Apple Watch
User Guide
for use with SafeZone

6 July 2017
Apple Watch Setup and User Guide

This document gives information about:

Configuring the Apple Watch to work with SafeZone, and tailoring to personal preferences

Using SafeZone on the Apple Watch to:

- raise Alerts,
- review status and
- make/receive Phone calls associated with SafeZone Alerts

SafeZone on the Apple Watch does not need SafeZone running on your phone, and can work within a range of up to 100m from your phone with compatible WiFi. See Bluetooth and Wi-Fi on Apple Watch

Installing the Apple Watch version of SafeZone

Download and install SafeZone from the Apple iTunes app store. This includes Apple Watch support.

A User should first:

(a) have an Apple-Watch compliant iPhone (iPhone 5 or later, running iOS v10+)
(b) have an Apple Watch running the WatchOS version 3 or later
(c) have completed the instructions per Setting Up your Apple Watch.

During the Apple Watch setup, after setting up a Passcode (or not), you will be asked to Set up the Activity App and SOS settings.

1. OPTIONAL: Set up the Activity app and SOS

You can set up the Activity app by entering some information about yourself and setting your goals. Or set up the app later. If you already set up Activity on another Apple Watch, you won't get this step.

With watchOS 3 there is now an “Emergency SOS” function.

This is not related to SafeZone. Outside the USA, you should disable the standard SOS function by going to My Watch / General / Emergency SOS and changing the “Hold to Auto-Call” to “OFF”.

2. OPTIONAL: Sync your apps

Tap Install All to sync iPhone apps that work with your Apple Watch. Only apps that are compatible with your Apple Watch will sync. Tap Choose Later to sync only basic information like Mail, Contacts, and Messages.

Your iPhone and Apple Watch will begin to sync. Depending on the amount of data you're syncing, this might take some time. Keep your devices close together until you hear a chime and feel a gentle tap from your Apple Watch.

Getting SafeZone on your Apple Watch

The SafeZone app download and installation is a single-step process.

If your Apple Watch is already paired with your phone, SafeZone will install on both iPhone and Watch at the same time. The Apple Watch installation may take 3-4 minutes, but you will see a SafeZone Icon on both the Phone and Watch, showing the installation progress.
Once the installation is complete, your Apple Watch will have the SafeZone icon similar to (image on right):

You will now see the SafeZone app on your phone: You can drag the app to your phone’s favourite apps in the iPhone dock area. To do this, tap and hold on the icon until the icons start shaking – simply drag the icon to the dock area at the bottom of the screen, then press the Home button to revert to the standard icon state.

To rearrange the location of the SafeZone icon on the Apple Watch, press and hold the icon until it shakes, then drag to where you want it, then press the Digital Crown to revert to normal state.

If you do not see the SafeZone icon on your Apple Watch

Go to the Apple Watch app on your iPhone and select “My Watch”, then scroll down through the apps and tap on “SafeZone”.

Toggle “Show app on Apple Watch” to “ON”. SafeZone will then install from your iPhone to your Apple Watch.

For further configuration help, see Appendix A

Using SafeZone with the Apple Watch

Where your watch is paired with your iPhone, you can set up SafeZone on your watch by simply installing SafeZone on your iPhone. The installation process will also install SafeZone on the Apple Watch.

- SafeZone on the Apple Watch effectively emulates the SafeZone GUI that you normally see on the iPhone.
- When you activate SafeZone functions on the Watch, they channel through the iPhone, picking up its location and carrying your ID and which Alert type you selected, to the SafeZone server, from where it is distributed to the Response Team in exactly the same way as for an iPhone-initiated Alert.

Initiating Alerts

There are two ways to initiate SafeZone Alerts from your Watch.

NOTE: The SafeZone App does not need to be running on your iPhone for you to raise an alert from the watch.

1. Launching the application from the SafeZone icon on the watch menu and choosing an alert type.

2. Configuring the watch face to show the SafeZone complication which can raise a duress alarm with one press. Complications are text or icons that can be added to augment the watch face. “HELP” and “SafeZone EMERGENCY” are examples in the below screenshot.
Alerting Process and Cancellation

As with the iPhone SafeZone App, during the Alerting process, the watch will display the checks for Communications and Getting Location.

Once a Responder Acknowledges your Alert, this confirmation will be displayed on the watch.

You can Cancel your Alert from the Watch by tapping the Cancel button, after which the display will revert to the normal SafeZone 3-button interface.

Phone calls with Security

Once you’ve raised an alert on the Watch, you can tap the Green “CALL SECURITY” button and your phone will place a voice call to the Security number via your iPhone. Note if you are on a pre-paid plan you will need to have sufficient credit to make the call.

If a Security team member or Responder calls you, the call will come through as an Incoming Call on your Watch, and you can answer the call on the Apple Watch.

Note that some SafeZone buttons may be configured in your current location to automatically call Security as part of raising an Alert. Be aware that a call may be triggered automatically.
Appendix A: Further Configuration for new Apple Watch users

1. Open SafeZone from the Dock

With the Dock on your Apple Watch, you can quickly view up to 10 of your favourite apps. To open the Dock, press the side button. Swipe left or right to see your apps, then tap to open one.

The last app that you used appears automatically in the Dock under Recent. You can also add apps to the Dock. Add SafeZone to the dock.

You can also add “Complications” to your home watch face that can start SafeZone – more on that below.

2. Manage notifications for SafeZone

SafeZone will use the same notification settings as your iPhone. You need to be sure that this mirroring is turned on, so that your phone’s settings for SafeZone Notifications are carried over to the Apple Watch.

Open the Apple Watch App on your iPhone and tap the My Watch tab.

Tap Notifications, then scroll to the Mirror iPhone Alerts From section. Find SafeZone and check that it is turned ON.

3. Manage complications for SafeZone

You can add complications to your watch face for some third-party apps. To see which complications you can use, open the Apple Watch app on your iPhone, tap the My Watch tab, then tap Complications.

To manage your complications, tap Edit, select the Face that you want to use, then EDIT and scroll down to COMPLICATIONS.

Complications lets you place a Label on the screen face that will immediately raise an Emergency Alert in SafeZone. The Label that is used will be either “HELP” or “EMERGENCY”, depending on what space is available at the screen location that you choose, e.g. it might be “EMERGENCY” on the Bottom, but HELP on the Top Right-Hand Side.

Make your changes, then tap Done when you’re finished.

Remove a complication by tapping Minus icon, then tap Remove.

Add a complication by tapping Plus icon. Then go to your watch face and firmly press the display to customize your complications.

Change the order by pressing and holding Rearrange icon. Then drag and drop the complication.

You can also change Complications settings on the Apple Watch itself. Press and hold the watch FACE until it enters Edit mode. Swipe to the Complication location on the face and use the Digital Crown to select the Complication you want to use. The SAFEZONE Complication depend on the size and shape of the available location within the Face. See also: Customize your watch face

4. Switch between apps using the Dock on your Apple Watch

With the Dock, you can easily switch between your favourite apps, control music on your Apple Watch or iPhone, and see your most recently used apps.

To switch between apps, Press the side button to open the Dock.

Swipe left or right. Tap to open an app. Or press the side button again to close the Dock.

The Dock shows up to 10 of your favourite apps, plus Recent and Now Playing. Recent shows the last app that you used, and Now Playing appears when you listen to something on your Apple Watch or iPhone, like a podcast or music.

You can also manage apps in the Dock from the iPhone Watch App.
5. Manage the Dock from your iPhone

You can add or remove any app in the Dock from your iPhone:

Open the Apple Watch app on your iPhone, then tap the My Watch tab.

- Tap Dock, then tap Edit.
- Tap remove icon or add icon to add or remove an app. You can add up to 10 apps.
- Tap Done to save your changes.

You can also rearrange apps in the Dock:

- Open the Apple Watch app on your iPhone, then tap the My Watch tab.
- Tap Dock, then tap Edit.
- Touch and hold Reorder button next to an app, then drag it up or down.

Change the watch face on your Apple Watch

- Choose a design, adjust the colors, then add complications to your watch face. You can even set the time ahead.

Switch to a different face

- To choose a face on your Apple Watch, use these steps:
- From your watch face, swipe left or right from edge to edge to change the face.
- Stop when you get to the face that you want to use.

6. Customize your watch face on the Watch

Press the Digital Crown to go to the watch face.

- Firmly press the display.
- Swipe left or right to choose a face, then tap Customize.
- Swipe left or right to select a feature, then turn the Digital Crown to change it. For example, you might change the color of the second hand or the markings on the face.
- Swipe all the way to the left to edit complications. Tap a complication to select it, then turn the Digital Crown to change it. You can also add complications from other apps.
- When you’re finished, press the Digital Crown to save your changes.
- Tap the watch face to set it as your current face.

You can also customize your watch face from your iPhone. Open the Apple Watch app, then tap the Face Gallery tab.

7. Add more information to your watch face

You can add complications, or information from apps, to some watch faces. Your Apple Watch has complications that show your battery life, the date, and more. You can also add complications from some third-party apps. To see which apps have complications:

- Open the Apple Watch app on your iPhone.
- Go to the My Watch tab and tap Complications.
- Then choose the ones that you want:
- To add a complication, tap Add icon. After you add the complication in the Apple Watch app on your iPhone, you can add it to your watch. Go back to your watch face, firmly press the display, and tap Customize. Then tap a complication and turn the Digital Crown to choose the information that you want to appear.
- To remove a complication, tap Delete icon. Then tap Remove.
- To rearrange the order, touch and hold Rearrange icon. Then drag and drop the complication.

8. Add a new watch face

You can make multiple versions of any watch face. To create one:
• Press the Digital Crown to go to the watch face.
• Firmly press the display, swipe all the way to the right, then tap Plus icon.
• To choose a face, turn the Digital Crown, then tap the one that you want. This sets your current watch face to the one that you just created.
• To customize the face, firmly press the display again and tap Customize.

While you can get new complications from third-party apps, you can’t install new watch faces.

9. Change the time shown on your watch

Open the Settings app and tap Time.
• Tap +0 min.
• Turn the Digital Crown and choose how far ahead to set your watch.
• Tap Set or Cancel.

You can only set the time shown on the watch face ahead. Your alarms, notifications, World Clock, and any other times will still match the actual time.