

# 4G SOS GPS pendant



V28

## Important! Please read below statements:

Due to external factors all GPS devices have positioning error, so the position provided by this device is just for reference.

There may be delays caused by telecom carrier at certain circumstance. Our company doesn't assume to take responsibility of loss causes by this.

### Main features:

- 4G LTE +3G WCDMA+2G GSM
- 0.3-megapixel photo capture
- IP67 waterproof rating
- GPS+BDS positioning, accuracy up to 5m
- WIFI positioning, accuracy up to 30m
- Turnkey Web Platform and Mobile App
- Pill reminder and Pedometer
- Fall detection with alert
- One-key SOS emergency call
- One-key speed-dial call
- Ring-to-find the device
- Geo-fence alerts and Historical route playback
- Low battery and SIM card change alerts
- Talking clock with real-time voice
- One-key quick reset

## Product specification:

**Model A:** 4G-FDD: Band 1/2/3/5/7/8/20;  
4G-TDD: Band 38/39/40/41  
3G-WCDMA: Band 1/2/5/8  
2G-GSM: Band 2/3/5/8

**Model B:** 4G-FDD: Band 1/2/4/5/7/12/17/28A  
3G-WCDMA: Band 1/2/5  
2G-GSM: Band 2/5

### GPS locating time:

30sec with cold boot (open sky)  
29sec with warm boot (open sky)  
5sec with hot boot (open sky)

**GPS positioning accuracy:** 5-15m (open sky)

**WIFI positioning accuracy:** 15-100m(Under WIFI range)

**Working temperature:** -20°C ~ +70°C

**Working humidity:** 5% ~ 95% RH

**Host size:** 47(L)\*43.5(W)\*14.5 (H)mm

**Host Net weight:** 34.3g

**Battery:** 750mA

**Accessories:**

1\* GPS pendant

1\* User manual

1\* Magnetic USB cable

## Step 1: Get a new SIM card

1. Get a new Nano SIM card as below instruction.

2. Activate the SIM card's Cellular data plan and Caller ID display function. (Tracking needs consume data, making phone calls also needs charges.)

## Step 2: Learn your GPS Tracking pendant details:

### GPS and GSM indicator status:

	Color	Status	Meaning
Lanyard Hole	Red (Network)	Slow flash	Network searching
Power on	Red (Network)	Fast flash	Network
Photo take	Slow flash	In positioning	
Dial key	Fast flash	Position uploaded	
Camera	Slow flash	In charging	
Power/SOS key	Fast flash	Position uploaded	
GPS indicator	Red	Always on	Fully charged
Network indicator	Red	Slow flash	In charging
In charging	Red	Always on	Fully charged
Speaker	Slow flash	In charging	
	Blue	Slow flash	Fully charged

Use the guardian's mobile phone to scan the QR code on the back cover of the instruction manual to download and install the GPS positioning App.

## Step 3: SIM card installation and power on

1. Make sure the pendant is off before installing a SIM card;

2. Pull out the SIM card tray, insert a Nano SIM in the tray with the chip facing up, then push the tray back in until its edge is flush with the pendant's side surface.

## Step 4: Install App by trackGuardian

1) Press SOS button for 5 to 7s till the device ring and blue & red indicators on for 2s, release the button and the device is on.

2) Make sure the app is installed and open, then choose 1 minute for fast locating, choose every 1 minute to save battery, choose 10 minutes for longer options.

3) Press SOS button for 5 to 7s till the device ring and blue & red indicators on for 2s, release the button and the device is on.

4) **Historical route:** Display the historical route of any day in recent 90 days. You can choose whether to filter out location data. (Note: LIS means the location data in doors, the accuracy is not good).

5) **Geo-fence:** Includes GPS-fence and WiFi-fence.

6) **GPS-fence:** When the device gets in or out of the GPS-fence, the App will get alerts. (Note: We recommend setting the GPS-fence radius over 800 meters to reduce false alerts.)

7) **WiFi-fence:** Set WiFi safe zones based on WiFi hot spots range, and receive App alerts when the device enters or leaves these zones. (Note: Available on Android OS only; supports 2.4G WiFi networks).

### Step 5: Login App

Login the App with the 10 digits ID No. on back label, default password is 123456. (To monitor more pendents at the same time, please contact the seller for a user account.)

### Step 6: Location check

1) **Realtime tracking and interval for uploading:** Display the last location of GPS pendant. Press the icon on map upper right corner. Press the "interval for uploading" and

choose different intervals. For fast locating, choose

every 1 minute; To save battery, choose 10 minutes or longer options.

2) **Historical route:** Display the historical route of any day in recent 90 days. You can choose whether to filter out location data. (Note: LIS means the location data in doors, the accuracy is not good).

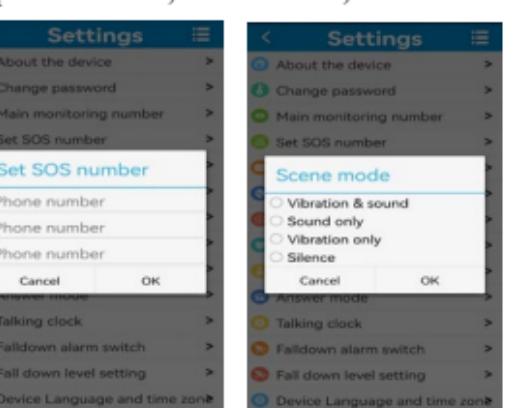
3) **Geo-fence:** Includes GPS-fence and WiFi-fence.

4) **Health:** The last location of GPS pendant. Press the icon on map upper right corner. Press the "interval for uploading" and

choose different intervals. For fast locating, choose every 1 minute; To save battery, choose 10 minutes or longer options.

5) **Health Step:** Turn on this function and fill in basic info to get wearer's motion status.

- ✓ **Pill Alarm:** Set medicine reminders accordingly.
- **Conversation:**
- ✓ **Call to Tracker:** To call your pendant when click it; (This function works after filling in “Device phone number” in section of “About the device”.)
- ✓ **Voice monitoring:** To request a one-way call from pendant to the phone number the user fills in and hear the sound around the pendant.
- **Settings:** All settings need to work when App shows device online by using the sim card’s data plan.
- ✓ **About the device:** Check and edit tracker pendant’s information.
- ✓ **Change password:** Change App and Web platform’s password.
- ✓ **Main monitoring number:** For sending SMS commands and receiving alerts.
- ✓ **Set SOS number:** Preset up to 3 SOS numbers for SOS call receiving and sound monitoring.
- ✓ **Phonebook:** there is speed call to the first number in the phone-book when pressing side dial key, and only SOS and phone-book numbers can call the tracker if the SIM card activated caller ID function.
- ✓ **SMS alert switch:** Turn on this setting to send SMS alerts to the main monitoring number or turn off it if no need.
- ✓ **Safe mode:** When enabled, the pendant will not receive calls from SOS and phonebook numbers. Others will receive calls from any numbers.
- ✓ **Scene mode:** Set the alarm ways of pendant. There are 5 ways to choose: Ringtones, vibration, sound only, vibration only, and silence.



Ringtone reminder, vibration reminder, sound only reminder and no reminder.

✓ **Clock alarm:** Set three different alarm times.

- ✓ **Find device:** After the command sent, the pendant will give out ringtone to guide the guardian to find pendant and the wearer fast.
- ✓ **Answer mode:**
  - Auto-answer:** After ringing for 10s, the call connects automatically. (Note: This hands-free mode is available only for phonebook numbers.)
  - Press to answer:** Press the dial key to answer incoming calls, and press SOS button to reject or end calls.
- ✓ **Talking clock:** Turn on or off the time telling. After it is turned off, the device will not tell the time when short press the SOS button.
- ✓ **Fall down alarm switch:** Turn on or off fall sensor.
- ✓ **Fall down level setting:** 6 sensitivities to choose, 0 is the most sensitive level. Please set accordingly. (Note: There are false alerts of fall down, please use it only for reference.)
- ✓ **Timing switch:** After successfully setting the time, the device will automatically power on or off as per the scheduled time.
- ✓ **Device Language and time zone:** Set pendant SMS alerts' language and time zone. Options are Chinese and English; 12/24 hour format; 0-9. Usually the time zone will match the local time zone.
- ✓ **Remote reboot:** To reboot the pendant.
- ✓ **Remote power-off:** To power off the pendant. The pendant will beep twice when it is turned off. (Note: The pendant will be turned on manually after the power-off, please pay attention to the caution)
- **Restore factory settings:** To restore the pendant, including historical data, to factory settings.
- **Alert list:** All alerts will be listed.
- **Remind setting:** Turn on or off the reminder.
- **Photo:** Remote take picture. Press the photo key for 3 seconds to take a picture with App's Picture function.
- **Logout:** Log out from the account.

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e App.

**Matters need attention:**

- ◆ Please use this pendant in the area of good network signal.
- ◆ Before usage, please charge the new device for 3 hours.
- ◆ When the pendant crashes, short press the reset hole with a pin, charge it shortly with USB cable and power on it.
- ◆ The pendant's standby time is about 5-7 days with default location uploading interval of 10 minutes. (Note: the result is based on the device status with good networks.)
- ◆ To extend battery life, please charge and discharge the tracker fully at least one time within 3 months.
- ◆ After inserting the SIM card, please cover the SIM slot, tighten the screws, with correct direction, otherwise the waterproof effect will be affected.
- ◆ The tracker is waterproof IP67, but we don't suggest to dip it into water for too long time.
- ◆ Please don't open the tracker case by yourself, as it may affect the waterproof and lose the warranty right.
- ◆ The tracker uses cell tower signal (LBS) or WIFI positioning indoors, and the accuracy depends on the distance from the tracker to the tower and other factors. Due to the use environment, the positioning deviation of civil equipment is not a quality problem, and corresponding

**FAQ & Troubleshooting**

**Q:** After inserting the SIM card, the device displays "No SIM card".  
**A:** Please check the SIM card.

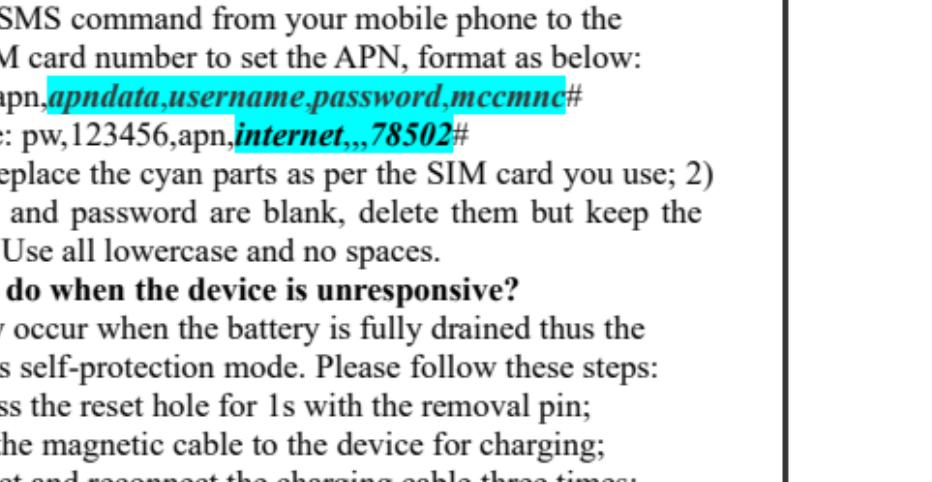
**Q:** The SIM card is not enabled.  
**A:** Send an SMS to the tracker's SIM card with the command: pw,123456,a. For example: pw,123456,a.

**Notes:** 1) Replace the SIM card with a new one.  
If username and password contain commas; 3) The password can be up to 16 characters long.

**Q:** What to do if the device is not found?  
**A:** This may be due to the following reasons:  
1) Short press the power button.  
2) Connect the device to the power source.  
3) Disconnect the power source.  
4) Keep the device away from the magnetic field.  
5) Power on the device again.

**Important Notes**

ng:  
**SIM card, it can get SMS reply, but it  
" on the platform and App.**  
tracker SIM Card has data plan.  
**data plan, but the device still shows  
"line".**  
hand from your mobile phone to the  
nber to set the APN, format as below:  
**a,username,password,mccmnc#**  
**56,apn,internet,,78502#**  
cyan parts as per the SIM card you use; 2)  
word are blank, delete them but keep the  
vercase and no spaces.  
**the device is unresponsive?**  
en the battery is fully drained thus the  
ction mode. Please follow these steps:  
 hole for 1s with the removal pin;  
ic cable to the device for charging;  
connect the charging cable three times;  
evice until the red led steadily on;  
 — it should now operate normally.  
**not long-press the reset hole, as this may**



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