SureSafe Guardian

Friends & Family App – User Guide

CONTENTS

1. **Download the App**

   Download the free App from the Apple App Store or the Google Play Store. The links can also be found in the invitation to be a family & friend nominated contacts.

   Search 'SureSafe Guardian' in either store.

   Important Notice for ALL Users:

   Our goal is to continuously improve the safety and peace of mind provided by the SureSafe Guardian and the SureSafe Guardian Family & Friends App. We will make updates from time to time that might result in the App images being displayed in this User Guide appearing slightly different to how the App looks on your phone. The App User Guide will be updated periodically, when how the App functions and operates changes, but might not always be updated when only the app design/look has changed.

   Important Notice for Android Users:

   Once the App is downloaded you will need to give the App special permissions in your settings so that it can a) run in the background when not in use, and b) take priority over other Apps when in an emergency when it needs to.

   To set up these permissions, follow these steps:

   - Go to 'Settings'
   - Select 'Apps & Notifications' from the options
   - Select 'SureSafe Guardian' from the options
   - Select 'Advanced' from the options
   - Select 'Display over other apps' from the options
   - Hit the radio button to 'Allow' display over other Apps

   Failure to give the App these permissions may result in the App not functioning fully.

   Apple/iOS Users: Check notification settings in phone to allow all Guardian App notifications.

2. Log in to the App
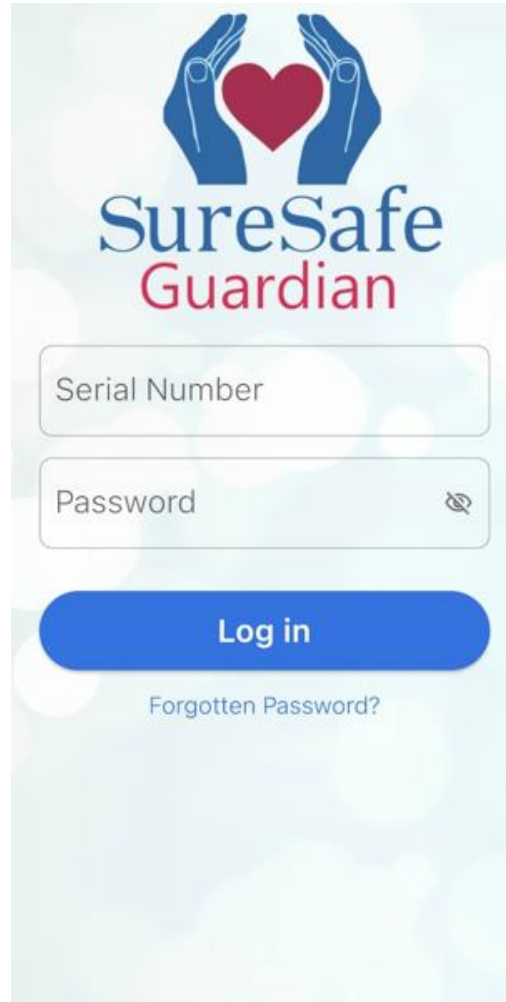
- Log into the App from the login screen.
- Enter the Serial Number and Password, then press the 'Log in' button.
- The serial number and password can be found in the invitation to be a family & friend nominated contacts. They can also be found on the registration card that was included in the box with the new alarm.
- If you forget or lose your password, press and hold the Home/Away button on the base unit for 6 seconds and the information will be displayed on the LCD screen. It is contained on the top row of text displayed. SN is Serial Number, PWD is Password.

NOTE: It takes up to 24 hours to see data displayed in the various sections of the App, the first time you login. This is because the App needs to sync with the base unit and collect the various data.

3. **Dashboard Screen – Main Functions**

The dashboard screen is the main screen in the app and shows you the status of the alarm and the 4 main alerts to monitor.

Below you will see the information that the App provides highlighted.
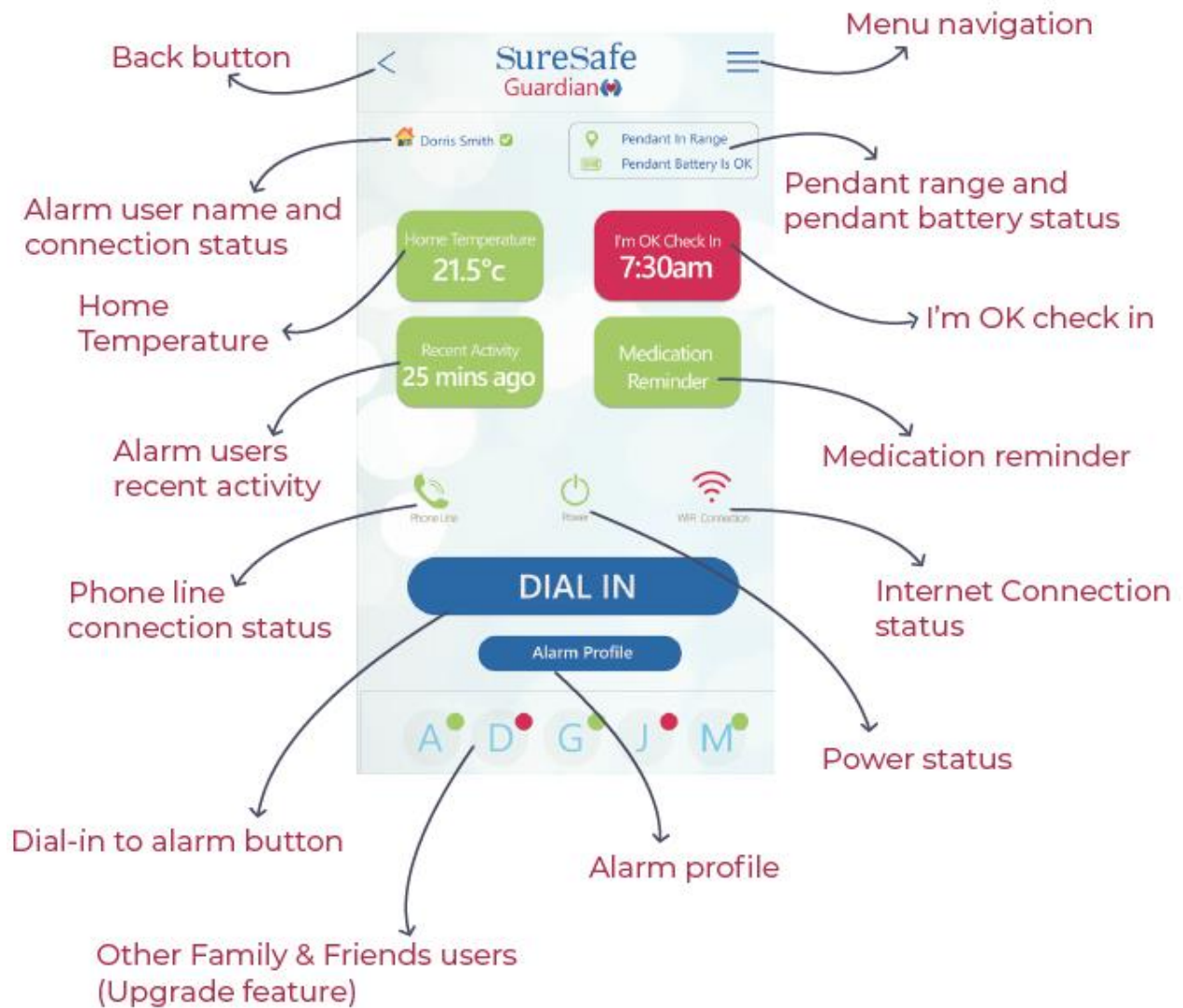
More details of each of the functions can be found later in this user guide.

4. Menu Screen

The menu navigation shows the screens that are available within the app. It can be accessed by tapping the three horizontal lines on top of one another in the top right of the Dashboard screen.

This includes:

- Accessing the Dashboard
- Setting some Alerts
- Viewing the Event History Log
- Viewing the Alarm Profile (details of the additional sensors you have)
- Accessing the Guardian User Guide and Friends & Family App Guide

You also log out via the Menu screen.
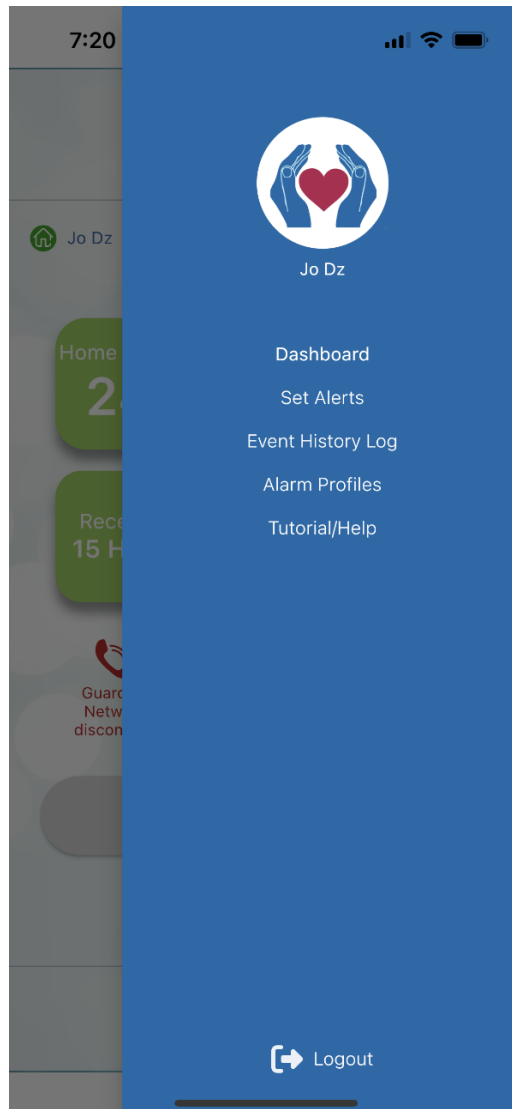
5. **Set Up 'Voice Connection' Between App & Base Unit – Voice Connection (menu)**

   NOTE: iOS users skip this step. Voice Connection coming soon on iOS.

   You need to set up the voice connection between the App and the base unit. This will allow the App to call the base unit and vice versa.

   1. You can see there is no voice connection set up when the text at the bottom of the Dashboard Screen in the App reads 'No Voice Connection Set up'

   2. Tap the menu button in the top right-hand corner of the home screen, the blue menu screen will then open up. Select 'Voice Connection'.
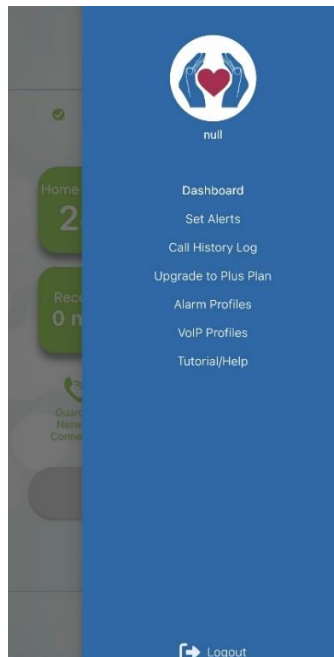
3. On the 'Voice Connection' screen you will see 'No Voice Connection Set Up' when one has not been set up. To set up the voice connection tap the 'Add New' button in the bottom with of the screen.
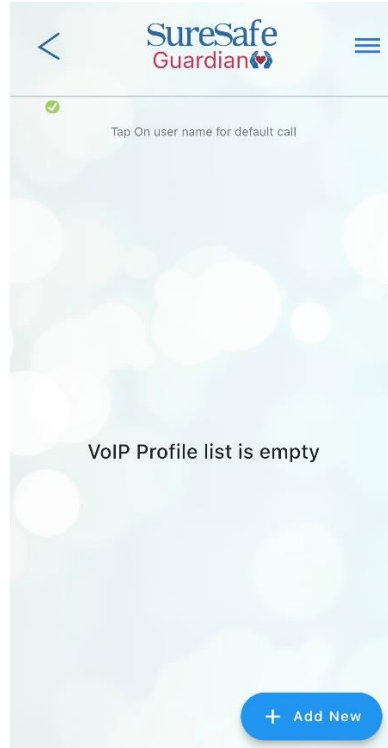
4. On the 'Add New' screen, enter the information requested in the relevant boxes and press 'Save'. Your Voice Connection User Name and Password are different to the Serial Number and Password used to log in to the App.

The Voice Connection User Name and Password can be found in the invitation to be a family & friend nominated contacts.

6. **Dial-In** – Available now on Android. Coming Soon for iOS.

The App allows you to dial-in to the alarm base unit with the push of a single button. The App will call the Guardian base unit by pressing the 'Dial In' button on the dashboard.

The call will be made to the base unit and it will connect with two-way voice communication automatically. The alarm user does not have to press any buttons to accept the call, it will auto-answer.

This feature can be useful if you have not been able to contact the alarm user and you are worried about them. You can dial in to the base unit and attempt to speak with them through the base unit. The call can be ended by pressing the appropriate button on the App screen, or the alarm user can press the cancel button.
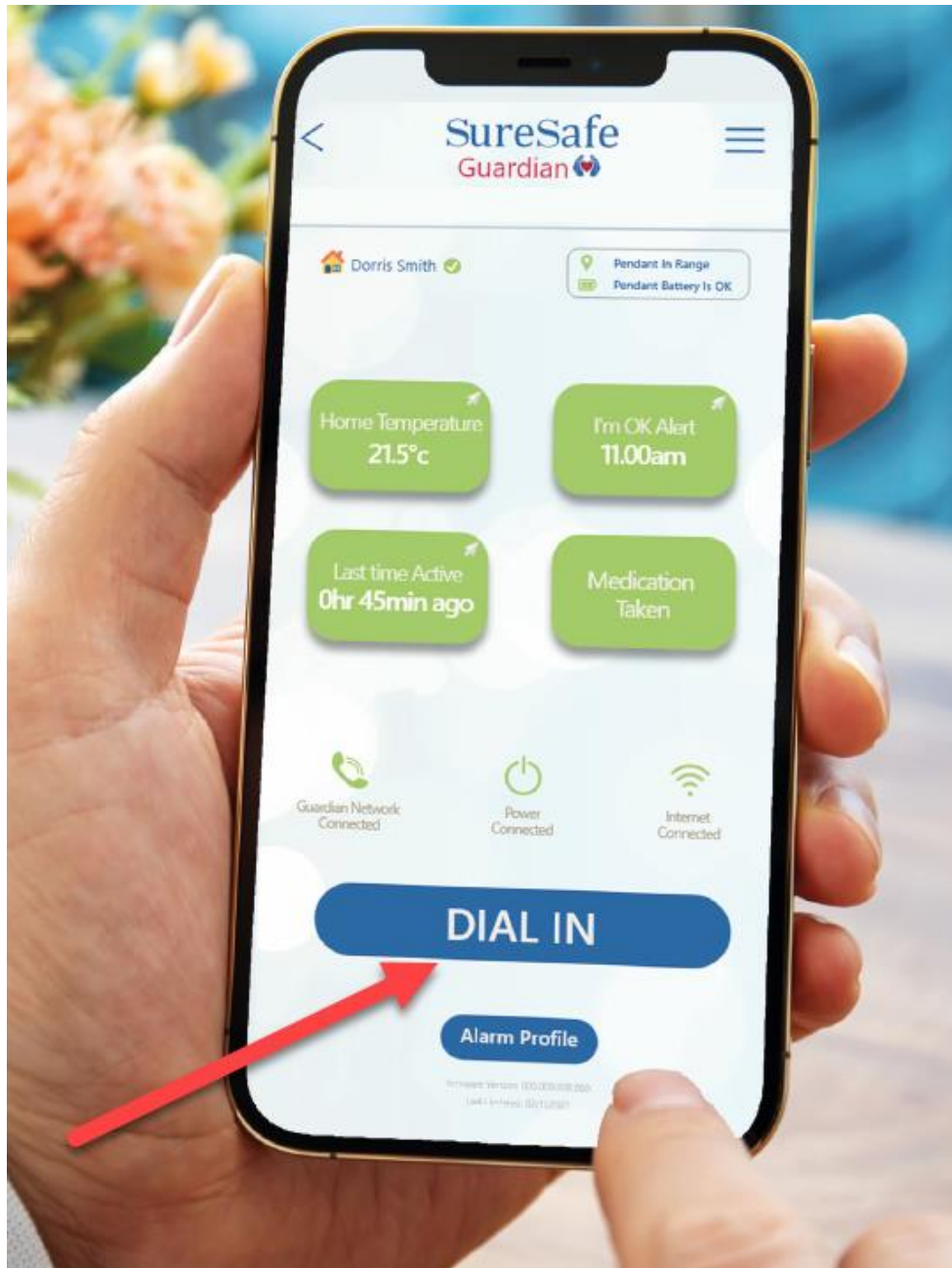
7. Set Alerts

The SureSafe Guardian includes several alerts that keep you up to date about either the alarm user's status, or the status of the alarm itself. Alerts are set in two ways, depending on the alert:

1. On your smartphone via a QR code link that is generated on the alarm base unit, and
2. Via the 'Set Alerts' section of the App

Alerts Set Up via Smartphone QR Code:

To access the Alerts that are set via your smartphone:

1. Press and hold the Home/Away button for 6 seconds on the alarm base unit. A QR code will come up on screen.
2. Open the camera in your smartphone and point it at the QR code on the alarm base unit.
3. Tap on the QR code to take to you a web page on your phone that allows you to set the alerts:
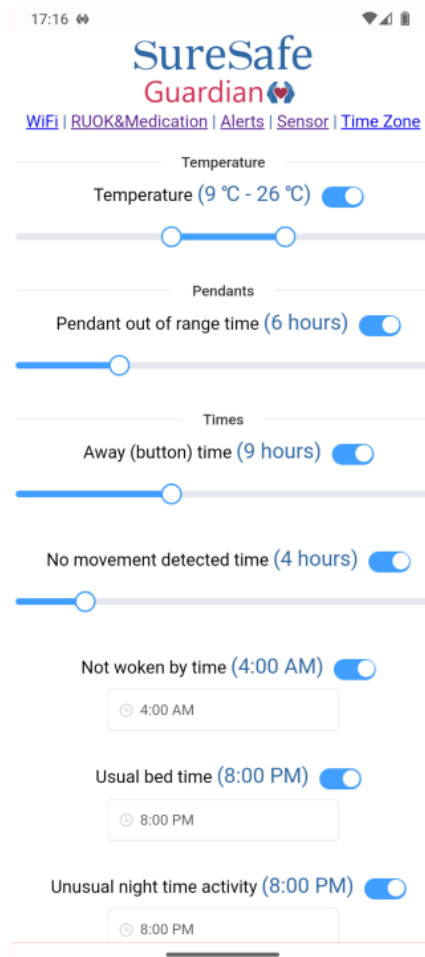
See below for details of each type of alert. Here you will find information of what the alert is, what it does and how to set it.

Wake Up Check

What is it?

Set this alert to be notified if the user does not get out of bed by a certain time. This alert works based on the motion detector in the base unit not being triggered by a certain time in the morning. In order to be accurate, the base unit needs to be placed somewhere the alarm user passes by when they get up each day. For example, at the bottom of the stairs where it would be passed to go into the kitchen to make breakfast.

How to set it?

- Tap on the clock icon to give you the different time options to set for the alert.
- Select the time you want the alert to be set for.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

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Bed Time Check

What is it?

Set this alert to be notified if the user does not go to bed by a certain time. This alert works based on the motion detector in the base unit not being triggered by a certain time at night. In order to be accurate, the base unit needs to be placed somewhere the alarm user passes by when going to bed. For example, at the bottom of the stairs where it would be passed to go up to the bedroom.

How to set it?

- Tap on the clock icon to give you the different time options to set for the alert.
- Select the time you want the alert to be set for.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

Pendant Out of Range

What is it?

Set this alert to be notified if the pendant is out of range of the base unit for 1 hour or more (up to 23 hours). This alert works based on the pendant being in range of the base unit. This alert can be used to alert you if the alarm user is out of the house for a longer period than expected. This alert only works for out of the home alerts if the help button is always worn when out of the house. This alert can also be used to alert you if there is a fault with the pendant and it is no longer connecting to the base unit.

How to set it?

- Move the circle on the slider bar to set the number of hours you want to use for the alert.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

<u>**Home Temperature**</u>

What is it?

Set this alert to be notified if the temperature in the home goes higher or lower than the range you decide is a comfortable temperature range. For increased accuracy, do not place the base unit next to a heat source (e.g. a radiator), or in direct sunlight. Please note that the thermometer is accurate within a 2 degree range due to changes in the temperature inside the alarm base unit.

How to set it?

- Move the two circles on the slider bar to set the range you want. The circle on the left will be the low temperature alert, the circle on the right will be the high temperature alert.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

<u>**Lack of Movement Indicator**</u>

Set this alert to be notified if there is no movement picked up by the motion detector in the base unit for a certain number of hours. This alert works based on the motion detector in the base unit not being triggered for a certain period of time. To be accurate, the base unit needs to be placed somewhere the alarm user passes relatively frequently each day. For example, in the hallway where the alarm user passes to go to the bathroom and/or kitchen would be a good place for it.

How to set it?

- Move the circle on the slider bar to set the number of hours you want to use for the alert.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

<u>**Unusual Night Time Activity**</u>

What is it?

Set this alert to be notified if there is any unusual night time activity. This alert works by notifying you when there is motion detected by the motion detector more than 30 minutes after the time set as the alarm user's bedtime.

How to set it?

- Tap on the clock icon to give you the different time options to set for the alert.
- Select the time you want the alert to be set for.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

User Away Alert

What is it?

Set this alert to be notified if the user has marked themselves 'Away' from the home for 1 hour or more (up to 23 hours). This alert works based on the Home/Away button being used on the base unit. For example, if you set the User Away Alert to 3 hours and the alarm user presses the Away button when they leave the house and do not return for 4 hours, an alert will be sent to you.

How to set it?

- Move the circle on the slider bar to set the number of hours you want to use for the alert.
- To switch the alert off/on, tap the radio button on the right-hand side of the text. The alert is on when the radio button is blue and the circle is to the right of the radio button.

I'm OK Check

What is it?

Set this alert to proactively check on the well-being of your loved ones during the day using the Guardian's 'I'm OK?' check-in feature. The alarm can be programmed to make an announcement up to 5 times a day to ask if the alarm user is OK.

To confirm they are OK, the user simply presses their help button to acknowledge. If no acknowledgement is received after a set number of prompts, family and friends are alerted that there could be a problem and you can contact them to check everything is OK.

How to set it?

- Tap on the clock icon to give you the different time options to set for the alert.
- Select the time you want the alert to be set for.
- Select multiple alerts if you require more than one 'I'm OK' check each day.

Medication Reminder

What is it?

Set this alert to proactively reminder the alarm user to take their medication, and be alerted if they do not acknowledge taking it at the set times. The alarm can be programmed to make an announcement up to 10 times a day to ask if the alarm user is OK. You can also name the medication to be taken at that time.

To confirm they have taken the medication, the user simply presses their help button to acknowledge. If no acknowledgement is received after a set number of prompts, family and friends are alerted that there could be a problem and you can contact them to check why they have not taken their medication.
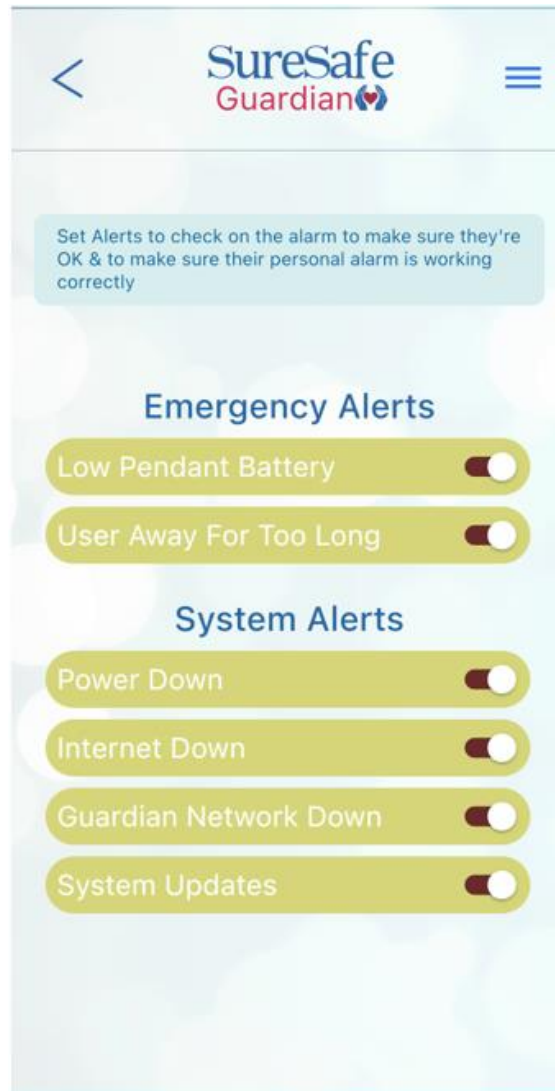
How to set it?

- Tap on the clock icon to give you the different time options to set for the alert.
- Select the time you want the alert to be set for.
- Select multiple alerts if you require more than one 'Medication Reminder' each day.

NOTE: You cannot use the exact same time for an 'I'm OK' check and a Medication Reminder. For example, if you set an I'm OK check for 6:00 pm, you can only set a Medication reminder at either 5:50 pm or 6:10 pm.

Alerts Set Up via the App:

To access alerts set up in the App, select 'Alerts' in the menu:

<u>**Low Pendant Battery**</u>

What is it?

Set this alert to be notified if the pendant battery gets low.

How to set it?

- To switch alert on/off, tap the radio button on the right-hand side of the alert icon (the alert then goes green for on and red for off).

User Away Too Long

What is it?

This alert is linked to the 'User Away' alert that is set up via the QR code (above). The App based setting allows you to decide how frequently you want to be notified that the alarm user is away from home longer than the time set via the QR code. For example, in the App you can set to be notified every hour, every 2 hours, every 3 hours, etc...

How to set it?

- To set the frequency you wish to receive the alerts, tap on the 'User Away For Too Long' button, move the slide to select the appropriate number of hours, and press save.


System Alerts

These alerts are designed to alert you if there are any system-based issues with the alarm (not related to the user activities). This can let you know if there are any technical issues that need to be looked at.

- Power Down: the alarm is not plugged into the mains power/the socket is not switched on.
- Internet Down: the alarm does not have an active internet connection.
- Guardian Network Down: the alarm is not connected to our alarm network, potentially indicating there is an issue with our network.
- System Updates: an 'over the air' system update is available for download.

How to set them?

To switch alerts on/off, tap the radio button on the right-hand side of the alert icon (the alert then goes green for on and red for off).
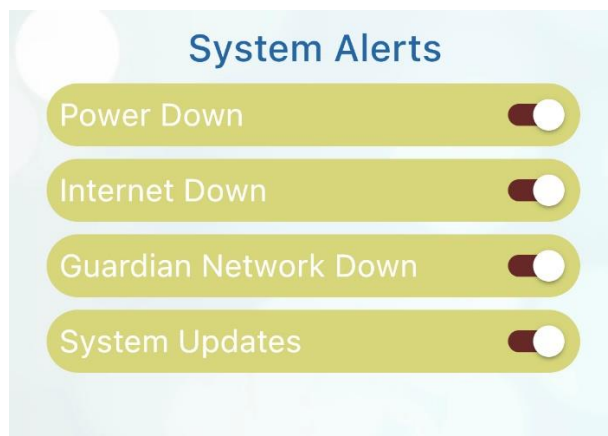

NOTE: We have monitoring systems to detect if the Guardian Network is down. We will look to resolve any issues and restore the network as quickly as possible.

8. **Call History Log**

The Call History Log allows you to see the most recent activity (where there has been any) on the following actions:

- Call History (inbound or outbound): a green tick in the status means the call was successful, a red X means the call was not successful.
- Home Temperature
- I'm OK Checks: a green tick in the 'I'm OK Check' was acknowledged, a red X means the 'I'm OK Check' was not acknowledged.
- Activity Alerts: the times and dates when the motion detector on the base unit picked up movement. Once activity is detected, it will not log the next activity for 5 minutes.
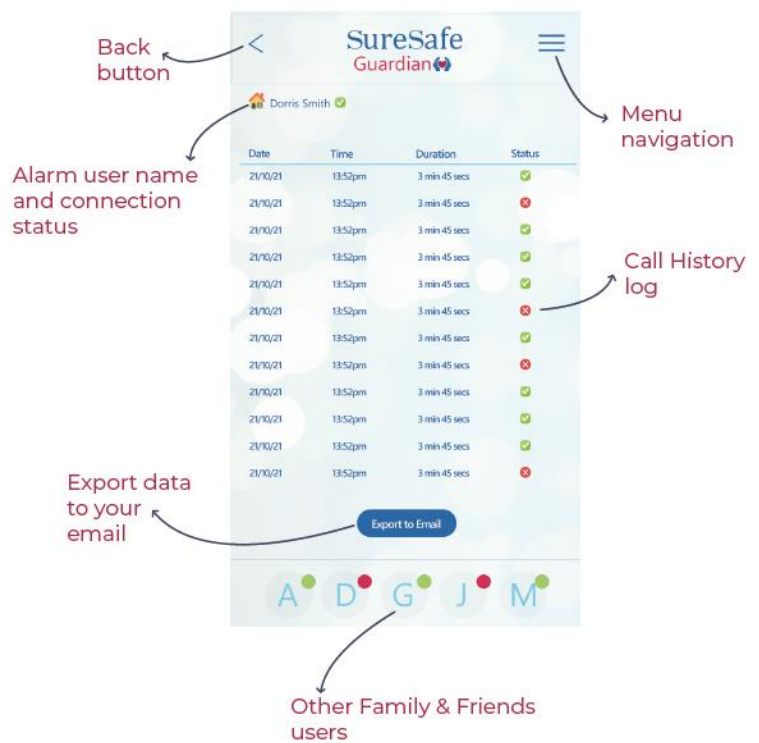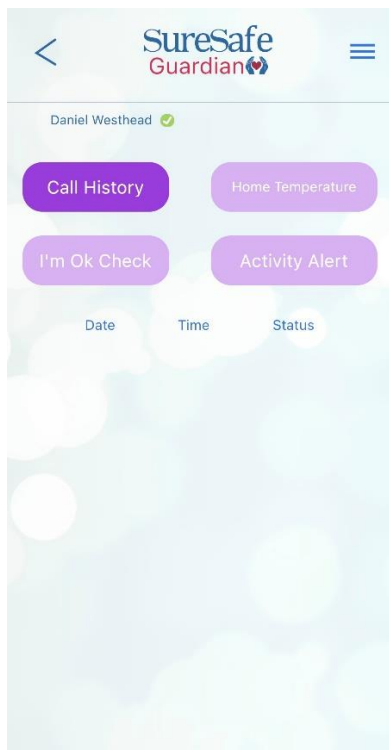
9. **Alarm Profile:**

This screen shows you what equipment and sensors you have connected to your SureSafe Guardian alarm, as well as what additional sensors and equipment you can add to it.

If the item is green this means you have an active sensor of that type.

If the item is red then you do not have this type of equipment or sensor. If you have purchased the item and it is showing as red, you need to connect it.

You can select 'Buy Now' if this product is available for purchase and it will take you directly to where you can order it.

10. User Guides:

You can access SureSafe's User Guides directly from the App. Visit the User Guides section of the menu and click on the link to take you to the following User Guides:

- SureSafe Guardian User Guide
- SureSafe Guardian Friends & Family App Guide