



Guardian

SAFETY PENDANTS

ROVA

User Guide

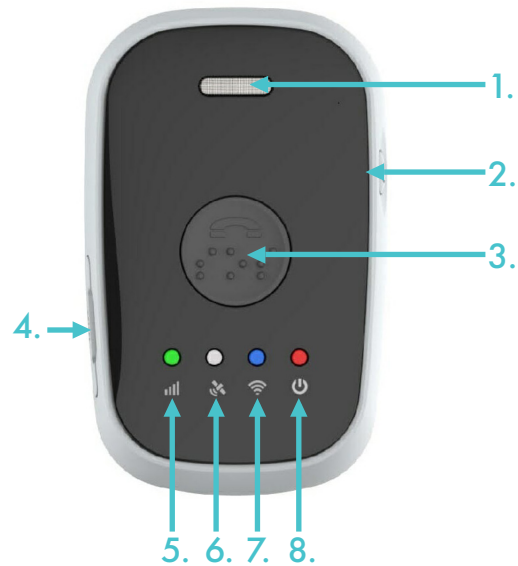


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Your Device

1. Loudspeaker
2. On/Off Button
3. SOS Button
4. SIM Tray (do not touch)
5. Cell Signal LED
6. GPS Signal LED (redundant)
7. WiFi Signal LED
8. Power LED



TURNING THE DEVICE ON/OFF

Press and hold the On/Off Button (see Figure above; Device Feature 2) for 2-3 seconds until the device vibrates. You will also know the device will be turning on when the Power LED flashes a few times. If the device is on and you are turning it off, the Power LED (nor any of the other LEDs) will not flash at all.

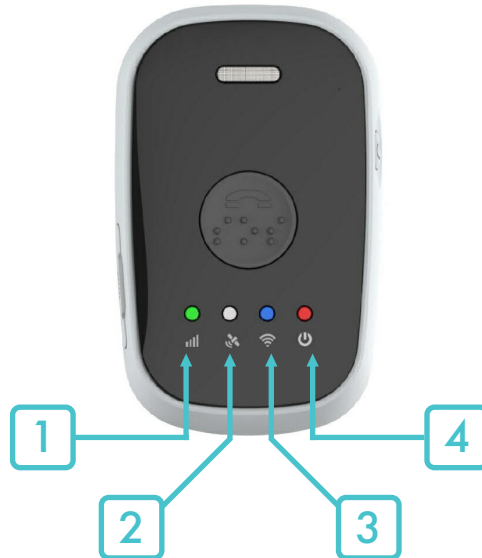
CHARGING THE BATTERY

- Connect the Wall Plug, extended from the back of the Charging Cradle (pictured to the right), into a power point, ensuring the power point is turned on.
- Insert the Rova into the Charging Cradle.
- A red light will appear on the Charging Cradle indicating the Rova is successfully charging.



Note: Please disregard the micro-USB port on the side of the Charging Cradle as this is to be used only by Guardian SP staff in our office.

LED Indicators



FEATURE	DESCRIPTION	
1. Cell Signal	Off	In sleep mode to save battery
	Solid Light	Searching for cell signal OR on call
	Quick Flash (1 flash every second)	Operating on the 4G Network
	Slow Flash (1 flash every 3 seconds)	Operating on the 3G Network
2. GPS Signal	GPS is not compatible with the Rova	
3. WiFi	Off	In sleep mode to save battery
	Flashing	Using WiFi
4. Power	Off	Battery is between 30-100%
	Solid Red (while off charger)	Battery is below 30%
	Solid Orange (while on charger)	Battery is being charged
	Flashing Orange (while on charger)	Battery is fully charged



Product Features

FEATURE	DESCRIPTION
One Touch Operation	Press the SOS button for 2-3 seconds until you feel it vibrate.
Excellent Cell Signal Strength	The Rova's superior antenna provides a cell signal comparable to that of a large mobile.
Robust	75 grams, durable, and sturdy.
Loud	Crystal clear audio quality.
Fall Detection	After 20 seconds, an alarm sounds indicating a fall has been detected. Once triggered, cancel with a quick press of the SOS button. See page 7 for more info.
Answering Calls	Incoming calls can be programmed to: 1) Automatically answer OR 2) Answer by pressing the SOS button.
Water Resistant (IP 65)	Splashes of water are OK but you must use a Guardian Shower Bag if worn while showering or bathing. (Refer to Key Points on page 9)
Uses the 4G Network	The Rova 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 2-3 seconds until it vibrates. The Rova will then call each contact, one at a time, until someone answers. Once answered, no further calls will be made.



The * calling sequence will be cancelled if:

One of the emergency contacts answers the phone

The call goes to voicemail. This should only happen if the emergency contact's phone is off or if they manually decline the call. The Rova gives each contact 10 seconds to answer an incoming call to avoid getting stuck in voicemail.

The User presses the SOS button IMMEDIATELY AFTER the Rova has vibrated following the SOS activation.

Hanging Up

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

BEFORE YOU TEST

This Guardian Safety Pendant has been programmed and is ready to use. Please read the 'Quick Start User Guide' to become familiar with the unit.

Performing the Test

1. Inform the emergency contacts that the Rova is being tested.
2. Press the SOS button for 2-3 seconds until it vibrates.
3. A call will be made to Contact Number 1 within a few seconds.
4. The emergency contact must answer within 10 seconds. This will stop the Rova from *hanging up and calling the next contact.
5. After the emergency contact answers the phone, confirm both parties can hear each other.
6. While either party can hang up, it is suggested that the Pendant User hang up to reinforce their memory of how to hang up.

***Note:** If an emergency contact's phone is off or goes straight to voicemail this will prevent the Rova from calling the next emergency contact because it assumes the voicemail answering the call is a successful connection with a person.

It is recommended to test the Rova 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. Before falling, the Rova must also have been perpendicular to the ground; as it would customarily hang on a lanyard or in a belt pouch. In other words, the SOS button would **not** be facing up or down.

If the Rova senses that the User may have fallen, it will make an alarm sound after about 20 seconds. This alarm will sound for about 10 seconds, after which, the SOS calling sequence will begin. While the alarm is sounding, if the SOS button is briefly pressed the alarm sound will cease and the Rova will cancel the emergency sequence. Additionally, if the User thinks the Rova may have detected a fall, they may press the SOS button briefly to cancel the alarm before it sounds.

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. Wait approximately 20 seconds for the alarm to sound.

The Fall Detection works best when the Rova 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 are 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
The Rova won't charge	<ol style="list-style-type: none">1. The Wall plug is not attached properly.2. The Rova is not sitting in the Charging Cradle properly.	<ol style="list-style-type: none">1. The Wall Plug must be sitting all the way into the power point and the power point must be on.2. Check that the Rova is sitting all the way into the Charging Cradle. The charging points on the back of the Rova must align with the charging points on the Charging Cradle.
Fall Detection did not activate	<p>The Rova's Fall Detection activates only when specific criteria occurs:</p> <ul style="list-style-type: none">-The Rova may not have been at a right angle (perpendicular) to the ground.-Variabilities in falls do not always trigger the sequential commonalities of a typical fall. <p>Be aware that fall detection is a developing technology and is NOT foolproof.</p> <p>TIP: If you fall and need help, press and hold the SOS button immediately. Do not wait for the fall alarm to sound.</p>	<p>The sensitivity of fall detection can be changed. Call us to change the sensitivity setting for you if you need assistance.</p> <p>TIP: If there is NO fall alert alarm sound within 20 seconds of a fall, press and hold the SOS button for help.</p>
Fall Detection activated without a fall occurring	<p>If the Rova senses what may have been a fall, the alarm will sound within 20 seconds of the fall. It's possible that the movement of the Rova simulated a fall.</p>	<p>While a fall alert warning can easily be aborted, if the warning sound is triggering too frequently just by wearing the device, the sensitivity may be adjusted by us remotely so please give us a call.</p>
No Lights are on	<p>The device is in sleep mode and battery is above 30%.</p>	<p>Briefly press (do not hold) the SOS button and you will see the LED lights come on to let you know it's on. See page 3 for information on the lights.</p>



Safety Precautions

This Guardian Safety Pendant (GSP) is reliant on the cell phone service provider's network coverage to make phone calls.

It is highly recommended that the user periodically test their unit every 1-3 months by pressing 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 Rova 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 Rova and void its Warranty.
- Switch off your Rova 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 Rova. 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.



Terms and Conditions

Operation of the Rova 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 Rova 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 Rova 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 Rova requires AC power and Cell Phone Service. It is User's responsibility to provide electrical service in order for the Rova to recharge and function.

GSP Pty Ltd neither warrants nor represents that the Rova will prevent any damage, injury, or loss to either person or property, or that the Rova 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 Rova 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 product.

Warranty

The Rova is warranted 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 Rova indicates that you have read, understood and you agree to the conditions as stated in the Disclaimer & Warranty Policy.

Return / Refund Policy - 14 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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