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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.

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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.
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.)

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
PAL Watch
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

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

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

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

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

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

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.

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

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:

![Online Waiting to Pair](image)

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

![Ready Scan 4:28 PM](image)

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.

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 mode is turned OFF
Select **EXIT** and press **SEL** to return to the **MAIN MENU** screen

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 Safe 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.

---

### 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:

1. Press **UNLK** to unlock the keypad
2. 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
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

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.

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! 4:31 PM STOP]

**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

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.

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

The panic button can be found on the right hand side, when facing the display of the PAL watch.

“Alert Sent” will be displayed when the panic button has been pressed for more than 3 seconds.

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 displayed 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 displayed 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 Meerene
http://maps.google.com/?hl=en&q=-33.850410,18.629140
Click to follow link
```

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”.

⚠️ 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”.

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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
6.1.2 PAL Alert Configuration:

- Panic Alert indication
- Battery status indication
- Range Alert indication

6.1.3 Battery Status Indication:

- Green Level - very good
- Amber Level - average
- Red Level – Requires charging

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 indicates 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” View - street map format showing street names

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

![Forgotten Password Window]

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.

![Warning Icon]

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.
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.

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

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

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.
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?

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-authorised 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 WEEE

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 damped 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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible Causes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PAL does not switch ON</strong></td>
<td>• Battery is flat.</td>
</tr>
<tr>
<td>Clock shows the wrong time</td>
<td>• Adjust the time by following the instructions in the time section of this manual.</td>
</tr>
<tr>
<td><strong>PAL does not respond to a WRU request</strong></td>
<td>• If sent by SMS check that the message has been sent from your mobile phone.</td>
</tr>
<tr>
<td></td>
<td>• <strong>PAL</strong> has no GSM mobile phone coverage.</td>
</tr>
<tr>
<td></td>
<td>• You are not set up to receive alerts on the portal so <strong>PAL</strong> will reject your text.</td>
</tr>
<tr>
<td></td>
<td>• <strong>PAL</strong> is in proximity, RF Mode.</td>
</tr>
<tr>
<td>No text message alerts are received</td>
<td>• You have fully utilised the monthly allowance of your subscription.</td>
</tr>
<tr>
<td></td>
<td>• You are not set up to receive SMS alerts on the portal.</td>
</tr>
<tr>
<td></td>
<td>• You are not set up as the alerts recipient on the portal.</td>
</tr>
<tr>
<td>Battery doesn’t last very long</td>
<td>• <strong>PAL</strong> is off GSM network for a long period of time, when in Alert Mode</td>
</tr>
<tr>
<td></td>
<td>• Check the mode and update rate if not in proximity, RF Mode.</td>
</tr>
<tr>
<td></td>
<td>• Has the battery been fully charged or charged correctly?</td>
</tr>
<tr>
<td><strong>PAL does not work abroad</strong></td>
<td>• Did you purchase the holiday tariff before travelling abroad?</td>
</tr>
<tr>
<td></td>
<td>• <strong>PAL</strong> cannot be activated for roaming once outside your home country.</td>
</tr>
</tbody>
</table>
Notes: