

USER GUIDE

3G SAFE-LIFE

GPS MEDICAL EMERGENCY PENDANT

FOR TELSTRA NETWORK



USER GUIDE 3.03 03/08/2017

www.safelife.com.au

1. Product Overview

Thank you for using the 3G Safe-Life Pendant. This device is an innovative miniature size personal emergency pendant with built-in GPS and 3G/GPRS technology and waterproof to IP66. The Safe-Life Pendant is for monitoring and protecting vulnerable people at any age with a medical condition. This product requires an active SIM card and operates on the 3G Telstra network. The Telstra 3G network is widely available in Australia but the user must check they have adequate coverage in their area. The Safe-Life Pendant should be tested regularly. It should not be considered a life saving device but with due care and diligence it offers an important aid to the well-being of the wearer both at home and away from home. When first turned on it will take a couple of minutes before the pendant can establish its GPS position and you may need to go outside for best results. If the device fails to lock into the true location take it outside and turn it on and off and wait for the GPS positioning to lock in. The Blue LED will flash quickly once every 3 seconds when locked in.

Note that when you receive an alarm text message the text will either state the is GPS position "Now" or "Last know".

Important Note:

Two ways by which your Safe Life Pendant can operate. (This is determined by the command code CALL1 or CALL0.)

When you take the Safe Life Pendant out of its box it will be defaulted to operate in the CALL1 mode.

CALL1 Mode:

When the SOS button is pressed it will send a text message to all authorised numbers at the same time.

It will then ring the first authorised number. When this call is answered the pendant will be in 2 way loud speaking mode. To end the call and stop the pendant calling the next number the carer should press the No 1 button on their phone or the user can press the SOS button again. If the call goes to the carer's voice mail it can be caught in voice mail for approximately 5 minutes after which time it will move on and dial the next authorised phone number. The exact way in which the carer's voice mail will impact the dial out sequence is determined by the carer's set up and the network they are on.

In the CALL1 mode pressing the ON/OFF button will make the pendant call the 2nd Authorised number for a normal phone call. If the pendant is set for CALL0 this button is inactive.

CALL0 Mode:

To switch to CALL0 mode text Call0 to the device and it will respond with the confirmation CALL0 Set OK

In this Mode When the SOS button is pressed the pendant will not dial out after the text message is sent. Instead it will wait for a carer to call into it. When the carer calls in the pendant will ring once or twice then automatically answer going into 2 way voice contact - speaker phone mode. To hang up the user can press the SOS button again or the carer can just hang up.

In this mode the ability to make a normal phone call by pressing the ON/OFF button is disabled.

The benefits of this mode is:

1. After the SOS button is pressed any of the authorised persons can call in. IN the CALL1 mode the device would be on-line and

engaged as it is dialing out.

2. It could get caught in a voice mail box delaying the dial out sequence for approximately 5 minutes. This duration is determined by the carer's phone network.

3. The cost of maintaining the SIM is less as voice calls are attributed to the incoming caller's account.

4. If the SIM is on a prepaid plan there is less chance of the credit running out rendering the device inoperative.

You can switch back and forth from CALL1 mode to CALL0 mode at anytime.

Please see point 8. The Dial Out Option for more information.

2. Getting To Know Your Device



3. SIM Card Installation

This Safe Life Pendant requires a SIM card on the **TELSTRA 3G network**. SIM is not included in the package.

- Unscrew the back cover and remove the cover.
- Insert SIM card and make sure it's activated with credits
- Put the cover back and tighten the screws. Be careful not to over tighten the screws and damage the housing.

NOTE on SIM cards and Account Options

Once activated before installing the SIM card, you may wish to insert it into another mobile phone order to set up an account so you can monitor your SIM usage on line. When setting up your account you will receive a PIN code SMS for your account. This SMS cannot be viewed on the Safe Life Pendant. If you are using the pendant to send SMS Texts only (not dial out) a 365 day in SIM account is good value then you don't have to top up the account every month.

4. Device Charging

For the first time use, please fully charge the battery for around 2~3 hours.

The Pendant can be charged via direct connection using the USB cable from the power pack or computer to the mini USB connection located on the side of the Pendant OR by way of the docking station (accessory item). Using either method the blue LED on the pendant will glow solid.

Using the docking station to charge

- Place the device on the docking station. The red LED on the front of the dock will glow brighter as contact between the dock and the Pendant contacts is made.

4.1 Making a normal Phone Call

This function will only work if the pendant is set for CALL1. See Product Overview for more information.

When you press and hold the On/Off button for three seconds the device will vibrate then dial the 2nd authorised number to make a normal voice call. Pressing the SOS button will terminate the call. Alternately if the called party hangs up the Safe Life Pendant will also hang up.

5. Switching The Device On &Off

- **To turn on the device:** Press the side power button for 1 second, all the LEDs will flash rapidly. The Pendant will also be turned ON automatically when placed on charge.
- **To turn off the device:** Press and hold the side button and SOS button together for 1 second until the LEDs off.

6. What Do The Lights Mean?

Power Status LED

LED	Blue ON(solid)	Blue Blinking Quickly	Blue Off or blinking slowly
State	The device is charging	Battery power is lower than 15%	Device has been fully charged or not charging

GSM LED--GREEN

LED	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds	Light shows a slow flash every 3 seconds	Light Solid (not flashing)
State	The device is connected to the 3G network	The device is registered to the GPRS network	The device in the process of connecting to the 3G network	No SIM Card is detected

GPS LED--BLUE

LED	Light shows a single flash rapidly every 3 seconds	Light shows a slow flash every 3 seconds (every 1 second on and 3 seconds off)	Blue Off (when device not charging)
State	The device has a GPS positioning fix	The device has no GPS fix	The GPS chip is sleeping

7. Activating An SOS Alarm

Once the device is programmed, press and hold down the SOS button for 3 seconds until you feel it vibrate. A Help SMS will now be sent to each of the authorized phone numbers.

Also contained in this SMS will be the GPS location which can be viewed by Google maps. The SMS message will also state if the GPS position is "Current " or "Last Know". If you have a Smart Phone simply tap the Google maps reference to view this location. If there is no GPS position reference this means the GPS positioning is not available in this instance. This would be due to poor accessibility to the global satellites. To re-establish GPS positioning it is best to take the pendant outside, wait for the Blue LED to flash quickly once every 3 seconds indicating GPS positioning is locked in.

After the Help SMSs have been sent the Safe-Life Pendant will automatically answer any incoming call in two-way speaker phone mode. The Safe Life Pendant can also be programmed to dial each of the carer's after having sent the SOS text message. See The Dial Out Option Below.

8. The Dial Out Option

When you receive the Safe Life Pendant it has now been defaulted to dial the emergency contacts after the Help SMS has been sent.

The Pendant will call the first number and continue to dial each number thereafter until the user presses the SOS button or the carer presses the No1 button on their phone.

If the pendant is answered by an answering machine the pendant will not move onto the next number until the mail box times out.

If the emergency contacts try to call in after receiving an alarm SMS the Pendant will be engaged due to the device dialing out.

We strongly suggest the you program the Safe Life Pendant to the CALLO mode and just send the SMS message and not dial out. This will allow any of the authorised persons to call back for voice contact.

To send Help SMS only (no dial out)

Command: call0

The device will reply with set call0 set OK

To dial out after Help SMS. (default mode) **Command: call1**

9. Low Battery Alarm

When the unit's battery is less than 15%, it will send an SMS alarm "BAT: LOW!" to all authorized numbers. If battery is less than 15%, the blue light will flash rapidly to warn the user to charge the device as soon as possible.

To turn this function off

Command: Low0

To turn this function on

Command: Low1

GETTING STARTED

10. PROGRAMMING

The Safe-Life Pendant is programmed by texting commands to it from any mobile phone. In most instances just the authorised numbers and the user's Name needs be programmed. Points **16 and 17**. To program the device it is necessary to note the following examples, use no spaces in the text, case in-sensitive. All examples of programming commands are shown in red.

11. To Set The Authorized Emergency Numbers

The Authorised number must be a mobile number. This is the number of the person's mobile who will receive the Help SMSs It is not mandatory for all five of the authorized numbers to be set, however a minimum of one must always be set.

1st Authorised Number

Command: A1,Phone number

The device will reply with Set mobile number 1 OK!

To delete this number

Command: A1,

2nd Authorised Number

Command: A2,Phone number

The device will reply with Set mobile number 2 OK!

To delete this number:

Command: A2,

3rd Authorised Number

Command: A3,Phone number

The device will reply with Set mobile number 3 OK!

To delete this number

Command: A3,

4th Authorised Number

Command: A4,Phone number

The device will reply with Set mobile number 4 OK!

To delete this number

Command: A4,

5th Authorised Number

Command: A5,Phone number

The device will reply with Set mobile number 5 OK!

To delete this number

Command: A5,

12. Add Users Name to the Out Going Help SMS Message (The name can be a maximum of 18 characters including spaces)

Command: name1,user name

Example: name1,Emma

The device will reply Add name ok!

To delete name **Command:** name0

13. Password Protection

When you apply password protection you must use the password as a prefix to all commands.

To create a password:

The default password is 123456

Once you have set up the default password you can then change the password to your own if you wish

Command: 123456lock

After sending this command it will require the password in front of all commands (except reboot and RESET!)

For example 123456A1,etc

To remove password protection

Command: 123456unlock

To change the password

Command: old password + H+ new password

Example: 123456H666666 The device will reply with Password Changed

The password is now changed to 666666

To remove password protection

Command: New password then unlock: 666666unlock

14. Location Request (loc)

The device will respond reporting the pendant GPS location when the loc command is sent to it. Other information includes Time, Latitude, Longitude, Speed, Altitude & Battery Level. If you have a Smart Phone, tap on the link then the location can be shown directly on Google Maps on your mobile phone.

Command: loc

15. Modify The Time Zone

NOTE:- SOS Texts will be time stamped by the receiving device; therefore changing the time is not necessary in most circumstances When you receive the Safe-Life pendant it will be set for UTC (previously known as GMT) time. To correct to local time add 08hrs for WA and 10hrs for NT, SA, QLD, NSW, VIC, TAS. You cannot add half hours, SA and NT can use Vic or WA time. Note: Daylight savings is not accounted for. Add an extra hour if daylight savings applies.

Command: TZ+ +00/-00

To adjust to Victorian time add 10 hours Example: TZ+10

The device will reply with Set Time Zone OK

16. GEO-Fence Alarm

When a GEO Fence is set, if the Pendant is moved outside (or into) the defined area, an alarm SMS will be sent to all authorised numbers. Although the Safe-Life Pendant's GPS positioning is predictably accurate usually within a few meters the Satellite GPS positioning calculations can momentarily drift from time to time. It is therefore important not to set the Geo-Fence boundaries too tight otherwise false Geo-fence alarms may be dispatched. We suggest 100m or more. The GEO Fence is set by texting the command as below. Wherever you are when you test this command will be the centre of the Geo-Fence.

IMPORTANT: Make sure the GPS positioning is locked in when you set up a Geo-Fence. This means the blue LED should be flashing quickly just once every 3 seconds. If the GPS position is not locked in you will receive a "Format Error" notification instead of a "GEO Set OK" confirmation.

Command: GX,Y,Z,XXXM/KM

Example: G1,1,0,100M Notes: Remember to ensure that there are no spaces between command characters.

X=No. of Geo fence (1~3)

Y=0 means to turn off the function

Y=1 means to turn on the function

Z=1 means to set alarm when the tracker enters the preset area

Z=0 means to set alarm when the tracker breaches the district

XXX= the distance from the centre of the Geo Fence to the perimeter.

M/KM= meters or kilometers. When a Geo Fence is breached the device will send the message to the authorized numbers as "Geo fence alarm!+GPS info"

To turn off this function send a value of 0 to the appropriate Geo fence settings i.e.

Command: **G1,0** or **G2,0** or **G3,0**

17. Checking Programming - Status

To verify the pendants settings you can text the word Status and the Pendant will respond with a status report.

Command: **status**

The device will reply E.g. A1##### B1##### C1#####; etc. Speed: 0,100km/h; GEO:0,0,0; VB:1,10S; MV:1,100; LBS:1; LED:0; TZ:2.0; LI: 1; PS:1; DS:0; FL:1; Bat: 95

18. Reset

You can reset the Pendant to its default settings

Command: **RESET!**

The device will not reply, you can do a status report to check the pendant has been restored to its default condition. The device will not send a confirmation when reset.

19. Over-Speed Alert

Suppose the over-speed alert that we want to set is 100km/h, when the device movement exceeds 100km/h, it will send message "Over-speed! +GPS Info" to all pre-set numbers.

Command: **speed1,100** [100=100Km] Notes: The speed must be in value of speed and in 2 or 3 digits. (01~255km/h) Example: speed1,100

The device will respond Set over speed alarm OK! 100km/h

To turn off **Command:** **speed0** will turn off this function

20. Motion / Vibration Alarm

If this function is on, the Pendant will send an SMS alarm with GPS location to all registered phone numbers if there is movement after a set period of time. It will continue to send the SMS while on the move at the predetermined time interval. Ideal for detecting the movement of an object i.e. car or motor bike. The vibration sensor is very sensitive and the slightest movement can be detected.

Command: V1, xx S/M/H Note: S means seconds, M means minutes, H means hours, xx means the time you set and must be two digits, even if the leading digit is [0] as in the following example.

Example: V1,05M

The device will respond Set Motion Alarm OK

To turn off motion detection send **V0**

The device will reply Motion Alarm Off

21. Shut down 3 LEDs

Command: LED1

The device will reply “LED off” and later LEDs will stop flashing, but the device is actually on. To turn off this function **Command: LED0**

22. Fall Detection Facility

Because the pendant is on a lanyard and can swing the falls detection should not be heavily relied upon. Individual results may be inconsistent and the manufacturer, distributor or supplier can take no responsibility for false alarm calls or failure to alarm for falls detection.

When programmed for falls alarm and a fall is detected the Pendant will beep for 10 seconds. If it is a false alarm, pressing the SOS button will cancel the Falls Alarm.

To turn falls detection on

Command: FL1

To turn falls detection off

Command: FLO

The device will reply Falling Detection on! or Falling detection off!

23. Getting IMEI Number and Software Version

The IMEI number is the unique international identification of the device. The Pendant’s software program determines precisely the scope of operation of which your Pendant is capable. Various software programs can exist from time to time and for different applications.

Command: version

The device will reply IMEI Number, GSM CSQ and Software version

24. GPRS

The Safe-Life Pendant is capable of GPRS connectivity. As this is mostly concerned with professional monitoring. GPRS functionality is not included in this manual. If you have enquires regarding GPRS contact Smart Caller P/L

25. Cautions

For correct and safe Pendant operation please comply with the above and following precautions.

1. For device to work an active SIM must be inserted
2. For device to work it must have 3G network coverage
3. Keep the unit dry. The device is not to be submerged in water or liquid. Any liquid may destroy or damage the inside circuitry.
4. Do not store or place in dusty or direct sunlight locations.
5. Do not locate the unit in overheated or overcooled locations.
6. Clean the unit with a piece of dry cloth. Do not use chemicals or detergent to clean Pendant.
7. Do not disassemble the unit.
8. Using other batteries will cause Pendant to fail and cause irreparable damage.
9. Test regularly

26. Hardware Specification

Content	Specs.
Mainframe Dimension	61mm*43mm*16mm
Weight	35g
GSM Frequencies	850/1900Mhz
GPS chip	U-blox G7020 (Support AGPS)
GPS sensitivity	Cold start: -148dBm Hot start: -162dBm
GPS accuracy	<2.5m
Time to First Fix	Cold start 32s, Warm start 11s, Hot start 1s
Charging Voltage	5V DC
Battery	Chargeable 3.7V 800mAh
Standby Current	≤2mAh
Storage Temperature	-40°C to +85°C
Operation Temperature	-20°C to +80°C
Humidity	5%-95% non-condensing

27. Warranty

The Safe-Life Pendant is guaranteed to be free of defects in material and workmanship for a period of 12 calendar months from date of purchase when used under normal conditions and cared for and maintained. The Safe-Life Pendant is waterproof to IP66 but due to the possibility of user neglect to return silicon plugs securely in place warranty does not apply to water damaged goods. Original purchase receipt with date of purchase shall be included for warranty validation. Warranty does not cover any damage caused by improper use, customer or user neglect, physical damage or repairs carried out by an unauthorized service technician. Smart Caller will not be held responsible for maintaining any programming that the unit may contain when returned for repair. Before returning, the customer must first obtain a RNA number by calling Smart Caller on 03 9588 0833. The goods shall be returned with the correct customer contact details and returned to Smart Caller postage paid with a detailed description of the fault and the RNA number stated.

28. Return Policy and Refunds

If you are not satisfied with your Safe-Life Pendant you have 14 days to return the unit to Smart Caller for a refund of the purchase price providing the goods are returned in good condition free from any scratches or defects. The goods must be returned in the original packaging complete with manual, use cable, battery, power pack and any other accessories. Refunds are available to direct customers only, meaning customers who purchased the device directly from the Smart Caller or Safe-Life office or websites. Products can be returned only in the country in which they were originally purchased. Units purchased at a retail outlet or distributor is to follow that stores refund policy.

29. Product Performance Disclaimer

The Safe-Life Pendant (Device) is reliant on the cellular phone service provider's network coverage to make and receive phone calls to and from the Device and to send and receive SMS messages and to provide accurate GPS positioning. These services may vary between providers and locations within Australia. The device is supplied with the necessary RCM-Tick certification allowing it to be used in Australia and New Zealand, however it is the responsibility of the user of the user to ensure that the Device is correctly programmed to provide the required functions. The user shall also be responsible for selecting and paying the cost of the SIM Card and in selecting and paying the recurring costs of the Retail Service Provider (RSP) responsible for providing a suitable GSM/GPRS network service via that SIM card. The product supplier of the Device accepts no responsibility for any perceived failure due to (but not limited to) incorrect programming, battery maintenance, GSM and GPRS coverage or any such perceived failure by the selected RSP in providing and maintaining suitable connectivity to the GSM/GPRS network. The product supplier accepts no responsibility for any failure that is due to (but not limited to) incorrect Device programming, dismantling the Device or misuse or water ingress or other forms of damage.

30. Limitation of Damages

The Distributor and Retailer of the Device accept no responsibility for the accuracy of position information provided by the Service Providers. To the maximum extent permitted by applicable law, in no event shall Smart-Caller Pty Ltd or its suppliers or outlets be liable to the user or any 3rd party for any indirect, special, consequential, incidental or punitive

damages of any kind, in contract or tort, including, but not limited to, death, injury, loss of revenue, loss of goodwill, loss of business opportunity, loss of data, and/or loss of profits, arising out of, or related to, in any manner, or the delivery, performance or non performance of obligations, or use of the weather information, data or documentation hereunder regardless of the foresee-ability thereof.

Distributed in Australia and New Zealand by Safe-Life by Smart Caller Pty Ltd 5/270 Lwr Dandenong Rd Mordialloc Vic 3195 03 9588 0833 www.smartcaller.com.au or www.safelife.com.au

