

helpAlert

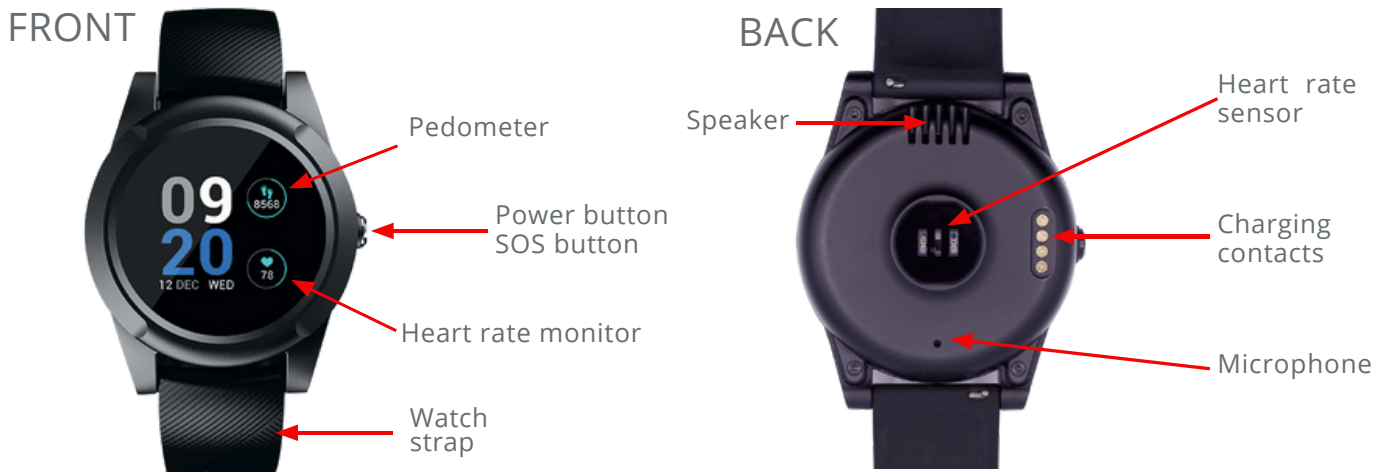
GPS Watch

Installation & User Guide



1. Features and charging

1.1 Get to know your watch



1.2 How to charge

- **Connect the USB cable** into the charging base and a plug socket.
- **Place the watch into the charging base** the magnet will snap the watch in place
- You will hear **“your Oysta device is charging”** confirming it is positioned correctly.
- **Fully charge the battery daily for 3 hours** for the best performance.



2. Activating an SOS alarm

2.1 Activate alarm

- To activate the SOS alarm press and hold the SIDE button for 3 seconds
- You feel the watch VIBRATE.
- When you are testing the alarm and don't need help you can say to the operator '**I AM TESTING MY HELPALERT WATCH**' so they are aware it isn't an emergency.



2.2 Fall Detector

The watch can automatically detect a fall if you have subscribed for this feature. When this occurs the watch will give a warning message to the user.

There is a short time **to CANCEL a fall alarm by pressing the red X** on the watch. If not cancelled, the watch will connect to the HelpAlert control room. If this happens by mistake please do not worry. just let us know "**I am OK**" or "**It was a mistake**" to confirm that no further help is needed.

Please note: some daily activities such as sitting down quickly can trigger the alarm by mistake.



Note: Due to the varying sensitivity of the fall detector we strongly advise the user to **PRESS THE SOS BUTTON** in any emergency situation, if able.

3. FAQ's

3.1 FAQ's

How long will the battery last if it's constantly switched on?

Your watch battery should last at least 24hrs if fully charged for 3 hours daily. We advise charging daily to avoid any power issues in an emergency.

Is the watch waterproof?

Yes, the Watch is waterproof and fine to be used in the shower. We do not advise submerging the watch in water for long periods of time, for example in the bath or whilst swimming.

If my watch stops working will HelpAlert replace it?

If you think your watch is faulty please get in touch with us. There are certain reset procedures we can carry out remotely. If this doesn't resolve the issue our technical team will replace your watch for free. However, if you lose or accidentally damage your watch a fee of £200 will be payable.

If I make an SOS call but I'm lost, how will you find me?

We can check the location of your watch every time you press the SOS side button. This ensures we can arrange help for you wherever you are.

Do I need to make a monthly test call?

Yes, we recommend testing at least once a month. Some users like to enter their testing date on a calendar to ensure they remember to test each month.

How do I change emergency contacts or information about me?

Contact HelpAlert on 01273 949079 or email the changes to careteam@helpalert.co.uk


helpAlert

 01273 949079

 careteam@helpalert.co.uk

 helpalert.co.uk

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