



Assurelink HOME Kit User Manual



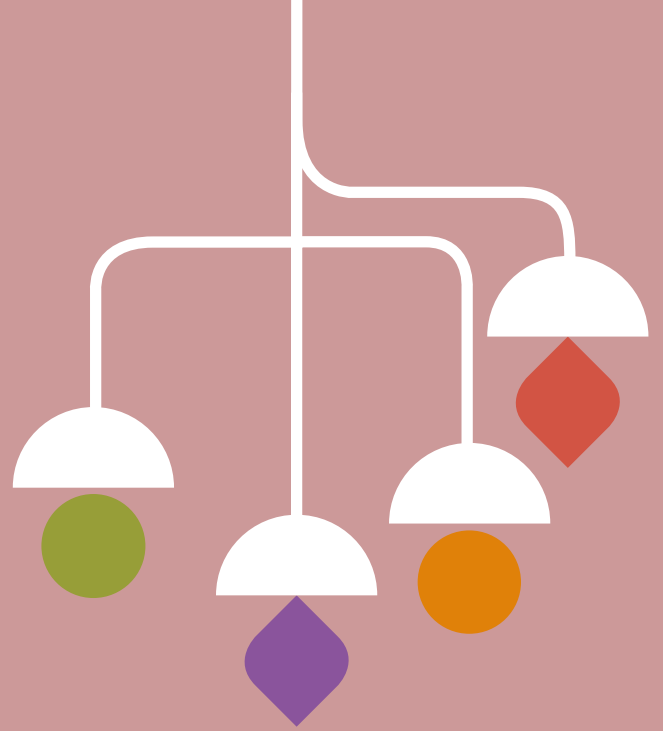
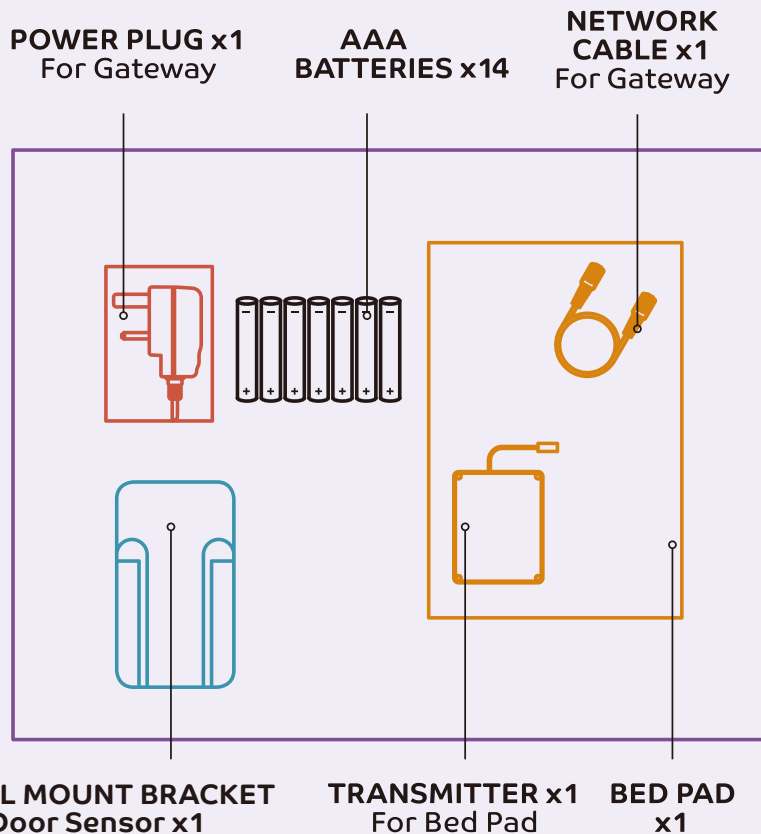
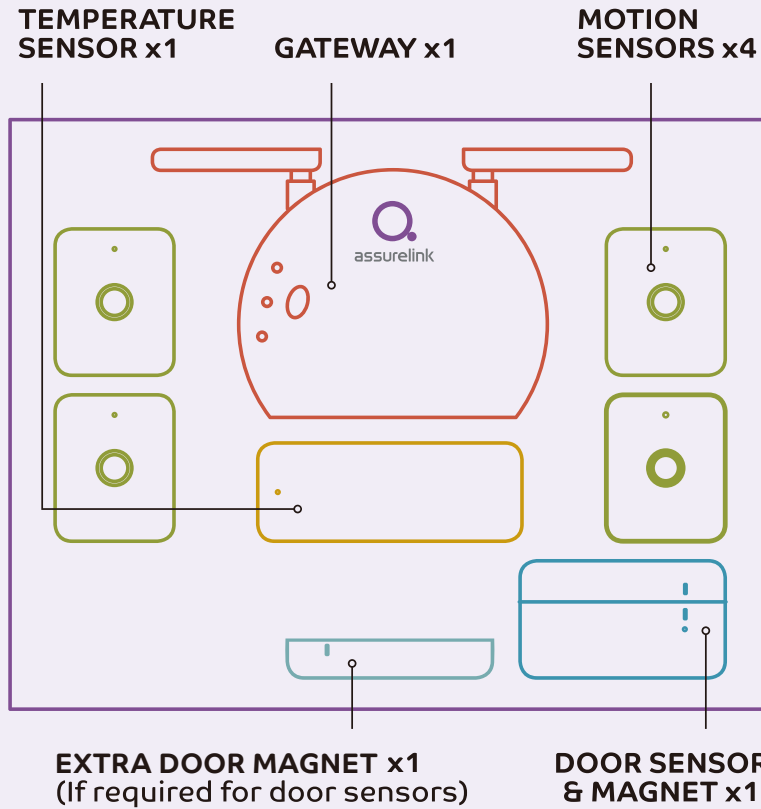


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1. WHAT'S IN THE BOX



2. WHAT GOES **WHERE**

WE SUGGEST THAT:

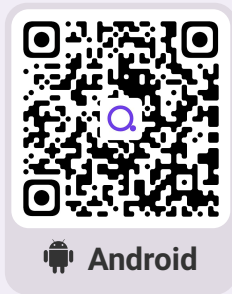
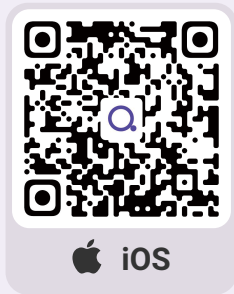
- The motion sensors are setup in the bathroom, kitchen, living room plus one additional room of choice (e.g. bedroom) according to the stickers on them.
- The temperature sensor is placed in a central area such as the hallway.
- The door sensor is setup on the front door.
- The sensor bed pad is positioned beneath the bed sheet, on top of the mattress, and aligned with the resident's lower back/buttocks. Ensure the transmitter is positioned to hang off the edge of the mattress for optimal signal transmission
- The gateway near the WiFi router



3. HOW TO INSTALL

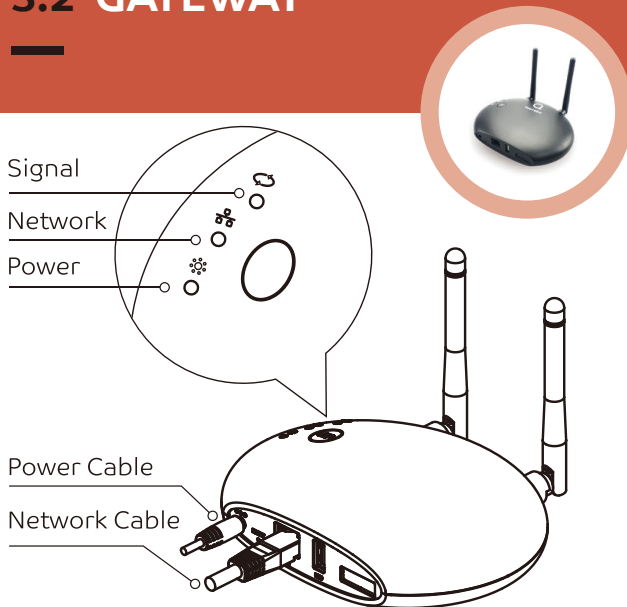
3.1 DOWNLOAD ASSURELINK SMART HOME CARE SYSTEM APP

You can start using Assurelink Smart Home Care System by just completing a few steps on your mobile app.

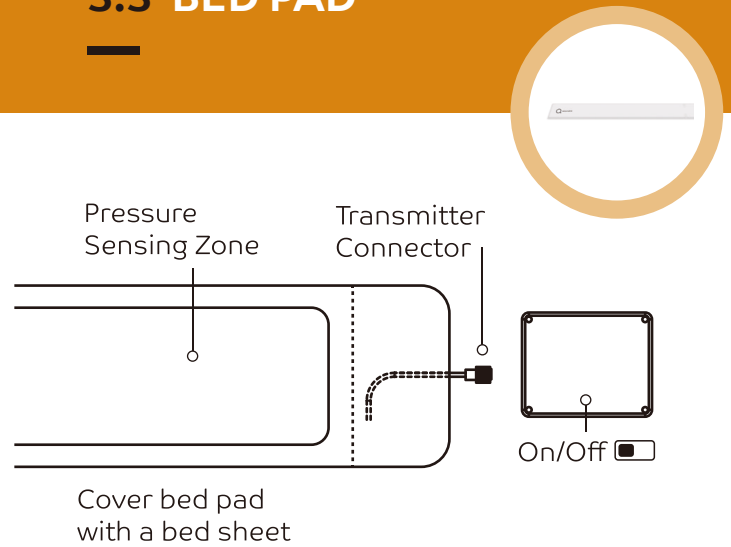


Support iOS 13 or above and Android 7 or above

3.2 GATEWAY



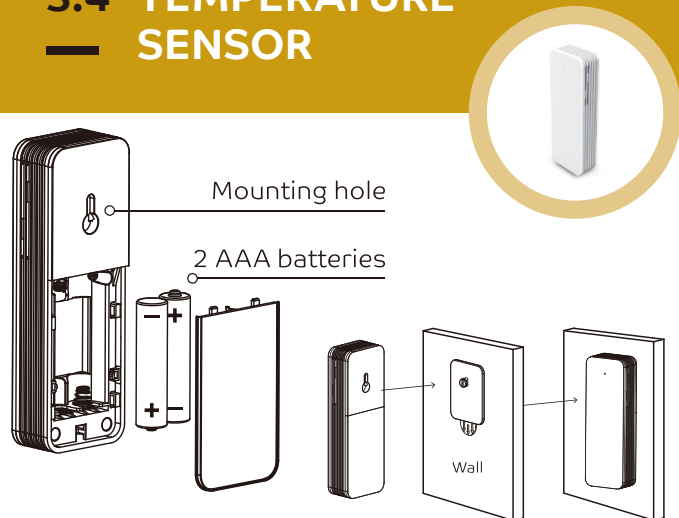
3.3 BED PAD



- Plug in the power using the provided adapter
- Connect the gateway to your router using the network cable provided

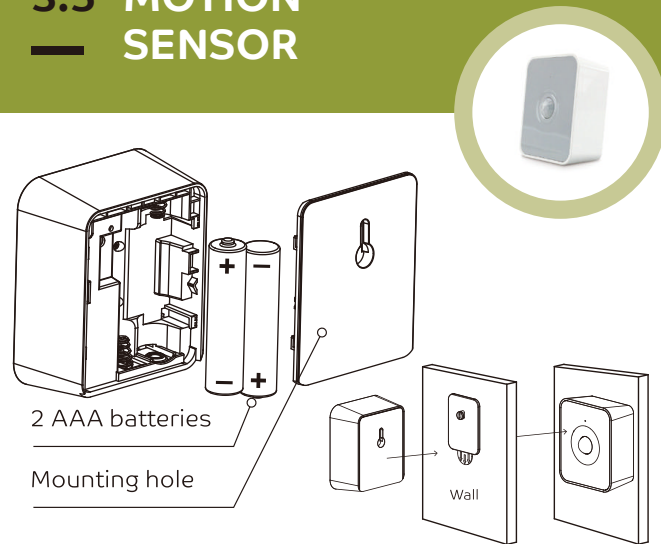
- Insert 2 x AAA batteries into the transmitter
- Connect the transmitter to the bed sensor pad
- Turn on the transmitter and then place it back in the pocket
- Position the sensor pad beneath the bed sheet, on top of the mattress, and aligned with the resident's lower back/buttocks.
- Ensure the transmitter is positioned to hang off the edge of the mattress for optimal signal transmission

3.4 TEMPERATURE — SENSOR



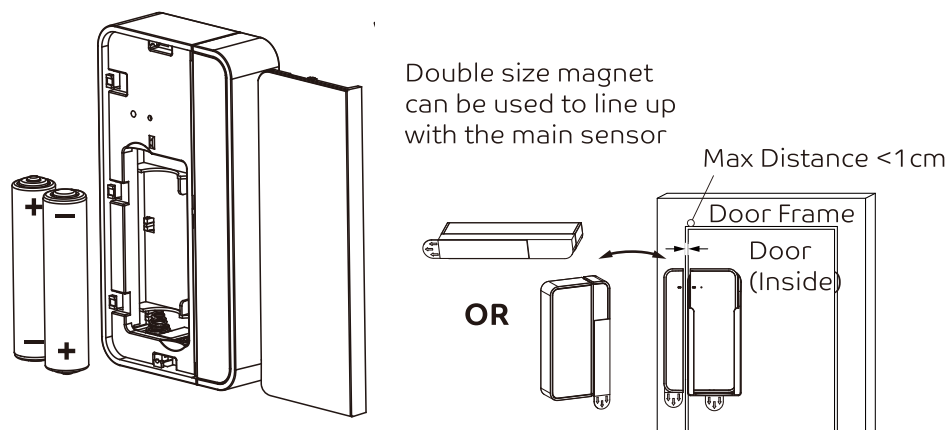
- Insert 2 x AAA batteries into the sensor
- Select a well-ventilated indoor area to install the temperature sensor
- Ensure the surface where you'll be attaching the hook is clean and dry
- Peel off the back side of the tape and press the hook firmly onto the desired spot on the wall.
- Hold the hook in place for a few seconds to ensure a strong bond.
- Hang the sensor device onto the hook.

3.5 MOTION — SENSOR



- Insert 2 x AAA batteries into the sensor
- Install the sensors in key activity areas, such as the living room, kitchen, bathroom.
- Ensure the surface where you'll be attaching the hook is clean and dry
- Peel off the back side of the tape and press the hook firmly onto the desired spot on the wall.
- Hold the hook in place for a few seconds to ensure a strong bond.
- Hang the sensor device onto the hook.

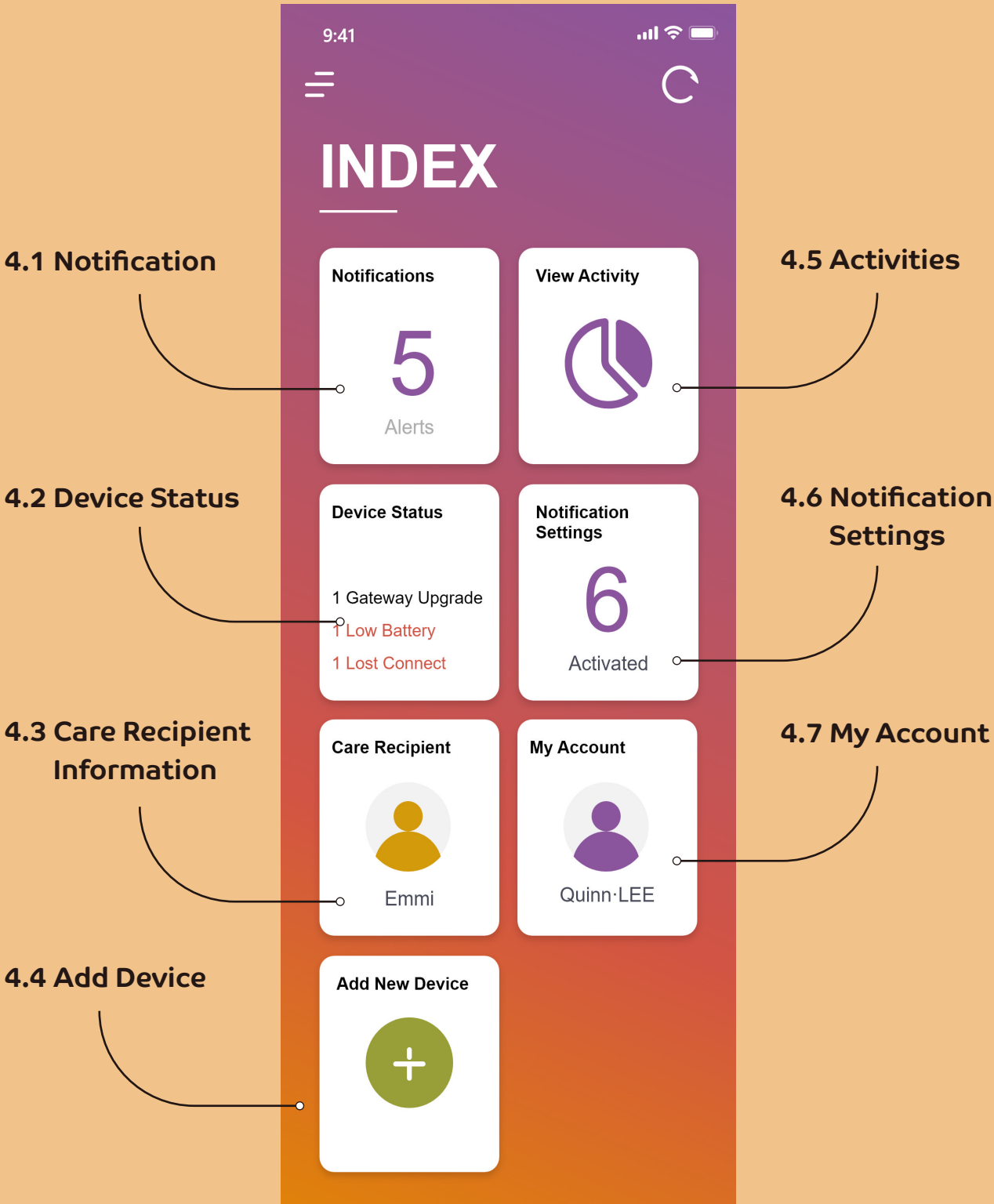
3.6 DOOR — SENSOR



- Insert 2 x AAA batteries into the sensor
- Affix the wall mount bracket on the door opening side
- Ensure the surface where you'll be attaching the hook is clean and dry
- Peel off the back side of the tape and press the hook firmly onto the desired spot on the door
- Hold the hook in place for a few seconds to ensure a strong bond.
- Insert the sensor into the wall mount bracket
- Affix the magnet on the door frame, aligning it with the sensor
- Make sure the distance between the two parts is <1cm
- Match the markings on both parts to ensure correct orientation.

4. USING THE APP

Dashboard :



4.1 Notification :

- **You can see the number of unread notifications directly on the dashboard. This helps you quickly identify any new alerts that need your attention.**
- **Lists of alerts for today and previous days are available by clicking the notification. This helps you keep track of all the important updates and ensures you don't miss any critical information.**

4.2 Device Status :

- **Provide an overview of all connected devices.**
- **Low Battery Alerts : Devices with low battery will be displayed for your attention.**
- **Offline Indicators : Devices that are offline will be highlighted for your attention.**
- **Rename Devices : You can customize your device name and icon by clicking the individual device to enter your preferred name.**
- **Remove Devices : You can remove a device by clicking on it and selecting the delete option.**

4.3 Care Recipient information :

- **You can enter / edit the care recipient general information and profile picture here.**

4.4 Add Device :

- **You can add a new device here to expand and customize your care system.**

4.5 Activities:

- **Check activities at a specific time by dragging the cursor to the desired time on the clock interface.**
- **The time displayed on the clock interface reflects the date update time. If it's not in real-time, you can refresh it manually using the option at the top right corner.**
- **Get an overview of the current day's activity pattern by clicking the activities index**
- **You can click on an individual device to access its activity history from the past 7 days.**
- **If you want to focus on a specific duration, simply drag the cursor along the timeline.**

4.6 Notification Settings :

- **You can customize your notification preferences to receive push alerts.**
- **You have the option to receive alerts from individual devices or set up combined rules for multiple devices.**

4.7 My Account :

- **You can change your password in the “My Account” section.**
- **If additional family members or caretakers would like to access the information, you can share the QR code with them.**

5. FREQUENT ASK QUESTIONS

Q : How to troubleshoot a gateway that appears offline?

A : Step 1, Ensure the gateway is powered on and the power source is stable.

Step 2, Ensure the gateway is connected to the internet. Check your network connection and restart your router if necessary.

Step 3, Turn the gateway off by unplugging the power, then plug it back in to see if it reconnects. If the gateway reconnects successfully, the red, green, and blue LED indicators will turn on.

Q : How to troubleshoot a sensor that appears offline?

A : Step 1, Check battery level. Replace them if the battery level is low.

Step 2, Ensure the sensor is within range of your network. Move closer to the gateway, then reconnect the device by clicking the “Device Status” section, and selecting the offline sensor to reconnect.

Q : What is the connectivity range between the sensor device and gateway?

A : Generally, the indoor range is 12M – 20M. However, these devices use wireless technology, which means their connectivity range can vary depending on the physical and environment conditions. Obstacles such as walls, floors, and other electronic devices can affect the actual range.

Q : Is there a limit on the number of caretakers ?

A : There is no limit on the number of people you can add. However, they will have view-only access. Only the account holder can edit the content and notification settings.

Q : Can I adjust the notification tone ?

A : Yes, there are 7 options available. You can select your preferred notification tone under the preference settings at the top left corner of the dashboard.

Q : Can pet movements cause false readings ?

A : The movement of pets can sometimes lead to false readings. To minimize false readings, you can try to place the motion sensors at a height or location where they are less likely to detect pet movement.

6. PARTS PURCHASE

If you want to buy additional sensor devices to expand the coverage or replace defective ones, you can visit our online shop at www.assurelink.hk



7. WARRANTY

7.1 Warranty Period :

The Assurelink HOME Kit is covered under a one (1) year limited warranty commencing from the date of purchase / delivery unless otherwise specified.

7.2 Proof of Purchase :

To access warranty services, please retain your purchase invoice and delivery note.

7.3 Scope of Warranty :

The warranty covers defects in materials and workmanship. The company will be responsible for repairing or replacing (at our discretion) the defective parts free of charge, for which under warranty period and normal use.

7.4 Exclusions :

The warranty does not cover including but not limited to :

- Normal wear and tear
- Damage from misuse and accidents, or lack of maintenance – if the product is not used as intended or properly cared for
- Consumable parts – items like batteries that need periodic replacement are excluded
- Cosmetic issues – scratches, dents or other aesthetic problems that don't affect functionality are not covered
- Unauthorized modifications – making changes to the product outside of the manufacturer's specifications may void the warranty
- The cost of shipping the product back for repairs or replacement.

DISCLAIMER

Assurelink reserves the right to change any information, product, or service described in this user manual without notice.

