

# 1

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# 1 introduction

The following documentation outlines the implementation process for WANDA and must be completed before your WANDA(s) can be configured and shipped. Requirements in terms of tasks and deliverables for both parties are listed.

NOTE: All images in this documentation are for illustrative purposes only and are subject to change.

# 2 hardware summary



Figure 2.1: The WANDA unit.

The WANDA unit: an interactive touchscreen computer with an antimicrobial overlay.

Comes with a power cable and VESA wall-mount.

(Additional Option): WANDA does not require sensors to collect its data and can operate independently. We are partnered with Sensusource Inc., who can provide traffic counting sensors if requested.

Please contact Visionstate for a referral.

## 1 power requirements

A 120V North American outlet is standard. Other territories available on request.

# 3 network



## 1 WANDA network requirements

We highly recommend physically plugging the WANDA unit to the network using an Ethernet cable. WiFi can be used but is not recommended as the connection is not reliable. WANDA supports 802.11b/g/n protocols. WANDA encryption protocols are:

- WEP-128
- WPA-PSK
- WPA2-PSK

We also recommend using DHCP to assign an IP address.

## 1 port requirements

There are network requirements that need to be put in place by the network contact.

Contact [support@visionstate.com](mailto:support@visionstate.com) for detailed information.

# 4 software overview

The WANDA software is split into two distinct parts; the WANDA software loaded on the unit and the client portal website. Usage of the entire WANDA software is granted through the signature of the Licensing and Software Support agreement.

## 1 the WANDA software

The WANDA software is used by the public and staff. The public uses the software to view when areas were last cleaned and to report any problems. Staff use it to log their cleaning, supplies used, tasks that need to be performed, etc.

## 2 the client portal

The Client Portal website is located at: <http://admin.visionstate.com>. It is used by assigned staff to manage the information displayed on the WANDA unit as well as to view and/or export report data. Training will be provided by the Visionstate support team. Training is provided on the website only.

# 5 installation overview

Once we receive the required information, payment has been processed and the hardware is in stock we will ship your WANDA unit. General installation steps are as follows.



## 1 WANDA

**Network must be configured BEFORE installation.**

After connecting to the internet (wi-fi or ethernet), enter the serial number and property ID obtained from Visionstate and then follow the prompts to download the software.

WANDA will automatically reboot once the software has loaded. At this point set up your network.

Install the VESA wall mount that comes with the WANDA unit. We suggest the wall mount be installed around 57" from the floor, which is the average adult eye height and will make it easier to use the unit. The wall mount should always be screwed into a stud or other support structure.

Slide the WANDA unit onto the mount, and secure it with the locking screws.

Contact the Visionstate support team to ensure you have connected to the network and have access or if you have any questions.

# 6 training and support

A short training session on the client portal will be provided and typically takes fifteen-twenty minutes. Any staff members being trained are asked to collectively contact a Visionstate support team member by phone and follow along on their computer while we go over the training with them.

Software problems can be repaired remotely. Support and updates will not be work if the network requirements are not met. Should hardware problems arise, location staff may need to perform basic troubleshooting in order to determine the state of the hardware.

Live support hours are Monday-Friday, 8:00am-4:00pm MST (these times are subject to change). For details on how to contact us please refer to section Visionstate Contact Information below.

**\*Additional support info can be found in the Licensing and Software Support agreement.**

# 7 contact info

## 1 required contacts

We require you establish the following contacts and their contact information before your order can be processed.

### 1 Primary contact

Our general point of contact will be responsible for establishing the other required contacts, ensuring time-lines are met, determining which staff will be using the Administration website and who will be using the WANDA software.

### 2 On-site contact

We require that someone is available on-site to perform basic troubleshooting and to describe the state of the unit when support requests are received.

### 3 Network administrator

This is the person or organization responsible for the operation of your computer network to ensure that the network meets the requirements for WANDA.

## 2 visionstate contact information



Tech support: [support@visionstate.com](mailto:support@visionstate.com)



Office phone number: 780-425-9460



Toll free number : 855-425-9460



Office fax number: 780-425-9463

# 8 timeline and deliverables

step	Deliverable	Who's responsibility
1	Establish required contacts (see section 7 above)	Client
2	determine location of your WANDAs and the areas each WANDA unit will cover	Client
3	provide a vector format (preferably SVG) logo to be displayed on WANDAs	Client
4	provide a list of users (full name and e-mail) for those that will use the <b>client portal</b> website	Client
5	Sign <b>Licensing and Software Support</b> agreement	Client
6	choose a date for <b>client portal</b> website training	Client
7	Provide access to <b>client portal</b> website	visionstate
8	Enter required information into the <b>client portal</b> website	Client
9	Configure and ship WANDA(s)	visionstate
10	Ensure network is configured as specified	Client
11	Install units. Contact Visionstate to assure connectivity	Client
12	Verify system is installed and functional	visionstate



## 1 installation

### 1 Where should WANDA be installed?

This depends on a variety of factors such as sight lines, what area is being monitored and for what purpose. Installing the WANDA at the entrance to an area is a great way to communicate when the area was last cleaned but is not practical if there are multiple entrances to an area.

### 2 What if a firewall is blocking internet connectivity?

It should be possible to configure the firewall to allow the WANDA hardware to communicate with outside sources, such as our servers. You will have to talk to whomever is responsible for the firewall and ask them to allow the WANDA hardware access through the firewall.

\* port requirements can be found in the network requirements (section 3.1)

\* a network diagram with requirements can be obtained by contacting [support@visionstate.com](mailto:support@visionstate.com)

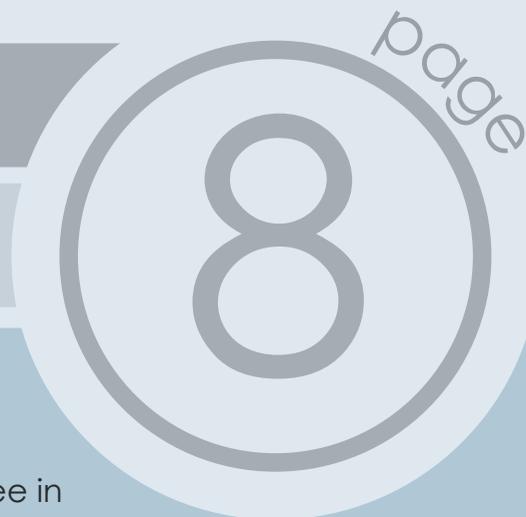
## 2 usage

### 1 How is management notified when there is a problem in the area?

An e-mail is immediately sent out when a customer uses WANDA to alert management there is a problem. Recipients of the e-mail can be chosen on the client portal website.

### 2 How does the notification system work & how will my front line staff be notified?

Notifications are sent through e-mail. Each front line worker may have their own e-mail address or use a shared communal e-mail address . Who receives notification is determined on the client portal and can either be set to have all the staff receive an email, leaving the decision to respond up to those notified, or an email can go to a supervisor who can designate which of the staff responds.



### 3 Can multiple employees use the same code?

Yes, however Visionstate recommends having Individual logins and passwords for each employee in Order to maximize accountability and to track efficiency.

### 4 How does the antimicrobial overlay work?

The overlay is infused with anti-microbial silver ions to kill bacteria.

### 5 Does the WANDA unit support video advertising/messaging?

No, WANDA only supports PNG and JPEG images.

### 6 Can notifications be received through pagers?

Newer versions of alphanumeric pagers can receive e-mails and hence, notifications. However, many older pagers may not be able to receive e-mails. Contact your pager provider and inquire as to whether or not your organizations' pagers can receive e-mails.

### 7 Help! my WANDA turns off at night!

The WANDA has a power saving mode that is enabled at night. Just tap on the screen to use the WANDA and the screen will turn off a few minutes later to save on power. Please inform us if you would like us to adjust the power save mode.

# 9 f.a.q.



## 3 client portal website

- 1 How long does it take for information entered into The client portal website to be shown on the WANDA units?**

Approximately fifteen minutes, depending on network status.

## 4 reports

- 1 How often are the reports updated?**

It takes approx. one hour for your entered info to appear on the Client Portal.

- 2 In what formats can the reports be exported to?**

Reports can be exported to PDF, Microsoft Excel (XLS/XLM) and CSV formats.

## 5 miscellaneous

- 1 How long is the power cord?**

The power cord is seven feet long, allowing the WANDA unit to be plugged into an outlet hidden in the wall.