

Getting Started Guide

Item

Key Description

Wearer: How to turn the watch on

Wearer: How to switch the watch off

Wearer: How to make an SOS call

Wearer: How to call a Speed Dial Contact

Wearer: How to recharge the watch

Wearer: How to view Basic Settings

Wearer: How to change the watch face

Carer: How to call the watch

Carer: How to download the mobile app

Carer: How to log into the web platform

Carer: How to track the watch's location (platform)

Carer: How to track the watch's location (APP)

Watch Settings & Battery Life

Page

2

3

4

5

6

7

8-10

11

12

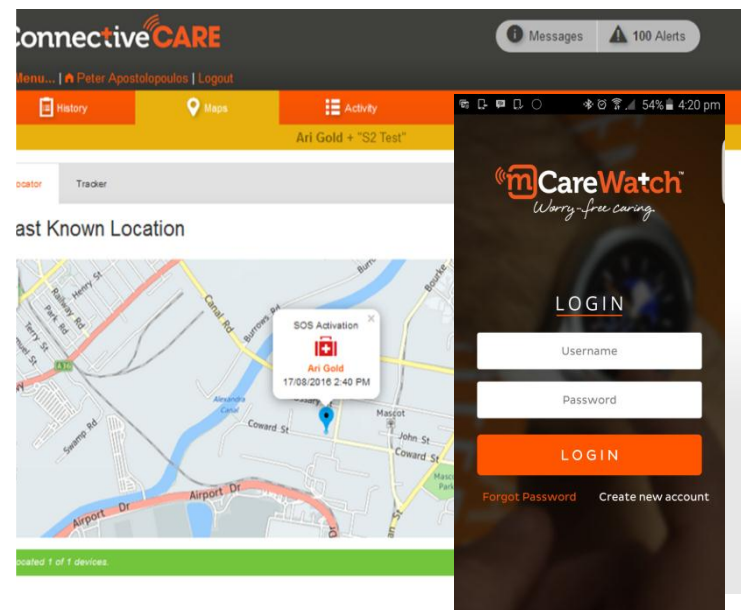
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14

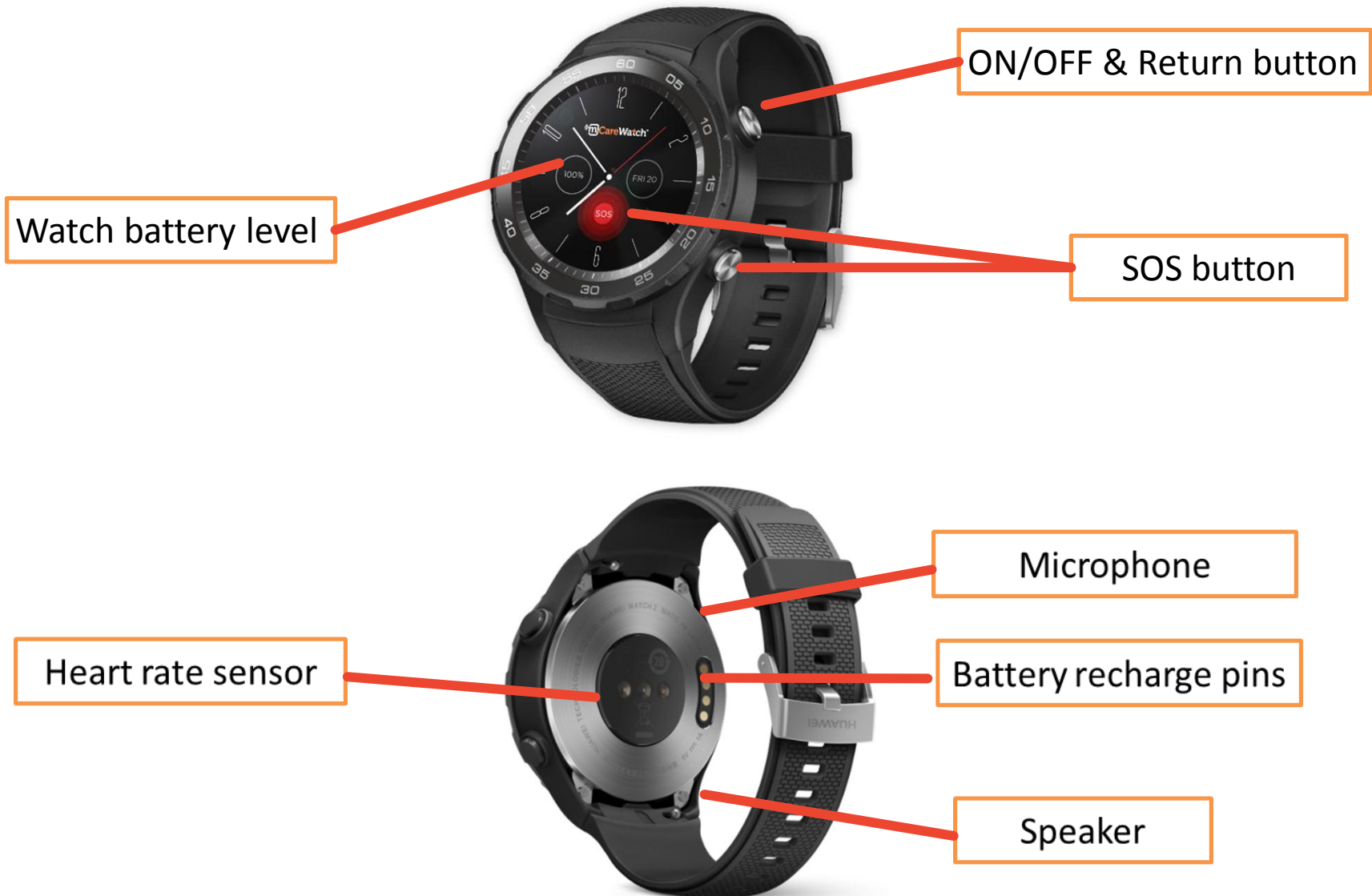
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16

17-23



mCareWatch HW2



WEARER: How to turn the watch on



Press and hold down the top right hand button (silver) for 3-5 seconds

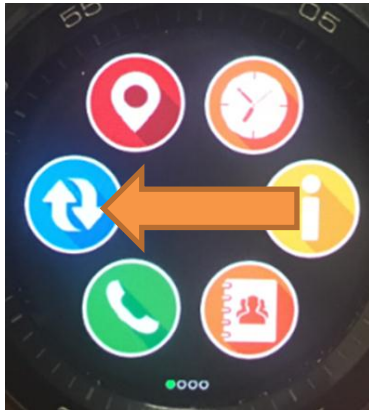
IMPORTANT:

Your mCareWatch HW2 has been pre-configured with the mCare software. Please do not change any settings (apart from selecting a different **mCare watch face**). Making any other setting changes on the watch may affect the overall performance result in some of the features not operating as required.

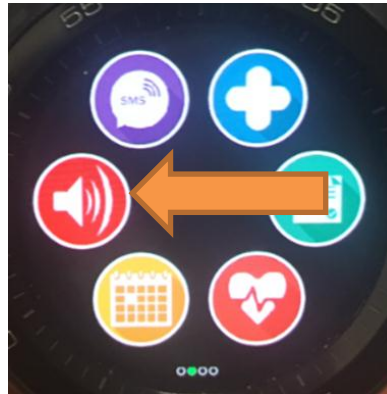
WEARER: How to switch the watch off



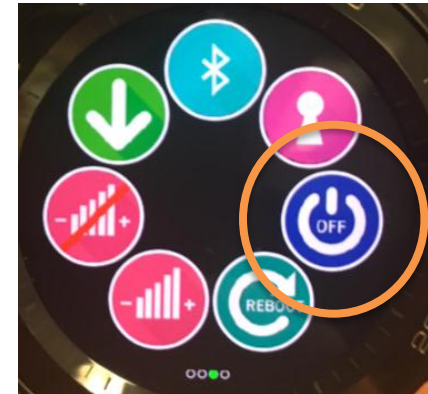
1. When the watch face is displayed, place your finger on the screen and scroll from top down. The below screen will appear with the Basic Watch Settings



2. Swipe the watch screen from right to left



3. Swipe the watch screen again from right to left



4. Tap on OFF icon and the confirm by clicking on 'Yes'

WEARER: How to make an SOS emergency call



1. Press the top right hand (silver) button for the watch face to display



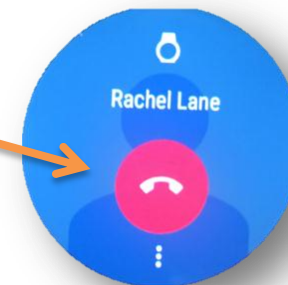
2. Press and hold down the red SOS button on the watch screen OR the bottom right button for 3 seconds



3. Once SOS is activated, the watch will automatically dial the pre-set SOS emergency contact number

How do I cancel an SOS Call?

When the SOS call is activated and watch begins to call SOS contact, simply touch the red handset on the watch face



WEARER: How to call Speed Dial Contact



1. When watch face is displayed, swipe the watch screen from right to left to see your Family Speed Dial contact photo/name



2. To call your Speed Dial Contact, press and hold down the photo/name for 3-5 seconds and the Watch will automatically dial that Speed Dial contact's number



3. Speed Dial Contact will receive call from the watch's mobile number. When the Speed Dial contact answers the call, it will open up a two way call with the watch wearer

TIP: you can save up to 6 Speed Dial Contact photos and numbers (via the web platform)

WEARER: How to recharge the watch



1. Connect the magnetic recharge base to the USB cable and power adaptor



2. Four recharge pins on the bottom of the watch need to connect with the 4 pins on the magnetic recharge base



3. Place watch on top of the magnetic recharge base as shown (with 4 pins on watch connecting to the 4 pins on charger)

IMPORTANT: WHEN WATCH REACHES 15% BATTERY LEVEL, PLEASE RECHARGE AS WATCH GOES INTO POWER SAVING MODE AND MONITORING MAY NOT OPERATE AS REQUIRED

WEARER: How to view basic watch settings (1)

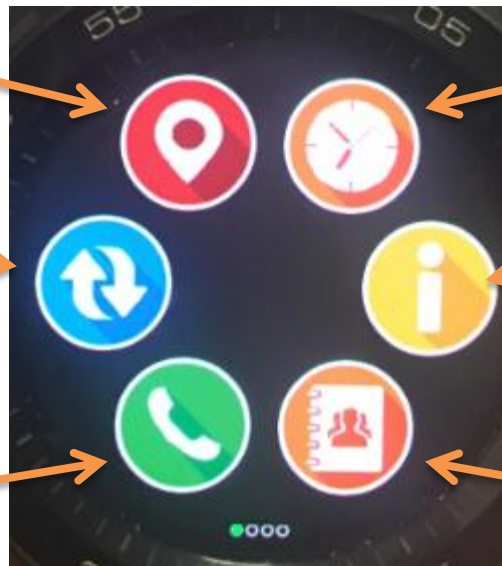


1. When the watch face is displayed, place your finger on the screen and swipe from the top down. The below screen will appear with the Basic Watch Settings

GPS on demand
location update

Synch Button (click
to synch & update)

Keypad (to make
outgoing calls)

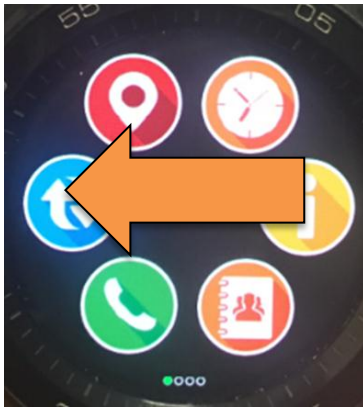


Watch Faces

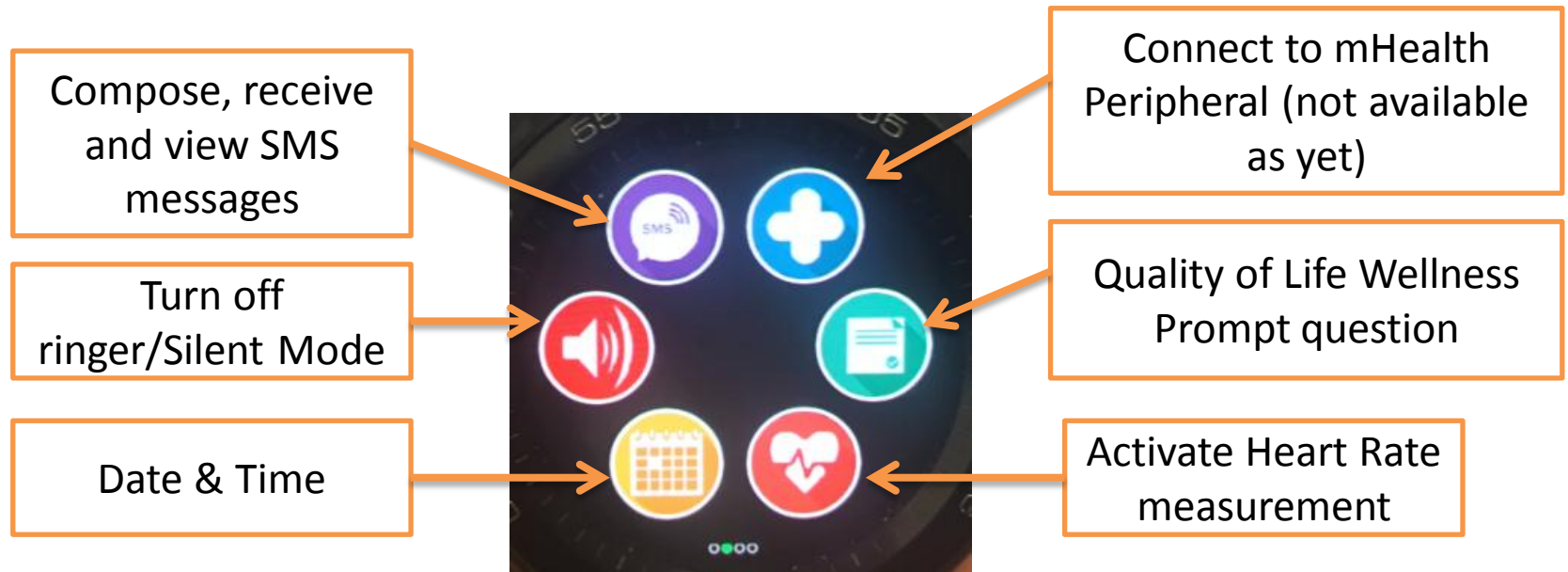
Watch Information

Speed Dial
Contacts

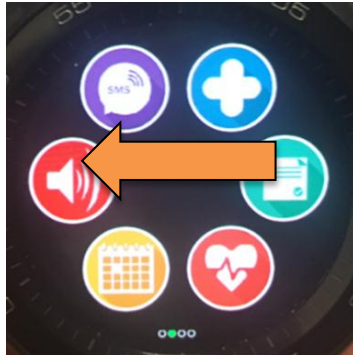
WEARER: How to view basic watch settings (2)



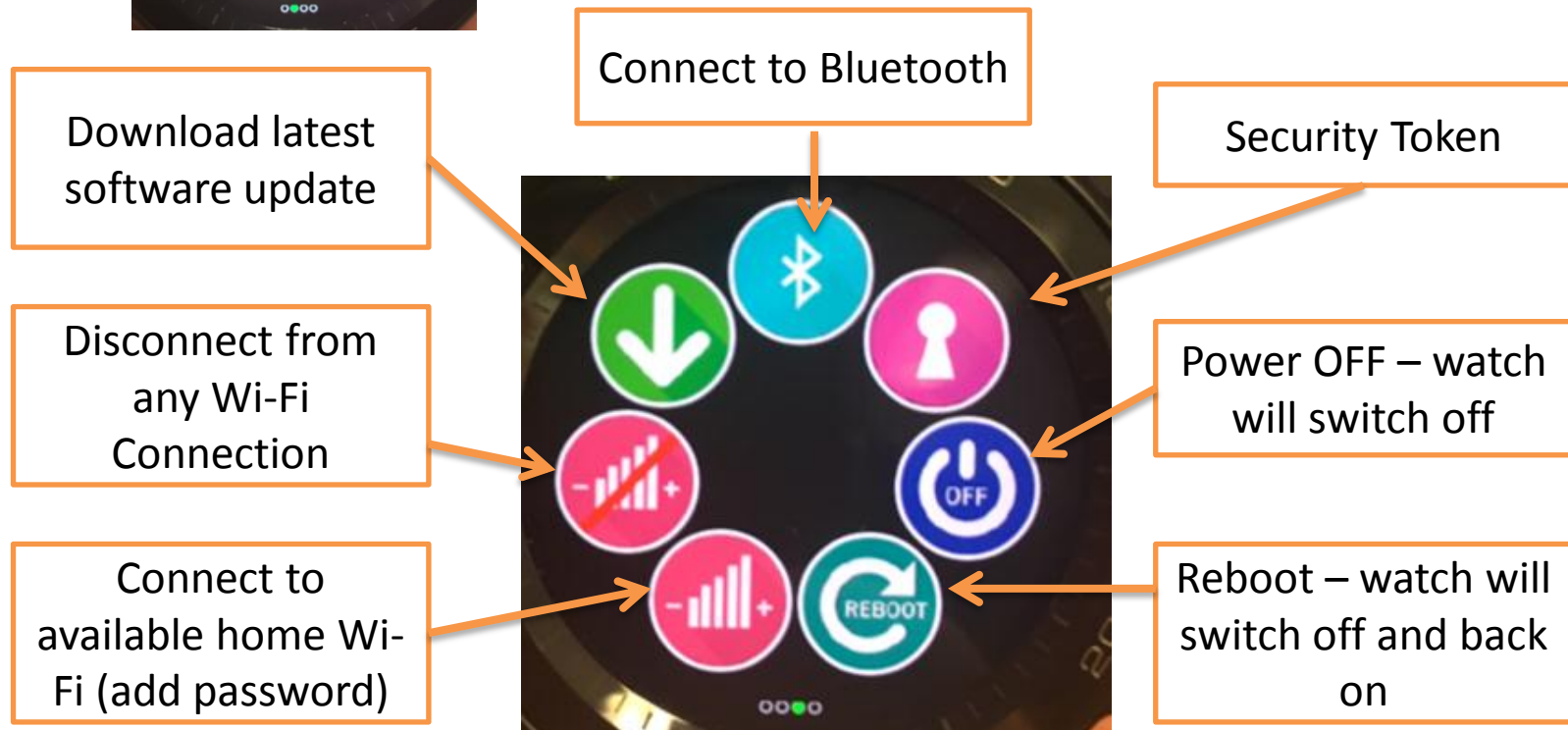
1. To view the 2nd set of Watch Settings swipe the watch screen from right to left to view the below screen:



WEARER: How to view basic watch settings (3)



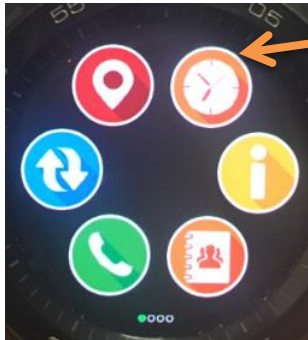
1. To view the 3rd set of Watch Settings swipe the watch screen from right to left to view the below screen:



WEARER: How to change watch face



1. When the watch face is displayed, place your finger on the screen and swipe from the top down



2. Watch will display 'Settings' icons. Tap on the watch face icon. The watch will display the selected watch face with a yellow circle around the watch face.



3. To view the different watch faces, simply swipe the watch screen from right to left to view the different watch face options. To change the watch face, press and hold down on the nominated watch face for 3-5 seconds (a yellow circle will appear on selected watch face).



Press the bottom button to go back to time.

CARER/FAMILY: How to call the watch



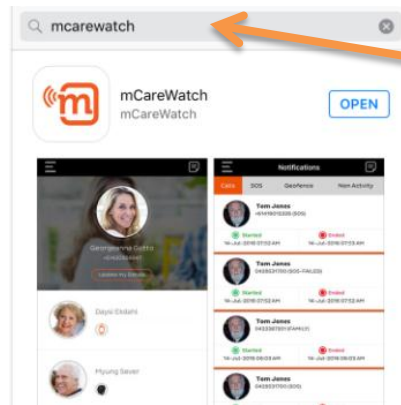
1. The watch has its own mobile number like any other mobile phone. Anyone can call the watch by dialling the watch's mobile phone number from their own smartphone or landline.

2. When the watch's mobile number is dialled, the watch will start to ring and the watch screen will display the caller's number and a green and red handset



3. To answer the incoming call, the wearer should tap on the green handset and this will then open up a loud speaker with two way communication

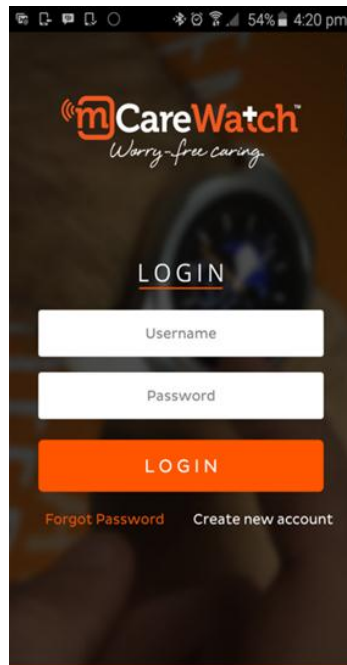
CARER/FAMILY: How to download the mobile app



1. The mobile app is available for Android smartphones from the Google Play store and for iPhones on the APP Store by searching “mCareWatch”.

iPhone: requires iOS9.0 or later

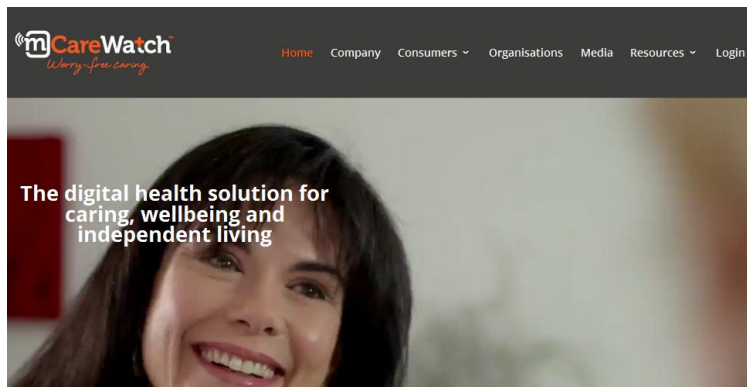
Android: requires Android 4.0 and up



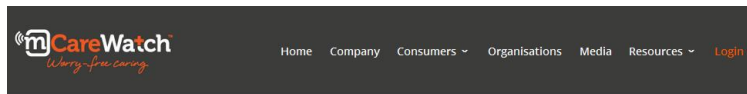
2. Once mobile app is downloaded on your smartphone – click Open and enter the username and password provided and press ‘LOGIN’

3. When you ‘LOGIN’ the app will display the primary carer’s name and to connect to the watch – click on the watch wearer’s name

CARER/FAMILY: How to login to Web Dashboard



1. Open up your web browser (firefox preferred) and enter mcarewatch.com.au and click on 'LOGIN' section (top right)



2. Click on the button: 'Click here to manage your device' which will then take you to the 'ConnectiveCARE' web platform

Log in to the ConnectiveCARE Platform

[Click here to manage your device >](#)



3. Enter your username and password, making (all lower case and no space) and then click on 'LOGIN'

ConnectiveCARE

User Login

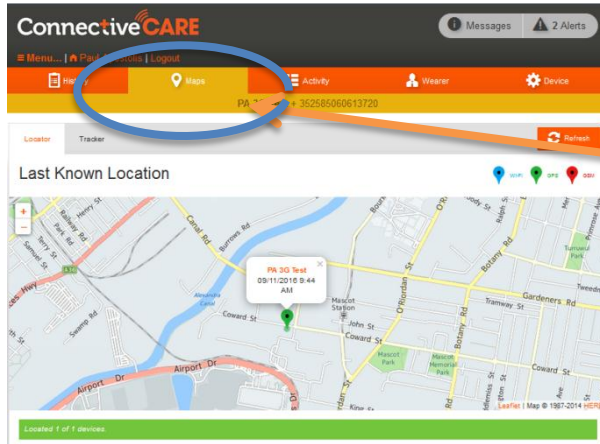
Username

Password

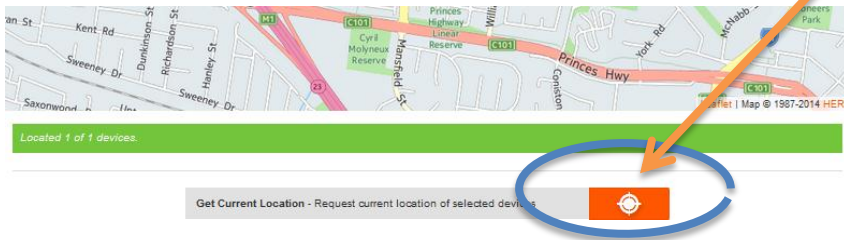
Login

TIP: Using the Firefox or Google Chrome Web browsers is recommended when using the Web platform (ConnectiveCARE)

CARER/FAMILY: How to track the watch (dashboard)



1. Click on 'MAPS' section to show the location of the watch. The map should indicate the last known reported location of the watch with a time/date

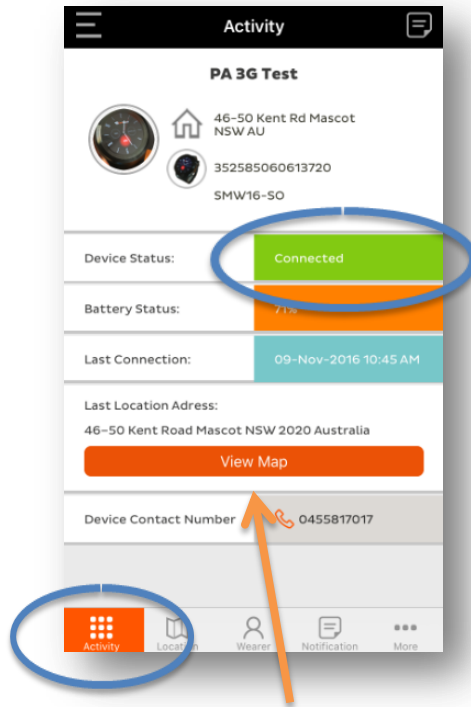


2. To get the latest location of the watch scroll down to the bottom and click on orange square with target for an on demand location. This will automatically send an SMS to the watch for an updated position

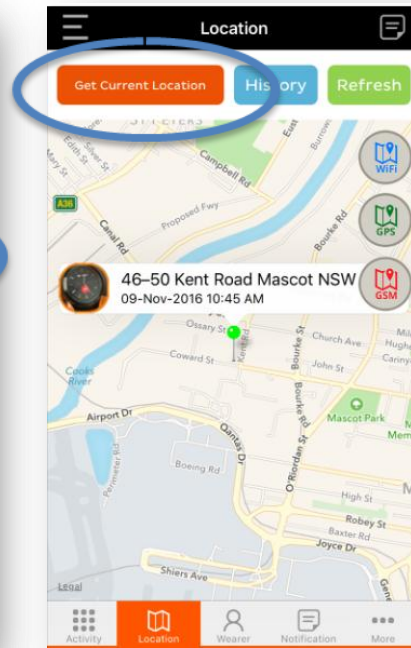
3. The On Demand request will take 2-3 minutes to update. Press the 'REFRESH' button to receive the latest location. A green pin is the GPS position, a blue pin is a Wi-Fi position and the red GSM position is a mobile tower triangulated location



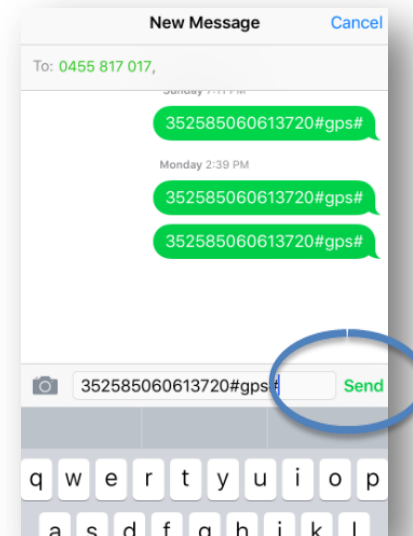
CARER/FAMILY: How to track the watch (Mobile APP)



1. Open app to 'ACTIVITY' section to view watch status. Make sure the watch is 'Connected' and then click on 'VIEW MAP'



2. APP will display map with watch location with address, date and time of the last connection. To get latest location click on 'GET CURRENT LOCATION'

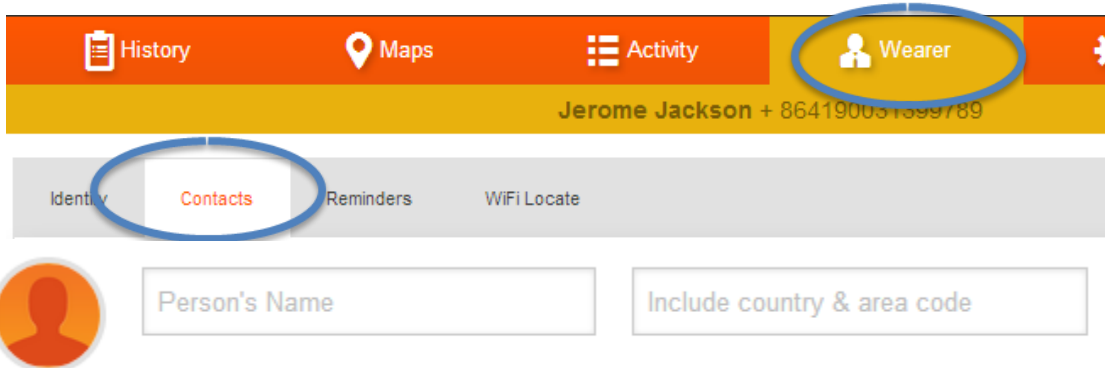


3. If you are using an Android phone – a message will be sent automatically to the watch. For iPhones, the above screen will appear and you will need to click 'SEND'



4. The On demand location sent to the watch will take between 2-3 minutes to update the map with the latest location. Click the 'REFRESH' button to receive updated location

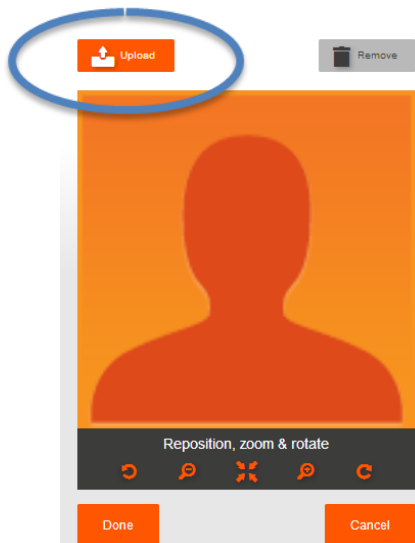
CARER: How to add Speed Dial Carer's photos



1. Log into the web dashboard and click on 'Wearer' and 'Contacts' and scroll down to 'Family Speed Dial Contacts'

2. Add 'Speed Dial' contacts
Name and contact number

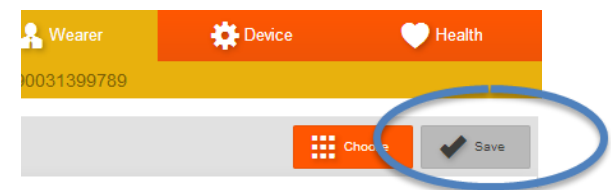
3. Click 'Upload' to add photo of Speed Dial contact



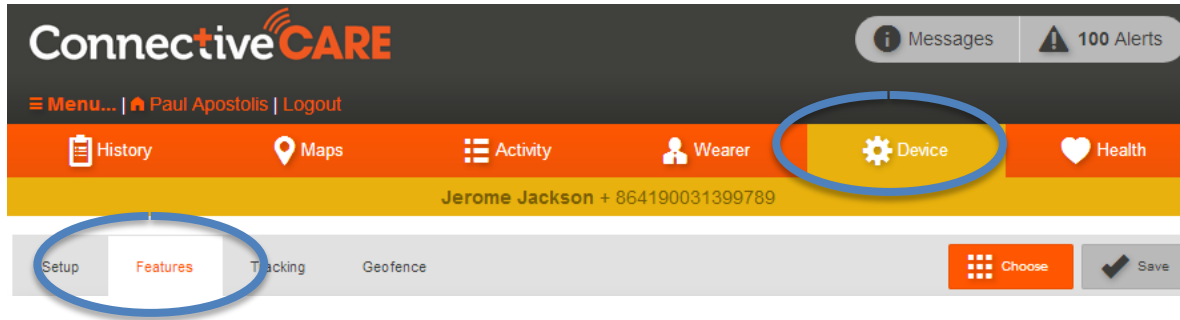
4. Once photo has been added, Click 'Done'



5. Once all details and photos have been uploaded click on the SAVE button at the top of the page



CARER: How to setup the Non-Movement feature



1. Log into the web dashboard and click on 'Device' and 'Features', then scroll down the page to 'Non-movement Detection'

Non-movement Detection

Detect non-movement

Days

Mon	<input type="checkbox"/>	Tue	<input type="checkbox"/>	Wed	<input type="checkbox"/>
Thu	<input type="checkbox"/>	Fri	<input type="checkbox"/>	Sat	<input type="checkbox"/>
Sun	<input type="checkbox"/>				

Start

10:00

Until

22:00

Detection period

Report every 15 minutes

Report every 30 minutes

Report every 1 hour

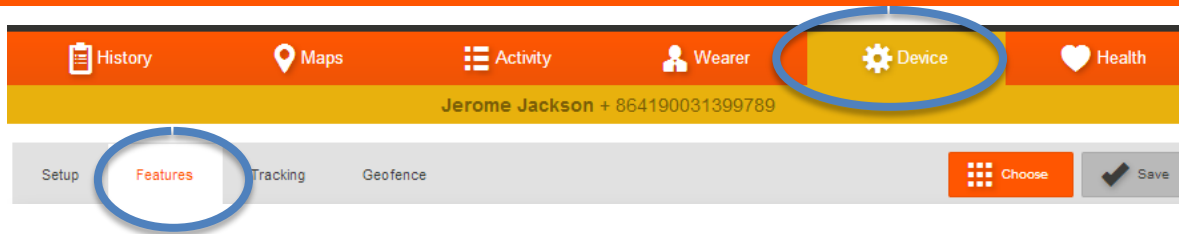
2. Change the 'Detect non-movement' to **ON**

3. Click on the days to highlight the days you would like this feature to be switched active

4. Select the time to Start and End the monitoring of this feature. All times are based on 24 hour time, i.e. 22:00 represents 10:00PM

5. Select how often you would like to detect the no-movement and then click on the **SAVE button** at the top of the Features PAGE

CARER: How to setup the Sensor features



1. Log into the web dashboard and click on 'Device' and 'Features', and then 'Sensors'

Sensors

Wrist-up Gesture

Off

When this function is On, bringing the wrist up to see the watch will automatically turns on the screen so that the time is visible. This feature uses more power and will result in reduced battery life.

Pedometer

Disabled

When this function is On, the device will report the number of steps taken by the wearer periodically for the given interval.

Periodic Heart Rate

Disabled

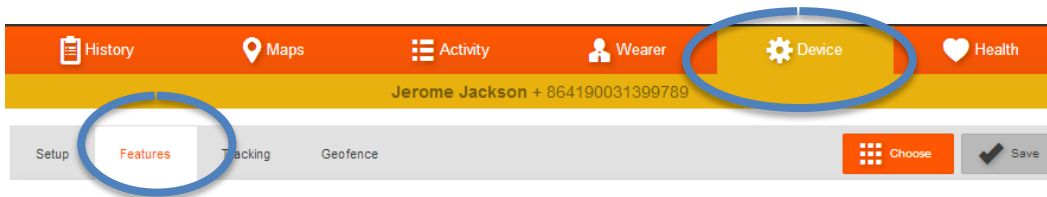
When this function is On, the device will take heart rate reading of the wearer periodically for the given interval.

Disabled
Disabled
Report every 15 minutes
Report every 30 minutes
Report every 1 hour
Report every 2 hours

To activate the **Pedometer** and **Periodic Heart rate**, you must select a time interval you would like that feature to be reporting.

IMPORTANT: Activating these features will drain the battery and require recharging on a more frequent basis

CARER: How to setup the Periodic-Check in feature



1. On the web dashboard and click on 'Device' and 'Features', and to 'Periodic Checking'

This feature will ask the wearer: 'Are you OK?'. If the wearer presses the red thumbs down icon, or if there is no response, a voice call is made to that carer's phone

Periodic Checking

Periodic Checking prompting

On

Days

Mon

Tue

Wed

Thu

Fri

Sat

Sun

Start

09:00

Until

19:00

Period between prompts

Prompt every 1 hour

Prompt every 15 minutes

Prompt every 30 minutes

Prompt every 1 hour

Prompt every 2 hours

Prompt every 4 hours

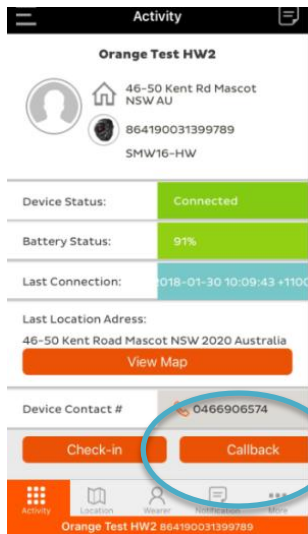
2. Change the 'Periodic Checking prompting' to **ON**

3. Click on the days, to highlight the days you would like this feature to be switched active

4. Select the time to Start and End the monitoring of this feature. All times are based on 24 hour time, i.e. 19:00 represents 7:00PM

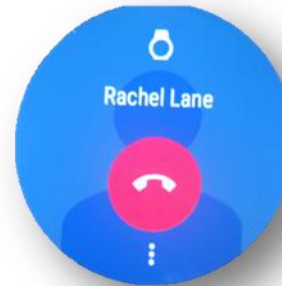
5. Select how often you would like to send the Check in prompts and then click on the **SAVE button** at the top of the Features page

CARER: How to get the watch to call you back



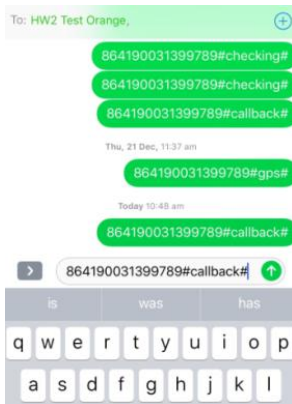
A carer can get the watch to automatically call their mobile via the mobile app.

1. Open up the mobile app and tap on the 'Activity' tab (left) and then tap on 'CALLBACK' button (bottom right)



3. Watch will automatically dial that specific carer's mobile number

4. When the carer answers the incoming call from the watch, it will open up a two way voice call with the watch wearer

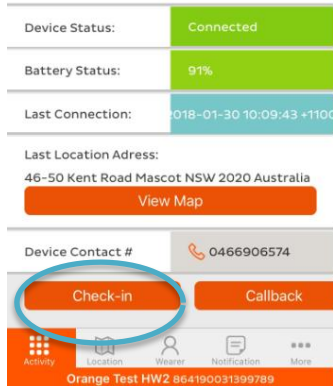


2. When 'CALLBACK', is pressed an SMS text message will appear (for iPhone only). Click on SEND, to send the SMS text message to the watch (wearer will not receive any message).

IMPORTANT

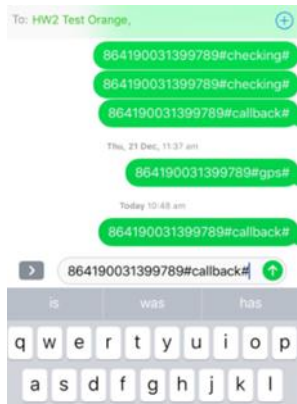
The watch will only call back contact numbers that have been added onto the 'Call Back Contacts' list located on the ConnectiveCARE web platform (under 'Wearer/Contacts' section)

How to send a 'Check-In' message to the watch

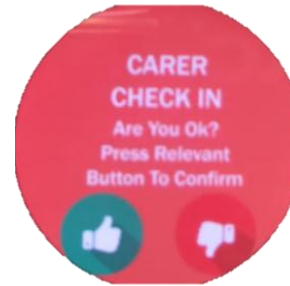


You can send a 'Check-In' message to the watch asking the wearer: 'Are you OK?'

1. Open the app and then tap on the 'Activity' tab (left) and then tap on 'Check-In' (bottom left)



2. When 'Check-In', is pressed an SMS text message will appear (for iPhone only). Click SEND to send the SMS text message to the watch (wearer will not receive any message).



3. The watch will then display the 'Carer Check In' message on the wearer's watch screen and announce 'Are you OK?'

4. Wearer can click on the green thumbs up & nothing happens.



5. If wearer clicks on the red thumbs dumb or does not respond, the watch will start dialling the carer's contact number

IMPORTANT: The watch will only call back contact numbers that have been added onto the 'Call Back Contacts' list located on the web platform (under 'Wearer/Contacts' section)

Watch Settings & Battery Life

GPS Tracking Every Hour Mode

FEATURES ACTIVE:

1. Tracking GPS Tracking ON (60 min) between 8am – 8pm
2. Wi-Fi Connect watch device to Wi-Fi

Battery will last between 18- 24 hours

History Maps Activity Wearer **Device**

PA 3G Test + 352585060613720

Setup Features **Tracking** Geolence Choose Save

☐ Disabled (Sync only)

☒ **GPS Tracking**

☐ Wi-Fi Tracking

Frequency: 60 minutes

Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun

Start: 08:00 Until: 20:00

NOTE: an SOS Call will drain the battery by between 20-30% depending on the 4G and Wi-Fi connection



SUPPORT

Troubleshooting and assistance for your mCaWatch HW2, ConnectiveCARE and Mobile APP can be found at www.mcarewatch.com.au, help@mcarewatch.com.au or by calling 1300 188 557