

Link–Mobile Dashboard User Manual

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1. Purpose of this Document

This document will be accessible by all the Users of the Link–Mobile dashboard. Not all sections apply to all users as the level of access each User has to the Link–Mobile dashboard may vary.

In case you require assistance, would like to provide feedback or you believe an amendment is required, please contact Customer Care:

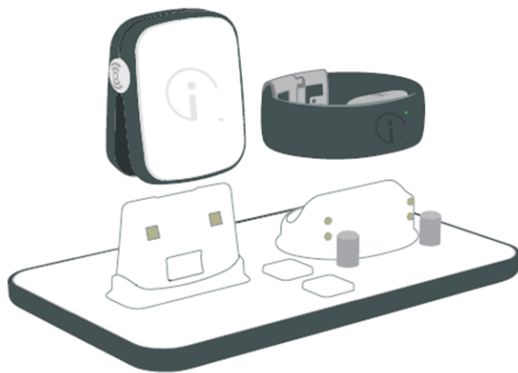
Telephone: (855) 885-CARE (2273) (M-F, 8am-5pm Pacific)

E-mail : Supportlink@careinnovations.com

2. Introduction

Care Innovations created Link-Mobile to help people summon and receive help within the early minutes after a life threatening event like a stroke, car accident, heart attack, or fall. Immediate access to help minimizes the concern of not being able to reach out in an emergency. Timely response can mean recovering faster and suffering less severe complications.

Link-Mobile takes the best parts of the cell phone experience and marries it to a discrete Wristband



that can be comfortably worn day and night. The Wristband can be set to manually or automatically trigger a notification to be sent to friends, neighbors, and loved ones or directly notify a 24-hour a day emergency monitoring center. We transformed the traditional PERS base station into a pocket sized device portable (the Clip) complete with two-way voice, making it easy to take along with you when you leave home. Carry the Clip in a purse, wear it on a belt, or clip it to a car's seatbelt when driving. In the event of an incident, your notification along with

your location will be sent automatically either to the Emergency Response Center or a text message and email can be sent to listed personal emergency contacts enabling the Communications Clip to receive calls.

In addition to being ready to request help in an emergency, wearers and their approved viewers can observe their daily activity levels and set personal goals to encourage healthful movement and other activities.

3. Accessing the Link-Mobile dashboard

The Link-Mobile dashboard is the online monitoring system that provides you the ability to manage your account. You can access the Link-Mobile dashboard via the following URL:

<https://www.Link-Mobile.com>

This site can be accessed from any approved internet-enabled device. Help details can be found in the HelpContact us section of this guide.

3.1. Registering a New Equipment Set

Most users will have equipment registered for them at time of shipment. These users will receive an email containing their log in user name and password. If you did not receive this email, you may register a new set of equipment using the [Register new set](#)

Navigate to the website given above in your preferred web browser and you will be presented with the login screen (as seen below). Click on the link to be taken to the registration page (see below).

Register a new account

Figure 1: New Set Registration Page

This page allows you to enter the details of the new equipment and yourself. **NOTE:** Entering your details here will make you the Dashboard Account Owner. You will be able to grant access to view data related to the device from your account. The wearer is the individual typically wearing the Wristband and the person expected to summon help in an emergency.

Follow these steps to register the new equipment set:

1. Enter the SET ID that accompanied your equipment into the 'SET ID' box provided. This can be found on your packaging and on the bottom of the Dock.
2. Enter your name, email address, telephone number and password into the spaces provided.
3. If you are going to be the person that is physically wearing and using the devices, ensure that the 'Register myself as a wearer in the system' is set to 'Yes' . 
4. If someone else will be wearing and using the equipment, ensure that the 'Register myself as a wearer in the system' is set to 'No'. 
5. Click to review, then move the 'Agree to Terms and Conditions' slider to 'Yes' to indicate that you agree to the terms and conditions of use. 
6. Click on the 'Register' button which will configure the equipment within the system to your account. You will be forwarded to the Link-Mobile dashboard home page (see section 3.5 onwards) from which you can manage your account as you wish. 

3.2. Logging On

During the ordering process, you were asked for an email. A welcome email was sent to this address along with a unique password to gain access to the Link–Mobile dashboard. If you are setting up a set manually, you will be asked for an email address. Your login details will be sent automatically to this email address. You will be required to verify your email address from this automated email. You will not be able to log onto the Link–Mobile dashboard until you have successfully verified your account. If you are having trouble verifying your account, please refer to 3.1 - Registering a New or contact the Customer Care team (Contact details can be found in the **Contact us** section of this document).

Figure 2: Link–Mobile dashboard login screen

If you received a welcome email with user name and password, you may log into the Link–Mobile dashboard using the following steps:

1. Navigate to the Link–Mobile dashboard URL provided above. This is done by entering the address into the address bar of your internet-enabled web browser.
2. Enter your email address in the space provided for your username (see below).

Email Address

Figure 3: Email address entry box

3. Enter your password into the box provided (see below).

Password

Figure 4: Password entry box

4. Click the 'Login' button  displayed to initiate the login process.

If the login is successful, you will be presented with the Link-Mobile dashboard home page. If the login fails, you will be given a visual indication of the failure (see below) and you will be prompted to check and re-enter your login credentials.

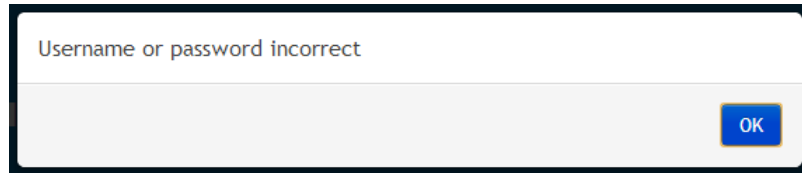


Figure 5: Login failure popup dialog

3.3. Logging Out

To exit the dashboard, select "Exit" from the dropdown available in the upper right hand corner of the website.

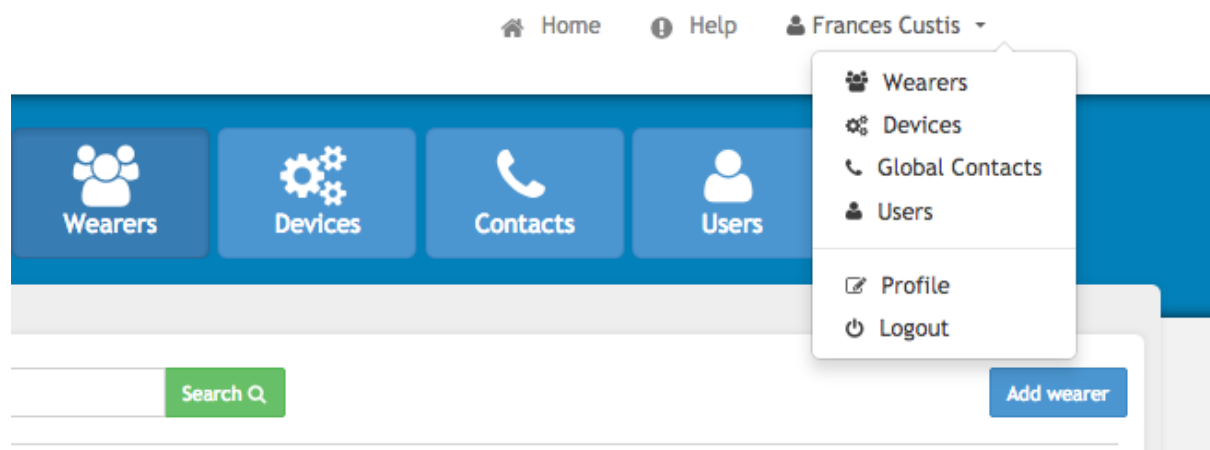


Figure 7: Logging Out of Link-Mobile Dashboard

3.4. Recovering a Password

If you have forgotten your password that is required to log into the Link-Mobile dashboard, you can recover access by selecting the 'Forgotten your password?' option located on the Login page, see below.

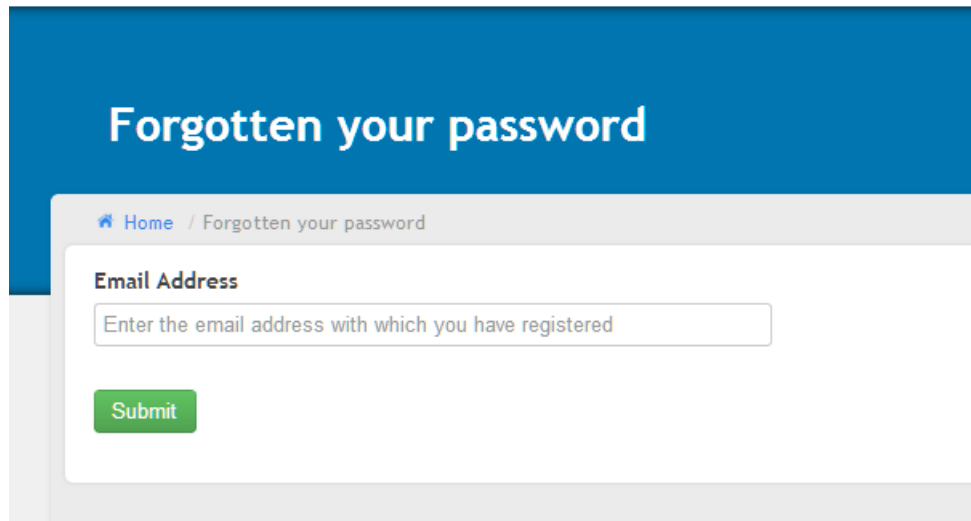


Figure 8: 'Forgotten your password' link

This will prompt you to enter the email address that is registered for your account.

Click the 'Submit' button which will send an email to your registered email address with the necessary details for resetting your password. Please follow the instructions contained in the email to complete the password reset. If you have trouble, please contact the Customer Care team (Contact details can be found in the **Contact us** section of this guide).

3.5. Getting started

Once you have successfully accessed the Link–Mobile dashboard by logging in, you will be presented with the following screen (see below):

Wearer Summary
view / setup details for the wearer

Home / Wearer - Martha Washington

Personal details

Martha Washington
SET#: 00000038
Voice #: +1(857)413-1080 (Accept incoming)
Plan: CI Personal

Device information

Last communicated: Wednesday, 22 Oct, 14 08:12
Clip Battery: 46% Wristband Battery: 100% - on charge
Dock location: Napoleon Home
Airplane mode: Off

Last known location: Dock "Napoleon Home" (Wednesday, 22 Oct, 14 08:11)

Map showing location near Stonebridge Dr and Pearl Ave.

Figure 6: The Link-Mobile dashboard landing page (single wearer)

3.6. Navigating through the Dashboard

The Link-Mobile dashboard is designed to be a simple to use and navigate as possible. There are two easy ways of navigating around the Dashboard wherever you happen to be.

3.6.1. Top Menu Bar

The Top Menu Bar, which is located at the very top of each page, will allow you to return to the 'Home' page (see below) wherever you happen to be within the Link-Mobile dashboard.



Figure 7: Top Menu Bar

Clicking the 'Home' option (Home) from this menu bar will always take you back to the Home page.

3.6.2. Breadcrumb Bar

The Breadcrumb Bar keeps a track of where you are at any point within the Link–Mobile dashboard. It is located towards the top of each page and will grow or contract depending on how deep you are into the Link–Mobile dashboard.



Figure 8: Breadcrumb Bar

The item listed to the very right of the Breadcrumb bar is the location you are currently viewing, with each step back to the left being the trail you have followed. To return to any point in the trail, click on that option in the Breadcrumb Bar.

You can always return to the Home page by selecting the 'Account Home' ( Home) option.

3.7. Using Maps

Each map that is utilized within the Link–Mobile dashboard has a series of common controls. These are:

Pan and Zoom bar: See below. This allows you to pan and zoom each map, it allows you to find the location on the map that you require.



Figure 9: Pan and Zoom bar

Download PDF Button:  This button allows you to open a PDF copy of the currently configured map along with a number of data points. You may save or print the map using the browser dialog box.

Map Type Panel: This option allows you to select the map rendering engine that you wish to use. To activate the panel, click the 'Expand' button  at the top right hand side of the map, which will show the panel (see below).

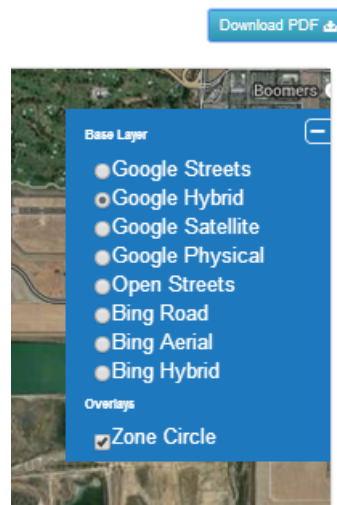


Figure 10: Map Renderer panel

4. Managing Your Account

The Link-Mobile dashboard provides you with a number of areas to configure and maintain details related to your account.

4.1. User Profile

As you have access to the Link-Mobile dashboard, you have a Profile that contains details required for the successful running of your devices and user account.

4.1.1. View User Profile

To view the details for your User account, follow these steps:

1. Click on your name in the top right hand corner of the Link-Mobile dashboard (see below).

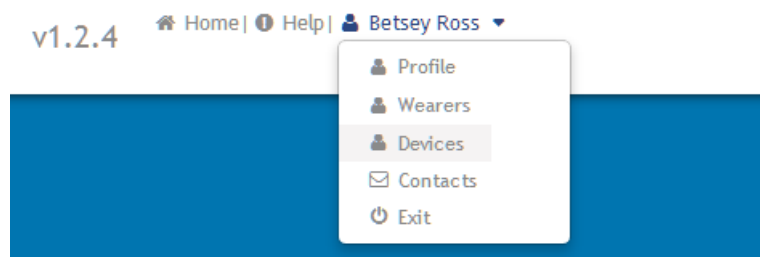


Figure 11: User options drop down list

2. This will display the options available for your account. Click on the 'Profile' option.
3. This will display the User Profile Page that contains the functionality for updating your name, telephone number and password, see below.

Figure 12: User Profile Page

4.1.2. Amend User Profile

To amend the details of your User Profile, follow the steps in section 4.1.1 above and then:

1. Update the details required.
2. Click the 'Update' button  at the bottom of the page to commit the changes to the system.
3. A visual indication will be provided to confirm the successful update.

4.1.3. Update User Password

To change your login password, follow the steps in section 4.1.1 above and then:

1. Select the 'Yes' option below 'Update Password' to display the password controls (see below).

Figure 13: Update Password option

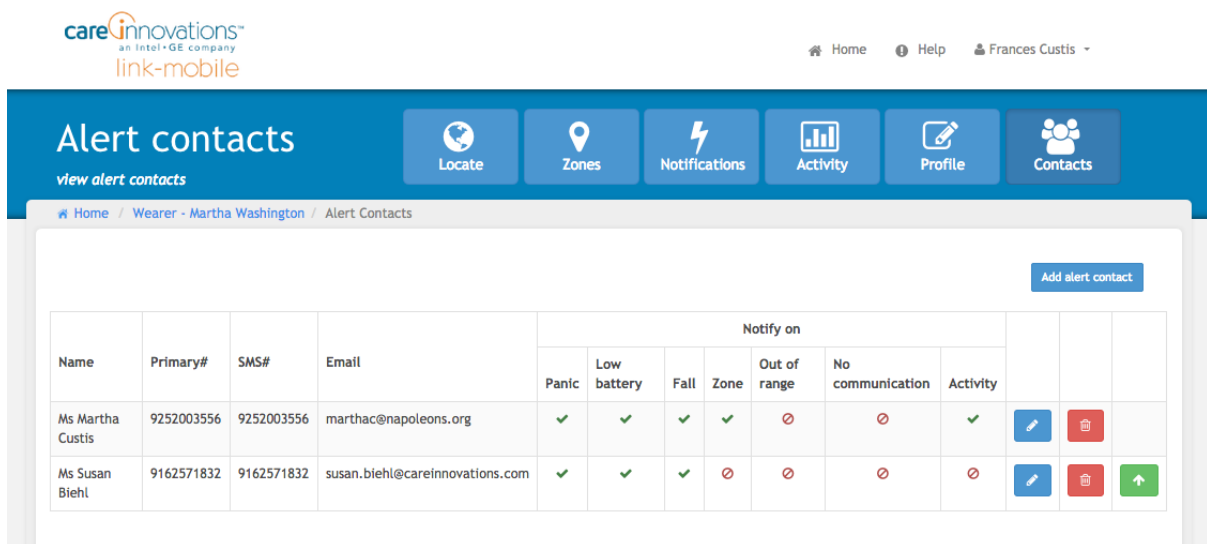
2. Enter your current password in the 'Current Password' box.
3. Enter your new password in the 'New Password' box.
4. Confirm your new password in the 'Confirm New Password' box.
5. Click the 'Update' button  at the bottom of the page to commit the changes to the system.
6. A visual indication will be provided to confirm the successful update.

- You will also receive an email confirming that you have successfully changed your password. This is for security reasons.

4.2. User Contacts

The User Contacts section allows you to configure your 'Contacts Book' for your account. Once you have configured a Contact in the User Contacts section, you can then associate these Contacts with Wearers in the Wearer Contacts.

When you load the User Contacts page, you will be given a list of currently configured Contacts for your account, see below. From here you can manage these Contacts or add new Contacts as required.



The screenshot shows the 'Alert contacts' section of the link-mobile interface. The page has a blue header with the 'careinnovations™ | link-mobile' logo and navigation links for Home, Help, and Frances Custis. Below the header is a blue bar with the title 'Alert contacts' and a 'view alert contacts' link. A navigation bar contains icons for Locate, Zones, Notifications, Activity, Profile, and Contacts. The main content area shows a table of configured contacts. The table has columns for Name, Primary#, SMS#, Email, and a 'Notify on' section with sub-columns for Panic, Low battery, Fall, Zone, Out of range, No communication, and Activity. There are also icons for editing, deleting, and adding contacts.

Name	Primary#	SMS#	Email	Notify on									
				Panic	Low battery	Fall	Zone	Out of range	No communication	Activity			
Ms Martha Custis	9252003556	9252003556	marthac@napoleons.org	✓	✓	✓	✓	✗	✗	✓			
Ms Susan Biehl	9162571832	9162571832	susan.biehl@careinnovations.com	✓	✓	✓	✗	✗	✗	✗			

Figure 18: User Contacts page

4.2.1. Viewing Contact Details

To view the current details of a Contact, follow these Steps:

- Navigate to the User Contacts page where the list of currently configured User Contacts is displayed.
- Click on the Contact that you wish to view.
- The system will take you to the User Contact Details Page with all the details for that Contact displayed (see below).

Alert contacts
edit alert contact

Home / Wearer - Martha Washington / Alert Contacts / Alert Contact - Martha Custis

Salutation
Ms

First name
Martha

Last name
Custis

Primary #
(925)-200-3556

SMS #
(925)-200-3556 used to text contact during an alert

Email
marthac@napoleons.org used to notify contact during an alert

Relationship
Family

Has key?
Yes

Available as responder?
Yes

Contact times
All the time Times I specify

Alerts associated

Panic
Yes

Low battery
Yes

Fall(Wristband)
Yes

Zone
Yes

Out of range
No

No communication
No

Activity monitoring
Yes

Update

Figure 19: User Contact Edit Page

The details for each Contact are broken down into a number of collapsible panels. These panels are described below.

4.2.1.1. Details

This screen provides the core information that is required for the Contact. Required fields are indicated by the **bold** text of the label describing it. The Details Panel includes:

- Salutation,
- First name,
- Last name,
- Photograph.
- Primary contact number,
- SMS Number (NOTE: Message rates from their cellular carrier may apply!)
- Email Address

4.2.2. Adding a new Contact

To add a new Contact to your account, follow these steps:

1. Navigate to the top menu and select Global Contacts.

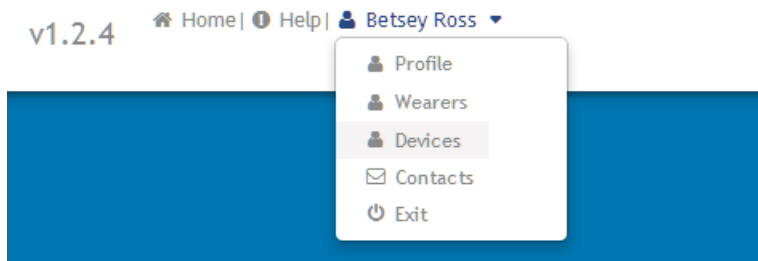


Figure 23: Associated Wearer Panel

2. Click the 'Add Contact' button **Add contact** in the top right hand corner of the page.
3. The system will display the Add Contact page that contains the Details, General and System Access Panels described above. Enter the necessary details into the spaces provided (see below).

The screenshot shows the 'Add Contact' page. At the top, there is a blue header with the 'careinnovations™ link-mobile' logo on the left and navigation links 'Home', 'Help', and 'Frances Custis' on the right. Below the header, there is a blue bar with the title 'Contacts' and a subtitle 'Add global contact'. To the right of the title are five buttons: 'Wearers', 'Devices', 'Contacts' (which is active), 'Users', and 'Profile'. Below this bar, there is a breadcrumb trail: 'Home / Contacts / Contact - new'. The main content area contains several form fields: 'Salutation' (with a dropdown menu showing 'Mr/Mrs/Ms/Dr'), 'First name' (text input), 'Last name' (text input), 'Primary #' (text input), 'SMS #' (text input), and 'Email' (text input). To the right of the 'SMS #' and 'Email' fields, there are two informational icons with text: 'used to text contact during an alert' and 'used to notify contact during an alert'. At the bottom right of the form, there is a green 'Add' button.

Figure 14: Contact Add Page

4. Once complete Details and General tab, click the 'Add' button **Add** located at the bottom of the page.
5. The system will add the Contact as requested and return you to the User Contacts List Page.

4.2.3. Amending Contact Details

To amend the details of a Contact, follow the steps outlined in 4.2.1 and make any changes to the information required on the panels displayed. Once you are satisfied with the changes click the 'Update' button **Update** at the bottom of the page to commit the changes to the system.

4.2.4. Removing a Contact

To remove a Contact, follow these instructions:

1. Hover over the tile that represents the Contact that you wish to remove. This will display the 'Remove' icon in the top right hand corner of the tile (see below).

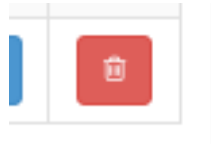


Figure 15: Remove Contact icon

2. The system will display a confirmation dialog asking you to confirm that you wish to delete the Contact (see below).

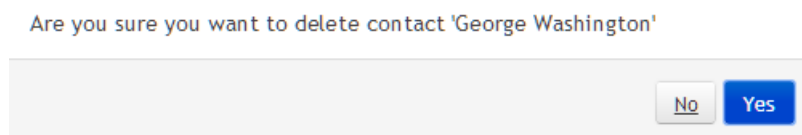


Figure 16: Delete Contact confirmation dialog

3. To confirm to deletion of the Contact, click 'Yes' button . To keep the Contact, click the 'No' button .
4. The system will provide confirmation of the deletion and the Contact will no longer appear as a tile on the User Contact List Page.

5. Managing Wearers

The Link-Mobile dashboard Home page will display a list of all the Wearers that your account has access to view. These will be presented a grid of tiles that contain a photo (if supplied) and overview details, see below.

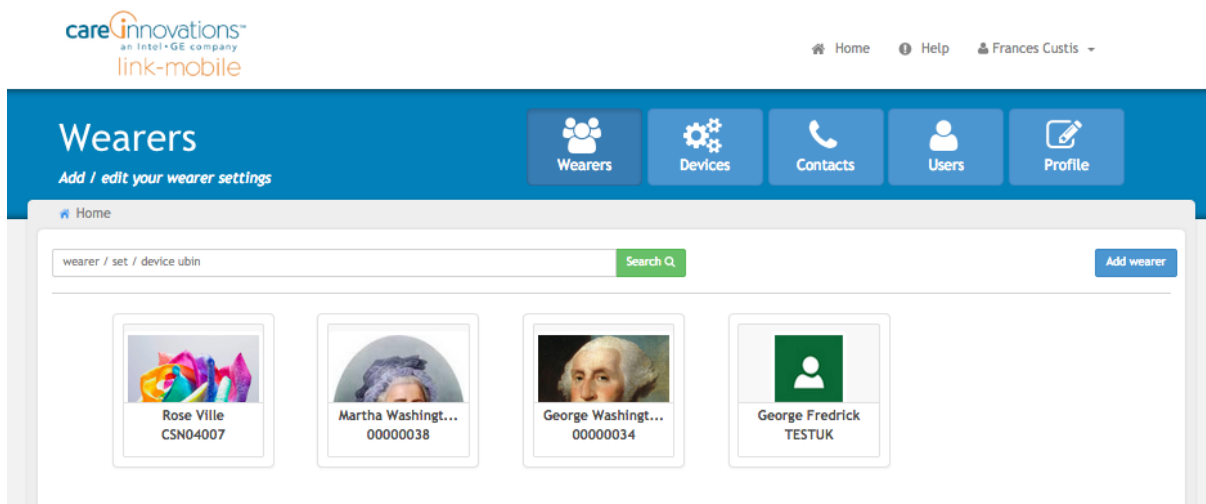


Figure 27: Wearer Tile Grid (multiple Wearers)

The process of managing and maintaining Wearers will always start from this view.

5.1. Accessing Wearer Details

To access the details of a particular Wearer, simply click on the tile within the Grid that represents the required Wearer. This will display the Wearer page that contains the various options that are now available to you.

You may register a location for the Dock. This allows the unit to conserve battery power by disabling GPS while in range of the Dock.

WARNING: It is important to update this address should you relocate the Dock. Failure to do so can result in incorrect location reporting.

You may also put the Clip and Wristband into a very lower power mode to comply with FAA regulations by toggling the “airplane” mode button to ON. You can return the device to normal power by returning the Clip and Wristband to your powered Dock or by squeezing both buttons.

Wearer Summary

view / setup details for the wearer

Locate
Zones
Notifications
Activity
Profile
Contacts

Home / Wearer - Martha Washington

Personal details



Martha Washington
SET#: 00000038
Voice #: +1(857)413-1080 (Accept incoming)
Plan: CI Personal

Device information

Last communicated: Wednesday, 22 Oct, 14 09:12
Clip Battery: 52%
Wristband Battery: 100% - on charge
Dock location: Napoleon Home
Airplane mode: Off

Last known location: Dock "Napoleon Home" (Wednesday, 22 Oct, 14 09:11)


Figure 28: Wearer Account Summary

The following sections outline the functionality provided by each option.

5.1.1. Zones

'Zones' define the areas that a Wearer is permitted to be. Each Zone is defined by a geospatial area and a time frame for which the area is to be monitored.

When you first click on the 'Zone' tile from the Wearer Settings page, a list of the currently defined Zones for the selected Wearer will be displayed, see below.

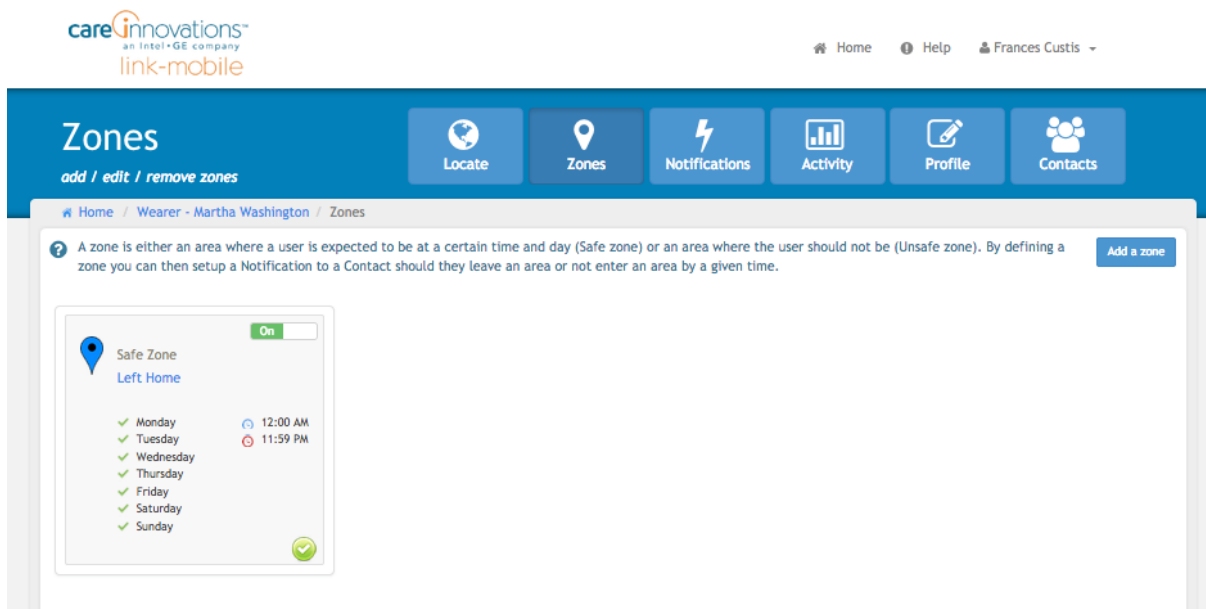


Figure 29: Zone list

Each tile in the Zone list gives an overview of the Zone and its current status. This is explained below.

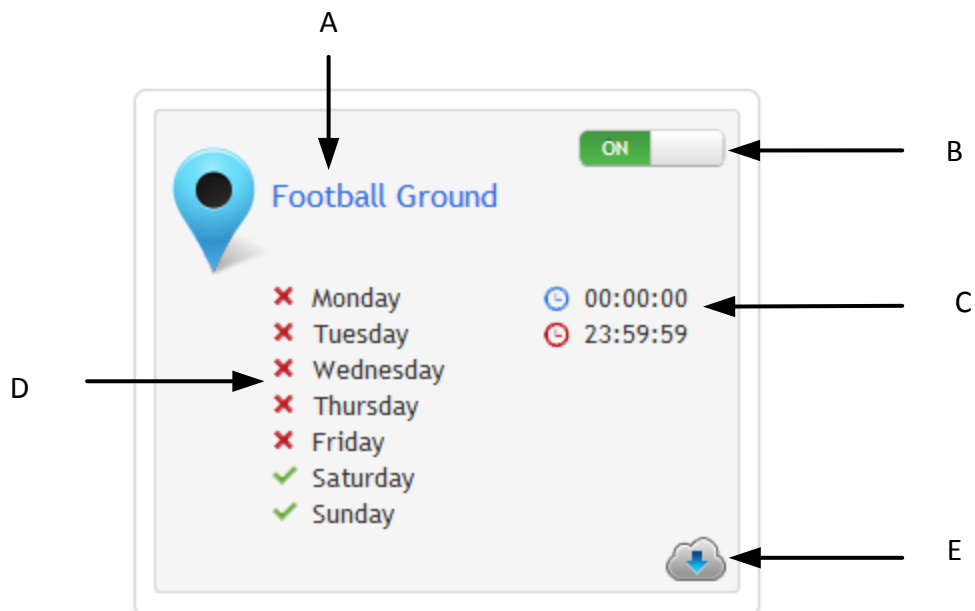


Figure 30: Zone Tile description

- A: Name of the Zone.
- B: Zone status. If set to 'On', the Zone is currently being monitored.
- C: This is the time of day that the Zone starts and ends being monitored.
- D: These are the days of the week that the Zones is monitored.
- E: This is the active 'indicator'. The cloud  symbol means that the Zone is being download to the device, the tick  symbol indicates that the Zone has been successfully downloaded to the device.

5.1.1.1. Adding a New Zone

To add a new Zone, follow these instructions:

1. Click on the 'Add a Zone' button located in the top right hand corner of the Zone list page.

Figure 31: Add Zone page

2. This will display the Add Zone page
3. Enter the name of the Zone in the Name box

Name this zone

e.g. Group walk days

Figure 17: Zone Name box

4. Enter the complete street address or simply a zip code near the location of the Zone area into the 'Enter the address or zip code that the zone will reside' box (see below).

Enter the zipcode that the zone will reside

e.g. 28314

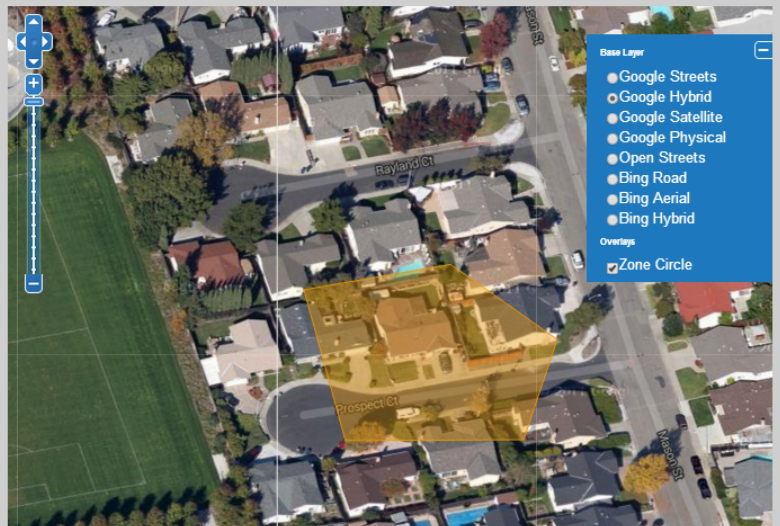
Made a mistake? [Clear all marks](#)

Figure 18: Zone location search box

- Click the 'search' button next to that box. The map will then center on the location entered. If this location is wrong, follow steps 4 and 5 again. You may move around the map using the map control buttons. You may also select to view streets, hybrid, satellite and other map views.
- Define the Zone area on the map by clicking on the map to place markers which indicate the corners of the Zone (see below). You may make up to 8 points per map. When the Zone has been defined on the map, double click on the last placed marker. The Zone will turn orange.

Zone - new

Click on map to draw zone, on the final point double click to finish editing.



Name this zone
e.g. Group walk days

Enter the zipcode that the zone will reside
94588

Made a mistake? [Clear all marks](#)

What type of zone is this?
☒ Inclusion ☐ Exclusion
 An area where the wearer is permitted to be in

Set this zone when?
☒ All the time ☐ Times I specify

Select days
☐ Monday ☐ Tuesday
☐ Wednesday ☐ Thursday
☐ Friday ☐ Saturday
☐ Sunday

Figure 34: Defining Zone on the map

- Set the type of zone. Safe zones are areas you expect the Wearer to be in. Unsafe zones are areas you expect the Wearer to not enter. Enter the date and time parameters for the Zone in using the Date and Time parameter controls (see below)

Name

e.g. Group walk days

What type of zone is this?

☒ Safe ☐ Unsafe

Set this zone when?

☒ All the time ☐ Times I specify

Figure 35: Zone Date and Time Parameters

8. Once you have defined all the required parameters, click on the 'Add' button .
9. The system will commit these details and once successfully completed, a visual indication will be given and you will be returned to the Zones list grid.

5.1.1.2. Enabling / Disabling a Zone

To enable or disable a Zone, follow these steps:

1. Locate the tile in the Zone list grid that you wish to enable or disable.
2. To enable the Zone, slide the slider in the top right hand corner to the 'ON' position .
3. To disable the Zone, slide the slider to the 'OFF' position .

5.1.1.3. Viewing a Zone

To view a Zone, simply click on the required Zone tile from the list displayed. This will load the Zone page that displays the details for the selected Zone

Zones
edit zone

Home / Wearer - Martha Washington / Zones / Zone - Left Home

Name
Left Home

What type of zone is this?
☒ Safe ☐ Unsafe

Set this zone when?
☒ All the time ☐ Times I specify

Enter the street address, city, or zip code that the zone will reside
 e.g. 1600 Pennsylvania avenue, washington, dc

Made a mistake? [Clear all marks](#)

Click on the map to draw a zone, on the final point double click to finish editing, then click save.

Save

Map data ©2014 Google Terms of Use Report a map error

Figure 36: Zone page

5.1.1.4. Amending a Zone

To amend a Zone, follow these steps:

4. Follow the instructions for 'Viewing a Zone' (section 5.1.1.3) to load the Zone details page displaying the Zone configuration.
5. Update the required details on the page. This includes:
 - a. The Zone. This is completed by clicking and moving the points of the defining zone on the map provided (see below).

Zones

edit zone

Locate

Zones

Notifications

Activity

Profile

Contacts

Home / Wearer - Martha Washington / Zones / Zone - Left Home

Name

Left Home

What type of zone is this?

☒ Safe ☐ Unsafe

Set this zone when?

☒ All the time ☐ Times I specify

Enter the street address, city, or zip code that the zone will reside

e.g. 1600 Pennsylvania Avenue, Washington, DC

Made a mistake? [Clear all marks](#)

Click on the map to draw a zone, on the final point double click to finish editing, then click save.

Save

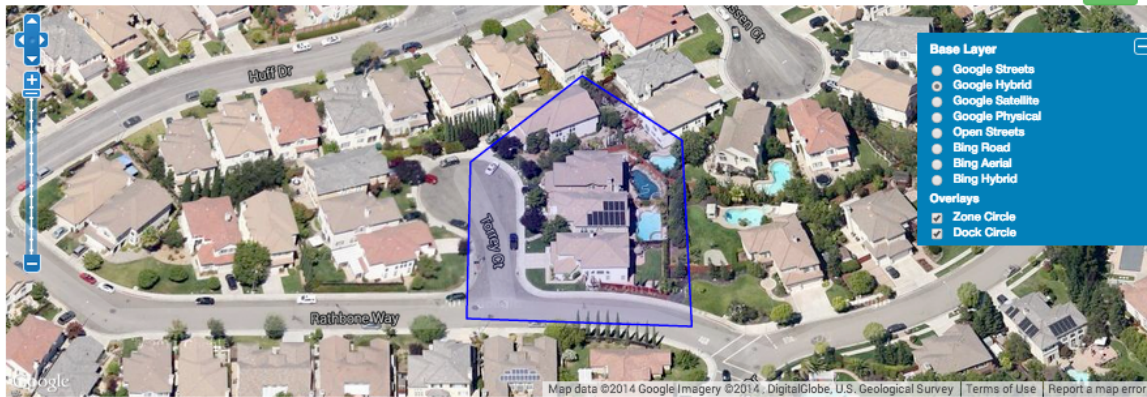


Figure 19: Zone Map

- b. The Zone name in the name box

Name this zone

Mom's Doctor

Figure 20: Zone Name box

- c. The date and time parameters for the Zone

Set this zone when?

☐ All the time ☒ Times I specify

Days ☐ Mon ☐ Tue ☐ Wed ☐ Thur ☐ Fri ☐ Sat ☐ Sun

Start

End

Enter the street address after each code that the zone will send.

Figure 21: Zone Date and Time parameters

6. Once all the necessary amendments have been made, click the Update button  to commit the changes.
7. When successful, the system will give a visual indication that the update was successful and you will be returned to the Zone list page.

5.1.1.5. Removing a Zone

To remove a Zone, follow these instructions:

5. Hover over the tile that represents the Zone that you wish to remove. This will display the 'Remove' icon in the top right hand corner of the tile (see below)



Figure 22: Remove Zone icon

6. The system will display a confirmation dialog asking you to confirm that you wish to delete the Zone (see below)

Are you sure you want to delete zone 'Home'

Figure 23: Delete Zone confirmation dialog

7. To confirm to deletion of the Zone, click 'OK' button . To keep the Zone, click the 'Cancel' button .

5.1.2. Locate and Trace

‘Locate and Trace’ provides the ability for you to view the location of the Wearer for any given time period (while a device has been assigned to that Wearer). Locate displays both a map of the Wearer locations as well as a list of historic locations. Data is available reaching back up to six months.

By default, the Locate page will display the last 10 locations for the selected Wearer. The Locate and Trace page is shown below.

5.1.2.1. Highlighting a Location

To highlight a location that is listed in the locations grid, simply click the ‘Locate’ icon  that is associated with that record. This will zoom and centre the map about the selected location and display the date and time that the location was recorded

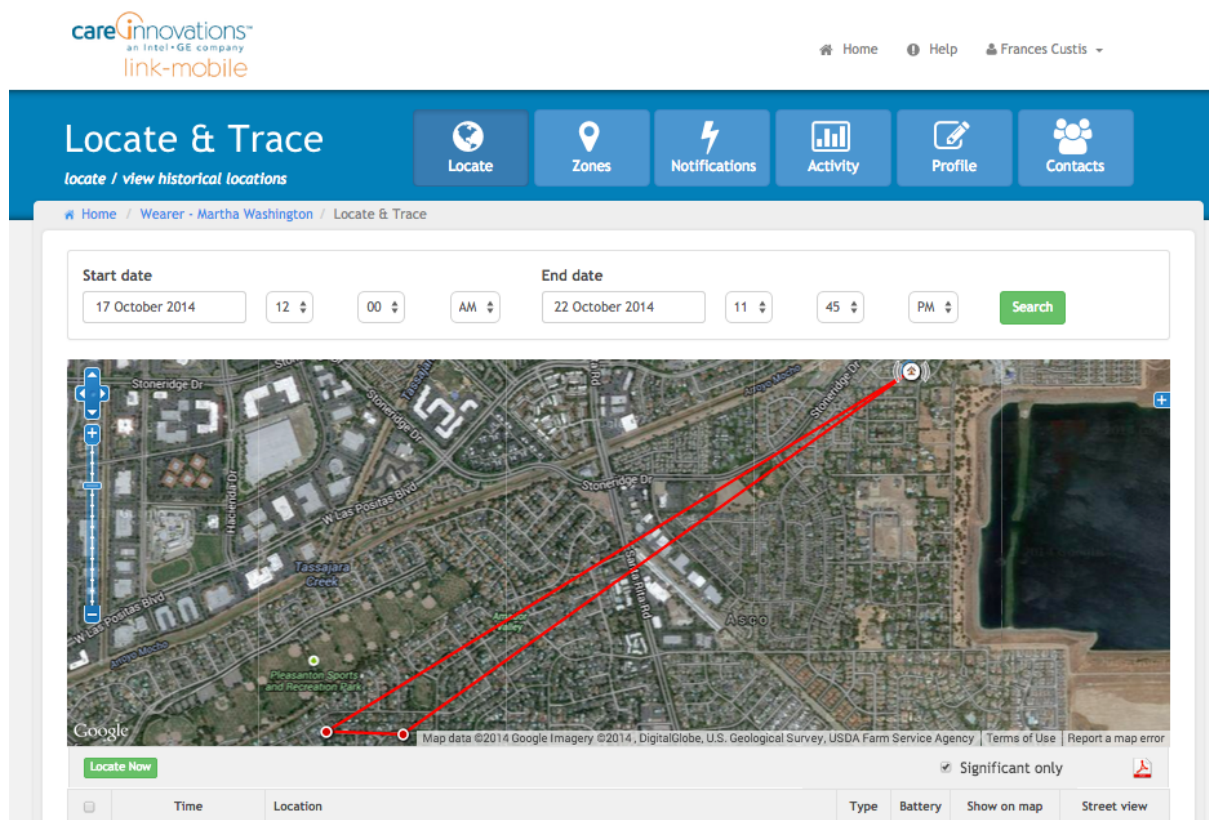


Figure 24: Locate Page

5.1.2.2. Viewing More or Less Locations

To change the number of locations that are displayed on the map or in the locations grid, change the value in the ‘Number per page’ control at the bottom of the grid. The options are 10, 25, 50 or 100 locations.



Figure 46: Number per page control

5.1.2.3. Filtering Locations

The Locate page also allows you to filter the displayed locations by a date and time range. This allows you to view historic locations for the Wearer. To filter the locations follow these steps:

1. Navigate to the Locate page for the selected Wearer.
2. Under the displayed map you will see a 'Search Criteria' box that allows you to enter the date and time range required (see below)

Figure 25: Date Range selection box

3. Enter the required start date in the 'Start Date' controls (see below).

Figure 48: Start Date control

4. Enter the required end date in the 'End Date' controls.
5. Click the 'Search' button  to execute the filtering.
6. The system will automatically fill the grid and update the map with any locations that meet the date range specified.

5.1.2.4. Address Lookup

By default, the locations grid will display the Wearer locations with a latitude and longitude as the location. This is because the Link-Mobile dashboard does not carry out any address lookups by default. You can look up the street address for each of these latitude and longitude values one of two ways. The first method is to click the 'lookup' option ([lookup](#)) next to the latitude and longitude you wish to lookup. The second option is to check one or more of the check boxes that are listed next to the locations in the grid. Once you have checked the boxes against all required locations, click the 'Address Lookup' button  and the system will look up each selected address in turn.

Search criteria

Start date: Thu, 27 February, 2014 00 00 End date: Thu, 27 February, 2014 23 55 Significant only ☒

[Clip](#) [Wristband](#)

[Address lookup Q](#)

[Download CSV](#)

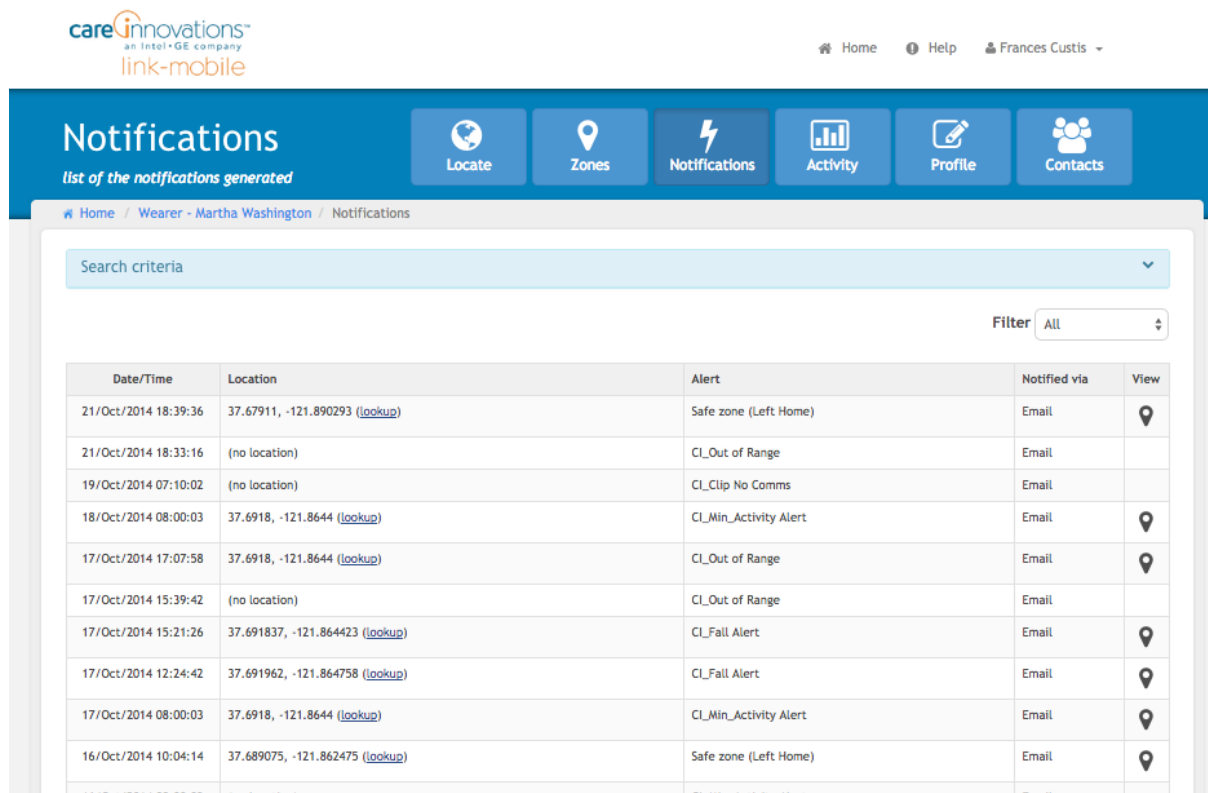
☐	Time	Location	Location type	Charger	Battery		
☐	27/Feb/2014 07:40:58	150 Anza Boulevard, Burlingame, CA 94010, USA (37.591537, -122.347253)	GPS	On	100%		
☐	27/Feb/2014 07:34:34	37.591545, -122.347585 (lookup)	GPS	On	100%		
☐	27/Feb/2014 07:32:30	37.59145, -122.347413 (lookup)	GPS	On	90%		
☐	27/Feb/2014 07:29:30	37.591565, -122.347198 (lookup)	GPS	On	90%		
☐	27/Feb/2014 07:26:28	37.591455, -122.347543 (lookup)	GPS	On	100%		
☐	27/Feb/2014 07:24:38	37.591525, -122.347098 (lookup)	GPS	On	100%		
☐	27/Feb/2014 07:20:38	37.591362, -122.347323 (lookup)	GPS	On	86%		

Figure 49: Location check boxes checked.

5.1.3. Notifications

‘Notifications’ provide the ability for you to view a history of events reported for the Wearer by their associated devices.

By default, the Locate page will display the last 10 notifications for the selected Wearer. The Notifications page is shown below.



The screenshot shows the 'Notifications' page for Wearer Martha Washington. The page has a blue header with the 'careinnovations™ | link-mobile' logo and navigation links: Home, Help, Frances Custis. Below the header is a blue bar with the title 'Notifications' and a subtitle 'list of the notifications generated'. There are six tabs: Locate, Zones, Notifications (selected), Activity, Profile, and Contacts. Below the tabs is a search criteria box and a filter dropdown set to 'All'. The main content is a table of notifications.

Date/Time	Location	Alert	Notified via	View
21/Oct/2014 18:39:36	37.67911, -121.890293 (lookup)	Safe zone (Left Home)	Email	
21/Oct/2014 18:33:16	(no location)	CI_Out of Range	Email	
19/Oct/2014 07:10:02	(no location)	CI_Clip No Comms	Email	
18/Oct/2014 08:00:03	37.6918, -121.8644 (lookup)	CI_Min_Activity Alert	Email	
17/Oct/2014 17:07:58	37.6918, -121.8644 (lookup)	CI_Out of Range	Email	
17/Oct/2014 15:39:42	(no location)	CI_Out of Range	Email	
17/Oct/2014 15:21:26	37.691837, -121.864423 (lookup)	CI_Fall Alert	Email	
17/Oct/2014 12:24:42	37.691962, -121.864758 (lookup)	CI_Fall Alert	Email	
17/Oct/2014 08:00:03	37.6918, -121.8644 (lookup)	CI_Min_Activity Alert	Email	
16/Oct/2014 10:04:14	37.689075, -121.862475 (lookup)	Safe zone (Left Home)	Email	
16/Oct/2014 08:00:03	(no location)	CI_Min_Activity Alert	Email	

Figure 26: Notification Page

5.1.3.1. Viewing More or Less Notifications

To change the number of notifications that are displayed in the list, simply change the value in the ‘Number per page’ control at the bottom of the grid. The options are 10, 25, 50 or 100 locations.



Figure 27: Number per page control

5.1.3.2. Filtering Notifications List

The Notifications page also allows you to filter the displayed notifications by a date and time range. This allows you to view historic notifications for the Wearer. To filter the notifications follow these steps:

1. Navigate to the Notifications page for the selected Wearer.
2. At the top of the page you will see a ‘Search Criteria’ box that allows you to enter the date and time range required (see below)

Search criteria

Start date  00  00  End date  23  59 

Figure 28: Date Range selection box

- Enter the required start date in the 'Start Date' controls (see below).

 00  00 

June 2013

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Figure 29: Start Date control

- Enter the required end date in the 'End Date' controls.
- Click the 'Search' button to execute the filtering.
- The system will automatically fill the list with any notifications that meet the date range criteria specified.

5.1.3.3. Viewing Notification Location

To view the location of a particular notification, click the 'Locate' icon  that is associated with that notification in the list. This show a popup map that is zoomed and centred about the selected notification location, see below.

Alert Map - Panic Alert (CI_Clip Alert) - 04/Mar/2014 08:05:28



Figure 54: Notification location map popup

5.1.4. Activity

'Activity' provides the ability to view relative activity levels of the Wearer based on by their associated Wristband.

By default, the Activity page will display the last seven days of activity. The Activity page is shown below.

Activity

summary of weekly activity



Locate



Zones



Notifications



Activity



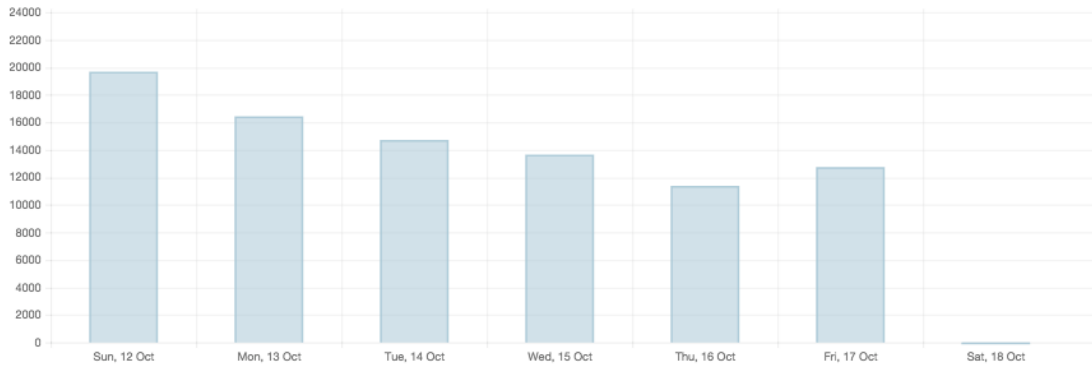
Profile



Contacts

Home / Wearer - Martha Washington / Activity Overview

Select the week to plot your activity 12 October 2014



Configure activity alerts

Min Activity Level (wake time)

On

Notification level

Active

An activity notification will trigger when it is below 9600 units

Max Activity Level (sleep time)

On

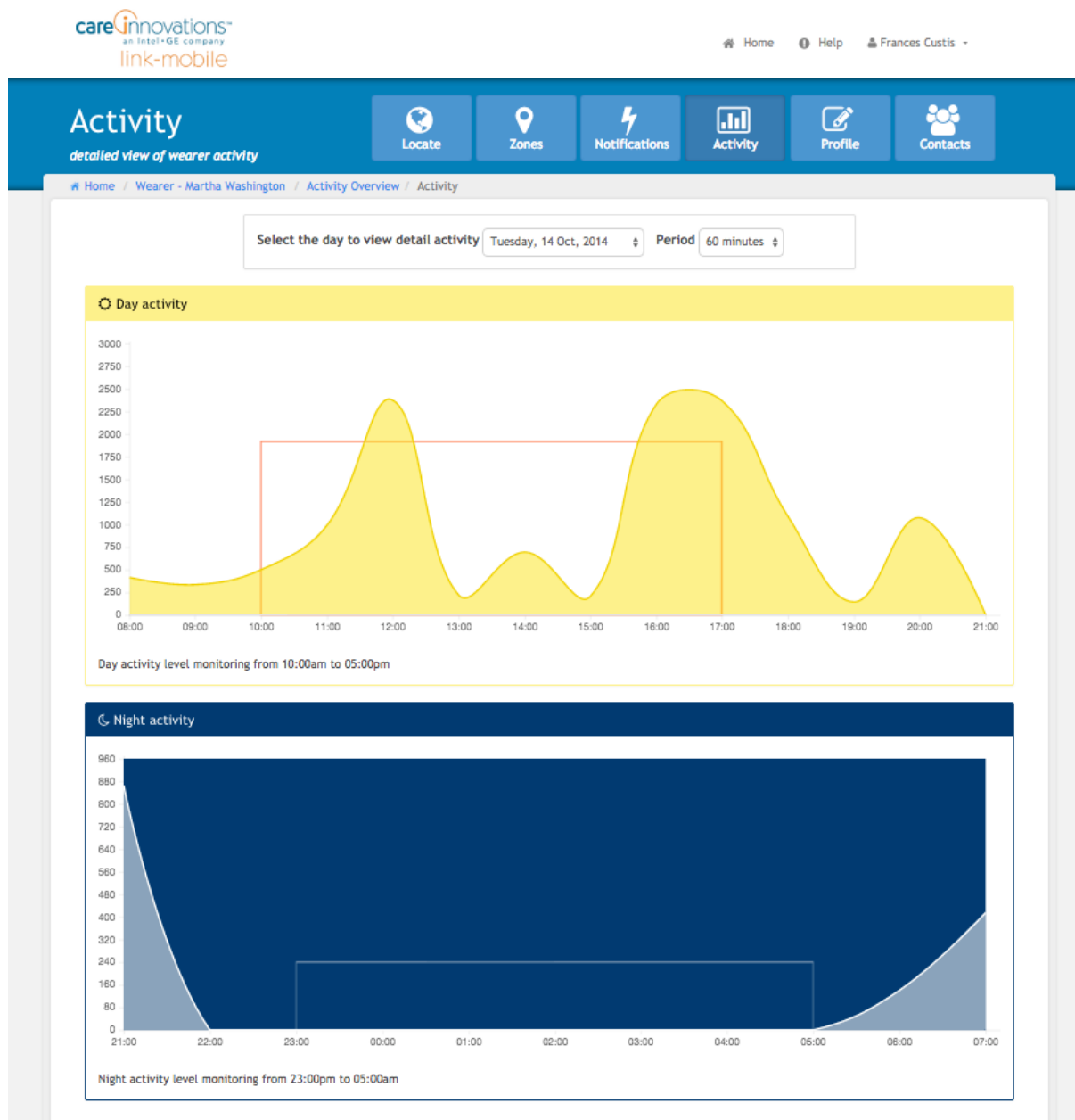
Activity should not be over 1200 units

Update

Figure 55: Activity graphic

These may be helpful in spotting on changes in Wearer's activity patterns. Alerts can be configured should activity fall low during the day or go high during the night.

Select and drill into any particular day to see activity by hour.



5.1.5. Profile

The Profile page allows you to view and manage the details and information that is configured for the selected Wearer. The information is split into a number of sections that are displayed on the page in collapsing panels, see below.

From this page you can update any of the details listed for the Wearer (including the photo associated with the account). It is important that these details are kept up to date in the case of emergency. Each panel contains a number of fields of which some are mandatory. These mandatory fields are identified by the **asterisk** next to the fields.

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link-mobile

Home

Help

Frances Custis

Profile

edit wearer details

Locate

Zones

Notifications

Activity

Profile

Contacts

Home / Wearer - Martha Washington / Edit profile

Salutation

Ms

First name

Martha

Last name

Washington

Date of birth

Gender

Female

Timezone

US/Pacific

Email

en

Language spoken

english

Home access information

Iron Railing Lock Box Code 12345

Hospital contact #

local hospital contact number

Ambulance contact #

local ambulance contact number

Line 1

2635 Torrey Court

City

Pleasanton

Zip-code

94588

Ethnicity

White

Height

5

Hair color

white

Contact #

home / mobile number

Hospital of preference

Valley Forge Presbyterian

Police contact #

local police contact number

Fire contact #

local fire contact number

Line 2

address line 2

State

California

Build

Slender

Complexion

Pale

Eye color

Blue

Change photo

Clear photo

Figure 30: Wearer Profile page

5.1.5.1. Viewing Wearer Details

As stated above, the Wearer details are split across a number of collapsible panels on the Profile page. Each of these panels is described below:

5.1.5.1.1. Details

The Details contain the basic information related to the Wearer. This includes:

- Set Associated (found on product packaging and bottom of Dock)
- Salutation,

- First name,
- Last name,
- Email address,
- Time Zone
- Date of birth,
- Gender,
- Contact telephone number,
- Photograph

The Emergency Information section contains the information that is used in the event of an emergency. This includes local numbers (NOTE: do not enter “911”, enter the local number including area code to direct dial to these services):

- Language Spoken,
- Hospital of Preference,
- Police Telephone Number,
- Ambulance Telephone Number,
- Hidden Key Location,
- Hospital Telephone Number,
- Fire Telephone Number.

The address panel holds the address information for the selected Wearer. This includes:

Address line 1 (street), 2 (apartment), City, State, Zipcode

The Appearance section contains the information that can be used to positively identify the Wearer is required. This includes:

- Ethnicity,
- Height,
- Hair Color,
- Blood Type,
- Build,
- Complexion,
- Eye Color,
- Glasses,
- School or Work – a place to enter alternative addresses.

The Medical section allows you to provide details on any drugs that are taken regularly by the Wearer and any medical conditions that the Wearer suffers from.

5.1.5.2. Updating Wearer Information

To update the Wearer information, correct any incorrect information on the relevant section and once completed, click the ‘Update’ button  at the bottom of the page.

To update the photograph for the selected Wearer, follow these steps:

1. Navigate to the Wearer Profile page for the Wearer.
2. Expand the 'Details' panel (see below)
3. Click on the 'Change Photo' button  in the bottom right hand side of the panel.
4. This will display the 'Upload New Image' dialog box

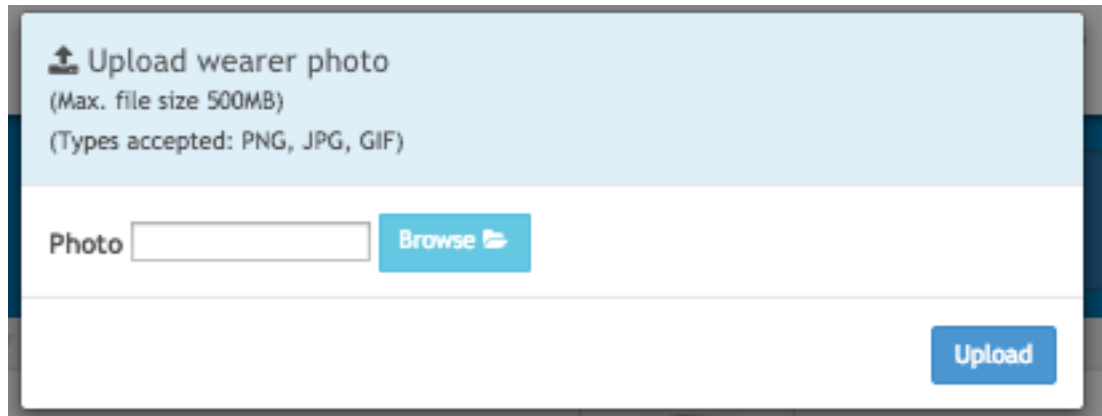


Figure 31: Upload new image dialog

5. Click the 'Browse' button from the dialog to locate the image file on your computer using the 'Open File Dialog'

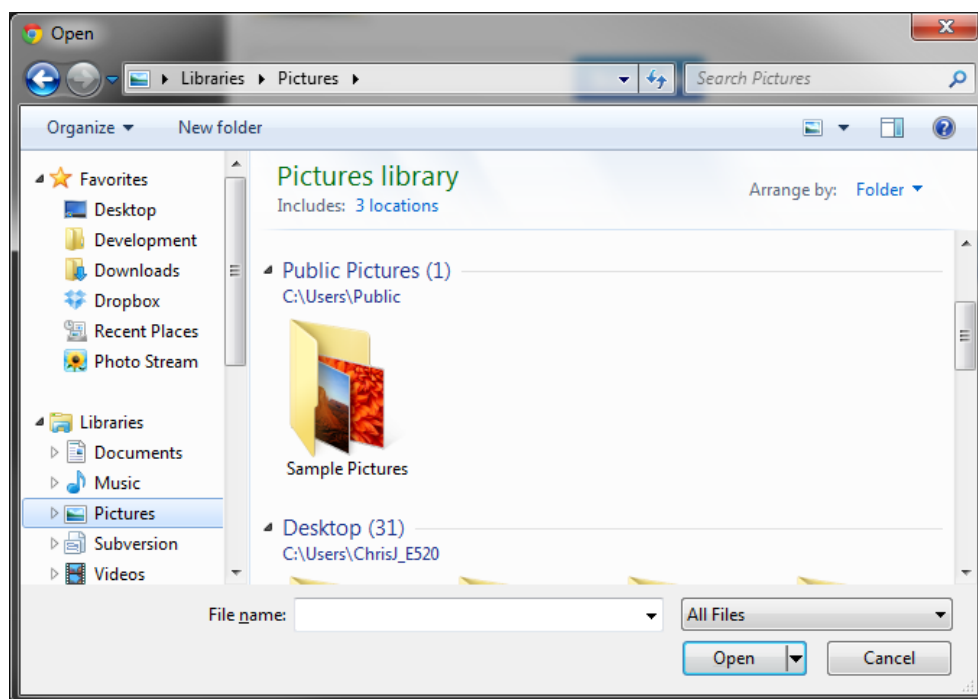
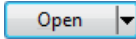


Figure 32: Open File Dialog

6. Click on the file required and click the 'Open' button  at the bottom of the dialog.

7. This will close the Open File Dialog and return you to the 'Upload New Image' dialog box with the path to the file included.
8. Click the 'Upload' button  to upload the new photograph file.
9. The system will provide visual confirmation that the upload was successful

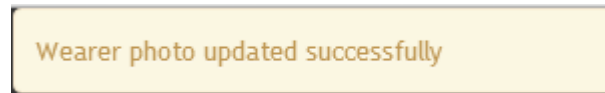


Figure 33: Wearer photo updated successfully notification

5.1.5.3. Clearing Wearer Photograph

To clear the photograph for the selected Wearer, follow these steps:

1. Navigate to the Wearer Profile page for the Wearer.
2. Expand the 'Details' panel (see below)
3. Click on the 'Clear Photo' button  in the bottom right hand side of the panel.
4. The system will remove the photograph associated with the Wearer account and provide a visual indication it was successful.

5.1.6. Contacts

Each Wearer will have a number of Contacts assigned to it that will be alerted or contacted in the event of an emergency or notification generated by the device. The Contacts Page allows you to configure the Contacts for the selected Wearer. This includes parameters specific to that Wearer / Contact pair, and also the order in which Emergency Contacts are contacted by the Monitoring Centre.

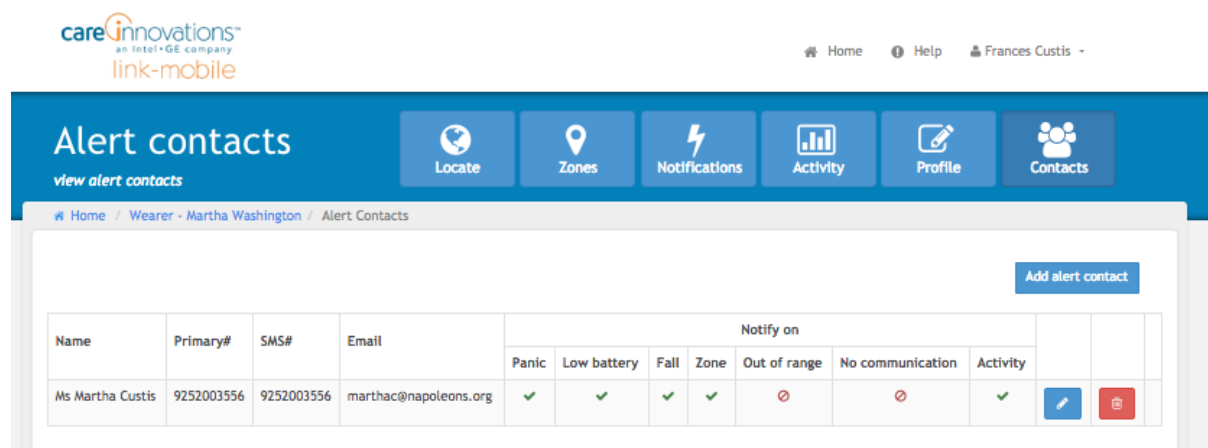


Figure 34: Contacts Page

5.1.6.1. Adding Contact to Wearer

Any Contact that has been correctly configured in the User Contacts section (see x) can be added to each Wearer on your account. To associate a Contact with a Wearer, follow these steps:

1. Navigated to the Contacts Page for the required Wearer.

2. Select the Contact from the 'Select Contact' drop down list



Figure 35: Select Contact drop down list

3. Click the 'Add' button to add the Contact to the Wearer.
4. Confirmation that the Contact has been added to the Wearer will be displayed.

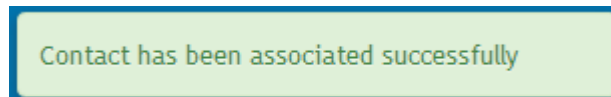
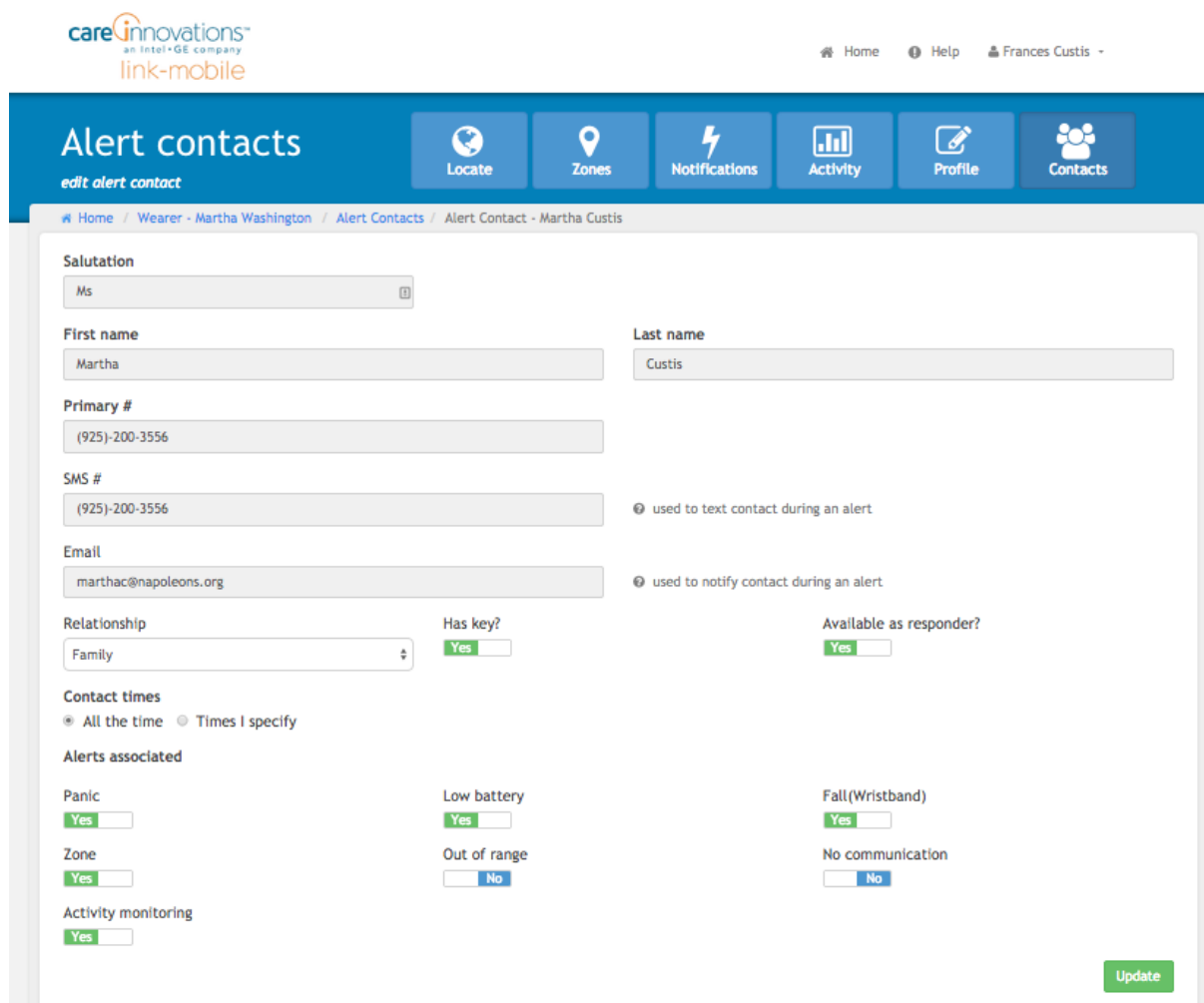


Figure 36: Contact added confirmation

5. The selected Contact will now appear in the Contact list for the Wearer.

5.1.6.2. Amending Contact for Wearer

To amend the settings for an associated Contact, click on the required Contact in the Contact list to display the settings panel on the right hand side



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Home Help Frances Custis

Alert contacts

edit alert contact

Home / Wearer - Martha Washington / Alert Contacts / Alert Contact - Martha Custis

Salutation: Ms

First name: Martha Last name: Custis

Primary #: (925)-200-3556

SMS #: (925)-200-3556 ☒ used to text contact during an alert

Email: marthac@napoleons.org ☒ used to notify contact during an alert

Relationship: Family Has key? ☒ Yes Available as responder? ☒ Yes

Contact times: ☒ All the time ☐ Times I specify

Alerts associated:

Panic ☒ Yes Low battery ☒ Yes Fall (Wristband) ☒ Yes

Zone ☒ Yes Out of range ☐ No No communication ☐ No

Activity monitoring ☒ Yes

Update

Figure 37: Setting Panel

The settings that can be amended are:

Has Key:	This indicates whether the Contact has a key for the Wearer's primary residence and can gain access in an emergency.
Available as Responder:	Indicates whether the Contact is available to respond to the Wearer in the event of an emergency.
Relationship:	The relationship that the Wearer and Contact share.
Contact Times:	The days of the week and times of day that the Contact can be contacted regarding the Wearer.
Notify in Event of:	This section indicates which alerts that will result in the Contact being notified. These are: • Panic – if the Wearer activates the Panic alarm on a device. • Zone – if the Wearer violates an exclusion or inclusion zone. • Low Battery – if the Wearer's device detects a low battery level. • Fall – if the Wearer's Wristband indicates they have fallen • Out of Range – Indicates the distance between the Wristband and Clip has exceeded effective range. This could indicate the Wearer has left the Clip behind on the Dock and exited the residence or moved into an area of the residence with interference from structure or other devices. Carrying the Clip while leaving the residence or straying into these areas will help ensure communications with monitoring center computers. • No Comms – Indicates the Clip is no longer in an area where cell phone coverage is available. This will delay or even prevent alert signals from reaching the monitoring center computers. • Activity Mon – Indicates the Wear's activity has exceeded either high or low thresholds established on the Activity monitoring page.

You can update the settings as required and, when satisfied, click the 'Update' button  to commit the changes to the system.

5.1.6.3. Ordering Emergency Contacts for Wearer

To update the order that the Emergency Contacts are contacted for a Wearer, follow these steps:

1. Navigated to the Contacts Page for the required Wearer.
2. Scroll to the bottom of the page and find the 'Sort Emergency Contacts' section, see below.

[Add alert contact](#)

	Notify on									
	Panic	Low battery	Fall	Zone	Out of range	No communication	Activity			
ons.org	✓	✓	✓	✓	✗	✗	✓			
einnovations.com	✓	✓	✓	✗	✗	✗	✗			

Figure 38: Sort Emergency Contacts section

3. Drag and drop the listed Contacts into the required order.
4. Once satisfied with the selected order, click the 'Update Order' button.
5. The system will confirm that the ordering has been successfully saved.

[Update order](#)

6. Safety/Regulatory Information

Installation Guidelines

- 1) Read and understand all instructions and save them for future reference.
- 2) Follow all warnings and instructions marked on the product.
- 3) Do not install Charging Dock near a bath tub, sink, or shower.
- 4) Operate this device using only the power source that is indicated on the marking label. If you are unsure of the power supply to your home, consult with your dealer or local power company.
- 5) Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
- 6) Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
- 7) Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this device.
- 8) Use only the power supply that came with this unit. Using other power supplies may damage the unit.
- 9) Because this device operates on electricity, you should have at least one device in your home that could operate without electricity in case the power in your home goes out.
- 10) To avoid interference to nearby appliances, do not place the base of the device on or near a TV, microwave oven, or VCR.

Safety Information for Your Device

Read this information before using your device.

Driving safety

Talking on the Communications Clip while driving can distract the driver, result in extreme danger and may be illegal in some states. Remember, safety comes first. Check the laws and regulations on

the use of device in the areas where you drive. Always obey them. If you must use your device while driving, please:

- Give full attention to driving. Driving safely is your first responsibility.
- Pull off the road and park before making or answering a call.

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Electronic devices

Your mobile personal emergency response device is a wireless telephone. When it is ON, it receives and also sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF energy. However, certain electronic equipment may not be shielded against the RF signals from your wireless device. Therefore, use of your device must be restricted in certain situations.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6) inches be maintained between a device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research and recommendations of Wireless Technology Research. Never come closer than six (6) inches to a person with a heart pacemaker implant when using your device. Doing so could result in interference with the function of the pacemaker. Persons with pacemakers:

- ALWAYS keep the device more than six (6) inches from your pacemaker when the device is turned on.
- Do not carry the device in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- If you have any reason to suspect that interference is taking place, turn your device OFF immediately.

Important Safety Instructions

Follow these safety precautions when using your device to reduce the risk of fire, electric shock, and injury to persons or property:

- 1) Keep all vents and openings of the Communications Clip unblocked. Do not set the device on a heating register or over a radiator. Insure that proper ventilation is provided at the installation site.
- 2) Link-Mobile Wristband is water-proof (splash/rain resistant) IPX6 certified, it offers superior water protection. It can sustain temporary immersion in one meter (39 inches) of water for up to 30 minutes, so you can wear it while in the shower. However, it's not suitable for extended and continuous water submersion, such as swimming, snorkelling, diving. Any misapplied usage of the device in water submersion conditions may cause permanent damage or may cause it to malfunction.
- 3) Do not allow anything to rest on the charging Dock.
- 4) Place the A/C adaptor cable so that it will not be walked on.
- 5) Never insert objects of any kind into the product slits as that may result in fire or shock.
- 6) Unplug this product from the wall outlet before cleaning.
- 7) Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- 8) Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this user's guide.
- 9) Do not overload wall outlets and extension cords.
- 10) Avoid using during an electrical storm.
- 11) Use a surge protector to protect the equipment.

- 12) Do not use this device to report a gas leak, especially if you are in the vicinity of the gas line.

Charger

Charger safety

The charger designed by Personal Communications Devices for this unit requires the use of a standard 120 V AC power source for its operation.

- Never attempt to disassemble or repair a charger.
- Never use a charger if it has a damaged or worn wall charger cable or plug.
- Always contact a Personal Communications Devices authorized service center, if repair or replacement is required.
- Never alter the AC cord or plug on your charger. If the plug will not fit into the available outlet, have a proper outlet installed by a qualified electrician.

General Safety Precautions

Your device is a high quality piece of equipment. Before operating, read all instructions and cautionary markings on the product, battery and adapter/charger. Failure to follow the directions below could result in serious bodily injury and/or property damage due to battery liquid leakage, fire or rupture.

- DO NOT use or store this equipment in a place where it will be exposed to high temperatures, such as near an open flame or heat-emitting equipment.
- DO NOT drop your device or subject it to severe shock. When not using, laydown the unit to avoid possible damage due to instability.
- DO NOT expose this equipment to rain or spilled beverages.
- DO NOT use unauthorized accessories.
- DO NOT disassemble the device or its accessories. If service or repair is required, return unit to an authorized Personal Communications Devices cellular service center. If unit is disassembled, the risk of electric shock or fire may result.

FCC

This device complies with Part 15 of FCC Rules including interference that may cause undesired operation.. 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.

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.

Compliance with Other FCC Regulations

Operating procedures

Never violate any of the following Rules and Regulations of the FCC when using your device. Such violations are punishable by fine, imprisonment or both.

- Never use obscene, indecent, or profane language.
- Never use your device to send false distress calls.
- Never wiretap or otherwise intercept a phone call, unless you have first obtained the consent of the parties participating in the call.
- Never make any anonymous calls to annoy, harass, or molest other people.
- Never charge another account without authorization, to avoid payment for service.
- Never wilfully or maliciously interfere with any other radio communications.
- Never refuse to yield the line when informed that it is needed for an Emergency Call. Also, never take over a line by stating falsely that it is needed for an emergency.

7. Contact us

Questions?

Require assistance?

Contact Customer Care

Telephone: (855) 885-CARE (2273) (M-F, 8am-5pm Pacific)

E-mail: Supportlink@careinnovations.com

Revision History

Author	Version	Date	Comments
Frank Napoleon, Jr	0.1	March/10/2014	Initial draft
Frank Napoleon, Jr	0.2	May 2, 2014	Cleaned Images
Frank Napoleon, Jr	0.3	June 23, 2014	Update to match SW
Frank Napoleon, Jr	1.0	Oct 22, 2014	Update to match release