

# Getting started with Komp Pro





# This is Komp Pro

Komp Pro is what we call warm technology, which facilitates social contact between healthcare professionals, the end-user and their family and friends. The hardware is designed for those who may find it difficult to use modern technology, like touch technology.

## Komp Pro consists of three parts

**Komp Hardware for the end-user** – a single-button computer designed for ease of use

**Webportal** - As an organization, you and your staff can interact with Komp users through a secure webportal. The webportal allows you to make video calls, send pictures, and manage users' schedules and activities:

- End-to-end encrypted communication through:
  - Messages
  - Pictures
  - Reminders
  - Video calls
- Customization of a daily orientation clock
- A secure fleet management within the organization

**Family app** - Family members can interact with the Komp user via the Komp app, which is free to download on iOS and Android. It creates a closed group exclusively for invited members. Organization staff and family members cannot see each other's shared content.

## Komp Pro provides healthcare organisations the opportunity to

- Effective follow-up of health needs through video calls
- Support self-management through messages and reminders
- Enable independent life to live longer at home
- Support communication between healthcare professionals, relatives and the end-user
- Enable social interaction with family and friends, preventing involuntary loneliness and promote digital inclusion

## A highly intuitive interface

Komp is a computer with just one button. Turn the knob, and Komp starts up, displaying a slideshow with pictures, messages, and calendar events sent by family members and caregivers. When Komp is turned on, contacts can initiate video call, which trigger a countdown before the call automatically starts. If the user does not wish to receive video call or view the contact they can simply turn off the device.



# Create your profile

To create a profile in the webportal, you need an invitation from an administrator in your organization. Follow these instructions to set up your profile:

1. Open the invitation you received via email.
2. Click on "**Create Your Profile**".
3. A new webpage will open. Click on "**Verify Account Details**".
4. Review our Terms of Service and Privacy Policy. Check the boxes if you agree, then click "**Next**".
5. Enter your personal information and upload a profile picture.
6. **Create Account**

Your Komp Pro-profile is now created, and you can start using the portal.

Please note that you can only register your email address once. If you are associated with multiple organizations or users, you must use different email addresses.

## Invite Employees

Only the administrator can invite employees to the webportal. It is possible to invite an unlimited number of employees to the webportal. Log in --> Go to "**Employees**" --> "**+ Invite Employees**" (top right).

### Administrator, IT manager and Regular User:

There are three types of users in the Komp Pro portal:

- Administrator
- IT manager
- Regular user

**Administrators** have access to all resources in the organization. They can view, edit, and delete anything (such as shared content, groups, and inviting employees).

The **IT manager** is an administrator but does not have access to the content being sent. They can invite users, edit settings on Komp, and manage groups.

An organization can only have one administrator or one IT manager, not both.

**Regular users** are typically employees who use Komp Pro to add content. Regular users must be added to a group and receive permission from an administrator or IT manager to view, edit, or delete content on a Komp.





# Shortcut to the webportal

We know from experience that accessing the web portal must be easy to use it effectively. Add the webportal as a shortcut to your home screen on your computer or phone.

## Placement of Komp

Place Komp on a stable surface within the user's line of sight and reach. Make sure that Komp is not positioned in a way that the camera points toward private areas of the home, such as bathrooms or bedrooms. Komp requires access to power to function, so it should be placed near an electrical outlet.

## 4G and WiFi

Komp comes with a SIM card and unlimited mobile data. All you need to do to get started with Komp is plug the cord into the power outlet and turn it on. If the 4G coverage where Komp will be placed is poor, you can add a wireless internet connection to Komp. Please note that Komp does not support Captive Portals.









# Invite Family Members

Komp works best when family members can also have video calls and share moments from everyday life with the Komp user. You only need to invite one family member, as they can invite the rest of the family from the app. Follow these steps to invite the first family member:

1. Click on **Manage**
2. Select the Komp you want to invite a family member to
3. Under **Family** --> Click on **Get Keyword**
4. Share the keyword with the family member and ask them to download the Komp Family app from the Apple Store or Google Play
5. The family member can then invite the rest of the family after they have connected to the app

## Komp modes

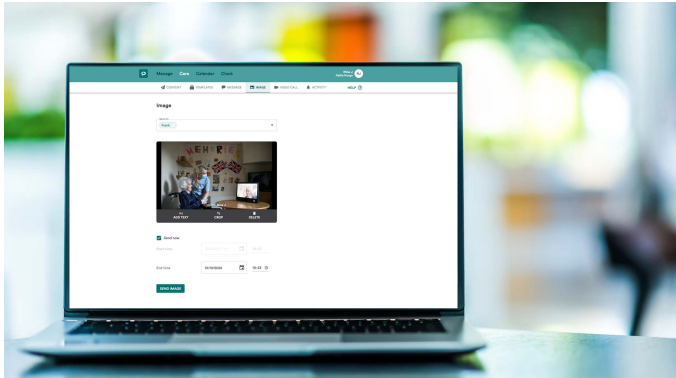
<p> <b>On</b></p> <p>Komp is on. Video calls are possible and new content will be displayed immediately.</p>	<p> <b>Off</b></p> <p>The Komp user has switched the button off. Video calls are not possible.</p>
<p> <b>Sleeping</b></p> <p>Komp is in Sleep Mode. Video calls are still possible, but otherwise the screen is inactive.</p>	<p> <b>No connection</b></p> <p>No internet connection or no power. It will also display as 'Komp is not available'</p>



If the Komp is turned on but has no internet connection, a yellow dot will be visible on the Komp screen.

# Key features

On this page you can find a short introduction to Komp's key features, and how each of them works.

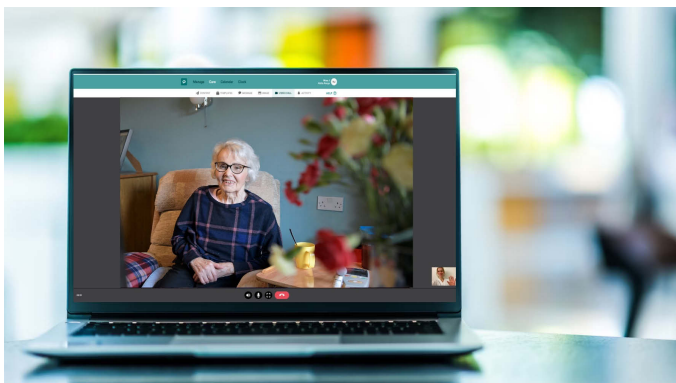


## Images and messages

Images and messages are displayed in a continuous loop on the Komp display along with images and messages that the family has sent.

You can decide both the display duration and expiry time.

You can add text on images.



## Video calling

If the Komp is switched on you can make a video call.

When you call, the conversation will automatically connect after 10 seconds. The user may choose not to accept the call by switching Komp off.

The countdown timer can be adjusted under **Manage --> Select Komp --> Video Calls --> Countdown Video call.**





## Sleep mode

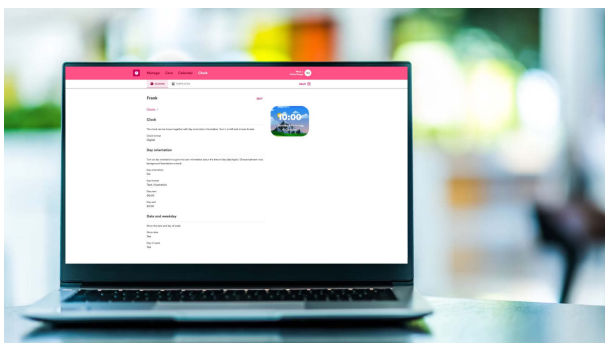
Sleep mode lets you set time intervals where the screen will be switched off

Video calls are still enabled when Komp is in Sleep Mode.



## Weather

Show today and tomorrow's weather forecast.



## Clock

Komp features an adjustable clock with a 24-hour orientation, available under Clock in the Komp Pro portal. You can create a template to apply the same clock settings to multiple Komps.

# Calendar and Reminders

Through the calendar feature in the webportal, you can create activities that will be displayed on Komp. Easily add routines, visits, or other important events. In conjunction with the activity starting, you can include a notice that shows the activity will begin shortly.



On Komp, a daily schedule is displayed, providing an overview of the day's events. It is possible to turn this off under Manage if you do not want it to be displayed.

You can find the calendar feature under **Calendar** in the webportal.

## Frequently asked questions

### I haven't received an invitation via email

If you haven't received an invitation to Komp Pro via email, we recommend checking your spam folder. If the issue persists, please contact your administrator to ensure that the email address is correct.

### How do I prepare the Komp hardware for a new user?

Sometimes it becomes necessary to delete all content and settings on a Komp, for example, when the Komp is being transferred from one user to another. This can easily be done in the webportal.

Go to **Manage** and select the Komp device on which you want to delete the content. At the bottom, you will find the option to Reset this Komp. Fill out the sections you wish to delete and click Start.

### Which browsers support the webportal?

The webportal supports the latest versions of the following browsers: Chrome, Firefox, Safari, Edge, and Opera. Komp Pro may still work in browsers we do not support, but we will not actively address issues or perform repairs that arise in older versions.

### I have changed my email address, how do I update it?

We can help you change your email address. Please contact us at [support@komp.family](mailto:support@komp.family), and we will assist you further.



# Safety information

## Komp Terms of Use

Komp is supplied by the Norwegian company Kompany AS which is a part of Abilia.

- 1 The Komp unit should be placed on a solid, stable surface to ensure that it does not fall.
- 2 The Komp unit should only be used with the power supply provided in the box, and the 4G sim card should not be used with other products.
- 3 The Komp unit is not waterproof. Do not wash the unit under running water.
- 4 Komp is made for indoor use only.
- 5 The warranty does not apply if you try to repair the Komp unit yourself.
- 6 You must create a user profile with a personal password. The password should not be used or given to anyone else.
- 7 Kompany reserves the right to deactivate your account if you use Komp in violation of these terms.
- 8 You are responsible for all content you share on the Service.
- 9 Personal information is processed in accordance with the [privacy statement](#).



## See full Terms & Conditions here:

Terms & Conditions for Komp:

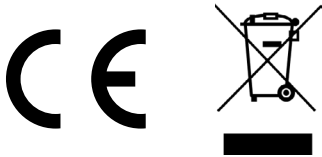
<https://komp.family/terms-and-conditions/>

Terms & Conditions for Komp Pro:

<https://komp.family/legal/>

Privacy Statement

<https://komp.family/privacy/>



### **European Union—Disposal Information**

The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

# Komp



**Do you need any support?**

**Contact us: 20 3695 9242  
support@komp.family**

**Visit us: [help.komp.family](https://help.komp.family)**



**When getting in touch remember to quote your Komp serial number,  
found on the back of your Komp**