
Raqib Documentation

Release 0.0.2

Raqib

Sep 03, 2018

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This manual is for travel agents and mutawwif.

Raqib documentation is comprised of tutorial and guide for different parts of services that are offered by Raqib. The main documentation for the site is organized into a couple sections:

- *Wearable Documentation*
- *Mobile App Documentation*
- *Frequently Asked Questions*

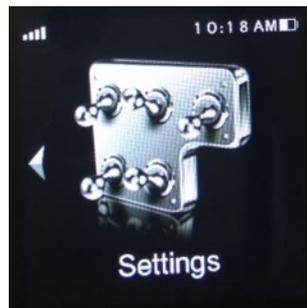
CHAPTER 1

Configure Date and Time

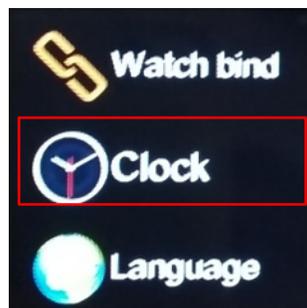
Important: Please perform this activity when you first receive the device, and when you go to places with different time zone (e.g., when you reached Mecca).

Note: This instruction is for Flexi (F-1) user only.

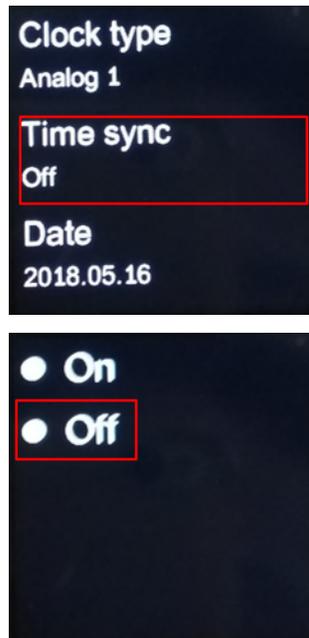
1. Swipe right or left until you reach Setting page



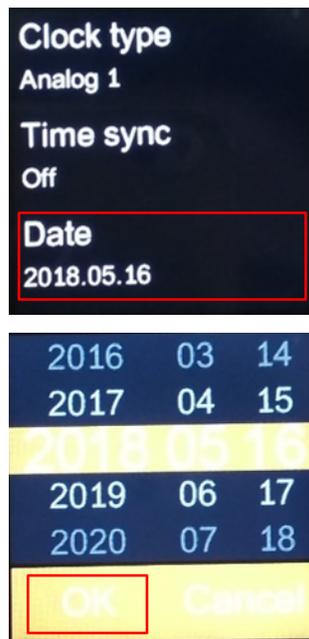
2. Tap Setting, then navigate to Clock.



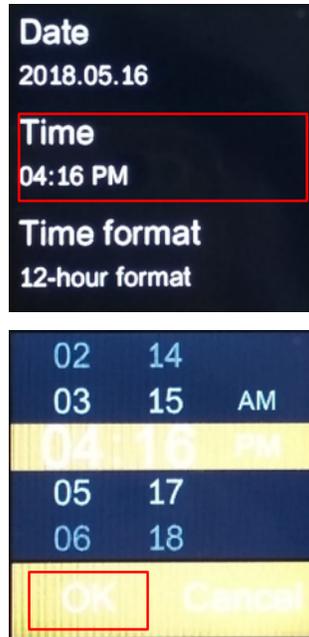
3. Tap “Time sync” and choose “Off”



4. Swipe right, tap “Date”, and pick the correct date. Press “OK” when it is done.



5. Scroll down until you see “Time”. Tap it, and pick the correct time. Press “OK” when it is done.



Flexi-1 and Button Overview



1. SOS button
2. Sleep/wake button

Note: Press to wake your device or put it to sleep. Press and hold the button to turn your device off or on.

3. Left blood pressure/ECG sensor
4. Right blood pressure/ECG sensor

Note: When taking blood pressure/ECG measurement, ensure your fingers to hold the sides of the sensors to start the measurement.

Charging & Power On/Off Instruction

1. Connect the Raqib wearable Raqib wearable to the USB charging cable and start changing.
2. Long press the power on/off button for 3 seconds to turn on the device, if it cannot be turned on, it might due to the low battery volume, please charge your Raqib wearable first and try again.

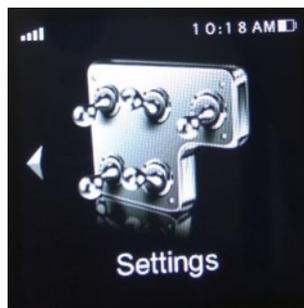
Application Installation

There are two ways to install the application onto your mobile devices.

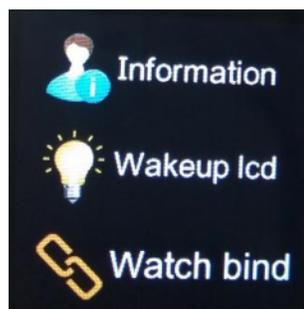
1. Download Raqib App from [App Store](#) or [Play Store](#).

OR

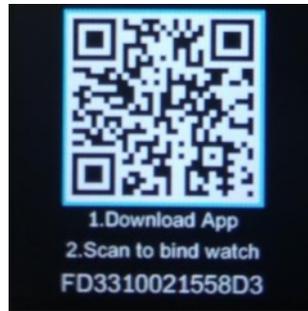
2. Scan QR code inside Raqib wearable
 - (a) Swipe right or left until you reach Setting page



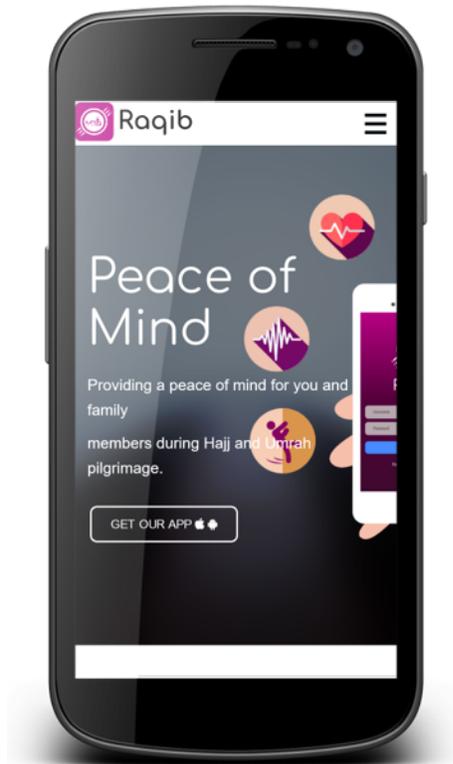
- (b) Tap Setting, then navigate to Watch bind.



- (c) Scan QR code from your mobile phone to go to [Raqib website](#).

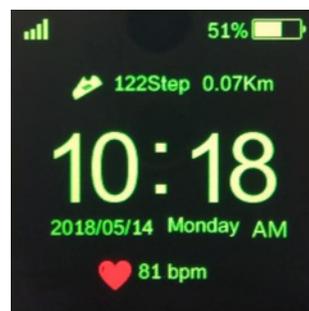


(d) Tap download link according to your mobile operating system.

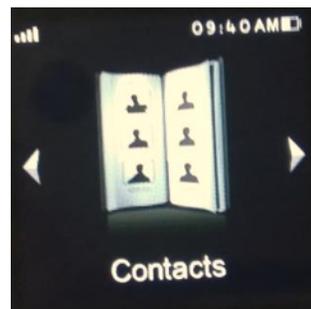


Home Screen and Main Menu

The Raqib wearable home screen can display date and current time.

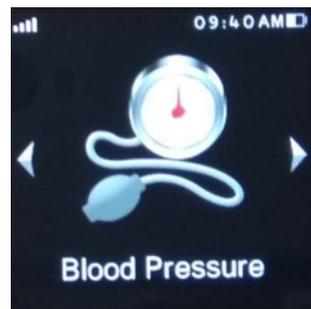


6.1 Contacts



The Emergency Contacts added from the App side will be automatically sync to the Raqib wearable contact list, you can tap on each contact to send SOS alert.

6.2 Blood Pressure Monitoring



1. Strap the Raqib wearable snugly around your wrist.

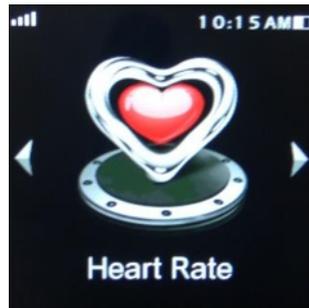
2. Put your two fingers on the metal sheet on both sides of the screen.
3. In the BP measurement mode, tap to set your height, weight, gender, age in succession.

Important: For people with hypertension, please tap “calibration” to calibrate the device first and then start measurement.

4. Tap “Measure” to start.
5. It will take 25 seconds to finish the measurement.

Note: Please keep your two fingers on the metal sheet and your both arms laying comfortably on the desk, and do not move your arms during the BP measurement.

6.3 Heart Rate Monitoring



1. Strap the Raqib wearable snugly around your wrist.
2. Tap the “Heart Rate” icon in Raqib wearable to enter heart rate measurement.
3. Tap “Start” to start the measurement.

6.4 ECG Monitoring



1. Ensure that the back of the Raqib wearable metal electrode and skin in good contact.
2. Tap the “ECG” icon in the Raqib wearable Raqib wearable, tap “start” to start the measurement.
3. Place two fingers on the BP/ECG sensors on both metal sides of the screen.

4. After the measurement ended, the ECG data will be displayed at the app side in your cell phone.

Note: Cold weather and dry conditions may affect measurement results. Please keep your arms warm and moist.

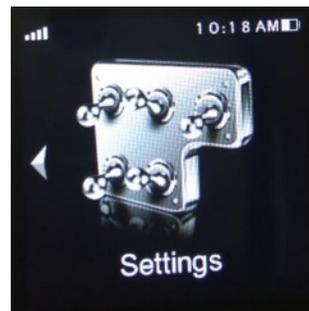
6.5 Pedometer



The pedometer is a great tool which will allow you to keep track of your steps as well as calories burned, speed and distance.

1. Strap the Raqib wearable snugly around your wrist.
2. Turn on the Raqib wearable and start walking, the device will start to count your walking steps automatically.

6.6 Settings



1. In "Settings → Information", you can check and set your personal information, the personal information you set on the app side will be automatically sync to your Raqib wearable Raqib wearable device.
2. In "Settings → wakeup LCD", you can set the LCD status. If the LCD is set to "on", the LCD display will wake up automatically from sleep mode when you rise your hands.
3. In "Setting → Raqib wearable bind", you can scan the QR code to download the Raqib Mobile app.

Log in to your Raqib Account

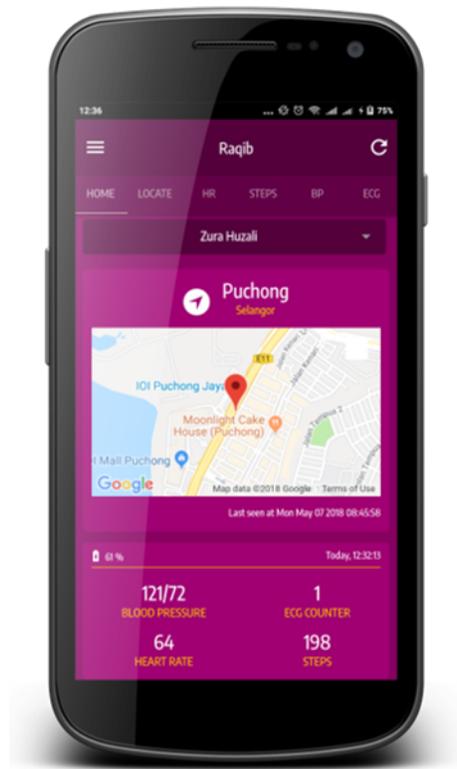
1. Enter 'Username' and 'Password'.



2. Click 'Login' button.

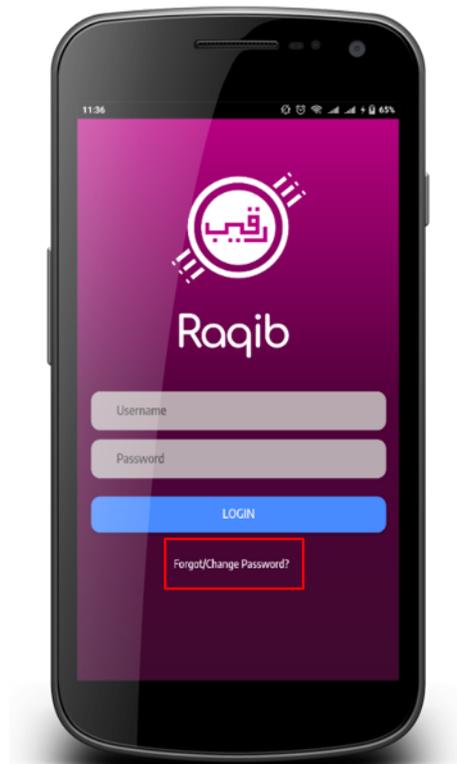


3. You are logged in.

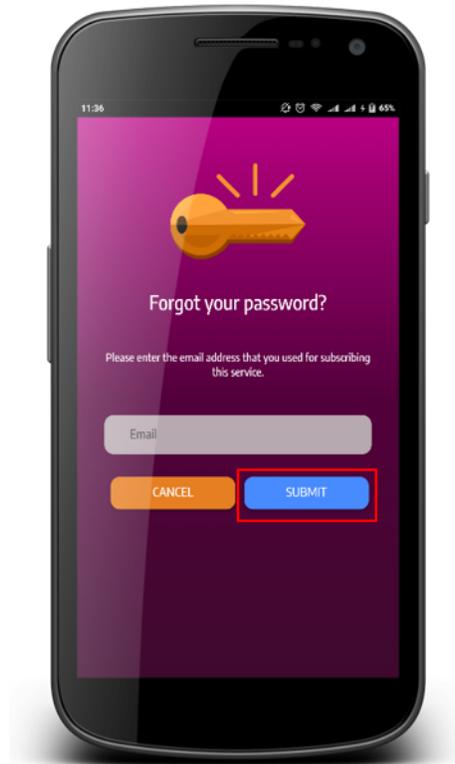


Reset Password

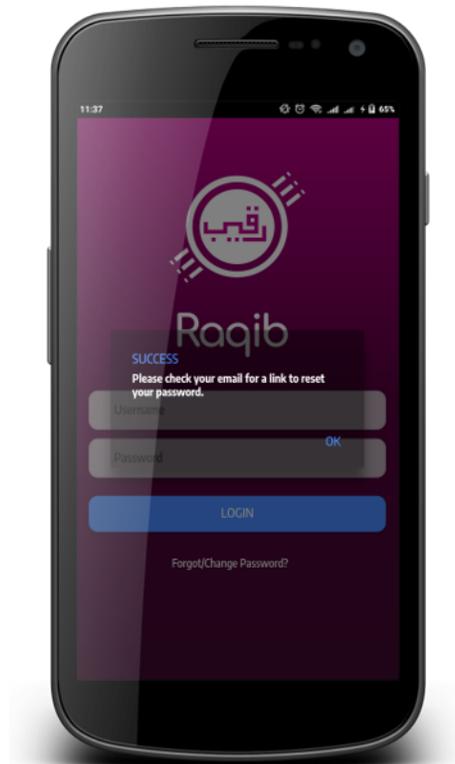
1. Tap 'Forgot/Change Password'.



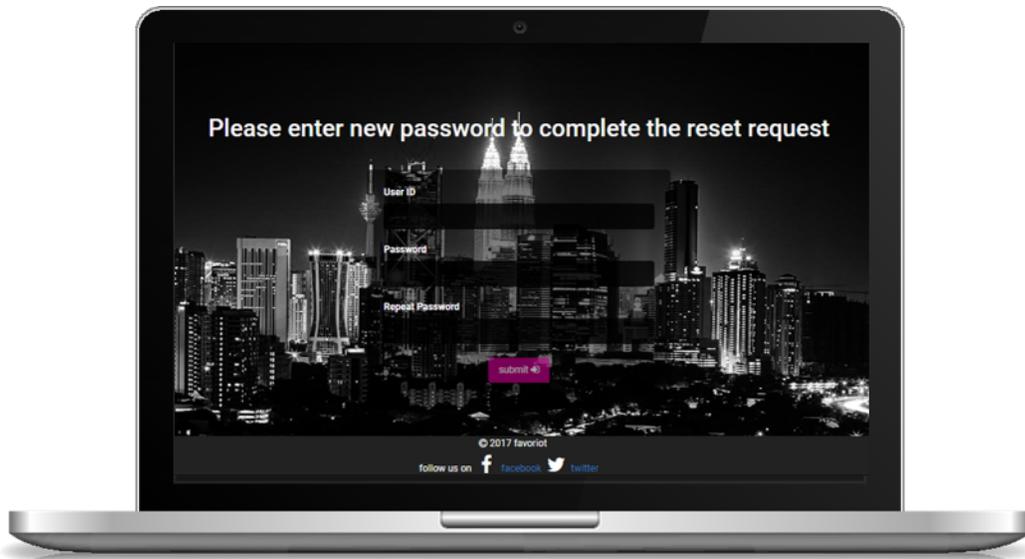
2. Enter your Email Address as provided in your registered email sent by Favoriot and tap 'Submit'.



3. Check your email sent from alert@favoriot.com

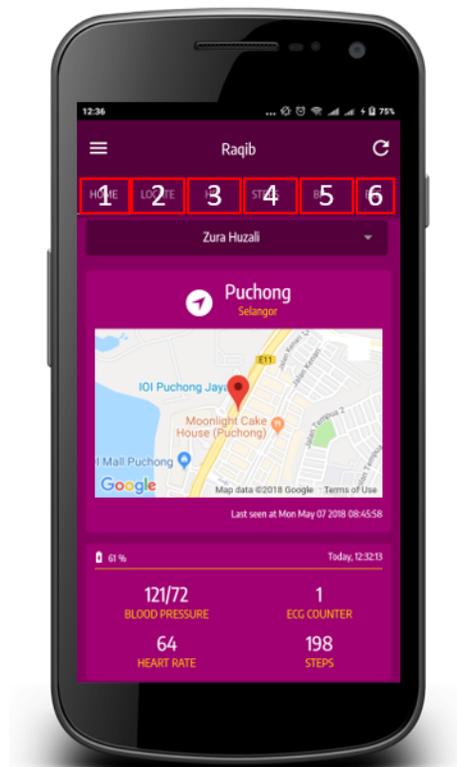


4. Enter new password.



CHAPTER 9

Raqib Overview



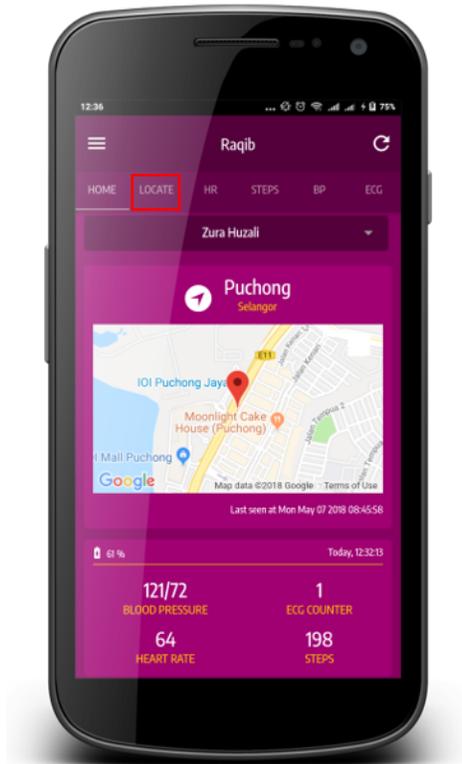
1. Home
2. Location
3. Heart Rate
4. Steps

5. Blood Pressure
6. ECG

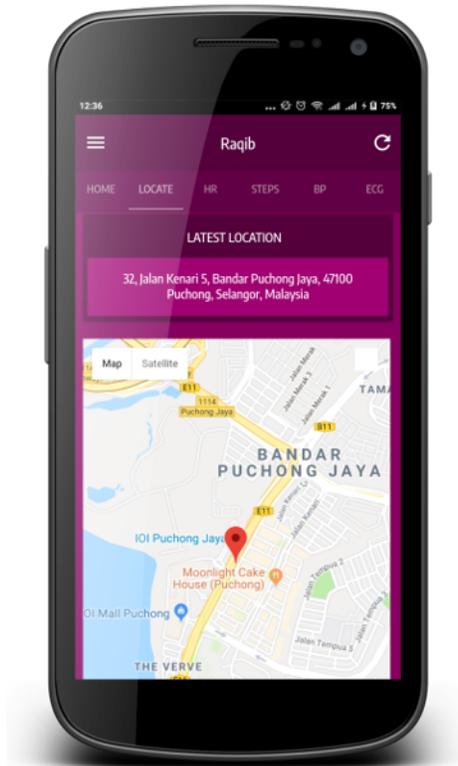
CHAPTER 10

View Latest Location

1. Tap 'Locate'.



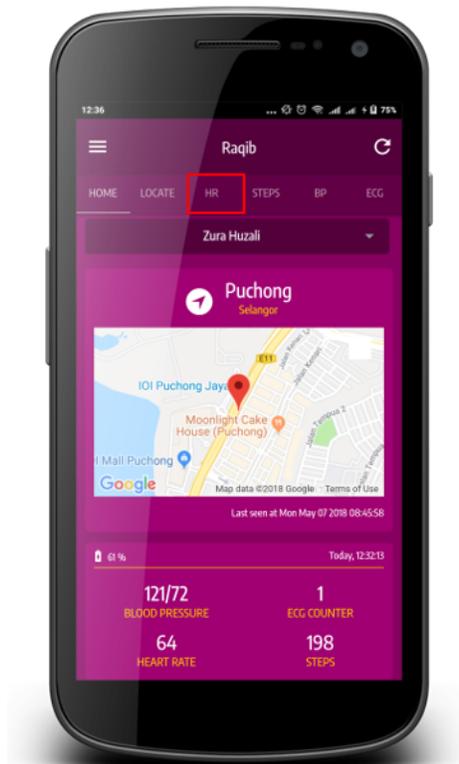
2. View latest pilgrim's location here.



CHAPTER 11

View Heart Rate

1. Tap 'HR'.

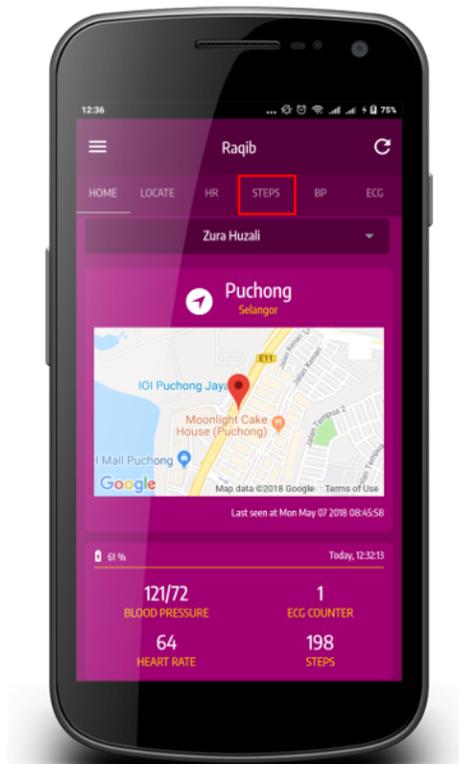


2. View pilgrim's heart rate reading here.



View Steps

1. Tap 'Steps'.

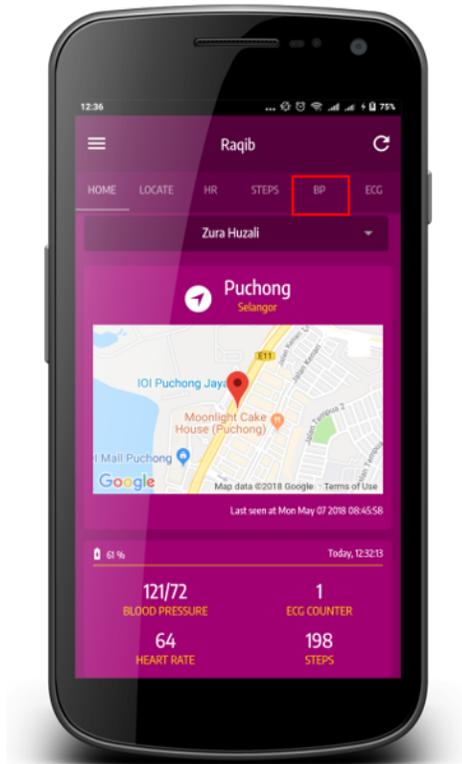


2. View pilgrim's steps reading here.

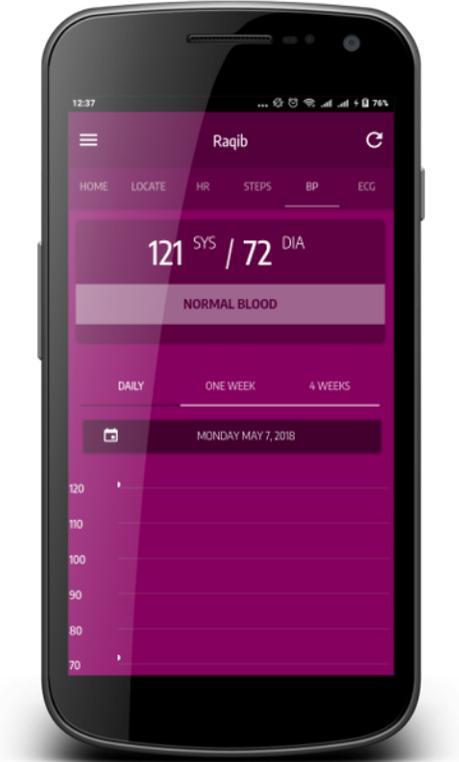


View Blood Pressure

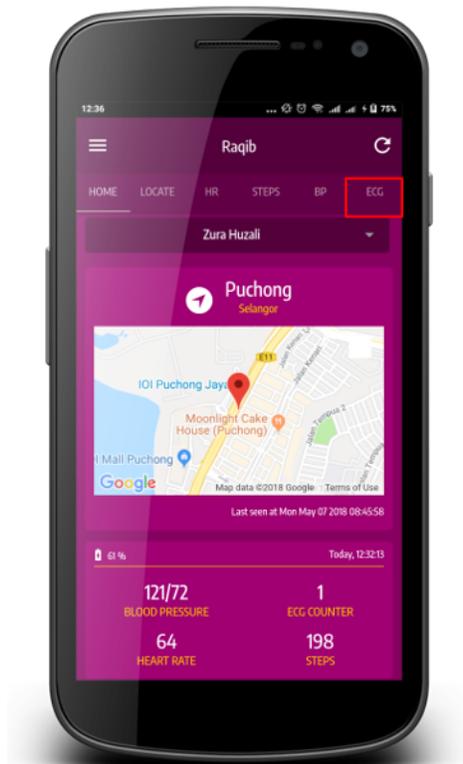
1. Tap 'BP'.



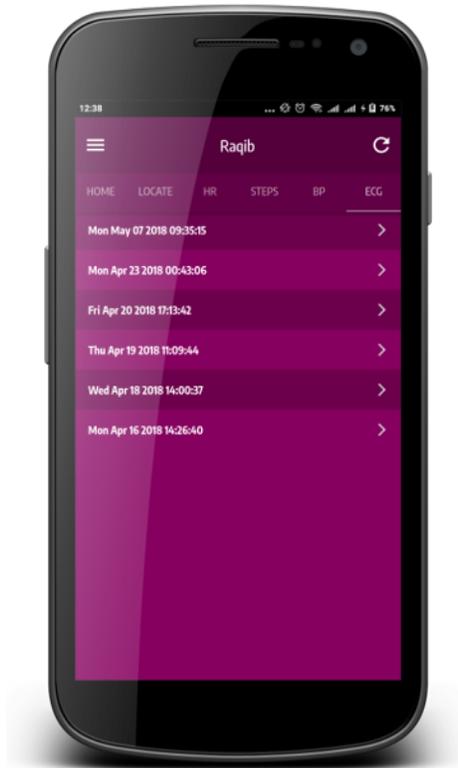
2. View pilgrim's blood pressure here.



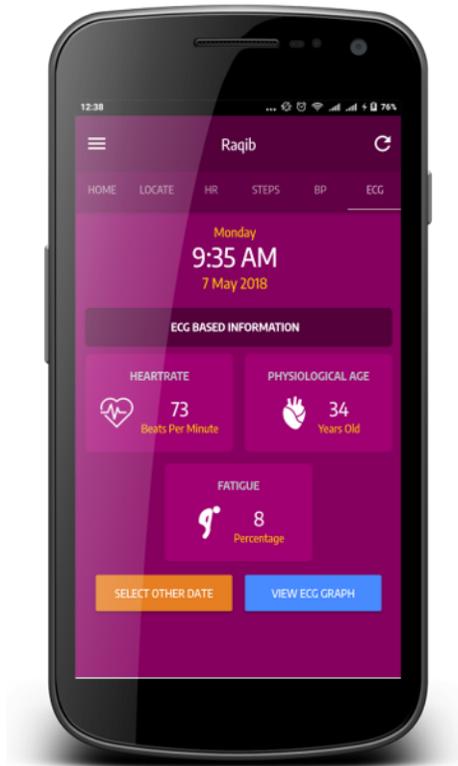
1. Tap 'ECG'.



2. List of ECG taken by pilgrim. Tap 'Expand' icon button to view ECG information.



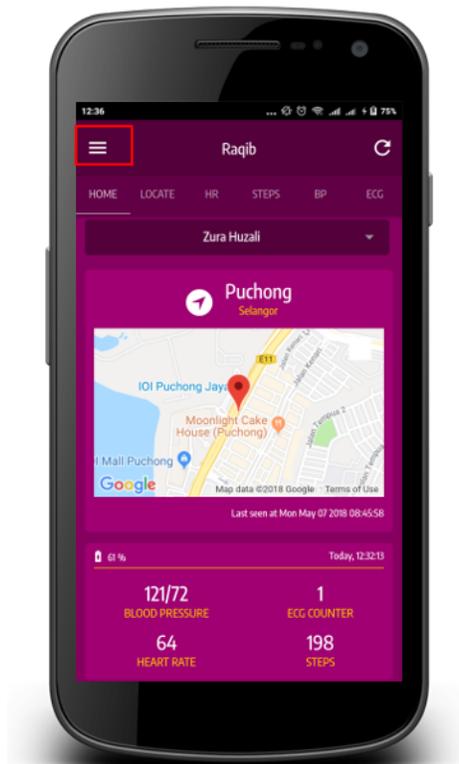
3. ECG result with indicator.



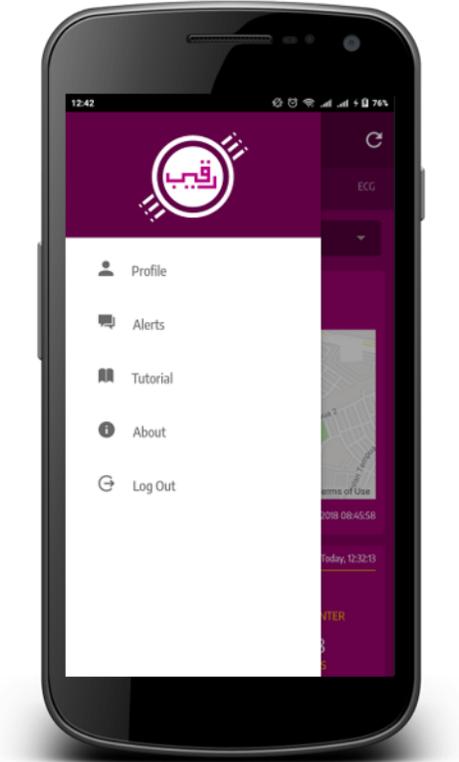
CHAPTER 15

View Menu

1. Tap the Hamburger icon.

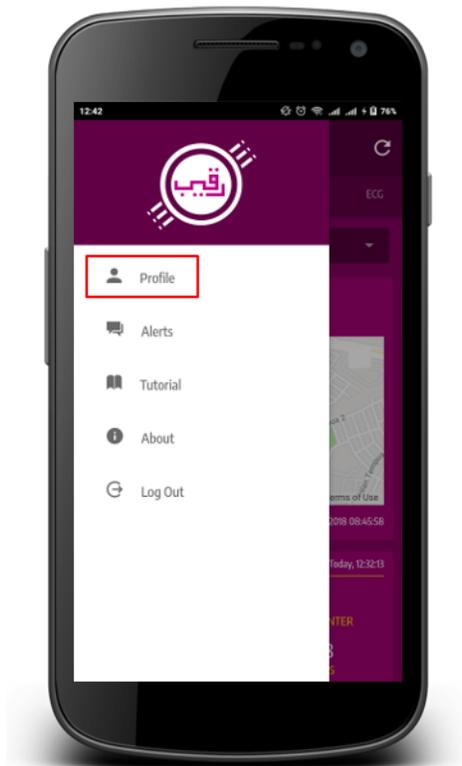


2. List of menu displayed.

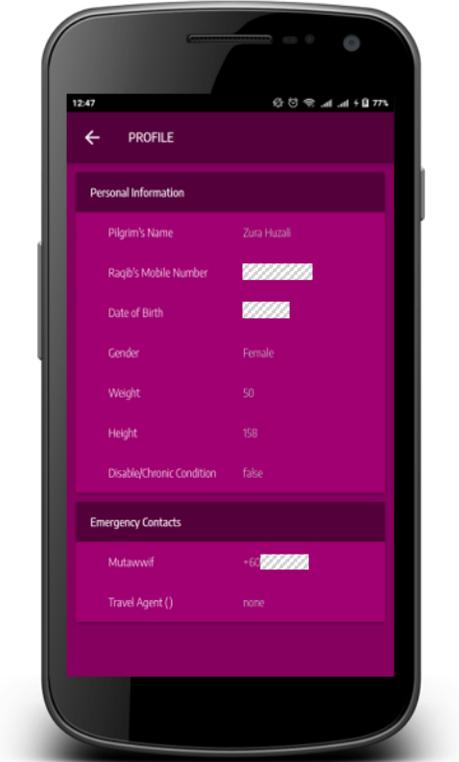


View Pilgrim's Information

1. Tap 'Profile'.



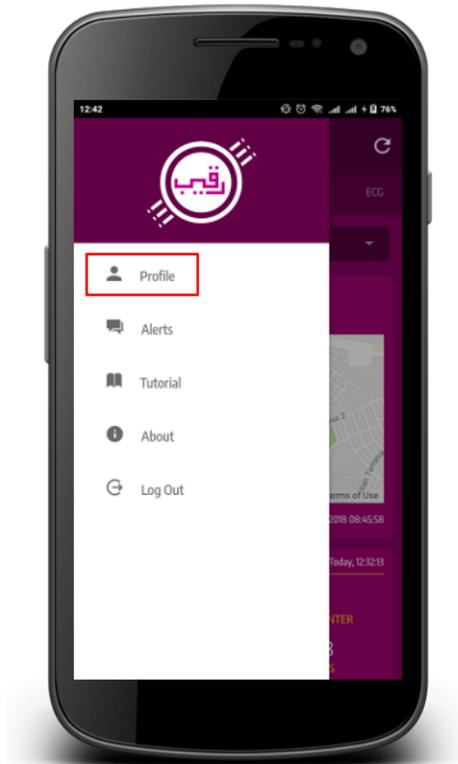
2. Pilgrim's profile information displayed.



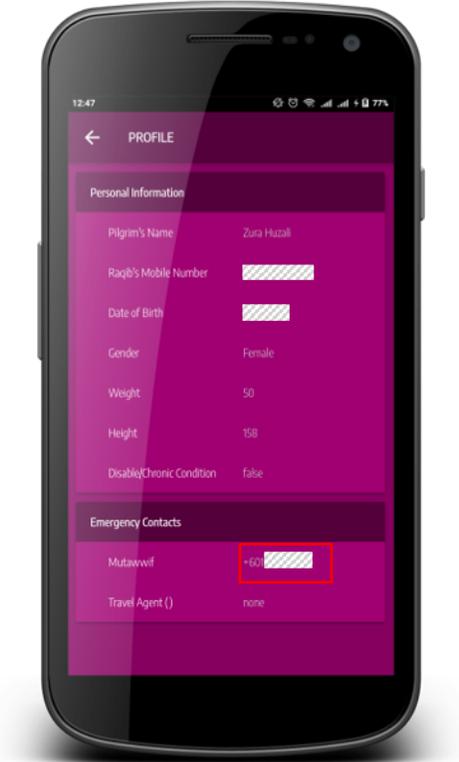
CHAPTER 17

Call Mutawwif

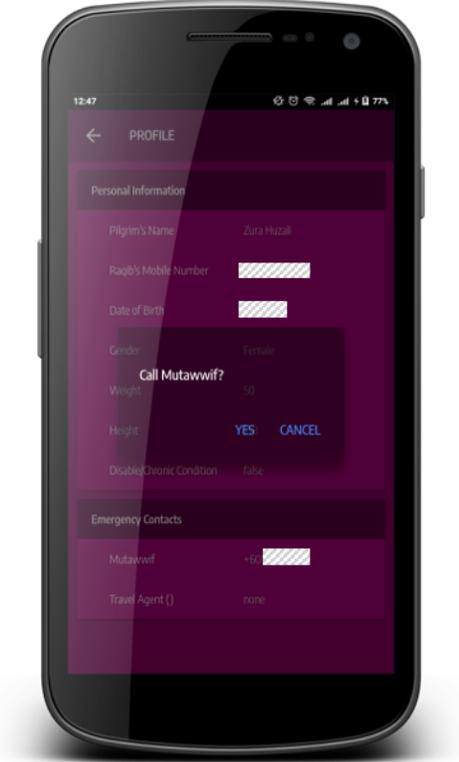
1. Tap 'Profile'.



2. Click Mutawwif Number in the Emergency Contact.



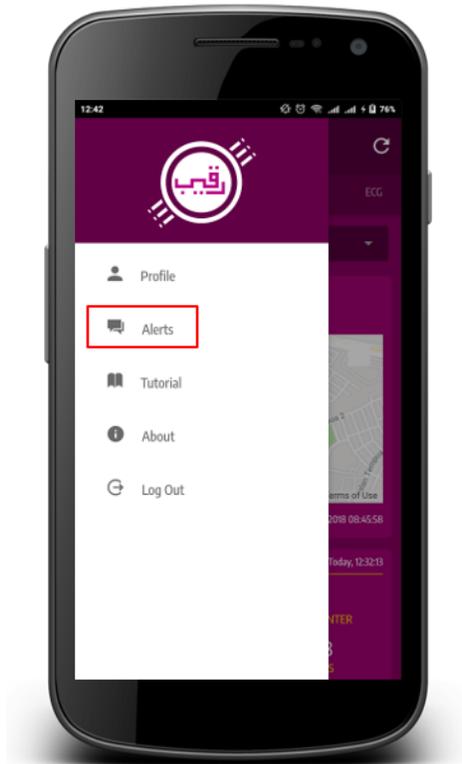
3. Make call to the Mutawwif.



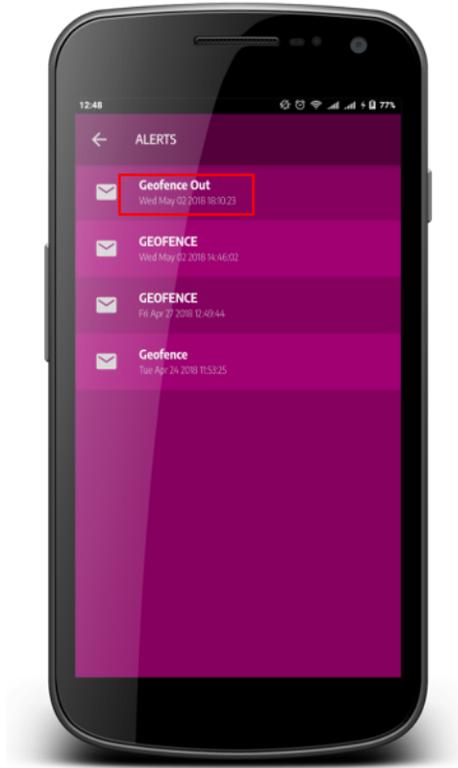
CHAPTER 18

View Alert

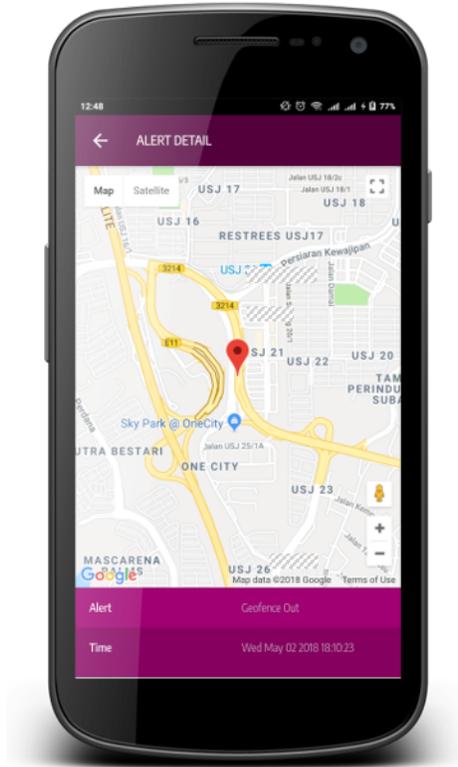
1. Tap 'Alert'.



2. Tap on the list of alert that you want to view.



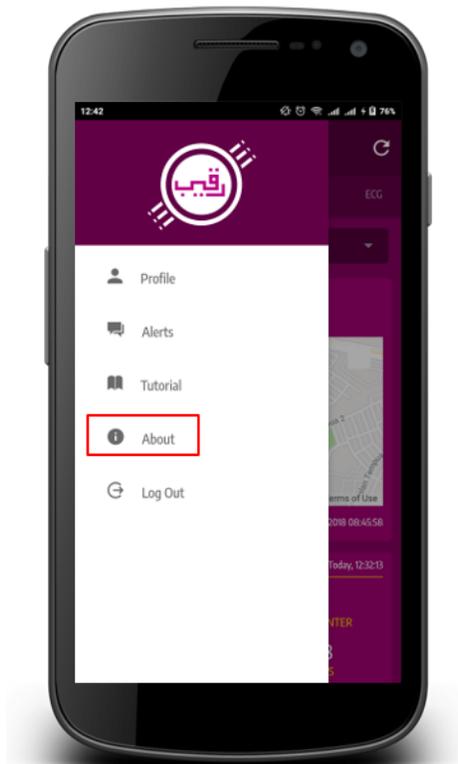
3. View alert with map and time detail.



CHAPTER 19

View About

1. Tap 'About'.



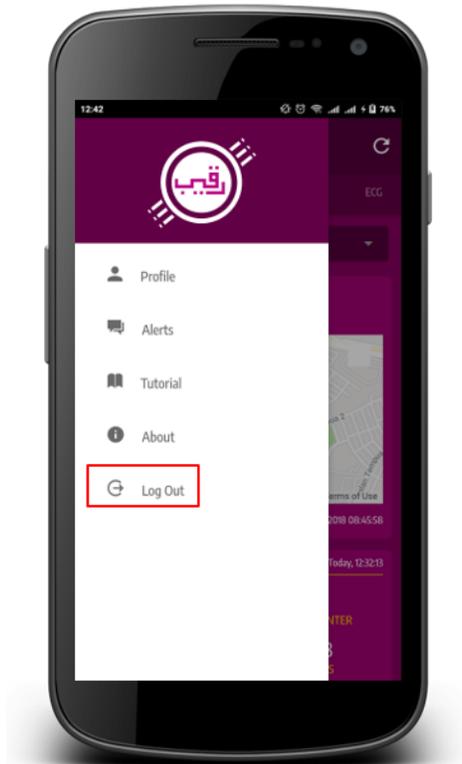
2. List of Raqib social media displayed.



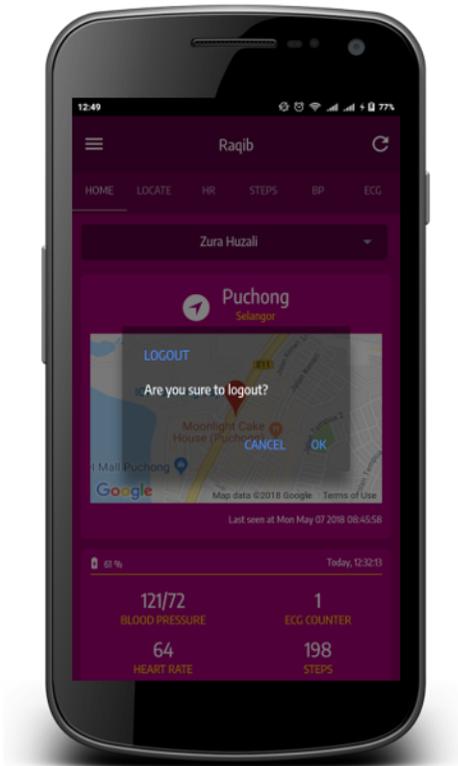
CHAPTER 20

Logging Out

1. Tap 'Log Out'.



2. Confirm log out.



21.1 What if I misplace Raqib? Can it be found?

You can refer the last GPS location.

21.2 I think I'm lost. Can someone be able to detect my whereabouts? Will I be rescued?

Yes, you need to press the SOS button. And the authority/mutawwif will call you for further assistance.

21.3 Can I send messages to mutawwif/my spouse/family member?

No.

21.4 How can I find my mutawwif for assistance?

You can press the SOS button and an alert will be sent to the mutawwif.

21.5 Will Raqib replace my phone?

Partly, Raqib can only receive call at the moment.

21.6 Can my family member in Malaysia know my real-time location in Saudi?

Yes. They can know through the Raqib Mobile App.

21.7 Can I take ablution with my Raqib on?

No (Not advisable).

21.8 I accidentally switched my Raqib at camp (Arafat). How can I switch it back?

You can call your Raqib Mobile Number to identify your Raqib.

21.9 Is there a signal coverage in Arafat?

Yes.

21.10 Does anyone monitor my health status?

Yes. Your family member and mutawwif.

21.11 How frequent do I need to charge my Raqib?

You need to charge Raqib Flexi-1 in every two days.

21.12 Can I put my Raqib on a silent mode?

No. But you can immediately reject the call.

22.1 Can I monitor my parents near real – time location in Saudi?

Yes. You can monitor their location through the Raqib Mobile App and Raqib Dashboard.

22.2 Can I monitor my parents' health status?

Yes. You can monitor their location through the Raqib Mobile App and Raqib Dashboard.

22.3 Is there any travel agent/ Tabung Haji number that I can contact via the app?

Yes.

22.4 How often are the information being updated?

Every 5 minutes.

22.5 Can I send text message to my parents through Raqib?

No.

22.6 Can I call my parents through Raqib?

Yes. There will be International call charges by the telco.

23.1 What does ECG means?

Electrocardiogram records the electrical activity of your heart at rest. It provides information about your heart rate and rhythm.

23.2 Besides health condition, what information can be seen in the app/dashboard?

- Location: records the wearer location up to 30 days presented in heatmap form and provides actual address of the latest location.
- Alerts: records geofence, sos and fall (ezy) activities.
- Wearer's basic information and emergency contacts (mutawwif and travel agent).

23.3 How can the alerts be triggered?

- Geofence: when the wearer goes in or out from the designated area set by the mutawwif.
- SOS: when the wearer click on the SOS button.
- Fall: when raqib(ezy) detects fall movement from the wearer.

23.4 Is there any way to contact the mutawwif or travel agent through the mobile app?

Yes, the contacts is provided in the About page and can be call directly by clicking on the numbers.

23.5 Flexi (F-1)

23.5.1 What is the values in the blood pressure readings?

- Systolic : The pressure in your circulatory system when your heart is beating.
- Diastolic : The pressure in your circulatory system between beats, when your heart is at rest.

23.5.2 What is the blood pressure category and its values range based on Raqib?

Blood Pressure Level	Range	
	Systolic	Diastolic
Hypotension	0 - 90	0 - 60
Ideal	91 - 120	0 - 80
	0 - 120	61 - 80
Normal	121 - 130	0 - 85
	0 - 130	81 - 85
Partial High	131 - 140	0 - 90
	0 - 140	86 - 90
Mild Hypertension	141 - 160	0 - 100
	0 - 160	91 - 100
Prehypertension	161 - 180	0 - 110
	0 - 180	101 - 110
Severe Hypertension	> 180	> 110

23.5.3 What information can be obtained from the ECG measurement?

- Heart rate: the speed at which the heart beats.
- Physiological age: a measure of how well or poorly your body is functioning relative to your actual age.
- Fatigue: the level of physical exhaustion.
- ECG graph: records the rhythm of electrical activity of the heart.

23.6 Ezy (E-1)

23.6.1 What information can be obtained from the ECG measurement?

- Heart rate: the speed at which the heart beats.
- Heart age: the age of your heart and blood vessels as a result of your risk factors for heart attack and stroke.
- Mood: an emotional state.
- Stress: a physical, mental, or emotional factor that causes bodily or mental tension.
- ECG graph: records the rhythm of electrical activity of the heart.

Privacy Policy for Raqib

This page describes on how personal information is handled by Favoriot Sdn. Bhd.

Favoriot Sdn. Bhd. will handle your personal information (“Personal Data” as defined below) in accordance with the terms of this privacy policy (this “Privacy Policy”) and keep them confidential. Please read this Privacy Policy and understand the ways in which your Personal Data will be collected, used, processed and disclosed. The Company reserves the right to revise this Privacy Policy as it deems appropriate and the updated versions will be posted on the Website (www.raqib.co).

Favoriot’s Privacy Position can be summarized as follows: (1) We are open about how we collect and use your personal information. (2) We are committed to using your personal information to provide you with better and more relevant services. (3) We always take steps to ensure that we keep your personal information safe and secure.

24.1 General

We value your privacy and take the protection of your personal information seriously, so it is important to us that you understand how we collect and process personal information about you. This privacy notice applies to the processing of the personal information that we collect about you when you use any of our services, including our telecommunication networks, applications or any of our websites (collectively referred to as “services”). Please read it in conjunction with the Terms of Service of any service that you use, which may set out additional service-specific terms regarding the personal information we collect about you.

This privacy notice explains what personal information we collect about you, why and how we collect and process it, and how we share it with others. It also explains the privacy rights that you have in relation to your personal information and how you can exercise these rights.

24.2 Key Privacy Principle

We may collect your name, Identification Number, address, email address, birth date, gender, contact numbers, occupation, credit or debit card information, travel information, personal interests, business registration number (if any), etc. (“Personal Data”). As part of the service offered under Raqib, we may also collect your vital health parameters

such as heart rate, ECG, BP and location, number of steps and fall detection. This information may be relayed using SMS and / or data service to our system. If your Personal Data is stolen, hacked, lost or damaged due to accident or by any other means, without any fault or negligence on the part of the Company, the Company may not be responsible for any damages incurred to the extent permitted under Malaysia Law.

24.3 Purpose of Use of Personal Data

All Personal Data collected may be used by the Company individually or collectively and may be combined with other information for, but not limited to the following purposes:

1. Marketing and communicating with you in relation to products, events and services offered by the Company;
2. Contacting you for product or customer satisfaction surveys and/or market research or promotions;
3. Developing and maintaining smooth relations with business partners and related entities as a reference in the recruitment and responding to your job/application or your recruitment issues;
4. Responding to business operation issues;
5. To arrange the product for delivery with the courier company;
6. To transfer or disclose the Personal Data to the Third Party or Sub-Contractor or Personal Data collection center for data management purposes; and
7. To manage users' accounts.

24.4 Disclosure of Personal Data

Unless required or permitted under Malaysia law or as stated below, we will not disclose your Personal Data to others without your consent. In case the Company requires additional Personal Data, the Company will ask for such additional Personal Data from you and ensure its confidentiality.

We may disclose your Personal Data under, amongst others but not limited to, the following circumstances:

1. In certain promotional campaigns, where the campaign sponsors may ask for additional Personal Data;
2. In certain cases, where you may be offered information or special news from a third party (once you agree to receive such information, your name and email address will be disclosed to the third party and you will be deemed to have consented to such disclosure); and/or
3. In certain cases, where the Company may disclose information to inform a courier company or make travel arrangements.

Personal Data provided to sub-contractors may be disclosed and offered to sub-contractors within the limited scope necessary to achieve the purpose for which the information is being used. (E.g. when the Company sends products to a distributor or assigns the role of organizing a campaign to a data processing company, a confidentiality agreement shall be signed by the third party and the Company shall strictly monitor and supervise the handling of the Personal Data by the third party).

In some cases when the Company needs to disclose your Personal Data to a third party, you are deemed to have agreed to provide your Personal Data in order for the Company and the third party to further respond to your inquiries or your requests, and/or to provide necessary service to you.

You will always have the right to approve or disapprove of such disclosures, or even to refuse to receive those services at any time.

If you wish to withdraw your consent and to unsubscribe from any future correspondences, please email us, otherwise, we assume that you agree to our processing of your personal data in accordance with the above.

The Company may disclose information in the following special cases without your consent:

1. If the disclosure is necessary for any investigation or proceedings;
2. If the disclosure is necessary for evaluative purposes;
3. If the disclosure is necessary for the Company to obtain legal services; or
4. If the disclosure is required by any applicable law, rule or regulation.

24.5 Acceptance of the Policy

You are given a notice that the products and/or services will only be made available to you upon your accepting and expressly consenting to the terms of this Privacy Policy, where such express acceptance and consent shall be evidenced by you clicking, checking or indicating accordingly on the relevant consent portion of the registration forms or such other documents as to be furnished to you, as the case may be.

By so indicating your acceptance of the term of this Privacy Policy, you shall be deemed to have expressly consented to the processing of your personal data by the Company or any of its authorized agents, employees, partners and/or contractors for purposes as outlined in this Privacy Policy.

You hereby agree and accept that by registering and/or continuing to use the products and/or services, you authorize and consent to your Personal Data being processed by and where required, disclosed to classes of third parties as identified by the Company for the purposes of the Company providing the products and/or services to you. For the avoidance of doubt, you also hereby explicitly consent to the Company processing any sensitive Personal Data relevant to such purposes.

24.6 Your Choices in Personal Data Collection, Usage, Process and Disclosure

If you consent to receive information about the Company's products and services by mail, SMS, phone, email and fax, we will contact you by any of those communication channels to inform you about our news, activities, goods and services.

If you have any questions or inquiries concerning your Personal Data, or if you wish to withdraw your consent for the collection, use or disclosure of your Personal Data, please complete our personal data request form, and post a copy of the duly completed form to us via e-mail or fax. Our data protection officer will be pleased to attend to your queries and/or concerns.

If you do not consent to us collecting, using, processing, or disclosing your Personal Data, which is reasonable for provision of certain goods or services, we may not be able to provide the said goods or services.

24.7 Caution about Loss and Inappropriate Use of Personal Data

Please note that sending information over the internet is not 100% secured. The Company will use reasonable endeavors to secure all information flow over the internet but cannot guarantee the security of any information transmitted over the internet in any case, whether on data inflow to the Company or outflow from the Company.

24.8 Governing Law

This Privacy Policy shall be governed and construed in accordance with the Malaysia Law. Any dispute in relation to the Website, and all rights and obligations and all actions contemplated by this Privacy Policy shall be submitted to the exclusive jurisdiction of the courts in Malaysia.

24.9 Right to Amend Our On-Line Privacy Statement

The Company reserves the right to amend this Statement at any time. Changes will be effective immediately upon posting on the Website.

By publishing this Privacy Policy in the Website, we shall deem our customers and/or clients have been duly notified.

Last Modified

17th May 2018
