Using the LifeGuard SmartTracker V2

Thank you for using the LifeGuard SmartTracker V2. Below is a quick guide to getting started, but please feel free to call us if you require further assistance.

Install a SIM Card:

A SIM card is not included with your device. You will need to install a Nano SIM. We recommend a Telstra SIM with 2MB data. If the SIM has a PIN, use a mobile phone to remove the PIN before installing it.

Unscrew the back cover and remove it. Insert the SIM card and put the cover back on, tightening the screws.

Using the Docking Station to Charge:

- Fully charge device for 6-7 hours before first use.
- Place the SmartTracker on the docking station.
- Connect the micro USB side of the cable to the docking station port, and connect the other end of the cable to the designated AC power source.
- The *Red LED* on the docking station will blink while charging, and will be solid (not blinking) when fully charged. Refer to power status LED below for the tracker lights.

## Switching the SmartTracker On and Off:

To turn the device on:

- Press and hold the call button on the side of the device for one second.
- The SmartTracker can also be turned on automatically by charging via USB or putting it onto the docking station.
- To get an initial location, switch the SmartTracker on outside or near a window so the device may fix onto the satellites.
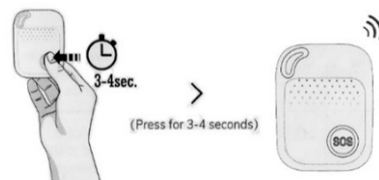
To turn the device off:

- Press and hold the call button and SOS button together for three seconds until the LEDs turn off.
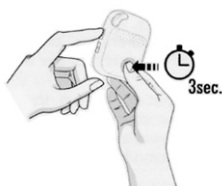
Activating an SOS alarm:

- You'll first need to set up the device (see page 3).

- Once set-up is completed, press and hold the SOS button for 3-4 seconds until you hear a voice prompt confirming the alarm has been activated.
- To get an initial location, switch the SmartTracker on outside or near a window so the device may fix onto the satellites.

General Specifications:

- Dimension: 62mm*47mm*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 1000mAh
- Charging voltage: 5V DC
- Waterproof: IPX7

Warnings:

- Don't use or store the SmartTracker in dusty areas, on or near other electrical devices, or in environments where there are chemicals in use or in excessive heat or cold.
- Clean the SmartTracker with a dry cloth only. Do not use chemicals or detergents.
- Do not disassemble or refit the SmartTracker as it will void your warranty.
- Do not touch the Docking Station charging pins with any object that is not intended to come into contact with them.
- Do not use any batteries other than what was supplied with your SmartTracker.
- Device should be removed from charge once fully charged and not be left on charge longer than 24 hours (1 day).
- Failure to follow charge instructions or other misuse of the device may cause damage to the battery.

INS LifeGuard

1800 636 226
www.inslifeguard.com.au

Warning for those with pacemakers:

Radiofrequency energy from mobile devices, including our mobile alarms, may cause interference with pacemakers and should not be used in close proximity to pacemakers. In particular, note the following precautions:

- **PROPER STORAGE** – avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.

- **PROPER DISTANCE** – hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remains at least 15 centimetres away from your pacemaker.

What do the lights on the SmartTracker mean?

Power Status LED

LED	Red blinking rapidly	Red OFF or blinking slowly	Red ON (solid)
State	Battery power is lower than 20%	The device is charging	Device has been fully charged

Cellular Signal Indicator (Green)

LED	Green light shows a single flash rapidly every 3 seconds	Green light shows a double-flash rapidly every 3 seconds
State	The device has a stable cellular signal	The device is registered to the cellular network

Positioning Indicator (Blue)

| LED	Blue light shows a single flash rapidly every 3 seconds	Blue light shows a double-flash rapidly every 3 seconds
State	The device has no latest location fix	The device has latest location fix

What if I can't hear the SmartTracker or my family?

Voice Tone may have been turned off.

The SmartTracker should speak to you during certain tasks — for example, when you've triggered an alarm. If you don't hear the SmartTracker speak to you, or you are unable to hear our nurse, please ensure Voice Tone hasn't been turned off.

The Voice Tone button is the lower button on the left edge of the device. Press it twice and it will advise whether Voice Tone is ON or OFF. Please ensure that it's turned ON.

If that doesn't solve the problem, please contact INS LifeGuard for further assistance on 1800 636 226.

Voice Tone Button

Rev. 12/11/2024
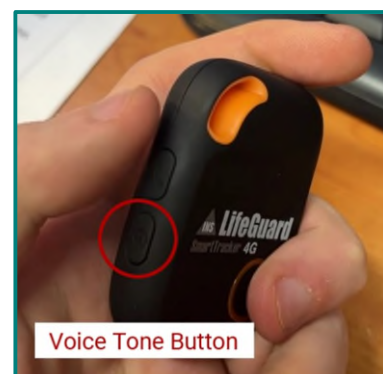
Setting up the LifeGuard SmartTracker V2

To control the LifeGuard SmartTracker V2, you'll use your mobile phone to send commands via SMS to the phone number of the SIM installed in the device. You'll receive a confirmation message in return. Below are the commands you're most likely to need, however, there are others included in the booklet that came with your SmartTracker.

To Set the Authorised Number(s):

You must set up at least one authorised number to receive alarms from the device. You can set up to ten numbers. *We recommend you set the last number to 000 in case your contacts can't respond.*

In the text string below, replace Ax with the contact number (A1 to A10) and replace SMSx and CALLx with a 1 for Yes or a 0 for No.

1. **To set the number**, send the command:

   Ax,SMSx,CALLx,phonenumber
   [no spaces in the text or number, not case sensitive]
   e.g. a1,1,1,0412345678

   The device will reply:
   Set contact number 1 OK.

2. **To delete the number**, send the command removeA1.

   The device will reply:
   Contact number 1 removed.

Geo-Fence Alarm:

This will trigger an alarm when the wearer enters or leaves a pre-set area. Set the alarm while the blue light is flashing rapidly. Stand holding the SmartTracker in the location you wish to set the alarm for and send the command as follows:

1. Command format: GeoX,Y,Z,xxxM/KM
   [no spaces in between, xxx must be 3 digits]
2. You can set up to 3 Geo Fences – the first part of the Command GeoX means Geo1, Geo2, or Geo3
3. Y=0 will turn the Geofence alarm off
4. Y=1 will turn the Geofence alarm on
5. Z=1 sets alarm when the tracker enters the area
6. Z=0 sets alarm when the tracker leaves the area

Examples:

Geo1,1,1,100M – turns Geofence 1 ON and alarms when tracker enters the area (100M from location).

The device will reply:
Set geo fence 1 in, 100 M radius ok.

Geo2,1,0,500M – turns Geofence 2 ON and alarms when tracker leaves the area (500M from location).

The device will reply:
Set Geofence 1 out, 500 M radius ok.

Geo1,0 – turns Geofence 1 OFF

The device will reply:
The first Geofence cancelled.

Listen-In Function:

You can decide whether any number or just the Authorised Numbers (A1 to A10) can make a silent call to the tracker. Once this function is turned on, the tracker will answer calls automatically and allow the caller to hear what is happening around the SmartTracker.

This function is configured using two separate commands:

1. Send command callin0 to allow any number to call and listen-in, OR
   Send command callin1 to allow only authorised numbers to call and listen-in.

2. Then send command AnswerX,Y to specify whether it auto-answers and how long it rings first (1-10 seconds). For X use 0 to auto-answer or 1 to allow pressing any button to answer incoming call. For Y use a number from 1-10 to specify the number of seconds the call will ring before auto-answer.

For example: Answer0,8 will auto-answer after 8 seconds.

Once this is turned on, simply call the phone number of the SIM installed in the device and it will auto-answer so you can hear what is happening around the SmartTracker.

The Authorised Numbers will receive alarms via SMS whenever the user presses the SOS button, or when a fall is detected, as well as for any Geofence alarms that were set. If you prefer, you can use a website to track the user rather than relying on SMS messages. To do this, contact INS Lifeguard to set up a log-in for you, then visit https://smart-locator.com to log in.

Additional Commands that may be helpful:

Command	Function
Mode1	No GPS is used when the device is not sending an alarm.
Mode2,03m,01h	GPS is pinged every 3 minutes when moving, or every 1 hour when not moving.
Wifi1	Turns on the ability to use WiFi to help triangulate location.
Ble1	Turns on ability to use Bluetooth to help triangulate location.
Fl1,6,1	Turns on Falls Sensor and sets it at level 6. Can be set between 1 (lease sensitive) and 9 (most sensitive).
X2,20	A two second press will call the 2nd person on the list.
Findme	Device will announce out loud where it is, useful for finding lost device in house.
Loc	Returns a link with the device's current location
battery	Returns current battery level.
off	Turns the device off.
Low1,20	Will announce that the battery is low when it gets to 20%.
scs1 or 0	Stops call sequence when call is answered if set to 1. If set to 0, it will keep calling the next contacts in the list even if it has been answered.

LifeGuard SmartTracker Consumer Product Warranty

Congratulations on your purchase of the LifeGuard SmartTracker V2. We hope you enjoy using it and find it valuable.

Whilst every care has been taken to ensure your LifeGuard SmartTracker meets our high-quality standards and is fit for purpose in accordance with Australian Consumer Law ('ACL'), we cannot provide an absolute guarantee and issues beyond our control mean we cannot guarantee the hardware or SIM will function as expected at all times.

Your LifeGuard SmartTracker is covered by this Consumer Product Warranty, which is provided to you by The INS Group, ABN 21 003 640 793, of PO Box 485, Unanderra NSW 2526 ("INS").

The rights and entitlements provided to you by this Consumer Product Warranty are in addition to and do not derogate from any rights, entitlements and guarantees provided to you at law. The LifeGuard SmartTracker comes with guarantees that cannot be excluded under the ACL, including that the LifeGuard SmartTracker has been supplied:

- Subject to any Title and/or security set out in the Table below. If no security or Title are nominated in that schedule, the LifeGuard SmartTracker is provided to you with clear Title and without being subject to security.

- For the purpose disclosed in the Table below.

- With your right to possession of the LifeGuard SmartTracker, which cannot be distributed to others without INS's consent.

- Consistent with the model/sample of the LifeGuard SmartTracker provided to you, where applicable.

Major Failure

You are entitled to request a replacement or refund for a "major failure", as defined by ACL, and/or compensation for any other reasonably foreseeable loss or damage, if that has caused a drop in the value of the LifeGuard SmartTracker supplied to you.

Minor Failure

You are also entitled to have the product repaired, refunded or replaced at our discretion; if it fails to be fit for purpose and the failure does not amount to a "major failure" under ACL.

Subject to the above, if within the applicable warranty period as set out in the Table below, your LifeGuard SmartTracker fails to be fit for purpose and does not perform in accordance with its specifications, INS will, at its cost, repair or replace it.

To make a claim under this Consumer Product Warranty you need to locate your proof of purchase (receipt, tax invoice) and contact INS LifeGuard on 1800 636 226. If your product needs to be delivered to INS LifeGuard you will be responsible for arranging and paying for that delivery and will be liable for the product whilst it is in transit.

We strongly recommend that before you provide your product to INS LifeGuard you back-up onto an external device any data you have stored on the product. INS cannot guarantee that the repair/replacement process will not result in the loss, corruption or destruction of that data.

Replacement products or parts will be of the same or better specifications and performance than the product or parts they replace but may be refurbished and not new. The replacement products and parts have a warranty period of 90 days or until the expiry of this Consumer Product Warranty, whichever is the later.

This Consumer Product Warranty applies only in Australia to INS products purchased in Australia from The INS Group.

This Consumer Product Warranty does not apply to the extent that the damage to or failure of the product is caused by:

- Use of the product other than for its ordinary and generally accepted purposes;

- Fair wear and tear or cosmetic damage;

- Handling, storage, installation or operation of the product contrary to the instructions, specifications and environmental requirements (including power supply) advised by INS;

- Unauthorised maintenance, repair, disassembly, alteration or modification;

- Misuse, abuse, negligence or accident (e.g. breakage);

- Use of the product in conjunction with any device, accessory or software not approved by INS or any telecommunications network; and

- Spillages of food or liquid, software viruses, fire or acts of God beyond the control of INS.

This Consumer Product Warranty does not apply:

- If the product identification and/or serial numbers on the product have been defaced, altered or removed;

- To the repair or replacement of consumables, if any; or

- To any third-party hardware or software.

To the extent permitted by law, INS is not liable for loss, corruption or destruction of data stored on the product, loss of or damage to third party hardware or software, or for any special, indirect or consequential loss or damage.

If on delivery of the product to The INS Group it is found that there is no failure of the product or that the failure is not covered by the guarantees provided by the ACL or this Consumer Product Warranty, INS reserves the right to charge you the reasonable costs it has incurred.

If you have any questions or require any further information, please contact The INS Group on 1800 636 226 or visit www.theinsgroup.com.au.

TABLE:

Details of Title:	Clear of Title
Details of Security:	Not subject to security
Disclosed Purpose:	Refer to Contract for Sale of LifeGuard SmartTracker V2 for description of Product
Warranty Period:	90 days from date of purchase or from date of back-to-base service

Should the device be unsuitable for you, you can return it within 7 days of receipt of delivery for a refund of the cost of the device itself, minus any additional costs such as establishment fees and postage.