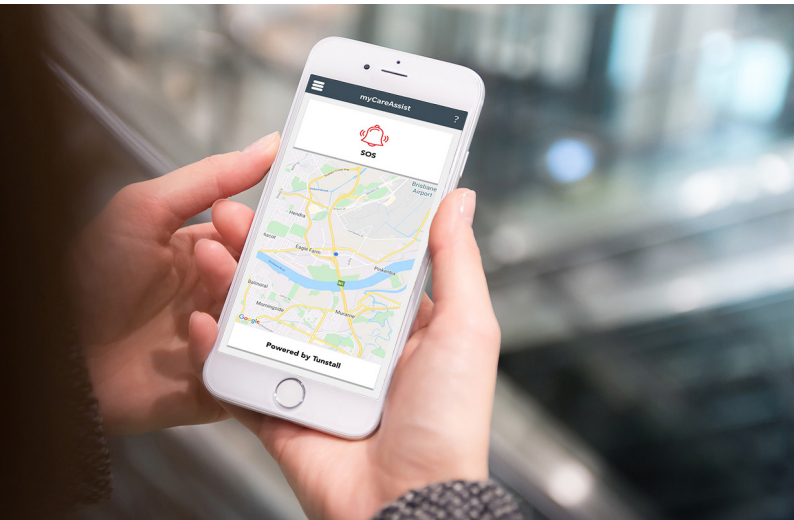




myCareAssist user guide



Tunstall

Welcome to the Tunstall monitoring service.



Inside this pack, you will find all of the information you need to get started using myCareAssist, details on how to use the service, and steps on how to test.

Available 24/7, we are here to help whenever you need; whether you are working alone, in potentially hazardous environments, feel vulnerable, or for any other reason.

To ensure we can provide you with the best assistance at all times, it's important to keep us updated. If any of your details change, be sure to advise us.

Remember, we are always here to help. If you have any questions or comments please do not hesitate to call our Customer Service team or simply press your SOS button or pendant to talk to one of our Care Consultants.

A stylized, cursive signature of Lyn Davies.

Lyn Davies
Managing Director

What is the myCareAssist app?

myCareAssist is designed to work with an existing smartphone (Android or iOS) to offer safety for people who are alone or feeling vulnerable.

With individual ID access, easy duress activation and location tracking, myCareAssist aims to quickly identify people who may be in need of assistance.

Installation and configuration

1. Download the myCareAssist application via the **Google Play Store** for Android devices or the **Apple App Store** for iOS devices.
2. Once launched, enter your unique 6-digit ID (provided by Tunstall), your mobile number, confirm your centre ID (1 for Australia, 2 for New Zealand), region and language.
3. When prompted, enable notifications and location services.

Note some corporate Wifi networks may block the necessary ports for the app to work. As a result the app works best on the 3G, 4G or 5G networks.

Please note:

You require data roaming to be turned ON while travelling overseas if you want location tracking to be enabled. Please check with your telephone provider on the best roaming plans.

Your myCareAssist profile has been configured to either general or silent monitoring mode, as requested. If you wish to change your preference, please contact your local Tunstall office.

Pairing your pendant (if applicable)

To pair your pendant, enter the myCareAssist settings menu in your smartphone and select 'Bluetooth SOS Trigger'. Press and hold the pendant for 10 seconds then select the device name 'AlertNess' from the list in your smartphone. Exit settings and press your pendant to test that it raises an SOS call to the Tunstall Customer Care Centre.

Pendant function

When the pendant is activated:

Android: The device will automatically place a phone call to the Tunstall Customer Care Centre.

iOS: A message will be sent to the Tunstall Customer Care Centre and a Tunstall Care Consultant will call you directly.

If there is no internet connection or the app does not receive an acknowledgement response from the Tunstall servers, we will display a message in the app requesting the user to make a call manually.

Test the app

Please be sure to test your SOS button/pendant once every three months. To test, press the SOS button on the myCareAssist app or the pendant and wait for the alarm call to go through to the Customer Care Centre. Once answered by a Care Consultant, let them know that you are testing.

Please note: It is important to have your caller ID enabled for Tunstall to receive your information. Please make sure your call settings have the Caller ID set to 'Show Number'.

Features



While logged-in, select the SOS button to raise an alert to Tunstall's 24-hour Customer Care Centre.

When the SOS button is pressed, a seven second delay allows the user to cancel in the event of accidental activation by clicking the cancel SOS button on the screen.

**Powered By
Tunstall**

Press and hold the 'Powered by Tunstall' button for three seconds to access the Tunstall Healthcare website.



Press the '?' button for assistance and Tunstall contact details.



Select the settings button to choose preferred settings and configuration options.

- **Current location:** Displays current latitude and longitude.
- **Individual ID:** The unique 6-digit ID provided to you by Tunstall.
- **Mobile phone number:** The mobile phone number you provided to Tunstall.
- **Centre ID:** Displays Tunstall's Office Centre ID.

- **Bluetooth SOS trigger:** Displays paired pendant details.
- **Vibrate on SOS countdown:** Select to enable phone vibration during SOS countdown.
- **SOS no internet warning sound:** Select to enable sound alert when myCareAssist has no internet connection.
- **Reset:** Select the reset button, log out and clear all myCareAssist app settings (6-digit ID, mobile number and region).

Note: In iOS, you may pull down on this page to refresh. Android users can use the Refresh button.



Map GPS location: It displays the user's current location.

Troubleshooting

Pendant disconnection: Due to Bluetooth connectivity, if the pendant is removed from within range of the paired myCareAssist app it may disconnect. If the pendant emits one long beep and flashes blue for 30 seconds after activation, that indicates pendant signal did not reach the app. If you experience pendant disconnection, close and then re-open the myCareAssist app and press the pendant to test. If your test call does not connect, please contact your supplier.

Battery replacement: Under normal usage, our pendant has at least one year battery life. For instructions on how to change the pendant battery, please refer to the pendant user guide.

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