Sentry

User Guide

Contents

What's in the Box

1) **Sentry with pre-installed rechargeable battery**

2) **1x Wall Power Adapter**

3) **1x Charging Cable**

4) **1x Lanyard with wheel lock**

5) **1x Charging Accessory**

6) **Sentry Quick Start User Guide**

Sentry Product Features

Feature	Description
One-Touch Operation	Press the SOS button for 2-3 seconds until you feel it vibrate, then release
Phone Icon Button	Press until it vibrates to speed-dial one of your emergency contacts
Robust	77 grams – durable and sturdy
Signal Strength	Strongest of all the alert pendants. It will work in areas where reception is weak
Loud	Crystal clear audio quality
Realtime GPS Location	Shows your location to your contacts using Google Maps
40+ Hour Battery Charge	Many factors determine how long a battery will last between charges. It is recommended to charge daily
3G Mobile Network	Take it wherever you go
Volume Control	The long orange button (on the lanyard side) controls the volume. During a call, press the '+' for volume up and '–' for volume down.
Waterproof to IP65 standard	Rain or a splash of water is okay but the unit is not submersible. See page 11 for more information.
Fall Detection	Automatically notifies your emergency contacts if a fall is detected

Your Device

Speed-dial 3 / Answer / Hang Up

On / Off

Charging Port

Speed-dial 1 / Volumn Up

Speed-dial 2 / Volumn Down

SOS - Emergencies Only
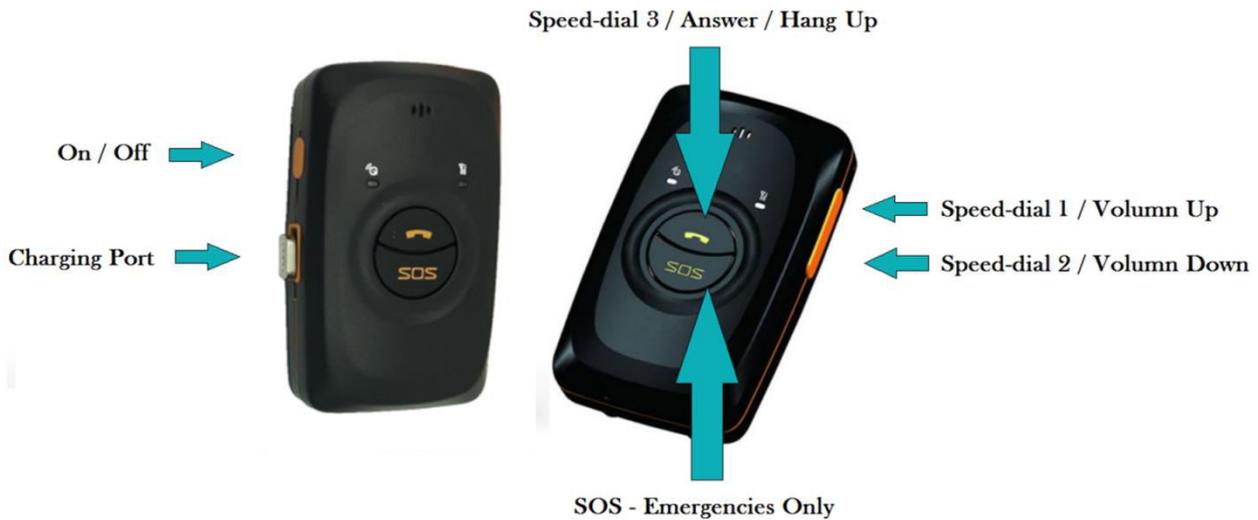
Charging Accessory

- Make sure that the micro-USB end is connected to your silver charging accessory
- Connect the accessory to the silver charging point on the side of the Sentry.
- Connect the larger end of the USB cable to the Wall Power Adapter. When plugging into the wall, ensure power is switched on.
- The blue light on the charging accessory and the blue light on the Sentry remain lit when charging.

Turning the Device ON/OFF

To turn on the device: Press the On/Off Button for about 2 seconds until it vibrates (the front lights will also flash). The device can be also turned on by putting it on charge with the cable.

On / Off

To turn off the device: Press and hold the On/Off Button for approximately 2 seconds. The device will vibrate and the lights will flash to indicate it has switched off.

Emergencies/Phone Calls

In an Emergency

Press and hold the SOS button for 2-3 seconds until the device vibrates and beeps. A text saying "*I need help*!" (+ Google Maps Link with their location) is then sent to your emergency contacts either; **1)** all at once, or **2)** one at a time (depending on what programming you have requested). The device will call these contacts one at a time until someone answers. **The emergency contact must press '1' on their phone keypad after answering or they will be disconnected in 1 minute**. If the device fails to connect to the first number, it will call the second number after a 5-10 second delay.

When calling ONLY ONE phone number

Hold the Phone Icon Button for 2-3 seconds until the device vibrates and beeps. You'll then be connected with the phone number of your choice. In this case, no other calls or texts will go to the emergency contacts. The Volume Buttons may also be programmed as speed-dial buttons.

Hanging Up (button quick press)

If you want to end the phone call at any time, press the Phone Icon button just once briefly (you don't have to hold it down). Hanging up during an emergency sequence will stop the Sentry from calling the other emergency contacts.

Testing Your Device

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

The SIM card registrant should periodically check the credit on your SIM card, topping it up when it drops below $3.00.

Before Performing the Test

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

It would be helpful to have one of your contacts read it with you.

Performing the Test

1. Let your emergency contacts know you are testing the unit.

2. Press and hold the emergency button for 2-3 seconds until it vibrates and beeps.

3. Texts will be sent either all at once or one at a time based on your requested programming.

4. Contact #1 will be called first. When they answer, confirm that they can hear you and you can hear them.

5. The contact must press 1 on their keypad within 1 minute after answering their phone. This tells the Sentry that a real person has answered instead of a machine, eliminates the time limit on the call, and ceases to call the other contacts. Failing to press 1 will automatically disconnect the call. The Sentry will then proceed to call the next contact.

Geo-Fencing

What is Geo-Fencing?

A geo-fence is a virtual perimeter for a real-world geographic area. Creating a geo-fence allows you to set notifications for when a device enters or exits a set area.

Setting up Geo-fences for a Sentry via SMS

1. Find the central point of your geo-fence in latitude and longitude. Use a street address and an online converter (https://www.latlong.net/)
For example: "3A Devon Court, Warwick, Western Australia" in https://www.latlong.net/ returns a latitude of -31.842190 and a longitude of 115.802383

2. SMS the Sentry's phone number to configure your geo-fence:
"*0000,B05,Geo-fence number,Latitude,Longitude,Radius,IN Geo-fence alarm,OUT Geo-fence alarm*"
For example: 0000,B05,1,-31.842190,115.802383,50,1,1

This will set geo-fence **1** for **3A Devon Court**, have a radius of **50 meters**, and text your number an **entry** and **exit** alarm when applicable.

To delete a geo-fence, SMS the Sentry: "*B06,Geo-fence number*"
For example: B06,1: This will delete the geo-fence **1** and any associated alerts.

3. When a geo-fence is setup, you will receive SMS alerts that tell you when a device has entered or exited a designated geo-fence, as well as a google maps link to the last known device location.

For example: you would receive the following text when the Sentry has __entered__ geo-fence __1__.

(*Touching the link in the text you receive shows you the location in Google Maps*)

Enter Fence1,010419 09:28,A,15,1Km/h,100%,http://maps .google.com/maps?f=q&hl=en&q=-31 .842148,115.802528&ie=UTF8&z=16& iwloc=addr&om=1
12 MIN

For details about what this text means, go to **Useful Codes** (pg 10) under Code A00 next to "Explanation"

Fall Detection

Automatic fall detection will measure your orientation and impact with a surface. Generally, the device needs to drop at least 50cm then remain still for 2-3 seconds to activate. **If the unit senses that you may have fallen, it will play a distinctive tune for your pre-determined length of time**. While the tune is playing, you may cancel the alert messages before they are sent to the emergency contacts. To cancel the alarm, briefly press any 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 10) or call us and we'll make the change for you.

It is NOT recommended that you test the fall alert function while wearing the device. If fall detection is on and you want to hear what happens when a fall alert is triggered, hold the device just above waist height over a soft surface (e.g. a carpeted area) and drop the device. The tune will then play after a brief delay. Press any button while the tune is playing to cancel the calls and texts before they're sent. **DO NOT throw the device.**

The fall alert works best when the Sentry is worn on a lanyard or used in the belt pouch. 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 your 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.

Fall Detection Fine Tuning

There are 3 parameters that you can adjust on your Guardian Sentry. All 3 adjustments can be made by sending a text message to the phone number of your unit.

The default password of 0000 would be sent first, followed by the code A29, and then the 3 numeric values representing the 3 parameter adjustments, each number separated by a comma, ensuring there are no spaces in the text. The 3 settings are:

1) **Switch the Fall Detection off or on (0000,A29,1,30,2)**
The number **1** means the Fall Alert setting is on and the number Using **0** instead of **1** would turn off Fall Detection (e.g. **0000,A29,0,30,2**)

2) **Set the length of time which the warning sounds (0000,A29,1,30,2)**
The value can be set between 1-255 seconds. We recommend between 20-40 seconds. The example time used here indicates that the time of **30** seconds has been set. During the time the alarm is sounding, the user can push any button on the Sentry to cancel the alarm.

3) **Sensitivity is given a value from 1-3 (0000,A29,1,30,2)**
With 1 being the most sensitive (easiest to trigger the alert), and 3 being the least sensitive. The example used here indicated a sensitivity setting of **2**.

Useful Codes

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

NOTE: Always start the code with '0000'. For example, 0000,A00. *Don't add spaces.*

Code	Response
A00 **(0 = Zero)** **LOCATING DEVICE**	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* *or* *Location,010919,9:00,V,14,0Km/h,50%,https://maps.google.com/maps?q=xxx* Explanation: <u>Message</u>, <u>Date</u> (mmddyy), <u>Time</u>, <u>A</u>(current location) OR <u>V</u>(last known location), <u>Signal Strength</u> (more than 10 is fine), <u>Speed</u>, <u>Battery Power remaining</u>, <u>Google Maps Location Link</u>
B9F,GET,1, 2,3,4,5 **SHOWING CONTACTS**	This will show you all the emergency contact phone numbers that are programmed. For example: *0000,B9F,GET,1,2,3,4,5* A text will come back saying: *(16 digit IMEI),1:0411111111,2:0422222222,3:etc* **If no number is programmed in that slot, it will say NULL**
B9F,ADD,1 :xx,2:xx **PROGRAM CONTACTS**	When (re)programming emergency contacts, choose a contact number and program them using numbers 1-5 next to the new number. So, to reprogram contacts 1, 2, and 5, you would send this text: For example: *0000,B9F,ADD,1:0411111111,2:0422222222,5:0455555555*
BA0,xx,xx, xx **(0 = zero)** **PROGRAM SPEED DIAL BUTTONS**	To Program the Speed-dial buttons <u>Note: they don't have to be one of the emergency contacts</u> For example: *0000,BA0, 0412345678,0498765432,0455555555* Long Press **Volume up** to speed dial: *0412345678* Long Press **Volume down** to speed dial: *0498765432* Long Press **Phone Icon** to speed dial: *0455555555*
B99,CALL, xx,ADD/ DEL,34 **LOCATING WITH CALL**	To enable a contact number receiving a text of the user's location when calling the Sentry, text: *0000,B99,CALL,0411111111,ADD,34* To disable a contact number receiving a text of the user's location when calling the Sentry: *0000,B99,CALL,0411111111,DEL,34*
B99,CALL, xx,ADD,72 **AUTO ANSWER**	To enable the Sentry to be automatically answered when called by a specific phone number, text: *0000,B99,CALL,0411111111,ADD,72*
B71,1 OR B71,0 **WHO CAN CALL THE SENTRY**	To allow anyone to be able to call the Sentry (**default**), text: *0000,B71,1* To allow only emergency contacts to be able to call the Sentry, text: *0000,B71,0*

Troubleshooting

Issue	Commonly known cause	Potential Solution
False SOS alert or unwanted activation occurred	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.	Perhaps adjust how the device is being worn - shorten the length of the lanyard so the device sits higher on your chest.
Fall Detection was activated by mistake	The Sentry may trigger the fall alert when it senses what may have been a fall. If the fall alert warning sound is easily activated by accident, it's likely that a setting an adjustment is needed.	When you hear the fall detection sound, press any button once quickly to abort. Use the text codes provided to you on the "Fall Detection Fine Tuning" page to adjust the sensitivity (see pg 9) or call us and we'll be able to help.
User fell but Fall Detection did not activate	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.
GPS location is incorrect on Google map	1) GPS was not in 'search mode' at the time of activation 2) GPS could not see the satellites at the time (e.g. in a rural area) 3) User is likely indoors	GPS needs to site the satellites. Try taking the device outside for 2-3 minutes so the satellites can pick up the correct location
The device does not seem to be charging or the charge is not lasting very long	1) Device is not being charged properly. **The blue light should be lit.** 2) Remove the magnet connection from the Sentry and the cord. Plug the micro USB end of the cord directly into the unit.	1) Ensure the charging accessory is connected correctly 2) Recharge the Sentry every night
The Sentry cannot turn off	Rare random quirk	Unscrew the back panel, take out the battery, and then place it back in. Screw the panel back on and hold the On/Off button until the Sentry vibrates and beeps.

Safety Precautions

This Guardian Safety Pendant (Guardian SP) 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 Sentry 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 test 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.
 • The Guardian Sentry is built to wear while showering but is not submersible. However if you do decide to take it into the shower, we recommend you place it into a zip-lock bag. Otherwise, hang it on a hook or place it onto a low ledge above drain level where you can easily get to it. **Be aware that water infiltration, particularly soapy water, may permanently disable or destroy this product.**
 • Switch off your Sentry 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.

Terms and Conditions

Operation of the Sentry 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 Sentry 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 Sentry 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 User's emergency contacts.

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

Guardian SP neither warrants nor represents that the Sentry will prevent any damage, injury, or loss to either person or property, or that the Sentry 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 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.

Thank you for choosing

G u a r d i a n
S A F E T Y   P E N D A N T S
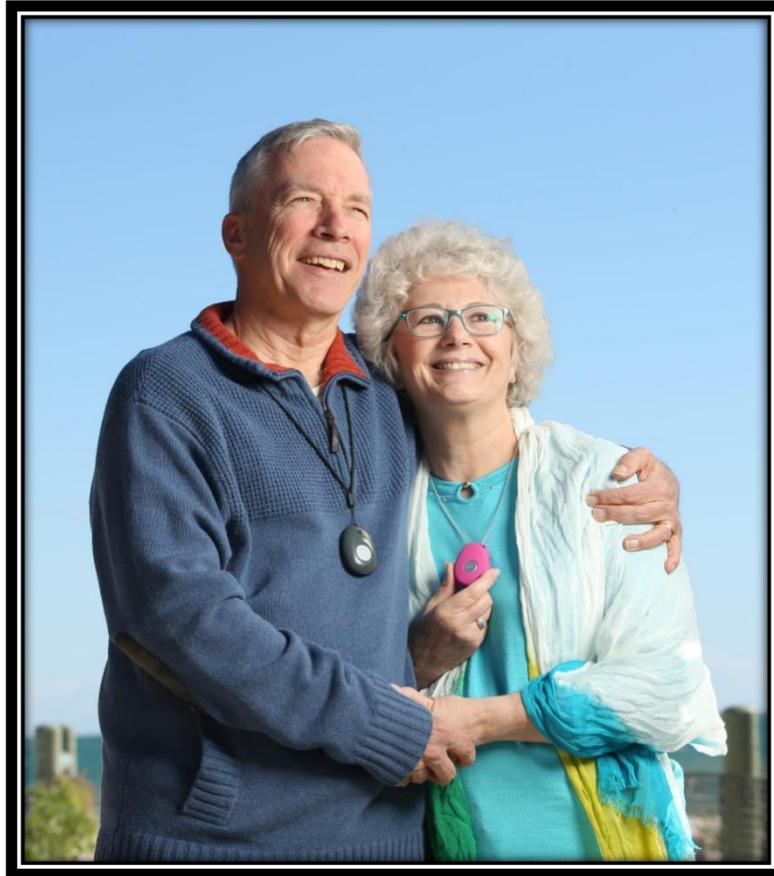
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**3A Devon Court,
Warwick, WA 6024**

Phone	**(08) 6336 9448**
Email	**info@guardiansp.com.au**
Website	**www.GuardianSP.com.au**