



**G u a r d i a n**

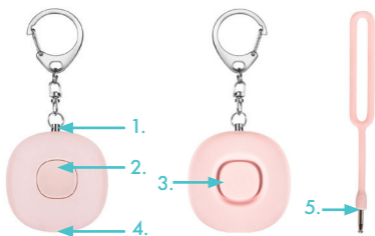
PERSONAL ALARMS

**TRACE**

User Guide



# Your Device



1. Removable Pin (Metal Chain)
2. Speaker
3. SOS Button
4. USB Charging Port
5. Removable Pin (Silicone)

## Turning Your Device On/Off

Press and hold the SOS button to turn it on/off. As it's turning on, a green light will flash and it will beep once. As it's turning off, no lights will flash and it will beep twice.

## Charging Your Device

If the device is off and you begin charging the Trace, it will automatically turn on. A white light flashes while charging and remains solid when fully charged.

The battery can last several days between charges but it's best to charge every night just to be safe if you're using it regularly.

# Getting Started

## Download the App

Pairing your Trace to your smartphone via Bluetooth is essential for it to work in an emergency. Scan the QR code or search for **The Trace** in your application store and look for the Guardian Personal Alarms logo.



 Google Play



 App Store

## Initial Setup

Before a real emergency, it's important to do the following:

1. Ensure your Trace is paired (see page 4).
2. Set a PIN within the Trace app via Settings (see page 6).
3. Add the Emergency Contact(s) by tapping Emergency Contacts via the Trace App Dashboard.
4. **ONLY AFTER** you have added your Emergency Contact(s) via the Trace app, instruct them to install the Trace app on their smartphone. On the Register/Login screen, they need to select 'Login' and then 'Activate your guardian account', entering the verification code sent to their email address.

The Trace app will recognise that their email address is connected to a Trace device User and they will be taken to the Emergency Contact user interface within the app as opposed to the Trace user interface. They can be an Emergency Contact for multiple Trace Users and track them by tapping on their name/picture.

# Menu Navigation

## Protect Button (Paid Feature)

Tap on the **Protect** button and the screen will then display a timer you can set for up to 4hrs 59mins. During this time, none of your Emergency Contacts are alerted. However, once the timer reaches 0, they will be automatically alerted that you are in danger.

This is useful for times when you experience a drop in cell signal/data, when you may not easily be able to press your Trace button, or if your Trace/phone is taken from you during the countdown. Even if your phone is switched off or destroyed during the countdown, the alert will still be sent to your contacts at the end of the time you set. The only way to cancel the countdown is within the Trace app and with a PIN confirmation.

### TIP

Use the Protect button as a failsafe in case the Trace unpairs.

## Pairing Your Trace

Tap **Pair Trace Device**. Pair only one Trace with any Android or Apple phone. The Trace app is not designed to handle multiple Trace pairings.

After navigating to this menu item, tapping on **Scan Bluetooth Device** will show your Guardian Trace unit, prompting you to tap 'Connect'. Make sure the Trace device flashes a green light during the moment of connection. If pairing fails, exit to the Dashboard and try again.

### TIP for Pairing

If the device does not pair, close the menu item and reopen it. Alternatively, close the app and reopen it.

### **IMPORTANT**

**Always check that your Trace is paired and on before taking it with you.** Quickly press the SOS button once. It will flash **green if paired, red if not paired.**

Your Trace may enter standby mode if there is minimal app activity and/or no SOS activation for several days. Best practice is to turn off the Trace when not in use or at the end of each day.

## Managing Emergency Contacts

Tap **Emergency Contacts** to add 1 contact on the Free Plan and up to 5 contacts on the Pro Plan. The following rules apply when adding a contact:

1. You must enter a name with at least 2 characters
2. Phone numbers must be entered with an international format (e.g. +61412345678 is correct, +610412345678 is not correct).
3. The email address used must be the same one that the contact plans to login with once they download the app

Uploading a photo for the contact's file is optional.

Once added, you can edit and delete contacts but the email address cannot be altered. **Note that deleting an Emergency Contact may unpair the Trace device, and you will need to re-pair your Trace.**

If you subscribe to the Pro Plan (see page 6), instruct the Emergency Contact(s) to save the following phone number into their phone:

+1 916 794 4478

This number will auto-dial them if the pin is pulled for the siren alarm.

### TIPS for You and Your Emergency Contacts

1. Along with your Emergency Contact(s), download the Life360 app. There are a range of emergency features, including real-time tracking, where you can view each other moving on the map within the app.
2. Create a group chat (e.g. FB Messenger or WhatsApp) and develop an action plan. Who is going to do what in the emergency? Regularly review the action plan to avoid confusion during a real emergency situation.
3. If your Emergency Contact(s) want a Trace device, 1 email address must be used to login as an Emergency Contact, and a 2nd email address must be used to login as a Trace User (cannot be logged into both at the same time).

## Live Tracking

Tap Live Tracking to confirm the Trace app is showing your current location.

### TIP for Current Location

If the map is not showing the correct location, check to ensure your phone's GPS location is switched on.

Then, return to the home screen and select 'Live Tracking' again to confirm the current location.

## Settings

Tap the profile icon at the top of your screen to access **Settings**. From here, you can:

- Edit your profile name and picture (not email address)
- Set the 4 digit PIN (crucial for safely cancelling alerts)
- Change your account password
- Delete your account
- View your subscription plan
- Follow a link to our privacy policy
- Follow a link to instructional videos
- View our interactive troubleshooting guide
- Provide feedback through our online form
- Log out

## Pro Plan

There are 3 key benefits of upgrading to the Pro Plan:

1. The Protect button becomes unlocked; no 1 time purchase required.
2. Emergency Contacts limit is increased from 1 to 5.
3. Upon pulling the removable pin, all Emergency Contacts will receive an automated call (from +1 916 794 4478) announcing that the Trace user needs urgent help. The siren alarm will continue to sound until the pin is returned to the Trace unit or the Trace unit is turned off.

Without the Pro Plan, the siren alarm will still sound, but the contacts will not be called.

# Emergency Activations

## How to Activate the Trace

There are 2 ways to activate the Trace:

### Siren Alarm

Pull the removeable pin from the top of the Trace device all of the way out. A 120db alarm sound (similar to a high pitched car alarm) will emit from the Trace non-stop until the pin is reinserted or the Trace is turned off. This alarm is best reserved for when you need to alert people nearby that help is needed immediately.

#### TIP for Reinserting the Pin

If the Siren Alarm sound continues even after reinserting the pin, take the pin back out, and then try reinserting the pin again. When reinserting the pin, ensure it is in all the way to stop the siren alarm.

#### PRO FEATURE

On the Pro Plan via the Trace app, your Emergency Contacts will also receive an automated call after the pin has been pulled/removed from the Trace. A notification will be sent to your Emergency Contact(s) with your location via their version of the Trace app.

### SOS Button (Silent Alert)

Quickly pressing the SOS button *twice in succession* will trigger the Silent Alert. A green light will appear on the Trace as a confirmation but it will not make a sound. A notification will be sent to your Emergency Contact(s) with your location via their version of the Trace app.

## How to Cancel an Activation

After an SOS Button activation (or Siren Alarm activation with the Pro Plan), the Emergency Contact(s) will receive a push notification on their phone that you are in danger.

To cancel the alert, open your Trace app and mark yourself safe by tapping 'I am safe' on the emergency activation screen. You must then enter the 4 digit PIN as a final security measure. Your Emergency Contact(s) will then receive a notification that you are safe.

# Warranty & Disclaimer

The Trace warranty ends 1 year from the date of purchase when appropriately cared for and maintained. At the discretion of Guardian Safety Pendants Pty Ltd (trading as Guardian Personal Alarms aka GPA), repair or replacement may include new and/or refurbished parts to at least the value of the replaced unit.

The warranty does not apply if there is:

- Evidence of water infiltration (cannot be submerged in water);
- Damage to the recharge insertion point due to the charging cord being forcibly and/or incorrectly inserted and/or recklessly removed;
- Damage caused by accident, abuse, misuse, or an act of God.

The Trace SOS Button only works when it is paired, configured, and in Bluetooth range of an operational smartphone with The Trace app. The Trace app must also not be closed and have access to data (from the SIM or WiFi). GPA is not liable for any issues with Trace activations affected by Bluetooth smartphone connectivity.

This device is intended for emergencies only and not to be misused for reckless or abusive behaviour.

**Thank you for choosing  
Guardian Personal Alarms!**

## **GUARDIAN PERSONAL ALARMS**

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