Vivago

Vivago FIDO™

User Manual AEN0013-01 (2020-03-07)

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1 Vivago FIDO™

The Vivago FIDO™ is a personal safety device that calls for help if you push the VIVAGO-button.

The Vivago FIDO™ is mainly targeted for nurses and other personnel use in institutions, sheltered homes or clinics equipped with Vivago safety systems. The product can be used also as a personal ALARM device for customers or patients in institutions or home like environments. Use of the Vivago FIDO™ requires radio connection to a Vivago POINT base station and an active communication link to Vivago Vista server.

!! Do not use the device for any other purpose than instructed in this user manual.

!! No ALARMs are delivered during breaks in communication or connections!

2 Clarification of the symbols

The following symbols may appear in product, product packing or its parts:

📖	Consult instructions for use	⚠	Caution, consult instructions for use
	Temperature limitations	🏭	Manufacturer
SN	Serial number	♻	Recyclable package
⚠	Fragile		Do not use if package is damaged
	Electric and electronic waste		Class II Radio Equipment
CE	CE marking		Date of manufacture

The following signal words or indications are used in this document:

NOTE: Highlights suggestions which will result in enhanced installation, usability, or operation. Not used for safety related hazards.

!! followed by clarifying text on green background - Indicates a warning or other important information which, if not avoided, could result to a harmful or hazardous situation.

3 Contents of the sales package

The sales package includes:

- – Vivago FIDO™ personal safety device with a hook clip.

In daily use, you will need a dry cloth to clean the device.

The charger is not included in the default delivery and can be ordered separately.

4 Warnings and precautions

!! READ THIS USER MANUAL BEFORE USING THE DEVICE!

!! Basic safety precautions should always be taken, including those listed below.

!! Do not use the device for any other purpose than instructed in this user manual.

!! Activate a manual ALARM from the device before use and at regular intervals to confirm the ALARM functionality.

!! If the instructions in the user manual are not followed, the device may not function correctly.

!! Do not use or store the device in hot environments for example in the sauna.

!! Do not charge the device battery in hot environments.

!! The device shouldn't be left under direct sunlight or within reach of children or pets.

!! Do not charge the device if the case is broken.

!! Dispose of the device and other parts properly and according to local regulations.

!! The device may be serviced or repaired only by Vivago authorized service centres.

!! Do not attempt to disassemble the device. This will void the warranty and might damage the device.

!! No modification of this device is allowed.

!! No ALARMs are delivered during breaks in communication or connections!

!! Do not use washing liquids that contain solvents like alcohol. These might damage the plastic parts of the device.

!! Do not scrape or scratch the device.

5 Using the device

5.1 Buttons and indicators

Vivago (MANUAL ALARM) button

Vivago button is used for triggering a manual ALARM.
To activate an ALARM, keep the button pressed for about two seconds, until the red Alarm LED turns on.

Alarm LED

The Alarm LED is a red indicator light located at the upper left corner of the device top cover.

The Alarm LED indications:
- Constant ON:
    o When not in charger: ALARM sent
        - Turns ON when ALARM is sent and remains ON for about 5 seconds or until the Vivago-button is released.
    o When in charger: Charging complete, battery full.

- Blinking fast:
    o Battery charging
        - Blinks once per second.
- Blinking slow:
    o Battery low
        - Blinks once in every 16 seconds.

Hook Clip

Alarm LED

Vivago (MANUAL ALARM) button

5.2 Preparations for use

Before using the device perform the following preparation steps:

1. Ensure the device is charged – See chapter "Charging" for information on how to do this

2. Ensure the Vivago FIDO™ device is configured in the Vista Software and that ALARMs are delivered to the alarm recipient.

!! Activate a Manual ALARM from the device before use and at regular intervals to confirm the ALARM functionality.

5.3 Daily use

Keep the device within your reach and easily accessible to allow activation of the ALARM should a need to call for help arise. The device has a hook clip to allow attaching it for example to your clothes.

If you feel that you need help, press immediately the Vivago-button on the device until the red ALARM LED light appears on the device. The red light will be switched on to indicate the Manual ALARM is sent to the alarm recipient. The Alarm LED remains on for up to 20 seconds if the button is kept pressed, but this does not generate additional ALARMs, the button must be released and pressed again to generate another ALARM.

Ensure that you stay in the reach of the base station radio signal to ensure proper communication connection. Notice that Functional trouble in telephone lines or other telecommunication links may also hinder the delivery of the ALARM.

The device sends automatically an "alive" message once in every 25 minutes to Vista server, which allows the server to notify of lost connection.

!! No ALARMs are delivered during breaks in communication or connections!

You can fasten the device for example on your clothes using the hook clip. Attach the device so that it does not restrict your movements or work activities. Also make sure your cloth can withstand the stress that may be caused by the device attached to it.

The device is waterproof. This enables you to send an ALARM while taking a shower or bathing. However, don't use the device in hot environments for example in the sauna.

The device shouldn't be left under direct sunlight or within reach of children or pets.

5.4 Cleaning the device

Regular cleaning of the device is important to ensure hygiene. If the device is in constant use, it is good to clean it once a week. Clean the device with a damp, soft, non-fluffy cloth. Dry thoroughly with a dry cloth.

!! Do not use washing liquids that contain solvents like alcohol. These might damage the plastic parts of the device.

!! Do not scrape or scratch the device.
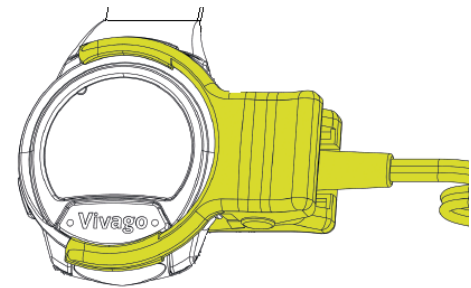
6 Charging the device

The device has a rechargeable battery which needs to be charged before starting to use the device. A fully charged battery allows use for up to 12 months between re-charges (depending on the device use).

Red Alarm LED blinks in the upper left corner of the device once in every 16 seconds to indicate the battery charge is low. The device will also send a "Battery empty" notification to the alarm recipient and this message is repeated once per hour.

The battery should be charged as soon as possible but at the latest within three days from the start of the low charge condition to make sure that the device works properly.

To charge the device place the charger on it as shown on the picture and plug the charger into a power socket. Make sure that the charger is correctly placed on the device. When the charger is correctly attached, and it starts to charge the device, the red Alarm LED starts blinking at slow rate.

When the battery is full the Alarm LED stops blinking and remains lit in red. A "Battery full" notification will now be sent to the alarm recipient. You can detach the charger from the device and the socket.

Place the charger on the device as shown on the picture and plug the charger into a power socket.

7 Technical specifications

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Manufacturer:

> Vivago Oy
> Itsehallintokuja 6, FI-02600 Espoo, Finland
> www.vivago.com

Capability:

- – Push button for activation of a Manual ALARM
- – Battery empty alert
- – In charge notification
- – Battery fully charged notification

Technical specification:

Mode of operation	
Continuous, automatic "Alive"-messages sent every 25 minutes.	
Protection against electric shock Class II. The mains plug of the charger is used as the isolation means from the supply mains.	
Dimensions and weight	
Weight	28 g
Diameter of the case	42 mm
Thickness of the case	16.5 mm
Materials	
Hook Clip	PA
Case	ABS
Charging contacts	Gold plated Stainless Steel, SUS 316F Gold-plated 0.25 micron
Battery	
Voltage / capacity, battery type	+3.7V / 180 mAh, Li-Po
Battery charging period	Up to 12 months

Radio transmission	
Range	Up to 100 meters in free air, 15-20 meters in normal buildings. **NOTICE:** Massive concrete and metal constructions hinder transmission of the RF-signal
RF frequency range	868.95 MHz
Effective radiated power	10 mW Max
Operating conditions	
Storage/ transportation temperature	10 – 40 °C
Operating temperature	10 – 40 °C
Waterproof	IPx7
Storage/ transportation pressure	500 – 1100mbar
Operating pressure	500 – 1100mbar
Storage/ transportation humidity	0–99% RH (IPx7)
Operating humidity	0–99% RH (IPx7)
Lights	
Alarm LED	Red LED, indicates for sending Manual ALARM and battery status
Buttons	
Buttons	Vivago (MANUAL ALARM)
Required power for triggering Manual ALARM	~ 6 N
Required time for triggering Manual ALARM	~ 2 sec

Usage environment

The device complies with the applicable EMC requirements. The electromagnetic field caused by the device is weak and not likely to cause interference in nearby electronic equipment.

Use of this instrument in a dry environment, especially if synthetic materials are present (synthetic clothing, carpets etc.) may cause damaging static discharges that may cause erroneous alarm situations.

8 Warranty information and spare parts

8.1 Warranty

Vivago offers a 24 months warranty and 3 years' service life from the date of purchase for the device if it is used as instructed in this user manual.

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. Under no circumstances, is the manufacturer liable for any indirect damages caused by the system not making or transmitting an ALARM.

!! Do not attempt to disassemble the device. This will void the warranty and might damage the device.

8.2 incident reporting

Any serious incident that has occurred in relation to the device should be reported to the manufacturer.

8.3 Spare parts and accessories

If you need any spare parts or accessories, please contact Vivago customer support or your local distributor. The spare parts and accessories we provide are:

- Hook clip
- Charger

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

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