

# TippyTalk User Guide



# What is TippyTalk?

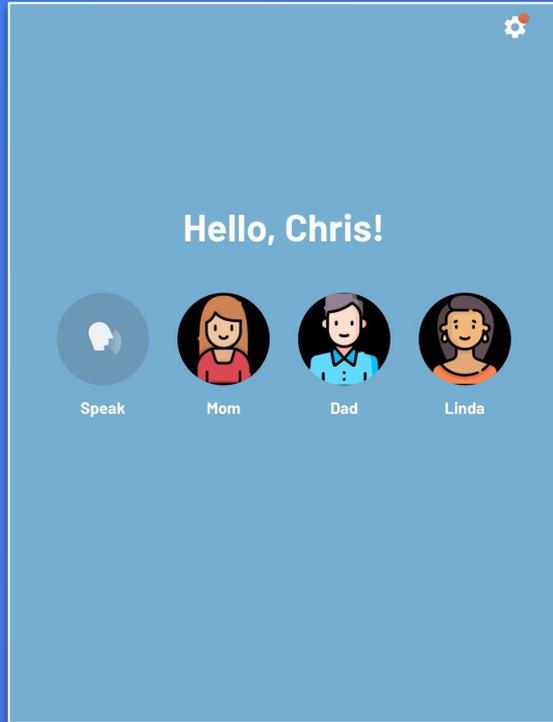
TippyTalk is a unique AAC app: it is a TWO-WAY communication tool for nonverbal and speech-impaired users.

The app is available on the App Store and Google Play.

# TippyTalk Users and Basic Structure

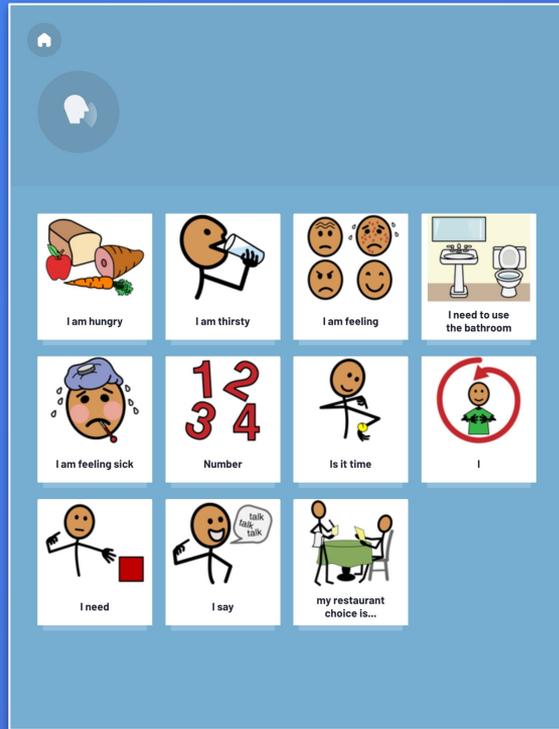


# Types of TippyTalk Users



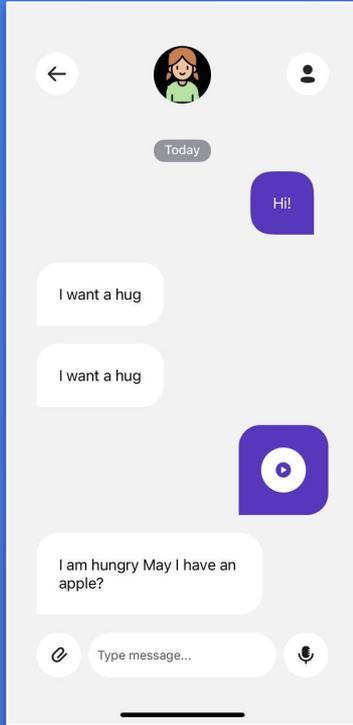
- A TippyTalker is a non-verbal user of the TippyTalk app and the central figure within the TippyTalk community.
- A TippyTalk community is made up of verbal users who support the TippyTalker, including:
  - 1) an Admin
  - 2) Managers
  - 3) Members
- TippyTalk offers two user modes, each tailored to a specific type of user.

# TippyTalker Mode



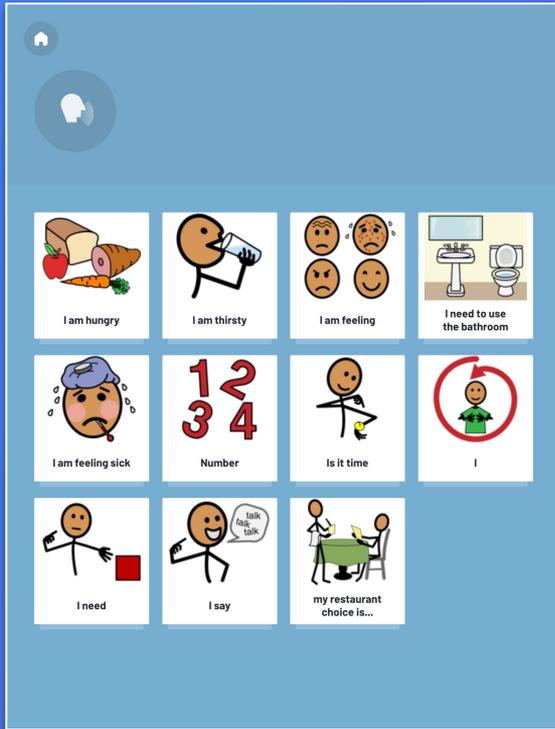
- This mode is designed for non-verbal users, known as TippyTalkers.
- It facilitates communication by using images, which the app converts into spoken words.
- The mode offers two key functions: speech generation and messaging.
- This mode is usually used on an **iPad or other tablet.**

# Verbal User Mode

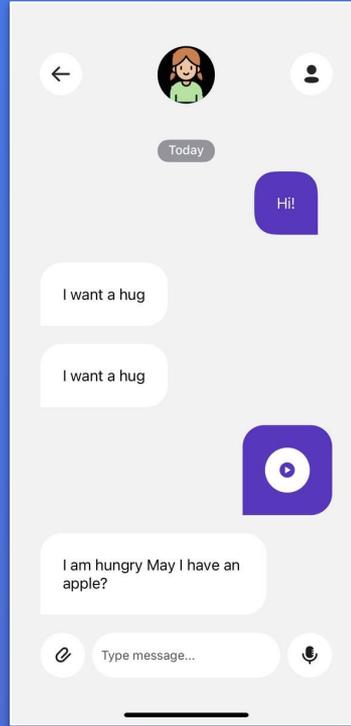


- This mode is used by verbal users, referred to as participants in the TippyTalker's community.
- It enables management of the TippyTalker's profile and its components, as well as communication with the TippyTalker.
- Additionally, it allows the Admin to quickly switch to TippyTalker mode.
- This mode is usually used on smartphones.

# Devices



\* a TippyTalker's device



\* a Verbal user's device

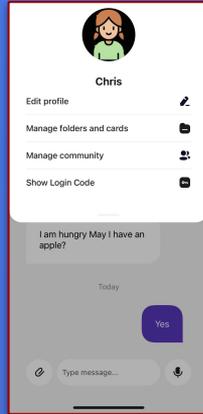
→ For the purpose of this guide, we assume that the TippyTalker uses an iPad and verbal users use an iPhone.

→ However, it's important to note that any user can use an iPad, iPhone, or Android tablet/smartphone interchangeably.

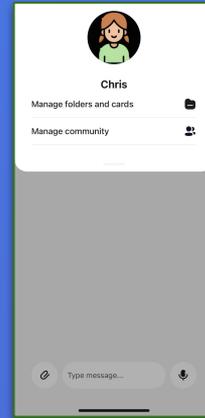
# TippyTalker's Community



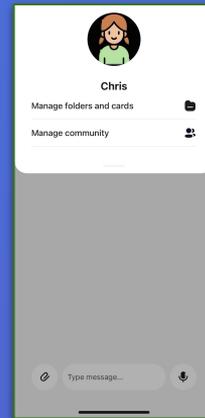
**TippyTalker**  
(kid on iPad)



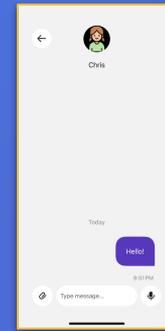
**Admin**  
(mom)



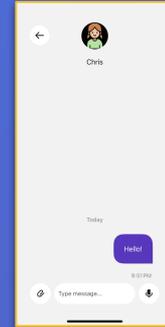
**Manager**  
(dad)



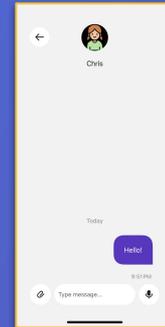
**Manager**  
(therapist)



**Member**  
(grandmother)



**Member**  
(brother)

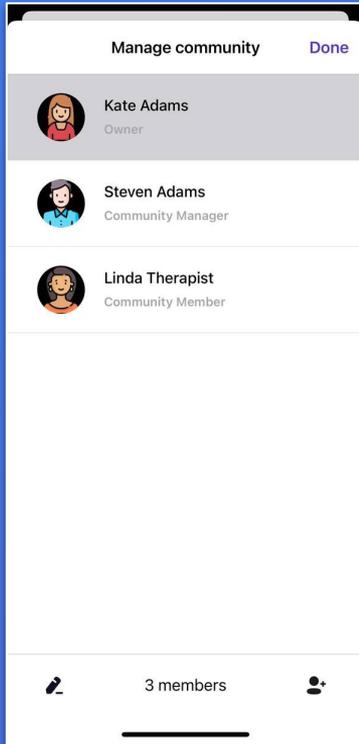


**Member**  
(friend)

# Community Participants - Roles

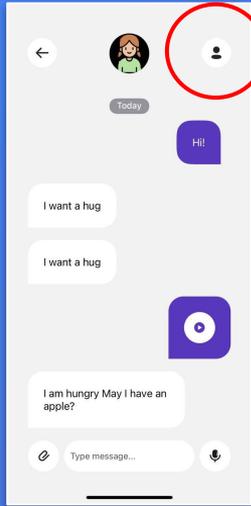
Features	Admin	Manager	Member
Exchange messages with the TippyTalker	+	+	+
Manage folders and cards for the TippyTalker	+	+	-
Add and remove participants of the TippyTalker's community	+	+	-
Generate a login code to log into the app as a TippyTalker	+	-	-
Easily switch between their own mode and the TippyTalker's mode	+	-	-
Edit the TippyTalker's profile	+	-	-

# The Admin

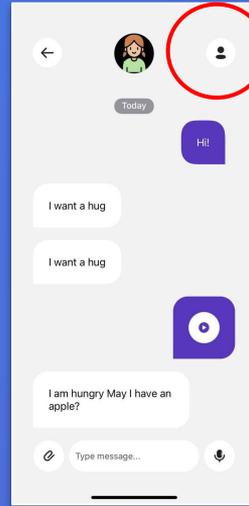
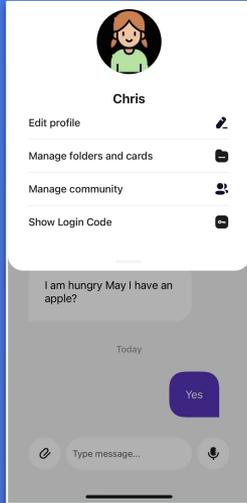


- The Admin creates and manages the TippyTalker's account in TippyTalk, with full control over both the TippyTalker's account and their associated community.
- The Admin holds the license to use TippyTalk.
- Usually the Admin is a parent

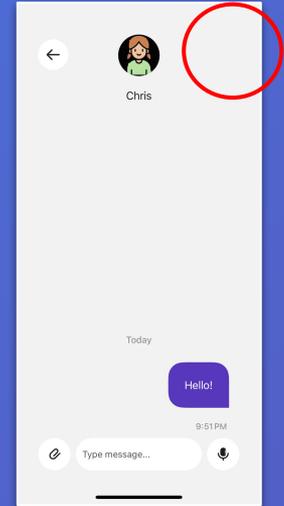
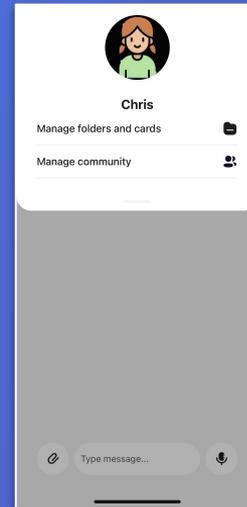
# Community Participants and Permissions



**Admin**

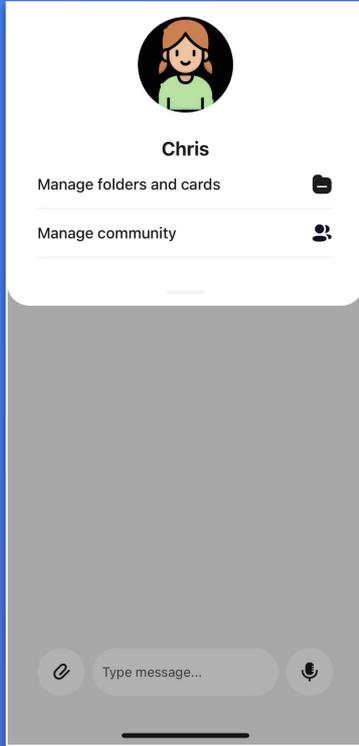


**Manager**



**Member**

# The Manager

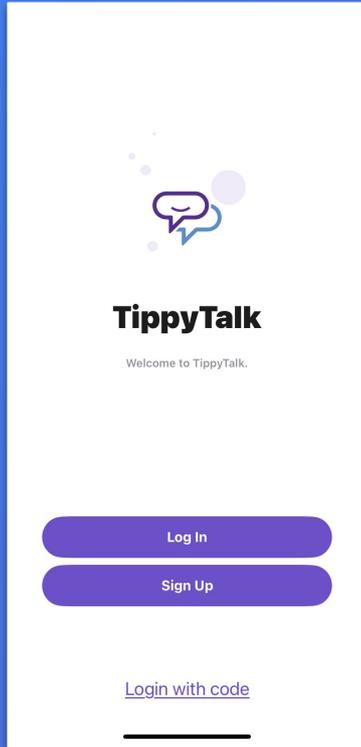


- The Manager can manage the TippyTalker's cards and folders, as well as add or remove members of the TippyTalker's community.
- Typically, the Manager role is assigned to another parent, therapist, or a close individual based on the specific needs for using the app.

# TippyTalk Signup and Login



# TippyTalk Signup and Login



- A verbal user of the TippyTalk application registers with their email address on a smartphone.
- They can later access their account from any compatible device using their username and password.
- To sign up and get started with the basics, follow the instructions in the app or use the TippyTalk Initial Setup Guide and Quick User Guide.

# Create a Profile of a TippyTalker

Cancel Create TippyTalker Create

First name

Last name

Admin PIN

This PIN is used to access settings or switch users when the app is in use by a TippyTalker.

Voice  
**Female**

Choose the voice that the TippyTalker will hear when using the app.

**Auto-reading text messages**

Enable this feature to automatically play text messages on TippyTalker's device. TippyTalker will have "Reply" button disabled until message stops playing.

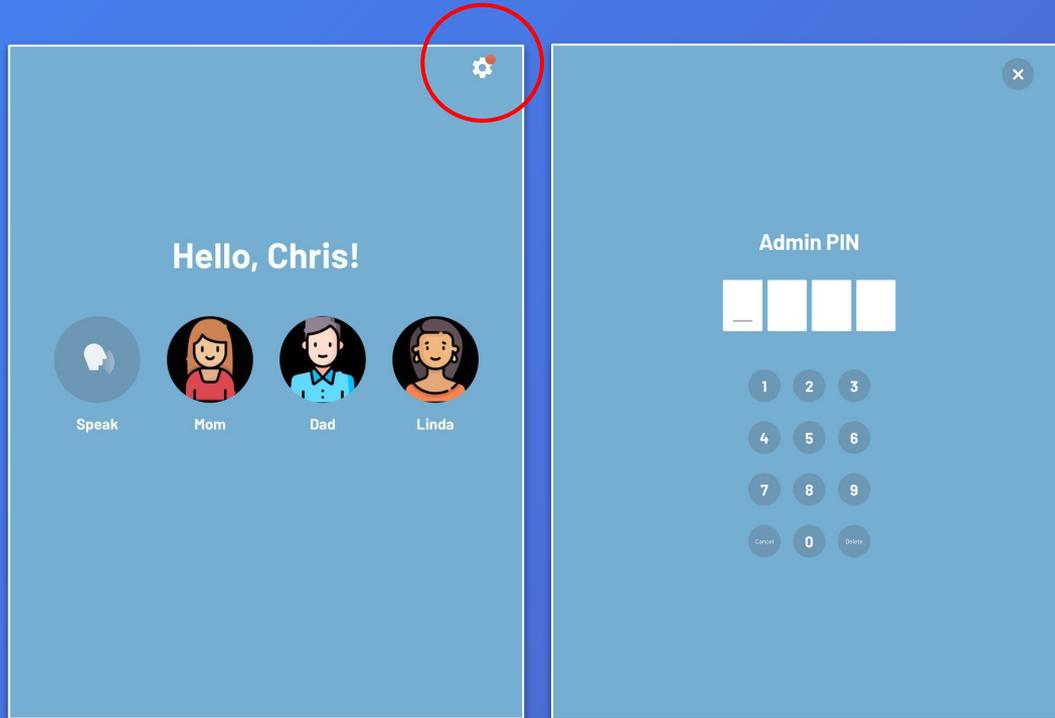
see the next slide for an explanation

- A non-verbal user of the TippyTalk application, known as TippyTalker, does not register independently. Instead, their profile is created by the Admin during the initial setup in the app.
- Here, you can choose the app's voice, set auto-reading of text messages, and enable auto-sending of messages.

**Auto-sending messages**

Set a timer for auto-sending TippyTalker's messages. It is Off by default.

# What is the Admin PIN used for?

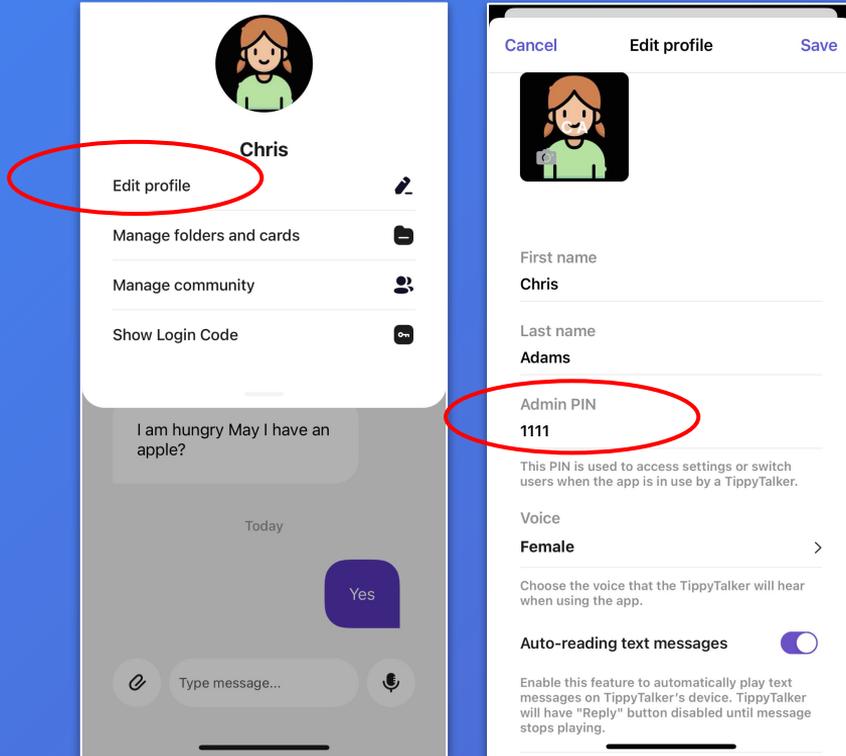


→ In TippyTalker mode, you can access the settings using a PIN code created by the Admin.

→ From this menu, you can also log out of the TippyTalker's account.

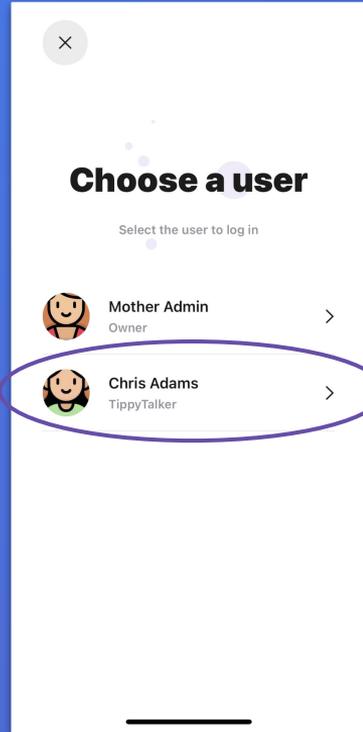
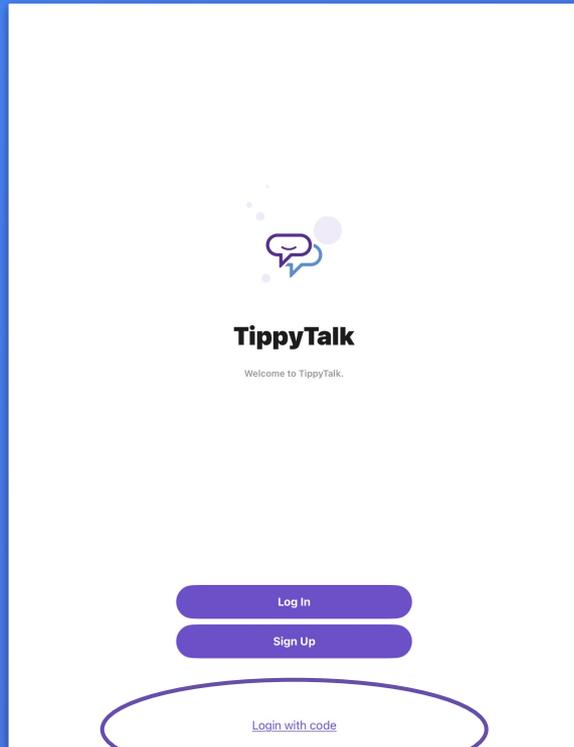
**Note:** A TippyTalker cannot make changes or log out of the account independently without knowing the PIN code set by the Admin.

# Admin PIN



→ The Admin can view or change the PIN code from their mode in the TippyTalk phone app using the 'Edit profile' button in the TippyTalker's management menu (see slide 32 on where to find it).

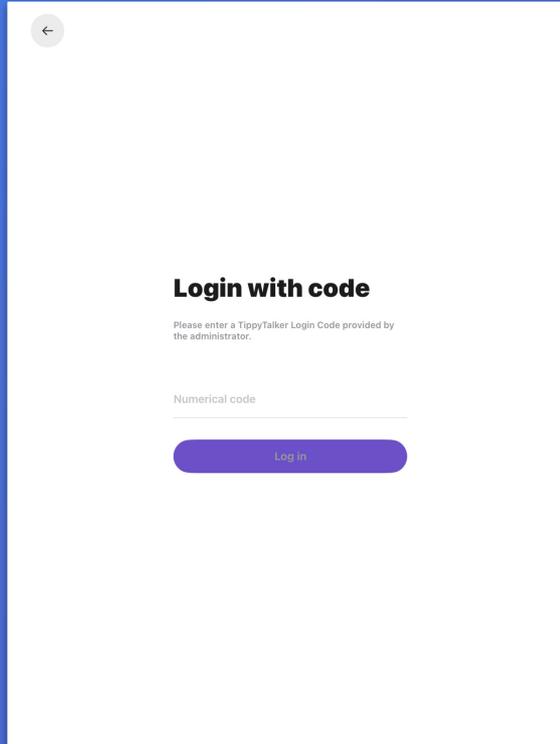
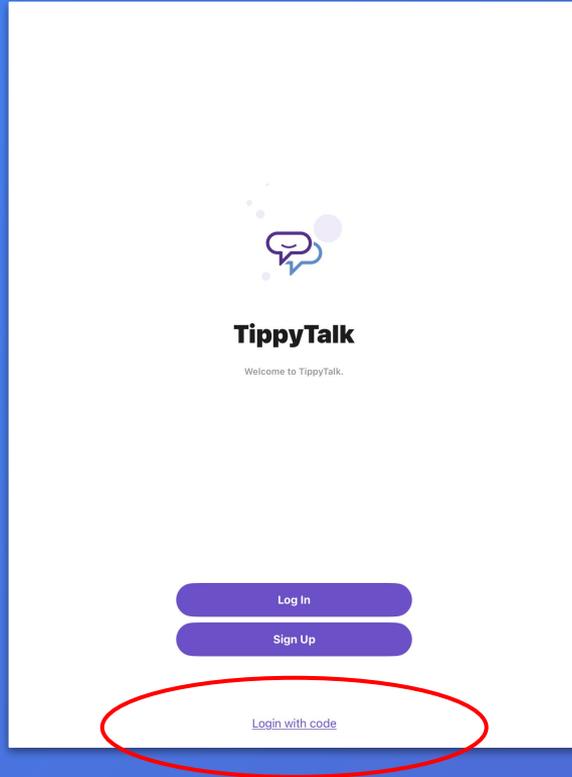
# How to open an app as a TippyTalker



There are two ways to open the app as a TippyTalker:

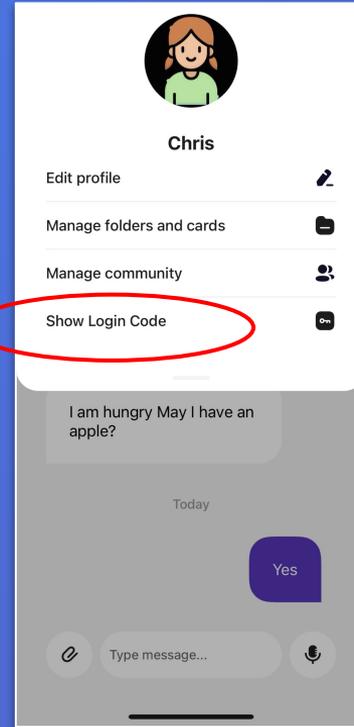
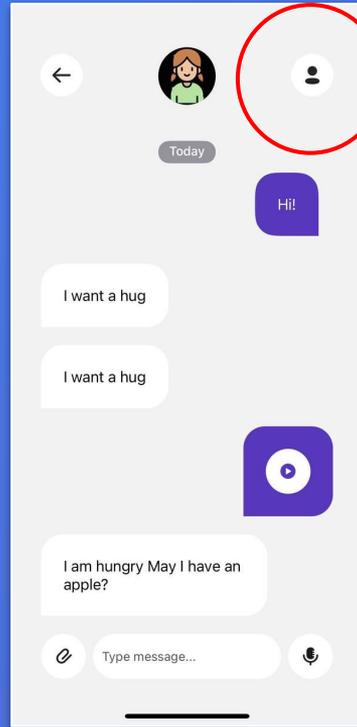
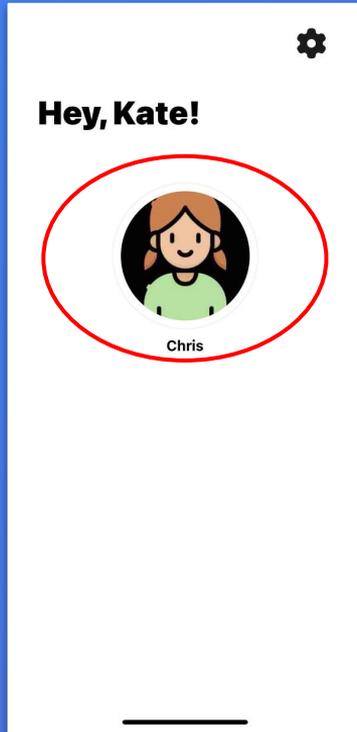
1. On the TippyTalker's device (iPad), login using a code generated by the Admin.
2. On the Admin's device (phone), switch to the TippyTalker mode from the Admin mode.

# TippyTalker Login



→ The TippyTalker can login and access cards and messaging using a code generated by the Admin.

# Creating the Code



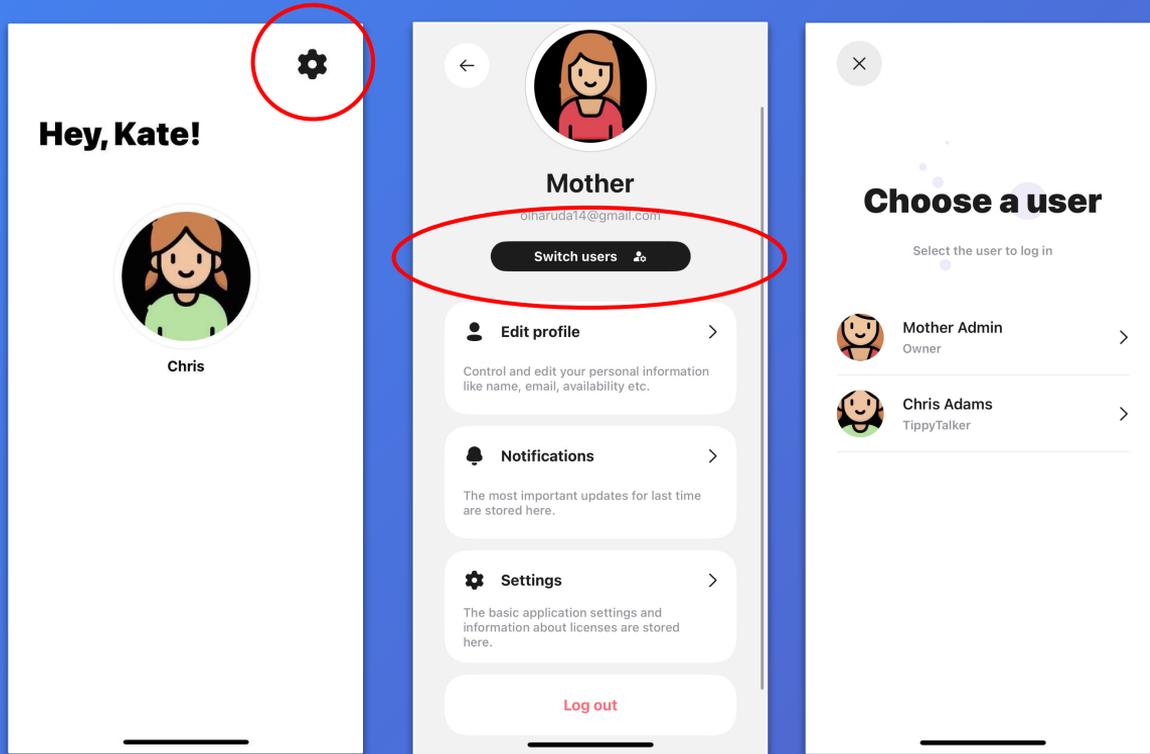
→ The Admin generates this code in their mode from the TippyTalker's management menu (Chris is the TippyTalker).

→ The code can be used only once.

# Switching Users

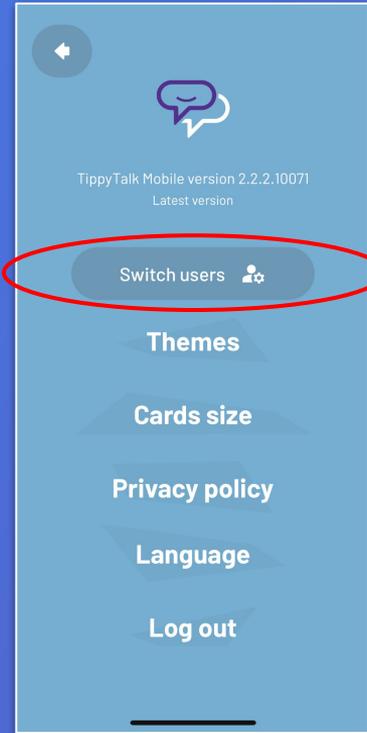
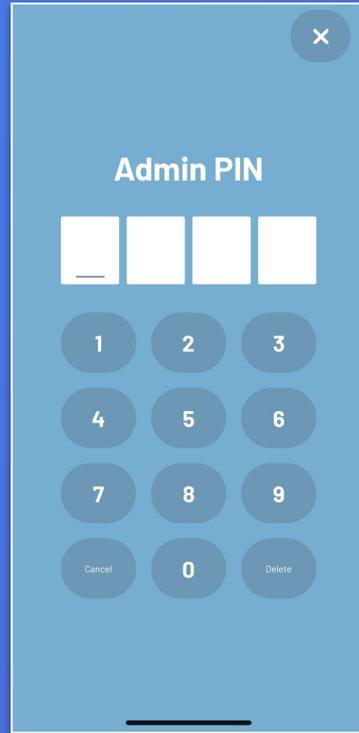
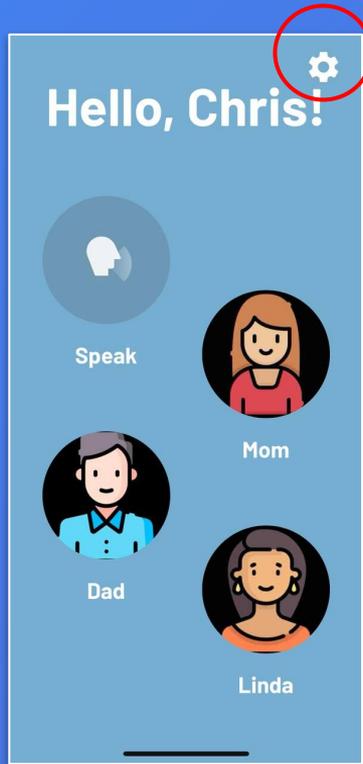


# Switching Users on the Phone



- The Admin can easily switch between their own mode and the TippyTalker's mode.
- This may be helpful if the TippyTalker wants to communicate but does not have their iPad nearby. Then, the Admin can quickly access the TippyTalker's mode for immediate use.

# Switching Back to Admin



→ You can also switch back to the Admin mode.

# Messaging in TippyTalk

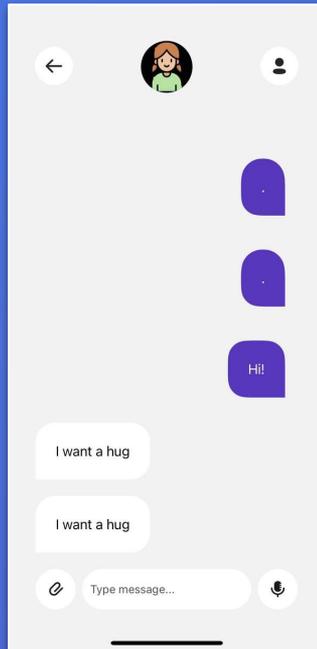


# Messaging

The TippyTalker chooses what they want to say and to whom.



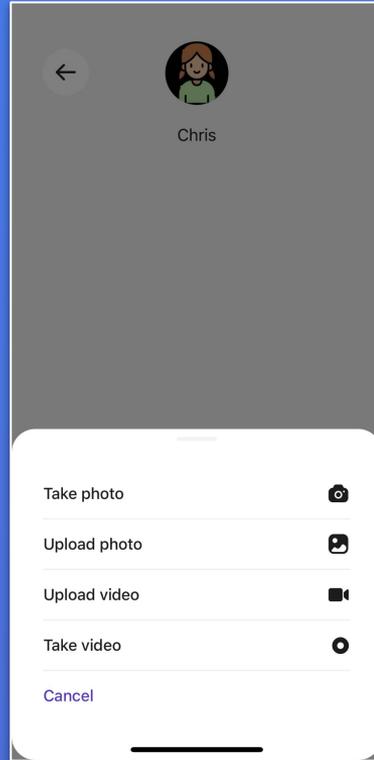
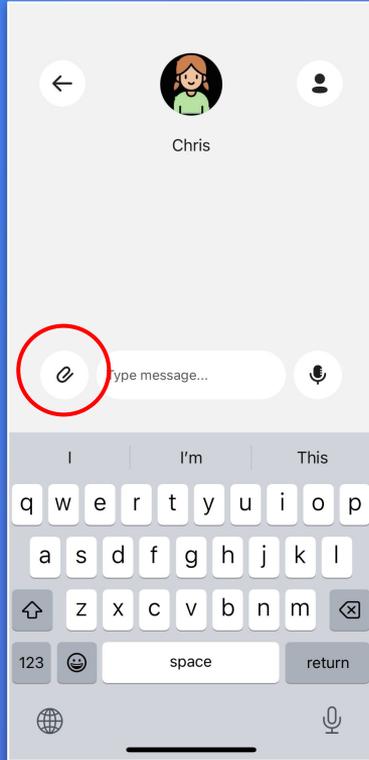
The recipient receives the message and can respond, including with media files.



The TippyTalker receives the message and can reply to it.

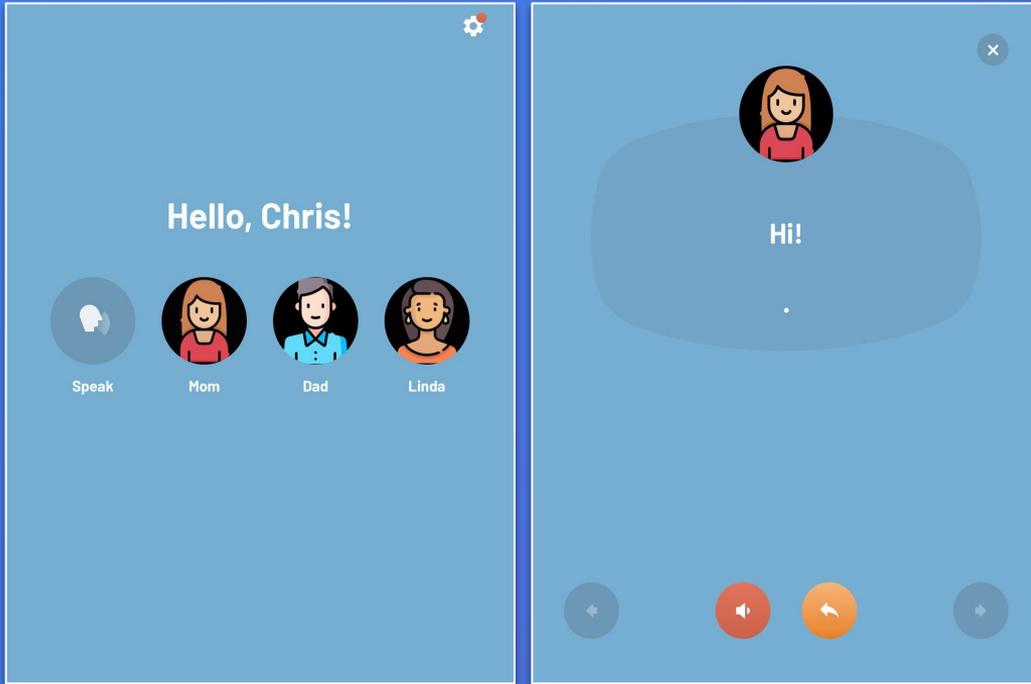


# Messages in Verbal User Mode



- A TippyTalker community participant can chat with the TippyTalker in their app. They can send:
- A text message, which will be spoken to the TippyTalker by the application;
  - An audio message;
  - Photo and video files.

# Messages in TippyTalker Mode

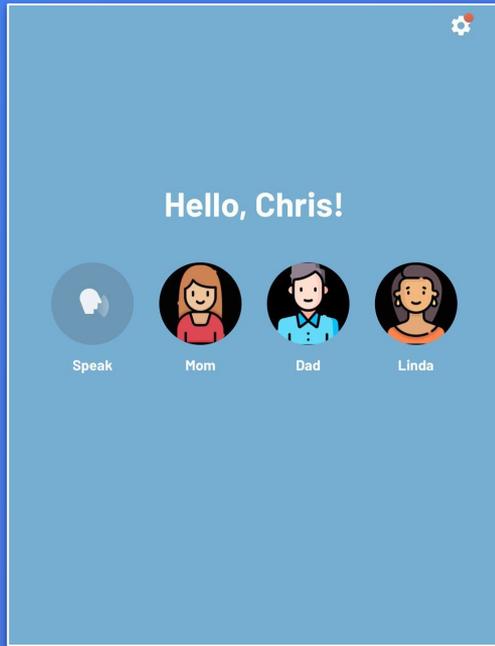


- The TippyTalker can chat with community participants and choose the interlocutor from the main screen of the application.
- Text messages can be voiced multiple times using a red button. You can turn auto-reading of text messages on or off.
- The message history for the TippyTalker is not saved; messages disappear after closing. You can also configure auto-sending of messages.

# More Details About TippyTalk User Modes and Features



# TippyTalker Mode



→ a Speech generator and a Messenger

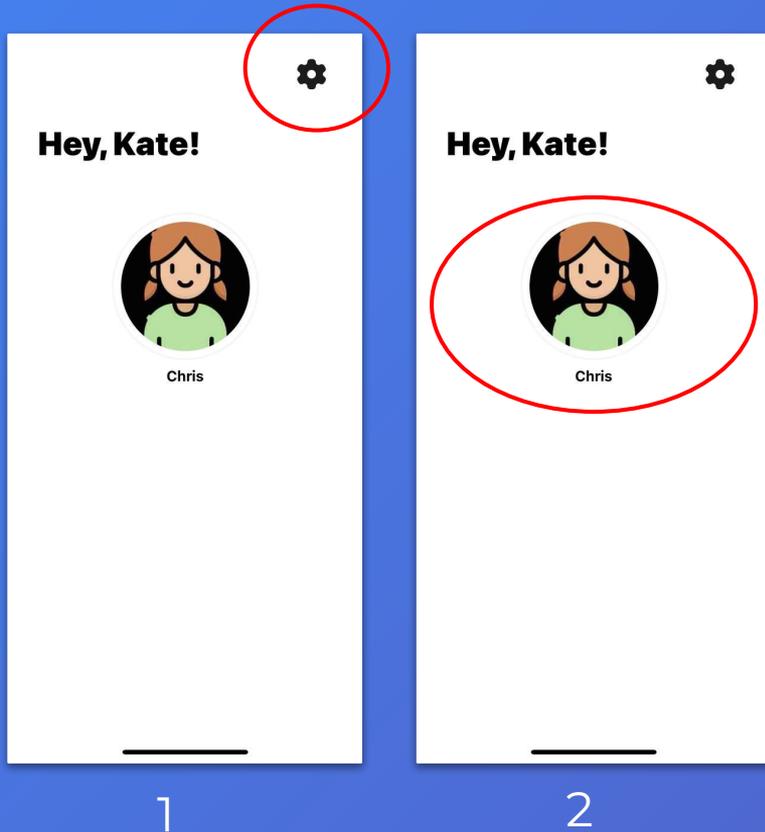


→ Switching to the Homescreen, Erasing, Voice Output, Sending a message



→ Settings

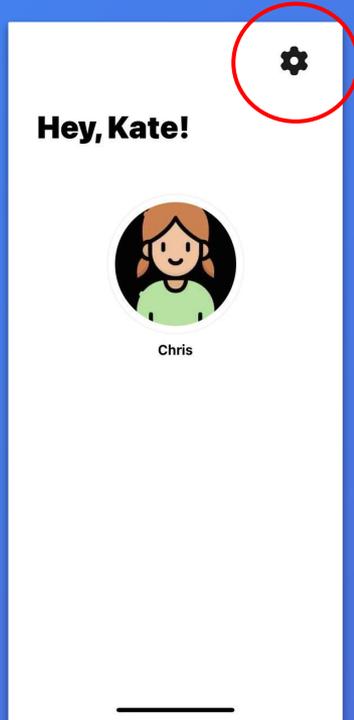
# Verbal User Mode



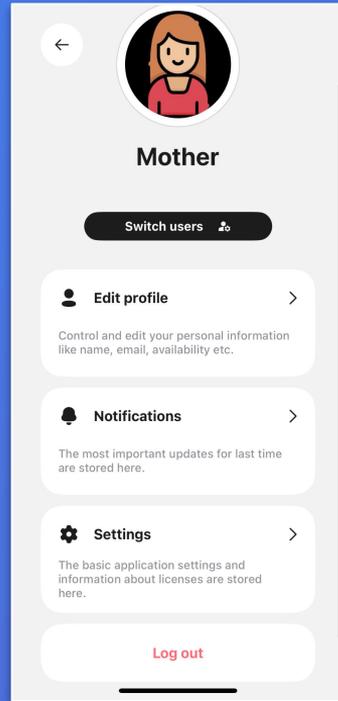
This is the home screen for verbal users. It's important to understand that:

1. To make changes to your own account, go to the gear icon.
2. To make changes to the TippyTalker's account, go to the TippyTalker icon.

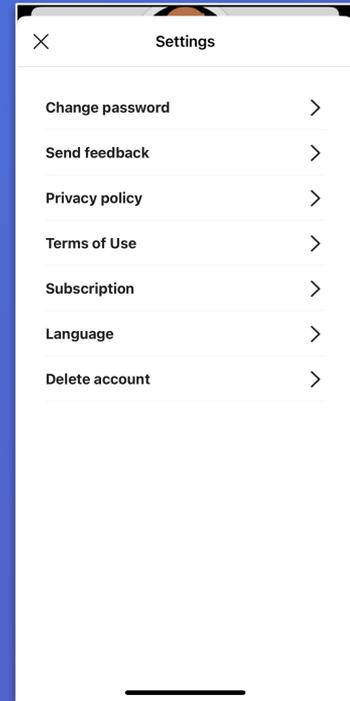
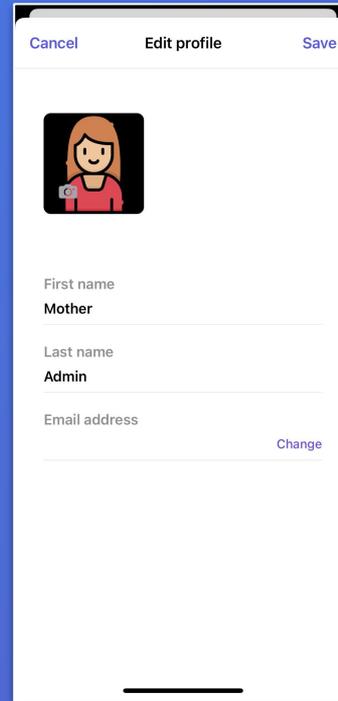
# Access to Settings for Verbal Users



→ Use the gear icon to manage settings for the Admin

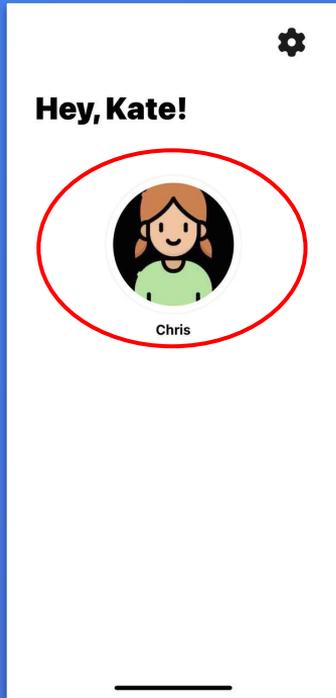


→ Editing the profile

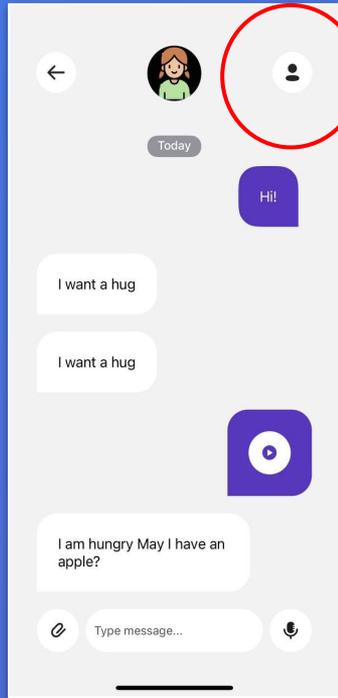


→ Change other Settings

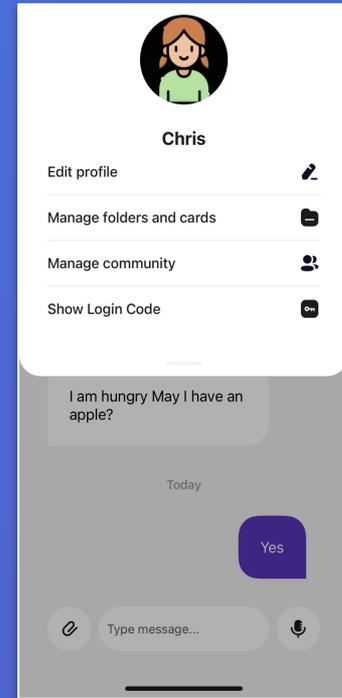
# Access to managing the TippyTalker settings



→ from the home screen, tap the TippyTalker's icon



→ tap the profile button to access the menu



→ TippyTalker's management menu

# Manage TippyTalker Folders and Cards



# Default Set of Cards



- The structure of cards in the TippyTalk app is hierarchical, consisting of two levels: folders and cards.
- When creating a TippyTalker profile, a standard set of cards is automatically generated.

# TippyTalker Communication

Phrase construction in TippyTalk is a two-stage process:

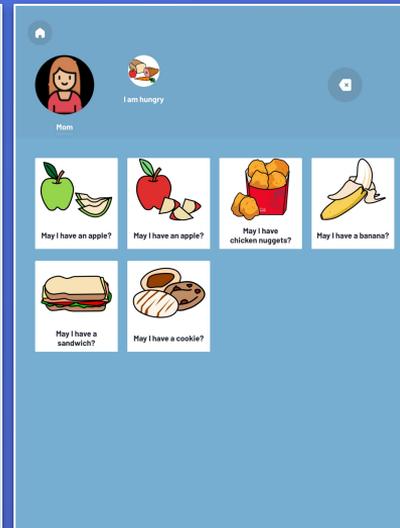
- 1) **Folder:** Represents the need or topic of the phrase (e.g., 'I am hungry').
- 2) **Card:** Specifies the action, feeling, or subject within that topic (e.g., 'May I have an apple?').

By combining these, a complete phrase is formed. The app then plays the selected phrase for the TippyTalker.

TippyTalker chooses a folder - the need or the topic of the phrase



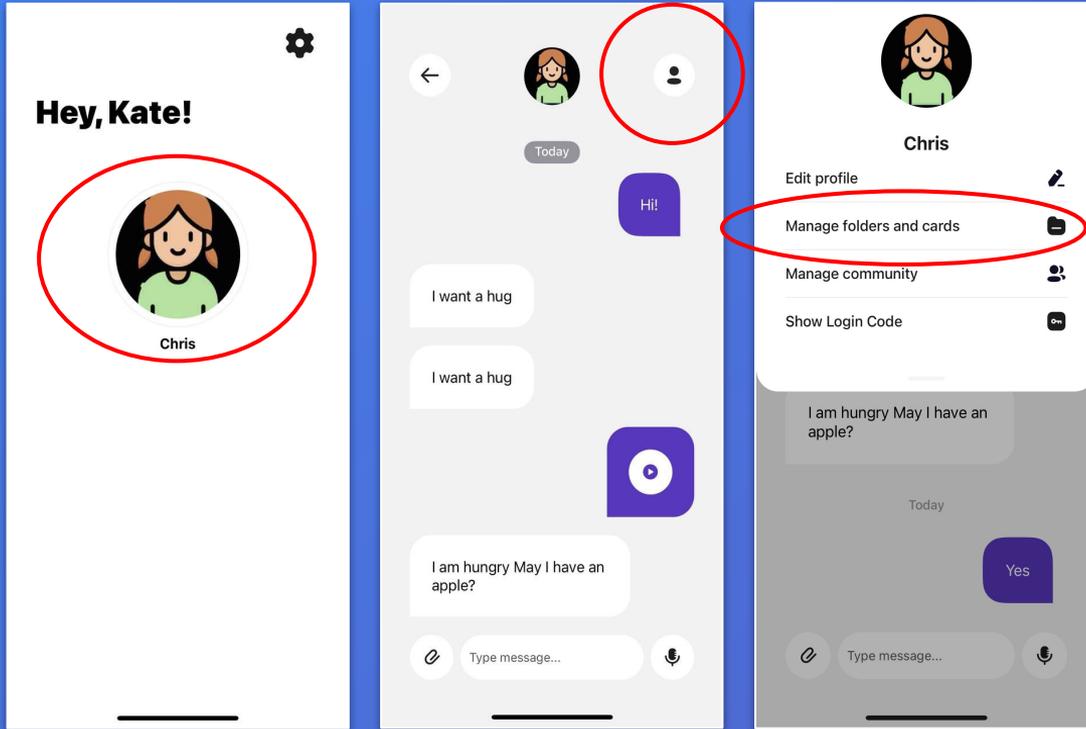
TippyTalker chooses a card - an action / feeling / subject - within that topic



TippyTalker receives the completed phrase



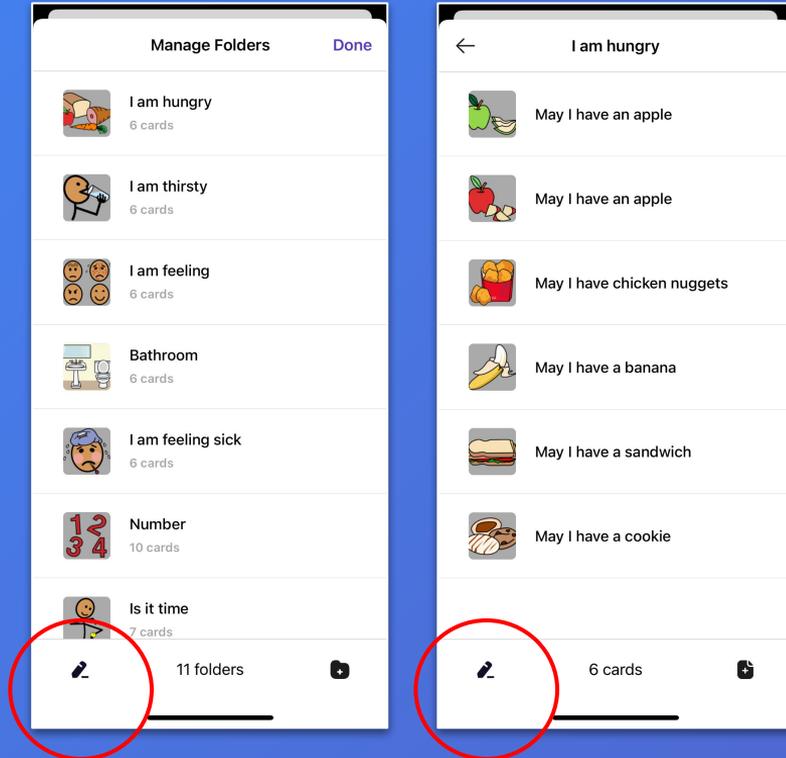
# Manage TippyTalker Folders and Cards



→ All TippyTalker folders and cards are visible in the TippyTalk app to the Admin and community managers.

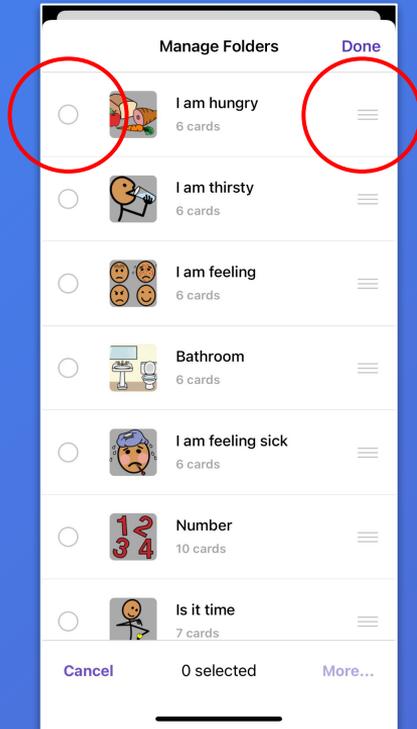
→ To manage these folders and cards, select the TippyTalker's profile on the home screen and then tap the button in the upper right corner.

# Manage TippyTalker Folders and Cards



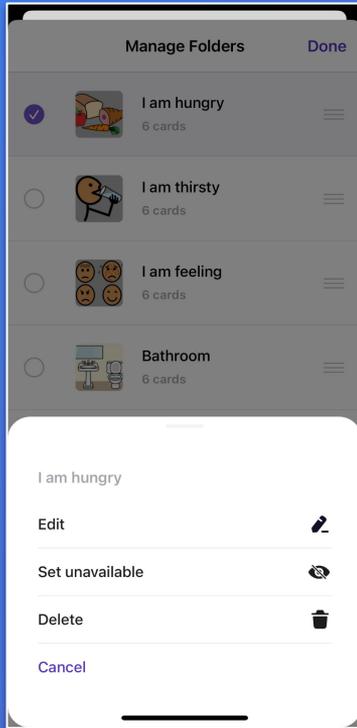
- The application uses a two-level structure, where each folder contains multiple cards. To open a folder, simply press on it.
- Any action you can perform on a folder can also be performed on a card.
- Use the button in the bottom left corner to edit folders or cards.

# Edit TippyTalker Folders and Cards



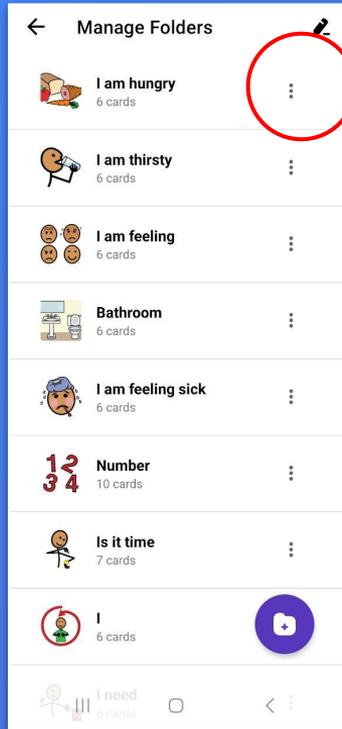
- After pressing the edit button, you can reorder items by dragging them using the three-line icon on the right.
- To select one or more items from the list, click on them, then press the 'More' button in the bottom right corner and choose an action to perform.

# Manage TippyTalker Folders and Cards

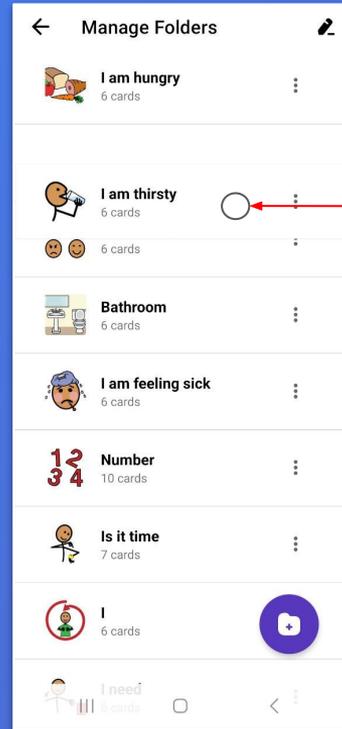


- You can edit, delete, or set any folder or card as unavailable.
- Setting an item as unavailable means it will be hidden from the TippyTalker's view on the screen, but you can restore it at any time.

# Manage TippyTalker Folders and Cards: **Android**



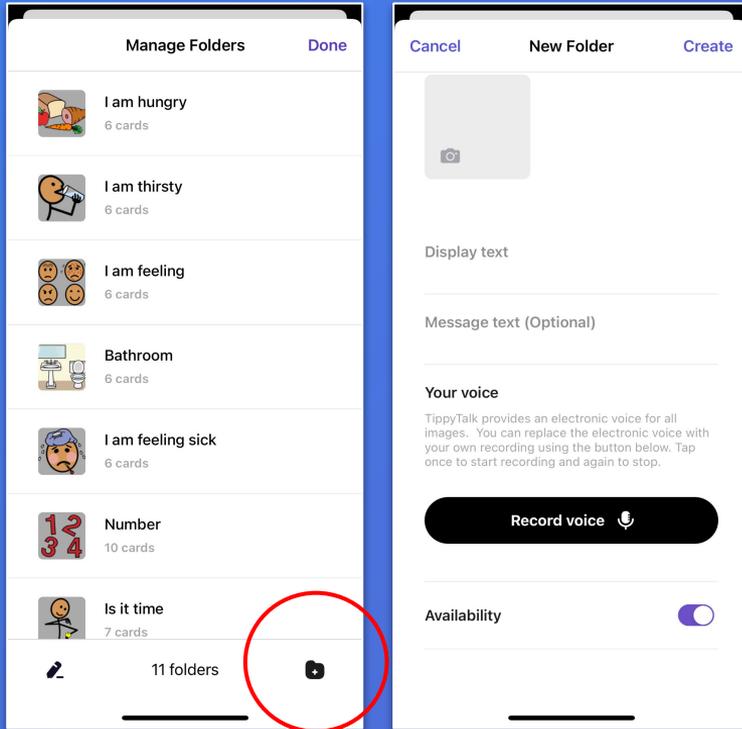
\* Android device



\* Android device

- On **Android** devices, these actions are slightly different.
- To reorder an item, press any part of the line it's in and drag it to the desired place.
- To make changes to a folder or a card, tap the three-dot icon to the right of the item you want to select, then choose the action.

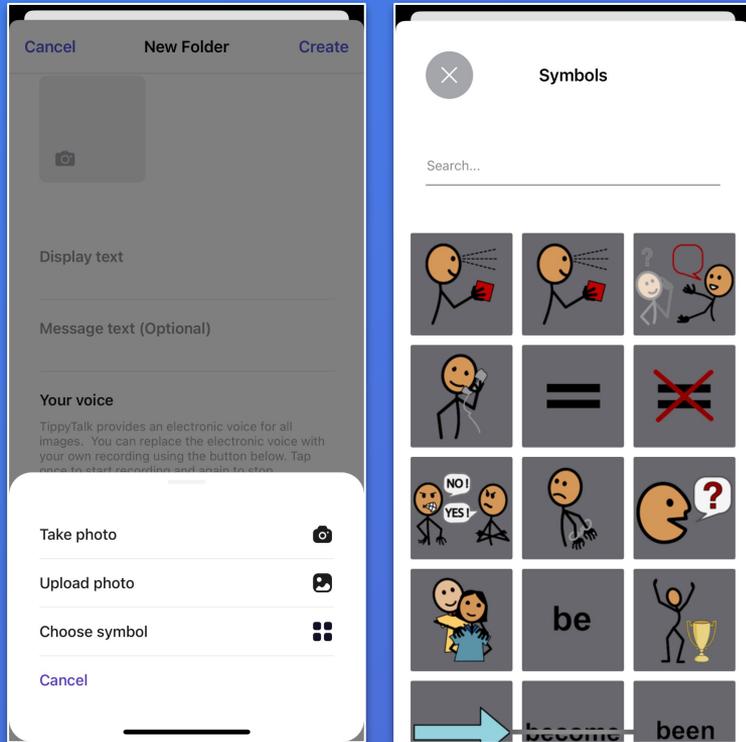
# Create TippyTalker Folders and Cards



→ Use the icon with a plus in the bottom right corner to create new item.

→ Next, choose a picture by pressing on the square icon.

# Create TippyTalker Folders and Cards



- You can add an image to a card or folder in the following ways:
  - take a photo;
  - upload photo from your phone;
  - choose an illustration from the app's library.
- TippyTalk includes a SymbolStix library with approximately 50,000 symbols.
- When selecting an image for a card or folder, you can search for symbols in the library using keywords in the search box.

# Create TippyTalker Folders and Cards

Cancel    New Folder    Create

Display text

Message text (Optional)

**Your voice**  
TippyTalk provides an electronic voice for all images. You can replace the electronic voice with your own recording using the button below. Tap once to start recording and again to stop.

Record voice

Availability

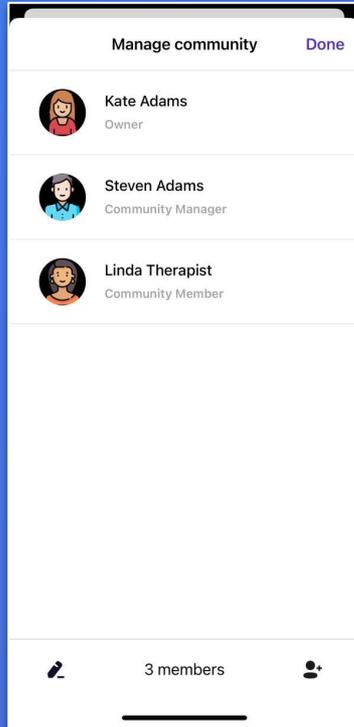
- You need to create a name, or Display Text, for the item.
- The application can automatically voice the name, but you can also record your own voiceover.
- Once you've filled in all the details, press 'Create' in the upper right corner to save your new item.

# Managing the Community

- The Admin and managers of the TippyTalker community can add or remove participants.
- The Admin can give roles to new participants.

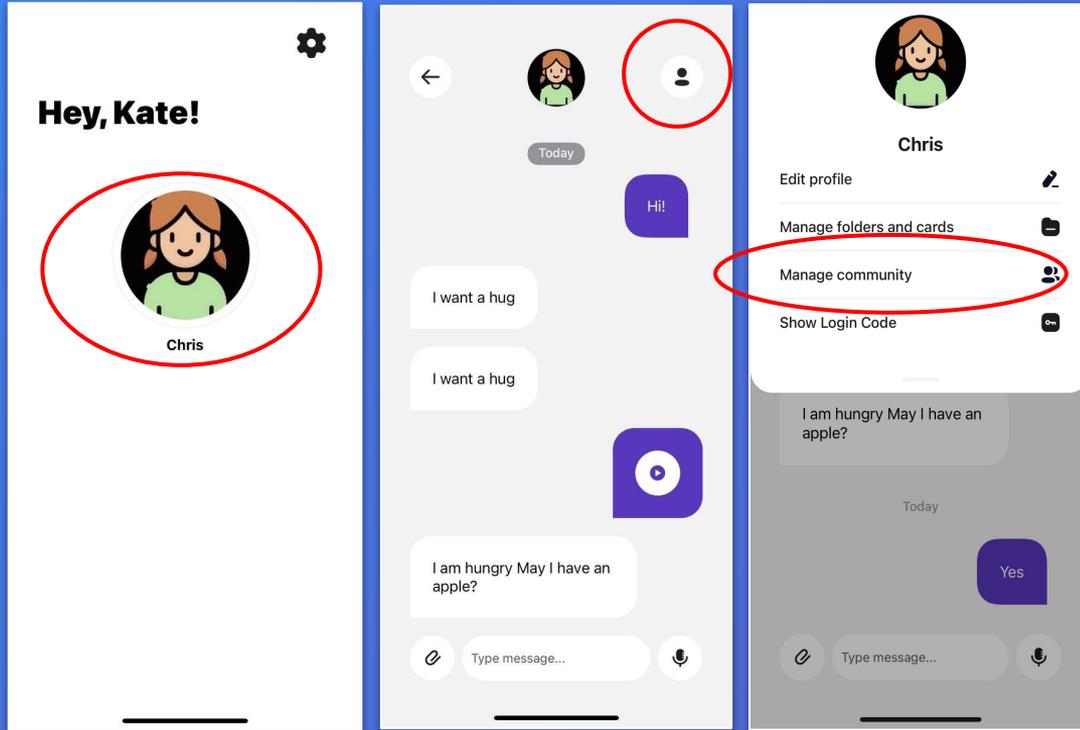


# Managing the Community



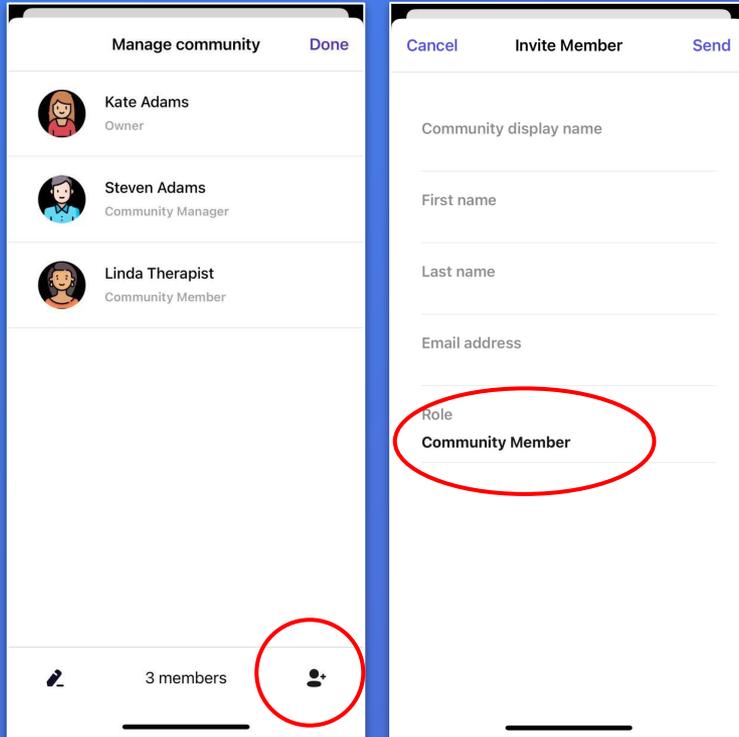
- TippyTalk is a secure messenger, ensuring that outsiders cannot enter the TippyTalker community.
- All community participants are visible in the application to the Admin and managers.
- You can view them in the TippyTalker's management menu under 'Manage Community'.

# Adding a Community Participant



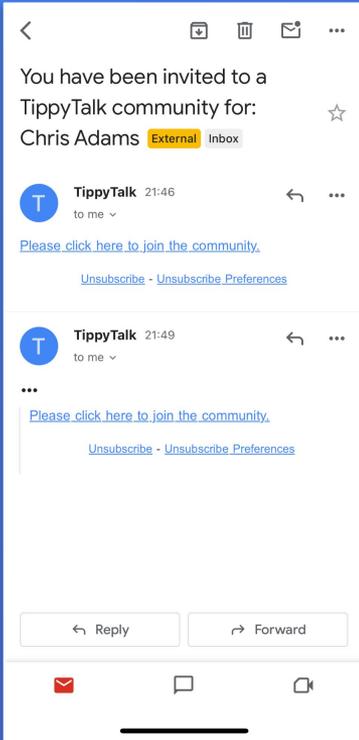
1. From the Admin Home Screen, tap the TippyTalker's icon
2. Tap the profile button in the upper right
3. Tap Manage community

# Adding a participant and choosing roles



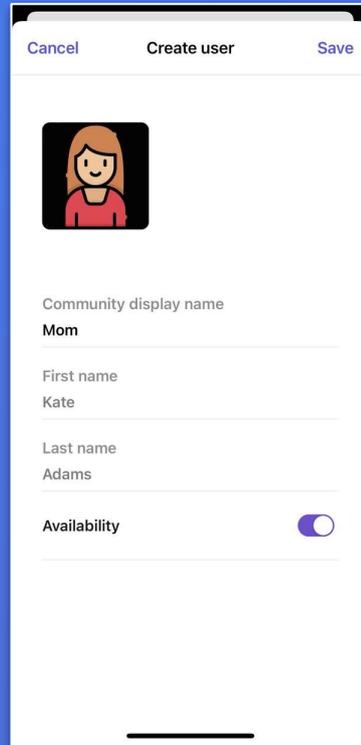
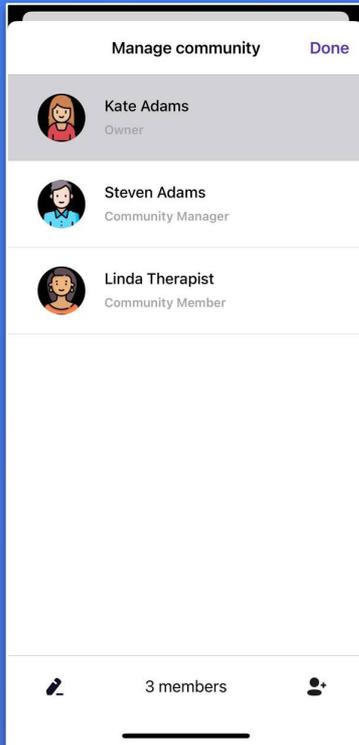
1. Tap the icon with a plus sign in the bottom right corner and enter the required information. Be careful while choosing a Role. Tap 'Send' to send an invitation to their email address.
2. Roles include:
  - a. Community Manager: can manage the community (members only) and cards, and communicates with the TippyTalker.
  - b. Community Member: can only communicate.

# Accepting the invitation



→ The recipient of the invitation must download the TippyTalk Mobile application on their device and register using the email address to which the invitation was sent. Then, they will be able to join a TippyTalker's community.

# Managing the Admin profile



- In the 'Manage community' section, you can select yourself to change your display name for the TippyTalker.
- You can also hide yourself from the TippyTalker by using the 'Availability' button.

# TippyTalk Technical Issues

- If you encounter technical issues with the TippyTalk application, follow the steps outlined on the following slides one by one, checking to see if the issue is resolved.
- Various factors can affect app performance, but these suggested actions can address most technical problems.



# Devices to Use TippyTalk

- Works on smartphones and tablets with the Android operating system, version 6.0 (2015) or later.
- Works on smartphones and tablets with iOS/iPadOS, version 13.0 (2019) or later.

**Note:** TippyTalk does not work on devices with other operating systems.

# Internet Connection

- The TippyTalk application requires an Internet connection for most functions.
- However, the automatic pronunciation of text in the Speech function for TippyTalker mode will work in offline mode.
- To enable this, open the application while connected to the Internet to load the TippyTalker cards into the device's cache.

# App Updating

- The TippyTalk app is continually being improved.
- To ensure optimal performance, it's important to keep the app updated to the latest version.
- You can check for updates in the app's settings, the App Store or Google Play.

1

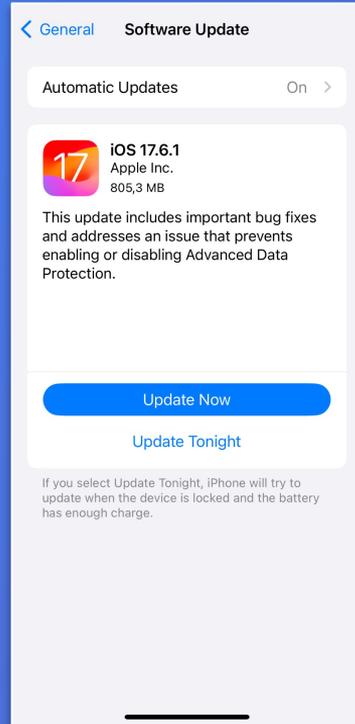
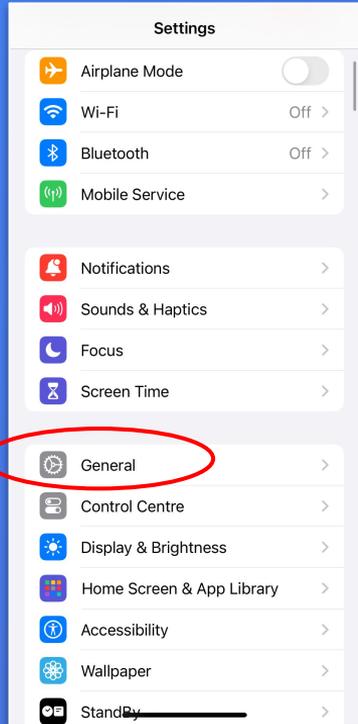
# Check Internet Connection



- The application requires an Internet connection for most functions.
- However, the automatic voicing of text in the 'Speech' function of TippyTalker mode will work offline.
- Any changes you make in the application will only be reflected when the device is connected to the Internet.

2

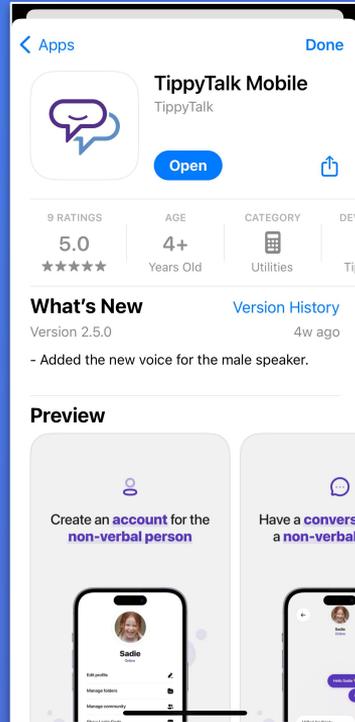
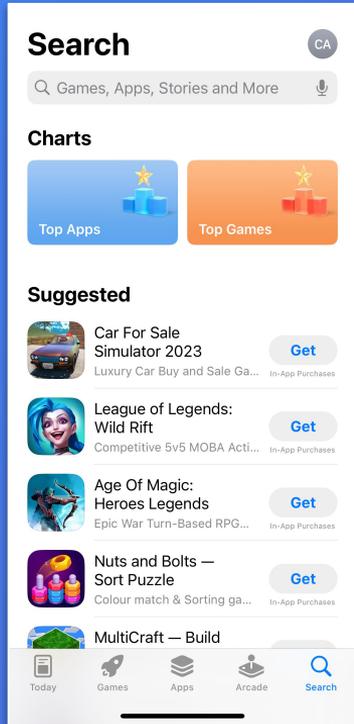
# Update Software



1. Open Settings: Tap on the "Settings" app on your home screen.
  2. Go to General: Select "General" from the list of options.
  3. Select Software Update: Tap on "Software Update."
  4. Check for updates: The iPhone will check for available updates. If an update is available, you can tap "Update Now" to begin the process.
- Make sure your device is connected to Wi-Fi and has sufficient battery life before starting the update.

3

# Update the App



1. Open the App Store on your iPhone.
2. Tap your profile icon in the top-right corner.
3. Scroll down to see a list of apps with available updates.
4. Find the TippyTalk Mobile app and tap Update next to it if available.