



VGoNet Manager Administrator's Guide

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Introduction to VGoNet Manager

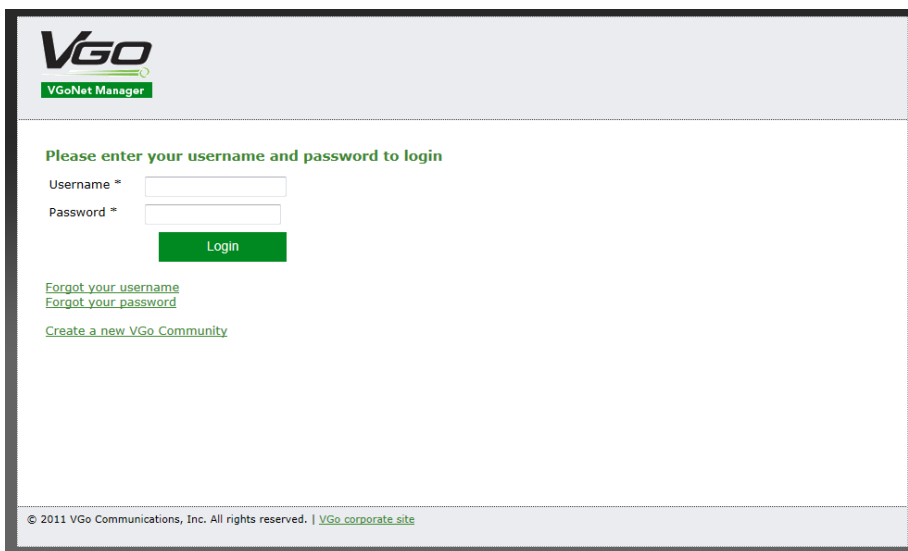
VGoNet Manager is a web based management system for managing VGo devices and the users who can access them. The ability to create, modify and delete user accounts, grant access to specific VGos at specific times and monitor system usage within an organization are all critical elements in the deployment of a Robotic Telepresence system. The majority of the functionality covered in this guide is only available to Managers and Administrators – not everyday users.

At the acquisition of an organization's first VGo, a designated administrator sets up a VGo "Community". VGos and users in a community are insulated from other communities for privacy and security. One or more administrators manage the VGos and Users within their community. Authenticated users also access VGoNet Manager to download VGo App software onto their computer(s), manage their account profile, and upload their photo.

VGoNet Manager easily accommodates applications where a user may be temporary or isn't entitled to anytime access to a facility (via a VGo). For example, an organization may enable a family member to visit a patient in a hospital or nursing home at a select time of day for a period of 4 days.

VGos have no value except to the purchaser, since VGos cannot be used, re-configured or re-deployed without action by an administrator.

The VGoNet Manager login page can be reached by clicking on **My Account** on the www.vgocom.com homepage (upper right corner) or by going to <https://controlpanel.vgocom.com>.



VGo
VGoNet Manager

Please enter your username and password to login

Username *

Password *

Login

[Forgot your username](#)
[Forgot your password](#)
[Create a new VGo Community](#)

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Feature Overview

Information and capabilities available to VGoNet Manager administrators include:

- For the VGo
 - Real time Low battery notice emails
 - Name, serial number, Mac address, location, time zone
 - Presence indicators and Visit Log
 - Views
 - All VGos in community
 - VGo details
 - Access View (list of users with access days/times)
 - Access schedule
- For the User(s)
 - Name, password, displayed name, description, account expiration date, email, photo and role
 - Presence indicators and Visit Log
 - Views
 - All Users in community and the # of VGos each has access to
 - User details
 - Access list (list of VGos accessible by the user)
 - Access schedule
- Search on any keyword from select pages
- Auto-random password generation
 - When creating a new user account, a password is automatically generated for the administrator. If a specific password is desired, the administrator can easily replace it. This speeds and simplifies user account creation and setup.
- Automatic sending of email with new account information to a new user(s)
 - By checking a box, an administrator can have an email automatically created and sent to the user with their new account information and instructions on how to download the VGo App. This speeds and simplifies user account creation and setup.
- Scheduled user access
 - Administrators can specify times and days when a user has access to a VGo. This enables an organization to restrict access to a facility outside of business hours or to manage someone's ability to be in a location where they wouldn't normally have a keycard. This is also useful when providing temporary access to visitors outside of an organization, including one-time only visits. This function handles time zone differences between users and VGos. Although a VGo could be left in manual answer mode, this greatly diminishes a major benefit of the VGo solution – that of 100% remote control.

- Automatic user account expiration
 - Administrators can specify a date when a user's account becomes inactive. Inactive users not only can't access any VGo's they also cannot access their account on line (to download software, change their password, etc). Administrators may choose to leave an account in the system past the expiration date so the information will already be there, if they plan to re-activate the account in the future.
- Flexible viewing and managing user and VGo information
 - Selectable information to be displayed in summary page viewing enables the administrator to hide information that's not important
 - Sorting on any field enables customized views
 - Easy workflow when setting up a new user and their VGo access for the first time

Setting up a new VGo Community

A community is a collection of Users and VGos that are managed as a group. Administrators for that community add, update and remove users from the community. They also add VGos and assign access to the VGos to users within the community. The person who creates a new community automatically becomes the **Manager** of that community. (Note: this role can be passed to another user or additional Managers and Admins can be added – see the section on **Roles**).

To setup a new VGo Community:

1. Go to <https://controlpanel.vgo.com.com>
2. Click on “Create a new VGo Community”
 - Enter a user name
 - Enter a password, confirm password, first name, last name and email address
 - Enter the VCode found materials included with the VGo in its shipping box
 - Enter a unique community name
 - Click the **Create Community** button
3. You will receive an email shortly to verify your account. Click on the verify link inside
4. You can now login to VGoNet Manager using the username and password you created above.

You will see tabs across the top of the page:

| | |
|-------------------|--|
| VGos | add, view and manage your VGos and who can call them |
| Users | create, view, update and set schedule for VGo access |
| Groups | create and manage Contact Groups |
| My Account | view and manage your account information |
| Download | download the VGo App software onto your computer |

Managing Users

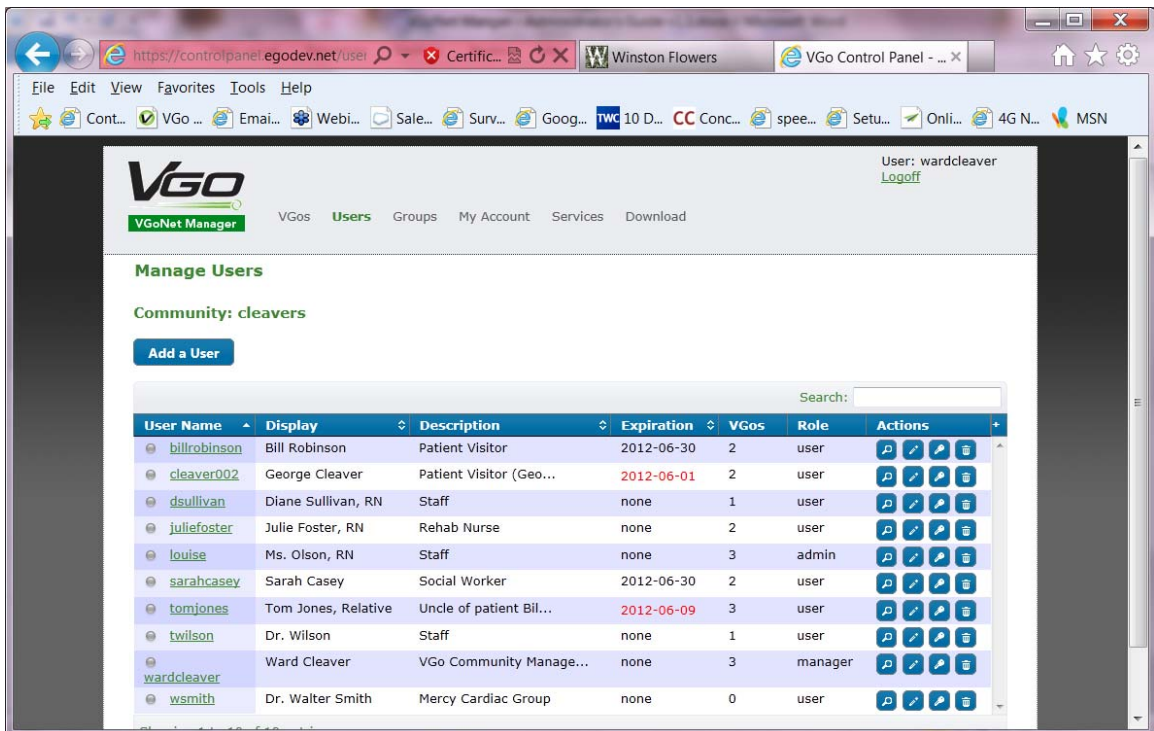
Every person who will use a VGo needs to have an account in VGoNet Manager.

User accounts enable:

- Administrators to grant specific access by user, by VGo. The administrator can also see who is active and can look at the Visit history for each VGo and each user.
- Users to connect to accessible VGos and also directly to other users in a video call or by using instant messaging.
- People who are with a VGo to see the name (and optional photo) of a user who is coming to visit

Adding a User

1. Click on the **Users** tab on the top of the page to display the **Manage Users** page.



- Click on the **Add a User** button, to display the page below

Add a User

Please provide the following information to create a new user account

A random secure password has been automatically created. This can be emailed to the new user by selecting the 'Send account email to user' option below. You can also enter a specific password if you prefer.

| | | |
|----------------------------|---|--|
| User Name * | <input type="text"/> | Unique user name (letters, numbers, dash or underline) |
| Password * | <input type="text" value="MXuenz52"/> | Must be at least 6 characters long |
| Confirm * | <input type="text" value="MXuenz52"/> | Confirm password |
| First Name * | <input type="text"/> | |
| Last Name * | <input type="text"/> | |
| Display name | <input type="text"/> | |
| Description | <input type="text"/> | |
| Email Address * | <input type="text"/> | |
| Account Expires | <input type="checkbox"/> | |
| Expiration | <input type="text" value="2012-06-20"/> | End of day at midnight (EST/GMT-5) |
| User Role | <input type="text" value="User"/> ▼ | User - Regular user Admin - Can setup users Manager - Can setup users and assign roles |
| Send account email to user | <input type="checkbox"/> | |

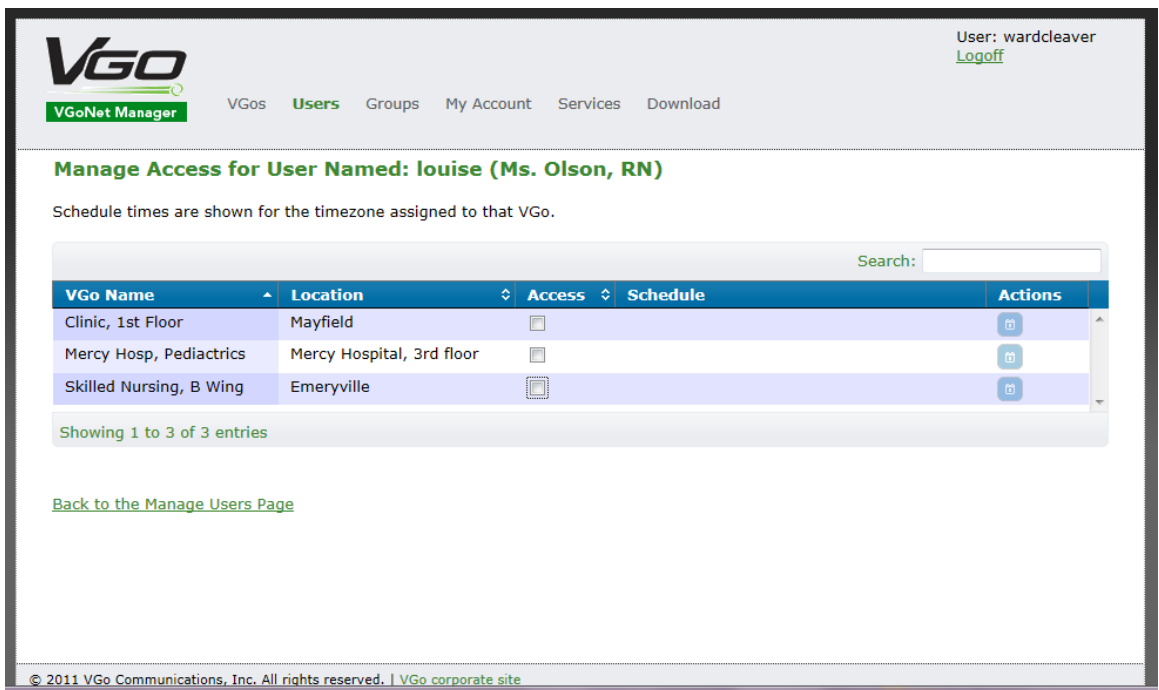
- Enter a **Username**.
- If you don't want to use the automatically generated **Password**. You can type one in. The User can later change their password. This is the only time that a Manager/Administrator will see a user's password.
- Enter the **First** and **Last Name** of the user
- Enter a **Display Name** for the user. This is the name will be shown on the VGos screen and on other user's contact lists.
- Enter a **Description** for the user. This is a free form field that enables you to have more information about who this user is.
- Enter the **Email address** for the user.
- Check the **Account Expires** box and select a date if you want the account to become inactive at some point in time in the future. Once an account expires, the user cannot login to their account or VGoNet Manager. Expiration dates that have passed are displayed in red on the **Manage Users** page. You can delete expired users or just leave them there for re-activation later. You probably won't check the box for employees, but would check the box for temporary visitors.
- Select the **User Role**. (See the section on **Roles** in this doc for more information.)
- Check the box for **Send account email to user** if you want the username and password to be automatically sent in an email to the user.
- Click the **Create Account** button to continue to the **Manage Access** page. If there are no VGos listed on this page, then VGos have not yet been added to this community and so, of course, access can't be configured.

Managing a User's Access and Schedule for Visiting using a VGo

After creating a new user account, the **Manage Access** page will be automatically displayed.

Access for existing users can be changed by:

1. Click on the Users tab at the top to display the **Manage Users** page
2. Click on the Username of the person whose access you wish to change to display the **User Profile** page.
3. Click on the **Manage Access to VGos** button to display the **Manage Access** page



In this view, all VGos in the community are listed. Check the **Access** box in the row of the VGo to grant access. The default schedule is **Anytime**. This user will now have access to this VGo 24/7.

To limit the access to specific days and or times, click on the **View and set Schedule** icon in the Action column in the row of the desired VGo.

Schedule Access ✕

User: louise
VGo: Clinic, 1st Floor

Any Time Specify Times

Start Date: 2012-06-21
End Date: 2013-01-19

Every day in range above

Sun Mon Tue Wed Thu Fri Sat

Start time: 9 : 00 AM
End time: 4 : 30 PM

VGo timezone: (UTC-08) Pacific (PST)

To set an access schedule:

1. Click the button beside **Specify Times**
2. Set a **Start Date** and an **End Date**
3. Check the box for **Every Day in Range** or check the boxes for the specific days of the week
4. Set the **Start Time** and **End Times** of the day
5. Click **Apply**.

The schedule above shows that the username: louise, has access to the VGo named: Clinic, 1st Floor, every Monday through Friday between the hours of 8 and 4:30 from June 21, 2012 to January 19, 2012.

Note: Providing access does not automatically establish the connection between the VGo and the user. The user must initiate the connection when they want to visit.

Viewing all your Users

Click on the **Users** tab at the top of the page to display the **Manage Users** page.

Manage Users

Community: cleavers

[Add a User](#)

Search:

| User Name | Display | Description | Expiration | VGos | Role | Actions |
|------------------------------|---------------------|-------------------------|------------|------|---------|---------|
| billrobinson | Bill Robinson | Patient Visitor | 2012-06-30 | 3 | user | |
| cleaver002 | George Cleaver | Patient Visitor (Geo... | 2012-06-01 | 2 | user | |
| dsullivan | Diane Sullivan, RN | | none | 1 | user | |
| juliefoster | Julie Foster, RN | Rehab Nurse | none | 2 | user | |
| louise | Ms. Olson, RN | Staff | none | 1 | admin | |
| sarahcasey | Sarah Casey | Social Worker | 2012-06-30 | 2 | user | |
| tomjones | Tom Jones, Relative | Uncle of patient Bil... | 2012-06-09 | 3 | user | |
| twilson | Dr. Wilson | Staff | none | 2 | user | |
| wardcleaver | Ward Cleaver | VGo Community Manage... | none | 3 | manager | |
| wsmith | Dr. Walter Smith | Mercy Cardiac Group | none | 1 | user | |

Showing 1 to 10 of 10 entries

In this view, each row shows an individual user. Informational columns may be displayed or hidden by clicking on the + symbol to the right of the last column heading (Actions). The view may be sorted in descending or ascending order by any column by clicking on the small up/down arrow to the right of the column name. All arrow that is filled in (in the screen shot above it is the arrow beside **User Name**), indicates the current sort condition.

The color of the round ball in the left hand column indicates presence.

Green (Ready) - Logged in but is not using a VGo or in a videocall with another user

Red (Busy) - Connected to a VGo or another user

Grey (Unavailable) – Offline

The number in the VGos column shows how many VGos this user has access to.

The icons in the actions column enable **Viewing** of the User Profile details, **Editing** of the profile details, **Managing access** to VGos and **Deleting** the user.

The user's profile details can also be viewed by clicking on the username.

Updating a User's Profile

1. From the **Manager Users** page (also from other views in VGoNet Manager), click on the **username**.
2. Click on **Edit Profile**
3. Update the information and click **Update Account** when done.

Visit Log

Managers and Administrators can view the visit log for any user.

1. From the **Manager Users** page (also from other views in VGoNet Manager), click on the **username**.
2. Click on **View Log**

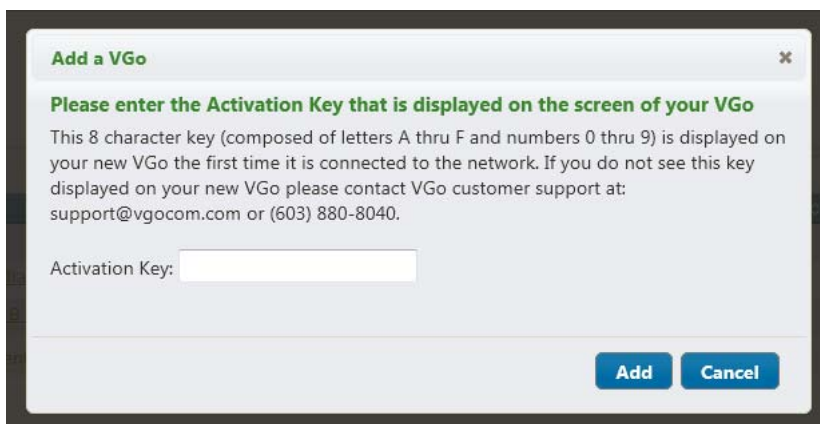
Managing VGos

Adding a VGo

Each new VGo needs to be activated before it can be used. This is a security step that locks a VGo to a community and prevents access (and awareness) by people outside of that community.

When a VGo is first powered on, it must be configured for connection to the network. Follow the instructions on the screen (Consult the **Quick Setup Guide** or detailed **VGo User Guide** for more details). Once connected to the network, an activation key is displayed on the VGo's screen.

- 1) Bring up VGoNet Manager and select the **VGos** tab.
- 2) Click on **Add a VGo** and the box below will popup.



- 3) Enter the activation key that is displayed on the VGos screen and click **Add**.
Note: the key will change every 5 minutes
- 4) The **Manage VGos** page will be displayed and the new VGo will be at the top of the list with a name **"A New VGo for [your community name]"**
- 5) Click on the name of the new VGo and the Details Page for that VGo will be displayed.
- 6) Click on **Edit Properties** and fill in the fields.

VGo Properties

Name – This is the name of the VGo that will be displayed in a user's list of accessible VGos. If your organization has more than 1 VGo, it is recommended that the name be descriptive with respect to where it is or what it is used for otherwise people won't know where they are visiting.

Location – This is a field that is for VGoNet Managers and Admins that can be used to add more specific information about where the VGo is located.

Low Battery – Check the box and enter an email address to receive automatic emails when a VGo's battery is low. A first email is sent with about 90 minutes of usage left and another with about 15 minutes of usage left.

Time Zone – pick the time zone of where the VGo is located. This information is used when scheduling access for users. For example, if a user has been granted access between 3 and 4 pm, VGoNet Manager configures access for 3 and 4pm for the time where the VGo is located and not the time where the user is located.

Also displayed are the VGo's **serial number** and **Mac Address**. You cannot change these values.

Managing User Access to VGos

User access can easily be setup from a View that shows all Users in a Community. After adding a VGo it is usually easiest to configure user access using this method. (In the **Managing Users** section of this document, it shows how access can be setup for a user by showing all the VGos in a community).

1. Click on the VGo tab at the top to display the **Manage VGos** page
2. Click on the Name of the VGo whose access you wish to change, to display the **VGo Details** page.
3. Click on the **Manage User Access** button to display the **Manage Access** page

The screenshot shows the VGoNet Manager interface. At the top, there is a navigation bar with the VGo logo and menu items: VGos, Users, Groups, My Account, Services, and Download. The user 'wardcleaver' is logged in, with a 'Logoff' link. The main heading is 'Manage Access for VGo Named: Clinic, 1st Floor'. Below this, it states 'Schedules for this VGo use the "(UTC-08) Pacific (PST)" time zone.' There is a search box. The main content is a table with columns: User Name, Access, Schedule, and Actions. The table lists 10 users, with 'wardcleaver (Ward Cleaver)' highlighted in blue. The 'Access' column has checkboxes, and the 'Actions' column has a 'Schedule' icon.

| User Name | Access | Schedule | Actions |
|------------------------------|-------------------------------------|---|---------|
| billrobinson (Bill Robinson) | <input checked="" type="checkbox"/> | Jun 13 to Dec 29 (Tu We) 11:00 - 13:00 | |
| cleaver002 (George Cleaver) | <input checked="" type="checkbox"/> | Oct 1 to Oct 31 (Mo We Fr) 08:00 - 18:30 | |
| dsullivan (Diane Sullivan) | <input checked="" type="checkbox"/> | Any time | |
| juliefoster (Julie Foster) | <input checked="" type="checkbox"/> | Jun 12 to Jun 15 (Every day) 08:00 - 10:00 | |
| louise (Louise Olson) | <input checked="" type="checkbox"/> | Jun 21 to Jan 19 (Mo Tu We Th Fr) 09:00 - 16:30 | |
| sarahcasey (Sarah Casey) | <input type="checkbox"/> | | |
| tomjones (Tom Jones) | <input checked="" type="checkbox"/> | Any time | |
| twilson (Tim Wilson) | <input checked="" type="checkbox"/> | Any time | |
| wardcleaver (Ward Cleaver) | <input checked="" type="checkbox"/> | Jun 12 to Jun 14 (Every day) 08:00 - 10:00 | |
| wsmith (Walter Smith) | <input checked="" type="checkbox"/> | Any time | |

Showing 1 to 10 of 10 entries

In this view, all Users in the community are listed. Check the **Access** box in the row of the VGo to grant access. The default schedule is **Anytime**. This user will now have access to this VGo 24/7.

To limit the access to specific days and or times, click on the **Schedule icon** in the Action column in the row of the desired VGo. See the Manage Users section of this guide for instructions on setting a specific access schedule.

Viewing all your VGos

Click on the **VGos** tab at the top of the page to display the **Manage VGos** page.

The screenshot shows the 'Manage VGos' interface. At the top right, the user 'wardcleaver' is logged in with a 'Logoff' link. The navigation menu includes 'VGos', 'Users', 'Groups', 'My Account', 'Services', and 'Download'. Below the navigation is a search bar and an 'Add a VGo' button. The main content is a table with the following data:

| Name | Serial Number | Location | Time zone | Actions |
|-------------------------|---------------|---------------------------|------------------------|-------------------------------------|
| Clinic, 1st Floor | 0000000 | Mayfield | (UTC-08) Pacific (PST) | [Icons for View, Edit, Add, Delete] |
| Mercy Hosp, Pediatrics | 0000000 | Mercy Hospital, 3rd floor | (UTC-08) Pacific (PST) | [Icons for View, Edit, Add, Delete] |
| Skilled Nursing, B Wing | 0000000 | Emeryville | (UTC-08) Pacific (PST) | [Icons for View, Edit, Add, Delete] |

Showing 1 to 3 of 3 entries

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In this view, each row shows an individual user. Informational columns may be displayed or hidden by clicking on the + symbol to the right of the last column heading (Actions). The view may be sorted in descending or ascending order by any column by clicking on the small up/down arrow to the right of the column name. All arrow that is filled in (in the screen shot above it is the arrow beside **User Name**), indicates the current sort condition.

The color of the round ball in the left hand column indicates presence.

Green (Ready) - Logged in but is not using a VGo or in a videocall with another user

Red (Busy) - Connected to a VGo or another user

Grey (Unavailable) – Offline

The icons in the actions column enable **Viewing** the VGo details, **Editing** the VGo details, **Managing access** to the VGo and **Deleting** the VGo.

The VGo details can also be viewed (and edited) by clicking on the VGo name in the left column.

Visit Log

Managers and Administrators can view the visit log for any VGo.

1. From the **Manager VGos** page (also from other views in VGoNet Manager), click on the **username**.
2. Click on **View Log**

De-activating a VGo

A VGo is forever locked to a community unless it is deleted by a Manager or Administrator. This restriction prevents a VGo from working unless direct action has been taken by a person responsible for the VGo.

To de-activate a VGo, from the **Manage VGos** page, click on the **Delete this VGo** icon for the VGo you want to de-activate. After you take this action, the following message will be displayed on the VGo's screen:

The server has rejected this VGo's configuration. A factory reset is required.

Roles – Managers, Admins and Users

A VGo community is a collection of users and VGos that are managed as a group. Administrators for that community add, update and remove users from the community. They also add VGos and assign access to the VGos to users within the community. Users within a community can have one of 3 roles:

- Manager** This is the user who establishes the community. They have the ability to create Admin and User accounts, add VGos and grant user access.
- Admin** This role can add new users to the community but cannot see the manager or other admins. An admin can add VGos and grant user access.
- Users** This role is for regular users who just want to call VGos or other users. They can only make changes to their personal profile. They cannot add other users or add VGos or change access.

The Manager Role

The person who sets up a VGo community for the first time is automatically given the Manager role. A Manager can create accounts with user, admin or manager roles. If a manager wants to assign another user full rights to manage a community they could edit the properties of a current user and change them to the manager role or they could create a new user and specify the role of Manager.

A Manager cannot remove themselves from a community as that might leave the community without a manager account. If a Manager needs to give up the role (maybe they are moving to a new job or new organization), another manager must change their role or remove them from the system.

Managers and admins can also add VGos to a community by activating them on the VGoNet Manager site. Once a VGo has been activated managers and admins can assign visiting privileges to any of the users within that community. This ability to assign visiting privileges to specific user provides fine grain control over who can connect to a VGo. It also allows users within the community to add users as contacts without granting them implicit access to VGos that user can call.

Community managers and admins can also setup contract groups. Users assigned to a contact group are automatically made contacts of all other users of the group. A contract group could be assigned for all members in a department, for members of a project team or any other grouping that a community may need.