



# ABBY User Guide

## Model AAT 570.03

ABBY is an innovative technology platform, clinically proven to manage responsive behaviors in people living with dementia.

Based on person-centred care principles, ABBY augments the care environment by providing ambient activity experiences that are easy to access, understand and use.

ABBY is available to Residents 24-7, without need for care-staff facilitation.

ABBY provides care-staff opportunities to interact positively with Residents.

ABBY enhances Family visitations.

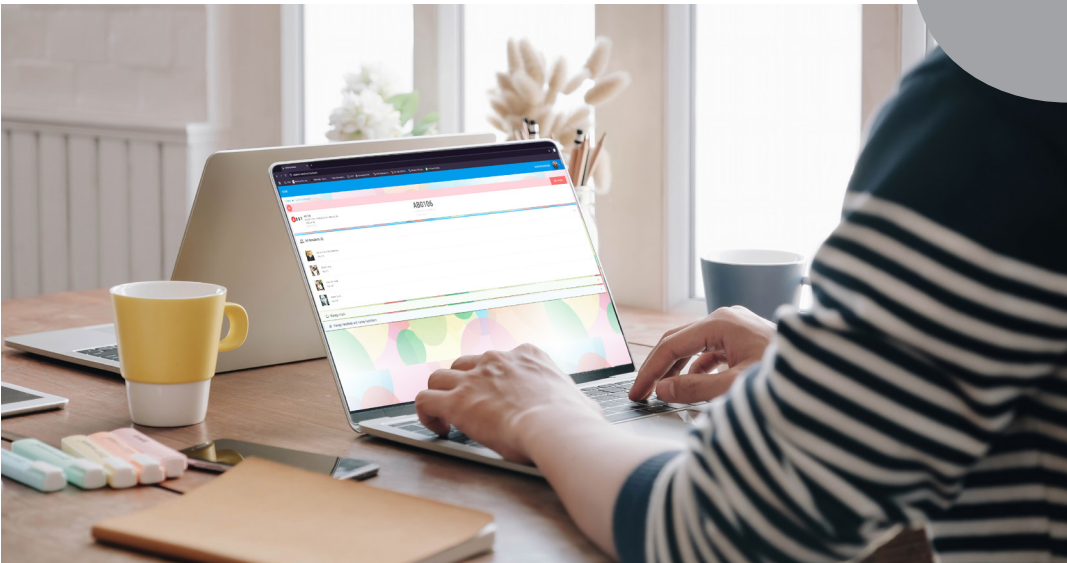
ABBY provides opportunities for Family to remotely support their Elder in care.

# ABBY is...



## ABBY Kiosk

The activity Kiosk Residents interact with.



## AMBIENT ACCESS Admin

The web administration portal where ABBY managers, manage platform features.



# Index

Glossary .....	4
Platform Overview .....	5
Internet Requirements.....	6
Connect Kiosk to Internet .....	6
Kiosk Activity Features .....	8
Disinfecting and Cleaning .....	11
<b>AMBIENT ACCESS Admin</b> .....	12
Platform user-roles .....	13
Register on AMBIENT ACCESS Admin .....	14
Resident Profiles .....	15
Selecting and obtaining media content .....	16
Warranty .....	17
Support.....	17
Contact Us .....	17

# Glossary

<b>Resident</b>	The Elder in care who interacts with ABBY Kiosk.
<b>ABBY Kiosk</b>	The Activity Kiosk that Residents engage with.
<b>AMBIENT ACCESS Admin</b>	<a href="http://WWW.AATADMIN.COM">WWW.AATADMIN.COM</a> The administrative website used by Care-Staff to manage ABBY platform features.
<b>Kiosk Manager</b>	Facility care-staff assigned with managing ABBY platform features on an assigned ABBY Kiosk. Typically, the Kiosk Manager is the facility RecT or Activities coordinator.
<b>Domain (Facility) Manager</b>	An organization may have multiple facilities, or one 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 can perform all tasks of Kiosk Manager.
<b>Media Content</b>	Pictures, video, audio/songs supplied by Care-staff and Family, for Residents to engage with on ABBY Kiosk.
<b>Family Facilitator</b>	Family Member(s) and friends who contribute media content to their Resident on AMBIENT ACCESS Admin.
<b>Community Mode</b>	The Kiosk default mode of operation. ABBY Kiosk is always in Community Mode until it detects a Resident's ID Beacon.
<b>Community Playlists</b>	A selection of community-type media content that all Residents access when interacting on ABBY Kiosk. Community Playlists are managed on AMBIENT ACCESS Admin by the Kiosk Manager.
<b>Resident Mode</b>	A media content profile specific to a Resident.
<b>Resident ID Beacon</b>	An identification beacon worn by a Resident to access their personal profile on ABBY Kiosk.
<b>Resident Playlists</b>	A selection of personal media uploaded by Family, specific to a Resident.

# Platform Overview

ABBY application runs on Windows OS, installed locally. The Kiosk does not require access to remote content to function. There are no license fees or ongoing subscription costs for ABBY Kiosk application. The application is configured to receive and install system and security updates automatically, when connected to internet.

ABBY is purposefully designed to look nostalgic to engage the implicit memory system. ABBY's era-specific features help guide a Resident to re-live memories. Activities such as petting the cat or turning the radio or TV dials, 'plays' familiar media. A song, or an image of a familiar place or time meaningful to a Resident can be a memory trigger. Each feature requires a Resident to interact for media to be played. When absorbed in these memories, Residents are engaged and calmed. The more familiar the media content, the more impactful the engagement. Kiosk Managers manage media content on AMBIENT ACCESS Admin.

## ABBY operates in two modes

### COMMUNITY MODE

Community Mode is the default mode of operation. Everyone who interacts with the Kiosk will have access to community mode media. The Kiosk Manager uploads media familiar to the Resident population on AMBIENT ACCESS Admin. The Kiosk comes preloaded with a basic selection of community media content.

### RESIDENT MODE

ABBY's ability to trigger a memory is enhanced when a Resident can access their own meaningful memories. Family members can provide media for their Elder in care. Media content can include pictures and video of loved ones, past places, and fond experiences, as well as audio of favorite songs or soothing voices in a mother tongue. The richer the media content, the better ABBY can support an individual's identity. *See Resident Profiles*

# Internet Requirements

## INTERNET REQUIREMENTS

Although ABBY Kiosk can function independently without internet, a reliable internet connection with good download speeds is required to enable ABBY platform features, and to provide remote support.

**Without a reliable internet connection, we cannot provide remote support.**

ABBY Kiosk regularly syncs down information managed on AMBIENT ACCESS Admin web portal. This functionality will not be available without reliable internet.

Internet connectivity allows for feature and security updates for both ABBY software and the operating system, diagnostics, and service-support. Providing automatic updates and remote support is not possible without reliable internet.

ABBY Kiosk can connect to internet via a LAN or WIFI network. Ethernet cable is the preferred means to connect to internet. A WIFI network can be used but PUBLIC or GUEST WIFI will not provide a reliable internet connection and should be avoided. If reliable internet is not available, a strategy to obtain should be discussed with the facility IT resource.

## Connect to an internet network

### CONNECT TO A LAN NETWORK.

When connecting to internet using the Local Area Network, internet connection should be immediate once ABBY Kiosk is plugged into power and turned on, and ethernet cable plugged into network port. In some cases, a LAN will have a firewall that will prevent ABBY Kiosk from connecting to internet. In this case, the facility IT resource will be required to allow to access. Contact [support@ambientactivity.com](mailto:support@ambientactivity.com) for further assistance.

## CONNECT TO A WIFI NETWORK



- Plug USB Keyboard into USB Port located at bottom of Kiosk frame

- On keyboard, press  key to access desktop on monitor

- Disregard Start Menu in centre of screen, scroll to bottom right/hand of screen, select and right click on NETWORK icon.

- Select NETWORK and INTERNET settings.

- Select WIFI. Ensure WIFI option is enabled (slider in ON position)

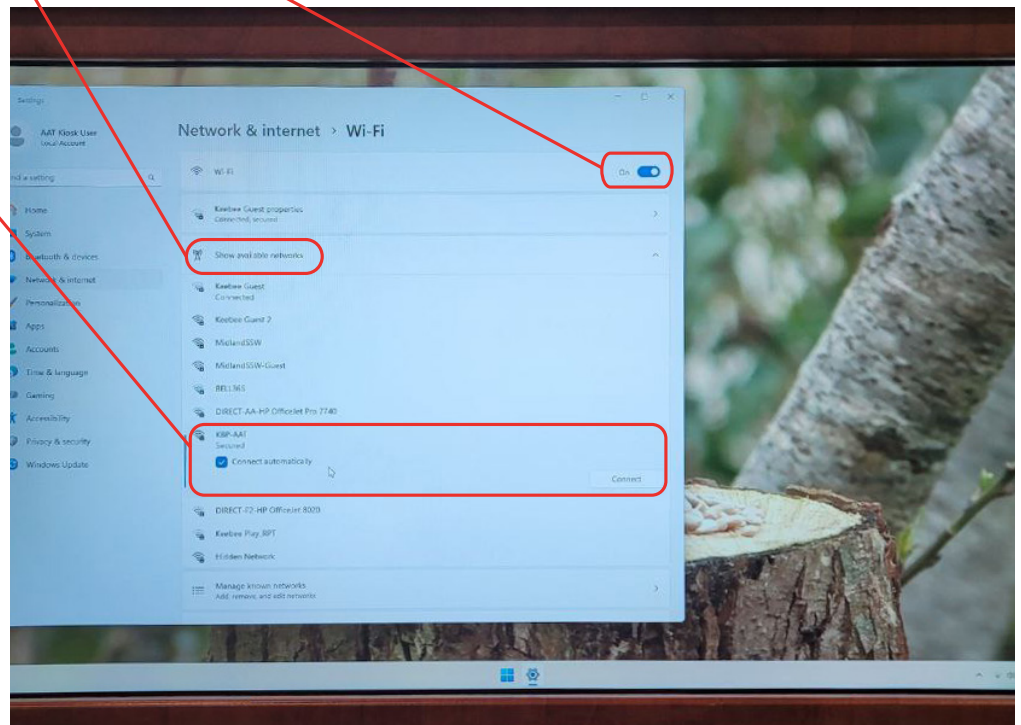
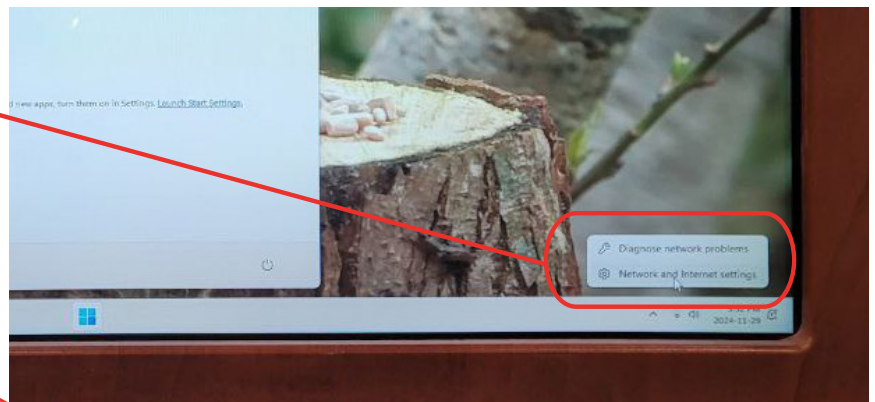
- Show available networks.

- Select desired network.

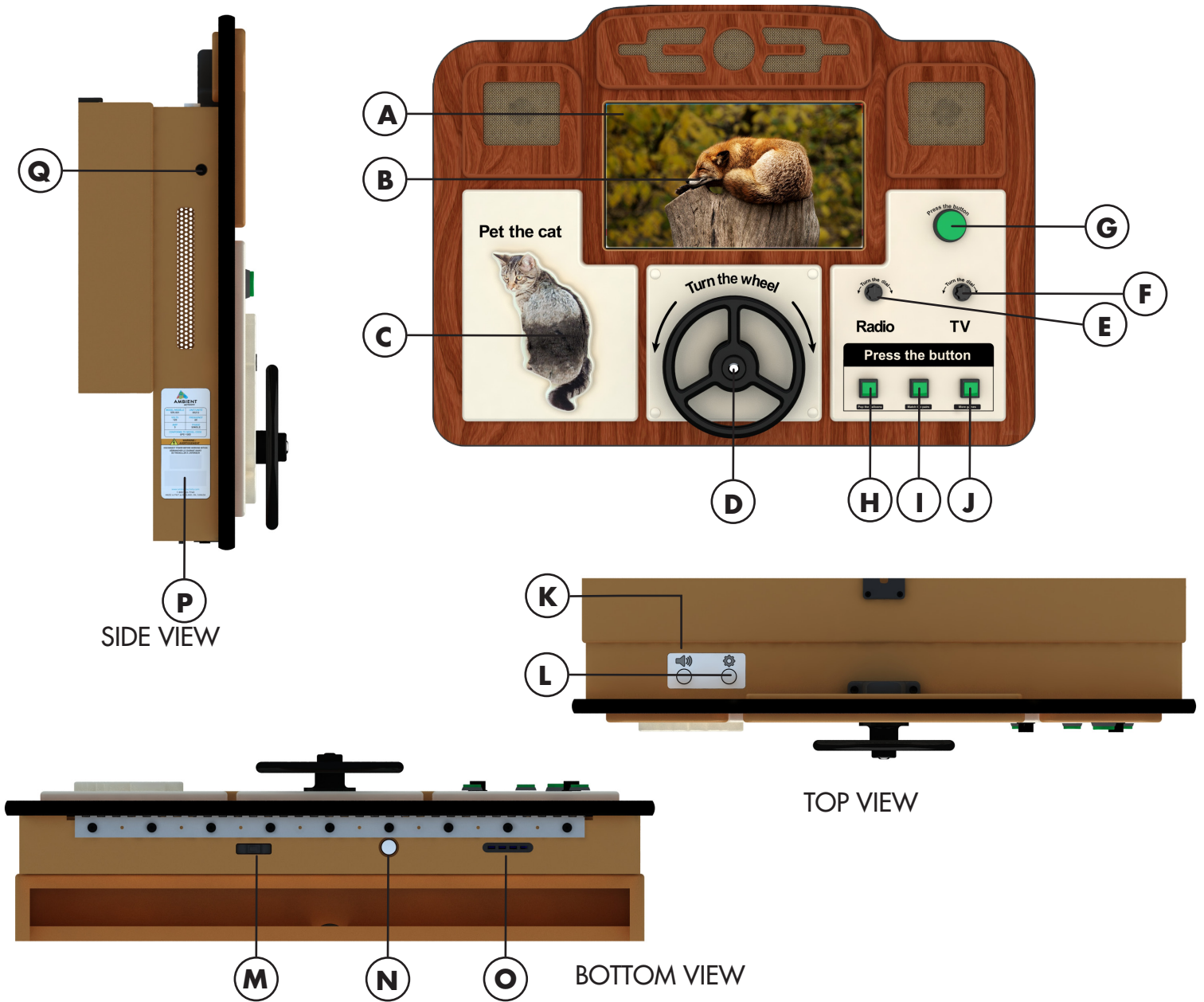
- Ensure CONNECT AUTOMATICALLY is enabled.

- Click Connect and enter password.

- Close NETWORK and INTERNET settings. ABBY application will resume.



# Kiosk Activity Features



- A** Touchscreen monitor
- B** Ambient playlist
- C** Pet the cat
- D** Turn the wheel
- E** Turn the Radio dial

- F** Turn the TV dial
- G** Push the button – Memory Album
- H** Pop The Balloons - Touchscreen activity
- I** Matching Game - Touchscreen activity

- J** More games selectable - Touchscreen activity
- K** Volume control access
- L** Kiosk admin screen access
- M** On/off power switch

- N** Computer Soft boot switch
- O** USB ports
- P** Product label
- Q** Bolt to open door



## **A** Touchscreen Monitor

### **B** Ambient Playlist

When the Kiosk is not being used, an Ambient Playlist scrolls on the touchscreen monitor. Playlists prompt Residents to interact. Video prompts are one minute long and scroll indefinitely until a Resident engages with an activity feature. The Kiosk comes preloaded with a minimal selection of Ambient Playlists. Kiosk Managers are encouraged to create and manage their own Ambient Playlists.

## ACTIVITIES SUITED FOR RESIDENTS FURTHER ALONG THEIR DEMENTIA JOURNEY;

### **C** Pet the Cat *Physical engagement. Tactile stimulation. Visual/audio sensory stimulation.*

Pet the cat to initiate a selection of videos. Content displayed is intended to evoke a nurturing response. Typical content includes cats, dogs, babies, etc. Feature continues for as long as cat is petted. Kiosk returns to Ambient Playlist after one video played and cat not 'petted'.

### **D** Turn the Wheel *Physical engagement. Visual/audio sensory stimulation.*

Turn the wheel to initiate a selection of 'driving to destination' videos. Videos displayed are selections of two-to-five-minute driving scenes intended to simulate a driving experience. Feature continues to next video for as long as wheel is being turned. Feature returns to Ambient Playlist once driving video completes and wheel is not turned.

### **E** Turn the Radio Dial *Audio sensory stimulation.*

Turn the Radio Dial to play old-time music. One song (mp3 audio file) is played at a time. Feature returns to Ambient Playlist until dial turned again.

### **F** Turn the TV Dial *Visual/audio sensory stimulation.*

Turn the TV dial to play old-time TV shows. One video file (mp4) played at a time. Feature returns to Ambient Playlist until dial is turned again.

### **G** Push the Button *Visual/audio sensory stimulation. Reminiscence/memory cueing.*

Push the button to initiate picture slide show/ memory album with music. Images are display for one song. Feature returns to Ambient Playlist until button is pushed again. Family Members are encouraged to contribute pictures for their Resident using AMBIENT ACCESS Admin.

## ACTIVITIES SUITED FOR MORE COGNITIVELY ABLE RESIDENTS

### **H** 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.

### **I** Match game *Touchscreen Game*

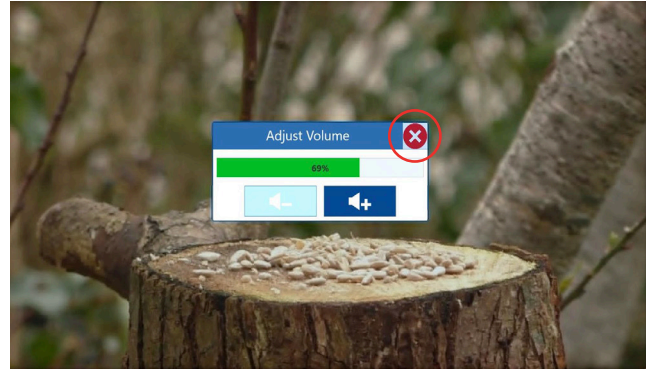
Touch the similar object on right hand side of screen to match. The game starts simple and progresses to more difficult as Resident continues to select correct answers. The game will revert to simpler when Resident does not select correct answer. Game returns to Ambient Playlist after one minute of non-engagement.

## J More games *Touchscreen Games*

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

## K Volume control access

To adjust volume, press the volume button, the volume control is displayed on the touch-screen. Adjust volume as required. To close and exit volume control access, press X (close screen icon) on top-right hand of dialogue box on screen.

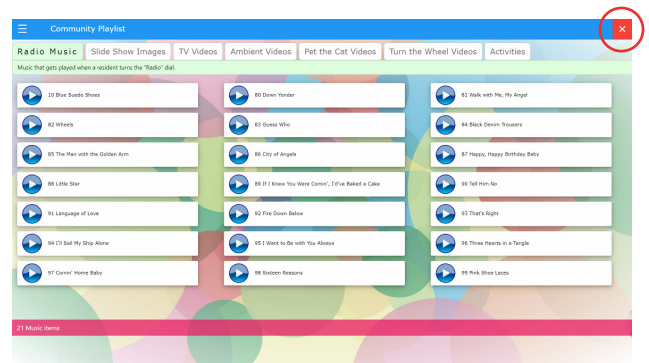


## L Kiosk admin screen access.

To access the Admin Screen, press the admin button to display Admin screen on touchscreen.

To close and exit Admin Screen and return to Ambient Playlist, touch X (close screen icon) at top right-hand of monitor.

- The Admin screen provides Kiosk managers access to Kiosk functions at the Kiosk.
- Care-Staff can review media content selected for each activity feature in both Community and Resident modes.
- Care-Staff can select alternate games to be played on the touch-screen monitor.



**Note:** Care-staff cannot manage media content at this screen. Media content is managed on AMBIENT ACCESS Admin.

## M On/off power switch

Turn off the computer first before switching power off to Kiosk – see below.

## N Computer on/off soft boot button

To turn computer off, press (hold for 3 seconds) the computer soft boot button. Wait until a 'NO SIGNAL' or 'NO DEVICE DETECTED' prompt appears on the screen before switching power off to Kiosk.

## O USB Ports

## P Product Label

The product label contains the Kiosk model number, the Kiosk unit ID, and other pertinent certification and contact information.

## Q Bolts to open door

Two bolts on either side of the Kiosk to open and close the Kiosk front door. The Allen-hex key to open and close the Kiosk door in the ABBY support box.

# Disinfecting and Cleaning

Kiosk surfaces are commercial grade, extremely durable, scratch and stain resistant and easily cleaned. Cleaning and disinfecting should be regular, as required by frequency of use, and included in the facility's cleaning routine.

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.

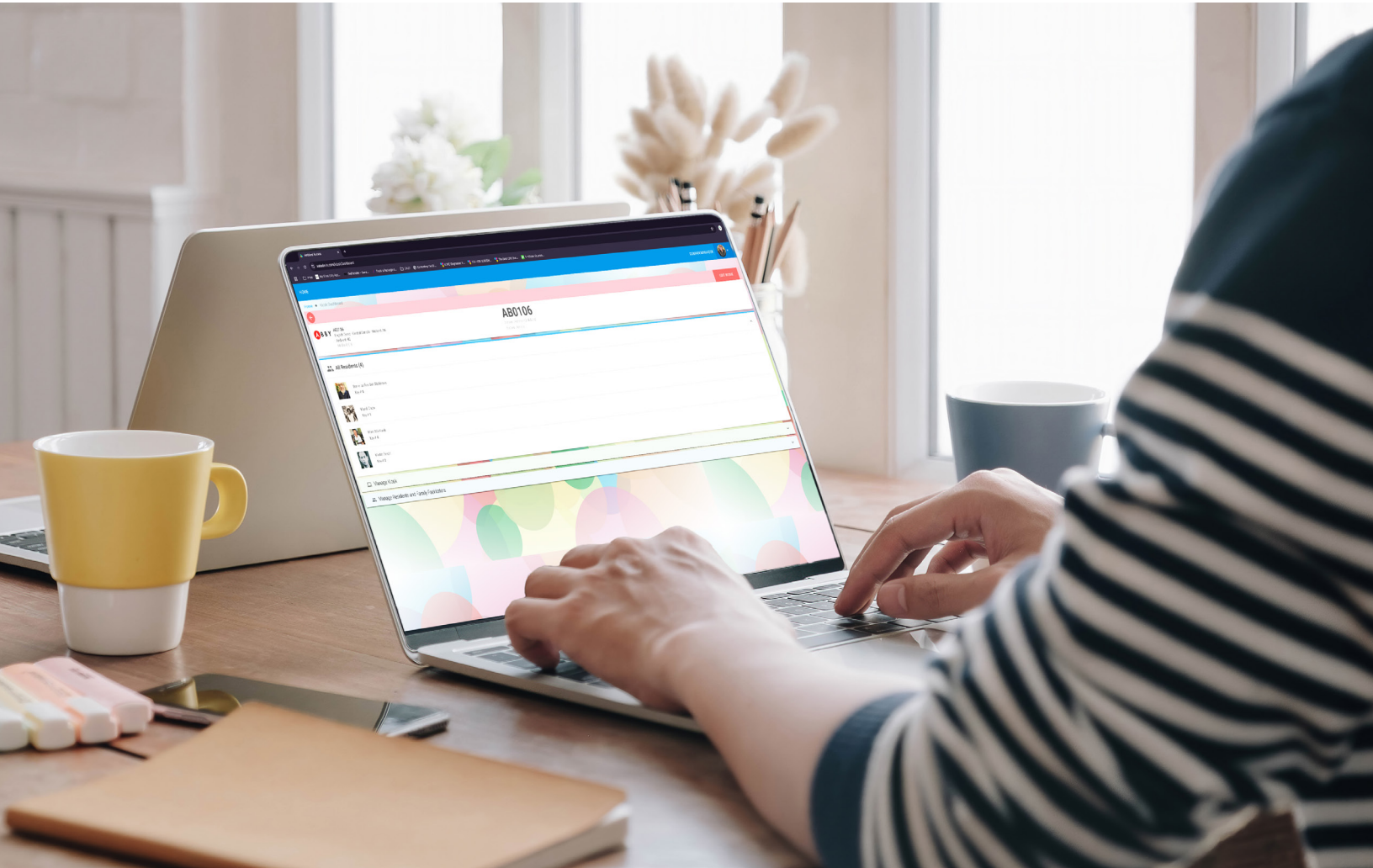
**DO NOT USE A 100% BLEACH SOLUTION DIRECTLY FROM THE CONTAINER TO WASH OR DISINFECT.**

**DO NOT USE ABRASIVE CLEANERS. DO NOT USE BOILING WATER OR STEAM.**

## Pet the Cat

Wet and rub with clean cotton rag, with same disinfectant cleaning solution used on other parts of ABBY Kiosk.

Pet the Cat activity is made from 'Faux Fur,' produced from acrylic and modacrylic polymers. Modacrylics polymers are soft, strong, resilient, and dimensionally stable. They have outstanding resistance to chemicals and solvents, are nonallergenic and flame retardant. 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.



# **AMBIENT ACCESS Admin**

The web administration portal for  
ABBY platform managers

# Platform user-roles

## KIOSK MANAGER

The Kiosk Manager is the facility care-staff assigned with managing ABBY platform features on an assigned ABBY Kiosk. Typically, the Kiosk Manager is the facility RecT or Activities coordinator. There may be one, or multiple Kiosk Managers.

The Kiosk Manager will:

- Create and manage community playlists.
- Create Resident profiles.
- Invite and assign Family members to their Resident.

## DOMAIN (FACILITY) MANAGER

An organization may have multiple facilities, or one facility may have multiple ABBY Kiosks. A Domain manager oversees all devices assigned to the organization or facility. There may be one or multiple Domain Managers.

The Domain Manager will:

- Create and delete Kiosk Managers for each ABBY Kiosk within their domain.
- Has all privileges, and able to perform all tasks of Kiosk Manager.

## FAMILY FACILITATOR

Family Facilitators are Family members and friends wishing to contribute media for their Resident to access on the Kiosk. The Family Facilitator is assigned to their own portal on AMBIENT ACCESS Admin by the Kiosk Manager.

- The Kiosk Manager invites and assigns Family Facilitators to their Resident.
- A Resident may have one or many Family Facilitators.
- A Family Facilitator has access only to their assigned Resident and does not access other platform features.
- A Domain or Kiosk Manager may act as a Family Facilitator to a Resident if need be.

# Let's get started!

## 1) Register on AMBIENT ACCESS Admin

## 2) Schedule your 20-minute AMBIENT ACCESS tutorial

### 1) Register on AMBIENT ACCESS Admin

We create your user-profile on AMBIENT ACCESS Admin with an email address you provide. You complete registration by creating a secure password. Your email and secure password combination will be the credentials you require to log-on and use AMBIENT ACCESS Admin.

**A** Provide us the email address you wish to register.

- Call us at 1.800.563.7740—9:00am to 4:00pm ET
- Email us at support@ambientactivity.com

**B** Complete registration by creating your password.

- 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.
- Create and submit your secure 8-character password to complete registration.
- Once you receive your 'invitation to register' email, you have five days to complete registration before the invitation becomes inactive. Should the invitation become inactive, contact us to re-issue the invitation.

**C** Log on to [www.aatadmin.com](http://www.aatadmin.com) with your email/password credentials.

### 2) Schedule your 20-minute AMBIENT ACCESS Admin tutorial

- Call us at 1.800.563.7740—9:00am to 4:00pm ET
- Email us at support@ambientactivity.com

In the tutorial, you will learn to:

- Onboard other Kiosk Managers
- Create and manage community playlists
- Create and manage Resident profiles and playlists
- Configure a Resident's ID beacon
- Onboard Family members so they can contribute media to their Residents profile

## Person Centred Care using RESIDENT MODE

ABBY's ability to trigger a memory is enhanced when a Resident is able to access their own meaningful memories. Resident Mode can reinforce familiarity, personal identity and intergenerational connections.

Family members can provide media for their Elder in care. Media content can include pictures and video of loved ones, past places, and fond experiences, as well as audio of favorite songs or soothing voices in a mother tongue. The richer the media content, the better ABBY can support an individual's identity.

Residents independently settle themselves when engaged in fond memories. This provides caregivers a positive, non-pharmacological intervention option.

ABBY also helps to enhance family visitations by providing meaningful ways for family to engage with their Resident.

### **A RESIDENT PROFILE includes:**

1. A Resident Beacon.
2. A profile on AMBIENT ACCESS Admin.

#### **1. RESIDENT BEACON**

The beacon provides the means for a Resident to independently access their personal media profile on ABBY Kiosk. The beacon emits a unique Bluetooth radio signal that identifies the Resident on the Kiosk.

The Kiosk operates in community mode until a Resident beacon is detected, roughly within a four feet of the Kiosk. When detected, the Kiosk will access the Resident's personal content folder stored on the Kiosk. Only when the Resident interacts with the Kiosk will their personal media be played. When the Resident leaves the area and the Kiosk no longer detects the beacon, the Kiosk reverts to community mode.

#### **2. A PROFILE ON AMBIENT ACCESS Admin**

The Kiosk Manager creates a profile for a Resident on AMBIENT ACCESS Admin. This includes configuring an ID beacon for the Resident.

Resident media is provided either by the Kiosk Manager, or by Family members. Kiosk Managers are gatekeepers that provide Family Members access to AMBIENT ACCESS admin. The Kiosk Manager invites and assigns Family members to their Resident's profile on AMBIENT ACCESS Admin. Family members have their own 'Family member portal' on AMBIENT ACCESS Admin and use the portal to remotely contribute media for their Resident to engage with on the Kiosk.

#### **MORE ABOUT RESIDENT ID BEACONS**

- Resident Profiles are not for everyone, and community mode will provide meaningful activation for many Residents.
- A beacon may be worn by the Resident, or placed on an appliance, wheelchair or walker.
- Not all Residents will wear an ID Beacon in the same manner and a strategy for wearing a beacon may be required.
- Care staff can transfer an ID beacon to another Resident on AMBIENT ACCESS Admin.
- Beacons require a single CR2032 button coin cell battery. Battery life is typically three months.

# Selecting and obtaining media content

## COMMUNITY MODE

Select media and create playlists that are familiar and meaningful to your Resident community. For example, if your facility is situated a rural community, create playlists of farms, fields, tractors, animals found in your area.

Engage your community to obtain vintage community media. Enlist volunteers to obtain, update and manage community content. Local museums and libraries will have a selection of vintage pictures and video. Photography clubs, community colleges and high schools are also great resources for creating and obtaining community media.

## RESIDENT MODE

Deep-seated memories are from when we experience important events for the first time in life, typically in our teens and 20's. Pictures of family and friends, places, and experiences from ages 15-25 work well as memory triggers. More recent pictures will not be as effective as memory triggers. Provide guidance to Family when instructing them on what pictures, video and songs to upload.

- What was their favourite music? What was their favourite movies?
- Who were their favourite singers, actors and actresses?
- What was their favourite animal? What was their favourite pet?
- What did they like to do when they were younger? What were their hobbies? What as their favorite sport?
- What was their occupation? What travel experiences did they have when in their youth?

## Media file type information

### PICTURES

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, not mono.

### VIDEO - TV SHOWS, DRIVING 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 monitor is scaled to full size HD (1080px high) and does not look sharp if original resolution is less than 480px.



## Remote Support

Automatic updates and remote support are included for two years from date of shipping. Automatic updates and remote support include feature and security updates for ABBY software, operating system, diagnostics, and service. Automatic updates and remote support cannot be provided without reliable internet. Remote support is available at a cost, on an as-needed basis after two year warranty period.

## Remote Desktop (RD)

We install TeamViewer remote desktop application to provide remote control. TeamViewer is widely known, secure and well respected in the IT industry. We appreciate organizations may have their own RD protocol to provide remote access. Contact [support@ambientactivity.com](mailto:support@ambientactivity.com) to determine and arrange suitable means to provide remote support.

## Warranty

Included in the purchase is a two-year warranty on product hardware and firmware components. This includes:

- Mini PC
- Touch-screen monitor
- Controllers, knobs and switches
- Activity Interfaces

Product warranty is limited to 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.

## Support

MON—FRI 9:00AM TO 4:00PM ET

1.800.563.7740 | [SUPPORT@AMBIENTACTIVITY.COM](mailto:SUPPORT@AMBIENTACTIVITY.COM) | [WWW.AMBIENTACTIVITY.COM](http://WWW.AMBIENTACTIVITY.COM)

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