

Q&A PJAMA BEDWETTING ALARM OCH PJAMA CONNECT

Q: How can I test the alarm to know it is working?

A: To test if the alarm is working you can short-circuit the sensor.

If you have the Pjama Bedwetting Alarm use a metal object like a pair of scissors or a nail for a few seconds. The alarm signal will be activated when it is working.



If you have Pjama Connect put a drop of Water on your Pjama Connect Sensor. The alarm on your phone will go off indicating that the alarm is working.

Q: Our child continues to sleep even when the alarm goes off at the highest volume setting, what do we do?

A: It is common for children that suffer from bedwetting to sleep deeply. That is why it is important to wake up the child when the alarm goes off so they will learn they had an accident. You can easily connect the alarm to your phone and by alerting you when the child is urinating you can help the child with waking up. To be able to treat bedwetting it is very important that the child wakes up when they have a urinary accident.

Q: We have tried to shortcut the alarm but it does not work. What shall we do?

A: It can be that the sensor has lost the connection with the speaker. To solve this, please pair the sensor with the speaker like this:

Pair the sensor with the alarm unit by pressing the  and  buttons on the speaker unit simultaneously for 3 seconds. Then short-circuit the sensor by adding a metal object to the sensor buttons. The speaker unit indicates then that the sensor is paired with the speaker by providing the alarm signal.

Q: I have tried to short circuit the alarm several times but it does not work. What is the problem?

A: After you short circuit the alarm you have to wait 1 minute before short circuiting the alarm again. Is it possible you have tried to short circuit the alarm to quickly the second time?

Q: We have bought a Treatment Kit and are not able to connect/pair the alarm unit with the phone. We do not see the alarm unit in the list of paired Bluetooth devices on our phone.

A: The alarm unit is automatically paired with your phone when the Pjama App is being installed on your phone as long as Bluetooth is already activated. There is therefore no need to pair the alarm with the phone after the Pjama App is installed. The alarm connection is not listed as an active unit on your phone because we are using the Bluetooth broadcast protocol.

Q: We have difficulties operating the alarm unit as per your instructions. When we push the on/off button the alarm unit is activated and you can hear a long signal. Is that correct?

A: The alarm unit is activated by pressing the on/off button and the selected alarm signal will sound between 5 to 8 seconds. A red LED light is then flashing, indicating that the alarm unit is on.

Q: During the night the mobile alarm turns on but not the alarm unit. If you connect the alarm with your phone, does that de-activate the alarm unit?

A: The alarm unit operates in parallel with the phone. Is it possible that the alarm unit was not turned on? The alarm unit does not work while it is being charged. Could it be possible that the alarm unit was connected with the charger cable during the night?

Q: I activate the alarm unit and the red LED light is flashing and the alarm signal goes off. To test if the alarm unit is working I short circuit the sensor with a metal object. Then the alarm on the phone goes off but not the alarm unit. What is the problem?

A: It could be possible that the sensor has lost its connection/pairing with the alarm unit and you manually have to pair the alarm unit with the sensor. Proceed by doing this: Press the volume and alarm signal buttons simultaneously for a total of 3 seconds. Then short circuit the sensor by using a metal object for a few seconds. The alarm unit indicates that it is paired with the sensor by sounding the alarm.

Q: How do I run the alarm solely on the phone and not the alarm unit?

A: To only use the alarm on your phone you have to turn off the alarm unit. It is important that you download the Pjama App to your phone with Bluetooth enabled so when running the app the sensor can connect with your phone automatically via Bluetooth.

Q: I had accidentally washed the sensor and have ordered and received a new sensor to be used with the Pjama Bedwetting Alarm unit. How do I connect the new sensor to the alarm unit?

A: Each sensor is connected to a particular alarm unit and therefore you need to pair the new sensor with your existing alarm unit. Press on the volume and alarm button simultaneously for a total of 3 seconds. By doing that, the alarm unit is ready for pairing with the new sensor. Then short circuit the new sensor by using a metal object for a few seconds. The alarm unit indicates that it is paired with the new sensor by activating the alarm signal.

Q: I have bought Pjama Connect and the sensor only works when I short circuit it. In addition, the sensor is not connected throughout the whole night and is disconnected in the morning. The phone is approximately 1 meter from the sensor and the phone cannot locate the Pjama Connect Sensor.

A: The connection with the alarm is not listed as an active unit on your phone as we are using Bluetooth Broadcast. The sensor is always connected with your phone as long as you are running the Pjama App on your phone with Bluetooth turned on. The sensor does not need to be paired with the phone, it is enough to install the Pjama App and keep it running. Could it be possible that the Pjama App on your phone was not activated?

Note that iPhones and Android phones have a setting (depending on OS version) that should not be enabled. It is called ... app not to be refreshed when running in the background or similar.

Q: How many phones can be connected with the sensor?

A: A maximum of 8 phones.

Q: After charging the alarm unit, how long does the charge last?

A: Approximately 1-2 weeks depending on how much you use it. The red LED light flashes with shorter intervals when you need to charge the alarm unit.

Q: How long does the battery in the alarm unit last?

A: At least a year.

Q: How long does the battery last in the sensor and the Connect?

A: At least a year, it all depends on how it is used. When the alarm goes off it is important to dry the sensor or the Connect thoroughly so the battery lasts longer.

Q: The alarm unit has stopped working. What is the problem?

A: The alarm unit does not work when you charge it. Can it be possible that you have had the charger cable connected to the alarm unit?

Q: In my experience, it takes approximately 3 seconds for the alarm on the phone to activate after the Pjama Connect sensor itself has become wet. Isn't that too slow?

A: It can take from 0 to 3 seconds for the alarm to activate when there is an accident. According to clinical experts a reaction time of 0 to 3 seconds is acceptable.

Q: During the last 2-3 weeks we have had a few false alarms (the alarm went off without a wet accident) and since last week the alarm has not worked at all. It is possible to charge the alarm unit, and when you press the on button the LED light starts flashing and the alarm goes off. We have also tested to short circuit the sensor but the alarm unit still does not work.

A: Our quality department suggest you to pair the alarm unit with the sensor as it can be possible the connection has been lost.
To pair the sensor with the alarm unit, press the volume and alarm button simultaneously for a total of 3 seconds. Then short circuit the sensor by using a metal object like a pair of scissors or a nail for a few seconds if you have the Bedwetting Alarm Unit System. The alarm unit indicates that it is paired with the sensor by activating the alarm signal.
If you have the Pjama Connect Alarm, put a drop of Water on your Pjama Connect Sensor. The alarm on your phone will go off indicating that the alarm sensor is paired with your phone.

Q: Does the sensor corrode if it is covered by urine for a whole night? Does this impact the functionality of the sensor?

A: Urine can cause oxidation of metal, but the functionality is intact if it is not exposed to too much urine. We recommend to wash the sensor after each use and dry it.

Q: If the alarm is activated on the phone, i.e. the Pjama App is open, what happens if you leave the house and then come back? Does the sensor automatically connect with the phone or do you have to do something to activate the alarm sensor again?

A: There is no need to do anything. The sensor automatically connects with the phone as long as Bluetooth and the Pjama App are running.

Q: Is it possible to send a notification of a urinary accident to an Apple Watch if you have the Pjama App installed on your phone?

A: No, this functionality does not exist right now.

PJAMA APP Q&A

Q: Why do you have to share your location in the Pjama App?

A: The reason to share your location is that we send messages to our users about the treatment and how it progresses at 6pm local time. Because we have users worldwide we avoid having messages sent in the middle of the night if we know the location of the user.

Q: I have downloaded the application but it does not work. What have I done wrong?

A: When you register your account in the Pjama app it is important that you allow Pjama to send you notices. If you did not allow that you can change it in your phones settings afterwards.

Q: I can only register one incident per night. Is it possible to register more than one incident?

A: It is only possible to register one incident per night. From a medical perspective, it is only the first incident that is of interest for the treatment process thus we have only made it possible to register one incident.

Q: What do we need to do to register an incident during the night to make sure the data is saved? How long should we wait before we register the information in the Pjama App?

A: The phone needs to be in close proximity to the user and the sensor to allow the alarm to activate when there is an accident and make it possible for the App to register the time of when the alarm is activated. The distance between the phone and the sensor can vary depending on the type of phone being used but we recommend to keep a distance of no more than 10 meters. It is also important that Bluetooth is turned on in the Pjama App so that the alarm goes off.

If the alarm is not activated when an accident occurs it could be possible that the distance between the phone and the sensor is too far apart. The Bluetooth technical specification reach is determined to be at a maximum of 10 meters for a reliable connection, as per Ericsson, the inventor of Bluetooth.

Q: There is a red ring around a few dates in the calendar, what does that mean?

A: The red ring around the date means the registration of information is incomplete. For example, when you register the time of going to bed, and press save, a red ring appears around that date. When the alarm activates during the night the ring will be filled solid. If you have a few nights with a red ring around the date it could mean that the phone was not close enough to the sensor when the alarm went off and thus automatic registrations cannot take place. It is however possible to later manually register the time for the accident.

More questions are always welcome.