

User Guide



LTE



GPS/Glonass



WIFI



BLE



Getting to know your device

Lanyard hole

LED lights*

Microphone

SOS button

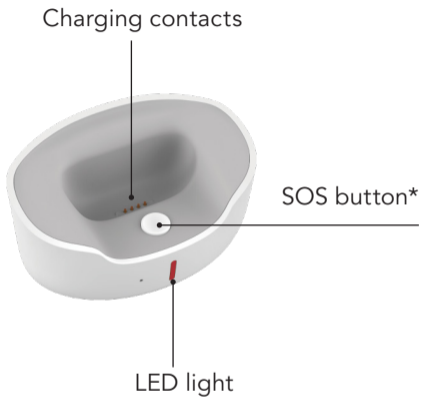


* Green = cellular
Blue = location
Red = power

ON button



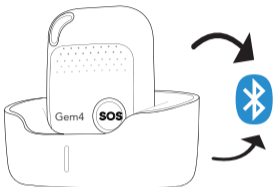
Silent mode
button



* push & hold to activate pendant
if in Bluetooth range

Charging your device

To charge your device:



- Place the device on the charging base.
- Connect the USB cable from charging base to the AC adaptor.
- The device will announce "your alarm is now charging."

The charging base light will glow when charging and turn solid when fully charged.

Note: The device will automatically pair with the charging base via Bluetooth while charging.

TIP

* For first time use, please fully charge the battery for around 2~3 hours.

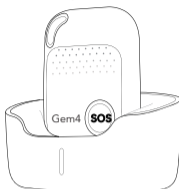
TIP

When the battery level falls below 20%, your Gem4 will prompt you to charge it.

We recommend that you charge your Gem4 every night and after activating an SOS Alarm.

Turning your device on

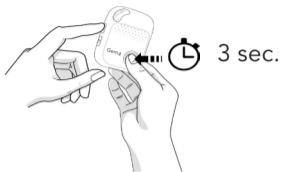
There are two ways to turn on your device.



1. Place the device on the charging base. The device will begin the power on process, which takes approx. 2 mins. When the device is powered up, it will vibrate to indicate that it is ready to use.
2. Press the ON button for 1 second, all the LEDs will flash rapidly. When the device is powered up, it will vibrate to indicate that its ready to use.



Turning your device off



Press and hold the ON button and SOS button at the same time for 3 seconds until the LEDs turn off.

What do the lights mean?

Green = cellular

Blue = location

Red = power

Green	Single or double flash every 3 seconds means the device has a stable cellular connection.	The green light always blinks/flashes.
Blue	Double flash every 3 seconds means the device has the latest location.	Single flash every 3 seconds or no light flashing means the device is unable to find your location.

Red

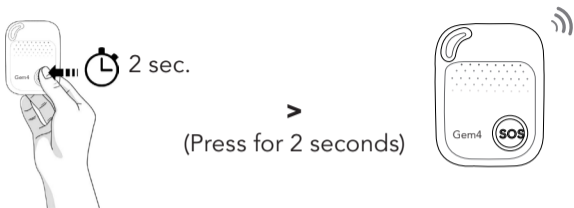
Double flashing light means BLE is connected.

Blinking quickly means battery power is lower than 20%.

Blinking slowly or off means the device is charging.

Solid light means device is fully charged.

Activating an SOS Alarm



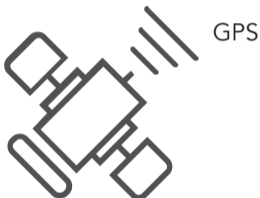
When you need help, press the SOS button on the device or the button on the charging base for 2 seconds until you hear “SOS alert has been activated”.

This will place a call to the Tunstall Customer Care Centre with your current location.

The device will continue to ring until a connection is made.

Getting your initial GPS location

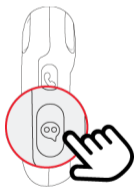
- To get your initial location for the GPS features, test outdoors by pressing the SOS button and speaking with a Tunstall Care Consultant.



Silent mode button

NOTE: Tunstall recommends that you do not put your device into Silent Mode as it will turn off all voice prompts including when your battery is low.

Double-click this button to turn off voice prompts, double-click the button again to turn on voice prompts.



Double-click

Specification

- Dimensions: 62mm*47mm*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 1000mAh
- Charging voltage: 5V DC
- Water Resistant: IP67
- 4 locating technologies: GPS, BLE, WIFI, LBS

Important

- Keep this device at least 25cm away from a pacemaker.
- Place device on charger immediately after an activation.
- Device cannot be taken overseas.
- Don't use & store the unit in dusty places.
- Don't put the unit in overheated or over cooled places.
- Clean the unit with a piece of dry cloth. Don't clean in chemicals, detergent.
- Don't disassemble or refit the unit.

Please be aware when choosing a falls detector:

- The fall detection technology in fall detectors does not allow analysis and interpretation of all fall situations. Soft falls, slumping falls, descent controlled falls against a wall or a chair may not be detected by the falls detector.
- In spite of its algorithm capabilities and considering the technologies used and the target to minimise false alarms, all falls even dangerous-heavy falls cannot be detected, this is the reason why the presence of the manual trigger on the detector remains vital for the user.

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