

**Tunstall**

Life Changing, Life Saving

# The Vibby

User and  
Installation  
Guide



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# Introduction

The Vibby is a new pendant with a falls feature designed and manufactured by Telecom Design and incorporating Tunstall's licenced radio protocol. It is lighter and more ergonomic than previous generations of pendants, setting 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 Smart Hub. 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, and should be changed to Active Mode prior to use. Please see 'Getting started' on page 2.

## Getting started

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 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 flashing with a green LED every 5 seconds. Put your Vibby down in a safe place for the 5 minutes until the green LED stops flashing when it will then enter Active Mode ready for use.

## Alarm modes

Once in Active Mode, please put your Vibby on as it is ready to use. The Vibby can raise alarms in two ways; manual calls - when the user presses the help button, and automatic calls - which are generated if the Vibby detects a heavy fall.



To raise a manual alarm call; press the Vibby's help button for one second.



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

### IMPORTANT NOTE

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

## Types of falls

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 four 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 Smart Hub 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. may not be detected by the Vibby.

## Simulating a fall

Simulating a fall can be achieved when the Vibby is in Active Mode by following the steps below.

1. Fasten the wrist strap or neck cord and hold the Vibby at a minimum of 70cm above the ground. If configured for Wrist Strap Mode ensure the wrist strap is fastened and dropped face down.
2. Hold in this 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. Leave the Vibby on the floor and after a further period (20-30 seconds) the Vibby will activate the alarm; indicated by the red then green 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.

## Automatic alarm cancellation

When a fall is detected, the user will be alerted with a 20 second pre-alert with the red LED flashing and vibration.

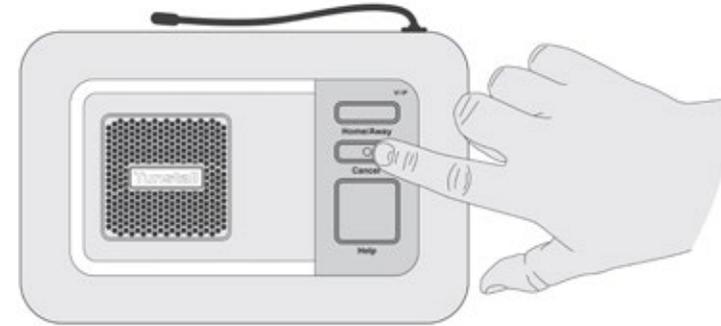
Accidental alarm calls can be cancelled by following the below steps.

- 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.

## Manual alarm cancellation

After the Vibby help button is pressed, you will have approximately 10 seconds to press the green cancel button on the Smart Hub medical alarm.



The Smart Hub will announce "the alarm call has been cancelled". This in-built delay prevents accidental cancellation of an alarm.

## Wearer Mode configuration

If you wish to change the way in which you wear the Vibby i.e. either from Wrist Strap Mode to Neck Cord Mode or vice versa, it first needs to revert back into Storage Mode before any reconfiguration can occur. To enter Storage Mode, follow the steps below.

Place Vibby flat on a table and follow the steps below:



Press the button until the red LED turns on.



When the LED is red release the button.



Quickly press the button 5 times. The Vibby will vibrate confirming it is now in Storage Mode.

Note: If there is no vibration confirming Storage Mode, repeat steps 1-3 until successful.

## Wearer Mode configuration (contd.)



To confirm the Vibby is in Storage Mode, press the button and NO LED will show.

Once in Storage Mode follow the steps over the page to change your Wearer Mode.

### IMPORTANT

Ensure you read through and understand Steps 1-11 prior to commencement.

After Step 4 you will only have 1 minute to complete Steps 5-11.

Be aware the green LED illuminates close to the centre of the button and the position of your thumb pressing the button may make it difficult to view.

If you do not complete any part of the 11 steps in a timely or correct manner, the Vibby will automatically return to Storage Mode. If this occurs, Steps 1-11 will need to be repeated.

To confirm you have changed the Wearer Mode, see instructions at the end of Step 11.

## Wearer Mode configuration (contd.)

1)



Press and hold the button.

2)



Red LED flashes six times.

LED is off.

3)



Red LED flashes again, release the button.

4)



The green LED will quickly flash for 1 minute.

5)



Press and hold the button.

6)



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

## Wearer Mode configuration (contd.)

7)



Keep pressing the button while the Vibby vibrates.



When the red LED lights steadily release the button.

8)



Press and hold the button.

9)



The red LED will illuminate and the Vibby will vibrate. Release the button on the red LED if you wish to select WRIST STRAP MODE.

10)



Continue pressing the button for Neck Cord Mode.

11)



And once the green LED goes on release the button on the Vibby for NECK CORD MODE.

Please be aware your thumb could be over the green LED and it may be difficult to detect.

Once the Wearer Mode has been set the Vibby will return to Storage Mode.

## Checking Wearer Mode configuration

It is possible to check the Wearer Mode the Vibby is configured to by following these steps while the Vibby is in Storage Mode.

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 neck cord.

You have now successfully changed the Wearer Mode. To change over the neck cord or wrist strap, follow the instructions on the next 4 pages ensuring the Vibby remains in Storage Mode until completed.

## Removing the wrist strap



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



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.



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



Take the Vibby and place it within the wrist strap.



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.



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.



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.

## Fitting a neck cord to the Vibby



Please ensure that the neck cord is attached with the correct orientation to the Vibby. You will notice on the back that there is more white space on the bottom edge.



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.

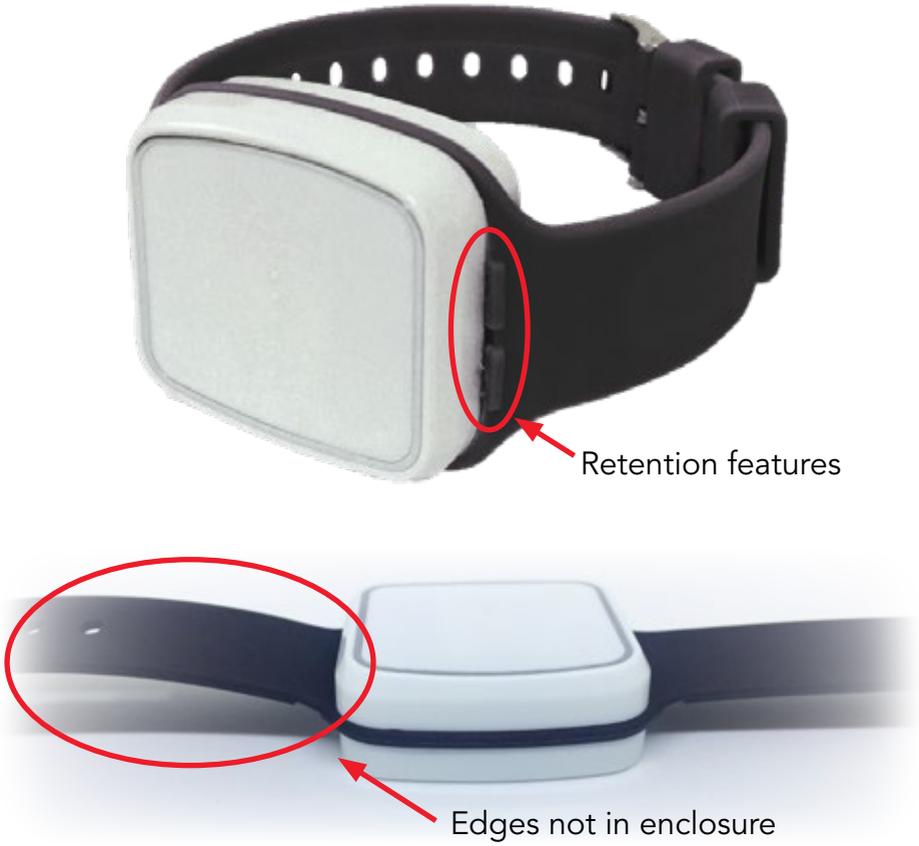


Pull the top of the neck cord onto the Vibby. Ensuring the retention features line up with their holes and the edges fall within the enclosure.



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

# Ensuring the wrist strap is correctly installed



The above diagrams demonstrate when the retention features are not installed correctly, or the edges of the strap are not completely within the enclosure. Incorrect installation of the Vibby into the wrist strap or neck cord may cause the Vibby to detach.

When correctly installed, the retention features will sit within the housing of the Vibby and won't be visible, and the wrist strap will naturally curve downward around the wrist. Follow the steps on page 15-17 to correctly fit the wrist strap or neck cord.

# Exiting from Storage Mode

The Vibby will now need to revert to Active Mode to be ready for use. To do this, follow the instructions below.

- 1)  Press and hold the button.
- 2)  Release the 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 reverting to Active Mode. As you have changed the configuration of your Vibby, it is very important to test the Vibby once in Active 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 (page 10).

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.
- Do not ingest battery, Chemical Burn Hazard.
- This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Keep new and used batteries away from children.
- If the battery compartment is not closed securely, stop using the product and notify your supplier.
- If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Recycle or dispose of batteries in line with local legislation.

Use only CR2477/LiMnO<sub>2</sub>\* batteries. Available from Tunstall.

\*To ensure performance only use batteries manufactured by Sony.

## Cleaning

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

Remember that the Vibby will not detect falls while it is not being worn, therefore the user should put the Vibby back on again as soon as they've 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 the user needs assistance, they should always press the help button.**

## Spares and accessories

Wrist strap (black):	D6654001A
Neck cord (black):	D6652001A
Battery o-ring seal*:	D6654020A
Battery:	CR2477
Battery opening tool:	D6656001A

\*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 (dependent upon volume of activations). 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	915MHz frequency range
Radio range	50m
Waterproof rating	IP67 / Up to 1m for 30mins
Operating temp range	0°C to 50°C

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