WatchOvers Assure 4G Mobile SOS Personal Alarm Watch-Phone

USERS MANUAL

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Please read this User's Manual carefully before use.

Thank you for purchasing the Assure 4G SOS Watch Phone with GPS Location from WatchOvers. For best use of your Assure 4G SOS watch, please read the following instructions carefully before starting, and operate the watch accordingly. Screens may vary for Android and iOS and as updated App versions are released.

About the Assure 4G SOS Watch Phone

The Assure 4G SOS watch-phone is always on hand in an emergency, simply press the button to call and talk to your loved one or carer. It looks like a normal smart watch but it is a mobile phone with its' own special sim card which uses whichever is the best mobile network available so you can get service even in low signal areas, vital in case of an emergency.

With our Automated Fall Alert SOS calling, you don't have to press the SOS button, the watch will automatically call the SOS number. Our 3rd generation watch phone has many additional features to help you care for and protect your loved ones.

For Air travel please follow the airline mobile phone guidelines and power off the watch when requested. The manufacturer does not accept responsibility for any damage which may be caused by Airport X-ray equipment.

WatchOvers Sim Card & Subscription

This watch relies on GPS technology and as a mobile device, in order for it to work, it requires a Nano Sim Card with 4G data and Voice plan. Your WatchOvers watch comes with a pre-fitted European 'Always Roaming' sim card pre-fitted so you can charge the device, subscribe online and are ready to go. This advanced sim card comes with a Dutch or Spanish mobile number and unlike a standard sim card, it is not fixed to any one network, so they use the strongest mobile network, enabling your device to get mobile coverage even in weak signal locations, vital in times of emergency. (The always roaming feature does not work in the country the sim card is issued from, e.g. The Netherlands for the Dutch sim card).

A subscription is required for mobile calls, data and notification messaging alerts, pre-paid monthly, with No Contract, Opt Out Anytime. Your subscription is paid monthly and includes Unlimited

Alert calls, watch Data and notification messaging alerts*. Subscribe once you receive your device, to activate the pre-fitted sim card.

* Terms and conditions apply

Charging & Battery

The Watch will take approximately 3 hours to charge.

Always use the USB cable provided and a CE approved USB charger plug with an output: 5.0V-1.0A, to avoid irreparable damage.

WARNING: Do not use a fast/rapid charger to charge this watch as it will cause irreparable damage and the watch will no longer work.

The battery will last for 2-3 days between charges on the 10-minute location setting and longer on the 1 hour or manual location settings. For elderly people we recommend a routine of charging it every day or every night.

You can receive low battery alerts by App notification when the battery level reaches 20% to allow plenty of time to recharge the watch should your loved one forget to charge it.

Warranty

This product is guaranteed by the manufacturer for a period of 2 years from the date of purchase. This guarantee does not cover defects arising from accidental damage, misuse or wear and tear and is available only to the original purchaser of the product. This does not affect your statutory rights. Our watch will only work with our sim card. Attempting to change our sim card will void your warranty and we will be unable to provide Support to resolve any issues created. Any watch software/firmware updates required in the future will be available to download from our website.

Box Contents

1 X Assure 4G SOS GPS Location Watch-Phone
1 x USB magnetic charging cable

Watch Components

Features

SOS Emergency Alarm

The Assure 4G SOS Watch Phone has only 1 button press making it very easy to remember how to use it with only 1 instruction in the case of an emergency. Once pressed, it will call your emergency contacts and simultaneously send SOS alert notifications automatically through the App to your 3 Emergency contacts. The watch will call them one by one until one person answers and will repeat the call cycle once more if the call is not answered the first-time round. Mobile operators settings can vary and change so voicemail should be turned off to ensure your voicemail does not count as a call being answered.

The Watch
To make an SOS call from the watch
> ➢ Press and hold down the SOS button on the side of the watch for 5 seconds
> ➢ The watch will automatically call up to 3 SOS numbers that have been pre-set and saved in the App

> ➢ The SOS emergency call will be made to those listed in the App under SOS Numbers
> ➢ The call will go through one by one to each of the SOS contact numbers and will repeat the call cycle once more if the call is not answered the first-time round.

The App

After pairing the watch with the App, you should enter the SOS Contact numbers you wish the watch to ring should an SOS Emergency call be made.
> ➢ Choose SOS Numbers
> ➢ Add up to 3 SOS mobile numbers. Contact numbers should be entered using full country prefix for example +353 or +44
> ➢ Press Save and exit the screen

Note: Save the watch mobile number as a contact in your mobile phone so you will recognise the caller if an SOS call is made.

Two-Way Voice Communication

Make a phone call from the watch without a mobile phone. The watch has its' own European sim card that is always roaming from network to network to get the best mobile signal in your area. A subscription is required which is pre-paid monthly with No Contract, Cancel Anytime.

The Watch
> ➢ Swipe the screen once on the watch
> ➢ Tap the call symbol on the watch to enter the Keypad
> ➢ Here you can dial any number to connect a call
> ➢ You can also swipe the screen until you see the option for Phone, which will also allow you access to the Keypad
> ➢ To connect a call to the pre-set numbers, swipe the screen until you see the Contact List
> ➢ From here you can scroll through until you see the number you wish to call
> ➢ Tap the Red Phone symbol to hang up the call

The App

Android

> ➢ From the main App page choose the Call symbol to connect a call to the watch

iOS

➢ From your call setting on your mobile phone, manually enter the watch mobile number using full Country prefix +319 etc and connect a call in the usual way. Calls cannot be made through the App

Fall Alert

The watch will alert the SOS contacts if the wearer has a fall, by automatically calling the SOS number without having to press the SOS button. The watch will call your emergency contact numbers one by one until one person answers and will repeat the call cycle once more if the call is not answered the first-time round. Mobile operators settings can vary and change so voicemail should be turned off to ensure your voicemail does not count as a call being answered.
The fall alert must be turned on in the watch.

The Watch
➢ Turn on the Fall alert, swipe the screen on the watch until you see "Settings", Tap Once. Care should be taken when in settings as there are functions here that should not be changed as it will alter how the watch operates
➢ Scroll down though the list until you see "Fall setting". Tap Once
➢ Slide across right on Fall Alarm to turn on, the button will turn blue
➢ Tap the Falling tone if you wish a sound to be played on the watch should the watch detect a fall. A blue tick symbol will display when the setting is On

The App
After you have turned on the Fall Alert option in your watch, see above, please complete the following in the App

➢ Fall Alert
➢ The first tab is to turn on the Fall Alert notification, move the slider to the On position, it will turn green
➢ The second tab is to turn on the SOS Call, allowing the watch to automatically call the SOS numbers in the event of a fall detected. Again, move the slider to the On position, it will turn green
➢ The third tab is Sensitivity, which can be set from 1 to 6 with a setting at 1 being very sensitive and a setting of 6 needing a more severe fall to trigger the alert

Location Positioning Locate

See the watch location on your smartphone in real time. Location can be set to update every 10 minutes, every 1 hour or get the Live location with 1 press.

The Watch – Must be powered on and have mobile service.

The App
➢ Tap Map
➢ Tap on the Locate pin to see the real time location. The current location may take up to 1 minute to update
➢ The three location modes are distinguished by different colour: GPS (Red icon), LBS (Blue icon), WIFI (Green icon)

GPS (Global Positioning Satellite), this means it gets its position when the watch is outdoors and can access satellites.   When the watch is indoors and GPS is displayed on the App, you can sometimes get shadowing which can make the GPS location display anywhere from 10 meters to 100+ meters from its actual location.

LBS (Local Base Station) can be displayed when the watch is indoors, and this indicates cellular positioning which is usually accurate from 100 meters to 1000+ meters depending on the distance away from your nearest mobile phone base station that the watch is registered to.

Wi-Fi can be displayed when the watch is using existing, widespread Wi-Fi infrastructure. This is used when the watch is in a poor GPS coverage area.

Historical Track - You can check the watch route history by choosing the period you wish to check.
➢ From the main map page Tap the Tracking Icon
➢ Tap the date in the top left-hand corner and choose the date you wish to check
➢ Tap the first time you see on the top bar, this is the start time of the track, choose at what time you wish to start your check
➢ Tap the second time you see on the top bar, this is the finish time of the track, choose at what time you wish to stop the track check
➢ Tap Reply

GEO-Fence

A GEO-Fence or GEO Zone is an area with a virtual boundary or fence set by you. For example, you can set up a Geo-Fence around the area around your house or park and receive an alert if the watch leaves the area.

The minimum radius is 200 meters. When the watch goes out of a virtual fence set, an alert message is sent to the App. You can set up to three virtual fences or boundaries. The location will update at the time you have set in the App under Tracking Frequency. Please note, you should have the Tracking Frequency set to update to every 10 mins.

The Watch – Must be powered on and have mobile service.

The App
Tap the Geo-Fence symbol on the map screen.
- ➢ Check the Tracking Frequency is set to update every 10 mins
- ➢ Tap the + symbol at the bottom of the screen
- ➢ Tap the screen where you wish to place the centre of the GEO-Fence. You can move the map screen around with your finger until you get the correct location of where you want to set the GEO-Fence
- ➢ Enter a name for your fence, for example "Home
- ➢ Tap Save/Ok

The Tracking Frequency should be set to update every 10 minutes and any GEO Fence boundary alerts are updated at the same time.

Activity

This allows you to check that the wearer is active and/or moving and very helpful when caring for an elderly person or someone living alone.

The Watch – Must be powered on and have mobile service

The App
- ➢ Choose Health
- ➢ Tap on Steps
- ➢ Tap on the settings wheel
- ➢ Choose the settings that are appropriate for you
- ➢ Set the Switch to the right before exiting

You can check the movement for previous days, by tapping on the back arrow towards the top of screen.

Medical Reminders

You can set reminders that ring and display on the watch including recording your own voice with messages such as "Dad take your tablets now" which will play on the watch at the set time every day. Voice messages can be up to 15 seconds long and play automatically without pressing the watch.

The Watch

When a medical reminder is set in the app, it will appear on the Watch Face without any interaction from the watch wearer. Tap on the Home button on the watch face to clear the reminder.

The App
- ➢ Choose Reminders
- ➢ Choose the +/add
- ➢ Choose the time you wish the reminder to alert the watch
- ➢ Next choose if you want this reminder to repeat
- ➢ Enter a Message you wish to appear on the watch in text format
- ➢ You can also record a voice reminder (up to 15 seconds) which will be played when the watch is alerted. Press the Mic icon to record your message, release to save it
- ➢ Tap Save

You can set a maximum of 3 reminders. If you are finished with a reminder, you can turn the reminder off and use it again later by editing the details saved.

Caller Approval

To help you protect the vulnerable, you can control who can call the watch and who the watch can call. By simply turning off the Keypad function on the watch, the watch wearer will then only be able to call pre-set numbers in the Phonebook and the SOS Numbers. There is also a setting in the App to reject unknown callers, when this is turned on, the watch will not connect calls from numbers that are not in the listed Phonebook or SOS Numbers.

The Watch – Must be powered on and have mobile service.

The App

Reject Unknown Callers
- ➢ Reject Unknown Calls
- ➢ Turn on / enable the rejected calls feature

Turn off the keypad function
- ➢ Disable Functions
- ➢ Slide the tab for Dial Pad to the left to turn it off, so it turns grey

To add numbers to the contact list
- ➢ From the main menu in the App, click on the Contact icon (yellow icon)
- ➢ Press Add to add a contact number
- ➢ Enter contact name and number, you can manually add the number or you can tap the phonebook icon at the end of the number bar to enter your phonebook on your mobile phone to choose the numbers
- ➢ Save
- ➢ To Edit or Delete a current contact, press the screen on the contact number until the edit page is displayed

NOTE: Remember to use the international dialling code when adding contact numbers, ie +353, +44

Video Calling

In the event of an accident where you have received a fall alert SOS call, you may wish to return a video call to check on them. The App will allow you to video call the watch. The wearer must answer the call and hold the watch in front of their face to show the video.

The Watch
- ➢ Swipe the screen on the watch until you see "Video Call", Tap Once
- ➢ Choose who you wish to video call from the list of contacts in your watch
- ➢ Tap Ok to start the video call
- ➢ Tap the red call button to hang up

The App
- ➢ Video Call
- ➢ You can choose to have a one-on-one Video call with the watch or you can choose a Group Video call which will include all people who have downloaded the app and added the watch

Remote Camera Photo

In the event of an accident where your loved one cannot answer your call, the Administrator can take a photo using the watch camera to establish the surroundings, if the watch screen is not covered.

The Watch

➢ The watch will automatically take the photo and will not require any interaction from the watch wearer

The App

➢ Remote Photo to send the command to take a picture of the surroundings of the watch
➢ The photos will be uploaded to the App
➢ You can check the photos from Remote Photo in the App

Sound Guardian

In the event of an accident where your loved one cannot answer your call, the Administrator can call the watch and listen to the surroundings.

The Watch –The watch will answer automatically in mute without ringing and the screen will not turn on. The guardian can listen, but the wearer cannot talk back as it is one way communication.

The App

➢ Sound Guardian in the App
➢ Input the guardian's number, then click 'ok' to send the request of a remote monitor call

Once the request is sent, your mobile phone will ring with a call coming from the watch.

Answer the call and you will be able to hear the watch surroundings, but you will not be able to have a two-way conversation as the wearer cannot hear or see that there is a call. To cancel the call simply hang up.

Voice message

The Watch

➢ Swipe the watch screen until you see "WeChat" which is the feature for Voice Messaging
➢ Tap Once
➢ An option will appear for you to record a voice message to either the watch or to the group of people who have added the watch
➢ Hold down the button in the middle to record your voice message
➢ Release to send the voice message

The App

➢ Tap the message symbol on the main map screen in the App

- An option will appear for you to record a voice message to either the watch or to the group of people who have added the watch
- The watch will receive the notification of voice message
- Click to play the voice message. Voice messages can be up to 15 seconds in length

Health

The Assure 4G has a non-medical, non-professional Heart Rate monitor, Blood Pressure monitor and a Blood Oxygen monitor, it is not a medical device. The watch should be placed on the person before taking the reading.

The Watch

- Swipe the watch screen left until you see the HR&BP icon
- Tap the icon once to open the Health Feature
- Tap Start, to start the reading
- The reading takes approximately 30 seconds to complete the reading, the results will appear on the watch face and will also update in your App

Note : The Assure 4G is not a medical device and will give indicative readings only

Shutdown/Reboot Watch

The Watch
- Swipe the screen right until you see Settings. <u>Care should be taken when in settings as there are settings here that should not be changed as it will alter how the watch operates.</u>
- Scroll down through the list in Settings until you see Shutdown
- Tap on Shutdown and Tap OK to process or Tap Cancel

Or

- Press and hold down the SOS Button on the watch, a call will start to connect to the emergency contact listed in your app, however continue to hold down the button and the watch will power off.

The App
When the watch is switched on and connected to the App, it can be shutdown remotely through the App
- Remote Shutdown
- Tap the Red Power button

Reboot/Restart Watch

When the watch is switched on and connect to App, it can be rebooted remotely through the App.

The Watch
- ➢ Swipe the screen to the right to 'Settings', Tap once. Care should be taken when in settings as there are functions here that should not be changed as it will alter how the watch operates
- ➢ Scroll down through the list in Settings until you see Reboot
- ➢ Tap on Reboot
- ➢ Tap OK to process or Tap Cancel

THE App
- ➢ Remote Restart
- ➢ Press the symbol to automatically restart the watch

Phone book

You can set contacts in the App and the watch can make two-way phone call with these numbers once you set up.

The Watch
- ➢ Once contacts have been added to the phonebook, swipe the watch face to Contact
- ➢ Tap once and the phonebook will open

The App
- ➢ On the main App screen choose the phonebook symbol
- ➢ Press Add to add a contact number
- ➢ Enter contact name and number, you can manually add the number, or you can tap the phonebook icon at the end of the number bar to enter your phonebook on your mobile phone to choose the numbers
- ➢ Save
- ➢ To Edit or Delete a current contact, press the screen on the contact number until the edit page is displayed

NOTE: Remember to use the international dialling code when adding contact numbers, i.e. +353, +44

Watch Finder

If you have misplaced the watch, you can Press the Play sound on device button to make the watch ring to help you locate it once the battery has power.

Once located, click the button on the watch to stop it ringing.

The Watch – Must be powered on and have mobile service

The App
  ➢ Select Play Sound on Device

Administrator

Add up to 10 users, for your family and carers. The first person to add the watch to their App becomes the main administrator. Any subsequent people who add the watch to their App, will need the main administrator's permission to add the watch. Once permission has been granted, they will become part of the watch wearers "Family" in the App. They will then have access to the watch via their app.

Main Administrator
  ➢ Download and register an account on CarePro+ App (Only 1 user per App Login)
  ➢ Once signed in an option will appear to add the watch or you can choose Me, Device List and Add Device
  ➢ Scan the QR Code for the Reg Code from the label tab attached to your watch
  ➢ Enter the device mobile number from the sticker on the front of the box start in +319 or +345
  ➢ Choose the relationship you have with the watch wearer
  ➢ Save

Subsequent Administrators / Family
  ➢ Download and register an account on CarePro+ App. Each person who downloads the App and adds the watch should do so under their own App
  ➢ Once signed in an option will appear to add the watch or you can choose Me, Device List and Add Device
  ➢ Scan the QR Code for the Reg Code from the label tab attached to your watch
  ➢ A message will appear on your App "Waiting for Authorization" Tap "I know"
  ➢ The Main Administrator will receive an App notification that you have requested to add the watch

➢ Once the Main Administrator Authorises your request, you will be able to view the watch on your App

Unbind/Delete Watch

You can unbind/delete the watch from your app at any time should you wish. This will not clear the SOS Numbers. If you wish to remove your data from the watch, the administrator should do this in the app under, SOS numbers or this should be used when you wish to remove the watch from your app on a temporary basis.

The App
➢ Device List
➢ Choose Edit in the top right-hand corner and the option will appear to unbind the watch

Reset Watch

Resetting your watch will clear all data from the watch and reset it back to factory level. This can be used if you wish to pass on the watch to another user. **This action cannot be undone so it is important it is only used when required**.

The Language on the watch will revert to the language of the sim card in the watch but can be changed in the watch to your preferred language.

Please note the watch remains on any App which has previously added the watch. To fully clear both App and watch, you should
➢ Reset Device
➢ Unbind Watch

Please contact support@watchovers.com before Resetting your watch.

Watch Function

The Assure 4G is also a watch, easy to read with a standard 12-hour clock.

Full Back Up Support

The Assure 4G comes with full back-up support in English from the WatchOvers Team should you ever need any help.