



CareCaller™ LTE Quick Setup Guide and User Manual



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Ch. 1: Getting Started

Unboxing and Getting to Know Your CareCaller™ LTE

What's Included?

- Brand new CareCaller LTE™ with built-in two-way speaker phone
- Pre-installed professional quality rechargeable battery
- Magnetic charger with AC wall adapter
- One detachable nylon waterproof pendant
- Quick start guide and user manual
- A dedicated phone number that you will use to identify your device



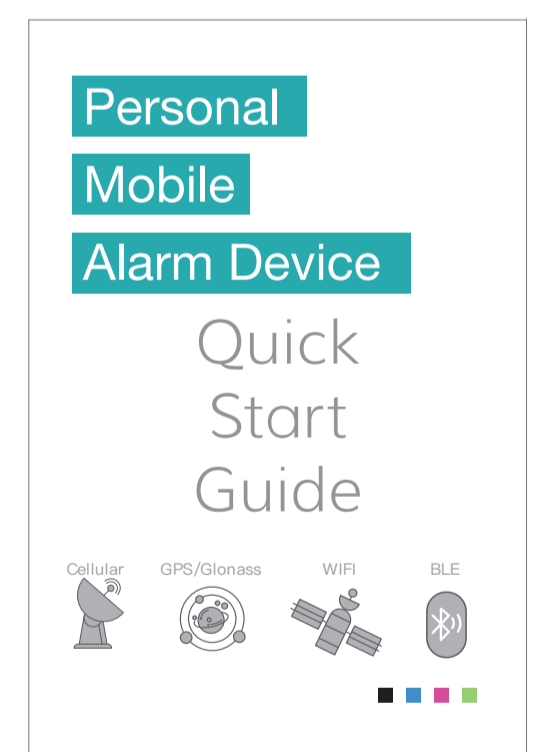
CareCaller™
LTE Box with
Phone Number



Charging
Cable with
Adapter



Breakaway
Lanyard



User Guide

Introducing the CareCaller™ LTE

- Front -



- Side -



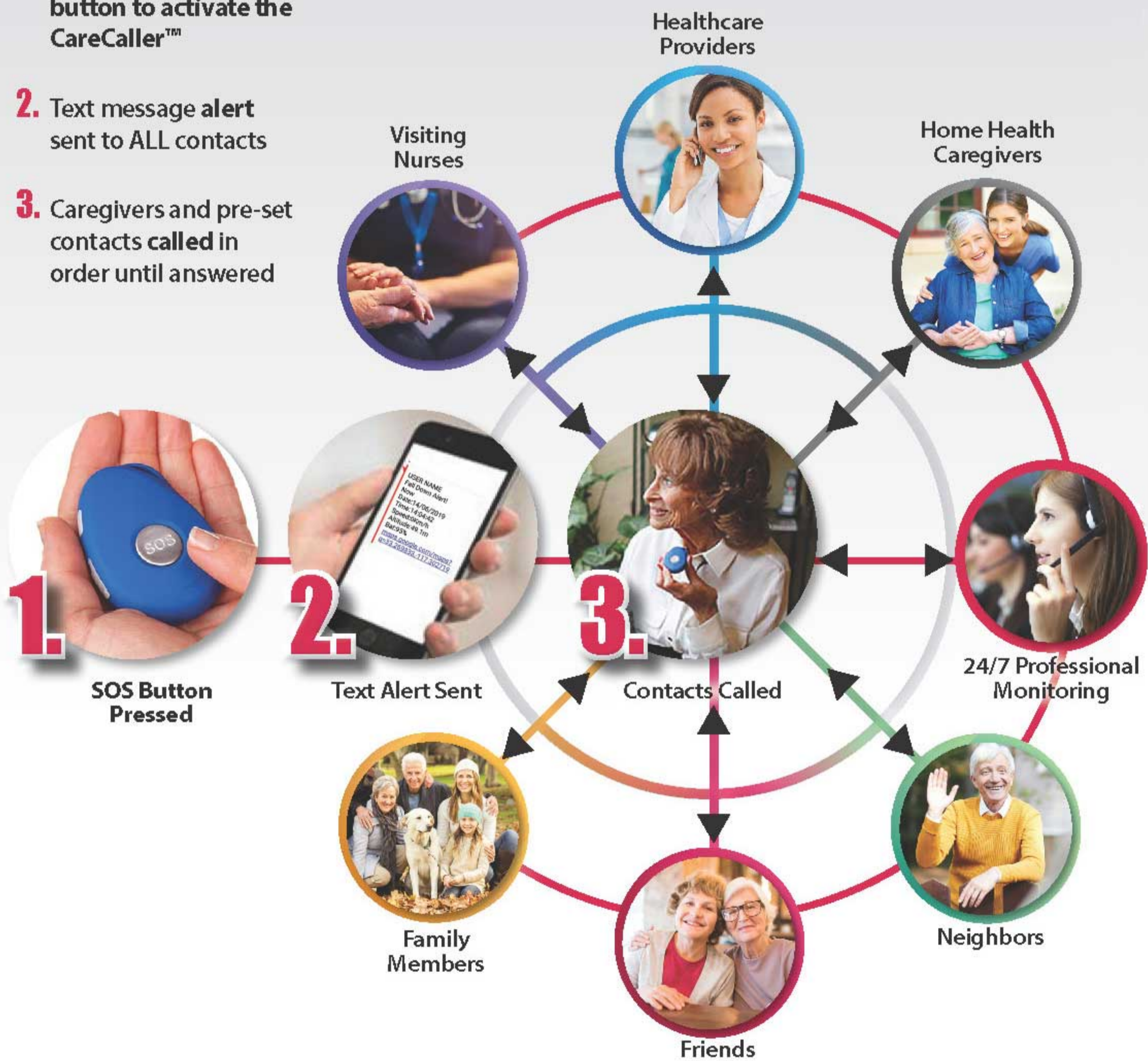
- Back -



How a CareCaller™ LTE Works:

Help... at the touch of a button!

- 1.** Press the SOS button to activate the CareCaller™
- 2.** Text message alert sent to ALL contacts
- 3.** Caregivers and pre-set contacts called in order until answered



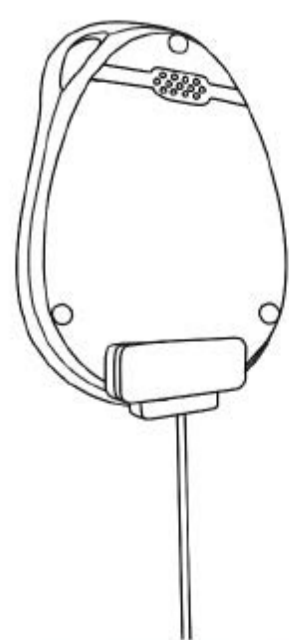
***Text Alerts Not Enabled on All Models**

Charging the Device

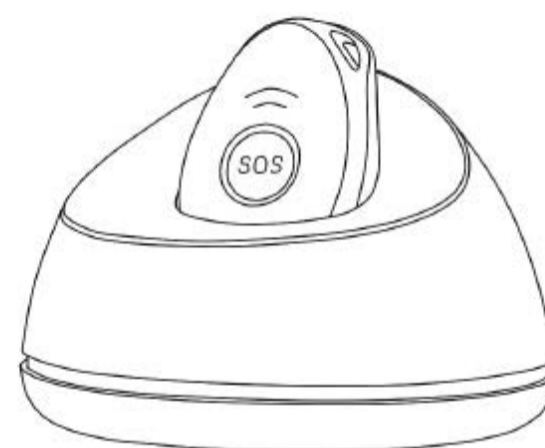
Your CareCaller™ LTE comes with a magnetic charging cable, with optional tabletop or Bluetooth charging stands.

To charge the device, connect the magnetic charging cable to the 4 charging contacts on the back of the device. The CareCaller™ LTE will automatically turn on any time it's placed in the charging base or plugged into the charging cable.

While all CareCaller™ LTE devices are shipped with a partial charge, we recommend charging for at least an hour before distributing or using the device to ensure sufficient battery power.



By magnetic USB cable



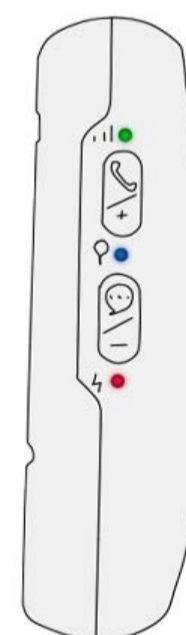
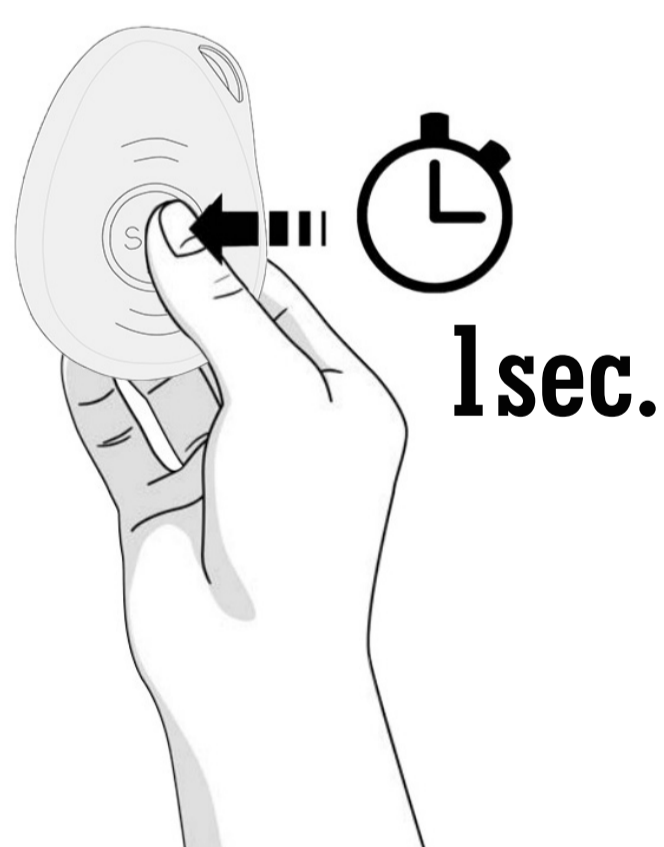
By charging base

Turning on the Device

To turn on your CareCaller™ LTE, press and hold the SOS button for 1 second until the device vibrates and the LED lights begin to rapidly flash.

Wait for Signal Detection

The LED lights will continue to flash rapidly while the CareCaller™ LTE searches for a cell and GPS signal. Once connected, the lights will flash slower and regularly. We recommend waiting for about a minute before attempting to press the SOS button or initiate an alert call.



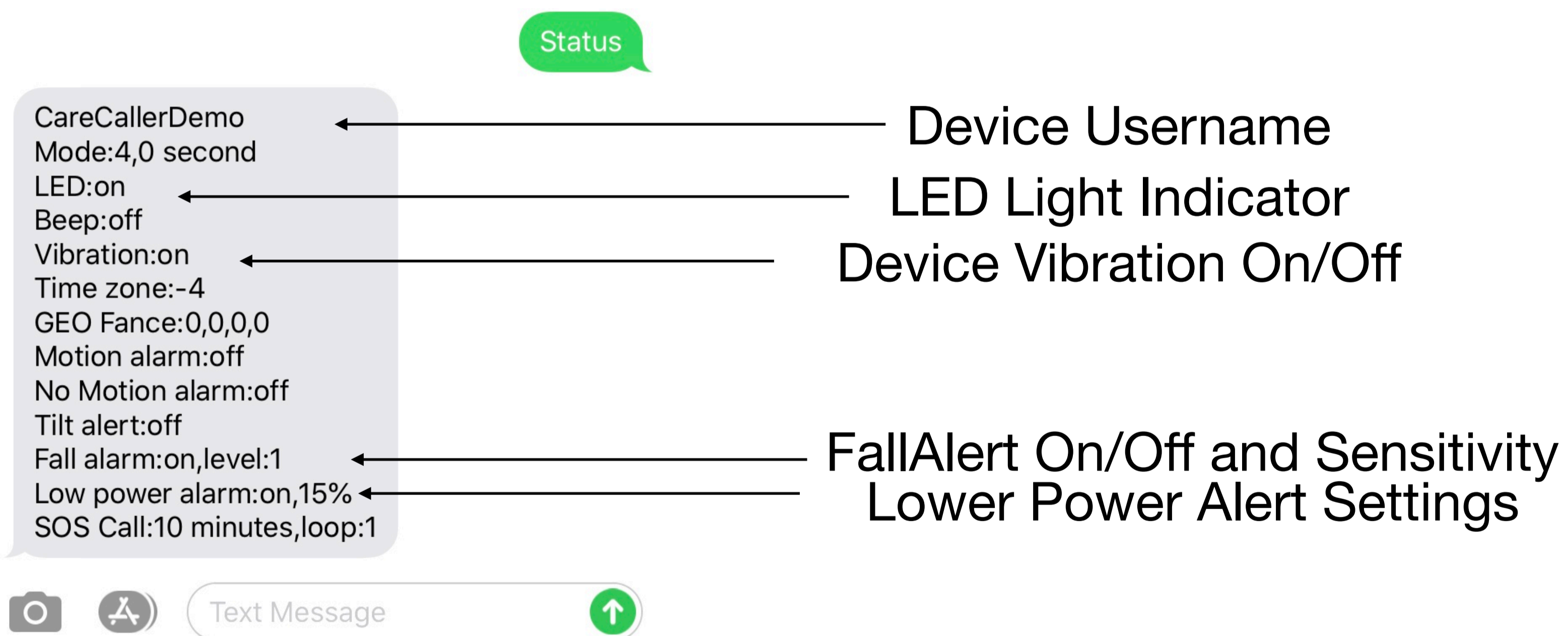
(All the LEDs will flash rapidly)

Ch. 2: Customization

Inputting Contacts and Learning the CareCaller™ LTE
Commands

Check the Status of the Device

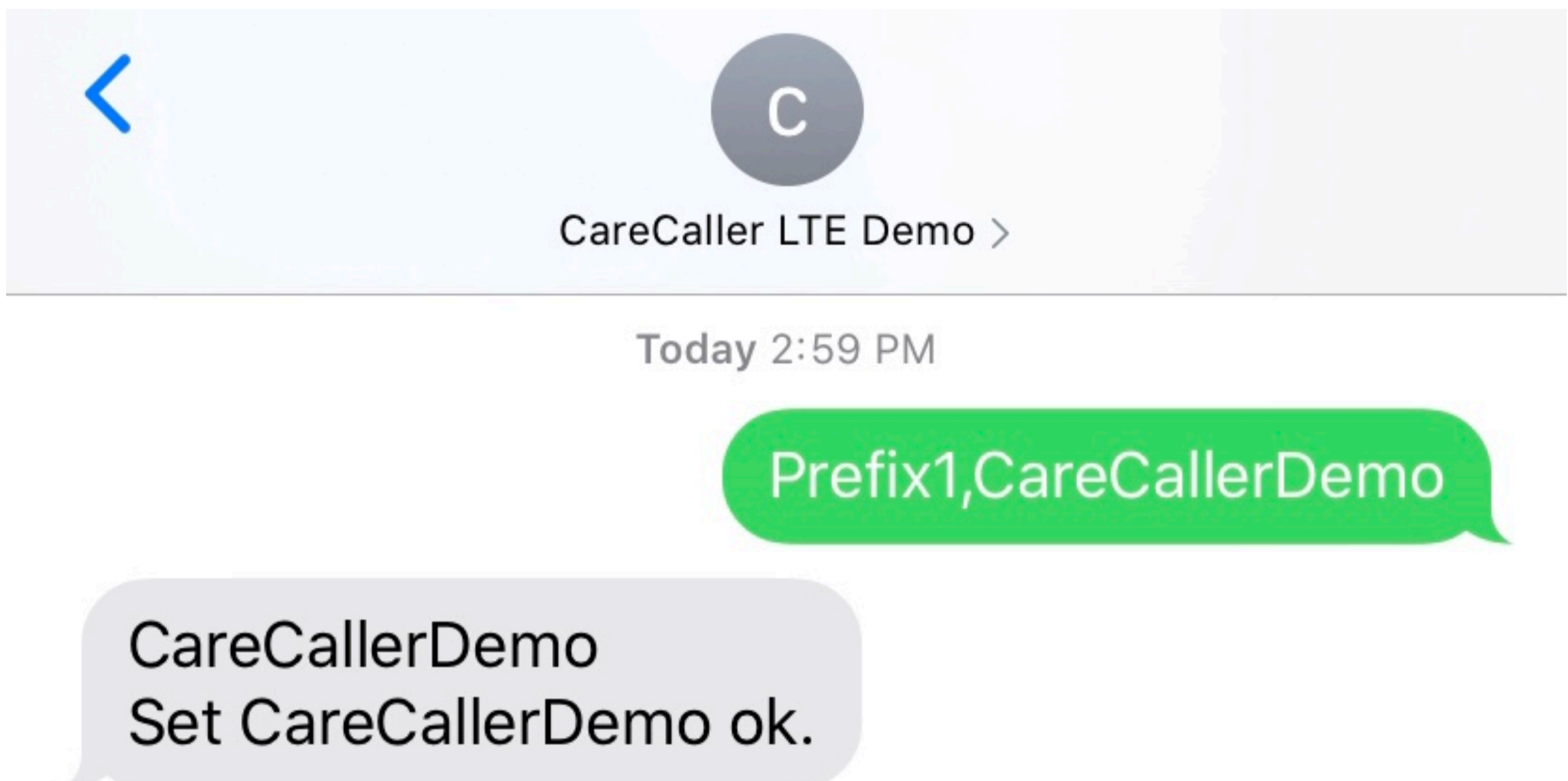
To view the “dashboard” of your CareCaller™ LTE, as well as view the settings, battery power, etc., simply text the word **status** to your device’s phone number.



Set Username

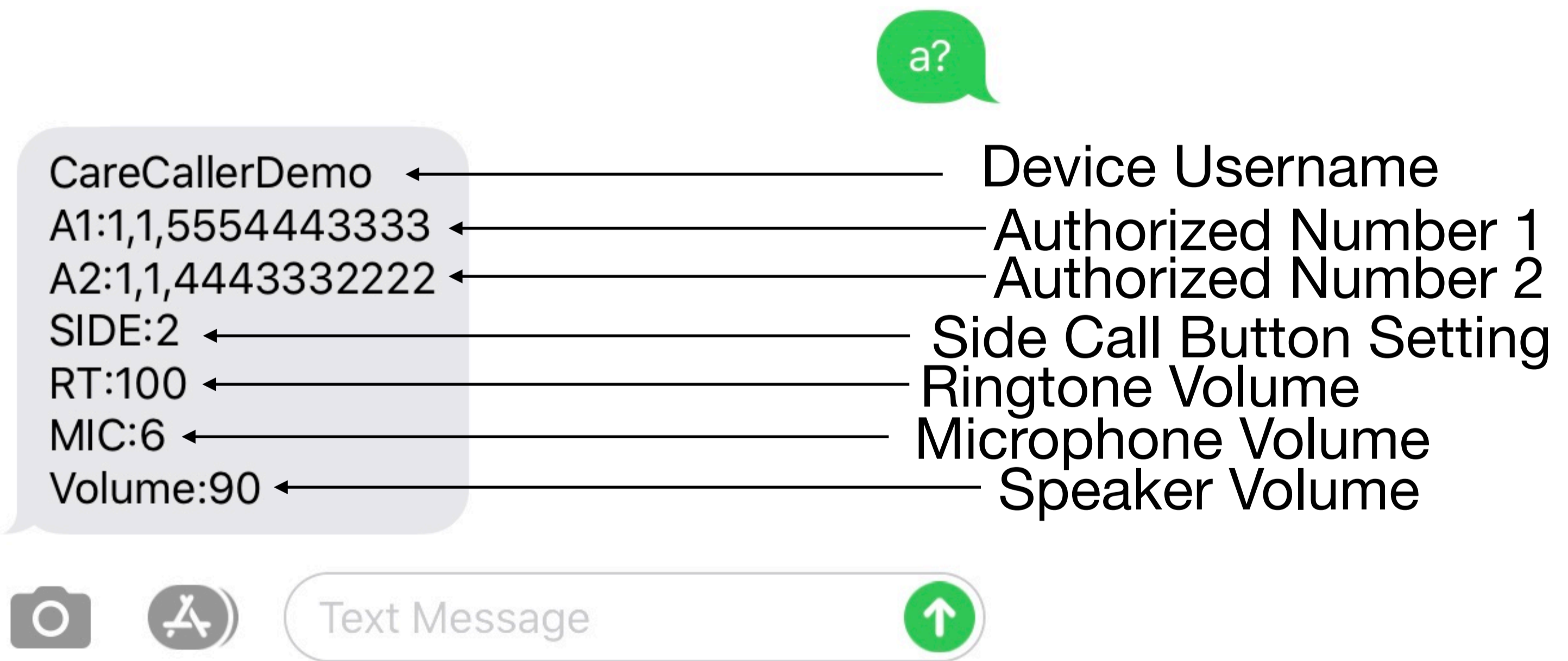
With every text alert or command sent from the CareCaller™ LTE, a name will be displayed, identifying the device or user. To customize the username for the device, simply text `prefix1,name`

Example: `prefix1,JohnSmith`
`prefix1,CaliforniaHealth`



Check the Authorized Contact Numbers

To view a list of the authorized or programmed phone numbers in your CareCaller™ LTE, as well as settings like microphone volume, ringtone volume, and speaker volume, simply text a? to your device's phone number. A typical response is shown below.



Inputting Phone Numbers

Every CareCaller™ LTE is able to store up to 5 designated contacts to alert whenever the SOS button is pressed or a fall is detected.

Phone numbers can be inputted with a simple text message.

Note: It is not mandatory to have all five contacts programmed, but at least one phone number must be in the device at all times.

To designate the first contact, simply text:

a1,1,1,phonenumber

Example: a1,1,1,5555555555

To designate the second contact, simply text:

a2,1,1,phonenumber

Example: a2,1,1,1234567891

The same can be done for the third(a3), fourth(a4), and fifth(a5) contacts.

Important: When inputting numbers, DO NOT included any spaces, hyphens, or special characters. The device will not recognize the number and will not call out to it.

Example:

a1,1,1,5554443333

CareCallerDemo
Set contact number 1 [5554443333](#)
ok.

a2,1,1,4443332222

CareCallerDemo
Set contact number 2 [4443332222](#)
ok.

Removing an Authorized Number

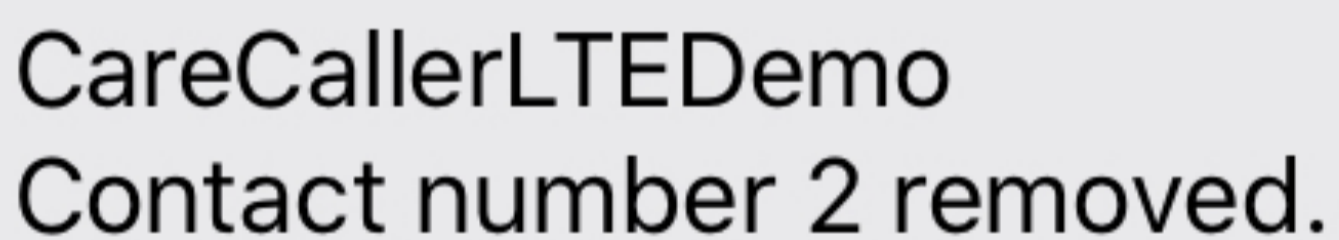
To remove — rather than overwrite — an authorized number in the device, simply text removeA followed by the contact slot (1 through 5) that you want removed.

Example: removeA1

The same can be done for the second (A2), third(A3), fourth(A4), and fifth(A5) contacts.



removeA2



CareCallerLTEDemo
Contact number 2 removed.

Ch. 3: Using Your CareCaller™ LTE

Using the SOS Button and Placing Calls and Texts

Sending an Alert with the SOS Button

The primary way to send an alert is by pressing and holding the main SOS button on the device until it vibrates. The LED lights will begin to flash — notifying the wearer that the device is connecting to cellular and GPS networks — and a voice prompt will alert the wearer that the SOS button has been pressed.

The CareCaller™ LTE will immediately send out text message alerts to all contacts, complete with a link to the wearer's exact location on Google Maps.

From there, the CareCaller™ LTE will automatically call every contact in the device one-by-one until someone answers. The device will then initiate — hands-free — two-way talk between contact and wearer.

***Text Alerts Not Enabled on All Models**

Activating an SOS Alarm



What's in a Text Alert?

Below is an example of a typical text alert:

CareCallerLTEDemo ← Device Username
Help Me!
WIFI-Loc:
Date:23/10/2019 ← Date of Alert
Loc Time:13:52:31 ← Time of GPS Fix
Alarm Time:13:52:29 ← Time of SOS Button Press
Battery:21% ← Current Battery Level
smart-locator.com/web/geolocation/wi/wYSpPi3_NLWlrUPXF_i0kq1D1xf4tAJrnh5BkbfPkJKBwLAnq1D1xf4yCx-ga7kzsYufoGu5M7EPn6BruTOw05-ga7kzsNufoGu5M6_lq1D1xf4t9zraUq4csv8UaQXzn_HPIGkF85_ ← Real-Time Google Maps GPS Link

Pressing the Side Call Button

For routine, non-emergency matters, the CareCaller™ LTE has a side call button designed to place a direct call with a second, third, fourth, or fifth contact.

We recommend using this button when the wearer needs to reach a contact in the device for non-emergency matters without alarming other contacts with alert text messages.

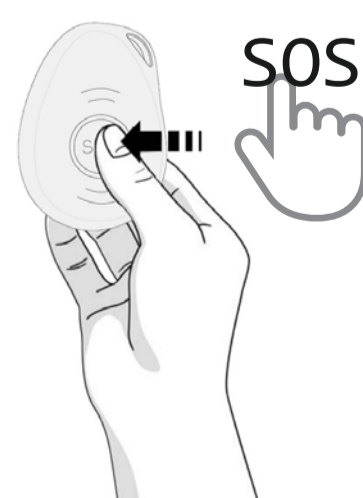
To do this, simply press the small grey button on the top left of the device until the CareCaller™ LTE vibrates. The voice prompts will then inform the wearer that a call has been placed, and the device will initiate hands-free talk once the contact answers.

Making a Phone Call

- To make a call, press side call button for 3 seconds and you will hear a beep, and then it will dial the second number.



- To end the call, press the SOS button.



Calling into the Device

Sometimes caregivers or loved ones need to do a wellness check on a wearer. Our devices are designed to automatically answer phone calls from any authorized numbers already programmed into the device.

To call into the device, just call the phone number and the device will automatically answer after two rings. This is especially important for checking on wearers who may be unresponsive.



What Do the Lights Mean?



Green:

Cellular Indicator

- When light flashes once every 3 seconds, the device has a stable cell signal

Blue: GPS Indicator

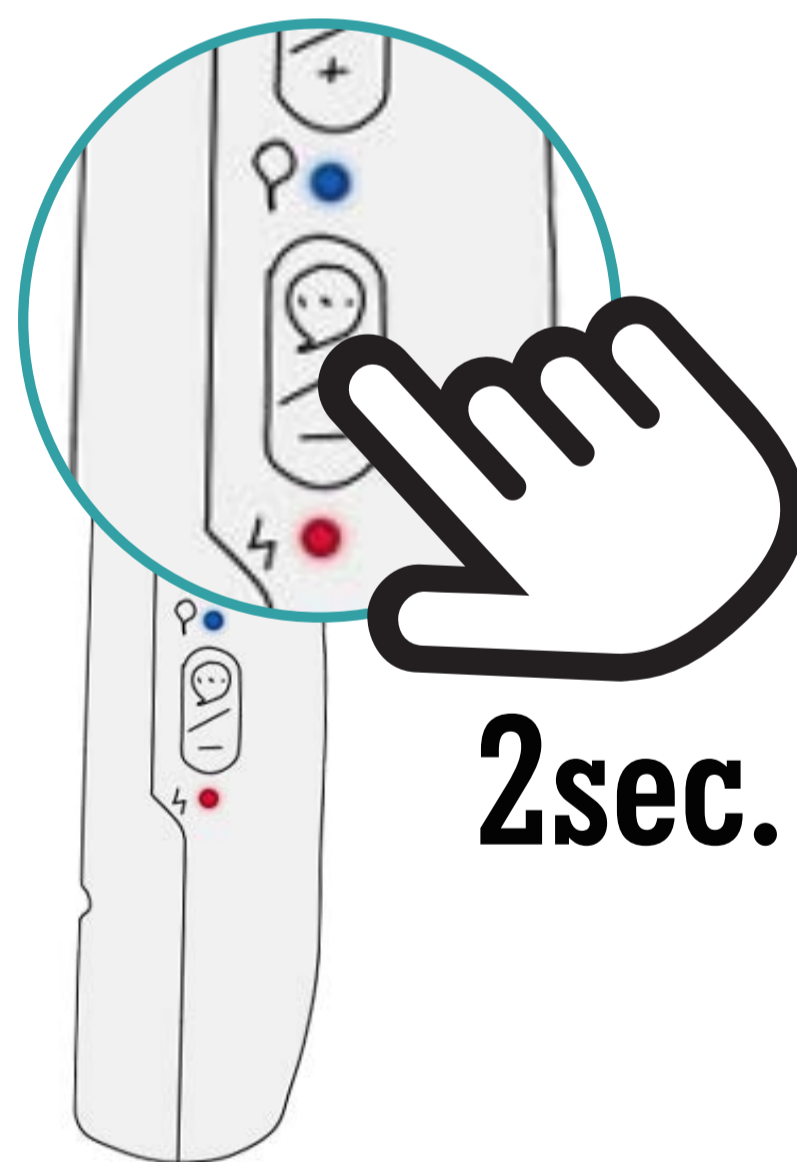
- If off, there is no GPS connection
- When light flashes twice every three seconds, the device has the latest GPS fix

Red: Power Indicator

- If on or solid, device is fully charged
- If blinking quickly, the battery is below 20%
- If off or blinking slowly, the device is charging
- If light blinks twice every three seconds, the device is paired to the Bluetooth base

Enabling and Silencing Voice Prompts

All CareCaller™ LTE devices come standard with voice prompts to inform wearers of such events as SOS alerts, phone calls, low battery alerts, etc. To disable this feature, hold and press the side voice prompt button for two seconds. To enable them again, simply hold and press the same button for two seconds.



Setting Microphone and Speaker Volume

To adjust the CareCaller™ LTE's microphone volume, text micvolume followed by a number between 1 and 15 - 1 being the softest and 15 being the loudest.

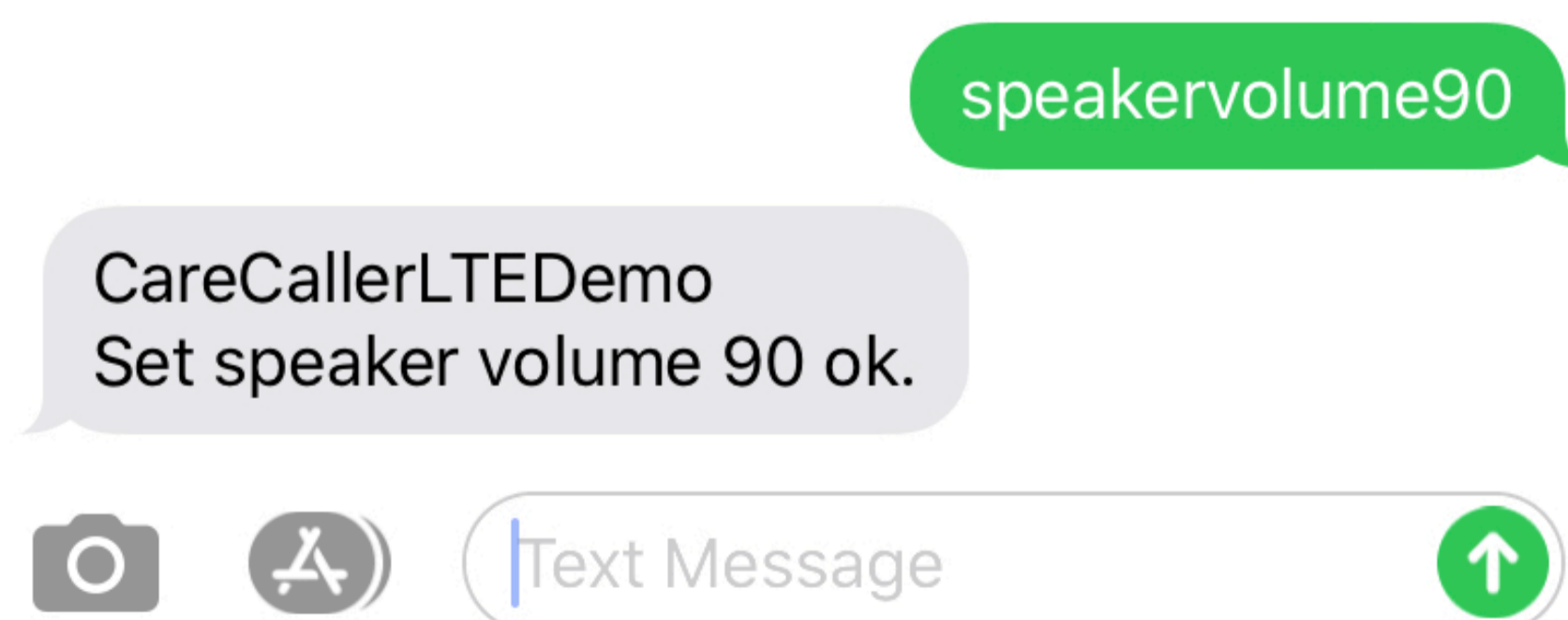
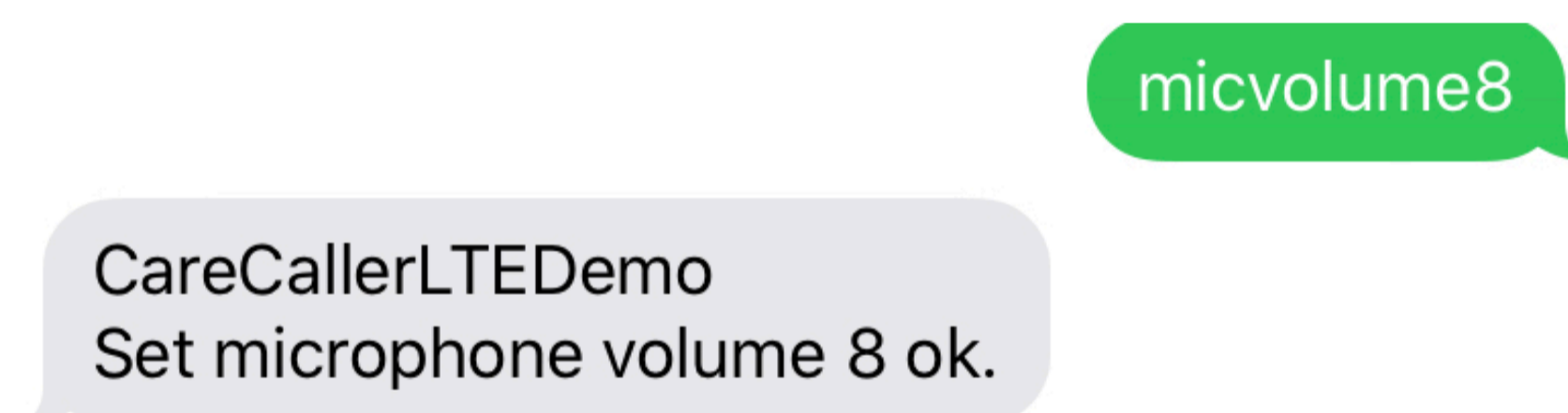
Example: micvolume8

micvolume14

To set the speaker volume for the CareCaller™ LTE, text speakervolume followed by a number between 1 and 100 - 1 being the softest and 100 being the loudest.

Example: speakervolume70

speakervolume60



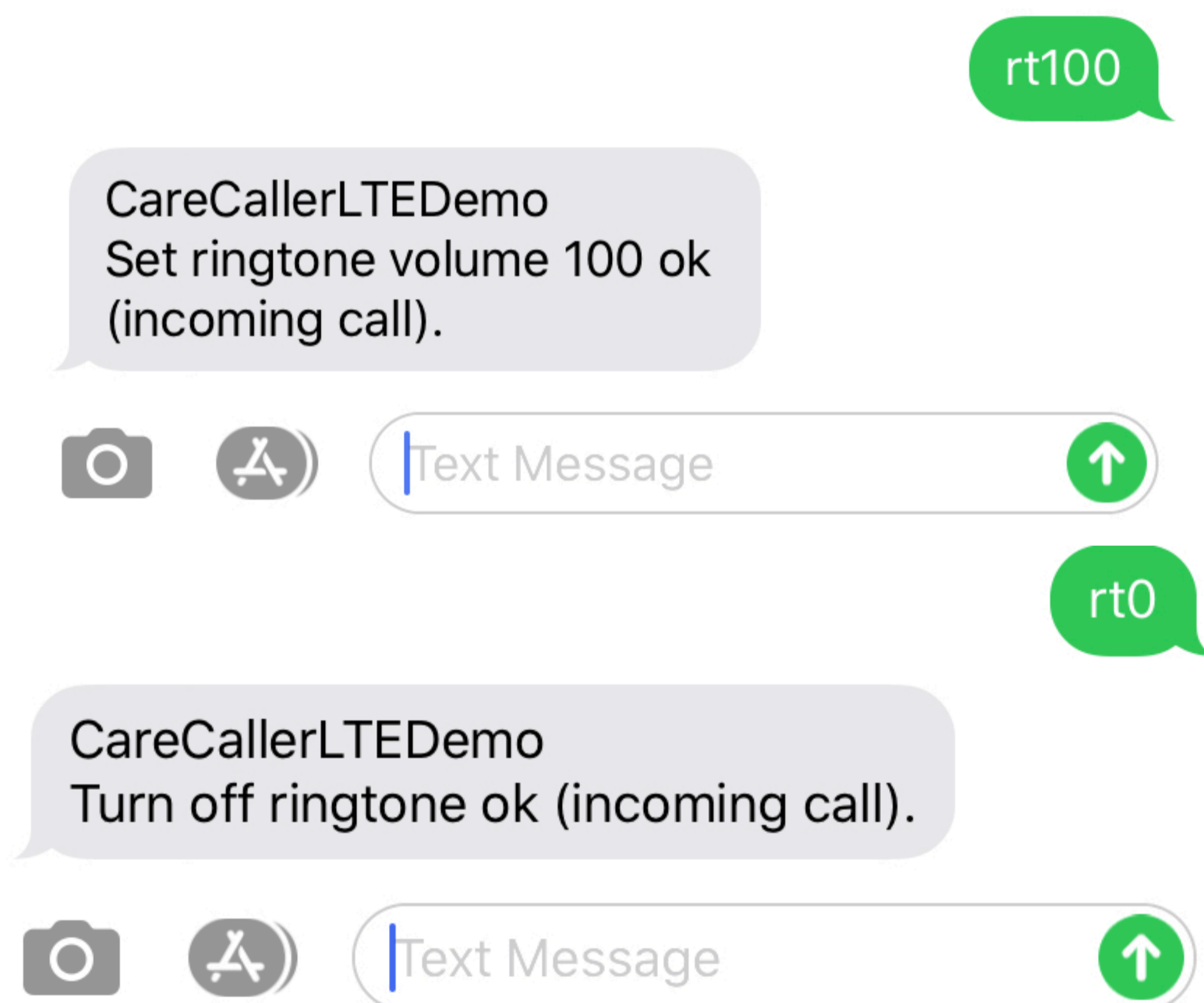
Adjusting Ringtone Volume

To change the volume of your CareCaller™ LTE's ringtone, text rt followed by a number between 1 and 100.

Example: rt50

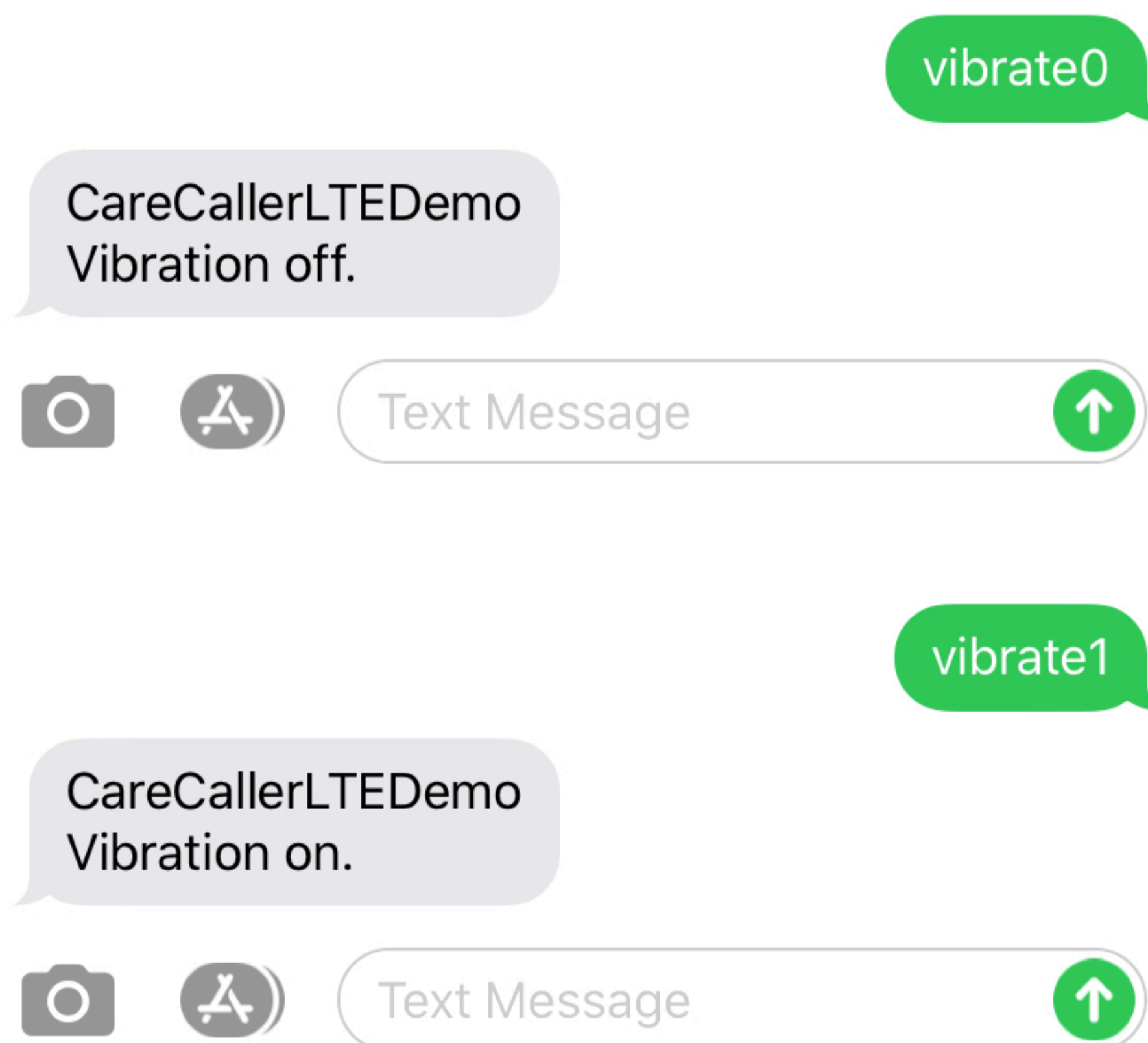
rt90

NOTE: Texting rt0 will silence the device's ringtone.



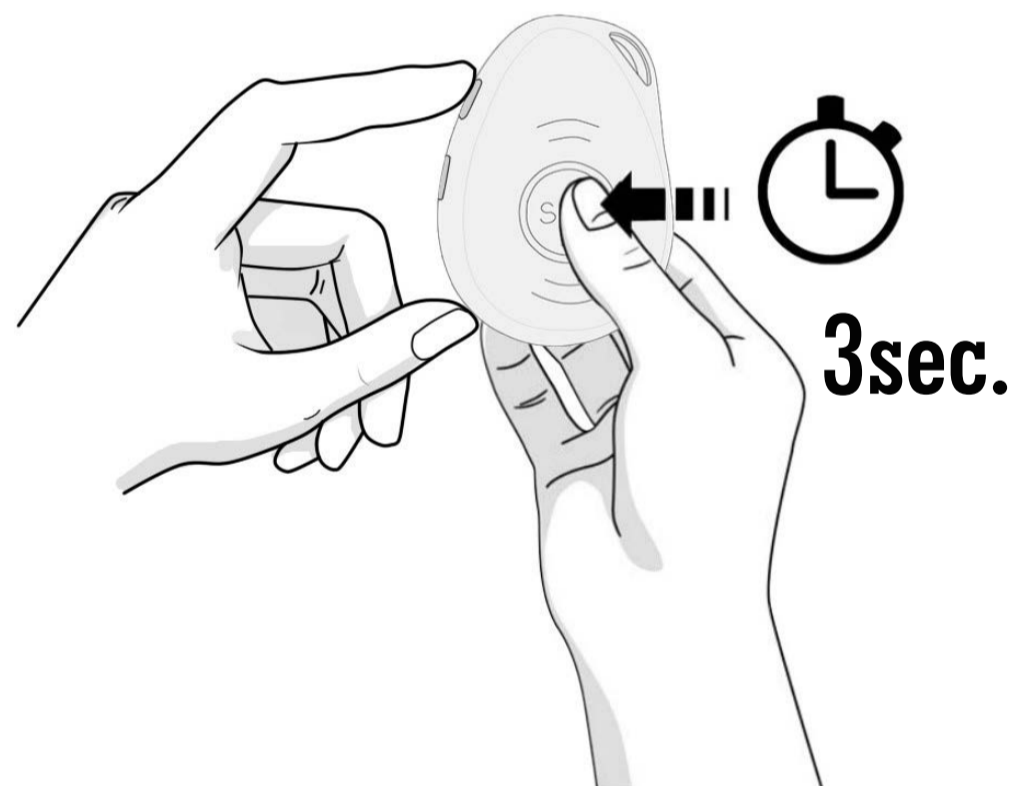
Enabling and Disabling Device Vibration

Your CareCaller™ LTE is programmed to vibrate when the SOS button is pressed and when receiving a call. To disable vibration, text `vibrate0` to the device. To enable vibration, text `vibrate1`.



Powering off your CareCaller™

To turn off the CareCaller™ LTE, press and hold both the SOS button and side call button until the device vibrates. The lights will blink once and the device will power off.



Ch. 4: Accessories

Optional Accessories for the CareCaller™ LTE

Bluetooth Charging Base

We offer a Bluetooth-enabled charging stand with a standalone call button. The base charges the CareCaller™ LTE, as well as pairs with the device via Bluetooth. The stand can send text alerts and calls — when paired with the CareCaller™ LTE — by pressing the SOS button. The base also has a backup battery that will charge the CareCaller™ LTE during a power outage or while traveling.



Pairing your CareCaller™ LTE to backup charging stand*

The CareCaller™ LTE backup charging stand is Bluetooth-enabled and pairs with all CareCaller™ LTE models. To pair the two devices, press and hold the bottom side button on your CareCaller™ LTE and the Call2 button on your charging base at the same time, and hold for 3 seconds. The voice alert will announce when the devices have paired successfully.



Belt Clip

The CareCaller™ LTE belt clip is perfect for active users who prefer to wear the device on their waist. Simply snap the device into place and clip onto a belt or pant waistline.



Velcro Holster

The velcro holster is made of a comfortable, stretch nylon material. For those who don't want to wear a lanyard or belt clip, simply place the CareCaller™ LTE into the pouch and wrap the velcro straps around an arm or wrist.



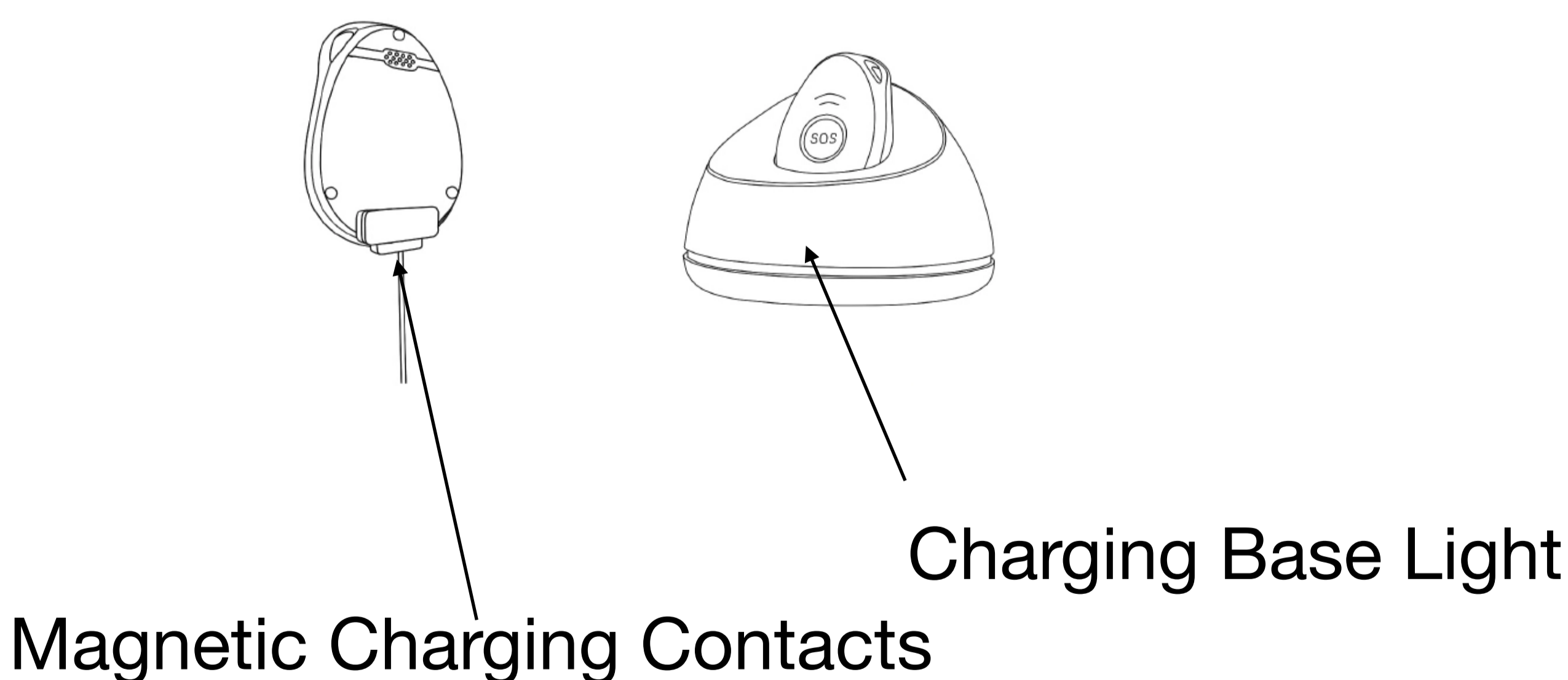
Ch. 5: Troubleshooting

Questions and Answers for the CareCaller™ LTE

Q: Why isn't my CareCaller™ LTE charging?

A: Ensure that the power chord is plugged into a working outlet and all four magnetic charging contacts are connected to the four charging contacts on the back of the device. The power indicator (red light) should blink when charging and remain solid when fully charged.

If using a charging stand, ensure that the device is fully inserted into the base by pressing the device down firmly into the charging port. Ensure the USB cable from the charging base is connected to the AC adapter. The charging base light will glow when charging and turn solid when fully charged.



Q: Why won't my CareCaller™ LTE place calls or text messages?

A: Ensure all inputted contact phone numbers have no hyphens or special characters and ensure the area code is inputted. Numbers with characters other than numbers will be unrecognizable to the device and will result in an error.

A1,1,1,4443333 ❌

A1,1,1,555-444-3333 ❌

A1,1,1,5554443333 ✅

Q: Why can't my CareCaller LTE™ get reception?

A: As with cell phones, use in structures such as office buildings, trailers with tin roofs, basements, or very rural areas may result in the CareCaller™ LTE failing to connect with a cellular network. If in a building, try using the device near a window or step outside.





SafeGuardianTM
Protecting All That You Love

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