The JAMES App Manual

Content

The JAMES app and the JAMES web portal allows family and relatives access to the full potential of the JAMES emergency watch and services.

For family members and carers the JAMES app offers the following functionality:

- Call the watch at any time
- Send a text message to the watch
- Receive an audio message from the watch wearer
- View the current status of the watch (such as battery percentage) and current or previous alert details
- Request the watches location at any time
- Manage reminders and appointments which are sent to the watch

Watch Settings (if permissions have been granted)

- Manage the alerting process and chain
- Turn functions on and off on the watch

Login

You will receive your login to the app by e-mail after the JAMES emergency watch is activated. The username for the JAMES app and web portal is the same.
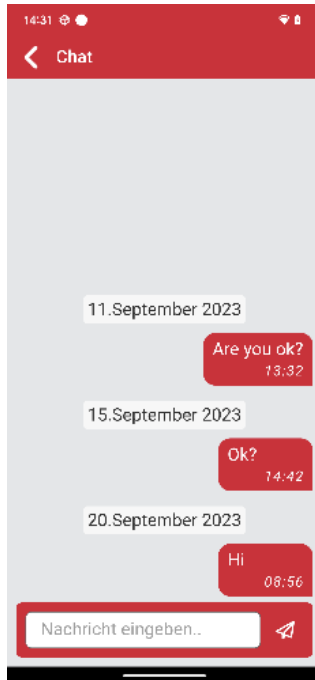
JAMES Web portal

As an alternative to the JAMES app, you can also open the JAMES web portal on your smartphone, laptop or PC at: http://portal.james.care

JAMES App

The JAMES app for relatives and carers is available for Android and iOS. The QR codes lead to the app download, or search for "JAMES APP" in the app stores.

The App Navigation and Features

The **main header and menu bar provides the following:**

- the name of the person wearing the watch
- Message icon, allowing messages to be sent to the watch wearer, and for family and carers to listen to received audio messages
- Call icon, to call the watch (if activated)
- Settings wheel – to change the watch settings

Watch Status and Location Overview
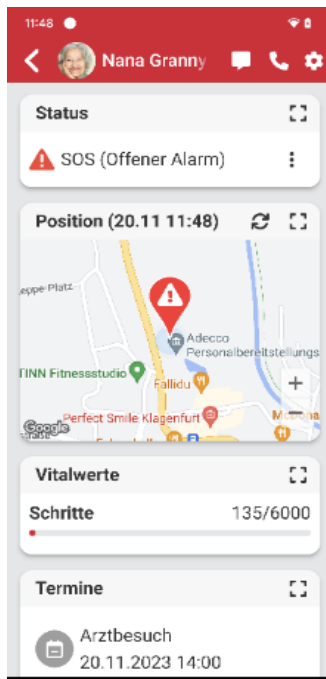
The **main page** of the JAMES app shows 4 tiles related to the watch wearer:

- the current status of the watch
- the watch location, showing the time this location was requested. To load a new up to date location, tap on the "Refresh" icon
- the current step count for the watch wearer
- The upcoming reminders and appointments in the calendar for the watch (if activated)

Tap the icon [ ], in the upper-right corner of each section, to open the and review more details.

Watch Status
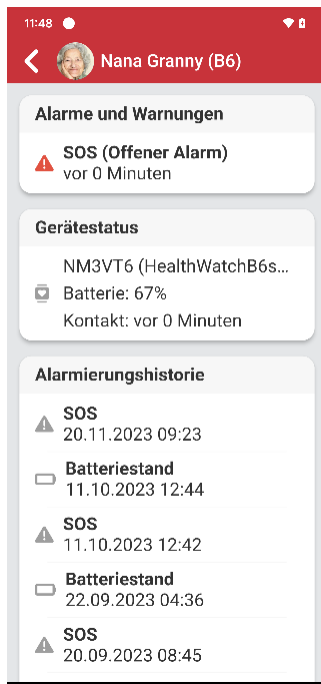
The **status tab** shows the watch status and the alert history. The status of the watch can be:

- OK: no current alerts or warnings
- SOS: An alarm is active
- Movement zone: a movement zone alarm is active
- No signal: watch has no data reception
- Battery level: watch has 15% or less battery
- No steps: no steps were done until a configurable time
- Vital: pulse too high or too low (configurable)
- Off: watch is switched off
- Offline: watch was offline for a longer time period

The **Device Status** section shows the watch code, the last reported battery level, and how long ago the watch last contacted the JAMES system.

The **Alert History** tile shows past alarms and alerts.

Watch Location
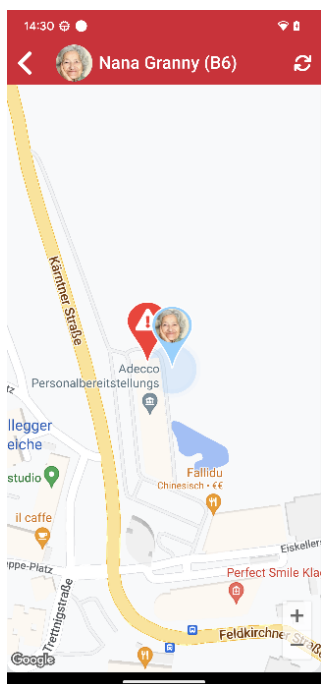
The watch location section shows

- The last requested location of the watch
- The home address and position of the watch user (if provided)
- The location of the active alert and where it was triggered

To load a new and up to date location of the watch (at any time), tap on the "Refresh" icon.

To see the time of the location provided, tap the location icon, on the map.

# Vital Signs Details (if configured on the watch)
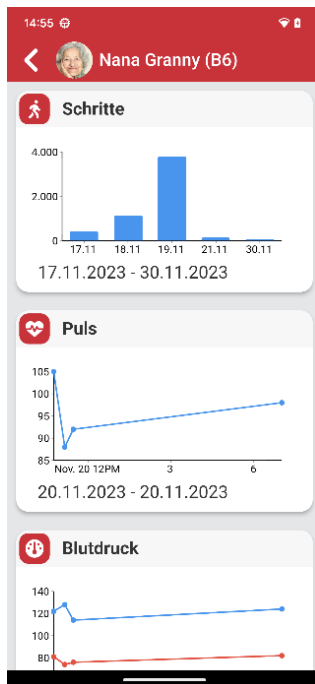
The vital signs section, shows all the vital signs that have been measured on the watch. Steps, pulse and blood pressure, blood oxygen and temperature (watch model specific).

Tap on the vital values to see more details.

If you want the watch to automatically measure vital signs several times a day, you can turn this on in the watch settings or contact your watch provider.

ATTENTION: these are not medical measurements and act as a guide only.
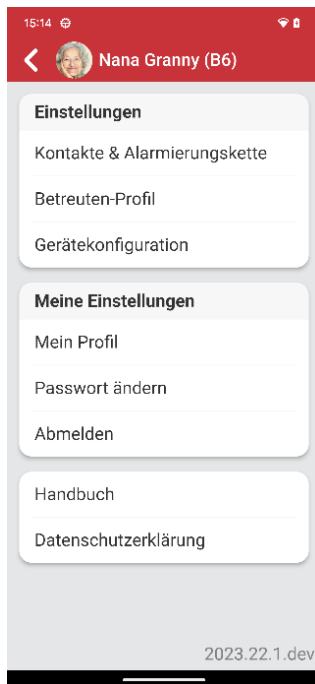
Calendar & Reminder Details
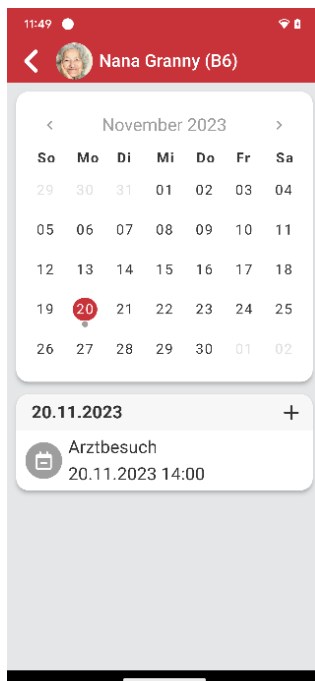
The **calendar details** show which days reminders or appointments are due. To add a reminder, tap the "+" icon.

To automatically repeat a reminder, tap the reminder and open the details, then tap the "Edit Reminder" header and select the recurrence frequency (daily, weekly, monthly, yearly) and save the reminder again.

Settings

View settings of the watch by pressing the gear icon in the App user details.

If you have access rights, you can see the following:

- Contacts & alarm chain: customise the alerting chain and assign additional logins for family and carers to use the James App
- Watch profile = edit the data of the watch wearer
- Device configuration = edit the watch settings
- Vital configuration = edit warning levels for pulse and step measurements

My Profile = Customize Your Own Data for the James App and Portal

Alerting Chain
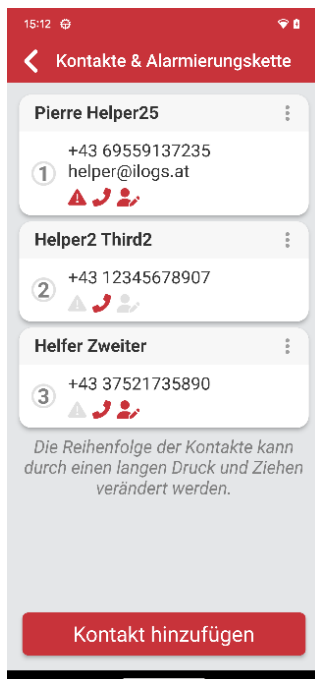
The **alerting chain**, can be viewed and edited (if permissions are given) by tapping the "Add Contact". Then turn on "Receives alerts" in the contact details.

To change the **order** of the alerting chain / receivers, tap and hold a contact with your finger in the list and move the contact to the correct position.

NOTE: This will alter the alerting chain sequence of contacts.

If alerting is controlled by an alarm receiving centre, you can not change the alerting chain.

Device
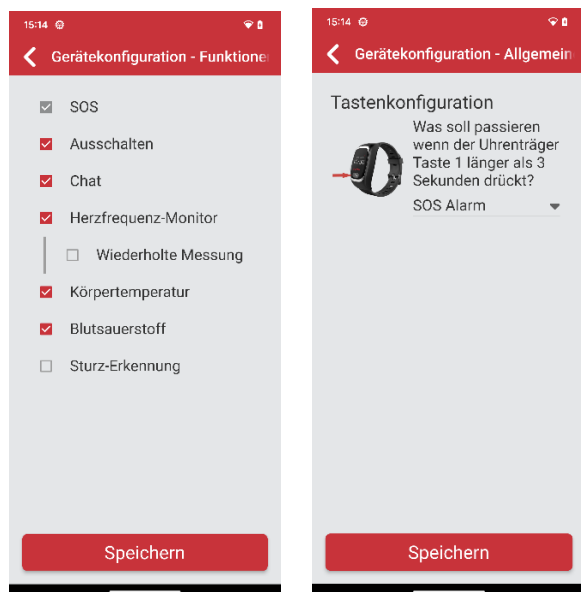
In the **device configuration**, under "Functions", you can set which functions are turned on and displayed on the watch.

To measure pulse and blood pressure several times a day, turn on "Repeated measurement".

Depending on the watch model, the configuration options may differ.

Contact

If you have any further questions or suggestions, please contact our support.

AUSTRIA +43 463 305003 - 0 support@james.care	GERMANY +49 8954 196 043 - 0 support-de@james.care
UNITED KINGDOM +44 120 290 673 – 0 support-uk@james.care	NETHERLANDS +31 70 262 125 – 0 support-nl@james.care