

User Manual: Tatchi - Tactile Bodyscanner

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Feedback

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Your help is greatly appreciated.



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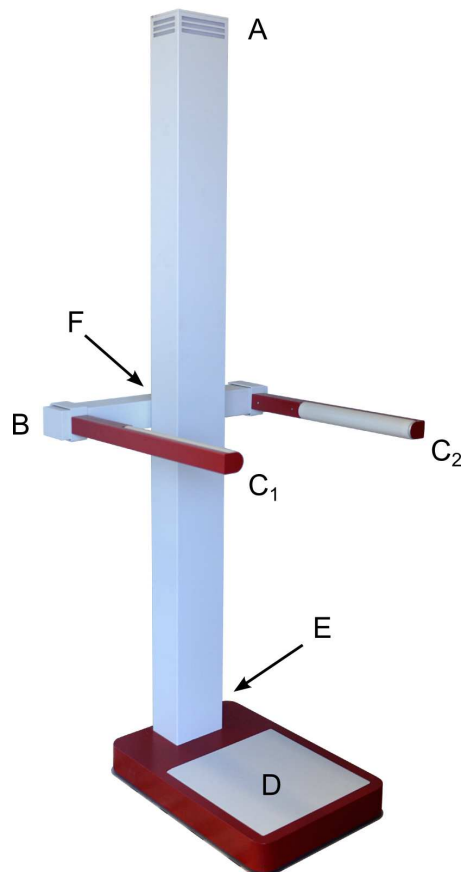
THE MEASUREMENT DEVICE

1. Hardware description

Remark



ONLY MANIPULATE THE SYSTEM BY THE WHITE PARTS !



The main parts of the device include a weightscale (**D**) and a moving sensor arm (**B**) with rollers (**C**) that follow the body contours. The moving arm has a button (**F**) on the back to inform the system about the action that will follow.

Remark



Pressing the button during more than 2 seconds will **RESET** the system



2. Device status:

The device communicates with the user by means of a multicolor LED (A):

color(s)	speed	description
-	-	Off
red-blue	Slow	Connecting to router
green-purple-yellow	Slow	Network address
gray	Slow	Standby
white	Slow	Connected
yellow-white	Slow	Prepare side contour measurement
yellow	Slow	Perform side contour measurement
yellow	Fast	End of side contour measurement
purple-white	Slow	Prepare back contour measurement
purple	Slow	Perform back contour measurement
purple	Fast	End of back contour measurement
green	slow	Processing
green	Fast	Processing ok
red	Slow	Processing error

3. Start-up of the device

Remark



Make sure **nothing is on the device** while starting the device

At the back of the measuring system you can find the on/off-switch **(E)**, put it in the "ON" position. You will immediately notice that the indication LED **(A)** will light up in **WHITE**. This is the sign that the power is turned on.

Right after this sign a **RED-BLUE** blinking indication has to follow. This is the signal that the system is looking for communicating with the router.

If you don't see this last blinking indication please check the following:

- Is the router powered on and under tension?
- Is the cable connection between router and device still OK?

If all the previous is OK you might see a **GREEN PURPLE YELLOW** indication. This is the sign that the communication with the router is OK. The LED indication will blink **GREY**.

⇒ **The measuring device is now ready for use.**



Remark

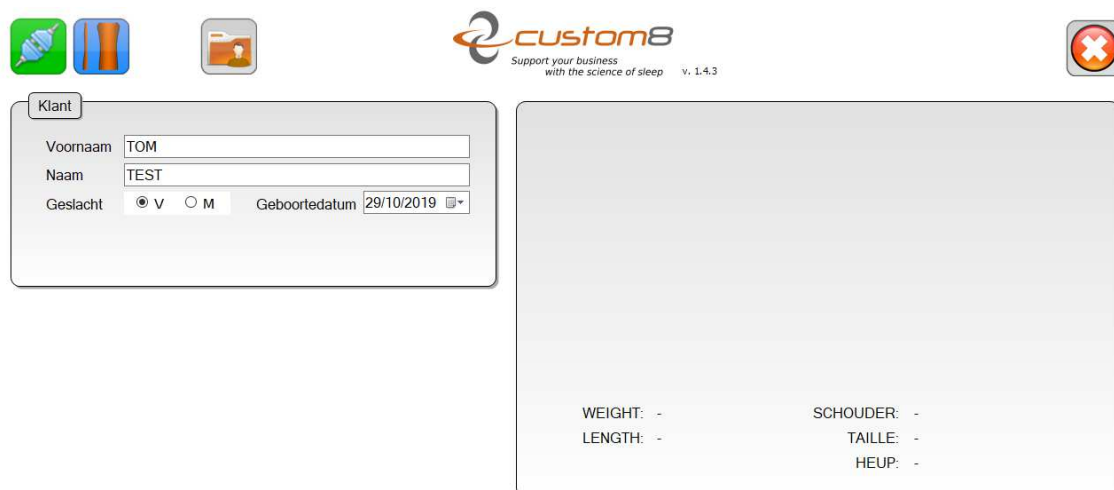


nobody or nothing can stand on the device during the whole start-up procedure !

Double-Click the software icon on the desktop and wait until the software starts up. You will notice the software immediately seeks communication with the device, resulting in some on-screen feedback messages.



If the software was able to set up the link with the device, the connection button (top left button) turns green and the measurement button (next to connection button) becomes blue in stead of gray:



After this the LED-indication will turn **WHITE** . This is the sign the connection with the PC is OK.

⇒ **The software is now ready for use.**

If this is not the case, please consult the [troubleshooting section](#).



PERFORM A MEASUREMENT

1. Complete the general customer data

Fill in the customer name, the gender and the date of birth.

2. Prepare the device to perform a measurement

Move the sensor arm **(B)** to the bottom and "open" the 2 sensor arms **(C)**

As a general rule we can state that it is not a good idea to manipulate the arms by the RED parts. Try to avoid this as much as possible.

Instruct the system to start a measurement by pressing the scan icon:



3. Measure the side contours of the body

The device responds to the scan request by a fast **YELLOW** – **WHITE** blinking of the LED-indication.

At this moment the customer can position himself/herself on the device.



Remark



- Beware that the customer is completely positioned on the white footprint **(D)**
- Customer has to stand on the system with his/her backside positioned towards the system, without leaning against the system.
- Customer has to keep his arms in front of his body. Lower- and upper arms in an angle of 90°, elbows against each other (as close as possible).

- Position both sensor arms **(C)** against the body of the customer at the height of the thighs.
- Press the button **(F) short**
- When the system only flashes **YELLOW** the device is ready for the first measurement.
- Roll the sensor arm **(B)** gently and steady towards the top until the neck of the customer.
- Wait for 2 seconds in this position. This is the sign that the first measurement can be closed.
- The system now quickly flashes **PURPLE** – **WHITE**, indicating that it is ready for the 2nd measurement.
- Bring both sensor arms **(C)** again to the starting position.



4. Measure the back contour of the body

The customer can now turn himself/herself 90° (to the left) in order to be able to measure the contour of his/her back.



Remark



- Beware that the customer is completely positioned on the white footprint (D)
- Customer has to have the system LEFT of himself/herself
- Customer has to keep his arms in front of his body, crossed before his/her body.

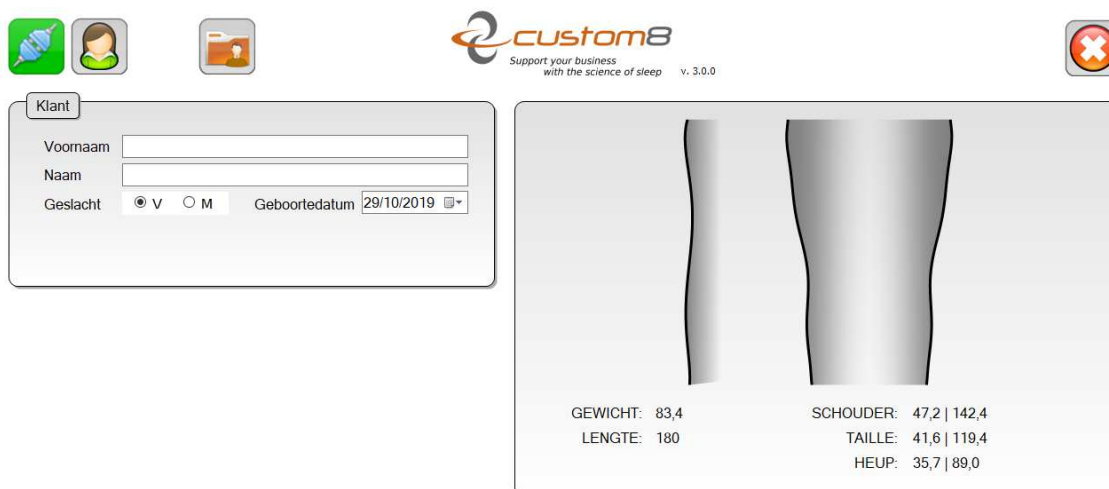
Tip



Start both measurements (contour and back) with the arm AT THE SAME HEIGHT !

- Position sensor arm **(C1)** against the body of the customer at the height of the thighs, leaving the other sensor arm **(C2)** in the outer position.
- Press the button **(F) short**
- At this moment the system only flashes **PURPLE**, it is ready to perform the 2nd measurement.
- Roll the sensor arm **(B)** gently and steady towards the top until the neck of the customer.
- Wait for 2 seconds in this position. This is the sign that the second measurement can be closed.

If everything has been finished in the right manner, the LED-indication will give a **GREEN** sign. Be aware that this is not a guarantee that the measurement itself has gone well, this is an evaluation which will be made by the software.



The screenshot shows the custom8 software interface. At the top, there are icons for a syringe, a person, a lightbulb, and a red cross. The custom8 logo is in the center, with the tagline "Support your business with the science of sleep" and version "v. 3.0.0".

The "Klant" (Customer) form contains the following fields:

- Voornaam: [text input]
- Naam: [text input]
- Geslacht: V M
- Geboortedatum: 29/10/2019 [calendar icon]

The measurement diagram shows two side views of a human torso. Below the diagram, the following measurements are listed:

GEWICHT: 83,4	SCHOUDER: 47,2 142,4
LENGTE: 180	TAILLE: 41,6 119,4
	HEUP: 35,7 89,0

You will now either get a result page with an overview the customer's measures or the system will return an error. If you get such an error, the measurement has to be re-initiated from the start.



An error will mostly be a result of:

- The customer not standing entirely on the weight scale
- The customer not holding his/her arms in the right position
- The back of the customer which couldn't be measured in the right way because the customer was leaning forward too much
- The customer moving on the weight scale during the measurement

Please correct this issue and re-start the measurement.

A new measurement can be initiated by clicking on the button next to the connection button (top left):



OPEN A PREVIOUS MEASUREMENT

All measurements are automatically saved in the following directory:

C:\Users\[your username]\Documents\custom8\Tatchi\Data

They can be opened within the software by clicking on the following icon at the top of your screen:



SHUT DOWN THE SYSTEM

1. Close down the software
2. Close down the PC
3. "Close" the sensor arms **(C)** and position the sensor arm **(B)** at the bottom.
4. Switch the ON/OFF switch of the measuring device **(E)** to the "OFF" position.



1. Manual device configuration:

The communication with the device runs over TCP/IP, and therefore the software requires to know the network address of the device. If the current device address is not available or does not respond, the software will try to automatically discover an available device by scanning the network. In some cases this automatic discovery doesn't work, and the network address must be supplied manually.

Procedure:

1. Turn on the measuring device

The system communicates through color-codes on top of the device, please pay close attention to these codes that are shown:

A RED-BLUE blinking indication will follow first. This is the signal that the device is looking for communication with the router.

Next the system will send a GREEN PINK YELLOW indication.

This combination is a coded address:

GREEN	hundreds
PINK	tenths
YELLOW	units

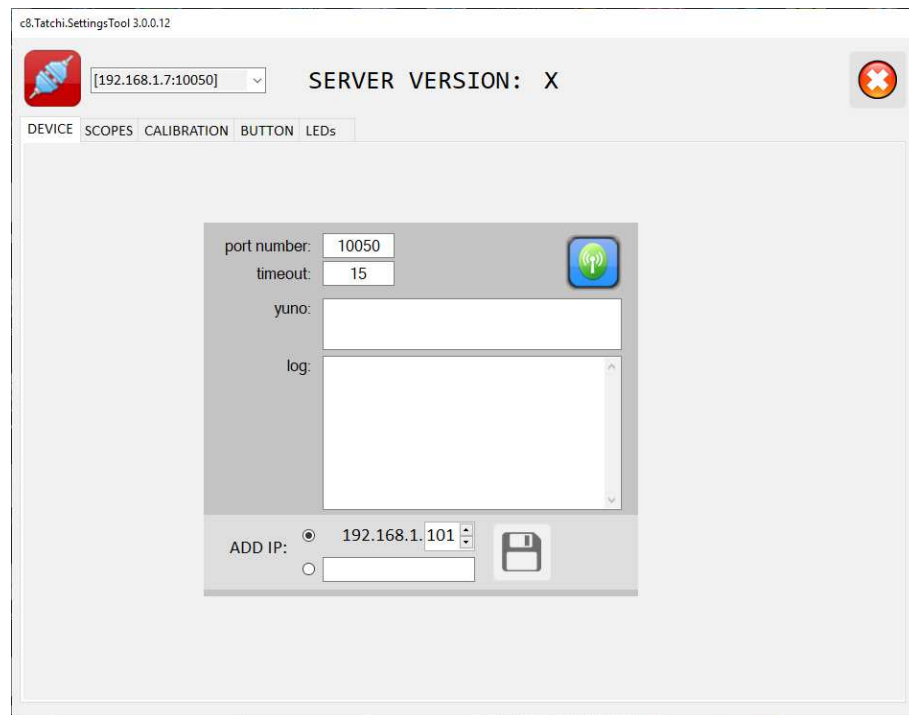
for example:

1 GREEN, 3 PINK en 5 YELLOW blinks is code: **135**.
1 GREEN blink is code: **100**. (zero blinks is ALSO a code.)

Remember this code.

2. Turn on the PC
3. Launch the program "**c8.Tatchi.SettingsTool**" which you will find on your desktop





4. Key in the color coded address at the bottom of the screen (ADD IP)
5. Press the save icon on the right
6. The connection icon turns from RED to GREEN and the light at the top of the measuring device turns WHITE instead of GREY.
7. Close down the settings-program
8. Start up the usual software.

⇒ **The system has now been set-up manually and is ready for use**

If this is not the case please contact the technical department by submitting a ticket to support@custom8.be



TECHNICAL SPECIFICATIONS

Technical data:

Length	773 mm	Voltage	12 V
Width	772 mm	Frequency	DC
Height	2118 mm	Max current	1,5 A
Weight	72 kg		

Environment:

Operating Temperature: 10 – 35°C

Operating Humidity: 35 – 75 RH

Storage Temperature: 0 – 50°C

Storage Humidity: 10 – 80 RH

Maintenance:

The metal parts of the equipment may be cleaned with a damp cloth and a mild detergent.

Do never execute maintenance out of your own decision. Follow all instructions for installation and maintenance stringent. To avoid electric shocks, do not connect or disconnect electric cables during thunderstorm and maintenance has to be postponed.

