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 S A F E T Y P E N D A N T S



# ProTec

User Guide



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## Professional Monitoring

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## What's in the Box

- 1) ProTec with pre-installed rechargeable battery



- 2) 1x Wall Power Adapter



- 3) 1x Charging Cable



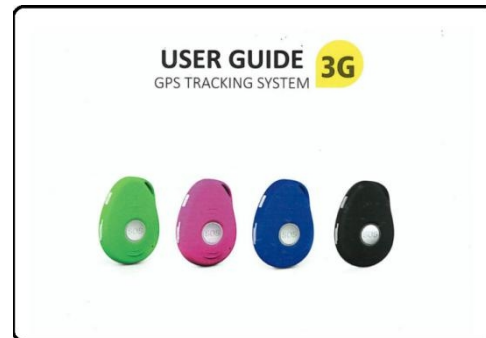
- 4) 1x Black Lanyard  
(*may be either of the lanyards shown below*)



- 5) 1x Charging Cradle



- 6) ProTec User Guide Mini-Booklet



## Terms and Conditions

Operation of the ProTec 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. Guardian SP is not responsible for misuse or improper operation of the unit. Before using, test the ProTec 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.

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

Furthermore, Guardian SP cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by Guardian SP that fails to transmit signals from the unit to the Monitoring Company.

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

Guardian SP neither warrants nor represents that the ProTec will prevent any damage, injury, or loss to either person or property, or that the ProTec will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that Guardian SP 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 Guardian SP other than those expressed herein.

Guardian SP 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, Guardian SP 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.

# Safety Precautions

Your Guardian Safety Pendant is reliant on the cell phone service provider's network coverage to make phone calls, send emergency text messages, and send information regarding GPS positioning. These services may vary between providers and locations throughout the world. GPS location is often not available when your pendant is inside a building. Also, outdoor location performance may possibly deliver inaccurate coordinates if the device is unable to get a fix on a minimum number of satellites.

It is highly recommended that the user periodically test their unit every 1-3 months by pressing the SOS button. Warn any emergency contacts first before testing. It is the user's responsibility to ensure that there is ample credit on their SIM card. Contact a friendly team member at Guardian SP if you need help recharging your SIM credit.

## KEY POINTS

- It is NOT RECOMMENDED to wear with the lanyard while sleeping.
- Care must be taken with the Guardian ProTec while showering because **soap or shampoo can infiltrate and damage the electronics**. However, if you decide to take it into the shower, we recommend you hang it on a hook or place it onto a low ledge above drain level where you can easily reach it. **Be aware that chemical infiltration (e.g. soap/shampoo), even soapy water, may permanently disable this product and void your warranty.**
- Switch off your ProTec 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 Guardian SP. This may erode its surface.
- In order 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.

# ProTec Product Features

Feature	Description
<b>One-Touch Operation</b>	Press and hold the SOS button for 2-3 seconds to contact the Monitoring Company
<b>Side Button</b>	The on/off (side button) should not be pressed. Keep device on at all times.
<b>Lightweight</b>	43 grams - comfortable to carry or wear
<b>Small in Size</b>	62 mm x 45 mm x 17 mm - compact yet powerful
<b>Loud</b>	Crystal clear audio quality
<b>Realtime GPS Location</b>	Shows your location to your monitoring service using Google Maps
<b>36 Hour Battery Charge</b>	Many factors determine how long a battery will last between charges. It is recommended to charge the ProTec daily
<b>3G Mobile Network</b>	Take it wherever you go
<b>Battery Charging Indicator</b>	The red light is lit up on the charging cradle when charging properly. The red light then dims or disappears when fully charged
<b>Waterproof to IP65 standard</b>	Water may be splashed on it but it's best to use with care when showering (see pg 10)
<b>Fall Detection</b>	Automatically notifies the Monitoring Company if a fall is detected (see pg 7)

## Your Device



## Charging the Battery

- Place the device in the charging cradle.
- Connect the Micro USB side (the smaller end) of the charging cable to the charging cradle port (at the back of the cradle) and connect the larger end of the USB cable to the Wall Power Adapter plug.
- The red light on the charging cradle remains lit when charging. The light dims or disappears when fully charged.



## Turning the Device ON/OFF

**To turn on the device:** Press the Side Button for about 2 seconds until it vibrates (the side lights will also flash). The device can be also turned on by placing it into the charging cradle.



**To turn off the device:** Press and hold the Side Button **and** the SOS button together at the same time until it vibrates and the lights turn off.

## Troubleshooting

Issue	Commonly known cause	Potential Solution
<b>False SOS alert or unwanted activation occurred</b>	User accidentally pressed the SOS button when leaning against something, holding an object up to the chest or was trying to turn device off and did so incorrectly.	Shorten the length of the lanyard so the device sits higher on the chest.
<b>Fall Detection was activated by mistake</b>	The Sentry may trigger the fall alert when it senses what may have been a fall. The fall alert warning sound may be activated by accident.	If the fall detection sound is heard, press any button once quickly to abort. Use the text codes provided on the "Fall Detection Fine Tuning" page 9 or us for help.
<b>User fell but Fall Detection did not activate</b>	The Sentry is designed for serious falls and the fall must meet certain criteria. The device may not have fallen from the required height or fast enough or the wearer moved immediately afterwards.	The sensitivity of the fall detection can be changed - refer to the "Fall Detection Fine Tuning" (see pg 9) or call us and we can make any changes for you.
<b>GPS location is incorrect on Google map</b>	1) Satellites did not locate the device at time of activation 2) User is likely indoors or in a large building	GPS needs to site the satellites. Try sending the <b>loc</b> code as a text to the Sentry to get a fresh reading.
<b>The device does not seem to be charging or the charge is not lasting very long</b>	1) Device is not being placed in the charging cradle properly. The red light should be lit. 2) The Charging Contacts are dirty (see page 4). 3) Standby time gradually becomes less as the battery ages.	1) Ensure user is placing it correctly in the charging cradle. 2) Check for dis-colouration or cracks near the four metal charging contact points on the bottom of the device. 3) Battery may need replacing after years of daily recharging.

# Useful Codes

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

**NOTE:** Do not add any spaces.

Code	Response		
<b>loc</b>  LOCATING DEVICE	Click the link on the incoming text to open Google Maps and see the user's location. An example return text will read: <i>(NAME OF UNIT)</i> <i>Now or last known (referring to GPS location whether it's current [now] or last known)</i> <i>Time:dd/mm/yyyy hour:minute:second</i> ... <i>Bat: Battery %</i> <a href="https://maps.google.com/maps?q=xxx">maps.google.com/maps?q=xxx</a> (this is the link to Google Maps)		
<b>FL1</b> <b>OR</b> <b>FL0</b> <b>0 = zero</b>  FALL DETECTION	<b>FL1</b> = turns on fall detection <b>FL0</b> = turns off fall detection A text will come back showing: <i>Falling detection on!</i> or <i>Falling detection off!</i>	<b>FL1,X</b> <b>(X = 1-9)</b>  FALL DETECTION SENSITIVITY	<b>FL1,1</b> = most sensitive fall detection  <b>FL1,9</b> = least sensitive fall detection  The number on the end can range anywhere between <b>1</b> through to <b>9</b> Default sensitivity: <b>5</b>
<b>low1</b> <b>OR</b> <b>low0</b> <b>0 = zero</b>  LOW BATTERY	<b>low1</b> = turns ON low battery text notifications to contact 1 <b>low0</b> = turns OFF low battery text notifications to contact 1 A text will come back showing: <i>Low battery alarm on!</i> or <i>Low battery alarm off!</i>		

# Emergencies/Phone Calls

## In an Emergency (button hold)

Press and hold the SOS button for 2-3 seconds until the device vibrates and beeps. The green light will start to flash rapidly to confirm the request. The monitoring service will receive a notification that you have pressed the button. The device will ring them and you will be able to speak with them directly. The monitoring company can engage in the following protocols based on your needs:



1. Find out if you need **Emergency Services** (000) and call them on your behalf.
2. Contact family or friends and get them to help you if appropriate.
3. Guide you through any other form of assistance that is appropriate.

**Unless performing a monthly test, DO NOT press the button to contact the monitoring service except in an emergency.**

## Hanging Up (button quick press)

If you want to end the phone call at any time, press the SOS button just once briefly (don't hold it down) or just wait for the person on the other end to hang up.



## Receiving Calls

Unless your device has been whitelisted, calls can be received on your ProTec from any number. It has an **auto answer** feature so when called it will vibrate and ring before automatically answering. Press SOS once briefly to hang up.



## Testing Your Device

It's recommended you test your ProTec every 1-3 months.

### Quick Start User Guide

Your Guardian Safety Pendant has been programmed and is ready to use. We also highly recommend you read the 'Quick Start User Guide' to become familiar with your unit before performing the test.

### Performing the Test

- 1) Press and hold the emergency button for 2-3 seconds until it vibrates and beeps.
- 2) A message will be sent to the Monitoring Company letting them know the User needs help.
- 3) Your device will ring the Monitoring Company and the User can talk to them.
- 4) Make sure that the User can hear them and that they can hear the User.
- 5) Confirm whether or not the User has authorised them to call an ambulance on their behalf.
- 6) When finished, briefly press the SOS button once to hang up.

## Fall Detection

Automatic fall detection will measure the pendant's orientation and impact with a surface. Generally, the device needs to drop at least 100cm then remain still for 2-3 seconds to activate. **If the unit senses that the User may have fallen, it will play a distinctive tune for a short period of time.** While the tune is playing, the User may cancel alert message from being sent.

To cancel the alarm, briefly press the SOS button.

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Refer to the **Useful Codes** (pg 8) or call us and we'll 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 just at **CHEST HEIGHT** over a soft surface (e.g. a carpeted area) and drop it. The tune will then begin after a brief delay.

**DO NOT throw the device.**

The Fall Alert works best when the ProTec is worn on a lanyard.

Most of the time, when someone falls, they are not unconscious. While this *may* happen, it's 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's also possible that a fall may not be detected.**