



# VRELAX

## INSTRUCTION GUIDE

CE AND MDR CERTIFIED



# Thanks!

We are pleased that you are beginning your journey with VRelax. This instructional guide is intended for both practitioners and individual users of the VRelax application. Please read this guide thoroughly before using the VR headset with the VRelax app to ensure safe and effective use.

Together, we aim to provide users with appropriate care and safety. VRelax is an intervention designed to support individuals experiencing stress, pain, or mental health challenges, offering them the opportunity to engage in independent relaxation, alleviate perceived stress levels, and enhance mental well-being. VRelax carries the CE mark for Medical Devices, certifying that its software meets the safety and compliance standards outlined in European directives for medical devices.

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# TARGET GROUP

VRelax is designed to support individuals experiencing elevated levels of stress and those at risk of developing related health issues. These users may include people with psychiatric or psychological conditions, as well as those with physical complaints where stress contributes to mental distress. Additionally, VRelax can be beneficial for individuals with intellectual disabilities or psychogeriatric conditions.

VRelax is helpful during detoxification phases, where it aids in alleviating stress, tension, and anxiety, thereby supporting relapse prevention. The use of VRelax requires minimal focus and energy, providing an accessible means to reduce medication dependency. Research indicates that consistent use offers long-term benefits. Furthermore, the ability to independently manage stress with VRelax increases the sense of self-confidence and self-management.

*([www.vrelax.com/research](http://www.vrelax.com/research)).*

# CLINICAL BENEFITS

## PSYCHOLOGICAL AND PSYCHIATRIC COMPLAINTS

VRelax contributes to reducing stress and negative mood, enhancing positive mood and overall well-being, and promoting recovery from or prevention of psychiatric symptoms. Regular use supports the development of autonomy and self-regulation skills.

## PHYSICAL HEALTH ISSUES

VRelax aids in reducing perceived pain and improving coping mechanisms, making it a valuable complement to physical health treatments. Users report enhanced recovery and resilience, supported by research showing up to a 40% reduction in perceived stress levels.

## INTELLECTUAL DISABILITY OR PSYCHOGERIATRIC CONDITIONS

VRelax has shown effectiveness in minimizing stress, agitation, and challenging behaviors, while promoting a positive state of mind, improved well-being, and positive distraction. The application's ease of use makes it simple to integrate into clinical routines, workplace wellness programs, and therapeutic protocols.

*(<https://www.academiyhetdorp.nl/projecten/vrelax-ontsnappen-aan-stress-en-pijn-door-virtual-reality>).*

# INDICATIONS

Based on several studies conducted in collaboration with the University Center Psychiatry at the University Medical Center Groningen (UMCG), VRelax has demonstrated effectiveness for the following conditions:

## INDICATIONS

- Stress complaints
- Burnout
- Physical pain
- Anxiety
- Depression
- Agitation and restlessness
- Aggression
- Pondering
- Insomnia
- Gloom
- Bedridden or confined indoors
- Physical discomfort
- Smoking Withdrawal
- Substance Withdrawal
- Tapering off medication

Watch my psychoeducation video on how stress works in your brain and body!



*Prof. Wim Veling*  
Chief Scientific Officer

## WHAT IS STRESS?

Prof. Wim Veling takes you into the world of stress and the effects of stress on the mind and body.



## CONTRA-INDICATIONS

Prior to using VRelax, it is essential to assess whether the patient has experienced any of the following conditions. If so, the use of Virtual Reality technology is not recommended:

- Photosensitive epilepsy
- Severe facial injuries or open wounds
- Age under 6 years
- Dizziness or vertigo
- Vision impairments requiring glasses incompatible with VR headsets
- Allergies to latex, polyurethane materials, antiseptics, or cleaning agents
- Cognitive impairment preventing independent comprehension and use of the VRelax software

# RISKS

VR Relax has been researched in settings with individuals with psychiatric conditions, physical health challenges, and work-related stress, with no reports of serious adverse effects. Adverse effects are systematically monitored in these settings.

Please note, depending on the quality of the VR headset, the responsiveness of the visuals, and individual user sensitivity, some users may experience mild dizziness or a risk of nausea.

For additional information, please contact our support team (*page 17*).

**WINNAAR  
PRIX GALIEN  
MEDETECH AWARD**

**GF**  
THE GALIEN  
FOUNDATION



# KEY REMINDERS

Follow these essential guidelines to ensure safe, comfortable, and effective use of VRelax for all users.

- 1. User Positioning:** Ensure that the user adopts a stable seated position to reduce the risk of falls or injury during the session.
- 2. Low-Stimulus Environment:** Use VRelax in a quiet and safe environment to enhance relaxation. Ensure ample space around the user to avoid accidental contact with surrounding objects.
- 3. Introduction to Virtual Reality:** For users unfamiliar with VR, provide a clear introduction to VRelax's visuals and effects, as VR can sometimes induce a startle reaction.
- 4. Medical Equipment Considerations:** If the user is connected to medical equipment, the practitioner should assess any potential risks, such as interference or choking hazards, before initiating the VRelax session.
- 5. Medication and Risk Assessment:** If the user is on medication, any associated risks should be evaluated in advance, and the session should only proceed with approval from the treating specialist.
- 6. Volume Adjustment:** To prevent hearing damage, adjust the volume of the VR headset to a safe level prior to use.
- 7. Hygiene Protocol:** Clean the VR headset after each use when shared among multiple users, following the hygiene protocol provided on page 8.
- 8. Device Inspection:** Regularly inspect the VR headset for hardware and software functionality to ensure proper operation.
- 9. Handling Damaged Equipment:** If the VR headset, cables, or charger are damaged, they should be immediately removed from use and assessed by a qualified individual.
- 10. Sunlight Protection:** Protect the VR lenses from direct sunlight, as damage from UV exposure is not covered under the warranty.
- 11. Allergy Precautions:** To avoid allergic reactions, ask users in advance if they have known allergies to latex, antiseptics, or cleaning agents. If uncertainty arises, consult the VR headset supplier.

# HYGIENE

## BEFORE USE

1. Clean and disinfect hands.
2. Use personal earplugs or headphones if needed.
3. Clean the VR headset's face mask with Indicin Oxy Wipes or 75% alcohol.\* Clean lenses with the provided microfiber cloth.

## AFTER USE

1. Carefully remove the VR headset and allow the user to regain balance. If dizziness occurs, have the user sit or lie down until it subsides.
2. Wipe down the face pad, head straps, and exterior of the VR headset and controller with Indicin Oxy Wipes. Clean lenses only with a dry, soft cloth.
3. Store the VR headset and accessories in a dry, dust-free space. Protect lenses from direct sunlight.
4. Disinfect hands.

*\* Note: Alcohol can degrade soft plastics, such as foam facepads, over time. Replacements are at the user's expense.*



**umcg**

*Produced in collaboration with the  
Infection Prevention Team of the UMCG*



# INSTRUCTION META QUEST 3



on/off button

## STEP 1

Press and hold the power button on the right side of the VR glasses for 3 seconds. Ensure the headband fits comfortably before beginning to use the VR glasses.



Selection button

## STEP 2

Use the controller to navigate within the main menu. Choose either the right or left controller based on your preference. Use the “pointer” (displayed on the screen) to aim at items you wish to select. To confirm a selection, press the button near your index finger.



Quick setting

Apps

## STEP 3

In the main menu, move the pointer to “Quick Settings” at the bottom of the screen. Under “Wi-Fi,” select your preferred network.



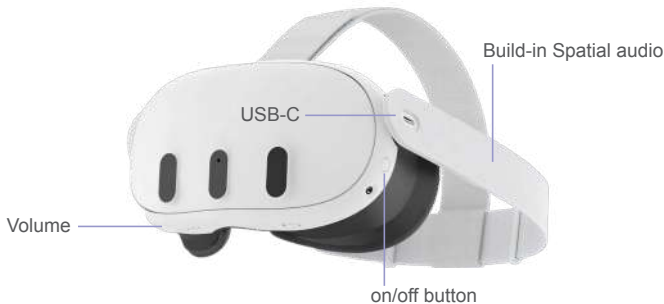
VRRelax app

## STEP 4

Click on “App Library” in the upper right corner. Select the VRRelax app from the list of applications. Once the VRRelax app is open, you can navigate within it using head movements, no controllers are needed.

**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.

## BUTTON FUNCTIONS



# INSTRUCTION PICO G3

## STEP 1: Power on

Press and hold the power button for three seconds to turn on the VR headset. The power button is located on the top-left side of the headset.



## STEP 2: Initial Setup and connectivity

Connect to Wi-Fi: To receive updates and new content, connect the headset to the Internet: Use your head to move the cursor to the Settings icon at the bottom of the menu bar. Select the Wi-Fi (WLAN) icon. Choose your network by pressing the oval selection button on the right side of the headset.

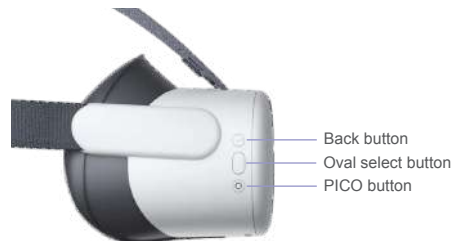


## STEP 3: Launch the VR app

Navigate to Library by moving the cursor and pressing the oval selection button on the right side of the headset. Select the VRRelax app to open it.

**NOTE!** A Pico account is required to perform updates for the VR headset or the VRRelax app. Multiple headsets can be linked to a single account. For instructions on creating a Pico account, please refer to page 17.

## BUTTON FUNCTIONS



1. **No Controller Needed:** You do not need the controller to operate the VR headset. Selections can be made using the oval selection button on the right side of the headset.
2. **Reset Viewing Direction:** To reset your viewing direction, press and hold the Pico button (the bottom button on the right side of the headset) for one second.

# SOFTWARE UPDATES

## VR HEADSET UPDATE

### STEP 1

Press the PICO button once to enter the menu.

### STEP 2

To receive updates and new content, you must connect to the Internet:

- Move the cursor with your head to the Settings icon at the bottom of the menu bar.
- Navigate to the Wi-Fi (WLAN) icon.
- Choose your network by pressing the oval selection button on the right side of the headset.

### STEP 3

Use your head to move the cursor to “Library” and press the oval selection button. Select “System Update.” A window will display whether your software is up to date.

## APP UPDATE

### STEP 1

Press the power button to start the VR headset. Once you’re in the main menu, navigate to “Library.”

### STEP 2

Click on “Everything” on the left side. Here, you’ll find the VRelax app and see if an update is available, indicated by an icon on the app. Click “Update” to update the app, then restart it.



**SCAN THE QR-CODE**  
AND VIEW THE  
MANUAL FOR  
THE PICO G3  
VR GLASSES

# ACCESS & LOGIN

## ONLINE

### STEP 1

Take the VR headset and connect it to a Wi-Fi network. Refer to the specific instructions for your headset model to complete this step.

### STEP 2

Launch the VRelax app on the headset. Click “Continue” on the instruction screen; a 6-digit code will appear. Set aside the headset temporarily. On your mobile device or computer, navigate to [account.vrelax.com/code](https://account.vrelax.com/code).

### STEP 3

Log in with your VRelax account and enter the 6-digit code displayed on the headset. If you don't have your login details, ask a colleague. If they don't have the details either, please contact us at [support@vrelax.com](mailto:support@vrelax.com) or +31 50 211 0142.

### STEP 4

Return to the VR headset. You will be automatically redirected to the main menu and can begin using the app.

When you're finished using VRelax, you can turn off the VR headset by pressing the power button for three seconds. During your next session, you won't need to log in again unless you've been offline for more than 60 days and your session needs to be refreshed.

## OFFLINE

### STEP 1

Grab the VR headset and launch the VRelax app. Click “Continue” on the instruction screen.

### STEP 2

If you receive a notification prompting you to connect to the Internet, please follow the Online Procedure above. If not, you can proceed to use the app.

## 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 should be able to send data to us so we can learn from it to make the VRelax app even better for you.

VRELAX

FINALIST  
NATIONALE

+ zorg  
innovatie

PRIJS 2022

# INSTRUCTION VRELAX APP



## STEP 1: Navigation

You can navigate the app by moving your head to control the cursor (the dot) and pointing it at the on-screen buttons. To activate a button, simply look at it for two seconds. There's no need to use a controller or any buttons on the headset.

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: Logging in

You can now log in. To do this, please follow the steps described on page 12.

## STEP 3: Exploring the menu

In the main menu, you'll find several options:

- **Exercises:** Direct access to various relaxation exercises.
- **Adventure World:** Animated, interactive fantasy worlds.
- **Experiences:** Different standalone environments to explore.
- **Journeys:** Interconnected worlds for extended exploration.

**TIP!** The app may indicate that new content is available for download. If the headset enters sleep mode, new content won't be downloaded. If the download is taking a long time, please contact support at 050 211 01 42 or support@vrelax.com for assistance.



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

# INSTRUCTION GRIP APP

## STEP 1

Please ensure that the GRIP app is included in your software license. Download the VRelax GRIP app from the App Store or Google Play Store. Your VR headset will automatically make itself discoverable over the Internet, allowing you to connect it with the GRIP app.

Make sure the tablet you plan to use is connected to a local Wi-Fi network with a minimum speed of 15 Mbps download and 15 Mbps upload. If multiple devices are streaming data on this network, the video stream quality in the GRIP app may decrease. For optimal performance, the tablet should have at least 4 GB of RAM and be no older than three years

## STEP 2

Log in to your VRelax account. After logging in, you will see a list of active sessions. Select the VRelax license you wish to connect to. Then, open the left panel on the tablet and select “Start Watching” to begin.

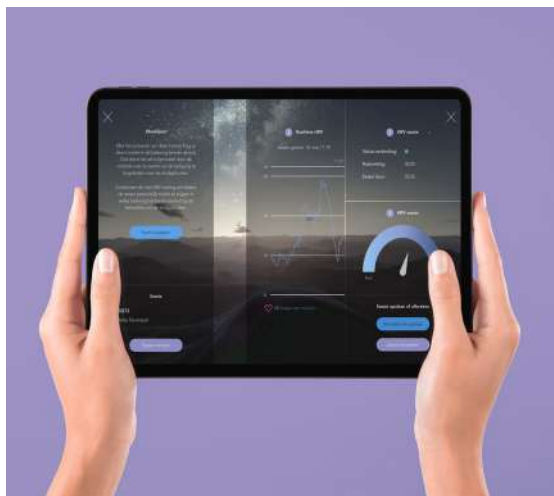
## STEP 3

You can now watch along the VR headset. When the user starts VRelaxing, you can take over control of the session by selecting ‘Take Over Control’. You also have the option to ‘Watch along’ the VR user by selecting this feature. If you do not select either option, a still image will be displayed, and you can look around by swiping with two fingers. Pressing with one finger allows you to activate interactions within the environment.

## STEP 4

To return to the main menu, tap the back button located at the bottom of the 360° environment using your finger.

**Tip:** If the user wants to return quickly, they can tap “Back to Main Menu”.



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



# HRV BIOFEEDBACK (HEARTRATE VARIABILITY)

## BIOFEEDBACK SENSOR

Place the sensor around your waist, ensuring that the smooth contact points are in contact with your skin. Stay within two meters of the tablet running the GRIP app. The tablet will search for the sensor via Bluetooth. To enable the connection, make sure the tablet's Bluetooth and location services are turned on and permissions are granted. You can allow these permissions in the tablet's Settings.

## START HRV SESSION

### STEP 1

Ensure that the tablet running the GRIP app is connected to a Wi-Fi network. Launch the VRelax GRIP app and log in with your VRelax account.

### STEP 2

Within the GRIP app, slide open the biofeedback panel from the right side. First, select a session to connect to. Then, follow the provided steps and instructions.

### STEP 3

Select the sensor detected by the GRIP app. Connect only when the signal strength indicator displays green. You can now start the HRV session.

### STEP 4

For an accurate HRV indication, ensure the sensor is active for at least two minutes to establish a baseline. A session must last at least two minutes to be saved. The HRV data is transmitted from the sensor to the GRIP app. After the session, you can view the results in the VRelax dashboard.

## TIPS

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

The [HRV graph](#) illustrates the progression of your session from start to finish. This data is stored in the VRelax dashboard and can be reviewed after the session, alongside previous sessions, to identify patterns and understand the effect VRelax has on your state of mind.

**Note:** Interpreting HRV data requires some experience. Practitioners understand the “context” of the individual being measured, which is important for accurate interpretation. Factors such as recent exercise, poor sleep, alcohol consumption, or recent trauma can result in abnormal HRV readings. Therefore, the measurement from a single session is purely indicative. Multiple VRelax sessions will paint a more reliable picture.

# AREAS OF ATTENTION

1. **Software Updates:** VRelax supports only the latest software version and one prior. Therefore, ensure your VRelax headset is updated promptly to benefit from our newest features and content. Experiencing trouble updating? Contact support at 050 211 01 42 or support@vrelax.com, and we will assist you.
2. **Wear and Tear:** Through regular use, the VR headset may experience wear. To ensure proper and safe operation, periodically inspect the headset for any damage. If you find damaged parts, replace them or consider replacing the entire headset if necessary.
3. **Battery Status:** Check the battery level of the VR headset before and after each use. Ensure it is fully charged before the next session to avoid premature interruptions.
4. **Storage Conditions:** Store the VR headset at room temperature in a dark, dry environment, and make sure it is turned off.
5. **Handling:** Handle the VR headset with clean hands or use gloves when touching the exterior.
6. **Lens Care:** Avoid touching the lenses to prevent damage and contamination. Preferably use the VR headset indoors to prevent malfunctions due to sunlight, temperature, and moisture.
7. **Third-Party Applications:** Do not install third-party apps besides VRelax to ensure proper operation and to avoid exposure to unwanted content.
8. **Physical Protection:** Avoid bumping or dropping the VR headset to maintain its proper functioning.
9. **Recommended Hardware:** Use the VRelax app only with VRelax-recommended hardware: PICO G3, Neo 3, Meta Quest 2, or Meta Quest 3.
10. **Troubleshooting:** If the VR headset is not working properly, ensure it is sufficiently charged and has the latest software updates. Still experiencing issues after this? Hold down the power button for 10 to 20 seconds to perform a reset.

**SCAN THE QR-CODE**  
AND READ OUR MANIFEST  
FOR HEALTHCARE





# SUPPORT

## HELPDESK & FEEDBACK

For all your questions, comments, feedback, or complaints, please contact our Customer Support department at [support@vrelax.com](mailto:support@vrelax.com) or call 050-2110142. We aim to respond to you within one business day. If a serious incident occurs while using VR Relax, please inform us immediately at [support@vrelax.com](mailto:support@vrelax.com). We also welcome any feedback, tips, or other concerns you wish to share.

## UPDATES & CONTENT

During the term of your license, you will receive free updates and new content. Notifications about updates will be sent to the email address we have on file. A stable Wi-Fi internet connection is required for downloading.

### PICO G3

To update, you must create a PICO account. This can be created via <https://sso-global.picoxr.com/passport>. Keep your account information stored securely. No personal data is transferred during updates.

### Meta Quest 3

To update, you must create a Meta account. This can be created via <https://auth.meta.com>. Keep your account information stored securely. No personal data is transferred during updates.



*We are VR Relax. We help you in the transition to smarter care.*

# OUR ECOSYSTEM

The VRelax app is designed to reduce mental and physical issues as quickly as possible. As an organization or practitioner, you also want to know the effect VRelax has on users' state of mind. Therefore, our GRIP app and dashboard offer the necessary tools to analyze these effects, enabling you 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 Department of Psychiatry at the UMCG, benefiting from their extensive experience in utilizing biofeedback. In consultation with them, we selected the SUUNTO chest strap sensor to measure heart rate variability with the highest accuracy possible. This sensor provides superior data and delivers a reliable assessment of the body's stress levels.



# WHAT DOES VRELAX OFFER?

Our VR app features over 70 high-quality, photorealistic virtual worlds, complemented by a spatial audio experience that further enhances your relaxation, making it even more effective. Additionally, we offer 3D animated adventure worlds designed specifically for younger users. Depending on your desired level of interaction, the VRelax app provides layered experiences to suit your needs:

**Layer 1:** Explore countless worlds for instant relaxation without interaction

**Layer 2:** Interact with your environment, be amazed and get to relaxation even faster

**Layer 3:** Choose relaxation exercises and train yourself on being able to relax better.

You decide what you want to do, when and where you want to do it.



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](http://WWW.VRELAX.COM/EN/ERVARINGEN)

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