

CanConnect

Configurator User Manual

For Use with
CanConnect Device

Version 1.1

Last updated October 21st, 2020

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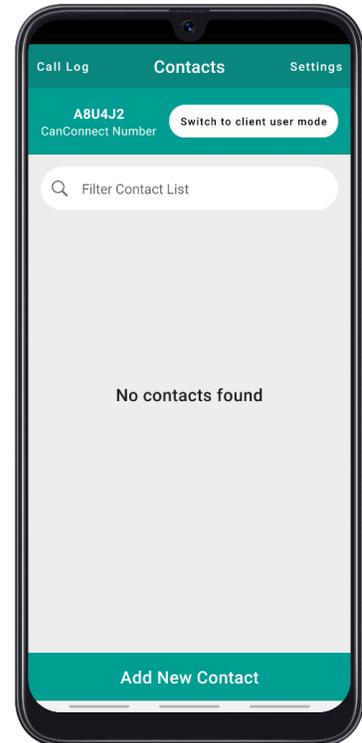
Overview

CanConnect is a software application allowing seniors to safely and securely video call family members and caretakers from the comfort of their homes.

This application has two modes: Configurator and Client User Mode. Configurators are the relatives or caretakers helping their family member or client to get set up. Configurators will use the Configurator Mode of the app on their own device.

Clients are the people who will get a simplified video calling experience through the Client User Mode on the CanConnect Device. The CanConnect Device is a combination of three technologies:

- The CanConnect Application (App)
- An iPad that runs the application
- The Custom Case that holds the iPad



Features

The CanConnect App

- Secure and reliable video calling
- Customize the screen layout for simplicity in Client User Mode

The Custom Case

- Built-in ringer with LED light for notifying of incoming calls
- Three physical buttons used to move between contacts in Client User Mode



Definitions

Account: a person's unique profile that acts as a means to access the CanConnect Application.

CanConnect App: the video-calling software application available for iOS and Android devices. It is available from either the App Store on iOS or from the Google Play Store on Android.

CanConnect Device: an iPad loaded with the CanConnect App enclosed within the Custom Case for a simplified video calling experience.

CanConnect Number: a unique combination of numbers and letter assigned to each account, similar in function to a telephone number. This number is used when adding a contact.

Client: the person at the centre of care who will be using the CanConnect device for a simplified video calling experience.

Client User Mode: the simplest presentation of the app. The user is shown a gallery of photos of their contacts and to make a call they simply tap the photo.

Configurator: the person responsible for the client's account, generally a family member or caregiver who knows the client well.

Contacts Screen: the main area of the CanConnect application for non-Clients. This screen includes a complete list of contacts, a button to access the call log, a button to access settings, and the button for entering Client User Mode.

Custom Case: the enclosure designed to fit an iPad, offering a simplified experience while using CanConnect. The case has accessibility features including large tactile buttons, a loud buzzer, and an LED light. It hides the iPad's Home Button to prevent clients from accidentally exiting the app.

Guided Access Mode: a setting on the iPad restricting the functionality to just one app, disabling other buttons.

Home Button: the circular button on the front screen of an iPad that brings up the homepage. The Home Button is hidden in the Custom Case, but can still be accessed with a small pointed object, such as a paper clip.

Homepage: the main screen of an iPad accessed by pressing the Home Button.

Setup

Your account

Begin by installing CanConnect on your own device. Ideally, this is the device you will use to call the client. Follow the steps based on the type of device you are using.

Downloading the app

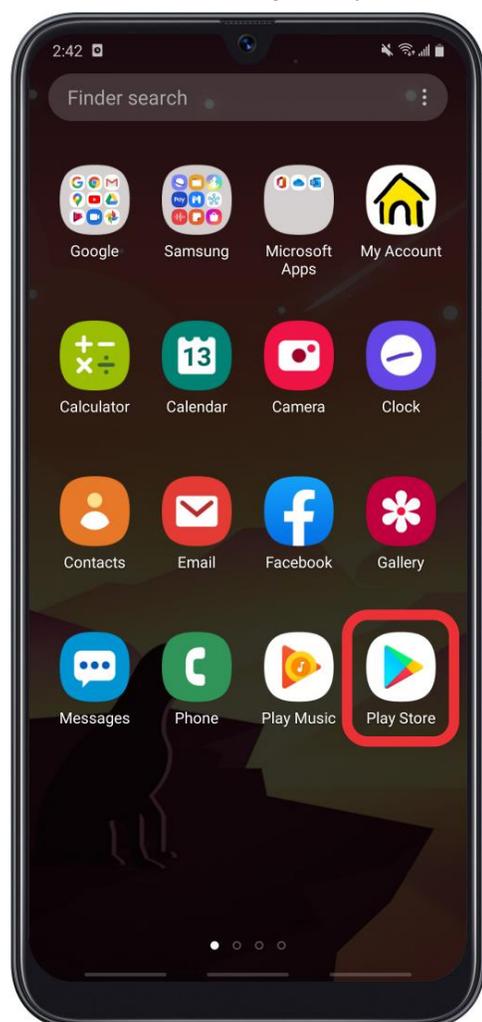
iOS Devices

1. Open the App Store.



Android Devices

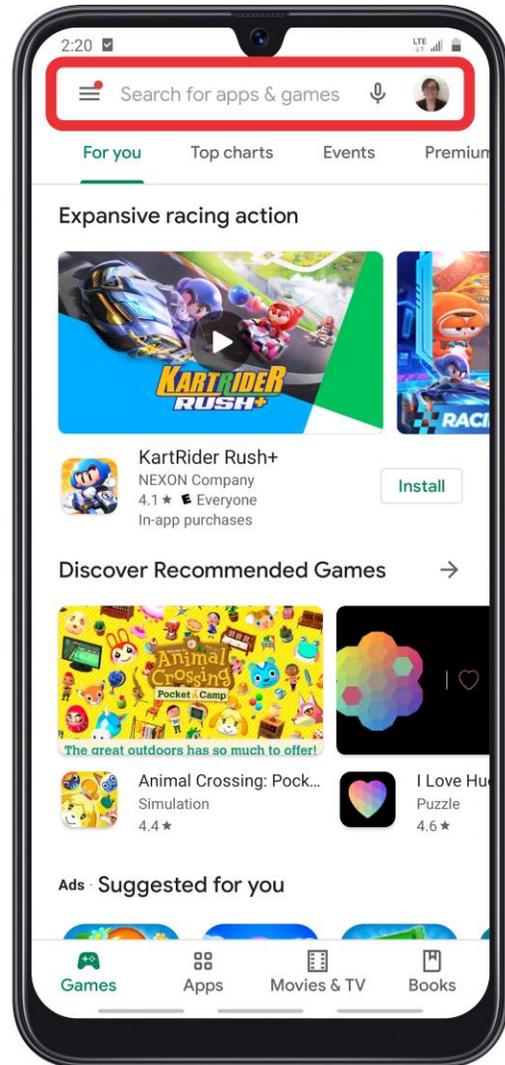
1. Go to the Google Play store.



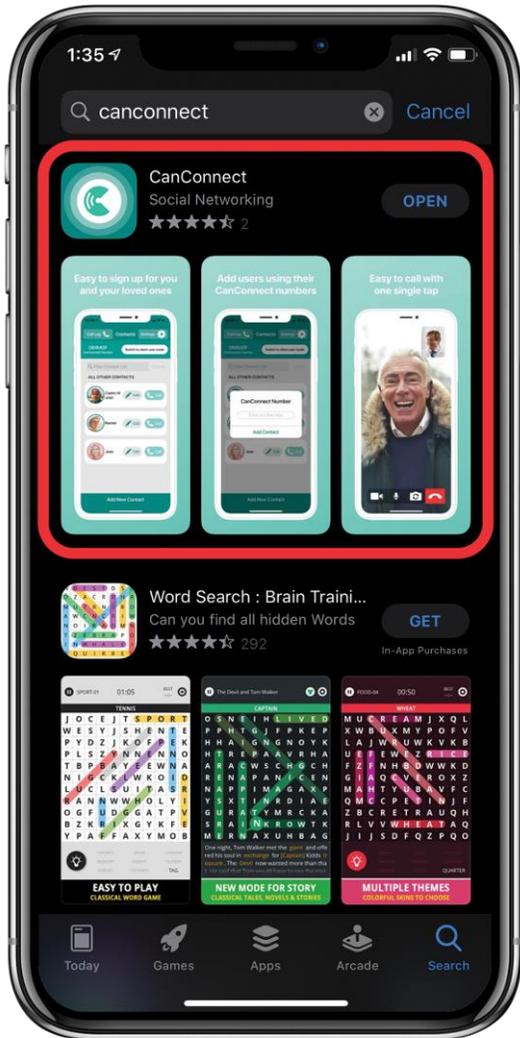
2. Search for "CanConnect".



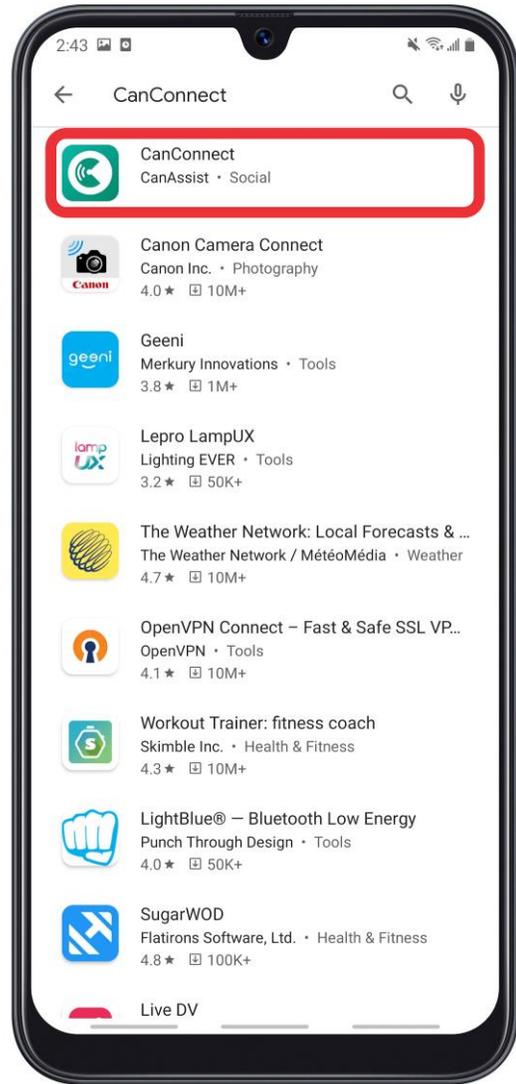
2. Search for "CanConnect".



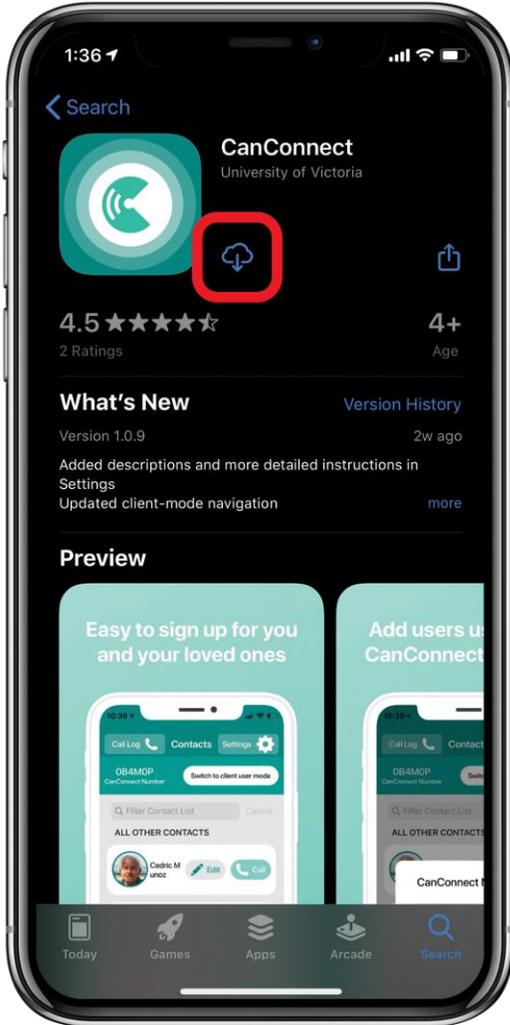
3. Select the app matching the screenshot below.



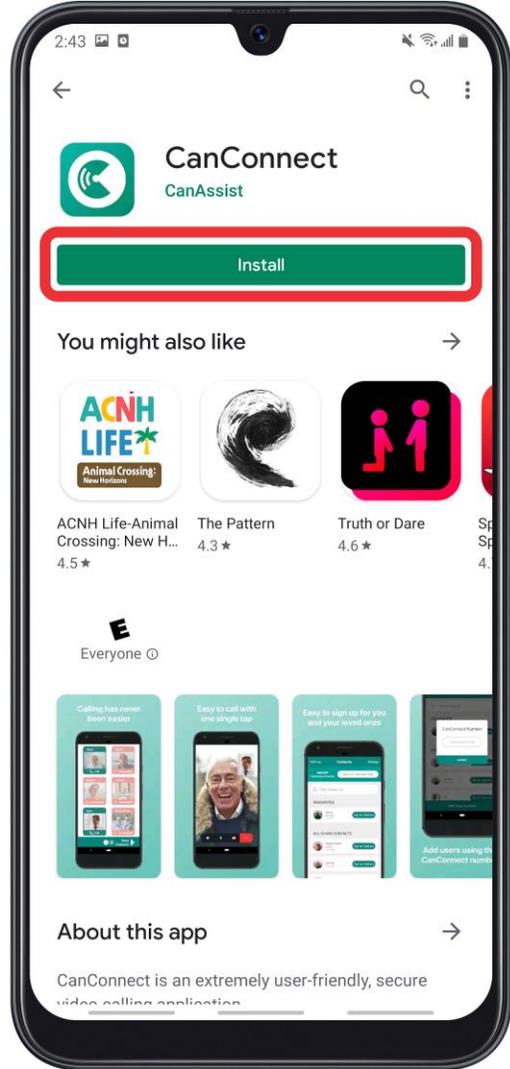
3. Select the app matching the screenshot below.



4. Tap the 'Install' button to download and install the app.



4. Tap the 'Install' button to download and install the app.



Signing up

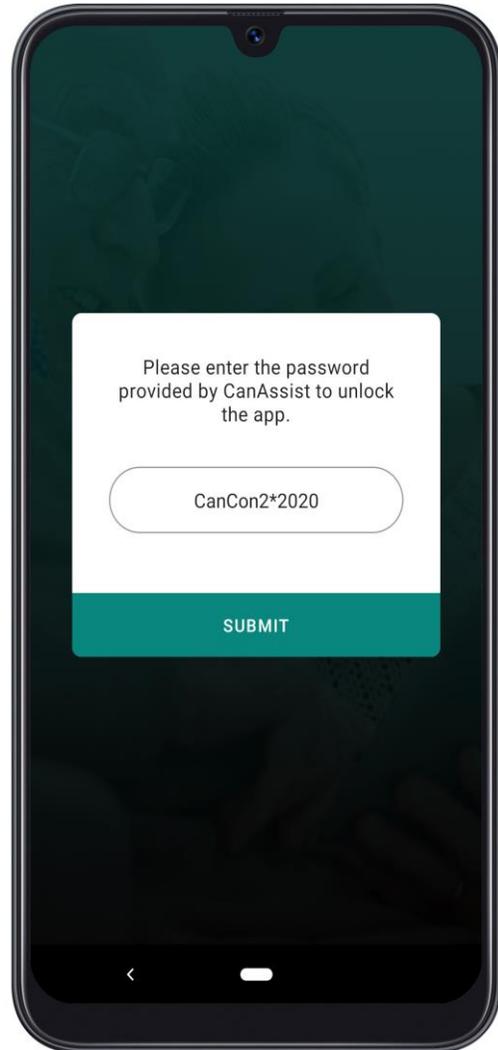
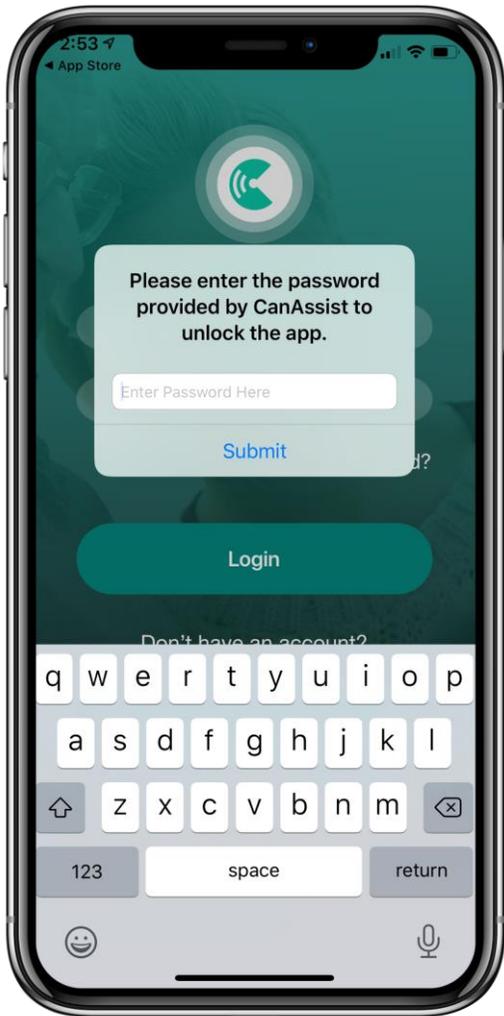
During this process you will be asked if you would like to allow CanConnect to access device features.

- **Allow device notifications:** enables CanConnect to send notifications to your device. The notification settings can be changed and disabled in the app, but they will only work if you select 'Allow'.
- **Allow access to the microphone:** enables CanConnect to send audio to the person you are calling. You will also need to allow microphone access to record voice messages that play if you miss a call. If you do not allow access, the person you are calling will not receive audio from you.
- **Allow access to the camera:** enables CanConnect to send video to the person you are calling. You can also disable video during a call while in Configurator Mode. You will need to allow camera access to complete the sign up process since a photo is required.

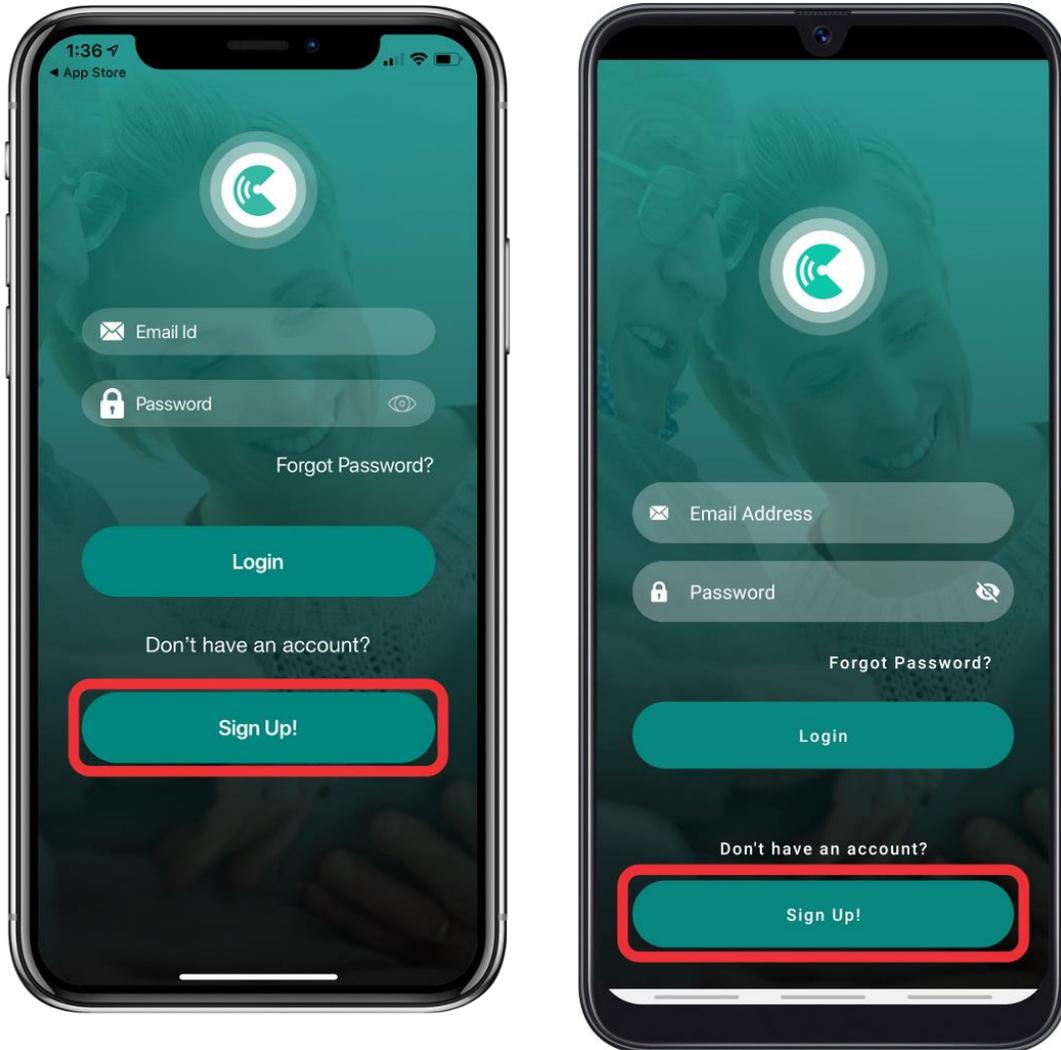
1. Once the app is downloaded and installed you should be able to find the icon with your other apps; tap on it to launch CanConnect.



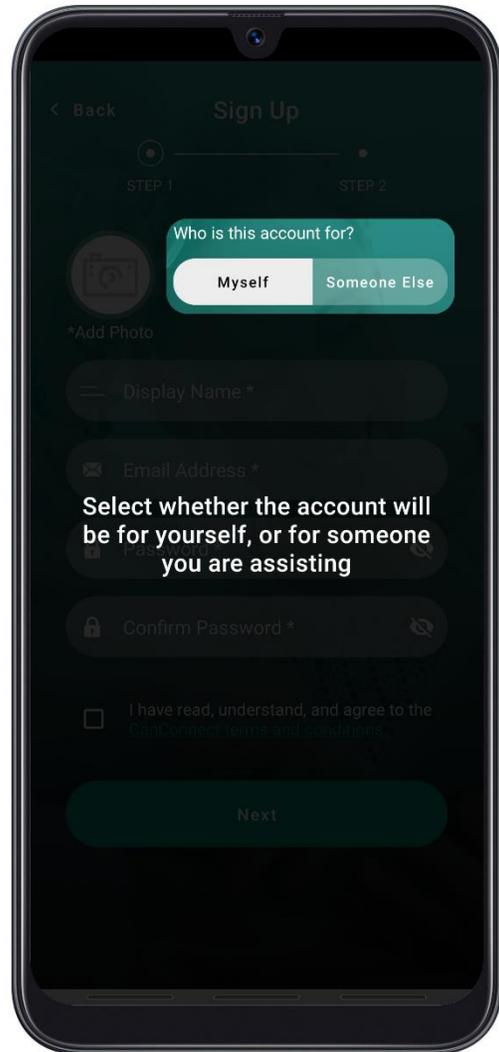
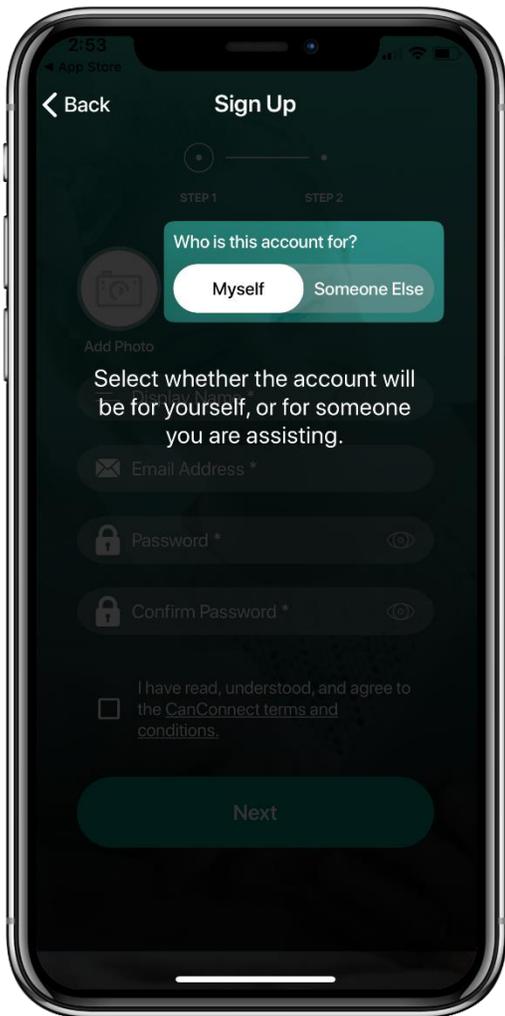
2. Since this is the first time this device is running CanConnect, it will prompt you to enter a password provided by CanAssist: CanCon2*2020



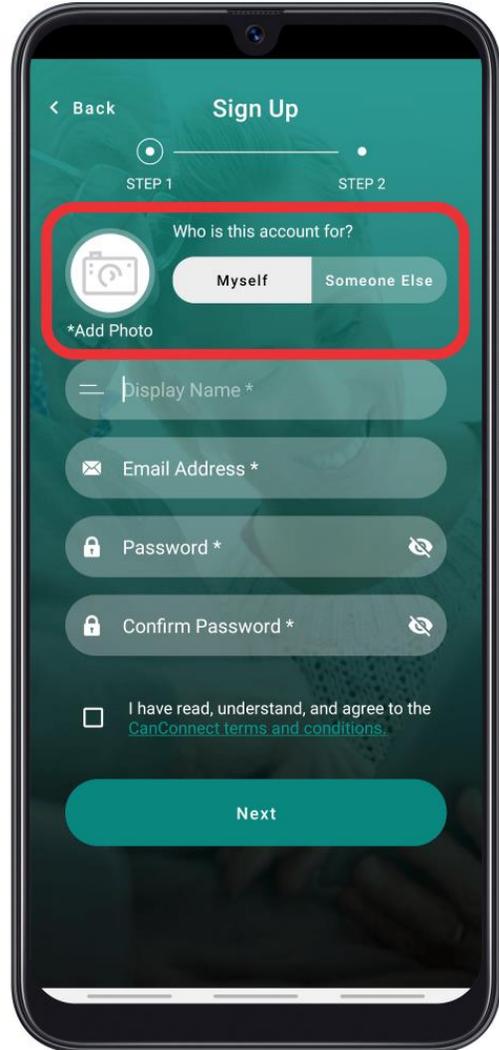
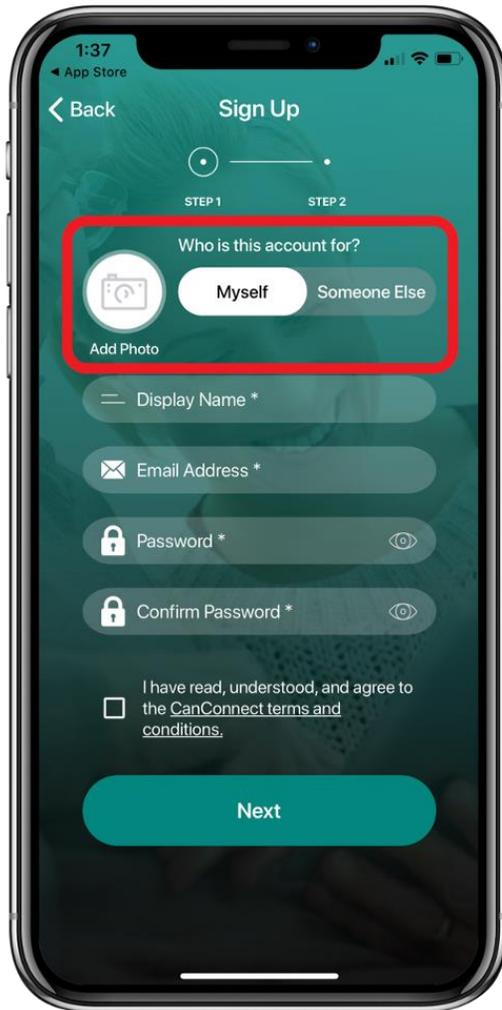
3. Once you have made an account with CanConnect, you will be able to log in by entering your email and password. Since this is your first time using CanConnect, tap the Sign Up button to create an account.



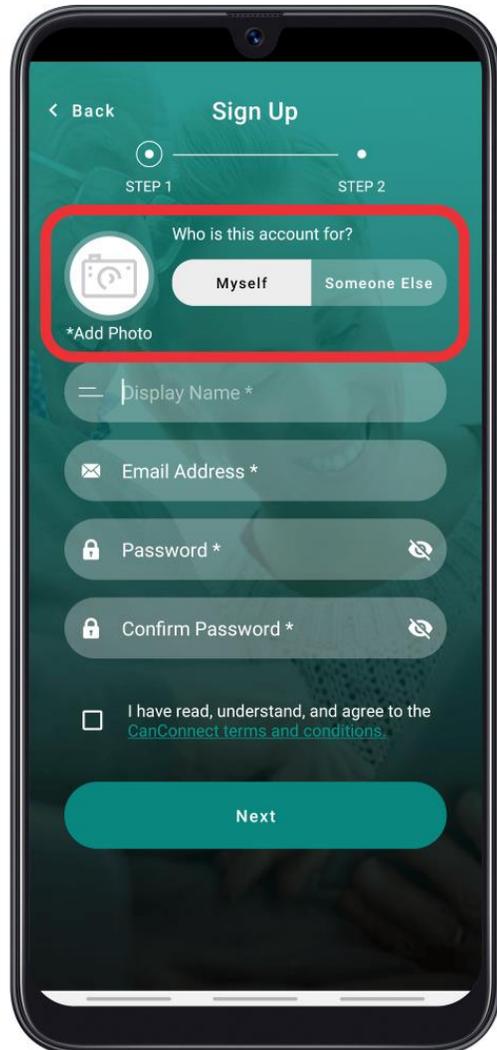
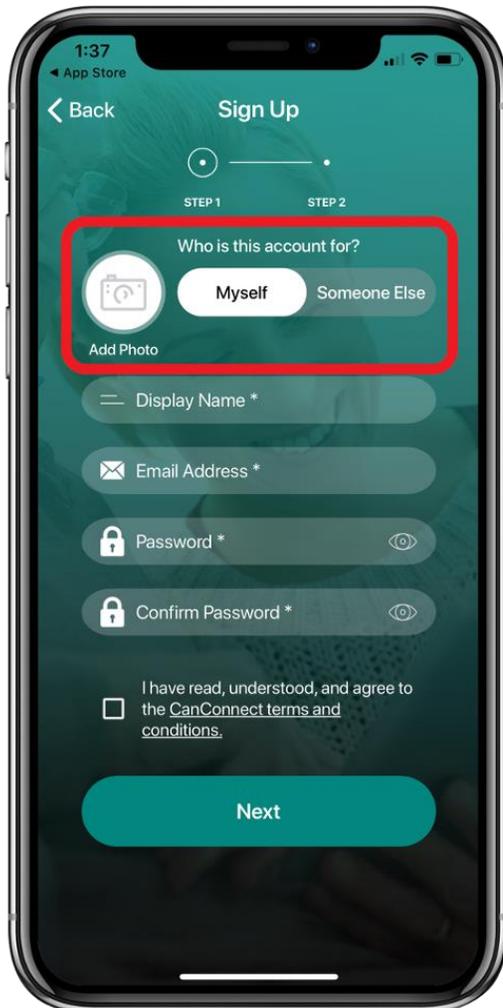
- The app explains how to complete each part of Step 1, tap the screen to move to the next explanation. After going through all the explanations you will land on Step 1.



5. You will be asked who the account is for; to set up your own account choose 'Myself'.



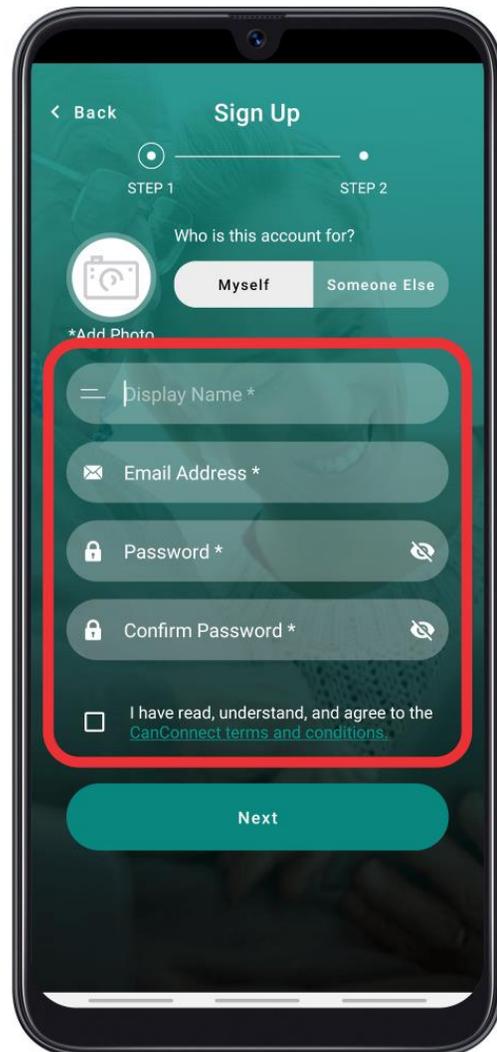
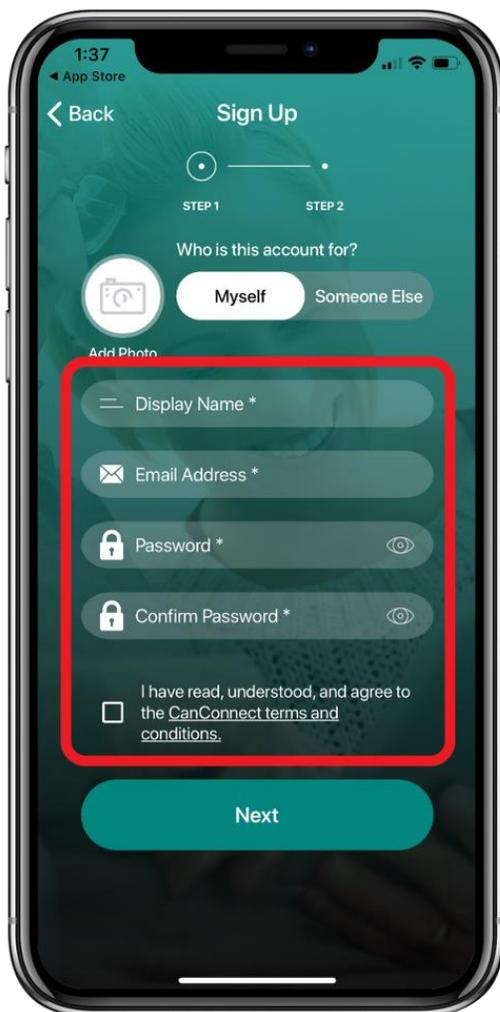
6. You will need to add a photo your client will recognize. Tap 'Add Photo'. Use the camera to take a new photo or choose one from your photo library. You will have to add a photo before moving to Step 2.



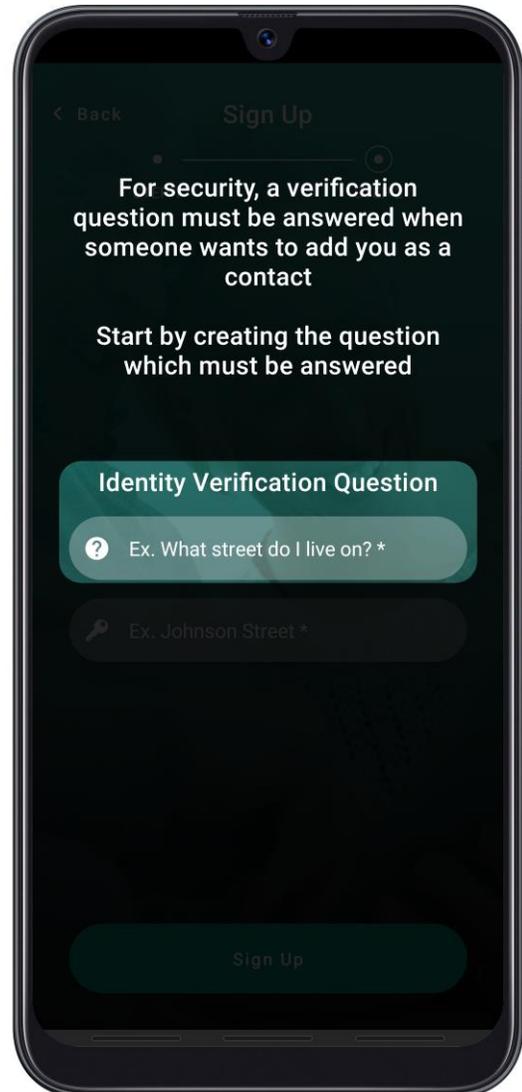
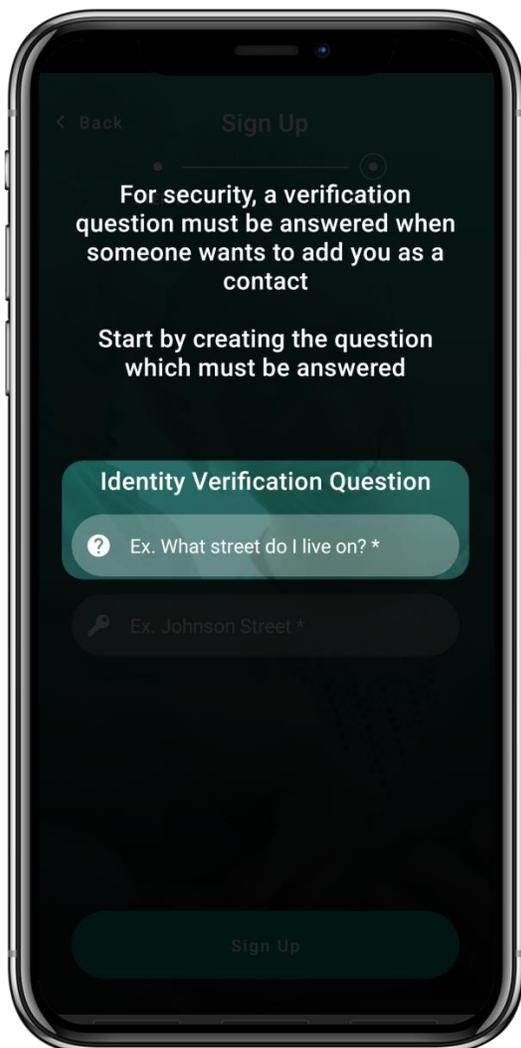
7. Next, fill in your name email address, and password. The password must be:

- more than six characters,
- no more than two consecutive repeating characters,
- at least one letter, and
- at least one number.

Once you have checked the box to indicate you have read, understand, and agree to the CanConnect terms and conditions you can move on to Step 2.

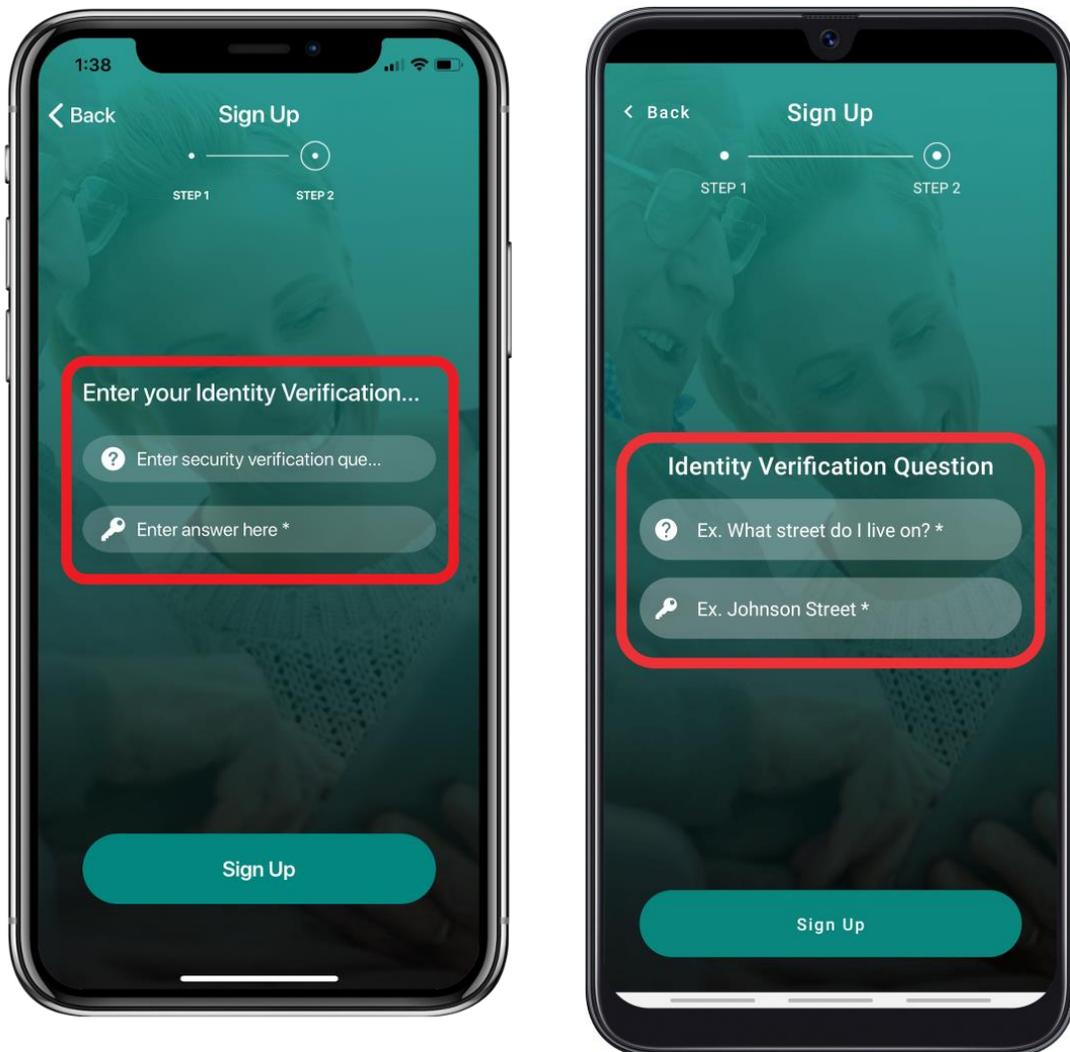


8. The app explains how to complete each part of Step 2, tap the screen to move to the next explanation. After going through all the explanations you will land on Step 2.

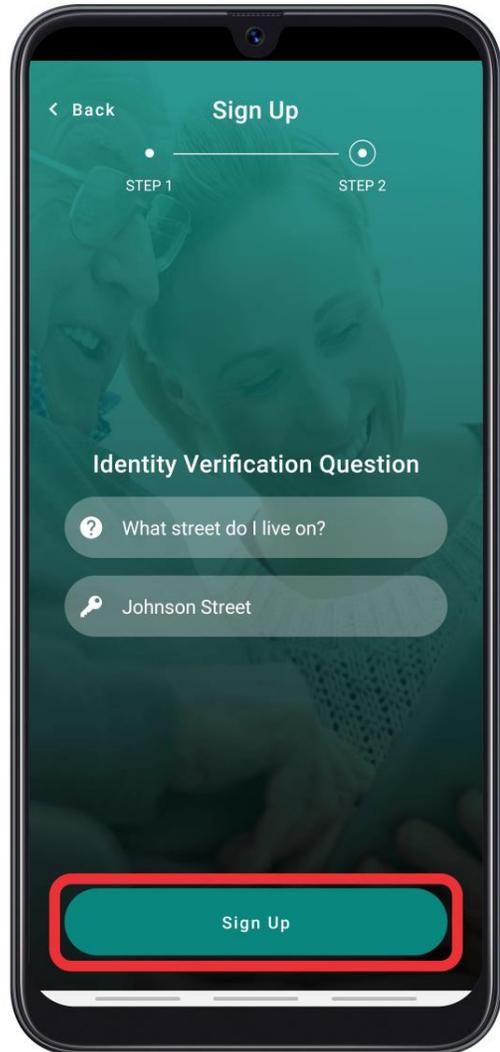
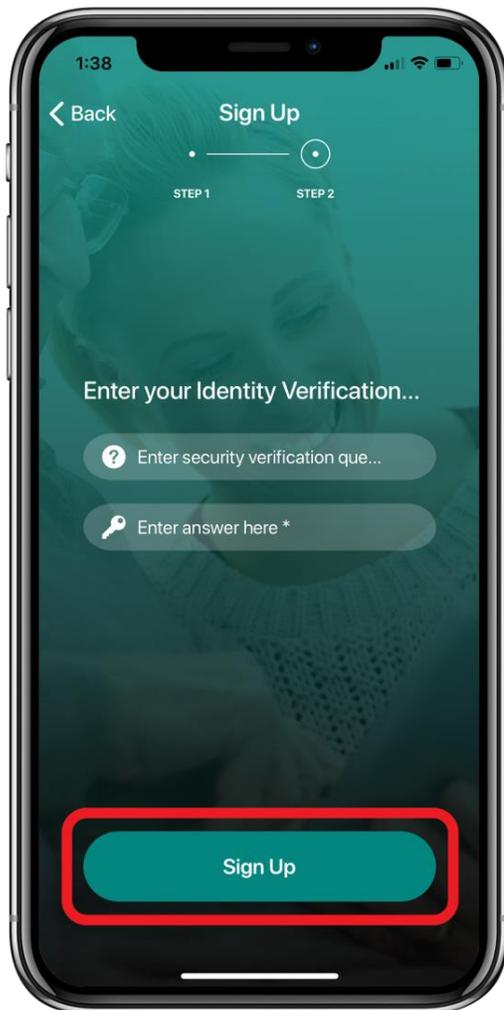


9. You will need to enter an identity verification question that you will remember. The answer must be at least four characters long and is not case sensitive. Ideally, it will be something close relatives and friends will know the answer to.

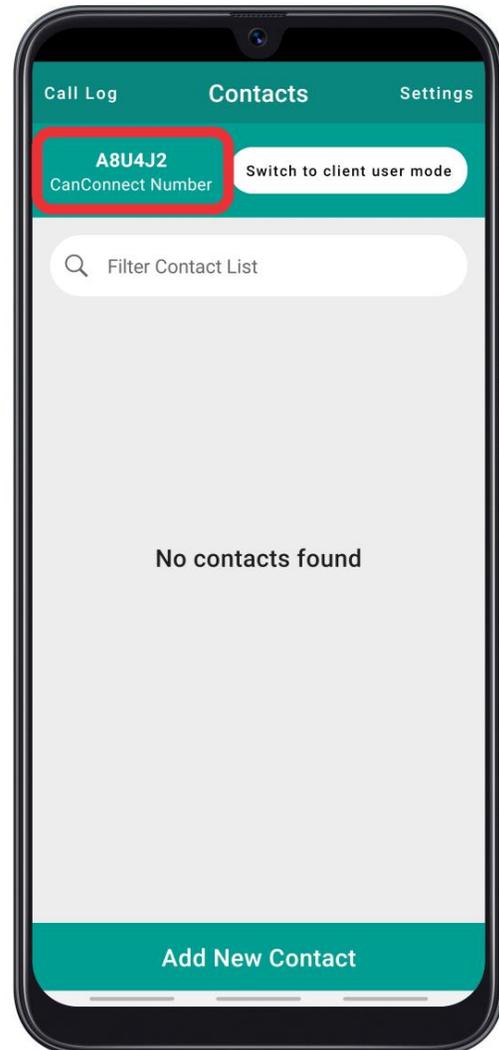
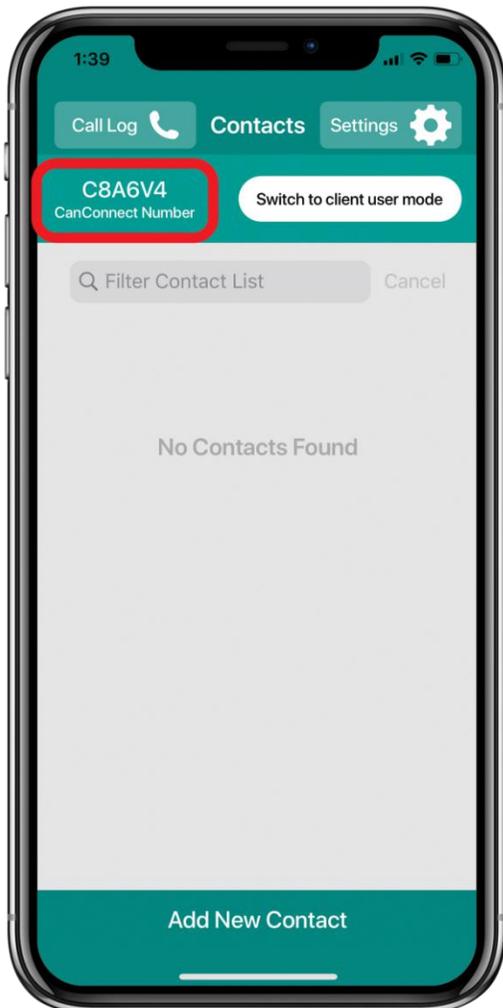
Then add the answer and write the question and the answer down so that you remember.



10. Tap 'Sign Up' to finish the process.



11. The app explains the different part of the Contacts Screen, tap the screen to move to the next explanation. After going through all the explanations you will land on the Contacts Screen. You will see your unique CanConnect number in the upper left corner below 'Call Log'.



A client's account

To set up an account for a client, you will need their email address. If they do not have an email address, you can set them up with a free email account online.

You can set up a client's account on an iPad or another device.

Downloading the app

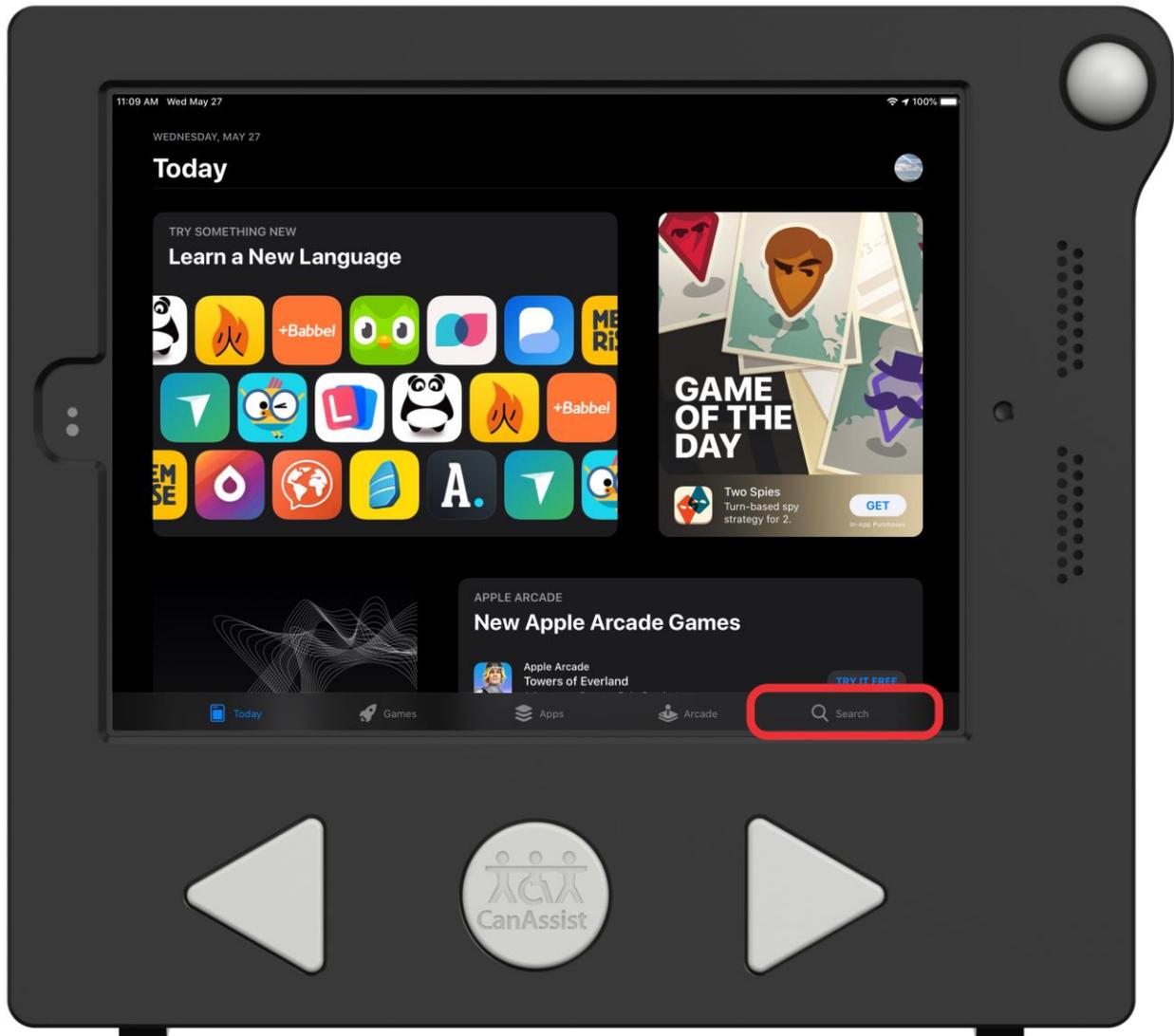
If you have not yet powered the device on, press the power button located on the left-hand side, near the top of the device.



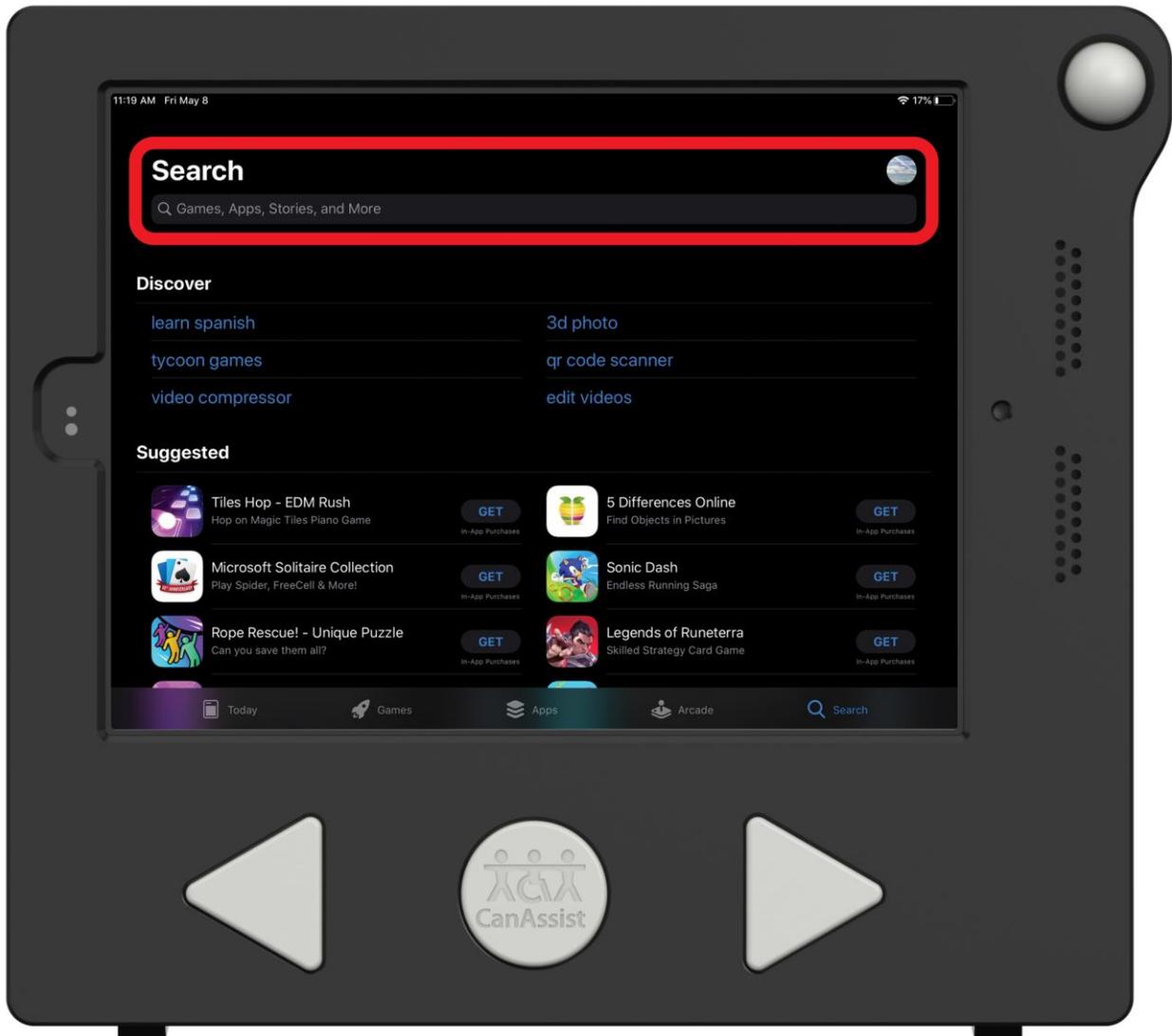
1. Find the App Store icon and tap it once to open the App Store.



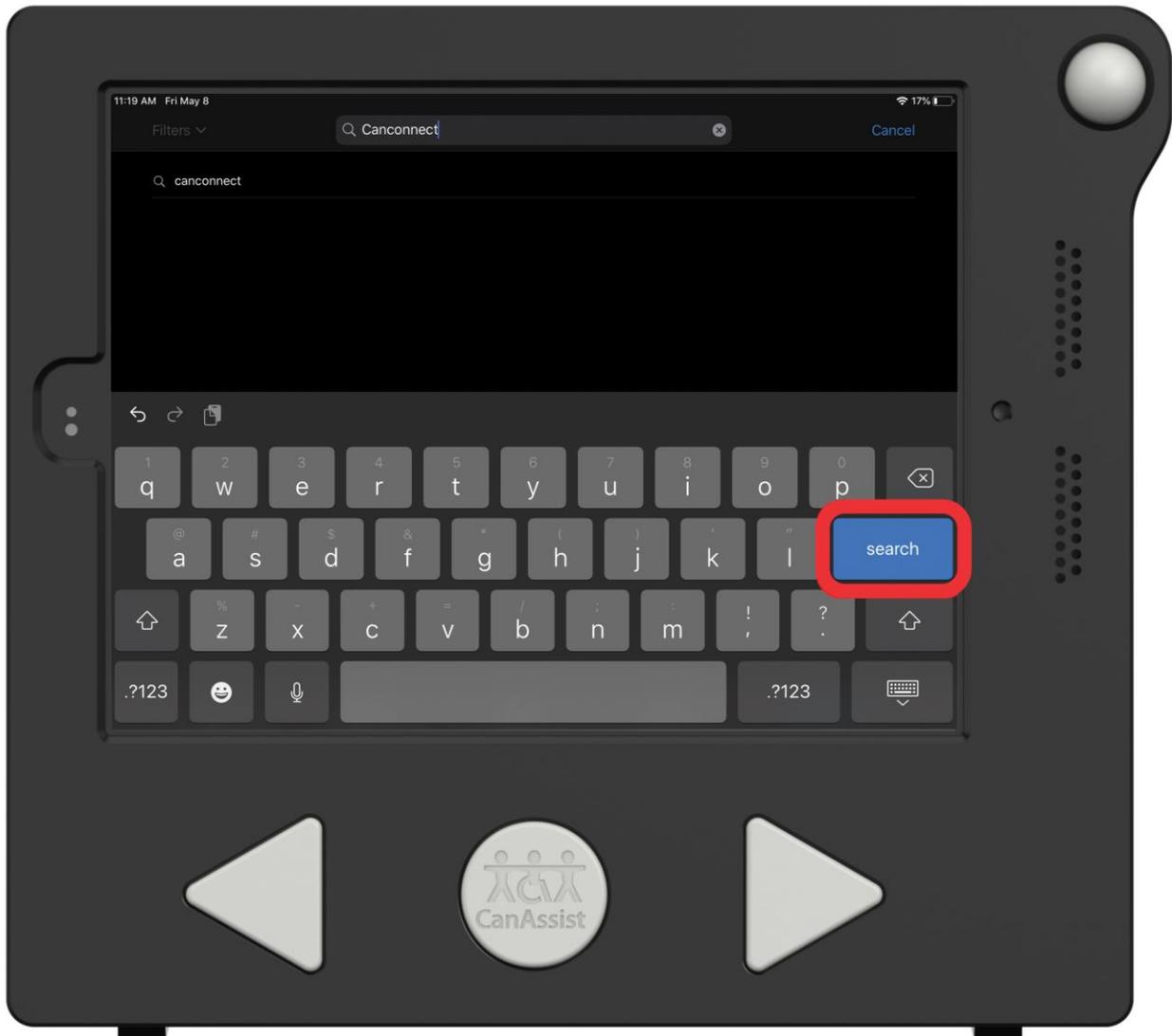
2. Tap 'Search' in the bottom right corner.



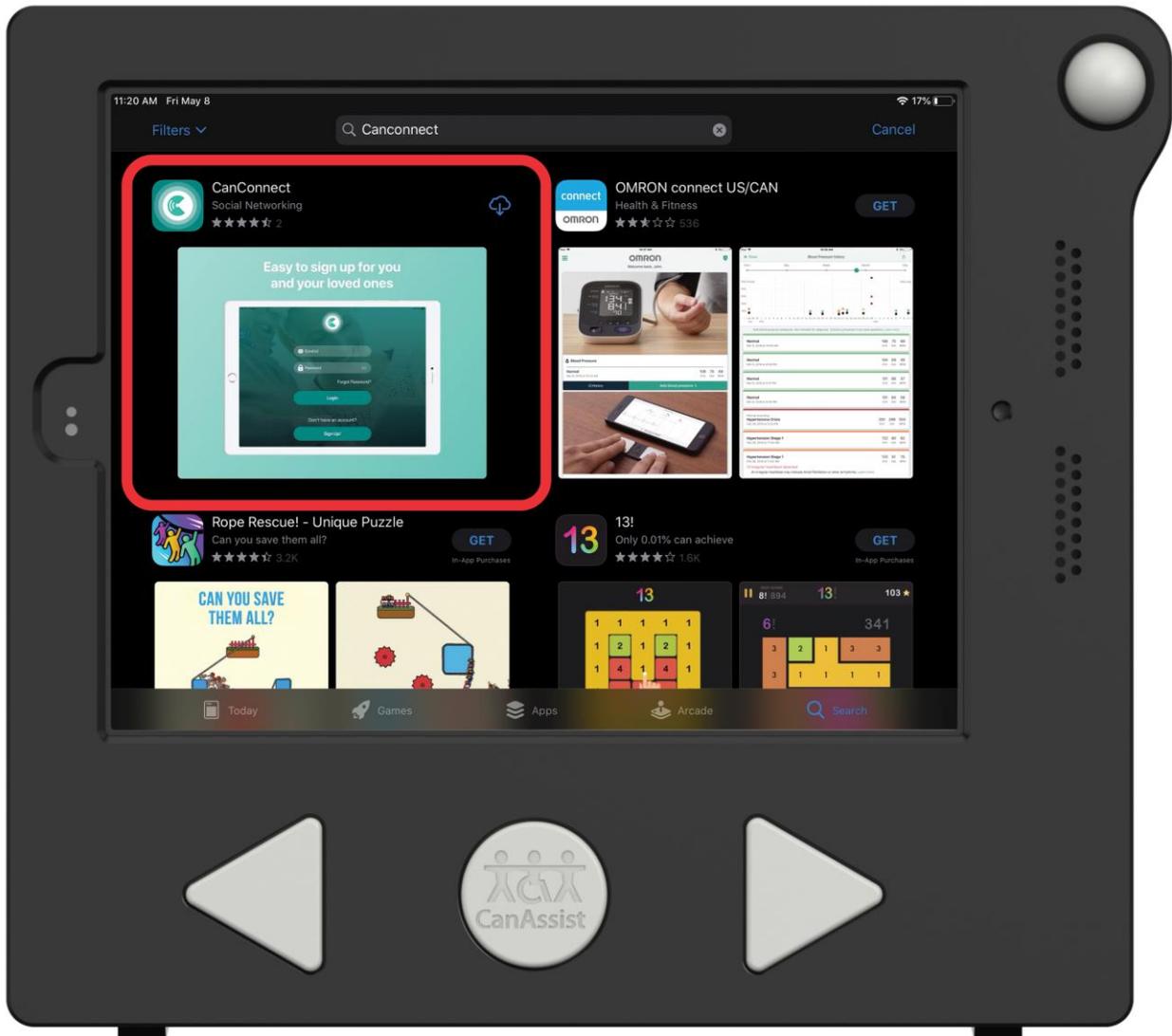
3. Tap the darker grey field to type.



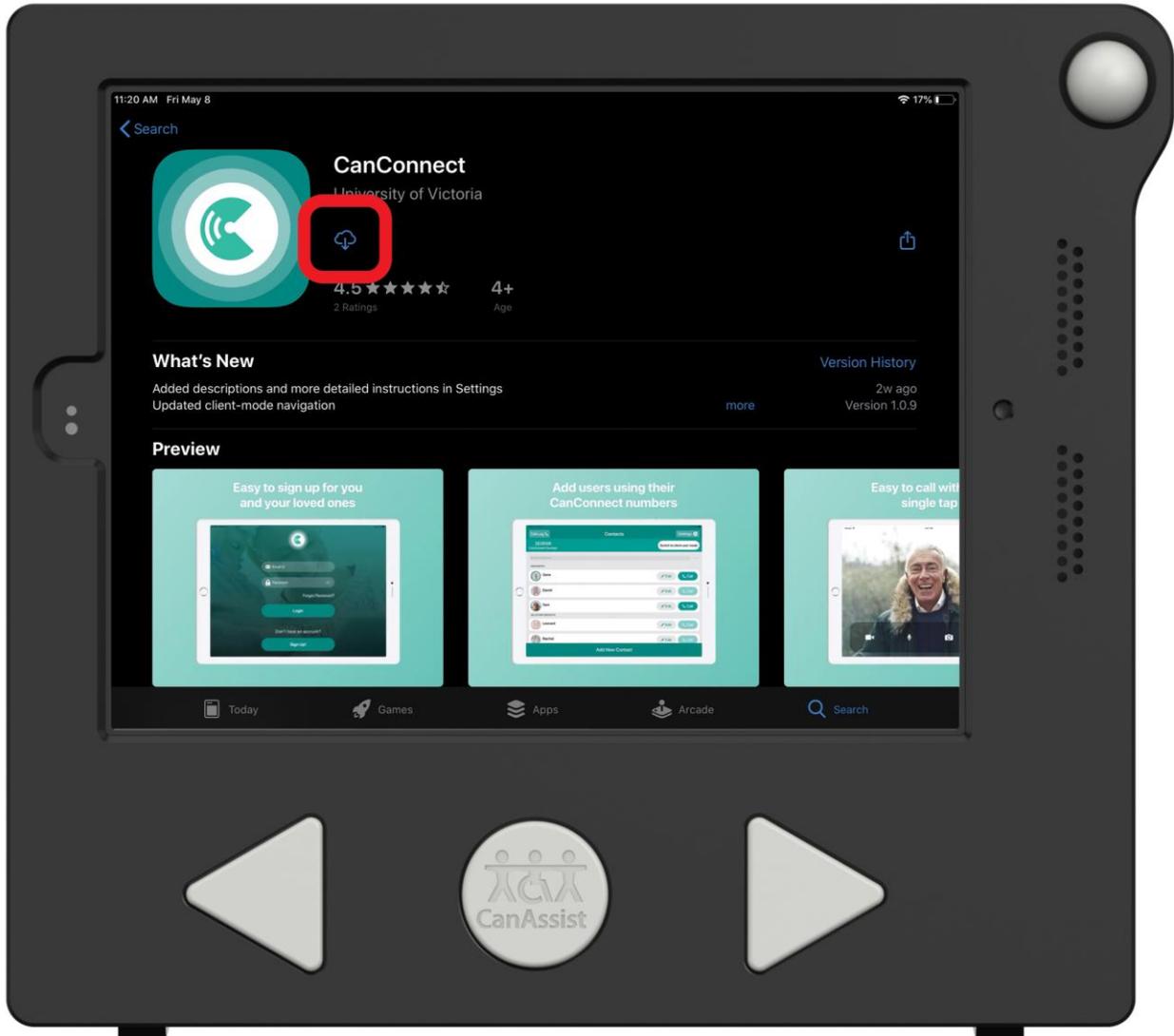
4. Type 'CanConnect' then tap the blue 'search' button on the keyboard.



5. Select the app matching the screenshot below.



6. Tap 'Install' to download and install the app.



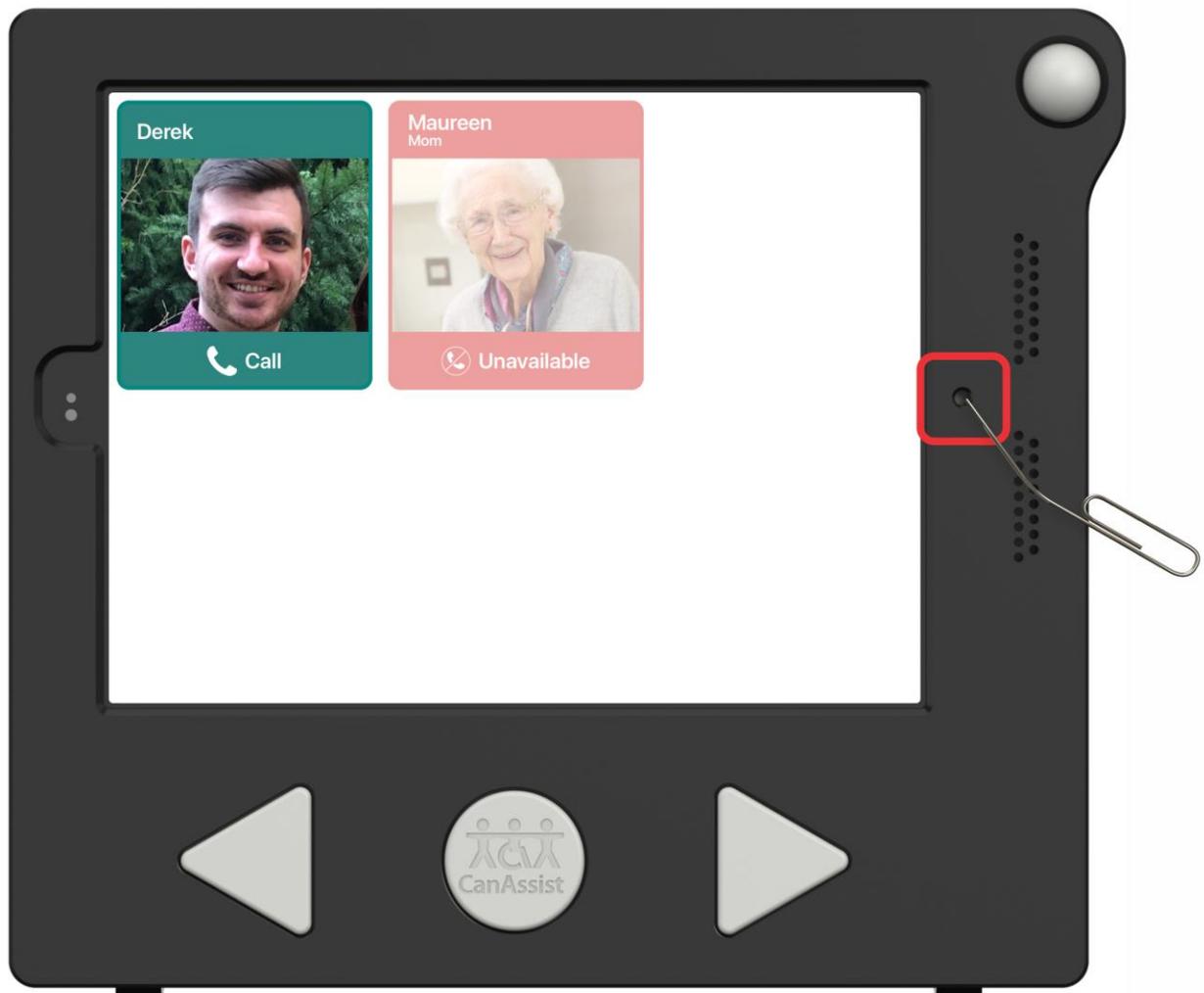
Signing up

Now that CanConnect has been downloaded, you can launch the app and sign up for an account for a client.

During this process you will be asked if you would like to allow CanConnect to access device features.

- **Allow device notifications:** enables CanConnect to send notifications to the client's device.
- **Allow access to the microphone:** enables CanConnect to send the client's audio to the person they are video calling.
- **Allow access to the camera:** enables CanConnect to send the client's video to the person they are video calling.

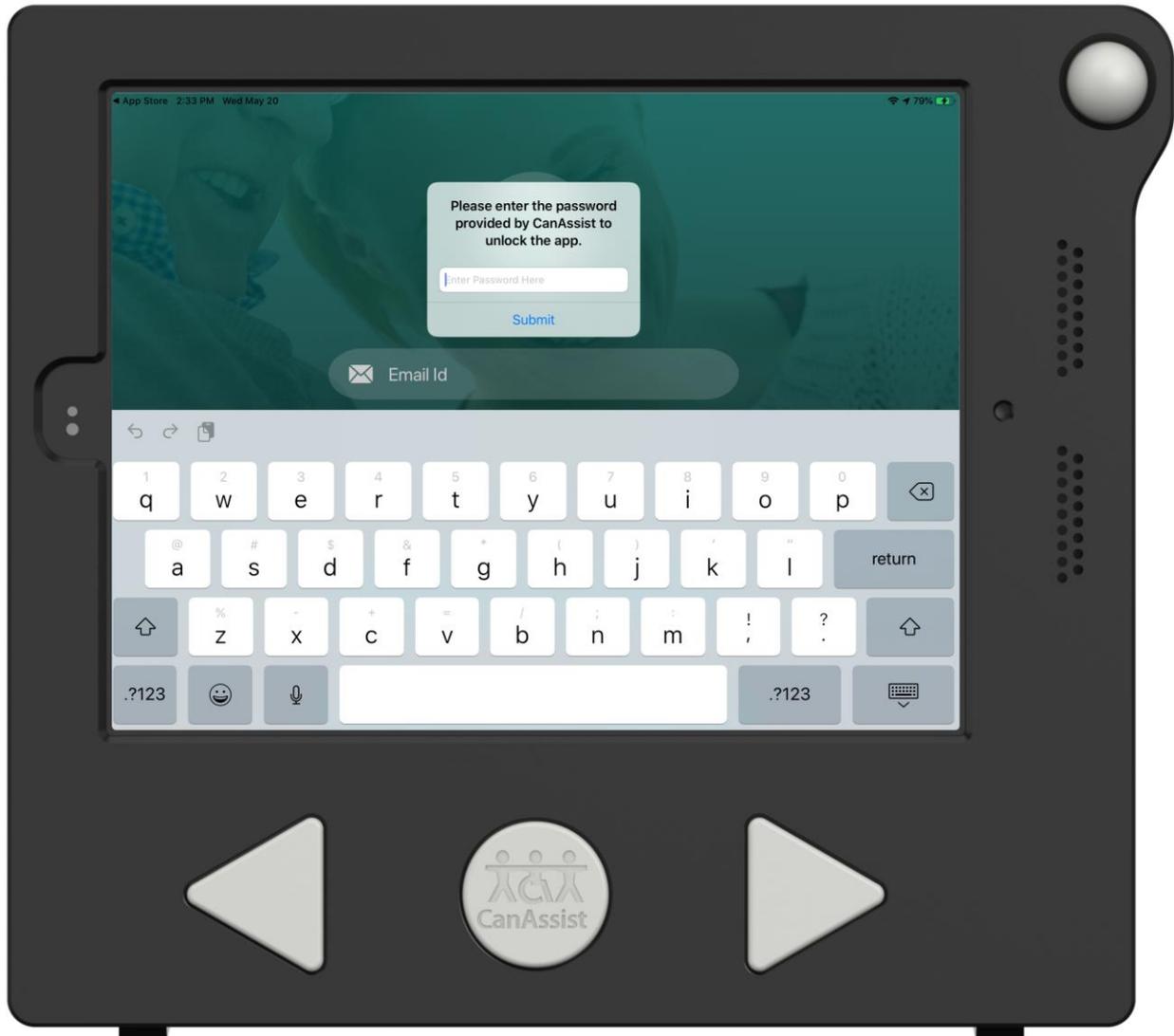
1. Once the app is downloaded and installed you should be able to find the icon on the homepage, press the home button by poking a small pointed object, such as a paperclip, through the hole in the case.



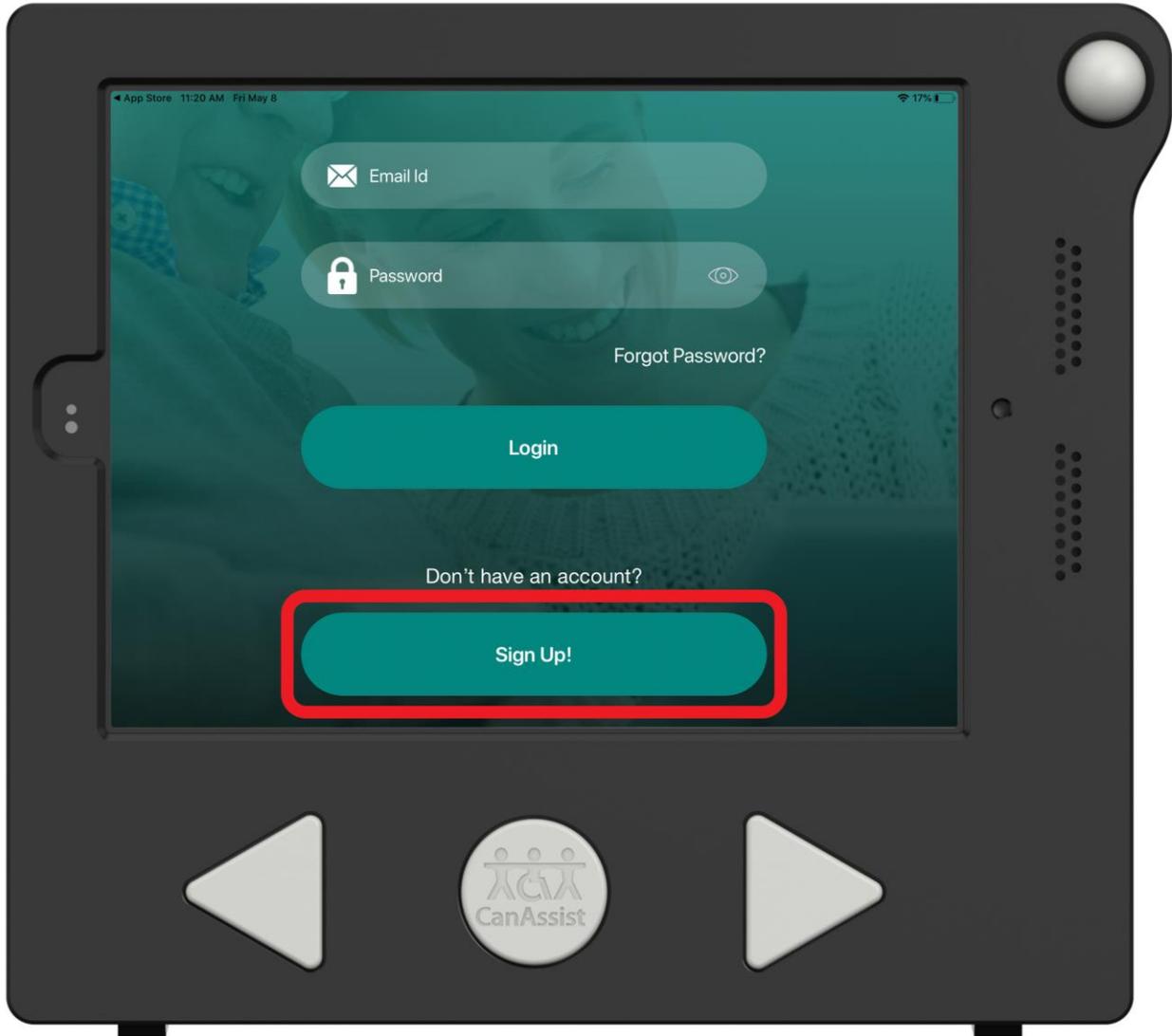
2. Tap on the CanConnect icon to launch the app.



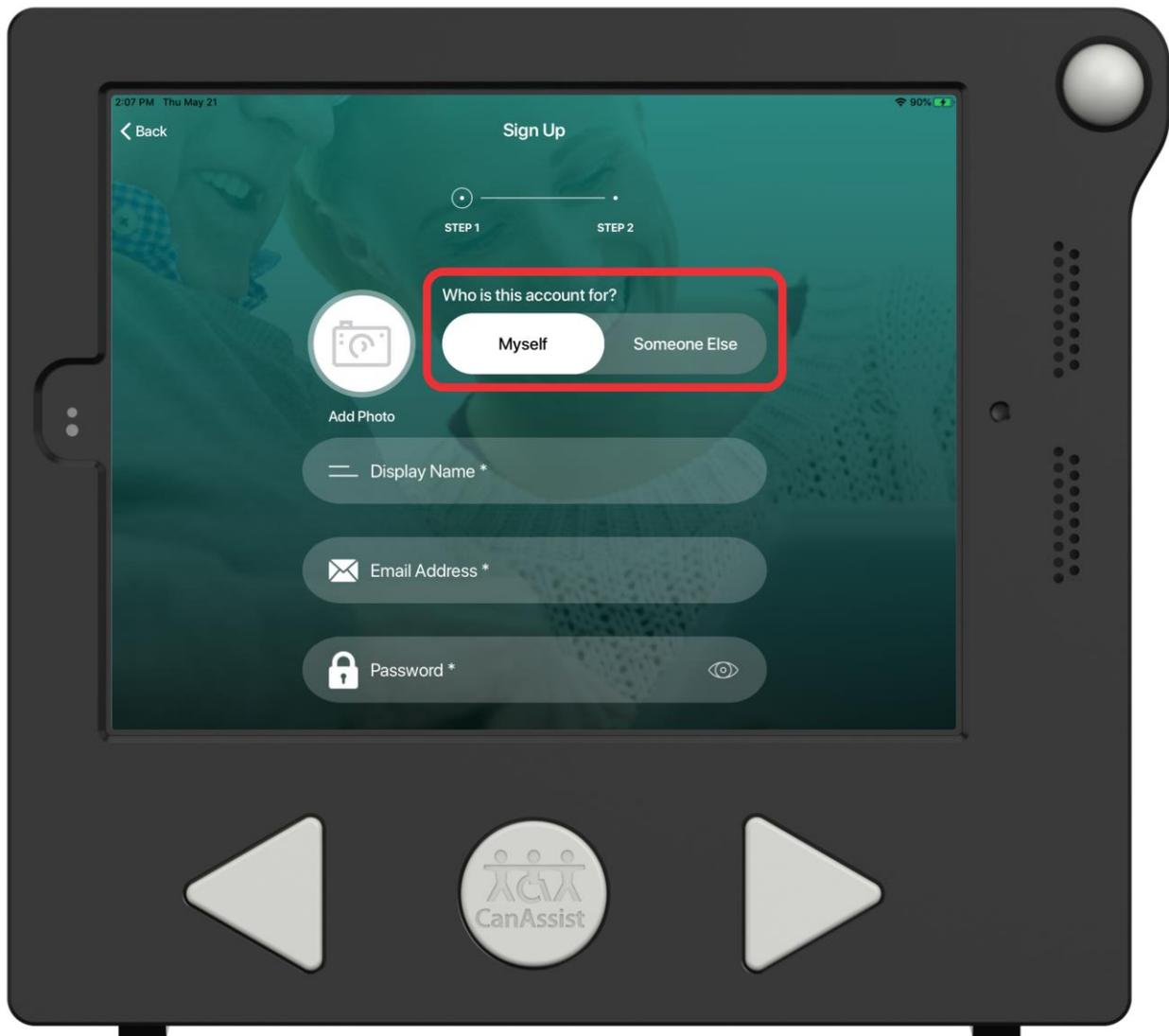
3. Since this is the first time this device is running CanConnect, it will prompt you to enter the password provided by CanAssist: CanCon2*2020



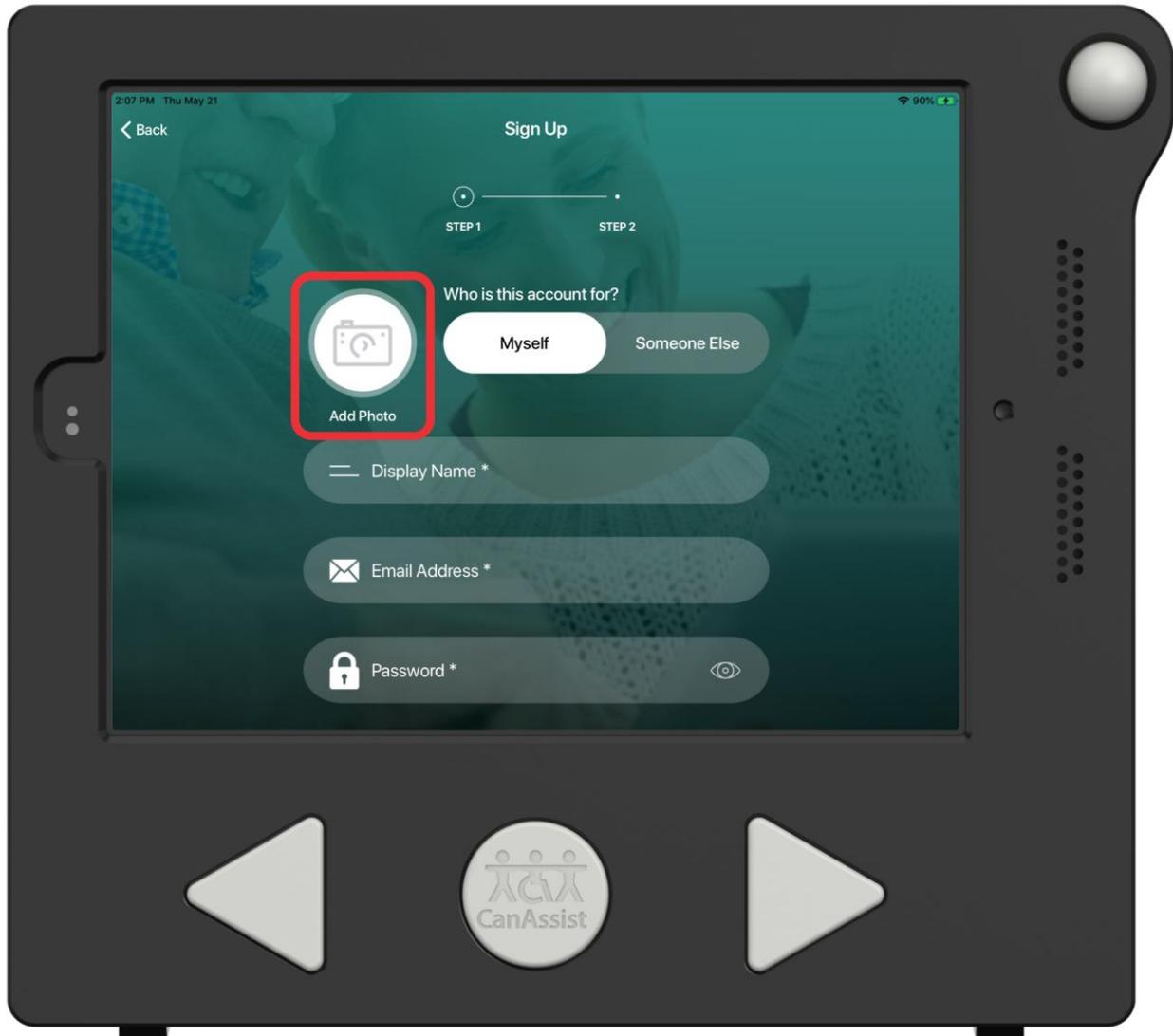
4. To create an account for a client, tap the 'Sign Up' button.



5. The app explains how to complete each part of Step 1, tap the screen to move to the next explanation. After going through all the explanations you will land on Step 1. To set up an account for a client choose 'Someone Else'.

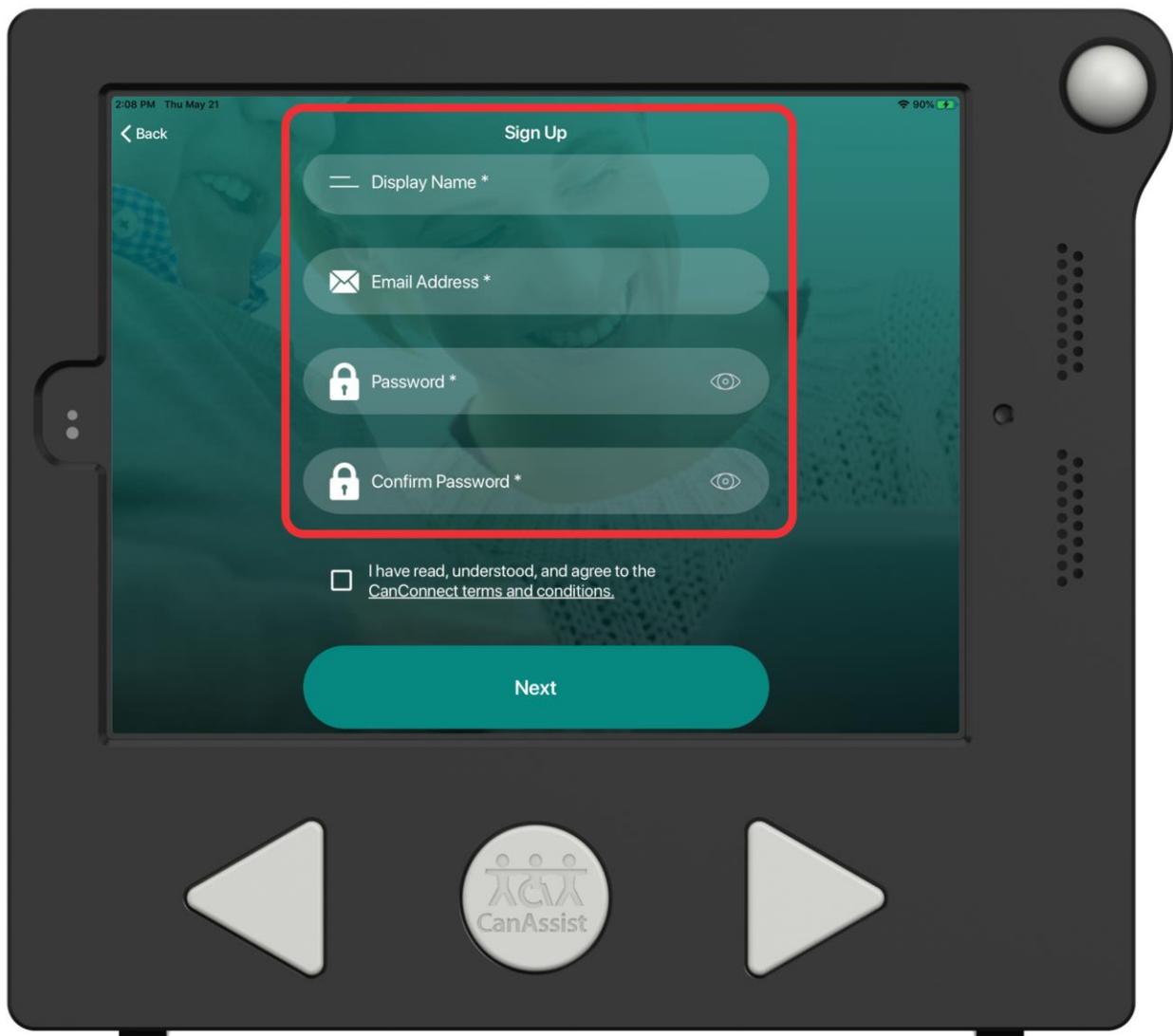


6. You will need to add a photo before moving to Step 2. You can either select a photo from the device's photo library or by activating the camera and taking a photo. The photo can be changed later.

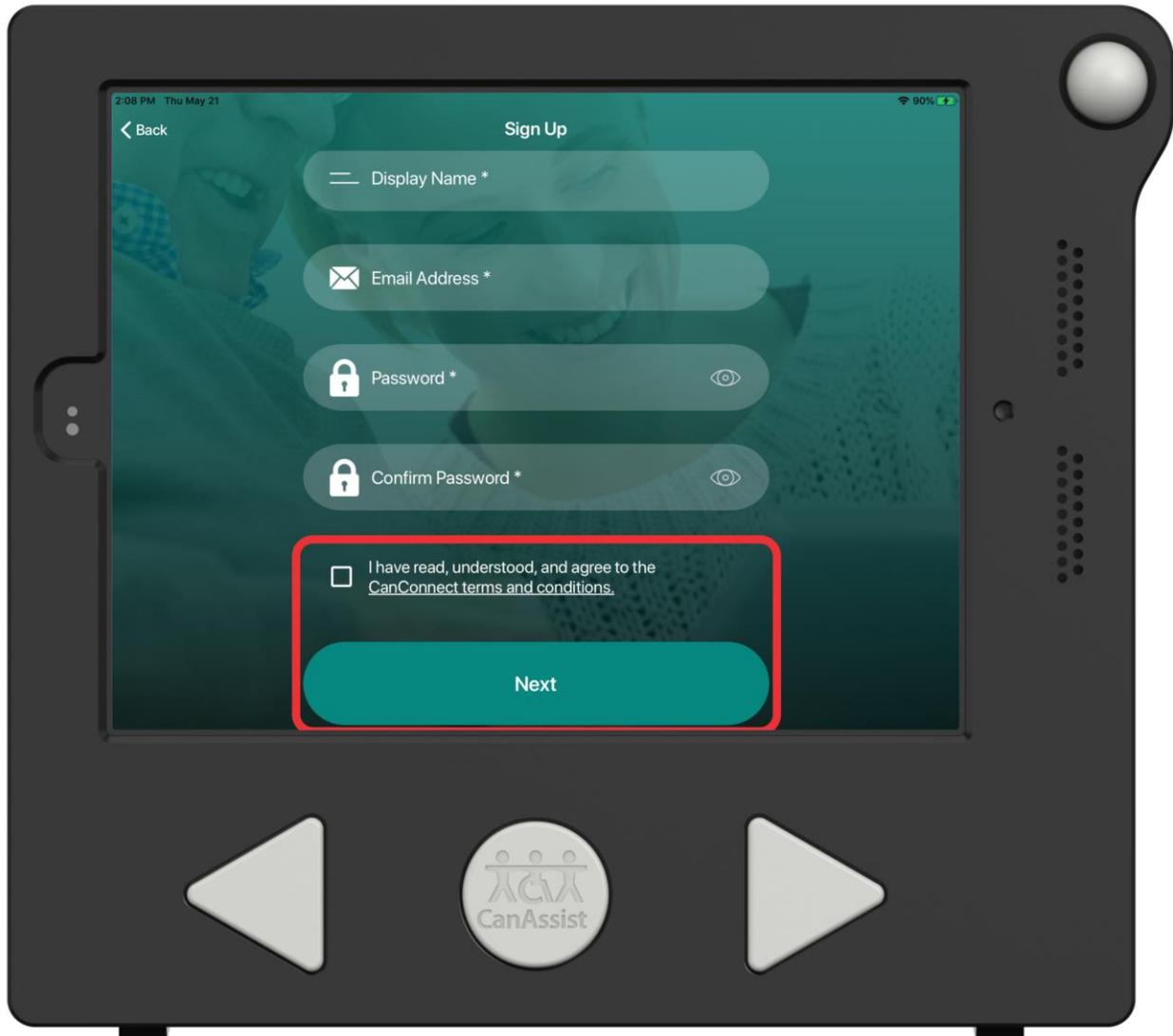


7. Next, fill in the client's name followed by their email address, and a password. The password must be:

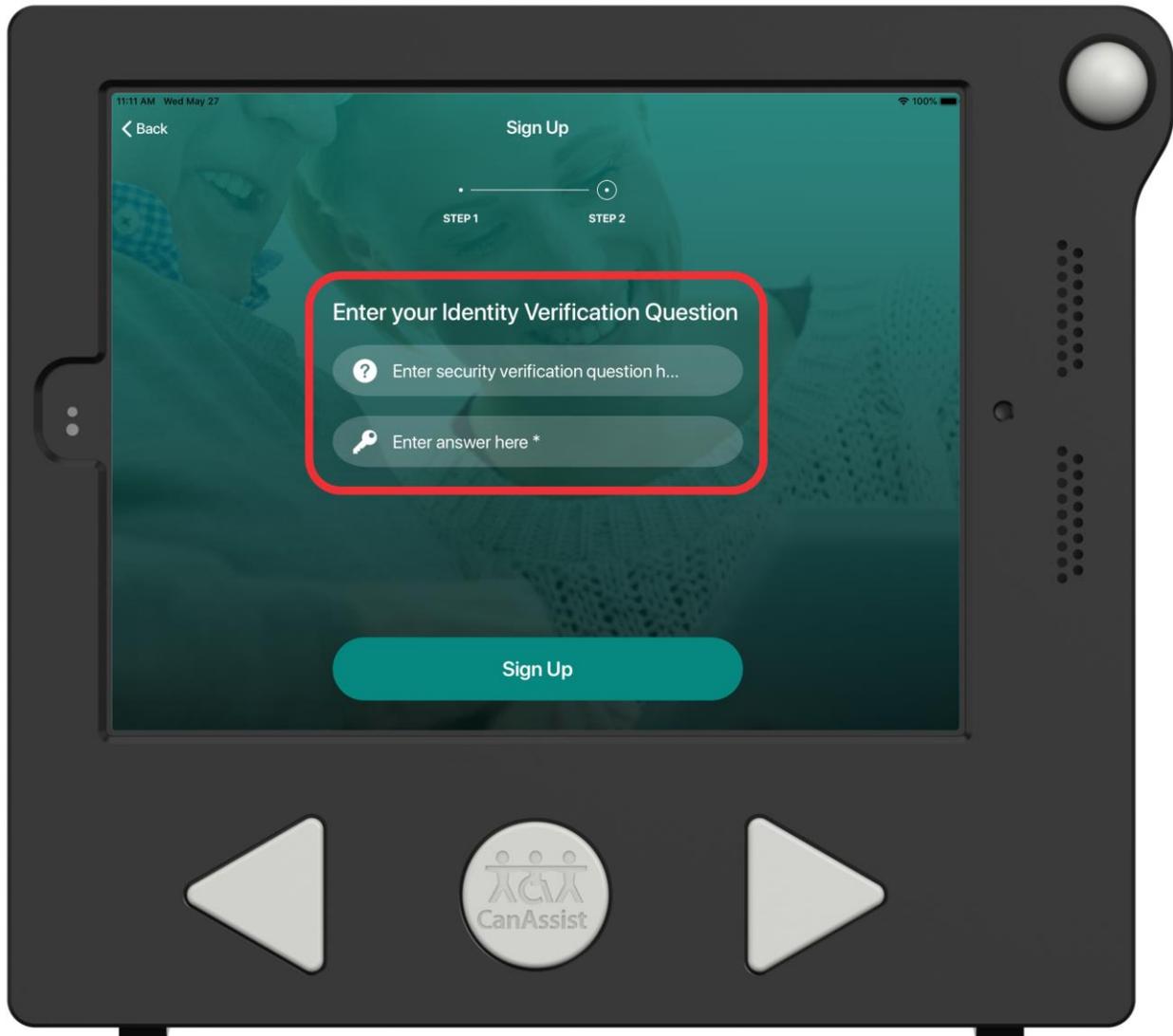
- more than six characters,
- no more than two consecutive repeating characters,
- at least one letter, and
- at least one number.



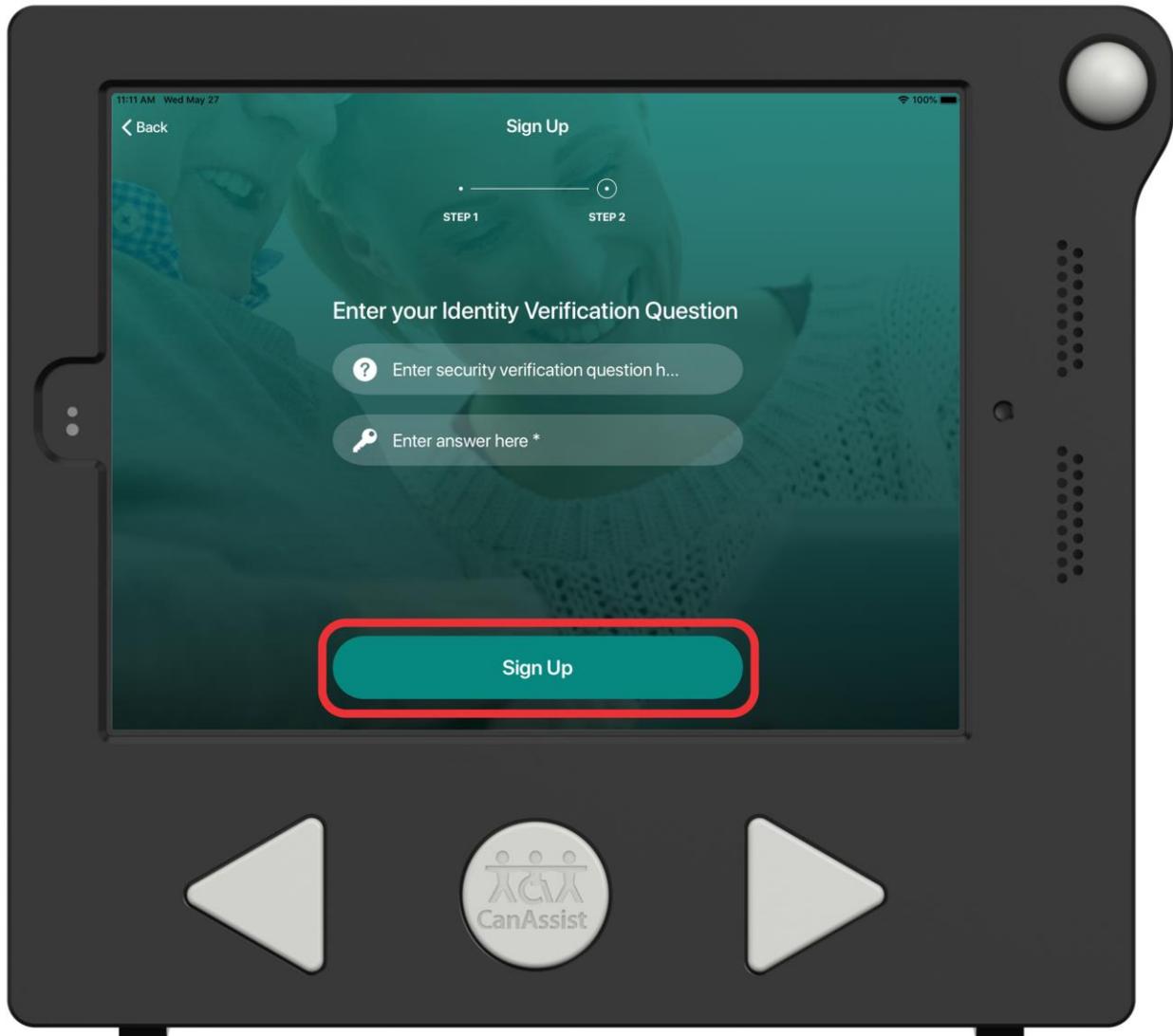
8. Once you have checked the box to indicate that you have read, understand, and agree to the CanConnect terms and conditions, you can move on to Step 2.



- The app explains how to complete each part of Step 2, tap the screen to move to the next explanation. After going through all the explanations you will land on Step 2. Next, you will need to enter an identity verification question. Choose a question you and your client will know. The answer must be at least four characters long and is not case sensitive.



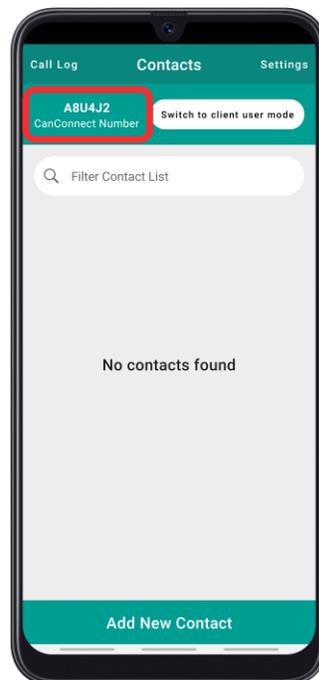
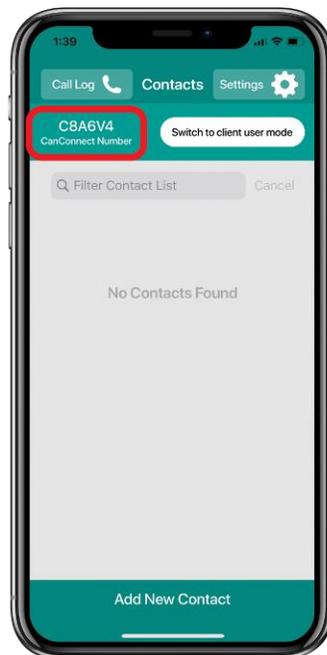
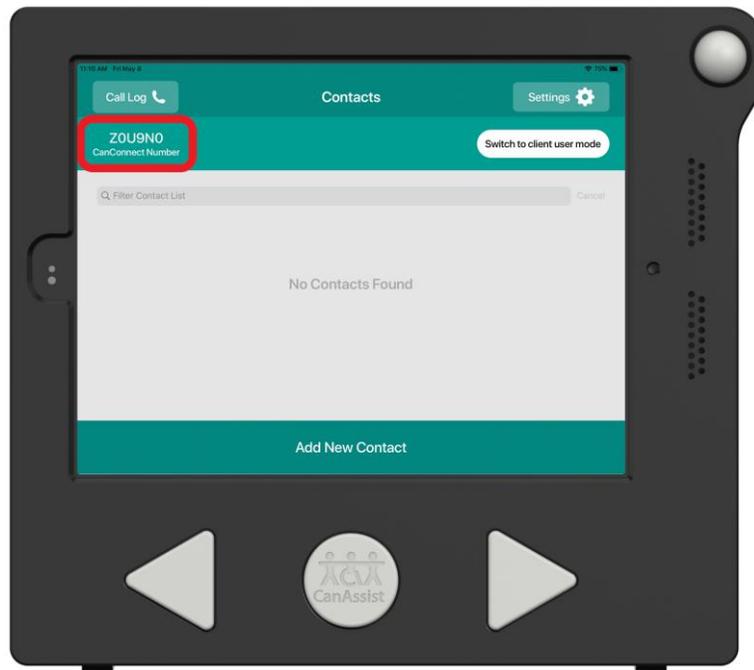
10. Finally, tap 'Sign Up' to finish the process. The app explains the different part of the Contacts Screen, tap the screen to move to the next explanation. After going through all the explanations you will land on the Contacts Screen. You will see the Contacts Screen and the client's unique CanConnect Number in the upper left corner below 'Call Log'.



If you already have your account set up and your CanConnect number ready, you can now add a contact.

Adding a contact on a client's device

In order to add a contact, you will need their CanConnect number. Once logged in to an account, the CanConnect number will be displayed in the upper left-hand corner of the Contacts Screen.

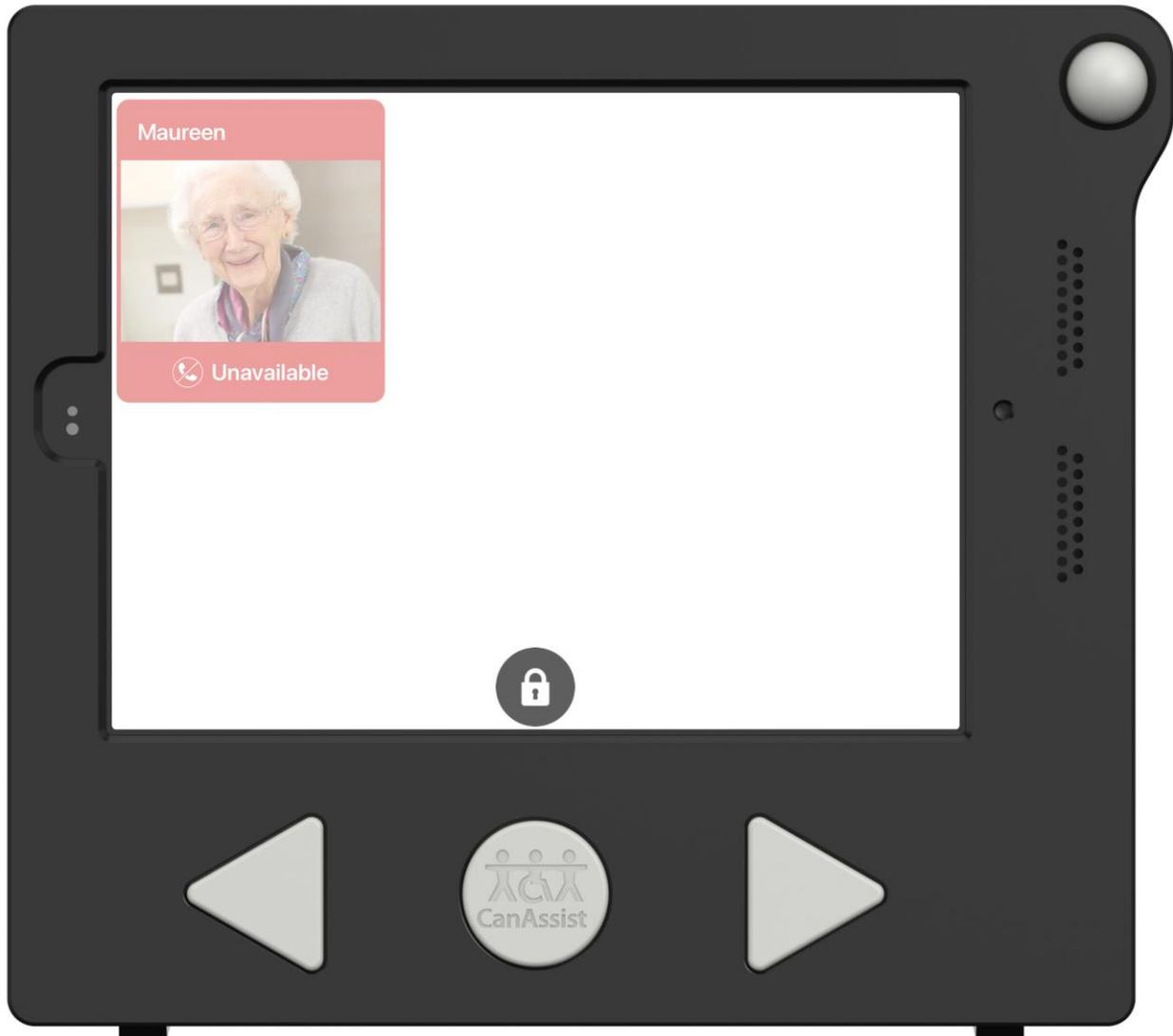


If the client's device is in Client User Mode you will need to exit in order to continue.

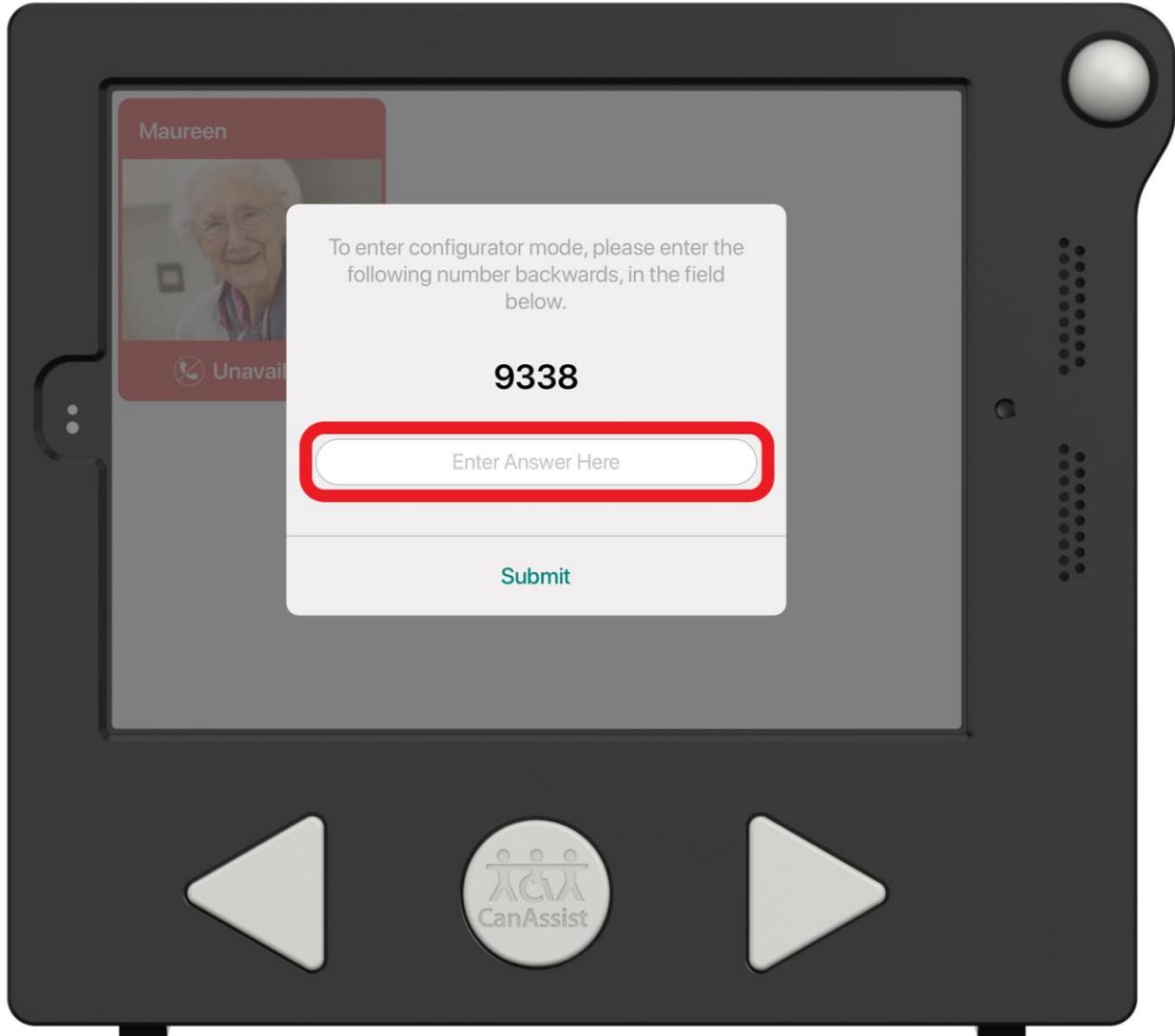
1. To leave Client User Mode, hold your finger on the screen for five seconds.



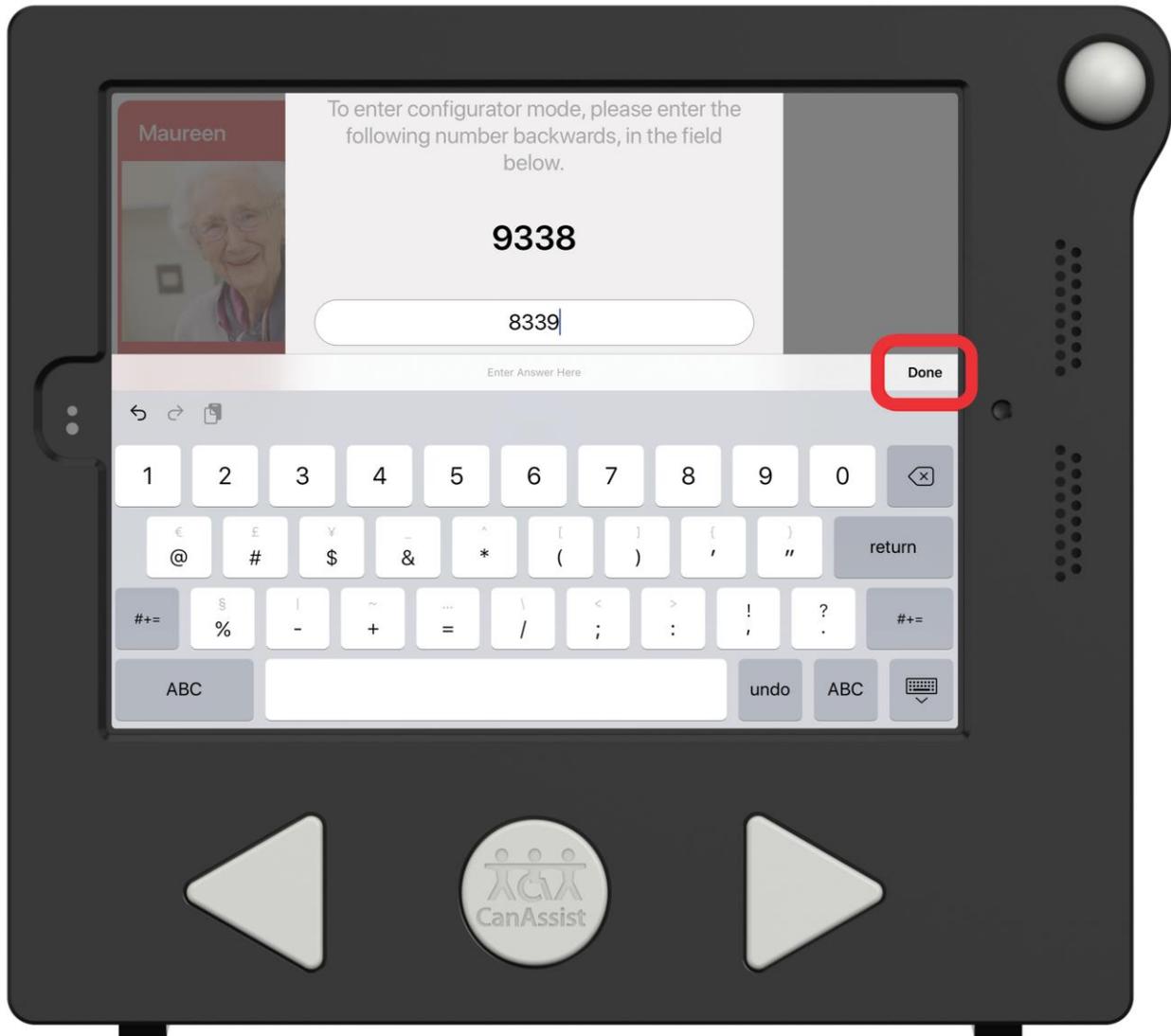
2. A lock button will appear at the bottom of the screen. Tap the lock button.



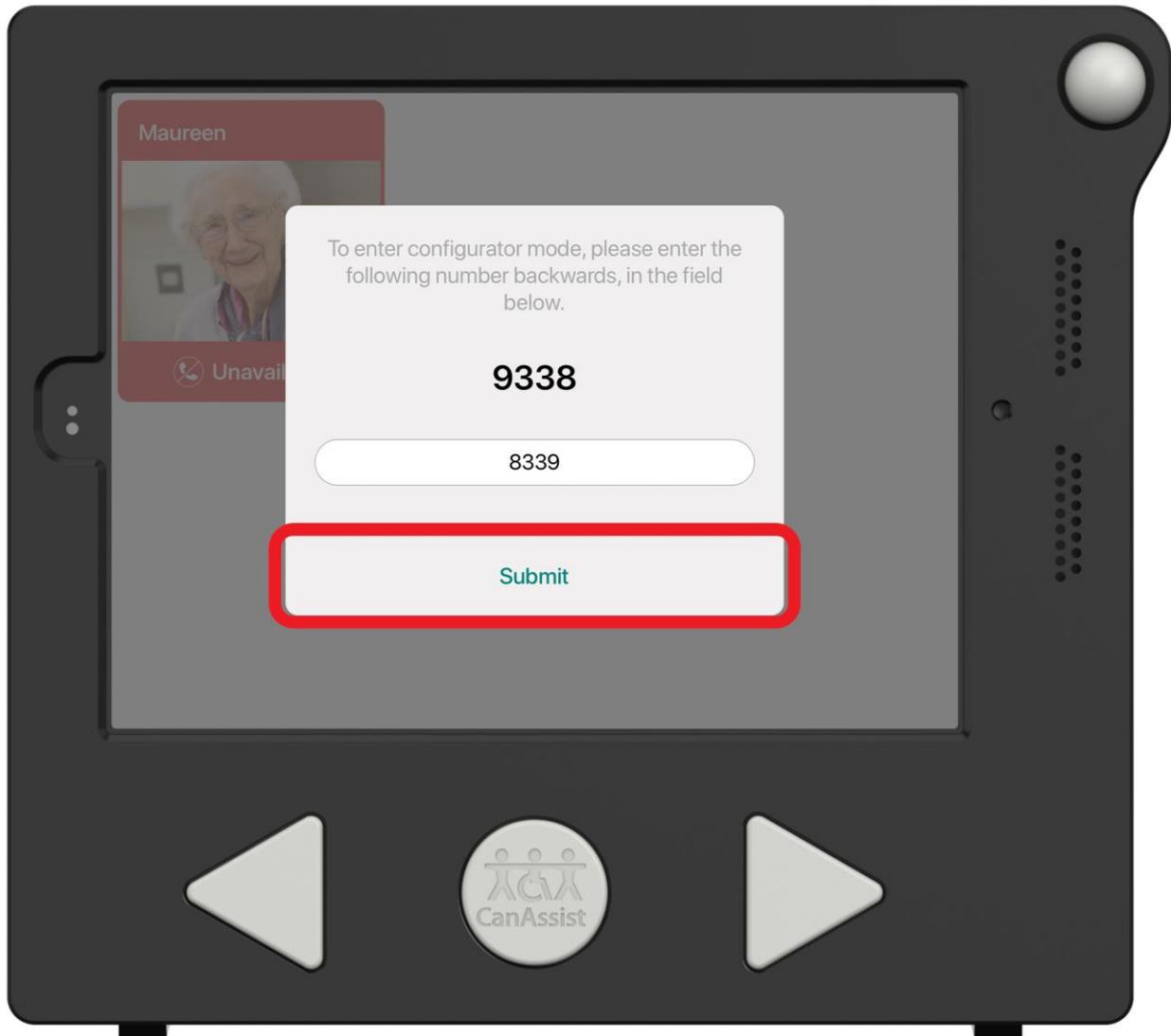
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



4. Type the sequence in backwards and tap 'Done'.

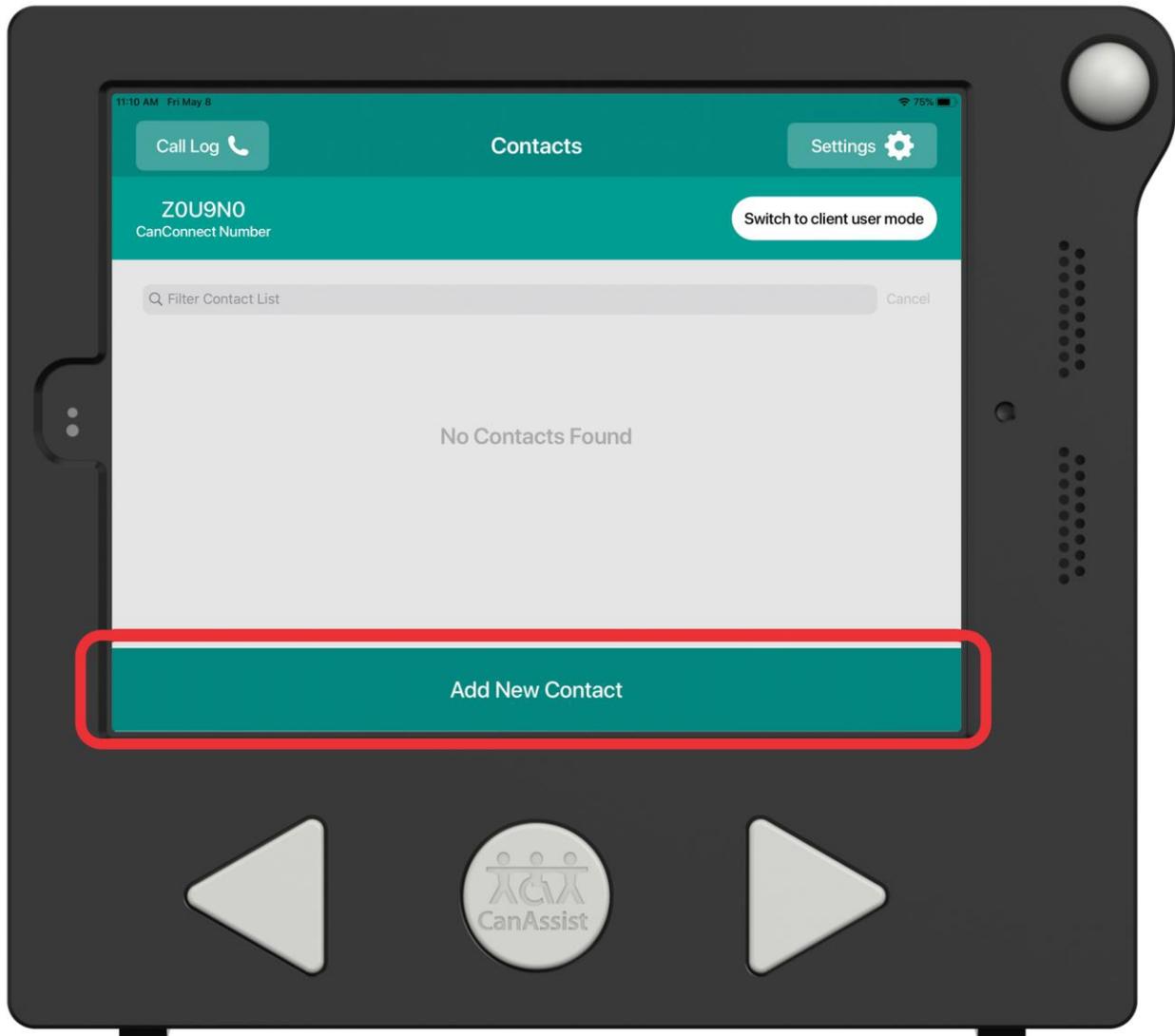


5. Tap 'Submit'.

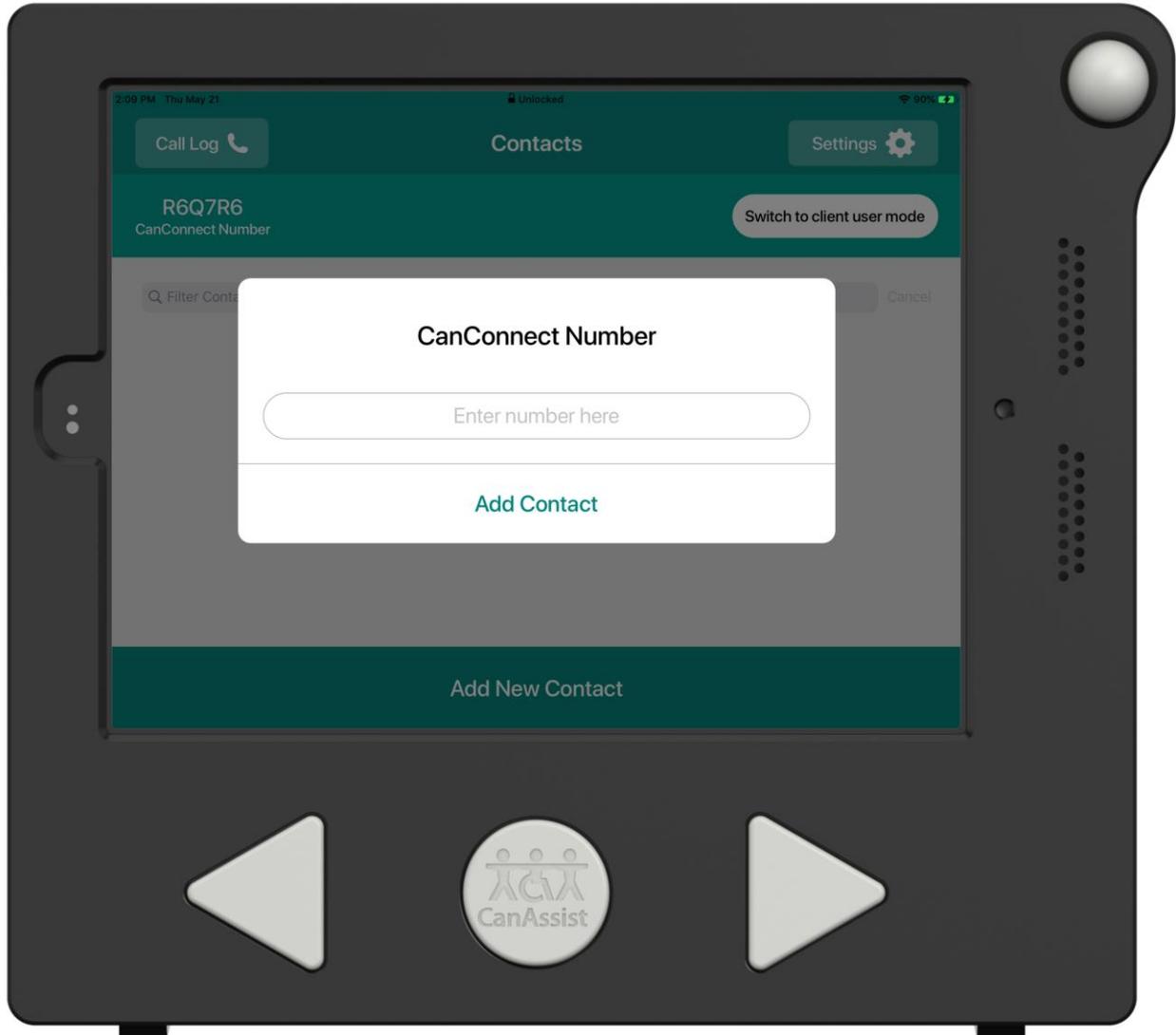


To begin, you should be on the Contacts Screen.

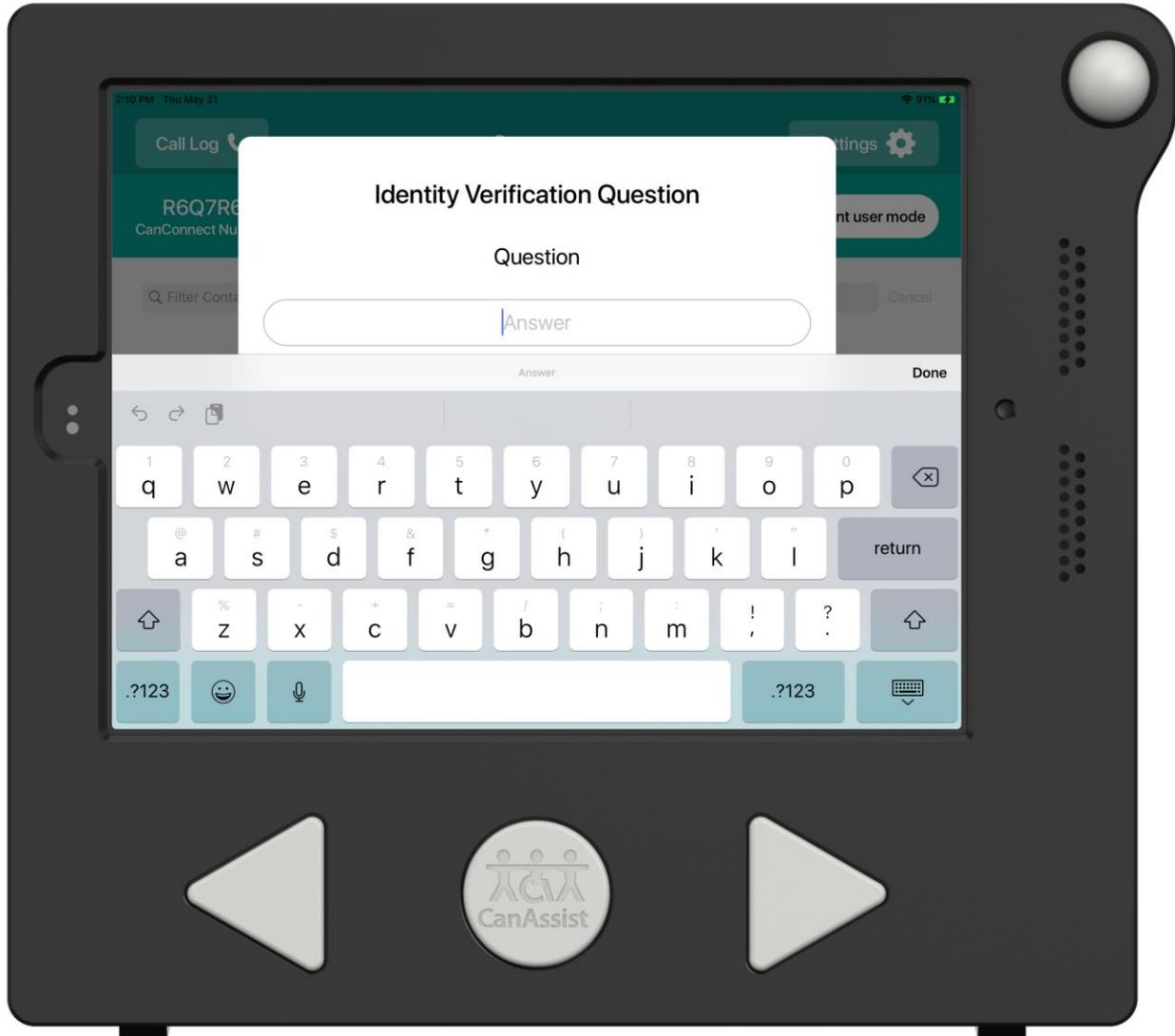
1. Tap the large green 'Add New Contact' button at the bottom of the screen.



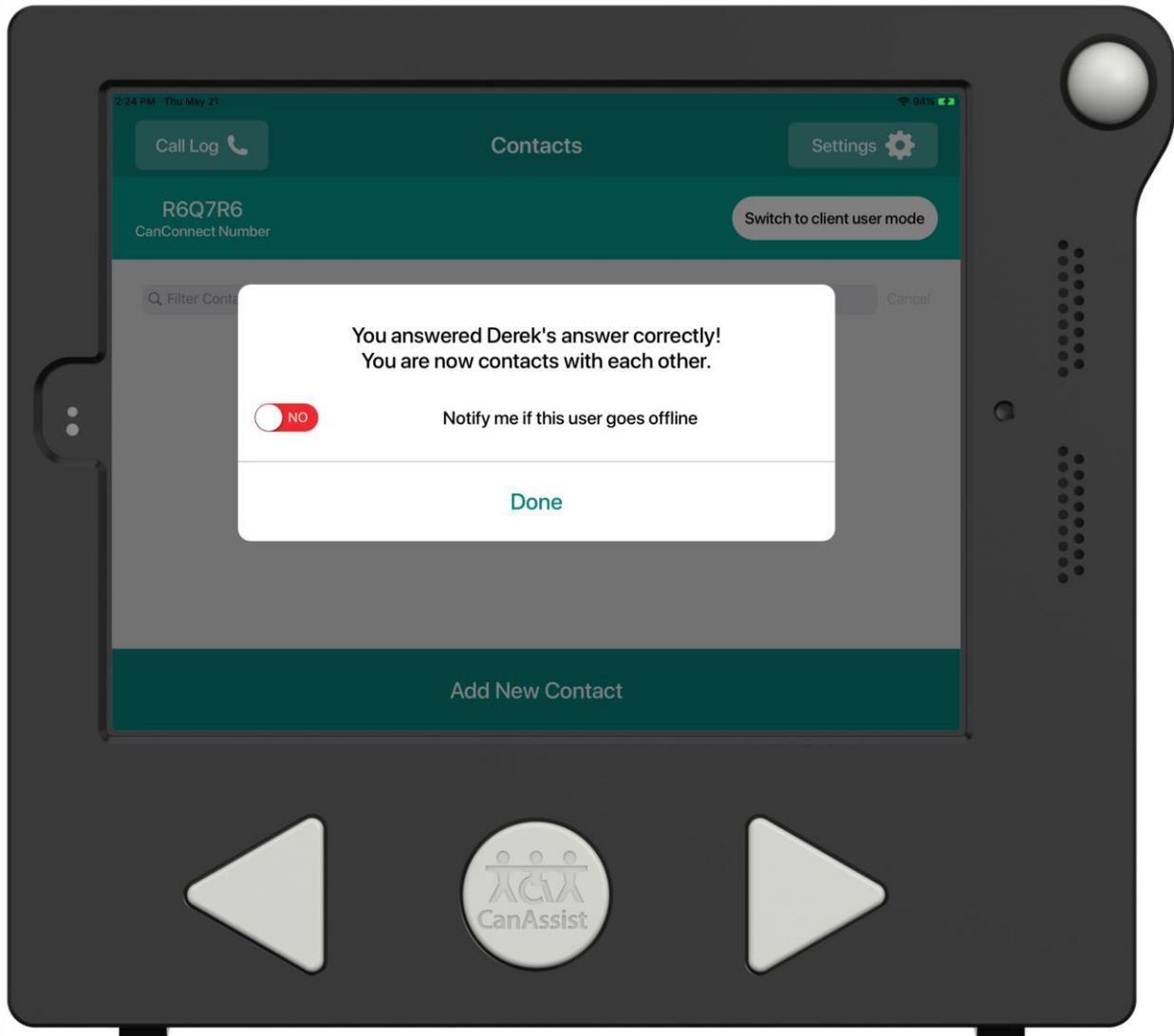
2. Enter the CanConnect number of the person you wish to add and tap 'Add Contact'.



3. You will be asked the identity verification question for the person you are adding.



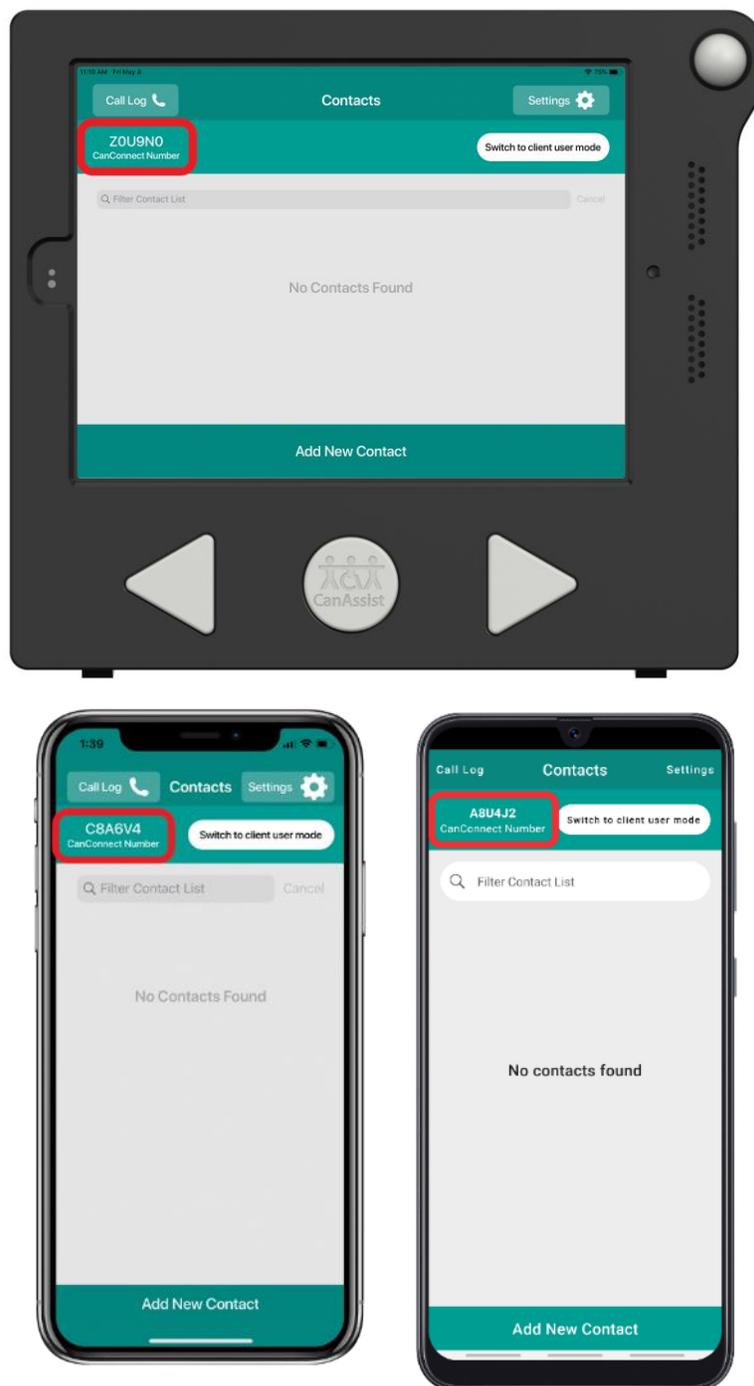
4. After correctly answering the question you will have the option to be notified if the user you added goes offline. Notifications will not appear once the client's device is put into Client User Mode – so it is best to select 'No'. Once you have made a decision, tap 'Done'.



You will be added to each other's list of contacts.

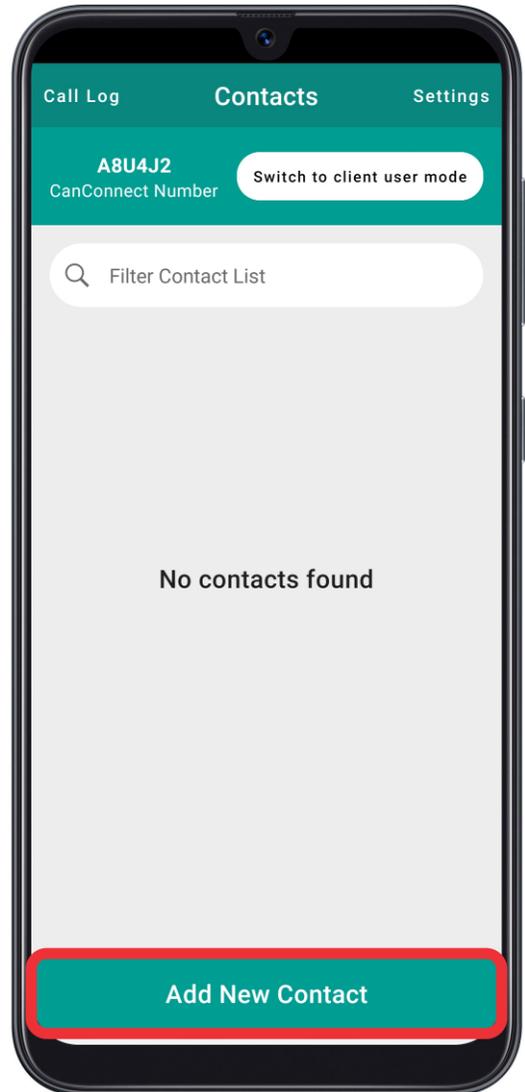
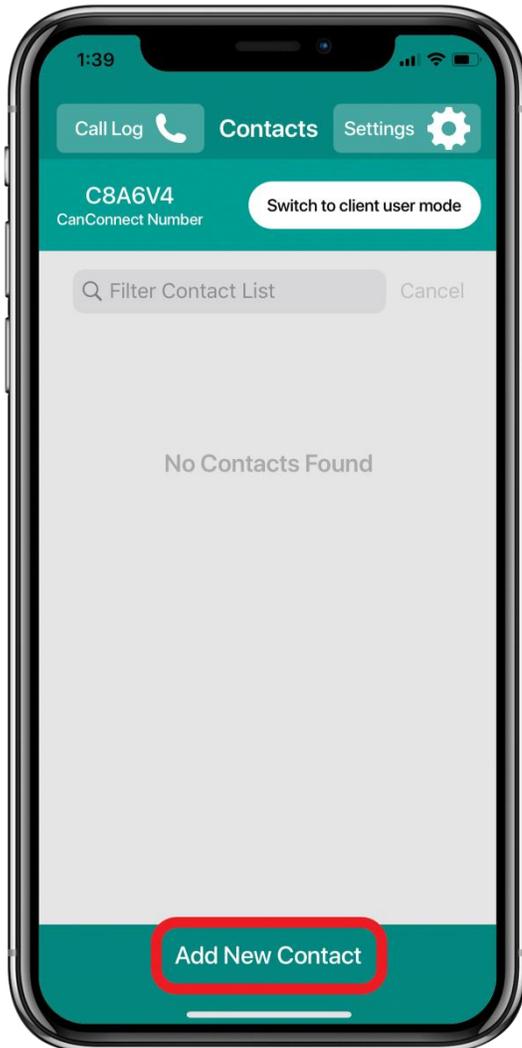
Adding a contact on your device

In order to add a contact, you will need that person's unique CanConnect number. Once logged in, an account's CanConnect number is displayed in the upper left-hand corner of the Contacts Screen.

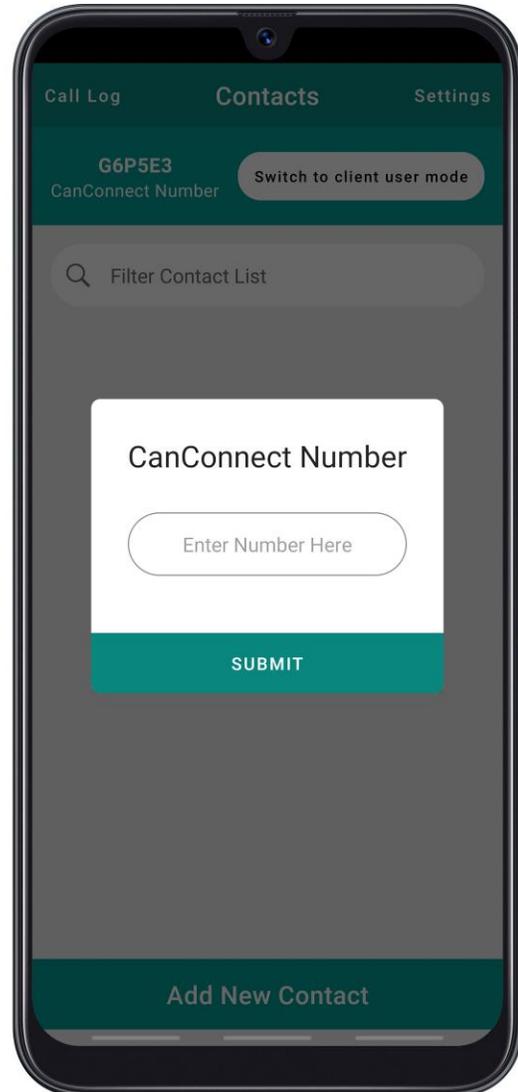
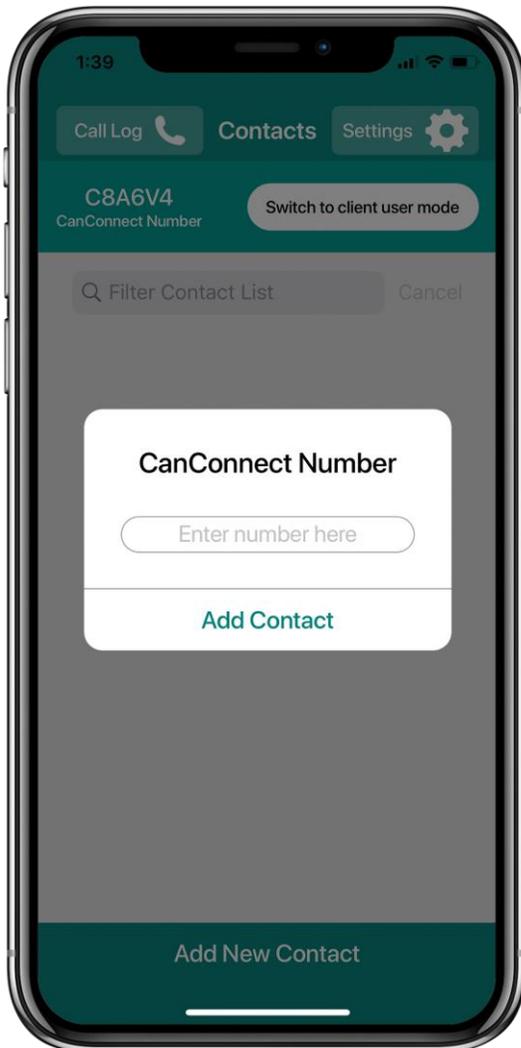


To begin, you should be on the Contacts Screen.

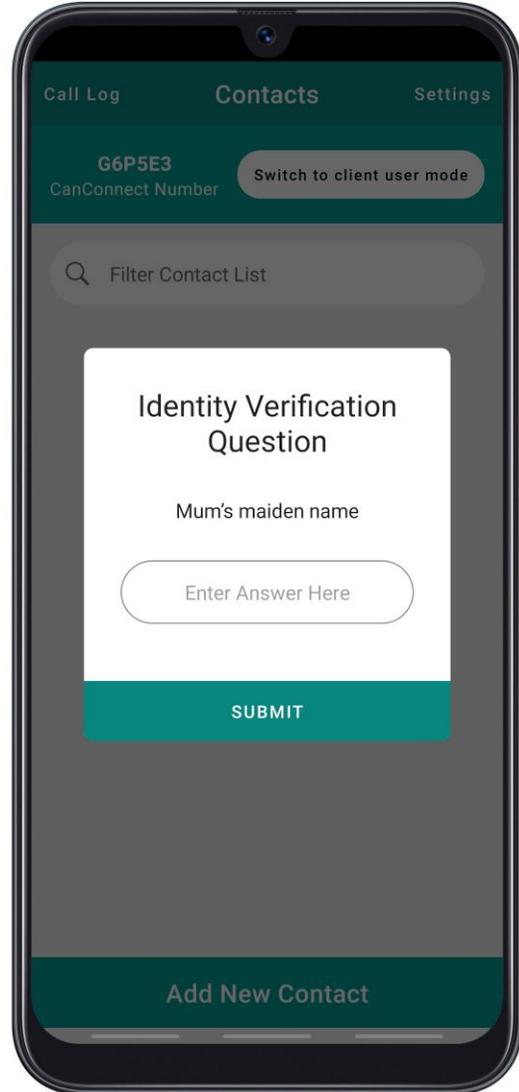
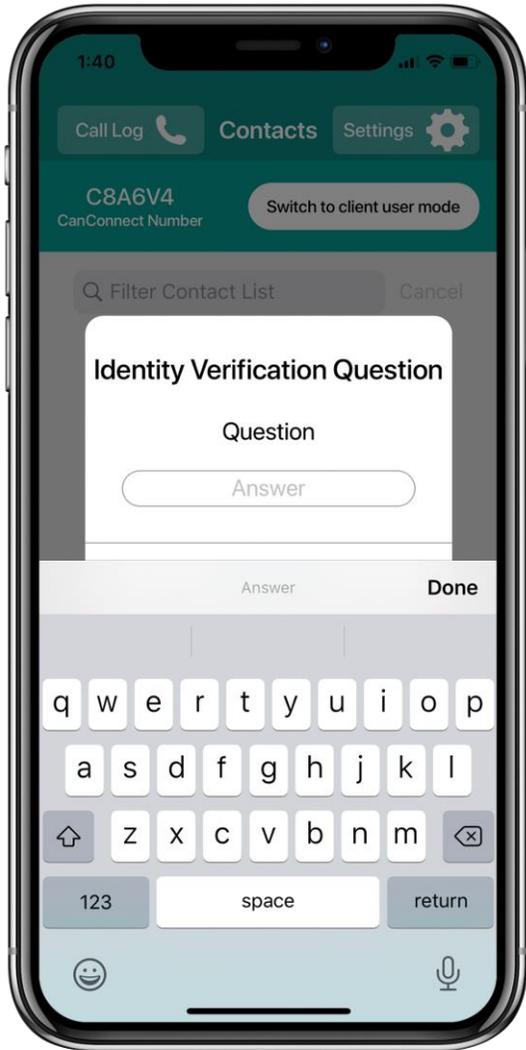
1. Tap the large green 'Add New Contact' button at the bottom of the screen.



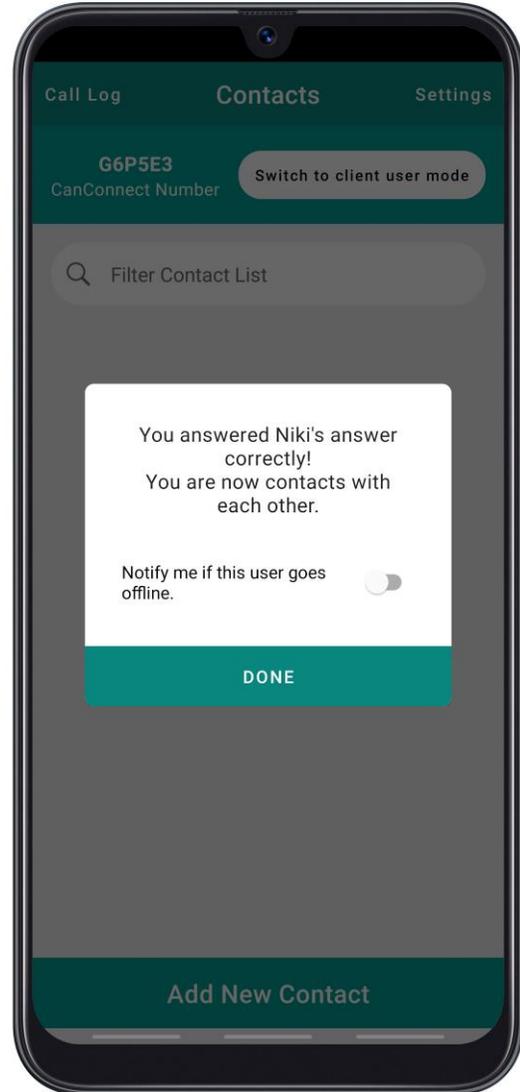
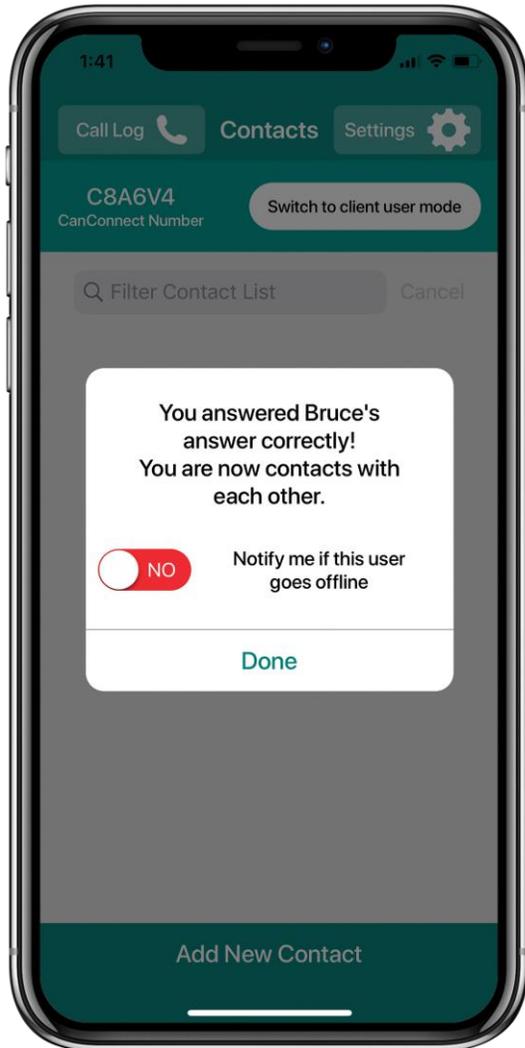
2. Enter the number and tap 'Add Contact' on iOS devices or 'Submit' on Android devices.



- You will be asked the identity verification question for the person you are adding.



4. After correctly answering the question you will have the option to be notified if the user you added goes offline. Offline notifications are useful for a client who should not go offline. Once you have made a decision, tap 'Done'.



You will be added to each other's list of contacts.

CanConnect Device Setup

For clients using a CanConnect Device, there are a few things to set up.

First, ensure the CanConnect Device is connected to a reliable power source. The device should be placed so it cannot easily be unplugged from the wall.

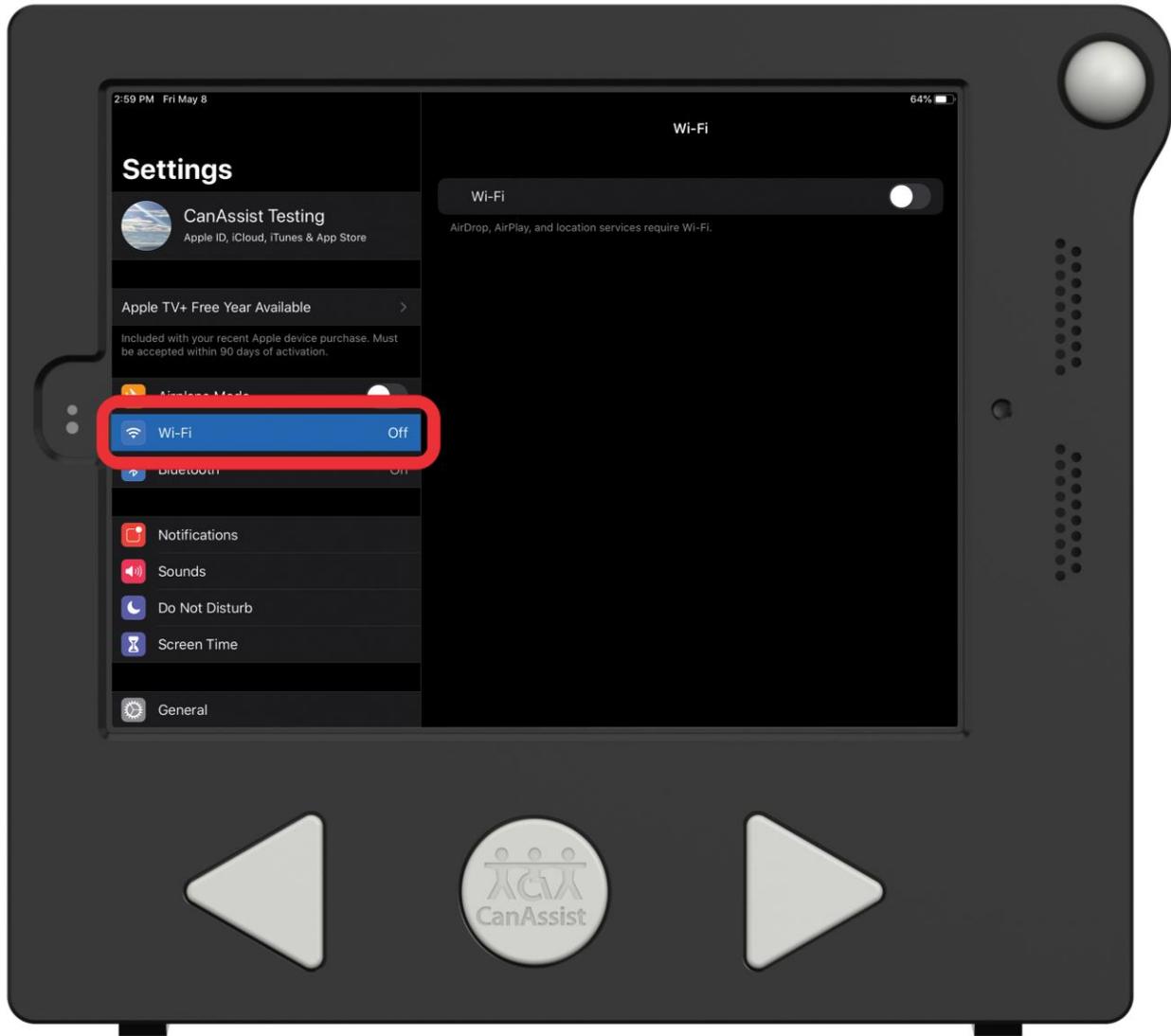
Connecting to Wireless Internet (Wi-Fi)

The iPad will need to be connected to the wireless Internet (Wi-Fi). To do this you will need to access the iPad's home button. The case intentionally makes the button difficult to access so the client does not unintentionally exit the app. You can access the home button by using a paper clip or small pointed object through the front of the case, and then follow the steps below:

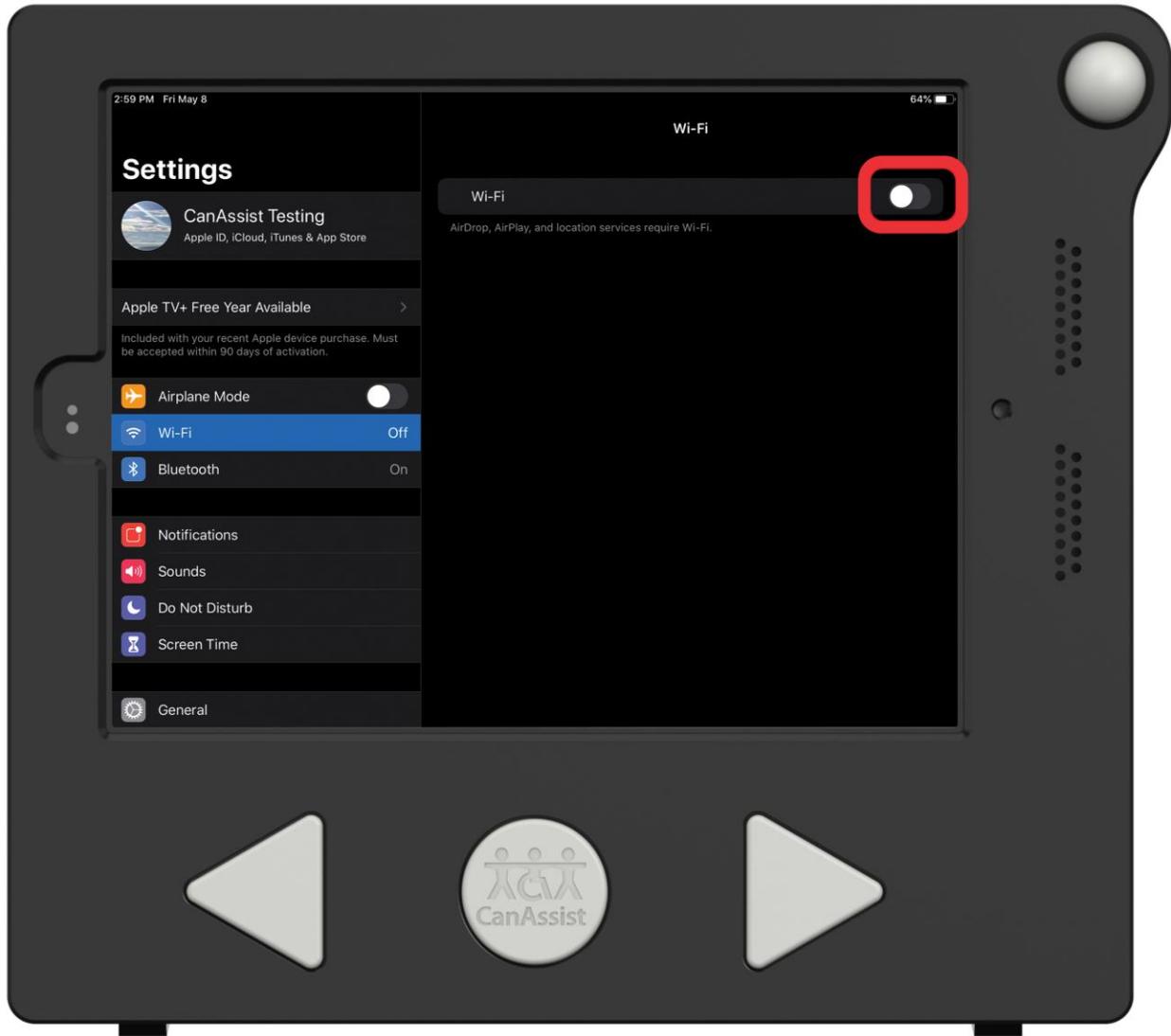
1. Find the iPad's 'Settings' icon, and tap it once.



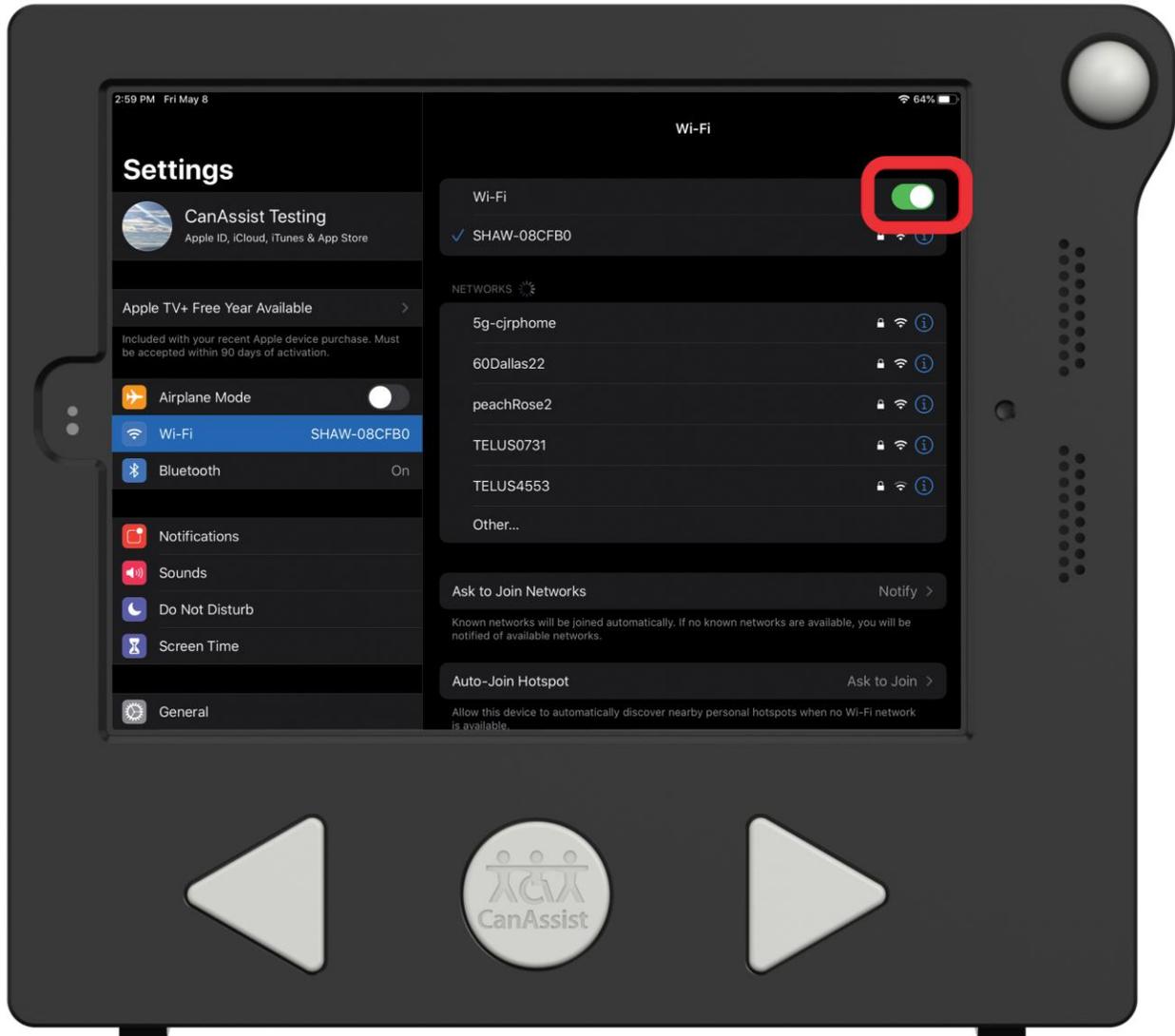
2. On the left-hand side of the screen tap 'Wi-Fi'.



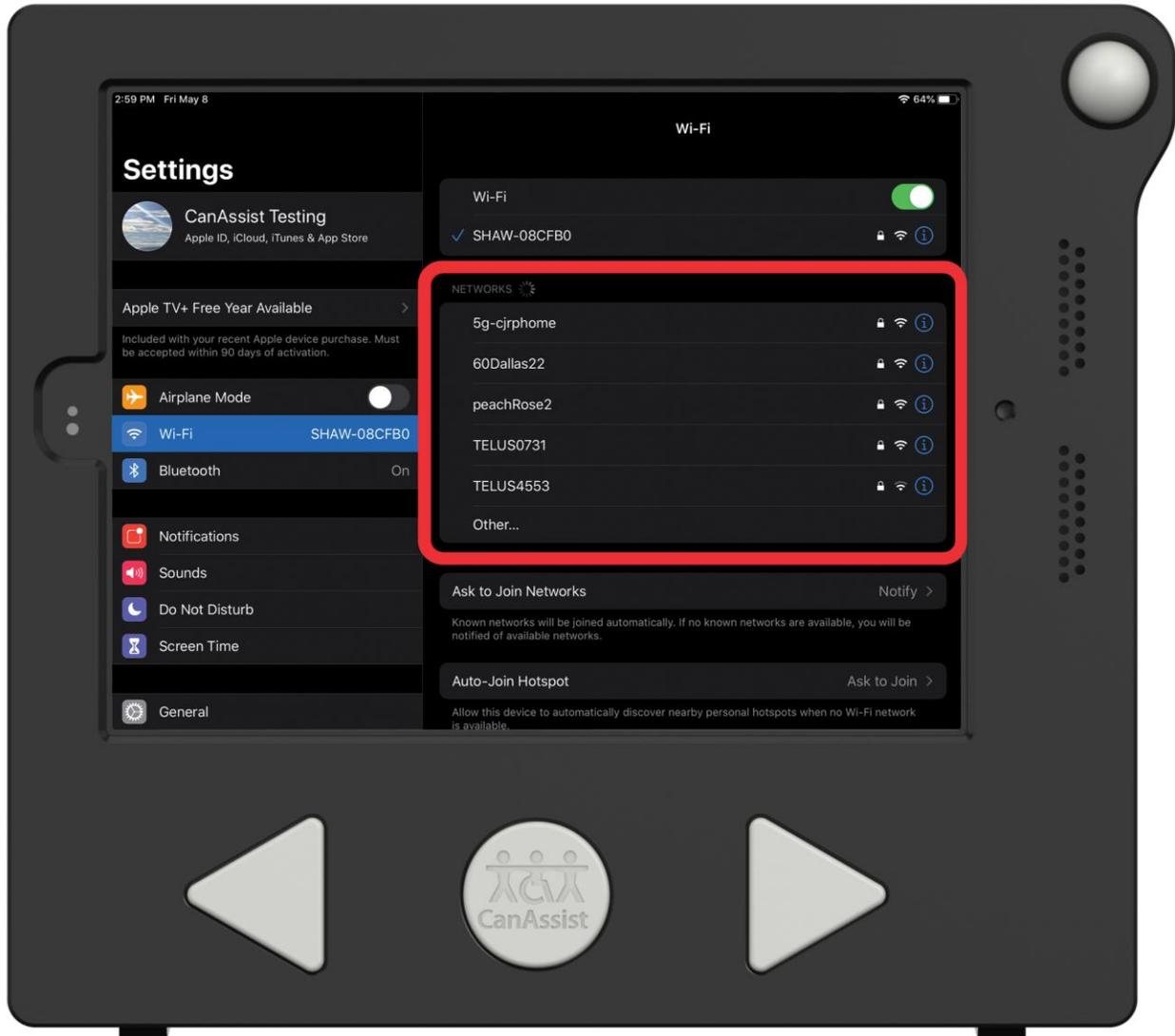
3. Ensure the Wi-Fi is turned on by tapping the toggle icon on the far right.



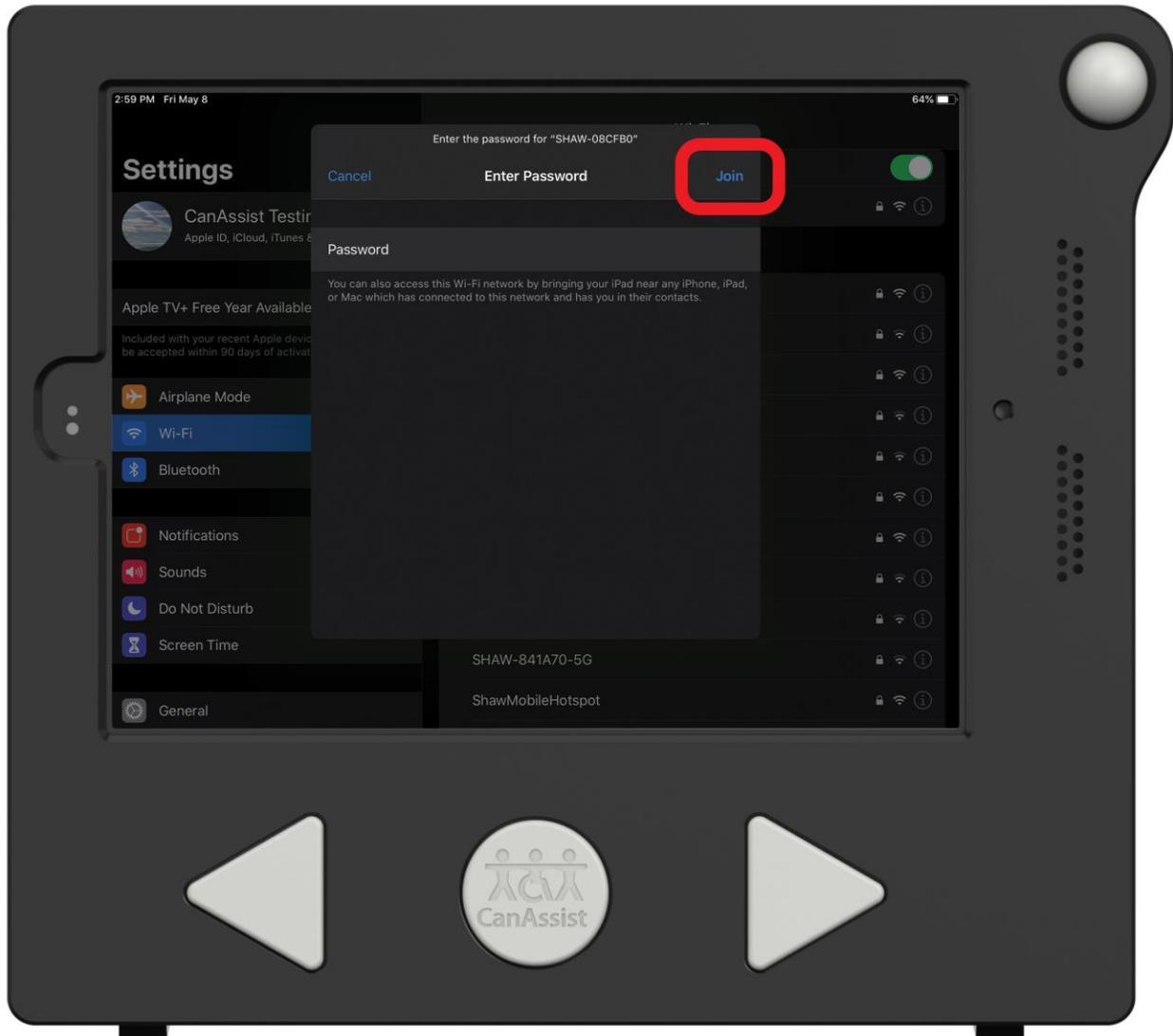
- When the Wi-Fi is enabled, the toggle icon's circle will be over on the right side, and the left side will be coloured green.



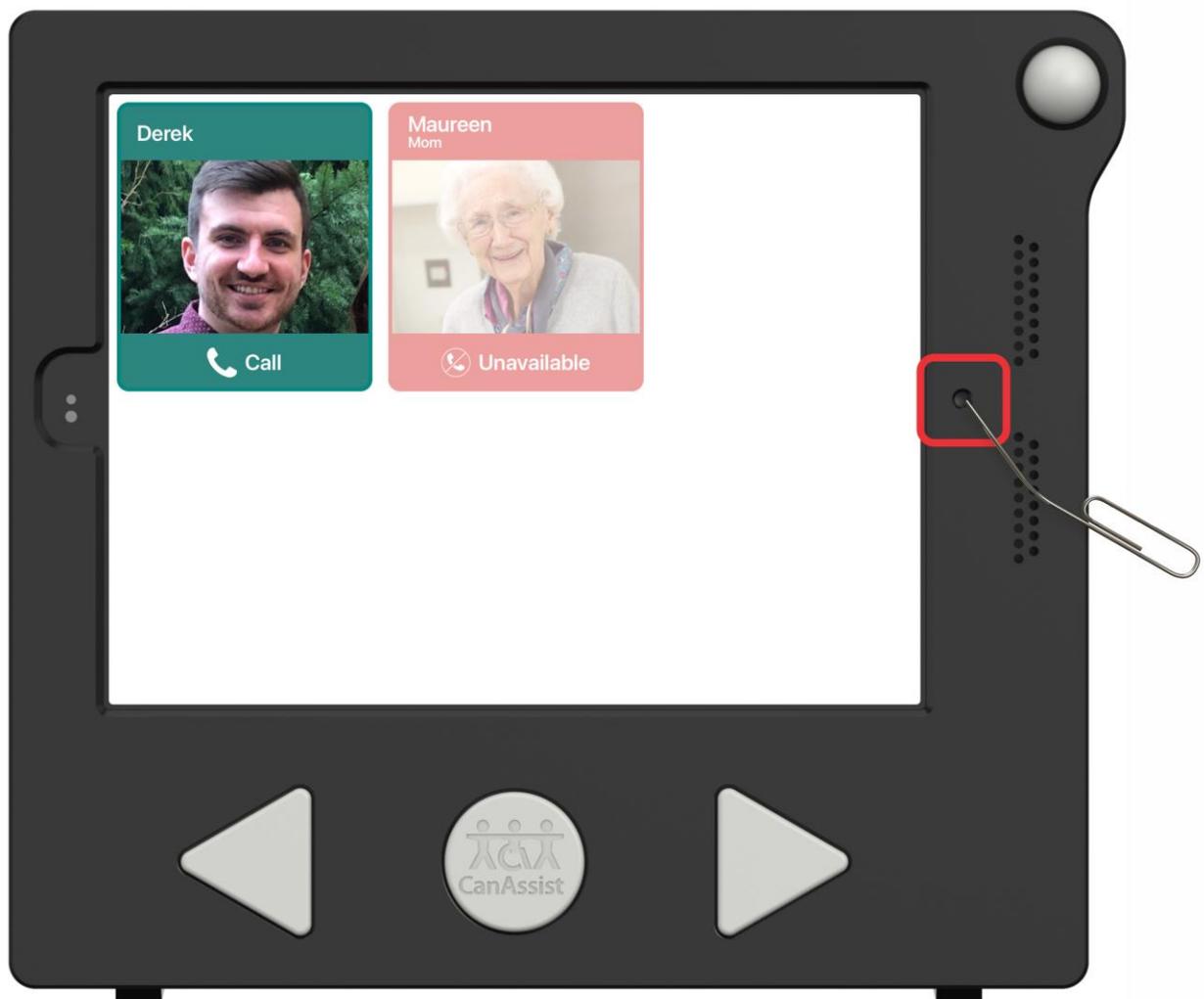
5. Tap your Wi-Fi network name under Other Networks.



6. Enter your Wi-Fi network password and tap 'Join'.



7. You are now connected to Wi-Fi. Press the home button once to exit.

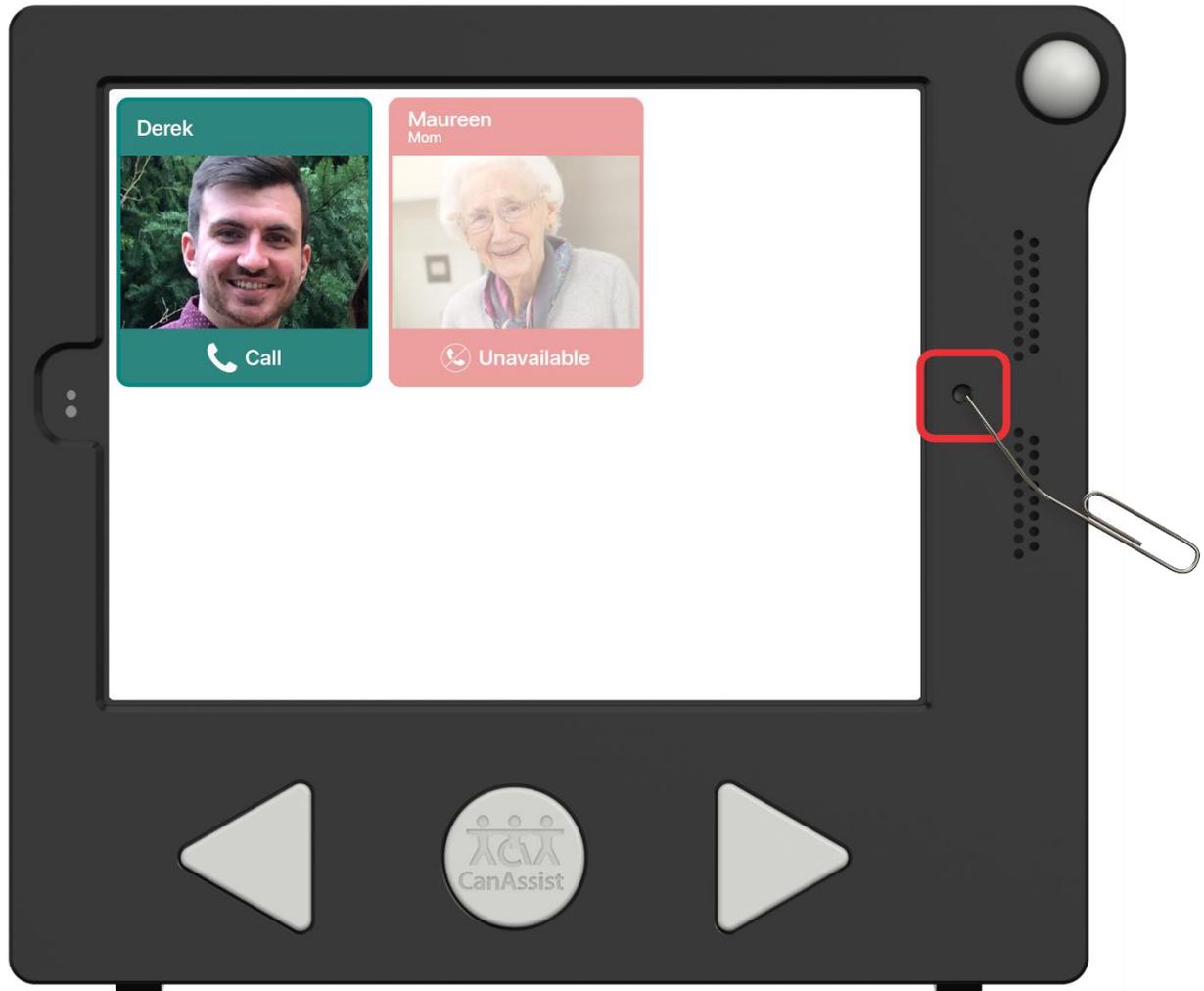


Setting the volume

It is best to adjust volume levels before entering Guided Access Mode, as these buttons will be turned off.

To adjust the volume quickly, you can use the buttons on the side of the iPad. For a more precise volume adjustment, follow the steps below:

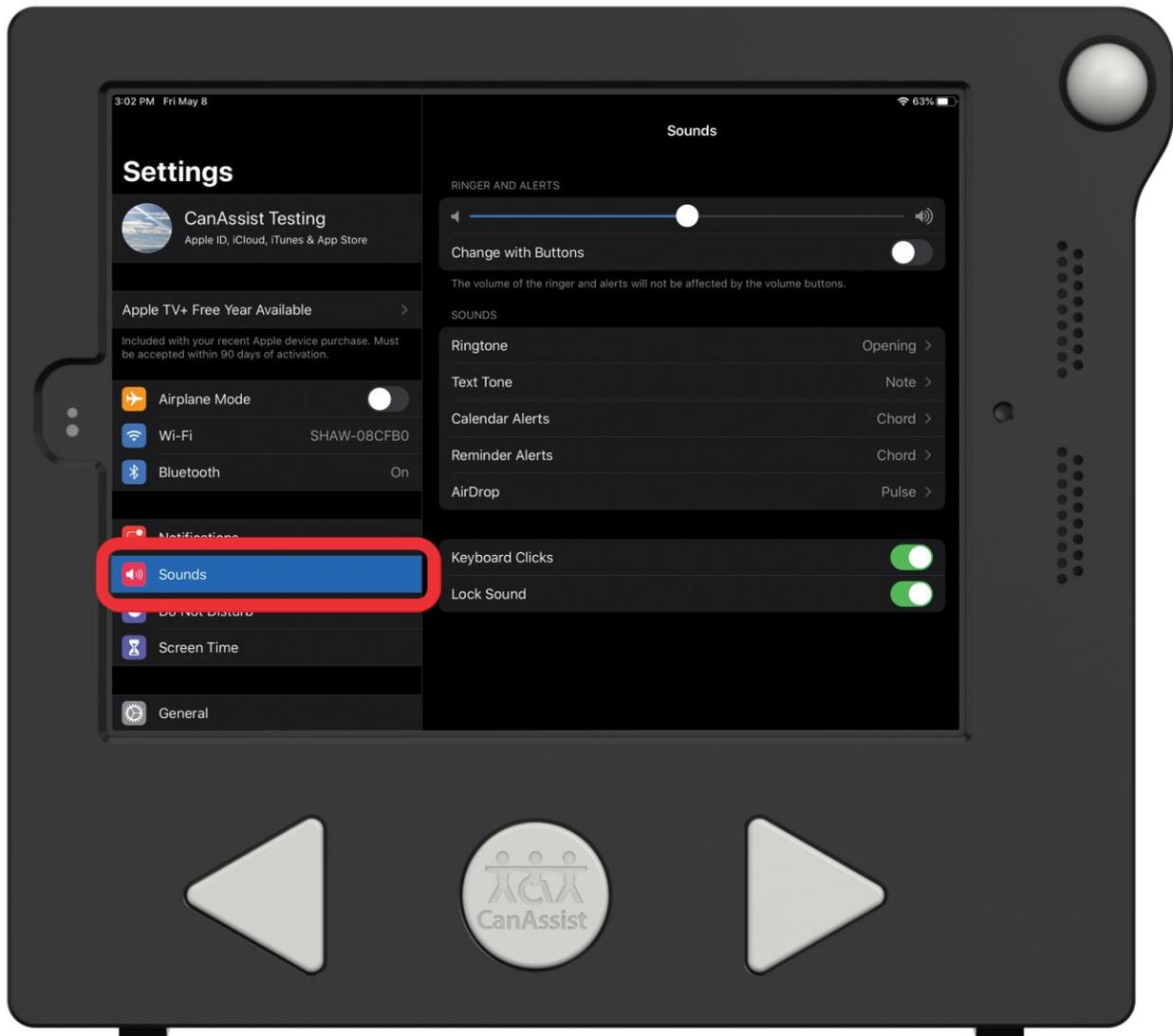
1. First, press the home button. You can access the home button by using a paper clip or small pointed object through the front of the case.



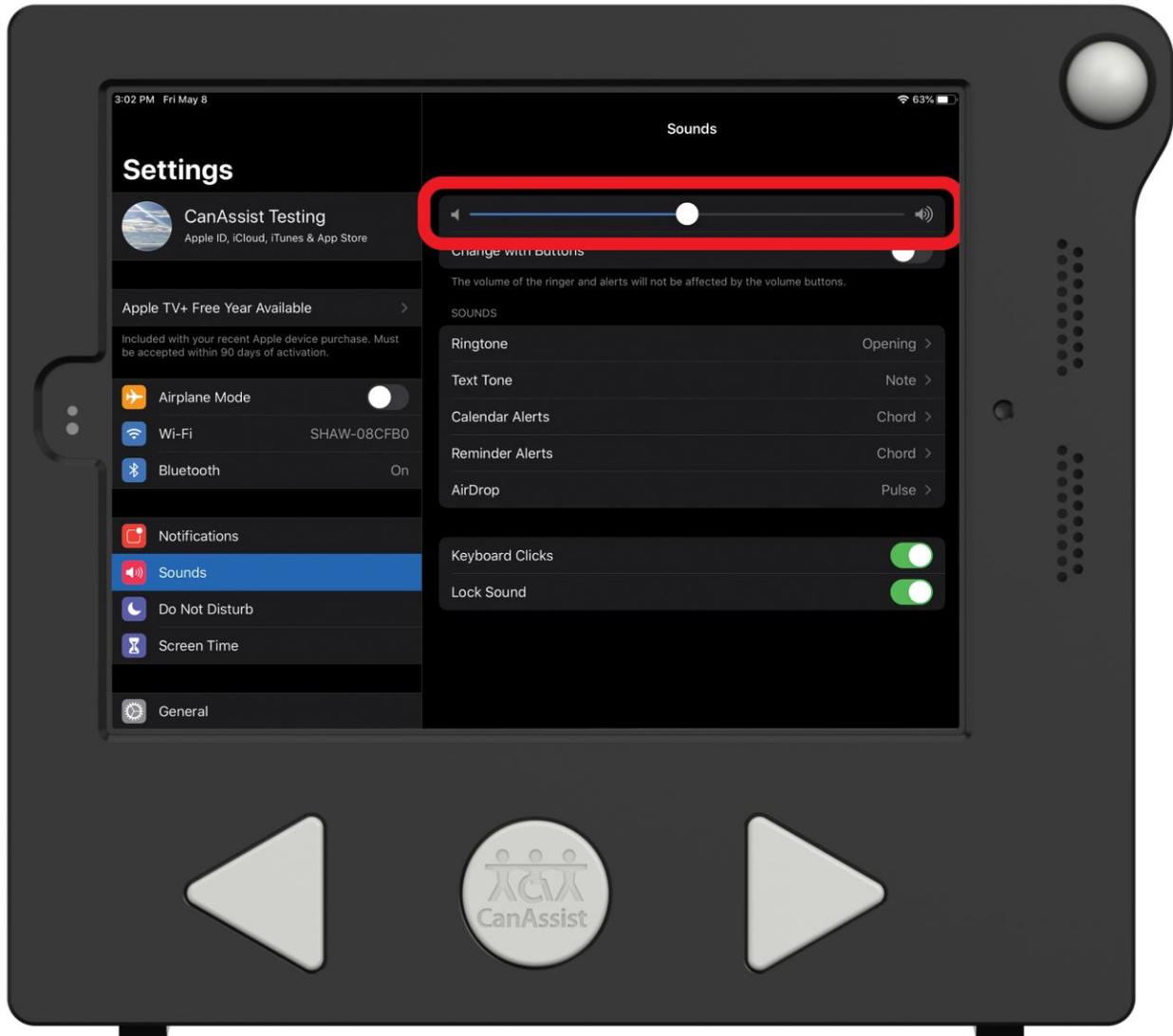
2. Select the iPad's 'Settings' icon.



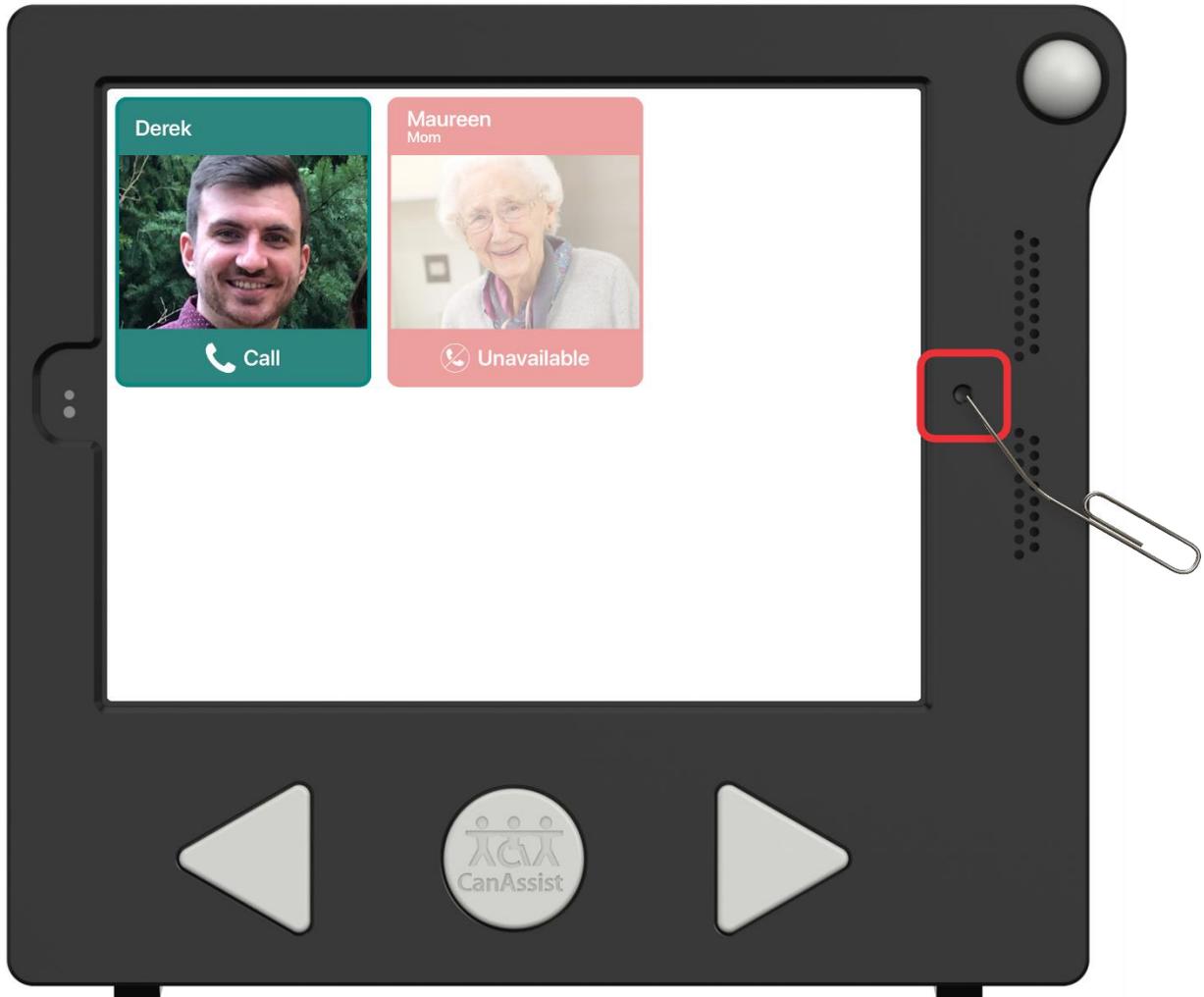
3. On the left-hand side of the screen tap the 'Sounds' icon.



4. On the right-hand side move the white circle along the slider. For a lower volume, move the circle left. For a higher volume, move the circle to the right.



5. Once you are satisfied with the volume, press the Home Button once to exit; the volume will be saved automatically.



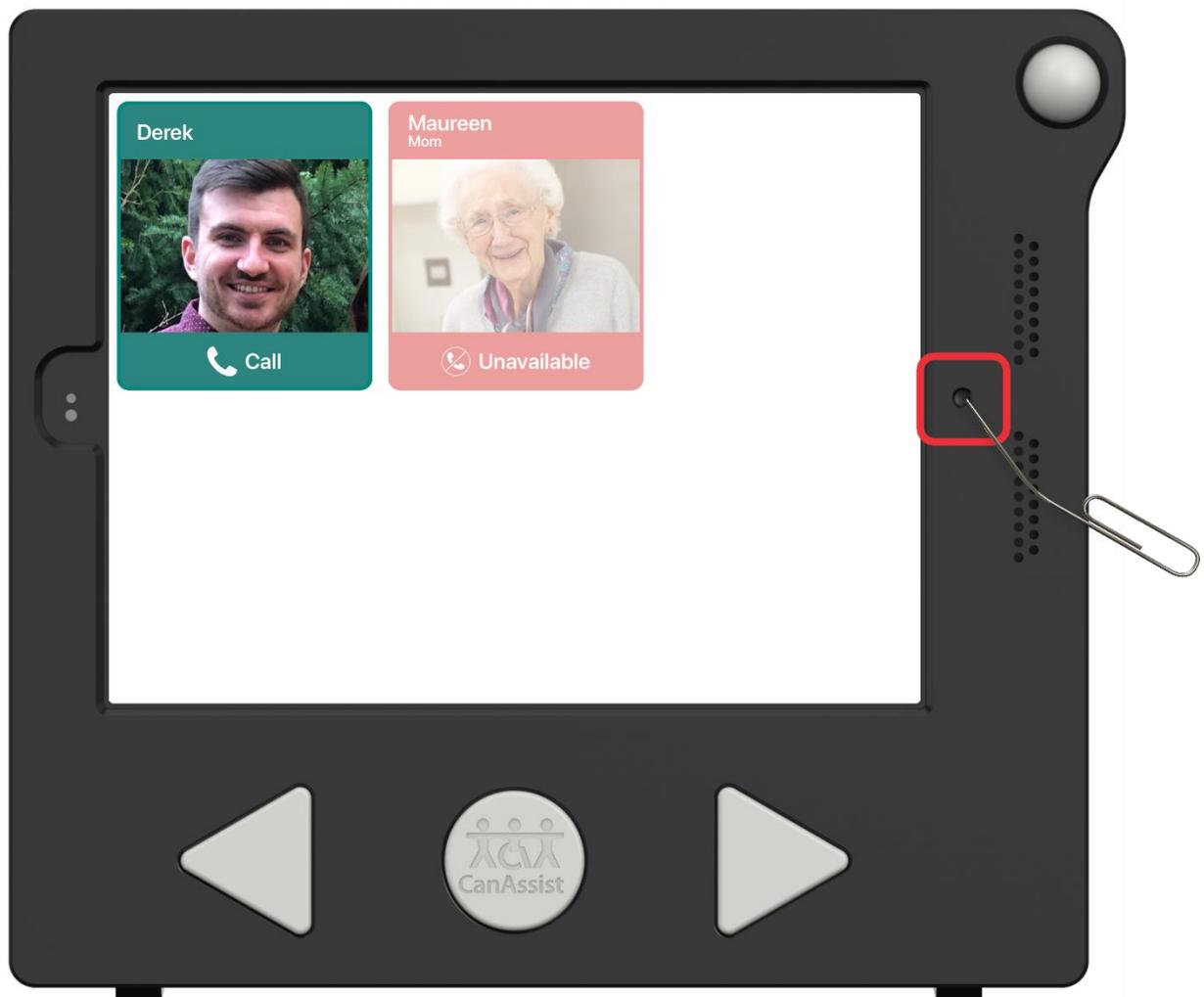
6. To return to CanConnect, find the icon on the homepage, tap it once.



Disabling the Lock Screen

Without disabling the lock screen, the iPad will automatically *lock* and the screen will turn off. To access the screen you will need to swipe or enter a passcode. In order to keep the client's experience simple, it is best to turn off Auto-Lock.

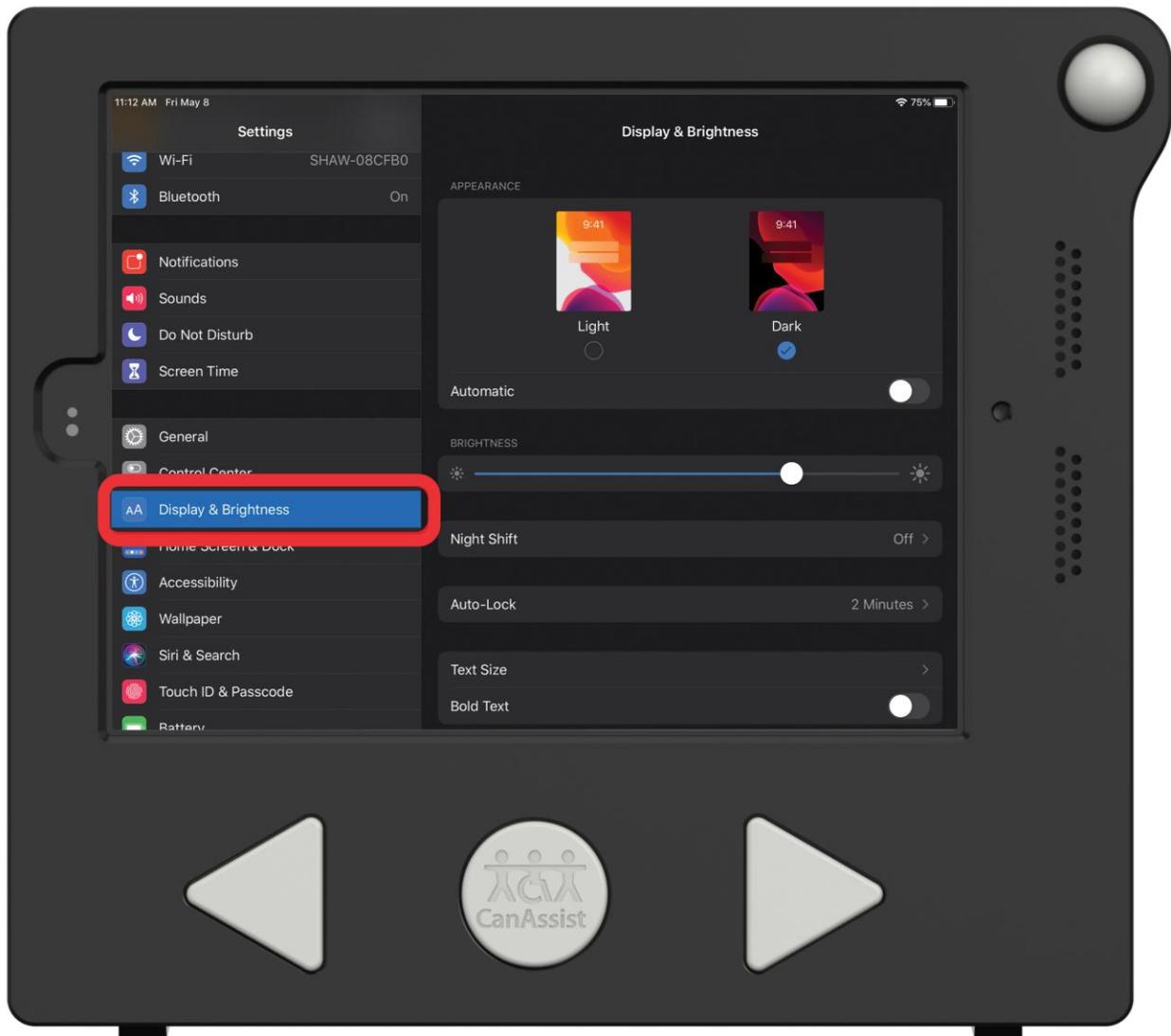
1. First press the iPad's home button. The case makes the button difficult to access so the client does not unintentionally exit the app. You can access the home button by using a paper clip or small pointed object through the front of the case.



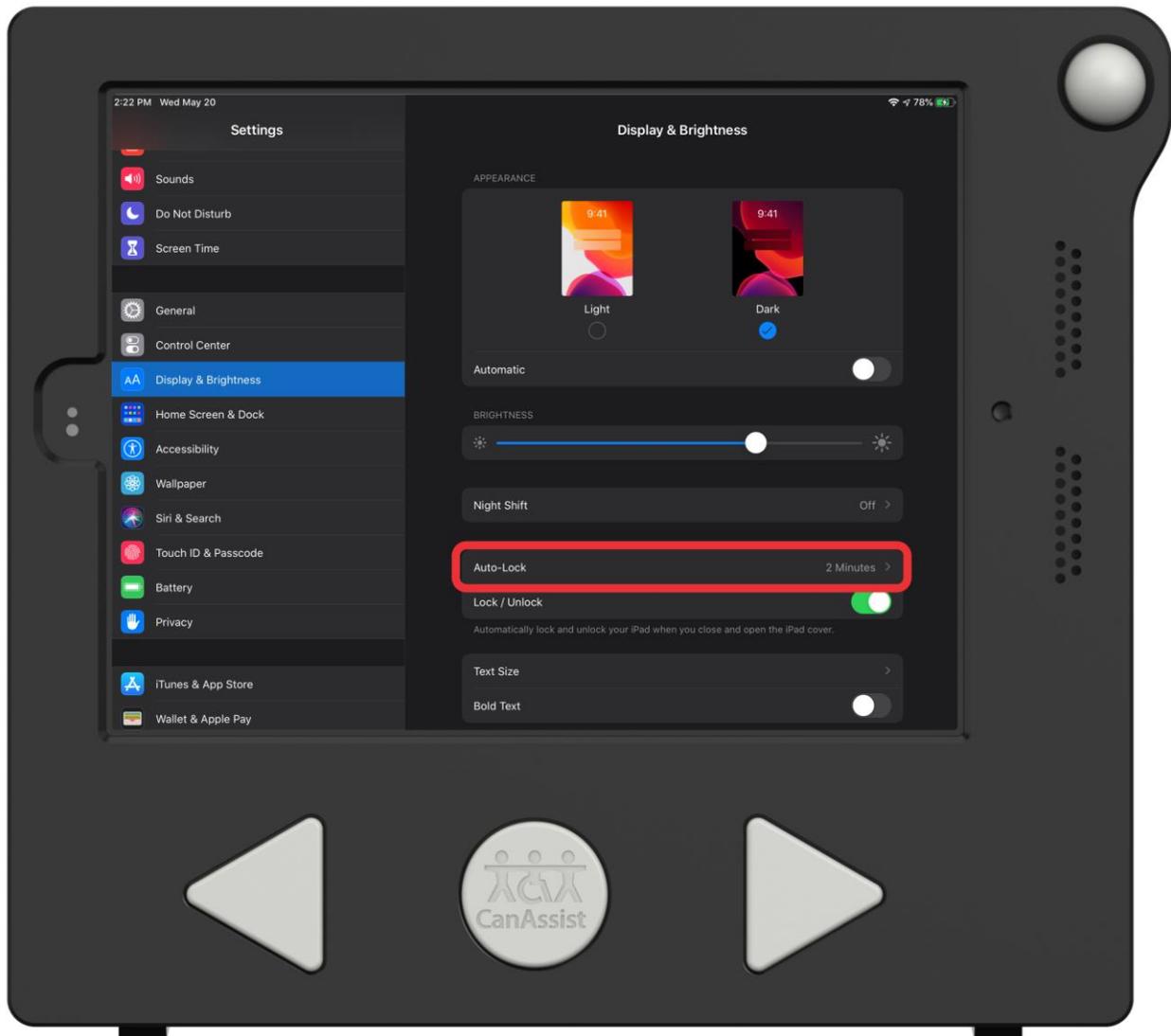
2. Select the iPad's 'Settings' icon.



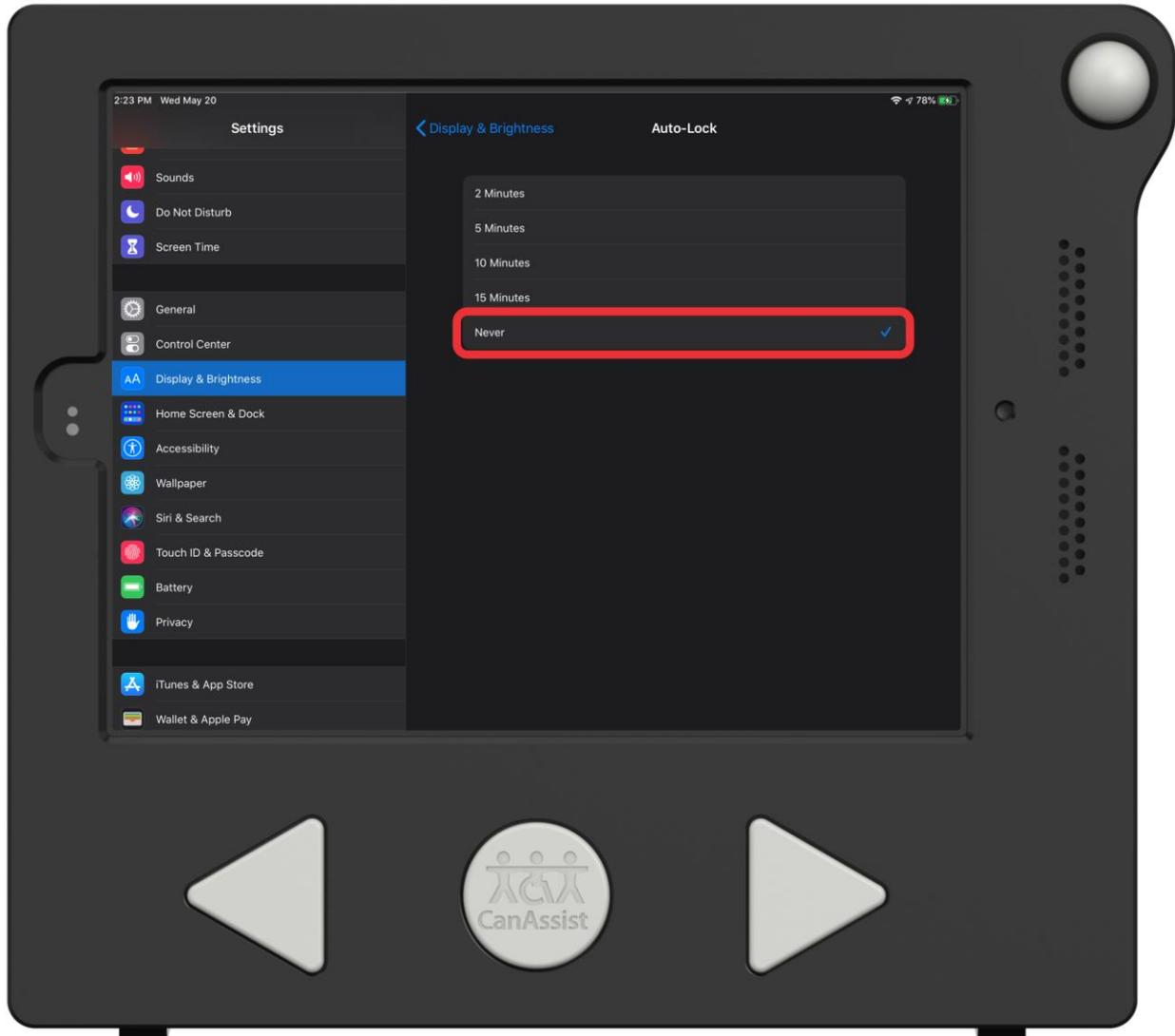
3. On the left-hand side of the screen tap the 'Display & Brightness' icon. If you cannot see this icon you may need to scroll down – touch anywhere on the left-hand side menu as you slowly move your finger up towards the top of the screen.



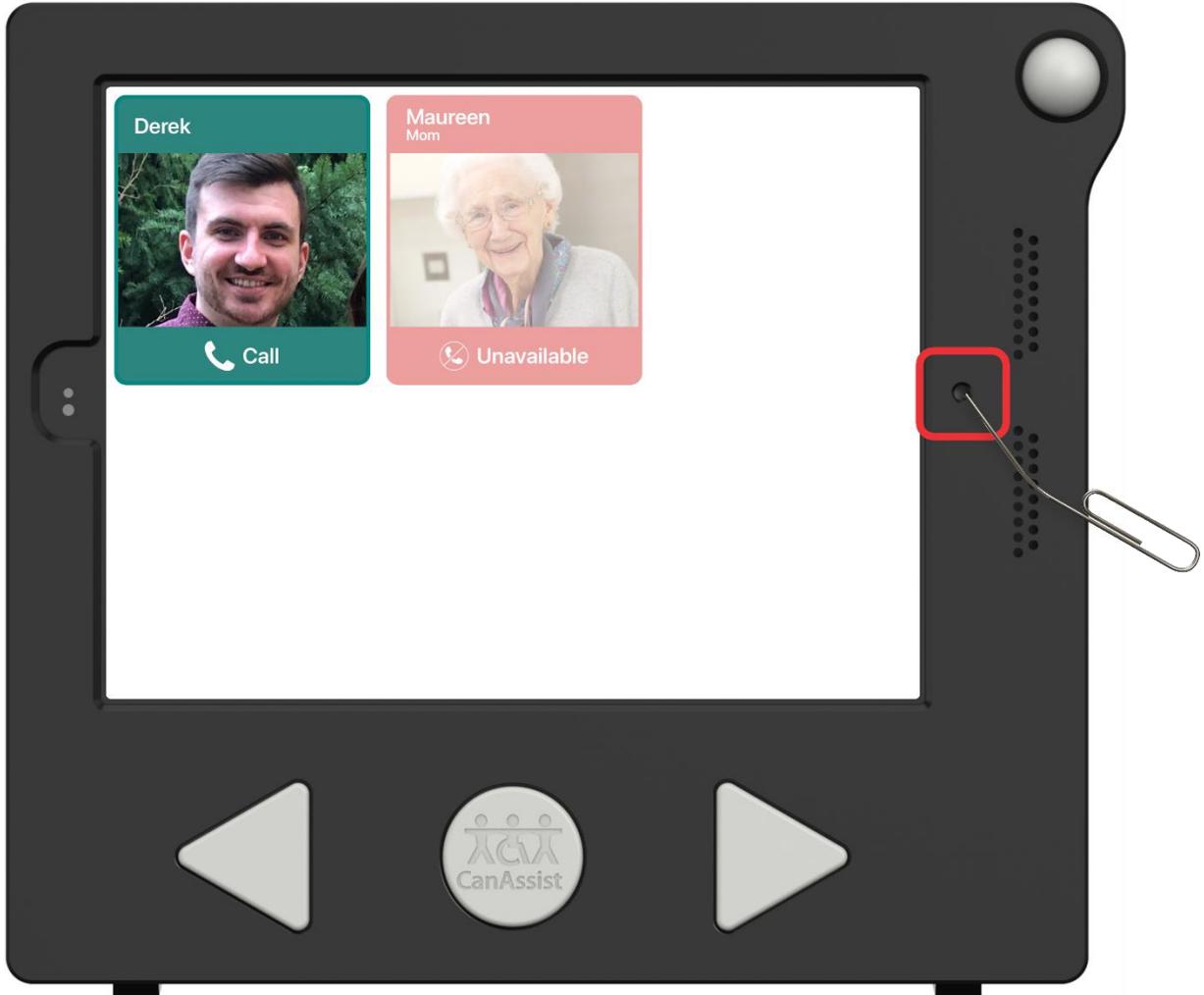
4. Next, tap 'Auto-Lock'.



5. Tap 'Never' so it has a blue checkmark next to it.



6. Press the Home Button once to exit; your choice will be saved automatically.



7. To return to CanConnect, find the icon with the other apps; tap it once.

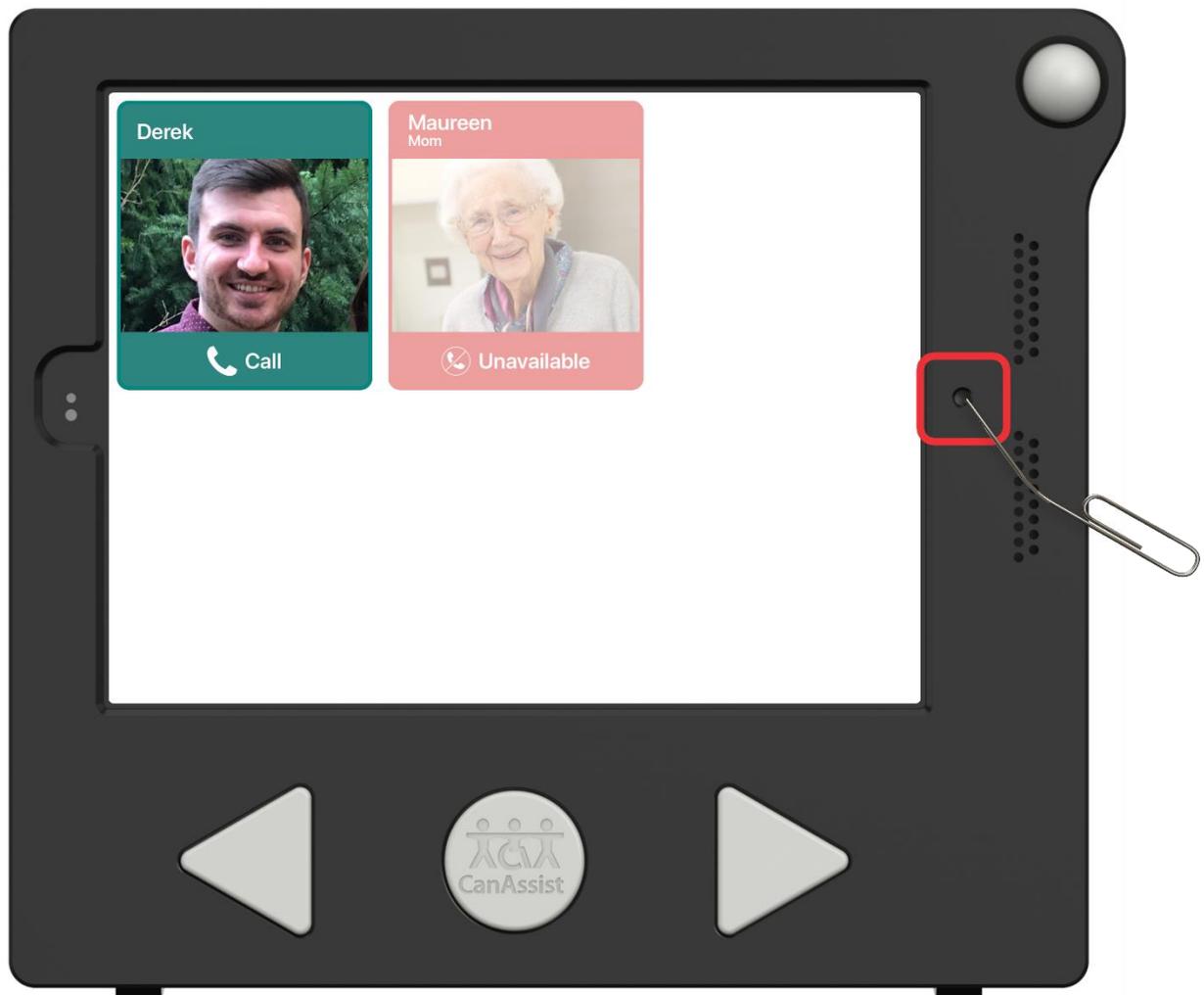


Turning on Guided Access Mode for Client User Mode

Since the volume buttons will be disabled in Guided Access Mode it is best to set the volume first.

To turn on Guided Access Mode follow the steps below:

1. Press the iPad's Home Button. The case makes the button difficult to access so the client does not unintentionally exit the app. You can access the Home Button by using a paper clip or small pointed object through the front of the case.



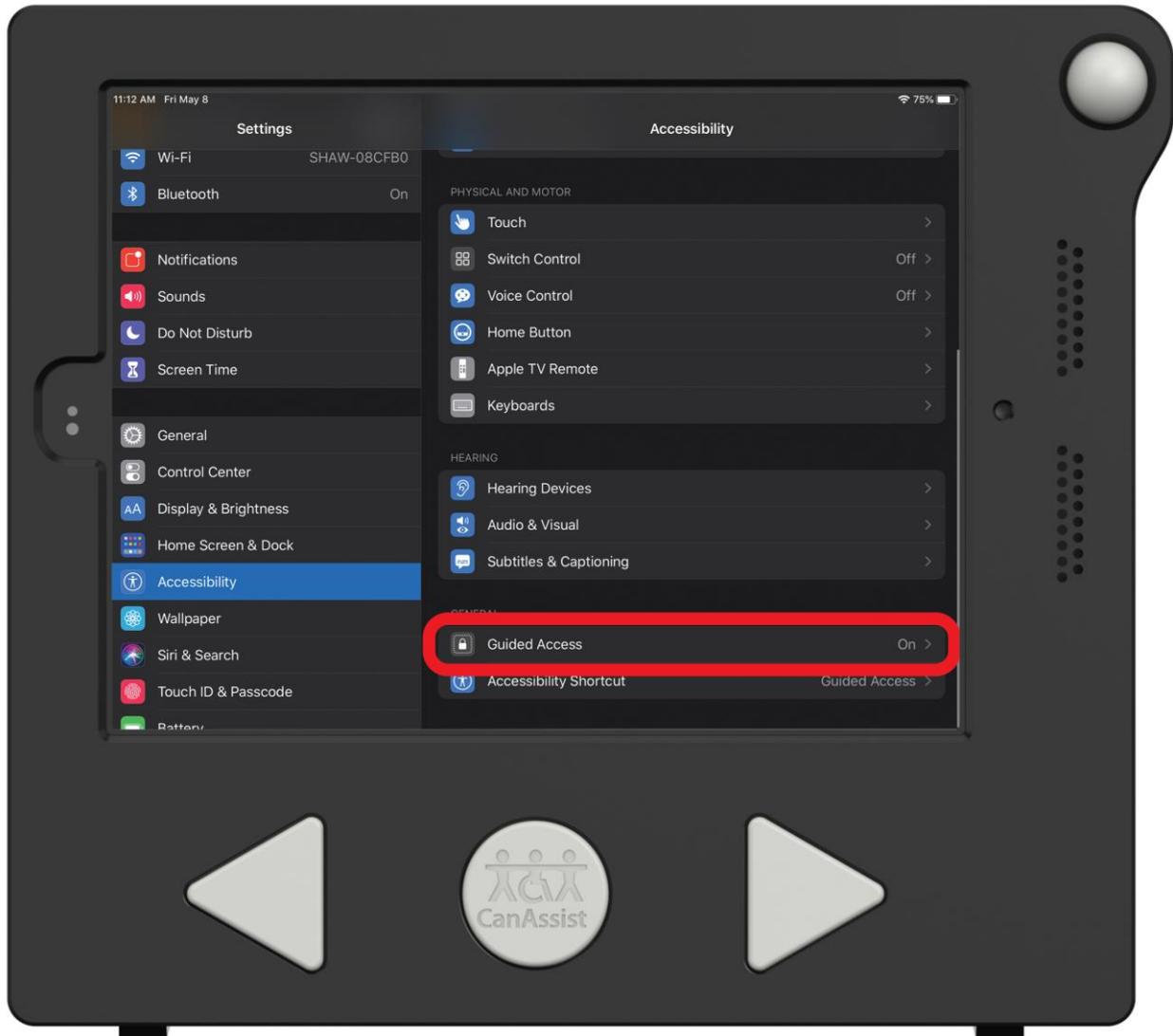
2. Select the iPad's 'Settings' icon.



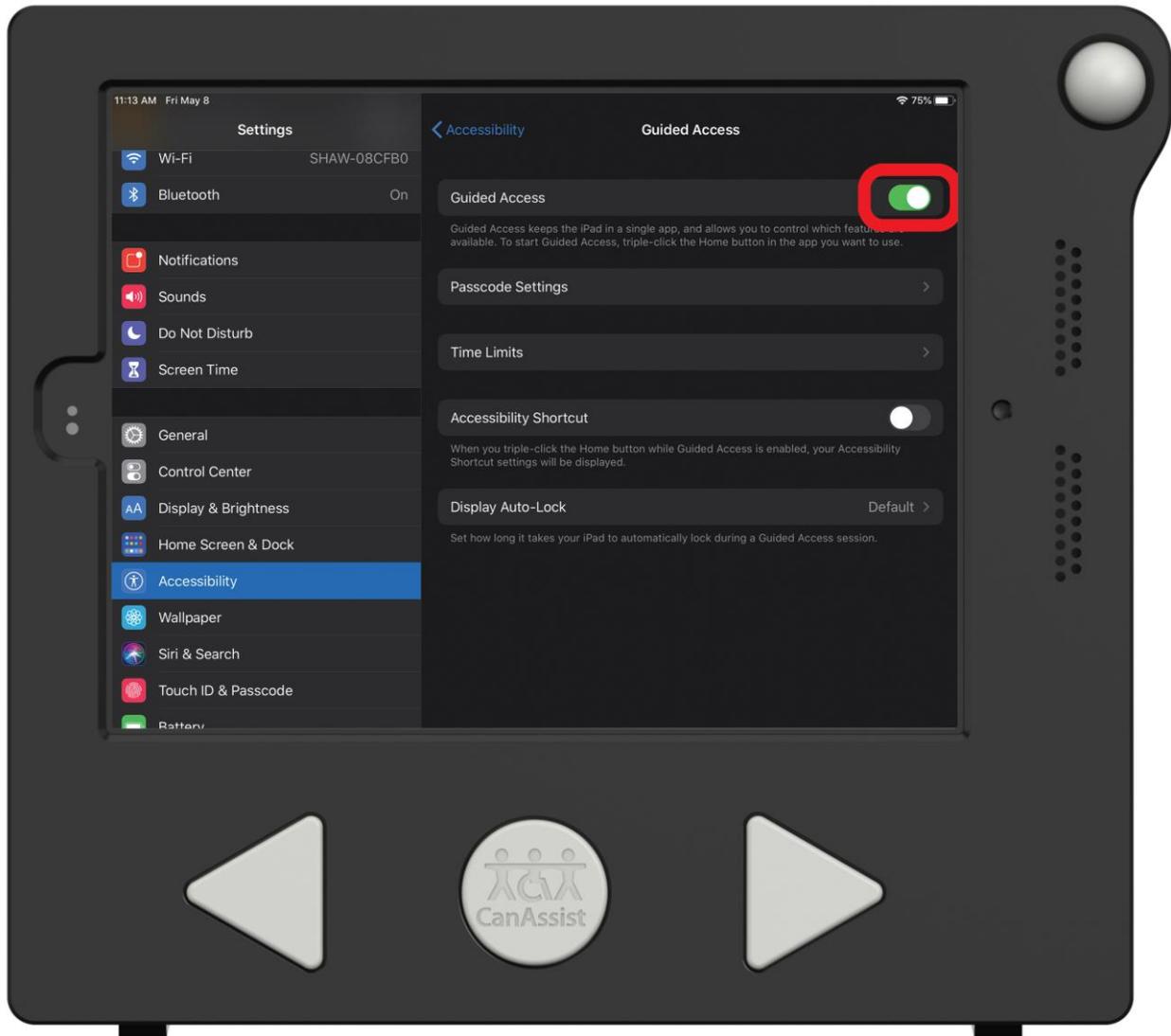
3. On the left-hand side of the screen scroll down – touch anywhere on the left-hand side menu as you slowly move your finger up towards the top of the screen – and tap the 'Accessibility' icon.



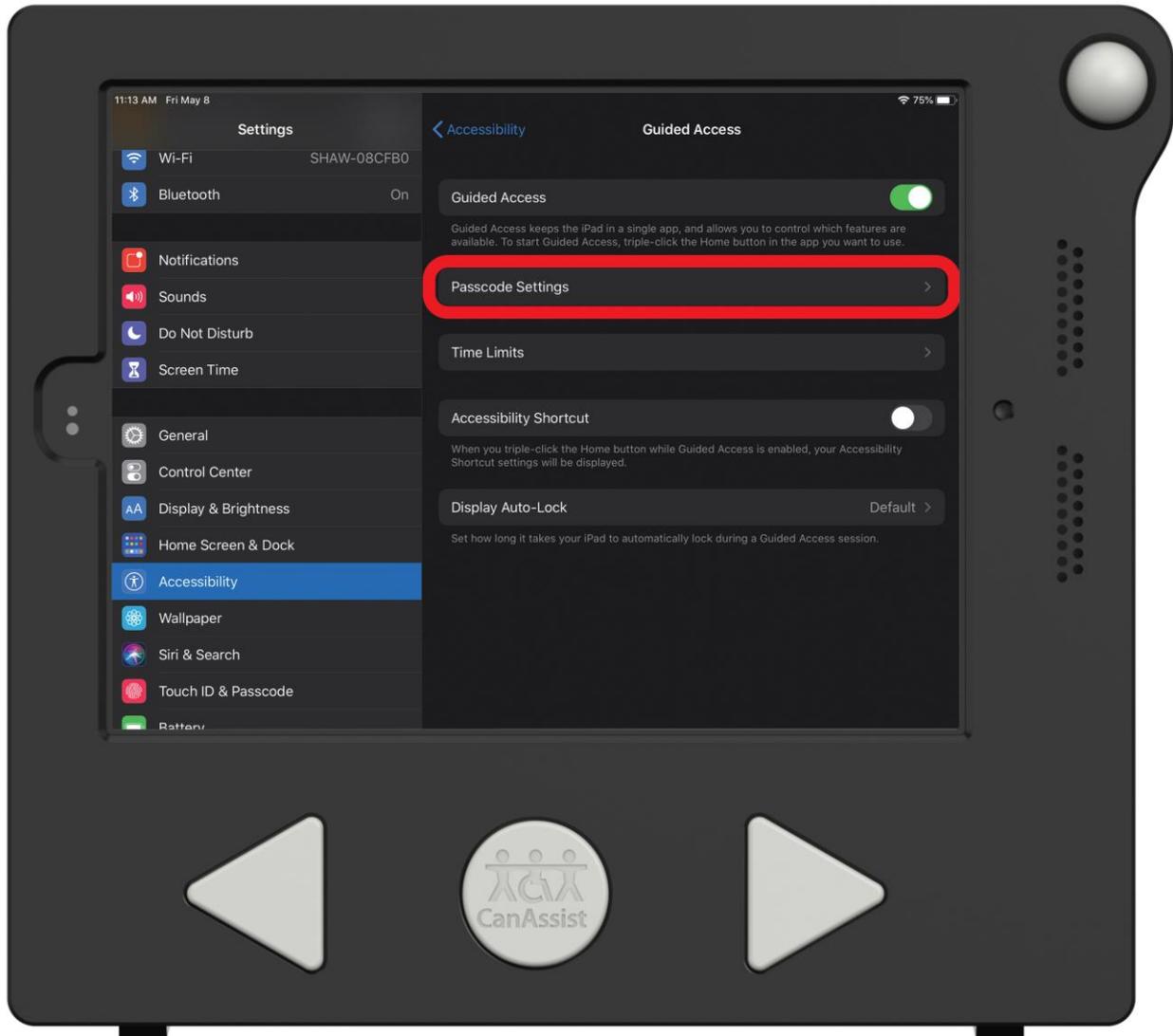
4. Scroll down the right-hand pane and tap 'Guided Access' under General.



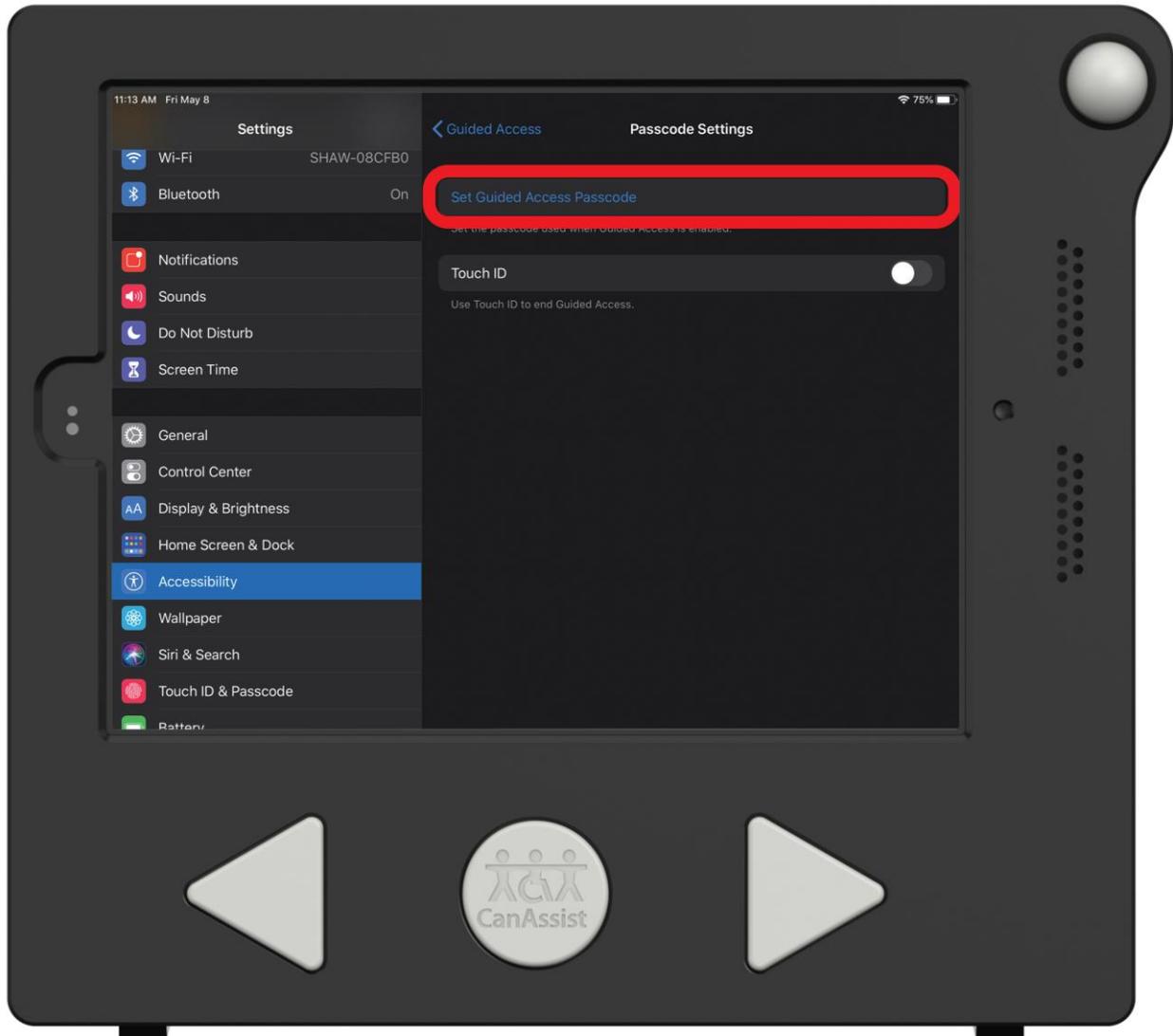
5. Ensure Guided Access is turned on by tapping the toggle icon on the far right. When Guided Access is enabled, the toggle icon's circle will be over on the right side, and the left side will be coloured green.



6. Tap 'Passcode Settings'.



7. Tap 'Set Guided Access Passcode'.

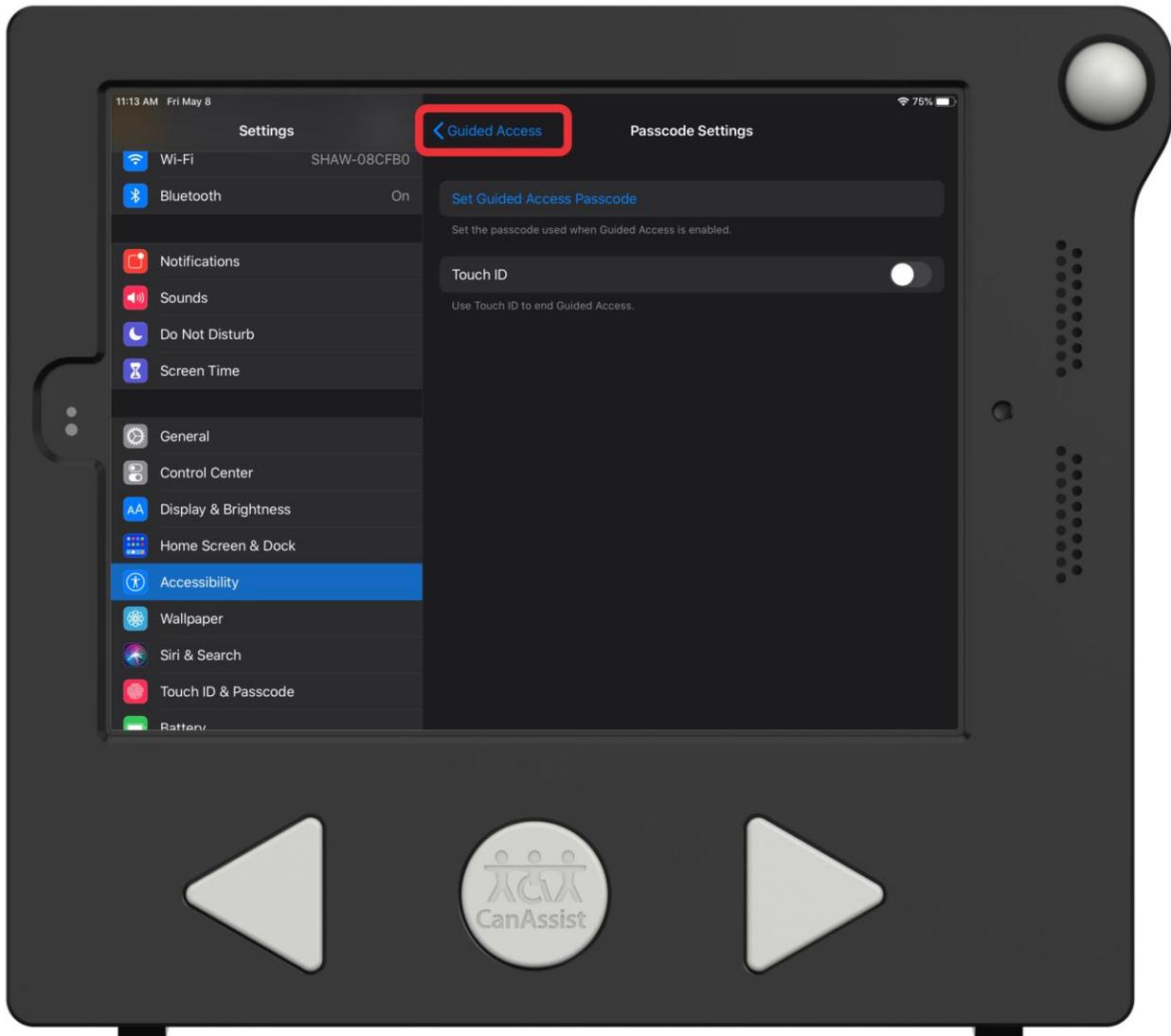


8. Enter a six-digit passcode on the keypad then re-enter it when prompted.

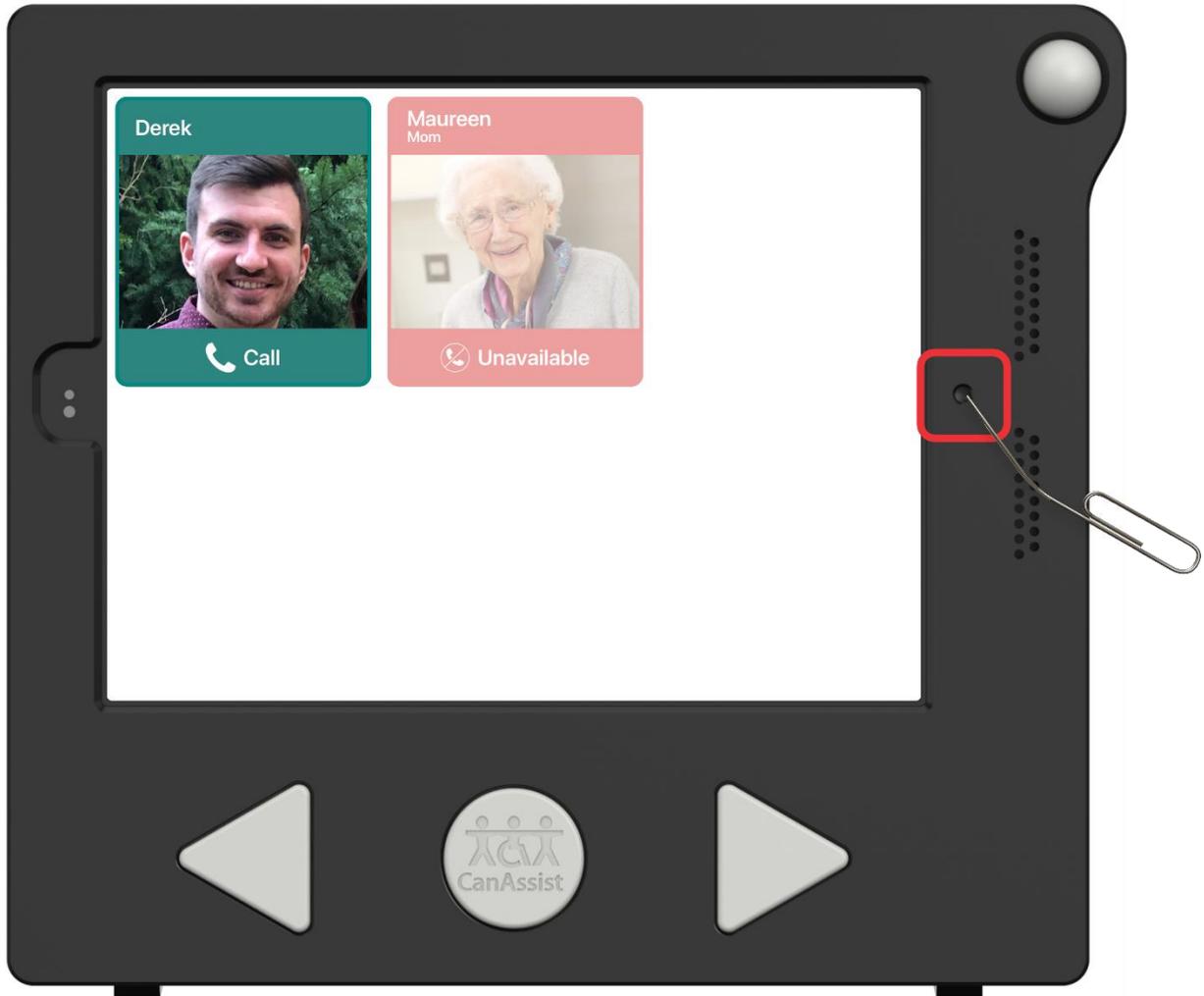


9. Be sure to write this down and keep it somewhere safe.

10. Tap '<Guided Access' after the Passcode is set.



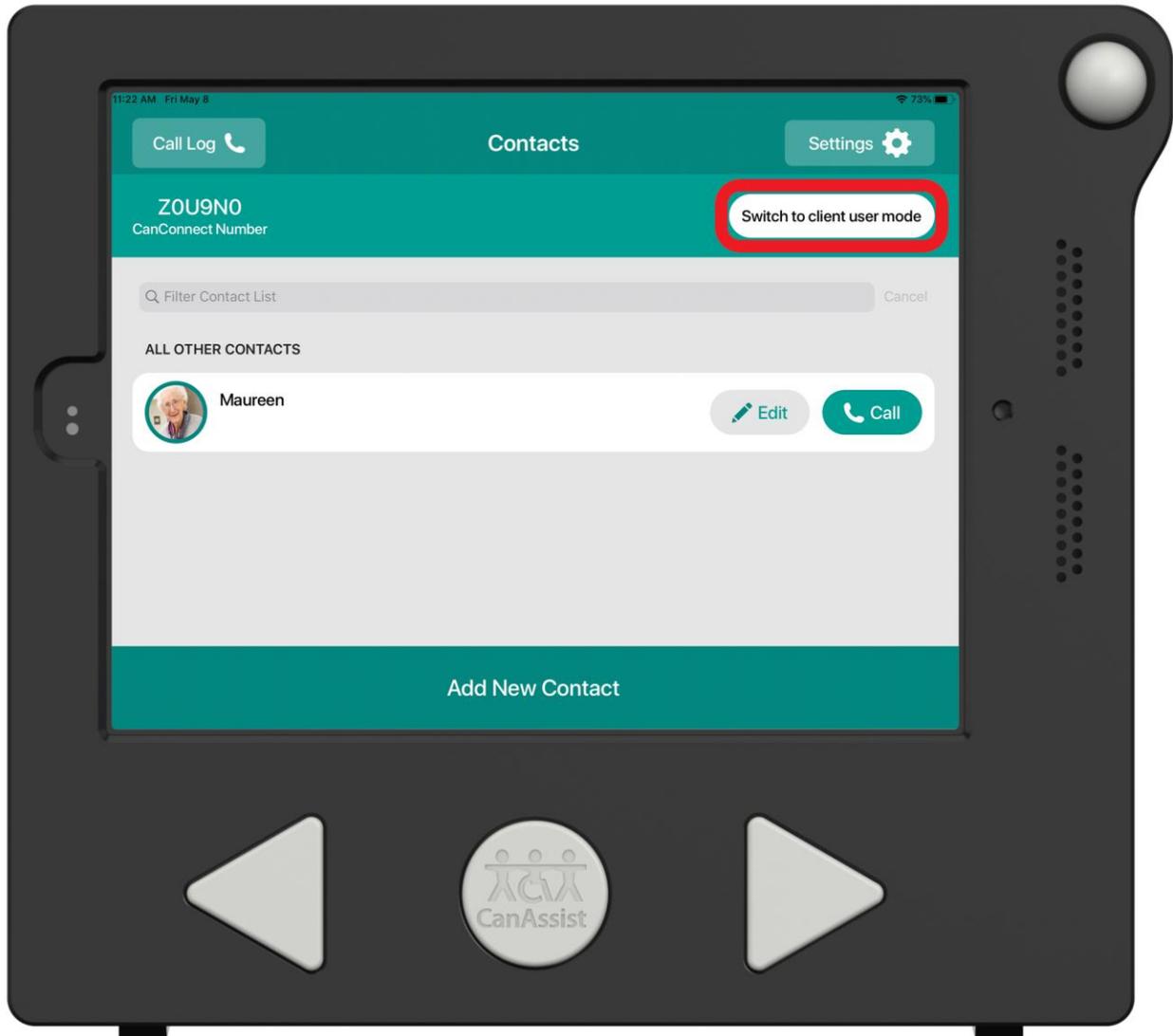
11. Press the home button once to exit 'Settings'.



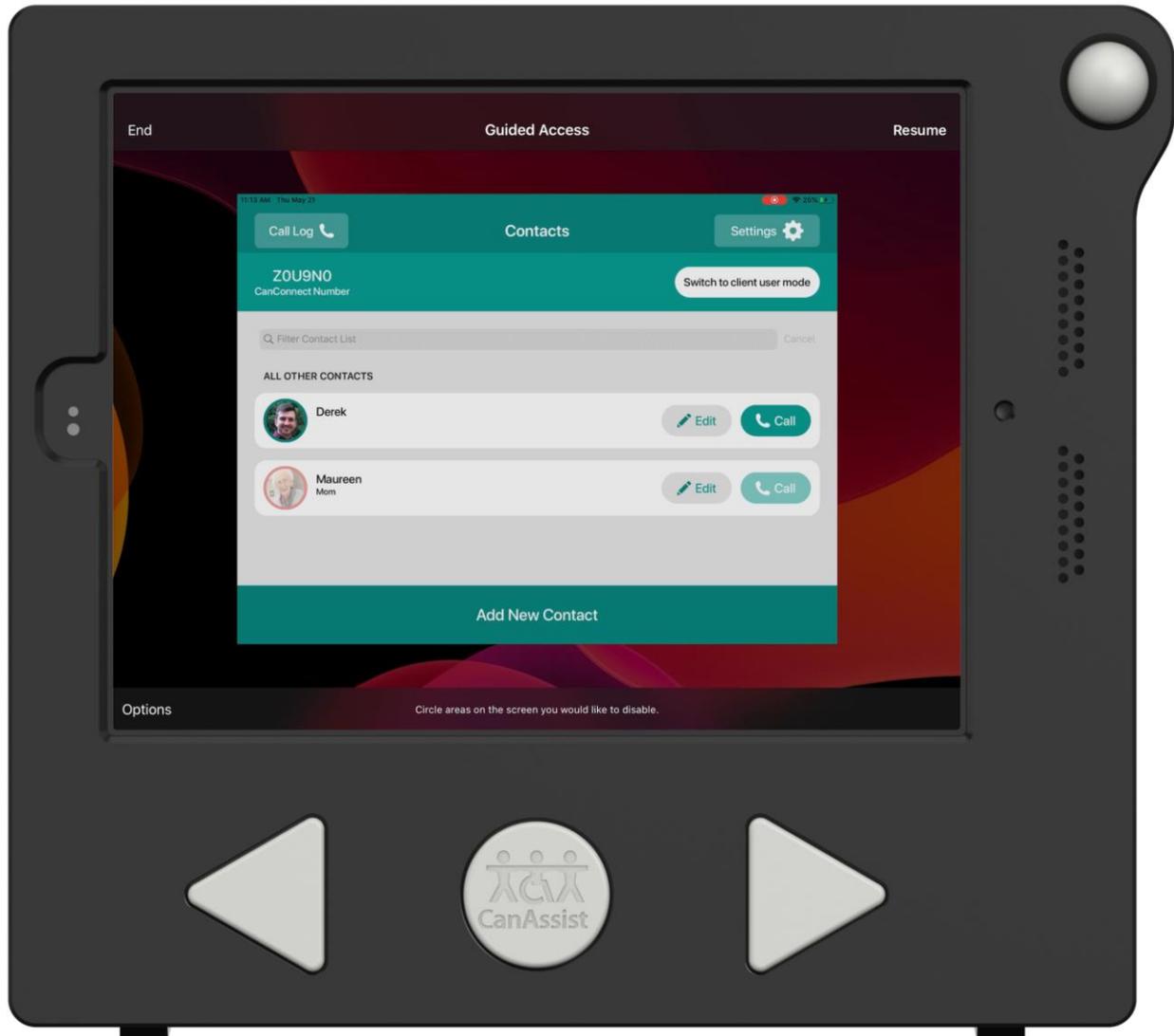
12. Launch the CanConnect App by tapping the icon.



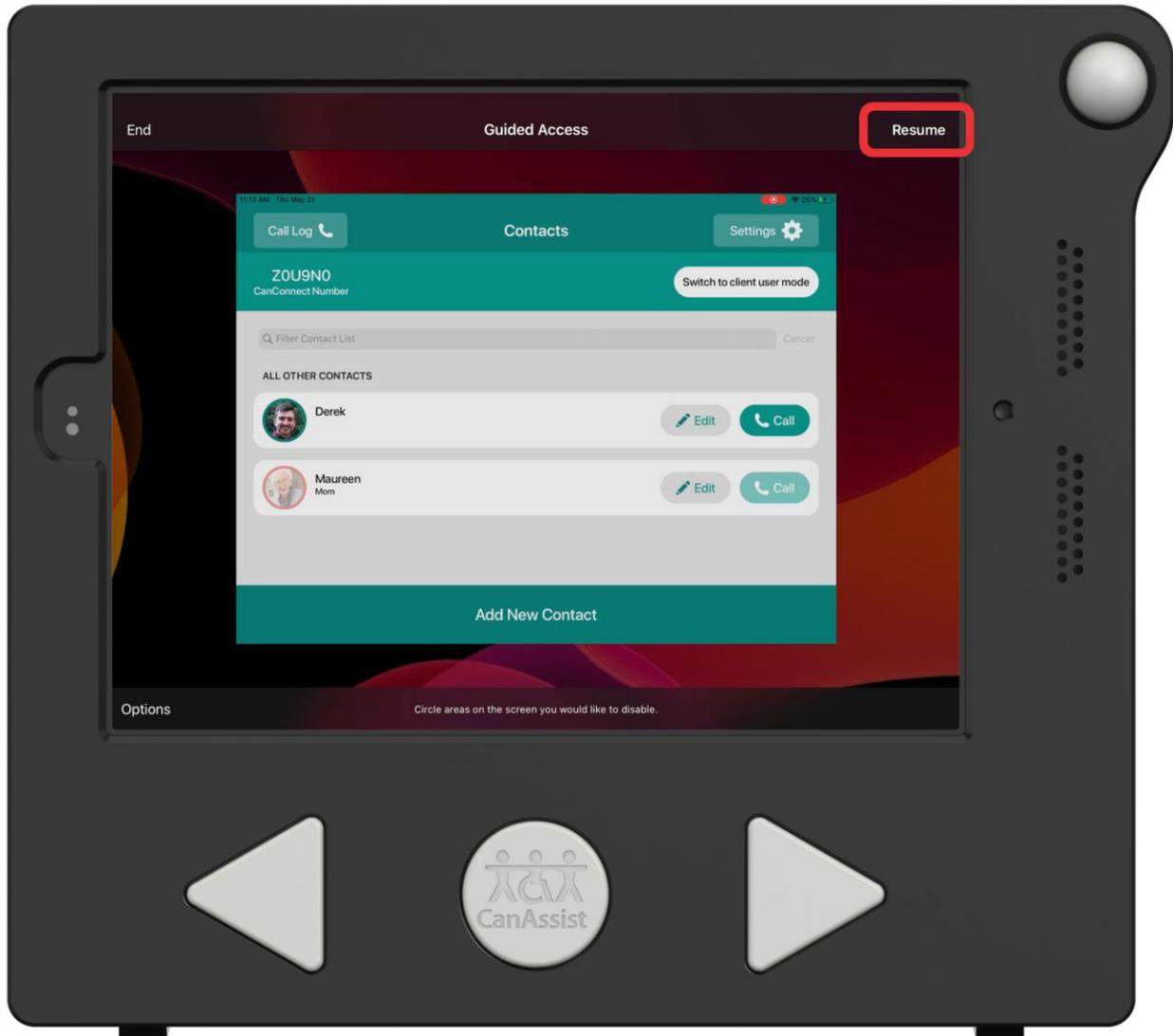
13. Tap the 'Switch to Client User Mode' button.



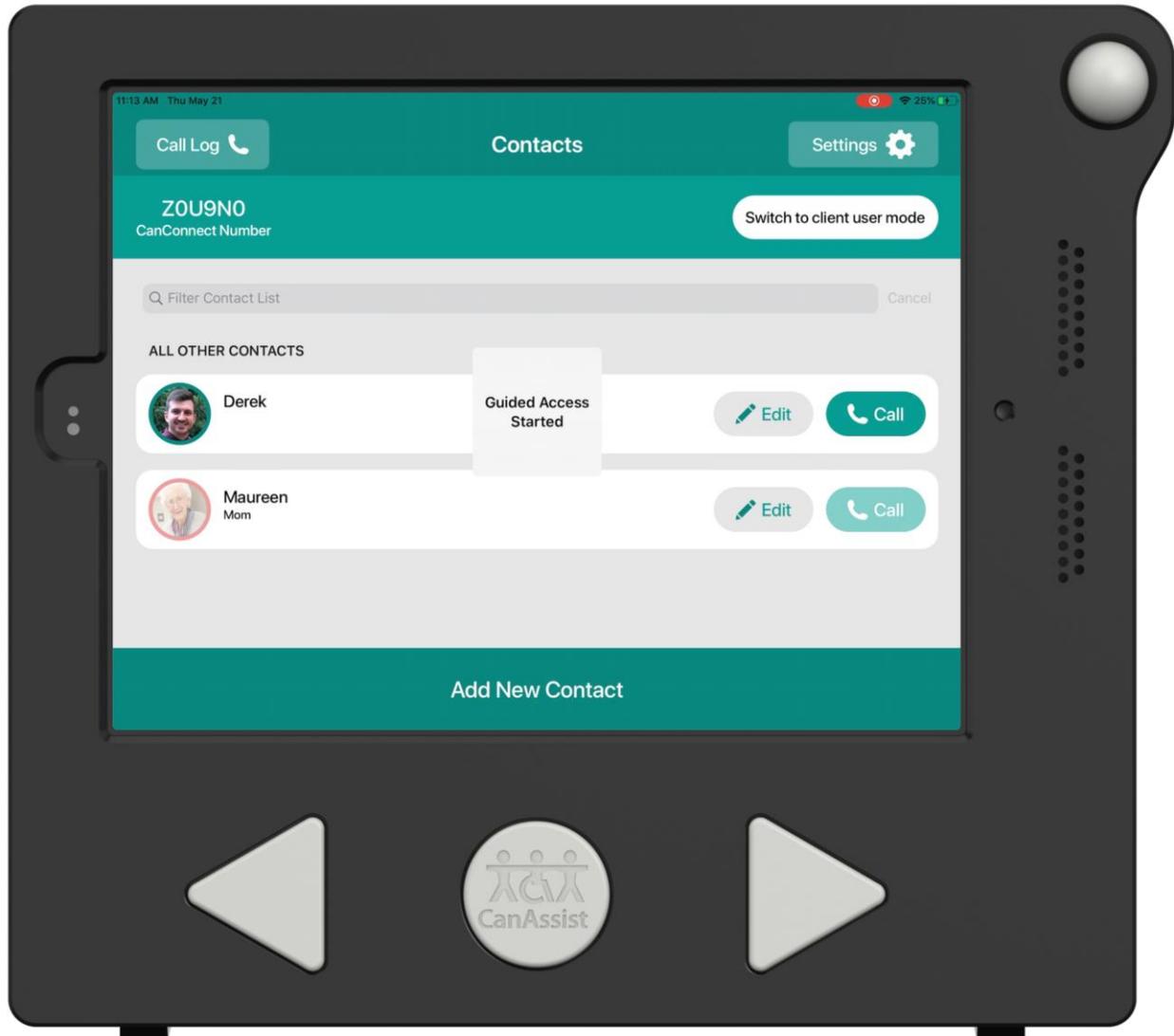
14. Press the home button three times; you should see a menu appear at the top of the screen.



15. Tap 'Start' or 'Resume' in the top right corner.



16. You will see the message "Guided Access Started" in the middle of the screen.

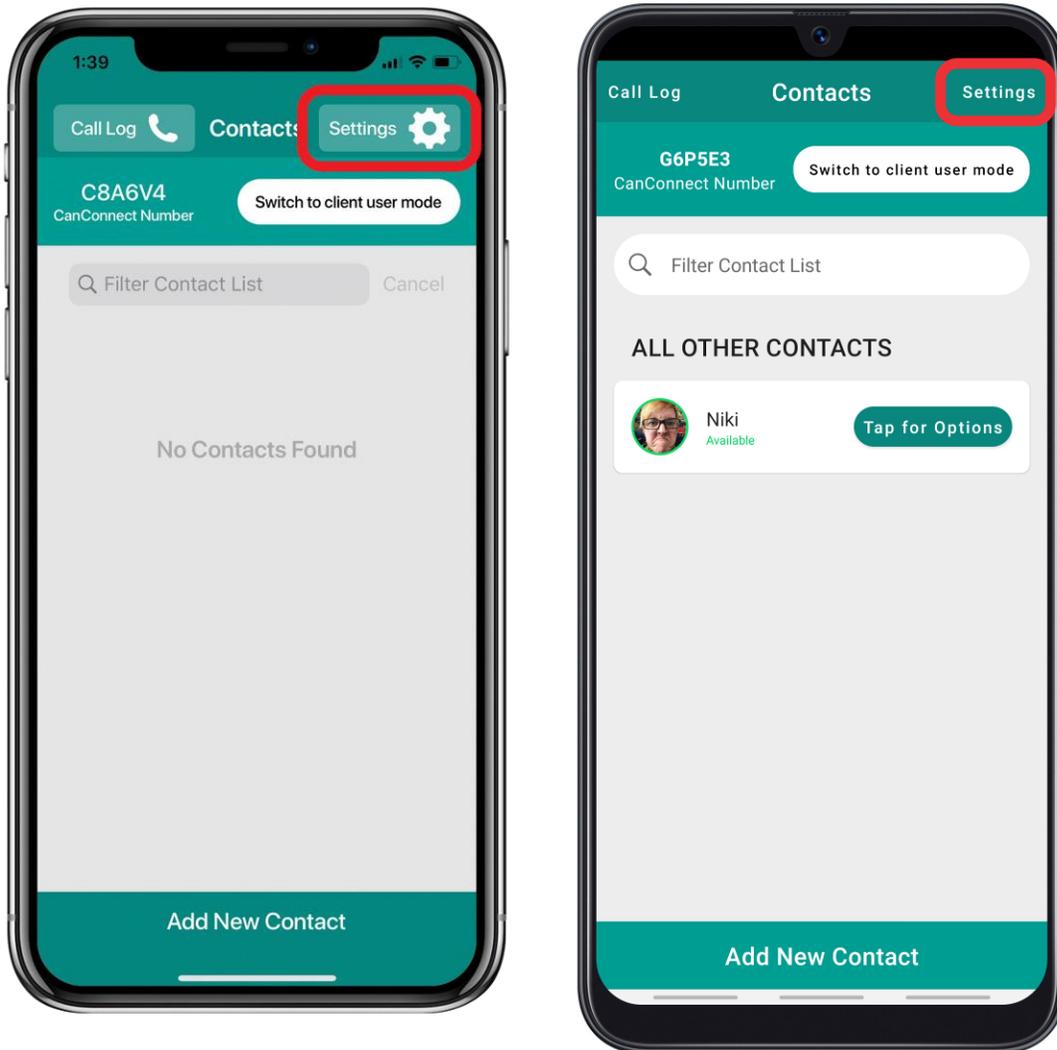


The iPad is now locked in Guided Access Mode; the buttons are disabled and the app cannot be exited.

Settings

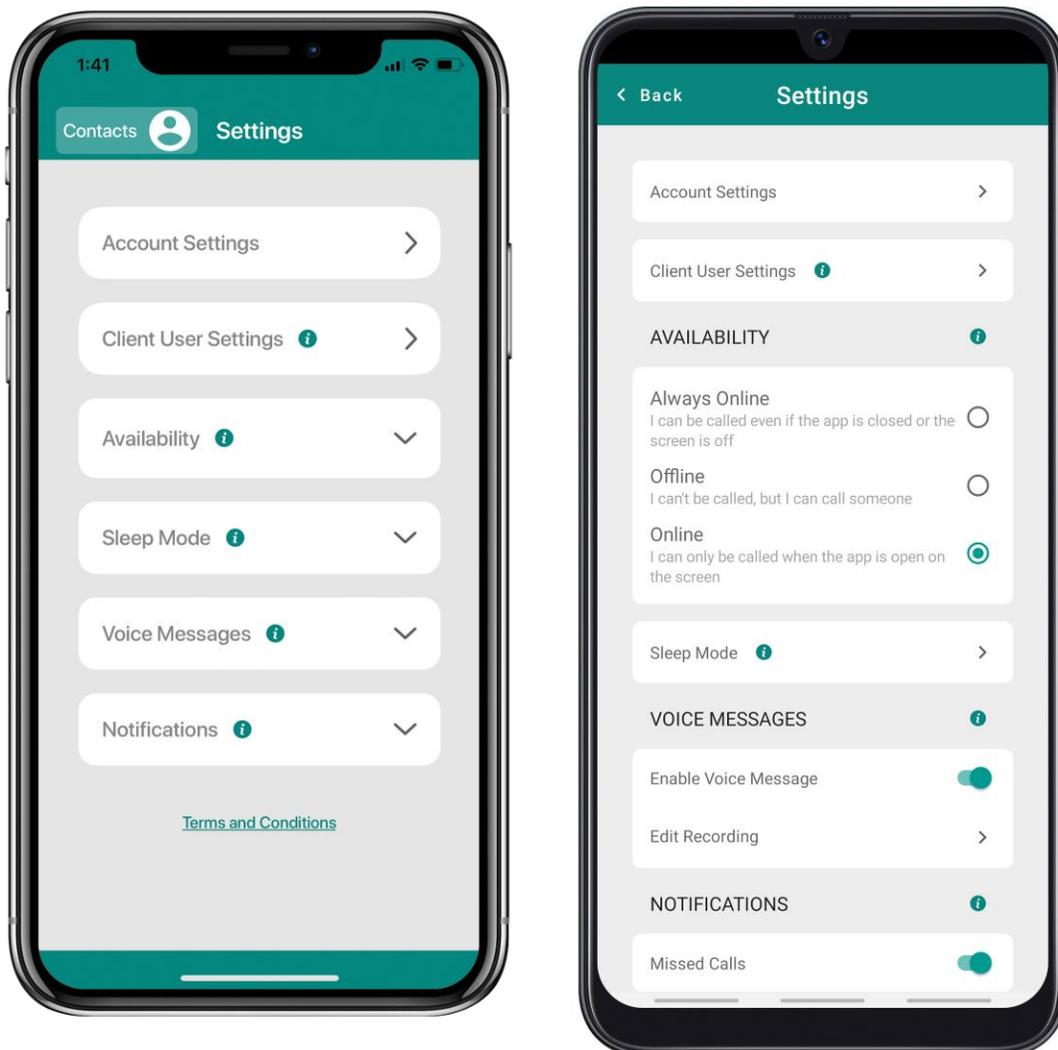
Accessing the Settings Menu

Tap the 'Settings' button in the top right corner of the Contacts Screen to access the Settings Menu.



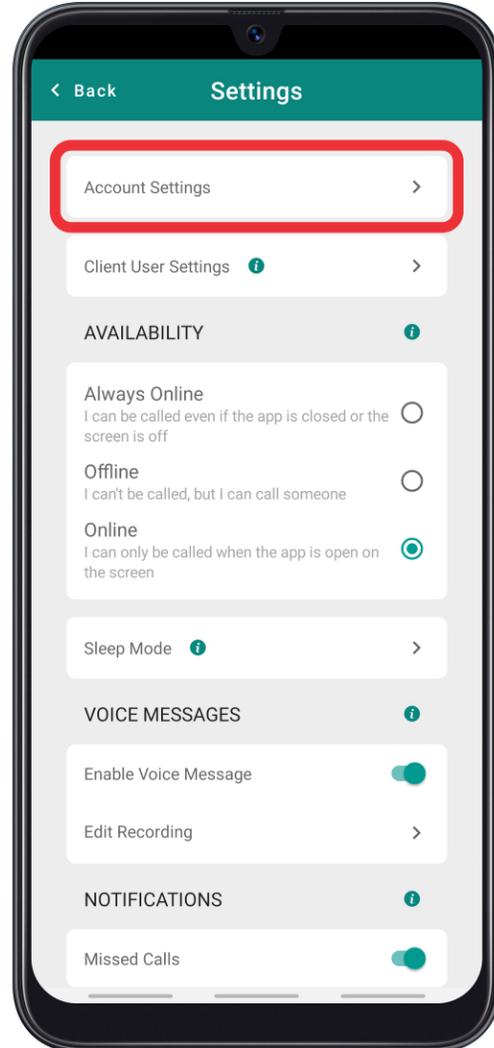
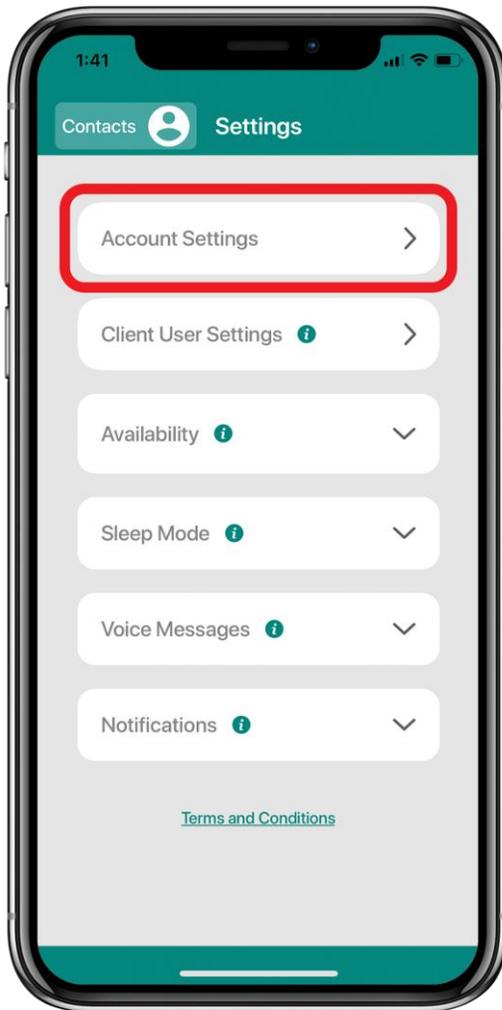
From the Setting Menu there are options for:

- changing account information
- adjusting the settings for Client User Mode
- changing your how your availability is displayed
- setting a Sleep Mode where you appear as offline to clients, and configurators will be notified before calling
- setting up a voice message for contacts to hear when you do not answer their call
- changing device notifications



Account

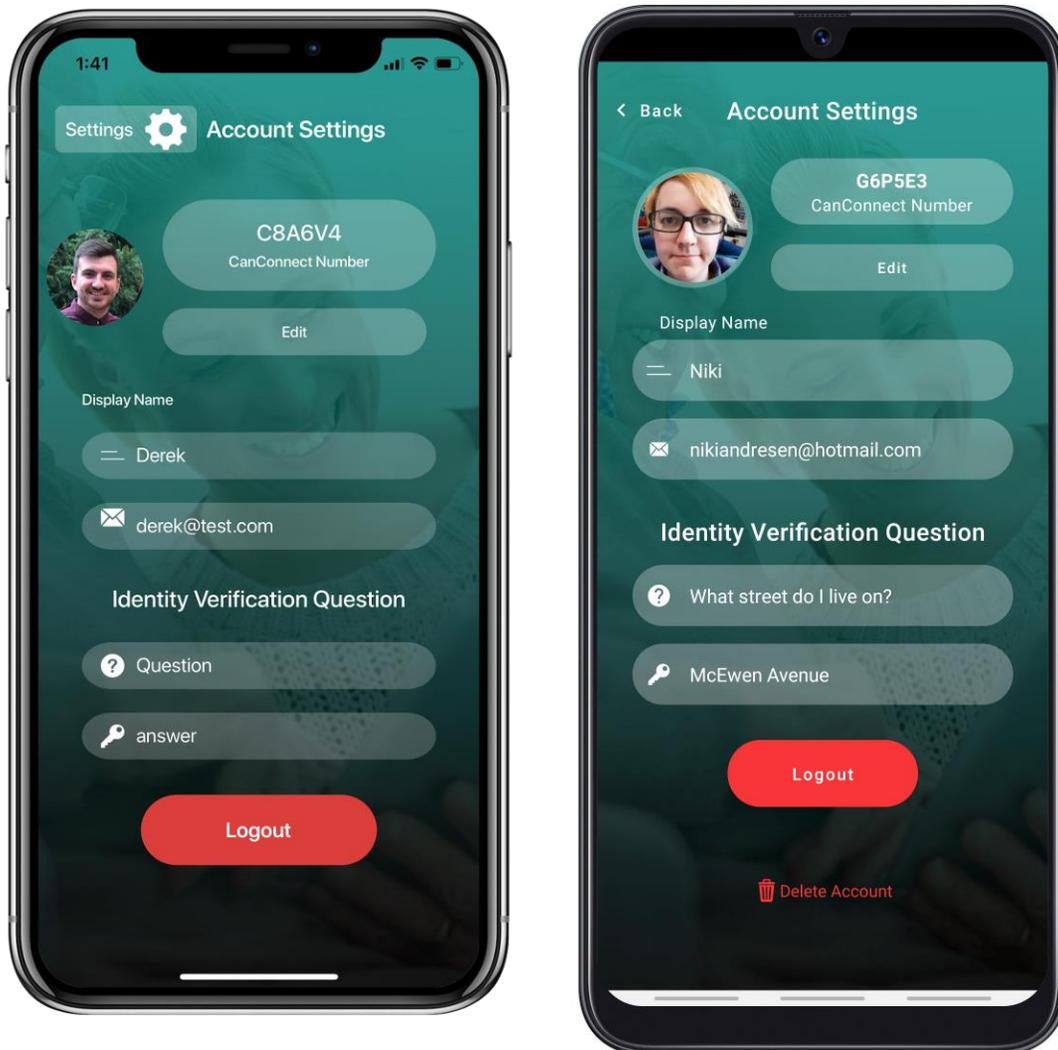
Tap the 'Settings' button in the top right corner of the Contacts Screen to access the settings menu. Tap 'Account Settings'.



Within the Account Settings users have the ability to view and modify their account information. You may need to drag your finger up along the screen to view all the settings.

By tapping the 'Edit' button, you can change the following information:

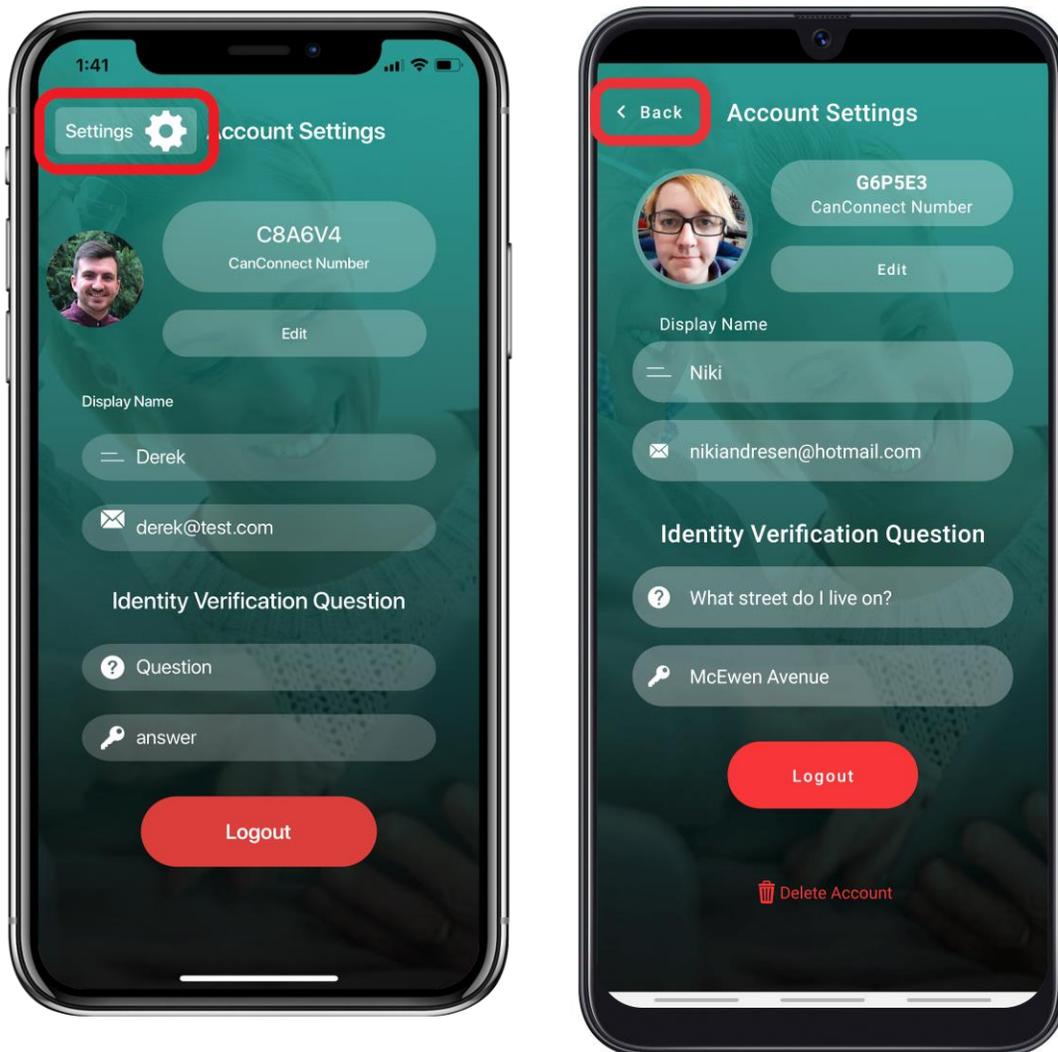
- Name
- Password
- Identity Verification Question
- Identity Verification Answer
- Profile Image



The email address cannot be changed. From this page you can also log out of an account by tapping the red 'Logout' button.

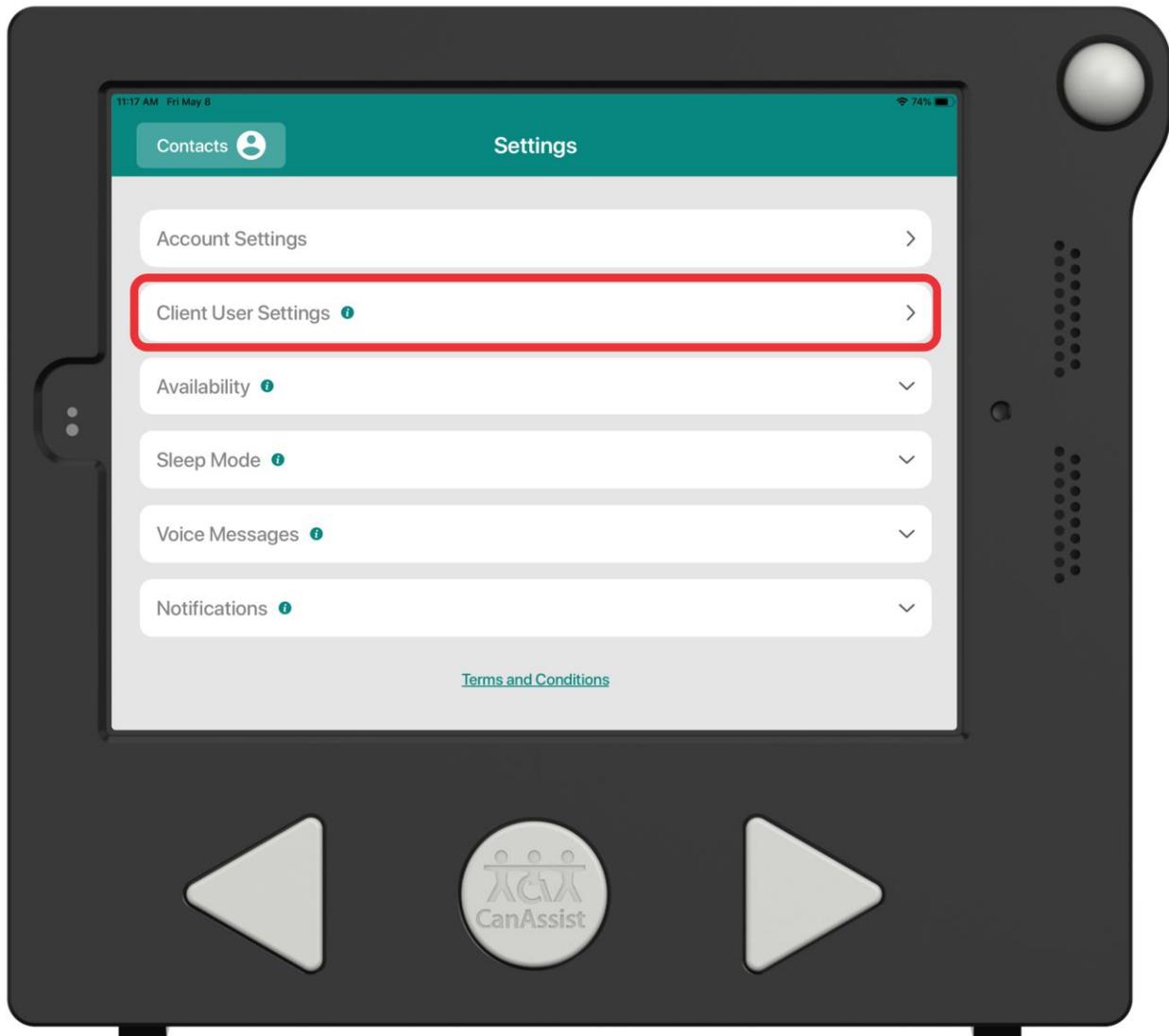
At the bottom of the page there is an option to delete the account by tapping 'Delete Account'.

To exit Account Settings and return to the Settings menu, tap the 'Settings' button in the top left corner for iOS devices, or the '<Back' button on Android devices.



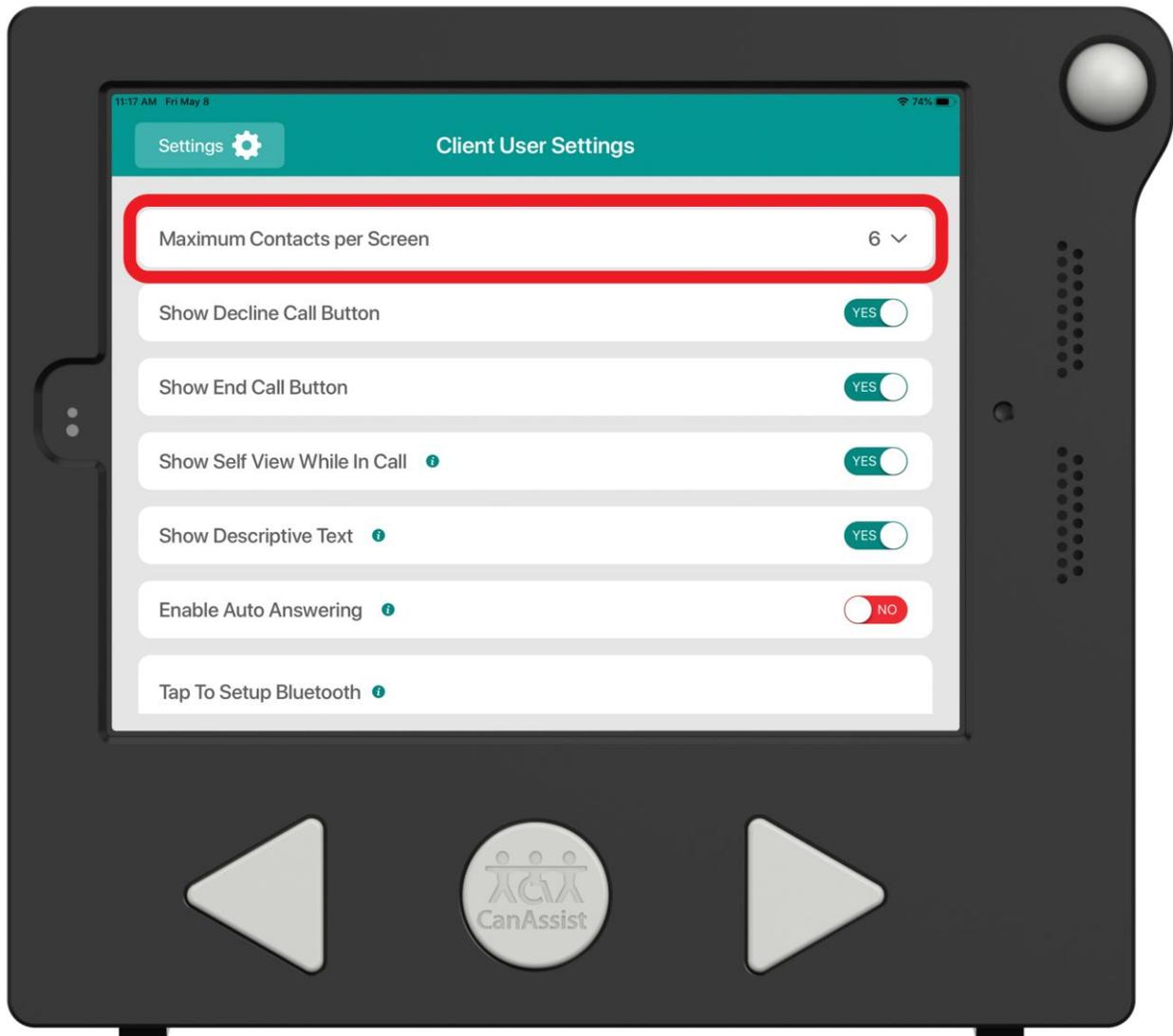
Client User Settings

Tap the 'Settings' button in the top right corner of the Contacts Screen to access the Settings menu. Tap 'Client User Settings'.

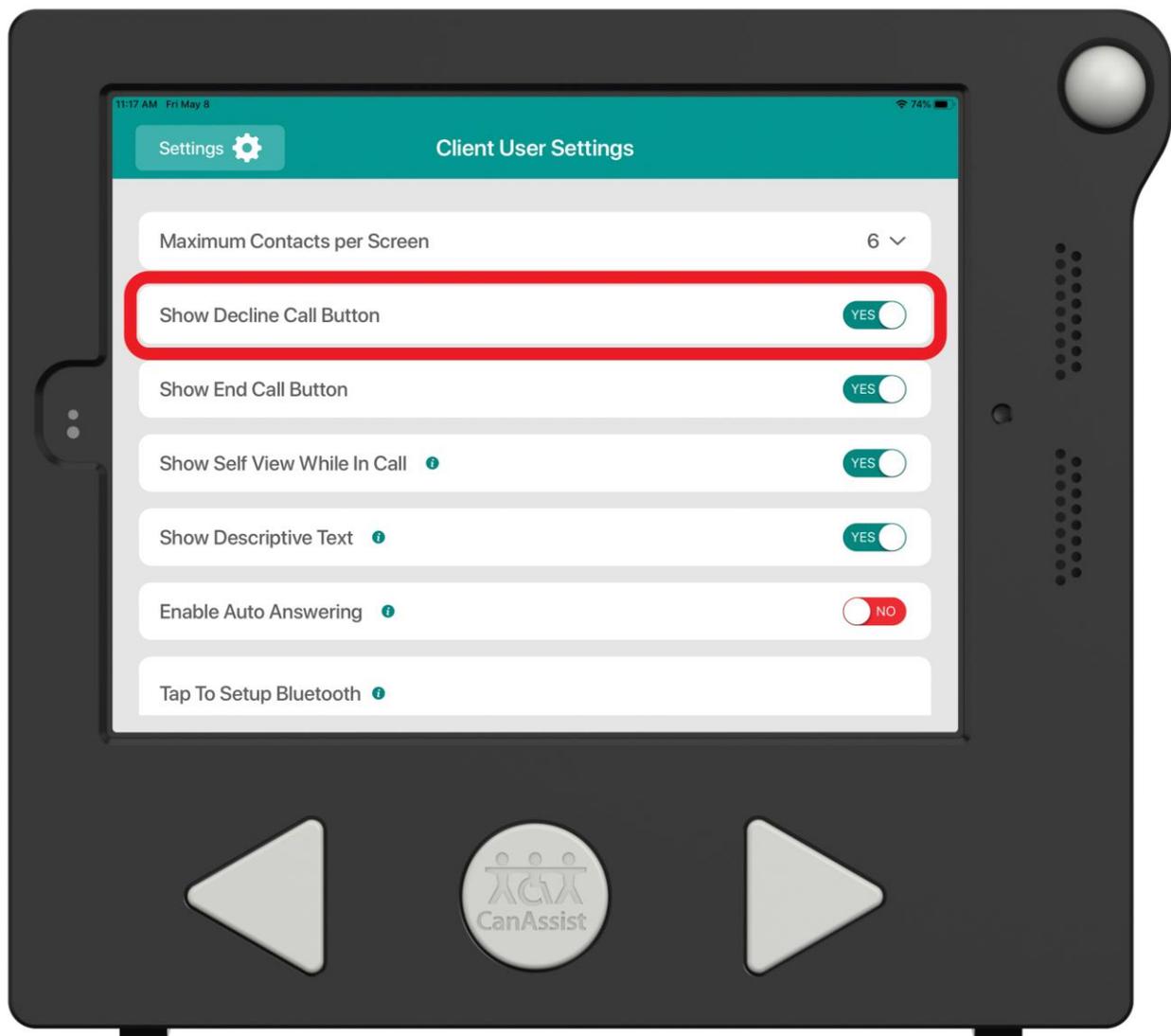


These settings allow you to customize the look of the application for the client while in Client User Mode. These settings will need to be changed from the client's account.

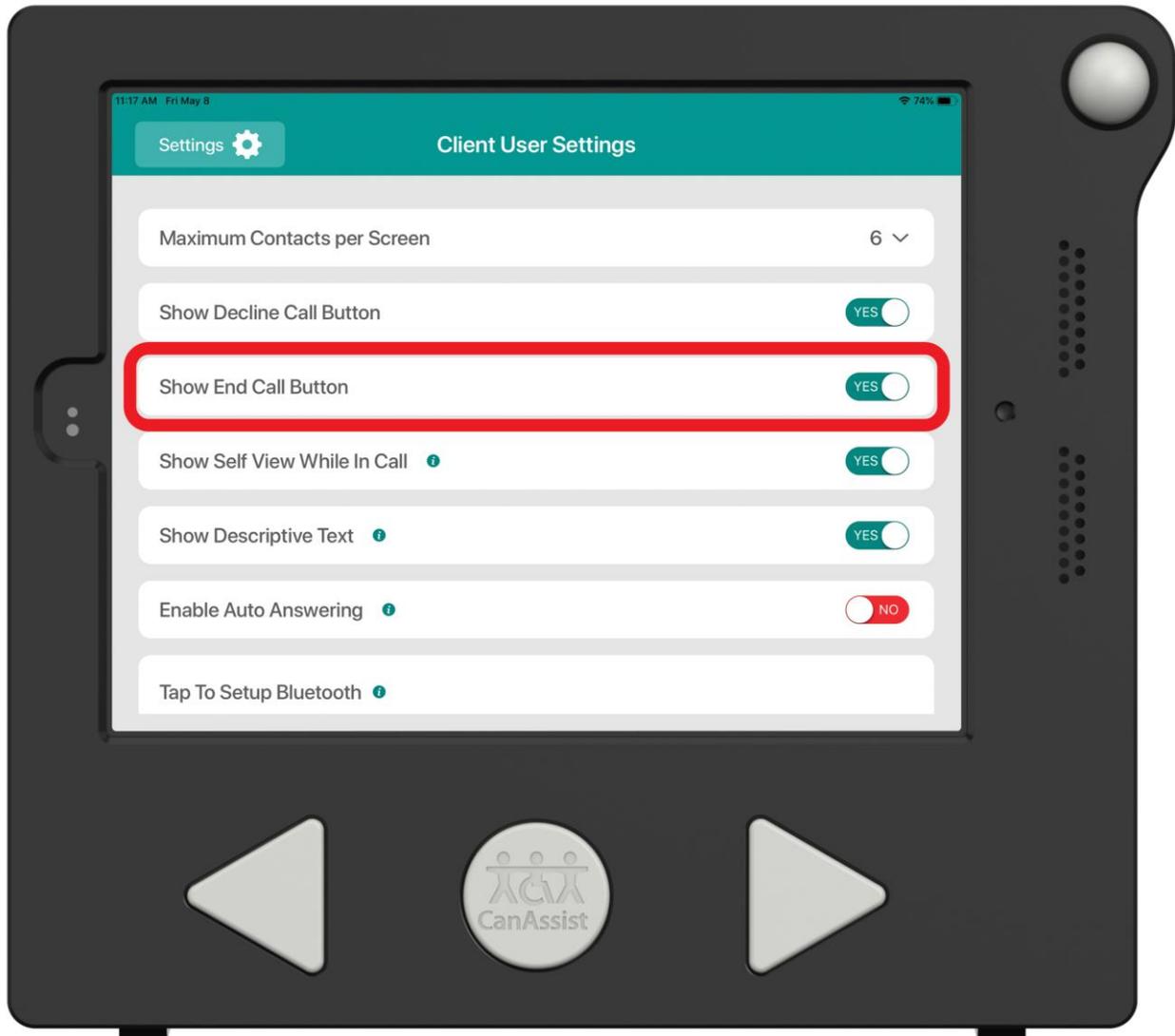
- **Maximum Contacts per Screen:** you can change the number of contacts displayed on one screen while in the Client User Mode. The options are 1, 2, 4, and 6. Your choice does not impact the number of contacts you can add.



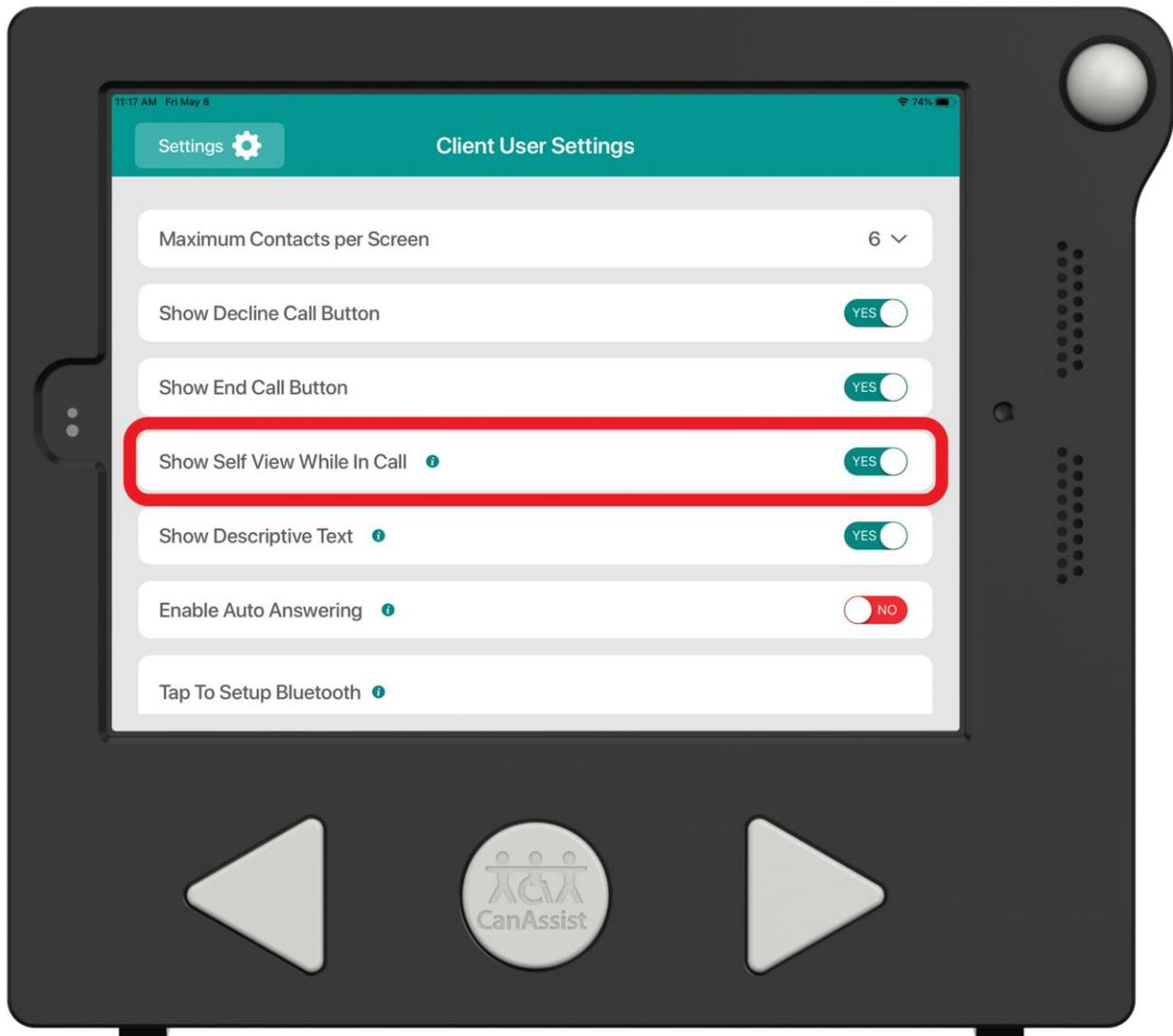
- **Show Decline Call Button:** When this is enabled, by selecting 'Yes', a red decline button will be displayed in the Client User Mode when there is an incoming call. This allows the client to choose to answer or decline the call. When it is disabled, by selecting 'No', the red decline button will not be displayed and the user will only have an option to accept the call – or wait until it stops ringing.



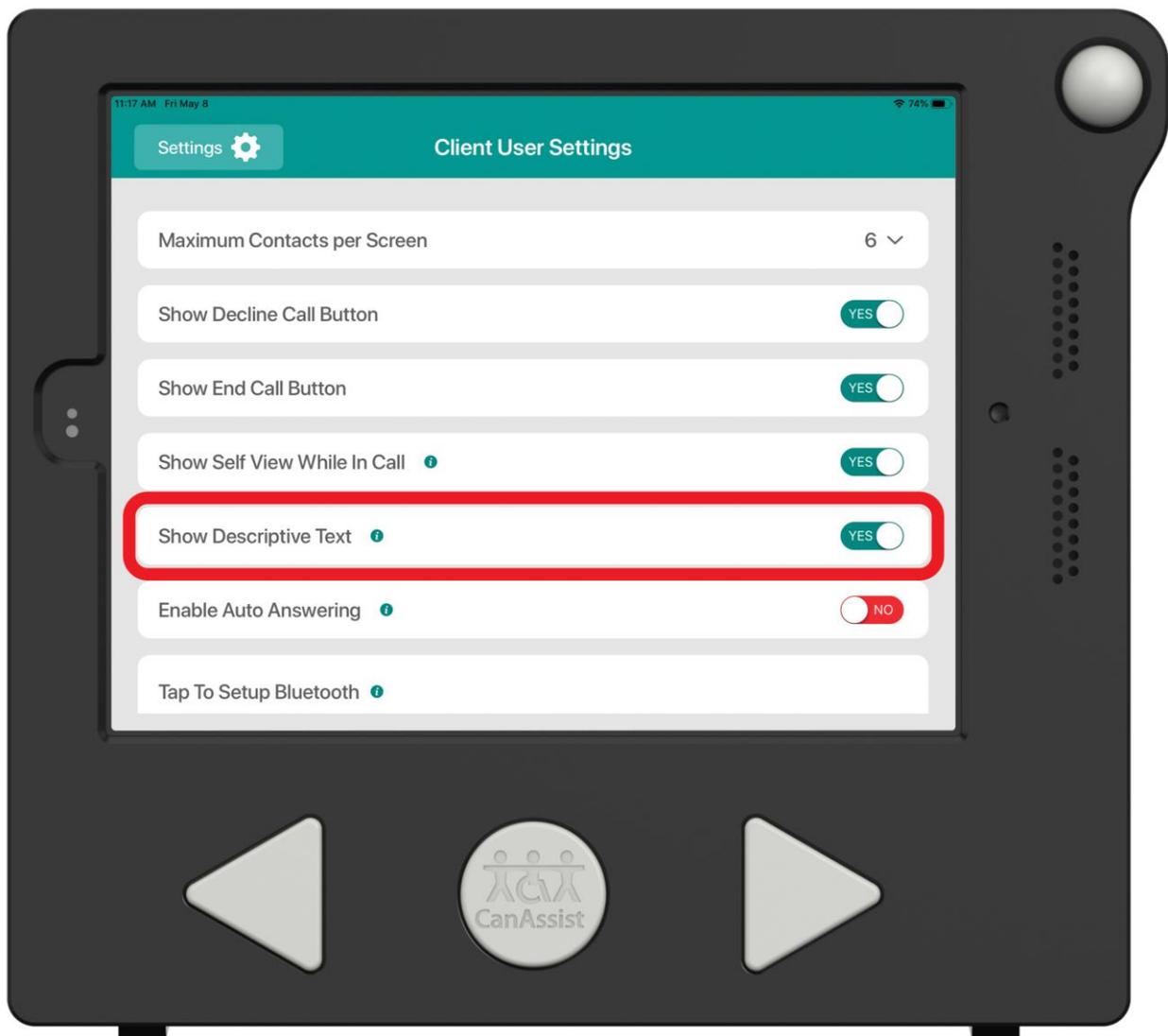
- **Show End Call Button:** When this is enabled, by selecting 'Yes', a red end call button will be displayed on screen during calls in Client User Mode. This allows the client to disconnect the call. When it is disabled, by selecting 'No', the red end call button will not be displayed and the user will not have an option to disconnect the call.



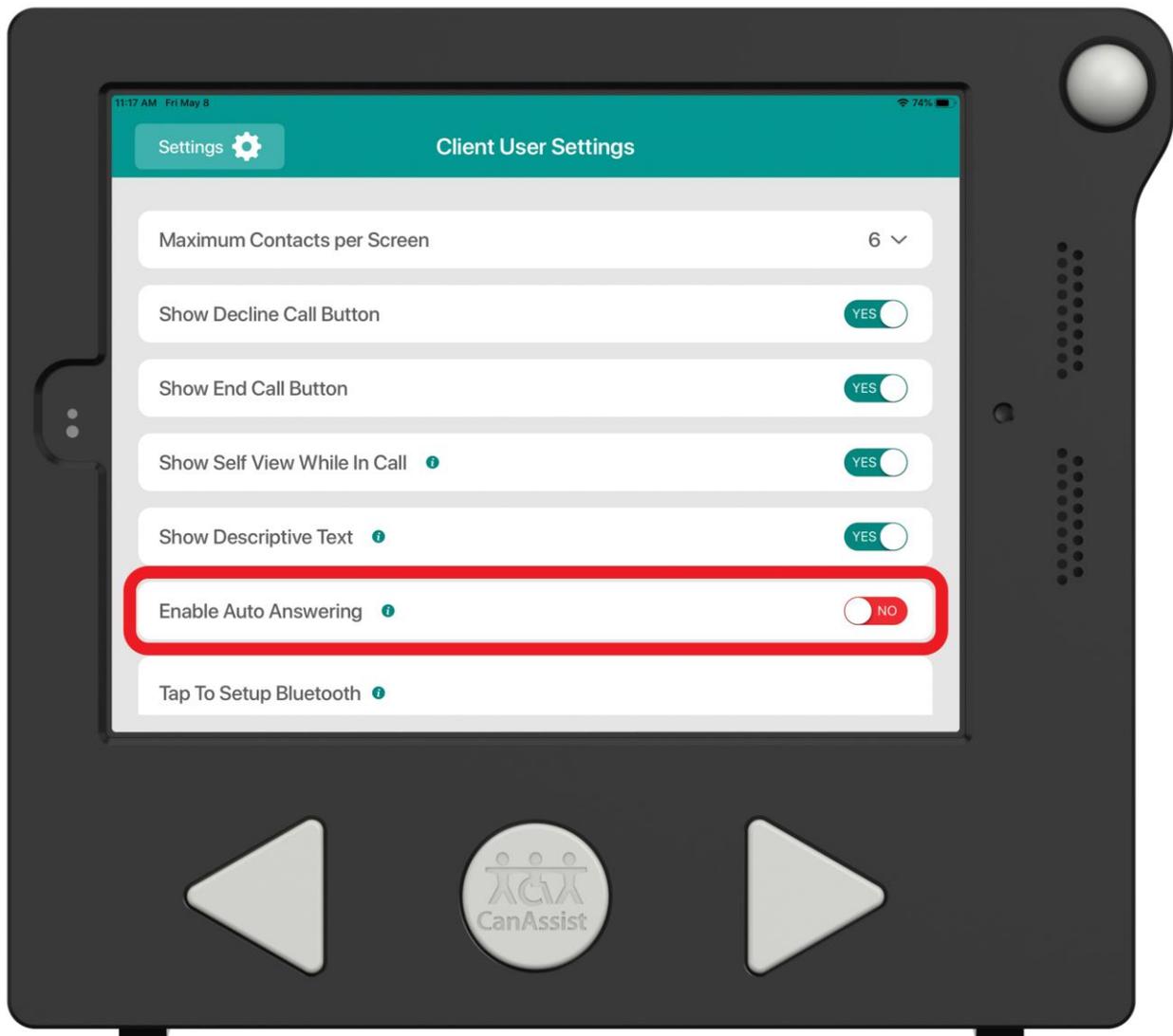
- **Show Self View While In Call:** When this is enabled, by selecting 'Yes', the user will see their own video in the corner of the screen during a call. When it is disabled, by selecting 'No', their own video will be displayed.



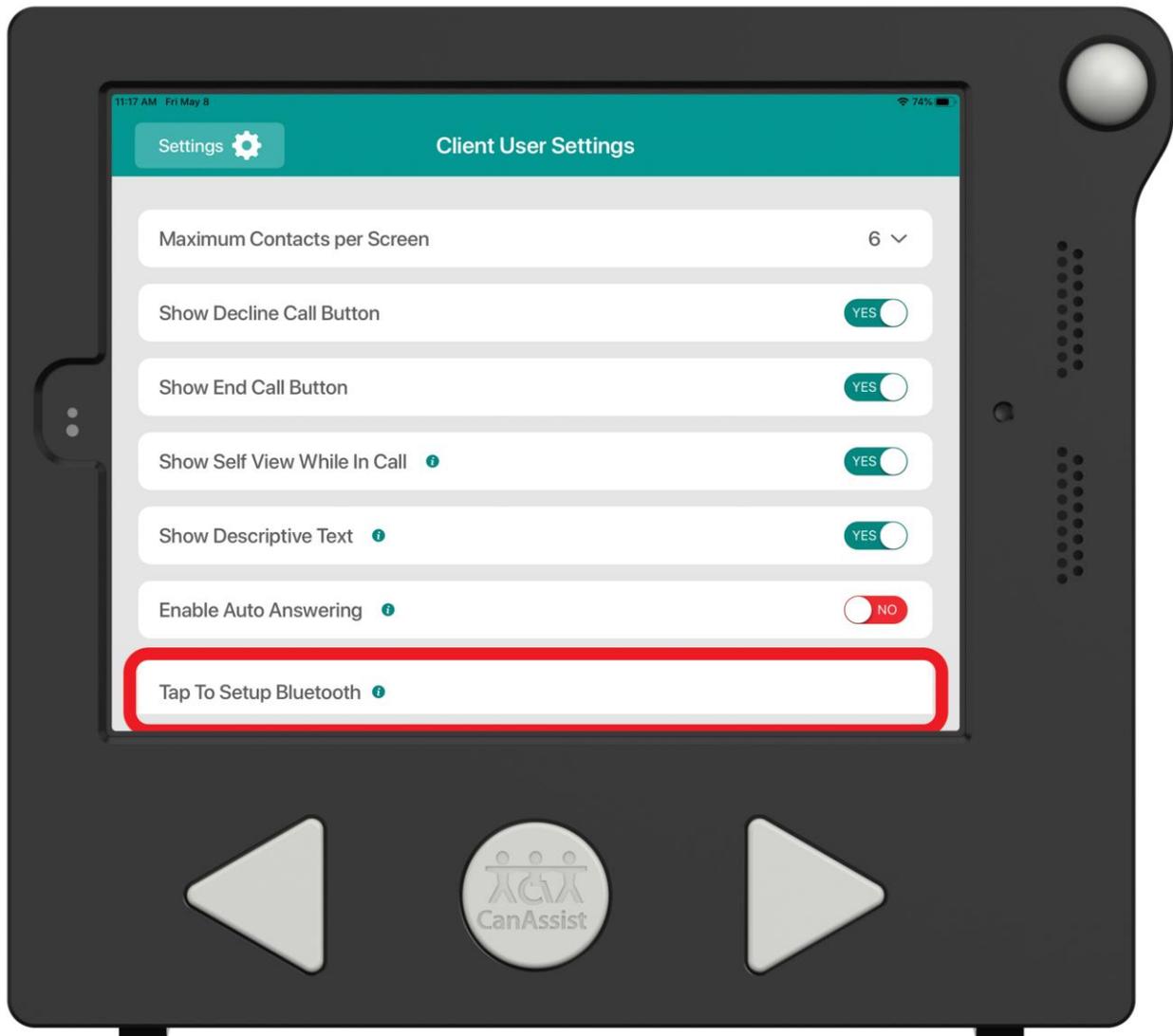
- **Show Descriptive Text:** When this is enabled, by selecting 'Yes', the user will see descriptive text next to the buttons. For example, an offline contact will be displayed in red, with a symbol of a phone crossed out, and be labelled as 'Unavailable'. When it is disabled, by selecting 'No', the descriptive text will not be displayed.



- **Enable Auto Answering:** When this is enabled, by selecting 'Yes', if the user does not answer an incoming call within five seconds, the call is automatically answered. When it is disabled, by selecting 'No', calls will not be automatically answered. The user will have 30 seconds to either answer the call, or – if 'Show Decline Call Button' is enabled – to decline the call.

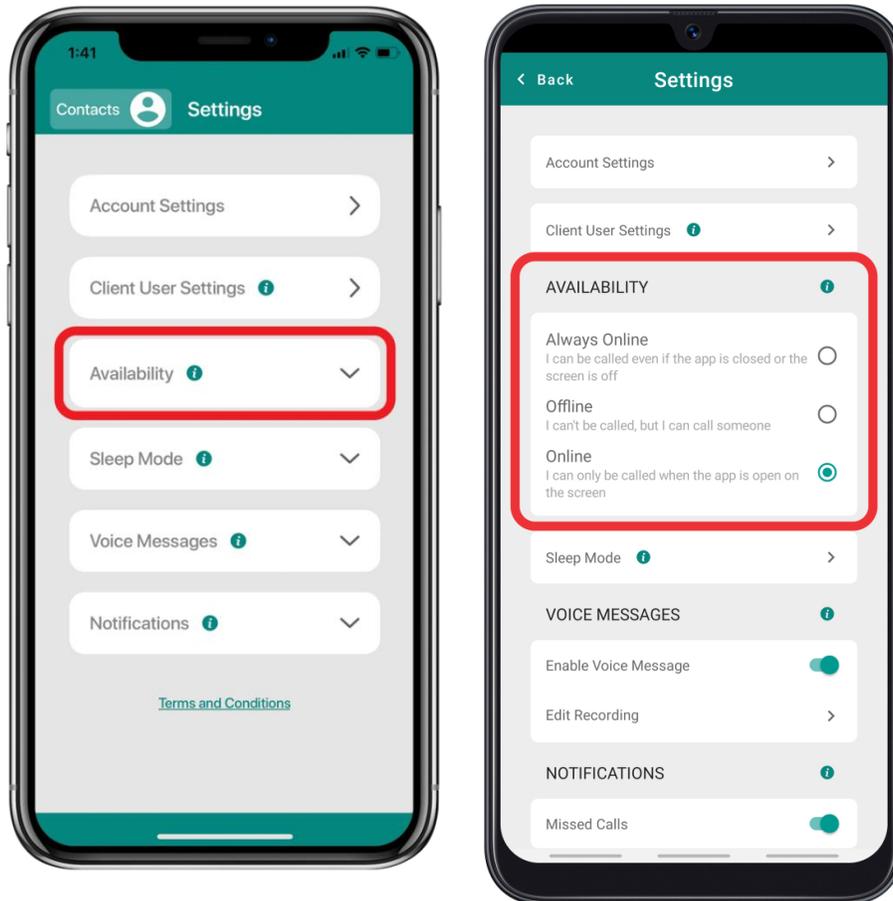


- **Tap to Setup Bluetooth (iOS only):** These settings are for accessing the features of the Custom Case.



Availability

Tap the 'Settings' button in the top right corner of the Contacts Screen to access the Settings menu. Tap 'Availability'.

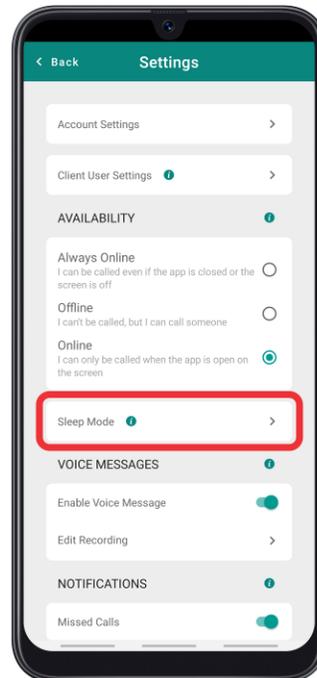
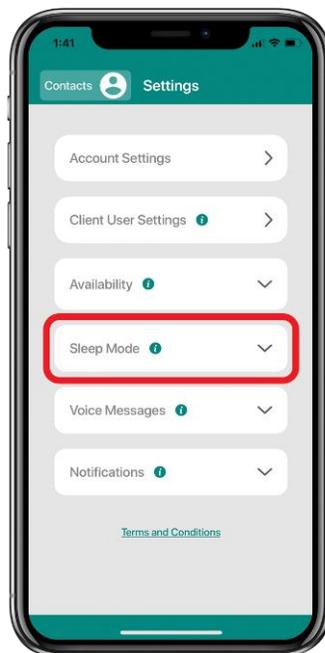
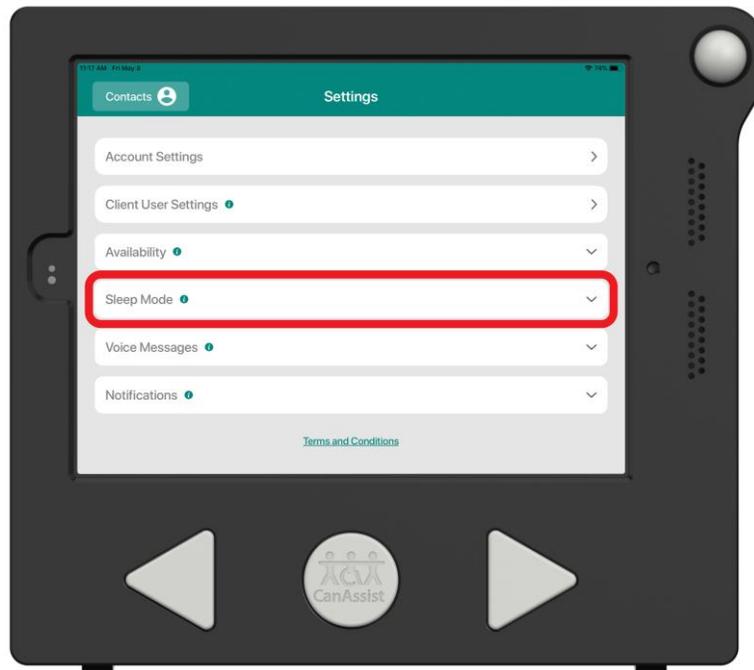


These settings can be used to configure when you will be shown as available to receive calls.

- **Always Online:** When selected, you will appear available even if the app is closed or the screen is off. If your device is powered off, loses power, or loses Internet connection you will still be shown as available, even though you won't be able to receive a call on your device.
- **Offline:** When selected, you will appear unavailable. You cannot be called, but you will be able to make calls.
- **Online:** When selected, you will only appear available when the app is open on the screen. If you close the app or move to a different app, you will appear unavailable.

Sleep Mode

Tap the Settings button in the top right corner of the Contacts Screen to access the settings menu. Tap 'Sleep Mode'.



When this is enabled, by selecting 'Yes', you can set a start and end time when you will appear unavailable to contacts in Client User Mode - even if you are logged into the app. If you are

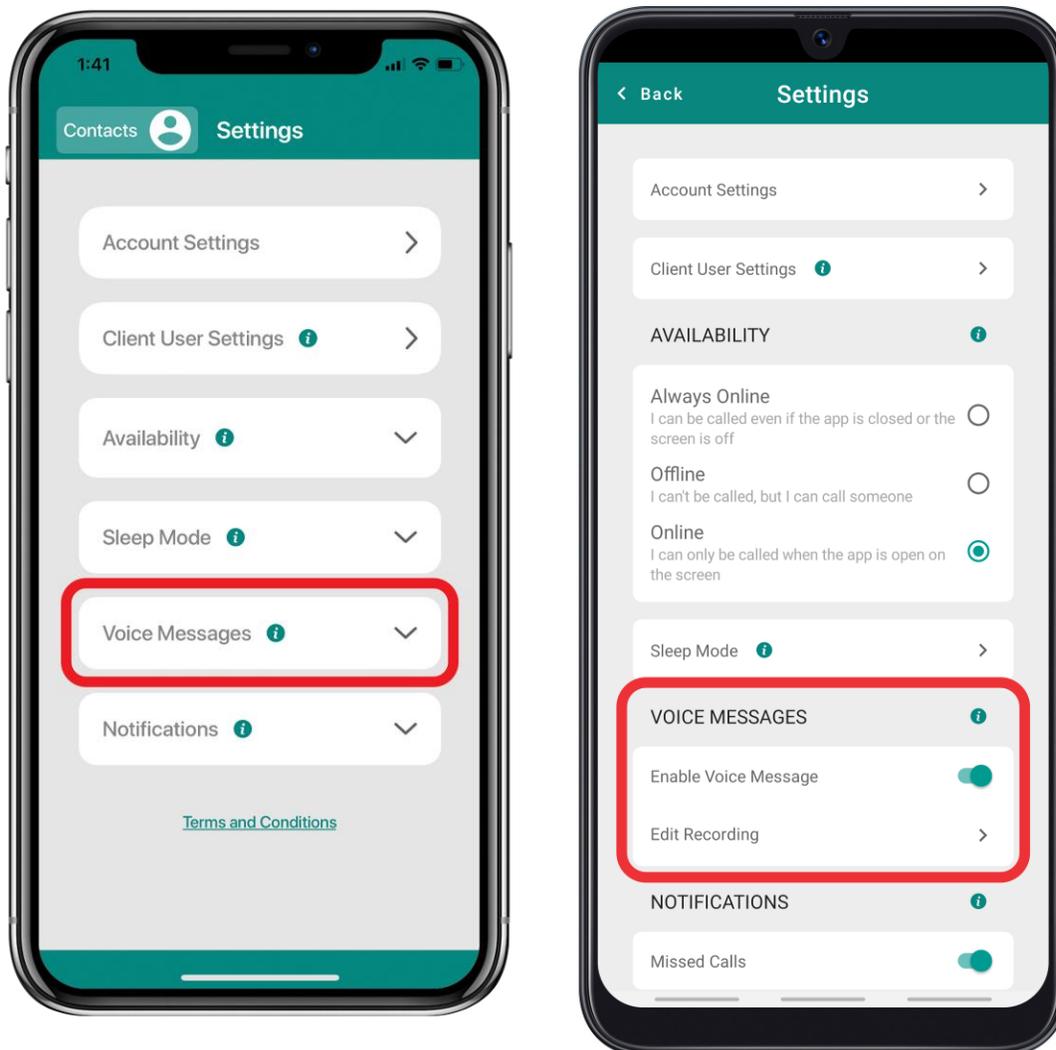
online while sleep mode is enabled, you will still appear available to contacts not in Client User Mode. If they attempt to call you, they will be alerted that you are sleeping and they can choose whether or not to proceed with the call.

To change the times, first enable Sleep Mode by selecting 'Yes'. Tap the time you want to change, and tap 'Done' when it is set to the desired time.

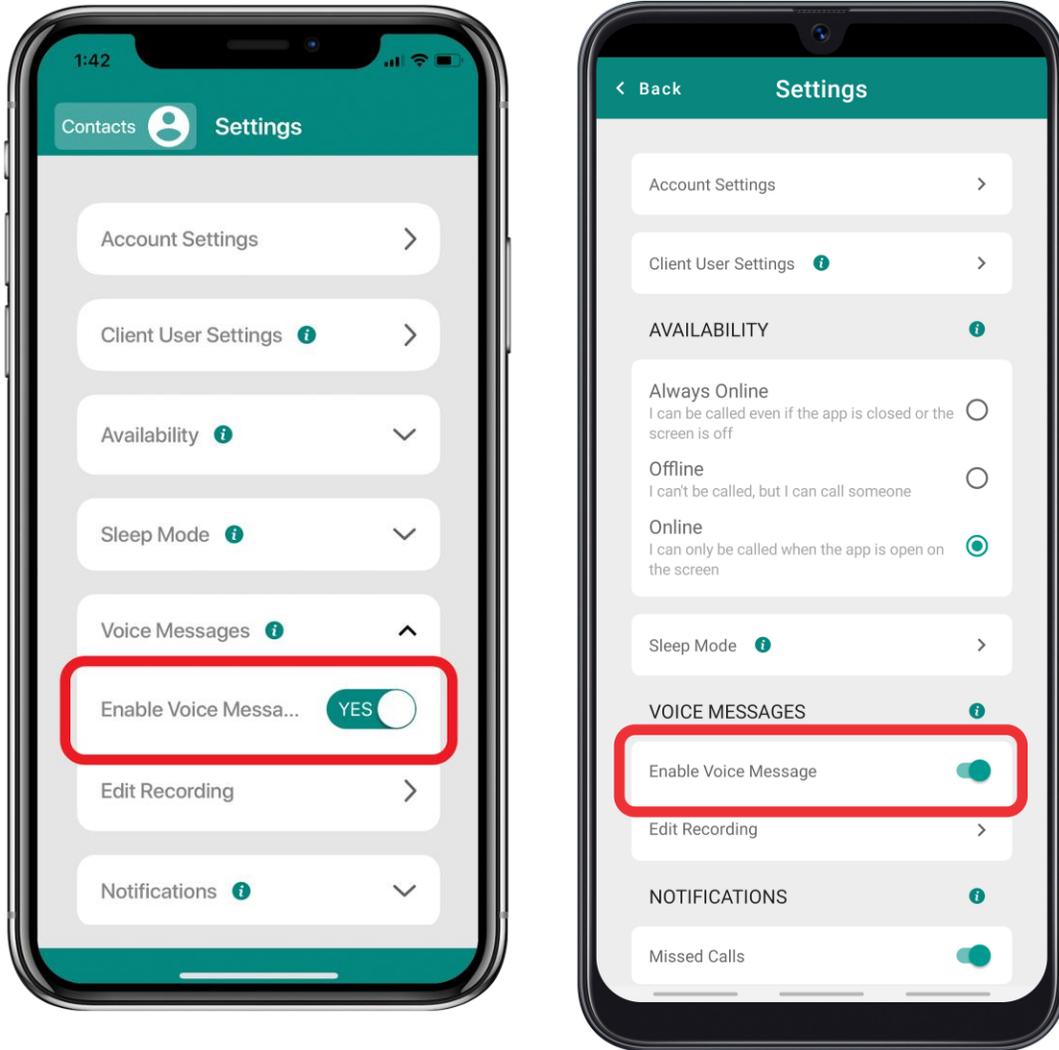
When this is disabled, by selecting 'No', there will be no Sleep Mode and your availability settings will determine if you appear available or unavailable.

Voice Messages

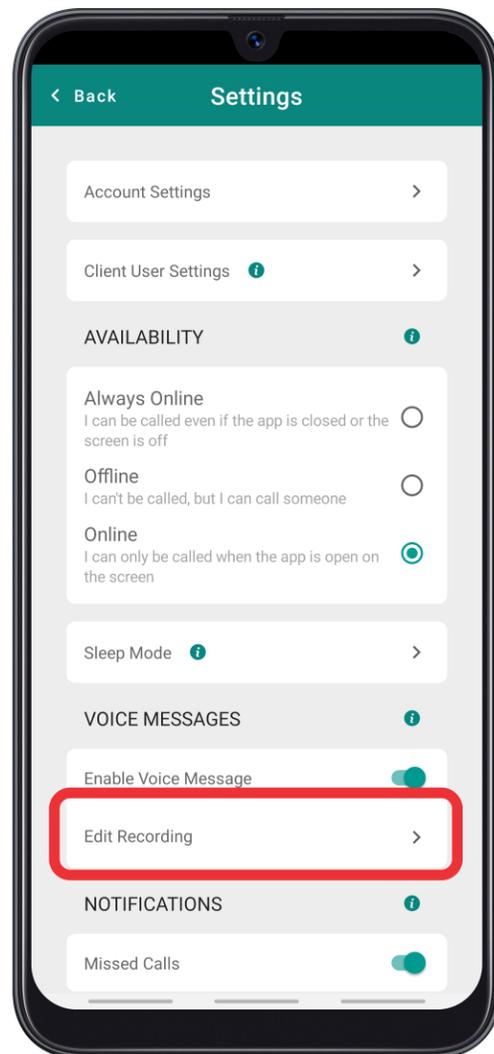
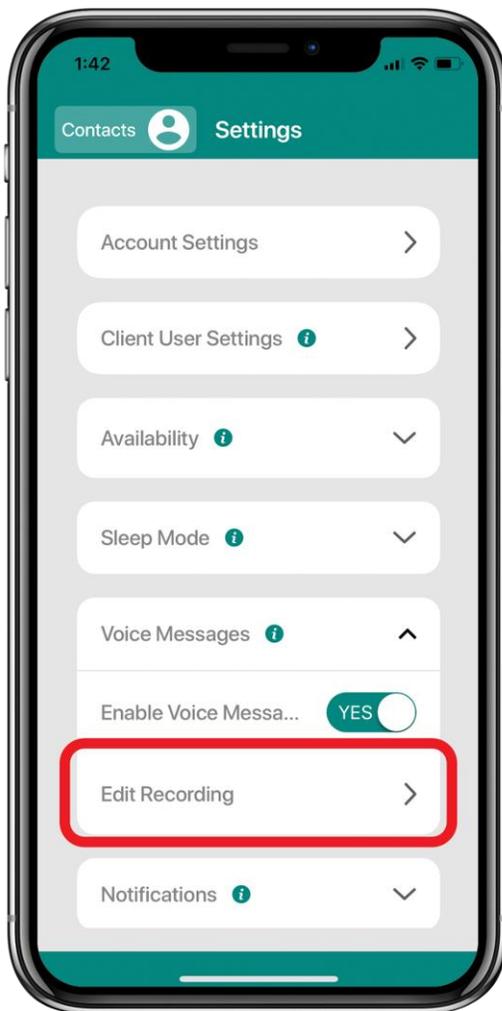
Tap the 'Settings' button in the top right corner of the Contacts Screen to access the settings menu. Tap 'Voice Messages'.



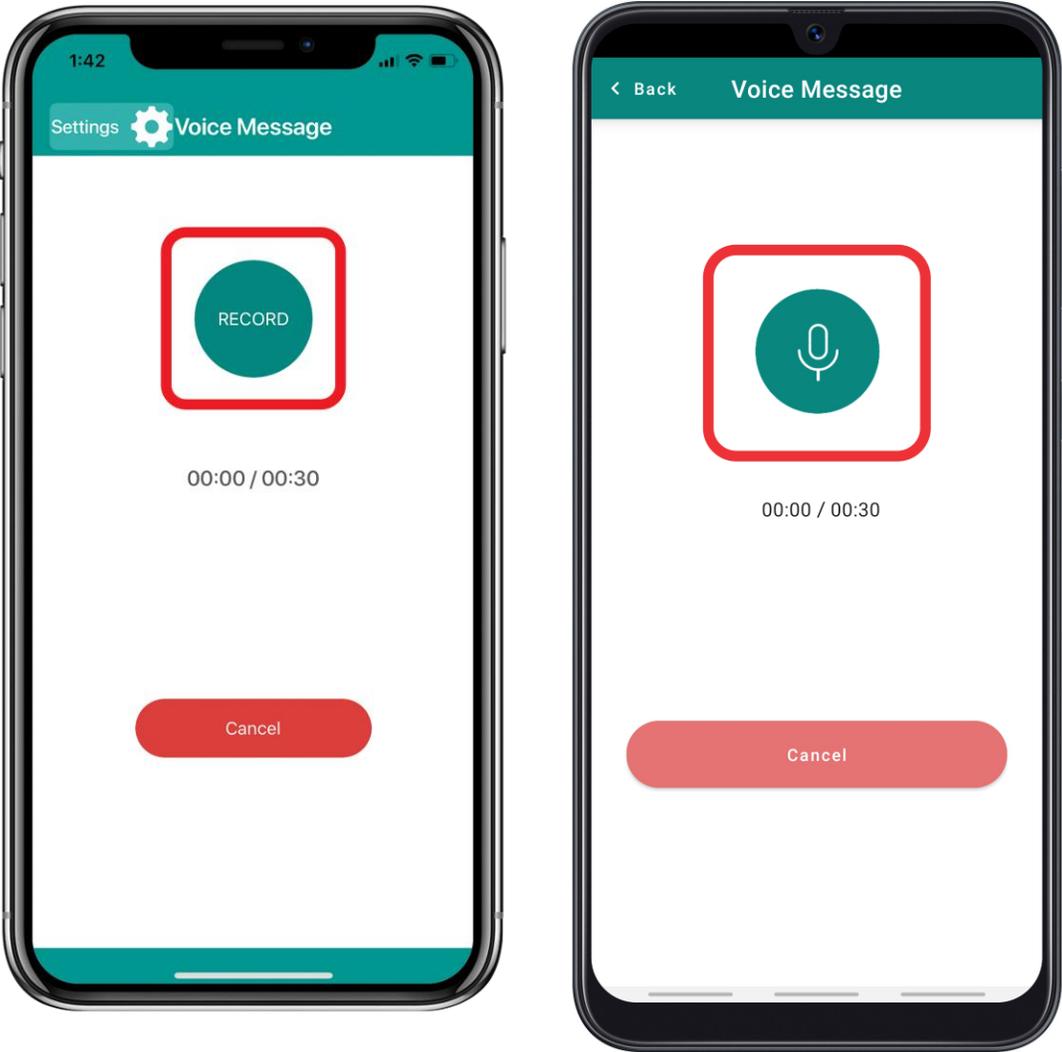
When this is enabled, by selecting 'Yes', you can set up a voice message when you do not answer the call.



To set or edit a voice message tap 'Edit Recording'.



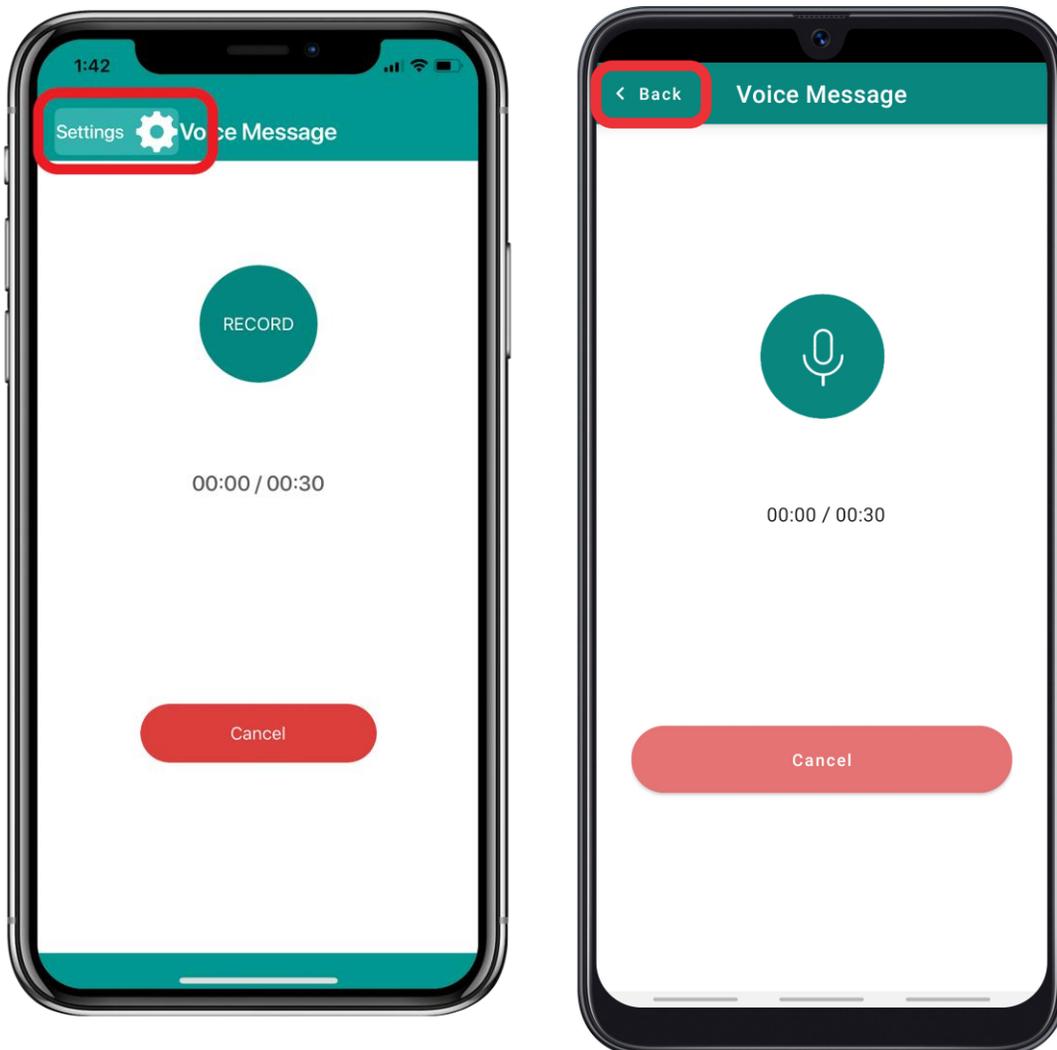
If you have not set up a voice recording, tap the 'Create New' button. Tap the green 'Record' button on iOS devices, or the microphone icon button on Android devices, to begin recording. Tap it again to end.



Your message can be up to 30 seconds long. You can replay the message by tapping 'Play'. If you are satisfied with the message, tap 'Save', and if you want to try again, tap 'Discard'.

Once you have a voice message you can change it by tapping 'Create New'. This will overwrite your previous message.

Tap 'Settings' on iOS devices or '<Back' on Android device in the upper left corner to go back.

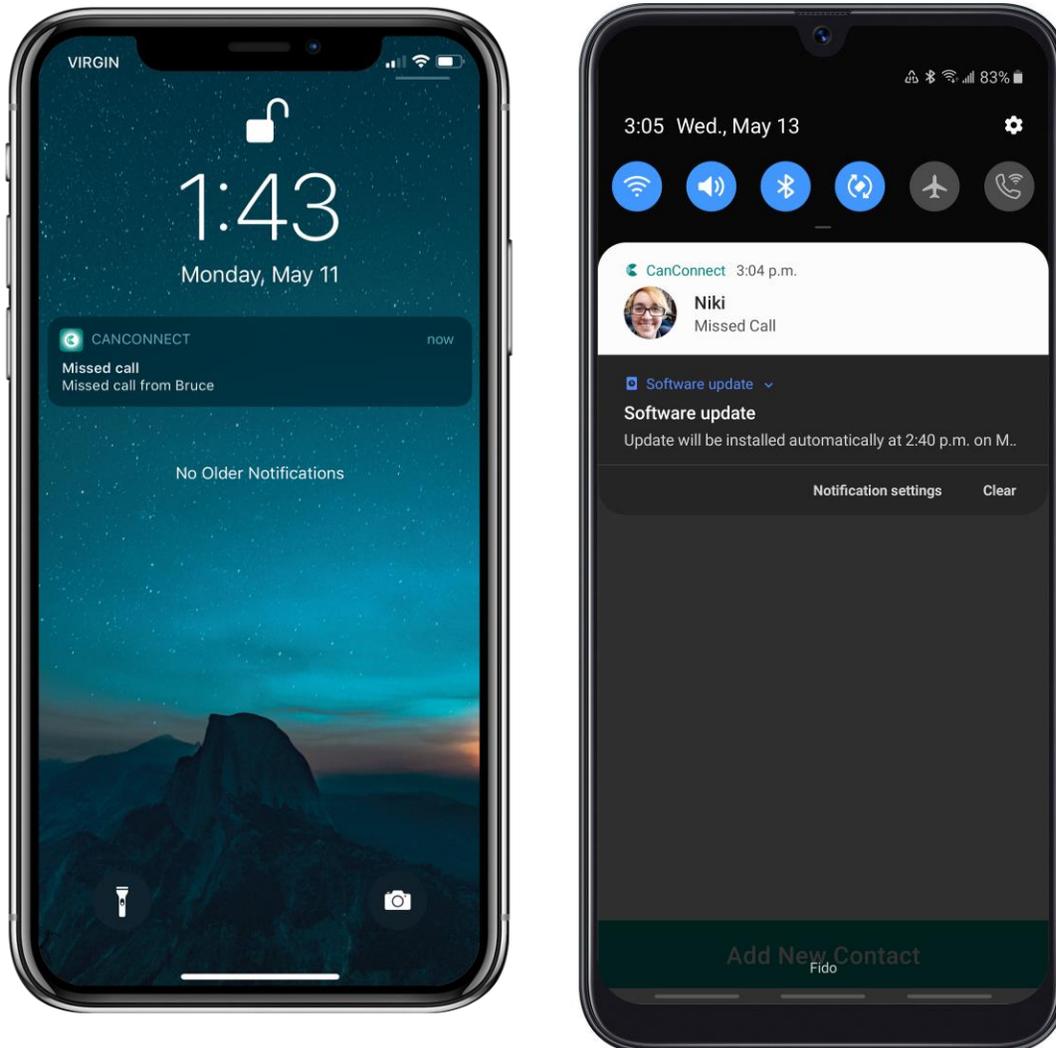


When this is disabled, by selecting 'No', your contacts will not hear a voice message when you do not answer the call. You will also not be able to edit the recording.

Notifications

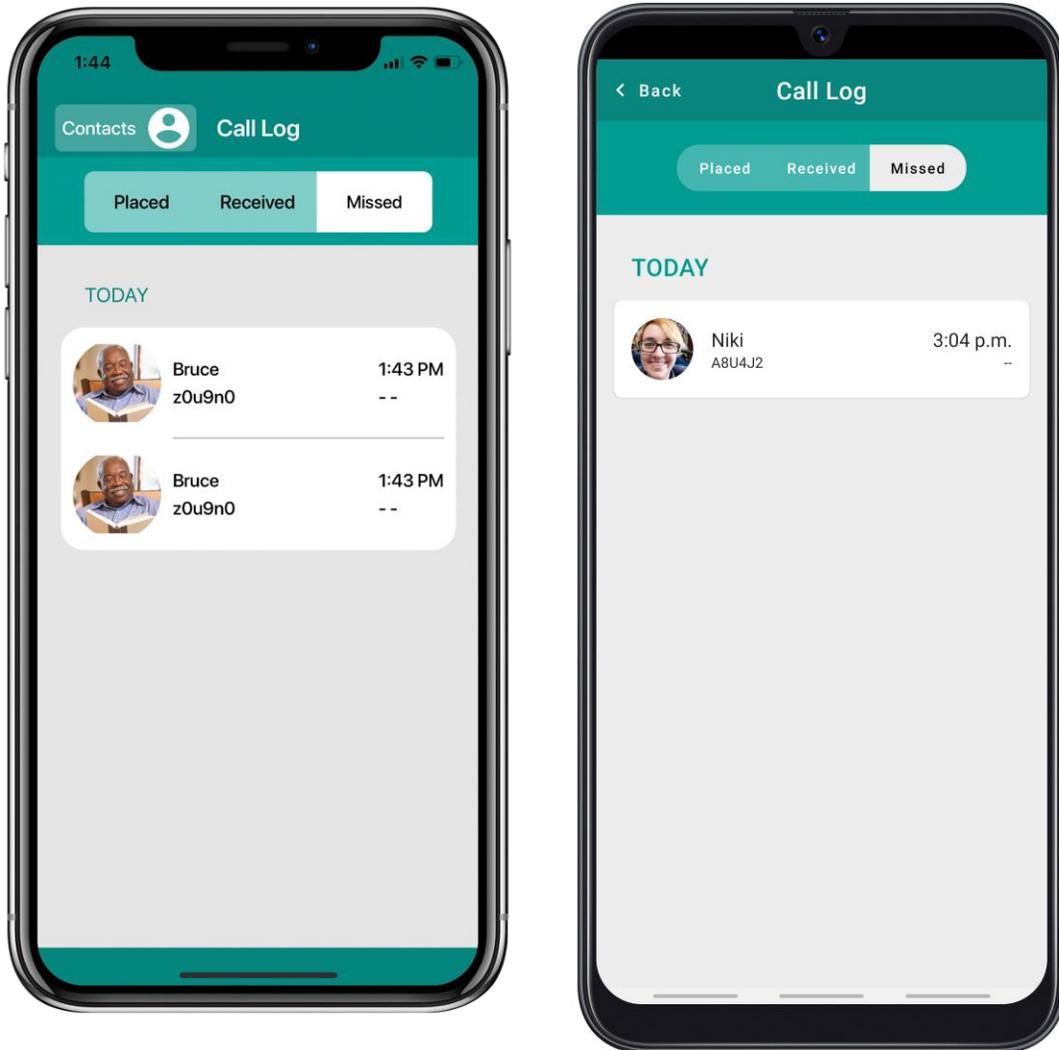
Tap the 'Settings' button in the top right corner of the Contacts Screen to access the settings menu. Tap 'Notifications'.

Device notifications will not appear in Client User Mode. For any device notifications to appear, give CanConnect permission to send device notifications. To view permissions, you can check in your device's settings. Each device has a different settings layout, but generally you can find CanConnect under 'Apps'. Check the permissions and ensure notifications have been turned on.

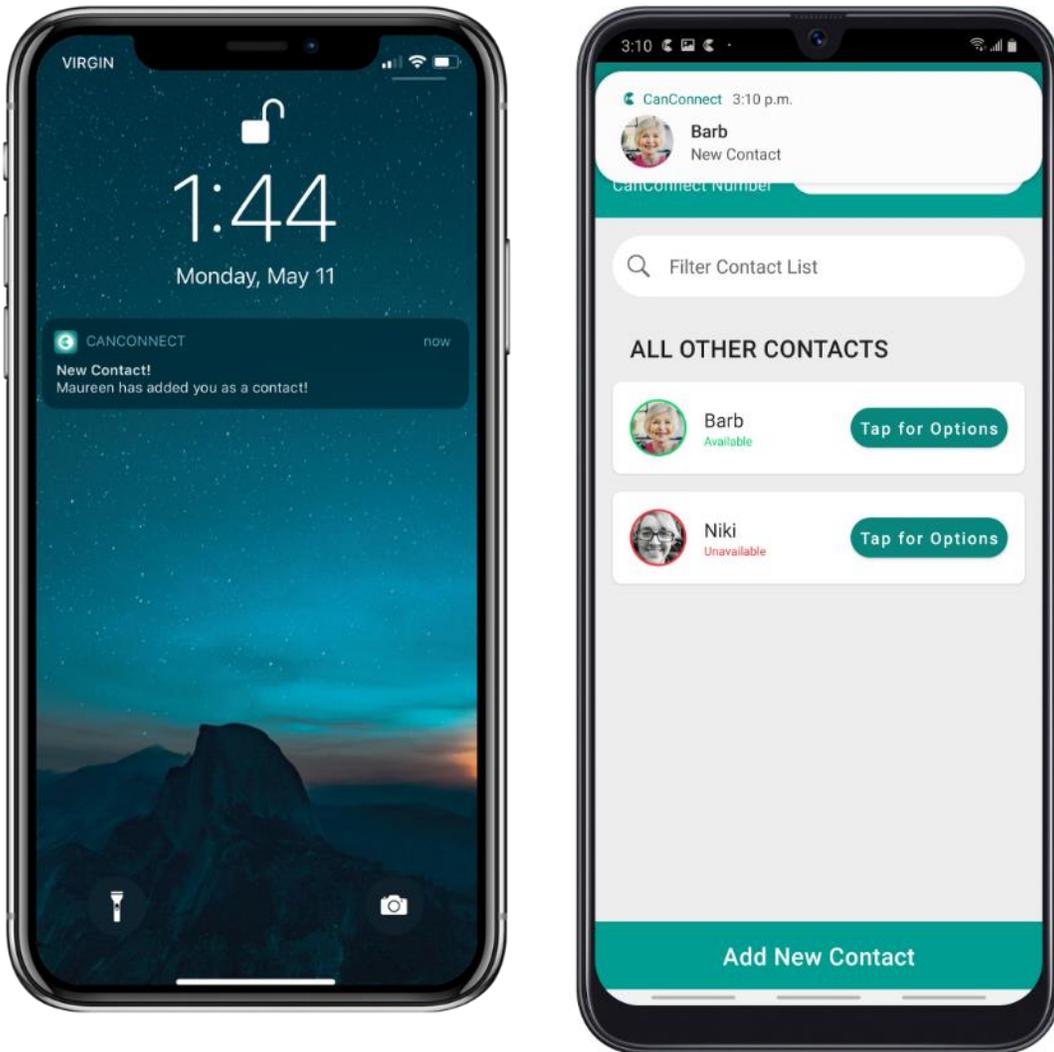


When notifications for 'Missed Calls' are enabled, by selecting 'Yes', you will receive a notification whenever a call is missed.

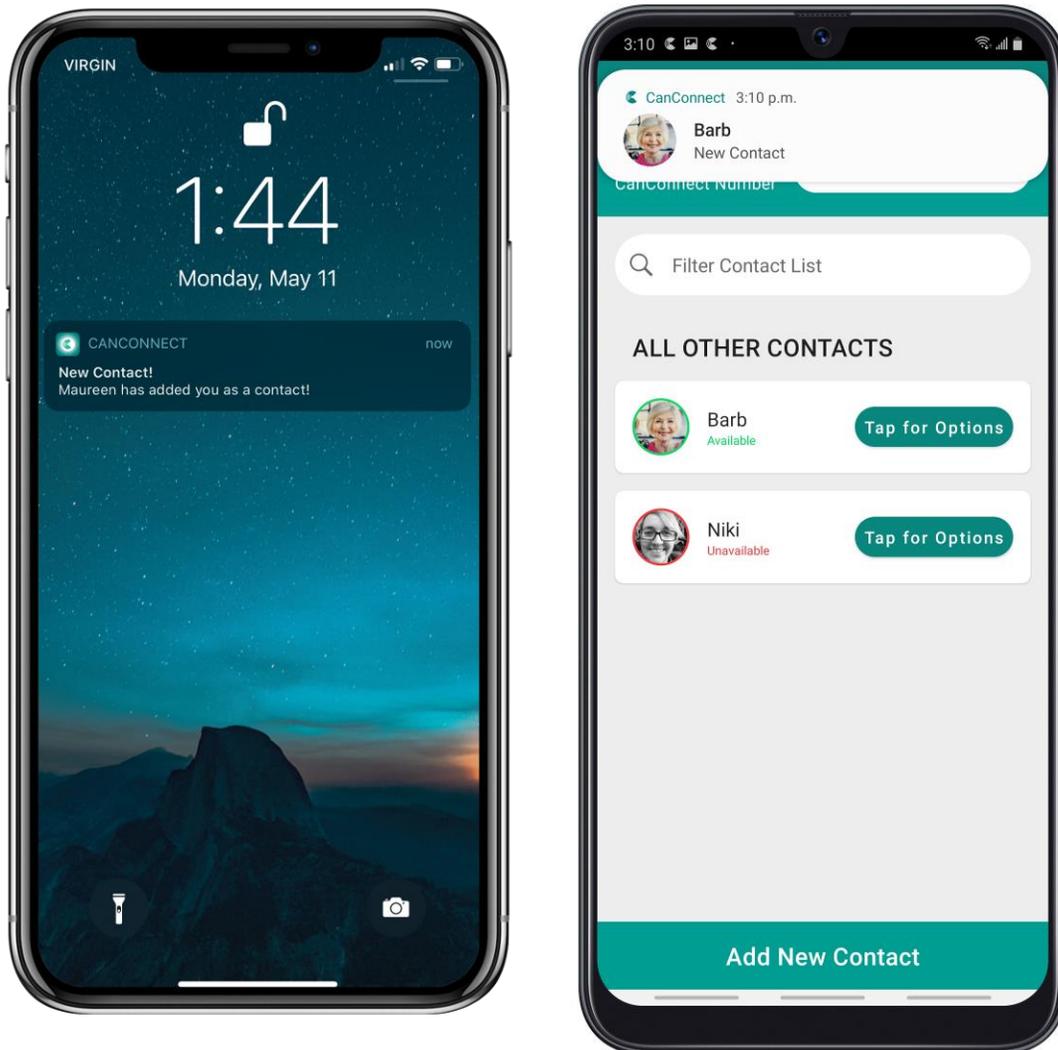
When notifications for 'Missed Calls' are disabled, by selecting 'No', you not will receive a notification whenever a call is missed, but you will still see the missed call in the Call Log as shown below.



When notifications for 'New Contacts' are enabled, by selecting 'Yes', you will receive a notification whenever you are added as a contact; you will also have a new contact on your contact list.



When notifications for 'New Contacts' are disabled, by selecting 'No', you will not receive a notification whenever you are added as a contact.



You will also be able to set notifications to alert you when a contact goes offline. These notifications are set on the Contacts Screen. For further instruction check 'Enabling and disabling contact notifications' under 'Contact Settings' in this manual.

CanConnect Device Features

Headphones

The Custom Case allows clients to have headphones or a headset plugged in for calls. The headphone jack is located on the side of the device. If headphones or a headset are plugged in, all incoming call sounds will only be played through the headphones or headset. If the client is not wearing them at the time of an incoming call they will only hear the buzzer, if it is enabled.

Buzzer

The buzzer can be turned on and off using the switch on the back of the Custom Case. When the switch is moved to the right, the buzzer will sound. When the switch is moved to the left, it will be silent.

Flashing Light

The flashing LED light on the front of the case is intended to provide an additional visual cue for an incoming call. The red light will flash when a call is coming in. During a call the light will remain a solid red light.

Switch Access

The additional ports on the side of the case below the headphone jack are intended for use with accessibility switches. Switches can be plugged in and used with the corresponding buttons – indicated by their representative shapes.

Contact Settings

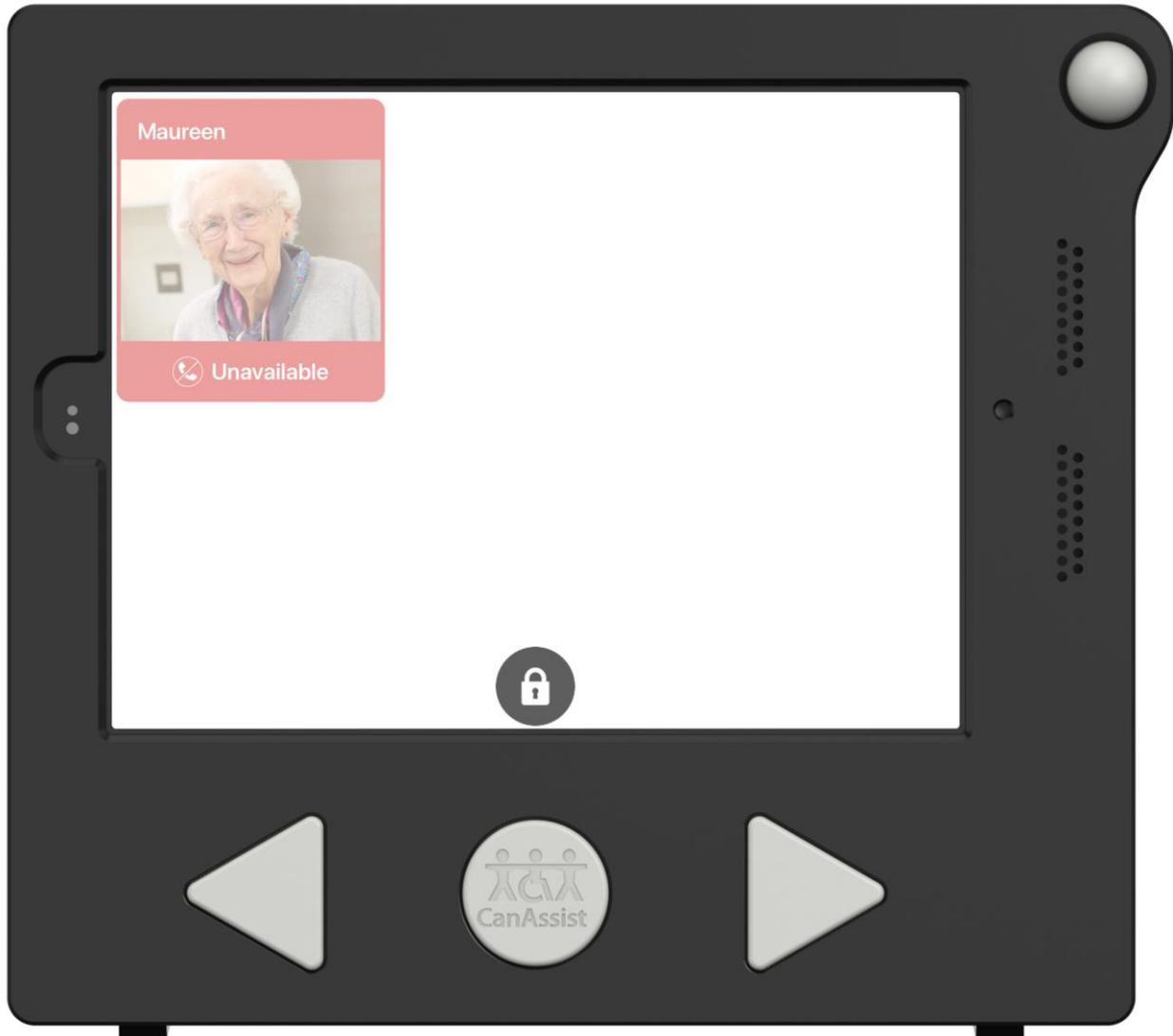
Adding a relationship descriptor to a contact

CanConnect allows you to set a relationship descriptor to accompany the contact photo and name Client User Mode. To add a descriptor, you will need to go to the Contacts Screen. You will have to exit Client User Mode.

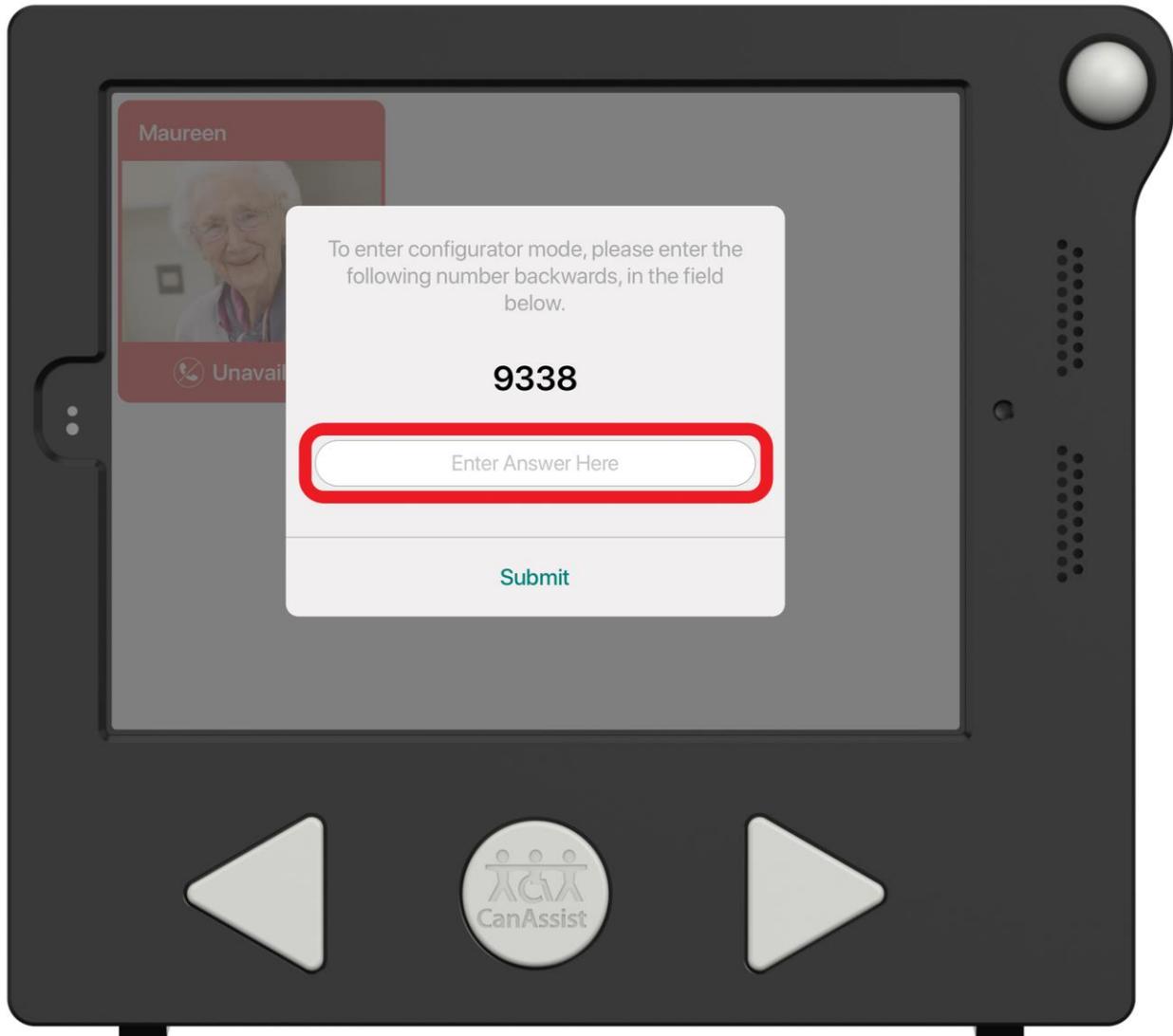
1. To leave Client User Mode, hold your finger on the screen for five seconds.



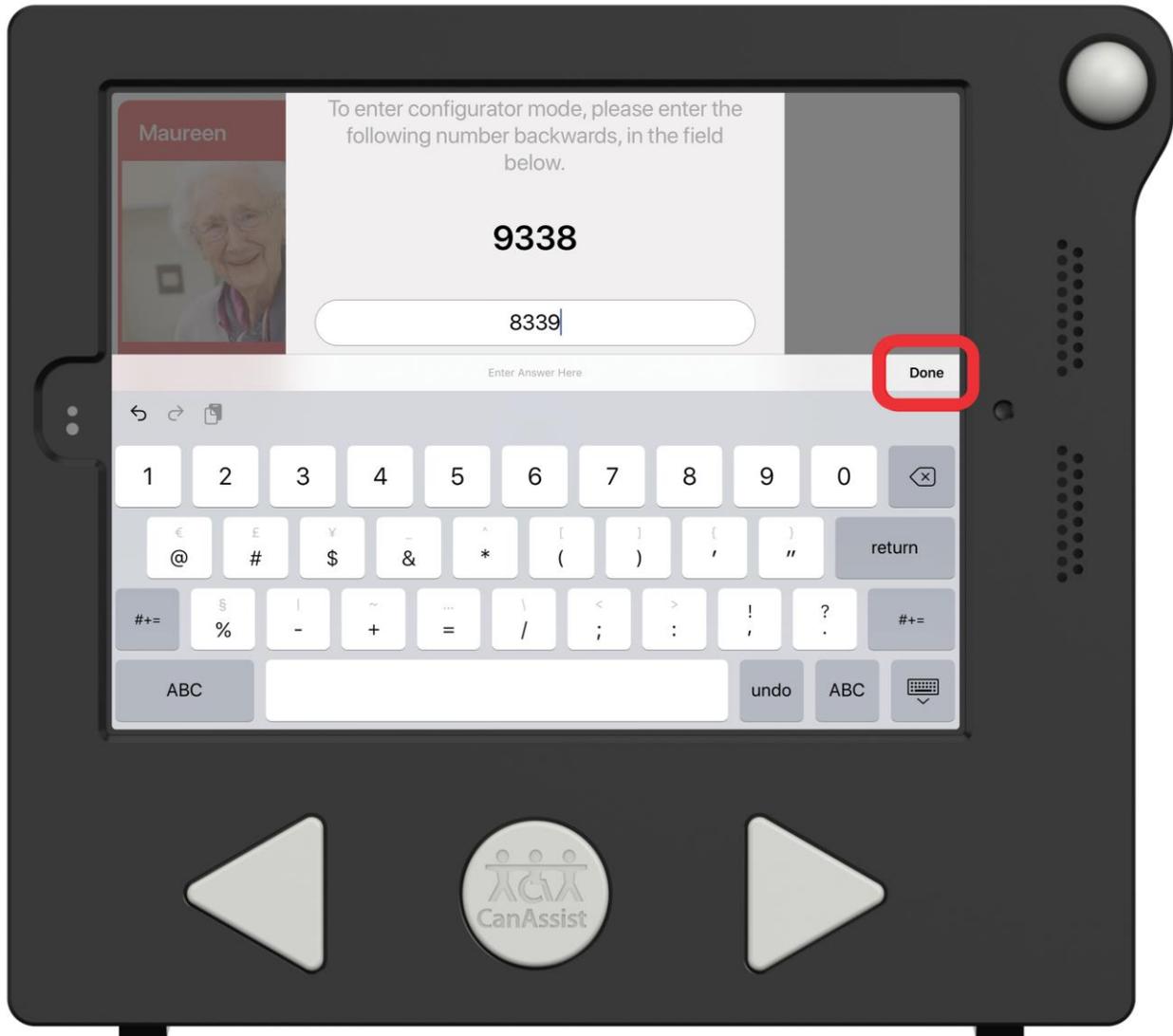
2. A lock button will appear at the bottom of the screen. Tap the lock button.



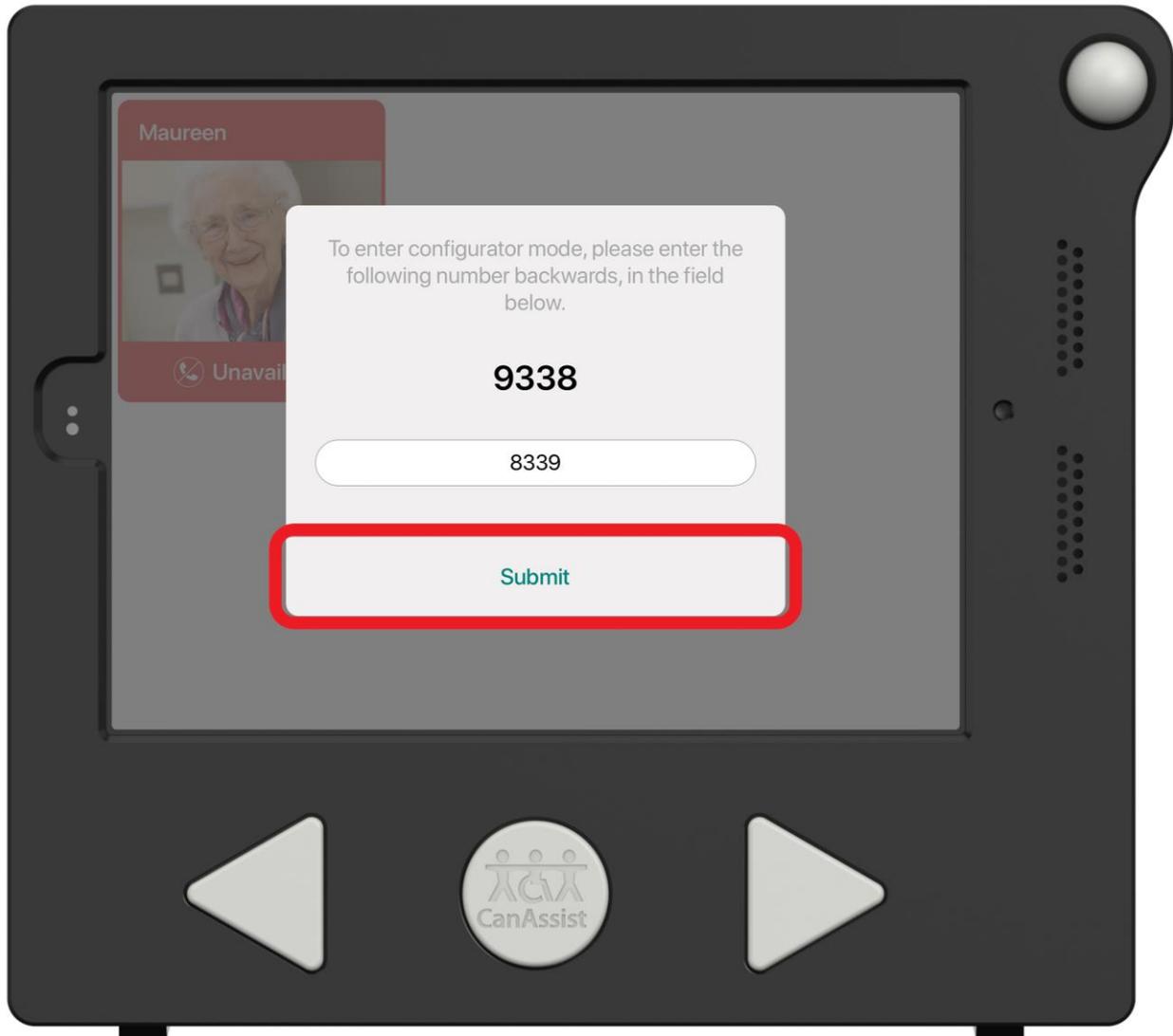
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



4. Type the sequence in backwards and tap 'Done'.

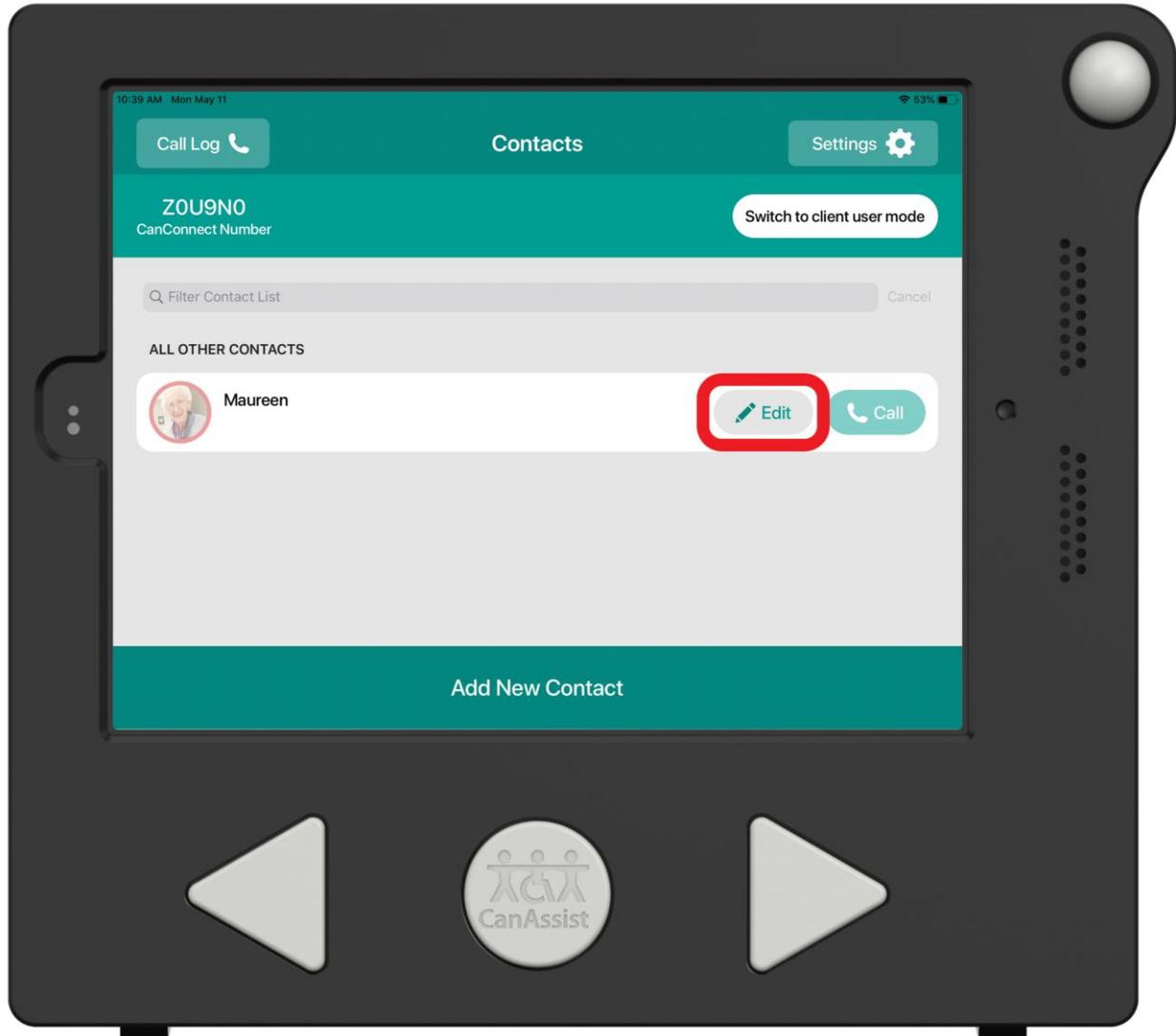


5. Tap 'Submit'.

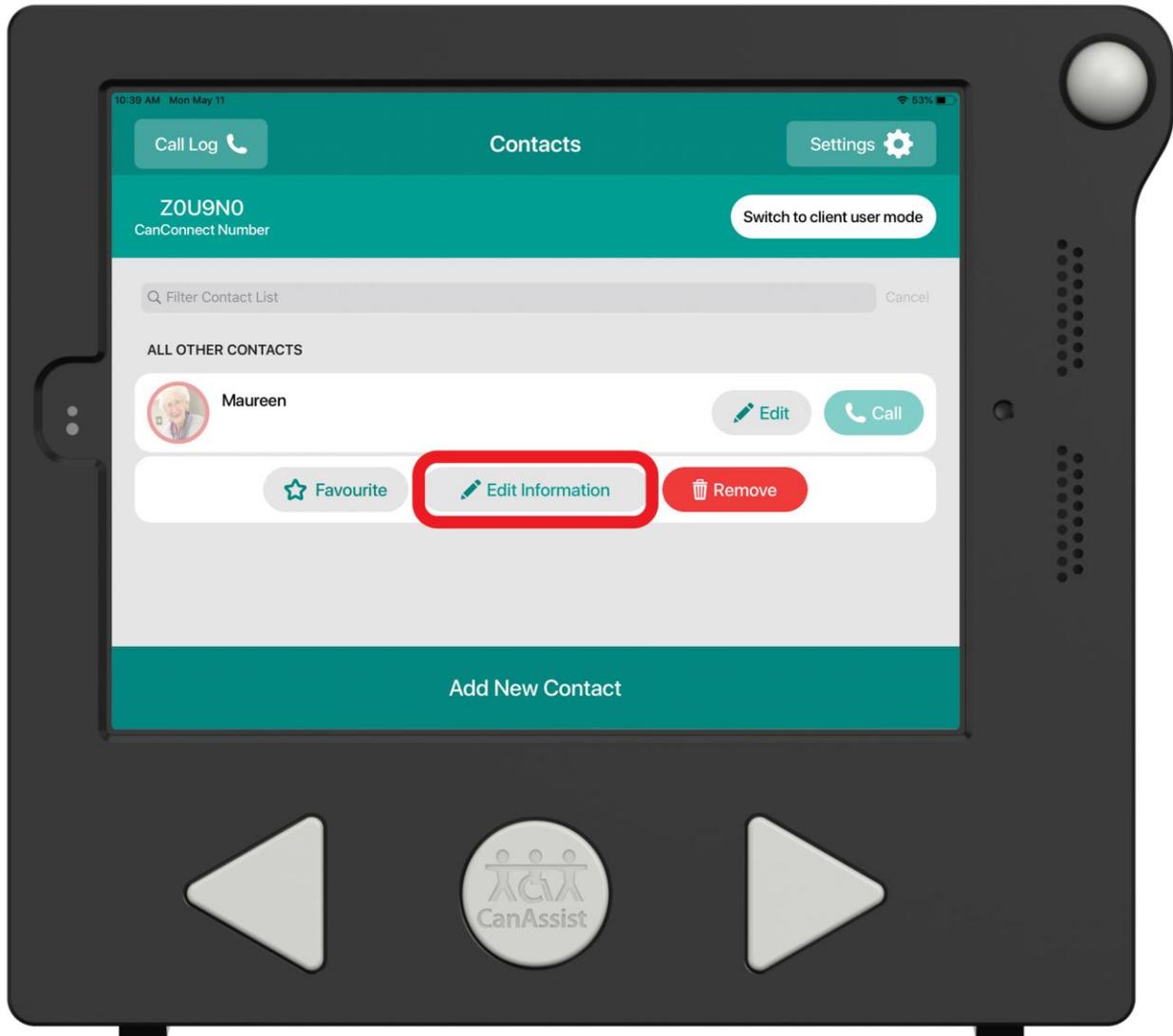


Once you are on the Contacts Screen, follow the steps below:

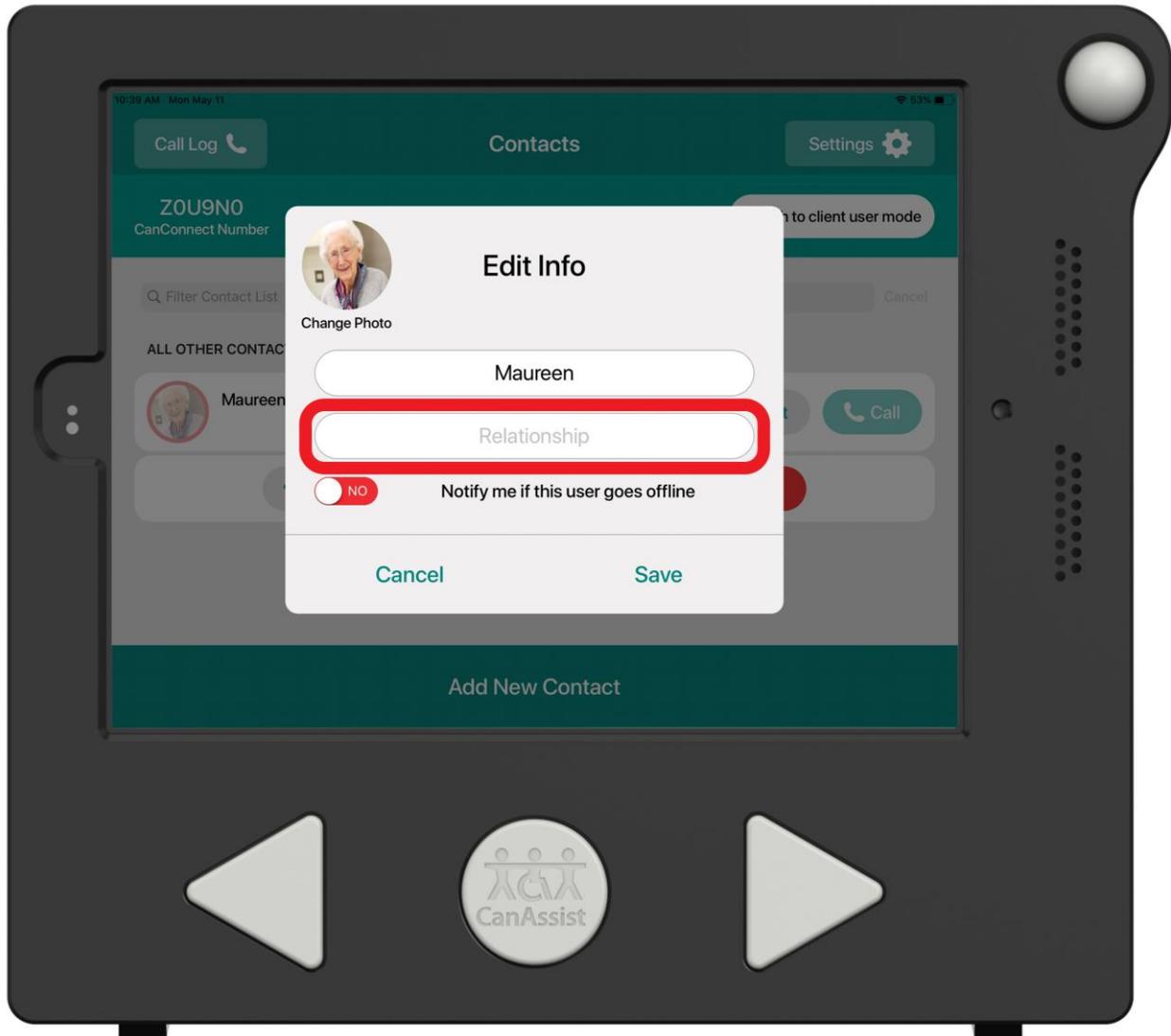
1. Tap the 'Edit' button next to the desired contact.



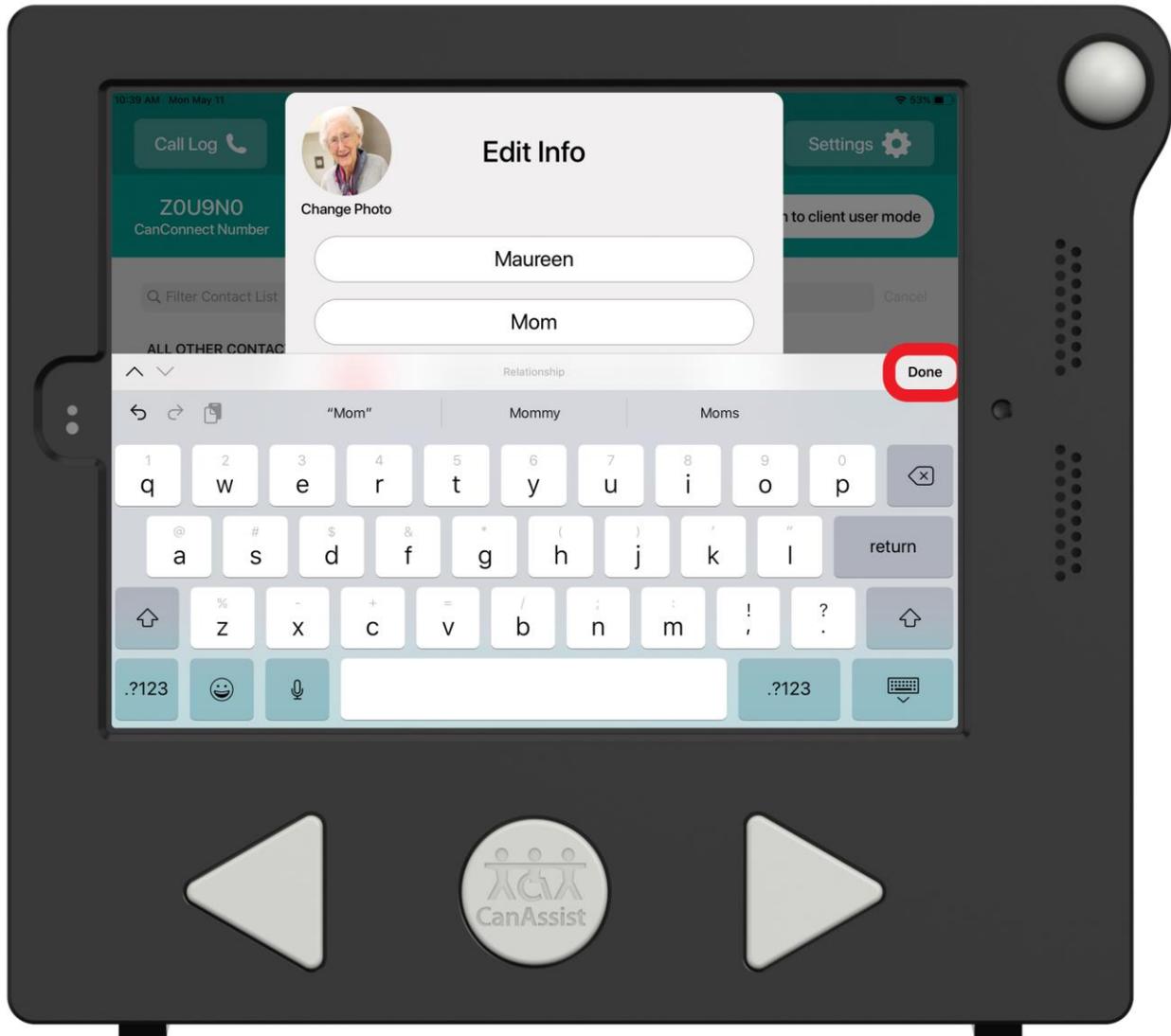
2. Tap the 'Edit Information' button.



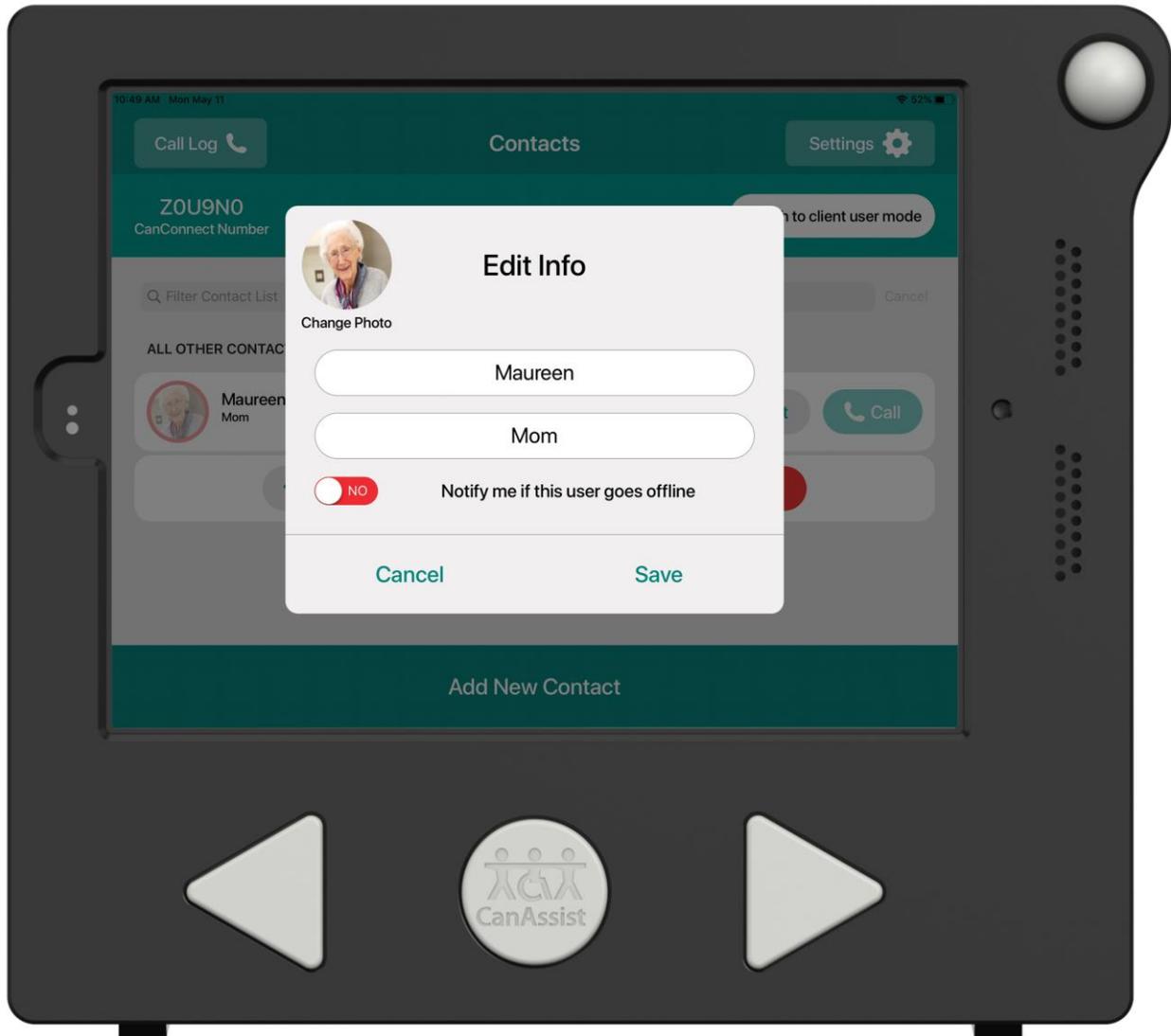
3. Tap the 'Relationship' field.



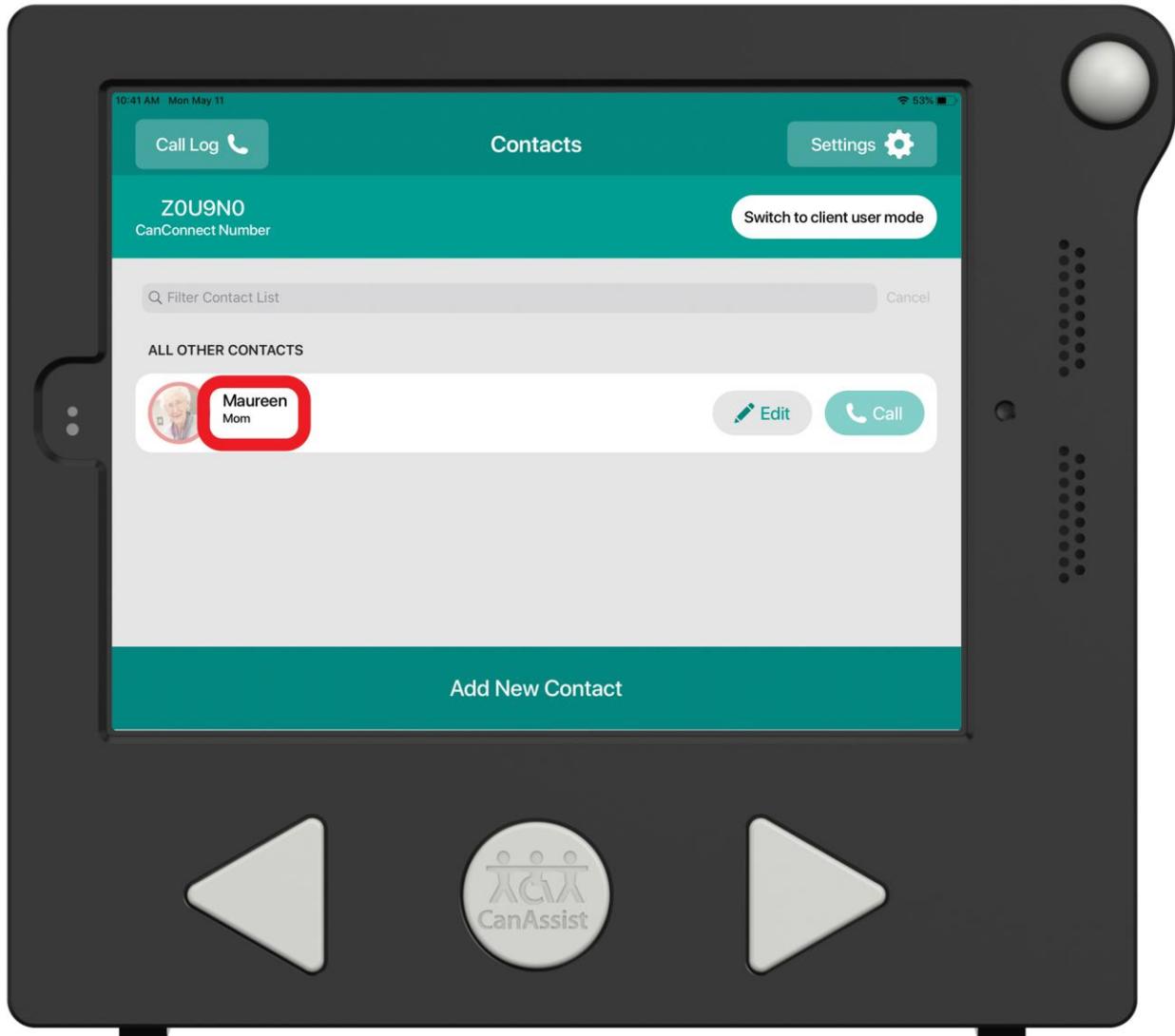
4. Type in the descriptor, and tap 'Done' on the top right-hand side of the keyboard.



5. Tap 'Save' in the bottom right-hand corner of the Edit Info window.



- The relationship descriptor is now saved and should appear underneath the contact's name on the Contacts Screen.

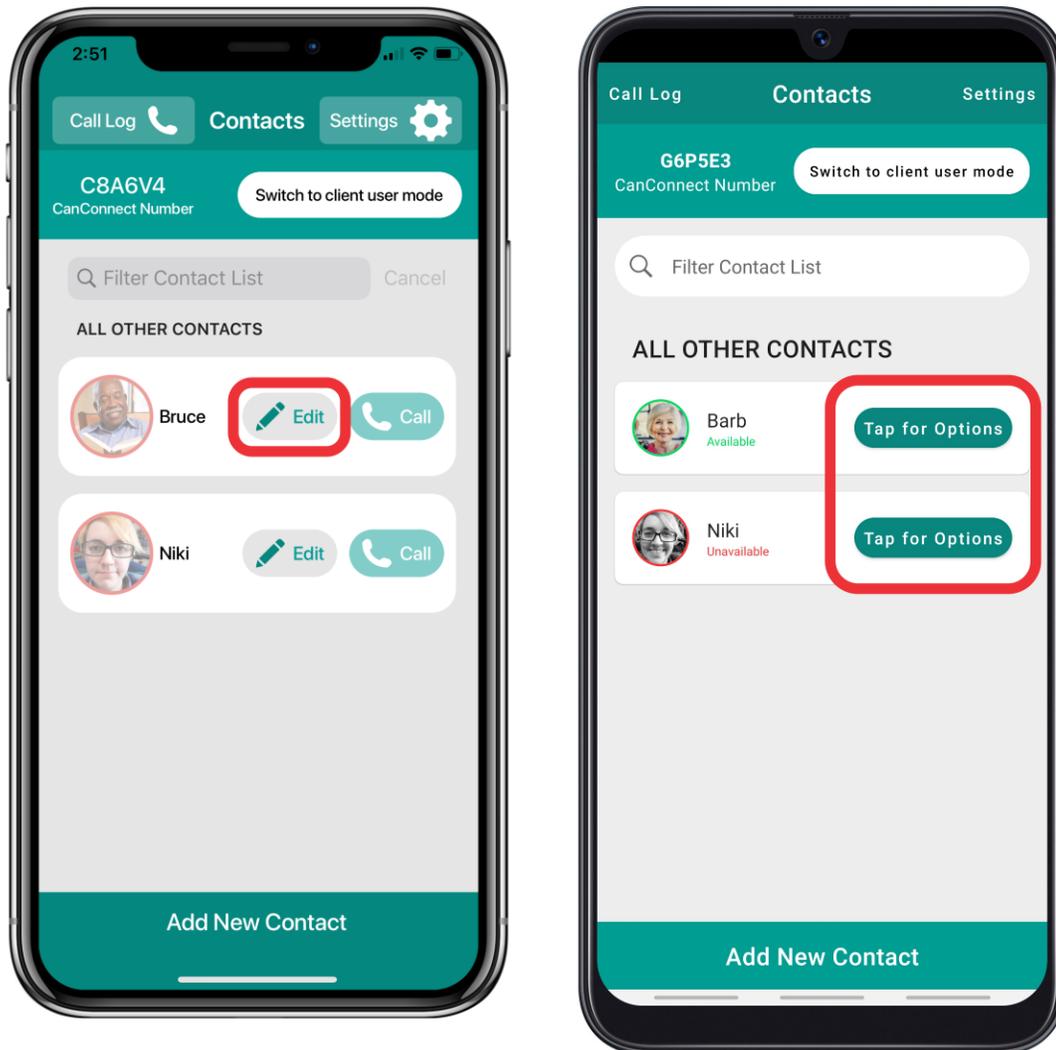


Enabling and disabling contact notifications

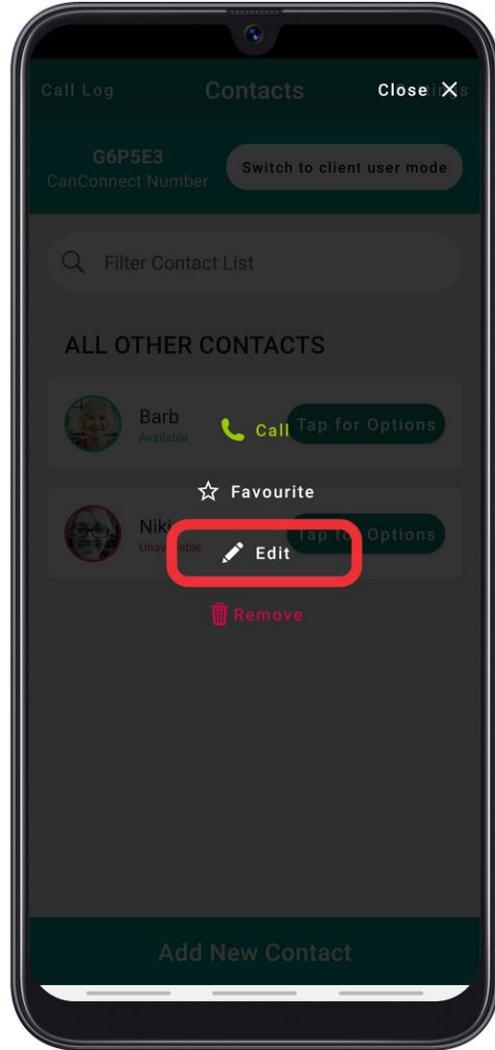
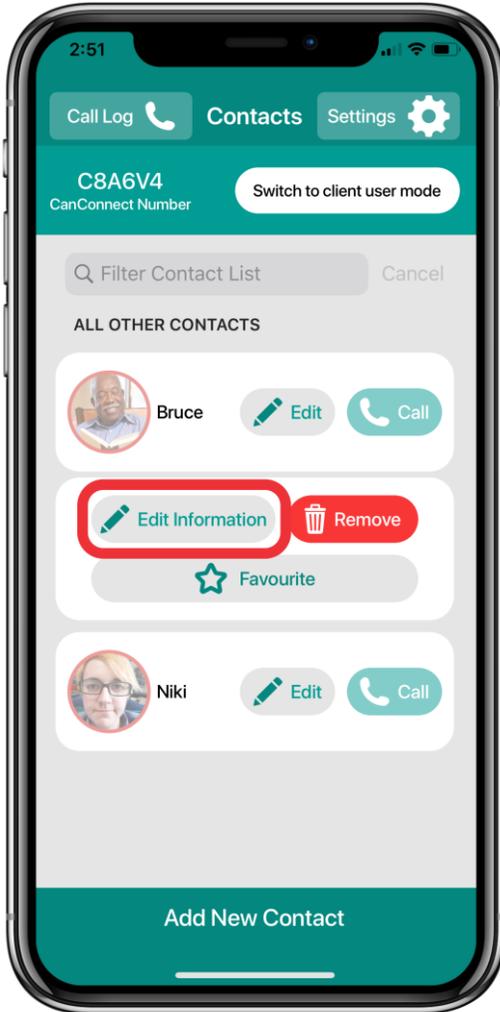
CanConnect allows you to be notified if a particular contact goes offline. This can be useful when enabled for a client who should never go offline. If you receive a notification, the device may have been unplugged and lost power or the Internet connection was disrupted – you can then respond quickly to help the client.

Once you are on the Contacts Screen, follow the steps below:

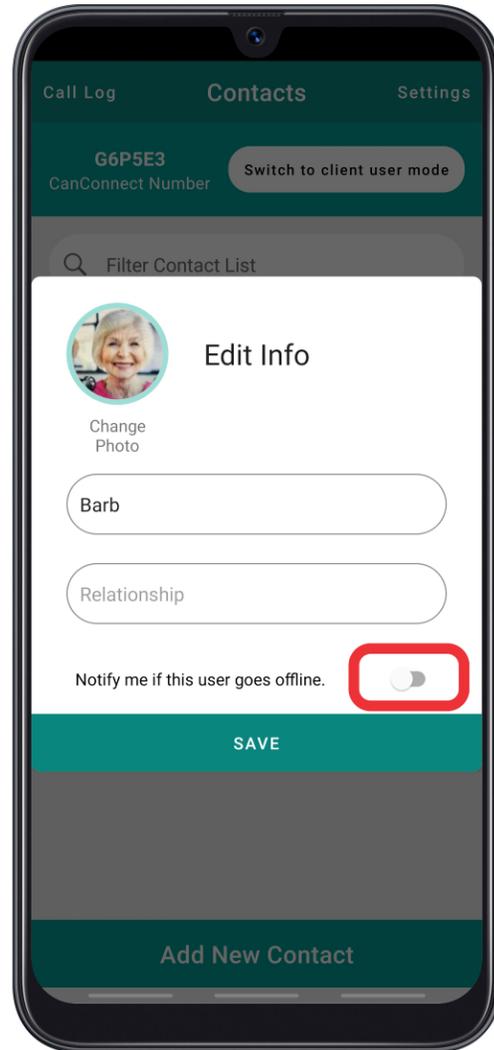
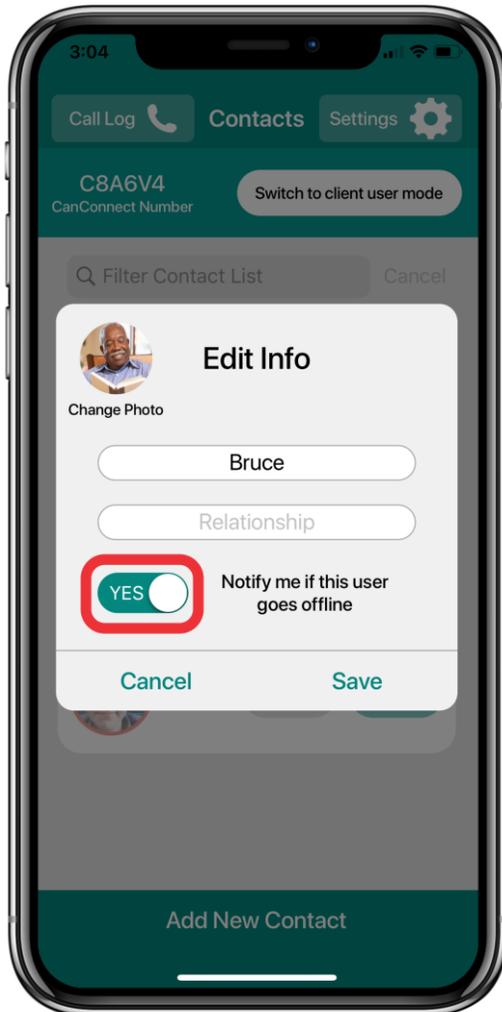
1. Next to the desired contact tap the 'Edit' button on iOS, or 'Tap for Options' on Android



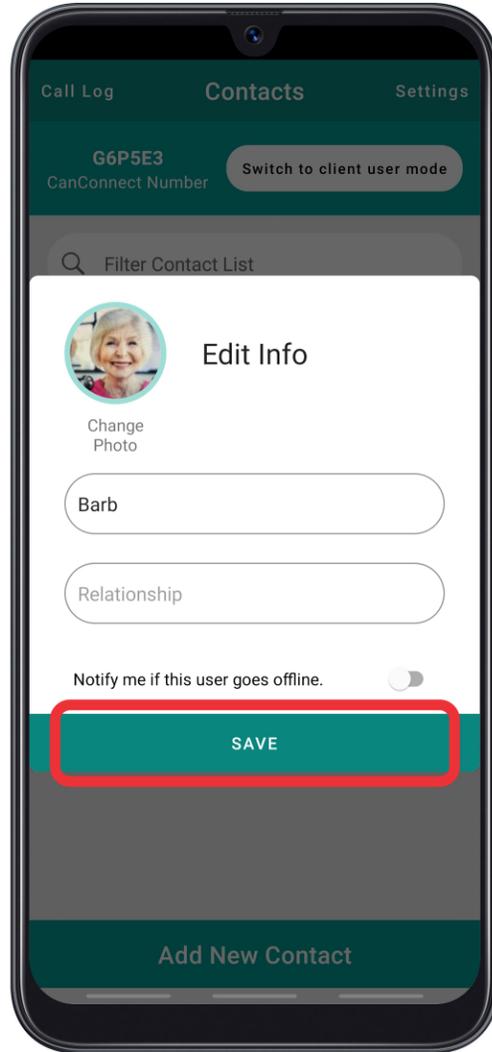
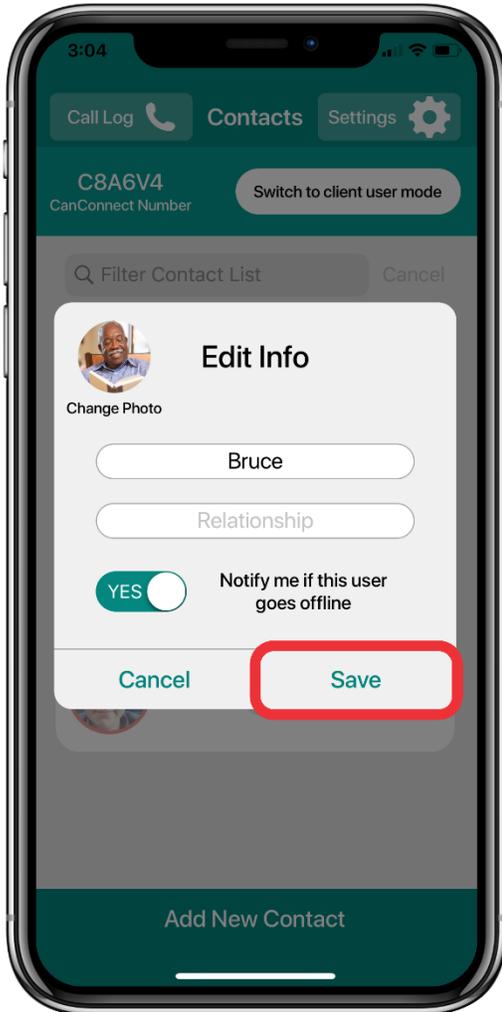
2. Tap the 'Edit Information' button on iOS, or 'Edit' on Android.



3. Next to 'Notify me if this user goes offline' tap the toggle icon. When it is enabled the toggle icon's circle will be on the right side. When it is disabled the toggle icon's circle will be on the left side.



4. Tap 'Save'.



Changing a contact's photo

You can change an existing contact's photo for your account or for a client's account.

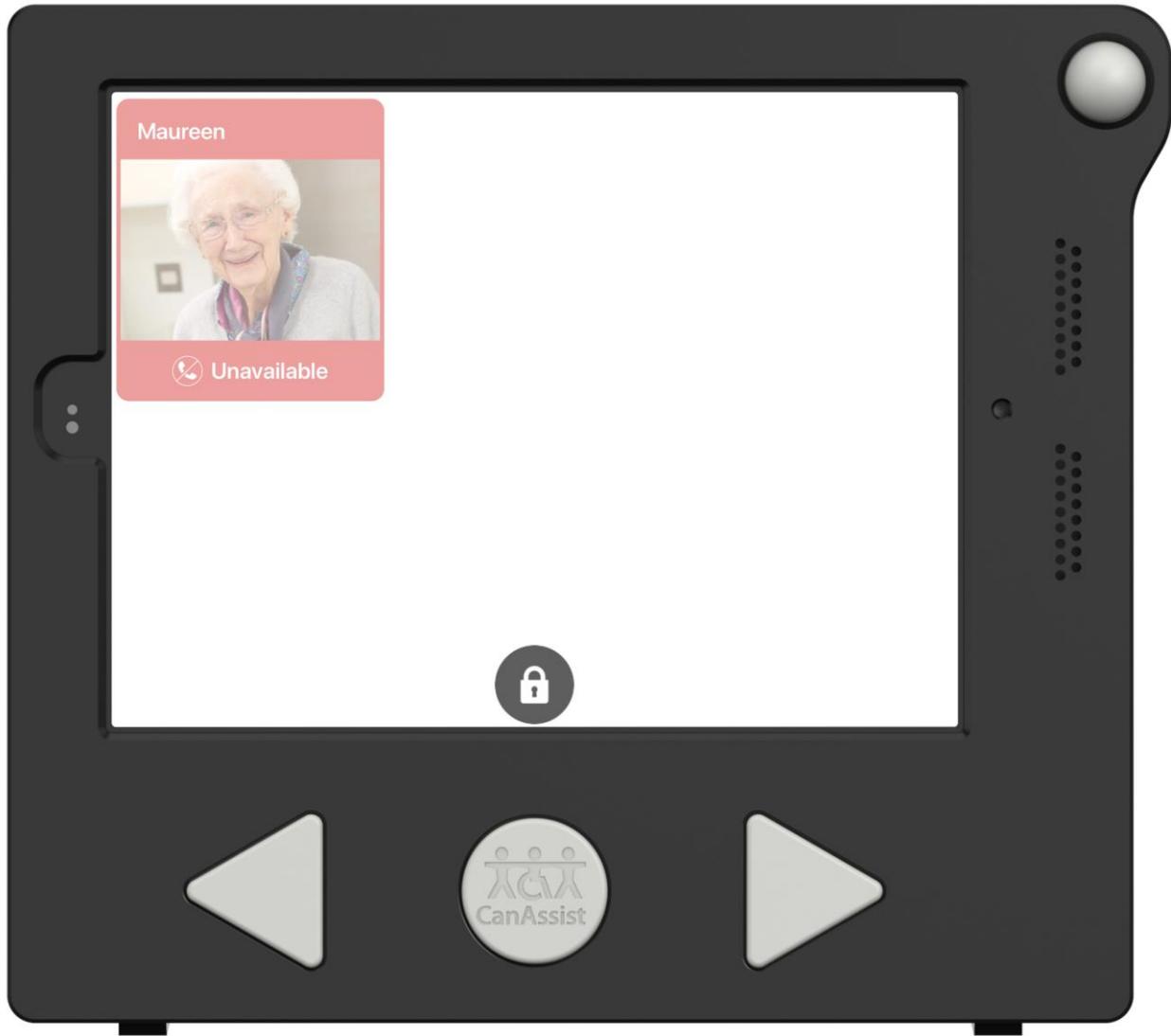
This could be beneficial in cases where a contact's photo has become outdated and the client does not recognize them. CanConnect allows the configurator to change the photo of that contact on the client's account.

Exit Client User Mode.

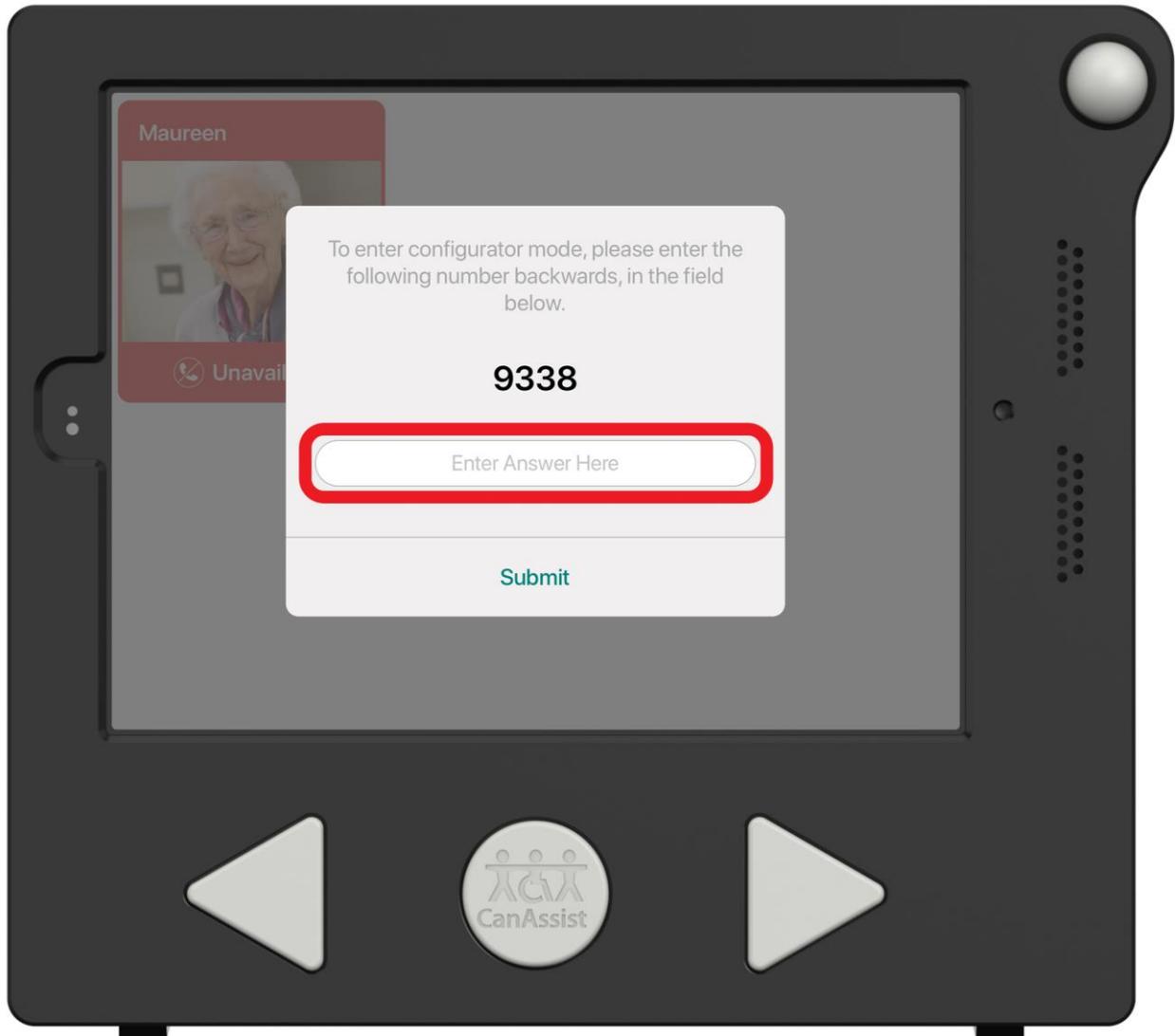
1. To leave Client User Mode, hold your finger on the screen for five seconds.



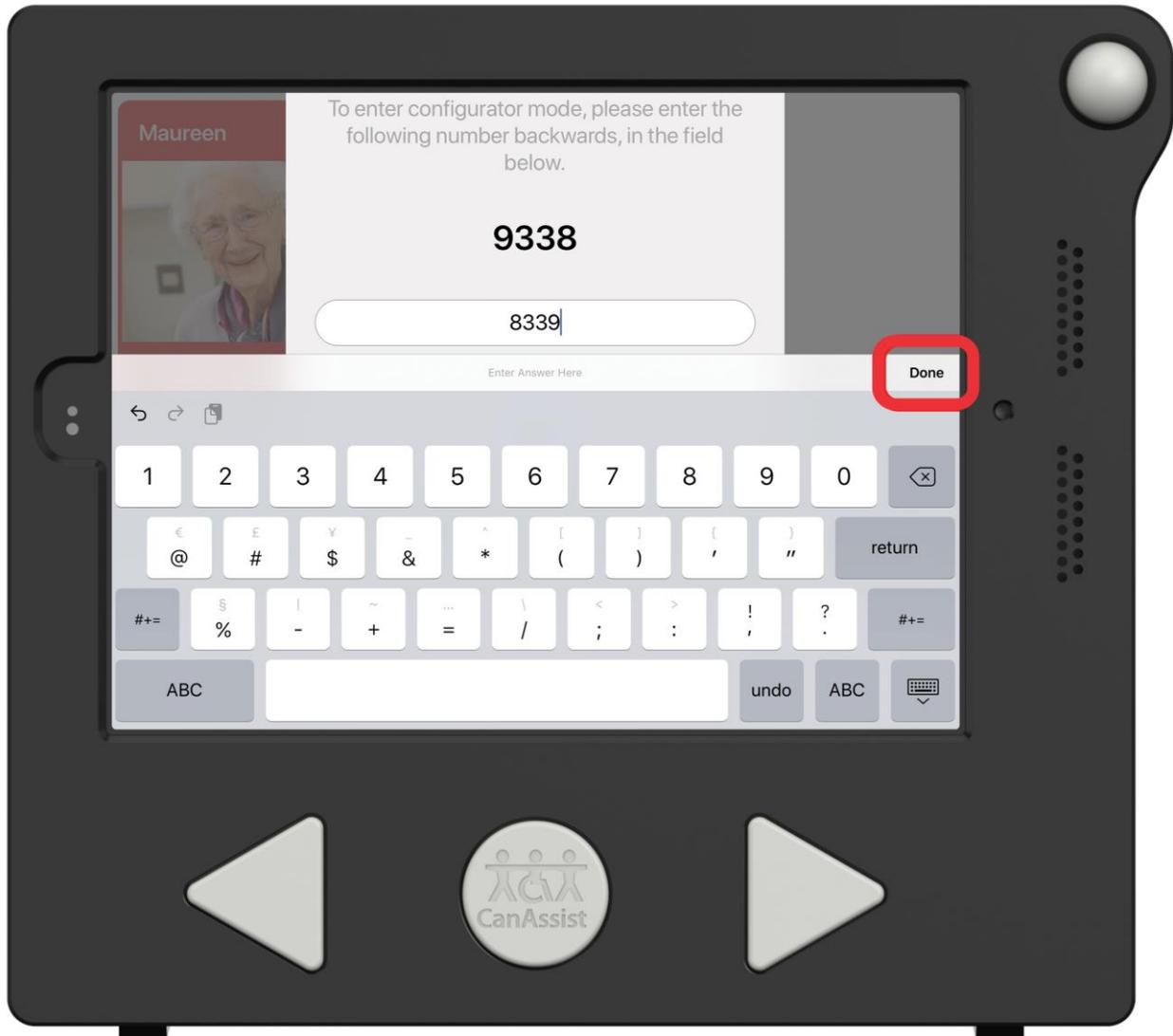
2. A lock button will appear at the bottom of the screen. Tap the lock button.



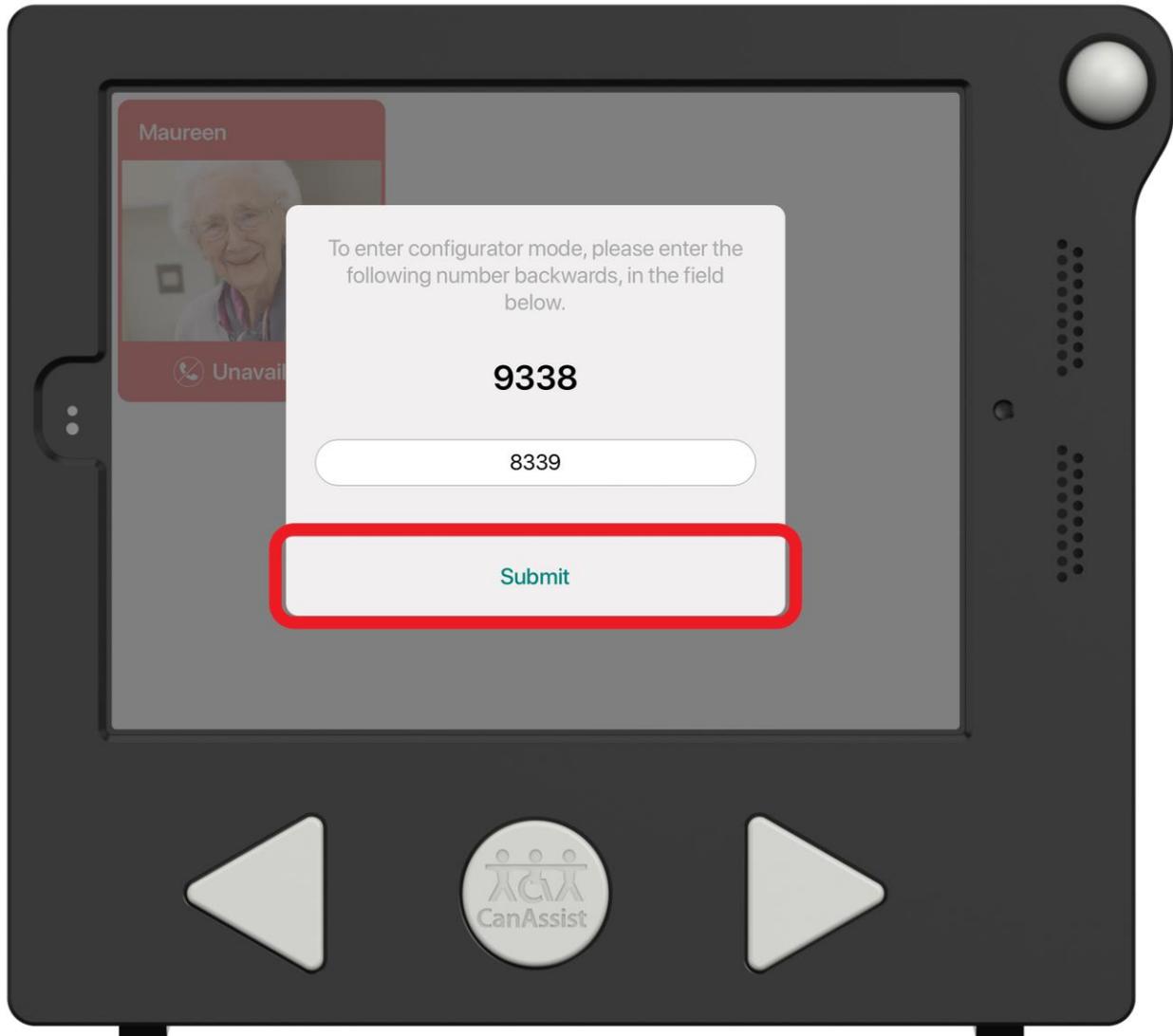
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



4. Type the sequence in backwards and tap 'Done'.

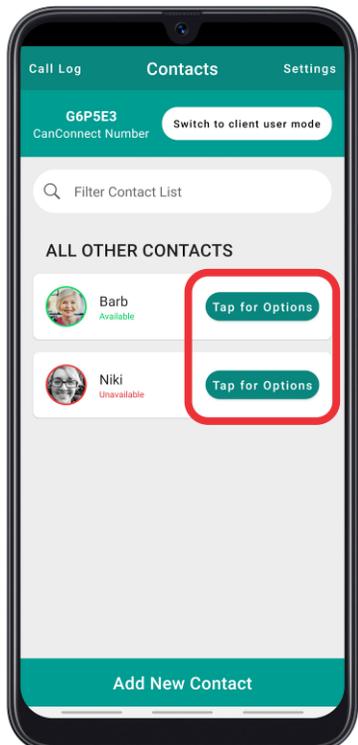
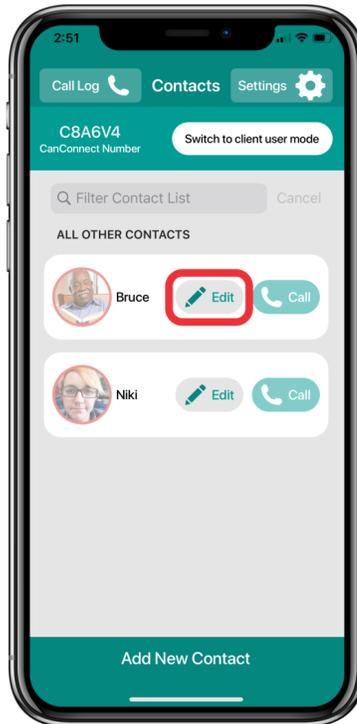
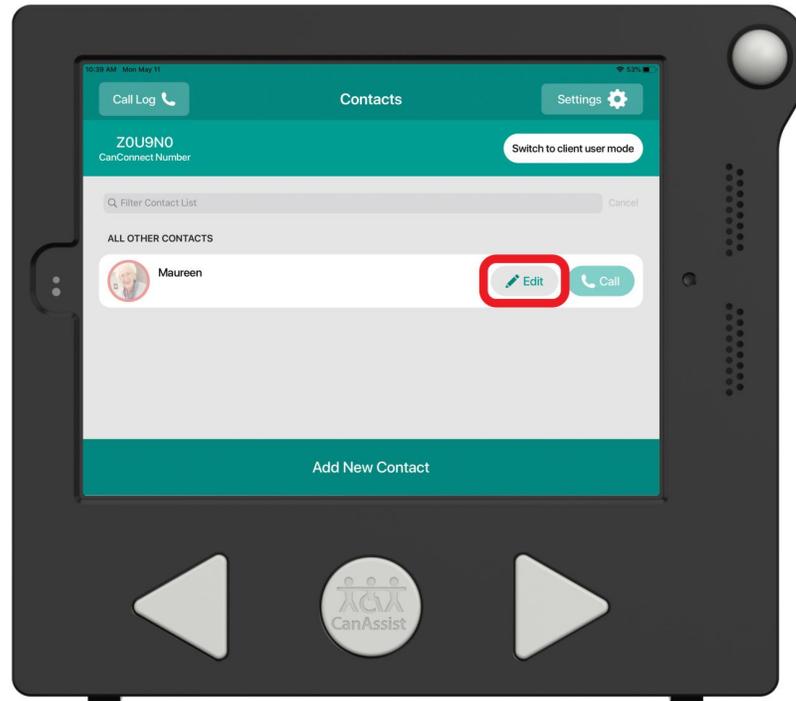


5. Tap 'Submit'.

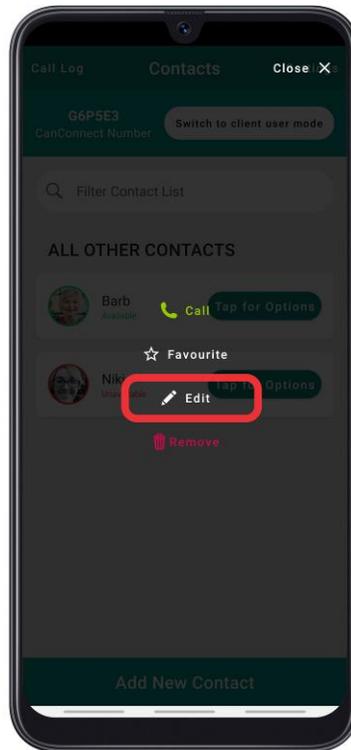
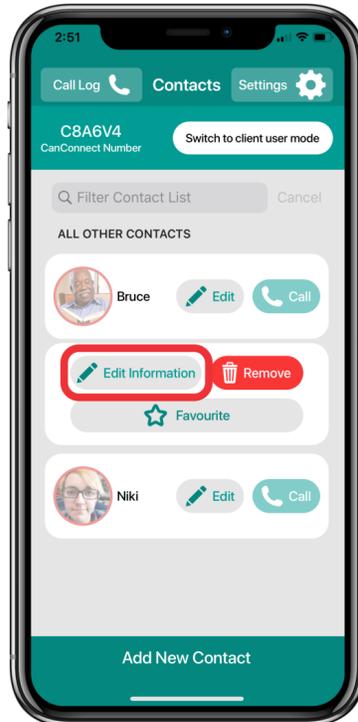
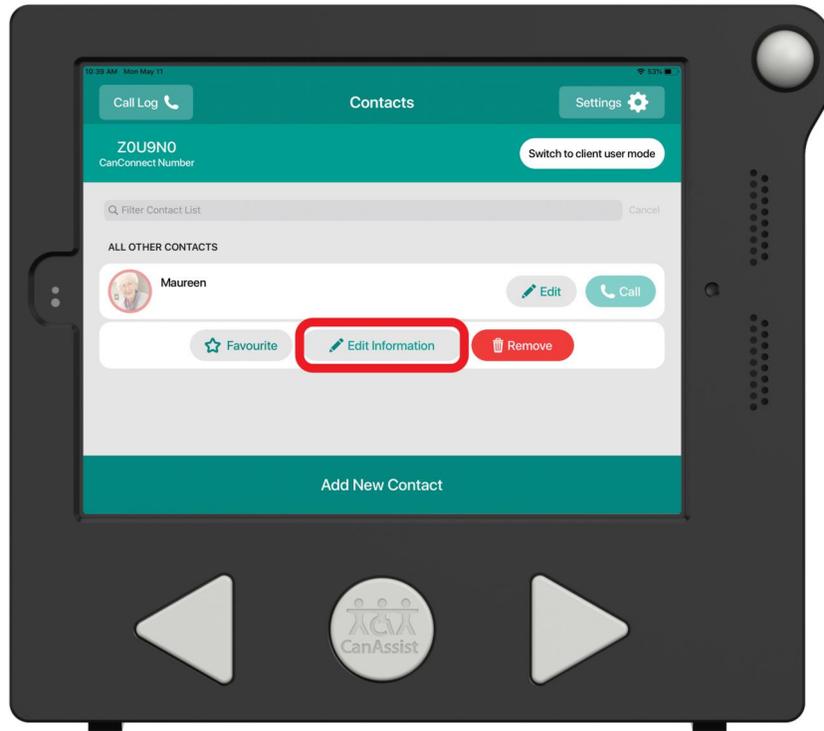


Once you are on the Contacts Screen, follow the steps below:

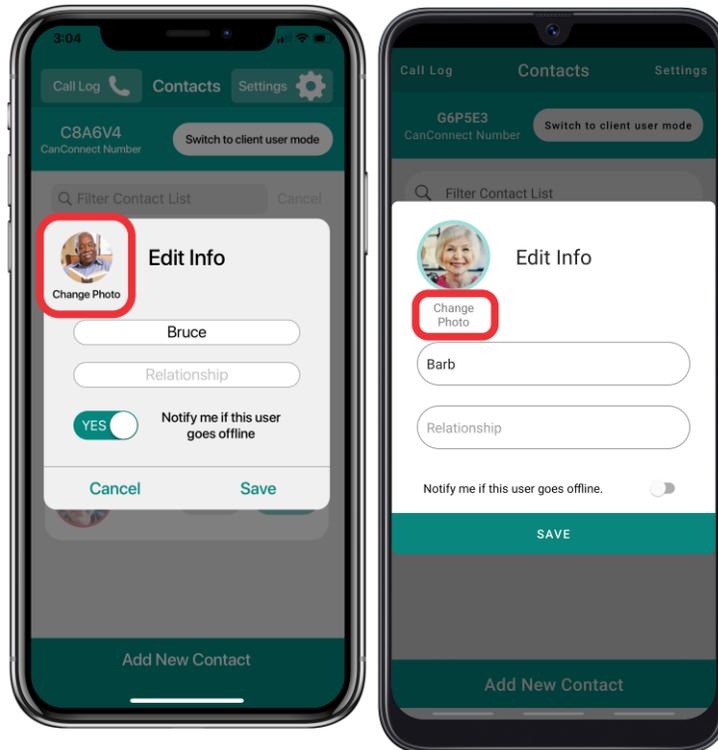
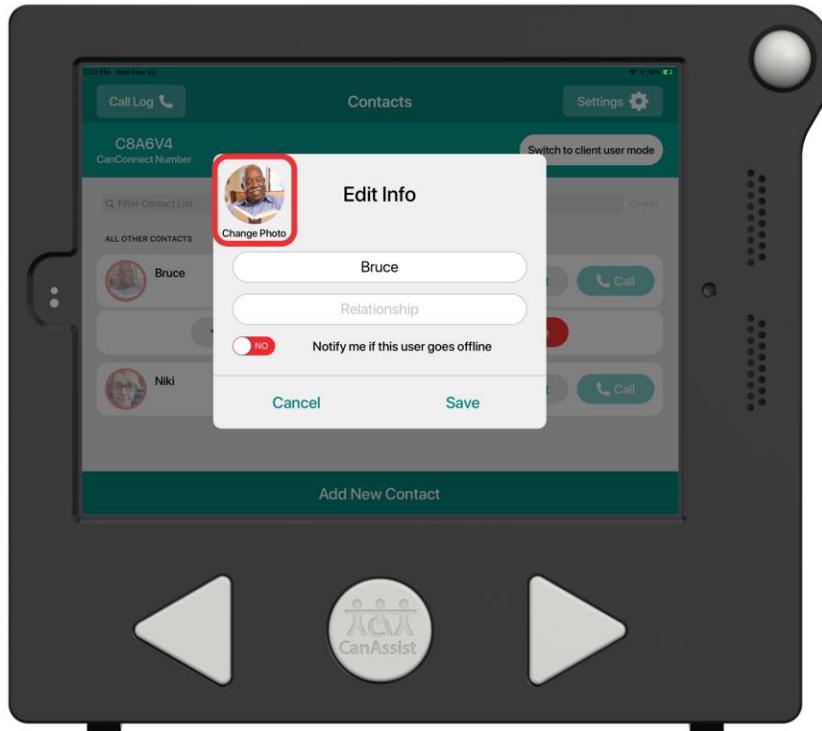
1. Next to the desired contact tap the 'Edit' button on iOS, or 'Tap for Options' on Android.



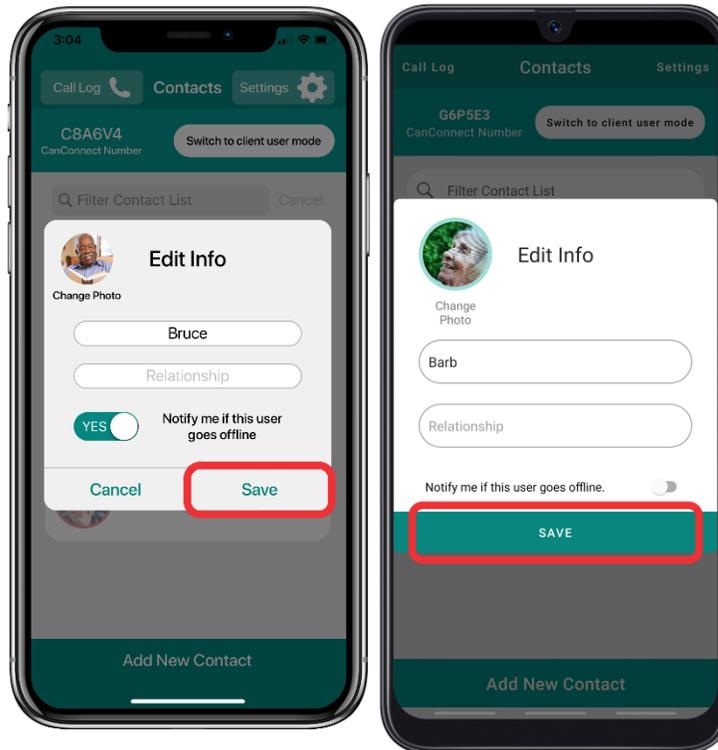
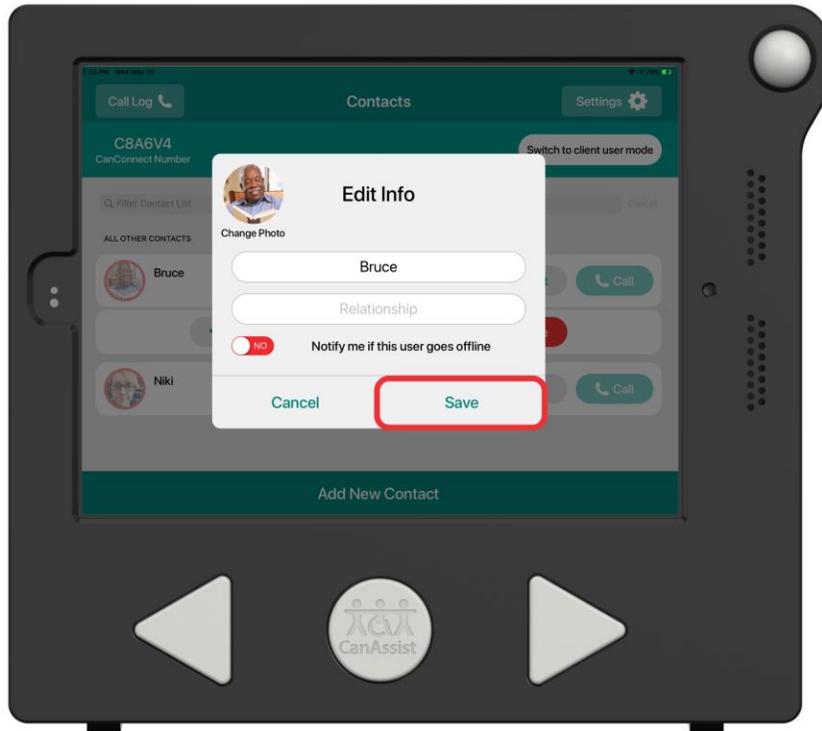
2. Tap the 'Edit Information' button on iOS, or 'Edit' on Android.



3. In the top left corner, tap 'Change Photo'.



4. You can select a photo source, either using the camera or selecting from the photo library. Once you have selected a photo, tap 'Save'.



Setting a contact as a Favourite

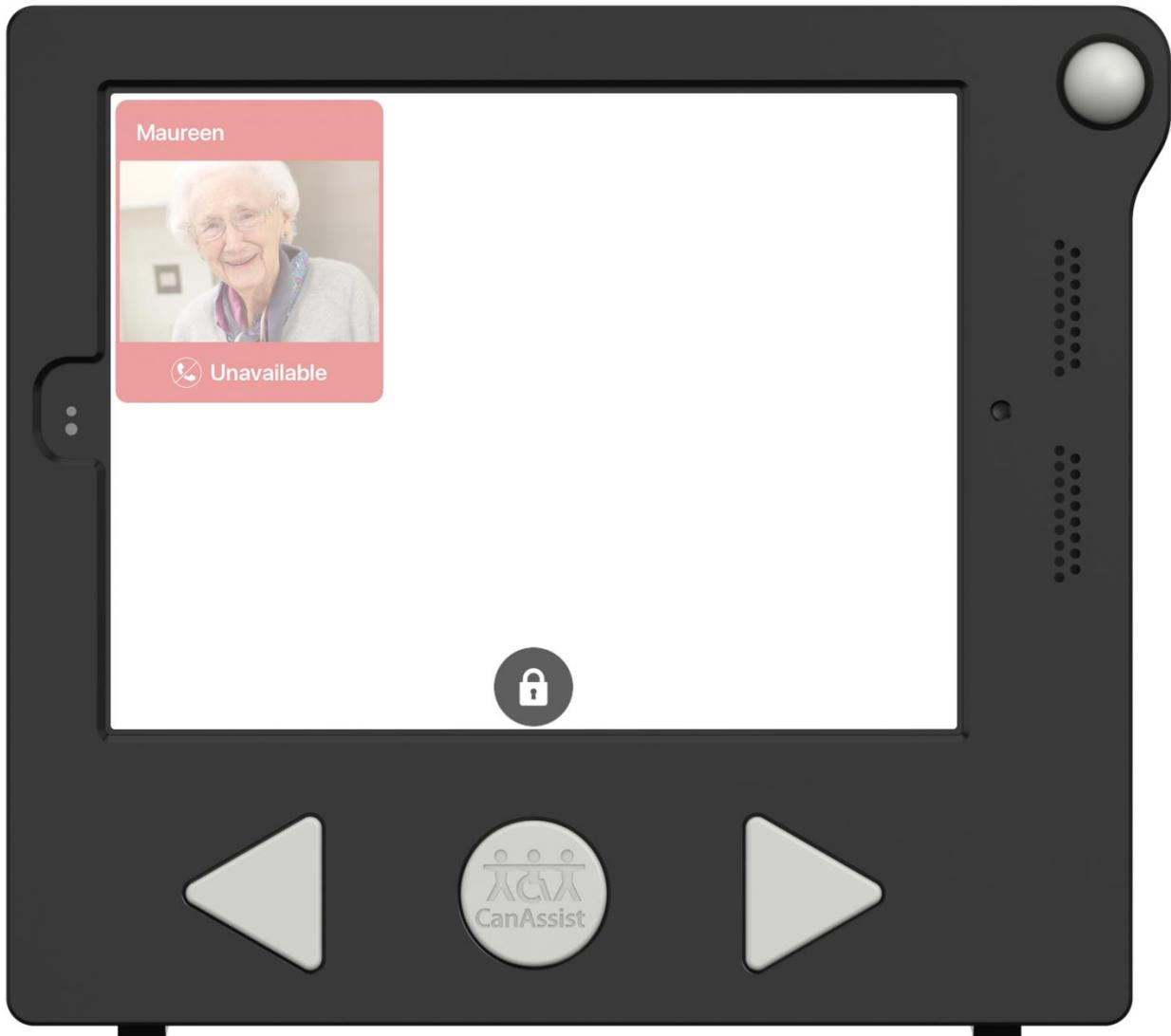
Setting a contact as a Favourite is a great way to ensure they are easily found in your list of contacts. Selecting a few favourites will bring them to the first page, making the process for finding those contacts quicker and easier.

Exit Client User Mode.

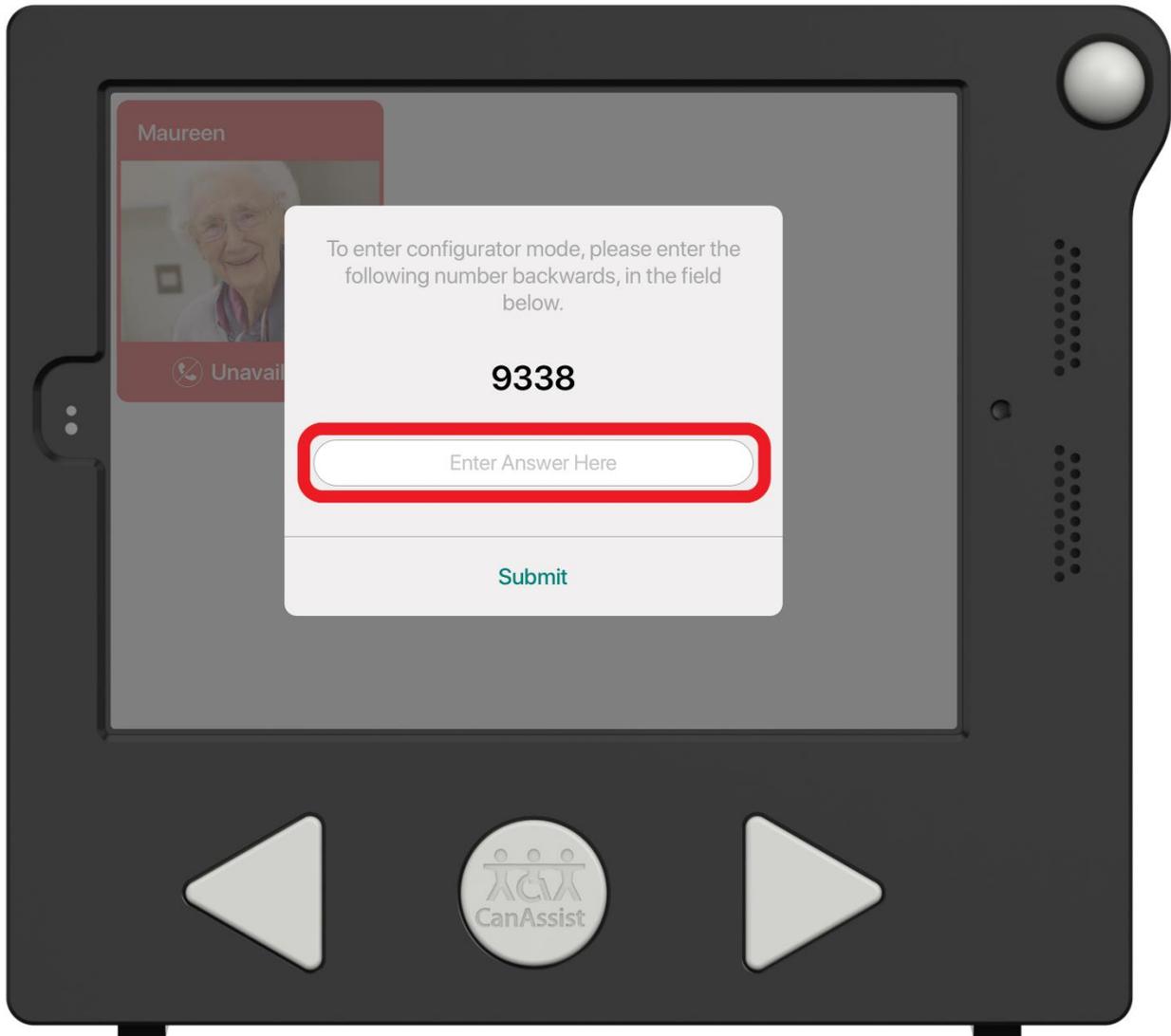
1. To leave Client User Mode, hold your finger on the screen for five seconds.



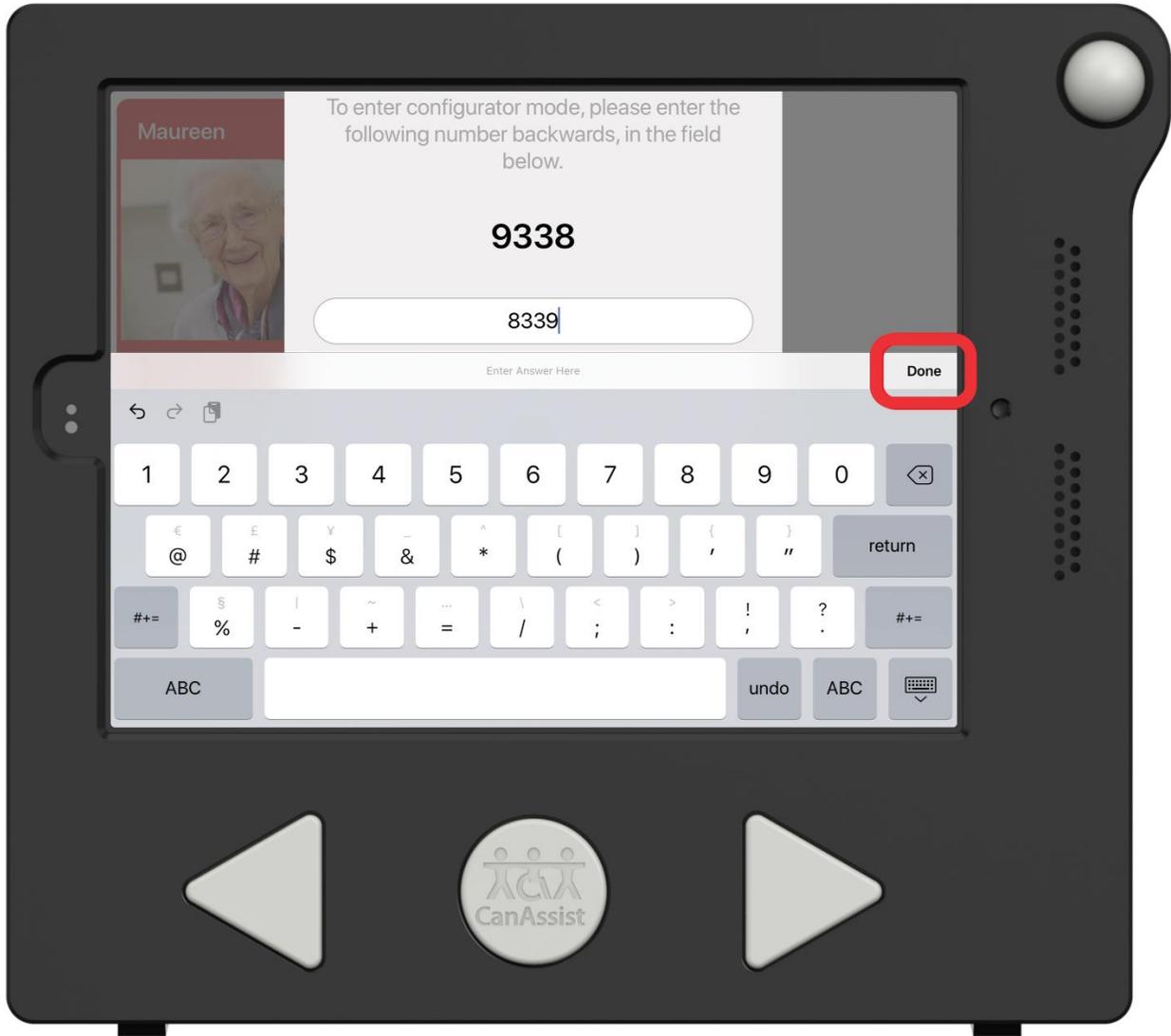
2. A lock button will appear at the bottom of the screen. Tap the lock button.



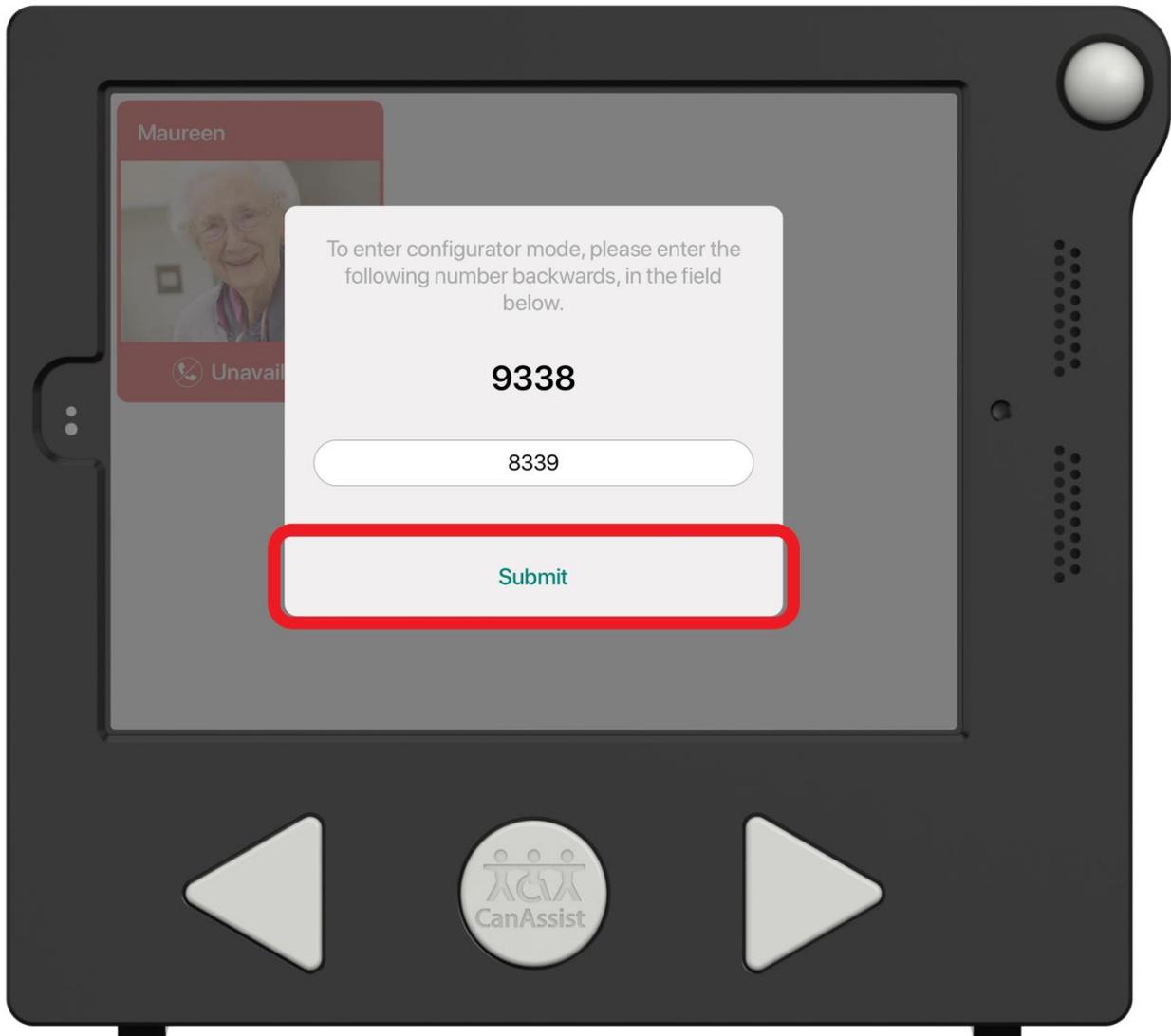
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



4. Type the sequence in backwards and tap 'Done'.

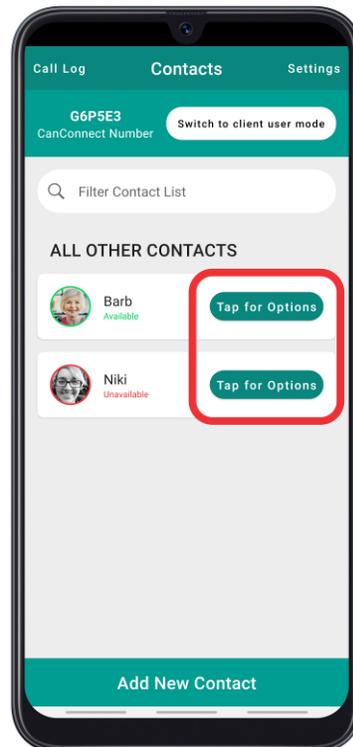
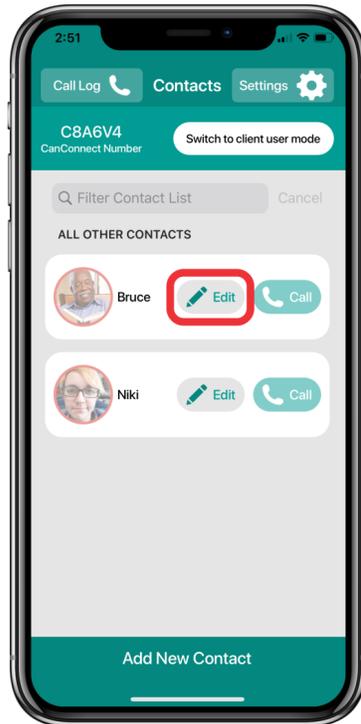
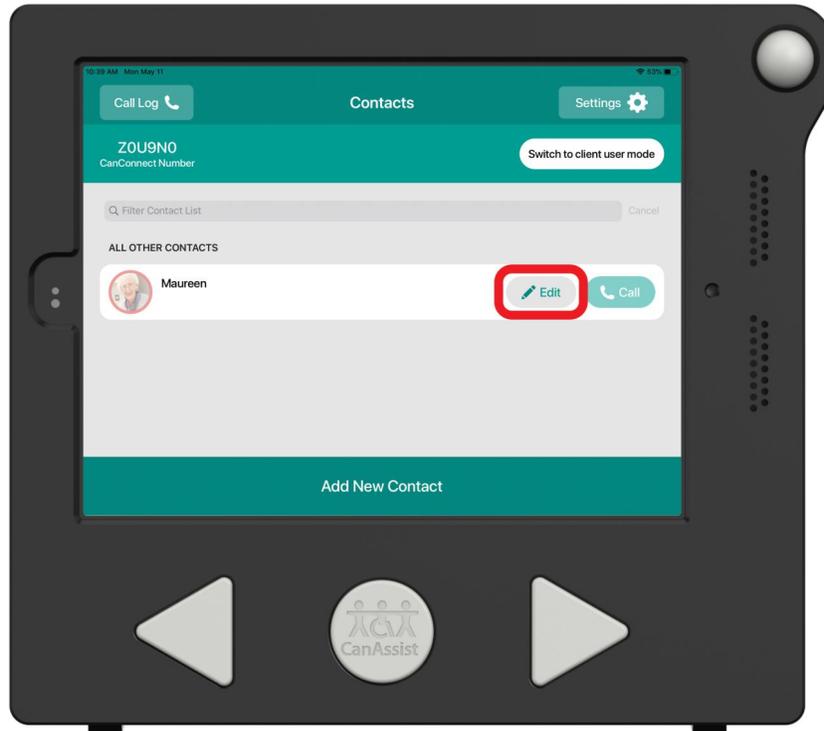


5. Tap 'Submit'.

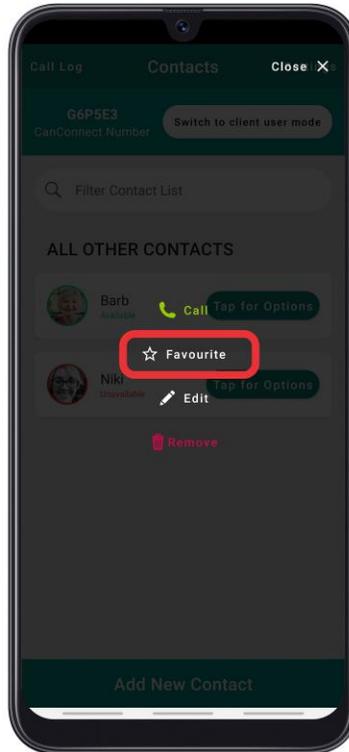
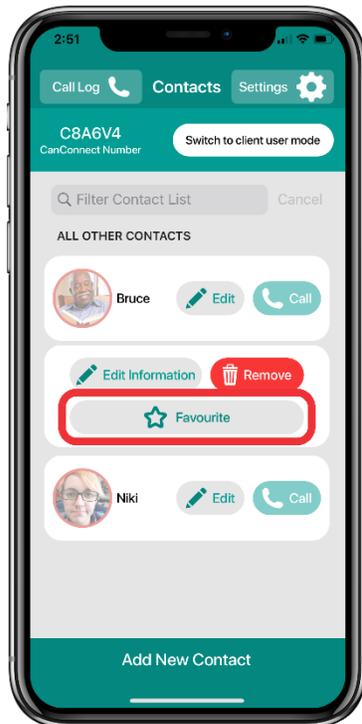
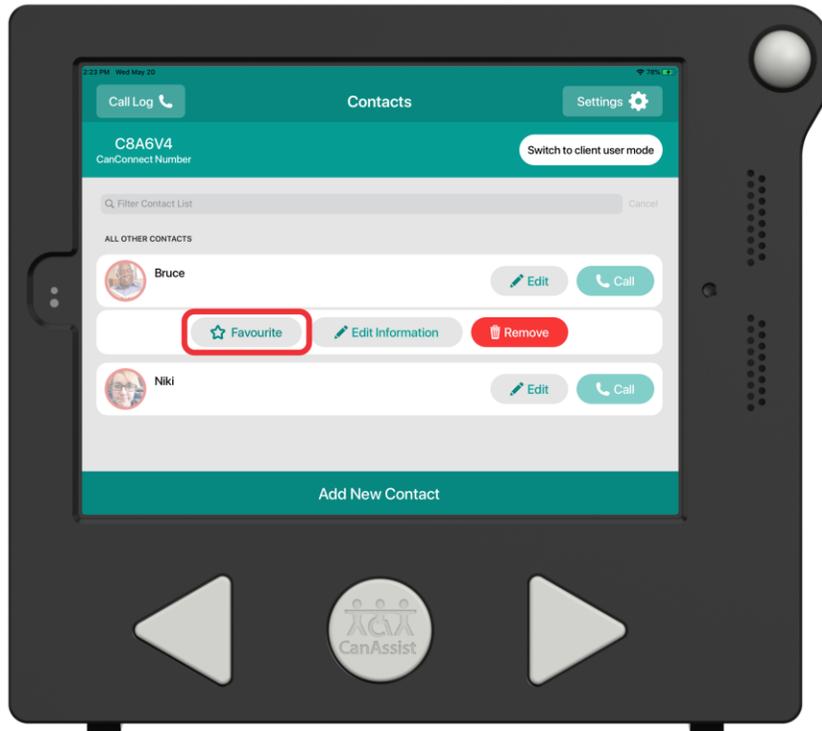


Once you are on the Contacts Screen, follow the steps below:

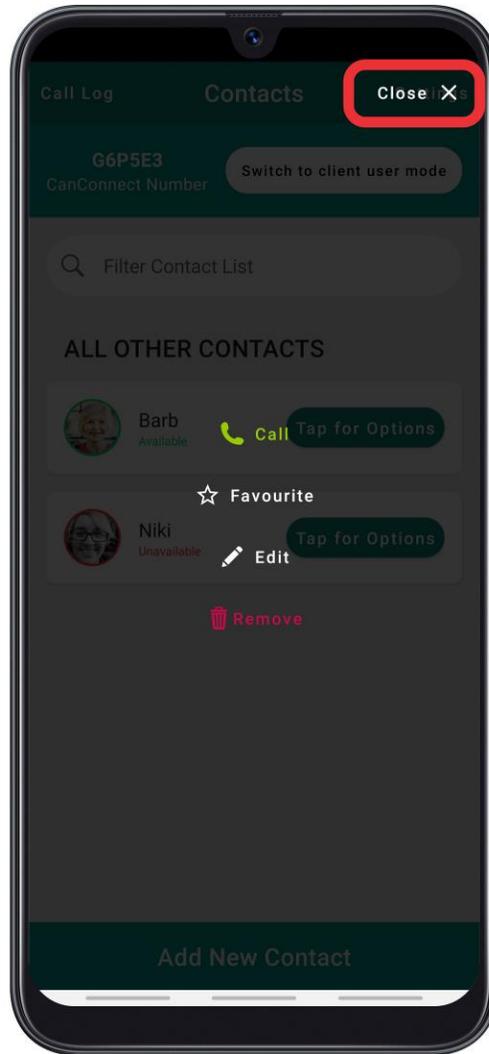
1. Next to the desired contact tap the 'Edit' button on iOS, or 'Tap for Options' on Android.



2. Tap 'Favourite'.



3. On an Android device you then tap either 'Close' in the upper right corner or any of the space on the screen except for "Call', 'Favourite', 'Edit' or 'Remove'.



Removing a contact as a Favourite uses the same steps. When the star icon next to 'Favourite' is a solid colour, the contact is a Favourite. When the star icon next to 'Favourite' is just an outline, the contact is not a Favourite.

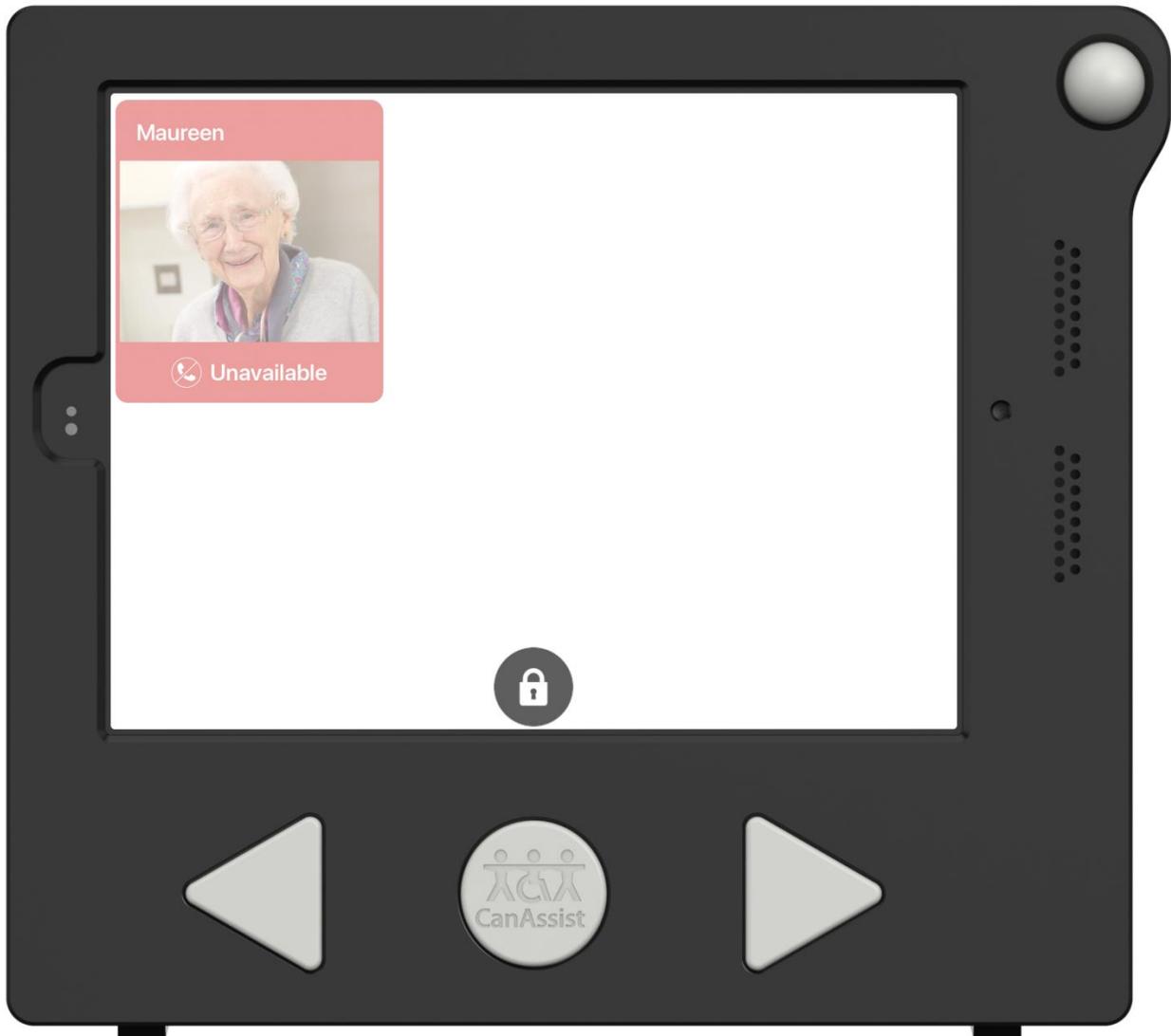
Removing a contact

You can remove a contact on any device, but for clients using a CanConnect Device, exit Client User Mode.

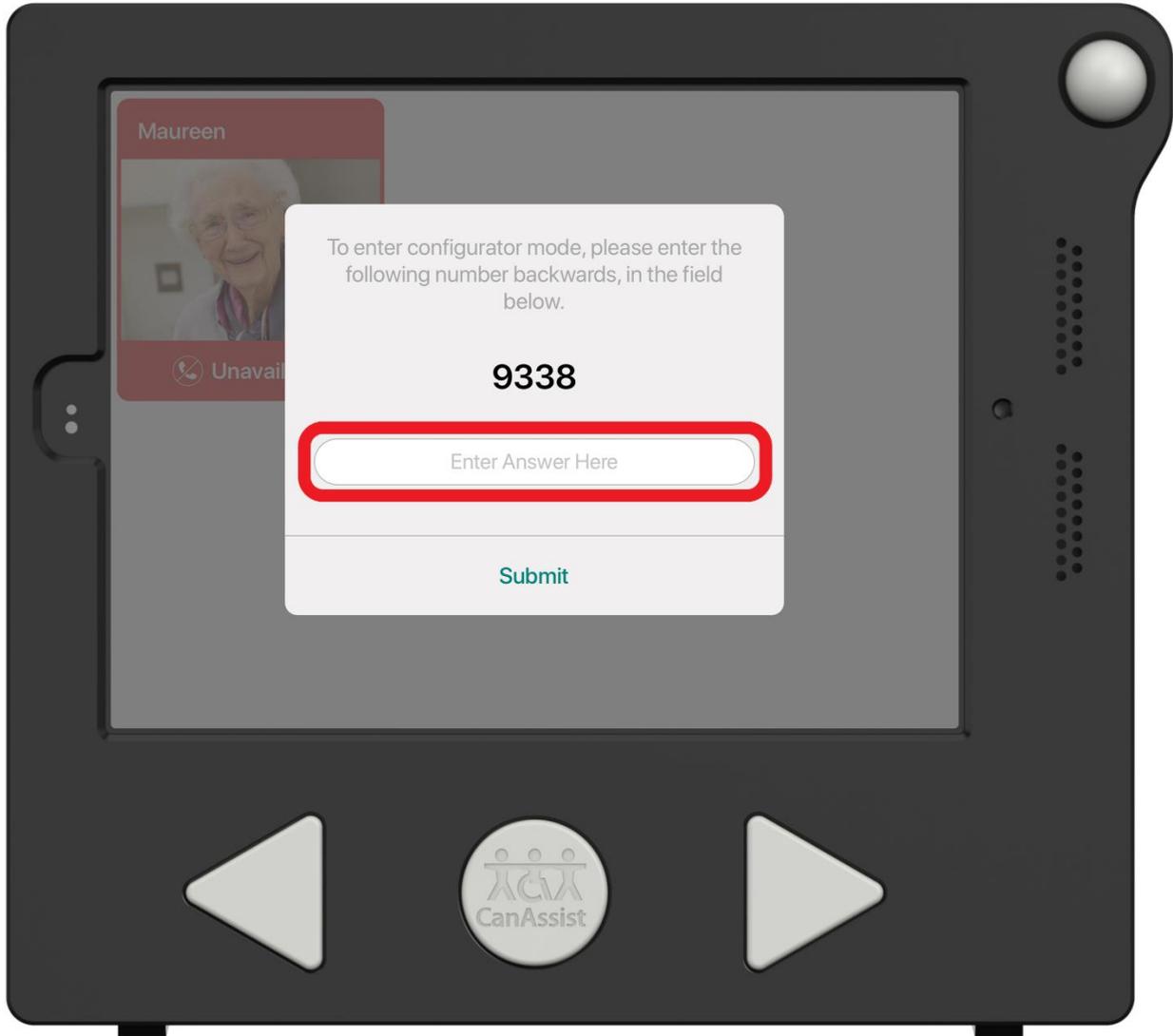
1. To leave Client User Mode, hold your finger on the screen for five seconds.



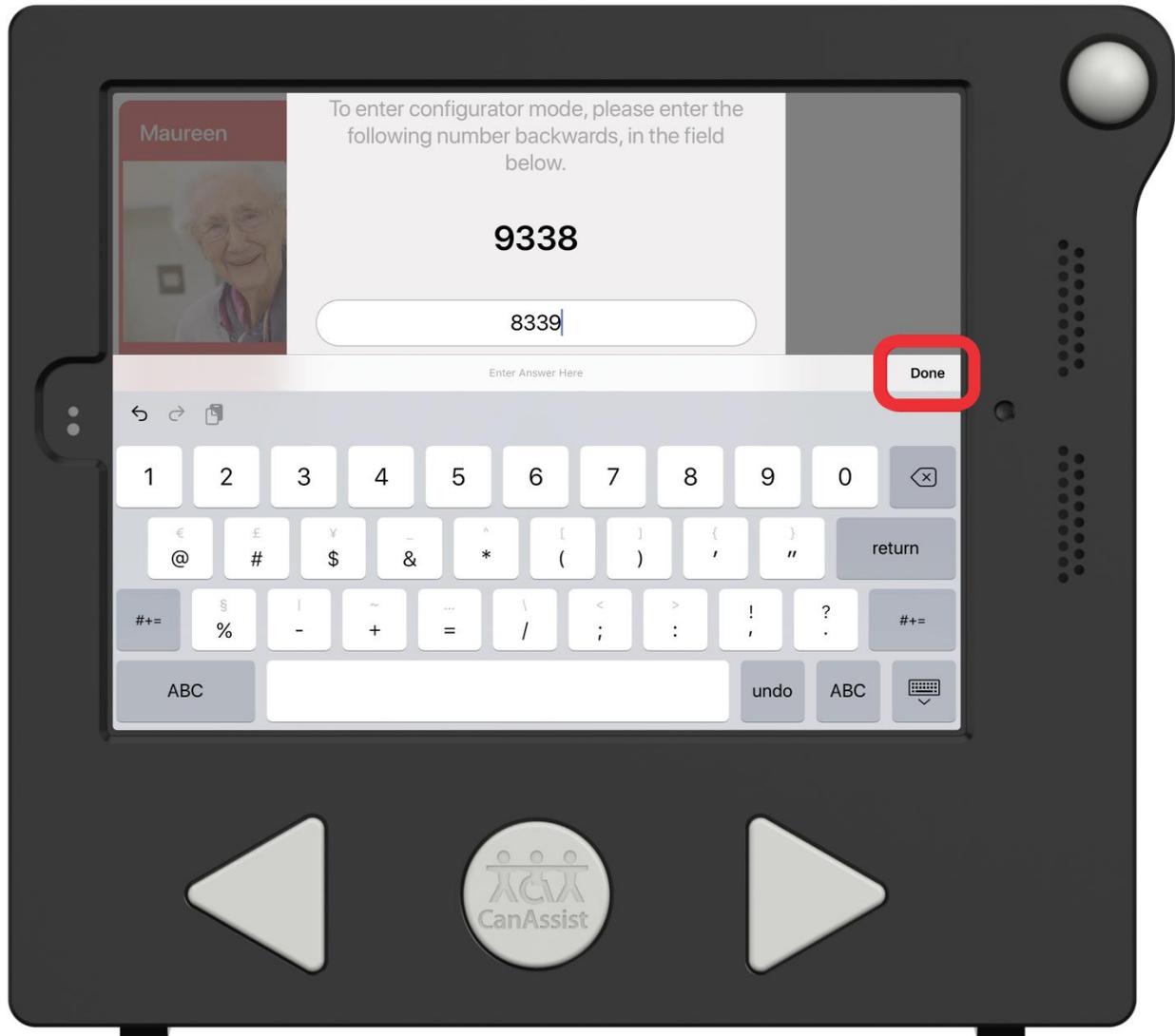
2. A lock button will appear at the bottom of the screen. Tap the lock button.



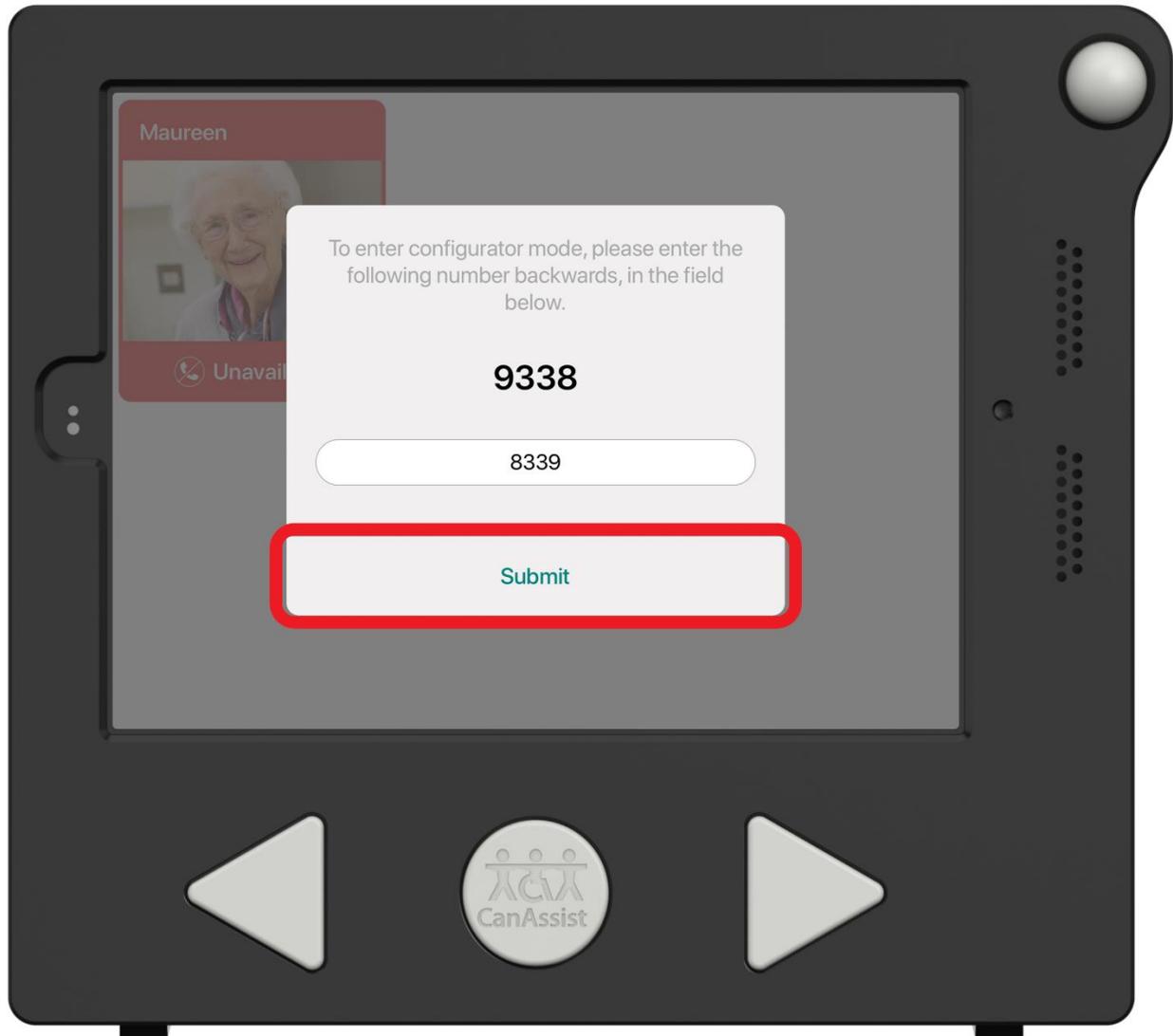
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



4. Type the sequence in backwards and tap 'Done'.

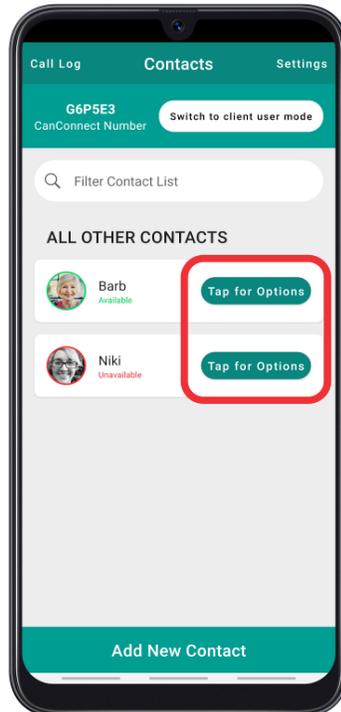
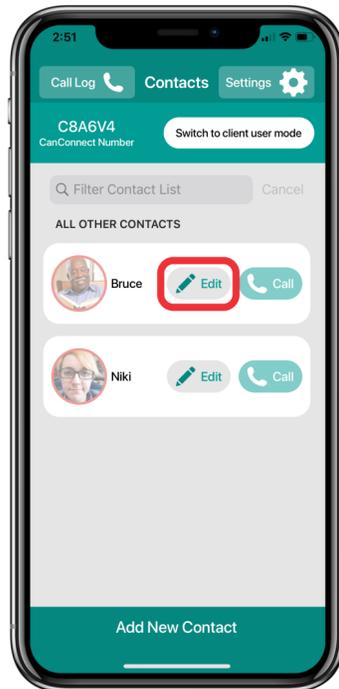
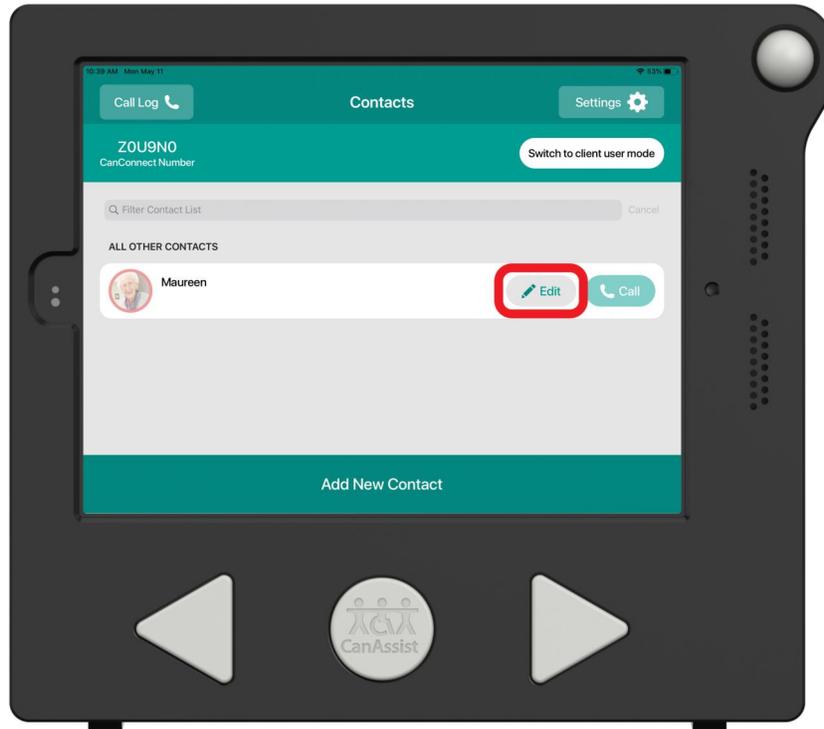


5. Tap 'Submit'.

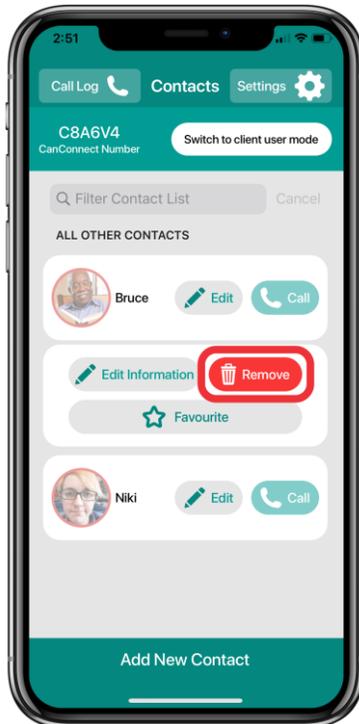
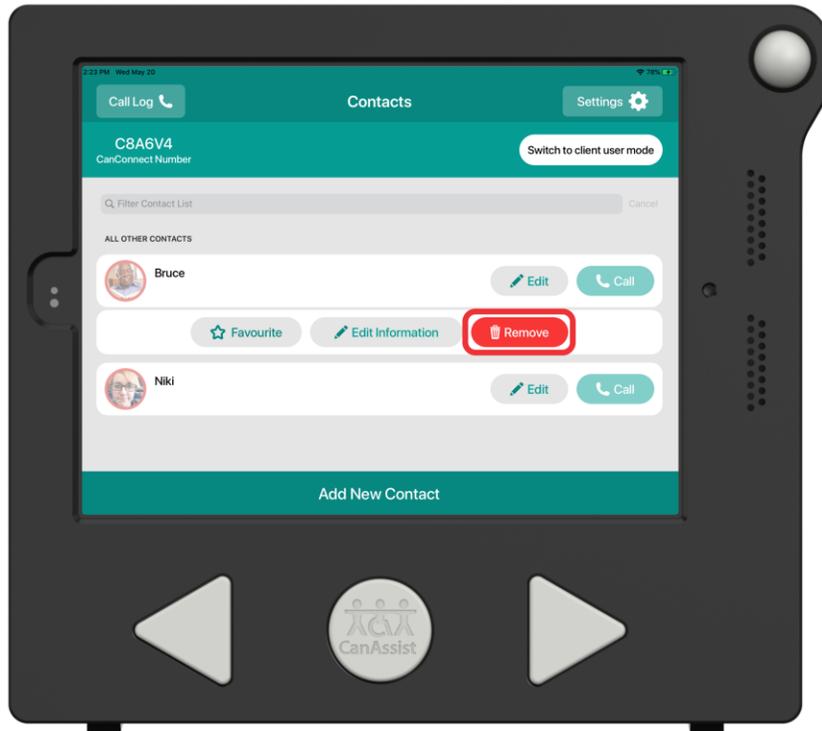


Once you are on the Contacts Screen, follow the steps below:

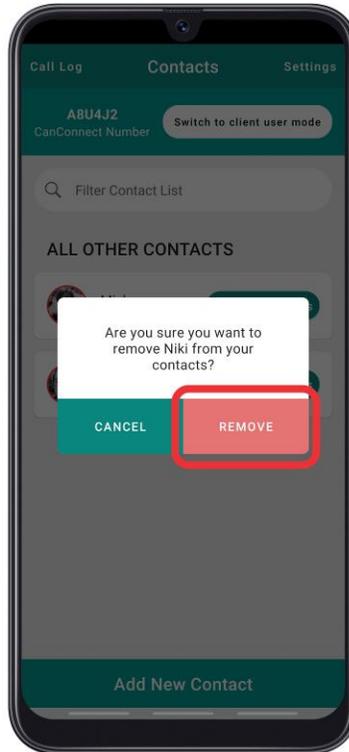
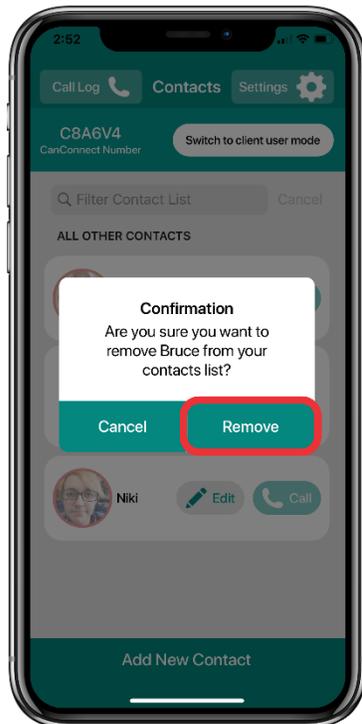
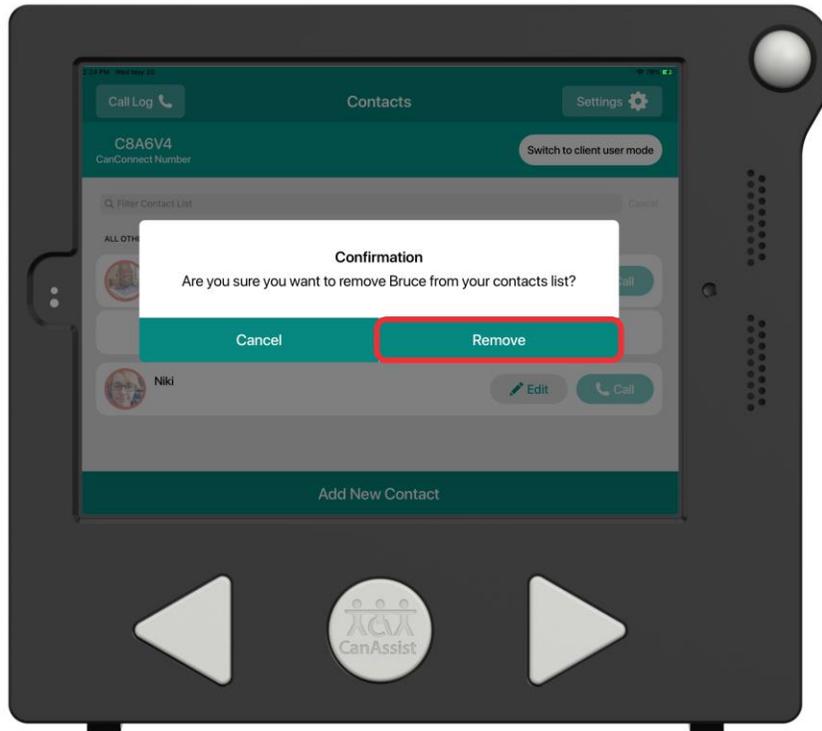
1. Next to the desired contact tap the 'Edit' button on iOS, or 'Tap for Options' on Android.



2. Tap the 'Remove' button on iOS, or 'Remove' on Android.



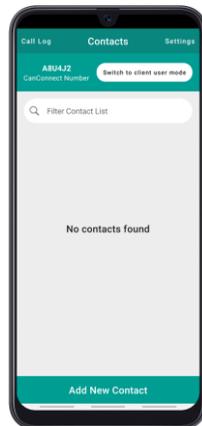
3. You will be asked to confirm you want to remove a contact. Tap 'Remove' to confirm.



Use

There are two modes in CanConnect:

1. Configurator Mode, used for Caregivers and family members on iOS or Android. Caregivers and family members can also access configurator mode on a client's account to adjust settings and add contacts.



2. Client User Mode has simplified functionality, meaning clients only have the ability to make calls and receive calls. In this mode, the iPad is locked on the CanConnect App with no other functionality. Settings for Client User Mode can be configured when the app is in Configurator mode.



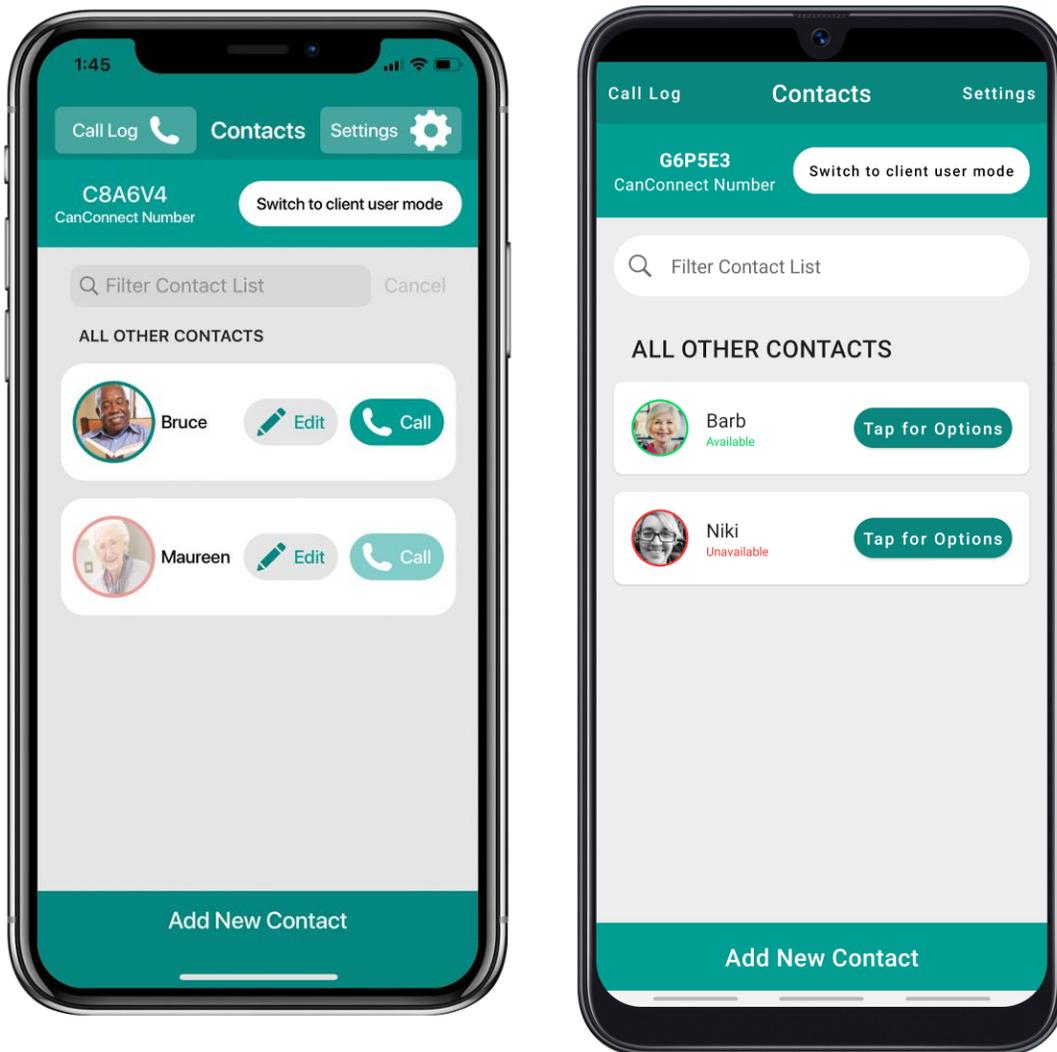
How you make and receive calls will depend whether you are using Configurator Mode or Client User Mode.

Configurator Mode

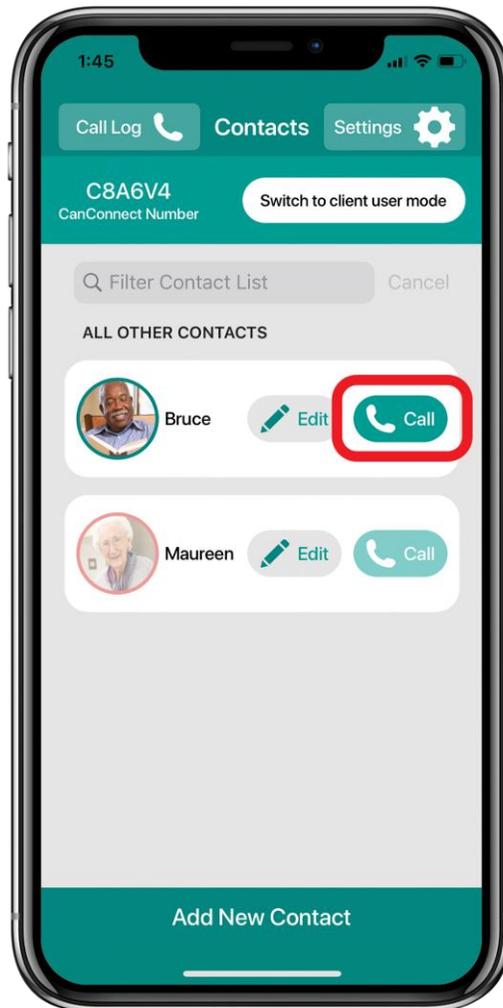
Configurator Mode is for Caregivers and family members using CanConnect on their own iOS or Android device. Caregivers and family members can also access Configurator Mode from a client's account to adjust settings and add contacts.

Making calls

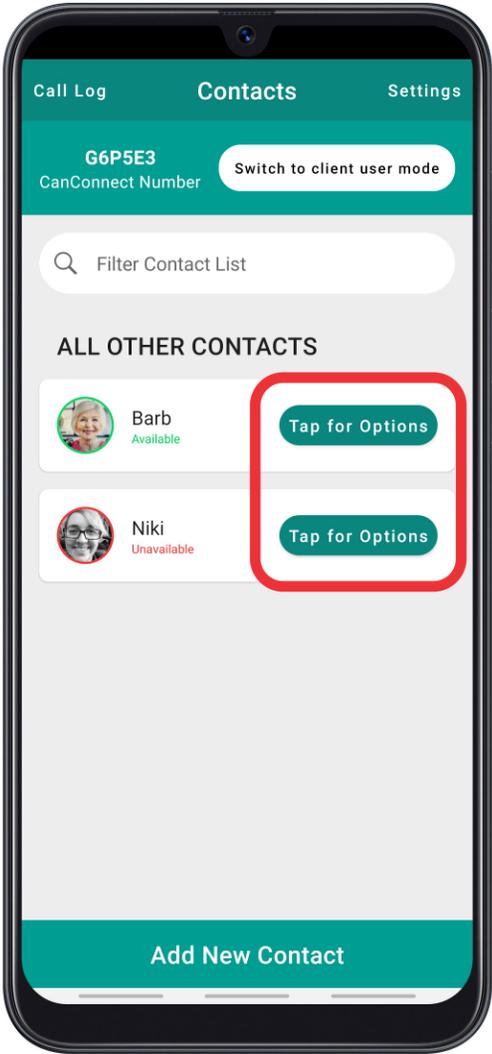
You can call a contact from the Contacts Screen. If the contact's photo is faded with a red ring around it, the contact is unavailable and cannot be called. If the contact photo is in full colour with a green ring around it, the contact is available and can be called.



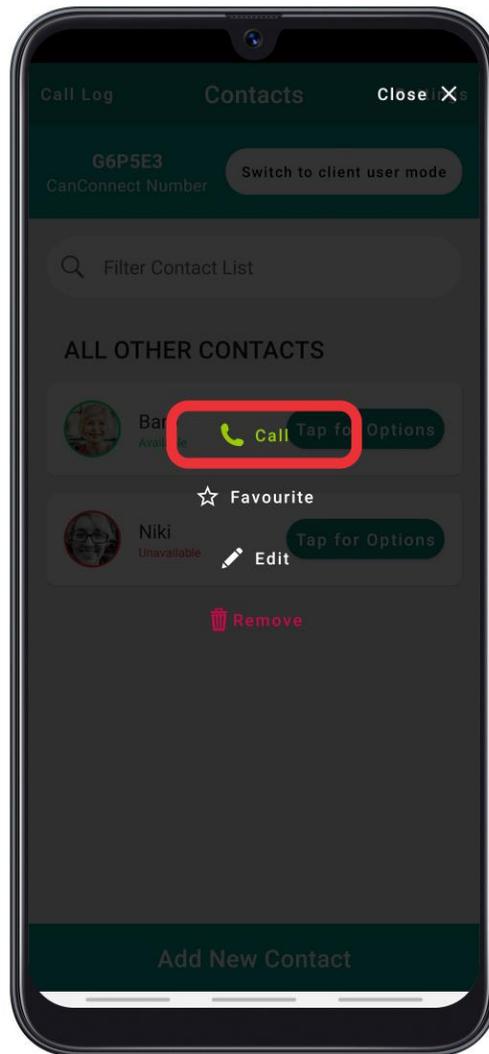
If you are using an iOS device you can tap the green 'Call' button next to the name of the available contact you wish to call.



If you are using an Android device you can tap the green 'Tap for Options' button.



The first option is a green 'Call' button with a phone icon next to it. Tap that icon to initiate a call.



Receiving calls

When a call comes in you will see the contact's photo and name appear on the screen with options to 'decline call' or 'answer call'.



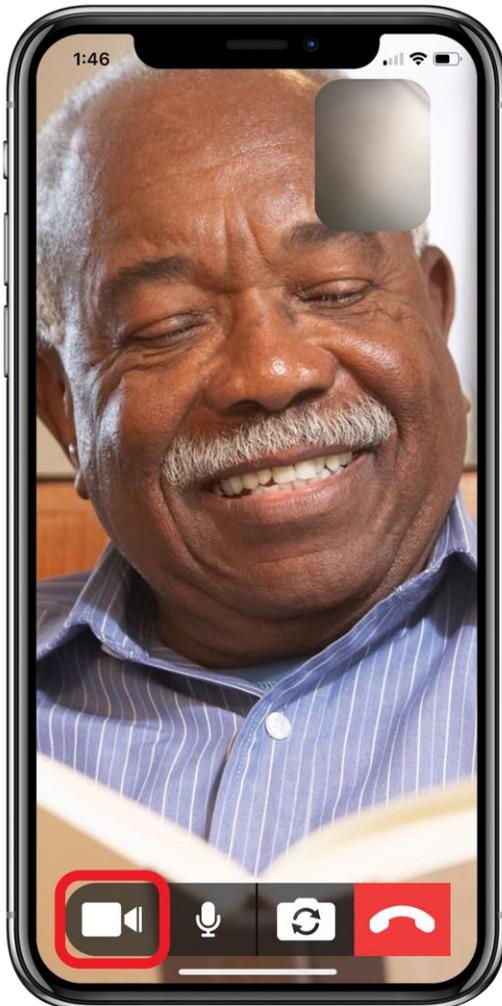
During calls

When calling the client your device will likely be in portrait mode, and the client's CanConnect Device will likely be in landscape mode. For the client to see you best, keep your face within the middle third of the screen, because the far upper and far lower portions of your video will be cropped out. Check your 'Self View' in the upper right corner to see your position.

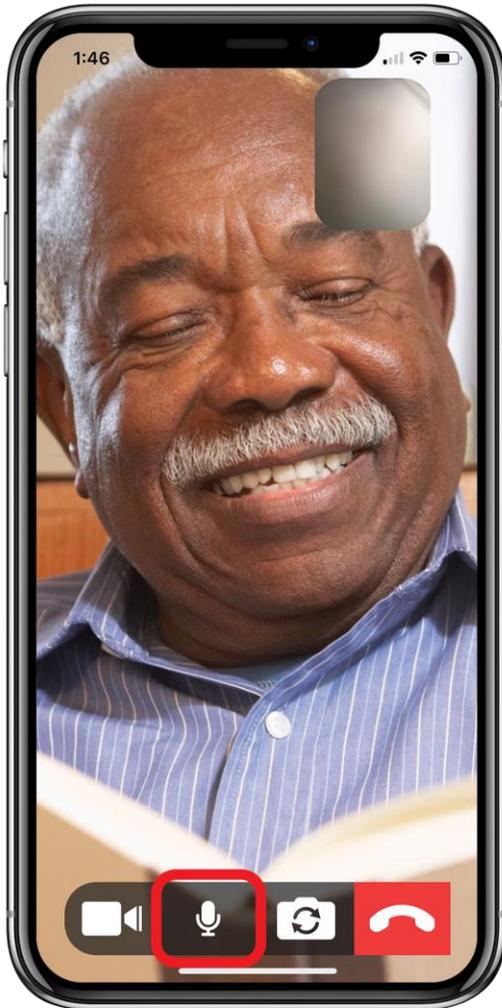


While on a call you can tap the screen to view a menu at the bottom of the screen with four icons.

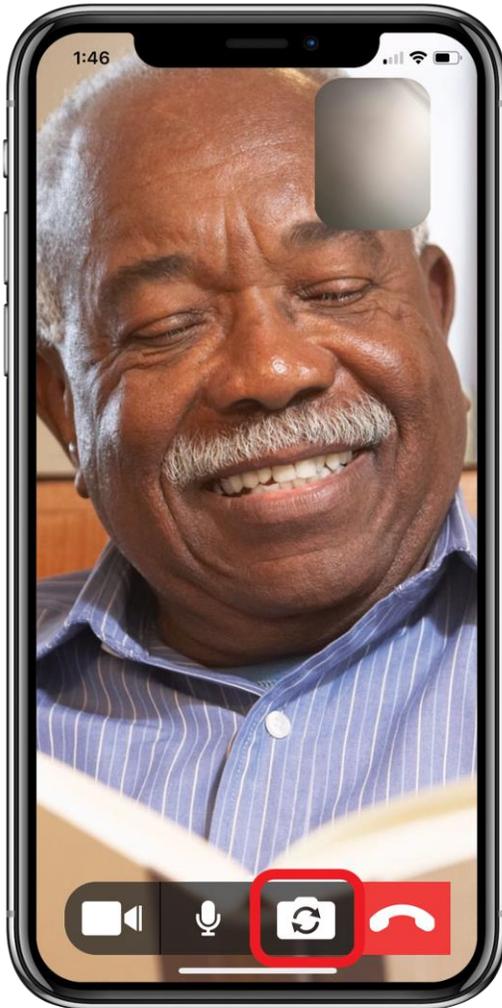
- The video camera icon can turn your video on and off. When your video is turned off the other caller will just see your photo.



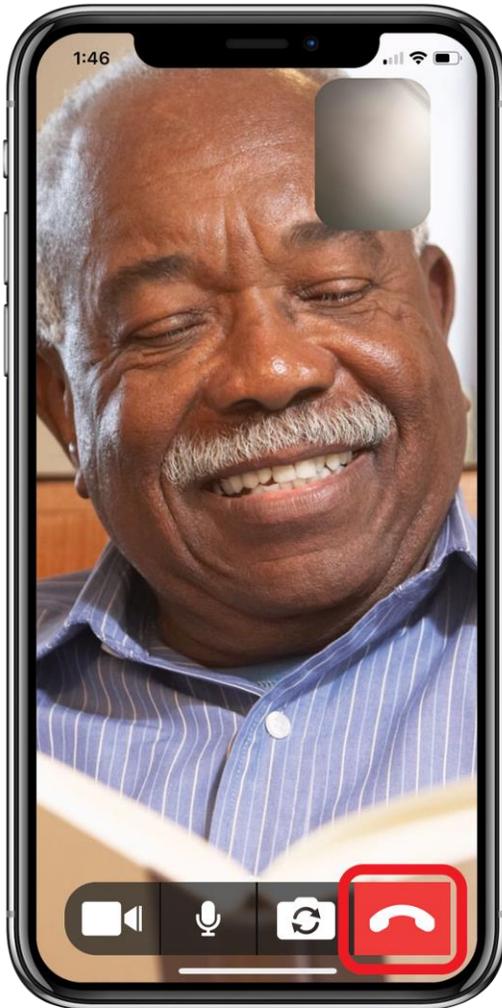
- The microphone icon can turn your microphone on and off. When your microphone is turned off the other caller will not be able to hear you.



- The camera icon with the two circular arrows can change which camera you are using. The call will default to the camera on the front of your device; tap once to use the camera on the back of your device.



- The red button with the horizontal phone icon hangs up the call. Tapping this button will end the call for both you and the other caller.



Ending calls

Tap anywhere on the screen to bring up a menu of icons on the bottom of the screen. Tap the red button with horizontal phone on the far right to end the call.



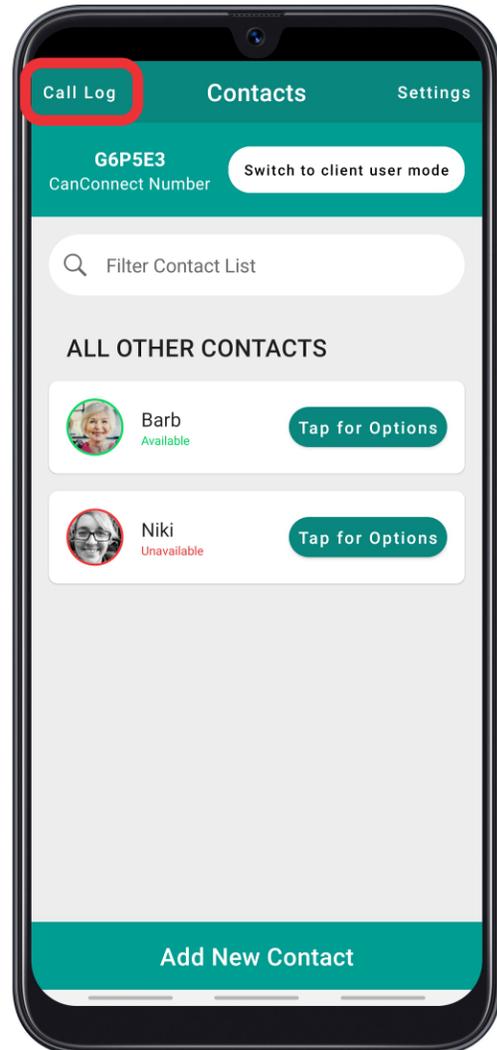
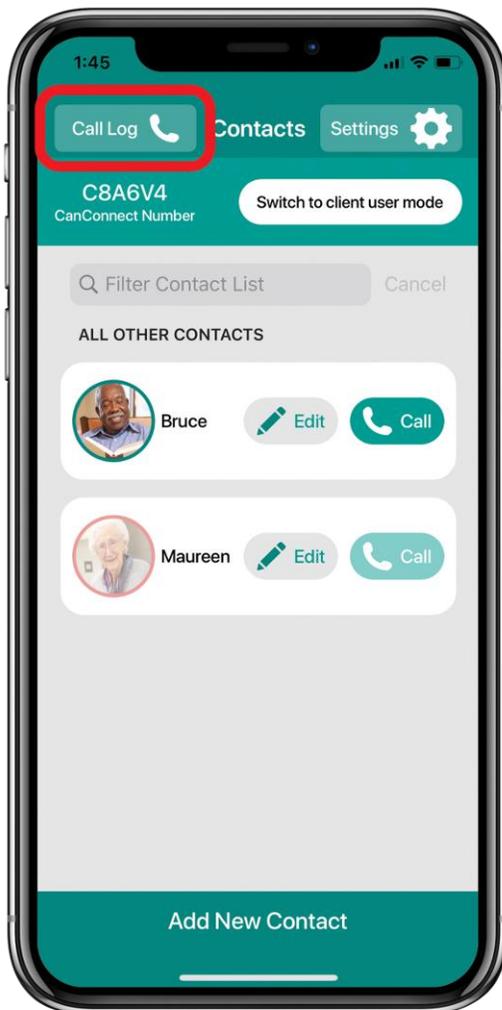
Closing your device by tapping the power button or pressing the home button will not end the call. Instead it will disable your video, but your microphone will stay enabled and you will still be able to hear the other caller.

If you are on a call with a client where the 'Show End Call Button' setting has been disabled, you will need to end the call.

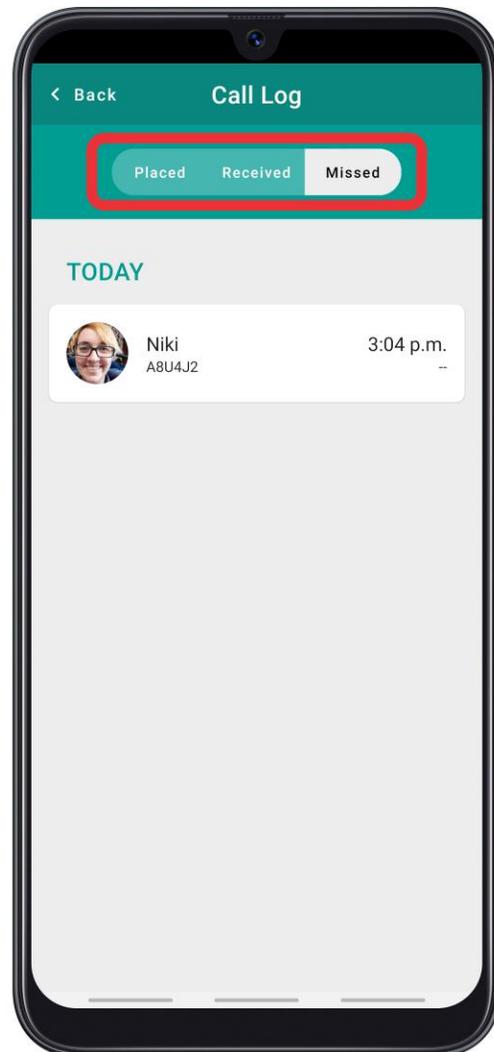
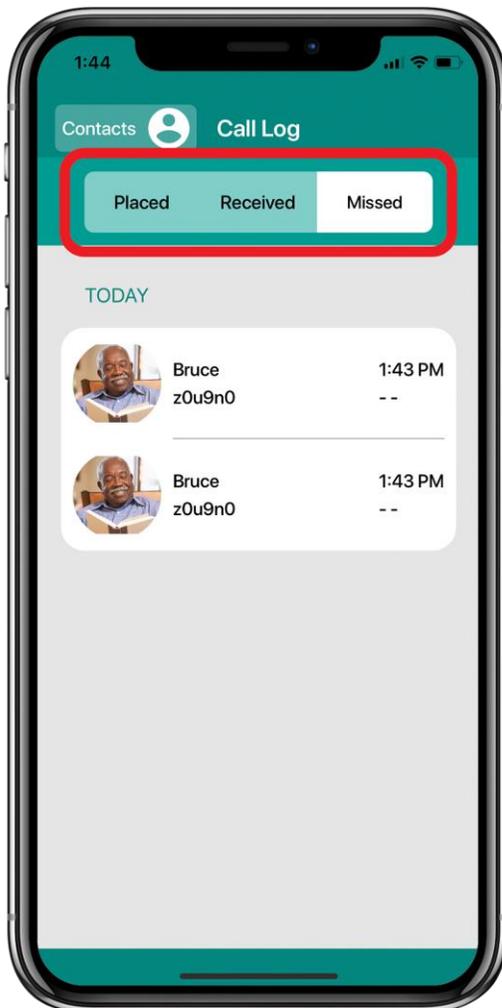
Missed calls

You can view missed calls in the Call Log.

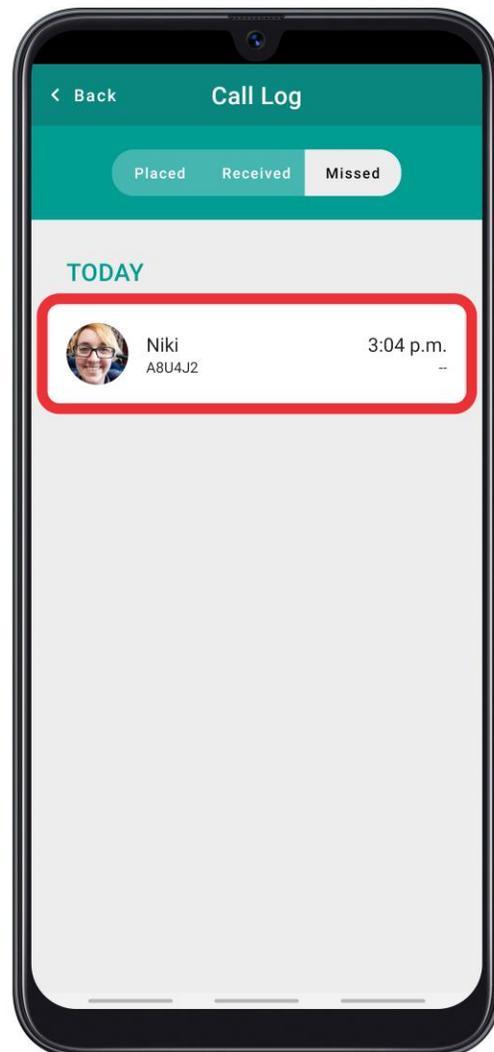
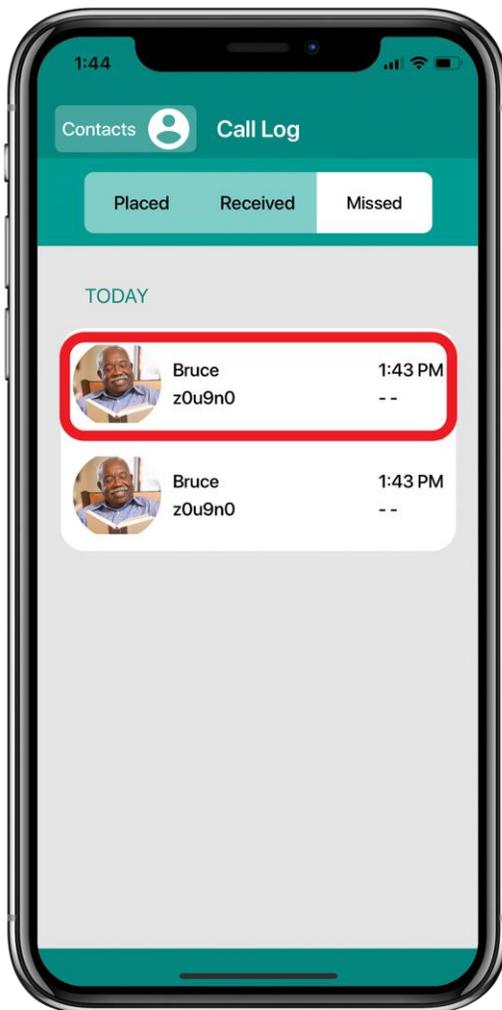
1. To access the Call Log tap 'Call Log' above your CanConnect Number on the Contacts Screen.



2. There are three tabs along the top: Placed, Received, and Missed. Tap the Missed tab.



3. The contact that called appears on the left and the time of the call appears on the right.

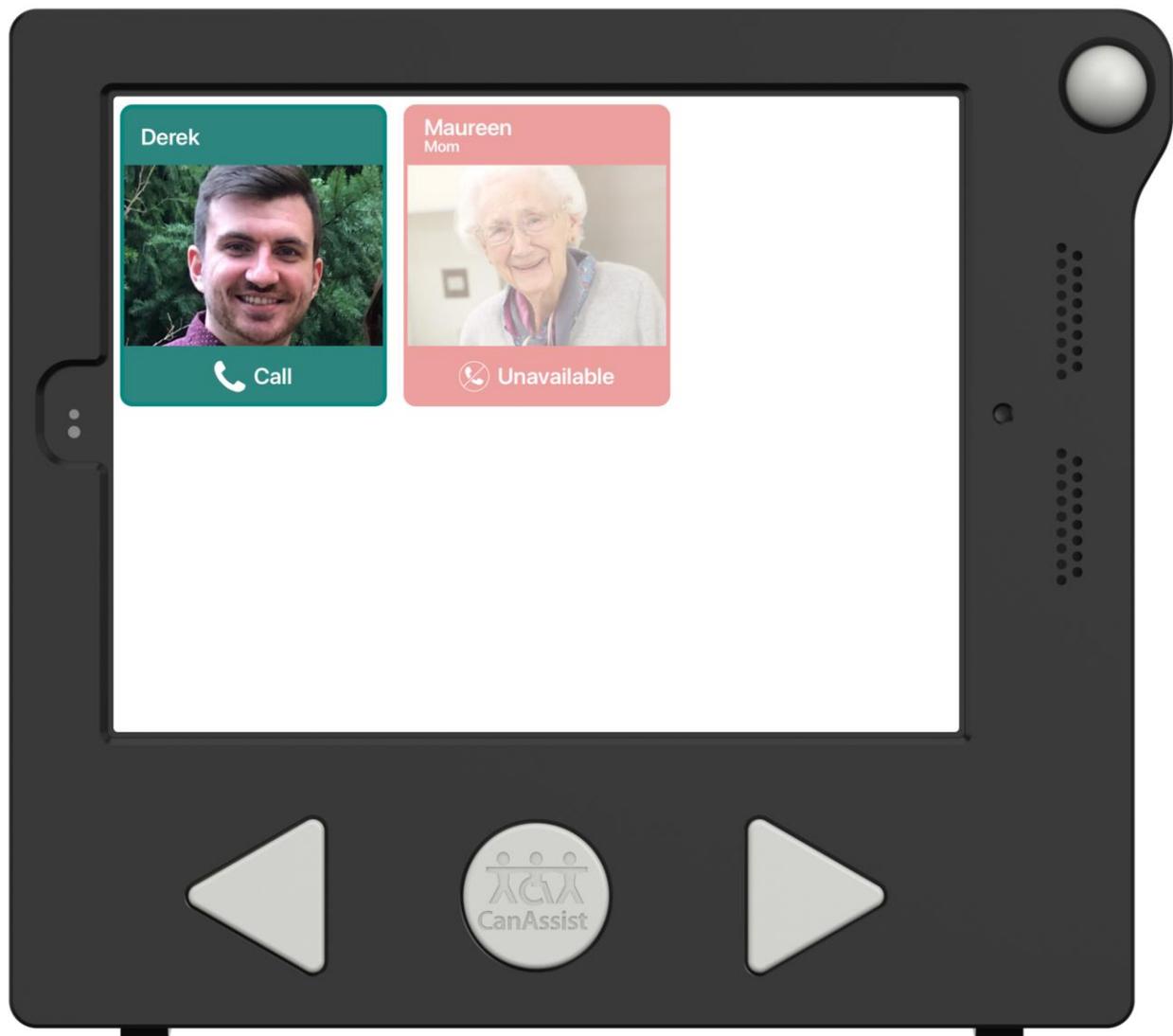


Client User Mode

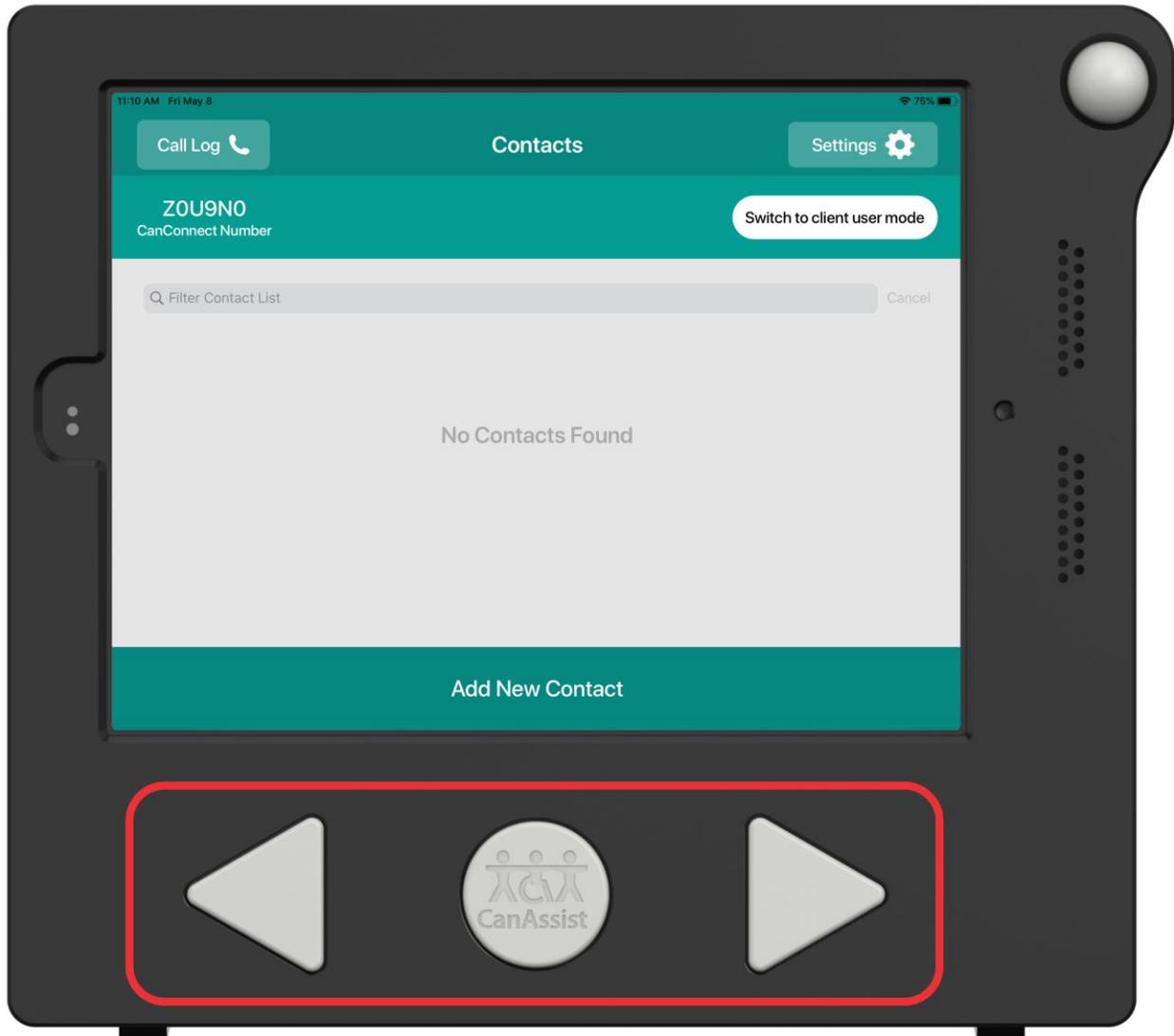
Client User Mode has simplified functionality, meaning clients only have the ability to make and receive calls. In this mode, the iPad can be locked on the CanConnect App with no other functionality. Settings for Client User Mode can be configured when the app is in Configurator mode.

Making calls

The client can call an available contact by tapping their photo. If the contact photo is faded with a red frame around it, the contact is unavailable and cannot be called. If the contact photo is in full colour with a green frame around it, the contact is available and can be called.

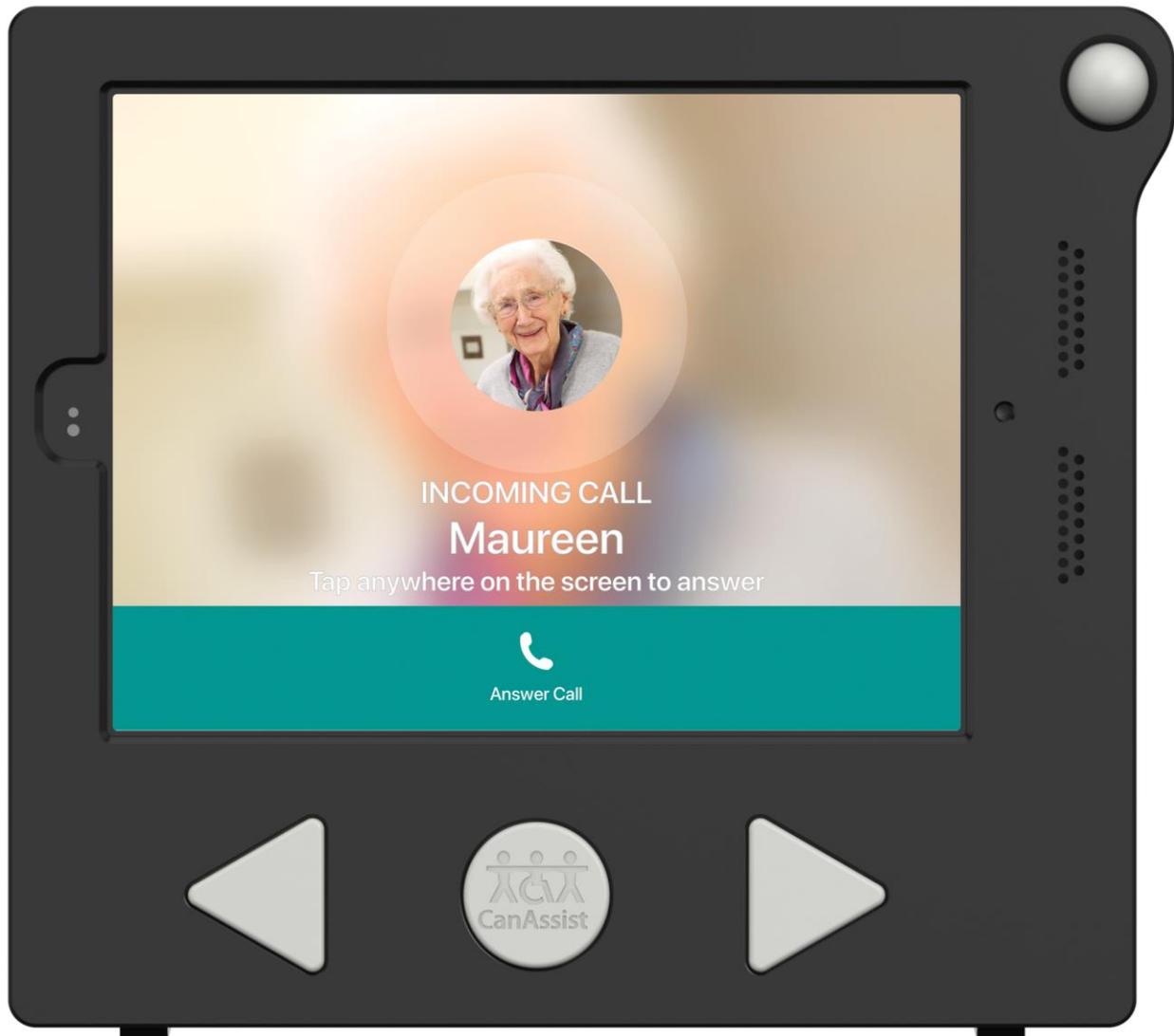


Clients can also use the buttons on the Custom Case to make calls. Using the right and left arrow buttons a client can move through their contacts, using the center circle button to initiate the call.

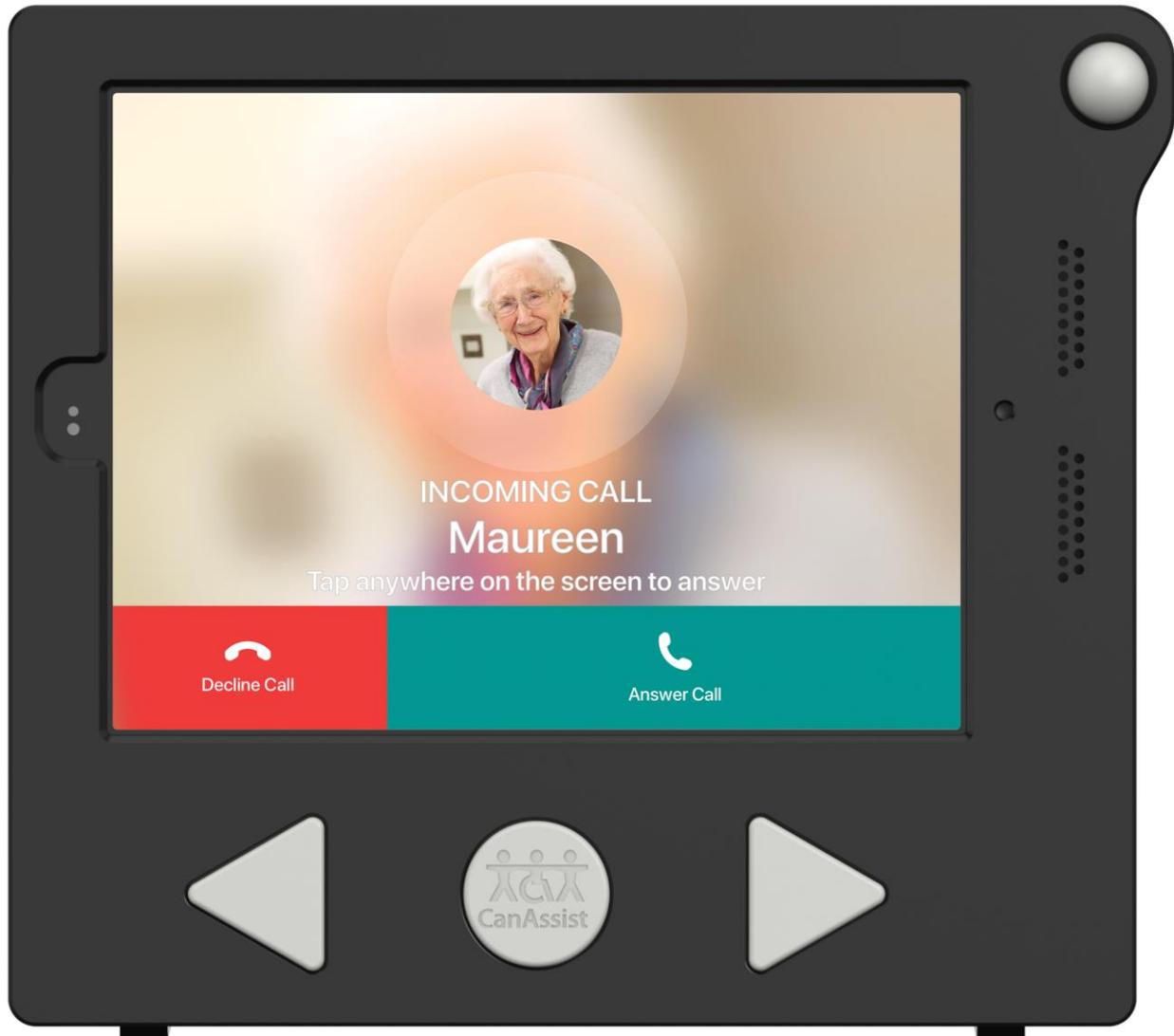


Receiving calls

When a call comes in, the client will see the contact's photo and name appear on the screen with an option to 'answer call'. The client can tap anywhere on the screen to answer the call. They can also press the centre button or the right arrow button on the Custom Case to answer an incoming call.



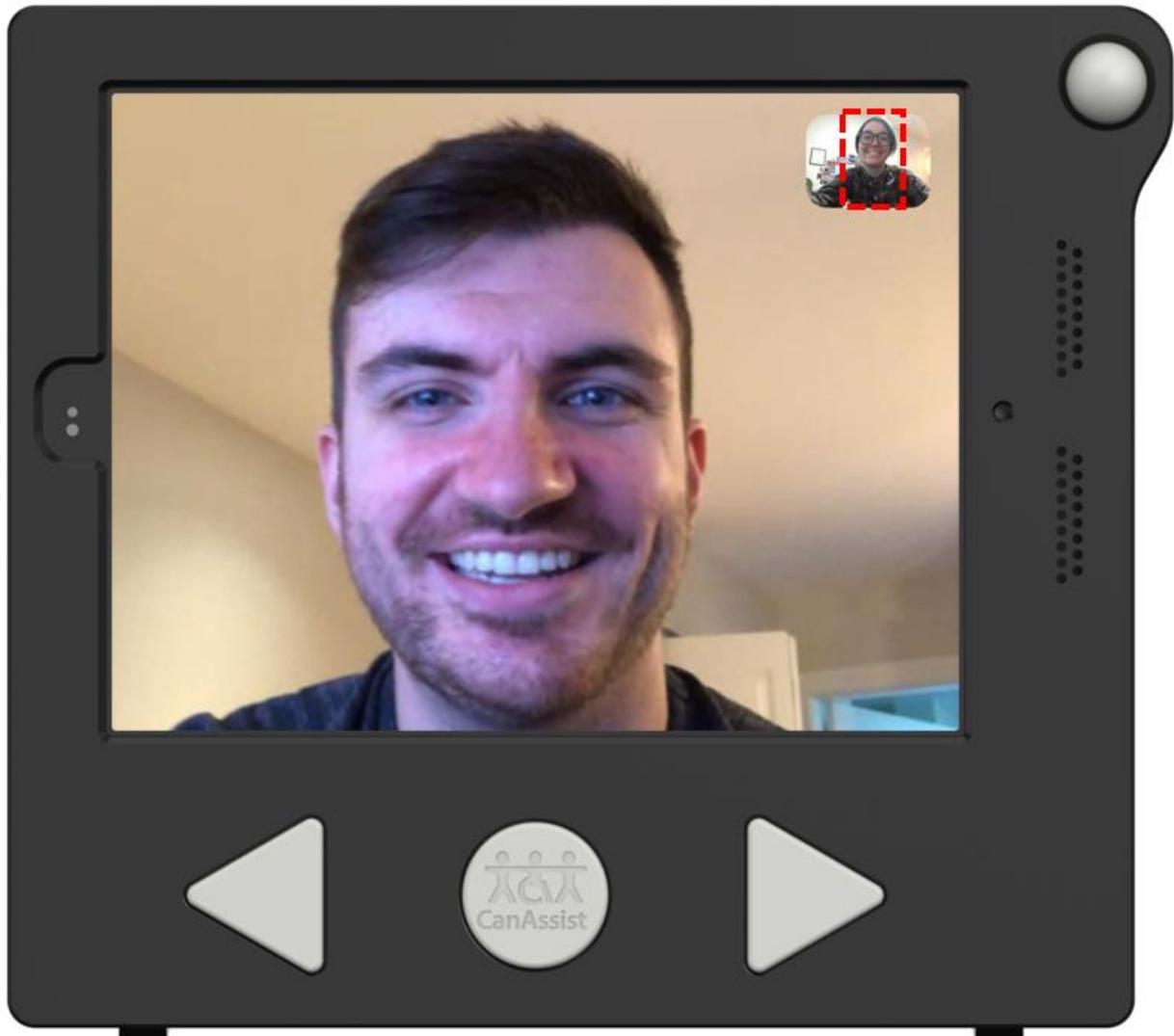
If 'Show Decline Call Button' is enabled, the Client may also tap that button to decline the call.



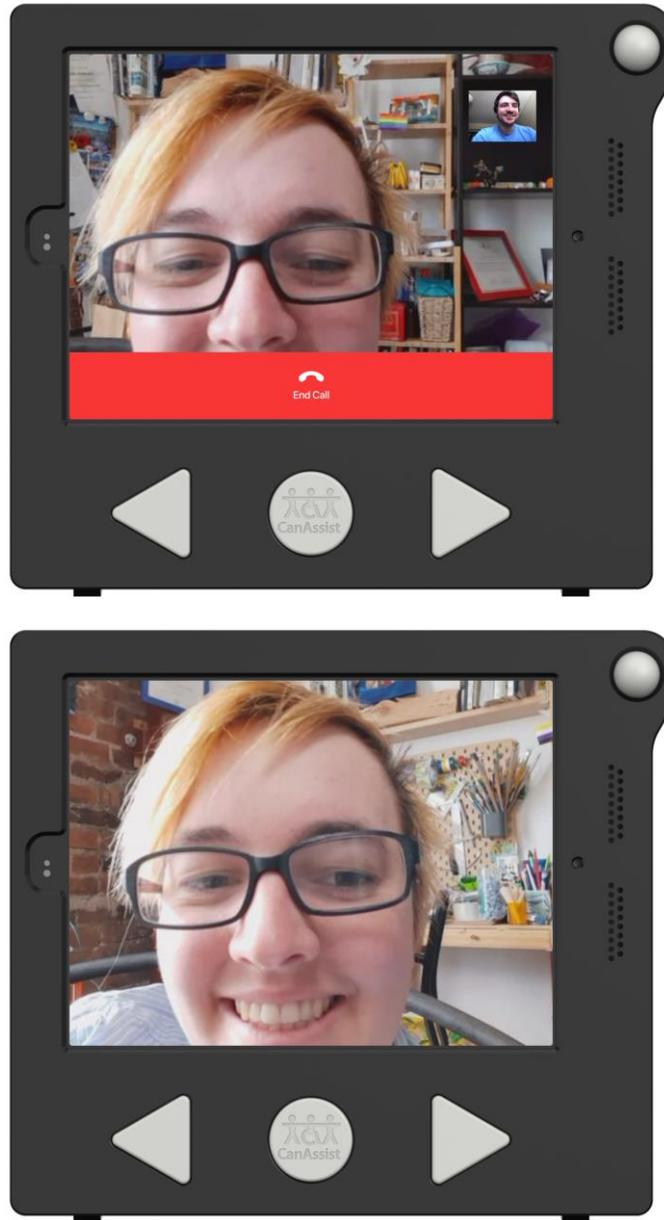
There are additional settings for the Custom Case that change how an inbound call comes in. A flashing light and a loud buzzer can be enabled to accompany incoming calls.

During calls

When calling a contact from a CanConnect Device you will be in landscape mode, and the contact will likely be in portrait mode. For the contact to see best see the client, have the client keep their face within the middle third of the screen, because the far left and far right portions of the video will be cropped out. If 'Self View' is enabled the client can check their 'Self View' in the upper right corner to see their position.



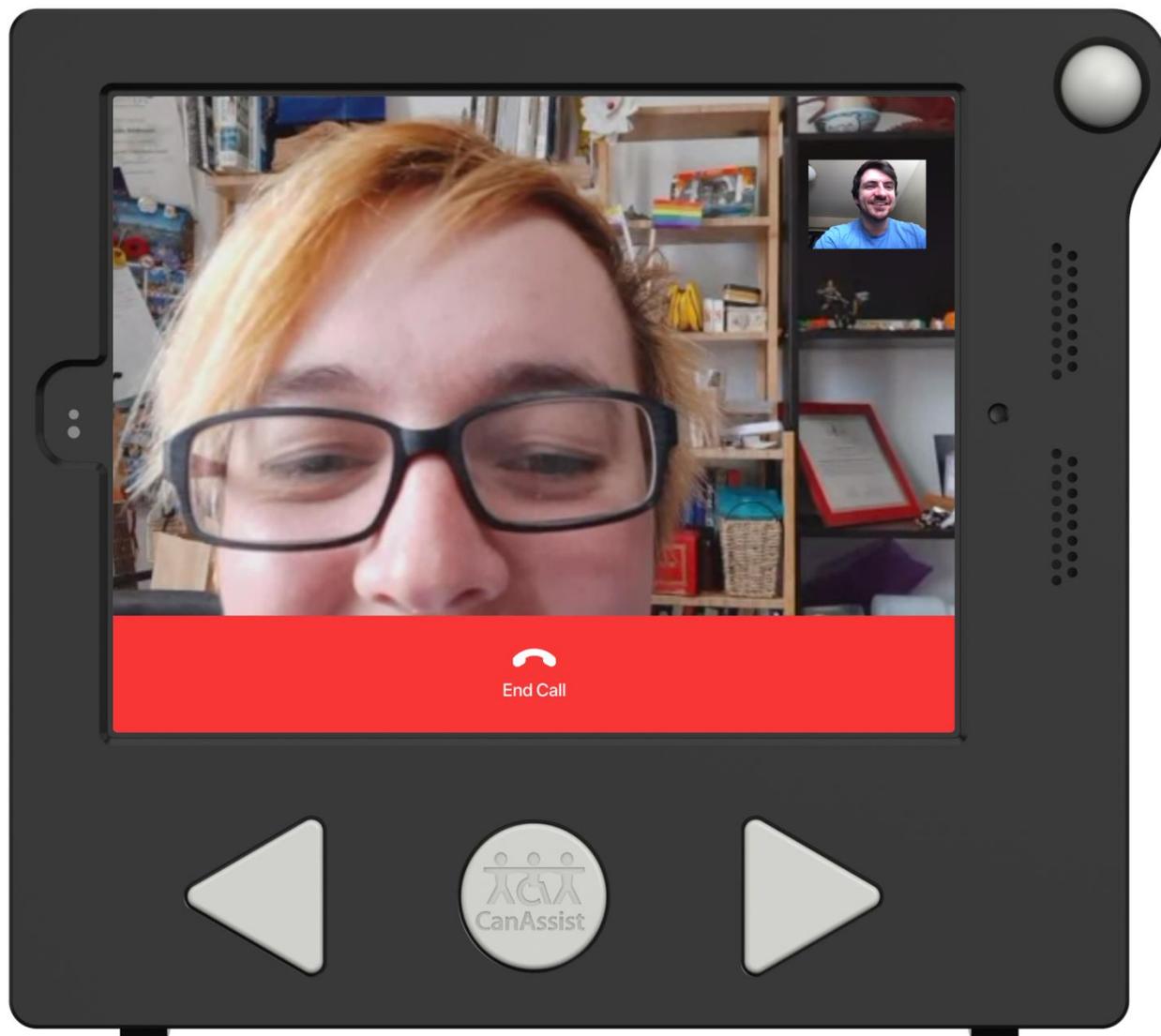
During a call the client will see the other caller's video, or photo if their video is disabled. If the 'Show Self View' is enabled they will also see a small window with their video in the upper right-hand corner.



While in a call, clients with 'Show End Call Button' setting enabled will be see a red button along the bottom with a horizontal phone icon. They are able to end the call by tapping that button at the bottom of the screen.

Ending calls

Only clients with the 'Show End Call Button' setting enabled will be able to end the call. This can be done by tapping the red button along the bottom with a horizontal phone icon or pressing any button on the Custom Case.



Updating CanConnect

On your device

You may already have the latest version of the app installed as many devices have an auto update feature enabled.

iOS Devices

1. Open the App Store.



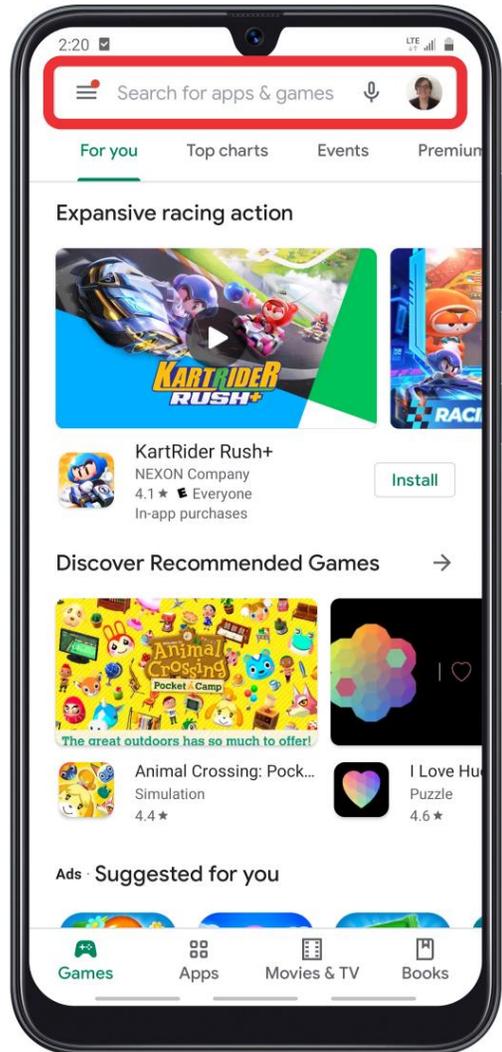
2. Search for "CanConnect".

Android Devices

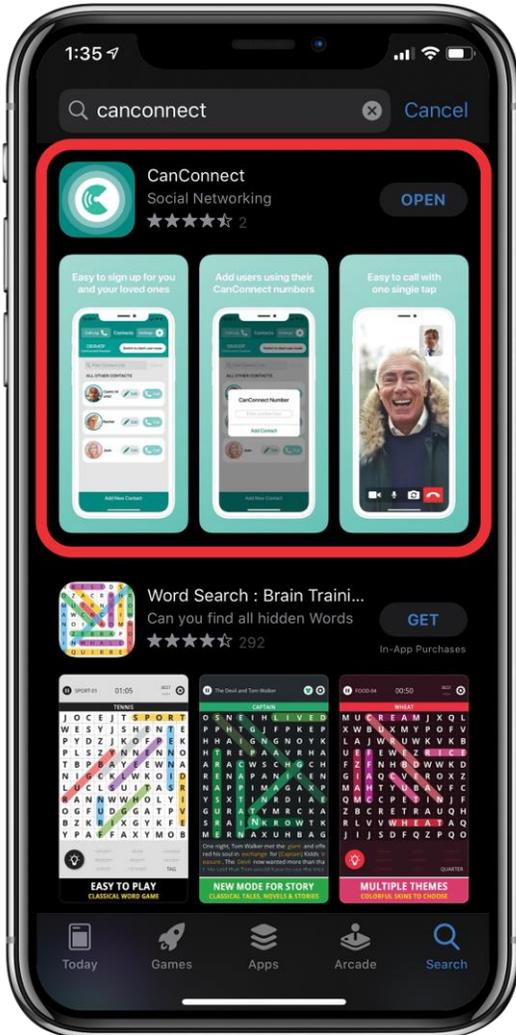
1. Go to the Google Play store.



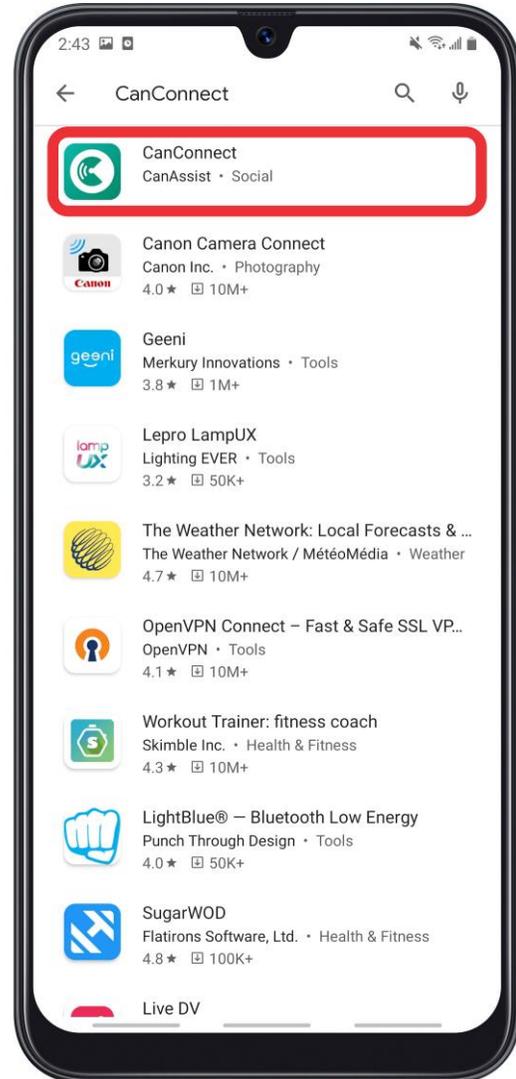
2. Search for "CanConnect".



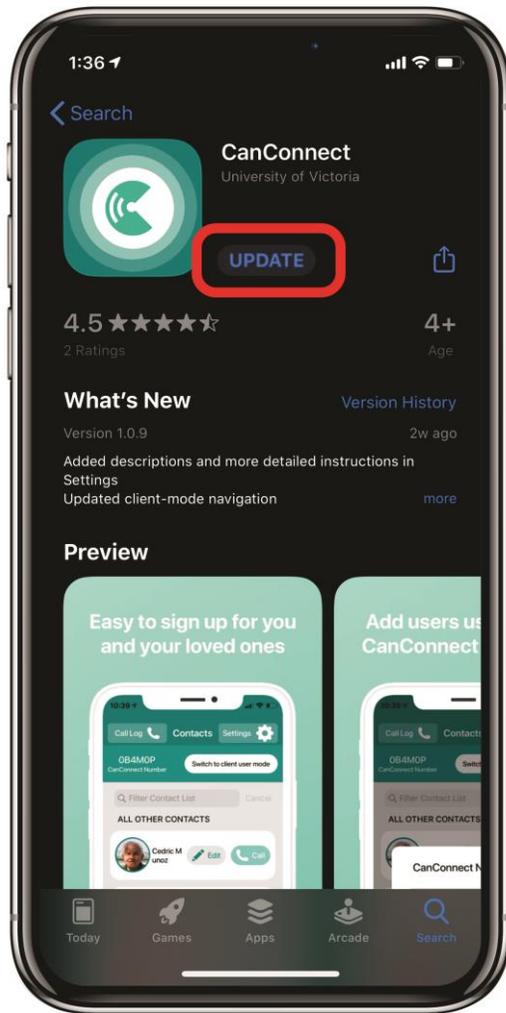
3. Select the app matching the screenshot below.



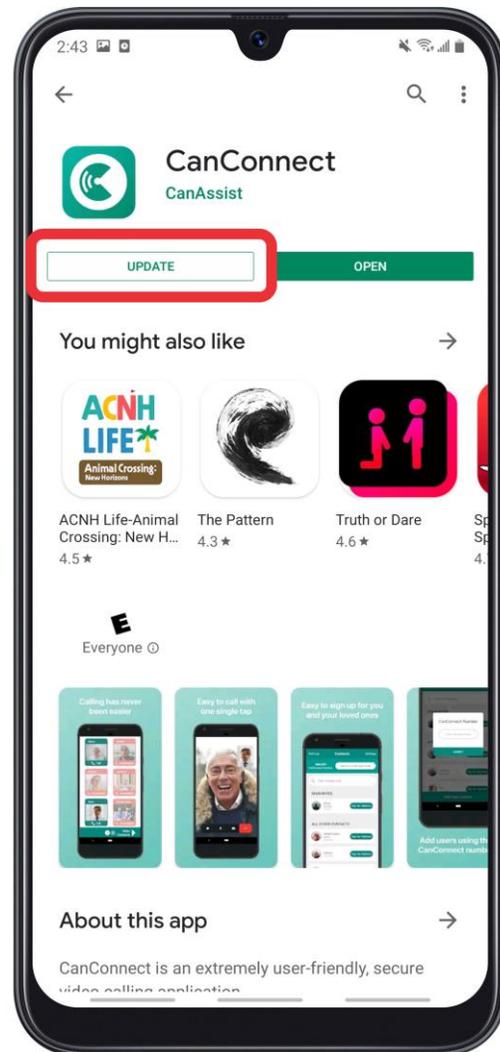
3. Select the app matching the screenshot below.



4. If there is an update available, you will see an 'Update' button next to the CanConnect icon. Tap the 'Update' button. You may need to enter your Apple ID password.



4. If there is an update available, you will see an 'Update' button next to the CanConnect icon. Tap the 'Update' button.



5. The app will take about 30 seconds to update, then you can relaunch the app.

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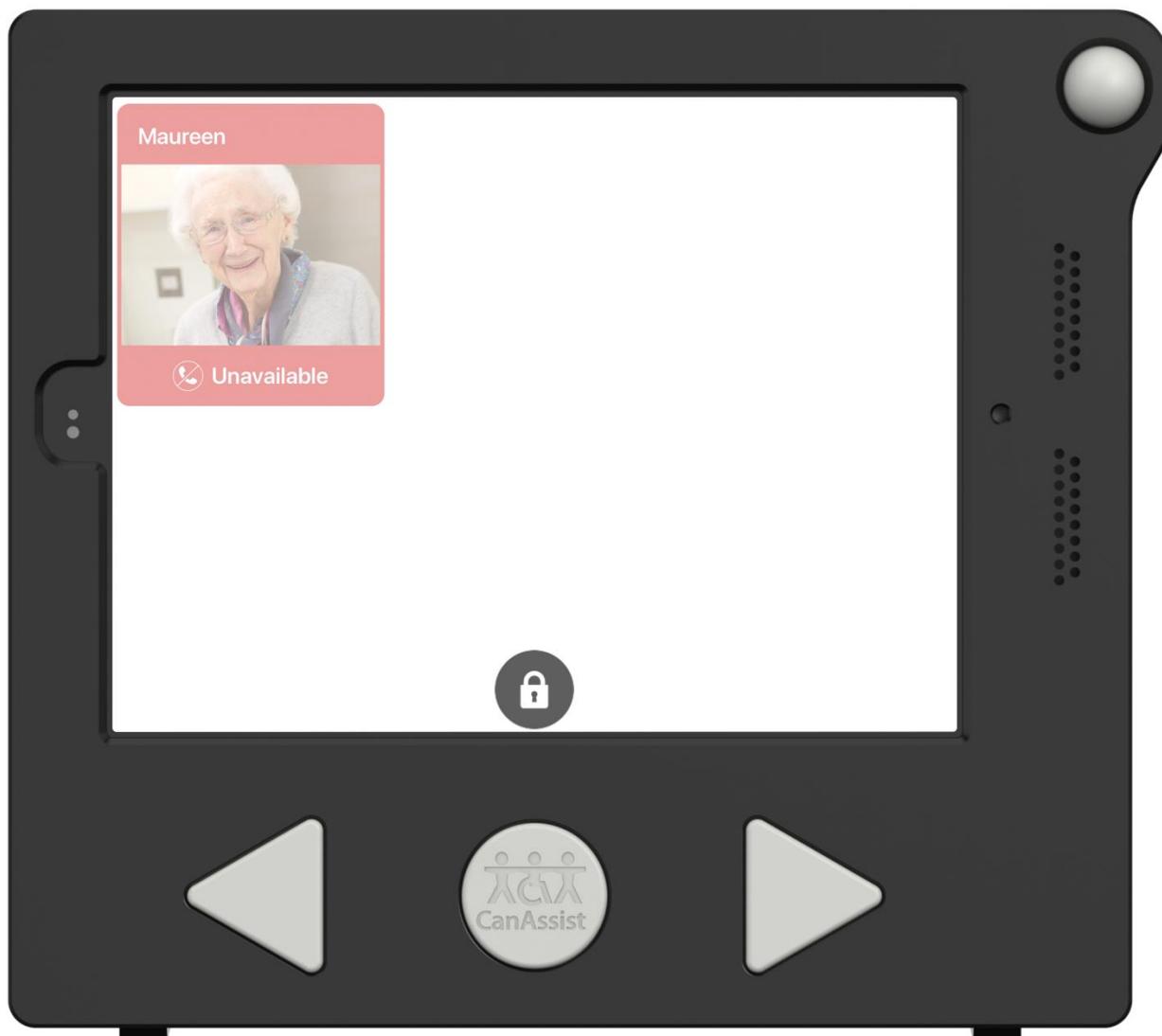
On the CanConnect Device

If you have not already done so, you will have to exit both Client User Mode and Guided Access Mode.

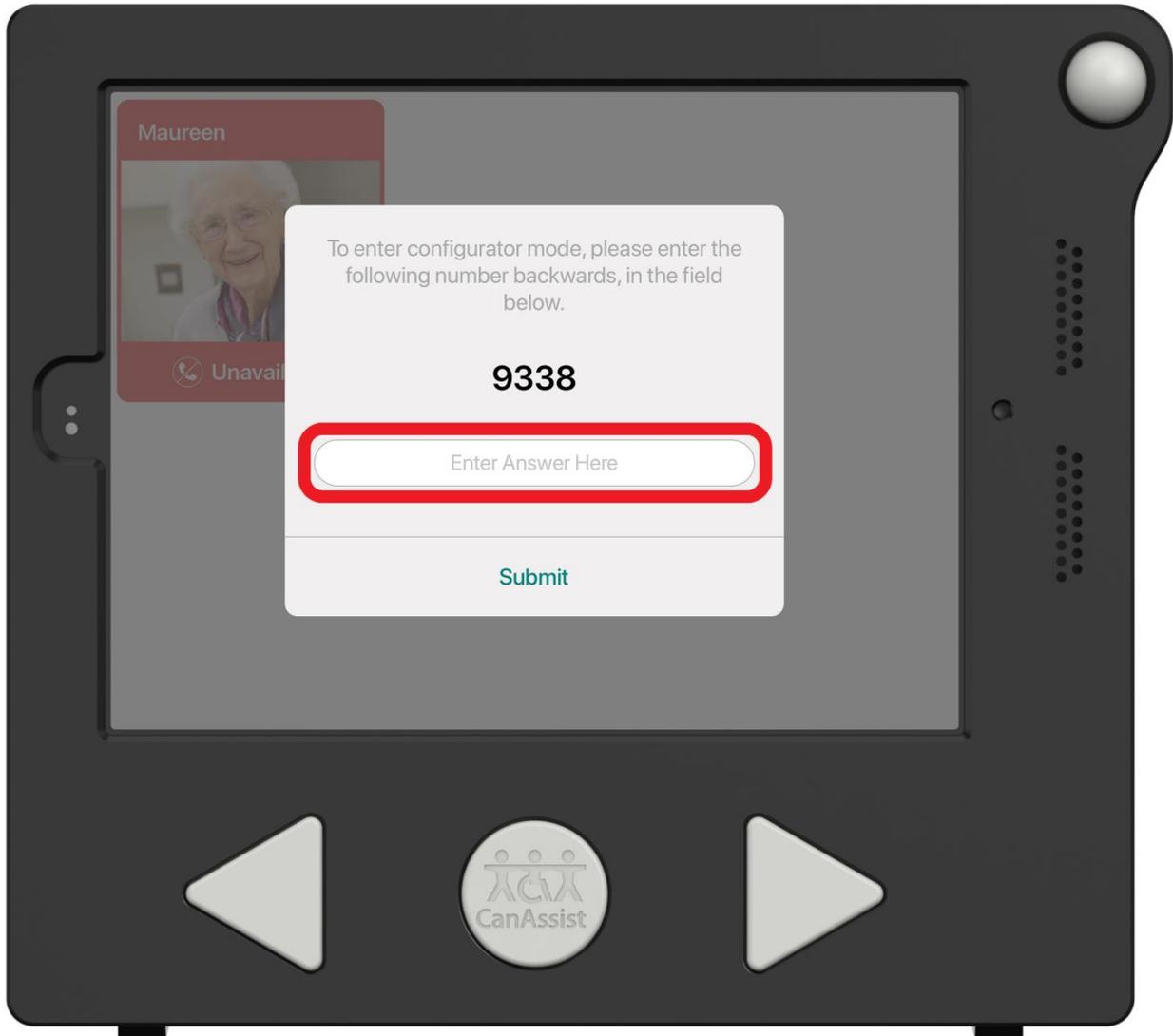
1. To leave Client User Mode, hold your finger on the screen for five seconds.



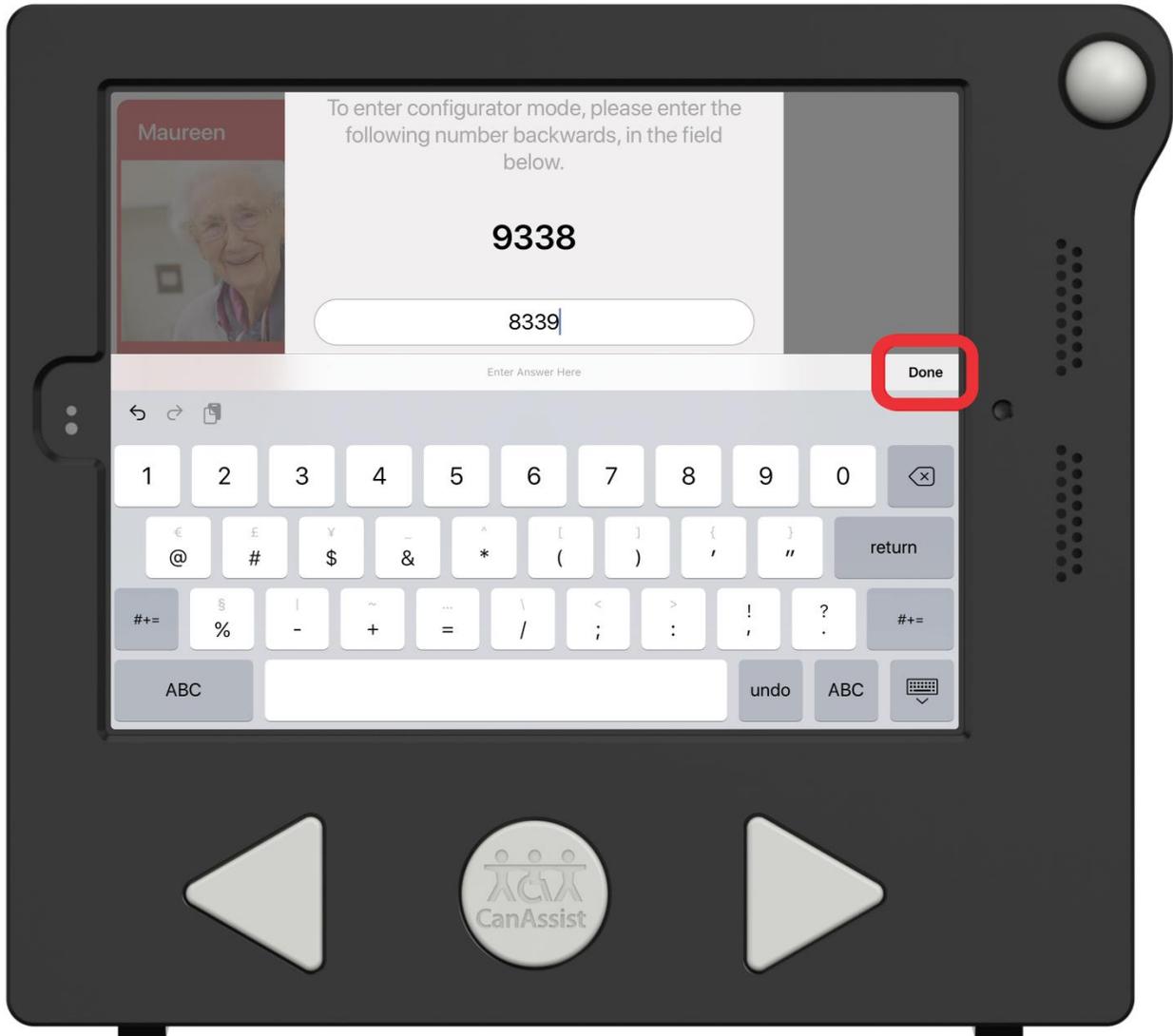
2. A lock button will appear at the bottom of the screen. Tap the lock button.



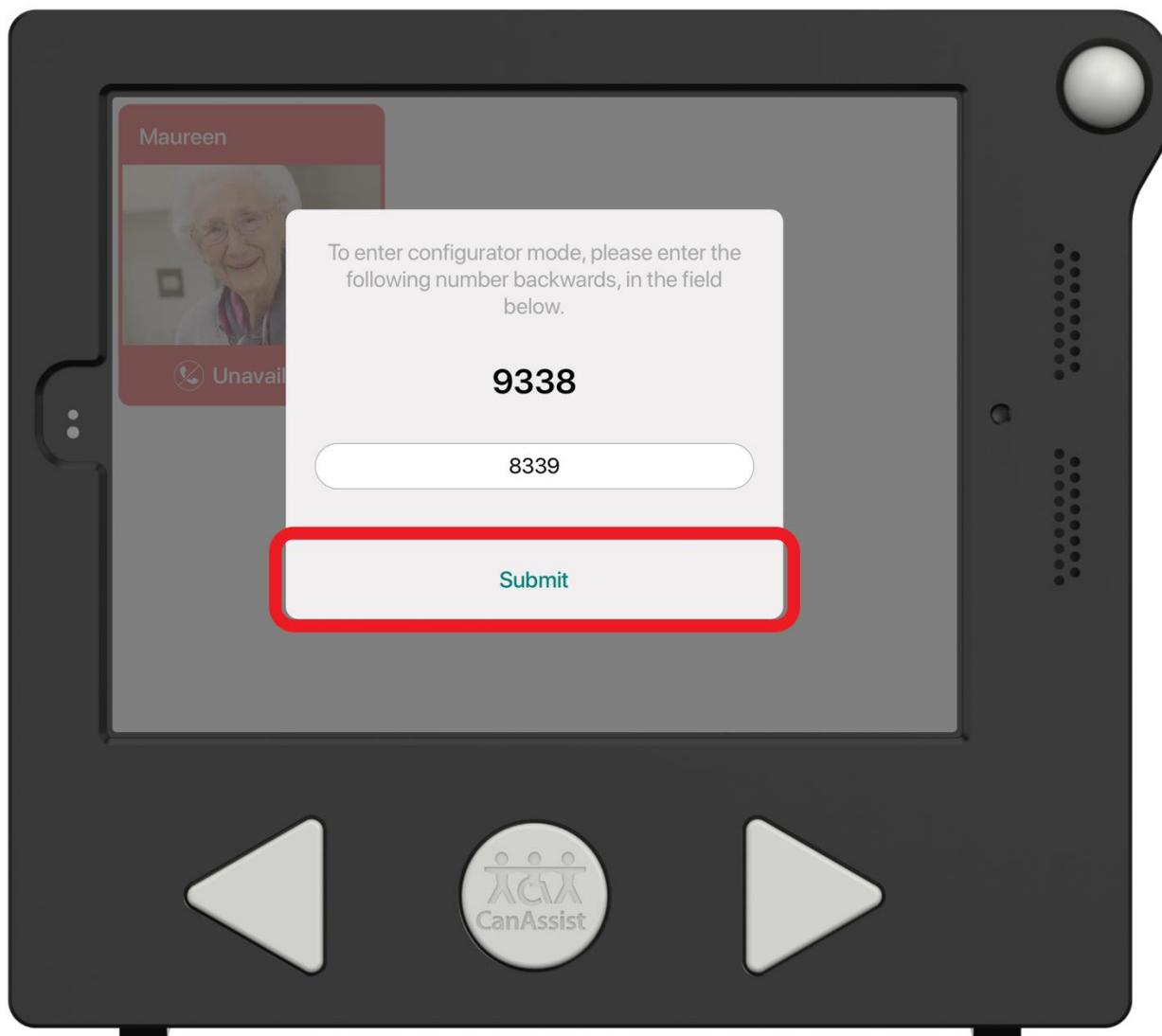
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



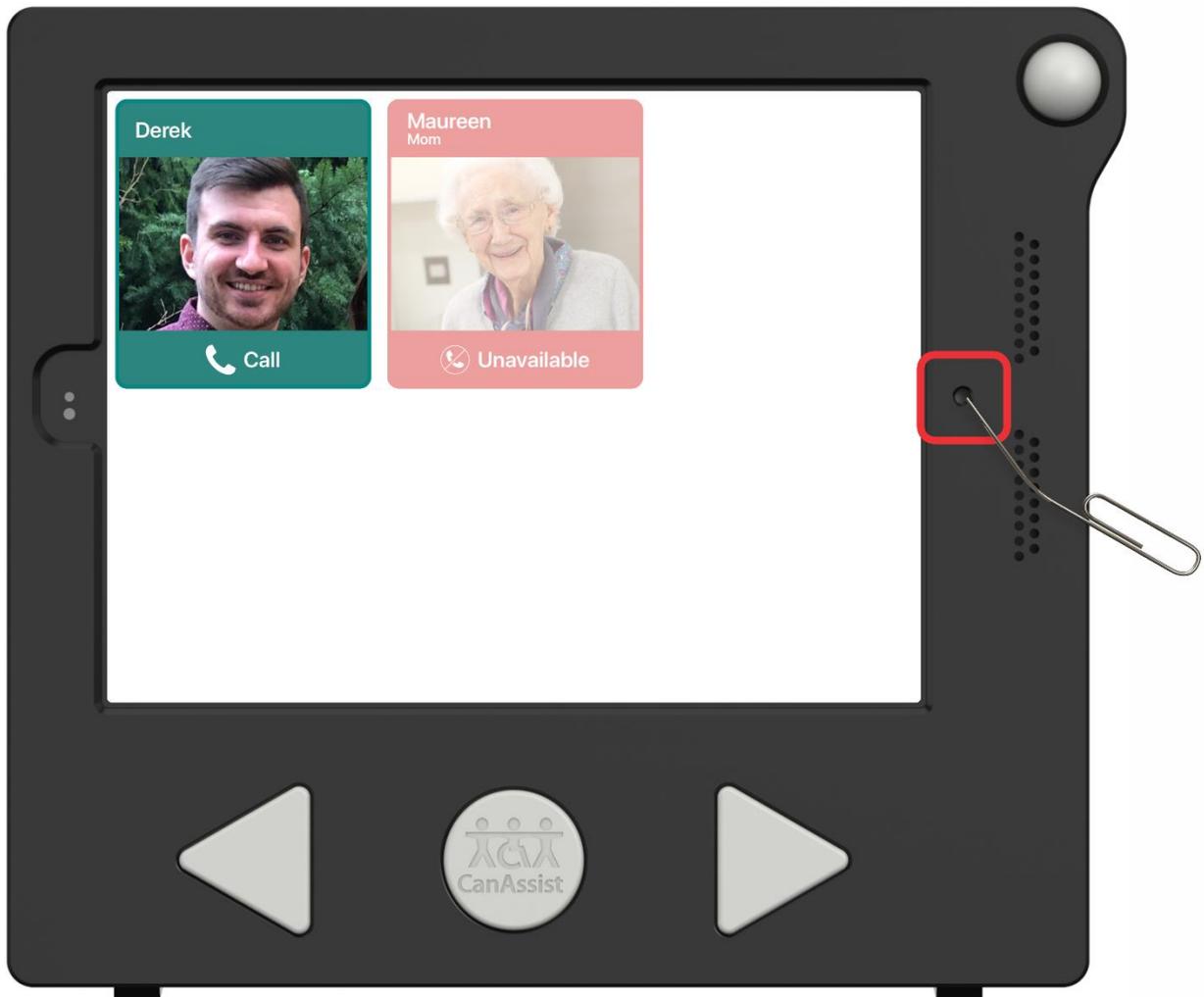
4. Type the sequence in backwards and tap 'Done'.



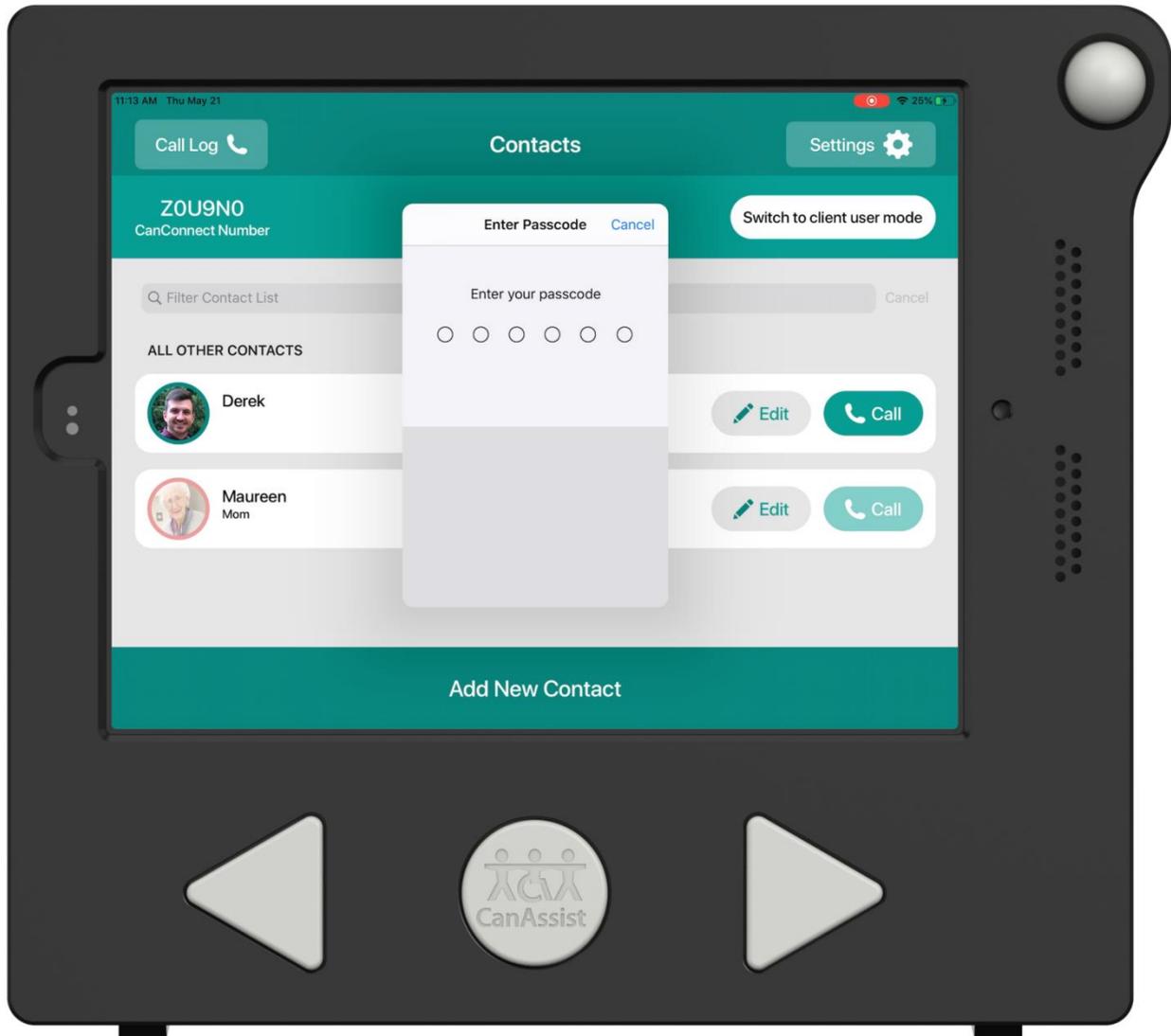
5. Tap 'Submit'.



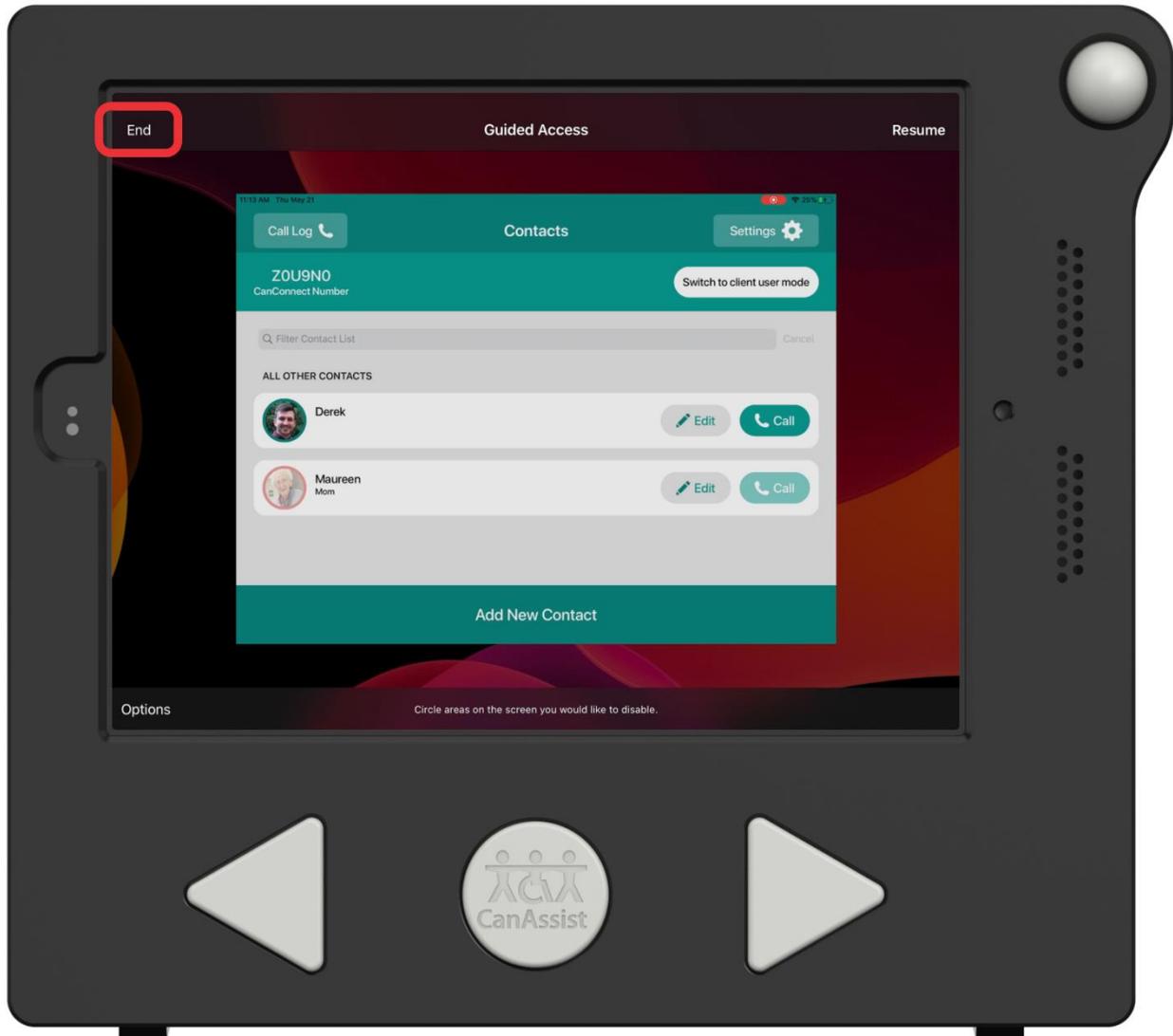
6. To leave Guided Access Mode, press the home button three times. You can access the home button by using a paper clip or small pointed object through the front of the case.



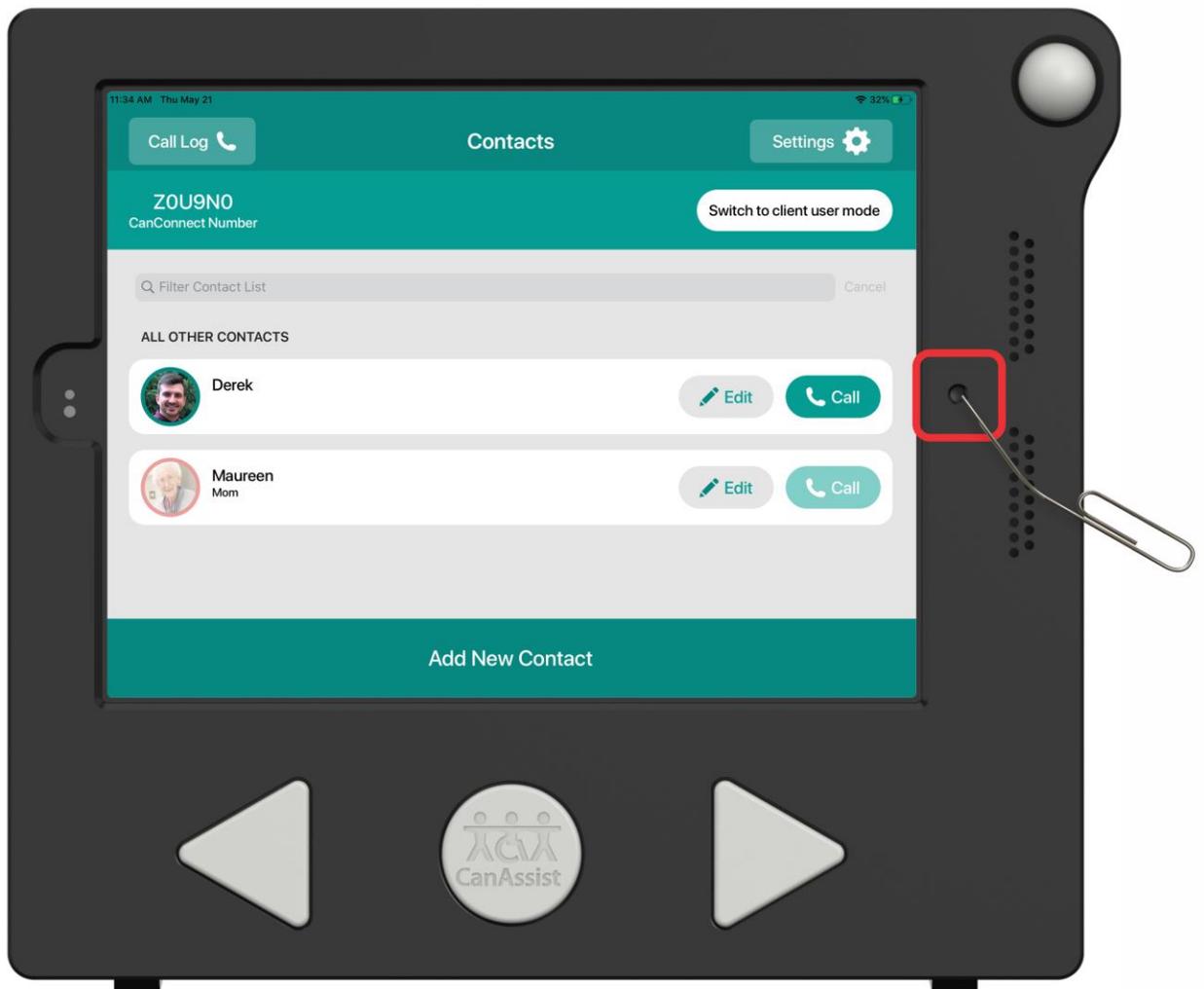
7. A pop-up window will appear asking for the passcode. Enter the passcode.



8. A menu will appear as a frame, tap 'End' in the upper left corner.



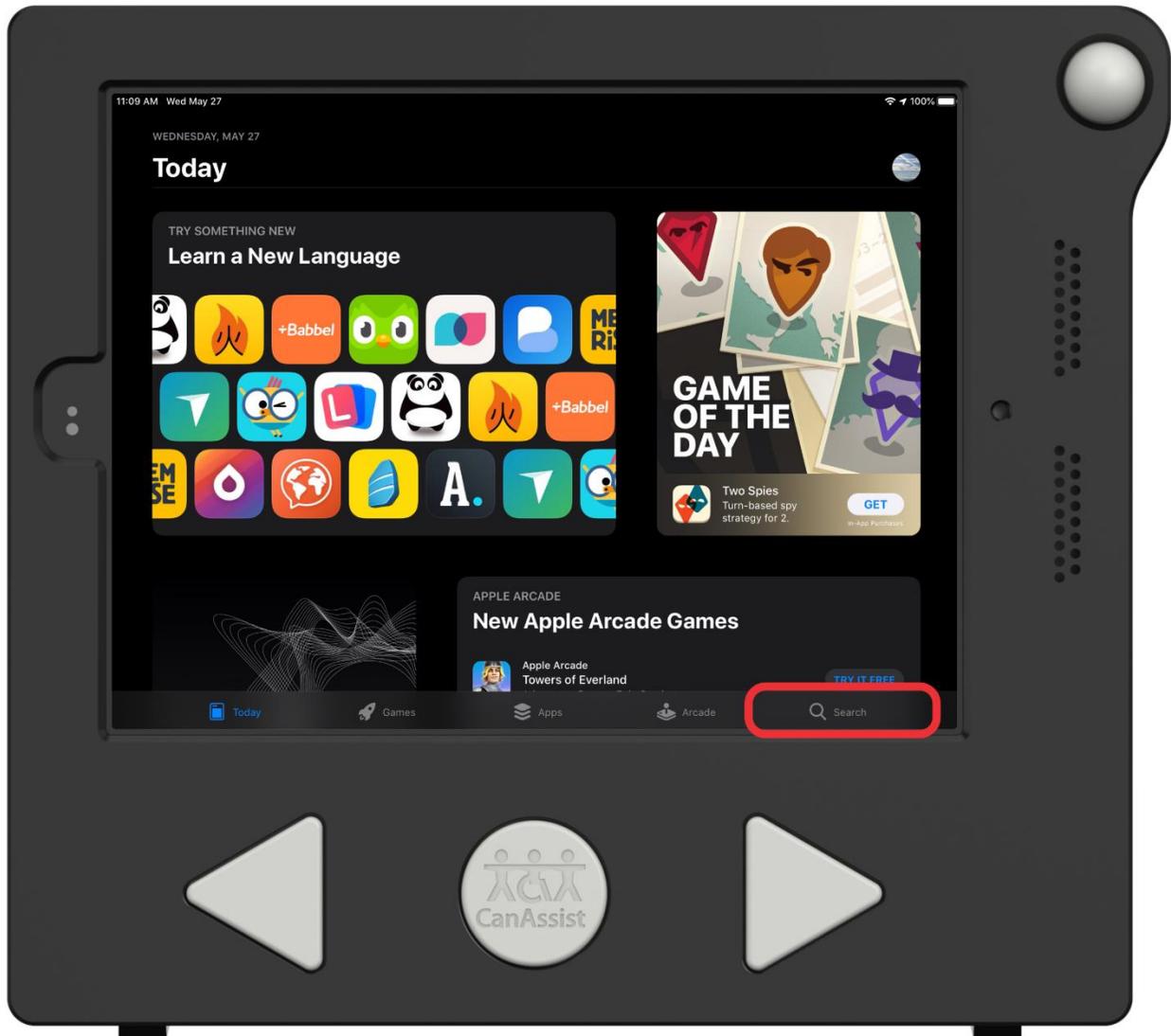
9. Press the home button by poking a small point object, such as a paperclip, through the hole in the case.



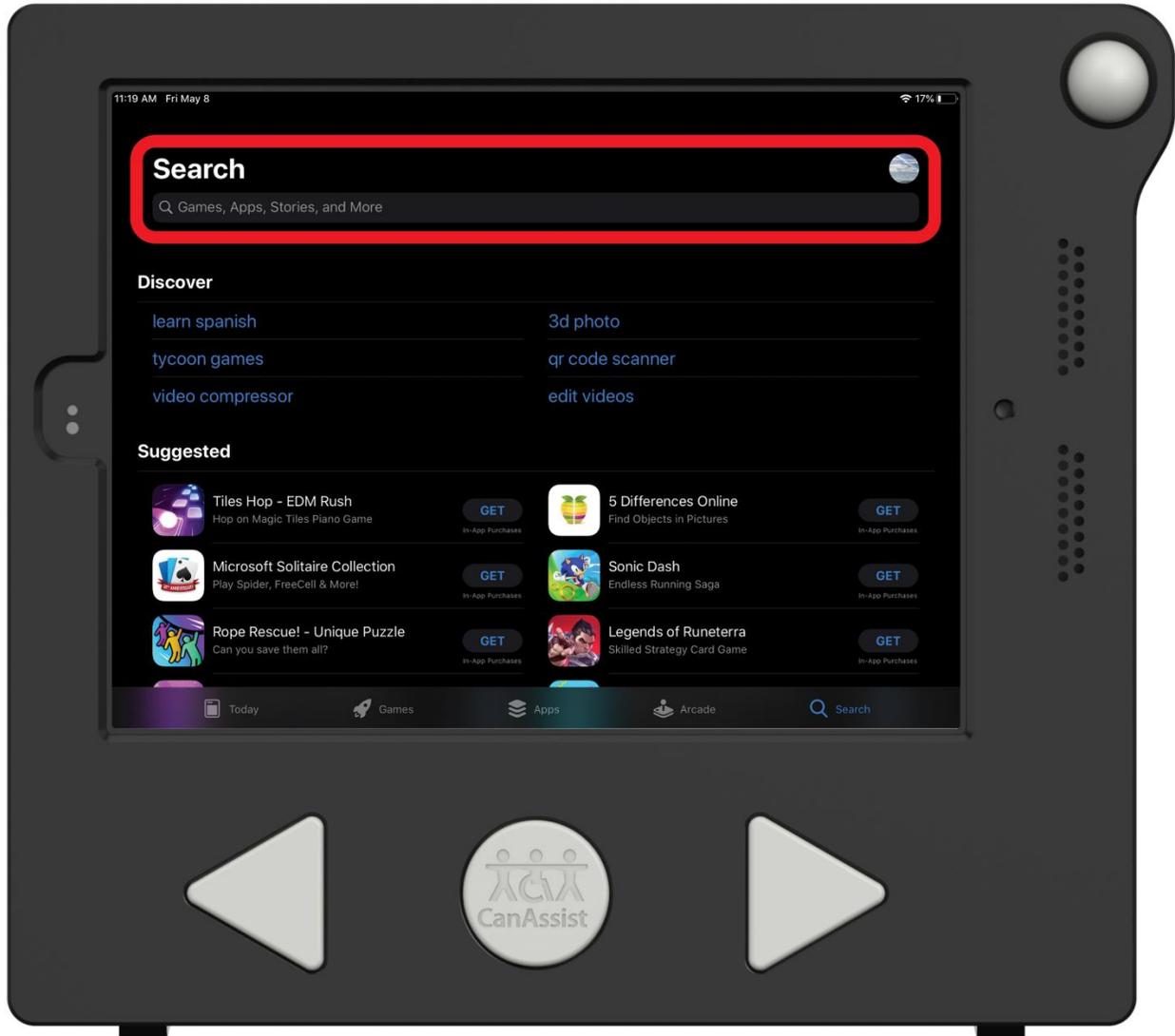
10. Find the App Store icon and tap it once to open the App Store.



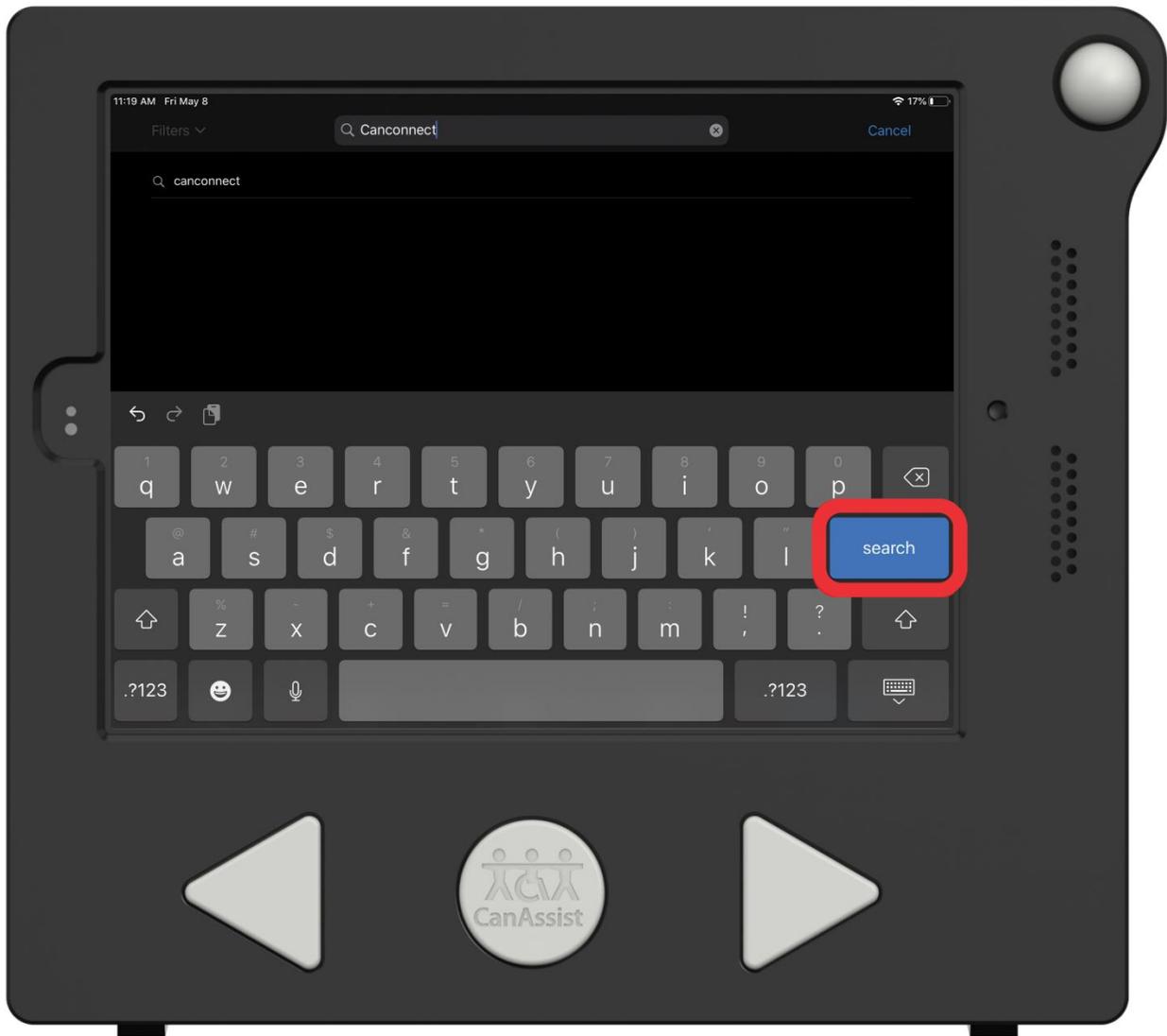
11. Tap 'Search' in the bottom right corner.



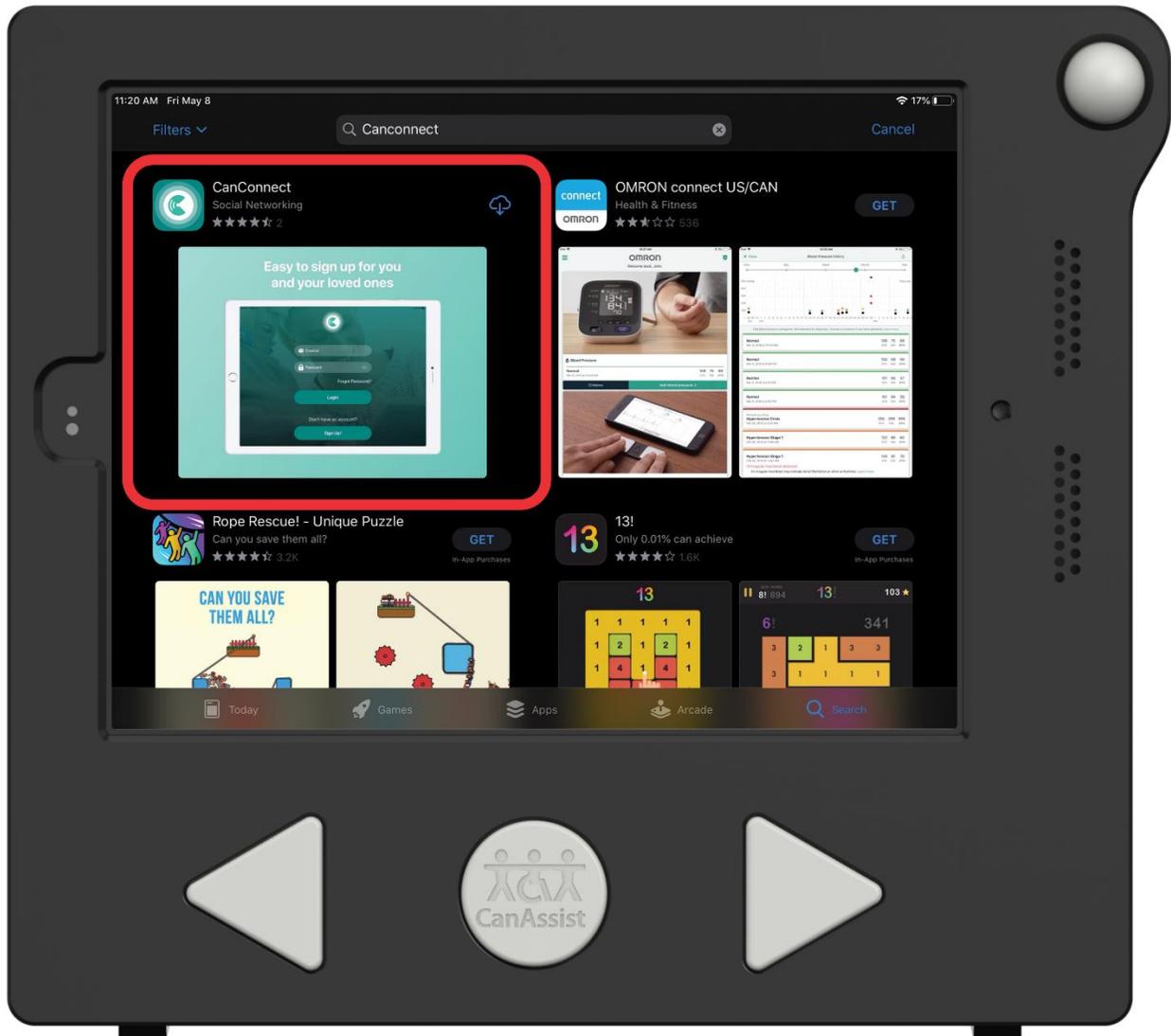
12. Tap the darker grey field to type.



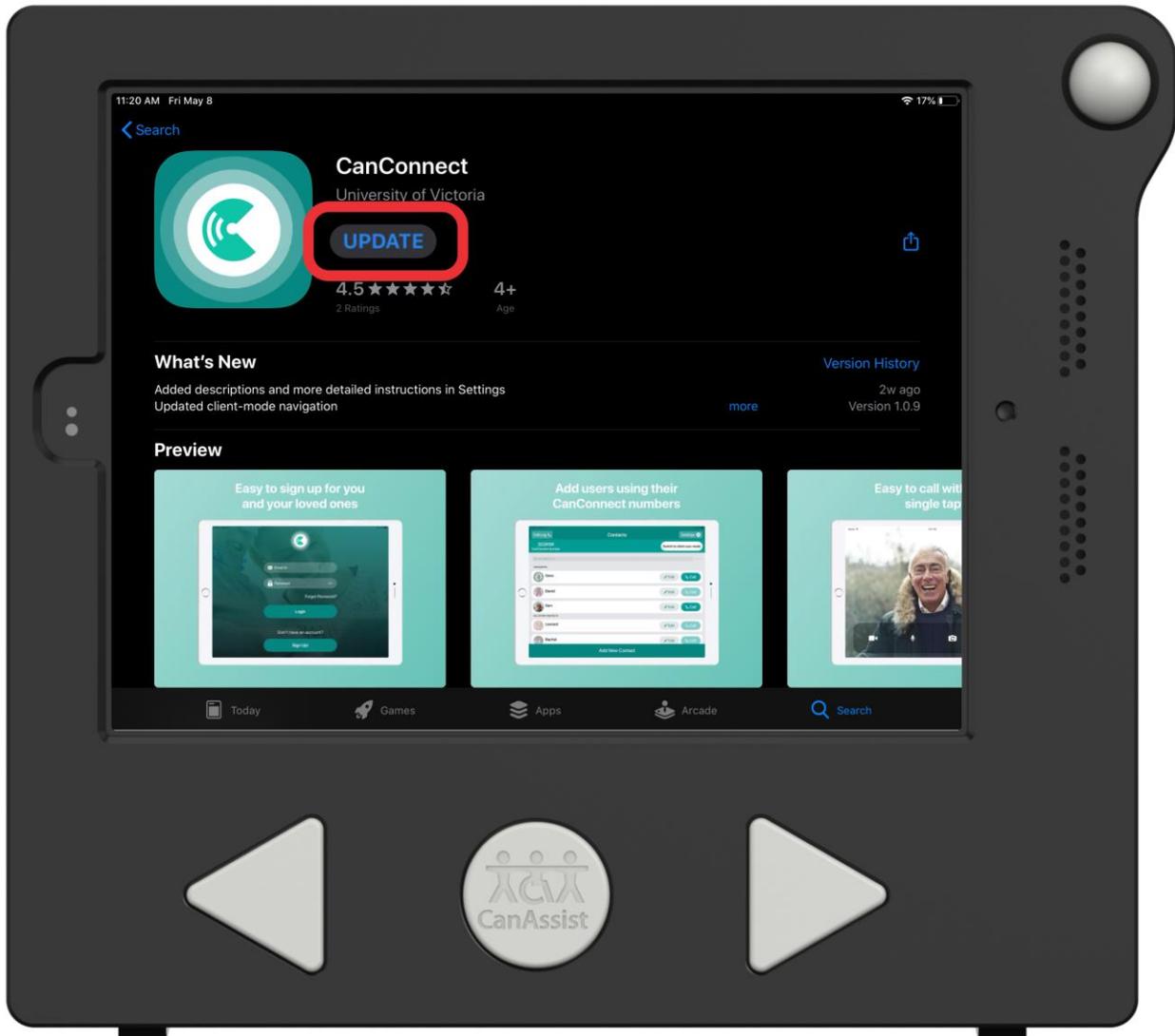
13. Type 'CanConnect' then tap the blue 'search' button on the keyboard.



14. Select the app matching the screenshot below.



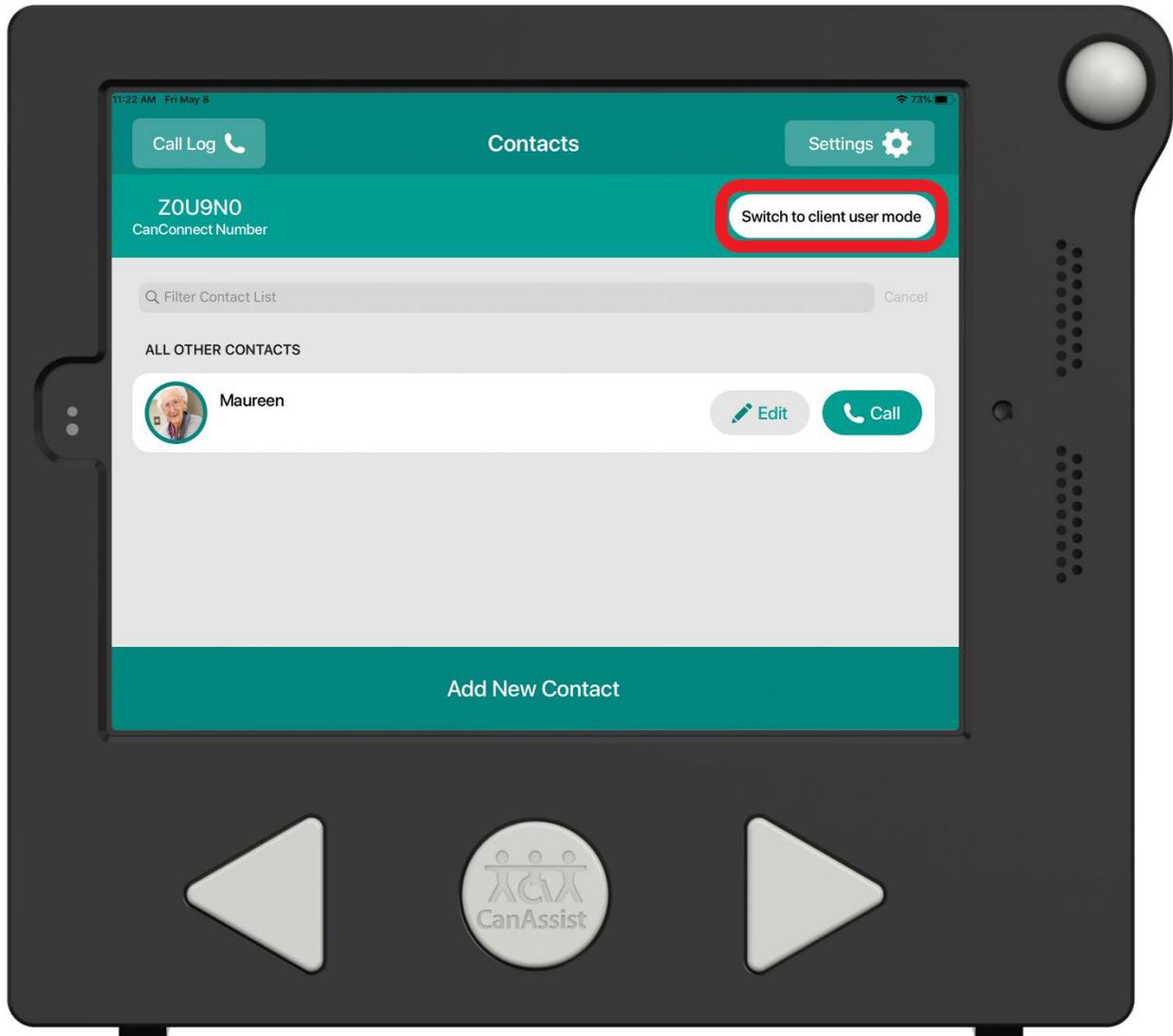
15. If there is an update available, you will see an 'Update' button next to the CanConnect icon. Tap the 'Update' button. You may need to enter your Apple ID password.



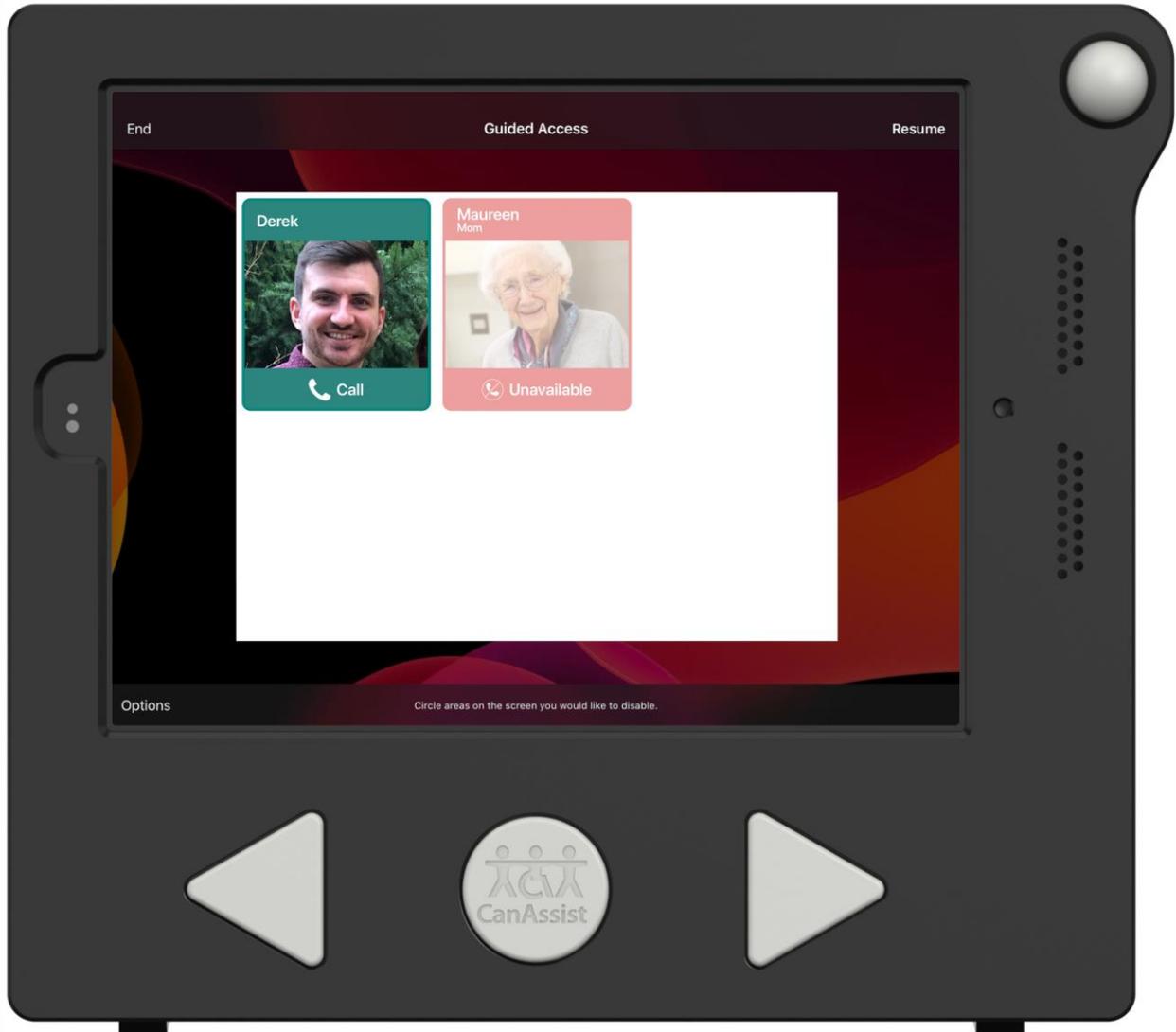
16. The app will take about 30 seconds to update, then you can relaunch the app. Press the home button once to return to the homepage. You can access the home button by using a paper clip or small pointed object through the front of the case. Tap the icon once.



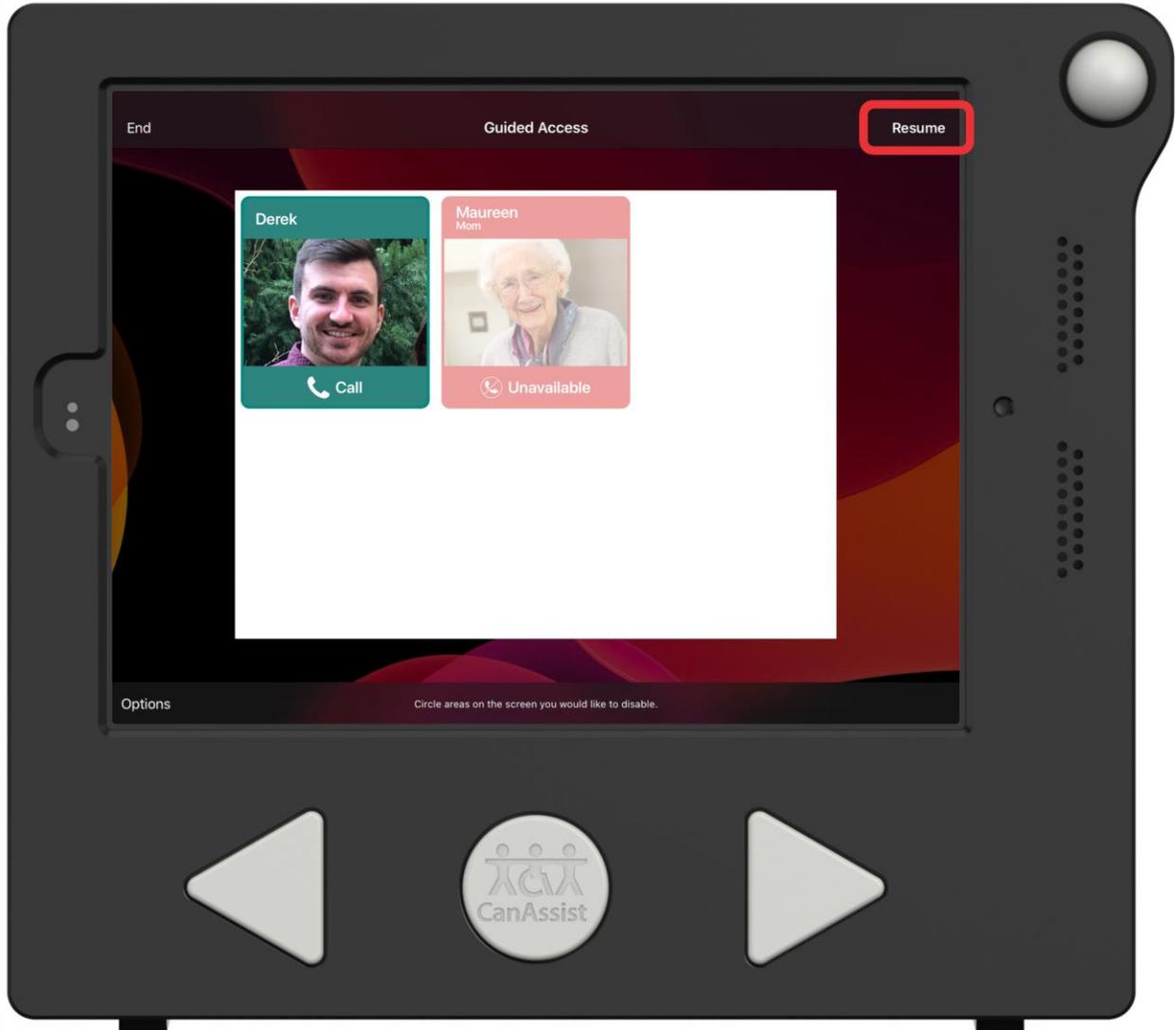
17. Tap the 'Switch to Client User Mode' button.



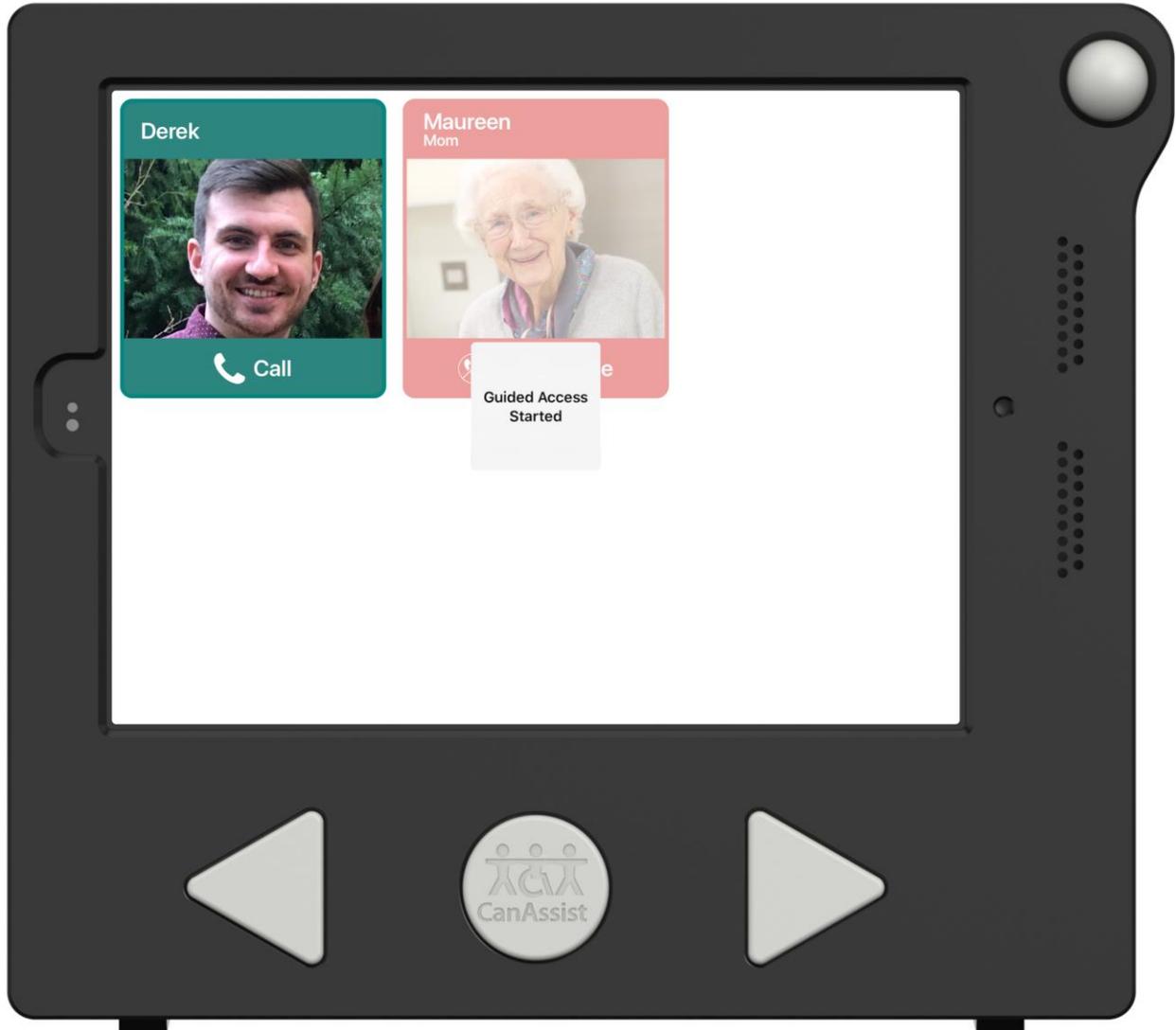
18. Press the home button three times; you should see a menu appear at the top of the screen.



19. Tap 'Start' or 'Resume' in the top right corner.



20. You will see the message "Guided Access Started" in the middle of the screen.



The iPad is now locked in Guided Access Mode; the buttons are disabled and the app cannot be exited.

Troubleshooting

Making changes on a client's device

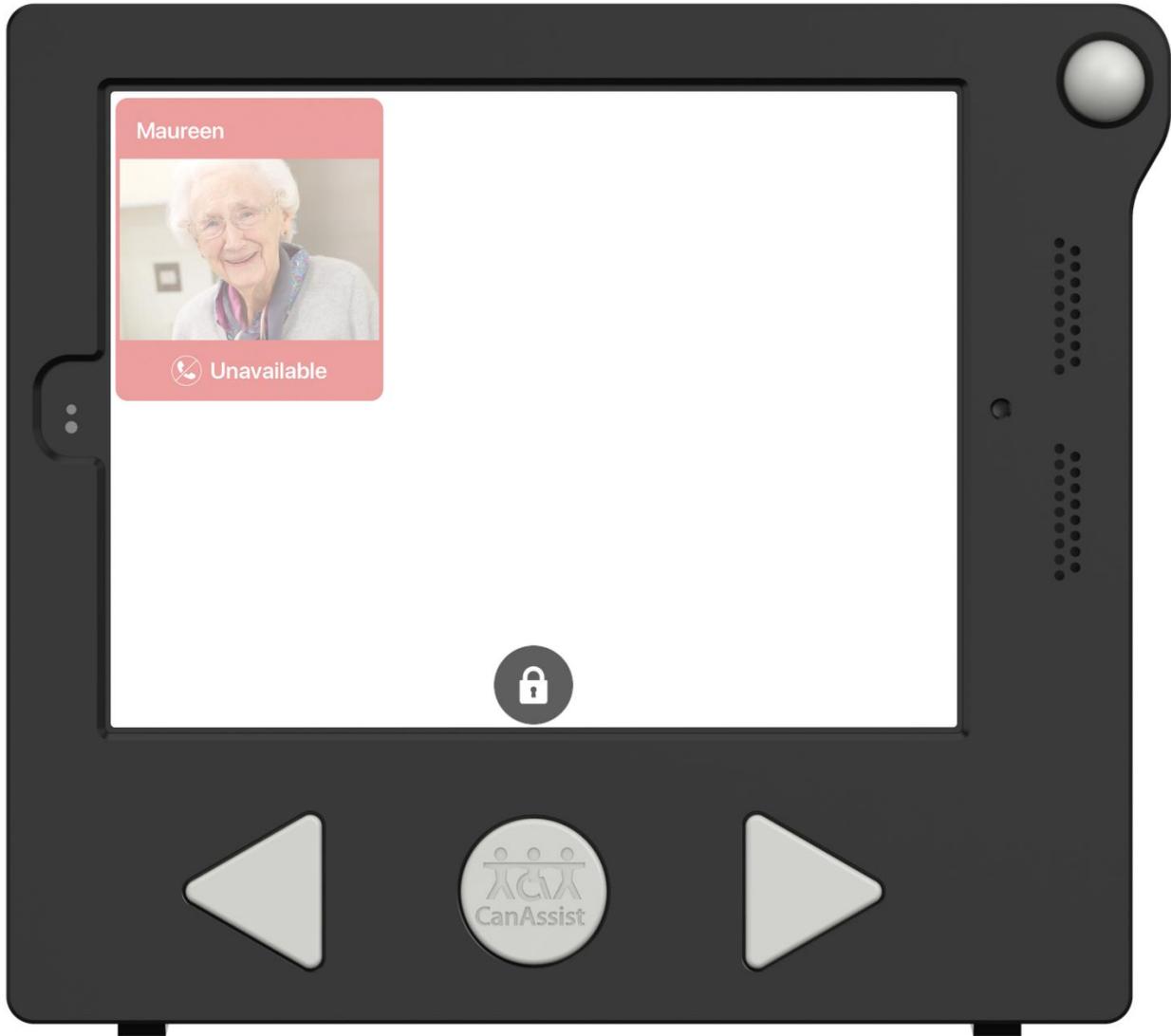
Adjusting volume

If you have not already done so, you will have to exit both Client User Mode and Guided Access Mode.

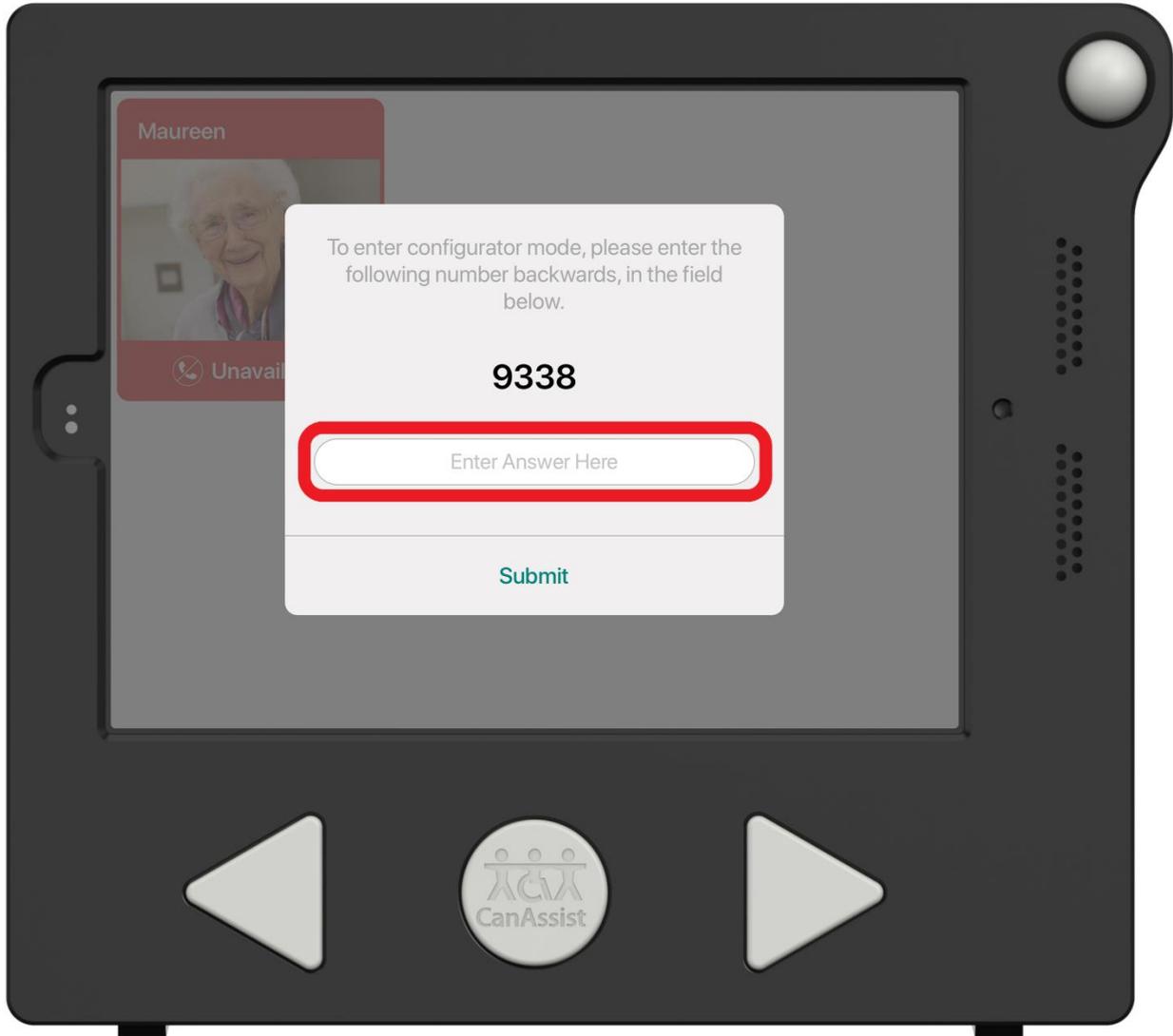
1. To leave Client User Mode, hold your finger on the screen for five seconds.



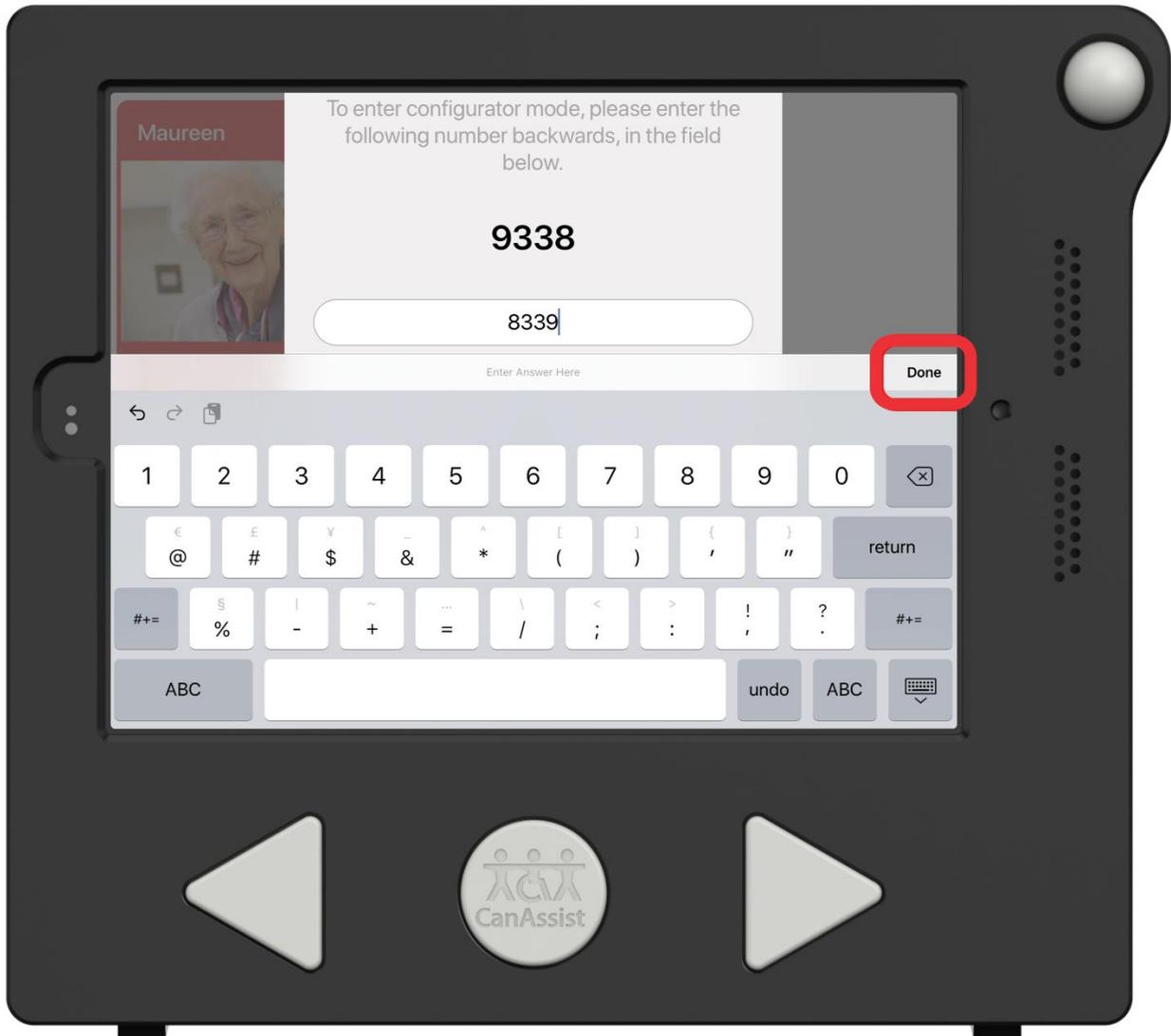
2. A lock button will appear at the bottom of the screen. Tap the lock button.



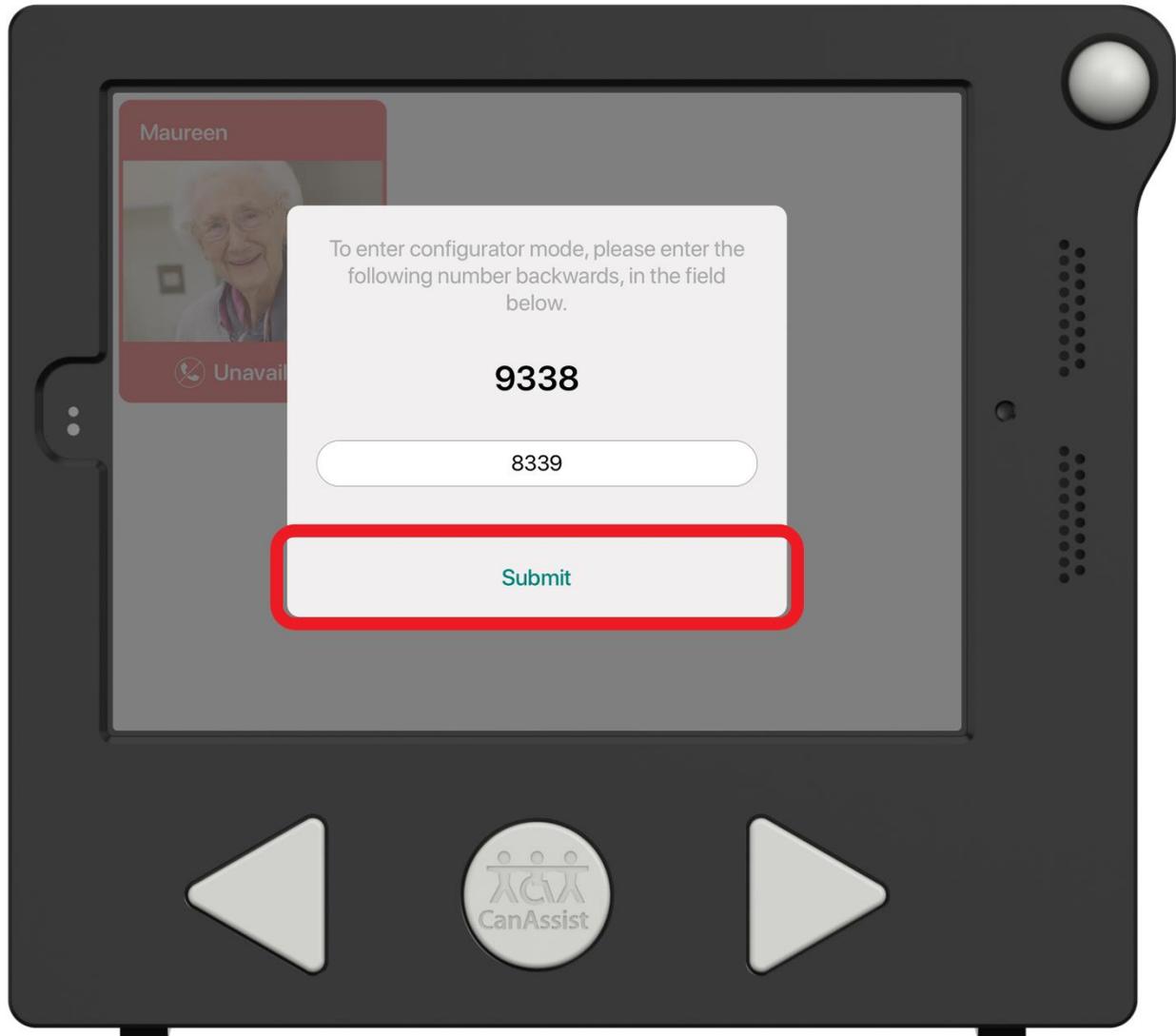
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



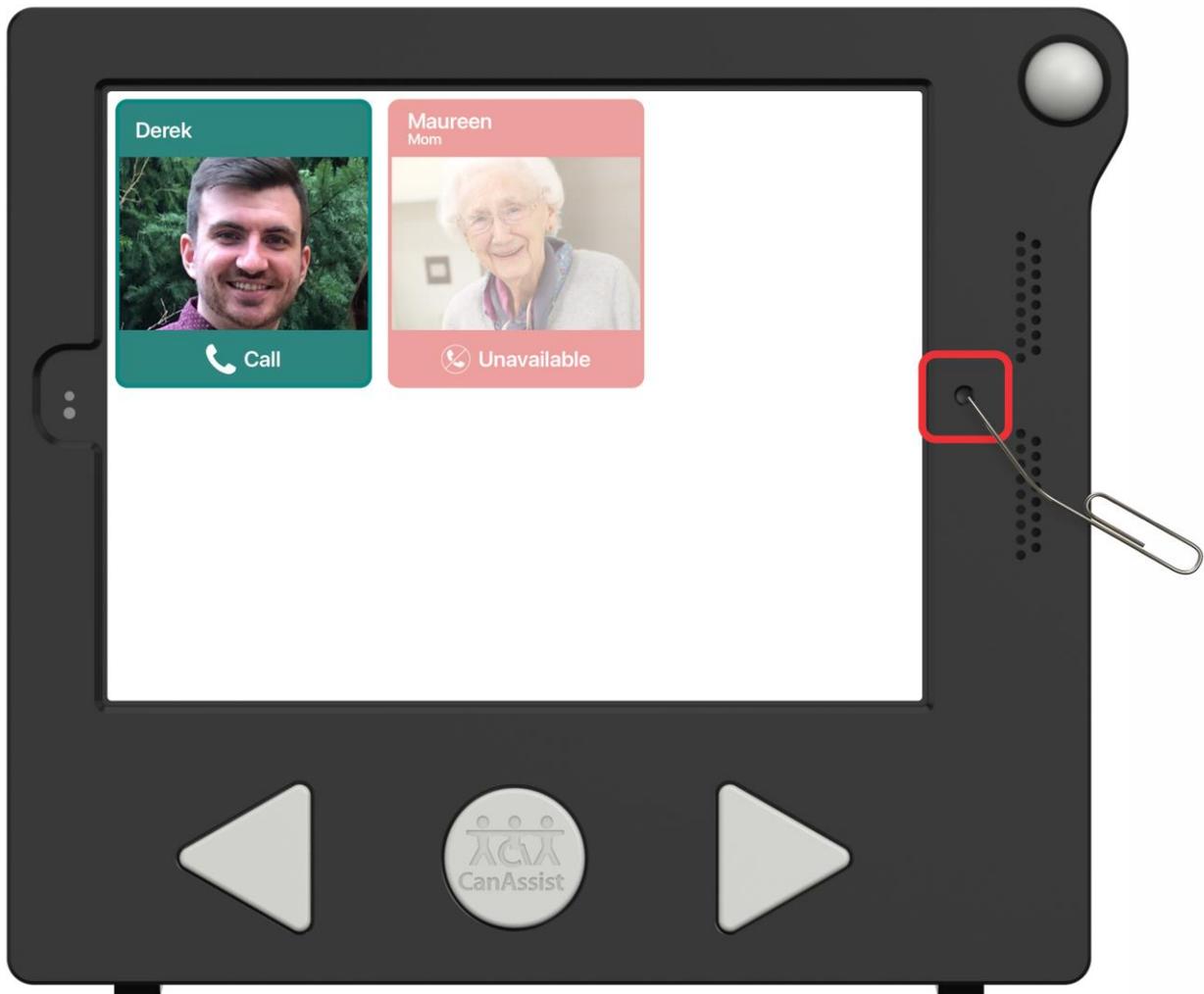
4. Type the sequence in backwards and tap 'Done'.



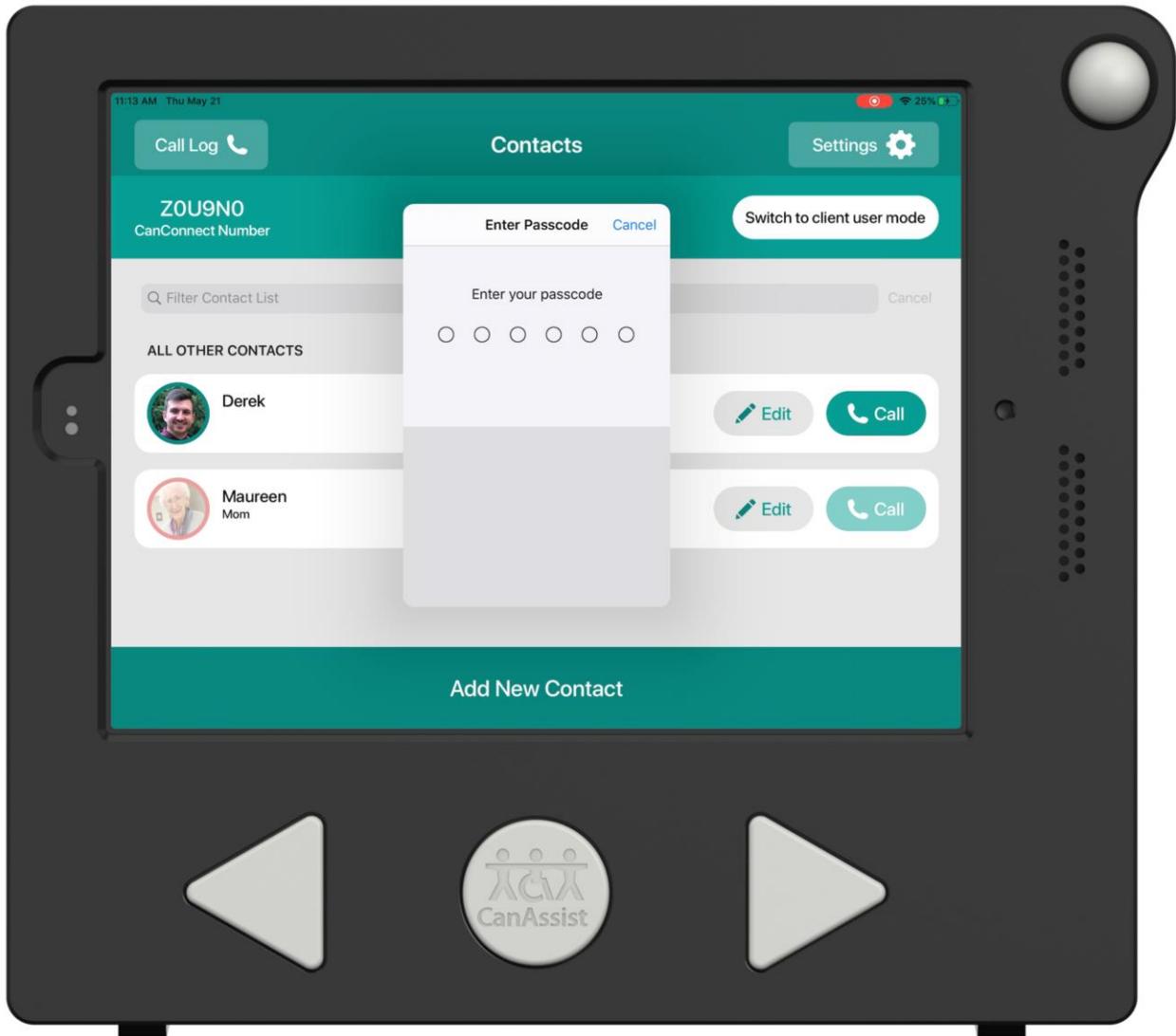
5. Tap 'Submit'.



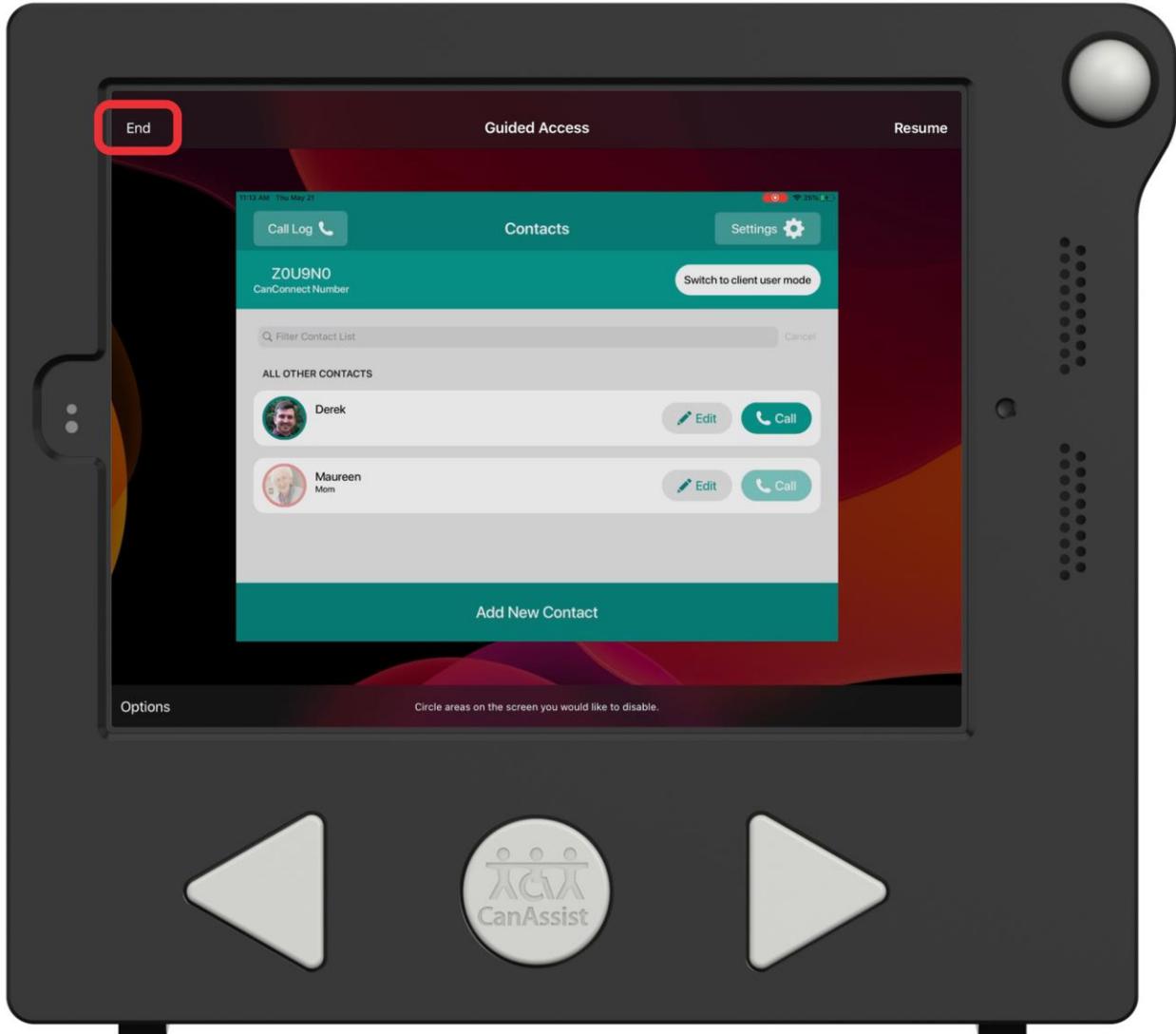
6. To leave Guided Access Mode, press the home button three times. You can access the home button by using a paper clip or small pointed object through the front of the case.



7. A pop-up window will appear asking for the passcode. Enter the passcode.



8. A menu will appear as a frame, tap 'End' in the upper left corner.



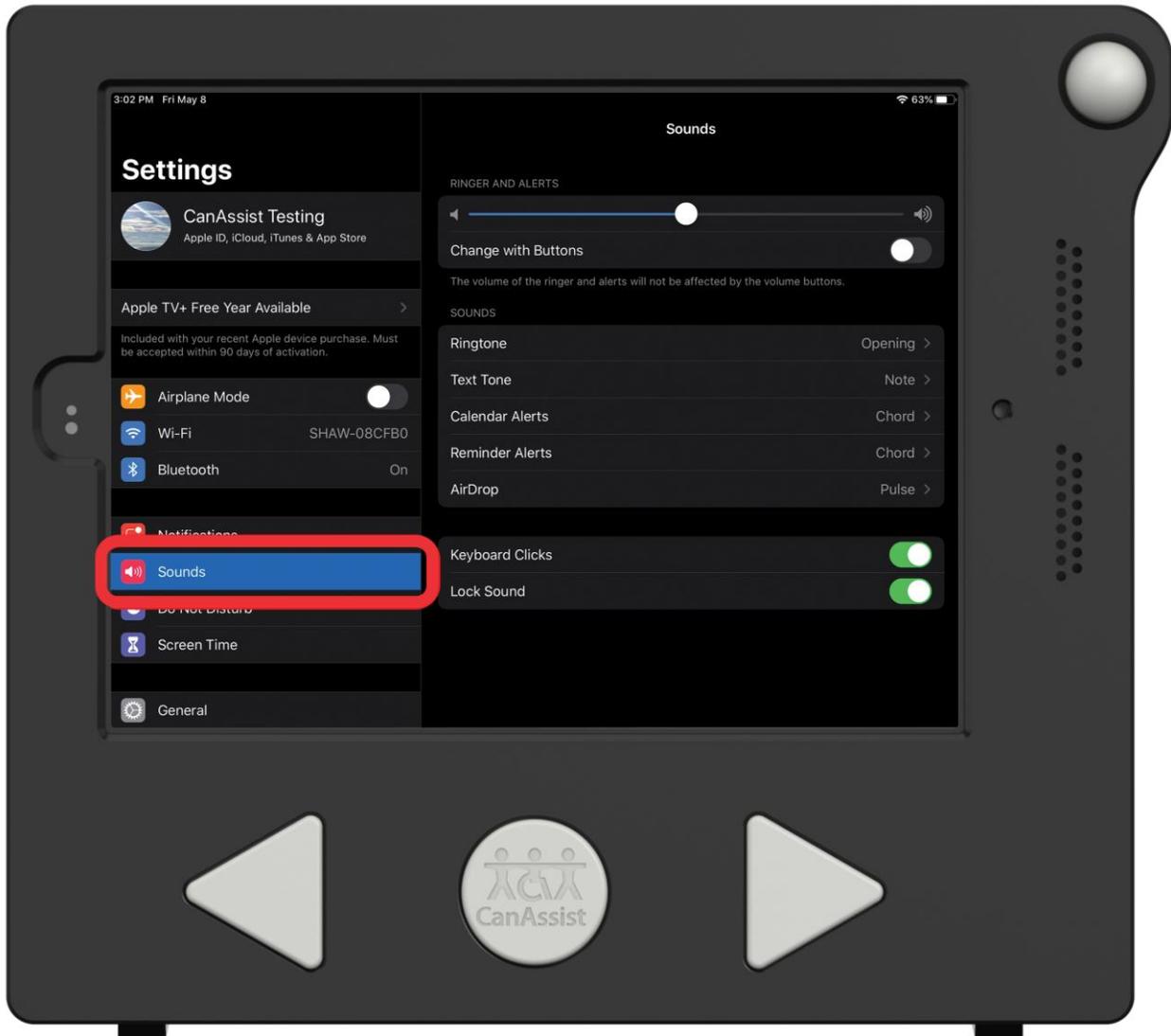
To adjust the volume quickly you can use the buttons on the outside on the side of the iPad. Adjusting the volume using the buttons will not play a sound, so it may be difficult to know what volume is appropriate.

For a more thorough volume adjustment, first press the home button. You can access the home button by using a paper clip or small pointed object through the front of the case, and then follow the steps below:

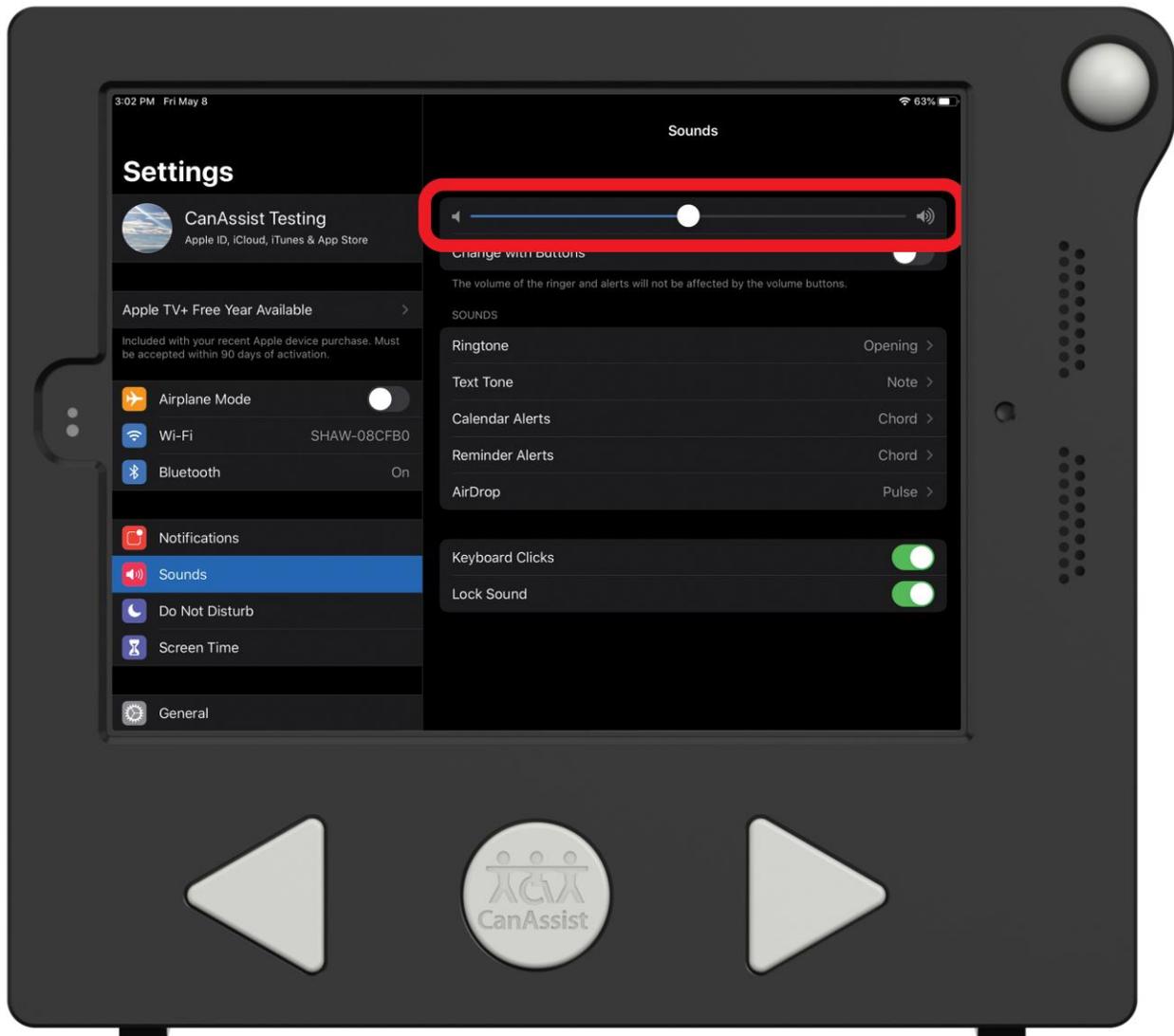
1. Select the iPad's 'Settings' icon.



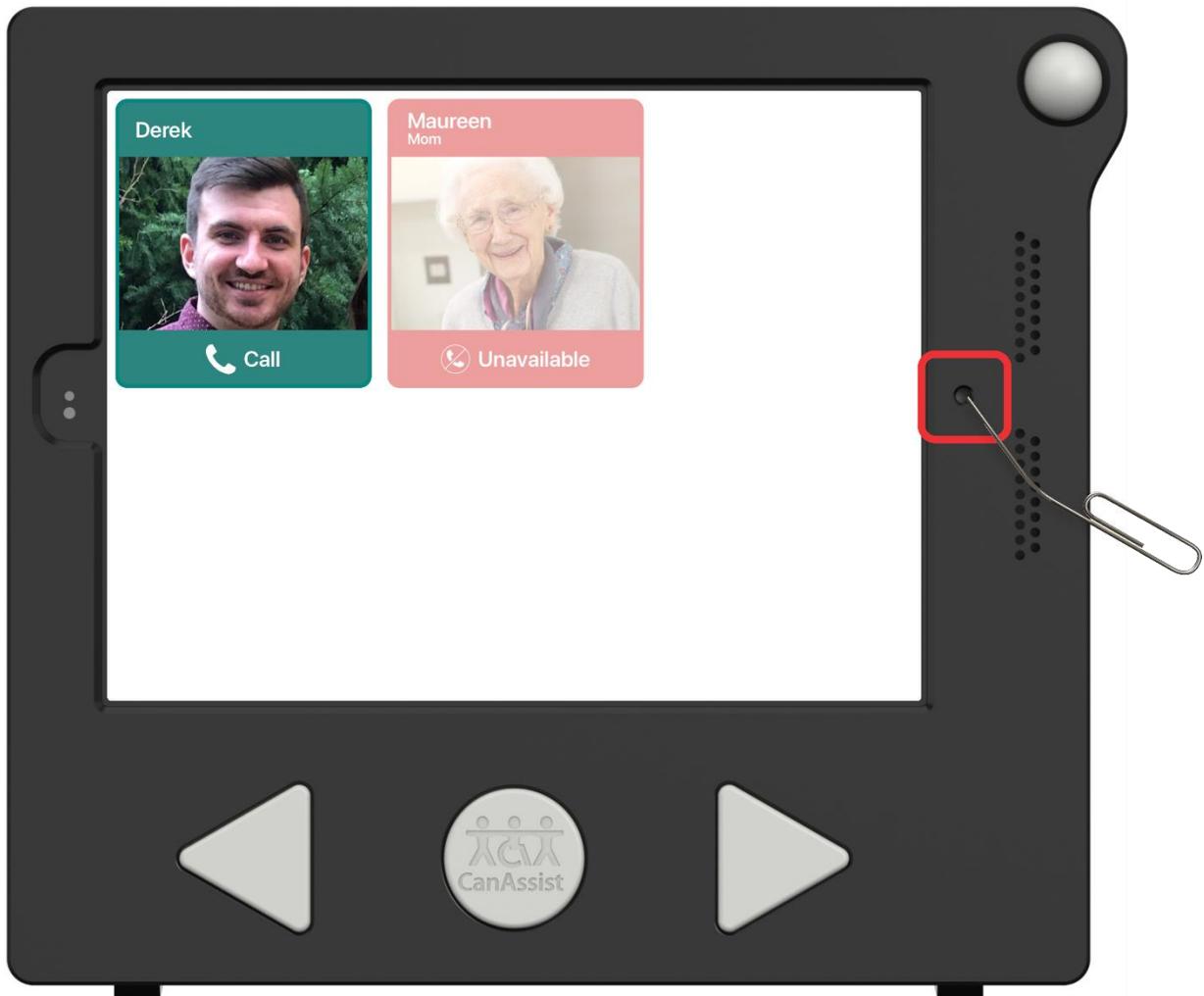
2. On the left-hand side of the screen tap the 'Sounds' icon.



3. On the right-hand side move the white circle along the slider. For lower, move the circle left. For higher, move the circle to the right.



4. Once you are satisfied with the volume press the home button once to exit, the volume will be saved automatically.



5. To return to CanConnect, find the icon with the other apps, tap it once.



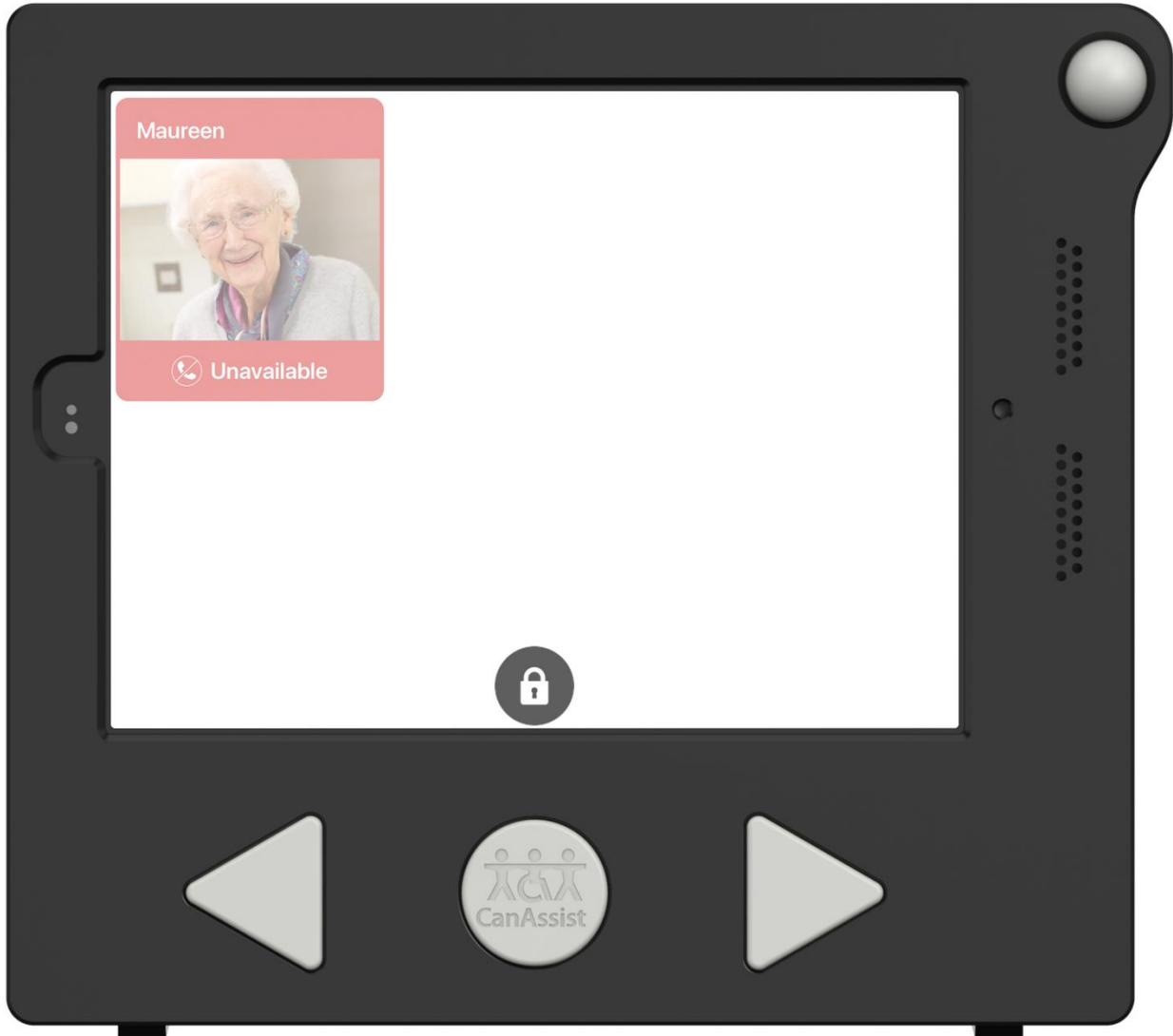
Adjusting brightness

Exit Client User Mode and Guided Access Mode.

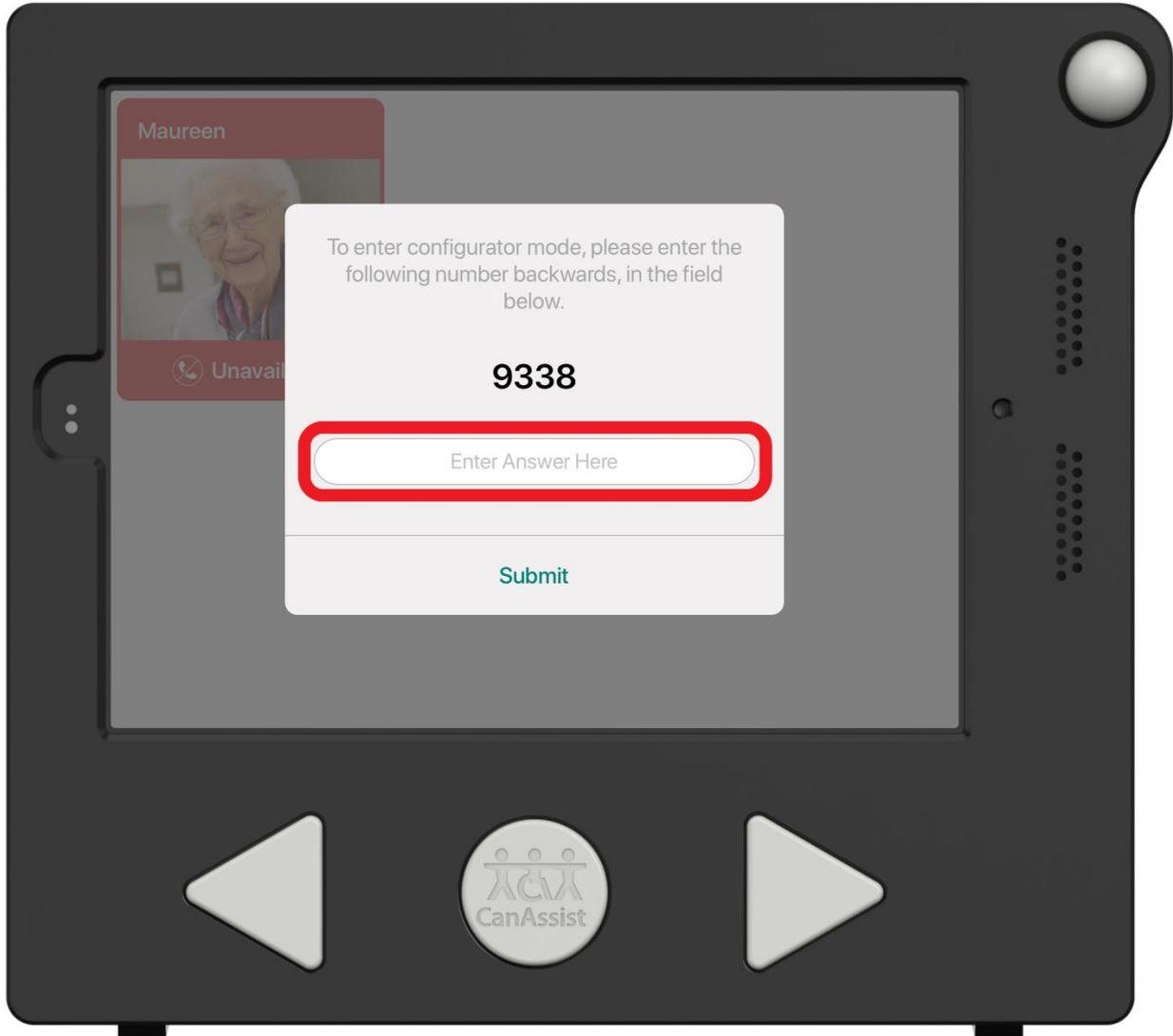
1. To leave Client User Mode, hold your finger on the screen for five seconds.



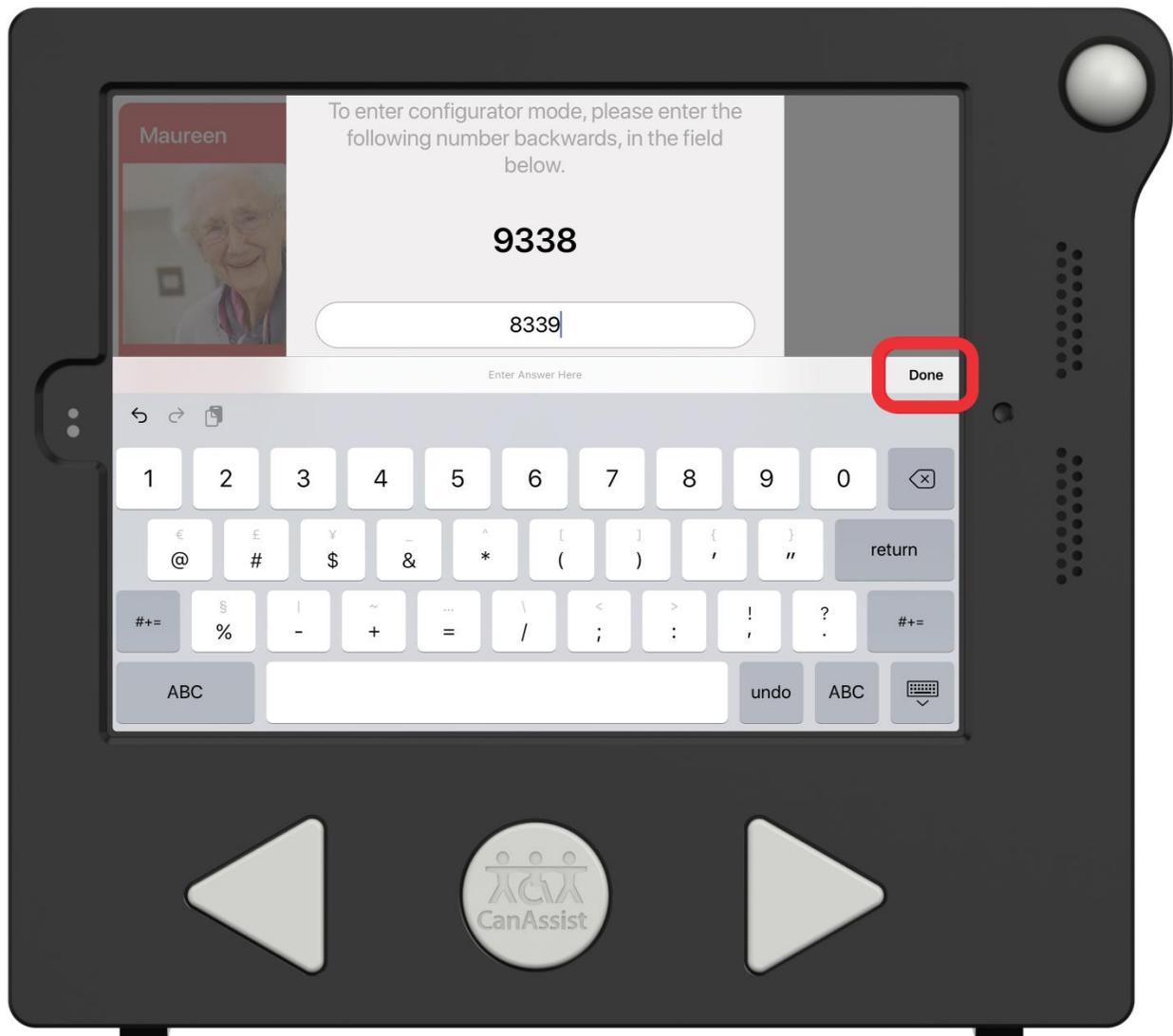
2. A lock button will appear at the bottom of the screen. Tap the lock button.



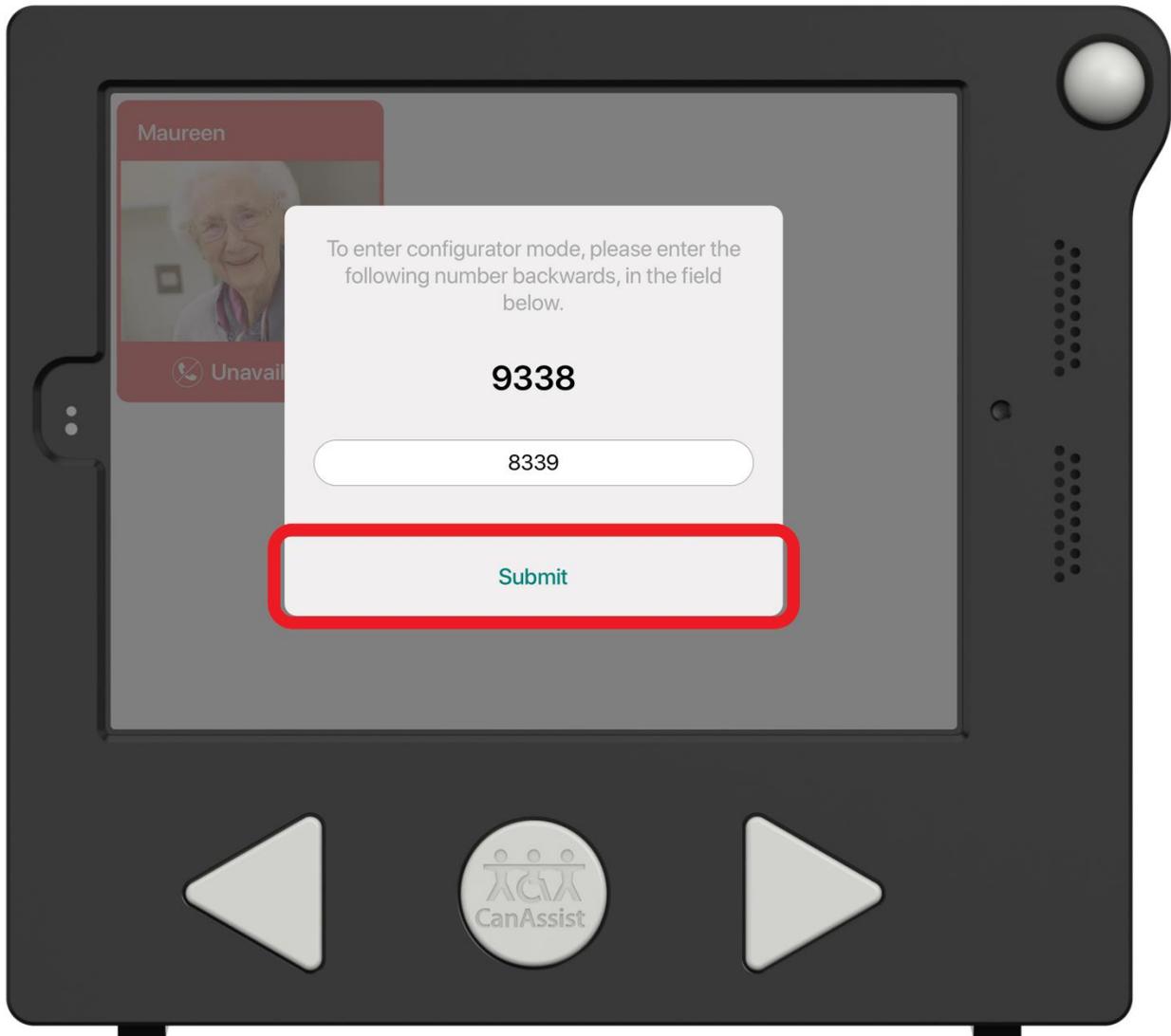
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



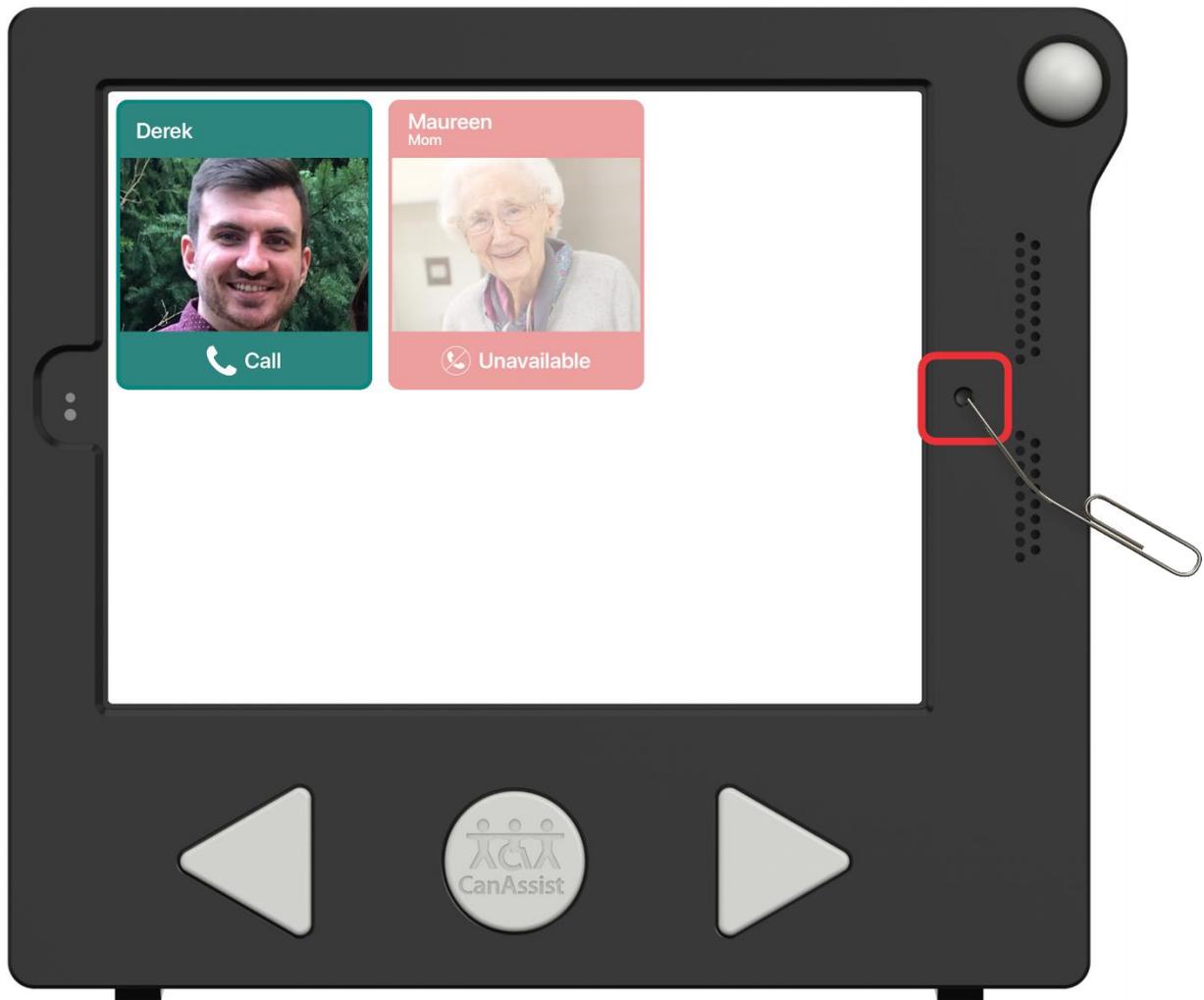
4. Type the sequence in backwards and tap 'Done'.



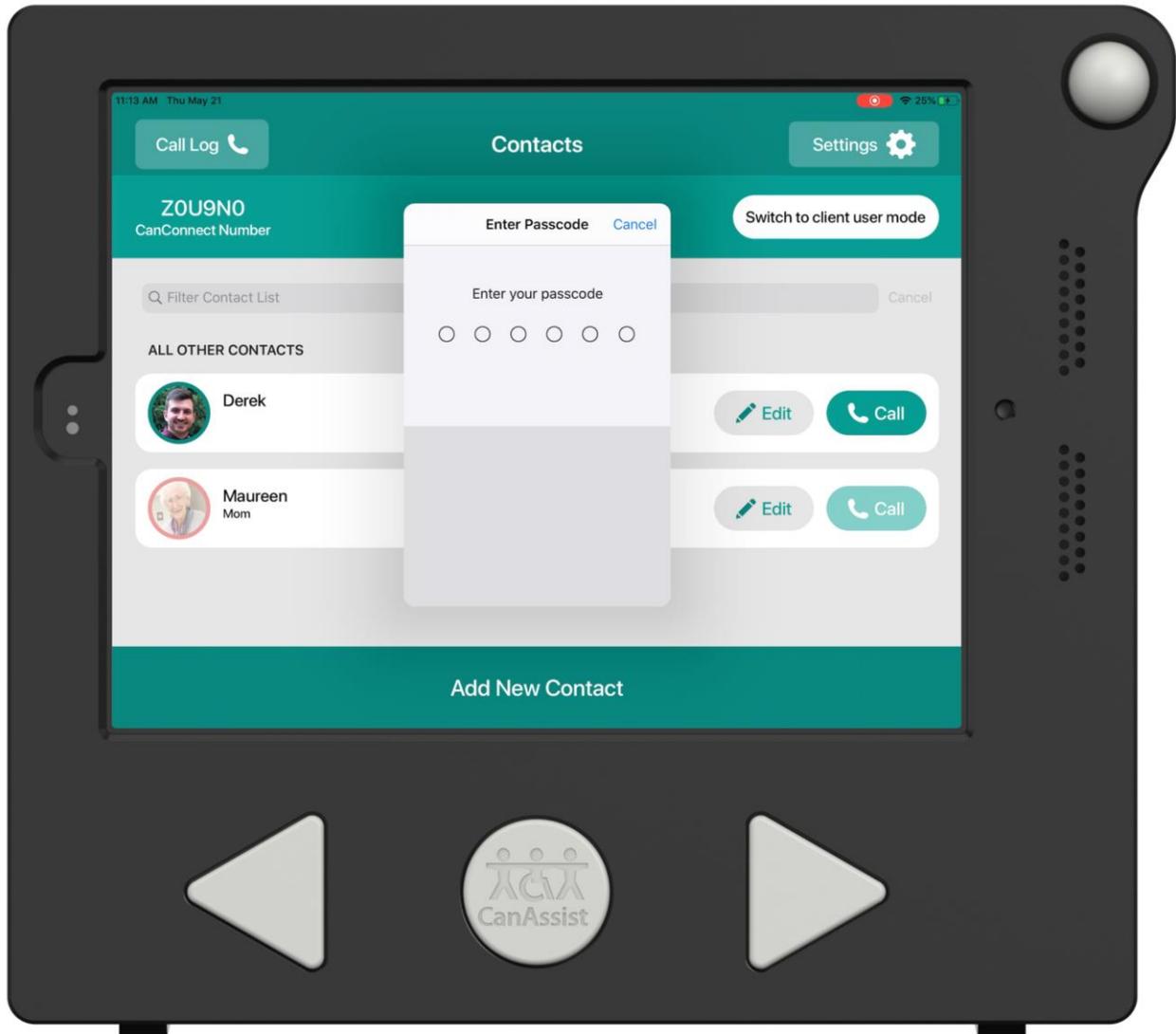
5. Tap 'Submit'.



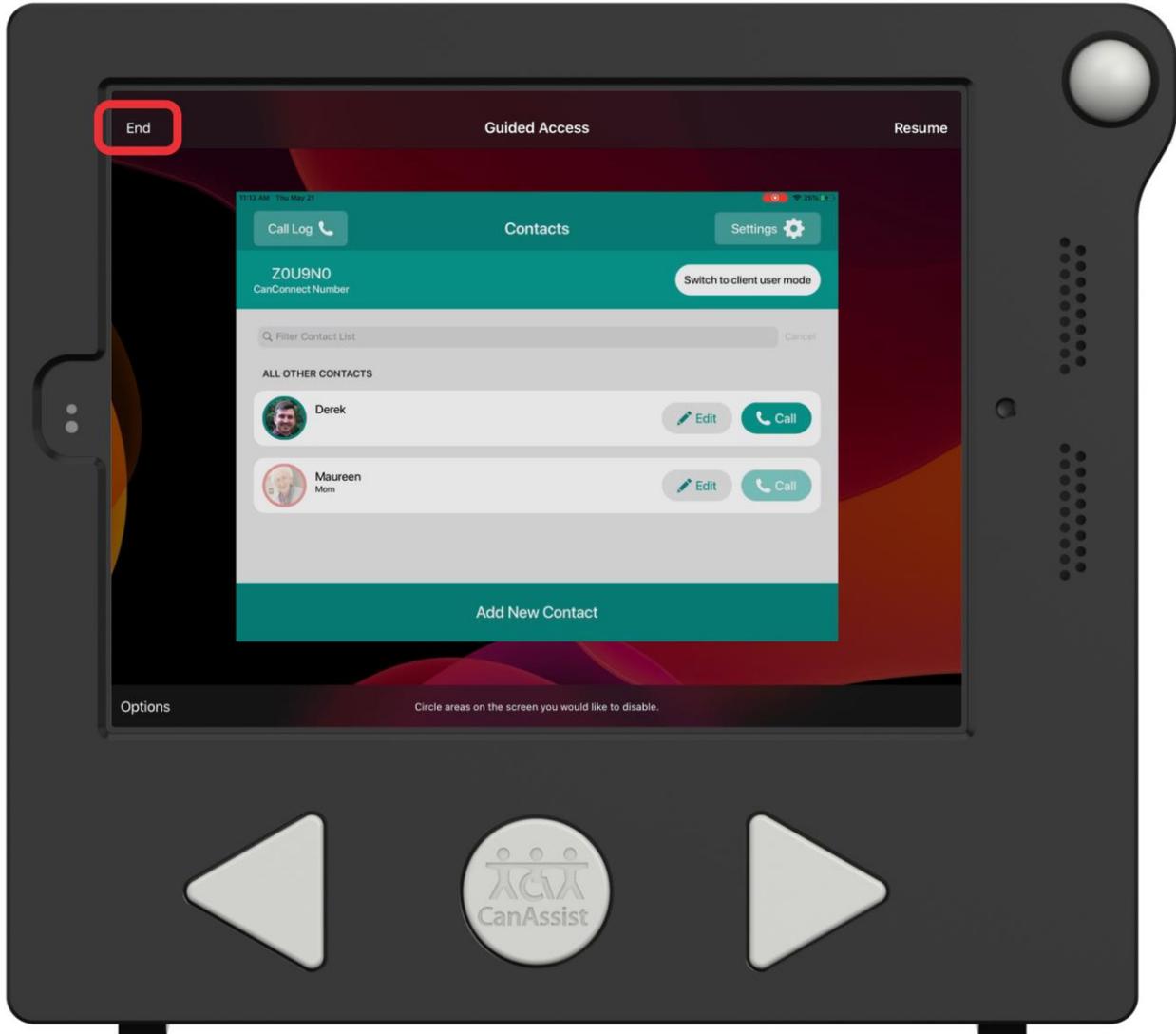
6. To leave Guided Access Mode, press the home button three times. You can access the home button by using a paper clip or small pointed object through the front of the case.



7. A pop-up window will appear asking for the passcode. Enter the passcode.

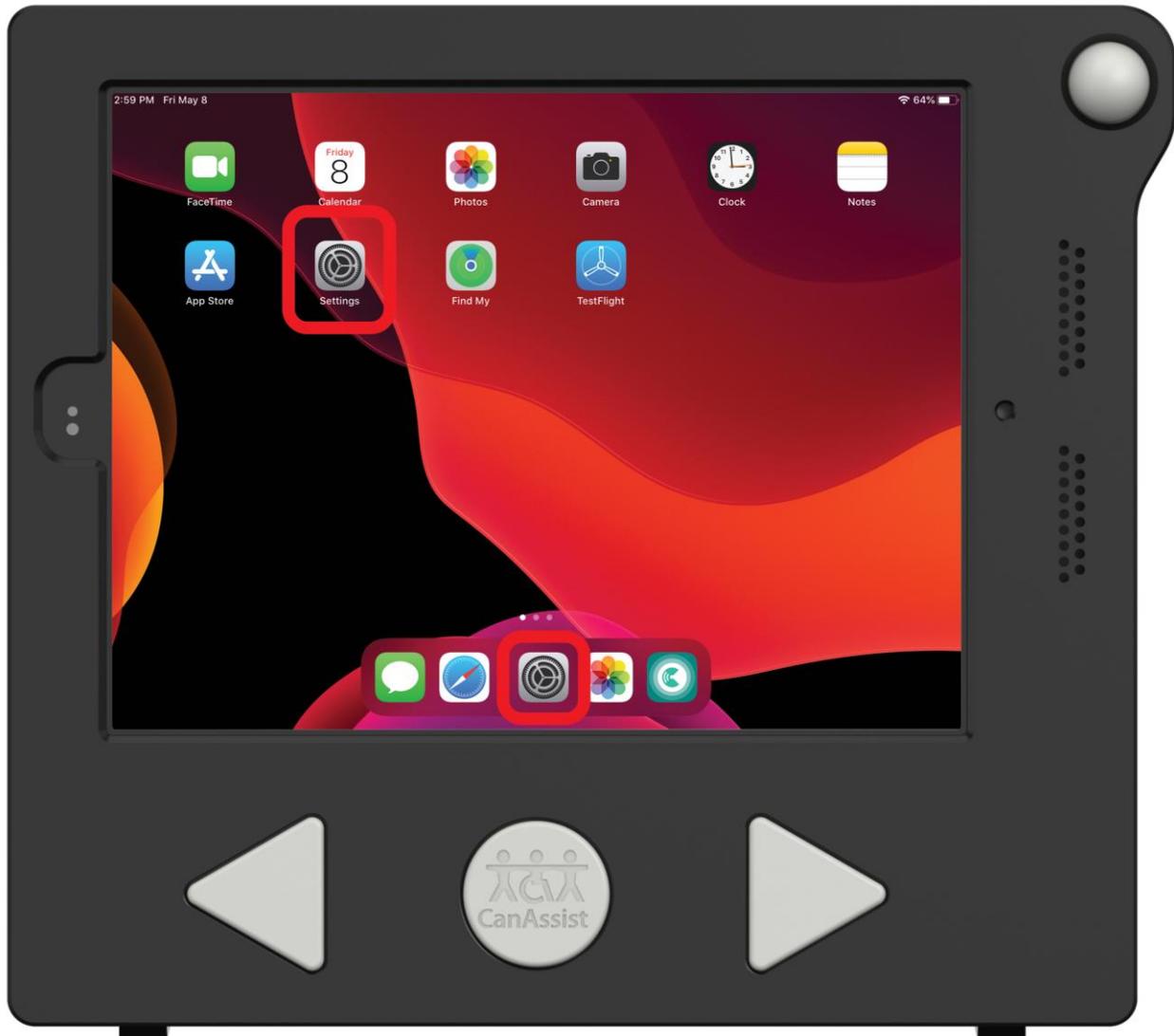


8. A menu will appear as a frame, tap 'End' in the upper left corner.

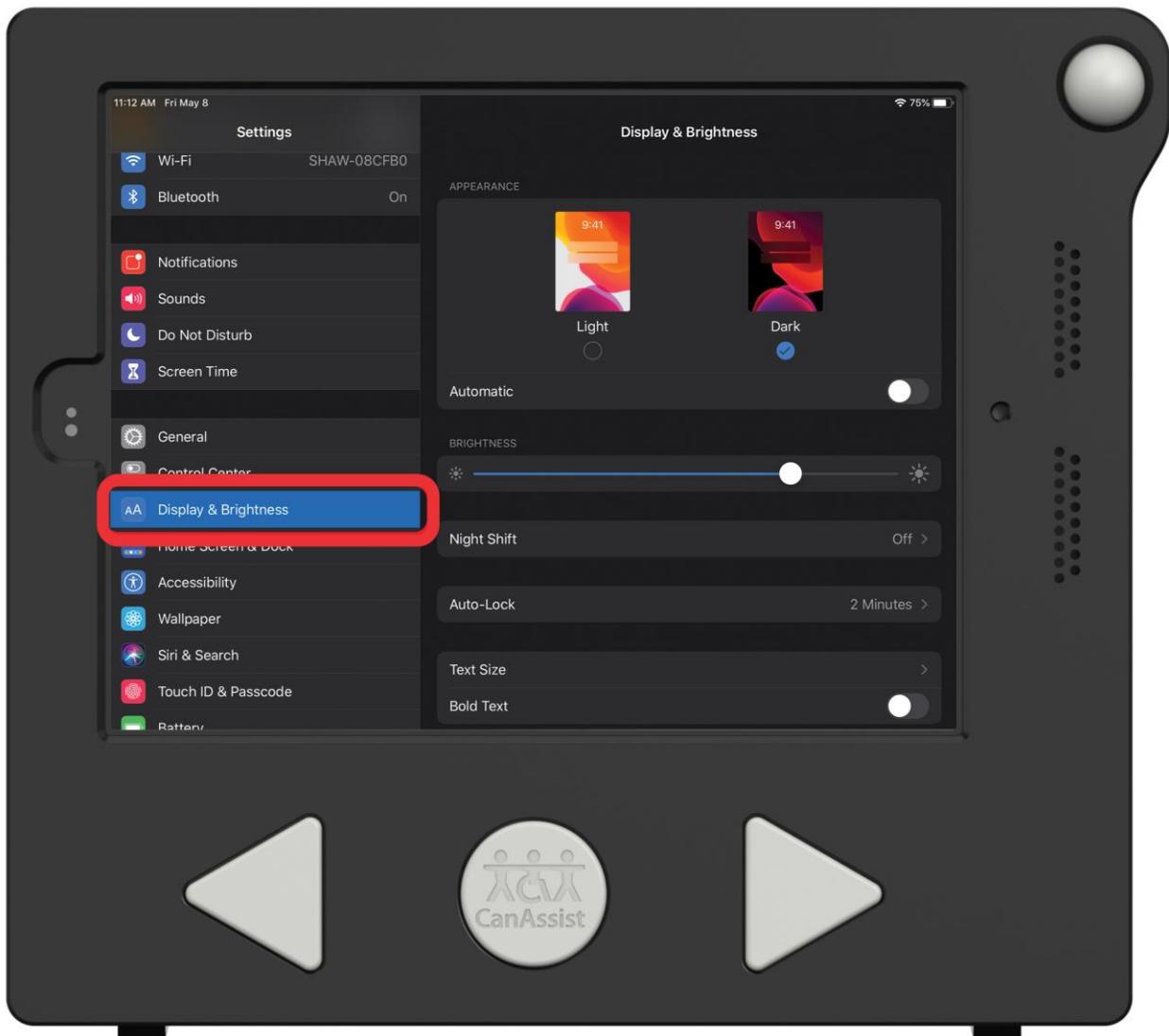


To adjust the brightness, press the home button. You can access the home button by using a paper clip or small pointed object through the front of the case, and then follow the steps below:

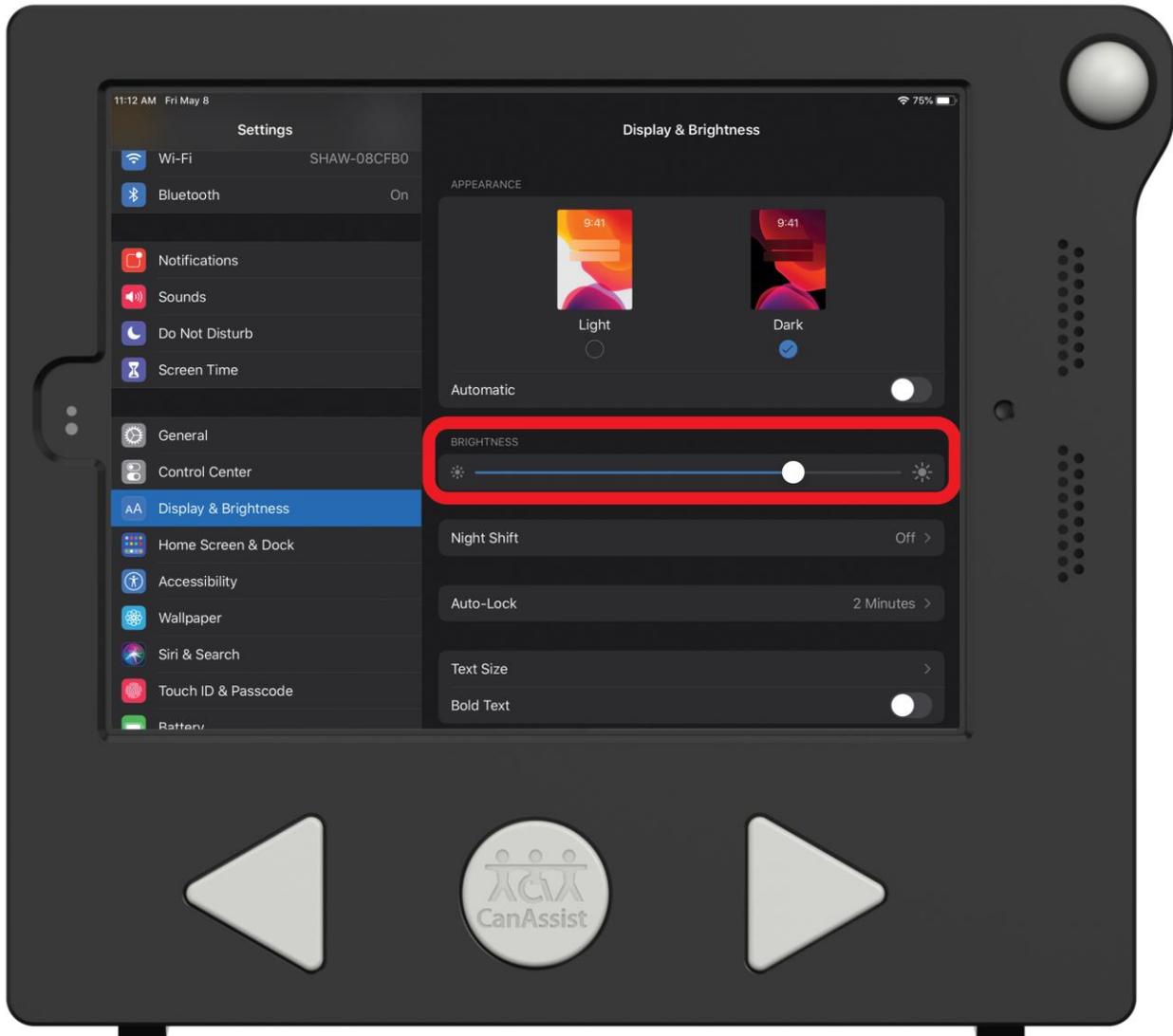
1. Select the iPad's settings icon.



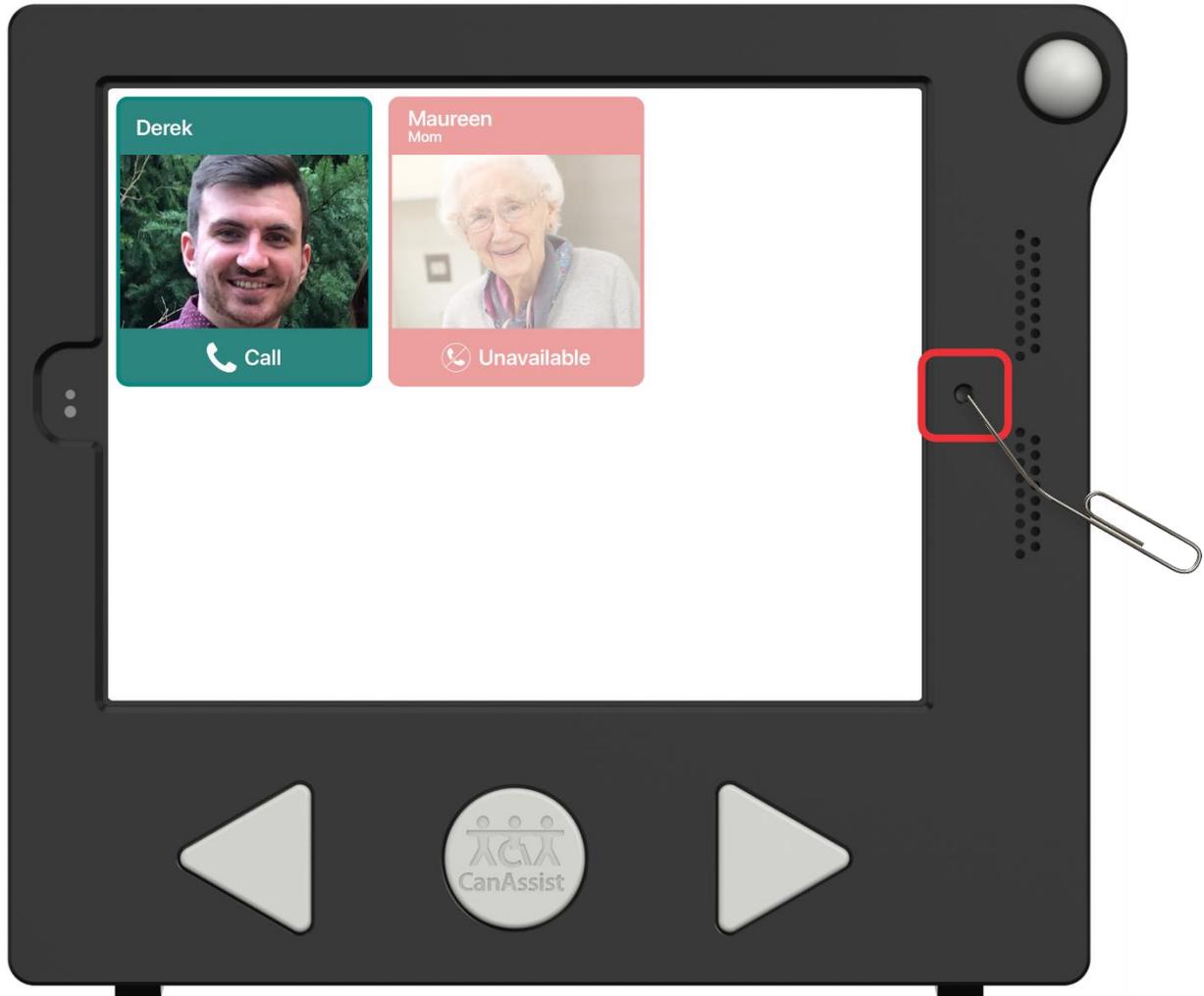
2. On the left-hand side of the screen tap the 'Display & Brightness' icon. If you can't see this icon you may need to scroll down – touch anywhere on the left-hand side menu as you slowly move your finger up towards the top of the screen.



3. On the right-hand side move the white circle along the slider. For a darker screen, move the circle left. For a brighter screen, move the circle to the right.



4. Once you are satisfied with the brightness, press the home button once to exit, the brightness will be saved automatically.



5. To return to CanConnect, find the icon and tap it once.



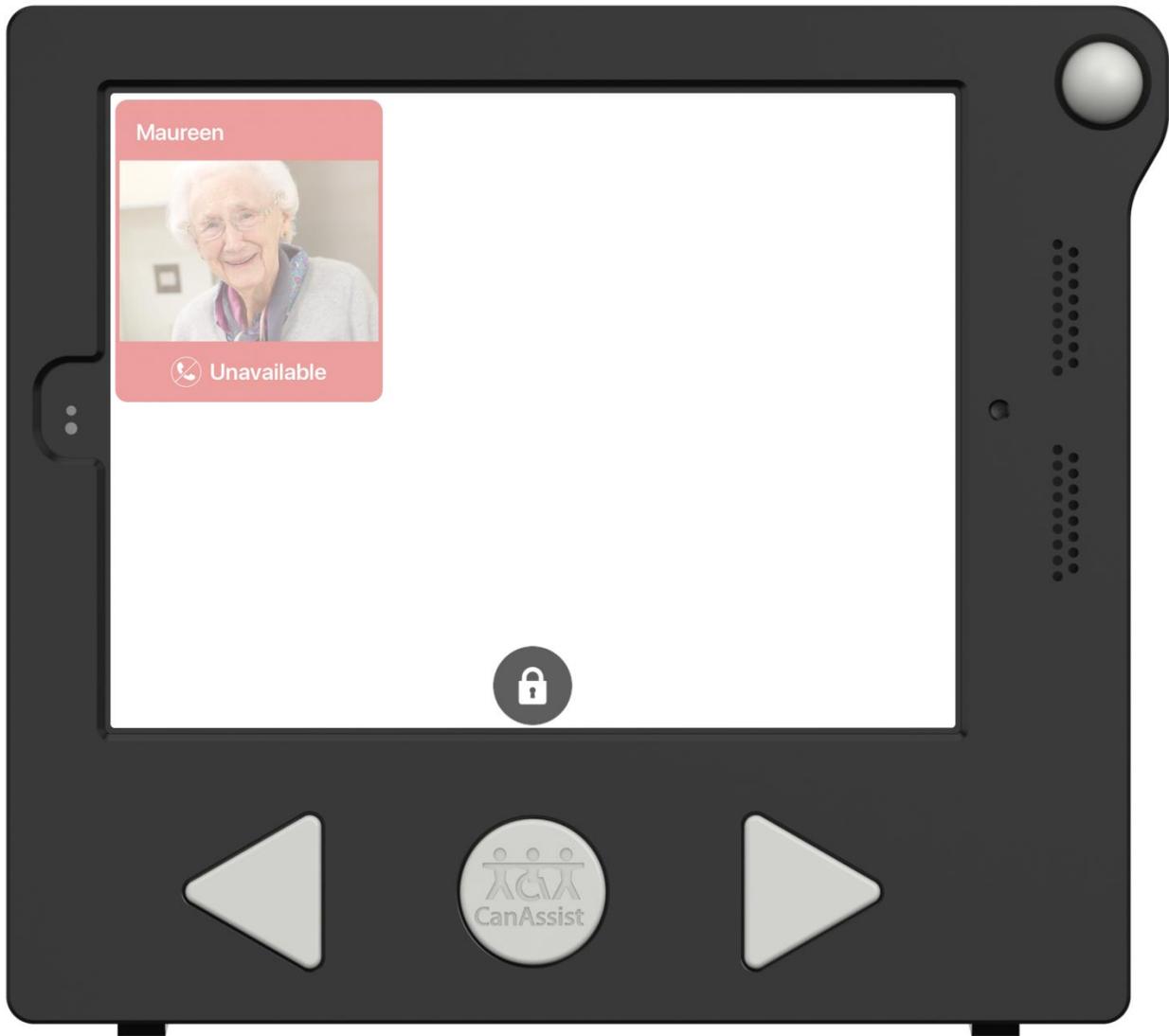
Connecting to a different Wireless Network

Exit Client User Mode and Guided Access Mode.

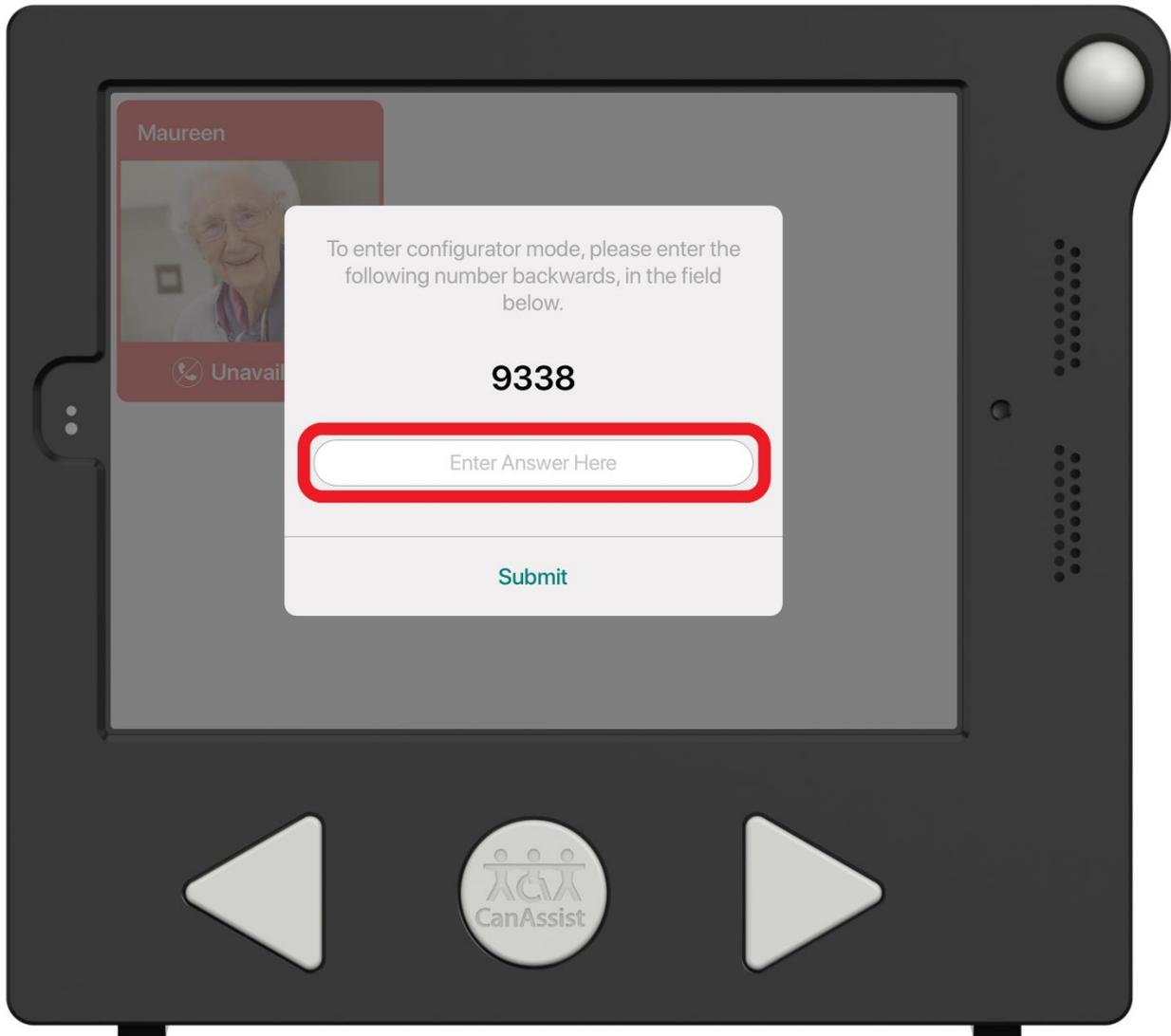
1. To leave Client User Mode, hold your finger on the screen for five seconds.



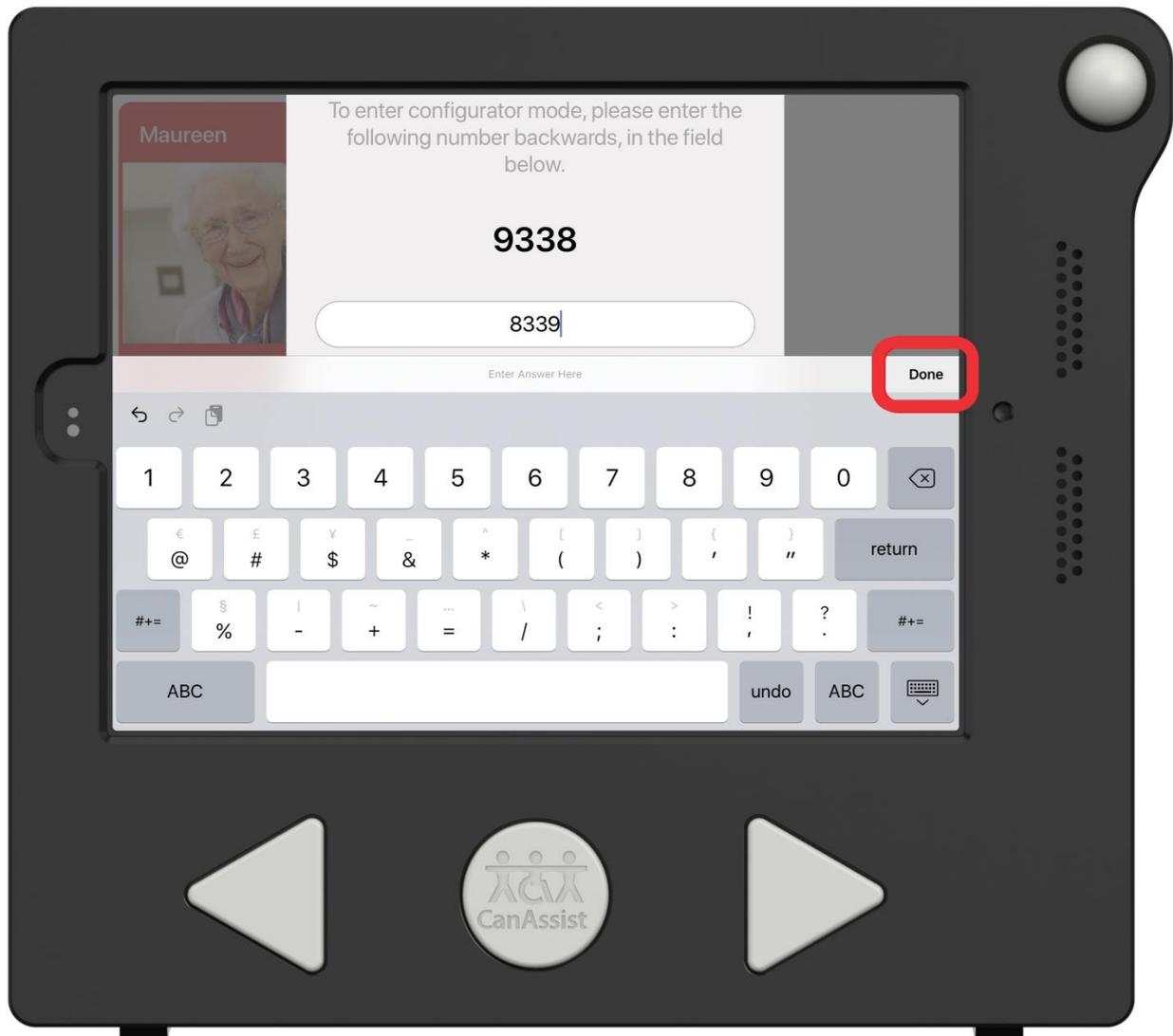
2. A lock button will appear at the bottom of the screen. Tap the lock button.



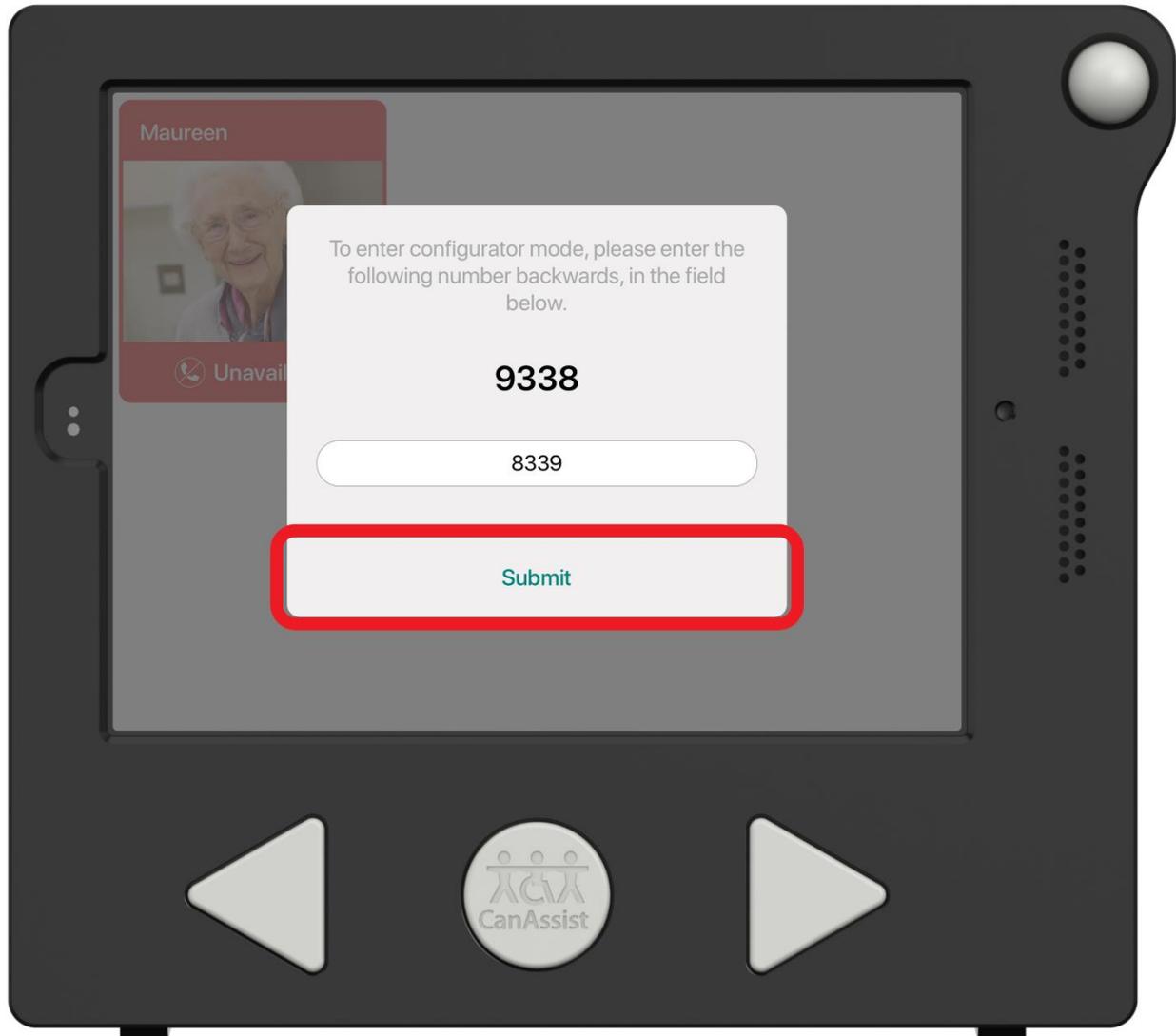
3. You will be shown a sequence of four numbers, tap the field labelled 'Enter Answer Here'.



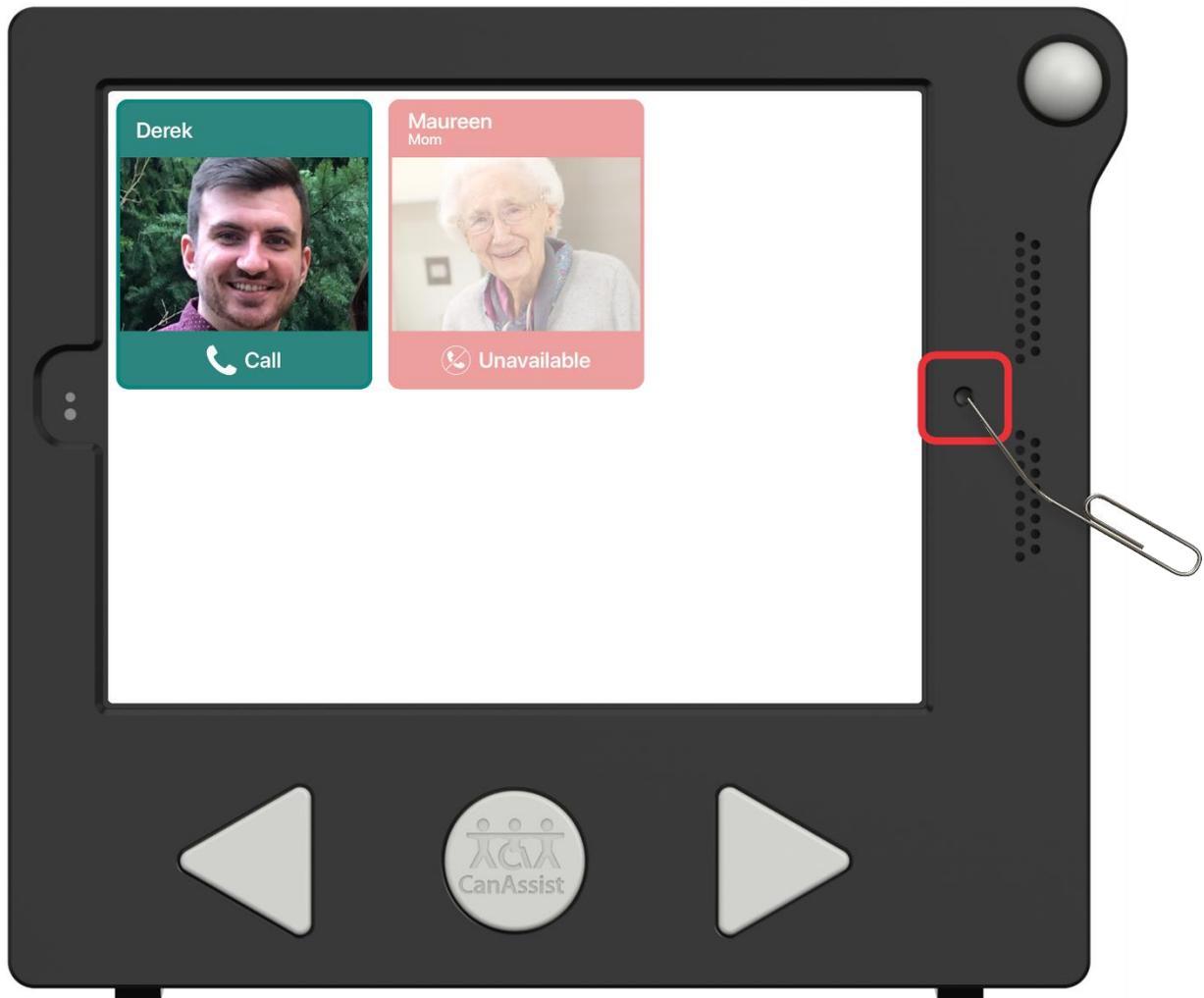
4. Type the sequence in backwards and tap 'Done'.



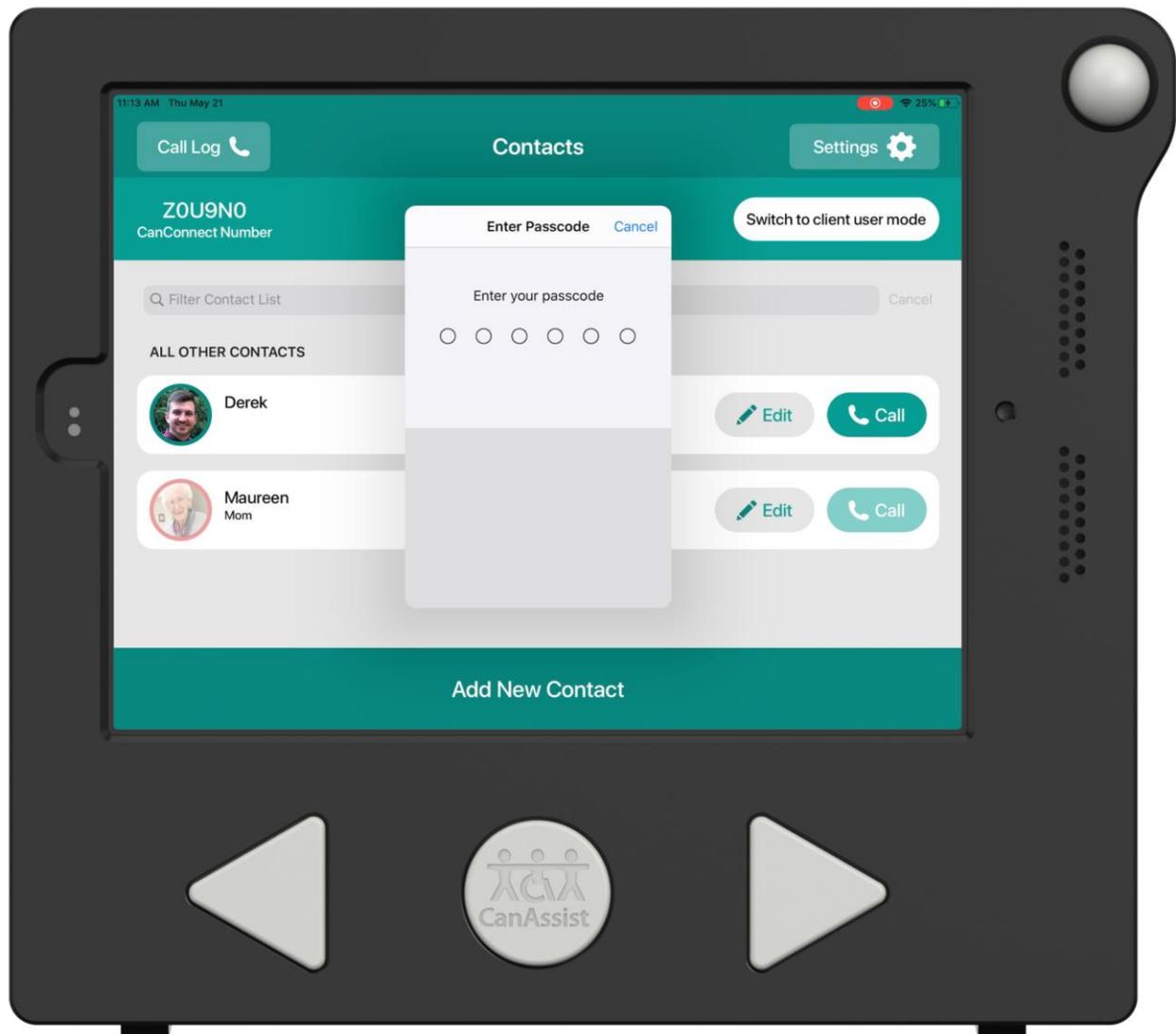
5. Tap 'Submit'.



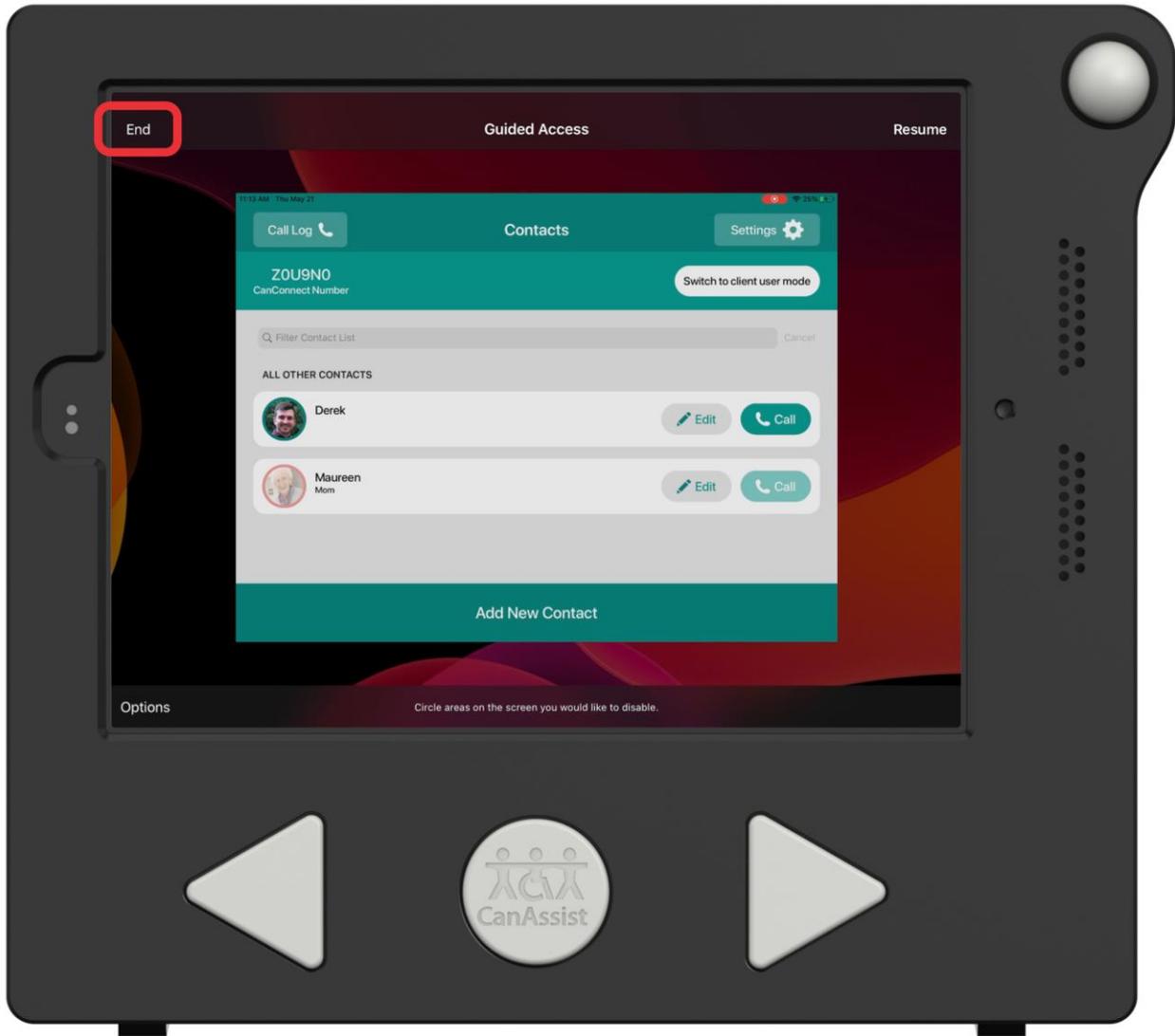
6. To leave Guided Access Mode, press the home button three times. You can access the home button by using a paper clip or small pointed object through the front of the case.



7. A pop-up window will appear asking for the passcode. Enter the passcode.



8. A menu will appear as a frame, tap 'End' in the upper left corner.

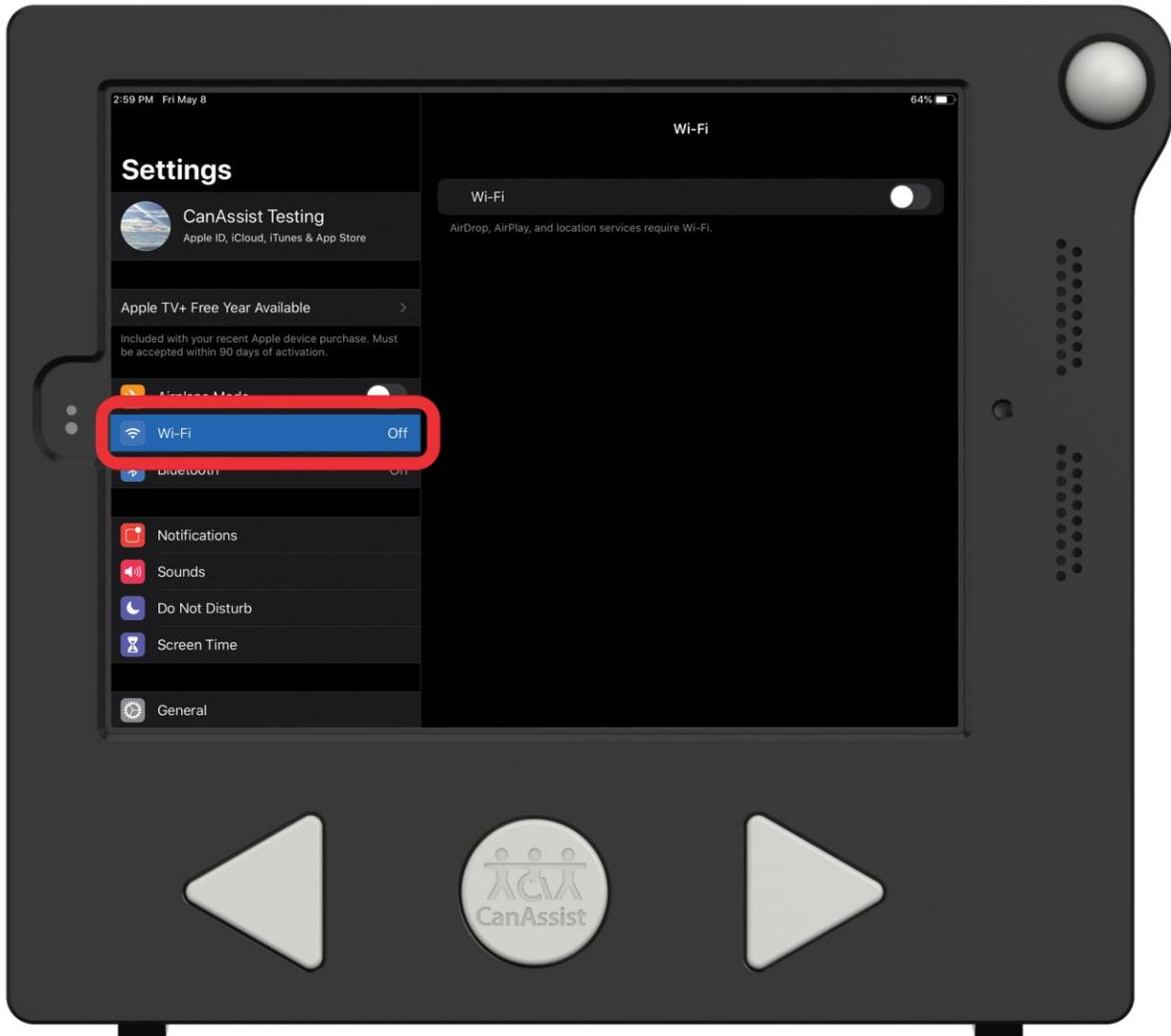


To connect the iPad to a new Wireless Network you will need to access the iPad's home button. The case makes the button difficult to access so that the client does not unintentionally exit the app. You can access the home button by using a paper clip or small pointed object through the front of the case, and then follow the steps below:

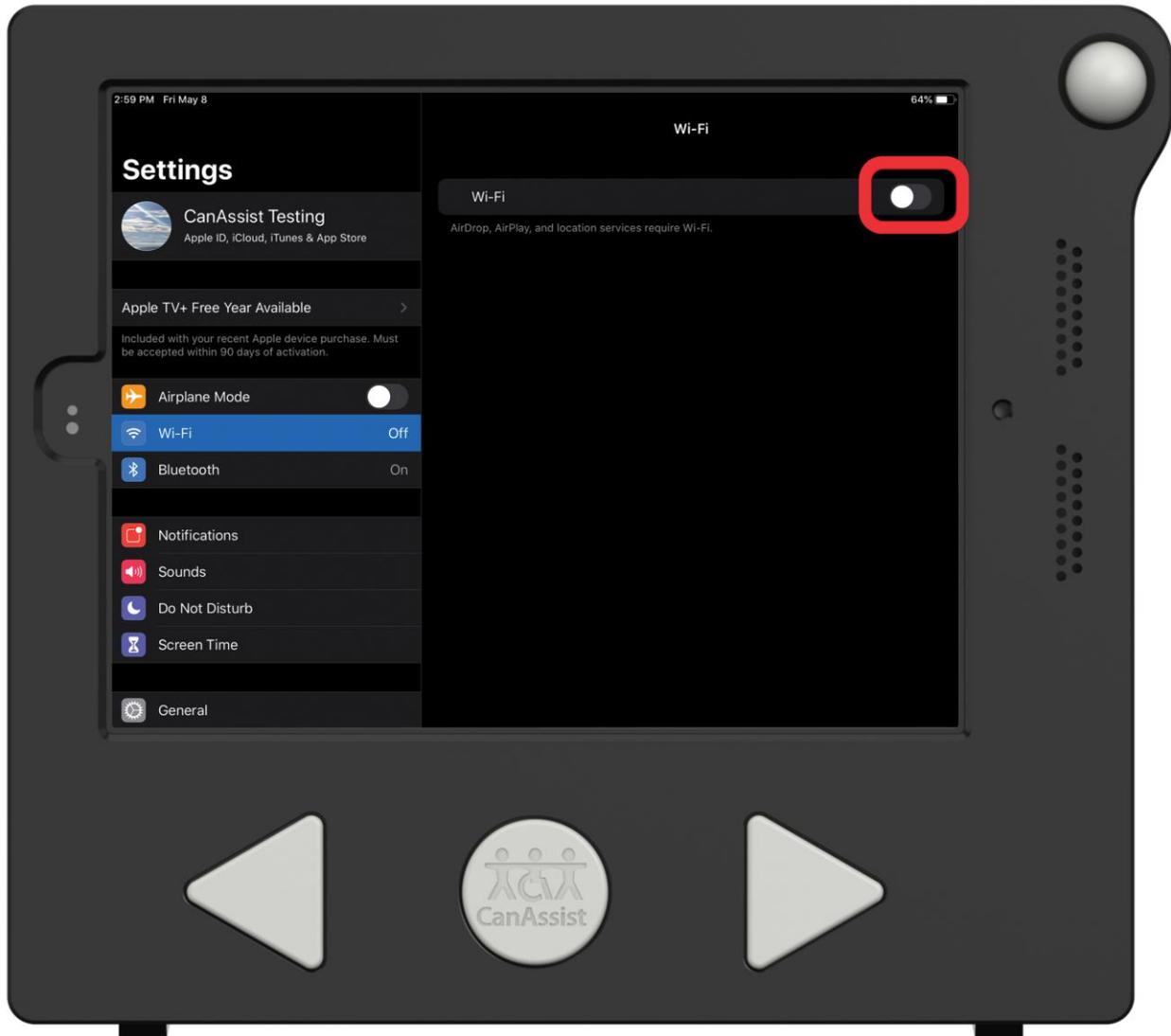
1. Find the iPad's 'Settings' icon, and tap it once.



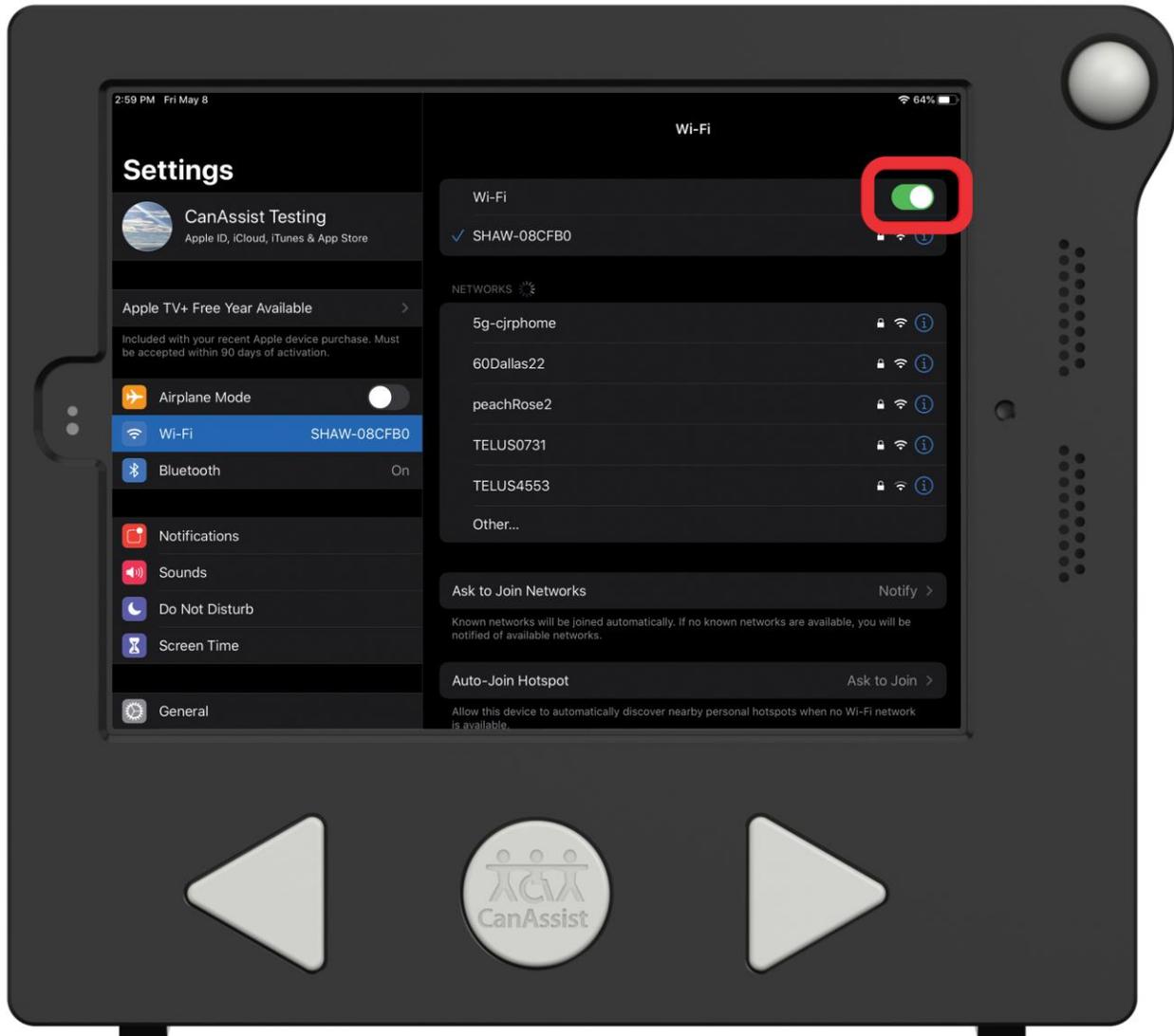
2. On the left-hand side of the screen tap 'Wi-Fi'.



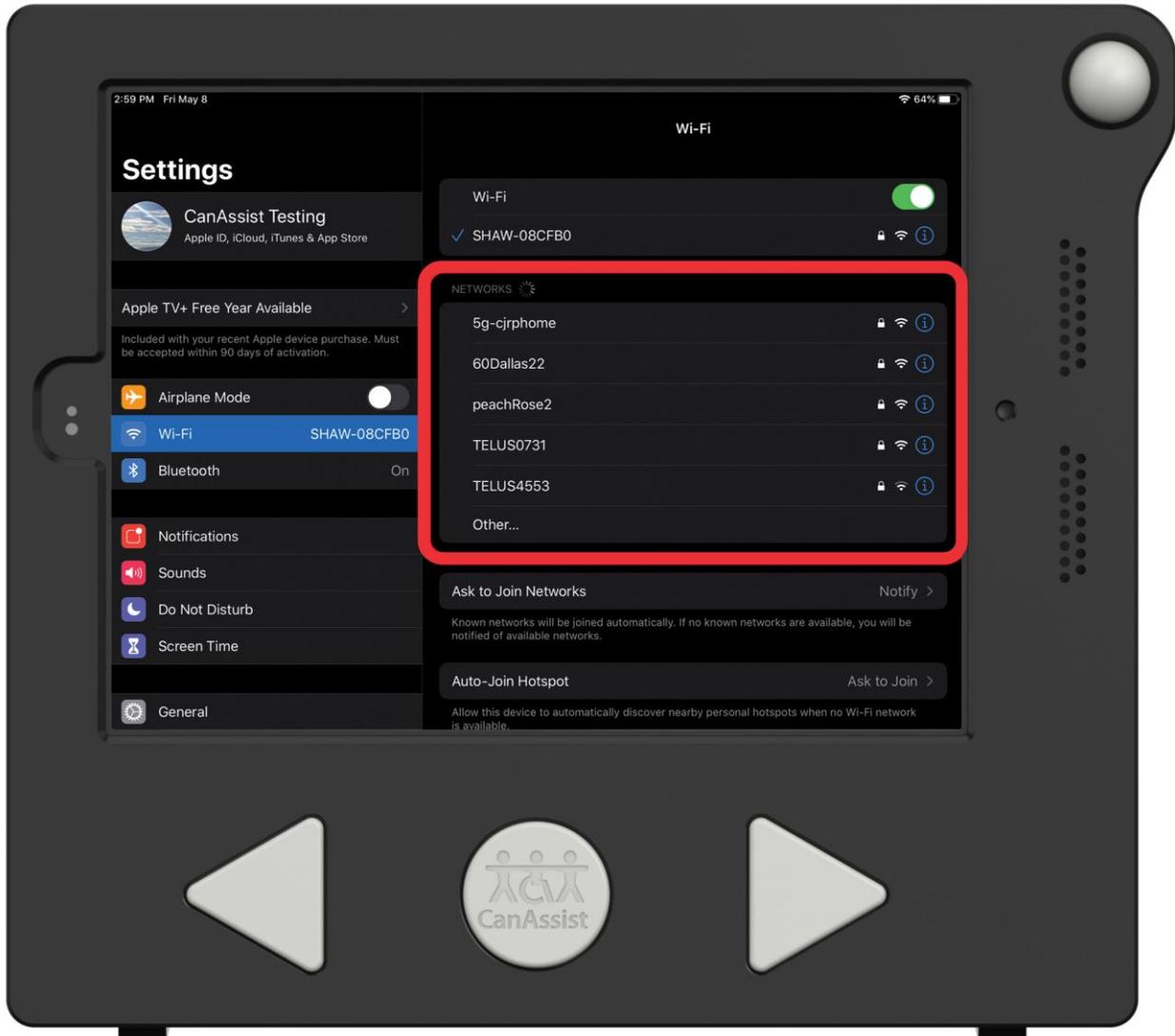
3. On the right-hand side, ensure the Wi-Fi is turned on by tapping the slider icon.



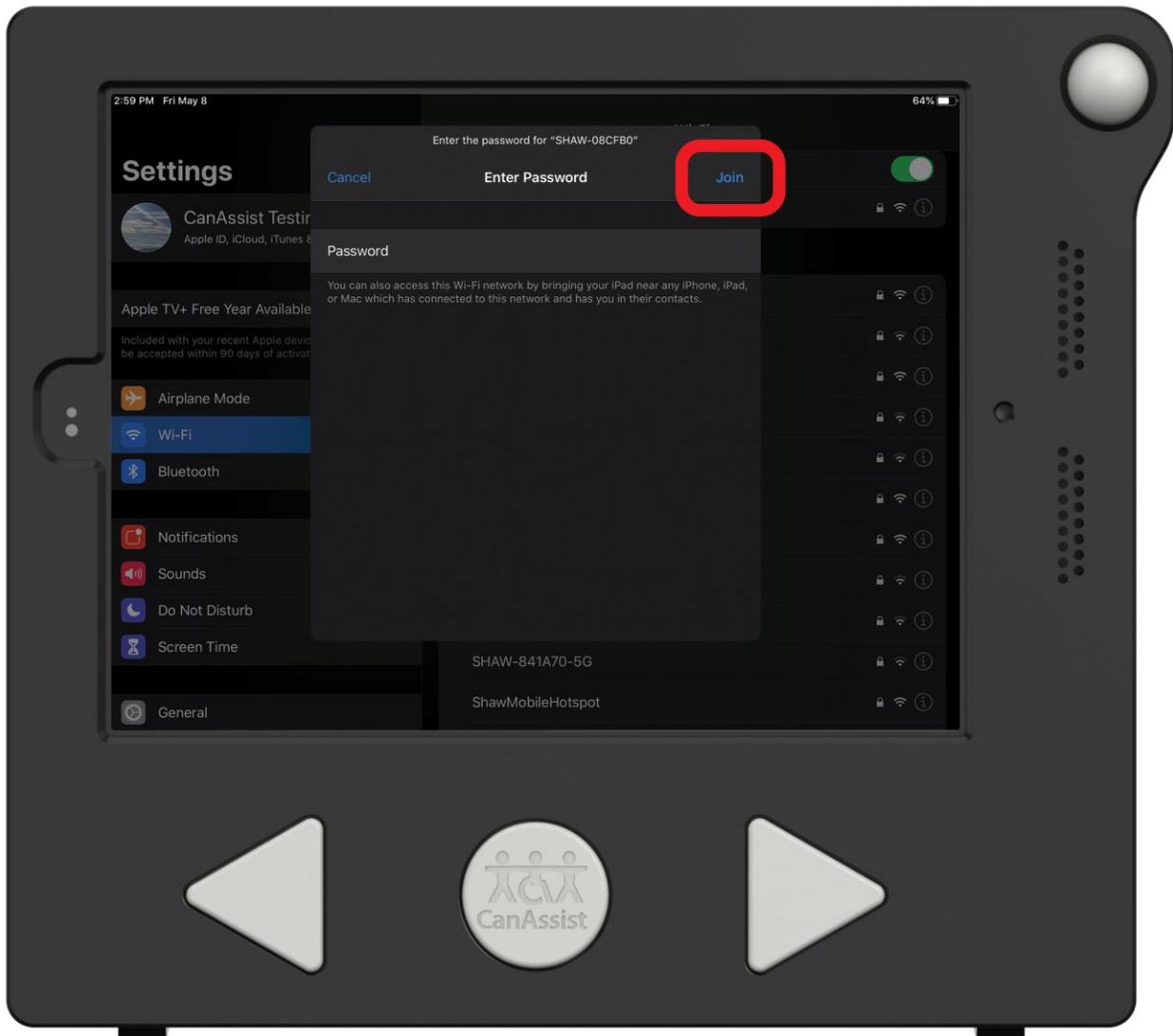
- When the Wi-Fi is enabled the slider's circle will be over on the right side, and the left side will be coloured green.



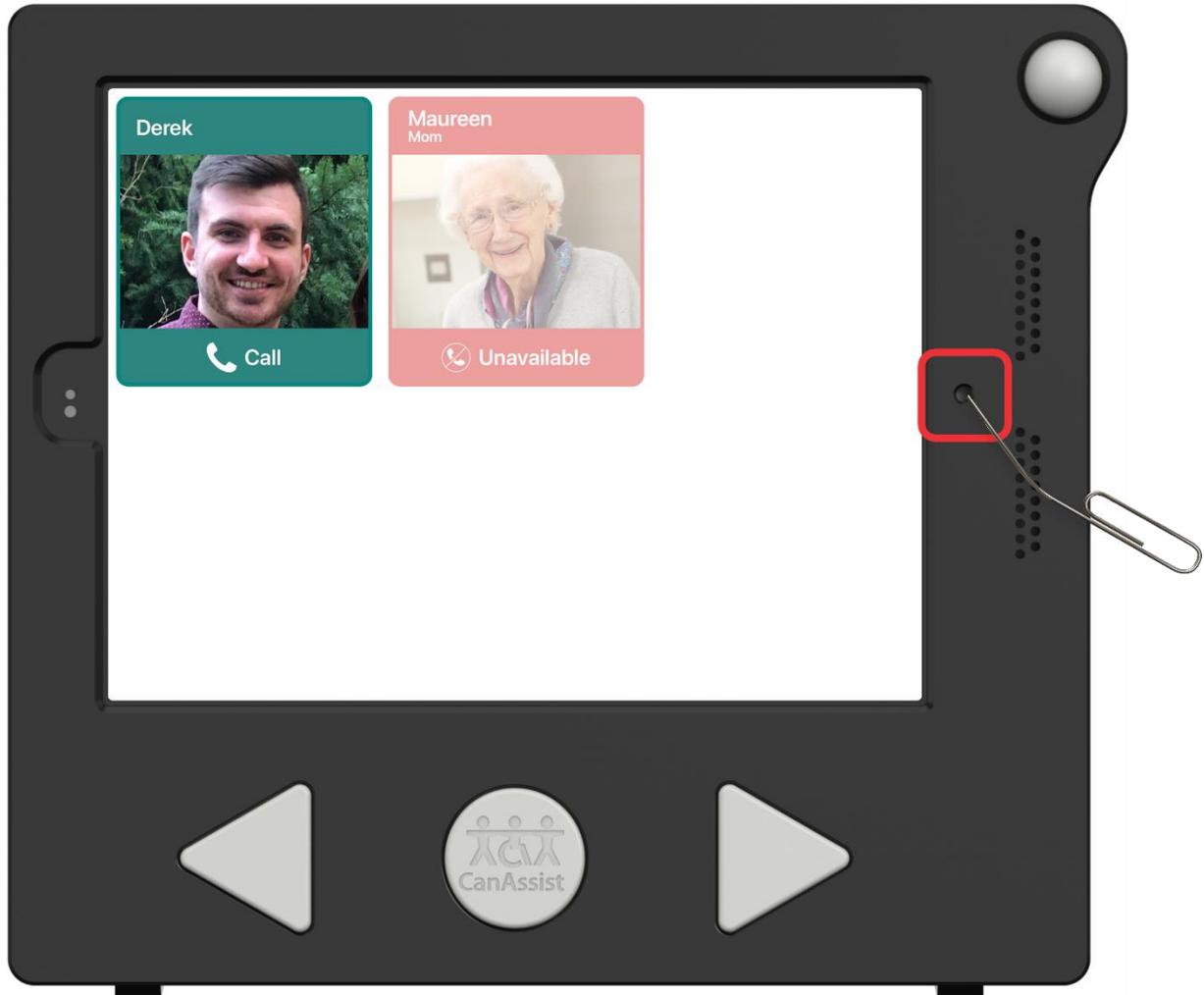
5. Tap the new Wi-Fi network name under Other Networks.



6. Enter your Wi-Fi Network password and tap 'Join'.



7. You are now connected to Wi-Fi; press the home button once to exit.

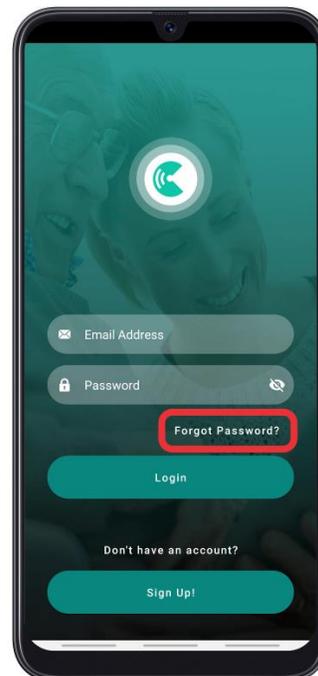
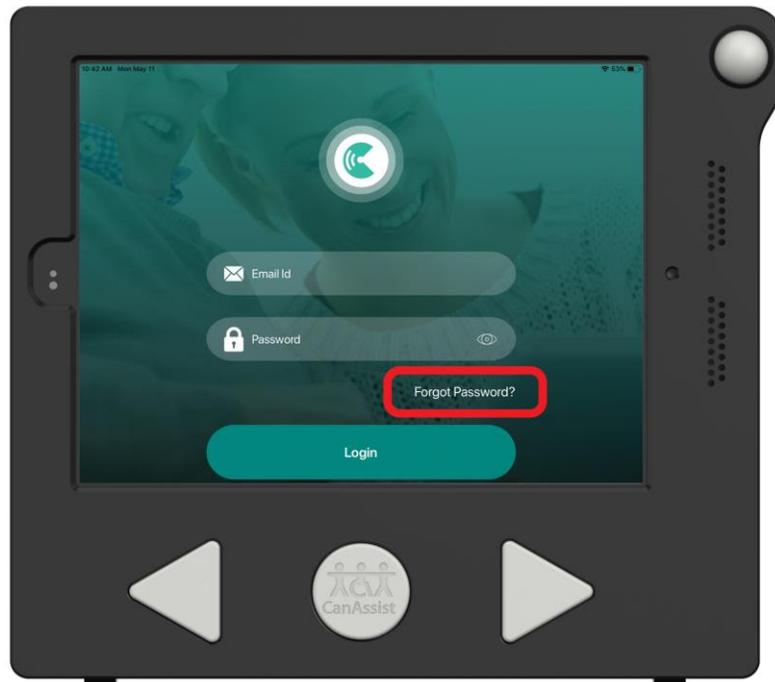


If the old network is still available, the iPad may reconnect to it in the event that the new network fails. To prevent the iPad from reconnecting to the old network, find the old network name; it should appear on the list under 'My Networks'. Tap the small 'i' to the right of the network name. Next tap 'Forget this Network'. Finally, tap the red 'Forget' button to confirm your choice.

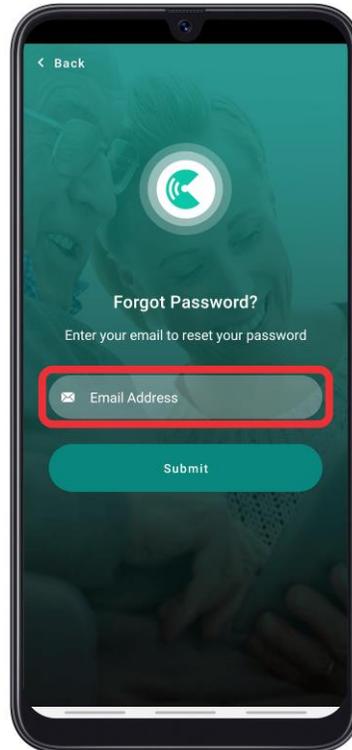
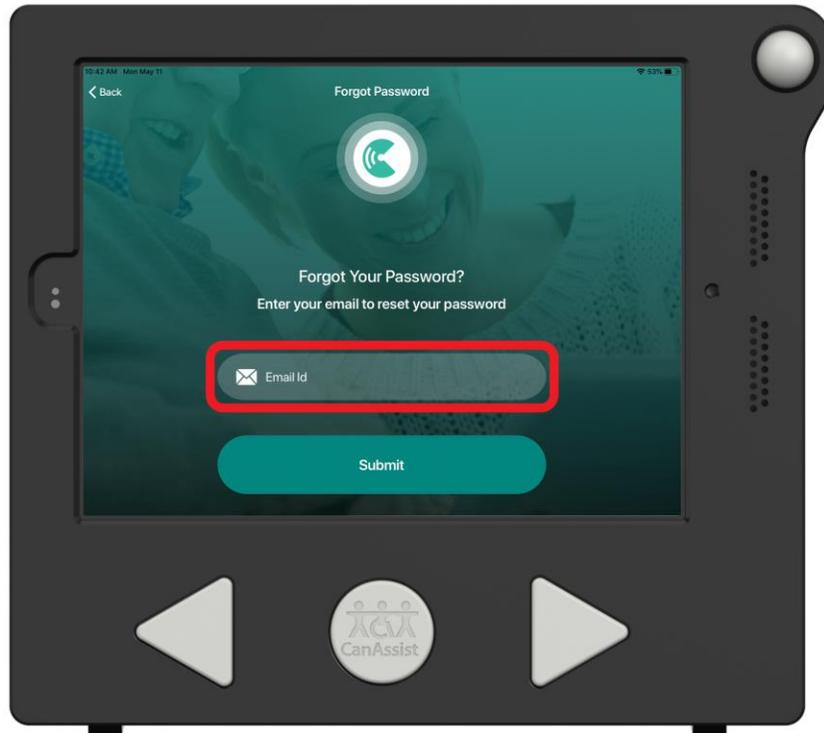
Forgot Password

If you or a client has forgotten your password, follow these steps to reset the password.

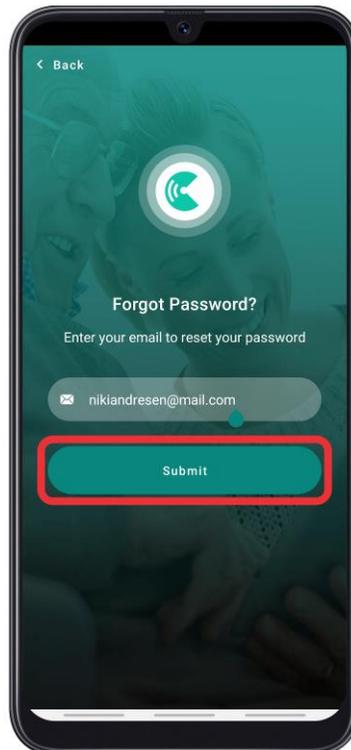
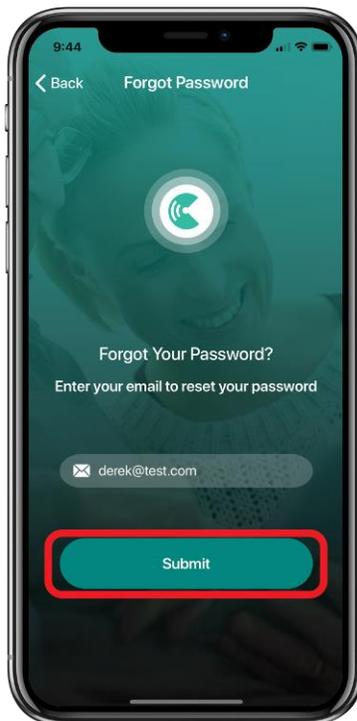
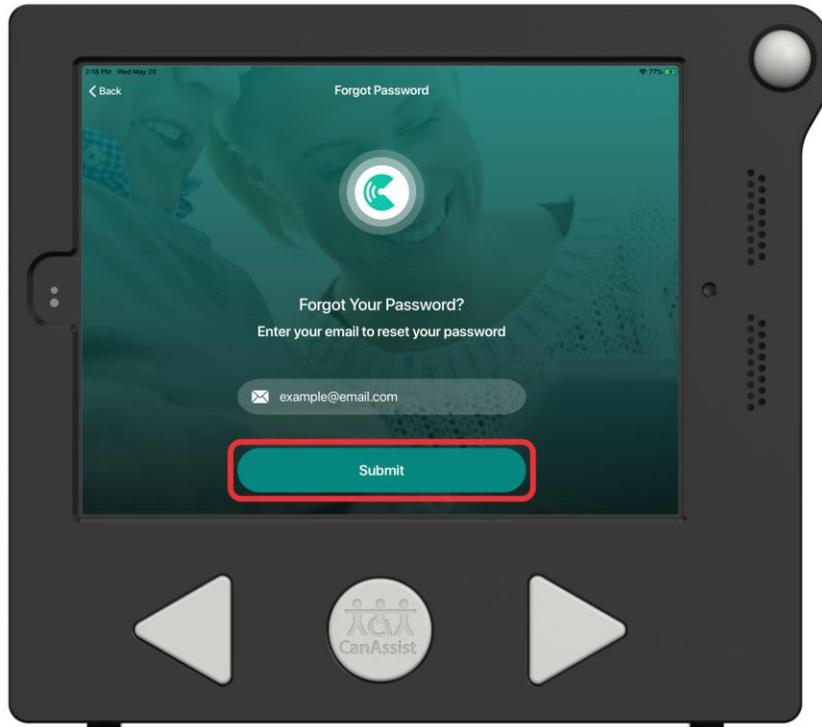
1. From the login screen tap 'Forgot Password?'



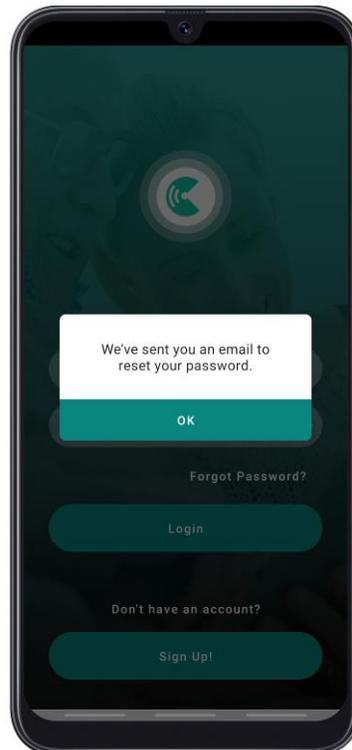
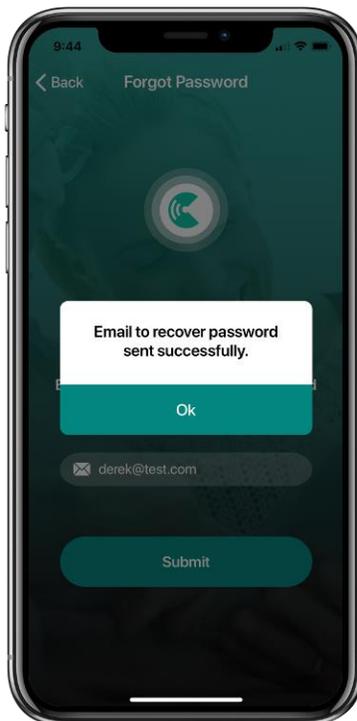
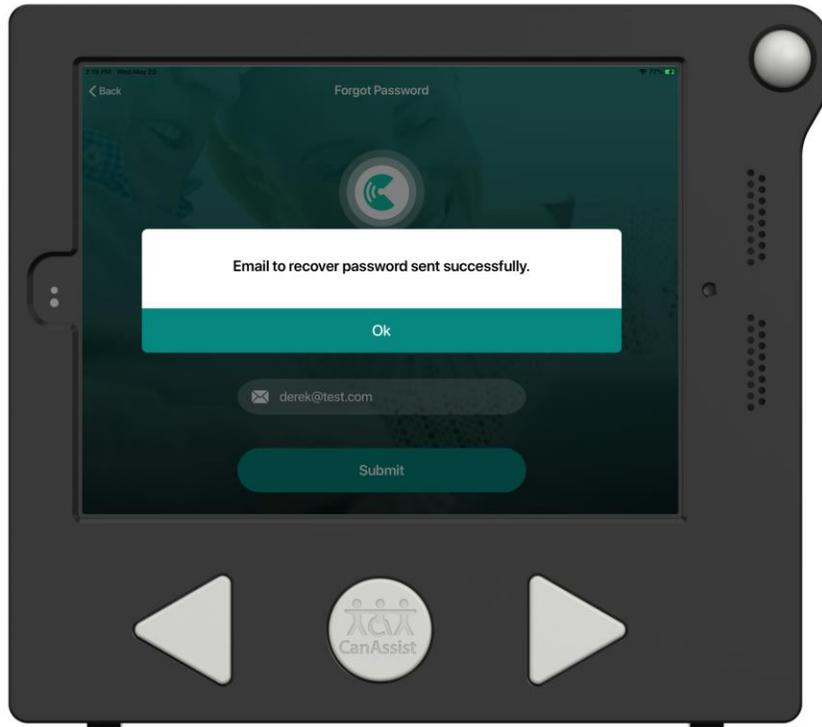
2. Tap the 'Email Id' field and enter the email address associated with the account.



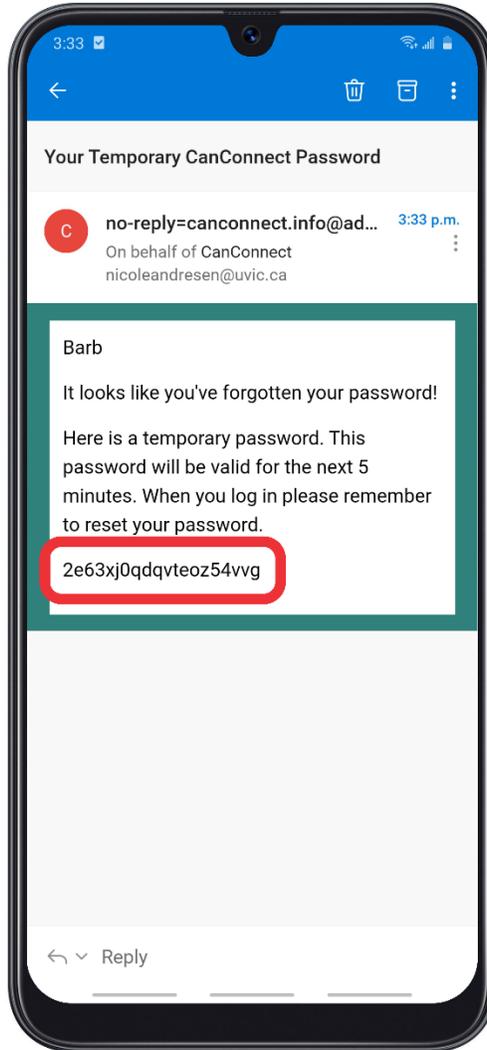
3. Tap 'Done' on the keyboard, and tap the 'Submit' button.



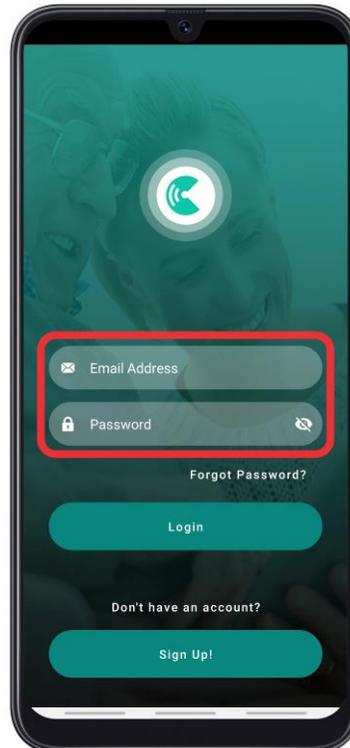
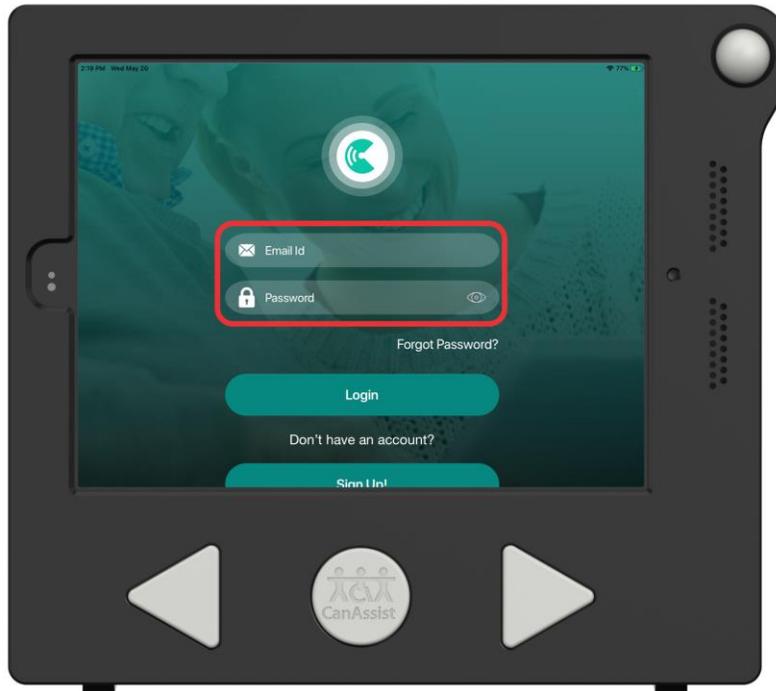
4. If the email address is associated with a CanConnect account and it was entered correctly, a message will pop-up reading 'Email to recover password sent successfully.'



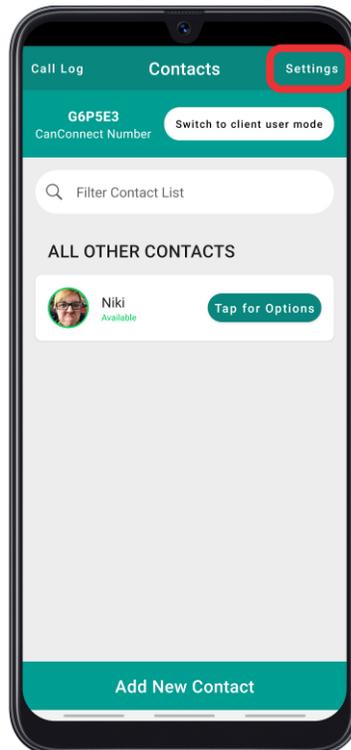
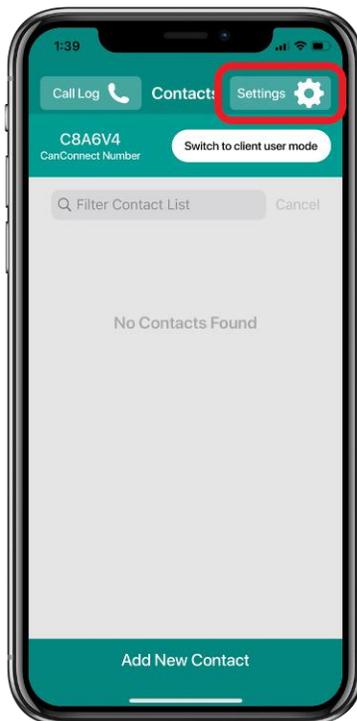
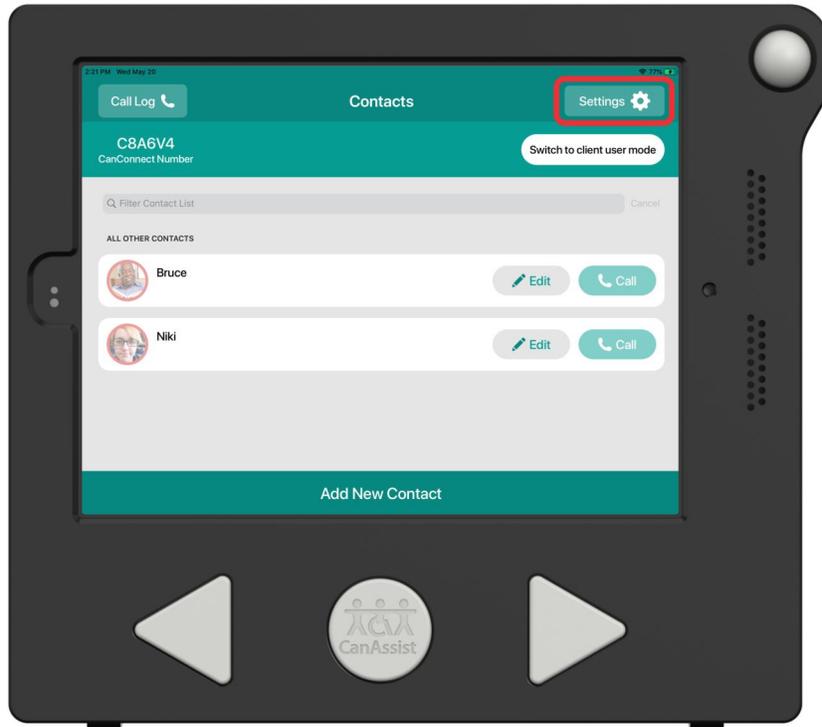
5. Check the email associated with the account; you should have received a temporary password. If you didn't receive an email, check the email's spam folder.



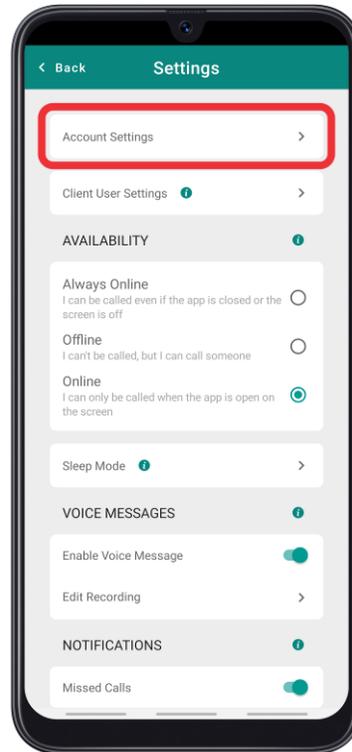
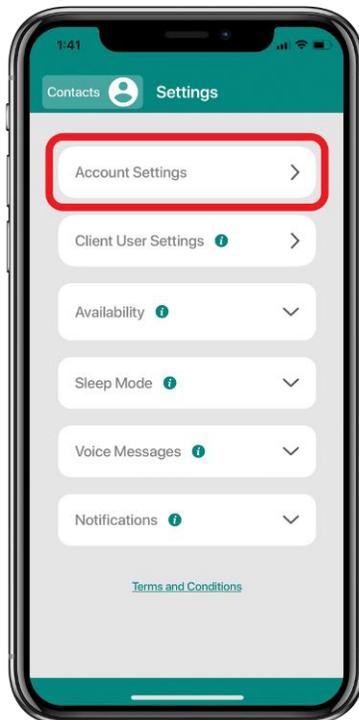
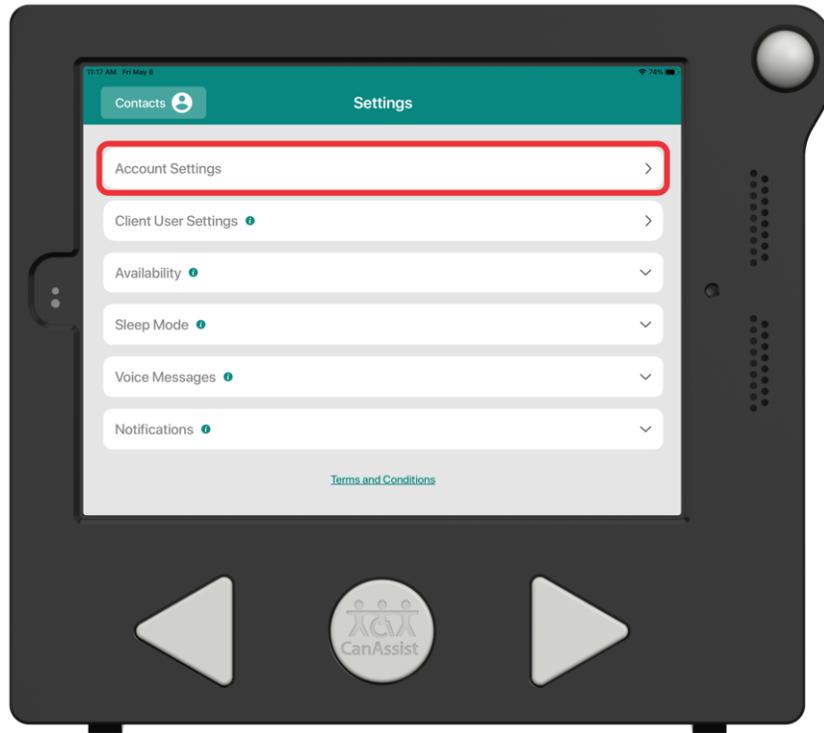
- Returning to the login screen on the app, enter the email account and the temporary password. Since the temporary password is both long and unfamiliar, you may want to tap the eye icon on the right to be able to view the characters as you enter them. The temporary password is only valid for five minutes.



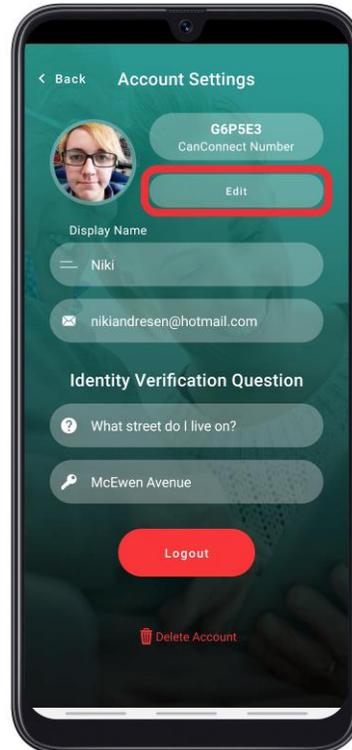
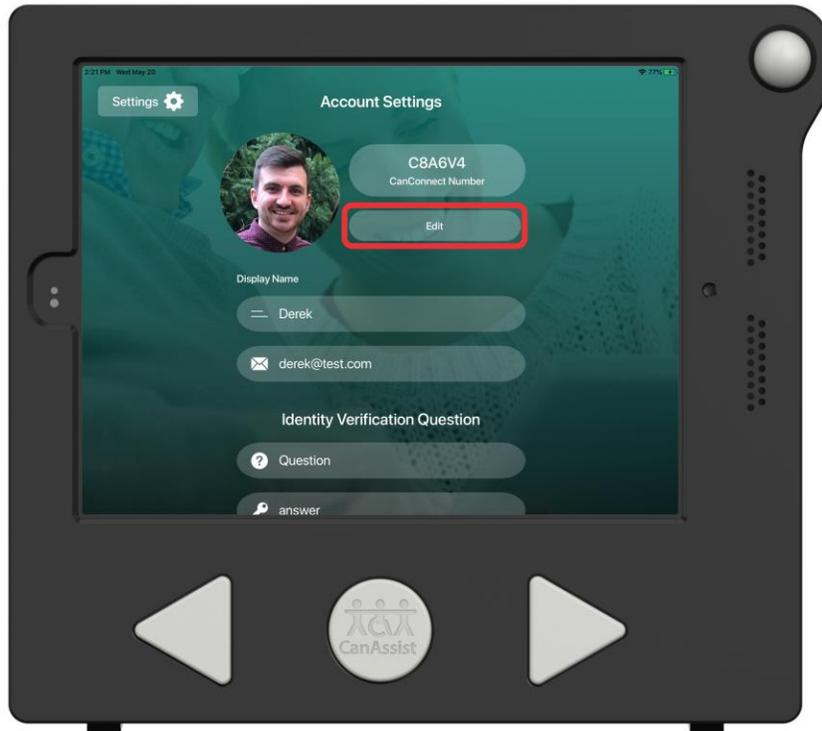
- Once you have logged in, you should change your password immediately. Tap 'Settings' in the upper right corner of the Contacts Screen.



8. Tap 'Account Settings'.



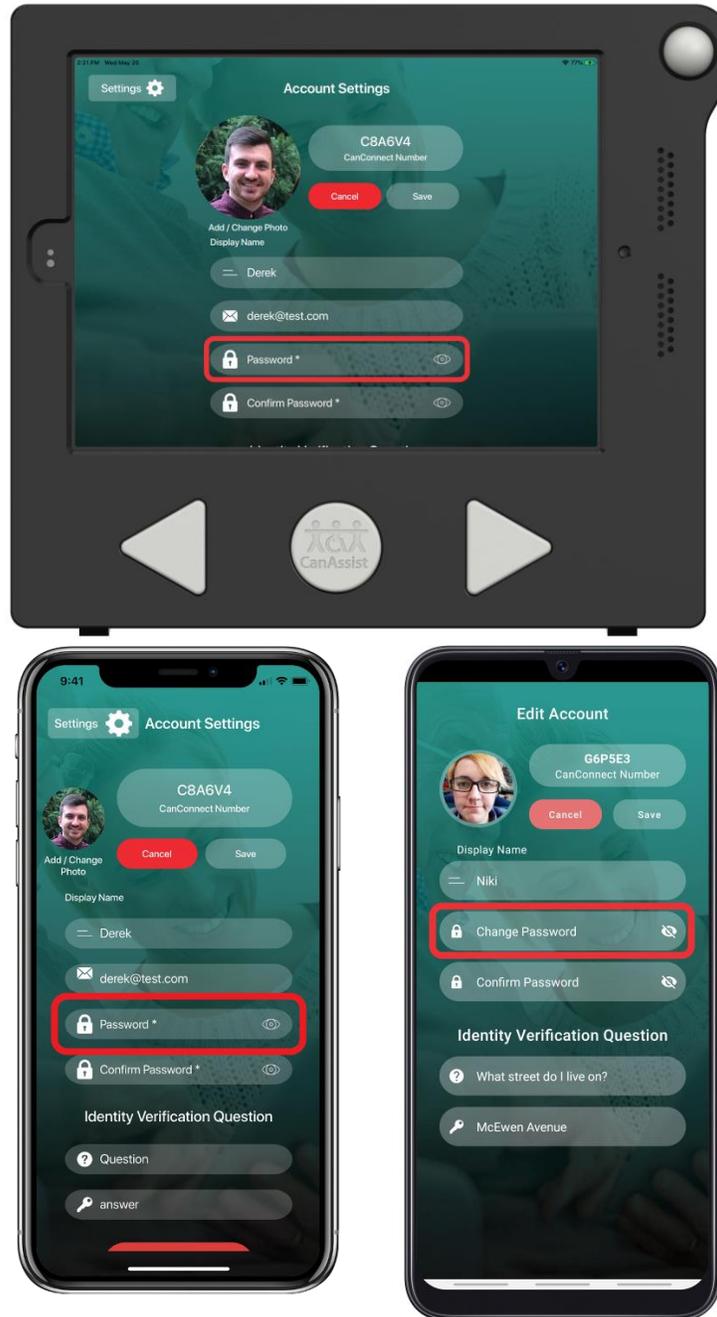
9. Under your CanConnect Number, tap 'Edit'.



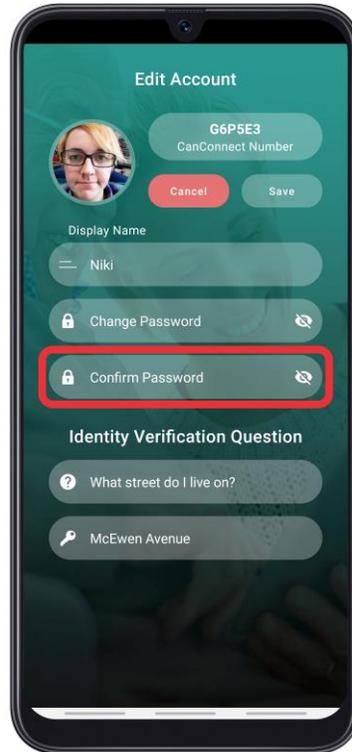
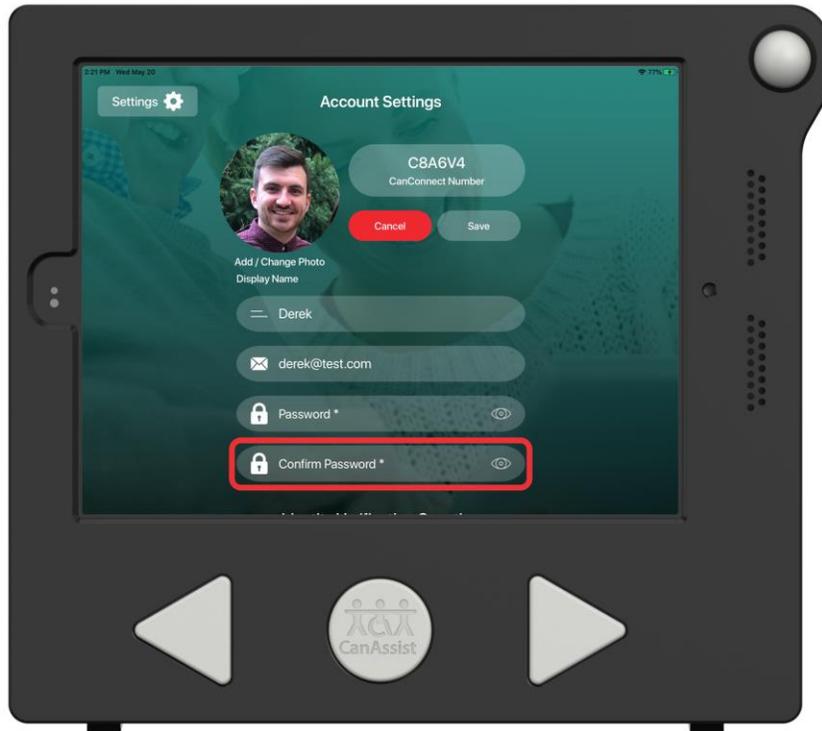
10. Enter your new password by tapping the 'Password' field, followed by 'Done'.

Remember your password must have:

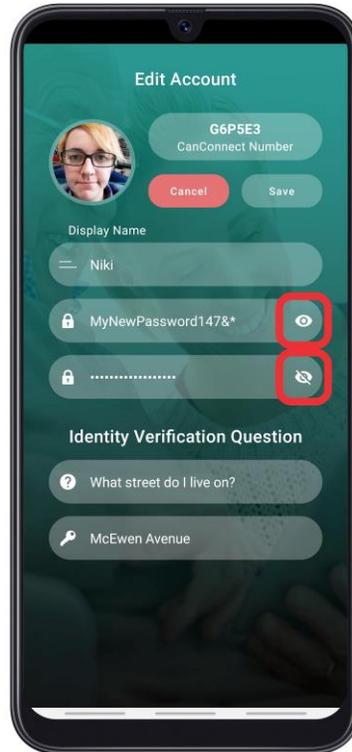
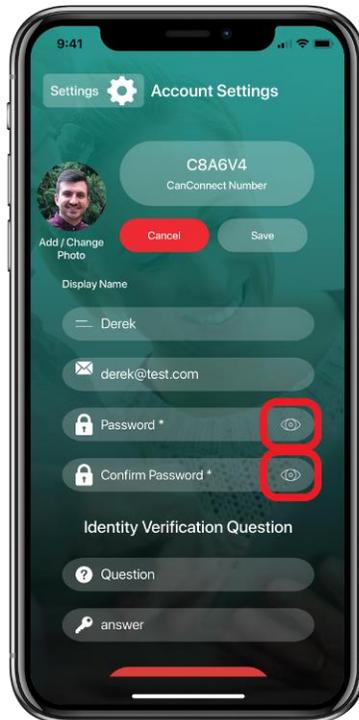
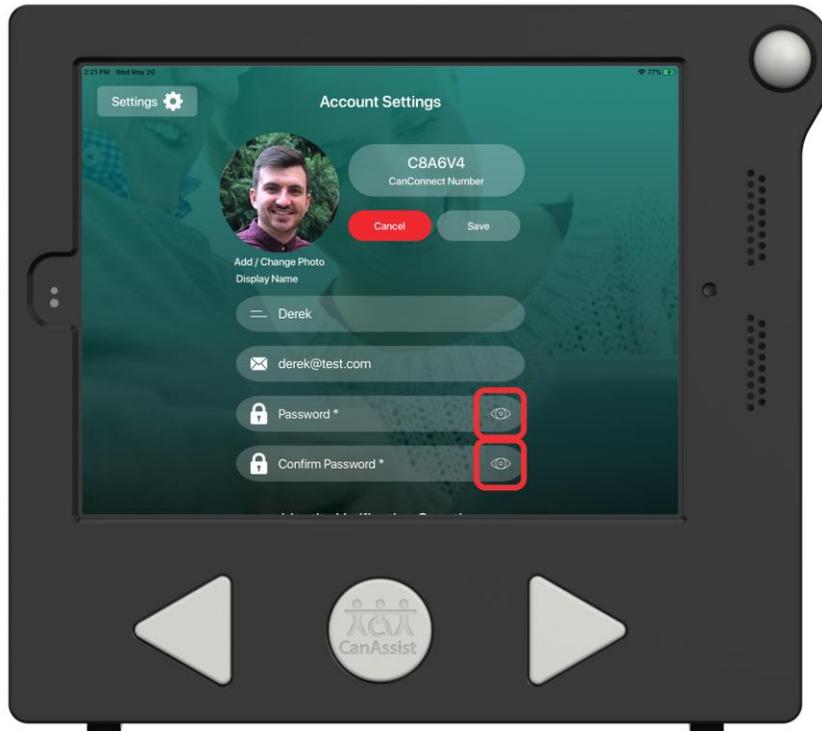
- more than six characters,
- no more than two consecutive repeating characters,
- at least one letter, and
- at least one number.



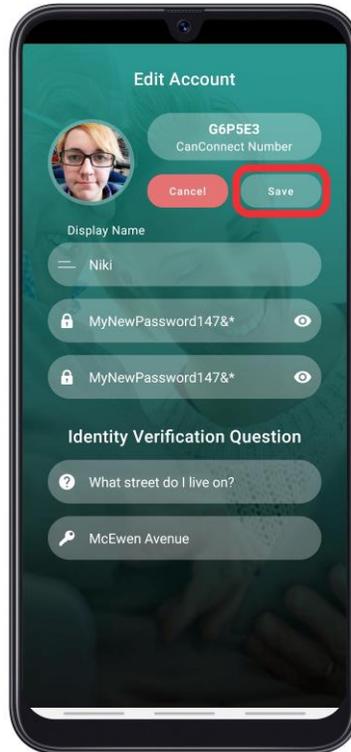
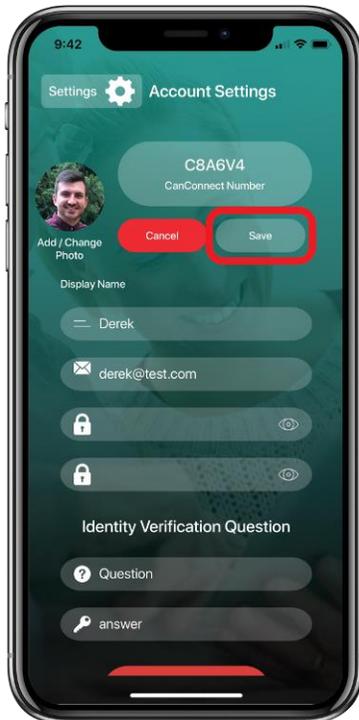
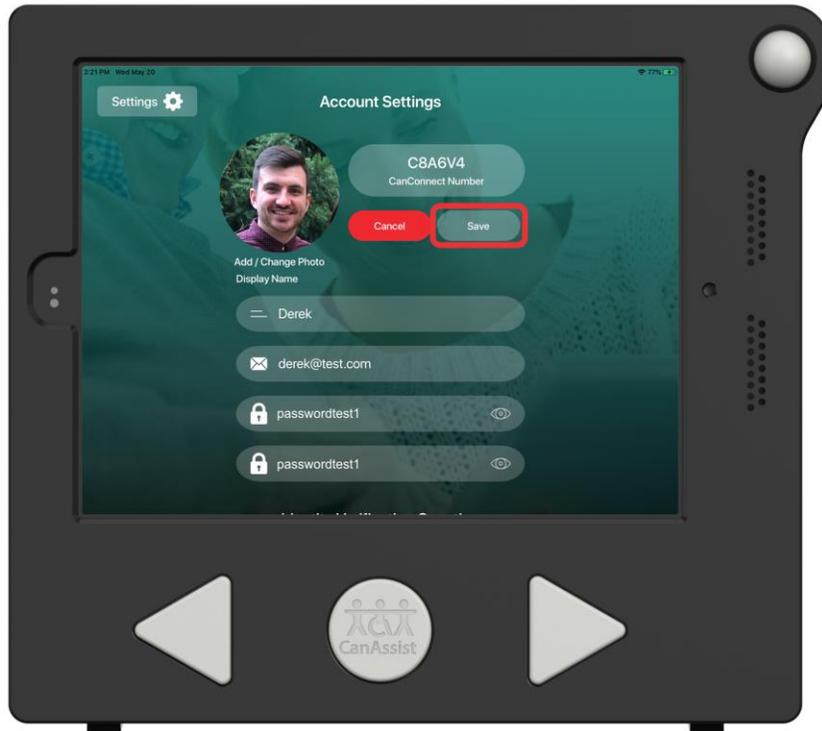
11. Enter the same password into the 'Confirm Password' field below.



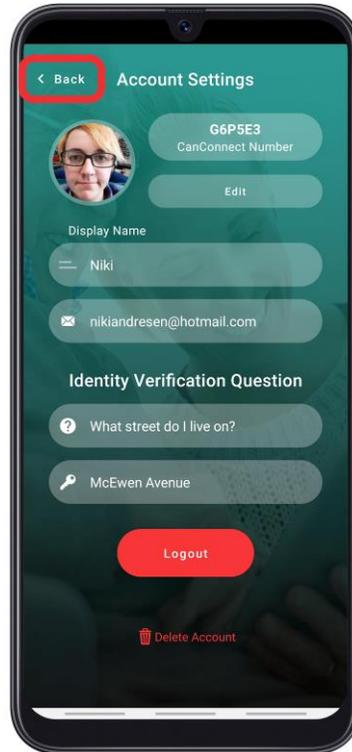
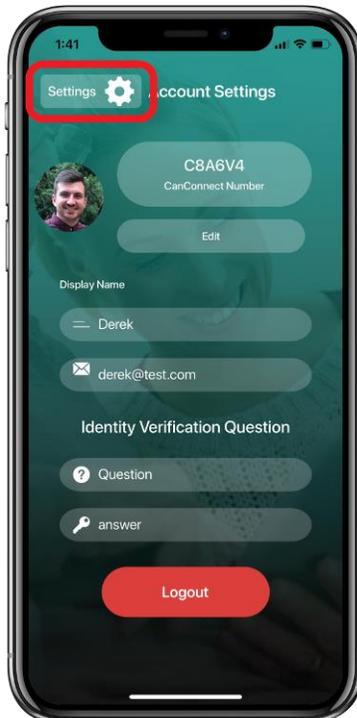
12. You may tap the eye icon in each field to reveal the passwords to ensure both are the same.



13. Finally, tap 'Save' underneath your CanConnect number.



14. You can return to the Contacts Screen by tapping 'Settings', then 'Contacts' on iOS or '<Back' on Android.



Audio problems

I can't hear the other person on a call

If you can't hear the other person, check to ensure the device's volume is at the correct level.

If you have headphones or a headset plugged in, try unplugging it and test to see if you can hear the other caller.

Close the app and restart it.

If you are hearing sounds from your device, but no sounds in the call, the problem is likely on the other person's end – refer them to the section below: 'The other person can't hear me on a call'.

The other person can't hear me on a call

If you can't be heard on a call, check to ensure you have not blocked your device's microphone.

If you have a headset plugged in, try unplugging it and test to see if the other caller can hear you.

Ensure the device has permission to use your microphone. On iOS and Apple devices the App permissions are found in 'Settings'. On an iPad scroll down on the left side until you find CanConnect and check that the microphone access toggle is green. If not, tap it once to enable the microphone.

Close the app and restart it.

If you are sending audio from your device, but the other caller cannot hear you, the problem is likely on the other person's end – refer them to the section above: 'I can't hear the other person on a call'. If the problem persists, please contact CanConnect support.

Video problems

I can't see the other person on a call

If you can see a photo of the contact, it is likely they have their video turned off.

If you cannot see the photo of the contact, ensure they do not have their camera blocked.

If the problem persists, the issue is likely on the other person's end – refer them to the section below: 'The other person can't see me on a call'. If the problem is still not solved, please contact CanConnect support.

The other person can't see me on a call

Ensure you do not have your camera blocked.

If you are in configurator mode, ensure your video is enabled by tapping the camera icon on the bottom bar.

Ensure the device has permission to use your camera. On iOS and Apple devices the App permissions are found in 'Settings'. On an iPad scroll down on the left side until you find CanConnect and check that the microphone access toggle is green. If it is not, tap it once to enable it.

Close the app and restart it.

If the problem persists, please contact CanConnect support.

The buttons on the Custom Case are not responding

If the buttons are not responding, there is a chance the Bluetooth connection between the iPad and the Custom Case has been lost. In the following steps there are several points that may result in the connection being restored, if this happens you do not need to proceed with the next step.

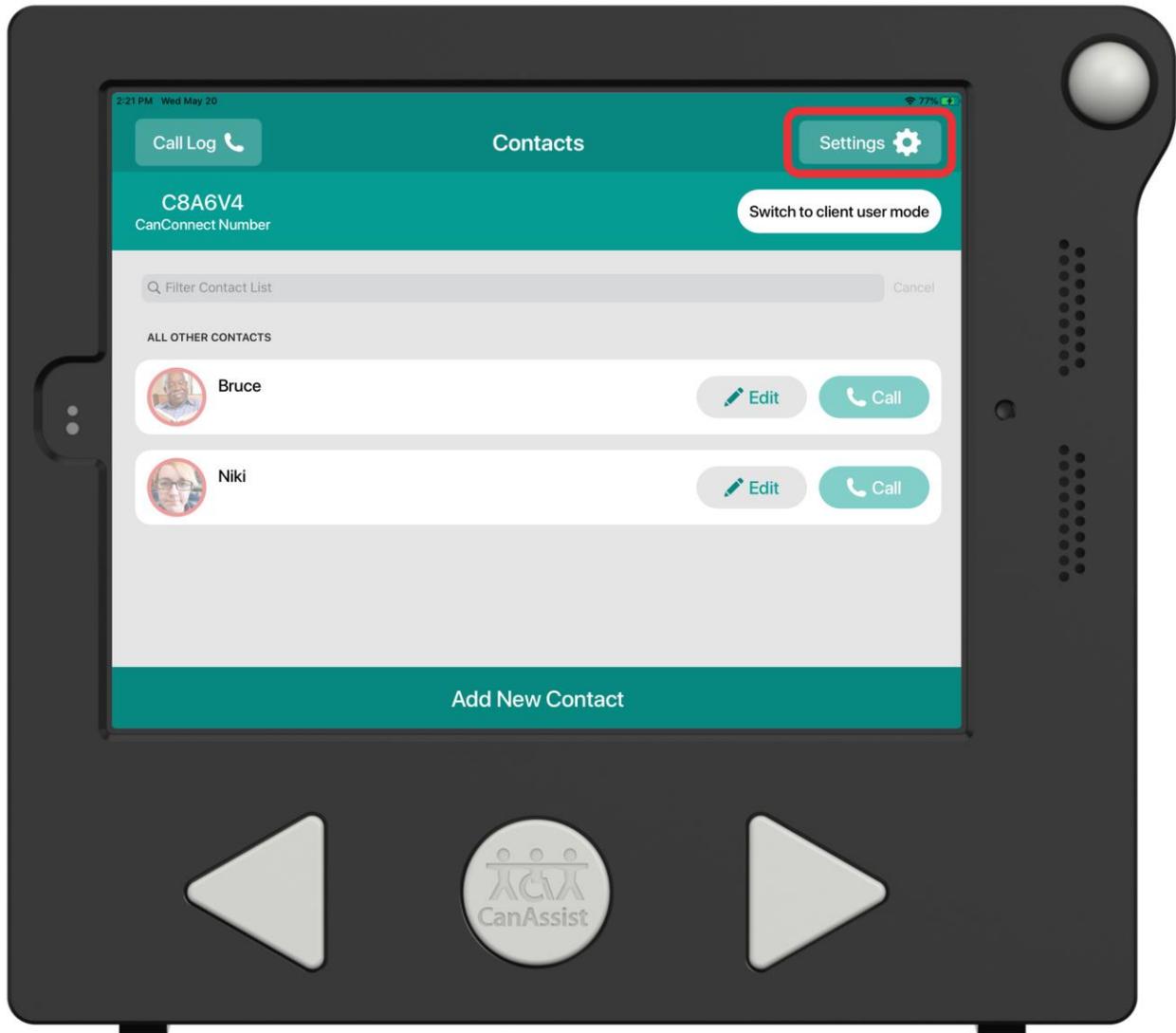
1. On the back of the case is a hole labelled 'RESET', use a small pointed object such as a paper clip to press the reset button.



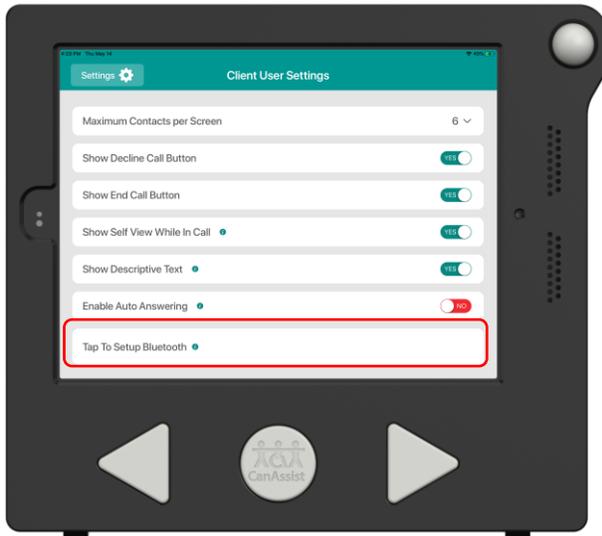
2. There should be a blue light blinking on the back of the case. If there is not a blue light blinking, then enter Client User Mode and test the buttons.



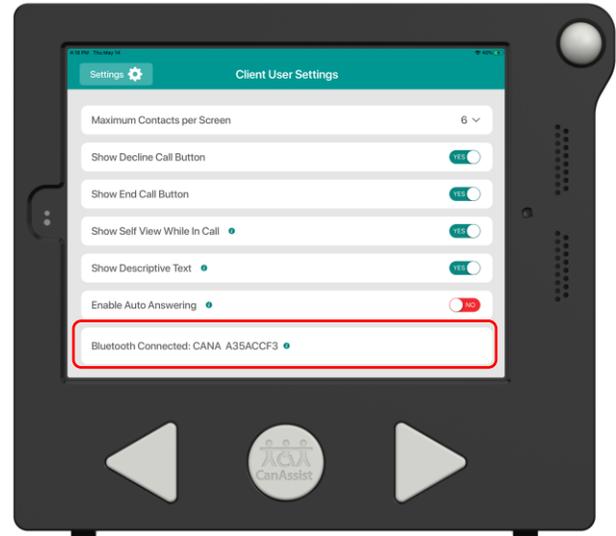
3. If there is a blue light blinking, or if testing the buttons in Client User Mode did not restore the connection then go to CanConnect settings.



4. Then tap 'Client User Settings', and select the bottom option, check the option on the bottom. If it says 'Tap to Set Up Bluetooth' follow the step to the left. If it says 'Bluetooth Connected: CANA xxxxxxxx' then follow the step to the right.

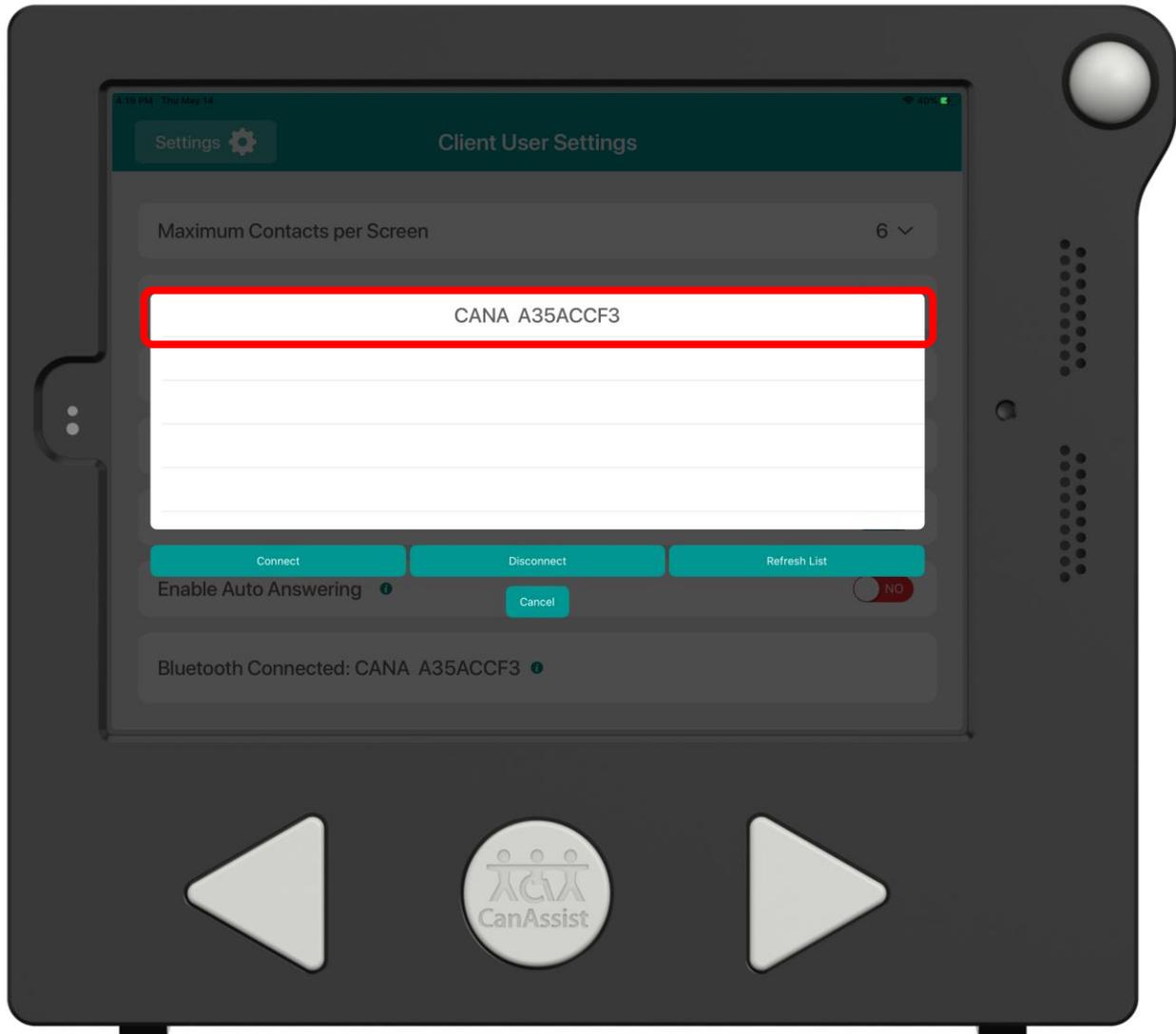


Tap 'Tap to Set Up Bluetooth' and then tap 'Set up Bluetooth'

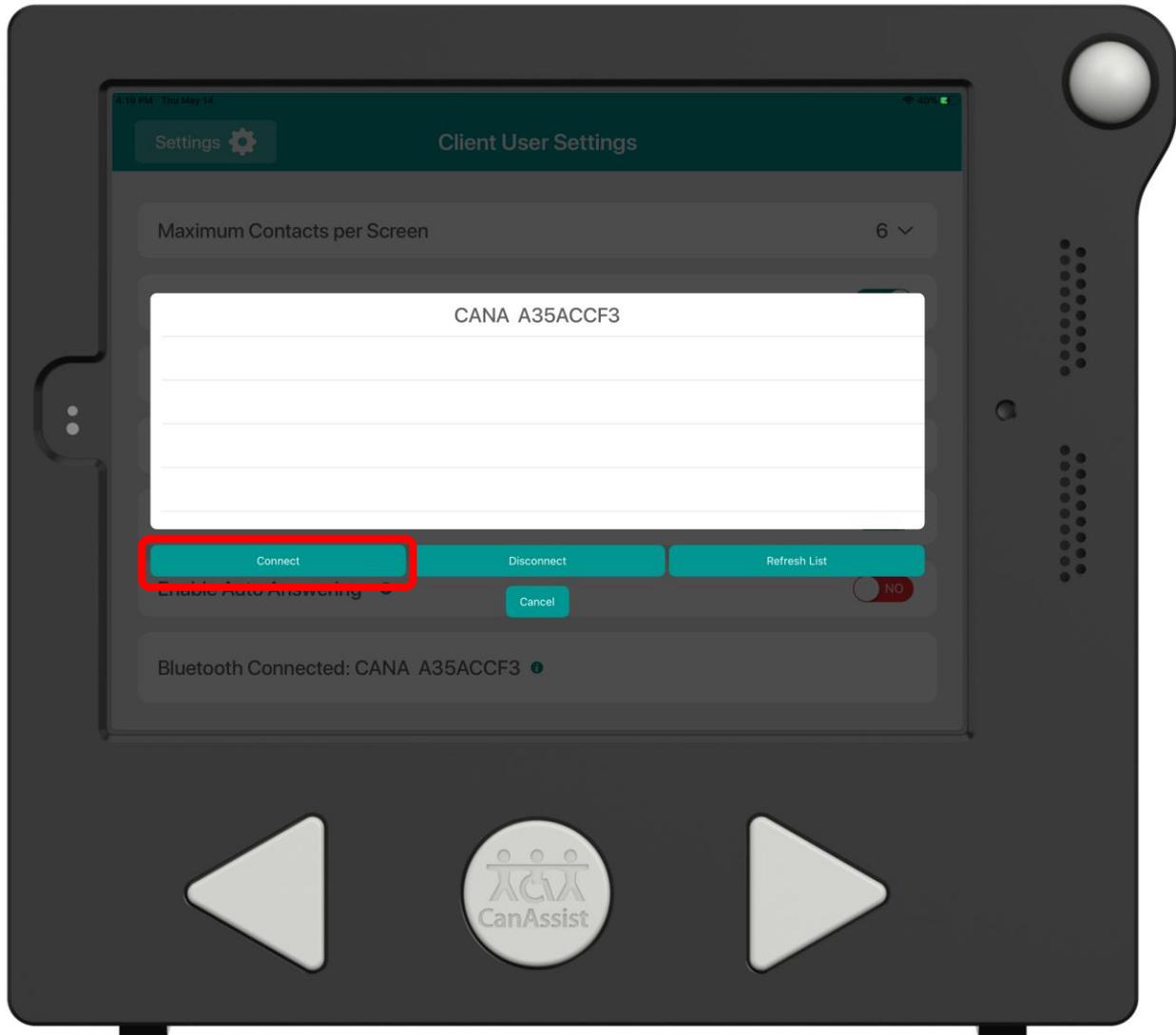


Tap 'Bluetooth Connected: CANA xxxxxxxx'

5. Tap the device name on the list. It will be 'CANA' followed by a combination of eight letters and numbers.



6. Tap 'Connect'.



7. Return to Client User Mode by tapping 'Settings' in the upper left corner, followed by 'Contacts' in the upper left corner, and finally tap 'Switch to Client User Mode in the upper right corner. Then test to see if the buttons are working.

The CanConnect Device lost power and the battery died

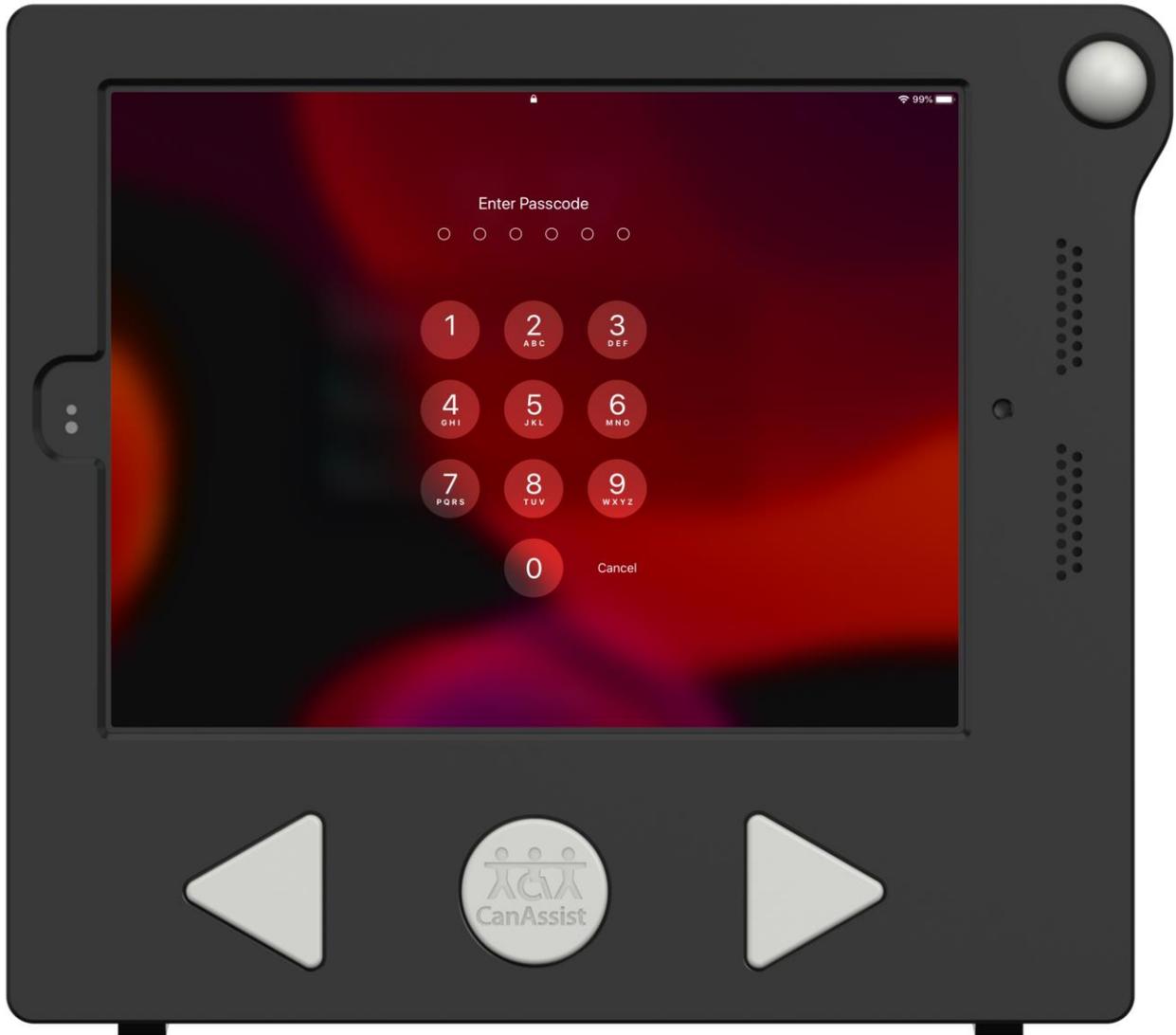
1. Ensure that the device is connected to a reliable power source. Allow five minutes for device to charge. Please be aware that while the battery is first charging the device may become hot, this is normal and the device will cool down once the battery has more charge.



2. Press and hold the power button, release after a few seconds.



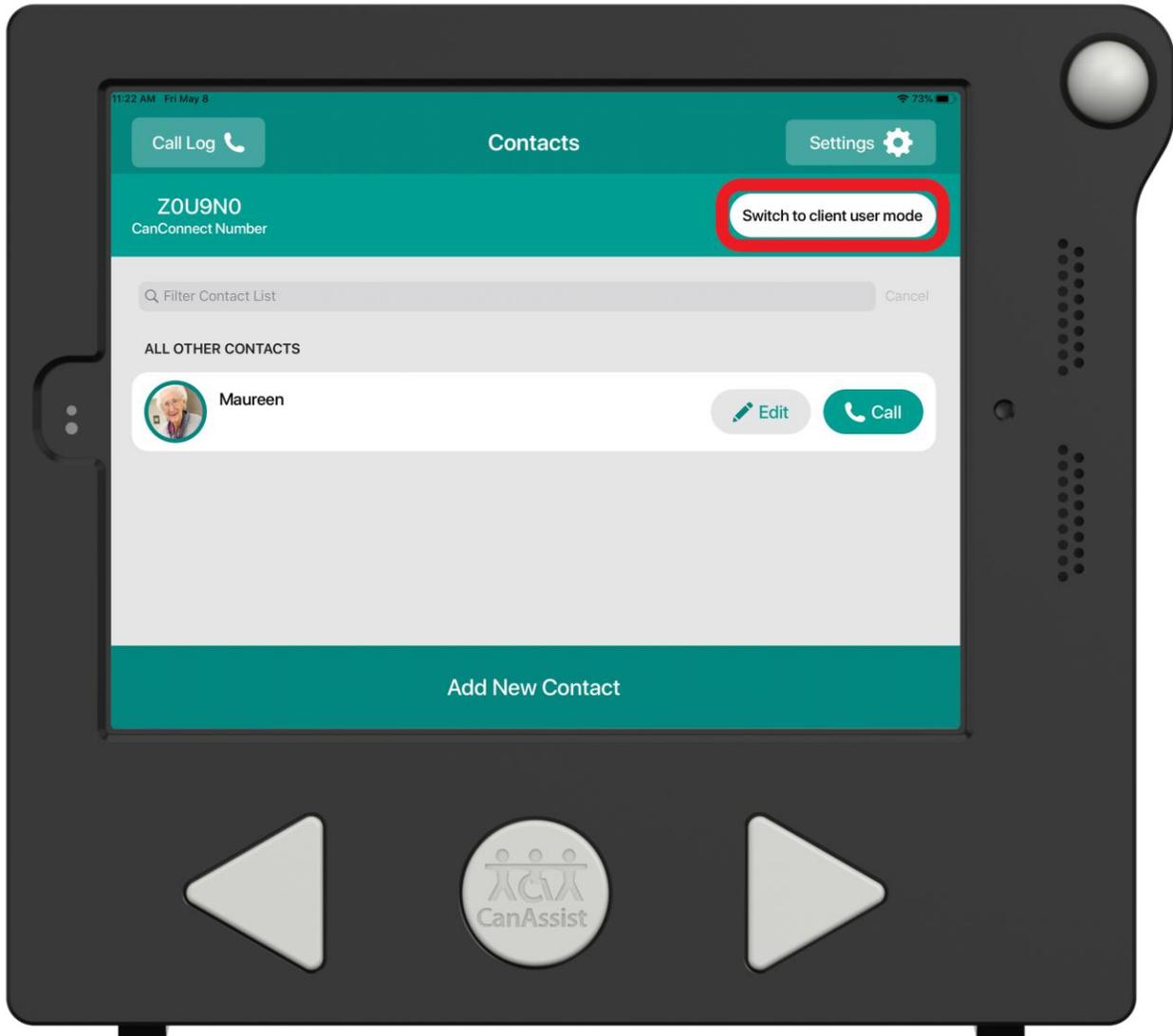
3. The iPad may request a passcode after restarting. Enter 111111. If the screen turns off at any point use a small pointed object, such as a paperclip, to press the Home Button.



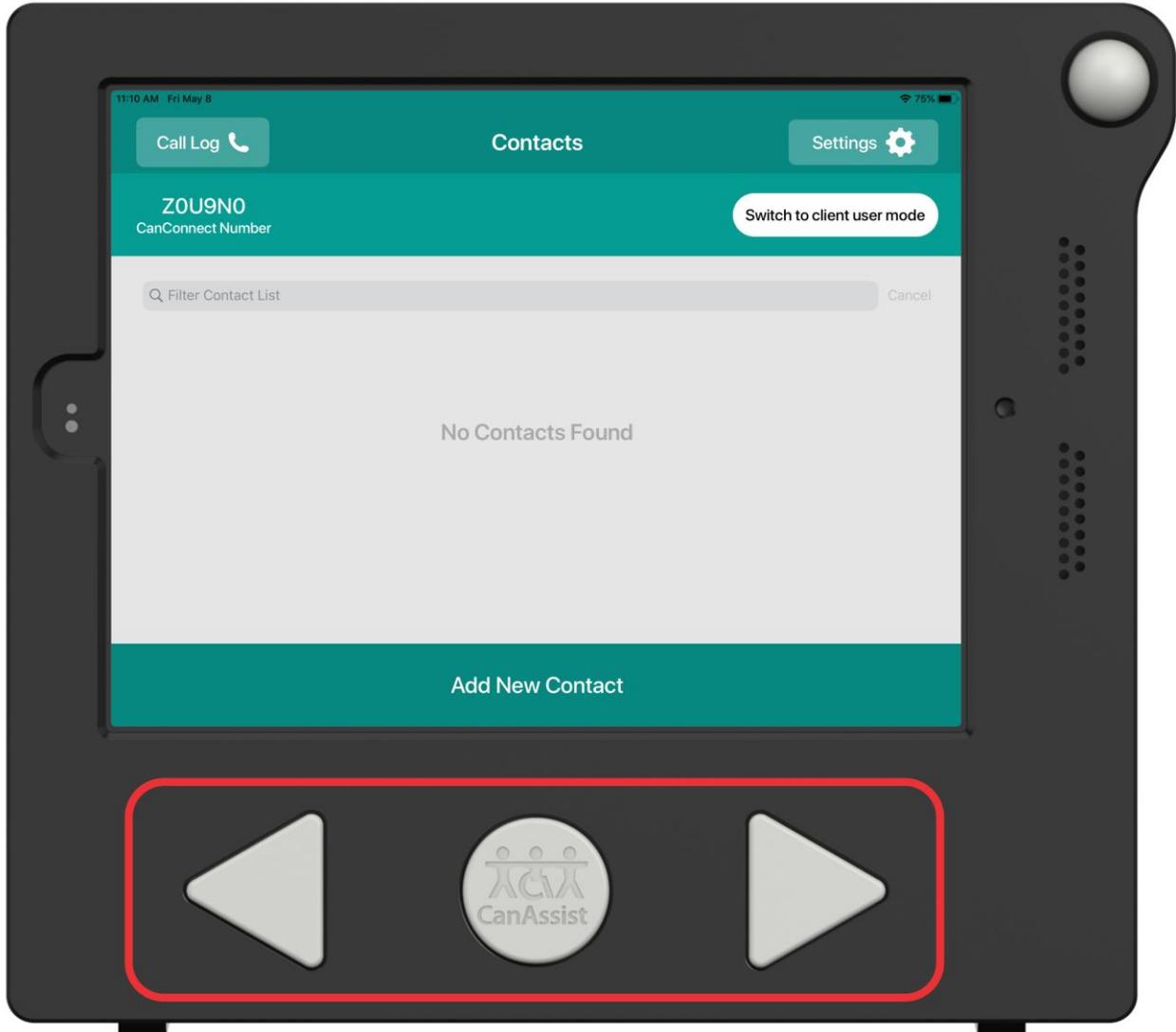
4. From the iPad's Homepage, tap the CanConnect icon.



5. Tap 'Switch to client user mode'.



6. Test the buttons to ensure they are working. If they are responding skip to step 15.



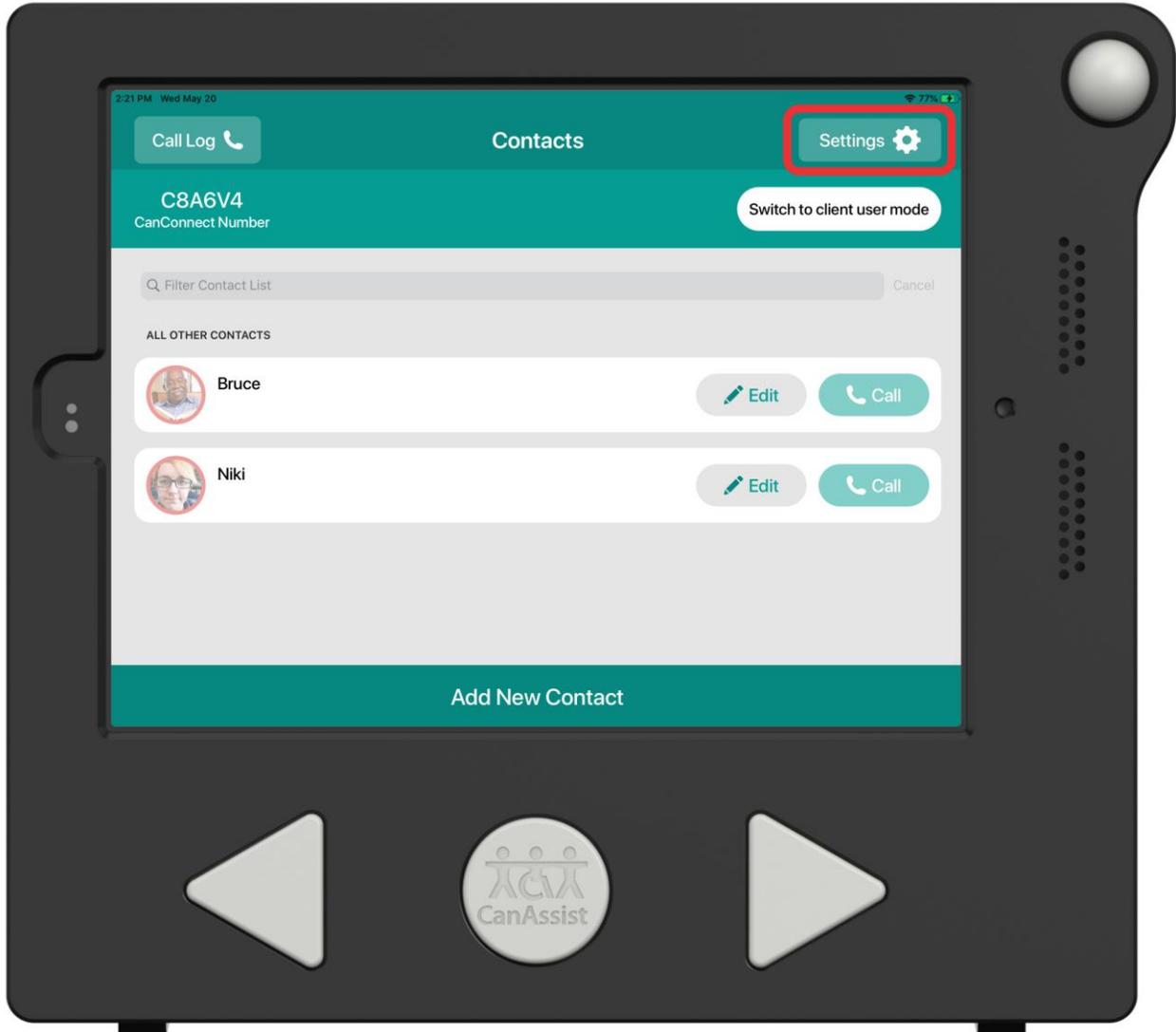
7. On the back of the case is a hole labelled 'RESET', use a small pointed object such as a paper clip to press the reset button.



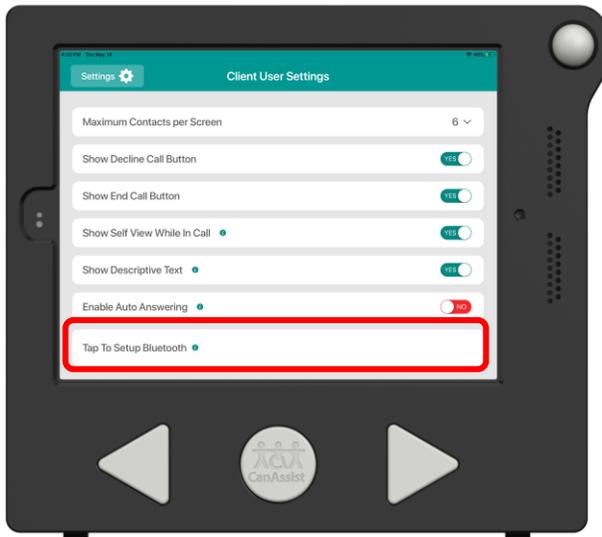
8. There should be a blue light blinking on the back of the case. If there is not a blue light blinking, then enter Client User Mode and test the buttons.



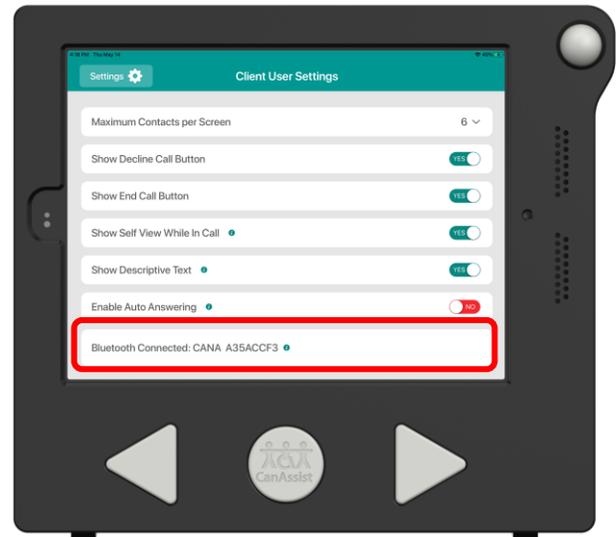
9. If there is a blue light blinking, or if testing the buttons in Client User Mode did not restore the connection then go to CanConnect settings.



10. Then tap 'Client User Settings', and select the bottom option, check the option on the bottom. If it says 'Tap to Set Up Bluetooth' follow the step to the left. If it says 'Bluetooth Connected: CANA xxxxxxxx' then follow the step to the right.

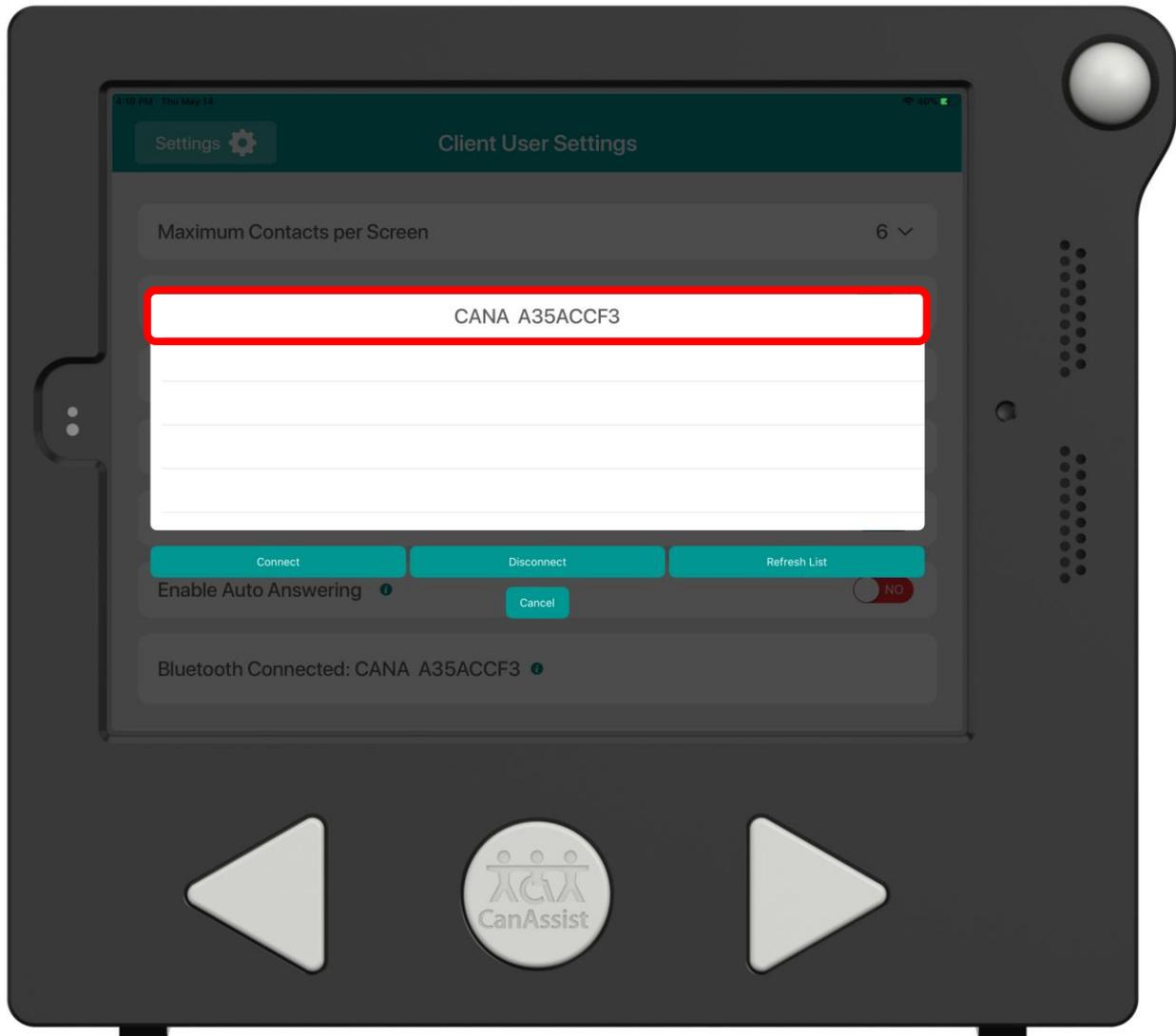


Tap 'Tap to Set Up Bluetooth' and then tap 'Set up Bluetooth'

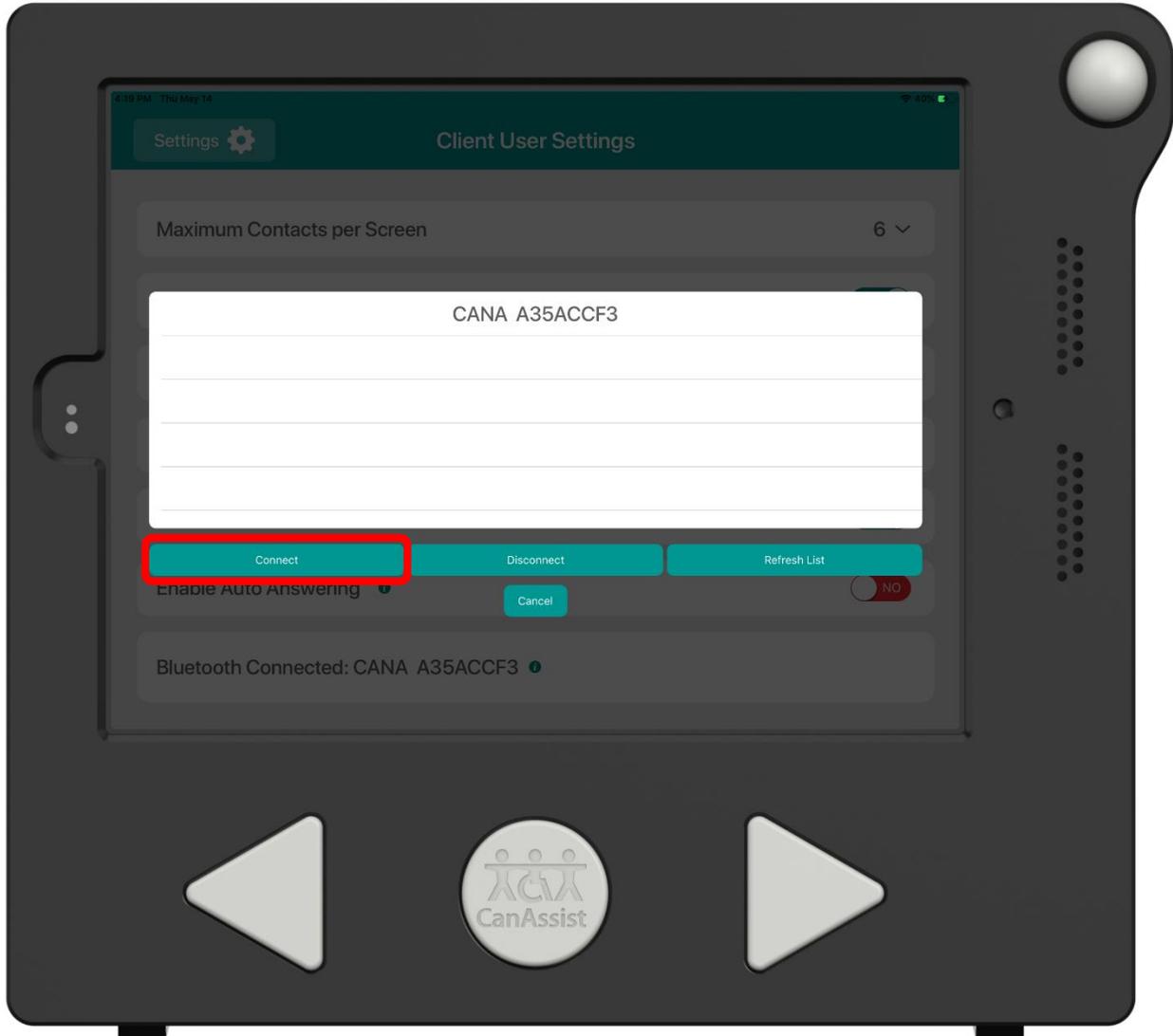


Tap 'Bluetooth Connected: CANA xxxxxxxx'

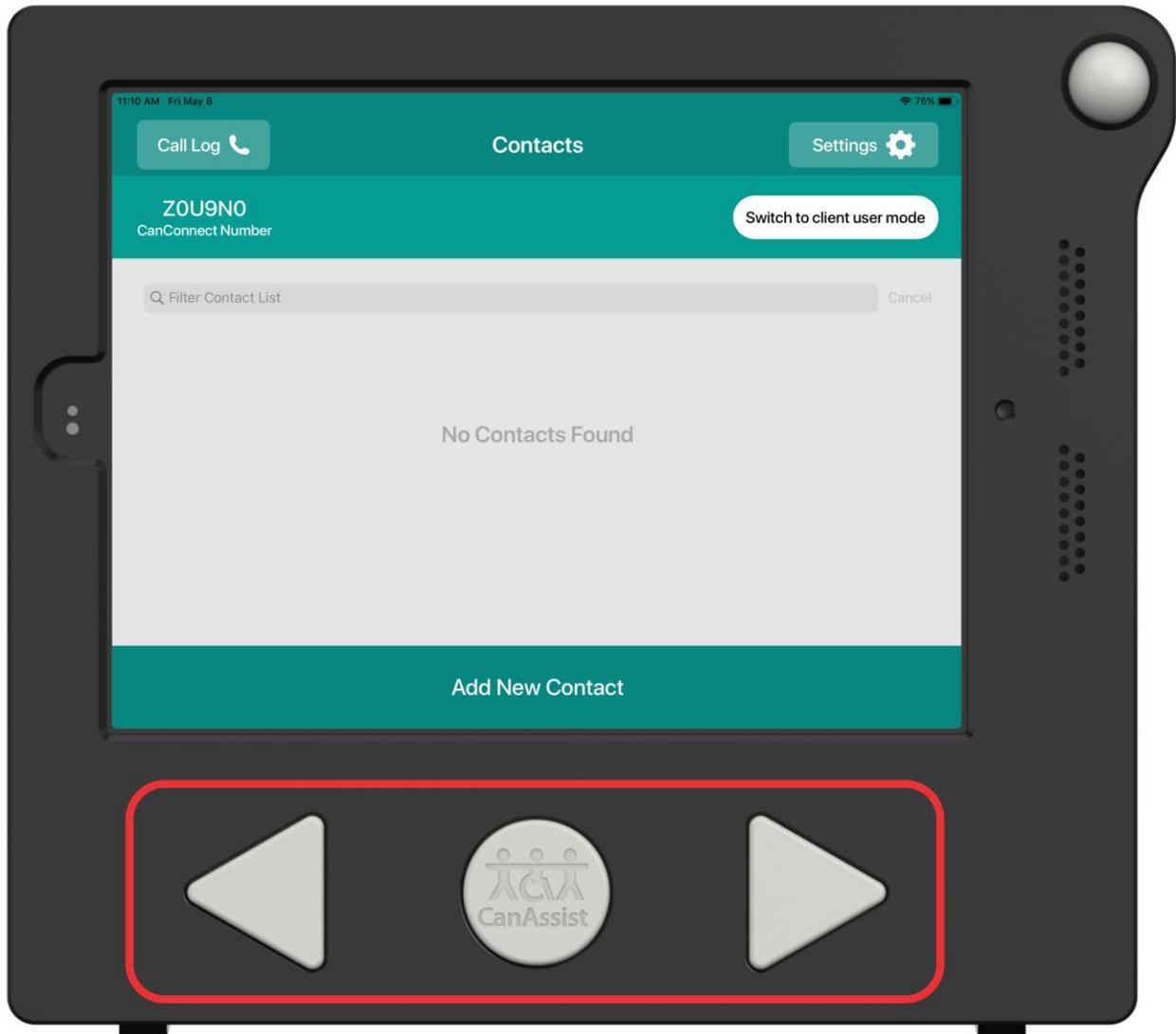
11. Tap the device name on the list. It will be 'CANA' followed by a combination of eight letters and numbers.



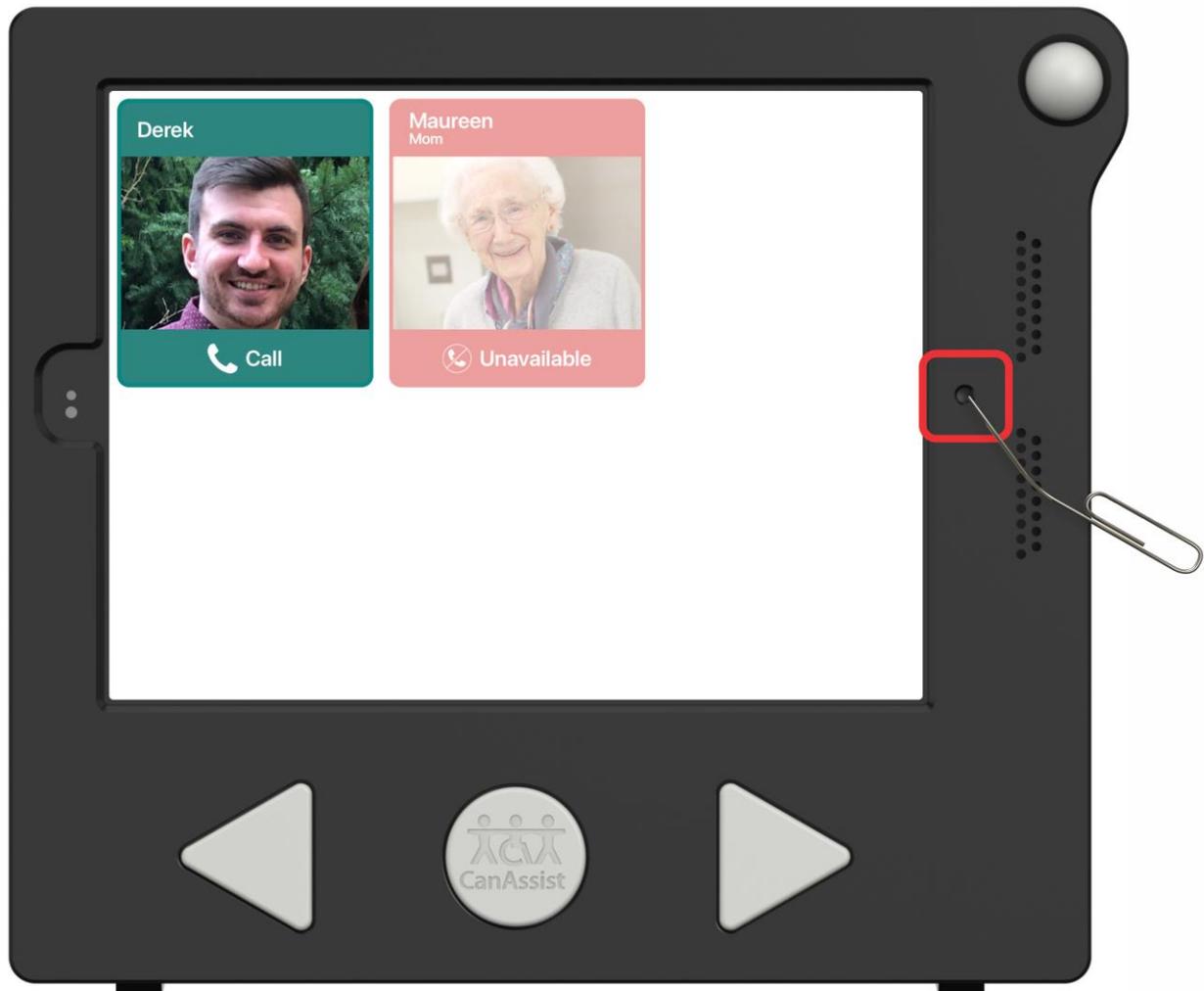
12. Tap 'Connect'.



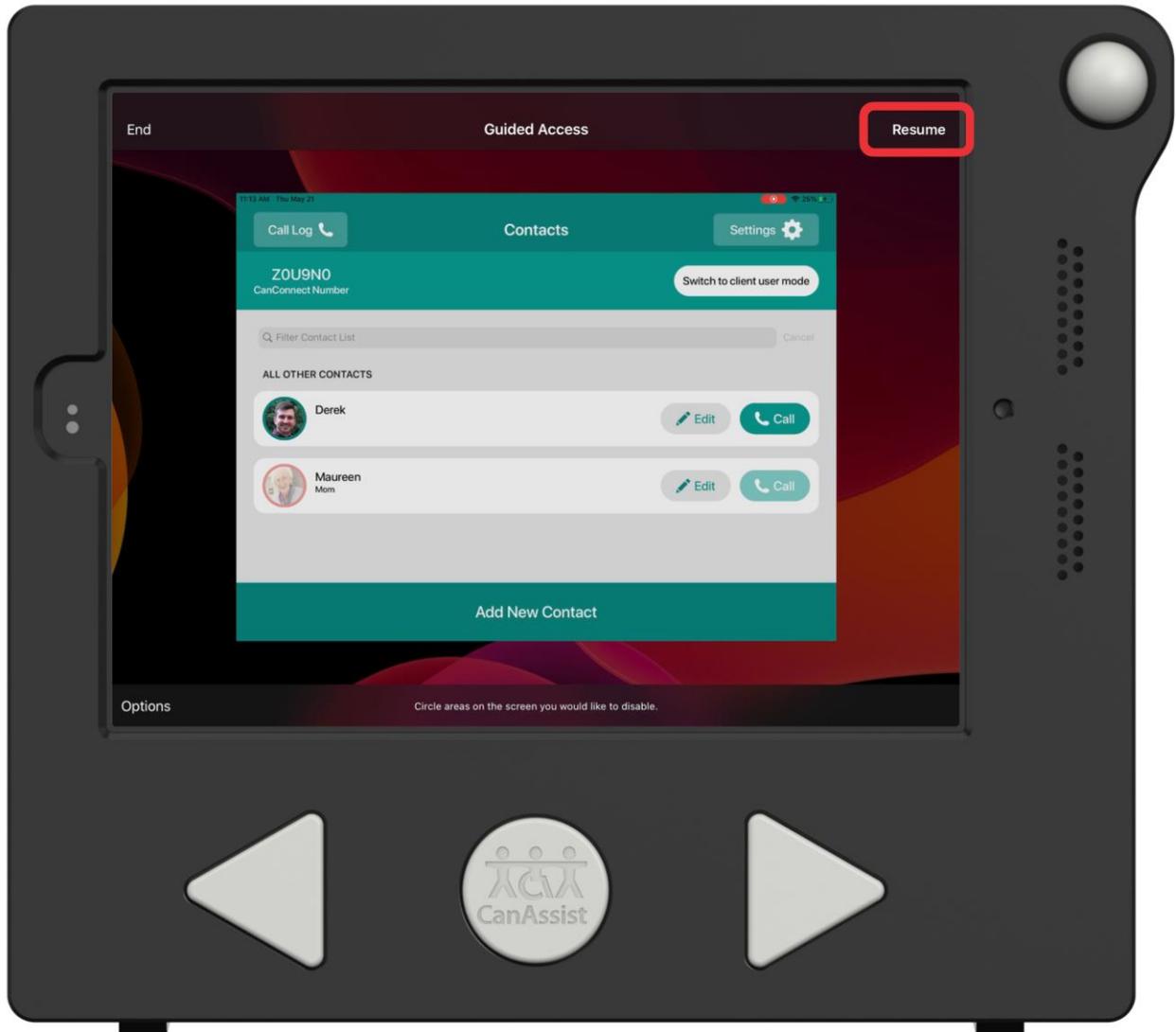
- Return to Client User Mode by tapping 'Settings' in the upper left corner, followed by 'Contacts' in the upper left corner, and finally tap 'Switch to Client User Mode' in the upper right corner. Then test to see if the buttons are working.



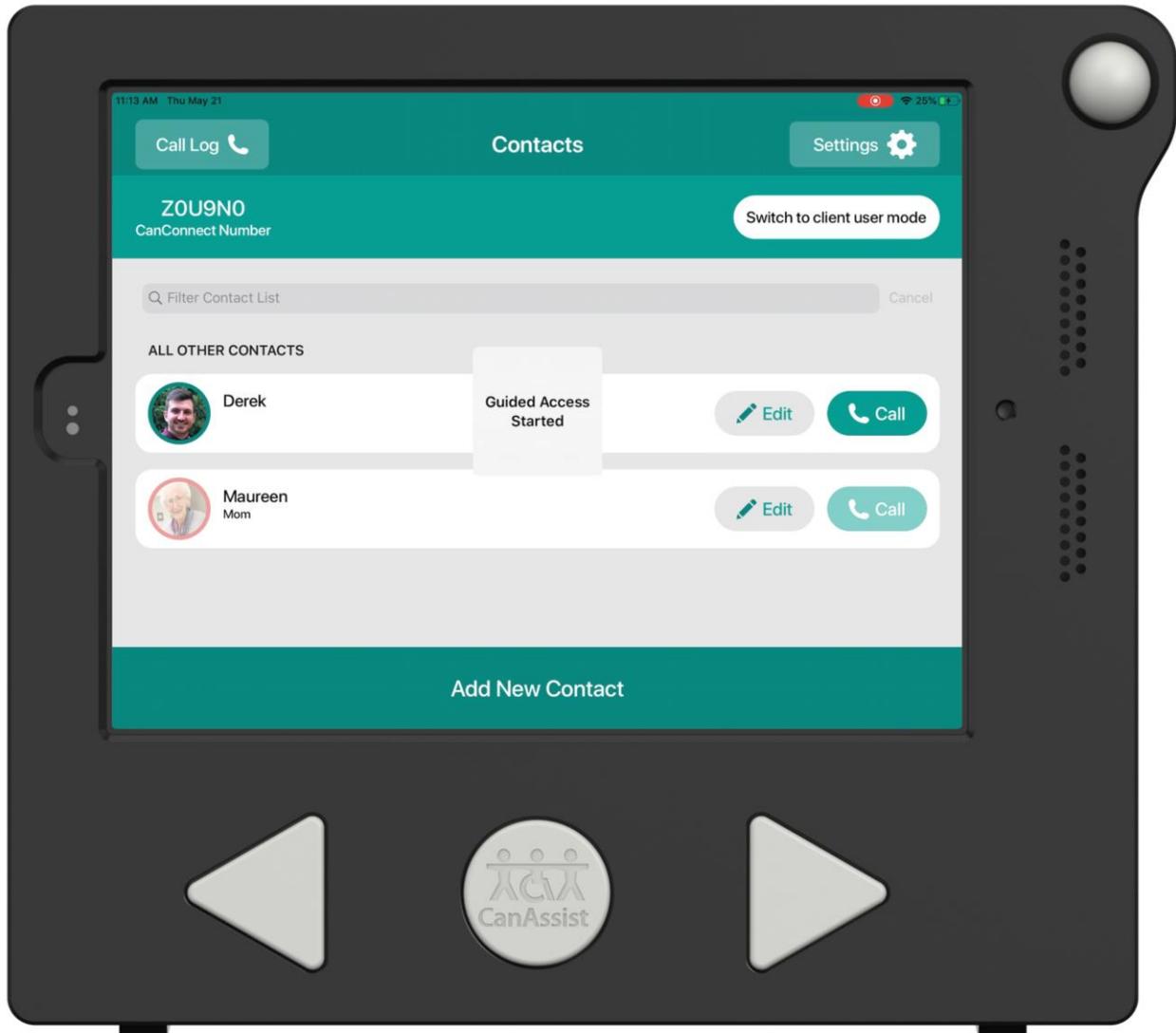
14. Press the home button three times in rapid succession; you should see a menu appear at the top of the screen.



15. Tap 'Start' or 'Resume' in the top right corner.



16. You will see the message "Guided Access Started" in the middle of the screen.



The iPad is now locked in Guided Access Mode; the buttons are disabled and the app cannot be exited.