



SafeMotion[®]

Introduction

SafeMotion is a personal alarm and tracking system in the form of a stylish smart watch. It was developed on the back of a 3-year research project which won the European AAL award in 2014.

SafeMotion

The SafeMotion® Assistance System is designed for people who require the need to feel safe or improve their independence and confidence. The system has the added benefit of operating in or outside the home at any time.

SafeMotion was developed following a successful research project “Confidence” which was led by the Salzburg Research Institute and developed by SafeMotion’s lead investor – the social care software provider ilogs.

The Confidence research project won the European AAL Award in 2014: <http://www.aal-europe.eu/2014-best-project/>

SafeMotion has been developed through European Funding and Private Investors. SafeMotion is a privately owned business, which operates across the UK and mainland Europe



SafeMotion History

2012-2014: Research project „Confidence“

The aim of Confidence was to develop a community-based mobility offering, which safeguards and assists people with mild to moderate dementia. Confidence combines “assistive technologies” with “personal help”. Confidence was a joint research project between Salzburg Research Institute, social care provider ‚Salzburger Hilfswerk‘ and the social care software provider, ilogs.

September 2014: European AAL Awarded to Confidence

The AAL Award recognizes the most promising projects of the Ambient Assisted Living Joint Program, which demonstrates great promise in terms of innovation, human-centric approaches to development and market potential. For the first time, the program decided to

introduce two separate prizes. The institutional prize, awarded by a panel of judges, and a second prize, voted for by the public. Both prizes were awarded to Confidence.

April 2015: SafeMotion founded

Driven by the success of the research project Confidence, ilogs the leading social care software provider, developed Confidence into a suite of products for the wider market – SafeMotion was born.

2016: Market launch

After a year of additional development, intensive testing and customer trials, in 2016 SafeMotion was ready for market. For further details on SafeMotion please visit the website: www.safemotion.co.uk.

Features

SafeMotion offers a wide range of safety and support features for the watch user and the carer. Most of the SafeMotion features can be configured in the web portal to match the watch user's circumstance.

Watch

SafeMotion supports service users' day-to-day life in a non-intrusive way through a smart watch, which is comfortable and stylish to wear. The smart watch is available in a variety of styles and models.

The watch is audible, telling the time and reading notifications to help those with deteriorating sight. All audio messages can be switched on or off in the web portal.



Calls to carers and Contacts

SafeMotion can be set up with a SIM plan that allows outgoing calls, so the user can contact the alerting chain without having to raise an alert, for none emergency use. The watch provides a list of contacts with photos to help the user recognise who to call and contact at any given time. Businesses can also buy aggregated Call Out Minutes which are split over all their devices.



Alerts to Alerting Chain

SafeMotion allows the service user to call for help anytime, anywhere.

After triggering SafeMotion the pre-defined alerting chain is contacted. Those in the alerting chain receive a call and SMS, which includes a web address where the alerting chain can track the users' location on a digital map.



Direct Call

With a SIM plan which allows outgoing calls, the top button can be configured to start a call to a phone number in case of an alert.

Tracking is not available while calls are active.



Alerting

The alerting chain is designed to be a group of people who wish to be informed should an alert be raised by the user. This can include carers, guardians, relatives or a dedicated call centre. When an alert is raised, the first member of the chain receives the alert, via a phone call, SMS and email. Should they not be able to respond, the alert passes to the next individual in the chain. The user is informed on the watch when an alert is being dealt with and by who.



Silent Alerts

The watch makes a noise and changes the screen when Alerts or Direct calls are raised. This can be switched off and the watch shows only the clock face and vibrates to let the user know that the alert was successfully sent or the direct call is active.

Location Tracking

The position of the service user can be requested on demand, at any time by a member of the alerting chain, through the SafeMotion web and mobile portal.

Permanent tracking can be enabled for some user. This sends the users location to the server as soon as the user moves for



Messages

The SafeMotion watch can receive messages and SMS at any time through the web portal or by sending a SMS to the watch.

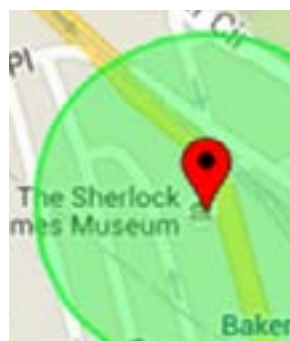
Messages sent are displayed on the watches screen and the text is audible. The watch vibrates and sounds to notify the user of an incoming message. Messages can be answered by the user by touching recognised icons to allow the sender to see that the message has been received.



Movement Zone Alerts

Safe movement zones are areas where the service user can move safely. These zones are marked on a digital map and saved to the service user's profile. Movement zones can vary during the day and night, so zones can be set to suit the users' life style.

If the service user leaves a safe zone, an alert is triggered automatically and permanent tracking of the user is enabled. The alert is sent to the alerting chain via call, SMS and email, so the necessary response can be undertaken.



Appointments & Reminders

SafeMotion can issue reminders to the service user, for example; to take medication, to drink water or not to miss appointments. All appointments and reminders can be easily added in the service user's calendar in the SafeMotion web portal. All reminders require the user to respond, to acknowledge it has been read. The record is logged as part of the history of events in the web portal.



Clock Face Editor

The clock face can be personalised to the user's needs. Analogue and digital watches are available.

The colours of the hands and numbers are changeable and a background picture for the watch face can be uploaded.



Movement Tracking

Some vulnerable people which need the extra safety from SafeMotion are not in the state of mind to use the active alerting any more.

To allow this user group to still use SafeMotion for their benefit, it is possible to switch off the active alerting, calendar and phone feature completely.

In this way the user can use the watch still to see the time, but cannot raise any false alerts.

The helper can still track the watch user and the watch still raise alerts automatically when the users leaves the safe movement zone.

This is the SafeMotion setting which is normally used for dementia care and for users with mental health issues.

WiFi Connection

In houses with bad SIM network reception inside, the watch can be connected to WiFi. When connected to the WiFi network, Alerts to the alerting chain can be raised and Messages and Reminders can be received.

Technical Warnings

SafeMotion supports several technical warnings to allow the carer to react to any technical issues as soon as possible.

“Battery Low“

The Battery is lower than 20% and should be charged soon.

“WiFi Connection lost“

The watch was connected to WIFI and had no connection to this WIFI for at least 5 minutes.

“Signal lost“

The watch was not reachable by the SafeMotion system for maximum 20 minutes.

This happens most likely when the battery is empty or when the watch has no network reception.

Suitable Users

Based on the flexibility to SafeMotion to adapt to the watch user's needs, the SafeMotion watch can be used by lots of different user groups.

Children

SafeMotion supports children and their parents to stay in contact and feel more independent and safe.

- > Coming home from school
- > After school clubs
- > School trips
- > Meet friends
- > Call parents to pick up from after school classes



Eldery

SafeMotion helps the elderly to live at home longer, more independent and with more confidence.

- > Support elderly people to live more independent in their day to day life
- > Give elderly the confidence to go outdoors, walks, do usual activities even when alone
- > Give people the confidence to be able to call for help anytime and anywhere if needed.



Lone Worker

SafeMotion increases lone worker protection.

Lone worker examples:

- > Security guards
- > Construction workers
- > Utility workers & technicians
- > Workers in energy and oil & gas
- > Community nurses and midwives
- > Social and home care workers
- > Service station attendants
- > Delivery drivers



Dementia

The SafeMotion movement zone feature was especially designed for people with dementia.

SafeMotion issues an alert as soon as the user leaves the safe movement zone. This triggers automatic tracking and allows users to be located immediately.



Health

SafeMotion aims to help vulnerable people to gain back independency and confidence and to increase their peace of mind.

Vulnerable people could include:

- > Those suffering chronic health problems
- > People with temporary needs to feel safe
- > recovering from an operation
- > Those recently discharged from hospital

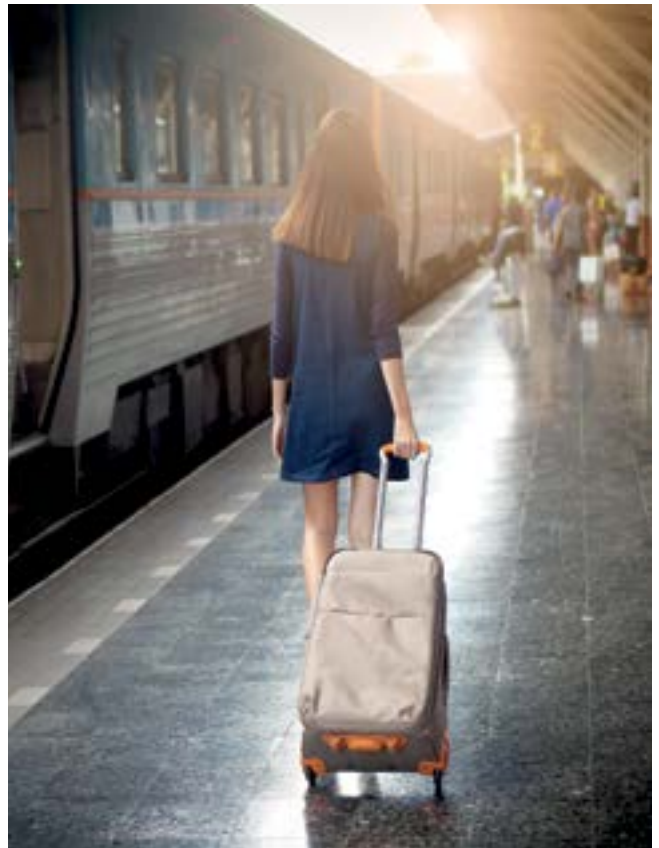


Vulnerable

SafeMotion supports service users who frequently feel unsafe or those who could be in danger.

SafeMotion can help to feel safer in the case of:

- > Domestic abuse
- > People walking often home alone in the dark



Sport

Outdoor activities are very enjoyable but are also a common reason for accidents.

In case of an emergency it is important to be able to call for help immediately. With the smartwatch and assistance system from SafeMotion, you carry safety with you anywhere and anytime.



“Flexible, suitable and smart Watch for different use-cases.”



Watch models

SafeMotion uses the Omate S3 for the watch.
The Omate S3 is available in 3 colours: Black with the top Button in Red, Yellow and Blue.

Standard

Our standard model is black and comes with a rubber strap with strap lengths of 7cm and 11cm. The top button is red.

The standard model is suitable for all user groups. With our accessories, it can be changed into a pendant and additional straps in different colours can be ordered.

Status: AVAILABLE



Colour options

The SafeMotion watch is available in different colours. To make the watch even more personalised, the clock face colours and background can be changed to fit the watch colour and the watch user's personal preferences.

Status: Can be ordered
Available: MOQ: 500, Lead time 8 weeks



Accessories

SafeMotion offer different accessories to personalise the watch for the end user and to support easy charging of the watch.

Watch Straps

Our rubber watch straps will be available in different colours and lengths.

Standard

Length: 7cm and 11cm

Material: rubber

Colours: black, blue, pink

MOQ: 300 per colour

Children

Length: 6cm and 10cm

Material: rubber

Colours: black, blue, pink, and yellow

MOQ: 1000

Men

Length: 8cm and 12cm

Material: rubber

Colours: black, blue, pink, and yellow

MOQ: 1000

Status: Standard length in black mounted on watch.
Other colours and lengths can be ordered.

Available: Standard length MOQ: 1000
Lead time: 8 weeks.
Other lengths to be confirmed.



All Straps come with a tool and 4 replacement PINs to easily remove the old strap and fit the new strap onto the watch.



Pendant Adapter

Description

Our pendant adapter turns the SafeMotion Watch into a pendant which can be worn on a necklace around the neck or clip on to bags or belts.

The pendant adapter comes with a quick release pin for easy mounting.

Material

The pendant adapter is made of brushed aluminium which gives the pendant a very high quality and robust feel and a stylish look.

Colours

Available colours are silver and black.

Design: DONE

Internal Prototype: DONE

Manufacturer Demo Models: IN PROGRESS

Available from: TDB, Expected: November 2016

Next Step: final arrangement for demo models, high quality sales picture



Charging Stand

Description

The SafeMotion charging stand allows the watch user to easily charge the SafeMotion watch. The charging plate is inserted into the watch stand. The watch can be easily set onto the stand. The magnets on the charging plate ensure that the watch is properly connected to the charging contacts.

On the bedside table for example, the charging stand allows the watch to be charged and the service user to still read the time from the clock and use the SafeMotion watch as alerting device while in bed.

Material

8 mm plastic

Colours

Black

Additional colours are possible based on volume

Design: DONE

Internal Prototype: DONE

Manufacturer Demo Models: IN PROGRESS

Order: TBD

Available from: TDB

Next Step: agree on details for manufacturer demo model, high quality sales pictures



Frequently Asked Questions

Our customer service desk collected a list of frequently asked questions and our standard answers to this questions. This list is enhanced permanently and can be used for your own customer service desk.

Frequently Asked Questions

There is no mobile network reception in my house, can SafeMotion be connected to my Wi-Fi?

Yes. The SafeMotion watch can be connected to Wi-Fi by entering the Wi-Fi key and password in the watch settings in the SafeMotion web portal.

The SafeMotion watch will show a “W” in the header and alerts will be possible, though it is not possible to call the watch when it is connected by Wi-Fi only.

Can an alert be raised without a mobile network?

Yes, but only if the watch has Wi-Fi connection. The SafeMotion watch uses mobile networks to send alerts. An alert can only be sent, when the watch has connection to a mobile network or Wi-Fi.

If there is no network or Wi-Fi connection, then an alert cannot be raised. The roaming SIMs provided are designed to ensure a signal is received across a number of networks across the UK, helping to provide the best signal possible.

What happens when an alert is raised without network reception or Wi-Fi connection?

The watch keeps trying to connect to the SafeMotion server. The Emergency Screen is shown and a ring tone can be heard until either a data connection can be established through the network and the alert is successfully received by the SafeMotion system, or the alert is cancelled with the “Cancel” button on the watch screen.

What does the ‘signal lost’ warning mean and what should be done?

The ‘signal lost’ alert which is shown in the web portal means that the SafeMotion watch was not reachable. This can happen when the watch is switched off, the battery is empty or the watch has no network connection for a set amount of time.

To see if the watch has signal a member of the alerting chain can request ‘location on demand’ in the web portal. This will refresh the portal and show if the watch has regained signal.

How accurate is the service users’ location shown on the map?

SafeMotion uses the same Location Data as Google Maps and is determined using GPS, Wi-Fi and mobile network connection points. The calculated location, especially in towns, is usually very accurate. This accuracy is shown in the SafeMotion web portal with a blue circle around the calculated location of the service user. The service user’s real location is very likely somewhere inside this blue circle.

SafeMotion location shows a location which is wrong?

This is a very rare and should never persist for long. It happens when the SafeMotion watch has bad GPS signal and is near a Wi-Fi hot spot which was registered by Google Street View somewhere else, or even in a different country. In this case SafeMotion receives from Google the location where the Wi-Fi hot spot was registered. For this to happen it requires the Wi-Fi to be physically moved from its registered address to a new location, which is rare.

SafeMotion uses different techniques to ignore such positions, but it can still happen on very rare occasions.

When is a movement zone alert raised?

The movement zone alert is raised when the service users is outside the movement zone for at least 5 minutes. The alert is only raised if the service user is further outside the movement zone than the accuracy of the determined location. For example, if the determined location has an accuracy of 55m, the service user has to be outside the safe zone for at least 5 minutes and at least 56 m outside the movement zone before the alert is raised.

The watch shows a blank screen.

The watch is not charged and should be connected to a power source as soon as possible. When connected, it is advisable to leave the watch charging for 10 minutes before attempting to switch the watch on. Leave the watch to continue charging for minimum 1 hour. It is recommended that the watch is charged daily for about 1 hour to ensure best battery life. Battery life can be viewed in the web and mobile portal.

Frequently Asked Questions

I have raised an alert and the watch shows a red SOS frame, yet the alert chain or call centre has not contacted me.

The alert has been raised and is with a member of the alerting chain. The user should receive a response through the watch within 60 seconds. However, if the alerting chain includes a number of people and the first few haven't been reachable, it makes take slightly longer before a member of the chain responds.

I have raised an alert by mistake, what should I do?

Do not worry. There is an option to cancel the alert on the watch by pressing the cancel button on the watch screen 3 seconds after the alert is raised. Should the alert go through before cancelling, just kindly inform the alerting chain member when they call the watch, that this was a false alert. It is important to respond to their call to highlight it is a false trigger.

I accepted the alert but after a couple of hours I receive another call from SafeMotion about this alert. Why is that?

The second call from SafeMotion is to ensure that the alert has been dealt with. After an alert Until the user confirms that the When an alert is accepted, this means for SafeMotion, that someone can deal with the alert. When the alert is closed

I called the watch and requested the current position of the watch, but I did not receive any new position?

The watch is not able to send new positions while calls are active.

You can request the current position before you initiate the call or use the balanced or permanent tracking setting to permanently receive positions outside of calls.



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