Vivago

Vivago MOBILE
User Manual AEN0007-08 (2024-12-19)

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Setting up the Vivago MOBILE application

Pre-use installation

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During first launch your Android phone (does not apply to iPhone) will ask you to stop optimising battery usage of the Vivago application and to allow the application to operate on the backround. Select **Allow** and **allow** also all other permission requests related to the Vivago application in order to make sure Vivago alarm notifications are reliably shown in all situations.

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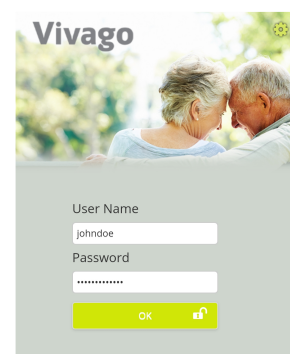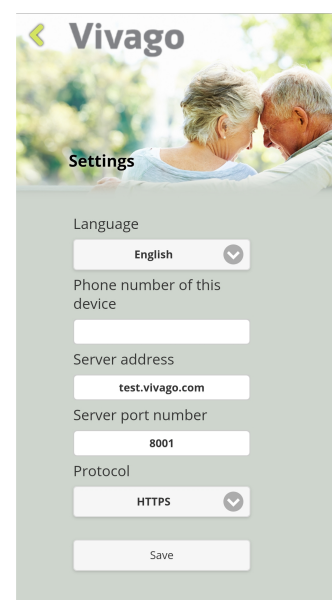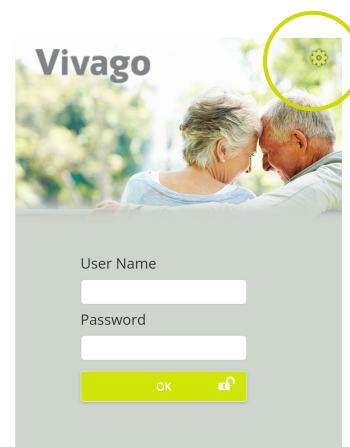
Application settings

– Select your Vista MOBILE Language.

– In the phone number of this device field enter the phone number of your phone/tablet if you wish to use voice connection from it.

– In the Server address field enter the Internet address of the Vivago Vista server

– 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 which is recommended to be used in all installations.

– Click the Save button to save the changes or the back-arrow button to cancel changes.

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. Always adjust the notification, media and call volume settings to your preference through the mobile terminal sound settings. Do not take devices with high volume levels enabled too close to your ears.
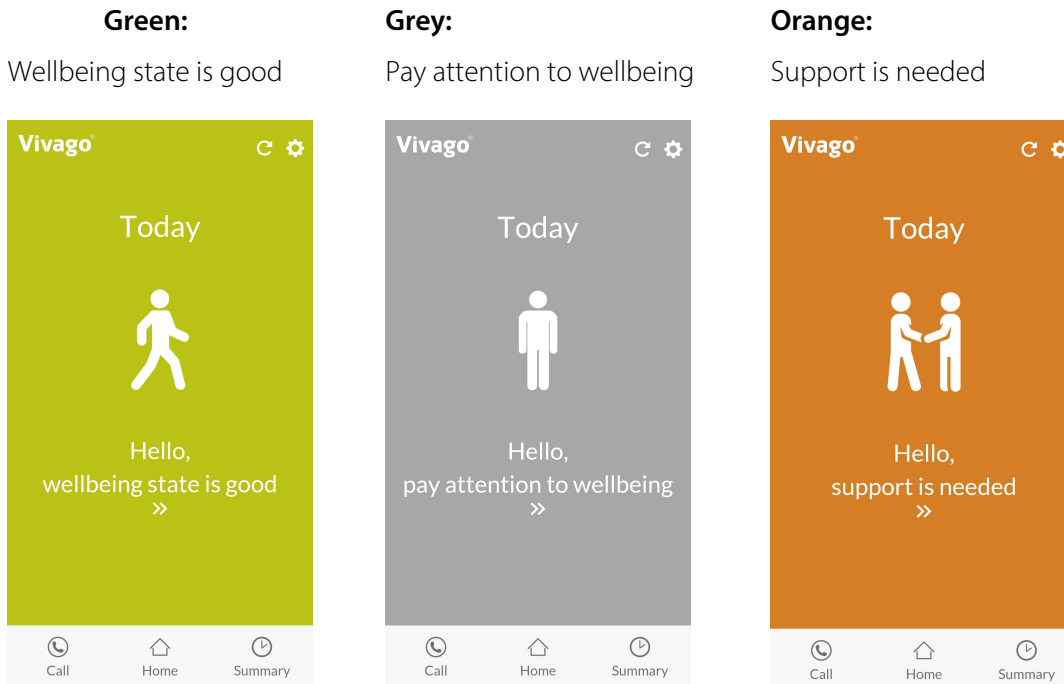
Launching and logging in

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:	**Grey:**	**Orange:**
Wellbeing state is good	Pay attention to wellbeing	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
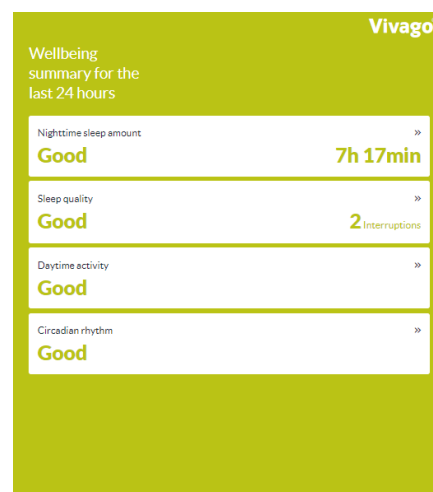
Wellbeing summary for the last 24 hours

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.
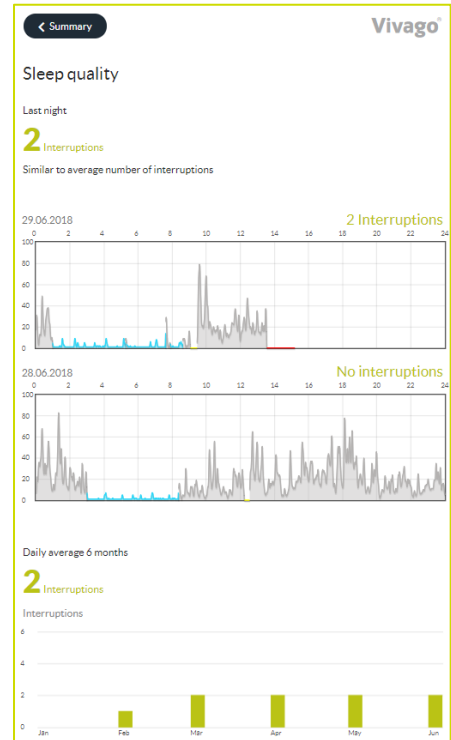
Sleep quality

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.
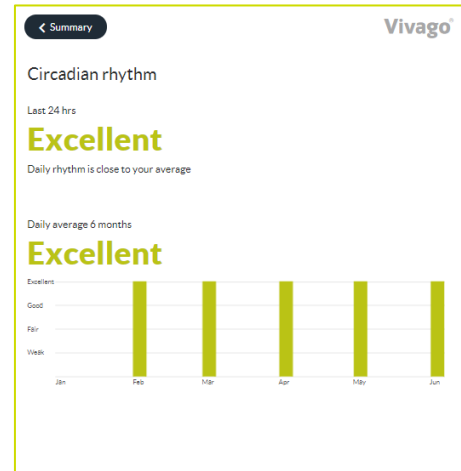
Circadian rhythm

Circadian rhythm describes the ratio of night and daytime 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.

Setting up the Vivago MOBILE application

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Once installed, launch the Vivago MOBILE application from Vivago icon. After this the login page is displayed.
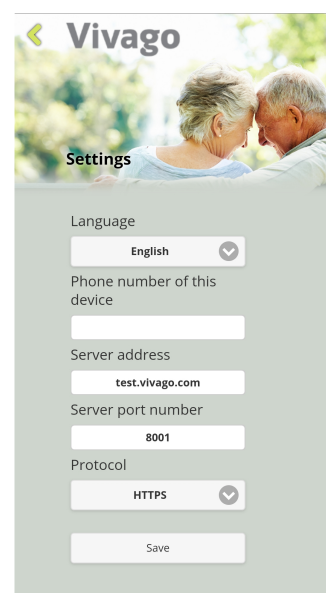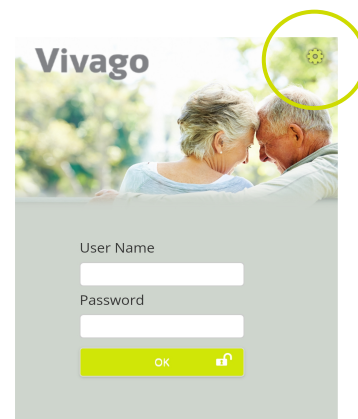
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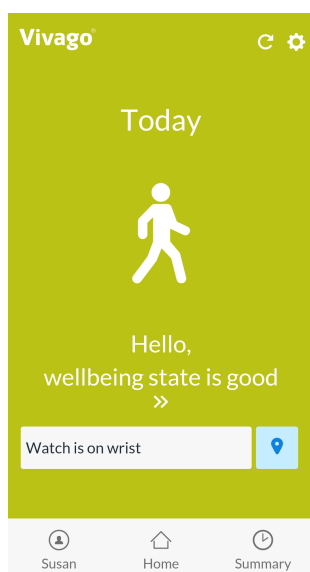Vivago MOBILE home view is showing the user's wellbeing status. Wellbeing status is easily visualized with color coding and text. By pressing the text, you can enter the detailed wellbeing summary.
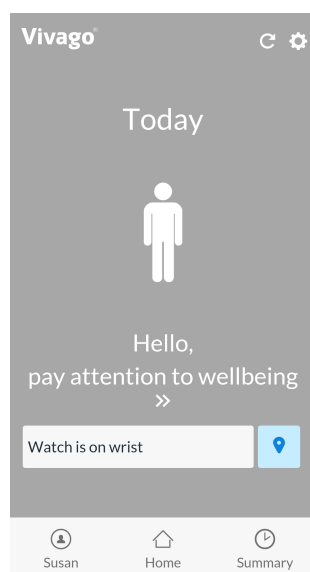
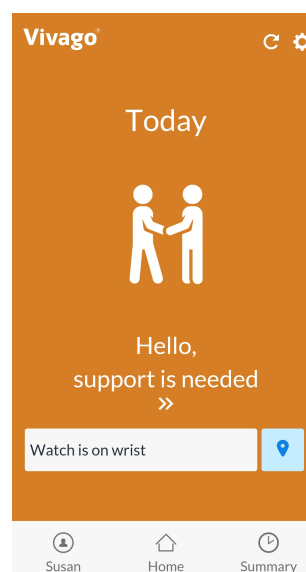| **Green:**	**Grey:**	**Orange:**
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Three main navigation buttons are located at the bottom of the view.

- – **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.
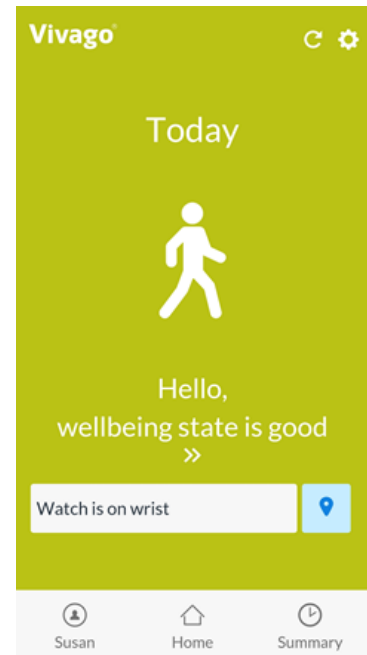
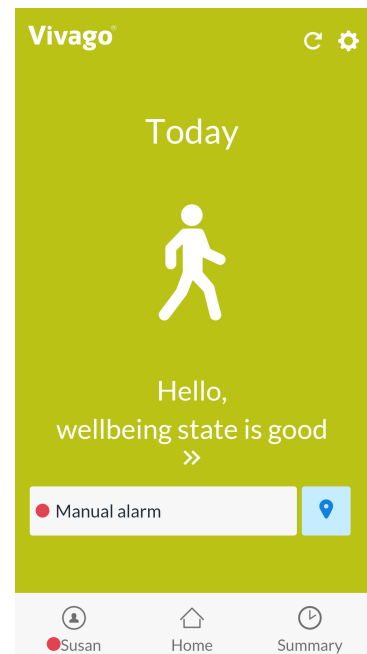### Alarm status

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*.

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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.

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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.
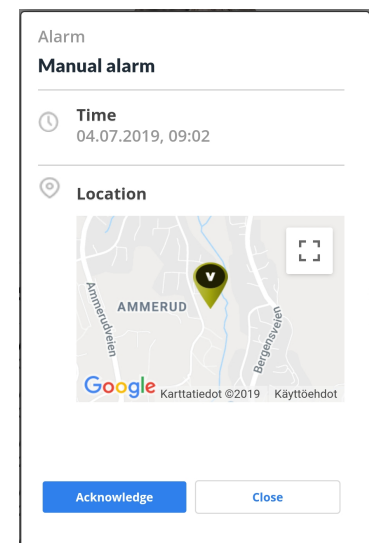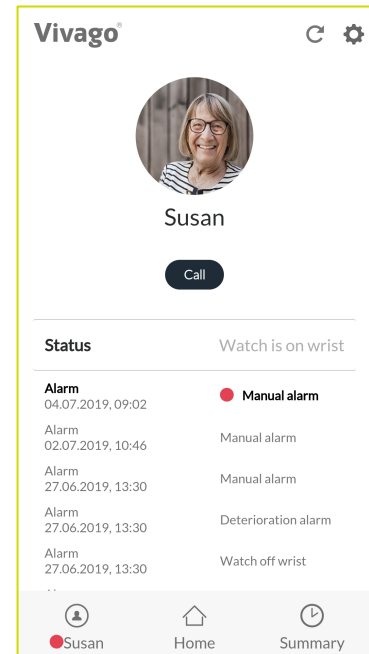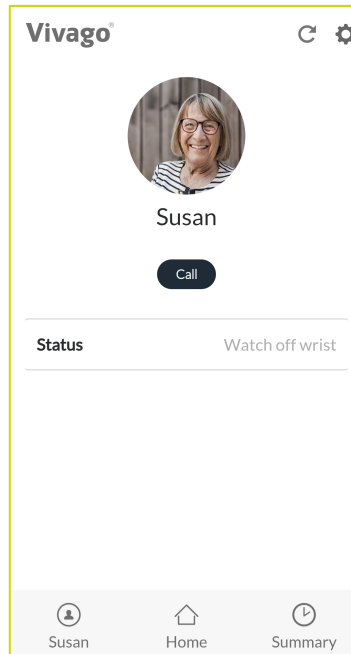
Receiving alarms

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.
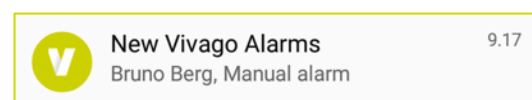
Setting up the Vivago MOBILE application on Mobile devices

Pre-use installation

Download and install the Vivago MOBILE application from Android Play store or 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)

Notice: Automatic Screen lock should be activated on mobile for data security.

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 and to allow the application to operate on the backround. Select **Allow** and **allow** also all other permission requests related to the Vivago application in order to make sure Vivago alarm notifications are reliably shown 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 phone number of this device field enter the phone number of your phone/tablet if you wish to use voice connection from it.
- – 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.
- – 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 which is recommended to be used in all installations.
- – 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 Mobile account defined in the server's Vivago Vista application. The instructions for creating user accounts can be found in the Vista Technical Guide.

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. Always adjust the notification, media, and call volume settings to your preference through the mobile terminal sound level settings. Do not take devices with high volume levels enabled too close to your ears.
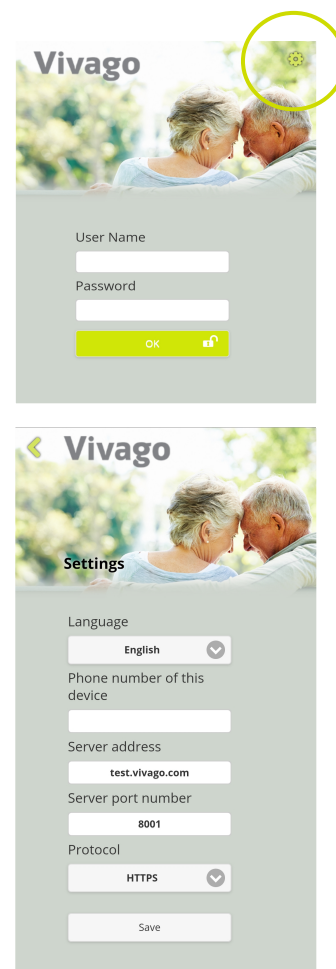
Launching and logging in

The nursing staff will log in with a personal Mobile user account. The accounts are created on the Vivago Vista server. The customer groups that the account should serve are selected for each account. 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.
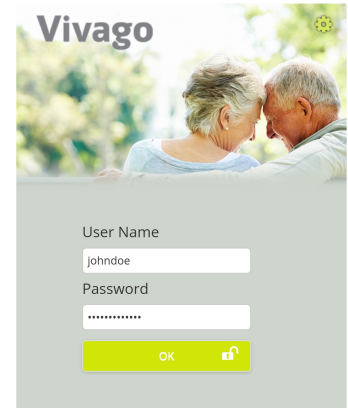
Menu screen

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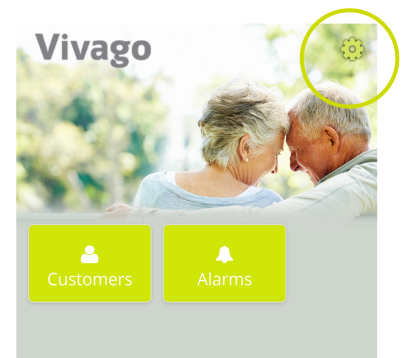
If your user account has Panic alarm feature enabled, the Menu screen will have an additional Panic button that you can click to send a Panic alarm to request help.

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.

Note that this guide introduces the different views as they appear in the Vivago MOBILE app on a mobile device. The Vista Web interface has similar functions and menus, but their layout and location on the desktop may differ from the illustrations in this guide.
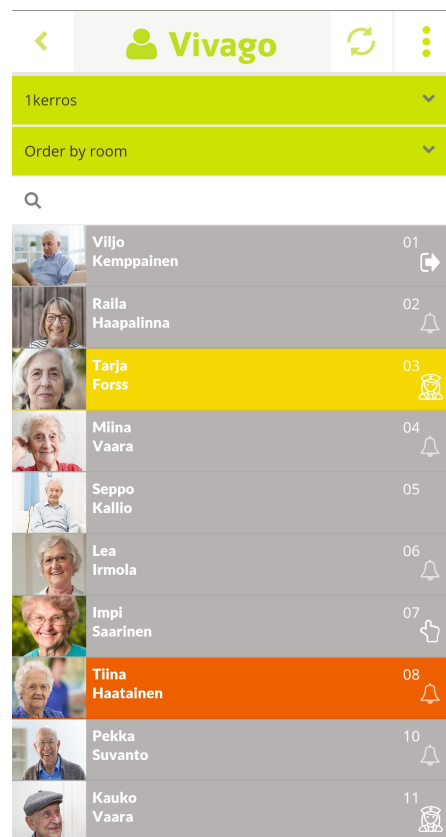
Customer list

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

The customer's background color describes her wellbeing:

- **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.

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

- Customer has an unacknowledged alarm
- Customer is not present
- Watch is off the wrist
- A nurse is present in the customer's room, or a nurse visit has been started

Customer list functions

From the top green drop-down menu, you can select to view all active customers, all inactive customers, or only customers in a specific **customer group**. Customer groups correspond to customer tabs in the Vivago Vista application.

Use the next drop-down menu to **Order 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. If your user account has the right to modify customers, the top right corner shows a menu button that you can click to **add a new customer**. First, select the customer group in which the customer will be created from the top drop-down menu.

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 mobile device serves as well.

Clicking on a customer's row takes you to the **customer details screen.**

Customer details screen

The **customer details screen** is divided into two parts: the upper part shows basic customer information, while in the lower part you can use the **green dropdown menu** to view details on

- Alarms
- Vivago wellbeing information
- Vivago activity curves
- Nurse visits (if they have been enabled for your user account)
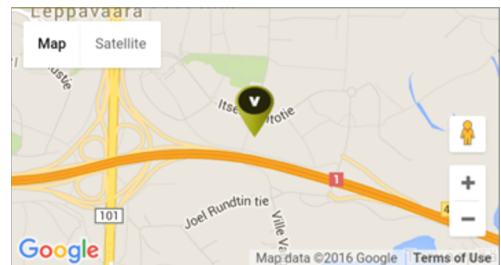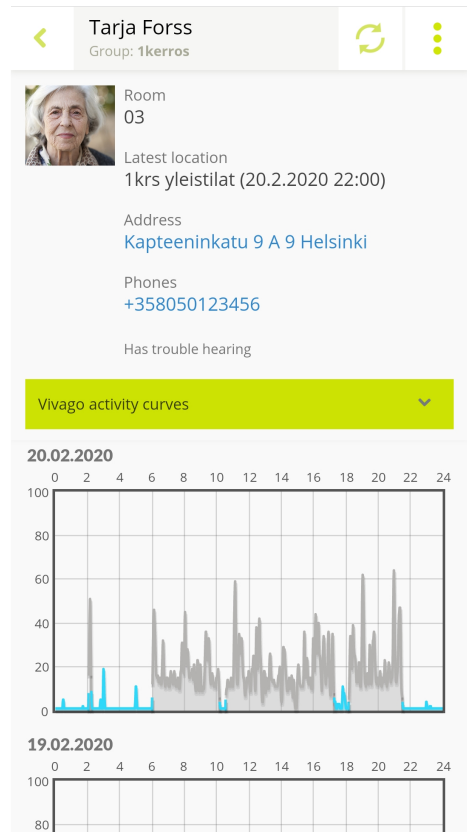- Customer's notes

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, or a nurse visit has been started somewhere else.

Click the customer's **phone numbers** to call them.

Click the customer's **address** 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.

Clicking the **refresh icon** at the top right corner of the screen refreshes the customer's details; note that they are not automatically refreshed.

If your user account has the right to modify customers, the top right corner shows a menu button that you can click to **modify and delete a customer**.

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

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 will open the call to the (mobile) phone number defined for the user account (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.

Locate and MOVE customers have an **Acknowledge and call** button in the Acknowledge window, which you can click to acknowledge the alarm and then call the customer with your mobile phone.
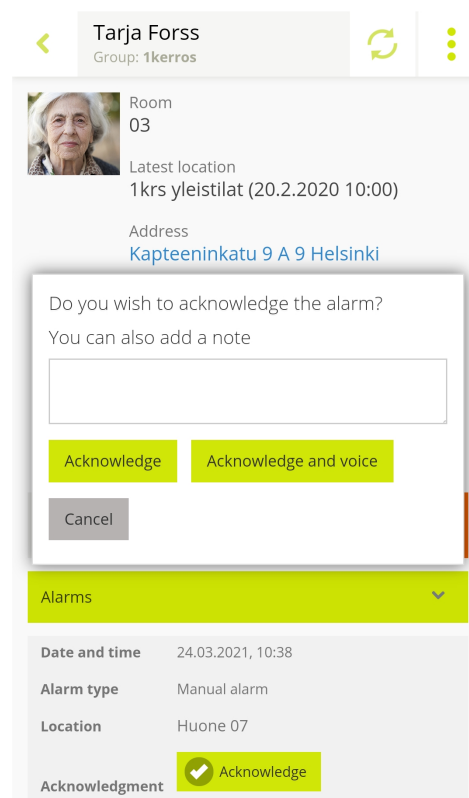
Receiving alarms

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 mobile 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 and shows the **Alarms** view of the customer that raised the alarm. See instructions above on acknowledging the alarm.

Note that the Vista Web interface used on browser on desktop computer does not show notifications of new alarms.
Login to the MOBILE app with the same user account to receive the notifications.
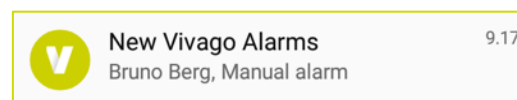
Customer details: Wellbeing summary

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

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 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 describes the ratio of night and daytime activity. Good day time rhythm means that the customer is active during the day and is sleeping during the nighttime. 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: Nurse visits

This view is only visible if the Nurse visits feature has been enabled for your user account.

The Nurse visits view shows the customer's ongoing nurse visits under **Active** and most recently ended nurse visits in the **History** section. At the top of the view, you can start and end a nurse visit yourself.

Active nurse visits

In this section, you can both view ongoing **Nurse present visits** started from a room station's button and **Nurse visits** started from the MOBILE app. Both show the start time of the visit. For nurse visits started from the MOBILE app, you will also see the name of the user for whom the visit is ongoing. If there is an active Nurse present visit, you can call additional help for it by clicking the **Request assistance** button or end it by clicking the **End nurse visit** button.

History

Here you will find detailed information on the most recent ended nurse visits.

Own nurse visit

To start a nurse visit for a customer, click the **Start nurse visit** button. The view changes to show the start time of the visit and allows you to enter other information about the visit when you finish. You can now exit this view and return to the app when you are done. Other users will see your ongoing nurse visit in the customer's Active nurse visits section. If you need help from others, you can click the **Request assistance** button. When you have completed the visit, select the reason for the nurse visit from the drop-down menu and, if desired, enter a more detailed explanation and the customer's rating. Check the Visit to be invoiced field if necessary. The Customer rating selection can be used for example for storing customer satisfaction or customer's condition or feeling at the time of the visit. Then click the **End nurse visit** button to end the visit and save its end time and other information to History.

Customer details: Notes

The Customer's **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. The notes are shown in the MOBILE application and Vista Web Interface, not in the Vivago Vista desktop client application.

Add, modify, and delete customers

The menu items described in this section are only visible in the application if your user account has been given the right to modify customers.

Adding a customer

To add a new customer, select the customer group to which you want to add a customer from the top drop-down menu in the Customer list, and then click the Add customer selection from the menu in the upper right corner.

Fill in the customer's personal information, select the device type, and then enter the customer's device information.

For institutional customers, enter the customer's device's ID in the Device/Watch number field. For watches and FIDOs, the ID might contain a dash (see image). You can enter the ID both with and without the dish (2-12345 or 212345).

Also enter the room number for the customer. This helps to connect the customer to the room station and Device interfaces in her room. Once you have entered the room number, the application will automatically complete the room station ID. You can also enter the room station ID number yourself, if the room station is not associated with a room number, and then click the Check button to confirm that it is valid.

When adding a home customer, select DOMI as device type and enter the ID numbers for both the watch and the home base station. The watch device ID might contain a dash (see image). You can enter the ID both with and without the dish (2-12345 or 212345). After entering the home base station ID, click the Check button to verify it. If the base station was not previously entered into the system, you will be asked if you want to add it as a new base station. After that, you must also enter its phone number. If the base station already existed, the application will automatically complete its phone number.

After entering the customer information, click the **Save** button at the bottom.

After adding a new customer, create a test alarm from her alarm device and make sure the alarm is generated and received as a new alarm.

| New customer |
| Group: **1kerros** |

Name

John Doe

Social security number

010238-123Y

Address

Sahaajankatu 8 00880 Helsinki

Phone

+358401827311

Device type

Watch

Watch ID

2-12345

Room

13

Room station ID

42066   Check

Additional information

Device type

DOMI

Watch ID

2-12345

Home basestation ID

50392   Check

Basestation phone number

+3585011836282

Modifying customers

To modify a customer's information, click the Modify customer selection in the menu in the upper right corner of the Customer details view. You can edit the customer's personal details or device information such as change her watch ID.

To move a customer to **another customer group**, use the Group field.

To move the customer to **another room**, select the new room number in the Room field and the application will automatically complete the corresponding room station ID.

To **change the watch** of the customer, simply enter the new ID in the Watch ID field. To remove a watch from her use, clear the Watch ID field.

To temporarily disable the customer's alarm device, select the "Non-active customer, block all alarms" checkbox.

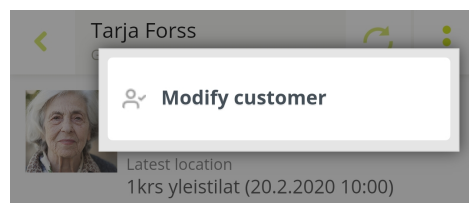Make the desired changes and finally press the **Save** button at the bottom.

If you changed the ID number of the customer's alarm device, create a test alarm from the device and make sure the alarm is generated and received as a new alarm.

Deleting customers

To delete a customer, click the Delete customer selection in the menu in the upper right corner while you are modifying the customer.

Please note that if you delete a customer, all her personal and additional information will be lost. You will not be able to cancel a customer deletion by any means!

Even if the customer's personal information is deleted, her alarm and wellness data will be archived. When you delete a customer, you can choose to archive this information in her name, or solely in her customer ID.

System alarms

In addition to customer alarms, the Vivago system sends notifications about system issues. These include a Fire alarm and various notifications of possible faults, e.g. Base station not in use. You distinguish these from the other alarms and notifications a "System alarm" text appears at the beginning of the Vivago alarm notification message. Clicking on the notification opens the System alarms view, where you can see more detailed information about the alarm. You can acknowledge the alarm by clicking the **Acknowledge** button and provide more information in the acknowledgment text.

After acknowledging all system alarms, the view changes back to the Alarms view.

You can check unacknowledged system alarms at any time by clicking the "**Show system alarms**" selection in the menu in the upper right corner of the Alarms view.

Note that system alarms may require additional action from you. Based on the type and location of the alarm, determine the fault situation and, if necessary, contact your system maintenance.
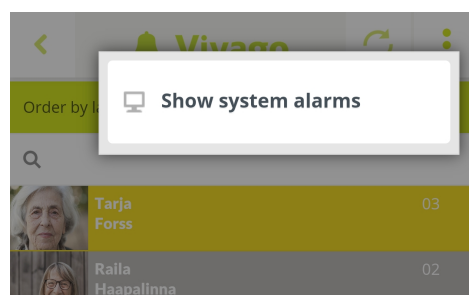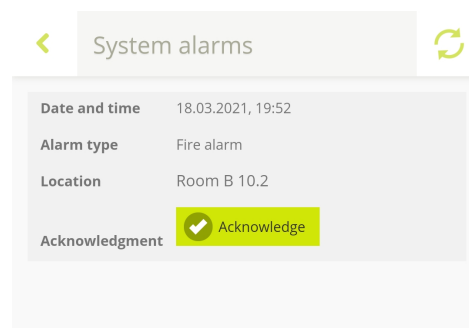
Vivago® offers smart safety and wellbeing solutions for preventive care. The innovative solutions cover the whole chain of care from home care to assisted living, care homes, hospitals and rehabilitation.

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 an established health technology provider, Vivago already ensures safety for tens of thousands of individuals in Europe. The high-quality products are manufactured in Finland.

Vivago – Supporting a good life and bringing tools for better care.

Vivago

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