

# NAVIGIL

## Rafael Service User Guide

**Navigil Ltd**

This document describes how to use the Rafael service with Navigil PT220 Personal Safety Tracker or S1 Wearable Personal Safety Wristwatch.





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## DOCUMENT HISTORY

Rev. #	Notes	Date
1.00	Initial release	14.11.2014
1.01	Service update 1/2015	15.02.2015

## Complementary reading

The following Navigil reference documents are complementary reading for this document. All operating and firmware related documentation is also available at [extranet.navigil.com](http://extranet.navigil.com)

Ref. #	Document Name
1	<a href="#">PT220 User Guide</a>
2	<a href="#">S1 User Guide</a>

## Supported devices

The following devices are supported by the Rafael service.

HW version	SW version
S1 HW revision D or newer	S1 SW version 1.4.15 or newer
PT220 HW revision D or newer	PT220 SW version 1.4.15 or newer

## Supported web browsers

The following internet browsers are supported by the Rafael service.

Browser	Version
Internet Explorer	Version 10 or newer
Mozilla Firefox	Version 31 or newer
Chrome	Version 35 or newer
Safari	Version 7 or newer

## Instructional icons



**Warning:** situations that could cause injury to yourself, others or may damage a device



**Note:** notes, usage tips, or additional information

## 1 Rafael at a glance

This user guide describes how to use the Navigil Rafael service. Please refer to the S1 and PT220 user guide [Ref #1 and #2] for instructions on how to use the S1 wearable personal safety wristwatch or PT220 person safety tracker.


Rafael service has three key elements:

- call routing and caregiver reachability services
- core system services including:
  - communication services with devices
  - device location in a map view
  - device status home page
  - event log database services
  - API interfaces for third party systems such as alarm call centre systems
  - management services for user accounts and devices
  - device diagnostics service
- web browser user interface to core system services

Reach, locate and manage. Rafael is a rebrandable service that allows individual caregivers and professional care entity personnel to manage the call routing and caregiver reachability services, to manage the settings of S1 and PT220 devices, and to see the location of an assistee in a map view.

The Rafael service is hosted by Navigil in a telecom grade redundant server environment. Caregivers and professional care providers can use the Rafael service with a web browser.



**Note:** If you need help or more information on Rafael service click icon  on the web page to view help text.

## 2 Login to the Rafael Service

### 2.1 Login username and password

You need to have an account in order to use the Rafael service. If you don't have an account you can create one by logging into the Rafael service with the setup username and password provided in the device box. Please open the box and locate the label attached to the inside of the lid. Depending on the agreement with Navigil the user name and password may also have been provided to you in an alternate format. If the user account has already been created for you please skip this section.

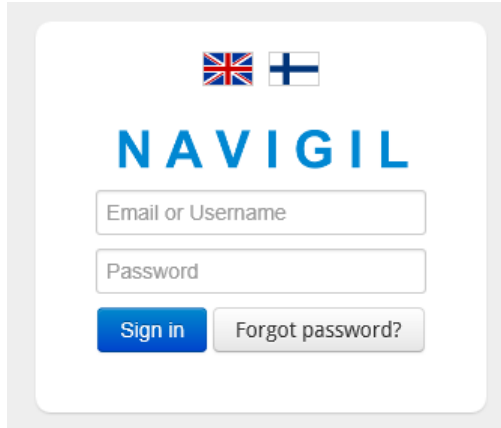


The setup username and password are printed onto the label's left hand side (red box in above picture).



**Note:** Use the setup username and password to login to Rafael service only if you don't have already your own user account in the Rafael service. Each use of the setup username and password always creates a new user account.

Open your web browser and go to the Rafael service login page (<https://sfi1.navigil.com>), enter the provided user name and password into the appropriate fields and click **SIGN IN**. The Rafael language can be select by clicking the language flag.



## 2.2 Device wearer name



**Warning:** Make sure the device is connected to external power and that the device has a mobile network connection before you commence with the device activation.

Define the person first and last name who is wearing the device and click next.

**FIRST ACTIVATION - Define name of the device wearer**

- Define name of the person who is using the device.

ASSISTEE

FIRST NAME

LAST NAME

**NEXT**

## 2.3 Define speed dial and help request phone numbers

Define phone numbers which can receive help request calls from a device and which can make calls to the device. Define name and phone number of the first person in the list of help request call recipients. The name is shown in the log for calls and events. Fill in the name of the person into **NAME** field and the phone number into the **TEL.** field. The phone number should be entered in the format cccnnnnnnn where the ccc is the country code and the nnnnnnn is the phone number (for example 358400999999). Please don't use international call prefixes such as + or 00. Please click **HELP REQUEST** toggle **ON**. Click **ADD NEW SPEED DIAL NUMBER** to enter additional speed dial entries.

## FIRST ACTIVATION - Define speed dial and help request numbers

- Add device speed dial phone numbers.
- Enter phone number in the format like 358441234567
- Turn on Help request for numbers what you like to be included in the Help request call list.

NOTE: Call centre service OR at least one Help Request number must be turned on.

SPEED DIAL	
1. NAME	HELP REQUEST
TEL.	<input type="checkbox"/> OFF
<a href="#">ADD NEW SPEED DIAL NUMBER</a> <span>+</span>	

BACK

NEXT

You may define up to eight entries to speed dial list and individually define whether the person will be receiving help request calls. Click [ADD NEW SPEED DIAL NUMBER](#) and enter required information. Turn **ON** help request toggle for persons who wish to receive help request call. The help request call routing logic will attempt to reach the persons in the order they appear in the speed dial list unless availability and unavailability settings remove a person from the call routing sequence.

## 2.4 Activate call centre service

You may also activate the [CALL CENTRE SERVICE](#) by clicking the toggle to **ON**. A help request call will be forwarded to a call centre in the event that none of the caregivers defined in the SPEED DIAL list is reachable. Please note that this option is available only if your service provider offers such a service.

### ACTIVATE CALL CENTRE SERVICE

	tel. +358447345790 Navigil test phone	<input type="checkbox"/> OFF
---	--	------------------------------

BACK

NEXT

## 2.5 Define home beacon name and location

The S1 wristwatch uses the signal transmitted by a home beacon to determine if the assistee is at home. The home beacon nickname will be shown in the event log. The home beacon is also used to charge the S1 wristwatch. Please define the home beacon nickname by entering it into the [NICKNAME](#) field and the home beacon location by entering the [STREET ADDRESS](#) where it is located. The street address will be used to position the home beacon icon in the map view. Please note that city and country information may be required in the street address in order to place the home beacon correctly on the map.

### FIRST ACTIVATION - Define home beacon nickname and street address

- Define home beacon nickname / location name.
- Define street address where the home beacon is located (type in like this: Klovinpellontie 1 Espoo Finland).

HOME BEACON
Nickname
11:22:33:44:55:66
Street address

BACK

NEXT

## 2.6 Create Your Account

You need to create a user account for yourself in order to use the Rafael service after the set up. Please enter your first name into **FIRST NAME** field and your last name into the **LAST NAME** field. Please enter your e-mail address to the **EMAIL** field. This will be used as your user name in subsequent login into the Rafael service. Please define a password for yourself by entering your chosen password into the **PASSWORD** field and **REPEAT THE PASSWORD** fields. You may ask the Rafael service to send you the login and password information to you e-mail by selecting the **SEND LOGIN AND PASSWORD BY EMAIL**.

**FIRST ACTIVATION** - Create an user account to manage the device in the service

- Define your first and last name.
- Type into email field your valid email address. This will be used as an user name to login to service.
- Define a password what you use to login to service.

NAME	FIRST NAME
	LAST NAME
EMAIL	
PASSWORD	repeat the password

SEND LOGIN AND PASSWORD BY EMAIL

BACK
ACTIVATE DEVICE

Once you have entered all required information click **ACTIVATE DEVICE** to change the device status from **SETUP** to **IN USE**. Please note that a device can be successfully activated only when it is charged and has access to mobile communication network.

## 2.7 Create Additional User Accounts

If required create additional user accounts for persons who wish to see the assistee’s location in the Rafael map view, manage the device settings, manage help request call routing and reachability service settings. All users will have the same access rights in the Rafael service. In order to create a new user account please ask the user of the new account to logon into the Rafael service using the setup user name and password in the device label described in section 2.1.

After the login the user is taken directly to the **YOUR ACCOUNT** section. Please enter the **FIRST NAME**, **LAST NAME**, **EMAIL** and **PASSWORD** information as in section 2.6.

**FIRST ACTIVATION** - Create an user account to manage the device in the service

- Define your first and last name.
- Type into email field your valid email address. This will be used as an user name to login to service.
- Define a password what you use to login to service.

NAME	FIRST NAME
	LAST NAME
EMAIL	
PASSWORD	repeat the password

SEND LOGIN AND PASSWORD BY EMAIL

BACK
ACTIVATE DEVICE

Click **ACTIVATE DEVICE** to create an additional user account.



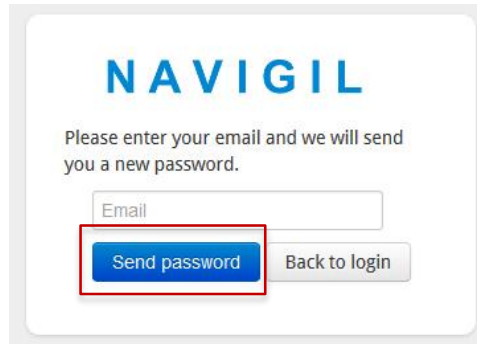
## 2.8 Forgot password

In case you have forgotten the Rafael service password you can request for a new password. Go to the Rafael service login page and click “[FORGOT PASSWORD?](#)” button.



The screenshot shows the NAVIGIL login interface. At the top, there are two flags (UK and Finland) and the NAVIGIL logo. Below the logo are two input fields: 'Email or Username' and 'Password'. At the bottom, there are two buttons: 'Sign in' and 'Forgot password?'. The 'Forgot password?' button is highlighted with a red box.

Enter your email into the [Email](#) field and click “[SEND PASSWORD](#)” and the Rafael service will send an email with a new password to you.



The screenshot shows the NAVIGIL forgot password page. At the top, there is the NAVIGIL logo. Below the logo is the text 'Please enter your email and we will send you a new password.' followed by an 'Email' input field. At the bottom, there are two buttons: 'Send password' and 'Back to login'. The 'Send password' button is highlighted with a red box.

## 3 Using the Rafael service

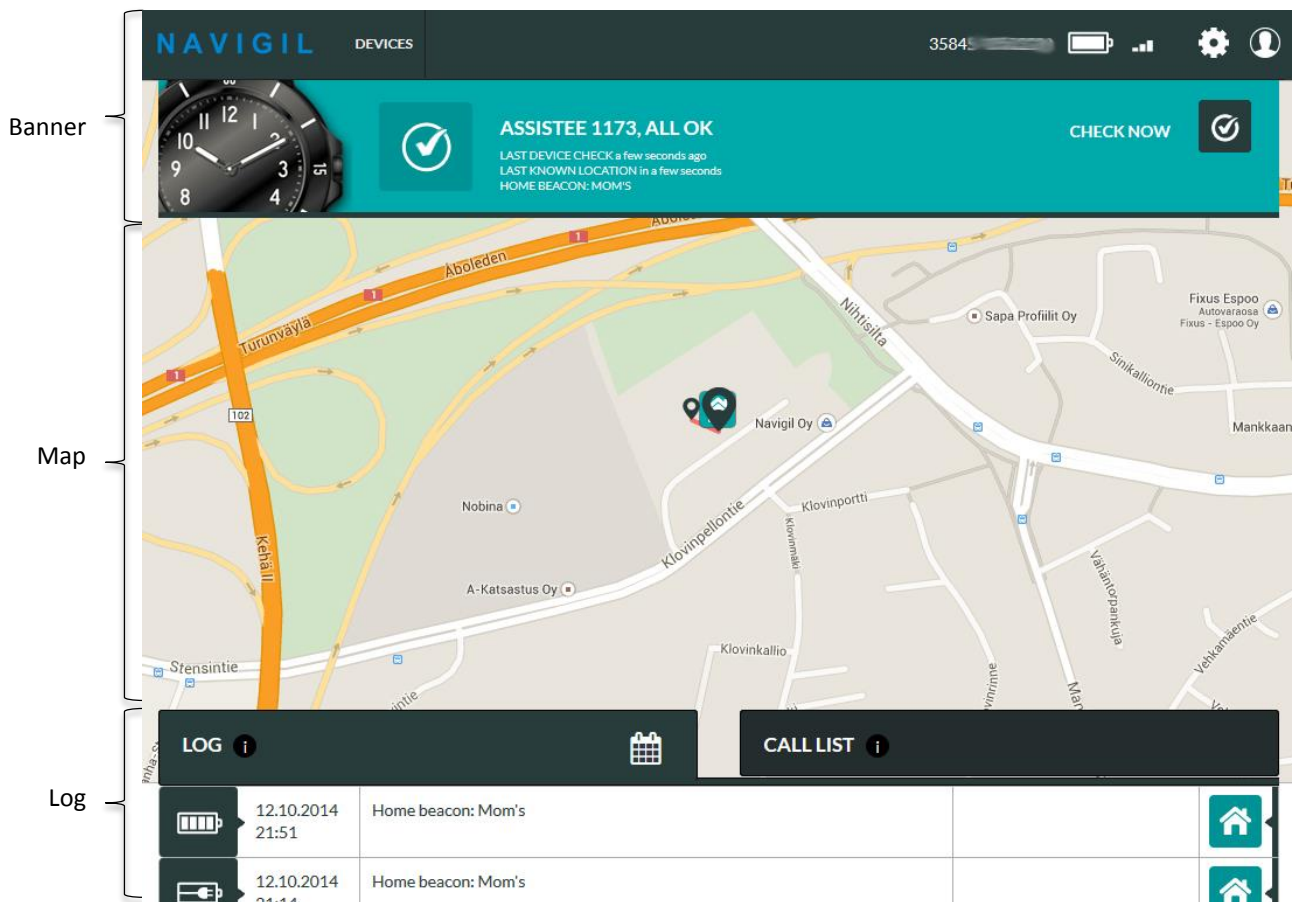
This section will describe how to use the Rafael service after the device has been set up. The Rafael service has two main views: device home view and device settings view. In the device home view you can see the device status, see its location on a map and conduct daily operational activities. In the settings view you conduct seldom required activities such as changing the device profile, managing the speed dial list and changing other device settings.

### 3.1 Home view

Home view has been designed to enable caregivers to easily see the status of the device as well as its location. Commonly used activities can be done using the home view.

#### 3.1.1 Home view elements

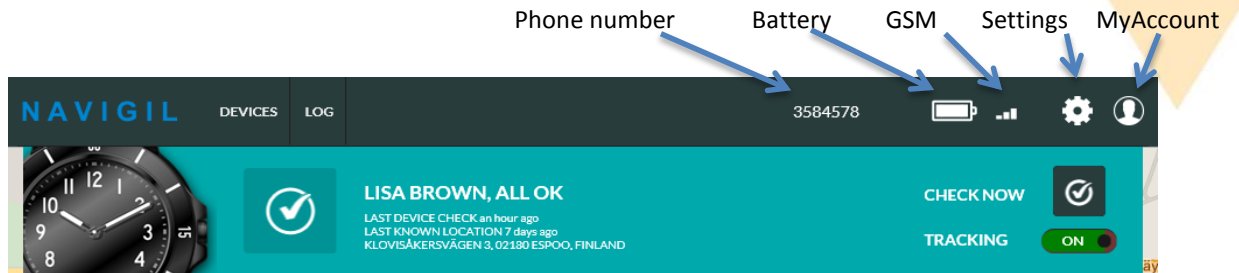
The home view consists of three key elements: banner, map and log.





## 3.1.2 Home view banner

The banner shows in one quick view the status of the device. If the background of the banner is green all is OK. If the banner is yellow or red there is something that requires attention. Please note that the status is that of the latest message sent by the device, it may be several hours old if the device has been stationary for a long period of time.

The phone number is the number used by the device. The GSM icon shows the GSM network signal strength at the time when the latest report was generated by the device. The battery icon shows the status of the internal battery at the time when the device generated its latest report.

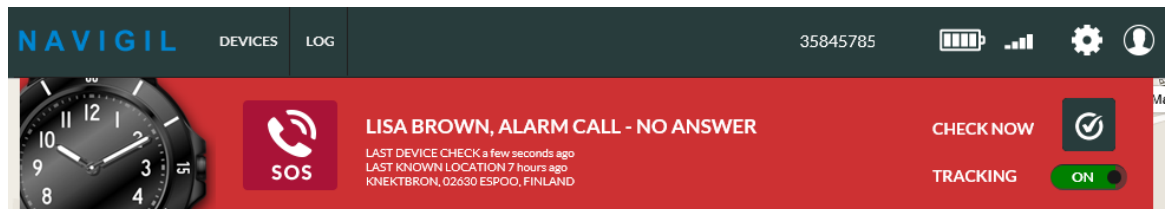


The settings icon  can be used to access the setting page. The My Account icon  button can be used to access My Account settings and to Log out from the Rafael service.

Click [DEVICES](#) or Navigil logo (or your service provider logo) in order to go to the main page view. If you have only one device connected to you will see the device home view and if you have multiple devices you see a device list view.

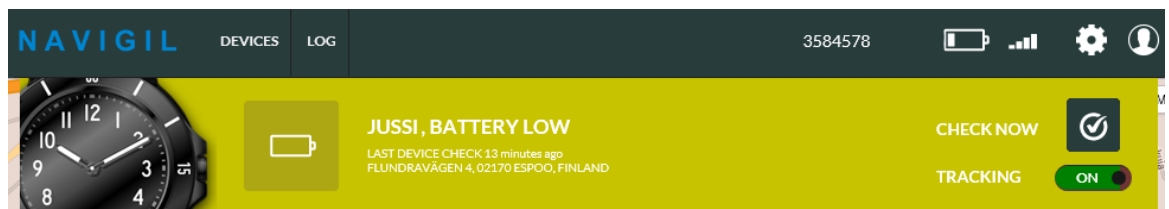
Depending on the user privileges granted to you by the system administrator you may also see [ALERTS](#) and/or [USERS](#) buttons which enable you to access a list of alerts and manage user accounts.

If there is a situation that requires immediate attention the banner background is red.



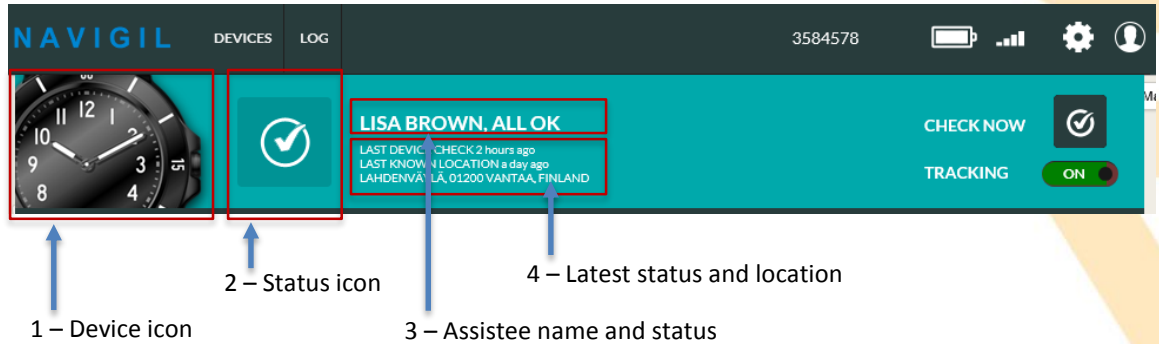
In the above example the S1 user has made a help request call which has not been answered.

If there is an alert situation that requires attention the banner background is yellow.



In the above example the S1 has reported that its battery level is low. The S1 should be charged soon in order to continue its operation. Once the S1 reports that the battery has been charged the alert is cleared automatically.

The banner has 4 main information areas:



## 1) Device icon

Device icon shows what type of device is associated with this account.

## 2) Status icon

The status icon shows the latest status OR the highest priority alarm / warning. If there is more than one warning or alarm active, the status icon shows the highest priority icon. By hovering the mouse pointer on top of the icon all alarms / warnings that are active are shown. See chapter 3.1.4. for more details.

## 3) The Assisatee name and status

The assisatee name is shown in the banner. It can be modified on the settings page. If no name is set a system generated text “Assisatee” and a system device id number is shown. The latest status of the device is shown after the assisatee name.

## 4) The latest status and location

LAST DEVICE CHECK shows the time when the device sent the latest status message.

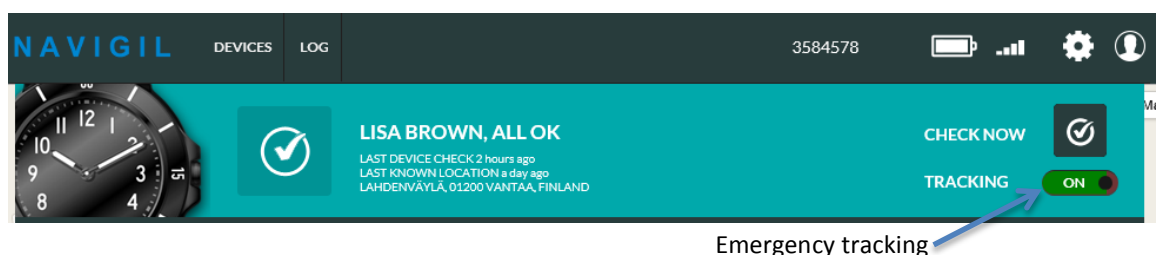
LAST KNOWN LOCATION shows the time and address of the last known location. If the source of the last known location is a home beacon, the nickname of the home beacon is shown instead of an address. The nickname and location of the home beacon set on settings page.

NOTE: the LAST DEVICE CHECK and LAST KNOWN LOCATION may have been reported at different times. This is impacted by the availability of location information and device settings.

## Check Now

The current status can be queried by clicking the [CHECK NOW](#) button in the banner. The Rafael service sends a status update request to device and when the device has sent a status message the Rafael page updates device status. In a normal conditions it takes 5-10 seconds to get the status. If the device does not have GSM network coverage it is not possible to get reply immediately from the device. In this case the device status will be updated as soon as the device has GSM network coverage.

## Emergency tracking



When [TRACKING](#) toggle is set **ON** the device is set into emergency tracking mode and sends periodic location reports by default at 2 minute intervals. The reporting intervals may differ from the above values depending on the choice of your service provider. In the emergency tracking mode the device will discard power saving modes and report location information at set intervals.

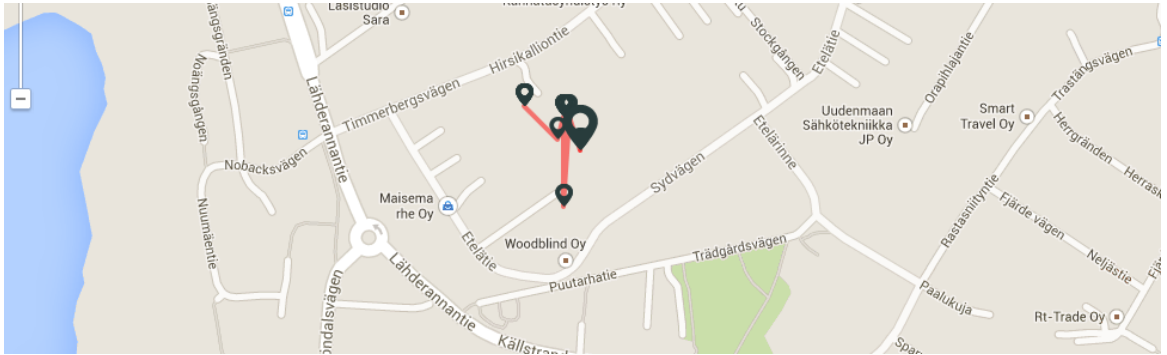
Please note that the **TRACKING** toggle is only visible when **REPORT LOCATION ALWAYS** is enabled from device settings page (see chapter 3.2.2). Please note that you have to have the consent of the assistee in order to turn the **TRACKING ON**.



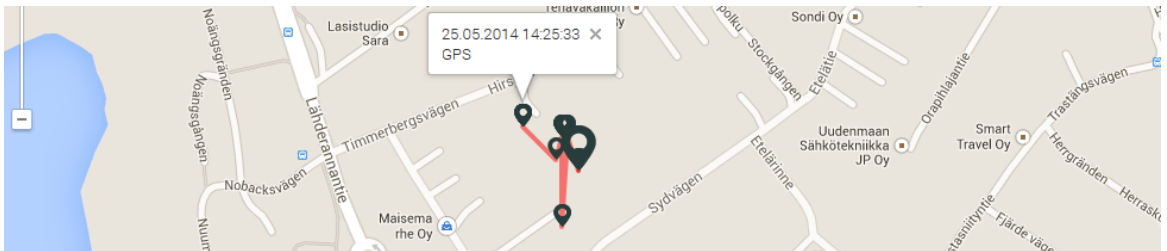
**Note:** When **TRACKING** is turned **ON** the device keeps GPS always on and battery power save modes are disabled. The emergency tracking mode decreases significantly the device operating time. The feature should be turned **OFF** as soon as there is no need to trace the S1.

### 3.1.3 Home view map

The map area shows the latest locations reported by the device. The slightly larger pin marker is the latest location reported.

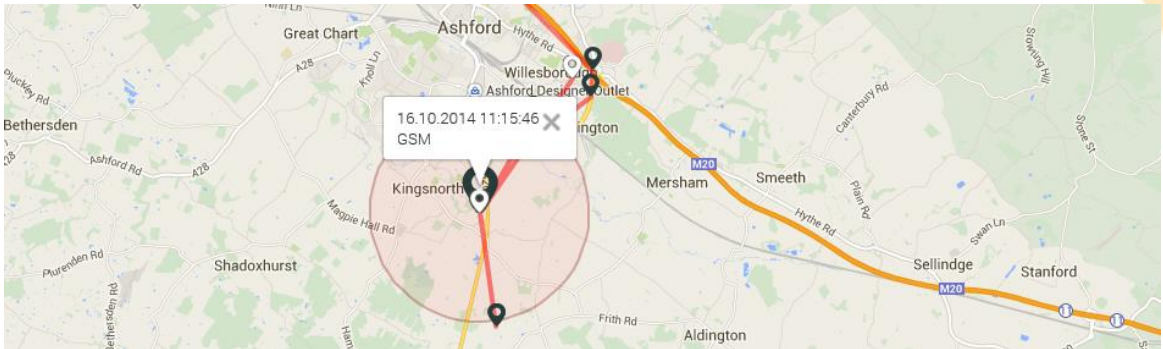


The source of the location information and the time when the report was generated can be seen by clicking a pin marker.



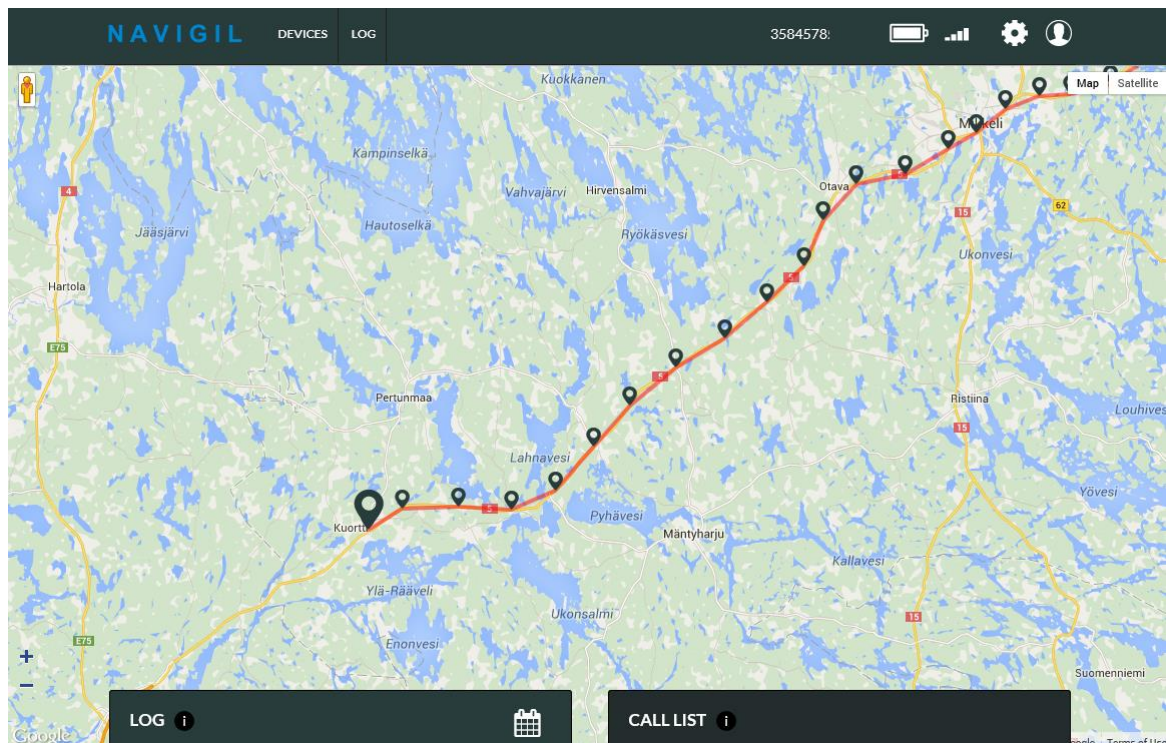
The location information can be derived from three sources: home beacon, GPS and GSM cell data. If a home beacon is in range it will be used as the source of location information. If no home beacon is in range acquisition of GPS location is attempted. If GPS location is available it will be used as the source of location information. In the event that the GPS acquisition fails the GSM cell location will be used as source of location information. The home beacon is the most accurate source of location; GPS is the next best source and GSM cell location the least accurate source.

The GSM cell location may show on the map with a red circle or without a red circle. The device is with relatively high probability inside the red circle area. GSM cell location is always an approximate location of the device and the accuracy depends on the GSM network and 3<sup>rd</sup> party services where the GSM cell identifier is translated to coordinates.



The map can be scaled using the controls on the left hand side. The location of the control on the screen may vary depending on the web browser being used. The map can be panned by pressing the left mouse button and dragging the map.

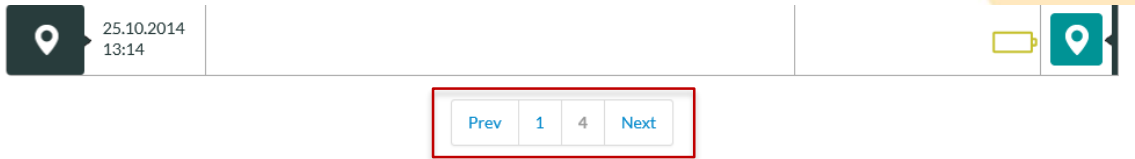
The log and banner can be hidden by clicking the log tab. In this view the map will be scaled to web browser window full size. By clicking the log tab again the default log and banner view will be restored.



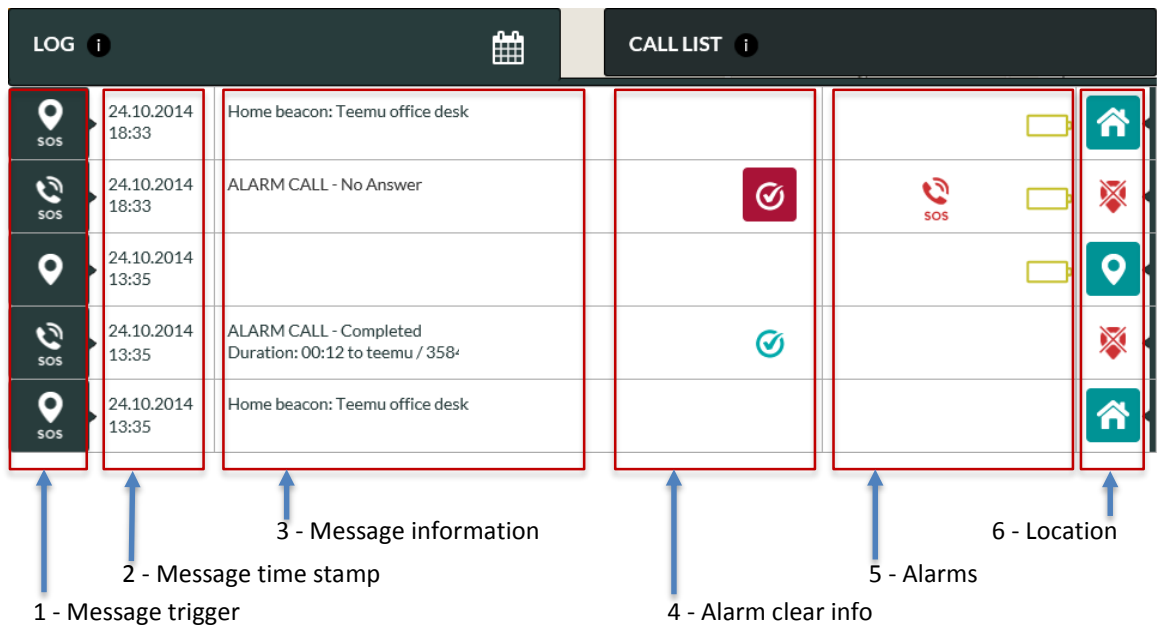
The map area shows the last reported 20 locations when the first log page is active. On second and subsequent log pages the map view shows location points in the reports listed on that log page.

## 3.1.4 Home view log

The device log contains all reports sent by the device to the Rafael service and Rafael generated messages. The log area shows up to twenty log entries at a time. The log pages can be navigated using the controls at the bottom of the log page.



The log view has 6 information columns:



### 1) Message trigger

The icon shows the reason why the message is created. You may hover your mouse on top of the message trigger icon in order to see more detailed information on the message.




### 2) Message time stamp

This is the time stamp when the message has been created. All log entries are sorted based on the time stamp and the newest messages are at the top of the first log page.

### 3) Message information










A message may contain explanatory information. Such information is displayed in message information column. If the column is empty there is no explanatory information available.

### 4) Alarm clear info

A message may contain an alarm that can be cleared by the user. This is indicated by the alarm clear  button. An alarm is cleared by clicking the  button. When an alarm is cleared it will be replaced by the check  icon. The name of the user who cleared the alarm and time are shown in the Message information column.






## 5) Alarms and warnings

Alarms column shows all device alarms and warnings that were active when the given message was generated. By hovering the mouse pointer on top of an icon additional information is shown. Icons in yellow color are warnings and icons in red color are alarms.

Alarm icon		What it means
	Alarm call	User has made an alarm call that hasn't been answered
	No connection	Device does not have a connection to the Rafael service
	Out of home	Device has left the home beacon area
	Geofence	Device has left the geofence area
	Batter critical	Battery level is critical, charge the device immediately
	Batter low	Battery is low, charge the battery soon
	Shutdown	Battery is empty and the device has shutdown
	Charging error	Technical error when charging the device battery
	Technical error	Other technical error such as watch hand calibration or Bluetooth communication errors




## 6) Location









A message may contain location information. The icon shows the availability and source of the location information. By clicking the location button the map is centralized to the location reported in this message.



Icon	Location	Icon description
	Home beacon	The location information contained is from a home beacon.
	GPS	The location information contained in this message is from the GPS receiver embedded inside the device.
	GSM	The location information contained in this message is derived from the GSM cell information sent by the device.
	No location	No location information is contained in this message or there are no coordinates available for reported GSM cell information.
	Unknown	The message sent by the device contains a home beacon that has not been associated with this device.








## 3.1.5 Home view log functions















The log view can be restricted to alarms only by clicking the show alarms  icon. The restricted log view shows only alarms that can be cleared by a user (missed alarm calls and geofence alarms). The missed alarm call can be cleared by clicking the clear alarm  button. The normal log view can be restored by clicking again the show alarms  icon.

LOG 		CALL LIST 	
	26.10.2014 11:20	Home beacon: Teemu office desk	
	26.10.2014 11:20	ALARM CALL - No Answer	  

When user has cleared an alarm the alarm  icon in the log is replaced by a checked  icon. Additionally the time at which the alarm was cleared and the name of the person who cleared it are shown in the message information column.

	26.10.2014 11:20	ALARM CALL - No Answer	11:31, 26.10.2014 By Teemu Piiirainen			
---	---------------------	------------------------	--	---	---	---

The log view can be filtered to show log entries for only selected dates. Click the calendar  icon and select one or multiple dates and click the [SEARCH](#) button. The log view shows entries for the selected dates and the map area shows locations for the selected dates. Please note that the filtered entries may span to several pages as the maximum number of log entries per page is 20. In such a case you may have to use the page navigation buttons to view all filtered entries.

LOG 		CALL LIST 	
	24.10.20 22:09		
	24.10.20 20:08		
	24.10.20 18:44		
	24.10.20 16:44		
	24.10.20 14:52		
	24.10.20 14:52		

**FILTER LOG**

◀ 2014 ▶   ◀ OCTOBER ▶

1	2	3	4	5		
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

SEARCH   CLEAR

Click [CLEAR](#) to remove filtered log and get the normal view.



**Note:** When log filter is applied the calendar  icon is red and visible log entries and location may not be showing the latest status of the device.

## 3.1.6 Home view call list

Rafael service has an industry benchmark caregiver reachability and help request call routing feature. When an assistee initiates a help request call the call is connected to the first caregiver in the speed dial list which has the HELP REQUEST toggle turned ON. In the event that the first caregiver is not reachable the call is connected to the next one in the list with HELP REQUEST toggle turned on. This sequence is repeated until each caregiver with HELP REQUEST toggle turned ON have been called to. In the event that after this the help request call is still unanswered the call is connected to the ALARM CALL SERVICE (if enabled) or the call is terminated. If the call is terminated an alarm message is sent to the log and the status of the assistee is changed to that of ALARM CALL - No Answer.

The Rafael reachability and call routing service enables you to change the help request call connection sequence described above by defining in a weekly calendar when a caregiver is prepared to receive help request calls. A caregiver who is not always available will be excluded from the above sequence outside of the defined availability periods in any given week. This minimizes the time elapsed to connect a help request call to a caregiver. It also provides a way to easily share the workload of receiving help request calls among caregivers based on the weekly calendar.

Additionally you can define dates during which a given caregiver is not reachable for example due to holidays or other reasons for leave of absence. The feature also helps to minimize the elapsed time to connect a help request call.

In the CALL LIST tab you can define **AVAILABLE** and **NOT AVAILABLE** times for caregivers who have the HELP REQUEST toggle turned ON in the speed dial list.

### Available

This feature enables you to define in weekly calendar days and times when a caregiver is prepared to receive help request calls. When “**AVAILABLE ALL TIME**” toggle is ON the person is always included into help request call connection sequence. If you wish to define reachability times follow the steps below:

- Click “Available all time” toggle to OFF in order to activate the time and weekday selection
- Select FROM and TO times during which the caregiver can receive help request calls
- Select weekdays during which the caregiver can receive help request calls
- Click **SAVE**

The screenshot shows the 'CALL LIST' tab in the NAVIGIL interface. A list of caregivers is displayed with columns for 'AVAILABLE' and 'NOT AVAILABLE'. A modal window titled 'I'M AVAILABLE' is open over the entry for 'John' (tel. 358441111110). The modal contains the following settings:

- AVAILABLE ALL TIME:** A toggle switch currently set to OFF.
- FROM:** Time selection set to 09:00.
- TO:** Time selection set to 16:00.
- Weekdays:** Radio buttons for MON, TUE, WED, THU, FRI, SAT, SUN. TUE, WED, and FRI are selected.
- SAVE:** A button at the bottom of the modal.

In the above example “John” is included in the help request call connection sequence only on Tuesdays, Wednesdays and Fridays between 9:00 and 16:00 o’clock.

## Not Available

You can define dates during which a caregiver out of reach. During such dates the caregiver is excluded from the help request call connection sequence.

- Select dates when the caregiver is out of reach and unable to receive help request calls
- Click [SAVE](#)

The screenshot shows the 'CALL LIST' interface with a list of caregivers and their phone numbers. A modal window titled 'I'M OUT OF REACH' is open, showing a calendar for November 2014. The dates from the 9th to the 15th of November are highlighted in white circles, indicating the period when the caregiver is out of reach. The 'SAVE' button is visible at the bottom of the modal.

Phone Number	Name	Availability
tel. 358441111110	John	AVAILABLE
tel. 358441111111	Mike	NOT AVAILABLE (9th-15th Nov)
tel. 358441111112	Lisa	AVAILABLE
tel. 358441111113	Kent	AVAILABLE

In the above example “Mike” is excluded from the help request call connection sequence between 9<sup>th</sup> and 15<sup>th</sup> November. Please note that the [NOT AVAILABLE](#) definition has a higher priority over the [AVAILABLE](#) definition. Thus “Mike” would be excluded from the call connection sequences during his absence even though he would have availability defined in the weekly calendar.



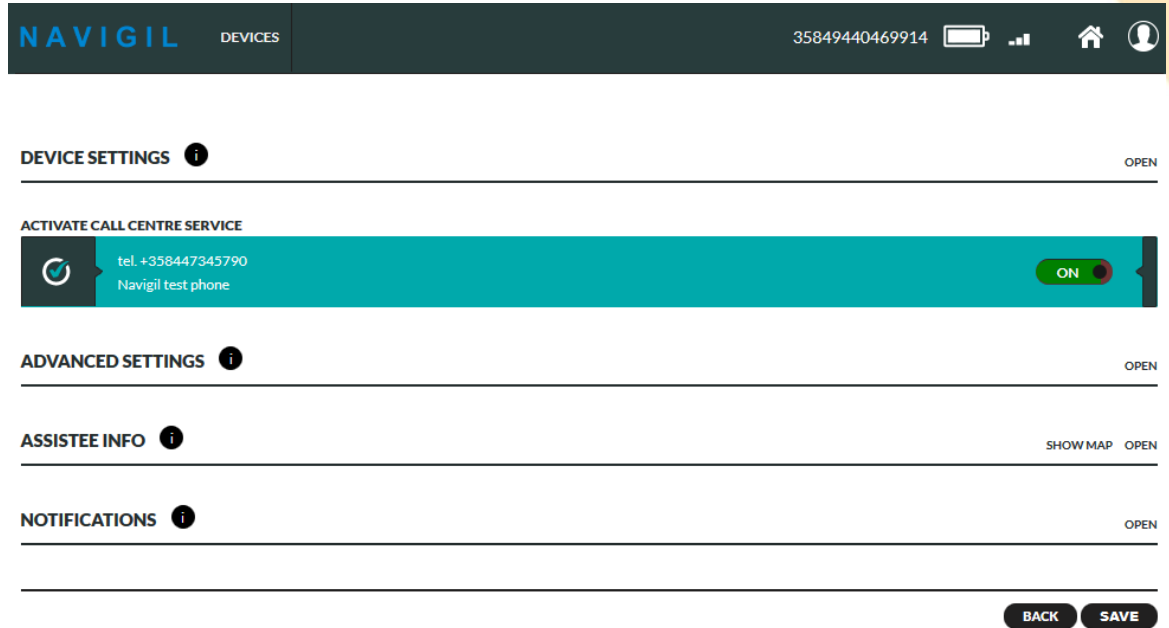
**Note:** [CALL CENTRE SERVICE](#) is always the last number in the help request connection sequence if this service has been enabled. Please check chapter 3.2.1 how to activate [CALL CENTRE SERVICE](#).

## 3.2 Settings view

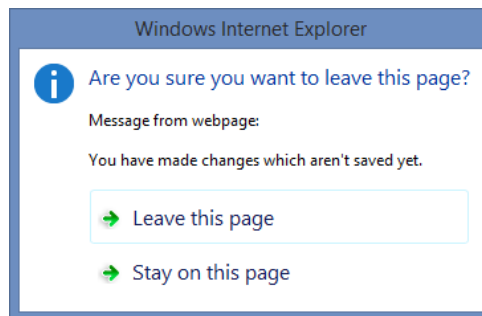


**Note:** Available device settings may vary depending on the device model used and the user account access rights.

Settings view has been designed to enable caregivers to easily manage the settings of the device. There are several elements on the Setting view page which each can be separately opened and closed by clicking respective **OPEN** and **CLOSE** buttons. The elements are DEVICE SETTINGS, ADVANCED SETTINGS, ASSISTEE INFO and NOTIFICATIONS.




In order to apply changes made on the settings page you must click the **SAVE** button at the lower right part of the page. If you have made changes on the settings page and you try to leave the page without clicking the **SAVE** button a warning popup window shown.



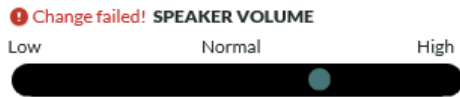
By clicking **LEAVE THIS PAGE** option all changes are discharged and settings changes are not saved.

By clicking **STAY ON THIS PAGE** option you will stay on the current page and enabling you to click **SAVE** button in order to save the changes.

When **SAVE** button has been clicked the settings page may send commands to the device. In this case there is a spinner  icon near the changed setting that indicates that the command has been sent to device but the device has not yet confirmed the execution of the command. When the change is executed in the device the spinner icon is removed.

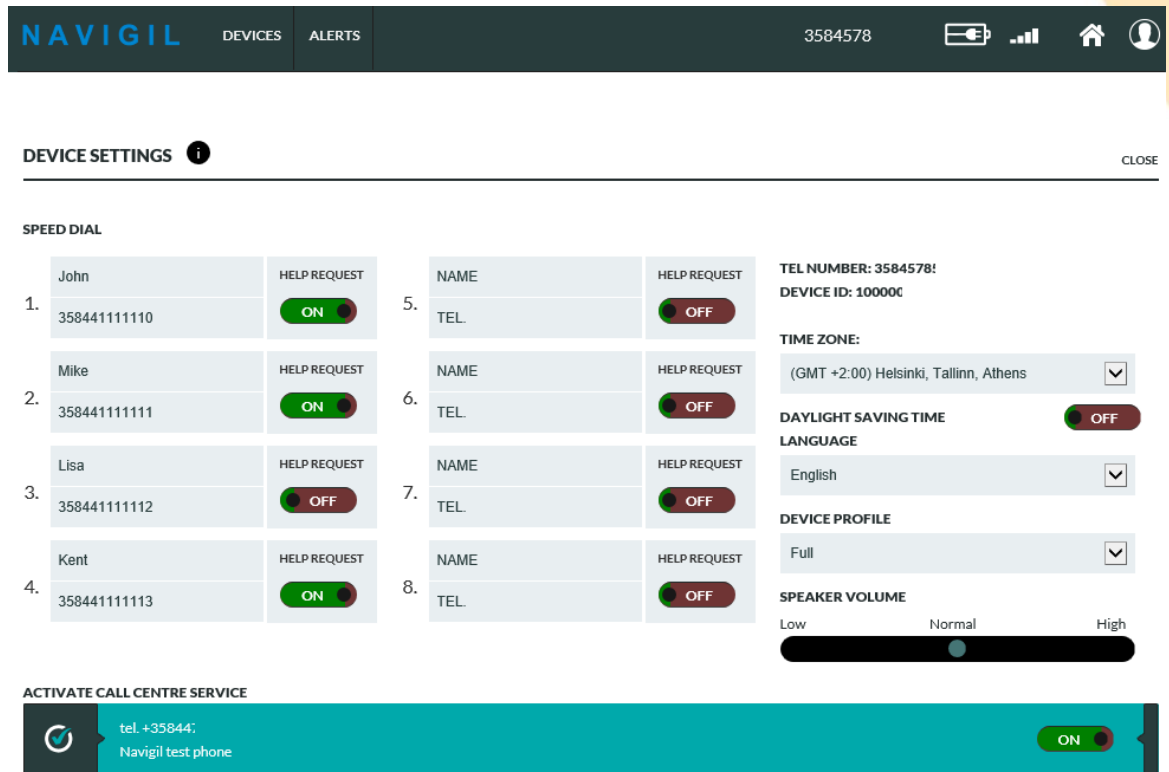


If the executed parameter command delivery fails the Rafael page shows an error message and the original parameter value is reverted. This may happen if the device is power off and it's not possible to connect to the device.



## 3.2.1 Device settings

In the device settings view the device related items can be viewed and changed. The device phone number, device ID can be seen on the right hand side. These cannot be changed.



### Speed dial and Help request list

The speed dial list has three functions: it defines who can be called to with a device; it defines who can call to the device and it defines which persons are included in the help request call connecting sequence. The persons appear in the S1 NAMES menu in the sequence they are in the speed dial list.

Turn **ON** the **HELP REQUEST** toggle for persons who should be included into help request call sequence. When a help request call is initiated by the assistee the call can be connected only to the persons who have **HELP REQUEST** toggle turned **ON**.

In the above example John, Mike, Kent and Call Centre are included into help request call sequence and Lisa is not included into help request call sequence.

### Activate Call Centre Service

Turn **ON** the **ACTIVATE CALL CENTRE SERVICE** toggle to activate a call centre service. The call centre number will be the last phone number in the Help Request call connection sequence.

The availability of this service is dependent of your service provider. Please contact your service provider to get more information of the service.



**Warning:** At least one caregiver must have **HELP REQUEST** toggle turned **ON** or **ACTIVATE CALL CENTRE SERVICE** toggle turned **ON**. Otherwise it is not possible to make help request calls.

## Time zone and Daylight saving time

The device time zone can be selected from the [TIME\\_ZONE](#) pull down menu.

The selected time zone is used in device to show the correct time and on the device front page log to show time stamp of the device message.

The [DAYLIGHT SAVING TIME](#) can be turned **ON** or **OFF** with the toggle. The S1 watch is set using these settings. Please note that from device firmware version 1.4.8 onwards the daylight saving time change takes place automatically within EU and EU based users do not need to manually adjust this. Please note that the time zone does not change automatically.

## Language

The device language can be selected from the [LANGUAGE](#) pull down menu. The device user interface language is set based on this setting. Rafael service language can be changed in My Account settings.

## Device profile

The device profile is selected from the [DEVICE PROFILE](#) pull down menu. S1 has four available profiles:

- Track profile is designed for assistees suffering from dementia or Alzheimer’s disease
- Auto profile for assistees with poor dexterity
- Easy profile for assistees with good dexterity
- Full profiles for lone workers

Please see section 3.3 for further details on the above profiles.



**Note:** It is recommended that device profile is set in Full for PT220 as it has no device specific user interface options available to it.

## Speaker volume

The speaker volume can be adjusted from the [SPEAKER VOLUME](#) slider.



**Note:** Click [SAVE](#) at the bottom of the page to send the changed setting to the device.

## 3.2.2 Advanced settings

In the advanced settings view the device related administrative items can be seen and changed. The fields visible to the user may be different depending on privileges associated with the user profile.

**ADVANCED SETTINGS** ⓘ
CLOSE

---

**DEVICE STATUS**

In use ▼

**GROUP**

None ▼

HOME BEACON ALARM	<input type="checkbox"/> OFF
TRACKING OUTSIDE OF HB RANGE	<input type="checkbox"/> OFF
SPEED DIAL	<input checked="" type="checkbox"/> ON
REPORT LOCATION ALWAYS	<input checked="" type="checkbox"/> ON
REPORT EMERGENCY LOCATION	<input checked="" type="checkbox"/> ON
ALWAYS ON-LINE	<input checked="" type="checkbox"/> ON
HELP REQUEST CALL CONFIRMATION	<input type="checkbox"/> OFF

## Device status

The **DEVICE STATUS** pull down menu can be used to change the device status. The normal device operating status is **IN USE**. The initial **DEVICE STATUS** is **SETUP**. The activation process described in section 2 sets the **DEVICE STATUS** to **IN USE**. Please note that if the device is in setup mode no calls can be made with the device and no calls can be connected to the device.

Device status	Description
Setup	Factory shipment device status. Device is powered off and all functions are disabled. When device is connected to a power source the device will turn itself on and once it is registered to GSM network it is ready to be activated by the Rafael service. If the power source is disconnected from the device prior to executing the activation commands from the Rafael service the device will power off and remain in the Setup status.
Power Off	The device is set to power OFF. The device will resume normal In Use status once a power source is connected to the device.
In Use	The normal device operation status.
Locked	The device is locked and user can't make or receive calls with the device. This status can be used if there is a need to block the use of the device temporarily.
Deleted	The device is set to deleted status. The device can't be used anymore. This status can be used to remove a device totally from the service.



**Note:** Device status option is visible only to users with administrative privileges.

## Group

The device can be assigned to a specific group for device management purpose. This can be used to easily restrict the access and visibility of multiple devices to a limited group of users.



**Note:** Group option is visible only to users with administrative privileges.

## Home Beacon Alarm

When **HOME BEACON ALARM** toggle is turned **ON** the device sends an alarm when the device is no longer in the range of the home beacon. The alarm is cleared when the device re-enters the home beacon range. The home beacon has a Bluetooth Low Energy link which has a range up to 10 meters.

Please note that when the **HOME BEACON ALARM** toggle is turned on the S1 will send an alarm to the Rafael service every time the S1 goes outside of the Home Beacon range. This will reduce the battery life of the S1. The home beacon alarm is on by default in the Track profile.

## Tracking outside of HB range

When the **TRACKING OUTSIDE OF HB RANGE** toggle has been turned **ON** the device sends location reports at adaptive intervals while it is outside of the range of the home beacon. In active movement state a location report is sent every few minutes. In an occasional movement state the location report is sent every 30 minutes. In a stationary state a location report is sent every six hours. The reporting intervals can be changed using a configuration file.

## Speed dial

Speed dial is enabled in Easy and Full profiles by default. Should you wish to prohibit normal calls you turn this toggle off. This may be desirable should one wish to make sure that the assistee does not run a large bill on normal phone calls.

When toggle is turned **ON** the assistee may use the device to call normal calls to persons who are in the speed dial list. When this is turned **OFF** the NAMES menu is disabled in the device and the assistee cannot make speed dial calls.

## Report location always

Report location always toggle is **ON** by default in the Track profile. The default setting in all other profiles is **OFF**.

When **REPORT LOCATION ALWAYS** toggle is turned **ON** the device includes location information in all messages sent by the device. This toggle also controls the visibility of the **TRACKING** toggle in the Home view banner. If the **REPORT LOCATION ALWAYS** toggle is turned **OFF** the **TRACKING** toggle in the Home view banner is not visible.

If the **REPORT LOCATION ALWAYS** toggle is turned **OFF** location information is sent by the device only when the assistee has initiated a help request call.



**Note:** It is recommend that **REPORT LOCATION ALWAYS** is turned **ON** to enable device location information.



**Warning:** It is illegal to track a person without his/her consent. Please make sure that you have the assistee's written consent on file prior to turning on the **SEND LOCATION ALWAYS** toggle.

## Report emergency location

When **EMERGENCY LOCATION** is turned **ON** the device sends location information in conjunction with assistee initiated Help request calls.

Please remember to click **SAVE** in order to save any changes that you may have made.

## Always on-line

The **ALWAYS ON-LINE** toggle is turned **ON** as a default setting. The device keeps GSM always on and it can receive messages from the Rafael service and voice calls.

When **ALWAYS ON-LINE** is turned **OFF** the device will turn of GSM while idle. The device can't receive messages from Rafael service nor receive voice calls. When user makes a help request or speed dial call the device turns the GSM on and makes the voice call. The device sends a periodic status report every 6 hours. The periodic status report interval may be changed to a significantly longer one to improve battery life.

Turning **ALWAYS ON-LINE** toggle off will increase the device operating time to up to two months in good circumstances.



**Note:** When **ALWAYS ON-LINE** is turned off the Rafael service messages are not delivered immediately to the device. All sent commands are stored and are delivered to the device when the device powers on the GSM next time.



## Help request call confirmation

The voice call confirmation can be used to avoid call forwarding to receiving party's voice mail box. When the feature is turned ON the receiving party will hear a voice record and the person must to press number 5 on the phone dialing pad in order to receive the call. If the receiving party doesn't press number 5 within 30 seconds (e.g. phone call is forwarded to a voice mail box) the Rafael service will pass the call to the next person on the help request call sequence.



Note: The call confirmation is using telephone network DTMF sounds. The receiving party's phone must support DTMF to receive help request calls.

## 3.2.3 Assistee Info

In the Assistee Info view the information related to the end user of the device can be seen and changed.

**ASSISTEE INFO TEST GROUP** ⓘ SHOW MAP CLOSE

ASSISTEE	PRESET CALL	HOME BEACON
<p>John</p> <p>Smith</p> <p><b>INFO</b></p> <p>Lives at home with his dog and cat</p>	<p>phone number</p> <p>TIME: 09 00</p> <p>MON TUE WED THU FRI SAT SUN</p> <p>ADD NEW PRESET CALL ⊕</p> <p>358441234567 ⓘ</p> <p>TIME: 15 00</p> <p>MON TUE WED THU FRI SAT SUN</p>	<p>Nickname</p> <p>Home beacon ID</p> <p>Street address</p> <p>ADD NEW HOME BEACON ⊕</p> <p>John Home ⓘ</p> <p>11:22:33:44:55:66</p> <p>Klovinpelontie 3 Espoo Finland</p>

### Assistee

The assistee name can be written into the **ASSISTEE** fields. The name will be shown on the home view banner and as well as in the device listing in **DEVICES** view. You can write additional information about the assistee into the **INFO** field.


### Preset call

Preset call is a service that can be used to automatically establish calls between the device and one of the persons on the speed dial list on a selected date(s) and time. The preset call function can be used to automate "Are you well" calls. When a preset call is set the Rafael service makes a call on a given day / time to person's phone number and after that connects the call to device. When the call is answered by the person the Rafael service plays a voice record "This is a preset call service what has been ordered for you. Please wait a moment when the call is connected with the assistee." The device rings normally. In Track and Auto profiles the device answers the call automatically. In Easy and Full profiles the assistee has the option to either accept the call or to terminate it. If the end user has elected to terminate the call the preset call is cancelled. The preset call(s) are made on selected weekday(s) until the preset call is removed from the settings page.

In order to add a preset call to Rafael follow steps below:

- Type into the **PHONE NUMBER** field the person's phone number with whom the preset call is to be made. The phone number must be one of those in the speed dial list.
- Select weekday(s) and time when the call is to be made
- Click **ADD NEW PRESET CALL**

- Repeat steps 1 – 3 to add multiple preset calls
- Click [SAVE](#) at the bottom of the page to apply preset calls

To remove a preset call click delete  icon associated with the preset call in question and click [SAVE](#) at the bottom of the page.



Note: New or changed Preset call settings will become effective after next midnight.

## Home Beacon

Home beacon has two functions: it is a charger of the Navigil S1 device and provides also location information when the S1 is in the range of the home beacon's Bluetooth signal. The S1 will report home beacon location as a preferred location and only in the case that a Home Beacon is not available the S1 may report GPS or GSM cell location.

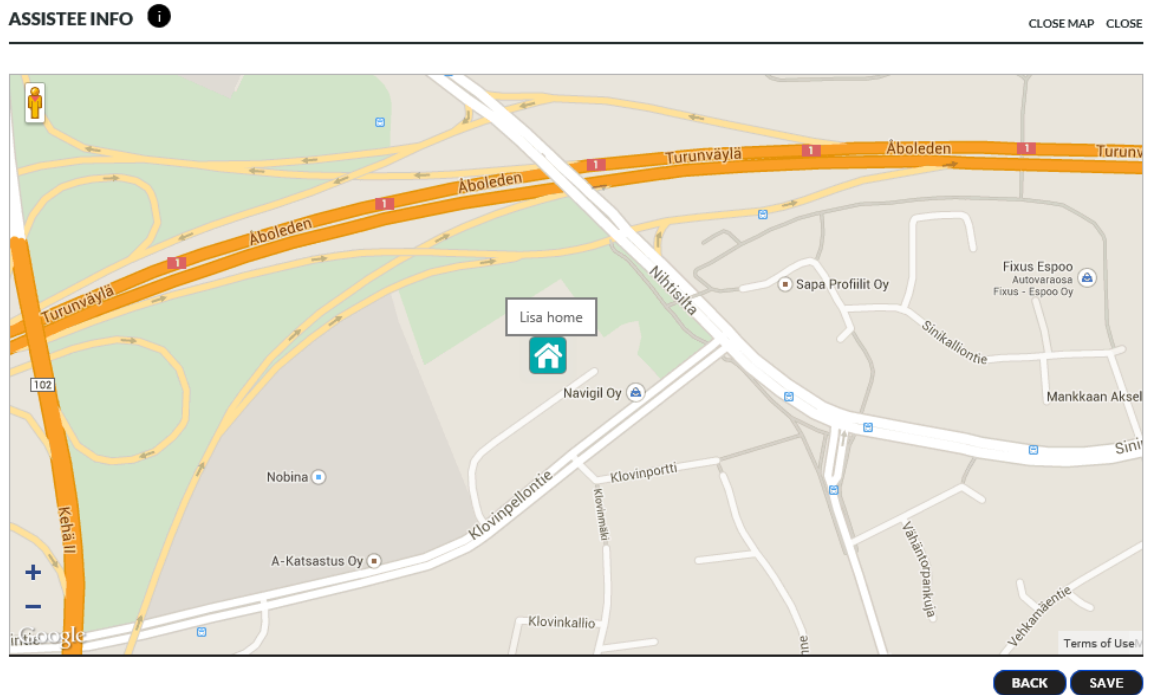
The S1 device has a home beacon ID prepopulated in the home beacon ID field. If you are adding multiple home beacons or replacing the current home beacon you have to check the Home Beacon ID from the box label. Home beacon ID is in the format like XX:XX:XX:XX:XX:XX where X is either a number or a letter.



Type into the [NICKNAME](#) field a name that describes well the location where the home beacon is placed. As the Nickname will be shown in the device main view map and in the log it is good to use a description that provides an indication of the location.

Type into the [HOME BEACON ID](#) field the Home beacon ID from the product package label sticker. If the field is prepopulated please leave the field as it is.

Type into the [STREET ADDRESS](#) field the street address where the home beacon is located. The address is used to position the home beacon on a map view. City and country information may be required to position the home beacon correctly on the map. In order to view the location on a map click [SHOW MAP](#). Zoom in to appropriate level using the map zoom buttons (usually + and -, these may vary depending on the web browser used). You can change the home beacon location on a map by dragging the home beacon icon with your mouse. The new location will be applied after you click [SAVE](#) at the bottom of the page.



### Additional Home Beacons

If the property is so large that a single home beacon cannot cover it entirely additional home beacons can be used so that the whole property is adequately covered. The range of the home beacon in open space is up to 10 meters. Walls and other solid obstructions may significantly shorten the range of the home beacon. You can pair up to 10 home beacons with one S1 device. Please enter the home beacon nickname (such as kitchen, living room, bed room) into the [HOME BEACON Nickname](#) field. Please enter the home beacon ID found in the label attached to the bottom of the home beacon into the [HOME BEACON ID](#) field. The home beacon ID consists of six two letter identifiers separated with colons (:). An example of the home beacon ID is 8D:00:28:00:82:81 . Please enter the street address of the home beacon into the [STREET ADDRESS](#) field. Click [ADD NEW HOME BEACON](#) to complete the entry for any given home beacon. If desired click [SHOW MAP](#) to view the location of the home beacon on a map. You can drag the home beacon icon to the exact location as required.



**Note:** Click [SAVE](#) at the bottom of the page to send the changed setting to the device.

## 3.2.4 Notifications

For every alarm Rafael service can send a notification to a selected receiving party. Notifications can be delivered by email or by a normal voice call. Add a new notification by clicking email or call button and select alarm type. Under current notification is the list of active notification. Notification can be deleted individually or by removing all notification.

**NOTIFICATIONS** ⓘ
CLOSE

---

**ADD NEW NOTIFICATION:**

EMAIL
CALL

**NOTIFICATION CALL NUMBER**  
Call to Help Request number

**ALARM TYPE**

Home beacon alarm
▼

ADD

**CURRENT NOTIFICATIONS**

Channel	Alarm	Recipient	
Call	Geofence OUT	Call to Help Request number	🗑️
Call	Home beacon alarm	Call to Help Request number	🗑️
Email	Geofence OUT	someone@somewhere.com	🗑️
Email	No service connection	someone@somewhere.com	🗑️

REMOVE ALL

### Email notification

Rafael service sends an email to the recipient. Email contains information of the device and alarm type.

### Voice call notification

Rafael service makes a voice call to the recipient. Call to help request number is made based on help request call sequence (see details for call list in chapter 3.2.1). When the receiving party answers to the call the Rafael service plays a recorded message with information on what condition triggered the alarm. Depending on the alarm type there are one or two options. All notification have “acknowledge alarm” and some have “prompt to call” option. The receiving party has to select an option by pressing either number 1 or 5. When receiving party has made the selection the notification will be cleared.

By pressing number 1 the notification will be acknowledged and call will be terminated. By pressing number 5 the notification will be acknowledged and call will be connected to the device like a normal phone call.

Rafael service plays the recorded message for 30 seconds and in the event that the call recipient doesn't reply Rafael tries to call to the next person in the help request call sequence.

List of possible alarm types

Alarm type	Description	Prompt to call
Geofence OUT	Device has left the safe zone	YES
Battery empty	Device battery is empty	NO
Battery low	Device battery is low	YES
Home beacon alarm	Device has left the home beacon area	YES
No service connection	Device has no service connection	NO
SOS call no answer	User has made a help request call but call has not been answered	YES

## 3.3 Device profiles

The devices have four profiles available for them. Each of them is designed for a specific end user group in mind. The four profiles are Track, Auto, Easy and Full:

- Track profile is designed for assistees suffering from dementia or Alzheimer's disease
- Auto profile for assistees with poor dexterity
- Easy profile for assistees with good dexterity
- Full profiles for lone workers

Individual profiles can be further tailored by changing available settings in the Rafael service.

### 3.3.1 Common features in all profiles

Basic system functions are common to all profiles. Regardless of the chosen profile the device will send reports automatically. Reports shown below are shown in the main view log:

- Periodic status reports at six hour intervals
- Battery low warnings
- Battery critical alarms
- Device has no service connection alarms
- Device is being charged
- Battery OK message
- Device charger is disconnected
- Check now reports
- Help request call and normal call reports
- Location information in conjunction of help request calls if the **EMERGENCY LOCATION** toggle has been turned **ON**
- Location information in messages if the **SEND LOCATION ALWAYS** toggle has been turned **ON**
- Technical error messages

When the **TRACKING** toggle in device home view banner has been turned **ON** the device is in emergency tracking mode. A location report is sent at roughly 2 minute intervals. When the **TRACKING** toggle in device home view banner has been turned **OFF** and **TRACKING OUTSIDE OF HB RANGE** toggle has been turned **ON** the device sends location reports at adaptive intervals while it is outside of the range of the home beacon. In active movement state a location report is sent every few minutes. In an occasional movement state the location report is sent every 30 minutes. In a stationary state a location report is sent every six hours. The reporting intervals can be changed using a configuration file. The reporting intervals may differ from the above values depending on the choice of your service provider.

### 3.3.2 Track profile

Track profile is intended for assistees who suffer from dementia or Alzheimer's disease. In this profile the device user interface is disabled. Thus the assistee can press any button as many times as they wish without causing help requests call to be initiated and without concern on the end user being able to change the device settings by mistake.

In the Track profile the device will automatically receive calls made by persons on the speed dial list or by the alarm centre service personnel. The call can be terminated only by the caller.

In the Track profile the S1 will regularly check if a home beacon is in range. If no home beacon is found the S1 will send an alarm to the Rafael service and turn the GPS receiver on. The S1 will send location reports to the Rafael service so that the assistee can be located using the map view.

When the assistee returns to the range of the home beacon the home beacon alarm is automatically cleared.

### 3.3.3 Auto profile

Auto profile is intended for assistees who have their full faculties but have poor dexterity. In this profile the device user interface has just bare minimum functions enabled. The assistee can press either the alarm button or the crown in the S1 to initiate a help request call. Other buttons in the S1 can be used to check the battery status of the S1. As the assistee has no access to settings there is no concern on the assistee being able to change the device settings by mistake.

In the Auto profile the device will automatically receive calls made by persons on the speed dial list or by the alarm centre service personnel. A received call or a help request call can be terminated only by the caregiver or the call centre operator.

By default the device reports location only in the Help Request call reports.

### 3.3.4 Easy profile

Easy profile is intended for assistees who have their full faculties and have good dexterity. In this profile the device user interface has additional functions enabled. The assistee can press the alarm button to initiate a help request call. In idle state other buttons in the S1 can be used to check the battery status of the S1. The assistee can press the crown in order to access the speed dial NAMES list. This enables the assistee to make normal calls to persons in the speed dial list. As the assistee has no access to settings there is no concern on the assistee being able to change the device settings by mistake.

In the Easy profile the assistee has the option either to accept an incoming call or to reject it by pressing YES or NO button. A call can be terminated either by the assistee or by the other party.

By default the device reports location only in the help request call reports.

### 3.3.5 Full profile

Full profile is intended for lone workers and other device users. In this profile the device user interface has all functions enabled. The end user can press the alarm button to initiate a help request call. In idle state other buttons in the S1 can be used to check the battery status of the S1. The end user can press the crown in order to access the speed dial NAMES list and MODE menus. This enables the end user to make normal calls to persons in the speed dial list. Additionally the end user has the possibility to set the device into SILENT, FLIGHT, NORMAL and STEALTH modes.

In the Full profile the end user has the option to either to receive an incoming call or to reject it by pressing YES or NO button. A call can be terminated either by the assistee or by the other party.

By default the device reports location only in the help request call reports.

### 3.3.6 Profile default values

The Rafael service and the device software have default settings for number of features. The main features and their default values in each profile are described in the tables below.

#### Rafael device settings page profile default values:

Feature	Track	Auto	Easy	Full
Tracking	OFF	OFF	OFF	OFF
Home beacon alarm	ON	OFF	OFF	OFF
Tracking outside of HB range	ON	OFF	OFF	OFF
Home beacon alarm	ON	OFF	OFF	OFF
Speed dial	OFF	OFF	ON	ON
Report location always	ON	OFF	OFF	OFF


Report emergency location	ON	ON	ON	ON
Always on-line	ON	ON	ON	ON
Help request call confirmation	OFF	OFF	OFF	OFF

The default values for device user interface settings are defined the in the table below.

**Device profile default values:**

Feature	Track	Auto	Easy	Full
Help request call enabled User can make a help request call by pressing the help call button	OFF	ON	ON	ON
Help request call crown button User can make a help request call by pressing the S1 device crown button	OFF	ON	ON	ON
Call auto answer Device answers automatically incoming calls	ON	ON	OFF	OFF
Device mode menu User can press the S1 crown button in order to access the S1 mode menu	OFF	OFF	OFF	ON
Disconnect call User can disconnect a call	OFF	OFF	ON	ON

## 3.4 My Account

On the My Account page user can modify account details and set a new password. Click the My Account icon  button in the top banner to access My Account settings.

Set the Rafael user interface language from **LANGUAGE** drop down menu. This changes only user account language on the Rafael service. To change device user interface language please check section 3.2.1.



**Note:** By changing email address you also change the username that you use to login into the Rafael service.

NAVIGIL DEVICES i

### Mark Brown

NAME

EMAIL

PASSWORD

PHONE

LANGUAGE

SAVE

## 4 Troubleshooting

Problem	Possible causes	Action
Home beacon location is not correct on home view map	Home beacon address is not set correctly	Go device settings page and update home beacon address. Use SHOW MAP to fine tune correct location on a map.
Help request call is not made to correct person	Person’s phone number is not on the speed dial list or help request toggle is not turned on.	Go device settings page and update speed dial list and/or help request toggle settings.