AUDAR

E2

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EN **User Manual**

DE **Bedienungsanleitung**

FR **Manuel d'utilisation**

IT **Manuale utente**

ES **Guía del usuario**

PL **Instrukcja obsługi**

JP **取 扱 説 明 書**

English User Manual

Helpful Links

1. Create an Account

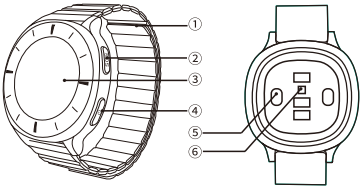
https://caremate.audarhealth.com/login

2. Platform Tour

https://augustint.com/video/Caremate%20Platform%20Tour%20Video_EN.mp4

3. Pricing Information

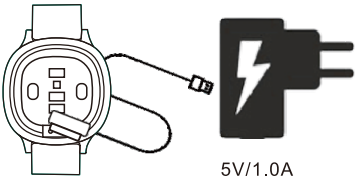
https://www.augustint.com/caremate/files/costs/Costs_and_Fees_Overview_EN.htm

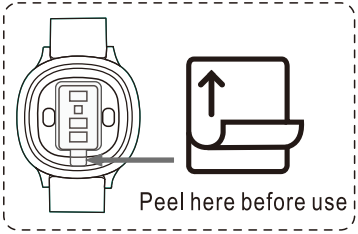


① Wristband
② SOS Button
③ Touch Screen
④ Power Button
⑤ Temperature Detector
⑥ Sensor

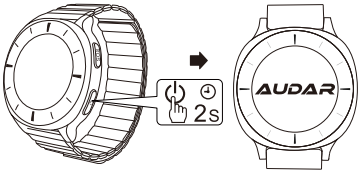
① Signal Strength Indicator
(N: NB-IoT, M: LTE-M)
② Battery Indicator
③ Date
④ Clock
⑤ Temperature
⑥ Oxygen Saturation (SpO_2)
⑦ Heart Rate

Charging

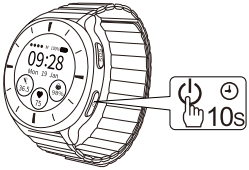




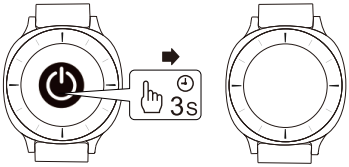
Power On



Power Off



Or

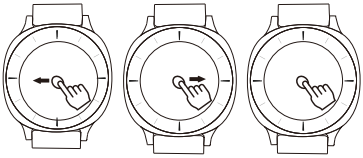


1. Using the Watch

The Watch Face

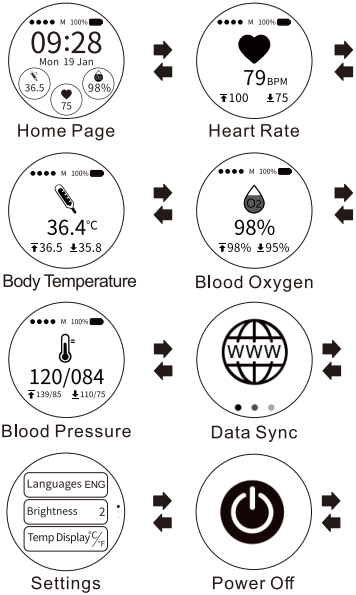
The first screen displayed will show the current time, date, battery level, signal strength and measurements.

Touch Screen Operation



Swipe Left Swipe Right Tap

Watch Display Order

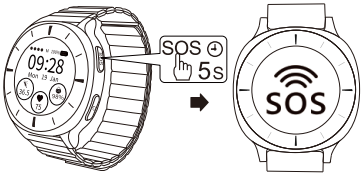


Taking a Measurement

To take a manual measurement of a vital sign at any time, simply swipe to the corresponding screen and then remain still until the result is displayed.

Sending an SOS

Once set up, SOS alerts are triggered by Fall Detection or the red SOS button on the side of the watch like so:



Fall Detection

After a fall the watch will collect information for 20 seconds. If movement is detected within the first 5 seconds, an alarm will not be triggered.
If there is little-to-no movement, then watch will vibrate to alert the user and ask for fall confirmation.

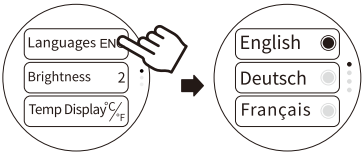
If “no” is selected, the SOS is cancelled.
If “yes” is selected, the SOS is sent.
If nothing is selected after 30 seconds, the SOS is sent.

Changing Watch and Display Settings

Many features of the watch are controlled by the Online Dashboard, but you may change the language, screen brightness and temperature unit (°F & °C) from the watch itself.

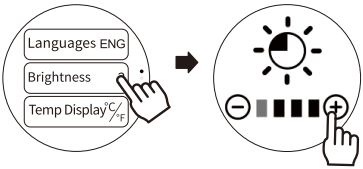
Swipe to the Settings screen, and then tap the desired option.

Languages



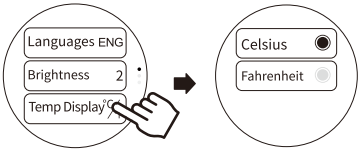
English is the default language. Press to change between available languages.

Brightness



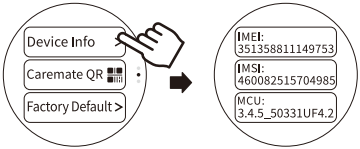
Adjust brightness by selecting the Plus and Minus buttons. Please note that brightness directly affects battery life.

Temperature



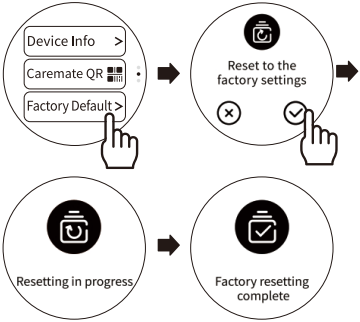
Choose between Celsius and Fahrenheit.

Device Information



Press “Device Info” to access your IMEI Number and other SIM-related details.

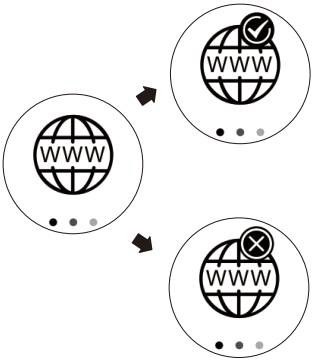
Factory Reset



Pressing and then confirming a factory reset will restart the device with default settings.

Synchronise Data

When you change settings on the watch or Online Dashboard, or when there is a software update issued by us, you will need to synchronise data.

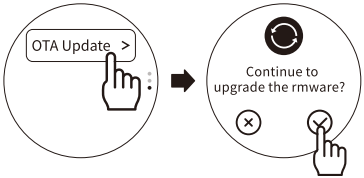


To do this, swipe left until you see the “WWW” screen. Wait for the watch to display a green tick. If a red cross is displayed, please check your signal strength and try again.

Perform an OTA Update

When notified through email, you will need to perform an OTA Update and then synchronise data. This ensures your device has the latest calibrations and features from our engineers.

Swipe the screen until you see the Settings menu, swipe down until you see “OTA Update”. Tap “OTA Update” then tap again to confirm the update.



Please note, if “It is the latest version” appears, then check you have received an email telling you to update. If you have, please synchronise data and then attempt to OTA again. If you have issues performing an update, please let us know and we will diagnose the issue remotely.

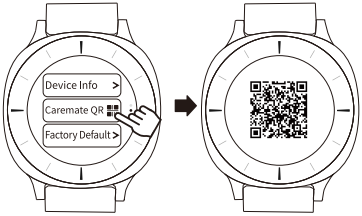
Please note, when the OTA Update finished the device will restart. The device may remain off for up to 2 minutes.

2. Using the Online Dashboard

In this section you will learn how to set up an account to manage your devices, add contacts, change measurement settings, view health data and SOS alerts.

Register an Account

Scan one of our QR codes, or go to https://caremate.audar-health.com/ to register your free account.

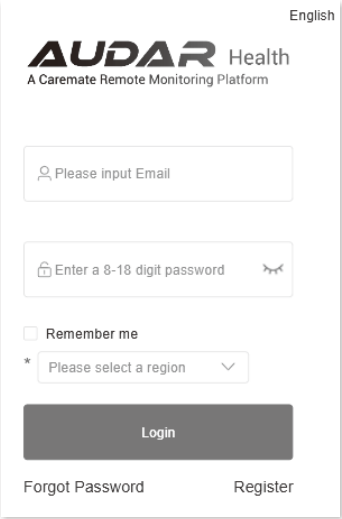


Enter a Username, Email Address and valid Password to register a new account.

You must click “Get Code” and enter the verification code sent to your email address before you can register your account.

Log Into Your Account

After successful registration, you can log in using this information.



If you forget your password, follow the link from the log in page. You will need to create a new password and verify your email address again.

For quick access to the dashboard, we recommend bookmarking it.

Adding a Device

Once logged into the Dashboard, click “Add Devices” in the top right corner.

You will need your device IMEI number, found on the Device Info page of the watch.

Select “I am the wearer” to set up your own device.

Select “I am not the wearer” if the device will be registered to another account.

Adding a Caremate

Invite another account to view your data and alerts by clicking “Caremate Admin” and then “Add Caremate”.
Please Note: The person must have created a free Audar account to receive the invitation to their Dashboard.

Transfer Captain

A device “Captain” is able to change measurement settings and manage all account settings. If the wearer chooses, they can assign someone else as a Captain by clicking “Appoint as the new Captain” under “Caremate Admin”.

The wearer will be able to view data and alerts but not interact with any settings.

SOS Alerts

Each SOS Alert features the name, timestamp and location of the device and can be sent to a phone number or email address.

Add contacts via the Dashboard via
Device Admin > SOS

Please Note: Each contact sent an alert via phone number will consume 1 SOS Alert Token from the device. To top up these tokens, please navigate on the Dashboard:

Device Admin > SOS > Top-Up

Deviation Alerts

Each Deviation Alert features the name, timestamp, and vital sign which are irregular. These may be sent to a phone number or email address.
Add contacts via the Dashboard via
Device Admin > Deviation

Please Note: Each contact sent an alert via phone number will consume 1 Deviation Credit from the device. To top up these credits, please navigate on the Dashboard:
Device Admin > Deviation > Top-Up

Contact Information

You may add up to 5 phone contacts and 2 email contacts. The first contact will be assigned as “Primary”.

Phone contacts will receive SMS and calls from the following number, which you may want to save as “Audar Alert” or similar to avoid future unknown call or SMS:
+44(0) 7700 177800

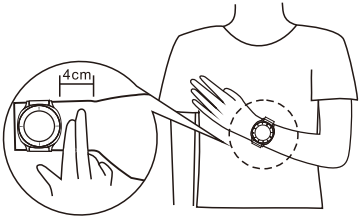
There is no additional charge for sending alert messages to the email contacts.

Taking a Measurement

For the most accurate measurements:
- Wear the E2 sufficiently tight.
- Wear the E2 about 4cm up your wrist from your hand.
- Place your hand on a flat surface, leaving it relaxed but still.

For blood pressure, ensure you have filled in the blood pressure calibration on the Dashboard using a medical-grade cuff.

To fill calibration value, please navigate on the Dashboard:
Device Admin > Settings



3. Other Device Information

Dual-Mode IoT

The Audar E2 uses a “Dual-mode” IoT SIM card to connect to both NB-IoT and LTE-M wireless networks. This is changed dynamically based on which has strongest signal. You can check which network you are on by observing “N” (For NB-IoT) or “M” (For LTE-M) on the first watch screen.

Variable Battery Life

The 10-day average battery life is calculated using hourly measurements of vital signs. If you increase the number of automated measurements, perform a large number of manual measurements, or send a number of SOS alerts with GPS data then the battery life will decrease. Conversely, if you take less frequent measurements and disable fall detection, battery life will increase.

Off-Wrist Detection

The E2 uses an SCC (Skin Contact Check) before taking a measurement, to save battery if the device is not being worn.

If you find no measurements are being taken, please ensure you:

Remove the plastic film covering the measuring apparatus on the underside of the watch.

Wear the device in the correct position and sufficiently tight.

Specifications

Heart Rate	30~240bpm, ±1.5 bpm
Temperature	32~42℃, ±0.3℃
SpO2	90~100% RMSE< 3.4%
Blood Pressure Trends	Systolic: 80~180 mmHg, Diastolic: 50~120 mmHg; ±5~8 mmHg
Time Interval	0.5, 1, 2, 4 hours
Location	GPS 5~50 Meters Wifi 10~100 Meters
Display	1.09-inch TFT 240x240 touch screen
Battery	10 Days Working 45 Days Standby
Operational Temperature	-10℃ to 45℃
Waterproof	IP67
SIM Card	Embedded MFF2
IoT Network	NB-IoT and LTE-M

Measurements will read "Inconclusive" outside these ranges.

For a list of countries and their IoT network please view online, as IoT is expanding and the list is likely to change.

Measurement Disclosures

Measurements should not be taken while pregnant.

Measurements should not be taken under the influence.

Measurements may be unreliable if the wearer has an implanted pacemaker or other integral device.

Measurements may fail due to failed light absorption from skin pigmentation, dyes, thick hair or dry/dead skin cells.

Fall detection is tuned to hard and fast falls, and will not detect slow falls.

Fall detection may detect contact sports or other activity as a fall. Please ensure the user is aware of how to mark the detection as a false alarm via the watch screen.

GPS data is made available only during an SOS alarm. If location data cannot be obtained in the moment that the SOS is triggered, it will be sent ASAP following the SOS

Medical Disclosures

The Audar E2 is a lifestyle device, and the data provided is only to be used to inform personal lifestyle decisions. Data provided by the E2 should not be used in the detection, diagnosis or treatment of any specific condition or disease. Do not begin, end or otherwise change your prescribed medication due to the data received by E2, always follow your doctors' orders.

Users with a pacemaker or other integral medical technology **must consult their doctor for information specific to their medical device** before beginning to use E2. The E2, charging cable and stock strap all contain magnetic components which may interfere with medical devices. Alternative straps without magnetic components are available for purchase if required.

Warranty

This product is guaranteed for twelve months from the date of the original purchase. In the unlikely event of any defect arising due to faulty materials or workmanship, the unit will be either replaced or repaired free of charge(where possible) during this period. An alternative product will be offered in case the product is no longer available or repairable.

This warranty is subject to the following conditions:

- The warranty is only valid within the country where the product is purchased.
- The product must be correctly installed and operated in accordance to the instructions given in this user manual.
- The product must be used solely for domestic purposes.
- The warranty only covers the main unit, and does not cover the accessories.
- The warranty does not cover the damage caused by misuse, negligence, accident and natural disaster.
- The warranty will be rendered invalid if the product is resold or has been damaged by inexpert repairs. The manufactures disclaim any liability for incidental or consequential damages.
- Please consult our customer adviser before returning any product; we are not responsible for any unexpected product returns.
- Any faulty product must be kept and returned in the original packaging with all the accessories and the original copy of the purchase receipt.

The warranty is in addition to, and does not diminish, your statutory or legal rights.

Customer Service:
Telephone: +44(0)845 250 0586 (Carrier Rates Apply)
Email: service@augustint.com

FCC ID: 2A4RA-E2

This product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The Declaration of conformity may be consulted online at http://www.augustint.com/en/declaration

FCC Caution

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 installation. 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.