

Guardian

SAFETY PENDANTS

LINGO

Quick Start User Guide



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Download the full User Guide by scanning this image with a QR Code Reader or call the office on (08) 6336 9448.



Your Device

1. Microphone
2. GPS Signal and Power LED
3. Cell Signal LED
4. SOS Button
5. On Button
6. Speaker



Acquiring Location

To know where the device is, text **0000,A00** to the Lingo's phone number. It will automatically respond with a link to Google Maps. Example return texts will read:

Location,010919,9:00,**A**,14,0Km/h,50%,<https://maps.google.com/maps?q=xxx>

(**A=Current Location**)

Location,010919,9:00,**V**,14,0Km/h,50%,<https://maps.google.com/maps?q=xxx>

(**V=Last Known Location**. This is sometimes given when the device is indoors or in areas with poor GPS signal)

LED Indicators



Feature	Description	
GPS Signal Blue	Off	In sleep mode to save battery
	Blinking fast with Red Light	Battery is low
	Quick Flash every 3 seconds	GPS signal acquired successfully
	On for 1 second every few seconds	Searching for GPS signal
Power Red	Off (while device is charging)	Battery is fully charged
	On (while device is charging)	Battery is charging
	Blinking fast with Blue Light	Battery is low When pressing the On Button, if a voice prompt sounds the battery is at 10% or less
Cell Signal Green	Off	In sleep mode to save battery
	On for 1 second every few seconds	No Cell Signal is being received
	Quick Flash every 3 seconds	Cell Signal is received
	Blinking Fast	Device is preparing to turn on

Procedures

Turning the Device On/Off

Turning On: Press and hold the On Button (image 1) until you feel a slight vibration (about 5 seconds), then let go. Within a minute, the device will announce, "Your Guardian is turning on".



Turning Off: Press and hold the On Button (image 1) AND the SOS Button (image 2) at the same time until the device announces, "Your Guardian is turning off". Then release both buttons.



Charging the Device

Connect the USB end of the charging cord (image 3) to the wall plug (image 4), ensuring that when plugged into the power outlet the power is switched on.



Connect the other end of the special cord to the back of the Lingo (image 5). When connected properly, the voice prompt "Your alarm is charging" will be heard. Visually, the unit is charging when the red light is on solid.



When battery power is at 20% and again at 10% remaining, the voice prompt will announce: "Your battery is low, please recharge soon." When the side button is briefly pressed, if the Lingo has 10% or less battery remaining, the red light will blink once, and a voice will announce: "Low battery. Please charge your device."



Procedures

Testing the SOS Button

- Family Monitored:** Inform the contacts of the test.
Professionally Monitored: Move to step 2.
- Press and hold the SOS button until it vibrates and beeps. A voice prompt will then announce the activation.
- Family Monitored:** A call will be made to Contact Number 1.
Professionally Monitored: A call will be made to the Monitoring Company. Move to step 5.
- The contact must press 1 on their phone keypad within 30 seconds of answering. This will stop the Lingo from hanging up and calling the next contact.
- Family Monitored:** After the call is connected, confirm both parties can hear each other.
Professionally Monitored: Confirm you can hear each other and let them know you're performing a test.
- Either party can end the call but when testing, the pendant user should hang up with a short press of the SOS button.

It is recommended to test the Lingo every 1-3 months.

Procedures

Testing the Fall Detection

- Family Monitored:** Inform contacts of the test.
Professionally Monitored: Move to step 2.
- Drop the Lingo from chest height over a soft area. Within 7 seconds, it will announce that a fall has been detected.
- Cancel with a short press of the SOS button. The device will announce that fall detection has been cancelled.
- Repeat step 2 but do NOT press SOS to cancel. The fall alert announcement will sound three times. Following this, move to step 5.
- Family Monitored:** A call will be made to Contact Number 1.
Professionally Monitored: A call will be made to the Monitoring Company. Skip to step 7.
- The contact must press 1 on their phone keypad within 30 seconds of answering. This will stop the Lingo from hanging up and calling the next contact.
- Family Monitored:** After the call is connected, confirm both parties can hear each other.
Professionally Monitored: Confirm you can hear each other and let them know you're performing a test.
- Either party can end the call but when testing, the pendant user should hang up with a short press of the SOS button.

FAQ

Question	Answer
What should the emergency contacts do if they are called? (not relevant if professionally monitored)	They will be prompted to, "Press 1 on your phone keypad to continue." Then listen to provide help as needed.
What should I do if the alarm activates accidentally?	The Lingo will always remind the user what to do if this happens; "Cancel by pressing the SOS button".
How do I request phone number changes or other adjustments?	Your lifetime support includes this. Just call us on 08 6336 9448.
Why is the GPS not working?	GPS requires a straight line view of the sky. Take the Lingo outside for 2-3 minutes until the GPS LED flashes every 3 seconds.
Why is the device not charging?	Confirm the Lingo is connected to the Charging Cable (refer to page 4). If any of the connection points on the Lingo become dirty or discoloured, order Guardian's special cleaning kit.
Why didn't Fall Detection sound after a fall?	Due to the varied nature of falls, some falls may not register. We can adjust the sensitivity if necessary. However, in the event of a fall, do not wait for the Fall Alert alarm sound but press and hold the SOS button if you are conscious.

Thank you for choosing
Guardian Safety Pendants!



G u a r d i a n
S A F E T Y P E N D A N T S

*New Technology, Old Fashioned Service
Where You're Treated Like Family*

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