UnaliWear™

UnaliWear™

Extending independence with dignity

Kanega Watch User Guide
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1 KANEGA WATCH OVERVIEW

Thank you for purchasing the Kanega Watch! The Kanega Watch is voice-activated with 24-hour monitoring service. The watch is a stand-alone personal emergency response device with no need for a smartphone. The Kanega Watch is designed to wear all the time to keep you independent, active, and safe. It provides fall detection and emergency response.

1.1 What's in the box?

Kanega Watch

Four (4) Kanega batteries

One (1) battery charger with a power cord

Quick Start to help you initially turn on the watch.
Reference Sheet that is a helpful reminder of your Kanega Watch functions.

1.2 **Kanega Watch layout**

Battery

Microphone

Total battery charge indicator

Clock face display with current time of day

9:08P

Fri Sep 23

Crown button

Battery

Speaker

Day and Date

Magnetic tip on mesh band or buckle band watchband

Battery compartment (empty)

Crown button—The crown button is on the right-hand side. You can press the center of the crown, but it does not turn. You press the crown button to communicate with your watch without speaking.

Display—The display of the watch is an OLED (Organic Light Emitting Diode). OLED's have brightness and contrast that require less power than other displays. A hardened crystal protects the display so don't worry about cracking the display. The clock face is not touch sensitive.

Microphone—The microphone enables the watch to hear you. The microphone is located on the upper right-hand side of the watch display (approximately at 1:00).

Speaker—The speaker is where the watch's sound resounds. It is located on the lower right-hand side of the watch case (approximately at 4:00).

Watch band—The band should fit snugly to keep it from rotating on your wrist, but not be too tight or loose.

1.3 Crown button terminology

- **"Press and hold the crown button"** means to press the crown button for 2-3 seconds. This is to call an operator at the monitoring center during an emergency.

- **"Press the crown button"** means to quickly press the crown button for less than one (1) second.

For safety, wear your Kanega Watch 24-hours a day since many falls happen at night.

The majority of the time, you can press the crown button once for less than one (1) second and the watch displays text of how to proceed.

2 ABOUT THE USER GUIDE

The user guide is an in-depth reference to understand the Kanega Watch's functionality with a visual glossary for displays of the watch screens. The Quick Start is a guide to instruct you how to turn on your Kanega Watch the first time and the Reference Sheet is a helpful reminder of your Kanega Watch functions.

Tips, Warnings, and Show me icons for a quick reference

TIPS—Special notes to clarify a description or procedure.

WARNING—Critical messages to ensure safety and proper operation.

SHOW ME—Illustrated explanations of Kanega Watch behavior.

3   TURNING ON YOUR KANEGA WATCH <u>FOR THE FIRST TIME</u>

We know how excited you are to start wearing your Kanega Watch. There are a few simple setup steps to complete before your Kanega Watch is ready to wear. Please watch our three How-To videos at www.unaliwear.com/support.

1. **<u>Fully charge</u> your Kanega batteries before inserting them on the watchband.**

2. **Install the Kanega batteries on your watch for the first time in a location with a <u>good cellular connection</u>.**

During the set-up process, the screen displays **'Kanega Watch'** and then '**Setting-up'**. When ready, it displays **'Press crown to begin'** and is ready for you to listen to a short tutorial.

4. Experience the interactive voice tutorial.

a.   Please wear your watch during the tutorial.
b.   One (1) short press of the crown button starts the tutorial.
c.   The voice tutorial will teach you:

- **How to communicate with the watch**
- **How the watch communicates with you, and**
- **How to contact an operator at the monitoring center.**

Note: Once the "**Press crown to begin**" screen appears you have one (1) minute to press the crown button. If you do not press the crown button within one (1) minute you see a '**Back to sleep**' screen, and the watch returns to sleep to conserve battery. To wake the watch, press and hold the crown button for approximately three (3) seconds. Release the crown button when the display turns on.

If during set up the watch does not have a strong enough cell signal to make a test call to the operator, it will let you know by voice and text to call support.

4   BATTERY CHARGER

Your Kanega Watch battery charger is designed to charge the Kanega Watch batteries. It charges a maximum of three (3) batteries. Normally you only have two (2) batteries charging at once because the other two (2) batteries remain on your watch.

4.1 **Battery charger layout**

3 ports for charging

Charger jack
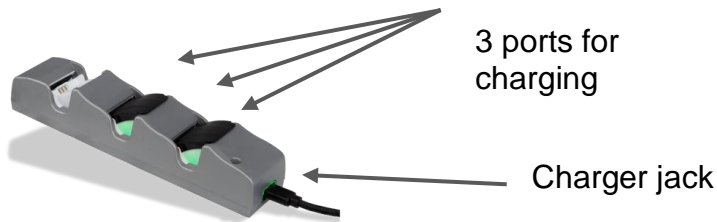
Battery charger indicator lights:

When you insert a discharged battery into the charger, the light beneath the battery glows red (fades in and out, or "breathes"). This is an indication the charger is properly charging the battery. When the battery is charged, the light turns solid green.

- Red light fading = batteries are in the process of charging.
- Green light = batteries are fully charged.

4.2 **Charging your batteries**

Your Kanega batteries are to be charged and changed daily.

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 three (3) 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. The battery light fades red when batteries are charging and turns green when they are charged. Charging time may take up to 4 hours.

Leaving the batteries in the charger after they are fully charged is recommended and does not damage the charger or the batteries. The charger will continue to utilize a periodic top-off charge to keep it fully charged.

The Kanega Watch battery charger can only charge the official Kanega batteries that are supplied with your watch.

5   BATTERIES

Your Kanega Watch is supplied with four (4) Lithium Ion batteries.

Electrical
gold prongs
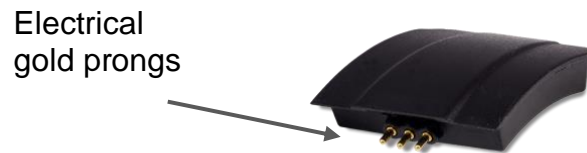
5.1   Requirements

The watch requires two (2) official Kanega batteries to operate. The watch has an internal safety battery for emergencies only. The internal safety battery is inside the watch and not intended for day-to-day operation. <u>You must always have two charged batteries on your watch.</u>

5.2   Battery life

Under normal conditions your batteries last 24-36 hours. <u>Best practice is to proactively change your batteries daily</u>.

The batteries may need frequent charging the first few times of use because they are also charging the internal safety battery inside the watch. Once the internal safety battery is charged, your batteries will last longer. The first time you set up the watch, you will need to change your batteries every 4-6 hours until the internal safety battery is full charged. Try not to allow your watch batteries to discharge to zero, as this results in reduced performance of your batteries.

💡   Battery life varies based on activity, screen brightness, and Wi-Fi or cellular usage.

5.3   Changing batteries on the watch band

When it's time to change your batteries, remove a battery from your Kanega Watch and place in the empty port on the charger. Then remove a charged battery to replace it. Repeat for the second battery. Please watch our video on changing batteries on your Kanega watchband at www.unaliwear.com/support.

Your Kanega battery charger has three (3) ports for your batteries. We recommend that you keep two (2) batteries on your Kanega Watch and two (2) batteries on the charger. That way, you will always have charged batteries ready when needed.

> **To install your batteries** into your Kanega watchband, make sure the gold prongs are inserted first. Insert the top end of the battery with a 45-degree angle so that the gold prongs compress into the three springs at the top of the battery compartment. Then press the bottom of the battery gently downwards until you hear or feel it attach into place.

To remove the batteries from your Kanega watchband, use the display for balance and the tip of your fingers or thumb to push up and lift out the bottom of the battery. You will feel a spring at the top of the battery compartment compress when pushing the battery up. This releases the battery so it is easy to lift out.

💡 Wear your Kanega Watch while changing the batteries for continuous protection.

💡 With any habit, it may take a few days to weeks to create a routine of changing your batteries. Please give yourself ample time while wearing the watch to form the habit.

5.4 Charge status

To check the status of the Kanega Watch batteries, you either refer to the battery icon on the watch for an overall status of the combined charge level of the batteries or go to the information screen and view the level of charge of each battery. For more details on the Information Screen, please refer to page 24.

Combined relative charge level
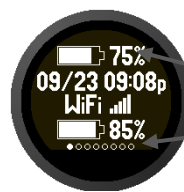
Individual battery charge percentages

5.5 Battery notifications

When it is time to change the batteries, the Kanega Watch notifies you with two (2) short vibrations or buzzes and alternating between a question mark and instructions to "Press crown to continue" on the display. This notification happens daily between 6 p.m. and 8 p.m., if the following requirements are met:

- You are home and on Wi-Fi.
- The average battery charge levels are below 30%.
- You are awake (based on your watch activity level).

The buzzes occur every six (6) seconds for thirty seconds. During the 30 seconds you can respond with one of the following actions:

- **Verbal**:
  - Say "**Fred Astaire, yes.**" The Kanega Watch says, "It is time to change the batteries." and "Change batteries" appears on the display as shown below.
  - Say **"Fred Astaire, no."** The notification buzzing ends and you will be reminded again in 15 minutes.
- **Touch:**

- o **Press the crown button one (1) time**. The watch displays "Change batteries" as shown below. The watch will not speak to you.
  - o **Press the crown button two (2) times**. The notification buzzing ends and you will be reminded again in 15 minutes.
- **Ignore the notification—**After 30 seconds, the notification buzzing ends and you will be reminded again in 15 minutes.

If the battery notification is accepted, the display changes to one of the following screens, with arrows indicating which battery(s) need to be changed:

Exit the "Change batteries" screen by doing one of the following actions:

- **Change the batteries**. An arrow indicates which batteries need to be changed. The watch returns to the clock face after the batteries are changed.
- **Press the crown button one (1) time without changing the batteries.** The watch returns to the clock face.

For best results, change both batteries when you receive a battery notification. Change them if you think the battery levels are getting low, or if you anticipate they will be low at an inconvenient time, such as during sleep or when you are away. IBest practice is to proactively change your batteries every day close to the same time. Make it part of your daily routine.

6 COMMUNICATION

The Kanega Watch is designed with the hearing-impaired wearer in mind. We employ both visual messaging and vibrations, in addition to allowing the wearer to adjust the volume control setting. This section explains how you and the Kanega Watch interact and communicate by speaking, pressing the crown button, or by your feeling buzzes or vibrations.

6.1 Speaking to your Kanega Watch

Your watch's name is **"Fred Astaire"**. "**Fred Astaire**" allows the watch to hear and listen to you.

Permission only speaking: The Kanega Watch can only speak to you after you give it permission by speaking its name, Fred Astaire. The watch does not interrupt you or your day. The Kanega watch's built-in microphones respond to voice commands.

6.2   Speaking voice commands to your Kanega Watch

You first speak "Fred Astaire," then you will see an "Ear" or band around the display meaning the watch is listening. <u>You must wait for the ear icon to display prior to telling Fred what you want.</u> After you see the Ear Icon, you can speak one of the voice commands below:

- **"What time is it?"**—The Kanega watch announces the current time. If your clock display is on 24-hour (military) time, then it speaks in military time.
- **"What day is it?"**—The Kanega watch announces the day.
- **"Get Help"**—The Kanega watch initiates a call to an operator at the monitoring center.
- **"Call the Operator"**—The Kanega watch initiates a call to an operator at the monitoring center.
- **"Yes"**—Confirmation to proceed with the notification.
- **"No"**—Confirmation to not proceed with the notification.

In limited circumstances, such as in an emergency or a fall detection, the watch will speak out loud to you without your permission.

6.3   Displays indicating the Kanega Watch hears your voice command

Once you say **"Fred Astaire,"** and the watch displays an **'Ear'** icon, indicating the watch is listening, you have five (5) seconds after the '**Ear**' appears to speak a command for the watch to perform a task. If you find the ear icon distracting, you can customize your Kanega Watch to show a discreet band around the edge of the display when it has heard the name Fred Astaire and is listening for a command. See section 11.4 on page 29 for how to customize the listening mode.

Ear icon (default)   Discreet band
around display

👁 Show me how to ask for the time.

Wearer says "Fred Astaire"   Wearer says "What time is it?"

Fred Astaire listens.   Fred Astaire says the time.

💡 Remember, you must say **"Fred Astaire"** first and see the ear icon, before talking to your watch.

6.4 How the Kanega Watch gets your attention

1) **Verbal:** The watch has a built-in speaker. The speaker is used when responding to your voice commands or when you are talking to a monitoring center operator.
2) **Sensory:** The Kanega Watch has built-in tactile sensations or notifications that feel like vibrations or buzzes.
   a. One (1) vibration or buzz = a confirmation
   b. Two (2) vibrations or buzzes = a notification
   c. Three (3) vibrations or buzzes = an alert that a fall has been detected
3) **Visual:** The Kanega watch displays text and icons on the clock face.

6.5 How to respond to your Kanega Watch

There are two ways to interact with your watch.

1) **Verbal**—When speaking to your watch, use your regular tone of voice. There is no need to raise your voice or hold the watch close to your mouth. There is specialized circuitry in the Kanega Watch that enable it to interpret your voice commands. The list of recognized commands is in Section 6.2 on page 13.
2) **Touch/Sensory**—you respond by pressing the crown button.

7   EMERGENCY FUNCTIONS

Call for Help and **Fall Detection** are the Kanega Watch's most important emergency functions.

7.1 **Call for help**

Your Kanega Watch connects you with an operator at the monitoring center if you have an emergency or need assistance. Conservatively, 98% of all emergency alerts broadcasted from the Kanega Watch are connected to a 24/7 monitoring operator within 1 minute or less.

Starting an emergency call

There are three (3) ways for you to use the watch to call for help:
1. One of two voice commands. You say either;
    "**Fred Astaire, Get Help**" or "**Fred Astaire, Call the Operator**."
2. Press and hold the crown button for 2-3 seconds.

Confirming you have asked for help

When your Kanega Watch detects your call for help, the clock face displays the text "Calling Operator" and will speak to you to let you know the call center is being alerted.

Canceling an emergency call

When an emergency call is requested, your Kanega Watch begins connecting you to an operator at the monitoring center. You can cancel the emergency call by pressing the crown button one (1) time. Your Kanega Watch speaks to you to let you know the call is being connected and remind you how to cancel the call if you do not need help.

Connecting an emergency call

Once your Kanega Watch has contacted the monitoring center and the call is in the final stages of being connected, your Kanega Watch tells you that you can no longer cancel the call. You will then hear a ringing sound, much like a traditional telephone, while waiting for the operator to answer your call. When the operator answers, the Kanega Watch speaks "**Call connected**" and the operator will answer through your watch.

Reconnecting an emergency call

If the call over your watch is unsuccessful, and the operator needs more information to ensure your safety, the operator calls you back over your Kanega Watch. The watch will ring once like a traditional phone, announce "**Call connected,**" and you will be reconnected to the monitoring center operator who speaks to you through your watch. If the call to the watch is unsuccessful, the monitoring center will call your personal phone and then your emergency contacts. When someone is reached, the operator will confirm if you need help or if you're okay. If there's no answer, help will be dispatched by local emergency services.

Ending an emergency call

Once you have spoken to the operator and the call ends, the Kanega Watch disconnects and speaks "**Call Ended.**"

No connection available for an emergency call to connect to the operator

Since the Kanega Watch uses Wi-Fi and cell, it is rare that a call won't connect to an operator. If you are in a location with no cellular or Wi-Fi signal, and make an emergency call, the watch informs you that it is experiencing delays connecting you to an operator and will ask you to move to another location, if possible.

The watch may tell you there is not a strong enough signal to connect to the operator. Unless you cancel the call by pressing the crown button once, the watch will keep trying to connect until either there is a connection, or the battery power depletes.

The Kanega Watch has a built-in GPS and location detection technology and communicates your location in an emergency.

7.2 Fall detection

The Kanega Watch contains special technology to automatically detect falls. No fall detection is 100% accurate, including the Kanega Watch. The watch occasionally detects a sudden movement that is not a fall. If there are movements that you consistently make that are not falls, the Kanega Watch learns these are not falls—though this process may take several months.

Dropping or throwing your Kanega Watch is not the same movement as a real-life fall, so if you do this as a test fall detection, it probably won't work. Your Kanega Watch learns your normal movements over time to limit false fall detection.

If the watch thinks you may have fallen, it discreetly alerts you with buzzes, and displays an emergency icon and text. If you do not respond, it beeps and eventually calls the operator at the monitoring center to ensure your safety.

7.3 Fall detection communication

Once a suspected fall is detected, the Kanega Watch vibrates or buzzes three (3) times to alert you it suspects a fall. This buzzing pattern repeats alternating with the instructional text, "**Press crown to continue**" and an emergency icon.

7.4 Responding to a fall detection notification

If you do not need assistance, you can decline the emergency notification pressing the crown button once and the Kanega Watch will return to the clock face.

You can accept the notification by saying, "**Fred Astaire, YES,**" if it is okay for your watch to speak to you or by pressing the crown button if you would like your watch to remain silent. If you do not respond to the notification, your Kanega Watch continues to the next screen automatically.

When the notification is accepted, the watch displays "**Fall detected**" followed by "**Press crown to cancel**." If you gave your watch permission to speak, it will say "**I think I detected a fall. I am contacting the operator. Press the crown button once if you do not need help and I will cancel the call**."

Holding the crown button for two (2) seconds calls an operator. Pressing the crown button once quickly cancels the call.

YES, you have fallen and need assistance:

Press and hold the crown button for two (2) seconds to start an emergency call to the operator immediately. See emergency call section 7.1 on page 15 for more information on how to make an emergency call.

No, you did not fall or do not need assistance:

Press the crown button once or once the watch has finished speaking, say "NO". The watch returns to the clock face and no further action is taken.

If the notification is ignored:

The watch attempts to get your attention by repeating the spoken instructions and beeping periodically. If the notifications are ignored, your Kanega Watch automatically calls the monitoring center operator to ensure your safety in the event you are physically unable to respond to the fall detect alert and need assistance.

Two out of three times that people fall they don't need help. If your Kanega Watch thinks you have fallen, it quietly alerts you and waits before calling the monitoring center to avoid the watch or the operator speaking at an inopportune time.

The Kanega Watch connects to your home Wi-Fi network. If your network changes, such as the router name (SSID) or the password, contact Customer Success to provide your updated information. Failure to update your information in a timely manner may compromise the Kanega Watch's functionality while in your home. The watch can save multiple Wi-Fi networks.

Good Wi-Fi or cellular signal is important to be able to connect to the operator at the monitoring center. If a good signal is not available in an emergency, the Kanega Watch will let you know. **In this situation, seek help through other means available to you.**

7.5 Monthly test calls

Best practice is to perform a monthly test call to the monitoring center by holding the crown button for two (2) seconds or by saying, "**Fred Astaire, Get Help!**" or "**Fred Astaire, Call the Operator**." Immediately upon connecting with the monitoring center, say "This is a test call."

7.6 Monitoring center calls

When the watch makes a call to the monitoring center, the watch states, **"Call Connected"** and the operator speaks through the watch. While the operator is speaking, the watch temporarily mutes itself, then unmutes when the operator stops speaking so the operator can hear the wearer. If communication is not established between the wearer and the monitoring operator, the operator calls back via the Kanega Watch. Your watch will ring like a traditional phone and automatically connect to the monitoring center. If the call to the watch is unsuccessful, the monitoring center will call your provided number followed by emergency contacts. If the calls are not answered, the monitoring center will dispatch the local emergency agency.

The monitoring center caller ID number is (801) 781-6101. If you or your emergency contacts receive a call from this phone number, please answer and confirm whether there is an emergency.

We recommend the wearer and emergency contacts add the monitoring center contact in their cell phone, so a caller ID appears. Please inform your emergency contacts.

8   NOTIFICATIONS

Notifications provide a way for the Kanega Watch to get your attention when it needs to interact with you for some reason, such as when a fall is detected or an announcement. Notifications can either be fall detection emergency notifications or standard notifications.

8.1 Fall detection notification

When the Kanega Watch issues an emergency notification for a fall detection, it buzzes or vibrates while a display alternates between an emergency icon and the text "**Press crown to continue**" then displays "**Fall detected**". See Fall Detection section 7.2. on page 16.

8.2 Standard notifications

When the Kanega Watch issues a standard notification, such as medication reminders or announcements, it buzzes or vibrates while a display alternates between a question mark and the text "**Press crown to continue**".

8.3 Responding to a standard notification

The Kanega Watch notifies you with two (2) short vibrations or buzzes when it is time to change

the batteries, take your medications, has an announcement, or the watch wants your opinion. The Kanega Watch will give you instructions about what is going on. You can respond in the following ways:

- **Verbal**:
  - Say "**Fred Astaire, yes.**"

    Announcements
    If your watch has an announcement, it will confirm that it's **"Okay to speak?"** after the notification is acknowledged by pressing the crown button once. The Kanega Watch proceeds as described in Announcements section 10.7 on page 25.

    Battery swapping
    The watch displays a question mark, and then displays "**Change batteries**" after the notification is acknowledged by pressing the crown button once. See Battery notifications section 5.5 on page 11.

    Medication reminders
    The watch displays a question mark, and then displays, "**Take Meds,**" after the notification is acknowledged by pressing the crown button once. See Medication reminder section 9.3 on page 21.

    Wearer opinion/feedback
    The watch displays **"Offer Opinion?"** and enters feedback mode after the notification is acknowledged by pressing the crown button once. See wearer opinion and feedback section 10.8 on page 25.

  - Say **"Fred Astaire, no."** The notification buzzing ends and the notification content will be cancelled. However, the battery swap notification will be deferred and occur 15 minutes later.

- **Touch:**
  - **Press the crown button one (1) time**. The watch displays the appropriate text.

- **Ignore the notification**
  - Announcements and wearer opinion—After 30 seconds, the watch returns to the clock face, and the announcement will not be repeated.
  - Battery swapping—After 30 seconds, the watch returns to the clock face, and you will be reminded again in 15 minutes.
  - Medication reminder—After 30 seconds, the watch returns to the clock face, and the announcement will not be repeated.

9   KANEGA WEARER PORTAL

Your Kanega Wearer Portal is a location where you can customize medication reminder times and manage Wi-Fi networks. All browsers are supported, except Internet Explorer.

9.1 Accessing your Kanega Wearer Portal

Visit *my.kanega.com* to access your Kanega Wearer Portal. Enter your last name and the security code you received on your watch or call a Customer Success Team member to give you a private security code over the phone. See below in section 9.4 on how to get the security code from your watch.

Kanega Wearer Portal

Your Kanega Wearer Portal is a location where you can customize medication reminder times and manage WiFi networks.

Last Name: [   ]
Security Code: [   ]

[Login]

Kanega Wearer Portal Home

Your Kanega Wearer Portal is a location where you can customize medication reminder times and manage WiFi networks.

Manage Your Medication Reminder Times

Manage Your WiFi Connections

9.2 Wi-Fi credentials

Adding, editing, and deleting WiFi networks

Enter up to seven (7) WiFi networks. This can include your home WiFi or other locations where you spend time, such as homes of family members, caregivers, or vacation homes. To delete, click on the trash can. After you finish, press save, and log out.

WiFi Connection Information

Please add, edit, or delete up to seven (7) WiFi connections your watch should connect to using the form below. Normally this will include your home WiFi as well as WiFi available at any other locations you spend a lot of time at, such as the homes of a family members or caregivers, or vacation homes.

You will need to enter the WiFi network name (sometimes called the "SSID") and the access code or password. For security purposes, the passwords are not shown by default, but you can view them by pressing the Show Password button. You can delete a network by clicking on the grey trash icon. Once completed, press the Save button.

After you save your WiFi connections, update your watch by going to "Update Settings" in your user menu. Once your watch is updated, your watch will be able to connect to the WiFi networks you entered.

<< Back to the Wearer Portal Home Page

#	Network Name (SSID)	Password	Status	
1				🗑
2				🗑
3				🗑
4				🗑
5				🗑
6				🗑
7				🗑

Show Passwords   **Save**   **Logout**

9.3   Medication Reminders

Adding, editing, and deleting medication reminder times

Enter up to five (5) daily medication reminder times. To delete, click on the trash can. To edit a time, simply re-enter the correct times. After you finish, press save, and log out.

Medication Reminder Times

Please add, edit, or delete up to five (5) daily reminder times by using the drop down boxes. You can delete a time by clicking on the grey trash icon. Once completed, press the save button.

After you save your reminder times, update your watch by going to "Update Settings" in your user menu. Once your watch is updated, your reminder times are activated and will begin at the next reminder time.

You currently have no active medication reminders.

# Hour	Minute	AM/PM
1	:	
2	:	
3	:	
4	:	
5	:	

Save   **Logout**

Receiving medication reminders on your watch

You receive medication reminders the same as other notifications. At the time of your reminder, you will feel two (2) buzzes or vibrations and see a question mark. You respond by either:

- Pressing the crown button one (1) time and the watch displays "**Take Meds**".
- Speaking "**Fred Astaire, yes**" and the Kanega watch will say, "**It is time to take your medications**" and displays "**Take Meds**".

9.4 Getting your security code from your Kanega Watch

Your security code, along with your last name, allows you to access your Kanega wearer portal and add or update your medication reminders.

1. From the clock face, proceed to the '**Date**' screen by pressing the crown button one (1) time.
2. Proceed to the '**Information**' screen by pressing the crown button two (2) times.
3. Press the crown button one (1) time to move through each of the next screens to see the '**Get Security Code**' screen.
4. When in the '**Get Security Code**' screen, press the crown button two (2) times quickly and the watch speaks and displays a security code for 10 minutes. After you enter and save the security code into your Wearer Portal, you can access your

medication reminder times and Wi-Fi networks. Each time you perform "Get Security Code," a new security code is generated, which is valid for 10 minutes.

Show me how to get my security code.
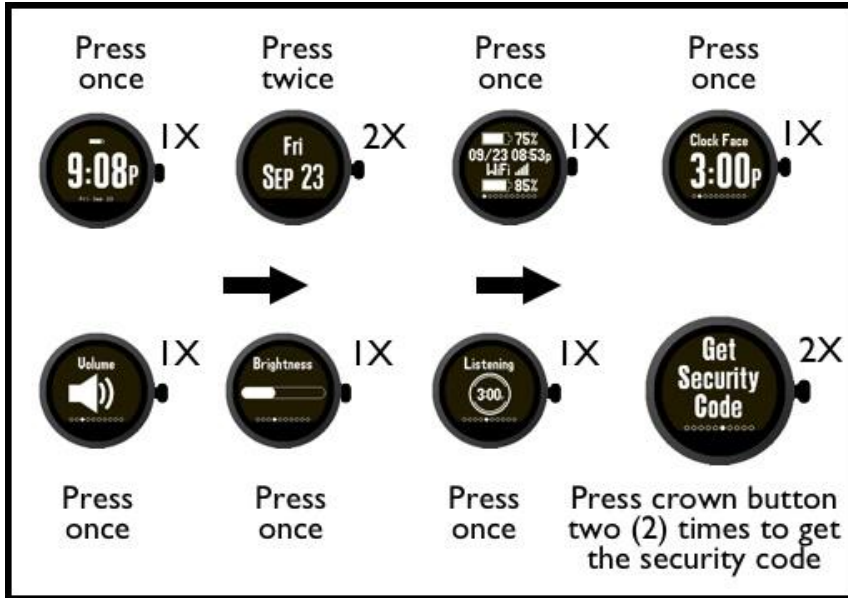
We recommend after you save your Wi-Fi credentials or medication reminders times, update your watch by going to "**Update Settings**" in your user menu.

10 FEATURES

10.1 Display

Kanega Watch display depicts messages with icons or text. For a complete listing of display screens, see Section 16 **'Display Glossary'** on page 37.

Display OFF: The watch display remains off during normal use.

Display ON: The display turns on when any of the following occur:
- You say the name of your watch, **"Fred Astaire".**
- You press the crown button one (1) time.
- You raise your arm to glance at the watch.
- An emergency fall notification occurs.

The brightness of the display is controlled by a variety of factors listed below. The overall brightness can be adjusted as outlined in **'User Menu and Customization'** on page 26.

Factors that impact the display brightness:
- Ambient light intensity

- Asleep vs. awake mode
- Watch orientation on wrist
- Emergency/notification

No single factor has absolute control over the display brightness. A blend of factors determines the display brightness. The display brightness changes quickly at the start of an emergency and adjusts gradually in response to ambient light intensity changes during a non-emergency.

Sleep mode turns the display off if there's no activity for a period of time. This prevents the watch from lighting up in the middle of the night. Once the watch detects activity, the display turns on. This can take a few minutes depending upon how long you have been moving around.

If you want to see the time at night (when your Kanega Watch is in sleep mode), press the crown button one (1) time to illuminate the display for 5 seconds.
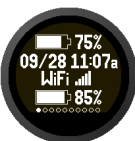
10.2 **Time**

You view the time by raising your arm to glance at the watch or by pressing the crown button one (1) time.

10.3 **Date**

From the clock face, press the crown button one (1) time to display the day and date.

10.4 **Information Screen**

The information screen provides details regarding the individual battery charge percentages and the date and time that the watch last checked in. It also displays whether the check-in was over Wi-Fi or cellular, including signal strength.

Getting to the Information Screen: From the clock face screen, press the crown button one (1) time to see the date screen. From the date screen, quickly press the crown button two (2) times to display the information screen. The information screen is helpful when troubleshooting and determining your battery life.

10.5 **Sleep Mode**

Your Kanega Watch monitors your activity level through sensors on the watch, including when you are sleeping. During sleep mode, raising your arm to glance at the watch will not illuminate the display. This behavior prevents the display from emitting unintended light in your sleeping area. You can momentarily wake the watch by pressing the crown button once quickly, which will illuminate the display for 5 seconds before returning to sleep. After sleep mode, it can take

several minutes of activity before your Kanega Watch will wake and enable glance controls to illuminate the display.
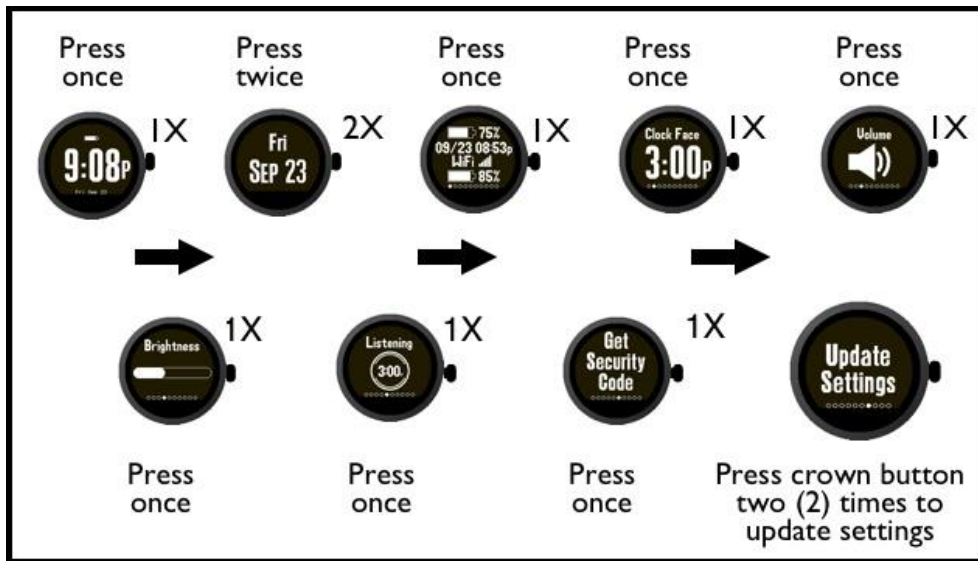
10.6 **Update Settings**

This mode allows wearers to immediately update settings like Wi-Fi credentials or medication reminders. From the information screen, press the crown button once to advance through the next screens. At the Update Settings screen, press the crown button two (2) times to start the settings update.

Show me how to update my settings.

10.7 **Announcements**

The Kanega Watch periodically makes an announcement, such as a reminder for you to make a monthly test call to the operator. The Kanega Watch waits until the wearer is in Wi-Fi, awake, and changes their batteries. The watch informs you with a standard notification. The wearer can respond to the notification as follows:

- Speak **Fred Astaire, yes** or press the crown button one (1) time/
The watch displays the text, "**Okay to speak?**" and, since you have given the watch permission to speak, the watch immediately speaks the announcement, followed by a reminder to press the crown button after completion to return to the clock face. For example, the watch may say, "**It's been a while since you've made a test call to the operator. Please make a test call at your earliest convenience. Press the crown button once to return to the clock face.**"

- Speak **Fred Astaire, no**. The watch returns to the clock face, and the watch will not ask for your answer again until the next announcement occurs.

- Press the crown button one (1) time and the watch displays, "**Okay to speak**?" If it is okay for the watch to speak, say "**yes,**" and the watch continues as explained above.
- If you don't respond for 30 seconds, the watch returns to the clock face and the watch will not make an announcement again until the next announcement occurs.

10.8 **Wearer opinions and feedback**

The Kanega Watch will periodically ask questions to give an opportunity for its wearers to give their opinion. The Kanega Watch waits until the wearer is at their home Wi-Fi, awake, and changes their batteries. The watch informs you with a standard notification, a question mark and buzzes. The wearer can respond to the notification as follows:

- Speak **Fred Astaire, yes**.
  - o The watch display text is **"Offer Opinion?"** and speaks **"Please let us know if you have a moment to offer your opinion by speaking yes or no. You can also press the crown button to return to the clock face."** If you say yes, then the watch asks a question, records your opinion, and saves the answer.

- Speak **Fred Astaire, no**. The watch returns to the clock face, and the watch will not ask for your opinion again until the next survey occurs.
- Press the crown button one (1) time and the watch displays "**Offer Opinion**?" and will not speak. If it is okay for the watch to speak to you, say "yes" and the watch continues as explained above.
- If you don't respond for 30 seconds, the watch returns to the clock face, and the watch will not ask for your opinion again until the next survey occurs.

11 USER MENU AND CUSTOMIZATION

You can customize several features of the watch. To enter the User Menu, go to the Information Screen first, and then advance through the menu features. Refer to Section 10.4 on page 24 on how to access the information screen.

After you see the information screen, advance from one menu feature to the next by pressing the crown button one (1) time. To change the setting of each feature, press the crown button two (2) times quickly.

11.1 **Clock Face Options**

| 12- hour | 24-hour | Analog |

The first menu feature is the **'Clock Face'** screen that allows the selection of an analog or digital display of the time. Digital is the default display. The digital display can be a 12 or 24-hour clock (military time).

To adjust the clock face:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is displaying the time, then proceed to the next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face**' screen by pressing the crown button one (1) time.
5. Press the crown button two (2) times quickly to cycle through the different clock faces. The last clock face displayed will be selected.
6. Press the crown button one (1) time to advance to the '**Volume'** screen or do nothing and in 15 seconds the watch will return to the main clock screen.

 Show me how to change clock faces.
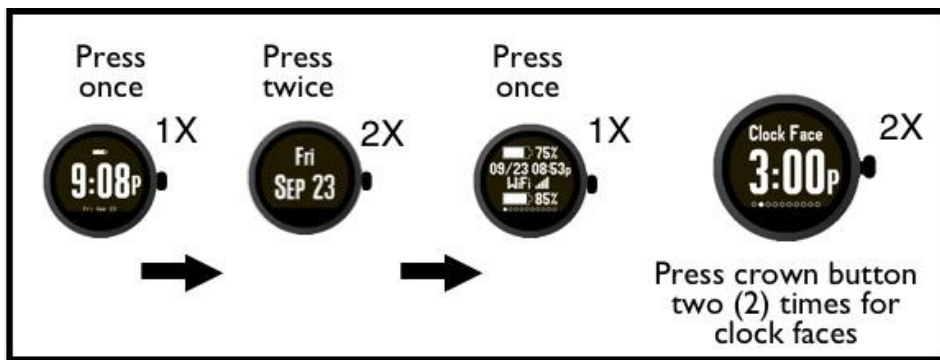
11.2 **Volume Control**

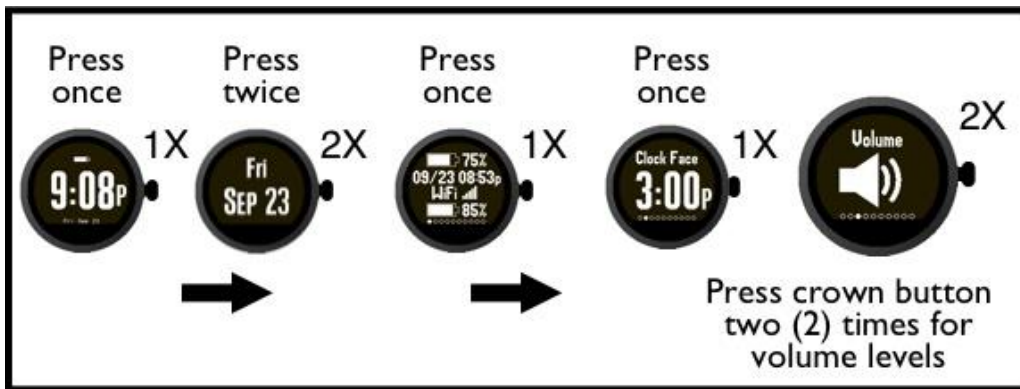 The volume of the Kanega Watch can be increased or decreased with the volume control screen. There are three (3) volume level settings. The watch's default setting is at the medium (2) level.

To adjust the volume level:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to the next step.

2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face**' screen by pressing the crown button one (1) time.
5. Advance to **'Volume'** screen by pressing the crown button one (1) time.
6. Press the crown button two (2) times quickly to cycle through volume levels or do nothing and in 15 seconds the watch returns to the clock screen. You can listen to the Kanega Watch speaking the corresponding level at each setting. The last volume level displayed will be selected.

 Show me how to change the volume level.

## 11.3 **Brightness Control**

 The brightness of the Kanega Watch display can be increased or decreased with the brightness control screen. There are five (5) brightness level settings. The watch's default setting is the medium level. The brightness setting impacts your battery life. The brightness level varies throughout the day, based on many factors.

To adjust the brightness level:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face'** screen by pressing the crown button one (1) time.
5. Proceed to '**Volume**' screen by pressing the crown button one (1) time.
6. Advance to **'Brightness'** screen by pressing the crown button one (1) time.
7. Press the crown button two (2) times quickly to cycle through different brightness levels or do nothing and in 15 seconds the watch returns to the clock screen. The last brightness level displayed will be selected.

 Show me how to change brightness level
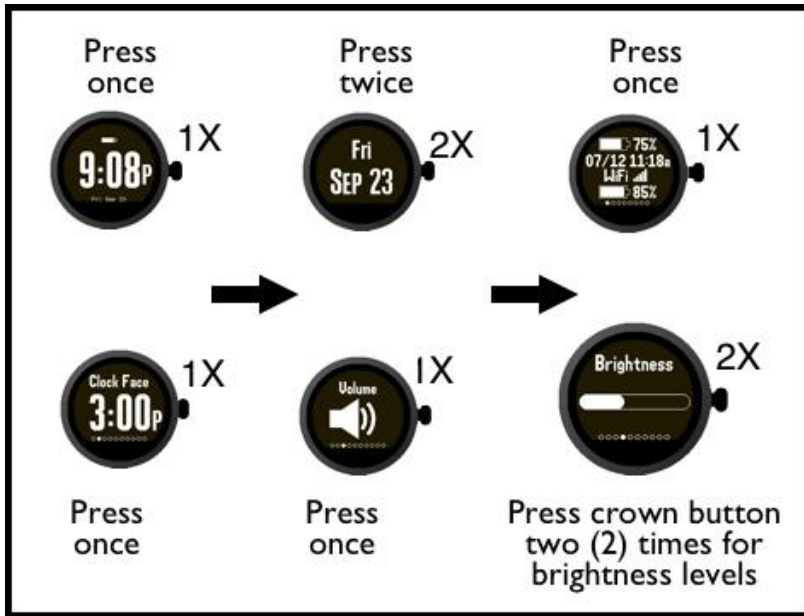
11.4 **Listening Mode**

You can select which indicator you would like to see when the watch is in listening mode after recognizing a voice command. The choices are a large ear icon (the default) and a more discreet band displayed around the edge of the display.

To customize the listening display:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to the next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face**' screen by pressing the crown button one (1) time.
5. Proceed to '**Volume**' screen by pressing the crown button one (1) time.
6. Proceed to **'Brightness'** screen by pressing the crown button one (1) time.
7. Advance to the '**Listening**' screen by pressing the crown button one (1) time. Press the crown button (2) times quickly to cycle through the two screens or do nothing and in 15 seconds the watch will return to the main clock screen. The last listening mode displayed will be selected.

Show me how to change listening mode options
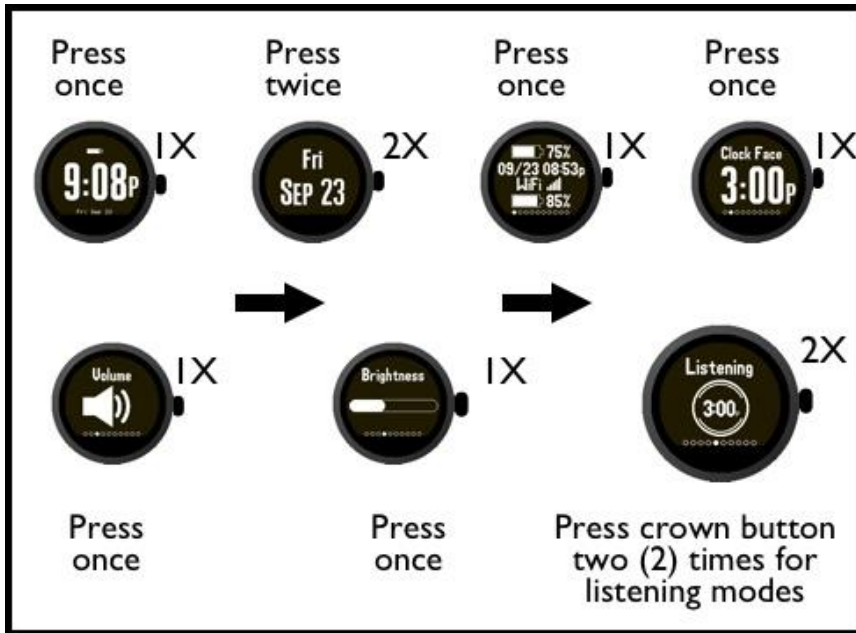
11.5 Airplane Mode

ON: Mode while flying on a plane   OFF: Mode during normal daily use

When traveling on an airplane, always turn on the airplane mode of your Kanega Watch. Airplane mode complies with federal and airline regulations.

To change the airplane mode:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face"** screen by pressing the crown button one (1) time.
5. Proceed to '**Volume**' screen by pressing the crown button one (1) time.
6. Proceed to **'Brightness'** screen by pressing the crown button one (1) time.
7. Proceed to **'Listening'** screen by pressing the crown button one (1) time.
8. Proceed to **'Get Security Code'** screen by pressing the crown button one (1) time.
9. Proceed to **'Update Settings'** screen by pressing the crown button one (1) time.
10. Advance to '**Airplane'** mode by pressing the crown button one (1) time. Press the crown button two (2) times quickly and the Kanega watch toggles the airplane mode On and Off.
11. Once you select the correct '**Airplane'** mode, you can either press the crown button one (1) time to advance to the **'Repeat Tutorial'** screen or do nothing and in 15 seconds the watch returns to the main **'Clock'** screen.

When '**Airplane**' mode is **ON,** cellular and Wi-Fi are not functional. When '**Airplane'** mode is **OFF,** Wi-Fi and cellular function normally. If you try to call for help or if the watch detects a fall (as could happen during airplane turbulence), the watch says "**I am in airplane mode"** and "**If you hold the crown button or say get help, I will exit airplane mode**. To exit airplane mode, press the crown button, then cancel the call to the operator.

Your Kanega Watch depends on Wi-Fi and cellular. As a result, the Kanega Watch will not function outside of the United States due to different cellular networks.

Show me how to turn Airplane mode on and off
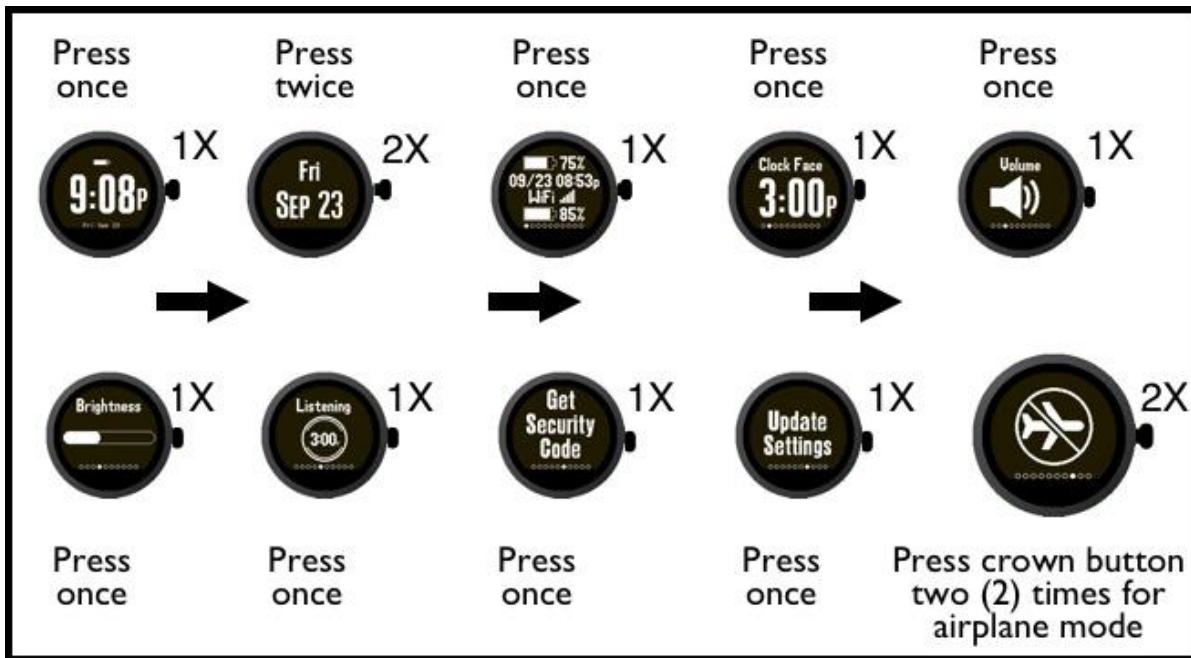
11.6 **Repeat Voice Tutorial**

You can repeat the start-up voice tutorial anytime. At the end of the voice tutorial, you will be prompted to make a test call to the monitoring center operator.

To repeat the voice tutorial:
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Proceed to '**Clock face"** screen by pressing the crown button one (1) time.
5. Proceed to '**Volume**' screen by pressing the crown button one (1) time.
6. Proceed to **'Brightness'** screen by pressing the crown button one (1) time.
7. Proceed to **'Listening**' screen by pressing the crown button one (1) time.
8. Proceed to **'Get Security Code'** screen by pressing the crown button one (1) time.

9. Proceed to **'Update Settings"** screen by pressing the crown button one (1) time.
10. Proceed to **'Airplane"** screen by pressing the crown button one (1) time.
11. Advance to '**Repeat Tutorial'** mode by pressing the crown button one (1) time. Press the crown button two (2) times quickly and the Kanega begins your 5-minute voice tutorial again.

⚠️ While you are listening to the voice tutorial, you are not actively monitored by the monitoring center. We recommend you be seated while listening to the voice tutorial.

👁 **Show me how to repeat the voice tutorial**

11.7 **Regulatory Screen**

 This screen contains information about the Kanega Watch's regulatory compliance with FCC and other agencies and is required by the FCC. It scrolls through information.

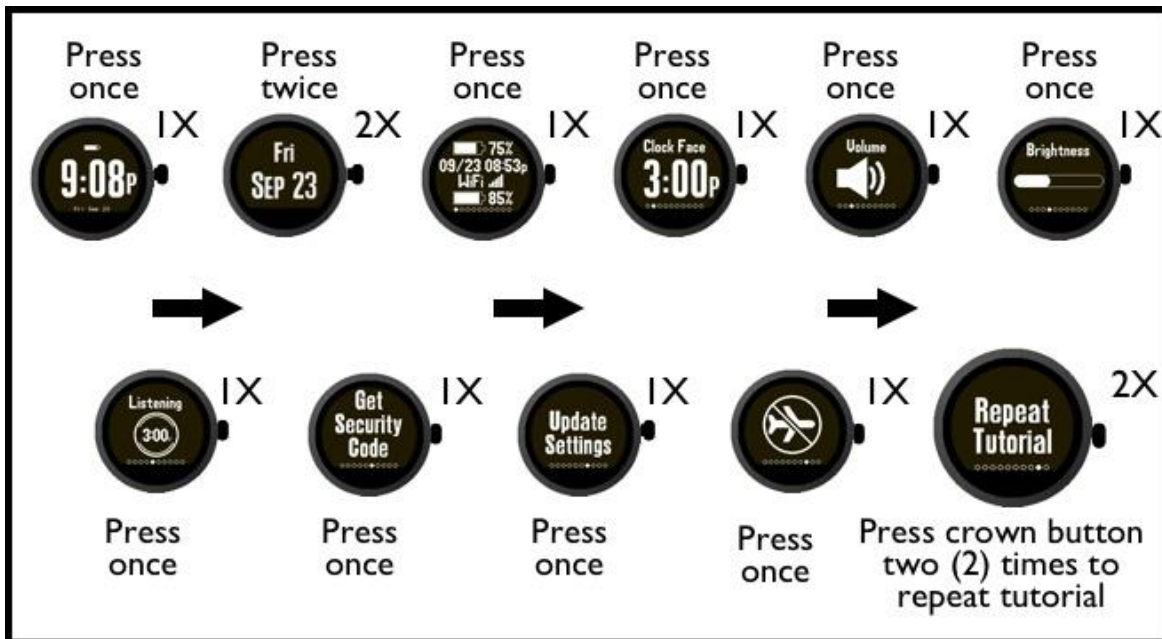**To view the regulatory screen:**
1. If the watch display is black, press the crown button one (1) time to display the time (**'Clock'** screen). If it is already displaying the time, then proceed to next step.
2. Proceed to '**Date**' screen by pressing the crown button one (1) time.
3. Proceed to '**Information**' screen by pressing the crown button two (2) times.
4. Advance to the **'Regulatory'** screen by pressing the crown button two (2) times.
5. The '**Regulatory'** screen scrolls information. At the end of the scroll, the watch returns to the '**Clock Face'**.

👁 **Show me how to scroll to the Regulatory screen.**
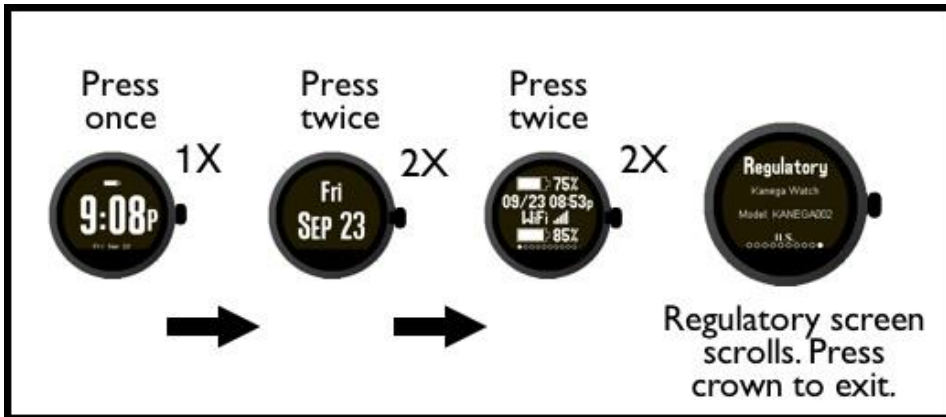
To return to the main clock face from any other screen on the watch, simply wait 15 seconds and the display will automatically go to the clock face.

12 CARE AND MAINTENANCE

Your Kanega Watch requires little maintenance.

12.1 Cleaning

To clean your watch, take a slightly dampened cloth, using regular tap water, and lightly wipe down your watch, clock face, and band. Use alcohol wipes to clean battery prongs and charger ports, but do not use abrasive cleaners.

12.2 Water

The Kanega Watch has been tested to an IP67 Waterproof Rating to provide protections against running water. You can wear your watch while exercising, washing your hands, and in the shower, but immersive activities such as swimming are not recommended.

12.3 Drying and evaporation

If your Kanega Watch gets wet, dry both the watch and the batteries with a soft cloth. Water in the ports may degrade speaker and microphone performance until it completely evaporates.

12.4 Skin Sensitivity

Some people experience contact dermatitis or a bacterial infection from soap, sweat, makeup, perfume, food, and drink that gets trapped between jewelry and watches and the skin. If you have sensitive skin or are prone to contact dermatitis, we recommend drying your watch after getting it wet.

12.5 **Disposal**

Do not throw your batteries in the trash. The Kanega Lithium-ion batteries require special handling when disposing. Before disposing of a bad battery, check with local, state and federal regulations to ensure proper compliance and safety.

⚠️ Please do not put your Kanega Watch in your pocket or handbag; this increases the chances of breakages and/or false fall detections

13 REGULATORY INFORMATION

Your Kanega Watch (Model: KANEGA003) is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for Radio Frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These FCC RF exposure limits are derived from the recommendations of two expert organizations: the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). The RF exposure limit set by the FCC for wireless mobile devices employs a unit of measurement known as the Specific Absorption Rate (SAR). The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg).

> **FCC ID: 2AM4C-KANEGA003 Contains FCC ID: 2AM4C-BG77 XF6-M4SB**

FCC WARNING

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular location. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- · Reorient or relocate the receiving antenna.
- · Increase the separation between the equipment and receiver.
- · Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- · Consult the dealer or an experienced radio/TV technician for help.

Radio Frequency Interference Statement

Warning: This is a Class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

14 FREQUENTLY ASKED QUESTIONS (FAQs)

Q: How often do I need to charge my batteries?
> **A**: Best practice is to proactively change your batteries daily. Keep the other two batteries in the charger at all times to make battery changes quick and easy.

Q: If I travel, will my watch change time zones automatically?
> **A: YES.** Your Kanega Watch updates to the correct time zone in the continental U.S.

Q: Can I wear my Kanega Watch out of the country?
> **A: NO.** Your Kanega Watch will not operate properly outside of the U.S. due to differing cellular standards.

Q: If there are changes to my home Wi-Fi network, do I need to make any changes?
> **A: YES**. If you make Wi-Fi network changes, such as a new router or changes to your network passwords, please update in your Kanega Wearer Portal or contact Customer Success so your Kanega Watch can communicate through your Wi-Fi.

Q: How do I clean my watch?
> **A:** To clean your watch, take a slightly dampened cloth, using regular tap water or an alcohol wipe, and lightly wipe down your watch case, clock face, and band.

Q: Will I be allergic to the Kanega Watch if I have allergies to certain materials?
> **A: Unlikely**. The watch is made of hypoallergenic polymer and should not cause any irritations or allergic reactions.

Q: What should I do if my watch fits too loosely or is too tight?
> **A:** The band is adjustable by lifting the flat, rectangular clasp, sliding the buckle to adjust, and pushing the clasp down to secure. Contact Customer Success for more assistance.

Q: Where can I get new batteries?
> **A:** Contact Customer Success if you need a battery replacement.

Q: What should I do with the old batteries?
> **A: Do not throw them in the trash.** The Kanega Watch batteries require special handling when disposing. Before disposing of a bad battery, check with local, state and federal regulations to ensure proper compliance and safety.

Q: Is the Kanega Watch waterproof?
> **A:** The Kanega Watch has been tested to an IP67 Waterproof Rating to provide protection against running water. You can wear your watch while exercising, washing your hands, and in the shower, but immersive activities such as swimming are not recommended.

Q: Can I wear my Kanega Watch in the shower or swimming?
> **A: Yes.** You can wear your Kanega Watch in the shower.
> **B. No**, it is not recommended to wear your Kanega Watch while swimming.

15 BASIC TROUBLESHOOTING

Symptom	Things to Try	What's Next?
My watch does not turn on and stays on a blank screen.	Install fully charged batteries. Hold the crown button for up to 5 seconds until you see the Kanega logo. If unsuccessful, remove and reinstall batteries, and again hold the crown button for up to 5 seconds.	If the watch does not turn on, contact Customer Success at 1-888-343-1513.
When I insert a battery in the charger, the light on the charger does not appear.	Check that the gold prongs at the top of the battery are facing downwards in the charger. Remove and replace the battery to make sure the battery is seated properly. Use alcohol wipes to clean the battery prongs and charger port.	Contact Customer Success at 1-888-343-1513.
When I place a fully charged battery on my watch band, it reads at 0% charge or does not read the battery at all.	Remove and replace the battery to ensure the battery is seated properly. Press firmly at the top and the bottom of the battery. Go to Customer Support on the UnaliWear website and watch the '*Changing Batteries on your Kanega watchband*' video.	Contact Customer Success at 1-888-343-1513.
My watch shows an incorrect time or date.	From the user menu from your watch, select 'Update Settings'. It should update automatically to the correct time or date.	Contact Customer Success at 1-888-343-1513.
My watch doesn't respond when I say "**Fred Astaire**".	Conduct a crown button call to the monitoring center and let the operator know it is a test call. Re-test "**Fred Astaire**" voice command.	Contact Customer Success at 1-888-343-1513.
The operator couldn't hear me when I made a test call to the monitoring center.	Your watch may be wet. Remove your batteries, and dry both the watch and the batteries with a soft cloth. Test the watch's microphone and speaker by using a voice command, like "**Fred Astaire**" "**What time is it?**"	Water in ports may degrade speaker and microphone performance until it evaporates. Contact Customer Success at 1-888-343-1513.

16 DISPLAY GLOSSARY

The following are the various display screens that can appear on your watch and a brief explanation of each. The watch can display the following messages:
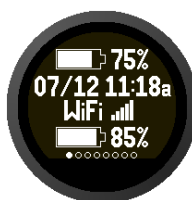
CUSTOMIZATION SCREENS (PAGE 26)

General Watch Information

Current time and date
Overall battery charge

Current date
(large display)

Charge percentage for each battery
Last time and type of watch check in
(Wi-Fi or Cell)

Different types of clock faces

Digital time

24-hour/
military time

Analog

Volume Control and Brightness Levels

Three (3) volume levels

Five (5) brightness levels

Update Settings

Update
Settings

Updating

Update
completed

Airplane Mode

Repeat Tutorial

Regulatory certifications

ON

OFF

NOTIFICATION SCREENS

Fall Detect

Emergency Icon

Fall Detected

Cancel if false alarm

Information

Announcements

Medication reminder

First notification icon
(with vibrations)

Asking for
permission to speak

Reminder to take
medication

Wearer Opinion/Feedback

Page 39

Series of screens before and during the time the wearer is giving feedback.

Batteries need changing

Change both
batteries

Only one battery
needs to be changed

COMMUNICATION SCREENS

Listening
ear icon

Thinking text
(after ear icon)

Listening band

Thinking band

Watch is calling the
monitoring center

Call ended or
disconnected

Call connected

Call dis-connected
and reconnecting

FIRST TIME SETUP AND TUTORIAL SCREENS (AFTER INITIAL SETUP, THESE SCREENS DO NOT RE-APPEAR
UNLESS YOU SELECT 'REPEAT TUTORIAL' FROM THE MENU)

Press crown to begin	**Back to sleep...**	**Welcome!**	**Press crown to continue**	**Speaking to me**	**Get the time**
Begin tutorial	Sleep mode	Tutorial intro	To continue the tutorial	Learning to speak to the watch	Learning to get the time

Buzzes	**Get help**	**Test call**	**For more information**	**Great job!**
Vibrations	How to call the monitoring center	How to make a test call to the operator	For more information	Congratulations!

If the watch does not have a cell connection at initial set up to make a test call to the operator at the monitoring center, or it cannot connect to cell or Wi-Fi after restarting from a dead internal safety battery.

Kanega Watch			**Call support**
Restoring	Searching	No signal	Call support

KEY WORDS

Use these key words to quickly find a topic in the User Guide.

17 NOTES

This page is intentionally left blank for you to take notes while talking to the operator or customer success.