



# User manual for relatives



SENSOREM

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# 1. Get started with Sensorem's safety alarm service

## 1. Download the Sensorem app to your phone

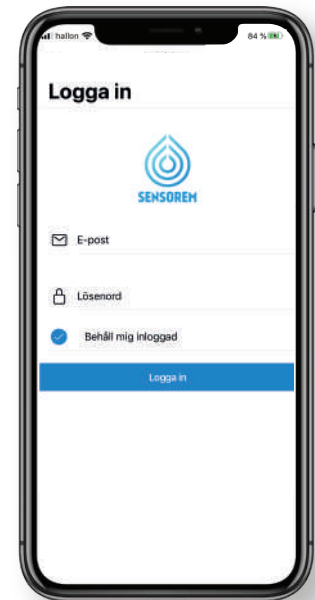
You download the app by searching for "Sensorem" in Google Play/App store or by scanning the QR-code to the right.



## 2. Log into the app

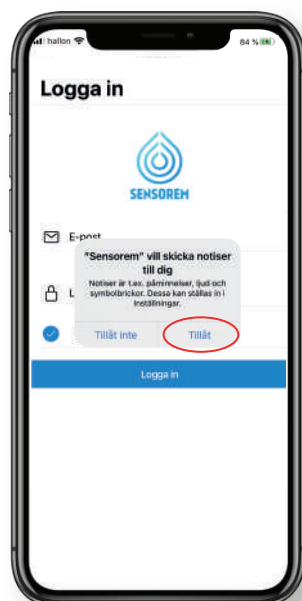
In the "welcome letter" for relatives, you will find the username and password that you can use to log into the app.

- Save/write down your login details
- Mark the box "Behåll mig inloggad" (keep me logged in)

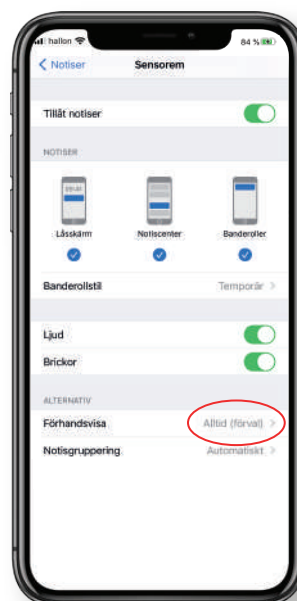


## 3. Allow push notifications from Sensorem

When you log into the app for the first time, you will receive a request to allow push notifications from the app. It is important to accept that. This enables you to get the necessary notifications to your phone, for example when the user presses the alarm. Therefore press "Allow" (see picture 1). Also ensure this by going into your smartphone under **settings > Sensorem > notifications** so that all notifications are allowed. To ensure that the content of the notifications is visible when the screen is locked, the preview must be set to "Always" (see picture 2).



Picture 1



Picture 2

## 2. Functions of the safety alarm

### GPS

- ✓ Relatives receive a notification about the user's GPS position in the event of an alarm
- ✓ Relatives can see the GPS position on a map in the Sensorem app

### Alarm function

- ✓ Built-in switchboard service - all relatives are called in a predefined order in case of an alarm from the watch
- ✓ Automatically transfer the call to Sensorem's emergency call center. Open 24/7, every day of the year

### Flexible solution with associated app for relatives

- ✓ The watch is programmed and ready to use immediately
- ✓ Sensorem's app shows the user's status (battery level, usage, etc.) and sends push notifications to relatives when necessary
- ✓ The watch can be worn and used everywhere, outdoors and abroad, and it is waterproof
- ✓ The smartwatch is intuitive and requires no accessories

### The watch as a mobile phone

- ✓ The user can receive phone calls to the watch, just like with a regular mobile phone

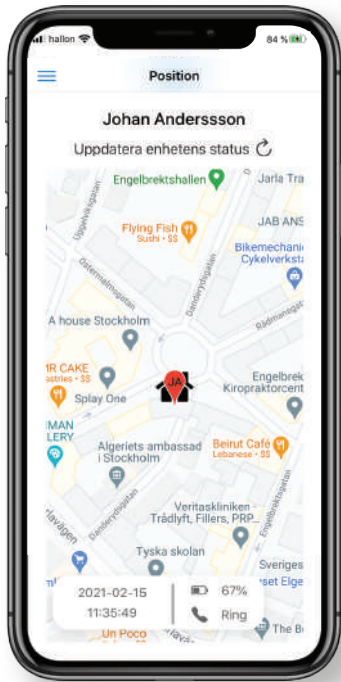
### 3. What happens when the user presses the alarm?

#### The following happens when the user presses the alarm:

1. All relatives receive notifications on their mobile phone when the user has pressed the alarm. In the app, relatives also receive an update on the user's GPS position.
2. At the same time, the watch calls the predefined relatives in the desired order, for example "Pelle", "Kalle" and "Lisa". A pre-recorded voice says "You have an incoming alarm. To answer, please press 1"(in swedish). If "Pelle" cannot receive the call, i.e. not pressing 1, the watch automatically calls "Kalle" followed by "Lisa". If none of them respond, the watch will call all relatives a second time. If no one is available the second time, the call is forwarded to Sensorem's emergency call center which acts upon the alarm (open 24/7).



## 4. Menu selection in the app – Position



Click on the icon to update the user's GPS position and battery status. In the event of an alarm, the user's GPS position is always updated, but is otherwise only updated with a certain regularity. When updating the position, a large area is first displayed. After about 1 minute, the position becomes more accurate. To find out when the position was last updated and the current battery status, scroll down on the page "position", next to the map.

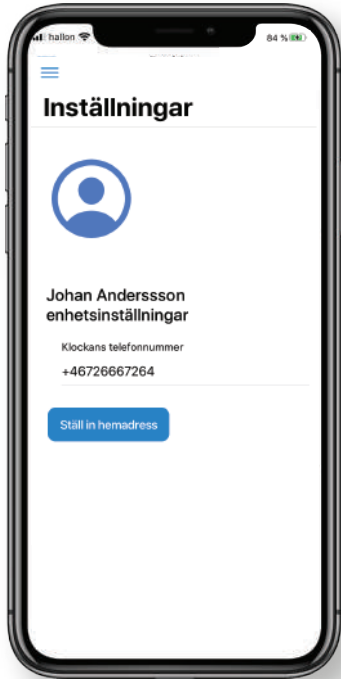
The symbol shows the user's home address. See more under section 5. Menu selection - settings.


Click on the icon "Ring" (call) in order to call to the watch directly.



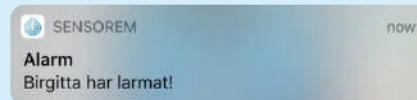
Click on the "plus sign" next to the avatar symbol to add a profile picture. There you can select a suitable picture on your phone to add as a profile picture.

## 5. Menu selection in the app – Settings



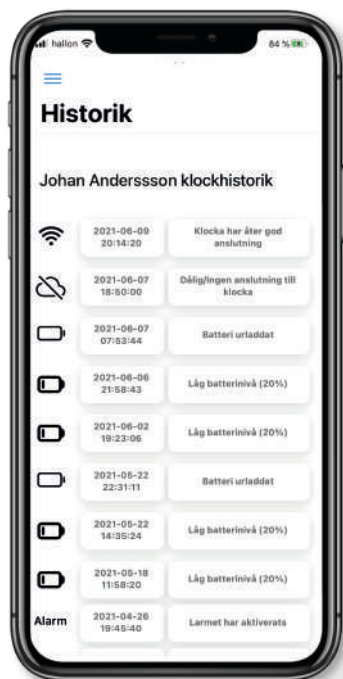
- The watch's phone number is automatically entered and displayed here. 
- Click the button to set the user's home address. This entails that the user's home address is highlighted on the map through the house symbol (see above), more precisely positioning when the user is at home, as well as it makes the watch save battery time.

## 6. Menu selection in the app – Notifications



- See above example of what a notification in your smartphone looks like.
- Under the tab notifications, you can choose which events you would like to receive notifications to your smartphone about. Sensurem recommends always having the event SOS/Alarm button activated.

## 7. Menu selection in the app – History



- Here you can see the time and date of events that have occurred; "Alarm", "Låg batterinivå" (Battery low), "Batteriet urladdat" (Battery discharged), "Ingen anslutning till klockan" (No connection to the watch) and "klockan har åter anslutning" (Watch has reconnected). "Ingen anslutning till klockan" (no connection to the watch) occurs when the watch is discharged and in the very few places where the watch does not have coverage (e.g. deep basement premises).

## 8. Menu selection in the app – Geofence



- Here you can create and set up a geofence. This works as a virtual fence that warns if the user walks outside the "safe area".
- When the user enters and exits the defined area, notifications are generated to the relatives.
- We recommend that you have set the user's home address for the geofence to function at its best. *See point 5, Menu selection in the app – Settings.*
- You can adjust the size of the specified area by using the plus- and minus sign. It is also possible to move the geofence, by placing it elsewhere on the map.



## 9. Menu selection in the app - Invite a friend



- As a Sensorem customer, you get the opportunity to let your friends test Sensorem free of charge by sharing your unique code. Through this code, your friend gets the first month for free, and you get the next two months for free, a so-called "win-win".

Dela unika länken!

- To take advantage of the offer, you can choose different ways to share your unique code in the app (e.g. through a prescribed text message, via email or WhatsApp message). The code can also be entered manually when ordering by entering it in the "discount codes" field.

## 10. Error messages



If the image on the left appears where the position is displayed, it is because some specific iPhone models sometimes do not connect correctly to its map view. If this happens, please fix this by following the steps below:

### 1. Close the Sensorem app

#### For iPhone 8 and earlier models:

- a. Double-click the home button to view your most recent used apps.
- b. Swipe right or left to find the sensorem app that you want to close.
- c. Swipe up on the app preview to close it.

#### For iPhone X and later models:

- a. Swipe up from the lower edge of the homescreen and pause in the middle of the screen.
- b. Swipe to the right or left to find the sensorem-app that you wish to close. .
- c. Swipe up on the preview of the app to close it.

2. Open the Sensorem app again, and the map view will show correctly again.

## 11. Contact information

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