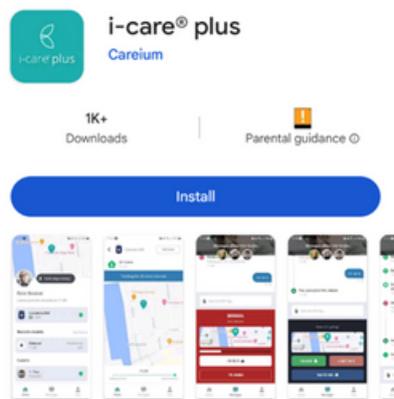




HOW TO INSTALL & USE THE I-CARE® PLUS APP

The i-care® plus app is an enhanced feature available for our **SureSafeGO Alarm**. The app allows family, friends and carers to be involved in the care of the end user.

1. Install the i-care® plus app for free in an app store. Search 'i-care plus'.



2. Alternatively you can scan the QR below:

iPhone



Scan the QR code with the camera on the phone or click the link below.



Android

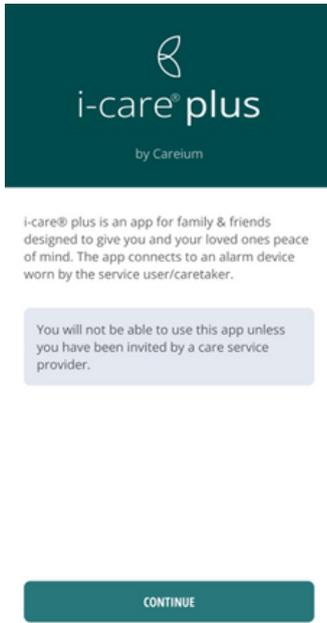


Scan the QR code with the camera on the phone or click the link below.



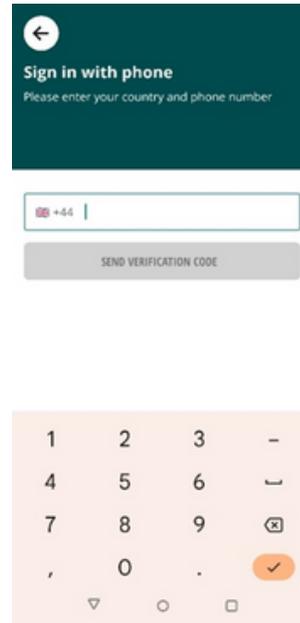
SureSafe

3. Open the app:



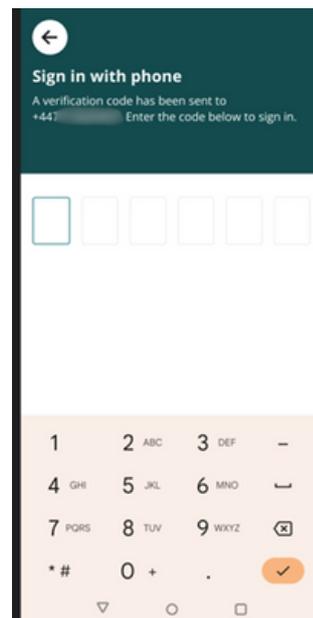
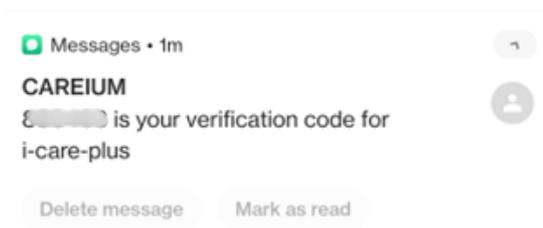
4. Enter your mobile telephone number.

This number must be registered with **SureSafe**, please contact **us** if you have not already done this.



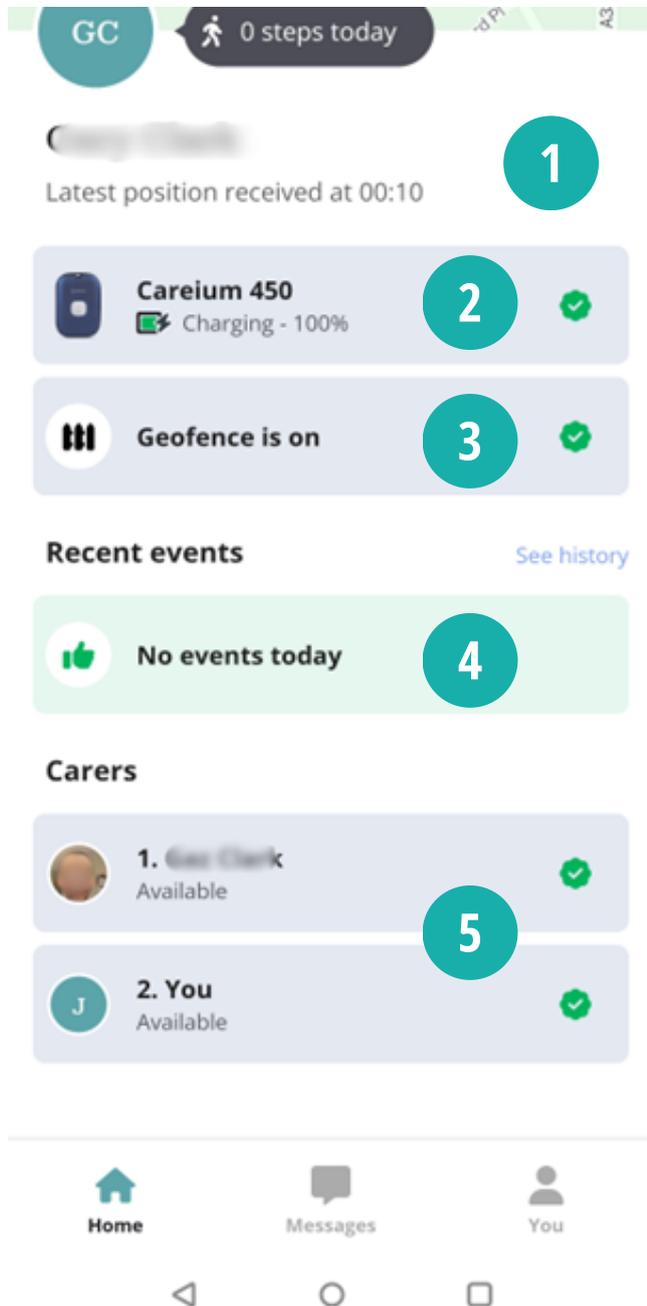
5. Hit 'send verification code' and this will send a 6-digit code as a text message to the mobile phone number you have registered on the app.

6. Enter the 6-digital verification code into the app.



SureSafe

7. You will now be logged in to the app and will be able to see all the details of the device / user and have access to all the features.



1

MAP

2

DEVICE INFORMATION

3

GEOFENCE INFORMATION

4

EVENTS

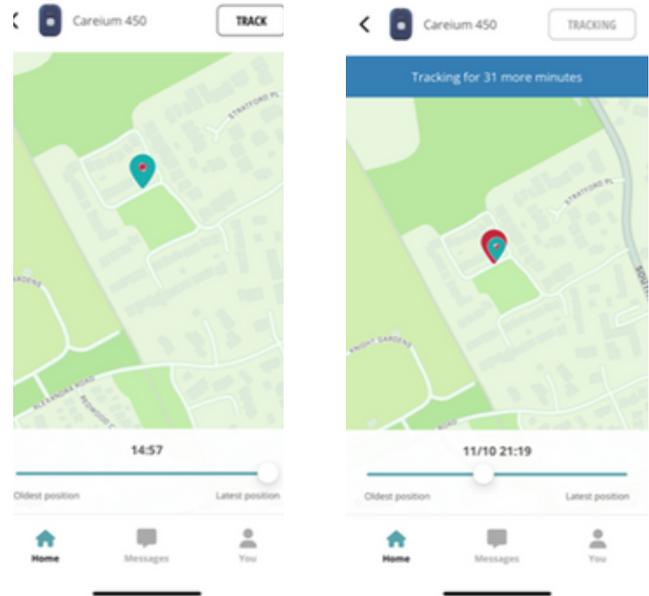
5

CONNECTED CARERS

SureSafe

1 MAP

The map displayed at the top gives you the current location of the GPS device. To track the device for 30 mins, click the 'track' button located in the top right corner. You can use the slider to view the oldest and latest positions of the device. However, keep in mind that the app already performs automatic tracking. Pressing the 'track' button is mainly for emergency situations that require immediate tracking. If the device is linked **SureSafe's 24/7 monitoring**, they will get a notification when this button is clicked.

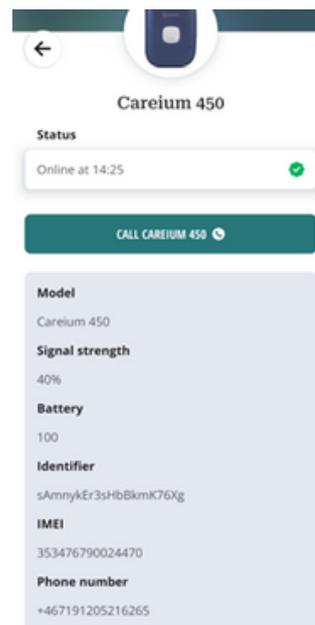


2 DEVICE INFORMATION

Click on the picture of the device to check the status information.

Here you can see if it is online, check the signal strength, battery level, phone number, IMEI, and more.

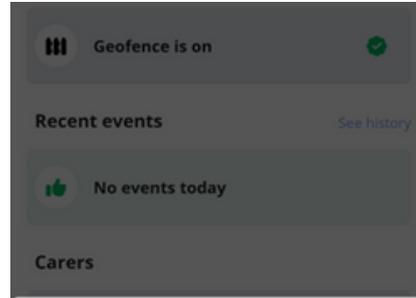
Additionally, from this screen, you can also make a call to the device. To do this, simply press the "Call Careium 450" button.



3

GEOFENCE INFORMATION

If geofence is activated on the device, you can choose to deactivate it temporarily for a period of time: 30 minutes, 1 hour, or 2 hours.



Geofence

Deactivate for 30 minutes

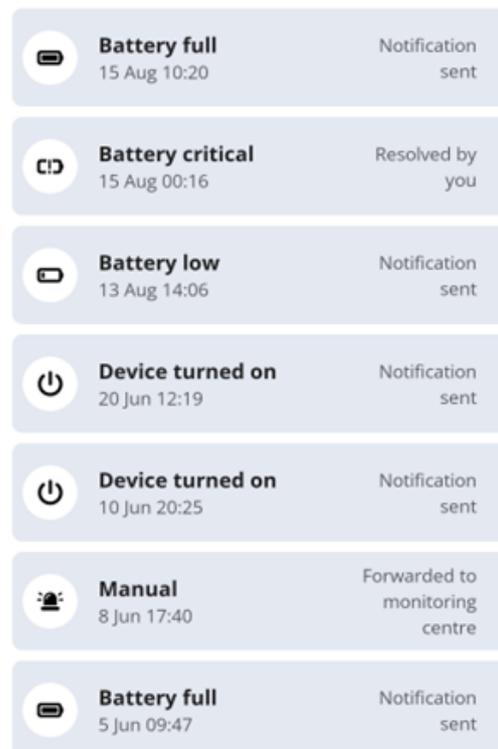
Deactivate for an hour

Deactivate for 2 hours

4

EVENTS

This shows the last event/s that the device generated, selecting “see history” option will also allow you to view past events.



5

CONNECTED CARERS

This shows the carers that have access to the GPS device and user data. If you are a carer selecting your name will allow you to change your availability status. This means that alarms for the device will not attempt to call you, or you are able to change your place in the alarm queue if there are more than one carer set up.

You can also invite other carers to access the app by selecting the "invite other carer" option below the existing carers. This will open your contacts, allowing you to choose individuals to invite.

Carers

1.  **Gaz Clark**
Available ✓

2.  **You**
Available ✓

Availability

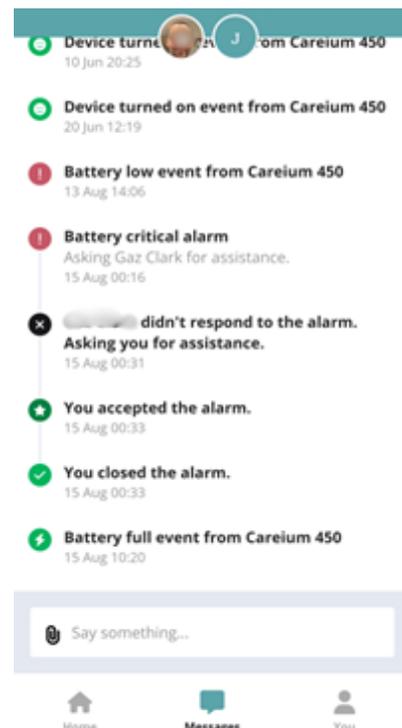
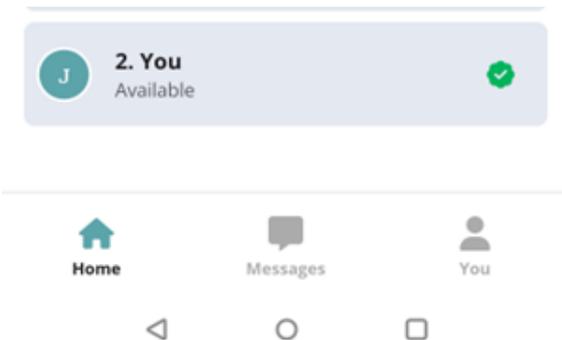
Available ✓ ▾

Place in alarm chain

2 ▾

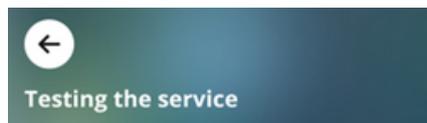
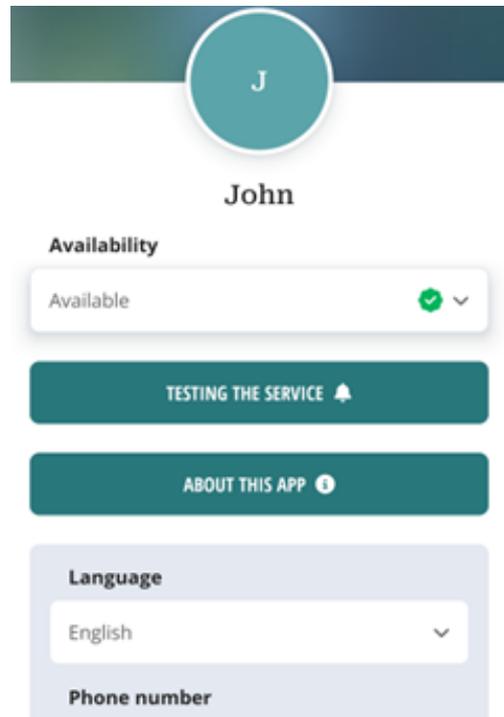
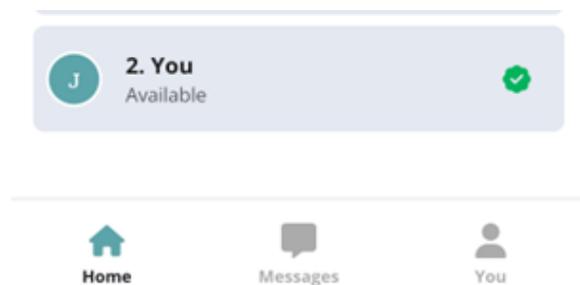
MESSAGES

Click on the messages icon at the bottom of the screen to see messages regarding the device interactions. Here you can post messages for other carers and read their messages too.



DEVICE INFORMATION

To view your personal details, app details, and test notifications, tap on the "You" option located at the bottom of the screen in the app.



In order to receive alarms, you must have notifications turned on for this app. To see if everything works as it should, send a test notification by pressing the button below.

Sound & notifications

Make sure your phone is not set to silent or any other state that prevents notifications from showing and sound being heard. Make sure Do not disturb is turned off and data is not restricted.

Power saving

Some phone manufacturers may limit certain app functions in order to save battery. If possible; go to your phone's settings and turn off power saving for the i-care plus app. Prevent power saving mode from activating, for example by leaving your phone plugged into a power source.

If you are sure your phone settings are correct, but you still cannot receive notifications, please [contact our support](#).



The "testing this service" tab means you will be able to test that push notifications are working.

Push notifications mean you will get an emergency alert from the GPS device if the app is not open, or it is in the background. By selecting "send test notification" you will see a notification pop up and the highlighted box below will show "Notification Received!".

ACCEPTING AN ALARM

Family Monitored Versions Only:

When an SOS, fall alert or Geofence alarm is triggered, as a carer assigned to receive the calls, a push notification will be sent to your mobile device. Clicking on this notification will direct you to the app, where the alert will be prominently displayed in red.

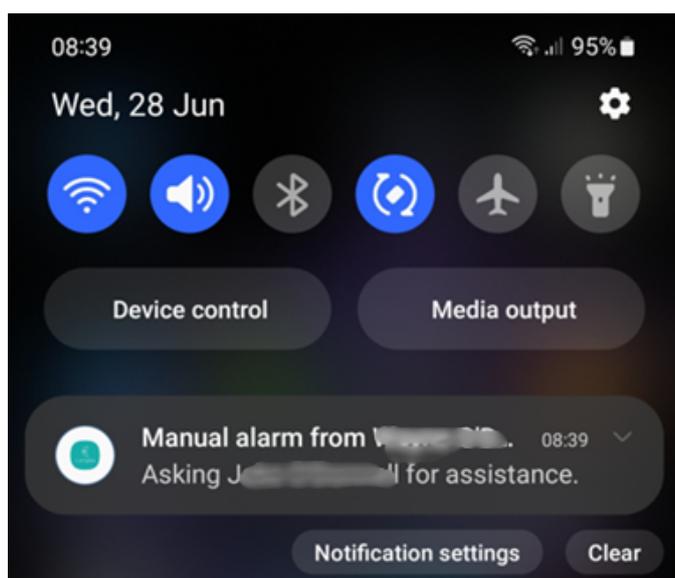
- You can accept the alert, indicating that you are managing the situation. From there, you can either call the device or arrange your own form of contact. The app's map will provide you with the individual's location.

- If you are unable to respond to the alert, you can indicate your unavailability. The alarm will then be redirected to the next carer in line.

Detailed guide on how to handle a SureSafeGO alarm activation using the mobile app:

1.SOS button pressed by user

2.Carer's phone will play a loud siren noise on repeat and display the below notification:

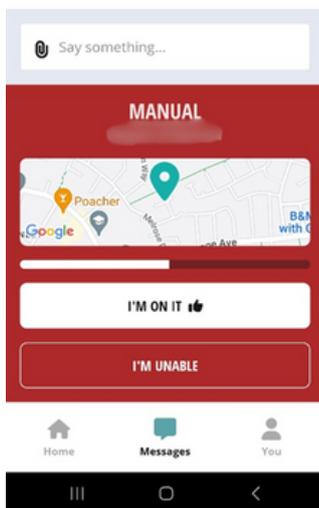


SureSafe

3. Carer opens the notification and is asked if they can accept the alarm 'I'm on it' or that 'I'm unable'.

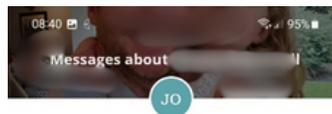


Manual alarm
Asking you for assistance.
08:39



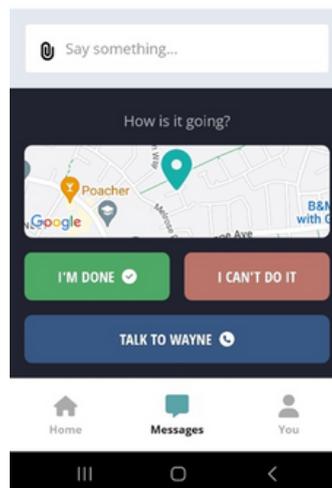
4. Carer accepts the alarm and is presented with three options:

- A. I'M DONE – this closes the alarm
- B. I CAN'T DO IT – this means the alarm will attempt to call the next carer
- C. TALK TO [USER'S NAME] – Connects via speech to the user



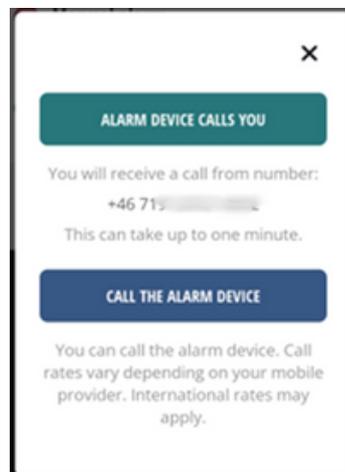
Manual alarm
Asking you for assistance.
08:39

You accepted the alarm.
08:40



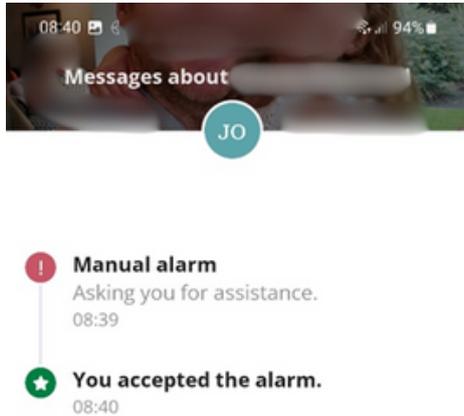
5. Carer selected 'TALK TO [USER'S NAME]' and is presented with two options:

- A. ALARM DEVICE CALLS YOU
- OR
- B. CALL THE ALARM DEVICE



SureSafe

6. If carer selects "ALARM DEVICE CALLS YOU", status will show "WAITING FOR CALL"



7. 30 seconds later the carer will receive a call from the device. This phone number can also be saved to the carer's contacts for future reference.

