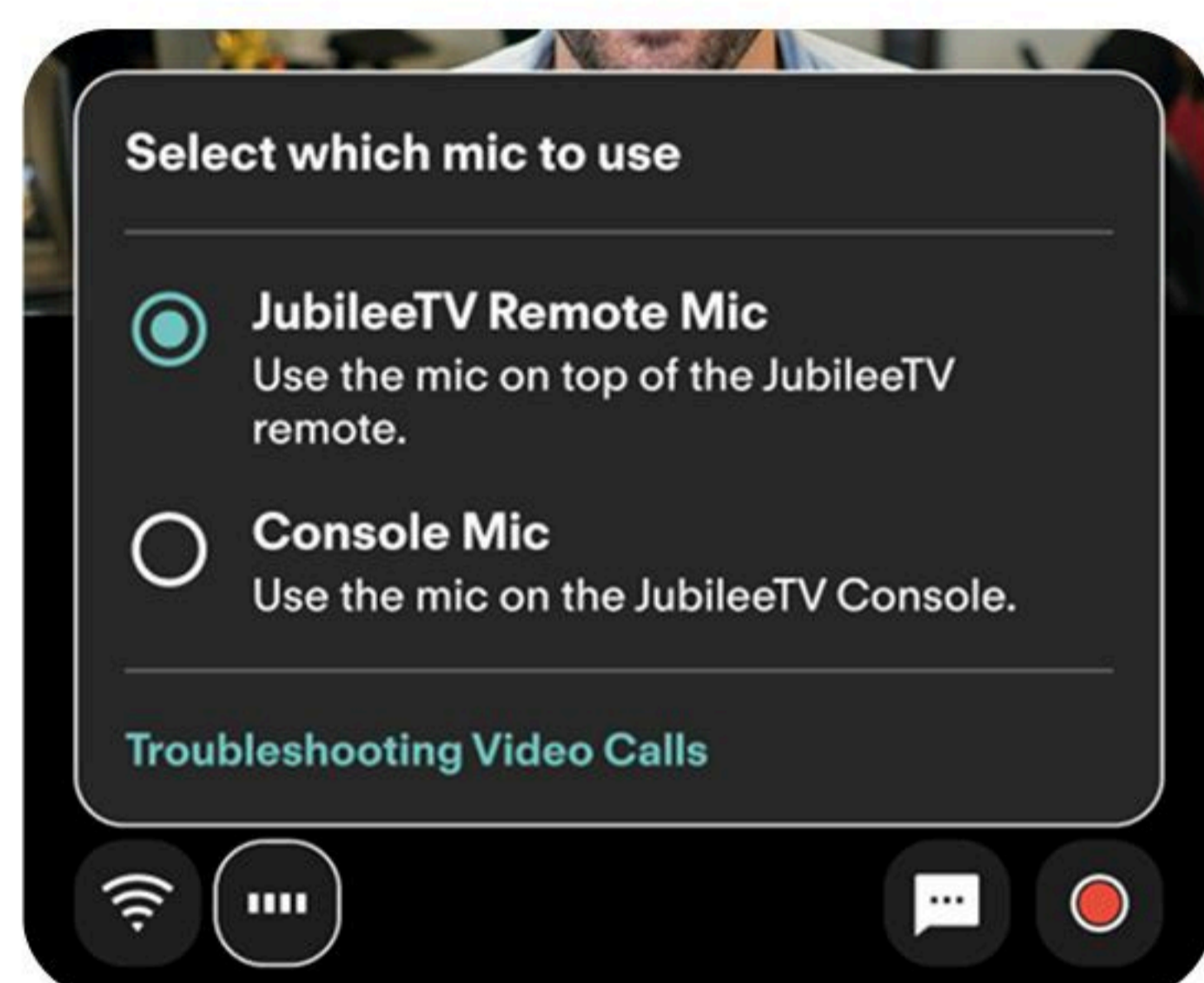
## Network Quality ( 📶 )

Tap the Network Quality icon to view live connection strength for both your device and the TV. This is helpful for troubleshooting video or audio lag.



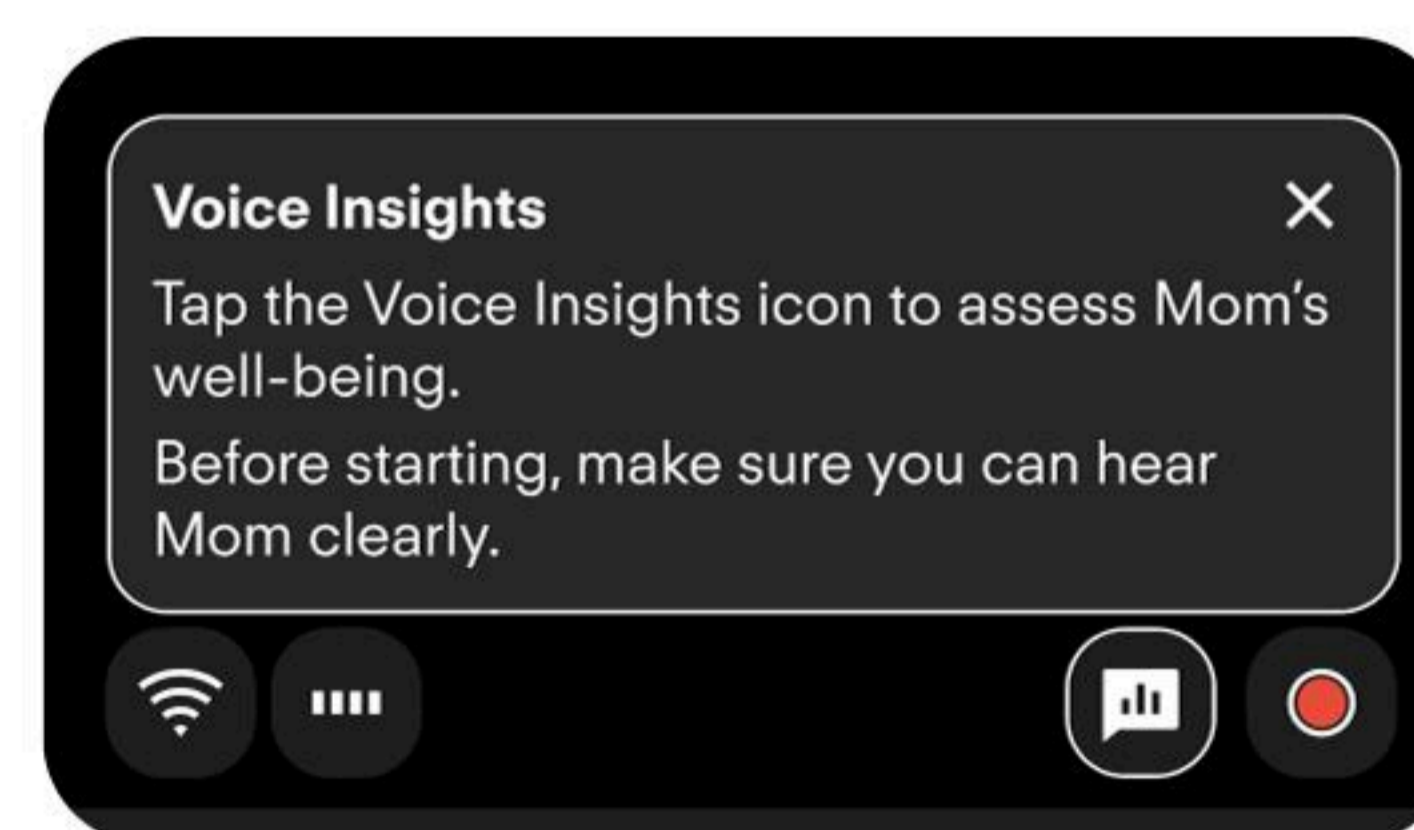
## TV Mic & Audio ( 🎧 )

- **TV Mic:** At the start of each call, the app will display which microphone is active: the one on the physical remote or the one on the JubileeTV Console.
- **Switching Mics:** To switch microphones manually, tap the TV Audio button. If you are using the Console mic, you can also toggle audio boost to improve clarity.
- **Remote Mic Availability:** Whether the remote mic can be used depends on your selected **Usage Mode** or if **Voice Insights** is enabled. Refer to those sections in this manual for more details.
- **Closing Tip:** We recommend testing both options to find the best sound quality for your loved one's specific room."



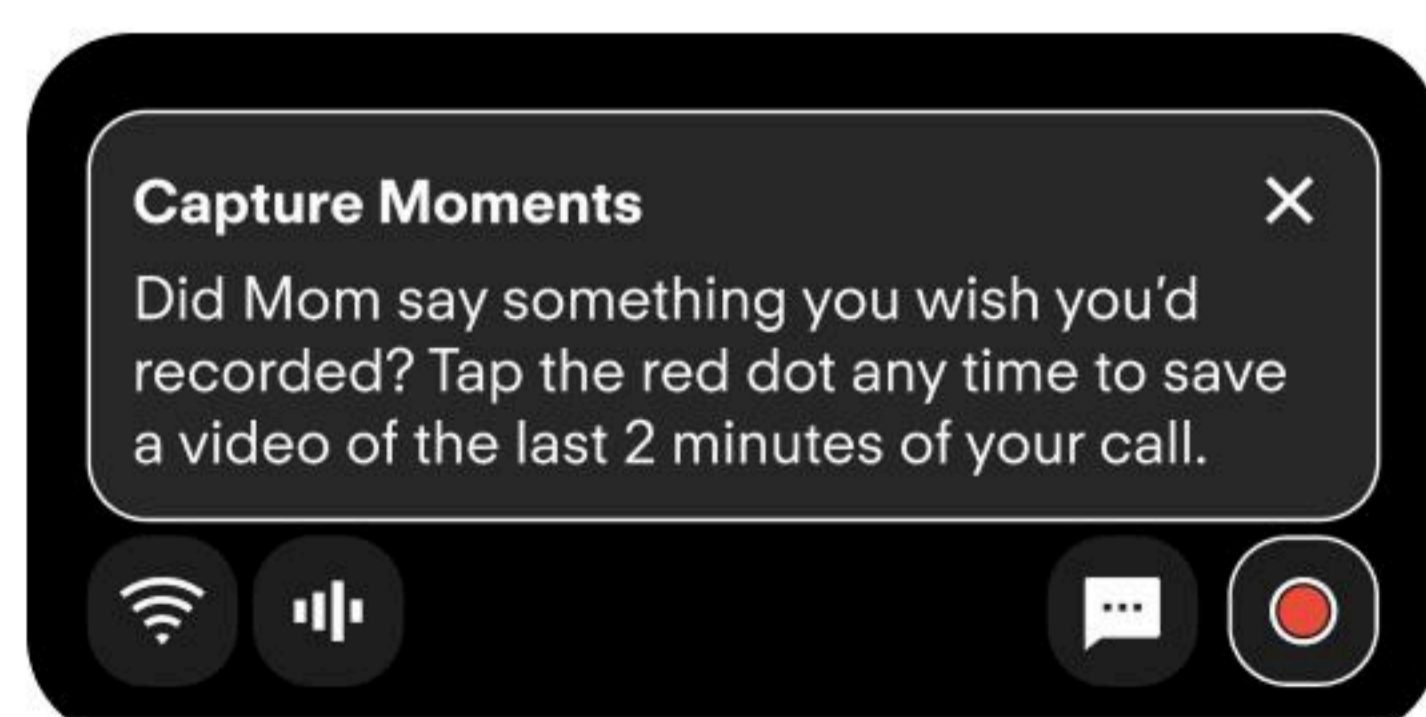
## Voice Insights ( 🗣️ )

When enabled for both the Console and the App User, you can start a wellness assessment during your call. Results will be available in the app once the call ends. For more setup information, refer to the Voice Insights section of this manual.



## Capture Moment ( 📹 )

Never miss a memory. Tap the Capture Moment button to save a video clip of the previous 2 minutes of your call. These clips are automatically saved to your Memories gallery for you to watch and share later.

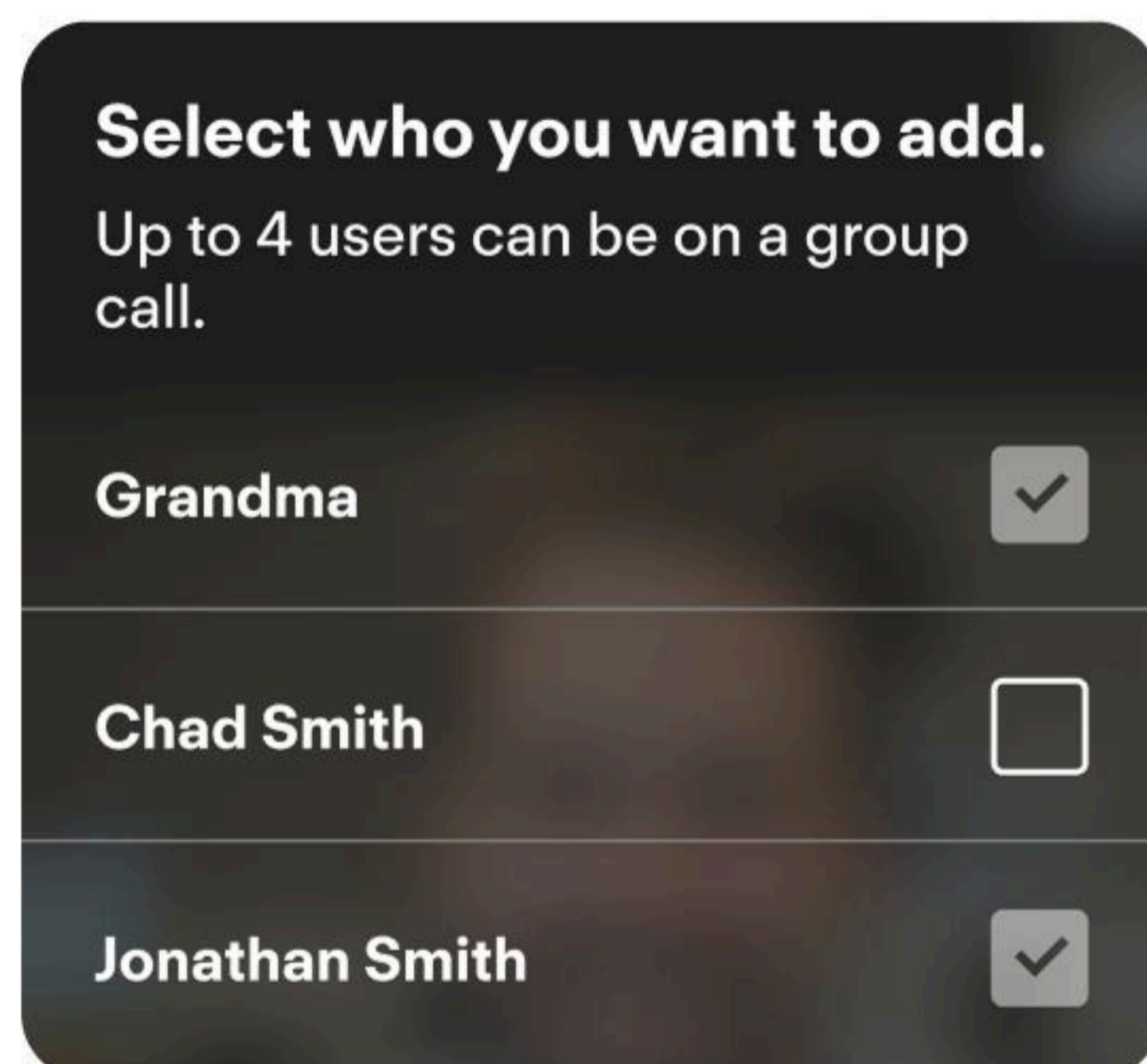
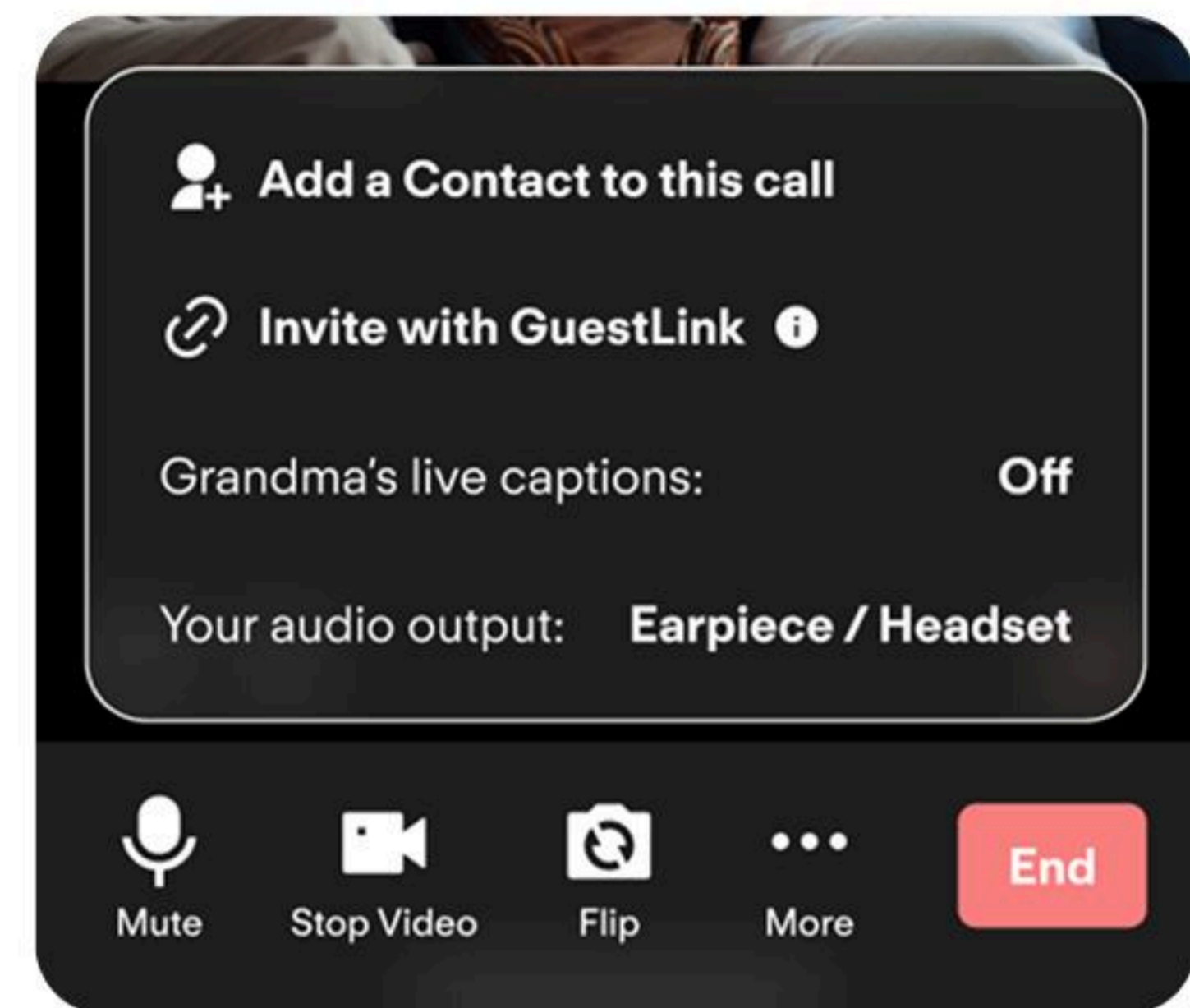


Scan for more on video calling

# Group Video Calling

## Getting Started

You can have up to four people on a group call. While in an active call, tap the More (⋮) menu to invite others using one of two methods:

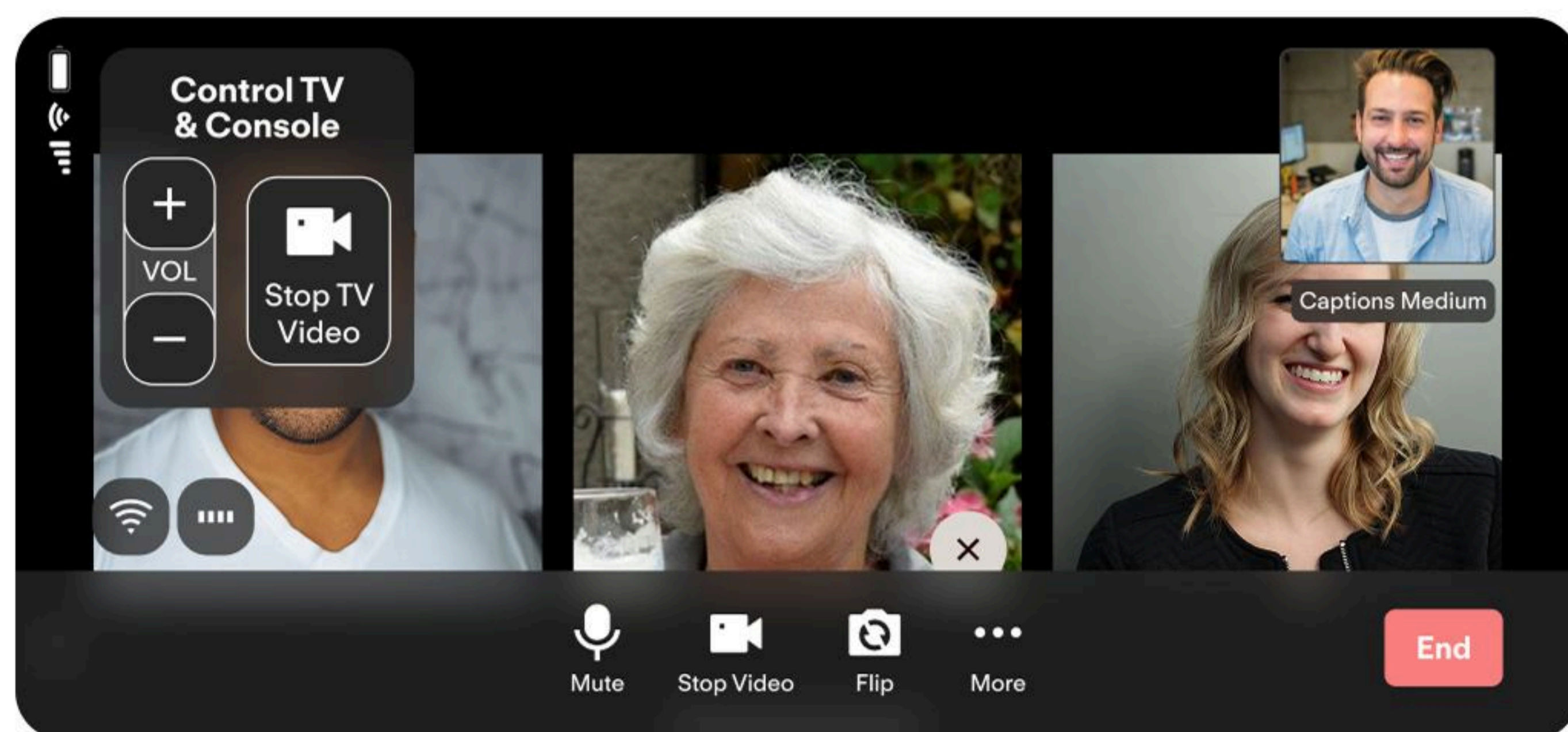
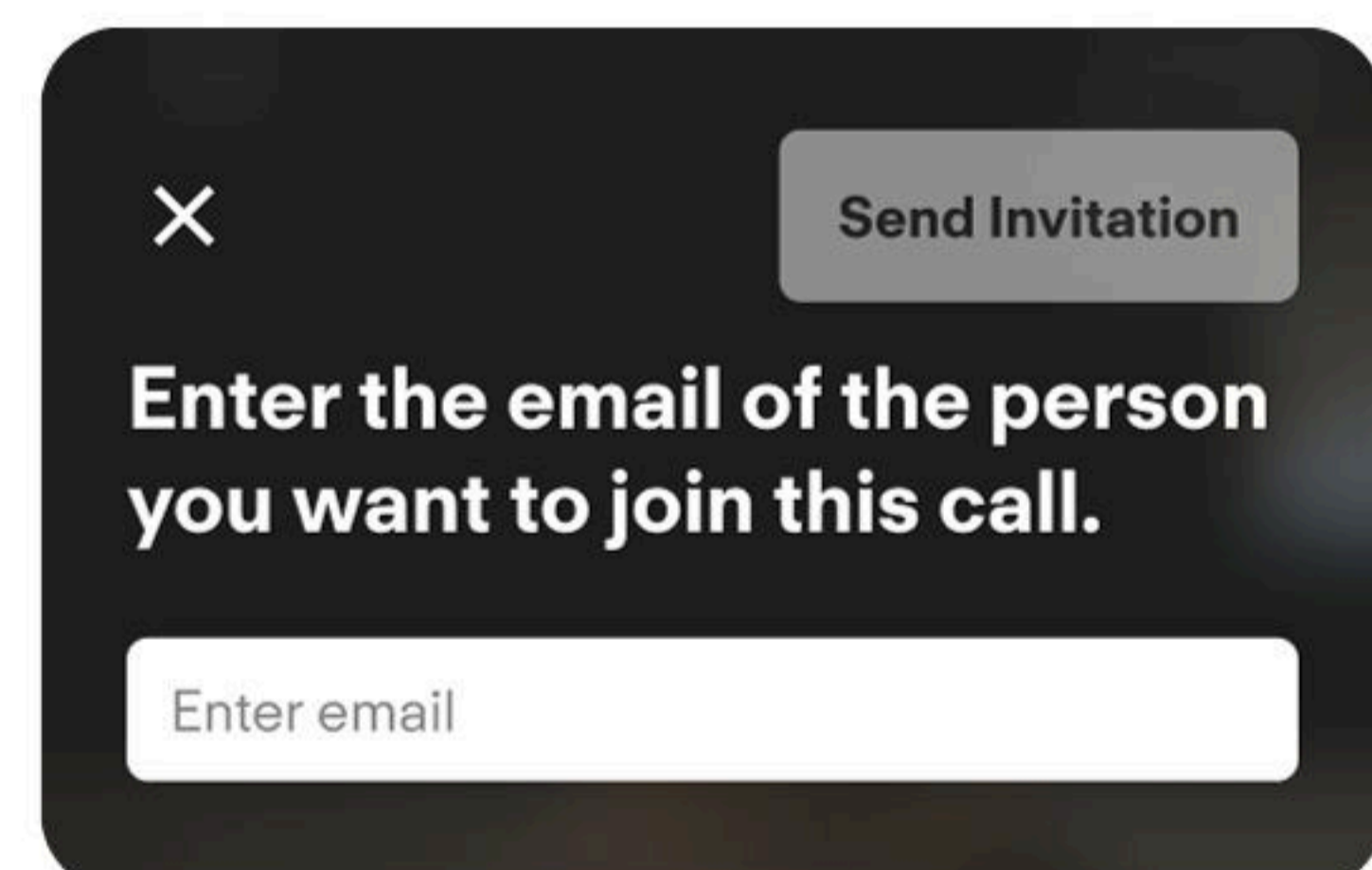


## Add a Contact to the Call

Choose this to add family members or friends who already have a JubileeTV account and are linked to your loved one.

## Invite with GuestLink

Use this for guests who don't have a JubileeTV account. Simply enter their email address, and they will receive a link to join the call directly from their browser—no app download required.



## Additional Info

- To ensure everyone fits on the screen, group calls are automatically locked to Landscape (horizontal) mode.
- Pro Tip: Tap any empty area on your screen to hide the call controls for a better view of your group.



Scan for more on video calling

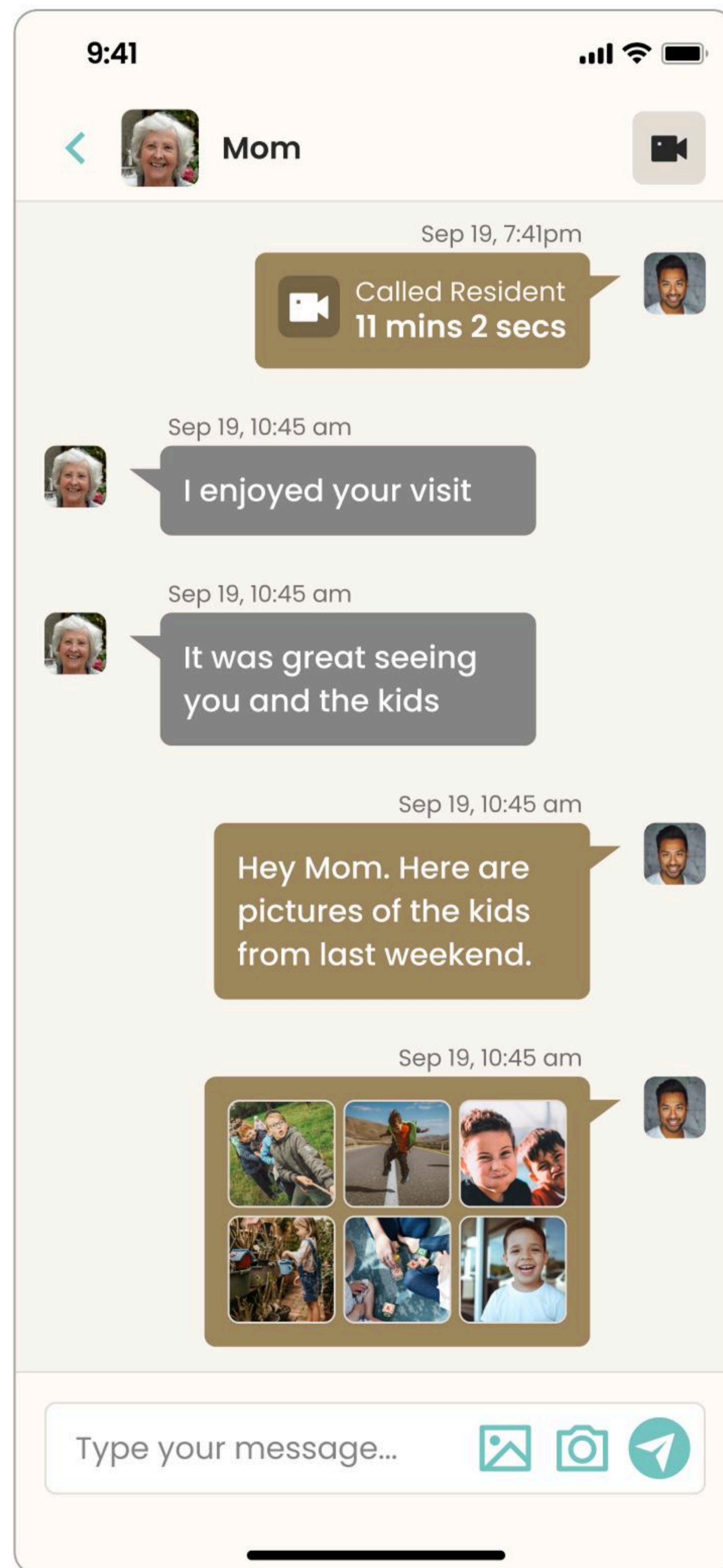
# Messaging

## Send and Receive Messages

Stay connected throughout the day. Your loved one will see a notification for new messages as soon as they turn on their TV. They can easily reply by speaking into the physical remote using voice-to-text.

## Send Photos and Videos

Share life's moments instantly. Tap the Image or Camera icons in the message bar to send photos and videos directly to your loved one's TV screen.



# Hub Details: Favorites

Easy access to the content your loved one likes watching.

**Note:** Favorites are managed at the Hub level. If your loved one has multiple JubileeTV Consoles, you will need to configure the Favorites list for each Hub individually.

## What are Favorites?

- **Easy Access:** Give your loved one a clutter-free experience by creating a curated list of their must-watch channels and apps.
- **Using Favorites:** Favorites are easily accessible directly from the Favorites tile on the TV home screen or within Telescope for quick caregiver adjustments.

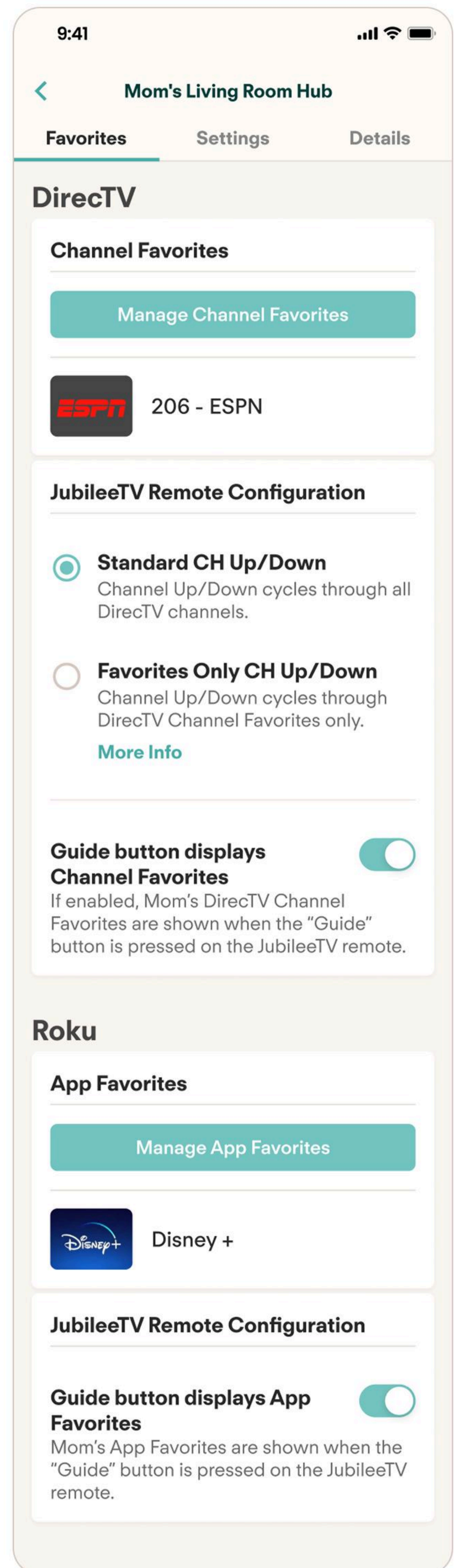
## Managing Favorites:

- **The "How-To":** From the app home screen, tap the Gear icon (⚙️) next to the room name to access Favorites Settings.
- **Supported Devices:** Favorites can be set for any Roku or cable/satellite set-top box configured with the JubileeTV Console.

## Optimizing the Remote

These settings change how the physical JubileeTV remote behaves.

- **Channel Up/Down Buttons:**
  - **Standard:** Cycles through every available channel on the cable/satellite set-top box source device.
  - **Favorites Only:** Cycles only through your curated Favorites list, preventing your loved one from getting "lost" in hundreds of unfamiliar channels.
- **Guide Button Behavior:** Toggle this to determine if the Guide button on the physical remote displays the JubileeTV Favorites list, providing a simplified visual menu for your loved one.



Scan for more on Favorites

# Hub Details: Settings

Configure settings specifically for each JubileeTV Hub in your loved one's home.

## Room Name

Customize the name of the room where this JubileeTV Hub is located. This name appears on your app home screen and within the Activity Feed for easy identification.

## TV Mic

Choose which microphone to use during video calls.

## Video Call Camera Behavior

Decide if the camera on the Console should activate automatically whenever a video call begins.

## TV Live Captions

Help your loved one follow the conversation by displaying real-time text at the bottom of their TV screen during video calls and Family Stories.

## Remote Backlight

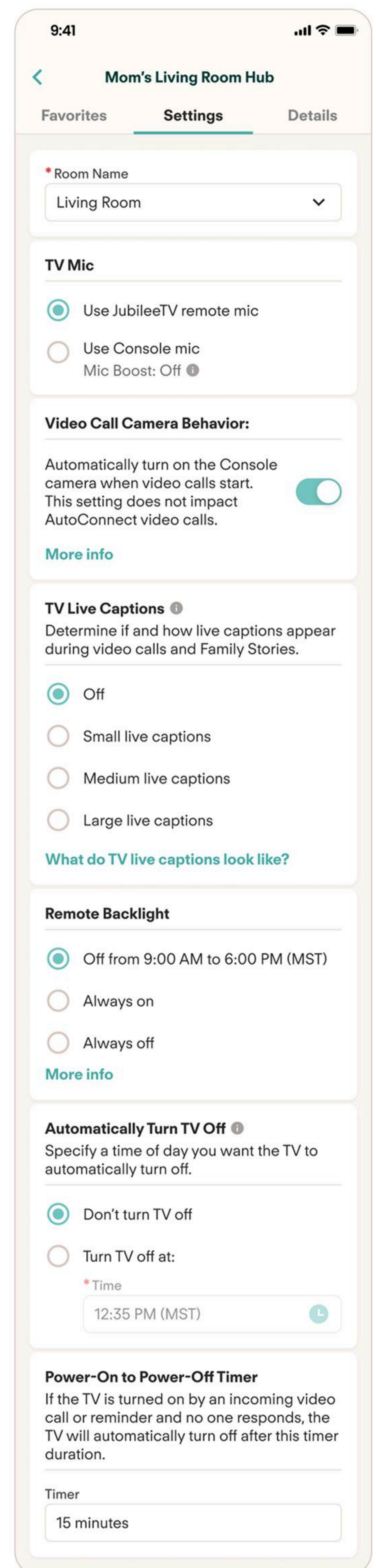
The JubileeTV remote features a motion-activated backlight. You can set it to be Always on, Always off, or automatically disabled during the day to conserve battery.

## Automatically Turn TV Off

Set a specific time of day for the TV to automatically power down, ensuring it isn't left on overnight.

## Power-On to Power-Off Timer

Determine how long the TV remains on after a system event (like a video call or Reminder) forces the TV on.



Scan for more on hub settings

# Telescope

Telescope gives contacts the ability to view and control their loved one's TV from anywhere.

## See what's on TV

Get a real-time view of exactly what is appearing on your loved one's screen. The preview window refreshes every second, ensuring you are always in sync.

## TV Status Indicator

The TV preview window displays the output from the current source device even if the actual TV set is powered off. Always check the TV Status Indicator (which will display "TV is ON" or "TV is OFF") when using Telescope.

## The Communicate Tab

Initiate a quick audio connection while using Telescope.

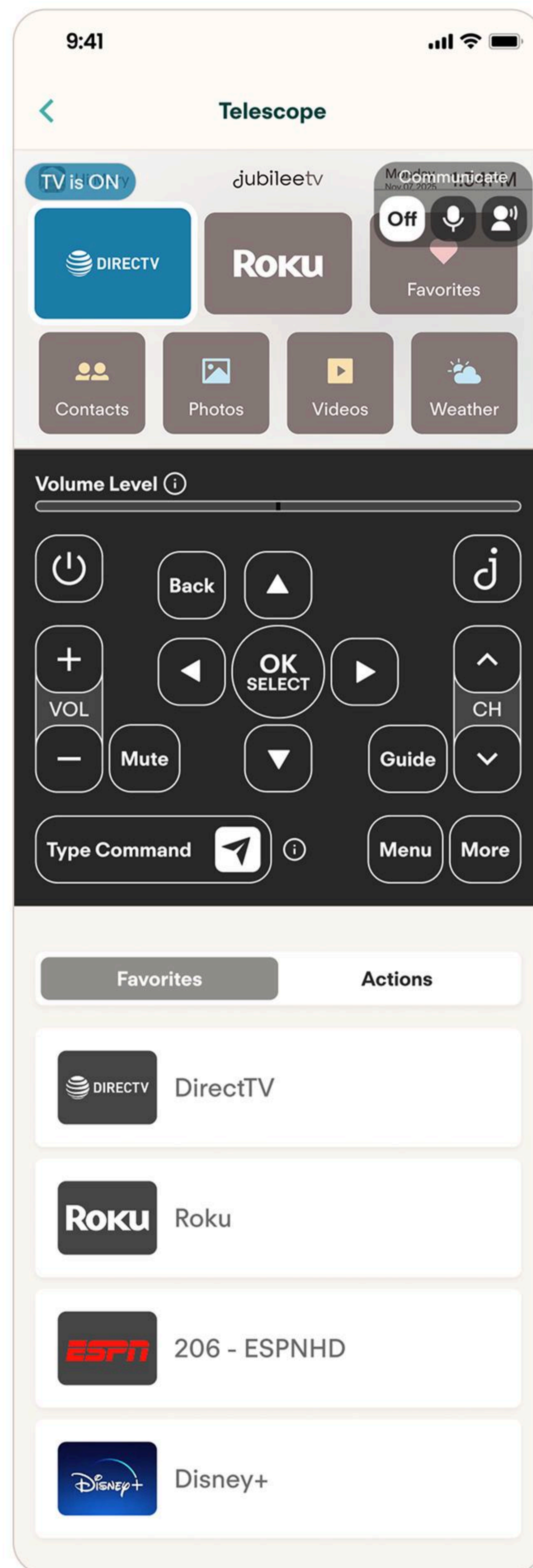
- **Listen Mode (👂):** Start a one-way audio stream by tapping the Listen button. Think of this as a "quick check-in." It lets you hear the TV volume without interrupting your loved one's viewing experience.
- **Talk Mode (🗣️):** This is for "active troubleshooting." Use this to speak directly to your loved one if they need help finding a show or adjusting a setting.

## The Favorites Tab

Quick access to source devices, favorited channels, and favorited apps.

## Comfortable Volume Level

- This bar moves back and forth as the Console mic picks up audio. It's calibrated during TV setup. Use this along with Listen Mode to judge the volume level of the TV.



Scan for more on Telescope

# Telescope

Telescope gives contacts the ability to view and control their loved one's TV from anywhere.

## The Command Field

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

Pro Tip: If you have Roku configured as one of your source devices, you can play YouTube videos directly on the TV by pasting a link directly into the command field.

For more on commands, visit:

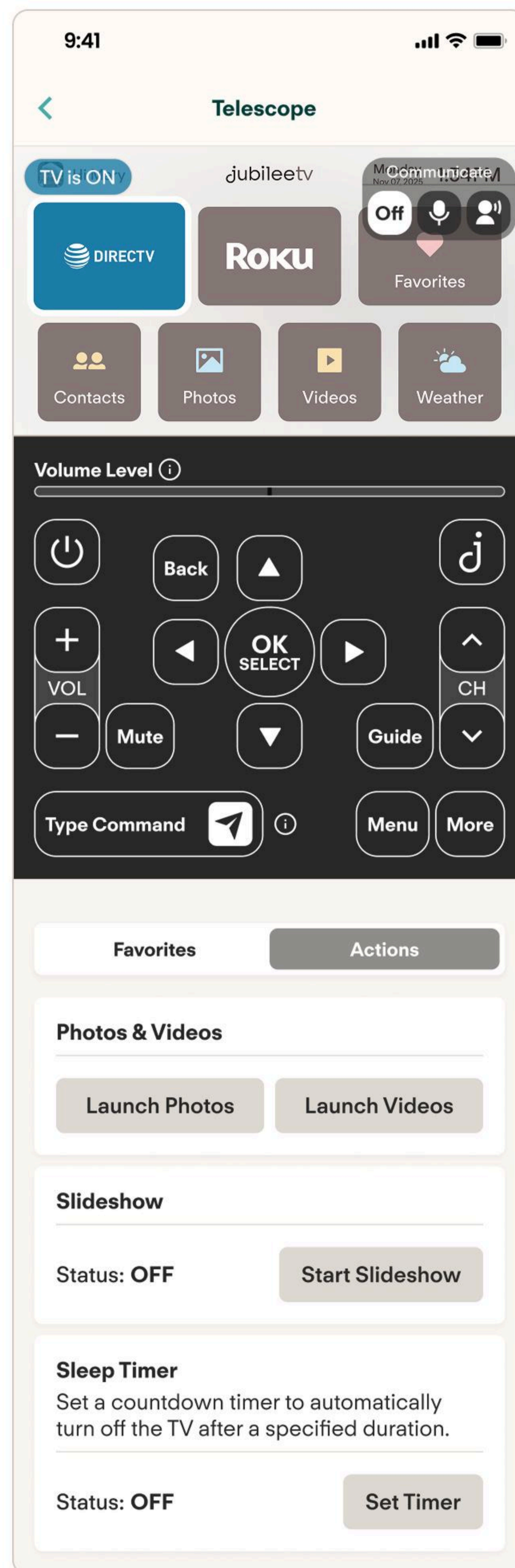
[docs.getjubleetv.com/telescope#commands](https://docs.getjubleetv.com/telescope#commands)



## The Actions Tab

Additional shortcuts and quick actions.

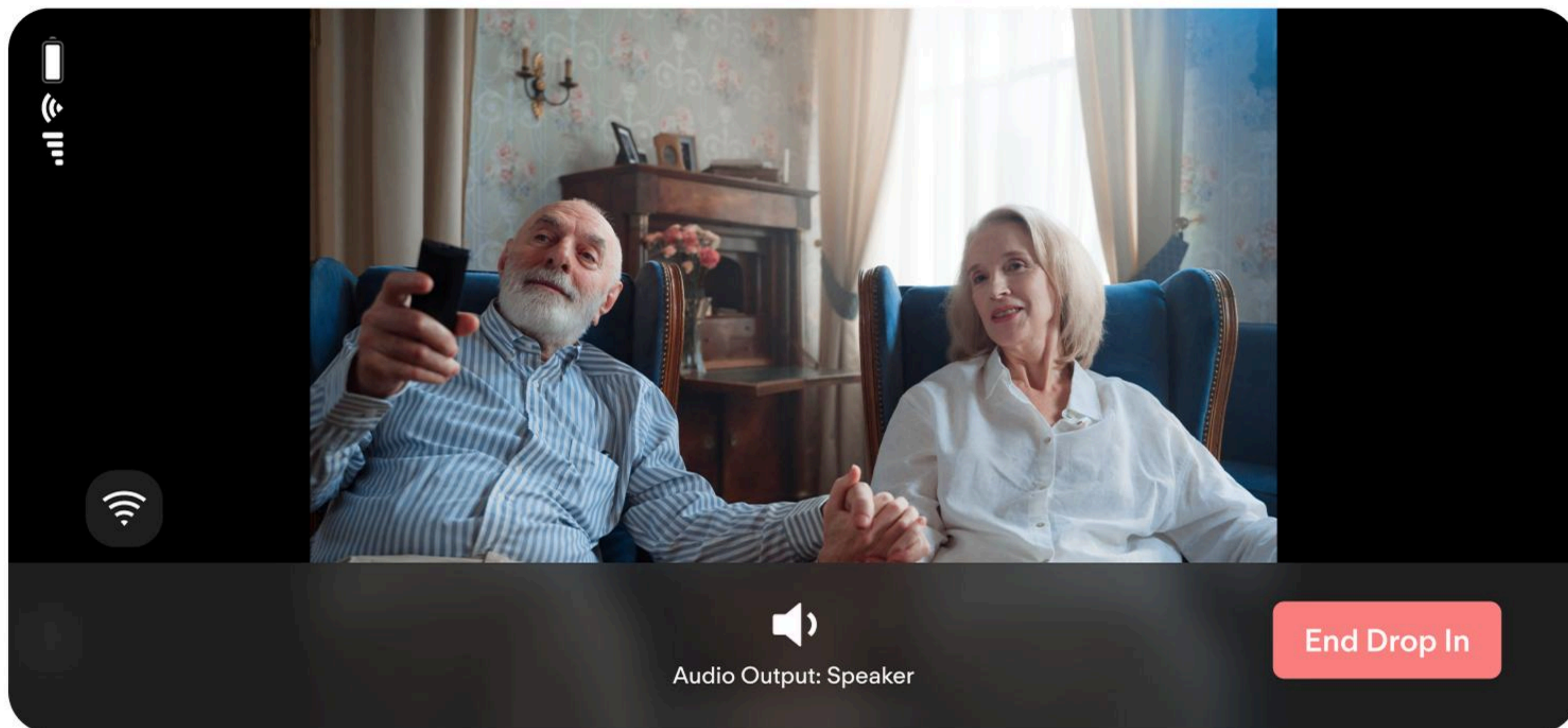
- **Photos & Videos:** Quickly navigate to the Photos or Videos library on the TV.
- **Slideshow:** Play the photo slideshow on the TV. Photos are automatically assigned to the slideshow when you send them to your loved one. See the Photos & Videos section of this guide for more on managing the slideshow.
- **Sleep Timer:** Set a countdown to automatically power off the TV once the timer reaches zero.



Scan for more on Telescope

# Drop In

Check in with a glance. Drop In provides an instant, one-way video and audio feed from the Console camera, allowing you to ensure your loved one is safe without requiring a video call.



## Who has access to Drop In?

- **Admins:** Have full access to Drop In by default.
- **Contacts:** Access must be manually granted by an Admin within the App Settings. See the Roles & Permissions section of this guide for more information.

## Pro Tips:

- **For a Better View:** Rotate your phone to landscape mode for a better view.
- **Zoom:** On your mobile device, use your fingers to pinch and zoom in on areas of interest.



Scan for more on Drop In

# Activity Feed

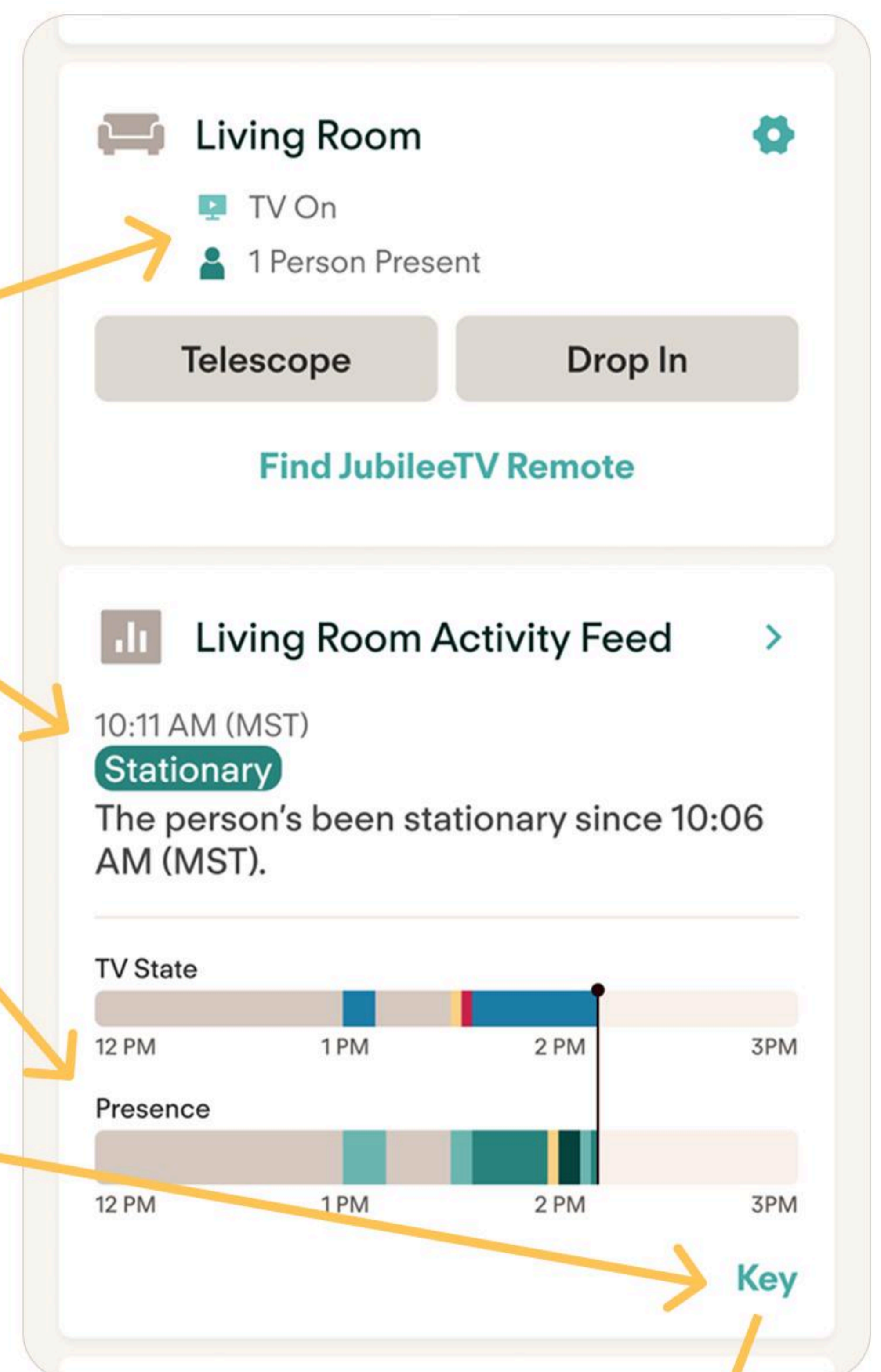
The Activity Feed provides peace of mind by showing you your loved one's daily rhythms at a glance. By understanding their typical TV and movement patterns, you can more easily spot trends that reflect their overall well-being.

## How does it work?

The JubileeTV Console automatically notes when the TV is used and when someone is in the room. This creates a helpful snapshot of daily routines. You can also customize your settings to receive a photo or notification for specific moments, like when the TV is first turned on in the morning or every time someone enters the room.

## Get a glimpse from the Home Screen.

- **Current States:** What's being detected at the moment.
- **Last Event:** The most recent TV or presence event.
- **Recent History:** The timelines show a rolling 3-hour window of activity, making it easy to see if today is following a normal pattern.
- **Guide Legend:** Tap 'Key' at any time to see exactly what each color on the timeline represents.



**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

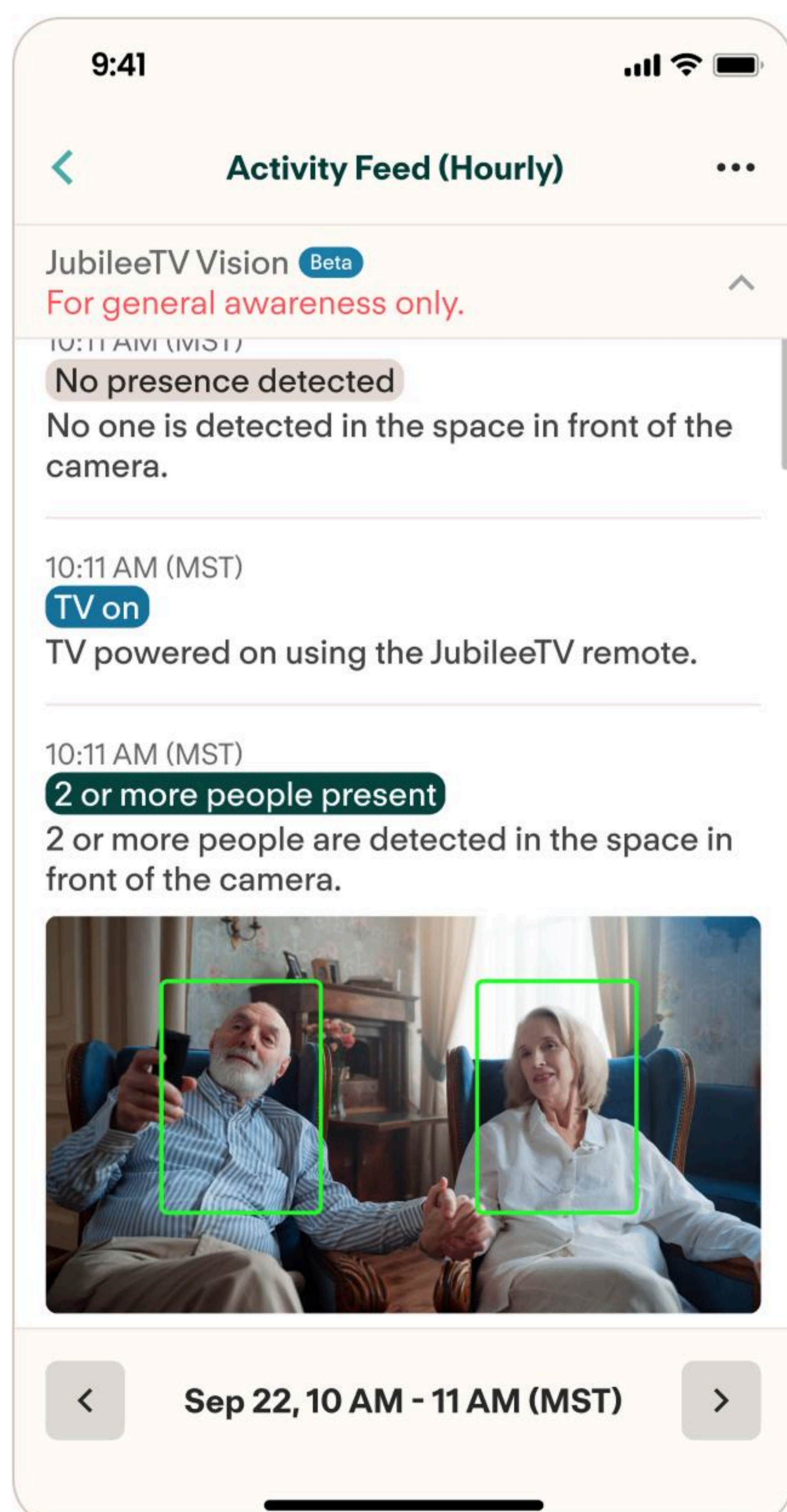
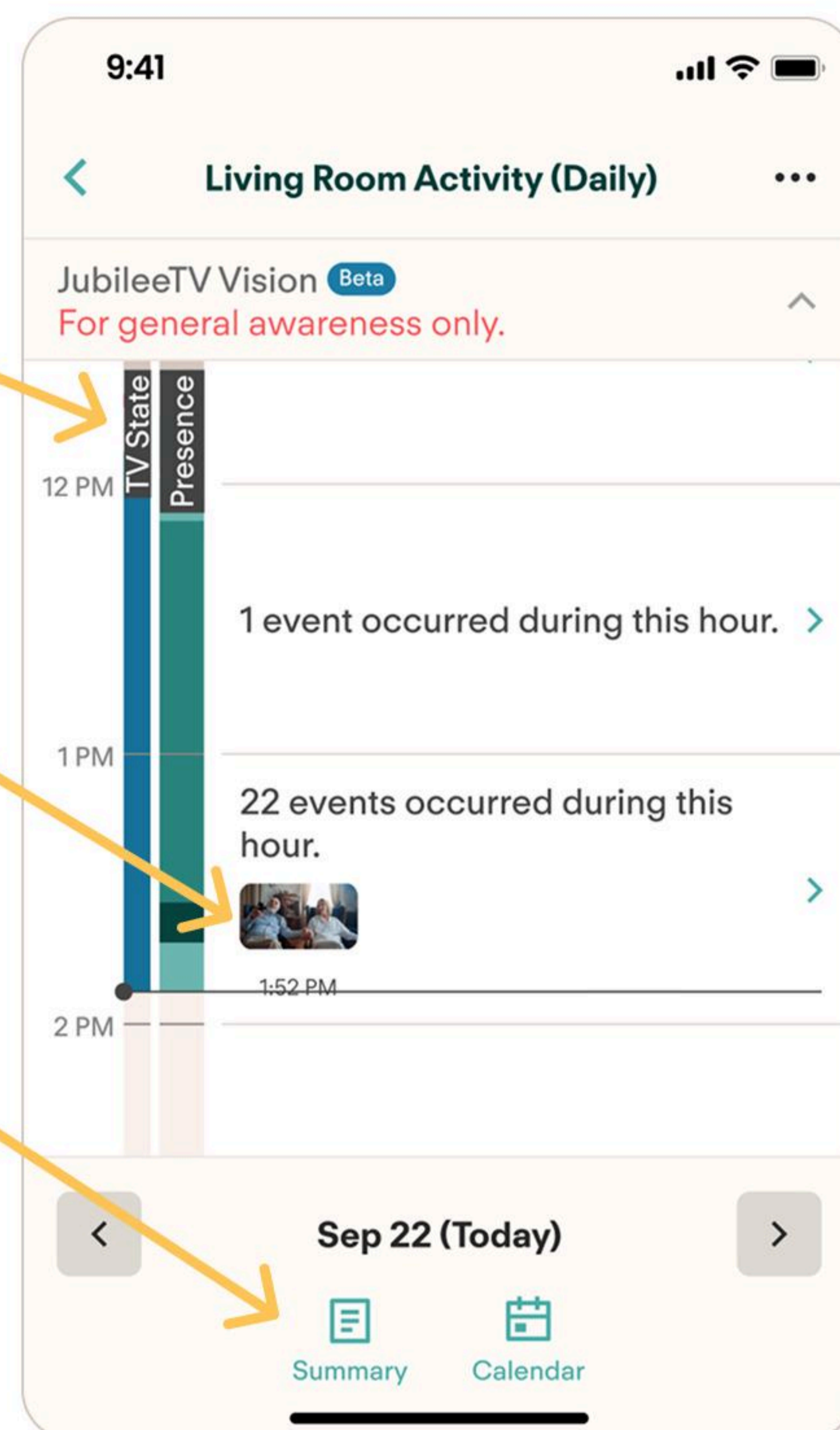


Scan for more on Activity Feed

# 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 detection was made, it can be reported here.



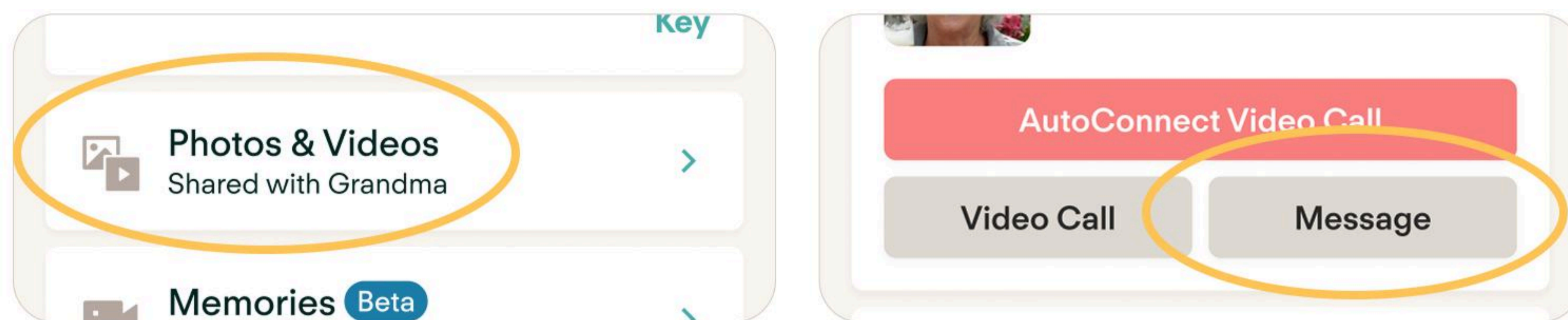
Scan for more on Activity Feed

# Photos & Videos

Brighten your loved one's day by sharing snapshots of your life and memories directly to their TV.

## Sending Photos and Videos

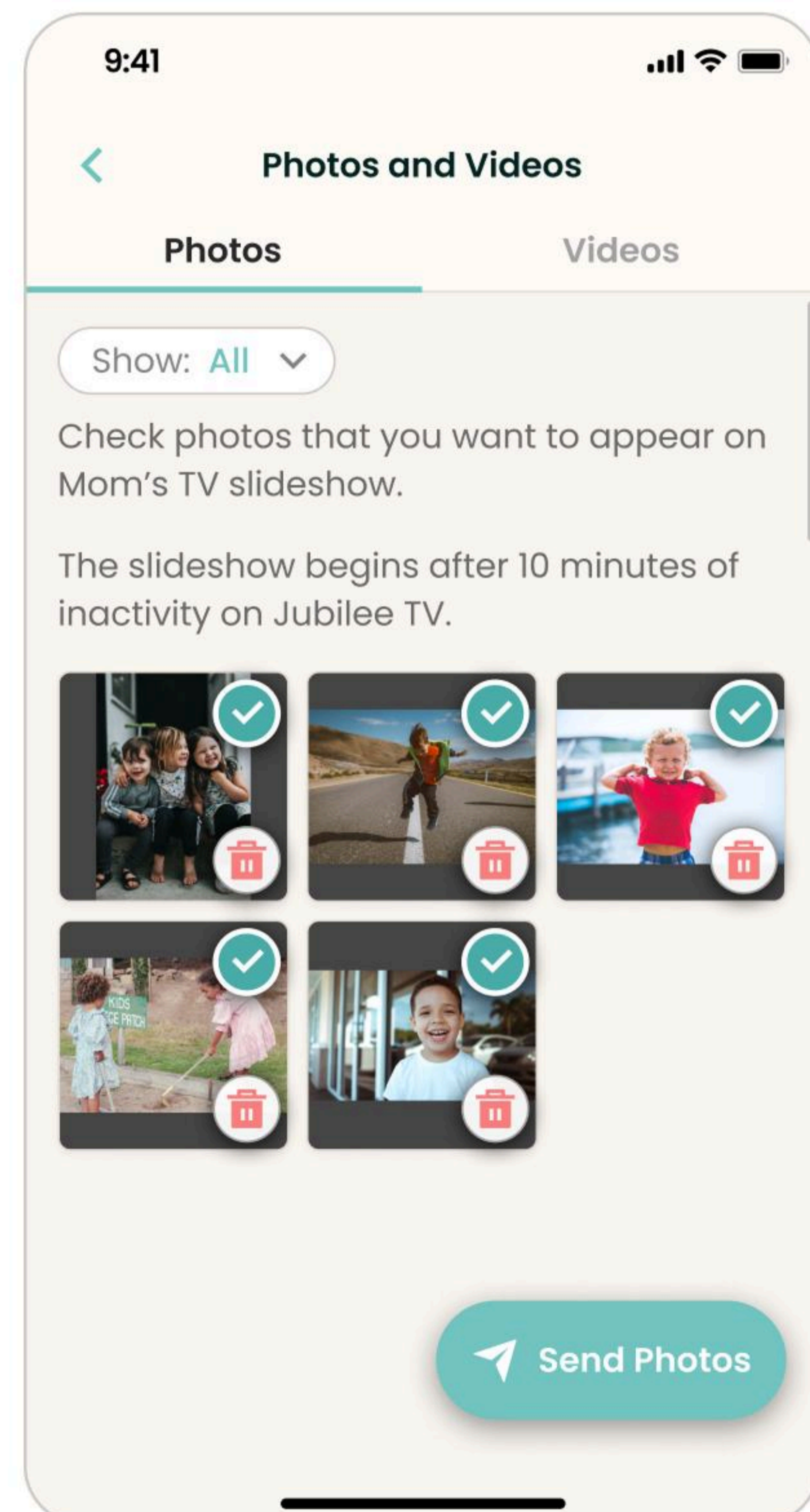
You can send photos and videos from two locations—the Photos & Videos tile on the home screen or within the messaging interface.



## The Slideshow

- **Adding Photos:** All photos you send are automatically added to the slide show.
- **Automatic Playback:** If the TV is left on the JubileeTV home screen, your photo slideshow will automatically begin playing after 10 minutes of inactivity.
- **Management:**
  - The **checkmark** indicates that a photo is in the slideshow. Tap it to remove a photo from the slideshow or add it back.
  - Tap the **trash icon** to remove a photo from JubileeTV.

**Pro Tip:** For the best viewing experience, send photos and videos taken in landscape (horizontal) orientation to fill the entire TV screen.



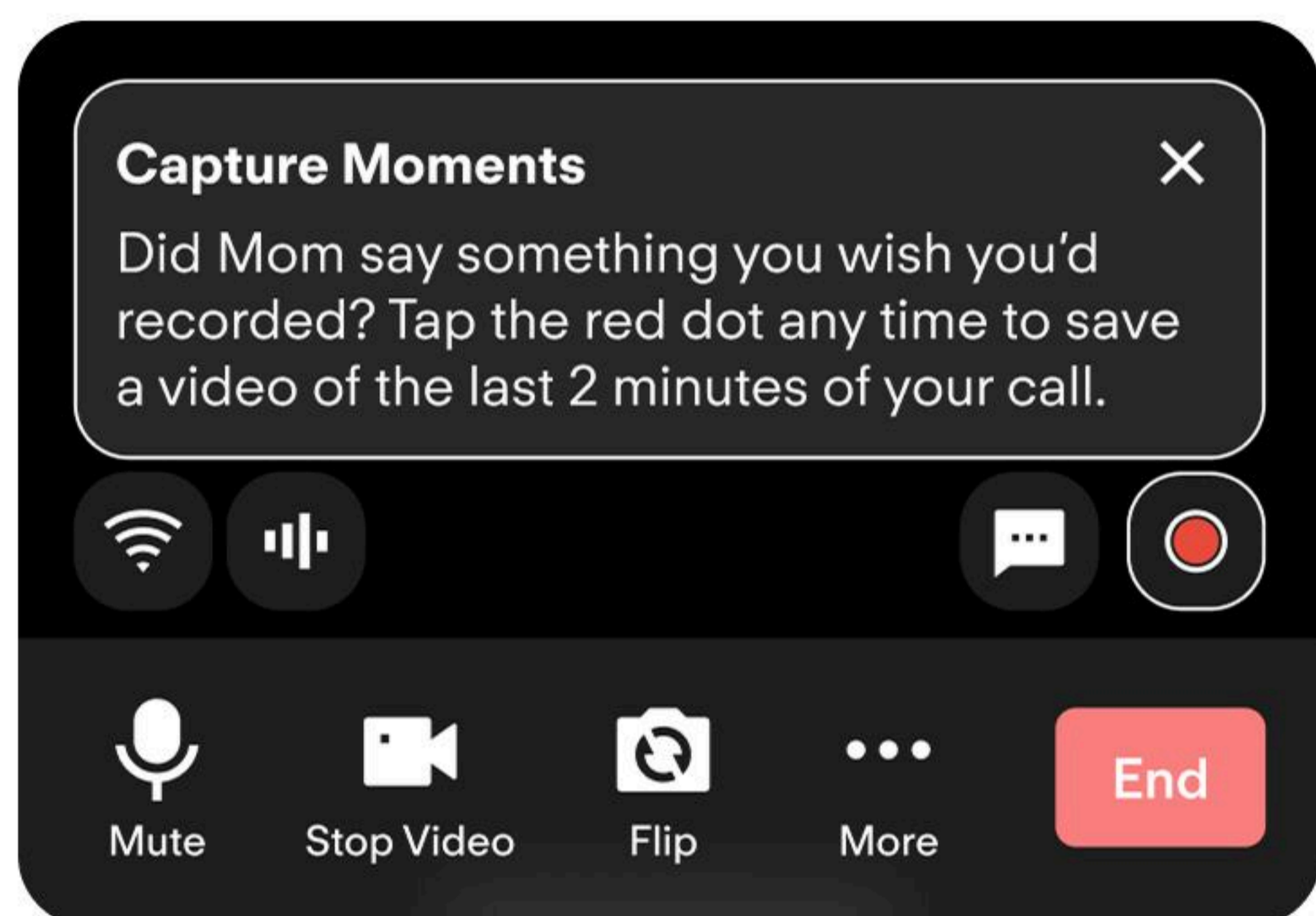
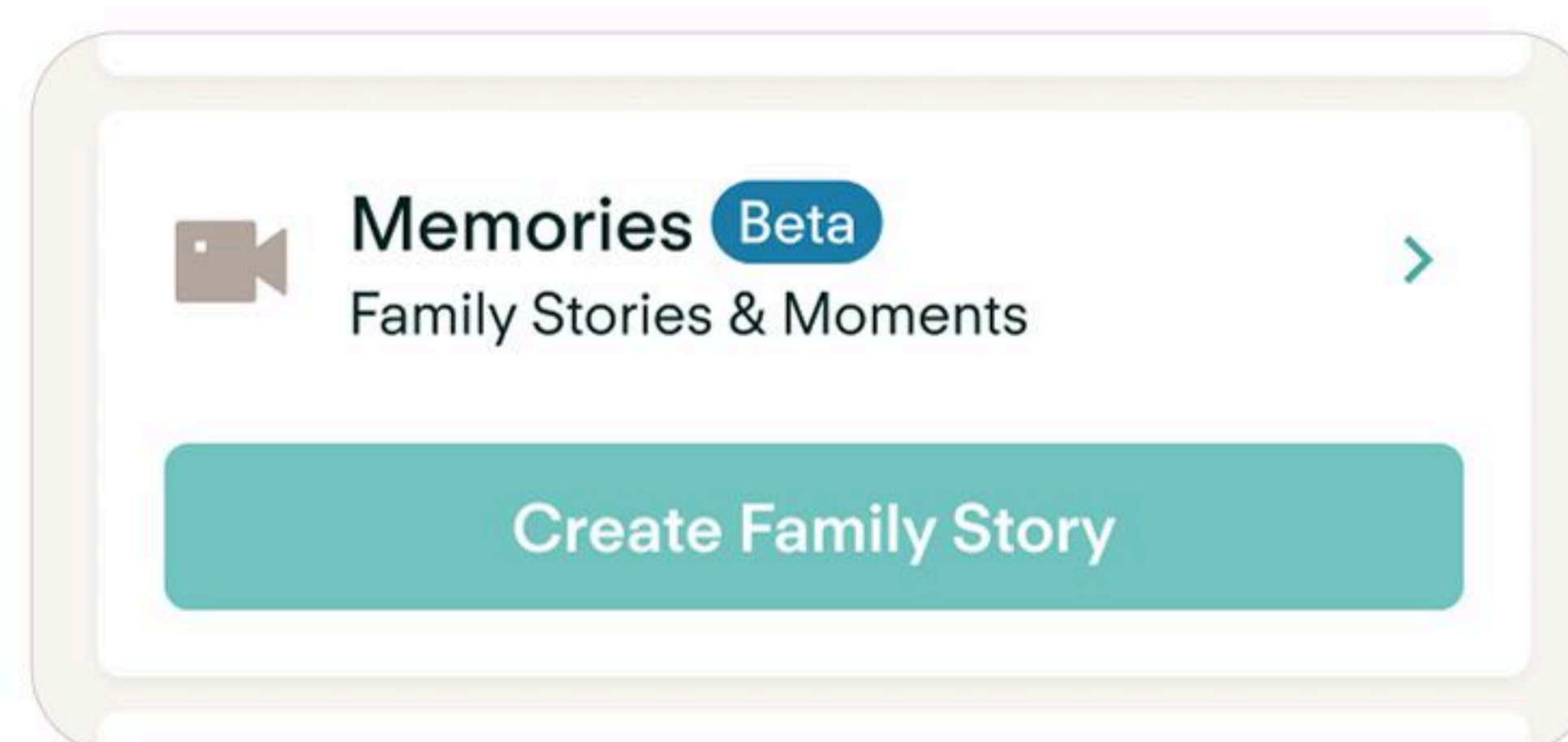
# Memories

The Memories feature serves as the umbrella for two distinct but related features—Family Stories and Moments.

## Family Stories

Designed for guided storytelling, a Family Story is a dedicated video call where you share a prompt—like a classic **photo** or a meaningful **question**—to help your loved one share their favorite memories.

Once recorded, your Family Story is saved to the Memories tile, where it can be watched and shared at any time.



## Moments

While Family Stories are planned, Moments are designed to capture the magic of the unexpected.

During any video call, a red record button appears in the bottom-right corner. Tap it to instantly save the previous two minutes of your conversation—perfect for capturing a surprise laugh or a heartfelt story you didn't want to miss.

Like Family Stories, Moments are saved to the Memories tile for easy access and sharing.

## Who has permission?

**Admins:** Have full access to view, create, and share all Family Stories and Moments.

**Contacts:** Access is flexible. Admins can customize permissions for each family member, choosing who can view Memories or participate in creating new ones.

# Stay in Touch

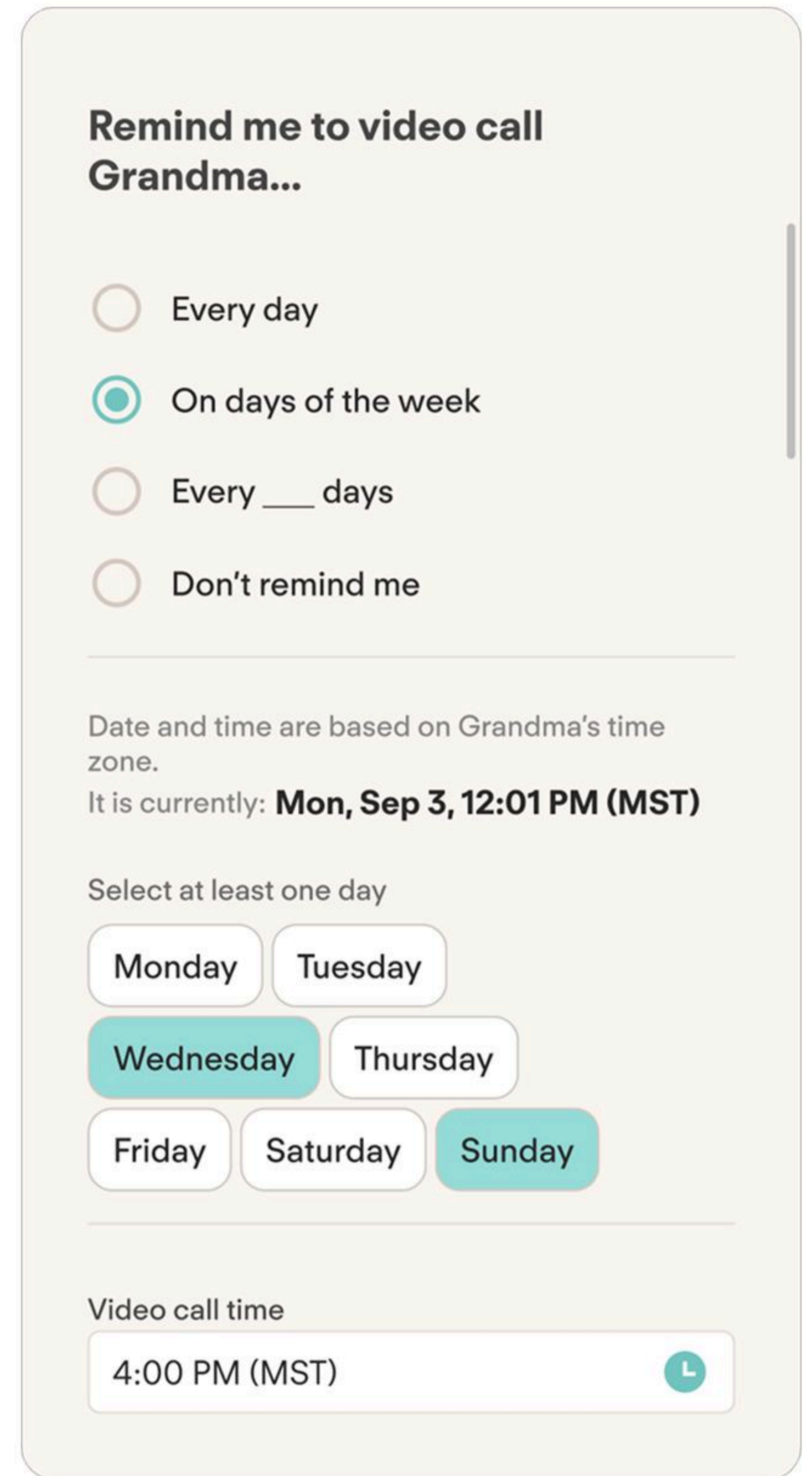
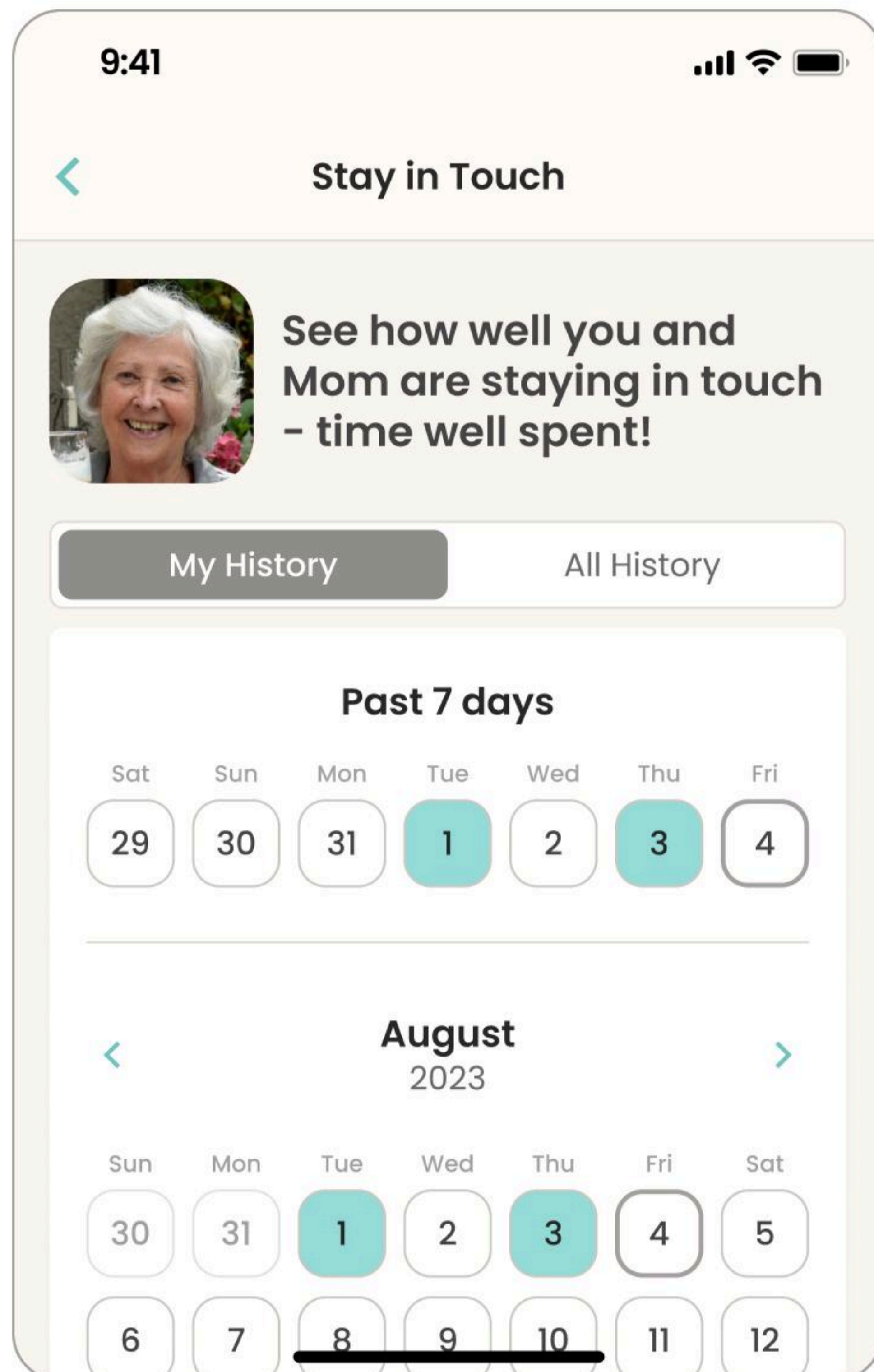
Stay connected with intention. The Stay in Touch feature helps you track your communication habits and ensures you never miss an opportunity to say hello.

## Set Goals

Customize your connection goals. Choose how often you'd like to be prompted to:

- Initiate a video call
- Send a thoughtful message
- Share a new photo

JubileeTV will send a reminder based on your schedule, helping you maintain a consistent rhythm of connection.




## Celebrate Your Time Together

Use the My History view to see a visual record of your interactions over the past week or month. It's a great way to see at a glance how well you're staying in touch—time well spent!

# Voice Insights

Identify subtle changes in well-being. Powered by Canary Speech, Voice Insights uses AI to provide data points, helping you track shifts in your loved one's wellness over time.

## How it Works

1. Activate the feature during any standard video call by tapping the **Voice Insights button** (  ).
2. **Real-Time Analysis:** The system securely analyzes acoustic and linguistic patterns in your loved one's speech as you talk.
3. **Scoring:** After the call, results are generated across five key categories: Wellness, Stress, Mood, Energy, and Cognitive Health.
4. **Trend Visualization:** Results are plotted on easy-to-read graphs, allowing you to spot trends

## Who has permission?

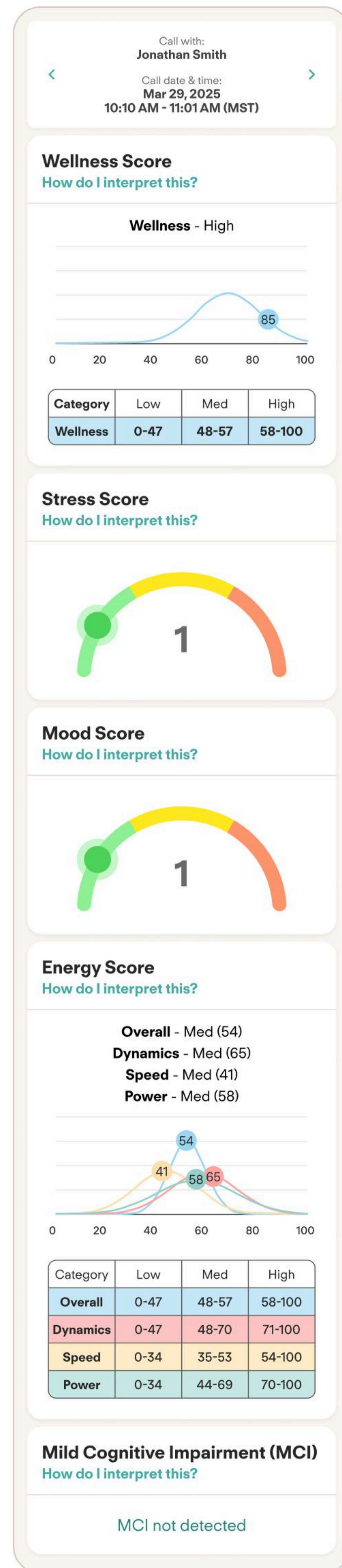
**Two-Step Enablement:** For privacy, Voice Insights must first be activated directly on the Console using the TV interface.

**Admin Access:** Once active on the Console, each Admin can choose to enable the feature for their own account via the Voice Insights tile on the app home screen.

**Contact Access:** Contacts do not have access to Voice Insights.

For more on Voice Insights:

[docs.getjubleetv.com/voice-insights-formerly-voice-biomarkers](https://docs.getjubleetv.com/voice-insights-formerly-voice-biomarkers)



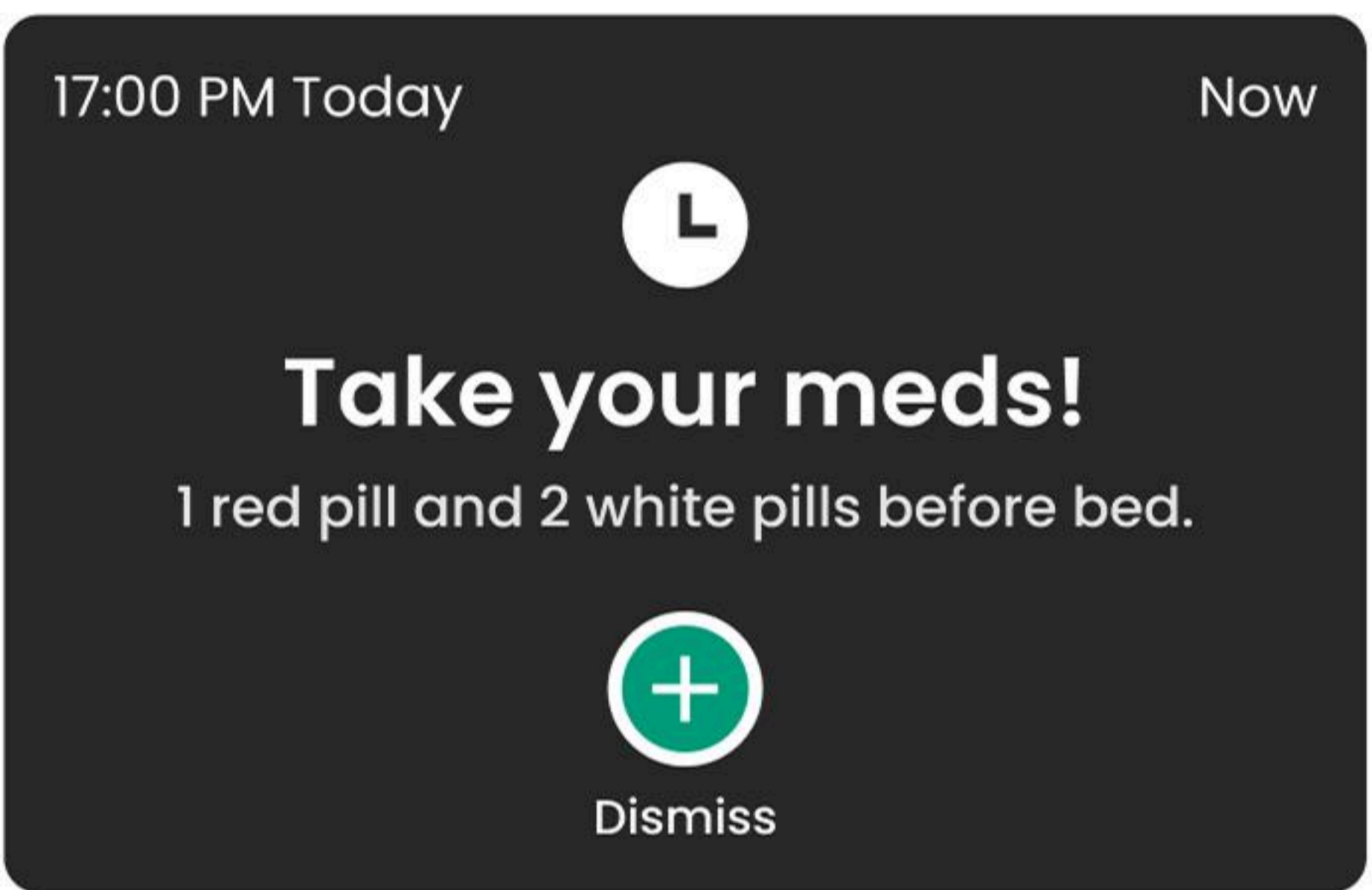
# Reminders

## What is a Reminder?

Help your loved one stay on track. Reminders allow you to send helpful nudges directly to your loved one's TV at exactly the right time. You can even set a Reminder to automatically turn the TV on so the message is never missed.

## Simple Reminders vs. Automated Action Reminders

Choose the best way to help. When creating a reminder, you can choose between two styles based on what your loved one needs:



17:00 PM Today Now

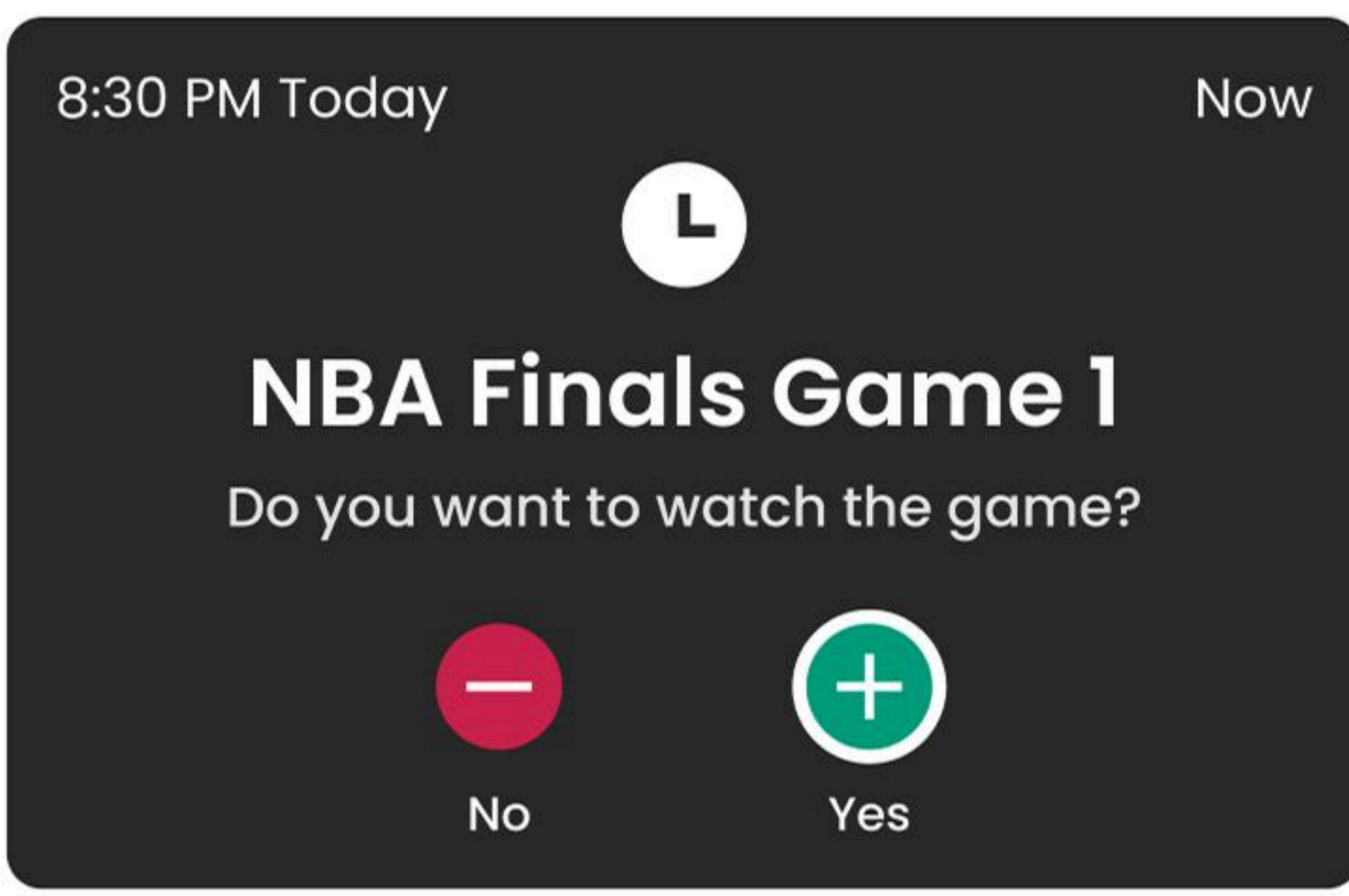
**Take your meds!**  
1 red pill and 2 white pills before bed.

**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**

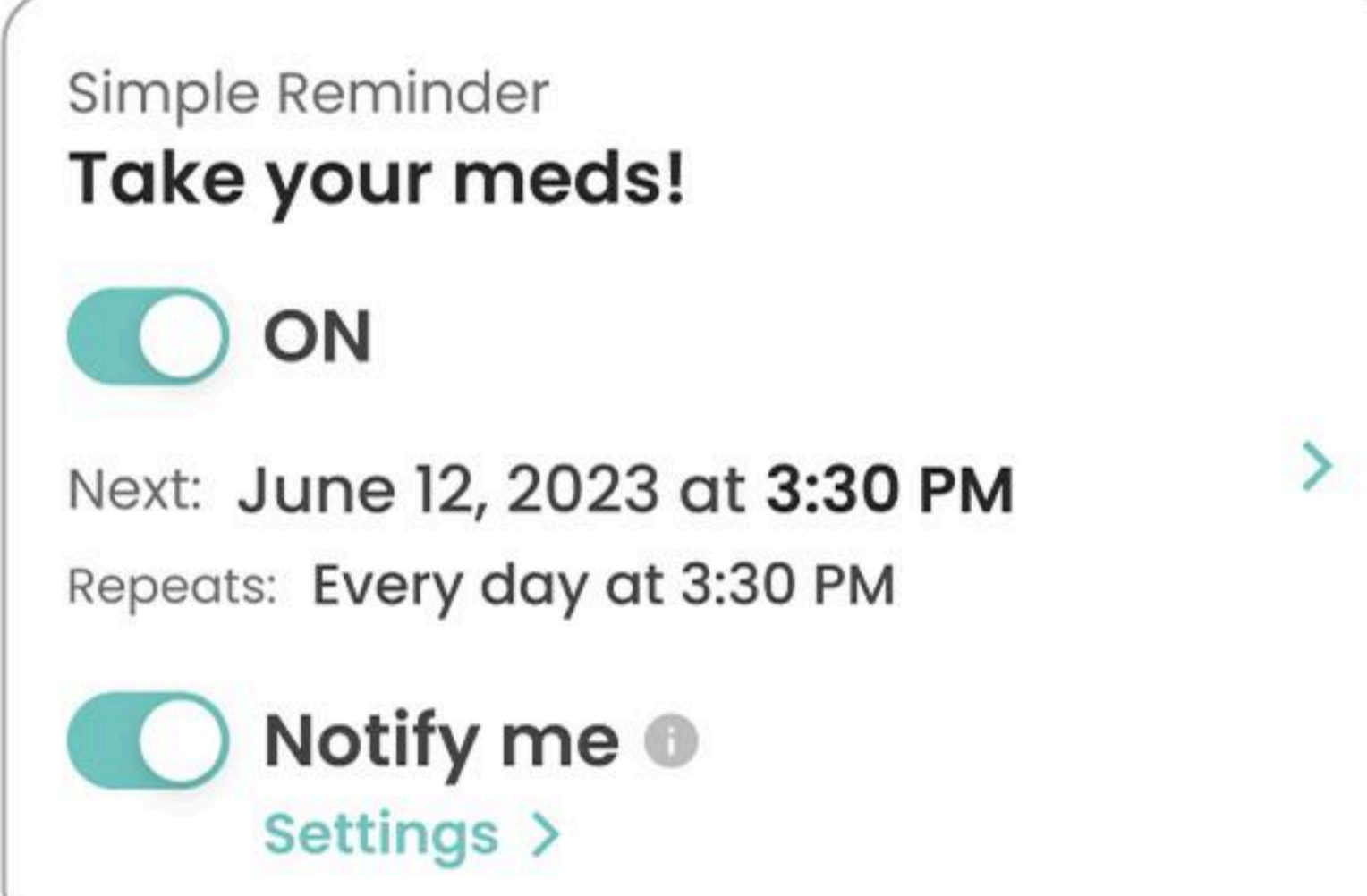
A reminder that **performs an action**. For example:

- 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...

- Easily toggle recurring Reminders on or off as schedules change.
- Choose to receive a notification on your phone the moment your loved one interacts with a Reminder.
- Edit or update messages and times whenever you need to.



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?

Think of Contacts as your loved one's inner circle. These are the family members and friends who have been invited to video call, message, share photos, and more through the JubileeTV Console.

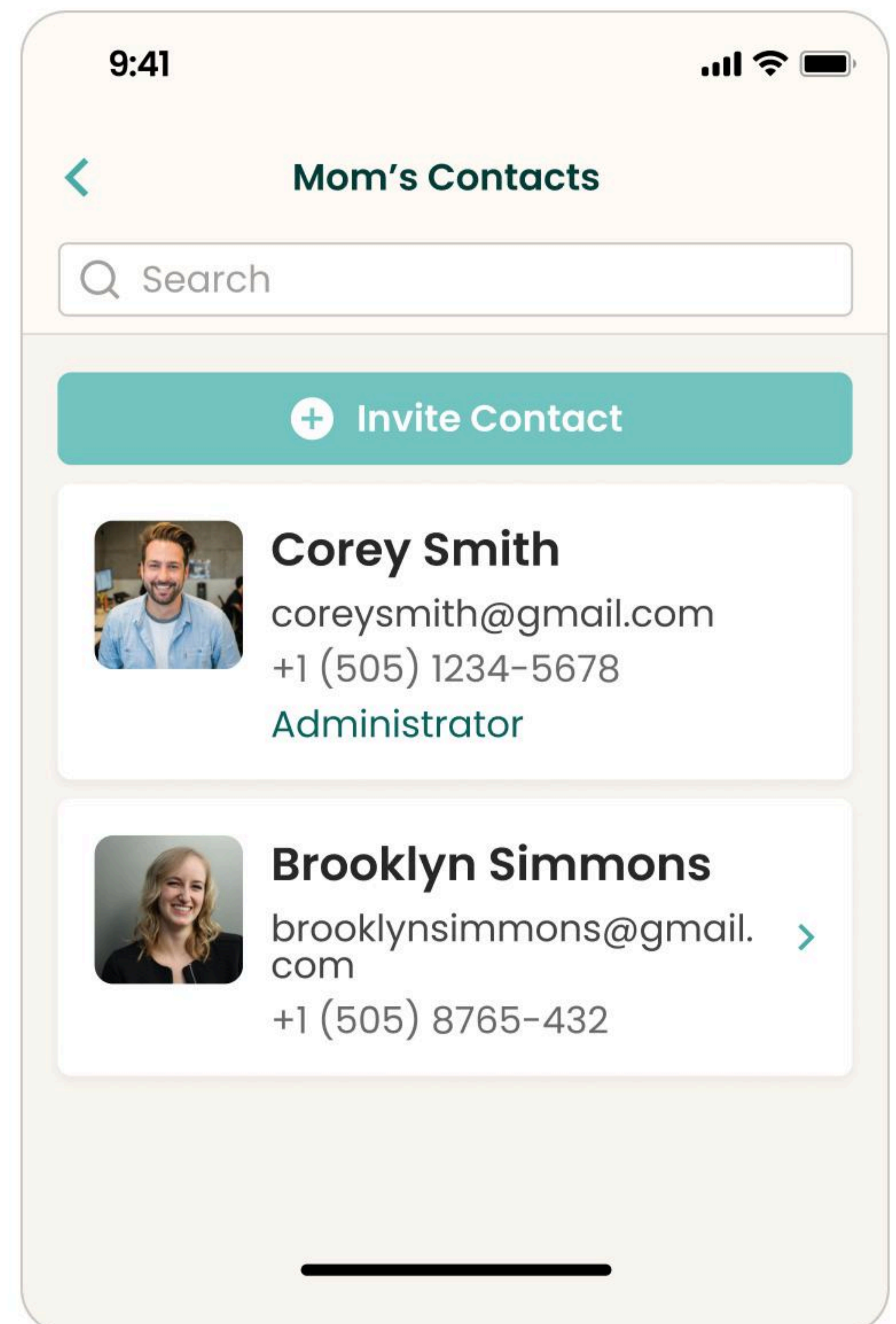
## There are 3 types of Contacts:

- 1. The Primary Admin:** The main account owner with full control.
- 2. Admins:** Trusted family members who can help manage settings and contacts.
- 3. Regular Contacts:** Family and friends whose permissions can be adjusted by admins.

See the Roles & Permissions section of this guide for more details.

## Building your Team

Building your team. Admins (and authorized Contacts) can invite new people by tapping the Invite Contact button. Simply enter their email address to send an invitation to join your loved one's JubileeTV network.



## Explore our Knowledge Base

For the most up-to-date information on JubileeTV features, check out our knowledge base articles.

[docs.getjubileetv.com](https://docs.getjubileetv.com)



## Get in Touch with Support

Need a hand with your system? Our support team is here to assist.

[getjubileetv.com/pages/customer-support](https://getjubileetv.com/pages/customer-support)

