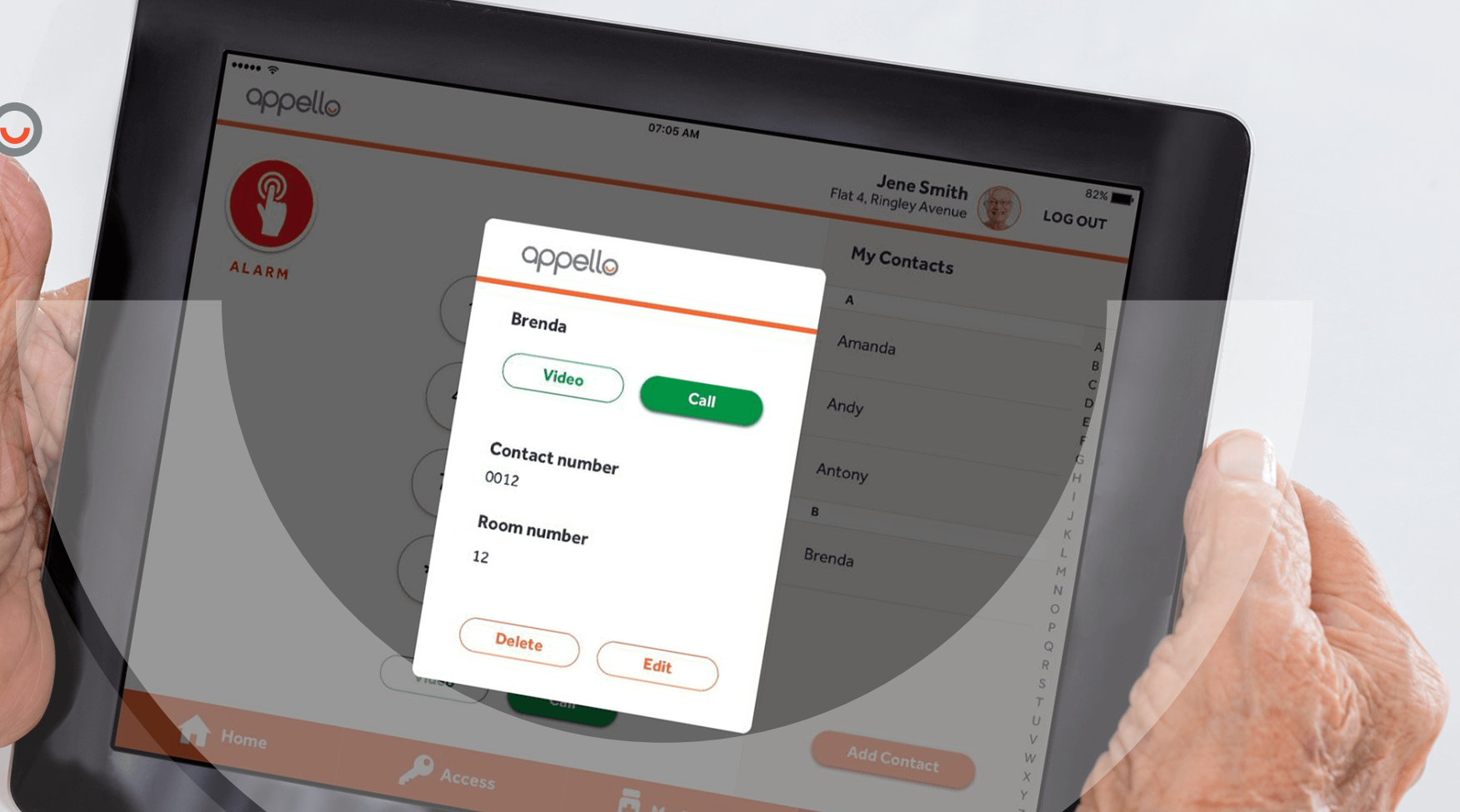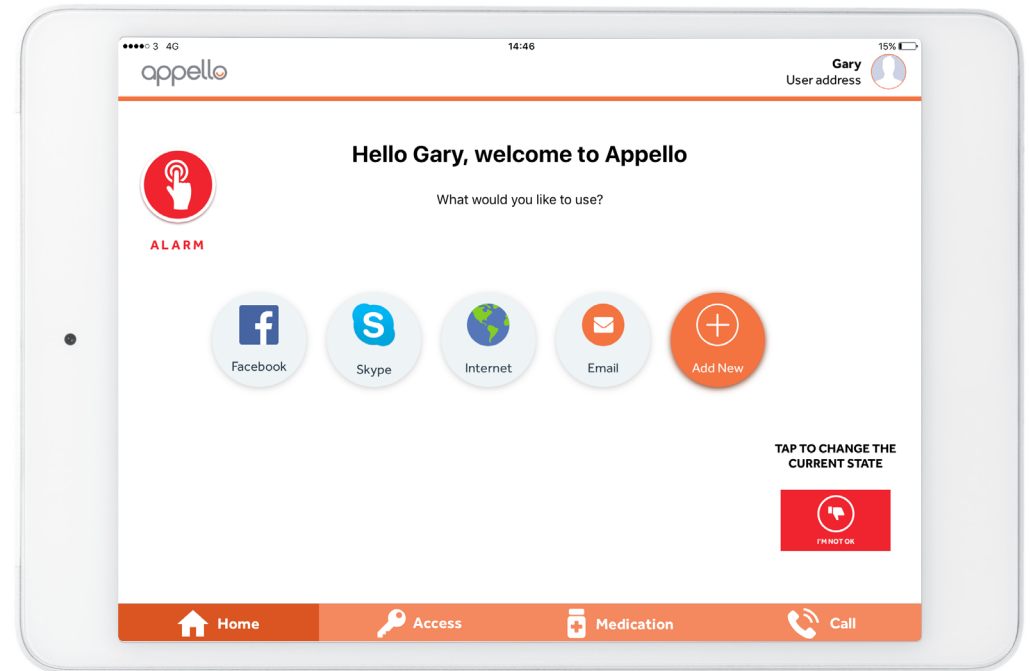# Your guide to the AppelloApp

Introduction

The AppelloApp is a new mobile emergency alarm and wellbeing application for use in conjunction with the wall mounted LivingHub in your home.

The application provides the following features and benefits in addition to the static LivingHub. The AppelloApp is for use on a mobile tablet device either in your home, around the development or out in the community*.

- Mobile emergency alarm calling to onsite staff or an Appello Operator.

- Internal flat to flat audio incoming/ outgoing social calling

- Incoming door calls

- Medication reminders

* For use outside of your development a 4G enabled tablet is required if not connected to a Wifi network.

Prerequisites

The AppelloApp maybe able to be setup by you site manager however in the event that this is not possible then you can contact our digital support team and include the previous info.

Please email digitalsupport@appello.co.uk, providing the below information, once the email is received, a member of the team will be in contact to support with the set up process.

- Name of the AppelloApp user
- Contact Telephone Number
- Apartment Number
- Development Name

Connectivity

The AppelloApp should be installed on a 10 inch tablet device with IOS (Apple iPad etc…) or Android operating systems.

The tablet must be connected to either a Wifi connection* or 4G mobile data.

Exiting the AppelloApp

To ensure that the telephone connection to the AppelloApp stays consistent, it is recommended that you exit the application at least once a day, ideally at night and then reopen in the morning.

For details on exiting the application visit the section 'Exiting the AppelloApp'.

* Some corporate and public Wifi connections may limit use of the AppelloApp

Getting started with the AppelloApp

Please download the AppelloApp via the application store on your Android or IOS tablet. Then follow the below steps with the support of the Appello team (see Prerequisites).

1. Once the AppelloApp is downloaded and installed on your tablet please follow the instructions below to register the application.

Please Note – During the opening and registration of the AppelloApp and the first call there will be various pop up messages asking if you are willing to give the AppelloApp permission to use the camera or microphone on your device. Please ensure you **accept** these to ensure the application functions correctly once configured.

2. Firstly locate yourself near to the wall mounted LivingHub in your apartment as you will need to refer to this during the initial setup.

3. Launch the AppelloApp on your tablet. This will open up the tablets camera function.

4. Next on the wall mounted LivingHub, select Contacts then scroll through the entries using the Next button, until you locate Mirrors.

5. Select Mirrors and you will be presented with a QR barcode similar to the example on the right.
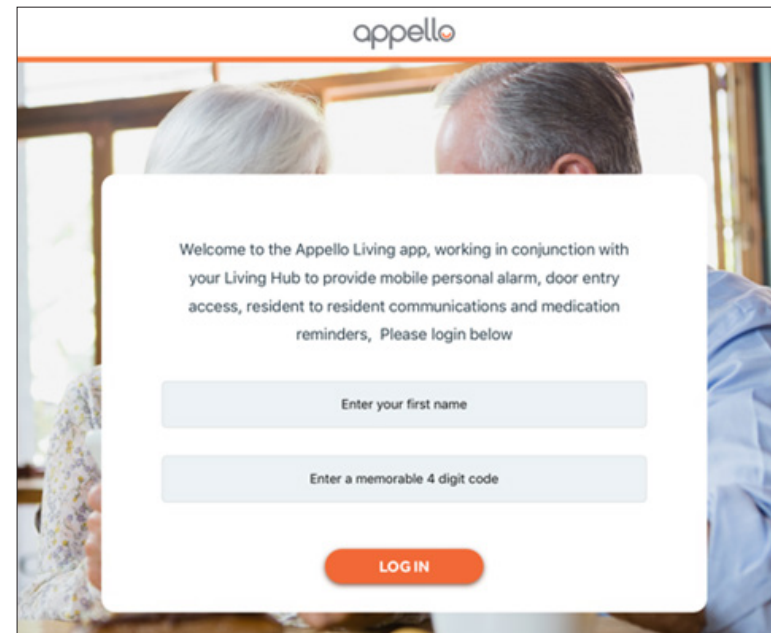
Getting started with the AppelloApp

6. Scan the QR barcode using your tablet camera within 30 seconds. This is important, as the code is only valid for 30 seconds and you will have to repeat the process again should this time elapse without a successful scan.
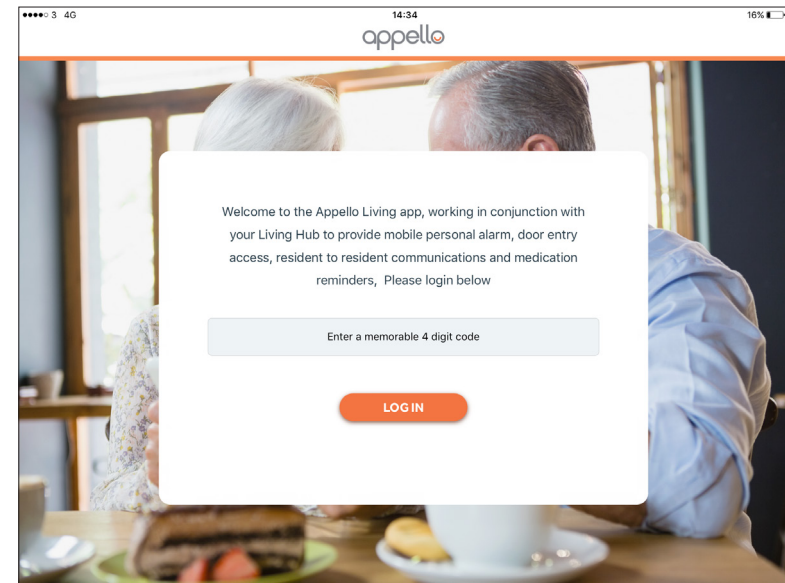

7. Once scanned successfully the AppelloApp will be diverted to the welcome login page, asking for a set of credentials. Enter the your name and a memorable 4 digit pin then press Login. This pin will be required when the AppelloApp is closed and reopened.

8. The AppelloApp is now ready to use.

Logging In

Upon launching the AppelloApp or after a period of inactivity if/when it is reopened it will ask you for your memorable pin. This was the pin set up when registered.

Enter the pin on the keypad followed by **Log in**.
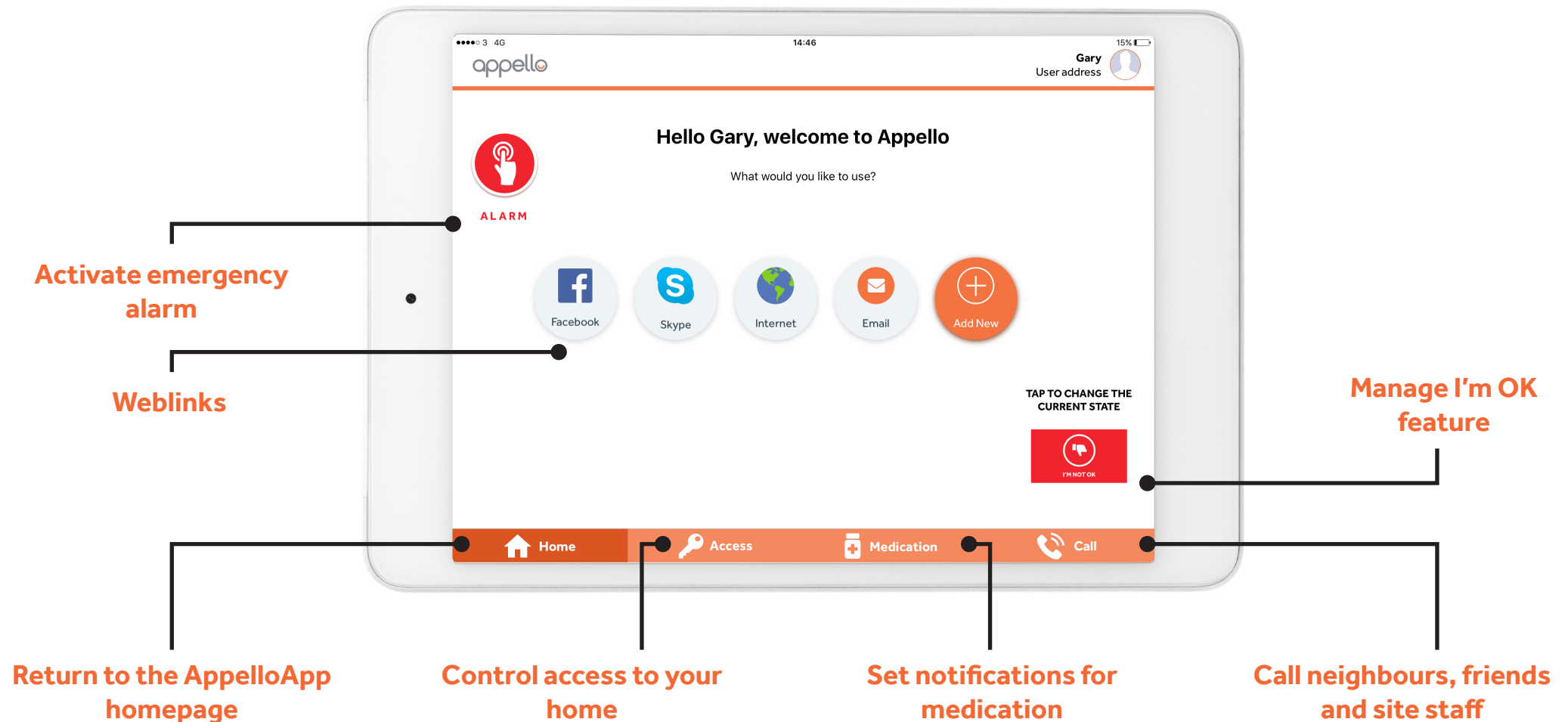
Homepage

The AppelloApp provides you with mobile access to many of the features available through your existing LivingHub but from the comfort of anywhere in your home and development, where a WiFi connection is available.
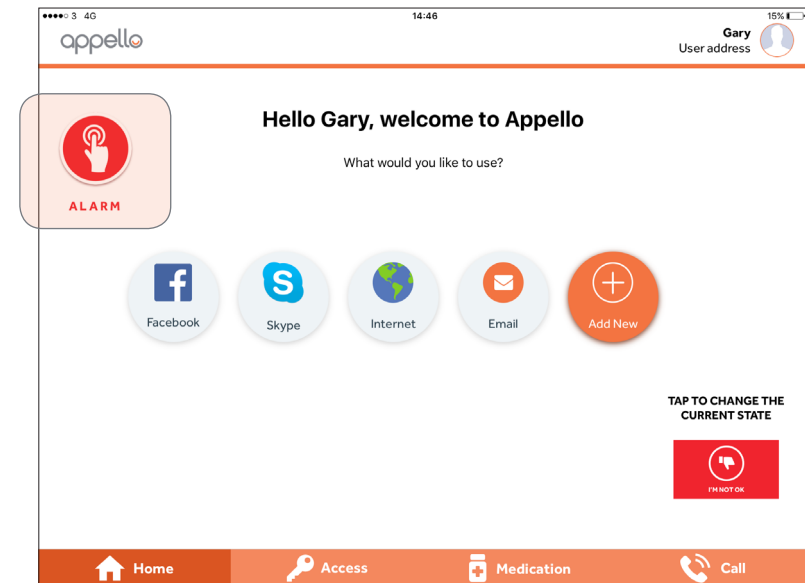
The customisable homepage also allows you to set links directing you to additional online services like Facebook, Skype, Email and the Internet meaning that you do not need to leave the comfort of the AppelloApp.

Your emergency alarm service is always available on the left hand side of the screen and should you wish to move through the AppelloApp, the Access, Medication and Call features are at the bottom of the screen for selection at any point.

Activate emergency alarm

Weblinks

Manage I'm OK feature

Return to the AppelloApp homepage

Control access to your home

Set notifications for medication
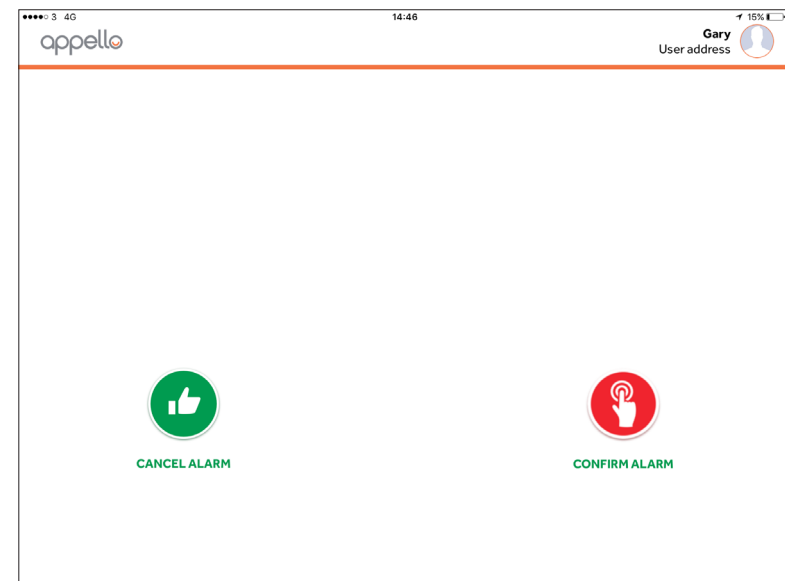
Call neighbours, friends and site staff

Emergency Alarm

Wherever you are within the AppelloApp whether that be Home, Access, Medication or the Call feature, the **Alarm** button will always be visible.
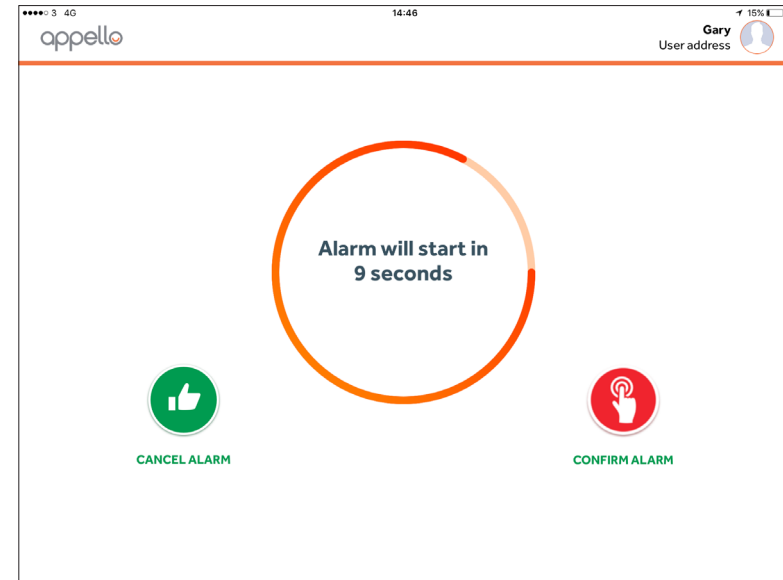
1. On selecting the **Alarm** it will divert you to a dedicated alarm screen which will ask you to either **Cancel Alarm** or **Confirm Alarm** giving you the reassurance that if pressed by mistake it will not disturb anyone until it is confirmed.

Emergency Alarm

2. Cancelling the alarm will divert you back to the Homepage. Confirming, will start a 10 second countdown before the **Alarm** call is raised. If you cancel during these 10 seconds it will also divert you back to the Homepage and not raise a call.

3. After the 10 seconds have passed an alarm call will be raised to either the onsite Manager or an Appello Operator. Two way speech will be able to be initiated through the tablet itself.

Once the alarm call is complete the alarm screen will divert back to the Homepage.

I'm OK

Similar to the wall mounted LivingHub the **I'm OK** feature can be used within the AppelloApp.

When used this will seamlessly transition the status on the LivingHub and notify your onsite management.

Select the relevant tile to transition the status during the applicable time window.

End of time window in **I'm Not OK** appearance.

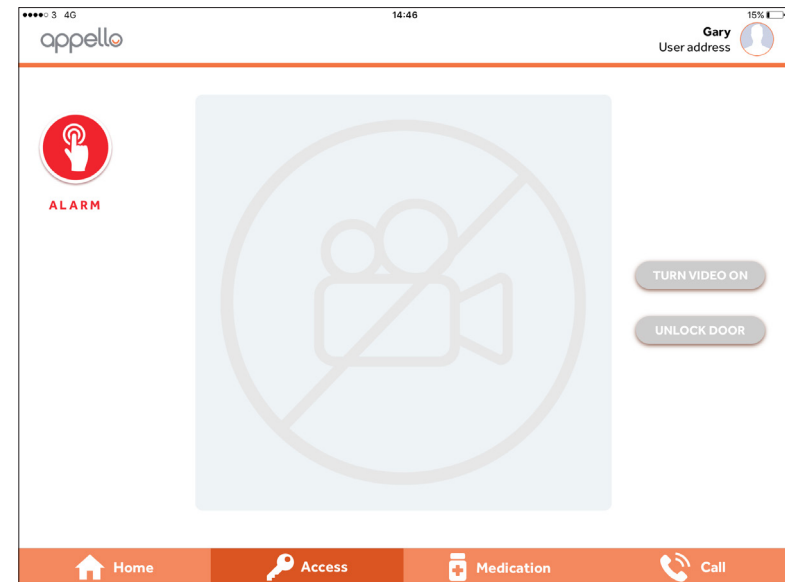For more information on how the I'm OK feature works throughout your home and development please refer to your LivingHub guide.

Access

The Access feature notifies you via your tablet when someone calls your apartment via the main entrance to your development.

You are provided a video link to the front door, this works similarly to your LivingHub. Via the video you can communicate with the individual calling your apartment and provide or decline access to your development.

This feature is currently unavailable but will be available to you in version two of the AppelloApp due in Autumn/Winter 2018.

The alarm functionality continues to work on this page.

Medication Reminders

The Medication section allows the end user to set medication reminders on defined days of the week and times of the day.

The medication reminder will send a notification to your tablet device on the times and days you designate.

Adding a reminder

1. To add a reminder select the **Add medication** option in the bottom right of the screen.

2. Enter the name of the medication, select the days of week the reminder is required and enter relevant times the reminder is required. Next press **Save**

Medication Reminders

Editing / Deleting a reminder

To edit or delete a reminder, select the medication in the right hand menu. Followed by the **Edit** button.

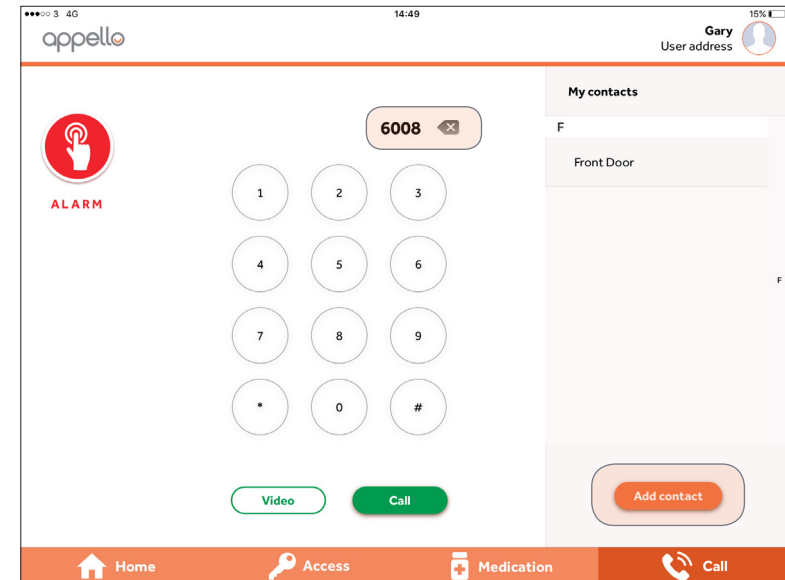On the pop up screen you can make changes and save, or delete the reminder altogether.

Call

From the call screen you are able to make a call to an internal extension (another flat in the development) either via dialling the extension number on the keypad or by selecting a pre-created contact.

Please note that the video option is for future releases and is not functional currently.
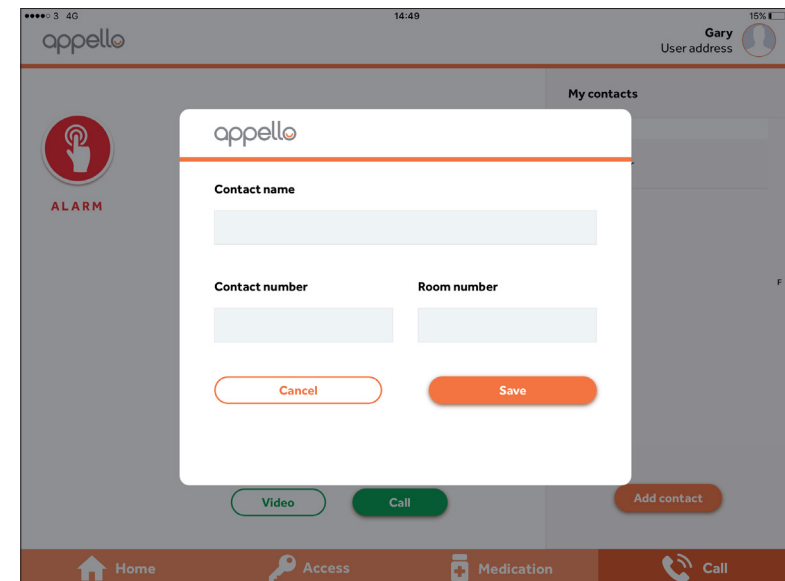
Via Extension number

1. Enter **60** followed by the number of the apartment, then press **Call**.
   For example if calling apartment number 4, dial 6004 or apartment 21, dial 6021.

Creating a contact

You can also create a custom directory of contacts for ease of contacting other residents in the development. To create a contact select **Add Contact** from the right hand pane.
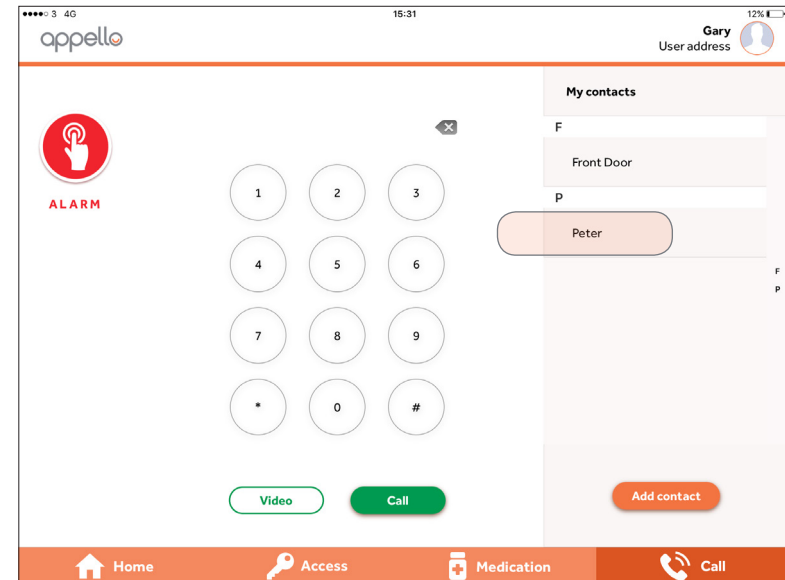
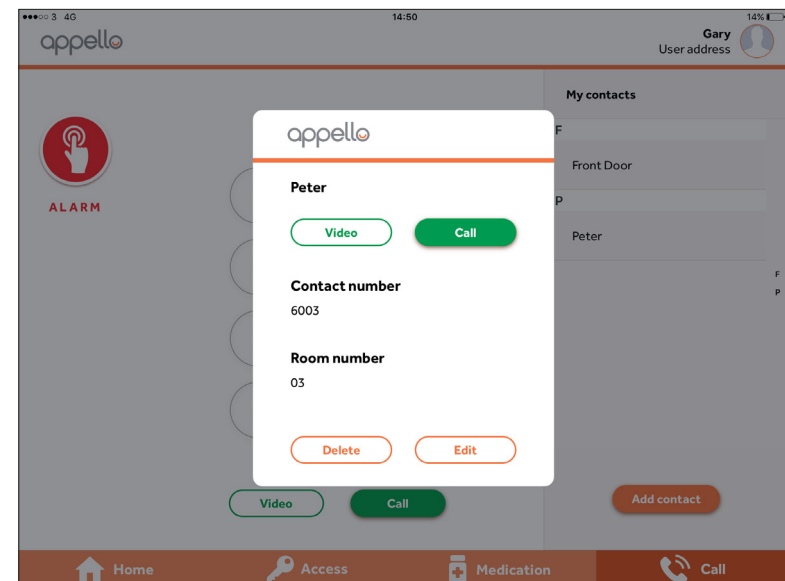Enter the relevant field information followed by **Save**.

Call

Editing / Deleting a contact

To edit or delete a contact from the directory pane select the relevant contact from the right hand panel.

When the contact card opens select **Edit** for editing or **Delete** to remove the contact from the directory.
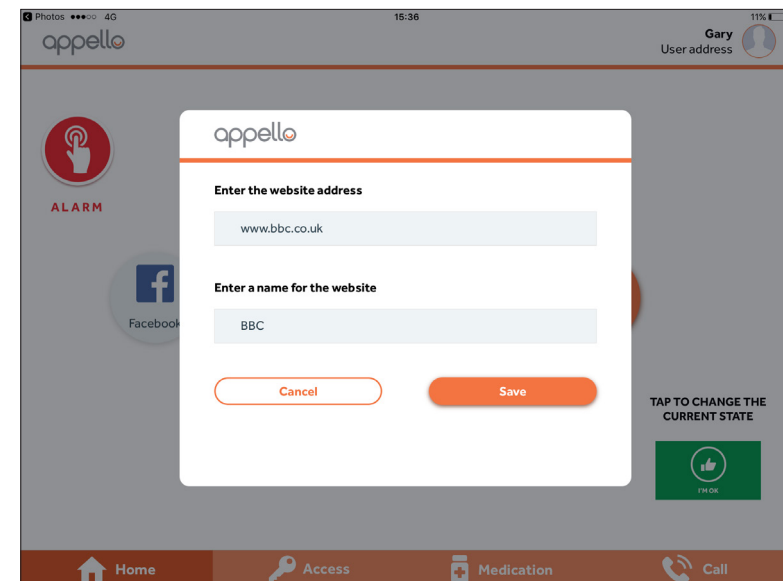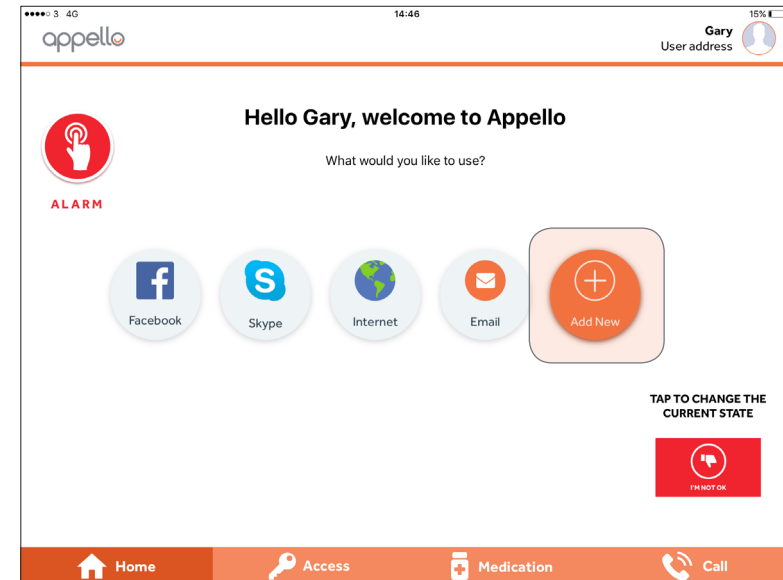
Weblinks

On the home page along with the preconfigured weblinks, you can add your own for future convenience.

1. To add one select **Add new.**

2. Enter the relevant website URL/address (i.e. www.appello.co.uk) and the name of the website in the boxes provided followed by **Save**.

3. Your new weblink will appear on the home screen.

Logging Out / Switching apartment

Warning: The following activity will reset the AppelloApp. All data, information and settings will be permanently removed.

If the AppelloApp is no longer required or the tablet is being associated to a different apartment there will be a need to log out of the application so that it is no longer associated to the LivingHub in the existing apartment.
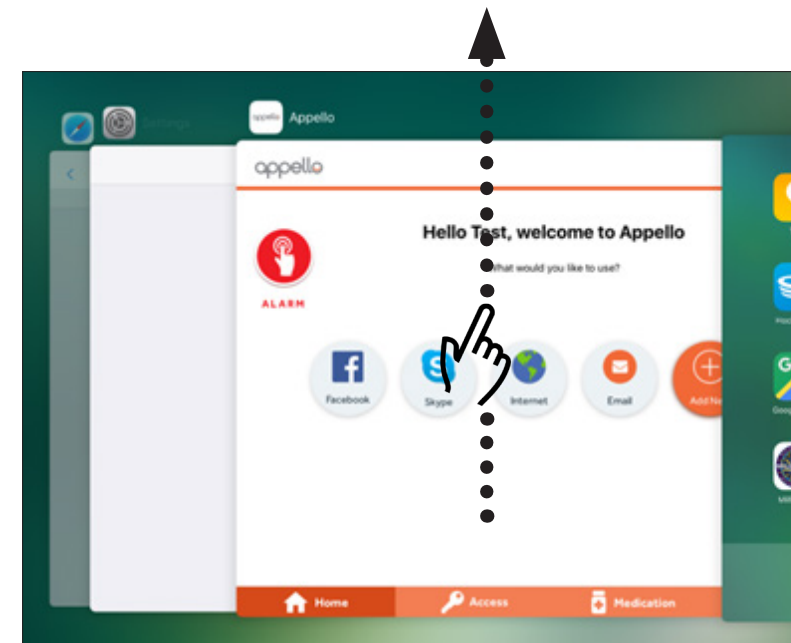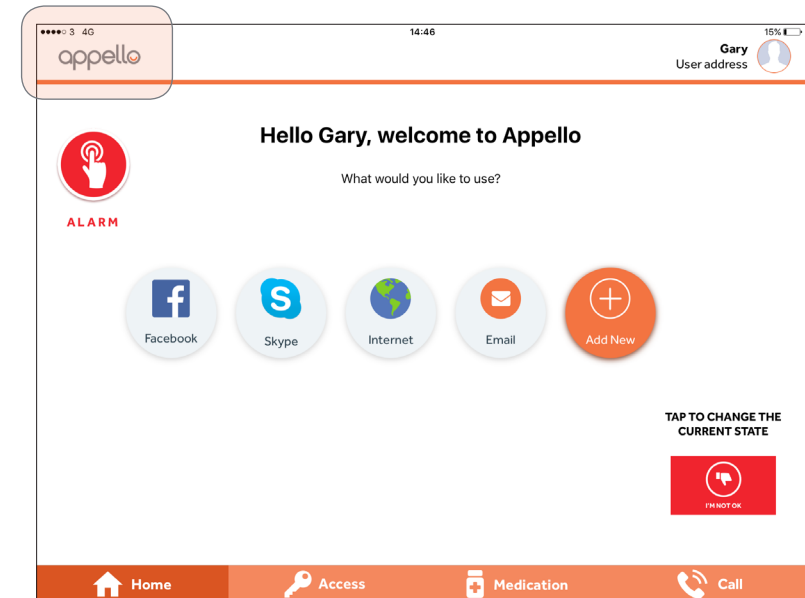
To do this when in the application, press the **Appello** logo in the top left corner. You will be diverted to the camera (QR scanning page) for you to now associate to a new LivingHub.

Exiting the AppelloApp

To ensure that the telephone connection to the AppelloApp stays consistent, it is recommended that you exit the application at least once a day, ideally at night and then reopen in the morning.

Android – When logged in to the AppelloApp you will see a **Exit App** button located in the top right corner of the screen. Pressing this will exit out of the app to your tablet. When relaunched you will be prompted for the memorable pin.

IOS – On IOS to exit the AppelloApp press the tablets home button. Should you wish to close the app **double tap** the home button and swipe the AppelloApp upwards to close as shownto the right.

appello