

# Get Started Guide | Drivers

Chat by Storyboard is built from the ground up to allow companies to use audio for two-way communication with their frontline teams.

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

## Accessing the App

### Download the app

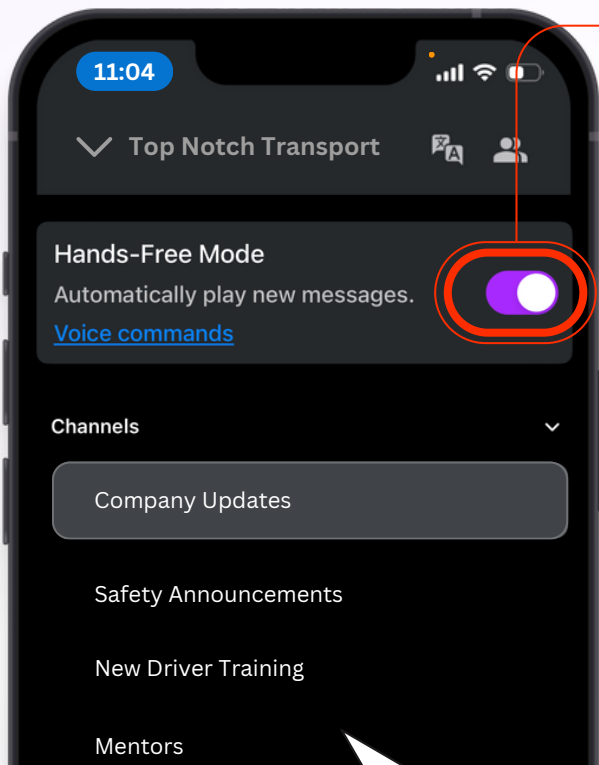
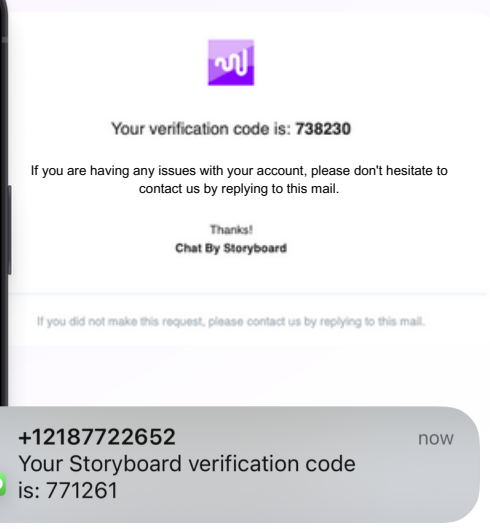
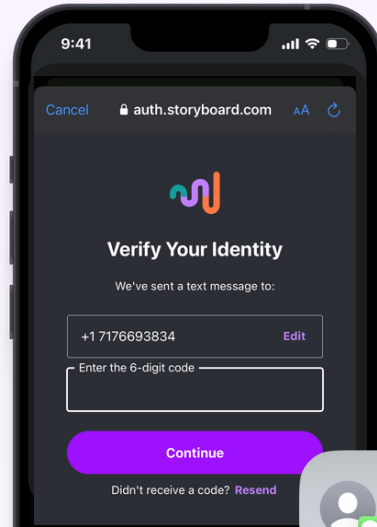
Scan the QR code to download the app or visit the app store for your device to download.



### Login to the app

Enter your email address or phone number to get started for new users.

For existing users, 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.



Storyboard chat is online and ready to send messages

## Using Hands-Free Mode

### Turning on Hands-Free

Make sure sound is turned on for your device, and the volume is turned all the way up for the best listening experience.

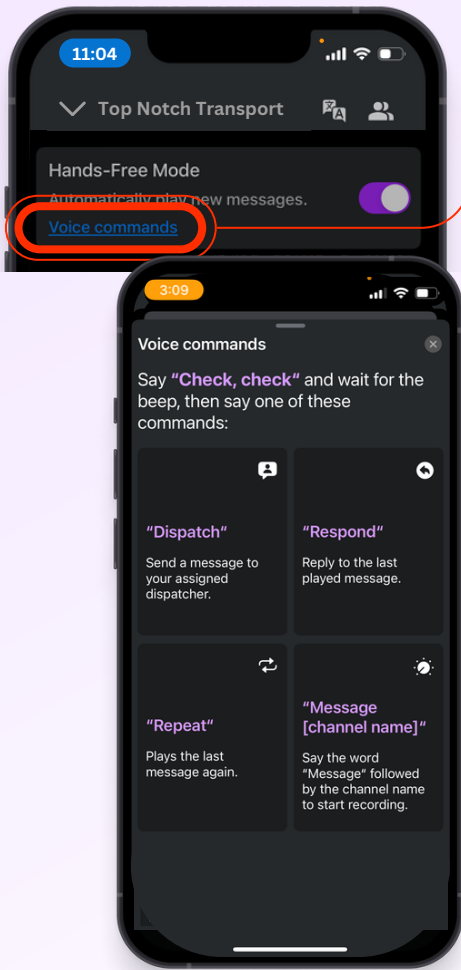
From the workspace menu, tap the toggle switch, to turn on Hands-Free Mode. You will then hear, "Storyboard Chat is online and ready to send messages".

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

When you receive a new message, you will hear, "New message from..." and the name of the person. The message will then begin to play.

### Android Only:

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



## 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.

### Message

Say "Message" followed by the channel name to start recording a message to that channel. Wait for the voice assistant to confirm the channel has been found and a beep to confirm the microphone is active. Record your message.

### 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.

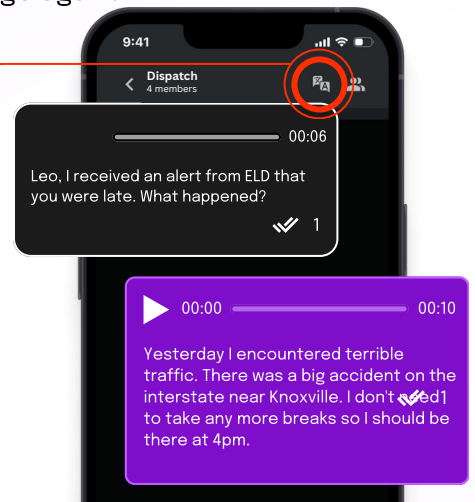
### Repeat

Say "Repeat" to hear the last message again.

## Choosing a preferred language

To change your preferred language, click into any Channel and tap the language button. From there you can select your language of choice from the dropdown menu. This will change the language for all channels you are part of.

*Languages can only be changed for workspaces that have it enabled. Please contact your administrator.*



## Low Connectivity Areas

Messages may be delayed in areas of low service. If you enter a low connectivity area you will hear the following message, "Storyboard Chat is offline".

The app will try to reconnect and send your message every 5 minutes. Once reconnected, You will hear, "Storyboard Chat is online and ready to send messages". You will hear the send beep to indicate that your message has been sent successfully.

If unable to reconnect and send your message within an hour, you will hear the following error message, "Sorry, I was unable to send your message. Please try again later."

## Support

For questions and additional support, please contact us at [support@storyboard.com](mailto:support@storyboard.com)

