



## vie Watch

### User Guide

#### 1. Powering on the Device

To power on the device, press and hold the button for approx 3 seconds. When the watch vibrates, release the button.

A message, "Safety Health" will be shown before the time is displayed. The watch is now powered on.

Note: placing the device on charge will automatically cause the device to power on.

Safety  
health

00587  
13:37  
Wed 10-07

#### 2. Turning off the device

With the display OFF, **double press** and release the main button. This will switch on the display and show a "Power off" message. Press and hold the button until a "Goodbye" message is displayed.

Power off

Goodbye

#### 3. The Display

To save battery, the display will automatically switch itself off after approximately 10 seconds. To check the time, press and release the main button. The display will illuminate showing the date, time and current step count. After 10 seconds the display will turn itself off again.

00587  
13:37  
Wed 10-07



### 4. Triggering an SOS Alert & 2 Way Calling

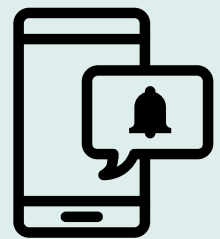
To trigger an SOS alert and to initiate an automatic 2 way call to your nominated emergency contact, press and hold the main button for approximately 3 seconds.

The vie Watch will vibrate and emit an audio message stating "SOS call initiated" and display a message on the screen "SOS....Please wait" followed by "Calling for help".

A push notification alert will be sent to all authorised users of the My AVERio app, and the watch will attempt to call the nominated emergency contact.

SOS.....  
Please wait..

Calling  
for help



### 5. Triggering a Fall Alert

If a fall is detected, the vie Watch will vibrate and display a message on the screen "Fall down alert press key cancel".

The wearer has approximately 10 seconds to cancel the alert by pressing and releasing the main button. If the button is not pressed, a message will show "Calling for help" and an automatic call will be made to your nominated emergency contact.

There are **3 fall sensitivity levels** available for the vie Watch: High, Medium and Low. By default devices are configured with a **HIGH** sensitivity setting. If you find the watch triggers falsely, contact AVERio support who can alter this setting for you.

Fall down alert  
press key cancel

Calling  
for help



IMPORTANT

Note: the vie Watch will continue to attempt to call the nominated emergency contact number until it is answered either by a person or by voicemail or until the battery runs out.



## 6. Geofence (perimeter/boundary) Alerting

The vie Watch supports Geofence alerting. With this enabled, an alert is raised via the My AVERio mobile app if the device leaves a predefined location - handy to help locate loved ones who might wander in the night and become lost.



Options that can be configured:

1. Set the desired location (address & postcode)
2. Set the desired distance from the location that an alert should trigger.
3. Set the times you'd like the alerts to be active.

To enable Geofence alerting for your device, please contact the AVERio customer support team at [support@averio.co.uk](mailto:support@averio.co.uk)



IMPORTANT

Note: the vie Watch must be powered on and be able to access the GPS satellite service in order to broadcast its location. The device will broadcast its location, even if it is not being worn.

## 7. Charging Your vie Watch

To charge your watch, make sure that the charging cable is connected to the plug and that the plug is fully inserted into a socket which is switched on.



The charging cable attaches to the back of the watch and clicks into place via magnets.

The battery indicator on the device will show that it is charging.

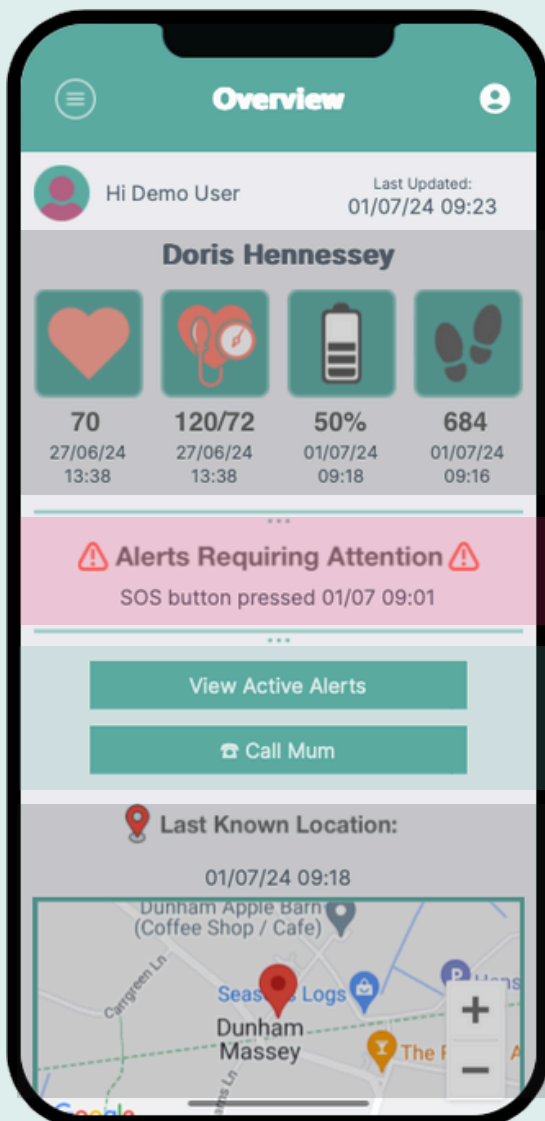


## 8. Using the My AVERio App

The vie Watch is designed to be used with the **My AVERio** mobile app which is available for free on both iOS and Android.

Your “welcome email” will contain the your username and password, however if you require any help downloading the app or logging in, please email us at: **support@averio.co.uk**

Once logged in, your screen should look something like this:



This top section shows the heart rate, blood pressure and step count of the wearer. It also shows the battery level of the device. Make sure you note the date & time under each reading as this shows when the data was last received.

This middle section shows any active alerts that require your attention.

The buttons in this section allow you to view/action any alerts and allow you to start a phone call directly to the device.

The bottom section shows the last known location of the device (using GPS).

If no map is displayed, there is currently no active GPS signal for the device.

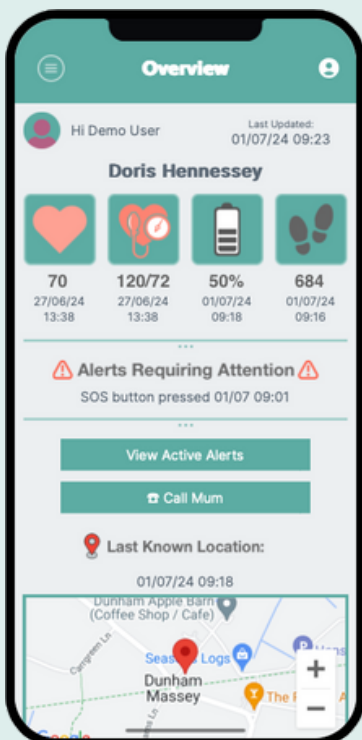


## 9. Managing Active Alerts

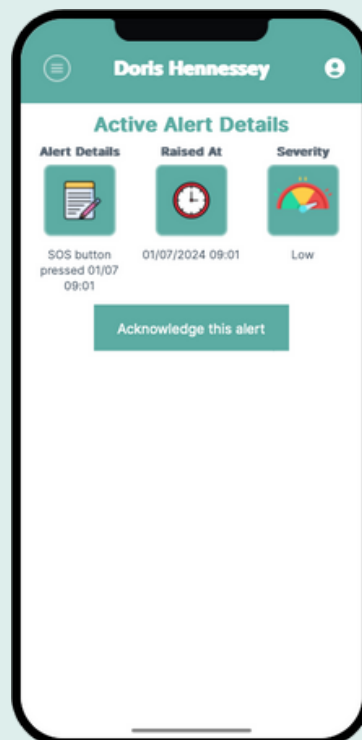
It's important to ensure if you receive an alert, that once it has been dealt with, you **acknowledge it** in the **My AVERio** mobile app.

We only raise 1 alert type at a time. This means if there is already a pending alert for a fall or SOS event, the My AVERio app **will not send you another notification, until the alert is acknowledged by you.**

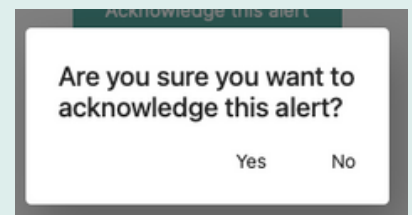
1. To acknowledge a pending alert, tap the "View Active Alerts" button:



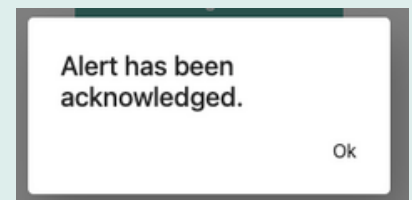
2. A summary of the alert details is displayed. Tap the "Acknowledge this alert" button



3. A confirmation message will be displayed. Tap "Yes":



4. The alert has now been acknowledged. Clicking "OK" will return you to the main app overview screen:





We recommend **disabling** voicemail on the nominated phone number being used to receive SOS emergency calls from your vie Watch.

## 10. Voicemail



When your vie Watch makes an emergency call to your nominated telephone number, the vie device will make repeated attempts to call **until it is answered**.

The vie Watch **cannot** tell the difference between a person answering the call, or voicemail answering the call.

If the incoming call from the vie Watch is diverted to voicemail, the vie Watch will **remain connected until the voicemail service disconnects the call**. This typically takes 3-4 minutes, depending on your voicemail timeout settings.

**It is not possible to end a call from the vie Watch** - this is a security feature to ensure emergency calls are not accidentally ended prematurely.

We recommend disabling voicemail on the nominated number being used to receive SOS emergency calls from your vie Watch. That way, the vie device will **continue to call the number until the emergency contact** answers the call and will not get temporarily stuck on a call while voicemail is recording.

If you require any additional help with understanding how voicemail affects your vie Watch, email us at [support@averio.co.uk](mailto:support@averio.co.uk).



## 11. Troubleshooting

### **The date and time is incorrect on the watch**

The watch needs to be able to communicate with our GPS satellite in order to successfully synchronise the date and time. When indoors, it can often be difficult for the device to connect to the satellite orbiting in space.

Ensure the device is fully charged and place on a window sill for 10-20 minutes. The date and time should update automatically.

### **The fall sensor alert keeps going off**

The vie watch is shipped with medium fall sensitivity by default. If you're receiving false alerts from normal movement, it's important to let the AVERio support team know so that we can amend the sensitivity and make further recommendations to you.

The fall sensitivity can be lowered, auto-calling can be disabled and we can even disable this feature entirely if it is not required. Contact us by emailing **support@averio.co.uk**

### **Other Top Tips to prevent false fall alerts:**

- Wear the watch on the non-dominant wrist
- Avoid wearing the device while sleeping, where possible
- Avoid high impact activities such as gardening, sports or driving while wearing the watch

### **The battery doesn't last very long**

Under normal use, the watch battery should last all day (up to 18h). However there are some things to be aware of that can affect battery life:

- Avoid extended call durations with the watch
- Avoid repeatedly pressing the button to illuminate the display
- Let us know if you're receiving high volumes of false fall alerts



## 12. Customer Support

The quickest method to access customer support is via our dedicated Customer Support Portal where we have a number of knowledge base articles which may help resolve the issue you have.



You can access the vie Support portal at:

<https://support.averio.co.uk>

Or email us directly to raise a support ticket:

[support@averio.co.uk](mailto:support@averio.co.uk)

You can send us a support request directly from within the menu on the My AVERio app!

Our team aims to respond back to you the same working day.

**Scan to download the My AVERio App:**

