

CAREGIVER MOBILE APP

Download the Caregiver Mobile App:

iOS app:



bit.ly/apple-caregivermobile

Android app:



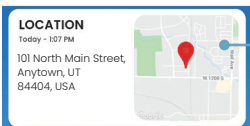
bit.ly/android-caregivermobile

First Time Logging into the App:

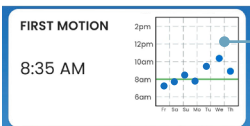
1. Download the Caregiver Mobile app.
2. Open the app and tap **Register**.
3. Enter your email address.
4. An authentication code will be emailed to you.
5. Enter the authentication code in the app.
6. Enter a password.

Home

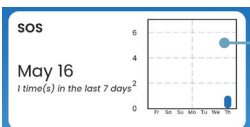
Refresh: Pull the tiles down on the homepage to update the homepage tiles.



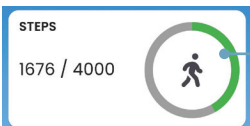
Location: View the last location. Tap the tile to open the location tab and refresh.



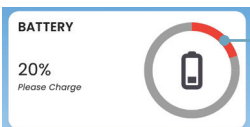
First Motion: View the first motion of the device after 5 am. Tap the tile to view history.



SOS: View the most recent alarm and view history on the graph. Tap the tile to view details.



Steps: View steps for today. Tap the tile to view history.



Battery: View the most recent battery level.

CAREGIVER MOBILE APP

Location

- When you refresh the app home screen, open the Location tab or switch between app screens, device locations are requested every 30 minutes.
- When the Location tab is opened, the last device location will show on the screen.
- Tap Refresh to request an updated location. It can take up to a minute to update the location. Frequently updating the location can impact device battery life.
- Note: The device must have adequate GPS coverage and cellular signal to provide an updated location.
- Tap the pin on the map to view location details.

Device

General

- Switch to view a different device if you monitor multiple devices.
- Change device nickname and add image.
- Ring Device: Play Device Sound to help locate misplaced pendants.
- View subscriber details.
- View Device ID, device model and carrier.

Activity

- Change the daily step goal.
- Adjust the first motion target time.

Alerts

- Manage app notifications for button press, fall detection, low battery, power off, first motion, and no first motion.
- Tap Save after changing settings.
- Note: To modify email and text message alerts, please contact your dealer.

History

- View history of app alerts you have received

Settings

- **Support:** View contact information for your dealer.
- **Caregiver Information:** Edit information about the app user. Note: To update subscriber information, please contact your dealer.

CAREGIVER MOBILE APP PLACES

Places overview

Tap Places on the Location tab to set up Places and receive popup notifications when the mPERS device enters and exits different areas throughout the day.

Places can be areas frequently visited by the mPERS user.

The radius for each Place is configurable and can be set to 150, 200 or 250 meters.

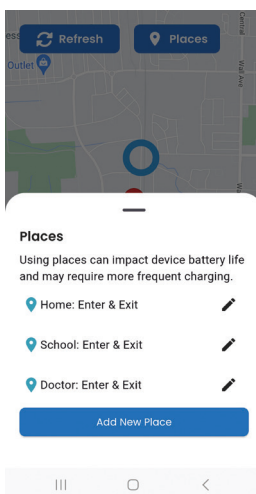
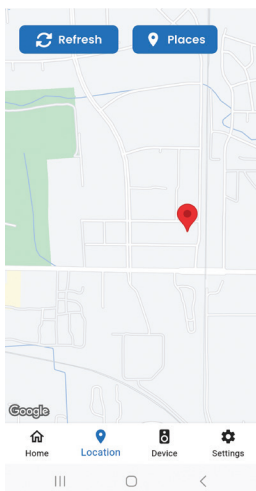
You can enter up to 4 Places per mPERS device.

Because Places are set up on the mPERS device itself, all caregiver app users monitoring the same mPERS device share the same list of Places. Creating and deleting Places will affect all caregiver app users monitoring the same mPERS device.

Each app user can choose if they would like to receive enter/exit notifications for those Places.

Note:

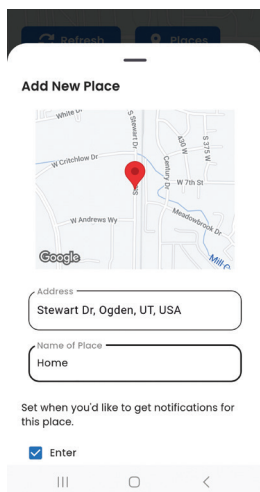
The use of Places may impact the battery life of the mPERS device and require more frequent charging of the mPERS device, due to the increased GPS activity. We recommend charging the mPERS device daily when Places have been added in the app.



CAREGIVER MOBILE APP PLACES

Add a new Place

1. Go to the Location tab.
2. Tap Places.
3. Tap Add New Place.
4. Enter an address. Address options will populate as you type.
5. Enter a name for the Place.
6. Select if you would like to be notified when the mPERS device enters and/or exits the Place.
7. Select the radius for the Place. For larger buildings, it is advised to select a larger radius.
8. Tap Save.

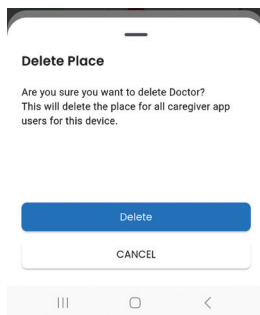


Modify an existing Place

1. Go to the Location tab.
2. Tap Places.
3. Tap the pencil icon beside the Place name in the list.
4. Modify the address, name, notification preferences, and/or radius for the Place.
5. Tap Save.

Delete a Place

1. Go to the Location tab.
2. Tap Places.
3. Tap the pencil icon beside the Place name in the list.
4. Tap Delete at the bottom of the screen.
5. Confirm you want to delete the Place for all app users for this mPERS device.



CAREGIVER MOBILE APP PLACES

Place notifications

After adding or editing a Place, you will receive an enter and/or exit popup notification the next time the mPERS device moves. This is a confirmation that the mPERS device has established if it is currently inside or outside of the Place.

After the initial “confirmation” notification, you will receive enter and/or exit notifications when the mPERS device enters and leaves different Places.

The mPERS device checks GPS for Place enter/exits periodically while continuously moving.

Notifications can also be sent when the mPERS device enters or exits a Place, and then stops moving for about 2 minutes.

You may also receive enter and/or exit notifications:

- After the mPERS device battery discharges and the device is recharged.
- If the device firmware is updated.
- If the device is rebooted.

Note:

If an mPERS device is moving the entire time and enters and exits a Place (such as while driving past the user’s house), the app may not send a Place notification.

If the mPERS device is in an area without strong GPS signal or cellular signal, the app may not send a Place notification.

Edit of Place Complete!



You will receive an Enter/Exit notification the next time this device moves, as an edit confirmation.

Okay

Do Not Show Again

