Vibby (67605/22)

Installation Guide

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Enabling independent living

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1. Introduction

The Vibby is a new fall detector, designed and manufactured by Telecom Design and incorporating Tunstall's licenced radio protocol.

It is lighter and more ergonomic than previous generations of fall detector. The Vibby sets the benchmark for reliability with its new algorithm.

The Vibby comes pre-programmed with the Tunstall Radio Protocol, which enables it to work with the Tunstall Lifeline (400, 4000+, Connect/Connect+ Vi/Vi+, Smart Hub, Lifeline GSM and Telecare enabled schemes). The Vibby is also IP67 (dust and water resistance) and IK4 & IEC 62599-1 2010 Class2 (shock and impact).

The Vibby is supplied in Storage Mode to preserve battery life, to exit storage mode and start using the Vibby see page 4. The Vibby is pre-configured to be worn on the wrist.

Please note the minimum wearing height for set up:

Wrist worn – The Vibby must be a minimum of 60cm off the ground when worn

Neck worn – The Vibby must be a minimum of 1 meter off the ground when worn.

Exiting from storage mode

The Vibby is shipped in Storage Mode, it is important to exit Storage Mode by following the instructions below.

1) 

Press and hold the button.

2) 

Release the help button when the red LED starts flashing.

3) 

The Vibby will vibrate and the LED will be off. You have now exited storage mode.

After exiting Storage Mode, the Vibby will automatically enter Demo Mode for 5 minutes before entering Active Mode (e.g. ready for use).

The green LED will double flash once every 5 seconds when the Vibby is in Demo Mode.

2. Programming methods

You can follow the push button instructions in the manual, or you can use the Vibby configuration app downloaded from the app stores. Please see the Vibby Tunstall app user guide for more details.

The Vibby app is a simple to use configuration tool that can be downloaded and installed on most Apple or Android devices.

You can use the Vibby app to:

1. Change or check the wearing option of the Vibby
2. Change or check the battery level of the Vibby
3. Change or check the radio protocol

Logins

If your Vibby is operating on 869 MHz radio frequency (EU) the login will be:

Email: **tunstall@vitalbase.fr**
Password:tt2016

If your Vibby is operating on the 915 MHz radio frequency (AUS) the login will be:

Email: **tunstall@vitalbase.com**
Password:tthc2017

3. Getting Started

Entering programme mode

The Vibby must be in Storage Mode before entering Program Mode. To check the Vibby is in Storage Mode briefly press the button for 0.5 second. If the red LED illuminates the Vibby is not in Storage mode. To enter Storage Mode, see page 15.

1)

LED is off (3s).

2)

The red LED flashes 6 times.

LED switches off (8s).

3)

Release the help button when the red LED starts flashing.

4)

The green LED Will quickly flash for 1 minute.

Press and hold the button

When the red LED flashes quickly release the button

Once the Vibby is in Program Mode it will exit Program Mode automatically after 1 minute. Next move to the 'Configuration Selection' step.

Configuration Selection

It is possible to change the wearing option from the wrist strap to neckcord and change the radio protocol. The radio protocol step should only be performed if this has previously been changed by mistake. Once in Program Mode follow the steps below.

1) 

Press and hold the button.

2) 

Keep pushing the button until the green LED lights steadily and then turns off.

3) 

When the Vibby vibrates release for Radio Protocol selection.

Radio Protocol selection page 8.

4) 

When the red LED lights steadily release for wearing mode selection.

Wearing Mode selection page 9.

Radio protocol selection

This step is only needed if the protocol selection has been changed. The Vibby comes pre-programmed with the Tunstall Radio Protocol, which enables it to work with the Tunstall Lifeline (400, 4000+, Connect/Connect+ Vi/Vi+, Smart Hub, Lifeline GSM and Telecare enabled schemes).

Each red LED flash corresponds to a protocol.

1)

The LED should not be lit.

2)

Press and hold the button and release on the 1st flash of the red LED.

Once the radio protocol has been changed, the unit will automatically return to Storage mode.

Wearing mode selection

The Vibby is supplied pre-configured to wrist wearing mode with a wrist strap fitted. If the wearing option needs to be changed follow the steps below. To check the Wearing mode, see page 10.

1)

Press and hold the button.

2)

Release the help button here to configure in wrist mode.

3)

Release the help button here to configure in neckcord mode.

Once the wearing mode has been set the Vibby will return to storage mode.

Check wearing mode configuration

In storage mode, it is possible to check the wearing mode the Vibby is configured to, follow the steps:

1) 

Quickly press the button twice

2) 

The red LED will illuminate and the Vibby will vibrate. This indicates the Vibby is configured for a Wrist strap.

3) 

The green LED will illuminate and the Vibby will vibrate. This indicates the Vibby is configured for a Neckcord.

Demo mode

Vibby has an integrated Demo Mode built in, making multiple simulations of a fall easier. Demo Mode is automatically entered after exiting Storage Mode. Throughout this time the LED will continually flash green. Demo Mode will continue running even after a fall has been simulated.

1) 

The green LED will flash every 5 seconds.

2) 

When the green LED flashes 6 times and vibrates Demo Mode has ended.

Simulating a fall in Demo mode

The Vibby will automatically exit Demo Mode and enter Active Mode after 5 minutes of exiting Storage Mode.

Please note: the Vibby should be in demo mode for the entire duration of the falls simulation test. Active mode is not suitable for for fall simulation tests.

Active mode requires the Vibby to be worn on the human body in order to detect falls in accordance with the instructions on p14 of this installation guide.

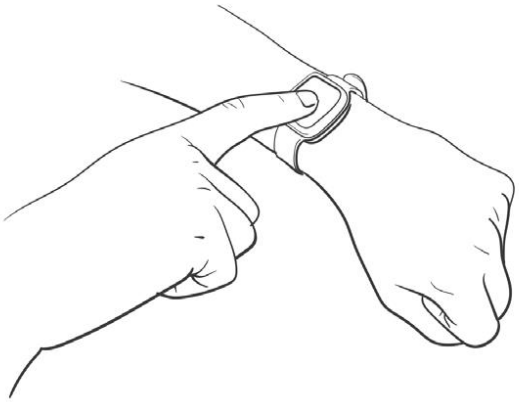
1. Fasten the wrist strap and hold the wrist strap with the Vibby facing down and at a minimum of 1m above the ground.
2. Move your arm gently in order to simulate activity instead of holding the position for at least 30 seconds.
3. Drop the Vibby avoiding it twisting so that it lands on its face on the floor.
4. Leave it on the floor for at least 20 seconds whilst it analyses the fall.
5. Once the fall has been detected the red LED will illuminate and the vibrations will begin.
6. After a further period (20-30 seconds) the Vibby will transmit the alarm; indicated by the red LED illuminating for a short period.

Note: The Vibby is designed to minimise false alerts and therefore the above steps may not trigger an alarm 100% of the time.

Alarm Modes

The Vibby can raise alarms in two ways; manual call - when the user presses the help button, or an automatic call - which is generated if the Vibby detects a heavy fall.

To raise a manual alarm call; press the Vibby's help button.
When used in "pendant mode" a long press is required to raise an alarm.



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

An automatic alarm is sent when a heavy fall is detected.

Types of fall

The Vibby provides additional support to the manual pendant, by adding automatic detection of heavy/dangerous falls to its wearer when they are lying on the floor with or without activity and are unable to recover to a standing position.

A heavy/dangerous fall is characterised by 4 steps:

1) An active person in an upright position followed by:

2) A quick and sudden loss of balance followed by:

3) A significant impact of the person with the floor followed by:

4) A lying position on the floor with or without activity of the person, the wearer being unable to press the manual help button or recover to a standing position after the fall.

If these four steps occur, then an automatic alarm to the Lifeline home unit could be activated. *

*The fall detection technology in the Vibby does not allow analysis and interpretation of all fall situations. Soft falls, slumping falls, descent-controlled falls against a wall or a chair, etc…are not be detected by the Vibby.

Considering the technology used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be detected, for this reason whenever the user needs assistance they should always press the help button on the Vibby.

Alarm cancellation

When an automatic call is about to be placed the user will be alerted with a 20 second pre-alert with the red LED flashing and vibration.

Accidental alarm calls can be cancelled by following the below steps:

1) 

An active alarm call is taking place: the LED flashes red and the Vibby vibrates.

2) 

Cover the face of the Vibby with your hand you will feel a burst of vibrations.

3) 

As soon as the vibrations stop you should remove your hand from the Vibby.

4) 

The alarm is now cancelled and the Vibby will stop vibrating and flashing its LED.

If during step 3, the user does not remove their hand after the first burst of vibrations, the Vibby will vibrate three times to indicate that the alarm has not been cancelled. This is an in-built safety feature that is designed to ensure the alarm is not cancelled if a user covers the Vibby during the fall.

Putting Vibby into storage mode

When the unit is not in use it should be placed in Storage Mode to conserve battery life. To enter Storage Mode follow the steps below:

Place the Vibby flat on a table to and follow the below steps without moving the product:

1) 

Press the button until the red LED turns on.

2) 

When the LED is red release the push button.

3) 

Quickly press the push button 5 times. The Vibby will vibrate throughout this process. The red LED will then flash once to confirm that the Vibby is now in storage mode.

Battery Replacement

To replace the battery in the Vibby; use the battery change tool (Part No D6656001A) and follow the steps below:

1) Ensure the Vibby is in Storage Mode before removing the battery.

2) 

Place the Vibby face down..

3) 

Using the battery replacement tool; turn the cover quarter of a turn anticlockwise to the left to open it.

4) 

Remove the battery cover and o-ring.

5) 

Insert the new battery with positive contact side up.

Battery Replacement Cont.

6)

Replace the existing o-ring (D6654020A) with a new o-ring.

7)

Place the cover over the o-ring and battery.

8)

Using the battery replacement tool; turn the cover quarter of a turn clockwise to the right to close it.

Warning: Risk of explosion if the battery is replaced incorrectly. Recycling or disposal of batteries in line with local legislation.

Use only CR2477/LIMnO2* batteries. Available from Tunstall.

Store CR2477 in a rigid box and dry environment – isolate positive and negative poles with regular tape.

* To ensure performance, only user batteries manufactured by Sony.

Programming the Vibby to the Lifeline home unit

Press and hold the cancel key on the Lifeline until a bleep is heard, release the cancel key. The Red Help button should be flashing slowly, and the unit may announce ‘programming mode’.

Press and hold the green cancel key again until a bleep is heard then release it. The red Help button on the unit should be flashing rapidly and the unit may announce ‘registration mode’.

Press the help button on the Vibby, the Lifeline should acknowledge it has been programmed by a high-pitched bleep or a spoken message.

Press the green cancel key on the Lifeline to exit programming mode.

Test the Vibby by pressing the help button on the unit and ensure a call is raised on the Lifeline.

Test the fall detector part of the Vibby by utilising Demo Mode (page 11).

Removing the Wrist Strap

1)

The Vibby comes pre-packed with a wrist strap. Follow the below steps to remove the wrist strap:

2)

Holding onto the existing wrist strap and the Vibby gently pull until the retention features click out of place. Repeat this process for the remaining side of the strap.

3)

After the retention features have been removed from both sides of the Vibby; it will easily come out of the wrist strap.

Fitting a replacement Wrist Strap

1)

Take the Vibby and place it within the wrist strap.

2)

Pull the top of the wrist strap onto the Vibby. Ensuring the retention features line up with their holes and the edges fall within the enclosure.

3)

Pull the bottom of the wrist strap onto the Vibby; ensuring the retention features line up with the holes and the edges fall into the enclosure.

4)

Gently pull the straps backwards to simulate the device being worn on the wrist; this will test if the retention features are correctly inserted within their holes.

Ensuring the Wrist Strap is Correctly Installed

The above diagram shows that the retention features are not installed correctly. Incorrect installation of the Vibby into the wrist strap may cause the Vibby to detach from the wrist/neck cord.
When correctly installed, the retention features are within the housing of Vibby and are not visible. Follow the steps on page 19-20 to correctly fit the wrist strap.

Fitting a neck cord to the Vibby

1)

Pull the bottom of the neck cord onto the Vibby; ensuring the retention features line up with the holes and the edges fall into the enclosure.

2)

Pull the top of the neck cord onto the Vibby. Ensuring the retention features line up with their holes and the edges fall within the enclosure.

3)

Gently pull the string which forms part of the neck cord this will test if the retention features are correctly inserted within their holes.

Cleaning

The manufacturer of the Vibby recommends it is washed once a week to stop any dirt or dust accumulating that could cause irritation. The Vibby may be cleaned with a damp cloth and mild detergent.

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

Warnings and cautions

It is important to test the Vibby in all areas of the home, including the bathroom, basement and garage. Environmental conditions such as furnishings, building structure, submersion in liquid etc may affect the range of the Vibby. **A help call will NOT be initiated if the Vibby is activated while out of range of the home unit.**

In certain situations, the Vibby may not assess an event as a fall. **It is important to remember if you need assistance always press the help button.**

When accessing the suitability of the Vibby it is important to consider the condition of the wearers skin. If a potential wearer has frail or damaged skin it is recommended that the Vibby is worn around the neck in pendant mode.

*A new battery o-ring seal is required for each battery change.

Low Battery Calls

The Vibby monitors its internal battery. If a low battery is detected this will be signalled as an Auto Low battery (ALB) call every 23 hours. Once the first ALB call has been raised, the unit will last up to 4 weeks. Following a low battery signal, the battery should be changed as soon as possible.

Technical Details

Dimensions (W x H x D)	34mm x 37mm x 13mm
Weight	35g
Battery Type	CR2477 \ LIMnO2
Battery Life	Up to 2 years depending on usage
Radio Frequency	869.225MHz
IP Rating	IP 67
Operating temp range	0°C to 50°C

Part numbers:

Replacement battery: D6656001A

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