

TEQ-Home

# Quick Start Guide

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Please create you SOFIHUB portal account before beginning set up.

# 1. Setting up your TEQ-Home

Turn the device on and attach the included aerial to the back of the unit, this will be inside the box under the first layer of sensors. After a few moments the device will greet you with a welcome chime indicating that the 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**

**Please select your location**

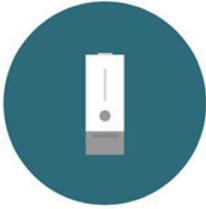
**Australia/New Zealand Portal OR United States/Canada Portal**



To create your **SOFIHUB portal** account:  
Click “Create Account” and follow the prompts to link your device to the portal.

A screenshot of the SOFIHUB login page. It features the SOFIHUB logo at the top. Below it are two input fields: "Email Address" and "Password". There is a "Remember me" checkbox and a "Forgot Password" link. A blue "Log in" button is positioned to the right of the password field. Below these elements is a link that says "Don't have an account yet?" and a large blue "Create Account" button. A blue arrow points from the "Create Account" button to the next form.A screenshot of the SOFIHUB account creation page. It features the SOFIHUB logo at the top. Below it is the heading "Create an account" and the text "Tell us a bit about yourself...". There are several input fields: "First name", "Last name", "Email", "Mobile" (with a country code dropdown), "Password", and "Confirm". Each field has a red asterisk indicating it is required. At the bottom, there is a reCAPTCHA widget with the text "protected by reCAPTCHA" and "Privacy Terms". Below the reCAPTCHA are "Back" and "Create Account" buttons.

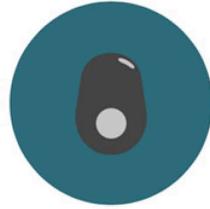
## What are you claiming?



TEQ-Home  
(For use inside the home)



eazense  
(For use inside the home)



TEQ-Secure  
(For use outside the home)

You now will be asked to activate your sim card, please follow the steps to do so.

Whoops, we need to activate the SIM in your SOFIHUB beacon!

This process normally takes less than five minutes. To activate SIM card press the button below. SIM card activation happens in the background so that means you can stay here on this page and we will update you once the SIM is activated or you can come back later at any time.

Activate SIM

We are activating the SIM card in your SOFIHUB beacon, please wait!

This process normally takes less than five minutes. You can stay here and we will automatically keep checking if its finished for you. You can close this window if you like and return at a later stage\*, we will keep monitoring activation in the background.



\*You will need to pick this device again from the device selection screen.

## 3. Subscribe to monthly monitoring fee

Whoops, we're missing your payment details!

A subscription is needed to use your SOFIHUB Beacon. We need a payment method for the subscription.

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

Please add your payment details below to start your subscription.

Card number MM / YY CVC

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.

One device = \$20.00 per month. This covers usage of the included sim card and all online portal access.

## 4. Activating the sensors

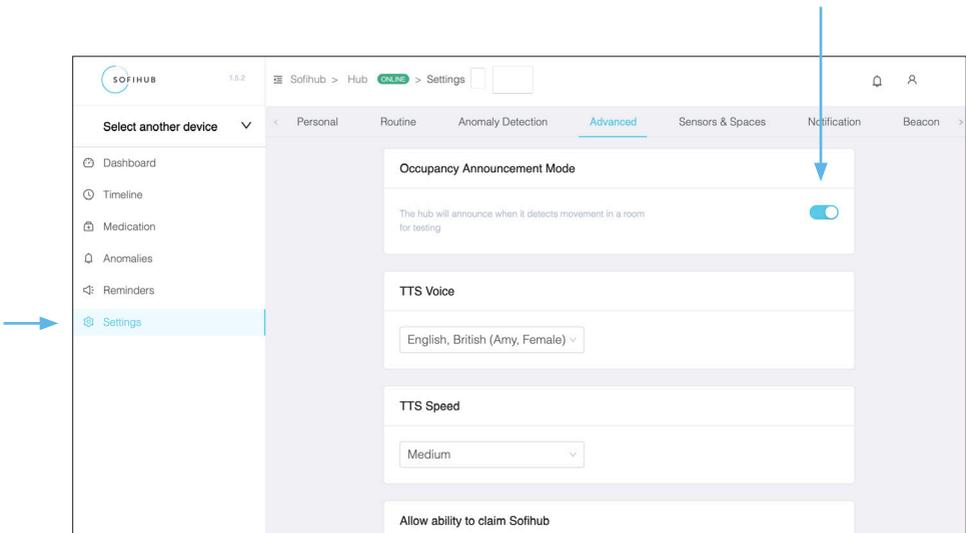
Remove the cover from the back of the sensor, hold the batteries in place and remove the plastic tab. Place the cover back on and set the sensor down next to the hub. Repeat for all sensors. A light will appear on the front of the sensor indicating that it is in working order.

### 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.

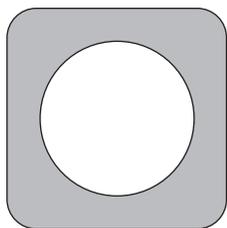
The hub will announce when it detects movement in a room.



## 5. Installing and testing the sensors

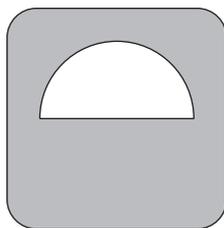
It is important that the positioning of the sensors are carefully considered and correctly placed in the occupant's home.

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



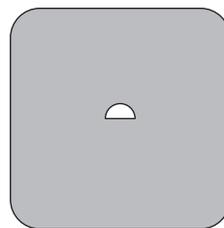
**UNCOVERED**

(motion)



**PET COVER**

(motion)



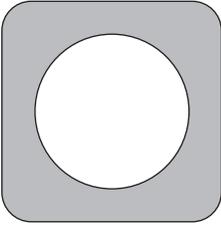
**TRANSIT COVER**

(transit)



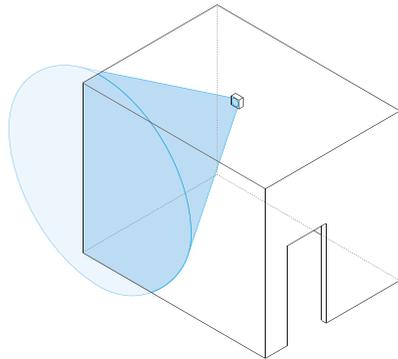
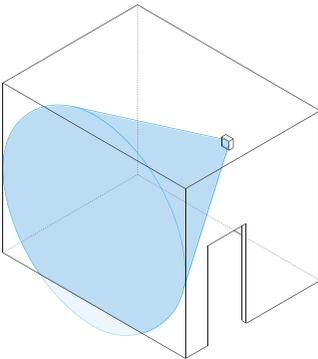
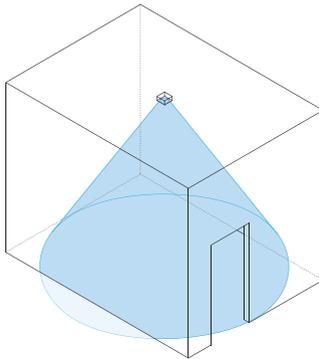
Sensor trigger area

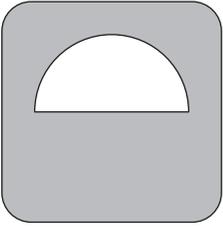
Please note that the illustrations are not to scale and is simply a visual demonstration of the sensor placement and covers in effect.



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

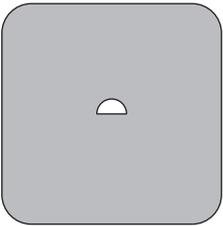
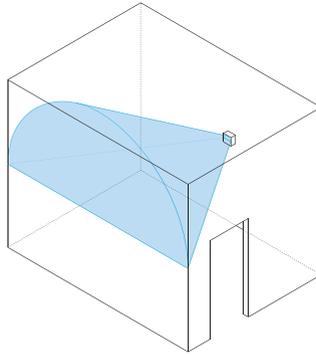
### UNCOVERED





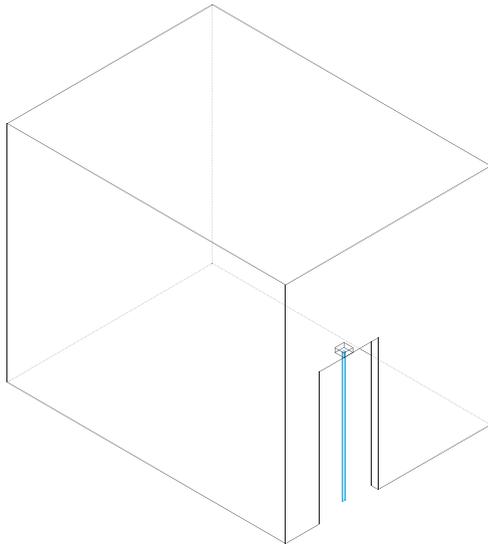
### **PET COVER**

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.

The screenshot shows the Sofihub app interface. The top navigation bar includes the Sofihub logo, version 1.5.2, and the breadcrumb 'Sofihub > Hub ONLINE > Settings'. Below this is a secondary navigation bar with tabs: Personal, Routine, Anomaly Detection, Advanced, **Sensors & Spaces** (highlighted), Notification, and Beacon. A blue arrow points to the 'Sensors & Spaces' tab. On the left, a sidebar menu lists: Dashboard, Timeline, Medication, Anomalies, Reminders, and **Settings** (highlighted with a blue arrow). The main content area is titled 'Sensor' and contains a descriptive paragraph: '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.' Below the text is a table with three columns: 'Name of Sensor', 'Located in the Space', and 'Action'. The table lists four sensors: Bathroom Motion, Bathroom Transit, Bedroom Motion, and Bedroom Transit, each associated with its respective room. The 'Action' column for each sensor contains links for 'Edit', 'Replace', 'Remove', and 'Resend Config'.

Name of Sensor	Located in the Space	Action
Bathroom Motion	Bathroom	Edit Replace Remove Resend Config
Bathroom Transit	Bathroom	Edit Replace Remove Resend Config
Bedroom Motion	Bedroom	Edit Replace Remove Resend Config
Bedroom Transit	Bedroom	Edit Replace Remove Resend Config

## 7. Complete testing

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

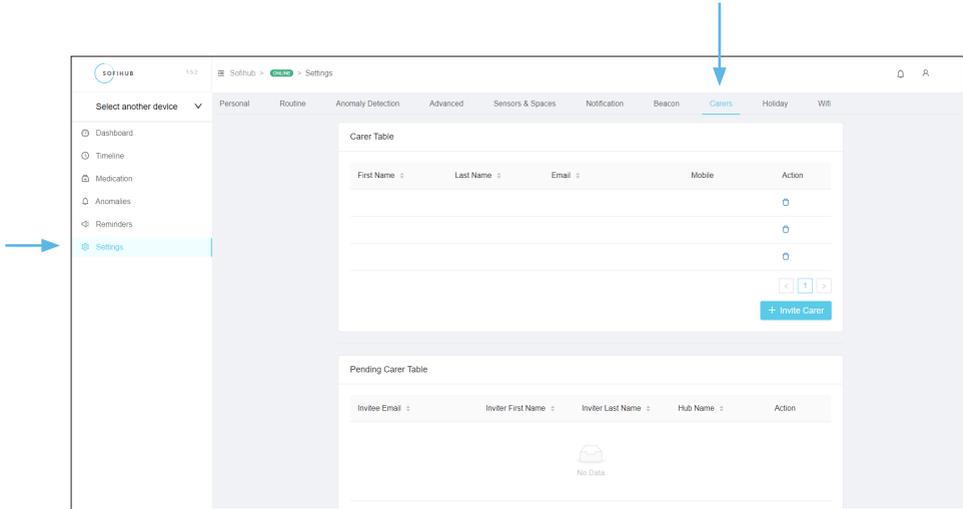
Settings > Advanced

The screenshot shows a settings card titled 'Occupancy Announcement Mode'. Below the title is a descriptive text: 'The hub will announce when it detects movement in a room for testing'. To the right of the text is a toggle switch that is currently turned off.

## 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 interface. On the left, a sidebar menu has 'Settings' highlighted with a blue arrow. The main content area is titled 'Settings' and has a top navigation bar with tabs: Personal, Routine, Anomaly Detection, Advanced, Sensors & Spaces, Notification, Beacon, Carers, Holiday, and Will. A blue arrow points to the 'Carers' tab. Below the navigation bar, there are two tables. The first is 'Carer Table' with columns: First Name, Last Name, Email, Mobile, and Action. It contains three empty rows and a '+ Invite Carer' button at the bottom right. The second table is 'Pending Carer Table' with columns: Invite Email, Inviter First Name, Inviter Last Name, Hub Name, and Action. It contains one empty row and a 'No Data' message with an envelope icon.

### 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.

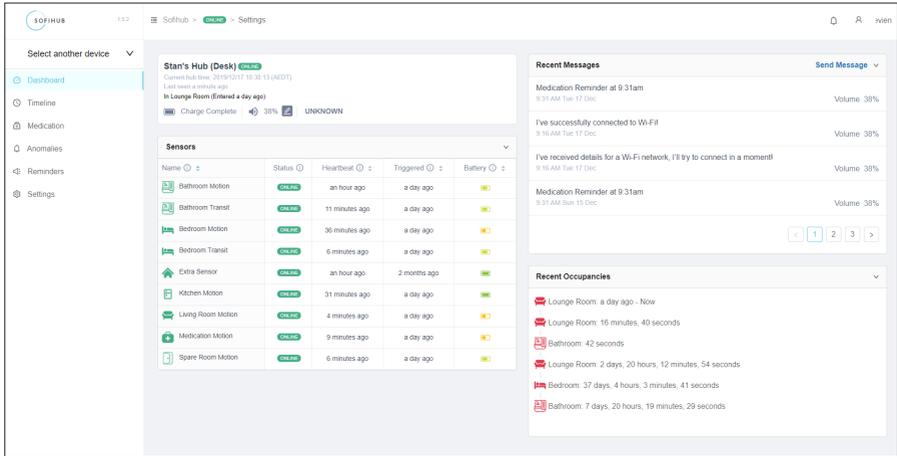
protected by reCAPTCHA 

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

# 9. Your SOFIHUB Portal

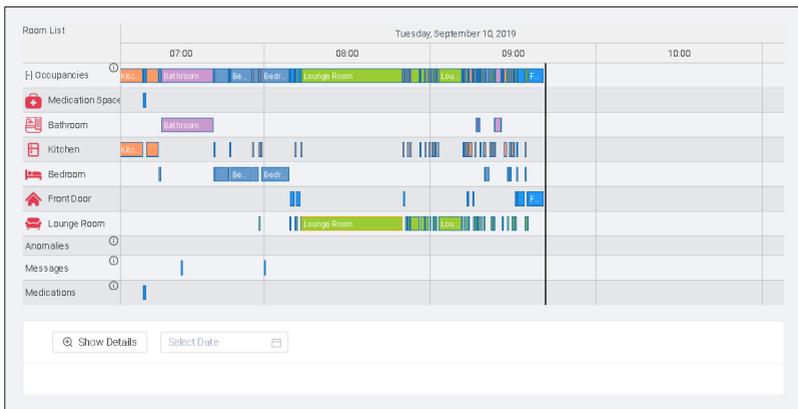
## 9.1. Dashboard

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	🗑️

The image shows a user interface for managing reminders. At the top, there are navigation buttons: a left arrow, a box containing the number '1', a box containing the number '2', and a right arrow. Below these is a blue button with a white plus sign and the text '+ Add Reminder' followed by a downward arrow. A dropdown menu is open below the button, listing three options: 'Time Based Reminder', 'Medication Reminder', and 'Occupancy Based Reminder'.



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