



**lumin**

**Supporters  
Quick Start Guide**

## Adding a new Supporter

Supporters are the friends and family members of the Lumin Screen user who have the Lumin Supporters App on their smartphones.

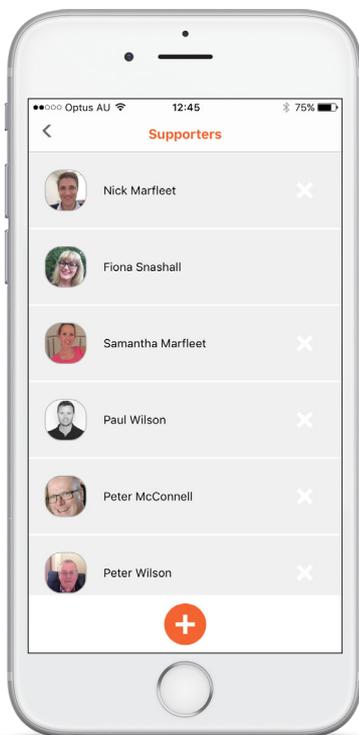
Upon purchase of a Lumin Screen, the primary Supporter has already been added. He or she can use the Lumin Supporters App to invite other Supporters to Lumin.

All registered Supporters appear as contacts on the Lumin Screen and can be easily phoned or video called by Lumin Screen users (Clear screen does not yet have video calling available).

Supporters can also send text and image messages, add medication or event reminders and add photos to the Lumin screen.

In an event of an emergency, Lumin will send an alert to all supporters.

We recommend contacting a supporter prior to inviting them to download the Lumin App. If people don't expect to receive the invitation they may not respond to it.

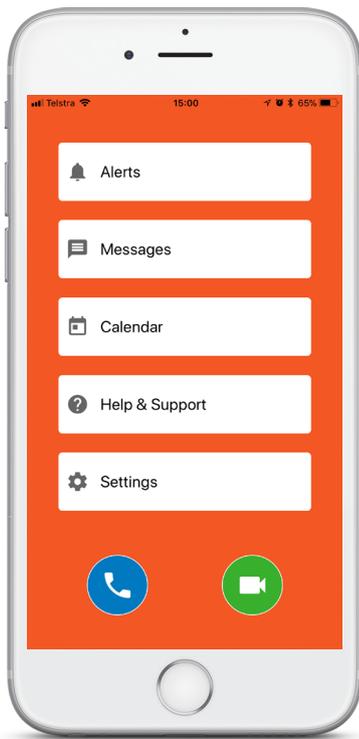


### *Add a Supporter*

1. Tap on **Settings**
2. Tap on **Supporters**
3. Tap on **Invite Someone**
4. Enter their details (first & last name, email and mobile number)
5. Tap **Invite**

An SMS will be sent to the invited Supporter with the link to the Lumin Supporters App download page in Google Play or the Apple Store.

## Phone Calls



### ***Calling the screen***

Supporters can voice or video call the screen via the Lumin App:

1. Open the Lumin App to the home screen
2. Tap either the blue **Phone** icon or the green **Video** icon

Alternatively you can call from any mobile or landline. The screen number can be found by tapping on Settings, tap About screen user.

### ***Receiving a phone call from the Screen***

Phone calls made from the Lumin Screen will be received by your phone like any other call.

Tip: Add the Screen phone number to your phone address book so you recognise the incoming call.

### ***Ending a call***

Hang up by pressing the red hang up button.

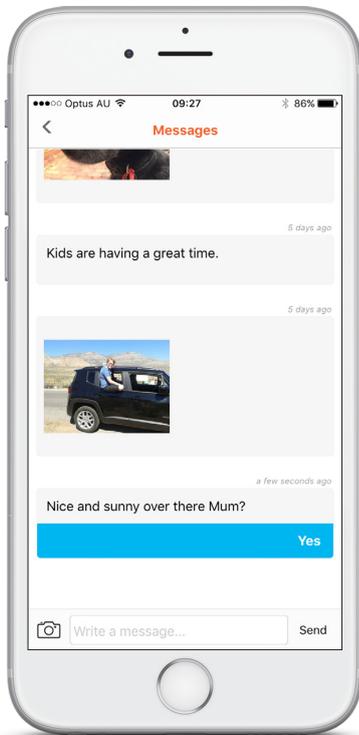
### ***Unanswered call***

If you call the Lumin Screen and the call is unanswered, you can leave a voice-mail message. The screen will alert the screen owner that a message has been left and allow them to listen to it.



## Messages

Supporters can send the screen owner either a text or photo message via the Lumin App.



### *Text Message*

1. Tap **Messages** and type your message into the text box at the bottom of the screen
2. Tap **Send**
3. Choose from the list of predefined replies for the user, or specify that no reply is required
4. Tap **Send Now** at the bottom of the screen

### *Photo Message*

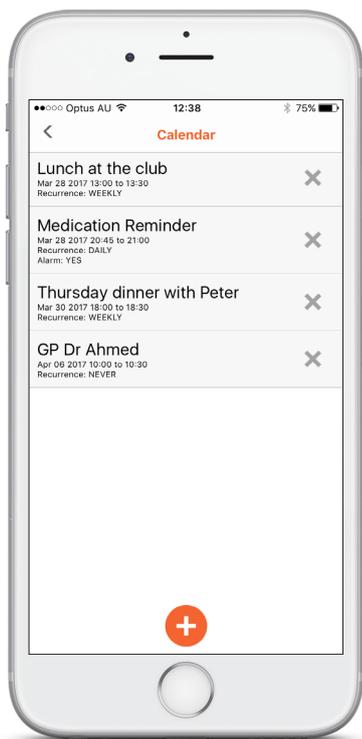
1. Tap **Messages**, tap camera icon lower left of the screen
2. Tap either **Take photo** or **Choose from Library**
3. If this is the first time sending a photo, tap **Ok** to allow access to either your camera or photo library
4. Choose from the list of predefined replies for the user, or specify that no reply is required
5. Tap **Send Now** at the bottom of the screen

Note: You will receive a notification on your smart phone if the Lumin Screen owner sends a response.

## Medication Reminders

The calendar function allows you to manage appointments, medication reminders, events, or any other general reminders.

Note: Calendar entries can take several minutes to appear in the Today App on the Lumin screen.



### *Create a medication reminder*

1. Tap on **Calendar** in the Lumin App, you will see the list of upcoming calendar entries
2. Tap the **+** at the bottom of the screen to add a new entry
3. Tap **Medication Reminder**
4. Set the start date and time. Tap **Confirm**
5. Tap **Repeat** if required. Tap the relevant option of either **daily, weekly, monthly** or **annually**
6. In the Notes section add any other relevant details such as the name or description of the medication and any instructions.
7. Tap **Save**

Note: Repeat steps 1–6 if a medication needs to be taken more than once a day.

## Sending photos to the Lumin Screen

There are three ways to send photos to the Lumin Screen:



### *Send photos as a message*

1. Tap **Messages**
2. Tap the camera icon lower left of the screen
3. You can opt take a photo or choose from your Image Library
4. Once you have chosen a photo to send, choose one of the one-touch reply options for the Lumin Screen user.
5. Tap **Send Now** when you're done

The image will process and upload, and will be visible on the Lumin Screen Messages in a few seconds. Photos sent as a message will also show up in Photos under Messages Album and will be included in the slideshow.



### *Add photos from your phone*

1. Tap **Settings**
2. Tap **Photos**
3. Tap **Phone Photos**
4. Tap **Add Photos** on the bottom right side of the screen
5. Choose the photo you wish to upload from your phone to the Lumin Screen. You can choose up to 10 at a time
6. Tap **Done** in the top right hand corner

These images will process and upload and will show up on the Lumin Screen Photos in a few minutes.



### *Share photos from your Facebook account*

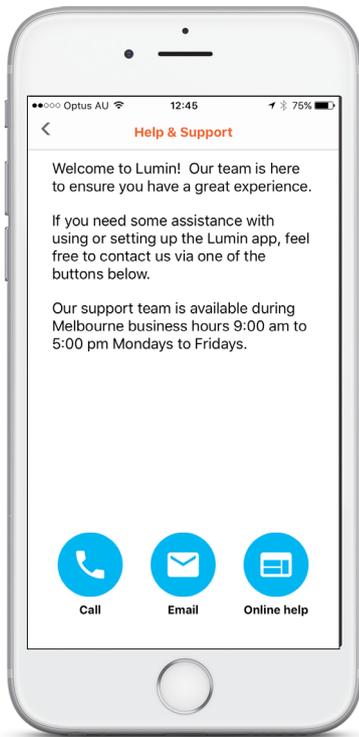
1. Tap **Settings**
2. Tap **Photos**
3. Tap **Facebook Albums**. You will need to link your Facebook account to your Lumin App by logging in
2. Once linked, you will see all the photo albums available on your Facebook account.
3. Tap on the switch button to add the Facebook folders you'd like to add to the Lumin Screen

If you don't have a Facebook album and would like to know how to create one, please follow the instructions below;

### *How to create a new Facebook Album*

1. Open the Facebook App icon on your phone
2. Tap **More** at the bottom right side of your screen
3. Tap **Photos** (should be under favourites)
4. Tap **Albums**, tap **Create Album**
5. Add a title
6. Tap on the drop down button below your name and choose **Only Me**. This will make your album invisible to your Facebook friends
7. Tap **Save**. Your Album is now created
8. Add photos from your phone by tapping on the photo you wish to add. Tap **Done**
9. Tap **Upload**

## Help for Supporters



If you need assistance with using or setting up the Lumin Screen or App, you can contact the Lumin Support team directly:

Phone: **(03) 8899 7525**

Email: **support@mylumin.org**

'How To' articles and videos for further support can also be found on our website <http://support.mylumin.org>.

Our Lumin Support Team is available during Melbourne business hours 9:00 am to 5:00 pm Monday to Friday. We are here to support you with any part of the process.

## Do you know someone who could benefit from Lumin?

Like our product, we are friendly, approachable and here to help. Any questions you have we would be happy to answer. Feel free to contact us:

**Call Us: 1300 336 038**

**Email Us: [enquiries@mylumin.org](mailto:enquiries@mylumin.org)**

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