

ViewClix® Premier

User Guide

Since 2017, ViewClix has made it easy for families to stay in touch with their senior loved ones. With ViewClix Premier, families now have everything they need to remain close and build strong, lasting relationships with their senior.

ViewClix Premier's groundbreaking features allow for the senior to experience the latest in technology, without the hassles of training.

With ViewClix Premier your senior can now enjoy:

Group Video calling	Now, up to 3 family members can join a ViewClix video call. (4 callers total)
Video sharing	Video clips from phones or tablets can be shared with a frame. Also, a YouTube video link can be shared with the frame!
PhotoChat™	During a video call, you'll be able to review and chat about shared photos.
Call-Me	The senior with the frame can select a family member and request a video call
Live Weather Forecast	The local Weather forecast can be displayed at top of the hour.
Clock Widget	The current time and weather can be displayed.
Premier Warranty with Accident Protection	Frame is under warranty while the Premier subscription is active and ViewClix provides free accident repairs.



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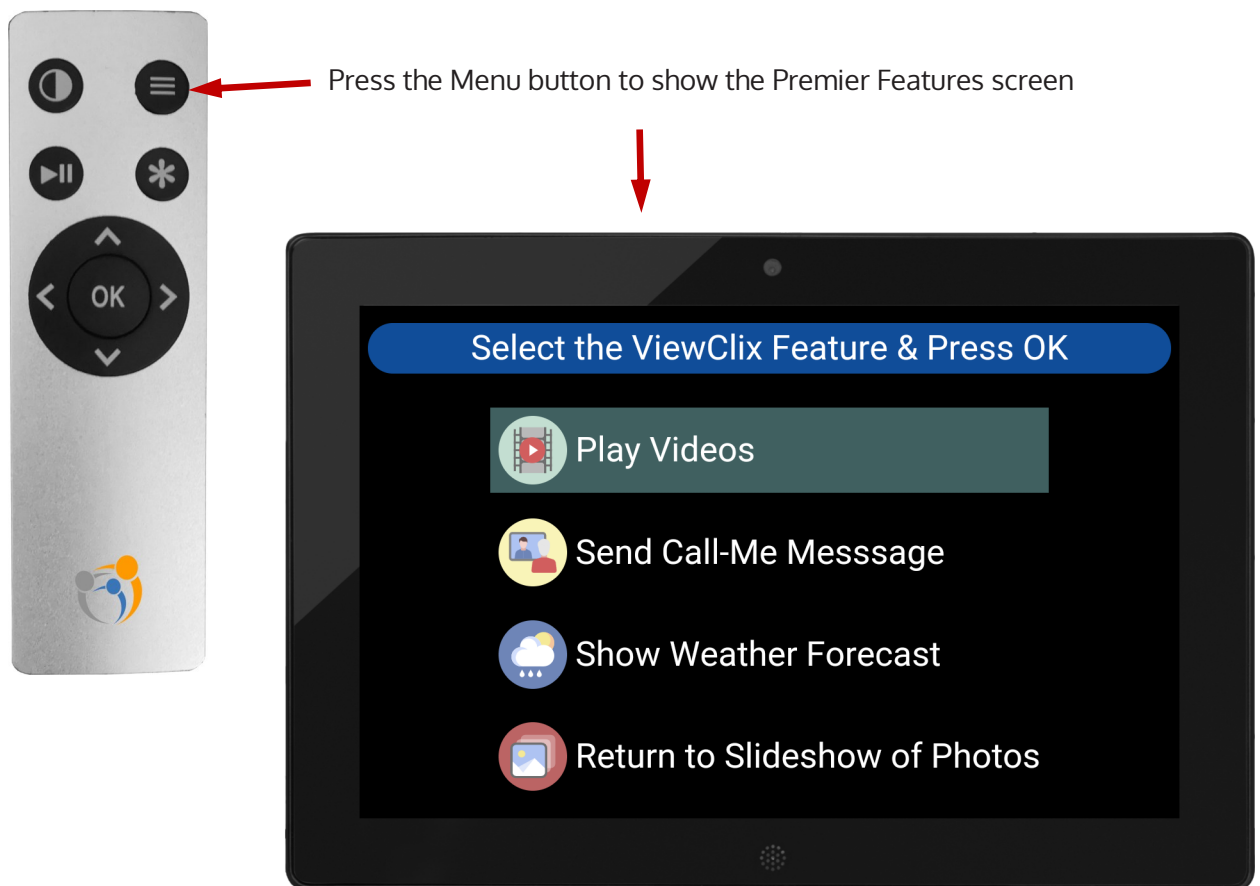
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ViewClix Premier on your ViewClix Frame

With ViewClix Premier, the frame's remote control can be used to start and control some of the Premier features.

Please Note: using the remote control is *optional*. The Frame organizer (administrator) can disable the use of the remote control for ViewClix Premier features with the frame's Settings page in the Members Portal of the ViewClix web site. *See page 15 of this guide for details.*

- The new Premier features are designed to also be remotely controlled by the frame Organizer. *This means that use of the ViewClix remote control is optional for a senior.*
- The Call-Me feature requires the ViewClix remote control to be used to select the family member and request the call.



Use the Up and Down arrows to highlight a feature

Press OK to go to the Premier Feature

You can always press the * button to return to the Slideshow of photos.

Group Video Calling: Start or Join a call

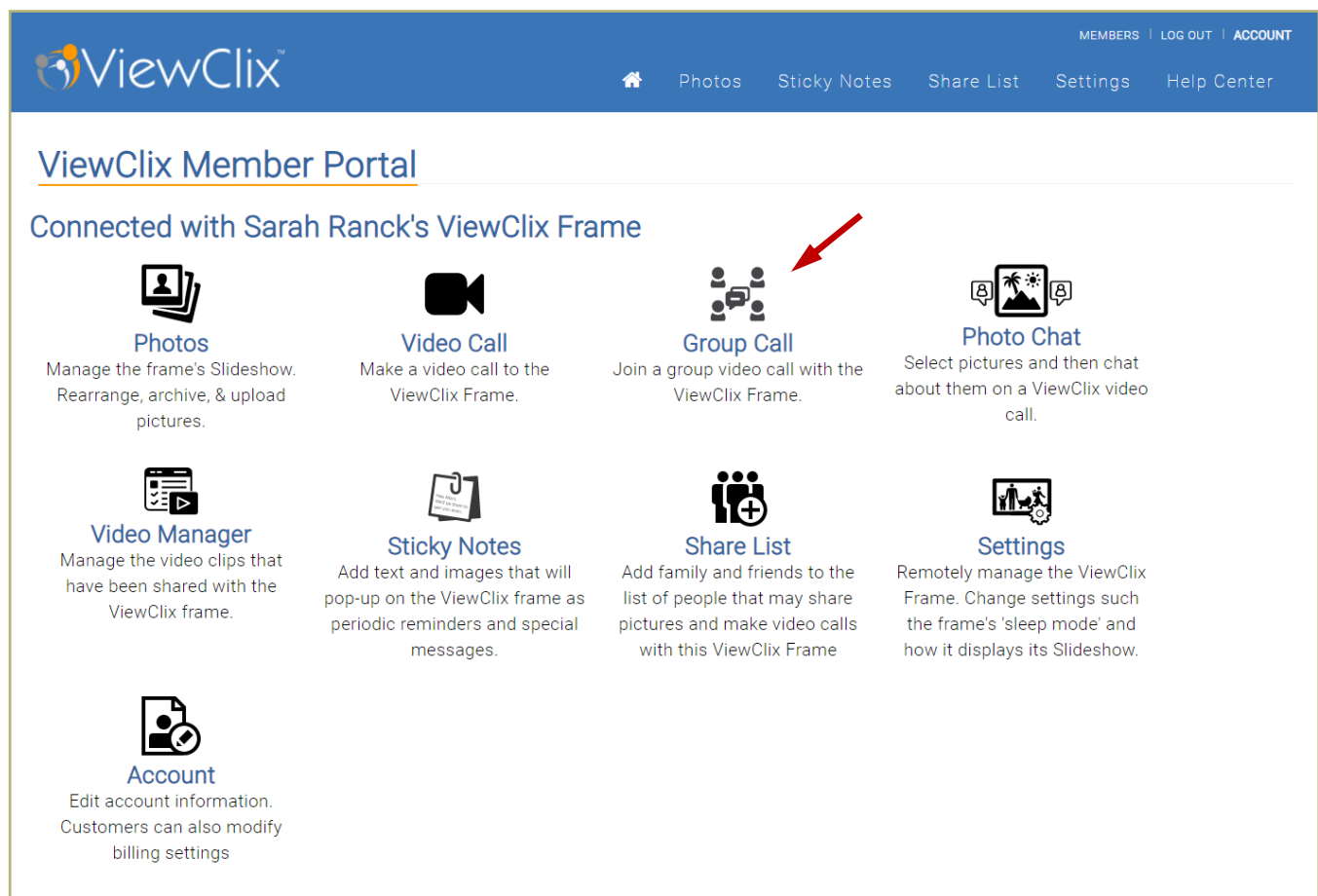
ViewClix Group Calls are instant. There is no scheduling or invitation links to send for Group Calls. Simply start a Group Call and instruct family and friends to join.

ViewClix Group Calls allow for up to 4 people to be on a group call (3 callers + frame user).

To start or join a Group Call, users can use the Member Portal at the ViewClix website or use the ViewClix Mobile App for Apple or Android devices.

Here are the steps to start or join a Group Call using the Member Portal:

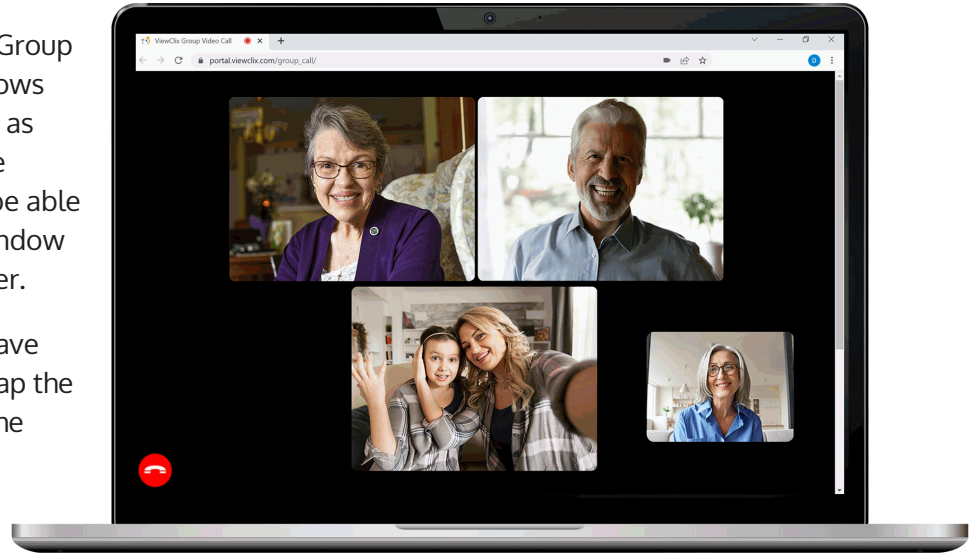
- Using a web browser on a PC, Mac, or Tablet, go to the Member Portal: <https://viewclix.com/members>
- You'll be prompted to login using your email address and password. Then the web page below will be displayed.
- Click or Tap "Group Call" this will then start a Group Call or to join a Group Call already in progress.
- Your ViewClix frame will automatically join the Group Call.
 - If auto-answer is enabled, the frame will ring and then automatically connect.
 - If auto-answer is disabled, any button on the ViewClix remote control will need to be pressed to accept the video call.



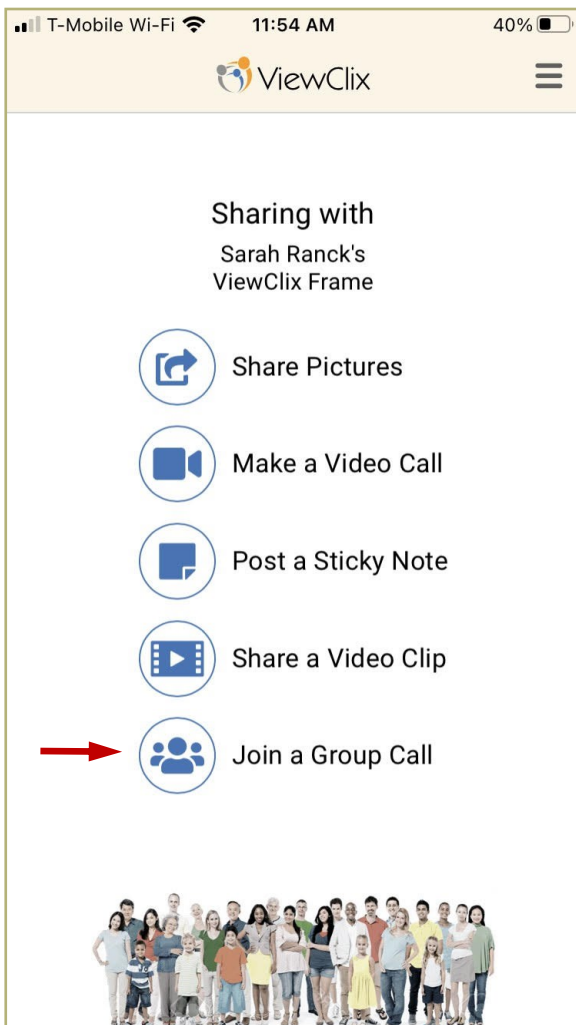
Group Video Calling (CONTINUED)

Once connected on the Group Call, the video call windows will automatically adjust as callers enter and exit the Group Call. Callers will be able to view their preview window in the bottom right corner.

When you're ready to leave the Group Call, click or tap the red Hang Up Button in the bottom left corner.



IMPORTANT: Leaving the Group Call will not end the call for the other callers. The Group Call will end when all callers have left the Group Call. Once all callers leave the call, the ViewClix frame will hang up for the senior.



Group Calling using the ViewClix Mobile App:

Using an Apple or Android device, open ViewClix Mobile App

- If you haven't done so already, you'll be prompted to login using your email address and your ViewClix login password.
- Tap "Group Call" this will then start a Group Call or to join a Group Call already in progress



image: Group calling on an iPhone

TIP: Rotate your mobile device to be in landscape mode. This will provide a better viewing experience for the caller as well as the senior located at the ViewClix frame.

PhotoChat™

ViewClix's PhotoChat feature is a revolutionary way for families to view photos together during a video call.

Pictures that are in the frame's Slideshow album are selected to be displayed during a PhotoChat session.

NOTE: Because it combines both video calling and picture sharing, PhotoChat only supports larger screen devices. You'll need to use either a tablet/iPad or PC/Mac for a PhotoChat session.

MEMBERS | LOG OUT | ACCOUNT

Photos Sticky Notes Share List Settings Help Center

ViewClix Member Portal

Connected with Sarah Ranck's ViewClix Frame

Photos
Manage the frame's Slideshow. Rearrange, archive, & upload pictures.

Video Call
Make a video call to the ViewClix Frame.

Group Call
Join a group video call with the ViewClix Frame.

Photo Chat
Select pictures and then chat about them on a ViewClix video call.

Video Manager
Manage the video clips that have been shared with the ViewClix frame.

Sticky Notes
Add text and images that will pop-up on the ViewClix frame as periodic reminders and special messages.

Share List
Add family and friends to the list of people that may share pictures and make video calls with this ViewClix Frame

Settings
Remotely manage the ViewClix Frame. Change settings such the frame's 'sleep mode' and how it displays its Slideshow.

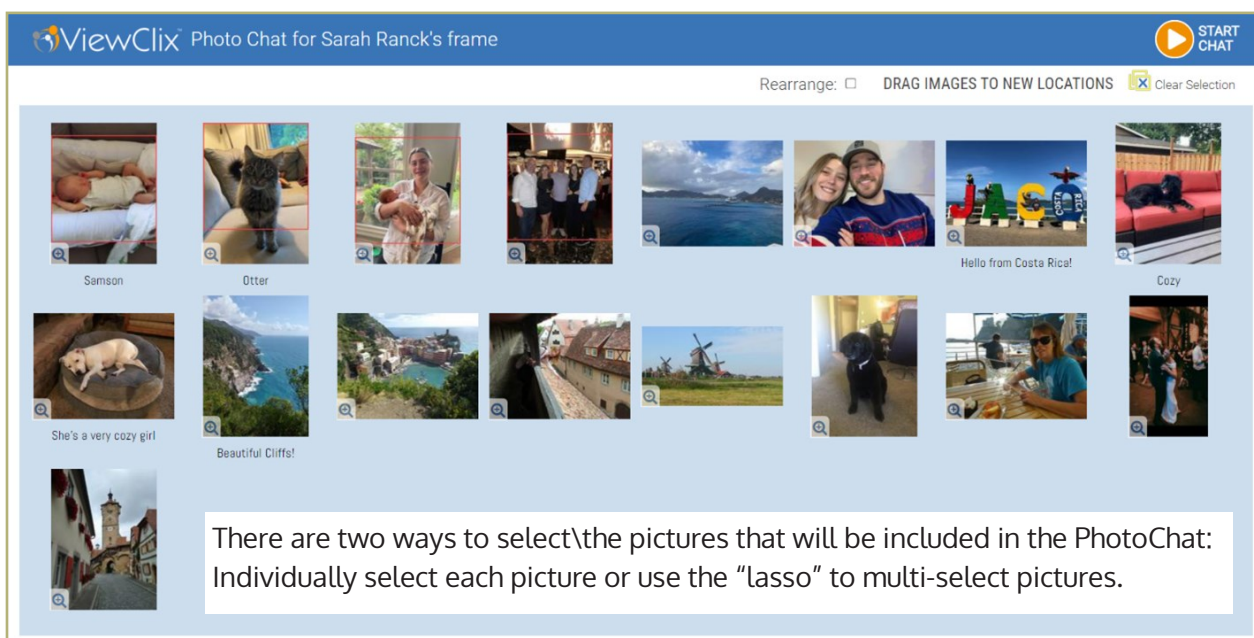
Account
Edit account information. Customers can also modify billing settings

Here are the steps to start a PhotoChat session:

- Using a web browser on a PC, Mac, or Tablet, go to the Members Portal: <https://viewclix.com/members>
- You'll be prompted to login using your email address and password. Then the web page below will be displayed.
- Click or tap "PhotoChat" .
- The Photo Chat web page will open in a new browser window and you'll see the pictures available to be displayed during a Photo Chat session.

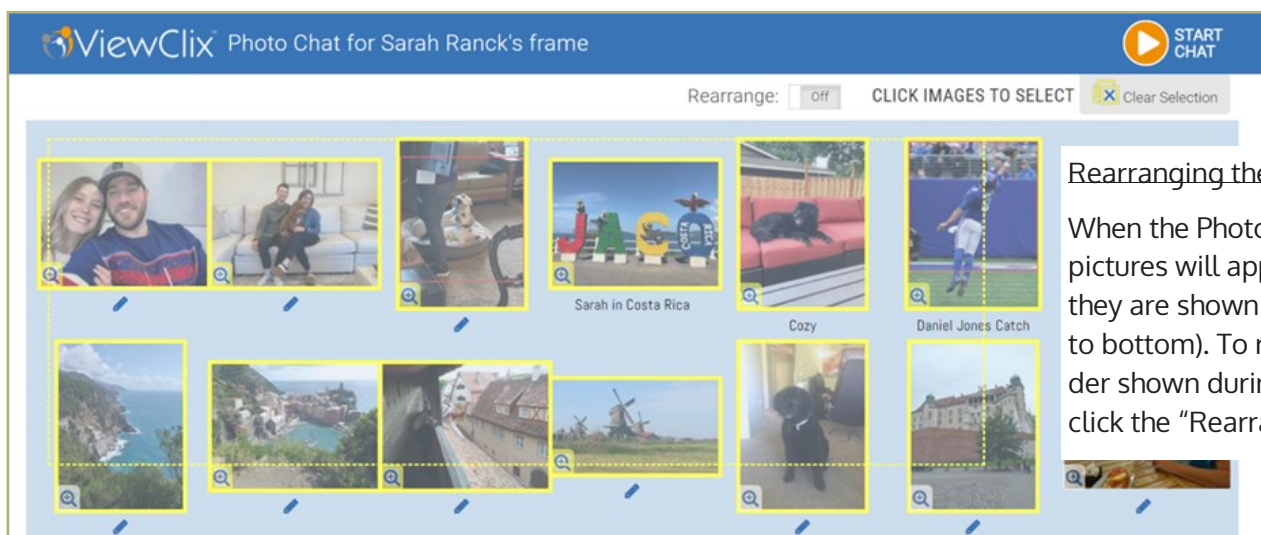
PhotoChat™ (CONTINUED)

On the PhotoChat web page, you'll first select the pictures that you'd like to show during your PhotoChat session.



- To individually select pictures, click or tap each picture.
- To multi-select pictures, you'll click/tap and hold in the blue area of the screen, then drag over the pictures you'd like to select (see lasso example below.).

To *unselect* pictures, click or tap the pictures you'd like to unselect. You can unselect all pictures by clicking the "Clear Selection" button

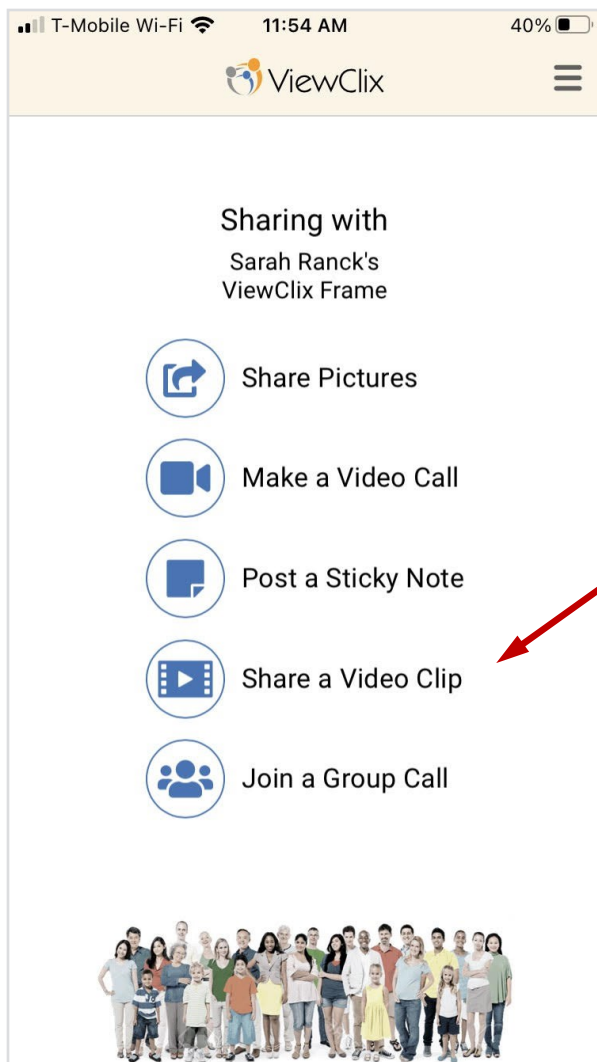


When you are ready to start the Photo Chat session, click or tap the "Start Chat" button.

During the PhotoChat session, use the right and left arrows to cycle pictures. When it is time to hang up, click or tap the "End Chat" button.

Additionally, the senior can end the Photo Chat session by pressing the "Play/Pause" button on the ViewClix remote control.

Video Sharing

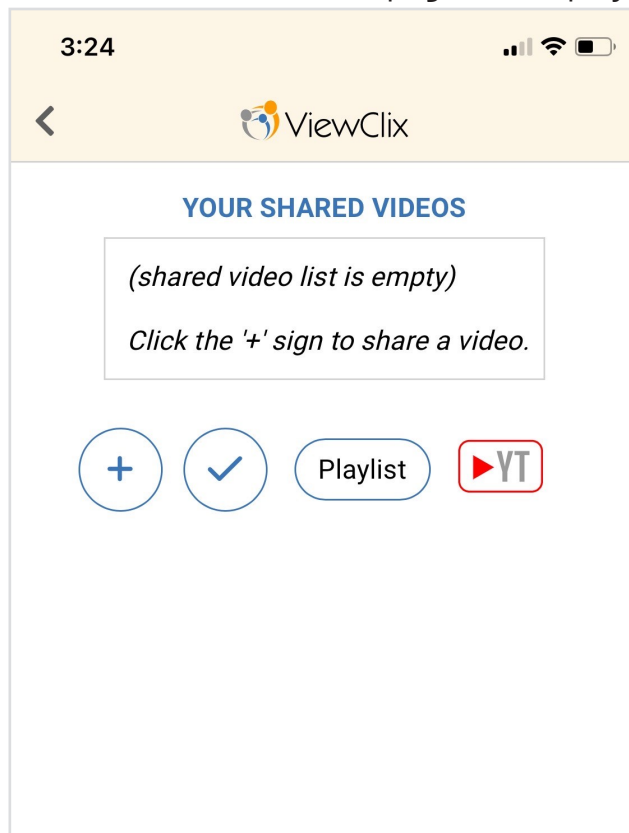


Video clips can be shared to the ViewClx frame using the ViewClx Mobile App.

Here are the steps to share a new Video to the ViewClx Frame

- Open ViewClx Mobile App
- From the list of features, select "Share a Video Clip".

The "Your Shared Videos" page will display.



On the "Your Shared Videos" page , select an icon:

 Add new video

 Share a YouTube video link

 Finish & return to Home Page of ViewClx app

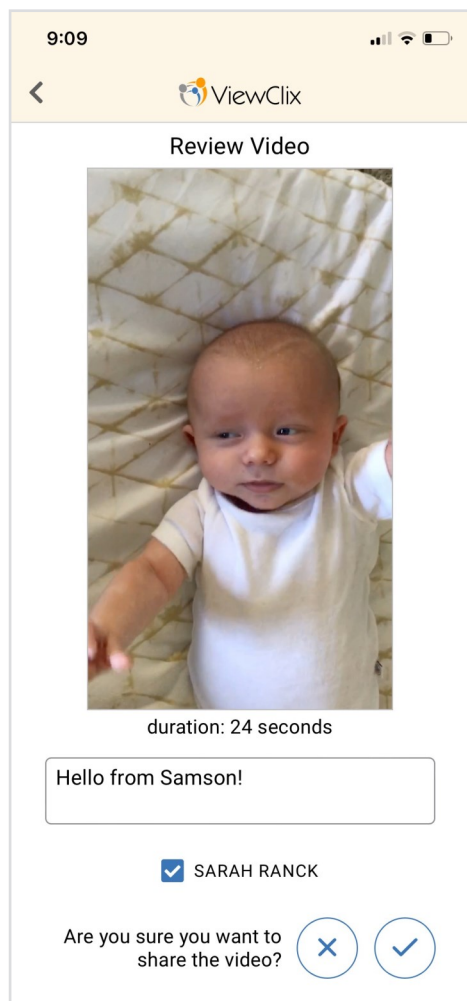
 The Playlist icon is available to the Frame organizers (admins) to edit the daily video playlist for the frame.

Video Sharing (CONTINUED)

After selecting  you'll be prompted to select a video from your device's camera role.

- Video length is limited to 3 minutes
- If you wish to share a longer video, upload to YouTube and then share the YouTube video's link

Once a video selected, you'll see the "Review Video" page:



From the "Review Video" page, you'll need to:

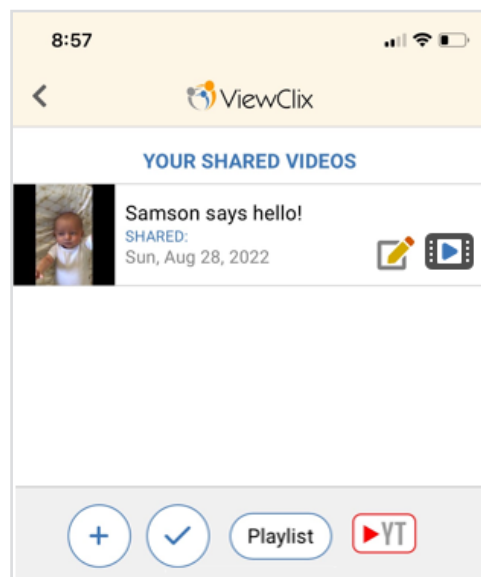
- Enter a description
- If you have multiple ViewClix Frames, select which frame(s) to share the video to

Once complete, touch the  icon and the upload will start.

Upon completion of the Upload, the video will be included in the "Your Shared Videos" page.

After video clips are added, they will appear on the "Your Shared Video" page with some action icons:

-  Edit or Delete shared video
-  Play the video immediately on the ViewClix frame



Video Playlist management

ViewClix's video playlist feature is an innovative way for families to share video clips, without any action or training required for the senior to enjoy their videos.

Frame organizers (administrators) can receive a notification whenever a video clip is shared to the ViewClix frame.

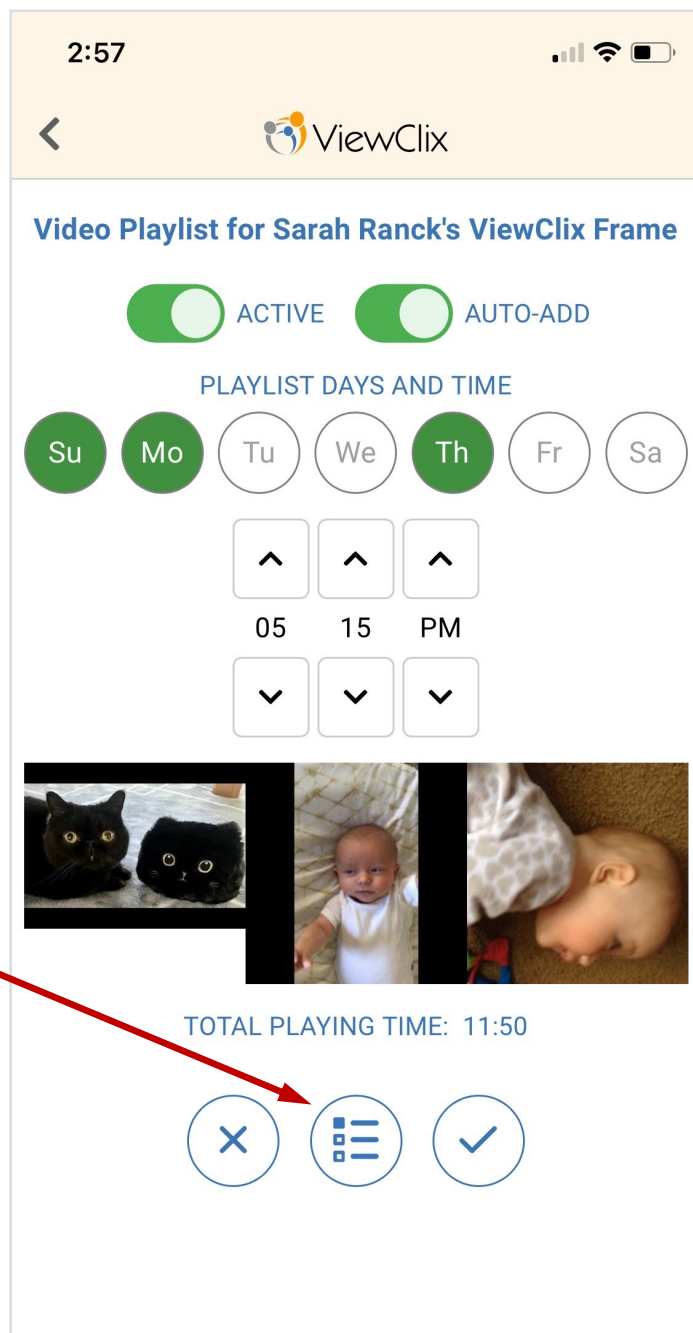
Then, frame organizers can access the Video Playlist by selecting the "Playlist" button from the "Your Shared Videos" screen.

When the Video Playlist is ACTIVE, the video playlist will automatically play on the desired day(s) at the scheduled time.

With the AUTO-ADD feature, all shared videos will automatically be added to the Video Playlist.

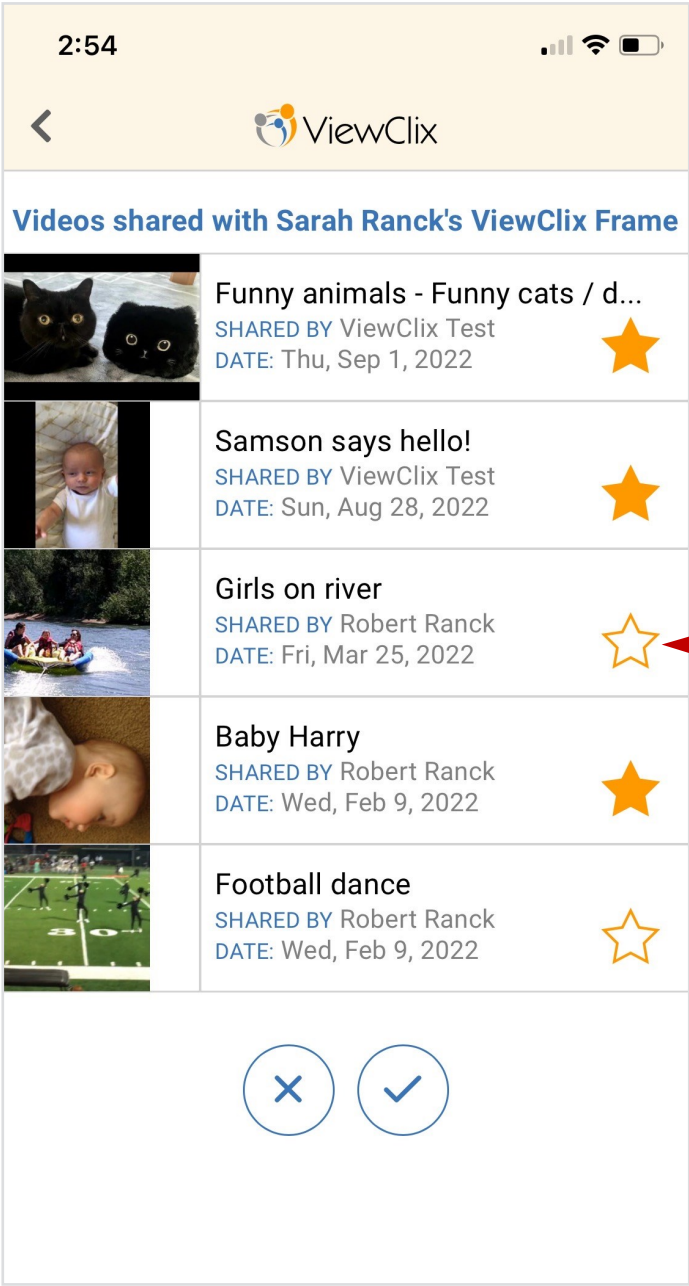
To manage, which shared videos are in the Playlist, click the Video List button.

To change the sequence of videos in the Playlist, select and drag a video's thumbnail image to a new position.



Video Playlist management (CONTINUED)

image: list of Videos Shared with frame ;
displayed on an iPhone

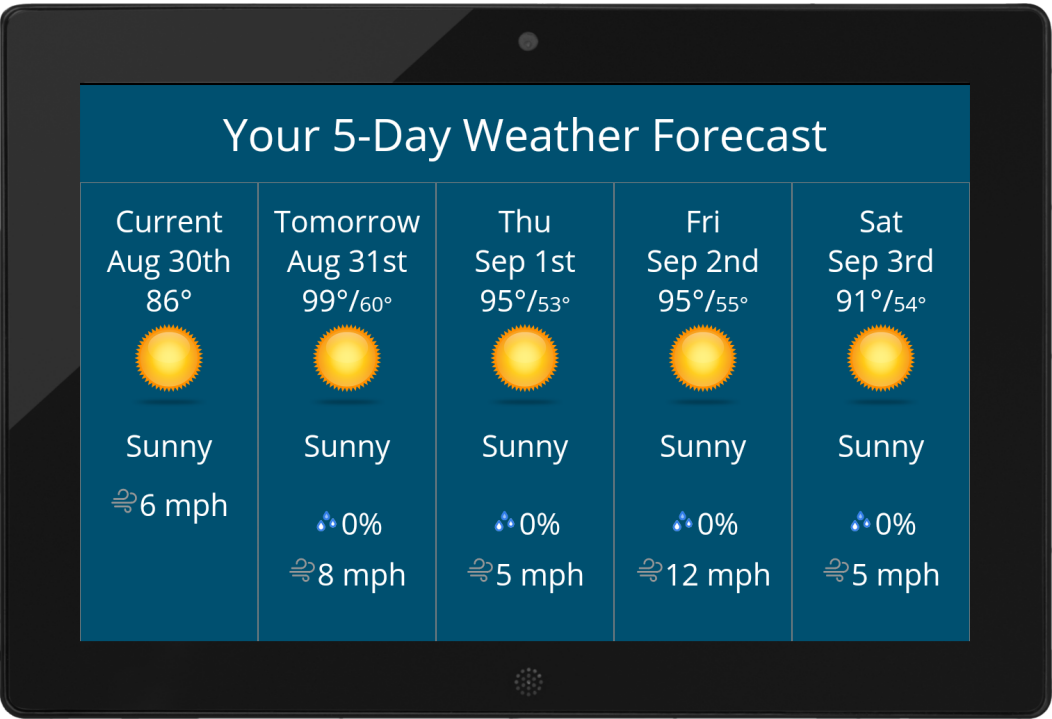


The videos for the Playlist
are selected by tapping/
clicking the star icons.

Live Weather Forecast

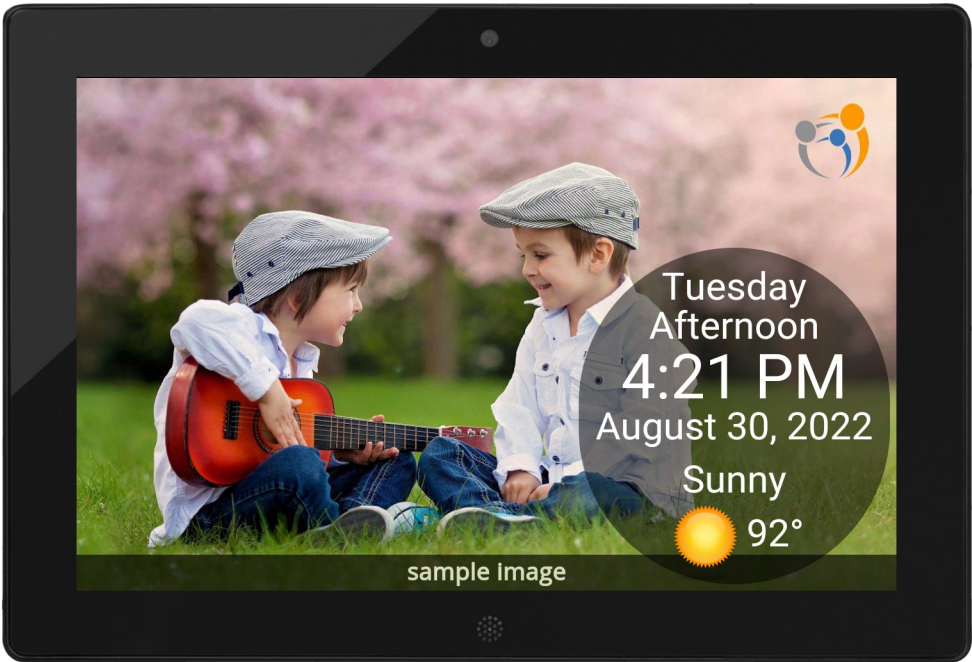
ViewClix Premier allows your senior to see weather and time updates on a schedule.

The weather forecast can be set to display at the top of each hour during the day.



Clock Widget with Current Weather

ViewClix’s clock weather widget allows seniors to see the current time/date and temperature. The widget will also display morning, afternoon, and evening to help orient the senior. This is especially helpful to seniors who struggle with sundowning.



Call-Me

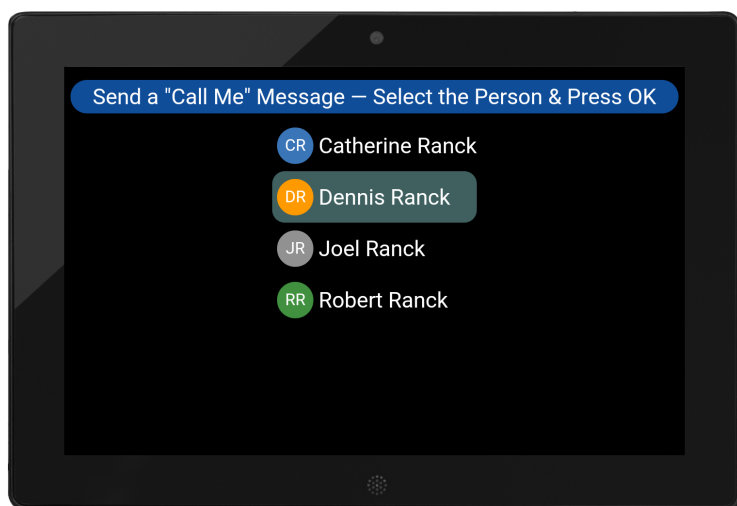
ViewClix's Call-Me feature is an easy way for a senior to tell a loved one they'd like to receive a video call.

The frame user (e.g. the senior) presses a few buttons on the ViewClix remote control to select a person from the frame's Share List. Then a text message (SMS) is sent to that person.



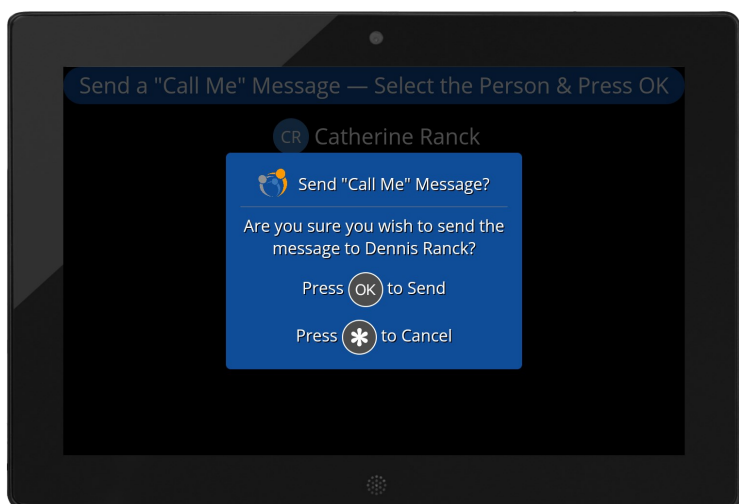
ViewClix Remote Control Call-Me button

To access the Call-Me feature, the frame user presses the Asterisk button on the ViewClix remote control .



1

The list of authorized receivers is displayed. The up and down arrow buttons on the remote control are used to highlight the person and then the OK button is pressed.

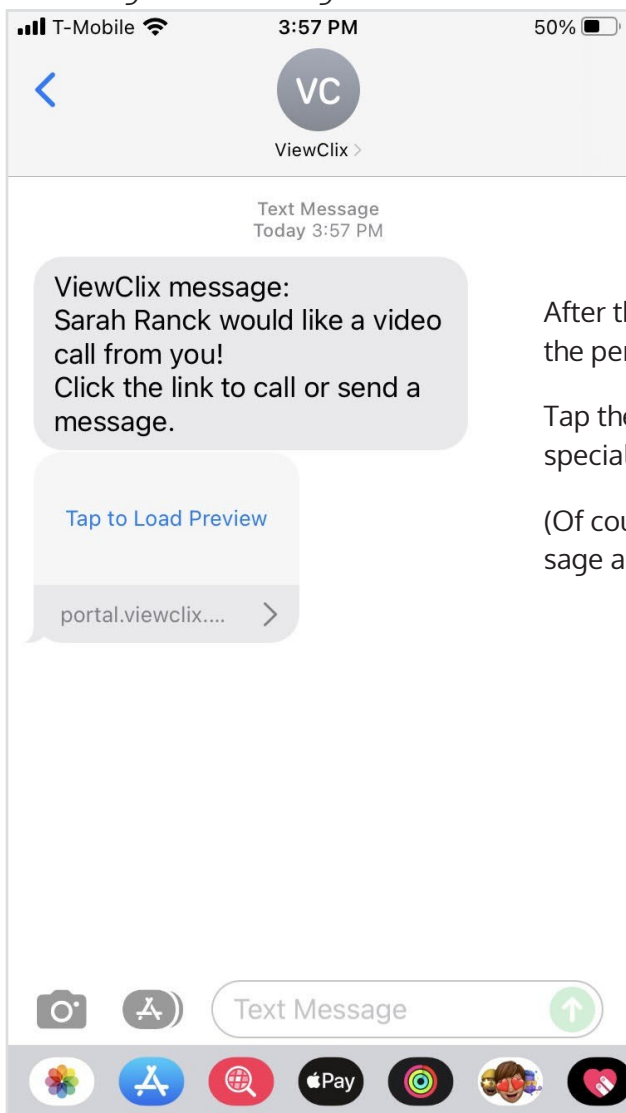


2

After the frame user confirms the selection, the ViewClix system will send a standard text message (SMS) to the person's mobile phone.

Call-Me (CONTINUED)

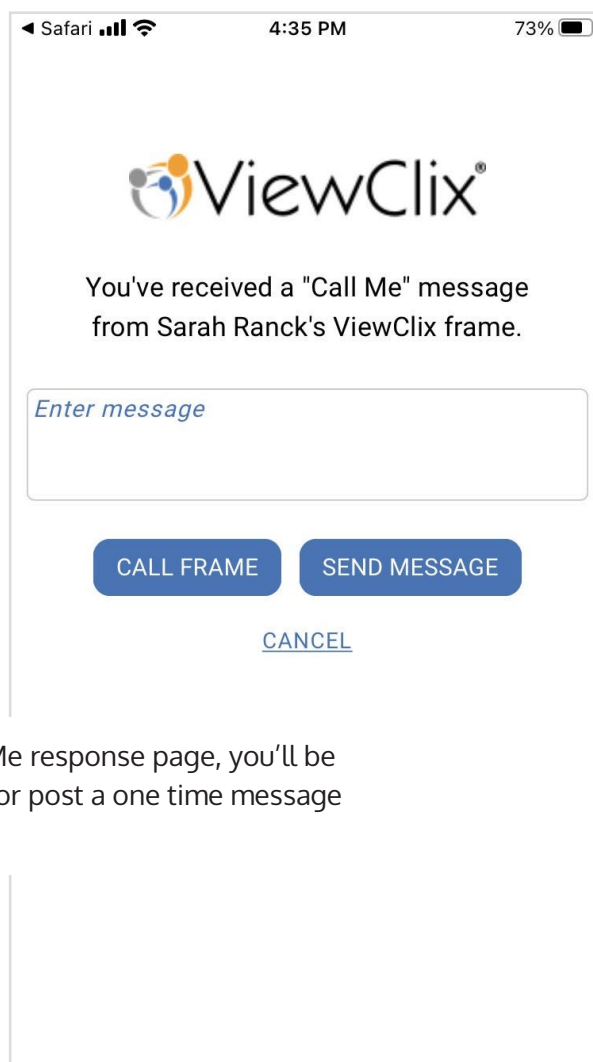
image: Text message on an iPhone



After the Call-Me message is sent by the ViewClix frame, the person receives a text message (SMS) on their phone.

Tap the provided link to launch the ViewClix Mobile App's special Call-Me Response page.

(Of course, depending on the person's mobile plan, message and data rates may apply.)

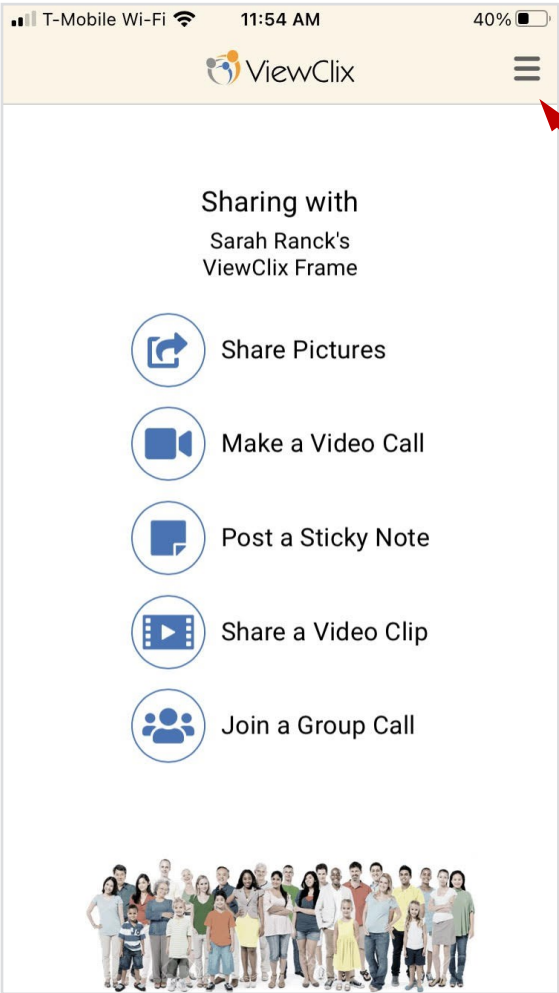


From this ViewClix Call-Me response page, you'll be able to start a video call or post a one time message to the ViewClix frame.

Enabling Call-Me messages for your mobile phone

For Call-Me messaging, you'll need to do a one-time setup of your mobile phone number.

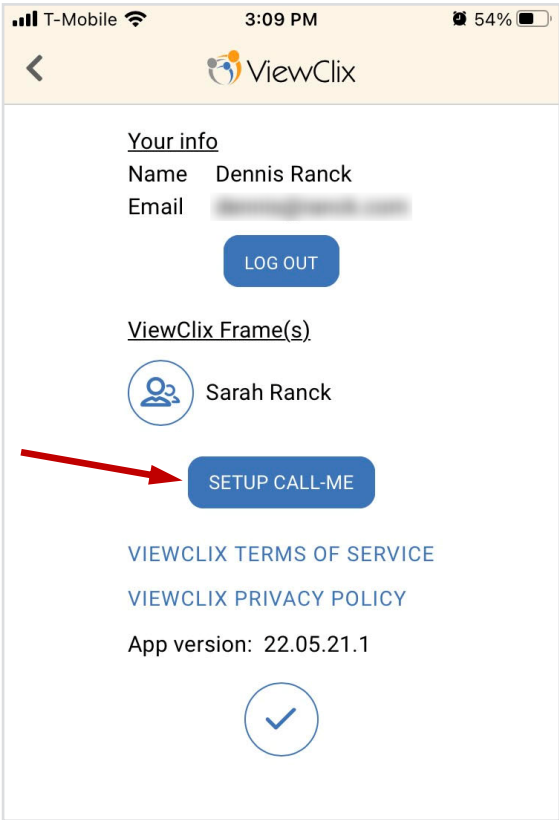
Here are instructions to enter and verify your phone number to receive Call-Me request.



Using an Apple or Android device, open the ViewClix Mobile App

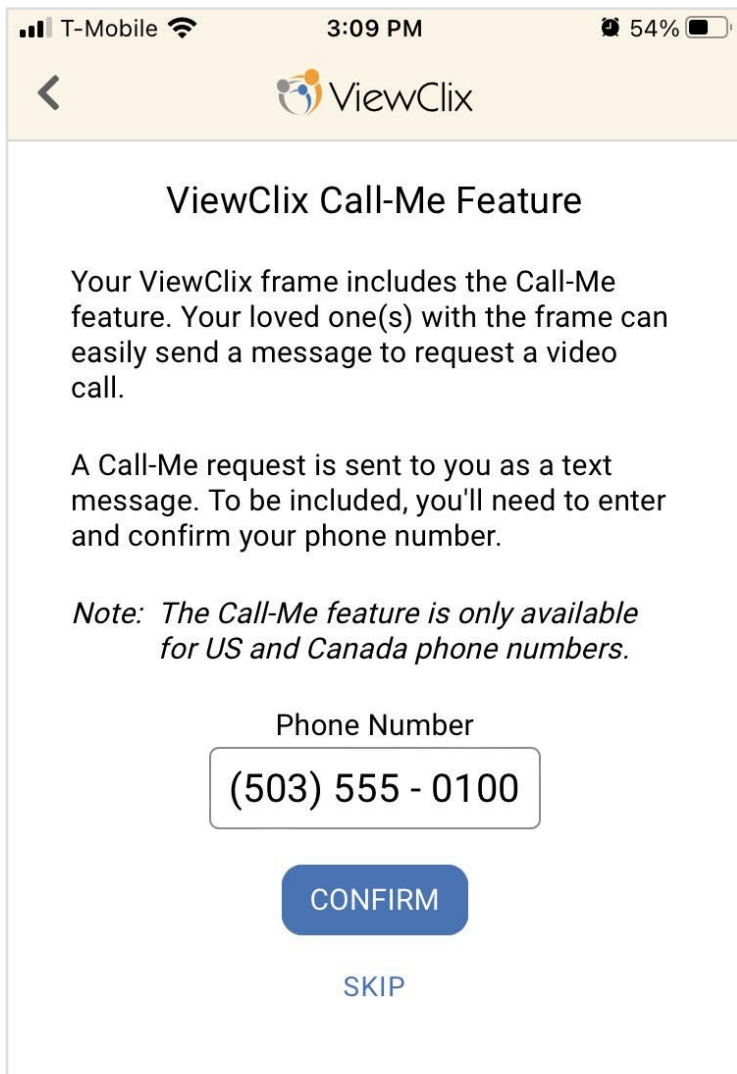
Select the 3 lines MENU button in the top right corner to display the account screen.

On the Account screen, tap "SETUP CALL-ME" button to display a setup screen.



Enabling Call-Me messages for your mobile phone

(CONTINUED)



The screenshot shows the ViewClix mobile app interface. At the top, the status bar shows 'T-Mobile', signal strength, Wi-Fi, time '3:09 PM', and battery '54%'. The app header has a back arrow and the ViewClix logo. The main content area is titled 'ViewClix Call-Me Feature'. It contains two paragraphs of text explaining the feature. Below the text is a text input field labeled 'Phone Number' containing '(503) 555 - 0100'. At the bottom are two buttons: 'CONFIRM' and 'SKIP'.

ViewClix Call-Me Feature

Your ViewClix frame includes the Call-Me feature. Your loved one(s) with the frame can easily send a message to request a video call.

A Call-Me request is sent to you as a text message. To be included, you'll need to enter and confirm your phone number.

Note: The Call-Me feature is only available for US and Canada phone numbers.

Phone Number

(503) 555 - 0100

CONFIRM

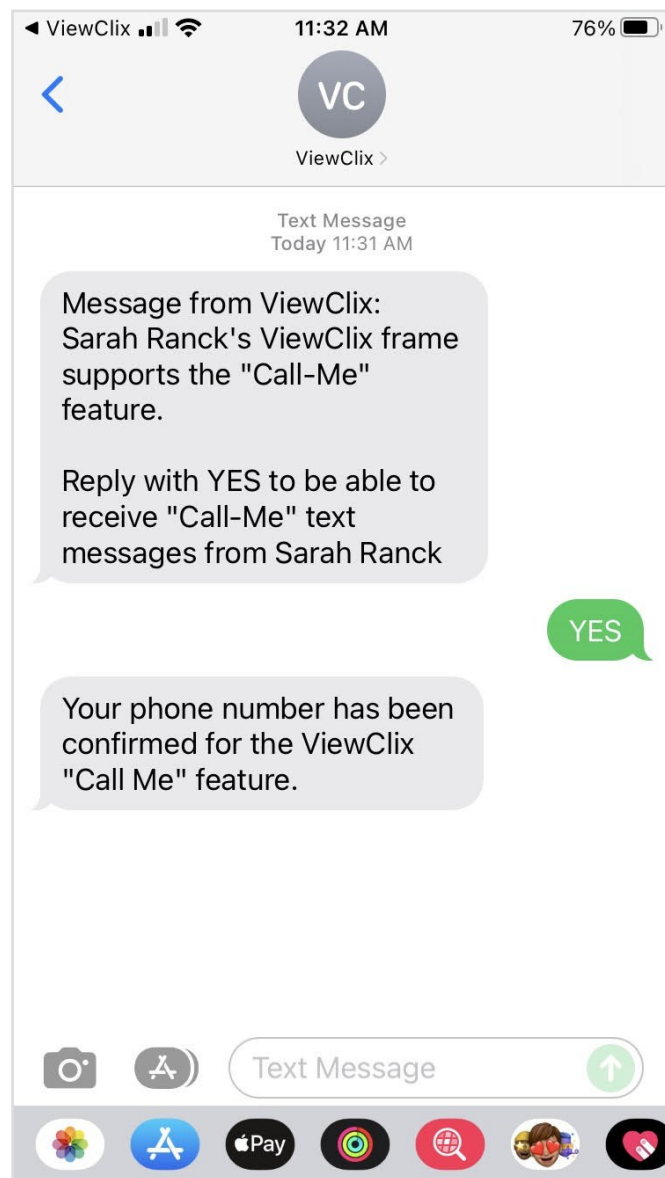
SKIP

After entering your mobile phone number and tapping "Confirm", you'll be sent a text message.

Reply "YES" to the message to enable Call-Me text messages from your ViewClix frame.

Depending on your mobile plan, message and data rates may apply.

image: Text messages on an iPhone



Settings for ViewClix Premier Features

Frame Organizers (administrators) can remotely control ViewClix Premier features.

MEMBERS | LOG OUT | ACCOUNT

ViewClix®

Photos Sticky Notes Share List Settings Help Center

☒ VIEW CAPTIONS IN SLIDESHOW?

☒ MAGIC ZOOM ENABLED?

VIEWCLIX PREMIER SETTINGS

☒ ENABLE VIEWCLIX PREMIER REMOTE CONTROL?
Can the ViewClix remote control be used for ViewClix Premier features?

☒ ENABLE THE CALL ME FEATURE?

WHEN SHOULD THE 5-DAY WEATHER FORECAST APPEAR?

☐ 6:00 AM ☒ 7:00 AM ☒ 8:00 AM ☒ 9:00 AM ☒ 10:00 AM ☒ 11:00 AM

☒ 12:00 PM ☒ 1:00 PM ☐ 2:00 PM ☒ 3:00 PM ☒ 4:00 PM ☒ 5:00 PM

☒ 6:00 PM ☒ 7:00 PM ☒ 8:00 PM ☐ 9:00 PM ☐ 10:00 PM ☐ 11:00 PM

HOW LONG SHOULD THE FORECAST BE DISPLAYED?

10 min.

WHEN SHOULD THE CLOCK WIDGET APPEAR?

☐ Don't Display

☒ Every 15 minutes

☐ Every 30 minutes

HOW LONG SHOULD THE CLOCK WIDGET BE DISPLAYED?

7 min.

SAVE SETTINGS

Here are the steps to control ViewClix Premier features:

- Using a web browser on a PC, Mac, or Tablet, login to the Member Portal:
<https://viewclix.com/members>
- Click or Tap "Settings" from the Member Portal home screen.
- Scroll down to the ViewClix Premier Features section.
- After changing the settings click or tap the "SAVE Settings" button.

- Enable or Disable the ViewClix remote control: By default, the menu button (3 horizontal lines) on the ViewClix remote control can be used to display a menu of ViewClix Premier Features. The display is shown on page 2 of this guide. Un-check the box to disable the menu button.
- Enable or Disable the Call-Me feature: if you'd like to globally disable the Call-Me feature, un-check that box.
- Weather Forecast: check the times you'd like the forecast to appear and Also, you can set display duration — how long the forecast is displayed before returning to the Slideshow of pictures.
- Clock Widget: Select the time interval for the widget to display: every 15 minutes, 30 minutes, or to not display the widget. Also, you can set display duration — how long the widget is displayed.

Call-Me permissions for individual users

This page is for Frame Organizers (administrators).

With ViewClix Premier, there is an additional permission setting on your ViewClix frame's Share List

Share List: Sarah Ranck's ViewClix frame

This is the list of people that may share pictures and make video calls with this ViewClix frame.

When you add someone to this list, they will be sent an email to confirm activation of a ViewClix account as well as information on how to get the ViewClix mobile app

FIRST NAME

LAST NAME

EMAIL

+

×

Buddy Ranck			
Carolyn Collins			
Catherine Ranck			
Dennis Ranck			
Rob Ranck			
Sarah Beagle			

The Phone Icon will display the current state by changing color

-  Grey: indicates that Call-Me is NOT enabled for this user.
-  Yellow: indicates that Call-Me has been enabled for this user, however they have yet to verify their phone number with ViewClix to receive text Call-Me alerts.
-  Green: Call-Me has been enabled for this user and they've also verified their phone number to receive text Call-Me alerts.



ViewClix LLC

12210 SW Main St. #23545
Tigard, Oregon 97223

Customer support: <https://viewclix.com/support>
Email: support@viewclix.com

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