Your TV help card

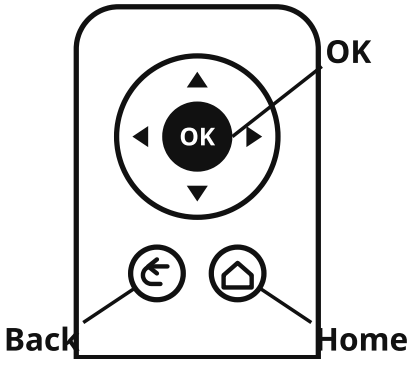
Just press OK.

Your family can help you with your TV, even from far away.

Your family helper

Name: _____ **Phone:** _____

Find the buttons on your remote



OK: the round button in the middle of the arrows. On some remotes it says **“OK”**, **“Select”** or **“Enter”**, or has no name at all. It is always the button in the middle.

Back: usually a curved arrow.

Home: a little house.

Not sure? Ask your family to point to the **OK** button on your remote and put a sticker on it.

- Amazon Fire TV remote: a round ring. The middle button is **OK**.
- Google TV remote: a round ring. The middle button is **OK**.
- Other Android TV remotes (Sony, TCL, Philips and others): the middle button may say **“OK”** or **“Enter”**.

When your family asks to help

A box appears on the TV. It says **“Help request”**. You see the name and photo of your family member.

It asks: **“Allow [name] to see and control this TV?”**

The green button **“Allow”** is already chosen. Just press **OK**.

Not now? Move to **“Decline”** and press **OK**. Or just wait. The box goes away by itself after about one minute, and nothing happens.

Then the TV may show a second box. Choose **“Start now”** and press **OK**.

If that box also offers **“Always”**, you can choose it. Then the TV will not ask that second question again.

When your family shows you their camera

The TV asks: **“Allow [name] to cast their camera to this TV?”**
Choose **“Allow”** and press **OK**.
To stop the video, press Back.

Messages

A message from your family appears on the TV.
Read it. Then press **OK**. That means **“I’ve seen it”**.
An important one says **“Urgent message”**.

Reminders

A reminder appears on the TV. It says **“Reminder from your family”**.
Press **OK**. That means **“I’ve seen it”**.
Press Back to see it again later. That means **“Remind me in 5 min”**.
Some reminders have a **“Play”** button. Choose it to hear or watch the message from your family.

When you need help

On the TV, find the app called **“Tadu Remote”** in the row of apps and open it.
Press **“Call for help”**. Or, in the app, hold **OK** for two seconds.
Your family is told right away. The TV says **“Help request sent to your family”**.

When in doubt, press OK.

Nothing is ever recorded.

This TV always asks you first, every time.
Your family can see the screen only after you press **“Allow”**.
Nothing on your screen is ever recorded or saved.