Ally Display

MANUAL · 2026

The family manual.

The connected clock that keeps you close to your loved one. Here is how it works — on the tablet side, and on the phone side.



This page is for you.

The tablet next to you is a clock.

It shows you the time, the day, the date. Sometimes it speaks to you, in a gentle voice.

- When your family sends you a photo
  it appears large on the screen.
- When it is time for your medicine
  it reminds you.
- When your family calls you
  the picture comes on by itself.

There is nothing for you to learn. There is nothing for you to open. There is no button for you to find.

You cannot break anything.

You cannot get it wrong.

Everything that happens on the tablet, your family can see too.

Enjoy it.

Hello, and welcome.

Ally Display and **Ally Companion** are two apps that work together. **Ally Display** sits on the tablet at your loved one's home: it looks like a clock. **Ally Companion** is on your phone: it lets you write, send, call and schedule.

The real difference it makes

- You can send a photo and know it has been seen, without having to ask.
- Your loved one gets a gentle reminder for their medicine, without having to learn to read a notification.
- You can video call them: one gesture to answer — no swiping, no green button to find.
- You can see how the day is going — done, coming up, running late — without calling three times.

Who it is for

For an older person who dislikes phones, who has no wish to learn a new app, and who deserves better than a digital photo frame.

And for you, who think of them ten times a day.

THE PRINCIPLE

On your loved one's side, nothing changes. The screen stays a clock. When a message arrives, it appears nice and large, with a voice reading it out. When the moment passes, the screen goes back to being a clock. No menu. No swiping. No app to open.

Two screens, one connection.

The idea fits in one picture: the tablet is **passive** at your loved one's home. The app on your phone is **active** on your side. Everything travels over the internet, encrypted, hosted in Switzerland.

AT HOME

Ally Display

The app running on your loved one's tablet. A clock: the time, the day's reminders, and messages as they arrive. Nobody needs to "operate" it.

⇄

ON THE FAMILY SIDE

Ally Companion

The app on your phone. You write, you send, you schedule, you call. You can see how the day went.

What happens automatically

- The tablet wakes up every morning at the time you chose.
- It dims gently at night (dark screen, not switched off).
- It keeps track of the time, time zones and summer time.
- It updates itself.
- If the Wi-Fi drops, the clock keeps working.

What never happens

- No notifications at your loved one's home. No beeps. No red badges.
- No menus. No app to open.
- No advertising. No outbound links.

INSTALLING ALLY COMPANION

Scan this code with your phone's camera: it takes you to the **App Store** or **Google Play** depending on your device. With no camera to hand, type **allydisplay.com/telecharger** into your browser.

Pairing the tablet in 3 minutes.

To be done **once only**, ideally at your loved one's home during a visit. You will need the home Wi-Fi or a SIM card, and your phone within reach.

1. **Plug the tablet in** and switch it on.
   It starts up straight onto the pairing screen. A large "Hello 👋" appears, along with a QR code.

2. **Connect the tablet to the home Wi-Fi.**
   If the tablet has a SIM card (optional), it can also work without Wi-Fi.

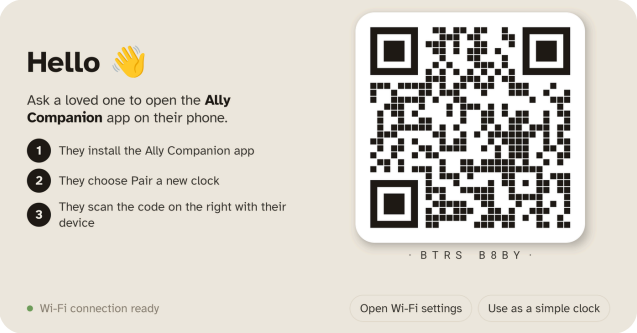
3. **On your phone, open the Ally Companion app** (available on the App Store or Google Play).
   Create your account with your email address. Choose a password you will remember.

4. **Tap "Pair a tablet"** in the app, and scan the QR code shown on the tablet.
   A few seconds later, the clock appears on the tablet. That's it.

5. **Give the household a name** ("Mum", "Dad", "Granny") and the tablet too ("Living room", "Kitchen").
   That name appears in your app so you can tell tablets apart if you have several.

THE CLASSIC PITFALL

Wi-Fi is the only real prerequisite. If the household changes router or password, the tablet can no longer reconnect and it will need to be **reconnected to the new network**. See page 18.



The clock, and what it can do.

In normal use, the tablet permanently shows the home screen: the time, the day, the date, and depending on your settings, the day's routines, or a photo slideshow.

What your loved one sees, as the day goes by

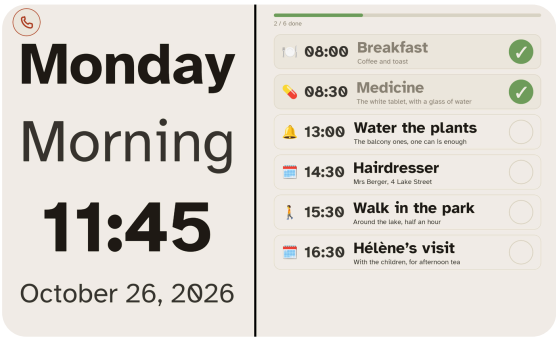
- **The time, in large type.** Readable from across the room, without glasses.
- **Reminders.** At the appointed time, the medicine or the meal appears in large type with a soft bell. One gesture to confirm: "Done".
- **Messages.** Photo, voice, or both. The text appears very large — its size adapts on its own to the length so it stays comfortably readable. The voice plays automatically; a "Play again" button lets them hear it once more.
- **Calls.** The screen lights up, showing the face of whoever is calling. One gesture to answer.

Night mode

At the hours you set (default: 10 pm–7 am), the tablet switches to **night mode**: a very dark screen, almost off. The time stays readable but wakes nobody. Reminders and messages are muted, except for incoming calls.

Announcing the time

If your loved one likes hearing the time out loud, you can turn on the spoken announcement: on the hour, every quarter of an hour or every 5 minutes. Off by default.



A photo, a voice, a few words.

On your app's home screen, at the bottom, there are three buttons: ✉️ **Message**, 📞 **Audio**, 📹 **Video**. The first one is for sending a message.

Photo + words + voice — all in a single send

1. Tap ✉️.
2. Choose a photo (from your camera roll, or take one).
3. Type a few words — "Hi Mum, thinking of you". Or record your voice: press and hold the microphone button.
4. Tap **Send**.

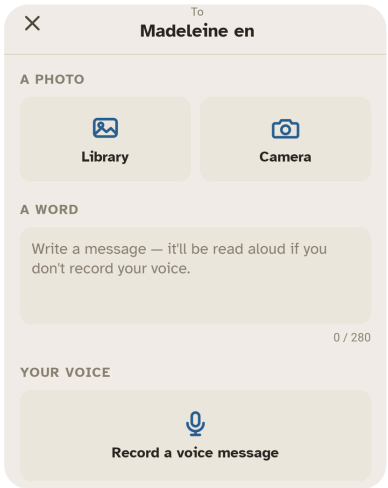
On the tablet, the screen shows your photo nice and large, your voice plays on its own, and — after 90 seconds — the screen goes back to the clock.

> TIP
>
> If you don't record your voice, the app uses a gentle synthetic voice that reads out the text you typed. Very handy for a few words sent from the bus.

How to know it arrived

In your app's **Activity** tab, you see:

- "Message sent" — it is on the tablet.
- "Message seen" — your loved one has tapped the message on their tablet.
- "Message not seen yet" — they haven't tapped it yet (tablet off, offline, or message not opened yet).



A video, to see them move.

A grandchild taking first steps, a hello from the garden: you can also send a short video. It arrives on the tablet like a photo, with sound.

Send a video

1. Tap ✉️.
2. Under **A photo or a video**, tap **Video** to choose one, or **Record** to film it there and then.
3. If it lasts more than 2 minutes, the app lets you **choose the part** to keep.
4. Add a few words if you like. The video's sound works as the voice message.
5. Tap **Send**. The app prepares the video, then sends it: keep the app open until it has finished.

GOOD TO KNOW

A video lasts 2 minutes at most and weighs 500 MB at most. Kept in the gallery, it counts as one photo of the album (5 photos on the Discovery plan, no limit on the others).

What your loved one sees

- A chime, then the video starts on its own, with sound, next to your words.
- One tap on the video makes it full screen; a second tap brings it back.
- **Watch again** replays it full screen, **Close** brings back the clock.
- A video is never cut off midway: the clock comes back once it ends.

In the album and the slideshow

Kept in the gallery, the video joins the album (**Gallery** tab, **+ Photos and videos** button). In the tablet's slideshow it plays without sound; one tap opens it full screen with sound, then the clock comes back. At night, nothing moves.

A call, one gesture.

Calling on Ally Display is deliberately simple: the tablet rings loudly, shows your face, and your loved one touches the screen once to answer. No swipe to the right, no green button to aim at.

Starting a video call

1. On the home screen, tap 📹 at the bottom.
2. Your loved one's tablet starts ringing and shows your name.
3. Your loved one taps the big **"Answer"** button to pick up.
4. To hang up, tap the **red** button at the bottom. Your loved one's screen goes back to the clock.

Audio-only call

The 📞 button starts a call without video. Useful if the connection is weak, or if video isn't practical. On the tablet, your loved one sees your photo and hears your voice.

Answer remotely · set for each tablet

The tablet never picks up on its own: your loved one answers by tapping the big "Answer" button. If they don't notice the ringing, you can pick up for them from your phone, with **Answer remotely**. To check that it is on, or to switch it off for a tablet:

1. Settings → pick the tablet → Calls → **Answer remotely**.
2. The setting applies to that tablet only. You can change it at any time.

Making the tablet pick up, during a call

If your loved one doesn't notice the ringing and Answer remotely is **allowed** on that tablet, the line **"Make the tablet pick up"** appears on your call screen, followed by the name of each tablet. Tap the one that should answer: an **8-second** countdown starts, which your loved one can stop by tapping **"Decline"**. At the end, the tablet picks up. With several tablets, only **the one you chose** picks up; the others **stop ringing**.

USING IT WELL

It is a helping hand for the moments when your loved one doesn't hear the ringing or no longer knows how to answer. In a bedroom, it is often better to switch it off. You decide tablet by tablet.

When your loved one wants to call.

Calls don't only go one way. On the tablet's home screen, top left, a small 📞 **Call** button lets your loved one make a call without dialling a number, without opening an app, without hunting for a contact.

The gesture, on the tablet

1. Your loved one taps the 📞 button.
2. A calm screen appears with two choices:
   "Everyone" — calls every caregiver in the household at once.

   "One person in particular" — shows the avatars (Helen, Mark, Camille…); tapping the photo calls that person only.

On the family side

- **"Everyone"** — the app rings on every family phone at once. Whoever answers first takes the call; the others see a "picked up by Helen" message.
- **"One person in particular"** — only the chosen phone rings. If that person doesn't answer within 60 seconds, the app keeps ringing — it doesn't give up.

Why two choices?

Plenty of moments aren't urgent. Your mother just wants to talk to her granddaughter on a Thursday afternoon: "Everyone" would be excessive. Conversely, some afternoons you simply want to be sure at least one person will answer — and that's when calling everyone makes sense.

IMPORTANT

Ally Display **does not call the emergency services** (144, ambulance, police). For an accidental fall, a stroke, a blackout: a medical alert bracelet (Spitex, Red Cross) remains essential. Ally Display keeps you connected with your family; it does not replace a medical device.

Medicine, meals, birthdays.

A **reminder** appears on the tablet at the appointed time. The **Reminders** tab groups two kinds: **recurring** ones, which come back every week (medicine, meals, a walk), and **upcoming** ones, attached to a specific date (an appointment, a birthday). You create them from your phone.

A recurring reminder, in 4 taps

1. **Reminders** tab → **+ Add a routine**.
2. Choose the type: 💊 **Medicine** · 🍽️ **Meal** · 🚶 **Outing** · 🩺 **Doctor** · 🔔 **Other**.
3. Type the title ("Morning medicine", "Lunch") and a description (optional)
4. Time and days of the week. **Save**.

A birthday, an appointment

1. **Reminders** tab → **Birthdays & appointments**.
2. **Add an event**, then the type: 🎂 **Birthday** · 📅 **Appointment** · 🎉 **Celebration** · 🔔 **Other**.
3. The title ("Lea's birthday"), the date, and how it repeats — **once only** or **every year**.
4. When to show it: on the hour, a few hours before, or up to a week before for a birthday. **Save**.

This is a paid-plan feature.

What it looks like on the tablet

- 15 minutes before a reminder is due, the photo gallery steps aside and the reminders are shown.
- At the appointed time, the screen shows the reminder in large type (for example **"8:00 — Morning medicine"**) with a soft chime.
- Two big buttons: **"Done"** or **"Later"**.
- If your loved one touches nothing for 30 minutes, the reminder is marked "missed". You get a notification.
- A birthday or an appointment appears with its icon and a single button, **"Got it"**: nothing to confirm, never flagged as missed.

BEST AVOIDED

Three or four reminders a day is about right. Beyond that, your loved one ends up ignoring them — and missed-reminder detection loses its meaning.

Appointments, on the tablet.

Link a calendar you already keep (Google, iCloud, Outlook…) and its appointments appear quietly on the tablet, alongside the routines. At the appointed time, the appointment is shown and read out loud. **This is a paid-plan feature.**

Get the “iCal / ICS” address

Google — from a **computer** (not the mobile app): **calendar.google.com** → hover over your calendar → ⋮ → **Settings and sharing** → **“Integrate calendar”** → copy the **“Secret address in iCal format”** (ends with `basic.ics`).

iCloud — in the **Calendar** app (or on iCloud.com), share the calendar as a **“Public Calendar”** then copy the link. It starts with `webcal://`: **that’s normal, paste it as-is.**

Outlook / Microsoft 365 — on **outlook.com**: **Settings → Calendar → Shared calendars**, publish the calendar, then copy the **ICS** link.

Connecting the calendar

1. In the app: **Household settings →** 📅 **Connect a calendar**.
2. Give it a name, paste the iCal address, pick a colour → **Connect**.
3. The status turns to **"Up to date"** with the number of upcoming appointments. The **"Refresh now"** button forces an update.

On the tablet

Appointments appear with a 🗓️ marker, in their place in the day. When an appointment has a start **and** an end time, both are shown one above the other, clearly readable. They are **informational**: no "Done" button, never flagged as "missed". At the appointed time, the title is read out loud, then the screen returns to the clock.

WORTH KNOWING

⚠️ **Paste the link exactly as given — don’t add anything in front.** An iCloud link that starts with `webcal://` is pasted as-is; the app understands it. For Google, take the **“Secret address in iCal format”** (ends with `basic.ics`), not the “public” link — and don’t share it. Finally, calendars only refresh every few hours: an appointment you just added may take a moment to appear.

"All is well." Or not.

Your app's home screen shows, at the top, a large **"All is well"** block with, just to its right, a small live preview of what your loved one is seeing right now.

The block's three states

🟢 **All is well**

Every routine so far has been confirmed. The tablet is online.

🔴 **Attention**

Two routines missed in a row, or several hours with no sign of activity. You get an audible notification.

🟡 **Missed**

One or more routines weren't confirmed on time. Tap the block to see which.

⚪ **Offline**

The tablet has been without Wi-Fi for more than 10 minutes. The block reads **"seen 23 min ago"**.

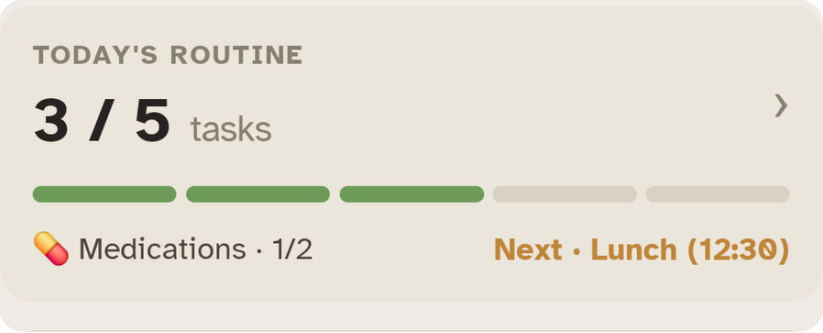
The live preview

The preview shows exactly what the tablet is displaying right now: the clock, or a message in progress, or the ongoing call. You also see the **battery percentage** and the **"Live"** status.

The "Activity" tab

To see the history hour by hour: who sent what, who saw what, which routine was confirmed when. Filterable by type — Communications, Tasks, Devices, Household.

Just below, the **Today's routine** block sums the day up at a glance — **9 / 11 done**. Tap it for the detail: done, coming up, running late.



The family photo album.

Every photo you (and the other caregivers) send is gathered into a shared album, reachable from the **Gallery** tab.

How it works

- Every photo you send appears in the shared gallery.
- Tap a photo to enlarge it, see who sent it, and read the words that came with it.
- Top right of the enlarged photo, two buttons: 👁 **Hide** or 🗑 **Remove from the gallery**.
- A **hidden** photo leaves the gallery and the tablet's slideshow, but stays recoverable: the **Hidden** tab restores it in one gesture.
- A **removed** photo never comes back into the album; the original message, though, stays visible in **Activity**.

The slideshow on the tablet

You can turn on a **photo slideshow** next to the clock: the photos go by in silence, a new one every 30 seconds. Much appreciated when your loved one stays a long time in the same room.

To change how fast they change or the display order, go into the settings.

WORTH KNOWING

On the Discovery plan, the album is limited to 5 photos. On the Family Carer and Family plans, the album is unlimited.

Several relatives, one household.

You can be several people keeping watch. Invite a brother, a sister, a child, the family doctor — each one gets their own alerts and can send their own messages.

Inviting a relative

1. Settings → **Household** → **Invite someone**.
2. The app creates an 8-character code. Send it to them by SMS, email, or WhatsApp.
3. They download the app and create their account. If they open the link they received, the code fills itself in; otherwise they type it. They're in the household within seconds.

The roles

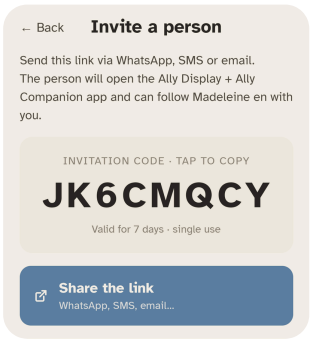
- **Admin** — the person who paired the tablet. Can invite, remove, change the settings, manage the subscription.
- **Member** — can send messages, create routines, see the activity. Cannot invite or remove other people, nor change the settings.

Handing over the admin role

Off on holiday and want to hand the admin role to your sister? Settings → Household → **Hand over the admin role**. You become a standard member; she takes over. Reversible.

LIMITS PER PLAN

Discovery: 1 caregiver. **Family Carer**: 2 caregivers. **Family**: unlimited caregivers. See page 17.



What your phone tells you.

Ally Companion notifies you **sparingly** and **to the point**. The idea isn't to add a layer of stress — it's to catch your attention when, and only when, it matters.

Notifications on by default

- **Missed routine** — your loved one didn't confirm a reminder at the expected time.
- **Routine missed twice in a row** — an audible escalation, so you don't miss it in the noise of the day.
- **Tablet offline** — no connection for more than 30 minutes.
- **Low battery** — under 20%.

Notifications off by default

- **Message seen** — confirmation that your loved one has **tapped** your message on their tablet. Turn it on if you want the reassurance of a read receipt.
- **Routine confirmed** — every "Done". Often too noisy; better to check the "All is well" block.

Filtering the activity

In the **Activity** tab, the dropdown at the top lets you show only what interests you: **All** · **Communications** · **Tasks** · **Devices** · **Household**.

Personalise without the complexity.

The vast majority of settings are handled from your phone, in the **Settings** tab. The tablet itself has almost nothing to adjust — you simply tell it "here is what we expect of you" and it obeys.

Tablet settings (from your phone)

- **Announcement volume** — day and night separately.
- **Ringtone volume** — calls and messages.
- **Brightness** — daytime, and the hour night mode starts.
- **Clock appearance** — always dark, always light, or automatic.
- **24h / 12h format**.
- **Chimes** — choice of sound for messages, reminders and calls.
- **Time announcement** — Never · Hourly · 15 minutes · 5 minutes.

One household setting: the language

The **language** — French, German, Italian, English and 25 more — is set once for the household, in **Household settings**, and not tablet by tablet. Every tablet in the home follows, including the time spoken out loud. You can even choose it before pairing the first one.

Settings on the tablet itself

To open the local settings panel (Wi-Fi, connection, status): **press and hold anywhere on the screen for 10 seconds**. The panel opens. No PIN to remember, no precise corner to aim at — the length of the touch acts as a barrier against your loved one opening it by accident.

A SMALL PIECE OF ADVICE

At pairing time, take 5 minutes to go through the main settings: volumes, brightness, night mode, language. It's easier done with your loved one present than over the phone three days later.

Bigger, further ahead, simpler.

A few settings and cues that make the tablet more comfortable, and what changes when your loved one lives in a care home.

The larger routine list

Settings → the tablet → **Larger routine list**: fewer routines on screen at once, written bigger. It is off to begin with. It also applies when the tablet stands upright, and stays available when the shared screen shows photos.

The next few days

Below today's reminders, the tablet shows upcoming appointments under **Next few days**. For a birthday, choose in **Show on the tablet**: the same day, 1, 2 or 3 days, or 1 week before. Your loved one sees the celebration coming.

If your loved one lives in a care home

- Appointments set by the staff carry the note **"Added by"** and the name of the care home: you see them, only the care home can change them.
- When a visitor is expected (care, hairdresser, physio), their photo and name appear on the tablet with the appointment.
- A care home can forbid remote answer. In the tablet's settings, the line then says: **"Your loved one's care organisation does not allow it."**

If the camera or microphone is blocked

During a call, the app warns you: **"The camera is blocked"** or **"The microphone is blocked"**. Tap **Open Settings**, allow Ally Companion, then call again.

What's new

After each update, the app shows you once what has changed. Everything is in Settings → **What's new**, with the **Ally Display updates (email)** switch: at most one email a month, no advertising. Updates install themselves.

What it costs, and what's in it.

Three plans, plus an option for organisations (care homes, home-care services, Spitex). You can change plan at any time from the app, in Settings → **Subscription**. Payment happens directly in the app.

DISCOVERY

Free (for life)

- 1 caregiver account
- **Unlimited messages**
- **5 photos**
- **3 recurring tasks**
- Video/audio calls: **5 min per month**

FAMILY CARER

CHF 9 / month or CHF 90 / year

- 2 caregiver accounts
- Unlimited messages
- **Unlimited photos**
- **Unlimited routines**
- Video/audio calls: **5 min per day**

FAMILY (RECOMMENDED)

CHF 15 / month or CHF 150 / year

- Unlimited caregiver accounts
- Unlimited messages
- Unlimited photos
- Unlimited routines
- **Unlimited video / audio calls**
- **Unlimited appointments & events**

CARE PROFESSIONALS

On request

- Multi-tablet
- Central dashboard
- Exportable log
- Dedicated SLA

SIM card (optional)

If the home has no Wi-Fi, or if you'd rather not depend on Wi-Fi, you can add a 4G SIM card dedicated to the tablet: **CHF 10 / month** or **CHF 110 / year**.

Don't panic. Really.

The vast majority of problems are solved by restarting the tablet. But here are the concrete cases, by symptom.

"The tablet is offline"

1. Check that the Wi-Fi router is switched on at your loved one's home.
2. Call them and ask them to press and hold (10 seconds) anywhere on the screen to open the settings → **Android settings (Wi-Fi, time…)**.
3. The tablet asks for a verification code. You'll find it in the Ally Companion app → Settings → Your household → Tablet name → **Tablet code**
4. If the password has changed, it needs typing in again. Otherwise, restart the tablet (long press on the side button).

"My loved one hasn't seen my message"

Check the **Activity** tab — if it says "message sent" but not "message seen", your loved one may not have been in front of the tablet. The message stays on screen between 30 s and 15 minutes, depending on what you chose when sending — after that, it no longer shows, but it stays in the photo album if there's an image.

"The voice isn't working"

In your Ally Companion app: Settings → Tablet → **Announcement volume**. If the volume is too low, turn the "announcements" volume up (separate from the ringtone volume).

"The app says “Server unavailable”"

That's a problem on our side. Wait 1 to 2 minutes and try again. If it lasts more than 5 minutes, write to us at **hello@allydisplay.com**.

Resetting everything

As a last resort, you can reset the pairing from the tablet (local settings → **Reset pairing**) then pair again. No data is lost on the family side.

Who sees what, and where it's stored.

Ally Display is designed and hosted in Switzerland. All your data — photos, voice, messages, history — is encrypted in transit and stored on servers in Switzerland.

Who sees what

- **You (and the household's other caregivers)** — everything. Photos sent, voice recorded, routines, device status, activity history.
- **Your loved one** — only what appears on the tablet: messages received, reminders, calls in progress.
- **Us (Senior Shop)** — none of the content. Our servers store your photos / voice but no human here has access to them. We see the technical counters (how many messages, when, what size) so we can bill the right plan.
- **Nobody else** — your data is never sold, never shared with advertisers, never used to train AI models.

Your rights

- **Delete your account** — Settings → **My account** → Delete. Data erased within 30 days.
- **Detailed request** — allydisplay.com/account-deletion/ or **hello@allydisplay.com**.

In the event of a death

Should your loved one pass away, do contact us: we archive the household and stop the subscription, at no charge. The photos and messages stay available to you for 12 months so you can export them at your own pace.

A question? Write to us.

We're a small team in French-speaking Switzerland. You'll talk to a person, not a robot. We reply within the day on average.

PHONE

026 660 21 69

Monday to Friday, 9 am – 5 pm.

EMAIL

hello@allydisplay.com

Reply within 24 h, 7 days a week.

WEBSITE

allydisplay.com

Prices, FAQ, updates.

The publisher

Ally Display is published by **Senior Shop Sàrl**, Rue de la Boverie 40, 1530 Payerne, Switzerland. Designed with families, caregivers and care professionals — so that distance is no longer a barrier.

Going further

- **FAQ** — the questions we're asked most.
- **Privacy policy** — the long version, in French and English.

THANK YOU

You're holding this manual because you're looking after someone you love. That's precious. If Ally Display brings you even one reassuring phone call a day — that's our goal. All the best.

THIS MANUAL ON YOUR PHONE

Scan this code to open this manual online, always in its latest version. Online, it is also available in all its languages: choose yours at the top of the page.

allydisplay.com/user-guide