

# Manual



<b>Manual</b>	<b>1</b>
<b>Requirements</b>	<b>2</b>
<b>Installation and setup</b>	<b>2</b>
<b>LED behaviour</b>	<b>6</b>
<b>Troubleshooting</b>	<b>6</b>
Reset wristband	6
<b>The Wristband</b>	<b>7</b>
<b>The Hub (and Satellite)</b>	<b>7</b>
<b>Support</b>	<b>8</b>

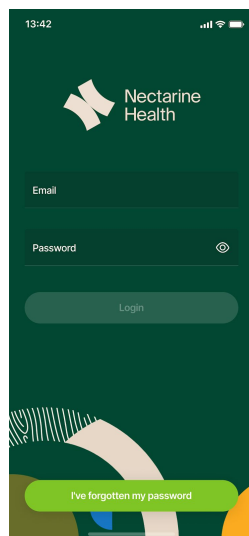
## Requirements

Electrical outlets: AC: 100-240V 50/60Hz

Phone: Android 10 or later, iOS 14 or later.

Wifi: 2,4 Ghz or 5 Ghz network (supports standards: 802.11a/b/g/n/ac)

## Installation and setup



Install the “Nectarine Health” app from Google Play or App Store.

You will need bluetooth enabled on your phone to communicate settings to the hub.

Before installing the system into your home you will need your Wifi SSID (name of your home wireless network) and your Wifi password.

*Your wifi SSID and wifi password is often located on the back of your wifi router if it is supplied by your broadband provider.*

Login with the account created at purchase (Home Admin account), select the subscription you want to install. Give the app access to the requested features.

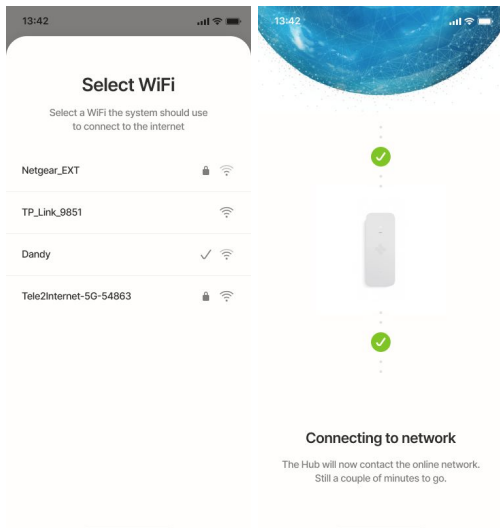


Open up the box containing the Hub and scan the QR code on the back of the unit. Then plug the Hub into a wall socket. Select the room where you will place it.

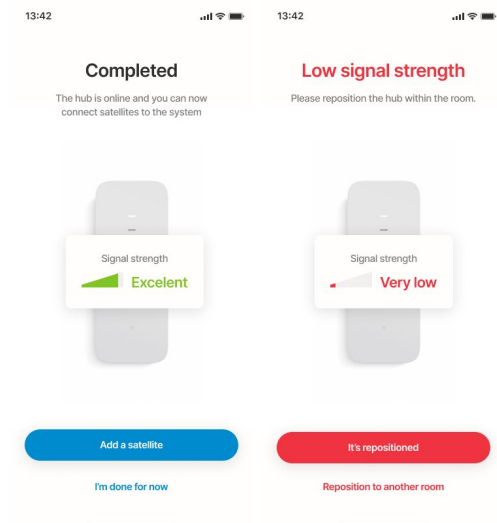
*Your phone needs to be within 2 meters of the unit for the app to be able to connect to it via bluetooth.*



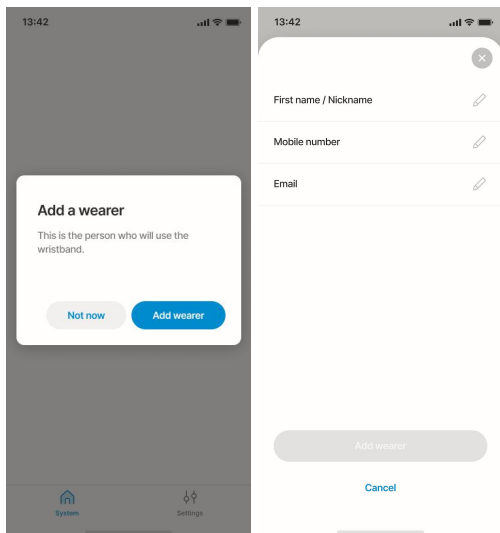
The app will ask you to choose the wifi network you want to pair the hub to, enter the password for the network when prompted. This information will then be sent to the Hub. If it failed, please retry and double check credentials.



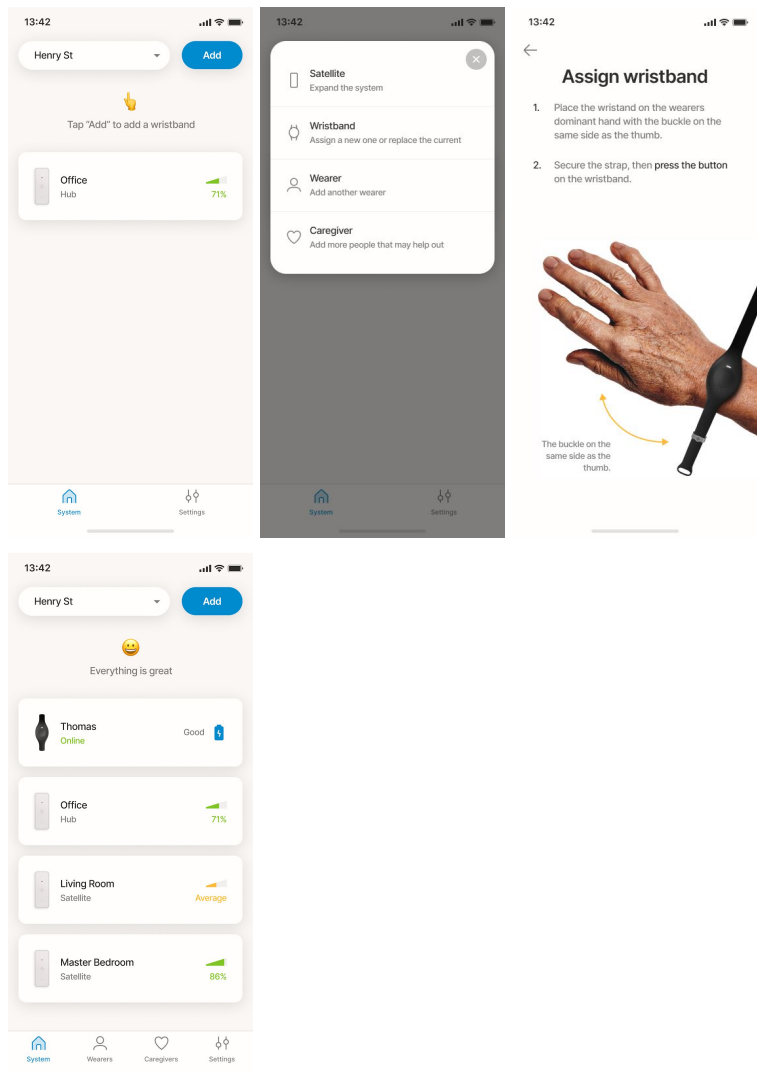
After this is done you will get the option to add Satellites or finish the setup. The hub will show it's wifi signal strength and the app will instruct you to move it closer to the router if the signal is very low.



Next you will be asked to “add a Wearer”, the person who will be wearing the wristband. A name, email and mobile phone number will be asked for. The Wearer needs to accept the invitation sent to their email and approve the use of the [Nectarine Health Home System] and sharing their data. When they have done that they will be available for Wristband assignment in the app.



Select in the “Add” button in the “System” overview. Select “Wristband” and select the person you want to add the Wristband to.



Now you can also add additional carers which will be able to see alerts and respond to them. Name, email and Phone number is required. An invite will be sent via email that needs to be verified by the user to access the system. The admin is automatically also a carer for systems they manage.

In the System tab you can see signal status of Hubs and Satellites and battery status of Wearers wristbands.

*Note: LED on Hubs and Satellites will turn off after installation to not disturb*

## LED behaviour

These are the scenarios of different lights and explanations

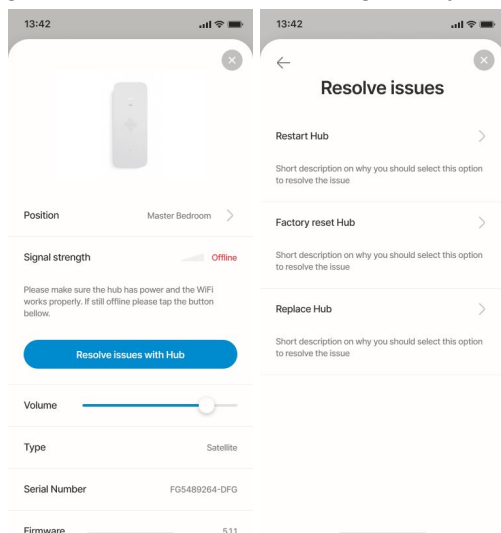
- Blue steady light - ready to be provisioned/installed without a wifi connection
- White steady light - ready to be provisioned/installed with a wifi connection
- Blue flashing light - connected with app and awaiting further instructions
- Flashing green light - Provisioning/installation in progress
- Green light - Provisioned (will restart and turn off lights)
- Red light - Provisioning failed, returns to provision mode (Blue or White steady light)

*Note: Status of nodes will be available in the app and if something happens that requires attention an alert in the app will be created. LED's are turned off during normal operation.*

## Troubleshooting

Please visit our FAQ ([www.nectarinehealth.com/support](http://www.nectarinehealth.com/support))

In the Nectarine Health App under System view(available to Home Admins) you can also get guidance for troubleshooting the system.



## Reset wristband

To trigger a factory reset on WRB, the user must perform following sequence of actions:

- 1.Press button → white led blinks
- 2.Hold button pressed for 7 s → blue led blinks (informing to release)
- 3.Release button for 5 s → blue led blinks (informing to push)
- 4.Press button and hold for 4 s → blue led blinks (informing to release)

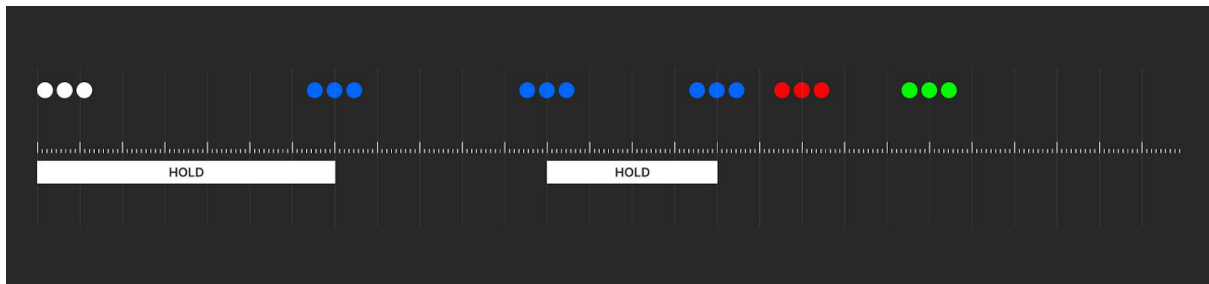
5. Release button → red led blinks

Green led blinks when restarted in unprovisioned mode.

During step 2 - 5, there is a timeout value of 3 s (from the first blink). If the required action is not performed within 3 s after the led indication started, the factory reset is aborted.

A led blink is a 3 times loop of 100 ms on, 500 ms off.

Below is an illustration of action sequence for performing factory reset.



## Restart and Reset Satellites

The button for restarting and factory resetting is located inside a hole on one short side of the Satellite. You will need a paperclip or other thin object to push it.

Press the button 2 times (within 3 seconds of each button press) to perform a restart.

A provisioned Satellite will show a green LED for 10 seconds.

In an unprovisioned state it will show a yellow LED for 10 seconds.

Press the button 3 times (withing 3 seconds of each button press) to perform a factory reset.

The LED will light Yellow for 10 seconds.

## The Wristband

The Wristband is responsible for detecting movement and pressure changes. It gives insights and enables Nectarine Health to detect falls by streaming data 24/7 in the home. It contains a microphone that enables the Wearer to speak to Carers in case of an emergency and a button for calling for assistance.

It's designed to be discreet, is allergene friendly and waterproof which makes it possible to wear it 24/7 for the most possible insights.

## The Hub (and Satellite)

The Hub is responsible for collecting data generated by the Nectarine Wristband and relaying it to the Nectarine Cloud. The Hub also enables positioning and location services. The Hub and Satellite are hardware ready to provide audio capability with a microphone and speaker to (in a future release) enable communication in case something happens to the wearer of the Wristband.

Satellites communicate with the Hub to extend the range of the Nectarine Health System.



## Support

Contact support at [support@nectarinehealth.com](mailto:support@nectarinehealth.com) for further questions or call at [insert phone number].

FAQ is available at [www.nectarinehealth.com/support](http://www.nectarinehealth.com/support).

*Note: "at least 20 cm of separation distance between the Hub and the user's body must be maintained at all times"*

*NOTE: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.*

*NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.*

*This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*

- Reorient or relocate the receiving antenna.*
- Increase the separation between the equipment and receiver.*
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- Consult the dealer or an experienced radio/TV technician for help.*

*NOTE: The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*