INS LifeGuard

LifeGuard SmartMobile App
User Guide

Take your LifeGuard Alarm with you wherever you go.

Contents

(Rev. 12/10/23)

Welcome to INS LifeGuard's SmartMobile App — the mobile medical alarm system

The LifeGuard SmartMobile app is a fully featured mobile medical alarm system. With many of the same features and functionality of our LifeGuard SmartHome IPD in-home alarm system, pressing the HELP button on the LifeGuard SmartMobile app sends an alarm to our 24/7 Emergency Response Centre. But the LifeGuard SmartMobile app lets you take your alarm with you wherever you go. So you can go about your normal activities, remain independent and mobile knowing that help is available at any time, wherever you are.

Because the LifeGuard SmartMobile app uses built-in GPS functionality, in an emergency your location can be sent to our emergency response centre so we can locate you and share your location with your nominated contacts, and even Emergency Services, if required.

For those who purchase the complete system from us, we'll include the all new LifeGuard SmartDock to provide wireless charging (simply place the phone centred on the front of the dock) and enhanced audio quality via the built-in microphone and speakers. You can also purchase the dock separately.

Hopefully we will share with you our enthusiasm and pride in this exciting new mobile technology. The LifeGuard SmartMobile can allow you to go about your normal daily activities with greater independence and confidence.

Claude Rafin,
Managing Director
The INS Group

Installing the SmartMobile App

If you're installing the LifeGuard SmartMobile app on an existing smartphone or tablet, you must first ensure the device has a minimum of Android version 4.4, and the screen size is at least 5 inches.

To install, open the Google Play Store app on your chosen device. You may need to search all apps on your phone if it's not on the home screen.

NOTE: iOS version is available from the App Store (features may differ somewhat from the Android version covered in this guide).

Once in the Play Store, enter "lifeguard smartmobile" in the search bar at the top. Depending on your device, you may need to press **Enter**, or it may produce a suggestion similar to below. Tap that to select it.
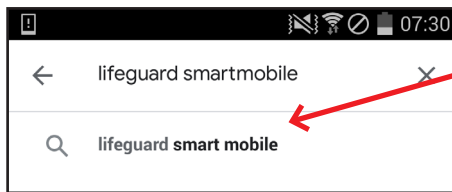
It will then search for apps that match that name and display the results. Our LifeGuard SmartMobile app will likely be the top result. It has nurse in a red circle. Tap it to select it.
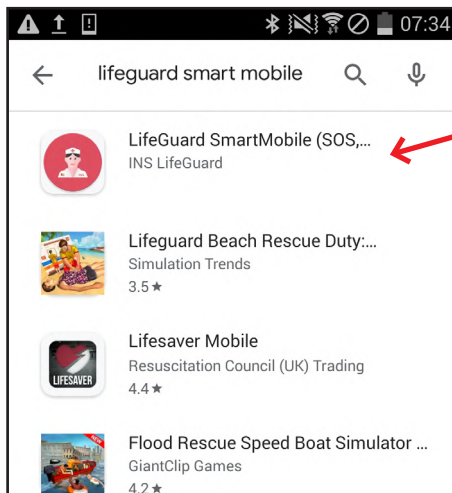
This will take you to our app page in the Google Play Store. Here you can read more about the app and even view a promotional video to lear more about the features. To install the app, tap the green *Install* button.
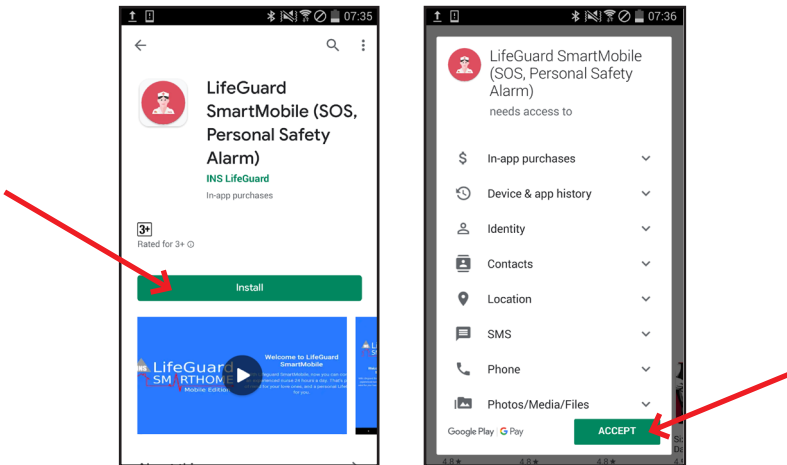

You can read the permissions requested before clicking *Accept*, however you will also be able to review each individual permission requested during the set-up process.

The program will install on your device, and when finished it will display the first screen below. Tap *Open* to open the app, then on the Welcome screen, tap *Next* to begin set-up.
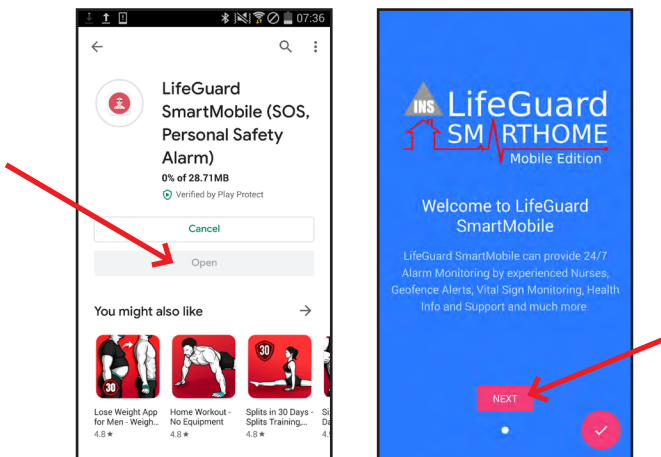
During the set-up process, you'll see several screens that let you review and allow each permission requested. Allowing these permission settings ensures the app will always be able to trigger an alarm in an emergency, regardless of whether other apps may be running, and that we'll be able to locate you, speak to you, and send help.

Once you've gotten through the permission screens, you'll be taken to the Verification Process. On this screen you'll need to enter the mobile number (omit spaces) for the device.
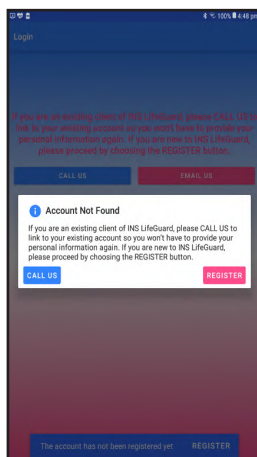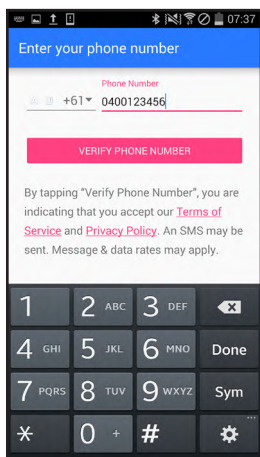
If you are a current client, the app should locate your client record and verification should complete successfully. If it doesn't, you'll see the second screen above.

If you are a current client, then please tap *Call Us* so we can assist with completing setup to ensure it connects with your current records.

If you're new to INS LifeGuard, then tap *Register* to go to the new client registration screen.

On this screen you'll need to enter your personal information so we can set up an account for you.

Once you've finished, tap Register and the app will complete the set-up process.

We suggest you then immediately add emergency contacts that we can call on your behalf in the event of an emergency. Please see page 13 for instructions on adding emergency contacts.

Getting Started

The LifeGuard SmartMobile app is designed to be very easy to use, even for those who may not consider themselves *tech savvy*. The touch-screen is user-friendly and within a few days most will be quite capable of using the system unaided. Of course if you do require additional support, simply press the HELP button and we'll be happy to assist you.

If you purchased the complete system, your LifeGuard SmartMobile will arrive pre-installed and ready to use. To turn it on, press the power button on the back of the phone. The phone will power up and monitoring will begin automatically.

To ensure the LifeGuard SmartMobile is ready when you need it, always ensure it's fully charged before leaving home. The battery indicator is in the top right near the time display and is solid when it's full.

Solid icon indicates the battery is full.

Power On/Off

The LifeGuard SmartDock

If you purchased the complete system from us, it includes our all new LifeGuard SmartDock. When docked, the SmartMobile is charging wireless — simply place the phone centred on the front of the dock and charging will commence.

The built-in microphone and speakers also serve to enhance the audio quality of the LifeGuard SmartMobile.

The buttons on top of the SmartDock control various functions, as outlined below:

M Mode Button (access settings, Bluetooth or Radio)

- Volume Down Button

+ Volume Up Button.

▶ Play Button, plays audio through the speakers.

Power Button (on back of the unit) turns speaker on/off.

> If you've downloaded the app to your existing phone, you can still purchase the SmartDock separately.
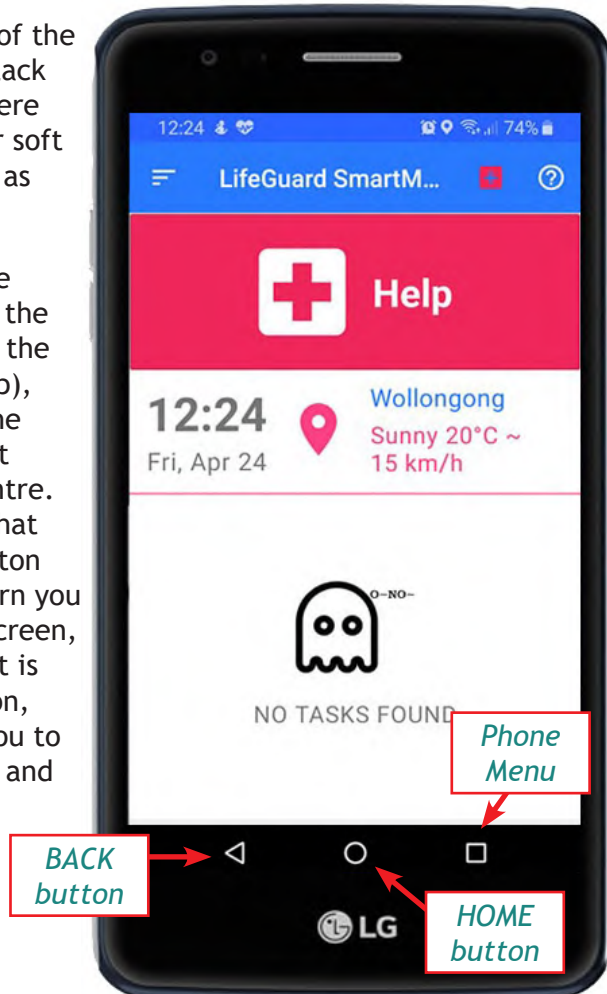
The SmartMobile Home Screen

The first thing you'll notice when you start up the SmartMobile app is the large HELP button at the top of the screen. If you are feeling unwell or require emergency assistance, press and hold this button at any time to be connected with a nurse from INS LifeGuard right away.

The nurse will determine what assistance you require, contact Village staff or your nominated contacts as appropriate, and summon Emergency Services if required.

At the bottom of the phone in the black 'base' area, there are three other soft touch buttons, as shown below.

To return to the main screen of the phone (outside the SmartHome app), simply touch the round button at the bottom centre. To the left of that is the Back button which will return you to a previous screen, and to the right is the Menu button, which allows you to access settings and other options.

Phone Menu

BACK button

HOME button

Activating an Alarm

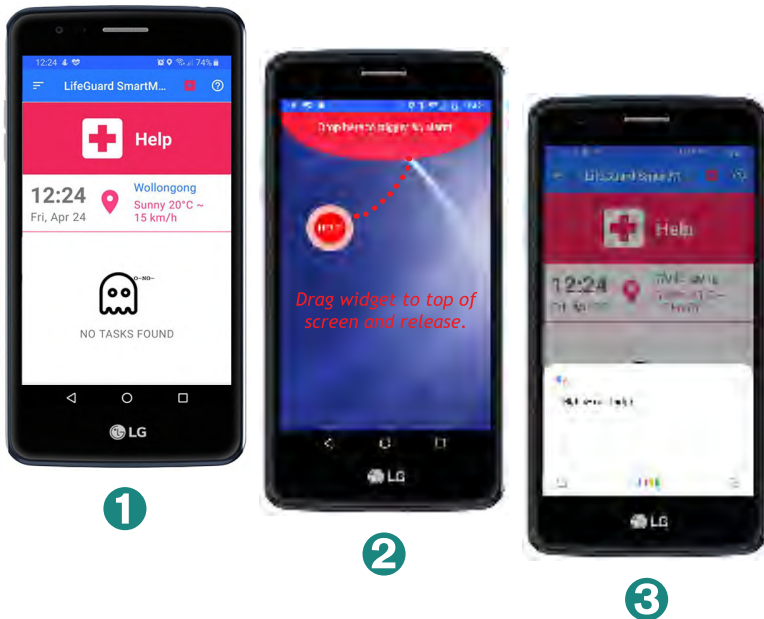There are five ways to trigger an alarm via the LifeGuard SmartMobile.

1. Press and hold the large HELP button for three seconds.

2. Drag the widget to the top of the screen and release.
   (You can choose to show or hide the widget, see next page.)

By voice using Google Assistant*. Say either:
   "OK Google, ask INS LifeGuard for Help" or
   "Hey Google, ask INS LifeGuard for Help".

   * Voice activation feature is in development and not yet available.

3. Pull down the notification bar and tap *Trigger Alarm* in the notification screen (see next page).

4. Tap the small *HELP* icon ➕ found throughout the app.

❶

Drag widget to top of screen and release.

❷

❸

Peripheral devices used to trigger alarms, such as our optional Mia BT4 Transmitter, will not work on the iOS version if the iPhone is locked.

④

Once activated the SmartMobile will send an alarm through to our Emergency Response Centre. You will have a few seconds to cancel the alarm if it was sent in error (see picture below).

Once the alarm is received, a nurse in our Emergency Response Centre will call you back over the SmartMobile. In the event you are not able to answer, the SmartMobile will auto answer the call from our nurse, and they will be able to communicate with you, even if you cannot respond.

The nurse will have access to your personal details and medical history, and will assess the situation and send whatever assistance is required. This could mean calling a friend, family member or village staff — or sending the police, ambulance or fire brigade in an emergency.
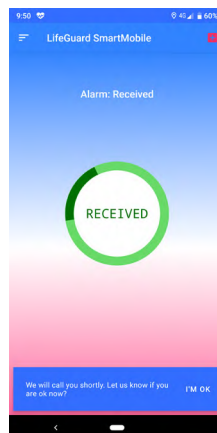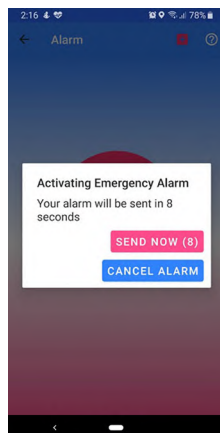
Emergency Contacts

If you're already a client, your emergency contacts should already be on file. However, you may review or change them at any time. New clients may need to add their emergency contacts to ensure we know who to contact on your behalf.

Tap the menu icon (see below) to open the menu, then tap **Contacts**. Here you will see any existing contacts you've already provided.

If the person is listed under Emergency Contacts, then they can be called in an emergency, but can't receive alerts, or view or edit your information via our free Client Portal or our new Family & Carers Mobile App. Those who are shown under Active Carers do have that access, as well as being an emergency contact.
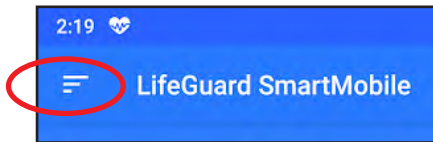
Tap the menu icon circled above, which opens the menu shown at right.

*Then tap **Contacts**.*
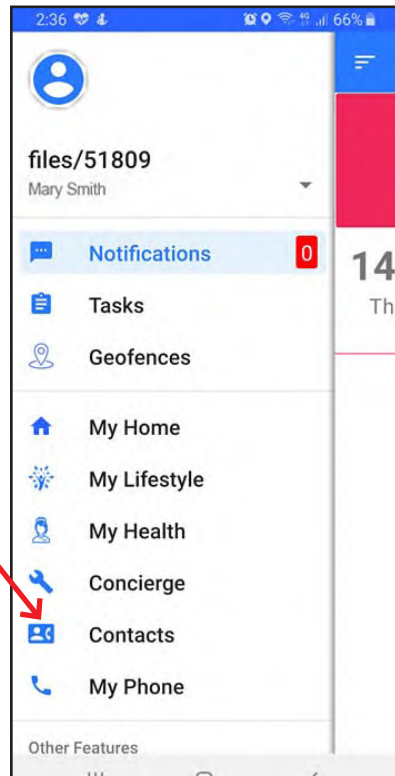
To add a new contact, tap the pink PLUS button as shown at right.

To edit an existing contact, tap their name, then tap **EDIT**.

Add or edit details as appropriate, and scroll the screen to review all the different permission settings.

Tap the PLUS icon to add a new contact.
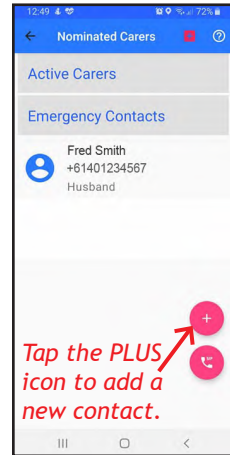
Note that to grant your contacts access to view or edit your personal information, receive alerts and reports via our free secure Client Portal or our new Family & Carers Mobile App, you will need to tick the first box that says 'Allow this Carer to access your information via Web Portal and Carer App'.

To edit an existing contact, tap their name ...

Then tap EDIT.

Scroll
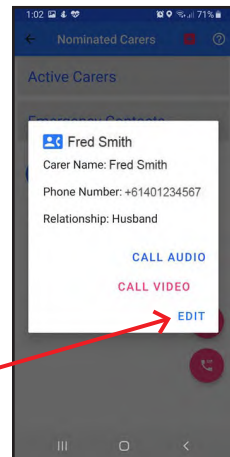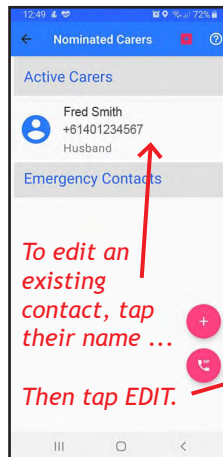
When finished editing, tap **SAVE**.
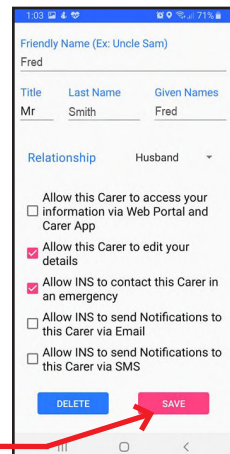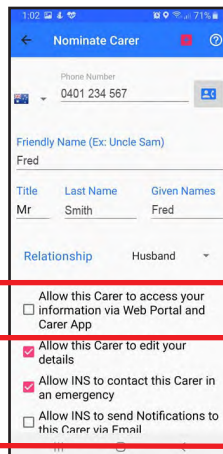
GPS Location

The built-in GPS locator function ensures that in an emergency we will be able to locate you and send assistance to the appropriate location, if required. However, for that to happen, the GPS must remain turned on. If you turn GPS off, we may not be able to locate you in an emergency. GPS must also remain on if you're using the Geofence Alert feature.

Geofence Alerts

You can set up Geofence alerts, which may be useful if the device will be used by persons with dementia who may be at risk of wandering. The SmartMobile will then notify you if the person leaves or enters the specified area.

To access this feature, tap the Menu icon in the top left corner to open the menu, then tap *Geofences*.
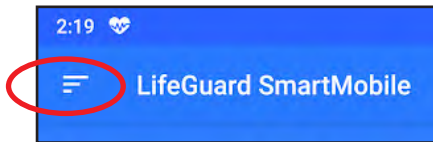
Tap the menu icon circled above, which opens the menu shown at right.

Then tap Geofences.

INS cannot guarantee GPS Location and Alert functions will always work as expected. The device must have GPS turned on and there must be a clear signal. It may not work if the user is indoors. If an alarm is triggered and we cannot determine the user's location, we will attempt to notify family first and then police.

15
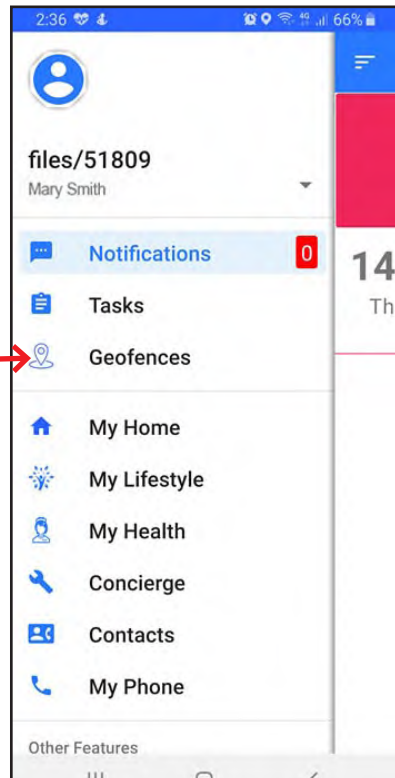
Setting up a Geofence Alert

1. Tap the point on the map where you wish to set a Geofence Alert (see Figure 1). Then tap *Continue*.

2. Drag the slider at the bottom to choose the area for this Geofence Alert (Figure 2). The radius will be defined below the slider, e.g. 100 metres, etc. Once satisfied with the radius, tap *Continue*.

3. You will then be prompted to give this particular Geofence Alert a name (Figure 3). Then press *Continue*
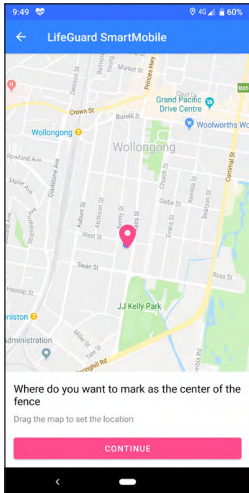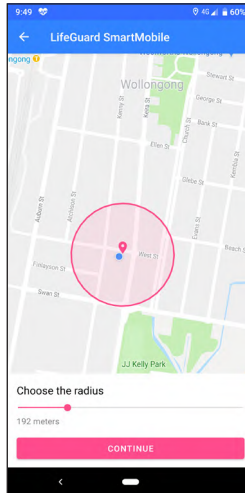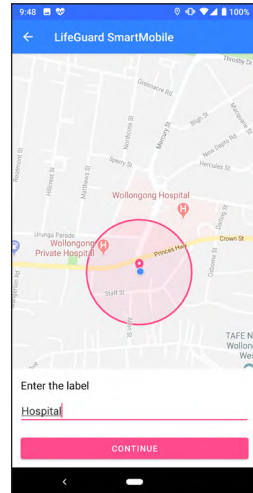
| Figure 1 | Figure 2 | Figure 3 |

4. You'll see the message 'Geofence has been added' at the bottom of the screen to confirm the Alert has been successfully set (see Figure 4 on next page).

    You can set multiple Geofence Alerts, if desired.

Deleting a Geofence Alert

1. Each Geofence Alert you set up will be displayed on the map (see Figure 4 below). To delete a Geofence Alert, tap the desired alert (pink circle on the map), and you'll be asked if you wish to delete that alert.

2. Tap **Remove** to delete it (Figure 5).

3. You'll see the message 'Geofence removed' to confirm it was successfully deleted (Figure 6).
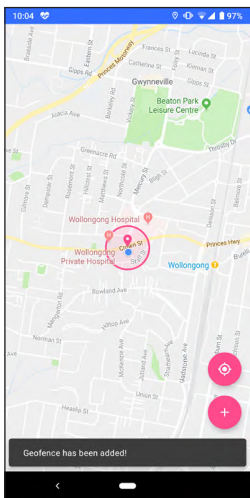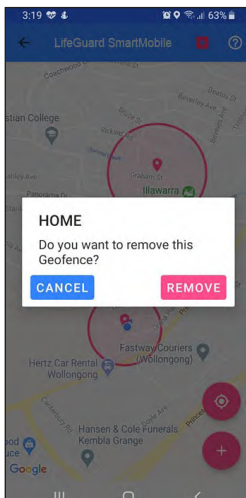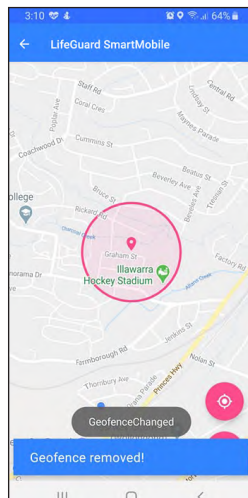
Figure 4   *Figure 5*   *Figure 6*

Notifications, Messages & Feedback

Whilst the LifeGuard SmartMobile application is running, a notification will always be displayed in the notifications menu. This is so you can activate an alarm at any time by tapping **Trigger Alarm**.
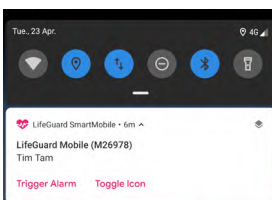
Messages

You may also see messages from INS LifeGuard from time to time. These can be found under Notifications (see the Menu on the next page) and may include notifications about updates to your SmartMobile application. *If you receive messages about available updates, simply tap the notification to begin the update*. It is important to keep the application up to date to ensure it works as expected, and to use any new features that may have been added.
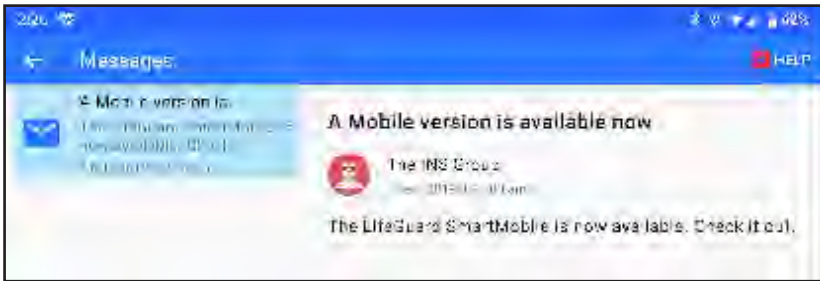
Updating the App

By default, the Android device should download any updates automatically when connected to WiFi. But as some phones have different settings, it's a good idea to check periodically for available updates to ensure you have the very latest improvements and any new features that were added.
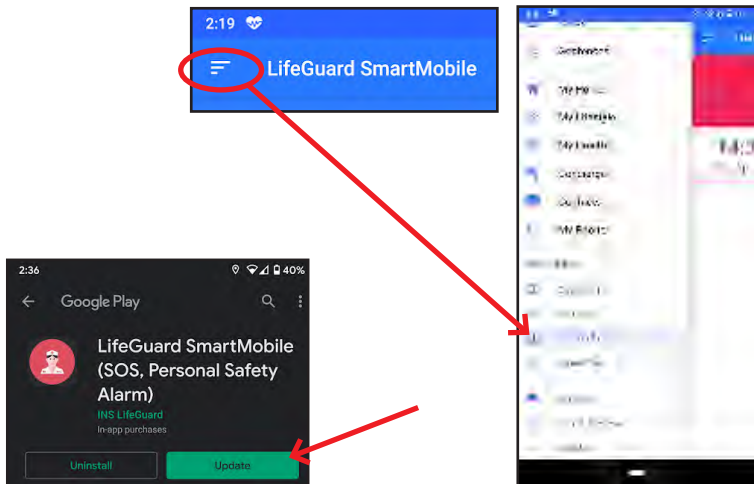
Feedback

We encourage you to submit any feedback on suggested improvements or features you'd like to see available on the LifeGuard SmartMobile. To do this, tap the Menu icon in the top left corner to open the menu, then tap *Feedback*.
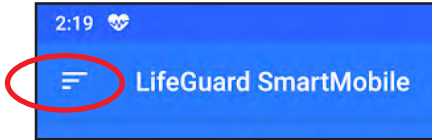
Tap the menu icon circled above, which opens the menu shown at right.

*Then tap **Feedback**.*
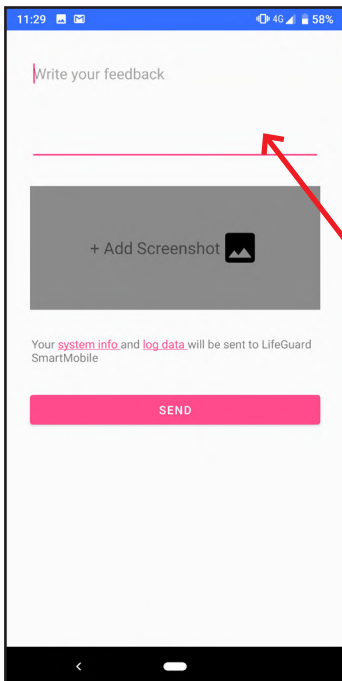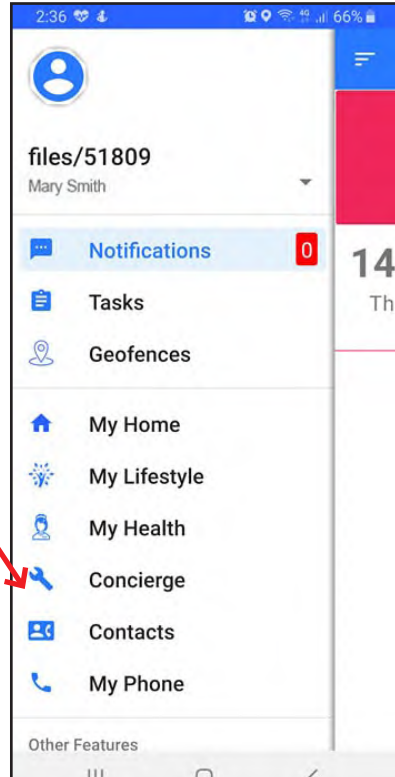
*Enter any feedback you wish to provide. You can also add a screen shot to identify any issue with the app. Then tap **Send** to send your feedback to INS LifeGuard.*

Phone & Contacts

Phone

Whilst the SmartMobile is a standard mobile phone, if you chose to use an INS Data SIM, it will not allow voice calls to be made unless you add our optional Telephone Service. Alternatively, you can supply your own SIM if you wish to use the LifeGuard SmartMobile as a normal mobile phone, where you can make calls to anyone you like.

Note that our SIMs have built-in redundancies that allow us to use other networks if required. If you choose to supply your own SIM, you assume any risk due to service outages. SIM requires 1GB of data per month and must be post-paid.

Contacts

If you are using this as a standard mobile phone as indicated above, you can access your contacts from within the LifeGuard SmartMobile app by tapping the menu icon (shown at right) and then tapping *Contacts*.

Concierge Service

My Concierge Service is an optional extra service that can be provided via the SmartMobile App. Once subscribed to the added service, simply tap the menu icon (shown at right) and then tap *Concierge* to bring up a list of currently available concierge services you can request.

To learn more about this service, please visit our website: **theinsgroup.com.au** then click on *Services*.

TeleHealth Features & Our Optional TeleHealth Service

The LifeGuard SmartMobile gives you the ability to record vital signs — either wirelessly using our approved range of monitors (BP, BSL, pulse, temperature, weight and ECG), or manually using your existing devices. You can access the stored data at any time via our free Client Portal, and you can even share an electronic report with your GP, if desired.

To access this feature, tap the Menu icon in the top left corner to open the menu, then tap *TeleHealth*.
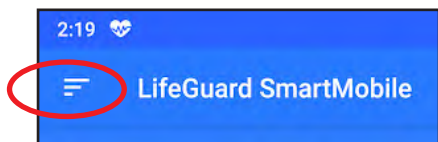
Tap the menu icon circled above, which opens the menu shown at right.

Then tap My Health.
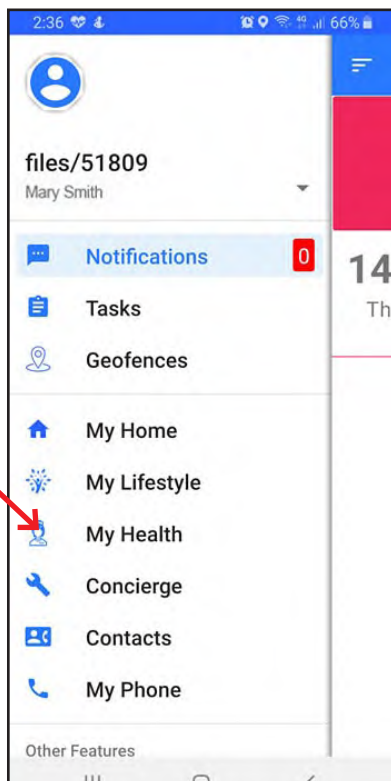
Recording Vital Signs

To record your vital signs, access My Health, as shown on the previous page. You'll then see the screen below.

Tap Add Record (bottom left) then tap the appropriate picture for the specific measurement that you wish to record.

If you have paired a Bluetooth device to automatically record measurements, the SmartMobile will await transmission of the results from that device. Otherwise, you can choose to pair a new device, or enter the measurement manually.

To see the Bluetooth medical devices available from INS LifeGuard, please visit our website: **theinsgroup.com.au** and click on *Products* then *TeleHealth Medical Devices*.
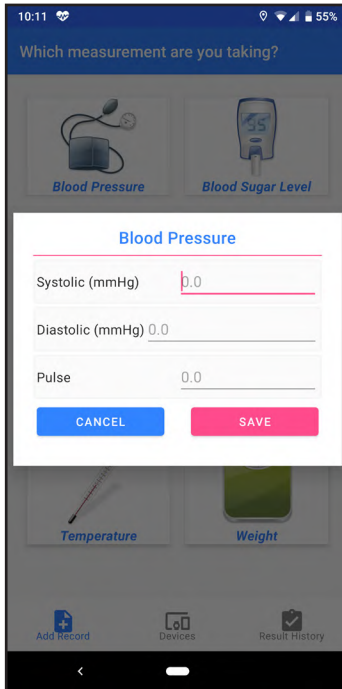
Once the measurement is entered (whether automatically or via manual entry) it will be saved to your results history. You can view past results by tapping *Result History* on the bottom right of the screen then tapping the measurement you wish to view (e.g. BP, BSL), or by accessing our free Client Portal.

To view all medical devices that have been paired with your SmartMobile, tap *Devices* in the bottom centre of the screen. To return to the main screen tap *Add Record* on the bottom left of screen.
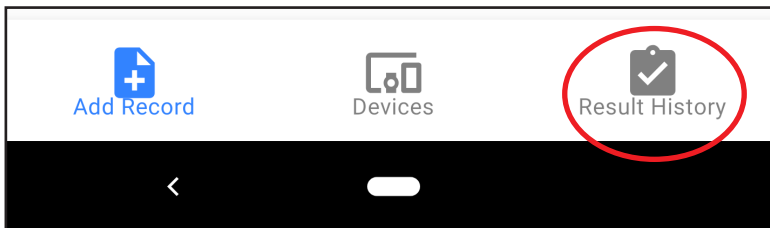
Use these buttons to navigate the TeleHealth area.
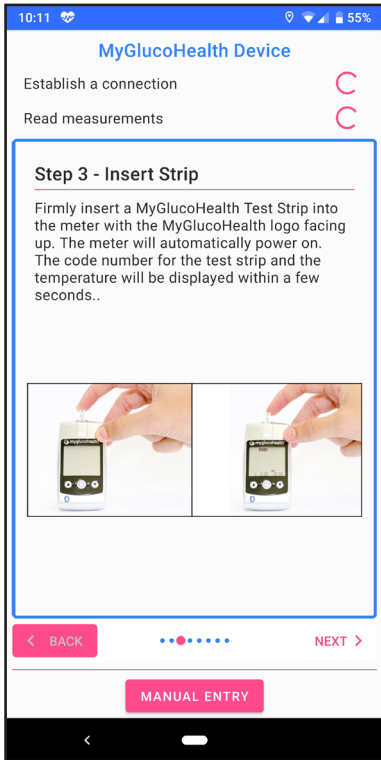
Where required, further instructions may be displayed. The screen at left shows instructions for taking blood sugar level measurement.

The screen at right shows a sample Result History for blood pressure measurements.
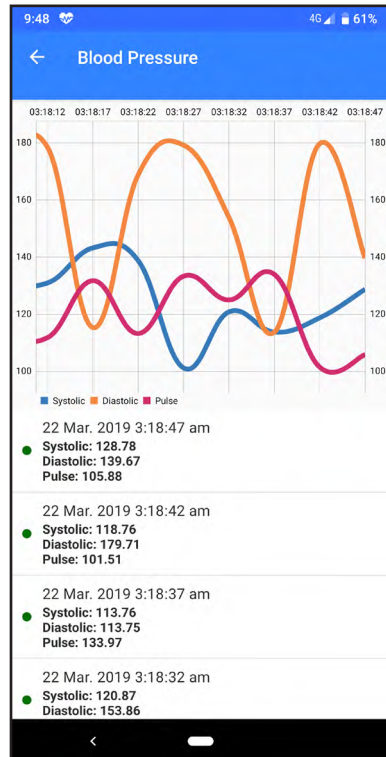
Optional TeleHealth Service*

The LifeGuard SmartMobile can let you take advantage of our optional TeleHealth Service, which assists with monitoring people's health right in their own home. It's particularly useful for those with medical conditions such as diabetes, COPD, chronic heart failure or unstable blood pressure. Vital signs (blood pressure, blood sugar levels, pulse and various other measurements) can be automatically recorded and sent to a nurse at INS LifeGuard for monitoring. If the readings are of concern, our nurse will action and follow-up with you.

Automatic or Manual Entry of Measurements

We can supply Bluetooth-capable monitoring devices that can automatically send your vital sign measurements to the SmartMobile. If you prefer to use existing non-Bluetooth capable devices, the results can be manually entered into the SmartMobile using the touch screen. Either way, the results will be monitored by a Registered Nurse in our Emergency Response Centre.

Registered Nursing Reviews

You can also receive a monthly Registered Nursing Review. Simply schedule an appointment via the SmartMobile. At the appointed time, our nurse will initiate an audio/video call. During the review our nurse will discuss with you any health issues, review your previous month's data, and if required and agreed, forward a report to your medical practitioner.

* Optional TeleHealth Service is in development, coming soon.

LifeGuard SmartCarer App

We've also developed a special companion app to interact with the SmartMobile application, allowing family members and/or carers (with user permission) to receive notifications and alerts, set-up tasks, send messages to the SmartMobile, monitor the user's activity and vital signs, and much more. For more information, visit *inslifeguard.com.au/smartcarer*

Consumer Product Warranty

Congratulations on your purchase of the LifeGuard SmartMobile. We have taken great pride in designing this system and hope you enjoy using it and find it valuable.

Whilst every care has been taken to ensure your LifeGuard SmartMobile meets our high quality standards and is fit for purpose in accordance with Australian Consumer Law ('ACL'), we cannot provide an absolute guarantee and issues beyond our control mean we cannot guarantee the hardware or SIM will function as expected at all times.

Your LifeGuard SmartMobile is covered by this Consumer Product Warranty, which is provided to you by The INS Group, ABN 21 003 640 793, of 11 West Street, Wollongong NSW 2500 ("INS").

The rights and entitlements provided to you by this Consumer Product Warranty are in addition to and do not derogate from any rights, entitlements and guarantees provided to you at law. The LifeGuard SmartMobile comes with guarantees that cannot be excluded under the ACL, including that the LifeGuard SmartMobile has been supplied:-

*   Subject to any Title and/or security set out in the Table below. If no security or Title are nominated in that schedule, the LifeGuard SmartMobile is provided to you with clear Title and without being subject to security.

*   Fit for the purpose disclosed in the Table below.

*   With your right to possession of the LifeGuard SmartMobile, which cannot be distributed to others without INS's consent.

*   Consistent with the model/sample of the LifeGuard SmartMobile provided to you, where applicable.

Major Failure

You are entitled to request a replacement or refund for a "major failure", as defined by ACL, and/or compensation for any other reasonably foreseeable loss or damage, if that has caused a drop in the value of the LifeGuard SmartMobile supplied to you.

Minor Failure

You are also entitled to have the product repaired, refunded or replaced at our discretion; if it fails to be fit for purpose and the failure does not amount to a "major failure" under ACL.

Subject to the above, if within the applicable warranty period as set out in the Table below, your LifeGuard SmartMobile fails to be fit for purpose and does not perform in accordance with its specifications, INS will, at its cost, repair or replace it.

To make a claim under this Consumer Product Warranty you need to locate your proof of purchase (receipt, tax invoice) and contact INS LifeGuard on 1800 636 226. If your product needs to be delivered to INS LifeGuard you will be responsible for arranging and paying for that delivery and will be liable for the product whilst it is in transit.

We strongly recommend that before you provide your product to INS LifeGuard you back-up onto an external device any data you have stored on the product. INS cannot guarantee that the repair/replacement process will not result in the loss, corruption or destruction of that data.

Replacement products or parts will be of the same or better specifications and performance than the product or parts they replace but may be refurbished and not new. The replacement products and parts have a warranty period of 90 days or until the expiry of this Consumer Product Warranty, whichever is the later.

This Consumer Product Warranty applies only in Australia to INS products purchased in Australia from The INS Group.

This Consumer Product Warranty does not apply to the extent that the damage to or failure of the product is caused by:

- Use of the product other than for its ordinary and generally accepted purposes;

- Fair wear and tear or cosmetic damage;

- Handling, storage, installation or operation of the product contrary to the instructions, specifications and environmental requirements (including power supply) advised by INS;

- Unauthorised maintenance, repair, disassembly, alteration or modification;

- Misuse, abuse, negligence or accident (e.g. breakage);

- Use of the product in conjunction with any device, accessory or software not approved by INS or any telecommunications network; and

- Spillages of food or liquid, software viruses, fire or acts of God beyond the control of INS.

This Consumer Product Warranty does not apply:

- If the product identification and/or serial numbers on the product have been defaced, altered or removed;

- To the repair or replacement of consumables, if any; or

- To any third party hardware or software.

To the extent permitted by law, INS is not liable for loss, corruption or destruction of data stored on the product, loss of or damage to third party hardware or software, or for any special, indirect or consequential loss or damage.

If on delivery of the product to The INS Group it is found that there is no failure of the product or that the failure is not covered by the guarantees provided by the ACL or this Consumer Product Warranty, INS reserves the right to charge you the reasonable costs it has incurred.

If you have any questions or require any further information, please contact the INS Group on 1800 636 226 or visit www.theinsgroup.com.au.

TABLE:

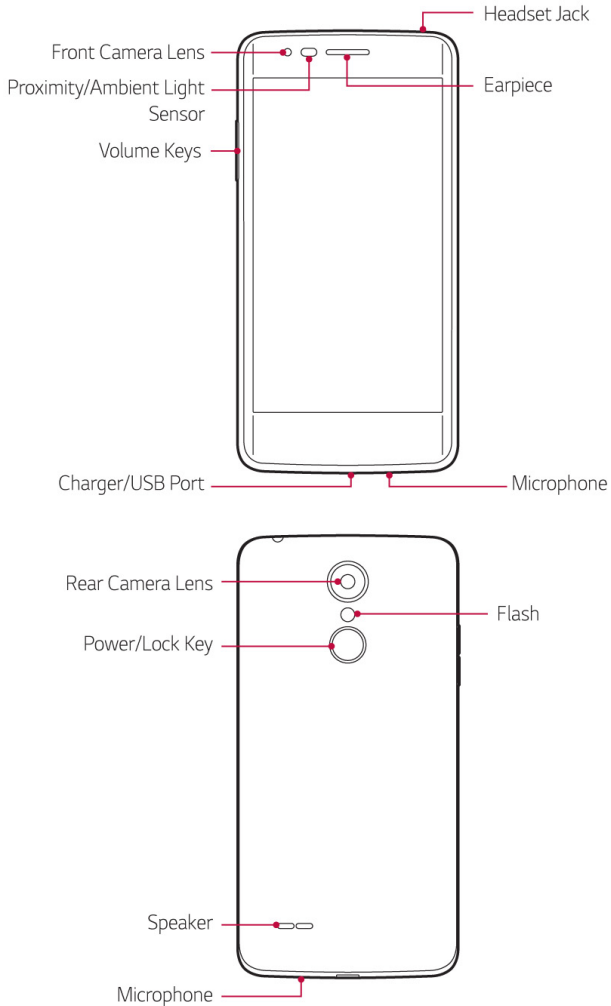| Details of Title	Clear of Title
Details of Security	Not subject to security
Disclosed Purpose:	Refer to Contract for Sale of LifeGuard SmartMobile and this User Guide for description of Product.
Warranty Period:	90 days

WARNING FOR THOSE WITH PACEMAKERS:

Radiofrequency energy from mobile devices, including our SmartMobile, SmartWatch and SmartTracker, may cause interference with Pacemakers and should not be used in close proximity to pacemakers. In particular, note the following precautions:

- **PROPER STORAGE** — *avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.*

- **PROPER DISTANCE** — *hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remains at least 15 centimetres away from your pacemaker.*

SmartMobile Parts Diagram

For those who purchase the complete system from us, this diagram shows the various parts of the phone provided.

Headset Jack

Front Camera Lens

Proximity/Ambient Light Sensor

Earpiece

Volume Keys

Charger/USB Port

Microphone

Rear Camera Lens

Flash

Power/Lock Key

Speaker

Microphone

INS LifeGuard

Free Call 1800 636 226

www.theinsgroup.com.au