



A M B I O H E A L T H TM

Ambio Remote Activity Monitoring System

User Guide

Ambio Remote Activity Monitoring System

Customer Service

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Manufacturer

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Stamford, CT 06902

Firmware © Ambio Health 2013

Ambio Care Portal © Ambio Health 2013

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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Contents

1. General Precautions	1
2. Terms Used in This Guide	3
3. How to Set up Your Devices	4
A. Set Up the Gateway	4
B. Install Motion Sensors	5
C. Install Door/Window Sensors	10
4. How to Set Up the Care Portal	12
A. Set Up User Account	12
B. Log In	13
C. Add / Edit Patients	13
D. Add / Edit a Care Partner	16
E. Add / Edit Devices	17
F. Alarm Settings.....	19
5. How to Use the Care Portal	21
A. Dashboard.....	21
B. Motion	24
C. Health	25

6. Maintenance and Cleaning	29
7. Troubleshooting	30
8. Device Display Outputs.....	31
9. Specifications.....	32
10. Warranty	34

1. General Precautions

When using the Ambio Remote Activity Monitoring System (“System”), basic precautions should always be followed. The System is intended for home use. Only use the System with compatible devices specified in this User Guide. Please read and follow all instructions and warnings before using this product. Save these instructions for future reference.

Avoid exposing the System to extremes in temperature or humidity or to direct sunlight, shock and dust.

Do not attempt to service, calibrate, or repair System components. Periodically inspect System components for damage. If components are damaged, contact us for replacements.

Avoid touching the motion sensor lens. If necessary, clean the sensor with soft cloth and gentle cleaner with the batteries removed from the sensor.

Remove and replace batteries if devices are not used for more than six months.

The System is intended for use only by those who have agreed to the Ambio terms and conditions.




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.

2. Terms Used in This Guide

Patient	The person whose activity readings are stored in the Care Portal.	
Care Circle	The Patient's support team of Care Partners.	
Care Partners	One or more individuals supporting the Patient.	
Care Portal	Secure web-based application for viewing activity readings and managing settings for reminders and alerts.	
Motion Sensor		Passive infrared (heat) sensor to detect if there is movement in the room.
Door Window Sensor		Contact sensor to determine if door or window is open or closed. Magnet (left) Base (right)
Gateway		Device that plugs into your home internet router to send readings to the Care Portal.

3. How to Set up Your Devices

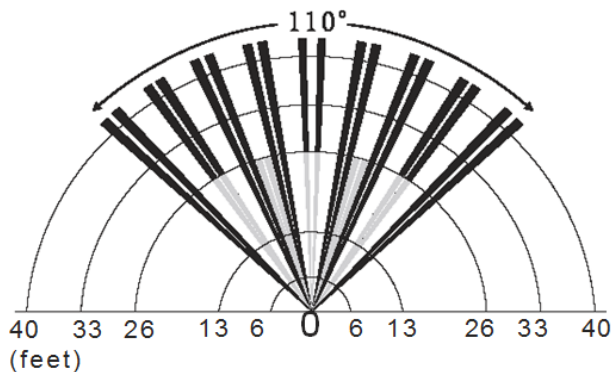
A. Set Up the Gateway

	1. Plug one end of the supplied Ethernet cable into the Gateway.
	2. Plug the other end of the supplied Ethernet cable into your home internet router or hub.
	3. Plug the round end of the AC power adapter into the other side of the Gateway.
	4. Plug the AC power adapter into a standard 120V outlet. A green light should appear on top of the Gateway.

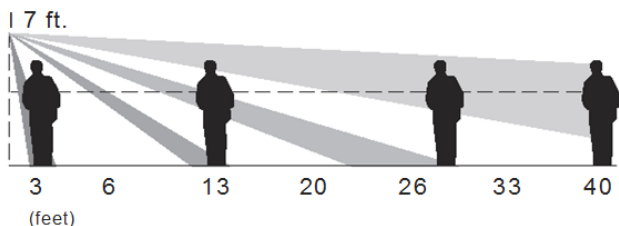
Verify Set up: A green light on top of the Gateway means it is connected. An orange light means there is power but no internet connection - check your Ethernet cables. No light means there is no power. Check your AC adapter connection.

B. Install Motion Sensors

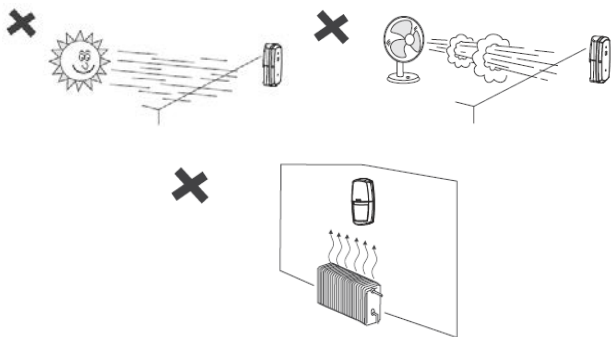
Room Placement: Place the sensor such that the area you want to monitor is within the field of view of the sensor. Sensors can be placed on a bookshelf, mounted on a flat wall, or mounted on a wall corner. A top view of sensor's field of view is shown here:



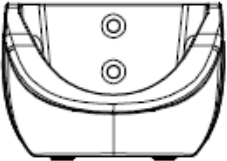
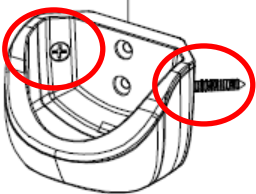
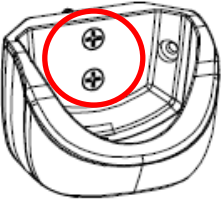
Height: Place the sensor 7 feet high to detect movement up to 40 feet away. Sensors can be placed lower, but it will then have less range. A side view of the sensor's field of view is shown here:

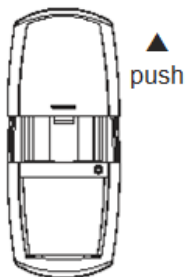


Locations to Avoid: Avoid locations that experience big changes in temperature such as locations that get direct sunlight or are near heat sources and/or cooling sources.

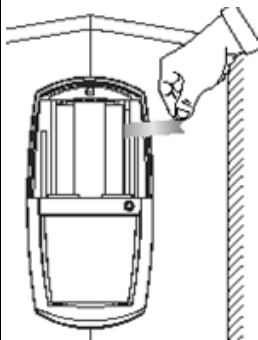


Installation:

	<p>1. For use on a bookshelf, place the U-Shaped Holder on a high shelf within 2-3 inches of the edge of the shelf.</p>
	<p>2. To mount the sensor on a wall corner, use either the supplied double sided tape or screws to attach the <u>corners</u> of the U-Shaped Holder to the wall.</p>
	<p>3. To mount the sensor on a flat wall, use either the supplied double sided tape or the screws to attach to the wall.</p>



4. To install the batteries, remove the battery cover by holding the sensor and sliding the battery cover up with your thumbs using firm pressure.



5. Install the two lower batteries with the '+' end pointed toward the top of the sensor and the and third battery with the '+' pointed toward the middle of the sensor.
6. Replace the battery cover.

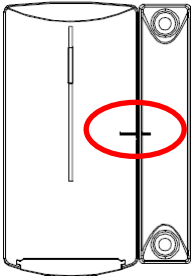
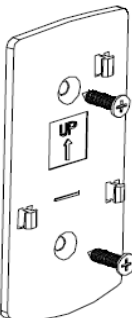


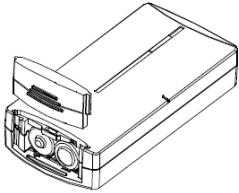
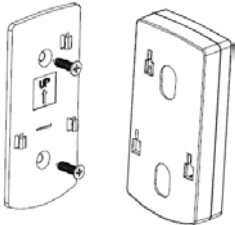
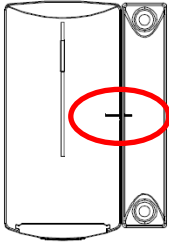

7. Place the Sensor with the lens side down into the U-Shaped Holder.

C. Install Door/Window Sensors

The door / window sensor sends a signal when the **Base** and the **Magnet** are moved apart and when they are moved back together. Avoid installing on metal doors or windows.

Installation steps:

	<ol style="list-style-type: none">1. Find a location on the door or window where the Base and the Magnet are aligned when the door or window is closed and will move apart when the door or window is opened.
	<ol style="list-style-type: none">2. Attach the Mounting Bracket to the door or window frame using either the supplied doubled sided tape or screws.

	<p>3. Open the battery cover on the Base, remove the plastic film, then close the battery cover. The LED will flash green when the battery is connected.</p>
	<p>4. Place the Base over the Mounting Bracket and gently press and slide the Base down over the Mounting Bracket to attach.</p>
	<p>5. Position the Magnet next to the Base with the <u>notches aligned and with as small a gap between them as possible.</u></p>
	<p>6. Attach the Magnet to the movable part of the door or window using either the supplied double sided tape or screws.</p>

4. How to Set Up the Care Portal

If you are a **first-time user**, we recommend setting up your system following the sequence of this User Guide. After initial set-up you can edit settings as you wish.

A. Set Up User Account

1. Look for the email from Ambio Health.
2. Review the email from Ambio Health and click **I KNOW THEM** if you wish to join.
3. The Ambio Health User Agreement will display. Click **I AGREE TO TERMS** button if you agree.
4. The **Set Your Password** page will display.
 - a. Enter and retype the password you wish to use. Passwords must be 6 or more characters and contain at least 2 of the following: a lower-case letter, an uppercase letter, a number, a special character.
 - b. Check “Keep me signed in” if you want the system to remember your password for you.
 - c. Click **Set Password** to save.

At this point the system will automatically **Log In** for you to set your preferences.

B. Log In

1. Open your web browser program* and go to www.ambiohealth.com/account/login.

* Latest version of Internet Explorer, Chrome, Safari or Firefox


2. Enter the **Email** and the **Password** you selected when you set up your account.
3. If necessary, click on **Forgot Password?** Your password will be sent to your Email.
4. Check the **Keep me signed in** box if you would like the system to automatically log you in when you visit the Care Portal.

C. Add / Edit Patients

To edit Patient information:

1. Click on the **Patients** link on the top of the page. Or, if you are logged in as the Patient, click your **Name**.



2. Update Name, Email and Telephone as needed.
3. Set meal times for the Blood Glucose reading display.
4. Set the Patient's time zone. This is used to receive Reminders at the proper time.
5. Set number of glucose test strips you have. This is used for test strips re-ordering.
6. Click the Save Changes button.
7. If you want to deactivate the Patient, click the  button. When prompted, click Yes, Delete to confirm.

To add a Patient:

1. Click the **Add New** button at the bottom of the Patients page.
2. Enter the Patient Name, Email and Telephone Number.
2. Click the **Save Changes** button.
3. An invitation email from Ambio will be sent to the Patient. Once the Patient accepts the invitation (see [Section 4.A](#)) he or she will be activated in the system.

You can resend the email invitation by going back to the **Patients** button, locating the Patient record and clicking the **Resend Invite** link.

To set Portal Edit and message delivery preferences:

1. Click on the **Settings** tab and then the **Care Circle** tab.

The screenshot shows a web application interface for patient management. At the top, there is a navigation bar with tabs: DASHBOARD, HEALTH, MOTION, GOALS, and SETTINGS. The SETTINGS tab is highlighted with a red circle. Below the navigation bar, there are three sub-tabs: CARE CIRCLE, ALERTS/ALARMS, and REMINDERS. The CARE CIRCLE tab is also highlighted with a red circle. The main content area is titled 'Patient Of This Care Circle'. It displays patient information: First Name (Tess), Last Name (Pachence), Email (ambio.amy.jones@gmail.com), and Telephone ((973) 555-1234). There is a green 'Patient' button. Below this, there are settings for 'Portal Edit' (checked), 'CC on Reminders' (unchecked), 'Send Reports' (unchecked), and 'Send Alerts & Reminders By' (unchecked). There are also checkboxes for 'Daily' and 'Weekly' reports, and checkboxes for 'Email', 'SMS', and 'Phone' notifications.

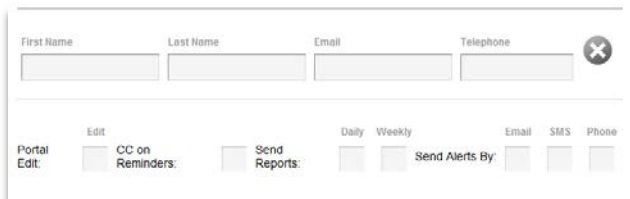
2. **Portal Edit** enables users to set preferences, reminders and alerts.
3. Check **CC: on Reminders** to turn on/off reminder messages.
4. Check **Send Reports Daily** or **Weekly** to turn on/off reports.

5. Check **Send Alerts & Reminders By Email, SMS or Phone** method to turn on/off delivery methods for messages.
6. Click the **Save Changes** button.

Note: **Account Owner** may display next to one person, which indicates they own the devices assigned to the Patient. Only the **Account Owner** can manage or re-assign those devices.

D. Add / Edit a Care Partner

1. Click the **Add New** button at the bottom of the **Care Circle** page. The following section will appear:



The screenshot shows a form for adding or editing a care partner. It has four input fields at the top: 'First Name', 'Last Name', 'Email', and 'Telephone'. To the right of these fields is a circular button with an 'X' icon. Below these fields is a section with several options: 'Portal Edit' (a checkbox), 'Edit' (a checkbox), 'CC on Reminders' (a checkbox), 'Send Reports' (a checkbox), 'Daily' (a checkbox), 'Weekly' (a checkbox), 'Send Alerts By:' (a label), 'Email' (a checkbox), 'SMS' (a checkbox), and 'Phone' (a checkbox).

2. Enter the Care Partner's name, email and telephone number.

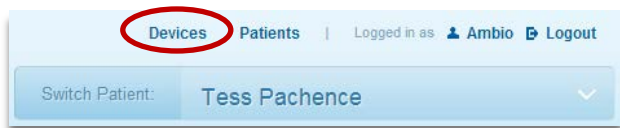
3. Check boxes to indicate if the Care Partner will be able to edit Portal settings, receive copies of reminders, receive reports, and method to receive alerts.
4. An invitation email will be sent to the new Care Partner. Once the Care Partner has accepted the invitation (see [Section 4.A](#)) he or she will be activated in the system.

E. Add / Edit Devices

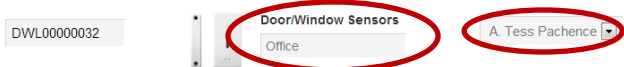
Care Circle members who own devices (listed as the **Account Owner** in the Care Circle) are authorized to re-assign those devices. If you have a Sensor and do not see the serial number in the device list, you can add it.

To view / reassign devices:

Click on the **Devices** button on the top right of the page.



To manage device assignments:



1. Enter the room name for the sensor. This name will be used Motion page in the Care Portal
2. Use the **Assigned to** drop-down list to reassign a device.
3. Click the **Save Changes** button to save.

To add a new device:

1. Click the **Add New** button at the bottom of the Devices page. The following section will appear:

A screenshot of a form titled 'Add New Device'. It has two input fields: 'Device ID' and 'Password'. Below the 'Password' field is a blue button labeled 'FIND'. To the right of the input fields is a message: '← Please enter Device ID and password to link device to this account'. In the top right corner of the form is a circular button with a white 'X' on a dark background.

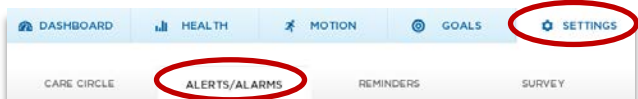
2. Locate the **Serial Number (SN)** and **Password (PW)** on the back of the device.
3. USE ALL CAPITAL LETTERS to enter the **Device ID (SN)** and **Password (PW)** on this page.
4. Click the **Find** button to confirm the entry.

5. To assign the sensor, select a Patient from the drop-down menu next to the device.
6. Click **Save Changes** when done.

F. Alarm Settings

Click on the **Alerts/Alarms** page under the **Settings** tab listing your Motion and Door/Window Sensors.

1. Click the **Settings** tab and then the **Alerts** tab.



You will then see a page to set alarms for each of your sensors:

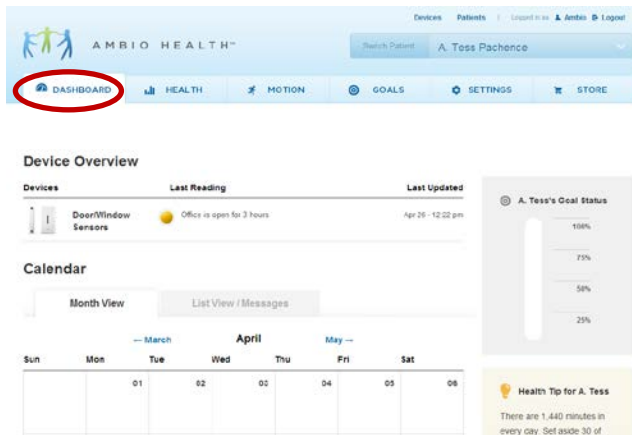
	Send alarm when when there is		
	No movement by	Movement after	Movement at any time
Door/Window Sensors			
Front Door	08:30 AM ▼	11:00 PM ▼	<input type="checkbox"/>

2. "No movement by" will send an alarm message if there is no movement at that sensor between midnight and the time set.

3. "Movement after" will send an alarm message if there is movement after the time set.
4. "Movement at any time" box checked will send an alarm if there is movement at any time at that sensor.
5. Alarm messages will be sent via email, text or telephone based on settings in the **Care Circle** page.

5. How to Use the Care Portal

A. Dashboard



Device Overview

Each device assigned to the Patient is displayed with a status icon and the value and time of the last reading. Click on a device to see readings history for that device.



will display if a sensor has a low battery. Please replace the battery.

Calendar / Month View

The calendar displays appointments entered by Care Circle members, as well as reading alerts generated by the system. The event description can be viewed by moving the mouse over the day and time of the event.

To add a new appointment

1. Click **month** buttons to move to the desired month.
2. Place the cursor on a specific day and click the **Add New** button that appears.
3. Fill in the details of the appointment.
4. Check the **Send Notification** box to add a reminder.
5. Click the **Save** button to save in the calendar.

To edit an appointment

1. Click on the desired appointment time.
2. Edit the description, time or **send notification**.
3. To delete the appointment, click the **Delete** button.

Calendar / List View

The List View can be used as a message board for the Care Circle.

Calendar

Month View List View / Messages

Enter new message or event and hit "Enter"

Give mom her Reward **Post Message**

☒ This is an event Date All Day ☐

To add a message

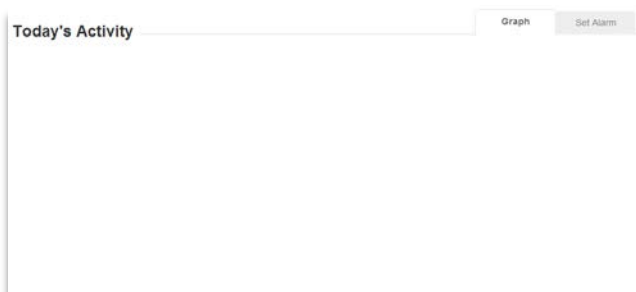
1. Enter the text of the message and click the **Post Message** button.
2. Click the **This is an event** box to add the message as an appointment on the calendar. The date and time select boxes will display when you check this box.

B. Motion

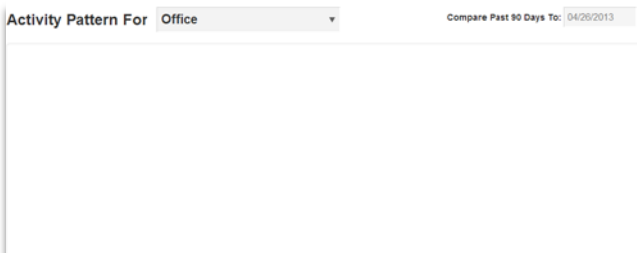
Click on the **Motion** tab to go to view Motion Sensor and Door Window Sensor history.



From here you will be able to Today's Activity for all sensors for the selected patient. Press the **Set Alarms** tab to review and set alarm conditions for each sensor.



You will also be able to see the Activity Pattern for each sensor you select. This graph shows the time of day horizontally and the activity duration vertically with each data point plotted on the graph. Use the drop down box to select the desired room / door / window sensor.



C. Health

Click on the **Health** tab to go to the **Health Information** page.



From this page there are tabs for **Device Readings**, **Survey Results**, **Exercise Log**, **Food Log**, and **Patient Record**.

Device Readings

If you also have the Ambo Remote Health Monitoring System, you will be able to see readings from your health meters. See the Ambo Remote Health Monitoring System User Guide for more information on viewing health device readings.

Survey Results

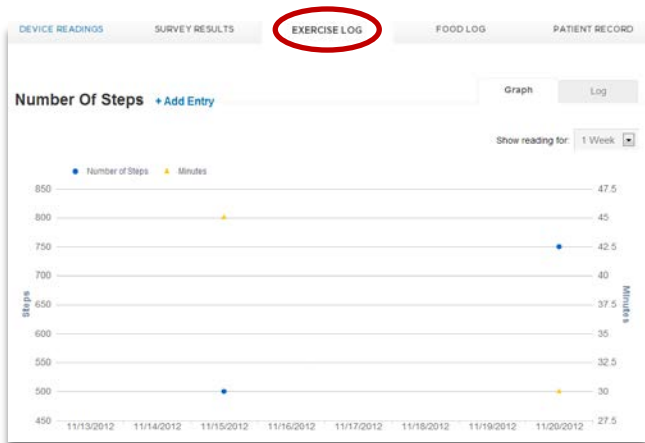
This tab displays completed survey results for the specified Patient.



Select the survey you wish to review using the **Select a survey** drop-down menu, and change the display time period using the time period drop-down menu.

Exercise Log

On this tab you can view and add entries for **Number of Steps** (from pedometer) and/or **Minutes of Exercise**.



Click the + **Add Entry** button to add a new entry.
Click the **Graph** tab to show entries in graph format
and the **Log** tab to show entries in log format.

Food Log

On this tab you can view and add entries including food items and total carbs and calories eaten.

DEVICE READINGS	SURVEY RESULTS	EXERCISE LOG	FOOD LOG	PATIENT RECORD
Food Log + Add Entry				
Date	Meal	What you ate	Calories	Carbs
11/30/2012	Breakfast	English muffin with peanut butter , Coffee with milk Glass of orange juice	450	25
				Edit Delete

- Click + **Add Entry** to add a new entry.

Patient Record

On this tab Patient examination and test results can be viewed and entered.

DEVICE READINGS	SURVEY RESULTS	EXERCISE LOG	FOOD LOG	PATIENT RECORD
Patient Record + Add New				
Exam Date	Height	Weight	BMI	Cholesterol
1/31/2012	5' 10"	169.4	24.3	5
				Last Modified: 11/12/2012 VIEW LOG

- Click + **Add New** to add a new entry.

6. Maintenance and Cleaning

Maintenance:

Check the Sensors and Gateway for cracks and check the supplied AC adapter for damage with each use. If damaged, discontinue use and contact Ambio for replacements.

Cleaning:

As needed, clean the Sensors and Gateway with a soft cloth with a mild detergent. Detach the AC adapter before cleaning the Gateway.

Replacing Batteries:

See [Section 3 How to Set up Your Devices for instructions](#) on installing batteries.

7. Troubleshooting

Problem: Readings from your sensor(s) do not appear in the Care Portal.

Possible Solutions:

1. Devices may be out of range of the Gateway. Bring device(s) closer to the Gateway.
2. Is the Gateway LED light green? If not:
 - Verify the supplied AC power adapter is plugged into the Gateway and an active outlet.
 - Check that the Ethernet cable is plugged into the Gateway and your home router / hub and that your internet connection is live by going to www.google.com. If that website does not display, contact your ISP.
 - If a green light is still not displayed on the Gateway, contact us to replace it.
3. On the Sensor is there a blinking green or red light? If not, replace the battery (see [Section 3](#)). If there is still no blinking light, contact us.
4. Is your device assigned to you in the Care Portal? Go to the **Devices** tab. Confirm that 1) your device is listed, 2) it is assigned to the

correct User and 3) the Serial Number on the back of the device matches the Device ID in the screen. If not, add your device (see [Section 5.C](#)) or assign to the desired User.

If you are still having trouble, contact us:

- Visit us at www.ambiohealth.com/contact.
- Email us at: support@ambiohealth.com.
- Call us at 203-612-5600.

8. Device Display Outputs

Motion Sensor	Green light – battery installed Red light – motion detected Red light 5 seconds interval – low battery
Door Window Sensor	Green light – battery installed Red light – motion detected Red light 5 seconds interval – low battery
Gateway	Green light – ready to use Orange light – no internet connection No light – no power connection

9. Specifications


Motion Sensor:

Function:	PIR motion sensor
Dimensions:	113 mm x 55 mm x 38 mm
Power Source:	4.5V – three 'AA' 1.5 volt alkaline
Battery Life:	1 Year (normal use)
Detecting Range:	39 ft. (12m)
Detecting Angle:	110°
Install Height:	Optimal height 7' (2.2m)
Wireless range:	30 meters (100 feet)
Wireless freq:	908.45-919.69MHz
Operation Environment:	Temperature: 14°F~131°F (-10°C ~55°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: 14°F~131°F (-10°C~55°C) Humidity: Less Than 90% RH

Door Window Sensor:

Function	Magnetic contact sensor
Dimensions:	75mm x 51mm x 15mm
Power Source:	3V - two 'AAA' 1.5 volt alkaline
Battery Life:	1 Year (normal use)
Wireless range:	30 meters (100 feet)
Wireless freq:	908.45-919.69MHz
Operation Environment:	Temperature: 14°F~131°F (-10°C ~55°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: 14°F~131°F (-10°C~55°C) Humidity: Less Than 90% RH

Gateway:

Dimensions:	115 mm x 68 mm x 37 mm
Power Source:	AC power supply DC 5V 1.5W
Ethernet Port:	Ethernet RJ-45
Operation Environment:	Temperature: 50°F~104°F (10°C ~40°C) Humidity: 15% ~ 90% RH
Storage Environment:	Temperature: -4°F~158°F (-20°C~70°C) Humidity: Less Than 90% RH
Wireless range:	30 meters (100 feet)
Accessories	AC Power Adapter 3' Ethernet cable CAT-5
	Type B Equipment IPx0-No special protection against the ingress of water Not suitable for use in presence of flammable mixtures Continuous operation

NOTE: Specifications are subject to change without prior notice or any obligation on the part of the manufacturer.

10. Warranty

Ambio Health offers customers who buy (“You”) a new Ambio Gateway and/or a new Ambio Wireless Connector and/or a new Ambio Scale (“Devices”) within the United States the following purchase protections.

Ambio Health extends a two-year limited warranty to consumers who buy a new Ambio Device. Under this limited warranty, Your new Device is covered for a period of two years from date of purchase as long as it has not been modified, altered or misused. Under this warranty Ambio Health will replace, free of charge, Your Device if it is defective in material or workmanship. No other warranties express or implied, are made. Ambio Health will not be liable for any incidental or consequential damages, so the above limitations or exclusions may not apply to You. This Warranty gives You specific legal rights, and You may also have other rights that vary from state to state.

To obtain Warranty service on Your Device, mail the Device and either Your dated sales receipt or Your Ambio Care Portal Email User ID (as proof of purchase) to:

Ambio Health – Warranty Dept.
112 Southfield Avenue
Stamford, CT 06902

Ambio Health may adjust the terms of this Warranty at any time without notice.

The Ambio Care Portal warranty is specified in the Ambio Terms and Conditions for Sale found at ambiohealth.com/pages/terms

