

START GUIDE

PERSONAL ALARM

Help at the press of a button

ROSIE[™]
by Vitalcare



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by Vitalcare



1800 476 743
support@rosie.help
www.rosie.help/support

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1 WELCOME

Thank you for choosing Rosie by Vitalcare

Your Rosie personal emergency response alarm service is there for you when you need it.

Please follow the steps outlined in this Start Guide. This will ensure that your Rosie device is set up, working as expected, and that your Rosie service is activated.

This guide details everything you need to know to get started with Rosie.

You can also visit www.rosie.help/support and watch our video guides to help you get started.

2 GETTING STARTED

Please follow the steps to activate your service:

- Read this Start Guide
- Open the Rosie device package (see section 3)
- Turn on the device (see section 4)
- Check your battery level (see section 5)
- Charge your device (see section 6)
- Calling Rosie (see section 7)
- **Important:** Connect your Rosie service (see section 8)

If you require additional help please call our team on 1800 476 743.

3 WHAT'S IN THE BOX

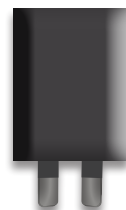
Your Rosie personal alarm package includes:



Your Rosie Start Guide



Rosie device



USB charger



Charging cable

For video instructions on swapping your watch band to the pendant attachment with lanyard, please visit www.rosie.help/support, or scan the QR code below.



Pendant attachment

4 TURNING ON THE WATCH

Please turn on the device as follows:

Press and hold the large button on the side of the device for 3 seconds and then release.

The device will take a few seconds to turn on.

Once the device is on, the face will display the time, date, battery level and signal strength.

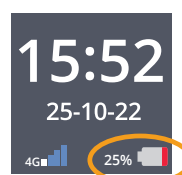


The watch face display will time out after 30 seconds. To 'wake-up' the screen at any time, press and immediately release the large button on the side of the watch.

5 CHECKING YOUR BATTERY

The battery indicator on the screen shows how much battery is remaining

If the indicator shows a number less than 25% the battery is low and needs to be charged (see section 6).



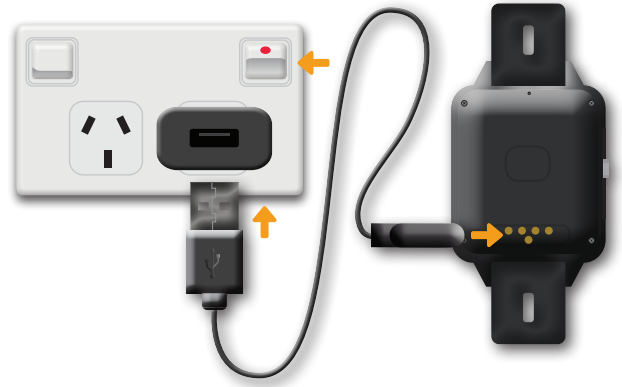
6 CHARGING YOUR WATCH

To charge the device.

- Ensure that the USB charger is plugged in (power on)
- Connect the magnetic charging cable to the back of the watch
- Once connected, the screen will light up for a few seconds and the word CHARGING will be displayed.

You can use the device while it is charging.

We recommend that you charge your device each night. This way it is always charged and accessible if you need it during the night.



7 HOW TO CALL ROSIE

To call Rosie press and hold the large button on the side of your device for 3 seconds.

You will hear a beeping sound, this means your Rosie assistant is being alerted.

If you wish to cancel the call, press the CANCEL button on the touch screen.

You will hear a recording saying "Please wait to be connected to a Rosie assistant".

You are now connected to a Rosie assistant, who will speak to you through the watch and assist you.



8 IMPORTANT: PLEASE COMPLETE YOUR ONBOARDING SET-UP

Please call Rosie to complete your onboarding (during initial set-up) by following Step 7 'How to Call Rosie'.

Once you are connected please inform our Rosie Assistant that this is an 'Onboarding' call.

Congratulations! You are now ready to use your Rosie service.

If you need assistance with onboarding please call 1800 476 743.

TESTING

How to test your device.

To ensure your Rosie service is working correctly, every month on the date of your birth you should test your device.

Push the button (as described in Section 7) and talk to one of the Rosie Assistants. Let them know that you are just testing your device.

FAQ

Will Rosie call me out of the blue?

We may call you from time-to-time to check up on you, wish you a Happy Birthday or confirm your contact details.

How long does the battery last between charges?

With normal use, the battery will last 36-48 hours.

Who do I contact for support

For any questions or support simply call **1800 476 743**.



See our website for complete fall detection information
www.rosie.help/fall-detection-faq