GARDEEN
ALERT - ASSESS - ADVISE

User Manual

At Gardeen, our mission is to empower individuals to live independently and confidently by providing innovative and reliable solutions for monitoring and managing their health and well-being.

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Overview

The Gardeen Monitoring System is designed to track and record an individual's movement patterns and activity levels.

The Gardeen Monitoring System is designed to be unobtrusive and easy to use, allowing individuals to wear it throughout the day without causing discomfort or disrupting their daily activities. The device uses gateways to detect and record movements such as walking, sitting, standing, and lying down, as well as other activities.

Individuals and providers can use the data collected by the Gardeen Monitoring System powered by PacSana to track an individual's progress, monitor their activity levels, and identify any changes in movement patterns that may indicate a change in health status. For example, the device can be used to monitor the recovery of individuals after surgery or to track the progress of patients with chronic conditions such as Dementia or Parkinson's.

One of the key benefits of the Gardeen Monitoring System is that it provides a continuous, objective measurement of the individual's activity levels, which can be used to inform treatment decisions and improve outcomes. The device can also help to reduce the burden on providers by providing them with a more accurate and reliable source of data than traditional self-reported measures.

| Gateway 1 Living Area | Movement Bracelet | Gateway 2 Bedroom Area |
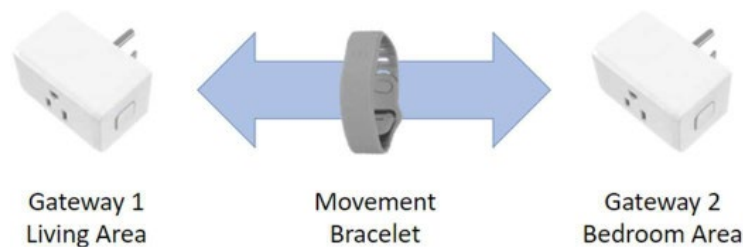
Product Installation

The instructions below will guide you through the installation process. Check the Troubleshooting below if you have problems.

1. Log in to the PacSana mobile app using the instructions emailed.

2. Plug in the gateway marked Bedroom where the individual sleeps. The LED will flash blue and then turn off.

   ***Note:** Position away from outside walls to maximize coverage within the home. The socket on the rear can be used for any other electrical device.

3. Plug in the gateway marked Living Area in the room most used by the individual. The LED will flash blue and then turn off.

4. In large homes, add the second gateway, if included, in another room to improve coverage. Again, the LED will flash blue and then turn off.

   ***Note:** at no point, unless instructed by a support engineer, is it necessary to press the button on either gateway.

5. Visit each room the individual uses and activate the bracelet button. An app notification will be sent within 5 minutes.

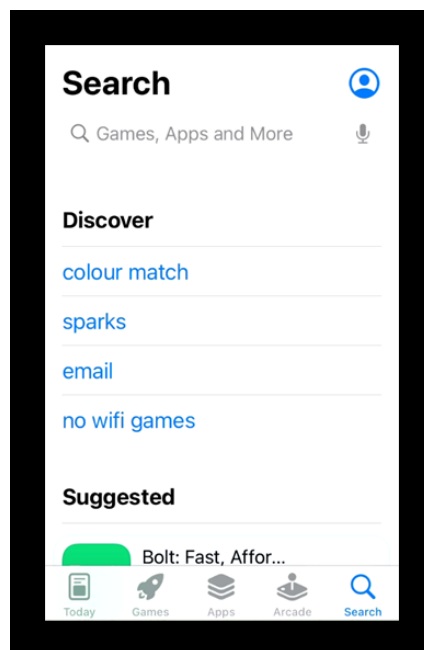   ***Note:** This step is needed to ensure each room is within range.

iPhone App Installation

PacSana app can be installed via the Apple App store, so we start by tapping on the App Store icon.
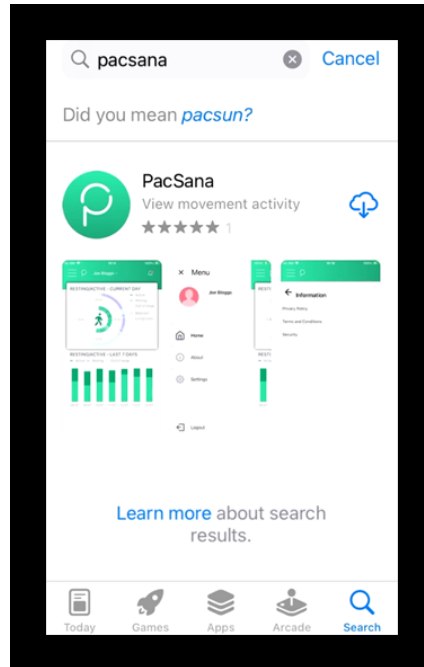
At the bottom right of the screen, tap the Search button.

In the search box type Pacsana and tap the "search" button


Tap the download icon

You may be asked to authenticate your Apple ID by entering a password or finger scan, when complete the download icon will change to an Open button, tap this button
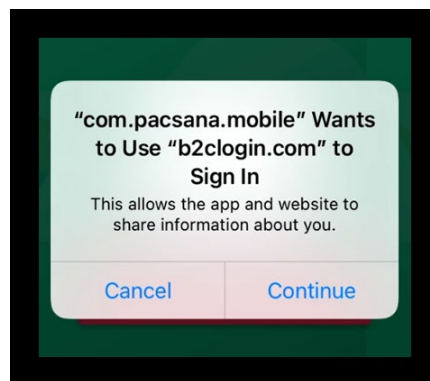

You will be asked to Allow notifications, Pacsana recommends that you tap on "Allow" so you to get the most out of the services from Pacsana.
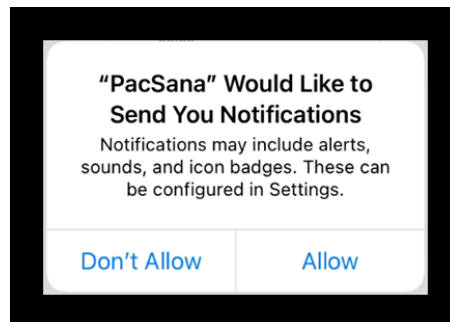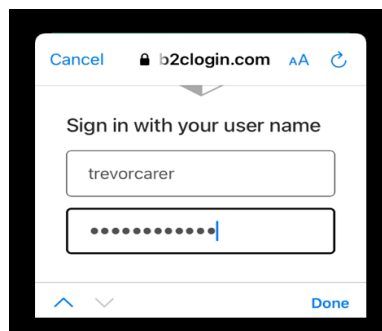
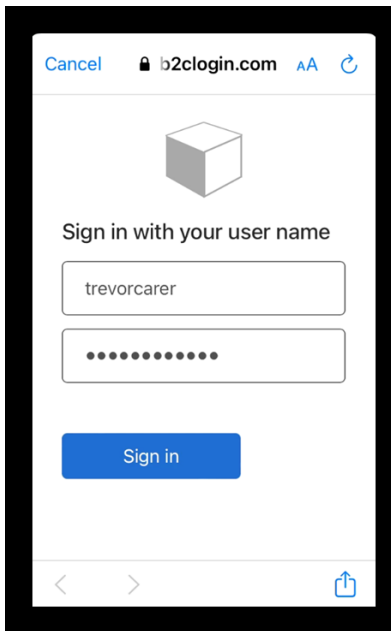You will be presented with the Pacsana logo and a login button, tap on the login button.
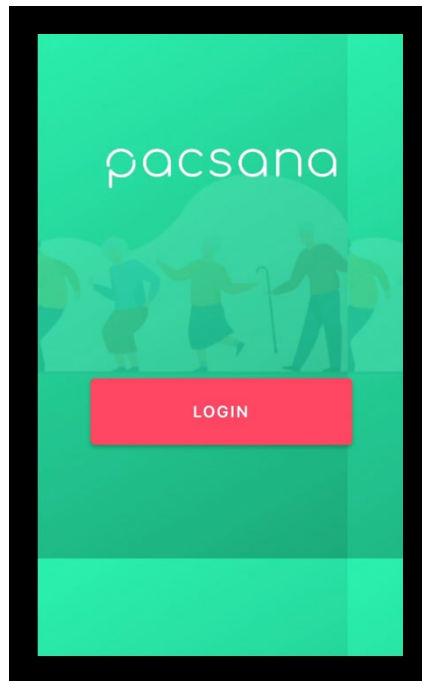
Tap "Continue" to progress the login process.

Type in your username and password on the next screen a tap "Done" or "return"

Then tap "Sign in."

You will then be presented with the Dashboard for a user that you have been assigned as the point of contact in this case Joe Bloggs.
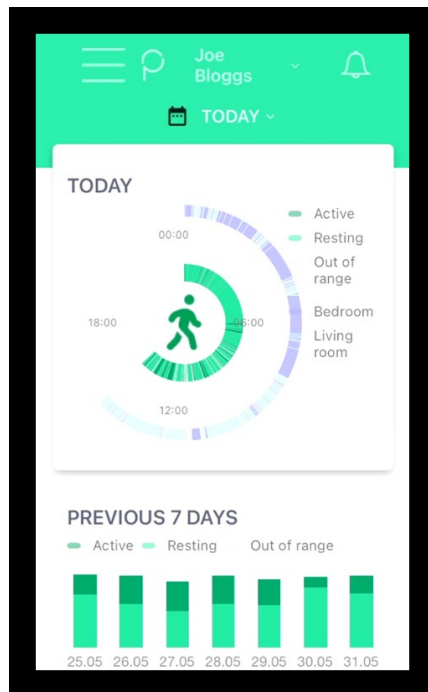
Installing on Android

PacSana app can be installed via the Google Play store, so we start by tapping on the Play Store app icon.

In the search box type, Pacsana, then tap the Enter or search key denoted in the image as a magnifying glass.

One of the many results returned will be "PacSana, DunavNET – Health & Fitness", tap on the PacSana icon.

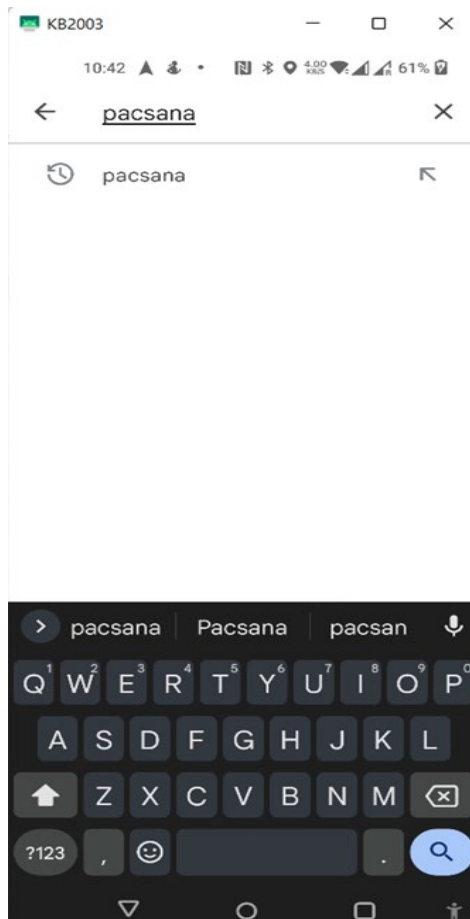Then tap in install button on the next screen
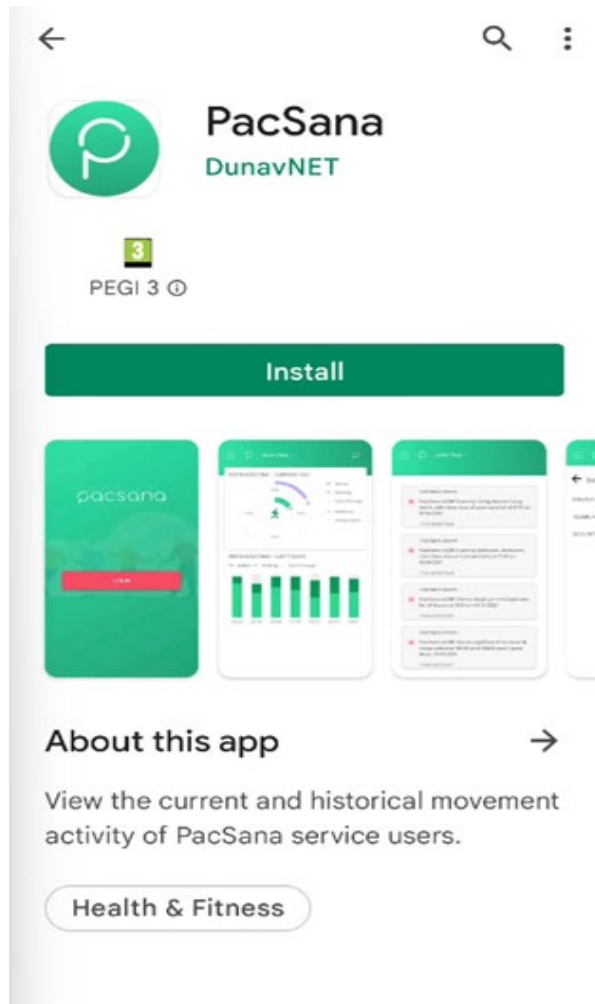
After a short time, the app will be downloaded and installed on your device. Tap on the option to Open.
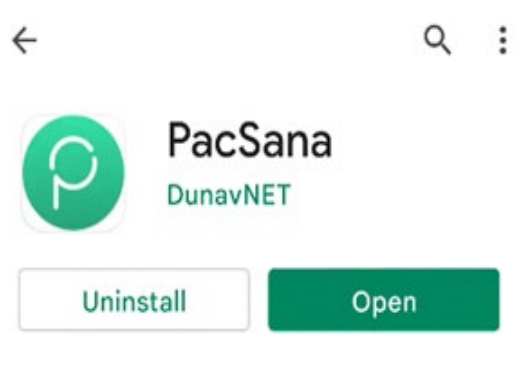
You will now be presented with the PacSana logo and login button.
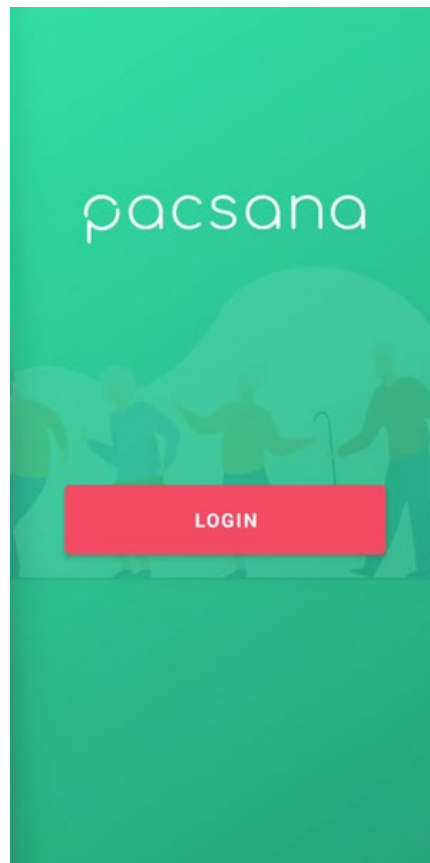
A login screen will appear; type in your username and password provided by a member of the PacSana support team (support@pacsana.com) then tap the enter key.

App Utilization

When you first start the PacSana mobile app you will be asked to enter the username and password provided by your representative
.
You are then presented with the dashboard for one of your assigned users. Here you will be presented with two graphs the first graph has two circular rings and the second graph is a bar graph. Focusing on the circular graph, this represents information the current 24-hour period. The outer ring of the graph represents the user's location, either bedroom area or the living area. The Inner circle represents when the user has been active, resting or away from the home.

Swiping right on the circular graph will display the graph for the previous day. Equally swiping left displays the graph for the next day.

Above the circle graph area is a calendar icon and the date of the day currently being displayed if you tap on this the calendar will expand and you are able to select a specific date in the past.

Moving to the bar graph this represents the activity of the user over the past 7 days. Swiping or selecting a date in the past on the circular graph causes the bar graph to change and represent the previous 7 days for that new date.

At the top right of the screen is a bell icon this provides access to the events log, if there is a red dot here this indicates there are unread events. Tap on the icon to display the list of events, the most recent is first. There are several possible events that can be displayed here including a button press, 30-minute nighttime absence, user inactive to mention a few. To return to the dashboard home screen, tap the menu icon top left and then tap home.

If you have been assigned more than one user you can display a dropdown menu by tapping on the name of the currently displayed user.

When an event occurs, a notification will be generated if you want to adjust the notifications you receive tap on the Menu icon then Notifications, then tick or untick as required.
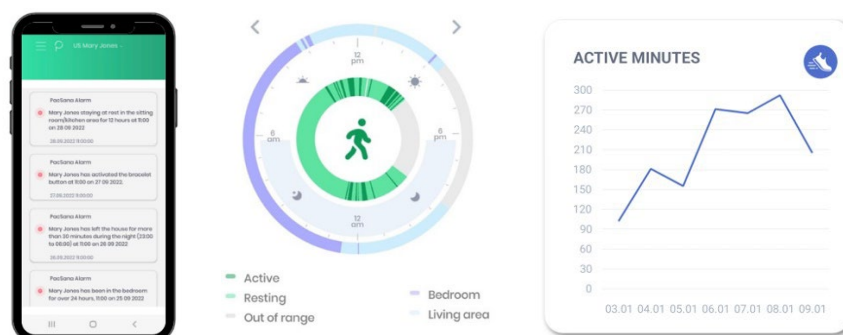
Dashboard

The daily movement can be viewed in the PacSana mobile app or on a PC. The dashboard shows a 24-hour clock with the outer circle showing approximately where the individual spends their time, typically in the bedroom, living area, or outside the home. The inner circle shows whether the person is active or resting at that time.

Ideally, your loved one will spend 8 hours or more resting in the bedroom at nighttime. The daytime should show movement activity, including leaving home (shown as out-of-range).

The daily movement can be viewed in the PacSana mobile app or on a PC.
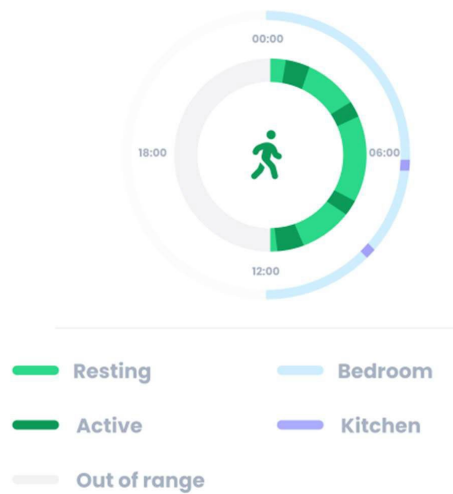
Historical Information

Historical information can also be viewed. Select the date(s) of interest.

***Note:** This step is needed to ensure each room is within range.

Notification Alerts

Below are the notifications you can receive for an individual if enabled. First, choose which are relevant to you, then enable or disable them in the app.

Notification	Description
Activated the bracelet button	The individual has pressed the alert button on their bracelet to request support or flag an event.
Gateway, loss of connectivity	Either the home broadband is no longer working, or a gateway has been plugged out. Plug it back in again. A blue LED will flash while it tries to reconnect.
Bracelet is inactive	The bracelet has been inactive for 4 hours and is probably not being worn.
User is inactive	No user movement has been detected in the last hour.
24-hour absence	The elder has been out of range for 24 hours. Suggests that either the user has been outside the home for that time or that the bracelet's battery is depleted. Typical battery life is 9 months.
24-hour bedroom alert	The elder has spent over 24 hours in their bedroom. This may also signify that the bracelet was removed.
Staying at rest	The elder has been resting continuously for the last 12 hours.
Left the house at nighttime	Since going to bed, the elder has been out of range for 30 minutes between 23:00 and 06:00. For dementia patients, this might be of concern.
Reduced night-time rest	Night-time rest is 50% below historical records, 00:00 to 06:00. Either sleep has reduced, or the elder is sleeping in the home's living area.
Increased daytime rest	An elder's resting time is 50% above historical records, 10:00 to 18:00

Frequently Asked Questions

Can I monitor both of my parents?

Yes, ask your supplier for an additional bracelet.

Can friends and siblings have access?

Yes, provide contact details to your supplier, name, and email address.

How can I view the dashboard?

The portal can be viewed at https://portal- PacSana.azurewebsites.net/ or using the PacSana app, which is available in the App and Play Store. Your representative will select which individuals you can view and provide you with a login.

How do I disable notifications?

Individual notifications can be disabled within the app. Click on Menu > Notifications to select. To block notifications for an individual, contact your representative.

Can I see an elder's location once they leave home?

To protect the individual's privacy, only movement within the home is captured and displayed.

Troubleshooting

How do I recharge the bracelet?

The bracelet battery is designed to last 9 months. No charging is needed. You'll get a notification before it expires. Contact your representative for a free replacement, remove the old module from the back of the bracelet, and insert the new one. Return the old module to your representative for recycling.

Why is the gateway LED flashing blue?

The gateway is not sending data successfully. If the home broadband is working, then consider moving the gateway closer to the router. Simply plug it in at the new location. It will reconnect automatically. If the problem persists, consider adding a Wi-Fi extender.

In some rooms, pressing the button does not cause an alert. Check that each gateway is plugged in and operating correctly. See above. Also, check that the Gardeen powered by PacSana alert button notification is enabled. If the problem persists, consider ordering an additional gateway from your representative.

Why is the dashboard showing the individual as out-of-range while in the home?

This is the same cause as above – the gateways may not be positioned correctly, or an additional gateway may be needed. Also, the gateways need to be in high-traffic areas used by the individual.

FCC Compliance Statement

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.

§ 15.19 Labelling requirements. 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.

§ 15.21 Information to user. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.