Troubleshooting Guide

A. Devices not found while searching for assignment.

1. Press the device button for 3 seconds until you hear the buzzer. If no buzzer is heard, check if your device is connected with other mobile or application, or check the device's battery.
2. Ensure that Location is turned on at your smartphone.
3. Restart the Bluetooth on your smartphone.
4. Restart your smartphone
5. From your smartphone settings, ensure that there is no "battery saver" setting that forces location to be turned off.

B. Device is assigned but green message "SOS Button assignment submitted successfully to the service" is not shown.

1. The assignment process is most probably taking a bit longer to be sent (the system attempts to send respective details every 1 minute).
2. In some cases the smartphone's Bluetooth conflicts with Wifi 2.4 GHz. Please restart your Bluetooth and then your Wifi.

C. Device is assigned but is not sent back to mobile.

1. The most common reason is that you have another smartphone connected with the same Guard ID. Log out from the other smartphone and restart the mobile application.

D. Device is assigned but a red message says "SOS Button already exists."

1. The most common reason is that you have assigned the target SOS device to another smartphone.
2. Log-out from the mobile application and then log in again with the correct Guard Id. Try searching for the SOS device again. If you can't find the SOS device, move on to step 3.

E. Trying to un-assign a SOS device and a red short message appears "SOS Button not Found".

1. The SOS device got unassigned by another smartphone. Log-out from the mobile application and then log in again.

F. Battery has drained

1. Open the device from the notch on the side with the opener triangle plastic piece.
2. Replace the old battery with the new one. The battery type is CR2032.
3. After putting the cover back, press the button to connect to your smartphone again.