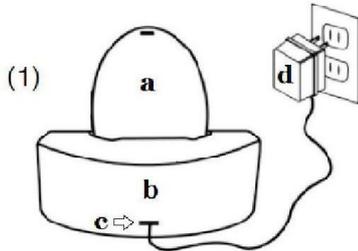


Guardian

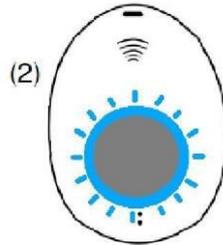
SAFETY PENDANTS

iHelp Quick Start User Guide

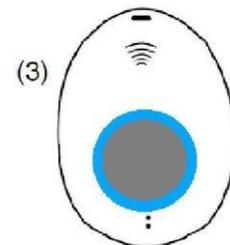
TURNING ON AND RECHARGING



Place the iHelp (a) into the charging cradle (b). Then insert cable (c) into the cradle **and** into the plug (d).
Charge the pendant every night.



When the unit is flashing **blue** it is charging properly.



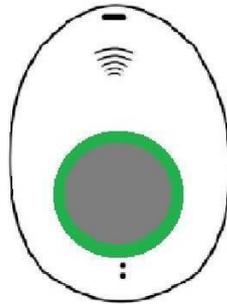
When the unit is completely **blue** and not flashing, it has finished charging.

MAKING A CALL

In an **emergency**, hold the button for **THREE SECONDS** until the light turns **green**. The unit will say: "Your location is being determined. Please standby."

Your emergency contacts will then be called one at a time until one of them answers. They will all also receive a text with a link to Google Maps showing your location.

Note: Contacts must press 3 on their phone keypad after answering to confirm to the pendant that they are a person and not an answering machine. Otherwise the pendant will hang up and attempt to call the next emergency contact.

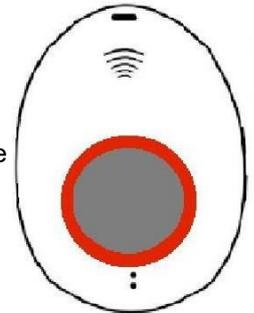


BATTERY LEVEL

Press the button **briefly just once**. The light will turn **red**. When the battery level is high, the circle is full. The fullness of the circle tells you how much percentage battery life there is.

For example:

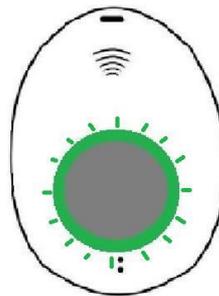
- Full Circle = 100%
- Half Circle = 50%



RECEIVING A CALL

Like a mobile phone, people with your number can call you. When they do, your unit will flash **green** and you can answer by pressing the SOS Button.

To hang up, simply press the SOS Button **twice**. The iHelp will then say: "Your call has been completed. Good bye."

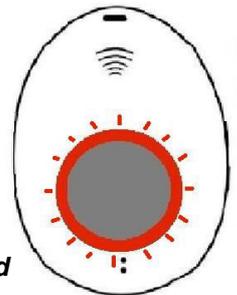


FALL DETECTION

When the iHelp detects a fall, It will say:

"Falling has been detected" 4 times **If activated accidentally, you can abort the emergency messages by pressing the SOS Button once briefly or by picking the unit up and holding it vertically.**

(Note: Fall detection can be turned on or off remotely whenever you wish. Call us for assistance)



REPROGRAMMING YOUR IHELP

Custom programming is included with your initial purchase. Changes can be made by texting the **iHelp** or via the iHelp APP (recommended) when the unit is on. See the Full User Guide for more info.

For programming changes, call us.

It's all part of our **Lifetime Phone Support** and **Lifetime Reprogramming** service.

LOCATING THE DEVICE

Text **TRACK** from any smartphone to the **iHelp's** phone number. The **iHelp** APP also has a function that allows you to find the device by pressing the "TRACK" icon. The return text from the **iHelp** will include a link to Google Maps showing the User's location. If there is no GPS fix, the text will say "No GPS fix obtained." When you first get the device, take it outside for a short while to help it connect to the satellites which will increase GPS accuracy from then on.

Product Limitations

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 **iHelp** is inside a building. Generally, the accuracy of GPS positioning is determined by the availability of unobstructed line of sight to the available satellites.

It is not a life saving device and cannot provide a guaranteed level of performance beyond what can be expected from technology of this kind. It can only perform as it should when correctly operated. If it does not call or text when it's supposed to, get help with an alternate method.

It is highly recommended that the User periodically test their unit every 1-3 months by pressing the SOS button. The User should let the contacts know that they are performing a test 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.

It is NOT RECOMMENDED to wear with the lanyard while sleeping.

Safety Information

- The **iHelp** is built to wear while showering but we do not recommend submersing it. However, if you do 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 get to it. Be aware that water infiltration may permanently disable or destroy this product. Soapy water acts differently to normal water.
- Switch off your **iHelp** 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 or charging plug with wet or damp hands.
- Avoid direct prolonged exposure to sunlight and high temperatures to negate the potential of overheating the battery, which may cause damage.

Legal Disclaimer

The **iHelp** is designed for communication and GPS tracking. Guardian SP 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, Guardian SP 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 Guardian SP and/or the phone service providers used in conjunction with the Guardian SP. If you are dissatisfied with the Guardian SP and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the Guardian SP.

Warranty

The **iHelp** is warranted for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of Guardian SP, 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:

1. evidence of water infiltration;
2. damage to the recharge insertion point stemming from the likelihood that the charging cord was forcibly and incorrectly inserted and/or recklessly removed;
3. damage caused by accident, abuse, misuse, flood, fire, earthquake.

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

Return / Refund Policy

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 to the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.