

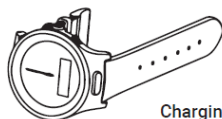
companion WATCH



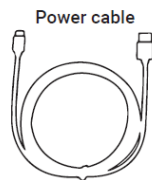
Your guide to
getting started

01. What's in the box

Watch with strap
(pre-configured for the wearer)



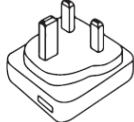
Charging dock



Power cable



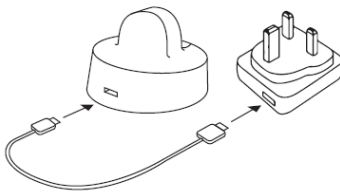
Mains plug



02. Setting up the charging dock

Place the charging dock in a convenient location within the wearer's home. We recommend a bedside cabinet or kitchen counter if possible.

Connect the power cable to the charging dock and mains plug.

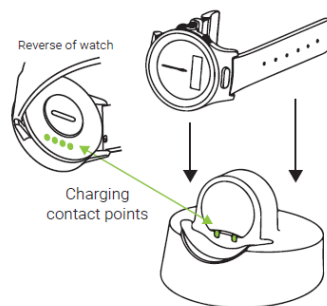


The charging dock is also your watch's 'home zone beacon'. **This needs to be plugged in and switched on at all times.**

03. Charging the watch

Place the watch into the charging dock, gently pushing down to ensure the charging contact points align.

The watch will beep when it is correctly positioned.



To ensure the best-possible performance, please charge your watch for at least 2 hours before use.

04. Setting up the watch

Whilst charging, the watch will display a status message on its built-in screen.

It will also connect to the network and automatically install any settings and software updates. **Please do not remove the watch from the charging dock during this period.**

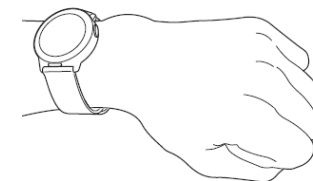


When the watch setup is complete, the hands move to the correct time, the LED (6) turns green and the watch will beep.

05. Wearing the watch

Position your watch slightly above the wrist bone, and tighten the strap so the watch fits snugly.

To get the most from all your Companion watch's features, please wear it every day, or as often as possible.

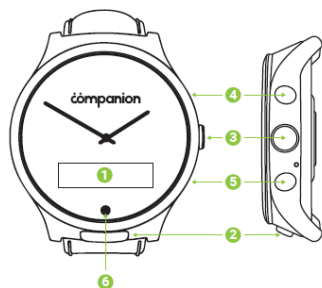


The watch is designed to be worn 24/7 as a wrist watch and wellbeing tracker (including whilst asleep).

Your watch can be worn in the shower, but you should ensure that the strap is dried afterwards to reduce damage.

06. Getting to know your Companion watch

The watch has a few pro features, but we suggest you get used to its basic functions first.



1. Digital display
2. SOS button
3. Menu/select button
4. Up button
5. Down button
6. LED indicator

07. Watch alerts*

The watch uses sounds, an LED and vibration for important notifications.

If you hear the watch make an alert sound, it could be because the battery is running low, or the watch has not been worn for 12 hours.

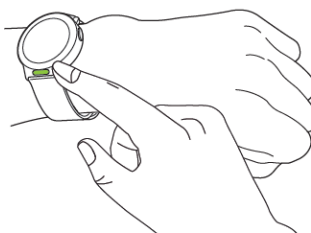
The watch will also show details of the alert message on the digital display (1) and send alerts to your support contact(s).

The LED (6) just below the number '6' at the bottom of the watch face is used to indicate battery level and charging status:

- Battery low warning:** slow blinking red light
- Battery low alarm:** fast blinking red light
- Battery charging:** constant red light
- Battery full:** constant green light

08. Emergency help*

In an emergency, press and hold down the SOS button for 4 seconds.



Your watch will attempt to connect you via voice call to your support contact(s). You will be able to speak to them through the watch.

If there is no answer, the watch will try each of your support contacts via voice messages and emails, based on how your Companion service is set up.

09. Alerting of a fall*

If the watch registers a hard fall, the 'person down' alert icon will appear on the digital display (1).



The watch will then automatically attempt to connect to your support contact(s).

In most configurations, the alert can be cancelled by pressing the **menu/ select button (3)** on the side of the watch.

10. Further features and support

Once you are familiar with the basic features, you can learn more about the watch and what else it can do.

Our complete user guide is available at:
docs.companion.technology

or you can scan this QR code:



Alternatively, if you wish to speak to your personal Companion advisor, who will be happy to help please call:

0800 622 60 90

* Please note that if the watch has been pre-configured to the 'Tracker' profile, these features will be disabled.



Watch: FCC-ID: HSW-TY1S0
Dock: FCC-ID: 2A2AY-N5BC

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.

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.