CONFIENTA

SAFETY WRISTBAND 3S

User Guide

Version 1.2

Safety Wristband 3S

Designed and manufactured in Finland

Emergency calls to 1–5 designated telephone numbers
Battery life up to 3 weeks
Works indoors and outdoors without auxiliary devices Fall detection
Showerproof (IP66)
Wireless charging
Pre-inserted, ready-to-use Elisa eSIM-card
Warranty: 12 months

The wristband is activated on the Confienta website with the code provided on the back of it. The wristband functions through the Elisa mobile network for a reasonable monthly fee. The invoicing for the monthly fee will start after the device is activated. The invoicing details are given when the device is activated.

The device also has an extra two-way calling feature that may be activated. This allows loved ones to call the wristband. When activated, the caller to request the current location by SMS. A Google Maps link to the location is then sent back to the caller. Using this feature shortens the device's battery life to a few days.

The wristband settings can be adjusted in the user's account on a clear browser interface. The settings can be easily adjusted to accommodate the user's changing needs.

Read more: www.confienta.com (only in Finnish).

CONFIENTA

Contents

CONFIENTA

Congratulations on your new Safety Wristband!

We are delighted that you chose the Confienta Safety Wristband 3S – designed and manufactured in Finland – to be part of your independent safety net.

Safety Wristband 3S has been designed to support the wellbeing and independent living of the elderly and other people in their chosen environment for as long as possible. We hope it gives you a sense of security and peace of mind. From now on, help and connection are just one press of a button away.

Safety Wristband 3S has only the most essential and beneficial, tried-and-true features to make using it as simple as possible.

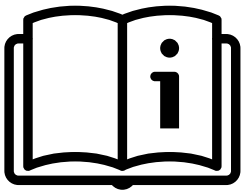
This User Guide contains detailed instructions and tips for using the wristband. You will find additional information, troubleshooting support and frequently asked questions on our website at www.confienta.com (only in Finnish).

Contents of the package

Safety Wristband 3S

Charging station

Quick Guide in Finnish and Swedish



The package does not contain a USB-A adapter for the charging station.

CONFIENTA

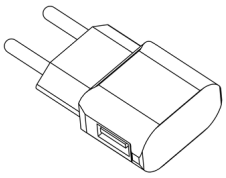
Overview of the security wristband and charging station

Safety Wristband 3S

Charging station

CONFIENTA

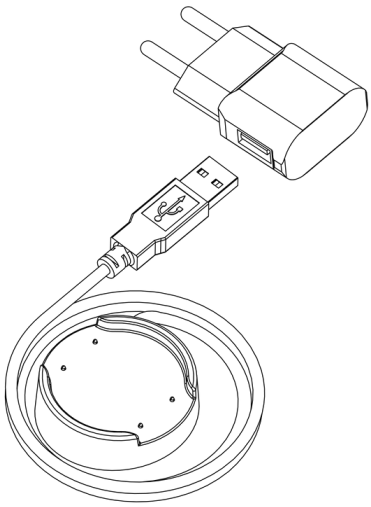
Charging the security wristband



The package does not contain a USB-A adapter.

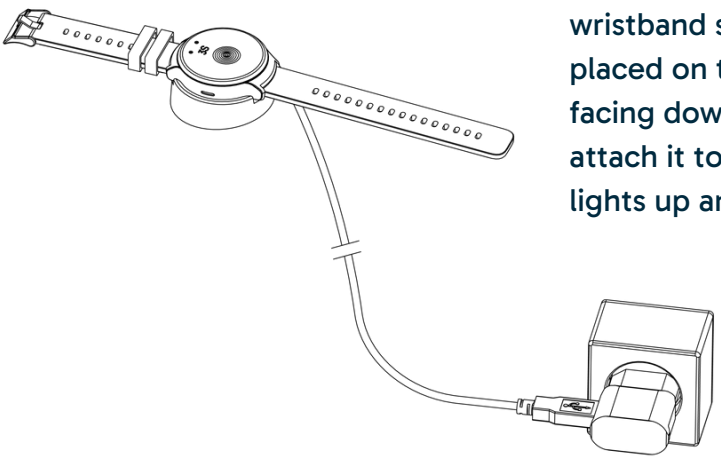
A wireless charging station comes with the wristband, but not a separate USB-A adapter. This is due to EU regulations for reducing electronic waste and endorsing compatibility between devices.

Most people have a compatible USB-A adapter at home that they can use with the charging station. For example, a normal mobile phone charger has this type of cord. Any type of USB-A charger that emits five volts (5V) of voltage and at least one ampere (1A) of power can be used.
The charging station does not need a special adapter.



Connect the charging station to the USB-A adapter.

Connect the USB-A adapter to the outlet to provide the charging station with power.



Make sure the back of the safety wristband is clean before placing it on the charging station. When the wristband starts charging, a light will turn on. It can be placed on the charging station either way with the back facing down. The magnets on the back of the band attach it to the charging station. When the green light lights up and stays steady, the battery is fully charged.

CONFIENTA

Make sure you get help quickly — use the wristband correctly.

Safety Wristband 3S has been designed to be worn on the wrist where it is immediately available in an emergency — at a moment when seconds are of the essence.

Why we recommend keeping the band on your wrist?

- The call button is within reach, making it quicker to alert emergency contacts.
- The fall detection sensors have been calibrated especially for wearing the device on the wrist. The correct position on your wrist improves the reliability of the automatic call.
- The band is with you wherever you go - no need to remember it and put it on separately.

Why we do not recommend hanging the wristband on a chain or band around your neck or keeping it in some other place?

- The wristband may get caught under your clothes or get turned around to your back, making it hard to use in emergency situations.
- If you hang it around your neck on a chain or band, it could get caught on objects around you or otherwise be in an uncomfortable position.
- Finding and pressing the call button may be difficult due to pain, falling or being in a hurry, for example.

Cleaning the wristband

Cleaning the wristband regularly ensures that it functions impeccably.

- The call button must be clean and accessible so it will react the way it should when you press it.
- The speaker allows two-way communication; dirt or other blockage may affect how well you can hear the other person.
- The LED lights indicate the wristband's functional status. A clean surface ensures that the lights shine brightly.
- Also make sure that the back of the band and the charging station are clean. This way it will charge reliably. The band charges through the contact surfaces on the charging station and the back of the band. When kept clean, dust or dirt will not prevent the band from charging properly.

Wipe the back with a slightly damp, soft cloth on a regular basis. Avoid abrasive soaps or immersing in water. Good hygiene increases comfort and ensures that the band works as it should.

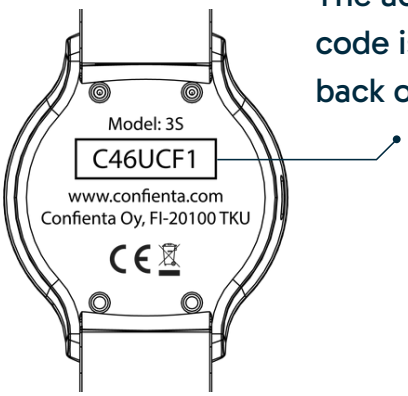
CONFIENTA

Activation and initial set-up

1. Write down the activation code

The back of the band has a code containing seven (7) characters: numbers and letters.

Make sure you have the code written down and ready at hand before moving on to the next stage. You need the code to create an account.



The activation code is on the back of the band.

2. Charge the wristband

- Place the wristband on the charging station as instructed on p. 3.
- A green light will flash momentarily when you place the band on the station. The light will then turn to a steady red light. The red light indicates that the device is on, and it has started to charge the wristband.
- Let the wristband charge. When the battery is full, the red light will turn green. When charging the band for the first time, it will take about 2.5 hours for it to be fully charged. You can activate the band while it is charging.
- When you place the wristband on the charging station, it will automatically connect to the Elisa mobile network. It may take a few minutes when connecting for the first time.

3. Activate the wristband on the Confienta website (in Finnish)

- Aktivoi turvaranneke (Activate security wristband)
- Log in with the activation code and create an account. Follow the instructions on the page.

What happens during activation?

- You provide your personal and invoicing details.
- You adjust the settings for your wristband.
- You add your emergency contacts.
- You choose the extra features you wish to have.
- You accept the terms of use and contract.

Please note that you can no longer return the wristband once it has been activated.

CONFIENTA

4. Make a test call and save the wristband's telephone number.

You can do this when the wristband has charged, and the green light is lit.

Testing the emergency call

Press the call button for about three (3) seconds, until the device vibrates. This will initiate the call. Testing the call ensures that the device is working properly and that you have entered the telephone numbers of your chosen emergency contacts correctly. Let the call ring through all your emergency contacts without anyone answering it. (Read more on emergency calling on p. 8.)

IMPORTANT! If the national emergency number 112 is listed as one of your emergency contacts, stop the calling before the wristband reaches this number.

Save the wristband telephone number

The safety wristband has its own telephone number from which it makes the call. You will see the number when you make the test call. Save the number under a chosen name, for example "Grandma's safety wristband", and give it to all your emergency contacts. If you forget to save the number, you can make another test call at any time.

If you are using the two-way call connection, anyone who has the wristband telephone number can call it. Use discretion when sharing the telephone number and be aware of the wristband's shorter battery life when using the two-way call connection.
(Read more about the wristband's battery life on p. 12).

5. Learning to use the wristband

- Make sure you (or other wristband user) know how to make an emergency call, detect when the wristband needs charging and that you (they) know how to charge it.

- Make sure your (or the user's) loved ones know how the wristband works and that they have saved its telephone number in their own phones (for ex. "Grandma's safety wristband").

- Instructions on how the wristband works are in this User Guide, in the Quick Guide included in the product package and on Confienta's website at www.confienta.com (in Finnish).

Using the safety wristband

Making emergency calls

- Press the call button for about three (3) seconds.
    - The wristband starts to vibrate = **the call has been initiated.**
    - A **blue light** starts flashing = The wristband is searching for the mobile network.
    - A **green light** starts flashing quickly for a short time = The wristband has found the mobile network.
    - The **blue light** starts to flash, and you can hear a ringing tone on the device = **The wristband is calling for help.**
    - When someone answers the call, the **blue light** will shine steadily and keep shining throughout the call.
    - You do not need to speak into the wristband or put it near your ear as you would with a telephone. The microphone and speaker have been designed to function at arm's length when speaking and listening.
    - The call will end when the call recipient ends it, or when you (or other user) briefly press the call button.

- Pressing the call button for three (3) seconds awakens the wristband from standby mode and connects it to the mobile network. The wristband will call for help within 5–30 seconds from being pressed, depending on the quality of the mobile network in the area.
    - If the wristband cannot connect to the mobile network, a **red light** will flash quickly. When this happens, press the call button again for about three (3) seconds, until the wristband vibrates. (See "Disturbances in the mobile network" on p. 23)

- The wristband calls the designated emergency contacts in a rotating order. It starts from the first emergency contact and moves on to the next one if the previous contact does not answer. You can manage your emergency contacts and calling order in your account **www.confienta.com** > Kirjaudu (Log in).

LED light
A LED light will flash, and the wristband will vibrate when a call has been initiated.

3S
The "3S" in the name of the wristband is to remind you to press the button for three (3) seconds. The long pressing time reduces the risk of accidental calls.

Call button
Press the call button all the way for about three seconds.

Emergency call settings

You can manage all the settings for your wristband through your account at **www.confienta.com** > Kirjaudu (Log in).

See more detailed instructions for logging into your account on p. 15.
Read more about adjusting the call settings on p. 13.

Designating emergency contacts and calling order

You can choose up to five (5) emergency contacts. The telephone numbers of these contacts are placed in a rotating order. The wristband always calls the contact that is first in the order. If this person does not answer, it calls the next contact, and so on.

You can also set the national emergency number 112 as one of your emergency contacts. Place the national emergency number last in the order of emergency contacts, because someone always answers at this number.

IMPORTANT!
The emergency contacts must not have voicemail activated on their telephones. The safety wristband interprets the voicemail as a call being answered and will not proceed to the next emergency contact.

Other call settings

You can adjust how long the wristband will call a number and the number of times it will call the same contact before it starts calling the next contact.

If a contact has voicemail activated, you can prevent it from answering by setting the calling duration at 20 seconds, for example. This way, the voicemail does not have time to activate and answer.

We recommend testing the call settings whenever they are adjusted.

SMS messages to unanswered calls

If an emergency contact does not answer a call and the wristband starts to call the next contact, the band will send an SMS message to the number it tried to call.

Important information for emergency contacts

For the wristband to make a successful call, at least one of the emergency contacts must be available. This is why it is important to ensure your contacts are available and that their telephone is working.

The manufacturer or service provider cannot guarantee that a call will reach a contact in every situation. If a contact's telephone battery is flat, the phone is turned off or there's a disturbance in the mobile network, the call will not connect. If the call goes straight to voicemail, the wristband interprets the call as being answered and stops calling the contacts, even though the recipient did not actually answer the call.

Checklist for emergency contacts

Make sure that

- your telephone is always on and charged.
- your telephone is within access of a working mobile network.
- you have not activated voicemail on your telephone, or that voicemail activation has been blocked by setting an appropriate call duration (for ex. 20 seconds). It would a good idea to test this, just to make sure.

Flight mode and other special situations

If an emergency contact's telephone is in flight mode, turned off or out of range, the emergency call will not connect to the number in question. In this situation, the wristband should call the next contact. However, different voicemails work differently depending on the service provider, and Confienta Oy cannot guarantee that the call will transfer to the next contact in all situations.

If you know that an emergency contact's telephone will be off or in flight mode for several hours, we recommend checking up on your loved one in other ways during that time.

Contact your loved one any time you are concerned about their wellbeing.

Controlling the power and battery

Turning the safety wristband on and off
The safety wristband turns on automatically when it has power and turns off when the battery is completely empty. The wristband does not have a separate button for turning it on.

Checking the battery level
Press the call button briefly. A blue/green light will flash if the battery level is more than 10%.

Low battery level
- Less than 10%: A red light will start to flash.
- Less than 5%: The wristband will send an SMS message to the emergency contacts, notifying them that the battery needs to be charged (optional function).

Battery life
When the wristband is set on one-way connections, the battery can last up to three weeks after being charged. This is possible, because it goes into standby mode to save the battery. If the wristband is set on two-way call connections, the battery will last 2–3 days.

The extra features, number and duration of calls, quality of the mobile network, temperature of the environment, test calls and the battery's natural wear and tear affect how long the battery lasts.

Battery power notifications
The safety wristband may be set to send an SMS message when the battery level is at 5%. The message may be sent to 1–2 contacts. Using this feature is optional, and it can be activated in the account settings.

IMPORTANT! If one of your emergency contacts is the national emergency number 112, make sure the automatic messages about a low battery are not sent to it.

Is the device not charging?
The most common reason for problems with charging is dirt or dust that has gathered on the back of the wristband, which prevents it from charging.

We recommend cleaning the charging station with a dry, soft cloth on a regular basis to keep the surface clean and ensure the station works impeccably. Also remember to clean the back of the wristband before charging it.

If you have cleaned both devices and the charging does not work, try connecting it to another power supply. If the wristband still does not charge after the measures, contact Confienta's Customer Service at **www.confienta.com** > Asiakaspalvelu (Customer Service).

Extra features

The wristband's default settings allow 1–5 emergency contact telephone numbers of your choice. You can also choose other extra features free of charge through your account.

1. Fall detection

When the safety wristband detects a fall, it will automatically send an emergency call. It reacts to quick falls onto a hard surface but not necessarily to slow descensions, falling onto soft surfaces or to situations of minor movement.

2. Two-way call connections

The safety wristband has a two-way calling feature that allows loved ones to call it. Anyone with the wristband's number can call it.

When the feature is activated, the battery lasts 2–3 days. In the settings, you can choose whether the wristband automatically answers an incoming call or whether you answer it with a short press of the call button.

3. Location detection

If you are using the two-way calling feature, you can also locate the wristband through SMS messaging.

Checking location
Send the word "Location" in an SMS message to your wristband's telephone number. Please note that anyone with your wristband's number can request its location by sending an SMS message to it.

Receiving location data
The wristband will send back a link to Google Maps, showing where the wristband is located.

Location detection accuracy
Safety Wristband 3S uses GPS technology, which works best outdoors. Indoors, detecting location may take longer, be inaccurate or be hindered altogether.

If you do not receive a response to a location enquiry within five (5) minutes, the conditions for detecting location may be poor. Try resending a message or contacting your loved one some other way.

LED lights, vibration and ringing tone

The wristband's LED lights, vibration and ringing tone indicate the progress of an ongoing call. Read more about what the different lights indicate on p. 7.

The lights also help you to check the status of the wristband. Pressing the call button briefly, you can check whether:

- the wristband is on.
- the call connection is one-way or two-way.

Blue light = The wristband is on. One-way call connection: you can make calls, but you cannot receive them.
Green light = The wristband is on. Two-way call connection: you can make and receive calls.
No lights = The wristband is off.
If a **red light** is flashing on the wristband, the battery level has gone below 10% and it should be charged. (See "Controling the power and battery" on p. 10)

Vibration

- When you press the call button for three (3) seconds, a light will flash, and the wristband will vibrate briefly to indicate that an emergency call has been initiated.
- If the fall detection feature has been activated, the wristband will vibrate when it detects a fall and automatically make an emergency call.
- If the two-way calling feature has been activated and a call to the wristband is made, it will start to vibrate and ring. In the settings, you can decide whether calls are connected immediately or by pressing the call button.

Calling and ringing sounds

- When a call is initiated and the wristband starts connecting to an emergency contact, it will make the same ringing tone as when calling someone by telephone.
- If the two-way calling feature has been activated and a call to the wristband is made, it will start to vibrate and ring. In the settings, you can decide whether you are connected to the call immediately or by pressing the call button.

Volume
You do not need to speak into the wristband or put it near your ear as you would with a telephone. The microphone and speaker have been designed to function at arm's length when speaking and listening.

The volume of the wristband cannot be adjusted higher. If you have hearing loss, you will hear the wristband's sounds better with a hearing aid. Sometimes a weak mobile network may affect the sound quality.

Adjusting the settings

You can adjust the settings of your wristband in your account as needed. Log into your account at **www.confienta.com** >Kirjaudu (Log in). See more detailed instructions for logging into your account on p. 15.

Updating changes to the wristband

- **If the wristband is charging,** the settings will be updated within a few minutes.
- **If the two-way calling feature has been activated,** the settings will be updated within a few minutes.
- **If the wristband has one-way calling,** the settings will be updated around midnight.

Please note that the wristband must be turned on and have a sufficient battery level for it to update the changes.

Monthly service fee

We charge a reasonable monthly service fee for using the safety wristband. The fee includes everything you need to use it: Elisa mobile network, call connections, user interface, customer support, as well as all the wristband's functions and features, such as location enquiries with SMS messaging.

Pricing

You can check your current monthly service fee on the Confienta website at **www.confienta.com** (in Finnish). We will notify you of any changes in the prices at least one (1) month prior to the change.

The monthly fee includes 15 minutes of calling time, as well as basic use of the wristband with all its features. If you exceed this amount, we charge for the extra time as per our pricelist.

The service fee for Safety Wristband 3S cannot be added to the invoice for Elisa's own products, even though it uses the Elisa mobile network.

Invoicing

You are invoiced once a month retroactively. **The payee is Confienta Oy and the payment processor is Brang Oy.** Invoices have a 14-day payment term.

You can choose to have the first invoice emailed to you or sent by post. After this, you can, if you wish, switch to e-invoicing by requesting an e-invoice through your bank. Only the person who has been designated in the account as the recipient of the monthly invoices can request their bank for an e-invoice.

Cancelling the invoicing

The monthly fee will be charged until the customer notifies Confienta in writing that they wish to cancel the service. The retailer will not accept the written notification; rather, it must be sent directly to Confienta. The service will end once Confienta has confirmed receiving the notification and recorded the date the customer would like the service to end. The monthly fee will be charged until the indicated date.

Please note that the monthly fee will be charged even if you do not use the wristband or if the battery goes flat. To ensure you are no longer invoiced, you must end the service in the manner described above.

Logging into your account

Log into your account on the Confienta website at **www.confienta.com** > Kirjaudu (Log in).

After you have activated your wristband (see p. 5), you can access your account using multi-factor authentication, with an access link sent to your email or with a six-digit code sent to your telephone. Only the person(s) whose personal ID or email address is indicated in the account can log in.

The account subscriber is the person who handles the customer relationship and pays the invoices. If the wristband user manages the account themselves, they can add a co-user.

With the account, you can:

- update user and invoicing information.
- adjust the wristband settings.
- change, add and delete chosen emergency numbers.
- adjust the settings for emergency calls.
- add or remove extra features.
- stop using the safety wristband.

Trouble logging in?

If you have trouble logging into your account, please contact the Confienta Customer Service. The quickest way to reach us is to fill in our contact form on our website at **www.confienta.com** > Asiakaspalvelu (Customer Service) > (Yhteydenottolomake) Contact form.

The contact form helps our Customer Service get all the necessary information at once to resolve the matter. We respond to contact requests sent with the form within 1–3 workdays.

CONFIENTA

Using the security wristband abroad

You can use Safety Wristband 3S beyond Finland's borders, but consider that the extra fees for emergency calls and other calls are according to local roaming prices. The wristband is connected to the Elisa mobile network, and it includes an embedded, pre-inserted Elisa eSIM card.

Before your trip, we recommend that you always check the current roaming prices in the country of your destination, so you are aware of the possible extra fees. Also, the quality of the mobile networks in different countries may vary, which could affect how well the wristband works.

Also note that if the national emergency number is one of your emergency contacts, it may not necessarily work the same way in all countries, nor may it connect to the local public safety answering point (PSAP). Always check what the national emergency number is in the country of destination, as well as the local guidelines for emergency situations, before travelling.

Flying with the wristband

Safety Wristband 3S does not have a power button, and therefore it cannot be turned off manually. If you are planning to fly with the wristband, consider the following:

- **Checking the airline's guidelines:** Different airlines may have different practices related to using safety devices during flights. To avoid misunderstandings, we recommend checking the airline's guidelines before you travel.
- **Deactivating the extra features:** Before travelling, we recommend you deactivate the two-way calling feature. This way, the wristband will not be constantly connected to the network during the flight.
- **Notifying airline staff:** Since the wristband cannot be turned off, we recommend notifying the airline staff about it before your flight. The staff may give you more detailed information on using the band during the flight.
- **The call button should not be pressed when flying.** Pressing the call button connects the wristband to the mobile network, which could disturb the aeroplane's systems. For security reasons, do not press the call button during the flight.

As the wristband user, you are solely responsible for finding out about the issues related to travelling with it, such as roaming prices and the airline's guidelines.

Temporary break in using the wristband

Turning off the Safety Wristband 3S

Safety Wristband 3S does not have a power button. It will turn off when the battery goes flat. It will turn on again when it is charged. If the wristband is not used momentarily (due to being in hospital, for example), it does not need to be continuously charged; rather, you can let the battery run out.

Please note that merely turning off or not using the wristband does not stop the monthly invoicing.

Short break from using the wristband

Taking a short break from using the wristband (for example a 1–3-week hospital stay or holiday) does not require that you cancel the service. We recommend that you keep it active to avoid extra measures later, when you start using the wristband again. You can continue using the wristband as usual after it is fully charged.

Longer break from using the wristband

If you intend to stop using the wristband for a longer time, you can cancel the service to stop the monthly invoicing. Read more about cancelling the service below.

You can reactivate the safety wristband within 12 months of cancelling the service. To reactivate the wristband, contact Confienta's Customer Service. Read more about reactivating the wristband on page 18.

Cancelling the service

You can stop using the safety wristband at any time. To cancel the service, notify Confienta in writing either through your account or by filling in the Customer Service contact form.

- **Account:** Log into your account at **www.confienta.com** > Kirjaudu (Log in) > Select “Päätä turvarannekkeen käyttö” (Cancel safety wristband service) and follow the instructions on the webpage. (In Finnish)

- **Customer Service contact form:** Fill in the contact form at **www.confienta.com** > Asiakaspalvelu (Customer Service) > Yhteydenottolomake (Contact form).

The service from the month prior will be invoiced retrospectively. If you cancel the service in the middle of the invoicing period, you will be charged up until the date of cancellation only. Not using the wristband or letting the battery go flat does not cancel the monthly invoicing.

You do not need to return the wristband because you have purchased it, and it is your personal property.

Using the wristband after a break

If you have not used the wristband for a short while (for example due to hospitalization or holiday), and you have not cancelled the service, you can continue to use the band without further action. Charge the band and continue using it as usual.

If you have cancelled the service but would like to reactivate the wristband later, you can do so by contacting the Confienta Customer Service at **www.confienta.com** > Asiakaspalvelu (Customer Service). There is a charge of €20 to reactivate the wristband, and it will be included in the first monthly invoice for the service fee.

You must reactivate the wristband within 12 months of cancelling the service. The network service provider reserves the band’s telephone number for 12 months. After that, the number is recirculated, and the band can no longer be activated.

Tip! If you know beforehand that you want to continue using your wristband after a break of more than 12 months, you can keep it on standby and the telephone number active by activating the band momentarily once a year. Note, however, that even momentary reactivation will initiate the normal monthly invoicing.

Giving away or selling the wristband

It is possible to give away or sell your wristband within 12 months of cancelling the service. The network service provider reserves the band's telephone number for 12 months. After that, the number is recirculated, and the band can no longer be activated.

Take into account the following if you are considering giving away or selling your wristband:

1. Make sure you have cancelled the service properly.

Before another person can activate the wristband, your account must be deactivated. To do this, you must contact the Confienta Customer Service. This ensures that:

- the service is cancelled properly, and the wristband is no longer in use.
- the telephone subscription and monthly invoicing are cancelled.
- Confienta will automatically delete all your user
- data, emergency numbers and settings — you do
- not need to delete them through your account.

2. Notify the new user of the conditions for activating the wristband.

The previous owner of the wristband, or their representative, is responsible for disclosing the conditions for activating it to the new owner.

- The new owner of the wristband cannot activate it with the activation code on the back of the band. Rather, reactivation always requires contact with Customer Service at **www.confienta.com** > Asiakaspalvelu (Customer Service).
- The wristband must be reactivated within 12 months of cancelling the service.
- The wristband's telephone number remains the same as with the previous owner.

3. Advise the new owner to contact the Confienta Customer Service.

- The wristband subscription is reactivated, and customer credentials are created for the new owner.
- They can then log into their account and adjust the wristband settings.

IMPORTANT INFORMATION ON DATA PROTECTION
To ensure the safety and privacy of the new owner, Confienta does not recommend giving away or selling the safety wristband.

The wristband has an embedded eSIM card and permanent telephone number that cannot be changed. This means that even though the wristband has a new owner, everyone who has the band's telephone number can still call it and detect its location (if the two-way calling feature has been activated).

CONFIENTA

Who is the wristband suitable for?

Safety Wristband 3S adds security to its user's everyday life. However, it does not replace medical treatment or other necessary healthcare measures. It is not a medical device, nor is it intended for diagnosing illness or treatment or monitoring health.

The user should be aware of the device's limitations because the manufacturer cannot guarantee it will work in all situations. For example, an attack of illness could prevent the user from pressing the call button, or dementia could make using the device difficult. The user's health condition should be monitored on a regular basis to ensure they are able to use the wristband in an emergency.

The manufacturer is not responsible for damage, costs or delays arising from inactivity or faulty use, for example when the wristband fails to send an emergency call or makes a false call. These situations may arise if there is a disturbance in the mobile network, the battery is flat, or the location services are inaccurate.

In order for the wristband to make a successful call, at least one of the emergency contacts must be available. This is why it is important to make sure your contacts are available and that their telephone is working.

We recommend testing the wristband's functions regularly. The user is responsible for notifying the service provider of possible malfunctions and making sure that the wristband is always ready for use.

Specifications

Wristband material

The safety wristband is made of durable, skin-safe materials.

- **Black parts on the case:** Weather and UV-radiation resistant, durable ASA plastic
- Emergency call button: Flexible and durable TPE material (Dryflex)
- **Strap:** Soft, skin-safe silicone (methyl vinyl silicone)
- **Metal components:** Stainless steel, which contains small amounts of nickel, chrome and manganese.

Dimensions

- Case diameter: 43 mm
- Case width from attachment point: 50 mm
- Case thickness: 14 mm
- Wristband width: 20–22 mm
- Total length of the wristband (incl. device): 253 mm
- Diameter of emergency call button: 14 mm
- Weight: 46 g

The strap has several adjustment holes, making it suitable for different sized wrists. It is attached to the device with a spring bar.

Battery, charging and battery life

- Battery: 370 mAh
- Charging time from empty to full charge: about 2.5 hours
- Battery life: up to 3 weeks in normal use
- Battery life when using the two-way calling feature: about 2–3 days. The battery life varies, depending on how much the wristband is used and the quality of the mobile network.

Mobile network and the eSIM card

The safety wristband contains an embedded Elisa eSIM card. It provides a mobile connection without needing a separate SIM card. Both the eSIM card and the battery are embedded components of the wristband. Therefore, they cannot be removed or changed. Do no open the device.

- The wristband primarily uses the 4G network. If a 4G connection is not available, it will automatically switch to the 2G network.
- The mobile network coverage and the strength of the signal directly affect the wristband's power consumption and battery life. Tin roofs, solar panels and dead zones may weaken the signal. (Read more about disturbances in the mobile network on p. 23)

Safe use and charging

- IP66 rating = withstands temporary exposure to water, such as when in the shower or doing the washing up.
- Operating temperature: –20°C to +50°C
- The charging station should be kept in a dry place at room temperature.
- The wristband should be charged in room temperature only to ensure it charges safely and keeps functioning reliably.
- To charge the wristband, you will need a power supply that connects to a wall socket and emits five volts (5V) of voltage and at least one ampere (1A) of power. A normal phone charger with a USB-A cord is sufficient. The wristband does not need a special charger.

Manufacture and certifications

- Manufacturer: Confienta Oy, FI-20100 Turku, Finland
- Certifications
  - CE marked
  - Key Flag Symbol
  - Design from Finland

Disturbances in the mobile network

Safety Wristband 3S uses the Elisa mobile network to make emergency calls and detect location. The quality of the network may vary, depending on the area, environmental factors and location.

The following factors may occasionally affect the strength of the signal or prevent the device from connecting to the network:

- **Building materials:** Tin roofs, cement structures, metal cladding and energy-efficient windows may prevent the network signal from reaching indoor spaces or make it weaker.
- **Solar panels or roof structures:** Equipment or structures installed on roofs may affect the strength of the signal or cause other disturbances.
- **Dead zones: Geographically remote areas, valleys and densely built urban areas may create dead zones in the mobile network.**
- **Network load:** Large events or using the network during peak hours may create excess load in the network, which may affect the quality of the connection.
- **Location indoors:** Cellars, metal lifts and the indoor structures of buildings may prevent connections to a cell tower.
- **Weather conditions:** Harsh thunder storms, snow storms and other extreme conditions may temporarily affect the stability of the network.

We recommend testing your wristband regularly to see if it is working properly. Instructions for making test calls are on p. 6.

IMPORTANT!
A poor network increases battery consumption.
The wristband uses more power to maintain a connection in areas with a poor network. Test calls, emergency calls, incoming calls and location detection deplete the battery quicker than usual.

Skin irritations and allergies

The wristband strap is made of high-quality, skin-safe silicone. The buckle is made of stainless steel which contains small amounts of nickel, chrome and manganese. The materials have been carefully chosen to ensure comfort, durability and safety.

However, some people's skin may have a reaction to the material. The skin may become irritated for the following reasons:

- The strap is too tight.
- Moisture, sweat or dirt have accumulated between the strap and the skin, causing chafing.
- The user is sensitive to certain materials, such as nickel. Sometimes silicone can also cause an allergic reaction, but usually the reason for skin irritation is moisture or dirt between the strap and skin.

Take care of your skin:

- Be sure not to adjust the strap too tightly. The wristband should stay in place, but air should be able to pass between the strap and skin. A good rule of thumb is to make sure you can fit your finger between the strap and wrist.
- Take the wristband off once a day to let your skin breathe for a while. If you wear the wristband in the shower, make sure you dry your skin and the strap carefully.
- Wipe the wristband with a soft cloth regularly, especially after sweating or exercising.
- Avoid using perfumes, lotions and other chemicals on the wrist where you wear the wristband.
- Treat any cuts, chafing or skin irritations before wearing the wristband.
- If a skin irritation develops, stop wearing the wristband and keep an eye on the symptoms. If necessary, contact a healthcare professional.

Note about nickel allergy

The stainless-steel strap buckle contains nickel. Long-term contact with the buckle may cause skin irritation if you are allergic to nickel. If your skin turns red, starts to itch, or other symptoms develop, stop wearing the wristband and contact a healthcare professional if necessary.

Note!

Even though the wristband has been designed to be worn constantly, it's a good idea to take it off and let your skin breathe from time to time. Confienta Oy does not accept responsibility for skin irritations due to personal skin sensitivity or failure to observe the instructions for wearing the wristband (for example, wearing it too tight, neglecting cleaning or ignoring excess moisture between the skin and strap).

Warranty

Confienta's products come with a 12-month warranty, starting from the date of purchase. The warranty covers manufacturing and material defects but excludes damage caused by normal wear and tear, misuse and normal battery deterioration.

Confienta Oy processes all warranty and complaint issues irrespective of whether the wristband was purchased directly from Confienta or through an authorized retailer.

Please contact our Customer Service if you have problems with the wristband while it is under warranty. See **www.confienta.com** > Asiakaspalvelu (Customer Service) > Yhteydenottolomake (Contact form).

Terms of use and contract, privacy statement

When you activate your wristband, you will receive the terms of use and contract, as well as the privacy statement, to read and accept. We will email you the documents, along with detailed instructions (this User Guide) on how to use the wristband. The terms of use and contract are always available on Confienta's website for reference (only in Finnish).

Confienta Oy is committed to processing its customers' personal data as per the existing privacy statement and applicable data protection legislation.

CONFIENTA

Recycling

Proper collection and recycling of electronic devices helps to save natural resources and reduce their environmental impact.

Please recycle your wristband and the accompanying materials as follows:

- **Packaging:** Recycle as cardboard
- **User Guide and other paper materials:** Recycle as paper
- **Wristband and charging station:** Take them to the nearest recycling point for electrical and electronic waste.

Why should the wristband be recycled as electrical and electronic waste?
The wristband is designed for long-term use without needing maintenance. Its waterproof, closed structure guarantees that it will work safely and reliably throughout its entire service life. The components, such as the eSIM card, are embedded in the wristband. This means that it does not need maintenance, nor do the components need to be changed. Its compact structure also ensures that the critical components, such as the eSIM card and the battery, stay in place and are protected from external disturbances.

When you take the wristband and charging station to the proper electrical and electronic waste point, you are doing your part in making sure valuable materials are collected and reused. Recycling gives the wristband a new life in the form of material and energy.

Contact us

You can reach Confienta's Customer Service the quickest by filling in the contact form on our website at **www.confienta.com** > Asiakaspalvelu (Customer Service) > Yhteydenottolomake (Contact form).

The contact form helps our Customer Service get all the necessary information at once. We respond to contact requests sent with the form within 1–3 workdays.

Customer Service

asiakaspalvelu@confienta.com

+358 10 281 3400 (Check our website for the current calling hours of our calling service).

CONFIENTA

CONFIENTA

Safety Wristband 3S
User Guide

Manufacturer:
Confienta Oy
FI-20100 Turku, Finland
Business ID: 2422724-2

VALMISTETTU SUOMESSA

DESIGN FROM FINLAND

CE