

# Guardian

SAFETY PENDANTS

## ROVA

### Quick Start User Guide



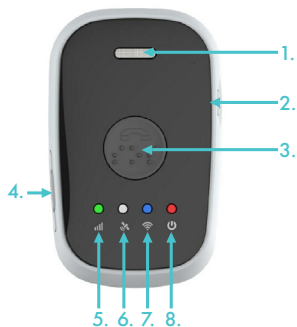
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Download the full User Guide by scanning this image with a QR Code Reader or call the office on (08) 6336 9448

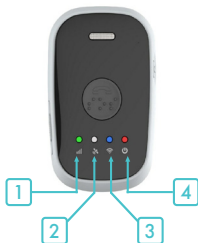


# Your Device



1. 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

# 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

# Procedures

## Turning the device On/Off

Press and hold the right side button (image 1) for 2-3 secs until it vibrates to either turn the device on or turn it off. When turning on, the Power LED will flash a few times, letting you know it's turning on.



If the Rova is on and you give the SOS button (image 2) a brief press without holding it down you will see some of the LED lights flash.



## Charging the device

Recharge your Rova by connecting the wall plug, (image 3) which is connected via the back of the charging cradle (image 4), into a power point. Turn the power point on.



Place the Rova into the charging cradle (see image 3) so the charging points on the back of the Rova match the charging points in the cradle.



**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.

# Procedures

## Testing the SOS Button

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.
5. This will stop the Rova from \*hanging up and calling the next contact.
6. After the emergency contact answers the phone, confirm both parties can hear each other.
7. 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.**

# Procedures

## Testing the Fall Detection

1. Inform the emergency contacts that the Rova is being tested.
2. Hold the Rova vertically to the ground and drop it over a carpeted or soft area.
3. If the Cell Signal LED begins to flash rapidly you know the Fall Detection has been triggered. Wait about 20 seconds to confirm this as the Rova will beep loudly to confirm the activation.
4. Cancel the Fall Detection alarm when it starts beeping by briefly pressing the SOS button (do not hold it down).
5. Go back to Step 2 and repeat the steps again but instead of cancelling the Fall Detection at Step 4, skip to step 6 by letting the alarm finish sounding.
6. A call will be made to Contact Number 1.
7. The emergency contact must answer within 10 seconds. This will stop the Rova from \*hanging up and calling the next contact.
8. After the emergency contact answers the phone, confirm both parties can hear each other.
9. 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.

# FAQ

Question	Answer
Is the device ready to go?	Yes! Just turn it on and you're good to go.
What do the emergency contacts need to do in an emergency?	When they get a call from the Rova, they need to: <ul style="list-style-type: none"><li>• Answer the call within 10 seconds</li><li>• Confirm they can hear each other.</li></ul>
How do I cancel the Fall Alert after it starts making the alarm sound?	Press the SOS button once briefly to cancel the Fall Alert when you hear the alarm sound. 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.
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.
What do the lights mean?	See page 3.
How do I reprogram the device if people's phone numbers change?	Just call us! We can do this for you.
Why is the device not charging?	Confirm the Rova is connected to the Charging Cradle, as explained on page 5. If any of the 4 connectors on the Rova become dirty or discoloured, clean them with alcohol wipes or multipurpose cleaner and a toothbrush.

Thank you for choosing  
Guardian Safety Pendants!



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6/26 DUGDALE STREET, WARWICK, WA, 6024

Phone: (08) 6336 9448 Email: [info@guardiansp.com.au](mailto:info@guardiansp.com.au)

Website: [guardiansp.com.au](http://guardiansp.com.au)