



otiom<sup>®</sup>

# Getting Started Guide

Updatet d.05.03.20

## **Important information!**

We continuously improve Otiom.

As such you may experience that the Otiom-app differs from illustrations shown in this guide.

Visit [www.otiom.com/installation](http://www.otiom.com/installation)  
to download the latest version of this guide.

# Get started using Otiom.

This guide will help you setup your Otiom Starter Kit.

It is important that you complete all the steps in the guide to ensure Otiom is functioning properly.

**The setup procedure is complete only when you receive a text message informing you that Otiom has been activated!**

Time needed for setup

10 minutes for setup (this guide).

Up to 30 minutes for network activation.

# Contents of the Otiom Starter Kit

Your Otiom Starter Kit contains one Otiom-tag, one Safety Neck Cord, one belt clip, one Otiom Wireless Charger, and one Otiom Home Base.

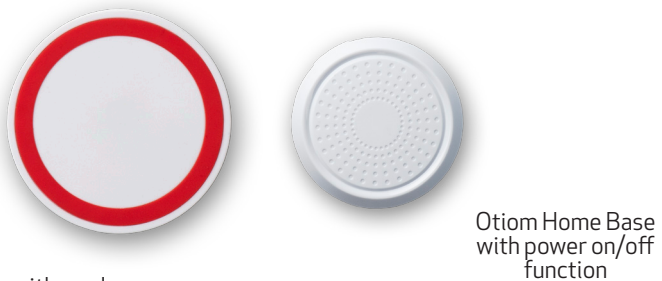
There are two possible chargers and home bases. There is no difference in functionality.



## Option 1





## Option 2



# What you will need

- A smartphone or tablet with iOS or Android.
- An external power supply such as the charger for your smartphone or the USB port in your computer.

# Before you begin

1. Have your Otiom-app login on hand. You received your login in an email when you ordered the Otiom Starter Pack.
2. Ensure that  Bluetooth is enabled on your smartphone or tablet and that it has Internet access.
3. Install  Google Maps (if not installed already).

## Setup in 7 easy steps

**Step 1.** Download the Otiom-app and login

**Step 2.** Verify mobile number

**Step 3.** Activate the Home Base

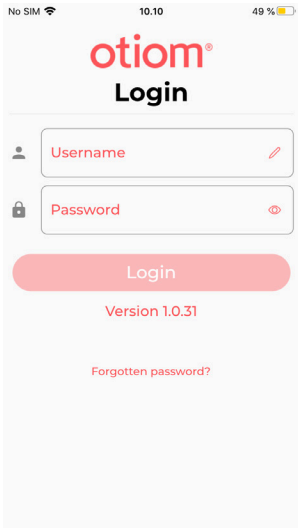
**Step 4.** Place the Home Base

**Step 5.** Name Otiom user

**Step 6.** Add Otiom-tag

**Step 7.** Network registration

# 1: Download the Otiom-app and login



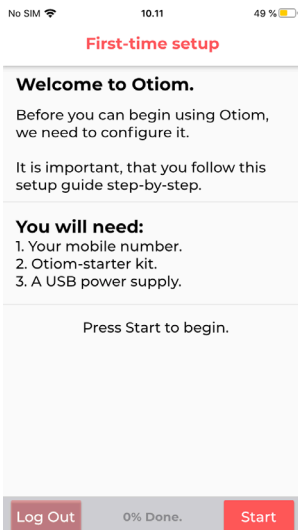
First

1. Go to the App Store or Google Play and download the Otiom-app.
2. Open the Otiom-app on your smartphone or tablet.

**Note:** If asked if Otiom is allowed to use your location, answer Yes / Allow all / Allow while using the app. At the same time, say Yes to Otiom using Bluetooth. Otiom requires these settings enabled to function properly.

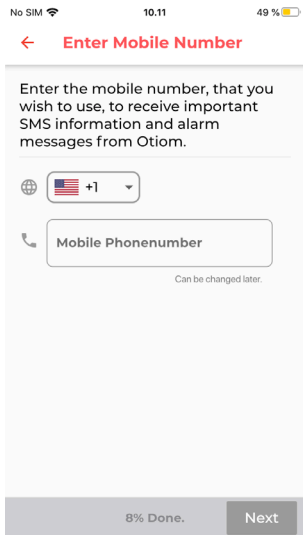
3. Enter the username and password you received by email.
4. Press Sign-in.

## Welcome message



1. Read the welcome screen in the app.
2. Press Start.

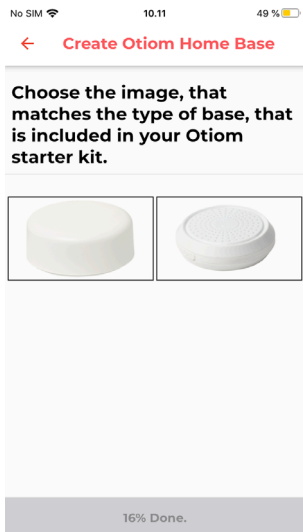
## 2: Confirm mobile number



1. Enter the mobile number of the person who is to receive text alerts when the Otiom alarm is activated.  
The number that was entered when ordering the Otiom Starter Kit is pre-typed. If you would like to use a different number, you can change it here. It must be a mobile number.
2. When the number is entered, press Next.

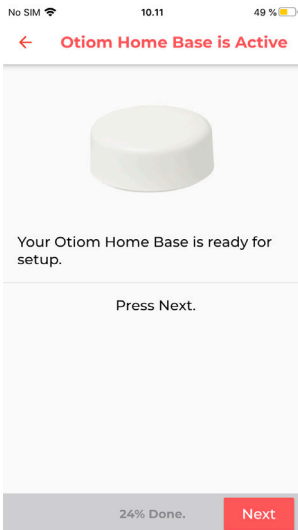
**INFO:** You can add more helpers once Otiom has been setup.

## 3: Activate the Otiom Home Base



1. Press the image that matches the Home Base in your Otiom Starter Kit.

# Option 1



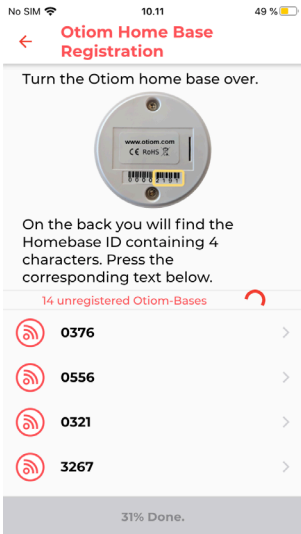
1. Your Home Base is already active. No further action is needed.
2. Press Next.

# Option 2



1. Press and hold the button on the side of the Home Base for about 3 seconds.
2. A red light flashes quickly.
3. Press Next.

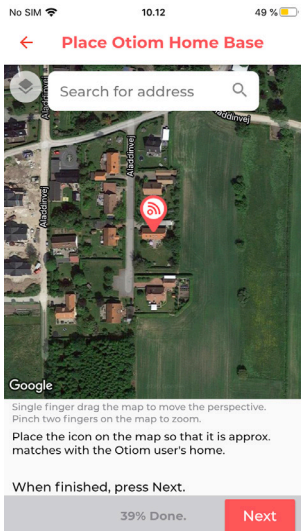
**NB:** If the lights is constant red, you are in the progress of turning it off. Just press the button again to turn it on.



1. Flip the Home Base upside down. You will see a number on the back.
2. Find that same number in the Otiom-app.
3. Press the number.

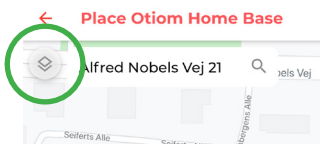
**INFO:** How to locate the number:  
 Option 1: under the bar code - the last 4 digits.  
 Option 2: under the QR code.

## 4: Place the Home Base



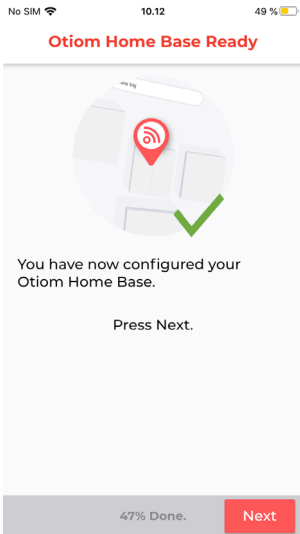
**INFO:** The Home Base is automatically located at the address you entered when ordering the Otiom Starter Kit.

1. If the location displayed is incorrect, you can now correct it. Start by entering the correct address in the text field.
2. If the Home Base location is still not accurate, use your finger to move the map below the red icon. Use two fingers to zoom.
3. When the Home Base (the red icon) is correctly positioned, press Next.



**INFO:** Press the icon in the upper left corner of the screen to change how the map is displayed.





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

**INFO:** The Home Base should be placed somewhere around the middle of the premises, where the user (person with dementia) lives. For example high up on the wall or on a shelf in the kitchen or hallway.

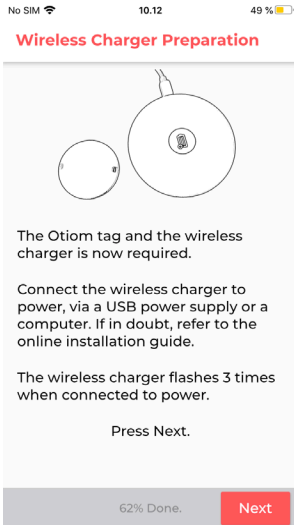
## 5: Add the name of the Otiom-user



1. Enter the name of the user (the person who will be wearing the Otiom-tag).
2. Press Next.

**NB:** You can change the name later if needed.

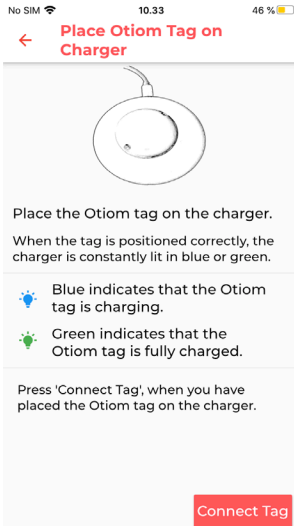
# 6: Add Otiom-tag



**INFO:** You are now ready to add your Otiom-tag. You will need:

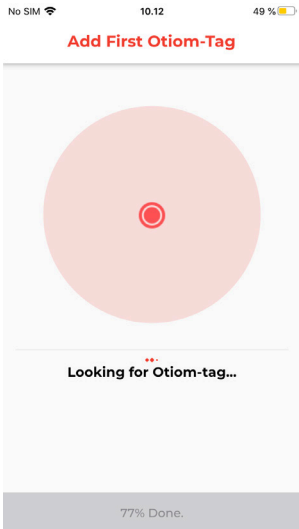
1. The Otiom Wireless Charger.
2. The cord.
3. Your own power supply.

1. Plug in the Otiom Wireless Charger.
2. When the indicator light on the charger has flashed fast three times, press Next.



1. Once the Charger is plugged in to a power source, place the Otiom-tag in the middle of it.
2. When the Charger has a constant light, press Next.

**NOTE:** If the Otiom-tag faces upside down or is not located on the middle of the charger, the charger will not light continuously. If this happens, flip the Otiom-tag and place it on the middle of the charger again.



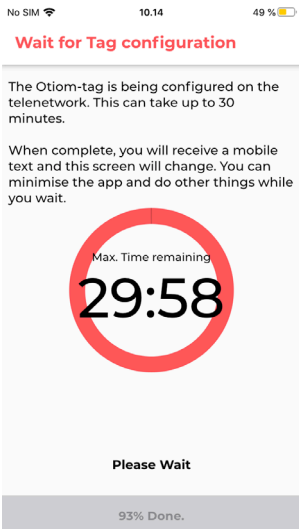
The Otiom-app is now searching for the Otiom-tag.

**Note:** If the Otiom-app reports errors, try the following steps:

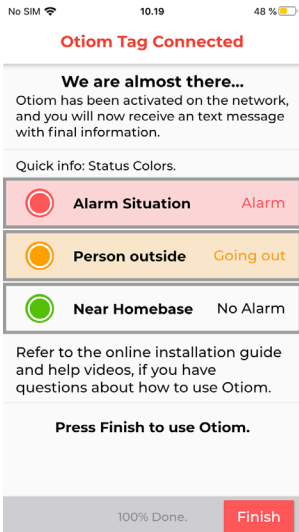
1. Ensure that there are no Otiom-tags are placed on chargers nearby.
2. Check that the Otiom-tag is placed in the middle of the charger.

If the above doesn't work, shut down the Otiom-App and try again.

## 7: Network registration



1. Your Otiom-tag has now been added and is connecting to the network.
2. **You will receive a text message, which will ask you to bring the Otiom-tag outside, in order to receive updated location data.**
3. This screen automatically disappears when the Otiom-tag is connected.



1. Once the Otiom-tag has received updated location data, you will see the message on the left.
2. **You will receive another text message. This informs you that Otiom is now ready for use.**
3. Press Exit.

**Note that Otiom is not operational until you have received both text messages!**

If you receive an Otiom text alert in between the above messages, please ignore it.

Refer to the tutorial '**Personal settings**', for information on how the Otiom-app works, as well as how to change the safety levels and add more helpers.

Download the tutorial from:  
[www.otiom.com/en/installation](http://www.otiom.com/en/installation)

**Congratulations.**  
Otiom is now  
activated and  
ready for use.