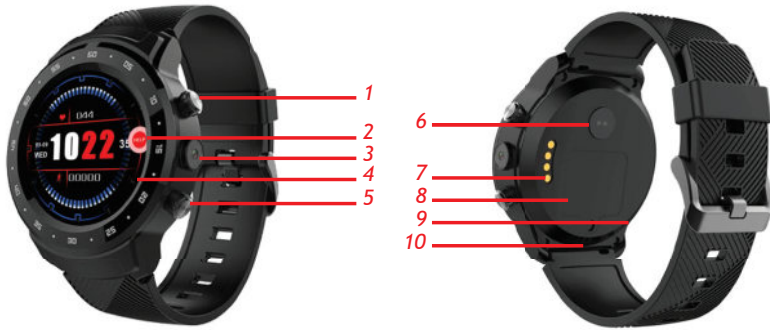




LifeGuard SmartWatch V2 User Guide

Take your LifeGuard Alarm with you wherever you go.

SmartWatch V2 Parts Diagram



1. *Up / Power button*
2. *LifeGuard widget*
3. *Camera (disabled)*
4. *Touch screen*
5. *Down / HELP / Back button*

6. *Heart rate sensor*
7. *Magnetic USB port*
8. *SIM card cover*
9. *Microphone*
10. *Speaker*

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Welcome to the new LifeGuard SmartWatch

The LifeGuard SmartWatch is a fully featured mobile medical alarm system. Just like pressing your standard pendant or wrist transmitter, pressing the HELP button on the LifeGuard SmartWatch sends an alarm to our 24/7 Emergency Response Centre. But with the LifeGuard SmartWatch, you can 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 SmartWatch has 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.

This booklet will explain all the useful features and functions of your new LifeGuard SmartWatch. Should you have any questions or require further assistance, please call us at any time on 1800 636 226.

It is our sincere hope that the LifeGuard SmartWatch allows you to go about your normal daily activities with greater independence and confidence.

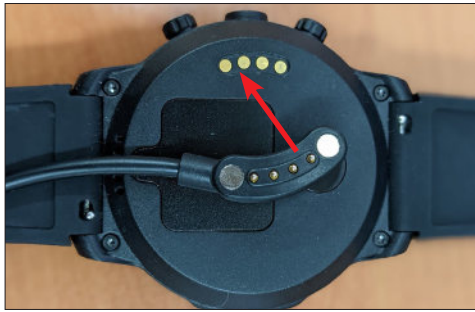


Claude Rafin,
Managing Director
The INS Group

Getting Started

Before use, please charge the SmartWatch with the 5V magnetic USB cable provided. You'll need to supply your own USB plug to connect the cable to a power point.

Ensure the four posts on the magnetic charger make contact with the four dots on the back of the watch and it should attach automatically. When connected properly, the screen will light up and indicate that the watch is charging.



To ensure the LifeGuard SmartWatch is ready when you need it, always ensure it's fully charged before leaving home. The battery indicator is in the notification screen – simply swipe down on the watch screen to view battery status.

Preparing for First Use

Your LifeGuard SmartWatch will arrive programmed and ready to use. If the SIM hasn't already been inserted, please follow the instructions below, then fully charge the SmartWatch before use. Once charged, press the Power Button on the right side of the watch (see page 2) to turn it on. The home screen will display.



If you need to insert the SIM

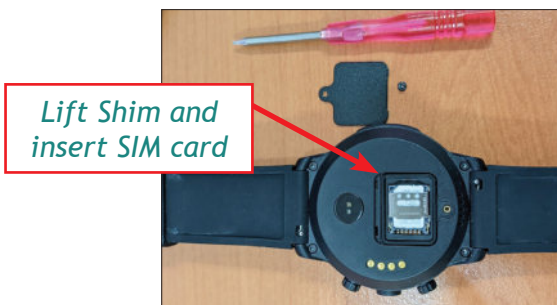
If the SIM is included separately in the package, you'll first need to insert the SIM before powering on the SmartWatch.

1. Use the small screwdriver that comes with the watch to open the SIM card cover.



Open SIM card cover

2. Slide open the shim that holds the SIM in place and insert Nano-SIM, ensuring the notched corner is in the top left when viewed as shown below.



Lift Shim and insert SIM card

3. Lower the shim cover and slide back to lock in place, then replace the SIM card cover and screw it back in place.



Once the SIM is installed, you can power on the SmartWatch by pressing and holding the Power Button on the right side of the watch for 5-10 seconds (see page 2).

Once powered up, the home screen appears.



Swipe left on the screen to see the app menu, and then scroll until you see the LifeGuard SmartWatch app. Tap it to open.



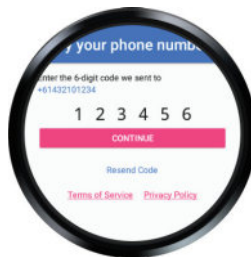
Tap the Login button to continue.



On the next screen you'll need to enter the telephone number for the SIM you have inserted, and press NEXT.



A code will be sent to the SmartWatch and appear on the screen below. Once the code is there, press CONTINUE.



You'll then be logged in and will see the home screen with the widget showing.



This is the Widget

Activating an Alarm

There are two ways to trigger an alarm:

1. Press and hold the Down / HELP button for a few seconds.



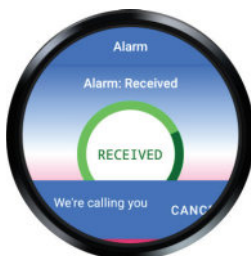
2. Press on the Widget, drag it into the red area at the top of the screen (Raise Alarm) and release.



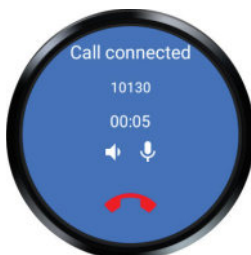
With either method, you'll see that the alarm is being activated. You have 10 seconds to cancel the alarm in case it was pressed by accident. You can press SEND NOW or CANCEL ALARM at this stage.



If the alarm is not cancelled, it will come through to our Emergency Response Centre, and you'll see confirmation the alarm has been received, and the bottom of the screen will indicate that we will be calling to check on you.



The SmartWatch will auto answer our call so the nurse can speak to you to determine what assistance you require.



Battery Level, WiFi and Bluetooth

The battery level is displayed on the bottom of the home screen (as well as on top if the watch is plugged in and charging).

You can also swipe down on the screen to reveal other information, such as your 4G signal strength. Swipe left again to reveal other settings, such as brightness, Bluetooth and WiFi, which you can turn on or off by tapping.



Notifications

Notifications will display on the watch as they are received (below left). You can either tap OPEN to view the notifications or tap DISMISS to ignore them. To view the notifications at a later time, put your finger near the word 'notifications' on the home screen and swipe to the right.



The LifeGuard SmartWatch App

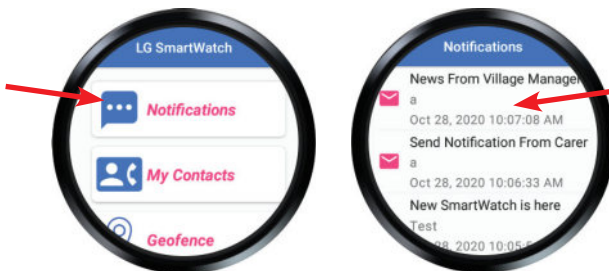
To quickly access the LifeGuard SmartWatch app, tap the widget, then tap the nurse icon on the left. This will allow you to access the functions outlined below.



To go back one screen at any time, simply press the down / back button on the right side of the watch (see page 2).

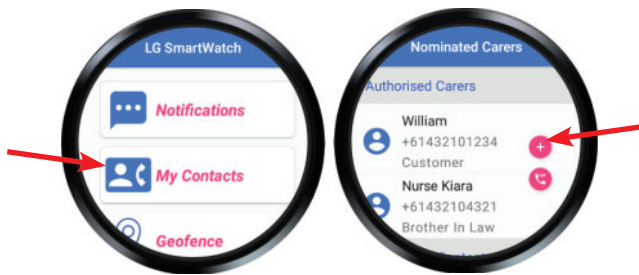
Notifications

Any notifications in this area were sent directly to your LifeGuard SmartWatch app, either from INS LifeGuard or from Village Management, if you're a village resident. Tap Notifications to view a list of any notifications you have received. Then tap an individual notification to read the full message.



My Contacts

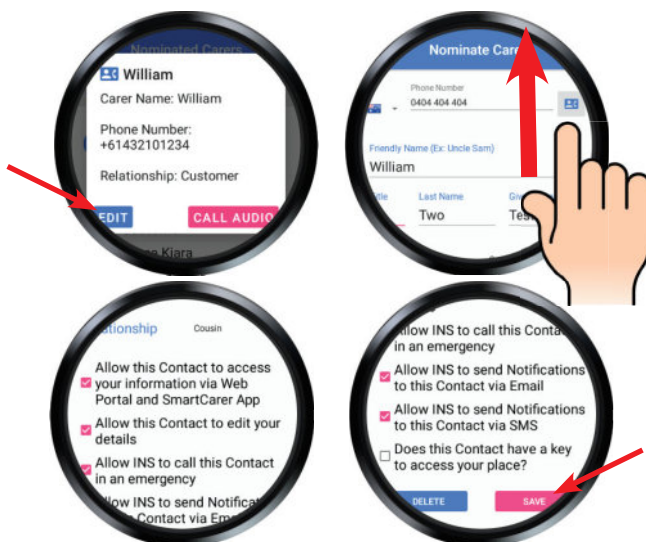
To view or change the details of your Emergency Contacts, tap on My Contacts.



Tap the pink PLUS sign to add a new contact, or tap the name of an existing contact to view or edit their information.

NOTE: the small pink phone button above will bring up the phone dialler to call other numbers. This function is only available if you have our optional Telephone Service. Call 1800 636 226 for more information.

If you have our Telephone Service, you can make a voice calls by tapping CALL AUDIO. To edit their details, tap the EDIT button, then scroll to view or change the information, or to tick or untick any permission settings for this contact.



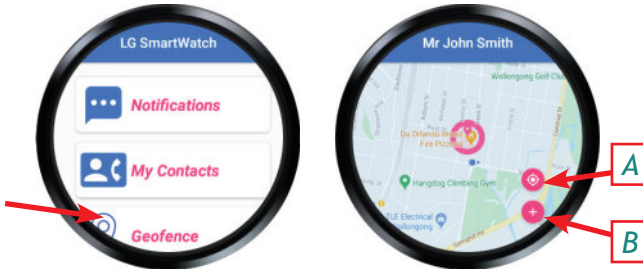
When finished, tap SAVE. To delete this contact, tap DELETE.

NOTE: You or your family/carer can also update emergency contact information via either our free LifeGuard SmartCarer App or our free, secure Client Portal (see page 20).

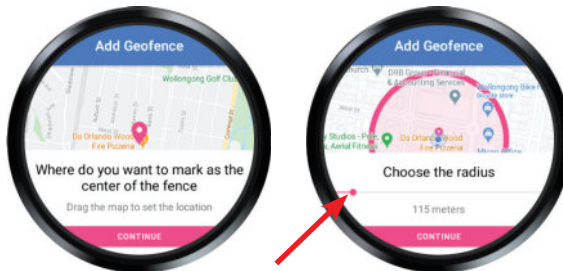
Geofence

Here you can view or create Geofence areas. This allows emergency contacts to receive a notification if the SmartWatch wearer enters or exits those pre-defined areas.

NOTE: family and carers can also set up these Geofence notifications via the free LifeGuard Carer App or our free, secure, web-based Client Portal (see page 20).



Tap Geofence from the LifeGuard SmartWatch app menu. To jump to your current location, tap the target button [A]. Existing Geofence areas will be shown as circles on the map. To create a new Geofence, tap the PLUS sign [B].



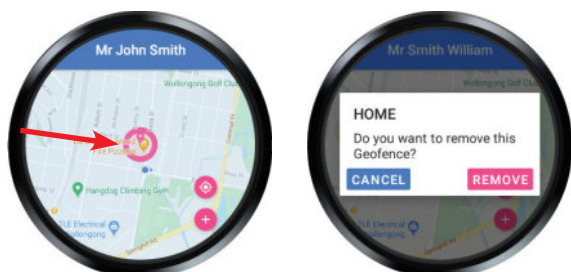
In the first screen above, you can move the map around using your finger, and pinch to zoom in or out. Then tap to set the area for the centre of the Geofence area. Press Continue.

In the second screen above, you'll define the radius (how far from that centre point the area will be). Slide the small pink dot right to enlarge the area, or left to reduce it. Press continue when you're happy with it.



You can now enter a label to define this Geofence (e.g. Home). Press continue, and you'll then see your Geofence displayed on the map.

To delete an existing Geofence, tap the circle on the map. Then tap REMOVE to delete that Geofence area.



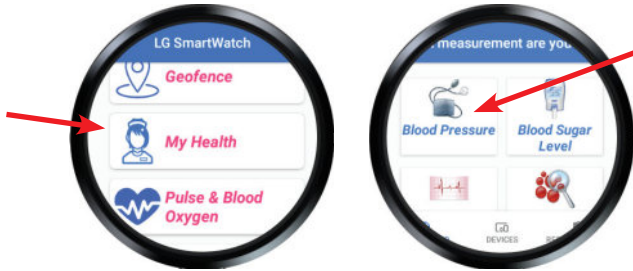
NOTE: You can only delete Geofence areas that you have set. Those set by others can only be deleted by them.

My Health

You can use this area to record vital signs that the SmartWatch cannot measure directly. They can either be entered manually after taking the measurements with your existing devices, or they can be automatically collected from compatible Bluetooth medical devices that have been paired with the SmartWatch.

To see which Bluetooth devices INS LifeGuard can supply, please visit: theinsgroup.com.au/products/telehealth-devices

Tap My Health and scroll to view available measurements, then tap the icon for the measurement you wish to record.



If you've paired a Bluetooth device with the SmartWatch, take the measurement now and it will automatically record the results. Otherwise, tap Manual Entry to enter the results yourself, or tap Add Device to add a new Bluetooth device.



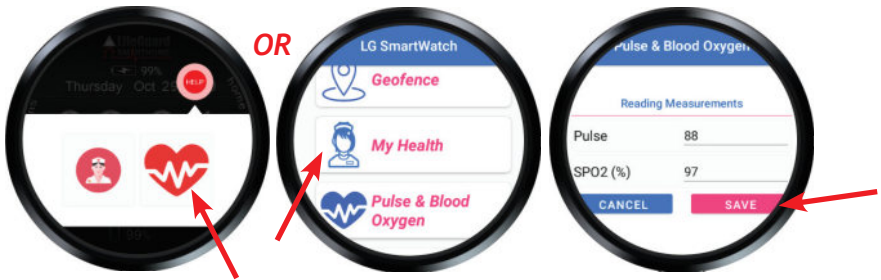
You can also add a new device by tapping Devices at the bottom of this screen.



Activate the device and the SmartWatch will attempt to pair with it. If you require assistance pairing a device purchased from INS LifeGuard, call 1800 636 226. If purchased elsewhere, contact that manufacturer for assistance.

Pulse & Blood Oxygen

These measurements can be taken with the SmartWatch directly. You must be wearing the watch for this function to work. To start measuring, either tap the Widget and then the heart icon OR tap Pulse & Blood Oxygen in the app.



The SmartWatch will display your pulse and SpO2 measurements on the screen. To save these results, press SAVE, or press CANCEL if you don't wish to save them.

To view past measurements, press HISTORY. The SmartWatch will then display any previous records you have saved.

You can also view your history in the free Carer's App and the free, web-based Client Portal (see page 20) so the results can be monitored, either by yourself, family members or your carer. The history can also be shared with your GP.

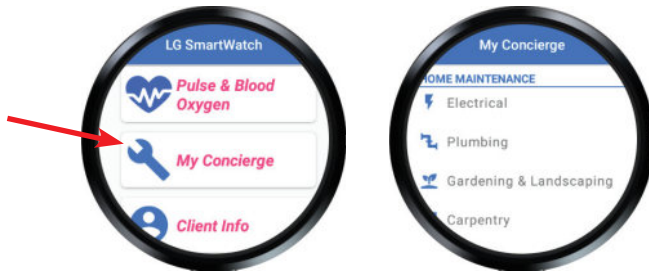
To View Measurements Taken



Switch from Devices to Results by tapping Results on the bottom right edge of the screen. Then tap the type of measurement you wish to view and it will be displayed.

My Concierge

If you've chosen our optional Concierge Service* or it's been provided through your village, you can use this area to request assistance with everyday tasks.



Various types of assistance can be requested. Tap the type of service you are interested in. You'll be notified if the service incurs a fee, and you can decide whether to proceed.

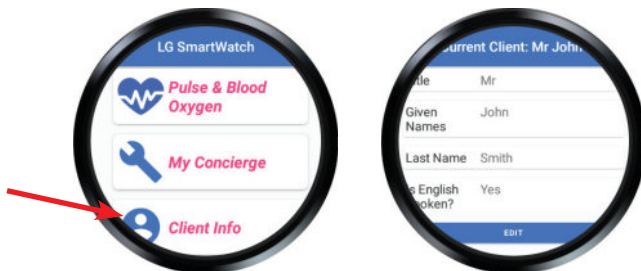
If this service is provided by your village, requests will be sent to their nominated service providers and any charges will be invoiced by the village.

If you've added our optional Concierge Service through INS LifeGuard directly, your requests will be sent to the service provider you nominated, or to one of our preferred providers, and any fees will be added to your monthly invoice.

** Future planned, available soon.*

Client Info

This will display the information we have on file for you. You can choose to edit this information if necessary by tapping the Edit button at the bottom of the screen.



NOTE: If you have a SmartHome IPD in-home medical alarm system, you can also edit your information directly via the IPD. Family and carers can edit your information (with your permission) via our free LifeGuard SmartCarer App. And either you or they can also do so via our free, secure, web-based Client Portal (see page 20).

Device Info

This displays information about your LifeGuard SmartWatch.



If LifeGuard operators request your device code when providing assistance, this is how you can locate that code.

Synchronise

This function is generally only used when programming the device. But if you feel the information on your SmartWatch isn't up-to-date, you can press Synchronise to update it.

App Update

The SmartWatch should automatically update when new versions of the app become available. To check for an update at any time, simply press App Update.

Turning the SmartWatch Off

In the event you wish to turn the SmartWatch off, press the Power Button (see page 2) and hold for 3 seconds, then choose Power Off.



The LifeGuard SmartCarer App

INS LifeGuard has developed a special companion app called LifeGuard SmartCarer. It allows family members and carers, with your permission, to interact with your SmartHome (in-home alarm system) and/or SmartWatch application, to receive notifications and alerts, set-up tasks, send messages to the SmartWatch, monitor the user's activity and vital signs, make audio or video calls* and much more.

It also lets you enter or edit information such as your GP or Pharmacy, emergency contact details, and any Geofence areas. For more information, please call 1800 636 226, or visit: theinsgroup.com.au/smartcarer

** Future planned, however, SmartCarer app users can call your SmartWatch.*

Secure Client Portal

Alternatively, you can also enter this information via our free Client Portal, which is a secure, web-based portal. For more information, call 1800 636 226, or visit our website at theinsgroup.com.au/products/client-portal

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.

Consumer Product Warranty

Congratulations on your purchase of the LifeGuard SmartWatch. 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 SmartWatch 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 SmartWatch 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 SmartWatch comes with guarantees that cannot be excluded under the ACL, including that the LifeGuard SmartWatch 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 SmartWatch 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 SmartWatch, which cannot be distributed to others without INS's consent.
- Consistent with the model/sample of the LifeGuard SmartWatch 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 SmartWatch 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 SmartWatch 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 SmartWatch V2 and this User Guide for description of Product.
Warranty Period:	90 days



INS LifeGuard

Free Call 1800 636 226

www.theinsgroup.com.au