



USER MANUAL

# FAMIL.CARE JUNIOR

# FIRST STEPS

Congratulations on choosing famil.care, the new generation of lifesavers

**WELCOME**

Thanks to this manual, you can start using your famil.care app in minutes. We will explain how:

- Download and access to the famil.care app
- Connect the Button (if included in your subscription)
- Use the features of the famil.care app and achieve peace of mind

## DOWNLOAD THE FAMIL.CARE APP



### From your smartphone:

1. Access the store (Google Play Store for Android - App Store for Apple).
2. Enter "famil.care" in the searchbar and download the app on your smartphone.



### From the child's smartphone:

1. Access the store (Google Play Store for Android - App Store for Apple).
2. Type "famil.care" and download the app on your smartphone.

**CLICK HERE TO DOWNLOAD THE APP**



## ACCESS THE FAMIL.CARE APP



### From your smartphone:

1. Open the famil.care app - Sign in - "Care giver".
2. Enter the email and password created during registration.
3. Read and accept Terms and Conditions.
4. Read and accept the Privacy Policy.
5. Allow notifications to be sent and the microphone to be used for hands-free calls.
6. Create your contact: it will appear first in your child's emergency contact list.



### From the child's smartphone:

1. Open the famil.care app - Sign in - "Care - receiver"
2. Enter your phone number (the same one you entered during registration).
3. Read and accept Terms and Conditions.
4. Read and accept the Privacy Policy.
5. Allow access to the location, monitoring for using apps, the microphone for hands-free calling.

## DID YOU BUY THE LIFESAVER BUTTON?

Follow these instructions to connect it correctly to your child's smartphone and receive alerts in case of emergency.

Before connecting the Lifesaver Button, make sure that:

- The Bluetooth on your child's smartphone is enabled.
- GPS Localisation is active.

- Open the famil.care app on your child's mobile and bring the Lifesaving Button close to the device.
- Activate the Lifesaving Button by pressing it for about 10 seconds until 2 green lights blink → it means that the Button is searching for the connection with the mobile phone.
- Your child's Button and the famil.care app will be associated in less than a minute.



**Don't worry, you need to carry out this procedure only once: after the first time the Lifesaving Button will be memorized by the famil.care app of your child and will be connected in a few seconds each time it is opened.**

### Attention

The maximum distance supported by the Bluetooth LE (low energy) connection between the Lifesaver Button and the famil.care app for your child is 50 meters outside and 15-25 meters in enclosed spaces (based on architectural barriers).

If the distance between the Button and your child's app exceeds the range action limit you will immediately receive an alert on your smartphone.



### Features and functionality

-  In an emergency, your child can press the button to send an alarm and be helped quickly wherever he is.
-  The Lifesaver Button is small and light enough to be discreetly worn even under clothing.
-  It is covered in a totally hypoallergenic plastic to respect your baby's skin.
-  It is impermeable to water and dust thanks to the ultrasonic closure which guarantees its immersion in water.
-  The Button has a built-in non-rechargeable battery with a 2-year autonomy.

## HOW IS AN EMERGENCY ALARM SENT?

1

Your child needs help and presses the Lifesaving Button activating a 30-second countdown on his familcare app.



The countdown can be used to cancel the SOS in the case of a false alarm. To cancel the alarm it is sufficient that your child presses the 'X' on the screen within 30 seconds.

2

When the countdown reaches zero, the first contact in your child's contact list will receive an SMS and a call with the necessary information: type of emergency and geographical localisation of the child.



Are you the first contact in the familcare app linked to the child's app? If so you will also receive an alarm on your app with the geographical localisation of the child.

3

If the first contact won't answer, the system will call the second one, third one and so on, based on the contact list in the child's app (see page 8 - Adding an emergency contact).

## Perform the Lifesaving Button update

When a new Lifesaving Button update is released:

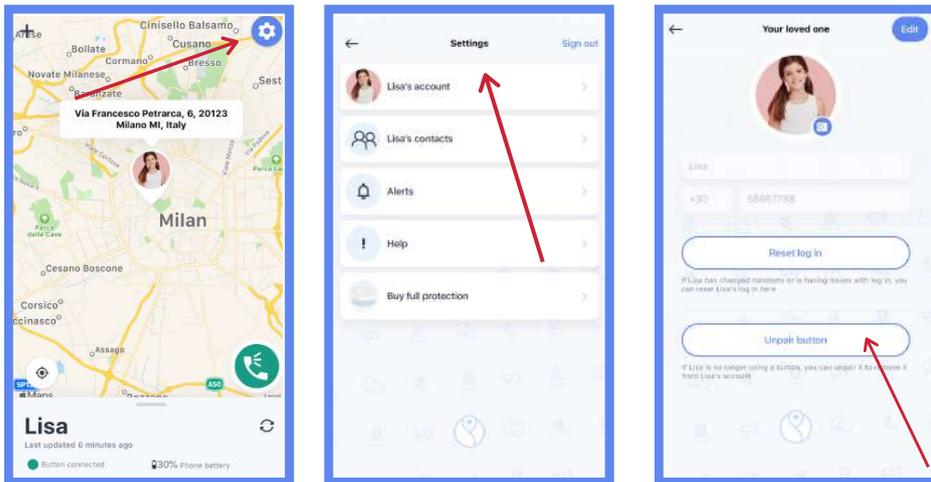
1. Get a notification on your familcare app
2. You can decide whether to have the Lifesaver Button updated or not - it is advisable to always update the Button to ensure correct operation.
3. If you update the Button, your child's Bluetooth-connected app to its Lifesaving Button starts the update.

## Replace the Lifesaver Button

The Lifesaving Button is on loan for use and is replaced in the event of:

- Low battery (after about 2 years), following our warning.
- Malfunction: if your Emergency Button does not work properly, contact our customer service and report the problem detected.

## Dissociate the Lifesaver button



To unlink the Button from your child's app:

1. Access the settings from your screen.
2. Access your profile.
3. Press "Disconnect button".

By confirming the action, you will end the Bluetooth connection between your child's app and the Button. Now the app is ready to join a new Button.

# THE FUNCTIONALITIES OF THE FAMIL.CARE APP

What can you do with the famil.care app on your phone?



## Position

Monitor in real time the geographical position of the child to always know where he is. His position will always be updated and transmitted in real time, as long as his phone is connected to the internet and the GPS function is active.



## Speakerphone

Call the child with ease: his phone will automatically activate the speakerphone to allow you to talk without the child having to come closer to answer.

To call with the automatic speakerphone, tap the icon you find on your home screen.



## Address Book

Enter the contacts that will appear in the child's app and he can call if necessary. Contacts entered do not have to download the famil.care app to receive calls (go to 8 page to set up emergency contacts).



## Battery

From your famil.care app you monitor your child's cell phone battery, which will always be updated in real time. If the battery drops below 30% you will receive a notification on your famil.care app and you will be warned again at the 20% and 10% threshold. You can enable or disable notifications in case of low battery from the settings of your famil.care app, as described in the appropriate section.



## Smartphone use

Set your smartphone's limits on using your app (app and internet data limits).

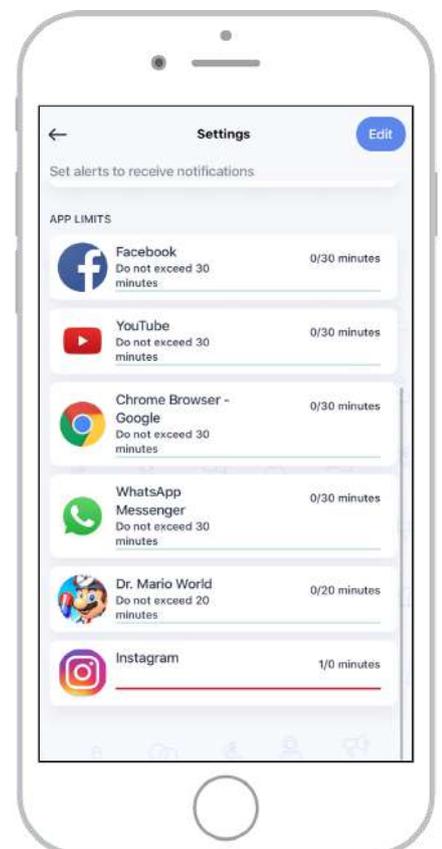
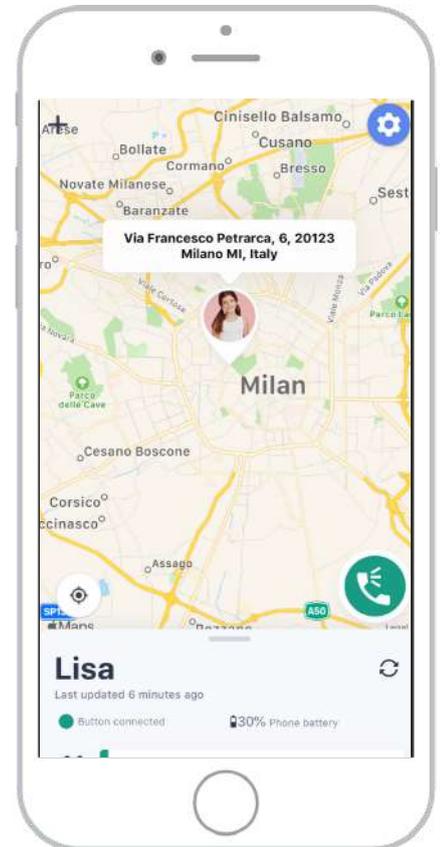
Access your profile - Alarms - Edit

Apps can only be limited after the child has used the app and has left to stop using it.



## Speed

Set a physical speed limit: if exceeded, you will receive an immediate warning.



## How to set up alarms?

From the 'Home' screen of your familcare app, click on the Settings icon, top right, then select Alarms.



Tap the switch to turn on or off notifications to your familcare app when your child's phone battery drops below 30%.

Click on the switch to activate or deactivate the alarm for disconnecting the emergency button from the familcare app of your child.



By moving the cursor to the 'Notification interval', you have the possibility to change the minimum time interval to receive notifications in case of disconnection of the Button: by setting '0' ('zero'), you will be notified immediately if the Emergency Button will disconnect from the familcare app of your child.

By setting "15", you will only be alerted if the Emergency Button is disconnected from your child's app for at least 15 minutes - and so on.

## What functionality does the child have from his familcare app?



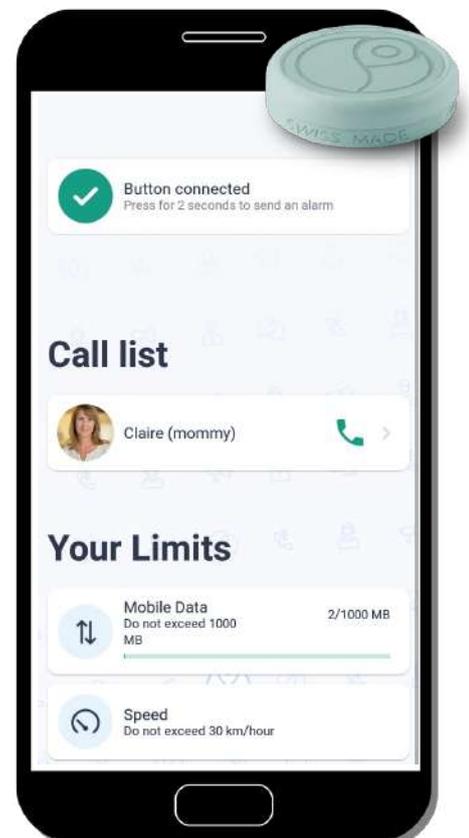
### Calls

The child can call a family member present in his familcare app in case of need. Contacts are previously entered by your familcare app.



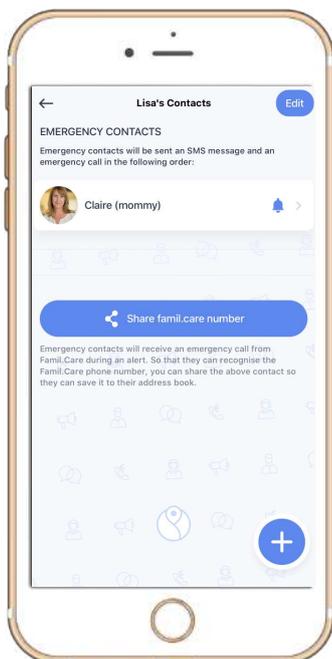
### Checking the limits

The child can check the time available for games, apps and internet data consumption in real time.



# DIRECTORY AND EMERGENCY CALLS

## Add an emergency contact



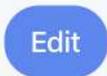
From the 'Home' screen of your familcare app:

- Click on Settings 
- Contacts of (your child's name)
- Press on the symbol  to add a new contact
- Enter the new contact information and decide if it will be called in an emergency using the switch. 

## Order of emergency calls

- Emergency calls and text messages will first notify the topmost contact on the list you created and follow the contacts below, following the order of your arrangement.
- To change the order of your contacts, access your child's Contacts and click on the 'Edit' button at the top right.
- Next to the contacts, arrows will appear: touch "arrow up" and "arrow down" to move them respectively.

## Change emergency contacts

- In the contact list, select the contact you want to modify
- Press the top right button 
- Save the changes made and press '←' to return to the Contacts.

## Perform the "Unlock Number" procedure of the child

The "Unblock number" procedure is useful when:

1. The child has changed the phone and has to log in to his famil.care app again.
  2. The child has problems logging in to his famil.care app.
- From the 'Home' screen of your famil.care app, click on the settings icon at the top right.
  - Access your child's profile, then press the "Unblock number" button and confirm: your child's famil.care app will now be enabled to access (login) any new device.

## CUSTOMER SUPPORT

### Consult the FAQ

For more information, or for information on problems that are not dealt with in this manual, consult the frequently asked questions (FAQ) on our site at <https://famil.care/faq.html>

### Contact Customer Service

If you have any doubts about the operation of our apps that have not been solved by this manual, contact our customer support at [info.it@famil.care](mailto:info.it@famil.care), or by phone at the number 02-56569425, open Monday to Friday from 09.30-13.00 and 14.00-18.30 (Saturday-Sunday and holidays by appointment).



**THANKS!**

**THE FAMIL.CARE TEAM**