



**MEDICAL ALERT SERVICES**

*Saves Lives When Seconds Count<sup>®</sup>*



**Follow these 3 steps to activate your device.**

**STEP 1**

**PLUG-IN AND CHARGE YOUR  
LIFEFONE SMARTWATCH ACTIVE  
UNTIL IT SHOWS 100% CHARGED**

**STEP 2**

**TEST TO ACTIVATE! 1-800-940-0262**

**STEP 3**

**COMPLETE AND MAIL BACK  
THE ENCLOSED EMERGENCY  
CARE PLAN AGREEMENT**

Smartwatch Active:  
At-Home and On-The-Go Medical Alert Watch  
**User's Guide**



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# LifeFone Smartwatch Active: Overview



## Smartwatch Active Features:

- Get Emergency Help
- Monitor Heart Rate
- Track Steps
- View Daily Weather
- Low Battery Warning

2-Way Communication allows you to speak to an Emergency Care Agent using a built-in microphone and speaker



## STEP 1

# Charge your Smartwatch Active

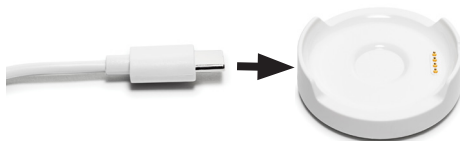
## Step 1: Charge your Smartwatch Active

**IMPORTANT:** Before using your Smartwatch Active, it should be fully charged.

1. Plug the charging cable into the enclosed adaptor.



2. Insert the other end of the charging cable into the cradle.



3. Align charging contacts on the bottom of watch with charging pins on charging cradle.



4. Plug the adaptor into an electrical outlet.



5. Place the Smartwatch Active into the charging cradle. You will hear a startup tone and/or verbal confirmation of charging. While on the charging cradle, the screen will display the battery percent. At 100% your device is fully charged.



**⚠ IMPORTANT: When the battery level is low, you will hear a low battery message and the battery level indicator will turn red. When this happens, you should charge your device as soon as possible. For best results charge your watch every night.**



**⚠ IMPORTANT: Smartwatch Active is not ready for use until you have charged Smartwatch Active in the Charger and then completed the set up call with your LifeFone response team.**

*Note: If your Smartwatch Active does not power on, call LifeFone Customer Service at 1-800-940-0262.*

## STEP 2

## Test your Smartwatch Active

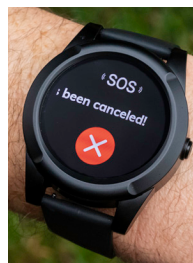
### Step 2: Follow these steps to Test and Activate your Smartwatch Active:

1. Press and hold the Help Button on the side of your Smartwatch until you hear the emergency alert message. Speak towards the face of your watch when you are connected to the LifeFone response team.
2. Tell the LifeFone Care Specialist that you are testing your Smartwatch Active.
3. When you complete the call with LifeFone, your Smartwatch Active will be set up.



### TO CANCEL AN EMERGENCY CALL

**IMPORTANT:** To cancel an accidental activation, press the **X** on the display prior to the countdown reaching zero.



**For best results, we recommend you test your Smartwatch Active once a month.**

## Complete and Mail Back the Enclosed Emergency Care Plan

**Your Emergency Care Plan Agreement  
authorizes LifeFone to respond properly in the  
event of an emergency.**

**WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.**

Enclosed are two (2) copies of your Emergency Care Plan Agreement. **Make sure to review all of the information in this document carefully to ensure accuracy.**

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided. **Please keep the yellow copy for your own personal records.**

[illegible]



# Smartwatch Active and Charging Cradle Notes

- The charging cradle is for holding the Smartwatch Active while charging. The Power Cord connects the charging cradle to a standard wall outlet.



- The Help Button, when pushed, initiates a two-way call to LifeFone's response team.
- The Speaker allows you to hear LifeFone's response team speak to you. The Microphone allows LifeFone's response team to hear you.



- Charging contacts connect the Charging Cradle to the Voice-In-Pendant. Be sure to keep the contacts clean and free of debris; gently wipe with a soft cloth.

- **Shower Safe:**

Your Smartwatch is water-resistant and can be worn while washing hands, watering plants and showering. Your Smartwatch is water-resistant but should not be submerged in water.



# Placing an Emergency Call

To make an emergency call with your Smartwatch Active:

**Step 1.** Press and hold the Help Button on the right side of the Smartwatch Active until you hear the emergency alert message.

**Step 2.** LifeFone's response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

**Important: To cancel an accidental call for help, press the X on the screen before the countdown reaches zero. If the accidental emergency call is connected to LifeFone, let the operator know that it was a test.**

## Testing Smartwatch Active

### Test Your System Monthly

- Press and hold the Help Button on the right side of the Smartwatch Active until the call is initiated.
- Once the alarm is received by LifeFone, an emergency operator will speak with you through the speaker.
- Please state clearly to the operator that "THIS IS A TEST." If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.
- It's recommended that you test your system once a month, every month.



**If you have any trouble performing this test, please contact customer support 24/7 at 1-800-940-0262.**

# Know Your Smartwatch

If the screen is blank, touch the face or quickly press the Home Button on the side to display the Time & Date. Touching the home button again will hide the watch face.



When viewing the Time/Date, swipe your finger right across the face to access additional options to monitor Heart Rate, track Steps or view the local Weather.



## Pedometer

Swipe the watch face to “Steps” to track your daily steps and activity. Pedometer shows steps walked, miles, and calories.



## Weather

Swipe to “Weather” and touch the watch face to get today’s weather forecast. Swipe again to change from Fahrenheit to Celsius.



## Heart Rate

Swipe to the Heart Rate screen, and press the watch face to measure your heart rate. The screen will show “Measuring...” then display your current heart rate. Swipe to the next screen to see your last previously measured heart rate and that date.



If the Smartwatch Active is not worn on the wrist and you press the “Heart Rate” screen to begin measuring, you will get a warning message to “Please wear the watch snugly on your wrist and measure again.”



**The heart rate monitor is for informational purposes only and is not intended to replace traditional methods of diagnosis or treatment.**

## Location-Based Services

**This device is dependent on cellular coverage to work. Where cellular coverage is limited, you may encounter diminished device capabilities.**

This system uses GPS, BLE and WiFi to provide fast and accurate location service. As with all location-based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine an exact location.

**NOTE: A cellular signal may not be available in all areas.**

 **FOR PROPER OPERATION, SMARTWATCH ACTIVE REQUIRES ADEQUATE CELLULAR COVERAGE! POOR CELLULAR COVERAGE MAY RESULT IN THE INABILITY TO PLACE AN EMERGENCY CALL!**

*Check with LifeFone for known coverage limitation*

## Wearing Smartwatch Active

Smartwatch Active should be worn as a watch around your wrist using the supplied wristband. We recommend that the Smartwatch Active be worn outside clothing, to make it easier to reach the Help Button in an emergency.

Do not put the Smartwatch Active through the clothes washer or dryer, or attempt to dry your button out in the oven or microwave.

Smartwatch Active is water resistant, but should never be submerged in water.

## Battery Notes

The Smartwatch Active battery is designed to operate on a single charge for up to 24 Hours but may be reduced as a result of user activity, cellular coverage, talk time, device-specific settings, and device life.

**Low battery may result in the inability to place a call and/or properly locate you automatically during an emergency.**

**⚠ Important: Smartwatch Active requires an adequate battery charge to function properly. Prior to use, please charge for at least 3 hours.**

### Battery Warning

**When the battery level is low, you will hear a low battery message and the battery level indicator will turn red. When this happens, you should charge your device as soon as possible.**



**For best results charge your Smartwatch Active every night.**

# Turning Off and On

## **IMPORTANT SHIPPING or MAILING NOTE:**

If you need to mail the Smartwatch Active device for any reason, please power it off first.

### **To Turn Watch Off**

Swipe finger across screen until you see "Turn Watch Off".

Touch the Smartwatch face, and a confirmation screen will ask "Are you sure you want to power off your watch?" Touch the Checkmark for Yes, or the X for No.



To turn your Smartwatch back on, press and hold the Help Button. Your screen will say "Welcome" and a voice will say "Your watch is starting up, please wait."

**We recommend for safety purposes that you not turn your watch off unless necessary.**

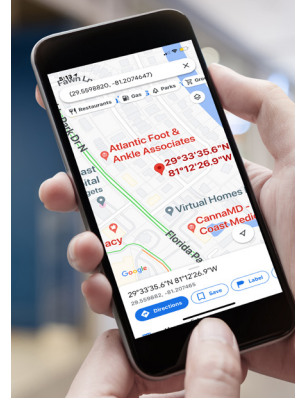
# Locate a Lost Smartwatch Active

**Device Finder** — If your Smartwatch Active is misplaced or lost, our Customer Care team can ring the watch and use GPS location technology to help locate it.

## Text-to-Locate Smartwatch Active

Approved caregivers can find their loved ones using Text Messages.

1. Text **find locator-name** to **1-855-999-3224** from a phone which has been registered on your LifeFone account
  - **find** can be uppercase or lowercase
  - **locator-name** is the subscriber's first name
2. The system will send a text message with the location of the Smartwatch Active.
3. If you wish to add new contacts, or edit the contacts on your list, please call LifeFone at 1-800-940-0262.

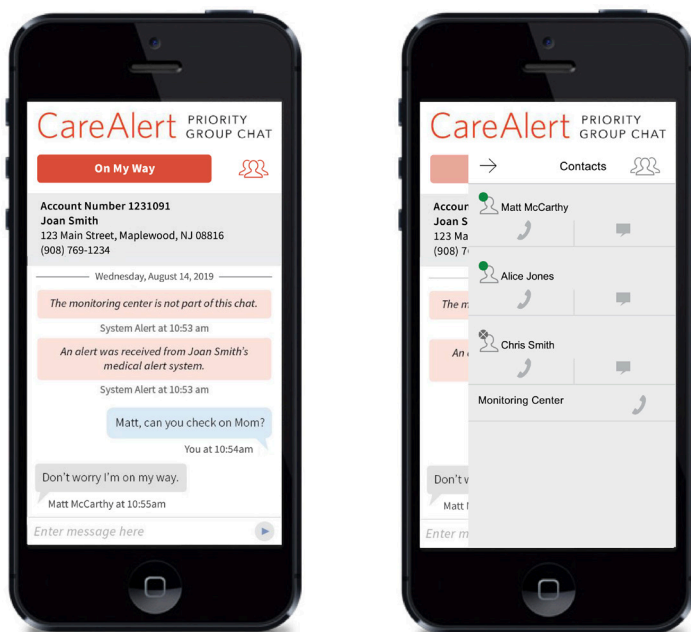




# Optional Care Alert Feature

Care Alert offers a Priority Group Chat which connects caregivers and the LifeFone monitoring center.

- Instant group notification
- Chat with the entire caregiver list
- One button “On My Way” notification
- Real time updates of account activity
- View alarm details to determine the next appropriate step.
- Know which contacts are currently in the chat
- Initiate private phone call or text message with any account contact





This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules

## FCC Part 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.





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**MEDICAL ALERT SERVICES**

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