

VRELAX

INSTRUCTION GUIDE



NO STRESS.

*In a few minutes you
will be VRelaxing!*





Thanks!

Fantastic that you are getting started with VRelax! This instruction guide is for the practitioner and individuals using the VRelax app. Please read this instruction guide completely before using the VR headset with the VRelax app. This way, we can provide appropriate care and safety to users.

VRelax is an intervention that people with stress, pain or mental health issues can do independently at any time to promote relaxation, reduce the experience of stress and improve mental well-being. Safety and scientific validation are very important to us. VRelax has a CE mark for Medical Devices. This means that VRelax's software is safe as a medical device and complies with European directives.

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TARGET GROUP

VRelax is intended as support for people with a high level of stress and (risk of developing) health problems. These can be people with psychiatric or psychological problems, but also people with physical complaints who as a result experience stress and mental complaints. People in work situations are also a target group, if they have to deal with stress due to a high workload. VRelax can also be used for people with mental disabilities or psychogeriatric problems.

VRelax helps in the detoxification phase to reduce stress, tension and anxiety, thus preventing relapse. It does not require much focus or energy and helps reduce medication use. Studies show that frequent use offers long-term effects. Being able to lower stress independently with VRelax, also increases self-confidence.

CLINICAL BENEFITS

PSYCHOLOGICAL AND PSYCHIATRIC COMPLAINTS

Reduction of stress and negative mood, improvement of positive mood and well-being, better recovery from and/or prevention of psychiatric symptoms, strengthening of autonomy and self-control *(Crossover Randomized Controlled Trial UMCG 2019)*.

PHYSICAL COMPLAINTS

Reduction in perceived stress and negative mood, improvement in positive mood and well-being, reduced pain and improved coping.

INTELLECTUAL DISABILITY OR PSYCHOGERIATRIC PROBLEMS

Reduction in perceived stress, agitation, problem behavior. Improvement of positive state of mind, well-being and distraction. Scientific research and practical experience show a direct effect of up to 40% stress reduction. VRelax is easy to use and easy to integrate into work processes and treatment protocols.

INDICATIONS

Based on several studies (www.vrelax.com/en/onderzoek/), conducted together with University Center Psychiatry of the University Medical Center Groningen (UMCG), VRelax comes to the following indications for use:

INDICATIONS

- Stress complaints
- Burn out
- Ache
- Anxiety
- Depression
- Agitation/unrest
- Aggression
- Pondering
- Sleep problems
- Gloom
- Can't go outside, bedridden
- Distraction in case of physical discomfort
- Strict isolation due to medical treatment
- Quit smoking
- Withdrawal from drugs, alcohol
- Tapering off medication



**SCAN THE QR-CODE
AND READ OUR
MANIFEST!**



CONTRA-INDICATIONS

When using VRelax, the patient to be treated should be asked whether they have previously suffered from the symptoms listed below. If so, Virtual Reality as a technique is not recommended for use.

- Photosensitive epilepsy
- Serious wounds in the face
- Age younger than 6 years old
- Severe dizziness
- Necessary use of glasses that cannot be combined with the VR glasses
- Allergy to latex, PU-materials, antiseptic and cleaning agents
- No independent use of VRelax when cognitive the function of the user is low, making the user unable to understand the VRelax software

A FEW REMINDERS

1. During use, the user should sit or lie down stably to prevent falls or bumps during treatment.
2. The user must be in a stable, calm and safe environment to use VRelax.
3. Make sure there is enough space around the VRelax user so they cannot bump or hurt themselves on objects.
4. When people are not familiar with Virtual Reality it can cause a startle reaction. A good introduction about what someone is going to be experiencing and what effect it may have is important.
5. If the user is connected to medical equipment at the time of use, the risk (interference, entanglement, etc.) should be assessed by the healthcare professional prior to starting the VRelax session.
6. If the patient is on medication, the risks are estimated beforehand. After approval of the treating specialist the session with VRelax can take place.
7. To prevent hearing damage, the volume of the sound should be checked and adjusted properly beforehand.
8. The VR headset should be cleaned after use if they are used by different people. Follow the VRelax hygiene protocol on the next page.
9. To ensure proper operation, the VR headset should be checked for hardware, and software defects after each session.
10. If the VR headset, cable and/or charger are damaged, they should be taken out of use and presented to an appropriate person for evaluation.
11. To prevent damage to the lenses of the VR headset, the VR headset should be protected from direct sunlight. Damage by sunlight is not covered under warranty.
12. To prevent an allergic reaction in the user, the user should be asked in advance whether they are allergic to latex, antiseptic and cleaning substances. If in doubt, also consult the supplier of the VR headset.
13. Use the VR headset for a maximum of 1 hour at a time per session. Between consecutive sessions, the VR headset should not be worn or used for at least 1 hour.

HYGIENEPROTOCOL

BEFORE USE

1. Clean and disinfect your hands.
2. If you want to use earplugs/headphones for sound, make sure you use your own earplugs/headphones.
3. Clean the silicone or synthetic leather surface of the built-in head mask with Indicin Oxy Wipes or 75% alcohol*.
4. Highly vulnerable users**:
 - a. Place a hairnet over your head.
 - b. Place a VR Super Mask¹ on your face.
5. Put on the VR headset and follow the VR instructions on pages 9/10/11.

AFTER USE

6. Take off the VR headset and slowly allow the user to get back up.
7. In case of dizziness, the user remains seated or lying down until the dizziness disappears.
8. Remove and discard the VR-Super Mask¹ and hairnet and throw them away.
9. Wipe the face pad, headbands, outside of the VR headset and controller with Indicin Oxy Wipes. Important: clean the lenses with a soft dry cloth and not with the Oxy Wipes.
10. Store the VR headset and accessories in their assigned place.
11. The lenses are fragile, protect the VR headset from direct sunlight.
12. Disinfect your hands.

* Alcohol can cause plastic to become brittle over time. This applies in particular to soft plastics such as foam face pads. Hydrogen peroxide, for example, could cause discoloration. Any replacement of parts is at the expense of the user.

** By highly vulnerable users we mean people with an increased sensitivity to infections, such as haematology patients.



umcg

Produced in collaboration with the
Infection Prevention Team of the UMCG

INSTRUCTION META QUEST 2



Power button

STEP 1

Start the VR headset by pressing the power button for 3 seconds. This button is located on the right side. Make sure the headband is adjusted properly for comfortable use of the VR headset.



Selection button

STEP 2

You are now in the main menu and need the controller here. Choose the right controller depending on your preference for your right or left hand. You will see a pointer with which you can aim to select items. To confirm your choice, use the button on your index finger.



Quick Settings



Apps

STEP 3

To receive updates and new content, you must connect to the Internet. Move the pointer to 'Quick Settings' at the bottom of the menubar. Under 'Wi-Fi', select the network you want to connect to.



VRRelax app

STEP 4

Once connected, click on 'Apps' on the right side of the menubar. Then select the VRRelax app in the app overview. Once inside the VRRelax app, you no longer have to use the controllers and the app is controlled by head movements.

NOTE! Make sure your Oculus account is converted to a Meta account to receive updates for the VR glasses and VRRelax app. See page 17 for more information.

BUTTON FUNCTIONS



INSTRUCTION PICO G2 4K ENTERPRISE

NO KIOSK MODE

STEP 1



Start the VR headset by pressing the power button for 3 seconds. This button is located on the bottom of the VR headset on the right side.

STEP 3

To receive updates and new content, you must connect to the internet. Move the dot  with your head to the Wi-Fi icon (WLAN) at the bottom of the menu bar.



Choose your network by pressing the oval selection button (right side VR headset). When connected, press the PICO button .

BUTTON FUNCTIONS



STEP 2

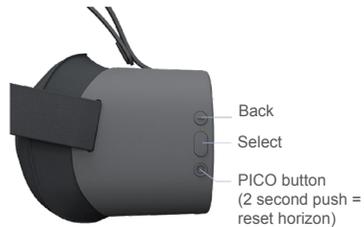


You will now get a notification. Press the PICO button  (Right side VR headset) to continue.¹

STEP 4

Move the dot  with your head to 'APP Library'  and press the oval selection button (right side VR headset). In the same way, select the VRelax app. Follow the instructions and enter your user code. When you close the app and restart it, the app will ask you to enter your user code again.

NOTE: Want to perform updates for the VR glasses or VRelax app? Then you need a Pico account to do so. Check out how to do that on page 17.



1. The controller is not required to use the VR glasses. Choices can also be made with the selection button.
2. Reset the viewing direction by pressing the Pico button for 2 seconds (bottom button on the right side of the VR glasses).



SCAN DE QR-CODE
AND WATCH THE PICO
INSTRUCTION GUIDE

UPDATES

UPDATE THE APP OR HEADSET

To perform updates to the Pico software or VRelax app, you must temporarily take the VR glasses out of KIOSK mode. For a VR glasses update, pause KIOSK mode via the left procedure below. For a VRelax app update, you need to disable KIOSK mode. You do this by dragging the config.txt file back out of the folder of your VR headset via your PC. After this, reboot the VR headset. To enable KIOSK mode again, follow the same steps as described at the top of this page. Do you want to launch the VRelax app outside of KIOSK mode? Then follow the steps on the left page (Instruction PICO G2 4K).

NO KIOSK MODE YET?

Connect the VR headset to a PC. Open the 'Pico G2 4K glasses' folder and double-click on the 'internal storage' folder. Through our account manager you can request a config.txt file, or you have already received one. Drag this file to the internal storage folder of the VR glasses. When you reboot your VR headset now, the KIOSK mode is on. When this mode is enabled, users are automatically directed to the VRelax app when they start up their VR headset. This ensures that you can start VRelaxing even faster!

VR-HEADSET UPDATE

STEP 1

Press the PICO button (bottom button on the right side of the VR headset ☹️) 2 times in a row. You will now enter a quick menu.

STEP 2

To connect WiFi, look at the WiFi icon with the blue pointer. Then click on the large oval button. You may be asked to enter your WiFi-password. Make sure you have a stable WiFi-connection.

STEP 3

At the bottom right, you can do a Pico (PUI) software check. A new window will show if your software is up-2-date or not.

APP UPDATE

STEP 1

Turn the headset on and go to the main menu. Using the middle oval button, click on the 'Store' symbol at the bottom.

STEP 2

Go to 'purchased' on the left side of the main menu. You may now need to log in with your Pico account. If there is an update available for the VRelax app, you will see a notification next to the VRelax icon. Click on it. Option 2 is by typing VRelax into 'Search' in the bar on the left.

STEP 3

Update the VRelax app and reboot the app.

LOGIN PROCESS

ONLINE

STEP 1

Take the VR glasses and pair them with WiFi. Depending on your type of VR glasses, the Pico or Quest 2 instruction describes how to do this. Are your VR glasses in kiosk mode? Then follow the steps on page 11.

STEP 2

Launch the VRelax app. Click “Continue” at the instruction screen. You will now see a 12-digit code listed here. Put the headset away for a moment and use your phone or computer and navigate to: code.vrelax.com

STEP 3

Log in with your VRelax account and enter the 12-digit code you see in the headset. If you do not have a personal account, then a license was purchased at the organizational level and someone will have to log in for you or provide the login details.

STEP 4

Put the VR headset back on, you will be automatically redirected to the main menu.

STEP 5

Are you done with VRelaxing and want to be able to start your session immediately next time? Then just choose ‘exit’.

OFFLINE

STEP 1

Grab the VR headset and go to the VRelax app. Click “Continue” at the instruction screen.

STEP 2

Do you get a notification that you need to be linked to the internet? Follow step 1 from the online procedure on the left

STEP 3

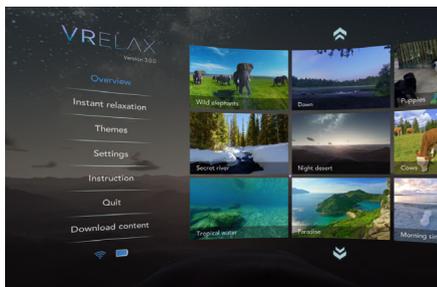
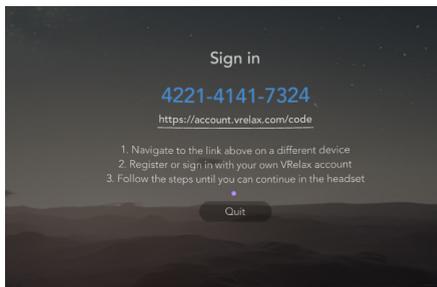
Go back to the VRelax app, you will be directed to the menu and can start.

NOTE!

For ease of use, you may use the VRelax app offline for 60 days. After that, you must reconnect to a WiFi network.

We ask this because we like to keep offering you updates, and the glasses need to be able to send data to us so we can make the VRelax app even better.

INSTRUCTION VRELAX APP



TIP! The app may indicate that new videos are available for download. In standby mode, no videos are downloaded. The glasses go into standby mode less quickly if you put something over the sensor between the two lenses.

STEP 1

The instruction that appears explains how to navigate through the app by moving your head and pointing at buttons. Looking at a button for two seconds activates the button. You don't have to use a controller and buttons on the glasses to do this.

Look at the blue "Continue" button and wait for the circular loading bar to complete. This is how you make choices within the app.

STEP 2

You can now log in. To do this, follow the steps described on the page opposite.

STEP 3

The 'Overview' in the main menu shows all the individual experiences. Under 'Themes' are experiences within which you can navigate between multiple VR videos. You can do this by jumping to another world via the star-shaped hotspots.

Do you want to exit the VRelax app? Go back to the menu. Here you can select the exit button on the left with the marker. Look carefully how you want to exit the app. If a session has taken place on an individual level, you must 'close and log out'. This prevents the personal data from being stained by the next user.



SCAN THE QR-CODE AND WATCH THE INSTRUCTION VIDEO

INSTRUCTION GRIP APP

STEP 1

Make sure the tablet you want to use is connected to the local WiFi network that has a minimum speed of 15mbit download and 15mbit upload. Should multiple devices be on this network streaming data, the quality of the video stream in the GRIP app may be lower. The tablet should have at least 4GB of working memory and should not be older than 3 years.

STEP 2

Download the VRelax GRIP app in the App store or Play store. If GRIP is included in your license, the VR glasses will open a session to connect to the tablet. In this way, the VR glasses makes itself findable on the Internet and you can connect it with the GRIP app.

STEP 3

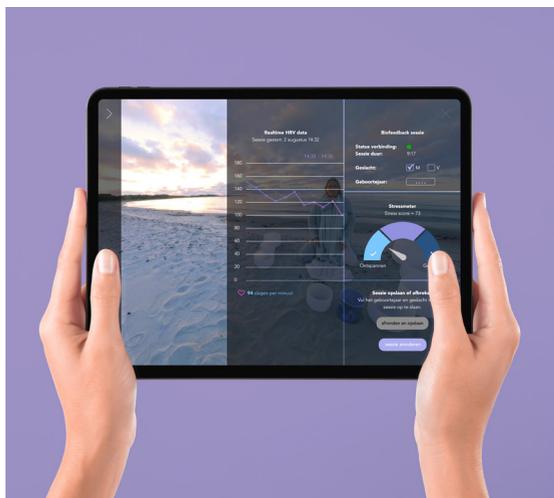
If you are logged in, you will see which sessions in the VR glasses(s) are active. Select a VR headset to connect. Then open the left panel on the tablet and select 'Start watching' to begin.

STEP 4

You can now view along in the VR glasses! When the user starts VRelaxing, you can also take control over a session as a companion by selecting 'Take Control'. You can also view 360° degrees along with the VR user by selecting this option. If you did not select this, you will see a still image, in this you can look around yourself by swiping with two fingers. By pressing with one finger you can activate interactions within an environment.

STEP 5

Want to return to the main menu? Then click your finger on the back button at the bottom of the 360° environment by pressing once.



**SCAN THE QR-CODE
AND WATCH THE GRIP
INSTRUCTION VIDEO**



HRV MEASUREMENT (BIOFEEDBACK)

BIOFEEDBACK-SENSOR

Put the sensor around your waist and make sure the smooth measurement points make good contact with the body. Stay near the tablet with the GRIP app on it. This tablet will search for the sensor via bluetooth. The sensor cannot be found until it has access to the tablet's bluetooth and location. Give permission for this at 'Settings'.

CONNECT GRIP APP

STEP 1

Make sure the tablet with the GRIP app is connected to a WiFi network. Launch the VRelax GRIP app and log in with your VRelax account.

STEP 2

On the right side within the GRIP app, slide open the biofeedback panel. Follow the steps and instructions.

STEP 3

Select the sensor found by the GRIP app. Do not connect until the signal strength shows a green indicator. You can now start a HRV session

STEP 4

For a good HRV indication, the sensor must be active for at least 2 minutes to show a so-called "baseline. The HRV data is now sent to the GRIP app from the sensor. After the session, the results can be viewed in the VRelax dashboard.

TIPS

The [HRV-meter](#) shows where you are in your stress level in real time.

The [HRV-graph](#) shows the course of the session from start to finish. This data is stored in the VRelax dashboard and can be viewed here after the session alongside previous sessions, to discover a pattern and learn what effect VRelax has on the measured person's state of mind.

Note that it takes some experience to interpret the HRV data properly. The practitioner knows the so-called "context" about the measured patient which is important for interpreting the HRV data.

Someone who, for example, has just exercised, slept badly, consumed alcohol, or suffered a recent trauma may have an abnormal HRV result. Therefore, the measurement of 1 session is purely indicative, multiple VRelax sessions will paint a more reliable picture.

AREAS OF CONCERN

1. VRelax does not support software versions that go back more than one version. Therefore, make sure VRelax glasses are updated on time to profit from our latest features and content. Periodically check for new versions of the VRelax app.
2. The use of the VR headset will cause them to wear out. To ensure that the VR headset can be used properly and safely, they should be checked periodically for damage. If damaged, the parts or the entire VR headset should be replaced.
3. Check the status of the VR headset' battery and the batteries in the controller before and after each use. Make sure the VR glasses are fully charged before the next use. This will prevent the need to stop the session prematurely.
4. Store the VR headset at room temperature in a dark, dry environment and make sure they are turned off.
5. Handle the VR headset with clean hands or gloves. Avoid contact with the lenses to prevent damage and contamination.
6. Preferably use the VR headset indoors to avoid defects caused by sunlight, temperature and moisture.
7. Do not install third-party apps in addition to VRelax to ensure the proper functioning of the VRelax app and prevent exposure to unwanted or harmful content.
8. Avoid bumping and falling of the VR headset to ensure proper operation.
9. Use the VRelax only in conjunction with the hardware recommended by VRelax. This is the PICO G2 4K Enterprise and the Meta Quest 2.
10. Are the VR glasses not working properly? Then make sure the VR glasses are sufficiently charged and check if the VR glasses have the latest software updates. Does the glasses still not work after this? Then hold down the power button for 10 to 20 seconds for a reset.
11. If a serious incident occurs while using VRelax, or any feedback, tips or other concerns, please let us know at support@vrelax.com.

WHAT IS STRESS?

Prof. Wim Veling takes you into the world of stress and the effects of stress on mind and body. Scan the QR code on the right to watch the video. (Dutch)



HELPDESK & UPDATES

HELPDESK

For all your questions, comments and/or complaints, please contact the head office in Groningen at info@vrelax.com or call +31(0)50-2110142. We aim to respond to you within one working day.

UPDATES

Within the term of your license you will receive free updates. You will be informed via the e-mail address we have on record. For updates it is necessary that you have a stable (WiFi) internet connection.

PICO G2 4K

To update, you must create a PICO account. You can create this at <https://sso-global.picoxr.com/passport>. Keep the account information in a safe place for you. There is no transfer of personal data during updates.

Meta Quest 2

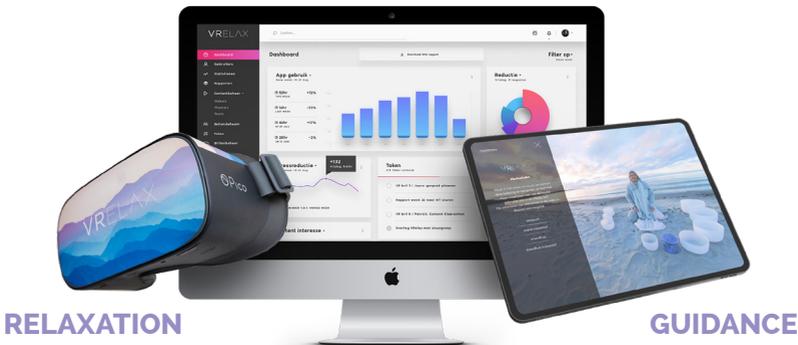
To update, you must create a Meta account. You can create this at <https://auth.meta.com>. Keep the account information in a safe place for you. There is no transfer of personal data during updates.



OUR ECOSYSTEM

Our VRelax app should ensure that mental and physical problems are reduced as quickly as possible. However, as an organization or practitioner, you also want to know what effect VRelax has on users' moods. Therefore, our GRIP app and dashboard provide the necessary tools to learn from these effects to deploy VRelax even more effectively.

INSIGHT



SCAN THE QR-CODE
AND LEARN MORE ABOUT OUR ECOSYSTEM



MEASURING IS KNOWING!

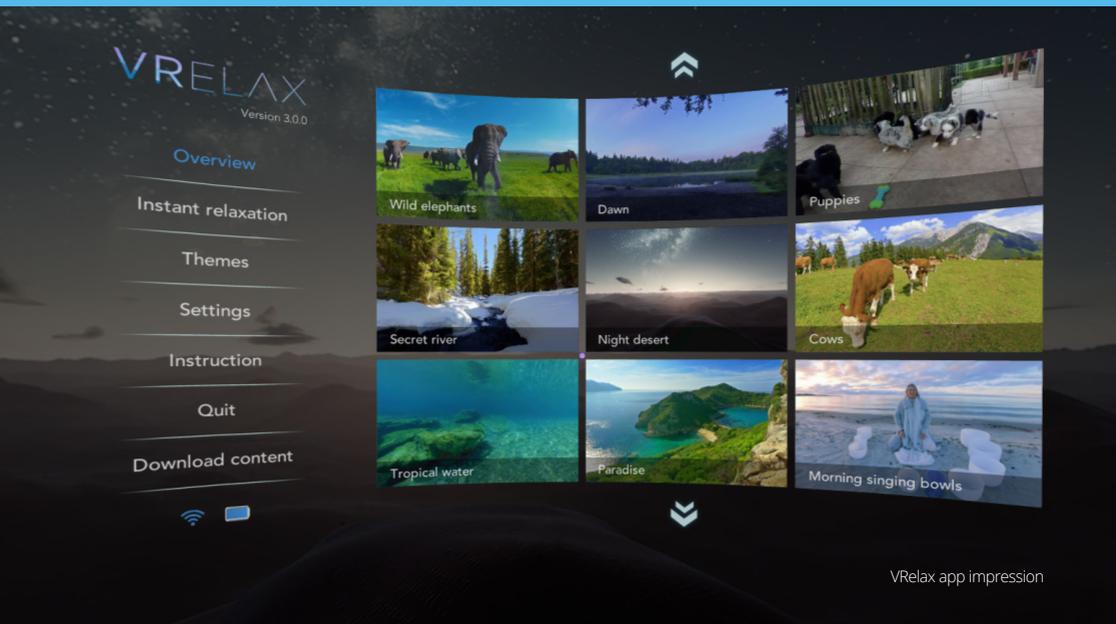
VRelax works closely with the UMCG Department of Psychiatry. They have a lot of experience with the use of biofeedback within studies. Therefore, in consultation with them, we chose the SUUNTO chest strap sensor to measure heart rate variability as accurately as possible. This sensor gives the best data and a reliable indication of the stress levels in the body.



WHAT DOES VRELAX OFFER?

Our VR app contains more than 60 high-quality virtual worlds of photorealistic quality. We deliberately choose this type of images to match the experience and expectations of our users as faithfully as possible.

Our film offerings are growing every year and becoming more diverse. Our highly experienced VR production team travels the world to create the most impressive images. This forms the basis for our VRelax app. We provide the images with animated interactive elements that subtly give users the option to keep their attention and become more immersed in the environments. Through this method of interaction, we allow people to discover, explore and exercise while achieving optimal relaxation.



VRelax app impression



SEEING IS BELIEVING!
SCAN THE QR-CODE AND
EXPLORE THE VRELAX WORLD

*Proven effective against
stress, burn-out and pain...*



READ THEIR STORIES AT

WWW.VRELAX.COM/EN/ERVARINGEN

VRELAX