### Table 2. General description of the technologies used and the setting of the studies

| Study               | Device | Ergonomic adaptation | Tools required | Role of SMs | Role of researchers | Tool’s availability | Setting of use | Frequency of use | Technical issues                                |
|---------------------|--------|----------------------|----------------|-------------|--------------------|---------------------|-----------------|------------------|-----------------------------------------------|
| Mickus and Luz (2002) (22) | Videophone | ✓ | Telephone line | Resolve technical issues | Help for the first video call, Resolve technical issues | Unlimited | Resident’s room | NP | - Interruption of video connection  
- No image  
- Freezing image |
| Sävenstedt et al. (2003) (45) | Videophone | × | Telephone line or ADSL | Receive the calls, Resolve technical issues | × | Punctual | Resident’s room | Once a day (during 3 to 18 months) | NP |
| Hensel et al. (2007) (39) | Videophone | × | Telephone line | × | × | Unlimited | Resident’s room | Once a week (during 3 months) | - Audio delays  
- Small screen  
- Usability issue |
| Demiris et al. (2008) (40) | Videophone | × | Telephone line | NP | NP | Unlimited | Resident’s room | Once a week (during 3 months) | - Audio delays |
| Tsai et al. (2010) (27) | Laptop | × | Wi-Fi MSN or Skype | NP | Help during calls | Punctual | NP | Once a week (during 3 months) | NP |
| Study                        | Device       | Wi-Fi | Skype    | Help during | Help first 3 months | Punctual | Room             | Frequency                  | Notes                                      |
|------------------------------|--------------|-------|----------|-------------|----------------------|----------|------------------|---------------------------|--------------------------------------------|
| Tsai and Tsai (2011) (23)    | Laptop       | ✗     | MSN or Skype | Help        | Punctual             |          | Room             | Once a week (during 12 months) |                                            |
| Siniscarco et al. (2017) (24)| Tabletop     | ✓     | Skype    | Teach       | Unlimited            |          | Room             | Once a week (during 2 months) | - Internet disconnections                  |
| Zamir et al. (2018) (25)     | Tablet       | ✓     | Skype    | Assist      | Punctual             |          | Room             | Once or twice a month (during 15 months) | - Not user-friendly                      |
| Chiu and Wu (2019) (41)      | Tablet       | ✓     | Line     | Teach       | Limited              |          | Room             | Once a week (during 12 weeks) | - Heavy                                   |
| Moyle et al. (2019) (47)     | Tablet       | ✗     | Skype    | Help and train | Punctual             |          | Room             | NA                        | - Low volume                             |
| Niebler et al. (2019) (26)   | Tablet       | ✓     | Skype    | Assist      | Punctual             |          | Room             | NP                        | - Usability                               |
| Tsai, et al. (2020) (42)     | Smartphone   | ✗     | Line     | Assist      | Unlimited            |          | Everywhere       | Once a week (during 6 months) | - Difficulties in placing oneself in front of the camera |
| Sacco, et al. (2020) (44)    | NP           | NA    | NA       | NA          | NA                   | NA       | NA               | NA                        | NA                                         |
| Study                          | Device/Platform | TV | Wi-Fi | Skype | NP | Punctual | Dedicated room | Frequency               | Notes                                                                 |
|-------------------------------|-----------------|----|-------|-------|----|----------|----------------|------------------------|---------------------------------------------------------------------|
| Carcavilla et al. (2020) (43) | TV              | ✗  |       |       | NP | ✗        | Dedicated room  | Twice a week (during 2 weeks) | NP                                                                  |
| Zamir et al. (2020) (46)      | Tablet (SoW)    | ✓  | Wi-Fi | Skype | Make the calls | Resolve technical issues | Punctual | Communal area | Once a month (during 8 months) | Small screen (tablet); Cumbersome (tablet); Disconnections (TV) |

ADSL = Asymmetric Digital Subscriber Line; MSN = Microsoft Social Network (Windows Live Messenger); NA = Not Applicable; NP = Not Precised; SMs = Staff Members; SoW = Skype on Wheels