

CovaCare User Guide

Prerequisites

- A qualified technician has installed the security cameras in your home
- The server is running and operational
- You have been provided with the following information for each camera: IP address, Username, and Password

Getting Started

Step 1: Download CovaCare App

1. Download the CovaCare mobile app from your device's app store

Step 2: VPN Setup

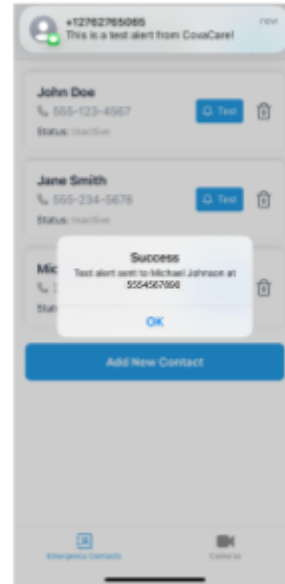
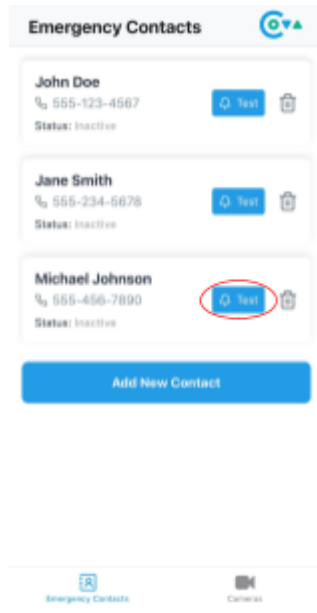
1. Install the VPN client provided by your technician
2. Enter the VPN credentials
3. Connect to the VPN before using CovaCare

Step 3: Add Emergency Contacts

1. When you first open the app, you'll be taken to the Emergency Contacts screen
2. Tap the "Add New Contact" button
3. Enter the contact's information (set the contact as "Active" to receive alerts)
4. Tap "Save" to add the Contact

Step 4: Test Contact Numbers

1. Go back to main emergency Contacts
2. Tap “Test” button to test if the emergency contacts are configured correctly

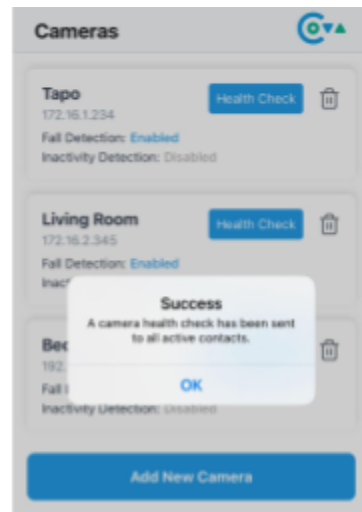
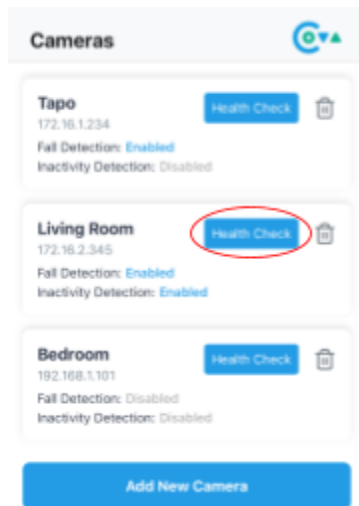


Step 5: Add Cameras

1. Navigate to the Cameras tab
2. Tap “Add New Camera”
3. Enter the camera details
4. Configure detection settings
5. Tap “Save” to add the camera

Step 6: Test System

1. Go back to main Cameras tab
2. For each camera:
 - Tap the “Health Check” button
 - All active contacts will receive a test alert with a current camera image



3. If the health check fails:
 - Verify the camera IP address, username, and password
 - Ensure the camera is powered on
 - Check your network connection
4. If the health check succeeds, your system is ready to go! Confirm all entered information is accurate and let CovaCare run in the background.

Important Notes

- Keep at least one emergency contact active at all times
- Regularly test the system using the health check feature
- Update contact information promptly if phone numbers change
- The system will automatically send alerts to all active contacts when:
 - A fall is detected (if fall detection is enabled)

- Prolonged inactivity is detected (if inactivity detection is enabled)
- A health check is requested