



HaloGuard User Guide

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01. Watch Set-up

To get your Samsung watch up and running, follow these comprehensive steps:

1. **Setting Up Your Watch:**

- First, follow the detailed instructions provided by Samsung to set up your watch. This typically involves powering on the device and going through initial setup prompts. Link:
<https://www.samsung.com/us/support/answer/ANS00078020/>

2. **Connecting to the Internet:**

- Ensure your watch is connected to the internet. This can be done via Wi-Fi, mobile data, or by tethering to your smartphone (for iPhone users, this step will be explained further below).

3. **For Android Users:**

- If you're using an Android device, head to the Google Play Store and download the **"SOS Alarm - Wear OS"** for your Samsung watch.

4. **For iOS Users:**

- If you're using an iOS device, download the **"SOS Alarm - Wear OS"** app using an Android phone first. Once downloaded, set up your watch using that Android device. Then install the HaloGuard watch app using the Android phone.

5. **Setting Up Double Press:**

- Now, let's customize your watch's features. Follow these steps:
 - Navigate to Settings on your watch and tap on Advanced Features.
 - Then, tap on Customize Keys.
 - Select Double Press and set the **"HaloGuard"** app to be activated when you double press.

6. **Granting Permissions:**

- When prompted to log in, make sure to grant all the necessary permissions requested by the watch app. This ensures smooth functionality and access to all features.

By following these steps, you'll have your Samsung watch set up and ready to use with HaloGuard.

02. Mobile App Installation

Let's break down the process of getting the "**HaloGuard SOS Alarm**" mobile app and setting it up:

1. **Getting the App:**

- Head to your device's app store, whether it's the App Store for iOS devices or the Play Store for Android devices.
- In the search bar, type "**HaloGuard SOS Alarm**" and search for the app.

2. **Downloading and Installing:**

- Once you've found the app, tap on it to download and install it onto your device. Follow any prompts or instructions provided by your device's app store to complete the installation process.

3. **Signing In:**

- After the app is successfully installed, launch it from your device's home screen.
- If you already have an account, sign in using your phone number. If not, you may need to create a new account, following the app's registration process.

4. **Granting Permissions:**

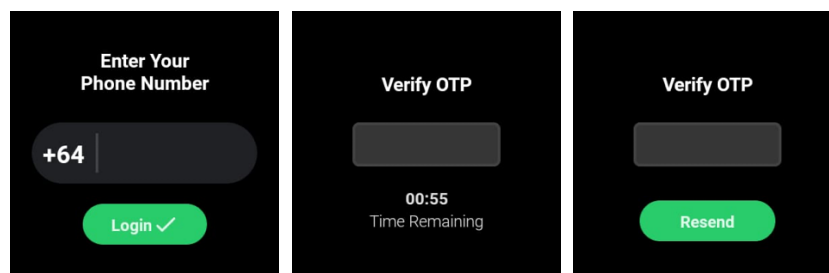
- Upon logging in, the app may request certain permissions to function optimally. These permissions could include access to your location, contacts, notifications, etc.
- It's important to allow all the permissions requested by the app to ensure its full functionality and effectiveness.

03. Watch In-app Operations

[3.1 Logging In:](#)

To access the application, users must provide their mobile number on the login screen. The default country code for New Zealand is +64.

- 1. OTP Verification:**
 - Registered HaloGuard users will proceed to the OTP submission screen, where they will receive a one-time password (OTP) via SMS simultaneously.
- 2. OTP Requirements:**
 - The HaloGuard OTP always consists of a four-digit number. Users must enter this OTP on the submission screen to complete the login process. Additionally, there is a timer countdown starting from 60 seconds, allowing users to request another OTP when necessary.
- 3. Permission Request:**
 - Upon successful login, the app will request permission from the user to access health data, location data, and microphone. It's crucial for users to grant all permissions to ensure the accurate functioning of the app.



[3.2 SOS Screen](#)

When the user opens the app using the physical button, they will encounter a specific screen.

- 1. Timer Countdown Display:**
 - A timer countdown progress bar will be visible, presented as a circle.
- 2. SOS Call Activation:**
 - The SOS call function will be triggered when the timer hits 5 seconds. This initiates emergency assistance.
- 3. Canceling SOS Call:**
 - Users have the option to cancel the SOS call before the timer reaches 5 seconds, providing a way to prevent accidental alerts.
- 4. Background Audio Recording:**
 - Upon loading the screen, background audio recording will commence. Initially, in the first app release, the audio file duration will be limited to 5

seconds. However, in subsequent releases, this duration will be extended, with a maximum duration of 5 minutes.

5. Background Heart Rate Calculation:

- The app will also calculate the user's heart rate in the background when the screen is loaded.

6. Background Location Fetch:

- Additionally, background location fetching will start upon loading the screen, ensuring accurate location data.

7. SOS Call Process:

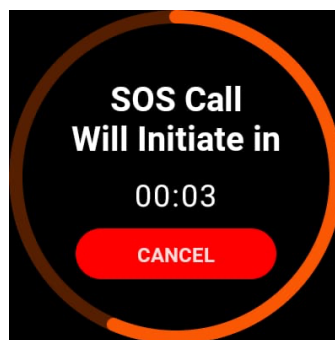
- Upon successful initiation of the SOS call API, the app will upload the recorded audio file to an AWS S3 bucket and retrieve the URL. Furthermore, it will upload location details, heart rate information, and the audio URL to a specific SOS event for comprehensive assistance tracking.

8. Cancellation and Navigation:

- The "Cancel" option will allow users to navigate back to the home page, providing an exit route from the SOS call process.

9. Error Handling:

- In case of any errors thrown by the API during the process, a relevant error message will be displayed in an alert, ensuring users are informed of any issues encountered.

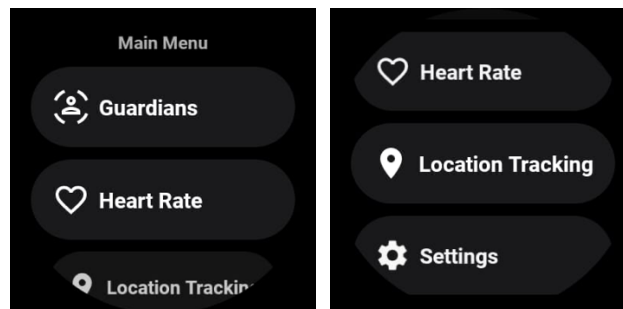


3.3 Home Screen

Upon opening the app's main page, users will encounter the following menu items:

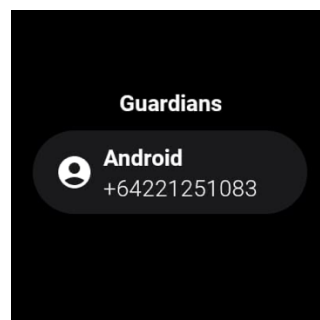
1. Guardians
2. Heart Rate
3. Location Tracking
4. Settings

Tapping on each item will navigate users to the respective pages. Additionally, upon every home screen load, the user's heart rate will be calculated in the background and uploaded to the server.



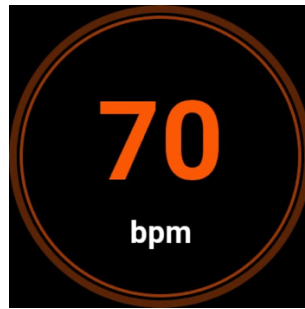
3.4 Guardians List Screen

When the user taps on the 'Guardians' menu item on the home screen, they will be directed to the Guardian List Screen. Here, the user will find a list displaying all active guardians along with their respective phone numbers.



[3.5 Heart Rate Screen](#)

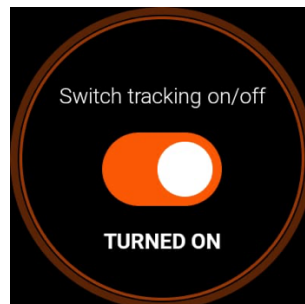
This page will display the user's current heart rate.



[3.6 Location Tracking Screen](#)

Users can toggle location tracking status by scanning. When enabled, the app will continuously send current location data to the server, even when the app is in the background.

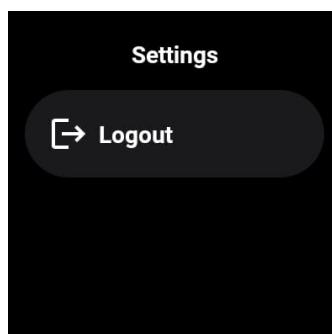
This feature requires careful handling due to increased power consumption. Additionally, when the user enables location sharing, all guardians will receive notifications on their mobile applications.



[3.7 Settings Screen](#)

Currently, the only option available in the settings screen is for the user to log out. Upon tapping the logout option, a confirmation prompt will appear.

If the user confirms the logout, the app will call the logout API and remove all user-related data from the device. This ensures a secure and complete logout process.



04. Mobile Device In-app Operations

4.1 Logging in

To log in to the application, a mobile number must be provided on the login screen. The default country code should be +64 for New Zealand.

HaloGuard registered users will navigate to the OTP submission screen and receive an OTP via SMS simultaneously. Users who are not registered with HaloGuard will receive an error message. The same login process applies to guardians as well.

HaloGuard OTPs always consist of a 4-digit number, and users should enter this on the OTP submission screen to complete the login process. There is a timer countdown of 60 seconds, allowing users to request another OTP when necessary.

The maximum OTP retry count is set to 5 times, and the account will be blocked for 24 hours if exceeded.

4.2 Home Screen

This screen is exclusively visible to registered HaloGuard users (not guardians). At the top of the page, there will be an Emergency SOS button. When pressed, it will initiate a countdown for 5 seconds. Once the timer reaches zero, an SOS alert will be triggered.

During the countdown, users have the option to cancel the SOS action. The application will also begin recording audio during this time, and upon SOS activation, it will upload the recorded audio file and the user's current location.

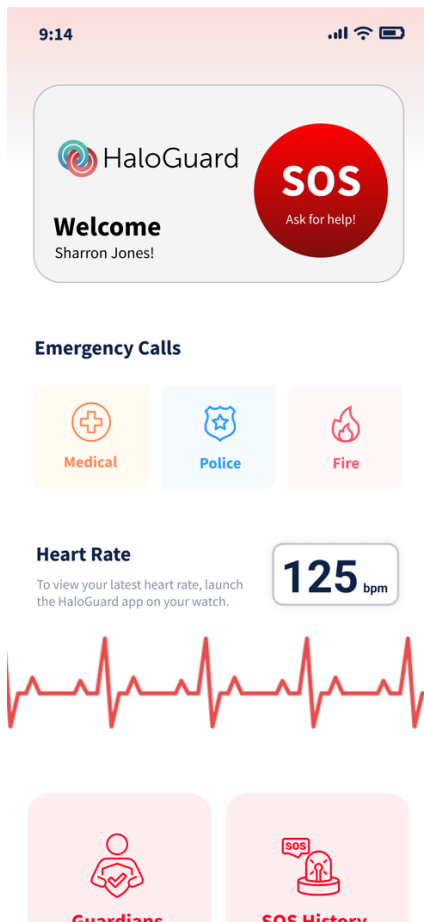
Below the SOS button, there will be three predefined emergency numbers. Tapping on any of these numbers will initiate a call using the mobile cellular carrier.

The user's average heart rate, fetched from the API, will be displayed below the Emergency call section. This value represents the average heart rate for the last 7 days, updated from the Watch app.

Additionally, there are four buttons at the bottom to navigate to different sections:

1. **Guardians:** Navigate to the section for adding or removing guardians.
2. **SOS History:** Navigate to view previous SOS history records.
3. **Chats:** Navigate to the chat history list page.
4. **Check-in:** Navigate to the check-in page.
5. **Tracking History:** Navigate to view previous shared location lists.

Furthermore, there is a "Checking" option where users can instantly check their location and share it with their guardians.



4.3 Guardians

When the user taps on the 'Guardian' button, it will navigate to the Guardians Screen.

Users can add guardians by pressing the '+' button on the page. This action will allow the user to select a contact from the device's contact app.

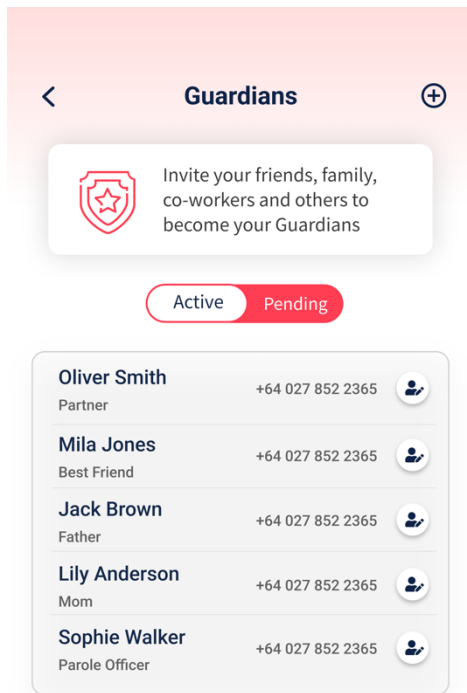
Guardians will receive an SMS notification when they are added. Initially, guardians will be listed in the Pending section until they approve the request.

After a guardian approves the request, the user will see them listed in the Active section. A "No data" label will be visible when there are no guardians assigned to the user.

Tapping on a guardian will display their name, phone number, and an option to remove the guardian.

Removing a guardian requires another OTP verification.

A successful alert will be displayed when a guardian is successfully removed.



4.4 SOS History

When the user taps on 'SOS History', it will navigate to the SOS logs screen. Here, the user can view all SOS alerts made through both the Watch app and the Mobile App.

Users can filter logs by selecting a date range.

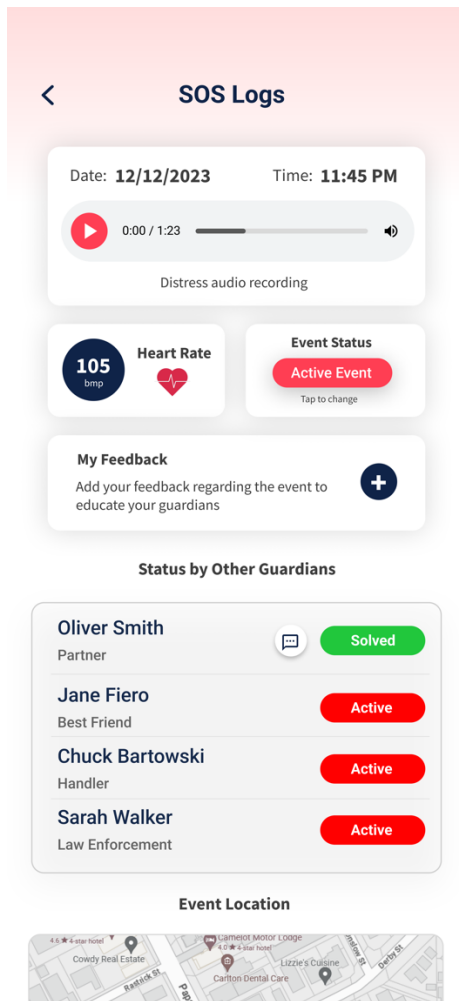
The SOS status will be displayed next to the date and time of the alert.

Tapping on a specific log will navigate to the SOS detail screen.

On the detail screen, the following information will be displayed:

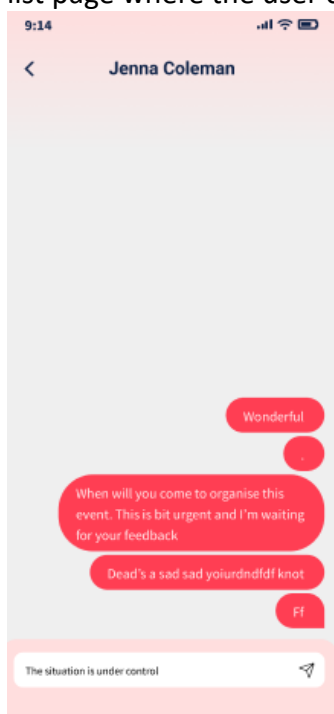
- Date Time
- Heart Rate
- Audio Record (with a play option)
- Status by other guardians
- Option to change status (Users can change the status to Resolve)
- Add User feedback (The app provides a predefined feedback list to choose from)
- Mark a pin location on the map (indicating where the SOS was triggered)

When the user marks a log as Resolved, it will be moved to the Resolved category in the Guardian app.



4.5 Chat

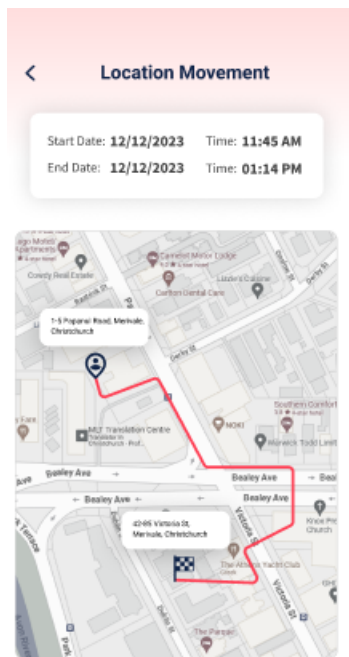
When the user taps on the chat button on the home screen, the app will navigate to the chat list page where the user can see all their guardian.



4.6 Tracking History

When the user taps on "Tracking History" on the home screen, it will navigate to the tracking history list page. Users can filter data using a date range.

Tapping on each item will navigate to a map view, displaying the path where the user moved during a specific time period. The start and end times of the movement will also be visible on this page.



4.7 Alerts

This page is only visible to users who have a guardian or equivalent role. In the "Active" tab, users will see the latest and active SOS alerts. Each card will display the sender's name, date and time, heart rate, and status.

The "Resolved" tab will display all resolved SOS alerts. No alerts message will be displayed when there are no active alerts.

When the user taps on each item, it will display the SOS detail page. Here, users can see all the details related to the SOS event.

Features include:

- Users can see the status of other guardians.
- Users can play the audio clip.
- Users can change the status.
- Users can add feedback. (Wireframe: 8.2)
- Users can see the location of the SOS event.

4.8 Members Page

This page is exclusively visible to users who hold a guardian or equivalent role. As a guardian, users will encounter all their associated members on this page.

Each card will present the name, mobile number, and address of the member.

By tapping on the SOS button, users will be directed to the SOS history page where they can review all SOS histories.

Similarly, tapping on the tracking button will lead users to the Tracking history page, enabling them to view all tracking histories.

4.9 Settings Page

All app users are able to access the settings screen. Functions such as "Contact Support," "FAQ," "About Us," and "Privacy Policy" should open as links in an external browser.

When a user taps on "Active Devices," it will navigate to the Active Devices screen where the user can view all devices connected to their account.

Tapping on the "Remove" button on a device card will prompt a confirmation alert, allowing the user to remove the device from their account.

The access token for the removed device should expire, and the next time it is used, the app should navigate to the login screen.

Tapping on the "Logout" button on the settings page will prompt a confirmation alert, enabling the user to log out from their account.

Once logout is successful, the user's token should expire, and they should be redirected to the login screen. Devices logged out in this manner will not receive any push notifications from HaloGuard.

4.10 Notifications

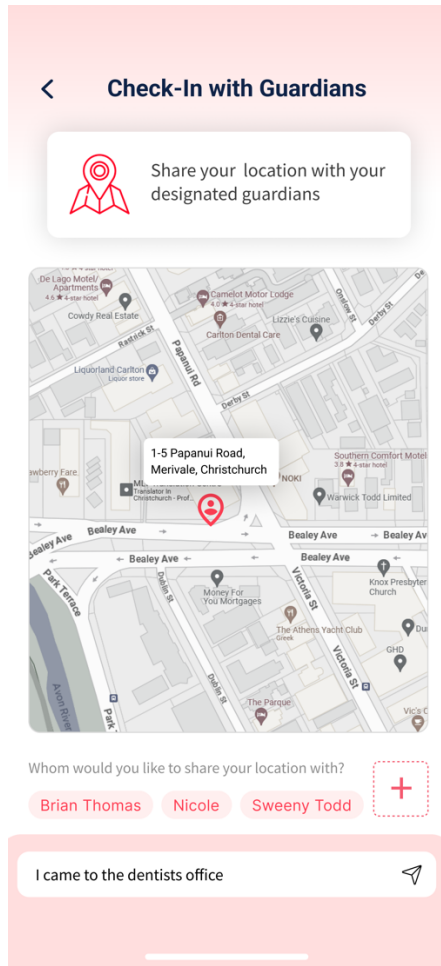
The Notification screen will display the latest notifications in the app, categorized as follows:

1. SOS alerts
2. Location sharing alerts
3. SOS change status alerts
4. SOS add feedback alerts
5. Guardian request notifications
6. Checking alerts

4.12 Check-in

The Check-in feature allows the HaloGuard user to share their current location along with a message to designated guardians.

Once initiated, the system notifies the selected guardians through the notification screen.



6. Support

For support, please visit our website at www.haloguard.co.nz. You can also reach us via email at info@haloguard.co.nz or call us on [0800 161 001](tel:0800161001).