AbiBird®

user guide

Contents

Welcome to AbiBird

AbiBird is an intelligent home activity monitoring sensor that connects to a smartphone app.

Once AbiBird is set up, the free-standing sensor uses body heat to sense motion and monitor activity in a room and, every hour it sends the information to the AbiBird app.

The AbiBird app receives the data from the sensor and displays it in an easy-to-read activity graph. The app also compares the activity data to a simple pre-set routine and, if it detects an anomaly, it sends an alert.

You will need...

The AbiBird sensor
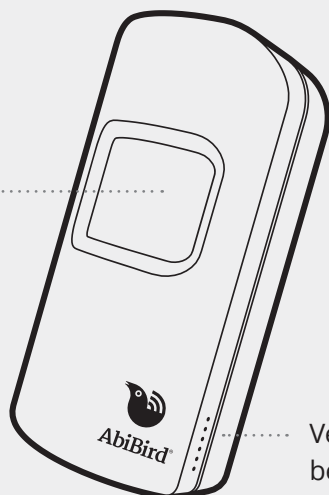
and

An iPhone with iOS 10+

OR

A Smartphone with Android 5+
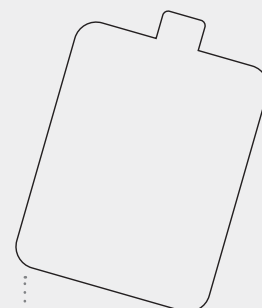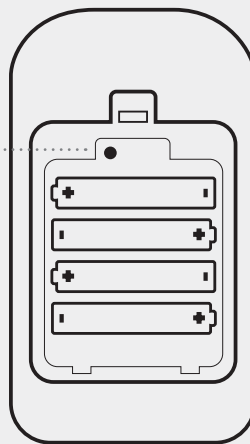
The AbiBird Sensor

Heat and Motion Sensor

Lights up when modes are manually changed: Blue for Bluetooth mode; Pink when motion is detected, Red for 'Call for Help' mode; and Yellow for transport/sleep mode.

Vents for audio beeps.

Black button for manually changing sensor modes: Monitoring mode; Bluetooth mode; or Transport/Sleep mode.

Battery Cover with sensor's identifiers printed on the inside.

Four AA batteries for up to 12 months of battery life.

Getting Started with AbiBird

Follow these six steps to get started with your new AbiBird

01	02	03	04	05	06
Download app	**Pair sensor with app**	**Name and place sensor**	**Set daily routines**	**Test sensor**	**Turn ON notifications**

If you want more detailed instructions for these steps, visit abibird.com.au/support where you can download detailed 'How-To Guides'.

01 Download AbiBird app and create AbiBird account

To download the app and create an account:

1. Download the AbiBird app:

For iPhones download from the App Store.

For Android phones download from Google Play.

2. Set up an AbiBird account:

Open the AbiBird app on your smartphone and follow the instructions to set up an account. You will need to provide your email address and a unique, 6-digit password.

3. Validate your email:

You will receive an email titled: 'Welcome to STS Cloud'.

Open the email and select the Validate Email Address link.
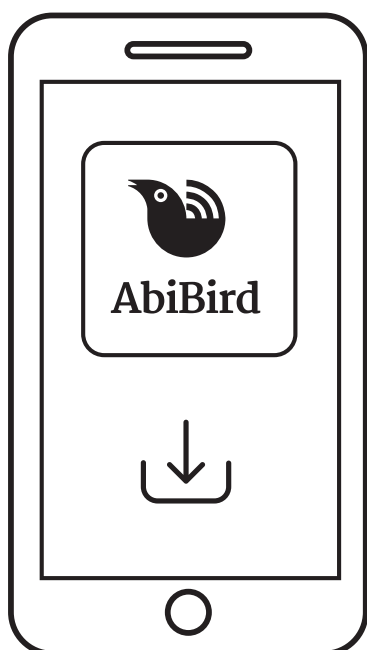

02 Turn ON and pair AbiBird sensor with app and account

The AbiBird sensor uses Bluetooth to connect to the AbiBird app.

To turn on your sensor and pair it with your app:

1. Switch ON sensor:

Press the black button once, located under the back cover and wait up to 30 seconds for AbiBird to turn on and connect to the network.

Press the black button a second time to activate Bluetooth on the sensor. The sensor will turn blue and flash pink.
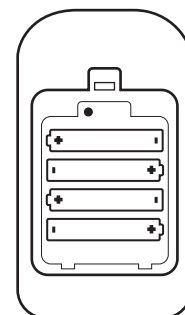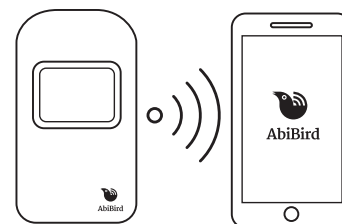
Ensure your phone has Bluetooth turned on. Open the app and follow the instructions to pair the app with your sensor.

2. Pair app with sensor:

Ensure your smartphone has Bluetooth turned ON, then open the app and follow the instructions to pair the app with your sensor. You may need to wait 20-30 seconds while the sensor validates.

3. Return sensor to monitoring mode (Bluetooth OFF):

Press the black button once again. The blue light will turn off and the sensor will beep twice. Alternatively, just wait – the sensor will return to monitoring mode automatically after 5 minutes.

Switching the sensor OFF and ON

AbiBird can run for up to 12 months on four standard AA batteries.

However, if you need to turn OFF the sensor for transport or other reasons, first make sure it's Bluetooth is off, then press and hold the black button until the sensor turns yellow (about 20 seconds).

To turn the sensor back ON, press the black button once. The sensor will beep once to confirm it's ON and in monitoring mode.

03 Name sensor and place in position

Once your sensor is paired with the app, the app will prompt you to name the sensor. By giving your sensor the name of the room, it's monitoring you can easily identify where alerts are coming from.

You can rename your sensor at any time, see Renaming a sensor.

Now position your sensor in the room you want to monitor.

For best results:

– Face the front of the sensor towards the area in the room where the person frequently walks past.

– Position the sensor as far away as possible from obvious vibrations such as appliances.

– Place the sensor on a stable surface that's between waist and shoulder height and above pet height.

The sensor uses body heat to sense motion in a horizontal line of sight.
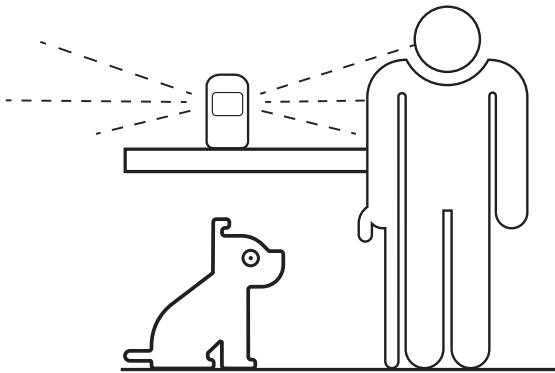
04 Set up daily routines

After you have named your sensor, the app will prompt you to create a routine. A routine is the times of the day you expect your cared-for person to be moving about the room where the sensor is placed.

AbiBird continually monitors activity in the room and compares it to the routine you've set. If it detects an anomaly (no movement during set routine times, or movement outside set routine times), it will generate an alert. An alert means something unusual may have happened and you should check on the person.

Default routine

The default routine is from 6.30am to 10.30pm, which means activity in the room is expected to start at 6.30am and end at 10.30pm.

When getting started with your AbiBird, we recommend you accept the default times and select YES to apply them to each day of the week.

Once you start using your AbiBird, you can modify or reset daily routines to better reflect your cared-for person's weekly schedule (see Modifying or resetting daily routines).

Your sensor is set up and ready!!
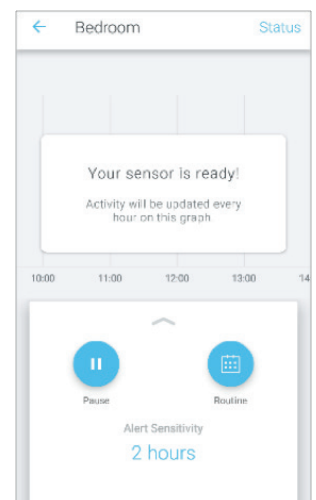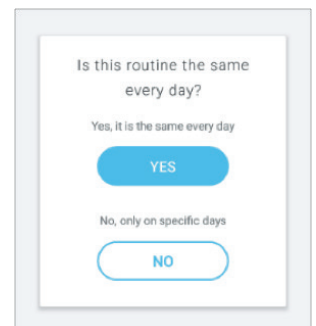
05 Test sensor is connected to app

Now is a good time to test whether your AbiBird is correctly set up, and that you can receive alerts on your smartphone.
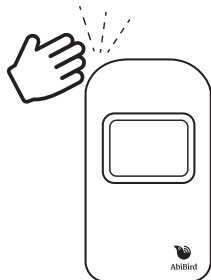
To test your sensor:

1. **Initiate a 'Call for Help' alert:**

   Tap your sensor up to 10 times and wait for the sensor beep once and flash red.

2. **Check the app received the alert:**

   Check the app shows one or more motion events (yellow dots) on the graph.

   If there are no yellow dot alerts on the graph, refer to Troubleshooting at the end of this guide.

You can check a sensor's status from the graph page by selecting Status (see Checking a sensor's status).
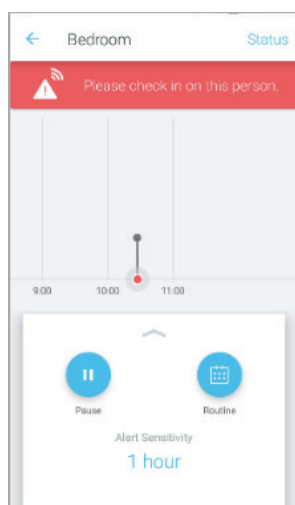
06 Turn ON and set notification preferences

Once you know your sensor is set up and ready to go, you need to turn ON notifications. Notifications include pop-up notifications to your smartphone and emails to your email address.

By default, notifications are OFF.

To turn notifications ON and set your preferences:

1. **From the AbiBird homepage:**

   For iOS 10+ smartphones (iPhone):

   Select **Accounts** (bottom right), then select **Notifications**.

   For Android 5+ smartphones:

   Select the **Menu** (≡ top left), then select **Notifications**.

2. **Tap to enable email and/or push notifications as you desire.**

We also recommend changing your relevant phone settings for the AbiBird app to ensure notifications remain on your phone screen until you tap to either view or remove them.

Notification settings apply to all sensors connected to your account. You can change your notification preferences at any time by following the above steps.
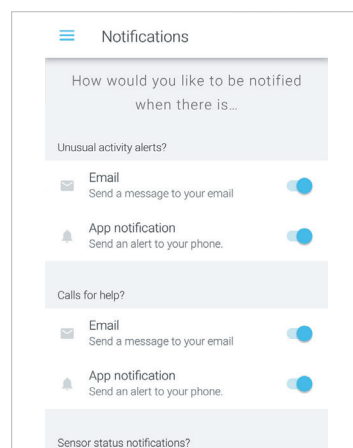
You're all set!

You have downloaded the app, paired and set up your sensor, and turned on notifications. You are ready to start using AbiBird.

Getting the most from AbiBird

When you start using AbiBird, you may find these commonly used functions useful.

If you want more help with these functions, visit abibird.com.au/Support where you can download detailed 'How-To Guides'.

Checking a sensor's status

You can check your sensor's last update, battery level and connection.

To check a sensor's status:

1. From the graph page, select **Status** (top left).

2. On the Status page you can check:

   – The time and date of the last update from the Sensor.

   – The percentage of battery power the Sensor has left.

   – The status of the connection to the Sensor – on or off line.
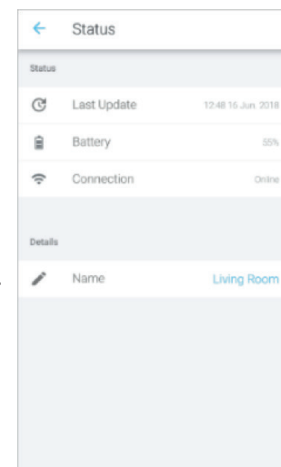
## Adding additional sensors

You can have more than one sensor connected to your AbiBird account.

To add an additional sensor:

1. From the AbiBird homepage, select the + icon.

2. Follow the app instructions to:

   – Pair sensor with the app

   – Name and position sensor

   – Set up daily routines for sensor

   – Test sensor is connected to the app

Add each sensor separately.

Each sensor you add will be listed on the AbiBird homepage.
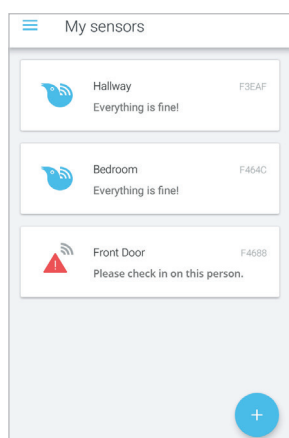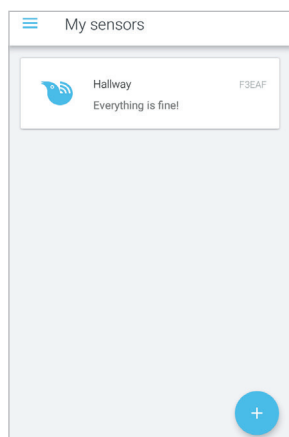
Renaming a sensor

You can change the name of your sensor – perhaps you have moved it to a different room.

To rename a sensor:

1. From the graph page, select Status (top left).

2. On the Status page under Details, select the name of the sensor.

3. In the pop-up, type a new name for your sensor and select **UPDATE**.

Reading activity graphs

Each sensor connected to your app has a separate activity graph.
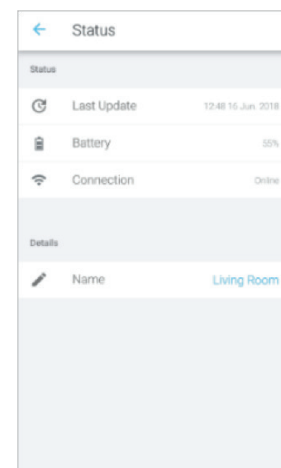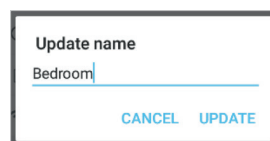
The graph is updated every 60 minutes and each update is marked on the graph as a dot.

Three types of alerts:

|	
●	A black dot signifies expected activity within the last 60 minutes as nothing unusual has occurred compared to the routine.
●	A red dot signifies **'Unusual Activity'** compared to the expected routine you set up, indicating a possible emergency. Your cared-for person may be unable to move, inactive, or active when they shouldn't be.
●	A yellow dot is a **'Call for Help'** from the cared-for person. It indicates your cared-for person has manually triggered an alert and it will show on the graph immediately. Check on the person as soon as possible.

To view activity over the last 24 hours:

1. Scroll back through the graph.

2. Tap an update (dot) for the time and number of motion events recorded during that hour.

If you notice excessive unusual activity (red dots) on the graph, adjust the routine and/or the alert sensitivity.
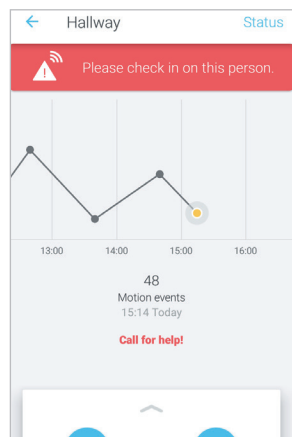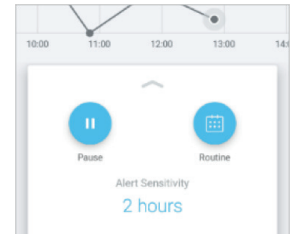
Modifying or resetting daily routines

As you begin using your AbiBird and become familiar with your cared-for person's daily activities, you can modify or reset routines to better reflect their weekly schedule.

To access the Routine page:

1. Select **Routine** on the right of the panel, at the bottom of the graph page.

For the stay-at-home person

If your cared-for person spends most of their day at home with only short periods out, reset a basic daily routine that starts when they wake up and ends when they go to bed.

1. To reset a basic routine:

   – On the Routine page, select **TAP HERE** to follow the guided set-up.

   – Select **YES** on the pop-up to confirm that you want to override the existing routine and set a whole new routine.

   – Follow the app instructions.

For the out-and-about person

If your cared-for person has regular weekly engagements that take them away from home for a few hours at a time, you can set multiple routines for those days.

2. To set multiple daily routines:

   – On the Routine page, select + icon.

   – Add times and the day/s they apply to.

   – Continue until all times are set.
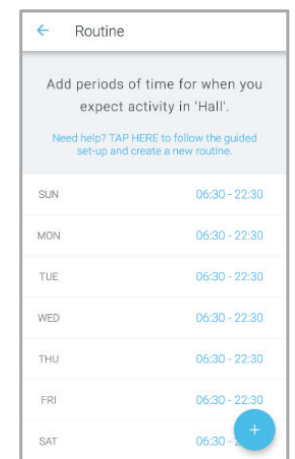
FOR EXAMPLE: If your cared-for person goes out every Tuesday from 4.15pm-8pm, you can exclude that time by setting two routines for Tuesday: a morning routine from 6am-4pm; and an evening routine from 8pm-10.30pm.

Adjusting alert sensitivity

Alert sensitivity controls how long AbiBird waits before generating an alert.

By default, a sensor's alert sensitivity is set to 2 hours. That means that while AbiBird updates your App every hour, it waits 2 hours before marking activity as unusual on the graph (not matching the daily routine you set) and sending you a notification. *

You can decrease or increase this wait time from 1 to 6 hours.

Increasing alert sensitivity will reduce the number of alerts but will also reduce the monitored hours. If you adjust a sensor's alert sensitivity, you must also modify the daily routines for the sensor accordingly.

To adjust alert sensitivity:

1. From the panel at the bottom of the graph page, select **Alert Sensitivity**.

2. Select the number of hours you want AbiBird to wait before generating an alert.

3. Modify the routine to accommodate change.

   For every hour you add to Alert Sensitivity, add the corresponding hour to the start and end of the daily routine. Conversely, for every hour you remove from Alert Sensitivity, remove the corresponding hour from the start and end of the daily routine.

> **FOR EXAMPLE:** The person usually goes to bed at 9pm but has had a fall at 6.50pm today and cannot get up. By 8.50pm activity would be unusual for 2 hours 10 minutes, which exceeds a 2-hour alert sensitivity but falls below a 3-hour alert sensitivity. Therefore, if you have a 2 hour alert sensitivity, then by 8:50pm an Unusual Activity notification will be sent out to associated smartphones*. However, if you have changed to a 3-hour alert sensitivity, then activity will be assumed to be normal and no notifications will be sent.

*Notifications must be ON in app and phone settings.

Manually triggering an alert

In addition to AbiBird's automatic notifications, your cared-for person can also manually trigger a 'Call for Help' alert. AbiBird will immediately mark the graph and send a notification and/or email to your smartphone*.

To manually trigger an alert:

1. Tap your sensor up to 10 times and wait for the sensor beep once and flash red.

   A yellow dot will immediately appear on the sensor's app graph.

*Notifications must be ON in app and phone setting.
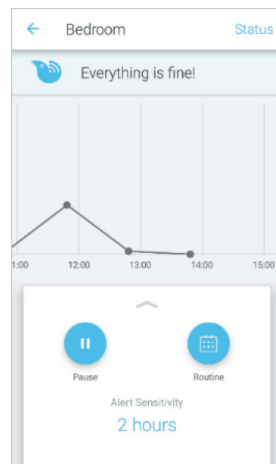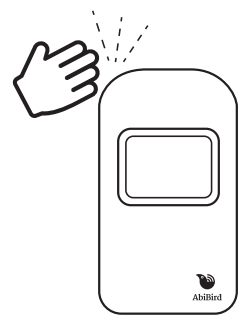
Pausing notifications

You can pause notifications when you're expecting activity to be different from the routine, such as when the person is away for the weekend.

To pause notifications:

1. From the panel at the bottom of the graph page, select **Pause** and all notifications of any unusual activity from that sensor will stop. AbiBird will however, continue updating the graph every hour as usual.
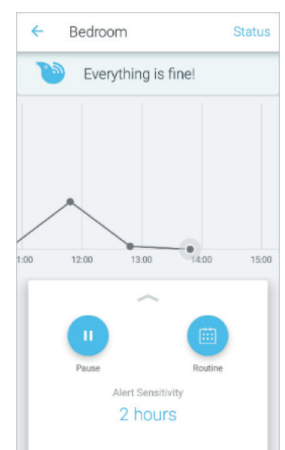
> **IMPORTANT: Remember to turn off pause**
>
> Remember to press **Resume** (to 'un-pause' the sensor's notifications) when you are ready to receive notifications again (when your cared-for person is back home).

Adding other carers to your AbiBird account

If you're looking after a loved one, there may be other family or friends who you want to be part of your carer support network.
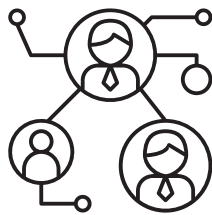
You can add as many people as you wish to your account, so they can keep an eye on things too.

You will always be the primary account holder.

To add others to your account:

1. Ensure those you wish to add have downloaded the AbiBird app to their smartphones and validated their email address (see Step 1).

2. From the AbiBird homepage:

   For iOS 10+ smartphones (iPhone):

   Select **Accounts** (bottom right), then select **Members**.

   On the Members page, select + icon (top right), and follow the app instructions.

   For Android 5+ smartphones:

   From the AbiBird homepage, select the **Menu** (≡ top left), then select **Members**.

   On the Members page select + icon (bottom left), and follow the app instructions.

3. Repeat the process above for each additional person you want to add.

> **IMPORTANT: You control your AbiBird**
>
> Only you, the primary account holder should set the Routine, Alert Sensitivity and Pause settings on your phone as these settings affect all phones connected to your AbiBird account.
>
> Secondary account holders should only adjust the notification settings on their phones (see Step 5).

Advanced Settings – Adjusting movement counts per hour

AbiBird captures data in hourly cycles and sends it to the app each hour. The upper limit default setting is 255 movement counts per hour with a default lower limit of 1.

For those carers who want to change these settings:

1. From the panel at the bottom of the graph page, select **Routine**, then set the daily time schedule.

2. Scroll to the bottom and select **Advanced Settings**, then set the upper and lower thresholds according to how much motion is expected during active times.

> **IMPORTANT: The lower limit should never be 0**
>
> If you set the lower limit to 0 you will not receive any alerts when there is no activity.
>
> We recommend the lower limit is always set to at least 1.
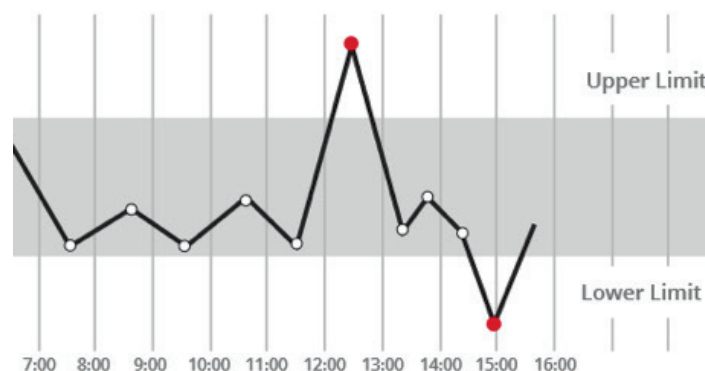
AbiBird alerts the carer when the motion event count is either above the upper threshold count or below the lower threshold count set.

Troubleshooting

Cannot pair the AbiBird sensor to your smartphone

- Ensure your smartphone is updated to the latest version of iOS 10+ (iPhone) or Android 5+ and that Bluetooth is enabled within your smartphone's settings.

- Check that the light on the sensor is flashing blue or pink to confirm Bluetooth pairing is activated on the sensor.

- Once paired, your sensor will be listed on the AbiBird app homepage (titled **Devices** on iPhones or **My sensors** on Android phones.

- If after following the above you still cannot connect, please contact our Support Centre.

Not receiving any motion event counts on a sensor's graph:

- Refer to Step 5 – Test your sensor is connected to app.

- Stand in front of the sensor and physically move for 10 seconds

- Tap your sensor up to 10 times and wait for the sensor beep once and flash red.

- The app graph should show at least one or more 'Call for Help' alerts (yellow dots) on the graph. If the app does not show a yellow dot, remove the batteries, wait 20 seconds, reinstall them, wait another 20 seconds and repeat the steps above.

- If after following the above there is still no motion detected, please contact our Support Centre.

Not receiving any alerts:

- The AbiBird sensor reports on two types of alerts:

  A red dot signifies **'Unusual Activity'** compared to the expected routine, indicating a possible emergency that your care-for person may be unable to move, inactive or active when they shouldn't be.

  If you don't receive any red dot alerts when expected, make sure you have set up **Routines** (see Step 4) and that notifications aren't paused.

  Yellow dot is generated by the senior person and indicates an immediate **'Call for Help'** notification

  If you do not receive any yellow dot alerts, follow the troubleshooting steps: **Not receiving any motion event counts on a sensor's graph.**

Receiving too many false alerts:

- Adjust the sensor's alert sensitivity on the app (see Adjusting alert sensitivity), to better suit the cared-for person's daily routine.

- Place the AbiBird sensor in a quieter location to avoid background vibrations (see Step 3).

Not receiving app or email notifications:

- Ensure the relevant app and email notifications are enabled (see Step 6)

AbiBird app is not responding normally:

- Switch your smartphone off and on again.

Carer support network

You can share activity and alert notifications with others. They will also need to download the AbiBird App on their phones.

From the '**Sensors**' menu select '**Accounts**' (iPhone) or 'Main Menu' (Android), then select '**Access**' or '**Members**' and press the '+' icon.

Support Centre

abibird.com.au/support

support@abibird.com.au