



wearer guide

**find-me**  
carers watch



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## IMPORTANT NOTES

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.

The Carers Watch is water resistant and can be worn in the shower. It should not be used for swimming or submerged in water.

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 (including text).

When GPRS is available the unit will update position details every 10 minutes. When GPRS is not available the Carers Watch switches back to SMS (text) operation, with limited functionality. This only responds to text commands from the Authorised Emergency Contact.

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.

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UK #2486146

## INTRODUCTION

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

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

## INSIDE THE BOX

- A** Find-me Carers Watch x 1 with SIM card (already installed)
- B** One magnetic battery charger
- C** Charging power pack



• 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.

The red emergency alert button will call either your carer, or your distributor's monitoring centre, advising them that the emergency button has been activated. At any time, the details of the Carers Watch location is displayed on your web page, accessed with your unique username and password.

Depending on your set-up, your carer and authorised contacts will also receive alerts providing you an extra level of safety that has been customised for your individual needs.

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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. Neither Find-me technologies or your distributor accepts 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 use misuse. 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.

## FEATURES COVERED IN THIS GUIDE



Charging the Find-me Carers Watch and turning the Carers Watch on



How to activate the emergency response button to alert either your carer or the response centre



Advice on the fall alert feature of the watch and how to deactivate the alert



Details on the medication reminder feature



How you will be notified when your battery is running low

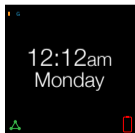
## CHARGING THE BATTERY

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 the photo). 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.

Allow between one and two hours for the battery to fully charge using the supplied power adapter.



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.

## 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.

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

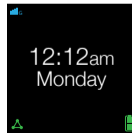


## TURNING THE CARERS WATCH ON

After charging the battery, press the ON/OFF button for three seconds and the Find-me Carers Watch will power up with the power on sound.

The Carers Watch will display default time and day details. These details will be automatically updated when the Carers Watch has received the initial mobile network signal. This may take a few minutes. The screen will automatically stop displaying the time after a few seconds. This happens to conserve the battery life.

To check if correct day and time has been established press the on/off button. If the day and time continues to be incorrect, please contact your distributor for support.



The default screen will display the time and day. When not in use, the screen will deactivate to conserve battery life and reactivate on tilting the Carers Watch towards you.

## USING THE RED EMERGENCY BUTTON

### Answering and ending calls:

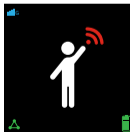
Press the emergency (red) button briefly to answer an incoming call or to end a call.

### For an 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 either your carer, or your distributor's response centre (depending on your set-up when ordered). If possible, please hold the watch 10-15cm from your mouth while talking.

### Tips in an emergency:

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



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

## USING THE RED EMERGENCY BUTTON

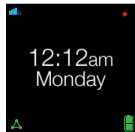
For an Emergency in Duress mode (silent):

Press the emergency button for three seconds.

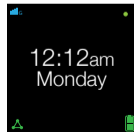
A red light will appear in the top right of the screen alerting you that the call has been activated. When the light goes green it confirms that the call has been answered by your carer or your distributor's response centre.

When activated, the duress 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 distributor or through your web user interface.

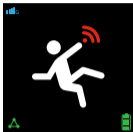


The red and green display showing call activation in duress mode





## FALL ALERT



In the case of a slip or fall being detected, the fall alert will automatically be activated and call your carer or your distributor's response centre.

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



To deactivate the fall alert: Press the A button (refer to page 17) for 2 seconds and the Carers Watch will say 'fall alert deactivated'.

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

## A BUTTON

Button A is used to deactivate a fall alert



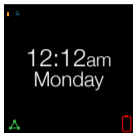
## MEDICATION ALERT



The Carers Watch can be programmed to play a medication reminder at set times. If you choose to set these in your user preferences, an alert will be heard at the pre set times.

Please note: No one will be alerted apart from the watch wearer.

## LOW BATTERY ALERT



When the battery is running low you will hear 'low battery alert'.

The battery icon will be displayed as red when the battery is low as shown left.

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

## 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 page 8 charging the battery.

Carers Watch not updating time  
Poor signal - see page 10 turning the Watch on.

Display says SIM not inserted  
Call your distributor for instructions.

SIM damaged  
Call your distributor to arrange a replacement SIM.

## PLEASE NOTE

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.

username

password



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