Séréni

User Manual

For older people, their caregivers
and the home display

iPhone · iPad · Apple Watch: Séréni 1.25 — Android: Séréni 0.7.0 — Wear OS: 0.2.1

Manual v1.3 — 1 November 2026

Séréni non-profit association — www.sereni-asso.fr

Free · no account · no ads · not a medical device

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1. Welcome to Séréni

Séréni is a free app that helps an older person live alone at home with peace of mind, and reassures their loved ones every day. It was designed by the Séréni association (a French non-profit) around one simple idea: **very large buttons, one thing to do at a time, and every screen can be read aloud**.

1.1 What Séréni does

For the older person	For their loved ones
Fall detection (phone and watch) and an SOS button	Immediate alert after a fall or an SOS, with the location
Medication and appointment reminders	An "I'm okay" every day, at the first sign of life
Morning ritual, memory exercises, a daily cultural suggestion	Little notes and regular reminders sent from a distance
Scam protection and website checks	A "right site" / "careful" answer when the senior has a doubt
Heatwave and hydration advice	"Check in by video" call, battery level, mood, health (if shared)

1.2 Three ways to use Séréni

The first time you open it, Séréni asks who you are. It is the same app for everyone; only the role changes, and you can switch at any time in Settings.

Role	For whom	Devices
A loved one watches over me (Assisted Senior)	The older person	iPhone, iPad, Apple Watch, Android phone, Wear OS watch
I watch over a loved one (Caregiver)	A son or daughter, a spouse, a neighbour, a professional carer	iPhone or Android phone
Home display for a loved one	A tablet placed in the older person's home	Android tablet only

> **Important**
> Séréni helps with reassurance and everyday life. **It is not a medical device**: the app makes no diagnosis and does not replace medical advice or the emergency services. In a life-threatening emergency, call **112** (or **15**, the SAMU medical emergency line, in France).

1.3 Good to know before you start

- **No account to create**, no password, no e-mail address.
- **Free**, with no subscription and no ads.
- Personal data stays **on the phone**, encrypted. Messages between the senior and their loved ones are **end-to-end encrypted** and go through the association's relay, hosted in France: nobody else can read them.
- Séréni is available in **French and English**, following the phone's language.

2. Installing Séréni

2.1 Downloading the app

Device	Where to find Séréni	Recommended minimum version
iPhone, iPad	App Store, search for "Séréni"	iOS 16 or later
Apple Watch	Installs with the iPhone app (Watch app › Séréni › Install)	watchOS 10.6 or later
Android phone or tablet	Google Play, search for "Séréni"	Android 8 or later; tablet: Android 13 recommended
Wear OS watch (Galaxy Watch…)	Google Play on the watch, or from the phone	Wear OS 3 or later

Versions covered
This manual covers **Séréni 1.25** (iPhone, iPad, Apple Watch), **Séréni 0.7.0** (Android phone and tablet) and the **Wear OS watch 0.2.1**. What's new: **alert follow-up** (iPhone 1.24, Android 0.6.0; chapters 8 and 10), **urgent alerts** on Android (0.7.0; chapter 14) and **remote settings by the caregiver** (iPhone 1.25, Android 0.7.0; chapters 5 and 10). Both the senior and the caregiver need a version that supports them. If Séréni is already installed, update it from the App Store or the Play Store, **on the phone and on the watch**.

On first launch, allow **notifications**: alerts, reminders and little notes all arrive that way. Without them, Séréni cannot reach you when the app is closed.

2.2 First launch on the senior's side

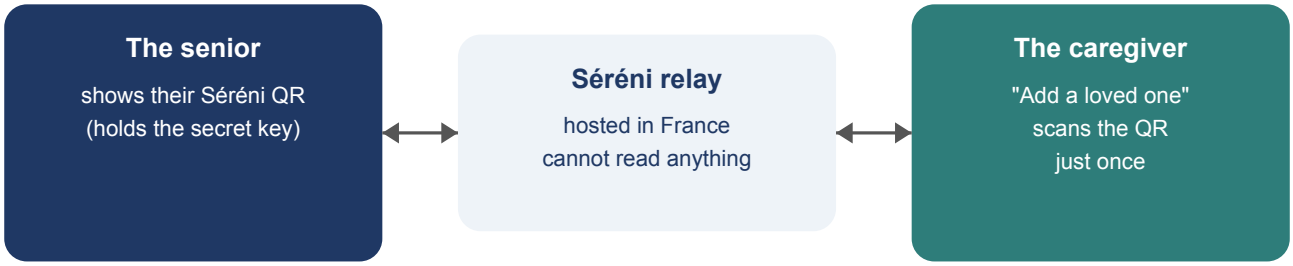
1. Open Séréni and tap **Start Séréni**.
2. Choose **A loved one watches over me**.
3. Enter your first name (the name Séréni will call you). It stays on your phone.
4. Answer the permission requests: notifications, motion (fall detection), location while using the app (weather, and your position sent only with an alert), Health (steps and sleep, read-only). You may refuse: only the related feature will be unavailable.
5. Add up to **3 loved ones** to your **circle of trust** (name and phone number): these are the people you can call with one tap.
6. Then link your loved ones to Séréni (chapter 3): this is essential for them to receive your alerts.

2.3 First launch on the caregiver's side

1. Install Séréni on your own phone and choose **I watch over a loved one**.
2. Allow notifications (**Open notification settings** if needed): alerts then arrive even when the phone is locked, and urgent ones break through silent mode.
3. Tap **Add a loved one**, then **Scan the senior's QR** (chapter 3).

3. Linking the senior and their loved ones

For a loved one to receive the senior's alerts, the two phones must be **linked once** by scanning a QR code. This QR holds a secret key that encrypts every message: only devices that scanned it can read them.



Scanning the QR passes the key directly from one phone to the other, never over the Internet

3.1 Showing the senior's QR

Senior's device	Where to find the QR
iPhone, Full mode	**Settings › Alert my relatives › Show my Séréni QR**
iPhone, Simple mode	**Stay safe › Caregiver space** (4-digit code), then **Alert my relatives › Show my Séréni QR**
Android	**Settings › Link a loved one** (pairing QR code)
Apple Watch	The watch shows the QR too: "Your loved one scans this code in Séréni ("Add a loved one")"

3.2 Scanning the QR from the caregiver's phone

1. In Séréni (Caregiver mode), tap **Add a loved one**.
2. Tap **Scan the QR** and point the camera at the QR shown by the senior.
3. Check the loved one's name and tap **Add this loved one**. They now appear in **My loved ones**.
4. Ask the senior to use **Send a test to my relatives** (Settings › Alert my relatives): you should receive the test notification within seconds.

3.3 Linking from a distance

If you are not next to the senior, they can send you their Séréni link: **Alert my relatives › Invite** prepares a ready-to-send text message, or the invitation can be shared another way (WhatsApp, e-mail…). On the caregiver side, paste the link (it starts with *sereni://pair*) into **Add a loved one**.

Protect this QR like a house key
The QR and the link contain the encryption key. Only show them to your loved ones, and never post them on social media. To stop receiving anything, a loved one taps **Stop following** on the senior's card.

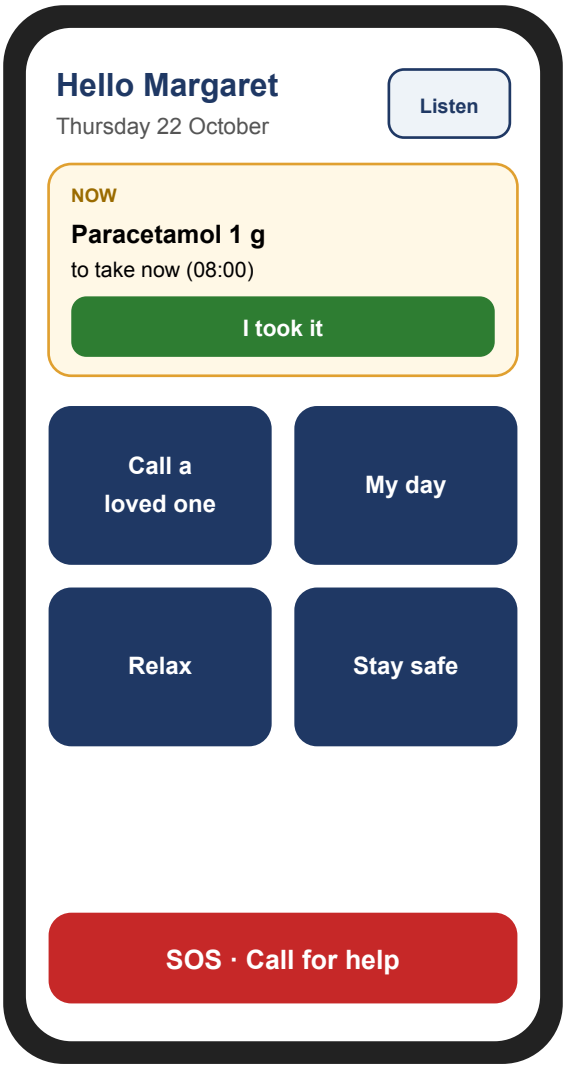
Were you using an older version?
Since Séréni 1.23 (iPhone) and 0.5.1 (Android), messages go through the Séréni relay and the ntfy app is no longer needed (you can uninstall it). **Every loved one who was already following the senior must scan their up-to-date Séréni QR once.**

3.4 Several loved ones, several devices

- A senior can be followed by **several caregivers**: each scans the same QR.
- A caregiver can follow **several loved ones**: add them one after another.
- The watch, the home display tablet and the senior's phone share the same identity: an alert sent by the watch reaches the same loved ones as alerts from the phone.

4. Simple mode (senior)

Simple mode is the layout offered to the senior by default. There is **a single home screen**, with no menus or tabs: four large tiles, a "Now" area and the red SOS button. Every screen closes with a large button that returns to the home screen.



The Simple mode home screen (illustration)

4.1 The "Now" area

It shows **just one thing to do**, the most important one at that moment, in this order of priority:

Situation	What you read	Button
A loved one wrote to you	"Sophie wrote to you" and her message	**Read** · **I'm okay**
A loved one asks you to fix a setting	"Sophie asks you to check a Séréni setting: location"	**Fix it**
Answer about a website	"Sophie: it's the right site" or "careful with this site"	**Got it**
Very hot weather	"It's very hot. Drink a large glass of water."	**I drank**
Medication due	"Paracetamol 1 g — to take now"	**I took it**
Appointment today	"Appointment today at 14:30"	**Got it**
In the morning	"How are you this morning?"	**Good** · **So-so** · **Not well**

Situation	What you read	Button
None of the above	"All is well today." and the next item due	—

After each tap, a green tick confirms it and the next card appears. Tapping **I'm okay** lets your loved one know that all is well.

4.2 The four tiles

Tile	What you will find
Call a loved one	The people in your circle of trust, in large print. Tap **Call** under the person's name.
My day	The day's list: medications (*Taken*, *To take*, *Later*), appointments, the suggestion of the day and your step count. **See tomorrow** button.
Relax	The poem of the day (with **Listen to the poem**), the music, book, film and smile of the day, the **Memory exercise**, **Outings near me** and a **Meal idea**. At the bottom: **Text size and voice**.
Stay safe	**I have a doubt about a message or a site**, **Scams to know**, **Useful numbers**, and at the very bottom the **Caregiver space**.

When something opens outside Séréni (music on YouTube, for example), Séréni warns you first and explains how to come back: tap "Séréni" at the top left of the screen.

4.3 The SOS button

1. Tap the red **SOS · Call for help** button at the bottom of the home screen.
2. A countdown appears: you have 5 seconds. Tap **Cancel** if it was a mistake, or **Call now** to skip the wait.
3. When the countdown ends, your loved ones receive an alert with your location. The screen says **Your loved ones have been alerted** and offers to call a loved one or **Call 15** (medical emergency in France).
4. If it was a mistake, tap **It was a mistake**: your loved ones are reassured.

4.4 Listen, text size

- The **Listen** button, at the top of every screen, reads the screen aloud.
- **Relax › Text size and voice**: text size **Normal**, **Large** or **Larger**, and **Read each screen aloud**: Yes or No.

5. Caregiver space and layout

In Simple mode, all settings are grouped in the **Caregiver space**, so that no protection is switched off by mistake. It is usually the caregiver who looks after it, on site, together with the senior.

5.1 Opening the Caregiver space

1. On the senior's phone, tap **Stay safe**, then **Caregiver space** at the very bottom.
2. The first time, choose a **4-digit code** and type it a second time to confirm.
3. After that, type this code: the full Settings open (chapter 7).

> **Forgotten code?**
> In the Caregiver space, **Home screen layout › Clear the Caregiver space code** lets you choose a new one. If nobody knows the code any more, Séréni has to be reinstalled and the loved ones linked again.

5.2 Choosing the home screen layout

Layout	Content	For whom
Essential	Now, Call a loved one, My day and SOS	Memory difficulties, great frailty
Simple (default)	Now, the 4 tiles and SOS	Most seniors
Full	The 5-tab interface (chapter 6)	Seniors comfortable with technology

The choice is made in **Settings › Home screen layout**.

5.3 When a loved one adjusts Séréni remotely

Since Séréni 1.25 on iPhone and 0.7.0 on Android, your loved ones can adjust some things from their own phone, without coming over: fall detection, the daily check-in, drinking reminders, the display, medication and appointments.

- **You are always told**: a notification "Sophie changed your settings", and Séréni says it **out loud** ("Sophie changed your settings: check-in before 7 pm"). If Séréni was closed, it is read out the next time you open it.
- **Everything is listed**: **Changes made by your loved ones** (last 30 days) is in the Caregiver space.
- **You stay in control**: in the Caregiver space, the **Allow my loved ones to adjust Séréni remotely** switch lets you refuse everything. Your permissions (location, health, going out and coming home) can never be changed remotely.
- If a loved one turns fall detection off, **all your loved ones are told**.

> **"Fix a setting"**
> If your phone is not set up properly (notifications off, location off, battery saver…), a loved one can ask you to fix it. The message appears in the "Now" area with a **Fix it** button: Séréni reads one sentence of explanation and a single button, **Open the setting**, takes you to the right place. Then tap **Done**.

On iPhone, changes are applied when Séréni is open or receives a message; on Android, they are applied as soon as they arrive, even when the app is closed.

6. Full mode (5 tabs)

Full mode gives access to every feature through five tabs at the bottom of the screen.

Tab	Content
Home	A little note from a loved one, today's appointments, medications, morning ritual, heatwave alert, next appointment, local outings, meal idea and "Your break of the day" (reading, music, film, poem, smile).
Prevention	Step count, memory and concentration workshops, fall detection status.
Safety	Check an address, scam guides, useful numbers.
History	Mood calendar and activity over 30 days.
Settings	All settings (chapter 7).

6.1 Medications

- Add a medication (name, dose, times). On iPhone you can also use **Import from Apple Health**: you choose which medications to share; Séréni never writes to Health.
- At the set time a notification reminds you; tick the dose in Séréni or from the watch.
- In Simple mode, the caregiver enters medications from the Caregiver space.

6.2 Medical appointments

- Add an appointment: it goes into the phone's Calendar, with a reminder in the morning.
- You can also **import** appointments already in your Calendar (you choose which ones).

6.3 Morning ritual, memory and culture

- **Morning ritual**: share your mood and discover small, rewarding goals (a walk, a drink of water, a phone call).
- **Memory workshops**: a few minutes of gentle exercises; there is no wrong answer.
- **Suggestion of the day**: a book, music, a film, a poem and a little joke, renewed every day.
- **Local outings**: activities for seniors in your town (currently available for Nice; enter your town in My profile).

6.4 Heatwave and hydration

With location allowed, Séréni checks the local weather. In very hot weather it shows the "feels like" temperature and reminds you to drink regularly and stay cool, shutters closed. On the watch, **+ 1 glass** counts your glasses of water.

7. The senior's settings

In Full mode: the **Settings** tab. In Simple mode: **Stay safe › Caregiver space**. The sections, in order:

Section	What it is for
Home screen layout	Essential, Simple or Full; text size; Caregiver space code.
My profile	First name, phone number (so you can be called back), town.
My role	Switch to Caregiver mode (the senior's data stays on the phone).
Voice & reading	Speed of reading aloud.
Circle of trust	Up to 3 loved ones to call with one tap; **Choose from my contacts** or **Enter manually**.
Safety	Fall detection, sensitivity, delay before alerting your relatives (chapter 8).
Daily check-in	Daily "I'm okay" message and cut-off time (chapter 8).
Alert my relatives	My Séréni QR, Invite, **Send a test to my relatives**.
My loved ones' reminders	Regular reminders set by your loved ones; you can switch any of them off.
Share my health	Optional sharing of your indicators with your caregiver (chapter 8).
Going out & coming home	Tell your caregivers when you leave or return home (optional).
Alert history	Past falls and SOS alerts; **Clear history**.
My data	**Export my data**, **Erase all my data**.
Privacy, About	Privacy policy, app version.

On Android, the same settings are grouped into cards: *Safety & fall detection*, *Reminders & messages*, *My health*, *Link a loved one*, *Video calls with your loved ones*, *History*.

8. Safety: falls, SOS and signs of life

8.1 Fall detection

Séréni detects falls using the sensors of the phone and, even better, of a watch worn on the wrist. If you keep walking or moving right after a knock, Séréni understands that you did not fall and alerts nobody.

1. After a fall, a large alert appears with a ringtone: "Fall detected — Are you okay?"
2. Tap **I'm okay** if it was nothing: nobody is disturbed.
3. Without an answer before the delay runs out, your loved ones receive an alert with your location and a button to call you.
4. You can also tap **Alert my contacts** to warn them straight away. Saying "SOS" out loud triggers the alert immediately.
5. If the alert has already gone out and all is well, cancel it: your loved ones automatically receive a "false alarm" message.

Setting (Settings › Safety)	Options
Fall detection	On / off
Detection sensitivity	More or less sensitive, depending on the false alarms you notice
Delay before alerting your relatives	Instant, 15 s, 30 s or 1 min: time to say "I'm okay"

Do a test
In Settings, **Send a test to my relatives** checks that your loved ones really receive alerts. Then ask them whether the notification arrived.

8.2 After the alert: you know a loved one is on it

Once the alert has gone (fall, SOS), the screen tells you how it is going, in large print and out loud:

What you see	What it means
Your loved ones have been alerted (2 phones)	The alert reached their phones. Stay calm.
Sophie got your alert (green screen)	Sophie tapped "I'm on it": she is taking care of you. A button lets you call her.
Your loved ones haven't answered yet	No one answered within 5 minutes: call emergency services (112) or a loved one. Séréni keeps alerting them.
None of your loved ones received the alert	No phone could be alerted: call emergency services.
Alert closed	A loved one ended the alert, for example "all is well" or "emergency services called".

- As long as no one answers, **Séréni sends the alert again** to your loved ones for up to an hour.
- If it was a mistake, tap **It was a mistake**: your loved ones are reassured and the reminders stop.
- Available on iPhone since Séréni 1.24, on Android from Séréni 0.6.0.

8.3 The daily "I'm okay"

Turn on **Daily check-in › Enable daily check-in**. At your first sign of life of the day (opening Séréni, doing your ritual, or simply walking), your loved ones receive "Margaret is okay". You can also tap **I'm okay today**.

- **Cut-off time**: if no sign of life has been detected by then, a gentle reminder appears, then Séréni tries to alert your loved ones.
- On iPhone, this "no sign of life" alert depends on iOS background limits: it is a safety net, not a guarantee.

8.4 Going out & coming home (optional)

With **Going out & coming home › Tell my caregivers when I go out and come home**, your caregivers get a message when you leave or return home. From home, tap **Set my home here**. No route is tracked or recorded: only entering and leaving an area of about 150 m around your home. This feature needs "Always" location access; it is off by default.

8.5 Share my health (optional)

- **Share my health with my caregiver**: your caregiver sees hydration, morning form, heart rate, variability, sleep, steps and oxygen. The data is end-to-end encrypted. Off by default.
- **Flag an unusual day**: when several indicators move well away from your usual pattern, your caregiver simply receives a "check in on them" message.
- This information is **for guidance only, not medical**.

9. Protecting yourself from scams

9.1 Check an address before paying

1. Open **Stay safe** › **I have a doubt about a message or a site** (Full mode: Safety tab › Check an address).
2. Paste or type the website address. Even easier: from Safari or Chrome, tap **Share** then **Séréni**.
3. Séréni shows the website's **real name** in large print and warns you if the address imitates a well-known brand without being the real one. Optionally, it checks how old the site is: a shop created a few days ago is a warning sign.
4. With one tap, the address goes to your loved ones. They answer **Right site** or **Careful**; the answer appears in the "Now" area. Meanwhile, **do not pay anything**.

> **Séréni never says a site is "safe"**
> It gives clues. You and your loved ones have the final word. When in doubt: pay nothing, give no code.

9.2 Scams to know

Each guide presents a common scam in three parts: **How to recognise it**, **Example**, **What to do**. Fake bank adviser, fake online shops, fake delivery driver, fake grandchild in trouble, card fraud…

9.3 Useful numbers (France)

Number	Service
15	SAMU, medical emergency
17	Police or gendarmerie
112	Emergency number anywhere in Europe
0 805 805 817	Info Escroqueries (scam advice line), free, Monday to Friday 9 am – 6:30 pm
116 006	France Victimes (victim support), free, 7 days a week
Number on the back of your card	Card fraud: call your bank

10. Caregiver mode

The **My loved ones** screen lists the people you follow. Tap a name to open their card.

10.1 Receiving alerts

Notification	What it means	What to do
Fall detected (red, urgent)	A fall was detected and your loved one did not respond	Tap **Call**; **Locate** shows their position
SOS (urgent)	Your loved one called for help	Call them immediately, then emergency services if needed
False alarm	Your loved one cancelled the alert: all is well	Nothing, you can relax
… is okay	First sign of life of the day	Nothing
No sign of life	No sign of life by the cut-off time	Check on them
Address to check	Your loved one has a doubt about a website	Answer **Right site** or **Careful**
Going out / coming home	Your loved one left or returned home	Nothing, for information

Every alert and reply is also listed on the card, under **Their messages**.

10.2 Taking charge of an alert

When several loved ones receive the same alert, each needs to know whether someone is already on it. Since Séréni 1.24 on iPhone (0.6.0 on Android):

1. On the alert notification, tap **I'm on it** (or open the card: a red card shows the alert).
2. Your loved one immediately sees "**Sophie got your alert**"; the other loved ones see "Sophie is on it". The card turns **orange**. Another loved one can tap **I'm on it too**.
3. Call your loved one (**Call**) and, if needed, **Locate**.
4. Once the situation is settled, tap **Close the alert** and choose the outcome: **All is well**, **Emergency services called** or **It was a false alarm**, with a note if you wish. Your loved one and the other caregivers are told.

With no answer, the alert comes back
Until a loved one taps "I'm on it", the alert is **sent again** to everyone: after 2 minutes ("Reminder — …"), then regularly for an hour ("No one has answered yet — …"). For a missing sign of life, reminders are further apart (15, 30 and 60 minutes).

10.3 The loved one's card

- **Call**: your loved one first gets a notification "I'm calling you, please pick up", then the phone dials their number.
- **Check in by video**: video call (chapter 11).
- **Send a little note**: "Remember to drink a glass of water", "Don't forget your medication", "How about a little walk?", "How are you doing today?", or a **Memory game**. Your loved one can reply "I'm okay" with one tap.
- **Regular reminders**: **Add a regular reminder**, choose the type (drink, medication, move, keep in touch) and the times. They ring every day at the set time, even offline.
- **Battery**: your loved one's phone battery level, with a warning when it is low.

- **Today's mood** and **Health**: if your loved one has turned sharing on.
- **Stop following**: removes this loved one; their data is erased from your phone.

10.4 Your loved one's phone status

Since Séréni 1.25 / 0.7.0, the card shows **Jeanne's phone**: when it last checked in ("Seen 9:42"), and either **Everything is fine** or what is wrong, most serious first:

- No news from the phone for several days (switched off, flat battery, Séréni uninstalled?): call your loved one.
- Séréni notifications turned off, phone no longer receiving messages.
- Fall detection off or stopped by the phone; location off or only approximate.
- Battery saver on, low battery, watch without the Séréni app.

The **Ask Jeanne to fix it** button sends her a message with a **Fix it** button that guides her to the right setting (chapter 5). Phone permissions cannot be changed remotely: your loved one grants them, guided by Séréni.

10.5 Adjusting Séréni remotely

Below the phone status, two cards let you adjust Séréni without travelling:

Card	Settings
Jeanne's safety	Fall detection (sensitivity Low, Normal, High; delay before alerting: Immediate, 15 s, 30 s, 1 min), daily check-in and deadline, drinking reminders
Jeanne's display	Level Essential, Simple or Full; text size Normal, Large, Extra large; read aloud

- Each change shows its progress: **Sent…**, then **Applied 10:15** once your loved one's phone has taken it into account. "**Waiting**": their phone hasn't connected yet; the change is resent every day, for 14 days at most.
- Turning fall detection or the check-in off, or switching to the Full layout, asks for **confirmation**.
- If several loved ones change the same thing, the most recent change wins; the card shows "set by Paul at 9:30".
- "Jeanne has turned off remote settings": she switched the permission off in her Caregiver space. "Update Séréni": her phone has a version that is too old.

10.6 Medication and appointments remotely

The **Jeanne's medication and appointments** card lists her treatments and upcoming appointments. Tap **+ Medication** or **+ Appointment** to add one, tap a line to change or **Remove** it. Changes go to her phone (reminders, calendar) **and to her home display** if she has one; each change is announced to her.

On Android, the **Medical agenda (home display)** card is still available for a tablet on its own; **Resend to the tablet** is used after a reinstall. You are told when your loved one has taken their treatment, or has not confirmed it.

11. The "Check in by video" call

From their loved one's card, the caregiver taps **Check in by video** to call them on video and see how they are at a glance.

1. The senior's Séréni devices ring: home display, Android phone, and iPhone (a "… is calling you" notification). The first to answer takes the call; the others show **Call taken on another device**.
2. The senior sees that their loved one wants to see them and taps **ACCEPT** or **Decline**. Without an answer, the call stops after one minute.
3. During the call, a banner reminds the senior that they can be seen and heard. A large **Hang up** button is always visible.
4. If the video cannot connect (very restrictive network), the caregiver sees **The video couldn't connect** and can call by phone instead.

> **Privacy**
> The camera and microphone switch on **only if the senior accepts**. Picture and sound travel directly from one device to the other, end-to-end encrypted, and are **never recorded**.

Answer automatically after 30 s (home display only, off by default): for a senior who cannot always reach the screen. This option can only be set on the tablet itself, after an explanation screen and confirmation that the person agrees. A countdown and a voice announcement come before the call is answered; "Decline" remains possible.

12. Watches

12.1 Apple Watch

- Séréni installs from the iPhone. **Open Séréni on the watch once**: a green dot appears, and fall detection then keeps running in the background, wrist down. Add the Séréni complication to the watch face to see it at a glance.
- After a fall: "Fall detected" with **I'm okay** and **Alert my contacts**. Your loved ones receive the last known location.
- The watch also shows **medications** to tick ("All taken!"), **hydration** (+ 1 glass), **appointments**, the **morning form** (for guidance only) and sleep.
- Medications, appointments and activities are added from the iPhone.
- Since Séréni 1.24, the watch also shows **how the alert is going**: "Sophie got your alert", "No answer yet" or "Alert closed".
- **Simulate a fall (test)**, in the watch settings, checks the whole alert chain.

12.2 Wear OS watch (Galaxy Watch…)

- Install Séréni on the watch from Google Play; it links itself to the senior's Android phone.
- The main screen shows **Monitoring active** (or "Fall detection off", "Phone not connected"). A tile and a complication show the status at a glance.
- After a fall: "Fall detected — Are you okay?" with **I'm okay** and **Alert now**.
- **SOS** button: "Send an alert to your loved ones?" › **Alert**.
- The watch can **alert your loved ones on its own** when the phone is out of range, if it has Wi-Fi or mobile data.
- With watch 0.2.1, it also shows **how the alert is going**: number of phones alerted, "Sophie got your alert" (in green), or "Call emergency services" if no one answers.
- It also shows heart rate, medications to take, hydration, the next appointment and the morning ritual.

13. The home display (Android tablet)

A tablet placed in the senior's home, **always plugged in and switched on**, shows a large clock with the day, and rings reminders **full screen, with a loud sound, a voice reading the reminder and a flashing light**.

13.1 Recommended hardware

- Android tablet of 10 to 11.5 inches, **LCD** screen (not OLED, which suffers burn-in when always on), Android 13 or later, with Google services (for QR scanning). Examples: Galaxy Tab A11, Redmi Pad 2, Honor Pad X9A.
- Avoid Amazon Fire tablets (no Google services).
- If the senior is hard of hearing, add a small wired speaker. Reminder volume uses the alarm channel and ignores silent mode.

13.2 Setting up (by the caregiver)

1. First install **all system updates** on the tablet, then limit automatic updates.
2. Install Séréni and choose **Home display for a loved one (tablet)**.
3. Link the tablet: it **scans the QR of the senior's phone**. If the senior has no Séréni phone, the caregiver scans the QR shown by the tablet instead.
4. Tap **Try a reminder** from where the senior usually sits, and adjust the volume.
5. Tap **Set Séréni as home screen**: Séréni then comes back by itself after a restart.
6. Settings › Video calls: allow the camera and microphone.
7. In Android settings: no screen lock, sleep "never" if offered, Séréni excluded from battery optimisation (Samsung: Battery › Background usage limits › "Never sleeping apps"), Google text-to-speech installed.
8. Leave the tablet plugged in. Séréni's settings open with a **long press** on the gear icon, top right.

13.3 How a reminder plays out

- The screen goes full screen, coloured by type: orange for medication, blue for an appointment, green for a message.
- Ringtone, flashing light and spoken reminder, over several cycles.
- Large **DONE** button (the dose is ticked and the caregiver told), **Repeat** or **In 10 min**.
- **Dose shared with the senior's phone** (Séréni 0.7.0): if the senior has already tapped "I took it" on their phone, the tablet does not ring, or stops; and DONE on the tablet also ticks the dose on the phone.
- Without an answer, the reminder rings again 10 minutes later; after 20 minutes, the caregiver is told (for medication).
- Appointments: one reminder the day before and another one hour before.
- At night (10 pm – 7 am), the screen dims; a reminder brings it back to full brightness.

Red banner on the clock
It means the tablet's clock is wrong, or it has had no connection for 15 minutes. Check the Wi-Fi and the tablet's date: a wrong clock blocks all reception.

14. Notifications: making sure you get everything

Séréni alerts you through notifications, even when the app is closed and the phone locked. A few phone settings make them reliable.

14.1 On iPhone

- iOS Settings › Notifications › Séréni: **Allow Notifications**, and keep **Time Sensitive Notifications** on (fall and SOS alerts then break through Focus modes).
- Do not turn off Background App Refresh for Séréni.
- Keep Séréni installed on the caregiver's phone even if they never open it: alerts still arrive.

14.2 On Android

- Settings › Apps › Séréni › Notifications: all allowed.
- Settings › Apps › Séréni › Battery: **Unrestricted** (or "not optimised"). On Samsung: Battery › Background usage limits › add Séréni to "Never sleeping apps".
- Urgent alerts use a priority channel that rings even in Do Not Disturb mode, if you allow it (below).

14.3 Urgent alerts (Android caregiver)

Since Séréni 0.7.0 on Android, a fall, an SOS or a lack of activity **rings like an alarm clock** on the caregiver's Android phone, even when silent or on vibrate. Short messages and other notifications stay discreet.

1. On your caregiver phone, the **My loved ones** screen shows the **Urgent alerts** card.
2. If it offers **Allow notifications** or **Turn urgent alerts back on**, tap the button and follow the screen.
3. Tap **Allow through Do Not Disturb**, then turn Séréni on in the "Do Not Disturb access" list. Séréni only uses it for these alerts.
4. The card then shows "**Urgent alerts on**".

On iPhone
Fall and SOS alerts are **Time Sensitive notifications**: they get through Focus modes but respect the silent switch. The Apple permission that would let them ring in silent mode ("Critical Alerts") has been requested from Apple.

Check once a month
The senior taps **Send a test to my relatives**: every caregiver should receive the notification. It is the best way to be sure everything works.

15. Privacy and data

Question	Answer
Do I need an account?	No. No account, no password, no e-mail address.
Where is my data?	On your phone, encrypted. Health data never leaves the phone, unless you turn on "Share my health", and then only to your caregiver, encrypted.
Who can read my messages?	Only you and the loved ones who scanned your QR. The Séréni relay, hosted in France, only sees encrypted messages, which it deletes within 72 hours at most.
Is my location tracked?	No. It is only sent with a fall alert or an SOS. The "Going out & coming home" option only reports entering and leaving your home, with no route.
Are there ads or trackers?	No, none.
Is the video call recorded?	Never. It goes directly from one device to the other, end-to-end encrypted.
How do I keep a copy?	**Settings › My data › Export my data**. Do it regularly: if the phone is lost, there is no other copy.
How do I erase everything?	**Settings › My data › Erase all my data** (cannot be undone). Uninstalling Séréni also erases everything. The relay forgets your device by itself.

Full privacy policy: **www.sereni-asso.fr/confidentialite.html**.

16. FAQ and troubleshooting

Problem	Solution
My loved one doesn't receive my alerts	1. Use **Send a test to my relatives**. 2. Check that their Séréni notifications are allowed (chapter 14). 3. If they followed you before Séréni 1.23 / 0.5.1, they must **scan your QR again**.
The alert comes back with "Reminder —"	No loved one has tapped **I'm on it** yet. Tap it as soon as you take charge: the reminders stop for everyone.
My remote setting stays "Waiting"	Your loved one's phone hasn't connected yet. On iPhone, opening Séréni is usually enough. The change is resent every day for 14 days.
Séréni doesn't speak	Turn up the media volume. On Android, Séréni uses the phone's voice, and the Google voice if the manufacturer's voice doesn't speak the language (some imported phones); if needed: Settings › Accessibility › Text-to-speech › **Google** engine.
"QR not recognised"	The QR shown is too old. Show your up-to-date Séréni QR and scan it again.
Too many false fall alerts	Settings › Safety: lower the **sensitivity** and choose a **delay** of 30 s or 1 min.
Watch fall detection doesn't work	Apple Watch: open Séréni once on the watch (green dot). Wear OS: check that the watch shows "Monitoring active".
The "I'm okay" doesn't arrive	Check that the daily check-in is on and that the senior opened Séréni or walked that day.
I can't find the settings	In Simple mode: **Stay safe › Caregiver space**, with the 4-digit code.
The video call doesn't connect	Check Wi-Fi on both sides and that camera and microphone are allowed; otherwise call by phone.
The tablet no longer rings	Check that it is plugged in, on Wi-Fi, at the right time, and that Séréni is the home screen.
New phone	Install Séréni, pair again with your loved ones (scan the QR). Import your exported data if needed.
Changing role	**Settings › My role**: switch to Caregiver or Assisted Senior. Your data is kept.

17. Help and contact

The Séréni association is happy to answer your questions and welcomes your ideas: many Séréni features came from users' feedback.

Website	www.sereni-asso.fr
Support	www.sereni-asso.fr/support.html
E-mail	contact@sereni-asso.fr
Privacy	www.sereni-asso.fr/confidentialite.html
Data deletion	www.sereni-asso.fr/suppression-donnees.html

Reminder
Séréni does not replace the emergency services. In a life-threatening emergency: **112** (anywhere in Europe); in France also **15** (SAMU) and **17** (police). For deaf or hard-of-hearing people in France: **114** (text message or app).

Séréni is a registered trademark of the Séréni association. This manual describes iPhone · iPad · Apple Watch: Séréni 1.25 — Android: Séréni 0.7.0 — Wear OS: 0.2.1. Some features may differ slightly depending on the device.