NEVERalone®

Personal Emergency
Location Device

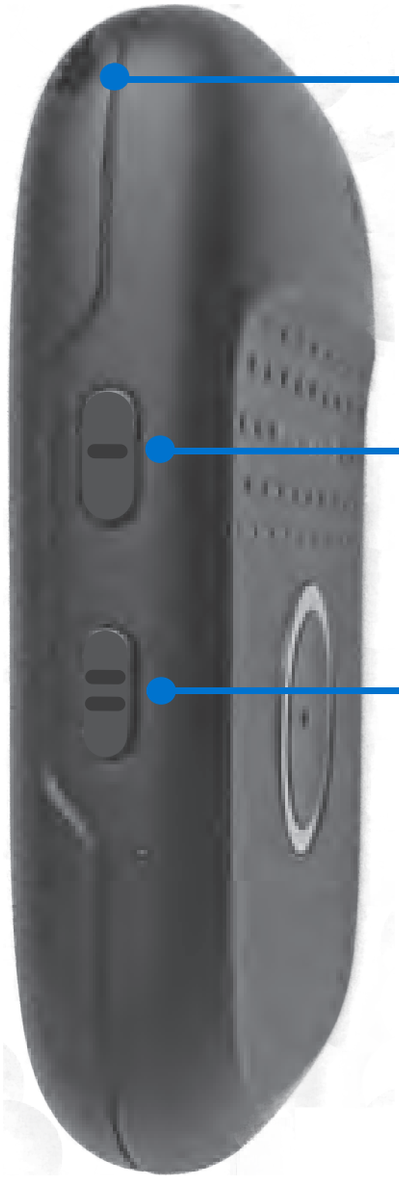
User Guide

Version 1.0

01 Getting to know your device

- Front -

- Side -



Lanyard hole

Check IN - button with 1 bar
top side button

Check OUT- button with 2 bars
bottom side button

- Back -

Device
NA number

Device
IMEI number

Screw holes

Charging Contacts

02 Charging Base

- Front -

Charging contacts

Dock Buttons

Dock LED
status indicators

The Dock buttons are only used in a restricted mode.
In this restricted mode the Devices' functionality is reduced.
This mode also requires the Device to be paired to the Dock.

- Back -

USB-C charger connector

Connect the supplied charging cable (USB-C to USB-A), between the USB-C socket on the Dock and the USB-A socket on the AC mains power adaptor (supplied)

03 Charging your device

There are two ways to charge your device

Charging using magnetic USB cable

- When placing the magnetic USB cable on the Device charging contacts (on the rear of the Device), make sure it is aligned correctly. Magnets will hold connector in place when placed correctly.
- The Device will say “Charging Started”, if enabled. The Devices battery indicator will blink slowly when charging and remain solid when fully charged.

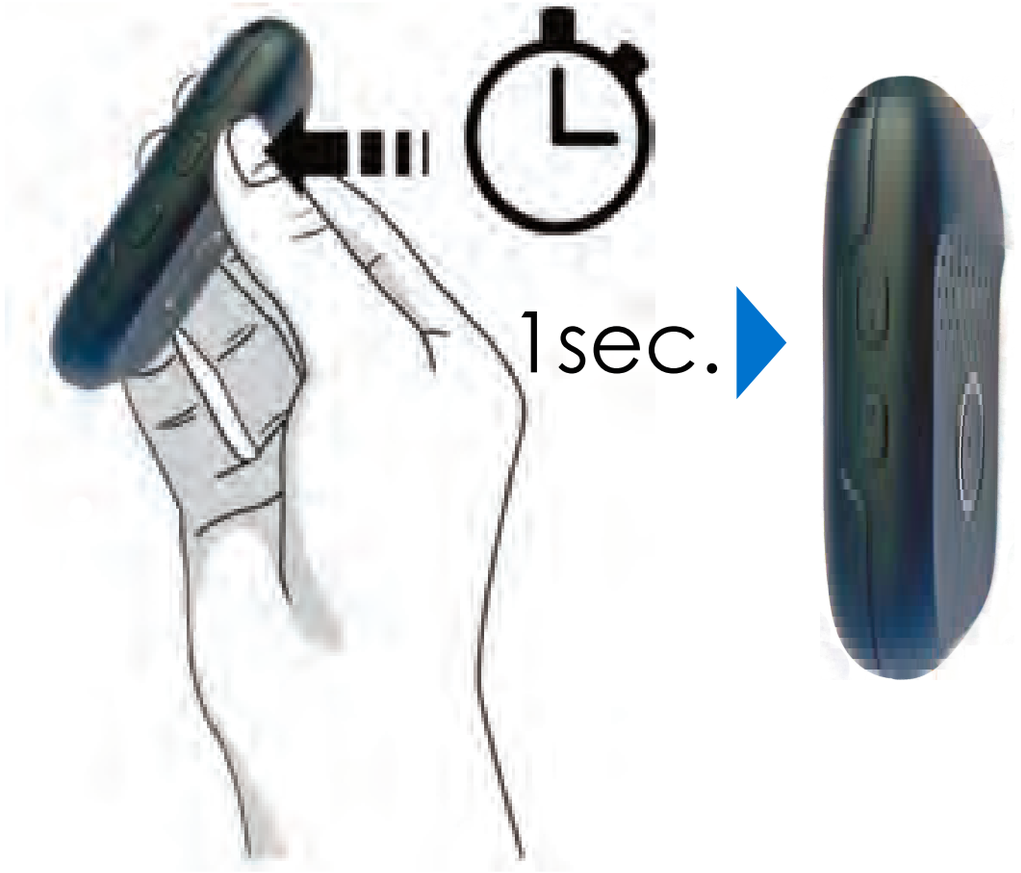
Charge the Device daily for around 3~4 hours or when battery is low.

Charge device using the Charging Dock

- Connect the USB cable (supplied) into the charging Dock.
- The GREEN "Power" light on the Dock will be illuminated to show Dock has power.
- Place the Device into the charging Dock and make sure it is fully down in the Dock. The Device will give a voice prompt to say "**Your NEVERalone is charging**".
- The charging Dock AMBER "Charge" light will slowly flash while charging and will turn solid when fully charged.

When the Device's battery level falls below 20% the device will give a voice warning message to the user. When the device gets to 15% the device will give a voice warning message and then send a low battery warning message to the Monitoring Centre.

04 Switching ON device



For best performance, power the Device up while outside to make it easier for the device to get a GPS fix.

- To turn ON the Device, press the top side button (one bar) for one second. All the lights/LEDs will flash and the device will vibrate as the device turns ON.

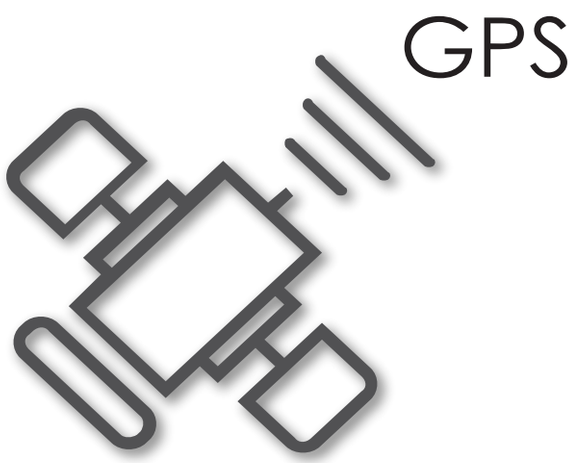
- The Device will turn ON automatically if placed in a powered charging dock or connecting to the magnetic USB cable and the other to USB power .

05 Getting a GPS fix

To get an initial GPS fix, go outdoors or near a window so that the device can see the sky and therefore the satellites.

Press the top side button1 for 2 seconds and the device will CheckIN with its updated location.

This could take few minutes depending on your environment.



06 Switching OFF device

We strongly recommend not turning the device OFF as the device needs to the maintain up to date satellite data. Also staying connected to the server helps in monitoring of battery and signal levels.

- To turn OFF the Device: press and hold the top and bottom side buttons **simultaneously** for 3 seconds.
- The Device will vibrate then turn OFF.
- The Device may take quite a few seconds to complete this process.
- When the Device is OFF all the LEDs will be OFF.

07 What do the Device lights mean?

To see the status of LEDs, tap any side button

Welfare LED - White LED

Single flash	Checked IN - Welfare timer not enabled
Double flash	Checked IN - Welfare timer operating
Triple Flash	Checked IN - Welfare timer running out
OFF	Not Checked IN or Device OFF or is asleep

GPS LED - left Blue LED

Single flash	Searching for satellites
Double flash	GPS has a location fix
OFF	GPS not looking for satellites or LEDs asleep

GSM LED - Green LED

Single flash	Device has GSM signal but not registered
Double flash	Device registered on GSM network
OFF	Device powered OFF or LEDs asleep

Battery Power LED - Amber LED

ON	Device fully charged or as a key is pressed
Long single flash	Device charging
1-5 quick flashes	When any button pressed, 1-5 flashes indicate battery level. **5** flashes >80% , **4** flashes >60%, **3** flashes >40%, **2** flashes >20%, **1** flash <20%
Flashing quickly	Device battery below 20%
OFF	Device powered OFF or LEDs asleep

Bluetooth LED - right Blue LED

Triple flash	Device in range of Dock or Beacon
Single flash	Device not in range of dock or beacon
OFF	Bluetooth not enabled or Device powered OFF or LEDs asleep

08 What do the Dock lights mean?

Power LED - Green LED

ON solid	Dock has power
OFF	Dock is not powered

Charge LED - Amber LED

Slow flash	Device is charging
ON	Device is fully charged or device not in dock
OFF	Dock is not powered

Bluetooth LED - Blue LED

ON	Bluetooth enabled (normally ON)
Double flash	Paired Device in range of Dock
Single flash	No paired Device in range of Dock
OFF	Not paired

09 What do the Dock buttons do?

The Dock buttons are only used in a restricted mode.
In this restricted mode the Devices' functionality is reduced.
This mode also requires the Device to be paired to the Dock.

Find my Device
Press for 1 second to cause Device to alert to its location

Welfare
Not currently used

Bluetooth
3 second press causes the Dock to go into pairing mode

10 Activating an SOS Alarm

When you need help, activate an SOS by pressing and holding the SOS button for 3 seconds until you feel the device vibrate.

An SOS alert is silently sent with your location to the Monitoring Centre.

When the message is received the unit will give 3 vibrations and depending on setup will give a “Message Received” voice message or a discreet ping.

Once the alert is received, the Monitoring Centre will then call the device. The device will auto answer and allow the Monitoring Centre to communicate with you hands free (or listen in depending on setup), to verify the type of emergency and arrange the appropriate response.

11 Fall Down detection - *if enabled*

The device can automatically detect a fall.
When this occurs the device will give a warning message "Fall alert has been detected" to alert the user and allow the user to cancel the alert with a quick press on the SOS button. After the warning period (15-20 secs) and if the alert has not been cancelled, the device will automatically send an alarm to the Monitoring Centre.

During normal daily activities an intentional small free fall (like dropping down into a chair) may cause the device to detect a fall incorrectly. This situation may cause a false alert. However, the user is warned of detection and the pending alert and can manually cancel the fall alert with a short press of the SOS button (0.5s) during the warning period.

Important:
Due to the different types of falls, a genuine fall may not always be detected. A Fall alert warning message will be heard if detected.
If Fall alert warning message is not heard for 5 seconds and there is a genuine emergency situation, press the SOS button for 3 seconds.

12 Wearing the NEVERalone® device

There are many ways to wear your NEVERalone device.

Belt Clip

Pocket/Clothes Clip

Wheat Chain Necklace

Round Polyester Lanyard

Specifications:

- 4G LTE, 3G and 2G compatible
- 4 locating technologies: GPS, BLE, WIFI, LBS
- Water resistant to: IP67
- Alerts for : SOS alert, Fall alert, Low Battery,
  Charging Started, Charging Stopped,
  Device powered ON, Device powered OFF,
  Check IN, Check OUT,
  Welfare warning, Welfare alert,
  Routine communication test
- Voice prompts to guide user to reduce false alarms
- Ultra sensitive GNSS multi constellation satellite receiver
- Single button SOS operation
- Real time tracking
- 1 or 2 way voice communication
- Bluetooth® 5 charging dock, Beacons and home
  WiFi enable indoor location
- Battery: Rechargeable, 3.7V, 800mAh
- Charging voltage: 5V DC
- Dimension: 71.8mm * 46.4mm * 16.25mm
- Weight: 54g

Limitations and Recomendations:

GSM

The NEVERalone® is a GSM device that uses the Telstra 4G mobile network. It is important to realize the coverage limits of the mobile network in your area.

GPS

The NEVERalone® uses GPS as a means of location. It is important when deploying in various applications to realize the coverage limits of the GPS satellites.

If the device is to be used for example inside a building where the device may not see enough satellites to accurately find its location. In this case the previous known location will be sent but this may not be where the device currently is. In this case, just prior to enterning the building, the USER should press the top side button for one second which will cause the device to update its the current location.

Other technologies such as WiFi or Bluetooth can also be enabled or added if required to improve indoor location detection.

Battery

The NEVERalone® is a battery-operated device like a mobile phone and as such needs to be charged daily to guarantee maximum battery life is available. If a low battery warning is given, the tracker may operate for up to 4 hours, but it is important to charge asap.

Testing

The NEVERalone® device should be tested regularly.

This will ensure the USER is familiar and confident with the device's operation and it will test the operation of the device to the monitoring centre.

Contacts:

Monitoring Centre: _____

Contact 1: _____

Device NA number: _____

Device Phone number: _____

Please see below link to our new NEVERalone® videos.
https://www.youtube.com/channel/UC0yzdbl1TqKC-lyUw8obdlQ

Cleaning

Clean the unit with a dry cloth.
Don't clean with chemicals or detergents.
Don't disassemble the unit.

Warning:
Keep the tracker details such as IMEI, SIM and mobile number confidential to protect your privacy.