



Quick Start Guide





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1. Setting up your SOFIHUB home

Turn the device on (The device will automatically update it's software if required). Your device will greet you with a welcome chime indicating that your device is now ready to be set up.

2. Create a portal account and link your device

You can access the **SOFIHUB portal** through the “portal” tab on the menu of the SOFIHUB website: **sofihub.com**

OR via direct URL: **<https://portal.au-sofihub-production.sofieco.net/>**



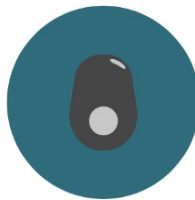
To create your **SOFIHUB portal** account:

Click “Create Account” and follow the prompts to link your device to the portal.

The image displays two sequential screenshots of the SOFIHUB account creation process. The first screenshot shows the login page with fields for "Email Address" and "Password", a "Remember me" checkbox, a "Forgot Password" link, a "Log in" button, and a "Create Account" button at the bottom. A blue arrow points from the "Create Account" button to the second screenshot. The second screenshot shows the "Create an account" page, which asks the user to "Tell us a bit about yourself...". It includes fields for "First name", "Last name", "Email", "Mobile" (with a country code dropdown), "Password", and "Confirm". At the bottom, there is a reCAPTCHA verification step, a "Back" button, and a "Create Account" button.



I've got a Sofihub Home
(For use inside the home)



I've got a Sofihub Beacon
(For use outside the home)

3. Subscribe to monthly monitoring fee

Whoops, we're missing your payment details! Skip (Admin only)

A subscription is needed to use your SOFIHUB Beacon. We need a payment method for the subscription. The subscription is 25.00AUD per month.

You cannot use your SOFIHUB Beacon without a valid subscription and valid payment method.

Please add your payment details below to start your subscription.

Verify Card

Verifying your card does not charge your card or start subscription. Once your card is verified the next screen will ask you to confirm before we charge your card.

- 1 device \$25.00 per month inc. GST
- 2 devices \$40.00 per month inc. GST

4. Activating the sensors

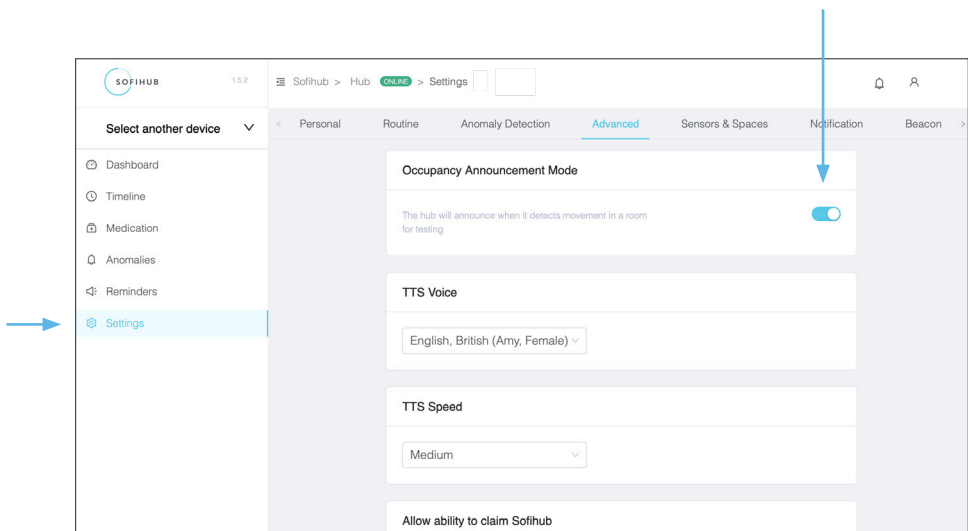
Remove the cover from the back of the sensor, hold the batteries in place and remove the plastic tab. Place the cover back on and set the sensor down next to the hub. Repeat for all sensors. A light will appear on the front of the sensor indicating that it is in working order.

4.1. Turn on Occupancy Mode

Through the portal, turn on occupancy mode (for testing).

This can be found under **Settings** in the **Advanced** Tab.

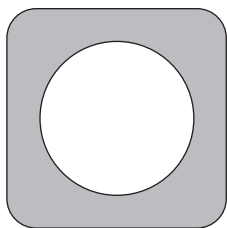
The hub will announce when it detects movement in a room.



5. Installing and testing the sensors

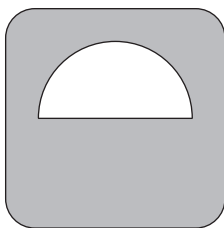
It is important that the positioning of the sensors are carefully considered and correctly placed in the occupant's home.

The sensors come with covers to ensure that there is no unwanted triggering of the sensors.



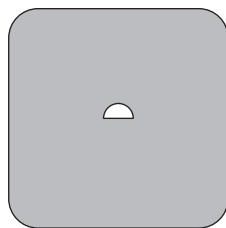
UNCOVERED

(motion)



PET COVER

(motion)



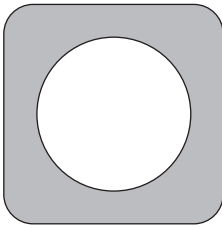
TRANSIT COVER

(transit)



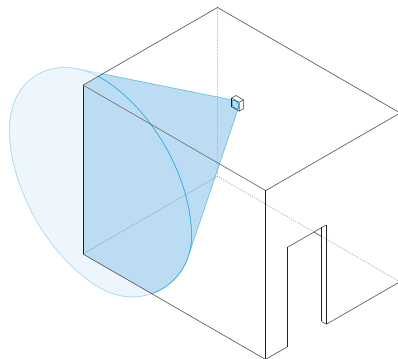
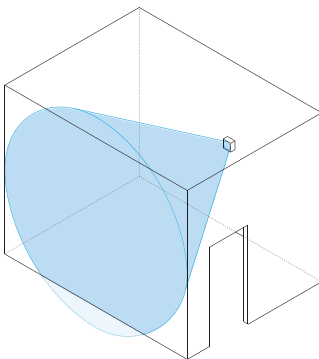
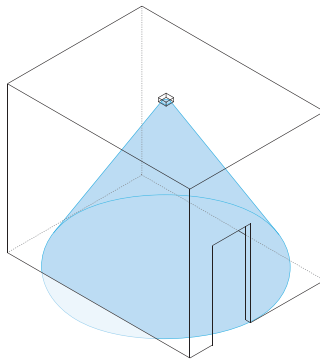
Sensor trigger area

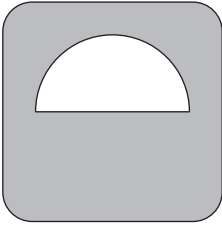
Please note that the illustrations are not to scale and is simply a visual demonstration of the sensor placement and covers in effect.



Ensure that the sensors are placed facing away from any windows as bright lights can trigger the sensors.

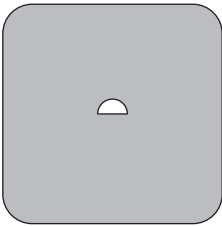
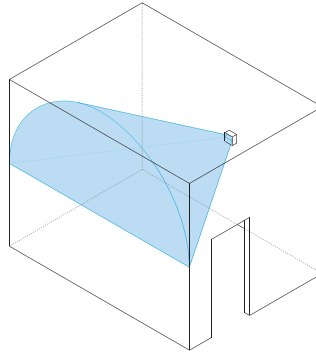
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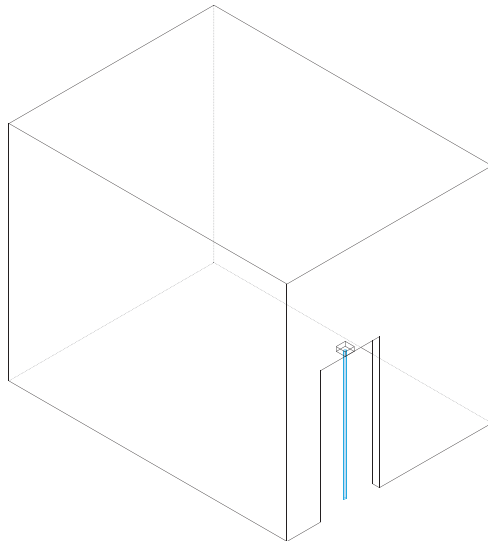
PET COVER

If the occupant has pets, this cover will ensure that they will not trigger the sensors.



TRANSIT COVER

Transit sensors are located in doorways and should only trigger when someone walks through the doorway

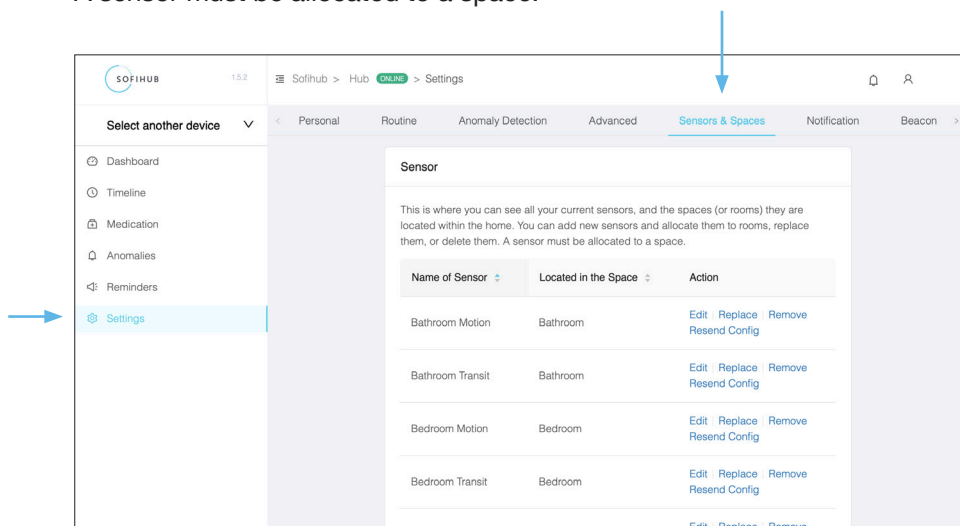


6. Sensors and spaces

Settings > Sensors & Spaces

This is where you can see all your current sensors and the spaces (or rooms) they are located within the home. You can add new sensors and allocate them to rooms, replace them, or delete them.

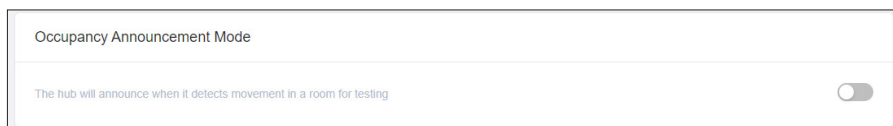
A sensor must be allocated to a space.



7. Complete testing

Once your device and sensors are optimally placed, turn **OFF** occupancy mode

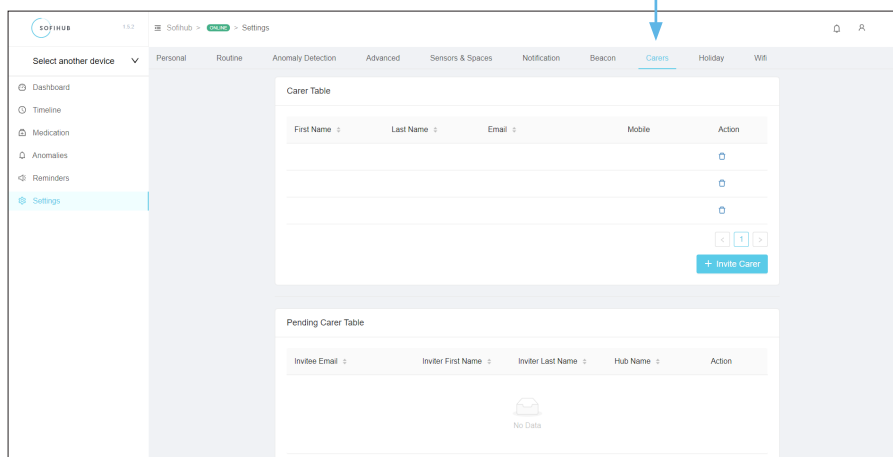
Settings > Advanced



8. Adding carers

You can securely invite carers to access the SOFIHUB portal through the **carers** tab in the **menu settings**

+ Invite Carer



The screenshot shows the SOFIHUB application interface. On the left, a sidebar menu has 'Settings' highlighted with a blue arrow. The main content area shows the 'Settings' page with the 'Carers' tab selected, indicated by a blue arrow from above. The 'Carers' tab displays two tables: 'Carer Table' and 'Pending Carer Table'. The 'Carer Table' has columns for First Name, Last Name, Email, Mobile, and Action, with an '+ Invite Carer' button at the bottom right. The 'Pending Carer Table' has columns for Invitee Email, Inviter First Name, Inviter Last Name, Hub Name, and Action, and shows 'No Data'.

Invite a new carer

In order to invite a new carer you will need to provide their exact email address. If the user is already registered they will be notified about your invitation, if they have not registered yet, they will be invited to register. Please type in the new carer's email address:

After the invite is sent, it will expire after 7 days if no action is taken. You can view pending invites at any time in the "Invited Carers" tab.

protected by reCAPTCHA

[Privacy](#) [Terms](#)



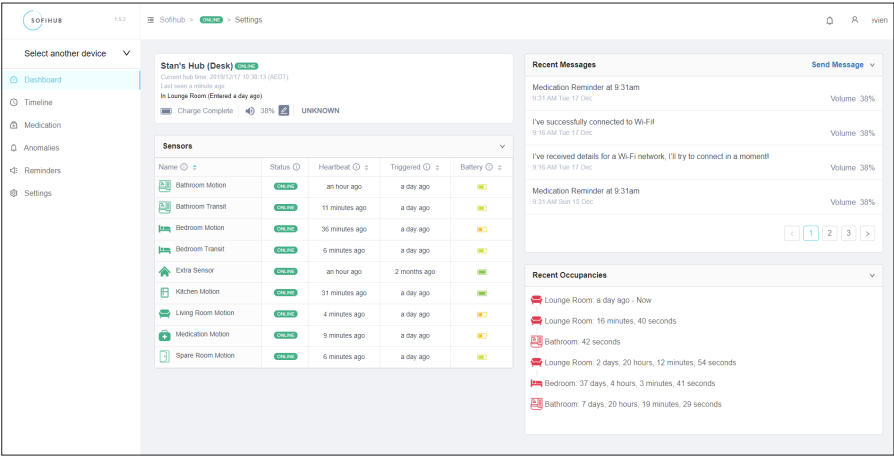
Cancel

Invite

9. Your SOFIHUB Portal

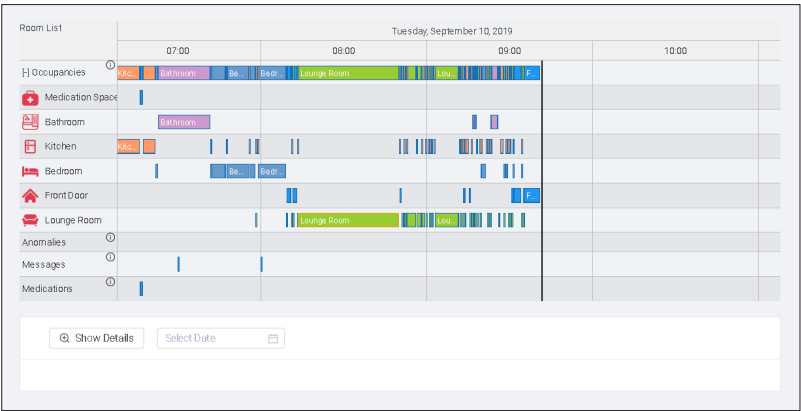
9.1. Dashboard

Overview of the status of your device, the sensors, recent messages and recent occupancies.



9.2. Timeline

Visual timeline of occupancies



9.3. Medication

View medication access

9.4. Anomalies

View anomalies (past, recent and current). eg. Late to bed, late to wake, bathroom too long

9.5. Reminders

View and add reminders

Name	Message	Date	Time	Days	Action
Charge your Beacon (weekday reminder)	Hi there, don't forget to put your beacon on charge before you go to bed tonight.	27/11/2019	10:00 PM	Mon,Tue,Wed,Thu,Fri	

<12>

+ Add Reminder ▾

Time Based Reminder

Medication Reminder

Occupancy Based Reminder

Notes



**302 Drummond Street,
Carlton, VIC 3053**
Phone: 1300 110 366
Email: info@sofihub.com