

Clematis Home Care

Professional, affordable, help for families and individuals.



Device Configuration and Emergency Support

Each device will be configured to call the Clematis Home Care Help Line. To activate the call, simply press the SOS button on the device. In addition, the Black Pendant detects if the person has taken a fall. It will then automatically contact the same number, ensuring prompt assistance whenever it is needed.

Functionality Indoors and Outdoors

It is important to note that this device is designed to work both inside your home and when you are out and about. This provides 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.

Director: Ian Lowndes

Telephone: 0120 0234 210

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

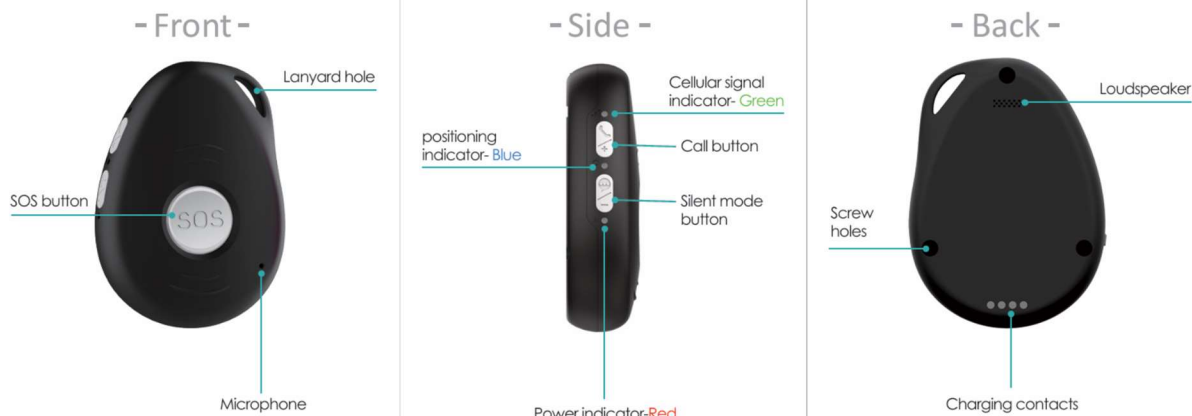
Clematis Home Care is a division of Plan Beyond Limited.

Registered in England and Wales. Registered Number: 11502086

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

Quick Reference Guide - Black Pendant

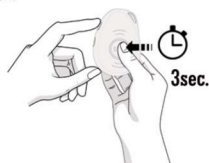
Getting to know your device



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

Positioning indicator- Blue

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

Power indicator- Red

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

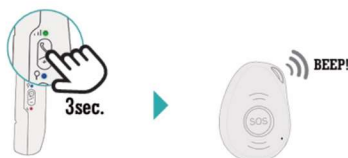


- Due to the daily life activities (like some sports, sit back on a coach, etc), device may detect a fall incorrectly, this situation may cause false alarm. However, users can manually cancel the fall alert by pressing SOS button during its beeping.

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.

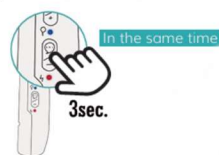


Silent mode button

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



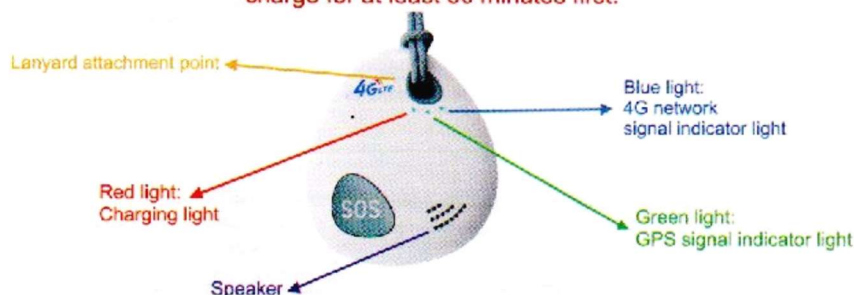
- Press and hold button 3 seconds, and in the same time press CALL2 button on charging base, they will pair to each other via bluetooth.



Quick Reference Guide - White Pendant

Device startup

Press and hold the power button for 3 seconds to turn on. For first use, charge for at least 30 minutes first.

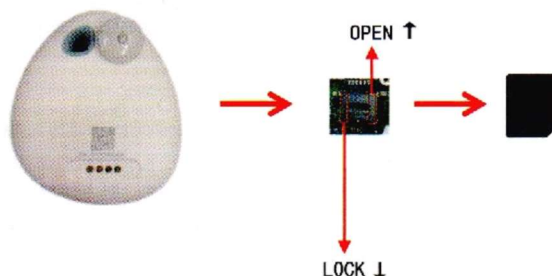


1. **Power on:** Press and hold the power button for 3 seconds until the blue and green lights illuminate, confirming power-on. The lights will then turn off after approximately 1.5 minutes during normal startup.
2. **Power off:** While the device is powered on, press the power button five times in succession. The light turning off indicates successful shutdown.
3. **SOS:** Press and hold the power button for 3 seconds while the device is on to initiate an emergency alert.
4. **Dialing Mode:** While powered on, double-click to enter dialing mode (single-click to confirm call, double-click to switch contacts). The blue light pulses once per second, while the green light remains off. No operation for 30 seconds automatically exits dialing mode. During calls, both blue and green lights pulse together.
5. **Check device status:** Quickly press and release the power button. If the device lights up, it is powered on; if it does not light up, it is not powered on.

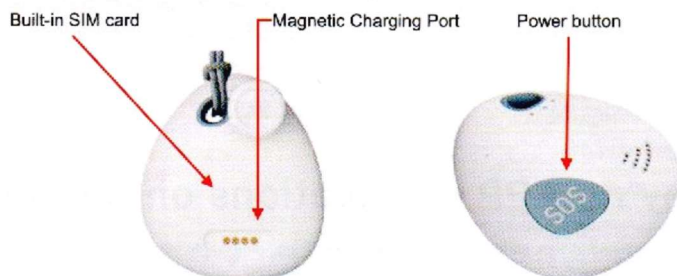
Note: No manual intervention required. The X1L comes with a SIM card pre-installed by default. Should you need to replace the SIM card, please follow the illustrated steps below.

First, place the locator face up on a flat surface. Remove the four white rubber plugs, then use a small screwdriver to unscrew the screws. Slowly separate the casing (be careful not to use excessive force; proceed slowly, as wires connect the two casing halves).

Note: Enter the device number and password, then click Login to use the app.



Interface Specification



Introduction to indicator lights

Types	State	Troubleshooting
Blue light: 4G network signal indicator light	Always on: SIM card not detected	1. Does the SIM card support device networking Network standard 2. Is the SIM card invalid
	Slow flash (1/sec): Device online, but not connected to cloud platform.	1. Is GPRS enabled on the SIM card 2. Is the SIM card overdue 3. Is the IP address correct
	Flash (0.5/sec): Normal, connected to platform.	Normal state
green light:GPS signal indicator light	Always on: No GPS signal found	In an unobstructed outdoor environment
	Blinking: GPS signal detected	Normal state
red light: Charging light	The red light is on when charging, and it goes out when fully charged The red light is not on in normal working condition	

Note: The device light will turn off after 1.5 minutes of normal startup.