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1 Overview

1.1 Features of The DeliverED Home System



Simple Parcel Drop-Offs for Couriers: We have ensured that our mailboxes are simple and efficient for couriers to use, as we recognise that they are on tight schedules and don't have time to mess with a complicated device. Couriers simply push a clearly labelled button on the mailbox, which opens the drop-off compartment.



Device Locking: All devices come with the option to lock the drop-off compartment, preventing anyone from delivering anything to your mailbox. This can be useful for when you are not expecting any deliveries, and also automatically occurs when your mailbox is full.



Real-Time App Notifications: Real-time alerts from our DeliverED app tell you everything you need to know about your mailbox. We let you know immediately when a parcel has arrived, when your device is low on charge, and when your mailbox is full. Our app also provides multiple security alerts, so you can rest easy knowing your parcels will be safe when you return home.



Intuitive Device Interaction: The primary interactions you will have with our mailboxes will be to lock and unlock them. We have ensured that performing these actions is a simple and intuitive process, taking accessibility and usability into heavy consideration. The device doors can be controlled with the push of a clearly labelled button on our App.



Secure Parcel: Compartment Separate from Delivery Compartment Once a parcel has been dropped into the mailbox by a courier, it is transferred into a separate secure compartment, only accessible via our DeliverED app. This prevents any previously delivered parcels from being removed during delivery.



UV Parcel Sanitation: The secure compartment of each device comes with safe built-in UV light, which effectively sanitises your parcels without damaging them.



Long Battery Life: All DeliverED devices come with a long-lasting battery, and an in-built safety mechanism to ensure that even if your device runs out of charge, your parcels will be protected. An electromagnetic lock ensures that upon power failure, the mailbox remains locked, rather than unlocked. Our app will notify you when your battery is low, and we provide cheap and easy battery replacement services, so you won't be caught off guard.



Tamper Proof Devices: All our devices are made of tough materials, making them both tamper and weather resistant. Our mailboxes fit securely to your wall or floor, and this coupled with real-time security alerts via our App gives you what we hope to be total confidence in the safety of your parcels.



Simple Device Ownership Customization: In the event that you are away from home for extended periods of time, we recognise that it may be necessary for someone else to collect your parcels for you. Both for this reason, and to accommodate shared households, we have implemented shared mailboxes. You can easily add and remove other registered DeliverED customers from your device's permissions, enabling them to open and close your device via the App on their own mobile device.

1.2 Functionality Overview

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1.3 Functionality Breakdown

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2 Installation and Operation

2.1 Installation

When your DeliverED Home mailbox arrives, it is highly recommended that you call one of our expert handyperson to install it for you. For a small fee, this will handle everything from getting your device securely attached to a wall or the ground to prevent theft as well as setting up the internal micro-controller to connect to your home Wi-Fi. If you would rather perform the installation yourself however, full instructions on everything required to get your device up and running are detailed below. These are the same instructions our handymen will follow when setting up your device for you.

You will need:

- DIY tools (A drill, bolts to secure the device, etc.)
- An Android mobile phone (running Android 5 (Lollipop)¹+))

Step 1: Physical Installation

The DeliverED Home mailbox is heavy, but to prevent a would-be thief from simply taking the whole device, we highly recommend the first step to be securely bolting it into either a wall or the ground. Ensure that your chosen bolting method is secure and does not interfere with the internal workings of the device such as the lift. You will then need to turn on the internal power supply, which can be done at the flick of an internal switch.

Step 2: Micro-Controller Setup

Inside your mailbox, you will find a small area beneath the lift which contains the key electronics of the device, including a Particle Photon, a small microcontroller that works as the brains of the device. For this step you will need to download the Particle app and sign into it. Once you are logged in, press the small SETUP button on the microcontroller until the light begins to blink blue. Then, tap the ‘+’ button on the Particle app and go through Wi-Fi setup. This should add the credentials of your home Wi-Fi to the device, allowing it to function.

Step 3: App Installation

Now your device is ready to go, and all you need to do is download our DeliverED app to use it! Once you are signed into the app, you will need to use the claim code which you should have received alongside the device. For advice on adding your device using the app, please see ‘Managing Your Devices’ (Section 2.3.2) under Software Operation.



2.2 Hardware Operation

Your DeliverED Home mailbox is made up of two main sections – the delivery section and secure section. The delivery section is the upper door of the device, where packages can be placed inside to be delivered. This section can be locked in your app to prevent deliveries if you’re away or not expecting any. The secure section is where your packages are stored and can be accessed via the bottom door. This door is always locked, unless opened via the DeliverED app or emergency manual key. Inside you’ll find your packages neatly piled up on top of a lift mechanism that is used during the delivery

¹Android Lollipop - Wikipedia, https://en.wikipedia.org/wiki/Android_Lollipop

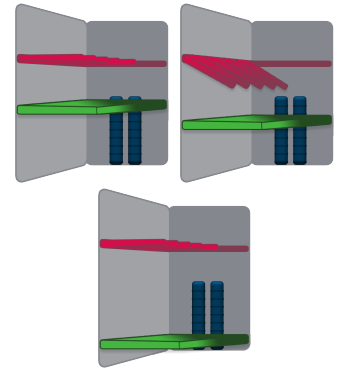
process. Instructions on how to perform common actions using the app are detailed under the ‘Software Operation’ section.

Delivering a package

When a mailperson arrives to deliver a package, the process is simple. First, they will open the upper door and place the package inside the delivery section. Next, the door is then closed again and once done they may can press the ‘deliver’ button on the front of the device. This is all the input required to deliver a package, unless the mailbox is full or otherwise locked.

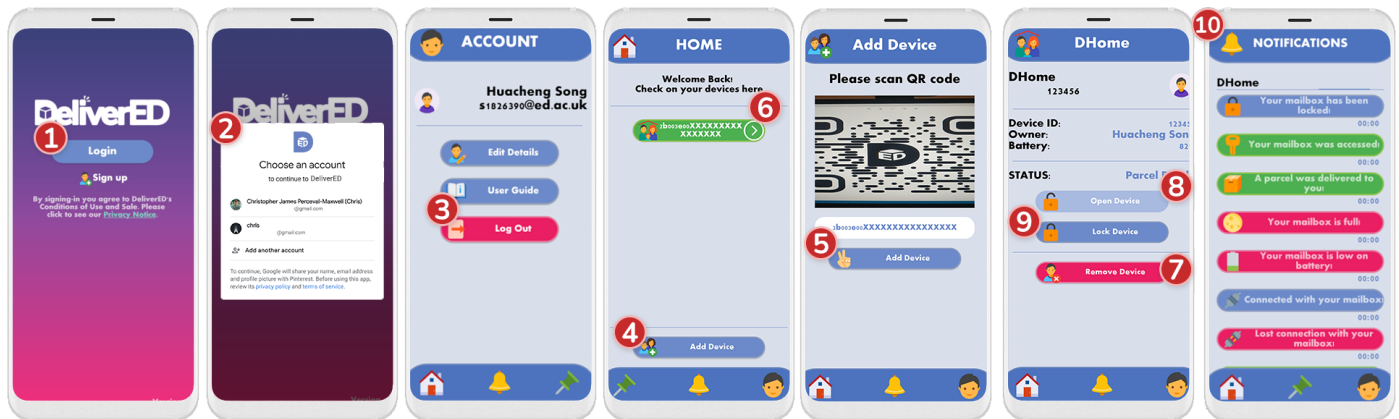
Internally, the delivery process is as follows:

1. Deliver button is pressed and delivery door locked.
2. Internal lift is raised to its maximum height, taking into account existing packages. This height is detected via an infrared sensor on the inside. [Watch](#).
3. Trapdoor is unlocked, dropping the package a very short distance onto the lift platform.
4. Internal lift is lowered all the way down. [Watch](#).
5. Trapdoor is closed, and the delivery door unlocked. [Watch the entire cycle of events](#).



2.3 Software Operation

This section will cover how to use the companion Android application. Please refer to the Troubleshooting section if you encounter any issues completing these tasks.



2.3.1 Managing Your Account

Logging In (See items 1 and 2)

Before you can control a device, you need to create an account with us! To do this, we ask you to log into our app using your Google account. Since you are using an Android phone, your phone should remember your login details. If you don't want to use this account, you can choose to log in with a new existing Google account, or create a new one (if you have already made an account with us, just login using the same Google account).

By logging in, you agree to our [Privacy Policy](#).

Upon successfully logging in you will be brought to the Device Manager/Home Screen. This is where you can view

all the devices (mailboxes) you have connected to your account. If you have just created your account, you will see no devices here yet!

Logging Out / Switching Accounts (See item 3)

If you wish to log out of the app, or switch accounts, navigate to your Profile by tapping the avatar (right-most) icon on the navigation bar located at the bottom of your screen. Then tap 'Log Out' and confirm your action! You will be brought back to the login screen.

2.3.2 Managing your Devices

Navigate to the Home Screen by tapping the home (left-most) icon on the navigation bar located at the bottom of your screen.

Adding A Delivered Home Mailbox (See items 4 and 5)

To add a new mailbox, tap the 'Add Device' button and scan the QR code². This will grab the mailbox's ID and autofill the necessary information all for you! Now that you have the device credentials, you can save these options and operate your new mailbox!

Removing A Delivered Home Mailbox (See items 6 and 7)

Proceed with caution !

Choose the mailbox you wish to proceed with and then, tap the red 'Remove Device' button. You will now see your device is removed from your Home Screen!

Accepting Your Deliveries

In order to accept deliveries, you must keep the 'Trap Door' unlocked. To do so, choose the mailbox you wish to proceed with and tap the 'Open' button. Your mailbox is now ready to accept deliveries!

Prevent Deliveries

In order to prevent deliveries, you must keep the 'Trap Door' locked. To do so, choose the mailbox you wish to proceed with and tap the 'Close' button. Your mailbox will no longer accept deliveries!

Accessing Your Deliveries (See items 6, 8 and 9)

Choose the mailbox you wish to proceed with and then tap 'Unlock'. You will now be able to open the delivery door and collect your parcel!

Important: Remember to lock your device again by tapping 'Lock' located beside 'Unlock'!

Change Your Device Name

Choose the mailbox you wish to proceed with and open the dropdown menu. Then, tap on 'Full device information and settings'. From here, tap the textbox beside 'Device name' and simply type in what you like! Then tap the 'Save' button located underneath the users.

Remove A User With Access To Your Device

Choose the mailbox you wish to proceed with and open the dropdown menu. Then, tap on 'Full device information and settings'. From here, tap the checkbox beside a users name and then tap the 'Save' button located underneath the users.

2.3.3 Mailbox Notifications

²QR Code - Wikipedia, https://en.wikipedia.org/wiki/QR_code

(See item 10) Navigate to the Notifications by tapping the bell (middle) icon on the navigation bar located at the bottom of your screen. You can dismiss notifications by swiping them to the left!

3 Troubleshooting

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4 Extras

Click the buttons below!

ONLINE USER GUIDE

LEAFLET

AD