

TEC™ *Angel*
Technology Enabled Care



Commands



Helping people to stay
in their own home for longer

Commands

Please read the introduction below and then select from five easy sections to communicate with your TEC-Angel:

-  An Introduction to Alerts and Commands (with examples)
-  Basic Commands
-  Commands you might set up now and change infrequently
-  Commands you only need for initial setup
-  Commands for extended systems with more movement and door sensors
-  Commands you only need if there is a problem

An Introduction to Alerts and Commands

In this guide anything shown in capitals such as 'LOUNGE' is a command you can text to the TEC-Angel; similarly any series of capitalised words joined by dashes such as Bed-Time-Alert (BTA) is an expression you must send in abbreviated form 'BTA' to the TEC-Angel.

This capitalisation example is just to highlight the commands, in practice the TEC-Angel doesn't mind if it's upper or lower case, but it's worthy of note at this early stage that modern smartphones don't try to auto-correct words in ALL CAPITALS as they assume it's an abbreviation they don't recognise. So whereas as 'bta' may get corrected to 'bra' the first few times you type it on an iPhone, 'BTA' generally remains uncorrected!

When setting time durations, the TEC-Angel recognises 's' for seconds, 'm' for minutes, 'h' for hours, and 'd' for days, so "5m", "17m", "2h", "4h 30m", "24h" "3d 17h" are all valid entries.

Times of day may be in 12-hour format (e.g. 7:00a, 10:30p) or 24-hour format (0700, 2230). It also recognises 'midday' and 'midnight' (which are midday: 12:00p, 1200, and midnight: 12:00a, 0000). If you are happy using a 24-hour clock, then it avoids having to enter the full colon character between the hours and minutes, and of course the need for "am" or "pm". The TEC-Angel will display all times in the format you last used to enter a new value, assuming that is your preferred method. Taking the LOUNGE command as an example:

Help

A command on its own, or followed by HELP requests the help information on that command, for example:

LOUNGE HELP

The LOUNGE alert, now 'ON' is sent if Uncle Fred spends longer than '2 hours 30 minutes' in the lounge.

To change the alert time text:
LOUNGE with a value between 10 seconds and 6 hours e.g
LOUNGE 2h

To enable or disable this alert text: LOUNGE ON or OFF

LOUNGE

The LOUNGE alert, now 'ON' is sent if Uncle Fred spends longer than '2 hours 30 minutes' in the lounge.

To change the alert time text:
LOUNGE with a value between 10 seconds and 6 hours e.g
LOUNGE 2h

To enable or disable this alert text: LOUNGE ON or OFF

Query

A command followed by a question mark queries the current setting of that command, for example:

LOUNGE ?

The LOUNGE alert is currently set to '2 hours 30 minutes' and is 'ON'

For further information text:
LOUNGE HELP

Change

A command followed by a value sets that new value, for example:

LOUNGE 3H 15M

The LOUNGE alert has been changed to '3 hours 15 minutes' and is 'ON'.

For further information text:
LOUNGE HELP

LOUNGE OFF

The LOUNGE alert has been changed to '3 hours 15 minutes' and is 'OFF'.

For further information text:
LOUNGE HELP

Status

Some commands don't have values to set, but just ask a question, for example ACTIVITY ?

ACTIVITY ?

Latest: IN BED 43m ago
10:44pm HALL for 17s
10:35pm BATHROOM for 9m
10:35pm HALL for 22s
8.58pm LOUNGE for 1hr 37m
8.57pm HALL for 55s

Okay, that's the basics of communicating with your TEC-Angel, so here are the Commands in greater detail:

Basic Commands

These five basic Commands are very helpful, some of which you might use on a regular basis.

Command: **ACTIVITY ?** *Possibly the most useful command.*

Function: Provides a list of the last five rooms occupied and for how long. If you get a text alert, and don't want to phone the person being cared for, then this will tell you what they have done recently.

Command: **TEST**

Function: Enables or disables the RED indicators on the sensors. Useful for 'Walk Testing' the initial sensor placement. Can be turned off if the indicators are annoying or invasive.

Allowable Values: ON/OFF*

Default Value: ON

Command: **HELP**

Function: Provides a link to the online User Guide or online Command Summary, and a further command "HELPTXT" to receive a command summary by text.

Command: **SEND**

Function: Makes the TEC-Angel send a one word text. Useful for requesting a stop to promotional messages that it will forward on to you.

Allowable Values: <word> <number> e.g. "SEND STOP 9744" or "SEND BALANCE 21202".

Command: **FORWARD**

Function: Tells the TEC-Angel to forward to the primary carer any messages it receives such as SIM Credit warnings etc.

Allowable Values: ON/OFF *(best left on) **Default Value:** ON

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Commands You Might Set Up Now and Change Infrequently

Unusually long time in one room

The TEC-Angel monitors each room and issues an alert if the person being cared for stays in a single place longer than might normally be expected. The commands for these places are:

Command: **HALL** **Default Value:** ON/15m

Alert: Too long in the hall

Command: **LOUNGE** **Default Value:** ON/2h

Alert: Too long in the lounge

Command: **BEDROOM** **Default Value:** ON/45m

Alert: Too long in the bedroom (not if bedtime)

Command: **BATHROOM** **Default Value:** ON/30m

Alert: Too long in the bathroom

Command: **KITCHEN** **Default Value:** ON/45m

Alert: Too long in the kitchen

Command: **TOILET*** **Default Value:** ON/15m

Alert: Too long in the toilet

Allowable Values: ? (to query the value), 10s - 6h (to set a value), ON (to enable), OFF (to disable), HELP (for more information).

* The toilet sensor is an optional movement sensor for homes with toilets separate from the bathroom. See 'Commands for Extended Systems' for optional extra room and door sensors. The default values are intentionally quite short so that if you leave them set at default you will get alerts quite soon after installation and adjust them to more appropriate values for your loved one.

Unusually long time in any one place or without opening a door

The TEC-Angel also monitors for normal activity in the house anywhere, or if no doors have been opened for a certain period.

Command: **NMD**

Alert: No-Movement-Detected (anywhere, unless 'Out' or 'in bed')

Allowable Values: 1m - 12h/ON/OFF* **Default Value:** ON/2h 30m

Command: **NDO**

Alert: No-Doors-Opened

Allowable Values: 12h - 7d/ON/OFF* **Default Value:** ON/3d

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Going to bed late, Getting up late, and Disturbed Sleep

The TEC-Angel checks for them going to bed and getting up, or having a disturbed night's sleep caused by them leaving the bedroom multiple times (for the bathroom or a drink etc).

Command: **BTA**

Alert: Bed-Time-Alert (not 'in bed' by BTL, see below)

Allowable Values: ON/OFF* **Default Value:** ON

Command: **LTR**

Alert: Late-To-Rise (not 'up' by WTL, see below)

Allowable Values: ON/OFF* **Default Value:** ON

Command: **DSA**

Alert: Disturbed-Sleep-Alert (leaves bedroom multiple times in sleep time)

Allowable Values: 1 - 10/ON/OFF* **Default Value:** 3/ON

See 'Sleep and Bedtime' on the diagram 'Default Alert Settings for a Normal Day' on pages 34 and 35.

Command: **BTE****

Function: Bed-Time-Earliest (the earliest time *they might* go to bed)

Allowable Values: 6:00pm - 11:59pm*

Default Value: 9:00pm

Command: **BTL****

Function: Bed-Time-Latest (the latest time *normally* to go to bed)

Allowable Values: 8:00pm - 2:00am*

Default Value: 11:00pm

Command: **WTE****

Function: Wake-Time-Earliest (the earliest time *they might* get up)

Allowable Values: 4:00am - 10:00 am*

Default Value: 7:00am

Command: **WTL****

Function: Wake-Time-Latest (the latest time *normally* to get up)

Allowable Values: 6:00am - midday*

Default Value: 9:00am

* Also allowed: "?" to query the current value, or "HELP" for additional information.

** The single command "TIMES ?" lists all four of the times above together with a few others in a brief table.

Door Left Open or Movement Elsewhere while a door is open

The TEC-Angel checks if a door is left open for too long, or if while a door is open there is movement in any other rooms (have they left the door open to a caller and have been persuaded to get something from another room?).

Command: **FDLO**

Alert: Front-Door-Left-Open (door open too long)

Allowable Values: 10s - 3h* **Default Value:** ON/4m

Command: **FDO**

Alert: Front-Door-Open

(...and movement detected in a different room **).

Allowable Values: ON/OFF* **Default Value:** ON

* Also allowed: "?" to query the current value, or "HELP" for additional information.

** The Front-Door-Location (FDL) command, see later, tells the TEC-Angel which room the front door is in.

Personal Safety or Too Long Outdoors

The TEC-Angel also checks if your loved one is out for longer than might be expected, whether that's too long OUT, too long in the GARDEN, simply out too late, or if they receive callers late at night:

Command: **OUT**

Alert: Too long out of the house

(they left the property by a door with 'street access' ***)

Allowable Values: 10s - 12h/ON/OFF* **Default Value:** ON/3h

Command: **GARDEN**

Alert: Too long in the garden

(they left the property by a door with 'garden access' ***)

Allowable Values: 10s - 6h/ON/OFF* **Default Value:** ON/2h

Command: **NHA**

Alert: Nobody-Home-Alert

(the property is empty during the Nobody Home times, see below)

Allowable Values: ON/OFF* **Default Value:** ON

Command: **DAN**

Alert: Door-At-Night

(a door has been opened during the Nobody Home times, see below)

Allowable Values: ON/OFF* **Default Value:** ON

Nobody Home times (overnight)

Command: **NHL****

Function: Nobody-Home-Latest (normally home by this time)

Allowable Values: Midday - Midnight* **Default Value:** 9:00pm

Command: **NHE****

Function: Nobody-Home-Earliest (normally NOT out before this time)

Allowable Values: Midnight - 11:59am* **Default Value:** 8:00am

* Also allowed: "?" to query the current value, or "HELP" for additional information.

** The single command "TIMES ?" lists these time together with others in a brief table.

*** The Front-Door-Access (FDA) command, see later, tells the TEC-Angel whether each door provides 'Street' or 'Garden' access (or both).

By bringing the Nobody-Home-Early and Nobody-Home-Late times close together (at midday), you can arrange to receive an alert if the person leaves the house or receives callers at **any** time of day.

Commands You Only Need for Initial Setup

Naming your system

In some messages to you, TEC-Angel needs to refer to the person being cared for by name, and this is set with the NAME command. There is a separate setting for the house/home name. (This command was mentioned earlier on in this guide, but it is repeated here for completeness).

Command: NAME

Function: The name of the person being cared for.

Allowable Values: Any text including spaces, e.g. "Mum", "Uncle Fred", "Mr Smith" etc.*

Default Value: "Person's NAME" (Enter with NAME command)

Command: PROPERTY**

Function: The name of the property where the TEC-Angel is located.

Allowable Values: Any text including spaces, e.g. "Flat 34", "13 Richmond Rd"*

Default Value: "PROPERTY Name"

* Also allowed: "?" to query the current value, or "HELP" for additional information.

** The Property Name is not currently displayed in the messages, but if you manage multiple systems and set the property name it will allow subsequent carers to identify the property in which this TEC-Angel is located.

Temperature Warnings

The TEC-Angel will alert you if any *occupied* room is outside of a normal temperature range. It will not give an alert for empty rooms.

Command: LTA

Alert: Low-Temperature-Alert

Allowable Values: 10C - 21C (Celsius)* **Default Value:** 17C

Command: HTA

Alert: High-Temperature-Alert

Allowable Values: 23C - 40C (Celsius)* **Default Value:** 33C

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Door Locations Inside and Out

In order to be able to alert you as to movement in 'other rooms' with the Front-Door-Open (FDO alert described earlier), the TEC-Angel needs to know what room the front door actually opens into (the default is the hall). The Front-Door-Location (FDL) command provides this and is shown below.

Command: FDL

Function: Front-Door-Location

(sets the room the Front Door opens into, the only room where movement is expected while the front door is open)

Allowable Values: HALL/KITCHEN/LOUNGE*

Default Value: HALL

* Also: "?" to query the current value, or "HELP" for additional info.

Also, to be able to separately alert you as to being too long OUT or in the GARDEN, the TEC-Angel needs to know where doors lead to on the outside of the property. This is academic when there is only one door, but relevant with multiple doors to an enclosed garden.

Command: FDA

Function: Front-Door-Access

(tells the system whether this door accesses the 'street', the 'garden', or 'both' to enable it to determine too long OUT or too long in the GARDEN)

Allowable Values: STREET/GARDEN/BOTH*

Default Value: STREET

Social Times

Not everything the TEC-Angel needs to tell you is critical, so some non-critical messages (such as a battery needs replacing) are delivered to you (the carer) within 'Social Times'. Set this to the times *you* are happy to get low-priority messages.

Command: [STE**](#)

Function: Social-Time-Early

Allowable Values: Midnight - 11:59am*

Default Value: 9:00am

Command: [STL**](#)

Function: Social-Time-Late

Allowable Values: Midday - Midnight*

Default Value: 9:00pm

* Also allowed: "?" to query the current value, or "HELP" for additional information.

** The single command "TIMES ?" lists these times together with a others in a brief table.

TIMES Summary Query

The "TIMES ?" query is a useful summary of times set on your TEC-Angel.

Command: [TIMES ?](#)

Function: Lists the four pairs of times set on the system:

Bed Time Earliest & Latest ([BTE & BTL](#))

Wake Time Earliest & Latest ([WTE & WTL](#))

Nobody Home Latest & Earliest ([NHL & NHE](#))

This is an overnight time, so it starts at latest, and ends at earliest!

Social Time Earliest & Latest ([STE & STL](#))

Allowable Values/Default Value: See earlier sections which describe these times in detail.

Registering and De-registering the main and additional carers' mobile phones

For your mobile phone to be able to communicate with the TEC-Angel, your phone has to be registered with the hub.

Command: [HELLO](#)

Function: Send "HELLO" to register your mobile as the primary carer. Changes to the configuration can only be made from this ONE number.

Allowable Values: Nothing required (it takes your number from the caller ID)

Default Value: Not Set

Command: [CARER](#)

Function: Set a second mobile phone to receive any alerts (additional carer), but the configuration cannot be changed from this number e.g. Primary Carer sends "CARER 07700123456".

Allowable Values: The additional carer's mobile phone number e.g. 07700123456 or +447700123456

Default Value: Not Set

Command: [DEREG*](#)

Function: To de-register a mobile phone number from the TEC-Angel.

Allowable Values: Specify either the primary or additional carer's mobile number

Default Value: N/A

* The DEREG command is unique in that it can be sent from *any phone*, not just the primary or additional carer's handsets. This is specifically to allow you to de-register a phone if it is lost and allow another number to register as carer. It is considered secure enough that to de-register a handset the person needs not only to know the number of either carer (to specify on the DEREG command), but also the number of the SIM in the TEC-Angel to send the text to. In such a circumstance, warning text messages are sent to the freshly de-registered phone warning them to that effect.

Setting the Clock and the Date

Depending on your chosen network provider (i.e. which SIM card you put in the TEC-Angel), it may or may not be able to set itself to the correct time. If CLOCK ? does not give you the correct time within a few minutes of switching on, then use the commands below to set the time and date. Note that correction to British Summer Time may or may not be automatic depending on your phone network. Be prepared to reset the clock twice a year if necessary.

Command: **CLOCK**

Function: Read or Set the clock **Default Value:** Auto set if possible
Allowable Values: ? (to read), to set e.g. 10:46p (12 hr) or 2246 (24 hr)

Command: **DATE**

Function: Read or Set the date **Default Value:** Auto set if possible
Allowable Values: ? (to read), to set e.g. 25/12/16 (dd/mm/yy)

Power Loss

The TEC-Angel monitors if the hub has been unplugged from the mains power (by accident or otherwise) and sends you an alert, but this is delayed by a couple of minutes to avoid any momentary outages.

Command: **POWER**

Alert: Power Unplugged
(Alert sent after 2 minutes, not configurable)

Allowable Values: ON only **Default Value:** ON



Commands for Extended Systems with More Movement and Door Sensors

The TEC-Angel Standard Package comes with five movement sensors and one door sensor, a system tailored for a small 1-bedroom flat. The five movement sensors are preset as Hall, Lounge, Kitchen, Bedroom and Bathroom, and the single door sensor as Front Door.

A single optional movement sensor is also preset as 'Toilet' for dwellings with a toilet separate from the bathroom. This one sensor has been mentioned already, (Too long in the Toilet) in the earlier descriptions of the standard package.

For larger properties with more rooms, an optional range of additional 'Custom' sensors are available. These are in fact the same type of movement sensors, but ones where you can change the names of the rooms. These are discussed in the next section. Each TEC-Angel system can support up to 11 movement sensors in total.

For properties with additional doors, there are two other fixed sensor allocations for doors, namely BACK DOOR and SIDE DOOR, plus a single 'Custom' door discussed later in this section which you can install and name as anything such as 'Patio' etc. Each TEC-Angel system can support up to 4 separate door sensors in total.

Custom Movement Sensors

The first step with any additional sensors is to name the room they are in. If for example the **second custom movement sensor** is to be in the Dining Room, then name that Custom Sensor as **Dining Room** with the Custom-Name-2 command as per this example:

CN2 Dining Room

The Custom-Name-2 (CN2) has been changed to 'DINING ROOM'.

For further information text:
DINING ROOM HELP

Thereafter, we can ignore the 'Custom 2' reference and just refer to the Dining Room:

Dining Room

The DINING ROOM alert is currently set to '1 hour' and is 'ON'.

For further information text:
DINING ROOM HELP

Dining Room 1h 30m

The DINING ROOM alert has been changed to '1 hour 30 minutes' and is 'ON'.

For further information text:
DINING ROOM HELP

Similarly, 'Dining Room' will appear as the room name in any alert messages sent to you. That applies to all five 'Custom Sensors', using commands CN1, CN2, CN3, CN4, and CN5 to name them accordingly (in the box these are sensors numbered 8,9,10,11 and 12 respectively).

Back Door and Side Door Sensors

For the BACK DOOR and SIDE DOOR, just like the FRONT DOOR, the TEC-Angel needs to know which rooms these doors lead into, and where they lead to on the outside of the property. So similar to the FRONT DOOR there are the following commands.

The Back-Door-Location and Side-Door-Location commands tell the TEC-Angel the only room where movement is expected while the Back or Side Door is open.

Command: **BDL**

Function: Back-Door-Location

Default Value: KITCHEN

Allowable Values: HALL / KITCHEN / LOUNGE / BEDROOM*

Command: **SDL**

Function: Side-Door-Location

Default Value: KITCHEN

Allowable Values: HALL / KITCHEN / LOUNGE / BEDROOM*

* Also allowed: "?" to query the current value, or "HELP" for additional information. Locations can include 'Custom' names such as 'Conservatory'

The Back-Door-Access and Side-Door-Access tells the TEC-Angel whether this door accesses the 'STREET', the 'GARDEN', or 'BOTH' to enable it to determine too long OUT or too long in the GARDEN.

Command: **BDA**

Function: Back-Door-Access

Default Value: STREET

Allowable Values: STREET / GARDEN / BOTH *

Command: **SDA**

Function: Side-Door-Access

Default Value: STREET

Allowable Values: STREET / GARDEN / BOTH *

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Once these are set, TEC-Angel checks if these doors are left open for too long, or if while a door is open there is movement in any other rooms.

Command: **BDLO**

Alert: Back-Door-Left-Open (door open too long)

Allowable Values: 10s - 3h*

Default Value: ON/4m

Command: **SDLO**

Alert: Side-Door-Left-Open (door open too long)

Allowable Values: 10s - 3h*

Default Value: ON/4m

Command: **BDO**

Alert: Back-Door-Open (...and movement detected in a room other than set by BDL above).

Allowable Values: ON/OFF *

Default Value: ON

Command: **SDO**

Alert: Side-Door-Open (...and movement detected in a room other than set by SDL above).

Allowable Values: ON/OFF *

Default Value: ON

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Custom Door Sensor

CDN GARAGE DOOR

Similar to the Custom Movement Sensors, the Custom Door Sensors provides a Door you can name to match the property, maybe Patio, Conservatory or Garage etc.

The Custom-Door-Name (CDN) has been changed to 'GARAGE DOOR'.

For further information text: CDN HELP.

Again, like the Front, Back and Side doors, the TEC-Angel needs to know which rooms this door leads into, and where it leads to on the outside of the property. BUT, because we cannot change the command abbreviation to match every possible door name, the configuration commands relating to this Custom Door keep the name of Custom as listed below:

Command: CDL

Function: Custom-Door-Location

Allowable Values: HALL/KITCHEN/LOUNGE/BEDROOM* **

Default Value: LOUNGE

Command: CDA

Function: Custom-Door-Access

Allowable Values: STREET/GARDEN/BOTH*

Default Value: BOTH

Command: CDLO

Alert: Custom-Door-Left-Open

(custom door open too long)

Allowable Values: 10s-3h *

Default Value: ON/4m

Command: CDO

Alert: Custom-Door-Open

(...and movement detected in a room other than set by CDL above).

Allowable Values: ON/OFF *

Default Value: ON

* Also allowed: "?" to query the current value, or "HELP" for additional information.
** Locations can include 'Custom' names such as 'Conservatory'.

CDL?

The Custom-Door-Location (CDL), for the door named 'GARAGE DOOR', is currently set to 'LOUNGE'

For further information, text: CDL HELP.

Here are some examples of Custom Door settings:

CDL KITCHEN

The Custom-Door-Location (CDL), for the door named 'GARAGE DOOR', is currently set to 'KITCHEN'

For further information, text: CDL HELP.

CDA?

The Custom-Door-Access (CDA), for the door named 'GARAGE DOOR', is currently set to 'street and garden'

For further information, text: CDA HELP.

And for the alarms:

CDLO?

The Custom-Door-Left-Open (CDLO) alert for the door named 'GARAGE DOOR', is currently set to '2 minutes' and is 'ON'

For further information, text: CDLO HELP.

CDO?

The Custom-Door-Open (CDO) alert is currently switched 'OFF' for movement in rooms other than the 'KITCHEN' while the 'GARAGE DOOR' is open.

For further information, door name and applicable rooms text: CDO HELP.

Commands You Only Need if there is a Problem

Movement Sensor Sensitivity

The movement sensors have been designed to detect a person moving, possibly a smaller somewhat 'slightly-built' person, probably wrapped in several layers of clothing, and possibly moving more slowly than you yourself might. This requires the movement sensors to be fairly sensitive.

Also designed to be pet-friendly, the sensors look out in a horizontal beam only. The beam does get wider as you move away from the detector, possibly reaching the floor and ceiling 4-5 metres away from the sensor. As such, for modest size rooms, a detector placed at chest height shouldn't see a small animal moving on the floor, and if it does it will be a long way from the sensor.

IF your movement sensors appear too sensitive, and possibly detect pets, then the sensitivity can be reduced.

Command: **SENSITIVITY**

Function: Reduce the sensitivity of ALL Movement Sensors

Allowable Values: HIGH/MEDIUM/LOW *

Default Value: HIGH

* Also allowed: "?" to query the current value, or "HELP" for additional information.

This command is global in scope, **and affects all movement sensors**. If you use the command, Text 'TEST ON' and **we strongly recommend that you 'walk test' every sensor**, ideally getting the person being cared for to walk past the sensor at their normal speed to ensure the sensors still detect them reliably!

Wake Time Out

The TEC-Angel counts the number of times that sleep is disturbed by your loved one getting out of bed to go to another room, maybe the bathroom or the kitchen for a drink. To do this, when the person leaves the bedroom the TEC-Angel has to decide whether they are 'up', or it is a 'disturbance' to their sleep. It does this by timing how long they are out of the bedroom and comparing it to the 'Wake TimeOut' (WTO).

Any outing from the bedroom once they are deemed 'in bed' is timed, and if less than the Wake TimeOut (WTO) then they are just having a disturbance, any outing longer and they are deemed to have got up.

The Wake TimeOut is preset to 5 minutes, but if you'd prefer not to receive a notification that they are 'up' at 2am when they should be 'in bed' just because they have spent a characteristic 6 minutes in the bathroom, then increase the Wake TimeOut to suit.

Command: **WTO**

Function: Wake TimeOut

Allowable Values: 1m-20m *

Default Value: 5m

* Also allowed: "?" to query the current value, or "HELP" for additional information.

Improvements to TEC-Angel

The manufacturer may change the TEC-Angel 'feature-set' from time to time and any such enhancements and amendments to this guide will be published as a supplement and available online at bit.ly/AA-UEA

