

GPS Smart Tracker 3G/4G SOS Pendant

Help at the push of a button.
Anywhere, anytime

Quick Reference User Guide

Your GPS Smart tracker SOS pendant will come supplied with an instruction manual however we have simplified these instructions for you in this Quick User Guide. For more detailed information on the features of your pendant please refer to the instruction manual supplied in the box.



How it works – in a nutshell

Your GPS Smart tracker SOS pendant can call loved ones with just the push of a button. It's an SOS alarm that works anywhere – not just when you're at home like some other emergency devices.

When the SOS button (the large button on the front of the device) is pressed for 3 seconds the pendant will vibrate and then immediately send an SOS 'Help Me' SMS message and a GPS location to your primary contact and then start to call all emergency contacts (up to 8) even 000 can be a number. The pendant has a speakerphone & microphone built in so your loved one will hear the pendant calling the first emergency contact person and know help is on the way - when you answer, they can talk back to you.

When you receive the emergency SOS text message 'Help Me' from your loved one it will show you the time and a link to a Google Maps location, simply touch on the link and you will see the map location of where your loved one is. Similar devices only work on Wi-Fi and are only suitable for use around the home of your loved one, this device works anywhere where there is mobile phone coverage*.

Your GPS Smart Tracker SOS pendant is not just for the elderly, it is ideal for the safety of children too.

Before you begin

Setting up your GPS Smart Tracker SOS pendant is simple, if you have a mobile phone and know how to send an SMS then you're good to go. Using your mobile phone you will send SMS commands to the pendant, the pendant will then in turn SMS you back, clever huh? Use the one mobile phone for all the programming and set that number as your first emergency contact before continuing any further. If you then want to change your first emergency contact to a different number, do that only after all the programming has been done.

Your GPS Smart Tracker SOS pendant will come with a Telstra Mobile (Telstra) SIM card already inserted by Caresafe. To save you fiddling around removing the screws on the back of the device we have already done this for you. Of course you can change the SIM card to a different Telstra carrier (Boost Mobile, Woolworths Mobile etc.) if you wish but note the device supports 850/1900Mhz only which are the frequencies used by Telstra.

Please follow the instructions on the SIM card envelope supplied to activate your Telstra SIM card before you begin setting up the pendant. You will also need to load credit on to the account. When you activate your SIM, be sure to select 'phone' and not 'device / tablet' which is just data only. Make sure you keep an eye on your credit each month and ensure there's always enough credit available.

- ✓ Activated your SIM card with Telstra?
- ✓ Loaded some credit onto your account?
- ✓ Charged the device?

Great! Then let's start.





Make sure you have fully charged the pendant for around 2-3 hours before you begin to set up. You can either use the docking station supplied to charge the pendant or you can use the USB cord supplied to plug the pendant directly into your computer or car (if your car stereo has a USB connection) to charge it.

Enter the GPS Smart Tracker pendant phone number as a contact into your mobile phone, you might like to call it 'Mum's SOS Tracker' or something along those lines. The phone number for the pendant will be provided by Telstra when you activate the SIM card.

Turning the device on & off

Press the lower side button for 3 seconds, the window will show 'GSM Init Now', the pendant will take a few moments to start up. The display will then show you how much battery you have, the date, time and how strong the signal is that is being received. If you ever need to turn the device off simply press the lower side button for 3 seconds.

Now the device will need to get an initial GPS location so you might like to take it outside so it can fix onto satellites. This will only take a few seconds.

Entering the emergency contact phone numbers

You can enter up to 8 contacts into the pendant, you do not need to enter all 8 – you may only want to enter 2 or 3, that's entirely up to you. We suggest the last contact you enter is '000' in the event none of the emergency contacts can be reached. The device will then call the first emergency contact, if the first emergency contact does not answer the call, it will then move on to the next contact and so on. Please note, if a

call to the emergency contact goes to voicemail this is considered 'answered' so if the primary contacts use voicemail on their mobile you will need to turn on voicemail recognition. More about this later.

Send the following SMS to the pendant 123456A1....comma... then the phone number. Let's assume your first contact's phone number is 0444 123 456 – your SMS command prompt will be 123456A1,0444123456 The pendant will send you back an SMS '1TEL OK!0444123456'

Now you can enter your next phone number by sending the following SMS to the pendant 123456A2....comma... then the phone number. Let's assume your second contact's phone number is 0444 123 457 – your SMS command prompt will be 123456A2,0444123457 The pendant will send you back an SMS 'Set mobile number 2 OK!'. The SMS commands are case sensitive and there should be no spaces.

Enter your 3rd, to 8th contact the same as above using the command prompt A3...A4.... etc.

We suggest the last number you enter is 000 in the unlikely event the pendant has called all emergency contact numbers and none of the contacts have responded.

Entering the user's name

You can also enter the contact person's name if you wish by sending the following SMS to the pendant 123456A1... comma.... Phone number....comma.....user name. Let's assume the first contact person's name is Jenny – your SMS command prompt will be 123456A1,0444123456,Jenny The pendant will send you back an SMS '1TEL OK!0444123456'. To enter the name of your second contact, send an SMS to the device 123456A2... comma.... phone number....comma.....user name Continue this throughout your list. Don't use any spaces when sending the SMS command prompt.

Checking the location of your loved one

You can check the location of your loved one at any time by sending an SMS to the pendant. Simply SMS... 123456F to the pendant and the pendant will reply to you with the date & time and a link to a Google Maps location, simply touch on the link and you will see the map location of where your loved one is. Note that it is an offence to locate a person without their consent. Please refer to Surveillance Devices Act in your state for more information on this.

Fall detection

The pendant can be set to notify your emergency contacts in the event of a fall without the user having to press the SOS button. The sensitivity level needs to be selected first, the suggested sensitivity is around 050. To turn on this function simply SMS

123456KL050 to the device. The device will reply 'SET Low-g Threshold OK!'. You can also adjust the sensitivity of the fall detection - refer to Page 18 in the user guide.

The fall down alarm needs to sense height, impact and angle. As there is the possibility of the pendant not registering the fall it is recommended the user always presses the SOS button when they have an emergency and require assistance.

Low battery

A fully charged battery will last around 3-7 days in normal mode. If you have been making & receiving calls on the pendant the battery will run down much quicker depending on how much use it's had (much like your mobile phone). When the battery is getting low an SMS will be sent to your emergency contacts to let them know the pendant needs to be re-charged.

Voicemail Recognition

If the first emergency contact doesn't answer and the call goes to their voicemail, the device will register this as an answered call and will not move on to the next emergency contact. We suggest turning on the voicemail recognition feature so if an emergency call goes to voicemail, the device will then call the second emergency contact. Send an SMS 123456Q4,1 the device will then reply 'Set voice mail box det OK!'

Incoming calls

You can make a call to the device at any time by just dialling the number, the device will then ring 4 times and then answer automatically, the wearer doesn't need to press any buttons to answer.

To change (extend) the number of rings before the device goes to Messagebank, remove the SIM card from the device, placing it inside a mobile phone and follow the steps.

For iOS

To extend the ring time, enter the following sequence on your phone, followed by the number of seconds you wish your phone to ring for, then hash.

1. Press ****61*101**[15, 20, 25 or 30]#**.
2. Press the call/send button.

For Android

To extend your ring time, you'll need to make a note of and then dial a code involving your forwarding number.

1. Dial ***#61#**.
2. It will display the number the calls are forwarded to and the current ring time. Write down the forwarding number.
3. Dial ****61*+1xxxxxxxxxx*11*30#** (where xxxxxxxxxxxx is the number displayed previously and 30 is the new ring time - you can pick 15, 20, 25 or 30).
4. Dial ***#61#** to check the new settings.

Setting the time

The default time on your tracker is GMT + 8 hours. If your tracker shows the incorrect time, send an SMS to the device with the command prompt 123456L+10 if you need to move to EST. The device will then reply 'SET TIME ZONE OK!'

For more information on your device please refer to the instruction manual supplied.

*Within the Telstra 3G, 4G & LTE mobile coverage (98.5% of Australia).

