

# 3G PERSONAL ALERT PENDANT USER GUIDE



**KEEPTRACK-GPS**

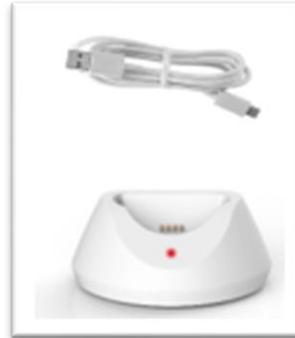


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## 1. Let's get started

- 1.1 Before using:** You will find all accessories inside the box
- Pendant & lanyard
  - USB cable, docking station and plug
  - Manufactures user guide



**1.2 Power on:** To turn your tracker on hold the side talk button down for 3 seconds, the blue and green LED lights will flash rapidly. Alternatively place your pendant in the docking station until it vibrates, and the red light comes on.



**1.3 Power off:** Press and hold down the side talk button and SOS button together for 3 second until all LED lights turn off



**1.4 Charging:** All new trackers need to be charged for 2-3 hours prior to use. Just place the tracker into the cradle until you feel the device vibrate and the red light on the cradle darkens in colour and if placed correctly it will also turn your tracker on. Only use the cables and power plug provided as this can cause damage to the pendants battery and void the warranty.





## 2. Getting to know your Pendant



### **Important reminders:**

Before using your pendant turn it on, please ensure you have allowed your device time to locate its new geographical position. Do this by placing it outside or near a window for 15 mins.

To test your tracker, press the SOS button for 3 seconds until it vibrates, make a call. Ensure the wearer is familiar with the device and all SOS functions are working correctly prior to putting it to work.

### 3. LED lights and their meaning



#### Blue:

When starting up your tracker

- Solid blue light – tracker is charging
- Blue light blinking quickly – Power is lower than 15%

When tracker active

Single blue light flashes every 3 sec- tracker has a GPS positioning fix

- Long blue light flashes every 3 seconds – No GPS fix
- No blue light – GPS chip is sleeping (Note: this is not a factory setting, but can reduce battery life)

#### Green:

- Single green flash every 3 seconds – Your tracker is connected to the GSM network
- Solid Green light – No Sim Card is detected

#### Important reminders:

If you are using a prepaid sim card, ensure you download the service providers app to your phone or PC. Ensure you keep a close eye on your available credit and sim card expiry.

### 4. SOS Button

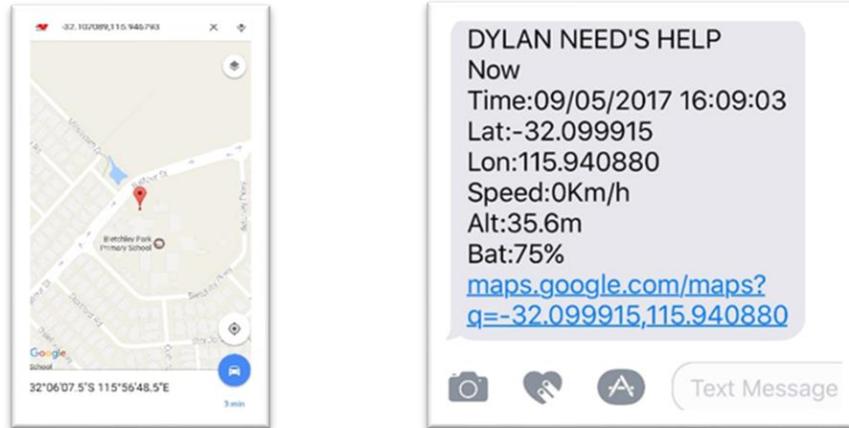
To activate the SOS button, simply press the large SOS button on the front of the tracker for approximately 3 seconds. You will feel it vibrate and/or beep when the command has been activated.





## What happens then –

**4.1 Emergency response text message** will be sent within 3 seconds to all mobile contacts on your list of numbers. The SMS will state for example – DYLAN NEEDS HELP! The location is provided via a link to Google Maps. Location accuracy is within 2.5 meters.



**4.2 Emergency call sequencing:** It will then ring the first person on that list automatically and allow a handsfree 2-way conversation, if that person does not answer after 3 mins or it goes to voice mail, it will continue to ring through the numbers until someone answers. If the tracker has not been able to reach any of the listed numbers, it will automatically start calling the numbers again.

**Your emergency contact person must press 1 on their keypad to accept the call and stop the call sequence.** Otherwise after 3mins it will hang up and move onto the next contact.

**4.3 To end the call:** the wearer can press the SOS button firmly and quickly to end the call. Or by hanging up the receiver will end the call.

**Useful information:** If you have accidently pressed the SOS button you can simply press the SOS button again, firmly, and quickly to cancel the call.

## 5. Outgoing call

To make a call, press and hold the side talk button for 3 seconds and you will hear a beep. The green light will flash rapidly to confirm the request, and then it will dial the nominated number. To end the call, press the SOS button quickly and firmly.

## 6. Incoming call

When someone rings your tracker, it will ring and/or vibrate twice and then automatically answer the call. The microphone is located on the front of your tracker. And the speaker is on the back. You can have a normal 2-way conversation



## 7. Fall Detection

Fall Detection is based on the wearer falling and the tracker landing at an angle, when this happens the tracker will automatically send a text mgs advising of the fall. In the case of any emergency we recommend you press the SOS button to activate the emergency call sequence and txt message. The sensitivity of the detection can be increased or decreased. Check the SMS command list.

## 8. Low Battery Alert

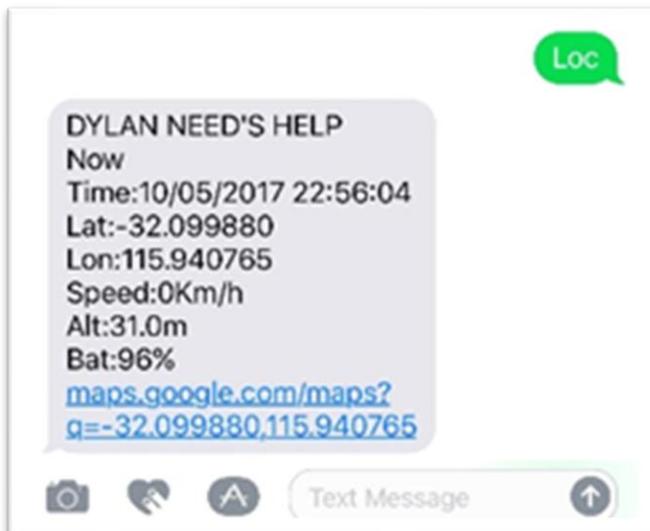
Your device will send a 'Low Battery' notification via SMS to your nominated numbers when the battery alarm gets to 15%. We recommend you place your pendant in the docking station overnight to recharge and suggest you strategically place it on your bedside table.

## 9. Information for carers and family members

In the event you need to locate your loved one via the pendant or to check the pendants settings, this can be done by simply texting a SMS commands directly to the pendant via the mobile number of the pendant.

### 9.1 LOC

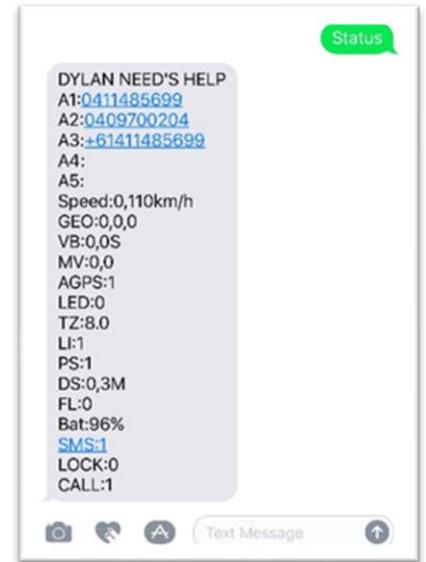
To find out the GPS location of the pendant and the wearer, send a SMS to the device via your mobile phone. Finding the location of the via 'LOC'.



In the event the pendant comes back with a 'Last Know', that means that is the last GPS fix received. Normally you see that if the wearer walks into a very large shopping complex. When they leave the complex, it will pick them up as they exit back into clear view of satellites.

## 9.2 STATUS

'STATUS' will send back a text messaging advising your battery %, contacts listed and other settings that are enabled. You can add and change functions, change nominated mobile numbers etc. Check the SMS command list.



## 10. Status report and its meaning

DMG	user name
A1	Emergency numbers
A2:	Emergency numbers
A3:	Emergency numbers
A4:	Emergency numbers
A5:	Emergency numbers
Speed:0,110km/h	speed alert off
GEO:0,0,0	geo fence off
VB:0,0S	VB:0,0S
MV:0,0	motion alarm
AGPS:1	assisted GPS

LED:0	LEDs on
TZ:8.0	time zone (GMT)
LI:0	listen in
PS:1	default working mode
DS:0,3M	
FL:1,5	Fall down alarm
Bat:90%	battery level
SMS:1	SMS and GPS alarms
LOCK:0	Password protected
CALL:1	call enabled to all numbers
RT:1	

## 11. Hardware specifications

Content	Specs.
Mainframe Dimension	61mm*43mm*16mm
Net Weight	35g
GSM Frequencies	900/180/850/1900Mhz
3G WCDMA Frequencies	UTMST/HSPA 900 / 2100 MHz
	UTMST/HSPA 850 / 1900MHz
GPS chip	U-blox G7020 (Support AGPS)
GPS sensitivity	Cold start: -148dBm      Hot start: -162dBm
GPS accuracy	<2.5m
Time to First Fix	Cold start 32s, Warm start 11s, Hot start 1s
Charging Voltage	5V DC
Battery	Chargeable 3.7V 800mAh
Standby Current	≤2mAh
Storage Temperature	-40°C to +85°C
Operation Temperature	-20°C to +80°C
Humidity	5%-95% non-condensing

## 12. Safety precautions

The GPS Alert Pendant is solely reliant on the mobile phone service provider's network coverage to make phone calls, to send SMS text messages and to transmit information regarding GPS positioning. Be aware that services may vary between different mobile service providers and their coverage provided in different locations.

GPS locations are sometime not available to the pendant in large buildings and their accuracy is variable. Often the pendant will provide a last known location which will be at the outside of a building for example, prior to entering a shopping centre.

When outside, the pendant must have a clear uninterrupted line of sight to a minimum number of available satellites to provide its accurate GPS location.

It is highly recommended that the user periodically tests their unit every week by pressing the SOS button and warn the emergency contacts it is an emergency drill.

It is the user's responsibility to ensure their mobile service provider has their most up to date and accurate personal information and billing details. They are also responsible to ensure their sim card has enough credit available to use at any time and that they are aware of when their credit and sim card will expire.

Please ensure when using the pedant:

- Do not wear the pendant when sleeping.
- Turn off the pendant when entering hazardous areas, as the pendant can be a potential ignition sources to gas or explosives.
- Turn off your pendant when in commercial aircrafts or whenever instructed due to safety reasons
- In the event of an electrical storm, please turn off your docking station and power cord from the power point.
- Do not submerge your pendant in water or any substance that can infiltrate the casing, microphone or speaker points. As the water will damage the hardware and any substance can affect the sound quality of the speaker and microphone.
- Do not use any chemicals on the casing of the pendant as it can erode the casing
- Always ensure your hands are dry when managing the pendant to recharge at the cradle and power socket to ensure electrical safety.
- Overheating or prolonged exposure to sun light can potentially overheat the battery and render the pendant unusable and cause damage.

### **13. Terms and conditions**

Operation of the KTGPS Personal Alarm is the sole responsibility of the User. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. KTGPS is not responsible for misuse or improper operation of the unit. Before using, test your personal alarm to determine the effectiveness of the unit's operation at the location(s) where it will be used. Failing to test the unit may mean the user is at risk of not receiving necessary medical attention. The information in this User Guide is not a substitute for advice from medical or health professionals.

KTGPS is not responsible for the reliability or quality of the cell phone service with which its products are used. It is the User's sole responsibility to determine where the personal alarm will operate. It is understood by both User and Purchaser that any signals transmitted are totally beyond the control of KTGPS. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by KTGPS.

Furthermore, KTGPS cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by KTGPS that fails to transmit signals from the unit to User's emergency contacts.

User and Purchaser both understand and acknowledge that the Personal Alarm requires AC power and a mobile phone service. It is the User's responsibility to provide electrical service for the Personal Alarm to recharge and function.

KTGPS neither warrants nor represents that the Personal Alarm will prevent any damage, injury, or loss to either person or property, or that the Personal Alarm will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that KTGPS is not an insurer, and that the User assumes any and all risk of loss or injury to the User's property or person. No representation or warranties express or implied are made by KTGPS other than those expressed herein.

Keep Track GPS warrants this product and all parts, thereof, only to the original purchaser to be free from defective materials and workmanship from the date of the original purchase for the period of one year. If your product is found to be defective within the warranty period, Keep Track GPS will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warranted only for the remainder of the Warranty Period. If your product is found to be defective, please contact the business you purchased your product from for warranty repair instructions.

### **14. Contact us**

Feel free to contact us via phone, email or check out our website!

Pick-ups or product viewings are by appointment only in Perth; however, you can view Personal Pendants/Alarms at any ILC (Independent Living Centre) [www.ilc.com.au](http://www.ilc.com.au) in your nearest capital city.

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Southern River WA 6110  
Phone: 08 9521 4325

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Web:  
[www.keeptrackgps.com.au](http://www.keeptrackgps.com.au)

## 15. Routine Testing Sheet

Test Date	Issues to address	Issue rectified	Signature/Date
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**Note:** Please ensure your pendant has enough credit on your sim card and that the pendant is placed near a window or worn outside on a regular basis to ensure GPS location is updated.