AVERio

User Guide

vie Watch



- 1. Powering on the Device
- 2. Turning off the Device
- 3. The Display
- 4. Making an SOS Call
- 5. Triggering a Fall Alert
- 6.Geofence Alerting
- 7. Charging Your Device
- 8. Using the AVERio mobile app
 - a. Downloading the app
 - b. Account Signup
 - c.Logging in
 - d.Inviting Additional Users
- 9. Managing Active Alerts
- 10. Voicemail Warning
- 11. Troubleshooting
- 12.Support

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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.

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.



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.





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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.

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.



Please wait.. Calling for help

SOS.....





Calling for help



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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.



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.







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8. Using the AVERio App



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 Watch 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.

11:05	.ı. 🗢 💽
A	V E Rio
Sign In	Sign Up
Let's get started	by filling out the form below.
Your Name	
Email	
Please use a val address be	id email - you'll need to verify your fore your account is activated.
Mobile Numbe	er

Cos

Password

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c. Login

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



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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.

15:10	
=	Ŀ→
Invite Add	ditional Users
Invite Add	ditional Users
Access to the	e device for: Bailey
Additional users are a see device information settings or inv	able to recieve alerts and on but cannot edit device vite further users.
Note: Invitations	expire after 48 hours
Invite the	following user:
First name	
Last name	
Emplied data	
Email address	
Mobile phone	
_	
	hvite User

Invite a User:



2. Tap the Settings Cog (bottom)



3. Scroll down and tap "Invite Additional Users"

Invite Additional Users

Primary account holders can invite additional users to access the AVERio app for Bailey. Additional users are able to recieve alerts and see device information but cannot edit device settings or invite further users.

To invite another user, generate an invitation link below and send it to them via email or text message:



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

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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 **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:

Hi mat Last Updated: 19/03/25 10:54 19/03/25 254 129/80 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	10:54 =	Bai	ley	
Yes Y	Hi mat		Last Update 19/03/25 10	d: :54
Alerts Requiring Attention Sos button pressed 19/02 09:16 raised at 10/02/25 09:16 (View & Action Alerts Last Known Location: 17/03/25 22:56 DioBETH Birmingha	98 17/03/25 22:54	129/80 17/03/25 22:54	0% 17/03/25 22:56	3384 17/03/25 22:58
Last Known Location: 17/03/25 22:56 DIGBETH D2 Academy O Birmingha Ogen in Google Maps	AI SOS button p	erts Requir	ing Attenti 16 raised at Action Alerts	on 202/25 09:16
Coogle Maps		Last Know 17/03/2	n Location 5 22:56	
Open in Google Maps	Google	O2 Academy Birmingha	Bristol St	DIGBETH DERI
		Open in Go	ogle Maps	

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



3. Tap "Mark as Actioned":

X Action This Alert SOS button pressed 19/02 09:16 Time Raised: 19/02/2025 09:16 Severity: Low Xark As Actioned

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



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

Alert Actioned	
This alert has been acknowledged.	
	Ok

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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, dpeending 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.

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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 <u>place on a window sill for 10-20</u> <u>minutes.</u> The date and time should update automatically.

The fall sensor alert keeps going off

The vie watch is shipped with <u>medium</u> fall sensitivity by default. If you're receiving false alerts from normal movement, it's i<u>mportant to let the</u> <u>AVERio support team know</u> 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:

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

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







or search "AVERio" in your app store







