1

Setup

SMART SYSTEM

Safer at Home

The **Aloe Care Smart System** is a communication and care management ecosystem created to support today's independent older adults and their caregivers. Our hardware and digital products work to enhance contact and collaboration—offering better transparency and peace-of-mind to everyone within a care circle.

The **Smart Hub** is the heart of the Smart System. It monitors connected devices, provides home health alerts, carries out check-ins with caregivers, notifies the care circle, and eases emergency care dispatches.

Hi There!
We're Here to Help

Sometimes setup can be tricky. Reach out if you're experiencing difficulties or have product-related questions. Our customer support team is happy to help.

📞 1-888-ALOECARE (1-888-256-3227)

💻 support.aloecare.com

✉️ support@aloecare.com

Setup

Meet Your New Smart System

To begin, unpack all materials from the Smart Hub box, including devices and accessories. Lay all items out on a table for easy setup.

1. Smart Hub

2. Power Cord

3. Care Button

4. Lanyard

5. Wristband

Motion Sensors

2

Find a Spot

Place the Smart Hub in the room where you spend the majority of your time. The kitchen, living room, or dining room tend to work well.

For proper function of the Smart Hub's motion sensors—

✔ Set on a flat surface between 3 - 4 feet high (like a countertop or side table).

✔ Keep the area around the front and sides of the Smart Hub free of objects that could diminish motion detection.

3

Check the Placement

Now, check the Smart Hub placement for safe and effective operation.

The Smart Hub should NOT be—

❌ Near a TV or speaker.

❌ Near a water fixture.

❌ Under a window.

❌ In direct sunlight.

❌ Near heating or cooling elements.

4

Plug It In

To avoid unintentional power interruptions, make sure a wall switch **does not** control the outlet you use.

Insert the power cord into the port on the back of the device, then insert the plug into a nearby electrical outlet. The Smart Hub will automatically turn on, the voice assistant will play a greeting, and the ring light will pulse blue.

TIP Once plugged in, make sure the motion sensors on the front of the Smart Hub face into the room.
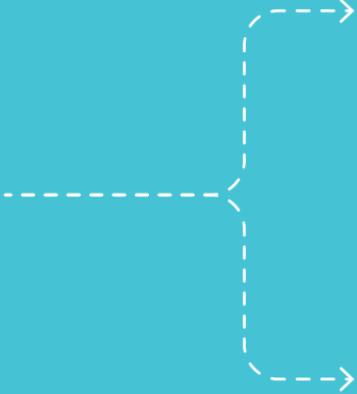
5

How To Shut It Down

If needed, there are two ways to shut down the device depending on the setup status.

Before Setup: If you've plugged in your Smart Hub but wish to postpone set up or turn it off, unplug it from its power source. It will immediately shut down.

After Setup: A backup battery enables the device to continue working during brief power interruptions. To turn off, press the ✖ button for 5 seconds and follow the voice instructions, or press the ✔ button to confirm shut down.

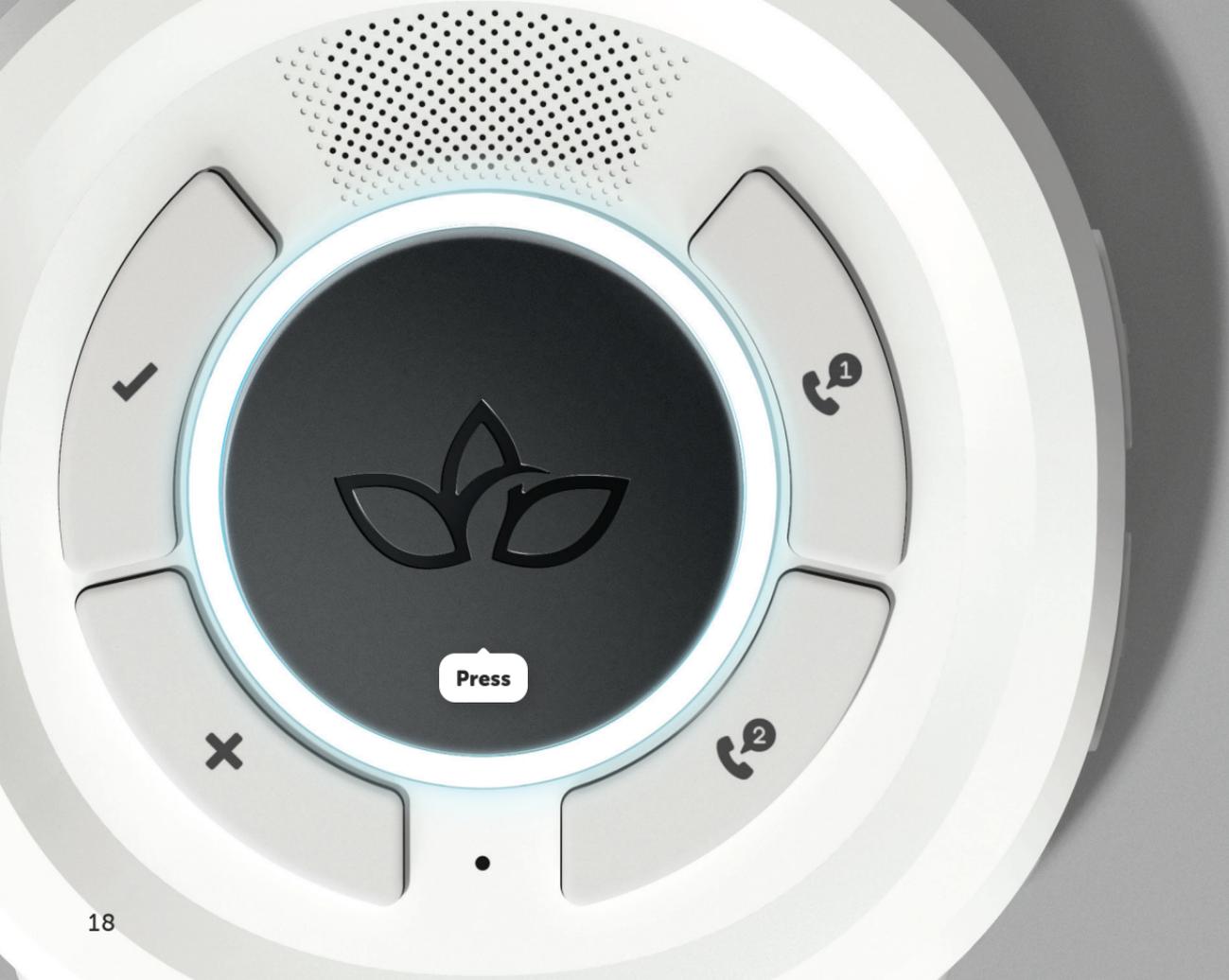# Choose an Option to Complete Smart System Setup

6

Setup Options

Caregivers: If you're setting up for an Independent Adult, jump to booklet **2 Caregivers**. You will need to use the Aloe Care Health app on your mobile device to connect to the internet and access your care space.

Independent Adults: If you're setting up for yourself, complete the last step in this booklet to connect your Smart Hub to the internet (no need for home internet service).

7

Get Connected

Press the black button, then wait while the Smart Hub connects. If successful, the voice assistant will confirm, and the ring light will change to solid white.

TIP For connection issues, follow the voice assistant instructions, or see page 02 for additional help.

Setup Complete!

Jump to booklet **3 Get to Know** to learn how to use your devices.

Aloe Care Health, Inc.