Welcome to Vigil Mobile

Vigil Mobile connects you to your Vigil system through your smart device so you can receive timely notifications within your community or wherever you may be. The easy-to-use menu allows you to switch between views and customize settings. Different users can view different types of calls. For instance front line care staff can receive resident calls while maintenance personnel only receive maintenance messages. You can also send messages directly to staff carrying pagers or phones from the application and monitor recent call volume and response times directly from your smart device.



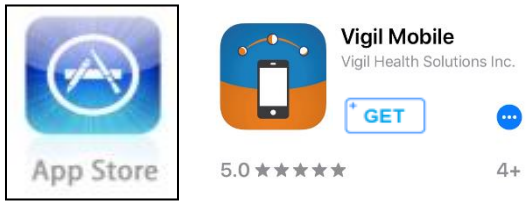
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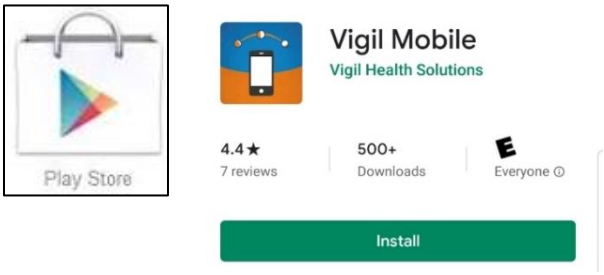
Get the Vigil Mobile App

The Vigil Mobile app is free to download however, to use the app, you must first sign up for an account through Vigil Customer Support. If you don't already have an account please call 1-877-850-1122 or email support@vigil.com.

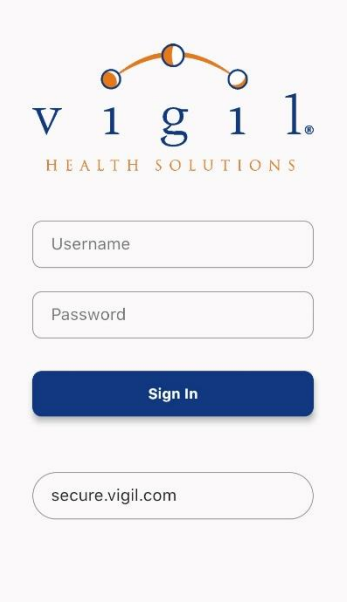
1. Download the free application from the Apple™ App Store



2. or Google™ Play Store.



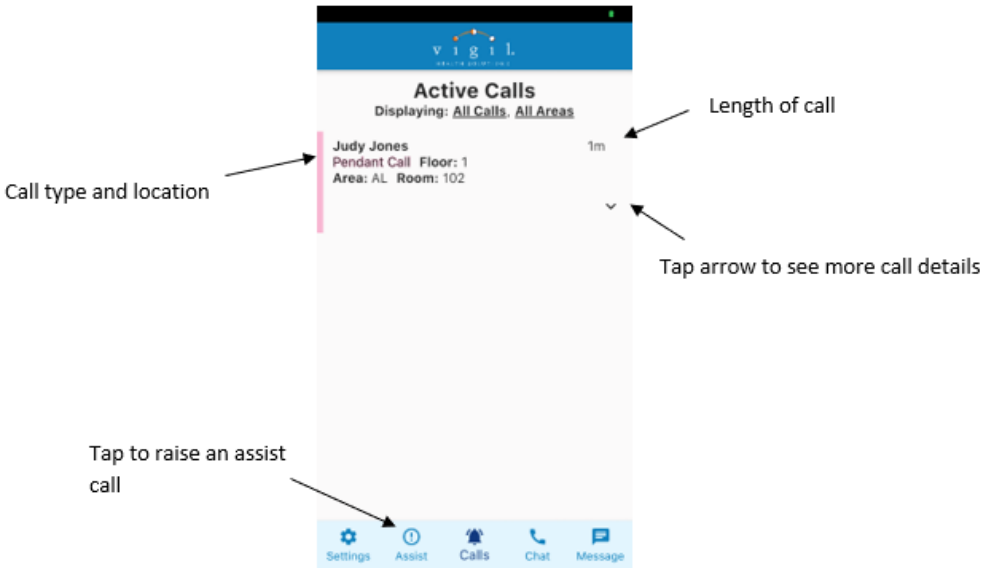
3. Enter your username and password and click Login. This is the username and password that was sent to you by Vigil when you signed up for a Vigil Mobile account. ******This is case sensitive ******



****** Each user will require their own separate account and <u>each user can only be logged in from one device at any one time</u>. ******

Active Calls Screen

You will be directed to the Active Calls screen after you have logged in. Here you can see all the active calls raised by residents and the length of time since the calls were placed and whether they have been claimed by someone or not. To cancel these calls, go to the resident or room and reset the device that triggered the call. The call will then clear from the Active Calls screen.

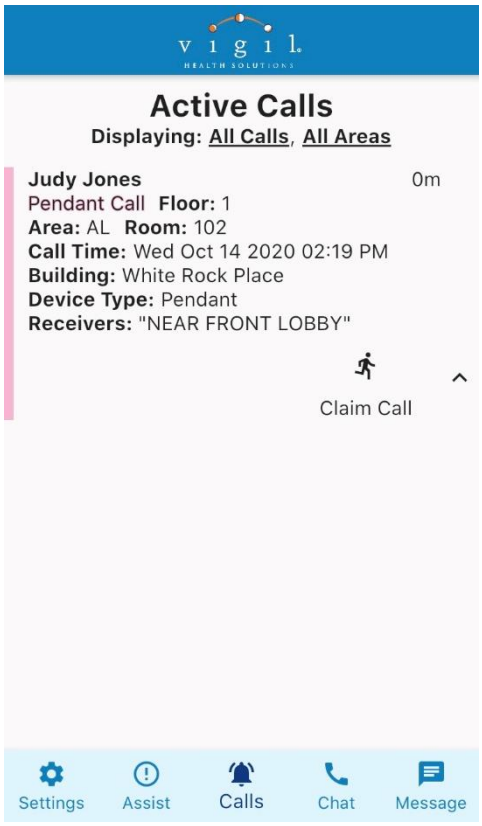


Call Details Screen

You can access detailed information about each call on the Call Details screen by clicking on the arrow to the right of each call listed in the Active Calls screen.

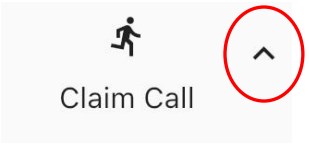
Call details include:

- Claim Call or Call Already Claimed. If the call has been claimed it will say who claimed it and when.
- Description (Area and Room Number)
- Call Type- for example Nurse Call
- Call Time & Date
- Receivers (for mobile wireless devices only)
- Building, Floor, Area and Room



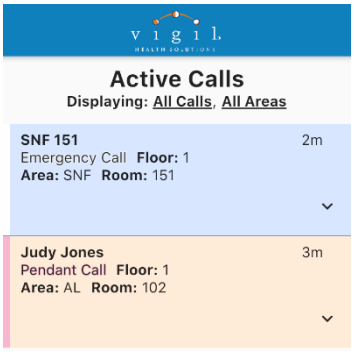
Claim a Call

Claim a Call lets your co-workers know that you are taking responsibility for the call. It is possible for more than one person to claim the same call. The name of the last person to have claimed the call will be shown in the call details screen and Call History will show the names of everyone who has claimed each call.



To Claim a Call:

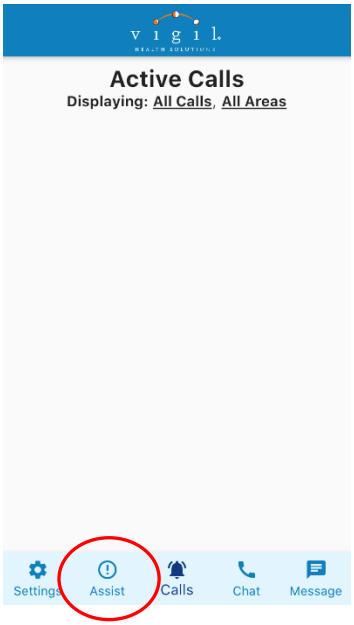
1. From the Active Calls screen, touch the arrow beside the call you want to claim.
2. At the bottom right of the call, touch Claim Call.
3. Confirm that you want to claim the call.
4. Your username (if you are the last to claim the call) will now show on the call details screen and your call will be shaded in blue.
5. If a co-worker claims it, their name will appear on the call details screen and it will be shaded yellow-orange.



******Note: Claiming a call does NOT cancel the call. The person who claimed the call will still need to go to the room/device and cancel the call. ******

Request Assistance

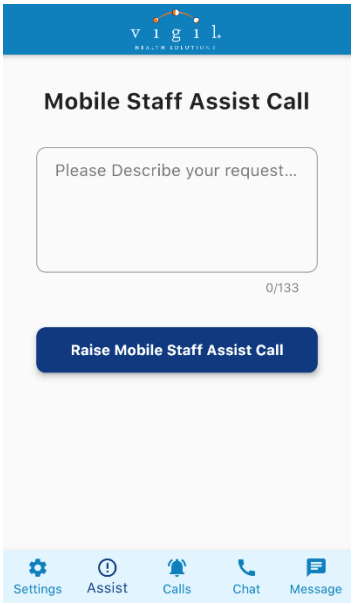
If you need help from another staff member, you can use the **Assist** button in the Vigil Mobile App.

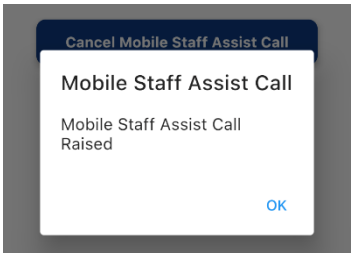


To Raise a Request Assistance call:

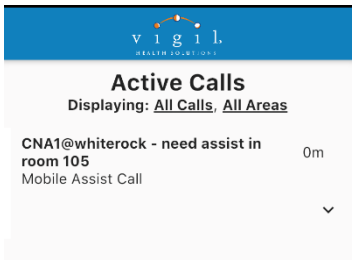
1. Touch the Assist button on the bottom of any screen in the app.

2. Add any additional information that would help others with your request. For example, enter the room need help in, or what you need someone to bring to you. *this is optional*
3. Press **Raise Mobile Staff Assist Call**
4. Touch **OK** on the confirmation.

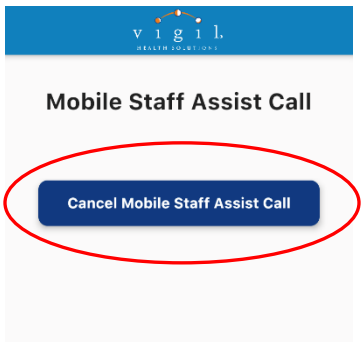




5. Your request will show on the Active Calls screen.

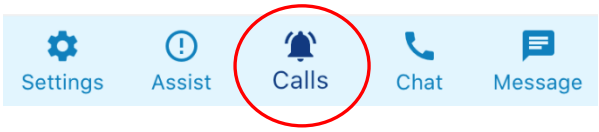


6. To cancel the call, touch the Assist button and then **Cancel Mobile Staff Assist Call**.



Calls

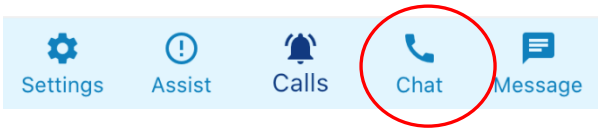
Calls take you back to the Active Calls screen. This will show you all calls that are alerting real time. Once they are reset in the room, at the device, the calls will automatically be removed from the Active Calls screen.

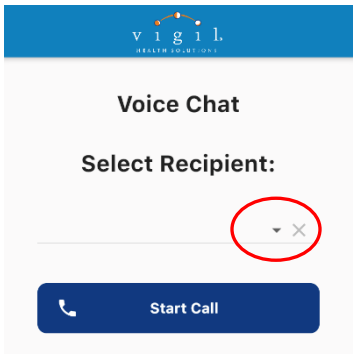


Chat

You can speak to another Vigil Mobile user verbally using Chat.

1. Touch **Chat** at the bottom of the screen
2. Select the user you would like to speak to
3. Click the **Start Call** button



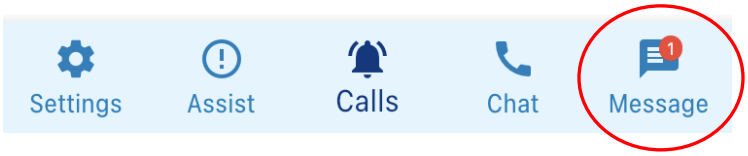


4. Touch **Hang Up** when you are done talking



Message

Text messages can be sent to an individual pager, mobile user, paging plan or notification groups. When you receive a message, the message icon will indicate with a red number.

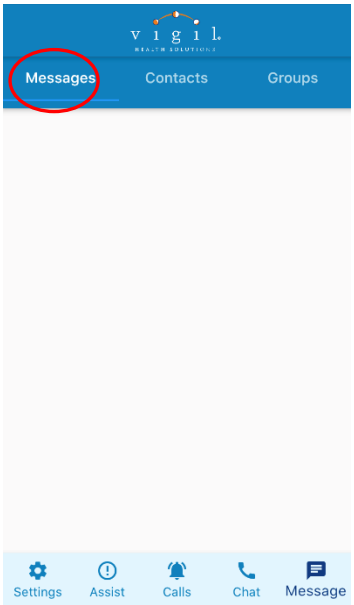


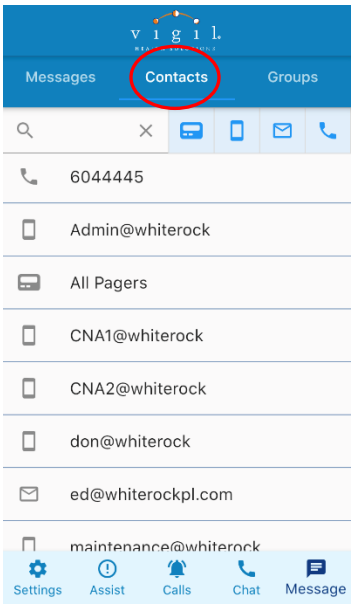
Once in the Message area, there are 3 tabs on the screen:

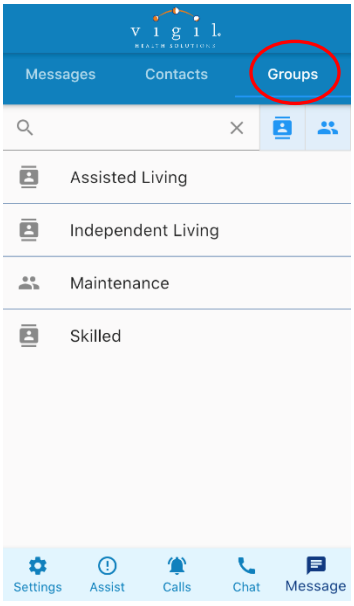
a. **Messages** – shows your received/sent messages

b. **Contacts** – default screen shows any pagers, Vigil Mobile users, emails or phone numbers that are in your Vigil system.

c. **Groups** – default screen shows all paging plans and notification groups set up in your community.

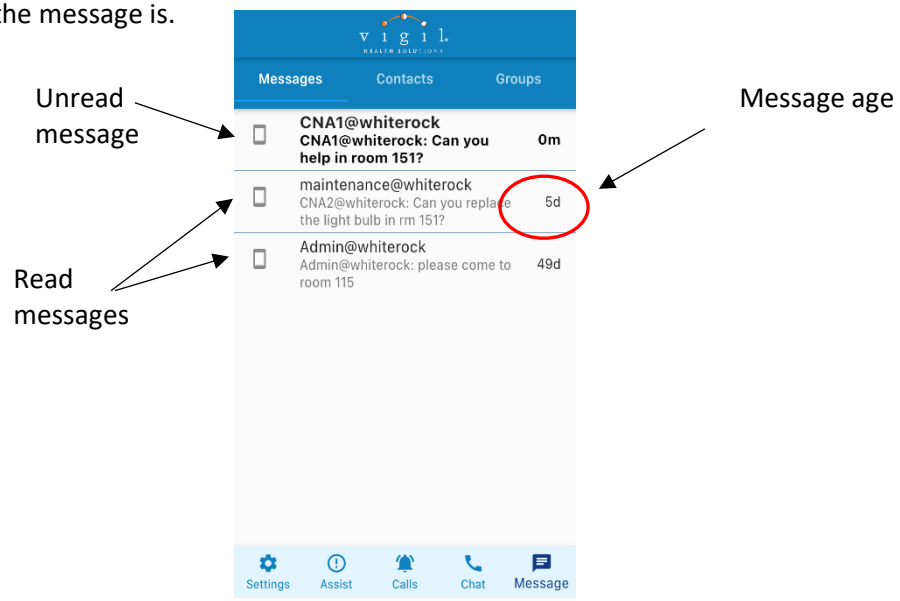




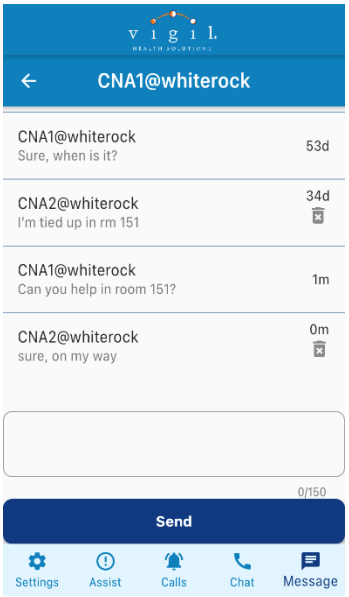


Reading Messages

Messages that are bolded are unread. There is also an age indicator on the right side of the message to let you know how old the message is.



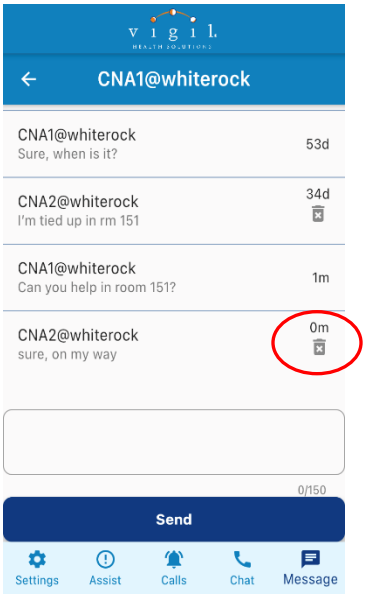
Touch the conversation you would like to open to see the history of the conversation.



Deleting Messages

Delete messages that you have sent by touching the trash icon on the right side of the message. You can not delete messages received by other users.

Deleting your sent messages will remove the message from the recipient's device as well.

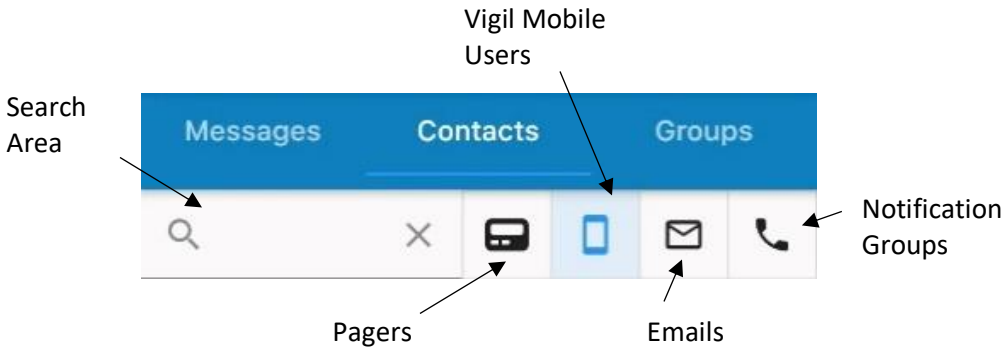


Contacts

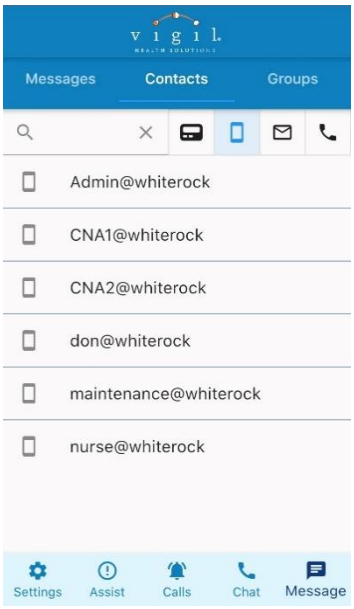
Filter your contacts by touching the icons of the devices you would like to remove.

If the icon is white, the contacts are NOT showing. If the icon is blue, the contacts ARE showing.

Or use the search area to type the contact you are looking for. These contacts will include only those that are used with your Vigil system. You cannot add contacts. If you believe one is missing, please reach out to our support team at 877-850-1122.



To send a message to an individual user:



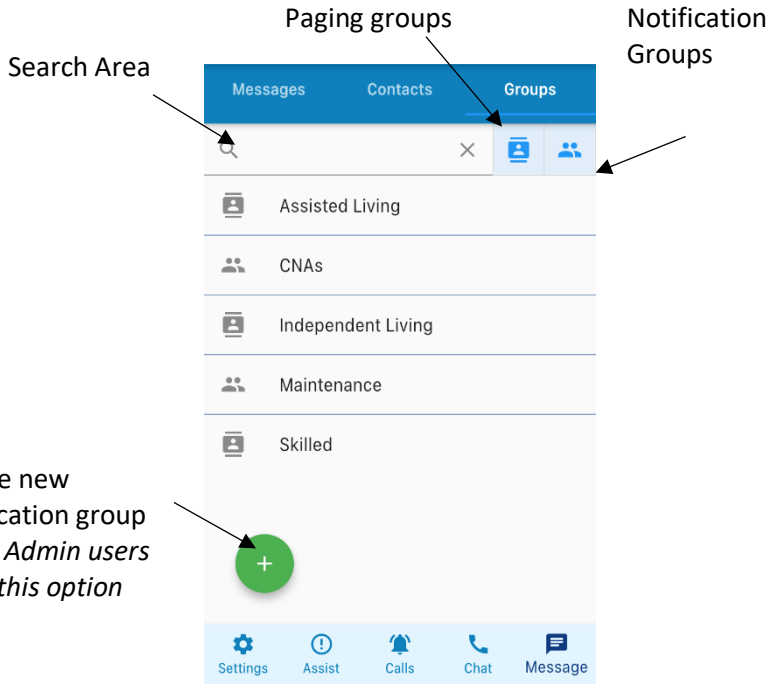
1. Touch **Message** at the bottom of your screen.
2. Touch the user you would like to message. **you can filter the contacts by touching the icons you would like to remove. In this example, only the Vigil Mobile users are selected and showing.
3. Type your message and touch **Send**.

Message Groups

Send a message to a group of people using the Group tab.

There are 2 types of groups:

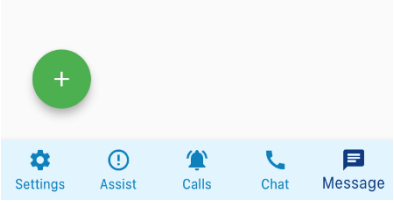
1. **Paging Groups** –This is used for communities who have a combination of pagers and the Vigil Mobile app. You are not able to modify this group. Contact Vigil if you need any changes.
2. **Notification Groups** – Groups you have created to send communication to a select group of Vigil Mobile users. These groups can be modified.



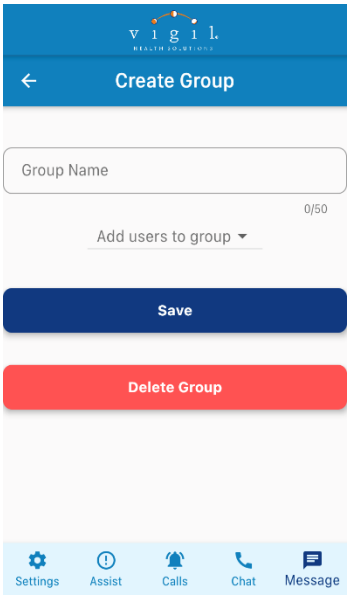
How to create a Notification Group

must be an **Admin user to create groups*

1. Touch **Messages**, then **Groups**
2. Touch the **green plus** at the bottom of the screen



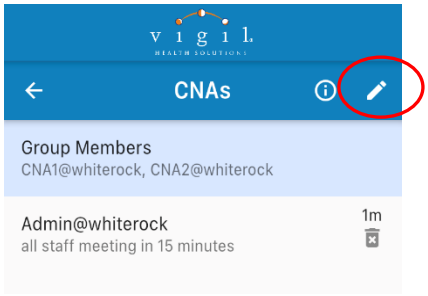
3. Type the name you want to call the group in the **Group Name** field
4. Touch **Add users to group** to select the users
5. Touch **Save**



How to edit a Notification group

must be an **Admin user to edit groups*

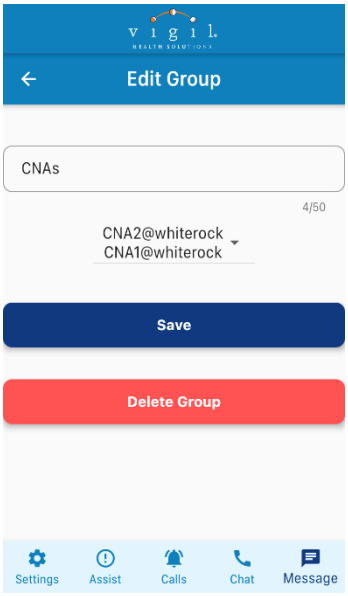
1. Touch **Messages**, then **Groups**
2. Touch the name of the Notification group. **You can only edit Notification groups, not paging groups.*
3. Touch the **pencil** icon at the top to edit the group. Adjust the name or members.
4. Touch **Save**.



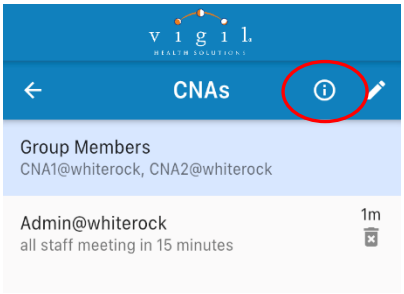
How to delete a Notification group

must be an **Admin user to delete groups. * Paging groups can not be deleted from the app*

1. Touch **Messages**, then **Groups**
2. Touch the Notification group you would like to delete
3. Touch the **pencil** icon
4. Touch **Delete Group** and confirm



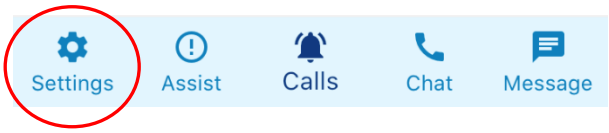
How to see the members of a Notification group



1. Touch **Messages**
2. Touch Notification group
3. Touch the **info** button at the top of the screen. The members will be displayed at the top of the screen under **Group Members**

Menu Options

Click the **Settings** button at the bottom left to access the following:

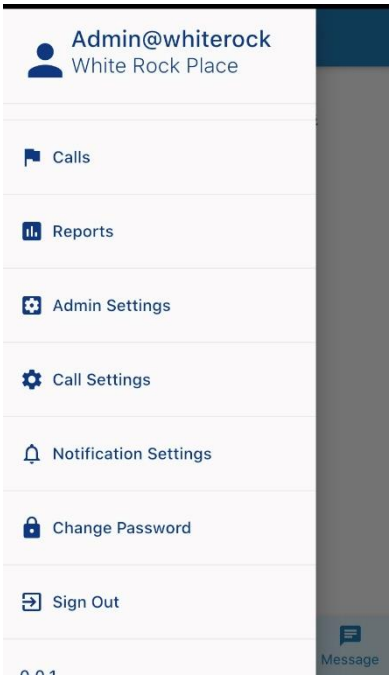


Calls

- Takes you to the Active Calls screen

Reports

- View the last 24 hours of call history
- See the Idle Alert report for pendants



Admin Settings – *must be an Admin user to access*

- Lock filter, notification, and password settings
- Set default notification sounds for all calls or individual calls

Call Settings

- Change the active calls sort order
- Filter the types of calls you receive
- Filter the areas you receive calls from

Notification Settings

- Turn push notifications on or off
- Set escalation notification

Change Password

- Change your password, or the password for another user if you are an Admin user

Sign Out

- Log out of the app. This will stop all notifications

Reports

There are 2 reports accessible on the Vigil Mobile app.



1. **Call History:** This will display all the calls that have been raised and cancelled in the last 24 hours. It's a quick view of your call history and how long it took for the call to be answered. Active calls will not be included in this report until the call is canceled. Click 'Refresh' to update the list.
2. **Idle Alert:** This will show a list of pendants that have not moved in the past 24 hours. *Note:* The Idle Alert option must be enabled in the wireless devices screen of the Vigil Remote software for the pendant to be monitored.

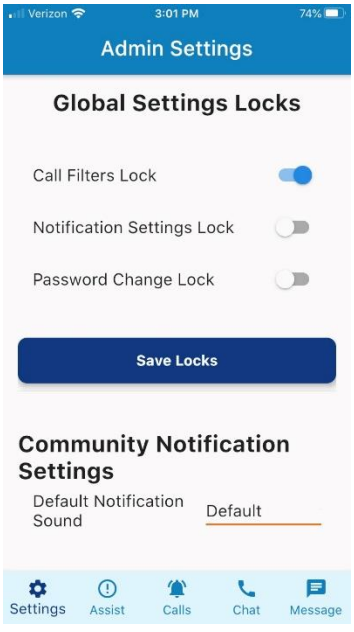
***Note: to see call history beyond the past 24 hours go to the Vigil Remote software in your community. ***

Admin Settings

You must be an Admin user to access this screen.
If you do not see this screen on your device, you do not have Admin privileges.

Global Settings Locks

To lock the settings outlined in this screen, you must be logged in with your Admin user credentials. Adjusting any of these settings will change them for all users in your community on their next login.



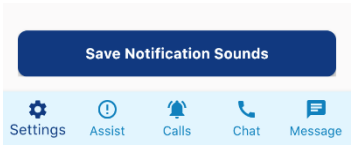
1. **Call Filters Lock**
   a. Turn this ON (button to the right) when you want to lock the filters set up for your users. Filters are described in more detail on the following page.
2. **Notification Settings Lock**
   a. Turn this ON when you do not want the users to change the notification settings.
3. **Password Lock**
   a. Turn this ON when you want to stop the other users from being able to change their password.

Touch **Save Locks** after making changes.

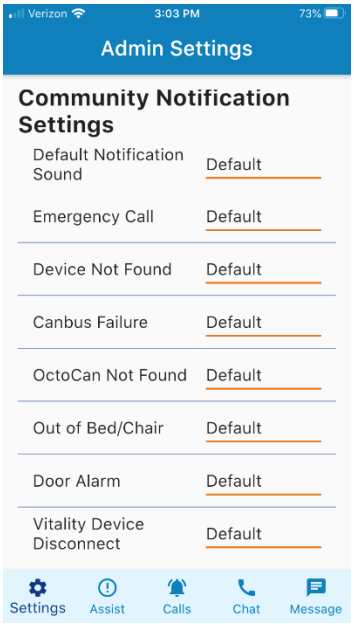
Community Notification Settings

Using the Notification Settings allows you to adjust the audible alert for all calls or specific call types.

1. Touch **Default** beside Default Notification Sound to change the sound for all calls.
2. Touch on **Default** beside a specific call type to change the sound for that call type.
3. There are 8 sounds to choose from, just touch **Save Notification Sounds** at the bottom of the screen when finished.



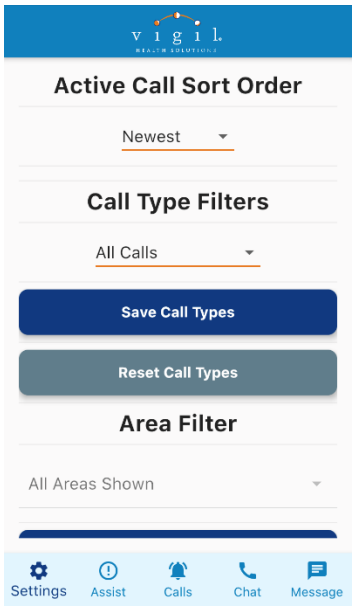




Call Settings

Active Call Sort Order

This setting allows you to change the order of how your Active Calls show on the screen. Leave the default order or choose by Description, Oldest or Newest showing first. Once you choose your option, click **Save**.



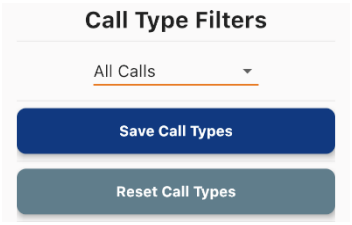
Call Type Filter

Allows you to choose which types of calls you will receive. For example, care staff will typically receive “Regular Calls” which are calls generated by residents. Maintenance staff may only receive “Maintenance Calls” which include supervisory messages such as low batteries.

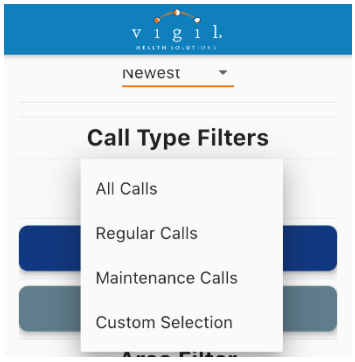
Area Filter

Allows you to select which areas you want to see calls from. You may choose to only receive calls from a particular care level or floor. For example, if you work in memory care you may only want to receive calls from memory care and not the assisted living area.

To edit Call Types:

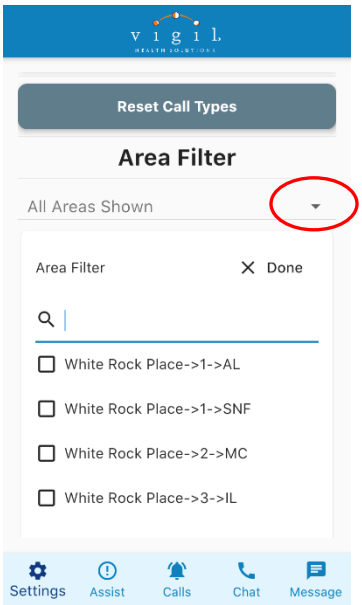


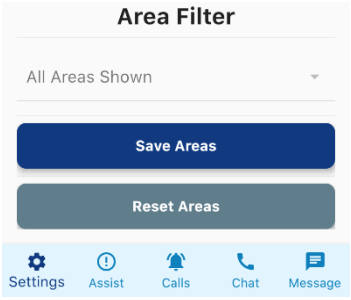
1. Touch on “All Calls”.
2. To receive only resident calls, **uncheck** “All Calls” and **check** “Regular Calls”.
3. To receive only maintenance type calls, **uncheck** “All Calls” and check “Maintenance Calls”.
4. Click on the **X** in the top left corner to close the list.
5. Under the top 3 options (All Calls, Regular Calls and Maintenance Calls) there is a list of all the calls that make up “Regular Calls” and “Maintenance Calls”. This can be used if a certain user only needs to see specific call types. **Use with caution**! If you drill down too much you might miss calls.
6. Click **Save** to save changes.
7. Click on **Reset** to automatically go back to **All Calls** selected.



To edit Areas:

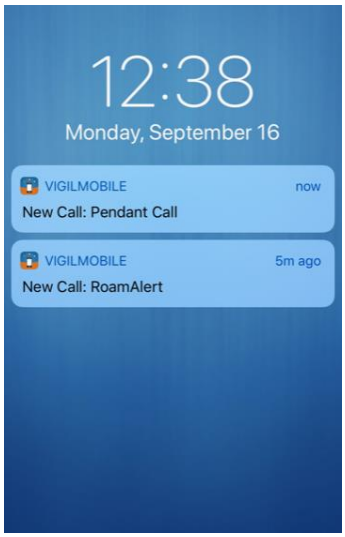
1. Touch on the **drop-down arrow** beside All Areas Shown
2. Select one or multiple **areas** to be shown on the calls screen
3. Touch **Done** in the top right corner.
4. Click **Save** to keep your changes





5. Click **Reset Areas** to automatically go back to all areas selected

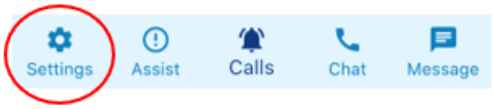
Notification Settings



Push notifications are the alerts you get on your device when the screen is locked. Notifications for the Vigil Mobile app must be allowed on the device you're using the app on (iTouch, iPod, Android etc.), as well as in the settings of the Vigil Mobile app if you'd like to receive them.

To edit Push Notifications:

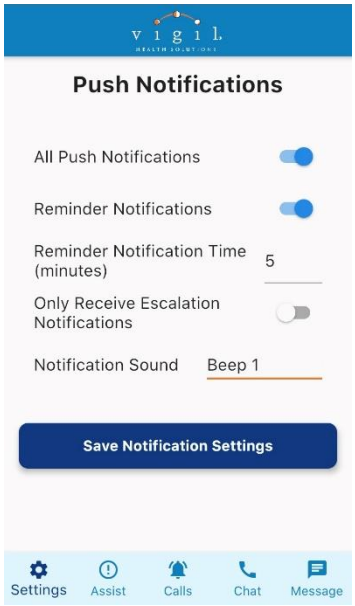
1. Touch Settings, then Notification Settings.



2. **All Push Notifications**

   When the indicator is swiped right (blue) it means you will receive push notifications. ***NOTE**: Notifications also need to be ON for the app in the **settings of your device** or it will not work. *

   a. Swipe the indicator left (it will turn white) to turn push notifications **off**.



3. **Reminder Notifications**

   If push notifications are on, the reminder notification will send repeat notifications at regular intervals if a call is still active (has not been reset).

4. **Reminder Notification Time (minutes)**

   Set the notification repeat time if you would like it to be different than the default 5 minutes.

5. **Only Receive Escalation Notifications**

   Leave it off if this user will be a CNA or a first responder to a resident call. Turn it **On (swipe right)** if the user is a Nurse, Supervisor or Management. This will delay the notification and act as an escalation.

6. **Notification sound**

   Touch the Beep 1 to change the sound. Choose between 8 different sounds. You can also have it vibrate if you have your push notification settings set to vibrate.

7. Click **Save Notification Settings** at the bottom to save your changes.

In addition to the sound and push notifications, you will see the number of active calls on the app icon on your devices home screen (for iOS users).

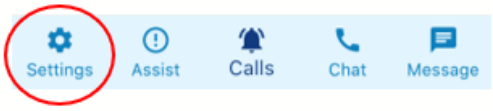


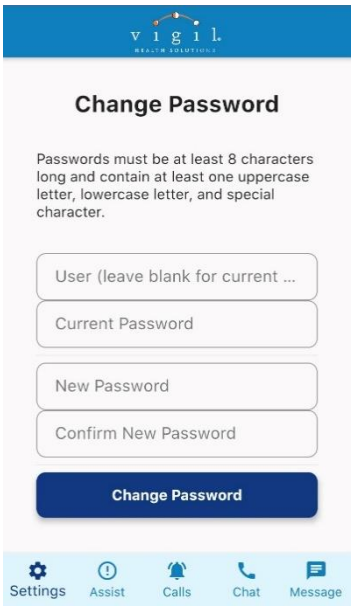
Change User Password

With this feature, you can change the password for yourself or another user (if you are an Admin user).

This feature can be locked by an Admin user

1. Touch Settings, then Change Password.





2. Enter the **Username** of the user you want to change the password for
3. Enter the **current password**
4. Enter the new password and confirm it
5. Touch **Change Password**
6. **Test** the login to ensure the password is working. You can do this by signing out on the device you are on and entering the username and new password or ask the user to confirm it on their own device.

Signing Out

When you have finished your shift, or you are no longer at work, you can sign out.



1. Touch the **Settings** button at the bottom of the screen
2. Touch **Sign Out**

****This will stop all notifications from the Vigil system.***