



ZEMBRO SIMPLE ALERT



USER MANUAL

mSafety from Sony Watch

Peace of mind
with connected health & safety

zembro.com

Zembro Simple Alert

Simple Alert is a wristwatch with an emergency alert button for raising an alert.

FEATURES

Robust device,
fully waterproof
and cleanable

Indoor tracking
with beacon
(optional extra)



Always connected
due to in-built
SIM card

Outdoor/indoor
alerting via
button press

The Zembro Simple Alert Watch

Your Simple Alert wearable is based on the mSafety from Sony, an extremely light, comfortable, and long-lasting watch that features an in-built SIM card so it stays connected to Zembro when you are indoors and outdoors.

The Sony quality is your reassurance of a long-lasting watch that protects you where and when you need it.

Your watch is designed to be first and foremost a watch, as well as a highly reliable alerting device that is always with you.

It works indoors and outdoors, in all weathers and extremes.



Wearing the Watch

The watch strap is specially designed to be strong but soft on skin.

We recommend you wear it fastened as tightly as is comfortable, on either wrist, and that you close the buckle, put the loose end of the strap through the keeper, and pin the end of the loose end into the holes in the strap (it should click softly).

Closed like this, it should be comfortable but will remain firmly on your wrist.

To remove, lift the end with the pin, pull it through the keeper, and undo the buckle as normal.



Buckle



Pin



Keeper



Pin

Screen

The home screen shows the time, date, the SOS alerting button, and the Zembro logo.

There are icons on top to show network signal strength, connection to Zembro (a cloud), a Bluetooth icon if you have a Zembro beacon (see below), a GPS pin when you are alerting, and a battery level.

HOME SCREEN



Screen

The battery screen is seen by pressing the top right button, and shows the battery level and your name.

The alert screen is seen when you press the SOS button for five seconds, which sends an alert to your caregivers. This screen shows the alert, the watch beeps and vibrates, and the same button is now marked "Stop". Pressing it again for five seconds will cancel the alert and take you back to the main screen.



Battery screen



Alert screen



Home Screen

Recharging

In normal use, your battery typically lasts several days, but as recharging only takes 45 minutes we recommend you charge daily to ensure you have plenty of battery for when you alert.

This is important because while alerting your watch uses more battery, because the watch looks for GPS to help your contacts and carers find you quickly.

You will see warnings on the screen when the battery is low:

- One when low (20%), which disappears after 30 seconds and then reminds you every 10 minutes to charge.
- One when very low (10%).
- The watch shuts down when the battery falls to 2%.

REMINDER:

If battery is very low, an alert may not be able to give continuous updates of your position.

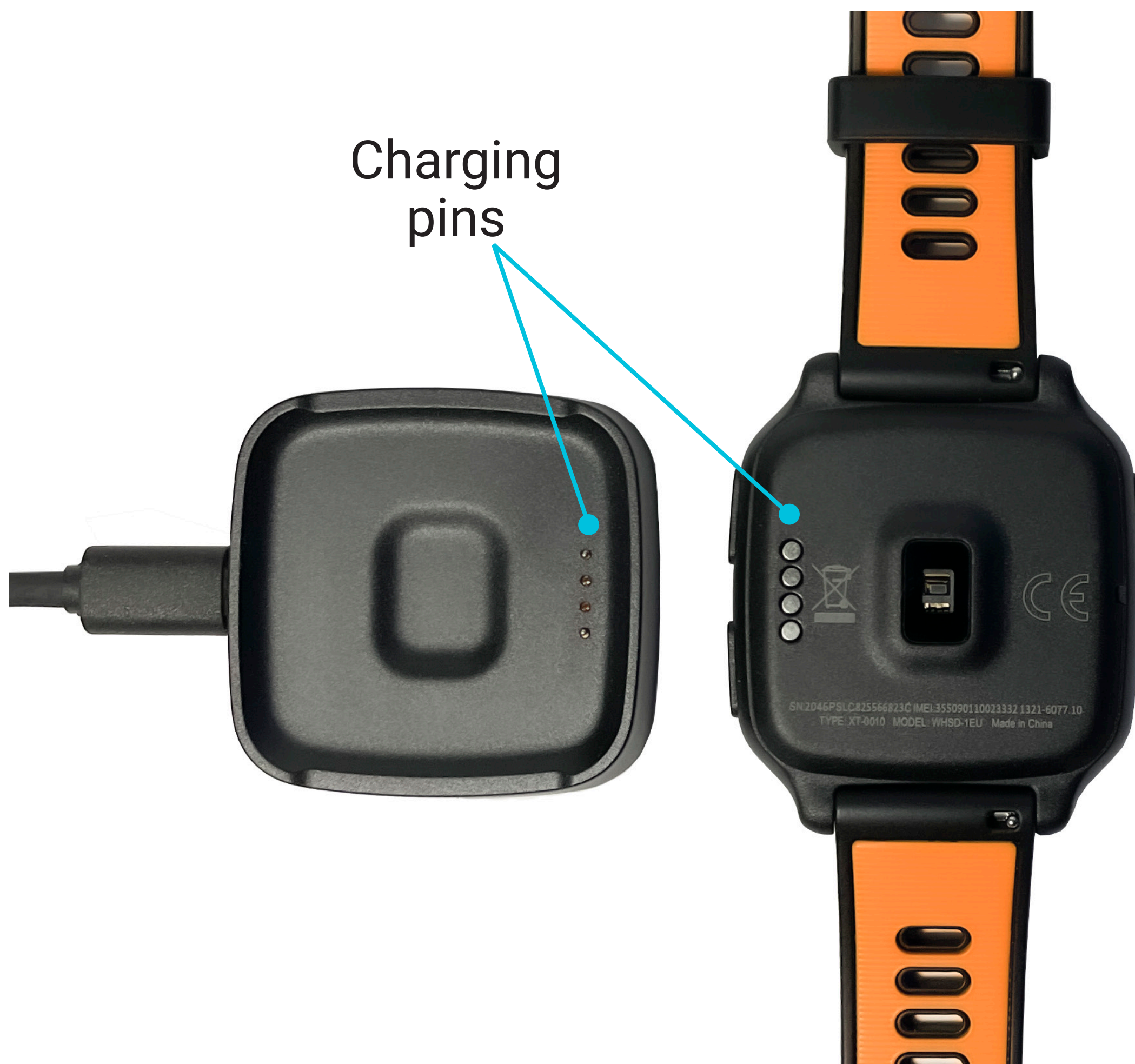


Battery warning

Recharging

To charge your watch just pop it on its base as indicated.


When placed correctly a magnet will keep the watch securely in place, and the battery symbol indicates it is charging.



Switching On

To switch on your watch, either place it on its charger, or press the bottom right button until you feel a slight vibration.



 Press the bottom right button until you feel a slight vibration.

Switching Off

You cannot switch off your watch, it will switch off when battery runs out.

The Buttons

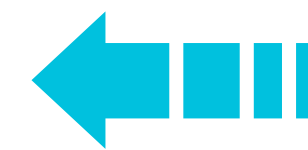
The watch features three buttons.

Press the top left button to illuminate the screen.

The screen times out after 10 seconds, to save battery.



Press the top right button to see battery level, and again to return to the watch face.



Press the bottom right button a long press (5 seconds) to raise an alert.

Press again for 5 seconds to cancel the alert.

Screen Settings

Your watch may light up and show you the time when you swivel your wrist to look at it. This is called 'gesture' and may be configured by Zembro. Else you can press any button to see the screen.

The screen is set for medium brightness and alerts cause a beep sound and a buzzing vibration.

During night-time hours, from 22:00 to 08:00, your watch enters night mode to avoid disturbing your sleep. This means that at night, the gesture feature doesn't light up the screen, brightness is dimmed, and alerts do not make any sound or vibration.

If you need to change these settings, contact Zembro customer service.

How Alerting Works

Your device functions primarily as a watch, but also has very advanced alerting.

To raise an alert, press the bottom right button (marked SOS on the screen) for a long period of time (5 seconds).

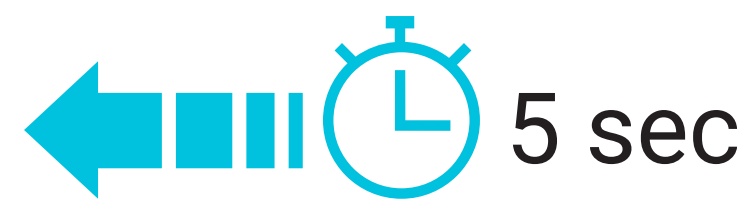
The screen changes from Zembro to Alert, and immediately notifies your emergency contacts that you have alerted.

You will notice a GPS icon flashing while your watch searches for a satellite to get an accurate location to share with your emergency contacts.

If you are moving, be assured that your updated position is sent every minute to your contacts, so they can find you as quickly as possible.



To raise an alert,
press the bottom
right button



Alert
Screen



GPS icon

How Alerting Works

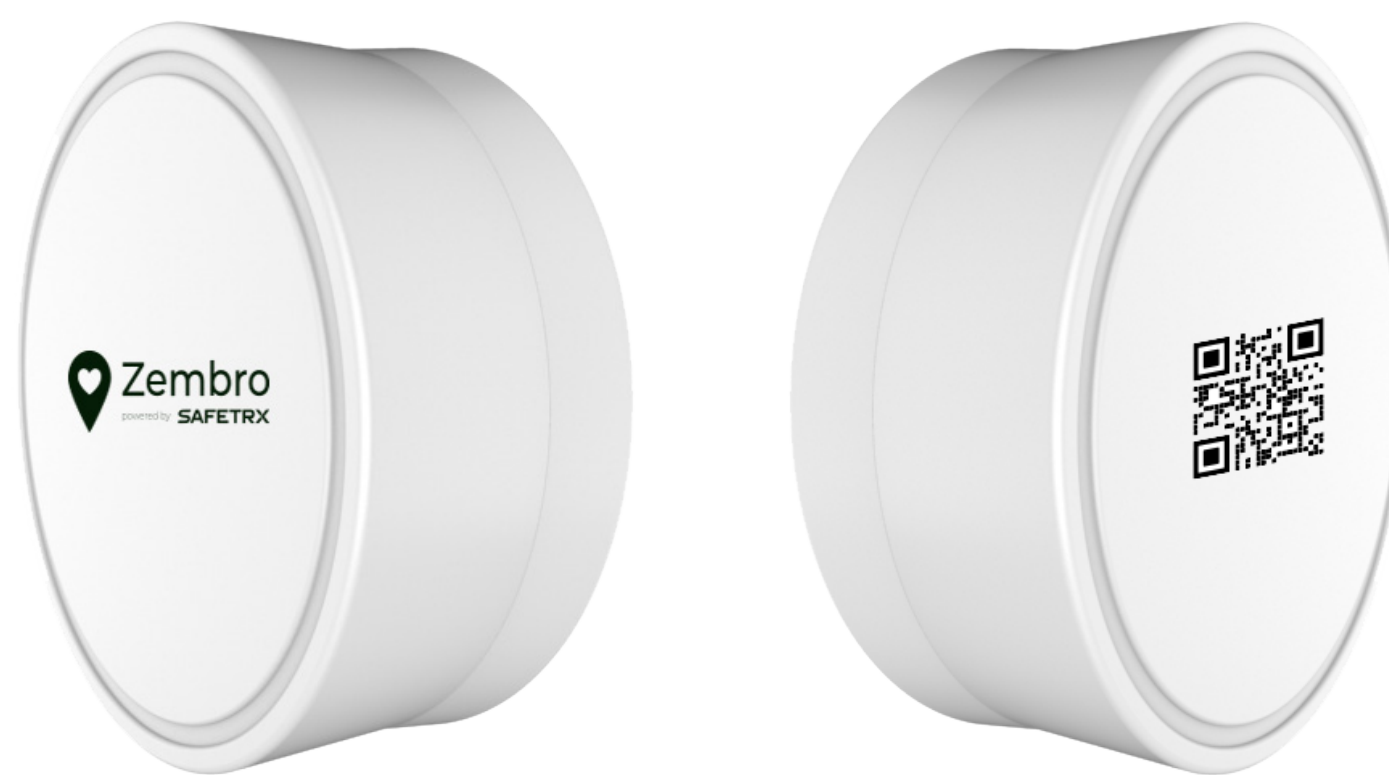
When alerting, your contacts can send you a message, which will appear on the screen.

To respond, press the buttons for Yes or No answers.

To cancel an alert, just press the alert button again for 5 seconds.



Installing a Beacon



If you have a Zembro beacon (optional extra), this allows your contacts to see that you are at home when you alert.

Zembro beacons are small battery-operated devices that emit a small Bluetooth signal that is harmless but can be 'heard' by the watch.

As long as the watch is in contact with your beacon, it knows you are at home.

HOW TO INSTALL A ZEMBRO BEACON

1. Pick somewhere central in your home, or somewhere near the rooms in which you spend most time.
2. Choose a location somewhere elevated, such as on a door frame or on top of a cupboard, and clean the surface. Select a place at a minimum height of 1,5 m
3. Stick the beacon by means of the double-sided sticker first to the backside of the beacon, then remove the other slip and attach the beacon to the chosen place.
4. You can use several beacons to get a maximum coverage in your home.

Installing a Beacon

Beacons normally ship already switched on.

After approximately two years, you should change the battery.

TO CHANGE THE BATTERY:

- Unscrew the beacon to open it.
- Remove small foam piece that protects the battery
- Then push out the coin cell battery with a small plastic or wooden implement (eg: a toothpick).
- Replace the coin cell battery with a new one of the same reference: CR2477.
- Then replace the small foam piece.
- Screw the beacon closed, and switch it on.



Press this button
after replacing the
battery.

To switch on the beacon, press the same white button beside the battery. A blue LED on the side with the Zembro sticker will light for one long flash (this can be hard to see, it is better to switch on the button in a dim environment).

The same button also switches off the beacon. Switching it off gives four flashes on the blue LED. But we recommend you leave your beacon permanently on, as this helps your contacts to locate you if you press the emergency alert button.

Updates

From time to time your watch may receive configuration updates from Zembro.

You will see a message on the watch face saying *Updating Config*.

This happens automatically, and usually takes less than one minute, then restarts itself.

There may also be major updates from time to time to load new software.

This only happens when charging, will display a screen saying *FOTA*, and takes several minutes.

Just leave your watch in its charger if you notice this, it will finish by itself and restart as normal.



Network Connection

If you switch on your watch in an area with poor cellular network, you will see a “Connecting” screen. This should disappear after a few moments, but if it does not, then contact Zembro customer services.

Sometimes, if you are in an area with poor cellular network strength, when you switch on your watch you may see a screen that says “Connecting” which can last for several minutes. If this screen persists, you can try a reset: put the device on its charging cradle and simultaneously press both the right-hand-side buttons for five seconds. This will restart the watch.

If this happens every time or if your watch does not start up, you should contact Zembro customer services, as you may be living in a zone of no network coverage.



Receiving an Alert

If you are the emergency contact for a person wearing a Zembro Simple Alert watch, the following section describes how to receive and respond to alerts.

You will receive an SMS text message and an email from Zembro, which contains alert information and a clickable link. Clicking this link opens your phone or pc browser and takes to a notification page that gives you the alert details and the latest location of the person pressing the alert. This alert page updates once per minute, with latest position if the person is moving, as long as their watch has battery charge and a network connection.

This notification page also allows you to cancel the alert, but you should do so only after you have ensured that the person alerting has been checked on.

If configured, you can also receive a call on your phone when the Zembro Simple Alert watch wearer presses their alert button. This call will read out to you the alert text. The purpose of this feature is to ensure that you receive alerts during the night when texts or emails may be missed. We recommend that you test the alert service when first using a new Zembro Simple Alert watch, and save to your favourites the number that calls and texts you, to ensure it can override any do-not-disturb or silent mode that you may set on your phone (e.g. at night-time). You may need to consult your phone's settings for more details on how to do this.

Caring for Your Device

Your Zembro Simple Alert watch is fully waterproof.

You can wear it in the shower or swimming, and you can clean it with normal cleaning materials. We recommend warm water and detergent if you need to clean it.

The screen is toughened glass, but we recommend you do not use abrasive wipes when cleaning it.

Changing your Contact Numbers

If you need to change a contact, add or delete a contact number, please contact Zembro customer service.

Thank you for choosing the Zembro Simple Alert Watch.

We wish you many years of protection and peace of mind.

Do not hesitate to contact our customer service if you have queries or problems.

**Peace of mind
with connected health & safety**

zembro.com