

# NZ START GUIDE

4G GPS SOS TRACKER : MOBILE ALARM WITH GPS & FALL DETECTION



## OVERVIEW & INTRODUCTION

**The mobile alarm with GPS & Fall detection is a smart personal alert system.** Your alarm pendant relies on a connection to the 4G and 3G (rollback) mobile networks to operate. It uses a Nano SIM card that connects to the Spark or Vodafone mobile networks. It also uses GPS, wifi and Bluetooth 5 to perform location functions.

Your device uses SMS and voice frequencies across the 4G network to send out the text help messages and perform voice to voice communication with your emergency contacts. Being a mobile device, like a mobile phone it needs to be recharged occasionally using the included charging leads. It is important that the user/operator of the device retains a copy any 'SMS Programming Guide' and this User Manual as it is likely they will be needed as a reference in the future.

## BEFORE YOU START

The device requires a SIM Card with credit in order to operate (Not Supplied).

We strongly recommend using a Brand New 4G SIM card in a Smart Phone before inserting into the device to make sure the SIM card has voice and SMS services connected on the network. In some instances, the SIM cards are not fully active until voicemail has been set up and a voice call made.

**Please ensure your voicemail is set up and has been tested in a Smart phone for voice and SMS before inserting the SIM card into the device.**

### Note:

Some older/used 4G SIM cards do not have the functionality required to operate in the new 4G devices, or may have minor wear & tear which may cause the alarm device to be non responsive. Using brand new SIM cards are recommended.

## SOS Button

To activate the alarm, **press the SOS button for 2 seconds and it will enter its emergency sequence.**

The following pages will set the basics for that sequence.

## Fall Detection

Fall detection is enabled by default. To change settings, please consult the SMS Programming guide.

Fall detection is designed to automatically activate during serious impacts only and requires minimum 1 meter altitude change, angle change (Like falling forward or backward) and impact to activate.

## BASIC PROGRAMMING

Programming the device is done by sending SMS/Text commands from your own smart phone to the device.

The device is a highly customisable personal alarm with multiple adjustable parameters that can be programmed for a wide range of capabilities specific to a users individual circumstances and needs. As such, this quick start guide is designed to get the basics and essentials programmed.

The following programming settings are the basics based upon feedback from our REAL WORLD kiwi customers who use this device on a daily basis, and covers what matter most for them. These settings suit approximately 95% of our real world client scenarios, however further customisation and programming instruction can be found in the SMS Programming guide and Master List documents.

Here we will set-

- 1) Set Emergency Contacts
- 2) Turn off Calling Out feature ([Recommended](#))\*
- 3) Set Personal Name in emergency text message
- 4) Set Time Zone
- 5) Turn off 'Low Battery' alert (If left enabled, SMS are sent to all contacts alerting 'Low Battery')
- 6) Turn off 'Bluetooth' (Only required if Bluetooth base station has been purchased separately)

### Emergency sequence description if programming to above recommendations

If a user activates the SOS (Press SOS for 2 seconds), the device sends an SMS to all emergency contacts simultaneously. Contacts will receive SMS message from the device including Name, 'Help Me' message, time & location data with internet maps link. At this point, any available emergency contacts would immediately respond by calling the device to make contact and establish communication. The user waits for the first responder to call with the device automatically answering incoming calls after 5 seconds and voice to voice communications are established (Like a speaker phone).

Please note; The Fall detection is already set to ON as default. Adjustments to sensitivity can be done by consulting the SMS Programming guide.

\* This sets the Emergency/SOS button to only send SMS messages to the nominated contacts and disables all 'Calling Out' functions. In real world scenarios, users will want the first available person to be able to respond immediately instead of having to wait for outgoing calls to be answered which engages the line preventing others making contact.

## Set Emergency Contacts/Turn Off Outgoing Calls

The device can have up to 10 emergency contact numbers programmed (1 minimum).

Cell phone numbers are recommended as SMS and location data can be received when the SOS button has been activated. Landlines & international can be programmed if desired.

**SMS Command** (Send the device the following SMS)

A1,1,0, 1st contact number (Example—A1,1,0,02123456789) No Gaps. The device will respond back 'Set contact number 1 OK

A2,1,0, 2nd contact number

A3,1,0, 3rd contact number

A4,1,0, 4th contact number

A5,1,0, 5th contact number

A6,1,0, 6th contact number

A7,1,0, 7th contact number

A8,1,0, 8th contact number

A9,1,0, 9th contact number

A10,1,0, 10th contact number

If you wish to change any number at any time, simply repeat the command in the A1-10 slot as required.

To check contact numbers set

**SMS Command**

A?

This will reply with numbers that have programmed.

**NOTE:** Programming instructions above are recommended and sets the device to only SMS the emergency contacts during activation. This stops all outgoing call functions providing a clean phone line, allowing a first responder to call into the device immediately to render assistance.

## Set Device Name

Sets the Name of the device for SMS/Tracking

**SMS Command**

Prefix1,johnsmith

The device will reply with—Set Johnsmith ok. Up to 100 Characters can be used for the name description.

## Set Time Zone

Default time zone is based off UTC. To set NZ Standard time please use the following command

### SMS Command

Tz+12

(tz+13 for Daylight Savings)

Emergency SMS messages received by contacts will display time stamps associated with the above setting

## Turn Off Low Battery Alert

By default, the device sends a 'Low Battery' SMS warning to all contacts when power drops to 15%. To turn this off use the following command

### SMS Command

Low0

(The word 'low', then the number zero, without gaps)

## Turn Off Bluetooth & Wifi

The device is equipped with Bluetooth 5 and is able to communicate with a Bluetooth Charging Base Station & Speaker Set (Sold Separately).

If the separate Bluetooth base station has not been purchased, It is advised to turn the Bluetooth Function off as it saves battery and does not interfere with Location finding. It is also advised to turn off Wifi if not connecting to 3rd party tracking platforms.

### SMS Command

BLE0

(Command is 'BLE' with the number zero, no gaps)

Wifi0

(Command is 'wifi' with the number zero, no gaps)

Turning off the wifi also allows the location finding to be more accurate as the device will look for GPS signals only which are significantly more accurate than a wifi location. If a GPS fix is not available the device will respond with a 'last known' GPS fix.

## Location Finding

The device location can be found by using the following commands

### **SMS Command**

Loc

The device will respond back with current GPS location (Will search for 3 minutes) or will respond with last known GPS location (If Bluetooth & Wifi have been disabled)

## Questions?

Please feel free to get on touch by emailing your questions to [contact@mercari.co.nz](mailto:contact@mercari.co.nz)