Welcome to Safety and Independence

Flawless Connect™

Thank you for purchasing our Wristband!

To Download a Large/Digital Copy Of This Guide Scan Here

Now charge your Wristband for at least 3 hours by connecting the charger cable. Your Wristband will automatically turn on when charging starts.

Tip – You can check the charge status of your Wristband by pressing the [⬜] button.

Charging port

Now open this leaflet to read the Inside.

Get to know your Wristband

SOS Call Button (With Dimple)

Cancel Button

Time & Battery Status

Power On/Off

What's in the box:
- o Your Personal Alarm Wristband
- o USB Charger Cable
- o Mains Charger
- o User Guide (this leaflet) & Important Information leaflet

What you will need to get set up
- o Your Wristband
- o A Smartphone or computer with Internet to set up and register
- o A Payment method to set up your credit subscription.
- o Family & Friends emergency contacts (name, phone number & email)

Get connected in 5 easy steps

1. Register your Wristband and set up your subscription
2. Add your Family & Friends emergency contacts
3. Set your home location
4. Download the Family & Friends app
5. Make a test call from your Wristband

Let's get started by registering:

Scan the code above and follow the instructions on-screen.
You can also visit https://Call4.care/GetStarted

About Your Subscription:

Choose the credit subscription plan you want and enter your payment details to place your order. You will get 14 days free service before the first payment is taken.

After You Have Subscribed:

Confirm your email (check your spam folder if you can't find our email) and log in to add Family and Friends emergency contacts.

You will need to add at least one contact person to test your Wristband today.

Your contacts will receive an email to confirm they are part of your emergency contact group.

Our Family & Friends App:

Your emergency contacts can download our optional App at any time. They can see your location and Wristband status (such as battery level) and receive important information about any alerts or events. They will receive information about our App in the introduction email.

Important Information

Please read this leaflet carefully

Due to limitations of the technology used, and the target to minimise false alarms, not all falls (even some dangerous heavy falls) may not be detected. This is the reason why we have the manual call button. We accept no liability for the failure of the automatic fall detection not detecting a fall event.

You can adjust your Automatic Fall Detection sensitivity in your account and your Friends & Family will receive a call when AFD is triggered.

To cancel an AFD call should your Wristband trigger falsely, please press the **Cancel** button.

Your Wristband is IP67 Waterproof
This means it is not affected by short periods of immersion underwater. It is safe to wear your Wristband in the shower or in the bath.

Regular Testing And Subscription Credit
You should test your wristband at least once a month to maintain familiarity on how it works, and to confirm that it functions as expected.

You should make sure your service subscription credit is paid up to date. Your subscription is automatically renewed before it runs out. If your credit card expires you may need to update it. Our system will keep you and your Family & Friends updated if your Wristband subscription cannot be renewed.

Important - Automatic Fall Detection (AFD)

Please be aware that in using the Automatic Fall Detection (AFD) feature of this product, you understand and accept that the Wristband will not detect 100% of falls. Falls can come in many different ways and the fall detector is not guaranteed to detect every fall. We recommend that you manually activate a call whenever possible.

The fall detection technology in this product does not allow the analysis and interpretation of all fall situations. Soft falls, slumping falls, descent-controlled falls against a wall or a chair, etc... may not be detected by our products.

We are not responsible in any way when the product does not make a call, or is unable to connect to, the mobile phone or GPS networks.

It is your responsibility to ensure that you have an active credit subscription for the wristband. We are not responsible, in any way, for the device not operating because there was no active subscription in place. This includes failure to set up a subscription and failure to update your payment details should your card expire.

Location Features Of Your Wristband

Your Wristband is designed to send your location to our system and your Family & Friends regularly. The settings for how often your Wristband sends these can be adjusted in your Account. The more regularly you send your location, the more battery power will be used.

We use roaming four-network mobile services (EE, Vodafone, 3 and O2) to get the best mobile signal at all times. If you are in a very bad signal area your Wristband may not be able to update your location.

Indoor Location:

While you are indoors our Wristband can detect your exact location using Google's knowledge of Wifi locations. Not all Wifi locations are known to Google and so there may be occasions when your exact indoor location is not known.

Outdoor Location:

While you are outdoors our Wristband uses GPS signal to detect you exact location. If you are outdoors but your Wristband cannot find a GPS signal (such as in a remote covered area) we cannot update your exact location.

LBS Location Accuracy:

If Wifi location and GPS location is not available your Wristband can request its LBS location. This uses signal levels from local mobile cell towers and is only **accurate to 500M** at best. It should not be relied on for exact location. Our App always states if a location is based on LBS and not GPS or Wifi data.

Cleaning & Disposal

Your Wristband should be cleaned using a slightly damp cloth. Solvents should not be used when cleaning. The marking on the product, accessories or manual indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Important - Mobile Devices Using GSM/GPS/GPRS/Wifi

By using this product, you understand that these devices work using a combination of mobile phone signal (GSM/GPRS), GPS location signal and Wifi signal. We are not responsible, in any way, for any failure of a product or service based upon, arising from, or in consequence of a total or partial failure of the GSM/GPRS or GPS signal.

You acknowledge in purchasing this type of equipment that mobile phone signal can be unreliable, and signal quality can vary dramatically from time to time, even in the same location.

Turning Your Wristband On Or Off:

You can check if your wristband is on by pressing the 🕐 button. Your Wristband will tell the current time if it is turned on.

- To turn your Wristband on Press & Hold The Power Button for 5 seconds
- To turn your Wristband off Press & Hold The Power Button for 5 seconds

Other Features & Buttons:

🔲 – Press for 3 seconds to make an emergency call
Cancel – cancel a call, fall alert or medication reminder
🕐 – Press to hear the time and your battery charge status

SOS Call Button (With Dimple)   Cancel Button
Time & Battery Status   Power On/Off

Making A Short Test Call

Before you make a test call make sure your Wristband is fully charged for at least 3 hours and you have registered and added at least one emergency contact (Family & Friends).

To Make The Call:

- Press & Hold the 🔲 button for 3 seconds, you will feel a short vibration and hear 'Calling For Help'
- Your Wristband will call your emergency contacts as below:
  - One by one (each for approximately 45 seconds) for our standard service
- Your emergency contacts will receive the call and press [1] to get connected. You can now talk through the speaker and microphone on the Wristband.
- When your emergency contact hangs up, the call will automatically end. You can also hang up using the Cancel button.

Tip: – There is a small dimple on the 🔲 button to help you locate it by feel.

We advise making a short 10 second test call at least once a month.

Setting Your Home Location:

Your Wristband can detect your precise location by GPS and by Wifi. It is important to set your home location by logging onto your account and following the 'Set Home Location' instructions. Your Wristband must be turned on and at your home when doing this.

Other Important Settings In Your Account:

Your account allows you to set other important settings such as:

- How often your location is updated by your Wristband (default 60 minutes)
- If Automatic Fall Detection is enabled and the sensitivity level (please read our Important Information leaflet)
- Medication Reminders – an announcement by your Wristband at set times to remind you to take medication
- Geo-Fence – This will send an alert if you roam outside the area set up in your account.

Your Family & Friends:

Here are some important tips for tell your Family &Friends:

- Add our emergency incoming call number 01909813190 to your contacts, example 'Mum's Personal Alarm'
- Learn about FlawlessConnect™ Plus and consider if you want the extra features it provides.
- Download our App to keep aware of your loved-one's location and Wristband status

Resetting & Clearing Customer Settings

All user and family and friend nominated contact information is stored in your Account dashboard, no information or data is stored on the wristband itself. To clear this data simply log in to your dash board and delete any information that you want to remove.

Announcements

Below is a list of audible announcements made by your Wristband:

Announcement	Situation
Powering On	Whenever you power on your Wristband
Powering Off	Whenever you turn off your Wristband
Battery Charging	When you connect your charging adapter
Charger Disconnected	When you unplug your charging adapter
Calling For Help	When you press the 🔲 button to make an emergency call.
The time now is....	When you press the 🕐 button (time)
Battery charging xx percent	When you press the 🕐 button (battery level)
Fall detected press top side button to cancel	When Automatic fall Detection is triggered. This allows you to cancel a call if it is a false trigger.
It is time to take your medication	Medication reminder, press Cancel to acknowledge.

Troubleshooting

Here are some helpful suggestions in case you experience problems with your Wristband operation:

No Operation – Check your Wristband is charged and turned on.

No Emergency Call – Check you have registered your Wristband, your paid subscription is up to date, you have mobile signal and your SIM has not been removed (see below).

Green Flashing Light – Indicates no mobile data signal. You may be in a bad signal area or your paid subscription may not be up to date.

Red Flashing Light – Indicates a possible problem with your SIM. Contact your supplier who can advise.

EU Declaration of Conformity

This declaration of conformity is issued under the sole responsibility of the manufacturer 'Intelligent Recording Limited'

Object of the declaration: Equipment/Product name 'FlawlessConnect Mobile Wristband'
Product Type: Mobile Data Device

The object of the declaration described above is in conformity with the relevant Community harmonisation legislation:

Legislation Title

Directive 1999/5/EC Radio equipment and telecommunications terminal equipment (RTTE) and the mutual recognition of their conformity

Directive 2011/65/EU Restriction of the use of certain hazardous substances (RoHS) in electrical and electronic equipment

For the evaluation of compliance, the following specifications were applied:

Radio Spectrum:	EN 301 908-2 V6.2.1EN 301 908-13 V6.2.1 EN 300 328 V1.8.1EN 301 511 V9.0.2 EN 300 440-1 V1.6.1EN 300 440-2 V1.4.1EN 301 893 V1.7.1
RF Safety:	EN 50566:2013EN 62209-2:2010EMC: EN 301 489-1 V1.9.2EN 301 489-7 V1.3.1 EN 301 489-17 V2.2.1EN 301 489-24 V1.5.1
Product Safety:	EN 60950-1:2006 + A11:2009 + A1:2010 +A12:2011
Additional	RoHS

Additional Information: None Applicable

I hereby declare that the equipment named above has been designed to comply with the relevant sections of the above referenced specifications. The unit complies with all relevant essential requirements of the Community harmonisation legislation:

Signed for and on behalf of Intelligent Recording Limited – **PHILIP HILL**
Place & Date of Issue: Nottingham, United Kingdom March 2023