

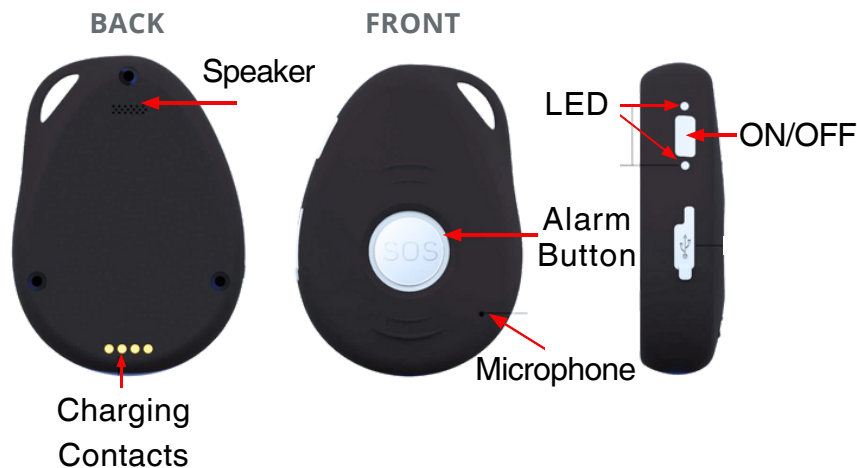
helpAlert

## GPS Pendant

### Installation & User Guide



# 1. Pendant Set-up



## Charging

- Plug the docking station into a plug socket, place the Pendant in the docking station, the device will vibrate and a red light will appear indicating it is charging.

**When fully charged the red light on the front will turn off.**

- Please make sure you **charge the device everyday.**



## Turning On

- You will notice the pendant turns itself on when being charged, if this doesn't happen the Pendant can be turned on by pressing the side button for one second.

- You will see the LED's on the side blinking. This means its working correctly, so you don't need to worry.



## Low battery alarm

- When the battery power is running low our control centre will monitor all low battery alerts and we may inform you that your Pendant needs charging.

## 2. Making an SOS Call

### 1. PRESS AND HOLD BUTTON

Press and hold the middle button for 3 seconds

### 2. PENDANT WILL THEN VIBRATE AND BEEP

This lets you know an SOS call has been activated.

### 3. SHORT PAUSE OF UP TO 10-15 SECONDS

This pause happens whilst the connection is made. Please wait until our control room answers.

### 4. HELPALERT OPERATOR ANSWERS

Please let the operator know that you are testing the pendant.

- You need to follow the above instructions **EVERY MONTH** to test the device and ensure its working correctly.
- There is no need to hold the Pendant to your ear as it has a hands-free loudspeaker.
- You don't need to press anything to hang up at the end of a call. Our control room operator will end the call for you so your Pendant can be used again when you need it.

### Mistake Calls

- We expect there will be times when you make a call to us by mistake. Please do not worry when this happens, it is not a problem. Just let the operator know it is a mistake, the operator may telephone you to double check you do not need help.

### Pendant battery life

- Your Pendant battery should last up to 2 - 3 days when fully charged. Please charge for a minimum of 3 hours everyday, we advise charging daily to avoid any power issues in an emergency.

### 3. Pendant FAQ's

#### **How do I change one of my emergency contact numbers or the order in which the contacts are called?**

Contact HelpAlert on 01273 949079 or email the changes to [careteam@helpalert.co.uk](mailto:careteam@helpalert.co.uk)

#### **If my Pendant stops working will HelpAlert replace it?**

If your Pendant is faulty we will replace it at no additional cost. However, if you lose or accidentally damage your Pendant a fee of £100 will be payable.

#### **Is the Pendant waterproof?**

Yes, the Pendant is waterproof and fine to be used in the shower. We do not advise submerging the pendant in water for long periods of time, for example in the bath or whilst swimming.

#### **If I make an SOS call but I don't know where I am, how will you find me?**

The Pendant Alarm is functional across the UK wherever a cellular network is available for communication, with consideration for various factors like atmospheric conditions, radio interference, buildings, and other potential forms of obstruction to its connection with GPS satellites. For optimal GPS tracking accuracy, outdoor usage is recommended.

#### **Do I need to make a monthly test call?**

- Yes, we recommend testing at least once a month, this can be on a date to suit you but we advise testing on the same date each month if you can remember.

**helpAlert**

 01273 949079

 [careteam@helpalert.co.uk](mailto:careteam@helpalert.co.uk)

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