




## NOVACHAT®: Rescue Mobile App







### Important Functions

Below are the main Functions buttons on the NovaChat devices:

**Menu Button**  /  /  allows you to determine which vocabulary file will be used, which augmentative options are enabled, how and when to speak messages, and how a wide variety of other options are configured.

**Home Button**  /  /  /  navigates out of Chat Software to the Home screen of the Android software.

**Back Button**  /  /  navigates to previous page or to previous Menu. Pressing and holding the Back button also reveals the Chat Software menu.

 Click [HERE](#) to download Chat Editor

### Technical Support:

Tel: +44 (0)1733 370 470 (Option 2)

Email: [info@liberator.co.uk](mailto:info@liberator.co.uk)

### Regional AAC Consultants:

If you wish to speak to your Regional AAC Consultant, please call +44 (0)1733 370 470 (Option 3)

The LogMeIn Rescue Customer mobile app allows staff at Liberator to remotely connect to your device using a PIN, which is provided by us when you call. Rescue is automatically installed on newer devices by default, however if your device does not have Rescue installed you will need download and install this from the Play Store (you will need to ensure you are signed in).

This quick reference guide will take you through the process of downloading, installing, and using the Rescue app. Please note this will only work if the device is connected to Wi-Fi as internet access is needed.

### To Download from the Play Store

If you do not have Rescue already installed on your device, please follow the instruction below.

1. Press the **Home** button to minimise NovaChat.
2. Press the **App tray** and press **Play Store**.
3. Search for "Rescue Mobile", select LogMeIn Rescue Customer and press **Install**.



4. Press the **Home** button to minimise the Play Store.
5. Open the **App tray** and press **Rescue** to open.
6. Follow on from step 3 below should you need support.

### Allowing Remote Support

If you already have Rescue installed, and require remote support, please follow the instructions below.

1. Press the **Home** button to minimise NovaChat.
2. Open the **App tray** and press **Rescue**.
3. Rescue will open and show an initial disclaimer – press **Continue**.
4. You will now be asked to enter a PIN that will be given to you by a member of Liberator staff, then press **Connect**.
5. Once connected, a second pop-up disclaimer will appear when the staff member has started the session – press **Start Now**.
6. For some devices you may need to press **Start Now** again if requested.

**NOTE:** The Rescue app will work on any device running Android 7 or higher, however some devices may only support screen sharing or file transfer.

### Related Icons

Internet Browser



File Manager/Files/My Files



App Tray (swipe up from bottom of screen if no icon present)

