



amelia
by XRHealth

Smart Guide

Guide for Health Care Professionals

May 2023

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In-person vs. Remote sessions

Intended Use:

Intended use

Amelia by XRHealth is intended as a tool for use by Health Care Professionals (HCP) to immerse their patients in simulated environments as part of remote or in-person therapy sessions devised to improve certain mental health conditions. Amelia by XRHealth is intended to be used in remote or in-person therapy sessions. Amelia by XRHealth is only intended to be used by patients while under the supervision of a HCP and is not intended to have any diagnostic function nor self-applied treatment.

Intended user

Amelia by XRHealth is a tool designed to be used by HCPs in their clinical practice. The use of the tool requires a knowledge of the mental health field, so it is essential for the patients to use it under the guidance and supervision of a HCP.

Intended Patients

- Amelia by XRHealth is intended for patients who need to go under an immersive experience as part of remote or in-person therapy session designed and supervised by a HCP.
- Amelia by XRHealth is not intended to be used by patients in order to have any diagnostic function nor self-applied treatment.
- The HCP must confirm their patients' eligibility for VR sessions through an in-person trial session and verify that there are no contraindications to carrying out a VR session (read carefully the relevant section: Warnings and Precautions).
- If for some reason the HCP is unclear whether a patient is eligible to use Amelia by XRHealth, he/she should not use Amelia by XRHealth in sessions with this patient.



In-person VR Sessions

Advantages of Amelia by XRHealth in-person:

- The use of a VR headset helps with the immersion experience
- You can provide the patient with access to all necessary equipment
- You have the ability to add tactile stimulation during exposure to VR environments increasing the sense of presence eg. press a pen to the patient's arm at the moment of the blood draw to simulate the needle
- Increased ability to observe patient's non-verbal behaviour during exposures

Simple steps:

- We recommend use a swivel chair which offers 360° movement for the patient
- Help the patient to put on the headphones (if using them), and the VR headset
- Ask the patient for the pairing code which appears in the headset
- Pair the headset with the Amelia by XRHealth platform to take full control of the session

Helpful tips to perform an in-person session:

- Make sure that everything works properly prior to the session
- Ensure that the headset is charged and has the latest update of Amelia by XRHealth installed
- Clean the equipment between each use

Remote VR Sessions

Why use Amelia by XRHealth remotely?

- Maintain the therapeutic alliance combining face-to-face and remote sessions
- Connect with your patients no matter the distance
- Offer more flexible working hours

Simple steps:

- Schedule a video-call with your patient
- Ask your patient to download the Amelia by XRHealth app on their smartphone
- Ask the patient for the pairing code which appears in the app
- Pair the patient smartphone with the Amelia by XRHealth platform to take full control of the session

Helpful tips to perform a remote session:

- Make sure that everything works properly prior to the session
- Communicate with your patient via video-call to make sure they feel comfortable
- Use a second device
- Remember to consider safety aspects
- Pay attention to their non-verbal communication
- Think of a remote payment method beforehand

You're ready to go!

Tip!

If your patient owns a universal headset watch the Academy video on How to do a remote Session!

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Pico Start Guide

Use And Care

Care and cleaning of VR equipment:

- **Care and cleaning of the Pico VR Headset:**

Do not leave your Pico headset in a position where the lenses come in to contact with direct sunlight. For further technical information, please consult the Pico headset manual.

VR headsets can be used by multiple patients, therefore for hygiene purposes, we recommend the use of a disposable facepad or mask with each use. Dispose of the facepad or mask after each use; do not reuse between patients. Ensure proper fit of the Facepad or mask. There are various facepads available, depending on your requirements and price range: [Example 01](#) [Example 02](#)

We recommended cleaning the lenses and device with wet wipes after each session. Use the ones available in your institution, or something similar to this recommended product: [Example](#)

VR devices can be disinfected using UV. There are different suppliers of these UV disinfection devices for use within institutions or clinics. Here is an [example](#)

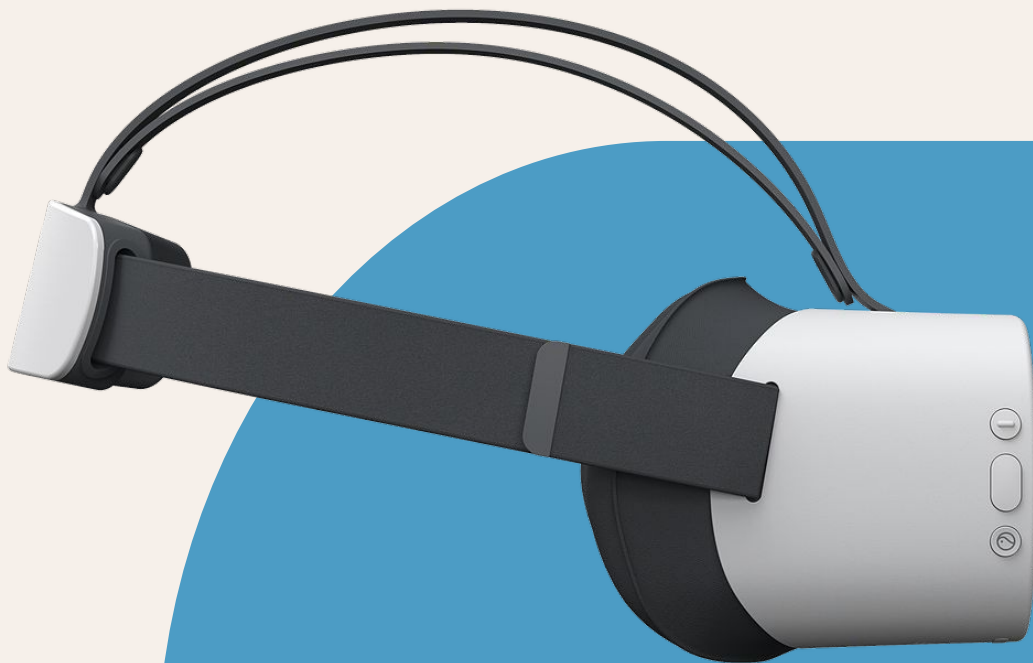
Finally, you can also use single-use disposable kits, such as cardboard headsets: [Example](#) Single-person use cardboard headsets can be provided to the patient for use with their smartphone as the display.

Warning:

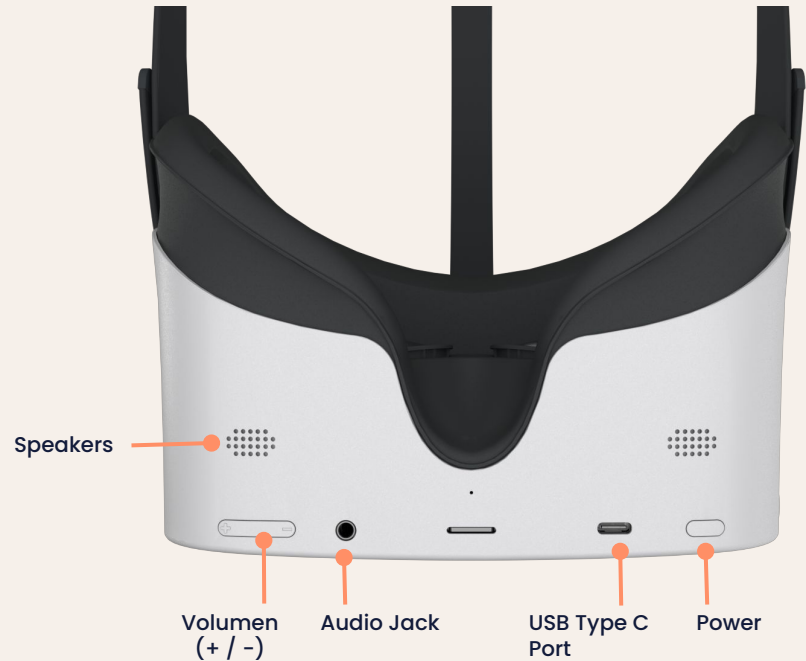
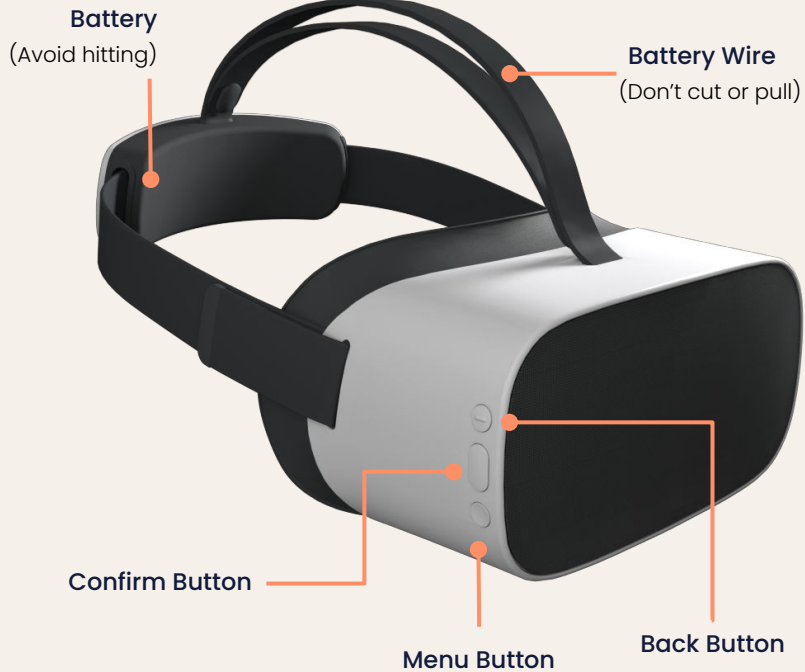
Do not disassemble, replace or fix the device on your own. If you do, you will lose all rights to guarantee.

Quickstart Guide

- Step 1.** Charge the Pico VR headset.
- Step 2.** Long press the **POWER** button until the blue LED light turns on.
- Step 3.** Connect the Pico VR headset to your **wifi network**.
- Step 4.** Pair the Pico VR headset with your account in the **Amelia by XRHealth** platform: amelia.xr.health



Basic Operations



Keep in mind!



You don't need the controller to use Amelia.

Keep in mind!

You don't need the controller to use Amelia by XRHealth.

Center view:

Once the headset is being worn, long-press the MENU button to center the view within the headset.

Note:

This can also be done from within the platform.



Standby mode:

To put the headset into Standby mode short-press the POWER button or leave them idle for a while (note: this uses up battery).

FULL switch off:

To fully switch off the headset, long-press the POWER button. This saves battery and avoids pairing issues with the platform.

Step By Step

Connecting to the Wifi

- Step 1.** Long press the **POWER button** and wait for the blue LED light to turn on.
- Step 2.** **Put on** the Pico VR headset and wait while the headset checks for WiFi networks.
- Step 3.** Choose your **WiFi network** from the list and press the CONFIRM button.
- Step 4.** Enter your network password, choose Connect and press **CONFIRM**.
- Step 5.** Choose the Exit icon below and press **CONFIRM twice**.

Keep in mind:

You don't need the controller to use Amelia.



Step By Step

Connecting to the Wifi

Step 6. The Amelia by XRHealth logo will appear until it connects (this can take a few seconds).

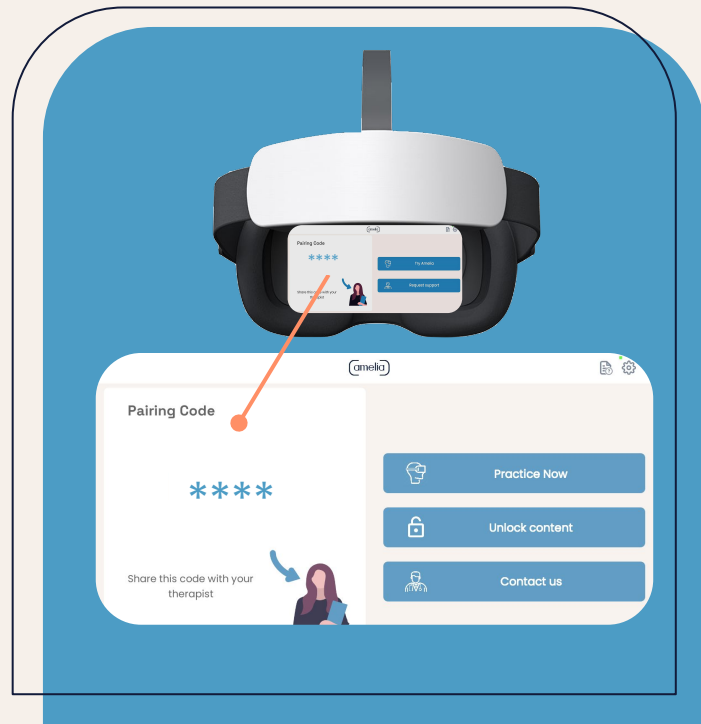
Step 7. Now you'll see a **4-character code** for pairing the headset to the Amelia by XRHealth platform.

Next step!

Learn how to Pair your headset on [page 22](#)

Tip:

To **centre view** in the headset long press the Menu Button.



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Smartphone Start Guide

General Instructions

Starting a Session:

Choose your Hardware:

- **Smartphone device:** Decide ahead of time what device you will use the App on. It can be an Apple or Android smartphone with a good screen resolution (or a tablet, if not using the VR option). You will need a full battery and a reliable internet connection.
- **VR Headset:** If you going to be using a Virtual Reality headset, make sure you have set it up following the manufacturer's instructions.

Minimum Smartphone requirements:

- Operating system: Android 7 or IOS 10 and above
- Minimum storage availability: 1GB. 5GB storage or more is recommended for best performance.



App Installation

It's as easy as installing an app on your smartphone!

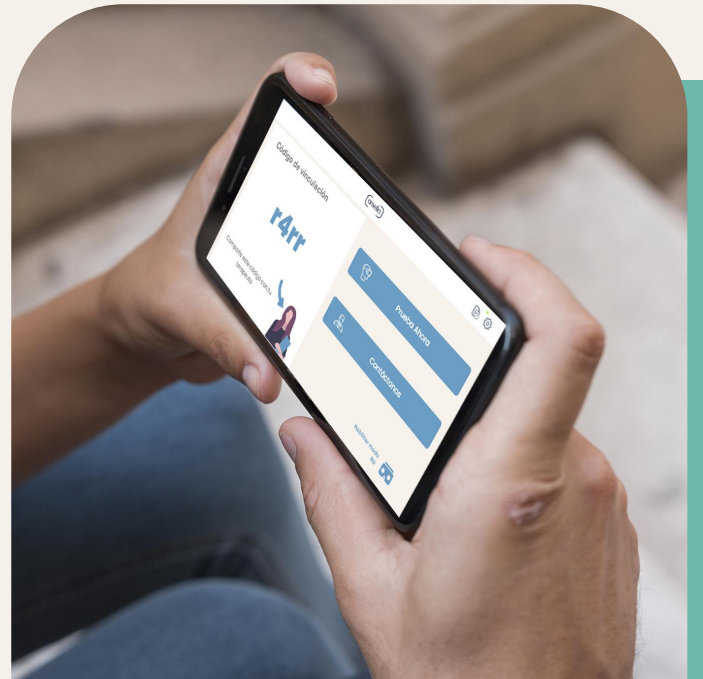
- Step 1.** Download the **Amelia by XRHealth VR** app from the Google Play store for Android or from the App store for iOS:



- Step 2.** Enter the app and **accept all the permissions** required.
- Step 3.** When you see the image of a **four-character code**, you can start the session.

Note:

To configure VR elements, it may be necessary to install the [Google Cardboard app](#) or similar



Try now!

You can try the demo environments without pairing with the platform.



Try Now

Settings menu

Change Language
Disk Space Manager
Enable VR Mode

Request support

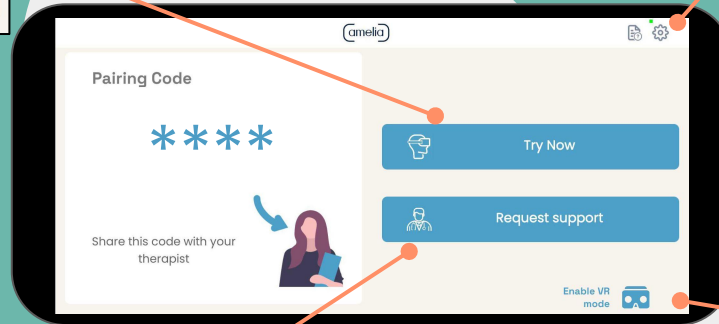
Your patient can reach out to us for technical support with their device.



Request support

Enable VR Mode

Enable VR Mode when using a Universal VR headset.



Step By Step Tutorial

Using 2D Mode (no headset)

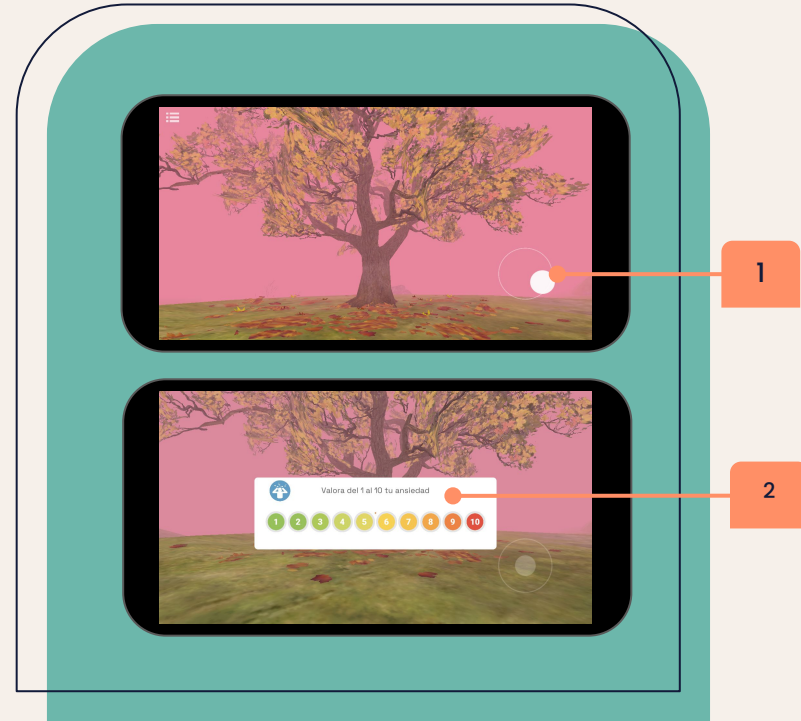
The first time you open the smartphone app, it will automatically begin in **2D mode**.

If you **don't have a virtual reality headset**, you should stay in 2D mode. This mode is designed for using the **phone's screen** for viewing the environments without the use of a VR universal headset.

- To explore the environment, move the white joystick on the screen with your finger.
- When using the **Ask for subjective anxiety** button (in the platform), a dialogue will appear on the smartphone to select a number from 1 to 10.
- Simply touch a number to select it.

Next step!

Learn how to Pair your headset on [page 22](#)



Step By Step Tutorial

Using VR Mode

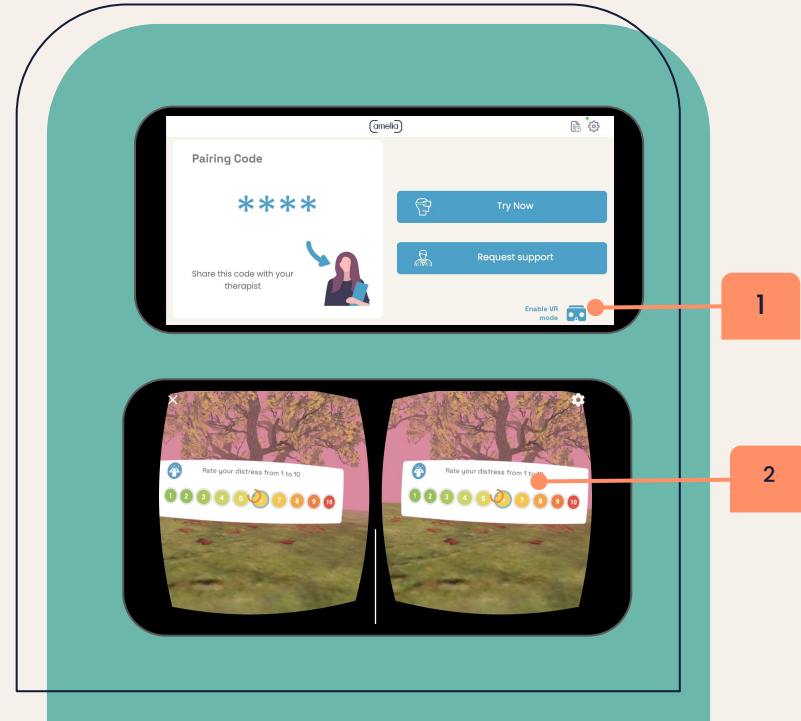
The first time you open the smartphone app, it will automatically begin in 2D mode.

If you have a **Universal/Cardboard VR headset** you will need to **Enable VR mode**.

- When using the **Ask for subjective anxiety** button (in the platform), a dialogue will appear in the headset to select a number from 1 to 10.
- Move the orange-cursor and hover over a number to select it.

Note:

Only change to VR mode if you are using a VR headset with your Smartphone.



Step By Step Tutorial

How to Exit the VR Mode

At the end of the session, follow these steps to return to **2D mode**:

Step 1. Take the phone out of the headset and press the **X** in the **top left corner**.

Step 2. When the message appears, press **Exit**.

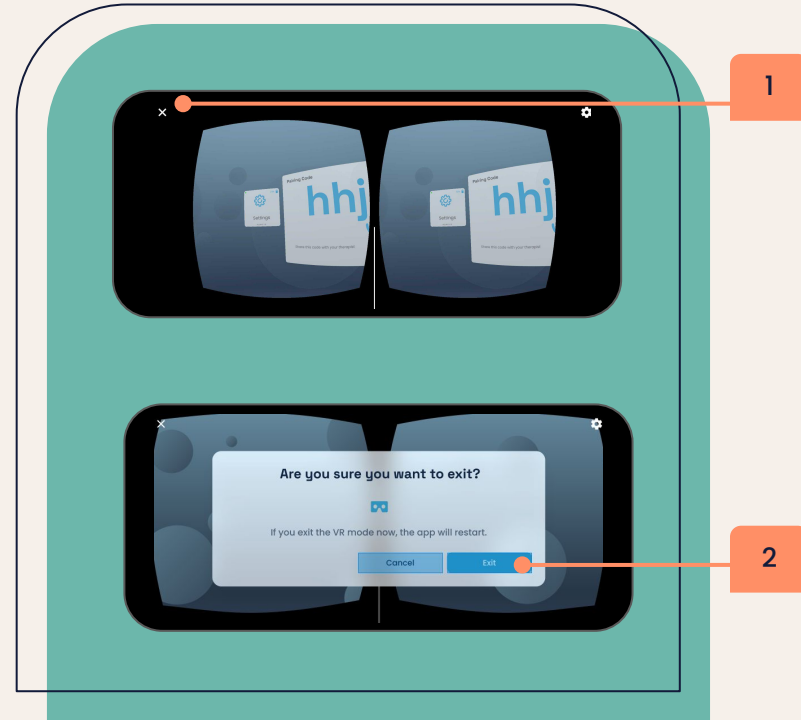
Please note you cannot exit VR mode whilst in the middle of a live session.

That's it!

Note:

To configure VR elements, it may be necessary to try one of these options:

- Install the [Google Cardboard app](#)
- Scan the corresponding QR code to configure your brand of VR headset. You can consult [a list of codes](#).





Platform & Pair device

User Tips

This section includes some tips for the correct use and good experience of the tool.

Which computer to use for the Amelia by XRHealth web-platform

Amelia by XRHealth web platform is supported on the following operating systems:

- Windows
- Mac
- Linux

The Amelia by XRHealth platform is designed to be used with laptops or PCs but is compatible with most of the latest generation Android / IOS tablets that have access to the Google Chrome application. If you experience difficulties whilst using a tablet it may be that your tablet is not compatible.

Which browser to use

We recommend using Amelia by XRHealth in Google Chrome, since it is more compatible with the Amelia by XRHealth page and will help with the proper functioning of the web.

Which Smartphone to use

Amelia by XRHealth smartphone app is supported on the following Smartphone operating systems:

- iOS
- Android

User Tips

This section includes some tips for the correct use and good experience of the tool.

Internet connection

Make sure the internet connection is stable so the platform can run smoothly. To use less bandwidth, try connecting your computer to the internet via an ethernet cable.

If necessary, you can connect to a hotspot to compare the quality of the connection.

Once the device (Pico headset or Smartphone) is paired with the platform, check the icons that appear next to the pairing box, they can be red (not stable), amber (not stable enough), or green (stable) to indicate whether the connection is stable enough to be able to load the environments.

If the wifi network utilizes security firewalls, please ensure that you allow permission to access the Amelia by XRHealth Product URLs. These can be found in the [Amelia by XRHealth Platform](#) under the **About Amelia by XRHealth** section.

When doing sessions

Make sure the Pico headset or Smartphone app is up to date with the latest version. Check the version number under the Amelia by XRHealth logo and compare it to this [Help Center article](#). If you do not have the latest version, contact us.

Platform overview

Main Navigation

Homepage
VR Library
Patients
Reports
Academy

Device information

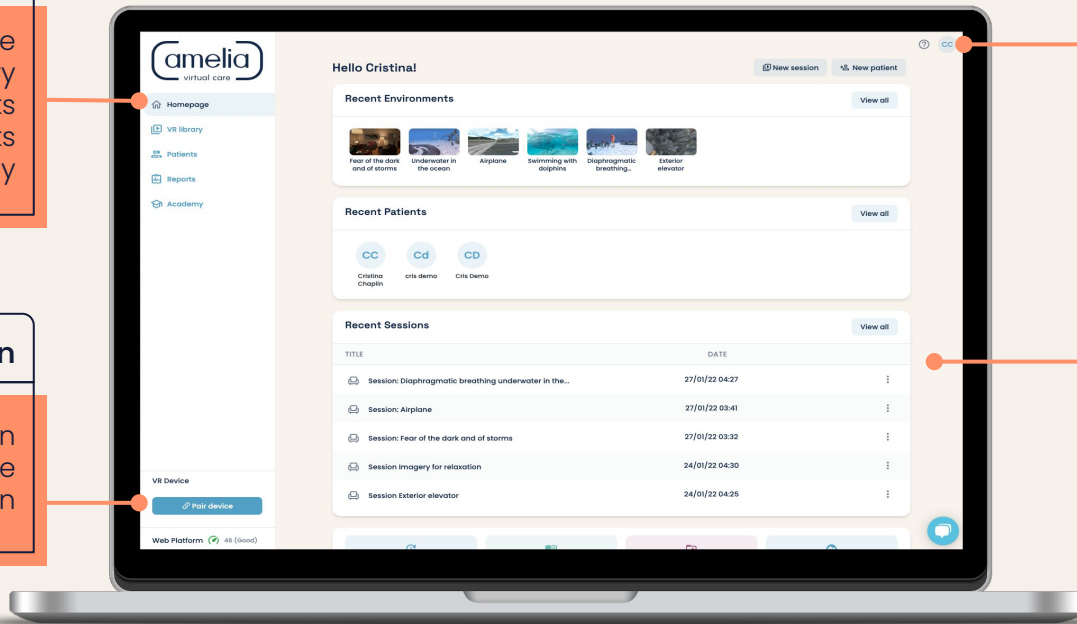
Pair device button
The paired device
Web Platform information

User & Help

User Menu
Help menu

Homepage

Recent Environments
Recent Patients
Recent Sessions



Tip:

Use the Chrome browser to access the platform.

Pairing a Device

- Step 1.** From your computer, enter the Amelia by XRHealth platform: amelia.xr.health
- Step 2.** Log in to your Amelia by XRHealth account.
- Step 3.** In the bottom-left corner of the platform you'll see the **Pair device** button.
- Step 4.** Once you launch the app in your device (**Pico VR headset** or **Smartphone**), you will see a pairing code.
- Step 5.** Enter the **4-character** code and hit **Pair**.

The headset will now be paired with the platform. You **can begin** a session with a patient.

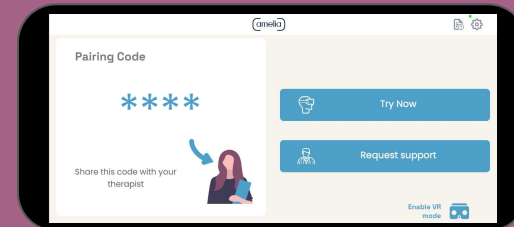
You're ready to go!

Tip:

Now go to the **Amelia by XRHealth Academy** to continue learning!



OR



Troubleshooting

What should I do if:

My app stops working?

Firstly, check in the Google Play/Apple App store whether there are any pending updates. Install them if necessary.

Next, close the application in your phone (go to home screen and close the app from background running applications) and reopen it.

Everything appears off centre when I enable VR mode?

Close the application in your phone from background running apps and reopen it with the back camera facing straight forwards (the view is centred to the direction that the camera is facing when the app is opened or VR mode is enabled).

The screen goes black when I am viewing an environment?

Check that the phone has not gone into sleep mode, and disable battery saving mode. Before entering the environment or a session make sure your battery is full or at least at a high level.

I don't have a VR headset and I've entered VR mode?

Follow the instructions on [page 21](#) to disable VR mode. The cursor will be difficult to see without a VR headset.

I can't play in the VR mode even if I am wearing a VR headset?

Please make sure that your phone has the gyroscope sensor built into the system, as without this sensor it is not possible to play environments in VR mode.

Troubleshooting

What should I do if (continued):

I have difficulties pairing the Smartphone device with the platform?

- Close the app (from background running apps in the phone) and reopen it to generate a new pairing code.
- Ensure the app and smartphone are not pending any updates.

I have difficulties downloading environments in the Smartphone app?

- If you are using a WiFi network, try using your phone's data with a good signal.
- If you are already using your phone's data, try using a WiFi network to discard connection issues.
- Ensure that the phone has sufficient storage space to download environments. We recommend that when using VR environments, such as Imagery for Relaxation, a minimum of 1GB of storage is required and when you are using 360 environments, such as Swimming with Dolphins, 5GB storage is required to ensure the environment plays well.

I have difficulties with the playback of an environment?

- Delete the environment from the Disk space manager in the app. To do this, follow these steps:
 - Unpair the smartphone from the platform and click on the **Settings icon** in the top right corner of the app.
 - Select the **Disk space manager**.
 - Find the environment you want to use and select **Delete**.
 - Launch the environment again from the platform.

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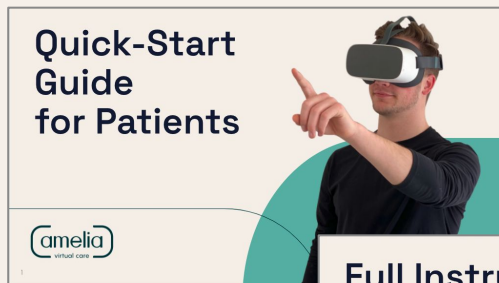
Other Documents

Other Documents

Browse our guides for patients

We have two guides that you can give to your patients to help them get started.

Click **below** or look for them in the Amelia by XRHealth Academy.

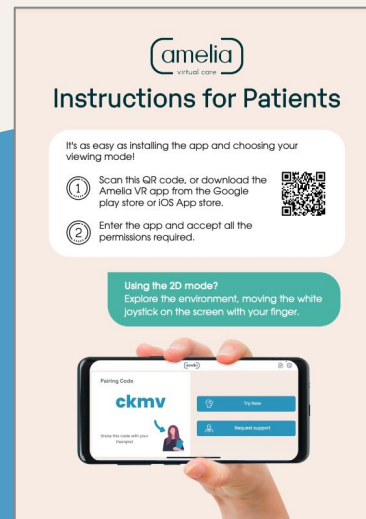


Also available: [Patient Information Leaflet](#) and [Mental Health Professional Information Leaflet](#)

Need flyers for your clinic?

Print this flyer for patients to show them how to download Amelia by XRHealth.

Click **below** or look for them in the Amelia by XRHealth [Marketing Resources page](#).



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Safety & Precautions

Safety & Precautions

General Warnings:

- Create a safe space and / or appropriate environment for virtual reality devices.
- Patients should not use VR if they:
 - Experiencing any of the following: tiredness or exhaustion; under the influence of substances (e.g., alcohol) or hungover; digestive distress; suffering from cold, flu, headache, migraine, vertigo or earache.
 - Pregnant, elderly, or suffering from physical, mental, visual, heart, or neurological conditions that may make them prone to seizures
- Amelia by XRHealth can be used with patients of any age, including young children under 13 y.o. as long as they are under guardian supervision for remote practice.

Tip:

Now go to the **Amelia by XRHealth** [Academy](#) to continue learning!

Possible side effects:

The following side effects are rare, acute, and tend to be mild:

- Eye pain, dizziness, visual fatigue or visual abnormalities.
- Redness of the skin, eczema, swelling, irritation or discomfort.
- Excessive use may cause imbalance or motor incoordination.

For techniques on managing VR sickness, you can watch the 'Virtual Reality sickness' video in the *How to use Amelia by XRHealth effectively* section in our [Academy](#).

If, during one session, your patient suffers from any of the aforementioned symptoms, stop using the Virtual Reality device immediately. Symptoms, although mild, may persist for a few hours.

Safety & Precautions

Other possible issues:

- **The VR headset does not fit well:**

It is important to adjust all the fastening strips, unfasten the Velcro, tighten the strap around the head, and refasten it. Try not to tighten the strips too much, as it may become uncomfortable during long sessions. It is also important to center the headset at the average height of the eyes for a correct visualization.

- **The patient usually wears glasses. Can he/she wear them under the VR headset?**

If he/she has few diopters, it will be better for him/her to take off the glasses before using the headset, as they may not fit properly in the cavity and may cause discomfort. If he/she has many diopters, he/she can keep the glasses on, as many virtual reality devices already allow it, adapting to the size of the glasses.

- **Can the patient stand or walk while wearing the helmet?**

Amelia by XRHealth environments are designed to be experienced while sitting or, if indicated by the Healthcare professional or if the patient prefers it, standing, without moving and always touching a physical reference with part of the body (for example, calves or calf muscles).

It is important that he/she does not move while wearing the headset to avoid accidents.

Note:

Recommended time of use: 30 minutes. Take a break of 10 to 15 minutes every 30 minutes.

* Please conduct a demo session to confirm patient is eligible for the VR experience.

Customer Support

Contact Us

If you want to contact us you can do so via the following methods:

We're available, in local-time Spain (Central European Time, UTC +1):

- Monday to Friday from 9am to 9pm

- ☐ **Call:**
US: +1 (929) 335-6412
Europe: +34 93 676 40 77
- ☐ **Email:** help@xr.health
- ☐ **Platform Chat:**
Contact us directly within [the platform](#)
- ☐ **Schedule a call with Customer Support:**
[Schedule a call here](#)



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