



User Guide

via Pebble



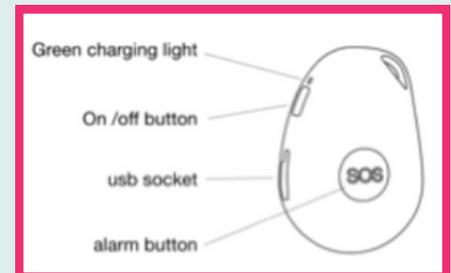
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1. Powering on the Device

To power on the device, press and hold the power button for approx 1 second. When the Pebble vibrates, release the button. You'll see both the green and blue LEDs flash. The device is now powered on.



2. Turning off the device

Press and hold the power button, then while keeping the power button pressed, press and hold the SOS button for approx 1 second. When the Pebble vibrates, release both buttons. The LEDs will continue to flash for 1-2 seconds then will extinguish. The device is now powered off.

3. Charging the Device

To charge your device, place it in the charging station, ensuring the groove in the Pebble lines up within the charging contacts in the dock. During the charging process the red LED in the front of the charger will glow brightly. It will extinguish when your via Pebble is fully charged. We recommend charging your via Pebble every other day.



4. Understanding the LED Lights

The LED lights on the side of the device can help identify the current state of the device. Here's what the different colours and flashing sequences represent:

No Lights whatsoever

Device is either powered off or battery is depleted.

Blue LED

-  Solid Blue: Device is charging
-  Rapid Flashing Blue: Battery below 20%
-  Single blink/rapid flash once every 3 seconds: Device has successfully connected to the GPS satellite network
-  Single slow/lazy flash on for 1 second then off for 3 seconds: Device has no GPS fix

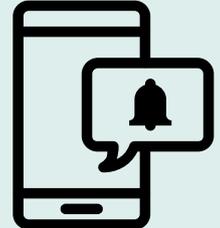
Green LED

-  Solid green light: SIM not activated.
-  Single slow/lazy flash once every 3 seconds: the device is connecting to the mobile data network
-  Single blink/rapid flash once every 3 seconds: the device is connected to the 3G/4G mobile data network
-  Double blink/rapid flash once every 3 seconds: the device is registered to the GPRS network.



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 SOS button on front of the device. The via Pebble will vibrate 3 times.



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



IMPORTANT

Note: the via Pebble 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 via Pebble 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



7. Using the AVERio App



IMPORTANT

Make sure you have activated your device before signing up for an AVERio account within the mobile app.

To activate your device visit:

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

a. Download the Free AVERio App

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

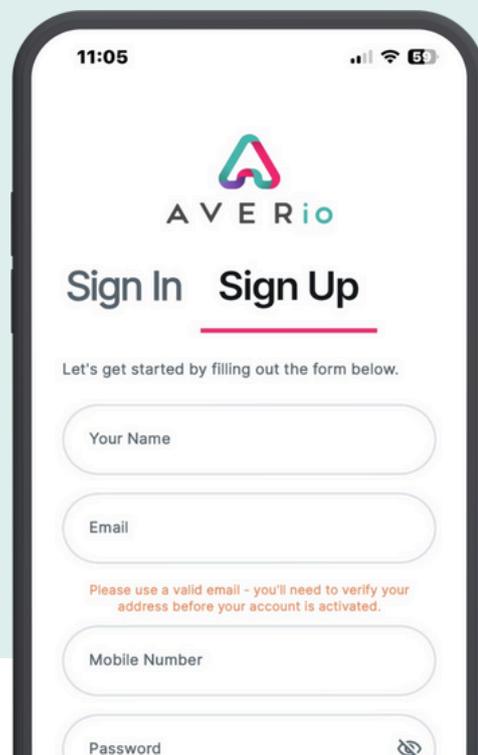
Scan the QR code to download the app or search "AVERio" in your app store



b. Sign-up for an Account

Sign-up for an account using the the same email address used when you activated the device.

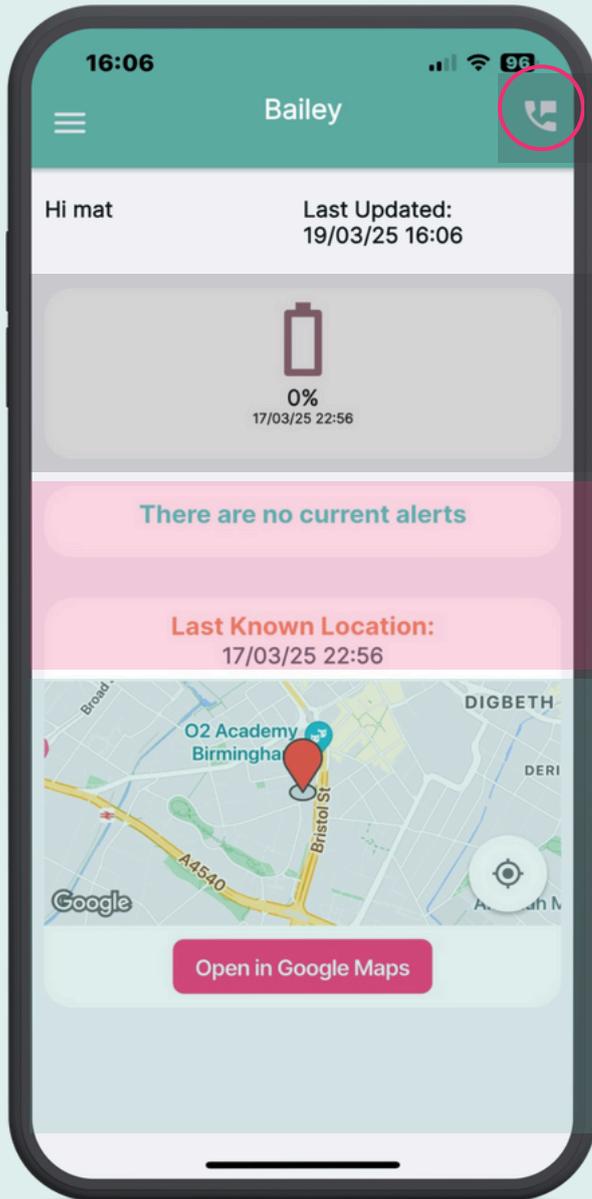
Then follow the instructions to verify your email address.





c. Login

Once you've successfully signed up for an account, login and you should see something that looks a bit like this:



This button in allows you call the device directly from your phone.

This top section shows battery level of the device.

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

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

By default, the device attempts to update its location every 5 minutes.

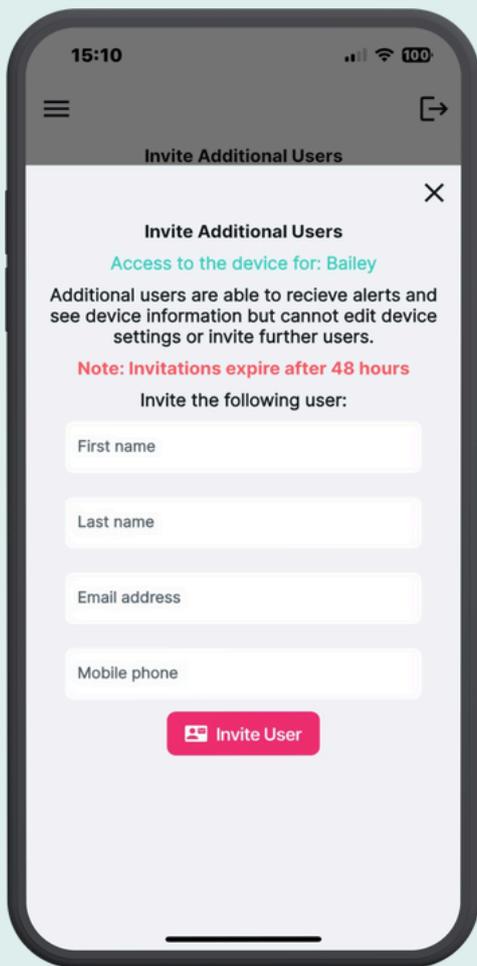
The location of the device can be opened in Google maps using the pink "Open in Google Maps" button.

Note: It is not always possible to receive a GPS signal when indoors. See our help section at support.averio.co.uk for more information.



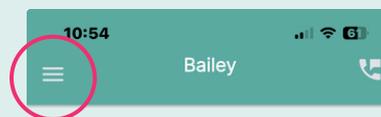
d. Inviting Additional Users

You may invite up to 3 additional users to the AVERio app. These users can see device activity and receive alerts via push notifications, but they **cannot** amend device settings or invite users themselves.

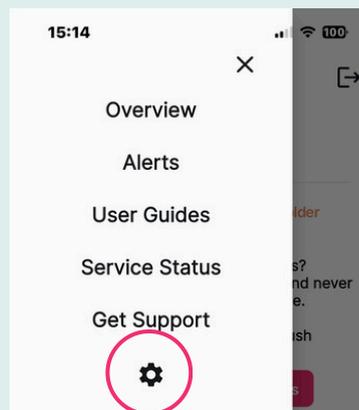
A screenshot of a mobile app interface titled 'Invite Additional Users'. It shows a form with fields for 'First name', 'Last name', 'Email address', and 'Mobile phone'. Below the fields is a pink button labeled 'Invite User'. The form also includes a note: 'Note: Invitations expire after 48 hours'.

Invite a User:

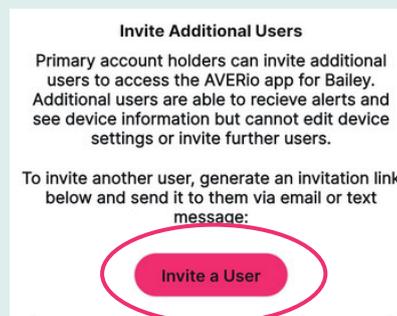
1. Tap the menu icon (top left)



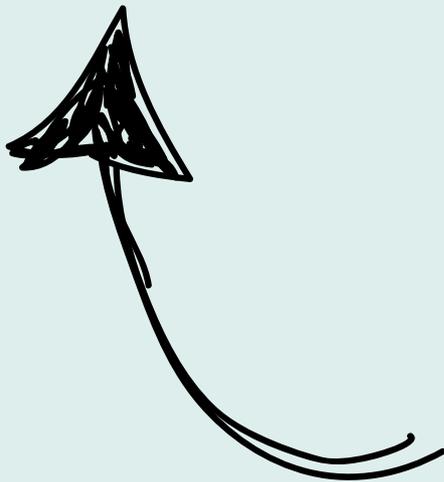
2. Tap the Settings Cog (bottom)



3. Scroll down and tap "Invite Additional Users"



4. Complete the short form to invite each user. Note - they will need to sign up within 48h of sending the invitation.



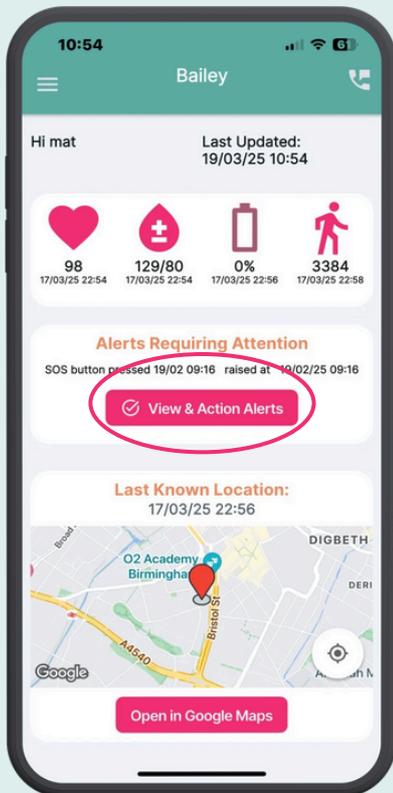


8. Managing Active Alerts

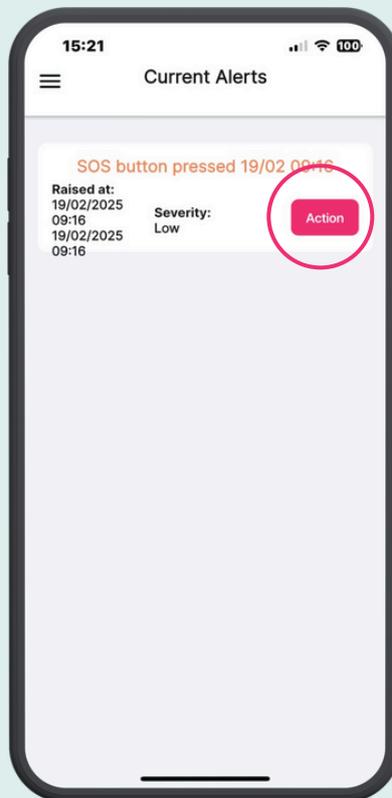
It's important to ensure if you receive an alert, that once it has been dealt with, you **acknowledge it** in the **AVERio** mobile app.

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 AVERio app **will not send you another notification, until the alert is acknowledged by you.**

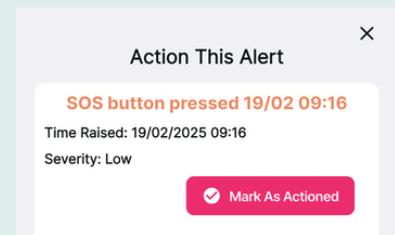
1. To acknowledge a pending alert, tap the "View & Action" button:



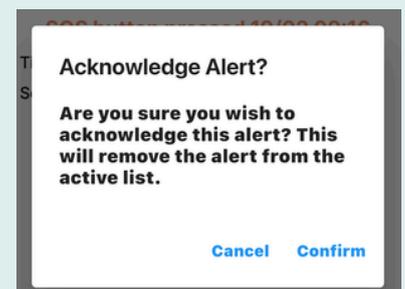
2. A summary of the alert details is displayed. Tap the "Action" button



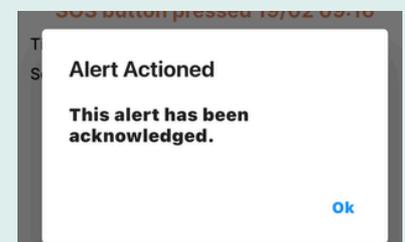
3. Tap "Mark as Actioned":



4. A confirmation message will be displayed. Tap "Confirm":



5. The alert is now actioned. Tap "OK" to continue:





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

9. Voicemail



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

The via Pebble **cannot** tell the difference between a person answering the call, or voicemail answering the call.

If the incoming call from the via Pebble is diverted to voicemail, the via 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 via Pebble - 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 via Pebble. That way, the via 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 via Pebble, email us at support@averio.co.uk.



10. 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:

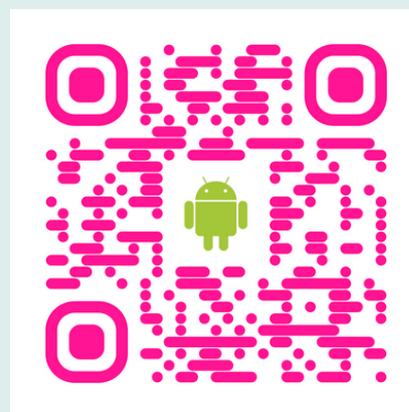
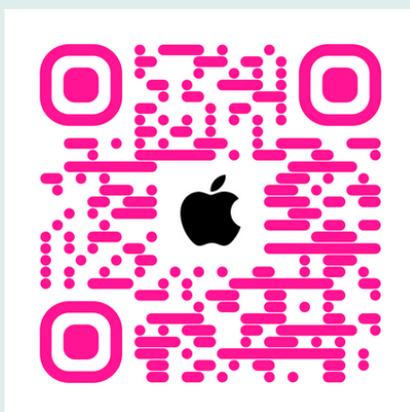
<https://support.averio.co.uk>

Or email us directly to raise a support ticket:

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 AVERio App:



or search "AVERio" in your app store