



# Vixen Electronics Limited

## Supporting Independent Living

No.	Question	Answer
1	What is VEMS?	A monitoring system that records when you move, measures temperature and humidity, builds a model of what is normal for you, and alerts nominated people if it thinks that something is wrong.
2	Do I need to make special movements for VEMS to notice me?	No. You just need to do whatever you normally do.
3	How many sensors do I need?	For an average installation you probably need 3, one in the living room, one in the bedroom and one in the kitchen, but it all depends on the structure of your house. If you live in an open plan flat with one bedroom, you only need two sensors, one in the living/dining area and another in the bedroom.
4	How does VEMS know who to contact in the event that I get into trouble?	<p>When VEMS is set up, you need to give it the names and telephone numbers of your trusted people.</p> <p>You can give each person a priority so that in the event that you get into trouble, VEMS will contact your closest trusted person first. If that person does not respond within 5 minutes, VEMS notifies the second and so on, up to the point when all your trusted people have been contacted, and then it starts again.</p>
5	How are my nominated contacts notified?	<p>They will be notified via their mobile phone. The Tasker application, which is available to all mobiles, will play a sound and display a message, similar to when you receive an email or a WhatsApp notification.</p> <p>They will also be able to log into the VEMS Phone App, and they will see the details of the notification.</p> <p>Once in the app, they will be able to acknowledge that they have seen the notification and that they have contacted you.</p>
6	How many nominated contacts can I have?	You can have as many as you need or want. There is no limit.
7	What happens if I change my mind about who my trusted people are?	If you need to make any changes you can do it through the VEMS Administration telephone app which is included in the package.
8	Will VEMS listen to my conversations?	No. VEMS does not listen to your conversations and does not record anything you say.
9	How does VEMS know that I am in trouble?	VEMS notes the date and time every time that you move, and takes regular readings of temperature and humidity. Over a period of two or three weeks, VEMS builds information about when your day starts, when you move about the house and when you have quiet periods. If it does not see movements when it expects them, it starts 'getting concerned'. If the temperature in your house is significantly lower than expected, it also 'gets concerned'. When VEMS's concern reaches a certain level, it will send a



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		notification to your trusted person(s).
10	How much does it cost	When you buy a VEMS, you normally buy two or three sensors and a subscription to the VEMS monitoring service. We anticipate that each sensor will cost just under £50.00 (fifty pounds), and for a typical house two should be enough: One in the living room and another in the bedroom. We also anticipate the subscription costs to be around £10.00 (ten pounds) per calendar month, and will be collected by Direct Debit.
11	Why do I have to pay a monthly subscription?	Your monthly subscription pays for the following: <ul style="list-style-type: none"><li>- the storage, management and processing of your movement and environmental data</li><li>- the creation and managing of the notifications</li><li>- the generation of the activity summary displayed on the phone app.</li></ul>
12	After I have bought it, if for any reason I want to get rid of it what do I need to do?	If you want to cancel the service, you need to ring or email Vixen Electronics to cancel the contract to your subscription and then simply unplug the sensors.  We are expecting that over a short period of time you should be able to put the sensors for sale on eBay.
13	What is the pilot?	The pilot is a trial run of the VEMS Operation, and will last three months.
14	What do I need to take part	You need to contact Vixen Electronics and ask to take part.  You need to have an internet connection. We will supply one sensor, a mobile phone application to set up and manage the installation and the service for the period of the pilot.  There is a limited number of places, so depending on when you apply, they may have been taken up
15	How much will it cost me?	Taking part in the pilot will not cost anything other than your normal internet costs.
16	What happens at the end of the pilot?	If you want to continue, you can keep the sensor with our compliments and just subscribe to the service.  If you don't want to continue, you can post the sensor back to us. We will pay for the postage.
17	How big is the sensor?	9 cmx9cmx4cm in metric, or 3.5"x 3.5"x1.5" in imperial measurements.
18	Is there a minimum period of subscription?	No. You can cancel your subscription at any time.
19	Where is my data stored	Your data will be stored securely in the Amazon cloud. Data belonging to British customers will be stored in the London Servers.



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		All the data in encrypted.
20	Will you ever use, sell or share my data?	No. The only circumstance in which we will share your data is if we are obliged by law.  We will not sell or give away your data under any other circumstances.
21	Is technical support/User support provided if needed?	We will have several detailed videos online, which will give you step by step support and troubleshooting. If you are still unable to solve the problem, you can email <a href="mailto:support@vixenelectronics.co.uk">support@vixenelectronics.co.uk</a>