

Clematis Home Care

Professional, affordable, help for families and individuals.



WELCOME TO YOUR MONITOR DEVICE

Thank you for your purchase

We would like to express our sincere gratitude for choosing this product. It is greatly appreciated, and we are committed to ensuring your safety and peace of mind.

Device Configuration and Emergency Support

The following pages offer some basic instructions for the variety of products that we provide. Every product has already been tested and configured to call the Clematis Home Care Help Line.

Simply by pressing the SOS button on the device, will call our Help Line. In addition, should you experience a fall, some devices will automatically contact the same number, ensuring prompt assistance whenever it is needed.

Functionality Indoors and Outdoors

Except for the digital phone, the devices allow you to be fully mobile. Meaning, they will work both inside your home and when you are out and about, providing you with a continuous sense of security, no matter where you are.

Service Duration and Customisation Options

Your included service will remain active for 30 days from the date of your purchase. If you wish, you can extend this service beyond the initial period. Additionally, you may want to change the emergency contact number that the device calls. For example, you might prefer to have a family member or carer notified in the event of a crisis.

How to Update Your Emergency Contact

If you would like to change the emergency contact number, feel free to call our team and we will configure the device for you, remotely.

Final Thanks

Once again, thank you for choosing this device. We are here to support you and always ensure your well-being.

Clematis Home Care Team

Director: Ian Lowndes

Telephone: 0120 0234 210

Website: <https://ClematisHomeCare.co.uk>

Clematis Home Care is a division of Plan Beyond Limited.

Registered in England and Wales. Registered Number: 11502086

Company Registration Address: 1 Tape Street, Stoke-on-Trent, ST10 1BB

Quick Reference Guide - Pendant

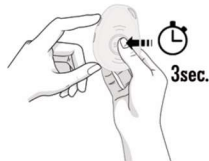
Getting to know your device



Switching on and off device



- To turn on the device: press the SOS button for 1 second, all the LEDs will flash rapidly. The device can also be turned on automatically by charging via magnetic USB cable or put it into the docking station.



- To turn off the device: press and hold the side button and SOS button together for 3 seconds until the LEDs turn off.

What do the lights mean?

Cellular signal indicator--Green

Green	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds
Means	The device has a stable cellular signal.	The device is registered to the cellular network.

Positioning indicator--Blue

Blue	Light shows a single flash rapidly every 3 seconds	
Means	The device has no latest location fix	
Blue	Light shows a double flash rapidly every 3 seconds	Light Off
Means	The device has latest location fix	The device is not fixing the latest location

Power indicator--Red

Red	Red ON (solid)	Red shows a double flash rapidly every 3 seconds
State	Device has been fully charged	BLE connected
Red	Red Blinking Quickly	Red Off or blinking slowly
State	Battery power is lower than 20%	The device is charging

Activating an SOS Alarm



When you need help, press the SOS button for 3-4 seconds till you hear a voice prompt of activating an SOS alarm. This starts the sequence of "help me!" text message send to your emergency contact numbers followed by the outgoing calls.

- If the device fails to connect to the first number, it will call the second number after delay of 10 seconds. In case the second number fails to be connected as well, the system will connect to the third number etc.
- Between each call, it will have 10 seconds delay, during this time, user can stop call sequence or prevent a possible false alarm by pressing the SOS button. The receiver of the call can also stop call sequence by pressing 1 on their mobile phone during two way talking.

Fall down alarm

- Device detects a fall and it will automatically send an alarm to emergency contacts.



- Due to the daily life activities (like some sports, sit back on a coach, etc), device may detect a fall incorrectly, this situation may cause false alarm. However, users can manually cancel the fall alert by pressing SOS button during its beeping.

TIP Very Important: Because it still has few chances for the non-detected falling down, we still strongly recommend user to press SOS button when it has emergency situation.

Making a Phone Call

- To make a call, press side call button for 3 seconds and you will hear a beep, and then it will dial the second number.



- To end the call, press the SOS button.

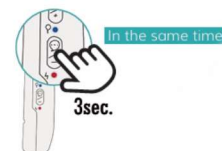


Silent mode button

- Hold and press this button for 2 seconds to turn off voice warnings, press 2 seconds again to turn on voice warnings.



- Press and hold button 3 seconds, and in the same time press CALL2 button on charging base, they will pair to each other via bluetooth.



Quick Reference Guide – Smart Bracelet

MANUAL

Please read the manual carefully before using the device. Pictures and products in the manual for reference only.

1. Before starting

1. Check if the watch is the correct model and has complete accessories in the package.
2. Prepare a 4G LTE SIM card, can ask for your dealer if have any questions. (Please turn off the power before installing the SIM Card)
3. It is necessary to activate data flow, GPRS and caller display functions.
4. Download the mobile client APP in your cell phone and if you can't find it please ask the seller for the way of downloading.

2. Install the Nano-SIM card.

1. Make sure the device is off the power.
2. Take off the SIM card protective cover.
3. Place a Nano-SIM card into the SIM tray and make sure that the card's chip part is on the up side. Then put the tray back in and install the protective cover. (If the model does not have a SIM tray, just directly insert the Nano-SIM card into the slot and make sure that the card's chip part is on the up side.)

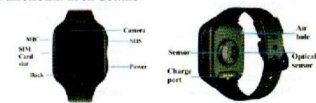
3. Switch on and off

Switch on:
If the device is off the power, long press the power button to turn on the device.

Shut down:

1. Enter the settings, choose the power off option.
2. When the device is crashed, you can use remote shut down on the PC or Mobile client.
3. When there is not a SIM card, long press the power button to turn the device.

4. Functional area details

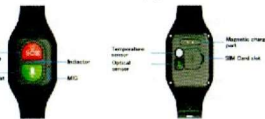


Power:

1. Long press the power button to start the watch when power is off.
2. Long press the power button for 3 more seconds to send the SOS when power is on.

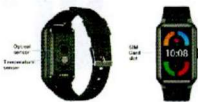
Back:

Press the back button to return to the last page



IMPORANT

Health monitor: when the indicator twinkles from red to green quickly, it means the monitoring of heart rate and blood pressure finished. If the monitoring is OK, the indicator will stay in green for 3 seconds. If not, it will stay in red.



5. Download the APP

5.1

1. Scan the QR code below to download the APP and install directly.
2. Enter the device information option in the watch and find the QR code to scan and download.



5.2 Register and login in.

Please follow the steps in the APP to register and login in.



5.3 Bind with the device.

Login in the APP and find the correct device. The correct device type is SMART WATCH. Enter the registration code to bind with device.

About the registration code:

- (1) Scan the QR code on the back of device or manually enter the 15 numbers length code
- (2) Enter the device information page and find the registration code option, scan or manual input.

6. Functions

Location: GPS + AGPS + LBS + WIFI Location real time on Map.

Trace: Find the trace in APP.

Safety area: Set (fence/safety area) in the device (Max 3 fences). And notify you in APP when watch wearer reach or out of the appointed area.

7. Problems fixing

If the device can not connect to the server in your first time of using, and on the APP shows the device is out off line. Please check the following conditions:

- 1) Your SIM card is 4G and network is normal or not.
- 2) Data flow service is turned on and normal or not.
- 3) The ip and port/or the IMEI is correct or not. The IMEI code on the device shall be same as the factory code. You can get the code by send message **pw,123456,100** to the watch (The watch has a SIM card. And the message is texted in ENGLISH).
- 4) If there is still not working, please ask the seller for more details and help.
- 5) If you can not register, there are 2 problems usual:

1. The code of device does not exist or it has registered before, under this condition you must ask for your seller for help.
2. Account has registered before. Under this condition, you just change this account is OK.

Button (1) is about Power, SOS and hang up and health monitor function.

Power: long press this button for 5 more seconds to switch on or off.

Time tell: press once and the device will announce current time.

Hang up: You can press the button to reject the incoming call.

Health monitor: Quickly, three times press the button into heart rate and blood pressure monitor. Four times rapid press to launch temperature monitor.

Caution:

When power is on, you can press the power button one time quickly to check the connection status. If then the indicator is green, the connection is normal. If it is red, the connection failed.

Button (2) is about voice chat incoming call answer and speed dial function.

Voice chat: hold to record voice message and release to send to the receiver on app

Answer: press this button when call is incoming

Speed dial: press twice quickly then call the contact 2, and three times quick press to dial the number of contact 3 (who you added into the contacts before)

Indicator status

1. Red: when the battery is lower than 20%. The indicator will turn red and then twinkle every 5 seconds
2. Green: when there is an incoming call, the indicator will turn green and twinkle quickly. And the indicator will stay green when charging is over and the charge port is still on.

Weather: Automatically update the weather of local region. In primary page just slide from the bottom of screen to enter the weather quickly.

Contact: Setting up maximum 15 members of your friends or relative in APP.

Dial Interface: Dial interface is supported. You can turn on or off this function in switch settings of APP.

SOS: 3 emergency contacts can be set. Press the SOS BUTTON (The button on some models is the power button) for 3 more seconds and it will make an emergency call to the appointed contacts in turns. If there is no one answering, it will continue to dial twice in turns and stop.

Message notification: Notify you when the device turn on or off the SOS function in SMS. (The fees of SMS are calculated according to your local carrier)

Remote monitor (voice): Set the function in APP. After the monitor is turned on, the watch will dial the set number. This calling is one-way. Only You can monitor the voice and sound of the watch wearer.

White list: Turn on this function and the watch only receives the call from the contacts. It will block all other calls.

Alarms: Set 3 alarm clocks

Camera: Take a photo

Gallery: Save the photos, and you can delete it or upload photos to the APP.

Remote photo-taking: Enter the interface in the APP and click the "Remote Photo" option to remotely control the watch and the photo will upload to the APP.

Micro chat: Real time chat between the device and the APP. APP can text or send 15s voice message to the device. And device can read one

unread message each time and only send voice message.

Video call: Make a video call with the bind account on Mobile or other device.

Do not disturb: Set 4 periods in one time. Block all calls and keep silent mode in this appointed period.

Setting: Change UI (Some model is not adapted), Volume (Medium, Ringtone, Alarms, Power on and off), Brightness, Date and time, Volte, Power off, About device (Model, Version, IMEI)

What is in Device Information:

1. Registration code: Scan it to register device.
2. Official account: Scan it to follow us to get more information.
3. APP download: Download the Setrucker APP

Quick math: Game for kids.

Stopwatch: For time measuring

Calculator: For usual math calculating

Members: Show the account of family members who is bind with the device.

Scenarios: 3 modes (Normal, Battery saving, Follow), the default is Normal mode.

Love heart: You can set this in the APP. And the Love heart can be only shown on the interface of watch.

Remote shut down: Remote shutting down order to the watch when it is power on.

Remote restart: Send a remote restarting message to the watch. And restart the device.