



# User manual for alarm receivers



SENSOREM

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# Get started with Sensorem's safety service

We are happy that you have chosen to become a customer of Sensorem!

## STEP 1

The safety watch comes with a pre-installed SIM card. The phone number and ID of the watch can be found in the welcome information sent to the purchaser.

## STEP 2

As a recipient of the alarm (and user), you can download the Sensorem app if you want access to, for example, position and messages during an alarm. Download the app by searching for 'Sensorem' in Google Play/App Store or by scanning the QR code on the right.

## STEP 3

Log in to the app by clicking 'Register new device/User' and enter the watch's phone number and ID as per the details provided in the welcome information.

## STEP 4

When you log in to the Sensorem App for the first time, you will receive a request to allow push notifications from the app, which is important to accept. This enables you to receive necessary notifications on your phone, for example, when the user alarms. Therefore, click '**Allow**' (see image 1).

Note that you can always use your login both on your smartphone (iPhone and Android) as well as on your computer. The web address to log in on the computer is: **web.sensorem.se**.

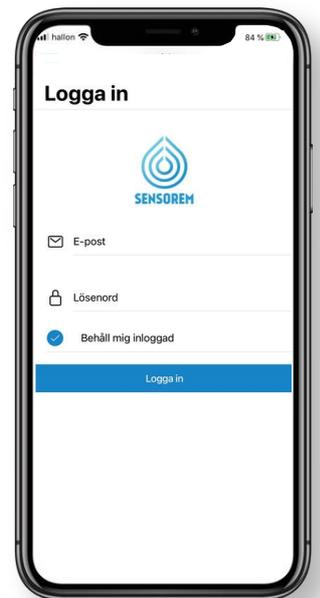


Image 1



Image 2

## STEP 5

You can easily invite more of the user's alarm recipients to use the service either by providing the watch's phone & ID number from the welcome information or via the Sensorem App. Click on "Menu" in the top left corner of the Sensorem app and select **Settings > Relatives > Relative Settings > Add Relative**.

## STEP 6

When the watch is at its home address, it is advisable to set this directly (See Section 5 App Menu Options – Settings). This only needs to be done once and ensures precise positioning.

## 2. Features of the safety service

### GPS

- The alarm recipient receives a notification of the user's GPS position during an alarm.
- The alarm recipient can see the GPS position on a map in the Sensorem app.

### Alarm function

- Built-in switchboard solution - all alarm recipients are called in a predefined order during an alarm from the watch.
- Automatic forwarding to Sensorem's alarm center if no one answers. The alarm center is open 24/7.

### User-friendly solution with accompanying app for relatives

- The watch is pre-programmed and ready to use immediately.
- Sensorem's app shows the user's status (battery level, usage, etc.) and sends push notifications to relatives as needed.
- The watch can be worn and used everywhere outdoors and abroad and is waterproof.
- The smartwatch is intuitive and requires no accessories.

### The watch as a mobile phone

- The user can receive calls to the watch, just like with a regular mobile phone

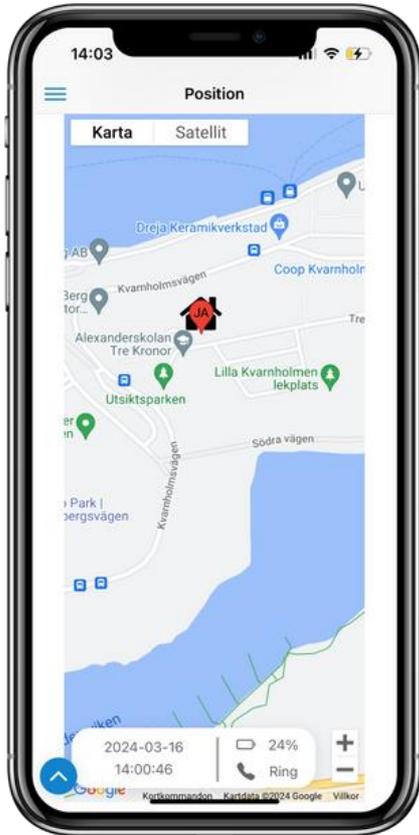
### 3. What happens when the alarm is triggered?

The following happens when the alarm is triggered

1. All alarm recipients receive notifications on their mobile phones when the user has alarmed. In the app, the alarm recipients also get an update on the user's GPS position.
2. At the same time, the watch calls the predefined alarm recipients in the desired order, for example, "Pelle," "Kalle," and "Lisa." A pre-recorded voice says, "You have an incoming alarm call. To answer, press 1." If "Pelle" cannot receive the call, i.e., does not press 1, the watch automatically calls "Kalle," followed by "Lisa." If none of them answers, the watch calls all alarm recipients a second time. If no one is reachable the second time, the call is forwarded to Sensorem's alarm center, which then acts on the alarm (open 24/7).



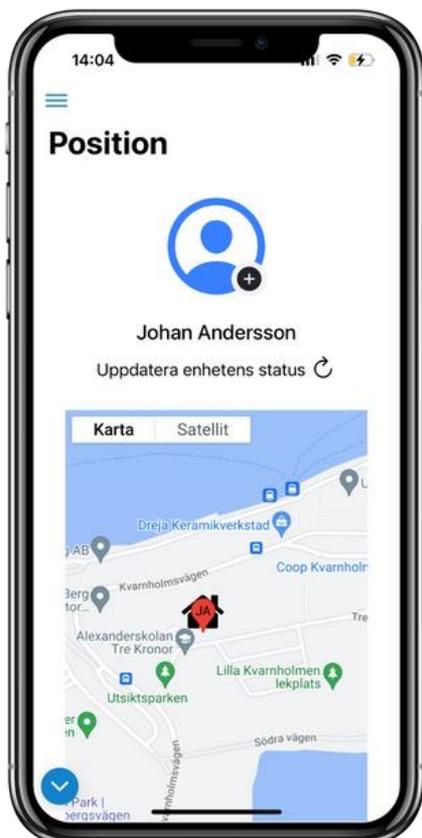
## 4. App menu options – Position



🔄 Click the icon to update the user's GPS position and battery status. In the event of an alarm, the user's GPS position is always updated, but is otherwise only updated with some regularity. When updating the position, a large area is first displayed. After about 1 min, the position becomes more precise. To see when the position was last updated and the battery status, scroll down the page from the map, alternatively press the "blue arrow" on the left of the screen.

🏠 The symbol shows the user's home address. See more under section 5 – Settings.

☎️ Click on the "Call" symbol to call the watch directly.



- Click the plus sign next to the avatar icon to add a profile picture. There you can choose from your saved pictures on the phone and add a picture of the user.

## 5. App menu options – Settings



- Under the watch's settings tab, you can choose whether you want the watch to answer automatically when you call it directly. This means that the user does not have to press the green phone symbol on the screen to answer the incoming call.
- You can also choose whether you want the watch to play the voice message "Watch fully charged" or "Battery low, please charge your watch".



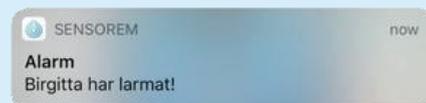
### Set home adress

- Click the button to set the user's home address. This results in the user's home address being marked out on the map through the house symbol (see above), more accurate positioning when the user is at home, and the watch saves battery time. Note that the clock must be at the home address when this is set.
- **NOTE:** If you fill in the home address and this does not appear as an option, please contact Sensorem's customer service and we will help you with the deployment of correct coordinates.



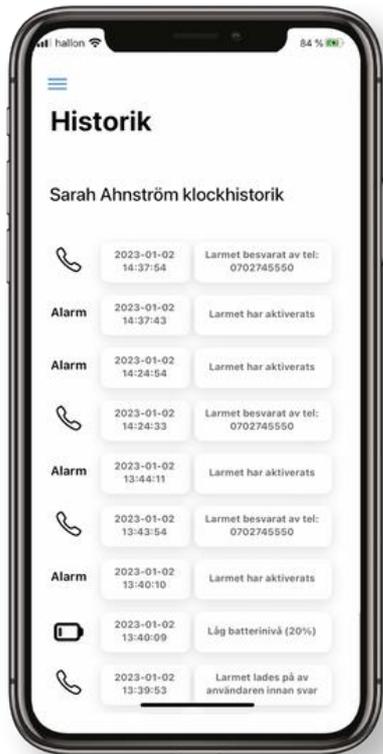
- Under the "Relatives" tab, you invite alarm receivers to take part in Sensorem's service.
- When you fill in "Add relative", an email with instructions is sent to the alarm receiver you want to invite.

## 6. App menu options – Notifications



- See above example of how a notification in your Smartphone looks like.
- Under notifications, you can choose which events you want to receive notifications to your smartphone about. Sensorem recommends always having the SOS/Alarm button event activated. You can also choose to activate SMS in the event of an alarm.

## 7. App menu options – History



- Under history, you can see all events for the watch, all alarms and also if another relative has answered or if the alarm has been forwarded to Sensorem's alarm center. You will also receive an SMS with the time the alarm occurred and the telephone number of the person who answered the alarm. See examples on the right of how an SMS in your Smartphone looks when a user has triggered the alarm.

Användaren Sarah Ahnström har larmat från Sensorems trygghetslarm, telefonnummer: [+4535710127](tel:+4535710127)

Datum: 2023-01-02  
Tidpunkt: 14:37:43

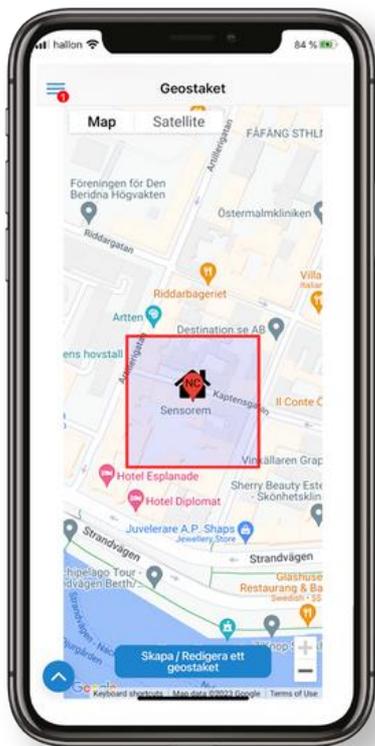
Om du har Sensorems app nedladdad i din telefon kan du se användarens position och status. Du kan även alltid ringa till trygghetslarmets telefonnummer.

Larmet från användaren Sarah Ahnström blev besvarat av telefonnummer [0702745550](tel:0702745550), som tillhör anhörig Clara Norlander.



- Under history, you can also see the time and date of events that occurred; "Alarm", "Battery low", "Battery discharged", "No connection to watch" and "watch has reconnected". "No connection to the clock" occurs when the clock is discharged and in the very few places where the clock does not have coverage (e.g. deep basement premises).

## 8. App menu options – Geofence



- Here you can create and set up a geofence. This acts as a virtual fence that warns if the user goes outside the "safe area".
- When the user enters and leaves the defined area, notifications are generated to alarm receivers.
- We recommend that you have set the user's home address first, in order for the geofence to work at its best. See point 5, Menu selection in the app-settings.
- You can control the size of the specified area by using the plus and minus sign. It is also possible to move the geofence, by placing it elsewhere on the map.
- If you also want the watch to automatically call the alarm chain when the user leaves the geofence area (in addition to notifications), you set this under "Watch settings".

## 9. App menu options – Medication reminder



- Here you can create and set various medication reminders that are played and visualized in the watch.
- You can freely choose the times and number of medication reminders to be played.
- You can also choose in free text what should be displayed on the clock for various medication reminders (for example, which medication should be taken).

## 10. App menu options – Inactivity alarm



- Here you can create and set inactivity alarms for the user.
- You can freely choose times and intervals when the inactivity alarm should go off.
- If the user has not moved within the given interval, notifications are sent to alarm receivers with information about the times between which the user has been inactive.

# 11. App menu options – Invite a friend

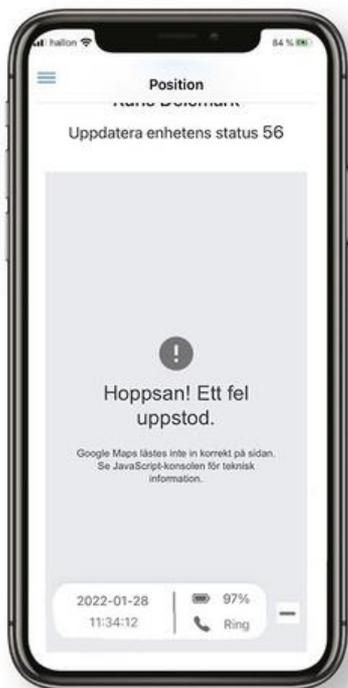


- As a Sensorem customer, you get the opportunity to let your friends test Sensorem free of charge by sharing your unique code. Through this code, your friend gets a 50% discount for the first three months and so do you - a so-called "win-win".

## Share unique code

- To take advantage of the offer, you can choose different ways to share your unique code in the app (e.g. through a prescribed text message, via email or WhatsApp message). You can also invite friends to Sensorem on the website, Read more about this on Sensorem's website.

## 12. Error messages



If the image on the left appears or alternatively a map view that is completely "white/blank" this is because some Smartphones sometimes do not update to their latest map views. If this happens, please fix this by the following steps:

1. Close the Sensorem app, then launch the Sensorem app again.
2. If the error message persists, turn off or restart the phone. Then open the Sensorem app again, the map view will then be displayed correctly again.

## 13. Contact information

**Sensorem AB**  
Engelbrektsgatan 9-11  
114 32 Stockholm  
Sweden

Email: [support@sensorem.se](mailto:support@sensorem.se)

Tel: [+46 8 46 00 77 00](tel:+46846007700)



[www.sensorem.com](http://www.sensorem.com)