



Vixen Electronics Ltd.

Supporting Independent Living

(Android) V.E.M.S Admin User Journey v0.3

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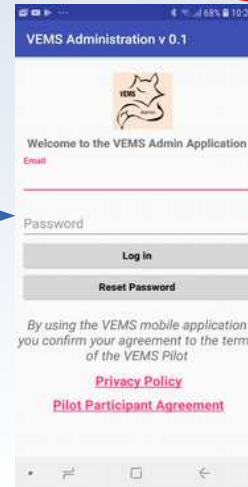


VEMS customer User Journey overview

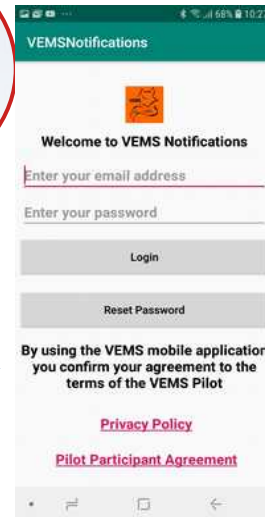
1 www.vixenelectronics.co.uk



2 VEMS Admin

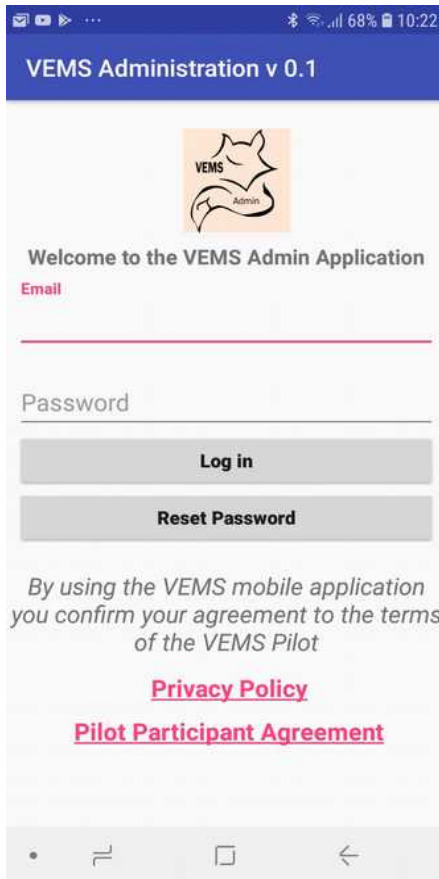


3 VEMS Notifications





VEMS Admin User Journey overview



Download from Store



VEMS Admin



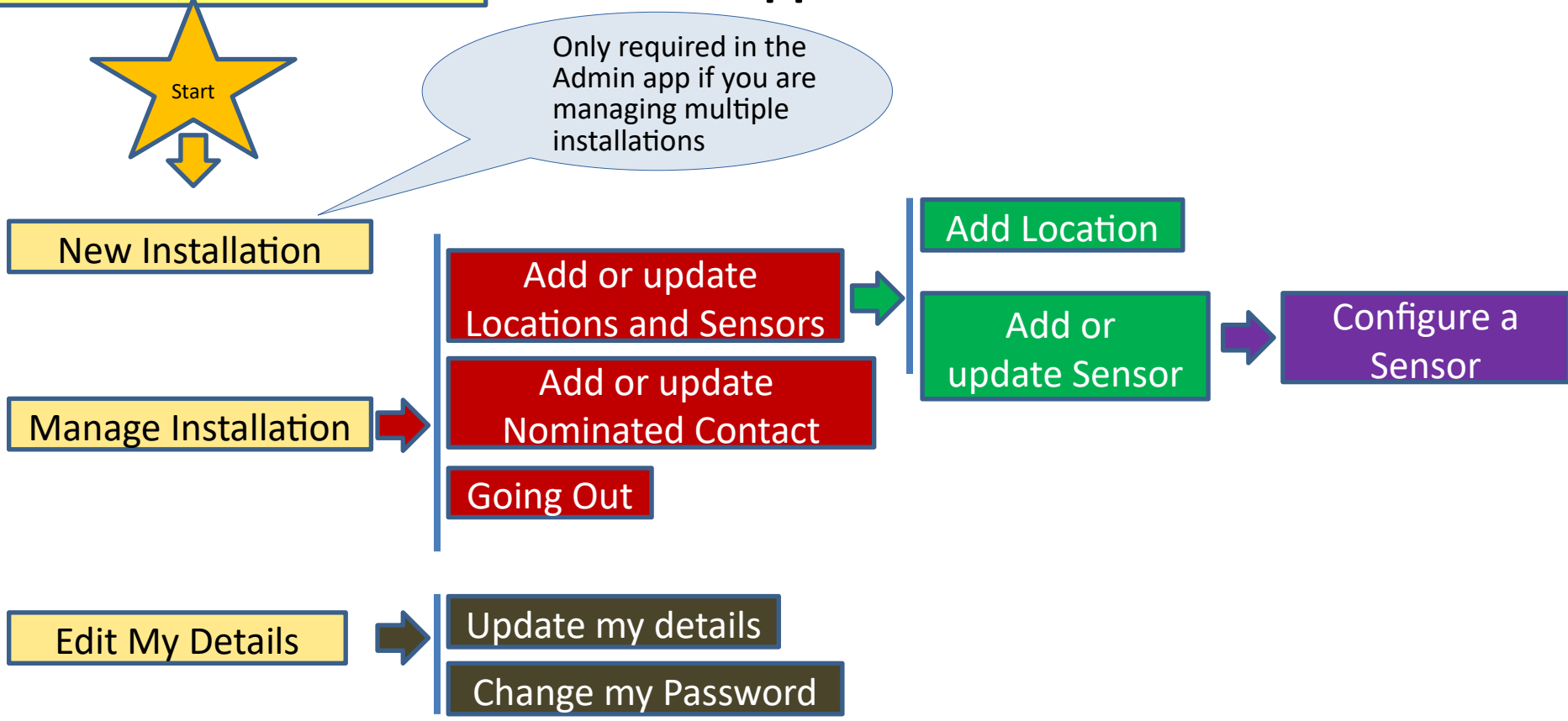
- New Installation
- Manage Installation
- Edit my details





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



Only required in the Admin app if you are managing multiple installations





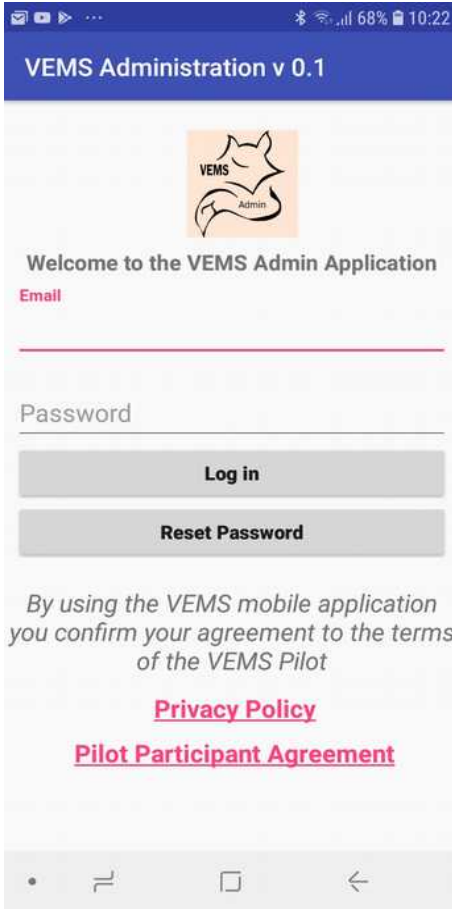
Step	Step name and description
1	New Installation – Each customer typically has one installation.
2	Add or Update Locations and Sensors – Each sensor is linked to ONE location, a room. Before you set up the sensor you need to create the location. There are two main subsections explained below.
2.1	Add 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.





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 do not agree with the terms, you should not proceed.
- 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.





← Create Installation

Please enter the details below to create a new installation

Enter the Customer First Name

Enter the Customer Surname

Enter the customer Postcode

Create new installation

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 user that is logged in be the administrator 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.



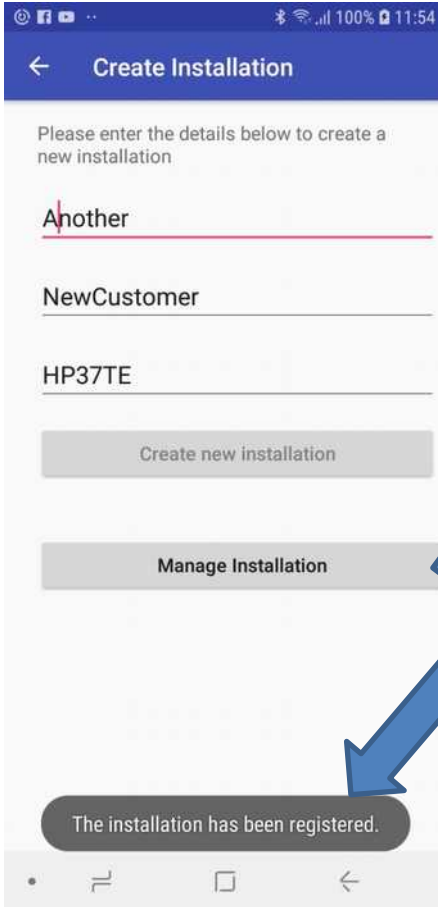


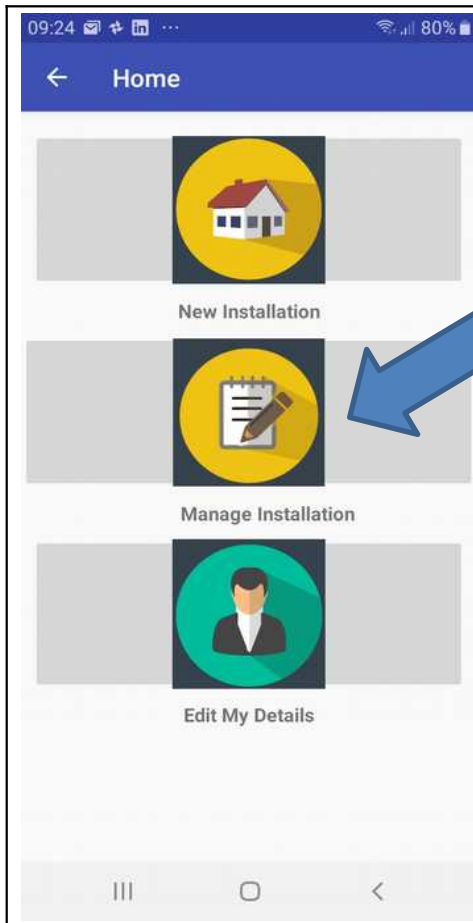
New Installation - Confirmation

- 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 and we will walk you through them step by step.





Manage Installation

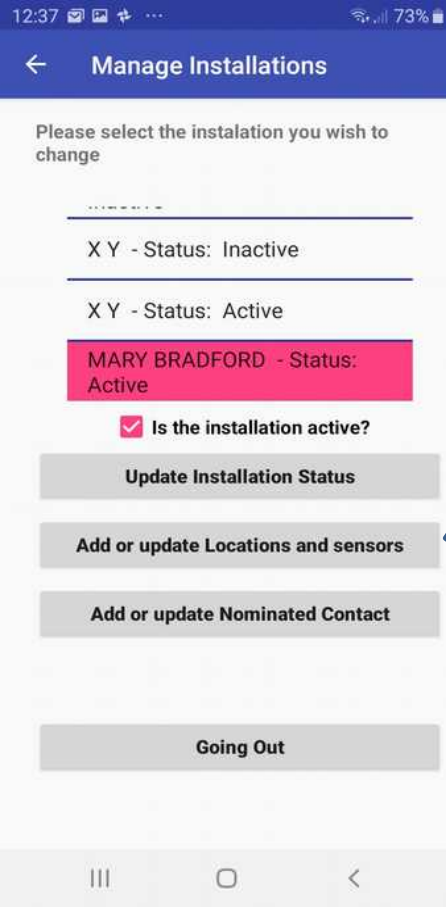
- This is the screen that comes up when you have clicked the **Manage Installations** button on the Home screen.
- The list will contain **ONLY** the installation(s) you created earlier. In most cases there will only be one row, with the details that you provided in **New Installation**.
- Click on the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

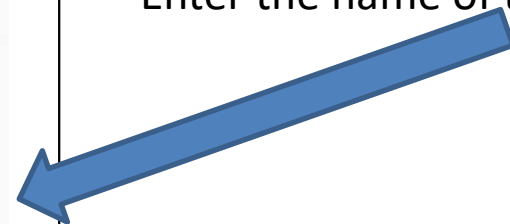
- Once you clicked the button **Add or Update Locations and Sensors** this screen comes up.
- Then you need to click on **Add a Location**.





Save the new Location

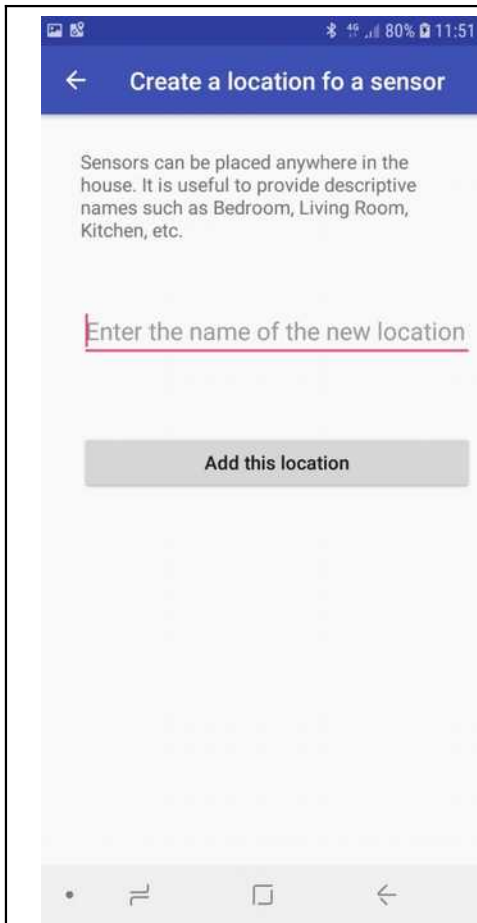
- Enter the name of the new location.



- Click on **Add this Location**.



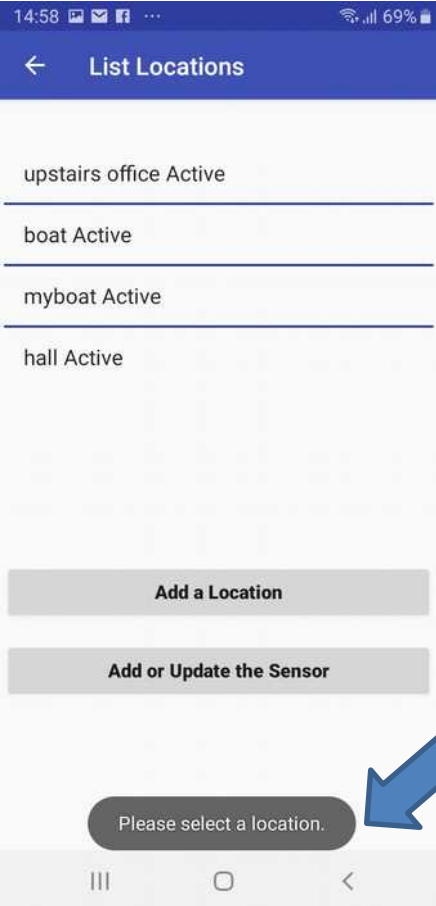
- Once you have created the location, click the **Back** button. The new location will be displayed on the list ready for you to continue the configuration process.

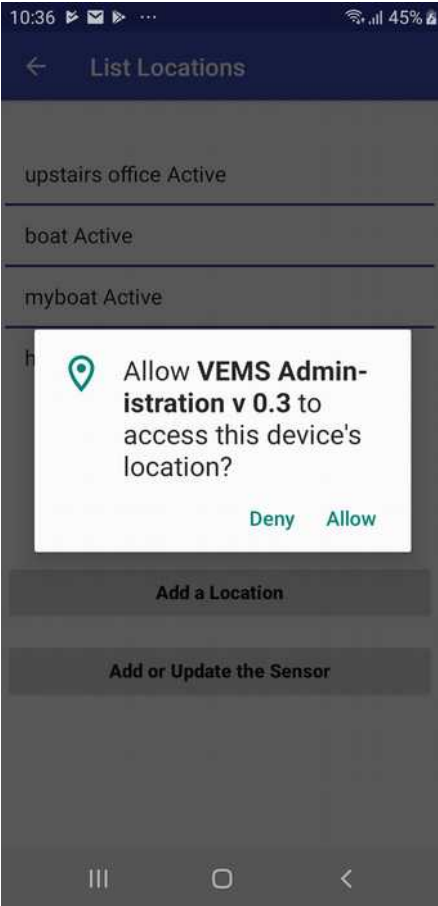




Validations

- 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.
- You are now ready to configure the Sensor Unit. Click on **Add or Update the Sensor**.





Add or Update the Sensor

- The first time that you click on **Add or Update the Sensor**, Android will check whether you have the **Location Permission** granted to the VEMS application.
- In order for VEMS to configure the sensors, you must grant the **Location Permission**, but this is only necessary for configuring the sensors. Once that is done you can go to the Apps section of the Phone Settings, select VEMS Admin and revoke that permission if you want.
- This requirement is imposed on us by Android and unfortunately we do not have the option of ignoring it.
- Now let us become acquainted with the Sensor Unit.



The SENSOR

- You will need at least one of these Sensor Units in your installation of VEMS. The precise number will depend on the size of your house. We estimate between one and three sensors will be the average.
- Each sensor will capture movement, temperature and humidity in your house, but ***no cameras and no listening devices***. Your privacy is paramount.
- The Sensor units capture your data and send it to secure servers where it is stored, processed and analysed for YOUR installation. It is not shared with ANYONE.





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 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 the phone to the house WIFI

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





Choose the 'LOW BAND' WIFI 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 requirement is imposed by the manufacturer of the processor and is not specific to the VEMS unit.



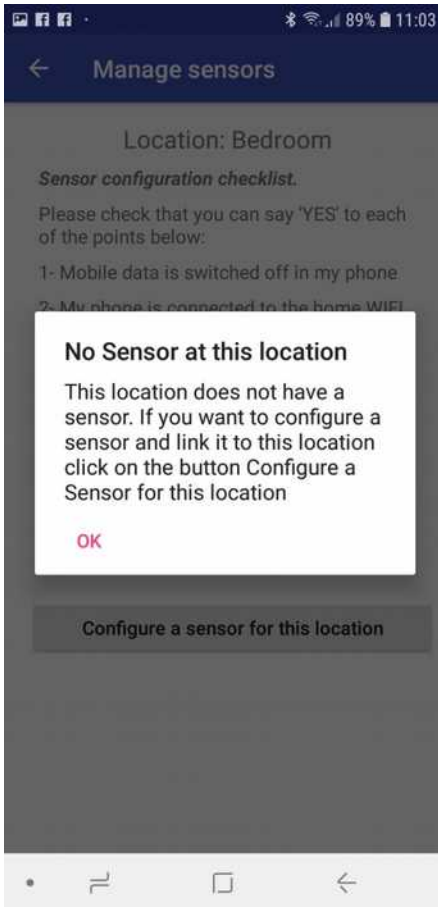


Turn off the phone's Mobile Data

******* 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.





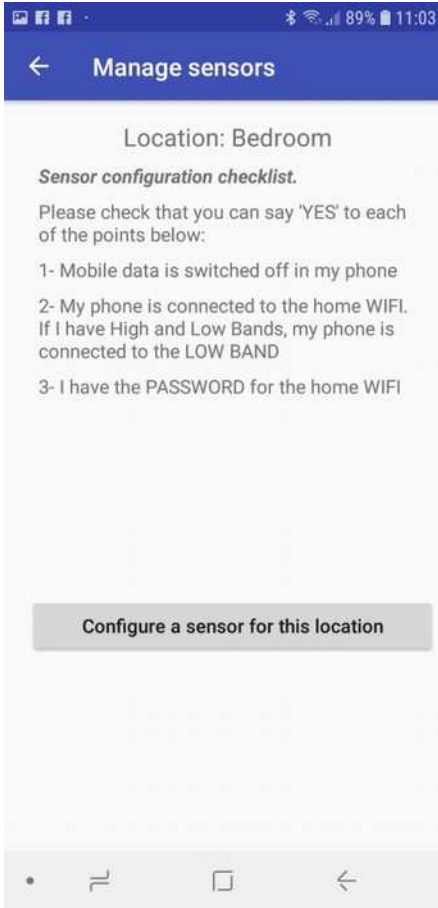
Setting Up the Sensor unit

- Once you selected the location, clicked on **Add or Update the sensor**, and granted the **Location Permission**, the system checks whether the location already has a sensor.
- If the location does not yet have a sensor, the system will display the screen on the left. Everything is ready for you to configure it. These instructions guide you step by step.
- **Please note** that in order to give you time to read and understand 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.





Step 1 - Please read the instructions to the end

- This screen gives you an overview of what you need to do in the next stage. Please read through to the end before clicking the button that will take you to the Phone WIFI.
- Once you have read and understood what you need to do next, click the button.

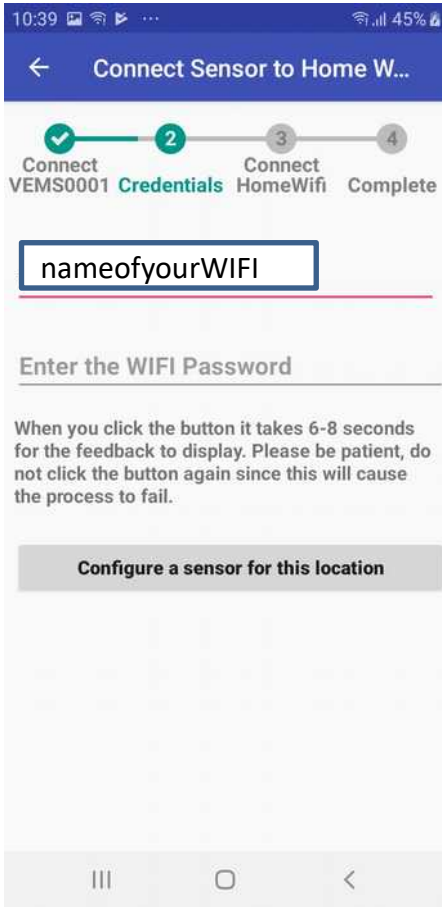




The Phone's WIFI screen

- Once you are in the WIFI screen look for the **VEMS0001** network.
- If you can't see it check the Sensor Unit. It should be flashing the Yellow Light.
- If it is not flashing, press the reset button 7 seconds and wait for the **VEMS0001** network to appear on the list.
- Once you have selected it, click **Connect**. The phone will display a message. Wait until the message disappears.
- Click on the **Back** button on the bottom right hand side. This will take you to the next step.





Step 2 – Home WIFI Name and Password

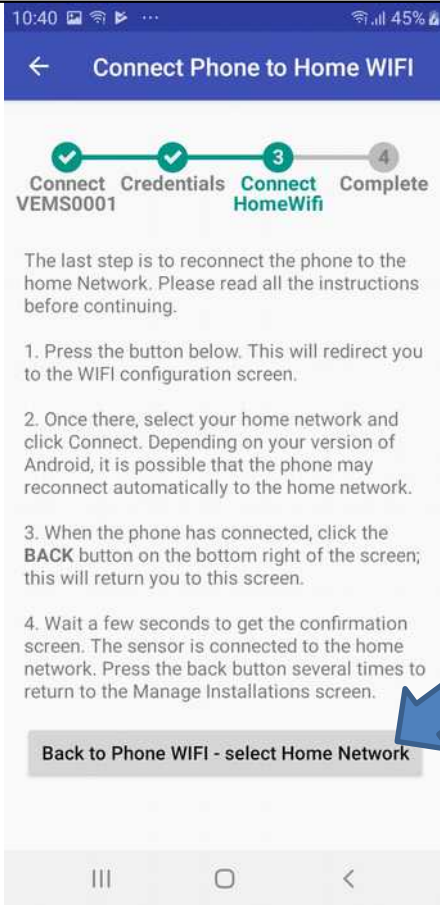
- VEMS will display the name of the WIFI network to which you connected earlier. Make sure **it is not High Band.**
- Key in the password for the home WIFI and then click the button **Configure a sensor for this location.** The button will become disabled temporarily to indicate that the configuration process is under way

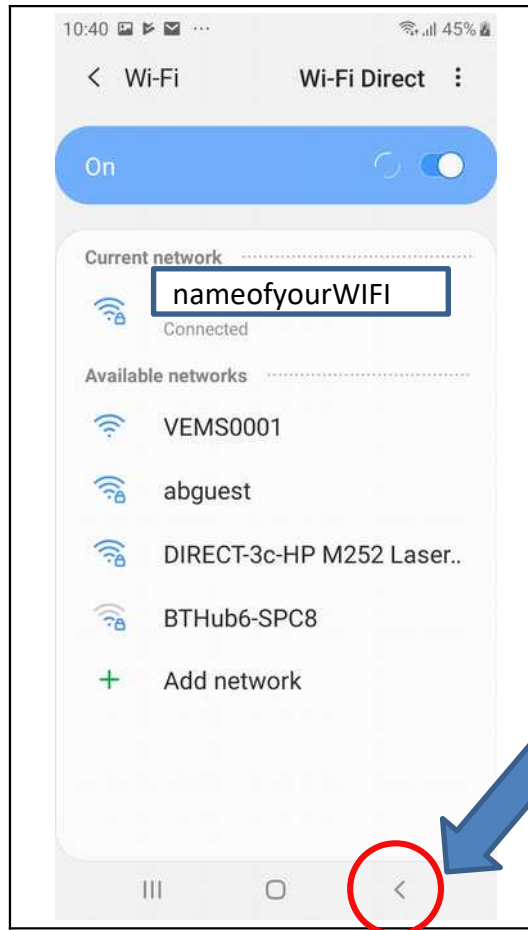
PLEASE NOTE: There is currently a 6 second delay before the button goes grey and the progress bar appears. Please be patient. We are trying to enhance this part of the process.



Step 3 - Back to phone WIFI

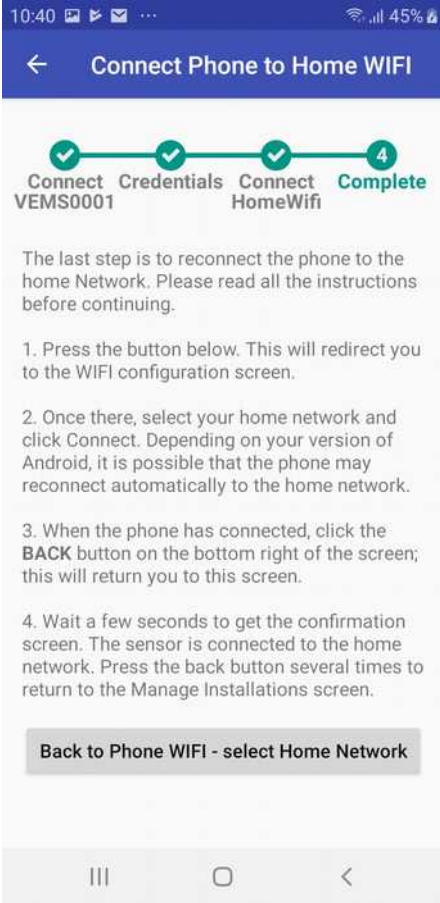
- Now you need to go back to the phone WIFI so that you can reconnect the phone to the home network.
- Please read the instructions to the end before clicking the button. They describe the actions you need to do in the next step.





Reconnect to your home WIFI

- It is possible that the phone will reconnect automatically to the home Network, but you should still get back to this screen and verify that the phone is reconnected.
- Click on the **Back** button. This will take you back to the VEMS app.



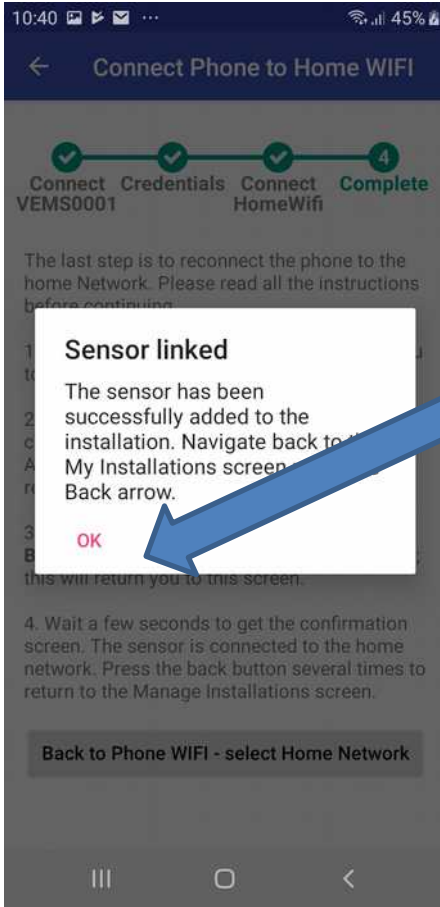
Step 4 – Almost there.

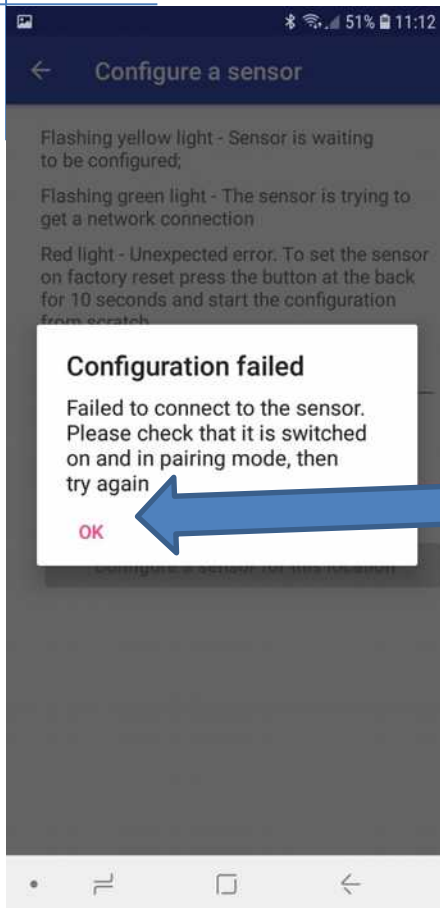
- Once back on this screen wait a few seconds until you receive final confirmation that the process is complete.



The configuration complete

- The sensor is now linked to your installation and your WIFI.
 - Click the **OK** button.
 - Click the ← Back arrow at the top of the screen 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.





If things go wrong...

- There are a number of things that can cause the configuration process to fail, network failures, bad signal, the phone is not connected to the home WIFI, etc.
- If there is a problem, VEMS will display the message on the left.
- 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.

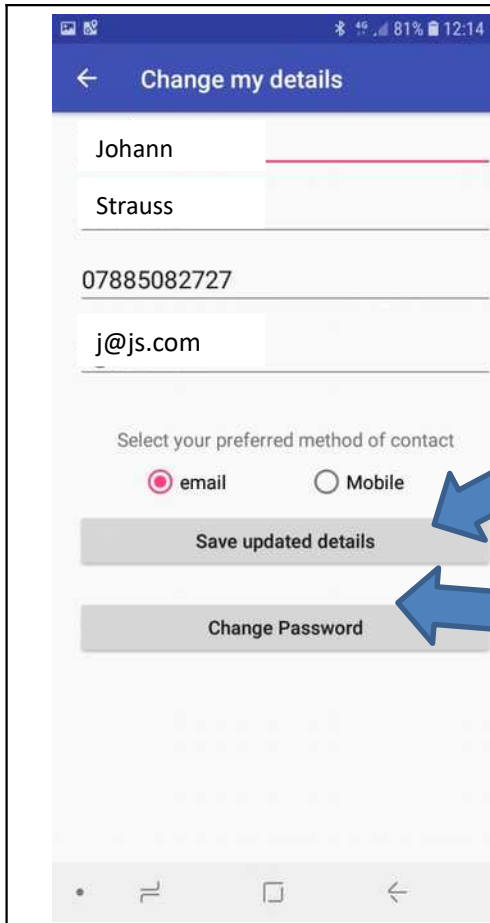




Edit My Details

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





Change My Details

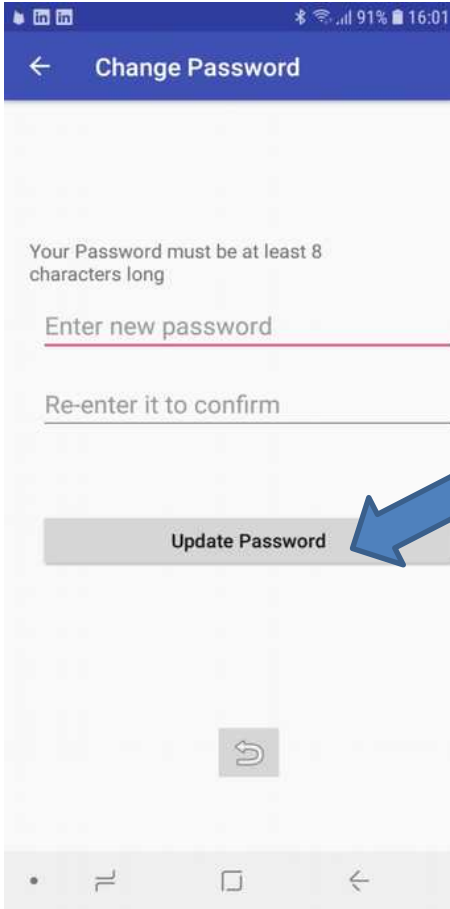
- Once in this screen you can just overwrite the values displayed.
- Then click **Save Updated Details**.
- The system will issue a confirmation and you can go back to the Home screen.
- If you want to change your login password, click on **Change Password**.





Update Password

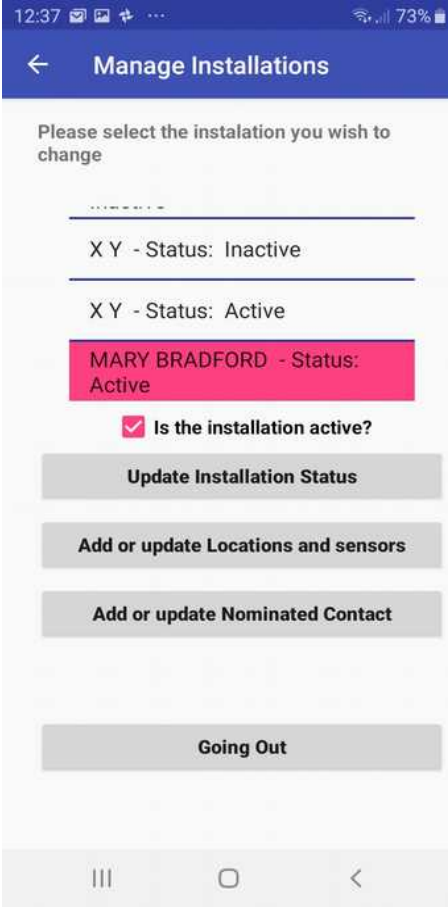
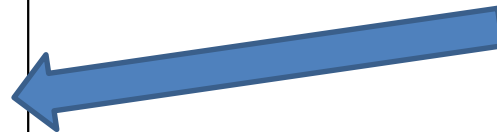
- Once in this screen you can just type your new password and retype it to confirm.
- Then click **Update Password**.
- The system will issue a confirmation and you can go back to the previous screen.





Adding and Updating Nominated Contacts

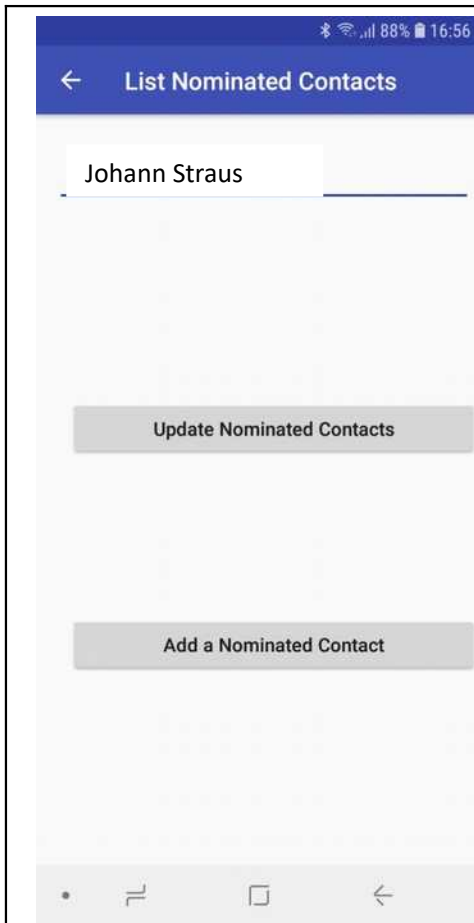
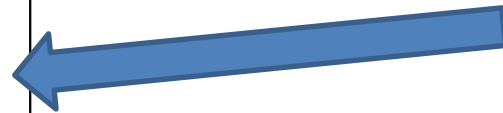
- You will want to add some friends and family who will be notified if there is a problem and who will be able to check on how active or mobile you are.
- Click on **Add or Update Nominated Contacts**





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 .



← 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

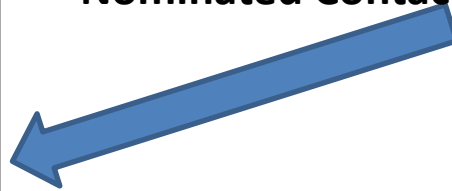
Click if this person will be an administrator

Send an invitation

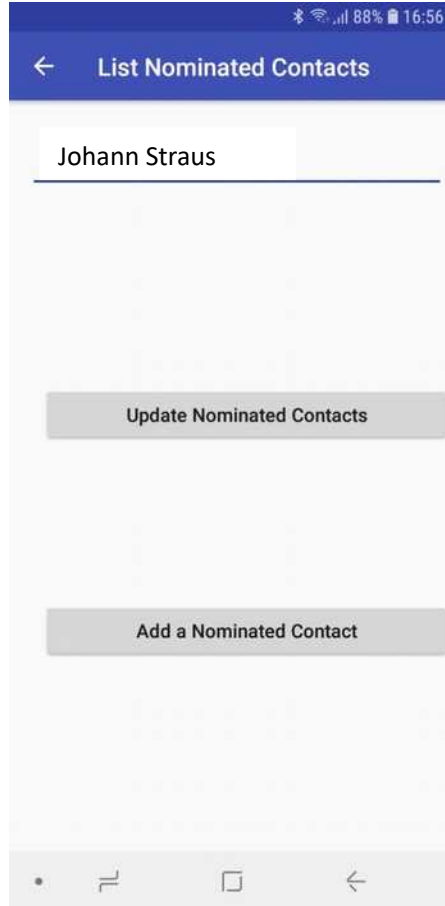


List Nominated Contacts - Update

- 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.

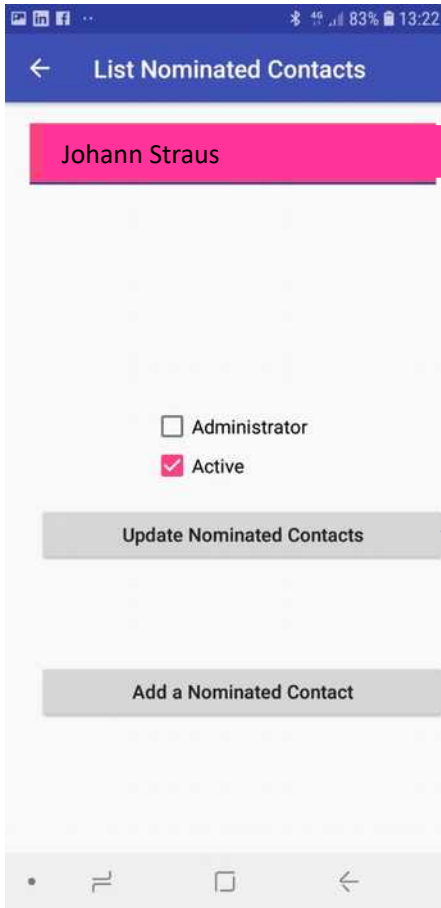




List Nominated Contacts – Update (cont)

- 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.

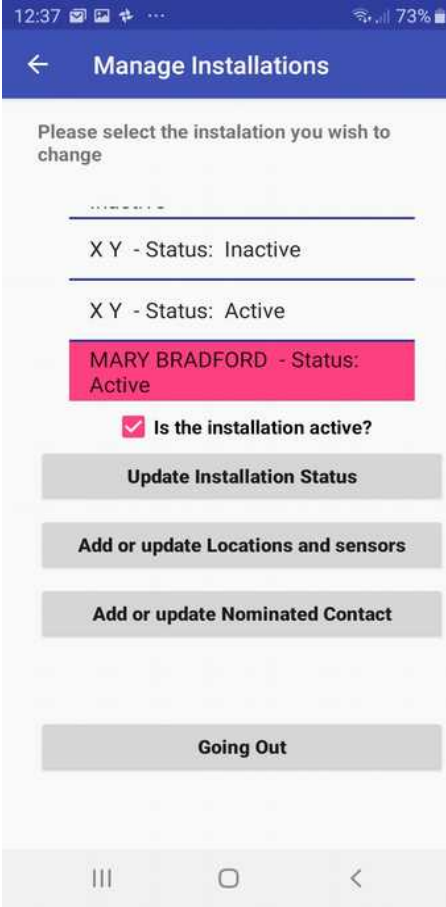
- Make the necessary changes and click **Update Nominated Contact**





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**.

