

## Watch Instructions

1

### Open the Box

Take out your watch and white charging base. That's all you need!

2

### Plug In the Charger

Put the charging base on a table near your bed. Plug it into the wall.

3

### Start Charging

Place your watch on the white base. You'll see a red light. That means it's charging!



# How to **call for help**



## **Press and Hold**

**Hold the side button for 3 seconds until it vibrates and beeps. Don't just tap it!**



## **Listen for the Voice**

**You'll hear a voice say "Are you ok?" This is our team checking if your ok!**



## **Talk to Our Team**

**Someone will speak to you through the watch. Tell them what you need or if you're testing.**

**✓ Help arrives in minutes!**

**We're here 24 hours a day, 7 days a week. We NEVER close.**

# IF YOU FALL



**Don't panic. Stay calm.**

**You don't need to stand up. Just press the button on your watch.**



**Press and hold for 3 seconds.**

**Don't just tap it!**



## **Remember:**

- **You can press it from the floor**
- **You can press it from your bed**
- **You can press it from anywhere**
- **Just press the button on your watch for 3 seconds**

## **We will talk to you through the watch:**

- **We will ask if you need help**
- **We will ask what happened**
- **We will stay on the line with you**
- **We will send help if you need it**

# CAN THEY **HEAR ME?**

## **Yes! Your watch works like a phone:**

- Try to speak clearly
- We can hear you from another room
- We can hear you from the garden
- We can hear you from upstairs

## **Can't speak? No problem!**

- Even if we can't hear you, we'll still send help.
- We'll check on you to make sure you're safe.

# **PRESSED BY MISTAKE?**

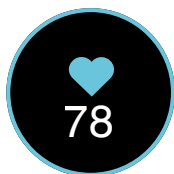
## **✗ Will I get in trouble?**

- **NO!** You will not get in trouble.
- This happens all the time. We expect it.
- Just tell us you're okay when we answer.
- We're always happy to hear your voice!

## **Can I cancel the alarm?**

- Yes! Just tell us you don't need help
- We won't send anyone if you're fine
- We'll just mark it as a test

# WHAT THE **SCREEN** MEANS



**Tap the heart picture on the screen and the watch will show your heart rate**



**Tap the steps icon to see how many steps you've done today — it resets every day.**

## **Mobile Signal Needed**

**The watch uses mobile signal to call for help. If you're in a place with weak or no signal, it might not be able to connect. Try to wear it where signal is usually good.**

# DAILY CHARGING



## Charge Every Day

Put your watch on the white base every night.  
Just like charging your phone!



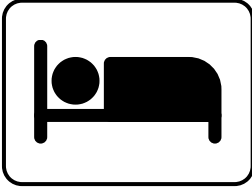
## 2 Hours is Enough

It only needs 2 hours to charge fully. You can  
leave it longer – it won't break.

**We will remind you!**

**If you forget to charge it, the watch will alert you  
when its at 10% battery**

# WEARING YOUR ALARM



## Can I wear it to bed?

It's best to take it off at night and place it next to your bed. That way, you don't press the button by accident while you sleep.



## Can I wear it in the shower?

Yes! It's safe to wear in the shower.

But don't wear it in the bath or swimming, it can't go fully under water.



## Do I have to wear it all the time?

Try to wear it during the day, especially if you're on your own. That way, you can get help quickly if you need it.



## Can I wear it when I go out?

Yes! You can wear it to the shops, for a walk, or to see friends. If you press the button, we can talk to you and find where you are to send help.

**✓ We're always here for you**

**Day or night, rain or shine  
Your safety is our only job**

# FALL DETECTION

## Does my alarm know when I fall?

Yes, if you have fall detection! Your alarm is smart and can call for help on its own if it senses a hard fall.



### Want to test it?

Drop your watch onto a carpet or cushion on the floor.

## Will it catch every fall?

Fall detection works most of the time, but no alarm catches every fall. It's always best to press the button if you can.



### ! Important:

Always press the button if you can! Fall detection is just a backup.

## What happens after it detects a fall?

1. It calls our emergency team
2. We'll talk to you through the alarm
3. If you don't answer - we'll still act quickly
4. We'll call your family or send help right away

# COMMON QUESTIONS

## ✓ YES, You Can:

- Wear it in the shower
- Take it outside
- Press it by mistake
- Test it anytime

## ✗ NO, Don't:

- Wear it in the bath
- Take it swimming
- Turn it off
- Worry about the lights
- Put it in a drawer

## Pressed by Mistake?

No problem! Just tell us you're OK when we answer. We're always happy to hear from you.



## Won't Charge?

Make sure it's sitting properly on the white base. Try a different wall socket.



## Button Not Working?

Hold it for 3 seconds (count: 1... 2... 3). Don't just tap it quickly.



## Still Not Working?

Call us on 01273 055049  
We'll help you fix it or send you a new one.

# EMERGENCY CONTACTS

## Who will you call if something happens?

**Our 24/7 control room will speak to you first. Then they'll call your family, neighbour, or 999 – whatever you need.**

## How do I change who gets called?

**Just call us or send an email!**

**We can quickly update your emergency contacts.**

** Call us: 01273 055049**

** Email: [careteam@helpalert24.co.uk](mailto:careteam@helpalert24.co.uk)**

## Do my family need to download anything?

**No! Your family don't need to download any apps or set anything up. We handle everything – they'll just get a phone call if needed.**

## What if I move house?

**Just let us know! We'll update your new address and phone number. Your alarm will keep working in your new home.**

# EMERGENCY QUESTIONS

## What if I'm unconscious?

**Don't worry! If your alarm has fall detection, it will automatically alert our emergency team. We'll try to speak to you and send help if there's no reply.**

## Will an ambulance come straight away?

**Yes, if it's an emergency! We'll call 999 immediately and give them your details so they can get to you quickly.**

## Will someone stay on the line with me?

**Yes, always! Our emergency team will stay on the line, talk to you, and keep you calm until help arrives.**

## What if I can't speak?

**That's okay! If you press the alarm but don't respond, we'll still act. We'll contact your emergency contacts or send an ambulance if needed.**

## Will it interfere with my pacemaker?

**The Watch alarm is perfectly safe to use even if you have a pacemaker.**

## NOTES

[illegible]

## Safety

To ensure safe and effective use of your HelpAlert Watch, please follow the guidance below:

General Use:

- Only use the charging cable and plug provided.
- Avoid exposing the watch to extreme temperatures (hot or cold).
- Keep the watch clean and dry. Do not submerge it in water.



## IMPORTANT!

Medical Devices:

- If you use a pacemaker or any implanted medical device, keep the watch at least 15 cm (6 inches) away from the device.
- Do not wear the watch in your breast pocket if you have a pacemaker.
- If you feel interference or unusual symptoms while using the watch, remove it and speak to your healthcare provider.

## Environmental Care

- Avoid exposing the watch to dust, dirt, or magnetic fields.
- Avoid charging the watch in damp areas such as bathrooms.

## Children and Supervision

- Keep the watch and cable away from children to prevent choking or damage.
- Don't let children handle the watch or press its button to avoid false emergency calls.

## Battery Warning

- The battery inside your HelpAlert watch is sealed within the case and cannot be removed.
- Do not open the back of the watch under any circumstances.
- Attempting to tamper with or access the internal battery will void your warranty and may damage the device.

- Do not crush, puncture, bend, or dismantle the watch.
- Do not expose the battery or device to fire, heat, or water.
- Only use the official HelpAlert charging equipment provided.
- If the watch appears damaged, swollen, or does not charge correctly, stop using it and contact HelpAlert for assistance.

## Disposal

- Your HelpAlert watch is leased and must not be disposed of.
- If you no longer need the device, or if it stops working, please contact HelpAlert to arrange return.
- Devices must be sent back to HelpAlert using the provided return packaging or a method agreed upon with our team.



We are committed to minimising our environmental impact and encourage you to dispose of your HelpAlert packaging responsibly:

Packaging Materials:

- The outer box, leaflet, and printed materials are made from recyclable card and paper. These can be placed in your household recycling bin.
- The plastic wrapper used to protect the mains plug can be recycled with soft plastics at most major supermarkets.
- Please help us reduce waste by recycling wherever possible. If you are unsure how to dispose of any material, contact your local council or recycling centre for guidance.

## Troubleshootin

If something isn't working quite right, don't worry – most issues have simple solutions. Below are the most common scenarios, grouped by category, with detailed steps to help you resolve them. For anything not covered or if you're unsure, please contact HelpAlert.



### Battery and Charging

#### Battery drains quickly

- Often due to poor signal areas where the watch works harder to stay connected.
- This is a safety feature – the watch increases its effort to remain connected to the mobile network so that you are never without support.
- Charge for 2 hours daily to keep it fully powered and responsive.
- Avoid storing the watch in drawers or thick-walled rooms.
- If the issue continues, HelpAlert can provide an alternative watch with a larger battery – you only cover postage.

#### Charging doesn't start

- Ensure the watch is fully inserted into the charging base, when the watch is correctly connected a red light will appear on the charging base.
- Try another socket and check for the "watch charging" voice prompt.
- If no response, leave on charge for 15–30 minutes before retrying.

### Signal and Connection

#### The alarm doesn't connect

- The watch requires mobile signal to contact our control room.
- If the alarm fails, wait a moment and press the button again.
- This can occur in low-signal rooms or certain rural areas.

#### Operator seems slow to respond

- Connection delays may occur in areas with weak mobile coverage.

- If the call disconnects, press the alarm button again.
- It helps to test the alarm in different rooms of your home.

#### No signal or blackspot

- You may be in a location without mobile coverage.
- Contact HelpAlert – we can check network compatibility or suggest alternative solutions.

### Alarm Function

#### The alarm activates multiple times

- This may be the watch redialling due to poor signal.
- Let it try connecting; if nothing happens, press again after 60 seconds.

#### I'm not sure if the alarm went through

- It may take longer to connect if your in an area with poor mobile signal. If no feedback is received, press the button again calmly.

#### The call went silent

- If a call is dropped, it's likely a signal interruption.
- Our team will follow up by calling your mobile or landline.
- Ensure these numbers are current in our records.

### GPS Location

#### GPS isn't finding me

- Location may take longer indoors or near tall buildings.
- It works best when stationary and not in motion.
- Our team will use your last known location if current GPS isn't available.

#### The location sent is wrong

- Short-term GPS drift may occur; press the alarm again if you're mobile.
- Remaining still can improve accuracy.

## Updating Emergency Contacts

- To keep you safe, we need your contact and health information to be accurate.
- Please inform us if:
- You change your mobile or landline number.
- Your emergency contacts change.
- You are away from home for a long period (e.g. holidays or hospital stays).
- How to Update:

Call: 01273 055049

Email: [careteam@helpalert24.co.uk](mailto:careteam@helpalert24.co.uk)

- Our team will update your records and confirm once complete.

## Frequently Asked Questions

### **Q: How long will the battery last?**

A: About 24 hours on a full charge. Always charge daily for best results.

### **Q: What happens if the watch is lost or damaged?**

A: If damaged accidentally or lost, a replacement fee may apply. Contact us to discuss your situation.

### **Q: Can you locate me if I'm lost?**

A: Yes. As long as the watch has mobile signal and GPS access, we can see your location when the alarm is pressed.

### **Q: What if the watch doesn't respond?**

A: Charge the watch fully, then try again. If issues continue, contact HelpAlert for troubleshooting.

### **Q: Do I need to take the watch off at night?**

A: You can keep it on during the night. However, ensure it's charged in the morning.

## Contact

- Phone: 01273 055049
- Email: [careteam@helpalert24.co.uk](mailto:careteam@helpalert24.co.uk)
- Website: [www.helpalert24.co.uk](http://www.helpalert24.co.uk)
- Address: HelpAlert, Maritime House, Basin Road North, Brighton, BN41 1WR



-  01273 055049
-  careteam@helpalert24.co.uk
-  helpalert24.co.uk

-  HelpAlert, Maritime House,  
Basin Road North, Brighton,  
BN41 1WR