AbiFit
FAQs

Frequently Asked Questions

AbiFit

1. What is an AbiFit sensor?

The AbiFit sensor is a passive infrared motion detection device. The device uses an infrared lens and motion detection sensor to track activity captured within the lens's array, or line-of-vision. When pre-determined activity level thresholds are breached, an audible alarm is activated on the AbiFit device, and email alert and push-notifications are transmitted from the device to a designated smartphone(s).

2. How much does it cost?

The AbiFit sensor costs $15 per month, inclusive of GST. There is no minimum term and there are no lock-in contracts. AbiBird, in partnership with Epilepsy SA, is offering a free 3-month trial of the AbiFit service to 400 families within South Australia.

3. How does it work?

The AbiFit Epilepsy rapid movement sensor (AbiFit sensor) is a small device that is placed in your child's or individual's bedroom. The AbiFit sensor monitors sleep patterns and alerts family members within 20-30 seconds of detecting what it expects are Tonic-Clonic type seizure movements during sleep-time.

When triggered, the AbiFit sensor alarms loudly. The supporting AbiFit app on your smartphone will also visually and audibly alert.

The multiple alerts will prompt you to wake from your own sleep and quickly provide the appropriate assistance to your child.

The AbiFit sensor is portable, robust, reliable, easy to install and operate.

4. What does infra-red mean?

Infra-red radiation (IR) is harmless and invisible to human eyes but can be detected as heat by a specifically designed sensor. All objects, including humans, emit some level of IR radiation. The AbiFit sensor is developed and designed to capture infrared light, and is thereby able to operate during both day-time and night-time hours.

5. Where and how do I place the AbiFit sensor?

The AbiFit sensor is placed in your child or cared-for-person's bedroom. The following steps should be followed to correctly place the AbiFit sensor:

• Attach the double-sided tape to the bracket. Both the tape and the bracket are included in the box with the AbiFit sensor

• Attach the bracket to the wall or bed-headboard on the bed-head end of the bed

IMPORTANT: Place the bracket in the centre of the wall or bed-headboard directly above the mattress, using the following distances above the mattress as a guide:

80cm for child/adult

50cm for infant/toddler

Measured from mattress height

  • Infant – 55cm above the mattress

  • Child – 80cm above the mattress

  • Young adult/Adult – 110cm above the mattress

See the following image as a guide:
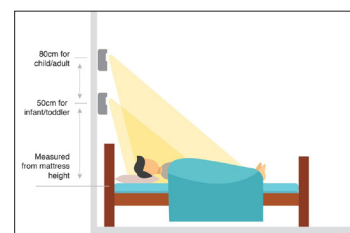
• You may wish to screw the bracket into the wall or bed-headboard. Holes have been inserted into the bracket for this purpose

- Slot the bottom of the AbiFit sensor into the bracket (turn the AbiFit sensor upside down to see the slot for this purpose)

- Once placed on the bracket, the AbiFit sensor will be angled slightly downwards, facing towards your cared-for-person laying in the bed

- The AbiFit sensor detects seizure-type movement within the angle ranges of the sensor lens as illustrated

6. How do I turn AbiFit on/off?

Do not turn the AbiFit sensor OFF. It should remain ON at all times.

If your AbiFit sensor is BEEPing as a result of detecting activity, it will BEEP for 30 or 60 seconds, depending on which ALERT duration you have requested. You cannot stop the BEEPing. The BEEPing will stop automatically.

The AbiFit sensor will re-set itself to re-commence detecting activity after the BEEPing has stopped.

NOTE: When you are **not using** the AbiFit sensor (daytime) and you **do not want it to activate the audible BEEP or transmit push notifications to your smartphone**, turn the sensor's lens away from capturing activity, or place a cover over the sensor's lens. Be sure to place the sensor back on the bracket, or remove the cover from the sensor's lens, when you **do want** the sensor to re-commence detecting activity and to transmit the audible BEEP and push notifications to the designated smartphone.

7. Who do I contact with a question?

Contact AbiBird Australia with any queries or support questions about your AbiFit sensor. You can email AbiBird Australia at support@abibird.com.au or phone on 1300 13 21 21.

8. How do I get a problem resolved?

Contact AbiBird Australia with any queries or support questions about your AbiFit sensor. You can email AbiBird Australia at support@abibird.com.au or phone on 1300 13 21 21.

9. Can I pay by Credit/Debit card?

Yes, you can pay for your subscription using a Credit or Credit/Debit card. You are not able to pay using an EFTPOS Debit card. All charges for the service are included in the $15 (inc gst) per month fee.

10. Can I pay by Direct Debit (DD) from my bank account?

No, you cannot pay using Direct Debit (DD) from your bank account.

11. How do I return the AbiFit sensor?

Contact AbiBird Australia by emailing to support@abibird.com.au or phoning on 1300 13 21 21 and AbiBird will provide a reply-paid satchel for the return of your AbiFit sensor.

12. Do I need the internet, Wi-Fi or a home-phone to operate the AbiFit sensor?

No, you do not need Internet, WiFi or a home phone to operate the AbiFit service. The AbiFit service uses the Internet of Things (IoT) network. The IoT network is provided throughout Australia by Telstra and Vodafone. The AbiFit sensor automatically connects to the IoT network. You do not need to do anything to connect the AbiFit sensor to the IoT network. The IoT network costs are included in the $15 (inc gst) per month charge for the AbiFit service.

13. Why do I need a smartphone?

You will need a smartphone to download the AbiFit (STS Secure) app.

The AbiFit sensor has 2 types of alerts. Firstly, the sensor alerts by making an audible BEEPing sound for 30 or

60 seconds. Secondly, the AbiFit sensor will transmit email alerts and push notifications to your smartphone. As long as your smartphone has notifications turned ON, and your smartphone is on and in a network coverage area, you will receive the email alerts and push notifications on your smartphone. You can elect to turn either the email notifications and/or push notifications OFF within the STS Secure app, by selecting ACCOUNT and following the NOTIFICATIONS prompts.

14. Are there any data charges?

No, there are no data charges. All charges for the service are included in the $15 (inc gst) per month fee.

15. Is AbiFit suitable for Apple and Android?

Yes, the AbiFit (STS Secure) app works on both Apple and Android devices.

16. I have friends/colleagues interested, who do they call?

Interested parties should call either Epilepsy SA on 1300 850 081 or AbiBird Australia on 1300 13 21 21.

17. What does the 30, 60 mean?

The AbiFit sensor will set off an audible BEEPing alert within 20-30 seconds of activity thresholds being breached. The BEEPing alert will sound for either 30 or 60 seconds. You can elect to receive an AbiFit sensor with either the 30 or 60 second alert. AbiFit recommends the 30 second BEEPing alert.

NOTE: You cannot turn OFF the BEEPing alert once it has commenced BEEPing.

18. How quickly does the alarm activate?

The AbiFit sensor will set off an audible BEEPing alert within 20-30 seconds of activity thresholds being breached. Within a further 1-15 seconds, an email alert and push notification will be transmitted from the AbiFit sensor to your smartphone app.

19. How loud is the alarm?

As long as there are no closed-doors to subdue the BEEPing sound, the audible BEEP can be easily heard.

20. Why do I need to provide my email address?

Your email address is needed for the following reasons;

- We will generally communicate with you by email. Communication that you may receive from AbiBird would include updates on your AbiFit service. Other communication may relate to the provision of your AbiFit service, including any network issues that may affect the delivery of notifications to your smartphone from the AbiFit sensor

- You will also need your email address to receive email alerts and push notifications from your AbiFit sensor. You will be required to input your email address when creating your account after downloading the AbiFit app (STS Secure app) to your smartphone from either App Store (Apple devices) or Google Play (Android devices).

21. What is a push notification?

A push notification is an alert transmitted to your smartphone from the AbiFit sensor. The push notifications include both email alerts and notifications that appear on your smartphone's home screen. To receive push notifications on your smartphone, you will need to ensure that notifications are turned ON on your smartphone. We recommend applying the Static setting so the alerts remain on your home screen until removed. You can also choose what type of alerts you wish to receive from the AbiFit app (STS Secure app)

within the ACCOUNT section of the app.

22. How long do the batteries last?

The AbiFit sensor runs on 4 x AA batteries. The batteries will last for 12+ months. The AbiFit sensor will send a notification to your smartphone when the batteries need replacing. You can also check the status of the remaining battery-life of your AbiFit sensor within the ACCOUNT section of the STS Secure app.

NOTE: When replacing your AbiFit sensor's batteries, ensure you replace the batteries with Lithium batteries. 'Lithium' needs to be written on the cover of the new battery pack that you purchase to replace the old 'Lithium' batteries that your AbiFit sensor was delivered with.

23. How will I know if my AbiFit sensor is not working?

You will not know so it is important to check that your AbiFit sensor is working every week or two.

Test to check your AbiFit sensor is working: To check that your AbiFit sensor is working, wave your hand rapidly directly in front of the AbiFit lens for up to 30 seconds. The AbiFit sensor's screen will **flash green** and an audible BEEPing alert will sound from the AbiFit sensor for either 30 or 60 seconds, depending on which duration of alert you have requested. An email alert and push notification will also be transmitted to your smartphone.

If the AbiFit sensor does not flash green and sound the audible BEEP, then there may be an issue with you AbiFit sensor and you should contact AbiBird customer support by email to support@abibird.com.au or by phoning 1300 13 21 21.

If the AbiFit sensor does flash green and sound the audible BEEP, but **does not** transmit an email alert or push notification to your smartphone, then there may be a network issue. You can check to see whether your AbiFit sensor is connected to the network by looking in the ACCOUNT section of the AbiFit STS Secure app to see the CONNECTION STATUS. Contact AbiBird Support if there are any network connection issues.

24. Why is the AbiFit sensor alarming during the day?

The AbiFit sensor will alarm when the sensor's lens captures constant movement for up to 30 seconds. If the AbiFit sensor is alarming during the day, it is because there is activity occurring in the AbiFit sensor's line-of-vision. To avoid the AbiFit sensor alarming when not required, either turn the AbiFit sensor's lens away from looking at activity that is taking place, or alternatively, place a cover over the AbiFit sensor's lens.

IMPORTANT: Be sure to place the AbiFit sensor back in its specified location (refer to the AbFit Quick Start Guide – Placing Your AbiFit sensor) and/or remove the cover from the AbiFit sensor's lens when you **do require** the AbiFit sensor to sound an alarm and send email and push notifications to your smartphone in the event of a possible seizure event.

25. Can I take the AbiFit sensor and service on holidays with me?

Yes, you can take the AbiFit sensor away with you when you are travelling. Simply remove the AbiFit sensor from it's current position and place it safely in your baggage. Ensure the AbiFit sensor's lens is facing downwards and not able to capture constant movement for up to 30 consecutive seconds.

IMPORTANT: When unpacking the AbiFit sensor at your new destination, be sure to place the AbiFit sensor back in the correct, specified location in order for it to alert in the event of a possible seizure event (refer to the AbFit Quick Start Guide – Placing Your AbiFit sensor). Also check to see that your AbiFit sensor is working; **refer to the Q&A – 23. How will I know if my AbiFit sensor is not working**.

26. What is the AbiSensor night product?

The AbiSensor night product uses similar logic to the AbiFit sensor, but is different in that it looks for no activity when there should be activity. This compares to the AbiFit sensor that looks for constant, rapid activity for a set period of time. The AbiSensor night product is useful for recording sleep patterns either side of a seizure event or as a confirmation that a restful sleep has occurred.

27. What is the Customer Care telephone number?

AbiBird's Customer Care contact details are as follows;

Phone: 1300 13 21 21
Email: support@abibird.com.au

28. What are the Customer Care opening hours?

AbiBird's Customer Care business hours are 9am - 5pm, Monday to Friday.

29. How do I opt-out of the payment plan?

If you do not wish to proceed with your AbiFit sensor service beyond the free 3-month free trial, simply log in to your account at www.abibird.com.au and de-select the 'Payment Plan' option before the expiry of your 3-month free trial period. You will then not be charged to continue with the AbiFit service beyond the 3-month free trial period.

If you have already been paying for the AbiFit sensor service and you wish to cancel your subscription, contact AbiBird Support (email support@abibird.com.au or phone 1300 13 21 21) and inform the support team that you do not wish to continue with your AbiFit sensor service. The support team will immediately cancel your subscription and arrange for the return of your AbiFit sensor.

NOTE: If you have already been invoiced for the current month's AbiFit service, no apportioned refund will be credited to you for any remaining part of the current month's invoicing period.

30. Can I use my NDIS to fund the AbiFit sensor service?

Yes, you can use your NDIS to fund AbiFit. Please contact Epilepsy SA on 1300 850 081 to enquire about how to fund the AbiFit service via your NDIS package.

31. Is GST included in the price?

Yes, the AbiFit service is $20 per month, inclusive of GST.

32. Can I change settings on the app?

Yes, you can change the settings on the AbiFit (STS Secure) app. Simply open the app, select ACCOUNT and select the settings that you wish to adjust, including NOTIFICATIONS and SCHEDULES.

33. I also want my partner to have the AbiFit app to receive email alert and push notifications, is this possible?

Yes, this is possible. You can invite as many other people as you wish to receive the AbiFit sensor alert notifications.

Firstly, have your partner or other person download the AbiFit sensor app (refer to the Quick Start Guide – Step 1. 'Download the STS Secure app'). Then, within the ACCOUNT section of the app on your smartphone, select the MEMBERS button, and follow the prompts to add the email address of the person that you wish to add to view the AbiFit sensor's alert notifications.

The new member will need to switch accounts to **view your account** and **your AbiFit sensor** on their smartphone app.

34. Is AbiFit an Australian product?

Yes, AbiFit is owned by an Australian company, AbiBird Australia Pty Ltd. AbiBird Australia Pty Ltd is in turn owned by ATF Services Pty Ltd, a 100% Australian owned, funded and operated company.

35. Is the AbiFit sensor service a patented product?

Yes, the AbiFit product is an Australian patented product.

36. Is AbiFit endorsed by Epilepsy SA?

Yes, the AbiFit sensor service is endorsed by Epilepsy SA. For futher information, please contact Epilepsy SA on 1300 850 081.

37. Can I trial the AbiFit service if I live outside of South Australia?

Yes, AbiFit welcomes any person, family or individual living with Epilepsy and residing outside of South Australia to participate in the free 3-month AbiFit sensor trial. Please visit the AbiBird website at www.abibird.com.au/abifit and place an order to commence the trial, or contact the AbiBird customer support team by email to support@abibird.com.au or by phoning 1300 13 21 21.

The AbiFit sensor product is 100% owned and operated by AbiBird Australia Pty Ltd. (www.abibird.com.au)

ASSISTING FAMILIES AND INDIVIDUALS LIVING WITH EPILEPSY

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