



ihelp

User Guide



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What's in the Box

1) iHelp with pre-installed rechargeable battery



5) 1x Charging Cradle



2) 1x Wall Power Adapter



3) 1x Charging Cable



4) 1x Cotton or Nylon Neck Lanyard



6a) Belt Clip



OR

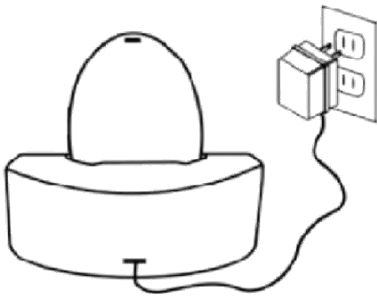
6b) Wristband



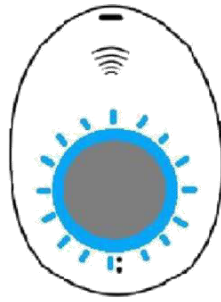
ihelp **Product Features**

Feature	Description
One-Touch Operation	Press the button for 2-3 seconds until the green light flashes, then release.
Lightweight	45 grams - comfortable to carry or wear.
Small in Size	63 mm x 46 mm x 17 mm - compact yet powerful.
Loud	Crystal clear audio quality - Loudest volume is the default, though use the up and down side keys to adjust as needed.
Voice Prompts	Tell you what's happening, what it's doing for you, and what you should do.
Realtime GPS Location	Combines 3 technologies to determine location on Google Maps: GPS satellites, cell signal triangulation, and WiFi.
38 Hour Battery Charge	Many factors determine how long a battery will last between charges. It is recommended to charge the iHelp daily.
3G Mobile Network	Take it wherever you go.
Battery Status Indicator	Visual and audio indicator of battery status. When the battery is low, the pendant will announce that the battery is low.
Battery Charging Indicator	The blue light flashes on the unit when it is in the charging cradle properly. The blue light then becomes solid (not flashing) when fully charged.
Waterproof to IP67 standard	Wear it in the shower where many accidents occur.
Fall Detection	Automatically notifies your emergency contacts if a fall is Detected.
Medicine Reminder	Voice prompts announce when it's time for medication.
Belt clip or Wrist strap	Held in a rubberised frame so it won't fall out.

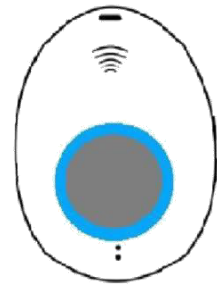
Charging the Battery



Plug in charging cradle and place pendant into the cradle for 2-3 hours.



The blue charging lights will flash every 5 seconds when charging.



The unit is fully charged when the blue lights stay on.

Recharge your iHelp daily. It should last between 26-38 hours between charges.

Turning the Device ON/OFF

To turn on the device: Placing the iHelp into the charging cradle turns the unit on. If the iHelp is off, it can also be turned on by pressing the SOS button for about 10 seconds. Release the button when the **blue** light appears. In a few seconds, you will hear a distinctive tone. While Wi-Fi is not necessary, if you have Wi-Fi, you will hear a separate, different tone as well.



To turn off the device: The iHelp can be switched off either by:

- 1) Accessing the POWER OFF function on the Phone App, or
- 2) Using any mobile phone, texting the keyword, password, and shutdown.
The default keyword is **PROG** and the default password is **1234**. Using the programmed defaults, the text to send would be:
PROG,1234,SHUTDOWN

3G Mobile Phone Network

Your Safety Pendant relies on a connection to the 3G Mobile network to operate. It does not use the 4G network which is designed for high speed data like video. The 3G network has the most extensive voice and text coverage throughout Australia whether using the Telstra or Optus network.

The iHelp is not affected by the NBN as it is independent of your existing phone(s).

Testing Your Unit

It's recommended you test your iHelp 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 announces that your location is being determined and that it's about to place a phone call.
- 3) Texts will be sent to your emergency contacts letting them know you need help, providing a Google Maps link to your location.
- 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 3 on their keypad within 1 minute after answering their phone. This tells the iHelp 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 3 will automatically disconnect the call. The iHelp will then proceed to call the next contact.

Call Indications

When placing a call, the **green** lights around the SOS button means your call is in progress.

If a call is attempted and there is no cell signal, the unit will announce “No wireless coverage, call cannot be placed.”



Answering a Call

Press the SOS button to answer the call. **If you have chosen auto-answer, there is no need to press the button as it will answer by itself.**

Be aware that private numbers are **not** able to call the iHelp.

Hanging Up a Call

Briefly press the SOS button **twice** to hang up or just wait for the contact to hang up on their own phone.

While the iHelp is performing its sequence of calls, note that after a contact answers, they must press number 3 on their keypad or the call will disconnect after approximately 1 minute. The iHelp will then call the next contact. The two ways to abort the next call from taking place is when either:

(1) the contact presses 3 on their keypad, OR (2) when the iHelp user hangs up.

The user may also cancel incoming or outgoing calls while the phone is ringing with two brief presses of the SOS button (which hangs up the call).

Emergencies

In the event of an emergency, press the SOS button on the front of your iHelp unit for 2-3 seconds until the voice prompts begin. When your contact answers, speak in a normal voice and explain the nature of your emergency. There is no need to put the unit up to your ear unless you are having trouble hearing. Also, it is not necessary to move the iHelp between your mouth and ear.

NOTE: The 000 operator does NOT need to press 3 because there is no time limit when calling emergency services. Also, no phone credit is needed for calling 000.

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 announce that “falling has been detected” on repeat for approximately 20 seconds.** During this announcement, you may cancel the alert messages before they are sent to the emergency contacts. To cancel the alarm, either:

1) Briefly press the SOS button. The voice prompt will announce that you have cancelled the fall alert (RECOMMENDED)

OR

2) Hold the iHelp in a vertical position. This will automatically cancel the alarm without having to press the button.

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Use the Phone App 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 announcement will then begin after a brief delay. **DO NOT throw the device.**

The fall alert works best when the iHelp is worn on a lanyard or used in the belt clip. 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.

Medicine Reminder

If this function has been programmed, you will hear the same reminder twice in succession at the same time each day. Up to 8 reminder times can be programmed. These must be programmed with the Phone App. Refer to the Phone App User Guide for further instructions.

NOTE: If the device is used in a state with daylight savings time, the time zone must be changed accordingly.

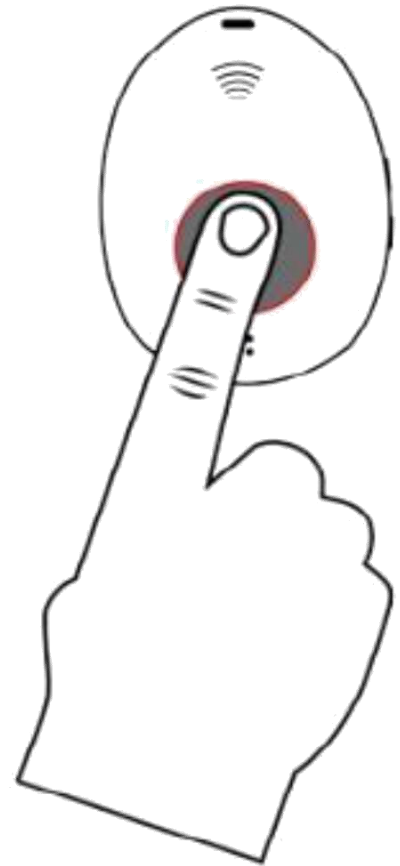
Battery Status Indicator

When battery capacity decreases to 20%, an audio voice prompt will notify the user: "Battery is low. Please charge as soon as possible."

When the battery capacity decreases to 10%, an audio voice prompt will notify the user: "Battery is very low, please charge now."

When the battery capacity decreases to 5%, an audio voice prompt will notify the user: "Battery is drained. Unit cannot call. Unit is turning off." The unit shuts off to protect long-term battery life.

To check to see if your unit is on, quickly tap the SOS button on your pendant one time, and release. If there is power, a **red** light will illuminate around the button. As battery power gradually drains, fragments of the red circle will disappear corresponding with the percentage of battery power remaining (i.e. the less battery power remaining, the less of the red circle will be lit).



How to hold for best audio

Your emergency contact should be able to hear you if you are wearing the iHelp unit on your arm, neck, or belt. However, for optimal audio, it is best to hold the iHelp approximately 25-30 cm in front of your mouth.



If your hearing is not what it used to be, move closer to your ear. The speaker is above the SOS button.

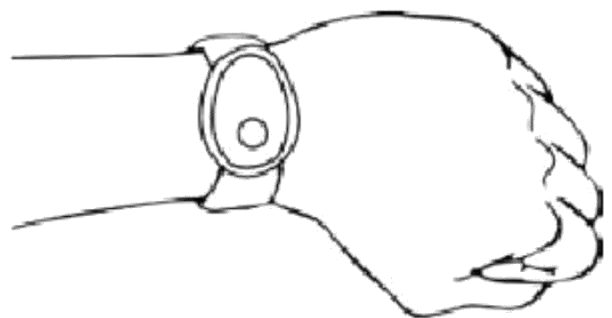
Wearing your iHelp

Your iHelp should be worn at all times except when sleeping. You can wear it around your neck, on the belt clip, in the wristband, or simply carry it in your pocket or purse.



Belt Clip

Wear with or without a belt.

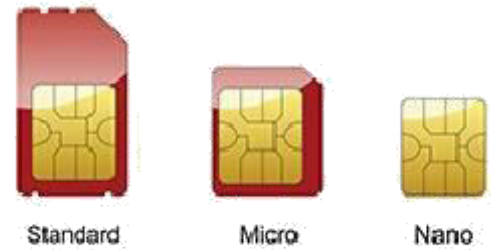


Wristband

The silicon base is waterproof just like the pendant.

Changing the SIM Card (NOT RECOMMENDED)

You do not need a new SIM card when adding credit. Turn off before changing the SIM card. Use only Micro-size SIMs. The iHelp will work on all frequency bands worldwide. After removing or replacing the SIM card, reset the iHelp - see below.



NOTE: Removing and reinserting the same SIM card will require the unit to be reset (see below). Replacing the SIM card will require the unit to be reprogrammed. Improper placement of the SIM cover risks water infiltration.

The SIM is installed with the circuitry facing the button and the 45° cut corner facing outward.



Push the SIM inward until it clicks into position.



The wider part of the SIM cover is placed over the SIM where the 45° corner is.



The SIM cover acts like a water-tight gasket and is held firmly when the side flap is pressed back into place.



Resetting the iHelp

Press and hold the **SOS button** and the **volume down button** together until the blue light appears (in about 10 seconds). This action will reset the iHelp (turning it off and then back on).

Safety Precautions

A minimum separation of 15 cm should ALWAYS be maintained between your iHelp and an implantable medical device (i.e., pacemaker) for two reasons: (1) to avoid potential interference with the iHelp's wireless functionality, and (2) to avoid the strong magnetic forces of the rare earth magnet contained within the iHelp. The potential for harm exists regardless of whether the iHelp is ON or OFF. Those who have such devices should:

- Not carry the iHelp in a breast pocket.
- Use the ear opposite the implantable medical device to minimize interference.
- Should follow the directions from the manufacturer of your implantable medical device.
- Based on its operating frequency, iHelp should not interfere with pacemakers or common household appliances. No other power source may be used for this product other than the one specifically supplied by Guardian Safety Pendants (Guardian SP). Use of any other power source will void all warranties, and could also damage your unit and cause serious safety issues including personal injury, property damage, and cause the unit to malfunction resulting in the failure to obtain medical attention.

If you have any questions about using your iHelp with an implantable medical device, consult your health care provider.

It is the sole responsibility of the User to charge the iHelp when necessary to ensure that the batteries and other functions / features are working properly. See the Instructions for how to perform these tests. It is advised to charge the iHelp 3G daily until fully charged.

The iHelp is showerproof and has an IP 67 waterproof rating. While the iHelp can be worn in the shower, soap build-up on the speaker or microphone vents may reduce the effectiveness of the sound. Any submersion may cause water infiltration. If the iHelp stops working due to water penetration, this voids the warranty.

The iHelp should be unplugged from an electrical outlet before attempting to clean it. A damp, soft cloth can be used to clean/wipe down the unit if it becomes dirty. Use of liquids or cleaning agents on the device for cleaning purposes will void the warranty. If damage does occur to your unit without having voided the warranty, do not attempt to repair it. Please return the entire unit, postage paid, to the business where you purchased the unit for warranty service or replacement as stipulated in the warranty section.

NOTE: The working temperature range is -20 Celsius ~ 60 Celsius.

Terms and Conditions

Operation of the iHelp 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 iHelp 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 iHelp 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 iHelp requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service in order for the iHelp to recharge and function.

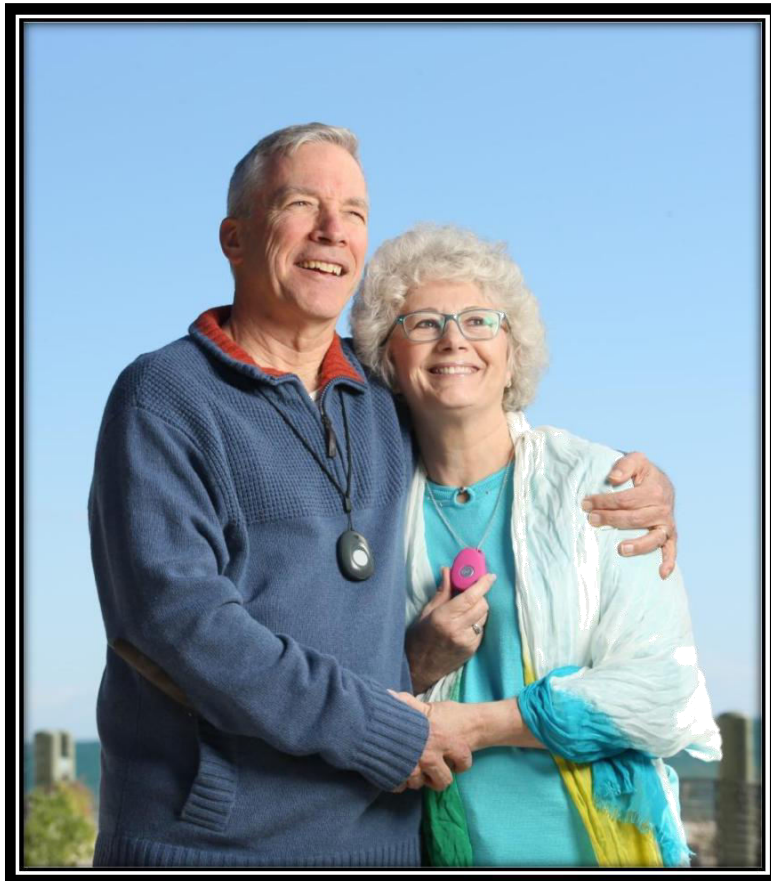
Guardian SP neither warrants nor represents that the iHelp will prevent any damage, injury, or loss to either person or property, or that the iHelp will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that Guardian SP is not an 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.

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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