



Vivago

Vivago DOMI

Care phone solution users guide CEN9048-27 (2019-09-09)

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What is Vivago DOMI care phone solution?

Vivago DOMI care phone solution contains Vivago CARE watch, Vivago Domi POINT care phone at home and Vivago Vista software at the service provider. The service provider is responsible for maintaining the server for the Vista software and configuring the Vista software to transfer alarms to the alarm recipients.

Domi POINT care phone transfers the alarms to the alarm recipients via the Vista server and the mobile phone network.

The Vivago DOMI care phone solution comprises of the following:



1. **Vivago CARE watch**, which you should keep on your wrist all the time. Please, do not take it off when you go to bed or out since the Vivago CARE watch continuously monitors your activity level. By pressing the alarm button, you can trigger the alarm yourself. The Vivago CARE watch can also automatically trigger an alarm if you are immobile too long.

Note! the alarm will not be transmitted to the Domi POINT care phone if you are out of its range. The alarm system only works at home. The range of the Domi POINT care phone is about 20 meters indoors.

You can use the Vivago CARE watch as a normal watch. It shows you the time and date and can be used as an alarm clock. Besides this you can from the display on the watch view things like how much you slept last night and how active you were last day.

When needed, you can remove the watch from your wrist, but at this time it will not collect any data or send automatic alarm. In this case you are not secured by the system, so do not forget to put the Vivago CARE watch back on your wrist. The manual alarm can be triggered even if the Vivago CARE watch is not on the wrist, as long as you are inside the range of the Domi POINT care phone.

Depending on the service provider, may be possible to add also second Vivago CARE watch to the system for example to follow well-being of a couple living at home.



2. **Domi POINT care phone**, which receives information on alarms and your activity level from your Vivago CARE watch. The Domi POINT care phone transmits the alarms, notifications and measurement information via the mobile phone network to the alarm recipient. In case of an alarm the alarm recipient can talk to you via the Domi POINT care phone and arrange assistance for you when needed.

The Domi POINT care phone must be plugged into a wall socket for electricity all the time. If there is a power failure, the rechargeable battery of the Domi POINT care phone will ensure up to two days (48 hours) of operation with the mains power off. The rechargeable battery will automatically recharge when mains power is back. It's recommended that the Domi POINT care phone is installed as centrally as possible in the flat to ensure good audibility; it can be placed for example in the lobby or in the bedroom.



3. Alarm recipient, who receives the alarms and notifications from the Domi POINT care phone. The alarm recipient will arrange help for you when needed. The alarm recipient can be a member of a professional alarm center staff, a family member or a friend. Alarms and notifications can be forwarded to mobile phones. After an alarm has been sent, the alarm recipient is able to open a voice connection with you.

Vivago DOMI care phone solution functions

Vivago CARE watch manual alarm

If you feel that you are in need of help, you should immediately press the Vivago-button (Figure 1) on the watch until the red light appears on the watch (Figure 2). Do not wait for the system to send an automatic alarm for you. The red light on the watch lights up for about 15 seconds when the alarm has been sent. Domi POINT care phone gives a signal when it has received a manual alarm.



Figure 1. Vivago - Button

The manual alarm can be triggered even if the Vivago CARE watch is not on the wrist. It is also possible to trigger the alarm using the alarm button on the Domi POINT care phone, see Figure 3, or any additional alarm buttons that may be connected to it.

In case the alarm button was pressed in vain, the alarm request can be cancelled from the STOP-button in Domi POINT care phone, see Figure 3.

Vivago CARE watch button functions



- 1** VIVAGO -button on the watch is used for triggering the alarms, except when in the watch settings mode.
- 2** LIGHT -button will switch on the display back light easing reading of the display in dark environment. The light will turn off automatically after about 12 seconds.
- 3** MODE -button allows browsing through the different menus of the watch.

Figure 2. Vivago CARE watch

Alarm recipients and settings

Vivago DOMI care phone can be configured with the alarm recipients, the alarm types in use, and settings for the alarms including the day/night settings as well as delays in certain alarms. Settings can be changed when needed. You should agree with your Vivago DOMI service provider about the alarm recipients and the settings in Vivago DOMI care phone before taking the system in use. The alarm types and settings of the Vivago DOMI care phone which, depending on the service, can be changed for individual customers are described in Appendix 1 .

Alarm types in the Vivago DOMI care phone

The following table lists different types of alarms in the Vivago DOMI care phone in general level. Availability of different alarm functionalities may vary depending on the service or service provider. A detailed list of alarms with their settings is listed in the Appendix 1 .

Alarm types
Manual alarm via the alarm push button
Automatic alarms
Automatic notifications to inform about changes in well-being
Technical alarms to inform about the condition of the Vivago CARE watch and the Domi POINT care phone
The watch wearing information: watch off/on wrist.
User's presence at home

Voice connection

When the Vivago CARE watch user has made an alarm, the Domi POINT care phone sends it to the alarm recipient via the Vista server and the mobile phone network. After an alarm has been received the alarm recipient can discuss with you via the loudspeaker and microphone in the Domi POINT care phone device and arrange help for you if needed.

A nurse or an alarm recipient can also call to the Domi POINT care phone via mobile or landline telephone. In this case the Domi CARE phone gives an audio signal. The Vivago CARE watch user can accept the incoming voice call by pressing the Vivago-button until the red light in the watch lights up. The voice connection can also be established by pressing the red alarm button on the Domi POINT care phone.

When the voice connection is open, the alarm recipient can tune the volume of the loudspeaker in the Domi POINT care phone by pressing numbers 4 or 6 in the dial pad of the mobile or the landline telephone device. (4 = down; 6 = up).

Buttons, loudspeaker and microphone of the Domi POINT care phone



Figure 3. DOMI care phone

Signals and lights of Domi POINT care phone

Situation	Audible signal	LED lights
The power supply is not connected	Signal every few seconds	Blue light blinks with low frequency
The care phone initializes its functions	No signal	Blue light blinks
The care phone is operational, and alarm is not active	No signal	Blue light is on
An alarm has been raised with the alarm button on the watch or care phone	Signal for a short period	Red light is on
An incoming call	Tune until the call is answered.	No change

Guidance for the alarm recipient

Depending on the service, the alarm recipient receives alarm via the Vivago MOBILE application or as a text message in their mobile phone. Then they can acknowledge the alarm and set up a voice connection with the care phone from the Vivago MOBILE application or by sending the letters received in the text message in a reply text message.

Domi POINT care phone has a call back feature which enables calling back to the Domi POINT care phone within call back time after the last alarm from the user. During the call back time the voice connection opens automatically between the alarm recipient and Domi POINT care phone's user.

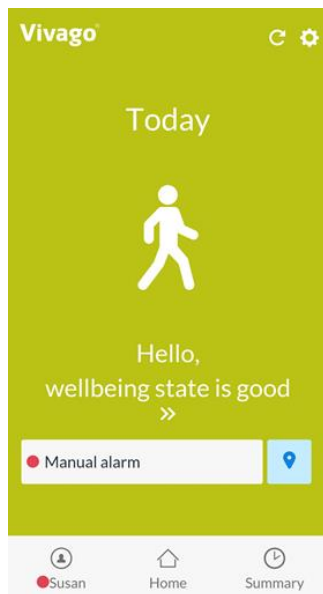


Figure 5. Received ALARM on Vivago MOBILE application of a relative.

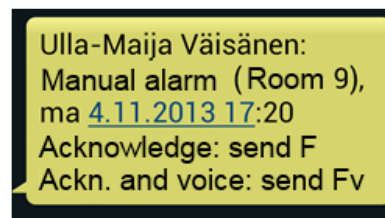


Figure 4. Received text message alarm on mobile phone display.

It's recommended that alarm recipient stores the phone number of the Domi POINT care phone into their phone. With this number they can contact their relative's or client's care phone later on.

If the voice connection is not needed, the alarm recipient can just acknowledge the alarm in the Vivago MOBILE application or by sending a text message reply with the letter or letters for the plain acknowledgement in the received text message.

Automatic alarms

Vivago DOMI care phone sends automatic alarms in the following cases:

"Deterioration" alarm is triggered if it detects that you have been inactive longer than normal (the sensitivity level can be adjusted by service provider). During the night-time the alarm is triggered earliest after one hour longer than normal inactivity and during the day-time the delay is in minimum half an hour.

When you start using the Vivago CARE watch, it will study your normal activity pattern for day and night and register your normal inactive periods. During the first few days when the system is learning the activity pattern there may be unnecessary alarms, as well as later on if there appears a change in your activity pattern. The system will continuously learn the current activity pattern even after the adaptation period.

"Low temperature" alarm is triggered if the watch detects that the watch temperature has dropped under 28 °C (82 F), and your activity has been low for at least for 30 minutes.

Automatic notifications

Vivago DOMI care phone sends automatic notifications in the following cases:

“Daytime activity low” notification is given if your mean daytime activity (from 8:00 to 20:00) during the last few days shows a deteriorating trend. Your alarm recipient may contact you to ask your condition.

“Circadian rhythm weak” notification is given if your circadian rhythm during the last few days shows a deteriorating trend. Your alarm recipient may contact you to ask your condition.

“Passivity Notification” is triggered if the watch detects that you have been passive for a long period during the daytime, i.e. you have moved only very little. The notification is sent for example in case you have slept 4 – 5 hours during the daytime between the hours of 10:00 to 20:00.

Self-diagnostics

The Vivago DOMI care phone continuously monitors its own performance. If the system identifies a fault, it will automatically send a relevant fault message to the alarm recipient. For example, if the power source of the Domi POINT care phone is disconnected it gives a signal immediately and repeats it every 5 seconds. It's possible to mute the signal for two hours by pressing the STOP button on the care phone shortly. After two hours the signal will be repeating again. As an exception the signal will be silent during the night-time (22:00 – 8:00 by default). The signal will mute when the power source is connected again.

The Vivago CARE watch and the Domi POINT care phone will send automatically alarms if the battery is draining. Domi POINT care phone sends “Base station mains failure” alarm after one hour it has been disconnected from the power source.

Using the Vivago CARE watch

Fastening the Vivago CARE watch

Wear the watch on your weaker hand. If you are right-handed, please fasten the watch on your left hand and vice versa. Fasten the watch on your wrist so that it feels comfortable and does not restrict your wrist movements. However, please note that it should be tight enough to ensure that the bottom face of the watch is in close contact with your skin, even when you move your arm around. This is important, because your watch can only monitor the activity level and physiological signals when it is in direct contact with your skin. The watch is too loose if it can be rotated.

The watch detects whether it is on the wrist or not. If the watch is removed from the wrist or it is too loose on the wrist, it stops measuring activity and "WRIST" text starts blinking on the display. In addition, a "Watch off wrist" – alarm will be sent to the alarm recipient.

Don't put paddings or any other material between the watch and the wrist. If one side of your body is paralyzed, the Vivago CARE watch must be used on the wrist that is not paralyzed so that activity measurement and automatic alarms are reliable. Make sure that you can make an alarm with the alarm button. If you have to use the watch in your immobile hand, the automatic alarms can be configured off.

Agree the settings with the service provider before taking the system into use. Appendix 1 summarizes the alarms and their settings.

When not wearing the Vivago CARE watch

When you take the Vivago CARE watch off your wrist, it shouldn't be left under direct sunlight or a place where it can be heated. Do not leave it within reach of children or pets.

If the Vivago CARE watch is off your wrist for more than the defined alarm delay, the system will automatically send a "Watch off wrist"-notification to your alarm recipient. The alarm is sent only if the watch was within the range of the Domi POINT care phone when it was taken off the wrist.

Please remember to put the Vivago CARE watch back on your wrist as soon as possible.

If the Vivago CARE watch has not been used for a very long time, a test alarm is recommended.

Shower, bath and sauna

The Vivago CARE watch can be worn in the shower and bath. It is waterproof. This enables you to send an alarm while taking a shower or bathing. Please do not wear the watch in hot environments for example in the sauna.

If you forget or are for some reason unable to put your watch back on, the system will automatically send a "Watch off wrist"-notification to the alarm recipient when the Vivago CARE watch has been off your wrist longer period of time than the defined alarm delay.

Cleaning the Vivago CARE watch

Regular cleaning of the watch is important to ensure that the measurement function works properly. If the watch is in constant use, it is good to clean it once a week. You can wash the watch with running water and use mild hand dishwashing detergent liquid. Dry the watch and the wrist thoroughly before fastening the watch.

Do not use washing liquids that contain solvents like alcohol. These might damage the plastic parts of the watch. Do not scrape or scratch your watch.

Going out

You may move freely with your Vivago CARE watch. If you go out, do not remove your Vivago CARE watch. You do not need to inform anybody or press any button. When you have gone out, the DOMI solution will send "Out of range alarm" to the alarm recipient within a delay, see details in Appendix 1 .

Even if you are several days out of the Domi POINT care phone's range, the watch will continue to measure your activity when on wrist. From the display on the watch you can follow your activity level and sleep time wherever you are. In addition, the watch works as a normal wristwatch.

The alarms and activity level transmission to server work only within the range of the base station, around 20 meters from the Domi POINT care phone. Depending on the construction material of your house it may work in some parts of your garden as well. It's possible to measure the range of the Domi POINT care phone with test alarms. Agree about the test alarms with your alarm recipient(s).

Going away from home for a longer period of time

If you are leaving your home for a longer period of time, for example going on vacation, please inform your alarm recipient(s) about your absence. You can leave the watch home. Also inform the alarm recipient when you have returned home. Do not turn off the power from the electric mains. Do not unplug the Domi POINT care phone from the power supply.

Do remember to charge the Vivago CARE watch and make a test alarm when you return home and take the watch in use again.

Charging the Vivago CARE watch

The watch is assembled with a rechargeable battery, which needs to be charged with the charger delivered with the package. A charged battery lasts for 2 – 4 months.

A symbol of a battery appears on the left upper side of the display when the battery is getting empty, see the Figure 7. The text "BATT" will also blink on the display. The watch will send a "Watch recharge. battery empty" notification to the alarm recipient.

The battery should be charged as soon as possible, but at latest within three days to make sure that the watch works properly. However, if the battery has drained and the watch has turned off it will turn on automatically when connected to the charger. It takes 1 – 2 hours to charge an empty battery.

Place the charger on the watch as shown on the Figure 6 and plug the charger into a power socket. Place the charger on the same side as the MODE button. Make sure that the charger is correctly placed on the watch and in contact with the charging contacts at the bottom of the watch.

When the charger is correctly attached and it starts to charge the watch, a symbol of the charging



Figure 7. Vivago CARE watch indicates with the battery symbol when the battery is nearly empty



Figure 6. Vivago CARE watch connected to the charger

process appears on the display.

When the battery is full the charge animation stops and there appears a “Battery full” – symbol on the display. A “Watch battery full” notification will now be sent to the alarm recipient. You can now detach the charger from the watch and the power socket.

Note! If the watch battery isn’t fully charged or the charging is interrupted for some reason, the battery symbol doesn’t turn off. When the watch battery is fully charged, the battery symbol turns off.

Settings of the Vivago CARE watch

Please take a look at the Quick Reference Guide delivered in the package together with the Vivago CARE watch.

Service, liability and warranty

Service

Regular cleaning of the Vivago CARE watch is essential to assure the correct operation of the product.

The rechargeable battery of the watch must be charged every 2 – 4 months. The watch automatically informs about the need for charging on its display and with the technical notification sent via the Domi POINT care phone to the alarm recipient.

Damaged Vivago CARE watches, Domi POINT care phones and device interfaces can be serviced by Vivago Ltd, via your local supplier.

Liability

The Vivago DOMI care phone constantly monitors its own technical performance. If there is a malfunction, it will automatically send a notification to the alarm recipient. The alarm recipient can then take the necessary measures to fix the situation.

A malfunction in the mobile phone operator's network can prevent the alarms to proceed to the alarm recipient. Under no circumstances, is the manufacturer liable for any indirect damages caused by the system not making or transmitting an alarm or making unnecessary alarms.

The manufacturer assumes no liability for malfunctions of the system, which are caused or occasioned by the system not being used and maintained in the manner described in the operating instructions.

Warranty

The Vivago system carries a warranty for 24 months from the date of purchase. The warranty covers the cost of repairing any defect in the system caused by faults in assembly, manufacture or raw materials.

The warranty does not cover any damage that is caused or occasioned by improper use or user's negligence. It does not cover any damage caused by the system not being used and maintained in the manner described in the operating instructions, nor by an external factor outside the manufacturer's reasonable control or normal wear and tear.

Installation of Vivago DOMI care phone solution

Note! Errors in installation or maintenance may be dangerous, prevent the correct operation of the device, and may void the product warranty.

If you want to change the phone numbers of the alarm recipients or other settings in the Vivago DOMI care phone, please contact your service provider.

Domi POINT care phone positioning

It is recommended that the Domi POINT care phone is installed as centrally as possible in the flat to ensure a good audibility; it can be placed for example in the lobby or in the bedroom. To ensure the connection between the watch and the base unit, you should avoid placing the base unit in the vicinity of a computer, a record player, a television, fluorescent lamps and also be placed as far away as possible from any fuse boards. Thick stonewalls and metal constructions may also prevent data transfer between the watch and Domi POINT care phone.

Domi POINT care phone range

The alarms work only within the range of the base station, around 20 meters from the Domi POINT care phone. Depending on the construction material of your house range may reach to some parts of your garden as well. It is possible to measure the range of the Domi POINT care phone with test alarms. Agree about the test alarms with your service provider.

Vivago CARE watch - general instructions

Important!

The Vivago DOMI care phone is NOT a substitute for proper medical care. The Vivago system should never be used for delaying medical help.

General

- The system can only help when it makes an automatic alarm or when you trigger a manual alarm. Make sure that you understand the limits of the device and the safety that it provides.
- The Vivago CARE watch is a safety device, which aims to detect the changes in the user's activity level as comprehensively as possible, but the system does not detect most minor deviations. This means that you should never postpone calling for help, if you are concerned for your safety or wellbeing.
- In emergency situations, do not wait for the automatic alarms created by the system. Always in an emergency situation, if you are able to do so, press the manual alarm button until the red alarm indicator light turns on.

- The Vivago CARE watch must not be removed for the night as this may cause false alarms. The Vivago CARE watch cannot send automatic alarms when taken off wrist.
- The system only operates when the Domi POINT care phone is registered to the mobile phone network.
- Normally the Vivago CARE watch does not send an automatic alarm if you are able to send a manual alarm, or if the change in your physiological state is not significant. For example, pain attack, mental confusion, slowly decreased activity level and other mild changes may not necessarily send an alarm if you are still able to move.
- The Vivago CARE watch is manufactured of non-irritant components, but if you notice any allergic reactions, please contact your local supplier.
- After the "Watch recharg. Battery empty" notification, the watch needs to be charged within three days. If the battery drains out and the watch turns off, you can't make an alarm with the watch.
- Major changes or intermittent swings in your physiological condition within a scope of few days may interfere with your personal profile study and consequently affect reliability or result to extra alarms being generated.
- Very thin skin tissue or, alternatively, excessive fluid retention in the wrist area may cause malfunction in the system.
- Do not use washing liquids that contain solvents like alcohol. These might damage the plastic parts of the watch.
- Do not try to open the Vivago CARE watch as this may cause damage to it. This should only be done by authorized individuals.
- Do not drop, hit or shake the products. Rough handling may damage the electrical circuits inside the product.
- Do not paint the product. Paint may prevent proper operation of the product.
- Use only the power cords, chargers or power supplies delivered with the product.
- The Vivago system alarm settings can be modified to suit individual needs. Any specific alarm feature may be deactivated by remote programming if necessary.
- The system uses radio signals and the mobile telephone network, whose transmission cannot be guaranteed in all circumstances.

Appendix 1 Vivago DOMI solution alarm types and settings

The alarm types, notifications and messages and their availability or delivery may vary depending on the service settings, service type, region, and service provider.

If you want to have changes to the individual settings contact your service provider.

	Alarm type	Setting	Default value	Individual setting	Service setting
Acute alarms	Manual alarm	Manual alarm block time: 10 sec–30 min	10 sec	X	X
	Deterioration alarm	Fast, Normal, Slow Slowest	Normal	X	X
	Low temperature alarm				X
Individual alarms	High Activity	Activity limit, time to exceed the limit		X	X
	Low Activity	Activity limit, time to go under the limit		X	X
Notifications	Passivity notification				X
	Circadian rhythm weak	Sensitivity, rate of change		X	X
	Daytime activity low	Sensitivity, rate of change		X	X
Going away from home	Out of range	Alarm delay: 15 min–240 min or Not in use	120 min	X	X
	Back in range				X
In case of Device Interface	User gone out	Alarm delay: 1 min – 60 min or Not in use	Not in use	X	X
	User come home				X
Technical alarms of the Vivago CARE watch	Watch recharg. Battery empty				X
	Watch battery full				X
	Watch charging				X
	Watch off wrist	Alarm delay: 5 min - 240 min or Not used	120 min	X	X
	Watch back on wrist				X

	Alarm type	Setting	Default value	Individual setting	Service setting
	Watch loose				X
	Watch connection failure				X
	Watch malfunction				X
Technical alarms of the Vivago DOMI care phone	Base station mains failure				X
	Base station mains OK				X
	Base station battery nearly empty				X
	Base station not in use	Alarm delay: 1 h–72 h	3 h	X	X
	Base station OK				X

Setting Description	Setting	Default value	Individual /service setting
Call back time in case of an alarm	Time 1 min–60 min	15 min	X
SMS Alarms			X
MOBILE application alarms			X
Voice connections			X
Nursing visits functions			X
Extra alarm sources / devices			X
Number of watches assigned	1 – 2 pcs	1 pcs	X
Watch user's MOBILE app access			X
Relatives' MOBILE app access			X

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.

Vivago

Vivago Ltd

Itsehallintokuja 6
FI-02600 Espoo,
Finland

www.vivago.com

Contact us!

export@vivago.com

Tel. +358 10 2190 610