

Get Started Guide | Drivers

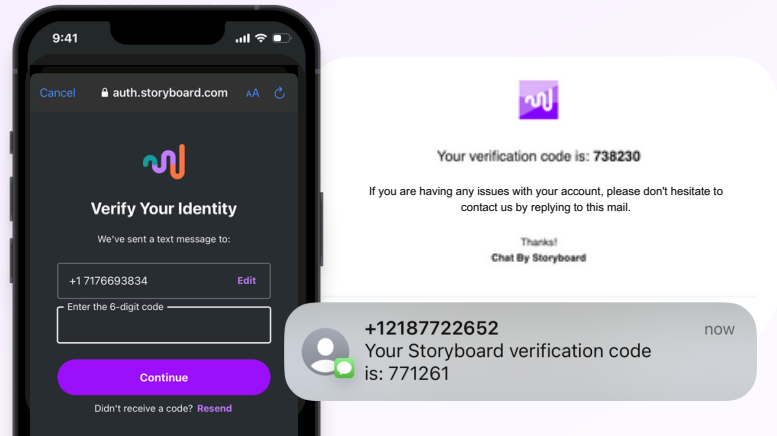


Chat will run in the background of your device, allowing you to still use other apps while on the road (GPS, Spotify, etc.).

Accessing the App

Login to the app

Login using the email or phone number you signed up with. Storyboard Chat will send you a 6-digit code to verify your identity. Enter your code to sign into the app.



Using Hands-Free Mode

At the start of each driving trip:

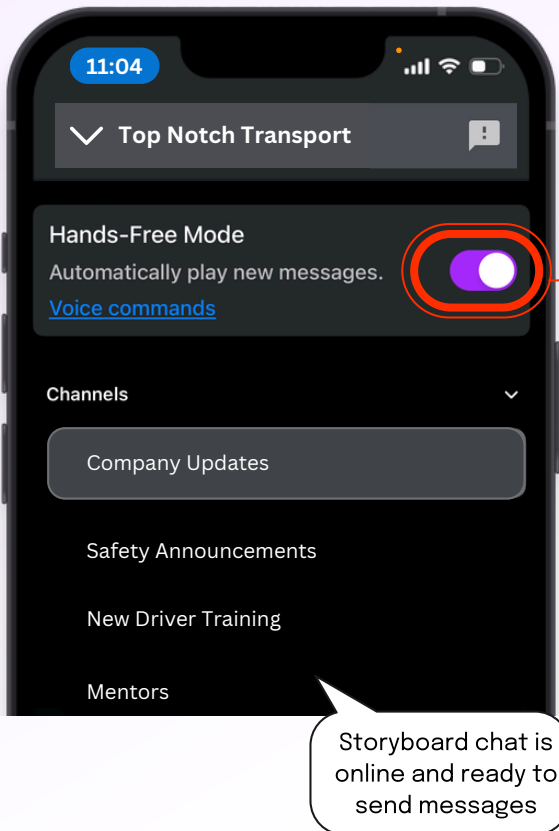
1. Open Storyboard Chat
2. Turn your volume up on the device if it's low
3. If Hands-Free was on, press "[Experiencing Issues? Tap here to restart the app](#)"
4. If Hands-Free was off, toggle it on
5. Confirm that the app says "[Storyboard Chat is Online and Ready to send messages](#)"
6. Confirm the toggle turns purple and the loading spinner stops
7. Say "Check Check" to confirm the app is able to receive commands

Note: If anything is amiss, tap the **Experiencing Issues? Tap here to restart the app** button.

You must accept all permission requests for Hands-Free Mode to function correctly.

Android Only:

Enable Unrestricted battery usage to keep the service active without being plugged in. Go to [App Info](#), then [Battery](#), and select [Unrestricted](#).

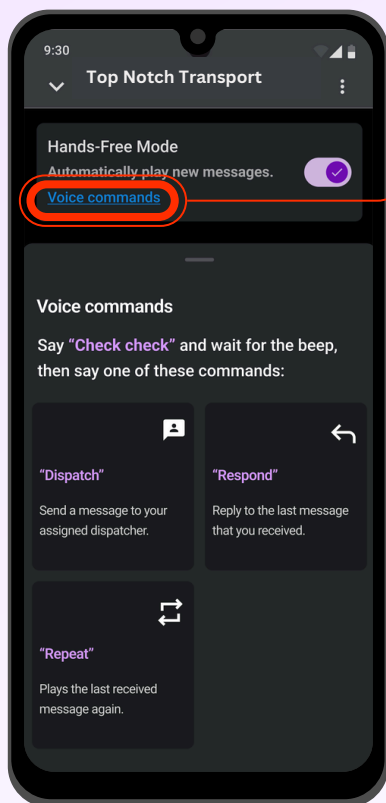


Low Connectivity Areas

When the app knows that it has no connection, it will say "[Storyboard Chat is offline](#)". While offline, you cannot record or receive messages in the app.

When you regain connection the app will say "[Storyboard Chat is online and ready to send messages](#)".

You will get push notifications for any messages that were sent to you while you were offline. Sometimes the app will be able to queue up and play messages that were received offline to play when you regain connection, but not always.



Voice Commands

Check, Check

Wake up the app using the term, "Check, Check". You will hear a beep, then say one of the following commands:

Dispatch

Say "Dispatch" to message your assigned dispatcher. Wait for the beep to confirm the microphone is active. Record your message.

Your message will send 3 seconds after you stop talking. You will hear a beep to confirm the recording has stopped. You will then hear a double beep to confirm the message sent successfully.

Respond

Say "Respond" to reply to the last message that was played. You will then hear "Responding to..." and the name of the person. You will hear a beep to confirm the microphone is active and ready to record.

Repeat

Say "Repeat" to hear the last message again.

Having voice command issues?

If the app wakes up and beeps when it shouldn't:

You can lower the sensitivity of the "check check" wake word to ensure it only recognizes the wake word when you are talking to it.

Tap your name at the bottom of the main screen to access settings

Find the "Check Check" sensitivity setting. Slide the slider left to lower the sensitivity. Setting it to 0.5 or 0.6 is a good sweet spot if you find that the app is too sensitive to background noise. Then go back to the main screen. Ensure that the app still responds to "check check" after you make this change.

If you experience issues

Call or text **Maggie Gryko at 925-788-5964** or email us at support@storyboard.com

In addition, please send us a Feedback.

From the main screen tap the icon in the top right with the exclamation mark. Enter your name and a quick description of what is happening.

