nobi

From Everyday Light to Life-Saving Smart Light

How to configure Nobi?

Where we are today

Welcome to Nobi

For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,
Operations Manager

Online, 0.5h

Shipping

Prepare the installation

Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h

Configuration meeting

Together we go over the possibilities in configuring the smart lights.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

Fall detection training

The team learns how to use Nobi's fall detection.

Operation Manager,
End-users,
Care personnel

At client, 2h

Nobi goes live

Congratulations! Nobi's smart lights are going in use today.

Smart care training

Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting

1   2   3   4   5   6   7   8   9   10   11   12   13

Site walk

During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,
IT Manager,
Operations Manager

At client, 1h

Getting to know Nobi

We introduce Nobi and her features to your entire project team.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

Installation Nobi lights

Technical Manager

Prepare fall detection training

Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

Ready for launch?

Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

Follow-up

For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks

Purpose of the training

Step by step, you will learn how to configure Nobi's smart AI lights, completely tailored to your care institution and its residents.

This is how we prepare together for the next phase: training your team to use Nobi in their day-to-day work.

Configure Nobi
in 6 steps

(1) Create user

(2) Create residents

(3) Configure light & sound

(4) Escalation procedure: configure & process

(5) Add peripherals

(6) Technical alerts

Before we start

Before we start

Meet the Nobi Application

In the Nobi dashboard, managers and caregivers have an overview of Nobi activity among residents.
In the dashboard, you also activate and configure the Nobi lights to suit your residents' needs.

Configuration is done in the Nobi application
- https://eu.nobi.cloud/

Logging in for the first time?
- Open the e-mail you received from Nobi
- Click on the url in the e-mail that takes you to the Nobi dashboard
- Then choose your password. You do this twice.
- Read the terms and conditions and click on 'I agree'
- Congratulations, you are now an official user of the Nobi dashboard
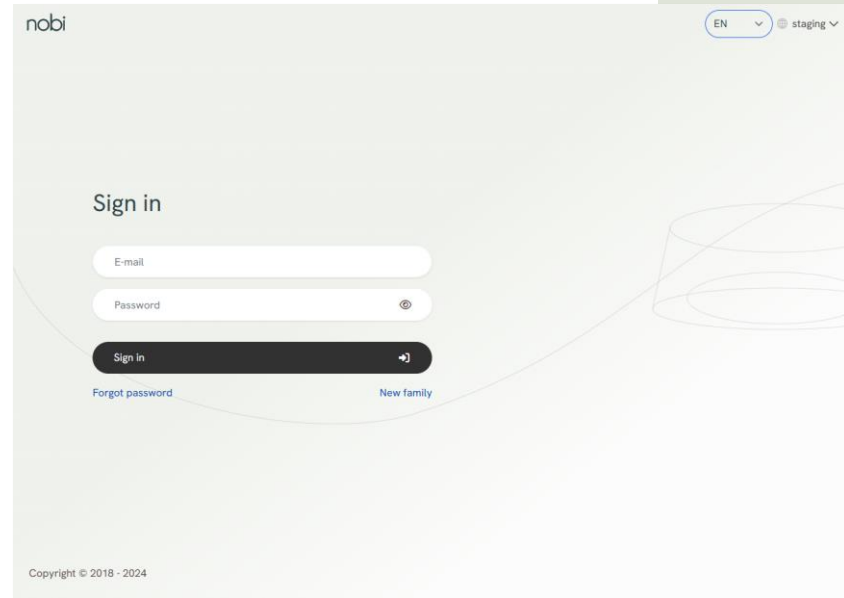
Before we start

Customised configuration

Configuring Nobi's smart lights is tailored to both your organisation and your individual residents. With our various configuration levels, you don't have to compromise.

You can choose to apply the same settings throughout the entire facility, adjust them to the needs of specific departments, or customise them for each resident: the possibilities are endless!

An overview of Nobi's configuration levels:

SITES   **DEPARTMENTS**   **HOUSING UNITS**   **ROOM**

2

WZC 'Warm Care'   2^e floor
Closed Ward   Flat 1   Bedroom

Bathroom

Step 1

Create
User
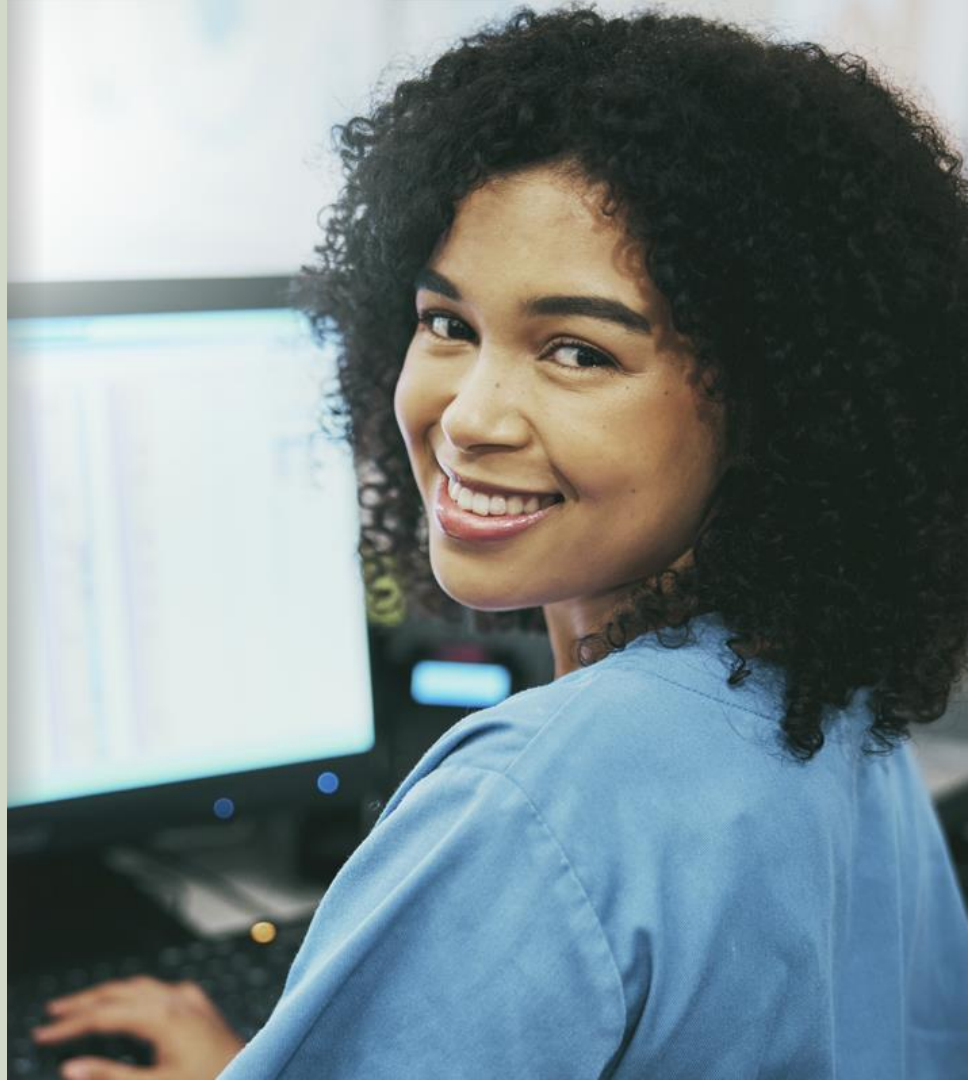
2 types of users

Before we start the configuration, users need to be created. These users are involved in the care of residents and will be working with Nobi.

Nobi distinguishes between two different roles: **manager** & **user**.
Both roles have specific access rights.

User	Manager
■ Closing escalations	■ All functionalities of a user
■ Consulting escalations	■ Can create users
■ Consult live view	■ Add & edit
■ Consult sleep reports	■ Department (incl. Wi-Fi data)
■ Receive a notification when an escalation and/or monitoring event occurs	■ Housing units
■ Contact support	■ Rooms
	■ Lights
	■ Resident
	■ Monitoring events
	■ Set up escalation procedure

Create new user

Create new user

The manager clicks on 'Users' at the bottom left

- Then click on '+ add'
- Enter new user data
- Define user role
- Click on 'invite

Manager
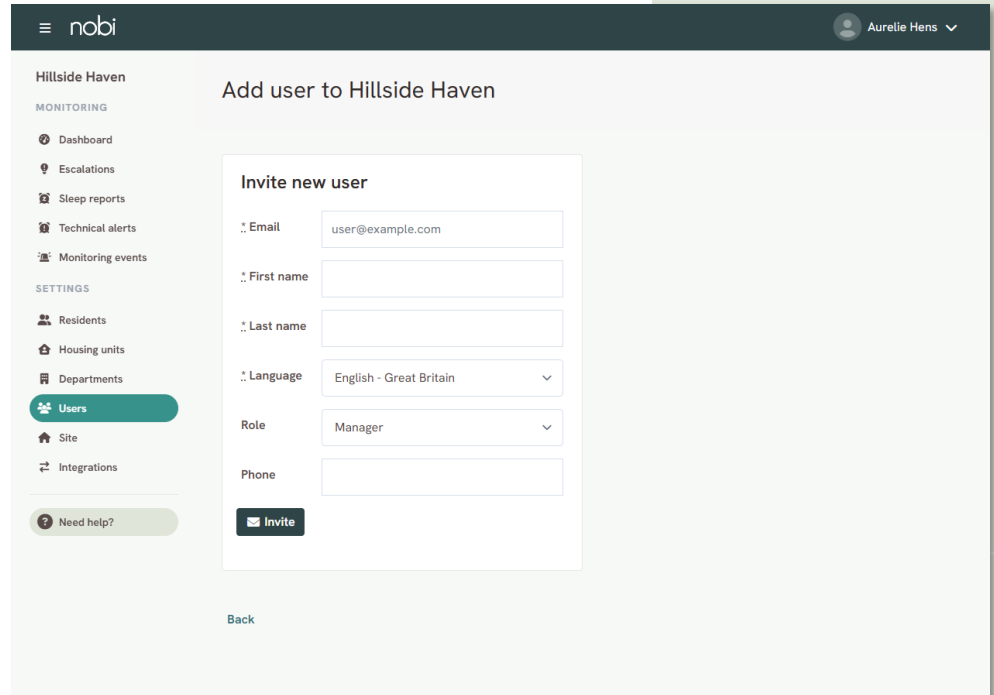
Activate user account

The new user will now receive a welcome e-mail from Nobi

- Open the mail and click on 'set password'
- Then enter your password twice
- Read the terms and conditions and click on 'I agree'

Users

≡ nobi

Aurelie Hens ⌄

Hillside Haven

MONITORING

- ⊕ Dashboard
- 💡 Escalations
- ⏰ Sleep reports
- 🔔 Technical alerts
- 👁 Monitoring events

SETTINGS

- 👥 Residents
- 🏠 Housing units
- 🏢 Departments
- 👥 Users
- 🏠 Site
- ⇄ Integrations

❓ Need help?

Add user to Hillside Haven

Invite new user

* Email	user@example.com
* First name	
* Last name	
* Language	English - Great Britain
Role	Manager
Phone	

✉ Invite

Back

Step 2

Create
Residents

Create residents

STEP 1: Add resident

- Click on **'Residents'** in the navigation bar on the left

- Then click on **'Add'** at the top right

Create residents

STEP 2: personal data

- Fill in the residents' **personal details**

- Please confirm at the bottom that the resident has signed the **Informed Consent Document***.

- Press **'Next'**

As a reminder

Nobi's smart features can only be activated when a resident has completed and signed the **Informed Consent Document** (ICD).

With a signed ICD, the resident:
- gives permission that Nobi's smart features can be activated.
- chooses which type of image can be shared :

Actual image   Anonymized image   No image

To support our customers, Nobi offers a template-ICD on the customer portal

Create residents

STEP 3: Privacy settings

- **Smart monitoring**: Enable to activate the smart functions of the Nobi light. If not enabled, Nobi will only provide light.

- **Live view**: Enable to see a remote abstract view of the resident when they are in the housing unit, but not in bed. This can be seen by clicking on their name in the dashboard.

- **Check Mate**: Enable to allow a Nobi expert to double-check fall escalations detected by the lamp. This helps to avoid false fall alarms.

- **Escalation data:** Choose what type of images are accessible when a fall is detected (none, abstract view, real view).

Create residents

STEP 4: Link resident to housing unit

- Drop the drop-down menu at the top
- Choose the resident's housing unit

Housing units are always set up by Nobi Customer Success.
Need to create a new housing unit?
If so, please contact support@nobi.life.

What to do when a new resident moves in into an existing housing unit?

- Archive the resident
- Create a new resident
- Link the new resident to the housing unit

1. Personal data	2. Privacy settings	3. Housing unit settings

Housing Unit

Night light — OFF
Activate as a fall prevention measure. The light automatically turns on at night when getting out of bed and automatically turns off when returning to bed.

Sound
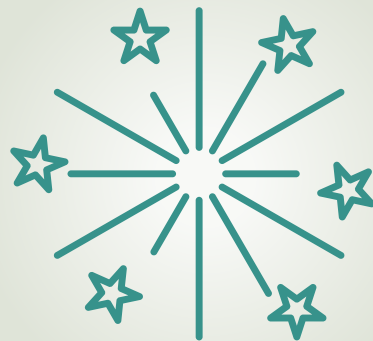Activate the voice of the Nobi device when a fall is detected
◉ No voice (recommended for residents with cognitive impairments)
◯ Ask for fall confirmation, confirm calling for help (default)

Greeting — OFF
Activate to receive a morning summary (date, temperature...) by the Nobi device. This provides daily structure and familiarises the resident with the lamp's voice.

Back   **Done**

Create residents

STEP 5: Activate additional features

After linking the resident to a housing unit, you can then enable the following features :

- **Automatic night light**:
  Enable this feature as a fall prevention measure. The light turns on automatically at night when your resident leaves the bed and turns off automatically when your resident is safely back in bed.

- **Sound**:
  Enable the voice of the Nobi light. When Nobi detects a fall, it will inform the resident that help is on the way. We do not recommend this feature for individuals with cognitive impairments.

- **Morning greeting**:
  Enable to receive a morning overview (date, temperature...) from Nobi. This provides daily structure and helps residents become familiar with the light's voice. We do not recommend this feature for individuals with cognitive impairments."

Congratulations, you just created your first resident!

Step 3

Setup
Light & Sound

Light settings

In this chapter, you will learn how to set up Nobi's lighting applications.

Automatic light

When entering a room the light automatically turns on.

When leaving a room, the light automatically turns off after a few seconds.

This feature can be configured to suit the individual needs of your resident.

Automatic night light

Feature that helps prevent falls:

- While sleeping, there is **no light**
- When sitting in bed, there is **soft light**
- When leaving the bed, there is **brighter light**

Light settings

Set **light intensity** and **'colour'** (hot/cold) of the lights.

Automatic light

When entering a room, the light automatically turns on.
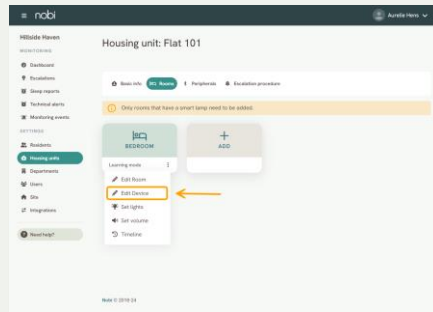When leaving a room, the light automatically turns off after a few seconds.

1

- Go to **housing units**

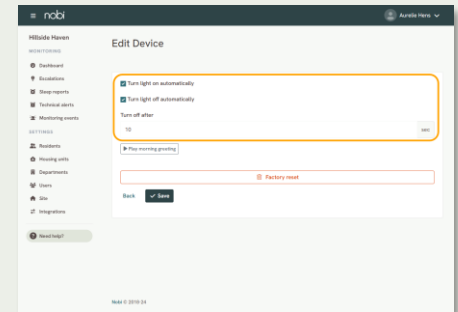- Click '**Edit**' next to the housing unit for which you want to configure the settings

2
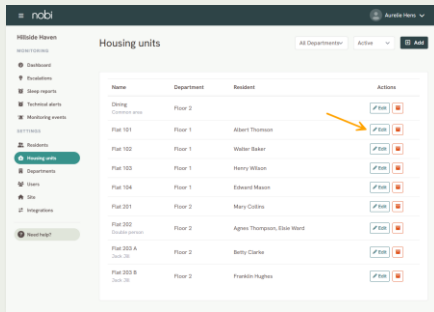
- In the bar at the top, click on the '**Rooms**' category

- Choose a room and click on the round bullets at the bottom right

- Choose '**Edit device**'

3

- Tick or untick '**Turn lights on automatically**'
- Check or uncheck '**Turn light off automatically**'
- Specify after how many seconds the lamp should turn off (min. 10 sec.)
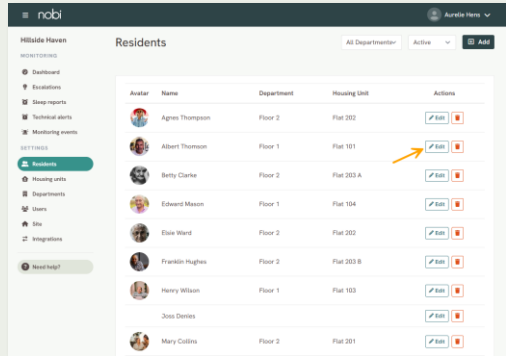- Click on 'Save'

Automatic night light

Feature that helps prevent falls
- ✓ While sleeping, there is no light
- ✓ When sitting in bed, there is soft light
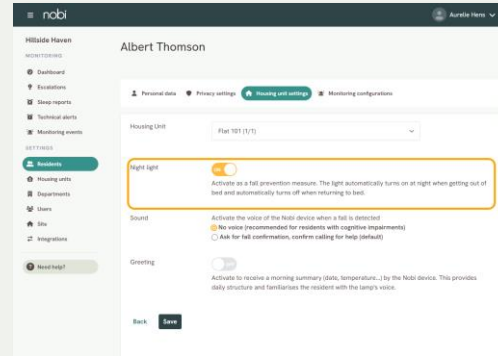- ✓ When leaving the bed, there is brighter light

1

- Go to '**Residents**

- Choose '**Edit**' next to the resident for whom you want to configure the settings

2

- In the bar at the top, click on the category '**Housing unit settings**'.
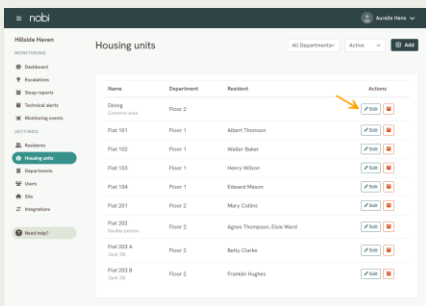
- Activate '**Night light**'

Light settings

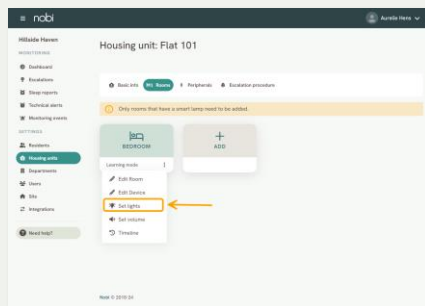Set light intensity and 'colour' (warm/cold) of the lamps.

1

- Go to **housing units**

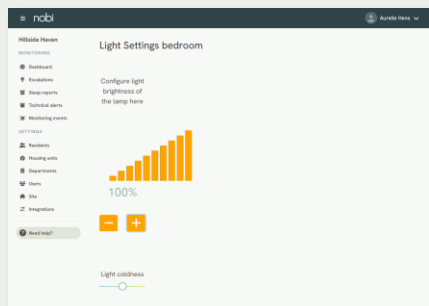- Click '**Edit**' next to the housing unit whose you want to configure the settings

2

- In the bar at the top, click on the '**Rooms**' category

- Choose a room and click on the bullets at the bottom right

- Select '**Set Lights**'

3

- Configure light **brightness** here. You do this by clicking on the '-' or the '+'.

- You edit the '**colour**' of the lamp by moving the slider at the bottom

Set sound

In this chapter, you will learn to configure sound settings:

Voice after fall

In the event of a fall, Nobi's voice will ask the resident to confirm the fall.

This feature is not recommended for residents with cognitive impairments.

Morning greeting

A morning overview (date, temperature, etc.) provides daily structure and makes residents familiar with Nobi's voice.

This feature is not recommended for residents with cognitive impairments.

Voice volume

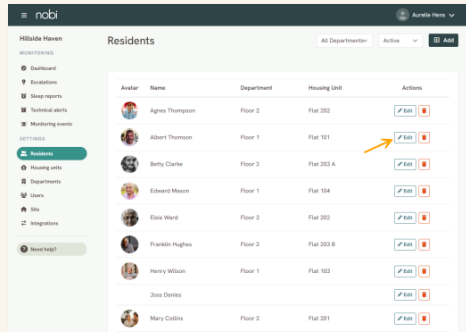Set the volume of Nobi's voice when greeting the resident or after a fall.

Voice after fall

In the event of a fall, Nobi's voice will ask the resident to confirm the fall.
This feature is not recommended for residents with cognitive impairments.

1

- Go to '**Residents**

- Choose '**Edit**' next to the resident whose you want to configure the settings

2

- In the bar at the top, click the '**Housing unit settings**' category

- Click on '**Housing unit settings**'.

- Activate '**Sound**

Morning greeting

A morning overview (date, temperature, etc.) provides daily structure and makes residents familiar with Nobi's voice. This feature is not recommended for residents with cognitive impairments.
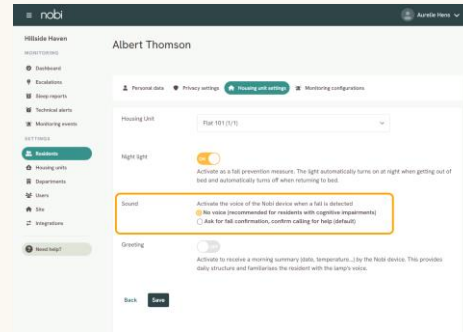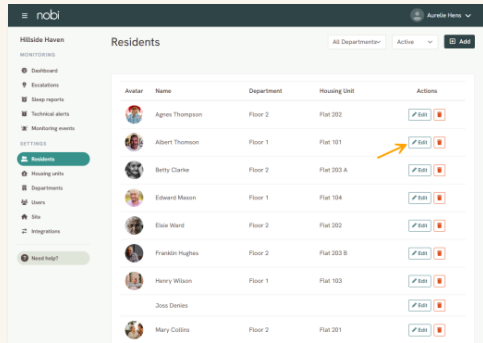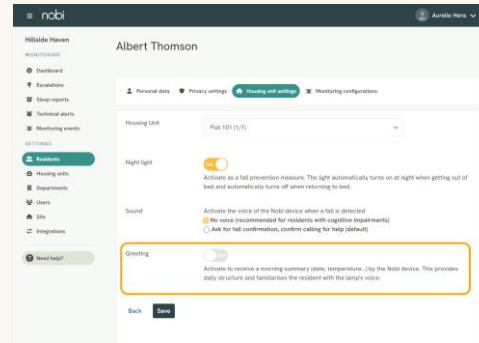

1

- Go to '**Residents**

- Choose '**Edit**' next to the resident whose you want to configure the settings

2

- In the bar at the top, click the '**Housing unit settings**' category

- Click on '**Housing unit settings**'.

- Activate '**Morning greeting**'

Volume Voice

Set the volume of Nobi's voice when greeting the resident or after a fall.

1
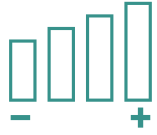
- Go to **housing units**

- Click '**Edit**' next to the housing unit which
  you want to configure the settings

2
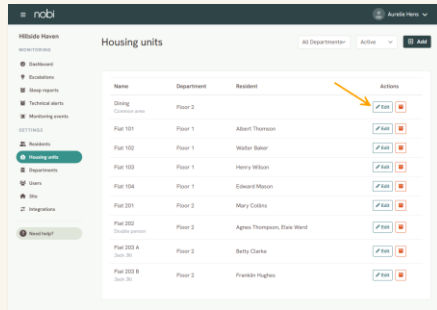
- In the bar at the top, choose the '**Rooms**' category

- Choose a room and click on the bullets at the bottom right

- Choose '**Set volume**'

3

- Set volume by clicking the **minus or plus sign**

Step 4

Escalation procedure: configure & process

Escalation procedure

When **Nobi detects a fall** or when the resident **presses** the **panic button**, Nobi activates the escalation procedure. Nobi then alerts care staff so they can provide immediate help.

Tailored to your care facility
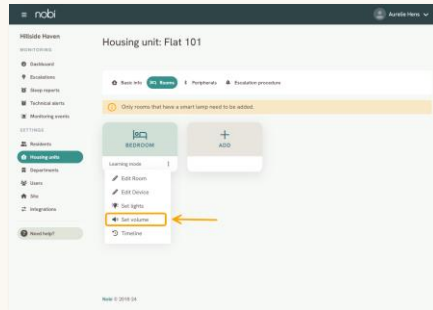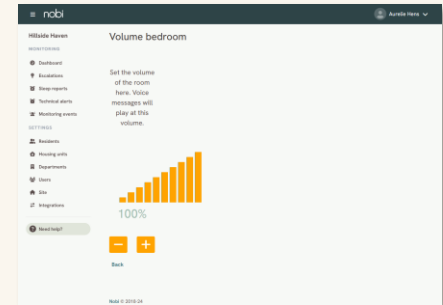Nobi allows you to customise the entire escalation procedure to meet the needs of each care institution.

Escalations

Escalation procedure

Nobi detects a fall
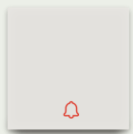
Resident presses the panic button

Nobi alerts caregivers.

> Nobi dashboard
> via phone or nurse call system
> additionally: via e-mail and/or in-app push message

A caregiver provides immediate help

Our loved ones get the care they need

Caregiver closes the escalation

The caregiver shares the cause of the fall in the Nobi app for future reporting.

1. Nobi alerts

Care institutions can choose the channels through which Nobi should alert caregivers after a fall or when the panic button is pressed. In addition to notification on the Nobi Dashboard, the following options are available:

Phone

After a fall, Nobi calls/sends an SMS to care workers on their phones, and according to a cascade system.

0483 ...   0473 ...   0485 ...

Cascade
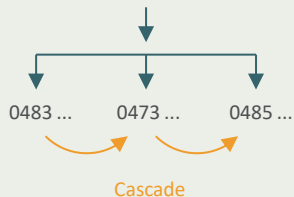
Nurse call system

The way a fall is reported depends on the respective nurse call system.

E-mail

After a fall, employees also receive an e-mail.

E-mails are sent simultaneously to all contacts

xx@xx.be   yy@yy.be   zz@zz.be

Simultaneous communication
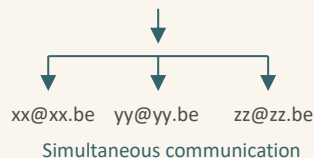
App

After a fall, employees also receive a push notification in the Nobi app

Notifications are sent simultaneously to all contacts

Perso 1   Perso 2   Perso 3

Simultaneous communication

Mandatory choice

Optional choice

1.1. Alert via phone

After a fall, Nobi calls caregivers on their phones using a cascade system.
Nobi also simultaneously sends an SMS to all contacts with a mobile phone.

1

- Go to '**Departments**
- Click '**Edit**' next to the department you want to set up

2
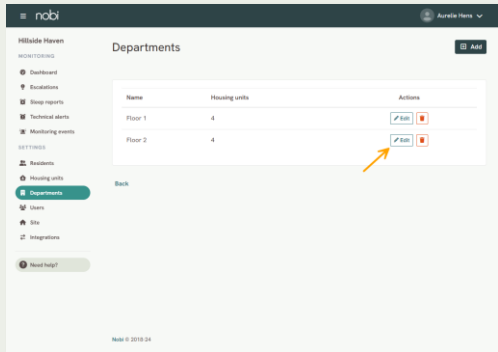
- Select '**Escalation procedure**' at the top
- Under 'channel', select '**Phone**'
- Add the phone numbers in cascading order

1.2. Alert via e-mail

After a fall, care workers receive an e-mail.
E-mails are sent simultaneously to all contacts.

1

- Go to '**Departments**

- Click '**Edit**' next to the department you want to set up.

2
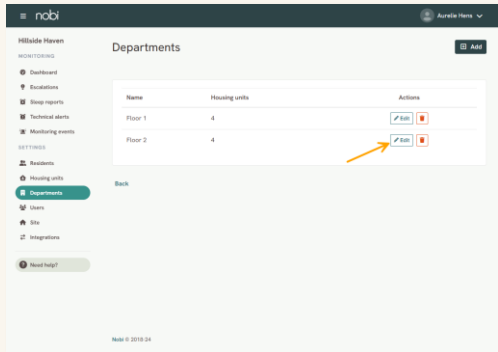
- Select '**Escalation procedure**' at the top

- Under '**channel**', select '**E-mail**'

- Add the e-mail addresses.

1.3. Alerting via in-app push notification

After a fall, care workers also receive an in-app push notification

1

- Go to '**Departments**
- Click '**Edit**' next to the department you want to set up.

2

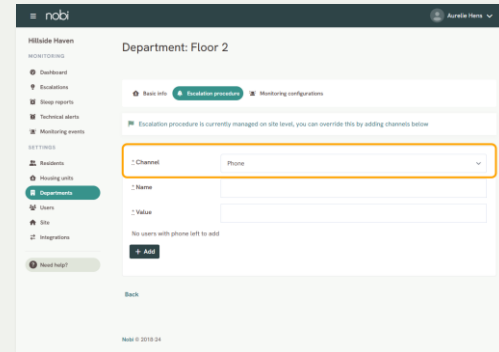- Select '**Escalation procedure**' at the top
- Under '**channel**', choose '**App notification**'
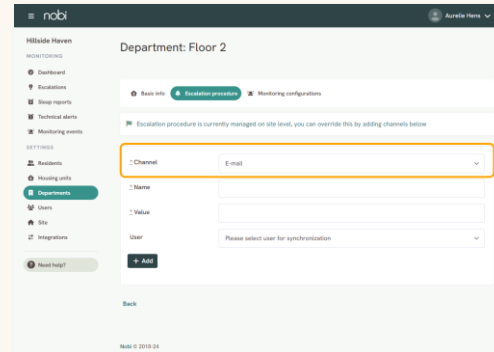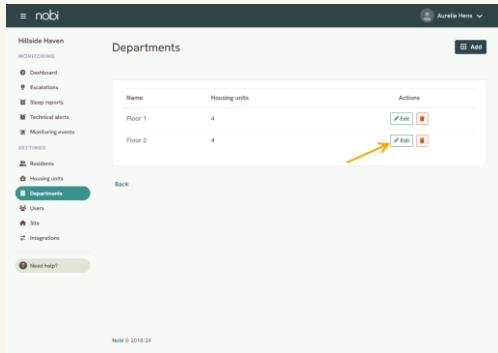- Select the users who should receive a push message should receive.
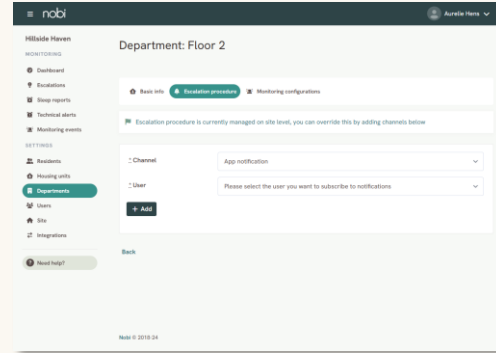
2. Close an escalation

After providing the necessary assistance to the fallen resident, it is important to immediately close the escalation. This is the only way Nobi and your colleagues will know that the resident has been helped and the emergency is over. As long as an escalation is not closed, Nobi will continue to send alerts and no new falls will be detected.

Closing an escalation can be done in 3 ways:

1		2		3
Presence button	or	**Nurse call system**	or	**Dashboard Nobi App**

Presence button

How?
Push the **'Presence Button'** in the housing units of the fallen resident. The escalation is immediately closed & Nobi will not detect falls for 15 minutes.

Setting
The next section explains how to easily pair the Presence Button with Nobi.

Nurse call system

How?
Close the fall via the known **nurse call system**

Setting
See settings nurse call system

Dashboard Nobi App

How?
Go to the Nobi dashboard and click on the open fall. Then click on 'Close escalation'

3. Cause of the fall

After helping the resident and closing the escalation, the care worker can enter the cause of the fall for future reporting. This can be done via the dashboard of the Nobi app.

1
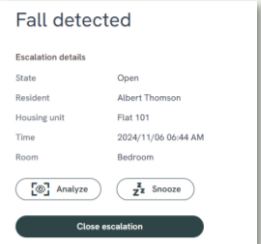
Flat 101 — Albert Thomson

Fall

Bedroom at 07:44 AM (8 minutes ago)

Next steps

2

Fall detected
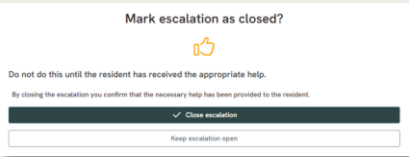
Escalation details

State	Open
Resident	Albert Thomson
Housing unit	Flat 101
Time	2024/11/06 06:44 AM
Room	Bedroom

Analyze   Snooze

Close escalation

3

Mark escalation as closed?

Do not do this until the resident has received the appropriate help.

By closing the escalation you confirm that the necessary help has been provided to the resident.

✓ Close escalation

Keep escalation open

4

3 standard questions:

- Was there a person sitting or lying on the ground?
- Was it a resident lying on the ground?
- Was the resident unintentionally on the ground?

Attention

Have you closed an escalation using the existing nurse call system or the 'Presence button'? Then don't forget to still enter the cause of the fall via the Nobi Application!

3.1. Setting causes of fall

As a care institution, choose which answer options care workers can click on when entering the cause of a fall.

- Go to **sites**

- Select '**Escalation causes**'

- Click '**Add**' and add causes of escalation of your choice

Step 5

Add Peripherals

Add peripherals

Pair easily with Nobi

The better care technologies and devices work together, the more benefits there are for caregivers, residents, and patients. In this chapter, you will learn how to connect them with Nobi. Managers can easily link with the following through the Nobi application:

Switches

Portable panic button

Care appliances

Smart lock

Existing switches
Nobi pairs with any switch, including 1920s bakelite switches

/

Nobi Kinetic Buttons
Stylish, wireless, self-powered switches

A portable Nobi panic button, for any urgent situation
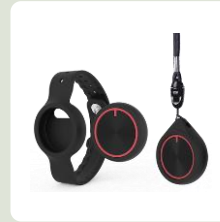
Scales and blood pressure monitor

Presence Button
Close an escalation & pause Nobi's fall detection

Light switch

Panic button

Add peripherals

Pair easily with Nobi

1

- Go to **housing units**

- Choose '**Peripherals**'

- Click on '**Add**'
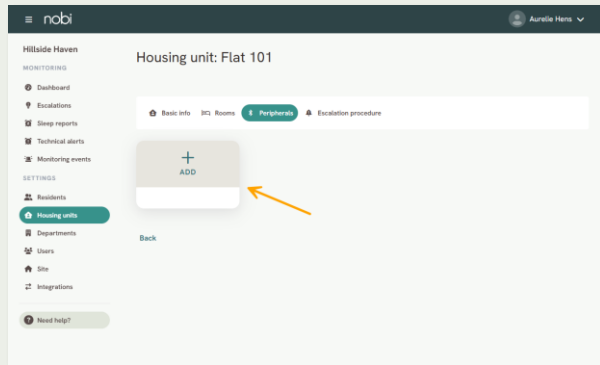
2

- Then choose the peripheral you want to pair with

- In a few easy steps, you now pair your device with Nobi
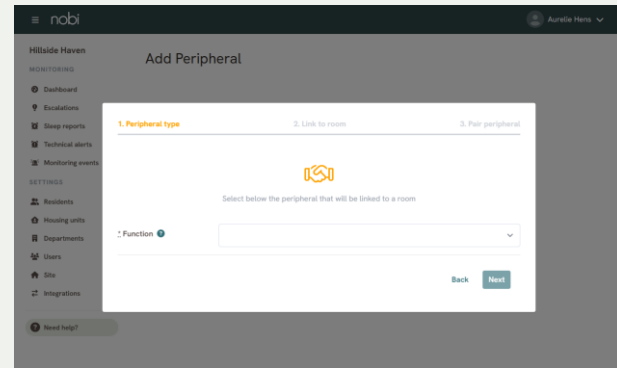
Step 6

Technical alerts

Technical alerts

Setup technical alerts

As soon as something goes wrong technically, Nobi makes sure its users are informed.
Learn how to edit this at the user level here:

- Alarms: yes or no
- type of alarms

1

- Go to **sites**
- Select '**Warnings**' at the top right
- Find the user you want to set alarms for and click '**Edit**'.
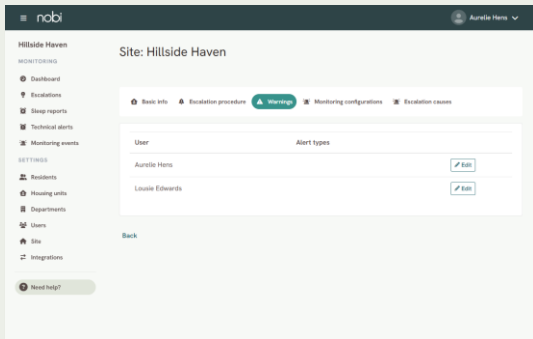
2

- Then you get a list of all technical alerts
- Tick the relevant alarms
- Click on save
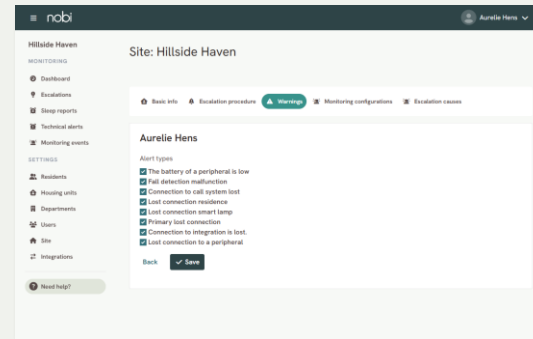
Need help?

Need help?

Whether your question is big or small, the Nobi customer service team is ready to help.
You can contact us through one of these channels:

1

Virtual helpdesk

https://support.nobi.cloud/

Here you will find answers to the most frequently asked questions from our users.

Can't find the answer you're looking for? Click on **'Submit a request'** at the top right and ask your question to a Nobi representative. Our team will get back to you within 24 hours.

2

Helpline

**Monday to Friday
9 a.m. to 5 p.m.**

If you do not immediately find an answer on our virtual helpdesk, go to the desktop Nobi App and click at the bottom left on **'Contact support'**.

The pop-up will display the telephone number of the helpline.

? Contact support

3

E-mail

Support@nobi.life

Please also feel free to send us an e-mail at **support@nobi.life.**

Our team will get back to you within 24 hours.

Virtual onboarding portal

To ensure the onboarding process with our customers goes as smoothly as possible, Nobi gathers all training modules, useful reference documents, and supporting tools in a central customer portal.

Want to download this presentation or previous presentations for a colleague or reread it yourself? Then surf like hell to:

https://clientportal.nobi.life
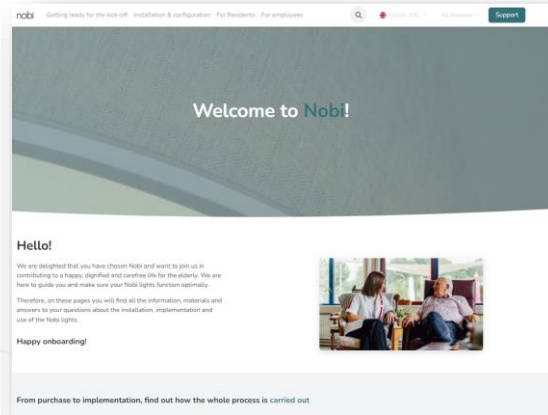
What's next?

From Everyday Light to Life-Saving Smart Light

AI learning period

To fully utilise Nobi's artificial intelligence, a learning period of 7 to 14 days is crucial.
During this period, Nobi does not yet detect falls, but prepares behind the scenes for a smooth start.

During this learning period:
- ✓ Nobi learns what the room looks like and what objects it contains
- ✓ Nobi tests her camera, signal strength, and internet stability.
- ✓ Nobi is further trained to detect falls as accurately as possible.
  This is crucial to minimise the number of false fall alarms.

How to activate the learning period?

Step 1	Step 2	Step 3

7 to 14 day learning period

Activate learning period

Happens **automatically** when you pair a resident with a residential unit

Train your care team

Together with Nobi, you take advantage of the learning period to carefully train the care team so that they can work smoothly with Nobi once Nobi goes live.

Nobi goes live

After final testing, Nobi goes live and will detect & prevent falls, support you with smarter care, etc.

Other next steps?

Welcome to Nobi

For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,
Operations Manager

Online, 0.5h

1

2

Site walk

During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,
IT Manager,
Operations Manager

At client, 1h

Shipping

3

4

Getting to know Nobi

We introduce Nobi and her features to your entire project team.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

Prepare the installation

Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h

5

6

Installation Nobi lights

Technical Manager

Configuration meeting

Together we go over the possibilities in configuring the smart lights.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

7

8

Prepare fall detection training

Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

Fall detection training

The team learns how to use Nobi's fall detection.

Operation Manager,
End-users,
Care personnel

At client, 2h

9

10

Ready for launch?

Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

Nobi goes live

Congratulations! Nobi's smart lights are going in use today.

11

12

Follow-up

For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks

Smart care training

Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting

13

Thanks for your attention
Take care!