ABBY User Guide
Model AAT 570.01

ABBY
MEANINGFUL ENGAGEMENT

ABBY is an activity platform designed to provide persons living with dementia, opportunities to engage in meaningful activity. Utilizing person centred care principles, ABBY triggers memory activation through appropriate cueing and motion.

ABBY IS CLINICALLY RESEARCHED* AND PROVEN TO:

▶ Manage responsive behaviors.

▶ Encourage engagement.

▶ Reinforce familiarity and personal identity.

▶ Promote physical activity.

▶ Enhance confidence and promote independence.

▶ Mitigate care-staff strain.

*The Impact of ABBY on people living with dementia in long-term care - University of Toronto Research Evauation (2018) Journeys to Engagement.

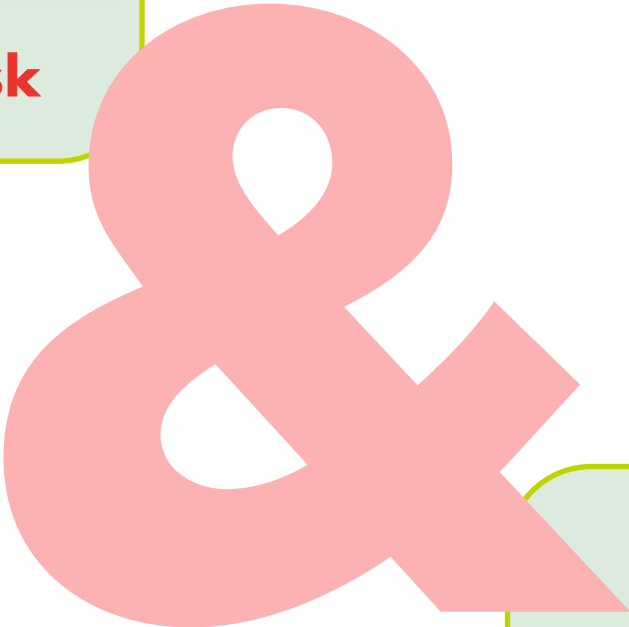ABBY IS AVAILABLE TO RESIDENTS 24-7, WITHOUT NEED FOR CARE-STAFF FACILITATION.

ABBY PROVIDES CARE-STAFF OPPORTUNITY TO INTERACT POSITIVELY WITH ELDERS IN CARE.

ABBY PROVIDES OPPORTUNITY FOR FAMILY TO REMOTELY SUPPORT THEIR ELDER IN CARE.

ABBY ENHANCES FAMILY VISITATIONS.
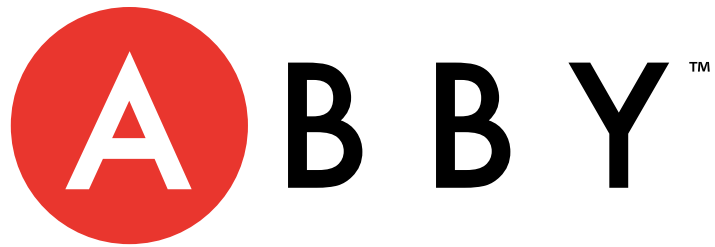
ABBY™

ABBY Kiosk

The Interactive Kiosk that Elders in care interact with.

&

Ambient Access

The administrative website used by facility care-staff to manage platform features, and by family to provide media content for their elder in care to access on ABBY kiosk.

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Glossary of Terms

Resident
Elder in care who interacts with ABBY Kiosk

ABBY Kiosk
Interactive Kiosk Residents engage with.

Media Content
Pictures, video, audio/songs supplied by Care-staff and Family, for Residents to engage with on ABBY Kiosk.

Ambient Access
Administrative website used by Facility Care-Staff to manage ABBY platform features, and by Family Members to upload media content for their Elder in Care to access on ABBY kiosk.

Kiosk Manager
Facility care-staff staff member assigned with managing ABBY platform features on an assigned ABBY Kiosk. The Kiosk Manager manages platform features on Ambient Access. Typically, the Kiosk Manager is the facility RecT or Activities co-ordinator.

Domain (Facility) Manager
An organization may have multiple facilities, or a facility may have multiple ABBY Kiosks. The Domain Manager oversees all devices assigned to the organization and/or facility. The Domain Manager has all privileges, and is able to perform all tasks of Kiosk Manager.

Family Facilitator
Family Member or members who contribute media content to their Resident.

Community Mode Playlists
A selection of community-type media all Residents access when interacting on ABBY Kiosk.

Resident Mode Playlists
A selection of personal media uploaded by Family that a Resident will access when interacting on ABBY kiosk. Residents require a Resident ID Beacon to access their personal profile on ABBY Kiosk.

Resident ID Beacon
An identification beacon worn by a Resident to access their personal profile on ABBY Kiosk.

ABBY Kiosk
Model AAT 570.01

ABBY Kiosk

ABBY Kiosk is self-contained and does not require access to remote content to function. Everything for the Kiosk to be functional is installed locally. ABBY software application runs on Windows OS. ABBY Kiosk requires access to 110v power and a reliable internet connection.

ABBY Kiosk activity features are designed to look nostalgic and familiar. Media content is played when a Resident interacts with an activity feature. Each feature requires a Resident to interact for media to be played. The more familiar the media content, the better the engagement. Care-staff and Family Members manage platform features and media content on the administrative website - Ambient Access.

There are two media content modes avalible on ABBY Kiosk.

COMMUNITY MODE

A selection of community-type media that everyone accesses. Media playlists specific to each activity feature are managed by the Kiosk Manager. ABBY Kiosk comes with factory installed Community Mode Playlists.

RESIDENT/ PERSONAL CONTENT MODE

A selection of familiar media supplied by Family that Residents engage with on ABBY Kiosk.

Using Ambient Access, the Kiosk Manager will create a profile for a Resident, then assign Family Members who wish to contribute media to their Resident's profile.

Once onboarded to Ambient Access, Family Members upload and manage media content for their Resident to access on ABBY Kiosk. Residents require a Resident ID Beacon to access their personal profile on ABBY Kiosk.

ABBY Kiosk operates in Community Mode until a Resident ID Beacon is detected. When ABBY Kiosk detects a beacon, ABBY will play the identified Resident's personal playlist. When the Resident leaves the vicinity, ABBY will revert to the Community Mode Playlist.

INTERNET REQUIREMENTS

ABBY Kiosk features are managed on Ambient Access. ABBY Kiosk can connect to internet via LAN or WIFI, however public WIFI will not provide an adequate internet connection able to facilitate a functional experience.

An internet connection is required for remote support. Remote support includes feature updates, diagnostics and troubleshooting. ABBY application is configured to receive and install system and security updates automatically when connected to the internet. We cannot provide product support without an internet connection.

If not available, a strategy to obtain reliable internet should be discussed with the facility IT resource.

Image 1

Internet Connection → ← **Power Outlet**

Cord Cover →

80cm
31-1/2"

Pet the Cat

Turn the Wheel

Radio   TV

Pictures

Press the button

110cm
43-1/4"

31.5cm
12-1/2"

11.5cm
4-1/2"

20cm
8"

70cm
27-1/2"

Image 2

Placement in the Facility

We can help a Resident feel engaged with their environment by providing opportunities for spontaneous engagement and socialization. In this context, ABBY Kiosk is ideally mounted to a wall in a common area, large enough to accommodate social interactions and visitations, and easily observable by staff. The intent is to condition Residents to become familiar with ABBY in the environment, and accessible without need for care-staff facilitation.

ABBY is not to be placed in an area or manner as to expose Residents to unnecessary risks such as being positioned too close to stairs or exit/ entrance doors.

Availability to power and internet also are factors to consider.

▶ Ideally, 110v power and internet cabling if using ethernet connection, is best provided from above the Kiosk and out of reach from Residents. Image 1

▶ A power outlet energized by a wall switch in the general vicinity helps care-staff manage ABBY Kiosk in the environment.

POWER

▶ Volts............110

▶ Frequency....60

▶ Amps..........3

▶ Phase..........single

WEIGHT

▶ ABBY Kiosk...................71.5lbs (32.4kgs)

▶ Wall Mount frame..........14lbs (6.3kgs)

▶ Combined weight..........85.5lbs (38.7kgs)

Hardware is supplied for mounting onto hollow wall/ gypsum board, and solid wood backing wall-types. Hardware is not supplied for concrete, cinderblock, or other types of irregular wall construction types. Please contact support@ambientactivity.com for installation to irregular wall-types.

An offset wall-mount frame is secured to the wall first. The ABBY Kiosk is fastened to the wall-mount frame, allowing the Kiosk to sit 4.5" (11.5cm) proud from the wall, and over handrails. Depending on height placement of handrails, the bottom of the ABBY Kiosk front panel should be positioned 27.5" (70cm) from floor height, placing ABBY at a height accessible to most Residents, ambulatory or in wheelchair. Image 2 Even if no handrail, we recommend the offset wall-mount frame be attached to the wall first, so the ABBY Kiosk sits proud from the wall to allow for wheelchair access.
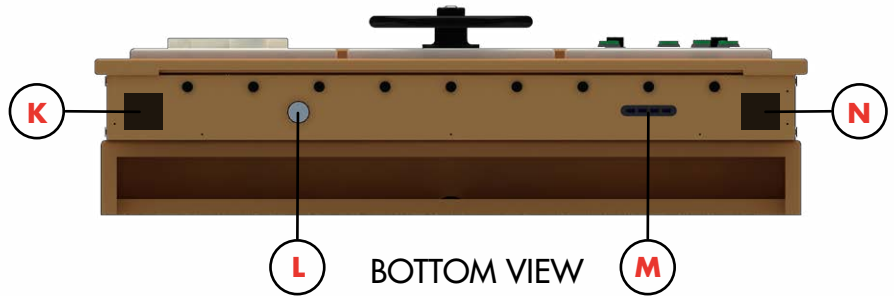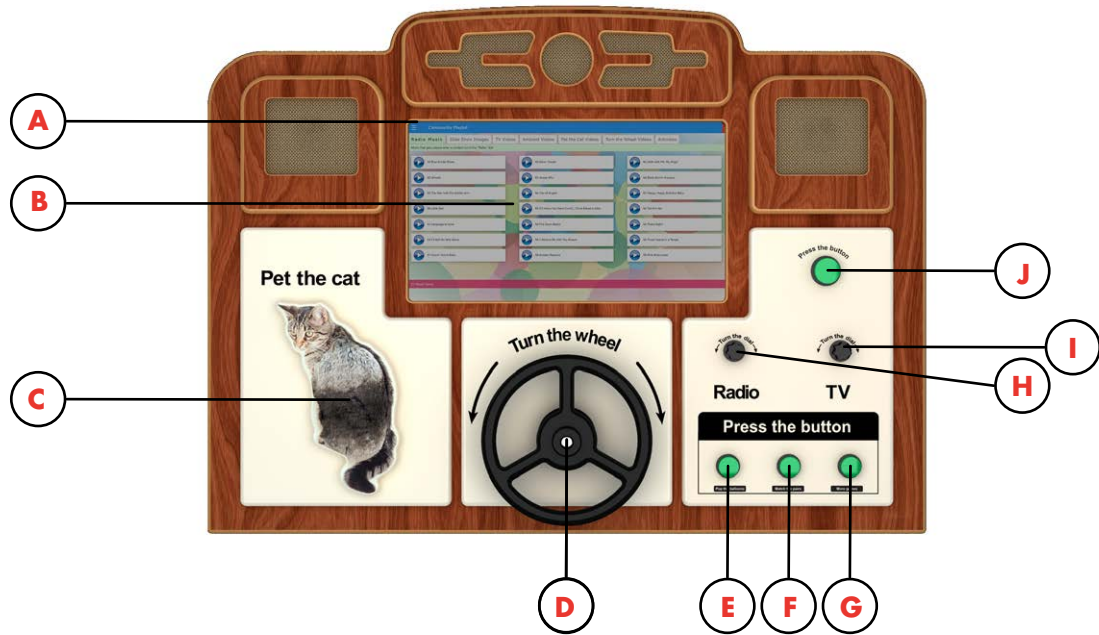
A Touchscreen Monitor

B Ambient Playlist

C Pet The Cat

D Turn The Wheel

E Pop The Balloons

F Match The Pairs

G More Games

H Turn The Radio Dial

I Turn The TV Dial

J Push the Button

K Care-Staff Admin Menu Sensor

L On/Off Soft Reboot

M USB Ports

N Volume Control Sensor

O Product Label

Activity Features

A Touchscreen Monitor

B Ambient Playlist

When ABBY Kiosk is not in use, an Ambient Playlist will scroll on the monitor. Ambient Playlist prompt Residents to interact. Video prompts are one minute long and continue scrolling until a Resident engages with an activity feature. ABBY Kiosk comes with Factory installed Ambient Playlist. Ambient Playlist content is managed by the Kiosk Manager. *See Ambient Access – community profiles.*

C Pet the Cat – nurturing video

Pet the Cat to initiate video files displayed on the monitor. Content displayed is intended to evoke a nurturing response. Typical content includes cats, dogs, babies, etc. Feature returns to Ambient Playlist after one video or continues to next video as long as cat is petted.

D Turn the Wheel – driving video

Turn the wheel to initiate video files displayed on the monitor. Content displayed is selections of two-to-five-minute driving scenes intended to simulate a driving experience. Feature returns to Ambient Playlist once driving video completes or continues to next video as long as wheel is being turned.

E Pop the Balloons – touchscreen game

Touch the screen to Pop the Balloons. Game continues as long as there is engagement. Game returns to Ambient Playlist after one minute of non-engagement.

F Match the Pairs – touchscreen game

Touch the similar object on right hand side of screen to match the pairs. Game starts simple and progresses to more difficult as Resident continues to select correct answer. Game reverts to simple when Resident does not select correct answer. Game returns to Ambient Playlist after one minute of non-engagement.

G More Games - Alternate games on touchscreen monitor. Care-staff can select alternate games from Kiosk Admin Menu.

H Turn the Radio Dial – audio

Turn the Radio Dial to activate audio files. One audio file played at a time. Feature returns to Ambient Playlist until dial turned again.

I Turn the TV Dial – video

Turn the TV dial to activate video file. One video file played at a time. Feature returns to Ambient Playlist until dial turned again.

J Push the Button – image/music slide show

Push the button to initiate picture slide show with music. Images display for one song. Feature returns to Ambient Playlist until button is pushed again.

ABBY™
MEANINGFUL ENGAGEMENT

K Care-Staff Admin Menu

Care-staff can review media content selected for each activity feature in Community and Resident modes. Care-staff can select alternate games to be played on the touch-screen monitor. Access to Care-Staff Admin Menu is designed to be discreet. *Note: Care-staff cannot manage media content at this menu. Kiosk Managers manage media content on Ambient Access.*

To display Care-Staff Admin Menu on monitor, touch non-labelled touch sensor located at the bottom left of the frame (Image 1)

Touch Sensor Area for Admin Menu

Image 1

▶ The Admin Menu will appear on the monitor. (Image 2)

▶ Select 'ACTIVITIES' tab to access alternate games to be played on the touch-screen monitor.

▶ Close/exit Admin menu and return to Ambient Playlist Screen, touch exit-screen icon located top right-hand of screen on monitor. (Image 2)

L On/Off - Soft Reboot button.

To turn off computer, press On/Off button until button light no longer illuminates and 'NO SIGNAL' or NO DEVICE DEDECTED' prompt appears on screen. To turn computer on, press On/Off button. Button light will illuminate.
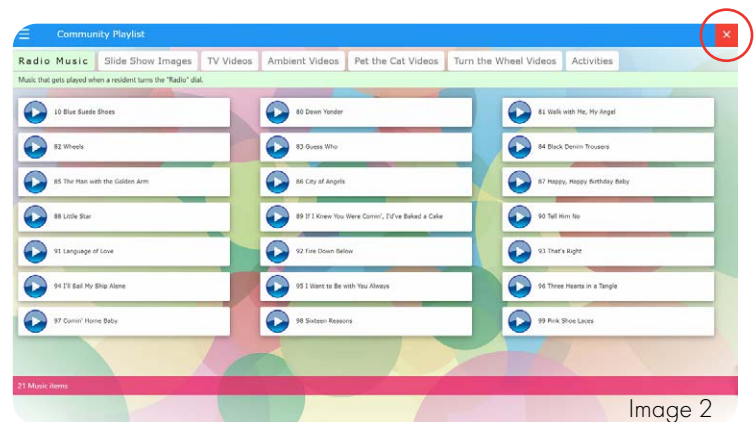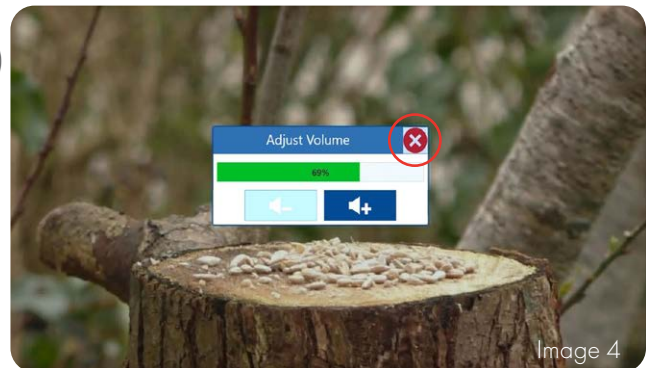
M USB Ports

USB ports for keyboard connection.

Image 2

N Volume Control

Access to volume control is designed to be discreet. Volume Control screen is displayed on monitor by touching non-labelled touch sensor located at the bottom right of the frame (Image 3)

Touch Sensor Area for Volume Control

Image 3

▶ To adjust volume

    ▶ Touch the bottom right-hand portion of the frame. (Image 3)

    ▶ An Adjust Volume control dialogue box will appear on the touch-screen monitor. (Image 4)

    ▶ Adjust volume as desired by pressing – (quieter) or + (louder).

    ▶ Close dialogue box by pressing X located top right-hand side of dialogue box.

Image 4

O Product Label

ABBY kiosk model number, Kiosk unit number (serial number), electrical certification stamp, and company contact information.

![ABBY - MEANINGFUL ENGAGEMENT]

Connect ABBY Kiosk to Wifi

USB Ports

▶ Plug USB Keyboard into USB Port located bottom of Kiosk frame (Image 5)

▶ On keyboard, press [Win] + [D] at same time
to access desktop on touch-screen monitor.

▶ On touch screen, Open (select) 'Network and Internet Settings' in taskbar.

▶ Select network to connect to. Enter network security password.
Ensure to select 'connect automatically'. (Image 6)

▶ Close Network and Internet settings. ABBY application will resume.

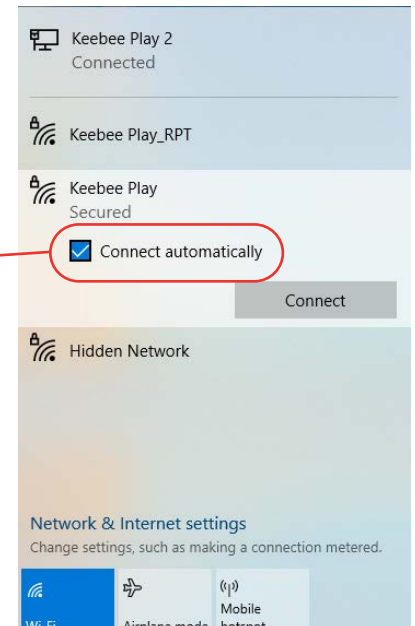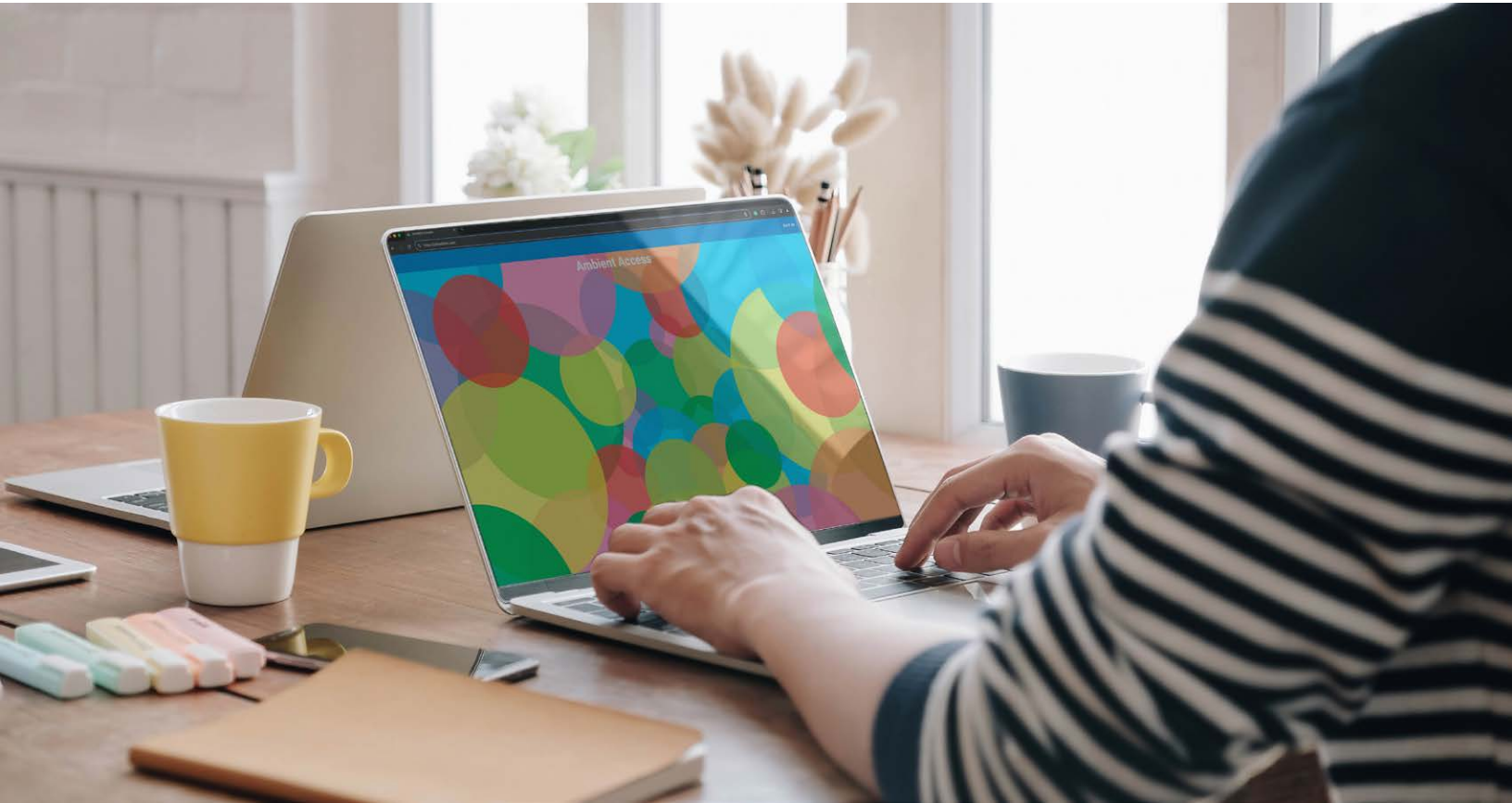Keebee Play 2
Connected

Keebee Play_RPT

Keebee Play
Secured
☑ Connect automatically
Connect

Hidden Network

Network & Internet settings
Change settings, such as making a connection metered.

Wi-Fi   Airplane mode   Mobile hotspot

Ambient Access

Ambient Access

OVERVIEW

Care-staff and Family Members manage platform features and media content on Ambient Access, an Administrative Website used to manage ABBY Kiosk features.

INTERNET

ABBY Kiosk can connect to internet via LAN or WIFI, however public WIFI will not provide an adequate internet connection able to facilitate a functional experience. If not available, a strategy to obtain reliable internet should be discussed with the facility IT resource.

KIOSK MANAGER

Facility care-staff staff assigned with managing ABBY platform features on an assigned ABBY Kiosk. Typically, the Kiosk Manager is a facility RecT or Activities co-ordinator.

On Ambient Access, the Kiosk Manager will:

▸ Create and manage Community Playlists.

▸ Create Resident profiles.

▸ Invite and assign Family Members to their Resident.

▸ An ABBY Kiosk may have one or multiple Kiosk Managers.

DOMAIN (FACILITY) MANAGER

An organization may have multiple facilities, or a facility may have multiple ABBY Kiosks.

On Ambient Access, the Domain Manager will:

▸ Oversee all devices assigned to the organization and/or facility.

▸ Create and delete Kiosk Manager users for each ABBY Kiosk within the domain.

▸ Has all privileges, and able to perform all tasks of Kiosk Manager.

▸ An organization may have one or multiple Domain Managers.

FAMILY FACILITATOR

Family Member wishing to contribute media content for their Resident to engage with on ABBY Kiosk. Family Facilitator has their own portal on Ambient Access, and connected only to their assigned Resident.

▶ Kiosk Manager onboards and assigns Family Facilitator to their Resident.

▶ A Resident may have one or multiple Family Facilitators.

▶ A Domain or Kiosk Manager may act as a Family Facilitator to a Resident if need be.

COMMUNITY MODE PLAYLISTS

A selection of community-type media everyone accesses when interacting on ABBY Kiosk. Media content specific to each activity feature is managed by the Kiosk Manager.

ABBY Kiosk comes with Factory installed Community Playlists. As soon as possible, upload media familiar and specific to your community.

RESIDENT/ PERSONAL MODE PLAYLISTS

A selection of familiar media content supplied by Family that Residents engage with on ABBY Kiosk.

On Ambient Access, Family Facilitators upload and manage media content for their Resident. Residents require a Resident ID Beacon to access their personal profile on ABBY Kiosk.

RESIDENT ID BEACON

A blue-tooth radio beacon worn by a Resident to identify the Resident interacting on ABBY kiosk. Kiosk Manager configures an ID Beacon for a Resident when creating a Resident profile.

ABBY Kiosk operates in Community Mode until a Resident ID Beacon is detected. When ABBY Kiosk detects a beacon, ABBY will play the identified Resident's Personal Mode Playlist. When the Resident leaves the vicinity, ABBY will revert to community mode playlist. *See – Resident Profiles*

Register on Ambient Access

Domain Manager
Domain Manager users are created by AMBIENT ACTIVITY.

1. Email the email address you wish to register and use on Ambient Access to support@ambientactivity.com.

2. You will receive an email invitation from register@ambientactivity.com. Check your spam/junk folder if you do not see it in your in-box.

3. Create and submit your secure 8-character password to complete registration. Your email/password combination will be the credentials you require to log-on to Ambient Access.

Kiosk Manager
Kiosk Manager users are created by Domain Managers.

1. Provide your Domain Manager the email address you wish to register and use on Ambient Access.

2. You will receive an email invitation from register@ambientactivity.com. Check your spam/junk folder if you do not see it in your in-box.

3. Create and submit your secure 8-character password to complete registration. Your email/password combination will be the credentials you require to log-on to Ambient Access.

Family Facilitator
Family Facilitator users are created by Kiosk or Domain Managers.

1. Provide the Manager of ABBY in your facility the email address you wish to register and use on Ambient Access.

2. You will receive an email invitation from register@ambientactivity.com. Check your spam/junk folder if you do not see it in your in-box.

3. Create and submit your secure 8-character password to complete registration. Your email/password combination will be the credentials you require to log-on Ambient Access.

* The user has five days to complete registration before 'invitation to register' becomes inactive. Should 'registration to register' become inactive, contact the person sending the invitation to resend.

HOW TO LOG-ON

Once you have completed registration, go to www.aatadmin.com, and sign using your email/password credentials. Alternatively, go to www.ambientactivity.com, click on the AMBIENT ACCESS link located in the menu bar on the home page, and sign in using your email/password credentials.

AMBIENT ACCESS FOR MANAGERS – TUTORIAL.

To schedule a 15-minute Ambient Access tutorial for ABBY Managers, contact us:

1.800.563.7740 or support@ambientactivity.com

RESIDENT PROFILES

Residents may benefit from engaging with personal media on ABBY kiosk. The more specific and richer the media, such as family photos or video, favourite TV shows or songs, the better ABBY can support an individual's identity, trigger a memory, reinforce familiarity, and intergenerational connections. Sharing a stored memory can facilitate a more meaningful visit when a Family Member visits a Resident.

A Resident Profile includes;

▸ a Resident ID Beacon

▸ a profile on Ambient Access.

A Resident profile is created by the Kiosk Manager. The Kiosk manager configures an ID beacon for the Resident. The Kiosk Manager connects Family Members to their Resident profile so that Family Members can contribute media content for their Resident to engage with on ABBY Kiosk.

An ID Beacon emits a Bluetooth radio signal that identifies the Resident, providing the means for the Resident to independently access their personal profile on ABBY kiosk.

The ABBY Kiosk always functions community mode until ABBY Kiosk detects an ID Beacon, roughly within four feet. When an identified Resident interacts with one of the activity features, ABBY will play that Resident's personal profile stored locally. If ABBY Kiosk detects two ID Beacons in the vicinity, ABBY Kiosk will access and play the media content of the Resident closest to ABBY Kiosk. When the Resident leaves the vicinity, ABBY Kiosk reverts to community mode.

Beacons are worn by a Resident or attached to an appliance such as wheelchair or walker. Not all residents will wear an ID Beacon in the same manner, and a strategy for wearing and ID Beacon will be required.

Beacons requires a single CR2032 button coin cell battery. Battery life is typically three months. Eenergizer batteries tend to last longer than Duracell. Dollar store batteries are a waste of money. ID beacons are not waterproof, do get lost, and can be easily replaced. Kiosk Managers can transfer an ID beacon to another Resident on Ambient Access.

Resident Profiles are not for everyone. Community Mode will provide meaningful activation for many Residents. One trial Resident Profile (trial beacon and profile on Ambient Access) is included with each ABBY kiosk for the Facility to experience.

Additional Resident Profiles (Resident ID Becon + Profile on Ambient Access) are purchased individually or in a package of five.

Selecting Media Content

COMMUNITY MODE

Upload media recognizable and meaningful to your Resident community.

Example: If your facility is in a rural/farming community, create playlists of farm fields, tractors, animals found in your area.

Engage your community to obtain community content!

▶ Enlist volunteers to obtain, update and manage community content.

▶ Local museums and libraries will have appropriate media content and can provide resources.

▶ Photography clubs, Community College and High School are great resources
  for creating and obtaining community media content.

RESIDENT MODE.

Most deep-seated memories are from when we experience important things for the first time – typically in our teens or 20's. Pictures of family and friends, places, and experiences from ages 15-25 work well as memory triggers. More recent pictures of people, places, and experiences that a resident no longer has memory access to, will not be as effective as memory triggers.

▶ What was their favourite music, movie, actor, actress?

▶ What was their favourite animal? Favourite pets?

▶ What did they like to do when they were younger? What were their hobbies? Favorite sport?

▶ What was their occupation?

▶ What travel experiences did they have when in their youth?

Images - Slide show, static pictures an images
File types - jpg, png, pdf, docx, xlsx. Images should be of good quality with minimum image resolution of 1920px by 1080px.

Audio files – Radio music
File types – Mp3. Songs should be short, clean and crisp. Avoid live concerts. Audio in the videos should be stereo (two speakers), not mono (one speaker).Video - TV shows, Driving and Ambient screen.

Video - TV shows, Driving feature and Ambient screen.
File types – Mp4. Videos should not be blurry or too dark, etc. Ideally, videos should be 'HD quality', or 'Standard Definition' at minimum. Video resolution of 480px in height at least, as video on the ABBY system is scaled to full size HD (1080px high) and does not look sharp if original resolution is less than 480px.

Packaging and Shipping

ABBY Kiosk is packaged and shipped in two separate boxes. Both boxes are strapped to a palletized crate and shipped via common carrier. The palletized crate is typically received at the facilities' receiving/loading dock area and offloaded from the delivery truck by pallet-jack. If your facility does not have loading dock or pallet-jack capabilities, delivery trucks with 'lift-gate' capability will be required. Please contact support@ambientactivity.com for shipping logistics support.

ABBY Box size and weight

▸ 47.5" wide x 36" high by 12" deep. Box weight 74lbs (120.5cm wide x 91.5cm high x 30.5cm deep. Box weight 33.6kg)

ABBY palletized crate (includes both ABBY Kiosk box and offset wall-mount frame box)

▸ 48" wide x 40" high x 32" deep. Crate weights 126lbs (122cm wide x 101.5cm high x 81cm deep. Crate weight 57kg)

Disinfecting and Cleaning

Cleaning and disinfecting ABBY Kiosk should be regular, as required by frequency of use, and included in the facility's cleaning routine.

ABBY is designed to be easily cleaned and disinfected. Surfaces are seamless. There are no accessible small pieces or loose parts. ABBY Kiosk coating is an industrial two component urethane able to withstand constant cleaning of disinfectant solutions used in healthcare environments. ABBY Kiosk coating contains the antimicrobial treatment Isothiazolinone (2-N-Octyl-4-isothiazolin-3-one), an antibacterial/ antifungal additive that reduces the spread of microbial organisms that live on the surface of products.

Disinfectant solutions used in health-care facilities are either a quaternary ammonium compound (Quat), or hydrogen peroxide based and can be used to disinfect ABBY Kiosk surfaces. These solutions are either concentrates that require dilution, or ready to use.

Suitable disinfectant cleaning solutions tested on ABBY Kiosk surfaces include;

- Clorox HP disinfecting wipes
- Virox HP disinfecting wipes
- AIRX44 disinfecting cleaning solution
- Oxivir Plus cleaning solution
- Perdium cleaning solution

A solution of 7-parts water to 1-part bleach solution may also be used to disinfect product surfaces.

- Do not use a 100% bleach solution directly from the container to wash or disinfect.
- Do not use abrasive cleaners.
- Do not use boiling water or steam.

PET THE CAT

- Pet the Cat activity is made from 'Faux Fur,' produced from various blends of non-organic materials, primarily acrylic and modacrylic polymers. Modacrylics polymers are soft, strong, resilient, and dimensionally stable. They have outstanding resistance to chemicals and solvents, are nonallergenic, are flame retardant and do not combust.

- As a non-organic material, faux fur does not provide a medium for microbial growth and migration. Cleaning and disinfecting of faux fur should be part of a normal and on-going cleaning routine, accomplished by applying (wetting) a clean cotton rag with the same disinfectant cleaning solution used on other parts of ABBY Kiosk.

Remote System Support

Included in the purchase of ABBY is two-year system and application remote support. Internet connection is required to provide remote support. We cannot provide remote support if ABBY Kiosk is not connected to internet.

Remote support includes diagnostic and troubleshooting, system function and feature updates. Internet connectivity allows us to maintain, update and keep ABBY software application secure. ABBY application is configured to receive and install system and security updates automatically when connected to the internet. We use TeamViewer, a remote desktop access application, widely known, secure and well respected in the IT industry for remote control, maintenance, and support.

Remote system support is available at cost after expired period.

Warranty

Included in the purchase of ABBY is two-year from installation warranty on product hardware and firmware components. This includes;

- ▶ Mini PC

- ▶ Touch-screen monitor

- ▶ Controllers and switches

- ▶ Activity Interfaces (Pet the cat, Steering wheel, Buttons, and Knobs).

Product warranty is limited to the replacement of component(s) that malfunction or shown to be defective in workmanship and material(s) in warranty time. Product warranty does not cover damage such as scratching, gouging or chips to surfaces caused by sharp objects, improper handling, or installation. Product warranty does not cover damage caused by abuse, misuse, or acts of vandalism. Replacement components are available at cost after expired warranty period.

Safety Testing

ABBY Kiosk conforms to the product safety regulations applied to children's products ages two to twelve. These include regulations for head and neck entrapments, finger entrapments, tip over and balance issues, torque and tension issues, small parts, sharp points, edges, and protrusions, as well as toxicity (heavy metals) and flammability concerns.

Support

LEADERS IN **AMBIENT INTERACTIVES** FOR ELDER CARE

AMBIENT
ACTIVITY

ENHANCING QUALITY OF LIFE IN CARE

ambientactivity.com

Dedicated to the development of AMBIENT ACTIVITY, care supports to enhance quality of life, embedded in the care environment, self-accessed by Elders in care to reduce care-staff strain.