Care Guardian

User Manual



seenyor.com

Valid Scope

This manual applies exclusively to the Seenyor Care Guardian and is not applicable to any other Seenyor products. It covers the installation, operation, maintenance, and troubleshooting of the device.

Important Notice

This device is a standard consumer electronic product and is not classified as a medical device. It uses advanced millimeter-wave radar technology for monitoring, but its performance can be influenced by various external factors.

As a result, monitoring accuracy may be reduced. Seenyor accepts no liability for any missed detections or false alerts that may affect the safety of persons or property.

The factors affecting accuracy include, but are not limited to:

- Failure to follow the manual's instructions for proper installation and configuration.
- Environmental interference and the inherent limitations of radar technology, which cannot guarantee 100% accuracy.
- Unstable power supply or network connection.
- Device lifespan: As the product operates continuously, long-term use may lead to aging of the components, affecting accuracy, error rates, and other performance indicators.

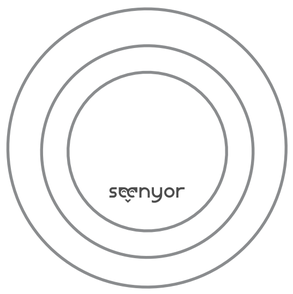
Product Specification

The Seenyor Care Guardian is a millimetre-wave radar device that provides occupancy counting, fall detection, voice intercom, and more.

Parameters

PARAMETERS	VALUES
Dimensions	70x70x27mm (Without base)
Weight	83.1g (Without power adapter)
Operating Temperature	-10°C - 45°C (14°F to 113°F)
Operating Humidity	5% - 95%
Mounting Mode	Ceiling / Wall
Protection Class	IP65
Power Requirements	5V / 2A USB DC power adapter
Power Consumption	Average: <3W; Instantaneous: <4W
Communication Interface	2.4G (Wi-Fi)
Azimuth	140°
Elevation	120°
Modulation	FMCW
Transmitted Power	11dBm
Number of Antennas	4T4R
Detection Area	Up to 24m2
LED Indicator	Blue - Pairing Mode | Red - No Internet

Package Contains



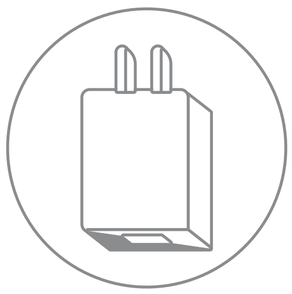
1x
Care
Guardian



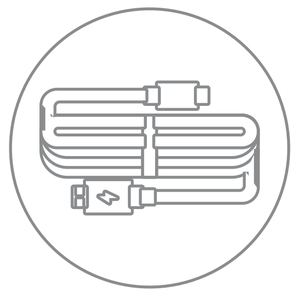
1x
Ceiling-Mounted
Bracket



1x
Wall-Mounted
Bracket



1x
Power
Adapter



1x
USB/Type C
Power Cord

Attention!

Do not store the product in environments with extreme temperatures."

Position Selection

The Seenyor Care Guardian covers an area of 24m². For optimal performance, the sensor's coverage area should be aligned with the room's layout during installation.

Installation requirements may vary depending on the usage scenario.

SCENARIO	MOUNTING POSITION	MOUNTING HEIGHT
Any room	**Ceiling (Primary)**	**Primary:** Height: 2–3 meters (6.5–10 ft)
	Wall (Backup)	Backup: Height: 1.6–1.8 meters (5.2–5.9 ft)

Precautions for choosing the installation location of the device:

If the installation area exceeds the device's detection range, the device will be unable to capture any data.

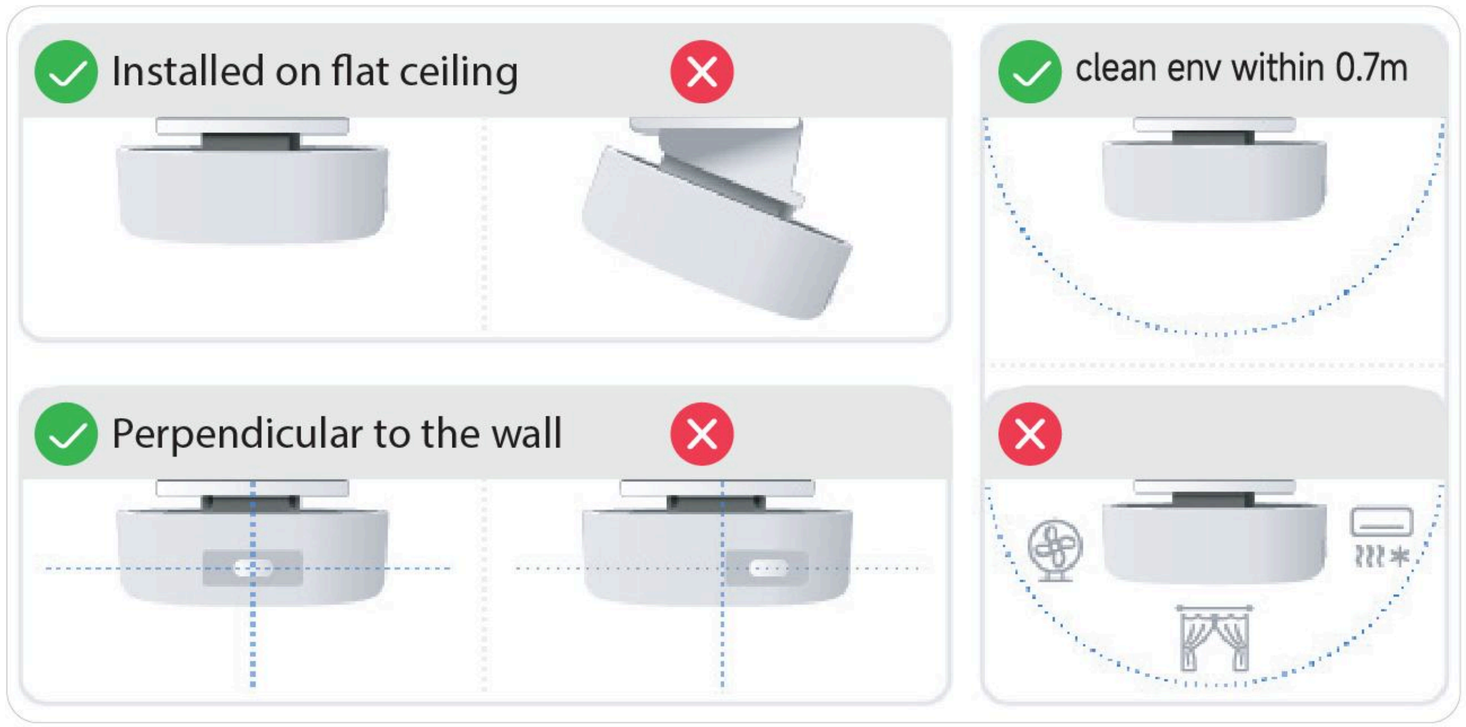
For installation height, please refer to the provided table. Use a distance meter or tape measure for accurate measurement - do not rely on visual estimation.

Avoid installing the device near high-temperature sources (e.g., heating pads, incandescent lamps) or behind obstructions such as ceiling fans, ceiling lights, pendant lamps, or cabinets, as these may block signals.

Ensure there are no vibrating objects (e.g., curtains, air conditioners, fans) within 0.7 meters (2.3 ft) of the installation site to prevent interference.

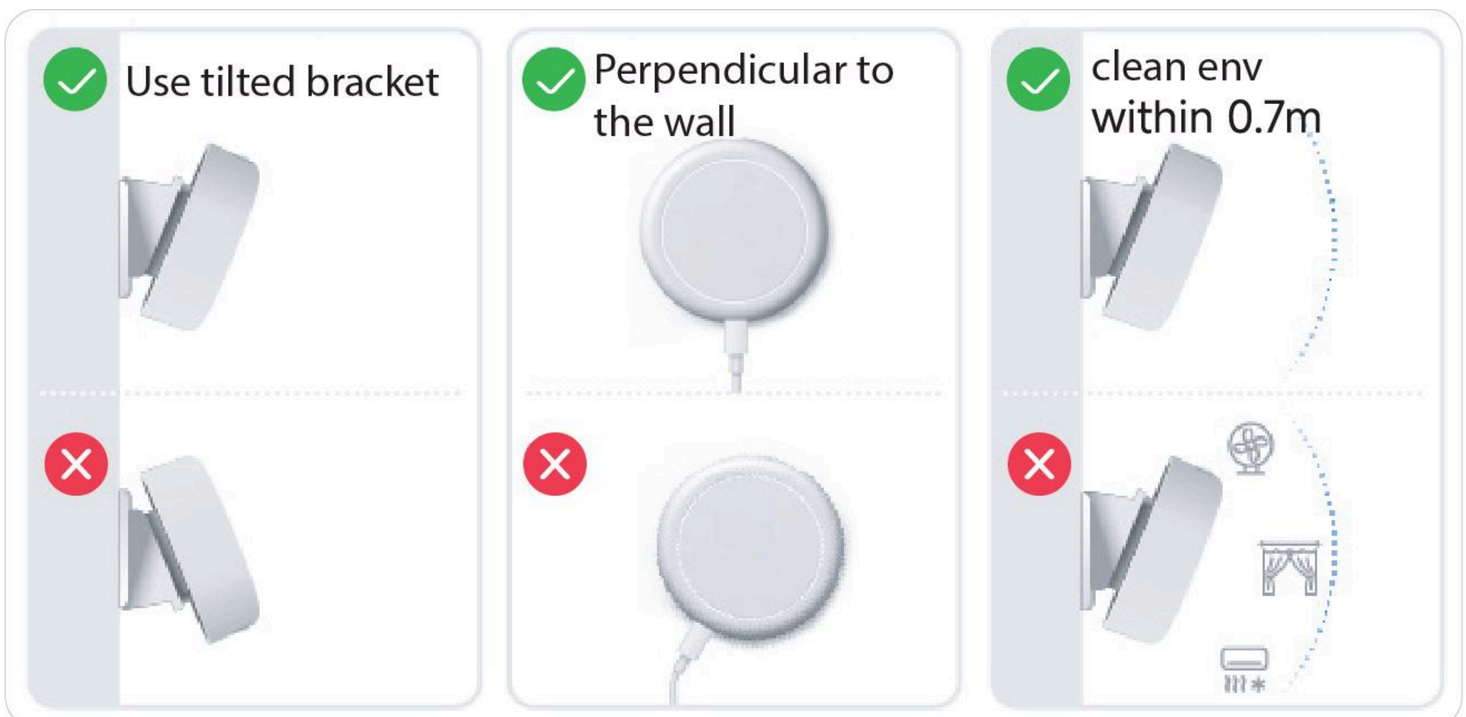
Mounting Modes

CEILING MOUNTING



Note: Please mount the device on a flat ceiling without tilting. Ensure that the bracket is aligned correctly, with the device's buttons/indicators positioned perpendicular to the wall.

WALL MOUNTING



Note: When using a bracket with a tilt angle, ensure that the power cord hangs perpendicular to the floor.

Installation Steps

Step 1: Mounting the Bracket

Following the "Mounting Mode" instructions, select the mounting position and mark it with a pencil. Depending on your needs, you can either peel off the adhesive backing on the bracket to secure it, or use self-tapping screws for the mounting holes.

Step 2: Insert the Device into the Base

Connect the power cord to the device, then insert it into the bracket slot.

Step 3: Fix the Power Cord

Choose the position for the cable clips and mark it with a pencil. Place the power cord into the clips, then secure them to the wall or ceiling using the provided double-sided adhesive. Press firmly for at least 10 seconds to ensure proper adhesion.

Note: The actual radar detection range may differ from the expected range due to obstructions or environmental interference at the installation site.

Seenyor App

To simplify the setup and control of your Seenyor Care Guardian, download the **Seenyor App** on your smartphone. Use the app to configure your device, monitor data, and receive real-time alerts.

Scan the QR code below to download the app and follow In App Instructions:





Seenyor

Download on the App Store

GET IT ON Google Play

Stay connected and in control - anytime, anywhere.

Tips

1. The Seenyor Care Guardian currently operates solely on 2.4GHz wireless networks. If your router supports both 2.4GHz and 5GHz bands, ensure to select the 2.4GHz network during setup.

2. Disable mobile data in your phone's settings. Ensure your phone is connected to the correct home Wi-Fi network and that you've entered accurate Wi-Fi credentials during configuration to avoid red status indicators.

3. Select the appropriate installation height during device setup.

4. Proper pairing of the Seenyor Care Guardian to a room is essential for its functionality, as different room types require different services. Optimal performance is achieved by selecting the correct room type during configuration.

Limited Warranty Disclaimer

WARRANTY NOTICE: The Seenyor Care Guardian warranty covers manufacturing defects in materials and workmanship for a period of 12 months from the date of purchase, as per the warranty terms. Damage from accidents, improper installation, misuse, or natural events (such as lightning or floods) is not covered. This warranty does not affect your statutory rights.

Safety Disclaimer

IMPORTANT: This device is designed to assist in fall detection but is not a life-saving device. The Seenyor device is intended for supplementary monitoring purposes only. It should not be relied upon in emergencies or as a replacement for emergency services.

In the event of a medical emergency, call your local emergency services immediately. (UK: 999 | EU: 112 | US: 911 | AU: 000)

Device Functionality Disclaimer

WARNING: The functionality of the Seenyor Care Guardian is dependent on a stable Wi-Fi connection and internet access. Loss of connectivity will result in an interruption of alerts and monitoring services. Seenyor Ltd. assumes no liability for any issues arising due to connectivity disruptions or network failures.

Data Interpretation Disclaimer

NOTE: Data provided by this device, including fall detection and other activity data, is for reference purposes only. This information should not be interpreted as clinical or medical data. Always consult a healthcare professional for medical advice and evaluations.

User Responsibility Disclaimer

USER RESPONSIBILITY: The user is responsible for ensuring the Seenyor device is correctly installed and operated in accordance with the instructions provided in this manual. Failure to adhere to the setup and usage guidelines may affect device performance. Seenyor Ltd. is not responsible for any damage resulting from improper installation or unauthorized modifications.

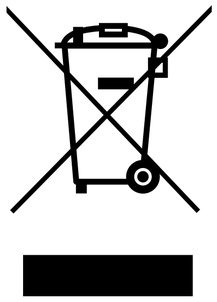
Liability Limitation Disclaimer

LIMITATION OF LIABILITY: Seenyor Ltd. is not liable for any personal injury, loss, or damage arising from the use of this device. Users are advised to maintain personal insurance coverage for risks, including medical, property, and liability insurance, as Seenyor Ltd. does not provide such coverage.

Warnings

1. Handle your Seenyor device with care.
2. The Seenyor device may break if dropped.
3. Use only the provided power adapter to avoid malfunction or potential damage to the device.
4. Tampering with or opening the device voids the warranty.
5. Keep the device away from water, as water damage is not covered under the warranty.
6. The device will not function during a power outage.
7. If the Wi-Fi in your home is not working, the device will not transmit alerts to emergency contacts.
8. Follow the installation and usage instructions carefully; the device will not work if instructions are not followed.
9. Avoid mounting the device on wallpaper, as it may fall off or damage the wallpaper.
10. Follow instructions carefully when removing the device from the wall.

WEEE Regulations



Disposal of waste electrical and electronic equipment

Do not dispose of this product with household waste. Take it to your nearest recycling centre, WEEE collection point, or return it to your retailer when purchasing a replacement. To find your nearest collection point, visit recyclenow.com or contact your local council. Incorrect disposal may harm the environment. Seenyor complies with the UK WEEE Regulations 2013 (SI 2013/3113).

Data Privacy disclaimer

The Seenyor Care Guardian collects and processes data including movement activity, occupancy detection, and fall events in order to provide its monitoring services. This data is transmitted to Seenyor's secure cloud servers and accessible via the Seenyor app.

What we collect: Motion data, fall event logs, device usage, and app interaction data.
How we use it: To deliver alerts, improve device performance, and provide monitoring services. Your data is not sold to third parties.
Your rights: Depending on your country of residence, you may have the right to access, correct, delete, or restrict processing of your personal data. To exercise these rights, contact us at privacy@seenyor.com.
Data retention: Data is retained only for as long as necessary to provide the service or as required by applicable law.
International transfers: Data may be processed in countries other than your own. Where required, appropriate safeguards are in place in accordance with applicable data protection law.

FCC Regulations

This Device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

Caution: Any changes or modifications not expressly approved by Seenyor Ltd. for compliance could void the user's authority to operate this equipment.

The antennas used for this transmitter must be installed to provide a separation distance of a least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For Australian Market

This product is registered as a level 1 equipment and complies with the requirements of the relevant ACMA Standards made under the Radiocommunications Act 1992. Deemed to comply with AS/NZS 3820:2020, AS/NZS CISPR 32:2015+A1:2020, AS/NZS 4268:2017+A1(2021), AS/NZS 2772.2-2016+A1(2018). Operation is subject to these conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation.

CE Compliance (EU)

This device complies with the 2014/53/EU Radio Equipment Directive (RED). As per Article 10.8(a) and 10.8(b) of the RED, the following table provides information on the frequency bands and maximum RF transmit power for this product in the EU:

Frequency Band (MHz)

2400–2483.5

Maximum Power (dBm)

WLAN: 17.53dBm. BT-LE: 9.52dBm

Frequently Asked Questions

Q1 **I'm experiencing issues with device configuration.**

1. Ensure you select the **2.4GHz Wi-Fi** network.
2. During configuration, if prompted by your phone to use the current network, select YES. It's also advisable to disable your mobile data.
3. Confirm that both Wi-Fi and local networks are enabled in the Seenyor Care app settings on your mobile device.
4. If the status indicators are red due to no Wi-Fi, unstable Wi-Fi signal, or incorrect Wi-Fi password, press and hold the HOME button for 3-5 seconds until the lights flash blue. You can then proceed to repeat the configuration process.
5. Make sure your Care Guardian device isn't connected to another phone. If it is, delete the device from the other phone and repeat the configuration process.
6. If the device still isn't configured, power it off and repeat the process.

Q2 **I'm not receiving notifications.**

Ensure notification permissions for the Seenyor Care app are enabled in your mobile phone settings.

Frequently Asked Questions

Q3 **I'm not receiving texts or calls.**

Check if texts or calls are blocked on your phone's blacklist settings.

1. Verify the availability and functionality of internet, mobile network, or cloud service. Ensure your phone is not powered off or out of service area.
2. Confirm the correct emergency contact number is entered, including the country code.
3. If applicable, you may have exceeded the maximum limit for voice calls or text messages to the same mobile phone number per day.

Q4 **Can I use one account to control multiple devices?**

Yes, you can add as many devices as you'd like.

Q5 **Can I log in to the same account using different mobile phones?**

The Seenyor app supports up to 5 different mobile logins, but only one at a time. You can view all connected phones in your app settings under "Manage devices."

Q6 **How do I know if the device is working?**

You can check whether the device is online directly within the Seenyor app.