



# Bay Alarm Medical



# SOS Smartwatch

Medical Alert System

USER GUIDE



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## Contact

**Customer Service & Tech Support**  
1-877-522-9633

## Instructional Videos

[www.BayAlarmMedical.com/  
videos](http://www.BayAlarmMedical.com/videos)

**Emergency dispatchers may call. Save this number for caller ID recognition: 1-844-996-0208**

# What's Included



SOS  
Device



Docking  
Cradle



Charging  
Cable



Power  
Supply

## Service Packages



SOS Smartwatch  
Device



SOS Smartwatch  
with Fall Detection

## SOS Smartwatch Features

- 1-Touch Screen
- 2-SOS Button (& Back Button)
- 3-Home Button (& Sleep Button)
- 4-Mic
- 5 - Speaker
- 6-Charging Port



Front Side

Back Side

# Setting Up Your SOS Smartwatch



Charge your device only when necessary.

After the docking cradle is plugged in, place the device on it, with the **SOS button up**. It'll announce, **“Your device is now charging.”**

**NOTE:** When placed on the cradle at 0%, it will not announce anything. It will not turn on **until it reaches 7–10%**.

During the charging process, the LED light on the cradle will display **RED**. Once the device is fully charged, the light will change to **GREEN**. **Charging may take up to 6 hours.**

**The smartwatch is considered fully charged once it has reached 91%. If taken off the cradle between 91% and 100%, the device will announce, “Watch fully charged.”**

If taken off the cradle before 91%, it will announce, **“Watch NOT fully charged.”**

**NOTE:** Low cell coverage & how often the device is activated (like false alarms, or shake-to-wake) will affect battery power.

## Battery Life

To prevent the battery from overcharging, the docking cradle will stop supplying power to the smartwatch once it reaches 100%.

Once the device drops to 97%, it will begin to charge again. In doing so, the LED light will alternate between **RED** and **GREEN**.

The smartwatch can last up to 1 day from a full battery charge.



LED light is red, while charging

## To Turn On Device

When device is off, hold the **Home Button** for a few seconds to switch it on.

# Access the Settings Screen



Home Screen

From the **Home Screen**, tap the center of the watch face.

It will minimize & then display the **Main Menu** screen.



Main Menu

From the **Main Menu**, swipe from right to left to display the **Settings Screen**.

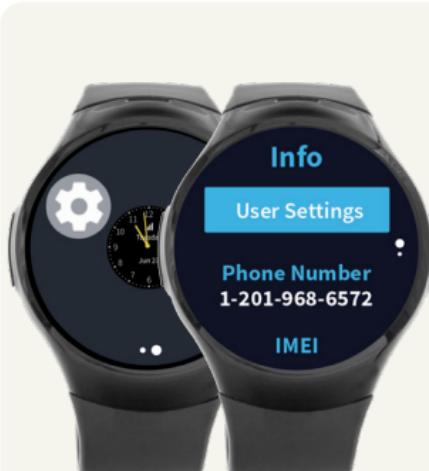


Settings Screen

From there, tap the **Gear icon**.

It will direct you to **Device Info**.

# View Device Information



Device Info

To see it, tap the **Gear icon**.

It will direct you to **Device Info**.



Scroll to see more

To scroll through the Device Info screen, swipe from the bottom of the screen, to the top.



Scroll to see more

Listed details include:

1. Phone #
2. IMEI number
3. ICCID number
4. Serial number
5. Firmware

# How to Test the Device or Call for Help

We recommend that you **test the device weekly**.

**NOTE:** Adequate cellular coverage is required to work properly. If a dispatcher does not speak to you through the device, **you may receive a call from our monitoring center at 1-844-996-0208.**



SOS is Initiated

Press & hold the red **SOS button**.

It will announce,  
**“Hold for 5 seconds, to call for help.”**



Cancel Button Appears

When **Cancel appears**, you will get **another 5 seconds** to call off the alert.

It will announce,  
**“Calling for help. You may release the button”.**

**NOTE:** If you **tap the Cancel button**, the call will end & return to the Home Screen.



Calling

If SOS is not canceled the device screen will display **"Calling."**

At this point it is attempting to dial & connect with the **Monitoring Center.**



Dialing

Next, the screen will display, **"Dialing."**

At this point you will hear ringing until it connects.



Connected

Finally, the screen will display, **"Connected."**

A **dispatcher** will **speak** through the device to ascertain the medical alert user's status.

# How Auto Fall Detection Works

Auto Fall Detection (AFD) activates after sudden, downward movement, **followed by 30 seconds of no movement**. If able, the medical alert user should always press SOS.

**NOTE:** Be advised that in the event of a fall by the medical alert user, if they promptly resume movement, the Fall Detection functionality **will not be triggered**.



Home Screen

After a fall, followed by no movement for 30 seconds, it will announce, **“Have you fallen?”**



Did you fall?

**Tapping ‘CANCEL’** will end the Fall Detection sensor & will return to the Home Screen.

**Tapping ‘HELP’** will force a call to the Monitoring Center.

**NOTE:** The signal is **NOT received** by the Monitoring Center if you select 'CANCEL.'



Status Bar Progresses

The status bar will continue to progress.

After 10 seconds, if nothing is selected,



Calling ...

it will automatically place a call to the **Monitoring Center**.

Finally, the screen will display, "**Connected.**"



Connected

The signal has been received & the medical alert user is now in the queue for the next available rep.

A dispatcher will speak through the device.

# View Your Steps & Set a Goal



Home Screen

From the **Home Screen**, tap the center of the watch face.

It will minimize & then display the **Main Menu** screen.



Main Menu

From the **Main Menu**, tap on the **Steps App** (tennis shoe icon).



Steps Overview

The **steps overview** will display today's current number of steps & your set goal.



Change Goal Button

To update a **step goal**, scroll up & tap the **Change Goal button**.

It will direct you to the **goal screen**.



Goal Screen

Tap the **plus (+) or minus (-) button** to increase or decrease the number of steps by either 100 or 500.



Save Button

Scroll up & tap the **Save button**.

The display will return to the **steps overview** with the new goal.

# How to View the Watch Face Gallery



Home Screen

From the **Home Screen**, tap the center of the watch face.

It will minimize & then display the **Main Menu** screen.



Main Menu

From the **Main Menu**, swipe from right to left to display the **Settings Screen**.



Settings Screen

From there, tap the **Gear icon**.

It will direct you to **Device Info**.



User Settings Button

From the **Device Info** screen, tap on the **User Settings** button.

It will direct you to the **PIN Screen**.



PIN Screen

Enter the default passcode: 1-2-3-4.

Upon entry of the last code digit, it will direct you to the **Settings Menu**.

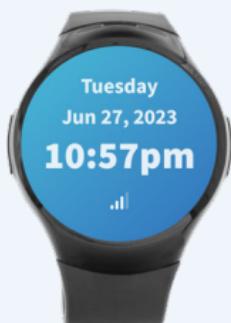


Settings Button

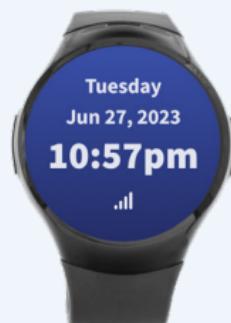
From there, tap the **Watch Face** button.

It will direct you to the **Watch Face Gallery**.

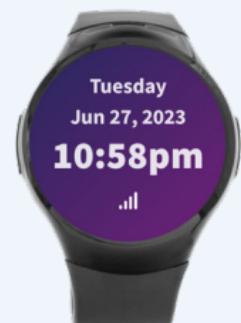
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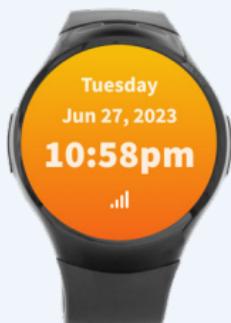
Digital - Sky



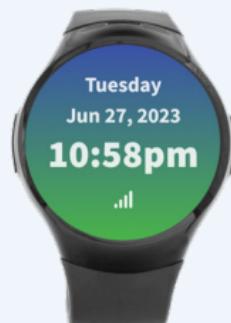
Digital - Blue



Digital - Purple



Digital - Orange



Digital - Green



Dial - Black



Dial - Blue



Dial - Purple



Dial - Indigo



Full Digital -  
Blue on Black



Full Digital -  
Green on Black



Full Digital -  
Orange on  
Black



Full Digital -  
Blue on Indigo



Full Digital -  
Green on  
Indigo



Full Digital -  
Orange on  
Indigo



Full Dial - Black

To scroll through  
the **Watch Face  
Gallery**, swipe from  
right to left.

Once you've found  
the preferred  
display, tap on it to  
save.

# How the Shake-to-Wake Feature Works

When the **Shake-to-Wake** feature is enabled, the watch face will wake up whenever it senses the medical alert user move an arm up to view the time, etc.

**NOTE:** This is a feature that can be turned off any time to help extend battery life.



Settings Screen

To find it, tap the **Gear icon**.

Next, tap **User Settings**.



PIN Screen

From the **PIN Screen**, enter the default passcode: 1-2-3-4.

Upon entry of the last code digit, it will direct you to the **Settings Menu**.



Settings Menu

Beneath the option  
**Shake-to-Wake**,  
**slide the switch on**  
(left to right)

It will prompt a  
**warning screen**.



Warning Screen

Tap the '**Yes**' button  
to reboot the watch.

The screen  
will display  
the message,  
“Rebooting.”  
It’ll take 1–2  
minutes.

**NOTE:** No change will take effect  
until the watch is rebooted.



Rebooting ..

When the reboot  
is finished, the  
screen will display  
the Bay Alarm  
Medical logo &  
then return to the  
Home Screen.

# View Today's Weather Forecast



Main Menu

From the **Main Menu**, tap the **Weather App** (rain cloud icon).

It will direct you to an overview of today's local weather.



Weather Forecast

Scroll through the **weather forecast** screen to view info.

Swipe from the bottom of the watch screen, to the top.



More Weather

Stats include: today's temperature range, weather condition, humidity, wind speed & times for both sunrise & sunset.

# How to Change the Brightness & Volumes



Settings Menu

From the **PIN Screen**, enter the default passcode to access the **Settings Menu**.

(For more steps to get to this screen, see pages 12 & 13)



Brightness Screen

From there, tap the **Brightness** buttons & find the right intensity.



Volume Screen

From there, tap the **Volume** buttons & make adjustments.

# How to Power Off the Device



PIN Screen

From the **PIN Screen**, enter the default passcode to access the **Settings Menu**.

(For more steps to get to this screen, see pages 12 & 13)



Settings Menu

From there, scroll all the way down the list of settings.



'Power Off' button

Tap the red 'Power Off' button.

# How to Reset the Device



Home Screen

Press & hold the **Home Button** (right side) for 60 seconds.

The watch will vibrate & start the reset process.



Rebooting

After about 30 seconds, the screen will display the Bay Alarm Medical logo.

Once it completes, it'll return to the Home Screen.

# FAQs

## **Q: May I shower while still wearing my SOS Smartwatch?**

We would advise against submerging the device in water while bathing. However, it is permissible to leave it on during showering.

## **Q: Can the SOS Smartwatch connect to a cellular phone?**

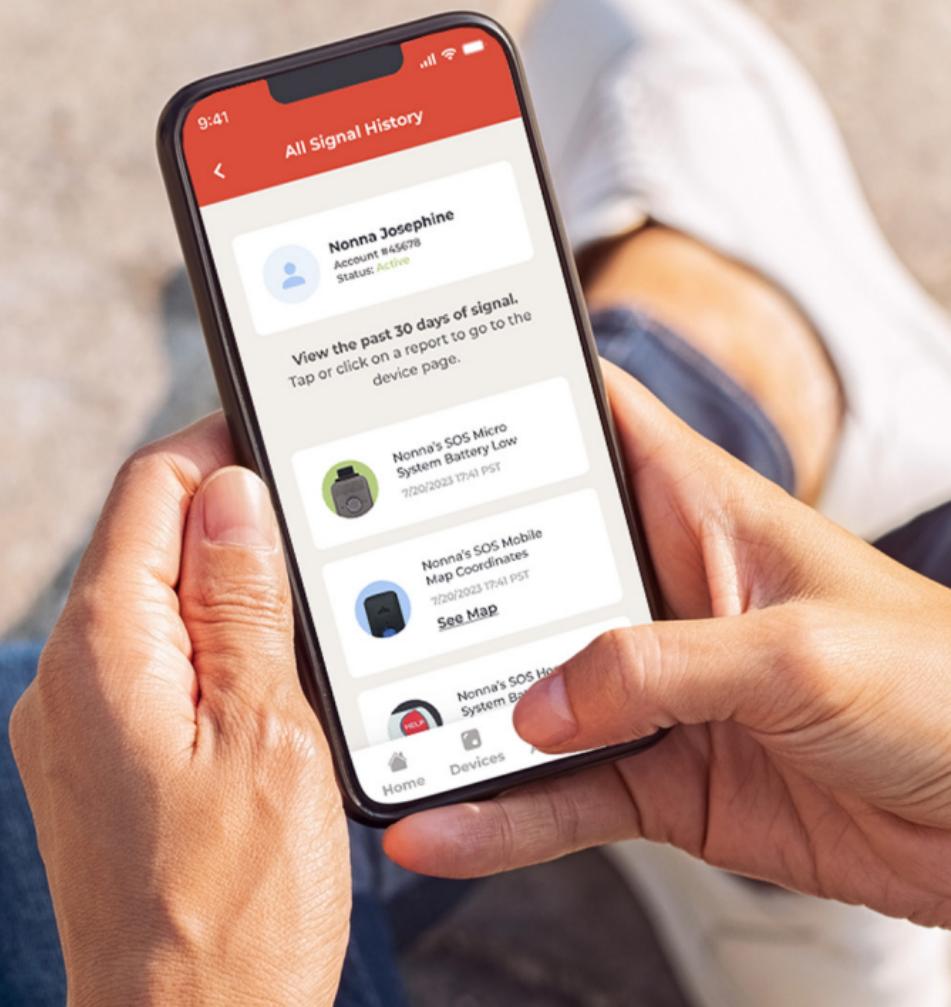
No, this is a separate device. Communication is provided by coverage that we service with a sim card through AT&T.

## **Q: What happens if I accidentally trigger an alarm on my watch?**

If this happens, allow the call to be directed to the **Monitoring Center**. A representative will respond via the device speaker. Confirm that it was a false alarm & that you are safe.

## **Q: Is it okay to wear the device if I have a pacemaker?**

There is a magnet in the device that could possibly affect the pacemaker, we highly recommend following up with your doctor to determine if this device can be used.



## Bay Alarm Medical App with Caregiver Tracking

Stay in the know. See the current location of your loved one in real-time. Access location history & get notified if the battery gets low.

**Free download** for all SOS Smartwatch users.



# Refer A Friend, Reward Yourself

Receive a **FREE** month of service if you have a friend sign up with Bay Alarm Medical.

## How do I get my free month?

After 60 days following your friend's activation, we will process a credit for a **free month of service to you.**

In order to receive your credit, please make sure they mention your full name at the time of order.

## Is there a referral limit?

Not at all! Tell as many friends as you'd like.

Receive a free month **for each friend that signs up with a new subscription plan.**

If 12 friends sign up & stay with us for 60+ days, then you could earn 12 months of free service!





**Bay Alarm  
Medical**

# **SOS** **Smartwatch**

**Medical Alert System**

**[www.BayAlarmMedical.com](http://www.BayAlarmMedical.com)**

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