

Legal Disclaimer

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

Warranty

The ProTec is warrantied for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of GSP Pty Ltd, 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:

- Evidence of water infiltration;
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed;
- Damage caused by accident, abuse, misuse, flood, fire or earthquake.

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

Return / Refund Policy - 14 Day Guarantee

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 (\$50) or if you prefer you can exchange it for another model of the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.

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PROTEC

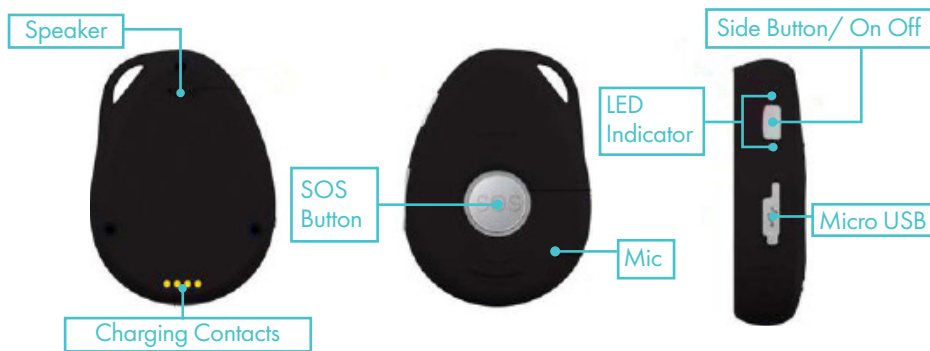
User Guide



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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.

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 Safety Pendants Pty Ltd (GSP Pty Ltd) 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.

GSP Pty Ltd is not responsible for the reliability or quality of the cell phone service with which it's 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 GSP Pty Ltd. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by GSP Pty Ltd.

Furthermore, GSP Pty Ltd cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by GSP Pty Ltd that fails to transmit signals from the unit to User's emergency contacts. 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.

GSP Pty Ltd 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 GSP Pty Ltd 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 GSP Pty Ltd other than those expressed herein.

GSP Pty Ltd 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, GSP Pty Ltd 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

This Guardian Safety Pendant (GSP) 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 ProTec 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 Safety Pendant.

KEY POINTS

- It is NOT RECOMMENDED to wear with the lanyard while sleeping.
- Care must be taken with the ProTec while showering because **soap or shampoo can infiltrate and damage the electronics**. We recommend using a Guardian Shower Bag which will eliminate the possibility that chemicals used while bathing could disable your Sentry and void it’s 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 it’s 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.



Product Features

FEATURE	DESCRIPTION
One-Touch Operation	Press the SOS button for 2-3 seconds until you feel it vibrate, then release.
Side Button	Press until it vibrates to speed-dial one of your emergency contacts.
Lightweight	43 grams - comfortable to carry or wear.
Small in Size	62 mm x 45 mm x 17 mm - compact yet powerful.
Loud	Crystal clear audio quality.
Real-time GPS Location	Shows your location to your contacts using Google Maps.
36 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.
Battery Charging Indicator	The red light is lit up on the charging cradle when charging properly. The red light then dims or disappears when fully charged.
Water resistant (IP 65)	Water may be splashed on it but it’s best to use with care when showering (see pg 10).
Fall Detection	Automatically notifies contacts if a fall is detected (see pg 7).

Emergencies/Phone Calls

In an Emergency



Press and hold the SOS button for 2-3 seconds until it vibrates and beeps. A text saying "I need help!" (+ Link with location) is sent to the emergency contacts all at once.

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. The next contact will then be called.



To Speed-dial ONLY ONE emergency contact

Hold the Side Button for 2-3 seconds until the device vibrates. The green light will start to flash rapidly to confirm the request. The User will then be connected with the designated emergency contact. In this case, no other calls will be placed nor texts sent to the other emergency contacts.

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). Hanging up during an emergency sequence will prevent the ProTec from calling the other emergency contacts.



Receiving Calls

Calls can be received on your ProTec from any number (unless whitelisted). It has an auto answer feature so when called it will vibrate and ring before automatically answering. Press SOS once briefly to hang up.

Troubleshooting

ISSUE	COMMONLY KNOWN CAUSES	POTENTIAL SOLUTIONS
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.	Shorten the length of the lanyard so the device sits higher on the chest.
Fall Detection was activated by mistake	The ProTec may trigger the fall alert when it senses what may have been a fall. The Fall Detection warning sound may be activated by accident.	If the fall detection sound is heard, press the SOS button once quickly to abort.
User fell but Fall Detection did not activate	The ProTec 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. Simply call us and we can make any changes for you.
GPS location is incorrect on Google Maps	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 loc code as a text to the ProTec to get a fresh reading.
The device does not seem to be charging or the charge is not lasting very long	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 dirt 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
loc 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: (NAME OF UNIT) Now or last known (referring to GPS location whether it's current [now] or last known) Time:dd/mm/yyyy hour:minute:second... Bat: Battery % maps.google.com/maps?q=xxx (this is the link to Google Maps)
status SHOWING DETAILED INFO	This will show you all the detailed information that has been programmed into the pendant such as, the battery %, Fall Detection (on or off), and a wealth of other information a text will come back showing: A1: (phone number of emergency contact #1) A2: (phone number of emergency contact #2) etc.
f11 OR f10 (0 = zero) f11,X (X = 1-9) FALL DETECTION	f11 = turns on fall detection f10 = turns off fall detection A text will come back showing: Falling detection on! or Falling detection off! f11,1 = most sensitive fall detection f11,9 = least sensitive fall detection The number on the end can range anywhere between 1 through to 9 . Default sensitivity: 5
low1 OR low0 (0 = zero) LOW BATTERY	low1 = turns on low battery text notifications to contact 1 low0 = turns off low battery text notifications to contact 1 A text will come back showing: Low battery alarm on! or Low battery alarm off!

LED Indicators

Blue
LED Indicator

Battery & GPS



Green
LED Indicator

Cell Signal

BLUE	DESCRIPTION
Blink Fast	The Battery is low when blue LED flashes.
Flashes 1 second on, 3 seconds off	No GPS Signal is being received.
Blink once every 3 seconds	A GPS Signal is received.
Steady Off (No Blinking or Flashing)	The Device is powered off.
Steady On	The Device is charging.
GREEN	DESCRIPTION
Blink Fast	The Device is preparing to turn on.
Blink once every 3 seconds	A Cell Signal is received.
Flashes 1 second on, 3 seconds off	Looking for a Cell Signal.
Steady On	No Cell signal is received.



Testing your Device

BEFORE YOU TEST

This Guardian Safety Pendant has been programmed and is ready to use. Please read the 'Quick Start User Guide' to become familiar with the unit.

Performing the Test

1. Inform the emergency contacts that the unit is being tested.
2. Press and hold the emergency button for 2-3 seconds until it vibrates and beeps.
3. Texts will be sent to all emergency contacts at once.
4. Contact #1 will be called first. After answering, confirm both parties can hear each other.
5. The contact must press 1 on their keypad within 1 minute after answering the call and confirming they can hear the User. This prevents the unit from hanging up and calling the next contact.
6. Note: Failing to press 1 (e.g. if it goes to voicemail) will automatically disconnect the call in 60 seconds.

It is recommended to test the ProTec every 1-3 months.



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 messages 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 08) or call us and we'll make the change for you.

It is NOT recommended to test the Fall Detection 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 Detection 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.