



Vixen Electronics Ltd.

Supporting Independent Living

V.E.M.S Admin User Journey Overview

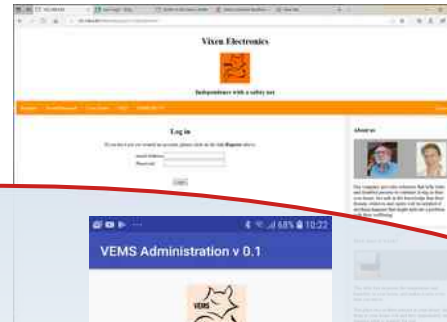
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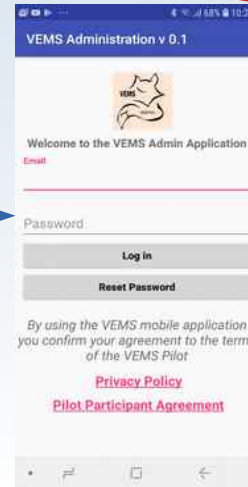


VEMS customer User Journey overview

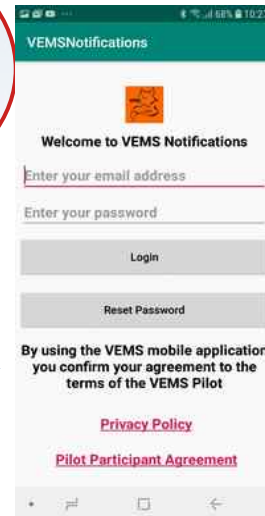
1 www.vixenelectronics.co.uk



2 VEMS Admin

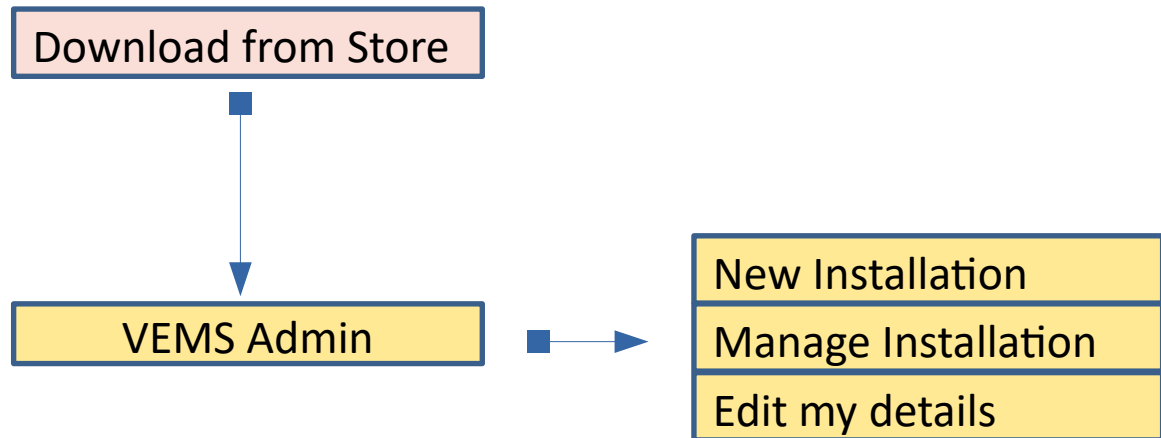
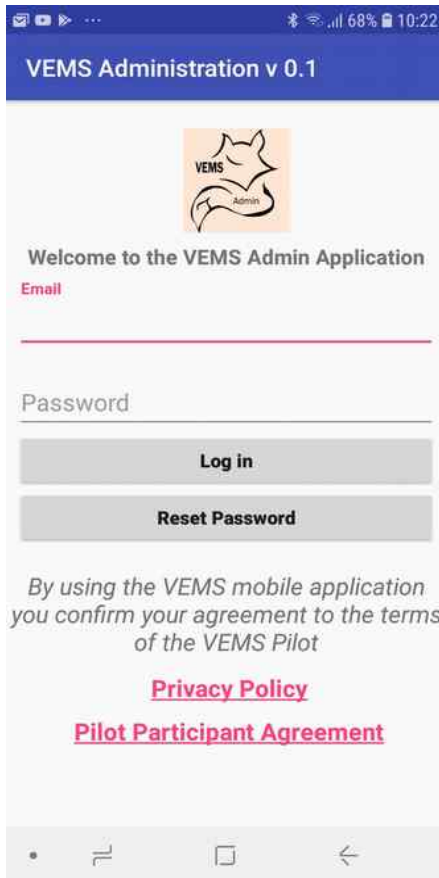


3 VEMS Notifications





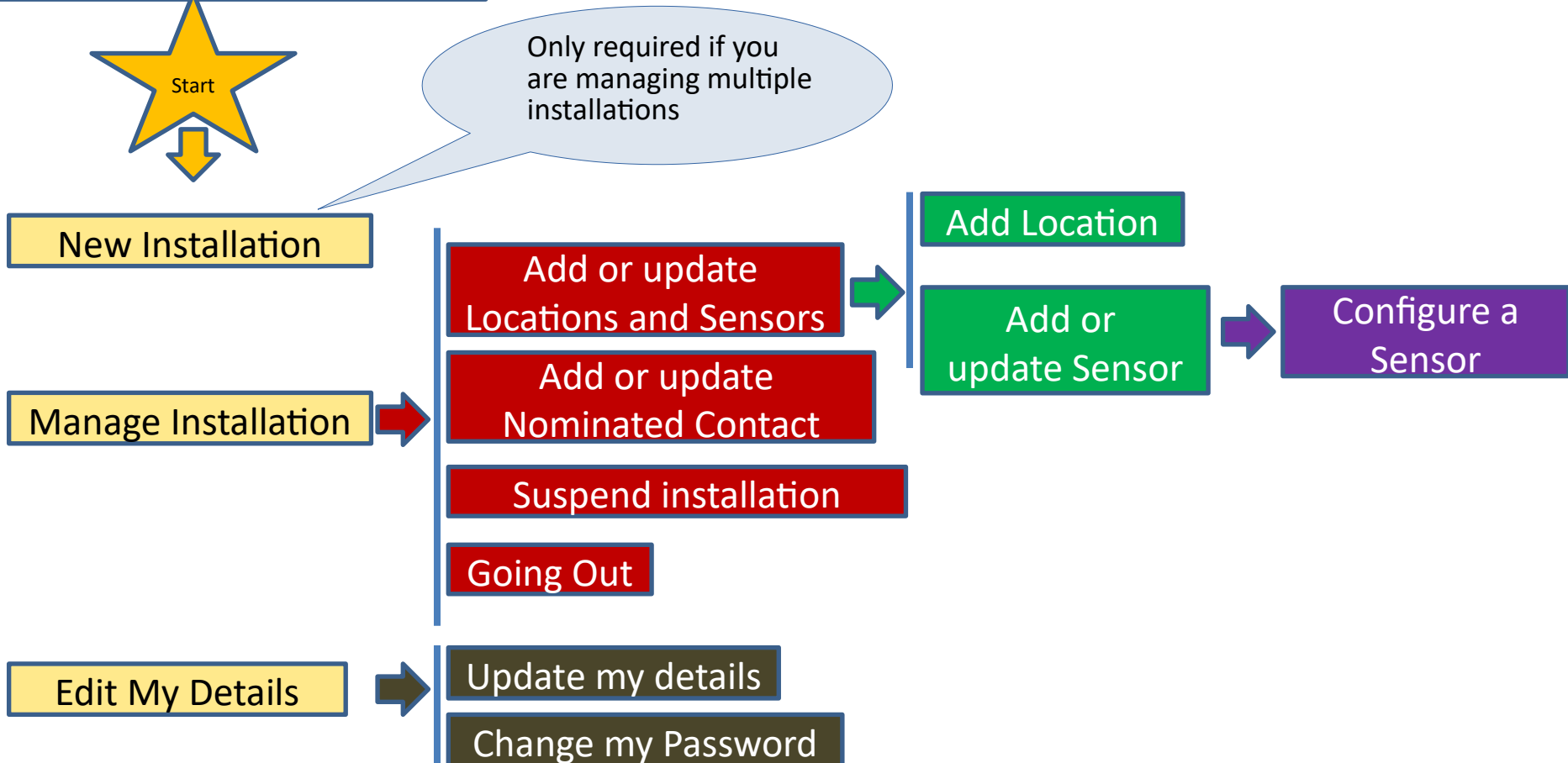
VEMS Admin User Journey overview





NOTE: Before you log in to the VEMS Admin App you must already have Registered, Created the Installation and subscribed to the services via the Vixen Electronics Website.

Admin Application





Step	Step name and description
1	New Installation – Each customer typically has one installation.
2	Add or Update Locations and Sensors – Each sensor is linked to ONE location, a room. Before you set up the sensor you need to create the location. There are two main subsections explained below.
2.1	Add a Location – The name of the location is freetext. It is whatever you prefer to call the room, ‘Lounge’, ‘Living room’, or simply location 1’.
2.2	Add or update the Sensor – Setting up sensors can be tricky, mainly because wifi networks can be tricky. Follow the instructions provided and everything should go smoothly. Be aware that several things need to happen in quick succession. There often is a delay of a few seconds. Be patient and don’t click the buttons more than once.
3	Add or update Nominated Contact - This allows you to create and disable the nominated contacts that will be notified if VEMS gets ‘concerned’ about the customer.
4	Going Out -This allows you to specify periods of time when the customer will be out of the property and the business rules should not raise alerts because there is no activity in the house.
5	Suspend Installation – This allows you to temporarily stop the system working in the event that the customer is away for more than a few hours.





Download the application

- To download the application, go to the PlayStore and search for **VEMS Administration**.
- Once you have downloaded the application, the login page should look like the screenshot to the left.
- The first thing you should do is read the Privacy Policy.
- If you are part of the pilot, you will already have read and signed the Pilot Participant Agreement.





Log in

- Key in your **Email** address . This should be the email address you provided when you Registered.
- Move the mouse cursor down to the **Password** or tab out of the email field.
- Click on the **Log In** button and this should take you to the **Home** screen.

What can go wrong?

You mis-key the user Id or the password.

VEMS will tell you that the details are wrong. Try again.





Home - Overview

- **New Installation** is only used to create a new customer. Since you already created the installation in the Web you should never have to use this in the Phone App unless you are managing more than one installation.
- **Manage Installations** is used to configure and manage the installation. This contains multiple functions and we will explain it further in the subsequent slides.
- **Edit My Details** is used to change your OWN details.



Page Navigation

- Every screen has a 'Back' Button, which will take you to the previous screen.
- This is the best way to ensure safe navigation across screens.





New Installation

- The **Installation** is at the centre of this application. You should have already have created the installation through the web. This functionality is available in the app in case you need to manage the details of more than one Customer.
- The First Name and the Surname will be used in other parts of the app to identify the installation should the Nominated Contact have the administrator role for multiple installations.
- Key in the First Name, the Surname, the postcode and click **Create Installation**. Unless there is already another record in the system with the same details, the installation will be created and you are ready to continue.



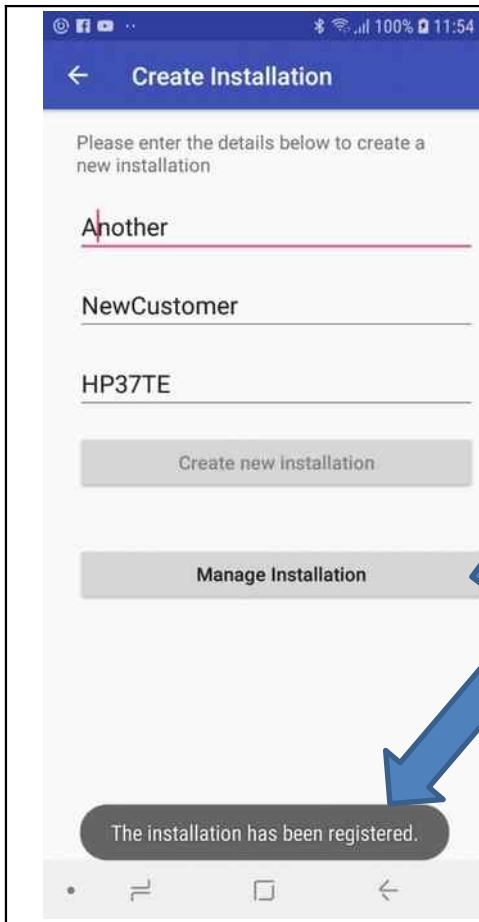


New Installation - Confirmation

- Once you have clicked the button **Create New Installation** the installation will be created and the system will return a confirmation message at the bottom of the screen.

A new button will be displayed that can take you to the next step, **Manage Installation**.

- Alternatively you can go back to the Home screen and select the newly created installation from there, as shown in the next slide.





Back at the Home Screen

- Click on **Manage Installations**. This is where the installation set up is done.
- You will use this option to make changes to your installation, create locations and link the sensors, as well as to add/update your Nominated Contacts
- Most of the tasks you will do now, need to be done only ONCE, don't worry, we will walk you through them step by step.



Manage Installation

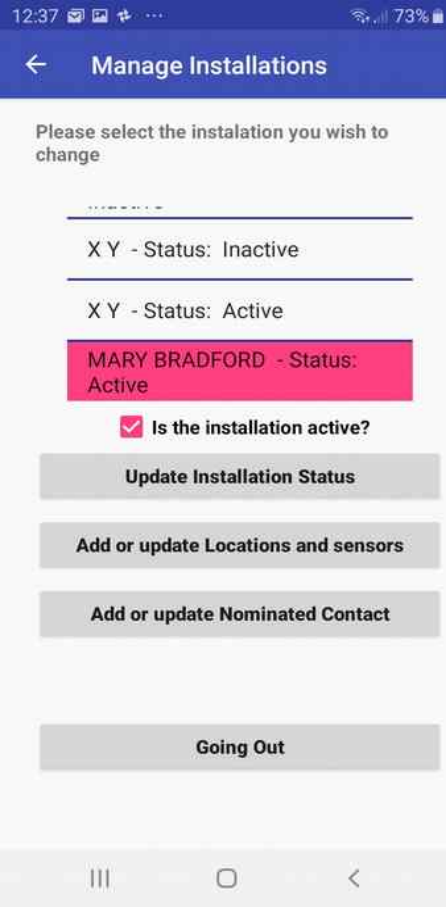
- This is the screen that comes up when you have clicked the **Manage Installations** button on the Home screen.
- The list will contain **ONLY** the installation(s) you created earlier. In most cases there will only be one row, with the details that you provided in **New Installation**.
- Click on the row of the installation you want to set up or modify.





Start the installation set up

- Once you selected the installation, a number of additional options appear.
- The next thing you need to do is click on **Add or Update Locations and Sensors.**



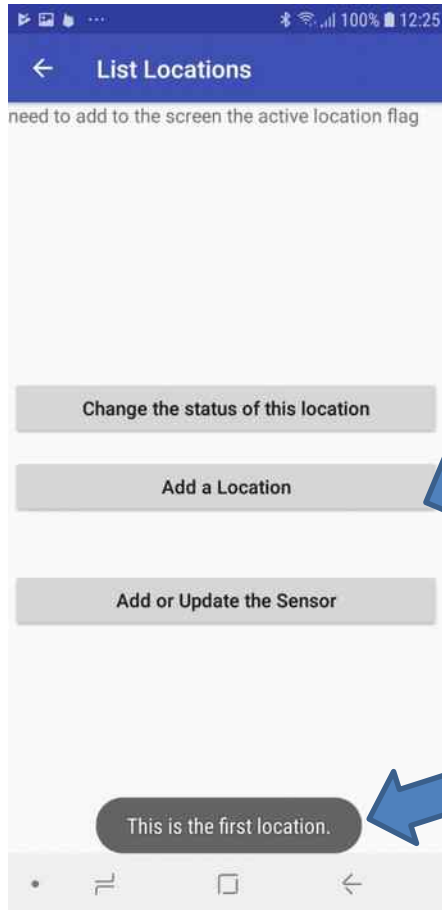
- Each of the sensors will be allocated to one room in the house, so the next thing we need to do is to create one location for each sensor that you have purchased.





Add a Location

- Once you clicked the button this screen comes up.
- Then you need to click on **Add a Location**.



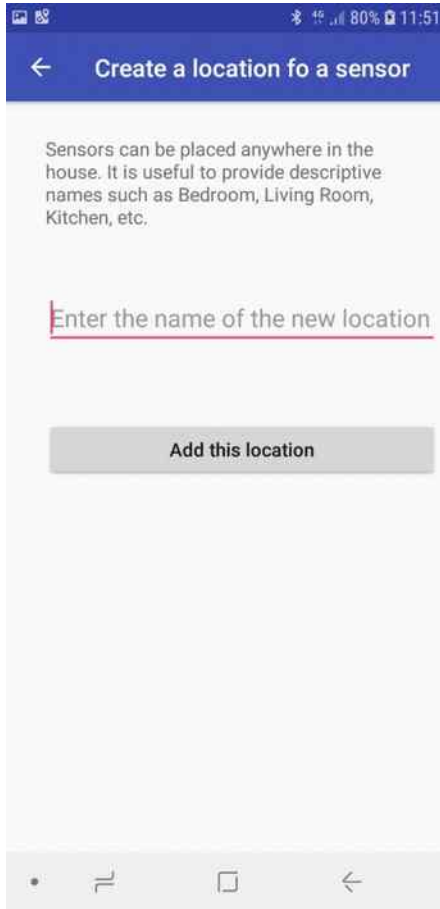
- If this is the first location for the installation, the system confirms it with the message below.





Save the new Location

- Enter the name of the new location.



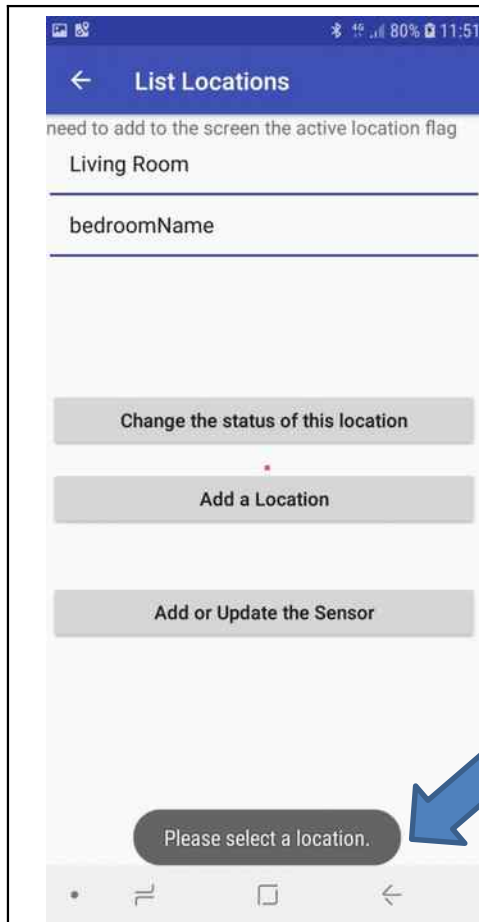
- Click on **Add this Location**.

- Once you have created the location, click the Back button. The new location will be displayed on the list ready for you to continue the configuration process.



Validations

- Before you can click **Add or Update the Sensor** you must first select the location where the sensor will be placed.
- If you try to click the button **Add or Update the Sensor** without having selected a location, VEMS will remind you by displaying a message at the bottom of the screen.
 - The message will disappear after a few seconds; then you can select the Location, and continue the process.





The VEMS Sensor unit - Front

- Status lights
 - Steady Green: working
 - Single blink yellow: movement detected
 - Blinking yellow: ready to be configured
 - Red: Error.
- Sensor that captures activity.
- Inside sensors that capture temperature and humidity.



The design and colour of the box may change, but it will always have a sensor and status lights. The colours on this photo don't reflect the colour of the lights.



The VEMS Sensor unit – Back

- The back of the Sensor unit has a socket to which you connect the micro USB plug.



- The Reset Switch.

Points to note

- You should not have to click the reset switch, but doing so resets the sensor back to its factory settings. All the configuration data will be erased.
- To reset the sensor, press and hold the switch for 7 seconds.



Plug in the Sensor unit

- Connect the Micro USB plug to the opening in the back and connect the plug to the mains.
- The yellow light should start blinking, telling you that it is waiting for the configuration process to begin.



What can go wrong?

- If the Yellow light is not blinking, press the Reset Switch for 7 seconds.



Connect to the house WIFI

- Make sure that your phone is connected to the house WIFI.





Choose the 'LOW BAND' option

- This only needs to be done if you have a router that offers HIGH BAND and LOW BAND options (all the routers will offer the LOW BAND options, but only some of them offer the HIGH BAND).
- If you have HIGH and a LOW BAND options, **please choose the LOW BAND.**
- This is because the processor in the Sensor unit does not work with HIGH BANDS. The issue is not specific to the VEMS unit, but to all the units that use this type of processor.



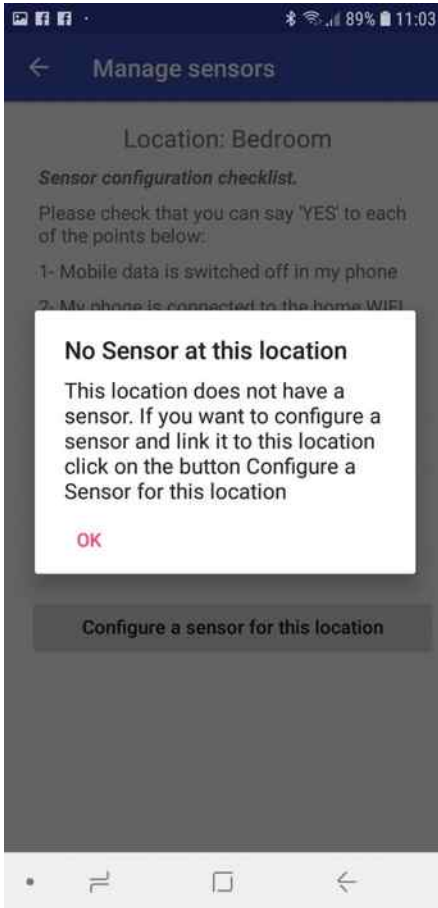


Turn off Mobile Data

******* THIS IS MOST IMPORTANT *******

- Make sure that your mobile is connected to the WIFI, but **HAS MOBILE DATA TURNED OFF**
- If Mobile Data is not turned off, the sensor will not be able to complete the setup and will issue an error.





Setting Up the Sensor unit

- Once you selected the location and clicked on **Add or Update the sensor**, this screen is displayed confirming that there are no sensors. Everything is ready for you to configure it.
- In order to give you a chance to read and digest the messages, the dialogue boxes this section of the app will stay on the screen until you click the **OK** button.



Setting Up the Sensor (cont)

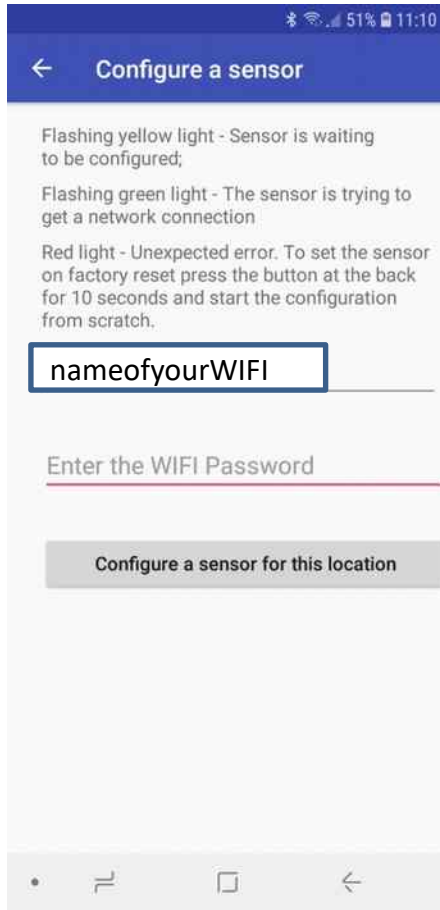
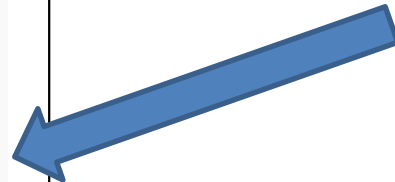
- This part of the process requires multiple complex processes to happen within seconds, and there is always the possibility of things going wrong. To try and avoid that, we are providing this checklist. If you follow it through, everything should flow smoothly.
- Once you have satisfied yourself that all three answers are 'Yes'...
- Click the button.





Check the name of the WIFI

- VEMS will display the name of the WIFI network to which you connected earlier. Make sure **it is not High Band.**





Enter the WIFI password



- Tap on the field and the keyboard will appear. Start keying in the password.
- When the password is complete click on 'Done'.





Click Configure

← Configure a sensor

Flashing yellow light - Sensor is waiting to be configured;

Flashing green light - The sensor is trying to get a network connection

Red light - Unexpected error. To set the sensor on factory reset press the button at the back for 10 seconds and start the configuration from scratch.

nameofyourWIFI

yourWIFI password

Configure a sensor for this location

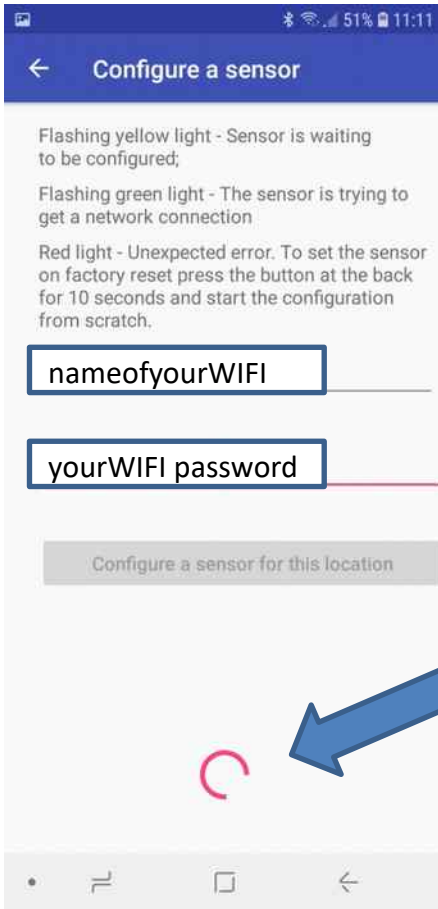
- Click on the button to start the configuration process.

PLEASE NOTE: There is currently a 6 second delay before the button goes grey and the progress bar appears. Please be patient. We are trying to enhance this part of the process.





The configuration is under way



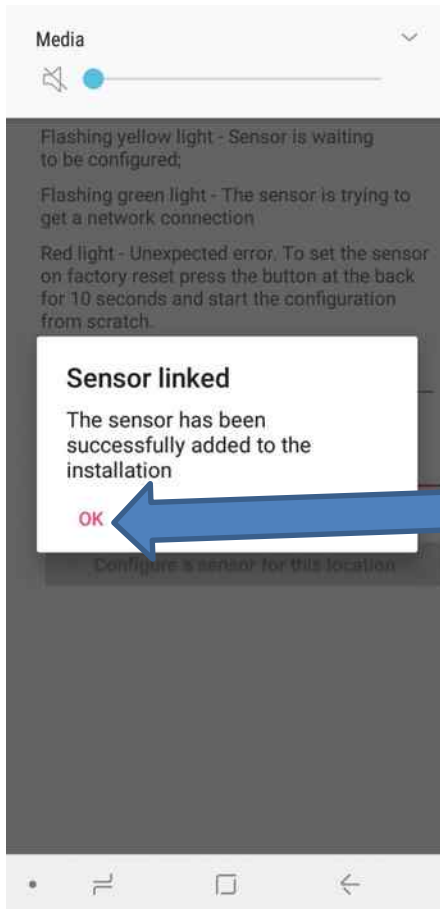
- The button is greyed out to show you that the configuration is in progress.
- A circular progress symbol starts whizzing round and round to tell you that it is working really hard.
- It takes a variable number of seconds to complete the setup. It all depends on the speed of your network.

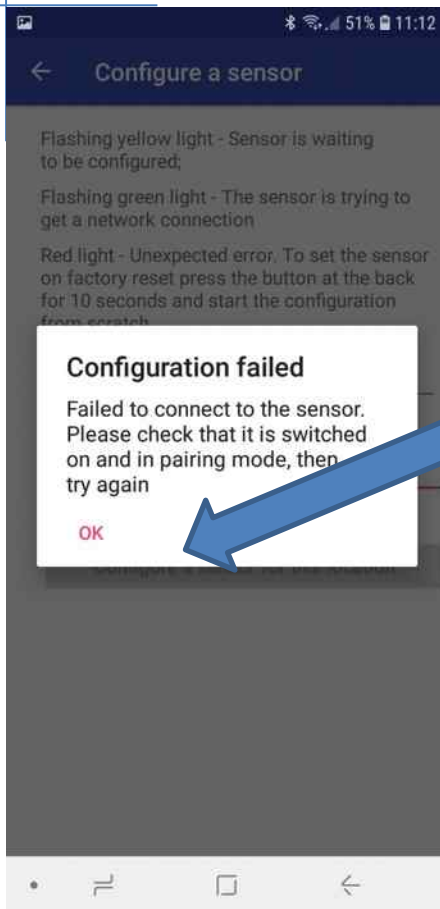




The configuration complete

- The sensor is now linked to your installation and your WIFI.
- Click the **OK** button and navigate back to the home screen.
- The sensor will start detecting activity, temperature and humidity and will start building up the picture of what is 'normal' in the household.





When the configuration goes wrong

- There are a number of things that can cause the configuration process to fail.
- If there is a problem, VEMS will display this message.
 - Click the **OK** button.
 - This closes the notification and gives you the chance to review that you have followed the instructions methodically.
 - Then try again.
- If in doubt, review the FAQs and if there are still problems, email information@vixenelectronics.co.uk.

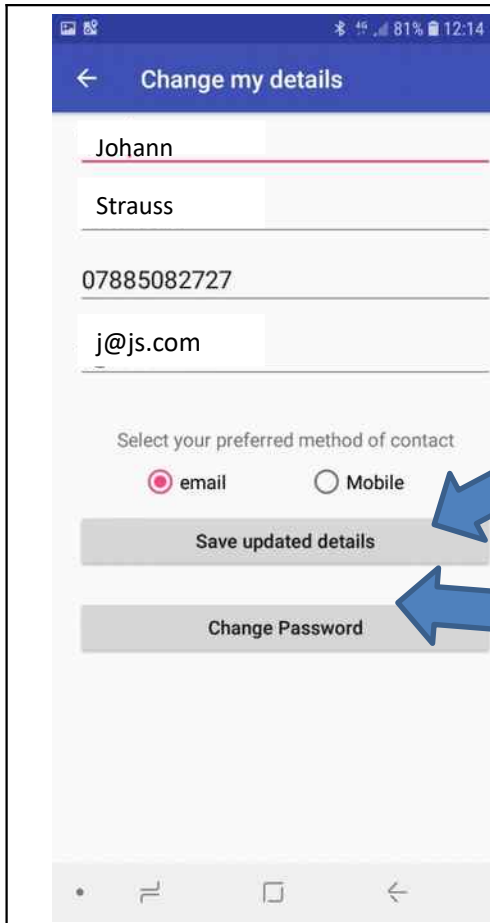




Edit My Details

- Whenever you need to update your details move to the Home Screen.
- Click **Edit My Details**.





Change My Details

- Once in this screen you can just overwrite the values displayed.
- Then click **Save Updated Details**.
- The system will issue a confirmation and you can go back to the Home screen.
- If you want to change your login password, click on **Change Password**.





Update Password

- Once in this screen you can just type your new password and retype it to confirm.
- Then click **Update Password**.
- The system will issue a confirmation and you can go back to the previous screen.

Change Password

Your Password must be at least 8 characters long

Enter new password

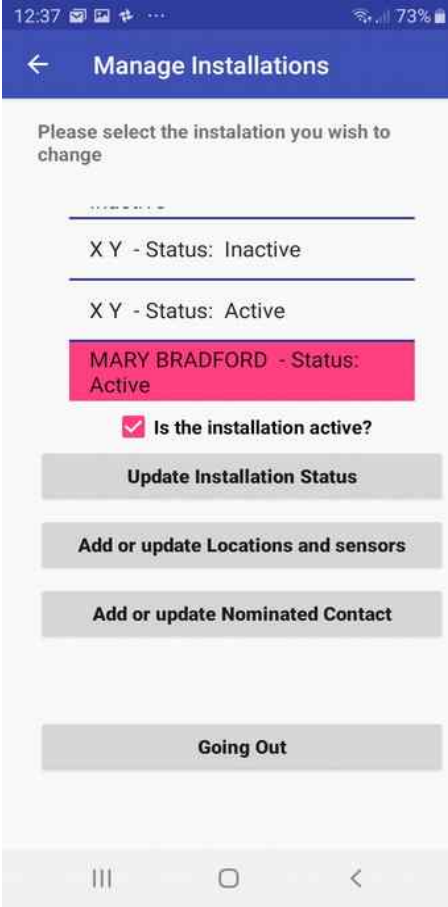
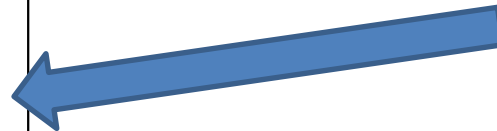
Re-enter it to confirm

Update Password



Adding and Updating Nominated Contacts

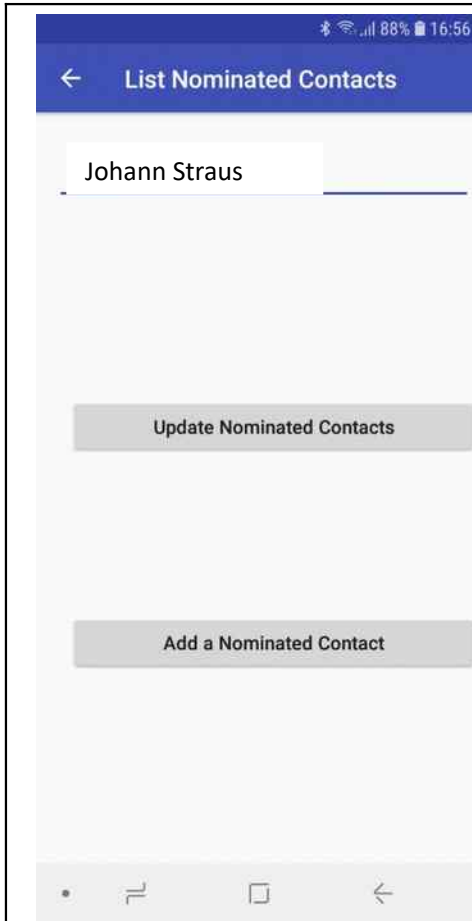
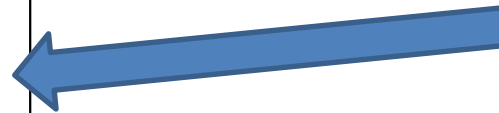
- You will want to add some friends and family who will be notified if there is a problem and who will be able to check on how active or mobile you are.
- Click on **Add or Update Nominated Contacts**





List Nominated Contacts - Add

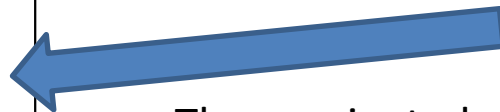
- Every installation will have at least one contact: the person who went through the Registration process and started creating the installation.
- To allow friends and family to receive alerts and be able to monitor your activity, you must set them up as Nominated Contacts.
- Click on **Add a Nominated Contact**





Add a Nominated Contact

- Enter the details as suggested by the fields on the form, and indicate whether the user will be an administrator.
- We suggest that every installation has two administrators and as many other nominated contacts as you wish. There is no limit to the number.
- Click on **Send an Invitation**
- The nominated contact will receive an email inviting them to become a nominated user for your support system and providing instructions to download the VEMS Notifications (the non administrative version of the mobile app).
- The email will contain a temporary password that they can change when they log in for the first time .



88% 16:56

← Add Nominated Contact

First name, e.g. John

Family name, e.g. Smith

Email address, e.g. jsmith@anyplace.c

Mobile number, e.g. 09976337766

Click if this person will be an administrator

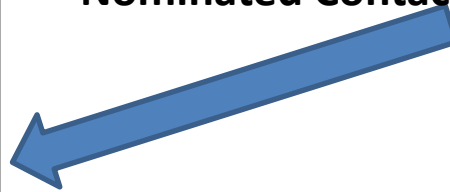
Send an invitation



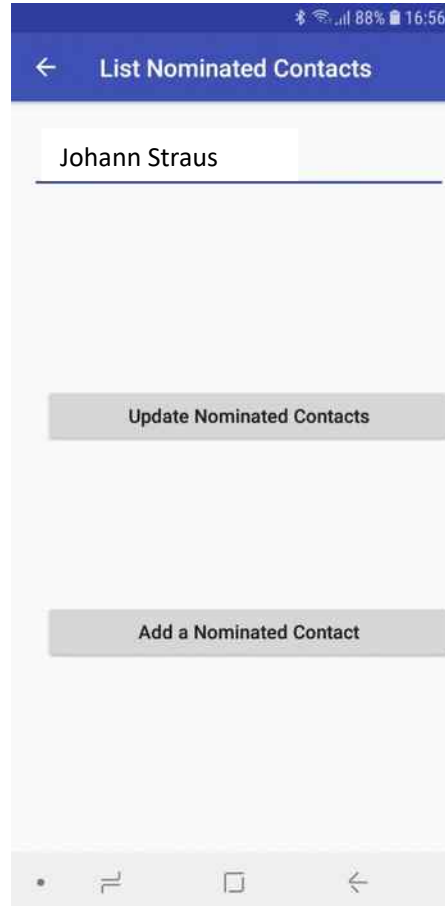


List Nominated Contacts - Update

- Select the name of the nominated contact and click **Update Nominated Contacts**.



- If you forget to select the name of the nominated contact the app will remind you by displaying a message at the bottom of the screen.

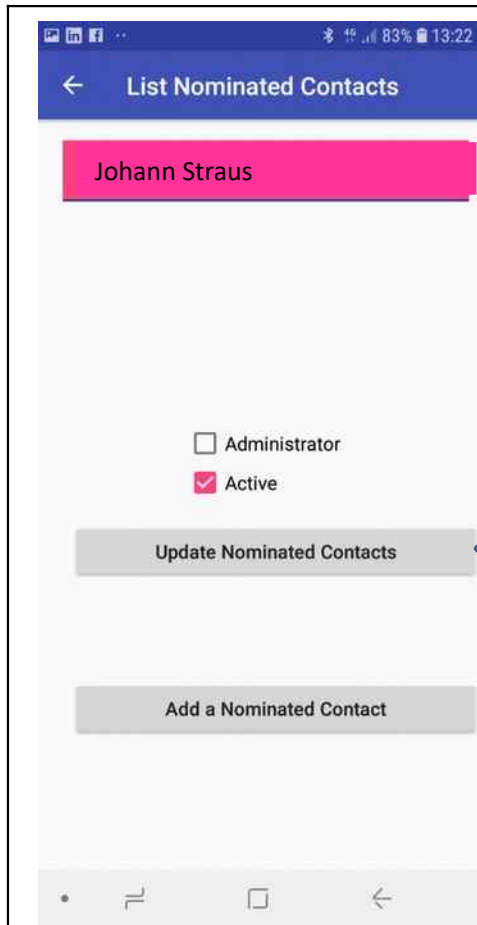




List Nominated Contacts – Update (cont)

- Once a nominated contact has been created, the only data that you, as an administrator, are able to update, is to enable/disable them and to grant or revoke their administrator role. You will not have access to their personal details; only they can change them via their own Edit My Details via the VEMS Notifications app.

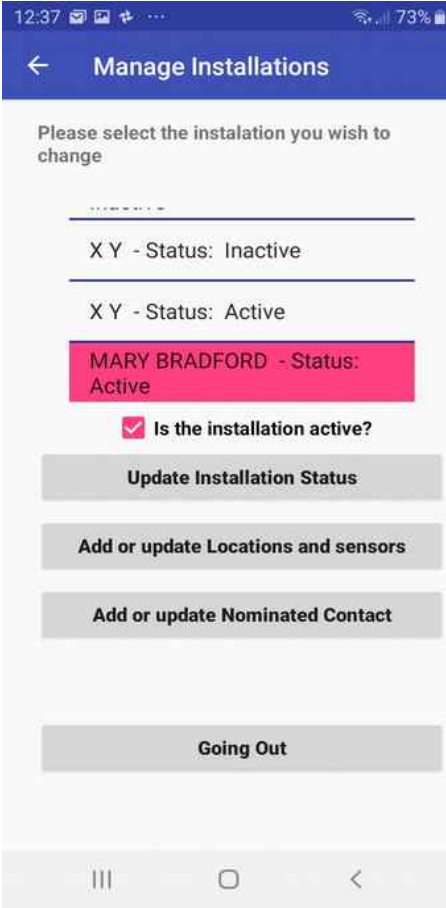
- Make the necessary changes and click **Update Nominated Contact**





Going Out

- If the customer needs to go out, to the shops, to the doctor, or on holiday for a few days, VEMS needs to know so that it does not generate notifications incorrectly.
- Click on **Going Out**





Going Out

13:54 71%

← Going Out

Please indicate the date and time when you, the owner of the installation, will be out of the house

MARY BRADFORD

	Date	Time
From	<u>dd.mm.yyyy</u>	<u>hh:mm</u>
To	<u>dd.mm.yyyy</u>	<u>hh:mm</u>

Record my outing

I am going out for: _____ Hours

Record my outing

I am back, start monitoring again

- If you are going to be away for a few days You should specify the FROM date/time, the TO date/time, and click **Record my Outing.**
- If you are going out for a few hours, tell VEMS how many hours you expect to be out and click **_Record my Outing.**
- When you return, click **I am back, start monitoring again.**

