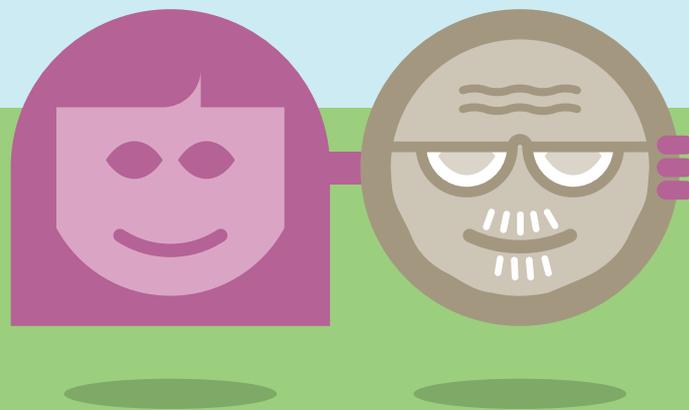




peace of mind

3rings Plug User Guide

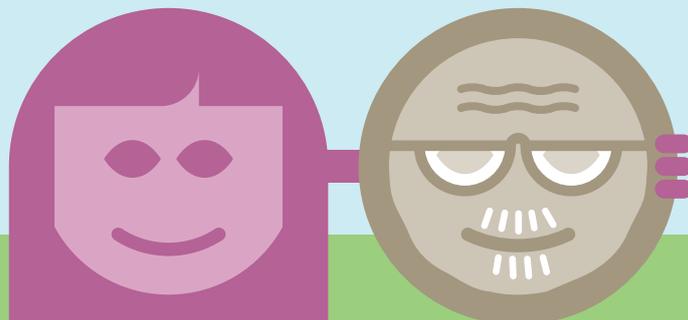




**It's easy to activate
and use
your 3rings plug**

**Open the box
and follow the instructions
on the inside flap**

**But for those
who like detail
step this way**





What is 3rings

Simply, 3rings is a service designed to let families know that their ageing loved ones are OK each day based upon detecting activity from an appliance that is regularly used.

There are two components to 3rings:

- The 3rings Plug
- The 3rings Cloud based Portal

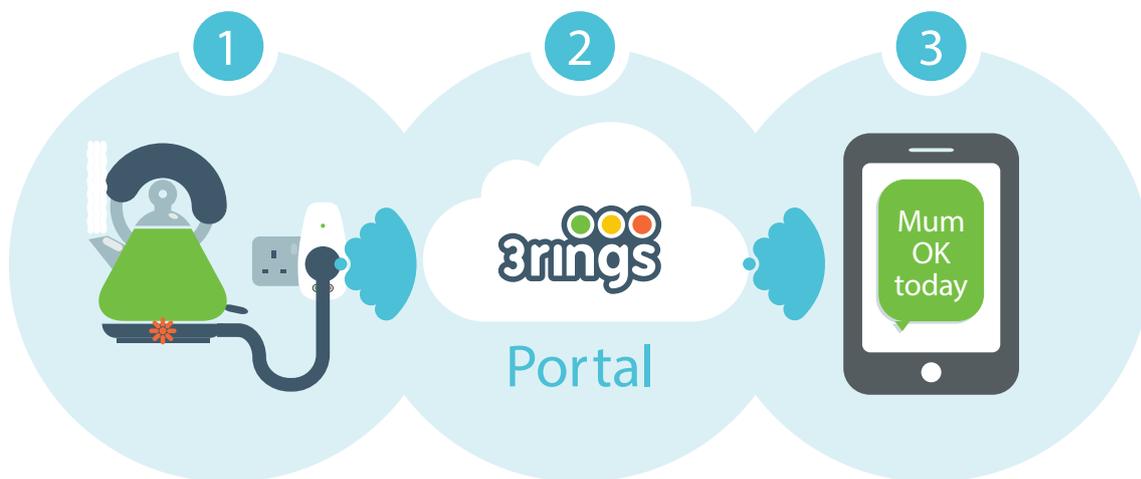
3rings reduces the worry that families have over ageing Mums & Dads and each day answers the question "Is my loved one OK today?"

The plug was designed because Steve, our Chairman, and his family had exactly that problem and were worried about their Mum, Iris.

So now each day, Steve & his family get reassurance that Iris is OK just by Iris making her morning cup of tea. Iris gets peace of mind that there is a safety net around her just in case something happens.

So if you worry about your Mum, Dad or grandparents then the 3rings plug could probably help you and give you all peace of mind each day!

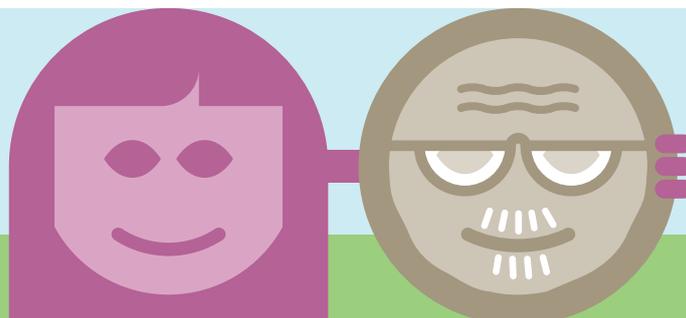
How 3rings works



When your loved ones turn on the appliance connected to the 3rings plug it lets the 3rings Portal know using its in-built 'mobile phone'

The 3rings Portal 'listens' for activity based upon the event rules and times you set.

You and your family are notified that everything is OK or alerted if no activity has been detected



Some concepts that may help:

- 1) **Household** - the name you give to the place where the plug is installed. eg Mum's house Cheshire.
You can have multiple Households for each account eg Parents and In-laws
- 2) **Plug name** - a meaningful name so you can recognise where the activity comes from.
eg Dad's Kettle in kitchen.
You can have more than one plug for each Household and they work together so that a signal from any plug will signify activity and no signal will result in an alert.
- 3) **Event** - this is the thing you want 3rings to check eg Mum's morning cup of Tea.
You can have multiple events for each Household.
- 4) **Event Time Window** - each event has a Time window eg Mum's morning cup of tea between 6am-9am. You will get the peace of mind notifications or alerts sent to you at the end of each time window. So in this example at 9am. You do NOT get notifications everytime Mum makes a cup of tea or Dad turns on the TV, you get one message or alert at the end of each Time window.
- 5) **Organiser** - during activation of the plug you will create a 3rings account. This makes you the Organiser and only you can create and manage plugs, events and invite other Family & Friends to be part of the family circle for the loved ones at the defined Household.
- 6) **Event Info and Event Alert Notifications**- at the end of any event time window then if your loved one has used the appliance connected to the 3rings plug at least once then each family member can optionally choose to receive a peace of mind Event Info notification by email and/or push notification (ie message to the app on your smart device)
.
If no activity is detected in the event time window then you and invited Family & Friends will get mandatory Event Alert notifications by your choice, and any combination of, email, SMS text, push notification and automated call.
- 7) **Responsibility and Resolution** - when alerts happen it is worth knowing how to manage them before they happen to avoidPANIC.
- 8) The best user experiences for Family & Friends is to use the 3rings app available for IOS or Android. However some features such as Invite Family & Friends are only available via the web at the moment.





Activate your Plug

Via a web browser on your smartphone, tablet or PC goto:

3rings.co.uk/ACTIVATE

On Smart Phones/Tablets

min IOS v7 or Android V4

- Follow Instruction to install 3rings app
- Open 3rings app

Choose

I dont have a 3rings account

Choose

I have a 3rings plug

Enter

Activation Code & give appliance a name

3rings will now pair with your plug, so plug in the 3rings plug when asked and turn on.

Now

Create your Organiser Account

Then

Create your Household

Followed by

Create your first event

Then

Unplug plug, wait 20s and Plug in again

All done, everything is ready to rock & roll!!

Check your email and Confirm your registration

On PC or Mac

Choose

I dont have a 3rings account

Enter

Activation Code & give appliance a name

Now

Create your Organiser Account

Then

Create your Household

Followed by

Create your first event

Followed by

Now plug in the 3rings Plug

When you turn on the 3rings plug you will see the LED flash orange for up to 2 minutes. 3rings pairs the plug with your account and then the light should go solid green.

All done, everything is ready to rock & roll!!

Check your email and Confirm your registration



What can you do next

Check how you get notified. (Web & App)

Go to My **Account** then **Notifications**

Choose how you would like to be notified for **Event Alerts with any or all of email, text, push notification or automated call - you MUST have at least one method**

or peace of mind **Event info** messages which are optional and can be either **email** and/or **push notification**

Invite Family & Friends to join you (Web only)

Go to **My Household**

Click on the **Household** icon

Choose **Household details** tab

Choose **Manage** button on the family & friends section

Now invite as many Family & Friends that you also want to get notified about your loved one

Add or Manage Events (Web & App)

Go to **My Household**

Click on the **Household** icon

Choose **Household details** tab (WEB only)

Choose **Manage** Events section to add or alter your events and times

You can have up to 4 events per household, eg Mums Morning Tea and Mums Evening Tea



Suspending events.(Web & App)

If your loved one is away from home for any reason you can suspend events so that they don't generate false alerts.

You have two ways to suspend events:

- Suspend Immediately - either all events or individual events
- Scheduled suspension where you can set a date range so that all events get suspended automatically.

Go to **My Household**

Click on the **Household** icon

Choose **Household details** tab (WEB only)

Choose **Manage** Events section to add or alter your events and times

Choose **Suspend Events** section to choose immediately or schedule suspension

Activity Log.(Web & App)

You can see historical activity as follows:

Go to **My Household**

Click on the **Household** icon

Choose **Recent Activity** (App only)

or **Activity Log** (On Web)



What to do when an Alert happens



If you know what is going to happen when an **Alert** happens you can avoid PANIC.

3rings has created a simple **Responsibility Process** to manage an **Alert** and to communicate what is happening to all **Family & Friends**.

This process is very rapid and the 3rings element just takes a few seconds to execute, it involves:

- 1 - Take Responsibility
- 2 - Check loved one
- 3 - Resolve Alert

Taking Responsibility.

When an alert happens all Family & Friends will get an alert message(s) as defined by each individuals chosen notification settings.

One member of the Family & Friends **MUST** take responsibility, as follows:

From App:

- Open App or click the push notification
- Select the Alert which is showing **RED** or select Alert icon if not showing
- Choose **Take Responsibility**
- Optionally add a comment to inform the rest of the family
- Choose **Next**

From PC/MAC web browser

- Login to you account
- Go to **My Household**
- Click on the **Household** icon now showing RED
- Choose **Take Responsibility**
- Optionally add a comment to inform the rest of the family
- Choose **Take Responsibility**

As a result of accepting responsibility all other Family & Friends will get told you have taken responsibility. The Alert status will be set to **AMBER**.

If no one accepts responsibility then all **Family & Friends** will get further Alerts at increasing intervals of 5, 10, 20, 40 and 80 minutes.

It is the **Family & Friends** responsibility to manage and check on any Alerts.

When your loved one has been checked to be OK **AMBER** alerts can be **RESOLVED**



Resolving an Alert.

The Family & Friend who has accepted responsibility must check that the Loved one is OK and check why the Alert has happened. Once it is known everything is OK you now need to resolve the alert.

From App:

- Open App
- Select the Alert event which is showing **AMBER** or select Alert icon if not showing
- Choose **Resolve**
- Optionally add a comment to inform the rest of the family
- Choose **Next**
- Choose **Done**

From PC/MAC web browser

- Login to your account
- Go to **My Household**
- Click on the **Household** icon now showing **AMBER**
- Choose **Resolve**
- Optionally add a comment to inform the rest of the family
- Choose **Resolve**

As a result of resolving the alert all other **Family & Friends** will get told along with your comment.

While the alert remains unresolved the person who accepted responsibility will get up to 6 reminders at 15 minute intervals. No further events will be monitored until outstanding alerts are resolved.

Once resolved the **Household** status will be set to **GREEN**



What does the light mean?

On the front of the 3rings Plug is a single LED light.



The light

Status	Meaning
Off	If the plug is switched on then all is OK.
Solid Green	All is OK
Flashing Green	The plug can talk to 3rings but has not been 'activated'
Solid Red	No mobile signal, try a different location – if this persists call 3rings.
Flashing Red	Cannot talk to 3rings - Switch off for 20sec – if this persists call 3rings.
Flashing Amber	Everything is OK, just turned on, checking mobile signal and trying to talk to 3rings.

