

A guide for you to get started with your BellPal watch



User manual for BellPal BP01 version 1.3 2020-11

Welcome to BellPal!
An automatic fall alarm that
works wherever you are.
24/7, all year round.

Please read this user manual before you start using your BellPal watch.

If you need more help, please view our tutorials at <http://www.bellpal.com/instructions>

*Or contact our customer service:
support@bellpal.com +46 (0)8 515 127 50*

*Our terms and conditions are available on our website:
www.bellpal.com*

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1.1 Functional description

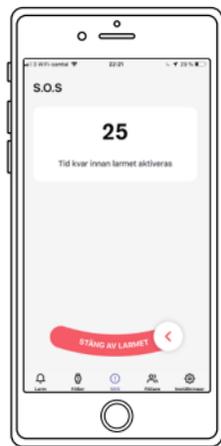
BellPal is a safety watch that besides showing you the time is equipped with an automatic fall alarm as well as a manual alarm function.

The watch is connected to your phone via Bluetooth, so that when an alarm is triggered, it is sent from the watch to the BellPal app in your phone. Then the alarm is forwarded automatically via Internet to the BellPal alarm system so that your Follower, i.e Friends & Family members, get informed about the alarm and can help you.

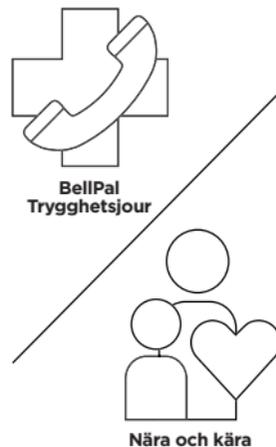
For extra safety you can also add the BellPal Response Centre service that is available 24/7, 365 days a year to handle alarms and help you.



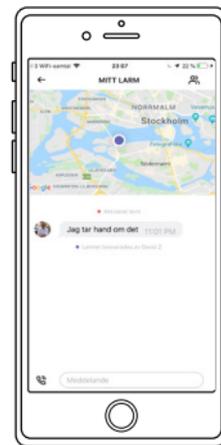
1. The BellPal watch automatically sends an alarm if you fall. You can also trigger the alarm manually by pressing and holding the alarm button for 3 seconds. When an alarm is triggered, the LED indicator flashes in red.



2. The app registers the alarm and a 30 second countdown starts. You can cancel the alarm by pressing and holding the alarm button on the BellPal watch for 10 seconds.



3. If anything happens, there is always someone there for you. After the countdown the alarm is sent to the Bellpal Response centre and/or your Friends & Family. You decide.



4. Your "Followers" get real-time information about your alarm in their BellPal app. They can also communicate directly with the BellPal Response centre and your followers.

1. INTRODUCTION

1.2 Overview of the BellPal watch

The parts of the watch

1. Alarm button
2. LED light (Blue, Green, Red)
3. Crown
4. Built-in bracelet opener
5. Back
6. Battery



FRONT



BACK



BATTERY

The different LED flashes on the BellPal watch:



Blue = Pairing mode

When the watch is not yet paired with a phone there will be a 20 seconds blue LED flashing after you press the alarm button. In this mode the watch is ready to be paired with a phone.



Blue-Blue = Disconnected

If the watch loses the connection with the phone there is a blue LED flashing twice fast, then a longer pause. It stops automatically when the connection is restored. You can hide this LED flashing by pressing once on the alarm button.

Please Note! In this mode when the watch is not connected with the phone the alarm function will not work.



Red = Triggered alarm

A red LED flashing signals that an alarm has been triggered from the watch, either by the automatic fall detection or by a manual push on the alarm button.



Green = Received alarm

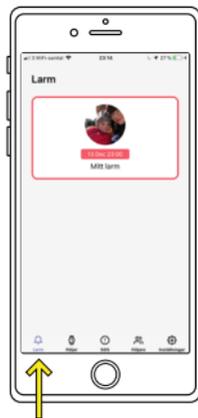
Green LED flashing signals that the alarm has been received by the Bellpal Safety service (i.e. The Bellpal Response Centre and/or your Followers). Help is on the way!

1.3 Overview of the BellPal app

For the Bellpal Safety services to work, the Bellpal watch needs to be used with the BellPal app in your mobile phone. You can download the app on App Store (for iPhones) or on Google Play (for Android phones).

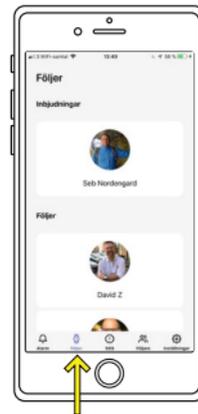
The Bellpal app is used by both yourself as the Watch user and your Followers. There are five different views in the BellPal app, click on the icons at the bottom of the screen to access them.

The first two views are mainly used by the Followers. The third and fourth are used by the Watch user, and the last one - Settings - is used by both Watch user and Followers.



Alerts

All ongoing alarms are shown here. Click on the icon to get more details about the alarm - it's location and the chat function.



Following

If you are a Follower, this is where all the Watch users you are following are listed. This is also where you accept an invitation to become someones Follower.



S.O.S

This is where you as a Watch user can start an alarm via the App as well as cancel an ongoing alarm. Here you can also see the status on your watch (that it is connected and the battery level – the little green icon).



Followers

This is where you as a Watch user can see your Followers. You can add and remove Followers here.



Settings

Update user info: Here you can add/change your photo.
My watch: Watch status and battery level. Here you can also unpair your BellPal watch from the app.

N.B! If the watch is unpaired here you also need to remove the watch from your phone's Bluetooth settings for a complete disconnect. (See 5.3 step 1)

Watch update: If a new version of the BellPal watch firmware is available you can start the update process here.

Customer service: Telephone number to Customer service.

My BellPal account: Link to your BellPal account.
www.bellpal.com/mybellpal

History: List of all Watch users previous alarms.

Logout: If you want to log out of the BellPal app.

N.B! The alarm function does not work if you log out!

1.4 Technical Specification

Model number BP01	Width of wristband 20 mm	FCC ID 2AQQN-BP01	Storage temperature -10°C to +50°C
Weight 25 grams	Watch movement Quartz	Frequency 2400-2480 MHz	Operating temperature -10°C to +50°C
Watch case diameter/thickness Ø 40/12, 3 mm	Battery (movement) SR626	Output power < 1 mW	Battery (electronics) CR3032
Wristband Leather	Waterproof Yes, 5ATM	Distance to user BP01 is used in contact with the user	

1.5 System requirements

N.B! The BellPal alarm function requires that the Watch user has a smartphone with Bluetooth and internet connection.

Users who are only Followers need to have a smartphone with internet connection to be able to receive alarms.

iOS-phones

Operating system iOS 11 or later
(Iphone 7, 8, X, later).

Android-phones

Operating system Android 7.0
Nougat or later.

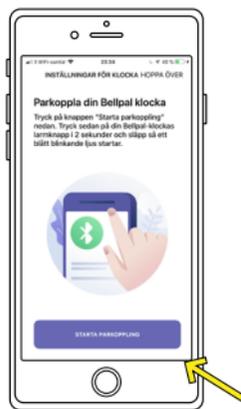
Bluetooth version 4.1 or later.

The majority of smartphones manufactured 2016 or later are compatible with the BellPal watch..

2.1 Pairing the BellPal watch to your smartphone

1. Download the BellPal app on App Store or Google Play.
2. Open the BellPal app and choose "I have a watch".
3. Enter your mobile number.
4. Enter the confirmation code that is sent to you by SMS.
5. Enter your name.
6. Approve the terms and conditions.
7. This step only applies for Android users:
 - Inactivate the battery optimization by clicking "OK" and then "Allow".
 - Enable location tracking by clicking "Enable" and then "Allow".

- 8.1 Click "Start Pairing" in the BellPal app.



- 8.2 Then push the alarm button on the BellPal watch so that the LED flashes blue.
Note: The watch stops trying to connect after 20 seconds so if the pairing takes longer time you have to push the alarm button again.



9. This step only applies for iPhone users:
 - Approve the connection by clicking "Pair" when the pairing question appears.
 - Click "Explore BellPal".
 - Click "Activate notifications" and then click "Allow"
 - Click Activate location tracking" and then click "Always Allow"
10. Click "Explore". Your BellPal watch is now connected to the app and you are ready to go!

2.2 Watch update

After you have paired the watch and got started with the BellPal app, you will soon get a pop-up window asking you to update the watch, click on “Update now”.



In the view “Settings” you can see if there is an update available for the watch, a red dot will appear in front of “Watch update”.



During the whole update process (approx. **5-15 min**) the watch needs to be close to the phone otherwise the update might be interrupted.

Note! As long as the update is running there is a risk that new alarms will not be triggered!

Every time there is a new firmware available for the watch you will get this type of requests to update the watch.

It is important that you update the watch as soon as possible when you get these requests so that you don't miss any new and improved functionality.

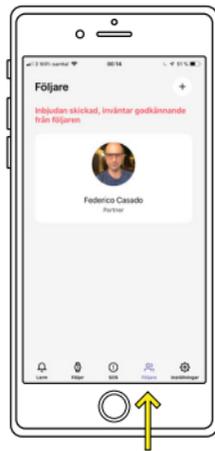
2.3 Adding Followers

In order for your Friends & Family members to be notified about your alarms, you need to first add them as your Followers. You send your follower request from the BellPal app.



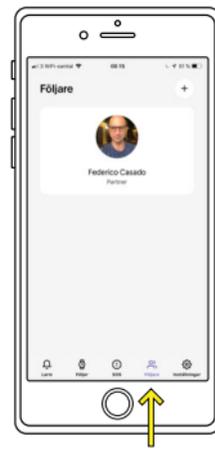
1. Add a Follower

Go to the view "Followers". Click the plus sign in the upper right corner and fill in the phone number, name and relationship to the person you want to add as your Follower.



2. Sent request

Your Follower request is sent. N.B! In this stage your Follower is not added yet so will not receive any information about your alarms.



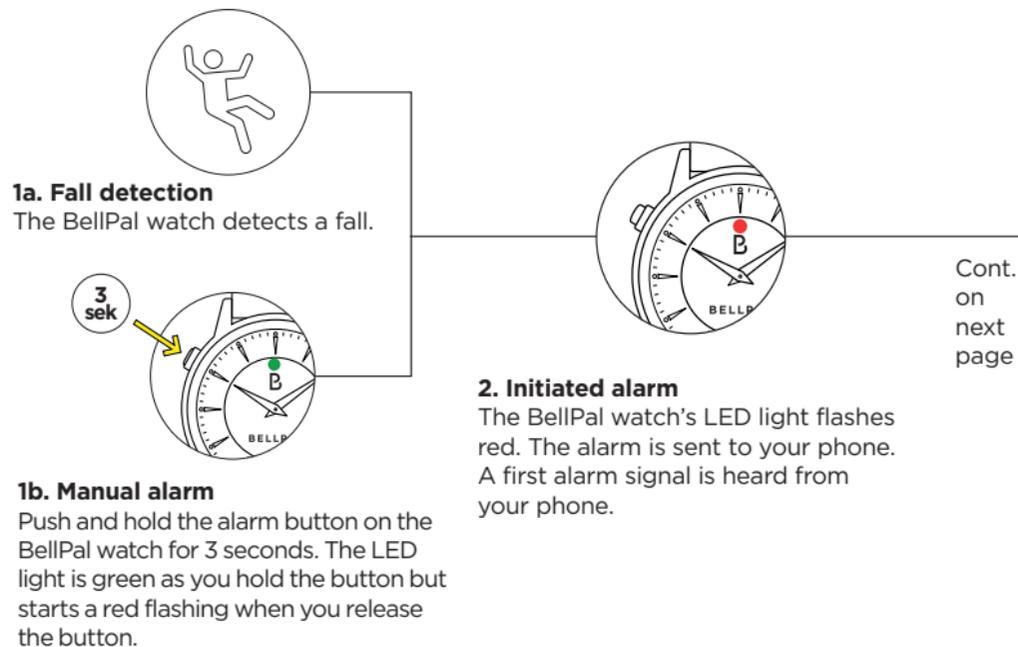
3. Accepted request

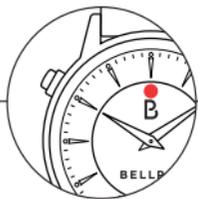
The request has been accepted by the Follower, so now they will be notified if you initiate any alarm.

3.1 Automatic fall detection /Manual alarm by watch

The BellPal watch initiates an alarm in either of two ways: automatically if it detects a fall or manually if you press the alarm button on the watch.

The BellPal watch shows you the different alarm stages by different colours of LED flashing on the watch. The sequence of events and the different LED flashing lights are explained to the right.





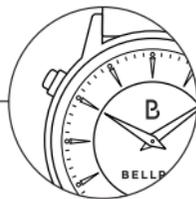
3. Activated alarm

After 30 seconds the alarm is activated and reaches your Friends & Family (Followers) and BellPal Response centre (if you subscribe to this service). A second alarm signal is heard from your phone. The watch's LED-light continues to flash in red.



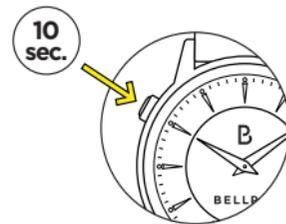
4. Received alarm

When a Follower or an agent from BellPal Response centre receives the alarm, the LED-light changes colour to a green flashing. This shows you that help is on the way!



5. Resolved alarm

After you have received help, the alarm is resolved either by you or the Response centre. When the alarm is resolved the green flashing on the watch will stop.



X. Cancel alarm

Push and hold the alarm button on the BellPal watch for 10 seconds. After you release the button the LED flashing will stop. The alarm is cancelled.

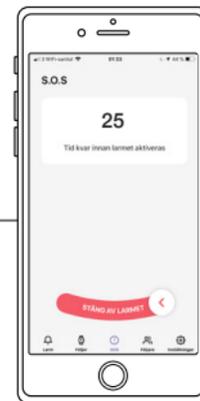
3.2 Send an alarm in the BellPal app

The third way to start an alarm is by the BellPal app. Here to the right you can see how, and the different alarm stages.



1. Initiate a manual alarm

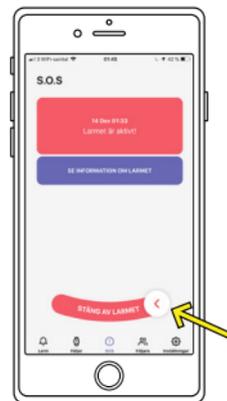
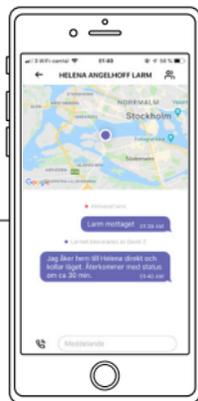
Go to the SOS view in the app. Swipe the alarm button on the screen to the right to initiate the alarm.



2. Initiated alarm

The alarm is now initiated. A first alarm signal is heard from your phone. The 30 second countdown is shown on the screen.

Cont.
on
next
page



3. Activated alarm

After 30 seconds the alarm is activated and reaches your Friends & Family (Followers) and BellPal Response centre (if you subscribe to this service). A second alarm signal is heard from your phone.

4. Received alarm

When a Follower or an agent from BellPal Response centre receives the alarm and start to help you, you can follow their communication by clicking on the box "Go to alarm details".

5. Resolved alarm

After you have received help, the alarm is resolved either by you or the Response centre.

X. Cancel alarm

You can at anytime cancel the alarm by swiping the alarm button on the screen to the left.

4.1 Notifications

As a Follower you will get all information regarding alarms by the BellPal apps notifications. It is therefore very important that during the installation of the app you chose “Allow” when being asked if you wan’t to allow notifications from the BellPal app.

You can also check and correct this afterwards at any time by going to the phones settings and choose notifications (for iPhone) or Notices for Android.

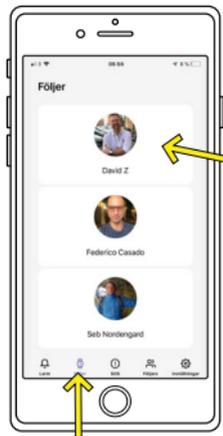
Note! To get notifications (about alarms) you need to use a phone connected to the Internet, either by WIFI or cellular data.

If the internet connections is missing when an alarm is triggered there will be no notifications sent to you as a Follower, but as soon as you get the internet connection back again, you will get the notification about the alarm.

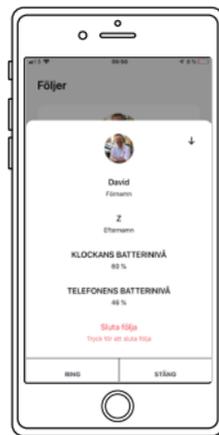
As a backup, the system will alert followers via SMS if notifications is turned off or the Internet connection is off.

4.2 Watch status

You can see the status of the BellPal watches you follow if you go the view “Following” and click on one of the persons.



“Following” view



Watch user status

In this view you can do the following:

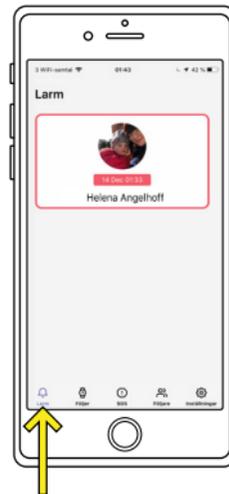
1. See the battery level of the watch, how many percent battery power remains in the watch. If it says “No data” it means that the watch is disconnected and thus the alarm function is not working. If so, contact the watch user and ask them to pair their watch with the BellPal app again, see 2.1.
2. See the battery level of the Watch users phone.
3. Chose if you want to stop following this Watch user.

4.3 Manage alarms

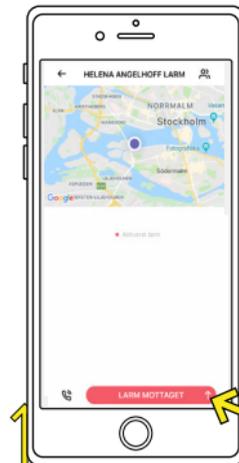
1. You get a notification that an alarm has been activated by a person that you are following.
2. Click on the notification to see the alarm, or open the BellPal app and go to the tab Alerts.
3. Click on the alarm box to see the position of the alarm and to get access to the chat function. This is where you communicate with other Followers and the Response centre.
4. Confirm that you have received the alarm by clicking the button “Acknowledge alarm”.
5. After you have ensured that the Watch user is OK, please **resolve the alarm by clicking on:** 



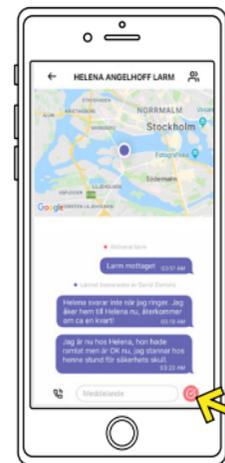
1. Received notification



2. Active alarm



3. Receive alarm



4. Resolve alarm

5.1 Bluetooth range issues

If the BellPal watch loses the connection with the phone, the alarm function will not work. Usually the problem occurs if the distance between the phone and watch is too long or if there is some interference due to e.g. walls or electronic equipment.

Issue description:

The BellPal watch is flashing blue-blue: two short blue blinks and then a longer pause. The app notifies that the “Connection is lost”. In the app you will see the message “Connecting to the watch” and the watch status is shown as “Disconnected”.

Action:

1. Place your mobile phone closer to your BellPal watch.
2. If the issue remains, go to settings in your phone and turn off Bluetooth and then turn it on again.
3. If the issue still remains, check that your BellPal watch has sufficient battery. This can be seen in the BellPal app's tab “Settings” in “My watch”.
4. If the issue remains, do a full reset of the BellPal watch and app, see 5.3.



Disconnected

5.2 Internet connectivity issues

In order for the alarm service to work, the BellPal Watch user and the Followers need to use mobile phones that are connected to the Internet, either through WIFI or cellular data.

Issue description

The app shows the error message "No internet connection":

Action:

1. Go to settings on your phone and make sure WIFI is turned on and that there is an available WIFI-network to connect to.
2. If the issue remains, go to settings on your phone and activate cellular data. Make shure your phone has network coverage.
3. If the issue remains, restart the mobile phone.



No internet connectivity

5.3 Reset of the BellPal watch and app

If you get an issue that you cannot resolve a reset of the watch and app could help.

1. Unpair the BellPal watch and phone, see below steps:

For iPhone:

- Click on the phone's Settings
- Click on "Bluetooth"
- Click on  to the right of "BellPal Watch One"
- Click on "Forget This Device"

For Android:

- Click on the phone's Settings
- Click on "Connections"
- Click on Bluetooth
- Click on  to the right of "BellPal Watch One"
- Click on "Unpair"

2. Remove/uninstall the BellPal app.

3. Reset the watch by pushing and holding the alarm button for 30 sec. If succeeded with the reset, the watch will show pairing mode (flashing blue) if you press the alarm button.

4. Install the BellPal app again and follow the instructions in the app on how to pair the watch again.

5. If the issue remains, restart the mobile phone and try again.

6. BellPal Safety services

Subscription

To get access to the BellPal Safety services you need to sign up for a subscription on the BellPal website, www.bellpal.com. We have two Safety Services: Friends & Family and Bellpal Response centre.

Friends & Family

Friends & Family is the basic service where your Followers get notified in the event of an alarm. In the BellPal app they will get information about the alarm and are able to communicate with each other in order to help you.

BellPal Response centre

BellPal Response centre is the add-on service of Bellpal Safety Services. It is our alarm center with trained staff that manages active alarms. In the event of an alarm the first action we do is to get hold of the Watch user by phone. If that is not successful, we try to contact the Followers and if we believe it is necessary we contact Emergency services.

BellPal Response centre is not a care provider. Our mission is to be there, and to help you assess your situation and if required, get in contact with your Followers and/or Emergency services.

Limitation of liability

The BellPal watch is designed to activate an alarm when the sensors in the watch recognise a movement pattern that resembles a fall. Although we have a best in class fall detection, the accuracy can never be 100%. This means that in some situations you will get false alarms, and in others, the watch might not recognise a fall. Bellpal is not responsible for inconveniences, damages or losses that could have been avoided if an alarm had been triggered correctly. Bellpal is not responsible for actions or lack of action that needs medical advice or other health related action or advice. We are not responsible for an alarm not being activated because of interruptions between the BellPal watch and app or other hardware and networks provided by third part or any other reasons that we have no control over.

7. Safety, handling and support

Recommendations for safe usage

The BellPal watch is not a medical device to be used to diagnose or treat medical conditions.

For the BellPal alarm system to work the watch needs to be paired with the Watch users phone and an internet connection needs to be established.

Do not expose the BellPal watch to extreme temperatures, vibrations or shock.

Replacement of the BellPal watch batteries

Battery for electronics: CR3032.

Battery for movement: SR626.

To ensure that the watch remains water resistant the battery replacement should be performed by a jeweler. Please show the instructions in the appendix A (p. 32) e to the person performing the change.

The battery status of your watch (CR3032) can be seen in the Settings tab in the BellPal app.

Please change an empty battery immediately, otherwise there is a risk for leakage and damage of the electronics inside the watch.

Old batteries should be properly disposed in an eco-friendly way.

Change wristband

All BellPal wristbands can be changed by pulling the pin located on the wristband simultaneously as the band is taken on or off.

To buy a new wristband, go to www.bellpal.com/accesories.

Maintenance

The BellPal watch can be rinsed under water and dried of with a cloth.

N.B! Do not push the alarm button if the watch is submerged in water and do not get the leather wristband wet since water can damage the leather.

Repairs

If you experience a manufacturing defect, please contact us at support@bellpal.com. We will send you an envelope to use for returning the watch together with a description of the defect. We will repair the watch and send it back to you. You are responsible for any costs associated with the repair if the watch is not within warranty.

My BellPal

On the My BellPal site (www.bellpal.com/mybellpal) you need to register your contact details and other personal data. Here you can change or cancel subscriptions. It is important that all details are correct for us to be able to deliver a flawless service.

Support

The BellPal customer support is available on the phone +46 (0)8 515 127 50. It is also possible to mail us on support@bellpal.com or use the chat function on our website www.bellpal.com, where you also can find the customer supports opening hours.

Warranty

BellPal offers 24 months manufacturers warranty on the watch. The warranty does not cover accidents, damages, improper and rough treatment, negligence, normal wear and tear or other circumstances that the user is responsible for. The warranty does not cover unauthorized repair and/or modifications.

8.1 EU Declaration of Conformity



BELLPAL EU DECLARATION OF CONFORMITY

This declaration of conformity is issued under the sole responsibility of the manufacturer:
BellPal AB, Maria Skolgata 83, SE-118 53 Stockholm, Sweden

The Object of the declaration:

Product: BellPal One
Model: BP01
Year of CE-marking: 2018

The object of the declaration described above is in conformity with the relevant Community harmonization legislation:

2014/53/EU Radio Equipment Directive (RED)
2011/65/EU Restriction of Hazardous Substances in Electrical and Electronic Equipment Directive (RoHS)

References to the relevant harmonized standards to which conformity of the above object is declared:

EN 301 489-1 V1 9.2 (2011-09)
EN 301 489-17 V2.2.1 (2012-09)
EN 61000-6-1:2007
EN 61000-6-3:2007+A1
EN 505 328 V2.1.1 (2015-11)
EN 60950-1:2006(A1/A1A1A2/A2)
EN 50581:2012

Signed for and on behalf of:

BellPal AB
Stockholm, Sweden
2018-11-14

Helena Angehoff
BellPal COO and Product owner

8.2 FCC

Due to the limited space on the watch, all relevant certification information is found in this document.

This device is certified according to FCC ID: 2AQQN-BP01.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

BP01 is only compliant if no changes or modifications are made to the device.

BP01 is compliant with the requirement for RF exposure in US with < 5 mm separation distance between the user and/or bystander of the device.

Changing battery in the BellPal Watch



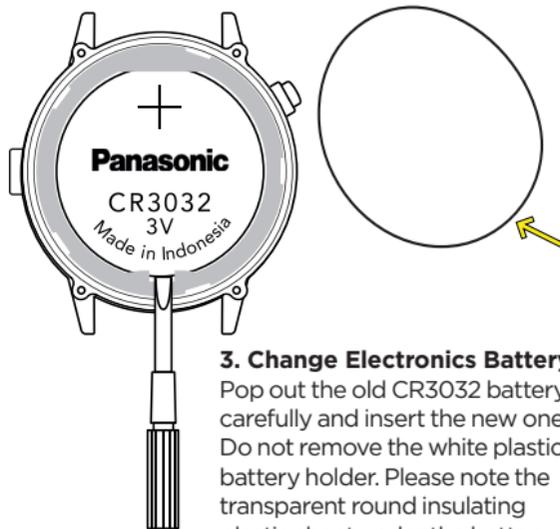
1. Remove back plate

Remove the four screws holding the back plate.



2. Rubber seal

When lifting off the back plate, the black waterproofing rubber seal may come loose. If it stays in place, let it be. Otherwise, re-seat it when assembling the watch. It should be perfectly seated in the slit around the clock housing.



3. Change Electronics Battery

Pop out the old CR3032 battery carefully and insert the new one. Do not remove the white plastic battery holder. Please note the transparent round insulating plastic sheet under the battery. It should remain in its position. If it falls out, reseat it and note that the golden contact should protrude through the oval hole. (see step 5.)

To change clockwork battery, continue to step 5.

Note!
The rubber ring is what makes this watch waterproof. Be very careful when re-assembling the watch. The ring should be properly seated in the slit, with no parts sticking out! See step 2.

4. Re-assembly.

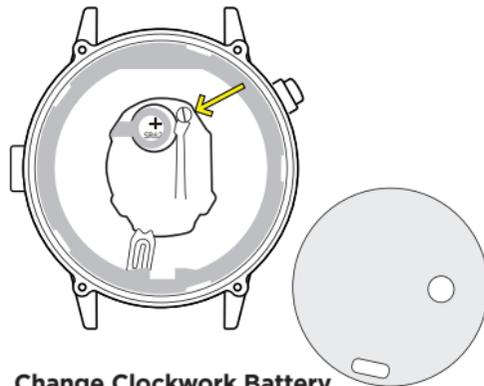
Make sure the rubber seal is seated properly, replace the back plate and tighten the four screws carefully and equal.



5. Remove insulation sheet

The clockwork battery is located underneath the CR3032 electronics battery.

With the CR3032 removed, also remove the transparent round insulating plastic sheet. Note how it is seated, with the battery contact sticking through the oval hole.



6. Change Clockwork Battery

Remove the big, flat screw indicated by the arrow. This will release a metal piece, holding the battery in place. The SR626 battery can now be taken out by lifting the plastic ring carefully. Insert new battery and reverse all steps.

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www.bellpal.com
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BELLPAL