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Inside the box



1 x Care Hub device



1 x USB cable



1 x Temp sensor



1 x Adaptor



1 x User manual



1 x Reset pin

1. Preparing your smartphone



Tendr Care Hub

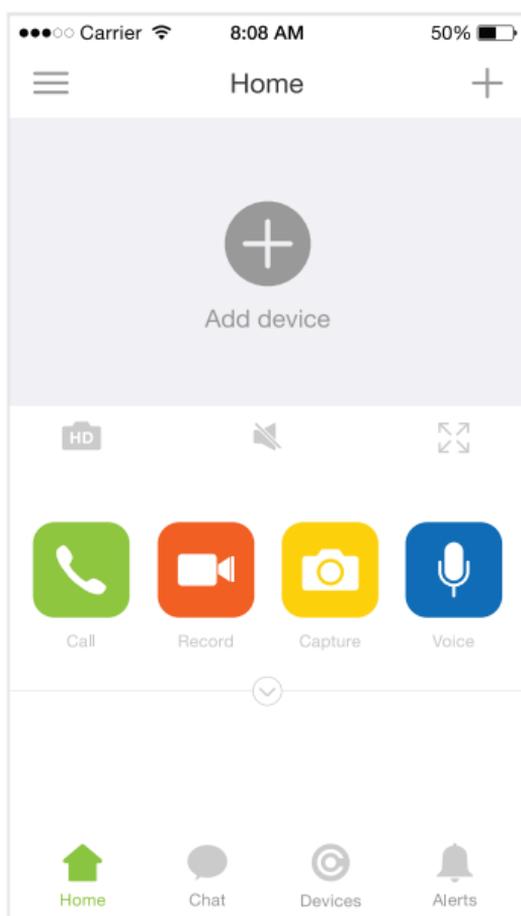


1.1. Download and install the app

Download the latest version of the app from the Apple App Store® or Google Play™ by typing **Tendr Care Hub**. You can also use your phone to scan the QR code above.

1.2. Complete the sign up

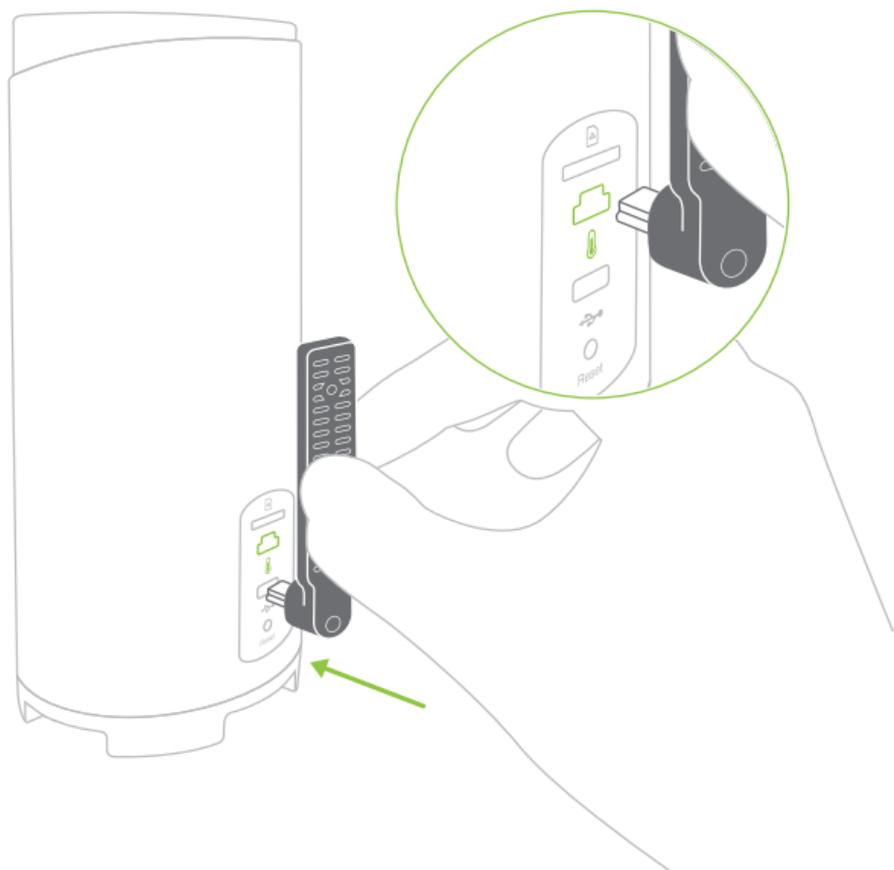
Create your account by entering your email address and setting a password to give you access to the app, then press **Sign up**. Enter your personal information and select **Save**.



1.3. Now you should be in the home screen

Press **Add device** and follow the on-screen steps. The app will guide you to complete the configuration.

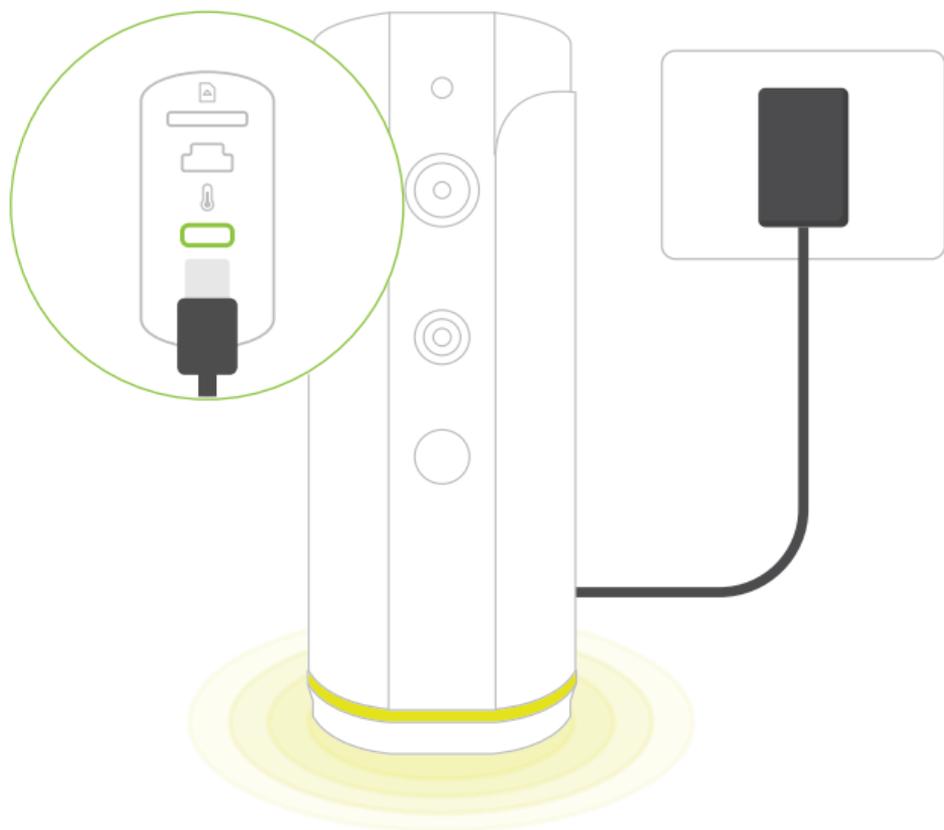
2. Prepare your device for pairing



2.1. Remove the protective film on the device.

2.2. Plug in the temperature sensor

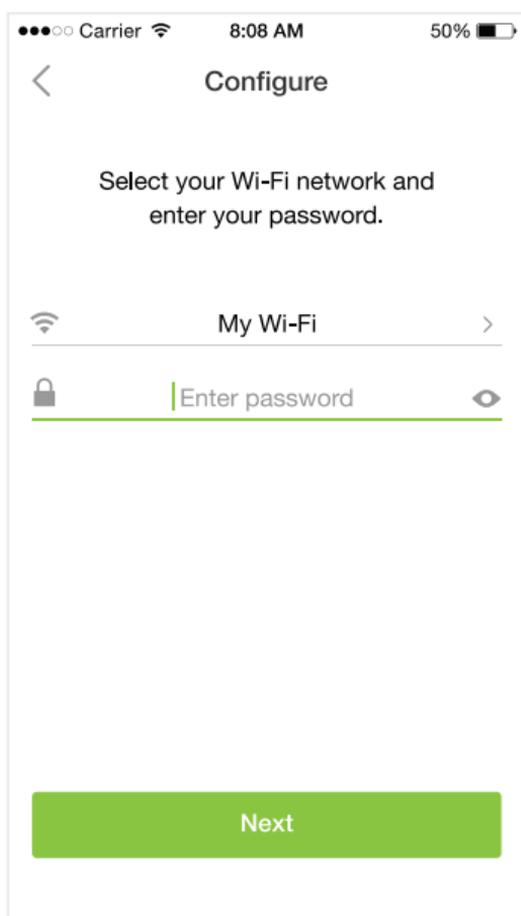
Plug in the temperature sensor included in the accessories box. The temperature port is located on the rear of the device.



2.3. Connect to a power source

Select your country's power adaptor and use the USB cable to plug it into the device. Then plug the adaptor into a power outlet. The LED ambient light will change colour and then remain solid yellow.

3. Pairing your smartphone to the device



3.1. Input the Wi-Fi network information

The app will recognise the Wi-Fi network your smartphone is connected to. Enter the Wi-Fi password in the section below the network name.

Note: the Care Hub will only work on the 2.4GHz band. Make sure your phone is also connected to this network.



3.2. Connect the device to your Wi-Fi network

Place your smartphone next to the device and press the **Beep** button on the app. Wait a few seconds, the device will say 'Connecting'. Press the **OK** button on the app and the LED will change to flashing yellow.

Note: Holding the smartphone too far away from the device, entering the wrong password or if the WiFi network signal is weak, could result in unsuccessful pairing. If so, you may need to power up or RESET the device to try again.



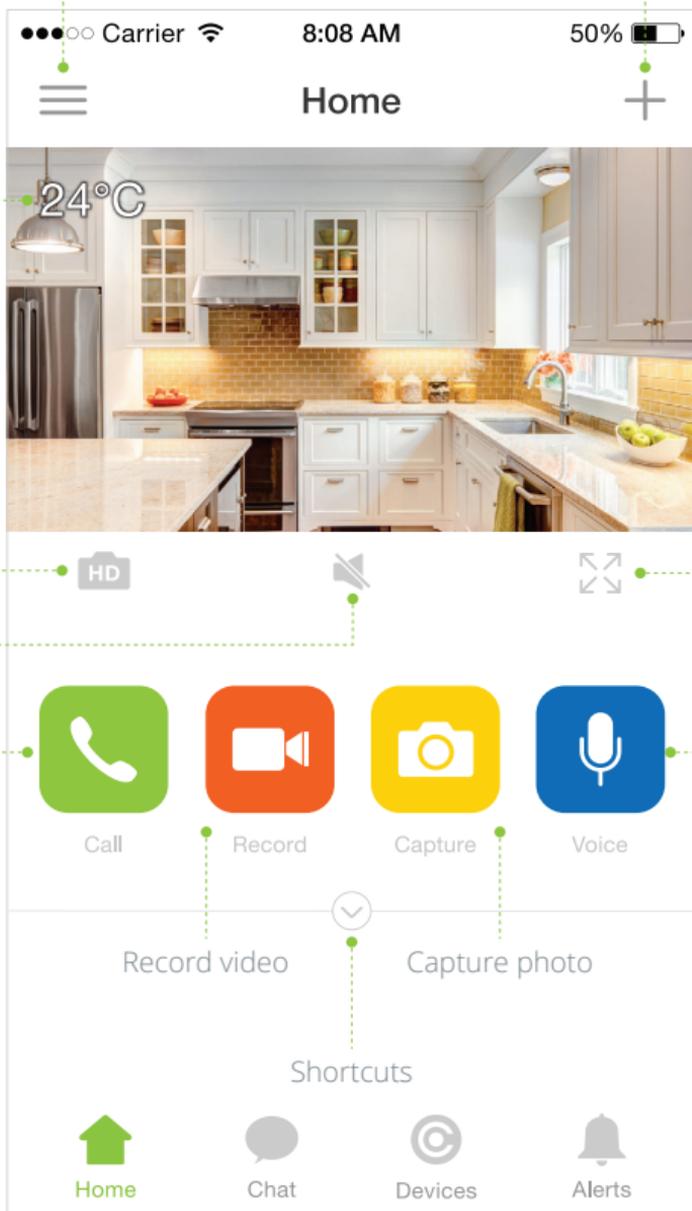
3.3. Connection successful

Once the connection is completed the device LED will start flashing green, indicating that you are watching the video stream with the app.

Home screen main features

Go to menu

Add Care Hub



Indoor temp

24°C

High definition

HD

Mute



Fullscreen



Call



Record



Capture



Voice

Record video

Capture photo

Shortcuts



Home



Chat



Devices



Alerts

Home page

Devices list

Send voice messages

Make calls

Chat history

View alert



Call the device from the app

To call the device, press the **Call** button. The app will start calling the device and the LED light will flash purple. To answer the call, you should press the **Button** on the top of the device and the communication will start. To hang-up press the **End call** button.



Record video

To record a video, press the **Record** button on the app home screen. The app will start recording the video. Press the **Stop** button to pause the recording. The video will be saved on your phone's gallery.

Note: You should activate the permissions and allow your mobile to use your phone's gallery.



Capture photo

To capture a photo simply press the **Capture** button on the home screen of your app and it will be saved in your phone's gallery.

Note: You should activate the permissions and allow your mobile to use your phone's gallery.



Send a voice message

Voice messaging allows you to instantly send recorded messages. To send a voice message, simply tap and hold on the **Voice** button and start talking. You can listen the voice message on the **Chat history** screen.

While recording a voice message, you can slide left to cancel instantly.

Video settings bar and shortcut



Activate/Deactivate the HD Camera

Tap the **HD** icon to view the video in high definition, the icon will change to green colour, indicating that is active. Press again to deactivate the function.



Activate/Deactivate the Sound

Tap the **Sound** icon to listen what's going on while watching the live video.



Full Screen View

Want to see a larger live video? Simply press the **Full screen** icon or turn your smartphone to see the landscape mode.



Show/hide alerts shortcut

Tap the **Shortcut** icon to have a quick access to the Alerts. Select the alert you need to set or edit easily from your home screen.

You can also access to the alerts trough the **Devices** icon on the tap bar located at the bottom of the home screen.



Temp



Motion



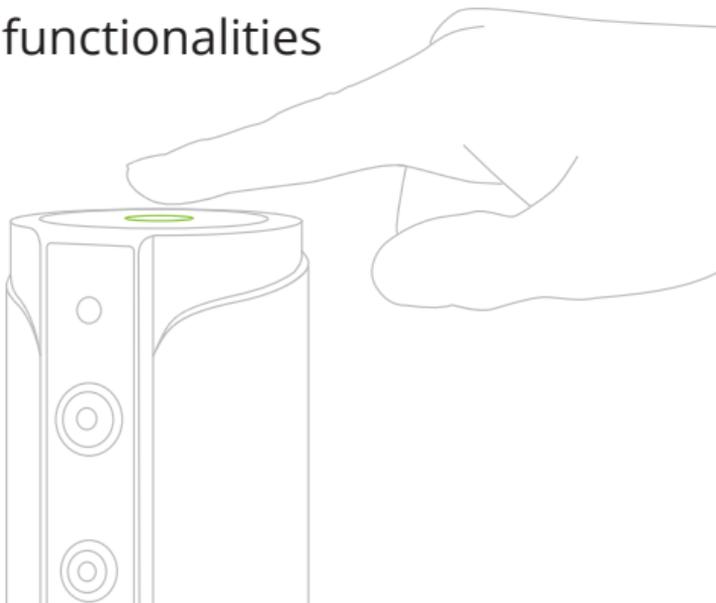
Non-Motion



Reminders



Call button functionalities



Make/answer calls

Press and release the button to make calls to the app admin account. The LED light will stay solid green, while a ring tone sounds and then start to flash once the call has been connected. The device will call smartphone for 10 seconds.

To answer the call open the incoming call pop-up notification and start the two way communication.

Send voice messages

Press and hold the button, the LED will light purple and then you will hear a beep. Record a voice message and release the button to send. The device will send a swoosh sound as the message is delivered

Play a voice message

When you get a voice message, the LED will flash purple and you'll hear a ring tone. Press the button to play it.

Configure the device volume

Press the button twice to configure the volume. The device will play a record 'if the volume is suitable, please press the button'. Press the button on the volume level that is suitable for you.

What the LED light colour means?



Green solid

Everything is working normally. Your device is powered and connected to a Wi-Fi network.

Flashing green

Someone is remotely watching the video stream with the app.

Solid purple

When pressing and holding the button to record a voice message, the LED will light purple and then you'll hear a beep.

Flashing purple

Incoming call (the device will be ringing), voice message or reminder received.

Press the button to answer the call or listen the message.

Yellow solid

The device ready for configuration to a Wi-Fi network or completing the setup.

Flashing yellow

The device is looking for network.

Solid red

There are two possible reasons device's light is solid red: it didn't complete setup or it can't connect to a Wi-Fi network.

Make sure that the device is within range of your router, and check for any interference.

If it persists, try to set up and connect again or contact technical support.

Set Alerts

Set the Care Hub to alert you of issues that could affect your loved ones. Go to **Device**, enter in the device where you want to set the alert, press **Set alerts** and select the alert you want to add and follow the on-screen steps.

Motion detected

With the built-in passive infra-red sensor, the device can be set to take a photo when detects movement during certain time frame.

Note: Please take care in using this function; position the Care Hub so it is not facing any windows. If the home in which it will operate has pets you may choose not to use this function as they can cause false alerts.

Non-motion detected alert

With the built-in passive infra-red sensor, the device can be set to take a photo when there is no motion detected during a certain time frame.

Temperature alert

The elderly are vulnerable to the extremes of temperature. Set the unit to alert you via the app when the home temperature reaches a critical point. Simply go to Device, tap the Right arrow on the device you want to set the alert to, then select Temp alert.

Reminders

You can record an audio message from your smartphone and set the times and days when this message should activate on the device. On the device, the voice message will be sent out at the time you set. The user presses the button on the top of the device to cancel the message.

Emergency Contacts

Turn your app into a potentially life-saving tool by adding Emergency contacts.

FAQs

Resetting the device

To reset the device, press the **Reset** button located at the rear of the device, using the reset pin provided. Then start the pairing process once more.

Note: If the device has previously been paired with another administrator you need to remove from the administrator's account first (see below).

Removing the device from the administrator account.

Reset the device and then remove the device from the app by pressing the **Menu > Devices >** select the device, enter the device menu by pressing the '>' arrow. Then press **Delete device**.

How can other family members see the Care Hub?

First the new family member downloads the app and registers a new account on the app. Then ask the administrator to add the new account to the **Family members** group.

To do this press the **Menu > Devices >** select the device, you want to share with your family member, enter the device menu by pressing the '>' arrow. Then input the account name of the person you want to add and then press **'Invite'**.

The device will now appear on the app of the person who you have invited.

Transfer the Admin rights to another family member.

Press the **Menu > Devices >** select the device, enter the device menu by pressing the '>' arrow. Next press **Admin**, then the '>' arrow on the admin name and select the family member you wish to transfer the admin to and press **Save**.

The admin will be transferred to the other family member and new admin will have full control of the device and adding or deleting family members.

View alerts and motion timeline

You can view the **Alerts Notifications** and **Motion timeline** by selecting the **Alerts** icon on the tap bar of the home screen.

How can I set a reminder?

Go to **Device, Set alerts** and then select **Reminders**. Select **Add alert**, enter the reminder name, press and hold the **Voice** icon to record the message. Press the **Speaker** icon to listen the reminder and tap **Next** to continue.

Then you can set multiple times to repeat this reminder and the days you want the device to play it. Press **Save** to set the reminder.

Why can I not link to my router?

Please check that your router is 2.4GHz this version only support this common configuration and not 5GHz.

Where should locate the device?

We recommend placing the device in the lounge area where it is close at hand.

For further FAQ's please check the website

www.tendrcare.com/carehub/help



Visit our website

www.tendrcare.com/carehub

Online manual and FAQs

www.tendrcare.com/carehub/help

Customer Service and Technical Support

support@tendrcare.com



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