

GrandCare Quick Start Guide



Have questions or need help?

Call 855-840-3660

Monday–Friday

8 a.m. – 5 p.m.

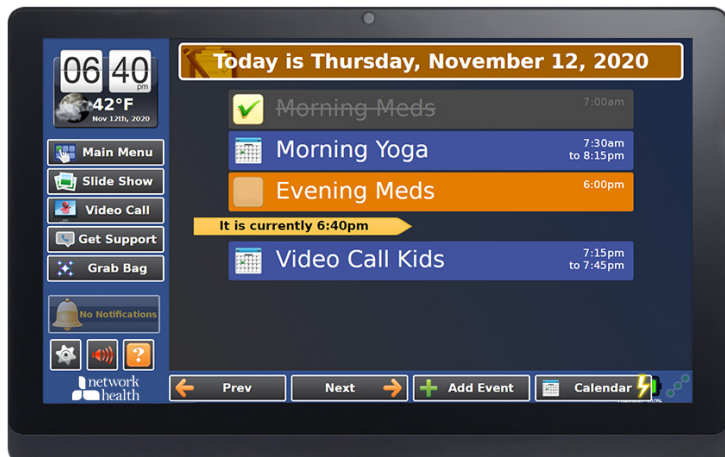


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GrandCare Systems LLC
303 N. Main Street
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West Bend, WI 53095

Welcome



GrandCare's schedule screen

GrandCare is a large touchscreen offering games, trivia, jokes, nostalgia, surveys, music, weather reports and video chat with family or friends. GrandCare can also be used to stay connected with Network Health. This tool is being provided to you as an expansion of your member benefits, in response to the coronavirus, and can be used throughout 2021. All you need is a home internet connection to participate.

GrandCare will add a little bit of fun, entertainment and joy to help improve your physical and mental health.

Happiness, connection and engagement are essential to your overall well-being.

Your partner in wellness,

Network Health

Need help? Call 855-840-3660



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Safety Instructions

Read all safety instructions and user guides carefully and thoroughly. Note all manufacturer cautions and warnings on all equipment.

Keep all user guides that come with the system, equipment and packaging for future reference.

Use the product ONLY with approved equipment and power cables.

Stop using equipment and contact GrandCare immediately if the system stops performing as expected, or is damaged.

Maintenance

Contact **855-840-3660** if you believe your system requires servicing.



THIS SYSTEM SHOULD NEVER BE TURNED OFF. It is designed to be the constant source for current time, date, weather, and reminders. It should be always be plugged in and left on. A black screen is applied from 8 p.m. - 8 a.m. A simple touch reactivates the screen. If you'd like help please call **855-840-3660**.



Review all manufacturer provided safety information and instructions for use prior to operation of your equipment.

Setup

How easy is it to install?

It's simple. Find a convenient, flat surface on a countertop or table. Plug it in, turn it on and connect to the internet. Then, follow the steps below.

1. Take the power adapter (the cord) and insert its small tip into the hole marked “DC-12V” on the back of the touchscreen.



Here is a close up view.



2. Plug its box into an outlet, or use a surge protector or power strip if possible.



3. Stand up your unit by pulling out its kickstand.



← *The kickstand*

4. Press the Power button on the back of the screen.

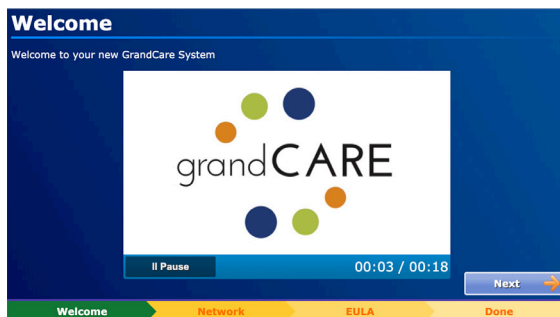


Never unplug the system while it is running. Read the instructions for use prior to operation of your equipment.

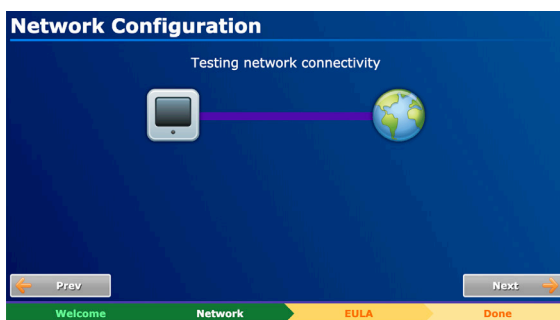
After starting the system, the Setup Wizard on the screen will automatically guide you through connecting to the internet. If you've received a GrandCare Connector, please see the added insert with instructions. Need help? Please call **855-840-3660**.

Setup Wizard

1. After the short introduction video, touch the Next button.



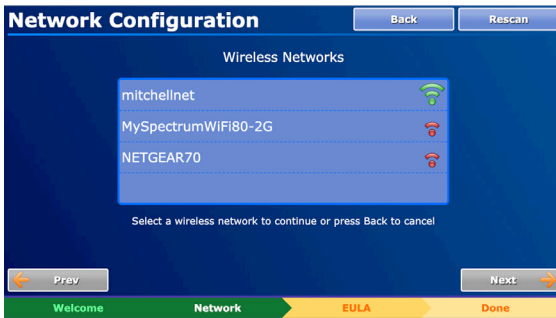
2. The Setup Wizard will search for a network connection.



3. When the "Your system is not connected" message appears, touch the Configure button.



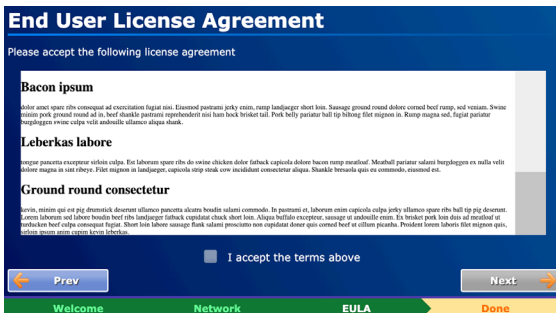
4. Choose your WiFi network and type in your password.



5. You will see the “You are connected.” message. Touch Next.



6. Touch the square next to “I accept the terms above” and touch Next.



7. Touch Next to complete the setup. If you need help at any time, please call us.

Touchscreen Buttons



The buttons on the Main Menu of the GrandCare touchscreen give you one-touch access to the features of the GrandCare. Below explains what each button does.



The Clock: This is the current time. Touch it to see an analog clock.

The Weather: This shows the current weather conditions. Touch it to see the extended forecast.



Main Menu: Touch this to see different functions such as games, trivia, survey, and more.



Slide Show: This button initiates the slide show. Touch this to see pictures and trivia.



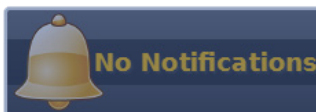
Video Call: Touch here to video chat. Press the name of the contact and it will start the video chat.



Get Support: Touch this if you have questions and would like to contact GrandCare technical support or your Network Health Care Manager.



Grab Bag: Touch this for a mixture of jokes, inspirational quotes, fun facts and more.



Notifications: This button will let you know if you have new notifications. Touch this to see your notifications.



Settings: Access the settings of your GrandCare touchscreen.



Volume: Control the volume of your GrandCare touchscreen.



Question: Touch this button to access instructions and additional information.

Touchscreen Buttons



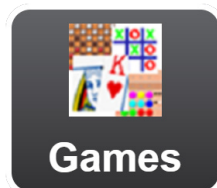
My Network Health: This button will provide you with all of the information you'll need to know about your GrandCare touchscreen. It includes a tutorial and overview of the tablet, contact numbers for a Network Health Care Manager and technical support, and any member updates and additional information from Network Health.



Schedule: Touch this to see what's on the calendar.



Survey: Touch this button to make your opinion known through a survey.



Games: Touch this button to play games like Solitaire, Mastermind and more.



Photos: Touch this to browse photos that have been shared with you.



Radio: Touch this to listen to old time radio stories and stations.



GrandCare's radio screen



Back Button: Touch this to go back to the last screen you visited.

Help



Press the “?” button while using your GrandCare tablet for instant access contact information and support on your GrandCare touchscreen.

Technical Help

Technical support is available by phone

855-840-3660 Monday–Friday, 8 a.m. – 5 p.m. CT.

Network Health Membership Termination

This touchscreen is the property of Network Health and is provided to you at no cost as a Network Health Medicare Advantage Plan member. Should you terminate your membership, please call Network Health at **844-635-1326** for instructions on how to return this tablet.

Returns

All products returned must be authorized in advance by calling Netowrk Health at **844-635-1326**.

Damaged Shipment Claims

Although GrandCare takes special care in the packaging of its products, damages may occur in transit. All products should be unpacked and inspected upon delivery and reported to the carrier and GrandCare within five days of receipt to receive instructions on the return and replacement of the damaged products.

Disclaimer



The system is not intended for diagnosis or as a substitute for medical care. It is not intended to provide automated treatment decisions, nor is it to be used as a substitute for professional healthcare judgment. The system is not a personal emergency response system (PERS). It is made available to members when time-critical care is not required. It is contraindicated for patients requiring direct medical supervision or emergency intervention. It is intended for patients who are willing and capable of managing its use.



The software application captures, stores, and displays information in a secure local database, and transmits information to caregivers who are authenticated on a secure host server running My GrandCare software, via a secure connection over an internet connection.

Find the Application Specification online at:
help.grandcare.com/index.php/Application_Specification



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The GrandCare System
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Support: **855-840-3660**
Email: NetworkHealth@grandcare.com
Touchscreen Returns: **844-635-1326**