

find-me



WEARERS GUIDE

find-me

carers watch

Contents

Important notes	P4
Introduction	P6
About the watch	P7
Charging the battery	P8
Electrical safety information	P10
Turning on the watch	P11
Emergency button	P12
Fall alert	P14
Medication alert	P16
General care	P17
Troubleshooting	P18
FAQs	P20



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Important notes

1. The Find-me Carers Watch is not a mobile phone and as such is not supplied with automatic support for emergency numbers 000, 112 or 111.
2. The Carers Watch is water resistant and can be worn in the shower and in the rain. It should not be used for swimming or submerged in water.
3. To operate the Carers Watch, it must be connected to a mobile phone network. The unit will connect through GPRS Mobile Internet (where available) and the 3G Mobile Phone Network.
4. When GPRS is available, by default, the unit will update position details every 10 minutes. If GPRS is not available, the Carers Watch switches back to SMS operation, with limited functionality. This only responds to text commands from the Authorised Emergency Contact.
5. The Carers Watch should only be used in areas which have 3G mobile phone coverage. It assists to locate people using GPS technology, which works best when outdoors.
6. The Find-me Carers Watch (FM1000) is not a life saving device. It is a locator unit that functions off mobile network activity as outlined in this manual.
7. Find-me technologies does not accept responsibility or liability for a unit being unable to be located due to and not limited to events such as network coverage, GPS unavailability, unit malfunction, battery life, submersion in water and user misuse.
8. Acceptance of these terms is a condition of its use. Images displayed in this manual are for illustration purposes only and may differ from actual product.
9. As the watch is a mobile transmitting device, it must be turned off at airports and on any aircraft in accordance with civil aviation laws.

For further questions or support, please contact us on: (07) 3252 9929 or admin@findmetech.com.au



Introduction

Thank you for choosing the Find-me Carers Watch. Before you start, please ensure that the following items are included in your package:



A Find-me Carers Watch with SIM card (already installed)

B Magnetic battery charger

C Charging power pack

If any of these items are missing, please contact your distributor immediately using the details on the back of this guide.

Product: FM1000 · Power supply output: DC 5V-300mA

About the watch

The Find-me Carers Watch is a mobile emergency response system offering direct two-way communication, and assists to locate people using GPS technology.



When the watch's red emergency alert button is pressed, it makes a voice call to your carer and sends an email and/or SMS alert with the last known GPS location of the watch to your emergency contacts.

If your watch is monitored by Tunstall, the alert button will be programmed to contact Tunstall's 24-hour Monitoring Centre, where a trained care consultant will be at your assistance.

At any time, the details of the Carers Watch's last known location is displayed on location home page accessed using your unique username and password.



Charging the battery

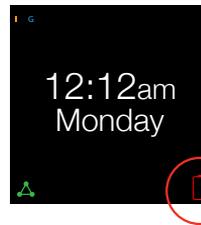
The Find-me Carers Watch has a rechargeable battery that can be charged at any time.

Simply clip the watch onto the magnetic charger (as shown in image below).

If the magnetic charger does not 'click' in, rotate the watch slightly until it does.

Attach the magnetic charger to the power pack using the supplied cable and plug the power pack into an electrical power point and turn on at the wall.

The watch will display the percentage of battery charge.



When the battery icon on the display screen is red, or you hear a 'battery low' alert from the watch, it is time to charge the battery.

When the watch is placed onto the charging unit, there should be an audible 'ping'. If you hear two 'pings' when the watch is on the charger or if it appears not to be charging, remove and clean the contact points with a lint free cloth.

When the battery is running low you will hear '*low battery alert. Please charge your watch as soon as possible*'. This is triggered at 30% of battery life remaining and you still have **several hours of operation** before the watch shuts down.

When the Find-me Carers Watch shuts down completely from a flat battery, you will hear '*low battery - unit shutting down*' and the Carers Watch will shut down.

Your emergency contacts will be notified when the watch is at 30% and/or when it is shutting down.

In normal use, the watch is designed to protect you throughout a usual day's activity and be charged each night. Allow between one and two hours for the battery to fully charge using the supplied power adapter.

Note: Poor signal will reduce battery life as the watch is continuously trying to establish a connection.

Electrical safety information

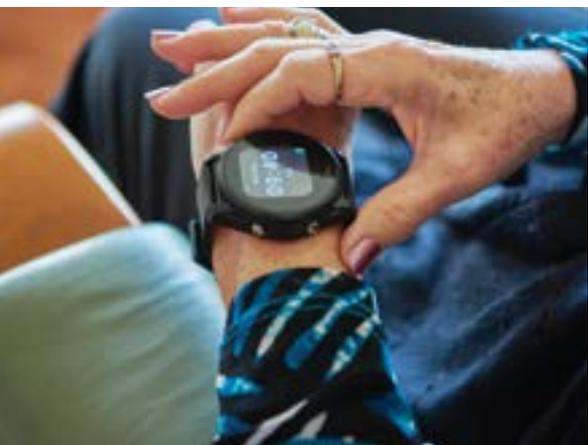
Please ensure your charger is plugged into an electrical power outlet where it cannot come into contact with water or other liquids.

To get the most out of your Find-me Carers Watch, ensure you only use the certified power adaptor and charger supplied with your Carers Watch.

Portable USB charging devices should not be used. Nor should any charger not supplied with the watch.

Clean contact points of the charger and your watch with a lint free cloth once a fortnight.

Do not leave your watch on the charger longer than 72 hours as this may damage the watch and/or the battery.



Turning on the watch

After the battery is fully charged, press the ON/OFF button for three seconds and the Carers Watch will switch on with the power on sound.



The Carers Watch will display default time and day details. These details will automatically updated when the Carers Watch has received the initial mobile network signal. This may take up to a few minutes.

The screen will automatically stop displaying the time after a few seconds to conserve battery life.

To check if the correct day and time has been established, press the ON/OFF button again.

If the day and time continues to be incorrect, please contact us or your local distributor.

Using the red emergency button



Answering and ending calls: Press the emergency (red) button briefly to answer an incoming call or to end a call.

Emergency in Standard mode:

Press the emergency button for **three seconds**. You will hear 'Find-me alert, your emergency contact is being called now'. The watch will then connect you via a two way handsfree phone call to your nominated carer or Tunstall's 24/7 Response Centre.

If possible, please hold the watch 10-15cm from your mouth while talking.

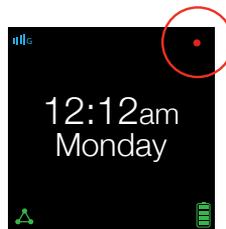


The animated Find-me logo will appear on your screen advising you that an emergency call has been activated.

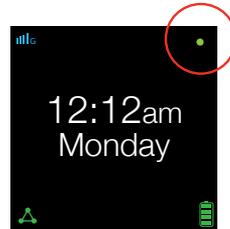
Tips in an emergency

- ✓ Remain calm
- ✓ Tell the response centre or carer as much relevant information as you can
- ✓ Follow their instructions
- ✓ Keep the Carers Watch on so they can contact and monitor you

For an Emergency in Security mode (silent): Press the emergency button for three seconds. A red light will appear in the top right of the screen alerting you that the call has been activated.



Red = duress mode call activated



Green = duress mode call answered

When the light turns green, it confirms that the call has been connected to your nominated carer or Tunstall's 24/7 Response Centre.

When activated, the duress (security) alert is designed to protect you without further inflaming a situation by operating the call in a unidirectional mode (no sound will come from the watch).

If in danger, do not draw attention to the Carers Watch by bringing it closer to your mouth, as the unit is designed to broadcast what is happening around you.

Note: Standard mode or duress mode can be changed by contacting your local distributor or logging into the web user interface, if self managed.

Fall alert



In the case of a slip or fall being detected, the fall alert will automatically be activated and call your nominated carer or Tunstall's 24/7 Response Centre.

The Find-me Carers Watch will notify this alert by saying 'fall alert activated' and the animated icon will be displayed on your Carers Watch.



fall alert activated

To deactivate the fall alert: Press the A button for 2 seconds (see page 15) and the Carers Watch will say 'fall alert deactivated'.

The icon below will be display on your Carers Watch, confirming that the fall alert was deactivated.



fall alert
deactivated



Press the
A button to
deactivate fall
alert

Medication alert



The Carers Watch can be programmed to play a medication reminder at set times.



Please note: Only the watch wearer will receive these medication alerts.

You can set up alerts via the Alert Settings tab using your Find-me login. An alert will be heard at the pre set times.



You may set up to three medication reminders, should you wish to change the reminder times, you will need to reset the system and re-enter the updated medication times.

General care



The Find-me Carers Watch can be cleaned using a light spray of water and cloth.

Please do not use heavy detergents or chemicals on the Carers Watch as this may damage the watch and void the warranty.



Troubleshooting

Carers Watch does not turn on

Flat battery - see pages 8 and 9 on charging the battery.

Carers Watch not updating time

Poor signal - see page 11 turning the Watch on.

Display says SIM not inserted

Call us or Tunstall for instructions.

SIM damaged

Call us or Tunstall to arrange a replacement SIM.

Low battery

You receive a low battery alert when the battery is at 30%. You have several hours of use after this alert before your Carers Watch shuts down. This is designed so a carer has plenty of time to assist you in charging the watch if necessary.

Error message

Calls restricted by access control - this warns you that you are in a low network coverage area and you may not be able to make an outgoing call.

Telecommunication networks frequently roam even in good areas. If you see an error message, please wait two minutes and try again.

When the error message is shown, 'outgoing call' is restricted. It is likely that the alert has still been received by the response centre or your carer and they may be able to initiate an incoming call.

Failure to alert the Response Centre when the SOS button is activated

Either 3G coverage restrictions are preventing connection or make sure you press and hold the RED SOS button for up to 3 seconds to alert.



FAQs

Where will your technology and devices work?

The Find-me Carers Watch's works wherever there is 3G reception, in a similar way to the way your mobile phone operates. The watch also has inbuilt GPS locator and alert system functionalities.

It will work on Vodafone, Optus or Telstra networks, offering coverage for 97% of Australia.

Like all GPS systems, this works best when outside.

Can you choose who monitors your safety?

Your Find-me Carers Watch can be monitored by a carer, or by someone supporting your safety in your company; or take an easier option and connect to our partner Tunstall Healthcare's 24/7 dedicated response centre.

What if I am unable to wear a watch?

An adaptor kit allows you to convert the Find-me Carers Watch into a lanyard, if required.



Can the Find-me Carers Watch be used as a duress alarm for personal safety?

Yes, the Find-me Carers Watch can be used in either Carers Mode (normal) or Duress Mode (security).

In Normal Mode, if an alert is activated it is sent via email and SMS, and initiates a two-way voice conversation with either the carer or Tunstall Healthcare's 24/7 dedicated response centre.

In Security Mode the wearer can send a silent alert by email and SMS, with the discreet press of a button. One-way voice communication allows the carer or monitoring centre to hear what is going on around the wearer and take appropriate action depending on the threat.

Anyone who is with the wearer will not hear any action being taken to alert authorities and will not be aware that a duress alert has been sent.

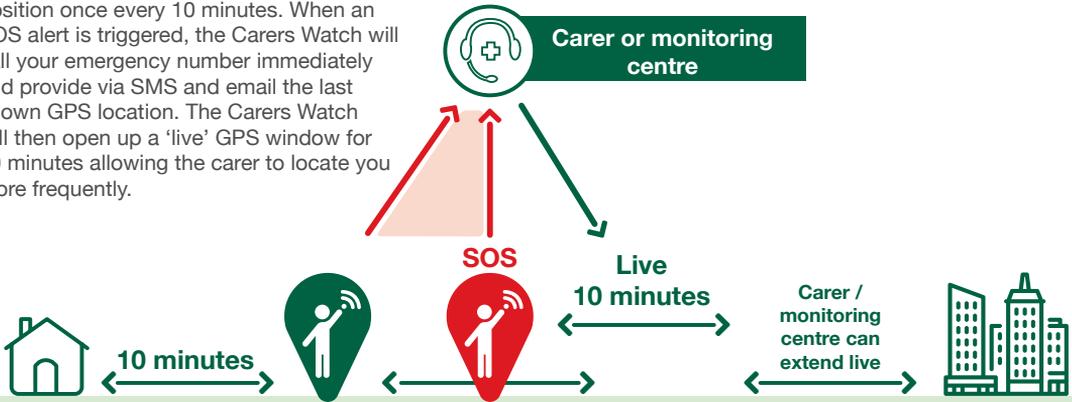
How are the Watches different from a panic alarm?

The Find-me Carers Watch operates without a base station or landline, by connecting straight to the mobile phone network. That means you are no longer limited to a device that only works around your home or workplace.

How does the SOS feature work?

The Carers Watch will seek out a GPS position once every 10 minutes. When an SOS alert is triggered, the Carers Watch will call your emergency number immediately and provide via SMS and email the last known GPS location. The Carers Watch will then open up a 'live' GPS window for 10 minutes allowing the carer to locate you more frequently.

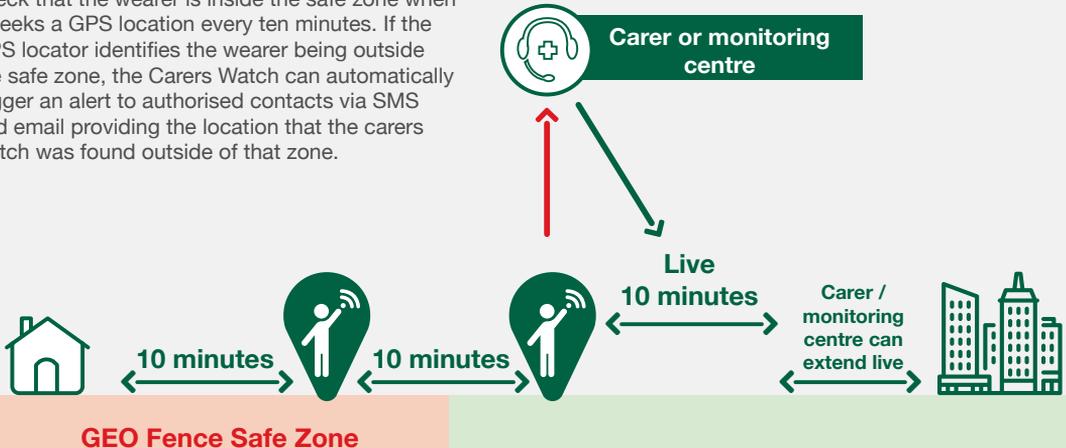
This 'live' window can be extended by the carer manually through the web user interface.



How does the Safe Zone alerts work?

The GPS Locator feature assists carers to set a designated safe zone. The Carers Watch will check that the wearer is inside the safe zone when it seeks a GPS location every ten minutes. If the GPS locator identifies the wearer being outside the safe zone, the Carers Watch can automatically trigger an alert to authorised contacts via SMS and email providing the location that the carers watch was found outside of that zone.

The Carers Watch will then open up a 'live' GPS window for 10 minutes allowing the carer to locate you more frequently. This 'live' window can be extended by the carer manually through the web user interface.



How is your technology different from an app?

Unlike a mobile phone, the Find-me Carers Watch is designed to be discreet, wearable, and easy to use in emergency situations.

When there is a safety threat, a mobile phone is often the first thing discarded or lost, and attempts to reach for a phone may inflame an already dangerous situation. However the Find-me Carers Watch is worn and can be activated discreetly, with a simple push of a button, allowing you to be monitored.

In health and aged care settings, the wearer can easily activate an alert on their Find-me Carers Watch, without having to navigate through menus or use potentially confusing smartphone touchscreen technology.

Why am I unable to get a CURRENT Status in the Wearers Location box

The Watch is likely to be inside a building and unable to make clear line of sight for GPS tracking. In this case it will report the last known GPS location.

How many people can the Find-me Carers Watch call or alert?

Depending on the chosen monitoring option, the Find-me Carers Watch can call up to three different numbers, with one of those numbers reserved solely for SOS calls.

The watch can also email and SMS up to five other pre-set emergency contacts to receive alerts.

How long will the battery last?

With normal use, the rechargeable battery will last throughout a normal day of activity. An easy-to-use magnetic charging pad ensures the Find-me Carers Watch goes onto the charger the right way every time. Charging is complete in less than two hours.

An audible, and visual alert, will tell the wearer the battery is getting low, and alerts will be sent to authorised contacts. The first low battery alert will be heard at 30%. **This will allow many more hours of use before the watch will shut down.**

Why, when I've cancelled the SOS of Fall Alert, do I still get a call from the Response Centre to make sure I am OK?

The watch is programmed to still send an alert to the response centre so they can call you and check on your wellbeing. This is designed as an extra measure to ensure the wearers safety in case it has accidentally been deactivated.





Your username:

Your password:

Your local distributor:

Contact Find-me Technologies:

 **07 3252 9929**

 **findmetech.com.au**

 **admin@findmetech.com.au**

 **PO Box 2494, Fortitude Valley,
Qld 4006**