

User Guide – Caregiver24.7 Application and Devices

Integrated Attention Alert & Action System



* Home router and smart phone not included



ATTENTION

The Caregiver24.7 Integrated Attention Alert & Action System is a productivity tool designed to serve caregivers, prompting the rendering of tender loving care and attention to loved ones in need at home, an act which sometimes can be inadvertently lost amid one's many other commitments. In the process, the caregiver's anxiety for being unable to be physically present all the time can also be mitigated.

The dependability of the system is contingent on an array of ordinary factors: power availability and internet stability for all components; phone and app settings; device deployment, environmental factors and patient's mobility patterns. As a result, Caregiver24.7 and its proprietors will not be in a position to warrant that any situational issue experienced by the user will meet user expectations.

The system does not purport to be a medical device and no part of the system shall be construed as such. Users are strongly urged to consult medical professionals on suspicion of any medical situation.

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Mobile Phone Specifications

	Android Phone	iOS
Operating System	Android 8.0 or later	iOS 12.0 or later

Obtaining the App

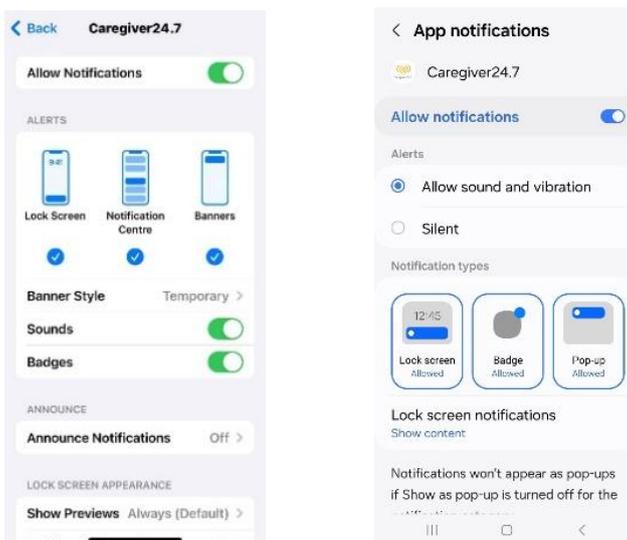


<https://Caregiver247.sg>

Essentials of App Set-up

As with all mobile apps, their functionality and performance are first and foremost subjugated to the specifications, settings and conditions of the user’s mobile phone on which the app is installed, as well as the signal strength of the internet at both the app and device ends.

As a first step after installing the Caregiver24.7 app, please ensure that “Notifications” for the app needs to be **allowed** in “App notifications” in order for essential functions of the app to be useful.



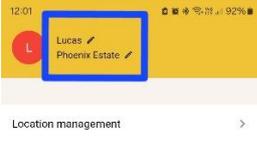
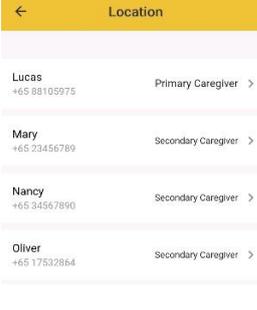
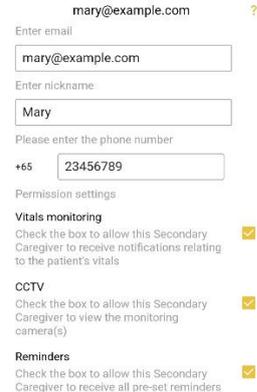
Ways by which one first becomes an account holder:

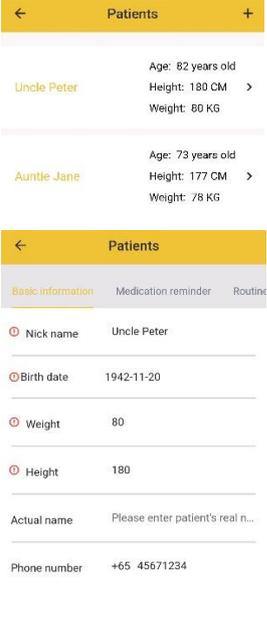
1) Self-registration*	Self-registration on the app will render the account holder the Primary Caregiver of a self-defined location where care is given.
2) Inducted by an existing account holder**	<p>A person (such as a family member with whom caregiving is usually coordinated) can be roped in as a Secondary Caregiver (i.e. co-caregiver) by the initial (i.e. self-registered) account holder, i.e. the Primary Caregiver. (The Primary Caregiver is urged to obtain the consent of the would-be Secondary Caregiver before roping in the latter.)</p> <p>When added as a Secondary Caregiver, the would-be Secondary Caregiver will receive an email notification along with the initial access password which is his/her mobile number entered by the appointing caregiver.</p> <p>Once accessing the app, the Secondary Caregiver can by default be the Primary Caregiver of another self-defined location where another set of patients may require care, or just stay being a Secondary Caregiver for the location he/she was initially roped in to give care.</p>

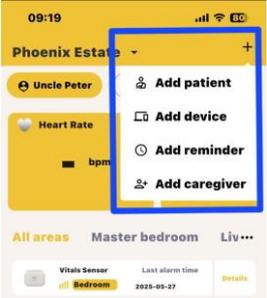
Registration and Login:

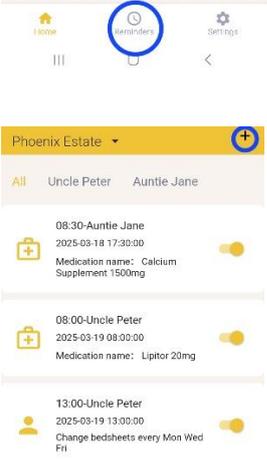
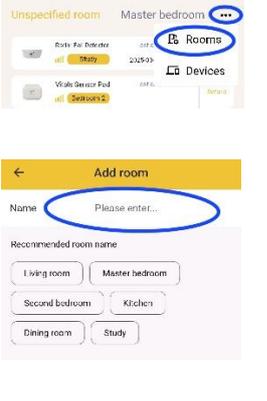
On the Login/Register page	Top right-hand corner, choose language version, currently offered in English and Chinese.
Email	Email address is used as the sole ID for signing in.
*Register (Self-registration)	For initial access via self-registration, tap on Register. Provide an email address to be used for signing in. Get a verification code which will be sent to the email address provided. Enter the generated launch code in “Verification Code” as provided in the email. Create a password. Browse through the Privacy Policy and Disclaimer. Tap “Agree” to proceed to Register.
**Initial access by a Secondary Caregiver	<p>Upon being inducted by an existing account holder, the Secondary Caregiver can log in using his/her email and password, being his/her email address and mobile number respectively entered by the existing account holder when creating the Secondary Caregiver account.</p> <p>The Secondary Caregiver can change his/her password after login, at “Settings” → “Personal information” → “Change password”.</p>
Login	Enter the email and password. Check “Remember Me” for subsequent quick access to the app.
Homepage / switching of location	<div data-bbox="411 1440 675 1648" data-label="Image"> </div> <p>The default homepage will show details of the location at which the account was first accessed by the account holder.</p> <p>For account holder via self-registration, the default homepage will be of the location to be self-defined.</p> <p>For account holder via first joining as a Secondary Caregiver, the default homepage will initially be that of the location intended by the Primary Caregiver roping in the Secondary Caregiver.</p> <p>The location view can be switched at the top left-hand corner</p>

Essential App Settings:

<p>Settings</p>		<p>On the homepage, tap on “Settings” on the lower right-hand corner.</p>
<p>Nickname of account holder</p> <p>Nickname of Location</p>		<p>On the top of the page, tap on the top edit icon  to give yourself a nickname (e.g. “Lucas”; “Eldest Brother”).</p> <p>Tap the second edit icon  to give the Location of the home patient a nickname (e.g. “Phoenix Estate”; “ABC Condo”).</p>
<p>Location management</p>		<p>Since there may be situations where a caregiver needs to take care of patients at more than one location (e.g. parents at one location and parents-in-law at another location), tap here to create additional locations.</p>
<ul style="list-style-type: none"> Adding Secondary Caregiver(s) 		<p>Under each location nickname created, tap on each to add details of Secondary Caregiver(s). Every app account holder is by default the Primary Caregiver of a self-defined location. The Primary Caregiver can designate multiple Secondary Caregivers (e.g. siblings, children, good neighbours) to form a self-defined network of support when an alarm siren is triggered. Secondary Caregivers are designated by email addresses.</p> <p>In the event an alarm siren is triggered, the Primary Caregiver and all Secondary Caregivers will receive the attention notification.</p>
<ul style="list-style-type: none"> Details of Secondary Caregiver 		<p>Under each Secondary Caregiver designated, practical (though optional) information such as nickname, mobile number and permission settings are available for setting up. Since an important feature of the app is the availability to tap on a self-defined network of support when an alarm siren is triggered, it is most practical for the Secondary Caregiver’s mobile phone number to be pre-set here.</p> <p>Given that the nature of caregiving intended by the app is to be collaborative among a close trusted group in most likelihood, and where a Secondary Caregiver’s involvement may not be any less than that of the Primary Caregiver, the Secondary Caregiver is also permitted to alter the permission settings.</p>

<p>Patients</p>	 <p>The screenshot shows two patient cards at the top. The first card for 'Uncle Peter' lists: Age: 82 years old, Height: 180 CM, Weight: 80 KG. The second card for 'Auntie Jane' lists: Age: 73 years old, Height: 177 CM, Weight: 78 KG. Below these is a form titled 'Patients' with tabs for 'Basic information', 'Medication reminder', and 'Routine'. The form fields include: Nick name (Uncle Peter), Birth date (1942-11-20), Weight (80), Height (180), Actual name (Please enter patient's real n...), and Phone number (+65 45671234).</p>	<p>Since there could be more than one home patient at each location, patient particulars can be segregated and added via the “+” sign on the top right-hand corner of this page. Statutory/Formal particulars are optional, though an indication of the patient’s age (through birth date), weight, height and mobile number may come in handy for reference at times of emergency. Apart from contact particulars of the Secondary Caregivers, other emergency contacts such as those of the patient’s clinic, emergency centre (with its identity self-defined by the caregiver) and ambulance service are advisable to be pre-set.</p>
<p>Personal information</p>	 <p>The screenshot shows a 'Personal information' page with fields for: Nickname (Lucas), Phone number (65 88105975), and Change password. At the bottom is a yellow button labeled 'Close account'.</p>	<p>This relates to account administration for the Primary Caregiver. Practical information such as nickname and mobile number are important to be pre-set in order for timely communication to function as intended. (In the absence of the nickname, the email address will be shown instead.) This is also where password can be changed and where the account can be closed.</p>

<p>Shortcuts to adding:</p> <ul style="list-style-type: none"> • patient • device • reminder • caregiver 	 <p>The screenshot shows the homepage with a menu open on the right side. The menu items are: Add patient, Add device, Add reminder, and Add caregiver. The background shows a heart rate monitor and a 'Vitals Sensor' for the 'Bedroom'.</p>	<p>The “+” on the top right-hand corner of the homepage provides quick access to adding a patient, device, reminder or secondary caregiver.</p>
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<p>Reminders</p>		<p>On the homepage, tap on Reminders at the bottom-centre of the page. Make sure you are at the right location in order to select the right patient to add a reminder. Go to the “+” sign on the top right-hand corner of this page.</p> <p>There are 2 reminder types: 1) Medication regimen and 2) Routines.</p> <p>The “Reminders” screen lists all the reminders in respect of all patients at a given location in sequential order of the next reminder taking place, which would be pushed to the caregivers’ phone as notifications at the specified time.</p>
<ul style="list-style-type: none"> Reminder Schedule 		<p>All input descriptions are in free formats to enable the caregiver to document in any way he/she finds effective for record and for reference purposes.</p> <p>For reminder notifications to be triggered, however, the comprehensive settings are structured to cater to periodic patterns that are either straightforward or not-so-straightforward depending on the required regimen.</p> <p>The reminder notification structure takes into account the start date, start time, whether there are intervals within a day, whether a regimen or routine is perpetual, the repeat patterns, and the corresponding logical permutation of intervals and end times based on the selections.</p> <p>Where reminders are selected, the Primary Caregiver will receive notifications on his/her mobile phone at the designated time, and so will all Secondary Caregivers subject to the initial permission settings dictated by the Primary Caregiver.</p>
<p>Rooms</p>		<p>It is advisable to designate a “room” where a device is deployed. To add relevant room names where the devices are deployed, tap on “...” on the homepage as illustrated. Choose from among the recommended room names or go to “Add room” to customize a new room name.</p> <p>Designating each device to the relevant room will be helpful especially where there are multiple units of a similar device in the same location (i.e. the same property on the same network). In addition, where multiple units of WebCam are installed, an alarm siren triggered from a device in a particular room will concurrently show the view from the WebCam located in the same room on the app. It is thus useful to align the device and room properly.</p>

Devices

Currently there are altogether 4 types of Caregiver24.7 devices available to the user to set up with the Caregiver24.7 app, namely: 1) Vitals Sensor Pad; 2) SOS Call Panel; 3) WebCam; 4) Radar Fall Detector, based on the user's need. The app also caters to deployment of multiple quantities of each device type at each location, i.e. more than one of each device type can be deployed at different areas of a property.

Attention: For initial set-up to connect to devices, please ensure that both 'Bluetooth' and 'Wi-Fi on 2.4GHz bandwidth' of the mobile phone on which the app is installed are turned **ON** in order for the phone to distribute its Wi-Fi network information to the devices. After setting up, the devices will have no reliance on Bluetooth or the mobile phone's bandwidth to function.

For dual-band or tri-band routers without separate bandwidth selection set-up, i.e. where the mobile phone auto-connects to Wi-Fi without any indication to the user whether it is on 2.4GHz or 5GHz, the user may experience difficulty connecting the device to the network when the mobile phone happens to be not on the 2.4GHz band during the device connection attempt. This may entail the user to disconnect and re-connect the phone Wi-Fi reiteratively to connect the devices.

Adding Devices

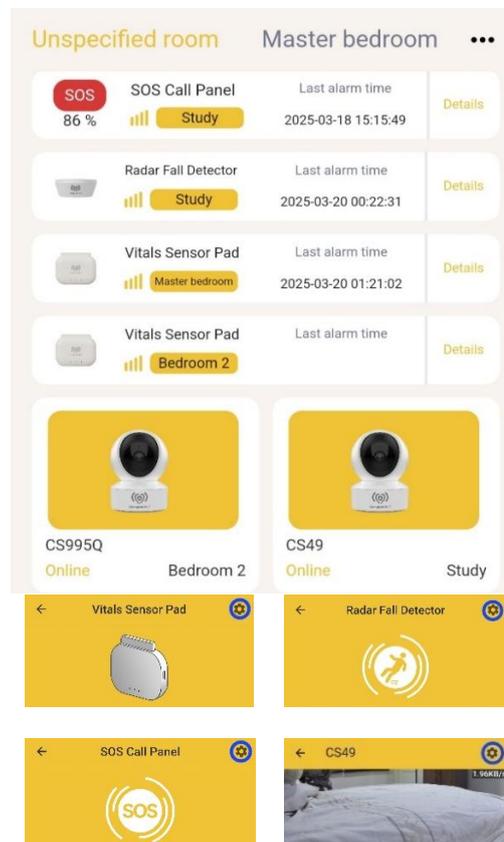


On the homepage of the designated location, tap on the "+" sign on the top right-hand corner of the homepage to add device.

The devices displayed on the "Add device" screen can be chosen corresponding to the device you wish to set up.

Note:

Once a device has been connected to the app, it will appear on the app's homepage. From here, you can tap on any device, which will bring you to the device page. On any device page, that particular device's "Settings" is accessible on the upper-right-hand corner.

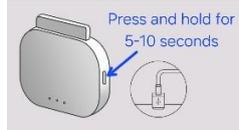


Note: In the event of power or network outage, all devices previously connected to the app will automatically reconnect to the same network when the network is restored. In the less-likely event that any device remains disconnected after the network is restored, please unplug and re-plug in the power cable from the device, or set up the device connectivity manually.

Device

Set-up for Connectivity

Vitals Sensor Pad



Wi-Fi

Select 2.4GHz band and enter network password

If your Wi-Fi band is 5GHz, please first select 2.4GHz



Connect the device to a stable power source via the provided USB-A/USB-C 100-240V power adaptor.

On the app, choose Vitals Sensor Pad from the “Add device” screen.

Press and hold the side button of the device for 5-10 seconds until the indicator light flashes quickly.

On the app, tap on “Next” to proceed.

Select 2.4GHz band and enter the router password to connect.

Settings

Vitals Sensor Pad Bind Patient

Modify Room All areas

Initialization ! >

Calibration ! >

Check for upgrades >

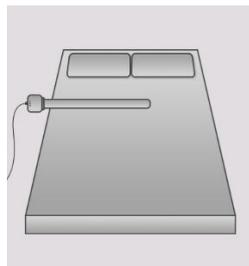
Activate device

Remove Device

Upon successful initial connection, the device will appear on your homepage. If you tap on this device’s Settings for the first time, you will see two red “!” marks prompting you to initialize followed by to calibrate this device.

The Vitals Sensor Pad is a delicate sensor device (similar to an electronic microgram weighing scale) which requires initialization and calibration on a stable Wi-Fi connection before it can function meaningfully.

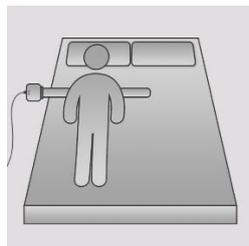
On Wi-Fi connected status (with a stable indicator light), follow the on-screen instructions to initialize/re-initialize and to calibrate/recalibrate the device.



Initialization:

Place the Vitals Sensor Pad flatly on the bed just underneath the bedsheet in order for the device to recognize its initial state. The position of the device should be such that the flat pad under the bedsheet would be positioned under the back of the chest when lying on (as pictured on screen).

Tap on “Next” to proceed.



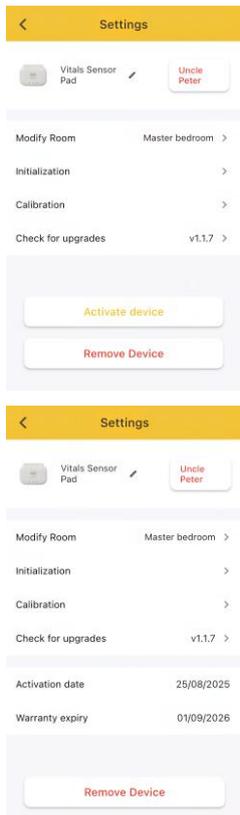
Calibration:

On this device’s Settings page, select “Calibration”.

Let the designated patient lie on the bed (as pictured on screen) and breathe normally for 5 to 10 seconds.

Tap “Next” to begin calibration. Breathe evenly during the calibration process. Progress of the calibration is indicated on the app, which should take up to 3 minutes to complete.

A failed calibration may happen as a result of uneven breathing or movements which cause disturbances to the pad sensors, in which case the calibration has to be attempted again.



Naming device, designating room, binding patient and others:

On the homepage, tap on this Vitals Sensor Pad. On this device’s page, go to its Settings.

Tap on the icon  to name the device, e.g. “Vitals Sensor Pad” or any name as desired.

Tap on “Modify Room” to designate an area where this Vitals Sensor Pad is deployed, e.g. “Master bedroom”.

Bind a patient to the device since the deployment of this device is meant to be catered to a designated patient. (The patient’s nickname should have been established when setting up the app.)

This page is also from where subsequent re-initialization and re-calibration can be carried out.

Tap “Activate device” if “Activation date” and “Warranty expiry” are not displayed. Devices that are not activated may cease to function, and warranty is void.

The device can also be removed from the app for any reason.

Firmware upgrades may be available Over-the-Air from time to time. You may check on its availability under the device’s settings. Once upgraded, the device will need to be re-initialized under the device’s settings.

SOS Call Panel



Connect the device to a stable power source via the provided 100-240V AC/DC power adaptor.

On the app, choose SOS Call Panel from the “Add device” screen.

Press the SOS button on the device in 5 quick successions.

A long ‘beep’ will be audible, followed by a series of short beeps while the device is trying to connect with the app.

On the app, tap on “Next” to proceed.

Select 2.4GHz band and enter the router password to connect.

On the homepage, tap on this SOS Call Panel. On this device’s page, go to its Settings.

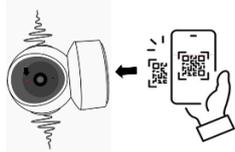
Tap on the icon  to name the device, e.g. “SOS Call Panel” or any name as desired.

Tap on “Modify Room” to designate an area where this SOS Call Panel is deployed, e.g. “Master bedroom”.

Tap “Activate device” if “Activation date” and “Warranty expiry” are not displayed. Devices that are not activated may cease to function, and warranty is void.

Note: The SOS Call Panel can be temporarily unplugged from the cabled power source after it is fully charged and will remain functional on its rechargeable battery for up to 72 hours.

WebCam



Connect the device to a stable power source via the provided USB-A/USB-C 100-240V power adaptor.

On the app, choose WebCam from the “Add device” screen.

Once powered up the WebCam will self-conduct an initialization.

Long-press the reset button (next to the TF/microSD card slot) on the device which can be located by manually rolling up the black cavity where the lens is placed.

Successful reset is indicated by flashing light or audible sound, i.e. *“Please use app to configure Wi-Fi.”*

On the app, tap “Next”, and the app will switch to camera scan mode. Hold your phone to scan the QR code located underneath the WebCam.

Select 2.4GHz band and enter the router password to connect.

When the device is found, tap “Scan Code”. A QR code will be generated on the app screen.

Point and show the generated QR code on the phone screen to the WebCam lens at a range of 15-20 cm.

Once a ‘beep’ is audible, tap on “Sound indicator audible” to complete the connection.

On the homepage, tap on this WebCam. On this device’s page, go to its Settings.

Tap on the icon  to name the device, e.g. “WebCam” or any name as desired.

Tap on “Modify Room” to designate an area where this WebCam is deployed, e.g. “Master bedroom”.

Tap “Activate device” if “Activation date” and “Warranty expiry” are not displayed. Devices that are not activated may cease to function, and warranty is void.

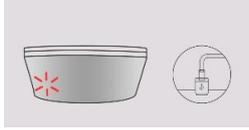
All functions of the WebCam can be remotely controlled, accessible from the selected WebCam page.

For caregivers, the essential functions are PTZ (Pan, Tilt, Zoom) and Intercom (with the remote speaker turned on for 2-way conversations).

Under the PTZ function, there is the option to preset up to 5 viewing angles of the WebCam.

Note that to use the Playback function, a microSD card (a.k.a. TF card) needs to be installed. The microSD card is not included with the purchase of the WebCam.

Radar Fall Detector



Note: As this device is intended to be installed on the ceiling, it is advisable that its network connection with the app be established before deployment. Please also refer to the section on "Deployment of Devices" in relation to the Radar Fall Detector.

Connect the device to a stable power source via the provided USB-A/USB-C 100-240V power adaptor.

The red indicator light inside the casing will be flashing quickly.

On the app, choose Radar Fall Detector from the "Add device" screen.

Tap on "Next" to proceed.

Select 2.4GHz band and enter the router password to connect.

On the homepage, tap on this Radar Fall Detector. On this device's page, go to its Settings.

Tap on the icon  to name the device, e.g. "Radar Fall Detector" or any name as desired.

Tap on "Modify Room" to designate an area where this Radar Fall Detector is deployed, e.g. "Master bedroom".

When the red indicator light is stabilized, tap on "Installation height" to input the height at which the Radar Fall Detector is installed on the ceiling. This device's operable height is between 220 and 280 cm.

Tap "Activate device" if "Activation date" and "Warranty expiry" are not displayed. Devices that are not activated may cease to function, and warranty is void.

Deployment of Devices

Caregiver24.7 is meant for home-based patients or anyone requiring some level of physical or clinical attention at home. Its devices are designed with deployment in a residential setting in mind. As with most electronics, they should be deployed in a relatively non-humid environment.

Device	Deployment	
Vitals Sensor Pad		<p>Place beneath the bedsheet of the patient's bed on the part where the upper back (i.e. back of the chest cavity) lies on. (The belt-like pad placed beneath the bedsheet can hardly be felt when lied on.)</p>
SOS Call Panel		<p>Install the device close to and reachable from the bed. Install at a dry area of the toilet or near the bathroom door.</p>
WebCam		<p>Deployment of the desktop WebCam is straightforward. However, do note that the WebCam deployment can be a sensitive issue for the patient. Out of respect for the patient's privacy, the WebCam can be deployed at common areas where the patient may access routinely if the patient is not bedridden.</p>
Radar Fall Detector		<p>Install on the ceiling*. The detection scope of the Radar Fall Detector covers a circular area angled at 100° from the device on the ceiling at a height of 220 to 280 cm, yielding a coverage area of about 21 sqm to 35 sqm.</p> <p>The use of radar devices can be a very good, non-intrusive, and effective choice. The effectiveness of the radar devices, however, can be constrained by several factors. Generally, the determination of a radar device installation spot should consider the following:</p> <ul style="list-style-type: none"> • Avoid the presence of strong airflow or quick temperature variability in the transmission path of the radar, such as keeping a distance from aircon vents or fan blades or oven; • Avoid the presence of large metallic surfaces in the transmission path of the radar as metallic surfaces reflect electromagnetic waves and would thus distort signals; • When multiple radar devices are deployed, ensure they are at least 50cm apart and are not facing each other. <p>*It is recommended that a qualified contractor be engaged to install this device, preferably on a false-ceiling for power-tapping and cable concealment.</p>

Examples of Device Deployment

Depending on the mobility condition and independence of the patient as well as the size of the property, some perspectives of device deployment are as follow:

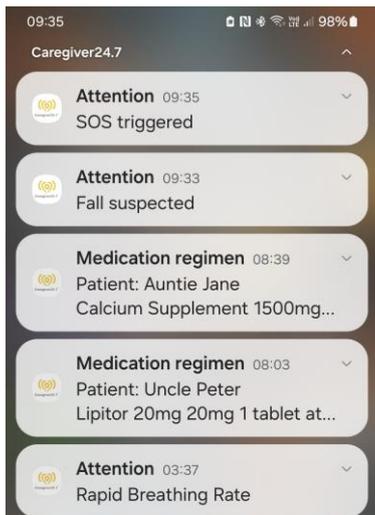
A deployment scheme for a bedridden patient:

Device	Bed/Bedside	Bedroom	Bathroom	Common Areas
Vitals Sensor Pad	✓ (bed)		–	–
SOS Call Panel	✓ (bedside)		✓ (dry area)	–
WebCam	✓ (address privacy concerns)		–	–
Radar Fall Detector		–	–	–

A deployment scheme for a less mobile patient with increasing fall risk:

Device	Bed/Bedside	Bedroom	Bathroom	Common Areas
Vitals Sensor Pad	✓ (bed)		–	–
SOS Call Panel	✓ (bedside)		✓ (dry area)	✓
WebCam		✓ (address privacy concerns)	–	✓
Radar Fall Detector		✓	✓ (dry area)	✓

Attention Notifications and Alarm Sirens



All caregivers within the self-defined network of support (i.e. the Primary Caregiver and all Secondary Caregivers) will receive reminder notifications or attention notifications in the following events:

- 1) when a reminder notification is set for a medication regimen or a routine;
- 2) when a voluntary need is expressed through an assistance request (e.g. via the SOS Call Panel); or
- 3) when an involuntary attention is warranted (e.g. via breached vitals thresholds detected by devices such as the Vitals Sensor Pad or Radar Fall Detector).

The user can tap on the received notification to access the app or go to the app directly.

Reminder notifications do not trigger sirens. But when a voluntary need is expressed through an assistance request or a suspected involuntary attention is warranted, accessing the app will evoke a siren on the phone.

In the event where there is an accumulation of attention notifications pending action, there will only be one alarm siren, from the latest triggering event, upon next access by any caregiver.

When the Siren is Triggered

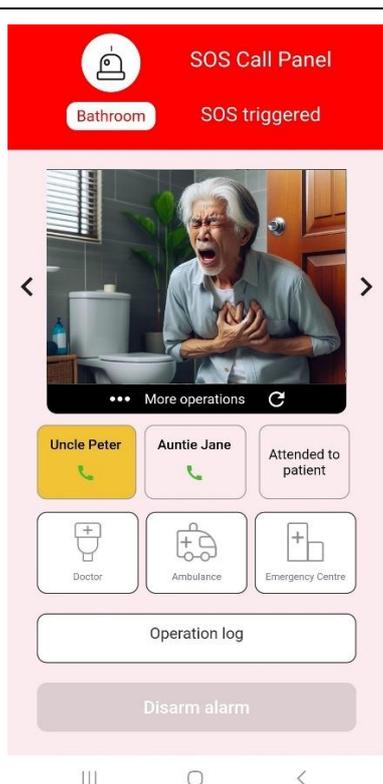


Illustration: Action not taken and siren cannot be disarmed

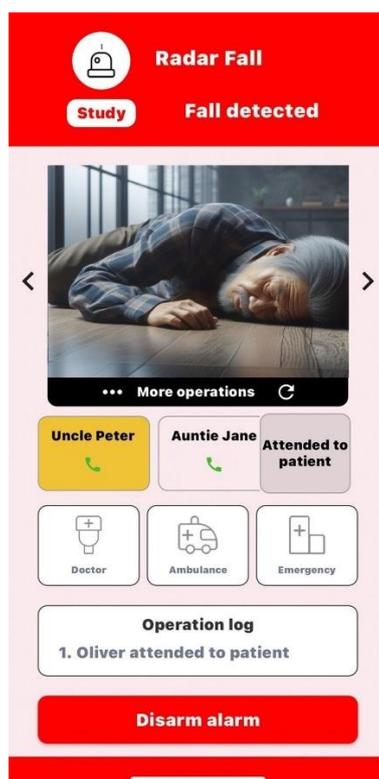


Illustration: Action taken and siren can be disarmed

When an alarm siren is triggered, the app turns to a partially-frozen red alert screen. The way to disarm the siren is for the first responder among the caregivers to take an immediate action – tap on “Attended to patient” (if the caregiver happens to be home) or tap on any of the pre-set quick-dial buttons to call the patient (where practicable), any of the other caregivers or the clinic, ambulance or emergency centre – before the “Disarm alarm” button can unfreeze.

During the red alarm siren, a livestream view from the WebCam will appear on the alarm screen. Naturally, what can be viewed depends on where the WebCam is deployed. If multiple cameras have been deployed, the default livestream showing on the app will be from the WebCam having the same designated room as that of the triggering device. For example, if an SOS Call Panel designated as deployed in the Master bedroom is triggered, the default camera view will stream from the WebCam that is identically designated as deployed in the Master bedroom. If no WebCam is designated as deployed in the same room as the triggering device, then the default view will be from any WebCam if there are more than one. In any case, where there is more than one camera, the views from different cameras can be toggled (via the on-screen left/right scroll) for observation.

Attention Trigger Conditions

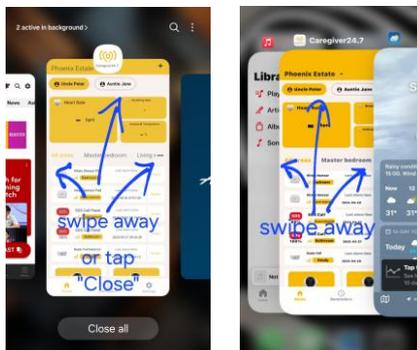
Device	Trigger Conditions (General Guidelines)
Vitals Sensor Pad	<p>Heart rates: On bed >100 continuously for ≥60 seconds <50 continuously for ≥60 seconds</p> <p>Breathing rates: On bed >20 continuously for ≥60 seconds <10 continuously for ≥60 seconds</p> <p>Underquilt temperature: On bed for >15 minutes >38°C continuously for ≥120 seconds <24°C continuously for ≥120 seconds</p> <p>Note: The trigger conditions above are the general guidelines but the actual algorithm adopted takes into account other trends and patterns to reduce undue attention notifications</p>
SOS Call Panel	Manual and deliberate call for assistance
WebCam	Does not trigger alarm by itself but serves as visual corroboration, with oral communication function
Radar Fall Detector	Fall is suspected when the device detects a sudden change in the height of a humanoid figure, triggering an attention notification in 30 seconds

Operation Logs

Logs of attention events	<p>Logs of events can be found by device or by date.</p> <p>By device: On the homepage, tap onto any connected device.</p> <p>By date (which shows logs of all devices): Settings → Alarm logs</p>
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Troubleshooting

General Advice: CLOSE YOUR APP WHENEVER YOU EXIT THE APP – Please note that when you merely exit your Caregiver24.7 app from active view on your phone, the app has not been closed, and certain processes may still be running in the background. To avoid any potential interference of processes lingering from the previous access session upon your next entry to the app, you are advised to habitually CLOSE the app (but don't sign out) each time after exiting the active view of the app. [Note: Closing your app does not affect your ability to receive attention notifications on your phone.]

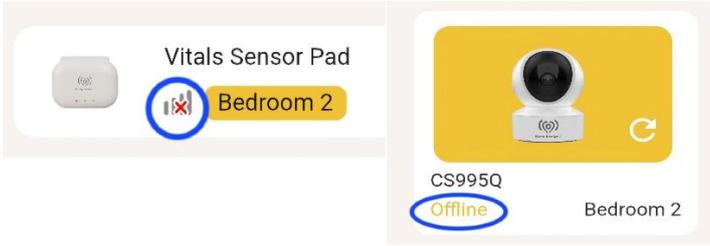


Closing your app

Depending on the operating system or the phone-specific user interface, closing an app running in the background usually involves tapping on a physical or virtual button or swiping the screen bottoms-up to call out all the active apps running in the background (as shown).

Swiping the Caregiver24.7 page up/right/left or tap on the “Close” button on screen (as the case may be) will close the app.

Trouble Area	Issue	Reasons and/or Remedy
App		
Accessing the app	Did not receive any launch code or password in my email needed to access the app	<p>Please ensure that your email address is valid.</p> <p>Please also check if the email might have gone into your spam folder.</p> <p>In the event you are inducted as a Secondary Caregiver, your initial password will be your mobile number (excluding the country/area code) entered by the appointing caregiver. You may subsequently change your password.</p>
Registration	Cannot rope in someone as a Secondary Caregiver	<p>Anyone can be an account holder, be it as Primary Caregiver or Secondary Caregiver, so long as the person has a valid email.</p> <p>The default password of the would-be Secondary Caregiver is the person's mobile number (excluding the country/area code) entered by the appointing caregiver.</p> <p>In the event where the Secondary Caregiver is already an account holder for another patient elsewhere, the appointing caregiver must ensure that the mobile number of the would-be Secondary Caregiver matches the mobile number attached to the Email ID registered earlier by the app.</p>
Attention Notifications	Did not receive expected attention notifications	The Caregiver24.7 app requires “App notifications” to be allowed. If this was not allowed during your initial Caregiver24.7 app setup, please go to your phone settings to allow it. (Refer to “Essentials of App Set-up” on page 2)
	Attention notifications received but when tapped into the app, there is no siren prompting action	<p>This could be due to one of the following reasons:</p> <ul style="list-style-type: none"> A fellow caregiver in your self-defined network of support has tapped into the app and disarmed the siren before you did. Cache memory from previous phone usage may have interfered with the siren trigger. Please exit (don't sign out) and CLOSE the app, then re-enter the app.

<p>Connectivity to App</p>	<p>Any of the following is not responsive:</p> <ul style="list-style-type: none"> • Vitals Sensor Pad • SOS Call Panel • WebCam • Radar Fall Detector 	<p>Check for connectivity. On the homepage, ensure that all installed devices are connected to the app. Devices not previously connected will not appear on the app until connection is established.</p> <p>Devices previously connected but got disconnected due to internet outage will be recognized on the app, with a X mark or “Offline” text denoting connectivity is loss, for example:</p>  <p>Internet outage can be due to truncated power supply, or problems with the router, or issues with the network provider.</p> <p>In the event of power or network outage, all devices previously connected to the app will automatically reconnect to the same network when the network is restored. In the less-likely event that any device remains disconnected after the network is restored, please set up the device connectivity manually.</p>
<p>Sirens</p>	<p>Cannot find “Disarm alarm” button</p>	<p>When the siren is triggered, focus on taking immediate action, and scroll your partially-frozen red-alert screen upward. The “Disarm alarm” is located at the bottom of the screen.</p>
	<p>Cannot disarm alarm</p>	<p>When the siren is triggered, take immediate action by tapping on any of the actions provided on the screen, then scroll up the screen to reach the “Disarm alarm” button located at the bottom of the screen.</p> <p>Another way to temporarily disarm the alarm is to exit and close the app (don’t sign out). But the next time you or any of your fellow caregivers enter the app, the siren will be back till it is disarmed after action is taken.</p>

Trouble Area	Issue	Reasons and/or Remedy
Vitals Sensor Pad		
Vitals data	Vitals data not displaying or appear unreasonable	Each time when the designated patient for this device lies down on bed, the sensors on the device can sense pressure and then start a process of capturing data. It may take up to 30 seconds to send the initial signals to the server, and another 30 seconds to normalize the data capture.
False alarms	Unreasonable attention notifications on heart rates, breathing rates or temperature, or active data showing on the app when no one is on bed	<p>Unlike other Caregiver24.7 devices, the Vitals Sensor Pad is catered to a designated patient to be monitored.</p> <p>Please check if the designated patient was deployed in the process of Calibration during the initial device set-up. If this was not carried out, please go through the process of Initialization and Calibration again with the designated patient.</p> <p>If the patient has moved to another bed (or mattress), please undergo Calibration again.</p> <p>The reporting reliability is optimized when the Vitals Sensor Pad is placed such that the flat pad under the bedsheet would be positioned under the back of the chest when lying on.</p> <p>Other possible reasons and/or remedy:</p> <ul style="list-style-type: none"> • Quite frequently, body movements during sleep may shift the device from its ideal position, yielding distorted capture of vitals data. From time to time, please re-position the device. • The subject may be on bed but is not lying down (e.g. seated on bed) which is a practical situation to expect routinely. • Please ensure that no objects are sitting on pad. • Please exit (don't sign out) and CLOSE the app, then re-enter the app. • Re-Initialization may help to set the device sensors' data capture back to a clean slate. <p>Note: Despite such expectedly routine "false alarms" arising from the above practical situations, they should be taken as a reminder for the caregiver to check on the patient routinely, and not just to wait to act only on a genuine emergency.</p>
	Data showing on the app when no one is on bed	<p>Cache memory from previous app visits on the phone may clog and affect the display of current data.</p> <p>Please exit (don't sign out) and CLOSE the app, then re-enter the app.</p>
SOS Call Panel		
Battery charge	Declining charge level	<p>This device comes with a built-in rechargeable lithium battery. Although designed to be deployed at a fixed spot with permanent power supply, it can be removed and placed anywhere within range of the router and can function up to 72 hours on a full charge without cabled power supply.</p> <p>The rechargeable lithium battery only acts to provide occasional convenience and you need not be concerned with the declining charge level for deployment at a fixed spot with permanent power supply.</p>

WebCam		
Loading	The WebCam does not get connected on screen	<p>The WebCam requires more bandwidth than the other devices. The speed the app loads the WebCam much depends on many factors, e.g. the phone specifications, the phone usage status, the internet signal strength, access location, etc.</p> <p>Exiting and re-entering the app often helps to address issues arising from the phone's cache memory.</p> <p>Whether or not the WebCam loads quickly on the app, it runs continuously. If you like to make use of the "Playback" function, please insert a microSD card (a.k.a. TF card) to record the continuous video footage from the WebCam, broken into 5-minute blocks for easy access to a particular time-frame.</p> <p>The microSD card is not included with the purchase of the WebCam.</p>
Radar Fall Detector		
Reliability	"False alarms" or no attention notifications	<p>This radar device detects falling motion of a humanoid figure from the vantage point of the ceiling. The reliability of the device's fall detection much depends on whether the required deployment parameters are met.</p> <p>In a limited way, the device's sensitivity with respect to the environment can be adjusted by way of fiddling with the "Installation height". An installation height input on the app that is lower than the actual height will increase the device's sensitivity, and vice-versa.</p> <p>Please refer to the sections on device connectivity and deployment for this device.</p>

Device Specifications

Device	Vitals Sensor Pad	SOS Call Panel	WebCam	Radar Fall Detector
System OS	MCU	MCU	Embedded Linux	MCU
Physical Indicators				
Current Type	DC Adaptor	DC Adaptor	DC Adaptor	DC Adaptor
Power Supply	DC 5V/1A	DC 5V/1A	DC 5V/1A	DC 5V/1A
Operating Voltage	3.6V~5.5V	3.3V	3.6V~5.5V	3.6V~5.5V
Operating Current	42~72mA	30mA (av.)	44mA~110mA	82~150mA
Alarm Current		55mA (av.)	150mA	
Charging Current		450mA		
Rated Voltage	DC 5V±5%	DC 5V±5%	DC 5V±5%	DC 5V±5%
Charging Time		≈ 2 hours		
Power Consumption	0.21~0.36W	0.15w	Rated: 2.2W (IR light turned on) Max: 5.5W (PTZ Control in use)	0.41w~0.75w
Operating Environment	Temp: 10~50°C Humidity: <90%	Temp: 10~50°C Humidity: <90%	Temp: 10~50°C Humidity: <90%	Temp: -20~60°C Humidity: <80%
Net Weight	≈ 55g	≈ 124g	≈ 183g	≈ 50g
Network				
Connection	Wireless 10Mbps	Wireless 10Mbps	Wireless adaptive 10Mbps/100Mbps RJ45 port provisioned	Wireless 10Mbps
Internet Protocol	Wi-Fi	Wi-Fi	P2P	Wi-Fi
Wireless Network Standard	IEEE802.11b/g/n	IEEE802.11b/g/n	IEEE802.11b/g/n	IEEE802.11b/g/n
Wireless Frequency	2.4 GHz	2.4 GHz	2.4 GHz	2.4 GHz
Wireless Encryption Protocol	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK
Transmission Frequency	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK Radar: 60~61.5GHz
Modulation Method	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK	64/128-bit WEP/WPA-PSK/WPA2-PSK Radar: FMCW

Equivalent Isotropic Radiated Power				6 dBm
Transmission/Reception Antenna Half-Power Directional Angle				100° (placed parallel to the ceiling and projected perpendicularly)
Operating Heights				220~280cm ≤ 250cm ideal
WebCam				
Lens Rotation Extent			350° Horizontal 70° Vertical	
Preset Lens Positions			5 Provisioned on app Up to 16 supportable	
Concurrent Views			Up to 4 concurrent views	
CPU/Image Sensor			1/2.9" 1080p progressive scan CMOS sensor	
Min. Illumination			0.5Lux (Colour) 0.1Lux (B&W)	
Viewing Angle			101° @ 3.6mm F2.0	
Night Vision			Auto-switch IR dual-colour filters 5~10m viewing range	
Video Compression Standards			H.264 Main Profile H.264+ Main Profile JPEG/JPEG	
Video Data Rate			Main-stream: 1296p (2304×1296) @ 15fps 1080p (1920×1080) @ 30fps Sub-stream: 360p (640×360) @ 15fps	
Max. Frame Rate			128 ~ 4096kbps @ 30fps	
Sound Input			-38dB built-in mic	
Sound Output			8Ω1W built-in speaker	
Sound Compression Standards / Data Rate			G.711/64kbps	
MicroSD (a.k.a. T-Flash) Card			Support up to 256GB (card not included with device purchase)	
Video Playback			Online playback supported on app (only with MicroSD card installed)	

About Device Warranty

Purchase of the devices is entitled to one-year warranty against defective parts and manufacturing faults subject to the following terms and conditions:

The warranty does not cover any damage caused by:

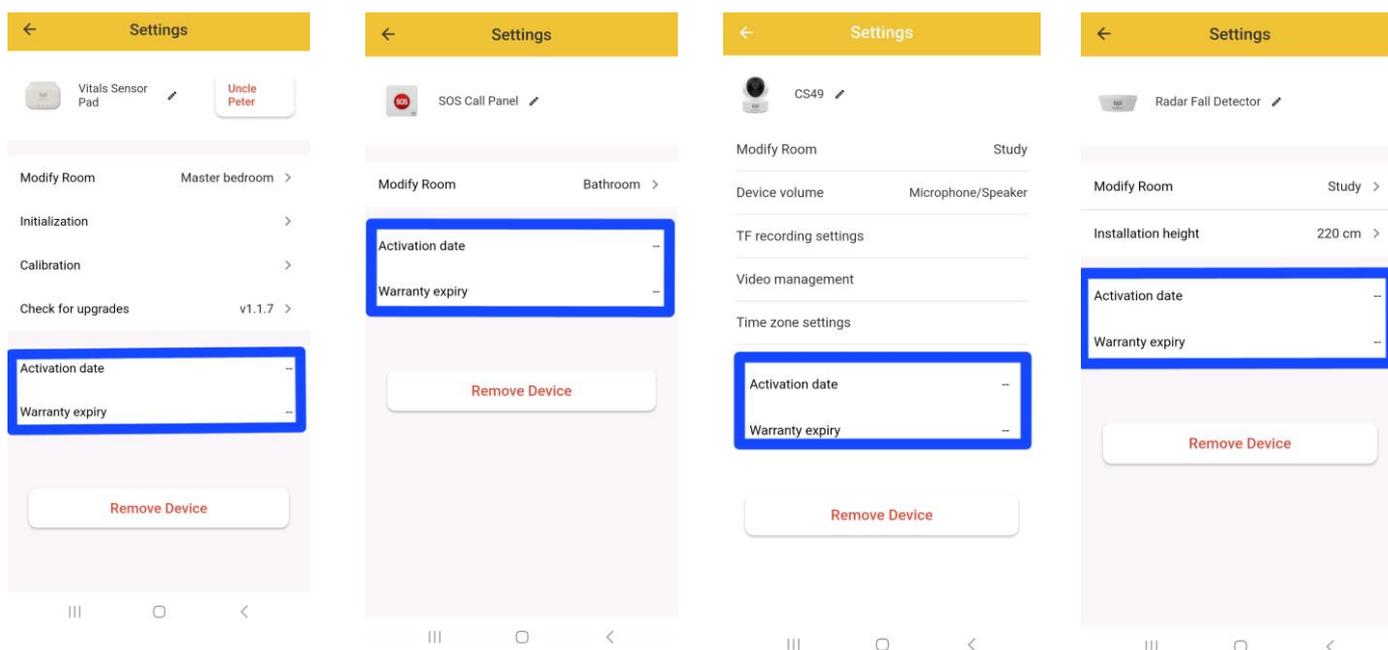
- Accidents, misuse, tempering, mishandling or Acts of God;
- Installation to wrong electrical supply voltage or subjected to abnormal voltage supply;
- Installation not in accordance with the required specifications;
- Normal wear and tear, corrosion, rusting or stains.

The warranty is void when:

- The device serial number is removed, defaced, illegible or altered;
- Any alteration or modification is made to the device;
- Any unauthorised repair has been made to the device.

The warranty registration is activated at the point the order is being fulfilled, with buffer time added to compensate for logistical time lapse. You do not need to do anything to register your purchased devices. However, if the “Activation date” and “Warranty expiry” are not displayed, please tap “Activate device”. Devices that are not activated may cease to function, and warranty is void.

The warranty activation and warranty expiry dates for each device are shown on the “Settings” page of each device:



Where there is a product defect issue, please contact: support@caregiver247.sg