



KEEPTRACK-GPS

HEAVY DUTY PERSONAL ALARM USER GUIDE



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Your Device

SOS Button/ Hang Up
Phone Call/ Answer

Incoming Calls

Side Button/
Speed Dial.

Speaker



LED Indicators
Microphone

TURNING THE DEVICE ON/OFF

To Turn on the Device:

Press the side button for 3 to 4 seconds. The unit will vibrate and faintly beep. The blue light will come on first, followed by a flashing green light. The device requires several seconds to “boot up.”

To Turn off the Device:

Press the side button AND the SOS button together for 3 seconds. The unit will vibrate and faintly beep. The voice prompt will announce that the unit is turning off. Confirmation can be seen that the unit is off when no lights are visible on the device.

CHARGING THE BATTERY

- Connect the USB end of the charging cord to the wall plug, ensuring that when plugged into the power outlet, the power is switched on.
- Connect the other end of the special cord to the back of the Pendant as shown in the illustration. When connected properly, the voice prompt, “Your alarm is charging” will be heard.
- Visually, the unit is charging when the red light is on solid.
- When battery power is at 20% and again at 10% remaining, the voice prompt will announce: “Your battery is low, please recharge soon.” * When the side button is briefly pressed, if the Pendant has 10% or less battery remaining, the red light will blink once, and a voice will announce: “Low battery. Please charge your device.”



Product Features

FEATURE	DESCRIPTION
One Touch Operation	Press the SOS button for 2 seconds. Let go after vibration is felt. The SOS button also cancels an alert and will hang up a call.
Voice Prompts in Any Language	Clear, audible messages explain what the Pendant is doing and what the Pendant User should do.
GPS Location	Shows your location to your contacts using Google Maps.
Fall Detection	A voice prompt announces that a fall has been detected and how to cancel the alarm. After 3 announcements the emergency contacts are then notified.
Auto Answer	Incoming calls are automatically answered (the default) OR the device can be made to manually answer by pressing the SOS button.
Reminder Messages	Voice prompts announcing when to get up, when to take medicine and when to go to bed can be programmed to sound anytime of the user's choice. Multiple settings options allow the user to choose different settings on different days.
Waterproof (IP65)	Fine in any weather, but if you want to wear it while bathing, we recommend the Guardian Shower Bag. (See page 10 under KEY POINTS)
4G	The Pendant works indoors and outside, wherever a mobile phone works.
Speed Dial	After pressing the SOS button, you can call each contact individually by pressing the side button to scroll through programmed numbers.

Emergencies/ Phone Calls

In an Emergency

In an emergency, press and hold the SOS button for 2 seconds until it vibrates and faintly beeps. A voice prompt will announce: "Your alarm has been activated. Cancel by pressing the SOS button." Firmly and briefly press the SOS button to cancel, "Your alarm has been cancelled" will sound.

If the alarm is not cancelled, then this voice prompt will be heard: "Calling Contact Number 1". The Pendant will call as announced. The contact has 30 seconds to answer the call. If the call is not answered in 30 seconds, it will automatically disconnect and the next person in the sequence will be called.



The calling sequence will be cancelled if:

1. The Contact presses 1 on their phone keypad as prompted
2. The User presses the SOS button AFTER the Alarm has been initiated

When calling any of the 5 emergency contacts

To call only one phone number, after pressing the SOS, press the side button firmly until you feel a click. A voice prompt will announce: "Calling Contact Number 1." To call the second contact, press the side button again to hear: "Calling Contact Number 2."



Each time the side button is pressed, the next contact in sequential order will be called. The voice prompt will announce which contact is being called.

Hanging Up

To end a phone call, briefly press the SOS button. Hanging up during the emergency sequence will stop the Pendant from calling other emergency contacts. As with a normal phone call, either the contact or the User can hang up on a call.

Important Tip: It is vital that every call be hung up by either the user or the contact to avoid additional call charges.





LED Indicators

Blue and Red
LED Indicator



Green
LED Indicator

BLUE 	DESCRIPTION
Blink Fast	The Battery is low when blue and red LED's Flash
Flashes 1 second on, 3 seconds off	No GPS Signal is being received.
Blink once every 3 seconds	A GPS Signal is received.
Steady Off (No Blinking or Flashing)	The Device is in sleep mode or is powered off.
GREEN 	DESCRIPTION
Blink Fast	The Device is preparing to turn on
Blink once every 3 seconds	A Cell Signal is received.
Flashes 1 second on, 3 seconds off	No Cell Signal is being received.
Steady On	The contact you dialed is already being used.
Steady Off	The Device is in sleep mode or is powered off.
RED 	DESCRIPTION
Steady On	The Device is charging.
Steady Off	The Battery is fully charged.
Blink Fast	The Battery is low when blue and red LED's Flash
Blink Once	When pressing the side button, if a voice prompt sounds the battery is at 10% or less.

Testing your Device

BEFORE YOU TEST

This Guardian Safety Pendant has been programmed and is ready to use. Please read the 'Quick Start User Guide' to become familiar with the unit

Performing the Test

1. Inform the emergency contacts that the Pendant is being tested.
2. Press the SOS button for 2 seconds until it vibrates and beeps.
3. Unless it was requested for texts to be sent first, a call will be made to Contact Number 1, followed by a text message.
4. The contact must press 1 on their phone keypad within 30 seconds of answering. This will stop the Pendant from hanging up and calling the next contact.
5. Confirm both parties can hear each other.
6. While either party can hang up, it is suggested that the Pendant User hang up to reinforce the memory of how to hang up.

It is recommended to test the Pendant every 1-3 months.

Fall Detection

Automatic fall detection will measure the pendant's orientation and impact with a surface. Generally, the device needs to drop at least 75cm to activate. If the Pendant senses that the User may have fallen, it will announce: "A fall has been detected. Cancel by pressing the SOS button." This voice prompt will sound 3 times, after which, the calling sequence will begin.

Any time before the third voice prompt, if the SOS button is briefly pressed, this voice prompt will be heard: "Fall alert has been cancelled."

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It is easy to turn fall detection off or on. Refer to the Useful Codes (pg. 10) or call us and we will make the change for you.

It is NOT recommended to test the fall alert function when the device is worn. If fall detection is on and you want to hear what happens when a fall alert is triggered, hold the device at CHEST HEIGHT over a soft surface (e.g., a carpeted area) and drop it. The voice prompt will be heard after a brief delay.

DO NOT throw the device.

The Fall Detection works best when the Pendant is worn on a lanyard. Most of the time, when someone falls, they are conscious. While this may happen, it is always best to press the SOS button in the event of a fall to be assured that the emergency contacts will be notified.

NOTE: Fall detection is NOT 100% accurate; false alarms may occur. It is also possible that a fall may not be detected.

Useful Codes

By sending the following 'codes' in a text message to the Pendant, you can make the following changes or receive important information.

**Note: Always start the code with '0000'. For example, 0000,A00.
Do not add spaces.**

CODE	RESPONSE
A00 LOCATING DEVICE	0000,A70 - Click the link on the incoming text to open Google Maps and see the user's location. Example return texts will read: Location,010919,9:00, A ,14,0Km/h,50%,https://maps.google.com/maps?q=xxx (A=Current Location) Location,010919,9:00, V ,14,0Km/h,50%,https://maps.google.com/maps?q=xxx (V=Last Known Location)
AAF WHITELISTING	To allow anyone to call the Pendant, text: 0000,AAF,1 To allow only the contacts to call the Pendant, text: 0000,AAF,0
A29 FALL DETECTION	To turn on Fall Detection text, 0000,A29,1,30,2 To turn off Fall Detection text, 0000,A29,0,30,2 Sensitivity is given a value from 1-3 with 1 being the most sensitive and 3 being the least sensitive. The example shown uses a sensitivity setting of 2.
C76 TURNING OFF	To switch the unit off text: 0000,C76

Troubleshooting

ISSUE	COMMONLY KNOWN CAUSES	POTENTIAL SOLUTIONS
GPS Location is not accurate	<ol style="list-style-type: none"> 1. There are obstructions (e.g., roof, trees, clouds) between the Pendant and the satellites. 2. The GPS may not have had sufficient time to wake up. 3. Wi-Fi (to access indoor location) is not on. 	<ol style="list-style-type: none"> 1. GPS works best when there is a direct line in every direction to the skyline. 2. Request the location a 2nd time after GPS has awoken. 3. Wi-Fi__33 requires an online service which is an optional extra service.
The Device will not charge	<ol style="list-style-type: none"> 1. The charging cord is not attached properly. 2. Power may not be switched on at the wall socket. 	<ol style="list-style-type: none"> 1. The charging cord must point in the same direction as the side button. 2. Confirm cord is firmly plugged in and wall socket is switched on.
Fall Detection did not activate	The Pendant's fall detection activates only when specific criteria occur. This includes the distance and speed of a fall and the orientation of the Pendant.	The sensitivity of fall detection can be changed to any of 3 settings. Refer to pages 7 and 8 or call us to change the sensitivity setting for you. TIP: If there is NO fall alert voice prompt immediately, press the SOS button for help.
Fall Detection activated without a fall occurring	If the Pendant senses what may have been a fall, the voice prompt will announce that a fall has been detected. It is possible that the movement of the Pendant simulated a fall.	While a fall alert warning can easily be aborted, if the warning message is triggering too frequently just by wearing the device, the sensitivity should be adjusted accordingly. See page 8.
No Lights are on	This is normal. The Pendant is in sleep mode to save battery power.	Wake the Pendant by briefly pressing either button. If lights appear, the unit is on.

Safety Precautions

This Guardian Safety Pendant (GSP) is reliant on the cell phone service provider's network coverage to make phone calls, to send SMS text messages and to transmit information regarding GPS positioning. These services may vary between providers and locations throughout the world. GPS location is often not available when the Guardian Pendant is inside a building. Also, outdoor

location performance can sometimes deliver inaccurate coordinates if the device is unable to get a fix on a minimum number of satellites. The accuracy of GPS positioning is determined by the availability of unobstructed line of sight to the available satellites.

It is highly recommended that the user periodically tests their unit every 1-3 months by pressing the SOS button. Warn contacts first. It is the user's responsibility to assure that their phone service provider is notified before their credit or debit card expires or if credit needs to be added to the SIM card used in their Guardian SP.

KEY POINTS

- It is NOT RECOMMENDED to wear with the lanyard while sleeping.
- Care must be taken with the Pendant while showering because **soap or shampoo can infiltrate and damage the electronics**. We recommend using a Guardian Shower Bag which will eliminate the possibility that chemicals used while bathing could disable your Pendant and void its Warranty.
- Switch off your Pendant when instructed to turn off all mobile phones on commercial aircraft.
- Avoid using a damaged power cable. This may cause overheating or a potential fire hazard.
- Never use any chemical or detergent to clean the Pendant. This may erode its surface.
- To eliminate the risk of electric shock, do not touch the ends of the power cable, charging plug or the metal parts on the inside of the charging cradle with wet or damp hands.
- Avoid direct prolonged exposure to sunlight and high temperatures to negate the potential of over-heating the battery, which may cause damage.

Terms and Conditions

Operation of the Pendant 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. GSP Pty Ltd is not responsible for misuse or improper operation of the unit. Before using, test the Pendant 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.

GSP Pty Ltd 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 Pendant will operate. It is understood by both User and Purchaser that any signals transmitted are totally beyond the control of GSP Pty Ltd. Such telecommunication systems and equipment are not owned, operated, maintained, leased, and are not controlled, inspected, or reviewed by GSP Pty Ltd.

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

User and Purchaser both understand and acknowledge that the Pendant requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service for the Pendant to recharge and function.

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

GSP Pty Ltd 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, GSP Pty Ltd will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warrantied 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.

Legal Disclaimer

The Pendant is designed for communication and GPS tracking. GSP Pty Ltd and/or its distributors assumes no responsibility for the accuracy, reliability, or completeness of the information of its products or services, whether express or implied. To the maximum extent permissible by applicable law, GSP Pty Ltd and/or its distributors shall in no event be liable for any direct, indirect, punitive, personal injury or death, incidental, special, consequential damages, or any damages whatsoever including, without limitation, damages for loss of use arising out of or in any way connected with the use or performance of the GSP Pty Ltd and/or the phone service providers used in conjunction with GSP Pty Ltd. If you are dissatisfied with the GSP Pty Ltd and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using product.

Warranty

The Pendant has a 1-year warranty from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of GSP Pty Ltd, repair or replacement may include new and/or refurbished parts to at least the value of the replaced unit.

The warranty does not apply if there is:

- Evidence of water infiltration.
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed.
- Damage caused by accident, abuse, misuse, flood, fire, earthquake.

Use of the Pendant indicates that you have read, understood and you agree to the conditions as stated in the Disclaimer & Warranty Policy.

Return / Refund Policy - 14 Day Guarantee

If for any reason you are not happy with your purchase you can return it to us and receive a full refund minus the cost of SIM card credit, postage, and programming (\$60) or if you prefer you can exchange it for another model of the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.

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

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