



User Guide



Personal Locator and Emergency Alert Solution

Table of Contents

User Guide	2
Disclaimer and Limitation of Liability	2
Important Notice	2
1. Introduction	3
2. Product Design and Functionality Summary	3
3. Getting Started	5
3.1 Charge PAL & Portable RF Receiver	6
3.1.1 Universal AC USB Wall Charger Safety Information	7
3.1.2 Safety Precaution for Batteries	7
3.1.3 PAL Battery	7
3.2 Create Account and Register PAL	8
3.3 Configure My Details and User Profile	14
3.3.1 Set the Current Time Zone	15
3.3.2 Edit the name of your PAL	15
3.4 Activate PAL	16
4. Portable RF Receiver	17
4.1 Portable RF Receiver Display Explained	17
4.2 Portable RF Receiver – Main Menu Functions Explained.....	17
4.2.1 Portable RF Receiver – SET PREFS Menu Functions Explained.....	17
4.3 Synchronizing or Changing the Time	18
4.4 Setting the Proximity Range of	20
4.5 Set Preferences.....	22
4.5.1 Mute the Buzzer Sound	22
4.5.2 Set Flight Safe Mode ON	24
4.5.3 Set Flight Safe Mode OFF	26
4.6 Display Last Address / Location	27
4.7 In Proximity Find (WRU).....	29
4.8 Receiving Alerts on Portable RF Receiver	31
4.8.1 Wandering Alert Event	31
4.8.2 Panic Button Alert Event – In Proximity.....	32
5. Using the PAL Watch	34
5.1 Wearing the PAL Watch	34
5.2 Removing the PAL Watch.....	35
5.3 Panic Button Function	36
5.4 SMS & email Alerts.....	37
5.4.1 SMS Alerts	37
5.4.2 Email Alerts	37
6. Customer Account - Portal Login	38
6.1 PAL – Main Page	39
6.1.1 Main Page Functions and Information:.....	40
6.1.2 PAL Alert Configuration:	41
6.1.3 Battery Status Indication:	41
6.1.4 Configuration Details of Selected PAL:	41
6.1.5 Use of Map Functions:.....	42
6.3 Forgotten Password	44
8. Where are you “wru” Request	44
8.1 Requesting “wru” From your Mobile Phone.....	44
8.2 Requesting “wru” from a Desk-top Computer (Customer Portal)	45
9. Live Track	49
10. Alerts	55
10.1 Add New Recipient of Alerts	55
10.2 Edit Recipient of Alerts	57
10.3 Change the Recipient of Alerts	59
11. Product Specification	60
11.1 PAL Watch	60
11.2 PAL Portable RF Receiver.....	61
11.3 Universal USB Charger	61
12. Waterproof Specification	61
13. Certification and Approvals	63
13.1 CE Certification	63
13.2 WEE.....	63
13.3 FCC.....	64
14. APPENDIX I	65
14.1 Product Information, Care & Safety	65
15. APPENDIX II	68
15.1 Useful Information	68
16 APPENDIX III	69
16.1 Troubleshooting.....	69

User Guide

This user guide is to introduce the *PAL* wandering prevention and emergency alert solution with the complete technical data and the instructions showing how to operate *PAL* easily and correctly. Please read this manual carefully before using this product. Most problems could be solved through the explanations and the troubleshooting tips. Once you finish reading it, keep it handy for necessary reference.

Disclaimer and Limitation of Liability

The content of this user guide is accurate and reliable and is provided “as is”. PLI makes no warranties of any kind, either express or implied, including, but not limited to, any implied warranties of merchantability, fitness for a particular purpose, are made in relation to the accuracy, reliability or contents of this document. The recipient of the documentation shall endorse all risks arising from its use. In no event shall PLI be liable for any incidental, direct, indirect, consequential, or punitive damages arising from the use or inadequacy of the documentation, even if PLI has been advised of the possibility of such damages and to the extent permitted by law.

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General information about PLI and its range of products is available at the following internet address, <http://www.pliproduct.com/>.

Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the *PAL* device are used in a normal manner with a well-constructed network, PLI accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using its products, or for failure of its products to transmit or receive such data.

1. Introduction

The PAL wandering prevention and emergency alert solution is making use of state-of-the-art positioning technologies and is the world's most sophisticated indoor/outdoor, GPS/GSM/RF locating and alerting solution, specifically designed for challenged persons and their caregivers.

PAL GPS/GSM/RF locator watch has been designed exclusively to address the adults at-risk market, whether this is a health related issue or employment related.

The *PAL* GPS/GSM/RF locator allows a higher degree of safe independence for those prone to wandering (Autism & Dementia / Alzheimer's) while giving caregiver's / parent's greater peace of mind.

PAL is innovative and fundamentally different to other products available in the market. The *PAL* watch is a lockable device, securely fastened and worn on the at-risk individual's wrist. Its unique design features ensure that the caregiver's / parent's locate the at-risk individual, not the technology.

Wearing *PAL*, loved ones can live alone and enjoy their independence while you can enjoy peace of mind. *PAL* is not only a useful watch; it allows you to set virtual boundaries. If crossed, *PAL* sets off an alarm and turns into a personal locator using Google Maps that works with your mobile phone or computer from anywhere in the world. There is also a panic button, which can instantly notify you if something is wrong! Or you can just check in, from time-to-time, for peace of mind. *PAL*, just in case.



Please note that *PAL* should not be regard as a substitute for care and supervision of persons prone to wandering or are medically infirm.

2. Product Design and Functionality Summary

"Why wait for the wander"

As far as the wearer is concerned *PAL* is a digital watch. It is affixed to the wrist as a normal wrist watch but has a secure locking feature which can only be removed by using the special release tool provided. This ensures that *PAL* is always with your loved ones.

PAL is using both RF and GSM technology to communicate position data.

When the *PAL* watch is within RF range of the Portable RF Receiver, kept by the caregiver, the watch is in proximity. The RF range is configurable on the Portable RF Receiver.

Indoor ranges, typically – Low: 10 - 20m; Medium: 20 - 30m; High: 40 - 50m

Outdoor ranges, typically – Low: 20 - 30m; Medium: 40 - 50m; High: 80 - 100m

(The Indoor and Outdoor Ranges are just an indication and may vary because of obstructions like buildings; landscapes; etc.)

If the *PAL* watch and Portable RF Receiver become separated, out of proximity, an audible alarm will sound and the LCD display will flash RED on the Portable RF Receiver; the *PAL* watch connects to the GSM cellular network and sends its position, GPS location when outdoors or approximate Cell ID location when indoors, to the caregiver by email and SMS*.

When the *PAL* watch and Portable RF Receiver are back in proximity, the GSM is disabled on the *PAL* watch. Whilst out of proximity, *PAL* watch will respond to “wru” and “live track” requests from the Customer Portal or “wru” SMS* requests from a smart mobile phone.

The Secure Customer Portal is available on the internet and is accessible worldwide from any computer. Each user will have a user name and password and will have the ability to request and display *PAL* location as an icon on Google maps with street address and postal code. The *PAL* technology is accessible at home, abroad or on holiday from any computer or smart mobile phone. This is accessible at <https://secure.lok8u.com/freedom/LoginPage.aspx>.

A “wandering alert event” or “panic button alert” will originate a priority email and SMS* alert to the caregiver, providing the date and position of the alert event, GPS location when outdoors or approximate Cell ID location when indoors. The Portable RF Receiver will also sound an audible alert and the LCD display will flash RED, indicating that there is an alert condition.

When proximity is breached, the caregiver can locate the person at risk through a “wru” request from the Secure Customer Portal or by sending a “wru” SMS* from a smart mobile phone, to the *PAL* watch. If considered appropriate, *PAL* can be configured for “live track” from the Customer Portal for regular location updates (2-30 minutes intervals).

If proximity exists and “find” is depressed on the Portable RF Receiver, the *PAL* watch will determine its GPS location and location address will be displayed on the Portable RF Receiver. This event will also update on the Customer Portal. A GPS location will be achieved when outdoors and an approximate Cell ID location when indoors.

If the panic button on *PAL* is pressed, while the wearer is within proximity of the Portable RF Receiver, the *PAL* watch will determine its GPS location and location address will be displayed on the Portable RF Receiver. A GPS location will be achieved when outdoors and an approximate Cell ID location when indoors. This event will also update on the Customer Portal and an alert email and SMS* will be sent to the caregiver. The Portable RF Receiver will also sound an audible alert and the LCD display will flash RED, indicating that there is an alert condition.

The *PAL* watch will originate a battery low alert notification to the caregiver by email and SMS*. There is also a low battery status indicator on the Customer Portal.

As an option, all alert events can be sent to a 24/7 call centre for them to take the agreed escalation. (Only available in selected countries.)

*Note: Alert SMS’s will only be received if the optional SMS subscription tariff with the unlimited SMS bundle has been selected.

3. Getting Started

The *PAL* locator solution package is supplied in a high quality carton enclosure with information and functionality of the product, printed on the outside. The packaging contains all the equipment that is necessary for operation. The packaging includes the following:

- *PAL* Watch
- Portable RF Receiver
- Desk-top Charger Base Station
- Strap Release Tool
- USB Power Cable
- Universal USB AC Wall Charger
- Quick Start Guide
- Postal Registration Form

If any of the components are missing, contact your local PLI.



PAL Watch
Desk-top Charger Base Station
Portable RF Receiver



USB Cable



Universal USB AC Wall Charger



Strap Release Tool
(Can be found behind Base Station)

Universal USB AC
Wall Charger

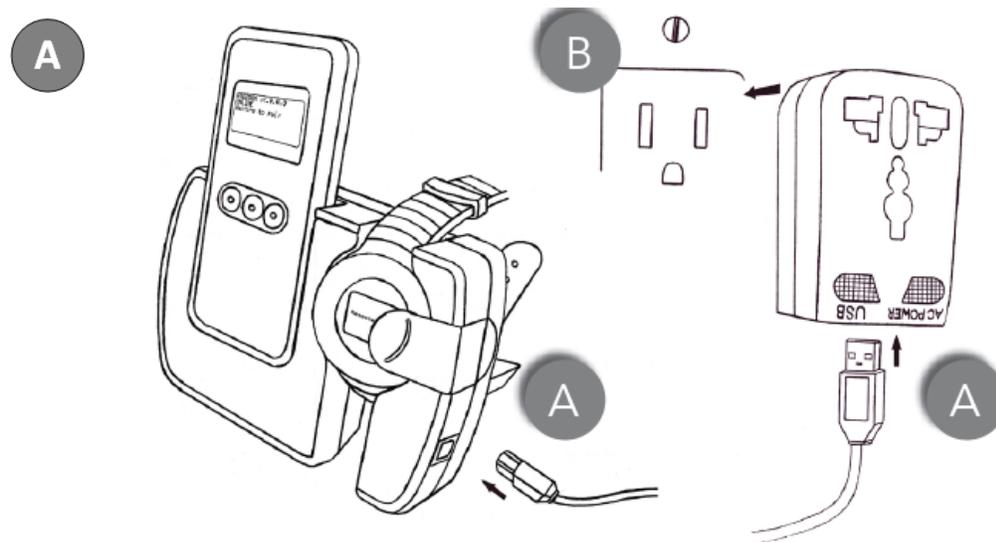
3.1 Charge PAL & Portable RF Receiver

Before activating and using *PAL* solution for the first time, you will need to fully charge the battery of the *PAL* watch and Portable RF Receiver.

Remove *PAL*, Portable RF Receiver, Desk-top Charger Base Station and the accessories from its packaging and place it on charge until the display on the Portable RF Receiver indicates that both battery displays are at 100%. The charging process can take up to 2 hours.



Do not use the USB port on a PC to Desk-top Base Station, the charger base may draw too much current. Use a USB AC Wall Charger.



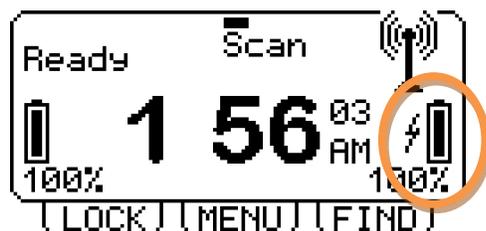
Connect the USB power cable to the Universal USB AC Wall Charger and the Desk-top Base Station. (Do not plug USB power cable into the USB port of a computer.)

B

Plug the USB AC Wall Charger into an electric outlet.

Place *PAL* and the Portable RF Receiver on the Desk-top Base Station.

Both *PAL* and the Portable RF Receiver should switch ON, when put on the Desk-top Base Station.



Battery Charging indication on Portable RF Receiver



Battery Charging indication on



There may be some residual charge from manufacture it is not safe to use *PAL* until it is fully charged, as described above.

3.1.1 Universal AC USB Wall Charger Safety Information

- Connect the AC USB Wall Charger only to designated AC socket outlets available in the designated country, according to the AC sockets supplied with the product.
- Ensure that the Universal AC USB Wall Charger is correctly secured in the AC socket outlet and that the USB power cord is positioned so that it will not be subjected to damage or stress.
- To reduce risk of electric shock, unplug the unit from any power source before attempting to clean it.
- Do not expose the Universal AC USB Wall Charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.
- Never alter the cord or plug. Do not damage the power cord by bending, twisting, pulling, or heating.
- Do not pull on the connected data cable in order to remove the charger plug from a socket. Grasp the plug directly when unplugging the charger to avoid causing any damage to the cable.
- Do not use the plug if it is loose as it may cause a fire or electric shock.
- Do not use a damaged or worn charger. The use of a damaged or worn charger could result in electric shock, burns or fire.
- Do not touch the pins of the plug when connecting or disconnecting it from a power source.
- When the charger is not in use, disconnect it from the power source
- Use only the original chargers intended for use with the *PAL* Charger Base. Other chargers may not be designed to the same safety and performance standards.
- Only use the AC USB Wall Charger provided. The warranty will not be applied to products provided by other suppliers.

3.1.2 Safety Precaution for Batteries

Both the *PAL* watch and Portable RF Receiver contain a Li-Ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water. Failure to follow these instructions may cause the battery to leak, catch fire, or explode. Avoid dropping the *PAL* watch or Portable RF Receiver. If the *PAL* watch or Portable RF Receiver is dropped, especially on a hard surface, and the user suspects' damage, call PLI for instruction.

3.1.3 *PAL* Battery

When charging the *PAL* watch and Portable RF Receiver for the first time, it is advised that you charge both device until the display on the Portable RF Receiver indicates that both battery displays are at 100%. The charging process can take up to 2 hours.

Like any battery operated device, the more you use it the shorter the battery life is of the devices.

- The expected battery life of the *PAL* watch, when in proximity (RF Mode) is 30 days.
- The expected battery life of the *PAL* watch, when outside proximity (Alert Mode) is 24-48 hours in GSM standby; 5 hours in Live Track with intervals of 10 minutes.
- The expected battery life of the Portable RF Receiver is 5 days in standby.

3.2 Create Account and Register *PAL*

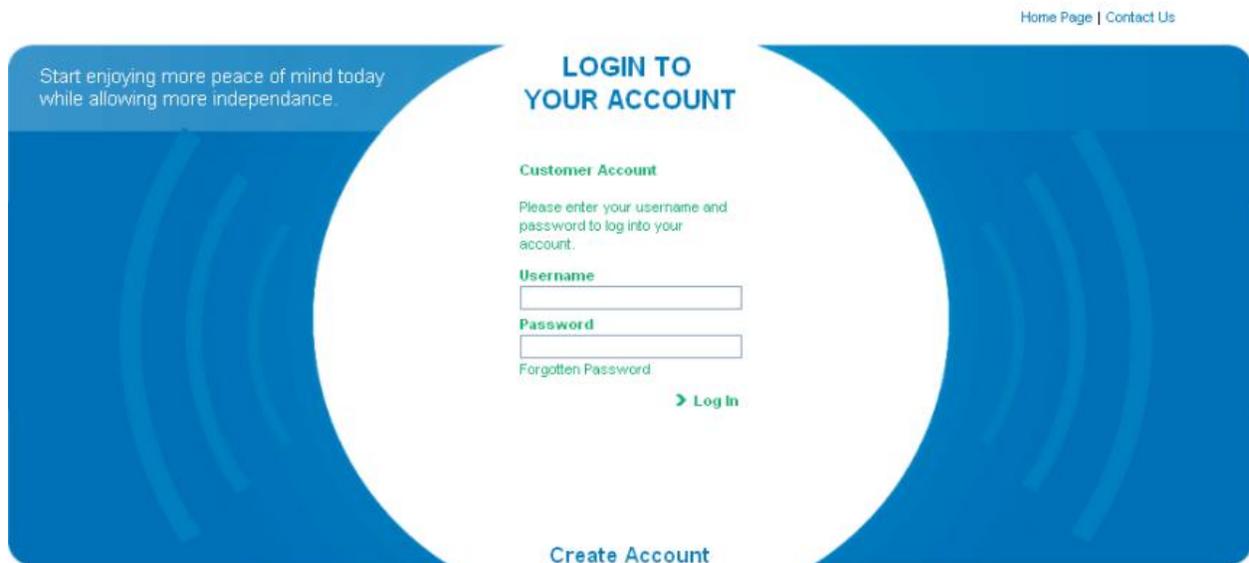
To create a new account and register *PAL* go to:

<https://secure.lok8u.com/freedom/LoginPage.aspx>.

In the **Login to Your Account** window, click on “**Create Account**” to follow the easy steps to create your account, to register your *PAL* and to request the activation of the incorporated SIM card. All the steps must be completed with all the required detail to continue to the next step. Once the registration has been successfully completed, you will receive an email confirming that your Portal Account has been successfully created.

After verification, you will receive an email confirming that the SIM card has been activated, together with the phone number of your *PAL*, within a maximum of 48 hours. *PAL* will then be ready for activation and use.

Login to Your Account



Home Page | Contact Us

Start enjoying more peace of mind today while allowing more independence.

LOGIN TO YOUR ACCOUNT

Customer Account

Please enter your username and password to log into your account.

Username

Password

[Forgotten Password](#)

[Log In](#)

[Create Account](#)

Click on “Create Account” to start with the registration process.

Terms & Conditions

Website Terms and Conditions

Please read these terms and conditions carefully - they set out the basis on which you are allowed to use this website and our services. If you have any questions about them or don't accept them, please contact our customer services department at support@lok3u.com or on 08452 099099 before using this website.

- Who are we?
- Using our website and services
- Our liability to you
- Linking
- Our Contract
- Purchasing from us
- Paying for the services
- Cancellation
- Limitation on the Services
- Customer Services
- Disputes

Accept
Decline

Terms & Conditions

Please read through the Terms and Conditions and click on “**Accept**” to continue with the registration.

You will not be able to create an account to register your device if you “**Decline**” the Terms and Conditions.

Registration

Login Details

Username* Available?

Password*

Confirm Password*

Address Details

Address 1*

Address 2

City*

State*

Zip Code*

Country*

† These details will be used as the primary contact for the registering device.

Personal Details

Title*

First Name*

Last Name*

Email†

Mobile†

Purchased From?

Finish
Cancel

Registration

Enter your “**Login Details**”, “**Personal Details**” and “**Address Details**”.

Click on “**Cancel**” to cancel the Registration of the new account.

Click on “**Finish**” to complete the Registration of the new account. You will now

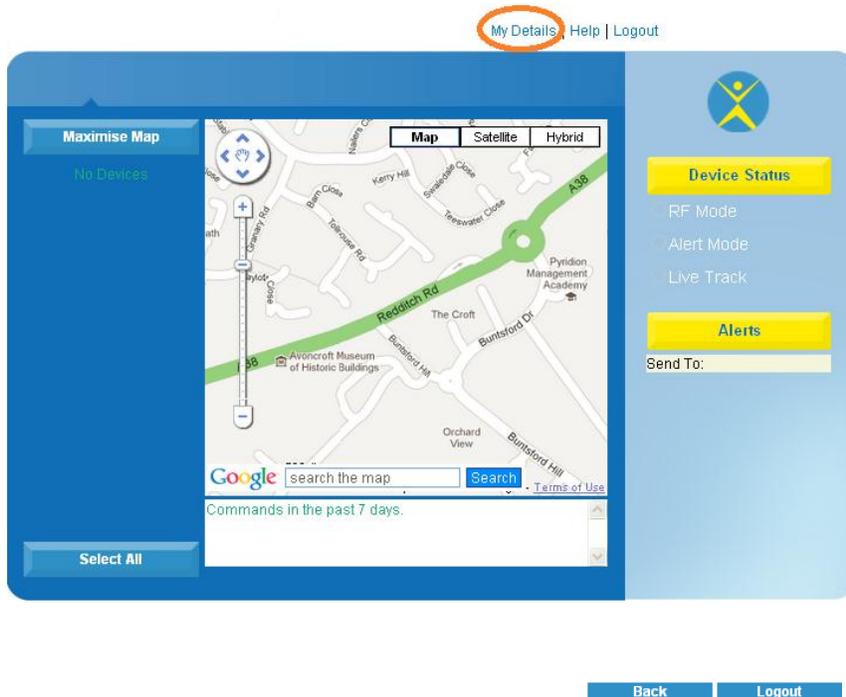
be directed to your Customer Portal Main Page. Please note that details with “ * ” is mandatory. Details with “ † ” will be used as the Primary Contact for registering PAL.

The “**Address Details**” provided should be the physical **Street Address** of your home. These details will be used to display the area of your home on Google Maps, every time when logged in to your Customer Portal account. Ensure that you select the correct “**Country**”.



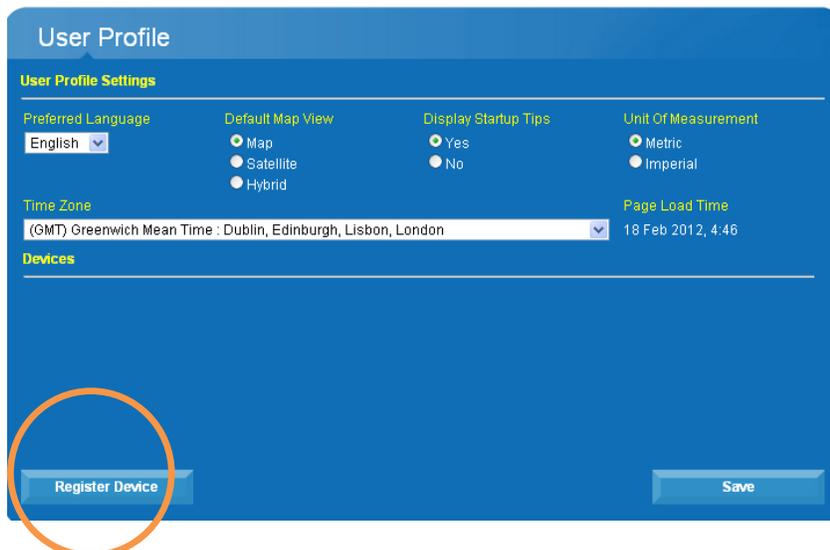
Select a “**User Name**” and “**Password**” that is **secure** and only known to you.

Ensure to keep your **“Username”** and **“Password”** safe and not recommended to share this information with others.



My PAL - Main Page

To register a PAL, click on **“My Details”**.



User Profile

Click in **“Register Device”** to register a new *PAL*.

Click on **“Back”** to return to the Main Portal page.

To complete the registration process you will need:

- The serial number of your *PAL*, (found on the base of the packaging)
- Valid debit or credit card registered at your address
- Telephone number of the mobile phone and email address that you want to receive alerts to as primary contact
- Accept the Terms & Conditions

Terms & Conditions

Terms & Conditions

Website Terms and Conditions

Please read these terms and conditions carefully - they set out the basis on which you are allowed to use this website and our services. If you have any questions about them or don't accept them, please contact our customer services department at support@lok8u.com or on 08452 099099 before using this website.

- Who are we?
- Using our website and services
- Our liability to you
- Linking
- Our Contract
- Purchasing from us
- Paying for the services
- Cancellation
- Limitation on the Services
- Customer Services
- Disputes

Accept
Decline

Please read through the Terms and Conditions and click on **“Accept”** to continue with the registration.

You will not be able to register your device if you **“Decline”** the Terms and Conditions.

Registration – Add Devices

Registration

Step 1 - Add Devices
Step 2 - Payment

Devices

Serial Number	Device Name	Image	Subscription Package	
500002798	Freedom2		Freedom (Monitoring Only)	Edit
				Add

Next
Cancel

The registration consists of 2 easy steps:

Step1: **Add Devices**

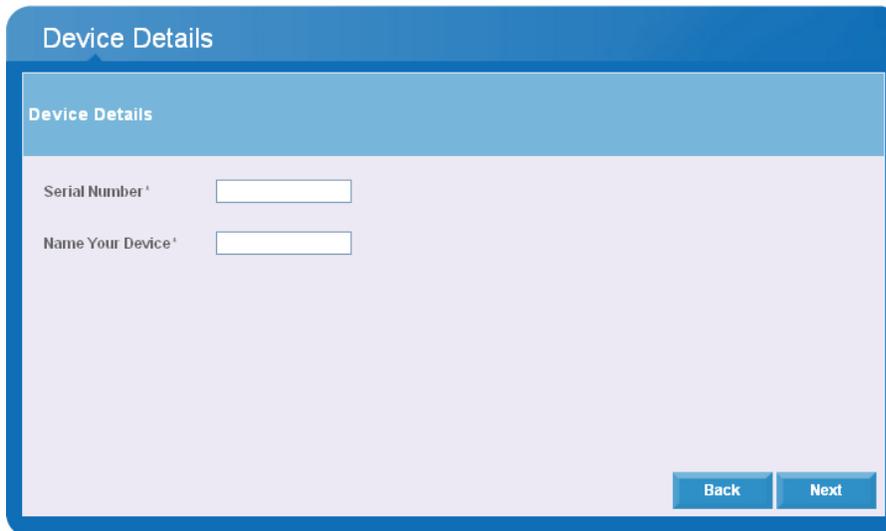
Step2: **Payment**

All the steps must be completed to continue to the next step.

Click on **“Add”** to add the details of your new *PAL*.

Click on **“Cancel”** to cancel adding a new device.

Device Details



The screenshot shows a web form titled "Device Details". It has a light blue header with the title. Below the header, there are two input fields: "Serial Number*" and "Name Your Device*", both with asterisks indicating they are mandatory. At the bottom right of the form, there are two buttons: "Back" and "Next".

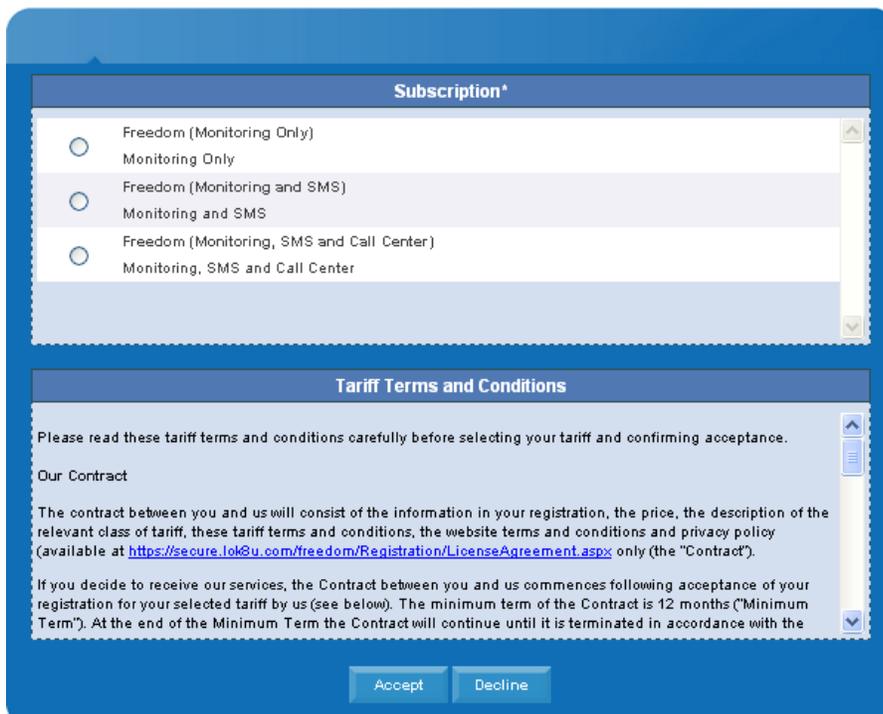
Enter the details of the *PAL*, select an Icon Colour and upload an image of your child.

You can **“Edit”** the details of your device in the main Portal when logged in.

All the fields marked with **“*”** are mandatory.

Click on **“Next”** to continue to the next step.

Subscription



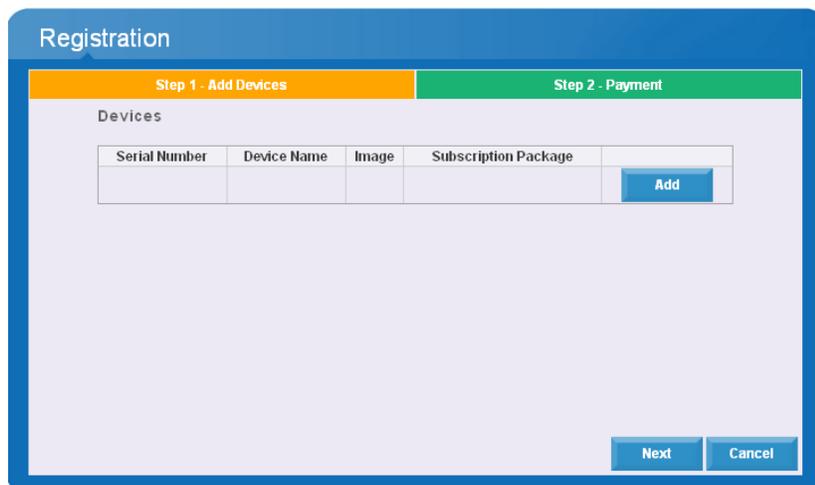
The screenshot shows a web form with two main sections. The top section is titled "Subscription*" and contains three radio button options: "Freedom (Monitoring Only) Monitoring Only", "Freedom (Monitoring and SMS) Monitoring and SMS", and "Freedom (Monitoring, SMS and Call Center) Monitoring, SMS and Call Center". The bottom section is titled "Tariff Terms and Conditions" and contains a scrollable area with text: "Please read these tariff terms and conditions carefully before selecting your tariff and confirming acceptance. Our Contract The contract between you and us will consist of the information in your registration, the price, the description of the relevant class of tariff, these tariff terms and conditions, the website terms and conditions and privacy policy (available at <https://secure.lok8u.com/freedom/Registration/LicenseAgreement.aspx> only (the "Contract"). If you decide to receive our services, the Contract between you and us commences following acceptance of your registration for your selected tariff by us (see below). The minimum term of the Contract is 12 months ("Minimum Term"). At the end of the Minimum Term the Contract will continue until it is terminated in accordance with the". At the bottom of the form, there are two buttons: "Accept" and "Decline".

Select one of the available subscription packages for your *PAL*, which will be most suitable for your needs.

Please read through the Terms and Conditions and click on **“Accept”** to continue with the registration.

You will not be able to register your device if you **“Decline”** the Terms and Conditions.

Registration – Add Devices



Registration

Step 1 - Add Devices Step 2 - Payment

Devices

Serial Number	Device Name	Image	Subscription Package	
				Add

Next Cancel

The Serial Number and Name of your *PAL* with the selected Subscription package will be displayed.

Click on “**Edit**” to make any changes.

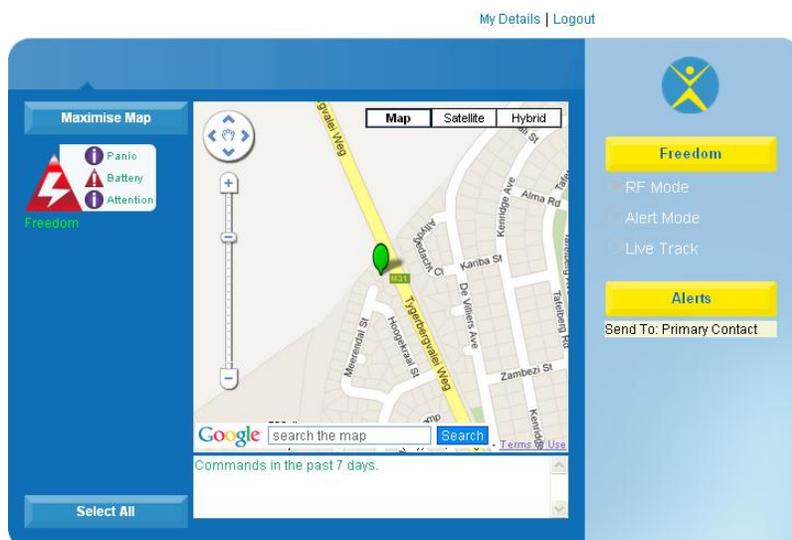
Click on “**Next**” to continue to the next step.

Click on “**Cancel**” to cancel the registration process.

Continue with Step 2 “**Payment**” to complete the registration.

Step 2 “**Payment**” – Provide details of payment method for monthly debit order.

Once the registration has been successfully completed, it can take a maximum of 48 hours to activate the SIM card. Once this has been completed you will receive an email confirming that the SIM card has been activated together with the phone number of your *PAL*.



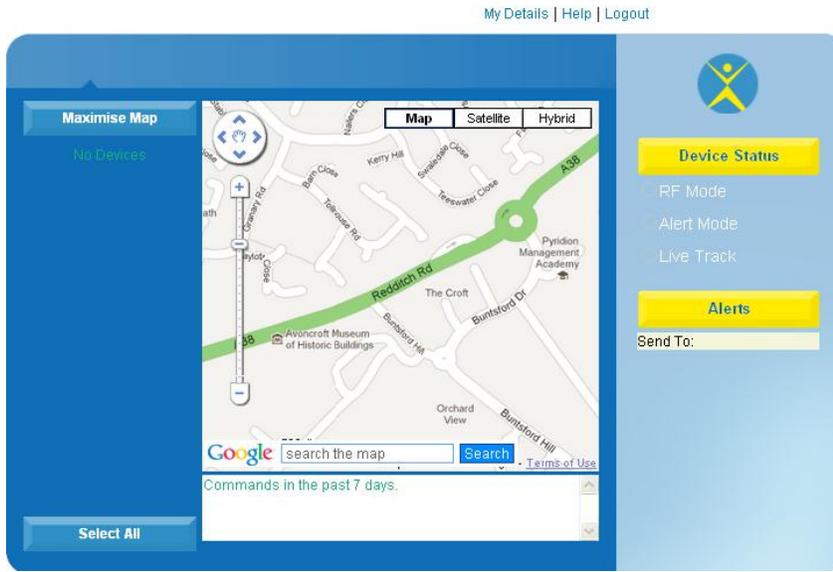
Once you have received the confirmation email you can then activate and use *PAL*.

Once your *PAL* has been registered, the new *PAL* icon will flash with a battery low warning notification.



Please note to **ONLY** activate *PAL* once the confirmation email with your mobile phone number was received.

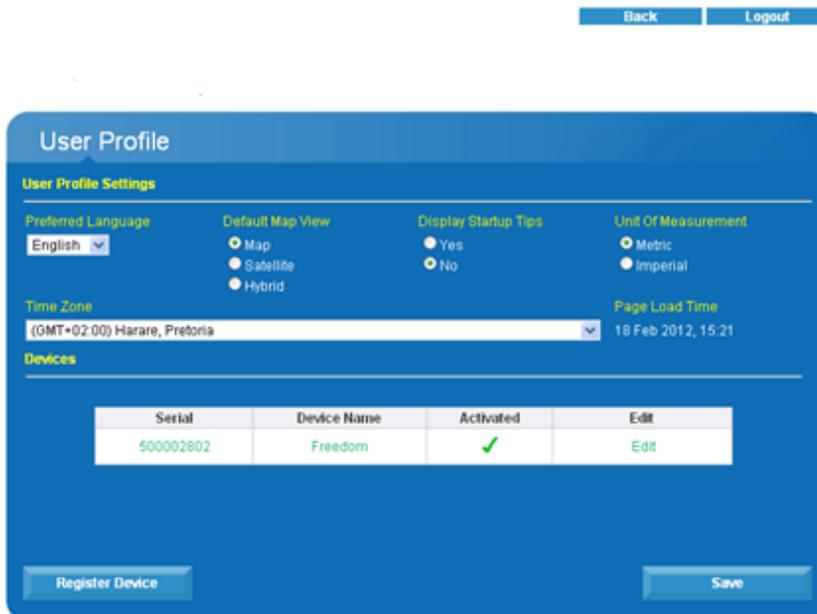
3.3 Configure My Details and User Profile



My PAL - Main Page

To configure / change “My Details”, click on “**My Details**” on the navigation bar of the Customer Portal to change the default settings of your User Profile.

User Profile



Click on “**Back**” to return to the Main Portal page.

Click on “**Logout**” to log out of Portal.

Click on “**Save**” to save any changes made.

The following can be configured / changed in your **User Profile**:

- You can select the **Preferred Language**

- You can select the **Default Map View** between Map, Satellite or Hybrid.
- You can enable or disable the **Display Start-up Tips** when Log In.
- You can select the **Unit of Measurement**, Metric or Imperial
- You can select and configure your current **Time Zone**.
- You can **Edit** the name of your device

3.3.1 Set the Current Time Zone

To change / set your current Time Zone, click on the drop down box and select your current location / time zone.

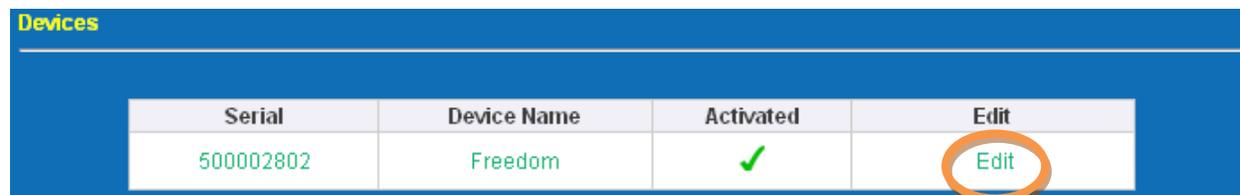



The time of the **Time Zone** configured will be used to display the time on *PAL* and the Portable RF Receiver, after synchronisation.

See Section 4.2, **Synchronizing or Changing the Time** to configure the time for *PAL* and Portable RF Receiver.

3.3.2 Edit the name of your *PAL*

To change / edit the name of your *PAL* click on “**Edit**” next to the unit details in the **User Profile** window, that you want to change.



Serial	Device Name	Activated	Edit
500002802	Freedom	✓	Edit

The configured details of the *PAL* will be displayed.

[Back](#) | [Logout](#)



The Device Name can be changed.

Note: Make the required changes and click on “**Save**” to save the alterations.

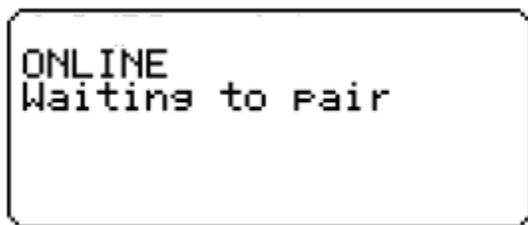
Click on “**Cancel**” to cancel the operation

Click on “**Back**” to return to User Profile configuration.

3.4 Activate *PAL*

Before activating *PAL* ensure that the batteries on both the watch and Portable RF Receiver are fully charged. To **activate** *PAL* you **MUST** ensure that both the watch and Portable RF Receiver are switched ON. *PAL* and the Portable RF Receiver will switch ON, when put on the Desk-top Charger Base Station.

When both units are switched ON, *PAL* watch will display “**Activate Me**” on the LCD screen and the Portable RF Receiver will display the following:



Once the Portable RF Receiver and *PAL* watch has paired, the Portable RF Receiver will display the following:

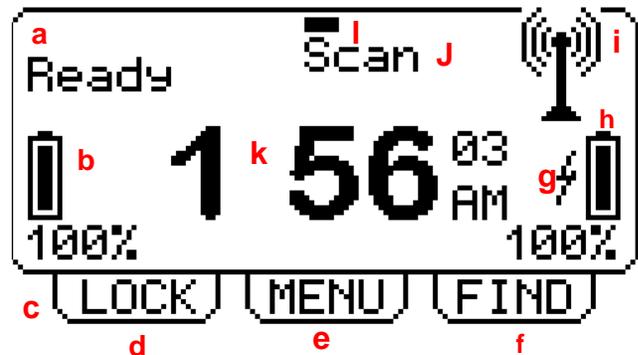


Once the SIM card activation has taken affect, which can take up to 48 hours, the *PAL* watch and Portable RF Receiver will display the correct time, as per the “**Time Zone**” selected under User Profile, during registration.

4. Portable RF Receiver

4.1 Portable RF Receiver Display Explained

- a) Watch Status
- b) Portable RF Receiver Battery Status
- c) Portable RF Receiver Menu Buttons
- d) Lock / Unlock Keypad
- e) Menu
- f) Request WRU
- g) Battery Charging
- h) Watch Battery Status
- i) In proximity with Watch Battery
- j) Status
- k) Time Display
- l) Proximity scan with Watch Battery



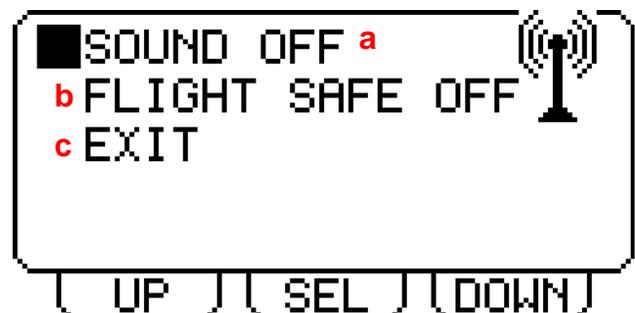
4.2 Portable RF Receiver – Main Menu Functions Explained

- a. Configure & synchronise Time
- b. Set Range to HI; MEDIUM or LOW
- c. Display last GPS location achieved
- d. Set Preferences
- e. EXIT MENU
- f. Move cursor UP
- g. Select Function
- h. Move cursor DOWN



4.2.1 Portable RF Receiver – SET PREFS Menu Functions Explained

- a. Set Sound ON or OFF
- b. Set Flight Mode ON or OFF
- c. EXIT MENU



4.3 Synchronizing or Changing the Time

Before continue to synchronize or change the time, ensure that the **Time Zone** under **My Details** in the Customer Portal is set for your current location and time zone.

To change or set the **Time Zone**, see Section

3.3.1 Set the Current Time Zone, under **Configure My Details and User Profile**, to set the correct time zone for your current location.

Please note that it is essential to select the correct location as some time offsets have “Daylight savings” and others do not.



If the *PAL* watch is not within proximity of the Portable RF Receiver, no changes will be processed by either device.

Follow the following steps on the Portable RF Receiver to synchronize or change the time:



Press **UNLK** to unlock the keypad



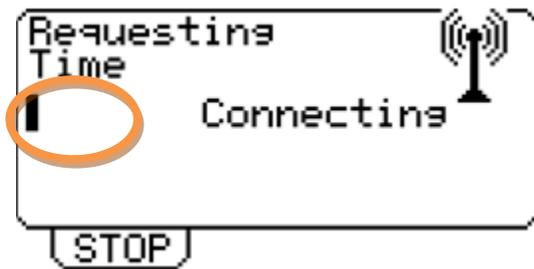
Press **MENU**



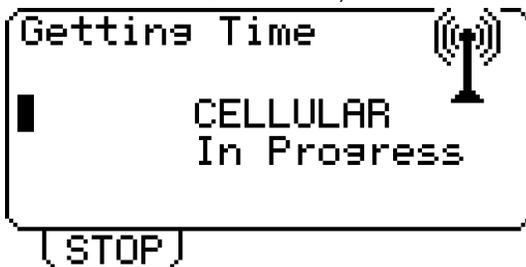
Select **GET TIME** by moving the cursor **UP** or **DOWN**



Press **SEL** to select **GET TIME**



When the time is received, the Portable RF Receiver and *PAL* watch will update with the current time according to the Time Zone configured.



The Display will return to the **MAIN MENU** screen



MAIN MENU

Press **LOCK** to lock the keypad again if required

If at any time either the *PAL* watch or Portable RF Receiver has switched off due to low battery, it may be necessary to go through the “**GET TIME**” process again as explained above. It will not be necessary to log in to the Customer Portal to select the Time Zone again.

4.4 Setting the Proximity Range of *PAL*

It is possible to change the range / radius of the proximity zone of your *PAL* by changing the RF power output of the Portable RF Receiver to High, Medium or Low.

This will typically alter the ranges as follows:

Indoor Ranges, typically:

Low: 10 - 20m

Medium: 20 - 30m

High: 40 - 50m

Outdoor Ranges, typically:

Low: 20 - 30m

Medium: 40 - 50m

High: 80 - 100m



The Indoor and Outdoor Ranges are just an indication and may vary because of obstructions like buildings; landscapes; etc.

The proximity zone should be viewed as the radius of a circle around the Portable RF Receiver.

The recommended method to determine the estimated range is to place the Portable RF Receiver on the Desk-top Charger Base Station and move *PAL* away from the Portable RF Receiver to the maximum distance required, before a “wandering event” is alerted.

Please note that the solution is defaulted to the High setting. If it does not alert after the required range, then you will have to reduce the power output of the Portable RF Receiver.

This can only be done whilst the watch and portable receiver are within range.

The proximity range of *PAL* can be changed / configured as follows:

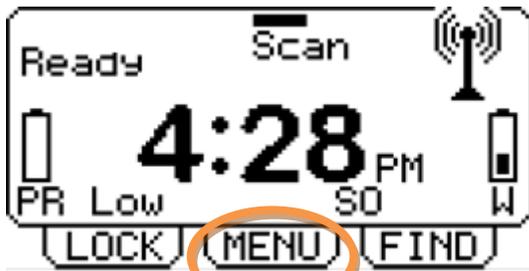


If the *PAL* watch is not within proximity of the Portable RF Receiver, no changes will be processed by either device.

Follow the following steps on the Portable RF Receiver to changed / configured of the proximity range of *PAL* watch:



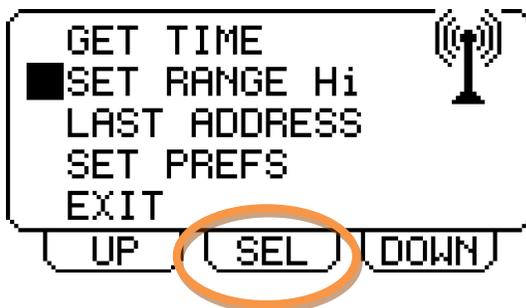
Press **UNLK** to unlock the keypad



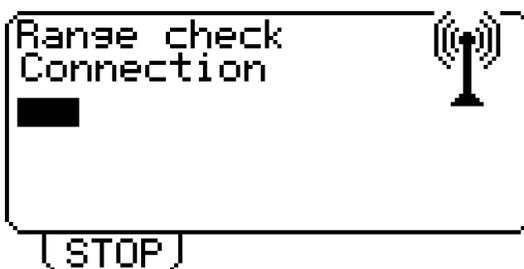
Press **MENU**



Select **SET RANGE** by moving the cursor **UP** or **DOWN**



Press **SEL** to select **SET RANGE**



Check current range and proximity



Change the range to **MED** or **LOW** by pressing **LESS** or **MORE**

Press **SET** when the desired range has been selected



Press **SET** when the desired range has been selected



Press **SET** when the desired range has been selected

Display will return to the **MAIN MENU** screen



MAIN MENU

Press **LOCK** to lock the keypad again if required

4.5 Set Preferences

The following preferences can be configured on the Portable RF Receiver:

- Mute buzzer sound on “wandering alert events” or “panic button alerts”
- Set the *PAL* watch and Portable RF Receiver in to “Flight Safe” mode to allow travel on a commercial airliner as required by FAA regulations.

4.5.1 Mute the Buzzer Sound

Follow the following steps on the Portable RF Receiver to mute the buzzer sound:



Press **UNLK** to unlock the keypad



Press **MENU**



Select **SET PREFS** by moving the cursor **UP** or **DOWN**



Select **SOUND** by moving the cursor **UP** or **DOWN**

Press **SEL** to select **SOUND "OFF"**



Press **SEL** to select **SOUND "ON"**

Select **EXIT** and press **SEL** to return to the **MAIN MENU** screen



MAIN MENU

Press **LOCK** to lock the keypad again if required

4.5.2 Set Flight Safe Mode ON



It is a requirement in all countries to disable communicating electronic devices before the doors on a commercial airliner are closed. As *PAL* is a communicating device, flight safe must be selected before and during any commercial flights.



It is important to note that if “Flight Safe” is selected, none of the functionality on either the *PAL* watch or Portable RF Receiver will work. NO “wandering alert events” or “panic button alerts” will be detected.



If the *PAL* watch is not within proximity of the Portable RF Receiver, no changes will be processed by either device.

Follow the following steps on the Portable RF Receiver to set Flight Save mode ON:



Press **UNLK** to unlock the keypad



Press **MENU**



Select **SET PREFS** by moving the cursor **UP** or **DOWN**

Press **SEL** to select **SET PREFS**



Select **FLIGHT SAFE** by moving cursor **UP** or **DOWN**



Press **SEL** to turn **FLIGHT SAFE** mode “**ON**”
This will now put the *PAL* watch and Portable RF Receiver in to Flight Safe mode until the process is repeated and Flight Safe more is turned OFF
Select **EXIT** and press **SEL** to return to the **MAIN MENU** screen



MAIN MENU



It is important to note that if “Flight Safe” is selected, none of the functionality on either the *PAL* watch or Portable RF Receiver will work.
NO “wandering alert events” or “panic button alerts” will be detected.

The current time will display on the Portable RF Receiver and the *PAL* watch will display “Flight Safe”.



4.5.3 Set Flight Safe Mode OFF



If the *PAL* watch is not within proximity of the Portable RF Receiver, no changes will be processed by either device.

Follow the following steps on the Portable RF Receiver to set Flight Save mode OFF:



Press **MENU**



Select **SET PREFS** by moving the cursor **UP** or **DOWN**

Press **SEL** to select **SET PREFS**



Select **FLIGHT SAFE** by moving cursor **UP** or **DOWN**



Press **SEL** to turn **FLIGHT SAFE** mode "OFF"

Select **EXIT** and press **SEL** to return to the **MAIN MENU** screen



The panic button on the *PAL* watch should now be depressed and immediately released to restore normal functionality.

The normal **MAIN MENU** will display, indicating the *PAL* is Ready.



MAIN MENU

4.6 Display Last Address / Location

It is possible to view the last notified GPS address / location on the Portable RF Receiver, the result of an in-proximity find (wru), or in-proximity panic button alert.



Please note a non GPS result / location, within proximity, is not stored as a valid address.

Follow the following steps on the Portable RF Receiver to display the last address / location:



Press **UNLK** to unlock the keypad



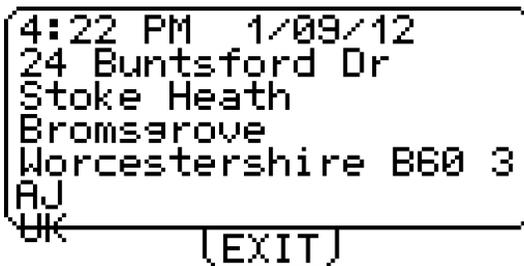
Press **MENU**



Select **LAST ADDRESS** by moving the cursor **UP** or **DOWN**



Press **SEL** to select **LAST ADDRESS**



The following information will be displayed:

- Time (24 hour clock)
- Date (Month, Day, Year)
- Location (Address & Zip code)

Press **EXIT** to return to the **MAIN MENU** screen



MAIN MENU

4.7 In Proximity Find (WRU)

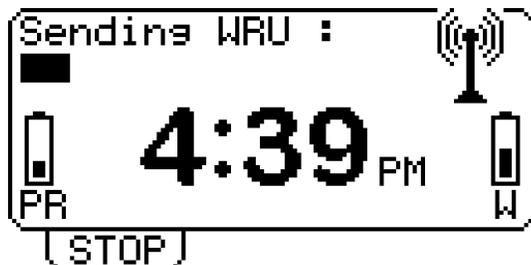
If the wearer is within proximity but you have lost sight of them it is possible to find their location with the Portable RF Receiver.



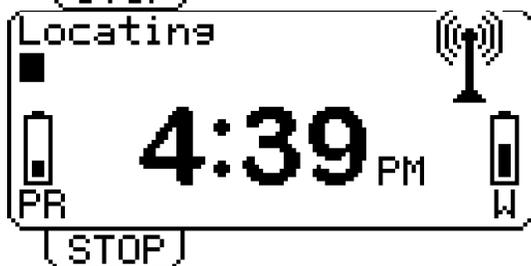
Follow the following steps on the Portable RF Receiver to request a location (WRU) Press **UNLK** to unlock the keypad



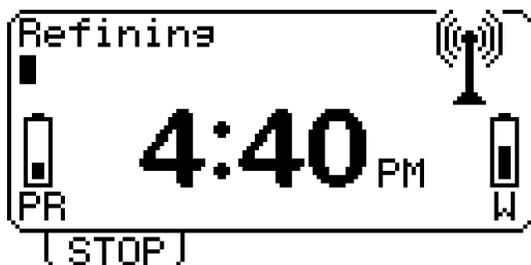
Press **FIND** to request WRU



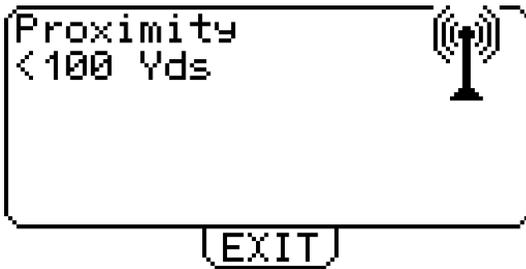
Sending WRU request



Requesting position data

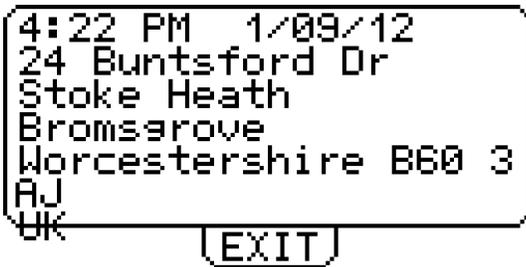


Refining position data



Indoor location - Proximity – GPS no achieved

Press **EXIT** to return to the **MAIN MENU** screen



Outdoor location – GPS achieved

Press **EXIT** to return to the **MAIN MENU** screen

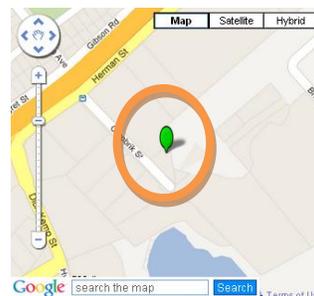


MAIN MENU

The requested location will also be displayed in the Secure Customer Portal as a position on Google Maps. The location will be displayed as either a cross hair for an approximate Cell ID location when indoors or upside down teardrop for a GPS location when outdoors.



Approximate Cell ID Location



GPS Location

See Section 8.2, **Requesting “wru” from a Desk-top Computer (Customer Portal)** for more detail.

4.8 Receiving Alerts on Portable RF Receiver

4.8.1 Wandering Alert Event

If the wearer and caregiver become separated or the wearer leaves the safety of the home the Portable RF Receiver will detect the wandering event and will flash RED whilst an audible buzzer alert is sounding.

The Portable RF Receiver screen will display the following:



RANGE ALERT – Display flashing RED and audible buzzer alert sounding

When the wearer is outside proximity of the Portable RF Receiver, the *PAL* watch will connect to the GSM cellular network and request a GPS location. The requested location will also be displayed in the Secure Customer Portal as a position on Google Maps. The location will be displayed as either a cross hair for an approximate Cell ID location when indoors or upside down teardrop for a GPS location when outdoors.

The designated alert recipient will receive an email alert notification, notifying of the wandering event with the location information.

If the optional SMS tariff has been selected this information will also be send by SMS to the designated alert recipient.



If the optional Call Centre tariff has been selected, the 24/7 Call Centre will receive the information and take the appropriate action based upon the profile of the record set up at registration for this service. (Only available in selected countries.)

The audible alert buzzer can be stopped by pressing **STOP** on the main screen

The Customer Portal status will be updated to “**Alert Mode**”. Whilst in this mode, the caregiver can locate the wanderer through a “wru” request from the Secure Customer Portal or by sensing a “wru” SMS from a smart mobile phone, to the *PAL* watch. If considered appropriate, *PAL* can be configured for “live track” from the Customer Portal for regular location updates (2-30 minutes intervals).

See Section 8.1, **Requesting “wru” from your Mobile Phone** for more detail.

See Section 8.2, **Requesting “wru” from a Desk-top Computer (Customer Portal)** for more detail.

The main menu on the Portable RF Receiver will not be available until the *PAL* watch and Portable RF Receiver are back in proximity. Once the *PAL* watch and Portable RF Receiver are back in proximity, the MAIN MENU will be displayed again.



4.8.2 Panic Button Alert Event – In Proximity

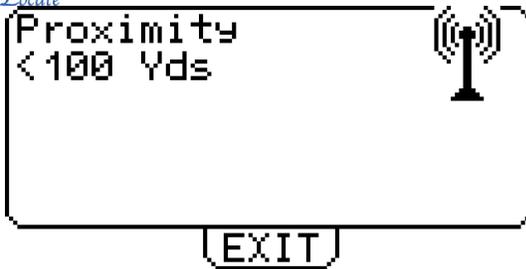
If the wearer requires assistance there is a panic button on the *PAL* watch. If this is depressed for more than 3 seconds and then released the display on the *PAL* watch will change from the time display to “Alert Sent”.

If the wearer is within proximity of the Portable RF Receiver the receiver will flash RED whilst an audible buzzer alert is sounding. The screen will display the following:



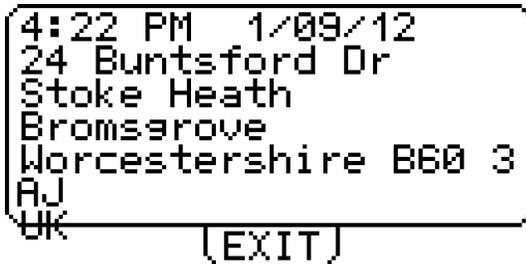
The audible alert buzzer can be stopped by pressing **STOP** on the main screen





Indoor location - Proximity – GPS no achieved

Press **EXIT** to return to the **MAIN MENU** screen



Outdoor location – GPS achieved

Press **EXIT** to return to the **MAIN MENU** screen



MAIN MENU

If the person wearing the watch is outside proximity of the Portable RF Receiver, the *PAL* watch will connect to the GSM cellular network and request a GPS location. The requested location will also be displayed in the Secure Customer Portal as a position on Google Maps. The location will be displayed as either a cross hair for an approximate Cell ID location when indoors or upside down teardrop for a GPS location when outdoors.

The designated alert recipient will receive an email alert notification, notifying of the panic button event with the location information.

If the optional SMS tariff has been selected this information will also be send by SMS to the designated alert recipient.

If the optional Call Centre tariff has been selected, the 24/7 Call Centre will receive the information and take the appropriate action based upon the profile of the record set up at registration for this service. (Only available in selected countries.)

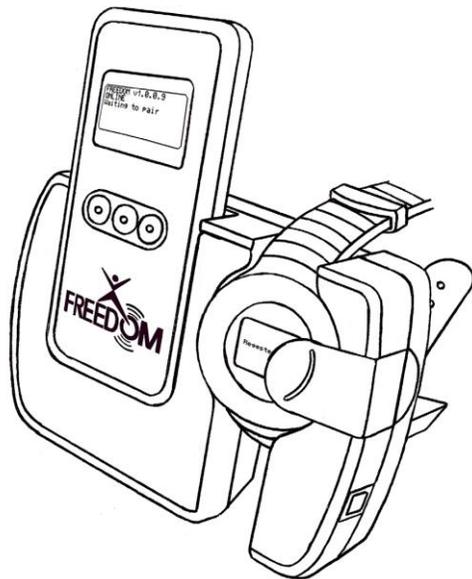
5. Using the *PAL* Watch



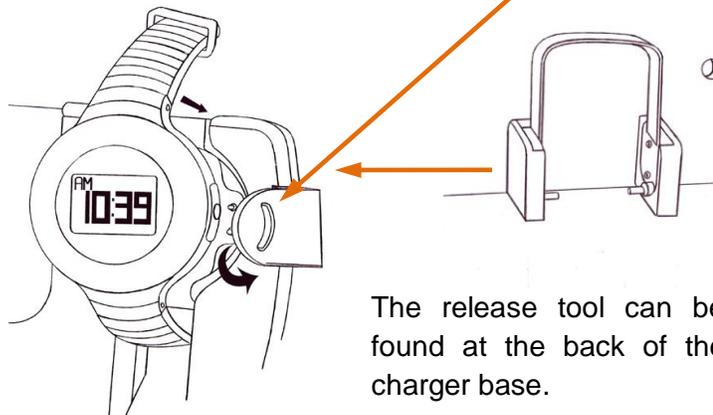
It is recommended to ensure that *PAL* is fully charged before use.

5.1 Wearing the *PAL* Watch

Place and secure *PAL* around the at-risk individual's wrist by following these steps:

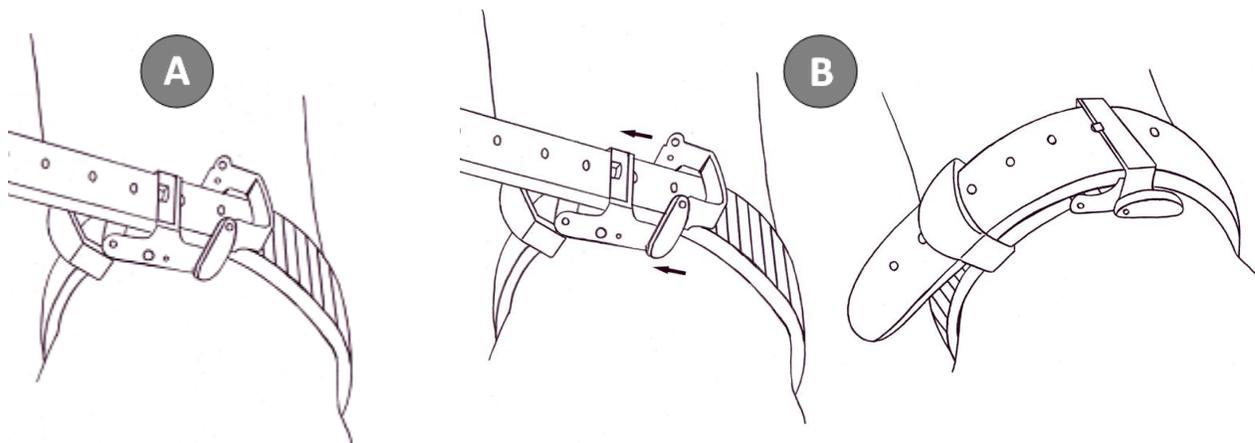


Remove the *PAL* watch from the Docking Station charger base by lifting the release clasp on the charger base.



The release tool can be found at the back of the charger base.

Ensure that the bracelet lock is open, if not, release the secure locking mechanism with the release tool that can be found at the back of the charger base. To release the secure locking mechanism, insert the release tool on each side of metal latch of the secure locking mechanism. Press lightly and pull up. See Section 5.2, **Removing the *PAL* Watch** for more detail.



A Place the *PAL* watch on the wrist of the at-risk individual, like a standard watch.

- B** Close the secure locking mechanism of the strap, by pushing the locking latch down to secure. Secure the access strap like a standard watch.

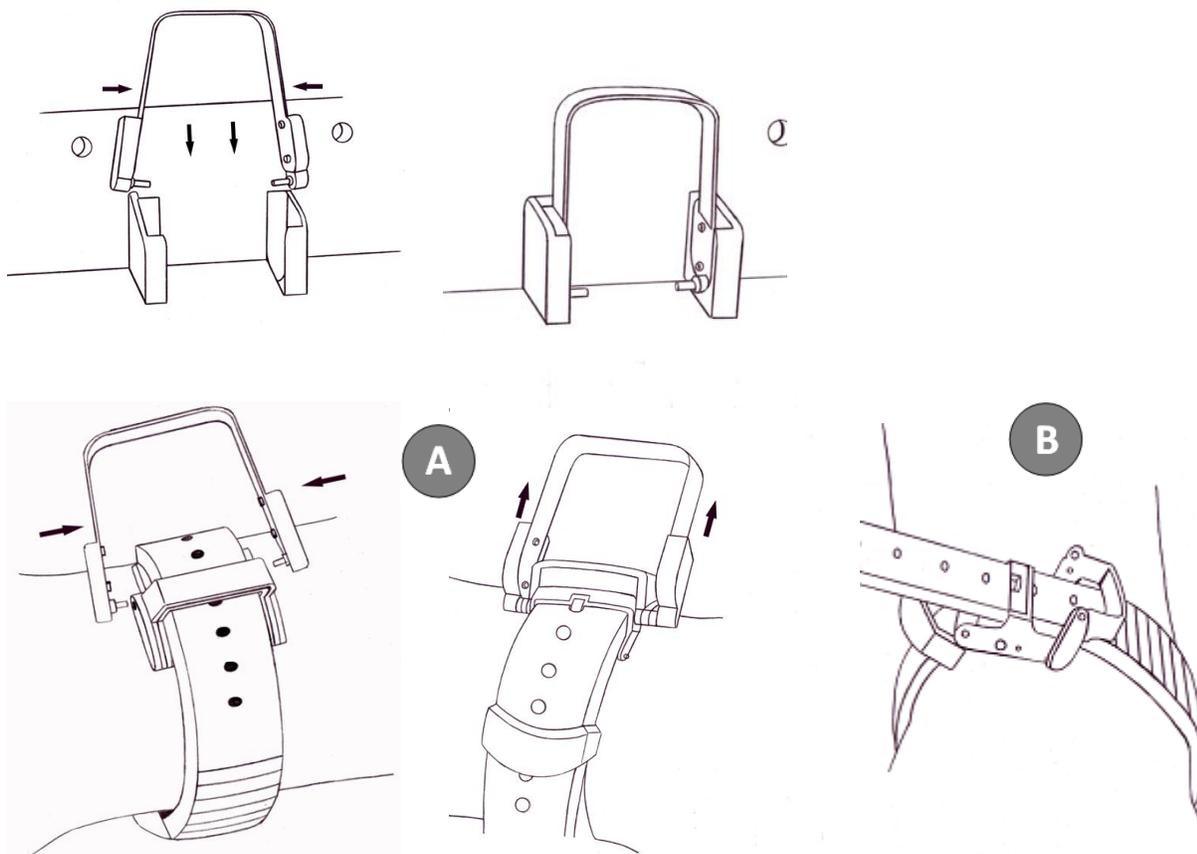
5.2 Removing the PAL Watch



Always use the release tool to unlock the secure locking mechanism on the *PAL* watch strap. The watch lock mechanism can be forced open in an emergency situation, but this will weaken the locking mechanism and will not be as secure for further use.

Failure to use the appropriate tool to release the locking mechanism will invalidate the warranty. However, replacement locking mechanisms can be purchased as an accessory and are easily fitted by a jewellery shop.

The release tool can be found at the back of the Desk-top Charger Base.



- A** Insert the release tool on each side of metal latch of the secure locking mechanism. Press lightly and pull up.
- B** Open the strap and remove the strap like a standard watch.

5.3 Panic Button Function

If the wearer requires assistance there is a panic button on the *PAL* watch. If this is depressed for more than 3 seconds and then released the display on the *PAL* watch will change from the time display to “**Alert Sent**”.



A “panic button alert” will originate a priority email and SMS* alert to the caregiver, providing the date and GPS position of the panic button alert event.

If the panic button on *PAL* is depressed, while the wearer is within proximity of the Portable RF Receiver, the *PAL* watch will determine its GPS location and location address will be displayed on the Portable RF Receiver. A GPS location will be achieved when outdoors and an approximate Cell ID location when indoors. This event will also update on the Customer Portal and an alert email and SMS* will be sent to the caregiver. The Portable RF Receiver will also sound an audible alert and the LCD display will flash RED, indicating that there is an alert condition.

If the panic button on *PAL* is depressed, while the wearer is outside proximity of the Portable RF Receiver, a priority email alert and SMS* will be send to the caregiver, providing the date and GPS position of the panic button alert event. A GPS location will be achieved when outdoors and an approximate Cell ID location when indoors. This event will update on the Customer Portal and an alert email and SMS* will be sent to the caregiver.

If the optional Call Centre tariff has been selected, the 24/7 Call Centre will receive the information and take the appropriate action based upon the profile of the record set up at registration for this service. (Only available in selected countries.)

The panic button is also used to restore normal functionality after “Flight Mode” is switched OFF by depressing and releasing the panic button immediately. See Section 4.5.3, **Set Flight Safe Mode OFF** for more detail.

*Note: Alert SMS’s will only be received if the optional SMS subscription tariff with the unlimited SMS bundle has been selected.

5.4 SMS & email Alerts

5.4.1 SMS Alerts

The following information will be display in the alert SMS received for a “wandering alert event” or “panic button alert”:

- *PAL* - Name of your *PAL* as configured in the Portal
- **SMS Type** - SMS alert type received – **SMS_Panic** or **SMS_OutOfRange**
- **Approximate location** - When Cell ID location is provided, GPS not achieved, when indoors
- **Location** - When GPS location is achieved, when outdoors
- House name/no; Street name; Town / City; Postal Code; Country
 - Link (URL) to view the location on Google maps



Please note that only internet enabled mobile phones with a valid network subscription will be able to view the URL link to Google maps.



If *PAL* is unable to get a GPS lock the text message will give an approximate location, updating with subsequent Cell ID locations.

5.4.2 Email Alerts

The following information will be display in the alert email received for a “wandering alert event” or “panic button alert”:

- *PAL* - Name of your *PAL* as configured in the Portal
- **email Type** - email alert type received – **Panic** or **OutOfRange**
- **Approximate location** - When Cell ID location is provided, GPS not achieved, when indoors
- **Location** - When GPS location is achieved, when outdoors
- House name/no; Street name; Town / City; Postal Code; Country
- Link (URL) to view the location on Google maps

Example of alert email:

Email_Message: Freedom
Email_Panic
Email_Location: 28 Meerend
<http://maps.google.com/?hl=en&q=-33.850410,18.629140>
<http://maps.google.com/?hl=en&q=-33.850410,18.629140>

Click on the link (URL) to view the location on Google maps.



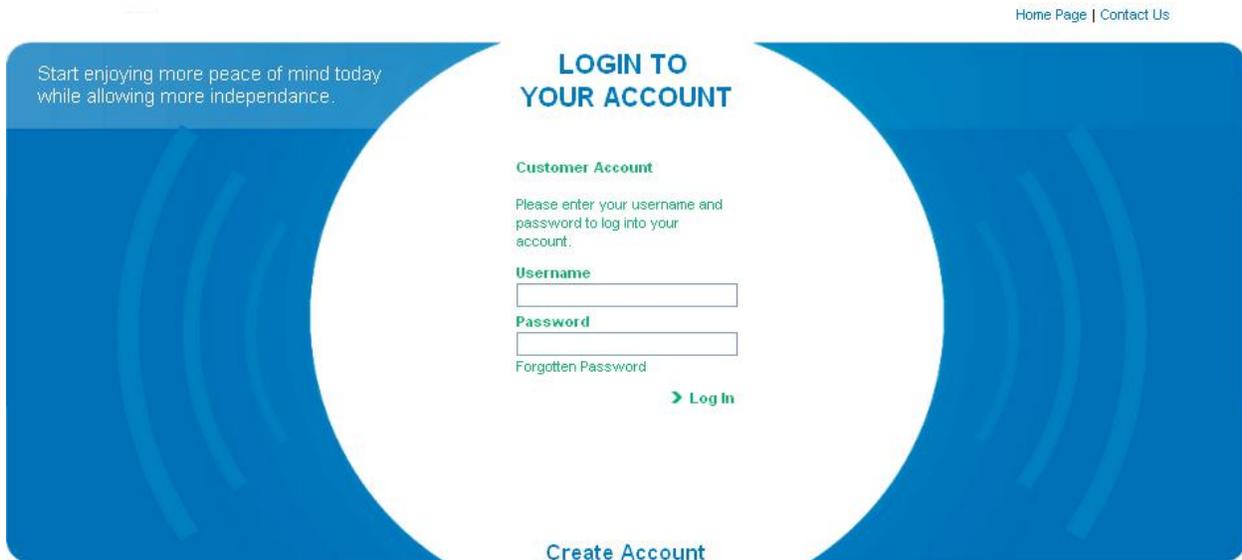
If *PAL* is out of subscription it will not operate and should be removed from your child. To update your subscription details contact the support service of your selected country.

6. Customer Account - Portal Login

To log in to the Customer Portal, go to <https://secure.lok8u.com/freedom/LoginPage.aspx>

Login to Your Account

To use the Customer Portal, log in using the Username and Password that were chosen at registration and click on “**Login In**”.



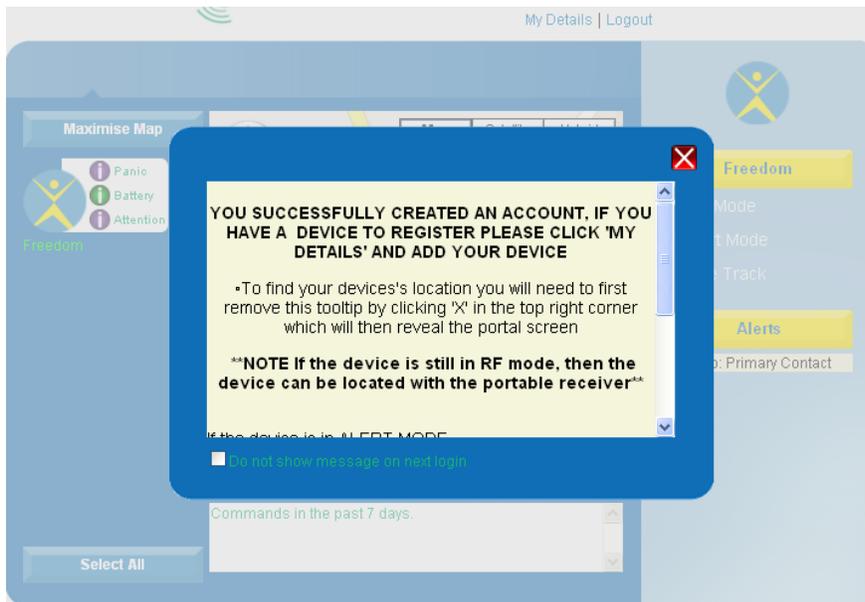
The screenshot shows a login page with a blue background and a white circular area in the center. The text "LOGIN TO YOUR ACCOUNT" is prominently displayed. Below this, there is a section for "Customer Account" with instructions to enter a username and password. There are input fields for "Username" and "Password", a "Forgotten Password" link, and a "Log In" button. At the bottom, there is a "Create Account" link. The page also includes a navigation bar with "Home Page | Contact Us" and a promotional message: "Start enjoying more peace of mind today while allowing more independence."



If you are using a public computer please ensure that you do not click “Remember my Password” as your log in details will be visible to the next user.



Ensure to always “Logout” after each session, to ensure that your session is closed and details are not visible to the next or other users.



PAL - Information

After successful log in, the information screen will be displayed.

Simply click the Red Cross to close the window and to continue.

(To disable the pop-up screen to not appear again tick the box at the bottom, “Do not show message on next login”, before navigating away from the pop-up box).



It is recommended to keep the Start-up pop-up screen enabled, to be informed about new tips and functionality.

6.1 PAL – Main Page

You are now ready to interact with *PAL* using the functionality that is described in the following sections of this user guide.



The map displayed in the Main Page will always open with the last location update received from *PAL*, either from a “wru” request or from a “wandering alert event” or “panic button alert”.

6.1.1 Main Page Functions and Information:

- a. Change / Edit User Profile and register new devices
- b. Logout of Portal
- c. Maximise Map to view larger format
- d. Icons of *PAL*'s configured with Alert status indication
- e. Click on the icon to select a *PAL*
- f. Google Map display window
- g. Alerts in the past 7 days will be displayed in the information window below the map.
- h. GPS position of last position update received from *PAL*
- i. Configuration details of selected *PAL*

[My Details](#) | [Logout](#)

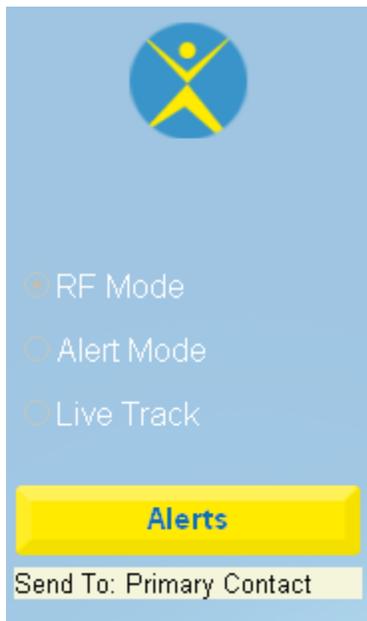
6.1.2 PAL Alert Configuration:



6.1.3 Battery Status Indication:



6.1.4 Configuration Details of Selected PAL:



- RF Mode: In proximity or “OFF” mode indication
- Alert Mode: Alert Zone indication- Out of proximity
- Live Track: Live Track mode indication and configuration
- Alerts: Configuration of Alert List and Contact Details
- Send To: Indication of current contact configured that can send / receive SMS and Alerts

RF Mode: Indicates that the *PAL* watch and Portable RF Receiver are within proximity. It also indicates that the *PAL* watch is NOT registered on the GSM cellular network.



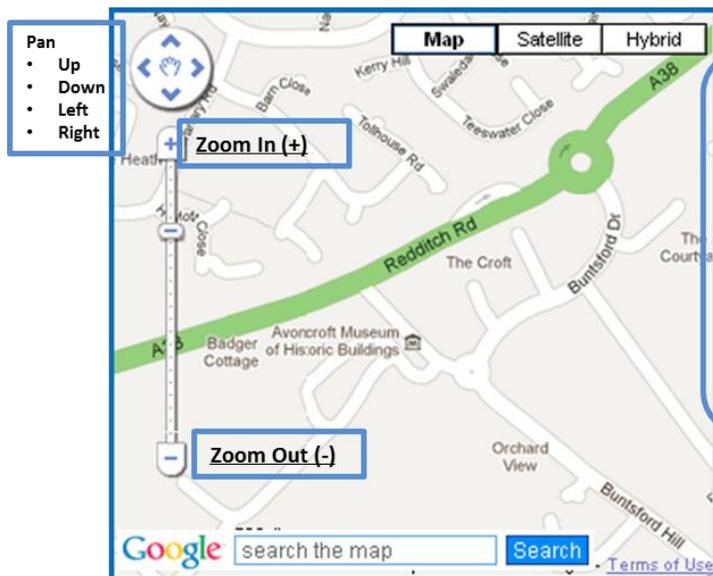
None of the functionality of the Customer Portal is operational whilst proximity exists. To perform a WRU, the FIND function on the Portable RF Receiver should be used, see Section 4.7 In Proximity Find (WRU) and follow the instructions.

This can also indicate that the *PAL* watch is OFF, or unable to register on the GSM cellular network, if the Portable RF Receiver is displaying a proximity breach but the Portal RF Receiver is showing RF.

Alert Mode: The *PAL* watch is now on the cellular network and portal functionality is operational.

Live track: The *PAL* watch is on the GSM cellular network and the user has selected “Live Track” mode.

6.1.5 Use of Map Functions:



“Map”

- (street map format showing street names),
- “Satellite” (helicopter view of the location)
- “Hybrid” (helicopter view with street names).

“Map” View - street map format showing street names

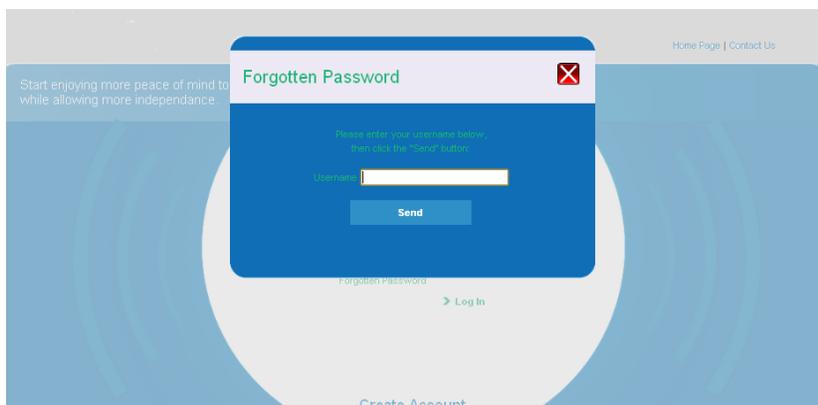


“Satellite” View - helicopter view of the location



“Hybrid” View - helicopter view of the location with street names

6.3 Forgotten Password



If you have forgotten your password, simply click on **“Forgotten Password”** on the **Login Account** page.

To close the window, click on the **'X'** in the top right corner.

Enter the **Username** that were chosen at registration and click on **“Send”**. The password details will be e-mailed to the e-mail address that was entered at registration. Follow the process in the received email to change your password.



If you are using a public computer please ensure that you do not click “Remember my Password” as your log in details will be visible to the next user.



Ensure to always “Logout” after each session, to ensure that your session is closed and details are not visible to the next or other users.

8. Where are you “wru” Request

This can be done from either your Mobile Phone or Desk-top Computer (Customer Portal).



Please note that when the *PAL* watch is in proximity (RF mode), a “wru” request cannot be send from the Customer Portal or “wru” SMS request from a smart mobile phone.

If you need to locate the wearer whilst in proximity click “Find” on the Portable RF Receiver. See Section 4.7, **In Proximity Find (WRU)** for more detail.

8.1 Requesting “wru” From your Mobile Phone

To send a “wru” SMS request command to *PAL* via your mobile phone, the **“Alerts Send To”** on the Customer Portal must be set to the mobile phone that you will be using to text *PAL*. See Section 12, **Alerts**, for information on how to change and configure Alerts.

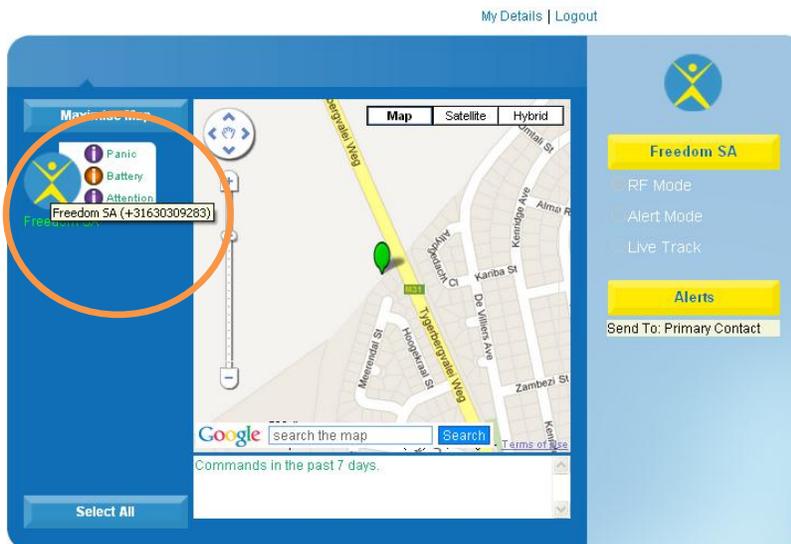
Text **“wru”** to the *PAL* mobile phone number to request a location update. The mobile phone number will be validated to ensure that it is authorised and then the location of the wearer will be sent as a SMS text message, providing the following information:

- *PAL* - Name of your *PAL* as configured in the Portal

- **Approximate location** - When Cell ID location is provided, GPS not achieved, when indoors
- **Location** - When GPS location is achieved, when outdoors
- House name/no; Street name; Town / City; Postal Code; Country
- Link (URL) to view the location on Google maps



Please note that only internet enabled mobile phones with a valid network subscription will be able to view the URL link to Google maps. If PAL is unable to get a GPS lock the text message will give an approximate location, updating with subsequent Cell ID locations.

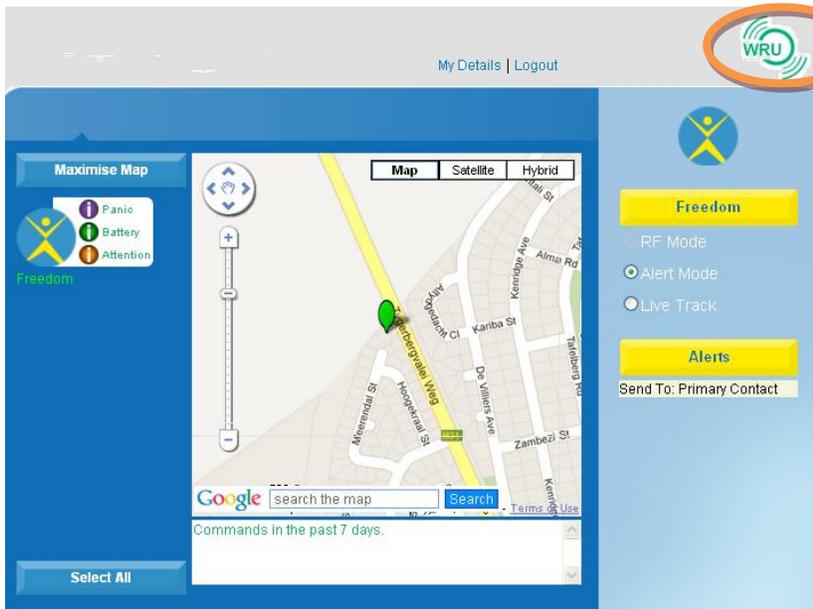


Note: The mobile phone number of PAL may also be mouse cursor over the PAL mage in the left had portal.

8.2 Requesting “wru” from a Desk-top Computer (Customer Portal)

Log in to the *PAL* Customer Portal using the Username and Password that were chosen at

registration. (See Section 6, **Customer Portal Login**, for more detail on the Customer Portal) Login using the Username and Password that were chosen at registration and click on “**Log In**”.



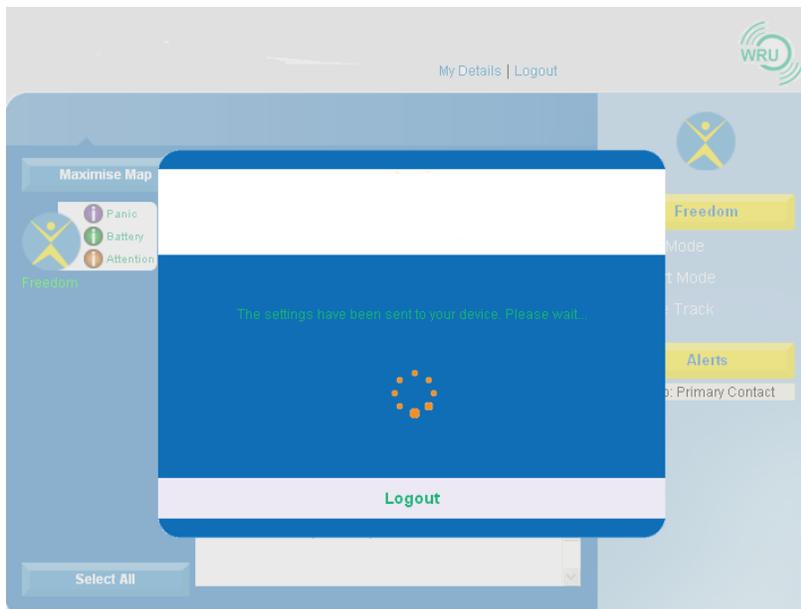
Select the *PAL* icon in the left hand panel that corresponds to the *PAL* of the wearer, by clicking on the icon, when more than one *PAL* watch is configured.

The configure name of the *PAL* watch will then appear in the right hand control panel.

Click on the “**wru**” button to request the location of the wearer



A “**wru**” request can only be send from the Customer Portal if the *PAL* watch is in “**Alert Mode**”

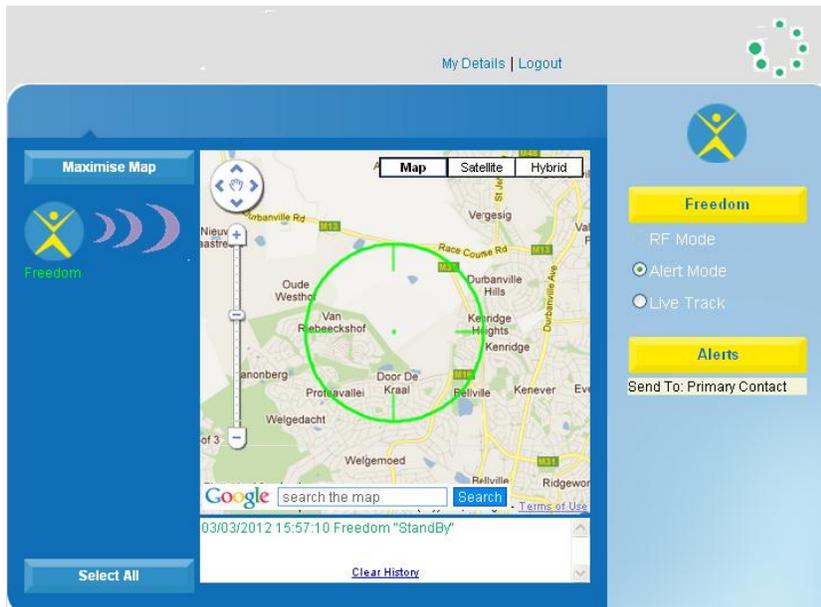


The settings have been sent to your *PAL*. Please wait.

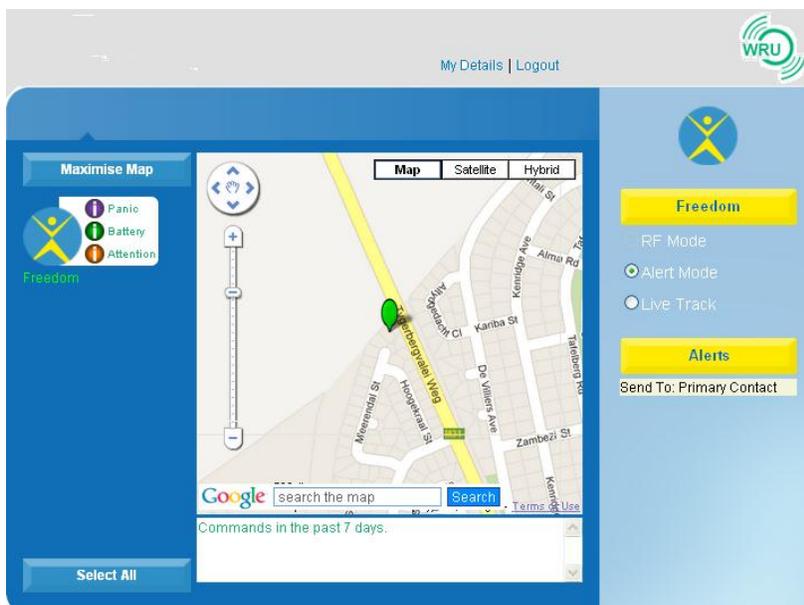
It is not possible to click the “**wru**” button again until the Portal has completed its process of providing a location of the *PAL* watch.

Once *PAL* has responded, the location will be shown as a cross hair, approximate Cell ID location, which if you place your mouse in the area will give the degree of accuracy and the time. The image on the Customer Portal will then change to the *PAL* standard

icon and the radiating antennae image will pulse until a GPS location is received.



If *PAL* is unable to get GPS the Cell ID cross hairs will appear with an approximate location and will be updated with subsequent Cell ID locations until *PAL* get a GPS fix. The previous Cell ID location will disappear and will display the GPS location when *PAL* gets a GPS fix.



Once a GPS location is received the image in the left hand panel will change to the image of the *PAL* selected at registration and the GPS location will be shown on the map.

If the wearer's current location gives you cause for concern, select "**Live Track**" to monitor where they are going. (See Section 11, **Live Track**, for more information on operation.)

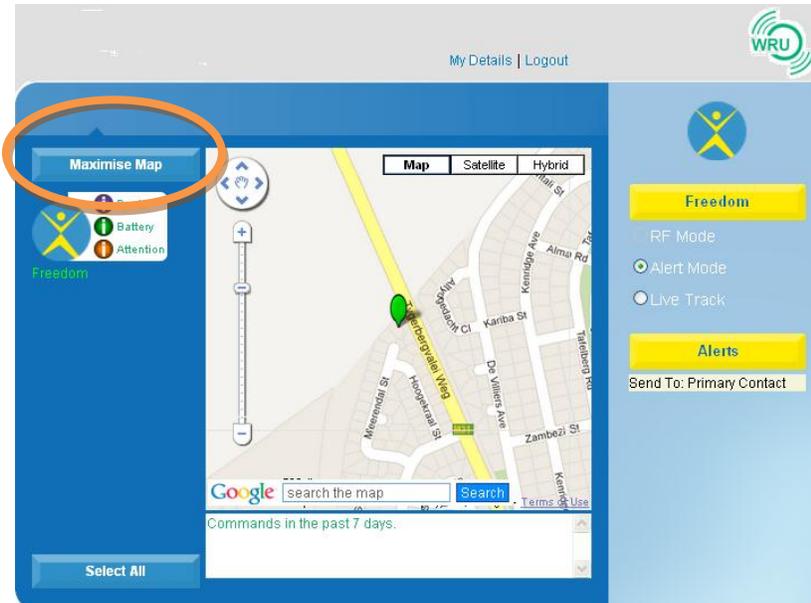
You can select the format of the map to be:

“**Map**” View - street map format showing street names

“**Satellite**” View - helicopter view of the location

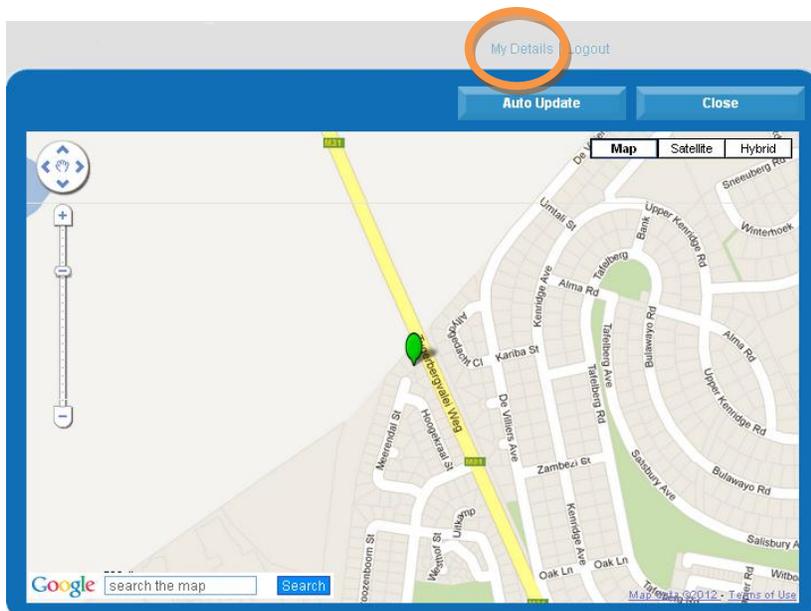
“**Hybrid**” View - helicopter view of the location with street names

You can also zoom in/out and pan up/down/left/ right using the navigation keys to the left of the map. See Section 6.1.5, **Use of Map Functions** for more detail.



To maximise the viewing map area click on the “**Maximise Map**” tab.

This will enlarge the map area to fill the page.



In “**Drag Mode**” you can now drag the map and pan in or out.

When the last location update is no more displaying on the map, because the location has been dragged out of the window, you can click on

“**Drag Mode**” to display and center the last position update in the window, again.

“**Drag Mode**” will change to “**Auto**

To exit “**Maximise Map**”, click on “**Close**” in the top right hand corner of the map. **Update**”. When dragging the map again, “**Auto Update**” will change to “**Drag Mode**” again.

9. Live Track

If the wearer's current location gives you cause for concern, you can select **“Live Track”** to get a more regular position update to monitor where the wearer is going.



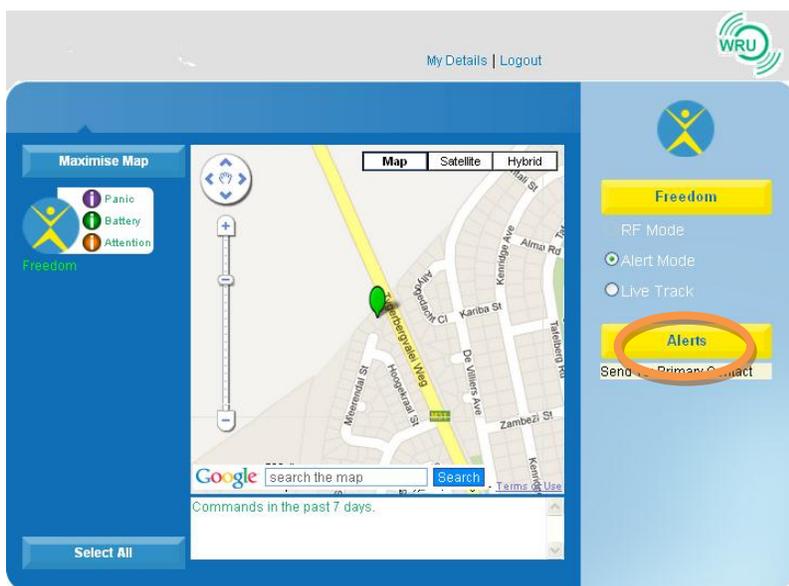
Please note that when the PAL watch is in proximity (RF mode), it cannot be set to “Live Track” mode.

If you need to locate the wearer whilst in proximity click **“Find”** on the Portable RF Receiver. See Section 4.7, **In Proximity Find (WRU)** for more detail.

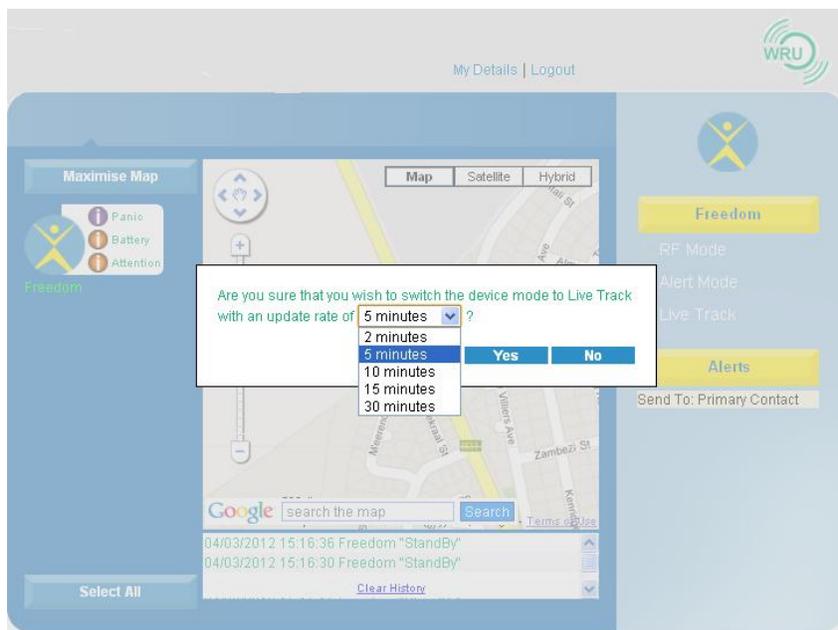


Live Track can only be used from the Customer Portal and should be used carefully as it is a very battery intensive operation.

To change the status of *PAL* to **“Live Track”**, log in to the Customer Portal and select the *PAL* that you want to set. The selected *PAL* will be displayed in the top right corner of the Customer Portal.

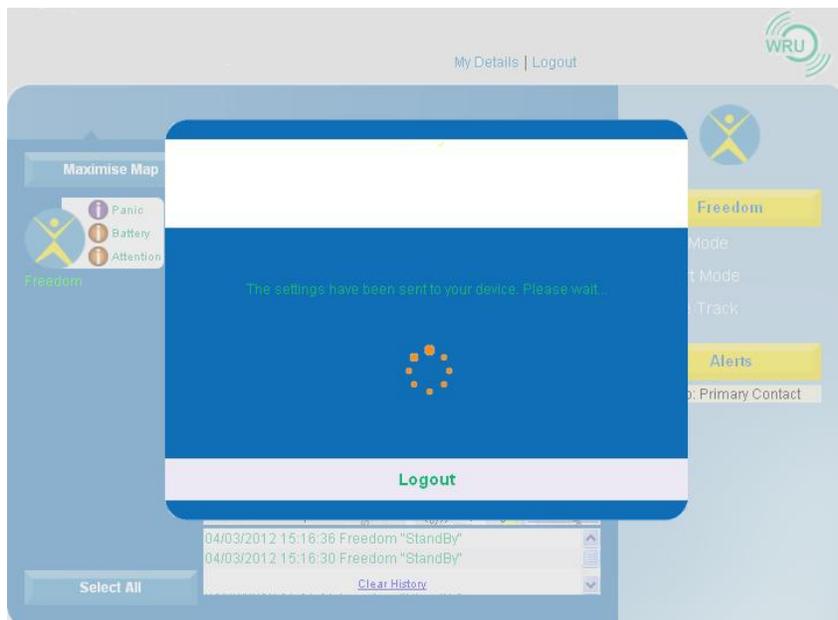


Select **“Live Track”** to change the status of *PAL* to **“Live Track”** mode.



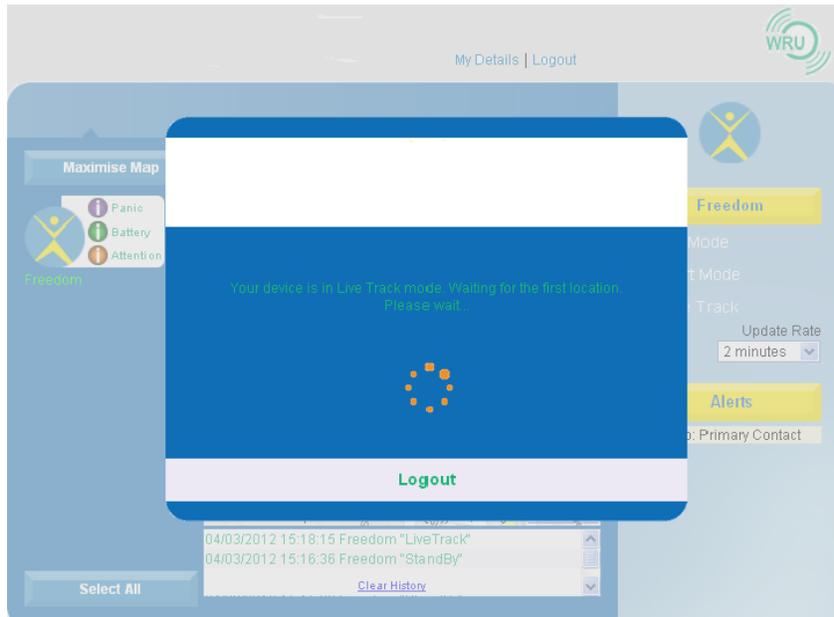
You can then select the time interval between location updates from the drop down menu. Once the desired update rate has been selected, click on “**Yes**” and the settings will be sent to *PAL*.

Click on “**No**” to cancel the operation.



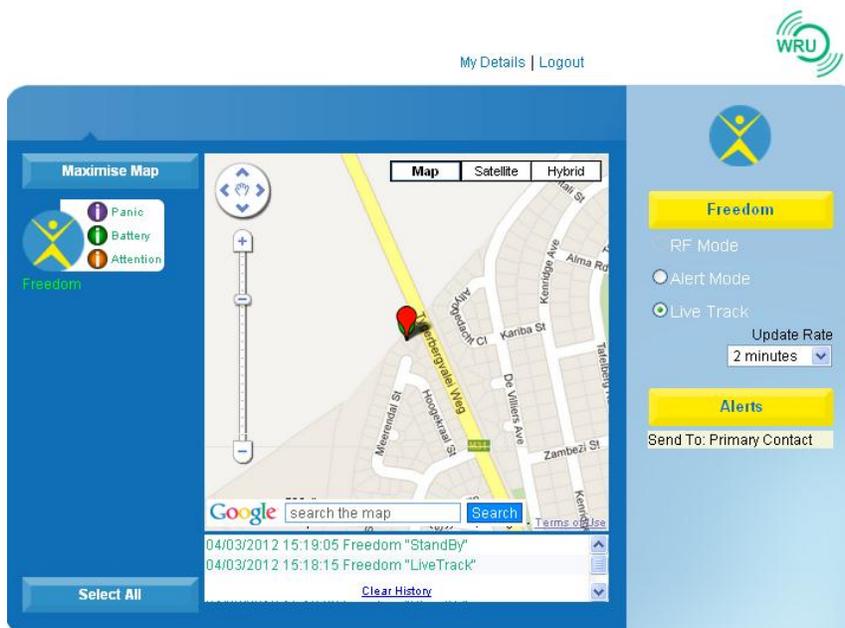
The following notification window will display:

The settings have been sent to your *PAL*. Please wait. Once *PAL* has received and confirmed the **Live Track** settings, the following notification window will display:



PAL is in Live Track mode. Waiting for the first location. Please Wait.

PAL will know request the first GPS location, to be displayed on the map.

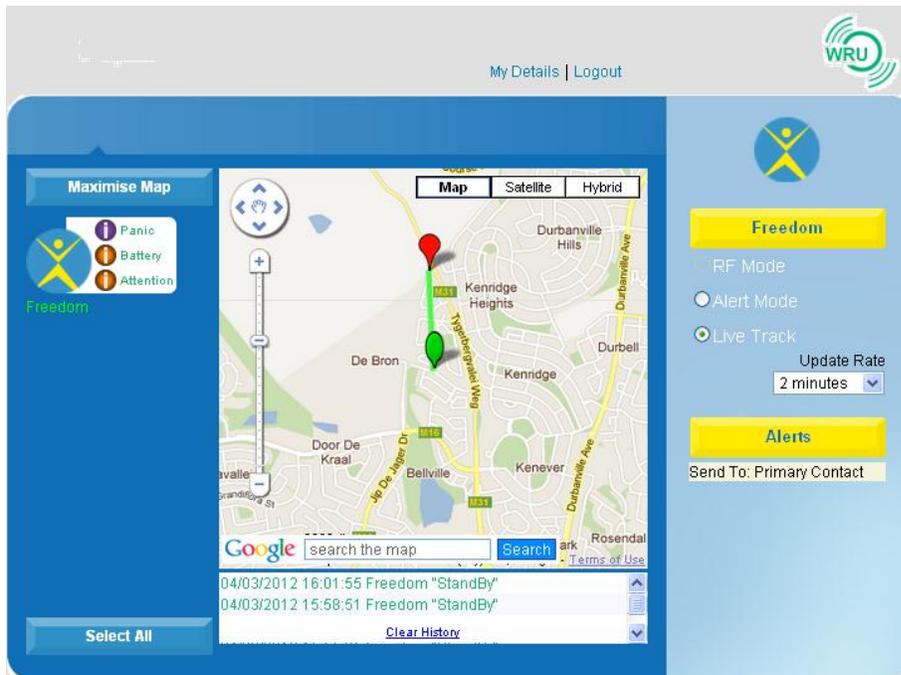


The Start location of Live Track will be indicated with a Red icon on the map.

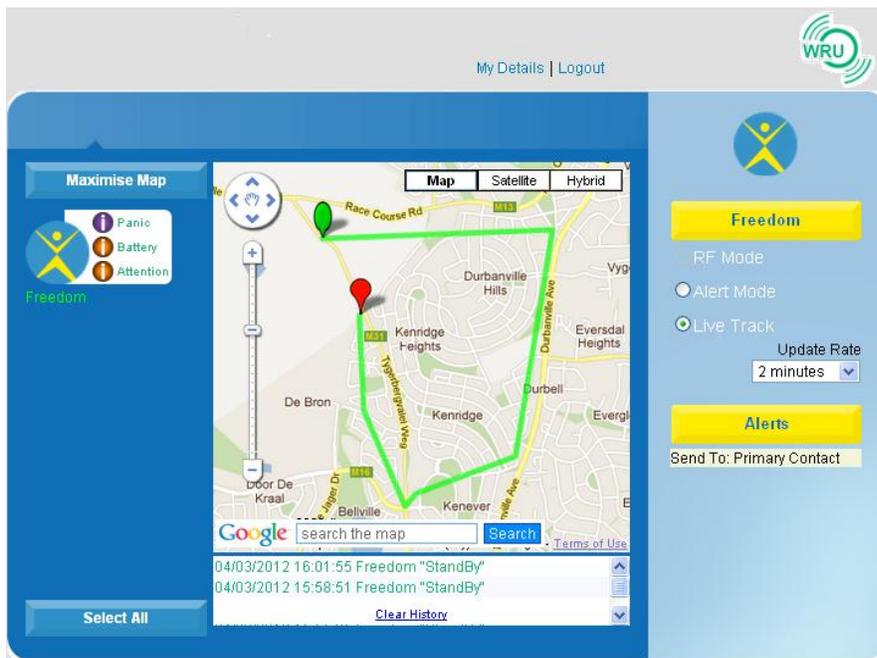
The selected Update Rate for Live Track will be displayed in the configuration panel of the Customer Portal.

If *PAL* is unable to get GPS the Cell ID cross hairs will appear with an approximate location and will be updated with subsequent Cell ID locations until *PAL* get a GPS fix.

At this time all the previous Cell ID locations disappear and a snails trail starts, and continues with GPS locations.



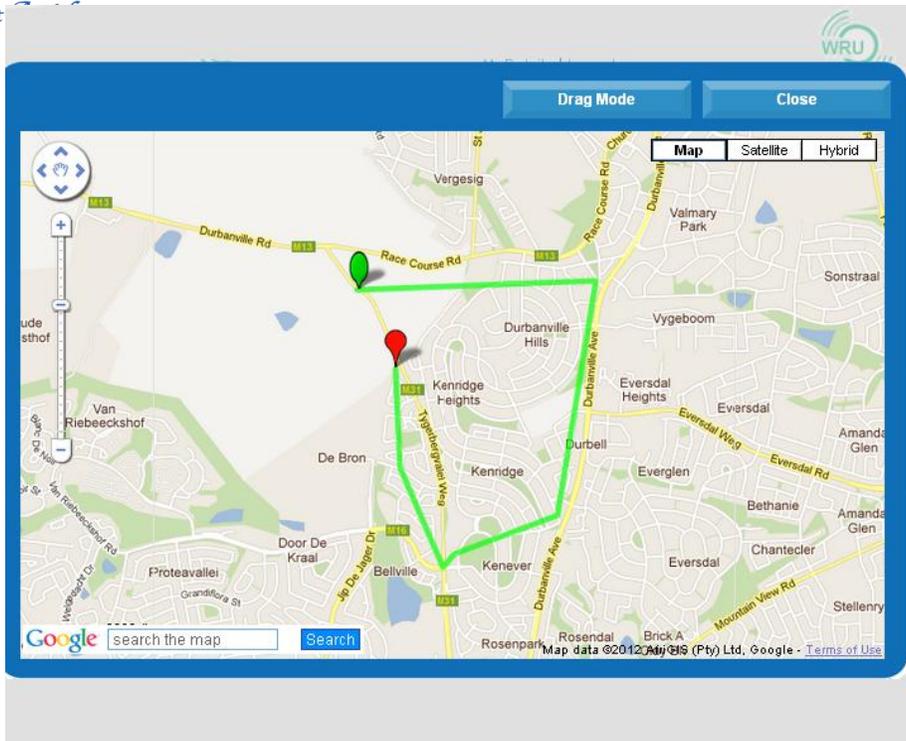
Each updated position will be linked to create a snail trail.



The last updated position of the *PAL* will be indicated with a balloon GREEN icon on the map.

To disable a Live Track, select "**Alert Mode**" in the configuration panel of the Customer Portal.

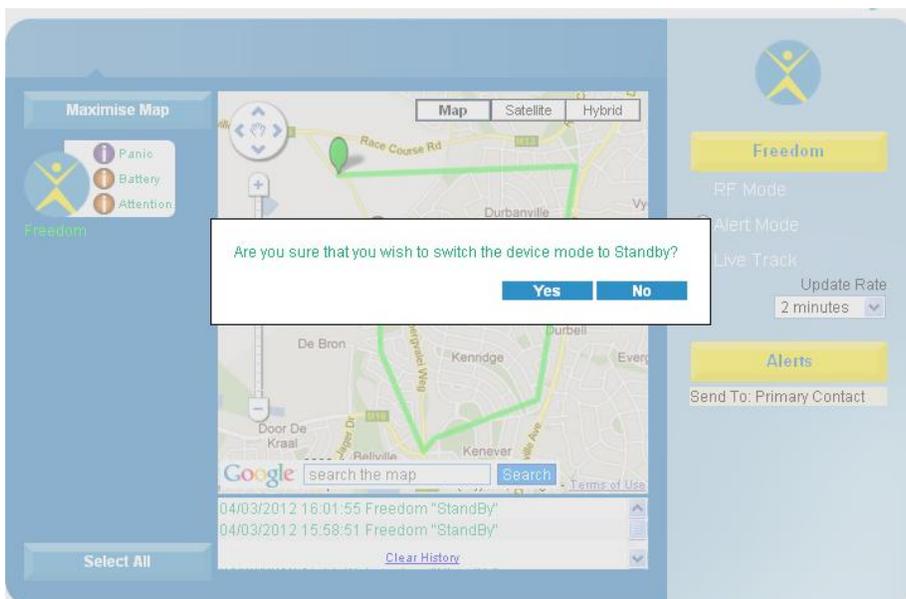
To maximise the viewing map area, to get a better view of the area, click on the "**Maximise Map**" tab. This will enlarge the map area to fill the page.



In “**Drag Mode**” you can now drag the map and pan in or out.

When the last location update is no more displaying on the map, because the location has been dragged out of the window, you can click on “**Drag Mode**” to display and centre the last position update in the window, again.

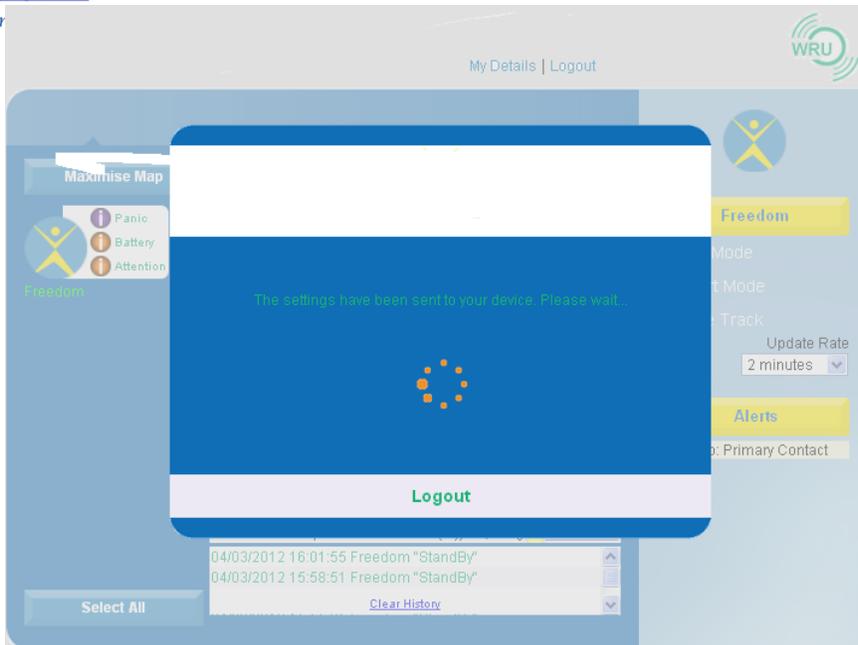
“**Drag Mode**” will change to “**Auto Update**”.



To disable a Live Track, select “**Alert Mode**” in the configuration panel of the Customer Portal.

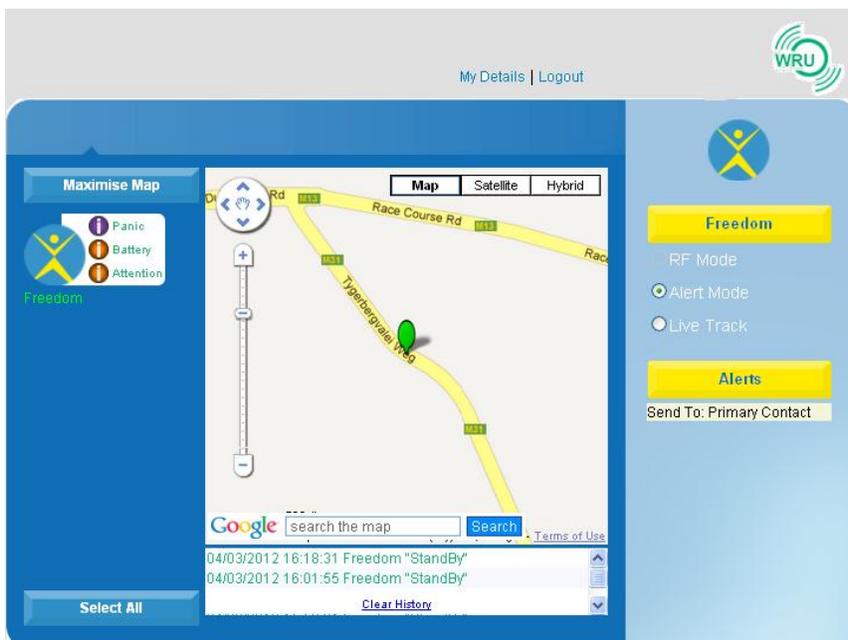
Select “**Yes**” to switch the device mode to “**Alert Mode**” and to disable Live Track mode.

Click on “**No**” to cancel the operation.



The following notification window will display:

The settings have been sent to your *PAL*. Please wait.



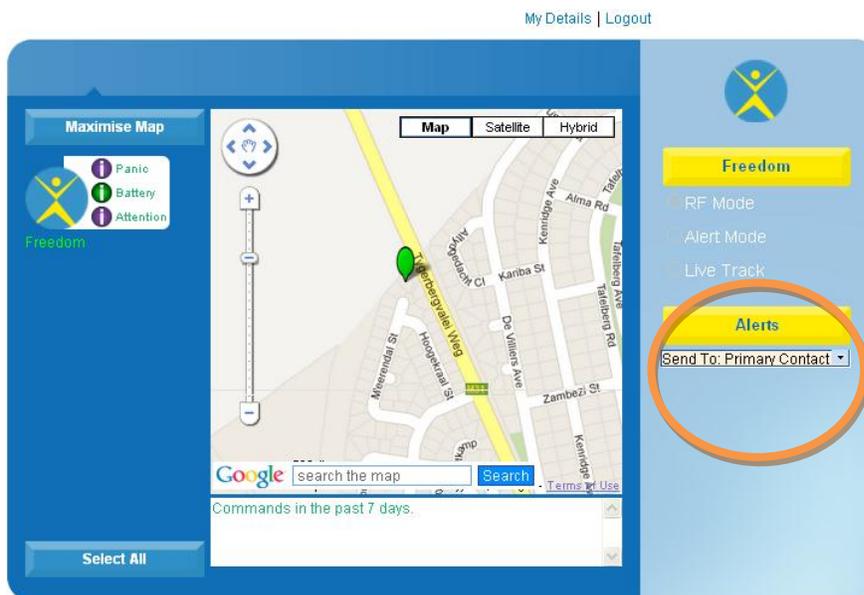
Once *PAL* has received and confirmed the settings, the main Customer Portal window will be displayed with the last GPS location received and indicating that *PAL* is in “**Alert Mode**”

If you log out of the Customer Portal whilst in “**Live Track**”, when you log back in, the history remains until you change the *PAL* mode back to “**Alert Mode**”.

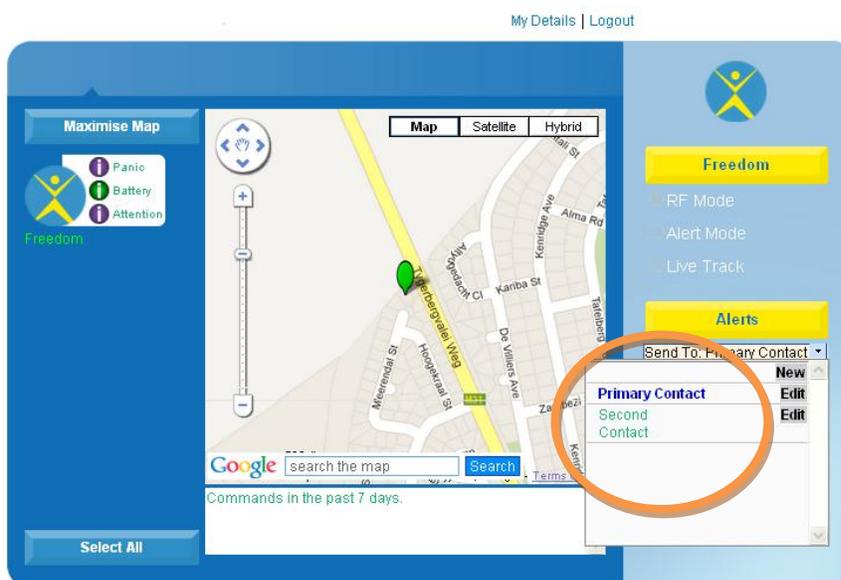
10. Alerts

When you first registered *PAL* you were asked to enter your contact details; mobile phone and email contact details, which were then saved and recorded as the primary contact. Alterations, “**Add New**”, “**Edit**” and “**Change**” can be made to your contact details entered at registration.

10.1 Add New Recipient of Alerts



To configure a new contact click on the “**Alerts**” drop down box.



To configure a new contact click on **<New>** in the drop down box.

The *PAL – Alert List* window will open.

Freedom - Alert List

Name	Email	Mobile Number ?	SMS Alerts?	
Primary Contact	Primary_Contact@email.com	+441122334455	✓	
Second Contact	Second_Contact@email.co.za	+445566778899	✓	
<input type="text"/>	<input type="text"/>	+ <input type="text"/>	✗	<input type="button" value="Add"/> <input type="button" value="Cancel"/>

Enter a new contact Name, email address and Mobile Phone number, with the country code.

Click on ✓ to enable SMS* Alerts.

Click on ✗ disable SMS* Alerts.

Click on “Add” to save the new contact added.

Click on “Cancel” to cancel

adding a new contact.

Click on “Exit” to return to the main Portal.

*Note: Alert SMS’s will only be received if the optional SMS subscription tariff with the unlimited SMS bundle has been selected.



Each text alert (SMS) received uses up increments of your monthly text (SMS) allowance in the tariff that you have selected. It is possible, at any time, to restrict alerts to email only, by disabling text alert.

Freedom - Alert List

Name	Email	Mobile Number ?	SMS Alerts?	
Primary Contact	Primary_Contact@email.com	+441122334455	✓	<input type="button" value="Edit"/>
Second Contact	Second_Contact@email.co.za	+445566778899	✓	<input type="button" value="Edit"/>
New Contact	New_Contact@email.com	+449966552211	✓	<input type="button" value="Edit"/>
				<input type="button" value="New"/>

Do you want to set this Alert on the device now or save the Alert to the list only?

After the new contact was entered and saved, select if you want to set the Alert on the device now or save the Alert to the list only?

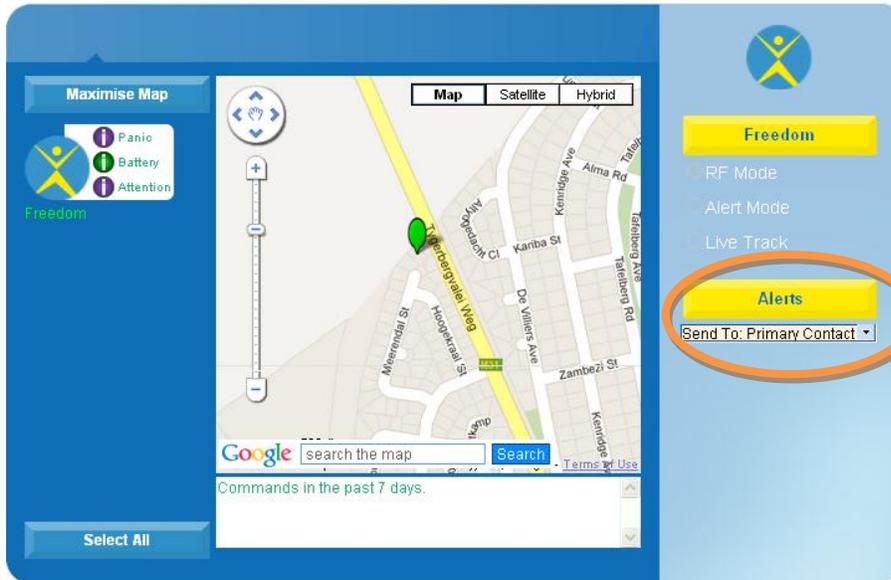
You can choose to either “Set Now” or “Save to list”

You can set the Alert immediately, “Set Now”, in which case the

settings will be sent to PAL or “Save to list”, which will save the Alert to the list to be selected and applied later.

10.2 Edit Recipient of Alerts

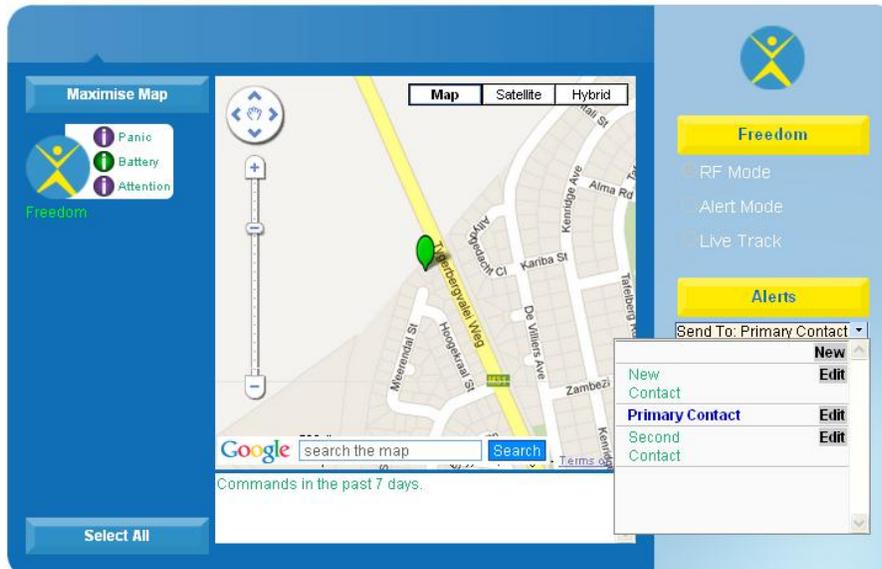
My Details | Logout



The screenshot shows the PAL interface with a map of a residential area. On the left, there's a 'Maximise Map' button and a list of alerts for 'Freedom': Panic, Battery, and Attention. On the right, there's a 'Freedom' contact card with buttons for 'RF Mode', 'Alert Mode', and 'Live Track'. Below these is an 'Alerts' button, which is circled in orange. A dropdown menu is open below the 'Alerts' button, showing 'Send To: Primary Contact'.

To **“Edit”** an existing contact, click on the **“Alerts”** drop down box.

My Details | Logout



This screenshot is similar to the previous one, but the 'Alerts' dropdown menu is expanded. It shows a list of contacts with 'New' and 'Edit' buttons next to each name. The 'Primary Contact' is highlighted in blue.

Contact Name	Action
New	New
Contact	Edit
Primary Contact	Edit
Second	Edit
Contact	

To edit an existing contact, select the individual you want to edit and click on **<Edit>** next to the person’s name.

The **PAL – Alert List** window will open.

Freedom - Alert List

Name	Email	Mobile Number ?	SMS Alerts?	
Primary Contact	Primary_Contact@email.com	+441122334455	✓	
Second Contact	Second_Contact@email.co.za	+445566778899	✓	
<input type="text" value="New Contact"/>	<input type="text" value="New_Contact@email.com"/>	<input type="text" value="+449966552211"/>	✓	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Make the required changes and click on **“Save”** to save the alterations.

Click on **“Cancel”** to cancel editing contact.

Click on **“Exit”** to return to the main Portal.

After the existing contact was changed and saved, select if you want to set the Alert on the

device now or save the Alert to the list only?

Freedom - Alert List

Name	Email	Mobile Number ?	SMS Alerts?	
Primary Contact	Primary_Contact@email.com	+441122334455	✓	<input type="button" value="Edit"/>
Second Contact	Second_Contact@email.co.za	+445566778899	✓	<input type="button" value="Edit"/>
Change Contact	Change_Contact@email.com	+449966552211	✓	<input type="button" value="Edit"/> <input type="button" value="New"/>

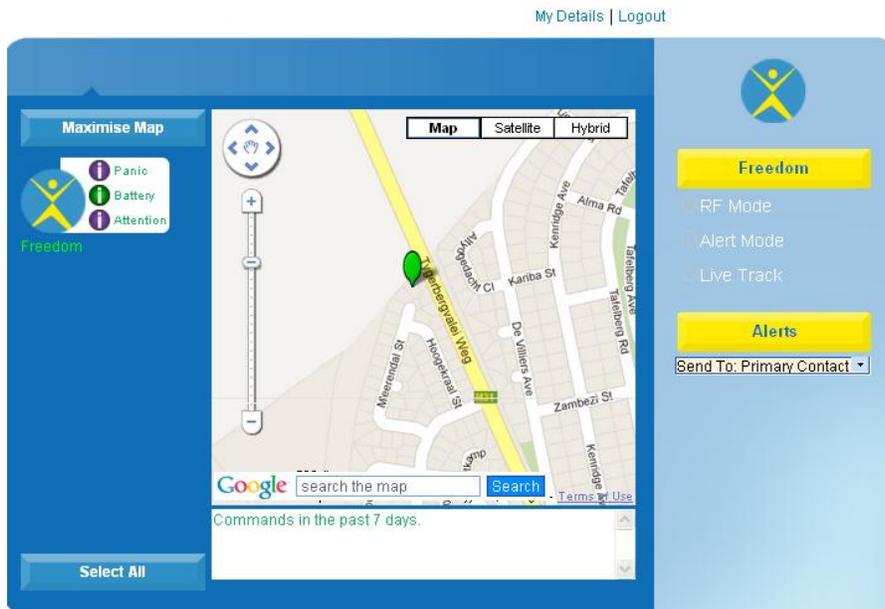
Do you want to set this Alert on the device now or save the Alert to the list only?

You can choose to either **“Set Now”** or **“Save to list”**

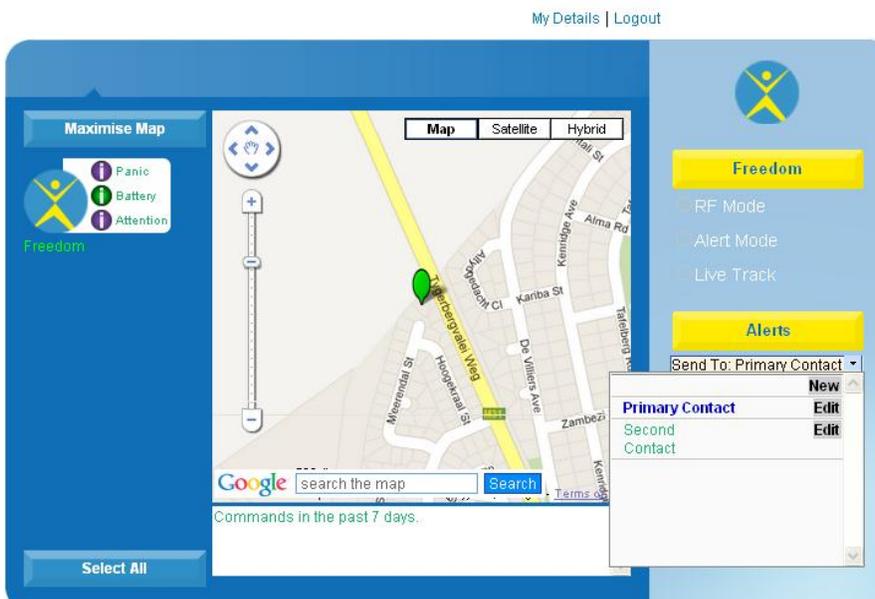
You can set the Alert immediately, **“Set Now”**, in which case the settings will be sent to *PAL* or **“Save to list”**, which will save the Alert to the list to be selected and applied later.

10.3 Change the Recipient of Alerts

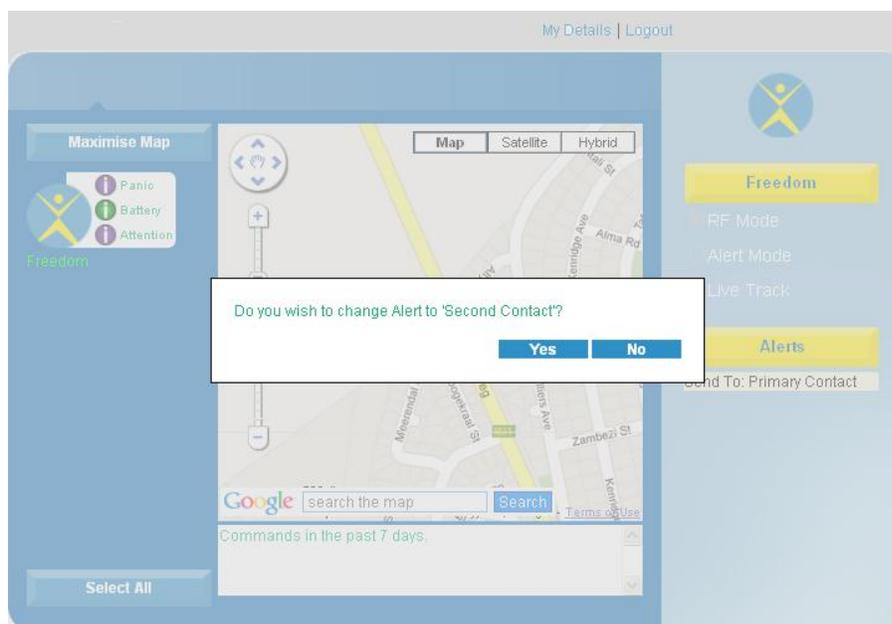
In the Customer Portal select the *PAL* that you want to set / change Alerts for. The selected *PAL* will be displayed in the top right corner of the Customer Portal.



To select “**Alerts**” to set / change Alerts for click on the “**Alerts**” drop down box.



Now select the name of the contact that you wish to receive alerts, by clicking on the name.



Confirm by clicking on “**Yes**” and the Alert will be changed to the selected contact, allowing the person to issue instructions from their mobile phone.

Click on “**No**” to cancel the operation

11. Product Specification

11.1 PAL Watch

- Dimensions of Watch - 45mm x 45mm x 17mm.
- Weight of Watch – 50g
- Dot matrix LCD display for time.
- Clock display - 12 hour digital.
- GSM Frequency - 900/1800MHz
- RF Frequency - 433MHz
- Operating temperature range: -10°C to +60°C
- Water Resistant - Splash Proof
- Battery life of approximately 30 days (when in proximity – RF Mode), 24-48 hours in GSM standby (out of proximity - Alert Mode); 5 hours in Live Track with intervals of 10 minutes.
- Low battery status indicator on internet portal, traffic light battery status. Battery low alert notification to Caregiver or Call Centre on mobile phone and email.
- GPRS communication, very low emissions as only GPRS data squirt upon location request.
- Sure-Lock Hypo-Allergenic Band with special secure locking mechanism. Can only be released with a special release tool.
- Emergency SOS Panic Button (False-Alarm Proof)
- Dermatologic tested to ensure safe wearing.
- Uses the same Pinpoint precise GPS technology used in SatNav systems and is accurate to 3 meters.
- Proprietary Cell ID location to 1000m (max) when no GPS signal is received, i.e. indoors

- All interaction with the device is from smart mobile phone or computer through encrypted pinpoint services.
- Encrypted data sharing to ensure no un-authorized access of location, all requests for location pass through the server infrastructure, with recorded history in portal location.
- GENFLEC & CE/ FCC approved.

11.2 PAL Portable RF Receiver

- Dimensions of Portable RF Receiver – 123mm x 60mm x 16mm
- Weight of Portable RF Receiver – 110g
- RF Frequency - 433MHz
- Operating temperature range: -10°C to +60°C
- Water Resistant - Splash Proof
- Dot matrix LCD display for time and menu functionality
- Battery life of approximately 5 days
- GENFLEC & CE/ FCC approved.

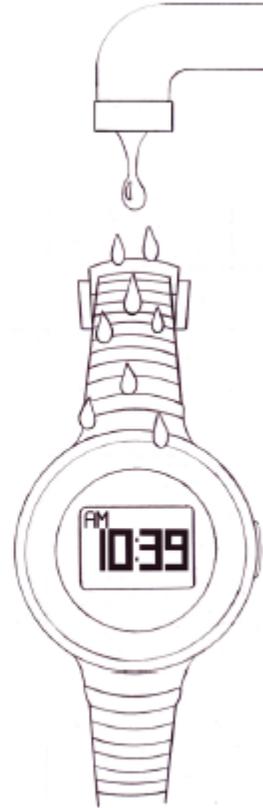
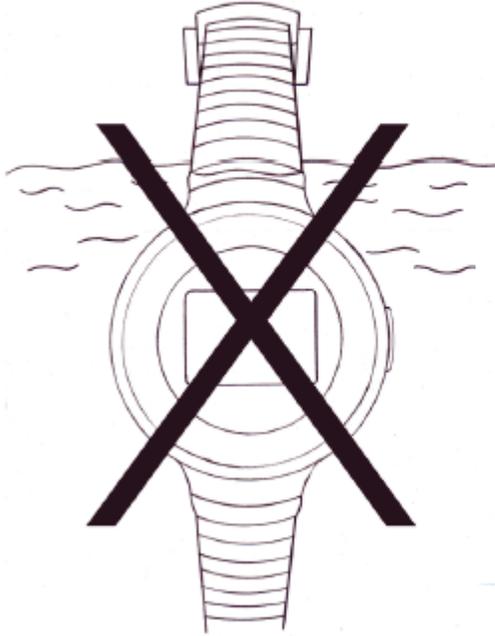
11.3 Universal USB Charger

- External Power Supply – Universal USB Charger; AC Input: 125~6A/250V~3A; USB Output: DC 5V~500mA; Fused: 250V~6A.

12. Waterproof Specification

PAL is Water Resistant – Splash Proof. *PAL* is resistant to minor and Accidental Splashes. Greater water contact should be avoided.

Do Not Place Underwater



Watch is splash-proof.

13. Certification and Approvals

13.1 CE Certification

By affixing the **CE Marking**, the manufacturer, its authorized representative, or person placing the product on the market or putting it into service asserts that the item meets all the essential requirements of the relevant European Directive(s).

The E marking is a mandatory European marking for certain product groups to indicate conformity with the essential health and safety requirements set out in European Directives. To permit the use of a CE mark on a product, proof that the item meets the relevant requirements must be documented. Sometimes this is achieved using an external test house which evaluates the product and its documentation. Often it is achieved by a company-internal self-certification process. In any case the responsible organization (manufacturer, representative, importer) has to issue a **C-Declaration of Conformity** (EC-DoC) indicating his identity (location, etc.), the list of European Directives he declares compliance with, a list of standards the product complies with, and a legally binding signature on behalf of the organization. The EC-DoC underlines the sole responsibility of the manufacturer. Parts of the certification process for the CE marking could be performed by 3rd party test houses or certification bodies; in case that this is mandatory the CE symbol also includes a number that identifies the so called Notified Body.

13.2 WEE



The distributor of the PAL device is registered under the WEE imitative registration number, 158864.

The **WEEE directive (Waste Electrical and Electronic Equipment 2002/96/EC)** has been put in to place to ensure that products are recycled using best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused. This product may also contain substances that can be hazardous to the environment. Do not dispose of your old product in your general household waste bin. Electrical and electronic equipment should never be disposed of with general household waste, but must be separately collected for their proper treatment and recovery.

Please make yourself aware of the local separate collection system for electrical and electronic products marked with this symbol:

The crossed-out bin symbol, placed on the product, reminds you of the need to dispose of the product correctly at the end of its life.

Use of the following disposal options:

Dispose of the complete product (including its cables, plugs and accessories) in the designated WEEE collection facilities.

If you purchase a replacement product, hand your complete old product back to the retailer. They should accept it as required by the WEEE directive.



Where possible recycle your packaging. With your help it is possible to reduce the amount of electrical and electronic waste ending up in landfill and to improve quality of life preventing the release of potentially hazardous substances into the environment.

13.3 FCC

This device complies with Part 15 of the FCC Rules: 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 that may cause undesired operation.

SAR - This equipment has been evaluated in accordance with FCC RF radiation exposure procedures for wrist worn operation. The equipment is designed to transmit worst case one GSM data burst every 2 minutes. Any change or modification to the product not expressly approved by the distributor may violate FCC RF.

Exposure guidelines and void the user's authority to operate the device.

14. APPENDIX I

14.1 Product Information, Care & Safety

Maintenance, repair and usage:

It is advisable to keep *PAL* fully charged when not been used.

PAL is Water Resistant – Splash Proof. It is not recommended for *PAL* to be worn for swimming but it should be okay for playing around in water.

If *PAL* was in contact with sea water ensure that it is washed with fresh water and allowed to dry before charging.

Users cannot repair or replace any part in the product, battery, or charger. It is strongly recommended that you should return the product to PLI for service or maintenance. For more information, contact PLI @ <http://www.projectlifesaver.org/contact-us/>

Information about Periodic Maintenance, Frequency and the authorized persons/centers for it:

PAL does not require periodic maintenance.

Warranty Information:

The distributor warrants to the original purchaser that *PAL* shall be free from defects in material and workmanship for a period of 12 months from date of activation. If a defect covered by this warranty occurs during the warranty period, the distributor will repair or replace your *PAL* or component free of charge. If your *PAL* is replaced for a defect covered under warranty, you may receive a refurbished *PAL* in exchange for your original *PAL*. The replaced unit will carry the remaining warranty period from the original *PAL*.

Information about faulty usage of the device by the end-users (Out of warranty conditions):

The manufacturer's warranty covers any faults in manufacture or normal use. It does not cover breakages from misuse by the customer or failure to keep the battery fully charged during non-use. *PAL* may be repaired at the customer's request and cost if damaged out of warranty conditions or term. If it is uneconomic to repair, PLI may offer the customer a replacement *PAL* on terms to be agreed on a case by case basis.

Human or environmental health warnings which may be hazardous/harmful during the use of the device:

None

Disposing of the Product:

This electronic product is subject to the EU Directive 2002/96/EC for Waste Electrical and Electronic Equipment (WEEE). As such, this product must not be disposed off at a municipal waste collection point. Please refer to local regulations for directions on how to dispose of this product in an environmental friendly manner.



Caring for your PAL:

PAL is constructed of high quality materials and does not require maintenance except cleaning.

Cleaning the Case:

Cleaning *PAL* outer casing (except for the screen) using a cloth dampened with a mild detergent solution and then wipe dry. Avoid chemical cleaners and solvents that may damage the plastic components.

Cleaning the Screen:

Clean *PAL* screen using a soft clean, lint free cloth. Use water if needed.

Storage:

Do not store *PAL* where prolonged exposure to temperature extremes may occur (such as the trunk of a car) as permanent damage may result.

Safety Precautions:

The following safety precautions should be adhere to:

Aircraft Safety:

PAL can interfere with an aircraft's navigation system and its cellular network. Using a cellular device on board an aircraft is forbidden by law. *PAL* should be set to "**Flight Safe**" mode when boarding an aircraft.

Medical Devices:

PAL can interfere with the functionality of pacemakers, hearing-aids and other sensitive medical equipment.

Precautions during transportation:

None

Subscriptions:

If *PAL* is out of subscription it will not operate. To update your subscription details contact the support service of your selected country.

Safety Precaution for Batteries:

Both the *PAL* watch and Portable RF Receiver contain a Li-Ion Polymer battery. Do not disassemble, crush, puncture, short external contacts, expose to temperatures above 60°C (140°F), or dispose of in fire or water. Failure to follow these instructions may cause the battery to leak, catch fire, or explode. Avoid dropping the *PAL* watch or Portable RF Receiver. If the *PAL* watch or Portable RF Receiver is dropped, especially on a hard surface, and the user suspects' damage, take it to a service centre for inspection.

Universal AC USB Wall Charger Safety Information:

- Connect the Universal AC USB Wall Charger only to designated AC socket outlets available in the designated country, according to the AC sockets supplied with the product.
- Ensure that the Universal AC USB Wall Charger is correctly secured in the AC socket outlet and that the USB power cord is positioned so that it will not be subjected to damage or stress.
- To reduce risk of electric shock, unplug the unit from any power source before attempting to clean it.
- Do not expose the Universal AC USB Wall Charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.
- Never alter the cord or plug. Do not damage the power cord by bending, twisting, pulling, or heating.
- Do not pull on the connected data cable in order to remove the charger plug from a socket. Grasp the plug directly when unplugging the charger to avoid causing any damage to the cable.
- Do not use the plug if it is loose as it may cause a fire or electric shock.
- Do not use a damaged or worn charger. The use of a damaged or worn charger could result in electric shock, burns or fire.
- Do not touch the pins of the plug when connecting or disconnecting it from a power source.
- When the charger is not in use, disconnect it from the power source
- Use only the original chargers intended for use with the *PAL* Charger Base. Other chargers may not be designed to the same safety and performance standards.
- Only use the Universal AC USB Wall Charger provided. The warranty will not be applied to products provided by other suppliers.

15. APPENDIX II

15.1 Useful Information

GPS

PAL will check that it can get a GPS fix on the satellites to ensure that it can get the most accurate location when required. However, although *PAL* uses the latest technology, including assisted GPS, there will be times, particularly indoors, on a cold start, that this may take some time. If *PAL* cannot get a fix, as indicated on the screen “no GPS”, the *PAL* outdoors or put close to a window. *PAL* will then acquire the satellites and be ready to use.

There is a built in back-up within the *PAL* solution that can locate the wearer even where there is no location available from the satellites, it is not quite so accurate but will place them to within acceptable proximity of their current location.

GSM

Much like your mobile phone there are certain times and places where the network coverage is poor or nonexistent. The signal strength that we need to communicate with *PAL* is much lower than that required to make a voice call, however the quality of the signal needs to be good.

Battery

PAL constantly monitors the status of the battery and will alert at start-up or during use if the battery level is becoming low. There is a traffic light system on the portal indicating, **GREEN** (very good), **AMBER** (average), or **RED** (requires charging).

16.1 Troubleshooting

<i>PAL</i> does not switch ON	<ul style="list-style-type: none"> • Battery is flat.
Clock shows the wrong time	<ul style="list-style-type: none"> • Adjust the time by following the instructions in the time section of this manual.
<i>PAL</i> does not respond to a WRU request	<ul style="list-style-type: none"> • If sent by SMS check that the message has been sent from your mobile phone. • <i>PAL</i> has no GSM mobile phone coverage. • You are not set up to receive alerts on the portal so <i>PAL</i> will reject your text. • <i>PAL</i> is in proximity, RF Mode.
No text message alerts are received	<ul style="list-style-type: none"> • You have fully utilised the monthly allowance of your subscription. • You are not set up to receive SMS alerts on the portal. • You are not set up as the alerts recipient on the portal.
Battery doesn't last very long	<ul style="list-style-type: none"> • <i>PAL</i> is off GSM network for a long period of time, when in Alert Mode • Check the mode and update rate if not in proximity, RF Mode. • Has the battery been fully charged or charged correctly?
<i>PAL</i> does not work abroad	<ul style="list-style-type: none"> • Did you purchase the holiday tariff before travelling abroad? • <i>PAL</i> cannot be activated for roaming once outside your home country.

Notes: