



WatchOvers.com

## **WatchOvers Assure Fall Alert Pro Mobile SOS Fall Alert Watch-Phone**



## **USERS MANUAL**

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## **Please read this User's Manual carefully before use.**

Thank you for purchasing the Assure Fall Alert Pro Watch Phone with GPS Location from WatchOvers. For best use of your Assure Fall Alert Pro watch, please read the following instructions carefully before starting, and operate the watch accordingly. Screens may vary for Android and iOS and as updated App versions are released.

### **About the Assure Fall Alert Pro SOS Watch Phone**

The Assure Fall Alert Pro SOS watch-phone is always on hand in an emergency, simply press the button to call and talk to your loved one or carer. It looks like a normal smart watch but it is a mobile phone with its' own special sim card which uses the best mobile network available so you can get service even in low signal areas, vital in case of an emergency.

With our Automated Fall Alert SOS calling, in the event of a fall, you don't have to press the SOS button, the watch will automatically call the SOS number. Our 4th generation watch phone has many additional features to help you care for and protect your loved ones.

For Air travel please follow the airline mobile phone guidelines and power off the watch when requested. The manufacturer does not accept responsibility for any damage which may be caused by Airport X-ray equipment.

### **WatchOvers Sim Card & Subscription**

This watch relies on GPS technology and as a mobile device, for it to work, it requires a Nano Sim Card with Fall Alert Pro data and Voice plan. Your WatchOvers watch comes with a pre-fitted European 'Always Roaming' sim card pre-fitted so you can charge the device, subscribe online and are ready to go. This advanced sim card comes with a Spanish mobile number and unlike a standard sim card, it is not fixed to any one network, so they use the strongest mobile network, enabling your device to get mobile coverage even in weak signal locations, vital in times of emergency. (The always roaming feature does not work in the country the sim card is issued from, e.g. Spain for the Spanish sim card).

A subscription is required for mobile calls, data and notification messaging alerts, pre-paid monthly, with No Contract, Opt Out Anytime. Your subscription is paid monthly and includes Unlimited Alert calls, watch Data and notification messaging alerts\*. Subscribe once you receive your device, to activate the pre-fitted sim card.

\* Terms and conditions apply

## Charging & Battery

The Watch will take approximately 3 hours to charge.

Firstly, remove the protective plastic cover from the back of the watch. Use the magnetic charging cable to attach to the back of the watch (it will only connect one way), connect the other end of the cable to the supplied USB charger 5V2A, or other sources with MAX output 5V. Please don't use fast charger. Please prevent short circuit for the magnetic charging lead.

Always use the USB cable provided and a CE approved USB charger plug with an output: 5.0V-1.0A, to avoid irreparable damage.

**WARNING: Do not use a fast/rapid charger to charge this watch as it will cause irreparable damage and the watch will no longer work.**

The battery will last for 2-3 days between charges on the 10-minute location setting and longer on the 1 hour or manual location settings. For elderly people we recommend a routine of charging it every day or every night.

You can receive low battery alerts by App notification when the battery level reaches 20% to allow plenty of time to recharge the watch should your loved one forget to charge it.

## Waterproof

The watch has a waterproof rating of IPX7 which means protection against immersion in water up to 1 meter for 30 minutes. Do not immerse the product in liquid or chemicals such as saltwater, shower gel, shampoo, conditioner or detergents.

## Warranty

This product is guaranteed by the manufacturer for a period of 2 years from the date of purchase. This guarantee does not cover defects arising from accidental damage, misuse or wear and tear and is available only to the original purchaser of the product. This does not affect your statutory rights. Our watch will only work with our sim card. Attempting to change our sim card will void your warranty and we will be unable to provide Support to resolve any issues created. Any watch software/firmware updates required in the future will be available to download from our website.

## Box Contents

- 1 X Assure Fall Alert Pro SOS Watch-Phone
- 1 x USB magnetic charging cable

## Watch Components



## FEATURES

### SOS Emergency Alarm



The Assure Fall Alert Pro SOS Watch Phone has only 1 button press making it very easy to remember how to use it with only 1 instruction in the case of an emergency. Once pressed, it will call your emergency contacts and simultaneously send SOS alert notifications automatically through the App to your 3 Emergency contacts. The watch will call them one by one until one person answers and will repeat the call cycle once more if the call is not answered the first-time round.

Mobile operator settings can vary and change, so voicemail should be turned off to ensure your voicemail does not count as a call being answered.

### The App

After pairing the watch with the App, you should enter the SOS Emergency Contact numbers you wish the watch to ring should an SOS Emergency call be made.

Settings

Choose SOS Numbers

Add up to 3 SOS mobile numbers. Contact numbers should be entered using full country prefix for example +353 or +44  
Press Save and exit the screen

**Note:** Save the watch mobile number as a contact in your mobile phone so you will recognise the caller if an SOS call is made.

### **The Watch**

To make an SOS call from the watch

Press and hold down the SOS button on the side of the watch for 5 seconds

The watch will automatically call up to 3 SOS numbers that have been pre-set and saved in the App

The SOS emergency call will be made to those listed in the App under SOS Numbers

The call will go through one by one to each of the SOS contact numbers and will repeat the call cycle once more if the call is not answered the first-time round.



### **Fall Alert**

The watch will alert the SOS contacts if the wearer has a fall, by automatically calling the SOS number without having to press the SOS button. The watch will call your emergency contact numbers one by one until one person answers and will repeat the call cycle once more if the call is not answered the first-time round. Mobile operator settings can vary and change so voicemail should be turned off to ensure your voicemail does not count as a call being answered.

### **The App**

To turn the fall alert on, please complete the following in the App Settings

Fall Alert

The first tab is to turn on the Fall Alert notification, move the slider to the On position, it will turn green

The second tab is to turn on the SOS Call, allowing the watch to automatically call the SOS numbers in the event of a fall detected. Again, move the slider to the On position, it will turn green

The third tab is Sensitivity, which can be set from 1 to 8 with a setting at 1 being very sensitive and a setting of 8 needing a more severe fall to trigger the alert. Remember to press save to save your settings.

## Two-Way Voice Communication



Make a phone call from the watch without a mobile phone. The watch has its' own European sim card that is always roaming from network to network to get the best mobile signal in your area. A subscription is required which is pre-paid monthly with No Contract, Cancel Anytime.

There are two ways in which you can make a voice call from the watch, please see below.

**Contacts** - You can add contacts onto your watch via the app. Similar to a Mobile Phone you can then scroll through the list to the person you wish to call.

**Phone Keypad** – Enter any number manually to start a call.

### The App

Settings

Phone Book

Enter in the contact name you wish to appear in the list of contacts on the watch

Enter the full contact number using full Country code.

### The Watch

**Contacts** – This will open the list of contacts that have been saved in the App.

Swipe the screen on the watch until you see Contacts

Tap the contacts symbol on the watch, all contacts saved in the app will appear.

Scroll through the list until you see the contact you wish to call

Tap the Green Phone symbol to start the call.

Tap the Red Phone symbol to hang up the call

**Phone** – This will open a Keypad allowing the user to enter the phone number they wish to call.

Swipe the screen on the watch until you see Phone

Tap the phone symbol on the watch to enter the Keypad

Here you can dial any number, press the Green Phone symbol when ready to start the call.

Tap the Red Phone symbol to hang up the call



## Video Calling

In the event of an accident where you have received a fall alert SOS call, you may wish to return a video call to check on them. The App will allow you to video call the watch. The wearer must answer the call and hold the watch in front of their face to show the video.

You can only start a Video Call with Family Members. 'Family Members' are those who have downloaded the App and added the watch. Each Family Member can start a Video Call with the watch wearer.

### The Watch

Swipe the screen on the watch until you see the Video Call symbol, Tap Once

Choose who you wish to video call from the list of contacts in your watch

Tap Ok to start the video call

Tap the red call button to hang up

### The App

Video Call

Start a Video Call

Tap the red call button to hang up



## Remote Camera Photo

In the event of an accident where your loved one cannot answer your call, the Administrator can take a photo using the watch camera to establish the surroundings, if the watch screen is not covered. The watch will automatically take the photo and will not require any interaction from the watch wearer

The Watch wearer can also take a Photo with the watch.

### The App

Remote Photo to send the command to take a picture of the surroundings of the watch

The photos will be uploaded to the App

You can check the photos from Remote Photo in the App

### The Watch

Swipe the watch face until you see Camera

Tap the camera symbol once

When you are ready to take a photo, tap the camera symbol once.

The picture will be saved in the watch under Gallery.



## Chat



You can send Voice & Text Messages to the watch from the App and the Watch can send Voice Messages to the App. Voice Messages sent from the watch will appear in the App under Chat. Voice & Text Messages sent from the App to the watch will appear on the watch face. To hear or read the message the user needs to tap on the chat option in the watch.

### The App

Chat

Tap on the Watch Name

At the bottom of the screen, you can choose to send a Voice or Text Message.

Tap the Green Arrow Symbol on the right-hand side of the screen when you are ready to send the message.

### The Watch

Swipe the watch face until you see Chat

Tap the Family Member you wish to send the message to via their App.

Press the Blue Voice Symbol to record your message, when ready remove your finger from the watch and the message will send automatically

## Location Positioning



See the watch location on your smartphone in real time. Location can be set to update every 10 minutes, every 1 hour or get the Live location with 1 press. You can choose how often you want this updated in the app under Tracking Frequency. The app will automatically default to a 10 minute update.

Note All GPS location devices are accurate when outdoors only.

**The Watch** – Must be powered on and have mobile service.

### The App

Tap Map

Tap on the Locate pin on the right-hand side of the screen to see the real time location. The current location may take up to 1 minute to update

The three location modes are distinguished by different colour: GPS (Red icon), LBS (Blue icon), WIFI (Green icon)

*GPS* (Global Positioning Satellite), this means it gets its position when the watch is outdoors and can access satellites. When the watch is indoors and GPS is displayed on the App, you can sometimes get shadowing which can make the GPS location display anywhere from 10 meters to 100+ meters from its actual location.

*LBS* (Local Base Station) can be displayed when the watch is indoors, and this indicates cellular positioning which is usually accurate from 100 meters to 1000+ meters depending on the distance away from your nearest mobile phone base station that the watch is registered to.

*Wi-Fi* can be displayed when the watch is using existing, widespread Wi-Fi infrastructure. This is used when the watch is in a poor GPS coverage area.



### **Historical Track**

You can check the watch route history by choosing the period you wish to check. Not available on Live Location setting.

From the main map page Tap the Tracking Icon

Tap the date in the top left-hand corner and choose the date you wish to check

Tap the first time you see on the top bar, this is the start time of the track, choose at what time you wish to start your check

Tap the second time you see on the top bar, this is the finish time of the track, choose at what time you wish to stop the track check

Tap Reply



### **GEO-Fence**

A GEO-Fence or GEO Zone is an area with a virtual boundary or fence set by you. For example, you can set up a Geo-Fence around the area around your house or park and receive an alert if the watch leaves the area.

The minimum radius is 200 meters. When the watch goes out of a virtual fence set, an alert message is sent to the App. You can set up to three virtual fences or boundaries. The location will update at the time you have set in the App under Tracking Frequency. Please note, you should have the Tracking Frequency set to update to every 10 mins.

**The Watch** – Must be powered on and have mobile service.

### **The App**

Tap the Geo-Fence symbol on the map screen.

Check the Tracking Frequency is set to update every 10 mins

Tap the + symbol at the bottom of the screen

Tap the screen where you wish to place the centre of the GEO-Fence. You can move the map screen around with your finger until you get the correct location of where you want to set the GEO-Fence

Enter a name for your fence, for example "Home"

Tap Save/Ok

The Tracking Frequency should be set to update every 10 minutes and any GEO Fence boundary alerts are updated at the same time.

## Activity & Health



This allows you to check that the wearer is active and/or moving and very helpful when caring for an elderly person or someone living alone. The Assure Fall Alert Pro has a non-medical, non-professional Heart Rate monitor, Blood Pressure monitor and a Blood Oxygen monitor, it is not a medical device. The watch should be placed on the person before taking the reading.

### The Watch

Swipe the watch screen left until you see the Pulse & Blood Pressure icon  
Tap the icon once to open the Health Feature

Tap Start, to start the reading

The reading takes approximately 30 seconds to complete the reading, the results will appear on the watch face and will also update in your App

**Note : The Assure Fall Alert Pro is not a medical device and will give indicative readings only**

### The App

Choose Health

Tap on Steps

Tap on the settings wheel

Choose the settings that are appropriate for you

Set the Switch to the right before exiting

You can check the movement for previous days, by tapping on the back arrow towards the top of screen.

## Medical Reminders/Alarms



You can set reminders that play on the watch as an alarm. Once the alarms have been set in the App you can see these under the Alarm section on the watch.

### The Watch

When the alarm is ready to sound, it will play a tune on the watch to stop the tune playing on the watch simply short press the SOS button once.

### The App

Alarms

Choose the +/add

Choose the time you wish the reminder to alert the watch

Next choose if you want this reminder to repeat

Tap Save

You can set a maximum of 3 reminders. If you are finished with a reminder, you can turn the reminder off and use it again later by editing the details saved.



## Caller Approval

To help you protect the vulnerable, you can control who can call the watch and who the watch can call. By simply turning off the Keypad function on the watch, the watch wearer will then only be able to call pre-set numbers in the Phonebook and the SOS Numbers. There is also a setting in the App to reject unknown callers, when this is turned on, the watch will not connect calls from numbers that are not in the listed Phonebook or SOS Numbers.

**The Watch** – Must be powered on and have mobile service.

### The App

Reject Unknown Callers

Reject Unknown Calls

Turn on / enable the rejected calls feature

Turn off the keypad function

Disable Functions

Slide the tab for Dial Pad to the left to turn it off, so it turns grey



## Sound Guardian

In the event of an accident where your loved one cannot answer your call, the Administrator can call the watch and listen to the surroundings.

**The Watch** –The watch will answer automatically in mute without ringing and the screen will not turn on. The guardian can listen, but the wearer cannot talk back as it is one way communication.

### The App

Settings

Sound Guardian

Input the guardian's number, then click 'ok' to send the request of a remote monitor call

Once the request is sent, your mobile phone will ring with a call coming from the watch.

Answer the call and you will be able to hear the watch surroundings, but you will not be able to have a two-way conversation as the wearer cannot hear or see that there is a call. To cancel the call simply hang up.

## Shutdown/Reboot Watch



### The Watch

Swipe the screen right until you see Settings. Care should be taken when in settings as there are settings here that should not be changed as it will alter how the watch operates.

Scroll down through the list in Settings until you see Shutdown

Tap on Shutdown and Tap OK to process or Tap Cancel

Or

Press and hold down the SOS Button on the watch, a call will start to connect to the emergency contact listed in your app, however, continue to hold down the button and the watch will power off.

### The App

When the watch is switched on and connected to the App, it can be shutdown remotely through the App

Settings

Remote Shutdown

Tap the Red Power button

## Reboot/Restart Watch



When the watch is switched on and connect to App, it can be rebooted remotely through the App.

### The App

Settings

Remote Restart

Press the symbol to automatically restart the watch

## Watch Finder



If you have misplaced the watch, you can Press the Play sound on device button to make the watch ring to help you locate it once the battery has power.

Once located, click the button on the watch to stop it ringing.

### The Watch

Must be powered on and have mobile service

The watch will play a tune when the App requests it, to end the tune simply short press the SOS button once.

### The App

Select Play Sound on Device

## **Administrator**

Add up to 10 users, for your family and carers. The first person to add the watch to their App becomes the main administrator. Any subsequent people who add the watch to their App, will need the main administrator's permission to add the watch. Once permission has been granted, they will become part of the watch wearers "Family" in the App. They will then have access to the watch via their app.

### **Main Administrator**

Download and register an account on CarePro+ App (Only 1 user per App Login)

Once signed in an option will appear to add the watch or you can choose Me, Device List and Add Device

Scan the QR Code for the Reg Code from Watch, swipe the watch screen until you see QR Code, Tap Once, Tap Register Code.

Enter the device mobile number from the sticker on the front of the box starting with +345

Choose the relationship you have with the watch wearer

Save

### **Subsequent Administrators / Family**

Download and register an account on CarePro+ App. Each person who downloads the App and adds the watch should do so under their own App

Once signed in an option will appear to add the watch or you can choose Me, Device List and Add Device

Scan the QR Code for the Reg Code from Watch, swipe the watch screen until you see QR Code, Tap Once, Tap Register Code.

A message will appear on your App "Waiting for Authorization" Tap "I know"

The Main Administrator will receive an App notification that you have requested to add the watch

Once the Main Administrator Authorises your request, you will be able to view the watch on your App



## **Unbind/Delete Watch**

You can unbind/delete the watch from your app at any time should you wish. This will not clear the SOS Numbers. If you wish to remove your data from the watch, the administrator should do this in the app under, SOS numbers or this should be used when you wish to remove the watch from your app on a temporary basis.

## The App

Device List

Choose Edit in the top right-hand corner and the option will appear to unbind the watch

## Reset Watch



Resetting your watch will clear all data from the watch and reset it back to factory level. This can be used if you wish to pass on the watch to another user. **This action cannot be undone so it is important it is only used when required.**

Please note the watch remains on any App which has previously added the watch. To fully clear both App and watch, you should

Reset Device

Unbind Watch

Please contact [support@watchovers.com](mailto:support@watchovers.com) before Resetting your watch.

## Watch Function

The Assure Fall Alert Pro is also a watch, easy to read with a standard 24-hour clock.

## Full Back Up Support

The Assure Fall Alert Pro comes with full back-up support in English from the WatchOvers Team should you ever need any help.