

iHelp Quick Start Guide

The following are instructions to quickly setup the iHelp Tracker. Please refer to the User Manual for complete features and functions of the iHelp Tracker.

1. Insert SIM Card with the following orientation.



NOTE: Please do not misplace the waterproofing piece, black rubber, in the SIM card slot. Insert back the waterproofing piece after inserting the SIM card, before closing the slot cover.

2. Press and hold the SOS button for 5 sec, until the blue light around the SOS button lights up. Ensure that 3G network is available.
3. Scan the QR code below to download the iHelp Mobile APP



4. Once the App is installed, click on  to activate the APP

1 SETUP ACCOUNT

- Press 
- Once in, press on 
- Enter "Name" for the Tracker and SIM card "Phone Number" in the fields.
- Press "Completed"
- Select the newly setup Tracker name to configure the Tracker. Go back to main page

2 SET APN

- Press 
- According to the SIM card network provider APN settings, enter the "APN Name" field. Leave the rest blank.
- Press "Send the SMS".
Singtel: e-ideas (postpaid), hicard (prepaid)
Starhub: shppd
M1: prepaidbb (or) prepaiddata (or) miworld (or) sunsurf (or) sunsurfmcard
* **You may also check the APN setting online / with your network provider.**

3 SET (Singapore)TIME ZONE

- Press 
- Enters "GMT+08:00"
- Press "Send the SMS"

4 SET OUTGOING PHONE

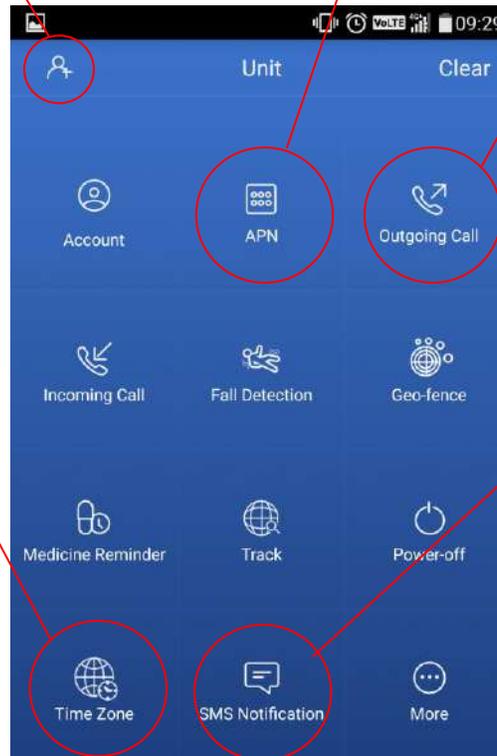
- Press 
- Choose the 1st empty slot
- Enters contact number in the field.
- Press "Send the SMS"

***You are allowed up to ten contacts in the list. Land line is acceptable.**

5 SET SMS NOTIFICATION

- Press 
- Choose the 1st empty slot
- Enters the mobile number in the field.
- Press "Send the SMS"

***Enters only mobile contacts to receive SMS.**



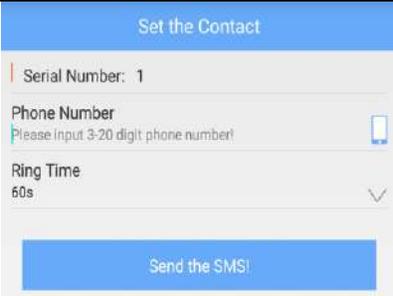
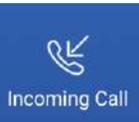
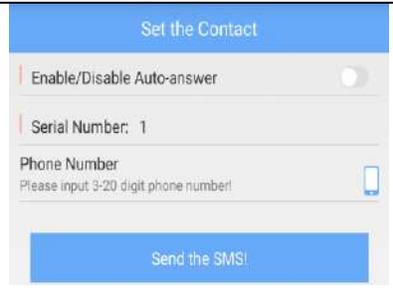
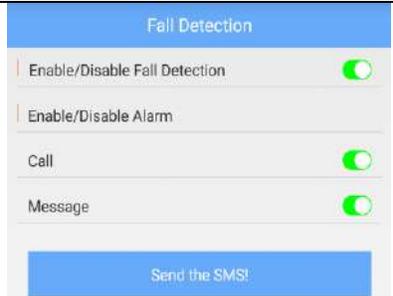
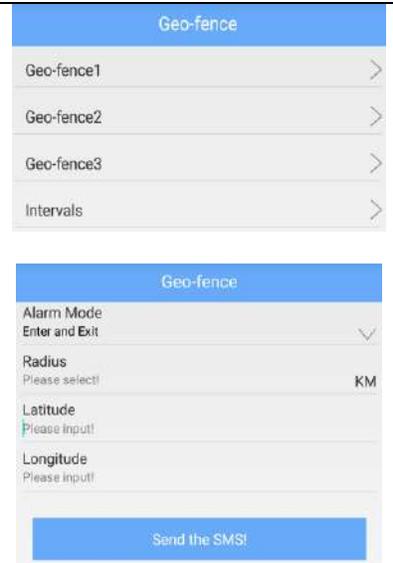
6 TEST RUN TRACKER

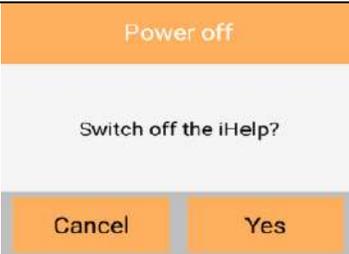
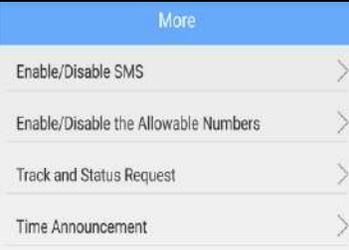
- Press the SOS button on the iHelp Tracker for 1 sec. Green light around the SOS button lights up while prompting to make a call.
- **Upon answering the call on your mobile, press '3' to confirm the call.** Else, iHelp Tracker cuts off the call after 1 min to proceed to call the next available number on the "Outgoing Call" list.
- You will receive a SMS containing the location of the Tracker. Click on the link in the SMS to open up a map showing the location of the Tracker.
- You may also send "TRACK" via a SMS to the Tracker to obtain the location of the Tracker.

***Configuration is done via SMS. Whenever "Send the SMS" is pressed, your mobile sends out a SMS to the iHelp Tracker to configure the settings. The iHelp Tracker then responses back with a SMS, confirming the setting.**

***If no SMS is received from the iHelp Tracker, check that network is available. Bring iHelp Tracker near to a window or a place where there is direct line of sight of the sky to ensure network availability.**

Other iHelp Tracker Functions

<p>Outgoing Call</p> 		<p>Outgoing Call allows the family/caregivers to set a list of contacts that the GPS tracker calls in time of emergencies or when the Tracker user presses the SOS button to ask for help.</p> <p>*When the SOS call is not answered, the tracker automatically moves on and calls the next contact in the list.</p>
<p>Incoming Call</p> 		<p>Incoming Call list allows the family/caregivers to restrict accessibility to call-in to the GPS Tracker. When activated, only contacts found on this list are allowed to call-in.</p> <p>Auto-answering, once enabled, allows the GPS Tracker to engage a call-in automatically.</p>
<p>Fall Detection</p> 		<p>Fall Detection enables the GPS Tracker to make a call and send a message to emergency contacts once a fall is detected.</p>
<p>Geo-Fence</p> 		<p>Geo-Fencing allows caregiver to set boundaries for the GPS Tracker user, and notify the caregiver when user crosses these preset boundaries. The tracker allows up to three Geo-Fence can be set. Intervals determine how frequent the tracker checks the Geo-Fencing.</p> <p>Alarm Mode: Allows caregiver to receive notification when user, either enter or exit the boundaries.</p> <p>Radius, Latitude, and Longitude: Settings to define the boundaries. Latitude and Longitude to define the center of the area inside the boundaries, and radius from the center to define the boundaries.</p>

<p>Medicine Reminders</p> 		<p>This function reminds the user to take their medicine. “Voice Prompt” can be enabled to remind the user to take their medicine.</p> <p>SMS Alert setting allows the tracker to send a SMS to the caregiver reminding them that it is time for the user to take their medicine.</p> <p>To set the time, simply click on the NA slots and set the time for the reminder.</p> <p>Report to Server is reserved for future development.</p>
<p>Track</p> 		<p>Track allows the caregiver to locate the user / the GPS Tracker. Select “Yes”, and a SMS containing the user’s location is sent to the caregiver.</p>
<p>Power – Off</p> 		<p>This allows the caregiver to remotely turn off the tracker.</p>
<p>SMS Notification</p> 		<p>GPS Tracker sends SMS notifications to contacts in this list. It also allows different notification to be sent to different people when events are triggered.</p> <p>Technical Response is used to be used by our technical developer, and should be disabled during normal usage.</p>
<p>More</p> 		<p>This allows the caregiver to configure general settings on the GPS Tracker.</p> <p>Enable/Disable SMS: This allows the caregiver to disable SMS sending in time of events.</p> <p>Enable/Disable the Allowable Numbers: This allows the caregiver to restrict incoming callers to those found in the Incoming Call list.</p> <p>Track and Status Request: This enables/disables Status requests by sending a SMS.</p> <p>Time Announcement: Caregiver sets the GPS Tracker to announce certain time to the user.</p>