

# Using the LifeGuard SmartTracker V2



Thank you for using the LifeGuard SmartTracker V2. Below is a quick guide to getting started, but please feel free to call us if you require further assistance.

## Device Charging:

INS LifeGuard has already installed a SIM and your SmartTracker is ready to use. However, you will need to fully charge the battery for 6-7 hours before first use.

## Using the Docking Station to Charge:

- Place the SmartTracker on the docking station.
- Connect the micro USB side of the cable to the docking station port, and connect the other end of the cable to the designated AC power source.
- The **Red LED** on the docking station will blink while charging, and will be solid (not blinking) when fully charged. Refer to power status LED below for the tracker lights.



## Switching the SmartTracker On and Off:

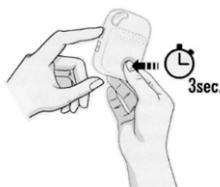
### To turn the device on:

- Press and hold the call button on the side of the device for one second.
- The SmartTracker can also be turned on automatically by charging via USB or putting it onto the docking station.
- To get an initial location, switch the SmartTracker on outside or near a window so the device may fix onto the satellites.

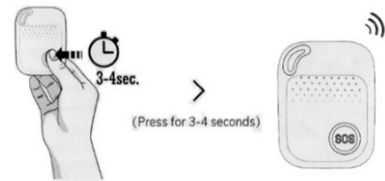


### To turn the device off:

- Press and hold the call button and SOS button together for three seconds until the LEDs turn off.



## Activating an SOS alarm:



- Press and hold the SOS button for 3-4 seconds until you hear a voice prompt confirming the alarm has been activated.
- To get an initial location, switch the SmartTracker on outside or near a window so the device may fix onto the satellites.

## General Specifications:

- Dimension: 62mm\*47mm\*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 1000mAh
- Charging voltage: 5V DC
- Waterproof: IPX7

## Warnings:

- Don't use or store the SmartTracker in dusty areas, on or near other electrical devices, or in environments where there are chemicals in use or in excessive heat or cold.
- Clean the SmartTracker with a dry cloth only. Do not use chemicals or detergents.
- Do not disassemble or refit the SmartTracker as it will void your warranty.
- Do not use any batteries other than what was supplied with your SmartTracker.
- Do not touch the Docking Station charging pins with any object that is not intended to come into contact with them.
- Device should be removed from charge once fully charged and not be left on charge longer than 24 hours (1 day).
- Failure to follow charge instructions or other misuse of the device may cause damage to the battery.

## Warning for those with pacemakers:

Radiofrequency energy from mobile devices, including our mobile alarms, may cause interference with pacemakers and should not be used in close proximity to pacemakers. In particular, note the following precautions:

- **PROPER STORAGE** – avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.
- **PROPER DISTANCE** – hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remains at least 15 centimetres away from your pacemaker.

## What do the lights on the SmartTracker mean?

### Power Status LED

LED	Red blinking rapidly	Red OFF or blinking slowly	Red ON (solid)
State	Battery power is lower than 20%	The device is charging	Device has been fully charged

### Cellular Signal Indicator (Green)

LED	Green light shows a single flash rapidly every 3 seconds	Green light shows a double-flash rapidly every 3 seconds
State	The device has a stable cellular signal	The device is registered to the cellular network

### Positioning Indicator (Blue)

LED	Blue light shows a single flash rapidly every 3 seconds	Blue light shows a double-flash rapidly every 3 seconds
State	The device has no latest location fix	The device has latest location fix

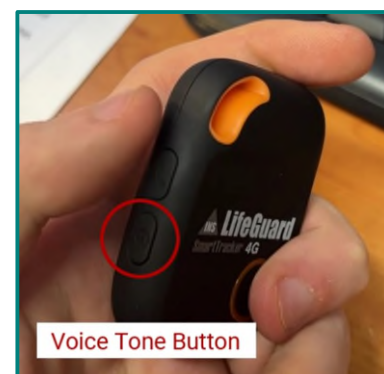
## What if I can't hear the SmartTracker or the nurse?

### Voice Tone may have been turned off.

The SmartTracker should speak to you during certain tasks — for example, when you've triggered an alarm. If you don't hear the SmartTracker speak to you, or you are unable to hear our nurse, please ensure Voice Tone hasn't been turned off.

The Voice Tone button is the lower button on the left edge of the device. Press it twice and it will advise whether Voice Tone is ON or OFF. Please ensure that it's turned ON.

If that doesn't solve the problem, please contact INS LifeGuard for further assistance on 1800 636 226.



## LifeGuard SmartTracker Consumer Product Warranty

Congratulations on your purchase of the LifeGuard SmartTracker V2. We hope you enjoy using it and find it valuable.

Whilst every care has been taken to ensure your LifeGuard SmartTracker meets our high-quality standards and is fit for purpose in accordance with Australian Consumer Law ('ACL'), we cannot provide an absolute guarantee and issues beyond our control mean we cannot guarantee the hardware or SIM will function as expected at all times.

Your LifeGuard SmartTracker is covered by this Consumer Product Warranty, which is provided to you by The INS Group, ABN 21 003 640 793, of PO Box 485, Unanderra NSW 2526 ("INS").

The rights and entitlements provided to you by this Consumer Product Warranty are in addition to and do not derogate from any rights, entitlements and guarantees provided to you at law. The LifeGuard SmartTracker comes with guarantees that cannot be excluded under the ACL, including that the LifeGuard SmartTracker has been supplied:

- Subject to any Title and/or security set out in the Table below. If no security or Title are nominated in that schedule, the LifeGuard SmartTracker is provided to you with clear Title and without being subject to security.
- For the purpose disclosed in the Table below.
- With your right to possession of the LifeGuard SmartTracker, which cannot be distributed to others without INS's consent.
- Consistent with the model/sample of the LifeGuard SmartTracker provided to you, where applicable.

### **Major Failure**

You are entitled to request a replacement or refund for a "major failure", as defined by ACL, and/or compensation for any other reasonably foreseeable loss or damage, if that has caused a drop in the value of the LifeGuard SmartTracker supplied to you.

### **Minor Failure**

You are also entitled to have the product repaired, refunded or replaced at our discretion; if it fails to be fit for purpose and the failure does not amount to a "major failure" under ACL.

Subject to the above, if within the applicable warranty period as set out in the Table below, your LifeGuard SmartTracker fails to be fit for purpose and does not perform in accordance with its specifications, INS will, at its cost, repair or replace it.

To make a claim under this Consumer Product Warranty you need to locate your proof of purchase (receipt, tax invoice) and contact INS LifeGuard on 1800 636 226. If your product needs to be delivered to INS LifeGuard you will be responsible for arranging and paying for that delivery and will be liable for the product whilst it is in transit.

We strongly recommend that before you provide your product to INS LifeGuard you back-up onto an external device any data you have stored on the product. INS cannot guarantee that the repair/replacement process will not result in the loss, corruption or destruction of that data.

Replacement products or parts will be of the same or better specifications and performance than the product or parts they replace but may be refurbished and not new. The replacement products and parts have a warranty period of 90 days or until the expiry of this Consumer Product Warranty, whichever is the later.

This Consumer Product Warranty applies only in Australia to INS products purchased in Australia from The INS Group.

This Consumer Product Warranty does not apply to the extent that the damage to or failure of the product is caused by:

- Use of the product other than for its ordinary and generally accepted purposes;
- Fair wear and tear or cosmetic damage;
- Handling, storage, installation or operation of the product contrary to the instructions, specifications and environmental requirements (including power supply) advised by INS;
- Unauthorised maintenance, repair, disassembly, alteration or modification;
- Misuse, abuse, negligence or accident (e.g. breakage);
- Use of the product in conjunction with any device, accessory or software not approved by INS or any telecommunications network; and
- Spillages of food or liquid, software viruses, fire or acts of God beyond the control of INS.

This Consumer Product Warranty does not apply:

- If the product identification and/or serial numbers on the product have been defaced, altered or removed;
- To the repair or replacement of consumables, if any; or
- To any third-party hardware or software.

To the extent permitted by law, INS is not liable for loss, corruption or destruction of data stored on the product, loss of or damage to third party hardware or software, or for any special, indirect or consequential loss or damage.

If on delivery of the product to The INS Group it is found that there is no failure of the product or that the failure is not covered by the guarantees provided by the ACL or this Consumer Product Warranty, INS reserves the right to charge you the reasonable costs it has incurred.

If you have any questions or require any further information, please contact The INS Group on 1800 636 226 or visit [www.theinsgroup.com.au](http://www.theinsgroup.com.au).

**TABLE:**

<b>Details of Title:</b>	Clear of Title
<b>Details of Security:</b>	Not subject to security
<b>Disclosed Purpose:</b>	Refer to Contract for Sale of LifeGuard SmartTracker V2 for description of Product.
<b>Warranty Period:</b>	90 days from date of purchase or from date of back-to-base service.

*Should the device be unsuitable for you, you can return it within 7 days of receipt of delivery for a refund of the cost of the device itself, minus any additional costs such as establishment fees and postage.*