

# callGenieUSA User Guide

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## Table of Revisions:

Revision	Date	Author	Description
1.0	2022-07-21	RR	Initial Release
1.1	2022-08-17	RR	Detail added, customer guidance, safety instructions
1.2	2022-09-15	RR	Added TV settings Section
1.3	2022-10-16	RR	Added KASA setup
1.4	2022-11-17	RR	Refined KASA and Skype instructions
1.5	2023-01-20	RR	Added Mini-S figures and VESA Mounting Bracket example.
1.6	2023-06-04	RR	Added more Mini-S pictures.
1.7	2023-07-25	RR	Added power adapter, Kasa, and USB Extension cable pictures
1.8	2023-08-04	RR	Updated safety instructions

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## SAFETY INSTRUCTIONS

Please read these SAFETY INSTRUCTIONS and any other included instructions before using the callGenie appliance.

Always keep the system dry. Do not immerse in water.

For your safety, do not attempt to open the unit. Attempting to open the unit violates your warranty.

The callGenie appliance mini pc may use an internal battery for the bios. Please observe the safety and handling instructions included with the mini pc.

Do not dispose of the mini pc or other components in the household trash or commercial bins. Do not incinerate. Take the equipment to a nearby electronics recycling center for disposal following local and national regulations.

Do not unplug by pulling on power cord. To unplug, grasp the plug, not the power cord. Unplug from outlet before servicing or cleaning. See included mini pc instructions for use and care.

Do not operate any device with a damaged cord or plug, or after the device malfunctions, or is dropped or damaged in any manner. Return device to the nearest authorized service facility for examination, repair or electrical or mechanical adjustment.

The callGenie appliance may operate at an elevated temperature. Maintain free air space around the unit to allow natural convection cooling. Before moving unit, check for harmful temperature using the back of the hand or a temperature probe. When in doubt as to the appliance surface temperature, remove power and wait fifteen minutes before moving.

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## Typical Order Follow Up

Congratulations!

We look forward to putting your callGenie in service for your family and loved one.

A few things we would like you to address and respond:

Items #1 and #2 we would like before we ship your callGenie.

-----#1-----

Please confirm your shipping address is correct. See attached order document.

-----#2-----

We need to have/confirm the following:

- a. TV Make (Toshiba, Samsung, etc.)
- b. TV Model (32LF221U21, UN50F5200D21, etc)

*You can take a picture behind the TV of the nameplate. They look something like on of the following:*



-----#3-----

When would you like to schedule your live installation support call/session? Let us know to give us the most flexibility in meeting your needs!

-----#4-----

Does your loved on have a Skype account?

If not, please create one for your loved one and supply the skype id (usually an email address) and password.

See instructions below in Customer Responsibility Section.

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-----#5-----

## Where will callGenie be placed?

See figures 9 and 10 which provides a visual overview of the setup.

a. Consider what length HDMI cable may be required from callGenie to the TV. We provide a 1.5 ft long cable but you might require a longer cable. If so please have it on hand for the installation. This cable should be at least HDMI 1.4 but HDMI 2.1 is the current standard. Here are a couple of typical examples.

<https://www.amazon.com/AmazonBasics-High-Speed-HDMI-Cable-1-Pack/dp/B014I8SIJY>

<https://www.amazon.com/AmazonBasics-High-Speed-HDMI-Cable-1-Pack/dp/B014I8T0YQ>

b. If the TV is wall mounted, will callGenie be best mounted with Velcro pads to the back of the TV? Consider having velcro or double sided sticky pads to mount and attach callGenie. Here are a couple of typical solutions.

<https://www.amazon.com/Melsan-inch-Hook-Loop-Tape/dp/B07Y3VDPLF>

<https://www.amazon.com/Gorilla-6036002-Tough-Mounting-inches/dp/B07LFRN1K8>

c. Making the cables neat. Consider having a few of these on hand to tidy up those cables.

<https://www.amazon.com/Adhesive-Organizer-Holder-Management-Office/dp/B09V26BBV2>

d. The FLIRC adapter and base will need to be located underneath and slightly in front of the TV. Usually, the IR (InfraRed) receiver on the TV is located near or next to this standby light

In many cases the standby light paradoxically is on when the TV is off, and off when the TV is on. This is not the case for all TVs and some TVs even have a setting to change this behavior!

The IR Receiver on the TV is where you point the remote (a remote is supplied with TV or you may have a big button replacement).

If the TV is wall mounted consider where this adapter base can be located where it will not be dislodged or moved? Sticky tape may help so consider having it on hand (see previous supplied links above)

-----#6-----

If using a Wi-Fi network you may need a USB keyboard & Mouse to select the Wi-Fi network and enter the connection credentials. If you send us the Wi-Fi information before we ship, we can pre-program callGenie with this information and it will automatically connect. You can also temporarily connect callGenie through an ethernet wire to a router where we can program the Wi-Fi connection remotely before moving it to your loved one's location.

-----END-----

callGenie Package Contents

Your package includes the following items:

- (1) Miniature PC running Windows 11 Pro with power adapter (12V@1.5A).

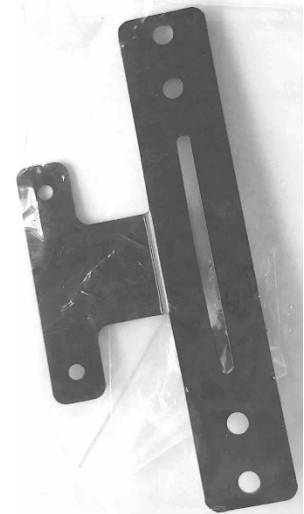


Figure 1 - Mounting Bracket

Figure 2 - Connections on the N40 PC

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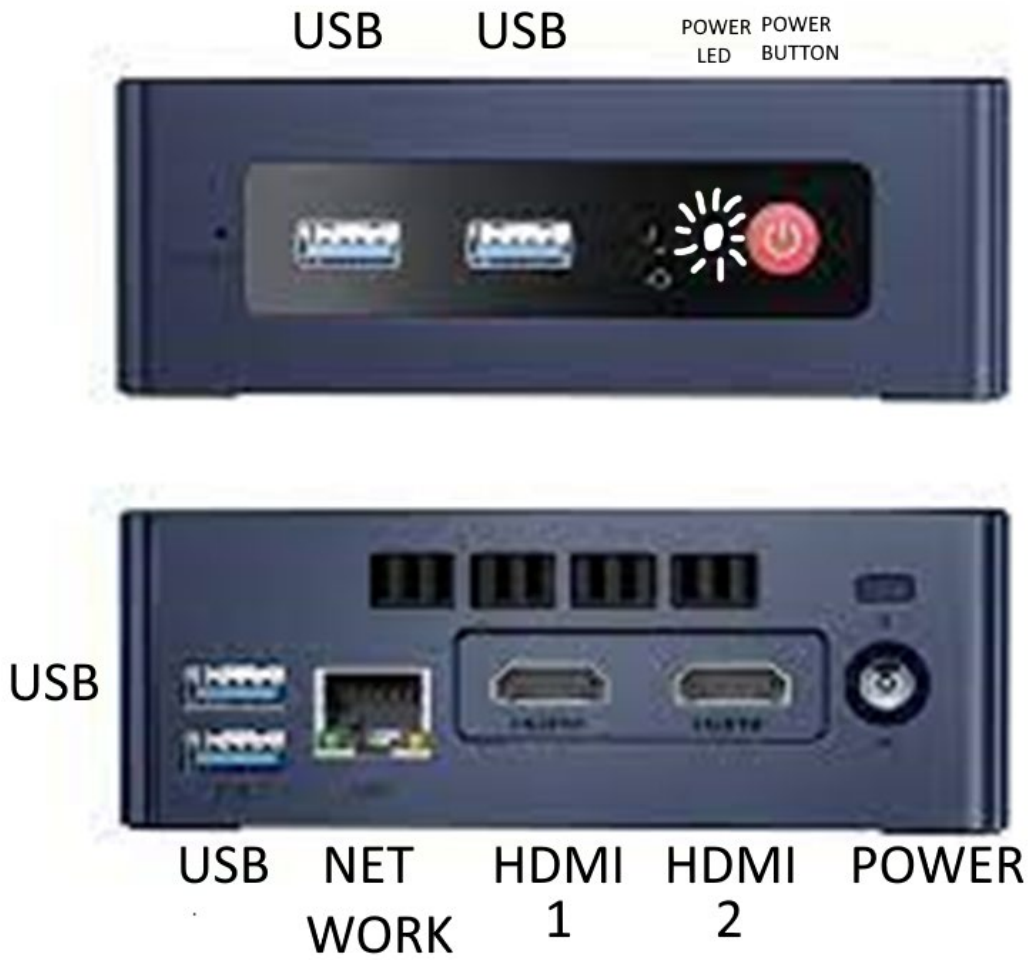


Figure 4 - Connections on the MINI-S PC



Figure 3 - Mini-S PC Power Adapter (12V @3A)



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WebCamera (One of these based on your order)

Note: Actual webcam make and model may vary but will meet or exceed specifications of these units.



Figure 5 – HD C270 WebCamera



Figure 6 - FULL HD C92x Webcamera



Figure 7 -Full HD C930 Webcamera

Note that some web cameras come with the microphone disabled, use the Logitech software (Logitune) to unlock the microphone.



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## CEC adapter

- (1) Pulse-Eight CEC HDMI Adapter
- (1) USB-A to USB-Mini 6" adapter cable
- (1) 6" HDMI extension cable

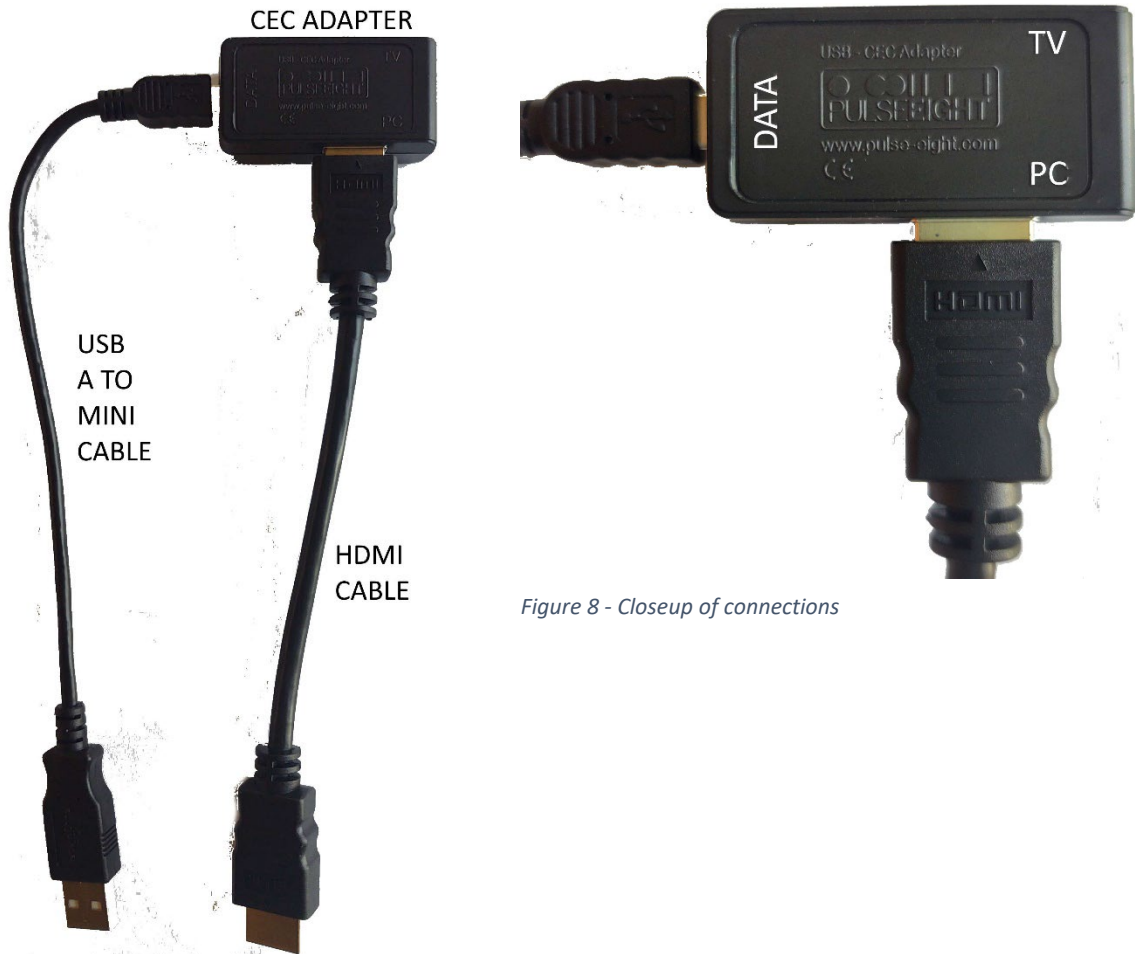


Figure 8 - Closeup of connections



Figure 9 HDMI Cable from CEC to TV

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FLIRC USB adapter and USB cable with STAND



Figure 10 FLIRC inserted in Weighted USB Extension Cable



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Figure 11 USB Extension cable with command strips (any double sided tape will do)



Figure 12 USB Extension cable w/ FLIRC attached to TV

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Kasa Smart Energy Plug (if provided with configuration – depends on TV capability)



Figure 13 Smart Energy Plug mini version.

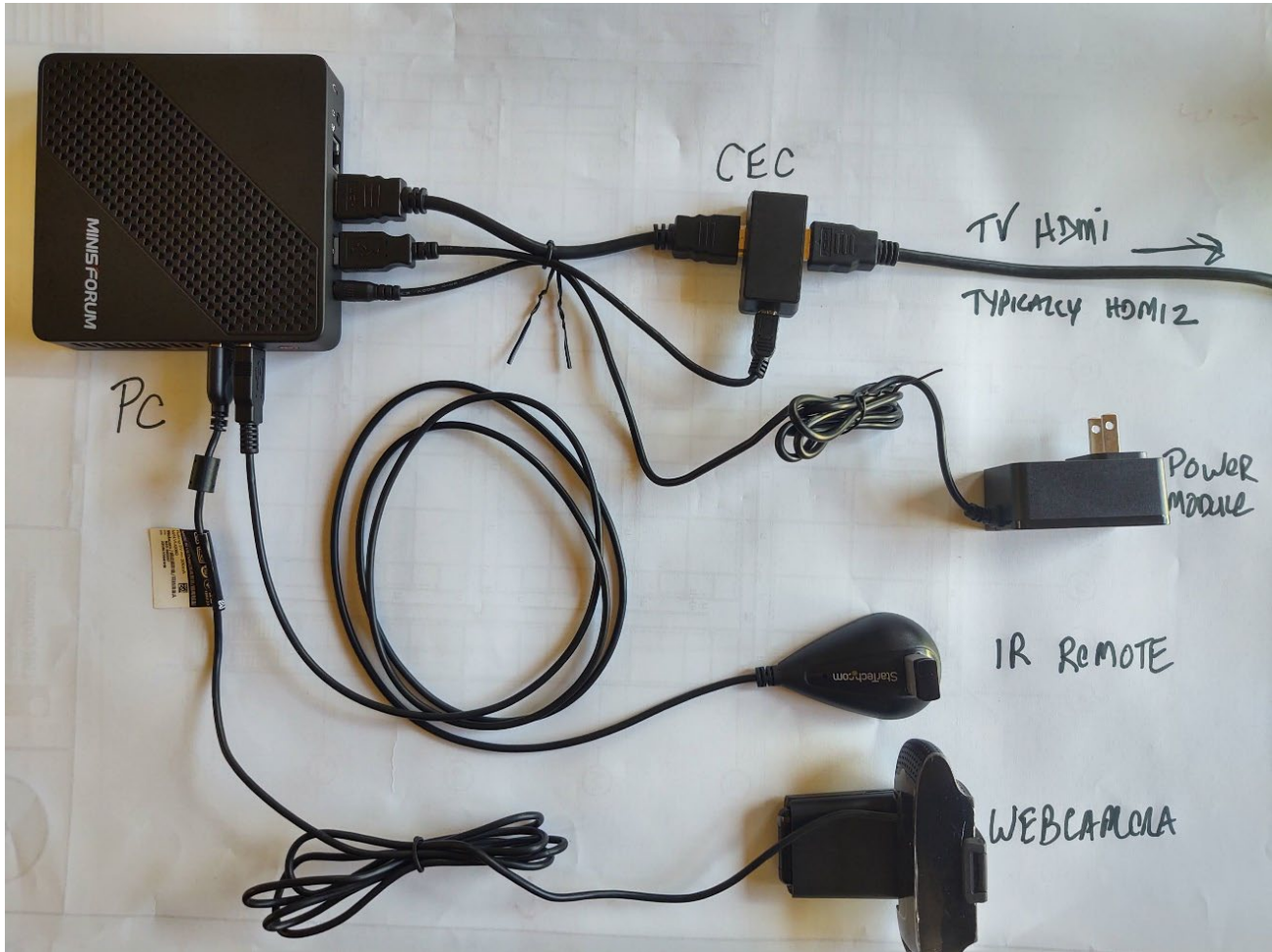


Figure 14 Smart Energy Plug larger variant

## Assembling the callGenie

Connecting callGenie to the TV, power, and internet

We suggest the following wire setup/configuration for WiFi.



**NOTES:**

*Figure 15 - WiFi wiring/connection depiction (N40 Mini-PC)*

Please check/ensure that SHORT HDMI cable is installed from PC to CEC

(to the connection on the CEC marked PC)

Please check that the LONG HDMI cable is installed from the TV (typically HDMI 2) to the CEC

(to the connection marked TV)

We suggest that cable ties, zip ties, or tape is used as shown on the top three cables from the PC as shown.

Weighted USB cable end with FLIRC needs to be located under the TV where the Remote control receiver is located. It may not be obvious, and position can be adjusted during callGenie Setup session with tech support.

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For wired connections, the network cable is connected to the PC as shown:

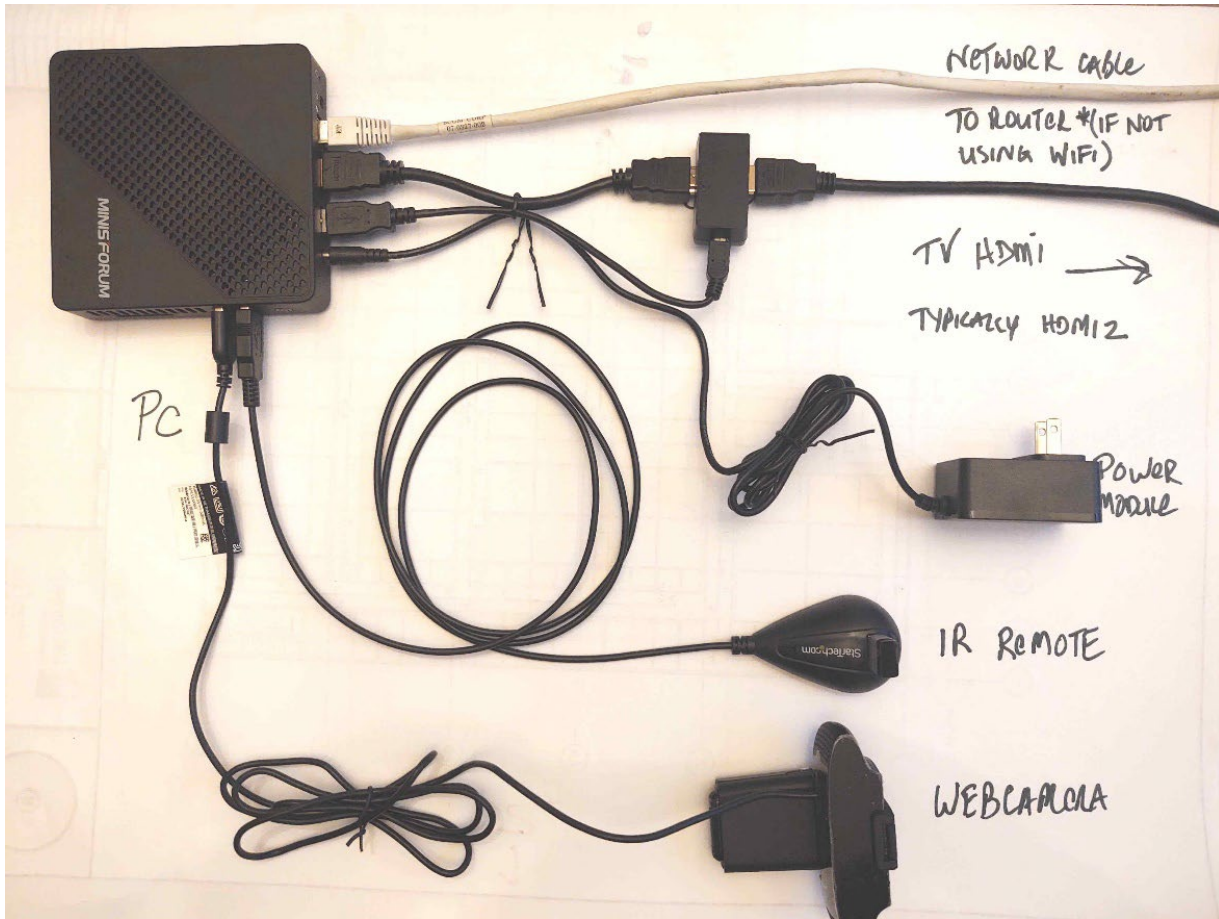


Figure 16 - Wired wiring/connection depiction (N40 Mini-PC)

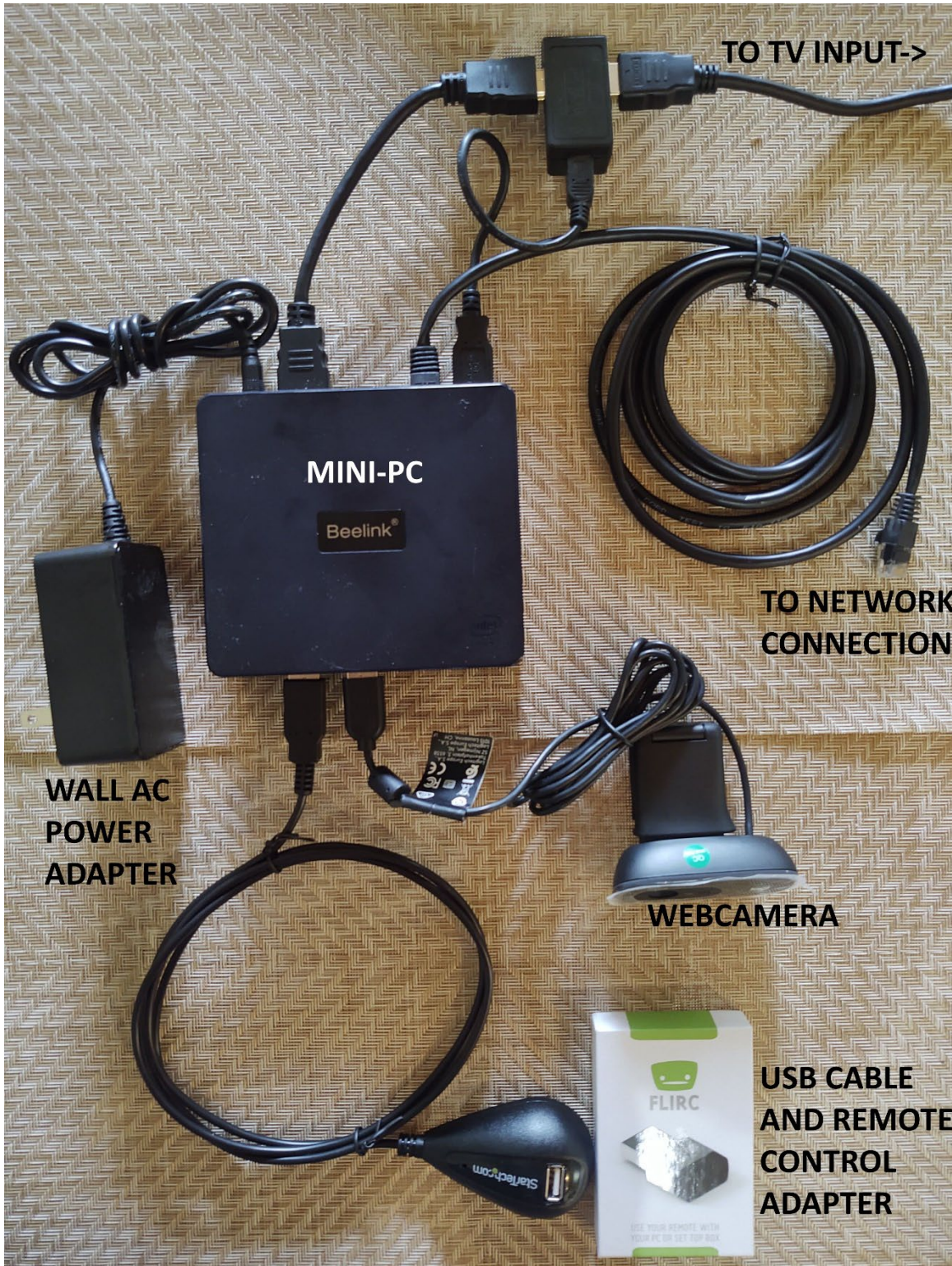


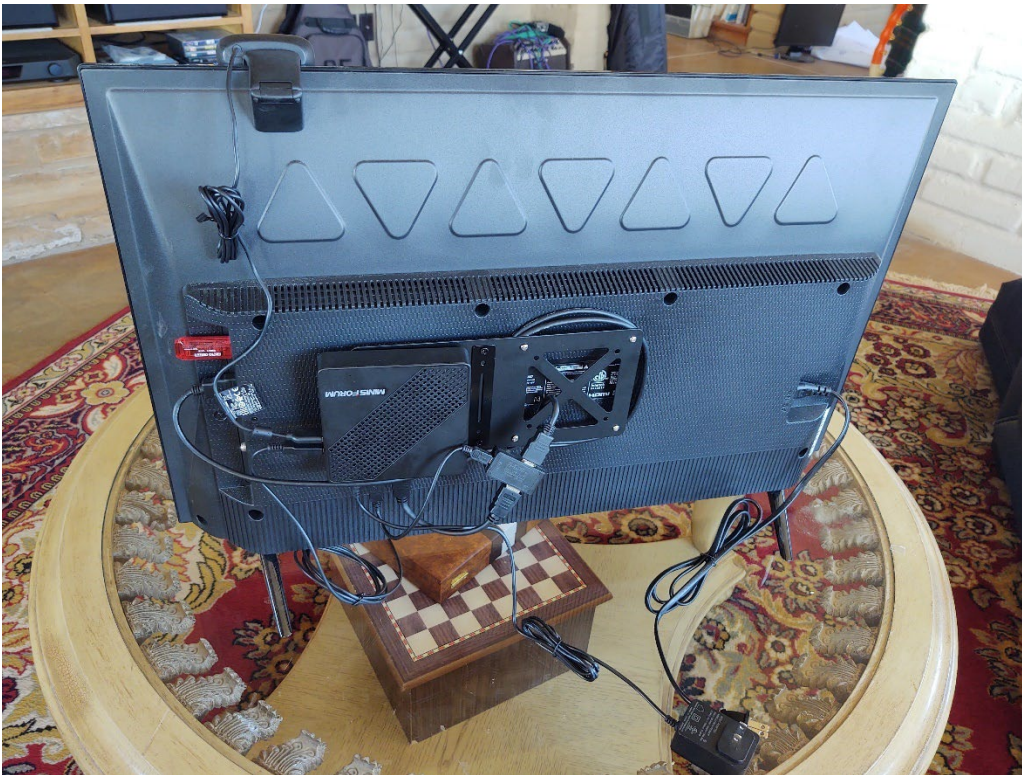
Figure 17 - Mini-S example Wired configuration

The remaining end of the networking cable is plugged into the internet gateway. Here are typical examples, connect where the “Y” is indicated on the modem:



Figure 18 - Typical Network Connections (Y marks a good spot to plug in)

### Example VESA Bracket Install (Freestanding TV)





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Figure 19 Example VESA Bracket Mounting (TV Back)



Figure 20 Example VESA Bracket Mounting (TV Front)



Figure 21 Starting Point Freestanding TV



Figure 22 Insert Mounting Standoffs

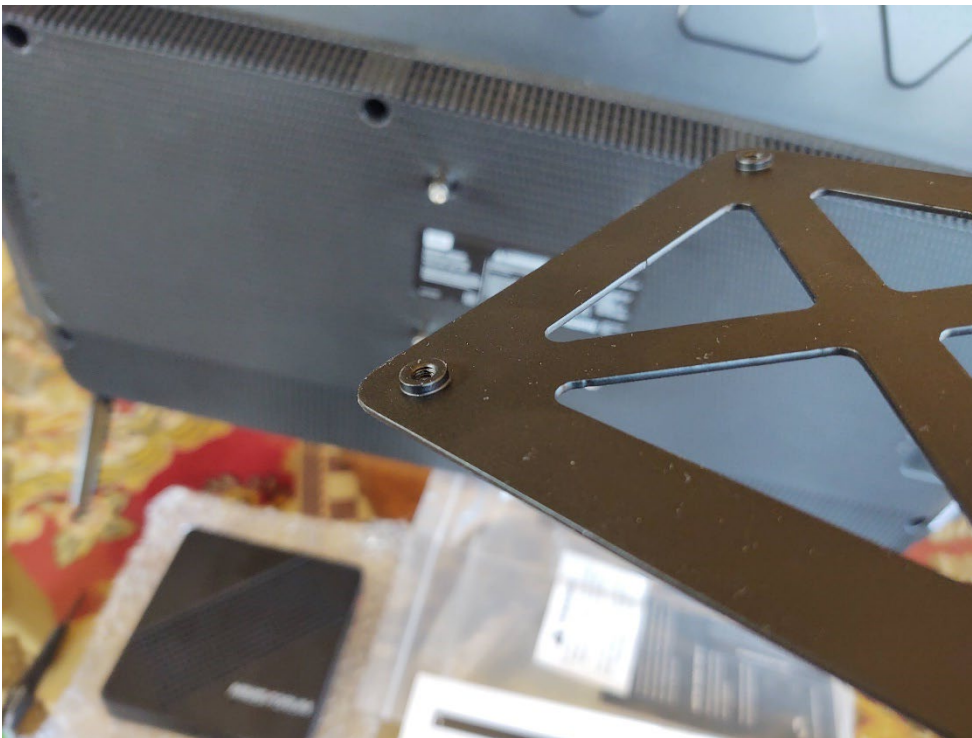


Figure 23 Note bracket face with threads, pc will be on opposite face

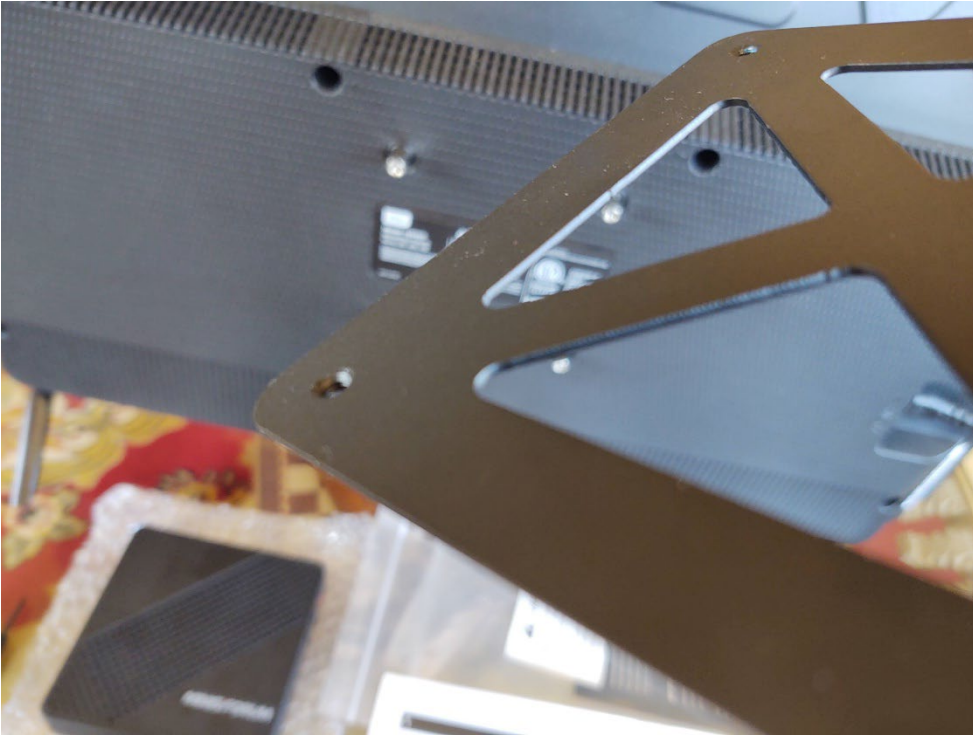


Figure 24 PC Mounting Face



Figure 25 Install bracket on PC

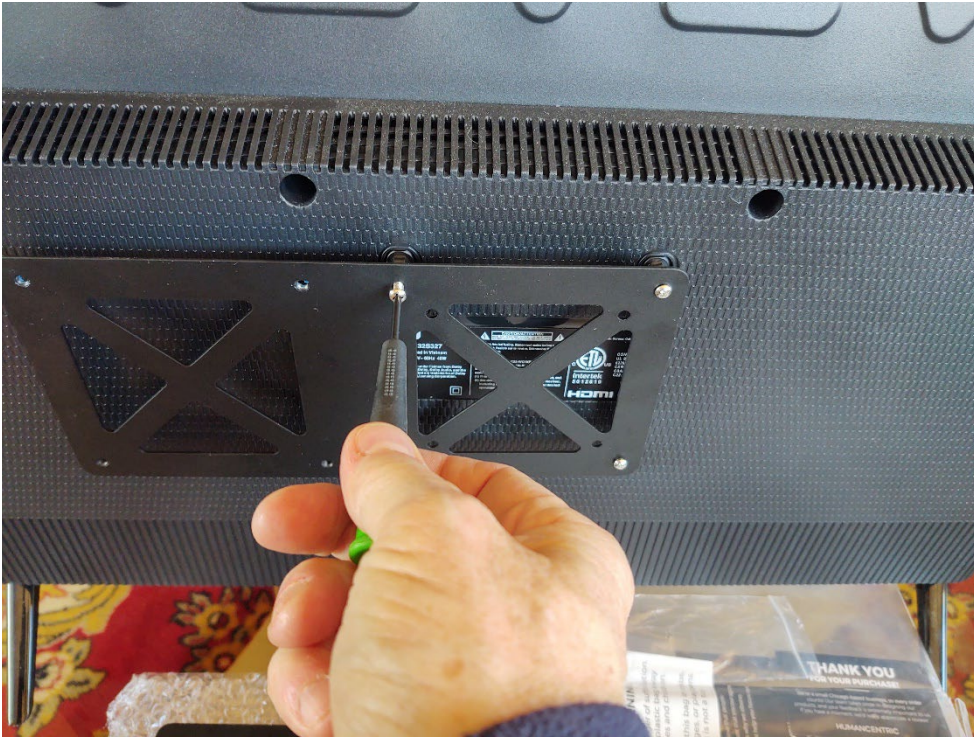


Figure 26 Install Bracket on TV



Figure 27 Mount PC to VESA Bracket

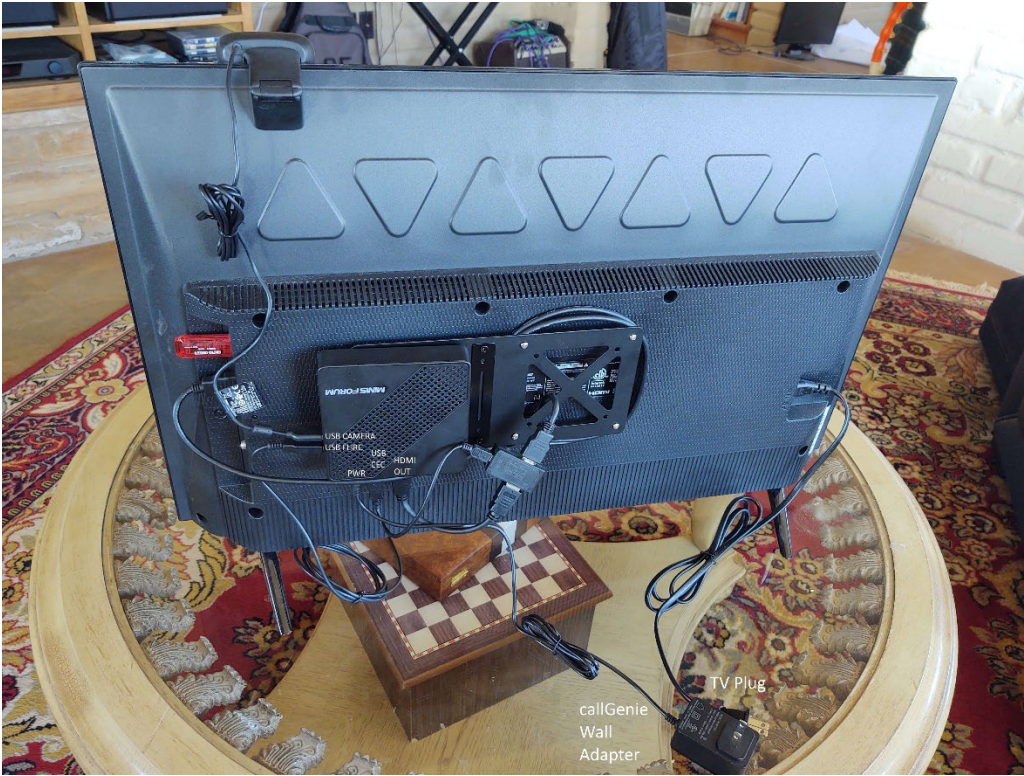


Figure 28 Completed Assembly

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## callGenie Pre-Setup Process (Customer Responsibility)

### 1. **Unpack your callGenie appliance and check that all contents are present and undamaged.**

If there is damage to the shipping box, please take pictures showing all sides of the package before you open it. (Circle One)

- a. Webcamera  Y  N (if ordered with callGenie)
- b. Pulse Eight CEC adapter  Y  N (Depends on TV Configuration)
- c. AC Power adapter  Y  N
- d. Mini PC  Y  N
- e. USB FLIRC adapter  Y  N (Depends on TV Configuration)
- f. USB weighted extension  Y  N (Depends on TV Configuration)
- g. 1M HDMI cable  Y  N
- h. .25M HDMI cable  Y  N (Depends on TV Configuration)
- i. 1x USB Mini cable  Y  N (Depends on TV Configuration)
- j. 1x Kasa Smart Plug  Y  N (Depends on TV Configuration)

### 2. **Coordinate with callGenieUSA support for installation session Date and Time that works for you or a representative to be on site for installation checkout.**

- a. Installation Date \_\_\_\_\_ Time Slot \_\_\_\_\_
- b. Alternate Date \_\_\_\_\_ Time Slot \_\_\_\_\_

### 3. **Check/install fresh batteries in remotes**

- a. Original remote that came with TV is handy to have during the installation Checked \_\_\_\_\_
- b. Big button remote that is easier to use (also check it works properly)

### 4. **On your loved ones TV check the following settings**

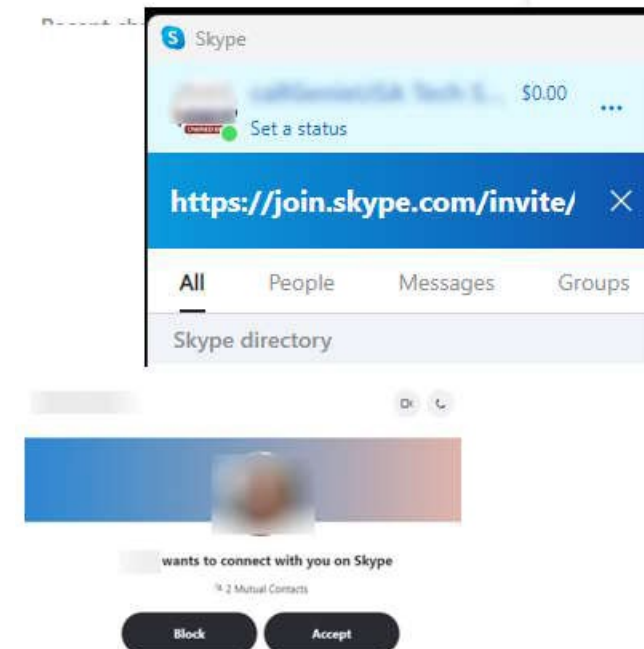
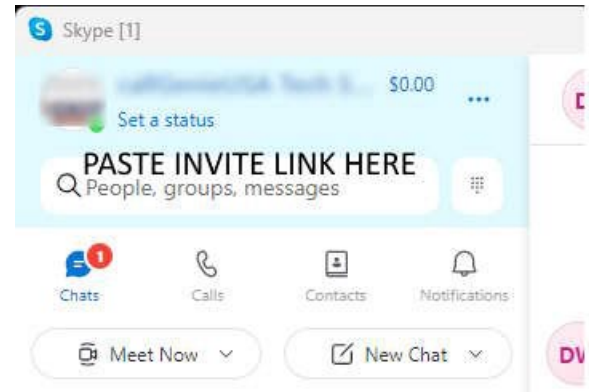
- a. Enable CEC function(s) \_\_\_\_\_ Checked \_\_\_\_\_
  - i. Toshiba example: On the Home menu, select Settings, then select Display & Sounds. Select HDMI CEC Device Control and change the setting to On.
  - ii. Samsung example: Select Menu, then Settings, then AnyNet+ and enable ALL AnyNet+ settings.
  - iii. Other TVs, find user manual if you cannot locate the CEC settings to enable. If you cant locate a manual, let us know and we will send you one if we can.
- b. Disable ECO or power saving mode \_\_\_\_\_ Checked \_\_\_\_\_
  - i. Toshiba example: : On the Home menu, select Settings, then select (Smart TV may be in the name) Power Management, set Active Standby to ON.
  - ii. Samsung example: Select Menu, then Settings, then General Eco Solution. We do not want the TV to go completely off, adjust settings so that TV turns on quickly.
  - iii. For your TV, if there is any confusion with the menus and settings, send us pictures of the settings screen. If you cannot locate a manual let us know, we will send you one if we can.

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## 5. Setup a Skype account for your loved one and add contacts

Checked \_\_\_\_\_

- a. <https://support.skype.com/en/faq/FA11098/how-do-i-get-started-with-skype>
- b. <https://support.skype.com/en/skype/all/start/contacts/>
- c. Have the logon information available for the installation session.
  - i. Skype ID/ email / Phone number \_\_\_\_\_
  - ii. Password for this account \_\_\_\_\_
- d. Do's and Don't's
  - i. Do NOT enable two factor authentication
    1. (When callGenie reboots daily it will be unable to log into your loved ones account and receive calls!)
  - ii. Do NOT use your mobile telephone number
    1. Use your loved one's email address. If they do not have one you can set one up on mail.com or another email provider.
    2. Setup your email address as the password reset/recovery method
  - iii. Do setup your loved one's Skype account before the installation appointment.
  - iv. Do use the New Contact link to send out to family.
    1. It is the easiest method to add family and friends to your loved one's contacts. They will have to perform this procedure only one time (ever!)
    2. It will look something like this: <https://join.skype.com/invite/cGAJy5EG2FfKs>
    3. Have your family member open Skype on their device (mobile, PC, Browser) and make sure that they are logged into their own Skype account.
    4. With Skype open have them paste the invite link into the search box IN SKYPE as shown in the picture.
    5. Once the family member has pasted the invite link into the Skype search box it will immediately pop up a dialog box saying your loved one wants to connect with you on Skype. Have the family or friend click on the accept button.
    6. Ba-Da-Bing Ba-Da-Boom they are done with this one time procedure.
    7. Have your family or friend click on contacts and then your loved ones name and in the top right there will be a video camera icon for them to make video calls to your loved ones callGenie device.



Click to Accept

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## 6. Determine internet connection is wired or WiFi

### a. Wired

- i. Have a network cable sufficiently long to connect from your router to the callGenie appliance.  
\_\_\_\_\_ft estimate
- ii. Plug into callGenie appliance with network cable (see Figure 11).

### b. WiFi

(Please fill in here)

- i. Access Point Name/ID \_\_\_\_\_
- ii. Access Point Shared Key/Password \_\_\_\_\_

## 7. TV HDMI port Assignments

Checked \_\_\_\_\_

HDMI PORT #	ARC/eARC?	SOURCE (Customer fills out this table)
1	Yes/No	
2	Yes/No	
3	Yes/No	
4	Yes/No	

Notes:

- 1) Typically, the cable/satellite tv box is plugged into HDMI Port #1
- 2) Whichever HDMI port # is labeled ARC/eARC, your soundbar or sound system should be plugged into this port.
- 3) callGenie when plugged in will show up as "Skype" when selecting TV input with remote
- 4) Two example configurations
  - a) Example 1

HDMI PORT #	ARC/eARC?	SOURCE
1	No	Xfinity Cable TV Box
2	Yes	Samsung Soundbar
3	No	DVD Player
4	No	callGenie appliance

b) Example 2

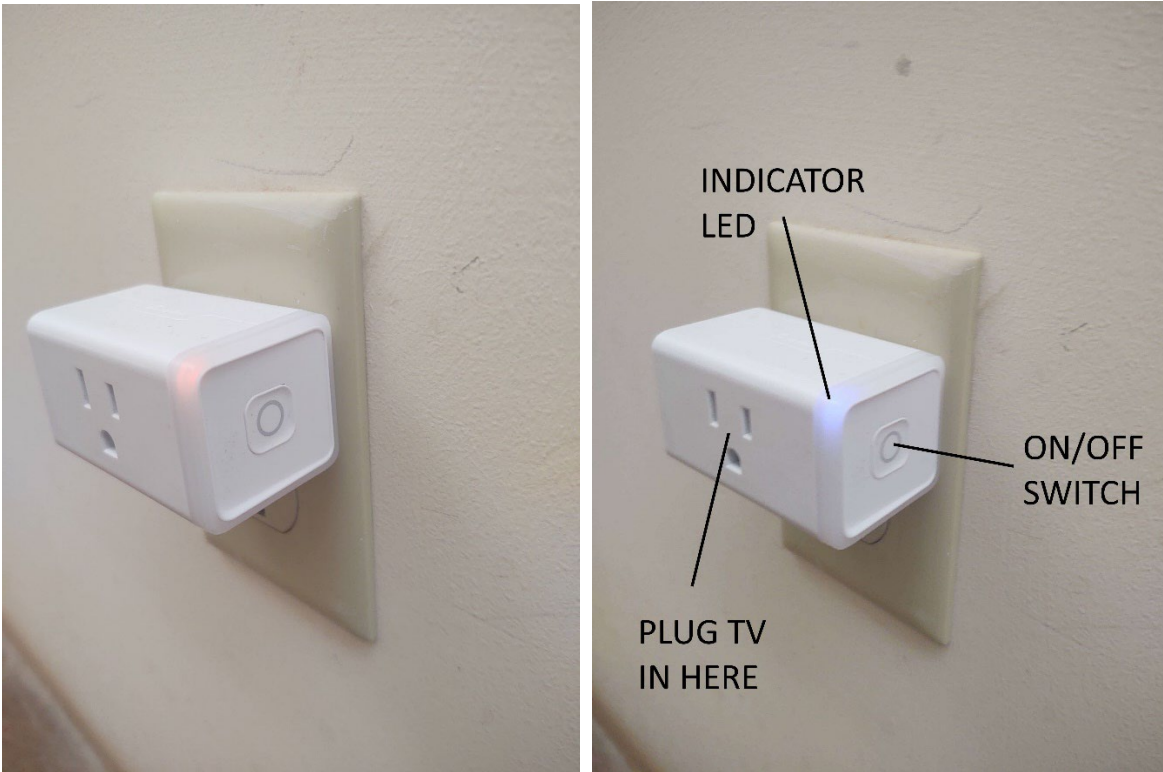
HDMI PORT #	ARC/eARC?	SOURCE
1	No	DIRECT TV Genie Box
2	No	callGenie appliance
3	Yes	Sony Sound System
4	No	



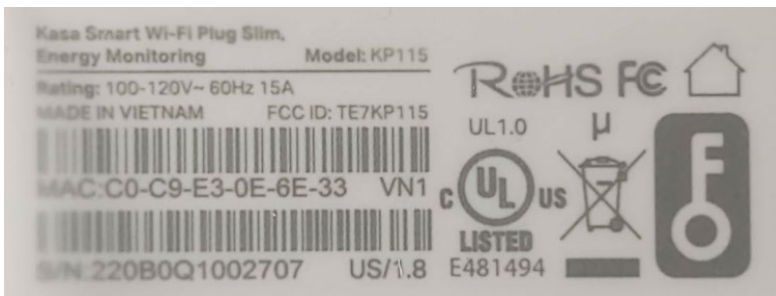
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## 8. Kasa Smart Energy Plug (If part of configuration)

- a. Plug into the wall, then plug TV into the Kasa smart energy receptacle
- b. Note whether the indicator led is on or off, and if on whether it is blue or orange, steady or blinking.
  - i. The Smart energy plug indicator lamp should be on steady, and either orange or blue.



- c. Check that you can turn on your TV normally as you normally would with the remote control.
  - i. If it does not turn on then press the side of the smart energy plug once and try to turn on the TV as your normally would.
- d. If we have a problem, we might need you to take a picture of the label on the smart plug and send it to us. We are looking for the the label that looks something like this:
- e.



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## 9. Checking Internet Connectivity

Connect all wires/cables as shown in figures 9 (WiFi) or figure 10 (Wired) placing callGenie in an appropriate spot behind the TV. Plug callGenie power adapter in.

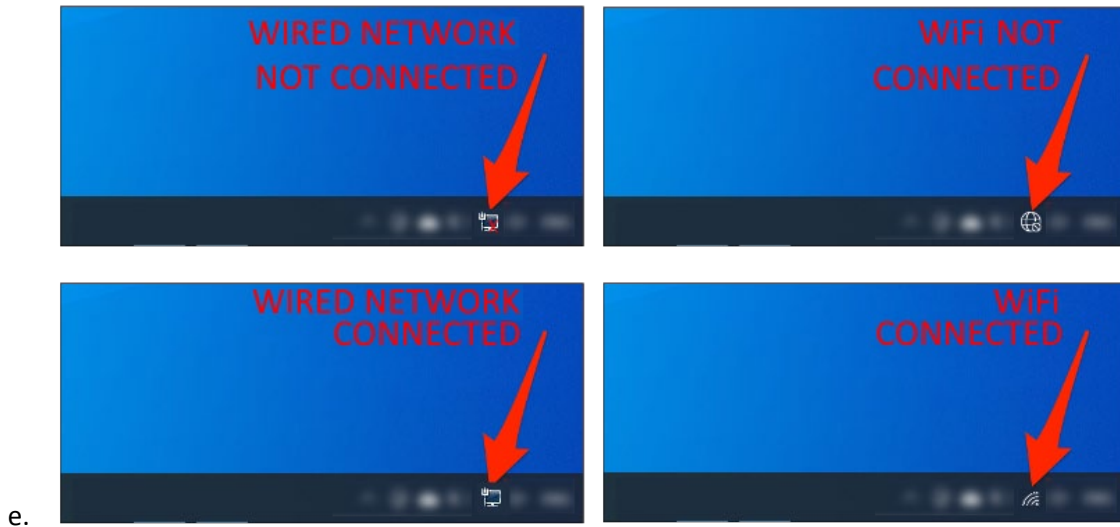
- a. Check that all plugs are fully inserted by removing and reinstalling one by one.
- b. Ensure that connection points look exactly like the provided figures in this guide.

Using Television remote control (with good batteries!)

- c. Ensure the TV is on
- d. Change from current HDMI INPUT to HDMI 2 (or the HDMI port callGenie is connected/plugged into ..see item#6 )

Observe callGenie PC boot into windows and automatically log on as callGenie

Observe state of internet connection



If internet connectivity is not established, we may ask you to change settings for your phone's mobile hotspot and activate it so we can continue the installation and resolve the connection issue.

Configure your hotspot:

Android: (Settings, Network & Internet, Mobile Hotspot & Tethering, Mobile Hotspot, Change the following settings:

Name: callGenie

Security: WPA2=Personal

Advanced, Hotspot password: '+2d#YI3JC!@aGmVvT' (all characters except the single quotes)

iOS: Set the phone name to "callgenie" (Settings, General, About, Name)

Change Personal Hotspot password (Settings, Personal Hotspot, Wi-Fi password, Enter '+2d#YI3JC!@aGmVvT' (all characters except the single quotes), press Done)

-----**END OF CUSTOMER RESPONSIBILITY CHECKLIST**-----

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## callGenie Setup Session

1. Tech support will help you address any Pre-Setup issues
2. Tech support will work with you to verify the callGenie functionality
  - a. Change HDMI input Test
  - b. Turn TV Off/On test
  - c. Kasa Smart Energy Plug Test (if required by your TV configuration)
  - d. Skype call Test
  - e. Skype Configuration
  - f. Webcamera positioning
  - g. Remote family member test call
3. That's it, time to chat!

## Issue post setup?

Contact callGenieUSA to schedule a support session.

(703) 582-7225 (Please text or leave message so we can call you back if we are busy) sales@callGenieUSA.com

## Operation

We suggest that you wait 60 seconds between hanging up and reconnecting to the callGenie appliance.

If for any reason Skype puts you on hold, hang up and call back. Someone else called your loved one and to date we have not seen Skype release the hold and return the caller to your loved one.

We are working to make callGenie faster and better, but for the moment please allow it time to cycle the communications with the TV. The HDMI-CEC specification is decades old and very slow.

## Maintenance

Once installed there is no maintenance required. CallGenie will reboot daily between 2 and 6am local time to avoid any cache issues.

## Troubleshooting

<b>Problem</b>	<b>Troubleshooting approach</b>
Your loved ones' Skype status shows off line	Remove power from callGenie for 30 seconds and reconnect. Wait 3 minutes and recheck. If you can, check with the facility to see if there is an internet issue. If problem persists call/email callGenieUSA tech support.
TV is not switching to callGenie and not switching back after call	Check that cables are all tight and connected. Shut off TV and remove power from callGenie for 30 seconds and reconnect. Wait 3 minutes and recheck. If problem persists call/email callGenieUSA tech support.
No sound during callGenie call	Shut off TV and remove power from callGenie for 30 seconds and reconnect. Wait 3 minutes and recheck. If problem persists call/email callGenieUSA tech support.

*End of Document*

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## *Appendix A. (Kasa Only) Intel Dual Band Wireless AC 3165 adapter settings*

When setting up Kasa it is imperative that the Wifi network adapter is set to prefer 2.4G band. Otherwise you will see the Kasa plug looking like it connects to the mobile hotspot (it draws an IP address but when you try to ping it, you cant.)

In Windows settings

:

Network & Internet | Advanced Network Settings | Related Settings More network adapter options

Right click select properties of the Wifi adapter

On the networking tab select Configure

On the advanced tab

802.11a/b/g Wireless Mode set to 4 2.4Ghz 802.11b/g

Preferred Band to 2. Prefer 2.4 Ghz band

On the power management tab untick Allow the computer to turn off this device

## *Appendix B. (Roku TCL TVs Only)*

When setting up a ROKU TCL TV please make the following settings adjustments:

TV Power Settings are:

(Settings, System, Power)

Power on (Whatever is normal TV watching source)

Auto power savings (all unticked/disabled)

Standby LED (On)

Fast TV start (Enabled)

(Settings, System, Control other devices (CEC))

1-touch play enabled (tick the box)

System standby enabled (tick the box)

(Settings, System, Advanced system settings, Control by mobile apps)

Network access should be set to default.

The Flirc USB adapter should be placed under the Standby LED which is center and completely under the TV.

This will allow the FLIRC to be under and perhaps slightly behind the TV. Double sticky tape or zip ties should secure this in place so that the performance is reliable.