

USER GUIDE
- 2019 -
FAMIL.CARE SENIOR



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FIRST STEPS

Thank you for purchasing famil.care Senior. The following guide will help you to set up and use famil.care apps, get access to the features and connect the emergency button correctly.

DOWNLOAD THE APP

How to download famil.care apps:

1. From your phone, connect to the correct app store (Google Play Store if you have an Android device, App Store if you have an Apple one), type “famil.care” in the search bar and download the app.
2. From your elderly relative’s phone, go to the app store, type “famil.care 2U” and download the app.

Here the **direct links** for the download:

For smartphone Android

famil.care: <https://play.google.com/store/apps/details?id=com.familcare.nexus&hl=it>

famil.care **2U**: <https://play.google.com/store/apps/details?id=com.familcare.fc2b3>

For smartphone iOS

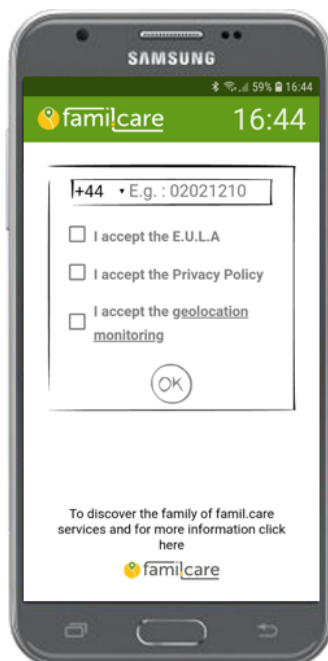
famil.care: <https://itunes.apple.com/it/app/familcare-nexus/id1182592008?mt=8>

famil.care **2U**: <https://itunes.apple.com/us/app/famil-care-2u/id1434289227?l=it&ls=1&mt=8>

LOGIN TO THE APPS

Login to the famil.care app

1. Launch the famil.care app on your phone;
2. Accept the consents to allow the app features to operate properly (Be careful: if you don't accept the consents you won't be able to proceed to the login, you will have to uninstall and install the app again);
3. Type **your phone number** and your **password** (created during the registration process on the famil.care website);
4. Accept the **license agreements** and press **OK**.



Login to the famil.care 2U app

1. Launch the famil.care 2U app from your elderly relative's phone;
2. Accept the consents to allow all the app features to operate properly (Be careful: if you don't accept the consents you won't be able to proceed to the login);
3. Type **your elderly relative's phone number** (registered during the online procedure on www.famil.care) no password is needed;
4. Accept the **terms of service**, privacy **policy** and the **license agreements**, then press **OK**.

EMERGENCY BUTTON

Characteristics and features



The **famil.care Emergency Button** is a wearable device, produced in Switzerland: light, small, made with hypoallergenic materials and waterproof (it is possible to wear it in the shower). Here all the button's features:

- The famil.care **Emergency Button** connects via **bluetooth** with famil.care 2U app installed on your elderly relative's smartphone.
- The button **automatically detects** falls of the person who wears it and immediately alerts you and the safety network made of the emergency contacts created from your famil.care app;
- In case of **sickness** or generic emergency, the **Emergency Button** can be pressed for one second to alert the emergency contacts straight away;
- If the distance between the **Emergency Button** and the **elderly's phone** exceeds the supported threshold for the decided amount of time (set with your famil.care app - see the SETTINGS chapter), you will promptly receive a notification on your device.

Emergency sequence

When the **Emergency Button** is pressed, the famil.care 2U app starts a 30 seconds countdown. The **countdown** is meant to cancel the emergency or fall alarm in case of accidental pressure or detection error avoiding worry unnecessarily you and the emergency contacts.

- To cancel the alarm, the elderly must press the barred-phone icon within the 30 seconds countdown on his/her app famil.care 2U.
- When it comes a real emergency and the countdown reaches zero, the famil.care 2U app will send a notification to you and, in the meantime, calls and SMS will be sent from the famil.care automatic operational center to the emergency contacts.. The synthetic voice will guide the reached person in order to take care of the emergency. In case this person can't do anything, the operations centre will proceed calling one by one all the emergency contacts, eventually notifying on your famil.care app if someone took care of the emergency or not.
- Both sms and calls contains information regarding:
 - **the person** in state of emergency (it is possible to take care of more than one person);
 - the nature of the emergency (fall, manual pressure, safe area exit, ecc.);
 - The exact GPS location of the phone which sent the emergency alarm.



Pair the Pulse Button to the famil.care 2U app

- Make sure that the bluetooth feature is active on your elderly relative's phone;




- Launch the famil.care 2U app on his/her phone and **login with the credentials created** during the registration procedure;
- For the entire time of the pairing process, keep the famil.care 2U app and the Emergency Button at a close distance;
- With the famil.care 2U app opened, press the **Emergency Button** for 10 seconds, until you see **two green lights** blinking;
- The **Emergency Button** and the famil.care 2U app will **automatically connects** in two minutes; to speed up the operation it is advisable to perform the procedure in an ambient with no operating bluetooth devices or equipment.

You will need to pair the button **just one time**. After the first time, the **Emergency Button ID** will be stored in the famil.care 2U app memory and whenever the app will be launched, it will automatically connects in few seconds.

WARNING

The maximum distance supported for the **Bluetooth LE (low energy)** connection between the Emergency Button and the elderly's app famil.care 2U is **50 meters outdoor** and **15-25 indoor** (according to the accessibility and conformation of the spaces).

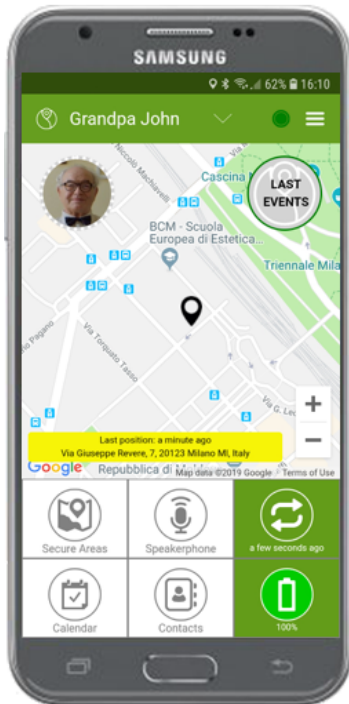
Knowing the Emergency Button connection status

- To know if the **emergency Button** is properly connected to the **elderly's app** famil.care 2U, you just need to verify the presence of a small round icon on the home screen of the famil.care 2U app (right upper corner), that will change three **color-state: red, white, orange, green**.
 - If the icon is **white**, the app hasn't stored yet an **Emergency Button** to associate with;
 -  If the icon is **red**, the app hasn't stored yet an **Emergency Button** to associate with and it is looking for it, scanning the closest bluetooth devices.
 -  If the icon is **orange**, the app memorized an **Emergency Button** to associate with and it is looking for it nearby;
 -  If the icon color is **green**, the app and the **Emergency Button** are properly connected.

HOME PAGE

famil.care

From the home screen of the famil.care app you can manage in few taps all the activities of your elderly relative:



- Know the exact GPS location of your elder in real time.
- Automatically call your beloved one's phone in loudspeaker mode, with no need for him to answer;
- Schedule events and appointments with vocal memo with your voice.
- Add contacts to his address book.
- Verify the battery level of his/her phone.

The home screen of the famil.care app is composed by the following elements:

Name of the assisted person: shows the name of the family member which is been taken care of. Next to it, a selector that allows you to choose which family member you want to take care of.

Burger menu: opens the menu with all the app features.

Volume regulation: allows to decide remotely the notification volume for the notification of your assisted person on his/her app famil.care 2U.

famil.care 2U

From the **Home screen** of the elderly app **famil.care 2U**, your assisted can call by simply tapping on the contacts' pictures, that you created for him.

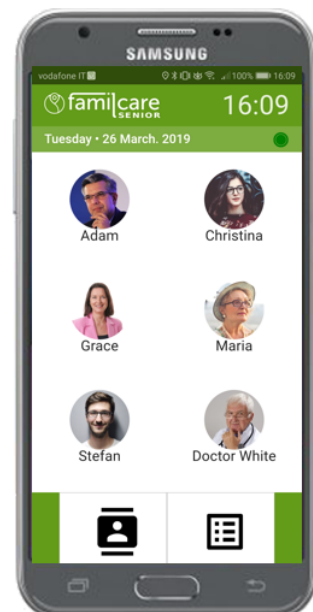
Furthermore it is possible to:



Dial a number on the keypad, or **call** every other number that you added on the address book.



Consult the calendar with events/appointments created for him/her.



FEATURES

ADDRESS BOOK



Thanks to the Address Book feature, you will be able to create the contacts that will be shown on the home screen of your elderly relative's app; he will just need to tap on the picture of the family member to start the call.

Attention: from famil.care '**Address book**' you can select which, among the added contacts, will be the ones that will receive **SMS** and **automatic calls** in case of emergency (those people **won't need** to download any famil.care app in order to get the emergency alert).

Create a new contact


- From the '**Home screen**' of your famil.care app, get access to the **Address book** feature by clicking on the corresponding icon;
- Tap on '**add contact**', in the lower-right corner of the screen;
- Insert **Name**, **Surname**, **Phone number** and, if you wish, add a **picture**. **Confirm the operation** with the '**SAVE**' button.
- The new contact will appear in your list and, a few seconds later, in the famil.care 2U **address book** (even if his/her app is closed). There is no limitation about the number or contacts you can add.

Edit/Delete an existing contact

- From the '**Home screen**' of your famil.care app, get access to the **Address book** feature by clicking on the corresponding icon;
- From the contact list, tap on the one you wish to **edit/delete**.
- If you wish to **edit** a contact, it will be enough to tap on each field and press '**SAVE**' when you are done.
- If you wish to permanently remove the selected contact, press the '**DELETE**' button and confirm the choice by tapping on '**OK**'.


Set an emergency contact

The contacts which you will choose as **emergency contacts** will receive **call and sms** under the circumstances of an event of **Button pressure, fall** or **Safe Area exit**. Choose accurately the emergency contacts and remember: you can **activate** or **deactivate** the "**role**" for each one of them whenever you want.

- From your contact list, tap on the one you wish to be **alerted in case of emergency**;
- Tap on the box near the alarm icon  , with the label '**To be notified**'. The flag in the box means the option is active.
- Tap on '**SAVE**' to confirm the changes and go back to the **Address book**.

Set a priority contact

The priority contacts appear in the **Home screen** of your elderly relative's app, in order to be easily reachable.

- From your contact list, tap on the contact that should appear on the **Home screen** of famil.care 2U app;
- Tap on the box next to the 'home' icon  , with the label '**Priority contact**'. The flag in the box means the option is active.
- Tap on '**SAVE**' to confirm the changes and go back to the **Address book**: the contact will appear in a few seconds on the **Home screen** of your elderly relative's app.

The home screen of the **elderly app** can show a maximum of **6 emergency contacts** at the same time (instead, in the Address book **there is no limit** to the number of contacts you can add).

AUTOMATIC SPEAKER CALL

The **Automatic Speaker Call** feature allows you to call your elderly relative activating a loudspeaker call with no need for him to answer. You can also increase the **volume** of his/her phone, even if it was in **silent mode**.

How to call in loudspeaker mode

- In the '**Home screen**' of your famil.care app, select the **Name** of the assisted person you want to call (from the top menu);
 - In the "**Home screen**", tap on the **Speaker Call** feature;
 - If the barred-phone icon is shown, the contact is **not reachable**: the famil.care 2U app of your relative is either closed, or the internet connection is not working;
 - If the microphone icon is shown, the contact is available and able to receive an automatic speakerphone call: you only have to **tap on the icon** and the call will automatically start.
- Your assisted person won't have to press anything to answer the call and after a few seconds the loudspeaker will be activated giving the chance to easily communicate.



CALENDAR



Adding a new event to calendar

- From the '**Home screen**' of your famil.care app, get access to the **Calendar** feature by tapping on the corresponding icon;
- Tap on '**Add event**', in the right-lower corner of the screen;
- Insert the event name, **Starting date** and scheduled **Time**;
- Choose if the event's memo will be sent to your elder 10, 20 or 30 minutes before the **scheduled** time;
- Set, if you need, a **recurrence** for the event, as explained below.
- You can add a vocal memo for the event by tapping the microphone icon, as explained below.


Edit an existing event

- From the '**Home screen**' of your famil.care app, get access to the **Calendar** feature by tapping on the corresponding icon;
- Tap on an existing event (or its repetition) to get access to the **edit** interface, where you will be able to make all the changes you wish;
- If you want to go back without saving your changes, tap on '**CLOSE**';
- If you want to delete the event, tap on '**DELETE**';
- After making the edits you need, tap on '**SAVE**'.
- If you tap the '**DELETE**' or '**SAVE**' button for an event with multiple repetition active, famil.care will ask you if you want to delete/edit:
 - '*Only the current event*': you delete or edit **the single occurrence of the selected event**;
 - '*Future events*': you delete or edit **the selected repetition and all the following events**;
 - '*All the event repetitions*': you delete or edit **all the event occurrences**;



Set an event repetition

- In the event-creation interface, tap on the '**Recurrence**' option;
- The **repeatability screen** for the selected event will open, with the following fields:
 - *Repeat every (Days)* - Typing number '**1**' in this field, you will set the event memo to be sent **every day** to your beloved; typing '**2**', you will set the memo every second day; typing '**3**', the event memo will be sent every 3 days, and so on;
 - *Ends: Never* - selecting '**never**' you choose the memo to be sent until you do further edits;

- *Ends: - after (times)* - you can enter a precise number of repetitions, after which the event memo won't be active anymore;
- *Ends- on:* you can enter a precise date for the event memo to stop.
- Tap on '**OK**' to confirm your changes and go back to the event-creation interface, or tap on the 'back' arrow  to cancel the changes you made.

Adding a vocal memo



- To add a vocal memo, which will be played on the elderly's phone, tap on the **microphone icon** in the event-creation interface;
- The recording interface will open: tap on the **microphone** to start recording, and tap on the '**stop**' icon to end. Tap on the green '**play**' icon to listen what you just recorded;
- Tapping '**ACCEPT**' you will save the vocal memo and go back to the event screen;
- Tapping '**CLOSE**' you will undo the changes and go back without saving.



Edit a vocal memo




- In order to **edit a vocal memo**, tap on a previously created event and go to the event-creation interface, then tap on the '**microphone icon**';
- The recording interface will open and you will be able to start recording a new vocal memo erasing the previous, just by tapping the **microphone icon**.
- Once you have finished recording, tap on '**ACCEPT**' to save the changes and go back to the event screen, or tap on '**CLOSE**' to cancel the changes and go back without saving.

SAFE AREAS





The **Safe Area** feature allows you to receive notifications when the elderly crosses the border of at least one of the safe places you choose for him/her on the map.

Get access to the GPS position of your beloved one

-  - From the '**Home screen**' of your famil.care app, tap on the '**Position**' icon;
-  - Within a few seconds, a black pointer will be shown on the map, which is the GPS position of your beloved on the map;
-  - To know the details about the detection of that position, tap on the black pointer and a window with time and date will appear (if the GPS is off, the position shown will be the **last valid position detected**).

Get access to Safe Area list

-  - From the '**Home screen**' of your famil.care app, tap on the '**Position**' icon;
-  - From the **position** screen, tap on the map icon in the lower-left corner and you will get access to your **Safe Area list**.
- On the left you will see a small box: if the box is flagged, means the Safe Area is active.
WARNING: if the Safe Area isn't active, you **won't receive notification alerts** if your loved one crosses the borders.

Add a Safe Area

- From the **Position** screen, tap in the lower-right corner on '**Add SAFE AREA**' and the area-creation interface will open.
- From the Safe Area creation interface:
 - 1) Tap on the map or manually insert the **address**;
 - 2) Choose a **name**;
 - 3) Choose the **radius**;
 - 4) Pick a **color**;
 - 5) Make sure the box '**Active**' for the Area has is flagged if you want the area to be immediately active after saving.
- Tap on '**SAVE**', in the lower-right corner.

Editing/Deleting a Safe Area

- In order to edit/delete a **Safe Area**, select it from your Safe Area list;
- From the area-creation interface, tap on '**DELETE**'. Tap '**OK**' in the confirmation window to confirm your changes.

BATTERY MONITORING



Check in real time your loved one's battery

- On the '**Home screen**' of your famil.care app you are able to know the **battery level of your beloved's phone**. The charge level will be expressed in percentage and updated **in real time**.
- If phone's battery of one of your assisted will **drop below 20%**, you will receive a push notification on your famil.care app. You will be warned again when the level drops below **15%** and **10%**. You can activate or deactivate the battery notification from the **Settings** of your famil.care app (as explained in the appropriate section).

SYNCHRONIZATION



Real time update with famil.care 2U app

- The **synchronization** icon shows in real time the time intercurrent from last direct update received from the famil.care 2U app. If under this icon you read the label '**updated**', means that the apps are communicating in real time: if something happens, you will receive notification, alerts, sms, calls.
- If the **synchronization** icon is **red** and you read a time interval under it (for example, 40 minutes), it means that your famil.care app is not receiving any information from your beloved, maybe because his/her internet connection is not operating properly.
- If you tap on the **synchronization icon**, your famil.care app will immediately ask an update.

CONNECTIVITY WARNING

If the internet **connection** stops working, all the famil.care apps will detect it and suddenly notify the situation:

- If lacking in connectivity, a window will block the app until connectivity gets back;
- When the internet connection start working again, the window will **automatically disappear** and the apps will normally run again.



SETTINGS

Get access to Settings

- From the '**Home screen**' of your famil.care app, tap on the upper-right corner hamburger-menu and select '**Settings**';

Type of settings

You will get access to two kinds of settings:

- **Emergency Button settings** 
- **Alarms settings** 

Activate/Deactivate the Button disconnection alarm

- In the settings menu, tap on '**Emergency Button settings**';
- Tap on the switch to activate or deactivate the Pulse Button disconnection alarm.

Warning: when you deactivate the '**Emergency Button disconnection alarm**', you won't receive notifications if the Button and the app exceed the distance needed to grant a bluetooth connection.

Activate/Deactivate the Fall alarm

- In the settings menu, tap on '**Emergency Button settings**';
- Tap on the switch to activate or deactivate the Pulse Button **Fall alarm**.

Warning: if you deactivate the fall alarm, you won't receive notifications if the Emergency Button detects a fall event.

Dissociate the Emergency Button

- In the settings menu, tap on the red box '**DISSOCIATE BUTTON**' and press '**OK**' to confirm your choice and send 'dissociation command' to the famil.care 2U app: the **Emergency Button** previously connected to famil.care 2U app will be dissociated and the app will look for a new Button to get associated with.

Activate/Deactivate SMS sending and emergency call sequence to ICE contacts

- In the settings menu, tap on '**Alarm settings**';
- Tap on the switch to **activate or deactivate the SMS sending** and automatic call sequence to all your emergency contacts;

Warning: if you deactivate the SMS sendings and emergency call, the emergency alerts will be sent to your famil.care app, but not to the ICE contacts: you will be **the only person alerted!**

Activate/Deactivate the low battery alarm

- In the settings menu, tap on '**Alarm settings**';
- Tap on the switch to **activate or deactivate the notification** on your famil.care app if your familiar's phone battery drops under 20%, 15% and 10%;

Warning: if you deactivate the low battery alert, you won't be warned if your beloved's phone battery is too low.

Set the time-interval for notification from Emergency button disconnection

It is possible to decide after how many minutes you'll receive a notification in case the emergency button disconnects from the Elderly's phone

- From the '**Home screen**' of your famil.care app, tap on the upper-right corner burger-menu and select '**Settings**';
- In the settings menu, tap on '**Emergency Button settings**';
- Slide the cursor to right or left in order to adjust your time-interval about Button disconnection notifications:
 - If you set the cursor on '0' ('zero'), you will be alerted **immediately** if the **Emergency Button** disconnects from famil.care 2U app.
 - If you set the cursor to '15', for instance, you will be warned if **the Emergency Button will stay disconnected** for at least 15 minutes;
 - The choice of time-interval goes from '0'(immediate notification) to '60' minutes.

Login with famil.care on a new device

- The **elderly app** famil.care 2U doesn't need a password to login, because on the first access it binds to the **utilized phone** as it was a **physical password**. In this way no other user, typing the same phone number by mistake, could get access to his/her profile data.

If your loved one needs to login with the famil.care 2U app **on a new device**, or wishes to **uninstall** it, it won't be possible to login before a correct '**Dissociation procedure**' from your famil.care app, which steps are explained here below.

'Phone's dissociation' procedure

- From the '**Home screen**' of your famil.care app, tap on the upper-right corner burger-menu and select '**Settings**';
- From the '**Settings**' menu, tap on the red box '**DISSOCIATE PHONE**' and press '**OK**' to confirm your choice: the new famil.care 2U app will be now enabled to login on **every new device** and, with the first access, will bind to it.

SUPPORT

Replace the Emergency Button

The **Emergency Button**, loaned to you, will be replaced if:

- The **battery is too low** to perform correctly (after about 2 years); famil.care monitors constantly the battery level of the emergency button and will contact you in case of replacement.
- In case of **malfunctioning**: if you think that your Emergency Button is not working properly, contact our Customer Support as soon as you can and describe the detected issue.

Consulting FAQ's

For further information or to solve issues that you couldn't find in this user guide please check our FAQs at <https://famil.care/faq.html>

Get in touch with our Customer Support

Do you need further support? Get in touch with us via mail: info.uk@famil.care