

User Manual





User Manual

Introduction

Welcome to ixicare. This user manual aims to provide useful information about setting up the ixicare distress system.

Prior to the installation of the ixicare system, the ixicare operations team requested floor plans of your residence, which were successfully submitted. These floor plans have been redesigned in order to be integrated into the ixicare system - both for the ixicare mobile app and the ixicare dashboard. It is imperative that such floor plans provided to us are as accurate as possible as this will enable us to provide you with the optimal service you deserve.

Kindly note that you should have received an email with information about the redesigned floor plans by our operations team. Please ensure all the information within the documents we

sent you is accurate. Any inconsistencies will need to be rectified at an additional charge. If you did not receive the email, kindly check your spam mailbox. I

Once a confirmation has been sent and has been received by the ixicare operations team, we will send you a link to the ixicare dashboard. You will also receive login credentials. You may sign in and begin managing your account. Your credentials can be changed.

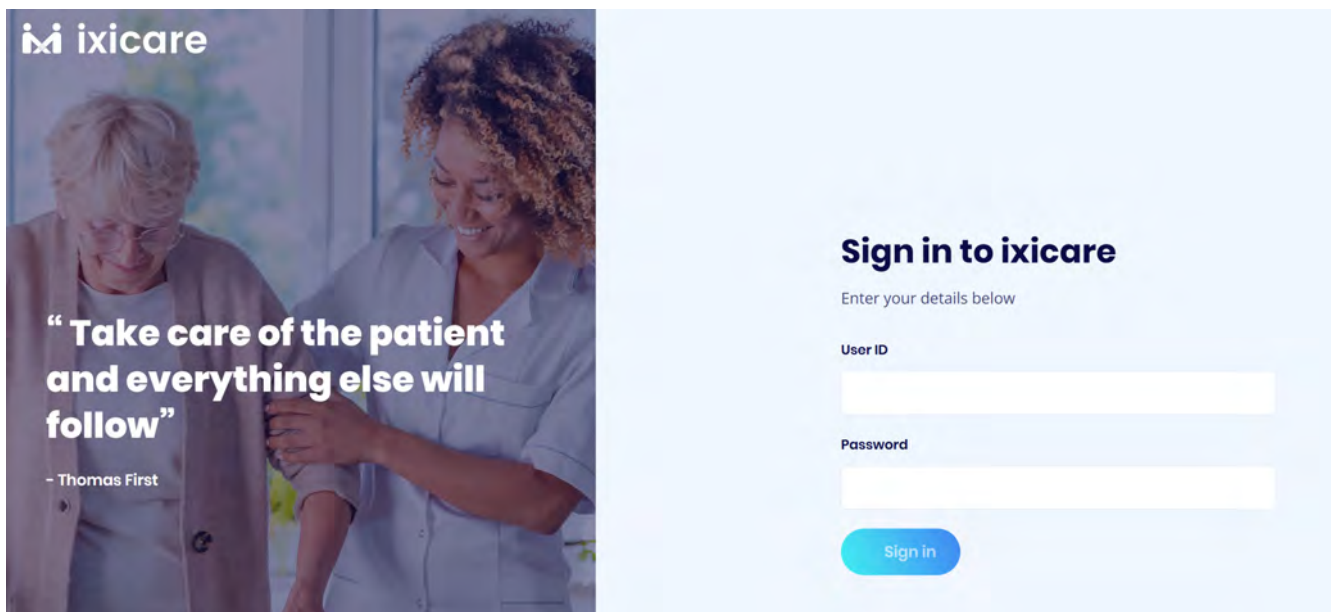
Should you require you may contact our support team via email on support@ixicare.com.

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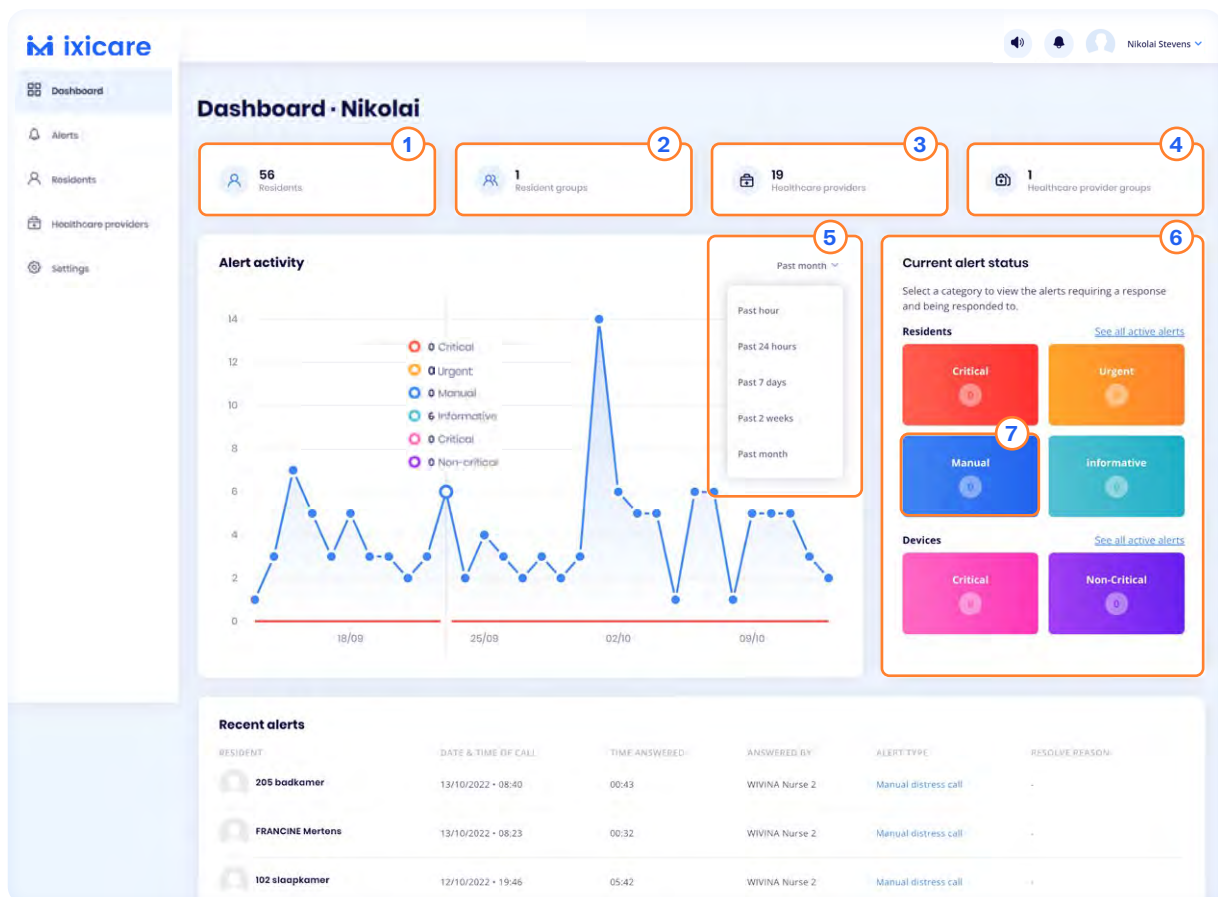
The ixicare Web App

Logging in for the first time



1. Log in to the ixicare Web App dashboard by visiting <https://dashboard.ixicare.com>. Your username and password to log into the dashboard were provided. The password can be changed for security reasons.
2. Once you log in to the dashboard you can create your own residence profile.
3. If your login is successful you will see the Overview screen in the ixicare dashboard.
4. From the main menu on the left, you may access the **Overview**, **Alerts**, **Residents** and **Healthcare Providers** sections.

The Overview Page

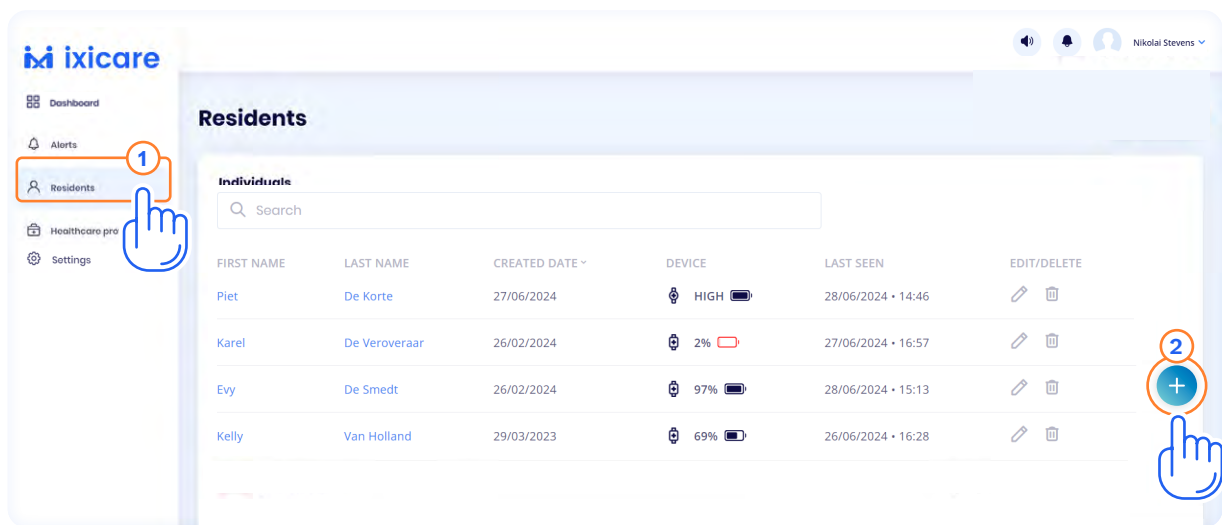


In the Overview you can find:

1. Total of residents created on the account
2. Total of the resident groups
3. Total of Healthcare providers
4. Total of Healthcare provider groups
5. On the top right corner of the **Alert activity** graph, you can filter activity by time.
6. On the right of the Overview Dashboard you can see alerts which are currently active. These will be the same as those showing in the mobile app.
7. 'Manual' alerts are alerts triggered by residents. When you click on the 'Manual' blue icon, you will see a list of all ongoing real-time manual events.

Creating Resident profiles

1. Access the **Residents** section from the main menu on the left.
2. Create your resident profiles by clicking the **+** button on the right hand side in the ixicare dashboard.

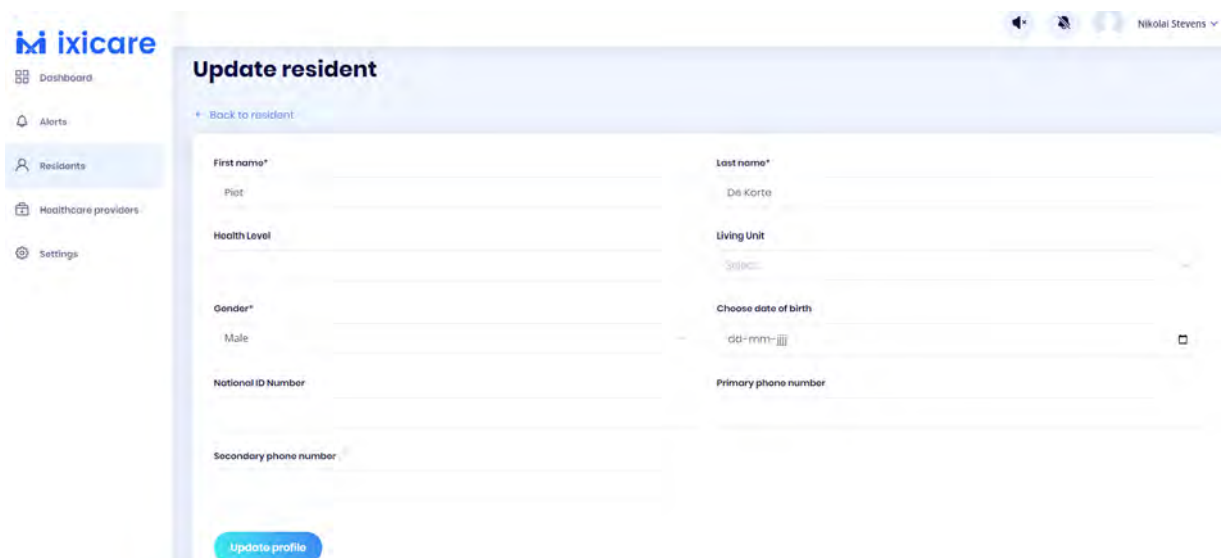
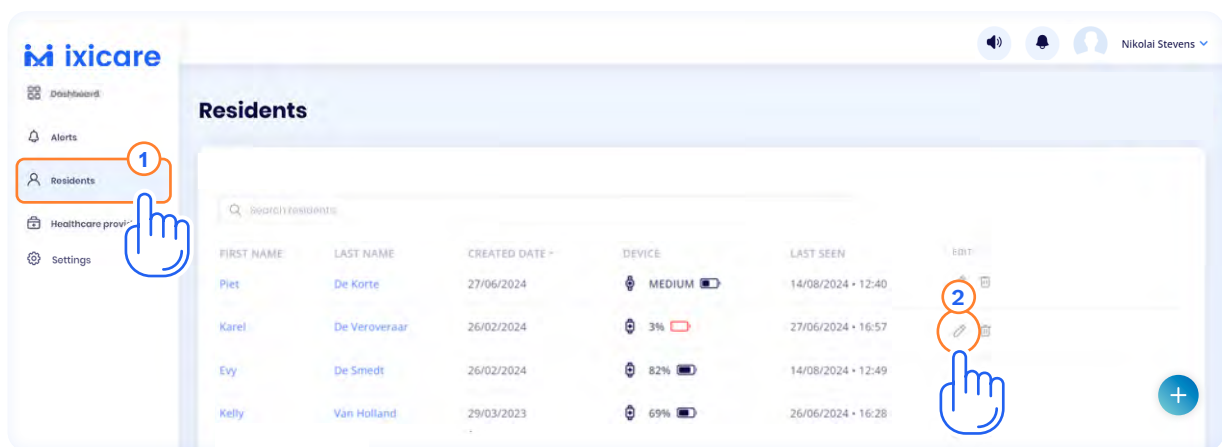


3. Fill in the resident's details in the form provided. It is important that all fields are filled in to receive an optimum service.

The screenshot shows the 'Create Resident' form in the ixicare web application. The sidebar menu is the same as in the previous screenshot, with 'Residents' highlighted. The main area is titled 'Create Resident' and contains a form with the following fields: First name*, Last name*, Katz level (dropdown), Living unit (dropdown), Gender (dropdown), Choose date of birth (calendar icon), National ID Number, Primary phone number, and Secondary phone number. At the bottom of the form is a blue button labeled 'Create profile'. A red circle with the number '3' is positioned above the form.

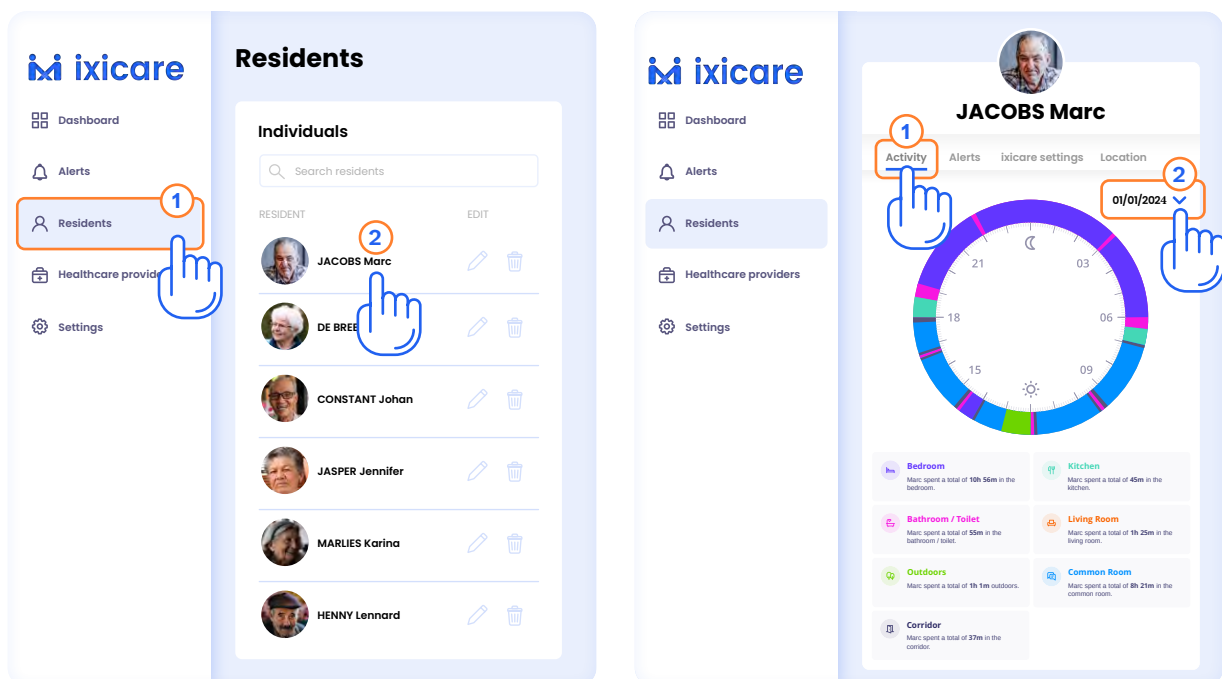
Editing Resident profiles

1. Access the **Residents** section from the main menu on the left.
2. Click on the **Edit**  icon to the right of the resident's name whose profile you wish to edit.



Viewing Resident Activity

You can view the time a resident spends in specific locations such as the bathroom, the bedroom and the kitchen. As a result, you are able to see if there is any unusual activity

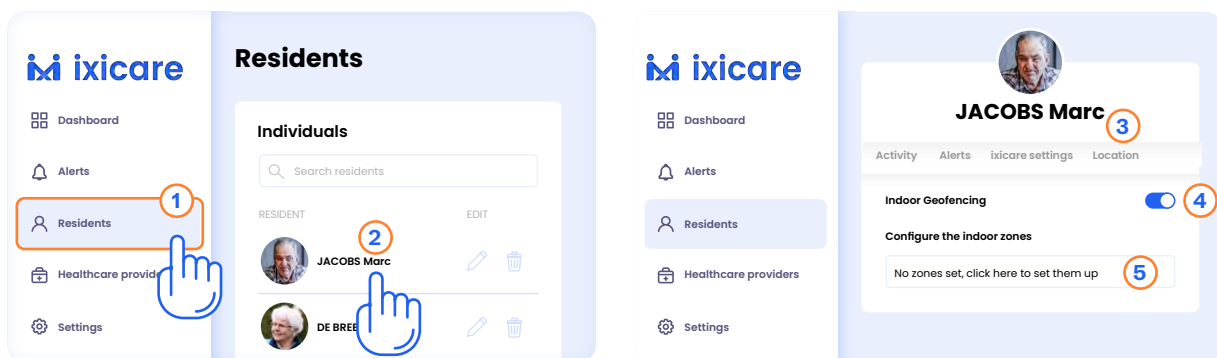


1. Access the **Residents** section from the main menu on the left.
2. Click the name of the resident whose activity you wish to view.
3. Click on **Activity** to view a chart with the resident's location for the day, as well as a summary of the locations and total time spent in each location.
4. You may also view the resident's past activity data by choosing a different date from beside the chart.

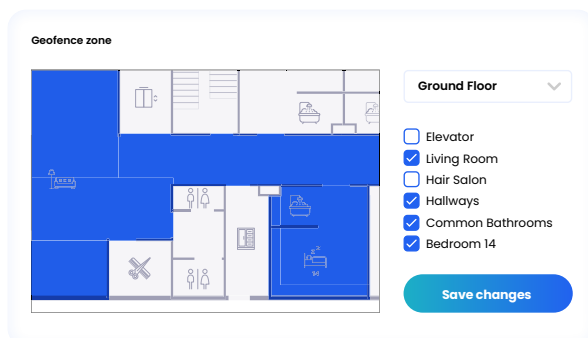
Defining Geofencing Areas for Residents

Indoor Geofencing

You can define areas inside the building which residents can enter and exit. If the resident enters a restricted area, an alert will be triggered.



1. Access the **Residents** section from the main menu on the left.
2. Click the name of the resident whose geofencing areas you wish to set up.
3. Click on **ixicare Settings**.
4. Turn on '**Indoor Geofencing**'
5. Click on the field to configure indoor zones.

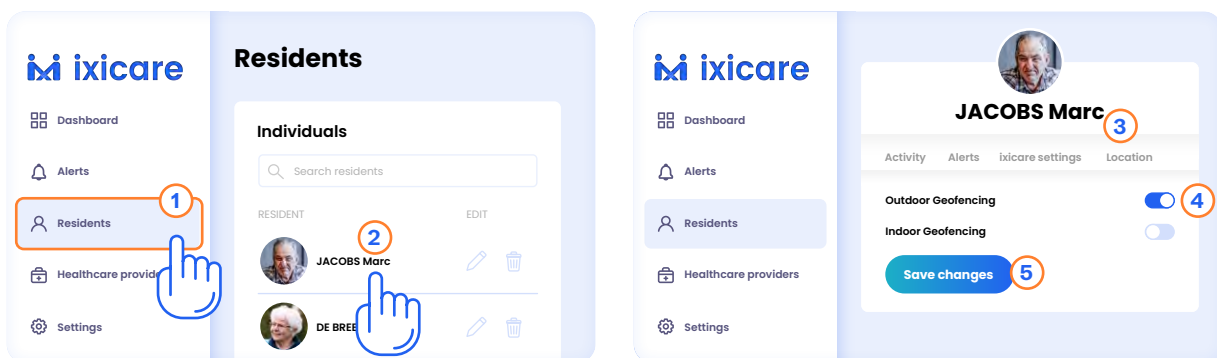


6. From the pop-up window, you are able to select the floors of the residence and select the areas the resident may access.
7. Once all areas have been chosen, click on **Save Changes**. Note: Once changes have been made, they could take up to one hour to take effect.
8. The indoor location trigger can occur frequently (default is every 5 mins but you can set it between 10 seconds and an hour.) Do note that the device battery will be reduced if you choose more frequent triggers.

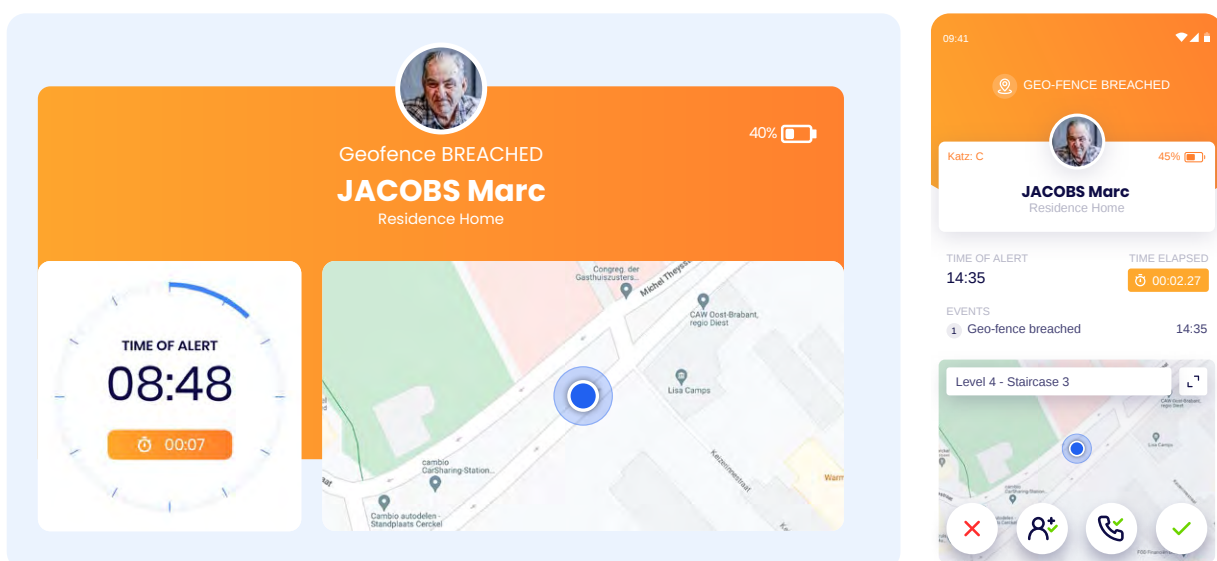
Defining Geofencing Areas for Residents

Outdoor Geofencing

If a resident exits the building, an alert notification will be sent to the healthcare provider informing them that the resident has breached the geofencing area. The notification will contain resident details and a map showing where the resident is.

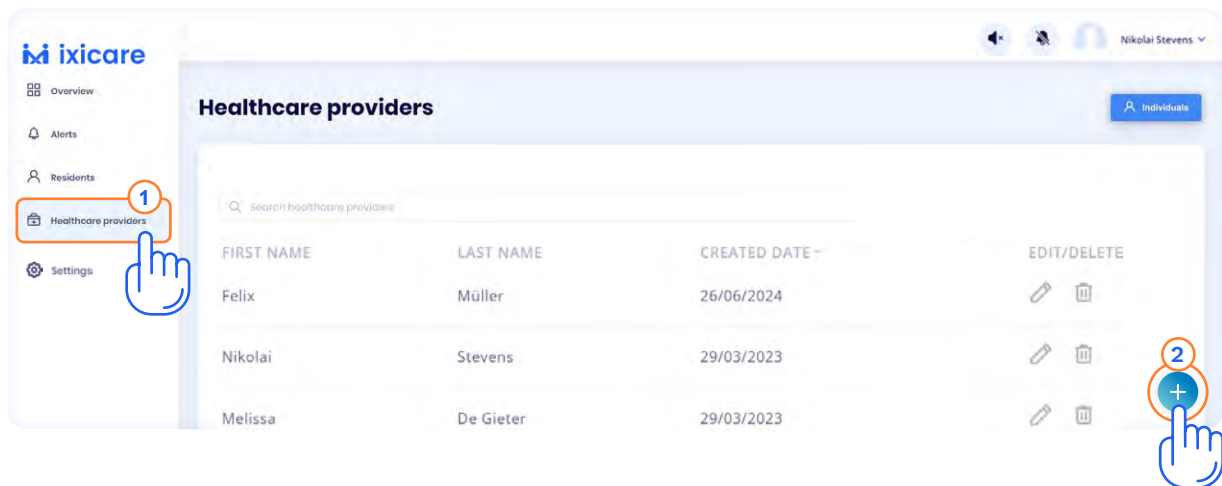


1. Access the **Residents** section from the main menu on the left.
2. Click the name of the resident whose geofencing areas you wish to set up.
3. Click on **ixicare Settings**.
4. Turn on '**Outdoor Geofencing**'
5. Click on **Save changes**.



If the resident exits the premises, the ixi Pro will switch to its fall-back mechanism over 4G via the SIM card in the ixi Pro
- the resident can always be located and called.

Creating Healthcare Providers profiles

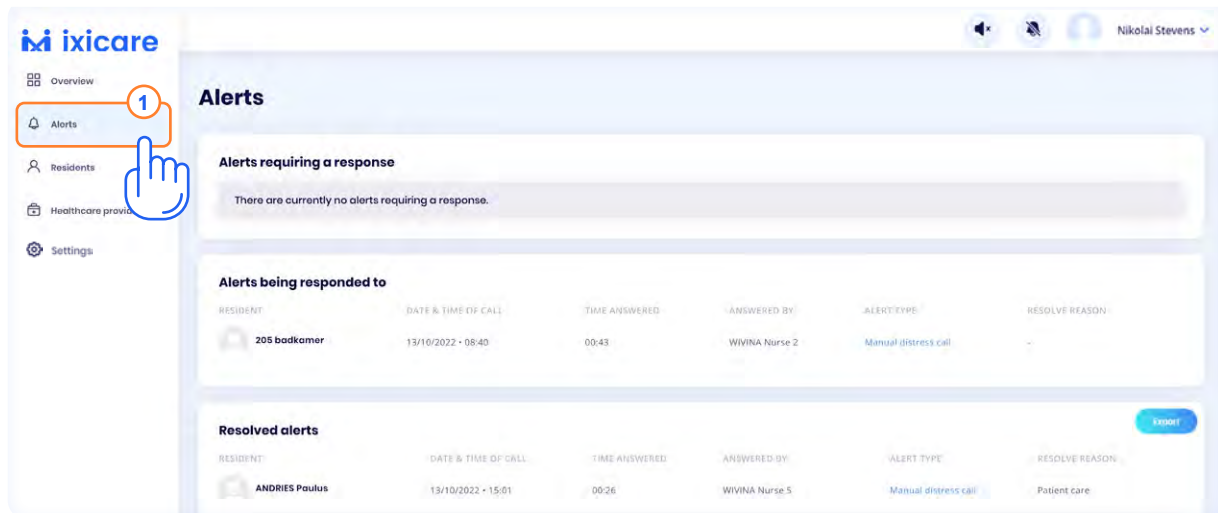


1. Access the **Healthcare Providers** section from the main menu on the left.
2. To create a new healthcare provider, click the button at the bottom right of the healthcare providers section in the Dashboard.

The screenshot shows the 'Create healthcare provider' form in the ixicare web app. The form has the following fields: 'First name*' (text input), 'Last name*' (text input), 'Email*' (text input), 'Password*' (password input), and 'Gender*' (dropdown menu with 'Choose gender' selected). At the bottom of the form is a blue 'Create profile' button.

3. Fill in the healthcare provider's details in the form provided. The field 'gender' is not required.

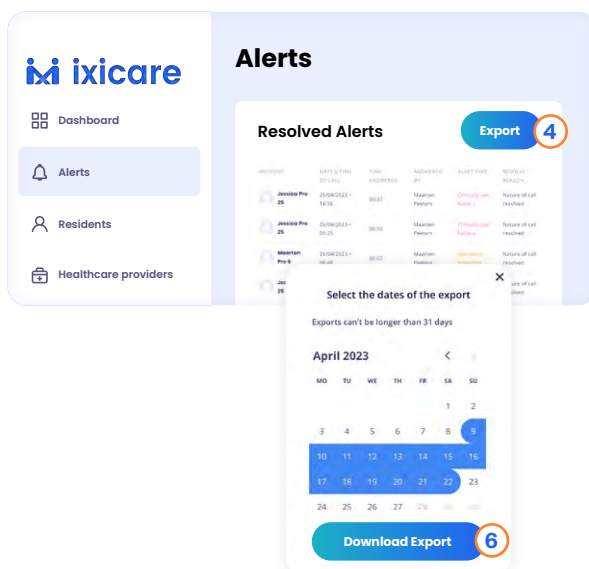
The Alerts Page



1. You can view the alerts by clicking on the Alerts tab on the main menu on the left.
2. In the alerts overview you can see more detail such as **Active Alerts requiring a response**, **Alerts being responded to** and **Resolved alerts**.

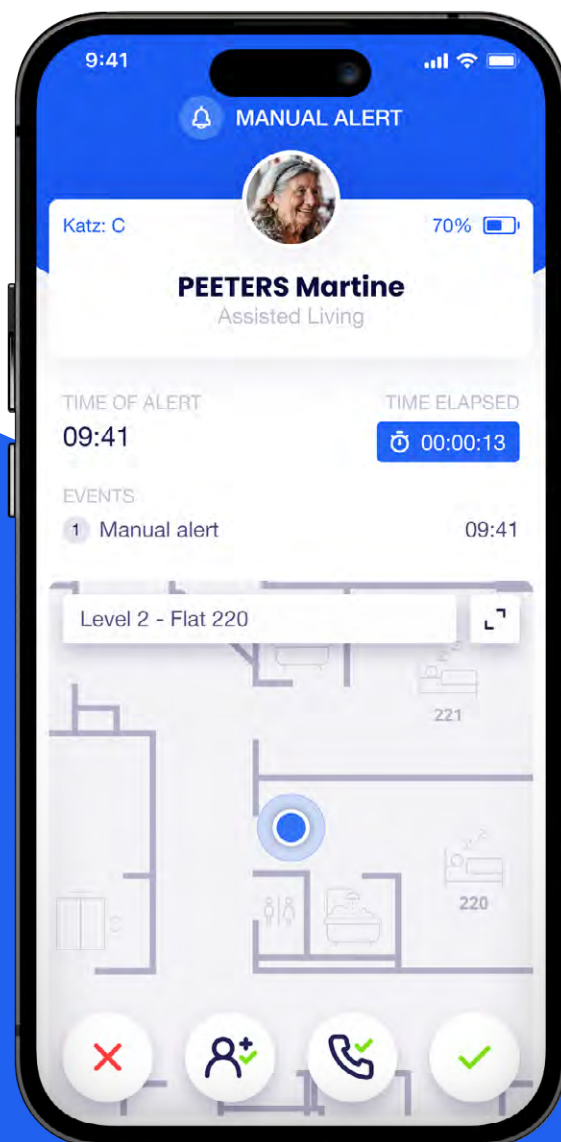
Exporting Resolved Alerts Data

You can export data on past resolved alerts by date. The data is exported in a .csv file.

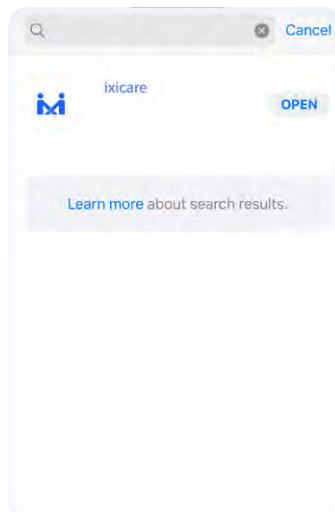
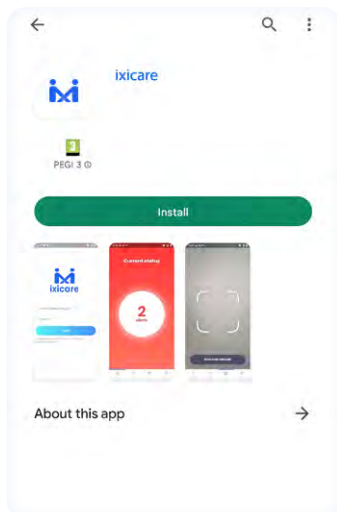


3. While on the Alerts page, scroll down to the **Resolved Alerts** section.
4. Click on the **Export** button.
5. From the pop-up calendar, select the range of dates for which you'd like to download **Resolved Alerts** data.
6. Click on the **Download Export** button to download the .csv file.

The ixicare Mobile App

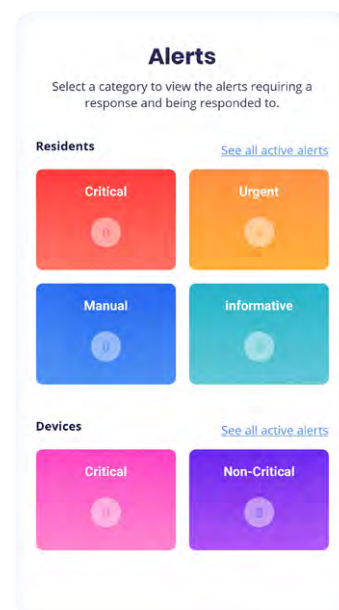
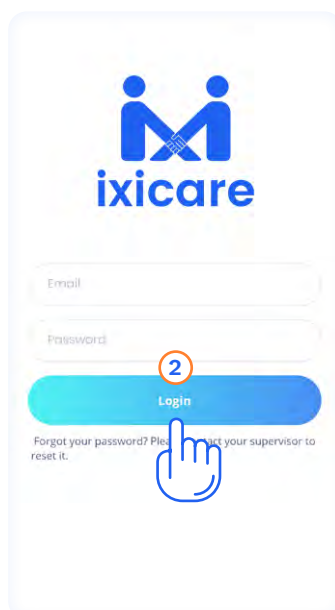


Logging into the Mobile App



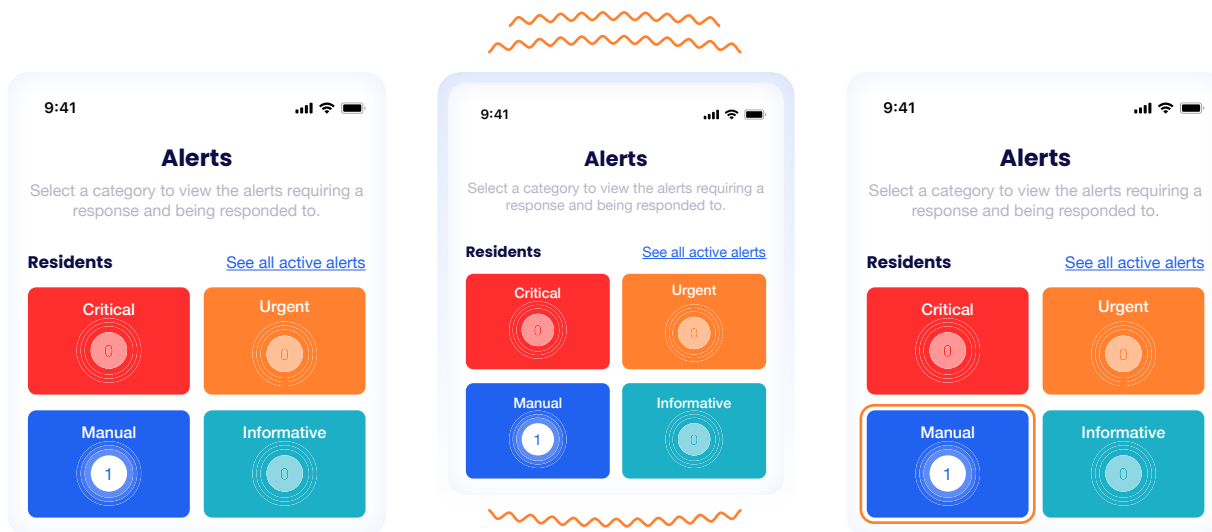
1. Download the ixicare Mobile App from the Google Play Store if you have an Android device, or from Apple's App Store if you use an iOS device.

2. Log in to the ixicare Mobile App.



Responding to Alerts

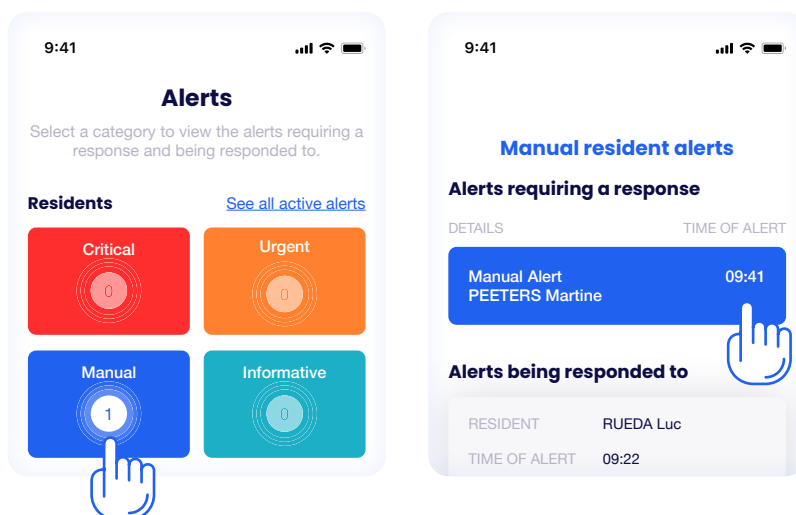
Responding to alerts is done via the ixicare app. Alerts will show up in the  **Alerts** tab. When an alert comes in, the user of the app will get notified in the following manner:



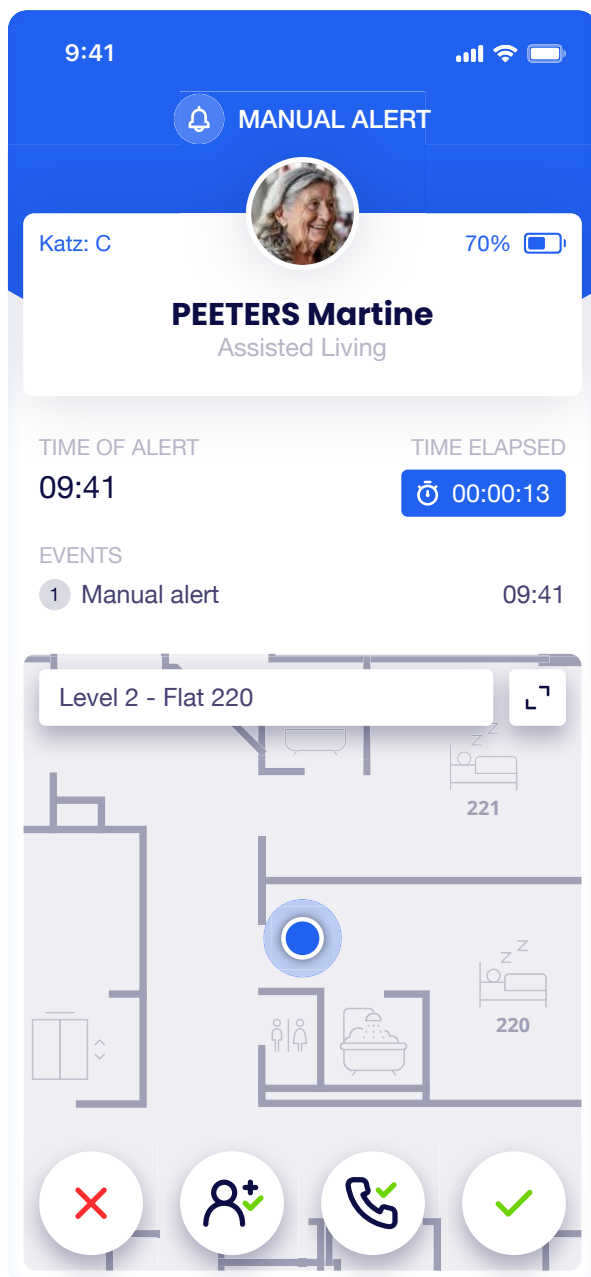
1. An alert sound will be heard. This sound will repeat until a user responds to an alert.
2. The phone will vibrate. This will happen until a user responds to an alert.
3. The alert tile will light up with the corresponding alert type.

Even if the screen is locked or turned off before the Alert is triggered, the screen will show the  **Alerts** tab when an alert comes in.

A Healthcare Professional then has the option to respond to an alert. Refer to the following steps to respond to an alert:



1. Tap on the alert tile that requires responding to.
2. If the alert is not being responded to already, it will show up in **Alerts requiring a response**. Tap on the coloured tile to respond to the alert. The app will then stop notifying the user, unless the tile is closed without doing the following steps.



- This page will give more details about who sent the alert, when it was triggered, and where it was triggered. You can then either **Accept** the alert, **Call the resident** or **Decline** the alert.

Accepting an alert

To accept the alert, tap on the

Accept button in the bottom right corner of the screen.

Calling a resident

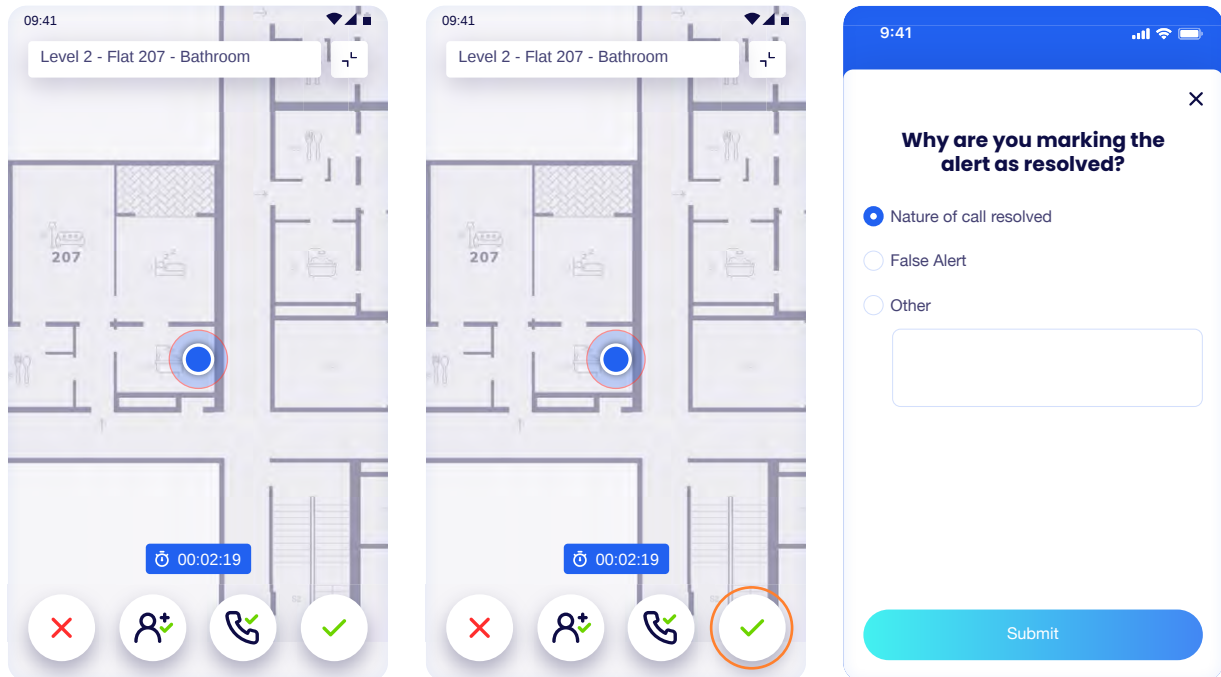
If the device from which the alert originates from is capable of calling, it is possible to call the resident. When the option isn't available, the icon will be greyed out. Knowing the nature of the alert could save some time for the healthcare professional responding to said alert. To do so, tap on the **Call** button to make a call. The rates of your service provider will apply to make this call. This will also automatically accept the alert.

It is still necessary to **Resolve** the alert afterwards.

Declining an alert

If for some reason you can't respond to the alert, tap on the **Decline** button in the bottom left corner of the screen. You will be prompted to provide a reason why you can't respond. **You will no longer be notified about this alert.** However, the alert stays active, so that other healthcare providers can respond to the alert. The alert will remain in 'Alerts requiring a response'.

Responding to Alerts

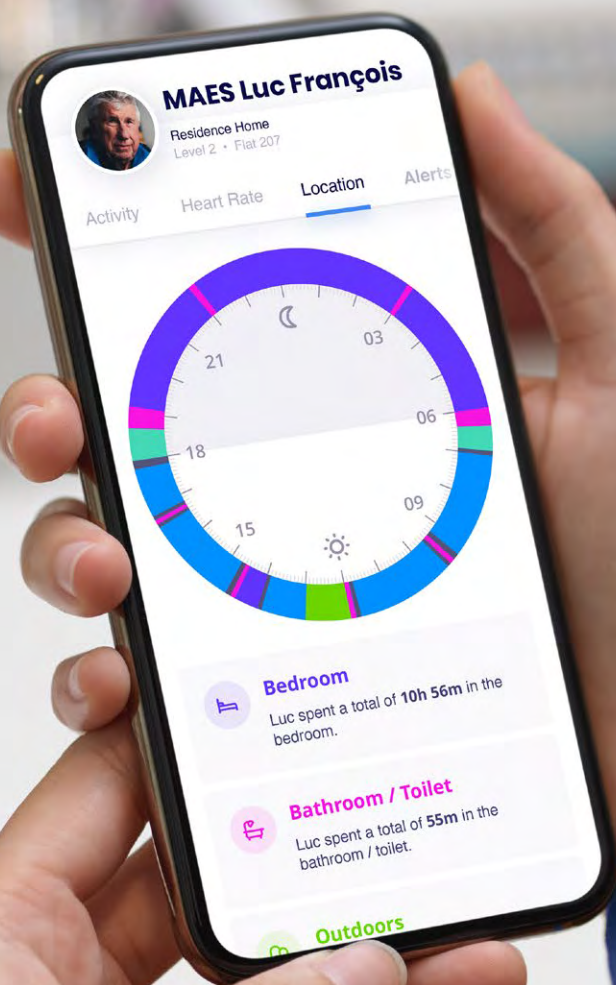


1. Once an alert is accepted, other healthcare providers will no longer be notified of this particular alert. For them, it will show up in Alerts being responded to. **You won't be notified about other alerts until the alert has been resolved.** Note the details of the alert to help find where you have to be.

☀️ You may lock your screen while responding to an alert. Once unlocked, the same screen will stay open.

Once the nature of the alert is resolved, tap on the  **Resolve** button in the bottom right corner of the screen.

2. Report what the nature of the alert was.



Using the ixicare Devices

ixi Pro



ixi Lite

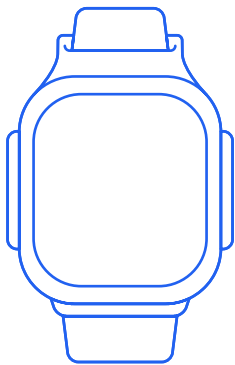




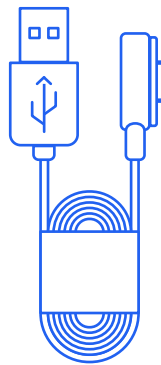
ixi Pro



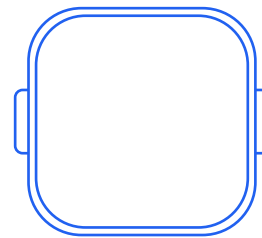
Package Contents



**ixi Pro and
Strap 1x**



**Charging
Cable 1x**



**Charge
On-The-Go
1x**



**SIM-tray
Removal Tool
1x**



**ixi Pro Product
Manual 1x**

Powering on the ixi Pro

The ixi Pro must be sufficiently charged before powering on the device. Charging the device will automatically power it on.



Powering on the ixi Pro

When the ixi Pro is powered off, press and hold the red button, until the device vibrates. The button is found on the right side of the device.



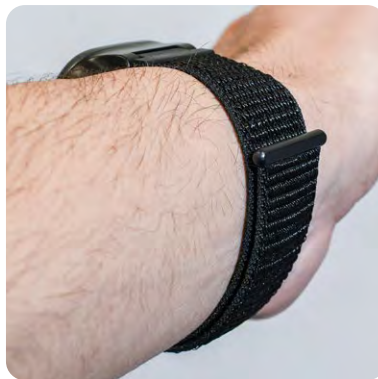
Restarting the ixi Pro

To restart the ixi Pro, press and hold the red button for more than 10 seconds, until the device vibrates.

Wearing the ixi Pro



1. Place the watch around the resident's wrist. Fit the loop around the wearer's wrist and pull the strap through. Make sure the ixi Pro isn't too loose or too tight.



2. Attach the excess strap to the loop.



3.  We recommend that you monitor the wearer's wrist for any allergic reactions to the ixi Pro's strap for a few days. If a reaction is found, ixicare can provide replacement straps.

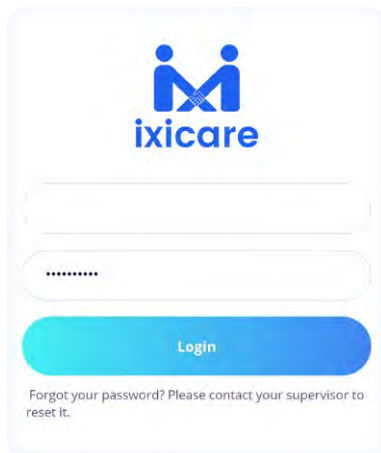
Toggling the display of the ixi Pro

By default, the screen turns off automatically after a few seconds to conserve battery power.

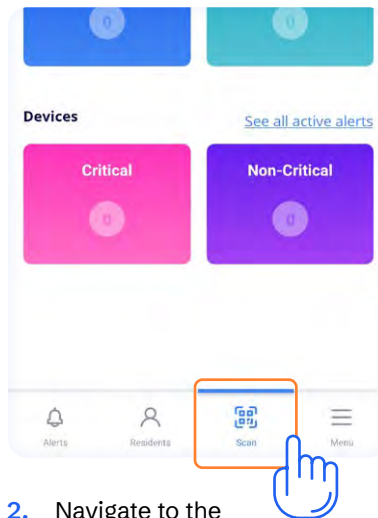
To turn the display on or off, press the red button on the right side of the ixi Pro.



Linking the ixi Pro to a resident



1. Open the mobile app and use the credentials that are provided by your residence to log in.



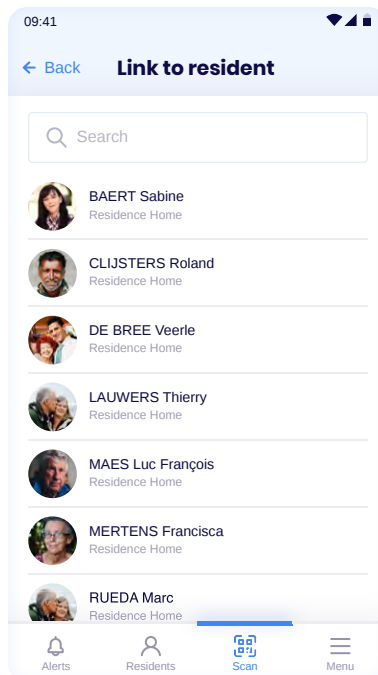
2. Navigate to the **Scan** tab to open the QR-scanner.



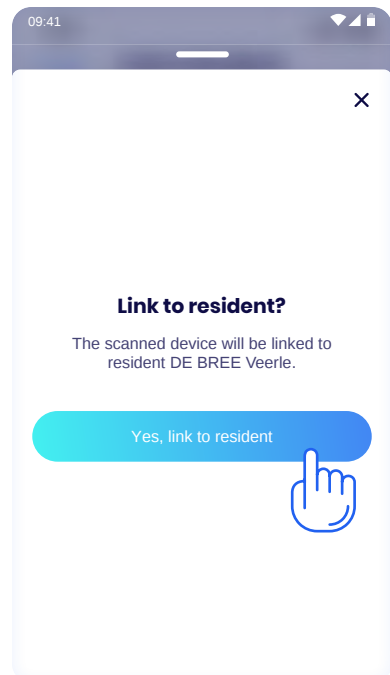
3. On the ixi Pro, swipe left until you see a **QR-code**.



1. Aim the rectangle over the QR-code on the ixi Pro to scan the QR-code.



2. Choose a resident to link the device to.



3. Confirm your decision to link the device to the resident.

Navigating the ixi Pro



Navigation

The touchscreen responds to the light touch of the wearer's finger. It will only respond when the screen is on.

To navigate between screens, swipe left or right.

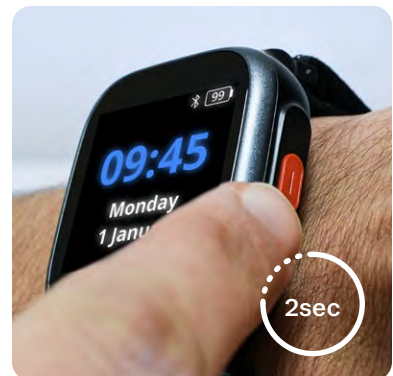
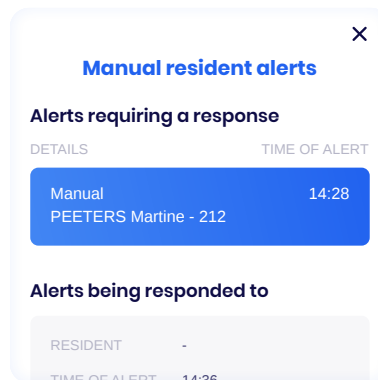
⚠ Exercise caution when using the screen. Sharp objects will scratch the screen.

Home screen

The **Home screen** is the first screen you'll see when turning on the device. The time and date is shown on this screen. The time and date is set by the SIM card.

Triggering a Manual Alert

A resident is able to trigger an alert manually. The alert will remain active until it gets disabled. When an alert is triggered this way, it gets classified as a manual alert.



1. To **trigger an alert**, press and hold the red button for 3 seconds.
2. The ixicare mobile app screen will show that assistance is required. The screen will go away, once the alert is resolved by a healthcare provider.
3. A manual alert may also be disabled by the wearer manually, by pressing and holding the red button for 3 seconds.

Maintaining the ixi Pro: Monitoring the battery

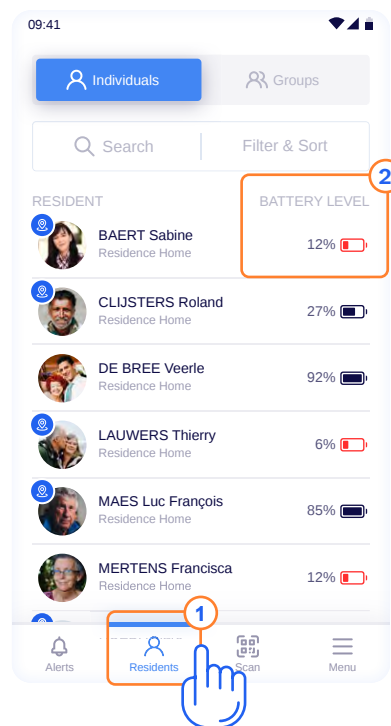
Monitoring the battery level can also be done from the ixicare app. The device must be linked to a resident, in order to see the battery level. Below are some methods to view the battery level of a ixi Pro.

Monitoring the battery level from the ixi Pro



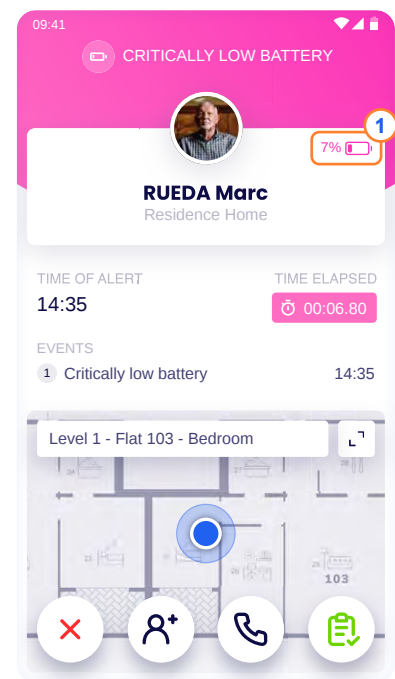
1. The battery level is always displayed in the upper right corner of the screen.

Manual check from the ixicare app



1. From the ixicare app, tap on the Residents tab near the bottom of the screen.
2. Search for the resident wearing the device. The battery level is indicated on the right side of the resident.

Responding to an alert on the ixicare app



1. When responding to an alert, the battery level is displayed on the right side of the resident's name.

Charging the ixi Pro

There are two ways of charging the device:

1. Via the magnetic USB charging cable
2. Via the Charge-on-the-go (COTG) system

The ixi Pro is powered by a rechargeable battery. The device becomes fully-charged within 2 hours when fully-depleted.

⚠ Kindly note that while charging, the ixi Pro might become warm to touch - but it should not become hot. If this is experienced, remove the device and contact ixicare support. This does not affect the device's lifespan nor its performance.

Via Charging Cable

When the ixi Pro does not need to be worn, it can be charged via its charging cable. Doing this however, makes the device untrackable. This means that no information is sent to the ixicare app.



1. Connect the supplied charging cable to a USB charging port.



2. Connect the charging cable to the device. The end of the cable is magnetic, so it only fits one way.



3. After the device is fully charged, disconnect the charger from the device.

Safety Information

Please read the following safety information before you use this device. Be sure to also inform the wearer.

! Warning: Failure to adhere to the safety warnings and regulations below could result in serious injury or death and/or property damage.

Do not let children play with this device.

This device is not a toy and is intended for use by adults only. Children could choke on small parts.

Do not handle the device with wet hands.

Doing so could lead to electric shock or fire. Exercise extra caution when changing the battery.

Do not disassemble, modify, remanufacture, puncture or damage the device. These actions could lead to electric shock or fire.

Do not expose the device to fire, explosion or other hazards. These hazards could lead to electric shock or fire.

Do not use the device with the battery compartment exposed. The case-back should remain closed, to ensure water resistance and dust resistance.

Do not expose the device to very cold or very hot temperatures. Extreme temperatures might damage the internal workings of the device and affect the battery.

Skin irritation

Some users may experience skin irritation from the strap after prolonged use of the device, especially if the user has sensitive skin or allergies. If you notice any skin irritation, remove the device and give the user's skin time to heal. To help prevent skin irritation, ensure the device's strap is clean and dry. Do not overtighten the device on the user's wrist.

Avoid using this device near other electronic devices

Most electronic devices use radio frequency signals, like WiFi. This device may interfere with other electronic devices.

Exercise caution when using this device with a pacemaker

The device could interfere with the functionality of a pacemaker. If possible, avoid using this device within a range of 15cm from a pacemaker. If the user is still required to use this device, have the user wear the device on the side of the body that is opposite to the pacemaker.

Water and dust resistance

The ixi Pro is **IP68-rated**. This means that the device is dust and water resistant, up to a depth of **1.5m**. The water resistance applies for **fresh water only**. While it is dust and water resistant, it doesn't mean that the device is impervious to both elements. Follow these tips to prevent any damage to the device:

- Confirm that the sim-tray is properly closed at all times, to ensure resistance.
- When the device gets wet, properly dry it with a clean, soft cloth.
- If the sound coming from the device sounds bad, it could mean that there's water in the speaker compartment. Let the device air-dry further until the sound is clean again.
- When the device is dropped or receives an impact, it might affect the water and dust resistance.

! Caution: To avoid electric shock and damage to the device, ensure the device is completely dry before attempting to charge the device. Do not use wet hands to handle the device while charging.

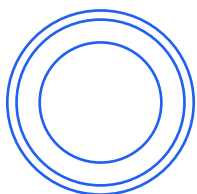
ixi Lite



Package Contents



ixi Lite Strap 1x



ixi Lite Body 1x



ixi Lite Product Manual 1x

Attaching the Strap of the ixi Lite



- 1 Take the end of the strap without the buckle, and insert it into the top of the ixicare Lite's body.



- 2 Pull the strap through the top and insert it into the bottom of the Lite's body.



- 3 Make sure the strap sits tightly against the body of the Lite.



- 4 Take the end of the strap and insert it into the keeper.



- 5 Pull the strap completely until the strap is all stretched out.



- 6 The Lite is ready to be worn.

Powering on the ixi Lite

The ixi Lite has a pre-installed battery. The device will remain powered off until it is manually switched on. From then on, the device will remain powered on until the battery is empty or until the battery is replaced.

Before putting on the device for the first time, ensure that there is an ixi Gateway nearby.

1. Push the button on the ixi Lite to turn on the device.
 2. You should see **blue and red LEDs flashing**, this indicates that the device is powered on.

 3. The device will search for the nearest Gateway. If it finds one, the device will remain powered on and it will send an alert signal. This is indicated by a **flashing red LED**. This acts as a confirmation that the device works as intended.

-  **If it doesn't find a Gateway within 30 seconds, the device will power off.**

To see an accurate battery status of the Lite, it must first be linked to a resident. Refer to [Linking the ixi Lite to a resident](#). The battery status can then be observed in the ixicare app in the resident's information.



ixi Lite



ixi Gateway

Wearing the ixi Lite

Make sure that the ixi Lite is powered on, and is linked to the resident who will be wearing the ixi Lite.



1. Place the Lite around the resident's wrist.

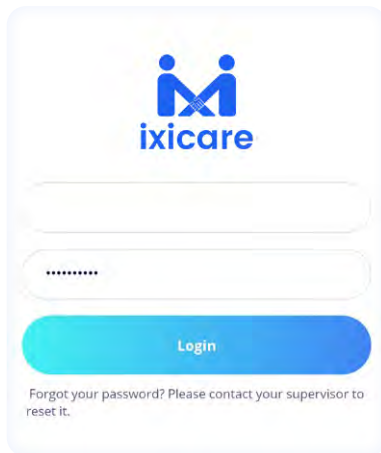


2. Fit the band to the wearer's wrist and insert the pin into an adjustment hole. Make sure the Lite isn't on too loose or too tight.



3. Feed the excess strap into the keepers and loop it back into the same keepers.

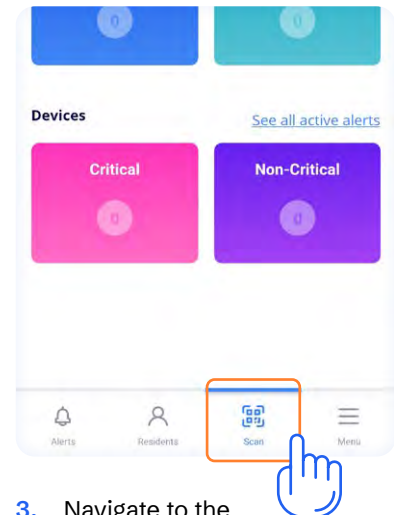
Linking the ixi Lite to a resident



1. Open the mobile app and use the credentials that are provided by your residence to log in.



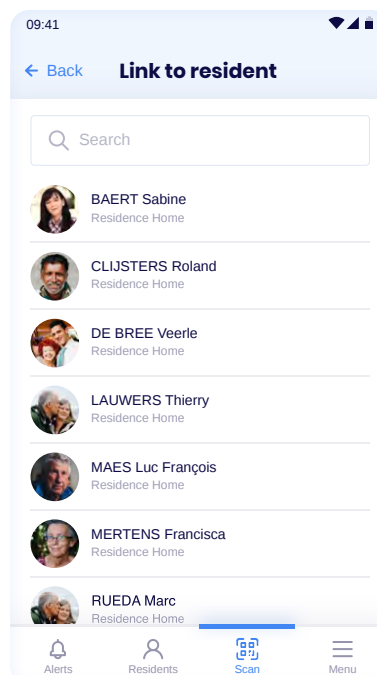
2. Make sure your ixi Lite is securely strapped onto your wrist.



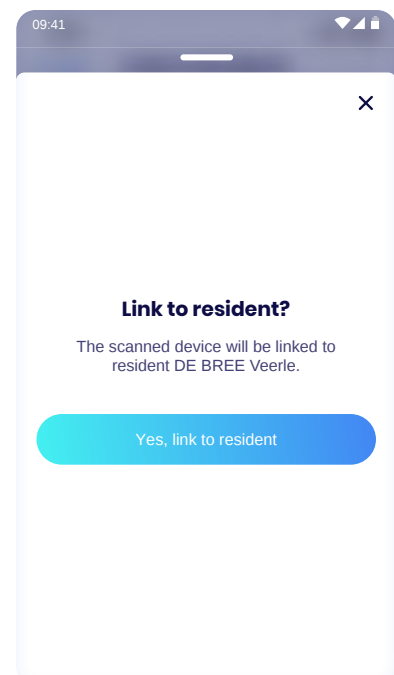
3. Navigate to the **Scan** tab to open the QR-scanner.



1. Aim the rectangle over the QR-code on the Lite, to scan the QR-code.



2. Choose a resident to link the device to.



3. Confirm your decision to link the device to the resident.

Triggering, Resolving and Disabling a Manual Alert

A ixi Lite wearer is able to manually trigger an alert. This is known as a **Manual Alert**. The alert will remain active until it gets resolved or disabled.



1. **Triggering:** The wearer needs to press the button of the ixi Lite to trigger a manual alert.



2. A red LED on the ixi Lite will flash constantly, indicating an alert was triggered.

A screenshot of a mobile application interface. At the top, it says '09:41' and has a close button (X). The main heading is 'Why are you marking the alert as resolved?'. Below this are five radio button options: 'Accidental press', 'Planned treatment', 'Patient care', 'Mobility assistance' (which is selected), 'Comfort', and 'Other'. Below the options is a text input field labeled 'Please provide details'. At the bottom is a blue 'Submit' button.

3. **Resolving:** The red LED will stop flashing once the alert is resolved by a Healthcare Provider from the Mobile App.



4. **Disabling:** A Manual Alert can also be disabled by pressing the ixi Lite's button for a duration of 5 seconds.



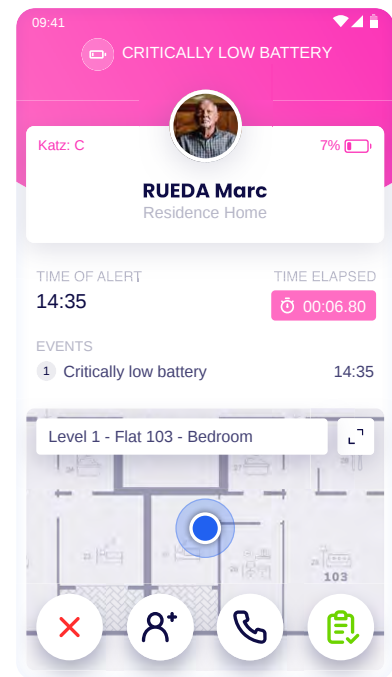
5. The red LED will stop flashing, once the alert has been disabled.

Maintaining the ixi Lite: Replacing the battery



The battery is a lithium cell CR2032.

When the battery approaches the end of its life, an alert will be generated in the ixicare app. Make sure the battery is changed before it is fully-consumed to avoid any disruption of service for the resident.



1. Take the ixi Lite off of the resident's wrist.



2. Remove the strap.



3. Unscrew the case back using a coin that fits in the gap, or use a large flat bladed screwdriver.



4. Remove old battery.



5. Install a new Lithium Cell CR2032 into the Lite.



6. Screw the case back on and reinstall the strap.



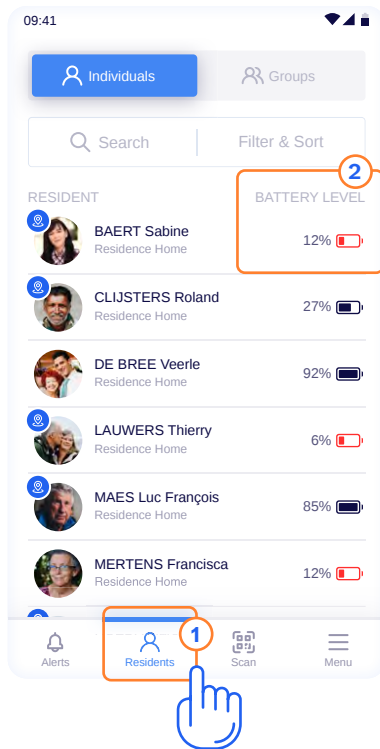
Safely and correctly dispose of the old battery.

Maintaining the ixi Lite: Monitoring the battery

The battery level can't be seen on the ixi Lite itself. Monitoring the battery level can be done from the ixicare app. The device must be linked to a resident in order to see the battery level.

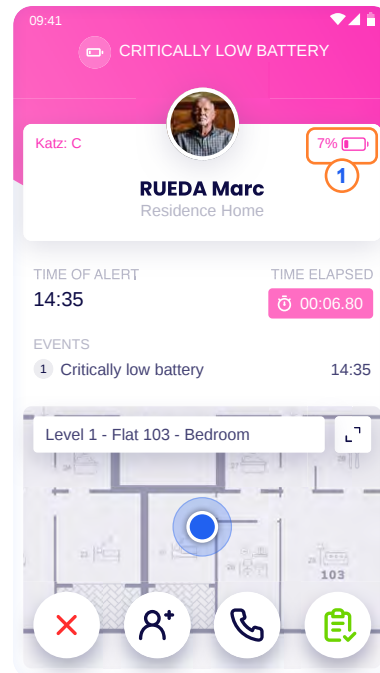
Below are some methods to view the battery level of a ixi Lite.

Manual check from the ixicare app



1. From the ixicare app, tap on the Residents tab near the bottom of the screen.
2. Search for the resident wearing the device. The battery level is indicated on the right side of the resident.

Responding to an alert on the ixicare app



1. When responding to an alert, the battery level is displayed on the right side of the resident's name.

Maintaining the ixi Lite: Updating the device

Keeping the ixi Lite up to date is important for its functionality. When an update is available, the Lite will update itself automatically.

A blue and red LED lighting up, followed by a constant blue LED indicates that the device is updating. This process can take up to 5 minutes depending on the signal strength between the Lite and an ixi Gateway.



- ⚠ **Ensure that the ixi Lite is within a Gateway's range.**
This should already be the case in order for the ixi Lite to trigger alerts.

Simplified EU Declaration of Conformity

Hereby, ixicare declares that this product is in compliance with the Directive 2014/53/EU.



Safety Information

Please read the following safety information before you use this device.
Be sure to also inform the wearer.

! Warning: Failure to adhere to the safety warnings and regulations below could result in serious injury or death and/or property damage.

Do not let children play with this device.

This device is not a toy and is intended for use by adults only. Children could choke on small parts.

Do not use incorrect batteries for this device.

Only use the correct battery for this device.

Do not handle the device with wet hands. Doing so could lead to electric shock or fire. Exercise extra caution when changing the battery.

Do not disassemble, modify, remanufacture, puncture or damage the battery. These actions could lead to electric shock or fire.

Do not expose the device or battery to fire, explosion or other hazards. These hazards could lead to electric shock or fire.

Do not use the device with the battery compartment exposed. The case-back should remain closed, to ensure water resistance and dust resistance.

Do not attempt to charge the battery. The battery is a non-rechargeable lithium coin cell. Doing so could lead to fire or an explosion.

Do not use a damaged battery. If a battery shows signs of damage, do not insert it into the device. This could result into damage to the internal workings of the device.

Do not handle a damaged or leaking Lithium coin cell. For safe disposal of your Lithium battery, contact your nearest authorised service centre.

Do not drop or cause excessive impact to the device. It could result to damage to your device or battery, causing it to malfunction or shorten its lifespan.

Do not expose the device or battery to very cold or very hot temperatures. Extreme temperatures might damage the internal workings of the device and affect the battery.

Skin irritation

Some users may experience skin irritation from the strap after prolonged use of the device, especially if the user has sensitive skin or allergies. If you notice any skin irritation, remove the device and give the user's skin time to heal. To help prevent skin irritation, ensure the device's strap is clean and dry. Do not over-tighten the device on the user's wrist.

Avoid using this device near other electronic devices

Most electronic devices use radio frequency signals, like WiFi. This device may interfere with other electronic devices.

Exercise caution when using this device with a pacemaker

The device could interfere with the functionality of a pacemaker. If possible, avoid using this device within a range of 15cm from a pacemaker. If the user is still required to use this device, have the user wear the device on the side of the body that is opposite to the pacemaker.

Water and dust resistance

The ixi Lite is **IP67-rated**. This means that the device is dust and water resistant, up to a depth of **1m**. The water resistance applies for **fresh water only**. While it is dust and water resistant, it doesn't mean that the device is impervious to both elements. Follow these tips to prevent any damage to the device:

- Confirm that the case-back is properly closed at all times to ensure resistance.
- When the device gets wet, properly dry it with a clean, soft cloth.
- When the device is dropped or receives an impact, it might affect its water and dust resistance properties.
- Ensure that the device is completely dry before opening the case-back.

ixi Button



Package Contents



ixi Lite Strap 1x



ixi Lite Product Manual 1x

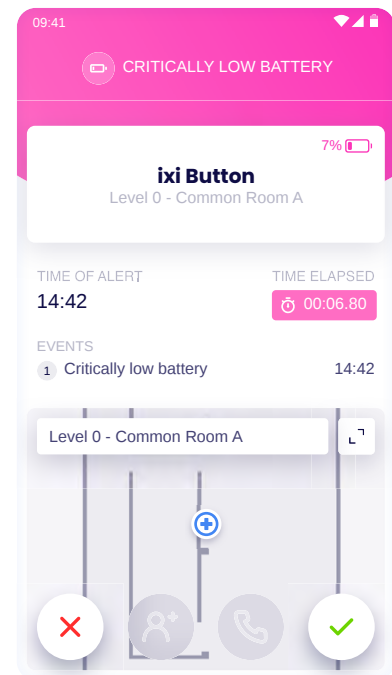
Maintaining the ixi Button: Replacing the battery



The battery is a lithium cell CR2032.

When the battery approaches the end of its life, an alert will be generated in the ixicare app. Make sure the battery is changed before it is fully-consumed to avoid any disruption of service for the resident.

⚠ You will need a Torx T5 3.0mm screwdriver. ⚙



1. Using a Torx T5 3.0mm screwdriver, remove the screw located on the bottom of the ixi Button.



2. Remove the casing of the Button.



3. Unscrew the case back using a coin that fits in the gap, or use a large flat bladed screwdriver.



4. Remove old battery.



5. Install a new Lithium Cell CR2032 into the ixi Button.



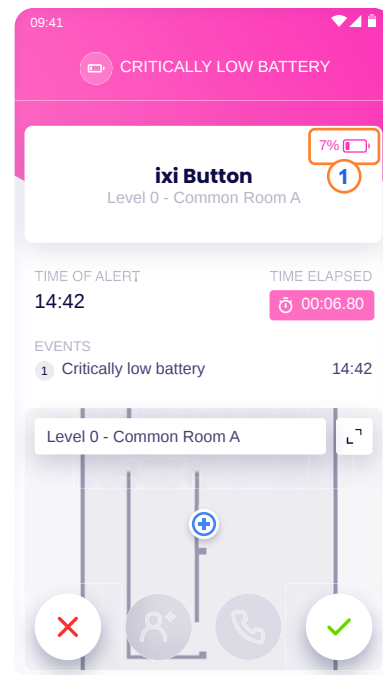
6. Screw the case back on and reinstall the case back.

♻ Safely and correctly dispose of the old battery.

Maintaining the ixi Button: Monitoring the battery

The battery level can't be seen on the ixi Button itself. Monitoring the battery level can be done via the ixicare app. The device must be linked to a room in order to see the battery level.

1. When responding to an alert, the battery level is displayed on the right side of the room's name.



Maintaining the ixi Button: Updating the device

Keeping the ixi Button up to date is important for its functionality. When an update is available, the Button will update itself automatically. This process can take up to 5 minutes, depending on the signal strength between the ixi Button and an ixi Gateway.

- ! Currently there is no clear signal to show that the ixi Button is updating. This is because there is a red sticker covering the Button's LED making the blue LED hard to see.
- ! Ensure that the Button is within a Gateway's range for updates to take place. This should already be the case in order for the ixi Button to trigger alerts.

Safety Information

Water and dust resistance

The ixi Button is IP67-rated. This means that the device is dust and water resistant, up to a depth of 1m. The water resistance applies for **fresh water only**. While it is dust and water resistant, it doesn't mean that the device is impervious to both elements. Follow these tips to prevent any damage to the device:

- When placed in the bathroom, ensure that it isn't placed under the stream of a shower head.
- Confirm that the case-back is properly closed at all times, to ensure resistance.
- When the device gets wet, properly dry it with a clean, soft cloth.
- When the device is dropped or receives an impact, it might affect the water and dust resistance.





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