

Tunstall Gem4SOS

User Guide

MOBILE NETWORK COVERAGE & GPS SIGNAL

1. The reliability of the device is dependent on the available 4G mobile network coverage in your location.
2. The accuracy of the GPS signal is determined by the availability of unobstructed line of sight to available satellites and can be blocked by underground car parks, lifts, concrete buildings, tunnels and other constructions.
3. The availability of mobile network coverage and accuracy of the GPS signal is reliant on third party providers and is not guaranteed by Tunstall.
4. Tunstall does not guarantee that the device can connect to the mobile network at all times, or that a help text message or help call will be received by every emergency contact at all times or within a short time frame.

STEP 1 SETUP YOUR GEM4SOS PENDANT

Plug in and charge your Gem4SOS Pendant for 2-3 hours.





While in the cradle, turn on the Gem4SOS by pressing the button shown for 1 second. The lights on the front will flash briefly. It will take 1-2 minutes to start.

You will know that the Gem4SOS is on and working by briefly pressing the SOS button, or by removing the unit from the cradle. The unit will vibrate once.



IMPORTANT

YOUR DEVICE WILL NOT WORK UNTIL THIS IS DONE



To sign up point the camera on your smartphone at the QR code above, and then follow the instructions as prompted. If you cannot scan the QR code or are using a desktop computer enter the following URL address into your internet browser.

<https://gem4sos.tunstallhealthcare.com.au>

Tunstall

Gem4 SOS

Log in





[Forgot your password?](#)

LOG IN



At the login page click the green 'Sign up here' icon. Complete the sign up process.

Once logged in click add device and complete each tab

The 8 digit Product Code supplied with your Gem4SOS is required.

TIP: Name your Gem4SOS appropriately e.g. Mum's SOS Pendant. When you receive SMS alerts they will contain the pendant name.



TIP: On each tab you will see this information icon.

Click this icon for further information.

STEP 3 UPDATE YOUR GEM4SOS

Press the SOS button for 3 seconds to connect the Gem4SOS to the portal and apply the settings.

Leave the Gem4SOS for 10 minutes.

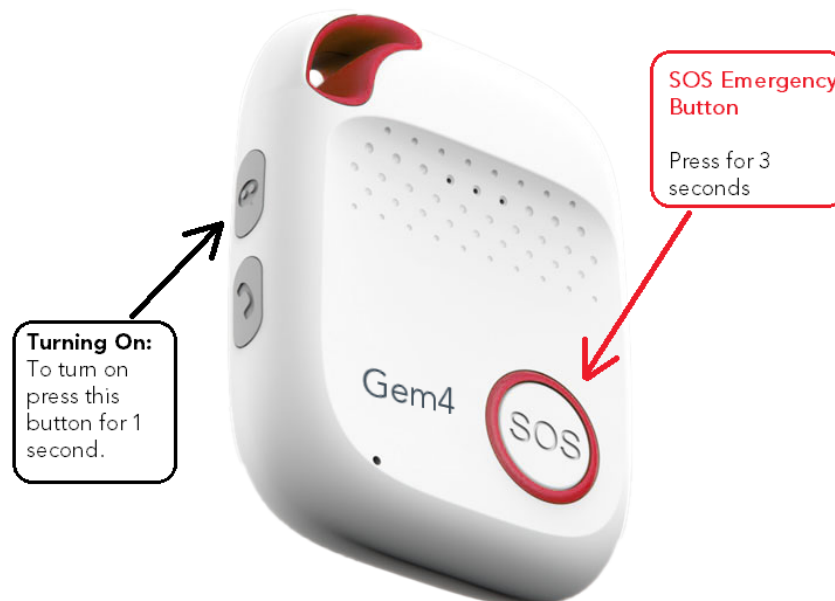
Your Gem4SOS is now configured and ready for use.

STEP 4 OPERATING YOUR PENDANT

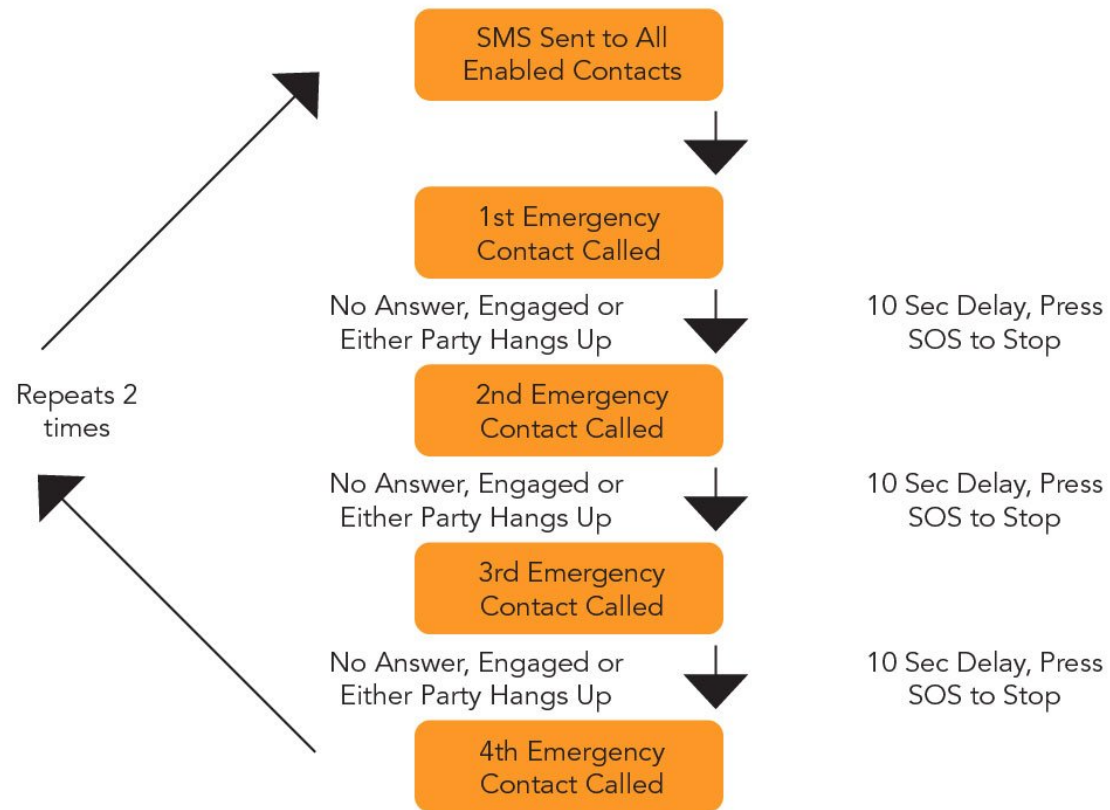


Ensure your Gem4SOS is turned on then press and hold the SOS Button for 3 seconds.

A voice prompt will say "SOS alert has been activated".



EMERGENCY CALL ESCALATION PROCESS



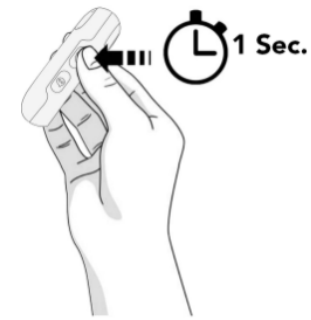
- Press the SOS button to CANCEL the escalation process between calls.
- Emergency Contacts will only be called and sent an SMS if the contact is enabled in the Configuration Portal.

Note: Maximum call duration is 10 minutes

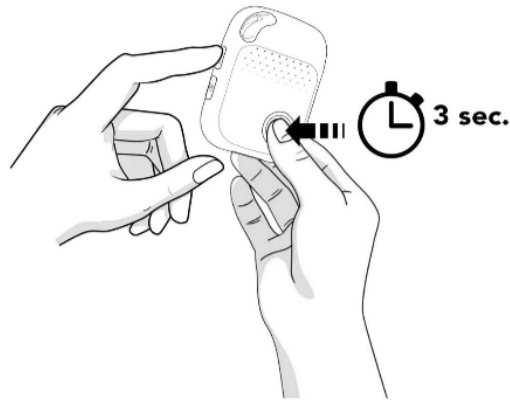
TURNING YOUR GEM4SOS ON

There are two ways to turn on your Gem4SOS.

1. Place the Gem4SOS on the charging base. The Gem4SOS 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 Gem4SOS is powered up, it will vibrate to indicate that its ready to use.



TURNING YOUR GEM4SOS OFF



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

SILENT MODE BUTTON

NOTE: Tunstall recommends that you do not put your Gem4SOS 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.



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

TIP: When the battery level falls below 20%, your Gem4SOS will prompt you to charge it.

TIP: We recommend that you charge your Gem4SOS every night and after activating an SOS Alarm.

TIP: Try sending a test SOS alert to your phone, then add the Gem4SOS phone number as a contact.
e.g. Mum's SOS Pendant.

TIP: If the contact's voice mail answers, the user can press the SOS button to end the call and the Gem4SOS will call the next contact.

MAKING CHANGES TO YOUR GEM4SOS

At any time you can change the Gem4SOS name, enable or disable fall detection, change the emergency contacts or change the user details.

Log in to the portal <https://gem4sos.tunstallhealthcare.com.au/> with your existing account details and click update on the Gem4SOS you want to change.

Once the changes are saved, press the SOS button on the Gem4SOS for 3 seconds to connect the Gem4SOS to the portal and apply the settings.

Leave the Gem4SOS for 10 minutes.

TIP: You can have more than one Gem4SOS registered to your account, please ensure you select the correct Gem4SOS when making changes.

IMPORTANT

Charging: Charge your Gem4SOS every night by placing it in its cradle by your bedside.

Is It Working: Your Gem4SOS will vibrate once when you remove it from the charger to alert you that it is working or press the SOS button briefly, the unit will vibrate.

Water: Your Gem4SOS is waterproof rated, however avoid immersing your device in water.

Misplaced Gem4SOS: Login to your account at <https://gem4sos.tunstallhealthcare.com.au/>, click Device Locator, then on the location icon and click on FIND ME. Your Gem4SOS will say "I'm here" for 2 minutes. To stop the announcement press and release the SOS button.

Support: If you are having issues, please contact us on au.customerservice@tunstall.com.

Coverage: Your Gem4SOS uses the Telstra network to communicate. Try some test emergencies in areas where the Gem4SOS will be commonly used by pressing the SOS button on your Gem4SOS. Use of the Gem4SOS is covered under a "Fair Use Policy". Excessive use may result in additional charges.

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.

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.