otiom®

Installation instructions

Updated 06/05/2021

Important information!
We are continuously developing Otiom.
Therefore, there may be a few aspects of the
Otiom app which are different than what is
described in this guide.

Go to www.otiom.com/install to see the
latest installation instructions.

A quick start to using your Otiom.

These instructions help you to prepare your Otiom starting package for use.

Before you start, we recommend that you check out our video guides at www.otiom.com/install

It is important that you complete all the steps in the guide to make sure that your Otiom is functioning correctly.

Otiom is only ready once you have received a text message telling you that it is activated and 100% ready for use!

Time requirement
10 minutes for installation (these instructions).
Up to 30 minutes for activation.

The Otiom starting package contains

Your Otiom starting package contains an Otiom-tag, a neck safety strap, a clip, a wireless charger and a home base.

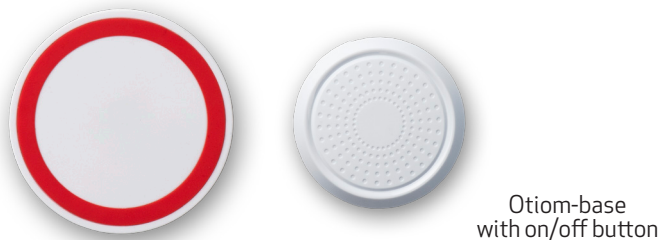There are two possible chargers and home bases. There is no difference with respect to functionality.

Otiom-tag

Neck safety strap

Clip

Option 1

Otiom-base

Wireless charger with cable

Option 2

Otiom-base
with on/off button

Wireless charger with cable

You need to have

- A smart phone or tablet with iOS or Android.
- An external power supply. For example, use your mobile phone charger or the USB port in your computer.
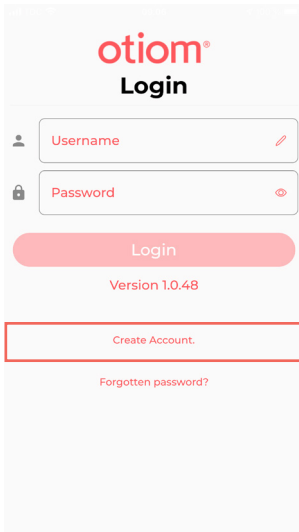
Before starting

Make sure that you turned on the Bluetooth connection and have Internet access on your smartphone or tablet.

7 steps to get started

Step 1. Download the Otiom app and log in

Step 2. Confirm your mobile number

Step 3. Activate the Home Base

Step 4. Place the Home Base

Step 5. Name the Otiom user

Step 6. Add the Otiom-tag

Step 7. Registration on the network
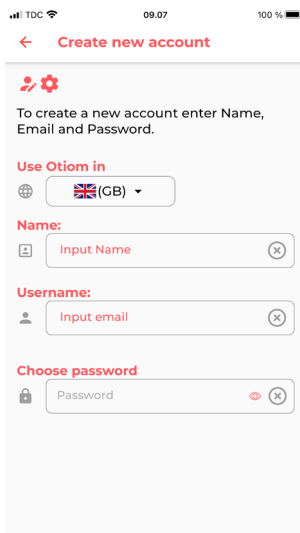
1: Download the Otiom app and log in

1. Go to the App Store or Google Play and download the Otiom app.
2. Open the Otiom app on your smart phone

> NB: If asked whether Otiom can use your location, say yes/allow all/allow while using the app. Also say yes when asked if Otiom may use Bluetooth. If you do not say yes to these questions, Otiom will not work.

3. For the first time login you need to create an account. Click 'Create Account'.

Create account

1. Select the country where you want to install and use the Otiom-tag.
2. Enter the name of the Administrator.
3. Enter the email for the Administrator. This will be your Username for the app.
4. Start entering a password and a confirm password field will be shown.

Create account

5. When all fields are entered 'Create Account' button will be shown.
6. Click 'Create Account'.
7. The Account is now ready and you will automatically be logged in.

Welcome message

1. Read the welcome page in the app.
2. Click start when you are ready to set up the app.

2: Confirm your mobile number
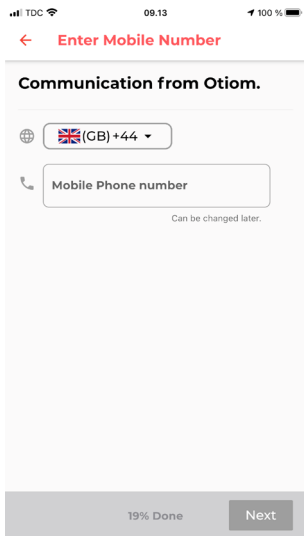
1. Enter the mobile number for the person who should receive text messages when the Otiom-tag alarm is activated.
   The number used when ordering the starting package will be auto-completed in the field. If you want to use a different number, you can change it here.
2. When the number has been entered, click Next in the bottom-right corner.

INFO: You can easily add more helpers when the installation of your Otiom device is complete.

3: Activate the Home Base

1. Click on the image that matches your base.

INFO: There is no difference in functionality between the two bases.

Option 1
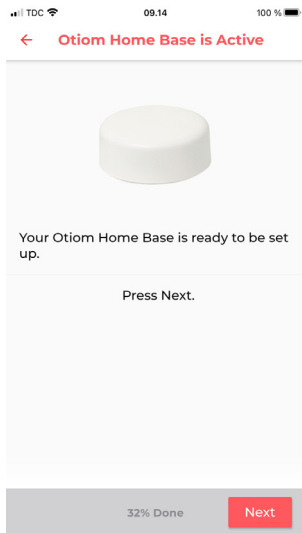
1. Your Home Base is already activated, so you do not need to do anything.
2. Click Next.

Option 2

1. On the side of the Home Base, you will find an on/off button. Hold the button down for about 3 seconds.
2. A red light will blink quickly.
3. When the Home Base has blinked, click Next.

NB: If the Home Base emits a solid red light for an extended period of time, you are shutting it down. Just press the button again to turn it back on.

Turn the Otiom home base over.

On the back you will find the Homebase ID containing 4 characters. Press the corresponding one below.

46 unregistered Otiom-Bases

- 0308 >
- 0130 >
- 2164 >
- 5806 >
- 3219 >

38% Done
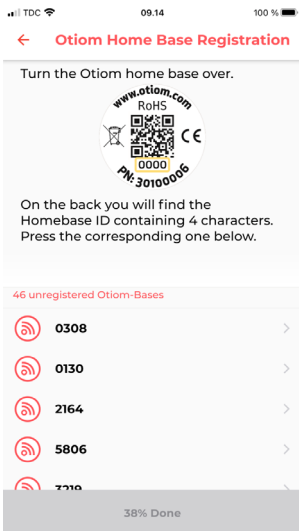
1. On the back of the base, you can find a number.
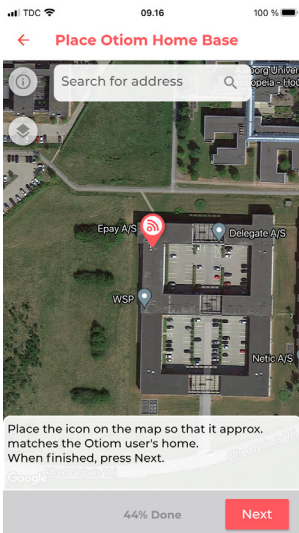2. Find the number on the list that matches your base.
3. Press the number.

INFO: You can find the number here:
Option 1: under the barcode – the last 4 digits.
Option 2: under the QR code

4: Place the Home Base

Search for address

Epay A/S
Delegate A/S
WSP
Netic A/S

Place the icon on the map so that it approx. matches the Otiom user's home. When finished, press Next.

44% Done   Next

INFO: In the Otiom-app, the Home Base is automatically placed at the address you entered when you ordered the starting package.

1. If the displayed location for the Home Base is incorrect, you can now change it.
   This is done by typing the address in the white field.
2. If the location of the Home Base is not entirely correct. Use a finger to move the map. Use two fingers to zoom.
3. When the icon is placed right, click Next.

Search for address
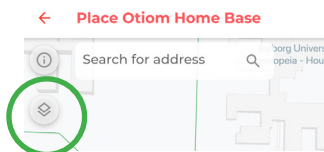
INFO: If you click on the icon at the top-left corner, you can change the way the map is displayed.

Your Homebase is now ready to be set up in the home.

✅ Place the Homebase freely in the ceiling or on the wall in a central place in the home. Use the supplied tape.

❌ Do not place the Homebase in a drawer or in the back of a bookcase.

50% Done   **Next**

1. Your Otiom Home Base is now ready.
2. Click Next.

> INFO: The Home Base must be placed centrally in your home. For instance, you might place it behind books on the shelf or stick it to the wall or ceiling.

5: Name the Otiom user

Type the name of the Otiom user that will be carrying the Otiom-tag

Name of Otiom-user
Anna

Name can be changed later.

57% Done   **Next**
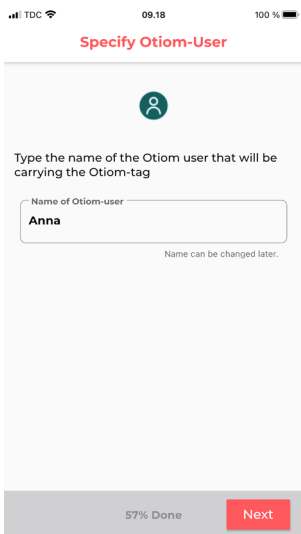
1. Enter the name of the person who will wear the Otiom-tag on a daily basis.
2. Click Next.

> NB: You have the option of changing the name later if necessary.

6: Add the Otiom-tag

Wireless Charger

The Otiom tag and the wireless charger are now required.

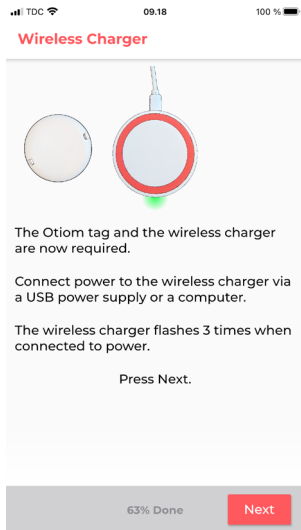Connect power to the wireless charger via a USB power supply or a computer.

The wireless charger flashes 3 times when connected to power.

Press Next.

63% Done   Next

**INFO:** Now, add your Otiom-tag. To do this, you need:
1. The wireless charger.
2. The cable.
3. Your own power supply.

1. Connect power to the wireless charger.
2. When the charger blinks quickly three times, press Next.

← **Otiom Tag**

1. Place the Otiom tag on the charger.
2. Place your phone next to the charger.
3. Press 'Next'

Info:
When the tag is positioned correctly, the charger emits a solid blue or green light.
- Blue indicates that the Otiom tag is charging.
- Green indicates that the Otiom tag is fully charged.

69% Done   Next

1. When the charger has power, place the Otiom-tag centrally on the charger.
2. When the charger emits a solid light, press Next.

NB: If the Otiom-tag is turned the wrong way or not placed in the middle of the charger, the light will not be solid. If this is the case, turn the Otiom-tag over and place it on the charger again.
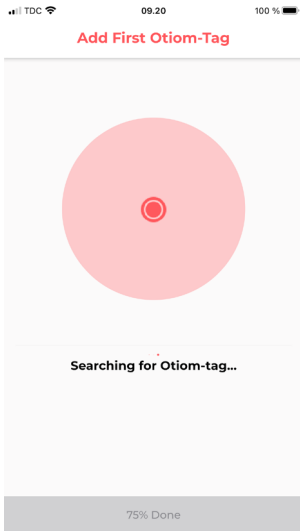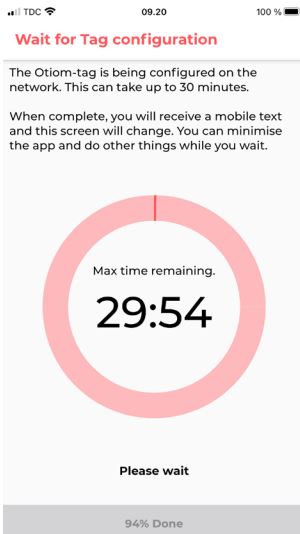
The app is now searching for the Otiom tag. Do not do anything.

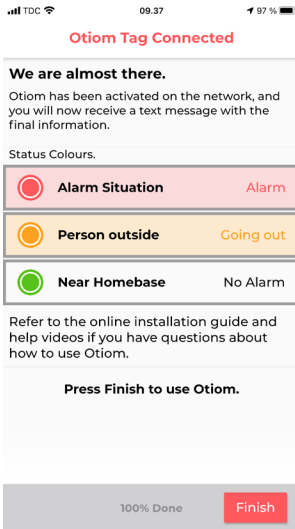NB: If the app indicates an error, you should:
1. Ensure that there are no Otiom-tags and chargers nearby.
2. Check that the Otiom-tag is correctly placed on the charger.

If the above does not work, close the app and try again.

Searching for Otiom-tag...

75% Done

7: Registration on the network

The Otiom-tag is being configured on the network. This can take up to 30 minutes.

When complete, you will receive a mobile text and this screen will change. You can minimise the app and do other things while you wait.

Max time remaining.

29:54

Please wait

94% Done

1. Your Otiom-tag is now added to the app, and it is in the process of connecting to the network.
2. **You will receive a message that will ask you to take the tag outside so that the tag can update the location data.**
3. This screen will disappear automatically when the tag is connected to the network.

Otiom Tag Connected

We are almost there.

Otiom has been activated on the network, and you will now receive a text message with the final information.

Status Colours.

🔴	**Alarm Situation**	Alarm
🟠	**Person outside**	Going out
🟢	**Near Homebase**	No Alarm

Refer to the online installation guide and help videos if you have questions about how to use Otiom.

Press Finish to use Otiom.

100% Done   Finish

1. When the tag has updated the location data, this screen with information will be displayed.
2. **You will also receive another message. This will inform you that Otiom is ready for use.**
3. Press Finish.

Otiom is only operational once you have received the two text messages!
If you receive an Otiom alarm text message between the two messages, just ignore it.

In the instructions: "**Personal settings**" you can read how the app works and how to change the safety levels and add more helpers.

You can find these instructions at:
www.otiom.com/install

Congratulations.
Otiom is now activated and ready for use.