



**Vixen Electronics Ltd.**

**Supporting Independent Living**

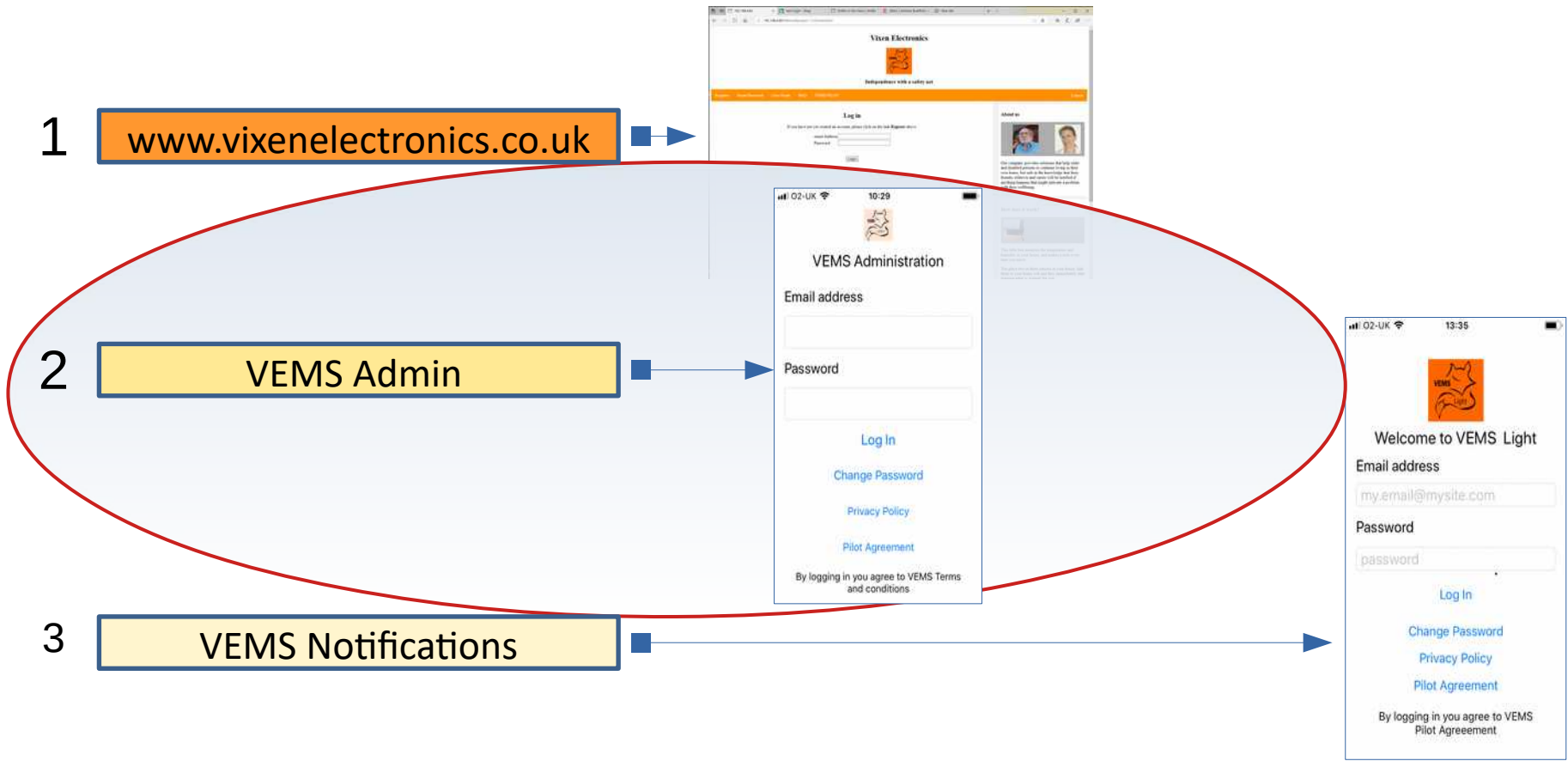
## **(iOS) V.E.M.S Admin User Journey v 0.3**

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# VEMS customer User Journey overview





## VEMS Admin User Journey overview

O2-UK 10:29



VEMS Administration

Email address

Password

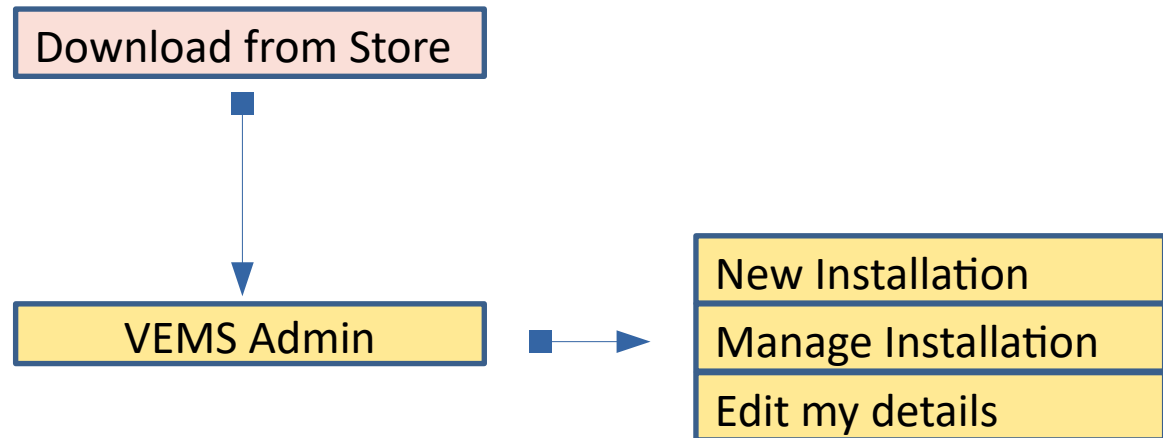
[Log In](#)

[Change Password](#)

[Privacy Policy](#)

[Pilot Agreement](#)

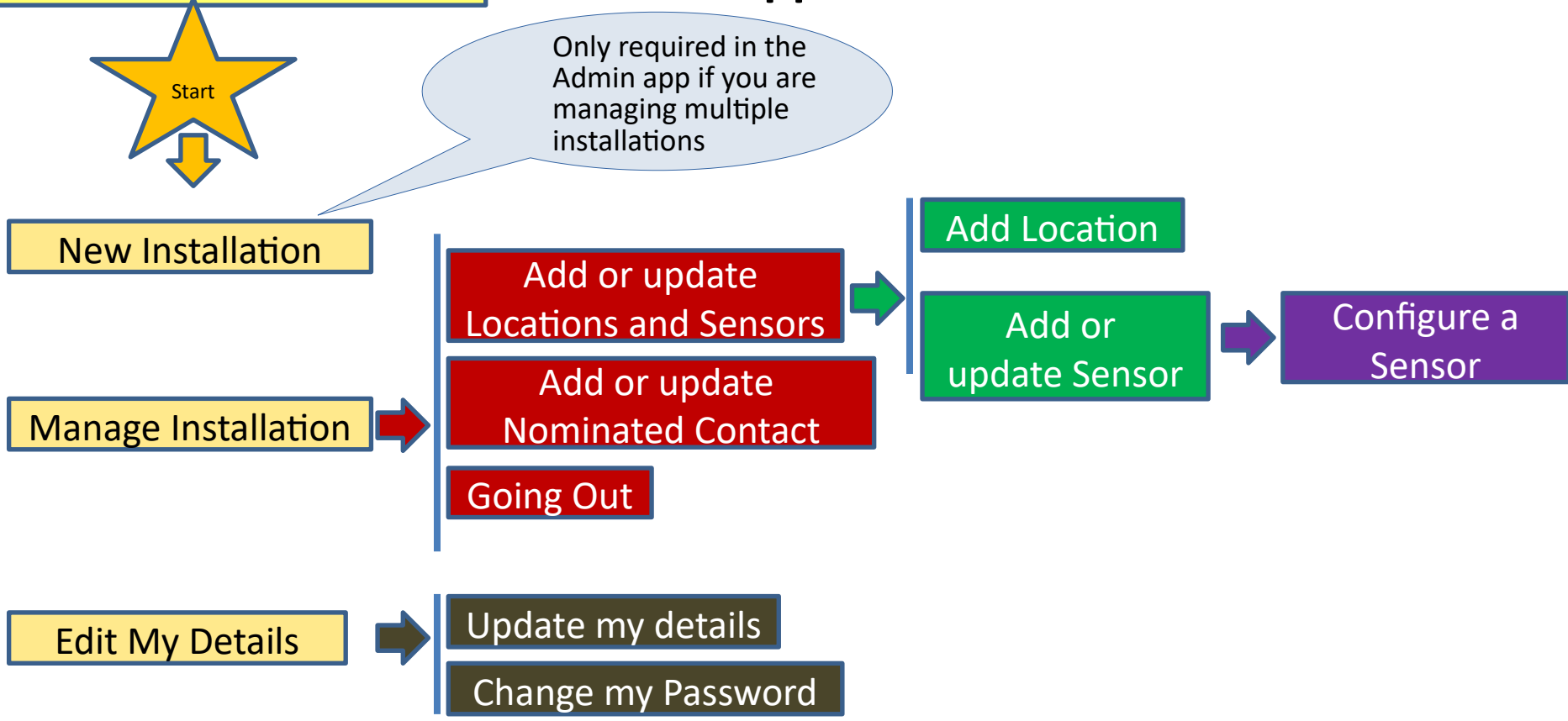
By logging in you agree to VEMS Terms and conditions





**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    | <b>New Installation</b> – Each customer typically has one installation.  |
| 2    | <b>Add or Update Locations and Sensors</b> – 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  | <b>Add a Location</b> – 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  | <b>Add or update the Sensor</b> – 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    | <b>Add or update Nominated Contact</b> - This allows you to create and disable the nominated contacts that will be notified if VEMS gets ‘concerned’ about the customer.   |
| 4    | <b>Going Out</b> -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 App Store 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.

25/06/2019

10:29



VEMS Administration

Email address

Password

[Log In](#)

[Change Password](#)

[Privacy Policy](#)

[Pilot Agreement](#)

By logging in you agree to VEMS Terms and conditions





## 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.

02-UK 10:29



VEMS Administration

Email address

Password

[Log In](#)

[Change Password](#)

[Privacy Policy](#)

[Pilot Agreement](#)

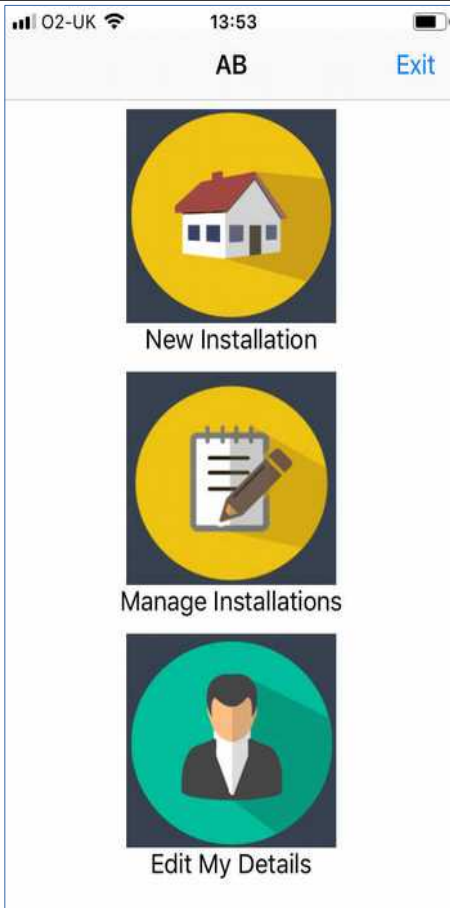
By logging in you agree to VEMS Terms and conditions





## 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.

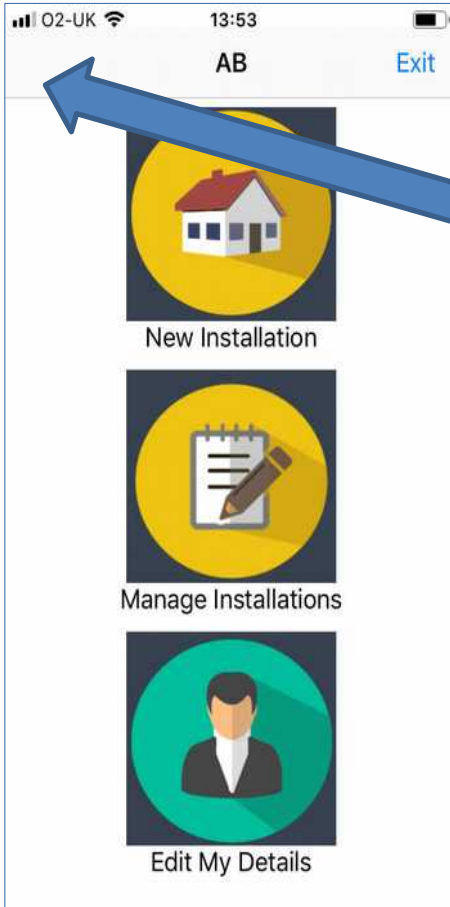






## Page Navigation

- Every screen **except this one** has a 'Back' Button, in the position pointed at by the arrow. The 'Back' button will take you to the previous screen, but since this is the home screen, you should use the 'Exit' button to leave the application.





## 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.

A screenshot of a mobile app interface for creating a new installation. The status bar at the top shows '02-UK', signal strength, Wi-Fi, and the time '10:36'. Below the status bar are three buttons: 'Back', 'AB', and 'Exit'. The main content area has a heading 'All the fields are mandatory' followed by three form fields: 'Customer First Name \*', 'Customer Surname \*', and 'Customer Postcode \*'. Each field is represented by a white rectangular box with rounded corners. At the bottom of the form is a blue button labeled 'Create a new Installation'.



## 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.

02-UK 14:11

Back AB Exit

All the fields are mandatory

Customer First Name \*

Adam

Customer Surname \*

Newcustomer

Customer Postcode \*

HP1 1XQ

Manage Installations

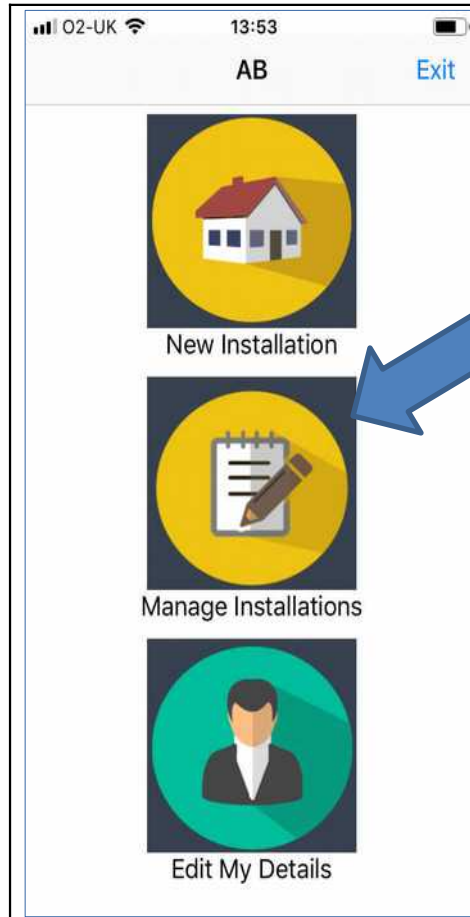
Create a new Installation

Success

The installation has now been created

OK





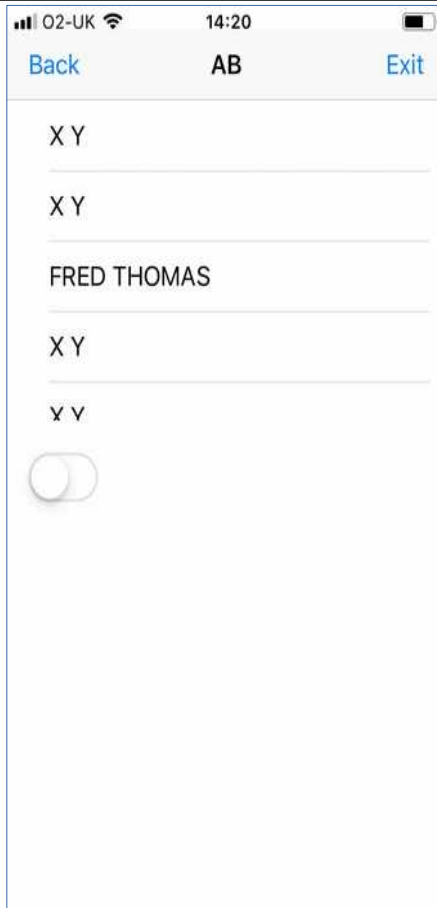
## Back at the Home Screen

- 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

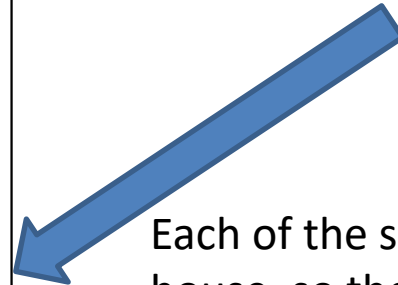
- This is the screen that comes up when you have clicked the **Manage Installations** button on the Home screen.
- The list will contain **ONLY** the installation(s) you created earlier. In most cases there will only be one row, with the details that you provided in **New Installation**.
- Click on the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



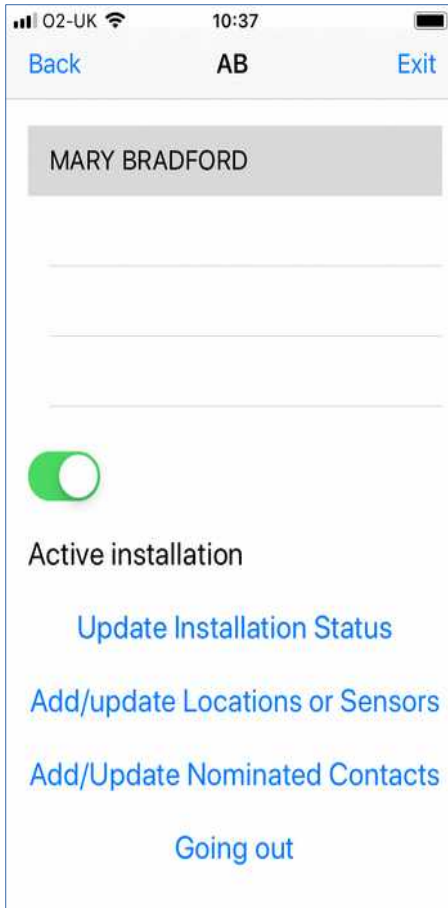


## Start the installation set up

- 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.**



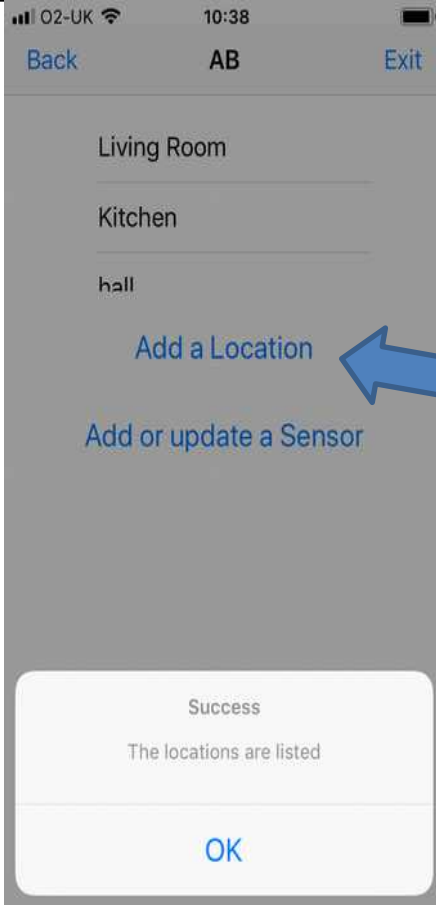
Each of the sensors will be allocated to one room in the house, so the next thing we need to do is to create one location for each sensor that you have purchased.





## Add a Location

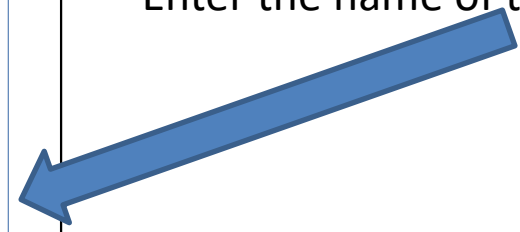
- Once you clicked the button **Add or Update Locations and Sensors** this screen comes up.
- If there are no locations, or you need to create a new one, click on **Add a Location**.





## Save the new Location

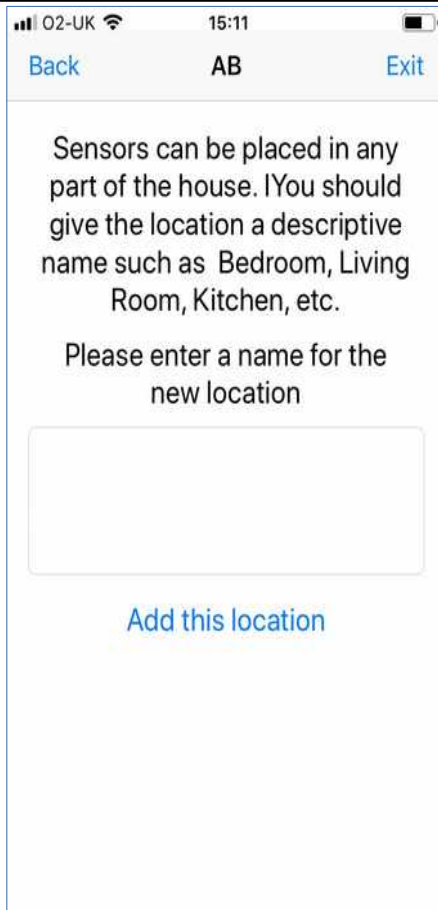
- Enter the name of the new location.



- 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.

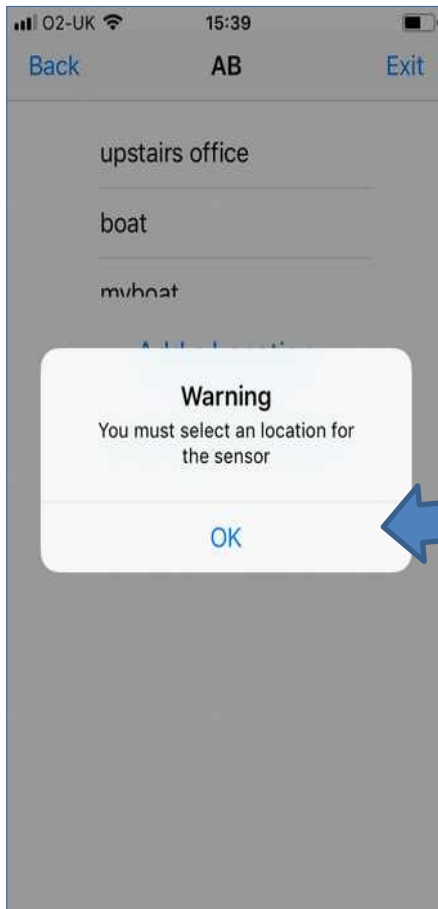






## Validations

- 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.
  - Click **OK**; 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**.





## 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.

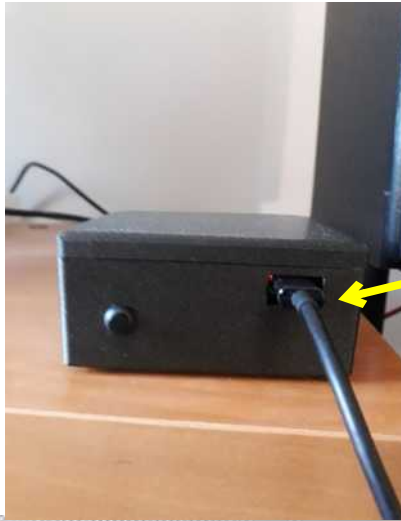
### Points to note

- 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.

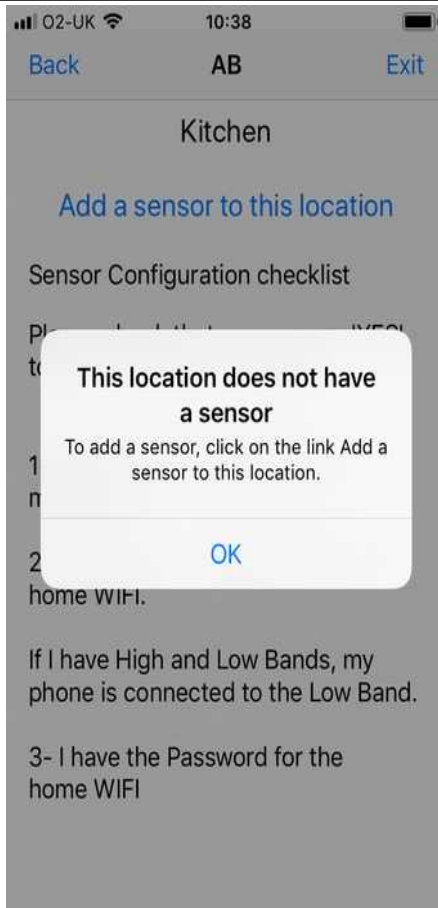






## Setting Up the Sensor unit

- 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.



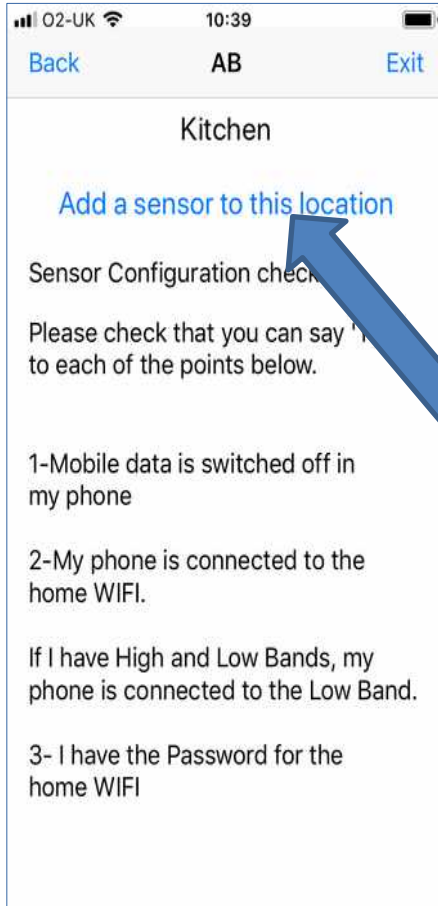


## Setting Up the Sensor (cont)

- 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'...

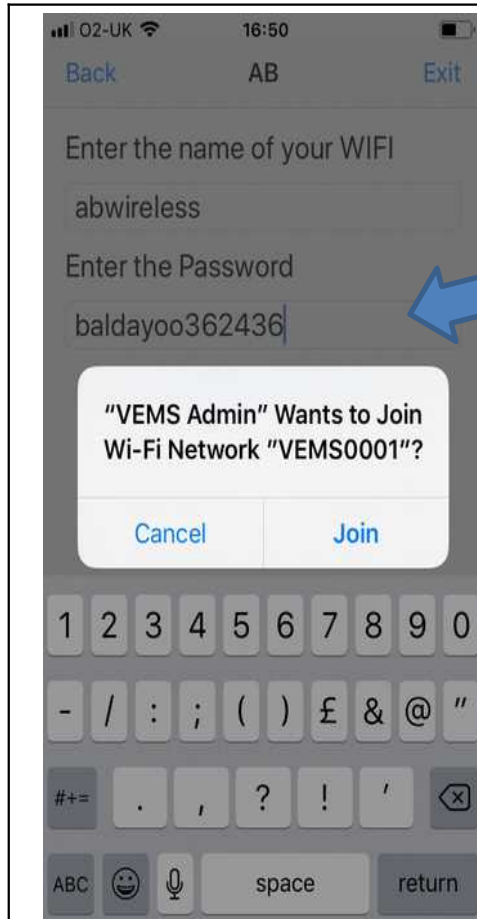
- Click the button.





## Sensor and phone connect.

- The VEMS application on the phone will connect to the internal WIFI of the sensor, VEMS0001.
- The application will ask your permission for VEMS Admin to join.
- Click on **Join**.
- Now wait a few seconds. There is a lot going on between the app, the phone, the sensor and the functionality in the cloud. Please be patient.





## 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**. The button will become disabled temporarily to indicate that the configuration process is under way

**PLEASE NOTE:** There is currently a few seconds of delay before the confirmation message appears. Please be patient.

- Click **OK**. The sensor has been configured and is now beginning to capture data. Navigate back to perform your next task.

02-UK 11:24

Back AB Exit

Enter the name of your WIFI

nameofyourWIFI

Enter the Password

password

Configure the Sensor

Success

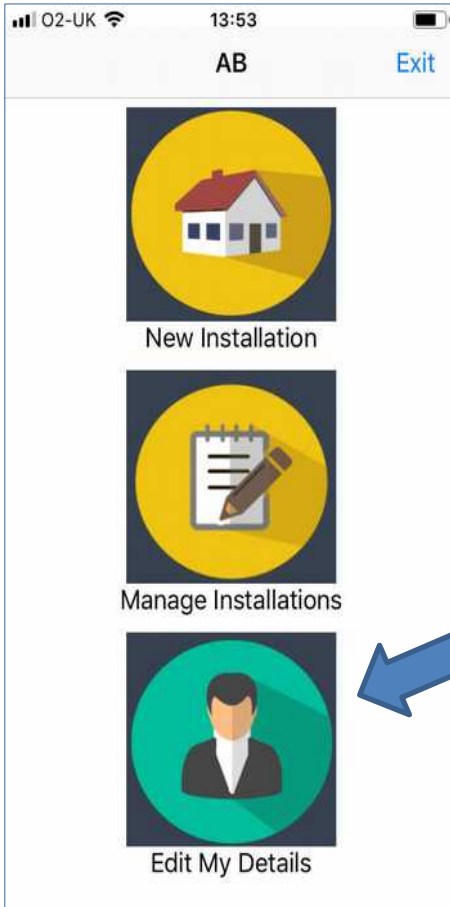
The sensor has been added to your installation

OK



## Edit My Details

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





## Change My Details

- VEMS displays a message confirming that it has retrieved your details and they are ready to be updated.
- Click **OK**.

02-UK 09:19

Back AB Exit

First Name  
Johann

Family Name  
Strauss

email Address  
j@js.com

Mobile Number  
0784433221

Contact Preference

Success  
Your details are ready to be updated

OK





## 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**.

02-UK 09:19

Back AB Exit

First Name  
Johann

Family Name  
Strauss

email Address  
j@js.com

Mobile Number  
0784433221

Contact Preference  
 Mobile

Save updated details

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.

02-UK 09:44

Back AB Exit

Passwords must be at least 8 characters

Enter new password

Re-enter it to confirm

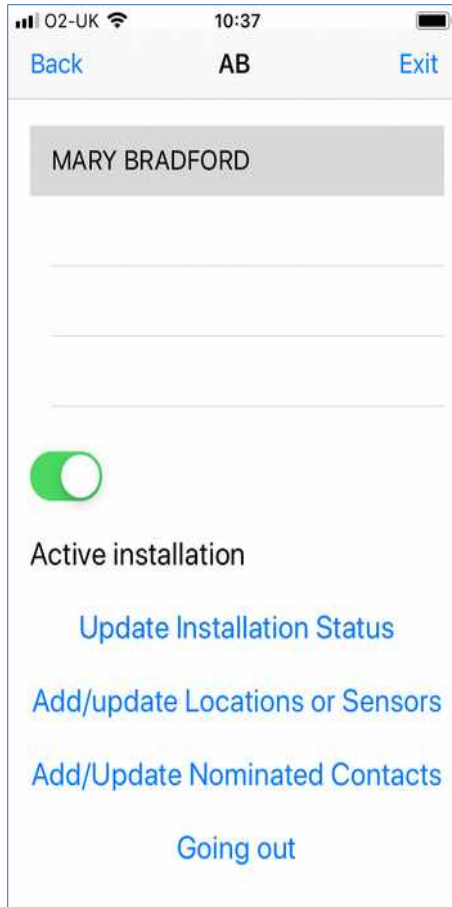
Update Password





## Adding and Updating Nominated Contacts

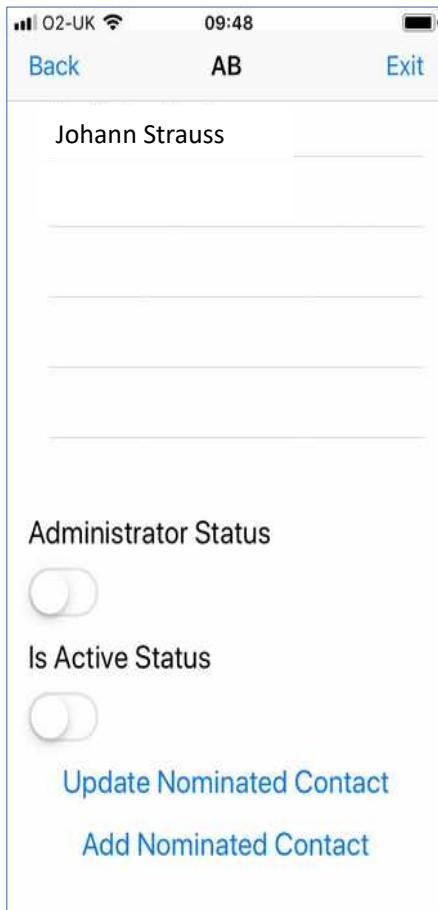
- You will want to add some friends and family who will be notified if there is a problem and who will be able to check on how active or mobile you are.
- Navigate back to Manage Installations. Select the installation. VEMS will display the available options.
- Click on **Add/Update Nominated Contacts**





## List Nominated Contacts

- Every installation will always have at least **one** contact: the person who went through the Registration process and started creating the installation. That person will have Administrator Status. This screen shows the list of Nominated Contacts
- To allow friends and family to receive alerts and be able to monitor your activity, you must set them up as Nominated Contacts. If give them Administrator Status, they will have access to VEMS Admin, otherwise they will only have access to VEMS Notifications.
- To add a nominated Contact, click on **Add 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 .

02-UK 12:10

Back AB Exit

First name

Family name

email address

Mobile number

Administrator

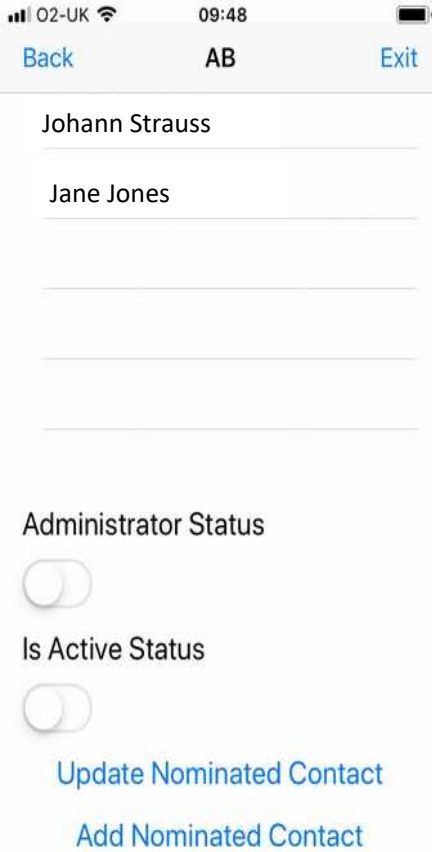
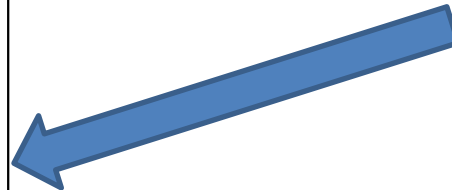
Send an invitation

Clear fields to add another



## Update Nominated Contact

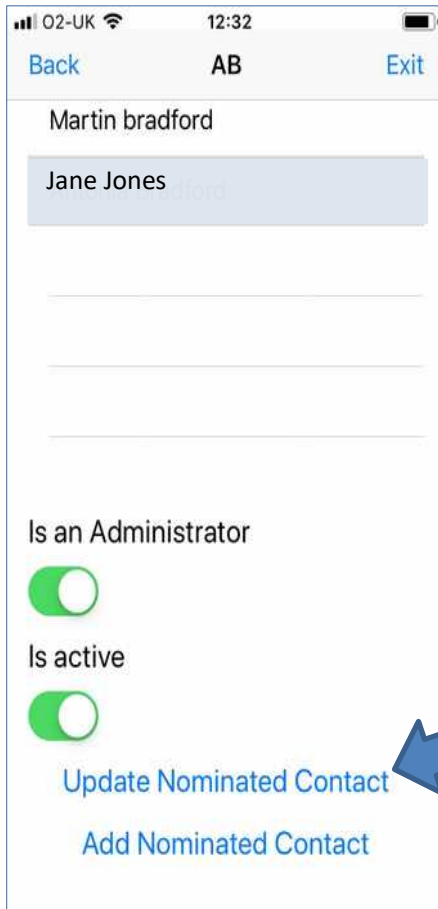
- Select the name of the nominated contact and click **Update Nominated Contact**.





## List Nominated Contacts – Update (cont)

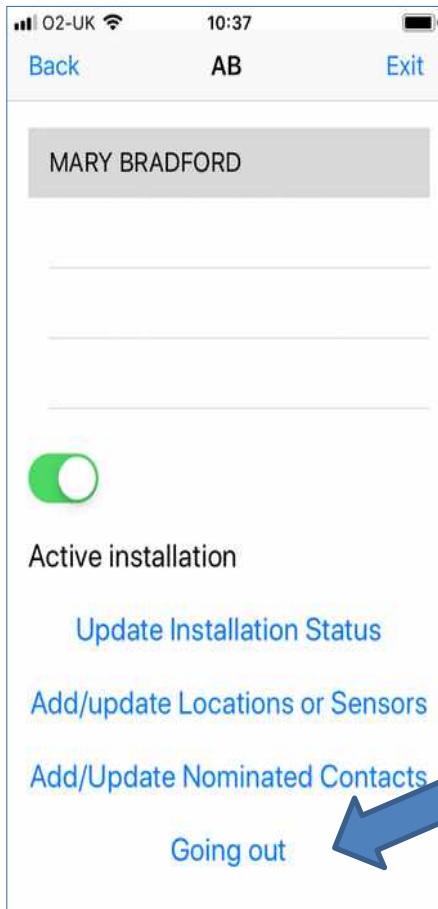
- Once a nominated contact has been created, the only data that you, as an administrator, are able to update, is to enable/disable them and to grant or revoke their administrator role. You will not have access to their personal details; only they can change them via their own Edit My Details via the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

- If you are going out for a few hours, enter the number of hours you expect to be out and click **Record my Outing**.

- When you return, click **I am back**.

02-UK 14:23

Back AB Exit

I am going out for

Enter the number of hours you will be out of the house and click the link 'Record my outing'.

Record my outing

When you return click the link 'I am back'.

I am back

