

# 4G PERSONAL ALARM USER GUIDE



**KEEPTRACK-GPS**





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## 1. Let's get started

The 4G Personal Alarm is a GPS personal tracker, with two-way communication, SOS alarm, fall down alarm function, auto tracking and listen-in function. with a waterproof rating of IP67, it is suitable for children, the elderly, lone workers, patients and in vehicles. With real-time tracking anywhere via mobile phone, you can ensure those you care about can always call for help.

You will find all accessories inside the box

- 4G Personal Alarm
- USB Cable
- USB Plug
- Docking station
- Lanyard



**1.1 Power on:** Press and hold the on/off button for 1-2 seconds, to power on the device, until you feel it vibrate release button and you hear it beep. The screen will show 'GSM Init' when it is powering up.

**1.2 Power off:** Press and hold the on/off button for 3 seconds, until you feel it vibrate, and you hear a beep. The screen will show 'Power off' then the screen will shut down.

**1.3 Battery Charging:** Connect the micro-USB end to your Docking Station. Insert the larger end of the USB cable into the USB Plug and insert plug into wall socket, then turn the power on. Lie the 4G device into the cradle, the screen will show an image of a battery when charging. A low battery SMS will be sent when your devices battery reaches 30% remaining. This is a default setting which can be changed or removed.



**1.4 The Screen:** Your screen shows the date, time in a 24-hour clock, battery level and signal. When you move the device around the screen will rotate with it, by pushing either the power or call button.



## 2. Getting to know your device



**1.SOS Button**

**2.Call Button/Call select & Volume+**

**3.Power Button & Volume -**

**4.Screen**

**5.Microphone**

**6. Charging Contact Point**

**7.Wireless Charging Receiver**

**8.Lanyard Hole**

**9.Speaker**

**10.Charging Contact Point**

**11.Charger Plug-In Port**

## 3. Activate an SOS Emergency Call

By pressing and hold down the SOS button for 2 seconds you will activate an emergency call. First you will feel the Alarm vibrate and then the screen will display 'SOS'.

### SOS activation – Emergency sequencing, how does it work?

**3.1 Emergency response text and phone call** will be sent within 30 seconds to your Emergency Contacts. The SMS will state for example – **Peter Smith. HELP ME** The location is provided via a link to Google Maps. Location accuracy is within 2.5 meters.

**3.2 1<sup>st</sup> Emergency Contact** will answer the call and be advised by an automated voice to press 1 on their keypad to formally accept the call. If they do, then the alarm will activate a 2-way call and will stop the emergency sequencing thus no one else will be contacted.

**3.3 Emergency call sequencing:** If your 1<sup>st</sup> Emergency Contact does not answer or accept the call by pushing 1 on their keypad then the Alarm will continue with its emergency sequencing. It will call every emergency contact in order until someone answers. Then Repeat sequence.

**3.4 To end the call** the wearer can press the SOS button firmly and quickly to end the call.

**Useful information:** If you have accidentally activated a SOS call, a short press and release of the SOS button will cancel the emergency call and sequencing.

**Call sequence timeline:** - SOS button to message 30 - 40 sec - 3 attempts for contact to push 1 on keypad 20 sec - message bank answer 20 sec – move to call next contact 20 sec



## 4. Adjusting the call volume

To increase or decrease the volume of your alarm, you can use the side buttons.



## 5. Make a Phone Call /Speed Dial

Hold down the **Call Button** for 2 seconds, the screen will show your list of contacts. Scroll down by pressing the **Power Button**. Scroll up by pressing the **Call Button** again to highlight the required number then press the **SOS Button** to make the call. When activated it will show on the screen for example 'Call out Hazel'. (who ever your contract name is)

To hang up on the call, simply press the SOS button firmly and quickly.

## 6. Receiving Incoming calls

Your alarm will automatically answer any incoming phone call after ringing once. If you want to change this setting to answer at your will then contact us for assistance to reprogram the Alarm.

## 7. Fall Detection

In the event the alarm senses a fall, an emergency fall sequence will then be initiated. First the alarm will vibrate and then display "fall" on the screen, If not canceled after 15 seconds it will then send a "fallen" text message to all contacts, then call your 1<sup>st</sup> Emergency Contact to alert them of your situation and provide your location.

If your 1<sup>st</sup> Emergency Contact does not answer it will then call the next person on the list.

The sensitivity of the Fall Detection can be adjusted, follow the Command Instructions.

**Useful information:** If you have accidently activated a Fall Alarm, a short press and release of the SOS button will cancel it.



## 8. Water Resistant Rating

The 4G Personal Alarm is **water-resistant** but **not waterproof**. Therefore, they are not suitable to be purposefully submerged in water or to go swimming with. For this reason, we highly recommend hanging your pendant in the shower on a hook that is within reach.

The pendant is rated IP 67 which means the pendant is limited to about 30 minutes of immersion in up to 1 meter/three feet of freshwater.

## 9. Regularly test your alarm

Like any emergency, it is essential to train the wearer and carer's on how to use the alarm. Regular testing/mock drills are recommended to ensure the device is ready when needed.

We recommend testing your 4G Personal Alarm once every 1-2 months.

1. Pick a date example: 15<sup>th</sup> of the month or second Sunday of the month.
2. Let your emergency contacts know in advance
3. Check how much credit is available on your prepaid mobile sim card, consider a Keep Track Telstra Account if this is a concern.
4. Ensure you remove or deactivate 000 from emergency contact list.

**Useful information:** The alarm requires the emergency contact who answers the call to formally acknowledge the call by pressing 1 on their mobile keypad. If they do not, then alarm will continue the emergency sequencing and automatically hang up and start calling the next contact.



## 10. Specification

Content	
3G HSPA Bands	800/850/900/1900/2100MHz
4G LTE CAT-1 Bands	Europe: B1/B3/B7/B8/B20 America: B2/B4/B12 Australia: B1/B3/B5/B7/B28
<b>Dimensions</b>	45.9 * 47.9 * 19.0mm
Weight	56g
Waterproof Level	IP67
Colour	Black/Blue/Green
GPS Sensitivity	Tracking: -165dBm Re-acquisition: -156dBm Acquisition: -148dBm
GPS Accuracy	10m
GPS Start time	Cold start: 30s <b>Warm start: 22s</b> <b>Hot start: 1s</b>
OLED Resolution	128 * 64
Battery Capacity	1000mAH
SIM Card Type	Nano SIM
Firmware Upgrade Mode	OTA/USB
Maximum Standby Time	10 Days
<b>Longest Working Time</b> (5Min upload data once)	50 Hours
Docking Station Charge Current Charging Time	500mA (Ma x) 2-3 Hours
<b>Wireless Charge Current</b> Charging Time	200mA (Ma x) 5-6 Hours
<b>Operating Temperature</b>	-20'C to +65' C
Working Humidity	5%--95%



## 11. Commands

Send the following commands in a SMS / Text message to the Life Alert Pendant to make changes, to receive the information, location and contact list information.

NOTE: A1 means the first authorized phone number, A2 means the second one and A3 means the third one until A8. All the letters of commands must be capital. **Please note commands need to be sent by SMS - TEXT Message, with no spaces**

Function	Command	Example SMS - Text message
Location of the device	F	<b>F</b> Click on the google map link for location
Use this code to reprogram emergency contacts	Ax,040xxxxxx,name	<b>A1,040xxxxxx,Fred Smith</b> <b>A2,0895214325,Betty Jones</b> This will add new contacts 1,2 x=1-8
Use this code to delete contact	Ax,D	<b>A1,D</b> This will delete contact 1 x=1-8
Change Device Name Text	X2,NAME	<b>X2,Bob Jones</b>
Change fall down settings	KLxxx	The default sensitivity for fall detection is set at 050 KL001 = least sensitive and KL255 = highest sensitivity Sensitivity can be adjusted by replacing xxx with 001-255 <b>KL047</b> To turn off fall detection <b>KL000</b>
Setting daily alarm	L5,xx:xx	Replace xx:xx with the alarm time using 24-hour clock. Only 1 Alarm can be programed, press sos button to turn off. <b>L5,08:30</b> Alarm will be 8:30 am <b>L5,20:30</b> Alarm will be 8:30 pm
Check Emergency contact List 1-8	G	<b>G</b> Check the phone numbers on the device



Function	Command	Example SMS - Text message
Set Local time zone	Lxy	x= - west x= + east L+08 Perth Time L+09:30 Adelaide Time L+10 NSW
Set Low battery Alarm	Nx,yy	N1,20 x =0 Off x = 1 On Yy Low Battery Value <45  The Default Low Battery Setting is 30%
Turning auto answer on/off	Q3,x	x 0 = Auto Answer x 1 = Answer incoming call by pressing call button - hanging up by pressing SOS Button. Q3,0 Auto Answer Q3,1 Manual Answer
Extending OLED Screen time	L2,xx	Xx = time in seconds, max time is 99 seconds. Default time is 10 seconds L2,30
OTA Update	UV	UV Please make sure the battery is above 50% before sending upgrade command.
Turn off the tracker	K	K The device will turn off automatically.
Device Reset	RESET!	RESET! Returns device to factory settings.
Default Password for sending commands. Use the password in front of commands if an Error message is received.	123456Command	123456KL045



## 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 center.

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 pendant:

- 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 the power plug at 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
- Do not leave your device in a location where it will overheat or overcool due to environmental changes
- Please use the battery and charger provided by manufacturer. Using other batteries and chargers will cause unwanted situation.
- The product has position tracking and listen-in functions, the user must use it within the legal limit. If the user illegally uses it (such as Invasion of privacy) that lead to damage of others' rights and interests, the consequences are the user's responsibility.
- Please don't disassemble or refit the unit. The system should be installed by technical personnel.
- This product should be used in the normal condition of GPS signal and HSPA / LTE Mobile networks. If not, it will result in the inability to locate (GPS) or locate data that cannot be transmitted (HSPA / LTE Mobile Networks).
- This product is obtained by satellite to get the position information. Position data drift is normal, because it is limited by satellite positioning transmission characteristics.



## 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 mobile 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 re-viewed 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) in your nearest capital city.

[www.ilc.com.au](http://www.ilc.com.au)

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## 15. Routine Testing Sheet

Test Date	Issues to address	Issue rectified	Signature/Date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

**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.

Version	Date	Changers
1.4.0	07.08.19	