mCareWatch

Getting Started Guide

mcarewatch.com.au

mCareWatch

ON & Return button

Time, Date and Battery Level
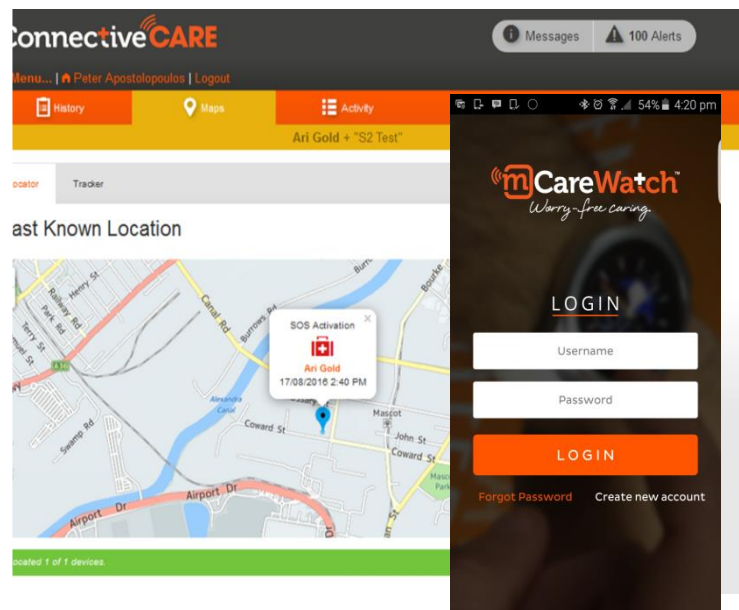
Camera (not in use)

SOS button

Battery recharge pins

Heart rate sensor

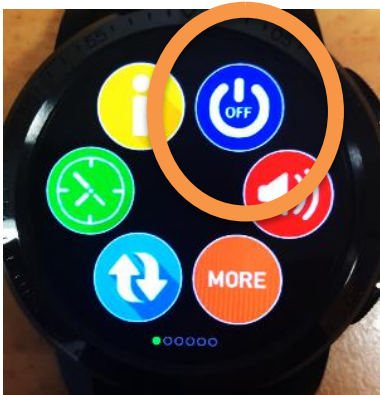# WEARER: How to switch the watch on

Press and hold down the top right hand button for 3-5 seconds
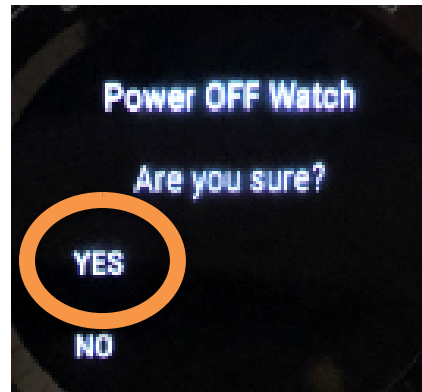
WEARER: How to switch the watch off

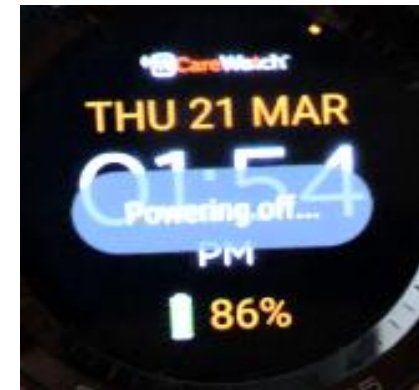**1.** When the watch face or time is displayed on the screen, place your finger on top of the screen and lightly swipe down (do not press too hard). The below screen (2) will appear with the Basic Watch Settings

2. Tap on the *OFF* icon

3. The above message will appear on the screen. Tap on 'YES' to confirm

4. 'Powering off….' message will appear and the watch will switch off
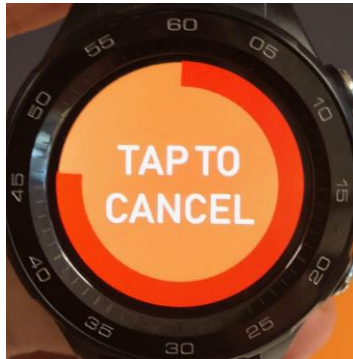
mcarewatch.com.au

How to make an SOS emergency call

1. Press the top right hand button for the watch face/time to display

2. Press and hold down the red SOS button on the watch screen OR the bottom right button for 3 seconds

3. When the SOS is activated, you have 6 seconds to cancel the SOS call by tapping the screen

IMPORTANT:
The SOS Call will not be activated unless the watch face is ON and the time is displayed

4. If the SOS is not cancelled, the watch will automatically dial the pre-set SOS emergency contacts

5

How to recharge the watch

1. Connect the USB cable and power adaptor to the round magnetic recharge base. Plug power adaptor into power point.

2. Place the watch on top of the round recharger base making sure to connect the recharge pins on the bottom of the watch with the 4 pins on the magnetic recharge base

3. When watch is connected and starts to recharge, you will see the battery icon appear on the watch screen. This will only appear when you first place the watch on the recharger base

WARNING

The mCareWatch should only be recharged with the recharger base, USB cable and power adaptor provided.

NOTE: Please only recharge the device for a maximum of 2 hours only or until you hear the 'fully recharged' notification bell. This will conserve the battery life and performance of the product.

How to call Speed Dial Contact

1. When watch face/time is displayed, gently swipe the watch screen from right to left to see your Family Speed Dial contact photo/name

2. To call your Speed Dial Contact, press and hold down the photo/name for 3-5 seconds and the Watch will automatically dial that Speed Dial contact's number

3. Speed Dial Contact will receive the call from the watch's mobile number. When the Speed Dial contact answers the call, it will open up a two way call with the watch wearer

TIP: you can save up to 6 Speed Dial Contact photos and numbers (via the web platform). Please refer to page 19 of this Guide for instructions on how to add photos.

How to view basic watch settings (1)

When the watch displays the time, place your finger on the screen and <u>gently swipe</u> from the top of the screen down. The below screen will appear with the Basic Watch Settings

Watch Information

Watch Faces

Synch Button (click to synch & update)

Power OFF

Turn off ringer/Silent Mode

To view Watch Settings 2

How to view basic watch settings (2)

To view the 2nd set of Watch Settings <u>gently swipe</u> the watch screen from right to left or tap on 'MORE' to view the below screen:

Reboot – watch will switch off and back on

Download latest software update

Keypad (to make outgoing calls)

Connect to mHealth Peripheral (need compatible bluetooth device)

Place watch in 'Flight Mode'

To view Watch Settings 3

How to view basic watch settings (3)

To view the 3rd set of Watch Settings gently swipe the watch screen from right to left or tap MORE icon to view the below screen:

Speed Dial Contacts

Activate Heart Rate measurement

Quality of Life Wellness Prompt question

Compose, receive and view SMS messages

GPS on demand location update

To view Watch Settings 4

How to view basic watch settings (4)

To view the 4th set of Watch Settings gently swipe the watch screen from right to left or tap MORE to view the below screen:

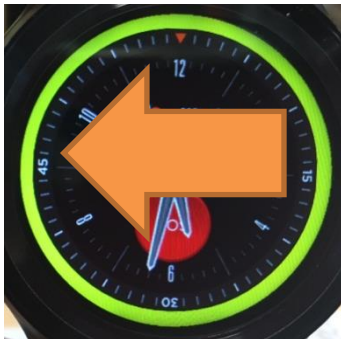Disconnect from any Wi-Fi Connection

Security Token

Connect to available home Wi-Fi (add password)

Connect to Bluetooth

How to change watch face

1. When the watch face/time is displayed, place your finger on the screen and gently swipe from the top of the screen down

2. Watch will display 'Settings' icons. Tap on the watch face icon. The watch will display the selected watch face with a yellow circle around the watch face.

3. To view the different watch faces, simply swipe the watch screen from right to left to view the different watch face options. To change the watch face, press and hold down on the nominated watch face for 3-5 seconds (or until a yellow circle appears on selected watch face).

Press the bottom button to go back to time.

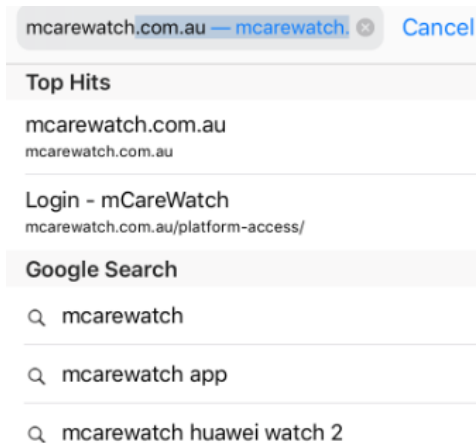# CARER/FAMILY: How to call the watch

1. The watch is just like a mobile phone and has it's own mobile number. Only pre-set Speed Dial contacts can call into the watch. All other contacts are unable to call into the watch (prevent Spam calls).

2. When the watch's mobile number is dialled, the watch will start to ring and the watch screen will display the caller's number and a green and red handset
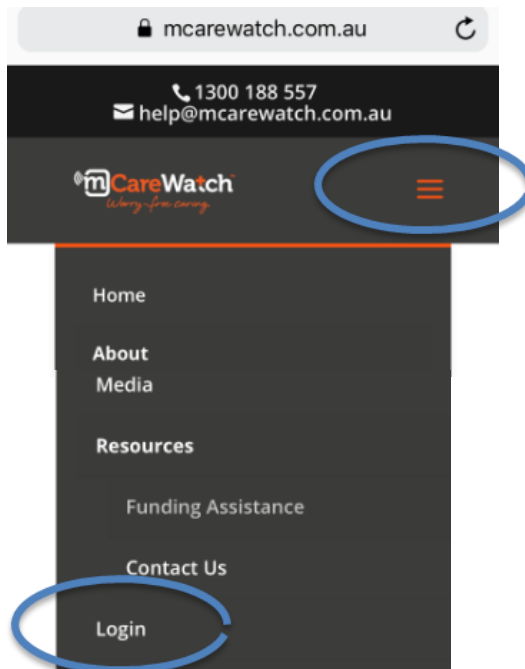
3. To answer an incoming call, the wearer needs to tap on the green handset and this will then open up a loud speaker with two way communication

14

How to access ConnectiveCARE on Mobile (1)

1. Open up your web browser on your smartphone and enter **mcarewatch.com.au** and then click GO to log into the website

2. On the Home Page, click on the Menu bars (top right hand) which will drop down the menu and then click on 'LOGIN'
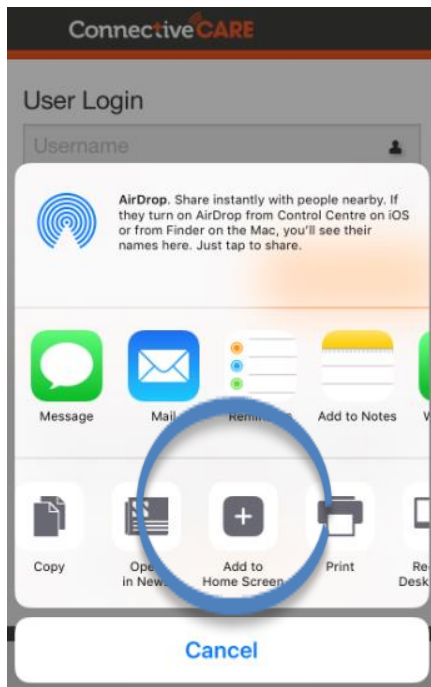
3. It will then bring you to the ConnectiveCARE Login page. Click on the square icon at the bottom of the screen.
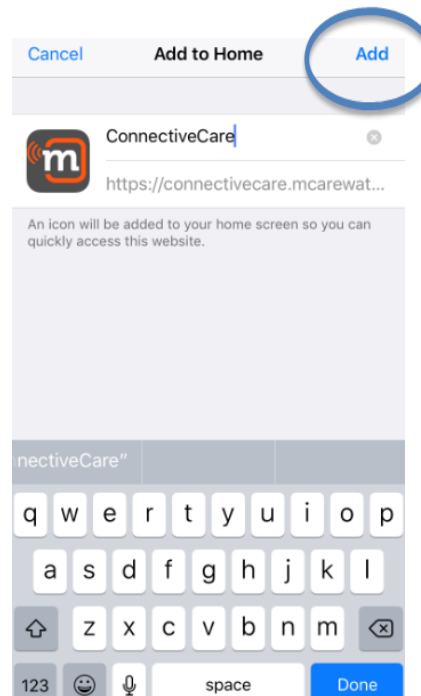
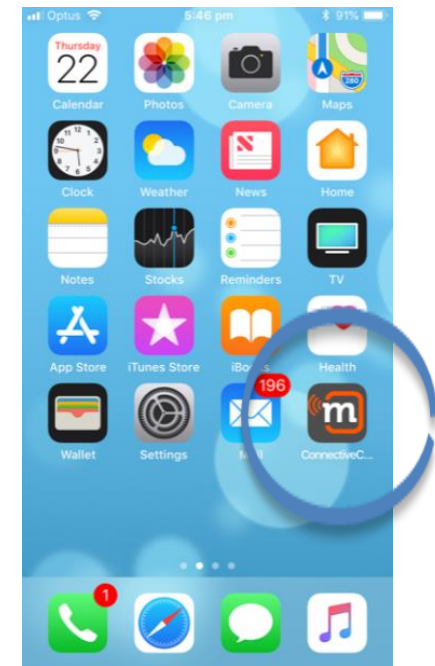# How to access ConnectiveCARE on mobile (2)

4. At the bottom of the screen you will need to swipe the screen from right to left to see the '**Add to Home Screen**'. Tap on this icon.
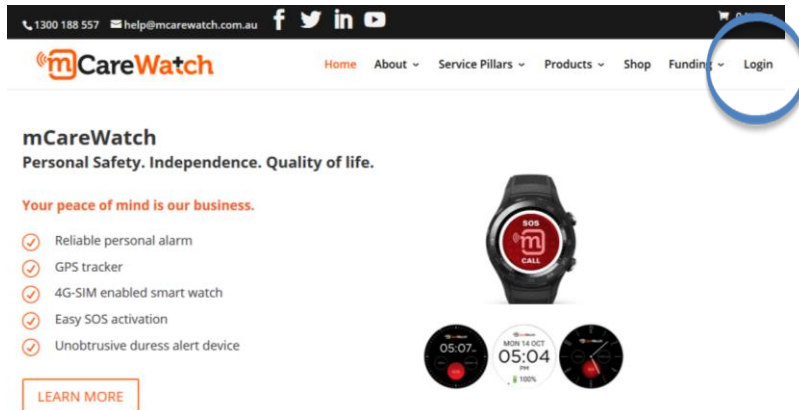
5. This will display the '**Add to Home**' and ConnectiveCARE icon. Click on 'ADD' as shown below:

6. The ConnectiveCARE icon will now appear on your Home Screen. Click on this icon to login and enter you username & password
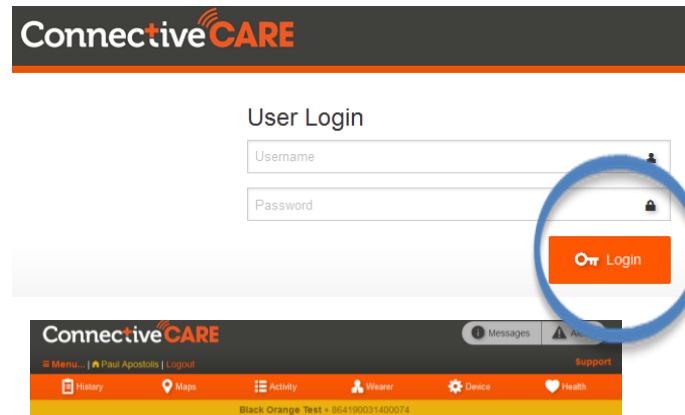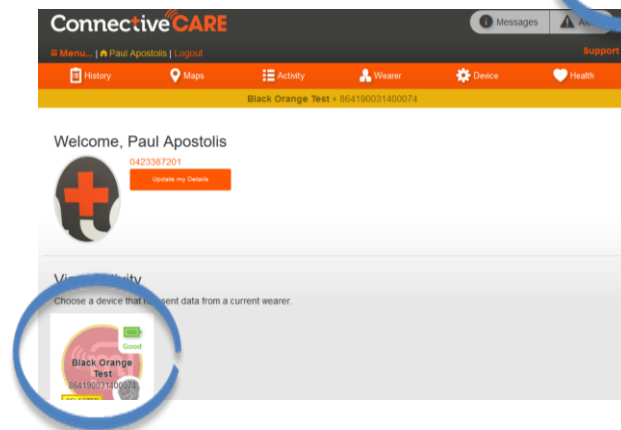
CARER/FAMILY: How to login to Web Dashboard

1. Open up your web browser (firefox preferred) and enter mcarewatch.com.au and click on 'LOGIN' section (top right)

2. Enter your username and password, making (all lower case and no space) and then click on 'LOGIN'
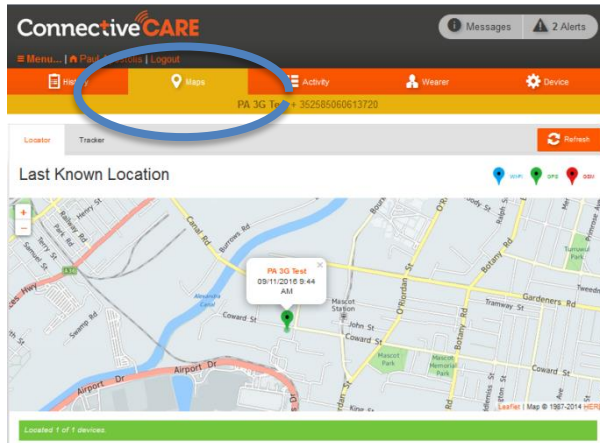
3. Click on wearer's name under the 'View Activity' section. This will access the device information and watch settings.
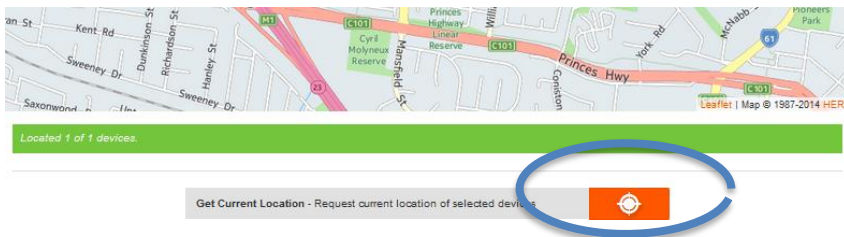
TIP: We recommend using the Firefox or Google Chrome Web browsers when using the Web platform (ConnectiveCARE)

17

CARER/FAMILY: How to track the watch (dashboard)

1. Click on 'MAPS' section to show the location of the watch. The map should indicate the last known reported location of the watch with a time/date
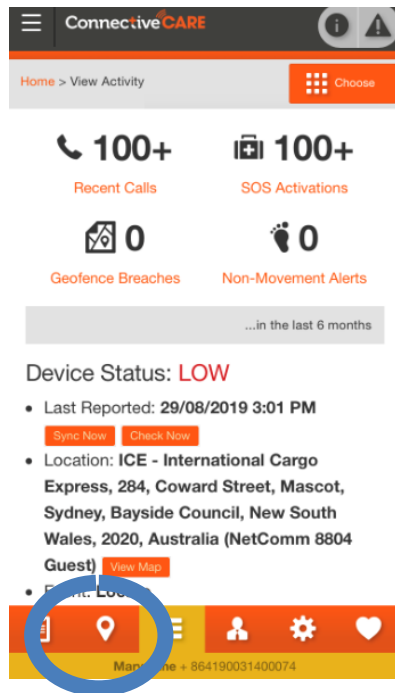
2. To get the latest location of the watch scroll down to the bottom and click on orange square with target for an on demand location. This will automatically send an SMS to the watch for an updated position
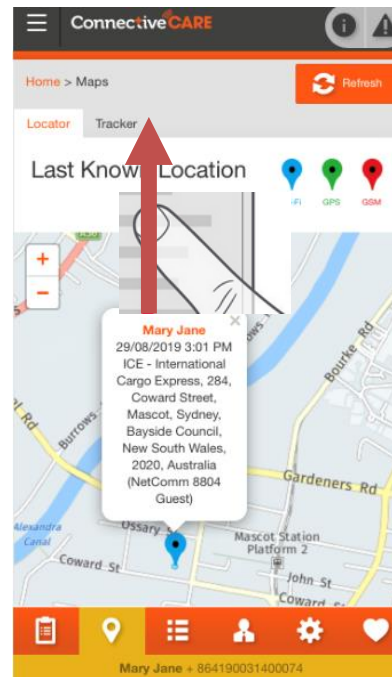
3. The On Demand request will take 2-3 minutes to update. Press the 'REFRESH' button to receive the latest location.
A green pin is the GPS position, a blue pin is a Wi-Fi position and the red GSM position is a mobile tower triangulated location
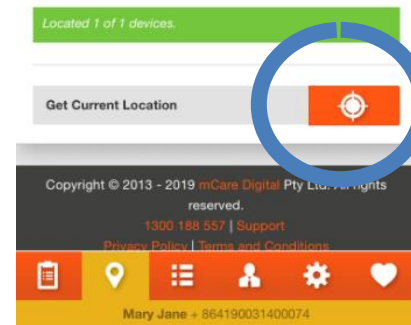
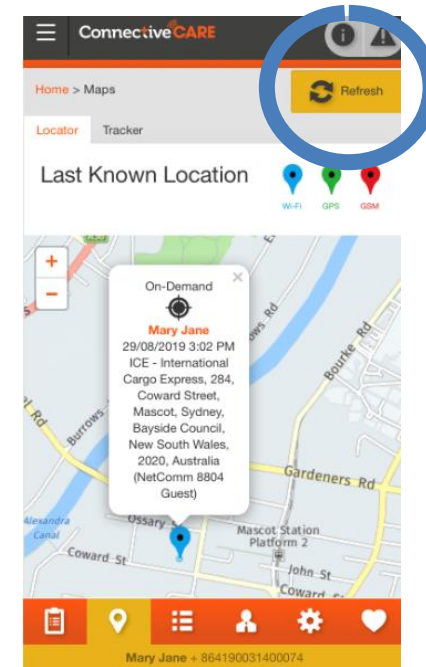# How to track the watch via your mobile phone

1. Open app and click on 'MAPS' section to view watch location. Make sure the watch is 'Connected'

2. APP will display map. Tap on 'Last Known Location' and scroll down the page until you see 'GET CURRENT LOCATION' at the bottom of the page

3. Tap on the orange square with target to get the latest location. This will automatically request an updated GPS position of the watch, and may take up to 3-5 minutes.

4. Wait a couple of minutes and then Click the 'REFERSH' button to receive updated location

mcarewatch.com.au

mCareWatch

SUPPORT

Troubleshooting and assistance for your mCareWatch, ConnectiveCARE and Mobile APP can be found at www.mcarewatch.com.au, by emailing help@mcarewatch.com.au or by calling 1300 188 557

DISCLAIMER

The mCareWatch is not a clinical grade device and any biometric measurements captured directly from wearable device is for observational purposes and not to be used for diagnostic requirements. The device is purely used to support assisted living and remote care-giving by authorised carers and family.