01

Smart System Basic Setup

Aloe Care

Book1_SS-Setup_5x5-Saddle_1.indd 1 8/14/20 12:34 AM

Help Is Here

Reach out to us for assistance with setup or answers to general questions; one of our team members will be happy to help. Email, or speak to us directly—

support@aloecare.com

1-888-ALOECARE (1-888-256-3227)

support.aloecare.com

Book1_SS-Setup_5x5-Saddle_1.indd 2 8/14/20 12:34 AM

Contents

Comfortable at Home 04

1. Your Smart System 06

2. Find a Spot 08

3. Adjust the Position 10

4. Plug It In 12

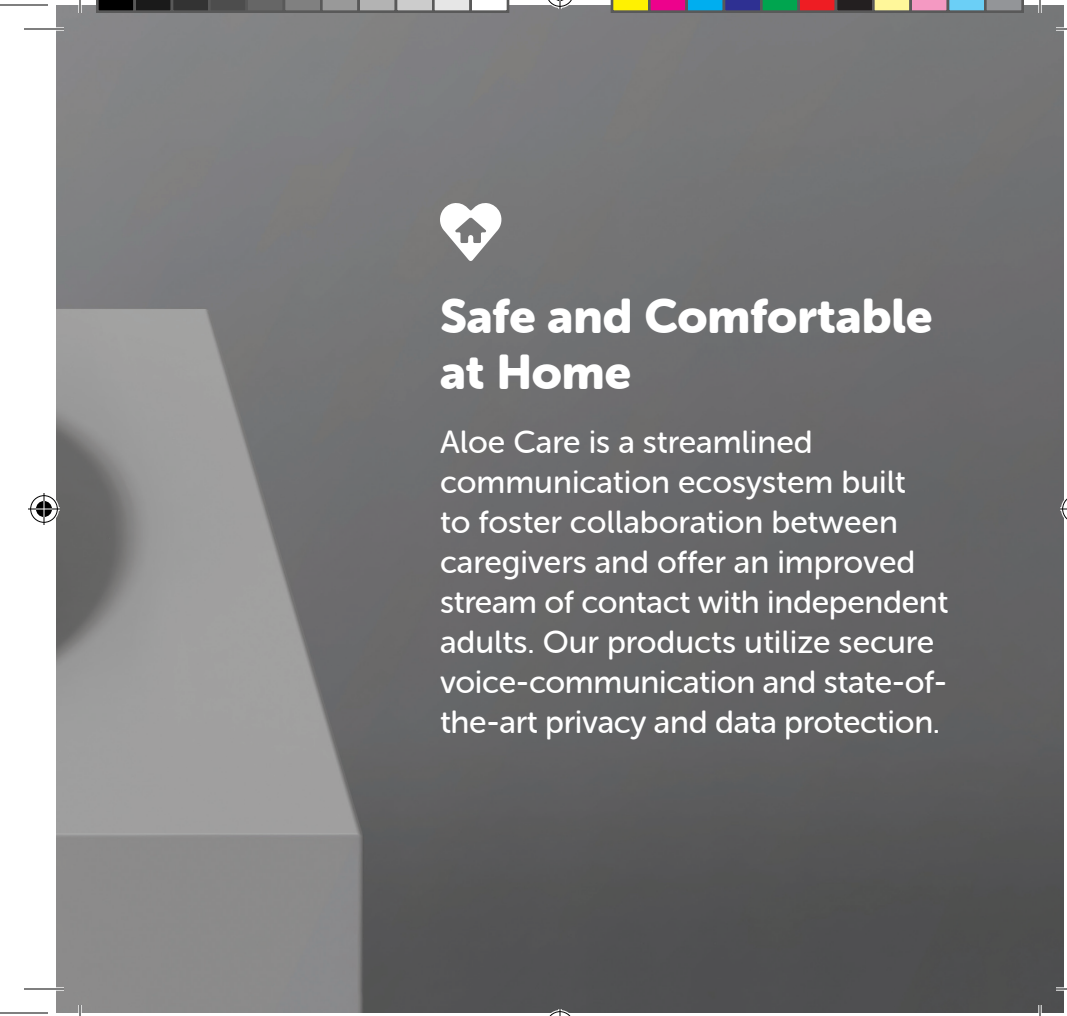
Connect Caregivers 14

5. Connect Care Recipients 16

6. The Care Button 18

Book1_SS-Setup_5x5-Saddle_1.indd 3 8/14/20 12:34 AM

Book1_SS-Setup_5x5-Saddle_1.indd 4 8/14/20 12:34 AM



Safe and Comfortable at Home

Aloe Care is a streamlined communication ecosystem built to foster collaboration between caregivers and offer an improved stream of contact with independent adults. Our products utilize secure voice-communication and state-of-the-art privacy and data protection.

Book1_SS-Setup_5x5-Saddle_1.indd 5 8/14/20 12:34 AM

Book1_SS-Setup_5x5-Saddle_1.indd 6 8/14/20 12:34 AM

1

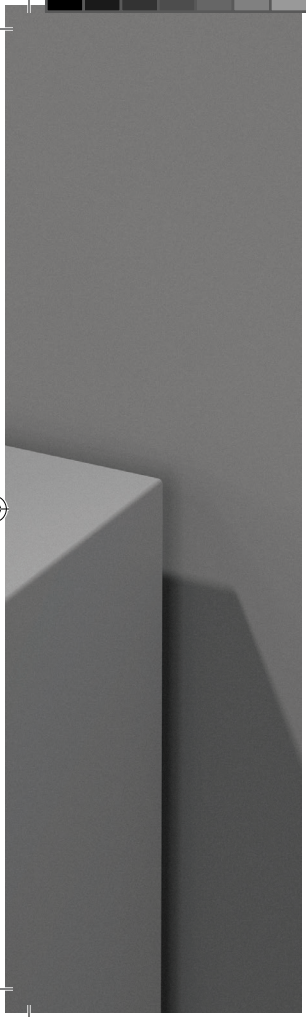
Meet Your New Smart System

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

Collect your items—

1. Smart Hub
2. Care Button
3. Power Cord
4. Lanyard
5. Wristband

Book1_SS-Setup_5x5-Saddle_1.indd 8 8/14/20 12:34 AM



2

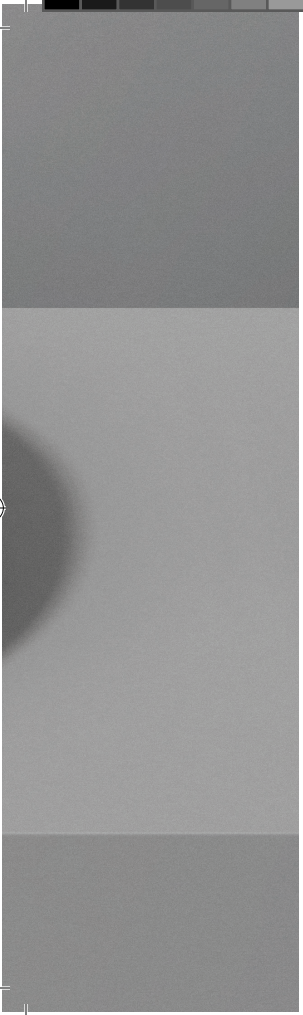
Find a Spot

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. Then, find a flat surface to set it on, like a kitchen counter, coffee table, or side table.

For proper function—

- ✔ Set on a flat surface, between 3 - 4 feet high.
- ✔ Place within 5 feet of an electrical outlet (power cord is 6 feet long).

Book1_SS-Setup_5x5-Saddle_1.indd 10 8/14/20 12:34 AM



3

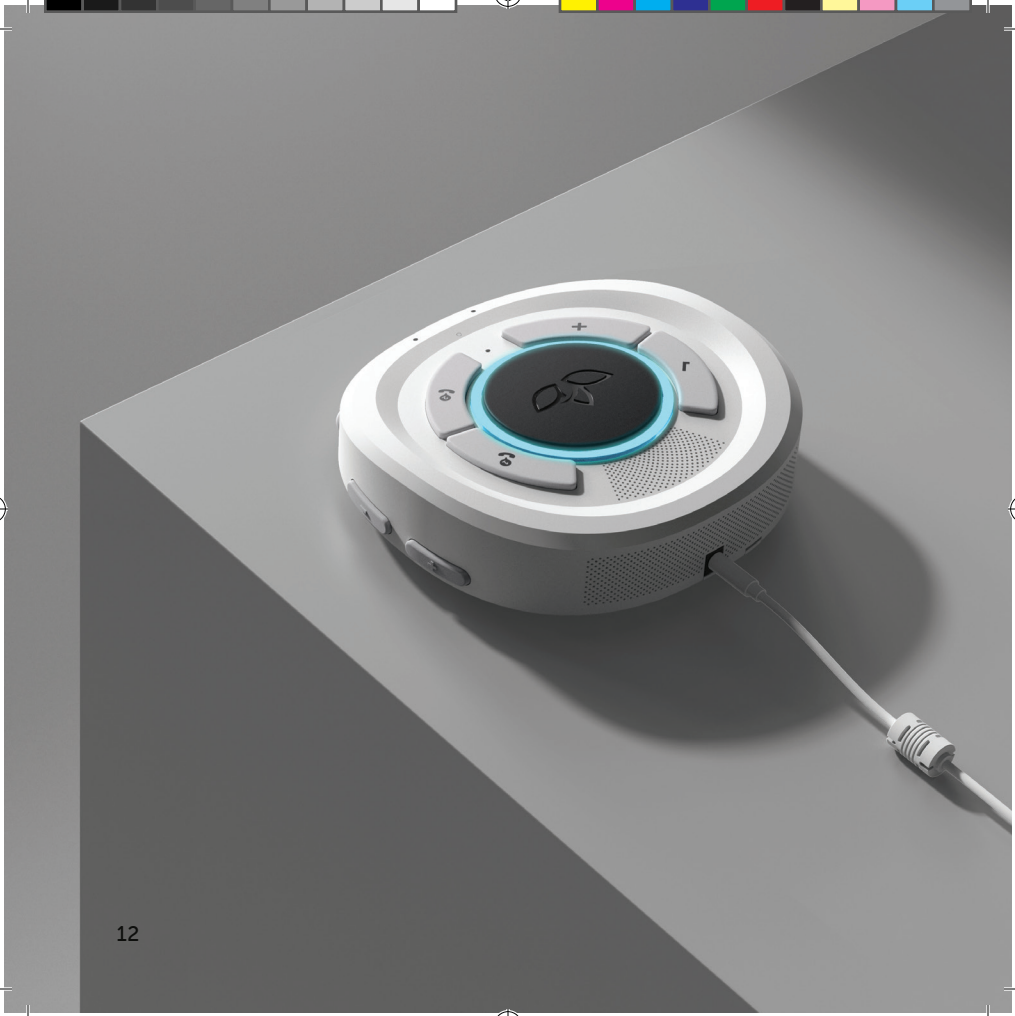
Adjust the Position

Now, make sure the Smart Hub position is correct. Point the front of the device into the room, providing the two motion sensors a clear, unobstructed view.

Do not—

- ✕ Block the two motion sensors.
- ✕ Place near a water fixture.
- ✕ Place in direct sunlight.
- ✕ Place near a TV or speaker.
- ✕ Place near heating or cooling elements.

Book1_SS-Setup_5x5-Saddle_1.indd 11 8/14/20 12:34 AM



Book1_SS-Setup_5x5-Saddle_1.indd 12 8/14/20 12:34 AM

4

Plug It In

Insert the power cord into the port on the back of the device, then insert the plug into a nearby electrical outlet. Once plugged in, the Smart Hub will turn on automatically.

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

After plugging in the Smart Hub, listen for a chime, followed by a welcome message, and look for the ring light to pulse blue.

Book1_SS-Setup_5x5-Saddle_1.indd 14 8/14/20 12:34 AM

Caregivers

Read booklet **02, Connect for Caregivers**, to complete Smart System Setup using the Aloe Care Health app on your mobile device.

Independent Adults

Finish the steps in this booklet to complete the Smart System Setup for yourself.

Book1_SS-Setup_5x5-Saddle_1.indd 16 8/14/20 12:34 AM

5

Connecting for Independent Adults

Getting the Smart Hub connected to the internet is simple and does not require home internet service.

Press the round black button and listen to the Smart Hub voice messages to confirm your connection.

TIP For connection issues, follow the voice prompt instructions on the Smart Hub.

If you need help troubleshooting, see page 02.

Book1_SS-Setup_5x5-Saddle_1.indd 18 8/14/20 12:34 AM

6

The Care Button

The Care Button is ready to use and requires no additional setup. To wear, snap it into one of the comfortable accessories.

TIP If you'd prefer not to use the Care Button, place it back in its box for safe storage.

Setup Complete!

Read booklet **03, Get to Know**, to learn how to use your devices.

Aloe Care Health, Inc.
Copyright © 2020 Aloe Care Health

Book1_SS-Setup_5x5-Saddle_1.indd 20 8/14/20 12:34 AM