Senior Living Enhanced Features / Cloud Services Set-Up Guide

Fall Detection & Alarm Location

Getting Started

Welcome to the Inovonics Cloud and access to Enhanced Features for Senior Living!

Here are the steps to set-up your company and sites for these new services:

1. Setup your Organization

2. Create a Site for an upcoming installation

3. Configuration of the site

We have provided further detail on each step and additional information in the slides below. Please let us know if you have questions.

Step 1 – Set up your Organization

Please complete the [Organization Set-up Request Form](#) with the link provided by your Inovonics contact or the form located on our partner portal. We will set up your Organization on the Inovonics Cloud by the following business day and send you an email to complete registration to create logon credentials. Once you have logged in to complete registration, you will have access to your Organization ID (Org ID) and the ability to "Add Sites" to your company "Portfolio".

A Few Important Notes

• Please make sure users of the Inovonics Cloud and our cloud services are authorized by your company to accept the terms of Inovonics Cloud Services agreement and Privacy Policy, configure sites, and submit Site Service Orders for Enhanced Features that will include financial obligations.

• Your organization will be set up in the Inovonics cloud and a link to complete registration for credentials will be emailed to your company contact by the following business day. The email subject will be "Link for Inovonics Security Registration" from no-reply@inovonics.com.

• An Org Id for your organization will only be established <u>once</u>. Going forward, Sites and Site Ids will be established under your Organization for each installation.
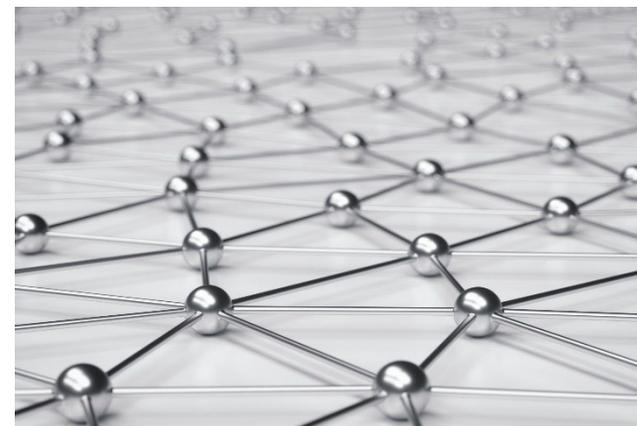
Step 2 – Create a Site

Inovonics Cloud Application Users

1. Using your credentials from Step 1, login to the Inovonics Cloud Application.

2. Click the "Add Site" button, complete the fields, and the Site Service Order as directed.

   Please Note: You can choose to complete the hardware enrollment now or at a later date.

3. That's it! Your Site has been created and your Site Service Order form submission will generate an acknowledgment for services ordered.

Inovonics API Partners

1. Create the Site in your application via the Inovonics API.

2. Submit a Site Service Order Form for your newly created site from this link or the link to the web form found on the partner portal.

3. See step 2.1 for details on the process for the Site Service Order Form submission.

How do I choose?

- If you setup Sites in the Inovonics Cloud Application use "Inovonics Cloud Application users"

- If you setup Sites in your own company application use "Inovonics API Partners"

2.1 - Site Service Order Form

Submitting the Site Service Order form will generate an order and acknowledgment for the Enhanced Features you are requesting for your newly created site (Fall Detection, Alarm Location, or both).

- The Company Name, your Org ID, your Site ID, Inovonics Acct #, Site Name, Address, and the name of authorized company representative will be required to complete the Site Service Order form to enable Enhanced Features. There is also an optional PO # field if your company requires a PO for purchases. If a PO# is not provided, the name of the form submitter and date will be used for reference on invoicing upon detection of hardware activation. (Please don't duplicate the order for Cloud Services on separate hardware POs).

Note: The Org Id (visible on the home page) and Site Id (visible by clicking on Portfolio and then clicking on the name of the site) are found on the Inovonics Cloud once you have created the new site. (Please use the copy and paste icon 📋 next to these two fields to capture these log, computer-generated numbers!)

A Couple Notes

- You will also receive a monthly automated report for sites that are "Pending". **This report contains links that will pre-fill the Site Service Order forms to streamline your Enhanced Feature order submissions.**

- Please do not wait until your installation date to submit the Site Service Order form. **We suggest that you create your new site on the Inovonics cloud, submit your Site Service Order, and activate your Gateway 7 days in advance of your installation.**

Step 3 – Configuration of your customer site

Once the Site has been created in the Inovonics Cloud Application and the Site Service Order Form has been submitted, your site is ready to complete configuration and enrollment of the hardware for your site. Please complete these steps by logging into the Inovonics Cloud Application or through your own site set-up utility and adding the gateway and all other applicable hardware including Fall Detection and Location pendants (and Locators when applicable).

Please note:

➢ To enroll and activate the EN7380 gateway for your site in the Inovonics cloud, please have your gateway available as you will need the gateway model (EN7380 on the exterior carton), and Authorization Code (an 8 digit code separated by a space, located on the internal board of your gateway) to complete enrollment. Please see slide 10 "Appendix" for additional product pics to help Add a Gateway to your new site.

➢ By optionally adding and labeling other hardware such as repeaters into the Inovonics cloud UI helps Inovonics troubleshoot should network questions arise.

Once your site has been created, the Site Service Order has been submitted, and you have configured and enrolled the hardware for your site…your new site is ready to go!

Recap - Checklist

☑ Set up your Organization utilizing the Org Set-Up form ([Organization Set-up Request Form]())

☑ Create Sites through the Inovonics Cloud Services interface or through your application via Inovonics APIs ([Inovonics Cloud Application]()) and submitting the Site Service Order form ([Site Service Order Form]())

☑ Complete your Site set-up by configuring and activating the Gateway and enrolling applicable Enhanced Feature hardware (Fall Detection or Location Pendants, and Locators when applicable) through the Inovonics Cloud Services interface ([Inovonics Cloud Application]()) or your company application.

Tip: *By using the* [Inovonics Cloud Application]() *you can also enroll and monitor Inovonics fixed devices on the Inovonics Cloud by using the Building > Floor > Unit hierarchy and adding fixed devices.*
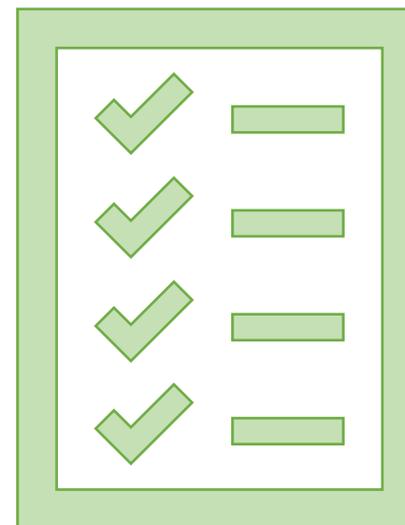
Invoicing Details

➢ Annual invoicing will commence per the [Inovonics Cloud Services agreement](#) when:

1. A Site Service Order form is completed and submitted for Enhanced Feature services.

2. Fall Detection or Location pendants (and locators if applicable) are activated and detected at the site.

➢ Site Service Enhanced Feature activations will initiate an order confirmation from Inovonics customer service at the time of activation and commence invoicing the month following the detection of the activation on the Inovonics Cloud any day in the previous month.

➢ All active monthly Enhanced Feature site activations, renewals, additions of new Enhanced Features, and pending sites will be detailed on a Monthly Subscription Summary Report.

➢ Additional Enhanced Features added to an existing site will require a new Site Service Order and initiate a new, separate annual invoicing the month following detection on the Inovonics Cloud any day in the previous month.

Invoicing Renewal/Termination Notification Timelines

- Inovonics will notify each partner of upcoming Enhanced Feature subscription renewals starting **90** days before the current service term end date per site on each partner's Monthly Subscription Summary Report.

- Inovonics Enhanced Feature services will auto-renew for a new 12 month term and invoice on the first day of the month following the end of initial or current term with up-to-date pricing and the standard terms for your customer account.

- Site service terminations need to be communicated **30** days prior to term end date/renewal date. Customers should send termination notices to orders@inovonics.com and must identify the sites for termination (Site Name and Site ID please).

- Enhanced Feature services will be paused **60** days after renewal date if cloud services accounts receivable is not kept current. Inovonics will send warnings or termination notices to the e-mail associated with the Customer Account.
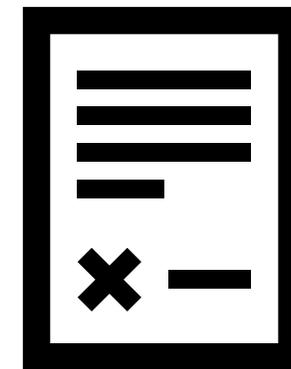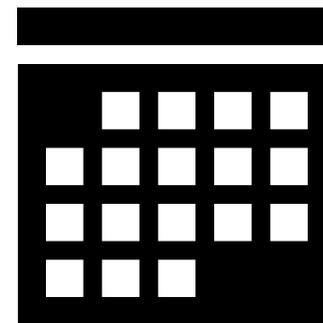
Fall Detection Disclaimer

The fall alarm message is processed by a cloud application and can only be accessed through an active subscription to Fall Detection per site. If the active subscription for that service is terminated for any site, the fall alarm will be transmitted as a request for assistance in the same manner as a button press alarm to ensure that a caregiver response is provided. However, it will not be specifically identified as a fall event. Additionally, fall alarm insights are only available as part of an active fall detection subscription.

Fall Detection Pendant Brochure

Fall Detection & Alarm Location Hardware

EN2222S-60N
Fall Detection Pendant

EN2221S-60
Location Pendant

EN5060
Locator

EN7380
Senior Living Gateway

Please order the appropriate Enhanced Feature hardware through your normal processes well in advance of your installation. We are still experiencing significant supply chain related delays and limited initial inventories will be allocated.

EN7380 is the Senior Living Gateway part number and appears on outer carton <u>ONLY</u> . EN7380 should be chosen from drop down in the Inovonics cloud application when enrolling the gateway.

The Auth Code is located on the interior board (8 digit number- Enter 4 digits with a space then 4 more digits when enrolling)
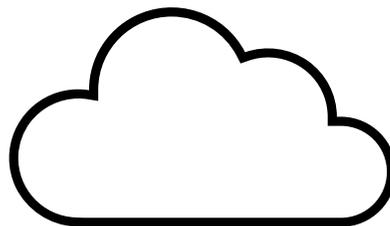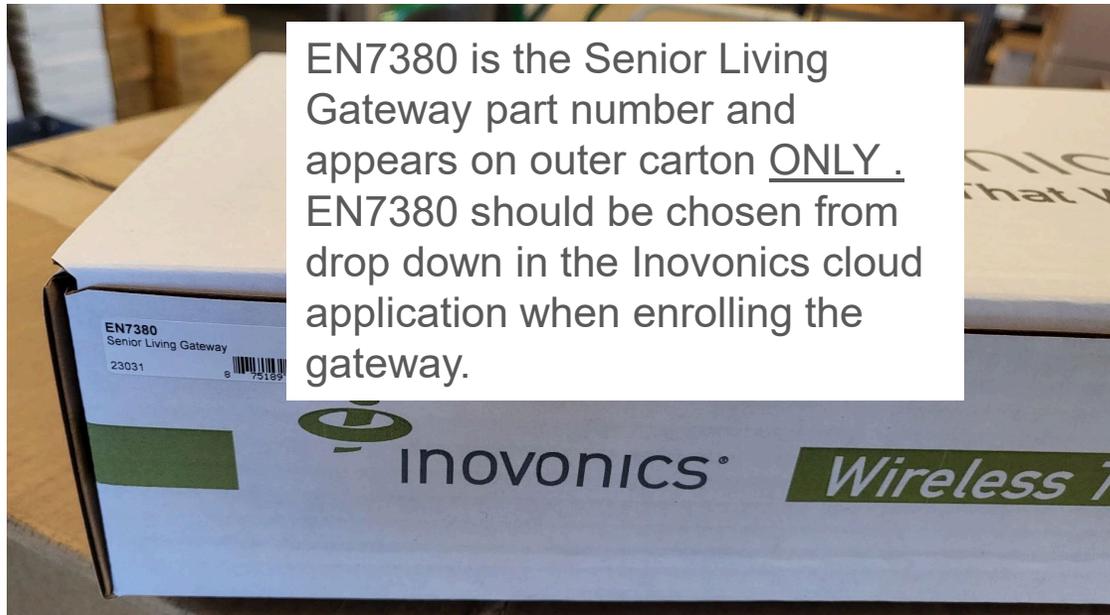
Note: The product numbering on the Senior Living gateway packaging can be confusing because it is a kit that includes several parts and a specific license. The official part number is EN7380 and only appears on the exterior carton. Please review installation instructions carefully and please reach out to our Technical Service for additional help if needed.

https://www.inovonics.com/wp-content/uploads/2022/10/357-00061-01-Rev-A.pdf
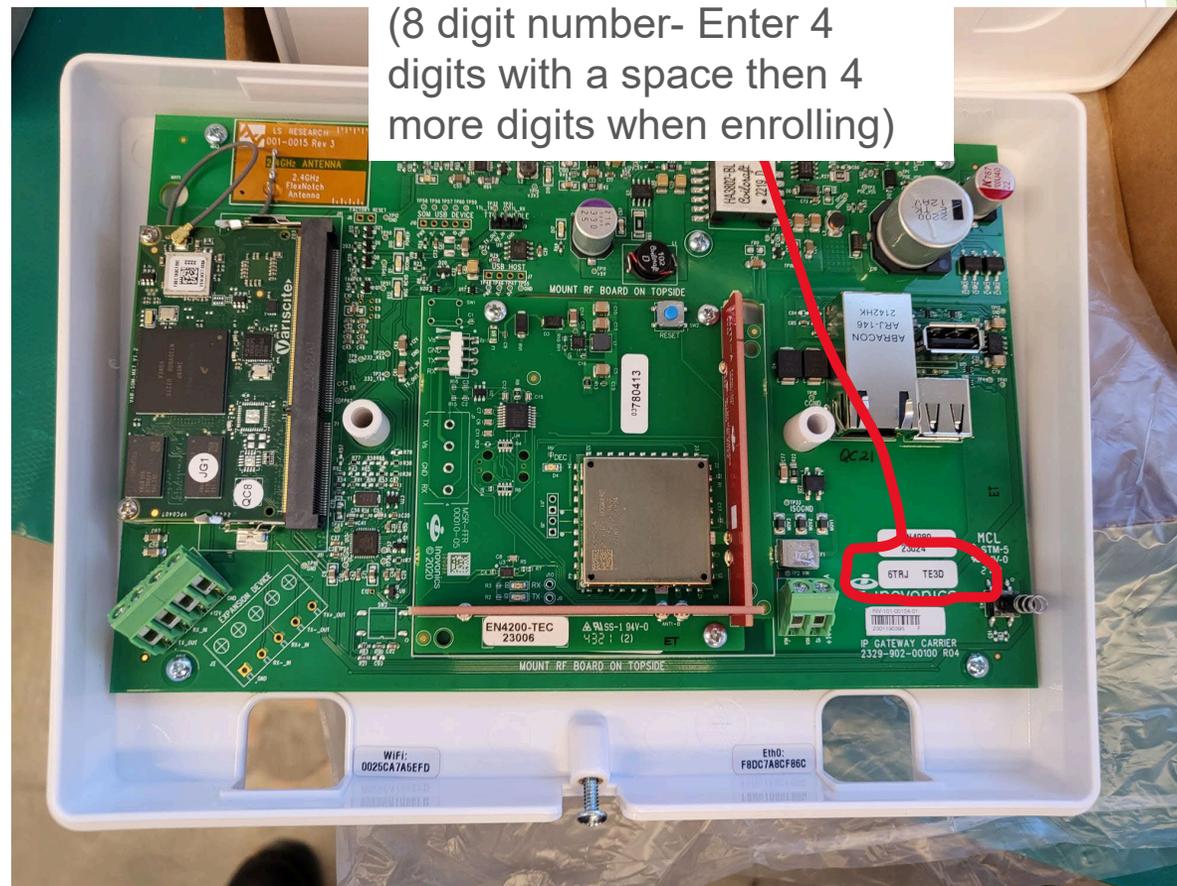
Please contact us with any questions!

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Customer Support
https://www.inovonics.com/support/contact-us/
Monday – Friday 7:00 am – 6:00 pm MST
Saturday – Sunday 9:00 am – 5:00 pm MST (For Emergency Support Only)

Call: 800.782.2709
Customer Service (option 1)
Technical Service (option 2)

Fax: 303.939.8977