

NEVERalone[®]

Personal Emergency
Location Device



Quick Start Guide

Version 2.0

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Getting to know your device

- Front -



- Side -



- Back -

Device
NA number

NA216218

REVERALONE™



IMEI: 863922032426851

Screw holes

Charging Contacts



- Front -

Charging contacts



FIND MY DEVICE

If dock is paired with device, Pressing LHS button for 1 second will cause device to sound normally the dock and device pairing is not required

BLUETOOTH PAIR
Press for 5 secs to Pair

- Back -



USB-C connector

Connect charging cable to this
connector then other end of the
cable to mains adaptor

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.

The Device will say "Charging Started", if enabled.

The power indicator will blink slowly when charging and remain solid when fully charged.



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

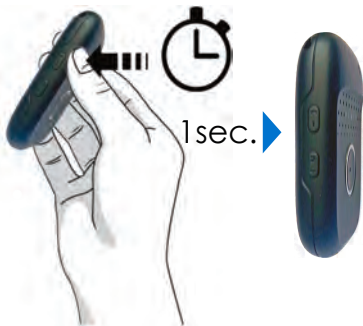
Charge using the Charging Dock/Base

- Connect the USB cable into the Dock.
- The "Power" light on the dock should be illuminated to show dock has power.
- Place the Device into the charging Dock.

The Charging Dock "Charge" light will slowly flash while charging and will turn solid when fully charged.

When the Devices battery level falls below 15% the device will send a low battery warning message to the Monitoring Centre/Carer and give a warning message through the speaker on the Device.

Switching ON device



- To turn ON the Device: press the top side button for one second. All the lights/LEDs will flash rapidly.
- The Device will turn ON automatically by placing in the charging dock or connecting to the magnetic USB cable.

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



- 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.

What do the Device lights mean?



To see the status of LEDs, tap any key.



Welfare LED

Single flash
Double flash
Fast flash
OFF

Checked IN - Welfare timer not enabled
Checked IN - Welfare timer operating
Checked IN - Welfare timer running out
Not Checked IN or Device OFF or is asleep



GPS LED

Single flash
Double flash
OFF

Searching for satellites
GPS has a location fix
GPS not looking for satellites or asleep



GSM LED

Single flash
Double flash
OFF

Device has GSM signal but not registered
Device registered on GSM network
Device powered OFF



Battery Power LED

ON
Long single flash
1-5 quick flashes

Device fully charged or a key is pressed
Device charging
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%
Device battery below 20%
Device powered OFF or asleep

Flashing quickly
OFF



Bluetooth LED

Triple flash
Single flash
OFF

Device in range of dock or beacon
Device not in range of dock or beacon
Bluetooth not enabled
or Device powered OFF or asleep

What do the Dock lights mean?



Power LED

ON solid Dock has power

OFF Dock is not powered

Charge LED

Slow flash

Device is charging

ON

Device is fully charged or device not in dock

OFF

Dock has no power

Bluetooth LED

Double flash

This LED not normally used in default mode

Paired Device in range of Dock

Single flash

No paired Device in range of Dock

OFF

Not paired



Normally these buttons are not used as the Device has full functionality. These are only used in a special mode of operation if the Dock is paired to the Device.



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

Activating an SOS Alarm



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

Optional Setup 1.

No voice prompt and an SOS alert is silently sent with your location to the Monitoring Centre or Carer.

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

Optional Setup 2.

You will hear a voice prompt confirming the activation of the SOS alert and allowing you approximately 15 seconds to cancel the alarm. If the SOS is not cancelled in time an SOS alert is immediately sent to the Monitoring Centre or Carer.

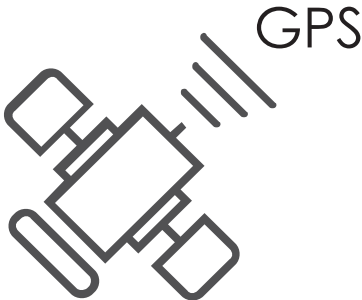
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Getting a GPS fix

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.



The device can automatically detect a fall.

When this occurs the device will give a warning message "Fall alert has been detected" to 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 or Carer.



During normal daily activities (like sitting back on a chair), the device may occasionally detect a fall incorrectly. This situation may cause a false alert. However, the user is warned of the pending alert and can manually cancel the fall alert with a short press of the SOS button 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.

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Pairing Device and the Dock

Normally the Dock and Device wont need to be paired.
But only if required, follow these steps.

This is usually only needing to be done once during the initial setup of the device.

Press and hold the **bottom side button** on the Device and at the same time press the **right hand button** (Bluetooth button) on the Dock or charging base for 3 seconds.

This will pair the Device to the charging dock via Bluetooth.



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: 61mm * 44mm * 16mm
- Weight: 50g

Caution:

These instructions are important to maximise the Devices life.

Don't use or store the unit in a dusty place.

Don't use or store the unit in extreme high or low temperature environments.

Clean the unit with a dry cloth.

Don't clean with chemicals or detergents.

Don't disassemble the unit.

Batteries are not replaceable.

Don't try to replace the Battery.

Warning:

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

Contact:

Monitoring Centre : _____

Doctor : _____

Ambulance : _____

Contact 1: _____

Contact 2: _____

Contact 3: _____

Device ID
number: _____

Device Phone
number: _____