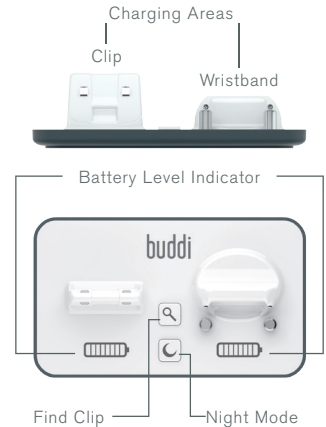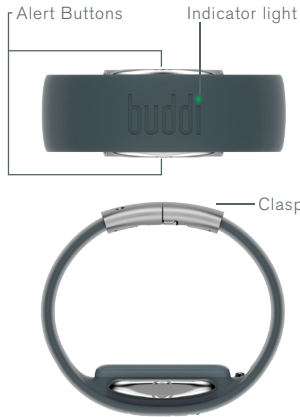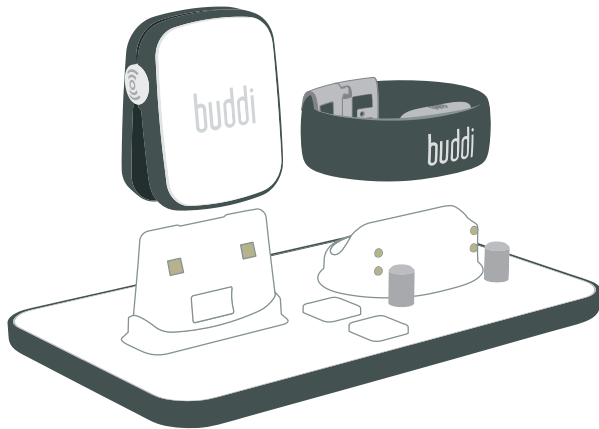# buddi

User Manual

buddi.co.uk

Wristband

The wristband is waterproof and designed to be worn at all times. It senses motion and communicates wirelessly with the clip and the dock.

Personal Emergency System Clip

The clip lives on the dock at home and is worn or carried when out. It utilises the latest location and communication technology to talk to Buddi systems.

Dock

The Buddi dock charges the devices and communicates wirelessly with them, displaying clip and wristband battery charge levels and helping find a lost Buddi clip.

WELCOME TO BUDDI

Buddi is a mobile personal alarm service that provides the right assistance, wherever and whenever it's needed.

The wristband is waterproof and designed to be worn at all times. It senses motion and communicates wirelessly with the clip and the dock.

The clip lives on the dock at home and can be worn or carriedin a number of ways when out and about. It utilises the latest location and communication technology to talk to Buddi systems.

The Buddi dock charges the devices and communicates wirelessly with them, displaying clip and wristband batterycharge levels and helping find a lost Buddi clip.

The Buddi website contains a secure user area where your personal Buddi system can be configured and where youcan record details for your chosen, registered contacts.

The Buddi help centre is always fully mannedand available to offer the assistance you need.

IN THIS MANUAL

CONTENTS

THE BUDDI DOCK & CHARGING

- So you don't forget your Buddi clip when you go out, plug in your dock close to the front door ensuring that it can receive wifi signal.
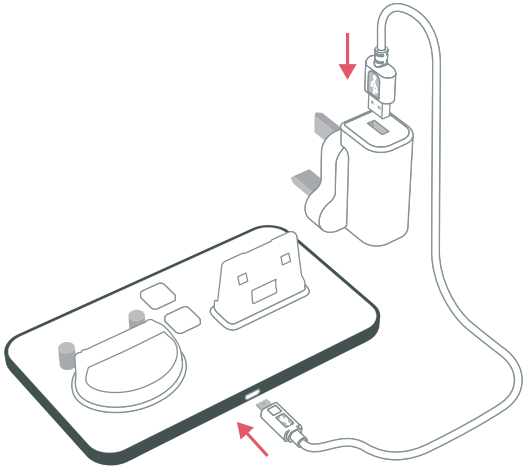
- To charge, place the clip and wristband onto the dock as shown below. The clip can be left on the dock when you are at home.
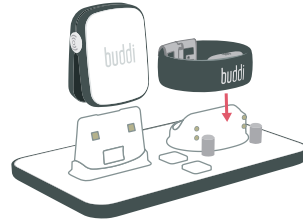
- LEDs on the clip and the wristband glow green to show they are charging.
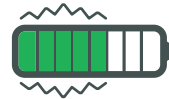
- The battery icons on the dock show how much charge your devices have. The icons flash during charging and continue to show the battery charge level when the devices are removed.

- Your Buddi should be activated and registered to you prior to delivery.

- You can check this when you log in at www.buddi.co.uk or via the link sent in your welcome email.

- You can test the Buddi service by "raising an alarm". Squeeze both buttons on your Buddi band to make a call to the help center to check that it is working correctly.

WELCOME TO BUDDI
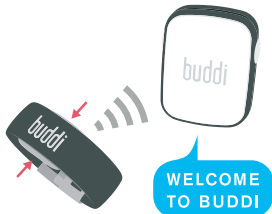
- If you have any issues you can call the Buddi helpline: 0800 978 8800

  You may need to find you set ID, which is writen on the base of your Buddi dock.
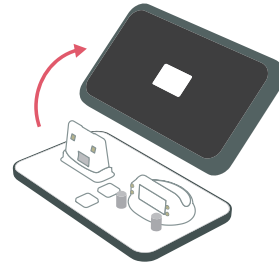
FITTING THE BAND

- Wrap the band loosely around the wrist. Mark on both sides where the band meets.

MARK

- Cut the band where you marked it. If in doubt, cut off less and trim later.
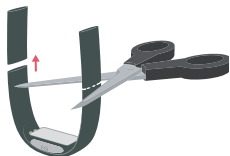
- Fit a clasp onto each end of the strap with the plain side facing outwards. Test the band for fit.
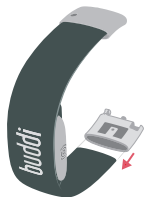
- When the band fits, push in the locking tongue using a phillips screwdriver.
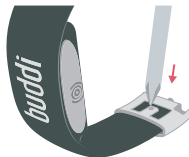
- The band connects magnetically. To undo it, push on the two dots and twist the clasp.

CLOSE

OPEN
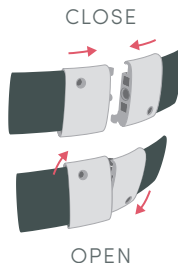
TESTING COMMUNICATION BETWEEN THE WRISTBAND AND THE CLIP

- Your wristband needs to be in communication range with the clip to work

- To test, press either button on the wristband for 1 second

↓ 1 sec

- Wristband will vibrate and the LED will flash green if communication with clip is successful, red if not

- If red, see Troubleshooting

TESTING COMMUNICATION BETWEEN THE CLIP AND THE MOBILE PHONE NETWORK

- Press either button on the clip for 1 second

← 1 sec

- Clip will vibrate and LED will flash orange every 1 second while signal test in progress

- If successful, LED will flash green. The number of flashes indicate signal strength:

- Three flashes: strong

- Two flashes: average

- One flash: weak

- If red, see Troubleshooting

THE LANYARD ATTACHMENT

- Attach the lanyard clip's loop to the top of the Buddi clip as shown

1.　　　　　　　2.

- Put the other part of the lanyard clip on your keyring, then attach the lanyard strap.

Attach to your keyring

Clip together
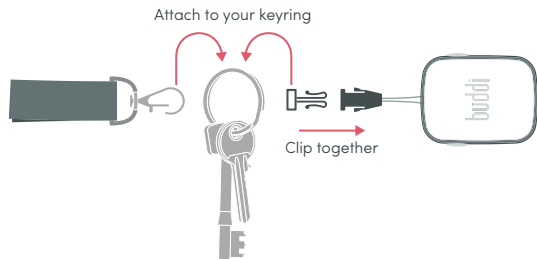
THE KEYRING CLIP

- Attach your keyring to the Buddi keyring clip

- Then simply pinch the Buddi clip over the end that has a tab sticking out
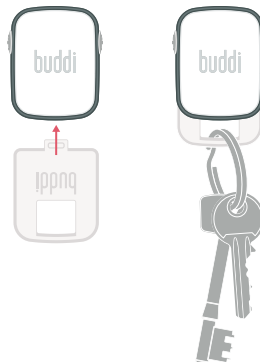
BUTTON ALARM

- Request help by pressing both buttons at the same time on either the clip or the wristband

- Both clip and wristband will vibrate and the LED will flash blue continuously

- The clip will make a call to the Help Centre within 30 seconds and you will hear it ring

- If configured, an automatic message will be sent to your contacts

- When a Buddi operator in the Help Centre answers the call, he or she will seek to establish the right assistance you require and notify your contacts accordingly. If you need help from the Emergency Services, the operator will contact them

- If the Help Centre answers the call and cannot hear you, a call will be made to your own contact number before your other contacts are alerted

- When the call is ended, your Buddi will be re-set from the Help Centre

Buddi intouch users can configure or disable this feature
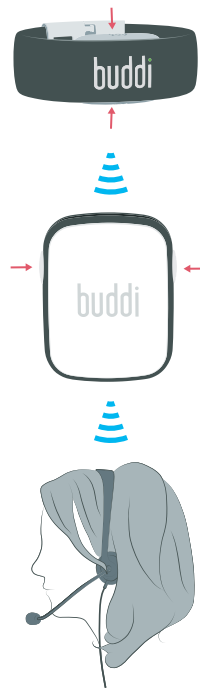
FALL ALARM

- If the wristband detects a fall, both clip and wristband will vibrate and the LED will flash blue continuously

- The clip will make a call to the Help Centre within 30" and you will hear the ringing tone

- If configured, an automatic message will be sent to your contacts

- When an operator in the Help Centre answers the call, they will seek to establish the right assistance you require, notifying your contacts or contacting the Emergency Services accordingly.

- If the Help Centre answers the call and cannot hear you, a call will be made to your own contact number before your other contacts are alerted

- When the call is ended, your Buddi will be re-set from the Help Centre

- Buddi intouch users can configure or disable this feature

CANCELLING AN ALARM

- If the alarm is triggered accidentally, it can be cancelled before the call to the Help Centre is established by a further press of both buttons on either the clip or the wristband

- The LED on both units will briefly flash green then go out

- If both buttons are pressed three or more times within 30", the call to the Help Centre may not be cancelled

Buddi automatically detects if you've had a fall and sends an alert from the wrist band to the clip.

FINDING YOUR BUDDI CLIP

- If you have mislaid your Buddi clip, press the Find my Clip button on the dock

- The battery light bars will indicate that a search is in progress

- Provided it is in range, your Buddi clip will beep continuously until Find my Clip is cancelled by pressing the Find my Clip button on the dock or by any button press on the clip

NIGHT MODE

- The battery indicator lights on your dock can be extinguished by pressing the Night Mode button on the dock once

- To exit Night Mode, press the Night Mode button

USING YOUR BUDDI WHEN YOU ARE AWAY FROM HOME

- Your Buddi wristband needs to be in communication with your clip to work

- In the home your Buddi clip can remain on the charging dock provided the wristband in range

- When you leave home, remember to take your clip with you

- Keeping the dock near the front door and using the keyring attachment may provide handy reminders

FLIGHT MODE & WEARER ALERTS

FLIGHT MODE

Your Buddi can be placed in a standby mode, which is safe for aircraft travel.

- This is done by five short presses of a single button on either the clip or the wristband

- The LED on both units will then flash purple once and go out

- To exit Flight Mode, press any button on the clip and the wristband. This will need to be done for BOTH units

- Flight mode can also be initiated and cancelled from the Flight Mode icon within the Wearer section of the Buddi Web Dashboard

WEARER ALERTS

Your Buddi clip and wristband will warn you if their batteries are low or if they are unable to communicate with each other or the mobile phone network. If you wish, in your Buddi Web Dashboard you can set up notifications for your contacts should this occur.

LOW BATTERY

- If clip or wristband battery levels are low, the LED on the respective device will flash amber intermittently until the unit is placed on charge and battery levels recover

OUT OF RANGE

- If the clip cannot communicate with the mobile phone network or the wristband cannot communicate with the clip, the LED on the respective device will pulse red twice every 5 seconds

- The red flashing LED will extinguish when communication is restored

buddi

LOGGING IN TO YOUR BUDDI DASHBOARD

- Log in at www.buddi.co.uk or follow the link in your welcome email

- Your Buddi should be activated and your user profile set up

- Go to User Profile to add telephone details and select your own password

SETTING UP YOUR WEARER PROFILE

- If you will be wearing your Buddi yourself and entered this information when you made your purchase, your Wearer Profile should be set up and ready to use

- If not, from the Home page, click Add Wearer and follow the instructions to assign your Buddi to the wearer

- Complete the Wearer Profile by clicking the icon in the top right

SETTING UP YOUR CONTACTS

- You can add contact names and their details by clicking the Contacts icon on the Home page

- If you have set up more than one wearer, you can assign contacts to different wearers by clicking the Contacts icon within the Wearers section. Here you can also configure which notifications they will receive and how they will receive them

- Here you can also grant permissions to contacts to see your information or act on your behalf

buddi.co.uk
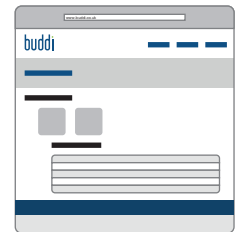
The Buddi dashboard

HOW TO USE YOUR BUDDI WEB DASHBOARD

ACTIVITY MONITOR AND SETTING UP ACTIVITY NOTIFICATIONS

• Log in to your Buddi account, select your Wearer icon, then click on the Activity icon to see your Activity levels

• Here Buddi intouch users can also set up notifications for unusually high or low levels of activity, together with motionless and speed alerts

LOCATING YOUR BUDDI

• Log in, select your Wearer icon, then click on the Locate icon to see your Buddi's last reported position

• Here you can also make a request for the system to find your Buddi's current location

• Here Buddi intouch users can also see historical location information

NOTIFICATIONS

• Log in, select your Wearer icon, then click Notifications to see a list of communications received from your Buddi and sent to Buddi's Help Centre or your contacts

• You can filter this list to find particular notifications

BUDDI INTOUCH ZONES

• Buddi intouch users will see a Zones icon within the Wearers section

• Click on this to set up Safe and Unsafe Zones, which can be customized for particular days and times

WHAT TO DO IF BUDDI ISN'T WORKING

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Buddi is not working	Is there power to the charging Dock?	Do the Dock LEDs light up when plugged in? Should be plugged into a known working outlet, not controlled by a light switch.	Remove A/C adaptor from wall plug, remove cord from adaptor. Replug cord and adaptor. Verify LEDs light up briefly on the Dock.
	Is the device charged?	Do any of the LEDs light up (Clip, Wristband) when placed on the Dock?	See LED matrix. Red indicates charge is needed. Contact Customer Care.
	Are you properly placing devices on charging Dock?	Verify that when seated, the device LED flashes green for 5 seconds	If LED is any color other than Green, contact Customer Care.
	WARNING: This troubleshooting step may trigger your emergency contacts or the Emergency Response Center to see an Alert and contact you.	Pinch buttons. Confirm both Wristband and Communications Clip vibrate and LEDs flash blue.	If connected to the Emergency Response Center, report this was a test. If devices do not vibrate nor does the LED flash, contact Customer Care.

TROUBLESHOOTING

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Device LEDs light, but not the Dock LEDs	Have the LEDs on the Dock been put into sleep mode?	Confirm LEDs on Clip and Wristband light green when placed on Dock.	Press LED Sleep button on Dock twice (like a door bell).
Dock LEDs light briefly, but then immediately go back out…	Has power to the Dock been interrupted?	1. Remove devices from Dock. 2. Unplug A/C adaptor from wall. 3. Unplug cord from A/C adaptor and Dock. 4. Wait ten seconds. 5. Plug cord into A/C adaptor and Dock, making sure they connect tightly. 6. Plug in A/C Adaptor. 7. First, replace Wristband on Dock until Dock LEDs light up. 8. Then, replace the Clip. 9. LEDs on Dock should now work. If not, contact Customer Care.	

EXCESSIVE NOTIFICATIONS SENT TO EMERGENCY CONTACTS			
Excess Panic Alerts		These notifications come when the Wearer squeezes the buttons either on the Wristband or the Communications Clip.	Be sure the Wearer is familiar with how to cancel erroneous requests. (Pinch both buttons again)

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Excess Auto Fall Alerts	Consider changing from wearing on wrist of "dominant" hand to the other hand.	Consider adjusting or disabling Auto Alert by calling the Emergency Response Center or visiting www.buddi.co.uk	If you still have questions, contact Customer Care.
Excess Low Battery Alerts	NOTE: Batteries in the Wristband and Communications Clip are lithium ion type and do not suffer from "memory" problems typical in previous rechargeable battery technologies. Wearers do not need to allow devices to periodically discharge in order to extend recharge life.	Both the Wristband and Communications Clip will indicate to the Wearer when they need recharging via the LED on the device, the LEDs on the charging Dock, and by sending an SMS/email to those whose profile indicates they should receive such notices. Expected life after a full charge is three days for the Communications Clip and seven days for the Wristband. Please allow devices to remain on the charging Dock for at least three hours to obtain a full charge.	To reduce the number of notices about battery, instruct the Wearer to return the devices to the charging Dock when the LEDs on the Dock indicate a recharge is required. If you still have questions or believe battery life is too short, contact Customer Care.

TROUBLESHOOTING

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Zone Alerts	The Communications Clip generates an Alert based on parameters defined by the Dashboard manager, who defines a geographic area from which the Wearer exits (inclusion zone) or enters (exclusion zone).	In ideal conditions, the GPS signal received by the Communications Clip can indicate a location within three meters of actual location. Areas with tall buildings or placing the Communications Clip in an area with an obstructed view of the sky can result in the device mistakenly reporting a location at the far edge of device accuracy, often more than 300 meters from its actual location.	To reduce the number of notices about zones, be sure that the zone has been drawn large enough to account for occasional stray GPS signals. For help drawing, see demonstration video on buddi.co.uk under Help. If you still have questions or need help creating zones, contact Customer Care.

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Out of Range Alerts	The radio link between the Communications Clip and the Wristband can be reliably maintained at distances of up to 150 feet in clear space. A home's construction materials and interference from other devices can reduce the distance the Wristband can travel from the Communications Clip and still retain a connection. A break in the connection is reported on the Wristband by a red LED.	A range test can be performed at any time by placing the Communications Clip on the Dock in the desired recharging location and pressing one side of the Wristband button. Do this while wandering around the living space. A green LED on the Wristband indicates a completed connection with the Communications Clip. The number of flashes (one to three) indicates signal strength where three is the strongest. A red LED indicates the Wristband is no longer communicating with the Clip.	To reduce the number of notifications about the Wristband being out of range, the Wearer should carry the Communications Clip when they expect to move beyond the range that can reliably maintain a connection. If you still have questions, contact Customer Care.

TROUBLESHOOTING

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
No Comms Alerts	The Communications Clip requires a cellular signal to send its information to the Emergency Response Center.	Atmospheric conditions, a home's construction materials and interference from other devices can reduce the signal transmission between the Communications Clip and cell towers. Since this can be intermittent, Dashboard managers have the ability to adjust the time interval before the Emergency Response Center will send a notification to emergency contacts saying that the connection with the Communications Clip and the cell tower has been lost.	To reduce the number of notifications about the Communications Clip losing connection with the cellular network, considering adjusting the "Device not Communicated" slider to the right (slider can be found under Contacts section under System Notifications). Be aware that the ability to notify emergency contacts in the event of a panic or fall is not possible when the Communications Clip is not receiving a cellular signal. If you still have questions, contact Customer Care.

TROUBLESHOOTING YOUR BUDDI DASHBOARD

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Buddi Dashboard is not available	The web address is www.buddi.co.uk	You should see a prompt for user name (email address) and password. You can select **Forgotten your Password** to have a new password sent to the email address of the Dashboard Manager.	Contact Customer Care. Proof of identify and purchase will be required.
Location is not updating	Being inside large structures (shopping malls) or surrounded by tall buildings may obstruct a view of the sky. This can result in the device not updating location.	You should see the last location where the Communications Clip had a view of the sky. The last known location will be indicated on the map by a red dot. Clicking on **highlight location** will show details about the date and time this location was recorded.	To refresh a location, click on the **Locate** icon, then the **Update Location** button. This sends a signal to the Communications Clip and requests an update. If you need help using Locate, contact Customer Care.
Activity not showing activity	The Wristband is the device that monitors and reports activity.	You should see activity bars in blue for daytime activity and green for nighttime activity.	Check the Day time (expected rising time) and Night time (expected bedtime) settings. Click **Set** before leaving the page.

TROUBLESHOOTING

SYMPTOM	ITEMS TO CHECK	YOU SHOULD SEE	RESOLUTION
Emergency contacts receiving/ not receiving Alerts	The Alert Contacts icon will show which contacts are associated with the Wearer. See the notification parameters, such as type of Alert, day and time to send Alerts.	You should see both a valid email address and an SMS number. (NOTE: The SMS number must be for a phone capable of receiving text messages.)	Update the contact information, time and date, and Alert types to be recorded. Be sure to click Update before leaving the page. If you need help using Alert Contacts, contact Customer Care.
Other Users unable to see features	Which privileges users are granted is defined by the Dashboard Manager who sets up User accounts.		

SAFETY/REGULATORY

INSTALLATION GUIDELINES

1. Read and understand all instructions and save them for future reference.

2. Follow all warnings and instructions marked on the product.

3. Do not install charging Dock near a bathtub, sink or shower.

4. Operate this device using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your local power company.

5. Do not place this product on an unstable cart, stand or table. This product may fall, causing serious damage to the product.

6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in

damage and will often require extensive work to restore the product to normal operation.

7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this device.

8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.

9. Because this device operates on electricity, you should have an alternate device in your home that could operate without electricity in case the power in your home goes out.

10. To avoid interference to nearby appliances, do not place the Dock or Communications Clip on or near a TV, microwave oven, or VCR.

SAFETY INFORMATION

SAFETY INFORMATION FOR YOUR DEVICE

Read this information before using your device.

DRIVING SAFETY

Talking on the Communications Clip while driving can distract the driver, result in extreme danger and may be illegal in some states. Remember, safety comes first. Check the laws and regulations relating to use of the device in the areas where you drive. Always obey them. If you must use your device while driving, please:

• Give full attention to driving. Driving safely is your first responsibility.

• Pull off the road and park before making or answering a call.

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

ELECTRONIC DEVICES

Your mobile personal emergency response device is like a cellular telephone. When it is ON, it receives and also sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF energy. However, certain electronic equipment may not be shielded against the RF signals from your wireless device. Therefore, use of your device must be restricted in certain situations.

PACEMAKERS

The Health Industry Manufacturers Association recommends that a minimum separation of six (6) inches be maintained between a device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research and recommendations of Wireless Technology Research. Never come closer than six (6) inches to a person with a heart pacemaker implant when using your device. Doing so could result in interference with the function of the pacemaker. Persons with pacemakers:

- ALWAYS keep the device more than six (6) inches from your pacemaker when the device is turned on.

- Do not carry the device in a breast pocket or locate it on the safety belt of your car near your pace maker.

- Use the ear opposite the pacemaker to minimize the potential for interference.

- If you have any reason to suspect that interference is taking place, turn your device OFF immediately.

CHARGER

CHARGING SAFETY

- The A/C adaptor designed for this unit requires the use of a standard 120 V AC power source for its operation.

- Never attempt to disassemble or repair the A/C adaptor.

- Never use the A/C adaptor if it has a damaged or worn cable or plug.

- Always contact Customer Care if repair or replacement is required.

- Never alter the cord or plug on your A/C adaptor. If the plug will not fit into the available outlet, have a proper outlet installed by a qualified electrician.

GENERAL SAFETY PRECAUTIONS

Your device is a high quality piece of equipment. Before operating, read all instructions and cautionary markings on the product, battery and A/C adaptor. Failure to follow the directions below could result in serious bodily injury and/or property damage due to battery liquid leakage, fire or rupture.

- DO NOT use or store this equipment in a place where it will be exposed to high temperatures, such as near an open flame or heat-emitting equipment.

SAFETY INFORMATION

- DO NOT drop your device or subject it to severe shock. When not using, return the Communications Clip to the Dock to avoid possible damage due to mishandling.

- DO NOT expose this equipment to rain or spilled beverages.

- DO NOT use unauthorized accessories.

- DO NOT disassemble the device or its accessories. If service or repair is required, return unit to Care Innovations. If unit is disassembled, the risk of electric shock or fire may result.

FCC

For Clip, Wristband and Dock:

This device complies with Part 15 of FCC Rules including interference that may cause undesired operation. Operation is subject to the following two conditions: 1. This device may not cause harmful interference, and 2. This device must accept any interference received, including interference that may cause undesired operation.

No changes shall be made to the equipment without the manufacturer's permission as this may void the user's authority to operate the equipment.

For Wristband and Dock only:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For Clip, Wristband and Dock:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

For Clip only:

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. SAR has been evaluated with a maximum SAR value reported of 0.07W/kg @ 0mm separation from body and 1.42W/Kg @ 7mm separation from head. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

COMPLIANCE WITH OTHER FCC REGULATIONS

OPERATING PROCEDURES

Never violate any of the following Rules and Regulations of the FCC when using your device. Such violations are punishable by fine, imprisonment or both.

- Never use obscene, indecent, or profane language.

- Never use your device to send false distress signals.

- Never wiretap or otherwise intercept a phone call, unless you have first obtained the consent of the parties participating in the call.

- Never make any anonymous calls to annoy, harass, or molest other people.

- Never charge another account without authorization, to avoid payment for service.

- Never willfully or maliciously interfere with any other radio communications.

- Never refuse to yield the line when informed that it is needed for an Emergency Response. Also, never take over a line by stating falsely that it is needed for an emergency.

SAFETY INFORMATION

LED ALERT GUIDE & NOTES

NOTES:

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LED INDICATORS EXPLAINED

COLOUR	FLASH PATTERN	EXPLANATION
GREEN	**1 long** flash, then a **short** flash every **5** seconds	Charging on dock
	1 to **3 short** flashes, indicates signal strength	Strength of connection between the band and clip.
	4 short flashes	Alarm successfully cancelled
AMBER	**1 short** flash every **5** seconds	Low battery
	1 short flash every second	Communications test in progress (Clip only)
RED	Continuous fast flashes	Unable to transmit alert
	3 short flashes	Communications test failed
	2 short flashes every **5** seconds	Lost communications
BLUE	Continuous fast flashes	Fall or button alarm activated
PURPLE	**1** solid flash	Entering flight mode