



## Quick Start Guide

## Get to know CareWindow

### **Video Camera**

Tilt the camera up or down to adjust the angle.



### **10-inch Display**

When not video calling, displays the date and time in a large, easy-to-read format.

### **Microphone**

For the best video calling experience, sit within 1.2m of CareWindow.

### **SIM Slot**

If you're using a SIM, use a small Philips-head screwdriver to remove the slot cover and insert a full-size SIM card.

### **Power Connector**

Connect CareWindow to power using the supplied adaptor.



### **3.5mm Headphone Jack**

Connect headphones to make video calls without disturbing others.

### **Power Button**

Press and hold to turn CareWindow on or off.

## Setting up CareWindow

1. CareWindow requires an internet connection via either Wi-Fi or the 4G mobile network with a SIM card. If you're using a SIM, ensure it is fully activated on a plan with sufficient mobile data before inserting it into CareWindow.
2. Place CareWindow in a comfortable position for video calling, and connect to power using the supplied power adaptor. CareWindow will power-on automatically.
3. Follow the on-screen prompts to complete setup.

## Installing the companion app on your smartphone or tablet

To make video calls to CareWindow from an Apple iPhone or iPad, download the CareWindow app from the App Store.

To make video calls to CareWindow from an Android phone or tablet, download the CareWindow app from the Google Play Store.

## We're here to help

If you need help setting up or using your device, visit [carewindow.com.au/support](https://carewindow.com.au/support)