

Manual



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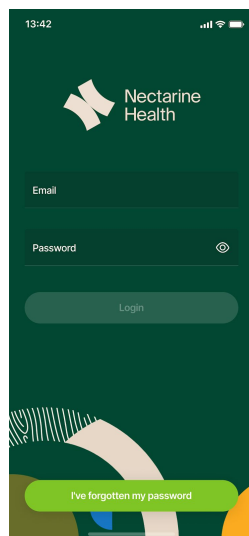
Requirements

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

Phone: Android 10 or later, iOS 14 or later (this might change with future app releases).

Wi-Fi: 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 Wi-Fi SSID (name of your home wireless network) and your Wi-Fi password.

Your Wi-Fi SSID and Wi-Fi password is often located on the back of your Wi-Fi router if it is supplied by your internet 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.



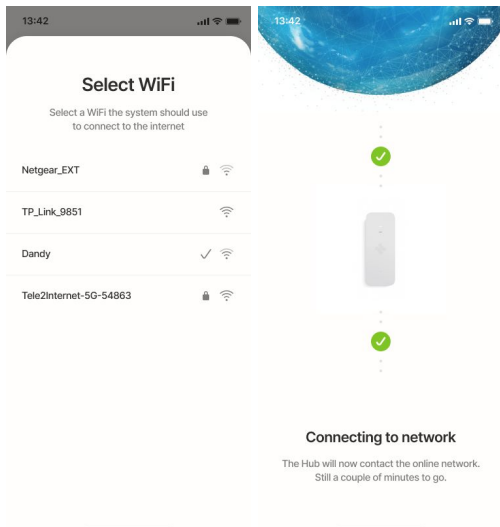
Open up the box containing the Hub and scan the QR code on the back of the unit with the Nectarine Health app. Then plug the Hub into a wall socket. Select the room from the list (or write a custom name) where you will place it.

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



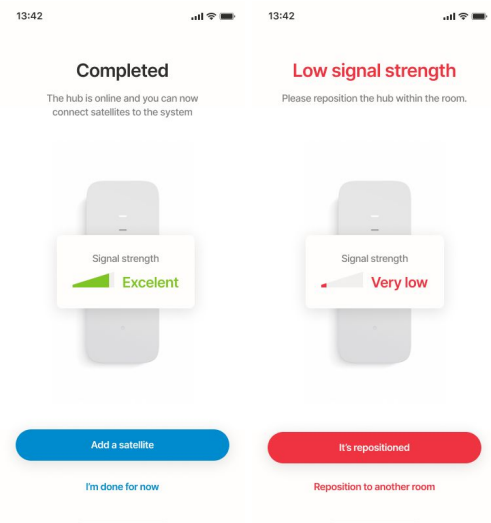
The app will ask you to choose the Wi-Fi network you want to pair the Hub to; enter the password for the selected network when prompted. This information will then be sent to the Hub.

If it fails, please retry and double check credentials.

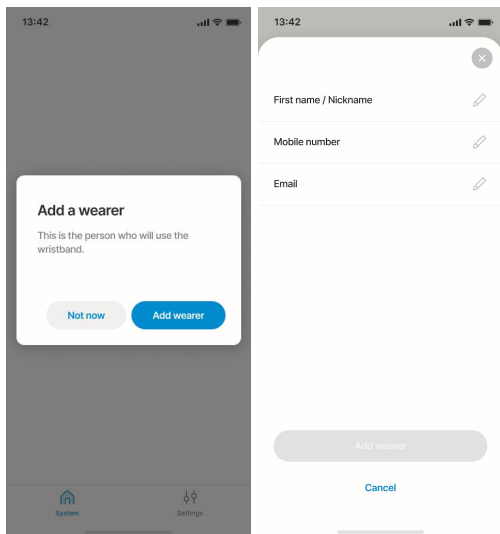


After this is done, you will get the option to add Satellites or finish the setup. The Hub will show its Wi-Fi signal strength, and the app will instruct you to move it closer to the router if the signal is too low.

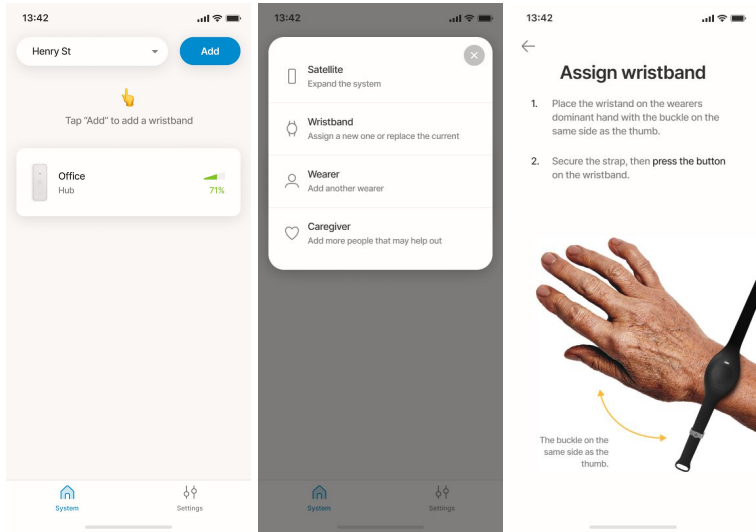
The Satellites will connect to the Hub via Bluetooth or connect to another Satellite if the Hub is not in range. Therefore, it's recommended to place Hubs and Satellites in rooms adjacent to each other and to think of it as a chain.



Next, you will be asked to “add a Wearer”, the person who will be wearing the wristband. You will be asked for their name, email and mobile phone number. The Wearer needs to accept the invitation sent to their email and approve the terms and conditions. When they have done that, they will be available for Wristband assignment in your app.



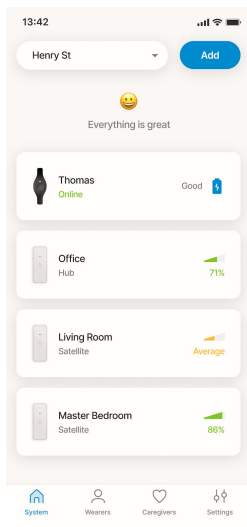
Tap the “Add” button in the “System” overview. Select “Wristband” and select the person you want to assign the Wristband to.



Now you can also add additional carers who will be able to see alerts and respond to them. You will need to add their name, email and phone number. An invite will be sent via email that needs to be accepted by the user to access the system. The admin is automatically also a carer in the 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 during setup and explanations:

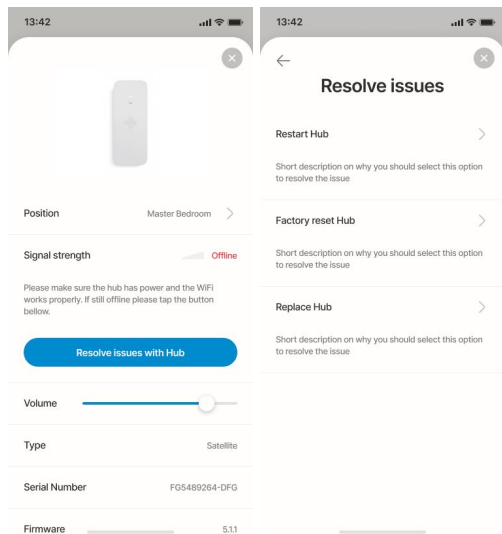
- Blue steady light - ready to be provisioned/installed, not connected to Wi-Fi.
- White steady light - ready to be provisioned/installed, connected to Wi-Fi.
- Blue flashing light - connected with app and awaiting further instructions.
- Flashing green light - provisioning/installation in progress.
- Green steady light - provisioned (will restart and turn off lights).
- Red light - provisioning failed, will return to provision mode (Blue or White steady light).

Note: Status of Hubs and Satellites will be available in the app. 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)

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



Reset wristband

If you need to re-assign the wristband to another user, or if you are having issues with assigning a wristband, you can reset the wristband.

To trigger a factory reset, 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)

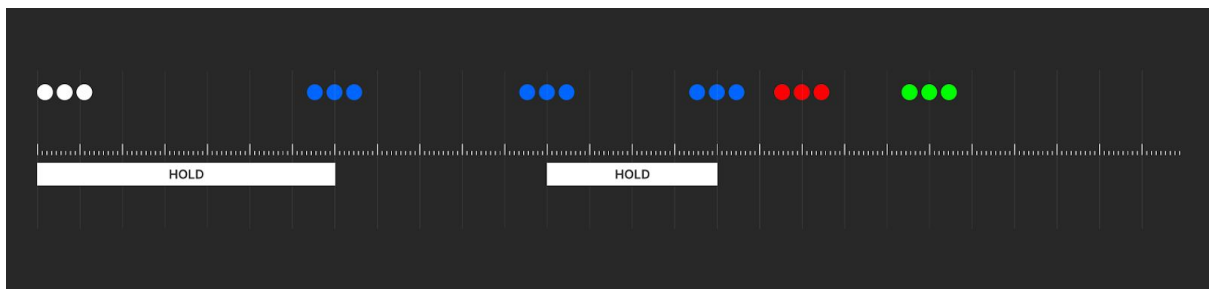
3. Release button for 5 s → blue LED blinks (informing to push)
4. Press button and hold for 4 s → blue LED blinks (informing to release)
5. Release button → red LED blinks

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.

An LED blink is a 3 times loop of 100 ms on, 500 ms off.

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



Restart and Reset Hubs and Satellites

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

Press the button 1 time to perform a restart of the Hub/Satellite.

- LED is cyan steady/blinking if provisioned.
- LED is yellow steady/blinking if unprovisioned.

Press the button 2 times to switch the image, which will load the previous release if the unit has been updated. Useful for troubleshooting.

- LED is blue steady/blinking.

Press the button 3 times (within 3 seconds of each button press) to perform a factory reset. Pressing the button more than 3 times will also start the reset process.

- LED is red steady.

If you press and hold the button for more than 3 seconds the current action will be aborted and signaled with a green steady LED after 3 seconds. But after the third release factory reset cannot be aborted.

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 and waterproof so you can comfortably wear it 24/7, for the most accurate health 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 a 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 for further questions or call USA: (929) 502-3269.
FAQ are available at www.nectarinehealth.com/support.

NOTE: The user must maintain a separation of 20 cm / 8 inches between themselves and the hub at all times.

NOTE: Neither Hub or Satellite is suitable to be placed outdoors. The Hub can only be placed indoors in order to meet regulations for the 5.15-5.25 Ghz frequency range.

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.