RECARO

RECARO Easy-Tech - FAQ

OPERATION

How does the App notify me in case of a child on board if I leave?

RECARO Kids Easy-Tech has three alarm levels:

a. Alarm "0": If the parent/guardian leaves the car with the smartphone, accidently leaving the child on board, Easy-Tech sends a first notification through the RECARO Kids App. From the first notification, the parent/guardian has 3 minutes to be able to carry out in complete serenity and without alarms, activities such as unloading groceries from the car, unloading the stroller or refueling.
b. First level alarm: This level of alarm activates at the end of the 3 minutes and provides an acoustic, haptic and visual alarm which can be silenced within 40 seconds. Approaching the car with the smartphone does not cause the alarm to cease, since it is essential to interact with the App by pressing the "STOP" button.
c. Second level alarm: This level activates when the first level alarm has not been silenced in the 40 second time window. Easy-Tech sends an alarm message to all of the predefined emergency numbers (minimum 3, maximum 5).

If I am talking on the smartphone and I leave the child seat, does the alarm 0 start or does the call take precedence?

The call continues but the alarm also starts.

If the smartphone connected with the RECARO Kids Easy-Tech device is in silent mode, do I still hear the alarm?

Yes, even in the case of silent mode, the alarm will be equally audible.

The RECARO Kids App signals me that the battery is low, what should I do?

Through the App you can monitor the battery level of the Easy-Tech accessory. In the event of a low battery, the App will provide all the instructions to be able to replace it.

I don't like the first level alarm ringtone. Can I change it?

Yes, the alarm ringtone can be chosen at will by going to the settings menu, clicking on notifications and select alarm ringtone.

Is there an acoustic sensor in the Easy-Tech device?

No, the RECARO Kids App is intended to send an acoustic alarm to the smartphone connected to the Easy-Tech device. Thanks to this setting, the insertion of the acoustic sensor on the device is not necessary.

If I have used up my smartphone credit, do the alarm messages still work?

Yes, because the alarm messages are sent from the RECARO Kids Cloud.

We have heard that RECARO Easy-Tech's alarm messages are paid, is it true?

RECARO Kids offers 15 alarm messages, after which it is possible to purchase additional packages via the App with the following costs:

- BASIC package (15 messages): € 3.49
- CORE package (30 messages): € 5.49
- PREMIUM package (50 messages): € 7.99

The fact that the alarm messages subsequent to the 15 offered are paid for is a condition imposed by some operating systems that do not allow the automatic sending of SMS. The cost of the SMS is the one dictated by the network operators, without there being any price increase by RECARO Kids.

If the user has finished the alarm messages, the system guarantees the zero alarm and the first level alarm. Easy-Tech always reports the number of alarm messages available and sends a notification when the number of alarms have been used.

If I don't buy the package, will the device not work?

Full functionality is not guaranteed. Alarm 0 and first level alarm are guaranteed.

Does the RECARO Kids App also work in the background?

The RECARO Kids App works even in the background, managing alarm 0, first and second level alarms in case of need without compromising memory use or the state of charge of the device battery. It is therefore not necessary to open the RECARO Kids App at each use but it is important not to voluntarily "Logout" from the application in the "Settings" menu. In this case the Easy-Tech system stops working until new "Login".

Can the RECARO Kids Easy-Tech Bluetooth conflict with the car's Bluetooth?

No, there are two Bluetooth signals that can safely coexist.

Are Bluetooth emissions dangerous?

All Easy-Tech devices comply with the safety requirements established by the European legislation, which is the most stringent regulation worldwide. The "low energy" Bluetooth used in our devices is characterized by a very low signal strength and power, considerably lower than that of a home WiFi network.

SMART ALARMS

What are Smart Alarms?

The RECARO Kids App is able to understand and analyze the specific condition of potential danger, activating smart alarm systems designed to guarantee a higher level of safety. These smart alarms are as follows:

– Out of power smartphone alarm
– Car stopped with child and smartphone left on board alarm
– No connection alarm

What is the 'out of power smartphone' alarm?

If the driver's smartphone is about to run out of battery, the App sends a notification reminding them that the smartphone needs to be recharged. If desired, it is possible to activate an optional service for sending alarm messages via the RECARO Cloud to the preset contacts to warn them that the driver's smartphone is out of power and therefore it cannot send alarm messages in the event of an emergency. The activation of this service takes place in the "Settings / Notifications" section of the RECARO Kids App

What is the 'car stopped with child and smartphone left on board' alarm?

If the driver's car seems to be stopped for some time with a child and the smartphone on board, the App is able to report this anomaly to the server and react with a specific alarm. In fact, it is possible to activate an optional service for sending alarm messages via the RECARO Cloud to the preset contacts to warn them that the driver may have forgotten his smartphone in the car because it seems to be stopped for some time with the child on board. Activating this service is simple, by going to the "Settings / Notifications" section of the RECARO Kids App and selecting the flag.

What is the 'no connection' alarm?

In the event that the driver's smartphone is not able to communicate with the RECARO Cloud for a prolonged period of time, the App sends them a notification warning that their smartphone is without connection. For greater safety, it is possible to activate an optional service for sending alarm messages via the RECARO Cloud to the preset contacts to warn them that the driver's smartphone is not communicating its status correctly and therefore is not able to send alarm

messages in the case of an emergency. You have the option to activate this service by accessing the "Settings / Notifications" section of the RECARO Kids App.

GENERAL

Why has RECARO Kids thought of an anti-abandonment system that involves the use of a smartphone?

Our choice prefers this method of mobile technology because it can automatically activate the multi-contact alarm simultaneously, amplifying the ability to rescue and the probability of intervention in case of emergency.

Is the RECARO Easy-Tech present on RECARO Kids child seats?

The RECARO Kids Easy-Tech is currently not integrated in any RECARO Kids child seats, but is available as a universal accessory in combination with the RECARO Kids App.

Are Easy-Tech products up to standard?

Yes, all RECARO Kids Easy-Tech devices comply with the characteristics established by the Italian decree-law.

Are foreigners who come to Italy obliged to have a sensor?

No, the obligation is for residents of Italy.

RECARO KIDS APP

Is the App free or do I have to buy it?

The RECARO Kids App is free to download.

I can't find the RECARO Kids App in the Play Store. Why?

Verify that the operating system is not older than version 5.0.

Do I need a specific smartphone to download the RECARO Kids App?

The RECARO Kids App is downloadable on all Android and iOS systems.

Is the App RECARO Kids available on App Gallery Huawei?

Yes, it is been developed also for the new Huawei store and it is available on their App Gallery.

Does the RECARO Kids App work even in the absence of a data network?

In the absence of a data network, the full functionality of the Easy-Tech system is not guaranteed.

Once the RECARO Kids App has been downloaded from the Android system, my smartphone reports the same App as possible Virus. How can I solve the problem?

Some antiviruses can identify the RECARO Kids App as potentially dangerous because it operates in the background and has the ability to wake up independently. This is a false positive. It is therefore necessary to ignore the warning.

INSTALLATION

When is the association between Easy-Tech device and family account definitive?

The association is confirmed once the confirmation link sent to the email indicated (and the one on the App) is clicked.

If the confirmation email does not arrive, what should I do?

If the confirmation email is not received within 15 minutes of the account registration process, repeat the registration. If the problem occurs again, contact the RECARO Kids Customer Service.

What happens if I enter the wrong email address for my account?

In the event of an incorrect email, the confirmation email will never be received, and a new account must be entered with the correct email.

Once the association with the family account has been made, can I change the email?

No, it is not possible to change the family account email.

What should I do if the silver film on the QR is removed or partially removed?

In these cases, it is important to contact the Customer Service to verify that the Easy-Tech device has not already been associated with another account.

FAMILY ACCOUNT

What is the family account?

The family account is the central account through which a specific RECARO Easy-Tech device is used by all of the people who take care of the child in everyday life.
All of the people who use that specific device must know the family account credentials: email and password.

What are the advantages of the family account?

–   Users only need to associate the device with the family account through the QR code once, because all the information useful for the child-minder is stored in the family account

–   The family account and its password allows users to connect and use the device from a potentially infinite number of smartphones (dad, mum, grandparents, babysitter, etc.), one at a time.

Do I need internet connection to create the family account?

Yes, when creating the family account, an internet connection (mobile data network or WiFi) is required.

How many smartphones can the RECARO Kids Easy-Tech device connect to?

It is possible to connect the Easy-Tech device to an infinite number of smartphones (one at a time) if equipped with the RECARO Kids App, Bluetooth and GPS, as long as everyone can access the same family account. The family account remains unique as the password to access is unique.

How many accounts can be associated with one RECARO Kids Easy-Tech device?

One Easy-Tech device can be associated with just one "family account" by defining an email address and password, to be shared with all users who will interact with that specific device.

Can I associate the same family account with multiple RECARO Kids Easy-Tech devices?

Yes, it is possible to associate up to 4 Easy-Tech devices to the same family account and the RECARO Kids App is able to detect them inside the car.

If there are 2 smartphones in the car connected to the same Easy-Tech device, are they both getting the alarm?

It is not possible for 2 smartphones to connect simultaneously to the same Easy-Tech device. Only one of the two will connect to the device, based on the responsiveness of the Bluetooth of each smartphone.

The alarm system (alarm 0, first and second level) will be active only on the single smartphone connected at that moment with the Easy-Tech ('Smartphone A'). If 'Smartphone A' leaves the car

with the child on board, it will receive the alarm 0, and if 'Smartphone B' is left in the car, the Easy-Tech device on board will automatically connect with it.

If a user wants to give the device to third parties after a few years, what should he do to cancel the account and allow the new user to activate the same device on a different account?

It is not possible to reset the pairing of the anti-abandonment device from the family account with which it was initially registered.

PASSWORD

Does the family account password expire?

No, the password does not expire.

Can I change my password?

Yes, it is always possible to change the password or recover it if forgotten. If the family password is changed, the new password must be shared with all users who use the same family account.

What happens if a user changes their password? Do I get notified?

If the password is changed by a user of the family account, a notification appears on the screen of the other users informing them that a new password has been entered.

ALARM MESSAGES

How many emergency numbers can I put in the family account?

It is possible to enter within the family account a minimum of 3 to a maximum of 5 emergency numbers. **IMPORTANT:** it is only possible to enter numbers registered in the address book of the connected smartphone and it is necessary to have an internet connection (mobile data network or WiFi) during this operation.

Do all emergency numbers have to be connected to the App?

No, it is not necessary that they are all connected to the App or that they have internet connection, just the possibility of receiving SMS.

If I accidentally enter national emergency numbers, number of services, landline numbers etc., is the RECARO Kids App able to recognize them as incorrect and warn me?

No, the correct setting of the numbers to be contacted in the event of an emergency is left to the end user. It is always recommended to pay close attention when inserting.

In what form does the second level alarm reach the emergency contacts?

SMS.

Does the RECARO Kids Easy-Tech also send e-mails?

No, the RECARO Kids App sends alarm SMS messages to the emergency numbers reported to guarantee their reception even in the absence of data traffic.

What do I need for my smartphone to send alarm messages?

Second-level alarm messages are sent from the RECARO Kids Cloud, therefore, the smartphone must have an internet connection.

Can I change the emergency numbers whenever I want?

Yes, emergency numbers can be added, deleted and / or replaced over time. An internet connection (mobile data network or WiFi) is required during this operation.

Are the alarm messages sent in order of priority?

No, the app will send alarm messages simultaneously to all the emergency contacts entered.

What does the alarm message contain?

The message sent by the RECARO Kids App contains a link with the date, position and text with the last coordinates of the smartphone when the App was connected to the child seat.

Does the Easy-Tech system also show me the position of the car?

The RECARO Kids App uses the GPS integrated in the smartphone and provides the location of the last position of the smartphone connected with the Easy-Tech device.

How does localization work?

It is necessary to give consent to the RECARO Kids App to access the GPS coordinates of the smartphone.

If the second level alarm is sent via SMS in the presence of the GPS signal, the App is able to use the GPS coordinates of the smartphone and the geo-location accuracy will be a few tens of meters. If the second level alarm is sent via SMS in the absence of GPS (e.g. covered parking on the -1 floor), the App will have to use the triangulation of the telephone cells, therefore the precision of the geo-location will be a few hundred meters.

In the alarm message it was written that the position is unknown. Why?

You must verify that you have given authorization to access the GPS coordinates of your smartphone.

I have unlimited messages included in my subscription. Could I use them without purchasing message packages?

No, unfortunately it is not possible to do this. This is not for a choice of RECARO Kids, but because of different operating systems which do not allow the automatic sending of SMS from your smartphone. It is therefore necessary to pre-purchase packages of "alarm messages", which will then be appropriately managed in case of need (second level alarms) from the RECARO Kids Cloud, thus guaranteeing maximum safety and full functionality of the anti-abandonment system regardless of the operating system of your smartphone and the tariff plan.

MAINTENANCE AND DAILY USE

What happens if I am offered to download an update? Will it be mandatory or optional?

If automatic updates have been enabled, the new version of the RECARO Kids App will be automatically downloaded and installed "overwriting" the old version. If automatic updates are not active, the store still offers the update of the most up to date versions. Updating the application does not impact in any way on the data permanently saved by the application.

Are RECARO Easy-Tech devices resistant to high temperatures?

All RECARO Easy-Tech devices have been studied and developed to withstand the highest temperatures and have been tested according to the parameters of the automotive world (temperature, humidity, vibrations).

IN THE EVENT OF THEFT OR LOSS

What if my child seat or car is stolen?

Unfortunately, it is not possible to trace the Easy-Tech device. The GPS used by the RECARO Kids App is that of the smartphone connected to it.

My smartphone has been lost or stolen. What should I do?

The child seat can be connected with any other smartphone that registers with the family account. Without the password, however, it is not possible to access the family account.