USER INSTRUCTIONS FOR CAREGIVERS

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Table of contents
... if you want an overview

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What the icons mean

The Otiom-tag's 3 stages

Home: The Otiom-tag is inside the home, defined by the Otiom-base(s). This is shown with a green circle.

Exit: The Otiom-tag is located outside the range of the Home Base, but still within the Safety Zone. This is shown with a yellow circle and bar. It is possible to be notified on your smart phone if the Otiom-tag is Away Inside Safety Zone.

Alarm: The Otiom-tag is outside the Safety Zone, so it is necessary to help the person with dementia find their way home. This is shown with a red circle and bar.

Map functions

Location: In the map function, the Otiom-tag's location is displayed. The colours represent the same thing as for the Otiom-tag's 3 stages described above.

Old locations: The older locations of the Otiom-tag show the direction. 0-4 points are shown on the map at a time.

information box: Find information on how to navigate the map and what all the icons mean.

Choose between satellite and simple map display

Centre: Automatically centre on the blue dot (the phone you are using to search for the person).

Battery status

Fully charged

High battery level

Medium battery level

Low battery level

Battery is out of power

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Charging

Charging the Otiom-tag

The Otiom-tag can last for several weeks between charges if not in an alarm state.
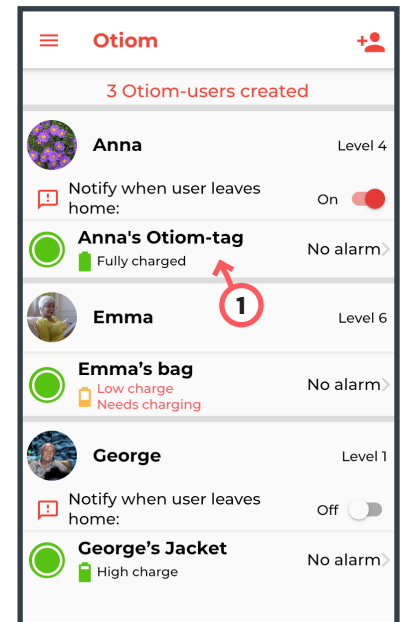In the app, you can see the power level of the Otiom-tag **(1)**.

When the Otiom-tag requires charging, a message will be sent. This is a reminder that the tag needs charging.

Important

A message is sent when there is about **30%** power left on the Otiom-tag. Please comply with the message indicating that the device should be charged in order to ensure that the Otiom-tag always has enough power for an alarm situation.

However, the tag can still operate in an alarm state for some hours in case the person leaves right after you received the message.

The charger

The Otiom-tag is charged wirelessly by placing it on the charger after it has been plugged in.

The Otiom-tag is placed in the middle of the charger. The tag is placed correctly when the charger emits a solid blue light **(2)**.

This light will turn green when the device is charged.

NOTE. If the Otiom-tag is placed incorrectly on the charger, it will not light up or blink.
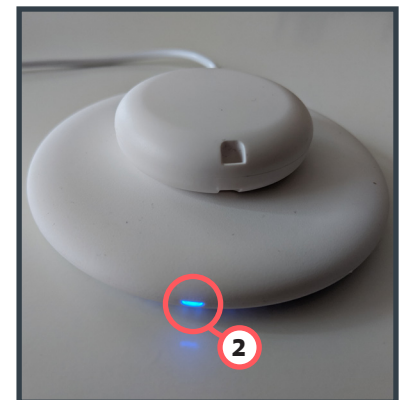
The appearance of your charger may vary. There are two options, as you can see in the pictures on the right..

Green light: The Otiom-tag is fully charged.

Blue light: The Otiom-tag is charging.

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Safety Level

How is a Safety Level used?

The different safety levels are used to adapt functionality to the individual's daily life. They are set under "Safety Level", which can be found in the Otiom user menu. The time in the different levels is pre-set.

Level 1
Manual alarm. An administrator or helper can manually trigger an alarm if they need to find the person.

Level 2
6 hours of movement without monitoring.

Level 3
3 hours of movement without monitoring within a safety zone.

Level 4
1 hour of movement without monitoring within a safety zone.
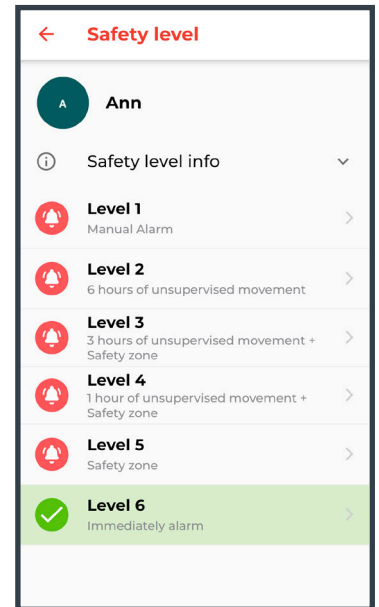
Level 5
The Otiom user must always remain in the safety zone. However, the tag must be brought back to the Base at least once a day.

Level 6
The alarm activates as soon as the Otiom user leaves home (the range of the Base).

If they step outside a safety zone, the alarm will be triggered.

For levels 1-5, it is possible to be notified when the user leaves home but is still within the Safety Zone.

How do you change a Safety Zone?

The Otiom user's name ⟶ *Safety Level*

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Safety Zone

What is a Safety Zone

A Safety Zone is an outdoor area where the person is considered safe, either permanently or for a time-limited period.

The Safety Zone could, for example, be the garden or a route where the Otiom user regularly goes for a walk alone without issues.
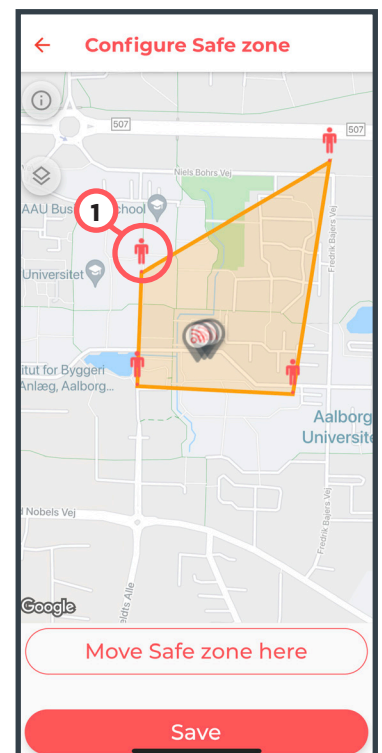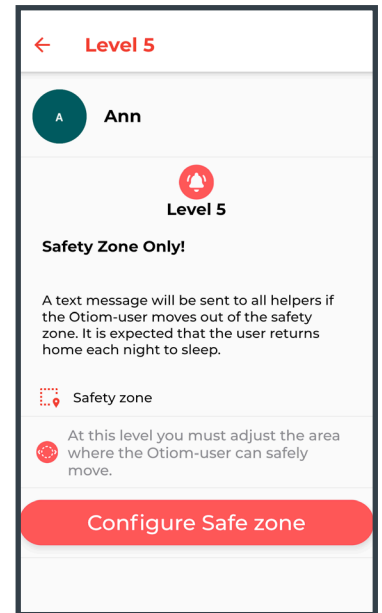
How is the Safety Zone set?

The Otiom user's name ⟶ *Safety Level* ⟶

Select safety level 3, 4 or 5. ⟶ *Set the Safety Zone*

Use two fingers to zoom in and out of the map. If you touch one of the icons for two seconds, you will be able to move it **(1)**. Icons can only be moved one at a time.
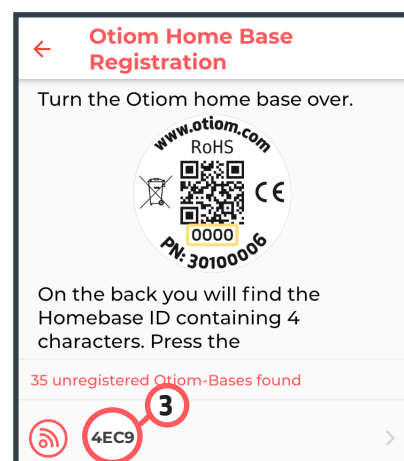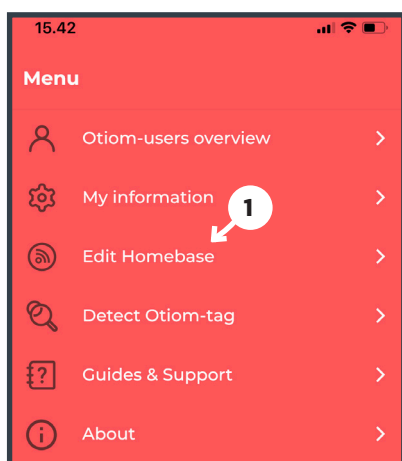
Click "Save" when the safety zone is placed right.

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Additions and changes

Add extra Home Base

Menu → *Otiom Home Base* **(1)** → *Add new Otiom Home Base*

On the back of your Otiom Home Base, you will find the ID of the Home Base, consisting of 4 characters **(2)**. Click on the corresponding ID number in the app **(3)**. In the app, you need to place the Home Base on the map yourself. You also need to place the Home Base physically in a central location in the area you want covered.
For example, in a citizen's apartment at the nursing home.

Add extra Otiom-tag

The Otiom user's name → *Manage the Otiom-tag* → *Add new Otiom-tag*

Place the Otiom-tag on the charger, and make sure that Bluetooth is activated on the smart phone.

When the tag is correctly placed, the charger will emit a solid blue or green light.

Blue indicates that the Otiom-tag is charging.

Green indicates that the Otiom-tag is fully charged.

Click "Connect tag" when you have placed the Otiom tag on the charger.

You will receive a message informing you that the tag is on the network and that you need to take the tag outside (more than 100 metres from the Home Base). You will then receive another message which says "congratulations".

How to change the Otiom user's name

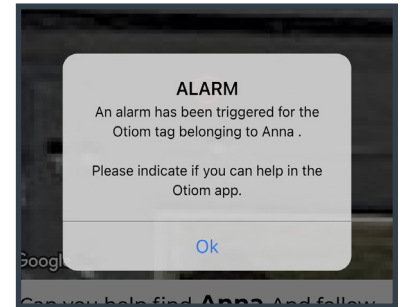*The Otiom user's name* → *Click on the name*

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The Otiom-tag in an alarm state

Alarm message is received

When the set safety level is exceeded, you will receive a message indicating that an Otiom alarm has been triggered.

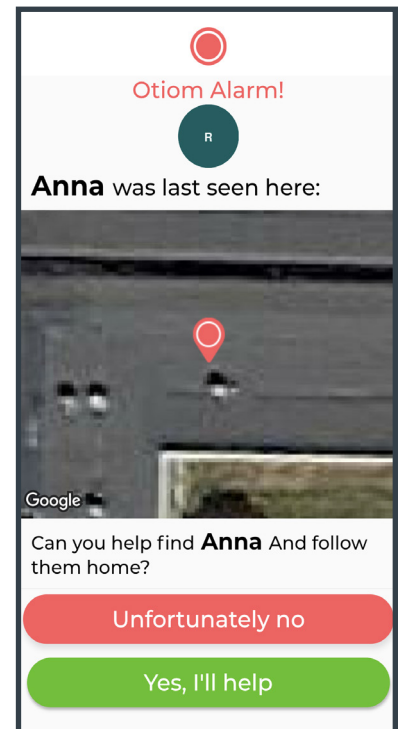You can see the message in the image on the right.

Confirm that you can help

When an alarm has been activated, you have to confirm whether or not you can help.

Once you confirm that you can help, you will be shown a map that indicates the location of the Otiom-tag.

What happens if no one can help?

The Otiom app keeps sending the alarm until someone confirms that they will help find the person.

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Find a person with the Otiom app (in alarm state)

Find a person

A red pointer **(1)** with a trail after **(2)** are displayed on the app.

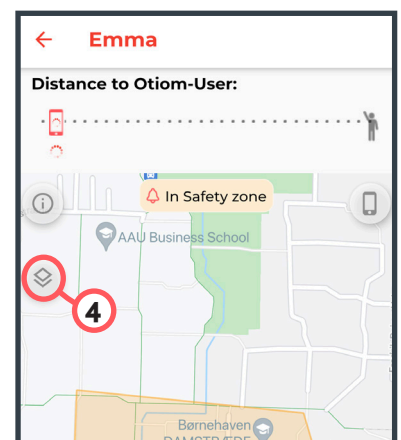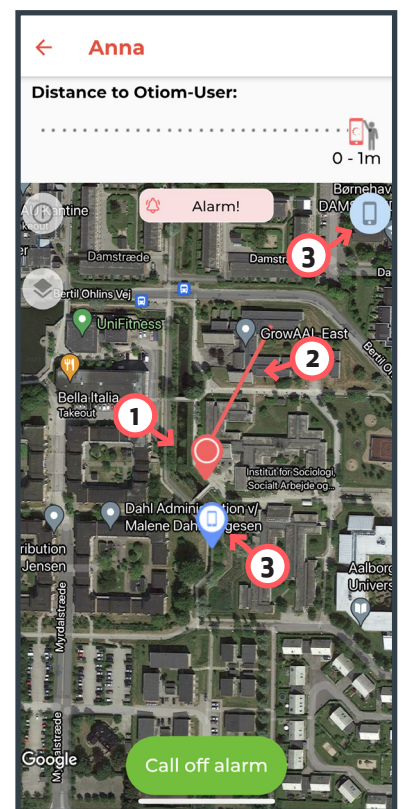The red pointer shows where the Otiom-tag was last "seen".

The grey pointers show older locations, which may help give you an idea of the direction in which the person is moving.

The blue dot **(3)** is your smart phone's/your location.

Select map display

For better orientation, you can choose between 2 different map displays. Normal map display with roads marked on it or satellite map.

You can do this by clicking the icon **(4)** marked on the satellite map.

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Distance to the Otiom user

The proximity sensor indicates the distance between you and the Otiom-user (2) It's range is only up to 10 km.
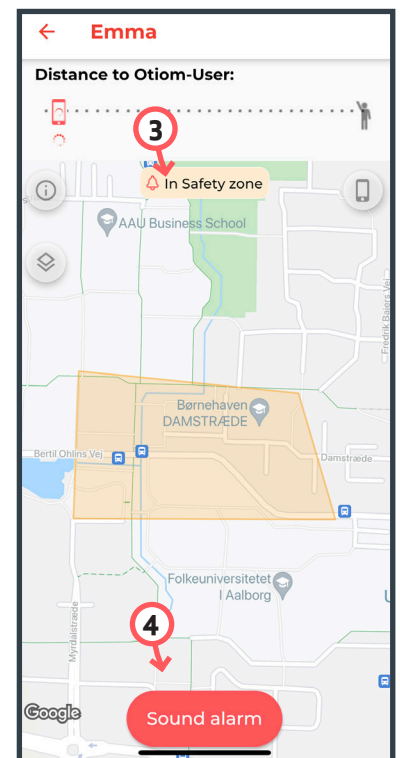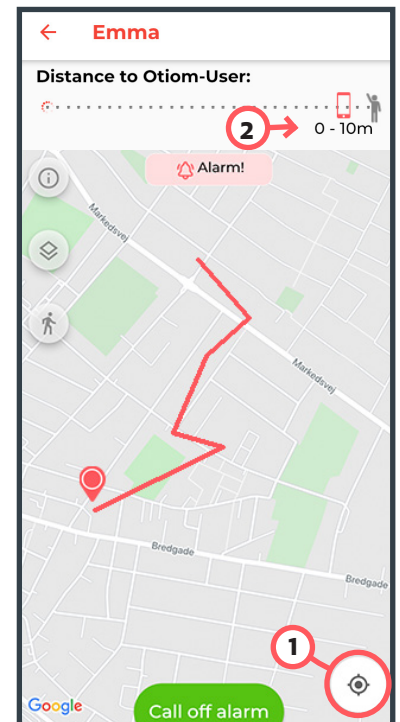
If the smart phone and tag are near to each other, it will always be possible to see how far away the tag is. If you are more than 10 km away, then it will just say "+10 km".

You will only receive locations when the status of the Otiom-tag is "Away Inside Safety Zone" or "Alarm" activated (3).

For "Away Inside Safety Zone", you will receive very few locations, and a long time will pass before you get a new point. This is because Otiom does not monitor.

The proximity sensor can also be used to find a tag that has disappeared, providing that the tag still has power.

The button "Activate alarm" only becomes visible when the status is "Away Inside Safety Zone", and it can be used if you need to locate the Otiom user (4). Read more about manual alarm on page 11.
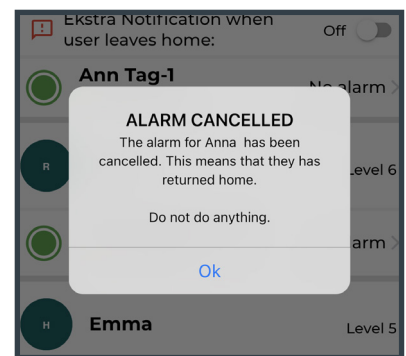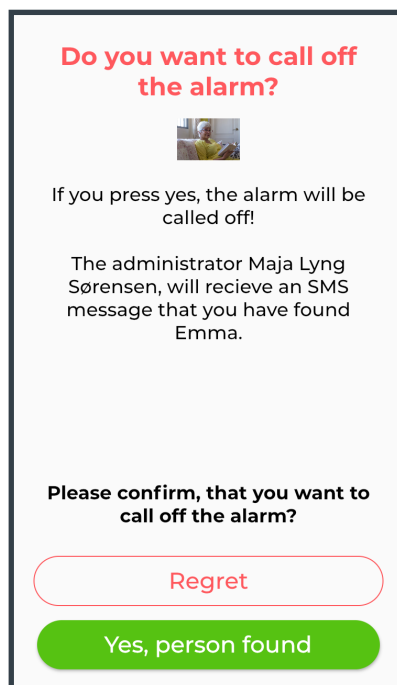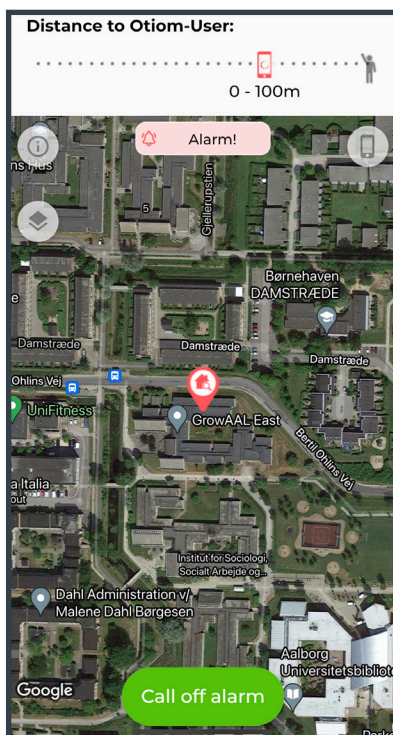
Cancel alarm

The alarm can be cancelled manually or it can auto-cancel.
The alarm is cancelled when the person has returned to the nursing home/institution and the Otiom-tag can see an Otiom-base again.

The images below describe how you cancel an alarm yourself.

All helpers are notified that the alarm is cancelled, so that they know that the person has been found (see the message).

Find a person with the Otiom app (Away Inside Safety Zone)

How is the "Activate alarm" button used?

The button is only used in emergencies **(1)**.

If the person is in the Safety Zone but you need to find the person, you can **force** the Otiom alarm.

The button is only visible if the Otiom-tag is "Away Inside Safety Zone"**(2)**.
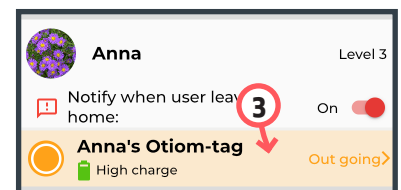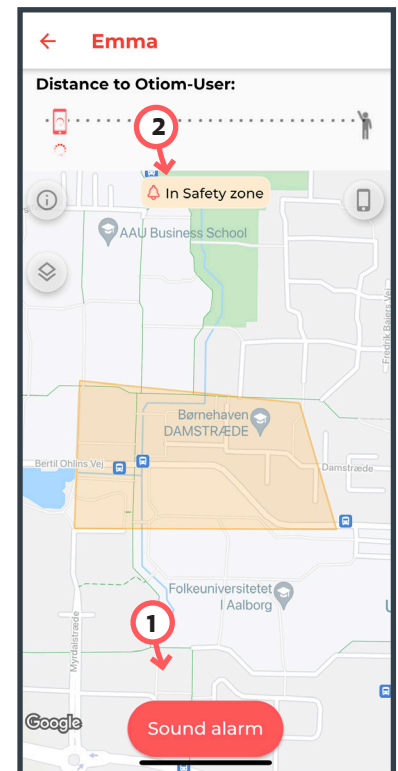
Example of using the alarm button
The person is in the Safety Zone but needs to go to the doctor, which is something the person may have forgotten. In such a case, the helper can manually trigger the alarm. Some time will pass, and then the helper will receive points just like when the tag alarm is active.

Find a person who is Away Inside Safety Zone

The Otiom-tag status is "Away Inside Safety Zone" when the tag appears in yellow in the app.

If you still want to find the person with dementia, you can click the yellow field **(3)**.

Click "Activate alarm" **(1)** to get the location of the Otiom-tag.

The alarm is now activated.
Up to 5 minutes may pass before the app shows the locations on the Otiom-tag. This depends on the selected Safety Level.

Find the person and cancel the alarm.
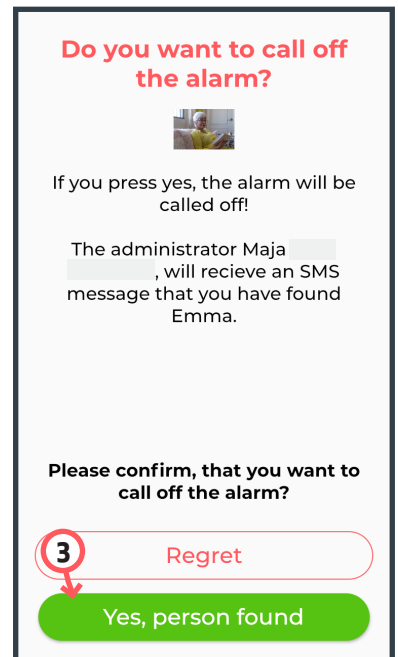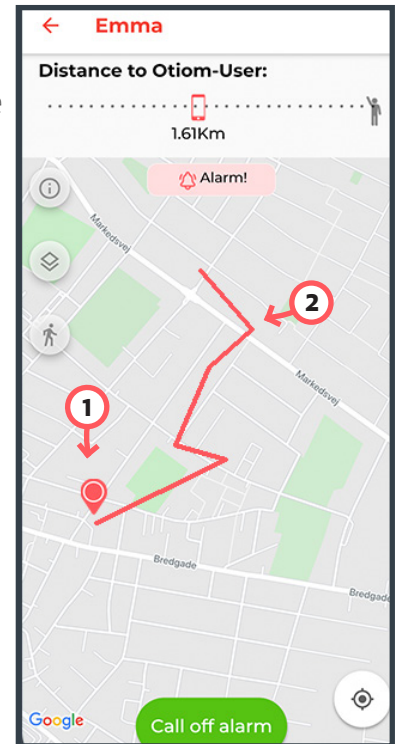
Location: Latest location **(1)**.

Old locations: The older locations of the Otiom-tag show the direction. 0-4 points are shown on the map at a time**(2)**.

When the person has been found

Confirm that you have found the person by clicking "Yes, person has been found"**(3)**.

In the app, the Otiom-tag will now appear as "Away Inside Safety Zone" until the tag is returned home in the proximity of a Home Base.

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Find a person in the nursing home
... if it becomes necessary

Locate a person inside the nursing home

Open the Otiom app and click on the person or tag that you want to search for **(1)**.

On page 8 you can see how the proximity sensor works.

Note
The proximity sensor measures the Bluetooth signal from the tag.

The signal can be blocked by a wall, metal, winter coat, etc. The Otiom-tag could be 1 metre away even though the app writes 0-10 m.
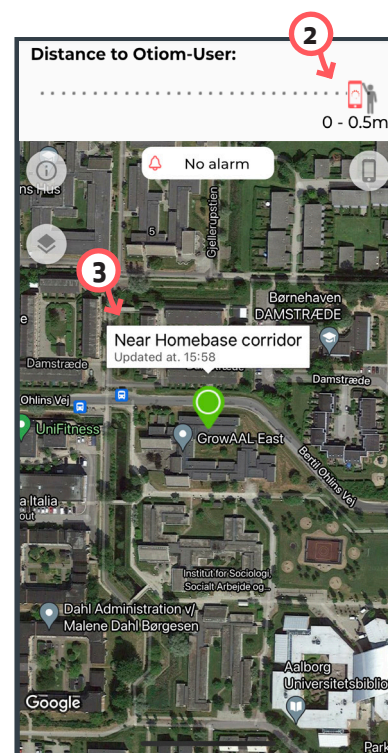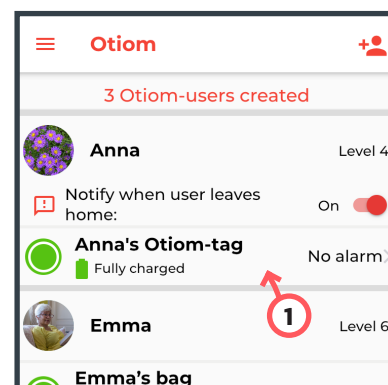
Search for the Otiom-tag.

The proximity sensor starts searching for the Otiom-tag, and after a brief moment, it will tell you how far you are from the Otiom tag **(2)**. In this case, there are 0-0,5 m between the green dot (the Otiom-tag) and your smartphone.

This only applies for a radius of 10 km. If you are more than 10 km away, the proximity sensor will not activate.

When the Otiom-tag is green, you know that the person/Otiom-tag is near an Homebase, i.e. at the nursing home. If you click on Homebase, an info box will appear **(3)**. Here you can see which Homebase the Otiom-Tag is closest to.

When the person/tag has been found

When the person/tag has been found, you can just close the app or go back in the app by using the arrow in the top-left corner.

The Otiom-tag is "Home"

The Otiom-tag is "Away Inside Safety Zone"

The Otiom-tag is outside the Safety Zone. The Otiom-tag is in an alarm state.

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