

Welcome to UnaliWear and our growing Kanega Watch community

Your watch is set up with information you provided us via your pre-shipment form. Follow the steps to get started for the first time. We also look forward to meeting you through your on-boarding call with us.

UnaliWear Customer Success

1-888-343-1513, #1

community@unaliwear.com

Videos and User Guide:

www.unaliwear.com/support

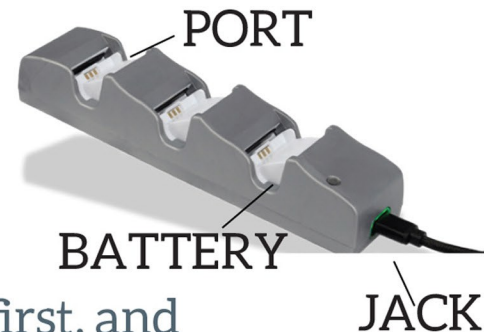


Starting up your Kanega Watch for the First Time

1

Charge your Kanega batteries.

1. Connect the power cable to one end of the charger and plug into wall. Verify green light on charger jack is on.
2. Insert two (2) batteries into ports by placing the top end with the gold prongs first, and then pressing the bottom of the battery gently downwards until you hear or feel it attach into place.
3. Battery light fades red when batteries are charging and turns green when fully charged.



2

Put on your Kanega Watch for the first time.



1. Adjust your Kanega Watch buckle band so it fits properly.
2. With your watch on your wrist, insert a battery on each side of the watchband. Place the remaining two (2) batteries in the charger. Batteries in the charger will not get overcharged.
3. After batteries are installed for the first time, the watch face display will change to 'Kanega Watch' with moving dots. If you do not see this within 10 seconds, press and hold the crown button for five (5) seconds.
4. On the first day of use, change your batteries a second time to fully charge the internal safety battery.



3

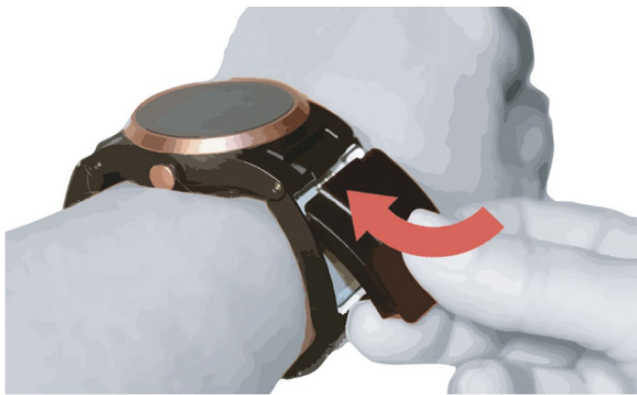
Installing your batteries.

A



The top of the battery has spring-loaded gold prongs that power the watch.

B



Insert the battery at an angle so the gold prongs compress into the compartment.

C



Press the battery bottom downwards until you hear or feel it attach.

Internal Safety Battery

The first day of use will require changing the batteries twice in one day to fully charge the internal safety battery. If your watch is out of power, change the batteries twice in one day, similar to starting up for the first time. After the internal battery is fully charged, the external batteries will consistently last 24-36 hours before needing to be changed.

4

Experience the watch's interactive voice tutorial.

1. The display changes to 'Press Crown to begin' when the watch is ready to start the brief interactive voice tutorial.
2. Pressing the crown button starts the voice tutorial. If the crown button is not pressed within one (1) minute, the watch will go to sleep and the display will be blank.
3. If the watch goes to sleep prior to starting your voice tutorial, simply press the crown button for five (5) seconds to wake up the watch again and begin the tutorial.



5

Schedule your Emergency Readiness Call with us!

Contact us at 1-888-343-1513, #1 or community@unaliwear.com to find a time that works for you.

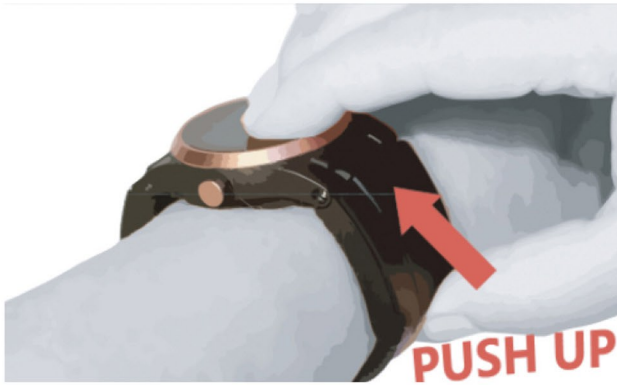
Download the User Guide and watch educational videos at www.unaliwear.com/support to better understand the full functionality of your Kanega Watch, including how to access the user menu.

Important: Add the **monitoring center number 801-781-6101** to wearer and emergency contacts cell phone contacts, so any **emergency calls are recognized and answered.**

6

Removing your batteries

A



Place a finger on the clock display for balance and another finger on the battery bottom near the band.

B



Push the battery bottom inwards and upwards toward the clock display. Springs in the gold prongs compress to release the battery.

C



Gently pushing upwards towards the display releases the battery so it is easily removed. Do not use a fingernail to pull the battery away from the watch.

Changing Batteries on Your Kanega Watch

Change your batteries while wearing your Kanega Watch on your wrist, following the diagram in this guide. If you have any issues removing batteries with the watch on your wrist, please give us a call and we will help walk you through the process.

We recommend you change your watch batteries daily at the same time. Ensure batteries are connected by looking at the battery icon on the watch face.



Reference

How to get help

- **Automatic fall detection**

- If a suspected fall is detected, the Kanega Watch vibrates three (3) times, then alternates showing an emergency icon and “Press crown to continue.”
- If you don’t need help, press the crown button two (2) times—once to show the display ‘Fall Detected’, then a second time to cancel the call.
- If the suspected fall notification is not canceled, the Kanega Watch calls the 24/7 US-based monitoring center operator to help you and ensure your safety.



- **Voice activation**

- To give a voice command, say “Fred Astaire”, and wait for the ear icon to appear. The ear icon shows the watch is listening for your command.
- “Get Help” or “Call the Operator” are the two commands to call the operator.
- If the ear icon appears when you are not giving a command, ignore it, and the ear will disappear, signifying the watch is no longer listening for a command.



- **Crown button press**

- Press and hold the crown button for two (2) seconds to connect to the operator.



- **Canceling a call**

- To cancel a call, press the crown button quickly like a stopwatch. The watch speaks “Call Ended” when cancelled.



Reference

What happens when an alert goes to our 24/7 US-based emergency response operator?

- When your Kanega Watch rings like a traditional phone, you cannot cancel the call because the alert has already been sent to the operator.
- The operator will talk to you through the watch (eg: “UnaliWear Emergency Response, this is Joe, how can I help you?”). The wearer can tell the operator what they need.
- If the operator cannot confirm the wearer is okay or if the call fails (eg. poor signal, difficult speech, noise), the operator calls back via the watch, then calls the wearer’s phone number provided, followed by emergency contacts until a person confirms or declines assistance. If no answer, local emergency services are dispatched.
- If local emergency services are dispatched, the operator notifies emergency contacts by calling them again.



Basic Support

Connection issues because of WiFi or cellular signal

If the Kanega Watch display shows spinning arrows, it is trying to find a WiFi or cellular signal. Please contact us if the spinning arrows persist for more than five (5) minutes.



Incorrect Time

If the time is incorrect at start-up, it should automatically reset to the correct time within two (2) hours. If it doesn't, please contact us to fix this remotely.

I want to reduce false alerts to mitigate unintentional emergency dispatches

- If you are experiencing false fall or voice alerts, contact us and we can make adjustments remotely.
- Some wearers choose our “Pendant Mode” feature, in which we can customize the watch to fit basic needs by turning off voice activations and/or fall detection entirely.

Changing volume and/or brightness levels

- To remotely change your volume or brightness setting, contact us. You can also handle these changes through the watch user menu (see user guide or video).
- The display is usually blank to conserve power. To see the time:
 - move your wrist and forearm towards your face as if you were glancing at the time, or...
 - say the wake-up phrase “Fred Astaire”, wait for the ear icon to appear and then say, “What time is it?” or...
 - press the crown button quickly.
- The Kanega Watch has a powerful speaker that we can increase further through our remote settings.



Thank you for choosing the Kanega Watch

The UnaliWear referral program benefits both the current wearer and a new wearer. Recommend the Kanega Watch and you both will be credited with an additional free month of service.

What's In The Box:

Kanega Watch, Charger, Power Cable, Four Batteries

UnaliWear's RealFall™ Fall Detection and additional proprietary technology are protected by the following US and International Patents: US Patent 10,051,410 and US Patent 10,687,193 * Mexico Patent 363492 * Australia Patent 2014321303 * Japan Patent 6346953 * China Patent 105765639 * European Patent 14845754 * Israeli Patent 244489 * Canada Patent 2,923,745