



GPS SAFE - User Guide



GPS SAFE 
Connected At Home & On The Go



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ConnectcareMedicalAlert.ca



Please Keep This Guide In a Safe Place For Your Reference

Welcome

Thank you for choosing Connect Care's GPS SAFE mobile Device.

This user guide provides key information about your equipment, including Important Safety Information. Please review it carefully and keep it nearby for reference. If you have questions that are not addressed in the user guide, please call our customer service number: **1.800.665.7853.**

About Your Equipment

The GPS SAFE, is a personal mobile responder, cellular-enabled and designed to provide you personal emergency response services whether you are at home, away from home, and even in the shower or bath.

It can be activated by:

- Pressing the Call Button.
- Detecting a fall while wearing the Device.

When activated, the GPS SAFE Device will automatically call our Connect Care 24/7 response team and provide information about your location. You will be able to speak with one of our operators and provide more details of your emergency.

Box Contents



GPS SAFE



Cradle



**Breakaway
Lanyard Clip**



Power Cord





Belt Clip


Important Safety Information


 **FOR PROPER OPERATION, GPS SAFE DEVICE REQUIRES ADEQUATE CELLULAR COVERAGE! POOR CELLULAR COVERAGE MAY RESULT IN THE INABILITY TO PLACE A CALL OR AUTOMATICALLY DETECT A FALL!**


Check with us for known coverage limitations.


 To reduce risk of strangulation, the GPS SAFE Lanyard is designed to break apart under certain conditions. Any cord worn around the neck, however, can pose a risk of strangulation, including the possibility of serious injury and death. GPS SAFE users and caregivers should exercise care with the Lanyard to ensure it does not get caught or tangled in wheelchairs, walkers and other such equipment.


 The battery in the GPS SAFE Device is not designed to be removed or replaced. Battery tampering carries an inherent risk of explosion. Do not tamper with, replace or manipulate the GPS SAFE Device or battery in any way.


 As with all location-based services, it may not always be possible to determine your location. Multi-level buildings, parking garages, and even dense urban areas can make it difficult for satellites and cell phone towers to determine your exact location.


 In an emergency, please provide our Connect Care response team with as much information as possible about your location.

 GPS SAFE is not a replacement for regular contact with caregivers or access to an alternative means of placing an emergency call.

 While the fall detection system performs well, no such system is 100% reliable. If you experience a fall that causes actual or potential injury, do not wait for the automatic call. ***You should always press the Call Button manually in an emergency if you are able.***

 GPS SAFE requires adequate battery charge for proper operation. Low battery may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency. See page 6 - for more information regarding the battery indicator and proper testing.

 GPS SAFE is designed to be water-resistant, not waterproof. Usage other than as directed may result in the inability to place a call, automatically detect a fall, and/or properly locate you automatically during an emergency.

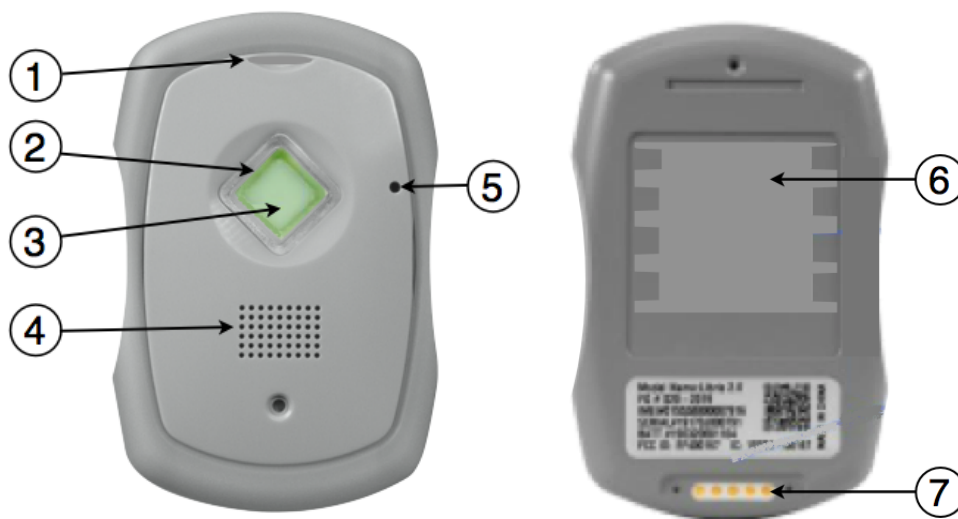
 Use only the provided Cradle and Power Cord. Keep the Cradle and Power Cord in good condition and located where they do not pose a safety hazard. Failure to use Cradle and Power Cord may interfere with system performance.

Test this system occasionally or at least once a month to ensure the equipment is working properly.

Equipment Overview

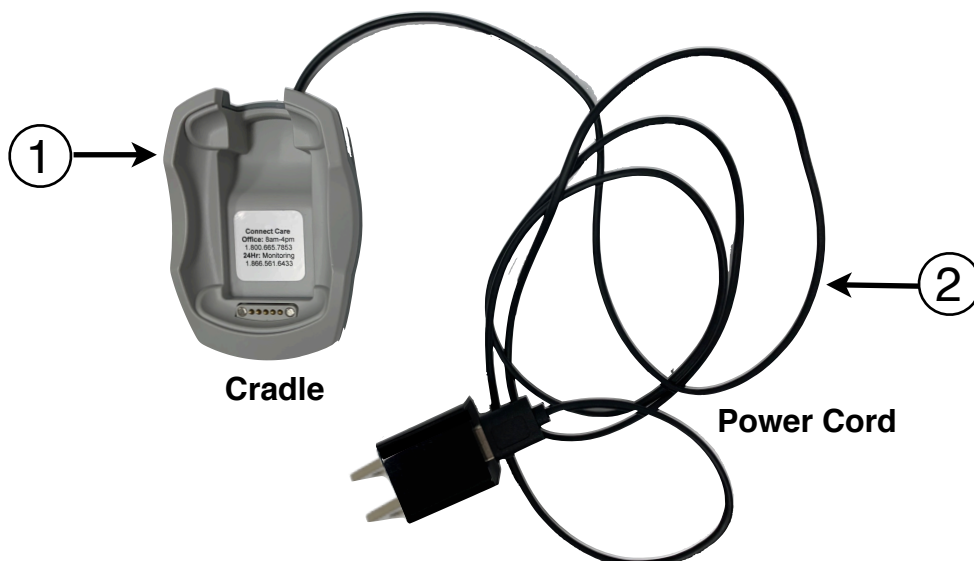
GPS SAFE Pendant Overview

1. **Cellular** Indicator shows cellular signal strength.
2. **Battery Indicator**, which surrounds the **Call Button**, shows battery status.
3. **Call Button**, when pushed, initiates a two-way call to our Connect Care 24/7 response team.
4. **Speaker** allows you to hear our Connect Care 24/7 response team.
5. **Microphone** allows our Connect Care operators to hear you.
6. **Clip Lock** enables you to affix a Lanyard Clip or Belt Clip
7. **Charging Pins** connect GPS SAFE Device to the Cradle (be sure to keep these pins clean and free of debris)



GPS SAFE Cradle Overview

1. The Cradle is for holding the GPS SAFE Device while charging.
2. Power Cord connects the Cradle to a USB port or standard wall outlet.

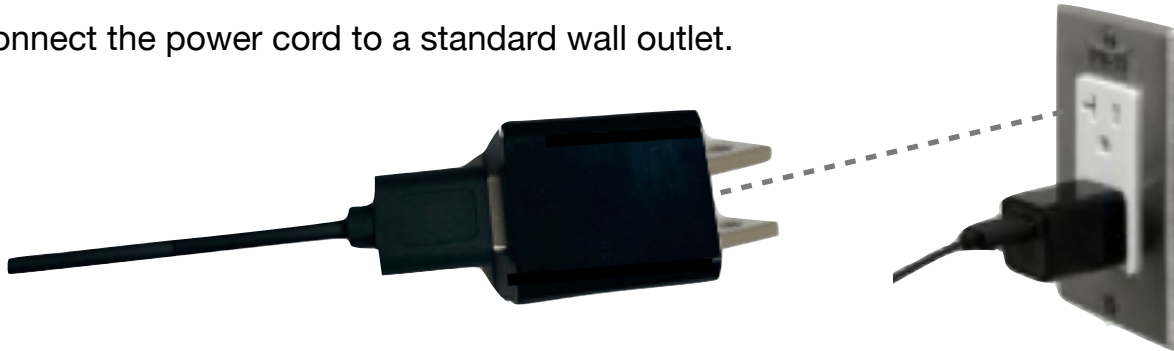


Activation and Set Up

1. Place GPS SAFE Device on portable Cradle. The magnetic pins will secure the GPS SAFE Device to the Cradle.



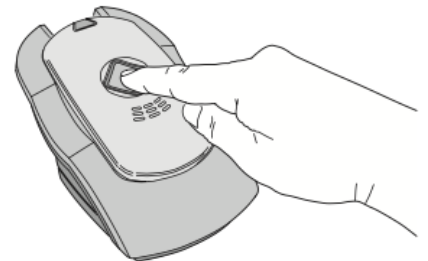
2. Connect the power cord to a standard wall outlet.



3. The **Call Button** will flash alternate colours while charging and will announce **“Your personal mobile responder is ready”** within 10 seconds. Your Connect Care GPS SAFE Device is set up for testing.



4. Test the GPS SAFE Device while in the Cradle by **pressing** and **holding** the **Call Button** for 3 seconds. Our response team will answer shortly. Advise them you are testing your new Device.



5. After the test call is complete, it will announce - **“Ending your call now”**. Leave your Device in the Cradle for **4 hours** to charge completely, then it is ready for use.

Note: Refer to page 6 for instructions on how to power OFF and ON.

Cellular & Battery Indicator

The Cellular Indicator on top of GPS SAFE shows cellular signal strength.

- When the Cellular Indicator is green, GPS SAFE has a strong signal.
- When the Cellular Indicator is amber, GPS SAFE has a moderate signal.
- When the Cellular Indicator is red, GPS SAFE has no signal. Move to an area where you get a cellular signal. GPS SAFE will not function properly without an adequate cellular signal.

Cellular Indicator	Signal Strength*
Green	Strong
Amber	Moderate
Red	No Signal

**A cellular signal may not be available in all areas.*


Battery Indicator

The Battery Indicator, which surrounds the **Call Button**, shows the level of battery charge.

- When the Battery Indicator is green, GPS SAFE is adequately charged.
- When the Battery Indicator is amber, GPS SAFE is moderately charged.
- When the Battery Indicator is red, the battery charge is low, consider charging soon.

Battery Indicator	Status*	Action Required
Green	Good	Ready for use
Amber	Moderate	No action needed
Red	Low	Charge soon

*The GPS SAFE battery is designed to operate on a single charge for 36 hours but may be reduced as a result of user activity, cellular coverage, talk time, Device-specific settings, and Device life.

 **Important: Your GPS SAFE Device requires an adequate battery charge to function properly. Prior to use, please charge your GPS SAFE Device for at least 4 hours. We recommend charging the Device each night.**

Turning Device OFF

1. To turn Device **OFF** - remove Device from Cradle. Device will not turn **OFF** if placed in Cradle.
2. **Firmly press the Call Button twice, holding down the second press for 7 seconds** until the Device plays a message announcing that you have requested to turn it off. It will ask you to confirm by **pressing and holding** the **Call Button** one more time. If done correctly, the Device will play the following message: **“Powering off now. Good Bye”**.

Turning Device ON

To turn Device **ON** - place the GPS SAFE Device into the Cradle. The device will turn **ON** automatically.

Alternatively, you can press the **Call Button** and hold it firmly until the battery indicator flashes. The GPS SAFE Device will play music while it starts up. Once connected, a message will play: **“Your personal mobile responder is ready.”**

Wearing GPS SAFE Pendant

Wearing the GPS SAFE Device

The GPS SAFE Device can be worn on a belt using the Belt Clip or as a pendant around your neck using the Lanyard Clip. Although the Device can be worn inside clothing, be advised it may be difficult to reach the help button in an emergency. Talk to your health care provider regarding the most effective way to wear your GPS SAFE Device.

Attaching Belt Clip or Lanyard Clip To Your GPS SAFE Device


1. Align the notched side of the Clip with the notched area on the back.
2. Firmly push the Clip up and toward the top of the Device.
3. It is secure when you hear a click or you can no longer see the notches on the Clip.




Removing Clip

1. Holding the Device in the palm of your hand, pull slightly outward and down.
2. Forcefully push downward on the Clip with your thumb to open.



 Use only the Lanyard provided. To reduce risk of strangulation, the Lanyard is designed to break apart under certain conditions. Any cord worn around the neck, however, can pose a risk of strangulation, including the possibility of serious injury and death. Users and caregivers should exercise care with the Lanyard to ensure it does not get caught or tangled in wheelchairs, walkers and other such equipment.

 Important: GPS SAFE Device requires a vertical position with the Call Button facing away from the body to operate properly.

Emergency Calls

Place a Call Manually

To make an emergency call yourself using your GPS SAFE Device:

Step 1.

Press and hold the Call Button for 3 seconds.

Step 2.

Listen for the audio message:

“Calling your response team now. Please hold the Device and position the microphone near your mouth to complete your call.”



Step 3.

Our Connect Care 24/7 response team will answer your call, talk to you to assess your needs, and notify emergency services if appropriate.

Automatic Call if a Fall is Detected

When your GPS SAFE Device detects a potential fall while you are wearing the Device, it is designed to automatically call our Connect Care 24/7 response team.

- If it has detected a potential fall, it will announce:
“A fall is detected. Calling your response team now”.
Please hold the Device and position the microphone near your mouth to complete your call.”




Not all falls are detected. If you have fallen and require assistance, **press and hold the Call Button** once manually for 3 seconds and **do not wait** for the device to automatically place the call.



Potential Issues With Your Device

If the system stops providing local chime tones, voice annunciations, or the indicators on the GPS SAFE Device stop illuminating as described in this manual, contact our office at **1.800.665.7853** to determine if the system is operating properly. A Connect Care customer service representative will provide you with instructions on how to test and/or return the unit.

 **Important: Your GPS SAFE Device requires adequate battery charge and cellular signal to make an emergency call. Some falls may not be detected even with adequate battery charge and cellular signal.**

Audio Messages

GPS SAFE will deliver an alert tone and the following audio messages to notify you of system changes.

Audio Msg.	“Calling your response team now. Please hold the Device and the microphone near your mouth to complete your call.”
Meaning	GPS SAFE is establishing a connection with your response team.
Audio Msg.	“The connection with your personal response team is ending”.
Meaning	Ending your call now.
Audio Msg.	“A fall is detected. Calling your response team now. Please hold the Device and position the microphone near your mouth to complete your call.”
Meaning	GPS SAFE has detected a fall and is automatically calling your Connect Care 24/7 response team.
Audio Msg.	“Your personal mobile responder is powering off. Please confirm by pressing the center button again.”
Meaning	Warning that pushing the Call Button again will turn the GPS SAFE off and access to emergency help will be lost.
Audio Msg.	“Your response team is initiating a call. They will be with you in a moment.”
Meaning	Your Connect Care 24/7 response team is calling your GPS SAFE.
Audio Msg.	“Charge your personal mobile responder soon.”
Meaning	GPS SAFE battery charge is low; place the GPS SAFE Device on the Cradle for 4 hours.
Audio Msg.	“Charge your personal mobile responder NOW. Please place your personal mobile responder in the Charger now.”
Meaning	GPS SAFE battery charge is critically low; place Device in the Cradle immediately and leave in Cradle for 4 hours.
Audio Msg.	“Calling your response team now. Please hold the Device and position the microphone near your mouth to complete your call. To cancel, press the Call Button twice and hold for 7 seconds.”
Meaning	A call to your Connect Care response team has been initiated. To cancel a call press the Call Button twice and hold during the second press for 7 seconds.
Audio Msg.	“No cellular coverage. your personal responder cannot contact your response team but will continue to attempt a call. Placing your personal responder in the charger will cancel the call.”
Meaning	GPS SAFE detected a fall but is beyond cellular range. GPS SAFE cannot contact Connect Care’s 24/7 response team but will keep attempting the call.

Specification

Your new GPS SAFE Device is designed to the following specifications.

Wide Area Cellular Connectivity	LTE Cat 1
Location Services	On-board Global Positioning Services (GPS) and mobile network Location Based Services (LBS).
Local Area Connectivity	Bluetooth BLE V5
Audio	Full duplex speakerphone; providing communication up to 1 meter from Device.
Automatic Fall Detection	On-board sensors for free-fall and 3-dimensional space analysis using proprietary algorithms.
Fall Detection Analysis	Fall detection identification using cloud-based proprietary algorithms and class libraries.
Battery Life	36 hour standby batter life; battery life may be reduced as a result of user activity, cellular coverage, talk time, Device-specific settings, and Device life.
Battery Indicator	Light indicates level of battery charge. <ul style="list-style-type: none"> • Green: At least 30% charge. • Amber: Moderately Charged. • Red: Poor Signal
Cellular Indicator	Light indicates level of battery charge. <ul style="list-style-type: none"> • Green: Strong Signal • Amber: Moderately Charged. • Red: Poor Signal
Dimension	73 x 46 x 18mm (without Belt Clip or Lanyard Clip)
Manual Alert	Mechanical touch button initiates voice call and simultaneous data transmission to call centre.
Casing	Polycarbonate thermal plastic casing with IK06 rating.
Weight	50 grams
Certifications	Federal Communication Commission (FCC), Certified Mobile Operator (PTCRB)
Environment	Water-resistant; designed to be worn in the shower or bath. Submersible up to 1 meter for 30 minutes (IP67). Shatter-resistant from 2 meters (IK06). Functional at temperatures from -20°C to 60°C. Charging temperature range 0°C to 45°C. Conditions exceeding 45°C could slow or interrupt normal charging cycle.

Manufacturer Disclaimer of Warranties and Limitation of Liability

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User understands that NSC IS NOT AN INSURER and that (a) the amounts due under these Terms of Use are based upon the value of the services provided by NSC, and the scope of liability as herein set forth and are unrelated to the value of the User's property, cost of medical care, loss of life or physical impairment or injuries; (b) the system utilized and relied upon by NSC may not always operate properly for various reasons beyond NSC's control; accordingly, NSC makes no guarantee or warranty, including any implied warranty of merchantability or fitness that the Libris 2 supplied hereunder will avert or prevent occurrences or the consequences there from which they are designed to detect and/or respond to; (c) it is difficult if not impossible for NSC to determine or control how quickly and adequately police, fire, paramedics, emergency personnel or others may respond to an alarm signal or dispatch. THEREFORE USER AGREES THAT event if NSC should be found liable for loss, damage or injury due to a failure of service or equipment in any respect, NSC liability shall be limited to ten percent (10%) of the annual fees paid by User pursuant to these Terms of Use or \$500, whichever is greater, as the agreed upon damages and not as a penalty, as the exclusive remedy, and that the provisions of this paragraph shall apply if loss, damage or injury irrespective of cause or origin, results directly or indirectly to person or property from performance or nonperformance of obligations imposed by these Terms of Use or from negligence, active or otherwise, of NSC, its agents or employees.

Indemnification

User agrees to indemnify and hold harmless NSC, its officers, directors, shareholders, agents, employees, subsidiaries, parent and affiliate corporations, against any and all liability, claims, damages, suits, demands, expenses, and costs (including but not limited to court costs and reasonable attorneys' fees) of every kind arising out of or in consequence of NSC's breach of these Terms of Use and/or of the negligent errors and omissions, and/or willful misconduct of NSC, its agents, servants, and employees in the performance of, or conduct related to, these Terms of Use.

User acknowledges that NSC is providing a device which depends on the cellular network which is out of the control of NSC and may fail causing the User's Service Provider response team not to receive a call for help including, but not limited to, the failure of the User to actually activate the device.

Manufacturer Wireless Service Carrier Disclosure

- i. (1) The end user has not contractual relationship with the underlying wireless service carrier and the end user is not a third party beneficiary of any agreement between company and underlying carrier. The end user understands and agrees that the underlying carrier has no legal, equitable, or other liability of any kind to the end user. In any event, regardless of the form of the action, whether for breach of contract, warranty, negligence, strict liability in tort or otherwise, the end user's exclusive remedy for claims arising in any way in connection with this agreement, for any cause whatsoever, including but not limited to any failure or disruption of service provided hereunder, is limited to payment of damages in an amount not to exceed the amount paid by the end user for the services during the two-month period preceding the date the claim arose.
- ii. The end user agrees to indemnify and hold harmless the underlying wireless service carrier and it's officers, employees, and agents against any and all claims, including without limitation claims for libel, slander, or any property damage, personal injury or death, arising in anyway, directly or indirectly, in connection with this agreement or the use, failure to use, or inability to use Libris 2 except where the claims result from the underlying carrier's gross negligence or willful misconduct. This indemnity will survive the termination of the agreement.
- iii. The end user has no property right in any number assigned to the device and understands that any such number can be changed from time to time.
- iv. The end user understands that company and the underlying carrier cannot guarantee the security of wireless transmissions, and will not be liable for any lack of security relating to the use of the services.
- v. The service is for the end user's use only and the end user may not resell the service to any other party.
- vi. The end user understand that the underlying carrier does not guarantee any end user uninterrupted service or coverage. The underlying carrier does not warrant that end users can or will be located using the service. The underlying carrier makes no warranty, express or implied, of merchantability or fitness for a particular purpose, suitability, or performance regarding any services or goods, and in no event shall underlying carrier by liable, whether or not due to its own negligence, for any:
 - (A) Act or omission of third party including, but not limited to, intentional or negligent acts of third parties that damage or impair the network or disrupt service;
 - (B) Mistakes, omissions, interruptions, errors, failures to transmit, delays, or defects in the service provided by or through the underlying carrier;
 - (C) Damage or injury caused by suspension or termination by the underlying carrier; or
 - (D) Damage or injury caused by a failure or delay in connecting a call to any entity, including 911 or any other emergency service. To the full extent allowed by law, the end user releases, indemnifies and holds the underlying carrier harmless from and against any and all claims of any person or entity for damages of any nature arising in any way from or relating to, directly or indirectly, service provided by the underlying carrier or any person's use thereof, including claims arising in whole or in part from the alleged negligence of the underlying carrier.

Manufacturer FCC Part 15

The device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards titled, "Digital Apparatus," ICES-003. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures;

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet that is on a different circuit from the one to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions; (1) this device may not cause interference, (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

We Nortek Security & Control, LLC of 5919 Sea Otter Place, Carlsbad, CA 92010, declare under our sole responsibility that the device000e, Libris 2.0 complies with Part 15 of the FCC rules.

This device complies with Part 15 of the FCC Rules and Industry Canada license exempt standard(s). Operation is subject to the following two conditions:

- (1) The device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference received that may cause undesired operation.

Manufacturer FCC & IC Notice

This device complies with Part 15 of the FCC rules and Industry Canada license exempt standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference received that may cause undesired operation.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures;

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver