

FAQ

- **What is Symmpl?**

Symmpl is a revolutionary new iPad application that makes email, photo-sharing, and social media easy for senior citizens. Symmpl is a must-have for any loved one who avoids the internet because they find it daunting.
- **How do I get Symmpl?**

Simply download from the Apple App Store to an iPad.
- **What is included in my monthly subscription?**
 - **Symantha:** Symmpl's proprietary virtual speaking assistant who knows the user's name and guides the user through every activity
 - **Easy email:** send and receive email without typing.
 - **Easy photos:** automatically saved for easy access.
 - **Easy contacts:** list of family and friends saved automatically.
 - **Easy Facebook:** Easy to see posts from friends and family.
 - **Scrolling text:** displays Symantha's every word.
 - **Listen to Email:** Symantha can read your emails to you.
 - **Photo SlideShow:** Select it anytime; automatic when inactive.
 - **Guided Access:** Makes Symmpl the only accessible thing on your iPad.
 - **Live Tech Support:** Real phone and email customer service.
- **What is a "Helper"?**

Son, Daughter, or friend who sets up Symmpl for a loved one.
- **How do I connect to Symmpl?**

Just connect the iPad to a local WiFi signal.
- **What is the target audience for Symmpl?**

Symmpl is intended primarily for seniors or anyone who is uncomfortable with computer and internet technology.
- **Does Symmpl come with an iPad?**

iPad is not included. You'll install it for your loved one on your old, or a new iPad. Symmpl is only \$9.99/mo.
- **What if I have dexterity problems?**

No problem! There are only a few choices on each screen, all with large buttons. You can even create an email and never have to type anything. You simply create a recorded voice message.
- **What if I am hard of hearing and can't hear Symantha?**

You're covered. All of Symantha's speech can be read in large text captions at the bottom of each screen.

- **What prevents the Senior from accidentally exiting Symmpl and getting confused on other iPad screens?**
Symmpl has an option for the Helper to place Symmpl in the "Guided Access" mode. This locks the iPad into the Symmpl interface. Naturally "Guided Access" can be turned off any time by the user's helper.
- **How do I save the address of those who sent me emails?**
Easy! When an email is received, the Senior is asked if they wish to save the sender's email address. If "Yes", then the name and email address are automatically added to their Contacts list.
- **How do I download the Photos I get with my email?**
Simple!. When emailed a photo in Symmpl, it's automatically added to the Photo Album.
- **How can I tell if I have a new email?**
Obvious! The email button is wiggling to attract your attention.
- **Who do I see on Facebook?**
Posts from a special list of friends and family that you have selected. Only one click and you see all the latest.
- **What version iPads does Symmpl support?**
Every iPad except iPad generation 1.
- **Does the senior need their own Apple ID or can it be shared with the Helper?**
The Senior's iPad with Symmpl can use the same Apple ID as the Helper who set it up.
- **Does the Senior need their own Gmail account?**
Symmpl works best if the Senior has a new gmail account to avoid past conflicts. The registration makes it easy to get a new one.
- **Can the Helper remotely manage Symmpl for the Senior?**
Yes! The Helper Portal on the website allows the helper to make changes, add photos, contacts, etc., and manage the account.
- **What if we don't have Wi-Fi?**
If the iPad has cellular capability, then you don't need Wi-Fi. Just connect to a local cell signal.
 - If the iPad doesn't have cellular capability, Symmpl has an agreement with Verizon where they can provide a "hot spot" device

to turn your local cell signal into WiFi for your iPad. Contact us at info@symmpl.com.

- Another alternative is to use your mobile phone as a “hot spot” to provide a WiFi signal for the iPad.
- You can also install a router attached to TV cable to provide WiFi.