



Health
cibX

mobi

Instruction manual






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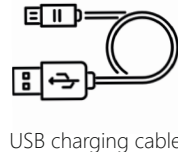
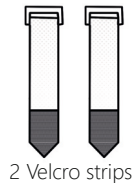
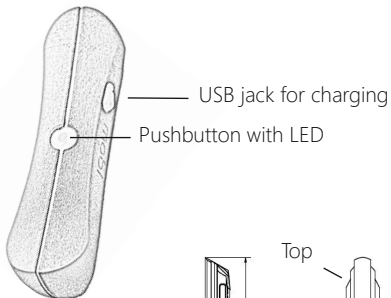
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Thank you for choosing the mobi! To ensure proper use of the product and trouble-free operation, please read these operating instructions carefully and keep them for future reference.

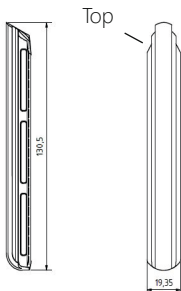
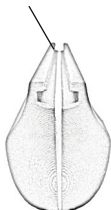
Important safety instructions & guidelines

	<p>Never store the mobi near heat sources such as stoves, heaters or in the car on the shelf! Do not expose the mobi to direct sunlight for a long period of time! Strong sunlight or heat can damage the plastic material in the long term.</p>
	<p>The mobi is splash-proof. However, the device is not suitable for use in water.</p>
	<p>If necessary, clean the mobi with a mild cleaning agent and soft cloth if it becomes soiled. If disinfection is necessary, ensure that a suitable disinfectant is used. Observe the manufacturer's instructions for the disinfectant when using it!</p>
	<p>Protect your mobi from strong shocks.</p>
	<p>Defective and old mobi must be disposed of separately! Please ask your regional waste disposal company or specialist dealer where and how you can dispose of the mobi.</p>

Product description & scope of delivery



Holding rail (rear side)



Fixing rail

Technical details	
Dimensions	136mm x 38mm x 44mm
Integrated electronics	GSM modem GPS antenna SIM card (telecom)
Battery type	Lithium Akku
Battery rated voltage	3,7 V
Charging time	2 - 18 Hours depending on USB charger
Warranty	2 Years
Battery capacity	2600mAh
Battery life	ca. 14 Days (Days with permanent use in tracking)

Usage

The mobi's areas of application are primarily in locating people who require mobility assistance. The integrated locating and alarm module is especially tailored to people with dementia and/or disorientation. The mobi can be attached to rollators, wheelchairs, scooters or other everyday aids.

Before use, please ensure that you have properly attached the mobi to your daily living aid.



Fig. 1

Installing

Attach the supplied attachment rail to your walker using the Velcro straps provided (Fig. 1). (For TOPRO rollators, you can attach the mobi to the TOPRO accessory nose). You can cut off any excess Velcro. You can now attach the mobi to the rail from above (Fig. 2).

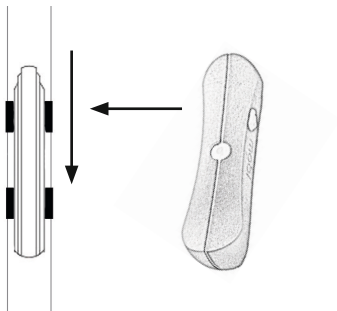


Fig. 2

Activation

Sufficient cellular reception is required to use all functions without restriction. With the Deutsche Telekom AG network, you have the best coverage throughout Germany and Europe without additional costs (e.g. roaming charges). Before you can use your mobi for the first time, it must be activated.

Use for this: - Hotline: +49 (0) 25 71 - 139 55 55 (Mon.-Thu. 9:00 a.m. – 4:00 p.m. and Fri. 9:00 a.m. – 12:00 p.m.)
- Online form on our website: <https://www.cibx.de/online-freischaltung-2/>

For activation you need:

- IMEI number (can be found on the back of the user manual or on your device)
- Activation code
- a valid e-mail address

You will find the IMEI number and the activation code on your device or on the last page of your user manual. After successful activation, you will receive an e-mail with your user name and password within 24 hours on weekdays.

IMPORTANT: The password must be changed at the first login!

You can access the portal via the button „LOGIN PORTAL“ on the top right of our website www.cibx.de, via our free APP „cibX-SMARTSTICK“ (Google Play Store for Android phones) or directly via the web address: <https://cibx.ram.m2m.telekom.com/apps/smartstick/index.html#/>

The term for your SIM card is 1 year.

The SIM card is not automatically extended!

If you want to extend the SIM card, please contact us.

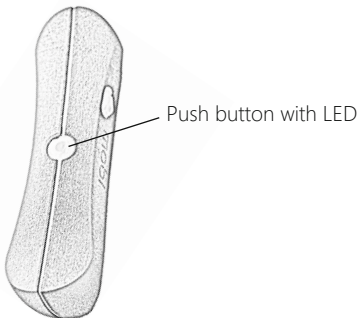
Directions for use

Turn on/off

To switch on the device, press and hold the button on the surface of the mobi for one second.

The integrated LED lights up blue (active state) when successfully activated and automatically connects to the cibX portal. (Please stay outdoors for approx. 15 minutes when using the device for the first time).

To switch off, press the button twice briefly. The LED lights up red twice on successful deactivation and the mobi shuts down.



Sleep Mode

If the mobi is not moved for approx. 5 minutes when mounted, it switches to sleep mode to save energy.

Important: No further positions are sent in this state. Reactivation takes place automatically when movement is resumed. The integrated LED lights up blue again in this case.

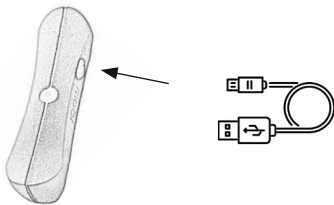
Notice

If possible, leave the mobi mounted and do not remove it. When lying down, the mobi is continuously active and consumes power constantly. With continuous use, the battery will drain after approx. 4 days. If the device regularly switches to sleep mode, the battery life increases (depending on use, the built-in battery can last up to 14 days).

Charge battery

At delivery, the battery of your mobi is 80% charged. If the battery power drops to about 20%, the portal sends a warning message.

At the same time, the LED will begin to glow solid red. To charge, connect the included USB cable to your computer or to a power adapter for the wall socket. You will find the USB socket on the side of the mobi under the white trim.



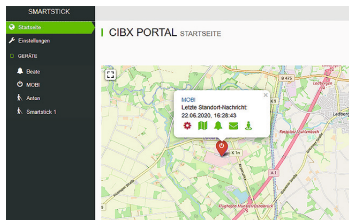
Meaning of the LED color during charging

Depending on the current charge level, the following LED patterns appear during charging:

LED blinks red	Battery fully discharged
LED blinks alternately red/green	Low battery (<20%)
LED blinks green	Battery nearly charged
LED lights green continuously	Akku is fully charged (100%)

Functions

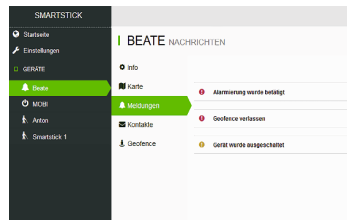
Localisation



When active, the mobi updates its location via GPS every 15 minutes. The positioning is accurate to within 10 meters. The prerequisite for this is a sufficient cellular connection, a clear view of the sky, and being outside of a building. In buildings, due to the limited GPS reception, only an inaccurate or no position determination is possible.

For the first position determination, please stay with the mobi for at least 15 minutes under the open sky.

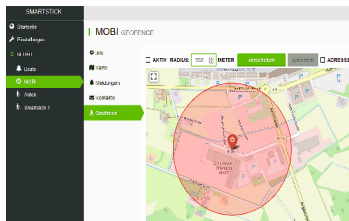
Alarm



In emergency situations, such as a fall or disorientation, an alarm can be sent directly via the mobi. To do this, press and hold the button for at least 5 seconds until you hear a beep. At the same time, the LED begins to flash red rapidly for 10 seconds. The call for help is transmitted by e-mail to the contacts stored in the portal. In addition, contact persons with the app are notified via a push message.

Note: There are no additional costs for triggering the alarm! If the alarm is triggered, it cannot be subsequently deleted.

Geofence



With the geofence function, an area is defined in which the person using mobi is allowed to move freely. If this „protection zone“ is left, i.e. if the defined boundary is exceeded, an automatic alarm is sent to the stored contact persons by e-mail or by push message to the cell phone. The minimum setting of the geofence is a radius of 500 meters. The upper limit can be set as desired.

The cibX-Portal

A portal (or a congruent app (**X cibX** - Smartstick Android)) is connected to each mobi, which visualizes the acquired data and displays the last localized location on an environment map.

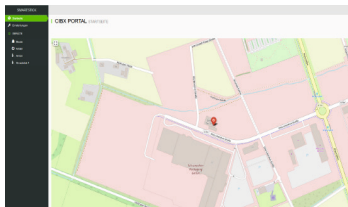
Login

Open portal (see also Activation).
Enter your user name and password (case sensitive!).

Notice:

After the initial login, you will automatically be prompted to change your initially assigned password to a personal password! Please follow this instruction. After the change, you must log in to the portal again to complete the registration.

Home



After successful login, the start page opens. You can view the location of the mobi and access a brief overview by clicking on the position symbol.

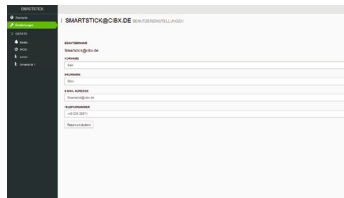
The brief overview contains:

- the name of the device
- the last location message with date and time
- the different modules for direct selection

To zoom in or out of the map section, the „+/-“ symbols are available at the top right.

With a click on the button „find“ you can see all of your registered devices (mobi/SMARTSTICK) in an overview. If you have any questions or are unclear, click on the question mark at the top right of the page.

Settings



You can set the following data under the „Settings“ menu item.

- **Username (e-mail address by which you registered your user account)**
- **Owner first name**
- **Name of the owner**
- **E-mail address of the owner**
- **Phone number of the owner**

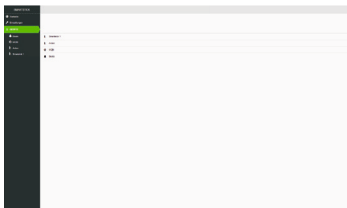
To change your password, click the „Change password“ button.

Enter your new preferred password.

Then confirm and save it.

Please note the information in the header about the allowed characters and length of the password.

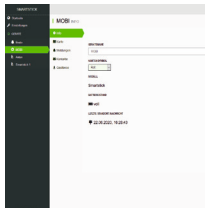
Devices



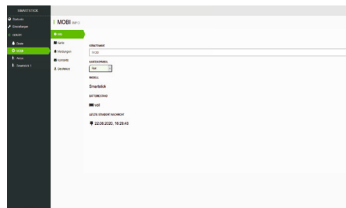
Under the menu item Devices you will find all mobi/SMARTSTICK registered to this user.
As soon as you have selected a device by clicking on it, the info page Devices opens.

The Devices info page allows you to edit and view the following information:

- General information
- Map
- News
- Contacts
- Geofence



Info



Here you can customize and view the following information:

Device name: You can use this name to find your device in the system.

Map icon: Display in different colors is useful especially if you have multiple devices.

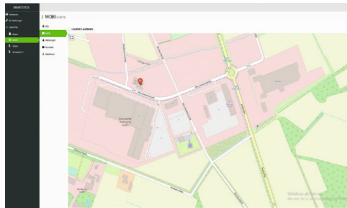
Model: mobi/SMARTSTICK.

Battery level: The current battery level of the device is displayed here.

Contract end SIM card: Shows when your contract for the SIM card expires and thus when the mobi will no longer transmit without a contract extension.

Last location message: Shows the last current location of the device.

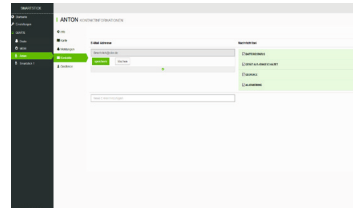
Map



The Map module shows you the exact location of the selected mobi.

In addition, a history of the movements can be called up under the menu item Show path. Select the desired time period and the distance traveled will be displayed.

Contacts



Under the menu item e-mail address you can store the contact persons who should be informed if necessary. You can add as many contacts as you wish.

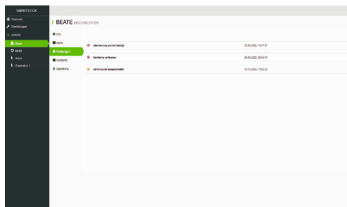
If you click on the contact e-mail address, another field appears.

Here you can specify which messages the contact person should receive. (In the app you can also specify here if you want to receive them as a push message).

Messages can be sent for the following messages:

- **Battery status**
- **Device switched off/on**
- **Geofence**
- **Alerting**

Notifications



The current status messages are displayed here as an overview.

These messages are possible and are displayed in the following hierarchy:

- **Alarm was activated**
- **Geofence left / Geofence entered again**
- **Device was switched off / Device was switched on**

The intensity of the message is marked in the following colours.

red	critical
orange	Heads up
blue	uncritical

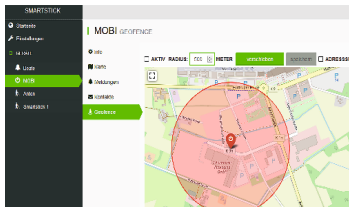
In this case, a more recent message replaces the older message.

For example, the message:
„Alarm was activated 10 min ago“
is replaced by the message:
„Alarm was activated 3 min ago“.

Alternatively, you can also remove messages from the portal on your own. To do this, click on the desired message and then press the „Delete“ button.

Warnings that are cancelled by a new activity (such as „leave geofence“ by „re-enter geofence“) are automatically deleted.

Geofence



With the geofence function, you digitally define an area in the form of a circle in which the device is allowed to move freely.

If the circle is left, an alarm is automatically triggered and a message is sent to the stored contacts.

To set up geofencing, you have the following options above the map:

- **Active / Inactive**
- **Radius**
- **Move**
- **Address search**

Active / Inactive

Active:

- A check mark is displayed in the selection window.
- The radius in which the device is allowed to stay is displayed in green.
- You will receive a message as soon as the device leaves the radius.

Inactive:

- A check mark is displayed in the selection window.
- The radius in which the device is allowed to stay is displayed in red.
- You will not receive a message as soon as the device leaves the radius.

Radius

Here you set the radius of movement (e.g. 1,000 meter). Please note that the lower limit is 500 meters. The upper limit can be set as desired.

Move

In case of a change of location, for example a move, vacation, etc., it makes sense to adjust the movement radius to the new environment. For this purpose, click Move and then follow the instructions in the header.

If the selected area meets your expectations, click once in the map to set the center of the circle. After that, save your change by clicking the Save button.

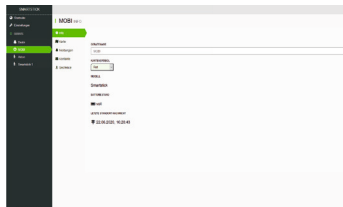
Tip:

Since the geofence is an additional security measure, we advise that you always place the geofence around the current location of the mobi.

Address search

Enter your new desired address here and then press the „Enter“ button on your keyboard/smartphone. The map shows you the selected area.

Log out



To log out of the portal, click on your user account in the upper right corner and select the „Log out“ button.

After successful logout, the login screen for a possible new login will appear.

Period and use of disposal

We accept liability in accordance with the Product Liability Act only for the initial placing on the market of our products.

We only agree to a reuse if the mobi has been tested by us beforehand.

The warranty for the mobi is 2 years.

Defective and old mobi must not be disposed of with household waste, but must be disposed of separately!

Please enquire at your regional.

Please ask your regional waste disposal company or specialist dealer where and how you can dispose of the mobi.

Legal Foundation

Warranty and liability

You have purchased a high quality cibX product. If a justified material defect should occur in spite of highest quality standards in our production, cibX is entitled to repair the defective item or to replace it by a defect-free subsequent delivery within the scope of a 24-month warranty at our discretion. We are not liable for damages caused by the modification of our products. Wear and tear on parts are excluded from the warranty. Since the is a custom-made product, it is excluded from exchange after activation.

Data collection

The mobi collects its data via GPS. This procedure does not constitute a deprivation of liberty, but makes it possible to determine where the person concerned is currently located. The alarm function as a technical measure also does not have a direct deprivation of liberty effect. Rather, it is merely a warning device that triggers an alarm electronically if the person using the mobi leaves the defined radius of movement.

Legal requirements

In principle, technical means can be used to supervise persons. However, the collection, processing and use of personal data are prohibited until the data subject gives his consent or the law or another legal provision permits or orders this (BDSG §4). Consent is only effective if it is based on the free decision of the data subject and is in writing. If consent is to be given in writing together with other declarations (e.g. living will), it must be specifically highlighted (BDSG §4a). We advise care facilities and hospitals to integrate consent to data collection, processing and use into the living will. If the person concerned suffers from dementia syndrome and is no longer capable of conducting business independently, the consent of the caregiver is necessary! In the private area, a verbal agreement between the person concerned and the people he or she trusts is also sufficient. However, we recommend that this is also recorded in writing. The tracking function of the mobi via GPS is openly communicated by notes on the sales box, the instructions for use and in the sales talk. By purchasing a mobi, the purchaser consents to the collection of data. If the purchaser is not at the same time the person using the device, the above conditions apply. Movement data, status messages (e.g. alarm messages) and limited personal data are collected.

Right to information

The owner/buyer has the right to receive information about his stored data at any time (BDSG §34). In addition, he can insist on deletion of certain data (BDSG §35). An automatic deletion of the collected transaction data occurs, as already mentioned above, automatically after 3 months. The passing on of the assigned access data takes place exclusively by the owner himself. The cibX GmbH and the Deutsche Telekom AG are not allowed to pass on the data to third parties without the consent of the owner.

Data protection & Data storage

The collected transaction data is stored strictly pseudonymously and exclusively in the data centers of Deutsche Telekom AG in accordance with the highest German data protection standard. The data is always stored in parallel to ensure uninterrupted access by the other data center in the event of a failure of one data center. Limited personal data, which is required for the activation of mobi, is furthermore stored at cibX GmbH. Only the user of the connected portal has access and insight into the data! For the activation of the SIM card the IMEI number and an activation code are needed, which are accessible only after purchase of a mobi. After successful telephone or digital activation, the caller receives his access data (user name and password) to the cibX portal by e-mail. The connection to the portal is SSL protected. When logging in for the first time, the user is prompted to change the password. Collected transaction data are automatically deleted irrevocably after 3 months!

Mobile communications notes

Mobile phone network

A SIM card from Deutsche Telekom AG is installed in the mobi.

Contractual obligation

The purchase price includes the use of the SIM card for 1 year.

There is no subscription. Further use is by contractual agreement. Please contact cibX GmbH for a contract extension.

Extension of functions

All mobi functions (alerting, localization and geofence) are tied to the mobile network. In order to be able to continue using them after one year, a timely renewal is necessary.

The cibX service team will proactively contact the user registered in the portal about 4 months before the end of the year.

If no extension is desired, the mobi remains in the possession of the purchaser.

Area of application

In addition to Germany, the functions of mobi can also be used without restrictions within Deutsche Telekom AG's country group 1.

This includes the following countries: Belgium, Bulgaria, Denmark, Estonia, Finland, France, French Guiana, Gibraltar, Greece, Great Britain, Guadeloupe, Ireland, Iceland, Isle of Man, Italy, Channel Islands, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Netherlands, Northern Ireland, Norway, Austria, Poland, Portugal, Réunion, Romania, Saint-Barthélemy, Saint-Martin (French part), San Marino, Sweden, Slovakia, Slovenia, Spain, Czech Republic, Hungary, Vatican City, Cyprus.

Outside these countries, mobile data collection is automatically disconnected. Use of the positioning function (GPS via GSM) is no longer possible. Data collection is automatically reactivated after entering one of the above mentioned countries. To receive the data from your mobi, please switch it on please switch it on briefly so that the mobi can establish an initial connection to the telephone network. After successful registration in the network of the country group 1 the functions of the mobi are again unrestrictedly usable.

Notes

Notes

Important information for you

IMEI:

Username: _____

Password*: _____

*Please change the default password to a personal password when logging in for the first time!

**You still have questions or
need help?**

Give us a call,
we will be glad to help you!

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