miicare

QUICK SET-UP GUIDE

miicube

Congratulations on your new MiiCube! You are on your way to keeping your loved ones healthy, safe and connected!

Your MiiCube is a healthcare device hosting Monica, our artificial intelligence-based virtual assistant that keeps you safe and provides companionship.

This manual will help you deploy the solution, set up MiiCube and learn how to use Monica.

Please read this Quick Guide to completion before using MiiCube:

TABLE OF CONTENTS

Please refer to our terms and conditions and privacy policy on our website (www.miicare.co.uk).

Contents of box

The box you received contains the following items, based on the package you ordered from us:

	Device	Wellbeing Package Qty	Premium Health QTY
1	MiiCube	1	1
2	Multi sensor	4	5
3	Door / Appliance sensor	2	2
4	Smart bracelet	1	1
5	MiiCube power supply	1	1
6	Bracelet power supply	1	1
7	Infrared thermometer	X	1
8	Fingertip pulse oximeter	X	1

For more Information on the types of packages please visit www.miicare.co.uk

Additional optional add-on items that you have ordered may include the following:

	Add on device
1	Smart mug
2	Medicine sensor
3	Multi sensor
4	Door / Appliance sensors
5	Smart plug
6	Wireless blood pressure monitor
7	Smart scale
8	Visitor wireless token
9	Mobile connectivity dongle

Set up MiiCube

This section will guide you through the process of setting up MiiCube in your home.

1. Find a central location in the home near to where you sit for the majority of the day and ensure there is a power outlet nearby.

2. Plug the MiiCube in, using the supplied power supply. Only the original power supply cable should be used.

3. Within 1-2 minutes MiiCube will start up.

4. Once started up, MiiCube will show one of two colors:

   • Multi colour (Rainbow) - Indicates MiiCube is connected and ready to use.

   • Yellow - Indicates MiiCube is not connected to WiFi and requires WiFi setup. Please refer to the section: Set up MiiCube's WiFi Connection.

5. If you provided your home Wifi details when ordering from us, your MiiCube would should be configured already and it should automatically connect to your home Wifi.

6. If you ordered a Mobile connectivity dongle add-on, you will need to connect it to power using the supplied power adapter. To achieve best connectivity it is recommended to place the device in a location where mobile signal is good (e.g. near a window, or near an external door).

7. Once MiiCube is connected and up and running, Monica will introduce herself and you are ready to go!

Set up sensors

Once MiiCube is set up successfully, your next step is to install and deploy the sensors around your home.

Each of the sensors are labelled, so make sure you deploy each in the right location.

Before deploying the sensors, please check that batteries are installed, and remove any battery tag.

This video, will help you with this setup: https://vimeo.com/451309849

DOOR SENSORS

1. Ensure that the door and door frame surfaces are clean.

2. The door sensor needs to be mounted onto the main door. The sensor comes in two parts, one should be mounted on the door frame, and the other door such that they are within half an inch of each other when the door is closed.

3. To do this, peel back the sticker and attach the sensor on the door. It will now automatically connect to MiiCube.

4. In order to verify that the sensor is working properly, each time the door opens or closes, a red light will flash indicating it triggered. This is a sign that the sensor is connected to MiiCube and works well.

MULTI SENSORS

1. The multi sensor device contains a motion sensor and ambient temperature sensor

2. There are two options to deploy the multi sensor:

    · Place on a shelf / table by using the integrated stand.

    · Attach it to the wall with the mounting units (peeling and attaching to the wall).

3. To install, it should be placed in a location with a clear line of sight of the entire room, and preferably not pointing to hallways, where people might be passing by, as the sensor should only detect movement within that particular room.

4. If possible, it should also be placed away from pets, air conditioners, heaters, sunshine and other areas where the temperature may vary.

Set Up sensors

SMART PLUG

1. The MiiCare Smart Plug is connected to appliances. It monitors the power consumed by the appliance, and then knows whether the appliance (e.g. TV, Kettle, microwave) is being used or not.

2. Please note that there is an on/off switch that must be switched on (red off, green on).

SMART MUG

Our smart mug is supplied with an internal built-in sensor. Every time the smart mug is moved, the system detects and considers this as an hydration activity by the user. It is important that the Smart mug is used for hydration, as it will allow Monica to ensure that the user is hydrating regularly. The Smart Mugs can be used for drinking cold or hot drinks and are hand-wash only. Do not submerge them.

MEDICINE SENSOR

1. The medicine sensor is designed to be attached or inserted into a medicine / dossette box. Once the box is moved, Monica will be aware of this, and indicate to the user audibly that the medicine box has been used and reflect this in the mobile/web application.

2. To install, peel the sticker and attach the sensor to the bottom of the dossette box, or insert into a medicine box. If you replace medicine boxes, don't forget to transfer the sensor to the new box.

3. The cube will automatically begin to collect data when this sensor is moved.

Smart health devices

The following devices have already been configured and are ready to use:

- Infrared thermometer
- Wireless blood pressure monitor
- Fingertip pulse oximeter
- Smart scale
- Smart bracelet

Please note that these instruments should be used within 3 metres of MiiCube for it to detect and collect the measurements.

The recordings of these measurements will be directly stored by MiiCube. While measuring, Monica will interact with you, and MiiCube will turn red during measurement and become green once successfully receiving this reading.

When using these devices, Monica will announce it is collecting the measurement, and this is an indication that all is working well.

INFRARED THERMOMETER

1. Press the ON/OFF button for two seconds to turn the instrument on -> Monica will announce she is ready to start measurement.
2. Switching between forehead mode and ear mode - can be done before taking the measurements - by pressing the Mode button in front and adjacent to the power button to begin measuring.
3. Place the thermometer to your forehead or ear canal depending on your selected mode and press the blue button on the back of the thermometer for 2 seconds. You will hear a beep that indicates that measurement has completed.
4. Once completed, Monica will announce completion and MiiCube will turn green.

BLOOD PRESSURE MONITOR

1. Rest for at least 30 minutes after exercise, eating, smoking, drinking alcohol and bathing before use.
2. Keep quiet and sit with both feet flat on the floor without crossing your feet.
3. Remove tight fitting clothing from your upper arm.
4. Pull the cuff onto your arm until it wraps securely over your upper arm.
5. Place your arm on a table the same height as your heart.

6. Press the power button to begin reading. The reading should take approximately one minute. Monica will announce once started and MiiCube will change its colour to red indicating measurement is taking place.

7. Keep still during this measurement time.

8. Once completed, Monica will announce it received the measurement and MiiCube will turn Green to confirm completion.

FINGERTIP PULSE OXIMETER

1. Open the clamp and insert a finger into the oximeter, then gently release the clamp.

2. Press the button to begin the measurement. The reading will only take a few seconds. Monica will announce once started.

3. Upon completion, Monica will announce it received the measurements and MiiCube will turn green to confirm completion.

SMART BRACELET

1. Ensure the smart bracelet is charged using its dedicated charging cable.
2. The bracelet can be worn on either wrist. Please ensure its securely attached and tighten on your wrist.
3. In order to switch the smart bracelet on, you just need to place your finger on the screen for 3 seconds.
4. When charging is needed, Monica will announce to the user that the battery level is low and requires charging. Charging is needed approx every 10 days..
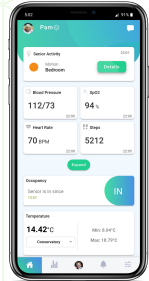
SOS function

There are few ways to trigger the SOS function through MiiCube:

1. Press and hold the top button on your MiiCube for 5 seconds.
2. Press the top button on your Miicube quickly and ask for help.
3. Shout "Monica help me!".

Set up the dashboard / mobile application

MiiCube is the central hub that aggregates data coming from all sensors around the house. All data collected, will be then shown on your mobile app.

Please download the MiiCare mobile application from the Apple App Store or Google Play Store. Just search for MiiCube and you will find the MiiCube application to download:

The following platforms can also be used to download the mobile application:

- Your welcome email will include guidance of your account details and credentials to access the system. Upon your first login, you will need to accept the End User License Agreement and will be asked to replace your temporary password with a permanent one.

- You can also access your account and setup your profile on the web application: www.miicube.info

- Please follow the instructions displayed on the app or website to log in to your account.

Set up MiiCube's WiFi connection

If you have previously provided us with your WiFi details, there is no need for you to set it up again. We have configured MiiCube to automatically connect to your WiFi network.
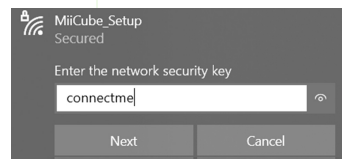
If you do need to set up MiiCube to connect to WiFi network, there are two ways to do it:

1. When MiiCube is "yellow," meaning it cannot currently reach the internet, you should press and hold the top button for about 5 seconds, and Monica will ask you if you want to reset her WiFi connection. Please say yes after the ding to confirm.

2. When MiiCube is "rainbow," meaning it is currently connected, but you would still like to change which WiFi network it connects to, simply press the top button once to summon Monica, and after the ding, please ask her to "change your network".

·   Once you have initiated the WiFi setup process, MiiCube will turn "blue" and reset. Monica will let you know she will be back in approximately two minutes to continue the setup process.

·   Please wait ~2 minutes.

·   When Monica is ready, she will introduce herself and prompt you to connect your mobile phone, tablet, or PC to a WiFi hotspot generated by MiiCube named "MiiCube_Setup."

WARNING: If the setup hotspot does not appear, please check on another device. Otherwise, now is the only time you are permitted to unplug or otherwise reset MiiCube without potentially corrupting critical network settings. MiiCube will restart "blue" and prompt you to connect to the "MiiCube_Setup" hotspot again.

·   **In your device's WiFi settings, please connect to:**

    o   Network (SSID):   MiiCube_Setup
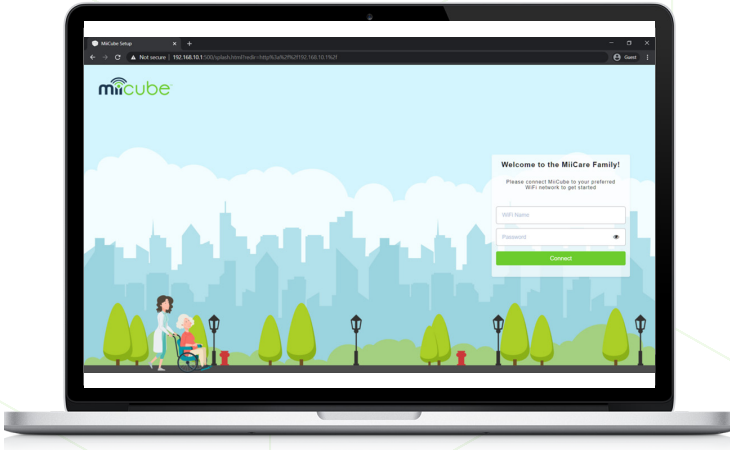
    o   Password: connectme

NOTE: This network does not have an internet connection and is only to set up MiiCube, so please make sure your device remains connected to it for the following steps and does not disconnect automatically. If you are disconnected, please try "forgetting" MiiCube_Setup network on your device and reconnect.

·   Once connected, an automatic setup page should open in your web browser or device WiFi settings asking you to "sign in."

Set up MiiCube's WiFi connection

NOTE: If your device does not automatically open the automatic setup page, please type **198.162.10.1** into the search bar of your web browser to open the page manually.

- The setup page reads "Welcome to the MiiCare Family!" Please enter the name and password of the WiFi network you would like MiiCube to connect to into the labeled boxes on this page. To show the password you typed and check if it is correct, click the eye icon to the right of the password box. Remember that passwords are case sensitive.

- When you have entered the correct network information, please press the green connect button to tell MiiCube to connect to this network.

- MiiCube will then turn "green" and Monica will thank you for entering your information. The hotspot will disconnect, and error 404 may appear. This is expected.

- Approximately two minutes later, MiiCube will reflect its new connection status.

NOTE: MiiCube may remain yellow for up to several minutes while it secures the connection to your new network. If it remains yellow for more than ten minutes, please unplug MiiCube and plug it back in to fully restart it. If it remains yellow after this, please start the setup process again.

Getting to know Monica

Monica is MiiCube's AI-based virtual assistant and acts as a companion to the user throughout the day.

Monica will interact with the user regularly, sharing some jokes and greeting during the day.

Monica will not make any sound during night time. However, Monica will still be there for you if you ask her something or in case of an emergency.

Examples of questions to ask Monica:

1. Monica, how is the weather today?
2. Hello Monica, what is the time?
3. Hi Monica, what is the latest news?
4. Can you please tell me a joke, Monica?

Or you can just ask "Monica, what can you do?", and Monica will list.

You can access the complete list here www.miicare.co.uk/support

Wake Monica by pressing MiiCube's top surface once. After the sound of the bell you will have 5 seconds to ask Monica your question.

ASKING MONICA FOR HELP

In case of an emergency, you may press the top SOS button for 5 seconds or simply ask Monica for Help "Monica, help me!". Monica will then verify with you if help is needed, and if so, Monica will contact the person you've selected when registering for the service. Monica will contact up to 3 individuals and if the first didn't answer nor confirmed that he accepted this call, Monica will automatically call the second emergency contact, and so on.

MIICUBE STATUS

Colour	Status
Yellow	No internet connection
Rainbow	All Ok
Red	Taking measurement/ SOS triggering
Green	Measurement complete/ SOS sent
Cyan	Monica interacting and talking
Blue	Hydration
Purple	Updating software

Technology

- MiiCube is able to collect data from the different sensors deployed around the house. To do this our devices make use of the following communication technologies: Bluetooth, Zigbee, WiFi and mobile connectivity (3G/4G).

- MiiCube makes use of a power supply and cable which is rated to function at 5 Volts DC, 3.0 Amps. Only the supplied power supply should be used with MiiCube.

- The different devices provided make use of the following batteries:

Hardware	Battery type	Qty/ device
Multi sensors	AA alkaline	2
Door sensors	CR2450 lithium	1
Thermometer	AAA alkaline	2
Oximeter	AAA alkaline	2
Blood pressure monitor	AA alkaline	4
Hydration/ pill box sensor	CR2032 lithium	1
Visitor token	CR2025 lithium	1

Safety

Failure to comply to safety instructions could result in fire, electric shock, personal injury, or damage.

- Do not place your MiiCube or its sensors in areas which are wet or in humid conditions and take care not to spill anything on the hardware.

- Do not expose your MiiCube to sunlight or ultraviolet rays for prolonged periods of time.

- Your MiiCube may get warm while it is on. Therefore, we recommend not to place your MiiCube on surfaces which may get damaged from heat.

- Do not expose any MiiCare accessories or MiiCube to flammable liquids, gases or other explosive materials.

- Your MiiCube uses and generates radio frequency (RF) and energy. If not used according to instructions these may interfere with other devices. Most modern equipment is designed to be shielded from RF, however if in doubt check with the manufacturer. Also consult with your physician or manufacturer if you are using personal medical devices such as pacemakers or hearing aids.

For more information on safety please visit www.miicare.co.uk/support

Compliance Statement

MiiCare hereby declares that all devices are in compliance with the essential requirements of the EU legislation.

MiiCare hereby declares that all devices are compliant with the European Union's Restriction of Use of Hazardous Substances in Electrical and Electronic Equipment (ROHS).

A copy of these certifications will be available on request.

EU Disposal Information

The WEEE symbol on the right indicates that the product and its hardware/batteries cannot be disposed of with normal household waste. Instead it must be taken to a designated point of collection for the recycling of waste electrical and electronic equipment.

To find out more please visit: https://www.hse.gov.uk/waste/waste-electrical.htm

FREQUENTLY ASKED QUESTIONS

1. **Can I call somebody to help with setting up MiiCube?**

   For support in setting up MiiCube you may refer to our user manuals, guiding videos and website to obtain support. If help is still needed, feel free to contact us on support@miicare.co.uk.

2. **How do I know that all my sensors are connected and recording information?**

   Each sensor that is set up, once it generates data it can be viewed on the web dashboard or mobile app. You just need to trigger it, and you will be able to view the data on the applications. If you don't recieve data from a specific sensor, go through our guides to troubleshoot the problem.

3. **How do I know that I have placed my sensors in the correct position?**

   If installed correctly, the sensors and devices will reflect the data properly on the mobile app or web dashboard. If you are not sure, please follow our user manuals and recorded tutorials on our website to guide you on the correct way to deploy the sensors.

4. **What do I do if there is damage to any of the accessories?**

   If the kit has arrived with a fault / damage, please take a picture and report to us immediately to: support@miicare.co.uk. We will work to resolve this as soon as possible.

5. **When I connect MiiCube to power, nothing happens. What shall I do?**

   Check there are no lights on the cube including underneath. If you see light underneath but not on top wait a couple of minutes for Miicube to start up. If still nothing, try unplugging and plugging back in. If still nothing happens, please check that power socket is working as expected (trying to connect a different device to check that its indeed ok).

6. **What if my MiiCube does not connect to the internet automatically?**

    If this is the case, MiiCube is likely to be yellow. You will need to reset the WiFi connectivity of MiiCube. Press and hold the top button while it is yellow for 5 seconds, and Monica will automatically guide you on how to connect it to your WiFi network. Please visit www.miicare.co.uk/support.

7. **I press the top button for 3 seconds, Monica tells me she is getting help, but it doesn't dial to anyone.**

    Other than Monica saying she is getting help you wouldn't hear it ringing. The call will go out automatically to the emergency numbers. You might also want to make sure that you have provided the emergency contact numbers during the account setup, so that Monica would know who to contact.

8. **Monica hasn't talked to me in a while. What do I do?**

    Monica only talks when the Smart bracelet is within range. Check that the Smart bracelet is charged and that it is on.

9. **The rainbow light on the top of the cube has stopped going round. What do I do?**

    Miicube has most likely frozen. Unplug and plug back in to allow MiiCube to restart. If this continues and Monica doesn't respond, please contact us.

For more frequently asked questions please visit: www.miicare.co.uk/support

Contact us:

For more information on MiiCube and how it works please visit https://www.miicare.co.uk/

For troubleshooting and to see frequently asked questions please visit www.miicare.co.uk/support

In order to contact MiiCare directly, you may send an email to support@miicare.co.uk