Bay Alarm Medical

SOS
Smartwatch

MEDICAL ALERT SYSTEM

User Guide

In this guide

Contact

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

Instructional Videos
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 - Speaker

5 - Mic

6 - Charging Port

Front Side

Back Side

Setting Up Your SOS Smartwatch

Stay protected & wear your device daily. Charge it up at night.

1. Connect the **charging cable.** Insert the micro USB to the docking cradle & the standard USB to the power supply. Plug into a power outlet.

2. Dock the device on the cradle, SOS button up. It will turn on & announce, **"Your device is now charging."**

NOTE: Charging may take up to **6 hours.**

3. During the charging process, an LED light located on the **docking cradle** will display **RED**. Once the device is fully charged, the light will change to **GREEN.**

Battery Life

The SOS Smartwatch **can last up to 1 day** from a full battery charge.

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

It is advised to only charge the device when deemed necessary. Although the device is capable of being charged daily, we do not recommend this practice.

If removed too soon from the cradle, it will announce, **"Watch not fully charged."**

RED light while charging

Turn On Device

If device is fully off, hold the **Home Button** for a few seconds to switch on the device. ■

Bay Alarm Medical

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 find it, tap the **Gear icon**. Next, tap **User Settings.**

The **Device Info** screen displays general details about the watch.

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 number
2. IMEI number
3. ICCID number
4. Serial number
5. Firmware ■

How to Test the Device or Call for Help

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.

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

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. ▪

Bay Alarm Medical

How Auto Fall Detection Works

The feature will activate 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. ■

Bay Alarm Medical

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 Menu

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

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

Cont'd next page >

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.

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

Next, tap **User Settings.**

Settings 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.**

PIN Screen

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

It will prompt a **warning screen.**

Settings Menu

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

The screen will display the message, "Rebooting." It'll take 1–2 minutes.

Warning Screen

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

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

Rebooting ..

![Bay Alarm Medical]

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. ■

 Bay Alarm Medical

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 device is separate. Communication is provided by coverage we service with a sim card through AT&T or Verizon cellular service.

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. ◼
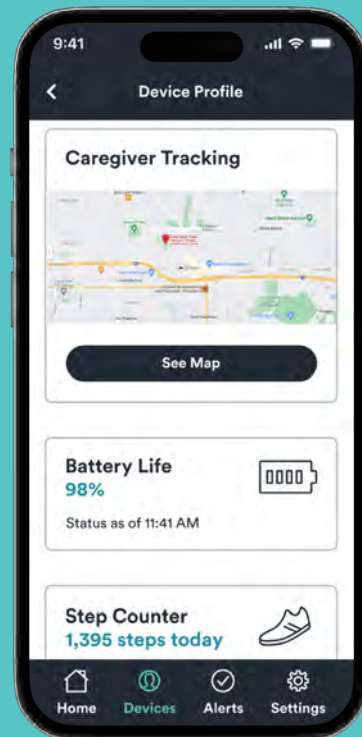
Bay Alarm Medical App with Caregiver Tracking

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.

![Bay Alarm Medical logo] **Bay Alarm Medical**

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! ■

SOS
Smartwatch

MEDICAL ALERT SYSTEM