

# The Protect

User manual



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# Getting started

## Requirements

To begin using your Protect, you will require a mobile device capable of supporting either Android 4.4 (KitKat) and above, or iOS 10 and above.

**Caution:** Your Protect **WILL NOT** monitor your safety until an activity is running. This manual outlines how to set up your Protect, connect it to your phone and start an activity. The process for starting an activity can be found on [page 11](#).

## Setting up

To get started, you will need to charge your Protect. Although the device may already hold some charge from the manufacturing process, we strongly recommend charging your device fully before first use. Once fully charged, the screen will display a filled battery icon.



To charge your Protect, please use the provided charging cable plugged into a power source via USB and connect to the underside of your Protect casing. The charging cable and Protect use magnets to fasten and will only fit correctly at a single orientation. A complete charge should take approximately two hours.



## Mobile app

While your Protect is charging, you can take this opportunity to download the Tended mobile app. The app is available on [Google Play](#) for Android or the [App Store](#) for iPhone.



## Creating your account

When opening the app for the first time, you can create an account with either Facebook or Google.

If you prefer, you can create your Tended account by selecting “Sign up with email”.

If you select to sign up with your email, you will be asked to enter your name, email address and create a password. For account security, your password needs to be between 10–72 characters and include at least one letter, one number and one special character.

You will then be asked to select your date of birth (users must be over 16), sex, and add a profile picture and personal health information. These details can be added later via Profile > Personal.

We **only** send your health information, such as allergies and medication, to your emergency contacts when emergency mode is activated. This information is never visible to anyone at any other time.

Continue with Facebook

Continue with Google

Sign up with email

Already have an account? [Log in here](#)

Welcome to Tended!

Let's get some basic details.

First name

Last name

Email

Password

Confirm password

Next Step



You can then choose if you would like to turn on live audio.

When switched on, this feature allows your emergency contacts to call your phone and speak to you through your loudspeaker if you have an accident.

Next, please read and accept our Terms of Service to continue setting up your account.

The final step is to add up to three emergency contacts who you would like to send an alert to in the event of an emergency. They will receive an SMS from us to let them know you have added them as your emergency contact, so we recommend letting them know beforehand!

**Enable live audio**

To make full use of your Protect, we need permission to use your phone's microphone. Enabling the live audio function will allow your emergency contacts to speak to you directly in the event of an emergency.

Would you like to enable live audio?

Yes No

**Terms of Service**

To activate your account, please confirm that you have read our terms of service below.

Privacy Policy

Terms of Service

- Receive email marketing from Tended
- I agree to the Privacy Policy
- I agree to the Terms of Service

Next Step

**Emergency contacts**

Who would you like to contact in the event of an emergency?

Add new contact

No emergency contacts



## Pairing your Protect

Once your account is successfully set up, and your Protect is fully charged, you can choose to set up your device by selecting “Set up Protect”.

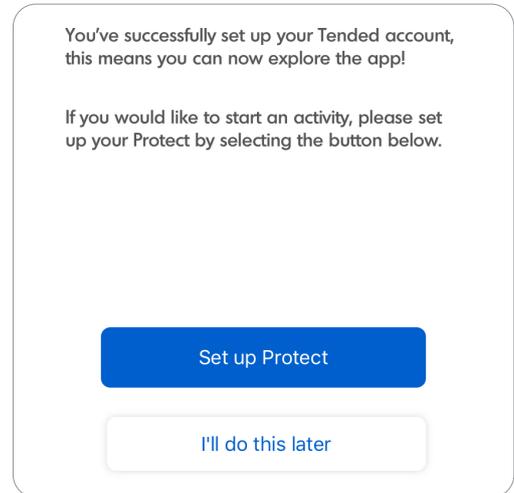
You will be prompted to tap the Protect’s touch point (pictured below) to prepare it for connection.



Once your Protect is awake, select the “Next step” button on the app to begin the connection.

When connected, your Protect will show the Tended logo in the centre of the screen.

You can also pair your Protect at any time by going to Settings > Device settings within the app.



**Caution:** If more than one device is present when pairing your Protect, there is a chance you will pair with the wrong device. We recommend setting up your Protect in an area where no other devices are present (the device connection range is approximately 20m when unobstructed by walls or large objects).



# Dashboard

Now that you have created your account and paired your Protect, you will be taken to your dashboard.

1 Your profile picture and name displays at the top of your dashboard.

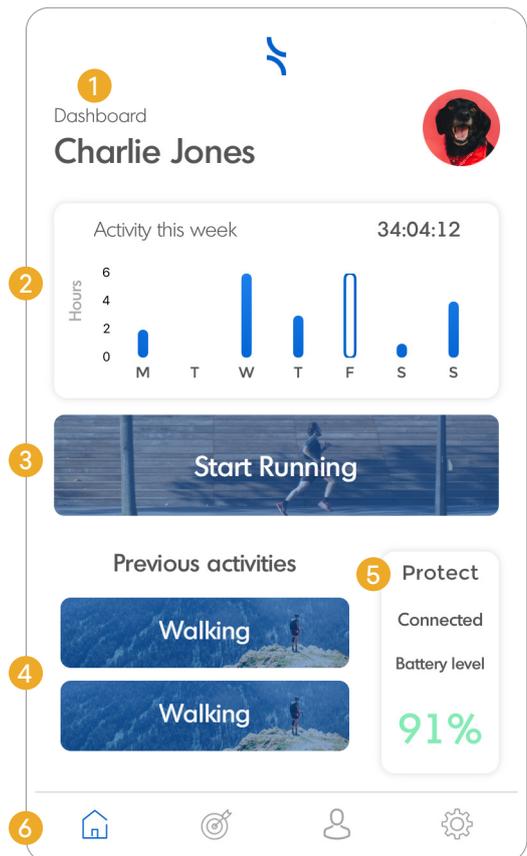
2 Your weekly activity is displayed in this graph.

3 Your most recent activity is displayed here for quick access.

4 An overview of your previous activities are displayed here.

5 Your device connectivity and battery levels are displayed here.

6 Navigate quickly between pages by selecting the icons at the bottom of the screen.





## Profile

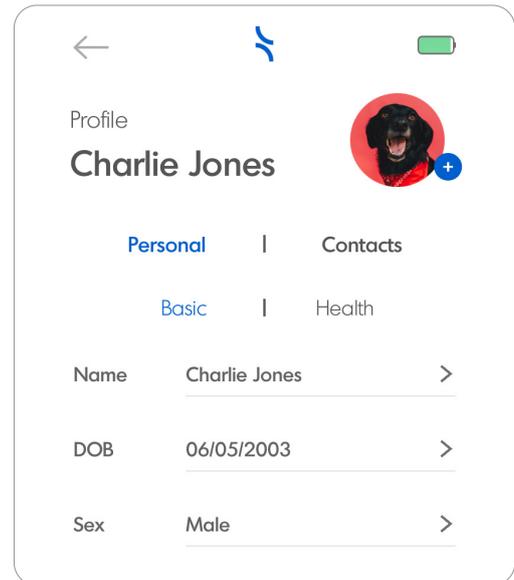
Select the profile icon at the bottom of the screen to navigate to your profile page.



This page displays the details entered during your sign up. Here you can amend your basic details and health information.

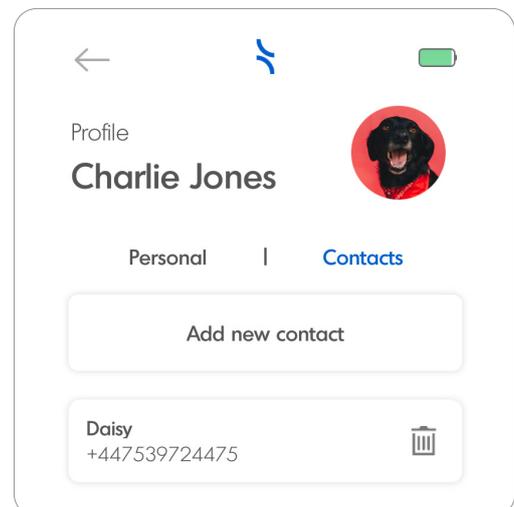
Update your profile picture by selecting the  symbol.

If you have signed up using either Google or Facebook, your basic details and profile photo are pulled from your Facebook or Google account, and cannot be amended in the app.



## Emergency contacts

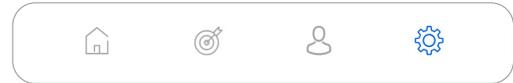
This section displays your emergency contacts, allowing you to view, add, or delete them.





## Settings

Select the settings icon at the bottom of the screen to navigate to settings, permissions, legal and customer support and to log out of your account.



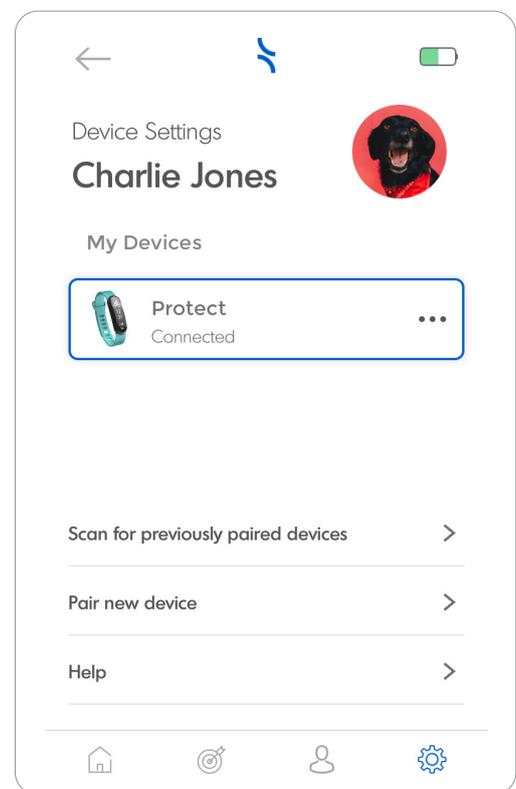
## Device settings

This page displays any current or previously connected Protects and gives connectivity options.

Under “My devices” you can see any Protects that are currently or previously connected. Selecting the three dots will give additional options for disconnecting, forgetting the device, or updating.

Connect to a Protect stored in “My devices” by selecting “Scan for previously paired devices”.

“Pair new device” will pair your phone with a new Protect and add it to “My devices”. If you’re having trouble pairing your Protect, or need any other assistance, the “Help” option will take you to Tended’s help site.





# Starting a new activity

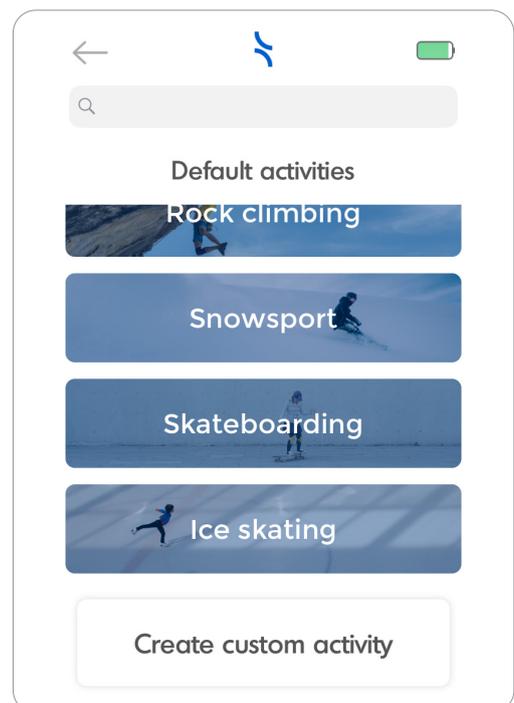
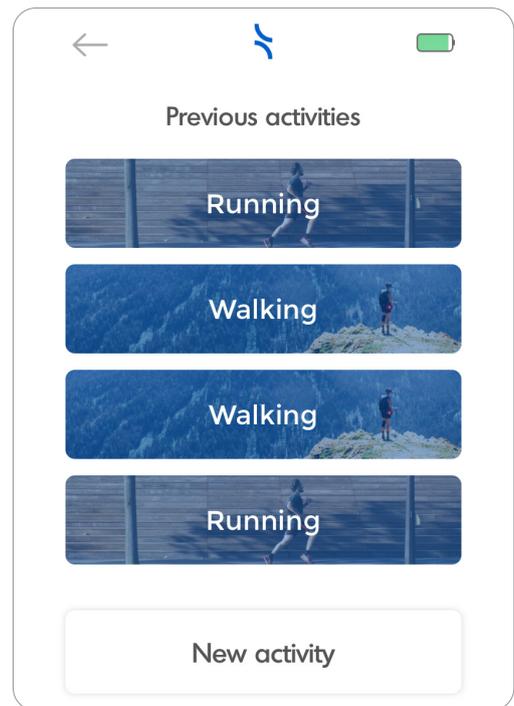
First, select a previous from the dashboard or select the activity icon at the bottom of the screen.

This will take you to your previous activities. Select "New activity" (on iOS devices) or the  symbol (on Android) to be taken to the default activities list of common activities. All the safety features are optimised for these, and you can review the features before starting the activity.

**Caution:** To make the most of your Protect and its safety features, we recommend choosing one of our default activities.

Creating a custom activity may limit the accuracy of fall detection, as our algorithms will have to begin learning your movement patterns from scratch.

If you would still like to create a custom activity, select "Create custom activity" at the bottom of the list. Once you have read and accepted the warning message, you will be asked to name your activity and choose an image.





## Safety features

Next, select which safety features you want to activate:

**Check-in:** Set how frequently you would like your Protect to check-in with you. At these time intervals, your Protect will vibrate, and ask “Are you safe?” Tap the touch point twice to check-in. Failure to check-in will activate emergency mode.

**Auto check-in:** This feature allows you to check-in without having to interact with your Protect (auto check-in can only be enabled if check-in is switched on). It looks for movement in the minute leading up to a scheduled check-in and checks you in automatically. If no movement is detected, your Protect will prompt you to check-in manually. Failure to do so will activate emergency mode.

**Fall detection:** If your Protect detects a fall, it will prompt you to mark yourself as safe by double tapping the touch point. There is a possibility of accidental activation during sharp movements. In these instances, Tended will also check that you are safe with a check-in alert. The reactions to fall activation help to train our systems to better recognise genuine falls in the future. Failure to respond to the safety check will activate emergency mode.

**Motion detection:** If you have been still for a set period of time, your Protect will prompt you to mark yourself as safe. Failing to check-in will activate emergency mode.

**Check-in**  
Would you like your Protect to check in with you at set intervals?

Yes No

**Auto check-in**  
Would you like your Protect to automatically check you in if you are moving?

Yes No

**Fall detection**  
Do you want to enable fall detection?

Yes No

**Motion detection**  
Would you like your Protect to check in with you if you are motionless?

Yes No



Add any notes to your activity that may be useful for your emergency contacts to know if they receive an emergency alert. This step can be skipped by pressing the “Skip for now” button.

**Notes**  
Add any notes your emergency contacts might need to know about your activity.

E.g. Exploring the Yorkshire Dales

Next step

Skip for now

Next, add your emergency contacts. These contacts will receive an SMS message if your Protect goes into emergency mode.

Pressing the ⊕ symbol allows you to add a new emergency contact.

Selecting a contact will highlight it, displaying which contacts you have chosen. You can select up to three emergency contacts per activity, and you will not be able to start an activity until at least one emergency contact is selected.

**Emergency contacts** ⊕  
Who would you like to contact in the event of an emergency?

Daisy  
+447539724475

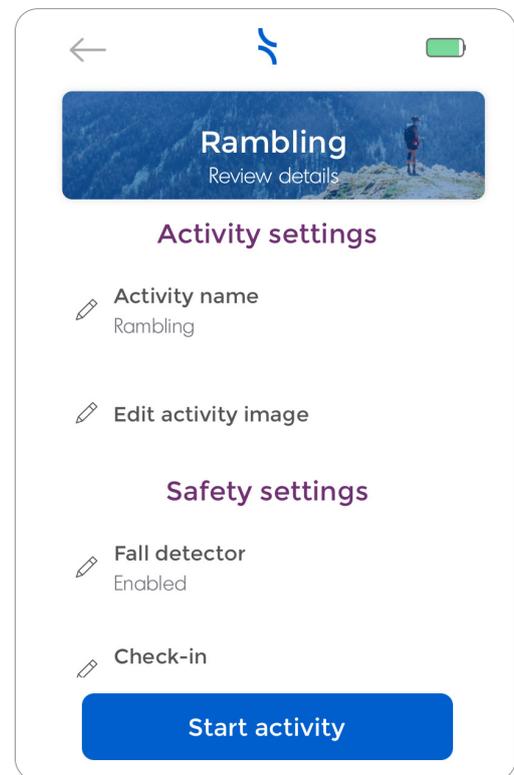


An overview of the created activity will be displayed in the next step, where you can review the details and make any final changes before getting started.

Edit any of the settings by selecting the  icon next to the setting.

The “Save settings” button allows you to save the created activity without starting it, which will add it to the previous activities list.

“Start activity” will begin this created activity. You must be connected to a Protect to start an activity.

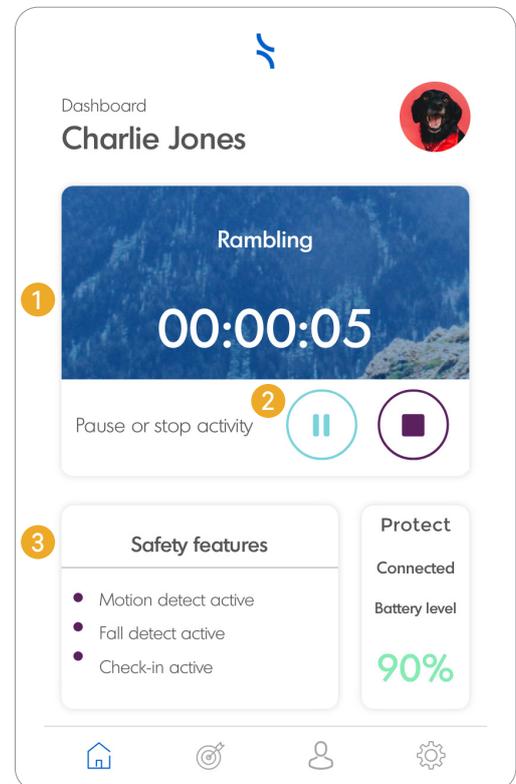




## Start activity

Once you are connected to a Protect and choose to start an activity, the dashboard screen will display the current activity information.

- 1 The activity name, time, and image will display in the centre of the screen.
- 2 The pause, start and stop buttons allow you to stop and resume an activity when you're ready.
- 3 The safety features enabled for your current activity are displayed here.





# Emergency mode

## Emergency mode active

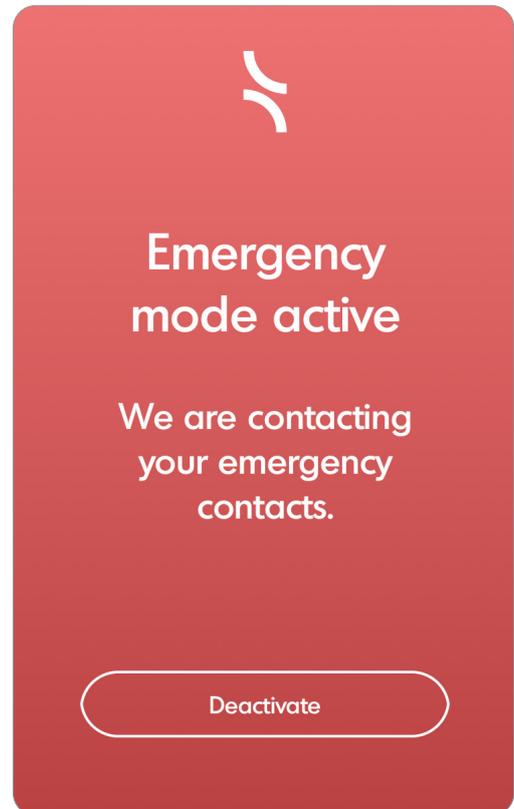
If an accident is detected, and there is no response to the Protect's check-in, emergency mode will be activated. The Protect's screen will display S O S and the band will continually vibrate. The rest of the emergency functionality takes place on the mobile phone.

Emergency mode can be manually activated by holding the touch point down for five to ten seconds. After each second, the band will pulse. After five seconds, the band will vibrate much quicker to let you know to release and activate emergency mode.

If the screen is held down for longer than 10 seconds, emergency mode **WILL NOT** be activated to avoid accidental activations.

Once emergency mode is active, an SMS message will be sent to your emergency contacts to alert them of the situation.

**Caution:** Please allow up to 30 seconds for Tended to gather your location and send the alert to your contacts.



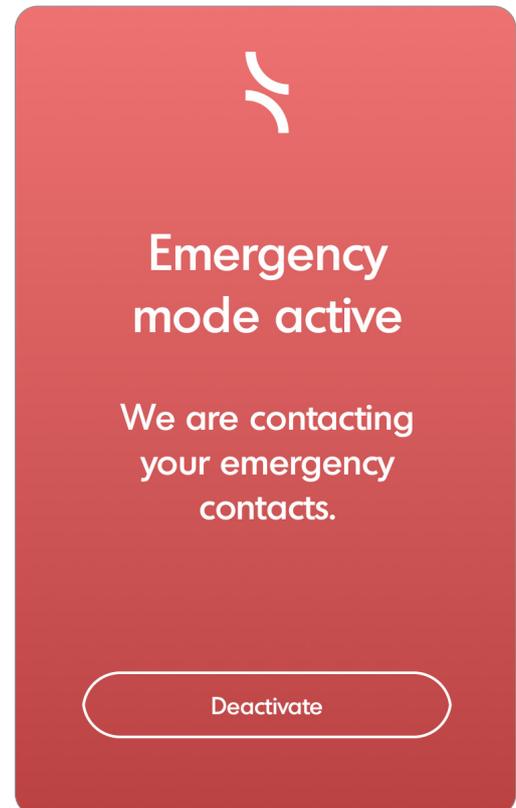


## Deactivate emergency mode

If emergency mode was activated in error, or you recover the situation and are safe, the “Deactivate” button in the app will disable emergency mode.

Emergency mode can also be deactivated by tapping the touch point of your Protect five times.

Please note that when emergency mode is activated, an alert will be sent to your emergency contacts, unless your Protect is disconnected from your phone.





## Emergency alert

Once emergency mode has been activated, your emergency contact will receive an SMS message with a link to Tended's emergency site.

1 Your GPS location is gathered and displayed on a map to your emergency contact.

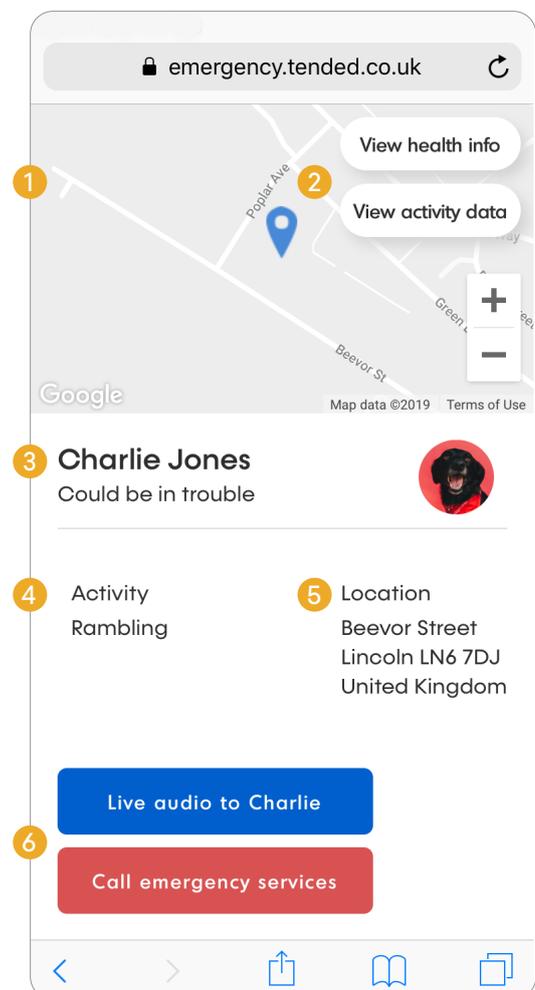
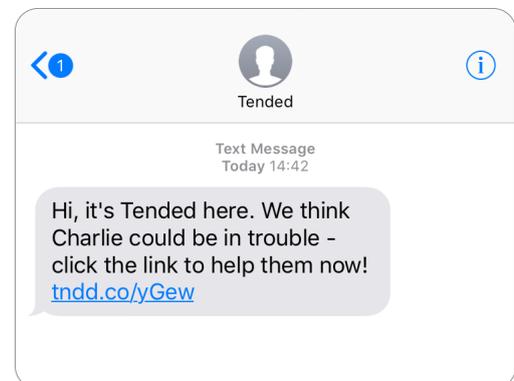
2 Your emergency contact can view any important health information and activity details here.

3 Your name, profile photo, and current status display in the centre of the screen.

4 The activity name is displayed, so your emergency contact knows which activity was taking place when emergency mode was activated.

5 Your GPS address (if known) is displayed here.

6 Your contact can choose to get in touch with you or the emergency services to provide speedy assistance by selecting these buttons.



**Note:** The "Call emergency services" option will dial the European emergency number. A full list of countries in which this is supported can be viewed here: <https://www.sos112.be/en/faq-112.html>



# Understanding your Protect

## Protect specification

This list outlines the components included within your Protect:

- 2 x 3-axis accelerometers
- 2 x 3-axis gyroscopes
- Capacitive touch
- 2 x high power vibration motors
- Bluetooth low energy 4.2
- OLED screen
- IP64 - water resistance
- 40mAh Lithium-polymer battery
- Medical grade Silicone straps
- Medical grade nylon 6/ABS housing, with scratch-resistant polycarbonate



## Protect features

**Home screen:** The home screen is the primary screen that is displayed when interacting with your Protect. Along with the time, it also shows whether or not your device is connected to your phone.

**Capacitive touch:** By tapping the touch point on your Protect, you can cycle through screen displays, check-in during activities, and activate or disable emergency mode.

**Connection status:** The Tended logo will appear while your Protect is paired with your mobile phone. If it becomes disconnected, a disconnected Bluetooth logo (  ) will appear while it awaits pairing.

**Time:** The Protect will display the same time that is shown on your mobile phone.

**Date:** The Protect will display the same date that is shown on your mobile phone.



## Step counter

By tapping the screen, you can cycle between the home screen, date, battery level and the step counter.

The step counter supports either horizontal view (facing either left or right) using its internal gyroscopes to determine the position of your wrist.





## Changing the band

Changing the band of your Protect is simple using the strap removal tool that comes in the box.

To change the band, insert the tool into the pin sockets on the casing while pulling the band away. This should detach the band allowing for replacement. To add the new band, insert the connecting pins into the exposed sockets until they expand into the pin cavities.

## Troubleshooting

If you have any issues that cannot be resolved by the contents of this document, please take a look at the answers to some of our frequently asked questions:

[support.tended.co.uk](https://support.tended.co.uk)

Alternatively, you can use the live chat function on our website to speak to a member of our customer support team:

[tended.co.uk](https://tended.co.uk)

Or feel free to email us at [support@tended.co.uk](mailto:support@tended.co.uk).