



Guardian

SAFETY PENDANTS

LINGO

User Guide



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Your Device

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



Turning the Device On/Off

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

Charging the Battery

Connect the USB end of the special charging cord to the wall plug and the wall plug to the power point, ensuring the power point is switched on. Connect the other end of the special cord to the back of the Lingo (see images to the right) . When connected properly, the voice prompt, "Your alarm is charging" will be heard. A red light on the Lingo should be solid.

Connect the USB end of the special charging cord to the wall plug and the wall plug to the power point, ensuring the power point is switched on. Connect the other end of the special cord to the back of the Lingo (see images to the right.)

When connected properly, the voice prompt, "Your alarm is charging" will be heard. A red light on the Lingo should be solid.

Default Programming

Your device comes with automatic fall detection, whitelisting (blocks unknown callers), and automatic answering turned on. If you would like any of these features changed, please call us on 08 6336 9448.



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



Product Features

Feature	Description
One Touch Operation	Press and hold the SOS button (for 2-3 seconds) until vibration is felt. The same button also cancels an alert, cancels fall detection, and ends a call.
Voice Prompts in Any Language	Clear, audible voice prompts announce what the Lingo is doing and what the Pendant User can or should do.
GPS Location	Shows your location to your contacts using Google Maps.
Fall Detection	A voice prompt announces that a fall has been detected and how to cancel the alarm. After 3 announcements the emergency contacts (or the Monitoring Company) are then notified.
Auto Answer	Incoming calls are automatically answered (the default) OR the device can be made to manually answer by pressing the SOS button.
Reminder Messages	Voice prompts announcing when to get up, when to take medicine and when to go to bed can be programmed to sound any time of the user's choice. Multiple settings options allow the user to choose different settings on different days.
Water Resistant	Wearable in any weather conditions. If worn while showering, use the Guardian Shower Bag.
3G or 4G	The Lingo works indoors and outside, wherever a mobile phone works.

Emergencies/Phone Calls

In an Emergency

In an emergency, press and hold the SOS button for 2 seconds until it vibrates and beeps. A voice prompt will announce: "Your alarm has been activated. Cancel by pressing the SOS button." Briefly press the SOS to hear, "Your alarm has been cancelled".

If the alarm is not cancelled, then this voice prompt will be heard: "Calling Contact Number 1". The Lingo will call as announced. The contact has 30 seconds to answer the call. If the call is not answered in 30 seconds, it will automatically disconnect and the next person in the sequence will be called.

The calling sequence will be cancelled if:

- The Contact presses 1 on their phone keypad as prompted OR
- The User presses the SOS button AFTER the Alarm has been initiated.

Speed dialing a particular emergency contact (if family monitored)

To call a specific contact: After pressing the SOS button, firmly press the side button the number of times (up to 5) matching the Contact Number to be called. If Contact Number 2 is to be called, press the side button twice. For Contact Number 3, press the side button three times; and so on. The voice prompt will announce "Contact Number # is being called".

Hanging Up

To end a phone call, briefly press the SOS button. Hanging up during the emergency sequence will stop the Lingo from calling other emergency contacts. As with a normal phone call, either the contact or the User can hang up on a call.

Important Tip: It is vital that every call be hung up by either the user or the contact to avoid additional call charges.





Testing Your Device

Performing the Test

1. **Family Monitored:** Inform the contacts of the test.
Professionally Monitored: Move to step 2.
2. Press and hold the SOS button until it vibrates and beeps. A voice prompt will then announce the activation.
3. **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.
4. 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.
5. **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.
6. Either party can end the call but when testing, the pendant user should hang up with a short press of the SOS button.

Acquiring Location

Text **0000,A00** to the Lingo's phone number. Automated 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.)

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



Fall Detection

Automatic fall detection will measure the pendant's orientation and impact with a surface. Generally, the device needs to drop at least 100cm to activate.

If the Lingo senses that the User may have fallen, it will announce: "A fall has been detected. Cancel by briefly pressing the SOS button." This voice prompt will sound 3 times, after which, the calling sequence will begin. Anytime before the third voice prompt, if the SOS button is briefly pressed, this voice prompt will be heard: "Fall alert has been cancelled".

DO NOT throw the device.

It is NOT recommended to test the fall alert function when the device is worn. If fall detection is on and you want to hear what happens when a fall alert is triggered, hold the device at CHEST HEIGHT over a soft surface (e.g. a carpeted area) and drop it. The voice prompt will be heard after a brief delay .

The Fall Detection works best when the Lingo is worn on a lanyard. Most of the time, when someone falls, they are not unconscious. While this may happen, it is always best to press the SOS button in the event of a fall to be assured that the emergency contacts (or the Monitoring Company) are/is notified.

Fall detection is particularly useful for those prone to blackouts or epileptic seizures. It's easy to turn fall detection off or on. Call us and we'll make the change for you.

NOTE: Fall detection is NOT 100% accurate; false alarms may occur. It's also possible that a fall may not be detected.



Troubleshooting

Issue	Commonly Known Causes	Potential Solutions
GPS Location is not accurate	<ol style="list-style-type: none">1. There are obstructions (e.g. roof, trees, clouds) between the Lingo and the satellites.2. The GPS may need more times to acquire a fix on the satellites.	<ol style="list-style-type: none">1. With the sky overhead, turn the device off and on. Wait 2 minutes.2. Request the location a second time.
The device won't charge	<ol style="list-style-type: none">1. The charging cord is not attached properly.2. Power may not be switched on at the wall socket.	<ol style="list-style-type: none">1. The charging cord must point in the same direction as the side button.2. Confirm cord is firmly plugged in and wall socket is switched on.
Fall Detection did not activate	The Lingo's fall detection activates only when specific criteria occurs. This includes the distance and speed of a fall and the orientation of the Lingo.	Fall detection sensitivity has 3 settings. If it does not activate when it should or goes off too easily, call us to make an adjustment for you. TIP: If you fall and the alert does not activate, press and hold the SOS button for help.
No lights are on	This is normal. The Lingo is in sleep mode to save battery power.	Wake the Lingo by briefly pressing either button. If lights appear, the unit is on. If no lights appear, recharge the device for 1-2 hours.



Safety Precautions

This Guardian Safety Pendant (GSP) is reliant on the cell phone service provider's network coverage to make phone calls, to send SMS text messages and to transmit information regarding GPS positioning. These services may vary between providers and locations throughout the world. GPS location is often not available when the Guardian Lingo is inside a building. Also, outdoor location performance can sometimes deliver inaccurate coordinates if the device is unable to get a fix on a minimum number of satellites. The accuracy of GPS positioning is determined by having a clear line of sight to the available satellites.

It is highly recommended that the user test their unit every 1-3 months by pressing and holding the SOS button. Warn contacts first. It is the user's responsibility to assure that their phone service provider is notified before their credit or debit card expires or if credit needs to be added to the SIM card used in their Guardian Safety Pendant.

KEY POINTS

- It is **NOT RECOMMENDED** to wear with the lanyard while sleeping.
- Care must be taken with the Lingo while showering because soap or shampoo can infiltrate and damage the electronics. We recommend using a Guardian Shower Bag which will eliminate the possibility that chemicals used while bathing could disable your Lingo and void its Warranty.
- Switch off your Lingo when instructed to turn off all mobile phones on commercial aircraft.
- Avoid using a damaged power cable. This may cause overheating or a potential fire hazard.
- Never use any chemical or detergent to clean the Lingo. This may erode its surface.
- In order to eliminate the risk of electric shock, do not touch the ends of the power cable, charging plug or the metal parts on the inside of the charging cradle with wet or damp hands.
- Avoid direct prolonged exposure to sunlight and high temperatures to negate the potential of over-heating the battery, which may cause damage.
- A pacemaker and any personal alarm should always be separated by at least 15 centimetres. Your GSP can be worn with a longer lanyard, on a wrist strap or belt pouch. Visit your GP for specific advice.



Terms and Conditions

Operation of the Lingo is the sole responsibility of the User. It is the User's exclusive responsibility to test all functions and ensure the equipment is in good working condition. Guardian Safety Pendants Pty Ltd (GSP Pty Ltd) is not responsible for misuse or improper operation of the unit. Before using, test the Lingo to determine the effectiveness of the unit's operation at the location(s) where it will be used. Failing to test the unit may mean the user is at risk of not receiving necessary medical attention. The information in this User Guide is not a substitute for advice from medical or health professionals.

GSP Pty Ltd is not responsible for the reliability or quality of the cell phone service with which its products are used. It is the User's sole responsibility to determine where the Lingo will operate. It is understood by both User and Purchaser that any signals transmitted are totally beyond the control of GSP Pty Ltd. Such telecommunication systems and equipment are not owned, operated, maintained, leased and are not controlled, inspected, or reviewed by GSP Pty Ltd.

Furthermore, GSP Pty Ltd cannot and will not be responsible for any injury, death or property damage that results from telecommunication equipment not supplied by GSP Pty Ltd that fails to transmit signals from the unit to User's emergency contacts.

User and Purchaser both understand and acknowledge that the Lingo requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service in order for the Lingo to recharge and function.

GSP Pty Ltd neither warrants nor represents that the Lingo will prevent any damage, injury, or loss to either person or property, or that the Lingo will always provide the full protection for which it is intended. Both the Purchaser and User fully understand and acknowledge that GSP Pty Ltd is not an insurer, and that the User assumes any and all risk of loss or injury to the User's property or person. No representation or warranties express or implied are made by GSP Pty Ltd other than those expressed herein.

GSP Pty Ltd warrants this product and all parts, thereof, only to the original purchaser to be free from defective materials and workmanship from the date of the original purchase for the period of one year. If your product is found to be defective within the warranty period, GSP Pty Ltd will repair or replace defective parts with new or rebuilt equivalents at no charge to the original owner. Parts used for replacement are warranted only for the remainder of the Warranty Period. If your product is found to be defective, please contact the business you purchased your product from for warranty repair instructions.

Legal Disclaimer

The Lingo is designed for communication. GSP Pty Ltd and/or its distributors assumes no responsibility for the accuracy, reliability, or completeness of the information of its products or services, whether express or implied. To the maximum extent permissible by applicable law, GSP Pty Ltd and/or its distributors shall in no event be liable for any direct, indirect, punitive, personal injury or death, incidental, special, consequential damages or any damages whatsoever including, without limitation, damages for loss of use arising out of or in any way connected with the use or performance of the GSP Pty Ltd and/or the phone service providers used in conjunction with GSP Pty Ltd. If you are dissatisfied with the GSP Pty Ltd and/or any related services, or with any of these terms of use, your sole and exclusive remedy is to discontinue using the product.

Warranty

The Lingo is warrantied for 1 year from the date of purchase when used under normal conditions and appropriately cared for and maintained. At the discretion of GSP Pty Ltd, repair or replacement may include new and/or refurbished parts to at least the value of the replaced unit.

The warranty does not apply if there is:

- Evidence of water infiltration;
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed;
- Damage caused by accident, abuse, misuse, flood, fire, earthquake.

Use of the Lingo indicates that you have read, understood and you agree to the conditions as stated in the Disclaimer & Warranty Policy.

Return / Refund Policy - 30 Day Guarantee

If for any reason you are not happy with your purchase you can return it to us and receive a full refund minus the cost of SIM card credit, postage and programming (\$50) or if you prefer you can exchange it for another model of the same value. Exceptions apply under extreme circumstances. Call your local support office for additional information.

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