



NEW SOS, GUARDIAN AND FALL DETECTION
FUNCTIONS: **HOW TO USE**

REACH PEACE OF MIND

Thanks to the Guardian function, you can directly set up from your VYVO device, and from the VYVO Smart App, the levels of alarms you want to generate in case of anomalies being detected.

With SOS, send messages in case of emergencies or panic situations to your contacts informing them about your emergency situation and exact GPS location*.

**Note: The service requires a Smartphone with an internet connection to be within not more than 20 meters or 65 feet from the device.*

The SMS are sent from our gateway and are limited to 6 SMS a day as prevention measurement.

FUNCTIONS SETUP

In the next step you will understand how to set-up the new functions inside VYVO Smart App and how to send and receive the Guardian, Fall detection and SOS alerts.



Before proceeding to the next steps, update your App to the last available version, connect your device, and update the device firmware to the latest available version.

***The functions are available for VYVO VISTA Plus and WATCH LITE EDITION.**

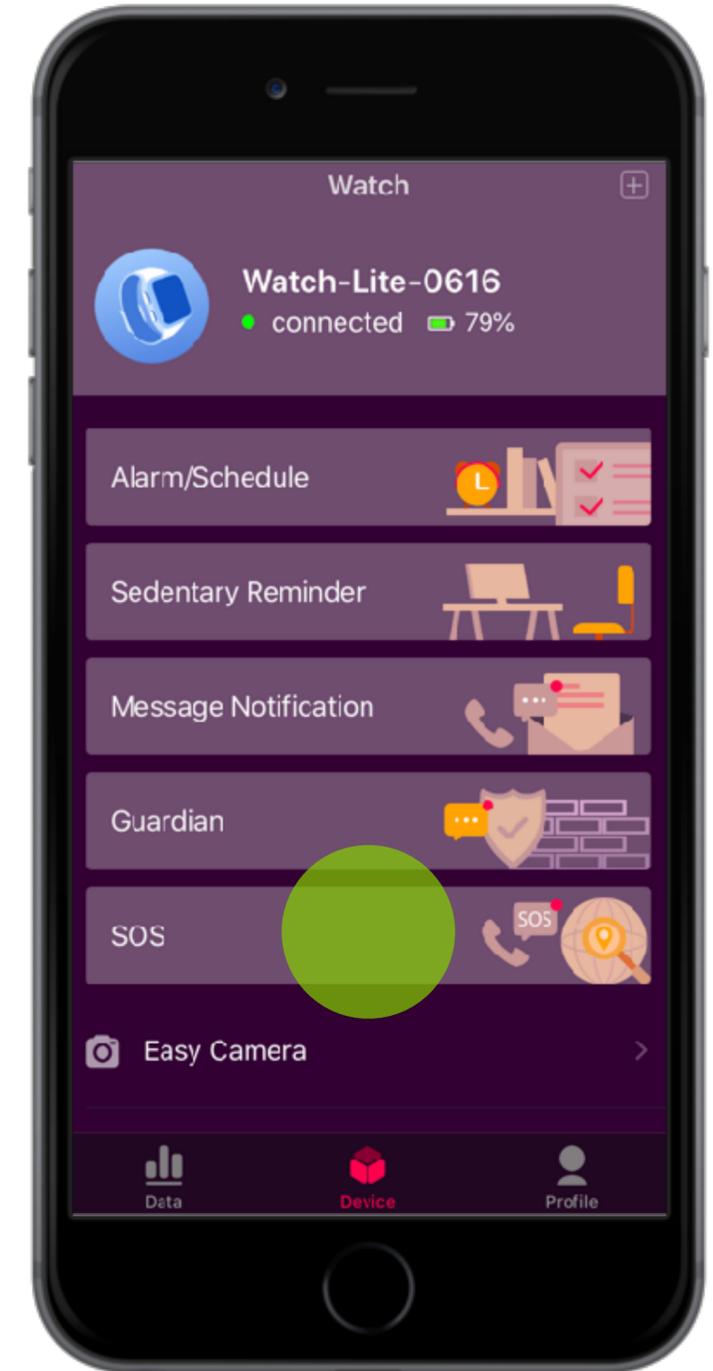
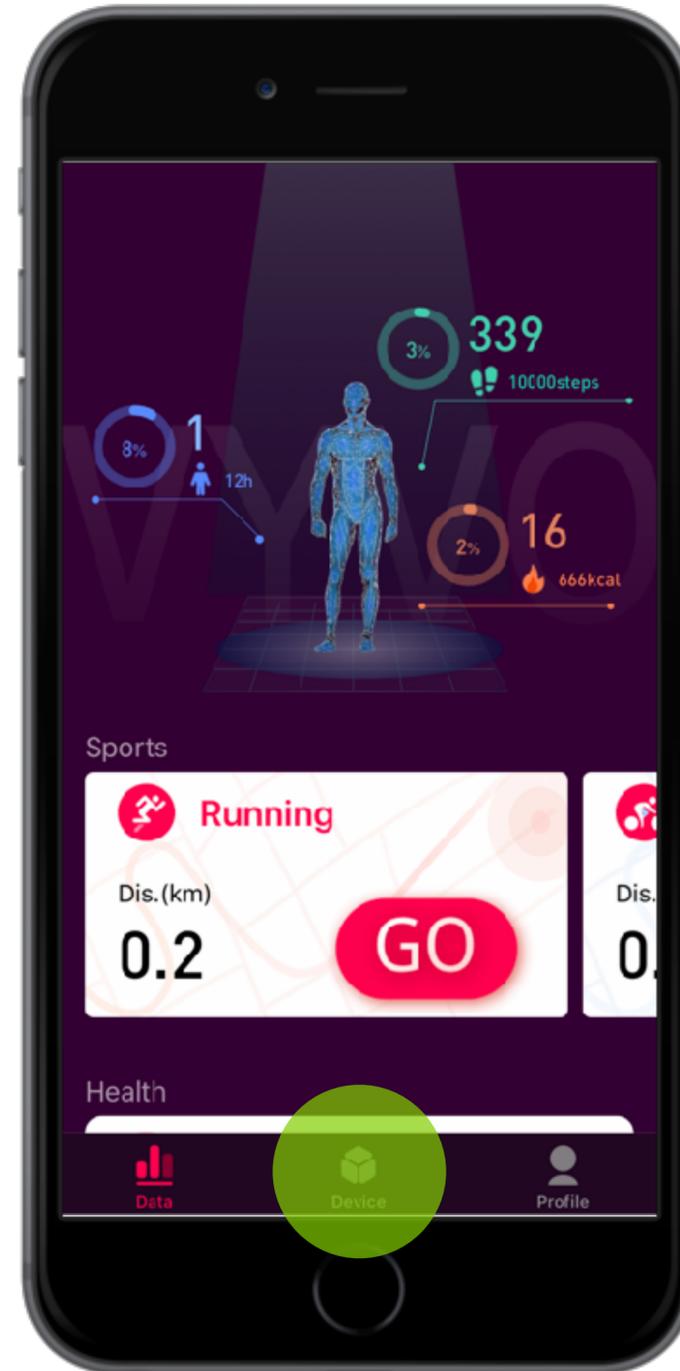
STEP 1

ADD THE SOS CONTACTS

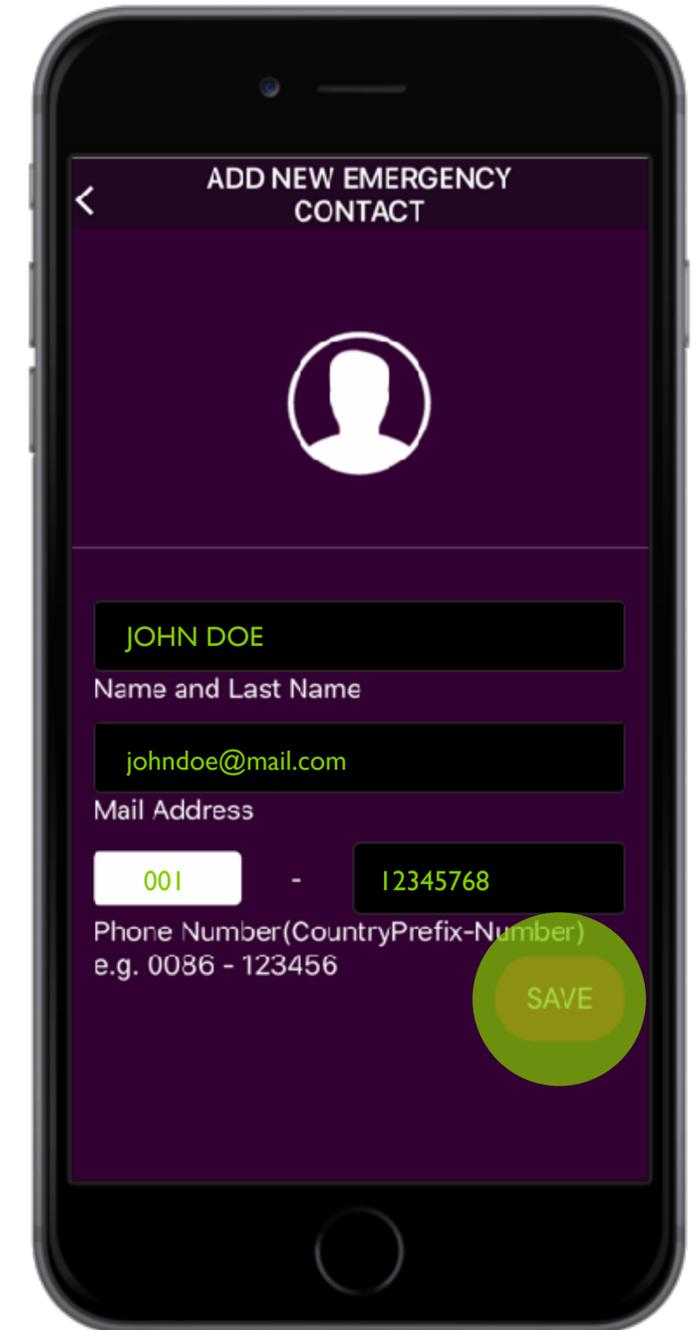
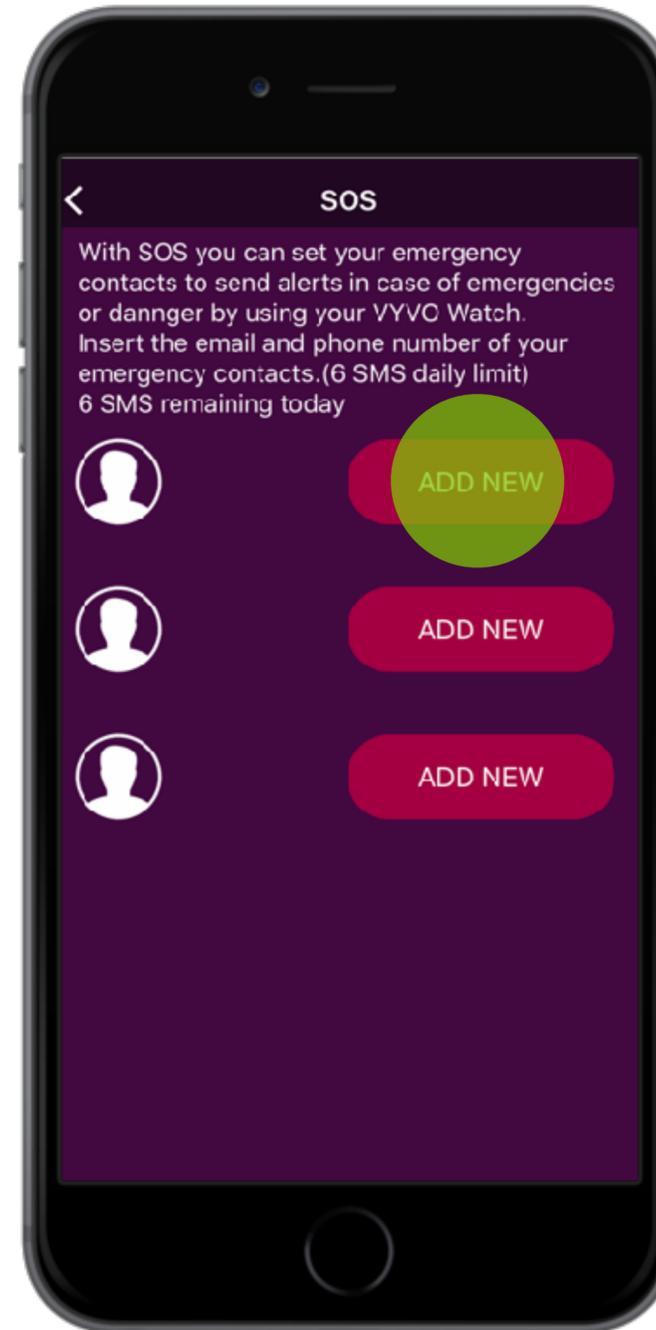


Through this function, you can set up to **3 contacts** to alert in case of emergency (ICE) or danger.

- A. From the App dashboard tap on **Device**;
- B. Tap on **SOS**.

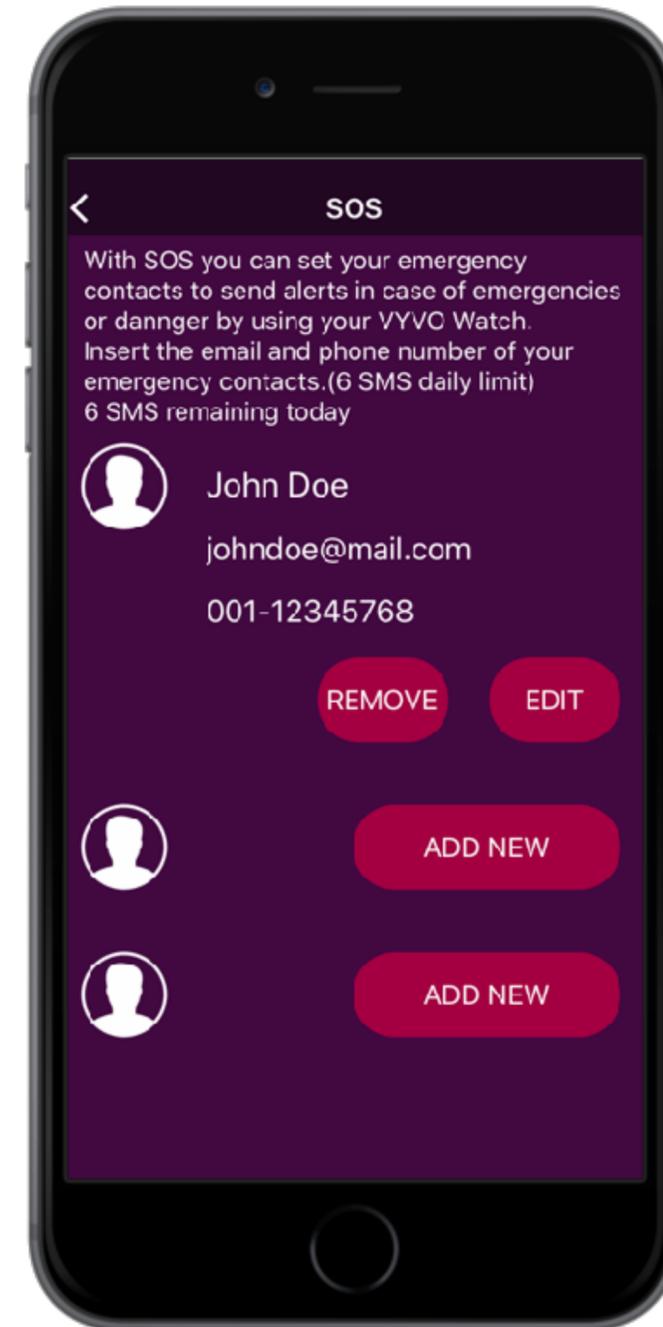


- C. To add a new contact tap on **ADD NEW**
- D. Fill out all the **fields** including email and phone number where you want to reach your ICE contacts
- E. Tap on **Save**



Note: The SOS contacts can be also users external from VYVO Smart Platform.

- F. Now you can add more ICE contacts, up to 3 persons by tapping on **ADD NEW**
- G. You can edit the existing contacts by tapping on **EDIT**
- H. You can remove the existing contacts by tapping on **REMOVE**



STEP 2

SEND AN SOS REQUEST



If you complete all the settings, you can send the SOS request from your device.

- A. Tap and hold the **Power button** of your device
- B. Tap on **SOS**
- C. Tap on send SOS, a confirmation will appear on the device.

If you want to cancel, swipe from left to right.

**Note: The service requires a Smartphone with an internet connection to be within not more than 20 meters or 65 feet from the device.*

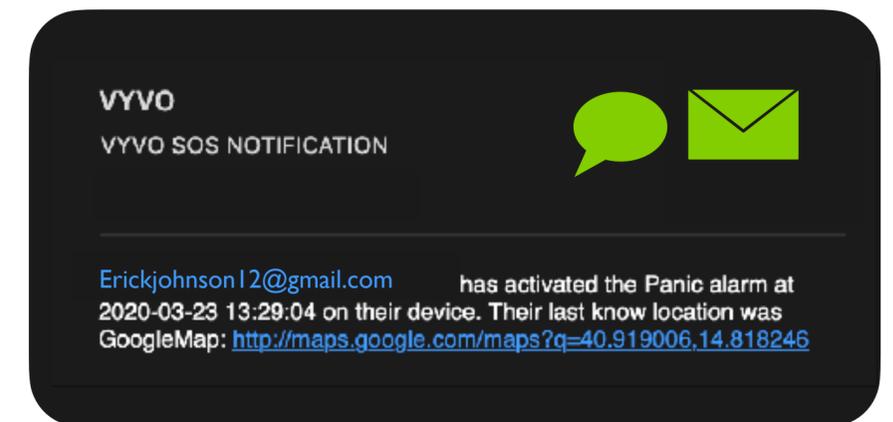
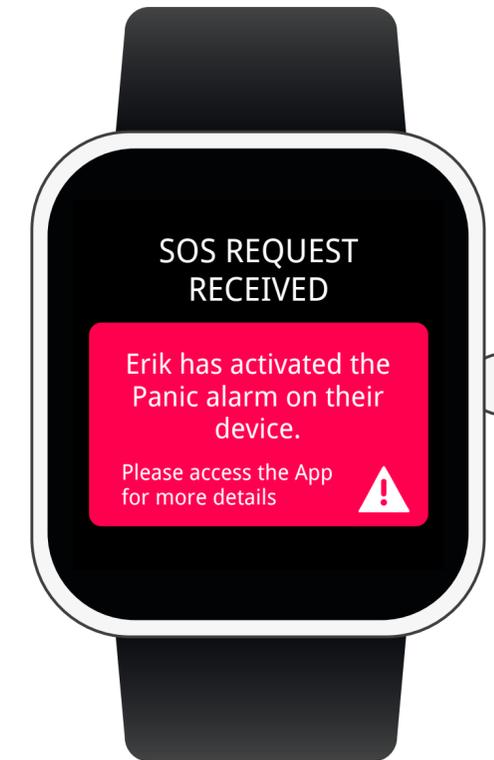
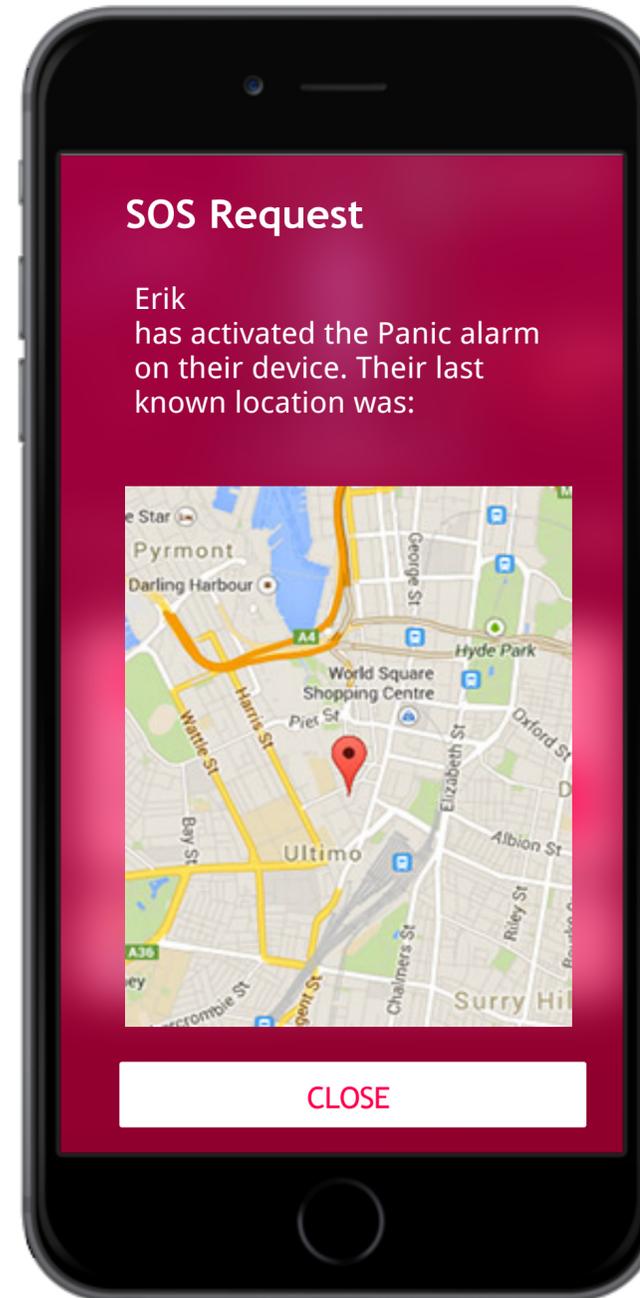
The SMS are sent from our gateway and are limited to 6 SMS a day as prevention measurement.



Your ICE contacts will receive notifications:

- I. Inside the **App** with a map of your last location*
- II. On their **devices***
- III. As **SMS** with a link to the map
- IV. As **email** with a link to the map

**Note: Your contact must also have a VYVO device to receive notifications directly inside the App or on the device.*



STEP 3

SET UP THE WECARE CONTACTS



To be able to send notifications to a defined list of followers contacts, you can set the WeCare list.

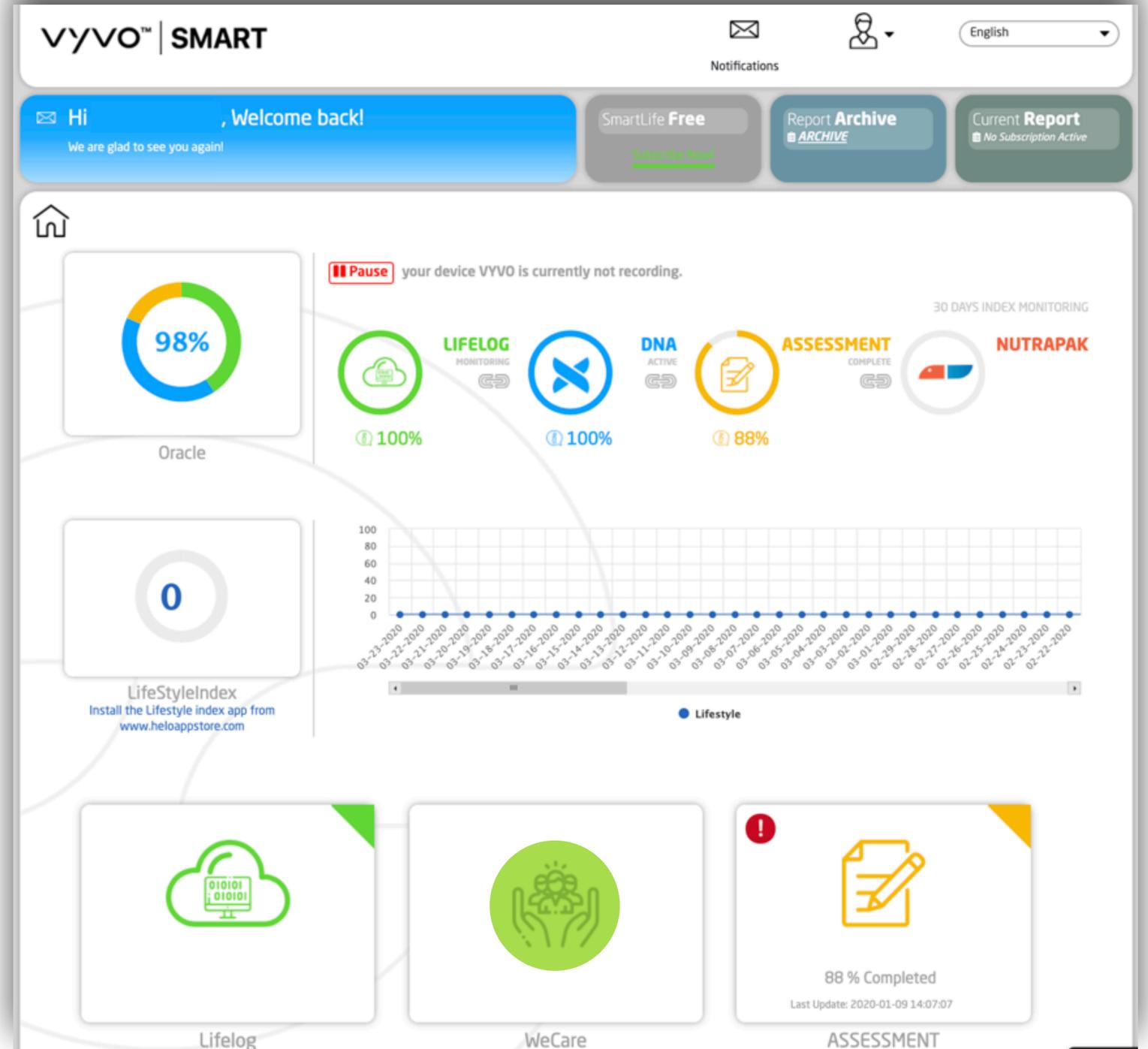
A. Access the VYVO Smart website*:

vyvosmart.com

B. Tap on **WeCare**

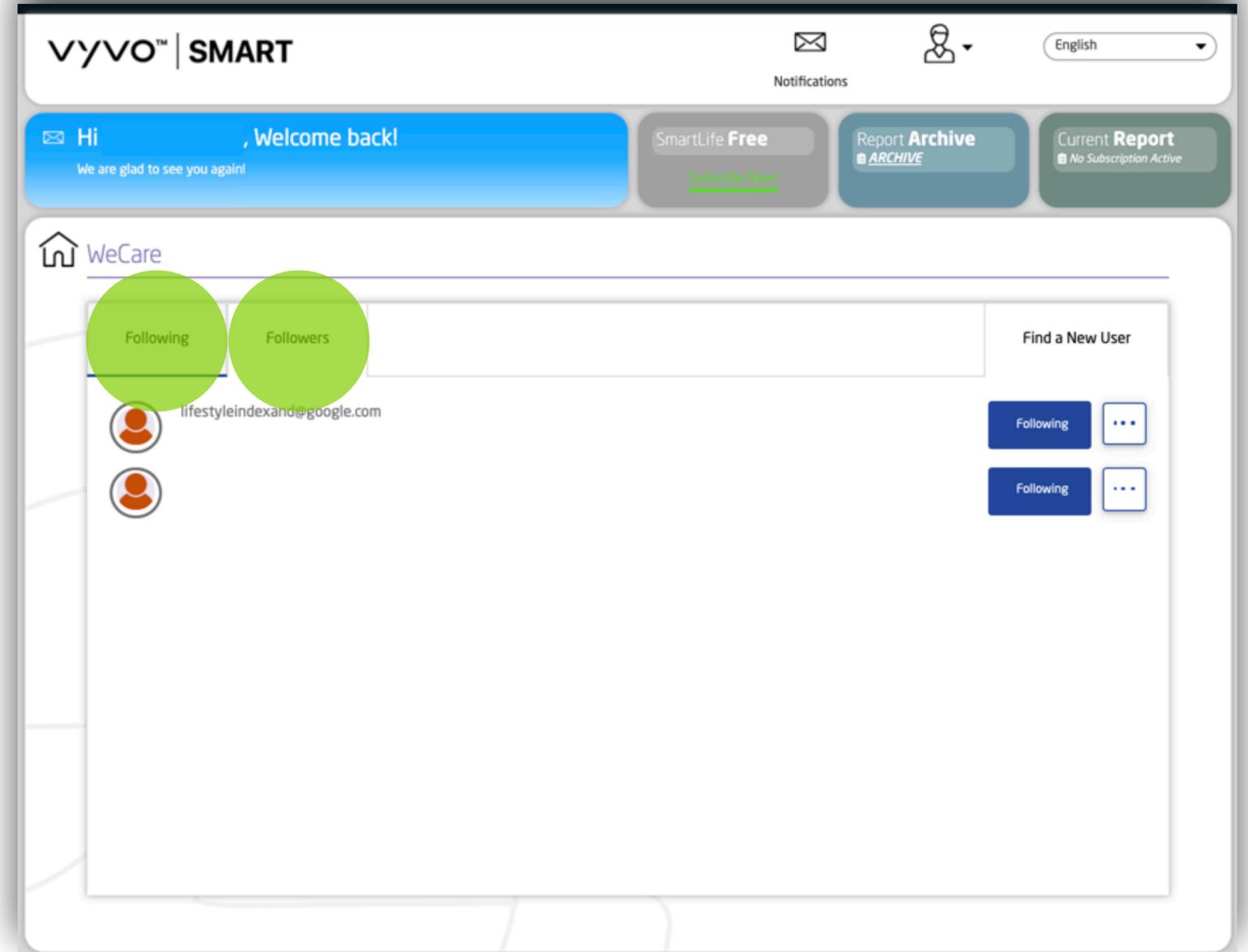
**Note: Access by using the same username and password used to access VYVO Smart App.*

The service requires an active VYVO Smart subscription.

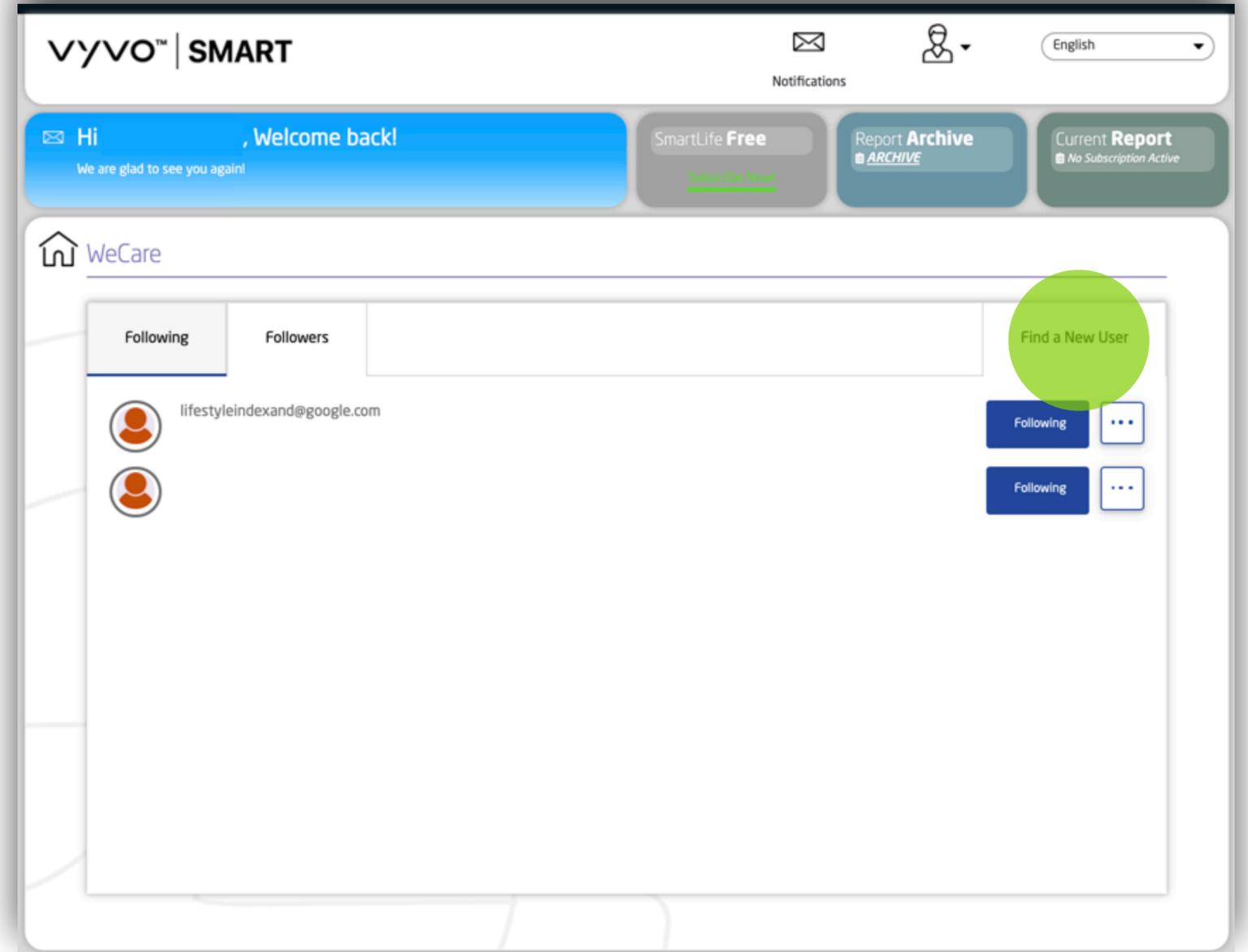


- C. Choose **Following** to see the list of contact you are following and to add new ones (*You will be able to receive alerts from these users*).
- D. Choose **Followers** to see the list of contacts that are following you, or to accept follow requests (*These users will be able to receive alerts from you*).

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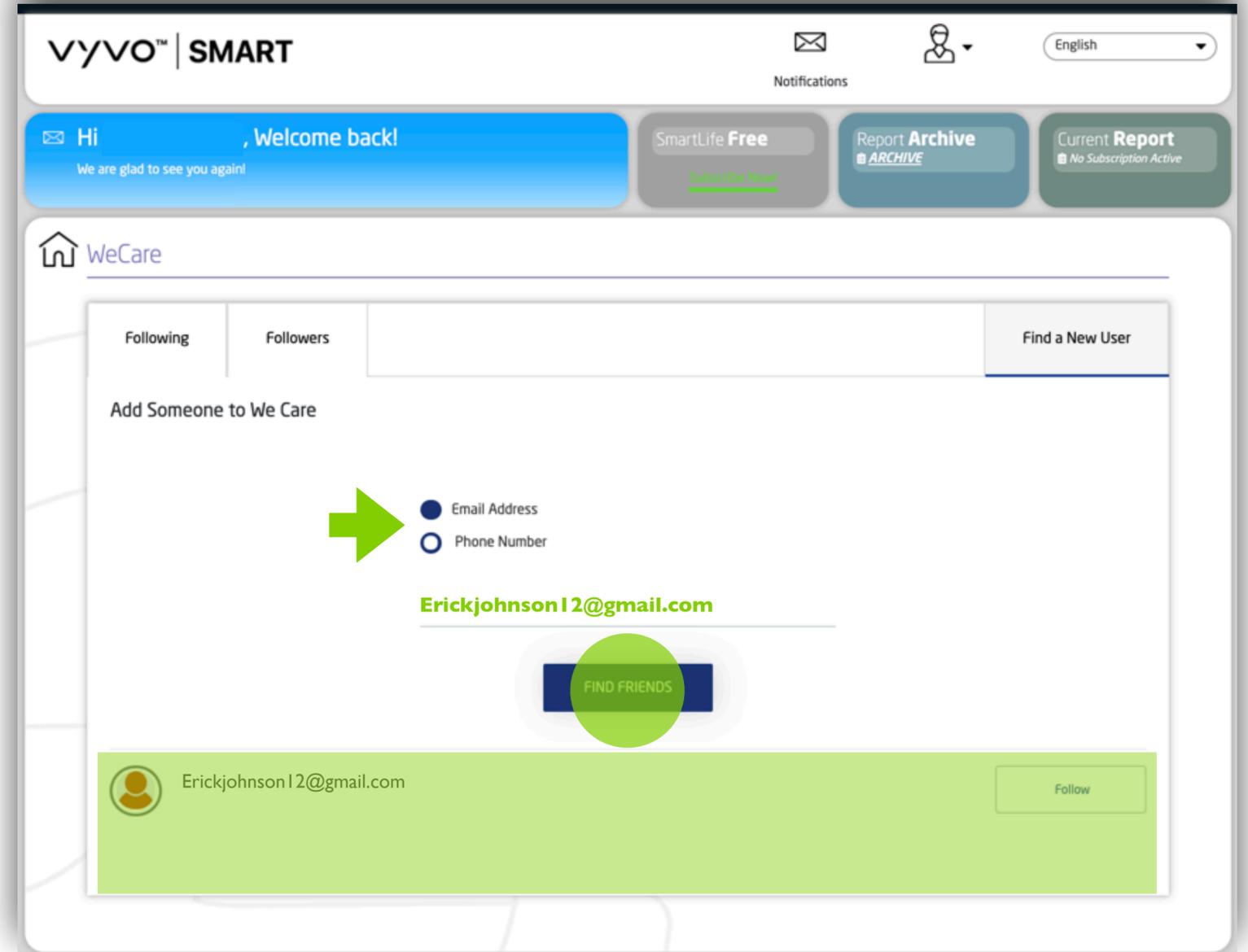


E. Choose **'Find a New User'** to send a follow request and add them to your list.



***Note:** The service requires an active VYVO Smart subscription.

- F. Select **Email Address**
- G. Fill out the search field and start the search by tapping on **Find Friends**.
- H. If the contacts are registered inside the VYVO Smart Platform, you will see them on the **list**, and you can request to follow them.



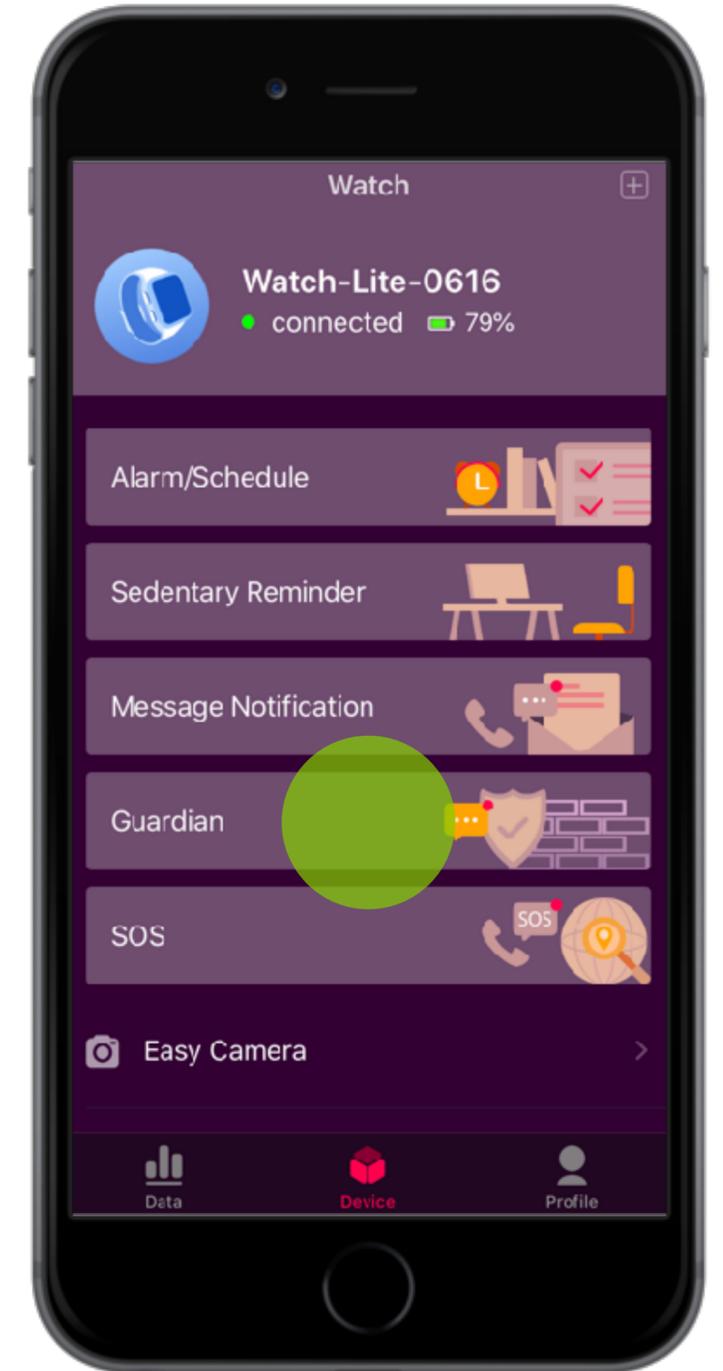
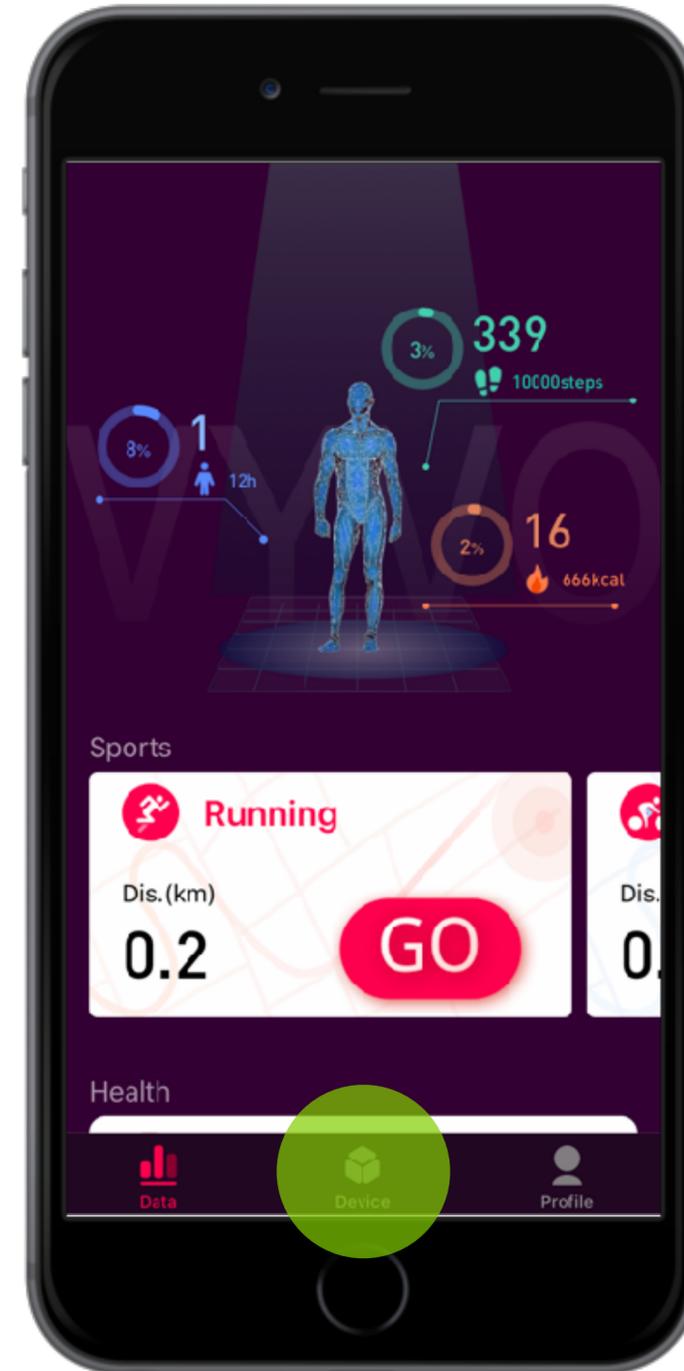
STEP 4

SET UP THE GUARDIAN ALERTS



Through this function, you can set up your personal alerts to receive or send notifications when your bioparameters are out of range.

- A. From the App dashboard tap on **Device**;
- B. Tap on **Guardian**.



- C. Set the values **Max** and **Min** for each measurement available.
- D. Select if you want to receive an alert in case of **Atrial fibrillation** or **Fall detection**.

When your parameters are out of the settled range or when an episode of Atrial fibrillation or a fall is detected, the App will automatically send an alert.

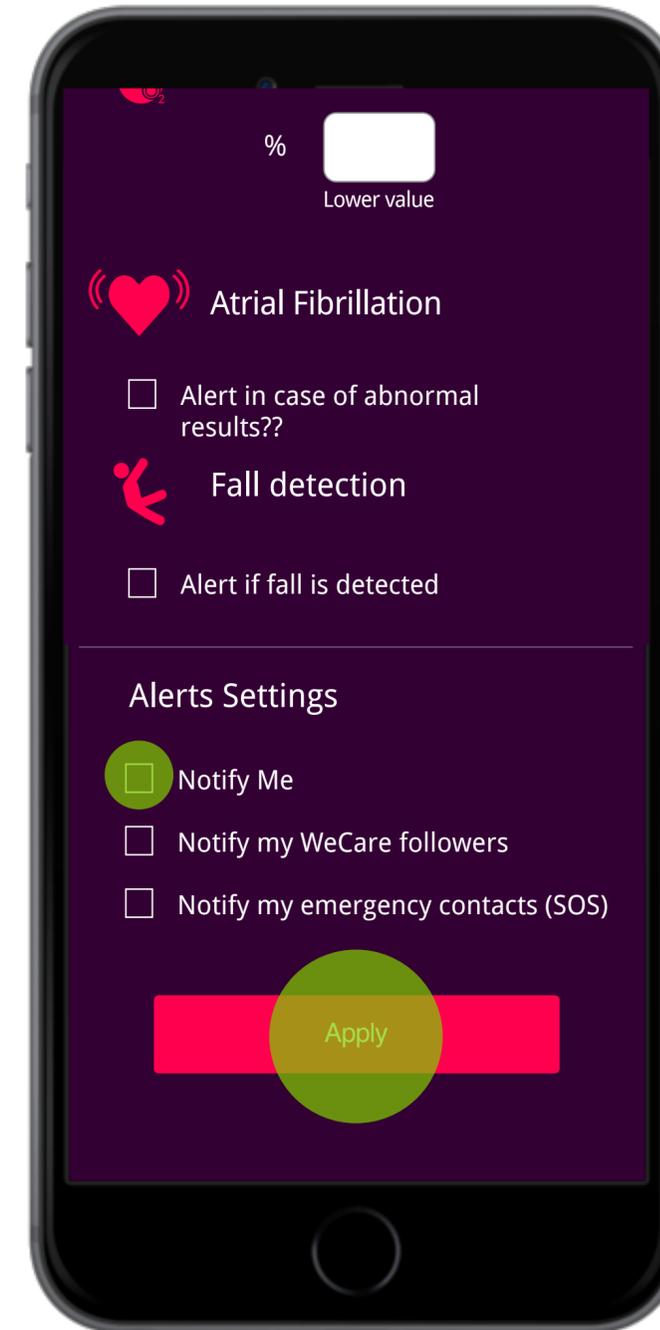
**Note: The parameters to set up may change by country.*



E. Select:

- I. **Notify Me** if you want to receive notifications when Guardian detects abnormalities.
- II. **Notify my WeCare followers**, if you want Guardian to send notifications also to WeCare follower contacts.
- III. **Notify my emergency contacts (SOS)** if you want Guardian to send notifications also to your ICE contacts (only via email - no SOS).

F. Tap on **Apply** to set Guardian.



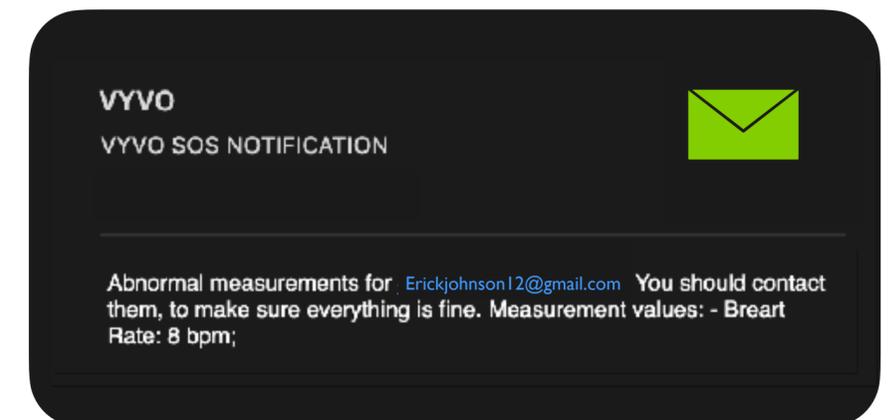
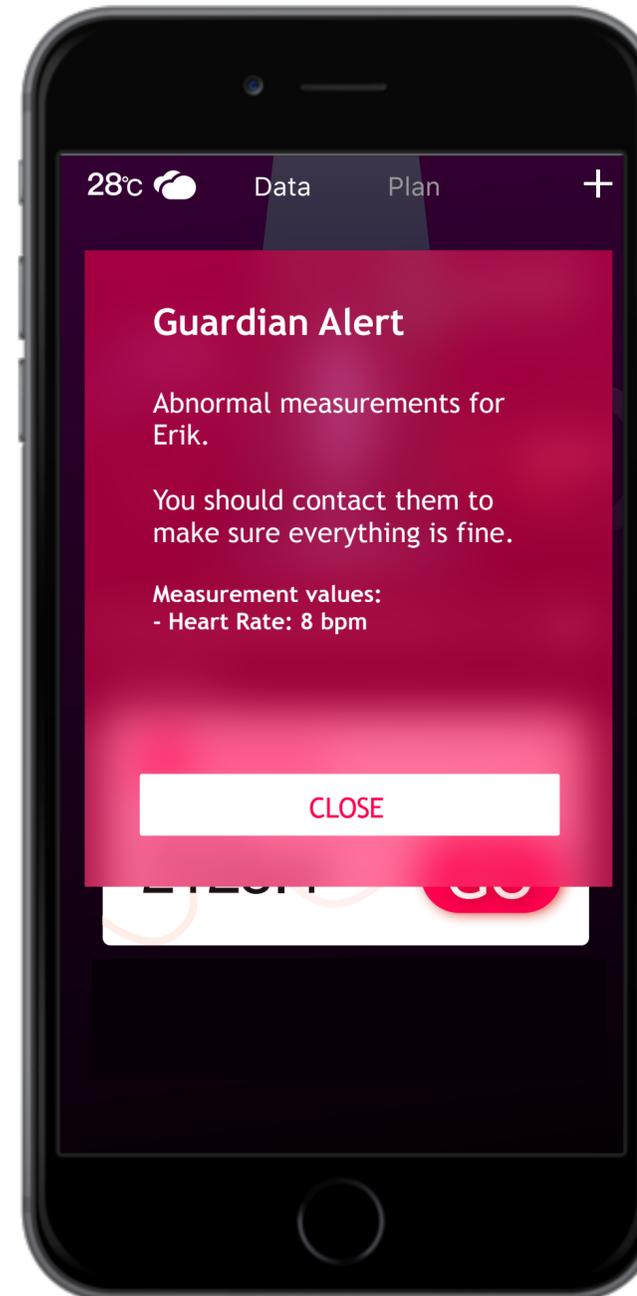
You will receive notifications on your device.



Your selected contacts will receive notifications too:

- I. Inside the **App** with indications of the parameters out of range*
- II. On their **devices***
- III. As **emails** with indications of the parameters out of range.

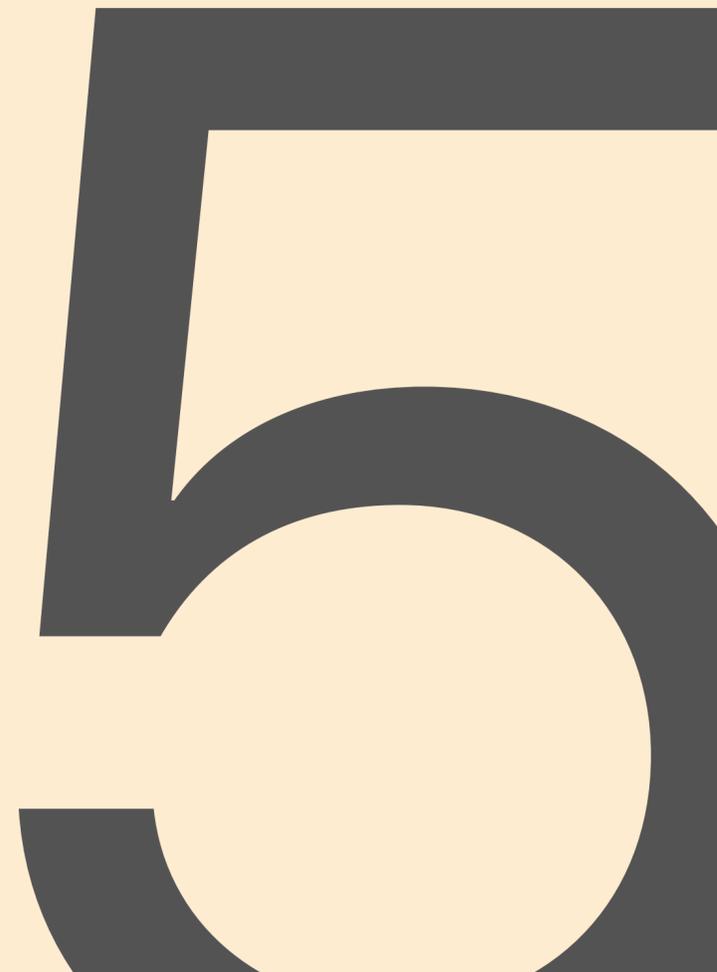
**Note: Your contact must also have a VYVO device to receive notifications directly inside the App or on the device.*



STEP 5

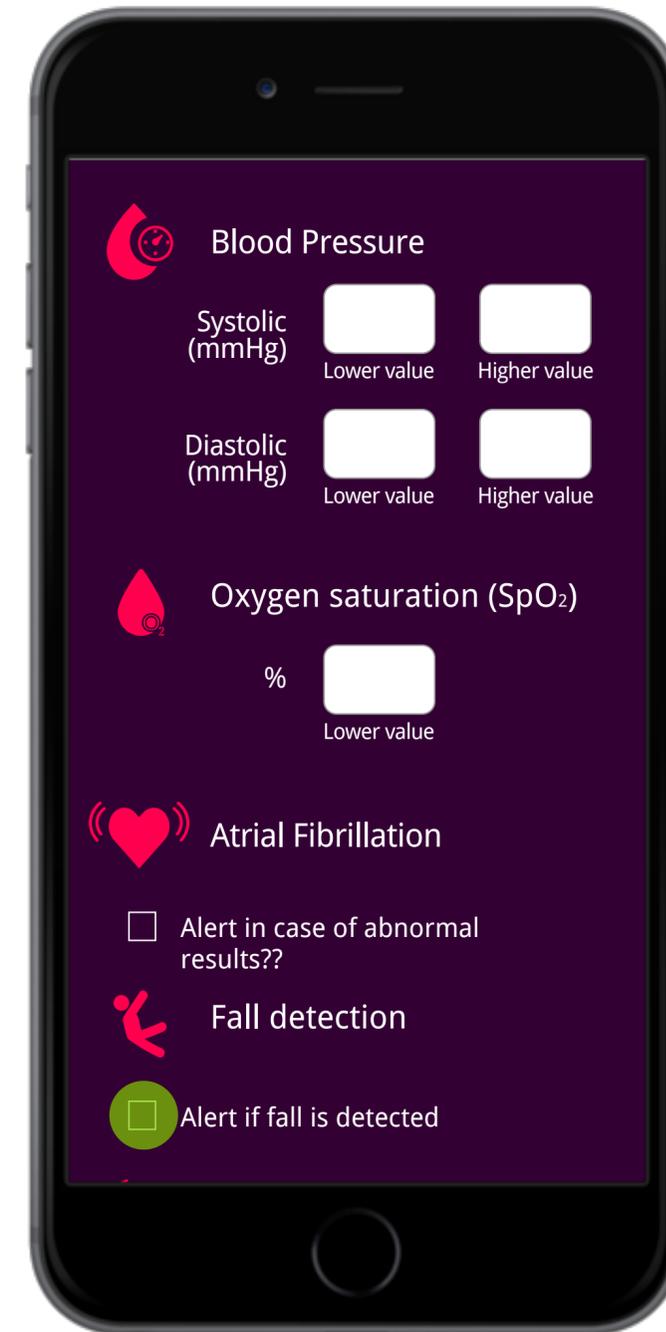
FALL DETECTION

ALERT



Fall detection is able to alert your contacts if a fall episode is detected.

- A. To activate the detection access the **Guardian** section and select fall detection
- B. **Confirm**



- C. When the episode is detected, the device shows an **SOS screen**.
- D. If it is a false alarm, you can **Cancel** the alert and stop it from sending (within 30 seconds).
- E. If instead you confirm the fall or you don't take any action, the device will send the SOS alert to your ICE contacts.

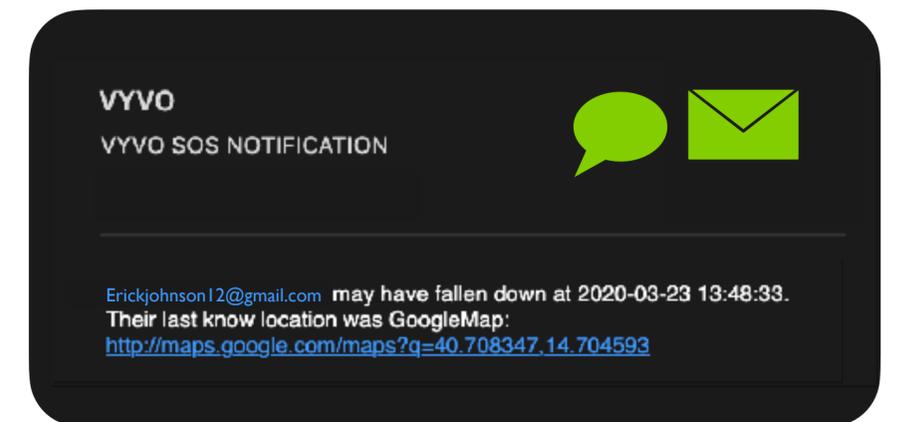
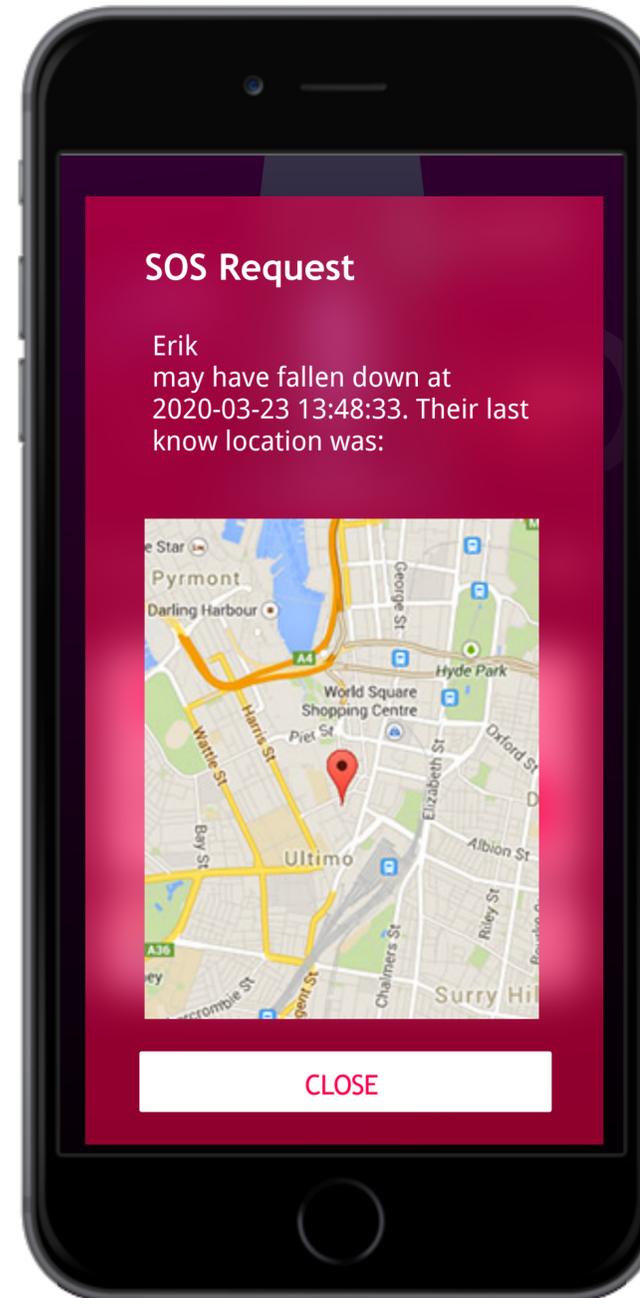


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IMPORTANT NOTES

To be able to send alerts and SOS messages, your watch needs to be connected to your smartphone (via Bluetooth) and with the App active.

For this reason, you need to avoid stopping the app from running through background operations. As well as when the phone is on standby, the app must be active in the background.

Check if the connection symbol is shown on the Watch's Screen (near the battery indicator).



ADDITIONAL NOTE FOR ANDROID SMARTPHONES

**Smartphone running on Android OS
tend to save battery by killing apps
running in the background.**

To ensure that Guardian and SOS functions are working properly, you need to set up your system to allow the App to continue to work in the background.

To learn how to set up your Android smartphone to avoid the OS from killing the App, follow the instructions at this link or QR code:



my.vyvo.com/press/Android_app_kill.pdf

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