

Vibby<sup>OAK</sup>

# INSTALLATION GUIDE



telecom design \_

# TABLE OF CONTENTS

## 1. INTRODUCTION

Preamble	p 3
The steps of automatic fall detection	p 4
The functions of the Vibby Oak	p 5
Usage precautions	p 6

## 2. ACTIVE AND STORAGE MODE

Presentation of each mode	p 7
Switch from one mode to another	p 8

## 3. TEST THE VIBBY OAK

Demo mode	p 9
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## 4. SET-UP WITH THE MOBILE APPLICATION

Presentation of the application	p 10
Connecting the Vibby Oak to the application	p 11-12
Use of the application	p 13

## FACT SHEETS

1 - Automatic fall detection
2 - The different modes
3 - Manuel set-up of wearing mode
4 - Verification of wearing mode
5 - Manuel set-up of radio protocol
6 - Battery replacement
7 - Fitting the wrist strap /neck cord
8 - Removing the wrist strap/neck cord
9 - Problem solving

# PREAMBULE

**Vibby Oak** is a smart intentional alarm system that, in some cases, adds additional protection if the user is not able to manually raise the alarm.

**The Vibby Oak** is designed to automatically detect heavy/dangerous falls (sudden and quick loss of balance followed by a significant impact of the body with the floor leaving the user lying on the floor unable to recover to a standing position).

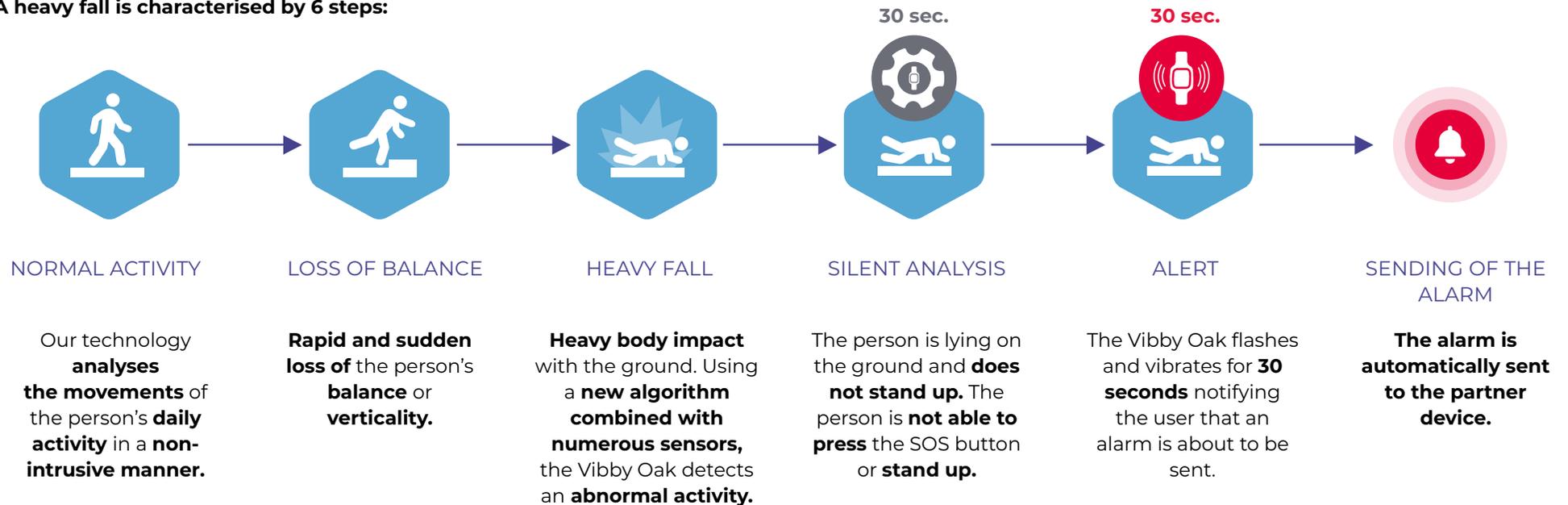
**Fall detection technologies that underpin the automatic fall detection do not allow detection or interpretation of all fall situations.**



# THE STEPS OF AUTOMATIC FALL DETECTION

## VIBBY OAK: AN AUTOMATIC FALL DETECTOR\*

A heavy fall is characterised by 6 steps:

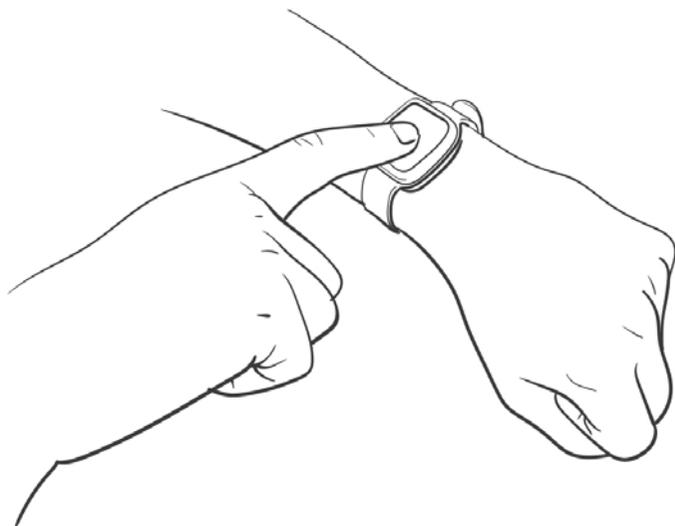


**\*REMINDER:**

Our technology **does not allow the analysis all fall situations.**

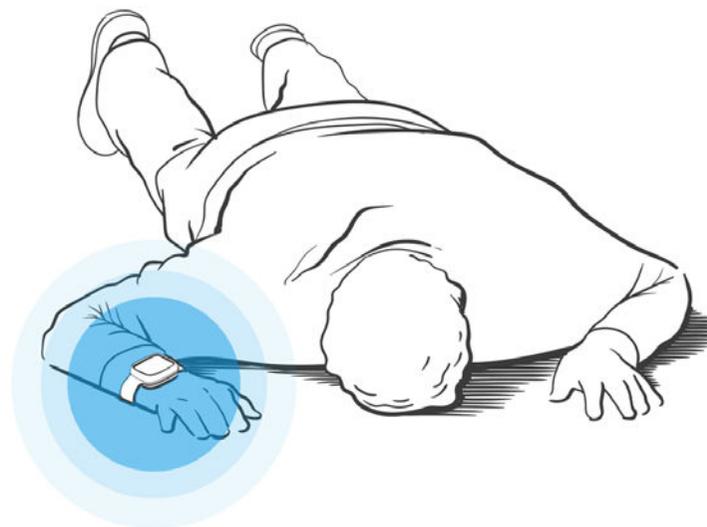
# THE FUNCTIONS OF THE VIBBY OAK

## 1. MANUEL ALARM



An evidenced **SOS button** is located in the middle of the Vibby Oak. By pressing this button the wearer **can himself raise an alarm.**

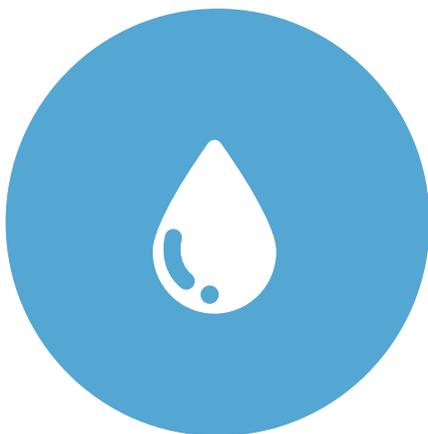
## 2. AUTOMATIC ALARM



Multiple **sensors** combined with a new, innovative **algorithm** can **automatically raise** an alarm when **a heavy fall is detected** (see practical fact sheet 1).

# USAGE PRECAUTIONS

To avoid the risk of allergy and/or deterioration of the product as much as possible, we recommend to pay attention to the following advice.



**Remove the product at least once a week** and clean it with a damp cloth.



**If irritation occurs,** wear the product to the other arm.



**In case of high sensitivity and high risk of allergy,** wear the Vibby Oak as a pendant\*



**Do not use household products on the Vibby Oak.**

\*wearing mode settings via the application (p12) or manually (fact sheet 3).

# PRESENTATION OF EACH MODE



### ACTIVE MODE

#### What is the active mode?

When the Vibby Oak is in **active mode**, it means that it is **operational** and **ready to be worn**. The user benefits from the automatic fall detection and manual call functions.

#### How do I know if the Vibby Oak is in active mode?

Just push the button\*, the Vibby Oak vibrates and the red LED illuminates.

\* If the Vibby Oak is in neck worn mode, you have to press a little longer (half a second).



### STORAGE MODE

#### What is the storage mode?

The Vibby Oak is shipped **by default** in storage mode. This means it is **desactivated** in order to **preserve battery life** during its storage and transport. If not used for a while, the Vibby Oak must be reset to storage mode (see page 7).

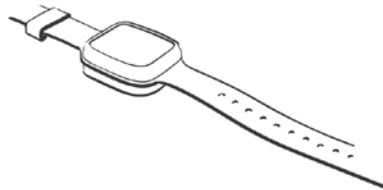
#### How do I know if the Vibby Oak is in storage mode?

By simply pressing the button, the Vibby Oak does not switch on and the device does not vibrate. Quickly press the button twice. If the LED flashes (green or red) and vibrates, it means that the device is in storage mode.



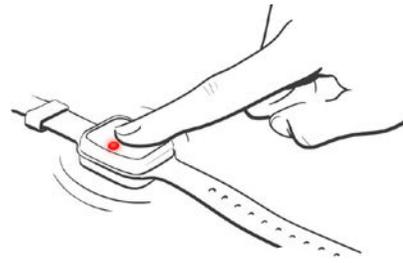
# SWITCH FROM ONE MODE TO ANOTHER

## SWITCH FROM ACTIVE MODE TO STORAGE MODE



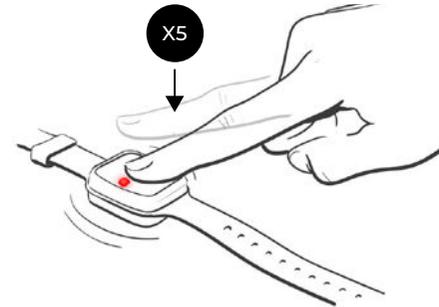
1

Put the Vibby Oak flat on a table. Make sure to keep it still throughout the 4 steps.



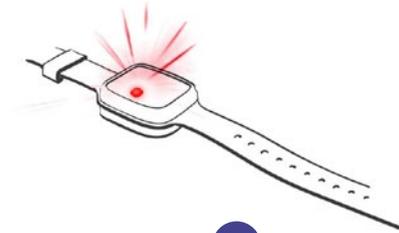
2

Press the button until the red LED starts flashing and Vibby Oak vibrating then release.



3

Before vibrations and the red LED goes off, press the button quickly and successively 5 times.

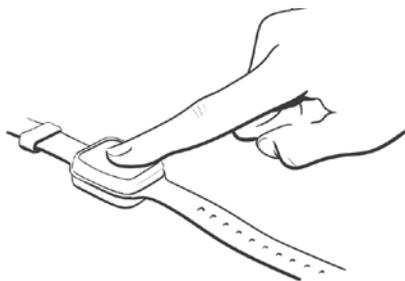


4

The LED flashes once to confirm the switch to storage mode.

**!** Familiarise yourself with all steps before starting the procedure.

## SWITCH FROM STORAGE MODE TO ACTIVE MODE



1

Press and hold the button until the red LED starts flashing.



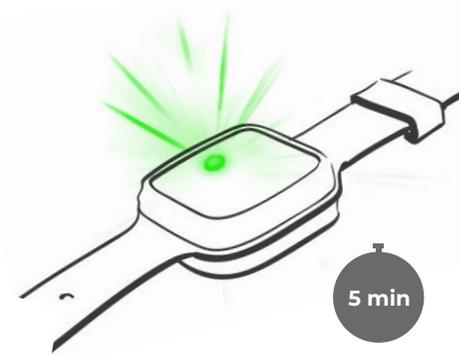
2

Release the button while it is flashing. The Vibby Oak will now slightly vibrate to confirm the switch to active mode.

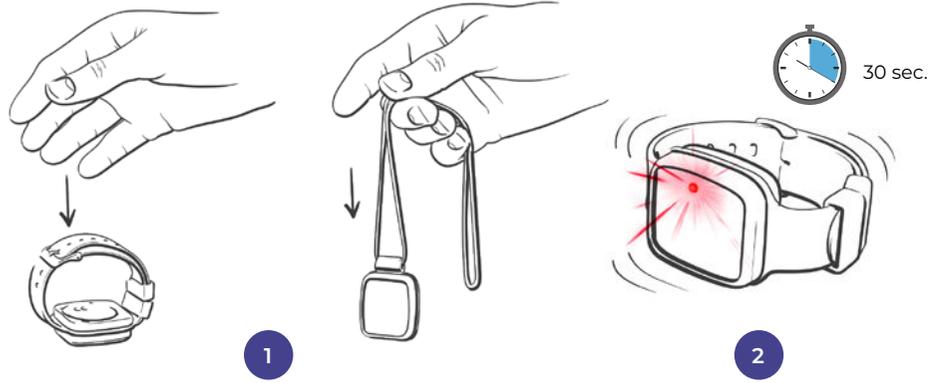
## DEMO MODE

The demo mode is automatically activated for **5 minutes** each time the Vibby Oak switches to active mode. The green LED flashes.

The Vibby Oak integrates a demo mode because it is very difficult to simulate the real conditions of a fall. That is why Vitalbase integrated a demo mode.



**!** The demo mode stops automatically after 5 minutes. The green LED goes off.

MANUAL ALARM TEST	AUTOMATIC ALARM TEST
 <p>The manual alarm can be tested by <b>simply pressing</b> the button. The Vibby Oak will <b>vibrate</b> and the <b>red LED illuminate</b>.</p>	 <p>Drop the Vibby Oak on the ground, at a person's height.</p> <p>After a period of <b>30 sec.</b>, the Vibby Oak will <b>vibrate</b> and the <b>red LED flash for 30 sec.</b> before transmitting the alarm.</p>

# PRESENTATION OF THE APPLICATION



## THE VIBBY OAK CAN BE EASILY SET UP BY USING A DEDICATED MOBILE APPLICATION:

- › Wearing mode selection : wrist or pendant
- › Radio protocol selection

The application also displays essential information:

- › Battery status
- › Vibby Oak serial number for traceability
- › Radio ID for certain protocols

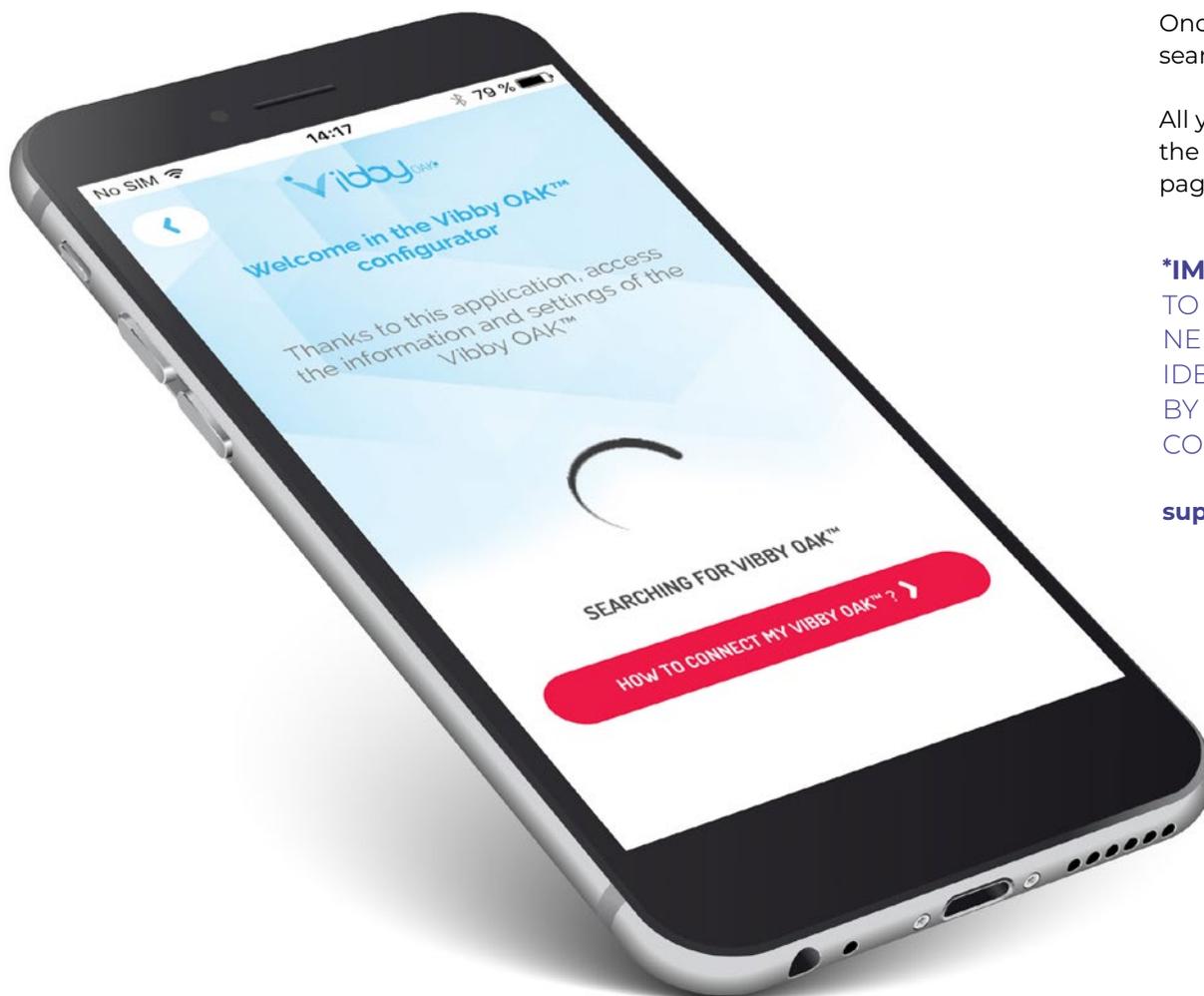


### IMPORTANT:

TO CONNECT TO THE APPLICATION, YOU NEED A LOGIN AND A PASSWORD. THESE IDENTIFIERS WILL BE PROVIDED ON REQUEST BY CAREPHONE MANUFACTURER. PLEASE CONTACT:

[support@telecomdesign.com](mailto:support@telecomdesign.com)

# CONNECTING THE VIBBY OAK TO THE APPLICATION



Once identified\*, you are redirected to the page « search for Vibby Oak » (see opposite).

All you need to do now to connect the Vibby Oak to the application is to follow the procedure on the next page.

**\*IMPORTANT :**

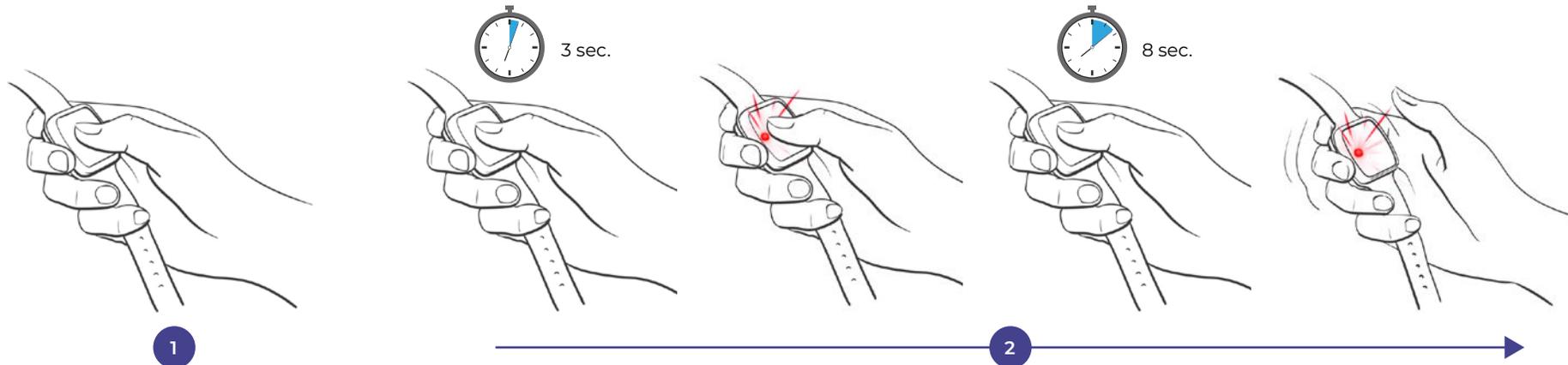
TO CONNECT TO THE APPLICATION, YOU NEED A LOGIN AND A PASSWORD. THESE IDENTIFIERS WILL BE PROVIDED ON REQUEST BY CAREPHONE MANUFACTURER. PLEASE CONTACT:

[support@telecomdesign.com](mailto:support@telecomdesign.com)

# CONNECTING THE VIBBY OAK TO THE APPLICATION

**!** Familiarise yourself with all steps before starting the procedure.

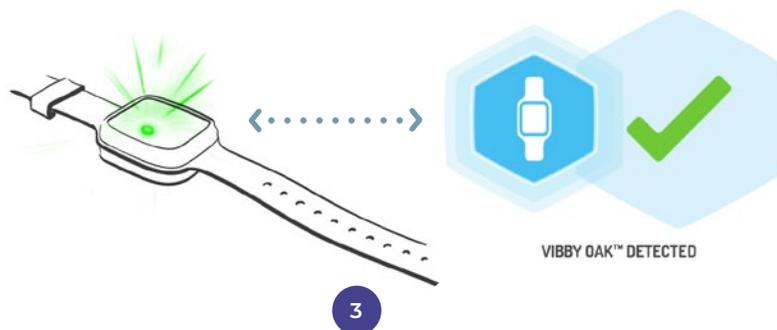
You need to be identified by the application. The latter has to be in "search for Vibby Oak" mode:



Make sure that the Vibby Oak is in storage mode. (see pages 6 and 7)

Press the button until the second series of red flashes starts and then release immediately.

**!** Hold the button between the two series of flashes



The Vibby Oak is connected to the mobile application.

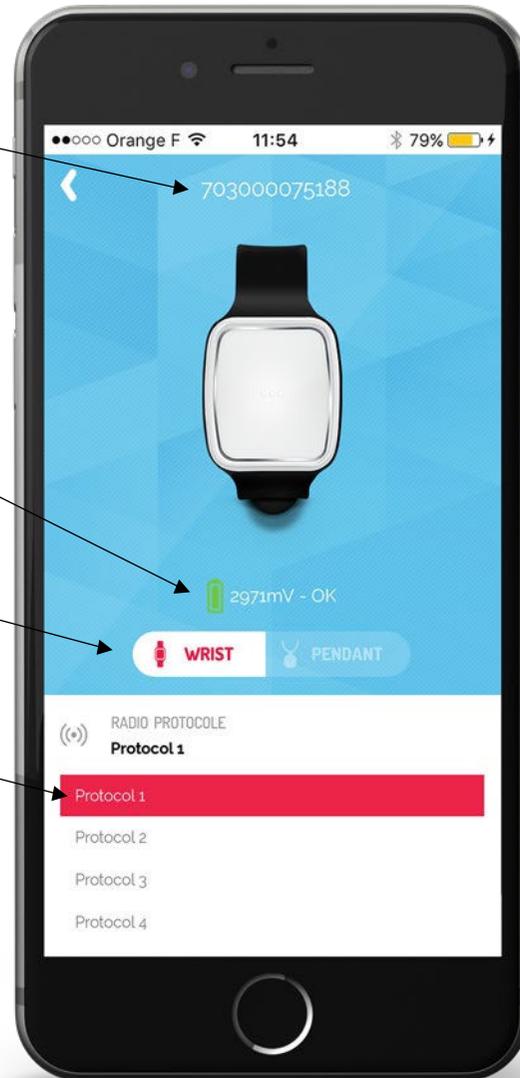
# USE OF THE APPLICATION

Vibby Oak  
serial number

Battery status

Selection of  
**wearing  
option**

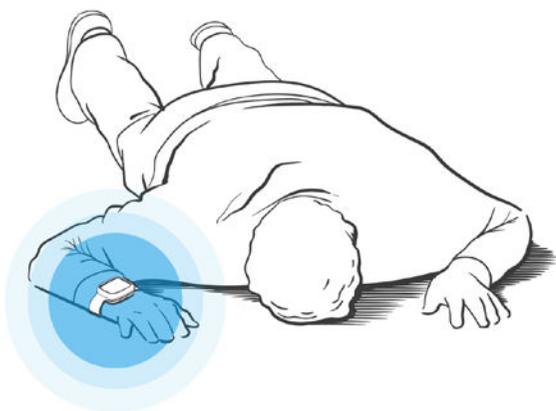
Selection of  
**protocol  
option**



# FACT SHEETS

# AUTOMATIC FALL DETECTION

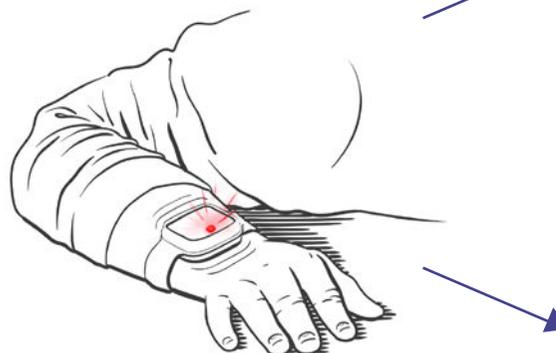
1



## SILENT ANALYSIS

After a fall, the Vibby Oak will analyse the person's movements for **30 seconds**. The alarm will be cancelled if and only if the person stands up and remains standing for at least **6 seconds**. **Even in the event of movements on the ground the alarm call will continue to be processed.**

2



## ALERT

The Vibby Oak will vibrate and the red LED flashes intermittently for a period of **30 seconds**. From that moment on the alarm will be raised even if the person stands up. **The sending of the alarm can only be cancelled by using the capacitive sensor.**

3



## SENDING OF THE ALARM

**After 30 seconds**, the alarm will be sent to the partner device. The Vibby Oak will vibrate and the red LED light up for 2 seconds.

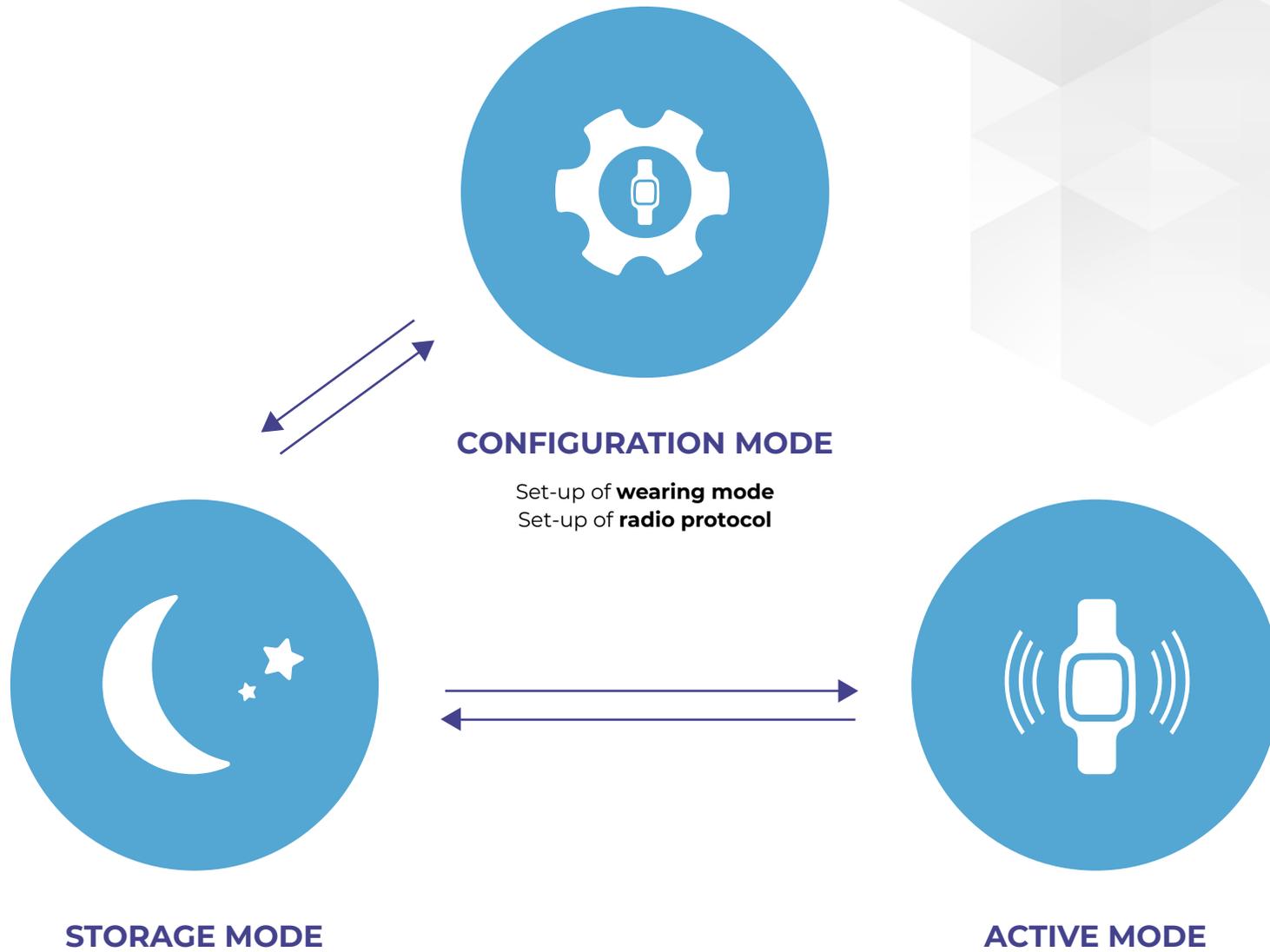
OR



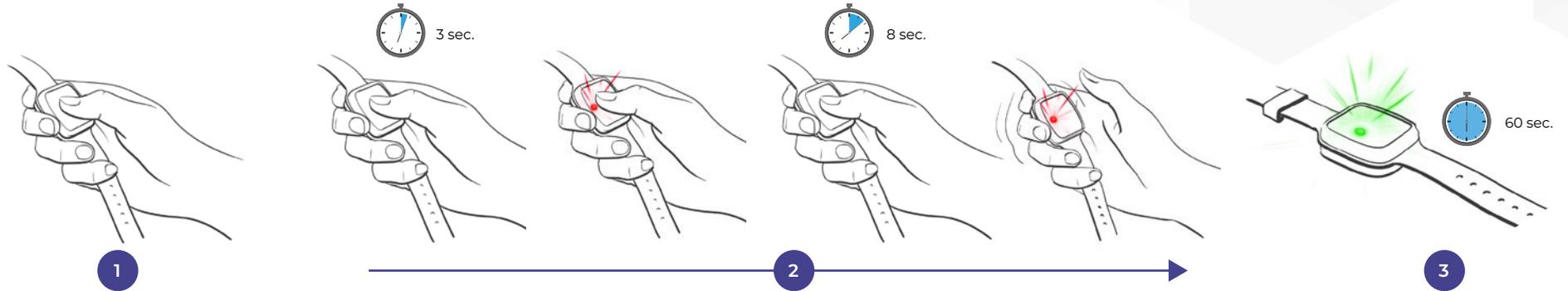
## ALARM CANCELLATION

As soon as the Vibby Oak starts to vibrate a capacitive sensor enables you to cancel the sending of a potentially false alarm. Just cover the Vibby Oak entirely with the palm of your hand for 2 seconds. Remove your hand as soon as vibrations stop. Otherwise the alarm will be sent.

# THE DIFFERENT MODES



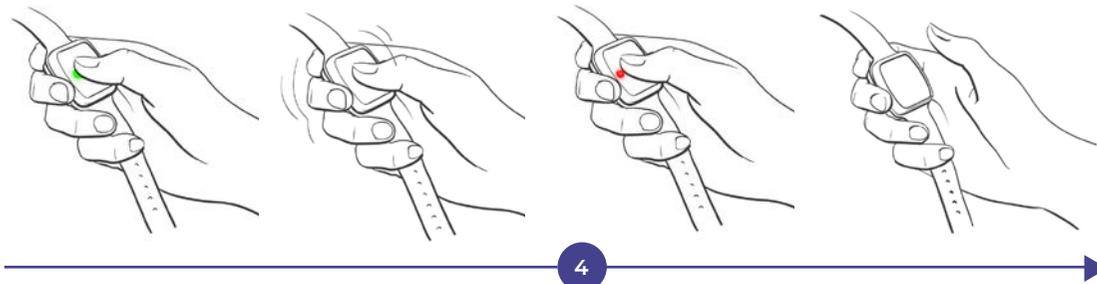
# MANUAL SET-UP OF WEARING MODE



Make sure that the Vibby Oak is in storage mode (see installation guide pages 6 and 7).

Press the button until the 2<sup>nd</sup> series of red flashes starts and then release immediately.

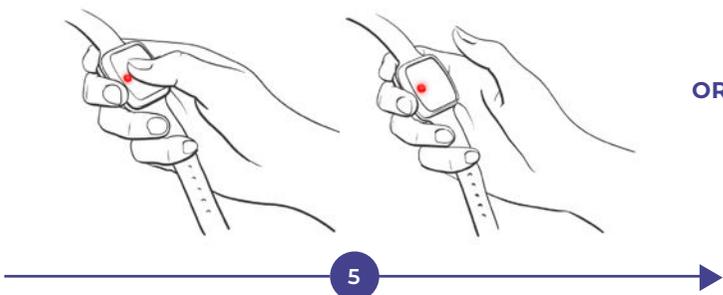
You have 1 minute to perform the next step (step 4). If the green LED goes off, go back to step 2.



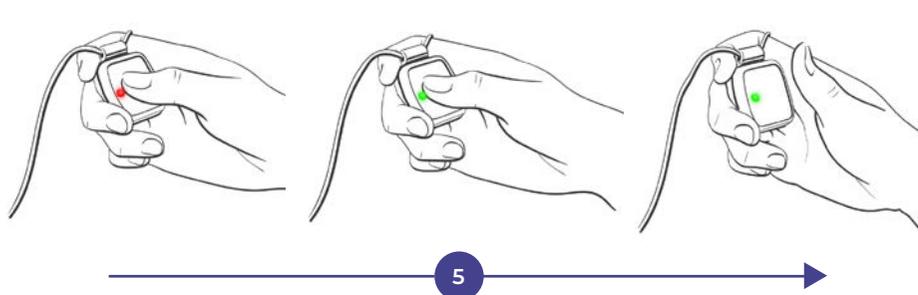
Press the button and hold it until the red LED lights up and then release immediately.

## WIRST MODE

## PENDANT MODE



OR



Press again until the red LED lights up and then release immediately. The device returns automatically to storage mode.

Press again until the green LED lights up and then release immediately. The device returns automatically to storage mode.

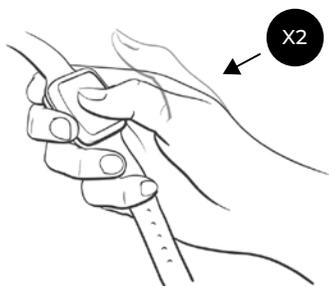
# VERIFICATION OF WRIST / PENDANT MODE

## HOW DO I KNOW IF THE VIBBY OAK IS IN WRIST MODE?



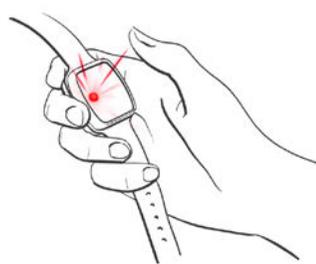
1

Make sure that the Vibby Oak is in storage mode (see installation guide pages 6 and 7).



2

Quickly press the button twice and then release.



3

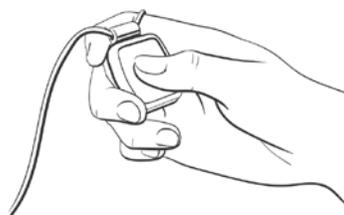
The red LED flashes quickly.



4

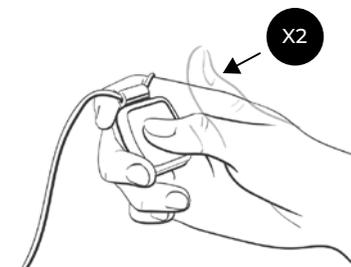
The Vibby Oak vibrates.

## HOW DO I KNOW IF THE VIBBY OAK IS IN PENDANT MODE?



1

Make sure that the Vibby Oak is in storage mode (see installation guide pages 6 and 7).



2

Quickly press the button twice and then release.



3

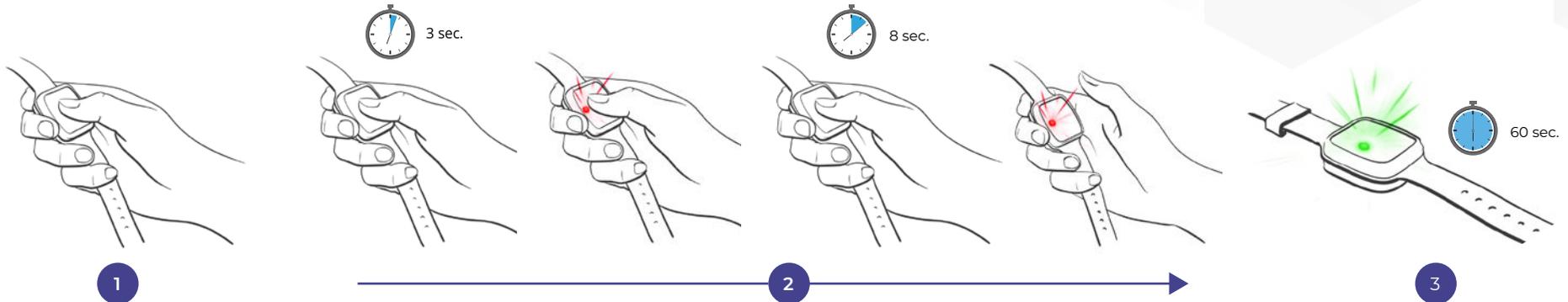
The green LED flashes quickly



4

The Vibby Oak vibrates.

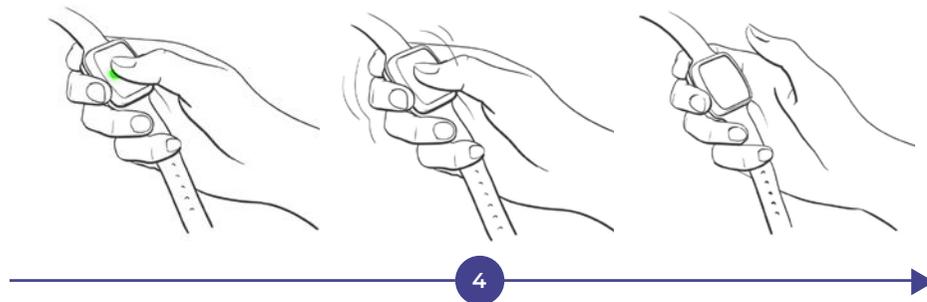
# MANUEL SET-UP OF PROTOCOLS



Make sure that the Vibby Oak is in storage mode (see installation guide pages 6 and 7).

Press the button until the 2nd series of red flashes starts and then release immediately.

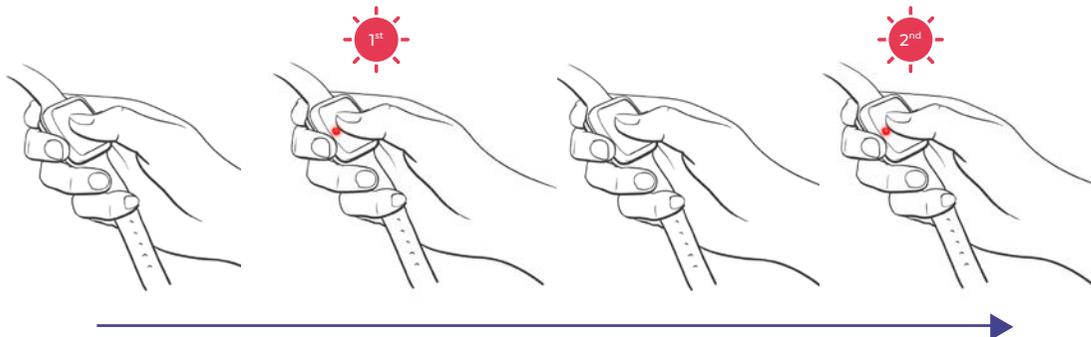
You have 1 minute to perform the next step (step 4). If the green LED goes off, go back to step 2.



Press the button and hold it until the Vibby Oak will vibrate and then release immediately.

## PROTOCOLS

Press the button again and hold it until the number flashes of the red LED corresponds to the number of the required protocol and then release immediately. (see opposite overview)

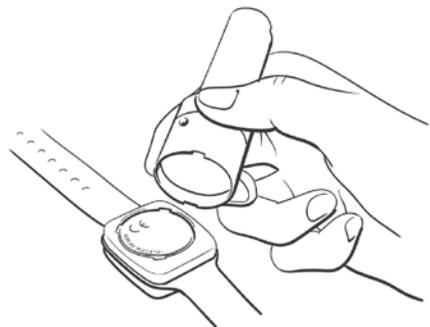


Ex : protocol 2

PROTOCOLS	FLASHES
• PROTOCOL 1	☀ X 1
• PROTOCOL 2	☀ X 2
• PROTOCOL 3	☀ X 3

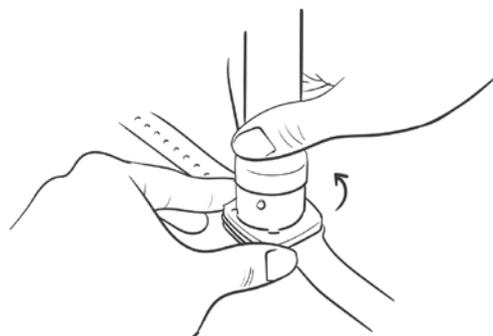
# BATTERY REPLACEMENT

Use the Vibby Oak battery **extracting tool** and replace the battery in 7 steps:



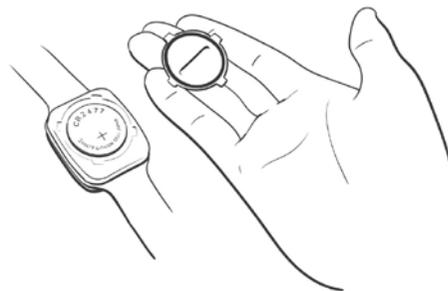
1

Take the extracting tool to remove the cover.



2

Make 1/4 of a turn with the tool.



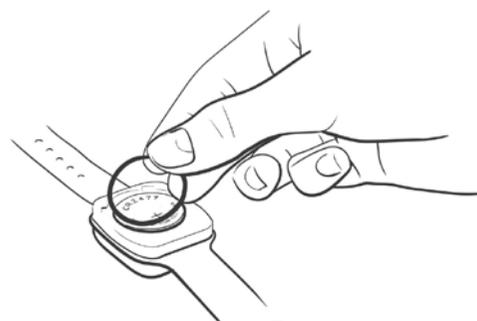
3

Remove the cover.



4

Replace the used battery.



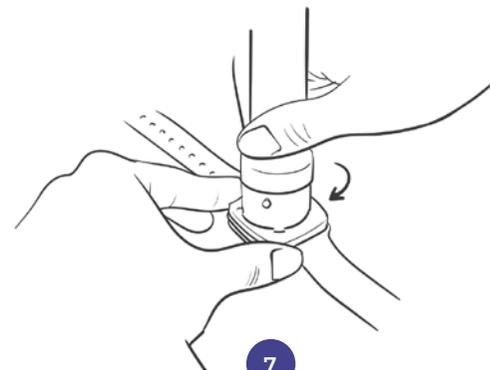
5

Place a **new** o-ring.



6

Replace the cover by relying on the notches.



7

Make 1/4 of a turn.



**Avertissement :**

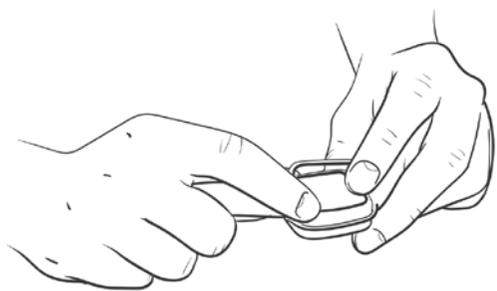
There is a risk of explosion if the battery is replaced by an incorrect model. Dispose of used batteries according to the instructions. Be sure to store the battery in appropriate containers

**Ref:**

Panasonic CR2477  
Battery life : 2 years maximum

# FITTING THE WRIST / PENDANT

**!** The fitting of the wrist strap /neck cord of the Vibby Oak must be carried out by an installer in storage mode. The fitting is therefore deliberately difficult so that the user or his family cannot easily perform it themselves.



1

Position the strap of the wrist band in the grooves of the Vibby Oak. Make sure that the plastic strap is not twisted.

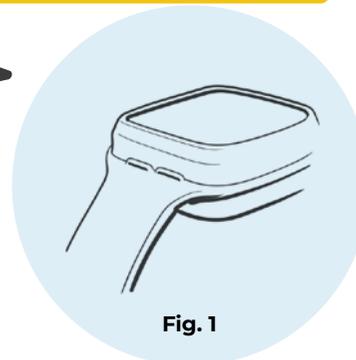
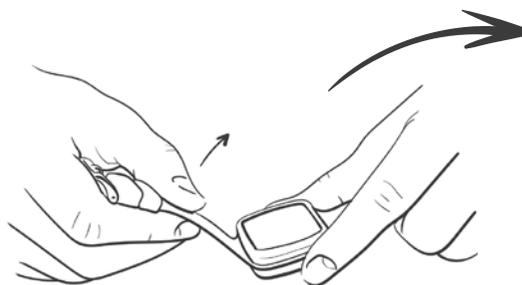


Fig. 1

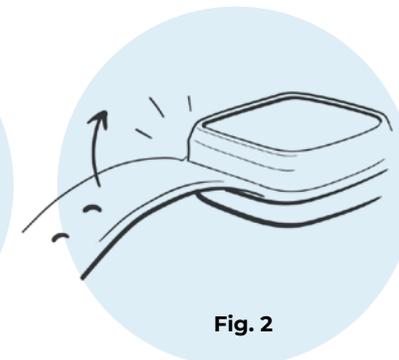


Fig. 2

2

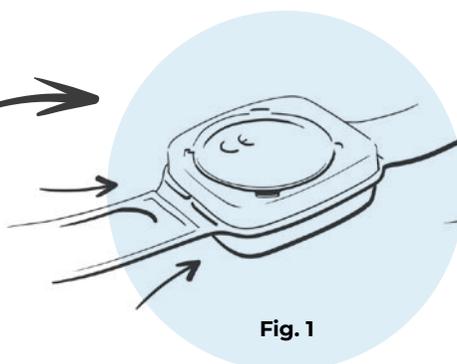


Fig. 1

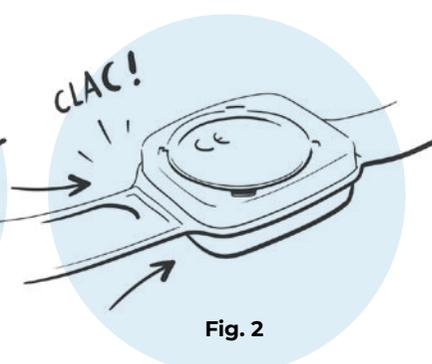


Fig. 2

3

Place the Vibby Oak face down flat on the table. Squeeze the wrist strap firmly and exert a strong pressure (horizontal and then downward) until the wrist strap is correctly inserted (the retention features must be fully embedded in the enclosure).

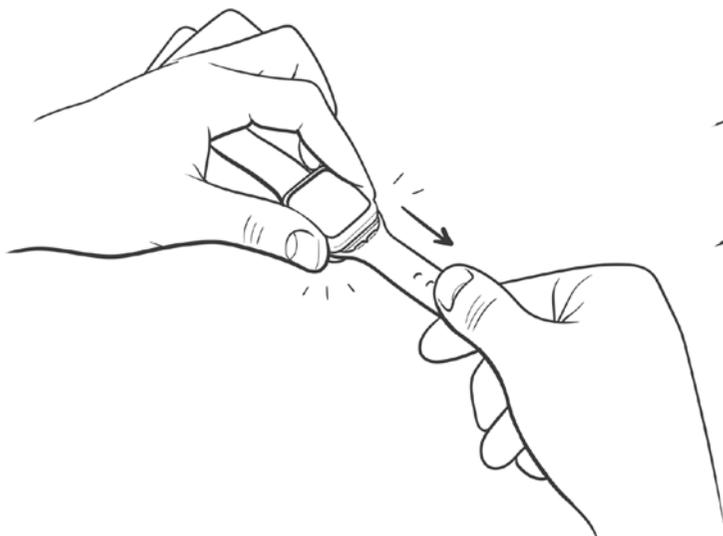


### Fitting of the pendant:

The procedure is much the same. Position the strap of the neck cord as shown in step 1. Follow steps 2 and 3 in order to properly insert the upper part of the neck cord.

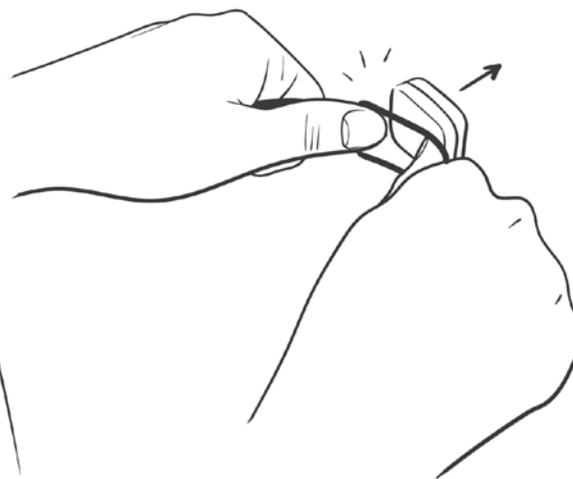
# REMOVING THE WRIST / PENDANT

**!** The fitting of the wrist strap /neck cord of the Vibby Oak must be carried out by an installer in storage mode. The fitting is therefore deliberately difficult so that the user or his family cannot easily perform it themselves.



1

Hold the Vibby Oak with one hand and then unclip the retention features.



2

Expel the Vibby Oak with your thumbs.



**Removing the pendant:**

The procedure is much the same. Pull sharply on the upper part of the neck cord as shown in step 1. Then proceed to step 2.

# PROBLEM SOLVING

**You are lost because the Vibby Oak is in an unknown status.**

**Probable cause:**

Operating error during set-up.

**Action(s):**

- Wait for 5 min., make sure that the Vibby Oak is in storage mode and restart set-up from the beginning.
- If you set up the Vibby Oak manually (wearing or protocol mode): try with the mobile application, it is much easier!

**The application cannot be found in the Play Store/App Store or the installation fails.**

**Probable Cause:**

The smartphone does not have the prerequisites.

**Action:**

Check prerequisites and change smartphone if necessary.

**Prerequisite Android:**

Version 4.4+ and BLE (Bluetooth Low Energy) technology.

**iOS (Apple):** Iphone 4S and more recent models.

**The application does not accept login/password**

**Probable cause(s):**

- The smartphone does not have internet.
- Your identifiers are incorrect.

**Action(s):**

- Activate WiFi or 3G/4G or just one of the two. Connections such as “freewifi” can cause problems. In this case, you have to switch to mobile data or activate geolocation. If you have a smartphone with IOS (Apple), then select “cellular data” in: settings > Vibby Oak.
- Check your identifiers and try to reconnect.

**The application does not retain the login/password.**

**Probable cause:**

Error in the application.

**Action(s):**

- Android: uninstall and reinstall the application.
- iOS (Apple): go to « settings / Vibby Oak / » then select “keep the connection”.

**The application does not detect the Vibby Oak.**

**Probable cause:**

Ill-defined smartphone authorisations or settings.

**Action(s):**

- Make sure that the Vibby Oak > App has been activated (see page 9 of the installation guide).
- Make sure that the smartphone’s Bluetooth connectivity is activated.
- Make sure that geolocation is authorised as well

as any eventually requested authorisations. If you have an Android smartphone, go to: Settings > Applications > Vibby Oak > Authorisation.

**The application detects the Vibby Oak but the screen remains frozen on “Vibby Oak detected”**

**Probable cause(s):**

- Overloaded Bluetooth environment.
- The application does not have the necessary rights.
- The customer account allowing you to connect is linked to a production code of the product. If the Vibby Oak is not assigned to the client’s production code, it cannot be set up.

**Action(s):**

- Make sure that the Bluetooth environment is not overloaded: only connect one Vibby Oak at a time. There should only be one smartphone with an open application in your surroundings.
- Check your identifiers and try to reconnect.
- Contact Vitalbase to check client data.

**Cleaning**

If required, the Vibby Oak may be cleaned periodically with a damp cloth and mild detergent or an alcohol wipe.

Remember that the Vibby Oak will not detect falls while it is not being worn therefore you should put the Vibby OAK back on again as soon as you have finished cleaning it.

**The Vibby Oak is a smart intentional alarm system** that, in some cases, adds additional protection if the user is not able to manually raise the alarm.

**The Vibby Oak is designed to automatically detect heavy/dangerous falls** (sudden and quick loss of balance followed by a significant impact of the body with the ground) leaving the user lying on the ground unable to recover to a standing position. Fall detection technologies that underpin the automatic

fall detection do not allow the detection or interpretation of all fall situations.

Depending on where the Vibby Oak's is located on the user, the fall, even heavy, may not be detected for lack of sufficient shock or impact.



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