

Steps for Setting Up a System

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Installation Time Estimates

Keep in Mind:

- Expect a great deal of variation from one client to the next
- Time estimates assume an ideal, problem-free installation and a well prepared and educated installer, who has done his/her homework

Time Estimates:

- Assessment: 1 to 2 hours - Includes: interviewing family, determining potential rules, surveying the home/loved one, family orientation (how to check, add pictures, etc.)
- Pre-install: 1 to 2 hours - Includes GC Manage set up (account, users, caregivers), setting up sensors & initial rules
- Installation: 1 to 2 hours - Includes: Placing the system in the home along with sensors

Rule of Thumb: - Plus a few hours

- These are estimates assume no tech difficulty or extra assistance/help for family and caregiver
- There are almost always some unique factors involved, so allot a few extra "just in case" hours

Installation Overview

- Set up installation date & primary caregiver training session
- Set up a time to talk with primary caregiver about system capabilities and help set-up rules, add pictures, etc.
- Collect information for the setup
- Bring up system in office
 - Allow time for any updates to apply. (New systems may not have any updates. Systems that you have held in inventory for a period of time may have more.)
 - Install the antennas
 - Pre-set and test all sensors
 - Add any initial rules (Try to add as few as possible for 2 weeks – learn what's normal before setting most of the rules)
 - Add initial communications (Important to load some pictures from caregivers before installation to make the system more appealing to the resident)
 - Add Users
 - Add Loved One(s), Caregivers, and Known Callers
- Install in the residence
 - Give an emergency support number to your primary caregivers

- Set up 2-week follow-up with caregiver(s)
 - Answer any questions
 - Together assess information & set-up appropriate rules
- Follow up a few days after this
 - Are rules appropriate (too few/too many calls or emails?)
 - Revise rules as needed

Installation Steps

Pre-installation:

- Resident/Loved One/Care Receiver: Get name, address, phone, age, gender, level of education
- Family Caregivers: Get names, relationships, emails, Skype handles, phone numbers (home, work, cell)
- Collect information for the setup: InstallationInformationCollection.pdf

On the Installer's PC:

- Login to the Online Care Portal and access the System (The System ID is on a sticker on the back of the unit)
- Edit or verify the resident's Time Zone, and other date and time settings
- Edit or verify the resident's Weather City
- Edit Community Features
- Push the updated settings to the System
- Create an Account for the Resident
- Assign the System to the Account
- Add Users, and Assign them to the Account
- Assign a Primary User to the Account

On the Touchscreen System:

- Turn on the system
- Calibrate the screen
- Put the system on your office network
- Install Flash
- Configure Skype
- Attach and Configure Applicable Antennas
 - Bluetooth
 - Inovonics
 - X10
 - Z-Wave Z-Stick
 - Z-Wave Z-Troller

On the Installer's PC:

- Login to the Online Care Portal
- Add the Loved One(s)/Residents
- Add all known Caregivers (additional caregivers may be added during the installation at the residence)
- Add Known Callers (especially Skype addresses)

On the Installer's PC and the Touchscreen System:

- Activity Device Setup (Motion Sensors, Door Sensors, Bed Sensors, Caller ID Modems, Action Buttons, Medication Dispensers)
 - Z-Wave Device Setup
 - X10 Device Setup
 - Inovonics Device Setup
 - Sensor Setup Tips:
 - Door Sensor Setup Tips
- Medical Device Setup
 - Blood Pressure Monitor Setup
 - Glucometer Setup
 - Pulse Oximeter Setup
 - Weight Scale Setup
- Set Rules (may also be added at the residence)
 - Motion Sensors, Door / Window Sensors, Bed / Chair Sensors
 - Action Buttons
 - Temperature Sensors
 - Lamp Modules
 - Caller ID Modem
 - Medication Dispensers
- Medication Management Setup (may also be added at the residence)
 - Add Medications
 - Add Medication Schedule
 - Set Reminders
- Finalize System Settings
- Customize HomeBase Touchscreen (may also be edited at the residence)
- Add Pictures
- Customize Touchscreen Main Menu
- Customize Digital Slideshow

At the Residence:

- Set Up Network
- Set up System
 - Antennas
 - Add batteries
 - Place sensors
- Finish data entry (e.g. Caregivers, Known Callers, Medications, Pictures, etc.)
- Train Resident and Family

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