LiftOff™

LiftOff User's Guide PDF

Powered by BraXos

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LiftOff : LiftOff User's Guide PDF : Powered by BraXos

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Abstract

This guide provides detailed steps on how to download and use the LiftOff mobile application from the user's perspective. LiftOff allows users to call elevators using their mobile device, either explicitly or automatically.

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Chapter 1. Installation

To start using the LiftOff mobile application, launch the store application:

For Apple iPhone users:

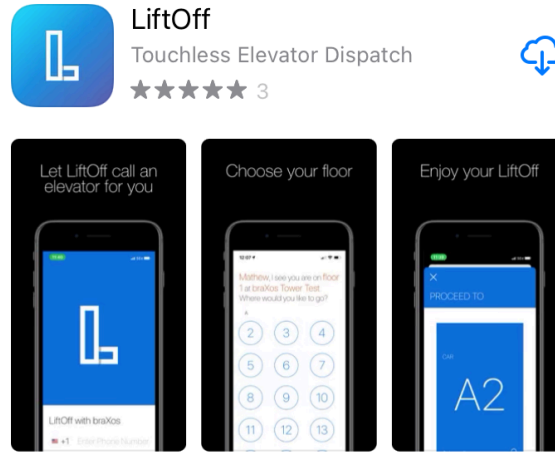### Figure 1.1. Apple App Store

For Android users:

Figure 1.2. Google Play Store

After the store launches, use the search function to search for LiftOff. Tap the LiftOff app in the store that looks like this:

Figure 1.3. LiftOff Home Icon

Chapter 2. Enrollment

After launching LiftOff for the first time, the Enrollment Screen appears:

Figure 2.1. LiftOff Device Enrollment


You will be asked to enter the phone number associated with the device. Your phone number is *NOT* stored in the system, but an obfuscated representation that protects your phone number, while allowing building administrators to manage access, is stored. For example, if your phone number was `(614) 555-5555`, what would be stored in the system is: `+1614*****55`.
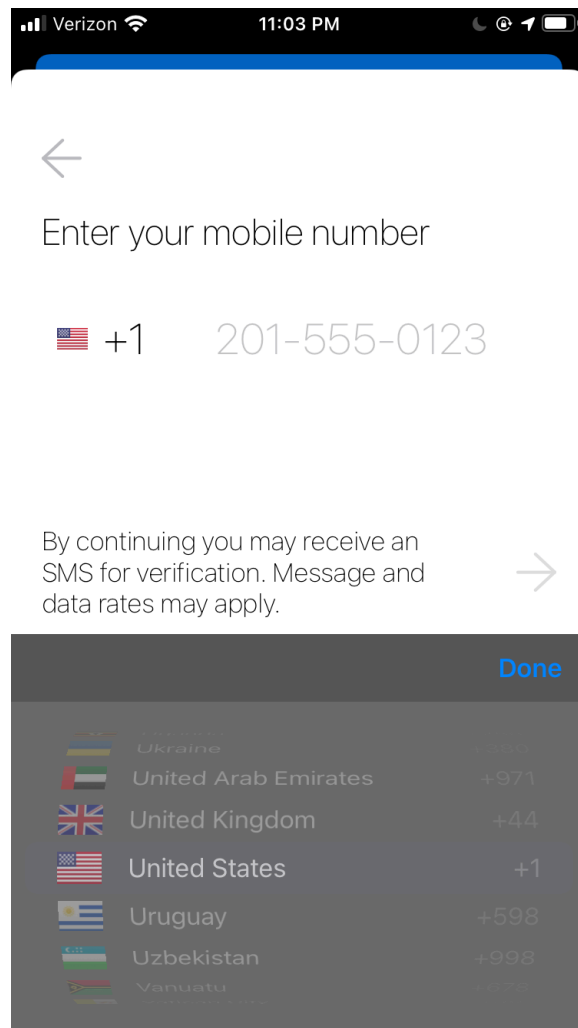
Once you tap into the phone number field, a prompt for the phone number will slide up:

Figure 2.2. LiftOff Phone Prompt
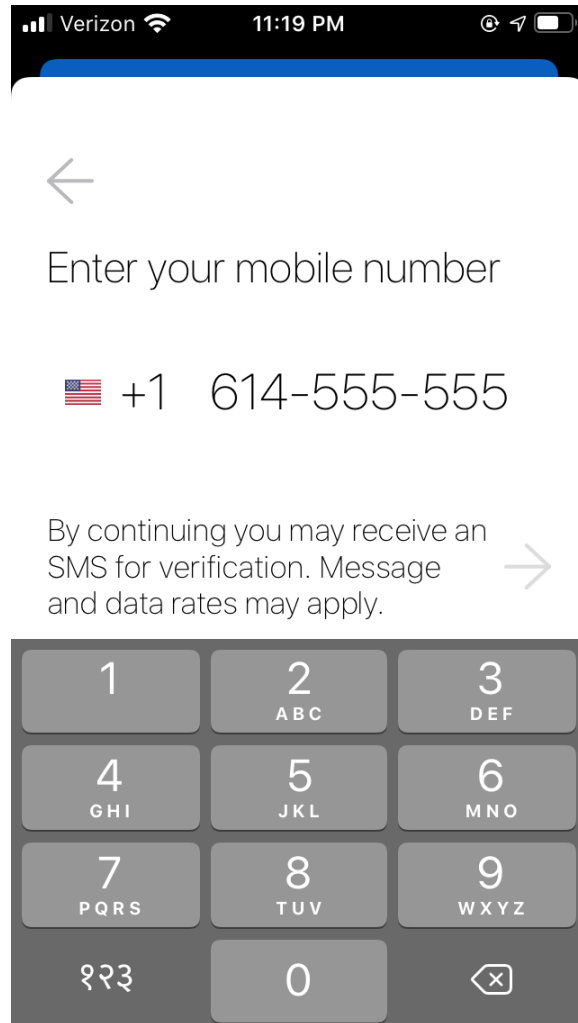
LiftOff tries to automatically identify the country, but if it fails to correctly identify the country of the device, you can tap the flag button to select the correct country for the phone:

Figure 2.3. LiftOff Country Selection

Once the country has been selected, the phone number input is constrainted to match the phone number formats for that country. Once you've entered the required number of digits, LiftOff generates an SMS vertification code that is sent to the phone number specified and you are prompted to enter the number.

Note

You can only try to enroll a device at most ten times within 30 minutes. This prevents abuse of the enrollment system.

After the phone number is entered, LiftOff prompts for the verification code it sent to the phone number via SMS:

Figure 2.4. LiftOff Verification
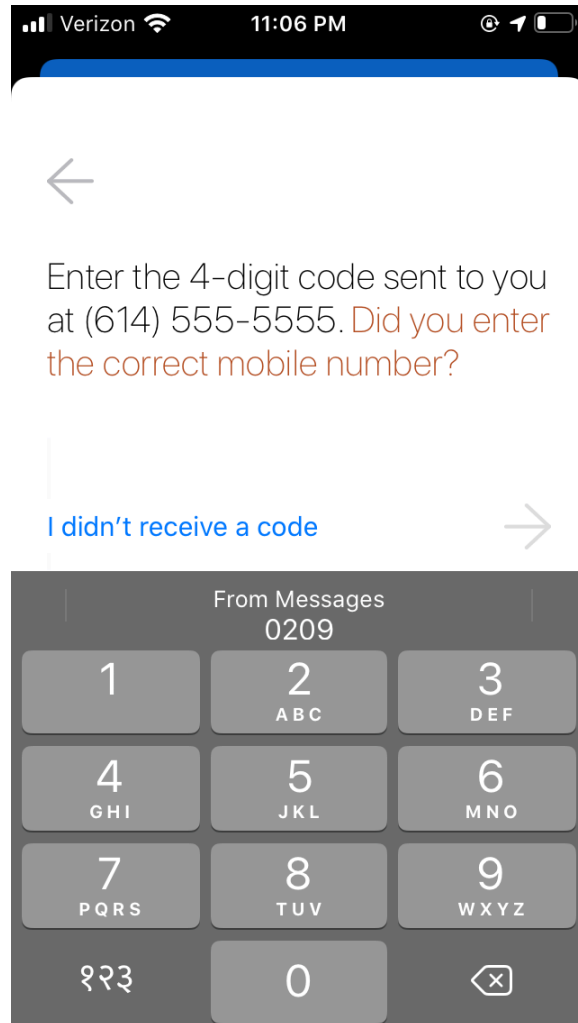
Enter the verification code received via SMS. On iOS, you can just tap the most-recently received SMS verification code displayed in the From Messages area. If you do not receive a verification code, verify that the correct phone number was entered, and, if not, return to the phone number entry screen.

Note
The verification code is only valid for five minutes from the time it was sent.

After verifying the phone number, your first name is prompted for:

Figure 2.5. First Name
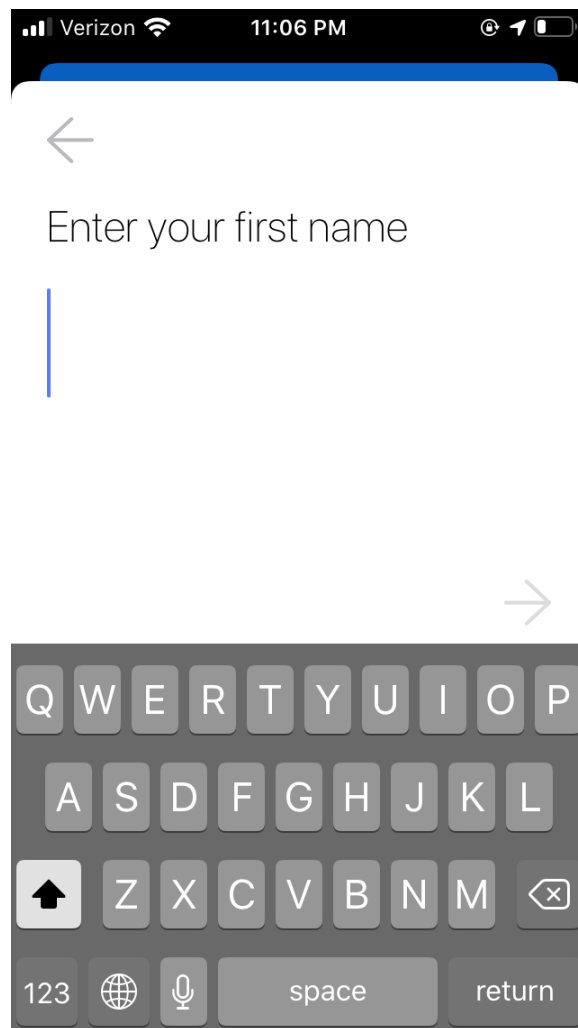
Only letters, digits, the – character and the . character are permitted. Once your first name is entered, tap the right arrow to proceed to the next screen.

After the first name is entered, the last name is prompted for:

Figure 2.6. Last Name
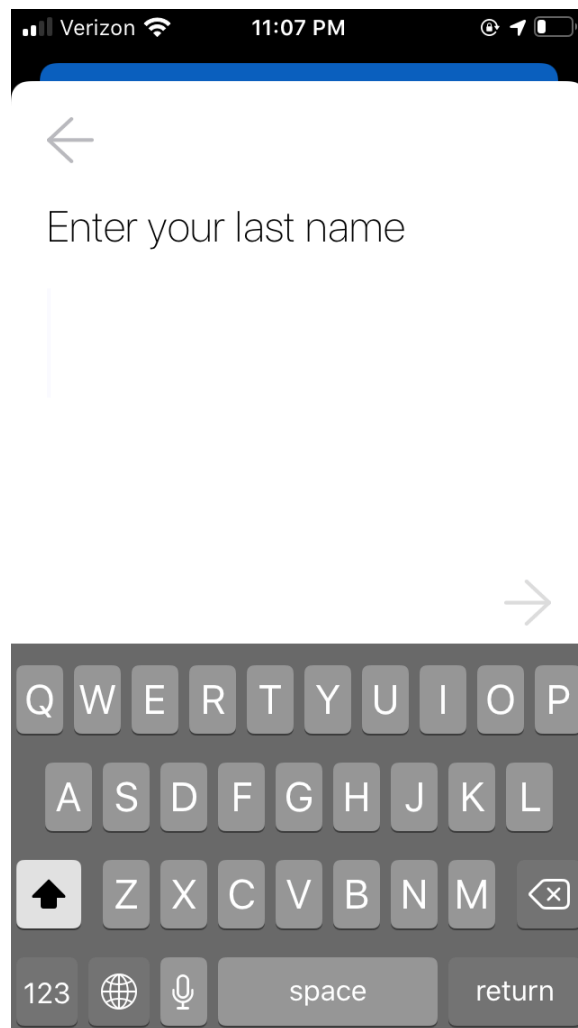
Like the first name, only letters, digits, the – character and the . character are permitted. Once your last name is entered, tap the right arrow to proceed to the next screen.

After the last name is entered, the last field to be entered is the email address:

Figure 2.7. Email Address
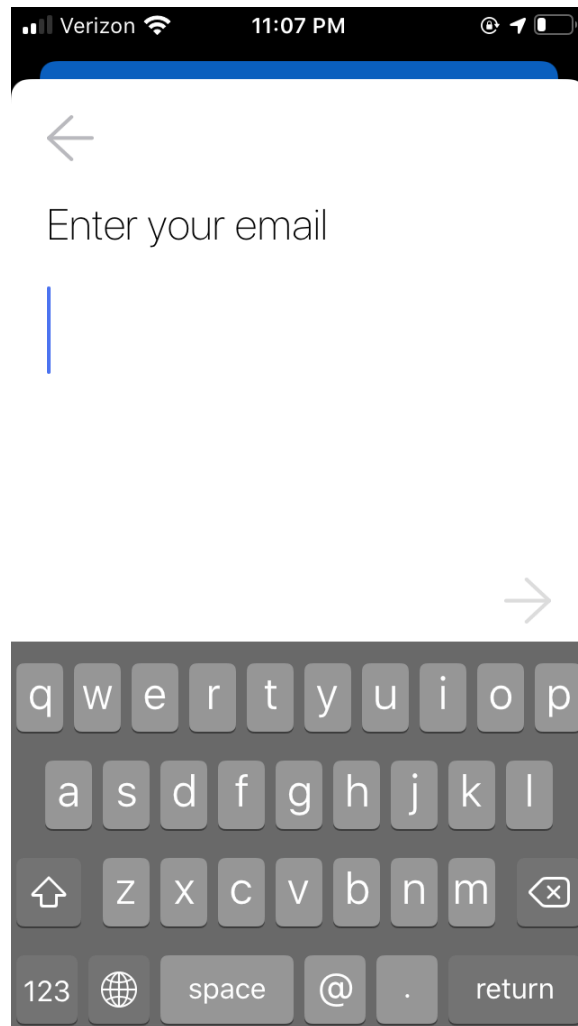
The email must be in a valid email format. The email is not verified during device enrollment. It is only verified if a property wishes to automatically manage your access to destinations from their security system.

Note

The email address must be unique within the system. If the email address is already used, you can claim it through an email verification process. If you use LiftOff on multiple devices and want to use the same email address, you can use `+` notation to create a distinct email address. For example, if your email address is `jon.doe@example.com` and you use LiftOff on more than one device, you can enter an email address like:

`john.doe+acme_building@example.com`

Once the email address has been entered, tap the right arrow to complete the device enrollment process.

Chapter 3. LiftOff Interface

After completing the enrollment, or any time LiftOff is started following enrollment, you will see one of two screens:

• LiftOff Buildings

• Destinations that can be Called

If you are in a LiftOff-enabled elevator lobby, you will see the destinations that you are authorized to call as detailed in Destination Selection.

If you are not in a LiftOff-enabled elevator lobby, you will see a message asking if you'd like to Dismiss the message and continue scanning for nearby LiftOff-enabled elevators, or if you'd like to view a list of buildings. If you view a list of LiftOff-enabled buildings, you can then select a building to make a *Request for Access* as described in Request for Access:

Figure 3.1. Ranging
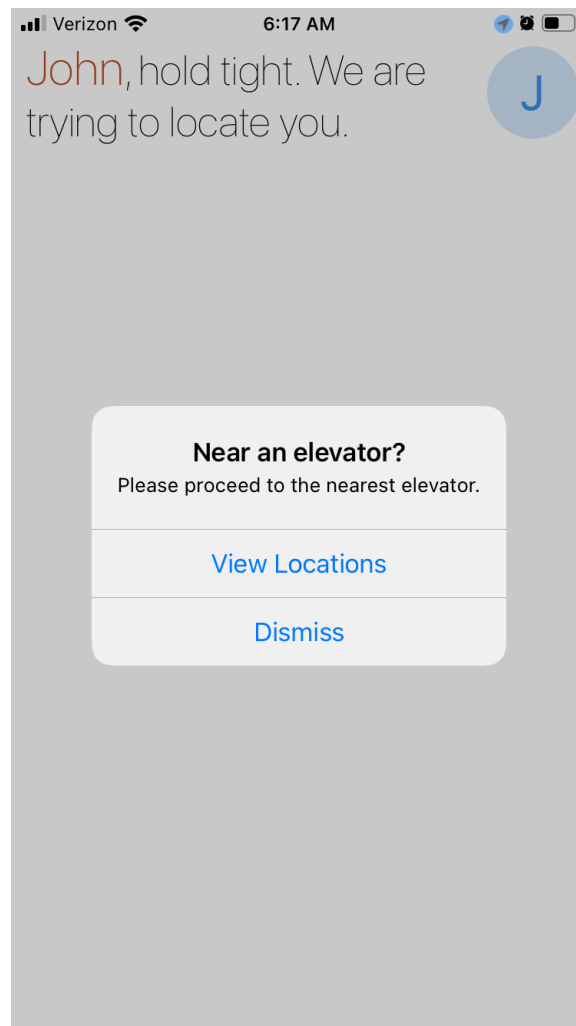
Destination Selection

When you are within range of a LiftOff-enabled elevator lobby, you will be presented with a screen similar to this:

Figure 3.2. Destinations
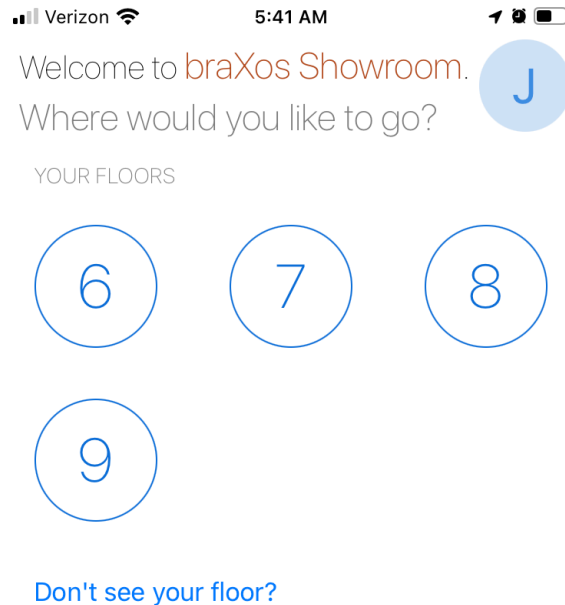
The LiftOff app will inform you as to which floor you are on and in which building. There may be a small indicator above the destination floor buttons indicating the *Elevator Bank* you are near. The destinations displayed are those destinations you are authorized to travel to at the current time. If you feel you ought to be able to travel to a destination not displayed, you can tap the Don't see your floor? link to request access. For details on requesting access, see Request Access.

If you have visited the building many times, and if there are many destinations available, LiftOff will learn what destinations you are likely to call and will display those destinations as Hot Button destinations at the top of the interface:

Figure 3.3. Hot Buttons
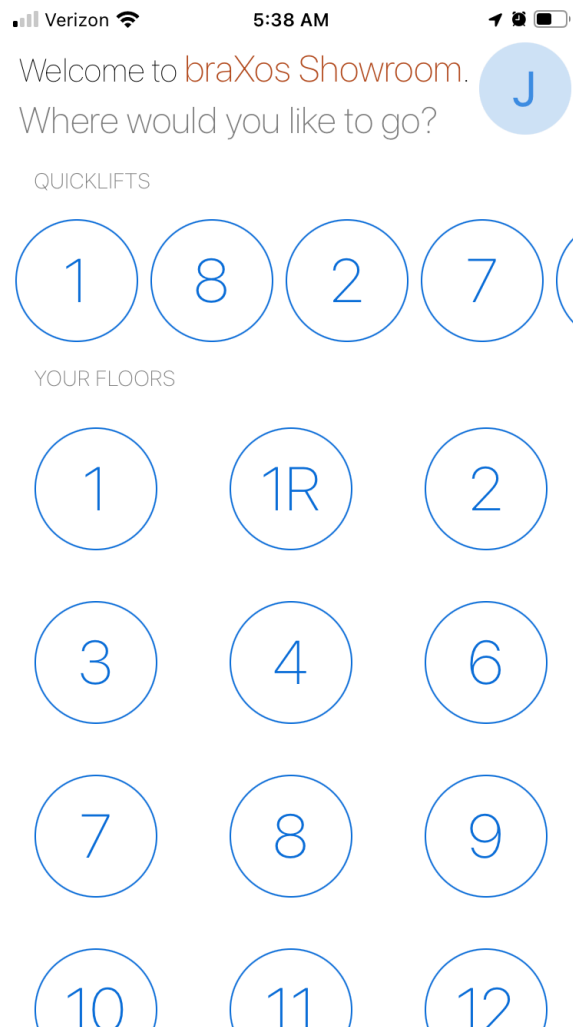
This allows you to quickly choose your frequently accessed destination without having to scroll through the available set.

In some cases, you may be present at an elevator lobby where multiple banks with different sets of destinations are offered. In this case, the elevator manufacturer may have configured LiftOff so that you are presented with both sets of destinations at once. If so, you may choose your destination by first choosing the bank, and then the destination. The elevator bank you are closest to is displayed by default:

Figure 3.4. Multibank Selection
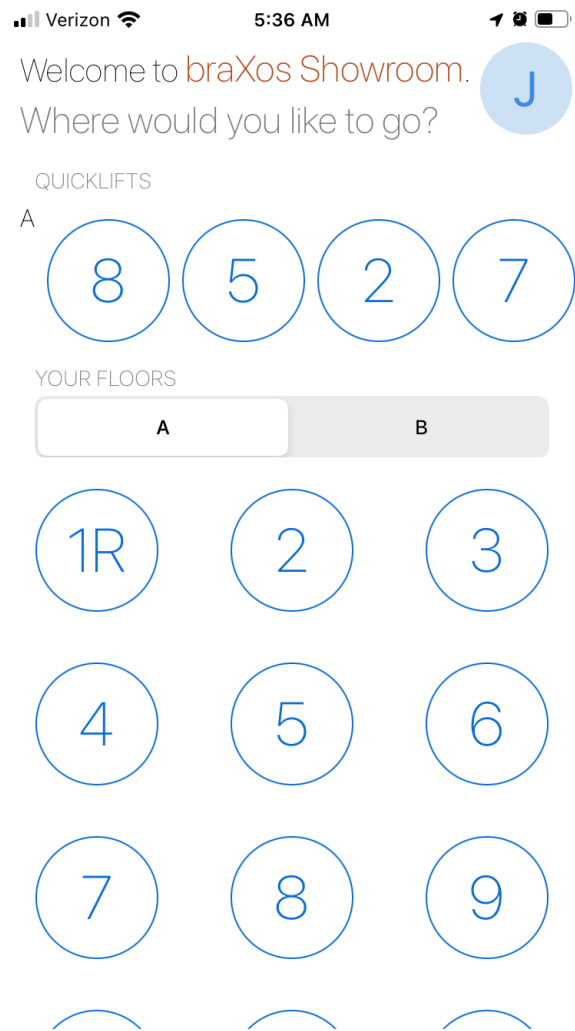
Tapping on a destination will call an elevator. The car you should proceed to is displayed in a screen similar to this:

Figure 3.5. Car Allocation
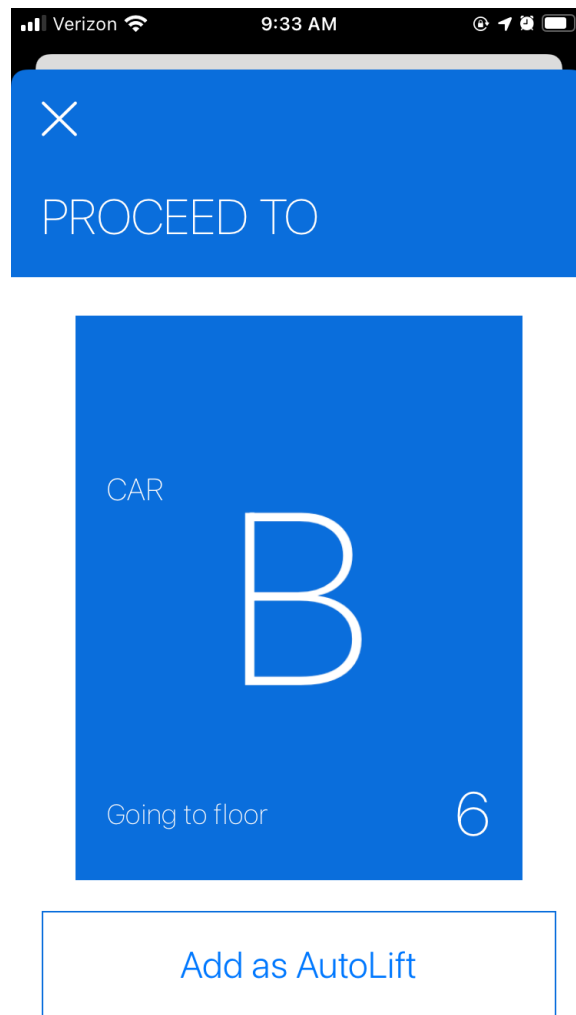
When you get to that car, depending upon the elevator system, you should be able to see your destination in the car jamb. If you want to create an *AutoLift* from your call, you can tap the Create AutoLift button to create an *AutoLift* quickly. See AutoLifts for more details.

After a few moments, the car allocation screen will automatically close, and return you to either the Destinations screen if you are near an elevator lobby, or the screen of nearby buildings.
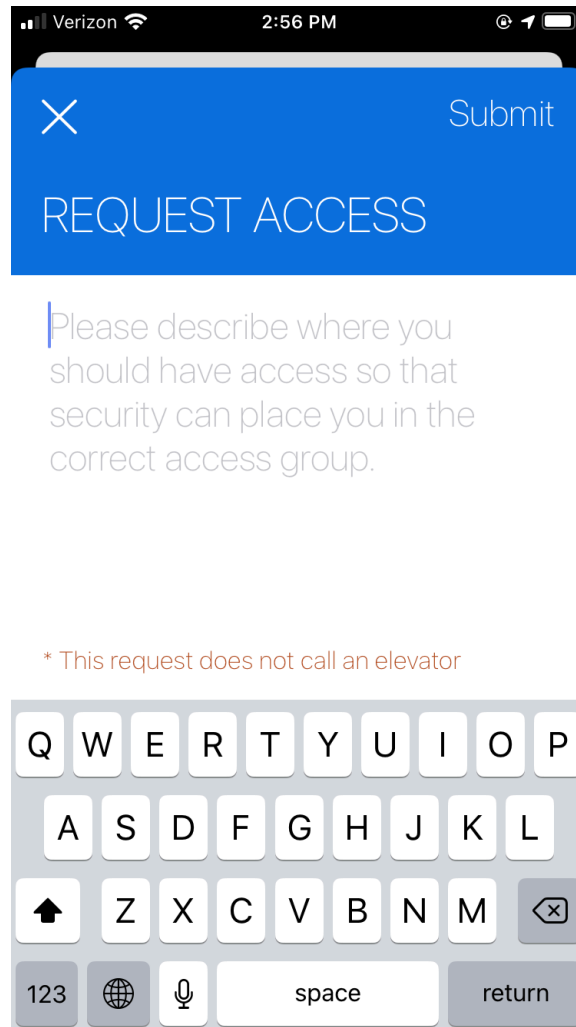
Request Access

By tapping on a nearby building, you will be presented with the Request for Access screen:

Figure 3.6. Request Access

Here, you can request access to a destination you otherwise would not have access to. *Request for Access does not call a car.* After you supply the reason for why you ought to be granted access and tap Submit, building security will be notified of the request. Once building security approves or denies the request, you will receive a push notification of the outcome. If you have already submitted a request for access to a building that is still pending, you will receive an error if you try to submit another one.

You can see your history of requesting access at various buildings by tapping on your Avatar and tapping the LiftOff Requests menu item. You will be presented with the list of buildings with which you have requested access and the outcome of the request.

Settings

At any time, you can click your Avatar (on iOS) or choose the Settings menu item (on Android) to:

- Update your profile

- Manage AutoLifts

- Verify your email address

- Sign Out

- Delete your account

Edit Profile

Tapping on the profile menu item will display the EDIT PROFILE screen:

Figure 3.7. Edit Profile

Here you can change your First Name, Last Name, or Email using the same screens as documented in Device Enrollment. Changes will be made immediately once you
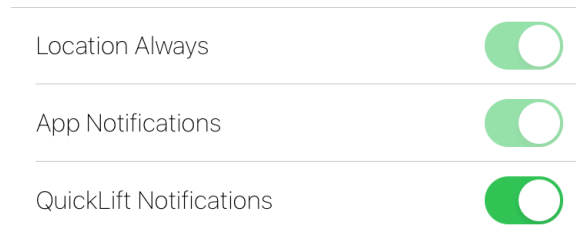
tap the Return arrow in the upper left. If you want to undo your changes before returning, tap the X to restore the attribute to its original value.

QuickLifts

QuickLifts are used to quickly call an elevator for the selected destination. There are two ways to use *QuickLifts*. The first is to long press on the LiftOff icon on the home screen when in an elevator lobby, rather than tapping on it to launch LiftOff. A menu of relevant destinations will be displayed, and you can then call an elevator by making a destination selection.

The second mechanism by which you can call an elevator with *QuickLifts* is to receive the *QuickLifts* as a push notification. To receive the notification, location services must be set to Always and *QuickLift Notifications* must be enabled:

Figure 3.8. QuickLift Settings

Figure 3.9. QuickLift Notification
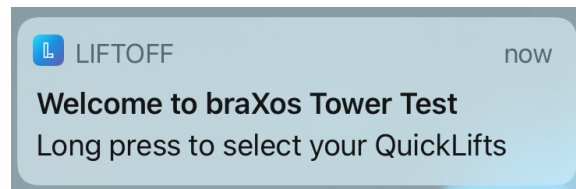
Tapping the notification will launch LiftOff. Long pressing the notification (touching, but not releasing), will open the *QuickLifts* menu of relevant destinations:

Figure 3.10. QuickLift Menu

The destinations displayed are composed of:

• Lobby floor

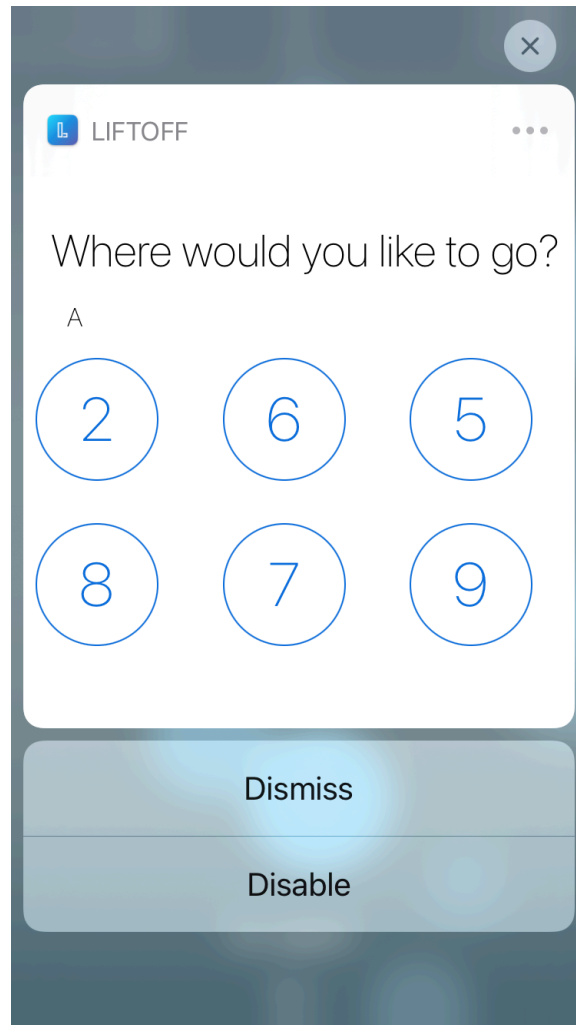• Favorite floor

• Recent destinations

• Popular destinations

You can ignore the menu by tapping the Dismiss button. You can also turn off receiving *QuickLift Notifications* by tapping the Disable button. You can always re-enable *QuickLift Notifications* by toggling it back on in the Settings panel of LiftOff.

Note

Even if you have *QuickLift Notifications* enabled in LiftOff, a building may have this function disabled.

AutoLifts

*AutoLift*s allow you automatically call an elevator car without the LiftOff app running. For instance, if you typically arrive at the building each day between 7:30 AM and 8:00 AM, and travel to the same destination, you can create an AutoLift for a "keyless entry" experience. As you approach the elevator lobby, one of two things will occur:

- A car with be called automatically, and you will receive a *push notification* of where to proceed

- You will receive a *push notification* asking you to first confirm the call to your destination, after which a call to your destination will be placed and the car allocation displayed

Whether or not you are first asked to confirm the call is determined by the Confirm setting in the *AutoLift*.

Note

Any given *AutoLift* is in effect once per day. Once you call a car or cancel the confirmation, that specific *AutoLift* will not trigger again until the next day. You can, of course, create as many AutoLifts as you'd like.

Note

For *AutoLift*s to work when LiftOff mobile is not running, Location Services needs to be set to Always. LiftOff mobile will not consume much battery life, even when Location Services is set to Always because LiftOff mobile only does work when you are near a LiftOff enabled elevator lobby. In addition, to receive the notifications, Notifications needs to be enabled, and Do not Disturb disabled.

There are two ways to create an *AutoLift*:

1. Clicking on the Create AutoLift button after calling a car directly

2. Tapping the Settings button (iOS) or choosing the Settings menu item (Android), tapping the My Locations menu item, and then tapping the building in which the *AutoLift* out to be created or edited

If you are navigating to *AutoLifts* through My Locations, you will be presented with a list of AutoLifts that you have already created. You can add new AutoLifts by tapping the + icon in the upper right. To delete an existing *AutoLift*, swipe left on the *AutoLift* and tap Delete.

The AUTOLIFT screen will prompt you for exactly when and where the *AutoLift* should take place:

Figure 3.11. AutoLift

The Name field is required. Tap the Name field to give the *AutoLift* a name. It must be unique for the building.

You must choose your source and destination floors when defining an *AutoLift*. Some source floors may not be available to you, depending upon building administrator preferences. For example, if turnstiles in the lobby are already calling your home floor for you, your building administrator may be disabled the ability to create an *AutoLift* for execution in the lobby.

The Confirm toggle determines whether or not you are asked to confirm the *AutoLift* before having the call for the elevator placed. It may be disabled and locked to on, depending upon building administrator preferences.

The Start Time and End Time are used to determine when the *AutoLift* is in effect, and the start must always be earlier than the end. If you want to have an *AutoLift* occur across midnight, you can create two AutoLifts to achieve the same effect.

The Days, Months, Days of Week options are used to further restrict the window of time the *AutoLift* is in effect. After tapping on any of those options and making a selection, swipe down to dismiss the options list.

Once you are done with configuring your *AutoLift*, tap the Save button to save it.

AutoLift Experience

When approaching an elevator lobby during a window of time when an *AutoLift* is in effect, if LiftOff mobile is in the background, you will receive a push notification. If Confirm is not enabled on the *AutoLift*, the push notification will tell you which car to proceed to:
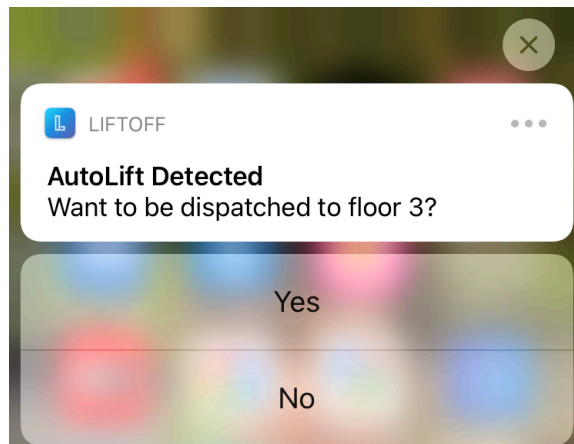
Figure 3.12. AutoLift Background Dispatch
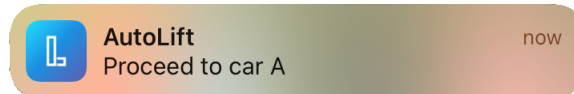
If LiftOff is in the background and Confirm is enabled, you will receive a push notification that will ask you to confirm the call:

Figure 3.13. AutoLift Background Confirm
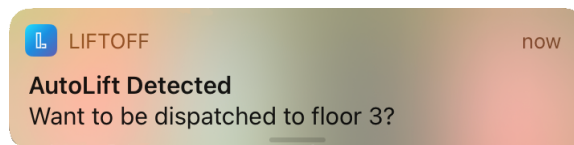
If you hard-press on the notification, you can confirm the call without launching LiftOff:
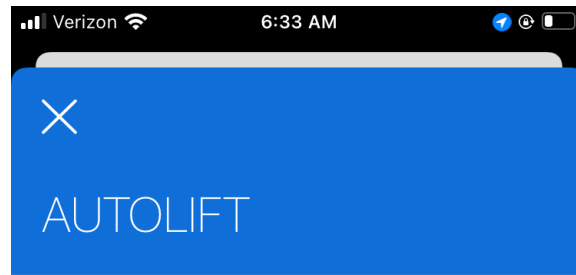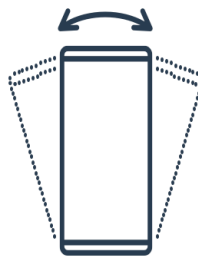
Figure 3.14. AutoLift Hard-Press

If you tap the notification, LiftOff mobile will launch and ask you to confirm the call:

Figure 3.15. AutoLift Confirm


Shaking the phone or tapping the Or tap here to dispatch link will call the elevator car. Tapping the close button (X on iOS) will dismiss the *AutoLift* without placing a call.

Email Verification

If one of the buildings you use wants to maintain your accessible destinations in a security system, you will need to verify the email address you are using with LiftOff. LiftOff will send an email to the email address in the security system with a verification code. You can then enter that code here to complete the verification:

Figure 3.16. Email Verification
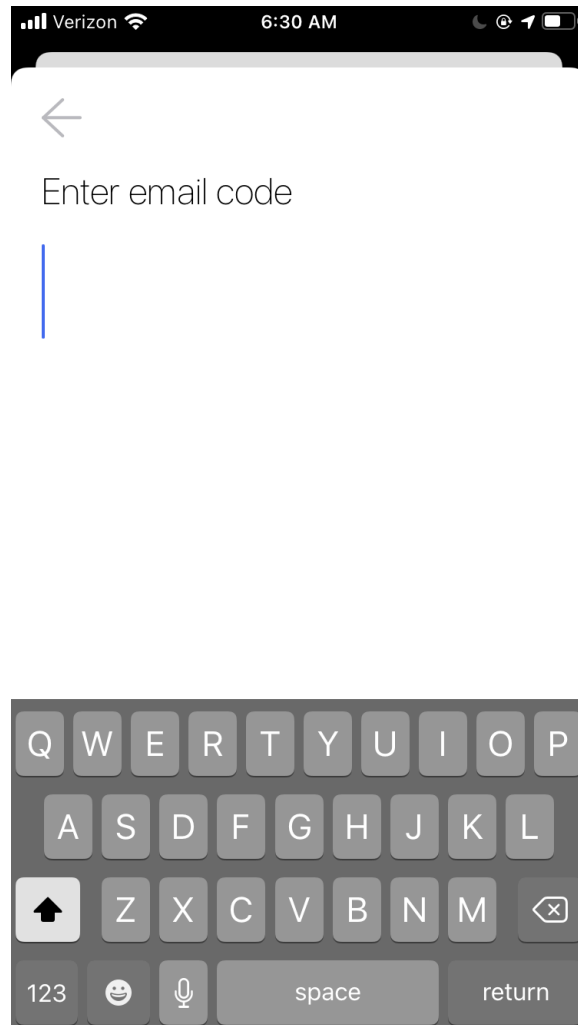
The verification code is valid for 30 minutes. Once you have verified the email address once, you will not have to verify it again for another building if you use the same email address there. Two different email addresses cannot be used with the same device.

Sign Out

If you'd like to "Sign Out" of the LiftOff application, you can tap the Sign Out menu item from Settings. The next time you launch LiftOff, you will be asked to re-perform the SMS verificiation. You will automatically be signed-out once every six months.

Delete Your Account

If you'd like to delete your account, which includes unerollment from all buildings where access had been granted to you, you may tap the Delete Account menu item. A dialog will confirm that you want to delete your account, its AutoLifts and building access:

Figure 3.17. Email Verification
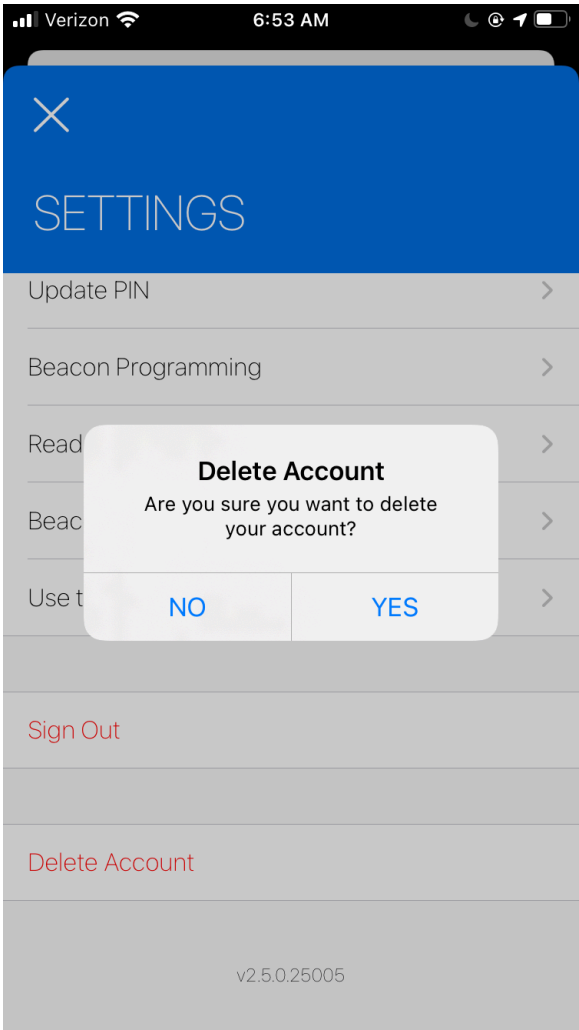
Chapter 4. LiftOff iOS Features

iOS users have features that can be used to enhance the elevator calling experience. Both iOS Shortcuts and Siri support enable additional functionality beyond normal application usage.

Siri Support

For users running iOS, interactions with the elevators may take place by using Siri. In this way users can truly touchlessly call an elevator, even with respect to their own phone. LiftOff needn't be in the foreground for the interaction to take place. Active Siri by saying "Hey Siri", and iOS will present a Siri swirl indicating that Siri is listening for commands:

Figure 4.1. Hey Siri
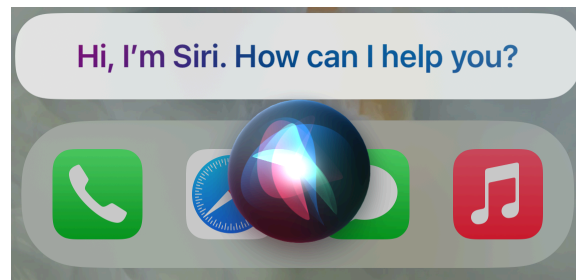
At this point, you may request your desired destination by saying: "LiftOff to *X*" where *X* is the floor desired.

If the floor requested is one of your authorized floors, you will receive a car allocation:

Figure 4.2. Siri Car
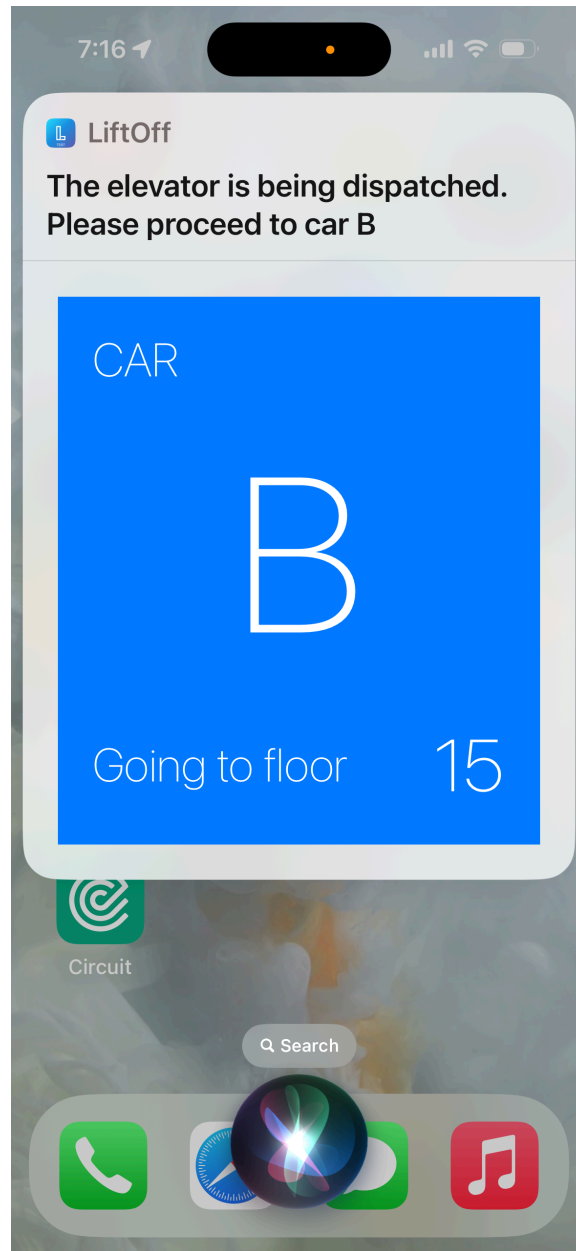
If the floor you requested was not in the set of authorized floors, you will be prompted as to whether or not you want to see the set of floors you are authorized to travel to. Siri will both visually and verbally ask if you want to proceed:

Figure 4.3. Siri Car
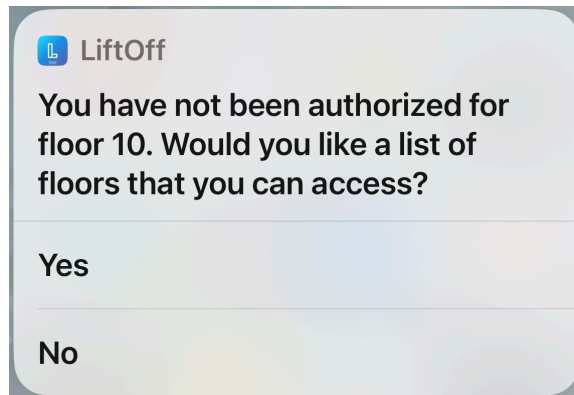
If you then respond with "Yes", you will be presented with your authorized floors. Siri will read along each floor. You may then verbally request your authorized destination and Siri will dispatch the car on your behalf:
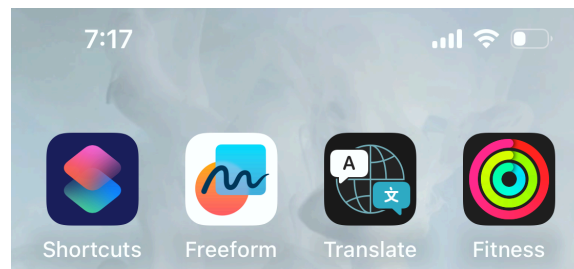
Figure 4.4. Siri Car
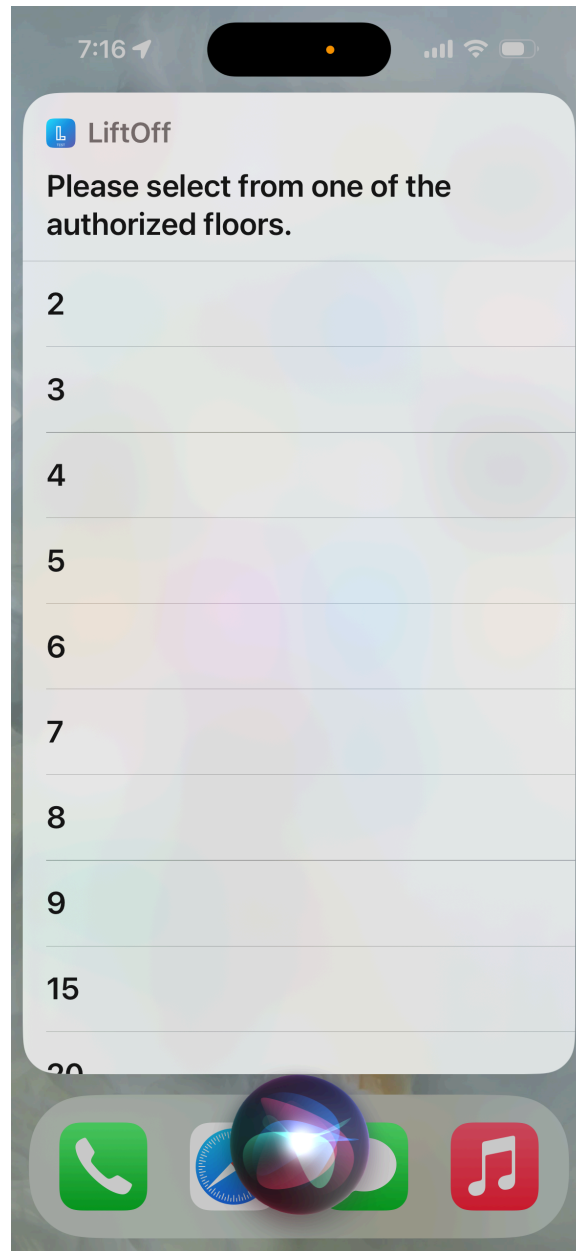
iOS Shortcuts

iOS shortcuts allow you to create automation tasks. These tasks, in the context of LiftOff, allow you to create a shortcut on either your home screen or your lock screen, which, when tapped, call an elevator to a specific destination. To create a shortcut, tap the Shortcuts app::
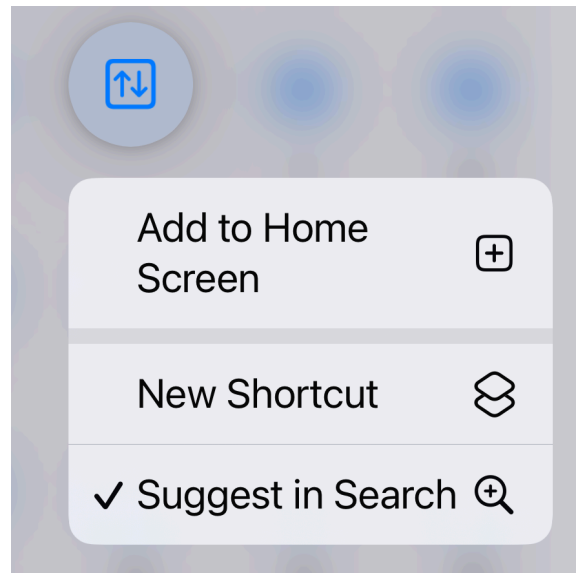
Figure 4.5. Shortcuts

The Shortcuts app will display the applications on your device with shortcut support. Locate LiftOff and you will be presented with the set of possible destinations for which you can create a shortcut:
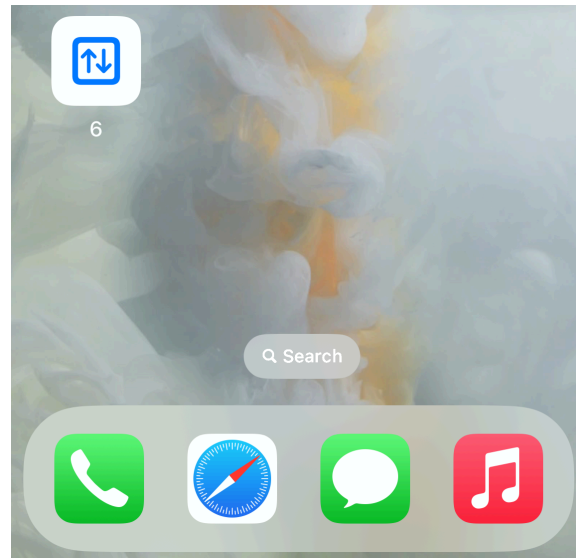
Figure 4.6. Shortcuts
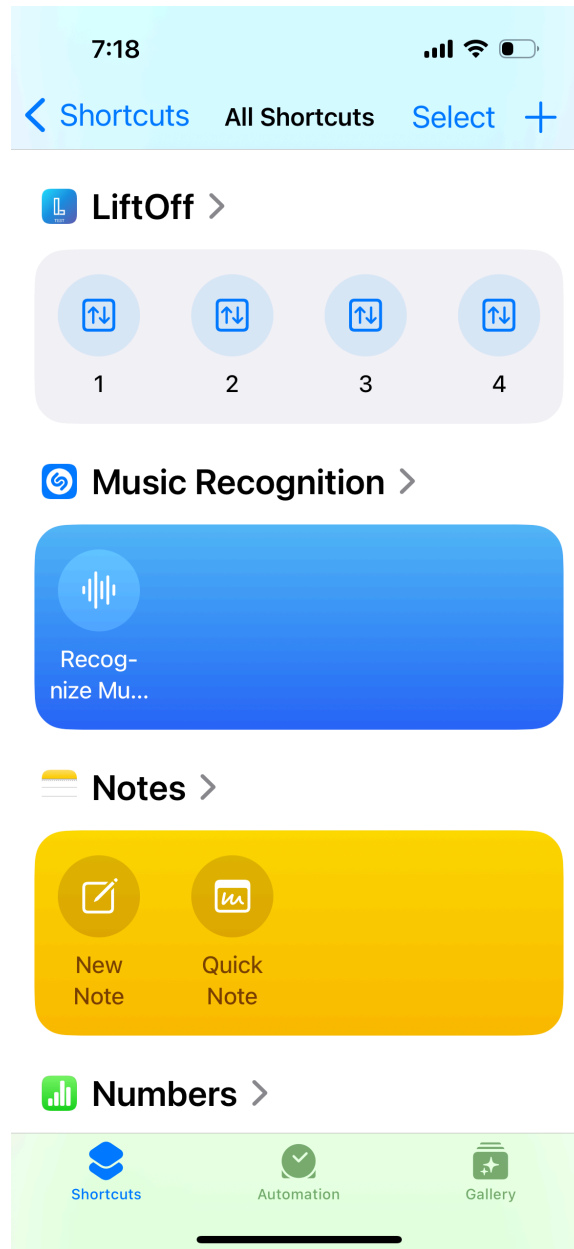
Long-tap the desired destination and choose Add to Home Screen to add a shortcut for that destination to your home screen:

Figure 4.7. Shortcuts

Once the shortcut is created, you can now call the specified destination with a single tap:

Figure 4.8. Shortcuts

In addition to adding an existing shortcut to your home or lock screen by selecting it within the Shortcuts app, you may also create a new shortcut yourself. Launch the Shortcuts app and then long-tap the destination desired and choose New shortcut. You will be presented with a shortcut properties panel:

Figure 4.9. Shortcuts
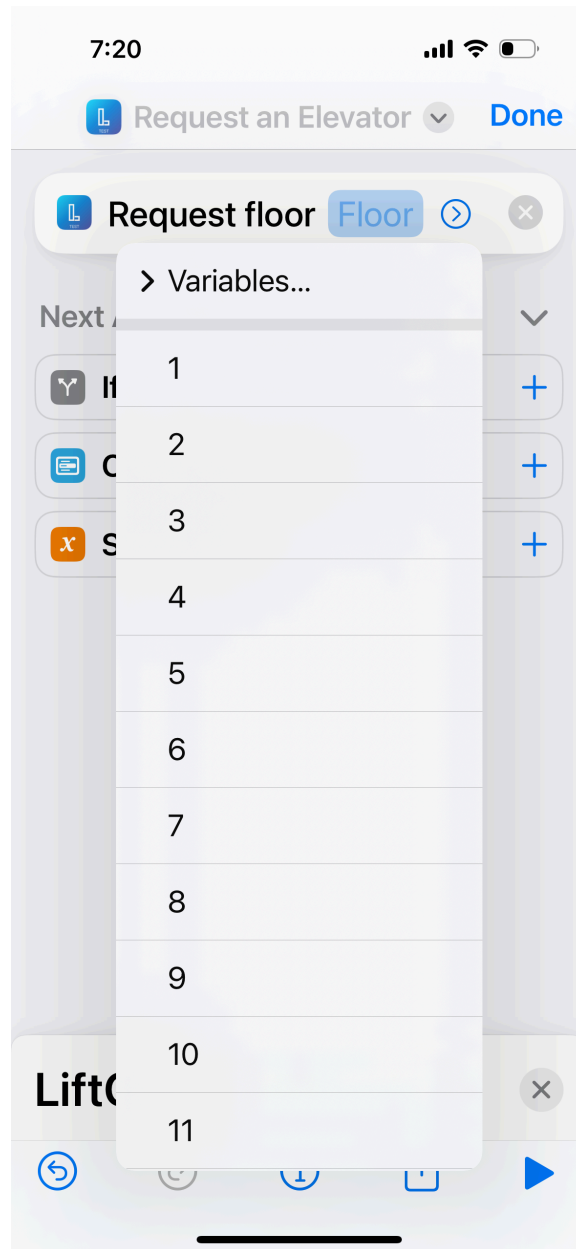
Confirm or change the desired destination, and then tap Done. You will now see the new shortcut listed in a separate section of the LiftOff's shortcuts. You can now rename the shortcut to match the language you want to use with Siri. Long tap the shortcut and choose Rename from the pop-up menu. The name that you give can be interpreted by Siri to call the shortcut. Example:

Figure 4.10. Shortcuts
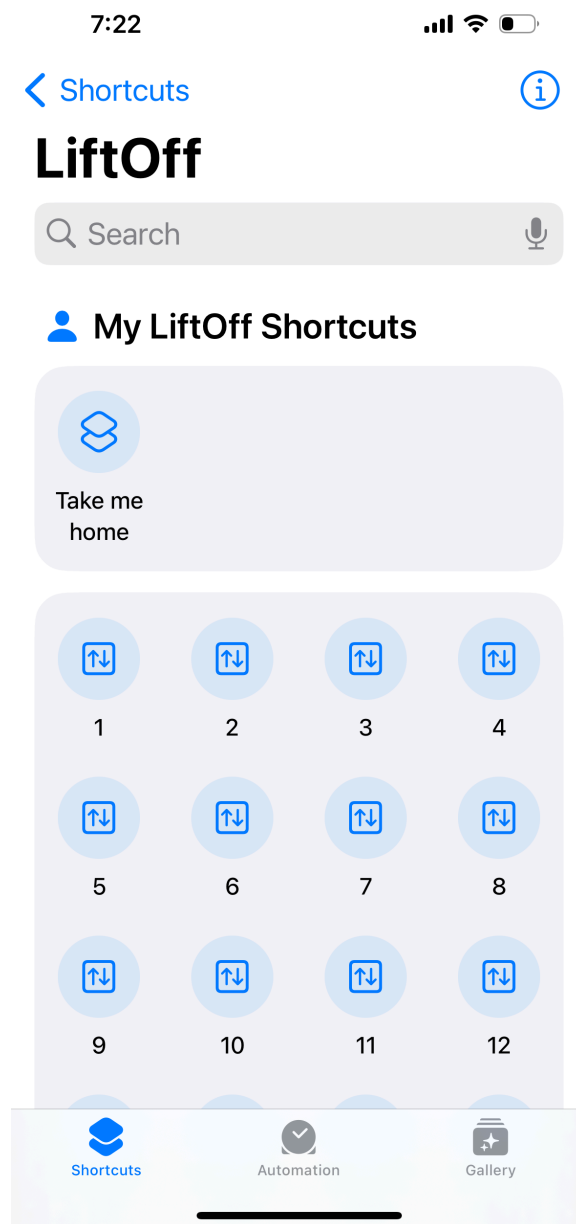
In this example, when the user asks Siri to "Take me home", a car would automatically be dispatched to floor 6.