

SMARTWATCH



USER GUIDE

FOR CANADA



WELCOME!

Thank you for placing your trust in us. We're proud to help support your independence and well-being.

Follow the instructions to set up and activate your Smartwatch device.

Complete your Lifeline CarePlan and Agreement and return them in the postage-paid envelope.

Smartwatch: WHAT'S INCLUDED

MICROPHONE
& SPEAKER

TOUCH
SCREEN

HELP
BUTTON



SILICONE
WATCHBAND

CHARGING
BASE



CHARGING
PINS

CHARGING
CABLE



AC ADAPTER



NOTE

The Smartwatch battery is not removable.

Smartwatch: **SETTING UP YOUR DEVICE**

- 1 Connect the charging cable to both the charging base and into the AC adapter. Plug into a power outlet NOT controlled by a light switch, to prevent interruptions.
- 2 Place the Smartwatch, with watchband attached, onto the charging base. Ensure that the charging contacts on the back of the Smartwatch are aligned with the charging pins on the charging base. If positioned properly, you will hear a voice confirmation, *“Your watch is charging.”*



Back of
watch face



Placing watch on
charging base



Charging

- 3 Perform an initial test call to the Lifeline Response Associate by pressing and holding the HELP button for 3 seconds. The device will vibrate and display the alarm status on the screen. The Smartwatch will announce, *“Your Help Call is in progress...”* The message will repeat once. Allow the call to go through and inform the Lifeline Response Associate that you’re making a test call.

Smartwatch: USING YOUR DEVICE

Turning ON Your Device

Press and hold the HELP button until the Smartwatch powers on.



Placing an Emergency Call

- 1 Press and hold the **HELP button** for 3 seconds. The device will vibrate and display the alarm status on the screen.
- 2 The Smartwatch will announce, *"Your help call is in progress..."* The message will repeat once.
- 3 Allow the call to go through and speak to the Lifeline Response Associate.

Canceling an Emergency Call

- 1 During the *"Your help call is in progress..."* announcement, press the **HELP button** or **tap on the "X"** on the touchscreen to cancel the help call.
- 2 The device will announce, *"Help call cancelled."*

Turning OFF Your Device

Swipe until you see the **Power Off** screen, press **Power Off** on the touchscreen.



Smartwatch:

FALL DETECTION TECHNOLOGY

The Smartwatch uses an advanced version of fall detection technology designed specifically for wrist-worn devices. When a fall is detected, the Smartwatch will announce to you “Fall has been detected”. This message will repeat 3 times. You will then be connected to a Lifeline Response Associate.

While the Smartwatch uses fall detection technology designed for wrist-worn devices, there are certain movements and conditions that may prevent a fall from being detected. If you experience a fall or need help, **always press your HELP button if you are able.**

Some movements including but not limited to the following, may not be detected as a fall:

- A gradual slide from a seated position
- Lowering oneself slowly to the ground (to brace the impact of a fall)
- A fall from a height of less than 20 inches (51 cm)

Certain conditions may affect the ability of the fall detection feature to detect a fall, including, but not limited to:

- Use of the system at an altitude above 6,600 feet (2,012 metres)
- Use of the system by a subscriber less than 4 feet 6 inches tall (1.4 metres)
- Use of the system by a subscriber weighing less than 88 pounds (40 kg)

However, the ability to make an emergency call by pressing the HELP button is not affected by such conditions.

Canceling a Fall Detection Call

While the Smartwatch repeats *“Fall has been detected”* 3 times, you can cancel the alarm by pressing the Help button or tapping the **‘X’** on the touchscreen. If the alarm is not canceled during these announcements, a call will be placed to Lifeline.



FALL DETECTION TECHNOLOGY DOES NOT DETECT 100% OF FALLS.

Always press your HELP button if you are able,
as some falls may not be detectable.

Smartwatch: FEATURES

The Smartwatch includes many helpful features you can explore by swiping the touchscreen. To use a feature, simply tap the screen.



On the Smartwatch home screen, you can see the time, date, battery status, network connection and signal strength.

Battery Status

The battery icon will change color to show the current charge level.



Green: battery is above 50%



Orange: battery is between 20% and 50%



Red: battery is below 20%

When charging the Smartwatch on the charging base (refer to page 3), you can easily view the charge status from either the home screen or the full charging screen.

It takes about 90 minutes to fully charge the Smartwatch from a battery level below 20%.

Lifeline recommends that the Smartwatch is charged on a daily basis.



Home screen - on charging base - charging



Home screen - on charging base - charged



On charging base - charging



On charging base - charged

Network connection and signal strength

The Smartwatch uses a standard cellular signal icon to show when coverage is strong or unavailable.



No signal, power save mode



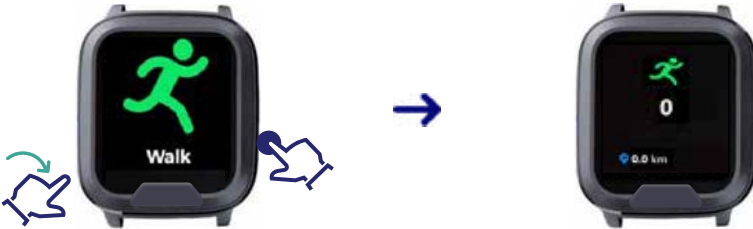
No signal



Strong signal

Step Tracking

The Smartwatch automatically tracks your steps. To view your daily progress, swipe to the Walk screen and tap.



Take a heart rate reading

To measure your heart rate, wear the Smartwatch on your left wrist. Swipe to the Heart Rate screen and tap. After a few seconds, your heart rate (BPM) will appear on the screen. The Smartwatch will vibrate briefly to confirm that the reading is completed.



Performing a monthly test

To ensure the Smartwatch is working properly, you are encouraged to complete a monthly test. The process is simple and takes less than five minutes. Swipe to the Test screen and tap, then tap the Press Help Button screen. The Smartwatch will audibly confirm that the test is in progress and prompt you to respond “Yes”. You will then hear a message indicating whether the test was successful or failed.



Smartwatch: **GENERAL SPECIFICATIONS**

Dimensions

46.9mm * 41.7mm * 15.2mm/

1.84in * 1.64in * 0.60in

Weight

38g/1.34oz

Battery

Rechargeable, 3.8V, 600mAh

Charging voltage

5V/DC 1.0A

Waterproof

IP67

Time format

12-hour



PLEASE NOTIFY US

if there are any changes to your address, phone number or emergency contacts.

Smartwatch:

TIPS AND REMINDERS

- Your Smartwatch is waterproof and can be worn in the bath or shower. It should not be submerged in water for extended periods.
- You should test your Smartwatch monthly (refer to page 12).
- Always turn your Smartwatch OFF when travelling on a plane.
- Save your shipping box for future use.
- To clean your Smartwatch, wipe with a damp cloth.
- Your Smartwatch requires adequate battery charge and cellular signal to make an emergency call.
- Your Smartwatch uses the cellular network to provide coverage in Canada. The Smartwatch's location, network provider service availability, and other issues may disrupt communications.
- Your Smartwatch uses GPS and Wi-Fi location technology to identify location. In good conditions, the product should provide a location that is accurate within 30 feet (9.1 metres) or less. However, accuracy can be affected by a wide range of causes, including physical obstructions, structures that block the signal from satellites, weather, interference from nearby networks, density limitations, and other factors.

- In accordance with FCC regulations and ISED/IC Canada registration, our products are tested, as are other cellular and wireless communications products licensed in North America.
- Individuals with pacemakers should review their pacemaker materials regarding interaction with cell phones and take the same precautions for this device. Consult with your healthcare professional.



THE DEVICE REQUIRES AN ADEQUATE CHARGE AND A CELLULAR SIGNAL TO MAKE AN EMERGENCY CALL.

In the unlikely event the device announces *“Call failed,”* attempt to place the call again and/or move to an area with better cellular service.



QUESTIONS?

Call us toll free

1-800-387-1215



CHARGE YOUR DEVICE DAILY!

TEST YOUR DEVICE MONTHLY!