

Guardian

SAFETY PENDANTS

PROTEC

QUICK START USER GUIDE

READ THIS FIRST!

Your pendant has already been programmed by us.
It is working and ready to go!

Follow these steps so you will be ready in an emergency.

Step 1.

Turn your pendant on. Press the side button until it vibrates (4-5 seconds), then release. The LED lights will flash showing that it is turning on. (See illustration 1)



Step 2.

Connect the lanyard to the ProTec. Unless you plan to carry it in some other way. (See illustration 2)



Step 3.

Press the SOS button until it vibrates (2-3 seconds), then release. A voice prompt will announce, "Your alarm has been activated. Cancel by pressing the SOS button." (See illustration 3)



Step 4.

Cancel the Fall Detection by briefly pressing the SOS button. After a fall is detected, the ProTec will play a beep for a brief period. The beeps will stop once the user cancels the alert by pressing the SOS button briefly (See illustration 3)



Step 5.

Recharge your ProTec by connecting the USB cable to the wall plug and the other end to the ProTec cradle (See illustrations 4, 5 and 6). When connected, the cradle will have a red light and the Pendants LED lights will stay solid.



Turn over this Page for answers to FAQ

FAQ

QUESTION	RESPONSE
Is the Device ready to go?	Yes! Just turn it on and you're good to go.
What do the emergency contacts need to do in an emergency?	When they get a call from the ProTec, they need to: <ul style="list-style-type: none">• Answer the call• Confirm they can hear each other• Go to their phone keypad• Press 1
How do I cancel the Fall Alert after it starts beeping?	Press the SOS button once briefly to cancel the Fall Alert when you hear the beeping sound.
Why didn't the Fall Detection activate when they had a fall?	Due to the varied nature of falls, some falls may not register. We can adjust the sensitivity if necessary. However, in the event of a fall, do not wait for the Fall Alert beeps but press and hold the SOS button if you are conscious.
What do the lights mean?	The GREEN light shows information for: <ul style="list-style-type: none">• Phone Reception The BLUE light shows information for: <ul style="list-style-type: none">• GPS and Battery See LED Indicators (page 5) in the Full User Guide for more specific information on each light's meaning.
How do I reprogram the device if people's phone numbers change?	Just call us! We can do this for you. If you want to do it yourselves, go to the Useful Codes page on the Full User Guide.
Why didn't the GPS work?	When in a shopping centre, crowded areas, rural/regional areas, apartment complexes, under metal roofs or thick concrete, the GPS satellites struggle to find the pendant. The primary method of communicating location should be via the 2-way communication during a phone call.
Why is my ProTec not charging?	Check that everything is plugged in appropriately (See front page). Regularly clean the 4 gold circles on the back of the ProTec with alcohol wipes or multi-purpose cleaner and a toothbrush to ensure a healthy connection with the charging cradle.