Aerial

Remote Care

INSTALLATION GUIDE

CONTACT TECHNICAL SUPPORT

If you have any problems while using or installing Remote Care or its devices, please contact Aerial technical support:

support@aerial.ai

Local: +1 (438) 638-7992 – Toll Free: (877) 852-0154
Monday – Friday 08:00 – 17:00 Eastern Time (ET)

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CLIENT MODE

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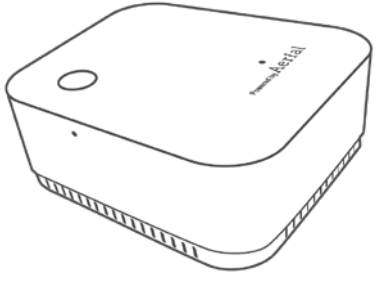
Content of the Box

MOTION CAPTURE PLUG

Two (2) Motion Capture Plugs (MCP).

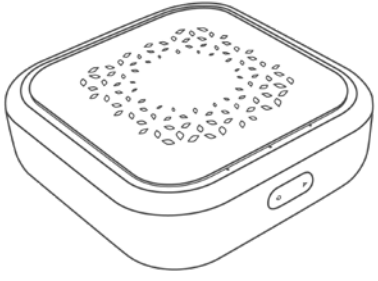
Note: Quantity may vary.



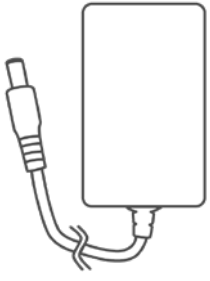
Motion Capture Plug

GL-INET MESH ROUTER & ACCESSORIES

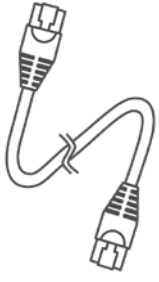
One (1) GL-iNet B1300 Mesh Router, one (1) GL-iNet Power Adapter and one (1) Ethernet cable



GL-iNet B1300 Mesh Router



Power Apdapter



Ethernet Cable

NOTE: Install the Mesh Router in the horizontal position,and the MCPs in their upright position, whenever possible to maximize the performance of the devices. The GL-iNet Router is to be an addition to your network, and is not intended to replace the user's current home router setup.

1. Connect the GL-iNet

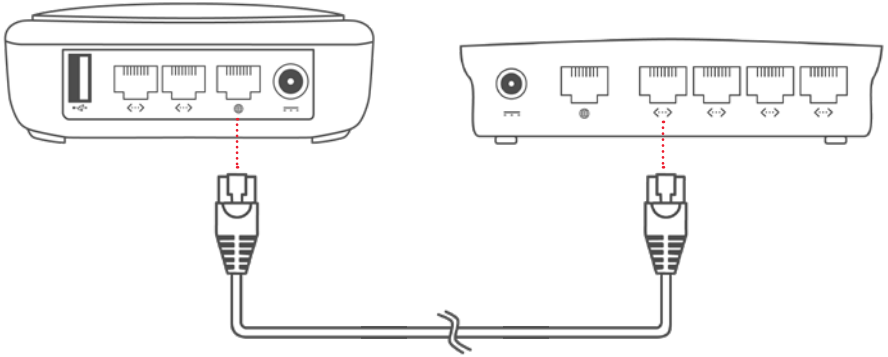
CONNECT TO YOUR NETWORK

1

Connect one end of the supplied Ethernet cable to the WAN port of the GL-iNet router.

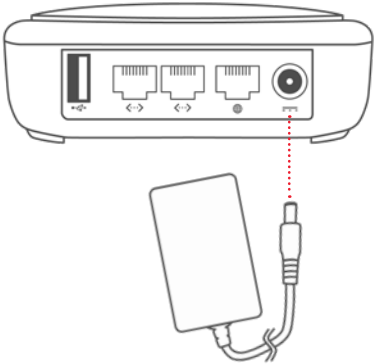
2

Connect the other end of the Ethernet cable to a LAN port of your home router.



POWER UP

Plug the power connector into the power port of the GL-iNet router and the power adapter into an AC outlet.



2. Download the App and Create your Account

DOWNLOAD THE APP

Install Remote Care by scanning the QR code or entering the link below directly in the mobile phone's browser.

Alternatively, search for "Aerial Remote Care" by Aerial Technologies in your local app store and download it.

Android

https://play.google.com/store/apps/details?id=ai.aerial.rca

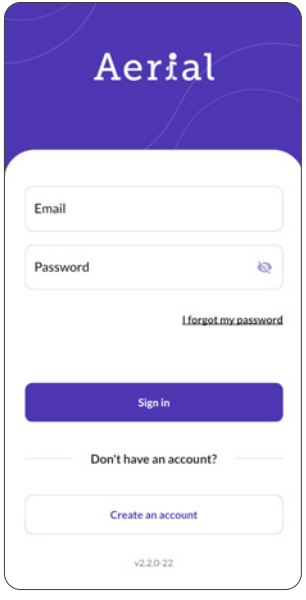
iOS

https://apps.apple.com/us/app/id1523580936

CREATE YOUR ACCOUNT

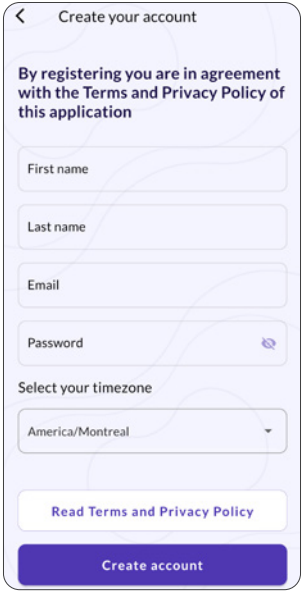
1

Open the app. On the main screen, select “Create an account”.



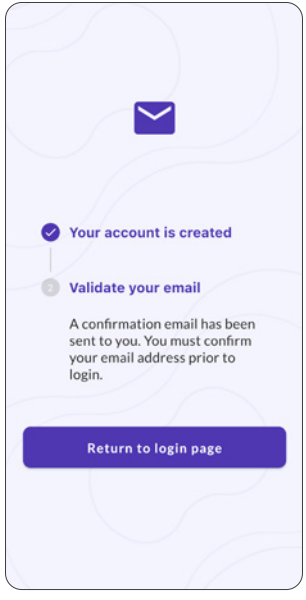
2

Enter the required information and select “Create account”.
An e-mail will be sent to the e-mail from no-reply@aerial.ai.



3

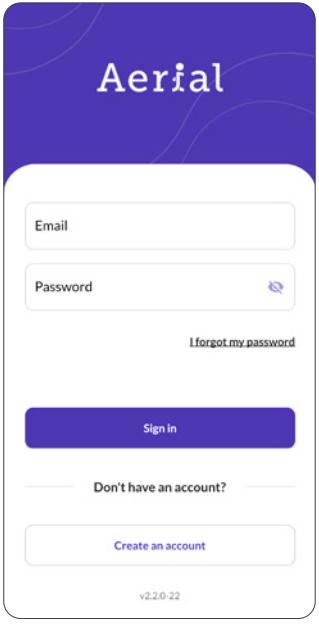
Click on the “Verify Email” link in the e-mail. Back to the app, click on “Return to login page” to log into the newly created account.



3. Login and Setup

LOG INTO THE APPLICATION

Log into the application using the email and password provided during the account creation process.



RESIDENCE SETUP

On the following screens the user will be asked to enter information on the elder's name, whether they live alone or not, have pets, type of residence, how many floors the dwelling has, the typical bedtime and wake up times for the elder, and which time zone they are in.

This information will be requested over several screens. Please press the "Next" button to move from one screen to another.

Click the "Complete Residence Set Up" button on the final screen.

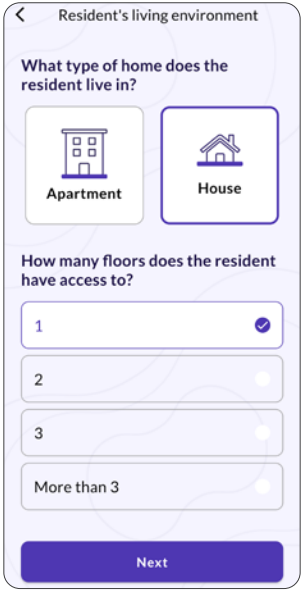
RESIDENCE SETUP

1

Provide the resident's profile information.

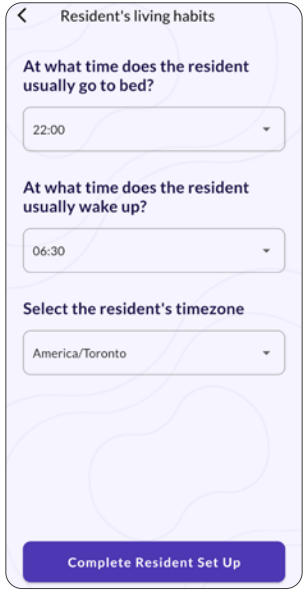
2

Select the information that describes the resident's living environment.



3

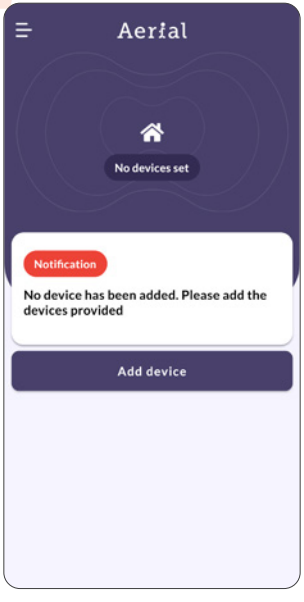
Enter the resident's living habits and click "Complete Residence Set Up".



4. Install Devices

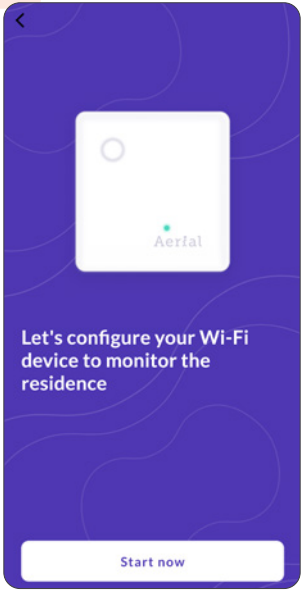
1

Once in the application, a message will appear asking the user to add the sensing devices.
Select the “Add Device” button.



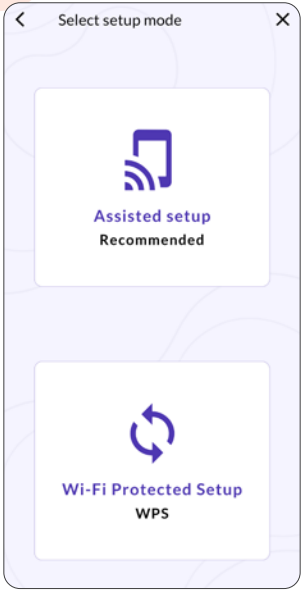
2

The guided setup will open. Select the “Start now” button.



3

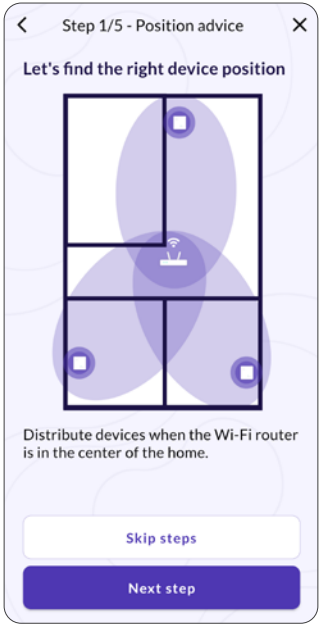
The recommendation is to use the assisted setup as it facilitates the install.



5. Positioning, Pairing and Configuring

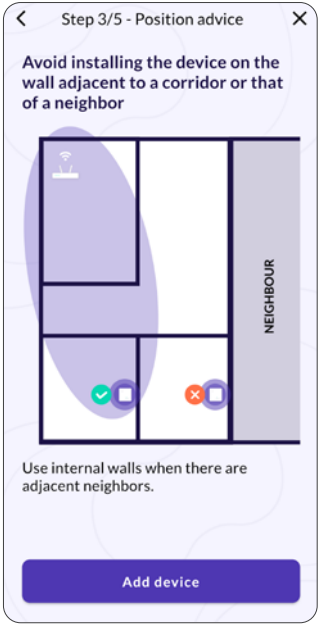
POSITIONING THE DEVICES

The positioning of the devices will affect the performance of the services, it is important to place them in strategic locations. The following images will be displayed during the setup. The user can either skip these steps or select next twice to get to Step 3/5. Once ready, select the “Add device” button.



POSITIONING THE DEVICES

While setting up the kit, it is recommended to place the sensing devices near the access point to validate that all is properly configured. Once the setup is complete, the sensing devices can be moved to their desired location. Note that the devices will automatically reconnect to the app after being re-plugged at their new location.

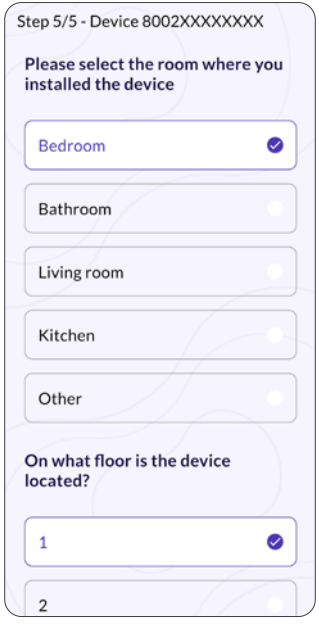


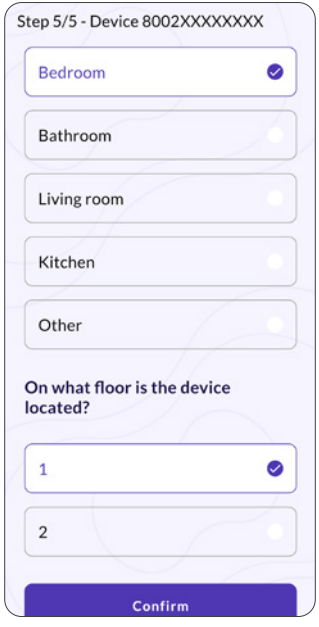
ENTER THE MAC ADDRESS

The next step will be to add the sensing devices. This can be done by scanning the QR code or entering the MAC address manually found on the back of the device. Once done, select “Add Device”.

CONFIGURE THE DEVICE

Configure the new Device by giving it a location and a floor. (Note that these options can be changed later). Once completed, select “Confirm”.





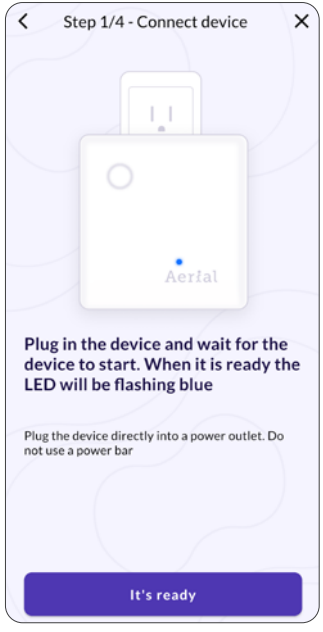
RESIDENCE SETUP

When ready, select “Connect now”.

CONNECT THE DEVICES

Once you have found a suitable location in your home for the device, plug it into the power outlet and wait for the LED to blink blue.

Once the device is ready, select “It’s ready”.



WI-FI CONNECTION

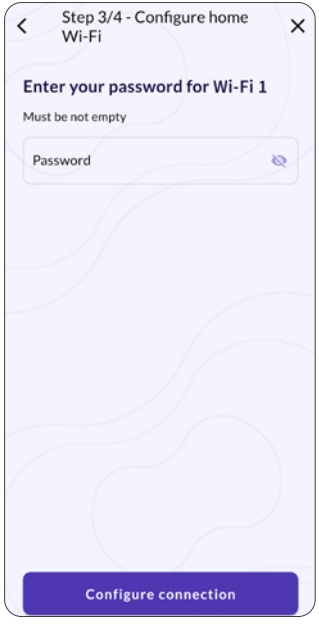
The list of available Wi-Fi networks will be displayed.

Select the one for your home.

WI-FI CONNECTION

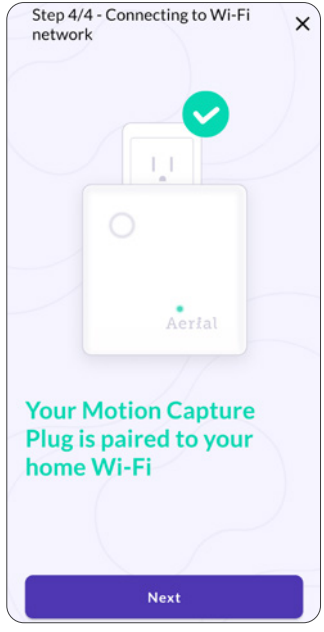
2

Enter the Wi-Fi password and select “Configure connection”. The default Wi-Fi password will be labeled on the router.



COMPLETE INSTALLATION

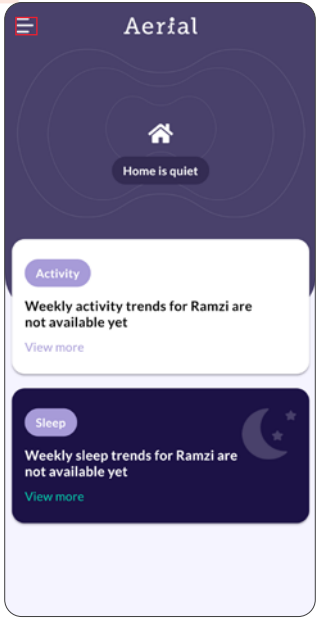
On the last step, the confirmation page will open. Select “Next” to go to the main page.



ADDING MORE DEVICES

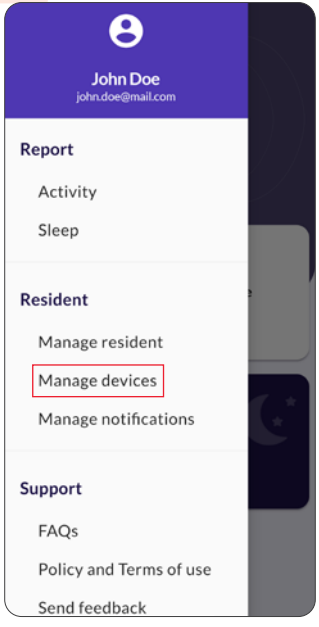
1

Select the hamburger menu on the top left corner of the app.



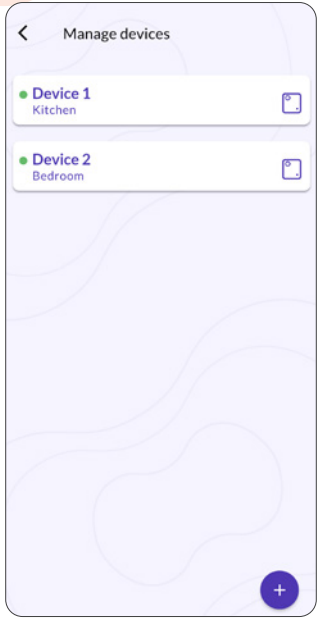
2

Select “Manage Devices”.



3

On the Device management page, click on the + button on the bottom right corner, then select “Add a device”. Repeat steps of sections 4 and 5.



6. Validate Setup

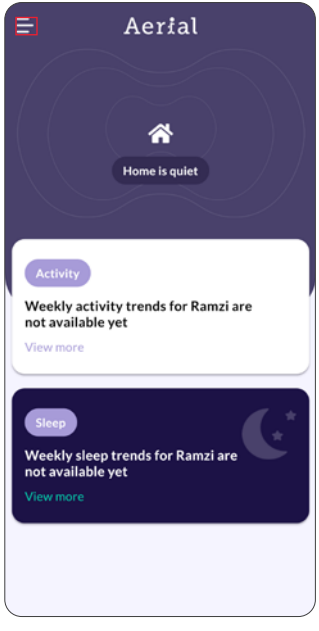
SENSING DEVICE PAIRING

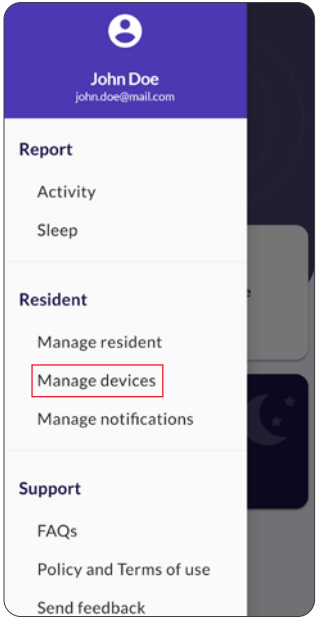
Verify that all sensing devices are properly connected by clicking on the hamburger menu on the top left corner of the application and selecting “Manage devices”.

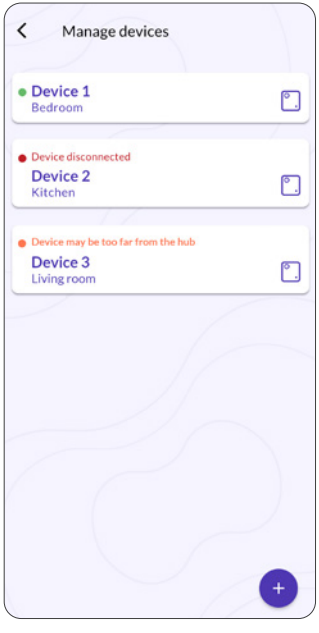
This screen indicates the status of the sensing devices.

The green network icon represents that the device is connected and working correctly.

The red network icon means that the sensing device is not connected. In this case, please go through the pairing process explained in sections 4 and 5.







ACCESS POINT MODE

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1. Position your Access Point and Devices

Before starting, make sure your Access Point (or Router) is connected to the internet and that your sensing devices are connected to the Access Point.

The Peace of Mind sensing network uses your Access Point (AP) or Router and the Wi-Fi devices in your home to create sensing areas between the device and the AP/Router.

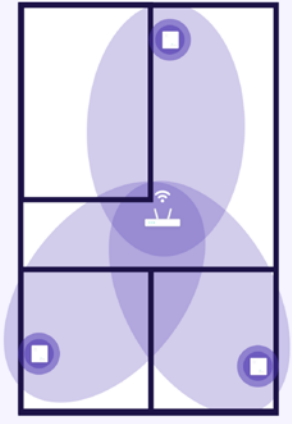
The position of these devices relative to your AP/Router is important to ensure that the key areas of your home are monitored (see the following diagrams to better understand what these sensing areas look like and the relative positioning to the Router/AP).

It is important that the Wi-Fi devices selected for Wi-Fi Sensing should not be regularly moved in order to create a reliable sensing network. For example, a smartphone or tablet does not make a good sensing device, however a smart speaker or video streaming device does.

This information can also be found under the FAQ page in the app.

Positioning help

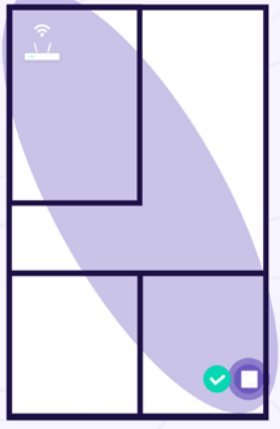
Let's find the right device position



Distribute devices when the Wi-Fi router is in the center of the home.

Positioning help

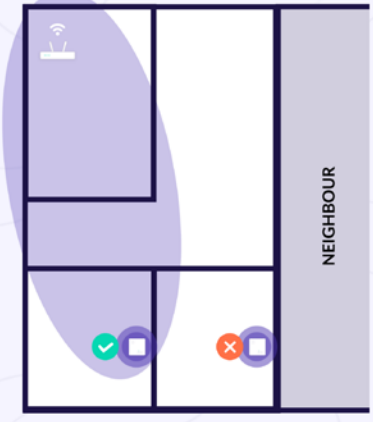
To maximize the sensing area do not place the device too close to the Wi-Fi router



Increasing the distance between the device and the Wi-Fi router maximizes the sensing area.

Positioning help

Avoid installing the device on the wall adjacent to a corridor or that of a neighbor



Use internal walls when there are adjacent neighbors.

2. Download the App and Create your Account

DOWNLOAD THE APP

Install Remote Care by scanning the QR code or entering the link below directly in the mobile phone's browser.

Alternatively, search for "Aerial Remote Care" by Aerial Technologies in your local app store and download it.

Android

https://play.google.com/store/apps/details?id=ai.aerial.rca

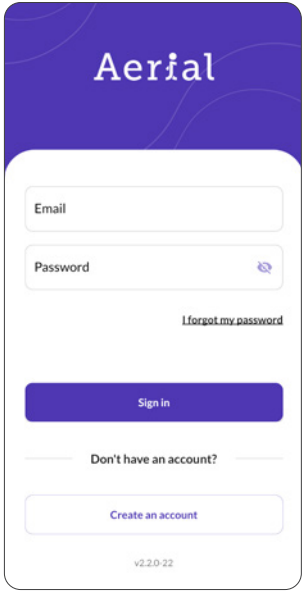
iOS

https://apps.apple.com/us/app/id1523580936

CREATE YOUR ACCOUNT

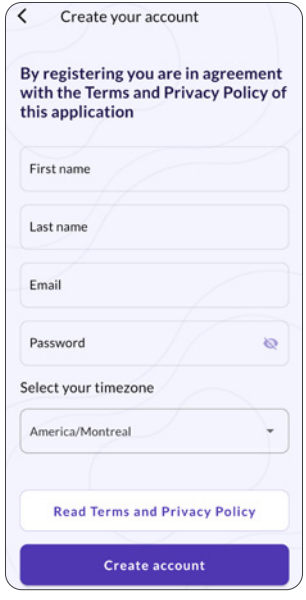
1

Open the app. On the main screen, select “Create an account”.



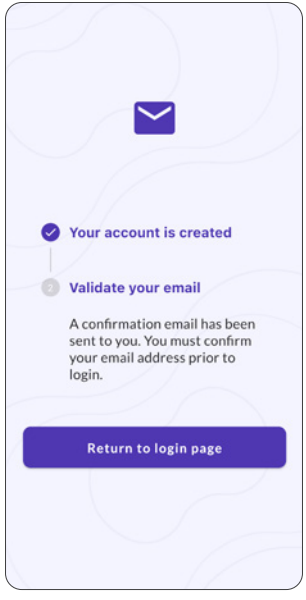
2

Enter the required information and select “Create account”.
An e-mail will be sent to the e-mail from no-reply@aerial.ai.



3

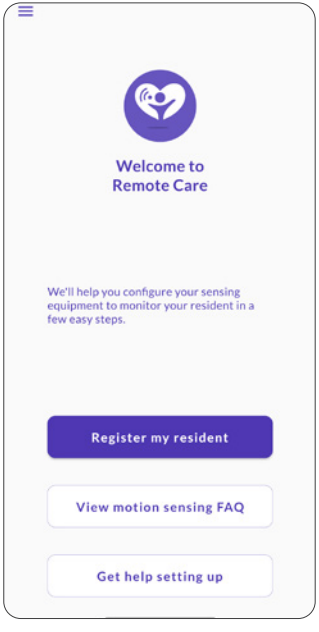
Click on the “Verify Email” link in the e-mail. Back to the app, click on “Return to login page” to log into the newly created account.



3. Login and Setup

LOG INTO THE APPLICATION

Log into the application using the email and password provided during the account creation process. The Welcome page will open. Select “Register my resident”



RESIDENCE SETUP

On the following screens the user will be asked to enter information on the elder’s name, whether they live alone or not, have pets, type of residence, how many floors the dwelling has, the typical bedtime and wake up times for the elder, and which time zone they are in.

This information will be requested over several screens. Please press the “Next” button to move from one screen to another.

Click the “Complete Residence Set Up” button on the final screen.

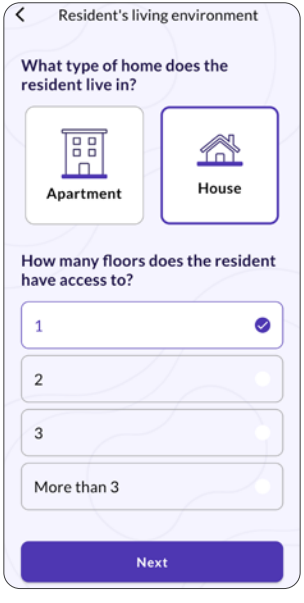
RESIDENCE SETUP

1

Provide the resident's profile information.

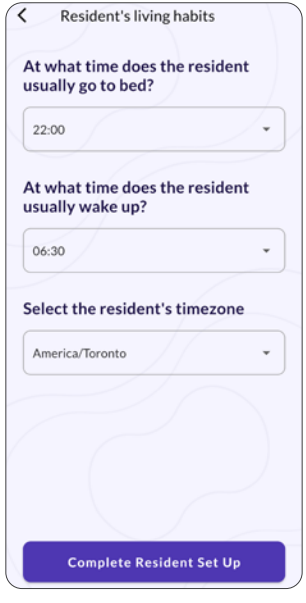
2

Select the information that describes the resident's living environment.



3

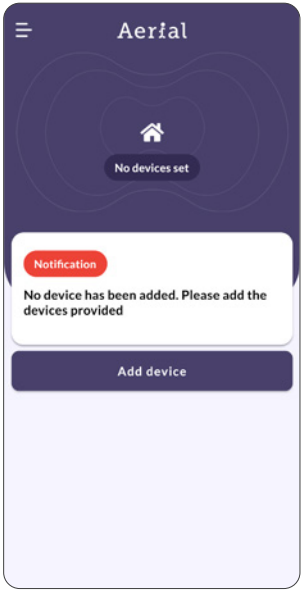
Enter the resident's living habits and click "Complete Residence Set Up".



4. Install Devices

LOG INTO THE APPLICATION

Once in the application, a message will appear asking the user to add the sensing devices.
Select the “Add Device” button.



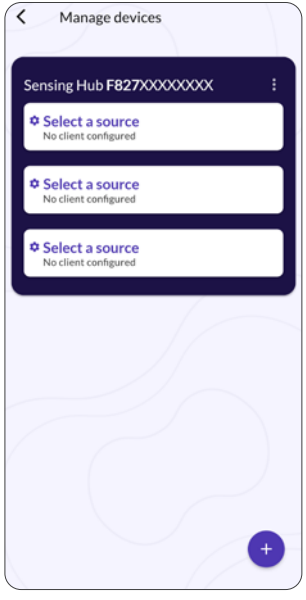
ENTER THE MAC ADDRESS

Enter manually the MAC address found on the AP and select “Add Device”.

ADD SENSING DEVICE

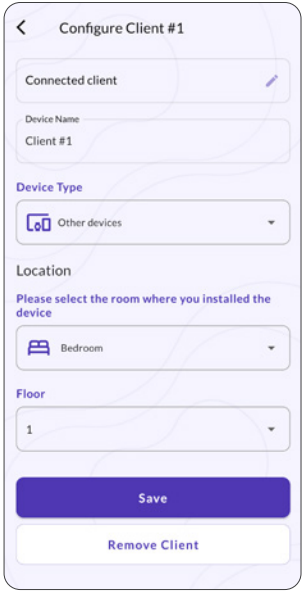
1

The following menu will appear, allowing the user to add up to three sensing devices.



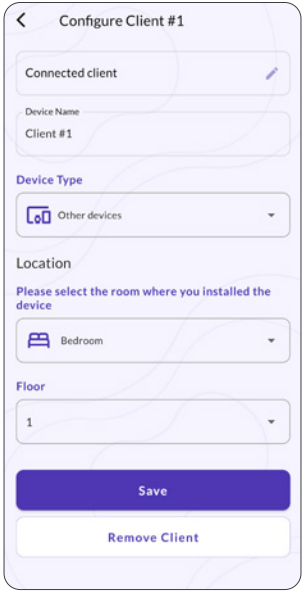
2

Select one of the empty slots. The following page will open.



3

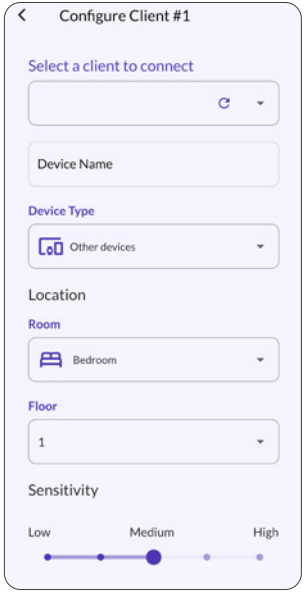
Select the edit crayon icon in the “Connected Client” field.



ADD SENSING DEVICE

4

Select the arrow in the “Connected Client” field. The list of available MAC Addresses will be displayed. Select the client device that you want to add to the app.

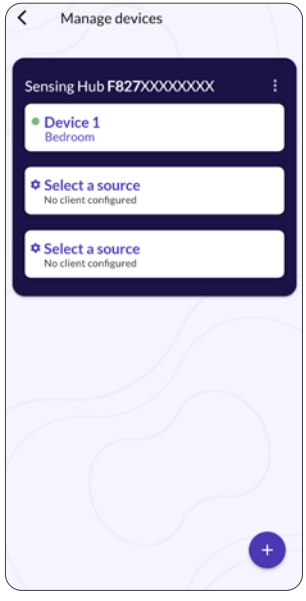


5

Configure the new Device by giving it a name, a type, a location and a floor (Note that these options can be changed later).

6

Once the first device is installed, one can either add more from the menu by repeating steps 1-5 from that same section or select the arrow to go back to the home screen.



6. Validate Setup

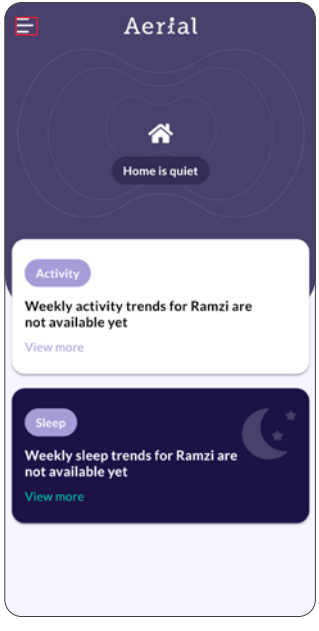
SENSING DEVICE PAIRING

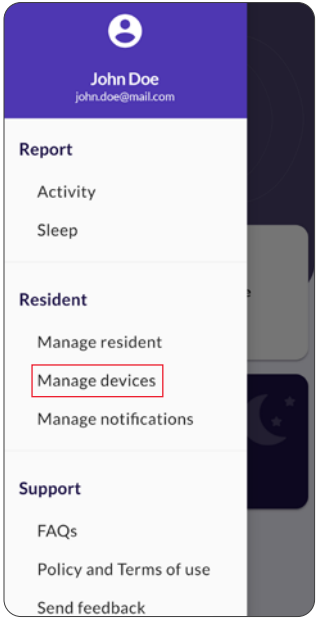
Verify that all sensing devices are properly connected by clicking on the hamburger menu on the top left corner of the application and selecting “Manage devices”.

This screen indicates the status of the sensing devices.

The green dot represents that the device is connected and working correctly.

The red dot means that the sensing device is not connected. In this case, please go through the pairing process explained in sections 4 and 5.





Aerial