

Vivago MOBILE

User Manual AEN0007-06 (2020-03-31)

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Setting up the Vivago MOBILE application

Pre-use installations:

Download and install the Vivago MOBILE application from Android Play store or Apple App Store to your mobile phone by clicking the install button.

Once installed, launch the Vivago MOBILE application from Vivago icon. After this the login page is displayed.

During first launch your Android phone (does not apply to

iPhone) will ask you to stop optimising battery usage of the Vivago application. Select **Allow** to make sure the application works reliably in all situations.

Click the green Gear icon at the top left corner to set the application's settings: the language of the

application and the server connection settings. This only needs to be done once.









Language

English	
Phone number of th	is

Server address

Server port number 8001

0

Application settings:

- Select your Vista MOBILE Language.
- In the Server address field enter the Internet address of the Vivago Vista server
- In the phone number of this device enter the phone number of your phone/tablet if you wish to use voice connection from it.
- The other settings usually do not need to be changed. You can enter the server port number; default is 8001. You can select the server communication protocol: HTTP or HTTPS. Default is HTTPS.
- Click the Save button to save the changes or the back-arrow button to cancel changes.

Launching and logging in

Launch the Vivago MOBILE application by clicking its icon. The login page is displayed.



Log in by using a personal login account. The accounts are created on the Vivago Vista server.

To log in, enter your predefined username and password and click the OK button.



Vivago MOBILE home view

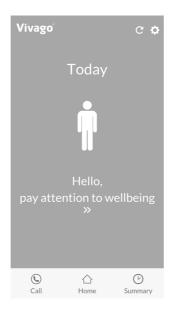
Vivago MOBILE home view is showing the user's wellbeing status. Wellbeing status is easily visualized with color coding and text. By pressing the text, you can enter the detailed wellbeing summary.

Green:Wellbeing state is good



Grey:

Pay attention to wellbeing



Orange:

Support is needed



Green: Wellbeing state is good

Grey: Pay attention to wellbeing

- When 25% change for worse has happened in sleep, activity or circadian rhythm.
- Vivago compares 3 months value into last week average.
- Detailed wellbeing status and changes in it can be seen in wellbeing summary.

Orange: Support is needed

- Weak circadian rhythm or weak daily activity alarm is on.
- Daily activity or circadian rhythm has turned into worse.
- Vivago notices a quick change when the last two days are weaker when the previous days or the last 30 days are weaker than normal.

Three main buttons are located at the bottom of the view.

- Home: Enter back to the main view
- Summary: Review sleep, activity and circadian rhythm
- Call: Call family member
- The top right corner of the view has a **Gear menu** that can be used to change your password, get instructions or log out of the app

Wellbeing summary for the last 24 hours

Wellbeing summary is shown on Summary view. The table displays the latest wellbeing indicators for the last 24 hours:

- Night-time sleep amount
- Sleep quality
- Day-time activity
- Circadian rhythm

Detailed summary of night-time sleep amount, sleep quality, day-time activity and circadian rhythm can be reviewed by clicking the arrow on the right side of the bar. Status and the trend of each indicator is explained verbally with terms:

- Weak
- Fair
- Good
- Excellent



Night-time sleep amount

The night-time sleep amount describes how many hours and minutes the watch user has slept on average within the time frame in question.

Last night sleeping time is shown clearly with hours and minutes and compared to the average of past three months night-time sleep.

Activity curve is displayed after the sleeping time.

Long-term trend of sleeping time is visualised as monthly average bars over past six months.

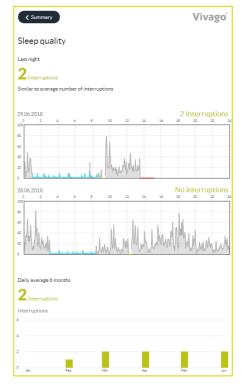


Sleep quality

Sleep quality describes on how many periods of sleep there are involved within the sleep time in question.

Sleep quality is shown clearly with number of sleep interruptions during last night and compared to the average number interruptions during the past three months.

Long-term trend of sleep quality is visualised as monthly average bars over past six months.



Daytime activity

Daytime activity is measured according to the motion, calculated by Vivago watch. The higher the number is, the more active the watch use has been. The activity value range is between 0-100 and normal activity is between 5 to 40. The activity number is always personal hence no comparison can be made between different users.

Daytime activity level is verbally valuated with status:

- Weak
- Fair
- Good
- Excellent

Long-term trend of daytime activity is visualized as monthly average bars over past six months.



Circadian rhythm

Circadian rhythm describes the ratio of night and day time activity. Good circadian rhythm means that the person is active during the day and sleeping during the night-time.

The level of circadian rhythm is verbally valuated with status:

- Weak
- Fair
- Good
- Excellent

Long-term trend of circadian rhythm is visualized as monthly average bars over past six months.



Activity curves

The **details** view displays the customer's activity curves.

The grey area in the activity curve depicts the level of activity for each moment of time: the higher the curve the more active the customer has been. The moment of time of the curve is shown at the top.

The system interprets the blue parts as sleep.

Yellow area in the activity curve depicts that the watch wristband attachment may be loose or poor, or the watch is off wrist.

The situations in which no information has been received from the customer (e.g. the customer is outside the range) are marked in red color.





Call view:

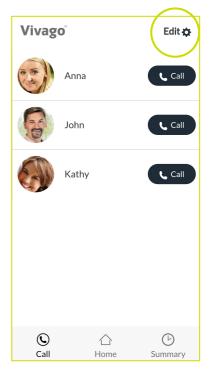
Call view shows phone book of favorite contacts, with direct call button.

Adding contacts to phone book

From gear icon, you can access the phone book and add contacts to the list.

By pressing the Plus icon, you can add a person from mobile phones contact information to Vivago MOBILE call view. When all needed persons are added to the listing, you can approve the them by clicking the check icon.

Totally 7 contacts can be added to the Vivago MOBILE phone book view.



Setting up the Vivago MOBILE application

Pre-use installations

Download and install the Vivago MOBILE application from Android Play store or Apple App Store to your mobile phone by clicking the install button.

Once installed, launch the Vivago MOBILE application from Vivago icon. After this the login page is displayed.

During first launch your Android phone (does not apply to iPhone) will ask you to stop optimising battery usage of the

Vivago application. Select **Allow** to make sure Vivago alarm notifications are reliable in all situations.

Click the green Gear icon at the top left corner to set the application's settings: the language of the application and the server connection settings. This only needs to be done once.







Application settings:

- Select your Vista MOBILE Language.
- In the Server address field enter the Internet address of the Vivago Vista server
- In the phone number of this device enter the phone number of your phone/tablet if you wish to use voice connection from it.
- The other settings usually do not need to be changed. You can enter the server port number; default is 8001. You can select the server communication protocol: HTTP or HTTPS. Default is HTTPS.
- Click the Save button to save the changes or the back-arrow button to cancel changes.

Launching and logging in

Launch the Vivago MOBILE application by clicking its icon. The login page is displayed.



Log in by using a personal login account. The accounts are created on the Vivago Vista server.

To log in, enter your predefined username and password and click the OK button.

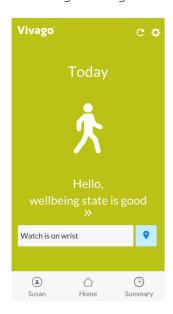


Vivago MOBILE home view

Vivago MOBILE home view is showing the user's wellbeing status. Wellbeing status is easily visualized with color coding and text. By pressing the text, you can enter the detailed wellbeing summary.

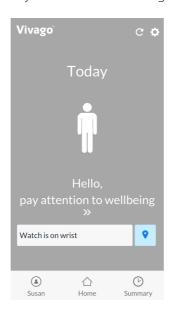
Green:

Wellbeing state is good



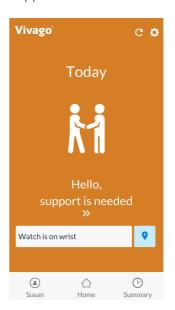
Grey:

Pay attention to wellbeing



Orange:

Support is needed



Green: Wellbeing state is good

Grey: Pay attention to wellbeing

- When 25% change for worse has happened in sleep, activity or circadian rhythm.
- Vivago compares 3 months value into last week average.
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- Weak circadian rhythm or weak daily activity alarm is on.
- Daily activity or circadian rhythm has turned into worse.
- Vivago notices a quick change when the last two days are weaker when the previous days or the last
 30 days are weaker than normal.

Three main navigation buttons are located at the bottom of the view.

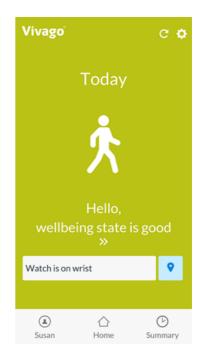
- Home: Enter back to the main view
- Summary: Review sleep, activity and circadian rhythm
- **Profile:** Check status or call family member that is using the Vivago watch
- The top right corner of the view has a **Gear menu** that can be used to change your password, get instructions or log out of the app

Vivago watch status

If the Vivago watch is off wrist or outside the range, that status is displayed on the Vivago MOBILE main view.

User's last location and coordinates can be opened by pressing locate the user button.



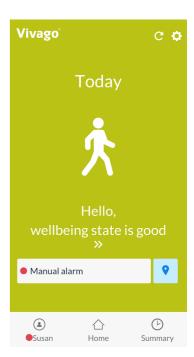


Alarm status

If the user has unacknowled alarms, the latest alarm is displayed on the Vivago MOBILE main view. You can access the list of user's alarms on the Profile view.

The alarm feature is available depending on your service provider.

In case the alarm feature is enabled, you will also receive Vivago MOBILE app notifications on new alarms on your phone. See more in chapter *Profile view*.



Wellbeing summary for the last 24 hours

Wellbeing summary is shown on Summary view. The table displays the latest wellbeing indicators for the last 24 hours:

- Night-time sleep amount
- Sleep quality
- Day-time activity
- Circadian rhythm

Detailed summary of night-time sleep amount, sleep quality, day-time activity and circadian rhythm can be reviewed by clicking the arrow on the right side of the bar. Status and the trend of each indicator is explained verbally with terms:

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- Fair
- Good
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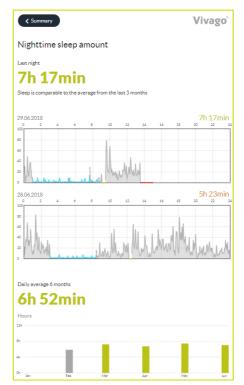
Night-time sleep amount

The night-time sleep amount describes how many hours and minutes the watch user has slept on average within the time frame in question.

Last night sleeping time is shown clearly with hours and minutes and compared to the average of past three months night-time sleep.

Activity curve is displayed after the sleeping time.

Long-term trend of sleeping time is visualised as monthly average bars over past six months.



Sleep quality

Sleep quality describes on how many periods of sleep there are involved within the sleep time in question.

Sleep quality is shown clearly with number of sleep interruptions during last night and compared to the average number interruptions during the past three months.

Long-term trend of sleep quality is visualised as monthly average bars over past six months.



Daytime activity

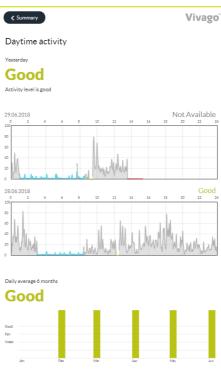
Daytime activity is measured according to the motion, calculated by Vivago watch. The higher the number is, the more active the watch use has been. The activity value range is between 0-100 and normal activity is between 5 to 40. The activity number is always personal hence no comparison can be made between different users.

Daytime activity level is verbally valuated with status:

- Weak
- Fair
- Good
- Excellent

Long-term trend of daytime activity is visualized as monthly average bars over past six months.





RELATIVE – Instructions for use

Circadian rhythm

Circadian rhythm describes the ratio of night and day time activity. Good circadian rhythm means that the person is active during the day and sleeping during the night-time.

The level of circadian rhythm is verbally valuated with status:

- Weak
- Fair
- Good
- Excellent

Long-term trend of circadian rhythm is visualized as monthly average bars over past six months.



RELATIVE – Instructions for use

Activity curves

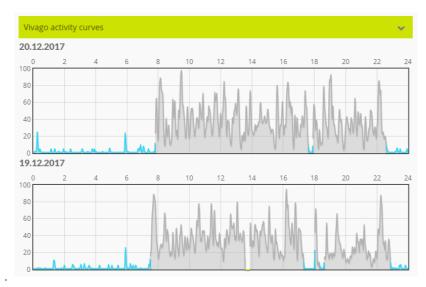
The **details** view displays the customer's activity curves.

The grey area in the activity curve depicts the level of activity for each moment of time: the higher the curve the more active the customer has been. The moment of time of the curve is shown at the top.

The system interprets the blue parts as sleep.

Yellow area in the activity curve depicts that the watch wristband attachment may be loose or poor, or the watch is off wrist.

The situations in which no information has been received from the customer (e.g. the customer is outside the range) are marked in red color.





Profile view:

This view allows direct **call** with the watch user.

The user's **status** is shown below the call button.

Alarm list

If you have alarm features enabled, you can see a list of the user's alarms below the status text.

The alarm feature is available depending on your service provider.

Unacknowledged, i.e. active alarms that require attention are marked with a dot red and bold text.

Acknowledged, i.e. already processed alarms are shown in gray text.

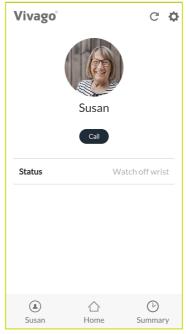
Clicking on an alarm will open a new dialog, showing alarm details such as time, date, alarm type and location of the customer during the alarm. In this dialog, to acknowledge an unacknowledged alarm, click the **Acknowledge** button in this dialog.

Receiving alarms

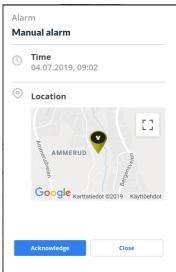
If you have alarm features enabled, you will receive alarm notifications on your phone. The alarm notification includes a sound and the Vivago symbol. The sound can be different depending on the alarm type.

The **Vivago alarm notification** is displayed on the bar at top of the phone/tablet screen, and in the notification center.

Clicking the notification opens the Vivago MOBILE application and shows the **Profile** view; i.e. the list unacknowledged alarms pending, so you can view and process the alarm.











Setting up the Vivago MOBILE application

Download and install the Vivago MOBILE application from Android Play store or App App Store by clicking the install button. The application is available for tablet or mobile phone devices. (Note: Only few of the tablets support voice connection, which might be needed upon upcoming alarm to open the voice call with the end-user)

Once installed, launch the Vivago MOBILE application from Vivago icon. After this the login page is displayed.

During first launch your Android phone (does not apply to

iPhone) will ask you to stop optimising battery usage of the Vivago application. Select **Allow** to make sure Vivago alarm notifications are reliable in all situations.

Click the green Gear icon at the top left corner to set the application's settings: the language of the application and the server connection settings. This only needs to be done once.

Stop optimising battery usage?

Vivago will be able to run in the background. Its battery usage won't be restricted.

Deny Allow





Application settings:

- Select your Vista MOBILE Language.
- In the Server address field enter the Internet address of the Vivago Vista server. You can find the server in Vista application's Settings / Site / MOBILE accounts tab.
- In the phone number of this device enter the phone number of your phone/tablet if you wish to use voice connection from it.
- The other settings usually do not need to be changed. You can enter the server port number; default is 8001. You can select the server communication protocol: HTTP or HTTPS. Default is HTTPS.
- Click the Save button to save the changes or the back-arrow button to cancel changes.

After setting up the server connection details you can log in to the Vista server. Make sure you have a Vista account defined in the server's Vivago Vista application. The instructions for creating user accounts can be found in the Vista Technical Guide.

Settings Language English Phone number of this device Server address test.vivago.com Server port number 8001 Protocol HTTPS Save

Phone settings:

Note that adjusting the mobile phone settings may affect the system performance and should only be done with caution. The effects may be similar, but not limited to following: adjusting data transfer, volume, notification and app permission settings may affect alarm functionalities.

Launching and logging in

The nursing staff will log in to the application with a personal user account. The accounts are created on the Vivago Vista server. For each of the account the customer groups that the account should serve are selected. An account can see and receive alarms from a single group or multiple customer groups. Night staff can be defined to receive alarms from all customers. In some situation an account may receive alarms from customers that it is normally not set to serve. This could e.g. be a Call for extra help from another customer group. User accounts may be defined so that they are only used during specific times of day, e.g. the night or daytime.

The phone/tablet will only receive alarm notifications when the user is logged in to the application. The application does not need to be running on the screen, it will receive notifications even when put to background.

To log in, enter your predefined username and password and click the OK button.



Menu screen

After logging in the **Menu screen** is displayed. You can choose between two views:

- Clicking the **Customers** button takes you to a list of all customers belonging to your user account.
- Clicking the Alarms button takes you to a list of all customers that have unacknowledged alarm(s) pending → to be handled.

If your username has Panic alarm feature enabled, the Menu screen will have an additional Panic button that you can click to send a Panic alarm to request help.





The top right corner of the view has a **Gear menu** that can be used to change your password, get instructions or log out of the app. You can also check the username that you have logged in with.



All the views of the Vivago MOBILE application can be viewed either vertically or horizontally with the phone or tablet.

Customer list

The **customer list** displays short customer details including first name, last name, room number and customer image.

A blinking **alarm icon** is displayed at the end of the customer row if there are unacknowledged alarm(s) pending.

The **customer list** order (picture on the left side) is arranged according to the customers` wellbeing condition:

Red colour:

Weak circadian rhythm or weak day time activity alarm is on.

Yellow colour:

The activity level, circadian rhythm or daytime activity has changed with ± -25 percent.

Grey colour:

No changes or minor changes in the wellbeing.



Customer list functions

Use the **Order by** selection at the top to sort the list by first name, last name, room number, wellbeing or by alarms.

Customers can be **searched** by entering a part of first name, last name or room number in the search field.



Clicking the **refresh icon** at the top right corner of the screen refreshes the customer list; note that it is not automatically refreshed.



Clicking on a customer's row takes you to the **customer details screen.** Depending on the display size of your device customer details are shown on the left side of the customer list or on the whole screen.



Clicking the **left arrow icon** at the top left corner of the screen takes you back to the main menu. The back button of the device serves as well.





NURSING STAFF – Instructions for use

Customer list icons

On each row on the customer list, there can be a symbol after the customer's name:

- 1. Customer has an unacknowledged alarm
- 2. Customer is not present
- 3. Watch is off the wrist
- 4. A nurse is present in the customer's room



Customer details screen

The **customer details screen** is divided into two parts: the upper shows basic customer information, while in the lower part you can choose to browse more details on alarms, Vivago activity curves, Vivago wellbeing information and customer's notes.

Choose the activity information details using the **green dropdown menu** in the middle of the screen.



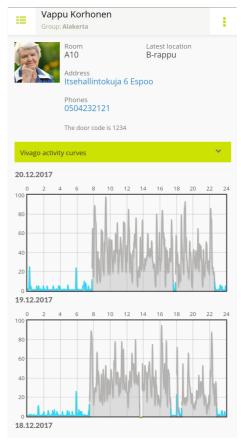
The upper part shows the customer image, name, group name, room name/number, latest location, address, phone numbers and additional information text entered in the Vivago Vista application.

If the customer has taken her watch off wrist or is not present, this **status** will be displayed below her personal details. It is also shown if a nurse is present in the customer's room.

Click the **Phones link** to call the customer (phone call availability depends on your device type.)

Click the customer's **Address link** to show a map of the address.

If the user has device with GPS tracking, also the GPS location can be shown on a map by clicking location icon . Also the time and date from the GPS location update is shown.





To **return to the Customer list**, click the menu icon at the top left corner of the screen. On a tablet, this button changes the view between the shared customer list/ customer details view, and the whole screen view of the customer details.

The **menu icon** at the top right corner reveals a menu that allows you to **refresh** the customer information or **log out**. When touching the menu icon again the selections disappear from the view.





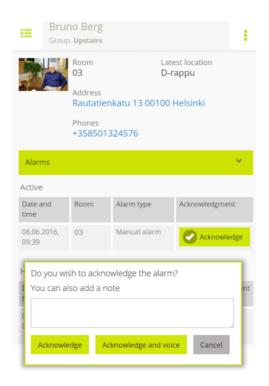
Customer details: Alarms

The Customer's **Alarms view** displays the customer's latest unacknowledged alarms in the **Active** part and acknowledged alarms in the **History** part. For each of the alarms, following information is visible: time, date, alarm type and location of the customer during the alarm. For acknowledged alarms the acknowledgment date and acknowledgment text is shown.

To acknowledge an unacknowledged alarm, click the **Acknowledge** button next to the alarm.

An acknowledgment dialog will pop up. Use the **Acknowledge** button to acknowledge or use the **Acknowledge and voice** to request also a voice connection to the customer. You can also add an acknowledgment **note**.

The voice connection will be created by Vivago system via voice connection device (i.e. room device or DOMI safety phone) of the customer, which opens the call to the device holder, (who acknowledged the alarm) in a couple of seconds. Answer to the upcoming call to open the voice connection. Hang up after the call is completed.



Receiving alarms

New manual alarms raised by the customers and automatic alarms raised by the Vivago system are sent to the users' Vivago MOBILE devices. The alarm notification includes a sound and the Vivago symbol. The sound can be different depending on the device/ alarm type.

The notification will be sent to those devices, which are logged in with an account, that has been defined to receive alarms from the customer group, where the new alarm is received from.

The **Vivago alarm notification** is displayed on the bar at top of the phone/tablet screen, and in the notification center.

Clicking the notification opens the Vivago MOBILE application, which shows the **Alarms** view; i.e. the list of customers that have unacknowledged alarm(s) pending.

The alarm can be acknowledged from the customer's details view, described in the previous chapter Customer **details: Alarms**. You can also open a voice connection to the customer when acknowledging.



NURSING STAFF – Instructions for use

Customer details: Wellbeing summary

The customer's **Vivago Wellbeing summary** shows information on the customer's long-term wellbeing. The table displays the daily averages for the latest six and three months and latest 7 days for sleep time, sleep periods, day-time activity and circadian rhythm. The circadian rhythm describes the ratio of night and day time activity and it's explained also verbally: weak, fair, good or excellent.

The table also displays a **Change** column. The values for the 7 days are compared to the latest 3 months: if an indicator shows an increasing or decreasing trend (+/- 25%), the table will highlight this with a describing text and an arrow in the **Change** column.

The wellbeing summary is best viewed **horizontally** with your phone.





NURSING STAFF – Instructions for use

Night-time sleep amount

The night-time sleep amount describes how many hours and minutes the customer has slept in average within the time frame in question.

Sleep interruptions

The sleep interruptions describe on how many interruptions of sleep there are involved with regards to the accumulated sleep time in question. If the sleeping interruptions amount increases, it might mean restless sleep during the night.

Daytime activity

Daytime activity is measured according to the motion, calculated by the Vivago watch. The higher the number, the active is the customer. The activity value range is between 0 (passive) -100 (extremely heavy motion). Normal average is normally between 5 to 40. The activity number is personal hence no comparison can be made between different customers.

Circadian rhythm

Circadian rhythm describes the ratio of night and day time activity. Good day time rhythm means that the customer is active during the day and is sleeping during the night time. Good numerical value is close to zero.

Customer details: Activity curves

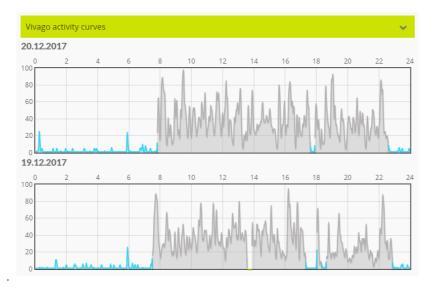
The customer's **Vivago activity curves** view displays the customer's activity curves for the latest five days.

The grey area in the activity curve depicts the level of activity for each moment of time: the higher the curve the more active the customer has been. The moment of time of the curve is shown at the top.

The system interprets the blue parts as sleep.

Yellow area in the activity curve depicts that the watch wristband attachment may be loose or poor, or the watch is off wrist.

The situations in which no information has been received from the customer (e.g. the customer is outside the range) are marked in red color.





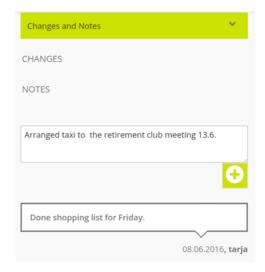
Customer details: Notes

The Customer's **Changes and Notes** view displays notes added for the customer and makes it possible to insert new notes.

To add a new note, start typing in the empty text below the Notes heading. To save the new note click the **green plus** button that appears below the text field.

The date, the note was added, and its writer are shown below the notes.

All users can see the notes added to customers.



Vivago® develops smart safety and wellbeing solutions for preventive care. The innovative solutions cover the whole chain of care from home care to assisted living, care homes, hospitals and rehabilitation.

Vivago's solutions increase the feeling of safety with automatic alarms and by providing wide range of wellbeing information to support daily care and to follow-up the effectiveness of care. Real-time notifications inform about changes in the person's wellbeing and it enables care providers to react proactively and focus on individual care. Wellbeing information can also be shared with relatives.

As a pioneer in health care technology, Vivago already ensures safety for tens of thousands of individuals in Europe. Vivago's unique solutions are patented and have been awarded with several international recognitions. The high-quality products are manufactured in Finland. With the help of Vivago solution, people can get better care and live longer and safer at home. Vivago provides better care and enables remarkable savings in rehabilitation and home care.

Vivago – Right care, at the right time, in the right place

Vivago





info@vivago.com www.vivago.com