opel mobile

SafetyPendant

Operator's Manual

Table of Contents

Safety Information....4
How to handle and preserve your device?....5
Safety recommendations for accessories....6
Usage conditions and restrictions....7
Overview of the SafetyPendant....9
Quick Setup Guide....10

The Opel Mobile Guardian App....13
Downloading Opel Mobile Guardian App....13
Registering and pairing the SafetyPendant....14
Pairing additional devices....19
Viewing SafetyPendants location & information....21
Invite additional Guardians....23
Low Battery Alert....25
SafetyPendant Settings....26
Edit User Profile....27
Phonebook/Whitelist Numbers....27
Medicine Reminders....29
Geofence....31

SOS Contacts 33
Fall Detector 34
Notifications 36
Guardian Account 37

The SafetyPendant.....38
Powering On and Off 38
Charging the SafetyPendant.....38
Answering an incoming call 39
Ending a call 39
Activating the SOS Alert 40
Stopping SOS Alert.....40
Fall Detection Alert 40
Stopping Fall Detection Alert 41
Low Battery Alert 41
Using the SafetyPendant in water.....41
Using the included accessories 42
Troubleshooting and Support.....43

Safety Information

Welcome to Opel Mobile and thanks for purchasing our products. For the best performance, we recommend you read this manual carefully, especially the "safety instructions". This will take you a few minutes, but it will save you time later and will allow you to enjoy all the features on your device.

THIS MODEL MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested was 1.710 W/kg*.

As SAR is measured utilizing the devices highest transmitting power the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum level required to reach the network.

The World Health Organization has stated that present scientific information does not indicate the need for any special precautions for the use of mobile devices. They note that if you want to reduce your exposure then you can do so by limiting the length of calls or

using a ‘hands-free’ device to keep the mobile device away from the head and body.

Additional Information can be found on the website of the World Health Organization

**The tests are carried out in accordance with international guidelines for testing.*

How to handle and preserve your device?

Trying to modify, disassemble or repair the device or the charger yourself will make the warranty invalid. Only certified repairers may install or repair device equipment.

Avoid hitting or shaking your device.

The warranty of this device may be annulled if you use unauthorised accessories. To prevent this from happening and to keep your device working properly use only the battery charger and Micro USB cable that originally comes with the device.

Do not use your device when entering areas that are near flammable liquids.

Observe all local laws and regulations on the use of mobile devices. Turn off the device before entering petrol stations, oil refineries or chemical plants.

This product should not be used in extremely hot, cold, dusty or humid spaces. It also should not be exposed to long periods of sunshine or strong magnetic fields.

If you have a pacemaker keep the device at least 20cm away from the place it is located. This device may cause interference to some hearing aids and other electronic devices.

Avoid all heat sources, ovens or other appliances (including amplifiers) that produce heat or have hot surfaces.

Switch off the device when entering an aircraft.

Safety recommendations for accessories

Use only Opel Mobile accessories or chargers that came with this device.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. ENSURE YOU ALWAYS ONLY USE THE OPEL MOBILE BATTERY THAT IS SPECIFIED FOR THIS DEVICE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Immediately stop using the battery charger if you smell an odour or overheats or a crack or swelling appears in the casing.

In case you notice the cable, or the plug have suffered any damage, discontinue using it and contact Opel Mobile support line as soon as possible for advice.

Usage conditions and restrictions

All packaging materials, especially plastic ones, must be disposed of properly. The lack of this procedure may cause a suffocation danger to children. Any packaging must be kept out of children's reach.

This device is not a toy and not designed for children and strict adult supervision must be adhered to at all times. Keep the device and the accessories beyond children's reach.

This device can be recycled. To dispose of this device properly remember to follow local regulations. Local authorities may guide you on finding appropriate facilities to this end. The battery must never be disposed of in a fire.

If this device is lost or has been stolen, please notify your network service provider as soon as possible and ask for the SIM card to be deactivated.

For all features on this device to work it requires a network signal. We do not take any responsibility if the device is unable to obtain a network signal due to poor network signals or network outages.

This device does not have a screen, we recommend you charge the device daily to ensure it is always fully charged.

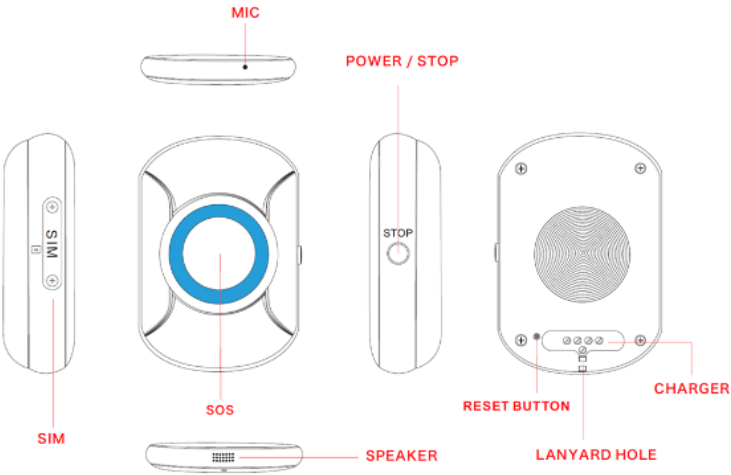
In any event we are not liable for any direct or indirect personal injury or death liability damages due to the performance of the device or the Telecommunication service, if your device is not working as its intended, we recommend you stop using it immediately and contact customer support.

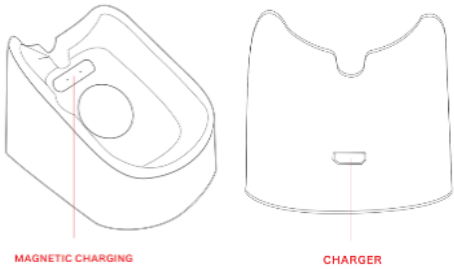
This device is not intended to be a life saving device; If you are in a life-threatening medical emergency, we recommend you call emergency 000 immediately from a telephone.

When travelling overseas we recommend you purchase a roaming data pack to avoid any extra SIM card charges from your provider.

Overview of the SafetyPendant

Inside the box: SafetyPendant, Charging Cradle, Micro USB Cable, Magnetic USB Charging Cable, USB Power adaptor, SIM Cover with Screws, Screwdriver, Tweezers for SIM Card insertion, Lanyard, Waterproof Pouch, Belt Clip Pouch, User Manual and Warranty Card.





Quick Setup Guide

We recommend a SIM card with a minimum of 500MB of monthly data and unlimited calls/text.

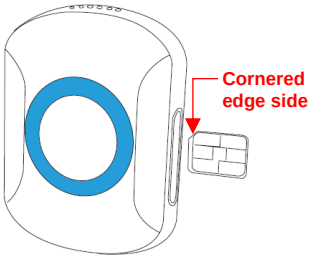
The SafetyPendant requires the Guardian to download the “Opel Mobile Guardian App” via the Apple App Store or Google Play Store. This app is required for the Guardian to setup the SafetyPendant and to use its many features.

Before installing the SIM card, ensure the following:

1. It is activated and has data enabled and has credit.
2. It is not SIM locked with a password.
3. It is not locked via PUK Lock.
4. It is not damaged and in working order.

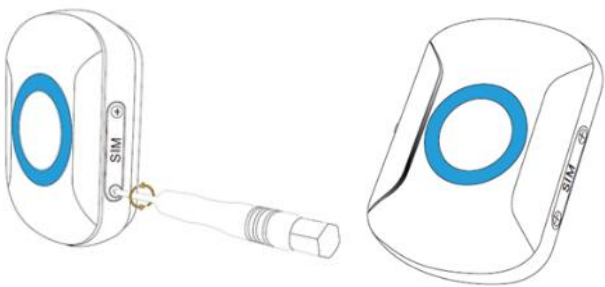
Install the SIM Card

1. Insert your SIM card into the slot with the gold plates facing upwards with the cornered edge side getting inserted first. Using the SIM pin provided, push the SIM card in until it clicks into place.



For a video tutorial on
How to insert the SIM card
SCAN ME

2. Place the SIM card cover into the SafetyPendant with the words “SIM” facing upwards, then screw it in with the screws provided.



Charging the SafetyPendant

1. Charge the SafetyPendant for at least 3hrs prior to its first use.
2. Place the SafetyPendant onto the charging cradle making sure the gold plates on the SafetyPendant align to the gold pins on the charging cradle.
3. The SafetyPendant will sound “SafetyPendant is charging” when connected to the charger.

Power on /Power off

1. Hold down the power button for 3 seconds, the SafetyPendant will vibrate and sound “powering on”.
2. Please note: If the SafetyPendant is already on you’ll see the light flash when you press the side button.
3. To turn the SafetyPendant off, press the power button 10 times quickly, the SafetyPendant will then sound “powering off”.

Once these steps are complete you can move onto connecting the device to the “Opel Mobile Guardian App” and setting up all of it many features.

The Opel Mobile Guardian App

Downloading Opel Mobile Guardian App

The Opel Mobile Guardian App is available to download via the Google Play store and the Apple App store.

Search: “Opel Mobile Guardian App” on the Google Play store or the Apple App store.

IMPORTANT:

YOU MUST TURN ON EACH FEATURE IN THE APP FOR THAT FEATURE TO WORK WITH THE SAFETYPENDANT.

RECOMMENDED FEATURES TO SETUP:

1. **MEDICINE REMINDERS**

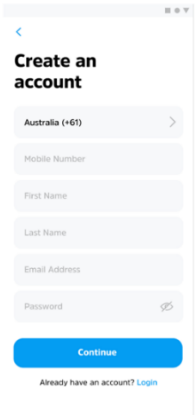
2. **GEOFENCE**
3. **PHONEBOOK/WHITELIST NUMBERS**
4. **SOS CONTACTS**
5. **FALL DETECTOR**
6. **LOW BATTERY ALERT**

Registering and pairing the SafetyPendant

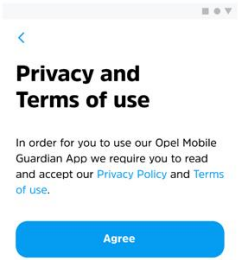
Please ensure you have inserted your SIM card, activated your SIM card and turned the SafetyPendant on.

1. Open the “Opel Mobile Guardian App” and click on “Create an account”

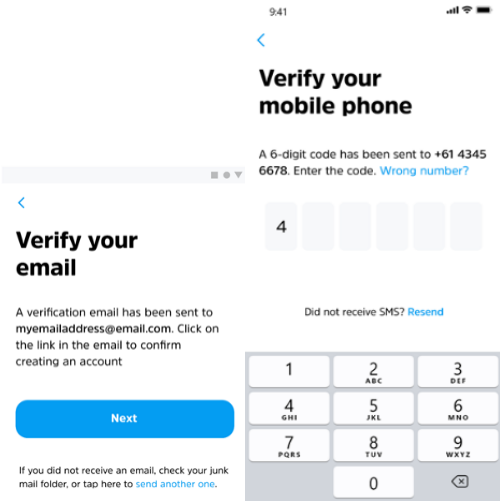
2. Enter in all your (you, being the Guardian) details. Ensure you use a valid email address and your phone number (not the phone number of the SafetyPendants user) as you will receive an email and text message to verify these. Then click continue.



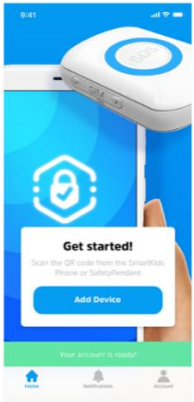
3. Read and Agree to the Privacy and Terms of use.

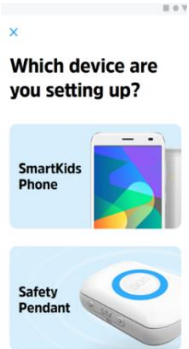


4. Verify your email address and mobile phone number. You would have received an email and a text message with instructions on how to verify. Once verified your account has been created.

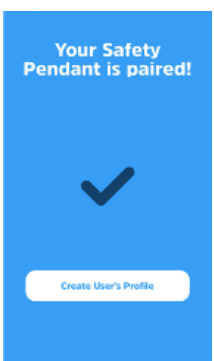


5. Now your account has been activated. Click on “Add a Device” and choose the SafetyPendant to pair the SafetyPendant to your account.





6. Your camera will open. Scan the QR code on the back of the SafetyPendant to register it to your account. Once paired click on “Create User’s Profile”

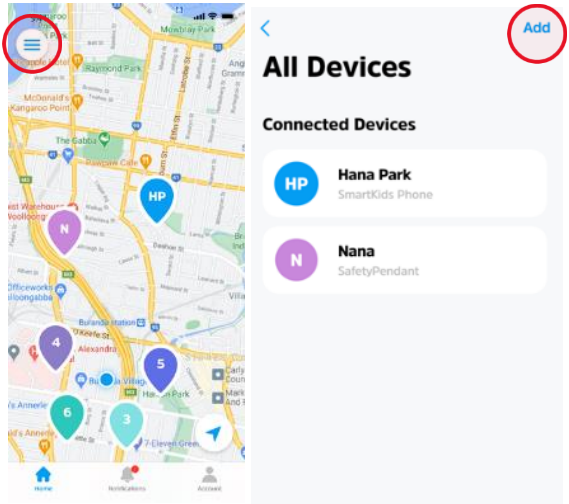


7. Enter in the SafetyPendant's user profile information.

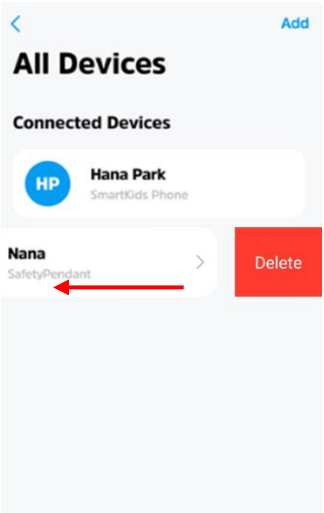
8. You have now completed the setup and pairing of the SafetyPendant.

Pairing additional devices

1. Click on the menu icon on the home map page. Then click on “Add” and follow the same process as above for pairing a new device.



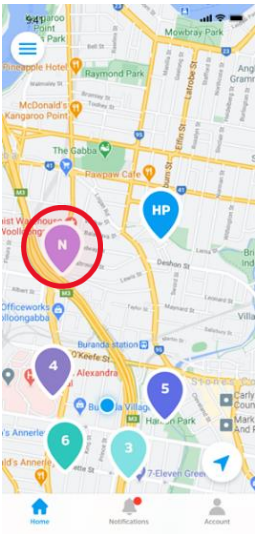
2. To remove a paired device, swipe left over it and click the Delete button.



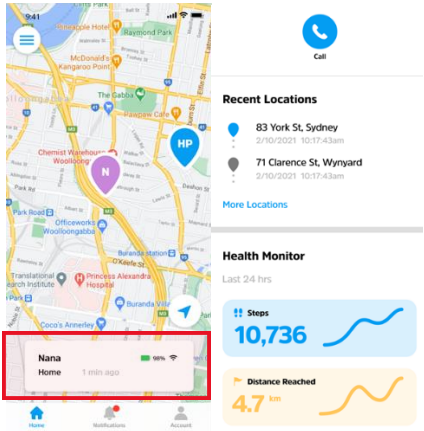
Viewing SafetyPendants location & information

Important: If your SafetyPendant is unable to pick up a GPS signal (Due to the device being indoors) it will use the Cellular towers to pinpoint your approximate location, this means you will not get a precise location just an approximate location between the cellular towers.

1. To view the SafetyPendants location and information, you can click on the user's profile icon on the home map screen



2. After clicking on the profile, it will show basic device information on the bottom of the screen. Click on this box to see additional device information including recent location history and health monitor information (Steps, Distance travelled). Here you can also call the SafetyPendant.

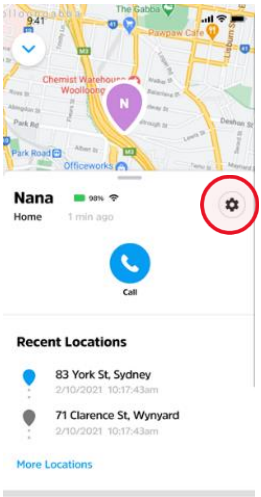


Invite additional Guardians

Please note: if you invite additional Guardians, these Guardians will have full access to the SafetyPendant. They will be able to track the SafetyPendant, modify settings and information.

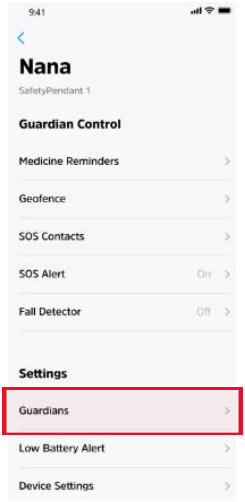
If you have multiple devices connected, you need to invite the Guardian to each device separately.

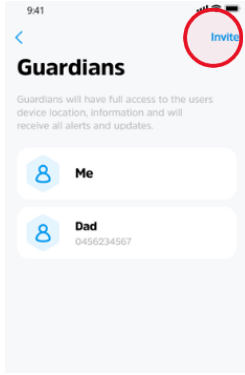
1. Click on the profile of a user and open the user's device information and click on the settings icon

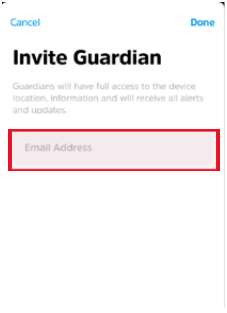


2. Then click on Guardians, then invite, then enter the persons details you want to become a Guardian of that device. They

will then receive a link via email to register to become a Guardian of that device.







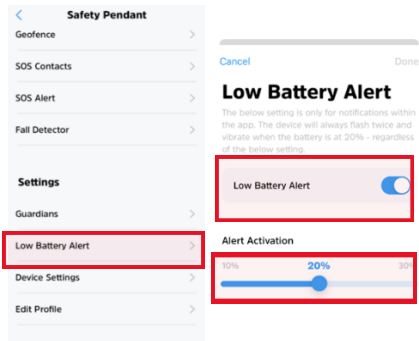
Low Battery Alert

Low battery alerts will allow you as a Guardian to receive notification alerts when the battery on the SafetyPendant becomes low and needs to be charged.

You can turn this feature on or off and adjust at what battery level you would like to receive the notification.

Please note: The low battery alert is only for notifications with the app. The SafetyPendant will always flash twice and vibrate when the battery is at 20% - regardless of the app's settings.

1. Go to the SafetyPendants settings and click on "Low Battery Alert", then turn low battery alert on or off and adjust to the desired level for receiving the notification.

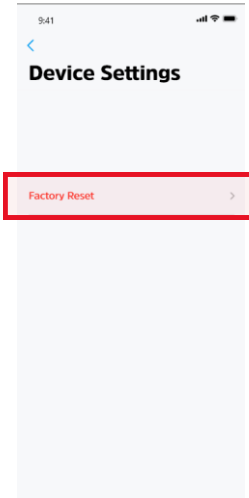


SafetyPendant Settings

Factory Reset

1. Click on Settings and then click device settings. Click on Factory Reset to factory reset.

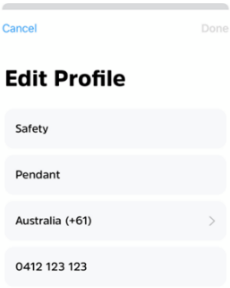
PLEASE NOTE: IF YOU FACTORY RESET THE SAFETYPENDANT IT WILL ERASE ALL INFORMATION STORED ON THE DEVICE AND RESET ALL THE SETTINGS IN THE APP. YOU WILL LOSE ALL SAVED SETTINGS AND INFORMATION.



Edit User Profile

Here you can edit the user profiles name and phone number.

Click on the edit profile in the SafetyPendants settings.

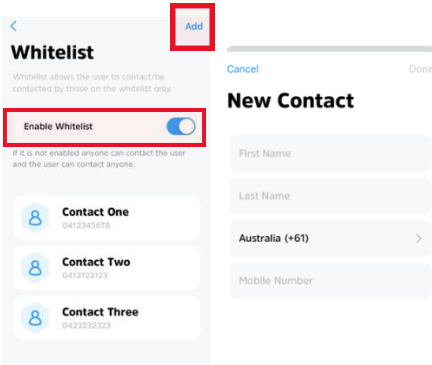


Phonebook/Whitelist Numbers

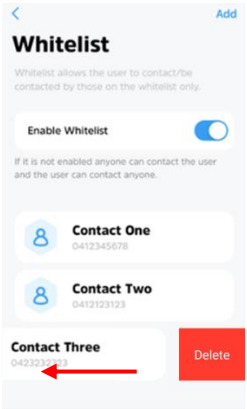
This feature is perfect to restrict unwanted callers contacting the SafetyPendant.

To allow only certain numbers to call the SafetyPendant. Turn whitelist numbers on and add the names and phone numbers that you only want to contact the SafetyPendant by clicking on Add and entering the persons details.

The SOS contacts will automatically be included in the whitelist.



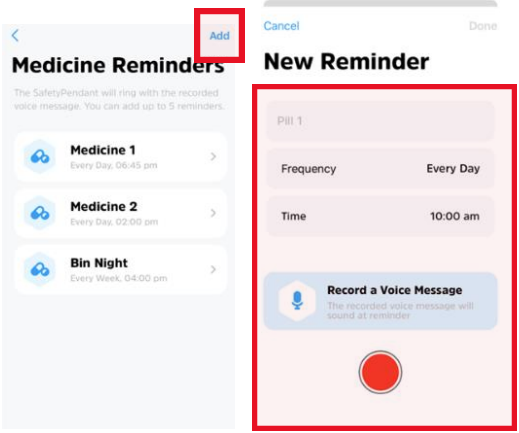
To remove a whitelist number, swipe left over it and click the delete button.

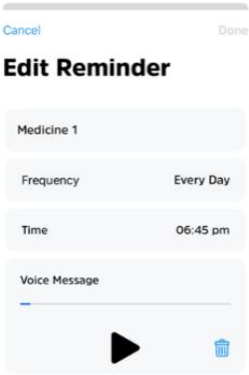


Medicine Reminders

Medicine reminders will help the user remember to take certain medication, or you can create reminders for any task. The SafetyPendant will sound out the recorded voice message to remind the user to complete that task.

1. Click on Medicine Reminders in the SafetyPendant's settings. Click on Add to start a new reminder, write the name of the reminder, choose the frequency and the time, then press the red record button to record the voice message.




Cancel
Done
Edit Reminder
Medicine 1
Frequency
Every Day
Time
06:45 pm
Voice Message

Geofence

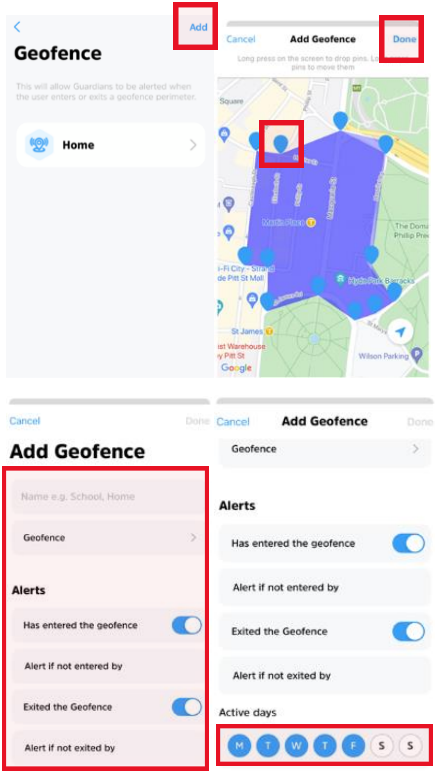
You can create safe zones or zones you do not want the user to enter. When you have created these zones on the map you will be notified when they enter or leave these zones.

1. Click on Geofence in the SafetyPendant's settings. Then click on Add to create a new Geofence.
2. When the Map opens – Long-press on the screen where you want a pin to be located. You can create any shaped Geofence. Keep putting Pins around the area/streets you want the Geofence to be. You can move Pins by long-pressing them down on the screen and moving them. To delete pins just tap on the pin. Once complete press done.
3. Type in the name you want the Geofence to be called.
4. Select the alerts you want notifications on – Has entered the Geofence, Alert if not entered by a certain time, Exited the Geofence, Alert if not exited by a certain time, then select the days you want this Geofence to be active.

Your Geofence has now been setup. You can make as many Geofences as you like.

PLEASE NOTE: FOR THE BEST GEOFENCE EXPERIENCE WE RECOMMEND YOU SET GE0FENCE BONDARIES ATLEAST 100M AWAY FROM THE LOCATION YOU ARE WANTING TO SET THE GEOFENCE AROUND, AS THE GPS LOCATION MAY VARY FROM TIME TO TIME DEPENDING ON GPS SIGNAL STRENGTH.

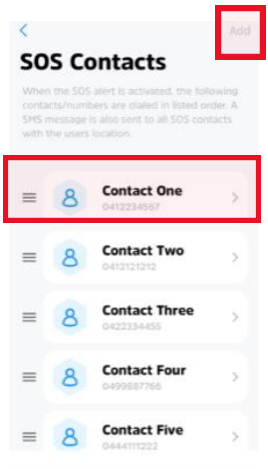
FOR EXAMPLE: A HOME. SET THE BOUNDARY 100M AROUND THE HOMES LOCATION.



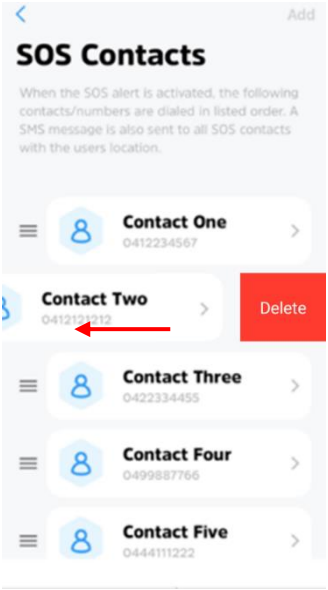
SOS Contacts

You can add up to 5 contacts as SOS Contacts. These 5 contacts will be notified when the SOS button is activated, or a Fall Alert has been detected. They will receive a text message with an Alert and the location of the SafetyPendant and will call all of them in order until being answered.

1. Click on SOS contacts in the SafetyPendant's settings, then click add and enter the SOS contacts details. You can hold onto a contact to move the order of the SOS contacts.



2. To remove a SOS contact, swipe left over it and click the delete button.

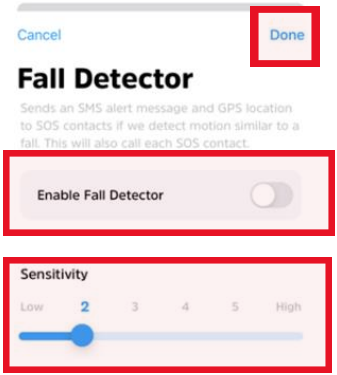


Fall Detector

When Fall Alert is turned on, if the user has a sudden fall the SafetyPendant will automatically detect this fall and activate the SOS feature and alert the 5 SOS Contacts.

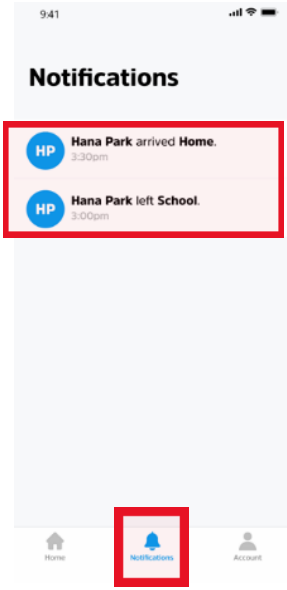
Click on Fall Alert in the SafetyPendant's settings, you can then enable and turn on the fall alert feature and change the fall alert sensitivity level from Low up to High.

Please note: The Fall detector feature is NOT A LIFE SAVING DEVICE and should not be used as one. If you are in a life-threatening medical emergency, we recommend you call emergency 000 immediately.



Notifications

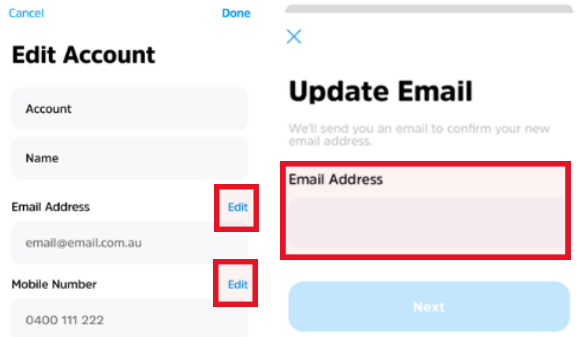
Notification's tab is located on the home map screen on the bottom of the screen. Here you can view all notifications you have received from the SafetyPendant.

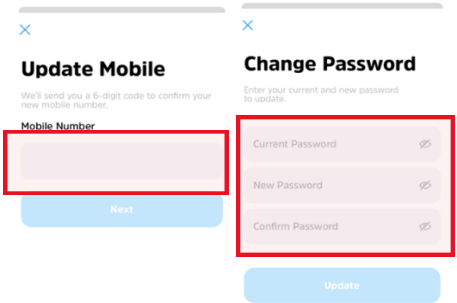


Guardian Account

The Guardian Account is located on the home map screen on the bottom of the screen.

Here you can edit your account details, email, phone number and change your password. If you change your email or phone number, you will receive an email or text message to confirm your new email or phone number.





The SafetyPendant

Powering On and Off

To power on the SafetyPendant, hold down the power button for 3 seconds until it vibrates. The SafetyPendant will then sound “powering on” when it has powered on.

To power off the SafetyPendant, press the power button 10 times quickly. The SafetyPendant will then sound “powering off” when the SafetyPendant has powered down.

Charging the SafetyPendant

Ensure when you first unbox the SafetyPendant you charge it for up to 3hrs.

To charge the SafetyPendant, setup the charging cradle and plug the power lead into the wall and turn it on. Place the pendant in the charging cradle, ensuring the gold plates on the SafetyPendant and the charging cradle are aligned.

The SafetyPendant will sound “SafetyPendant is Charging” when connected to the charger.

Answering an incoming call

When a call is incoming, the SafetyPendant will sound “Incoming call alert ... press SOS button to answer.

To answer the incoming call, press the SOS button once. It will then answer the call and you can begin talking to the incoming caller.

To reject the incoming call, press the side power button once. It will then reject that incoming call.

Ending a call

To end a call, press the side power button once. The call will then end.

Activating the SOS Alert

When you need help, press the SOS alert button 3 times within 4 seconds to activate the SOS sequence. The SOS contacts will be sent a text message with your GPS location (If this function is enabled), letting them know you need help. The SafetyPendant will then begin to ring your SOS contacts in sequence order until one of them answers the call. To end the call, press the side power button once.

Stopping SOS Alert

If you accidentally activate the SOS Alert and you wish to stop the SOS sequence, press the side power button once. The SafetyPendant will sound “SOS alert has been stopped”, the SafetyPendant will then stop the SOS sequence.

Fall Detection Alert

If you have a sudden fall, the SafetyPendant will automatically start the SOS Alert sequence (If this function is enabled). The SOS contacts will be sent a text message with your GPS location (If this function is enabled), letting them know you need help. The SafetyPendant will then begin to ring your SOS contacts in sequence order until one of them answers the call. To end the call, press the side power button once.

Stopping Fall Detection Alert

If the fall alert is activated accidentally, you can press the side power button once to end the fall alert sequence.

Low Battery Alert

Your SafetyPendant will Vibrate and Flash when your battery percentage reaches 20%. The light will then aluminate every 3mins until the SafetyPendant is placed back on charge. Please ensure you then recharge your SafetyPendant immediately when you see this alert to ensure it is always active. We recommend you charge your SafetyPendant overnight daily.

Using the SafetyPendant in water

Your SafetyPendant is IP67 rated, which means you can submerge the pendant in up to 1 metre of deep freshwater for no longer than 30mins. In the case of showering and bathing in baths we recommend you use the water resistance bag which is included in the giftbox otherwise the detergents can compromise the pendant. Do not submerge the SafetyPendant in saltwater or chlorine. The SafetyPendant is not designed to withstand these types of water and soap elements.

Using the included accessories

Your SafetyPendant comes with accessories to help you use it.

1. The Lanyard can be used to hang the SafetyPendant around your neck.

(Not recommended for people with a pacemaker)

(Not recommended to be worn around your neck while sleeping)

2. The Belt Clip Pouch is perfect to secure the SafetyPendant on a belt or an item of clothing.
3. The Water-Resistant Pouch is designed to be used for when showering, bathing in baths or spas, swimming in salt/Chlorine pools or oceans to further protect your pendant. Ensure you close both seals of the pouch to ensure water resistant tightness.
4. The Charging cradle is designed for ease of charging. Place your SafetyPendant on the charging cradle to charge.

Troubleshooting and Support

If you are experiencing difficulties with your SafetyPendant or the Opel Mobile Guardian App, please go through the following troubleshoots:

The SafetyPendant will not power on

1. Ensure you are pressing and holding the power button for 3 seconds to turn it on.
2. Ensure you have charged it for at least 3hrs.
3. Using the small pin provided, press the "Reset" hole on the back of the device.

Battery is draining quickly

1. Ensure you charge your device for at least 3hrs so it is fully charged.
2. Check the signal strength in your area as if your location has a low signal strength the devices battery will drain faster.

No network connection

1. Ensure you have inserted the SIM card correctly and are using the correct size SIM card. Follow instructions in the quick set up guide for installing the SIM card.
2. Your SIM card may be damaged or dirty. Ensure you replace your SIM with your network provider if this error occurs.

3. Ensure you have a data activated and credit on your SIM Card.
4. Your network signal may be weak or out of range. Contact your network provider or try the SafetyPendant in a different location to check your signal.
5. After the Pendant is switched on, press the power button once to check the device status. 1 x LED means connected to the network; 3 x LED means no connection to the network.
6. Ensure no SIM PIN is setup on the SIM card.
7. Disable whitelist within the app.

Cannot receive calls

1. Ensure your SafetyPendant is switched on.
2. Ensure you have enough signal strength to receive calls.
3. Ensure your SIM card is installed correctly.

SafetyPendant won't charge

1. Ensure the power plug is inserted in the wall socket correctly and the wall switch is turned on.
2. Ensure the wall power socket is working by testing another device or a separate power socket.
3. Ensure you have inserted the micro-USB cord into the charging cradle.
4. Ensure you have left the SafetyPendant on charge for at least 3hrs as the battery may have run out of charge completely.

Fall detection activates accidentally or won't activate

1. Change the fall detection sensitivity level in the app to either low for low sensitivity or high for high sensitivity.
2. Ensure you have the Fall Detection enabled

App is displaying the wrong GPS location

Important: If your SafetyPendant is unable to pick up a GPS signal it will use the Cellular towers to pinpoint your approximate location, this means you will not get a precise location just an approximate location between the cellular towers.

1. Close the app completely and restart your mobile phone and re-open the app.
2. Restart the SafetyPendant.
3. Logout of the App and re-login.
4. Ensure the SafetyPendant is turned on and has good network signal.
5. Test the SafetyPendant in a different location and in an outdoor environment.
6. Factory Reset the SafetyPendant via the app.

Not receiving app Notifications

1. Ensure your app settings are set to receive push notifications.
2. Close the app completely and restart your mobile phone and re-open the app.

3. Restart the SafetyPendant.
4. Logout of the App and re-login.

Forgot my App login password

1. Click forgot your password in the app login page to receive an email to reset your password.

SafetyPendant Operator's Manual