

One Button Emergency Phone with GPS Tracker User Manual



For technical support:



01837 810 590



contact@frequencyprecision.com

Safety Information

Important! Please read below statements:

1. Due to external factors all GPS devices can have inaccuracies of position; the position provided by this device is just a guide.
2. There may be delays caused by mobile phone operators in certain circumstances.
3. **We do not monitor the device. It is the responsibility of the user to carry out regular tests and to check that the device is online by logging into the app. If the unit has been dropped or it is worn by a person involved in an accident the unit should be tested again before re-use.**
4. Frequency Precision does not accept any liability for any damage or injury, howsoever caused because of misuse of this equipment. It is the responsibility of the user to ensure that the equipment is operated in the manner for which it was intended and that it is the correct item of equipment for the required task. All systems can fail, and it is the responsibility of the user to carry out regular tests and to determine the suitability of this equipment for any application.



WARNING: Failure to follow these safety instructions could result in fire, electric shock, injury, or damage to the device or other property. Read all the safety information below before using.

5. **AVOID GETTING THE DEVICE WET. EXPOSING THE DEVICE TO WATER COULD INVALIDATE THE WARRANTY.** This device is resistant to accidental exposure to cold water, so can be used outdoors. The device should not be used in the bath or shower and should not be submerged in water. Hot water or steam will damage the device and could stop it from working. If the device has been submerged in water (e.g., in a washing machine) do not attempt to use or charge the device. The device should be returned to us for examination. If the device is dropped or receives an impact, the water-resistant features of the device may be damaged.
6. **When charging the device, use only the supplied cable specifically designed for your device. Connecting the charger improperly, may cause serious damage to the device.**
7. **Using a damaged cable or charger or charging when it is wet/moisture is present, can cause fire, electric shock, injury, or damage to the device or other property. When you use the charging cable, make sure its USB connector is fully inserted into a compatible power adapter before you plug the adapter into a power outlet. It is important to keep the device, the charging cable, and the power adapter in a well-ventilated area when in use or charging.**
8. **If you suspect damage to the device or the battery, discontinue use, as it may cause overheating or injury. Signs of damage to the battery include the device emitting an unusual smell, feeling warm/hot, changing shape, or behaving abnormally.**
9. **Never leave your device charging unattended or overnight. Do not charge or store the device in direct sunlight.**

Contents

Please note that we now supply the GPS Tracker with a SIM card already installed. Pages 5 to 8 are still included in this manual for reference purposes only.

Choosing a SIM card	Page 5
Product specification	Page 6
Setting your device up	Page 7
Using your device	Page 19
Advanced Features	Page 23
Troubleshooting	Page 26

Summary

This device will call one number and text one number when the SOS button is pressed. These can be different numbers.

If the first number is engaged or unanswered, the device will try to call up to 2 further numbers.

You can also view the position of the device on a map.

We are here to help you.

Setting up a new device can be daunting, especially if you are also trying to care for someone at the same time.

We have tried to make this manual as easy to use as possible.

If you would like us to set the device up for you, please give us a call after you have inserted the SIM card.

Our number is 01837 810 590.

Which SIM card should I choose?

The device should automatically work using SIM cards provided by the following networks:

- EE
- 02
- Three
- Vodafone

Other networks can be used, but occasionally it is necessary to configure some extra settings (the APN settings). You will know if you need to do this by following the steps in this manual.

The device uses data and minutes.

The number of minutes used will depend on the number of phone calls you make from the tracker.

The amount of data used is minimal – approximately 50mb per month.

Product Specification

Bands combination:

4F-FDD Band 1/2/3/4/5/7/8/12/20/28A

3G – WCDMA Band 1/2/5/8

2G – GSM Band 2/3/5/8

GPS locating time: Up to 30 seconds

GPS positioning accuracy: 5-15m (open sky)

Wifi positioning accuracy: 15-100m (under Wifi range)

Working temperature: -20°C to +70°C

Working humidity: 5% to 95% RH

GPS tracker size: 59mm(L)x45.3mm(W)x16mm*H)

GPS tracker weight: 41g

Battery: 600mAh

What's in the box?

1 x GPS Tracker Device

1 x Screw Driver

1 x Lanyard

1 x USB Charging Cable

1 x User Manual

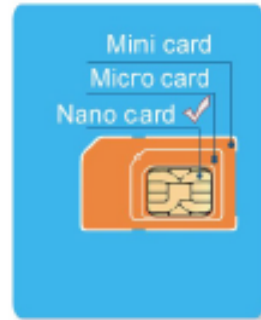
Setting your device up

Step 1: Get a SIM card

The device needs a Nano card.

Ensure that the SIM card has data and minutes and is Unlocked (i.e. you don't need to enter a PIN to use the SIM card).

If your SIM card has a SIM Card Lock you will need to insert the SIM card into a mobile phone and turn the SIM Card Lock off.



Step 2: Install the SIM card

It is very important that the GPS Tracker is switched off before inserting the SIM card.

Please note: When there is no SIM card inside the GPS tracker, holding down the SOS button will turn it on and off.

After a SIM card has been inserted, the GPS tracker can only be turned off remotely using the app.

- a) To open the SIM slot, remove the two screws with the screw driver. Gently lever the SIM slot cover off by pressing the screw driver into the edge of one of the screw holes.
- b) Insert the SIM card into the slot (gold side up, flat corner facing top right). Use the tip of the screwdriver to gently push the SIM card fully inside, until it clicks into position.
- c) Replace the SIM slot cover and tighten the screws. This will ensure that the tracker is waterproof.



Step 3: Turn the device on and charge it

- a) Press the SOS button for 7 seconds to turn it on. The screen will light up.
- b) Please use the magnetic charger to charge the tracker.

The device takes about 2 hours to fully charge.

The battery should last for about 1 day.











Tip to prolong the battery life:

Set the “interval for uploading” the GPS position to the maximum of 12-hours (see page 18).



Status indicators:

When the screen is on, the GSM signal, battery status, date and time are displayed.

	4G Network		GPS position OK
	3G Network		WIFI connection OK
	2G Network		Network signal
	No Network		Battery level
	No SIM card		Alarm clock reminder

Step 4: Install the App

The App can be installed by scanning the QR code at the end of this manual. You can also download the App from the Apple store or from Google Play by searching “Anytracking”.

If you do not own or have access to a smartphone, please contact us to set your device up.

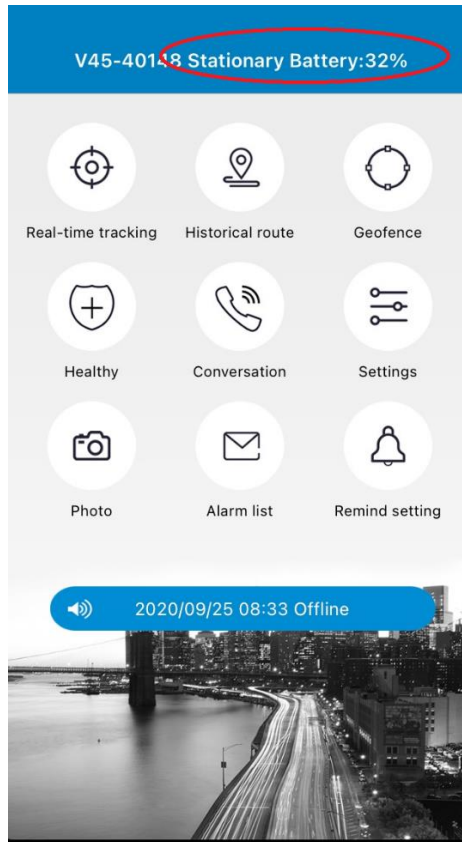
Step 5: App Login

Log into the App with the 10 digit ID number on the back of the tracker.

The default password is 123456.

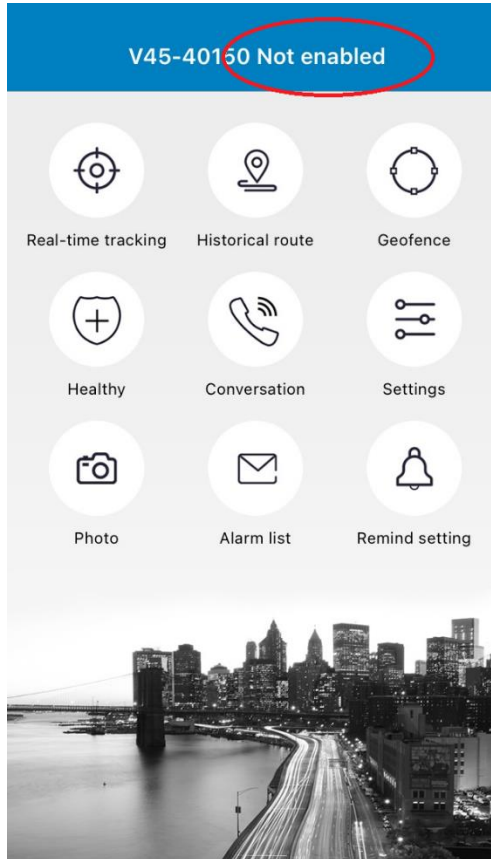
Please change this default password to something memorable. Make sure you create a secure password, for example by combining three random words.

When you log into the app, the battery status should be displayed.



If “not enabled” is displayed, this can mean:

- That the SIM card doesn't have any data.
- That the tracker isn't able to access the data because the settings need to be updated.



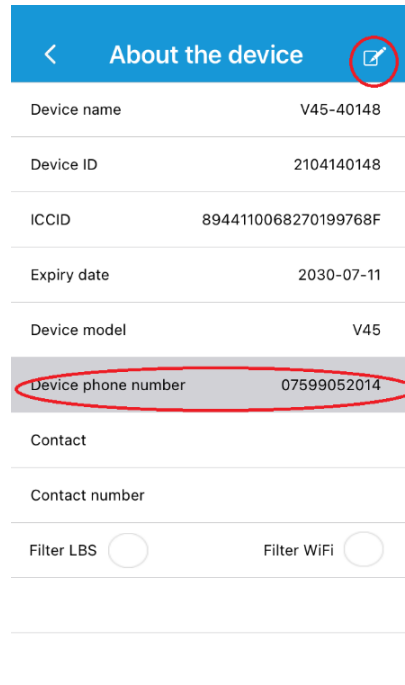
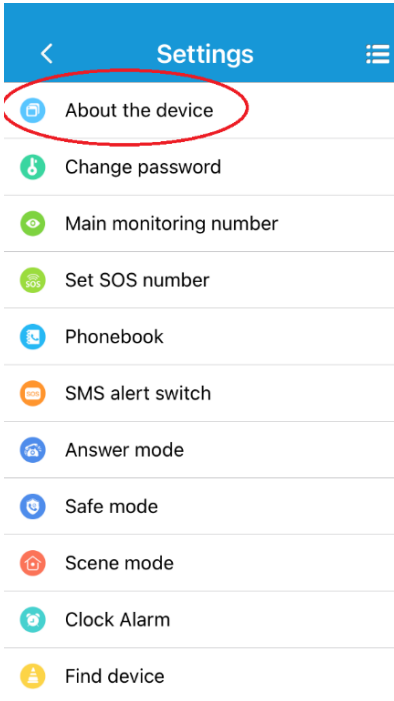
Please check that your SIM card has data and read the troubleshooting steps on page 21 (or contact us on 01837 810 590)

Step 6: Configuring the settings

a) Enter the mobile number of the tracker.

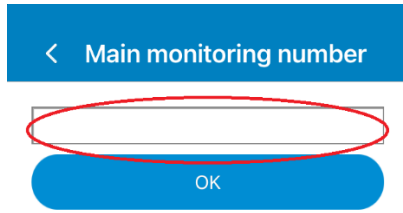
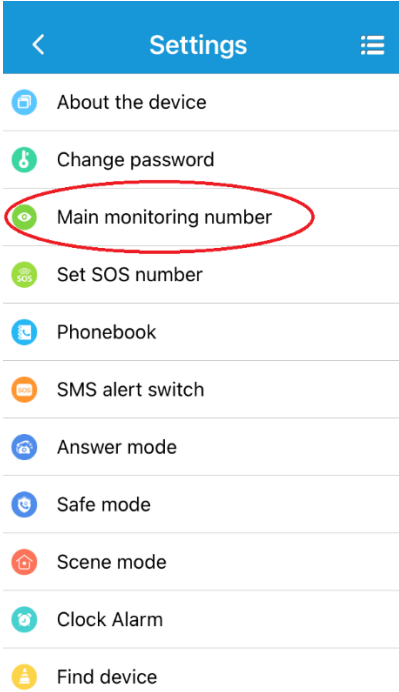
Click “About the device”, click on the pencil icon and then click “Device phone number”.

Enter the mobile number of the the SIM card that is inside the tracker.

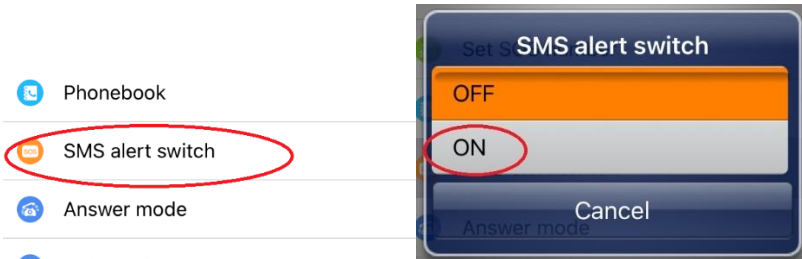


b) Enter the main monitoring number

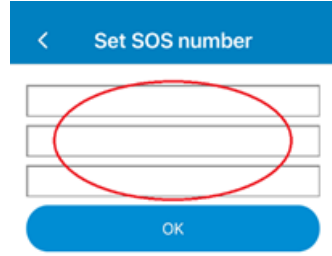
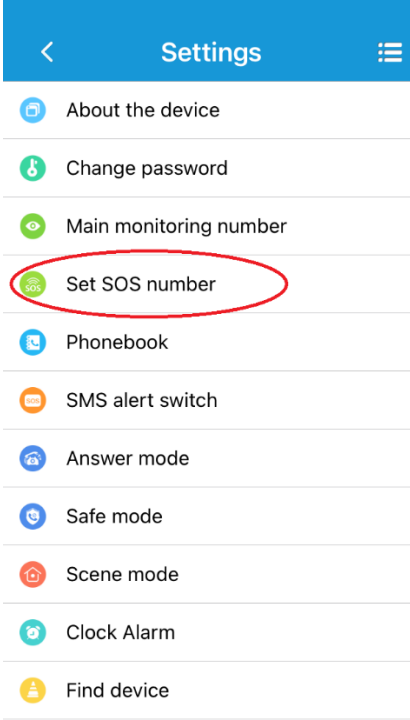
The main monitoring number will receive text message alerts from the device, e.g. if the SOS button is pressed or has 10% battery remaining.



Turn the SMS alert switch on:



c) Enter up to three SOS numbers



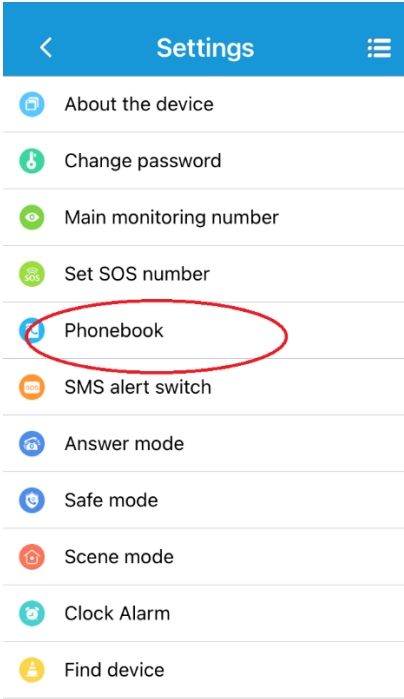
When the user presses the SOS key for 5 to 7 seconds, the tracker will call the first number. If the first number is engaged or after 4 rings, the tracker will call the second number. If there is still no answer, the tracker will move to the next number. It will continue to call each number in cycle until the call is answered.

Please note that your voicemail will count as an answered call. The tracker will move to the next number after 4 rings to avoid the call getting answered by your voicemail.

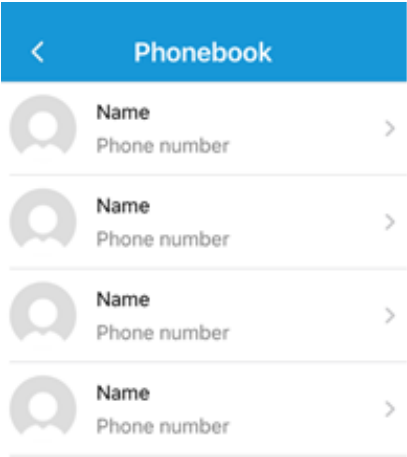
Please be advised that there can only be one main monitoring number (i.e. the GPS tracker will only text one number) and this number will also receive low battery alerts.

The main monitoring number can be the same as one of the three SOS numbers or a different number.

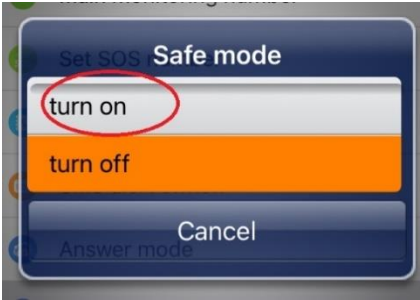
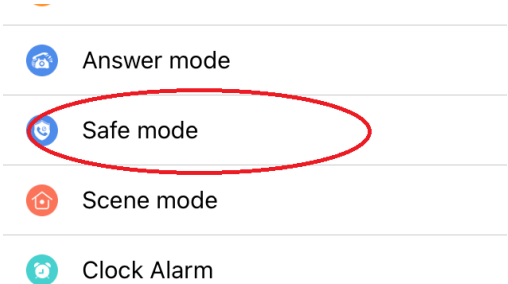
d) Enter up to 15 numbers into the phonebook.



These are trusted numbers which are able to make a call to the tracker by dialling the telephone number of the GPS Tracker's SIM. If safe mode is turned on (recommended) any number not on this list will be rejected by the tracker.



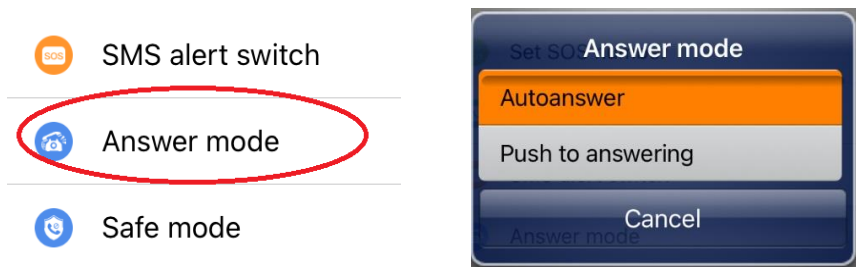
Turn on safe mode (recommended):



e) Answer mode

An incoming call to the tracker can be answered by pressing the SOS button ('push to answering').

Alternatively, the tracker can be set to auto-answer ('autoanswer').



Other settings

Scene mode - this sets the alert on the tracker for incoming calls, pill reminders etc. There are four modes to choose from – ring, vibrate, vibrate & ring and silent.

Alarm clock - set a reminder.

Find device – after the command is sent, the tracker will make a noise to help you to locate it.

Device language and time zone – set the language and time zone.

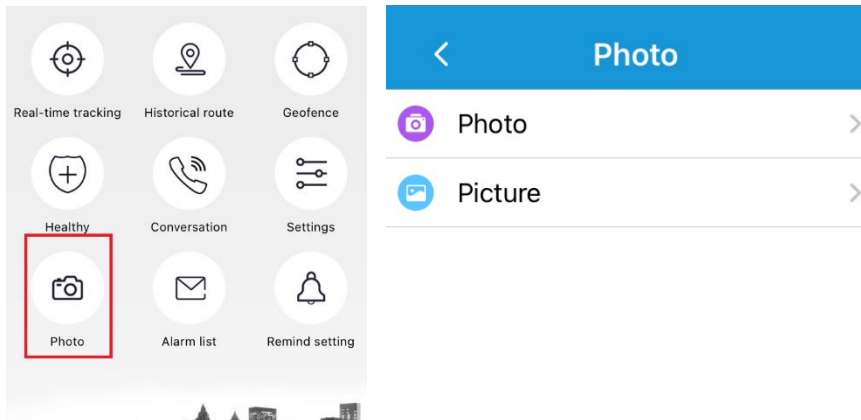
Remote reboot – to reboot the tracker (you won't lose your settings).

Remote power off – Once the SIM card has been inserted, the tracker can only be powered off from the App. You cannot turn the tracker on from the App – to turn it back on again you should press and hold the SOS button for 7 seconds.

Factory reset – to restore the factory settings.

Photo – to instruct the pendant to take a photo.

Picture – To view the photos.



Using your device

- Pressing the SOS button for 1 to 2 seconds will cause the GPS tracker to read out the time.
- Pressing the SOS button for 5 to 7 seconds will cause the GPS tracker to make an SOS call.

Making an SOS call from the tracker - Press the SOS button for 5 to 7 seconds. The tracker will:

- Call the first SOS number set in the App AND
- Send a text message to the Main monitoring number

If the first SOS number is engaged or there is no answer after 4 rings, the tracker will move to the next number.

The tracker will take a photo of the surroundings and send this to the App (see page 16).

Making a call to the tracker – you can call the tracker by dialling it's mobile number (the mobile number associated with it's SIM card) from any phone as long as the number you are calling from has been added to the address book in the app.

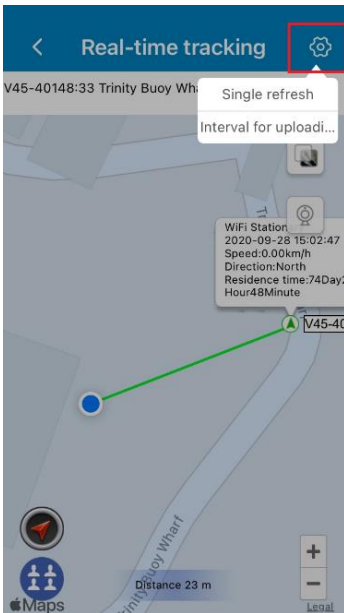
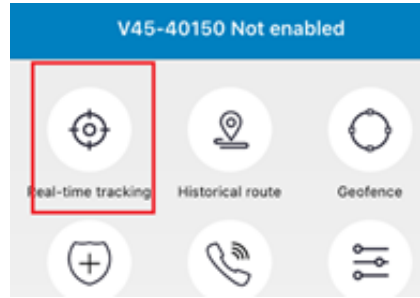
When a call is made to the tracker, it will ring. How to answer the call will depend on how the answer mode has been set (see page 15).

Press to answer – when a call comes in, you can answer by pressing the SOS button once. To hang up, press the SOS button twice.

Autoanswer – after two rings, the tracker will pick up the incoming call automatically. Press the SOS button once to end the call.

Locating the tracker on a map

Within the app, press “real-time tracking”.



On the map:

The blue dot is the location of your own phone.

The green triangle inside a white circle is the last uploaded position of the tracker.

The green line is the distance between your own phone and the last uploaded position of the tracker.

To update the location:

Press the “single refresh” button on the upper right corner of the map to manually update the location.

Press “interval for uploading” to choose how often the location will automatically update.

Click on the blue icon (bottom left) to select different views:



Focus on position of my phone



Focus on position of GPS tracker



Show both position of my phone and of GPS tracker

The location of the tracker will only be accurate when the tracker is outside in the open air.

How does the tracker work?

As with all GPS devices, GPS trackers need to be able to communicate with satellites in order to provide accurate location details. They therefore do not work reliably indoors, although the tracker will use Wifi and mobile phone masts to provide a less accurate location if GPS isn't available.

The device uses three modes to determine its location. It will automatically move to the next mode if one mode is not available.

- 1) **GPS mode** – the most accurate. The position accuracy is between 5 and 15 meters in open air. The device communicates directly with satellites in GPS mode, so this mode will only work outdoors. Buildings will block the GPS signal.
- 2) **Wifi mode**. If GPS mode isn't available (e.g. you are indoors) the device will automatically switch to Wifi mode. The device will use Wifi (if available) to determine its location. Wifi position accuracy is around

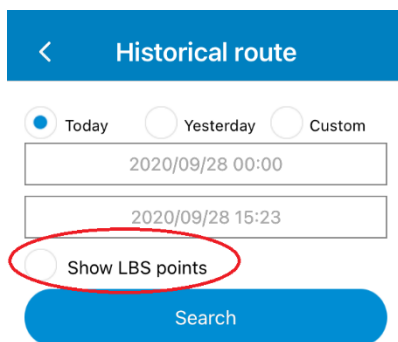
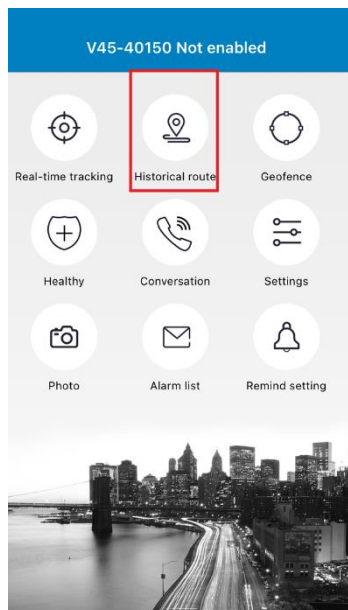
100 meters when operating indoors where Wifi is available.

- 3) Location Based Service (LBS) mode.** If GPS mode and Wifi mode aren't available, the device uses the nearest mobile phone masts to determine its position. The LBS positioning accuracy is between 500 and 1000 meters.

The SIM card operator's signal strength is an important factor. A well established SIM card operator is likely to have more base stations in the area, which will improve location accuracy

Seeing the history of where the tracker has been:

Click "historical route" to display the historical route of any day in the last 90 days.



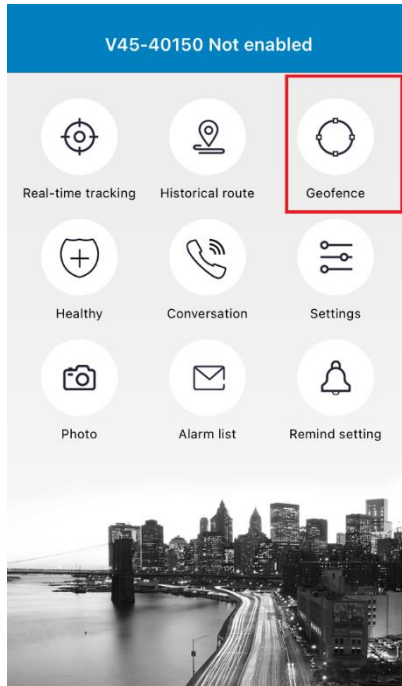
You can choose whether to filter out LBS location data (LBS location uses the nearest mobile phone tower - it is much less accurate than GPS, but can be used as a backup if the GPS location can't be found, e.g. if the person is indoors).

Advanced features

Setting up alerts to notify you if a person wanders outside an area:

This feature can be accessed by clicking on “Geofence”.

If the tracker moves outside a pre-defined area, app push a notification to your phone.



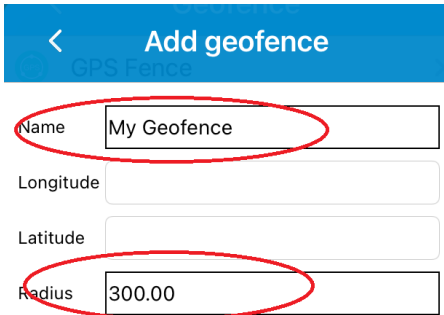
There are two different ways you can define the area:

1. GPS Fence (geofence)

Because GPS is only accurate when the tracker is outside in open air, the GPS fence would be useful if you wanted to know that the tracker had left the general area.

You can select an area on the map (e.g. a 1km radius of your house).

If the tracker moves beyond this radius, the main monitoring number will receive a text message.



< Add geofence

GPS Fence

Name My Geofence

Longitude

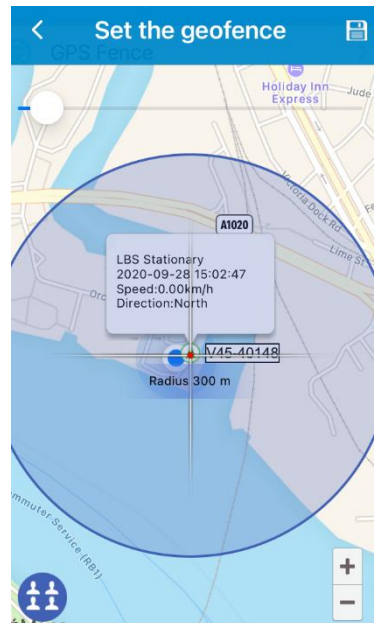
Latitude

Radius 300.00

Give your geofence a name and click inside the radius box to select the area on the map.

You can use the slider to select the diameter of the circle.

Drag the circle around the map to select your area.



2. Wifi Fence

This is most useful if you want to know if a person has left the immediate vicinity of your house.

The tracker is compatible with the 2.4GHz Wifi band but not the 5GHz Wifi band.

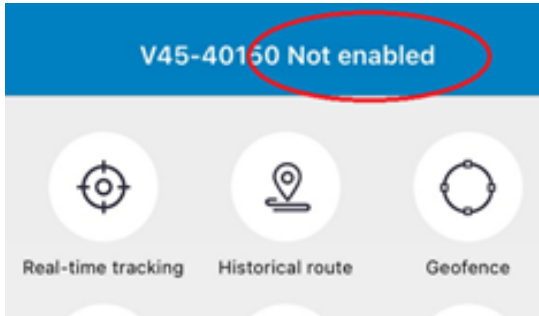
When you select a Wifi network within the app, only 2.4GHz networks will be listed.

Once you have set the Wifi fence, the app will display a push notification when the One Button Emergency Phone with GPS Tracker goes outside the Wifi area.

You should also set the real time tracking interval to fast (1 minute) positioning so that the device will check its location frequently.

Troubleshooting

The SIM card has a data plan, but the device status is “not enabled” within the app.



Not enabled means that the tracker cannot access the Internet.

- a) Check that the SIM card has credit and a suitable data plan.
- b) Occasionally, it is necessary to manually configure your tracker so that it can access the Internet, by sending your network’s Access Point Network (APN) settings.

You will need to go to your network providers website and find out the following pieces of information:

APN name e.g. wap.vodafone.co.uk

username e.g. wap

password e.g. wap

MCC code (mobile country code) e.g. 234

MNC code (mobile network code) e.g 15

You will need to use your own mobile phone to text the settings to the tracker.

Step 1

Set the "main monitoring number" as your mobile phone number by sending this command as a text message to the tracker's SIM telephone number:

`pw,123456,center,yourmobilenumber#`

Your mobile number should be entered with the country code e.g. +447123456789

Step 2

Send this command as a text message to the pendant SIM's number:

`apn,apn name,username,password,MCC code & MNC code#`

e.g. `apn,wap.vodafone.co.uk,wap,wap,27602#`

(all lower case)

Too complicated? Please contact us and we can do this for you.

I am using Pay as You Go SIM and the tracker screen is constantly displaying the balance - how do I get rid of this?

Contact your network provider to disable balance alerts from being sent to the SIM number each time the balance changes. To clear the message, use the "remote reboot" button in the settings screen of the App



Scan the QR code to download the App