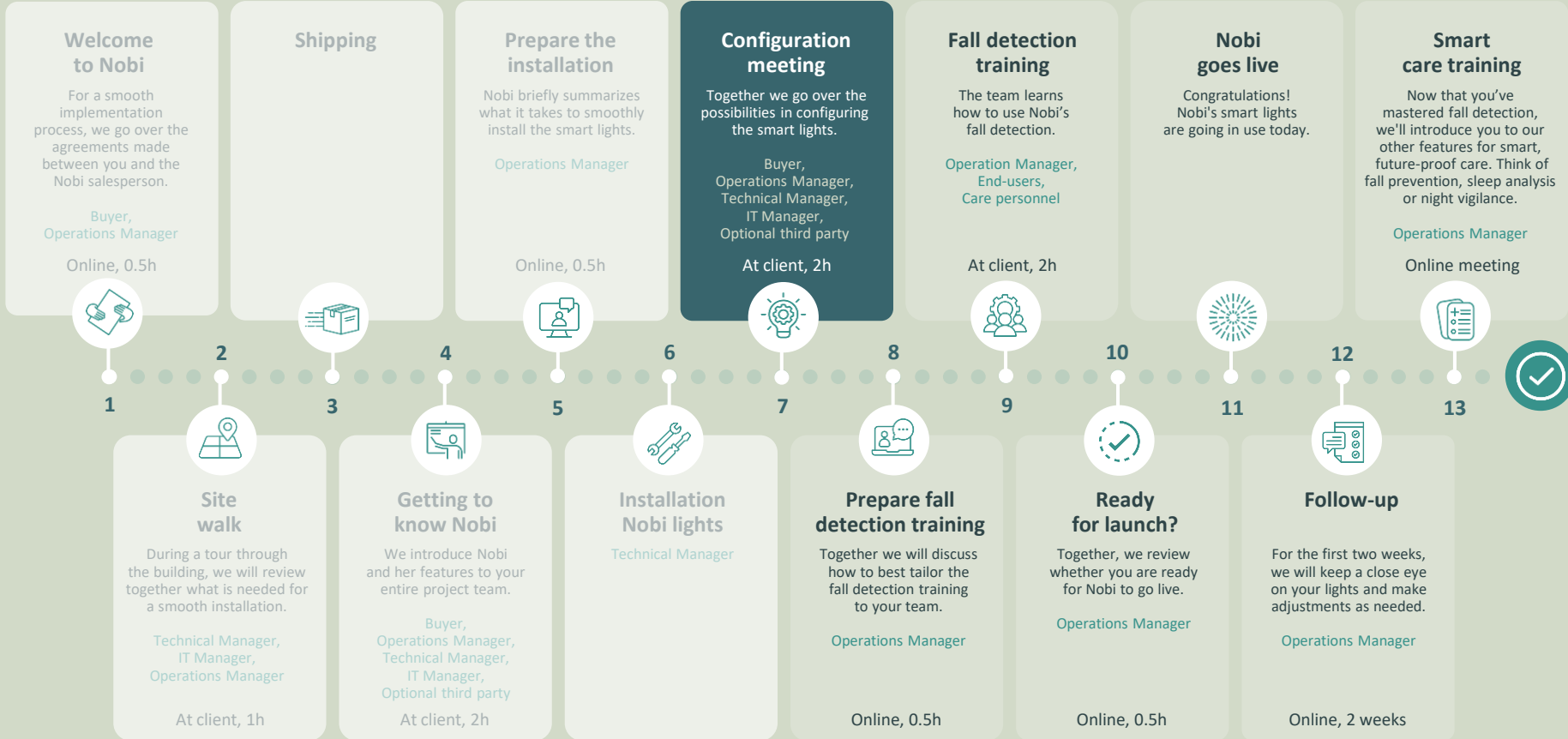


nobi

From Everyday Light to Life-Saving Smart Light
How to configure Nobli?



Where we are today



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.

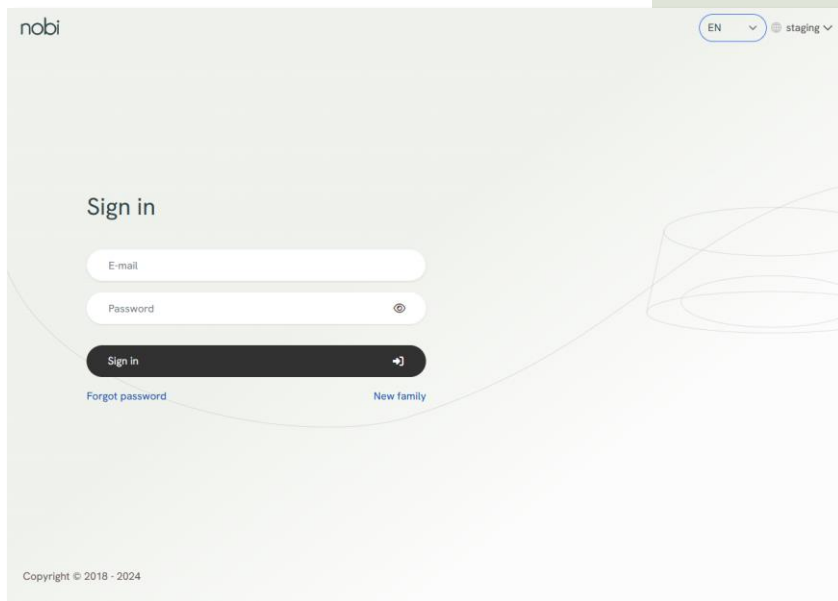
In the dashboard, you also activate and configure the Nobi lights to suit your residents' needs.

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

Customized configuration

Configuring Nobi's smart lights is tailored to both your organization 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



Sunny Oaks
Senior Care

DEPARTMENTS



2nd floor
Closed Ward

HOUSING UNITS



Housing unit 1

ROOM



Bedroom

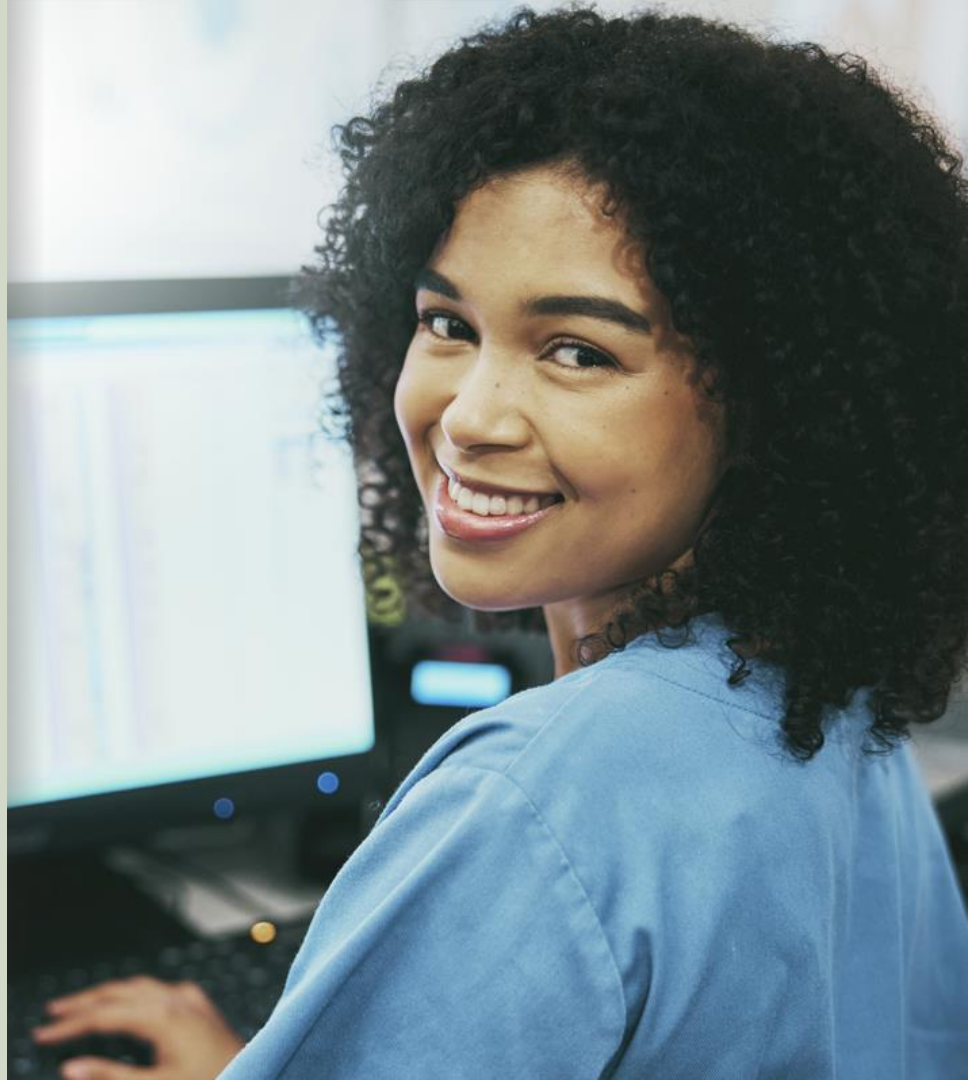


Bathroom



Step 1

Creating Users



Creating users

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

- Closing escalations
- Consulting escalations
- Consult live view
- Consult sleep reports
- Receive a notification when an escalation and/or monitoring event occurs
- Contact support



Manager

- All functionalities of a user
- Can create users
- Add & edit
 - Department (incl. Wi-Fi data)
 - Housing units
 - Rooms
 - Lights
 - Resident
 - Monitoring events
- Set up escalation procedure

Create new user



Manager

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'

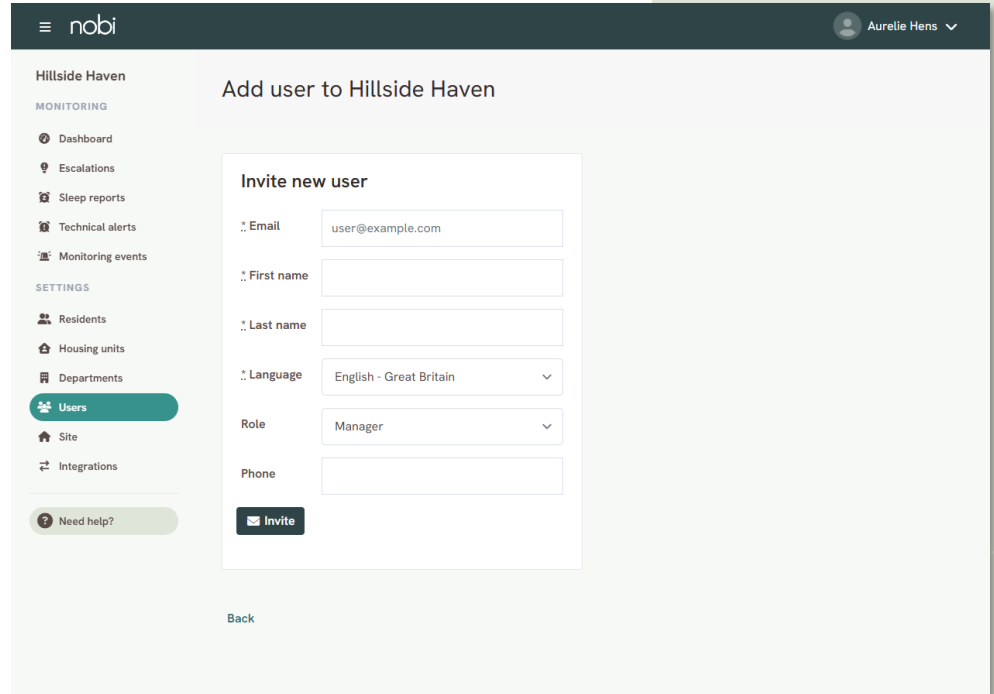


Users

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'



The screenshot shows the Nobi user management interface. The top navigation bar includes the Nobi logo and the user's name 'Aurelie Hens'. The main content area is titled 'Add user to Hillside Haven'. On the left, there is a sidebar menu with categories 'MONITORING' and 'SETTINGS'. The 'Users' option is highlighted. The main form is titled 'Invite new user' and contains the following fields:

- Email: user@example.com
- First name: [empty]
- Last name: [empty]
- Language: English - Great Britain
- Role: Manager
- Phone: [empty]

At the bottom of the form is an 'Invite' button. A 'Back' link is located below the form.

Step 2

Creating Residents



Creating residents

STEP 1: Add resident

- Click on '**Residents**' in the navigation bar on the left
- Then click on '**Add**' at the top right

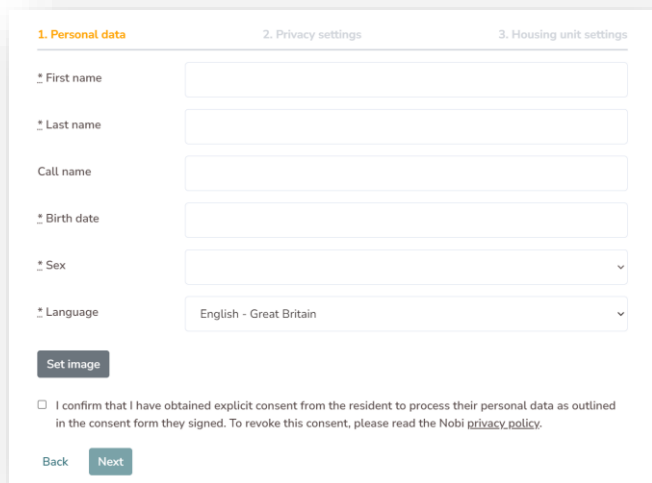
The screenshot displays the Nobi interface for managing residents. The left sidebar contains a navigation menu with the following items: Dashboard, Escalations, Sleep reports, Technical alerts, Monitoring events, Residents (highlighted with an orange arrow), Housing units, Departments, Users, Site, and Integrations. The main content area is titled 'Residents' and features a table of resident data. The table has columns for Avatar, Name, Department, Housing Unit, and Actions. The 'Add' button at the top right is highlighted with an orange arrow.

Avatar	Name	Department	Housing Unit	Actions
	Agnes Thompson	Floor 2	Flat 202	Edit
	Albert Thomson	Floor 1	Flat 101	Edit
	Betty Clarke	Floor 2	Flat 203 A	Edit
	Edward Mason	Floor 1	Flat 104	Edit
	Elsie Ward	Floor 2	Flat 202	Edit
	Franklin Hughes	Floor 2	Flat 203 B	Edit
	Henry Wilson	Floor 1	Flat 103	Edit
	Joss Denies			Edit
	Mary Collins	Floor 2	Flat 201	Edit

Creating 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**'



The screenshot shows a web form titled '1. Personal data' with two other steps: '2. Privacy settings' and '3. Housing unit settings'. The form contains the following fields:

- * First name
- * Last name
- Call name
- * Birth date
- * Sex (dropdown menu)
- * Language (dropdown menu, currently set to 'English - Great Britain')

Below the fields is a 'Set image' button. At the bottom, there is a checkbox with the text: 'I confirm that I have obtained explicit consent from the resident to process their personal data as outlined in the consent form they signed. To revoke this consent, please read the Nobi [privacy policy](#).' Below this is a 'Back' button and a 'Next' button.

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).

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

Smart monitoring ? OFF
Activate to enable intelligent monitoring of the Nobi lamp. If not, only the light will work.

Live view OFF
Activate to access an abstract view of the resident in their room but out of bed, visible by clicking their name in the dashboard.

CheckMate ? OFF
Activate to have a Nobi expert double check the fall escalation made by the lamp (anonymised images shared).

Escalation data
Indicate what type of data is consultable when a fall is detected.
 No image
 Image with abstract view of resident (anonymised)
 Actual image

Back Next

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.

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

Housing Unit

Night light OFF

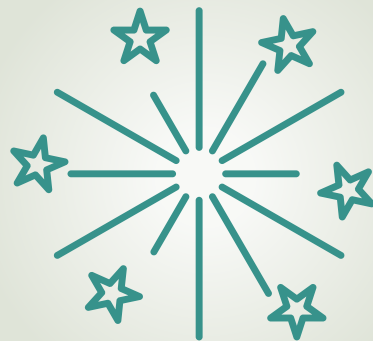
Activate as a fall prevention measure. The light automatically turns on at night when getting out of bed and automatically turns off when returning to bed.

Sound 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



**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 'color' (hot/cold) of the lights.

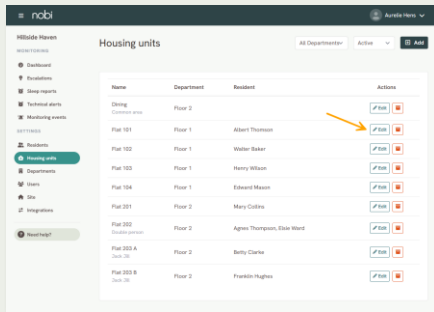
Automatic light

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



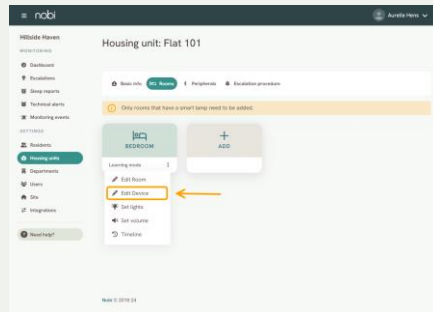
1

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



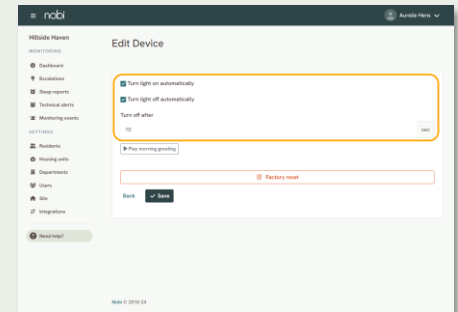
2

- 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

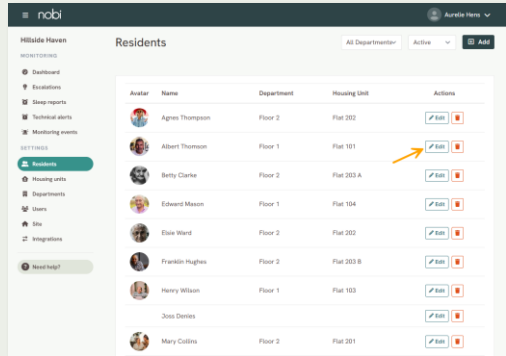


Feature that helps prevent falls

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

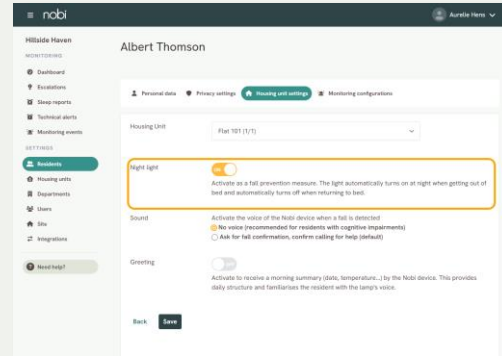
1

- 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**'



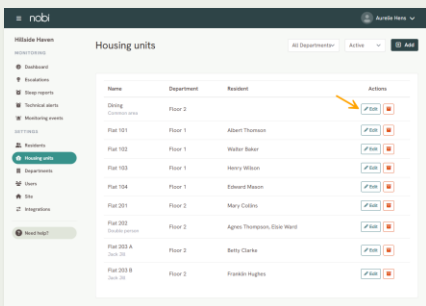
Light settings

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



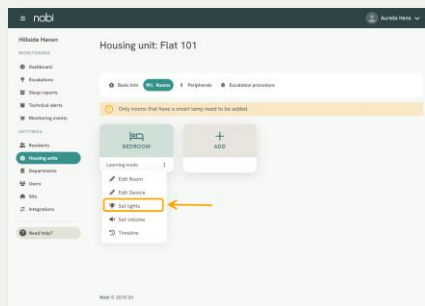
1

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



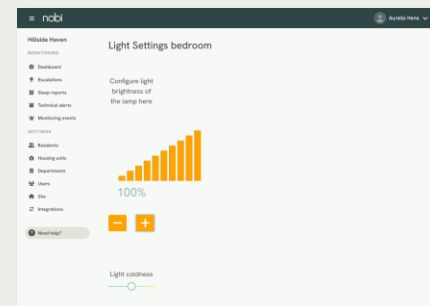
2

- 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 **'color'** 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.

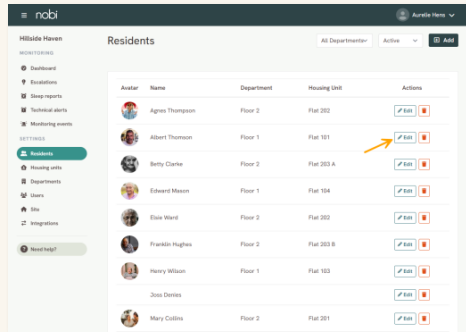
Voice after fall

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.



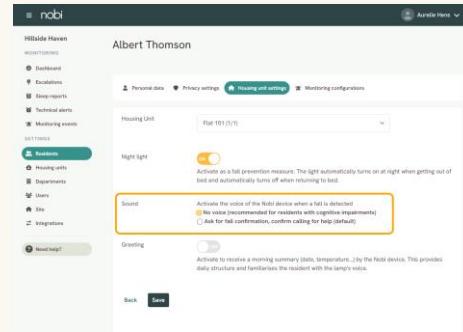
1

- 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**'



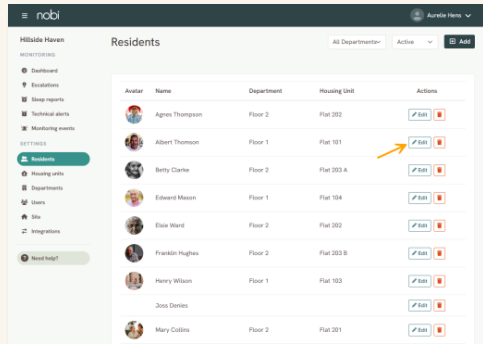
Morning greeting

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.



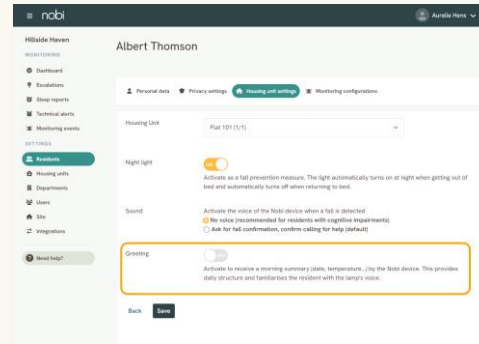
1

- 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**'



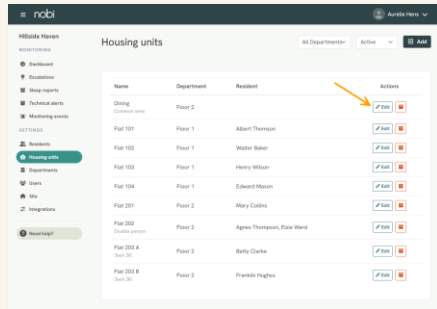
Volume Voice

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



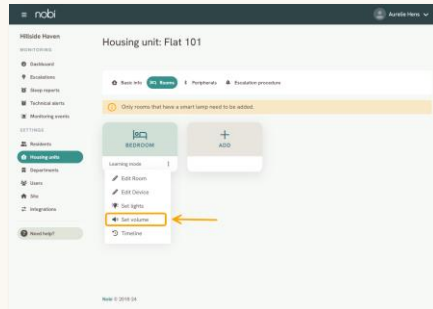
1

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



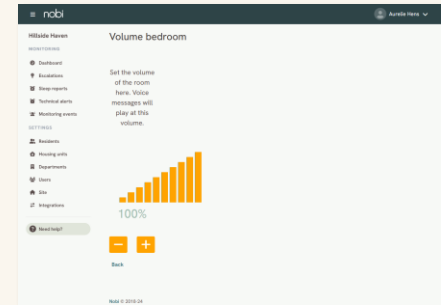
2

- 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 customize the entire escalation procedure to meet the needs of each care institution.

Escalations



Nobi detects a fall



Resident presses the panic button



Nobi alerts caregivers.

- > Nobi dashboard
- > via phone or nurse call system
- > additionally: via email 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.

Escalation procedure

1. Nobi alerts

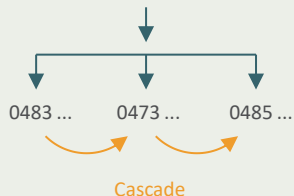


Care institutions can choose the channels through which Nobi should alert caregivers after a fall or when the panic button is pressed. In addition to notification on the Nobi Dashboard, the following options are available:



Phone

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



Nurse call system

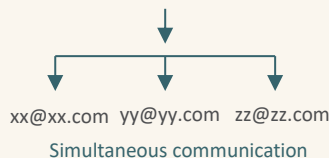
The way a fall is reported depends on the respective nurse call system.



E-mail

After a fall, employees also receive an email.

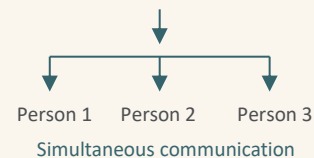
Emails are sent simultaneously to all contacts



App

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

Notifications are sent simultaneously to all contacts



Mandatory choice

Optional choice

Setting Nobi alarms

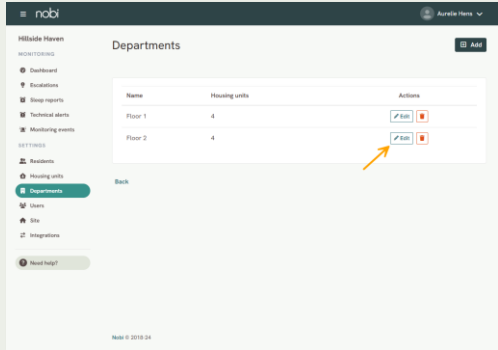
1.1. Alert via phone



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.

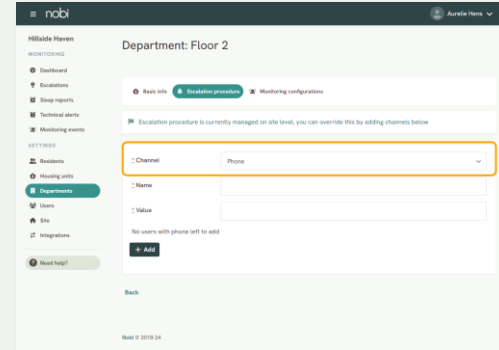
1

- 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



Setting Nobi alarms

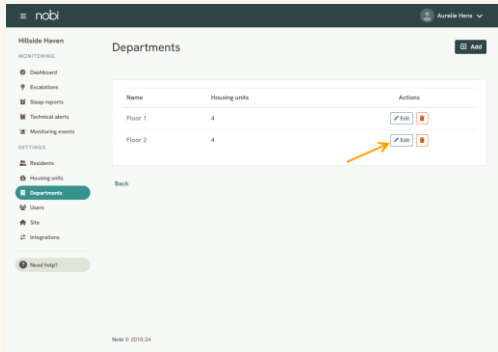
1.2. Alert via email

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



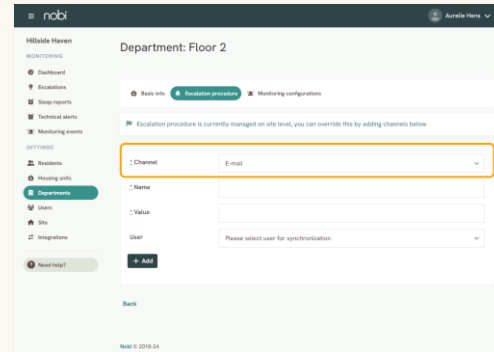
1

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



2

- Select '**Escalation procedure**' at the top
- Under '**channel**', select '**Email**'
- Add the email addresses.



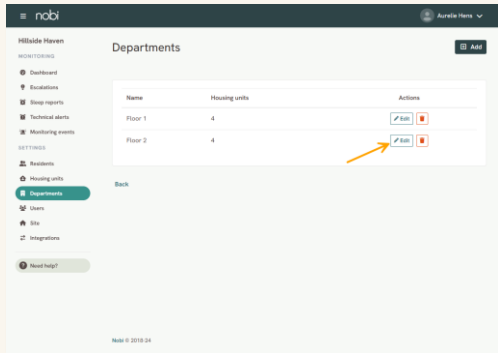
1.3. Alerting via in-app push notification



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

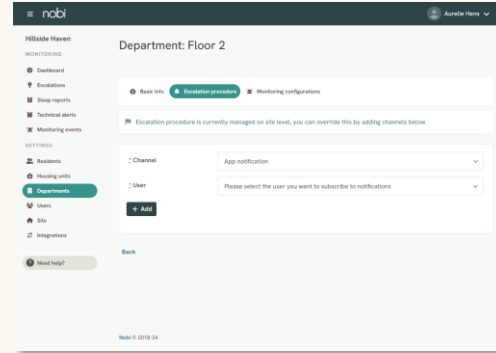
1

- 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

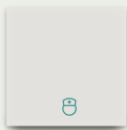


After providing the necessary assistance to the fallen resident, it is important to immediately close the escalation. This is the only way Nobi and your colleagues will know that the resident has been helped and the emergency is over. As long as an escalation is not closed, Nobi will continue to send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

Closing an escalation can be done in 3 ways:

1

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.

or

2

Nurse call system



How?

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

Setting

See settings nurse call system

or

3

Dashboard Nobi App



How?

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

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

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

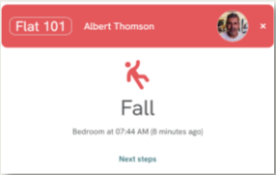
Mark escalation open

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



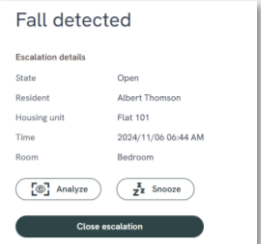
Flat 101 Albert Thomson

Fall

Bedroom at 07:44 AM (8 minutes ago)

Next steps

2



Fall detected

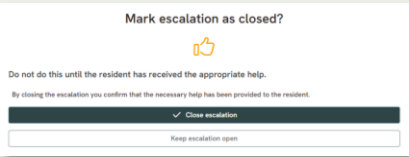
Escalation details

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

A screenshot of the Nobi web application interface. The top navigation bar shows the 'nobi' logo and the user 'Aurelie Hens'. The left sidebar lists various monitoring and settings options. The main content area is titled 'Site: Hillside Haven' and contains a navigation menu with 'Escalation causes' selected. An 'Add' button is highlighted with a red arrow. Below the navigation menu, there is a section titled 'Escalation causes' with explanatory text: 'After an escalation such as fall or panic button pressed takes place, Nobi can ask for the specific cause of the escalation. You can specify the causes you want to use within your site by adding them here. By using this you will later be able to get more insight in the causes of escalations and filter on these in the reports.' A 'Back' button is located at the bottom of the main content area. The footer shows 'Nobi © 2018-24'.

Step 5

Add Peripherals



Add peripherals

Pair easily with Nobli

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 Nobli. Managers can easily link with the following through the Nobli application:

Switches

Existing switches

Nobli pairs with any switch, including 1920s bakelite switches



Nobli Kinetic Buttons

Stylish, wireless, self-powered switches



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



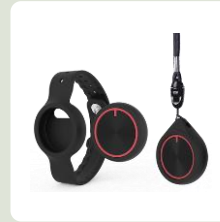
Light switch



Panic button

Portable panic button

A portable Nobli panic button, for any urgent situation



Care appliances

Scales and blood pressure monitor



Smart lock

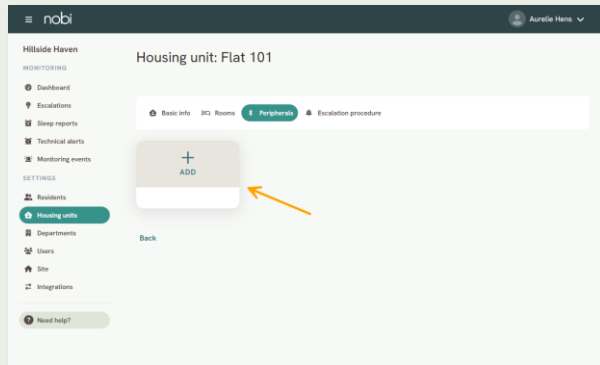


Add peripherals

Pair easily with Nobi

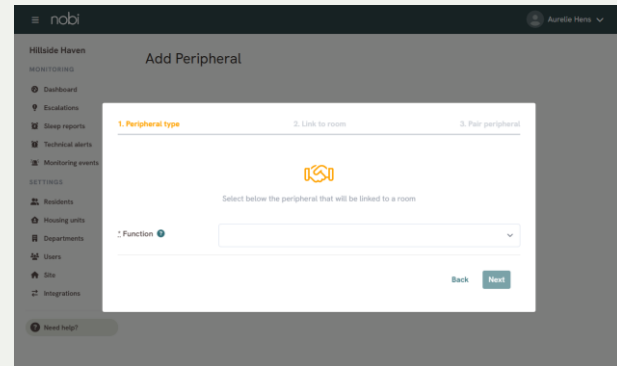
1

- 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



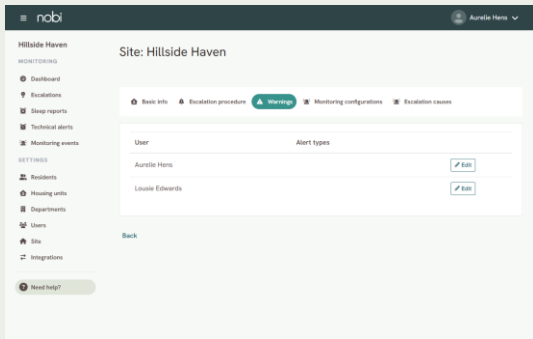
As soon as something goes wrong technically, Nobi makes sure its users are informed.

Learn how to edit this at the user level here:

- Alarms: yes or no
- type of alarms

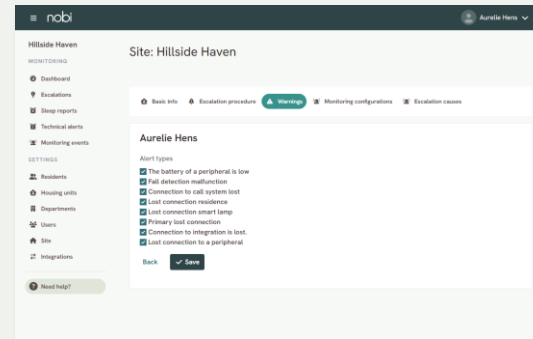
1

- 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.

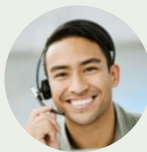


2

Helpline

Monday to Friday

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'**.



? Contact support

3

E-mail

Support@nobi.life

Please also feel free to send us an e-mail at [support@nobi.life](mailto:Support@nobi.life).

Our team will get back to you within 24 hours.



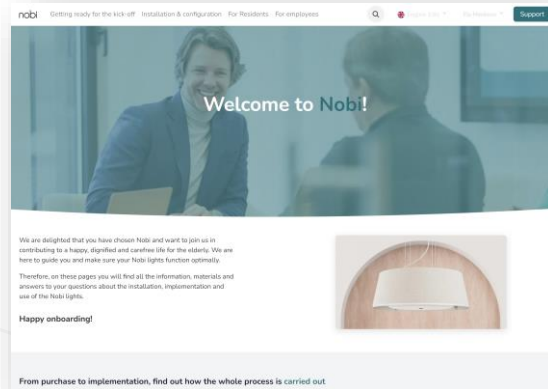
Training & onboarding

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

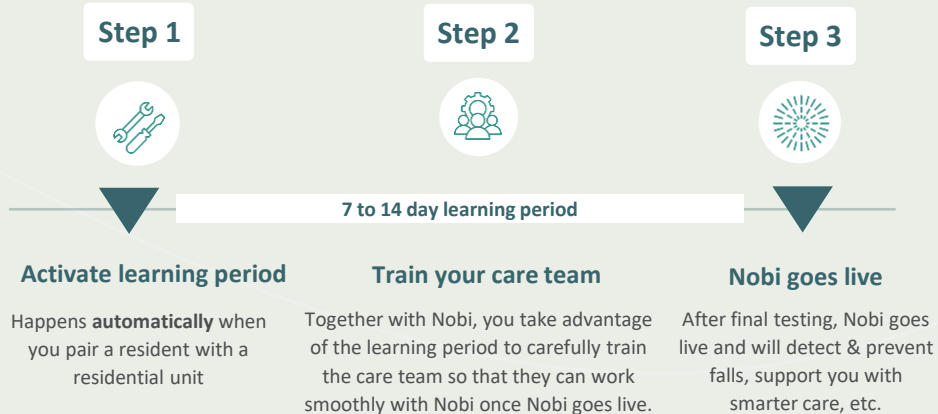
AI learning period

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

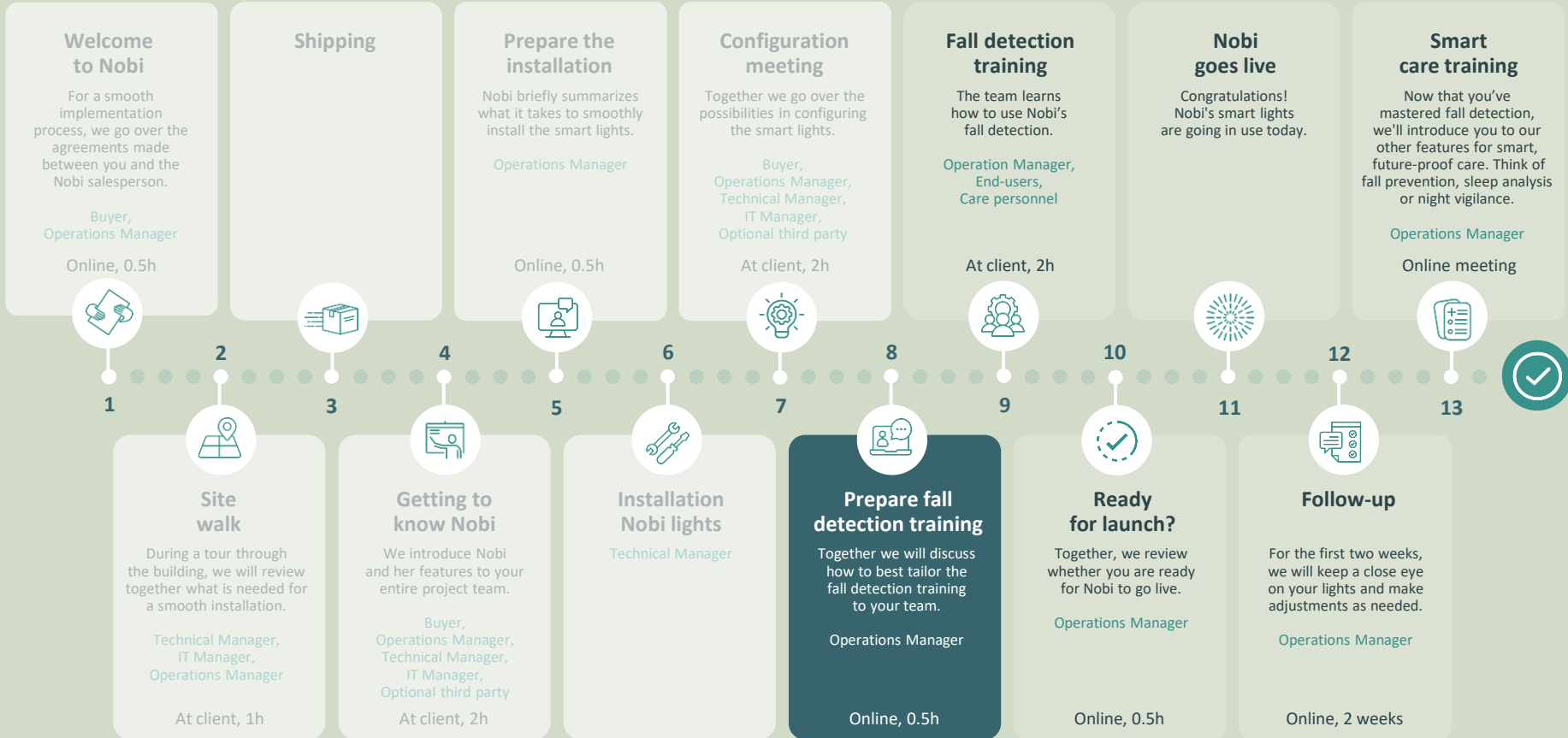
During this learning period:

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

How to activate the learning period?



Other next steps?





Thanks for your attention
Take care!



www.nobi.life