



Aerial

Remote Care

USER GUIDE

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CONTACT TECHNICAL SUPPORT _____

If you have any questions while using or installing the Remote Care app 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)

HOW REMOTE CARE APP WORKS

HOME SCREEN

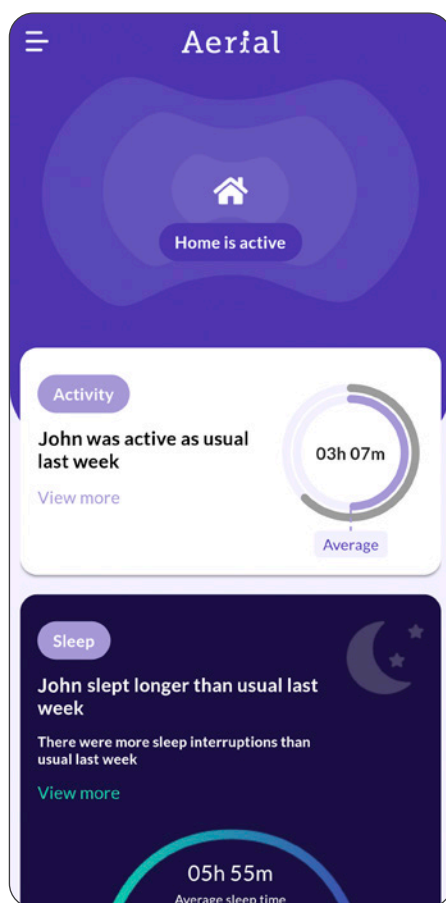
This is the screen that appears when you open the Remote Care application and shows, as a summary, the most important data about the well-being of the person you are caring for.

MENU

LIVE VIEW

ACTIVITY TREND

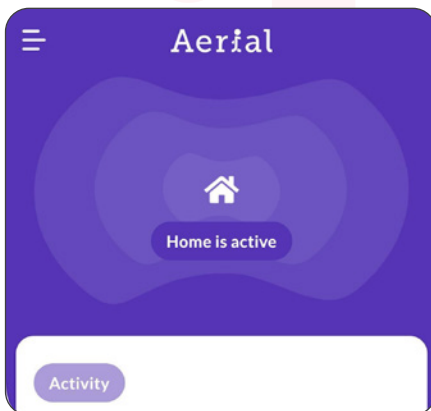
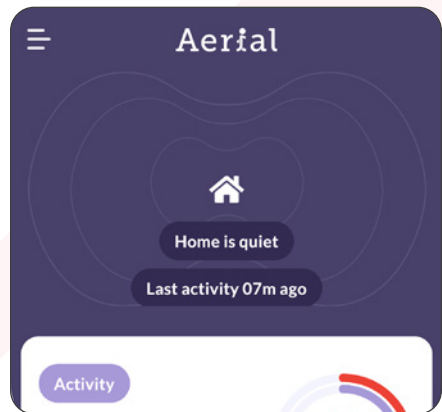
SLEEP TREND



LIVE VIEW

Here you can check if there is any movement currently happening in the residence.

“Home is quiet” indicates that no movement is currently being detected. In this state, the duration since the last activity was detected will be displayed. Use this to help determine how long the person has been inactive.



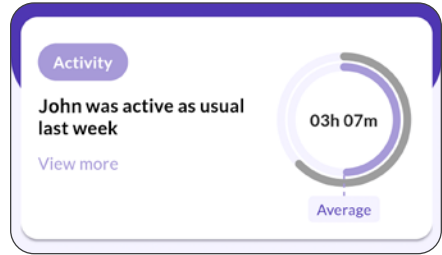
“Home is active” indicates that movement is currently being detected in the residence.

ACTIVITY & SLEEP TRENDS

ACTIVITY TREND

Provides one of several summaries of the person's activity level. The Remote Care solution presents in graphical form the typical person's activity from data collected over days, weeks, months, and years. The longer the solution is used, the smarter it becomes in identifying any changes to the normal behavior, or any new worrying trends.

The purple inner circle represents the average weekly activity, while the outer circle shows the actual activity for the last week. Activity is measured in active minutes. Clicking on "View more" provides a detailed activity history enabling you to learn more about the reasons behind a trend or anomaly.



SLEEP TREND

This section provides a summary of the person's sleep trends.

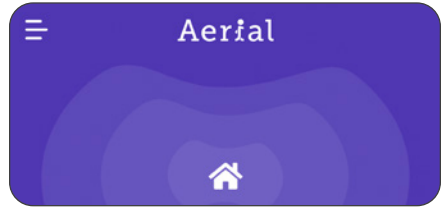
Clicking on "View more" will show the detailed sleep history to learn more about what the reasons behind a trend or anomaly.

Note that Remote Care requires at least seven days after installation to create its first average activity graph. Both activity and sleep trends will not show any data until that time.

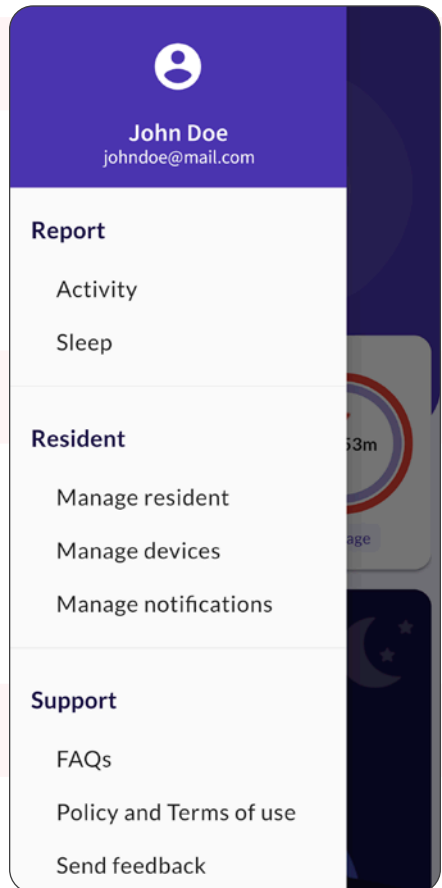


MENU OPTIONS

The top left corner on the Home Screen shown by three horizontal bars (hamburger menu) opens a menu allowing the user to make additional application selections.



Once the menu is selected, you can access any of these sections: User management, Detailed view of the person's active minutes, Sleep History, Resident Information Management, Device Management, Notifications Settings, FAQs, Policy and terms of use, or contact Aerial customer support.

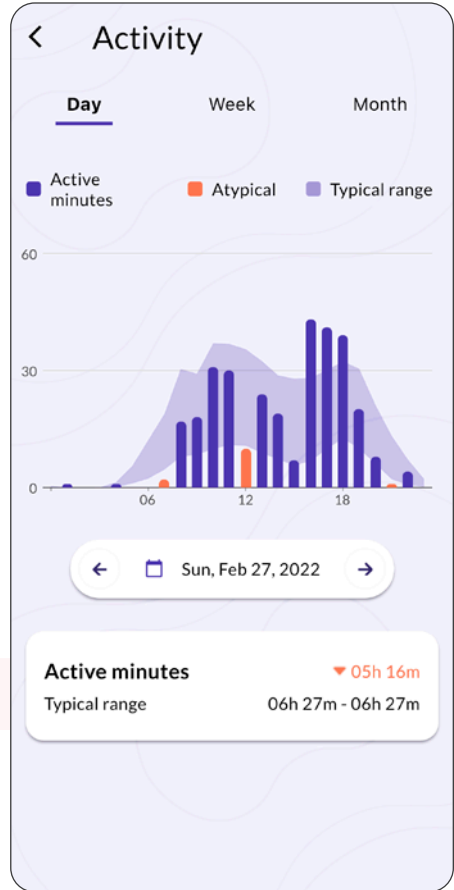


ACTIVITY

On this screen, you'll find in detail the total number of active minutes that were detected for a given day, week, or month as well as the trend for that period. Provides a sense that the individual is performing their expected daily routines.

Over time, the Remote Care solution will learn the average activity level of the person and show it in this section.

The trend (Typical Range) is calculated based on the previous behavior and is displayed as a reference on this graph. Active minutes are shown in purple while any atypical behavior presents itself in orange.



SLEEP SUMMARY - DAILY VIEW

In this section you can view the sleep history and identify the specific days in the week when an irregular night's sleep occurred, or a new trend has begun.

The daily view provides you with the details of the last night's sleep: the duration, the number of sleep interruptions and the timelines.

SLEEP DURATION

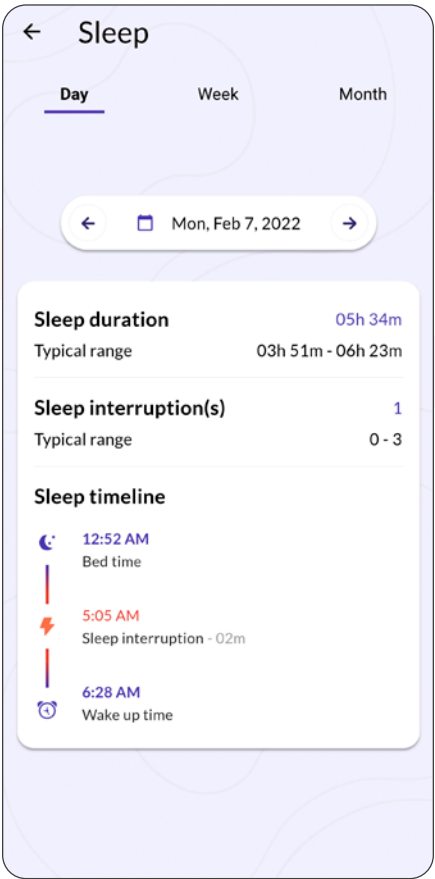
Shows the amount of time the person slept the previous night and the typical range based on previous nights.

SLEEP INTERRUPTION(S)

Remote Care's solution counts the number of sleep interruptions and their duration. A sleep disruption occurs when the person gets out of bed during the night.

SLEEP TIMELINE

This provides the elapsed time from when the person went to bed, up to the moment when the person gets out of bed. The sleep duration is compared if it is below or above the typical range.



SLEEP SUMMARY - WEEKLY & MONTHLY VIEW

The week and month tabs will provide a graph with sleep duration and will reflect any irregularities that are outside the typical normal range.

AVERAGE PER DAY

More information is provided including the typical intervals at which the person lies down and gets out of bed. A value outside the typical range is highlighted in orange so that it can be identified quickly at a glance.

SLEEP DURATION

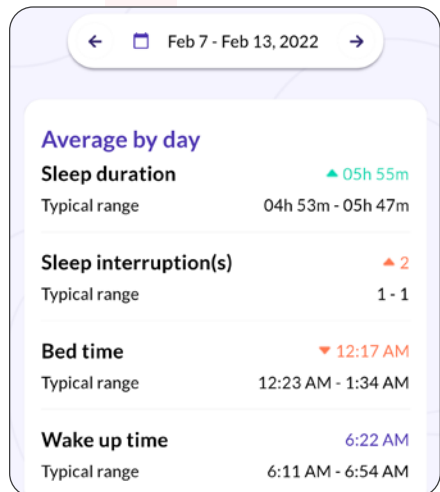
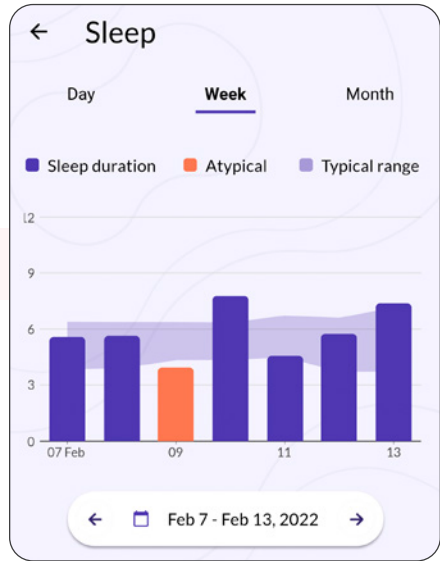
Shows the amount of time the person slept the previous night and the typical range based on previous nights.

SLEEP INTERRUPTION(S)

This records the number of sleep interruptions during the past night and compares them to the typical interruptions based on past sleeping patterns.

BED TIME & WAKE UP TIME

This provides the elapsed time from when the person went to bed, up to the moment the person gets out of bed. The sleep duration is compared to previous days and shown if it is below or above the typical range.



MANAGE RESIDENT

This section allows the user to modify the resident's profile, living environment and habits.

Resident's profile

What is the name of the resident?

Name
John

Does the resident live alone?

Yes ☒

No ☐

Does the resident have pets?

No ☐

Yes ☒

Medium (up to 18kg / 40lbs) ▼


Next

This page allows the user to edit the name of the Resident, select if the person lives alone and if pets live in that residence.


MANAGE RESIDENT (CONTINUED)


On the second screen the user will enter the residence configuration.

The last screen, allows the user to modify the residents habits.

 Resident's living environment

What type of home does the resident live in?


Apartment


House

How many floors does the resident have access to?


1☐

2☒

3☐

More than 3☐

Next

 Resident's living habits

At what time does the resident usually go to bed?

23:00 ▾

At what time does the resident usually wake up?

06:00 ▾

Select the resident's timezone

America/Montreal ▾

Complete Resident Set Up

DEVICE MANAGEMENT & CONFIGURATION - CLIENT

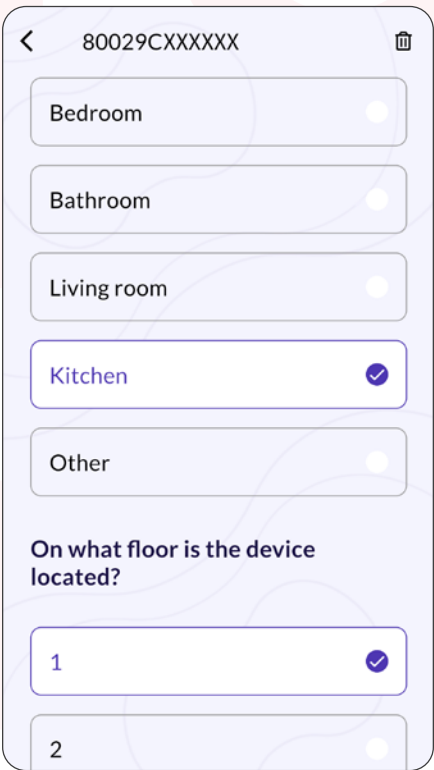
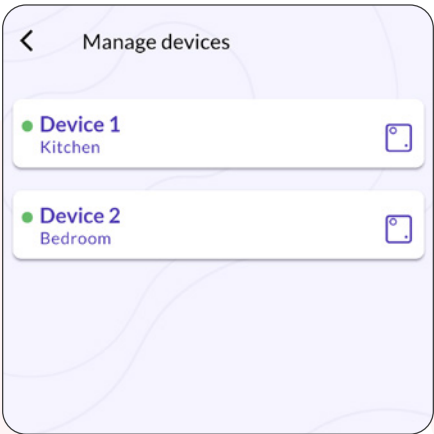
This page will show a listing of sensing devices being used by the application. It will display the sensing device's operating status (online or offline), the devices physical room location in the home (room name and floor), and the device's MAC address.

Clicking on the device's card allows the user to make modifications to the room name and the floor number in the home.

This page allows the user to edit a Device Name, Room Name and the floor where the sensing device is located.

Having this information tagged to devices is useful to help recognize the device location easily.

As an example, if the user is monitoring two different residences.



DEVICE MANAGEMENT & CONFIGURATION - AP

Access Point Mode

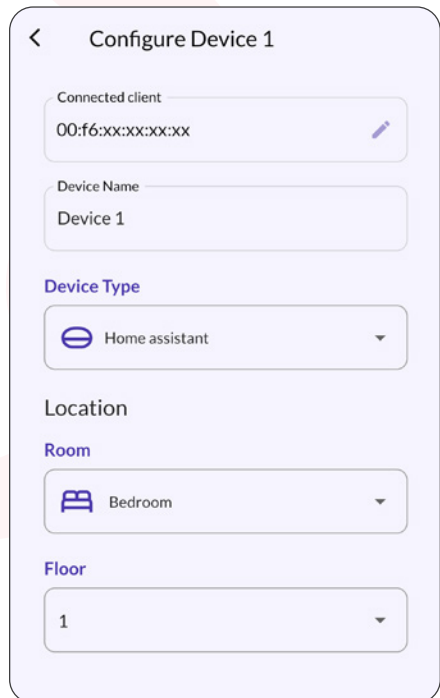
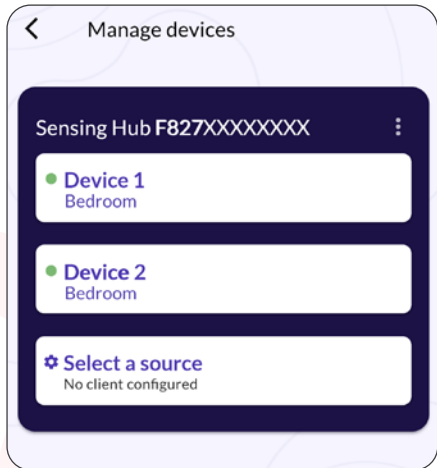
This page will show a listing of sensing devices being used by the application. It will display the sensing device's operating status (online or offline), the devices physical room location in the home (room name and floor), and the device's MAC address.

Clicking on the device's card allows the user to make modifications to the room name, floor number in the home, and the device's sensitivity level.

This page allows the user to edit a Device Name, Room Name and the floor where the sensing device is located.

Having this information tagged to devices is useful to help recognize the device location easily.

As an example, if the user is monitoring two different residences.



NOTIFICATIONS - ACTIVITY

On this screen, you can enable or disable the “No Activity Detected” as well as the “No Wake Up Detected”.

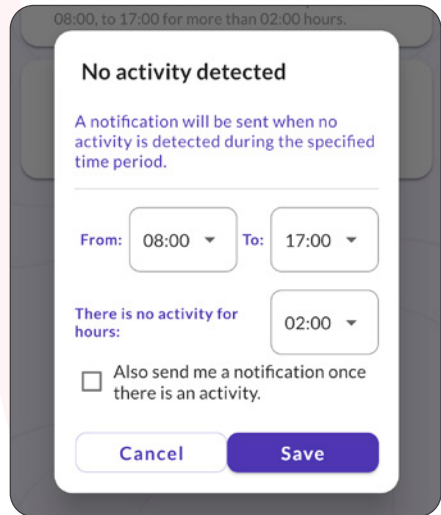
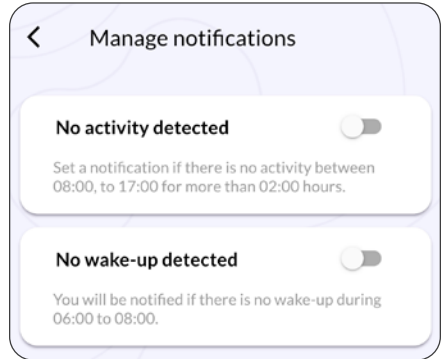
Enabling the notifications will allow you to specify the time period to be monitored.

NO ACTIVITY ALERT

This notification serves to inform the caregiver if no movement is detected in the house during a fixed period.

In this example, between 8:00 a.m. and 5:00 p.m., if no activity is observed at home for a period of 2 hours, a notification of “Inactive period” will be sent.

The caregiver can also choose to be notified when activity is detected after an Inactivity Alert notification.



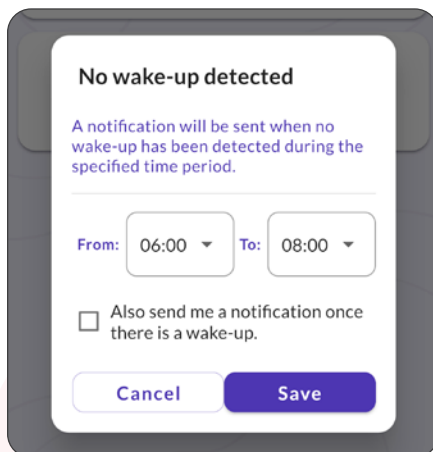
NOTIFICATIONS - WAKE-UP

NO WAKE-UP ALERT

This notification is designed to inform the caregiver if no movement activity is detected in the morning. This could mean that the person is unable to get out of bed for some reason. The caregiver can set up a time window in which the person is expected to be up each morning.

If no activity is observed during that timeframe, Remote Care will send a notification to the caregiver's phone.

The caregiver can also decide whether to be notified if activity is detected after a Morning Alert notification.



The screenshot shows a mobile app interface for configuring a 'No wake-up detected' alert. At the top, the title 'No wake-up detected' is displayed. Below it, a descriptive text states: 'A notification will be sent when no wake-up has been detected during the specified time period.' The main configuration area includes a 'From:' field set to '06:00' and a 'To:' field set to '08:00', both with dropdown arrows. Below these fields is a checkbox labeled 'Also send me a notification once there is a wake-up.' At the bottom, there are two buttons: 'Cancel' and 'Save'.

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