



User Guide

Wandering prevention and Emergency Alert

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Preface

“Why wait for the wander”

Wandering is an ever-present danger for those who suffer from Dementia and Autism. It is one of the daunting challenges that most caregivers need to face on a daily basis.

The elderly and infirm, whilst ferociously independent, often require that extra care and attention. Historically, protection has been available through a standard landline connected, RF PERS solution. Freedom affords the same level of home protection anywhere.

FREEDOM is specifically engineered to allow a higher degree of safe independence for those who may be at risk of wandering while giving caregivers greater peace of mind.

FREEDOM allows you to set movable safe zones in or outdoors using the portable receiver. If these safe zones are crossed, the FREEDOM watch sets off both an audible and visual alarm on the portable receiver. It then turns into a personal beacon that can be quickly located using a Smartphone or computer from anywhere in the world.

At LOK8u our mission is to not only help those who need care but to enhance the quality life for those who are entrusted to give that care. This is why we are proud to introduce a new kind of Freedom

Steven K Salmon
Chief Executive



User Guide

This user guide is to introduce the **Freedom** wandering prevention and emergency alert solution with the complete technical data and the instructions showing how to operate **Freedom** 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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General information about Lok8u and its range of products is available at the following internet address, www.lok8u.com.

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 **Freedom** solution are used in a normal manner with a well-constructed network, Lok8u 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.

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Please note that **Freedom** should not be regarded as a substitute for care and supervision of persons prone to wandering or are medically infirm

1. Product Design and Functionality Summary

“Why wait for the wander”

As far as the wearer is concerned **Freedom** is a digital watch. It is affixed to the wrist as a normal wrist watch but has a lock feature which means that once it is on it can only be removed by using the tool provided. This ensures that your loved one always has their **Freedom**.

The caregiver has custody of the portable receiver which notifies of a wandering event. Whilst in proximity the watch and portable receiver maintain a portable PERS solution with the added benefit that if a wandering event arises the person at risk can be found quickly and conveniently through the use of GSM & GPS technologies.

A Lok8u secure Customer Portal is available on the internet and will be accessible worldwide from any PC. This is accessible at www.lok8u.com/freedom/portal and is internet secure.

A wandering event or panic button alert will give rise to the generation of an email alert and/or SMS (text message)* giving the date and location of the event. Also the Portable receiver will sound an audible alert and the LCD display will flash red indicating that there is an alert.

Whilst proximity is breached the caregiver can locate the person at risk through either a wru request from the internet portal or by texting “wru” to the freedom watch. Or if considered appropriate putting **Freedom** in to Live track from the internet portal for regular location updates (2-30 minutes intervals).

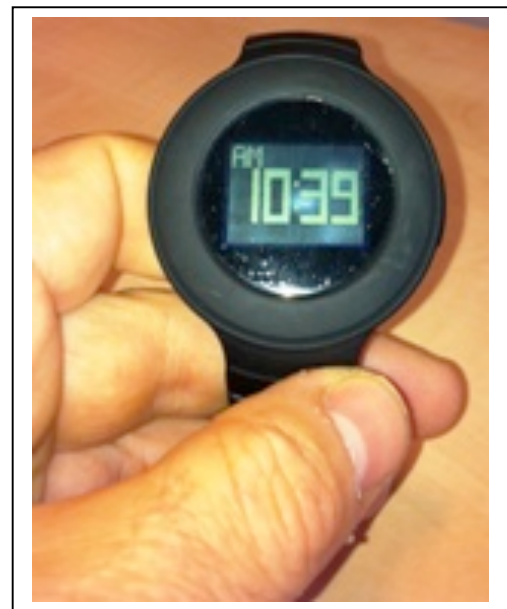
If proximity exists and “find” is depressed on the portable receiver the **Freedom** watch will determine its location and the address will be displayed on the portable receiver. If the panic button on **Freedom** is depressed whilst proximity exists then the wearers address will be shown on the portable receiver. Both of these events will also update the internet portal and alert emails and/or SMS text message will be sent to the authorised caregiver.

As an option all alert events can be sent to our 24/7 call centre for them to take the agreed escalation.

Freedom 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:

Box Contents

- **Freedom** GPS Watch
- Portable Receiver
- Charger Docking station
- USB Interface Cable
- USB, multi country, AC Wall Charger
- Quick Start Guide
- Postal registration form



USB Cable
Charger



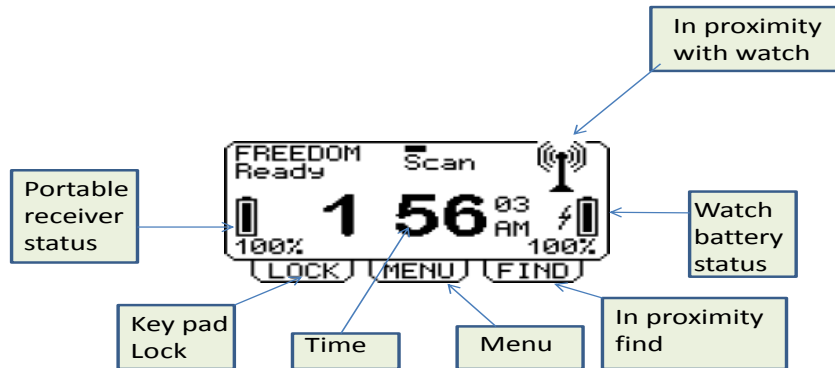
*USB AC Wall
QUICK START GUIDE



Freedom

If any of the components are missing, contact your local Distributor.

Portable Receiver display explained



2. Getting Started

2.1 Charge Freedom watch and Portable receiver

Remove **Freedom**, Portable receiver and the accessories from packaging and place on the charger until the display on the portable receiver shows both battery displays at 100%, this can take up to 2 hours.



Please note The Freedom watch will only work after registration when the battery level reaches a minimum of 80%.

Connect the DC socket of the USB interface cable to the side of the Desk-top Charger and USB connector to the USB AC Wall Charger.



Do not use the USB port on a PC, the charger base may draw too much current.



Whilst there may be some residual charge from manufacture it is not safe to use **Freedom** until it is fully charged, as described above.

2.2 Create Account and Register **Freedom**

To create a new account and register **Freedom**, go to the Lok8u website, www.lok8u.com and select **Freedom** portal log in, or type www.lok8u.com/freedom/portal in to your web browser..

2.2.1 Create Account

In the **Log In** window, click on “**Create Account**” and follow the easy steps to create your account. All the steps must be completed with all the required detail to continue to the next step. You will receive an email confirming that the account has been set up.

Read terms and conditions and accept if you are happy



TermsAndConditions Heading

Website Terms and Conditions

Please read these terms and conditions carefully - they set out the basis on which you are allowed to use this website and our services. If you have any questions about them or don't accept them, please contact our customer services department at support@lok&u.com or on 01462 099099 before using this website.

- Who are we?
- Using our website and services
- Our liability to you
- Linking
- Our Contract
- Purchasing from us
- Paying for the services
- Cancellation
- Limitation on the Services
- Customer Services
- Disputes

Who are we?

These terms and conditions relate to our website at www.lok&u.com/uk/portal/.

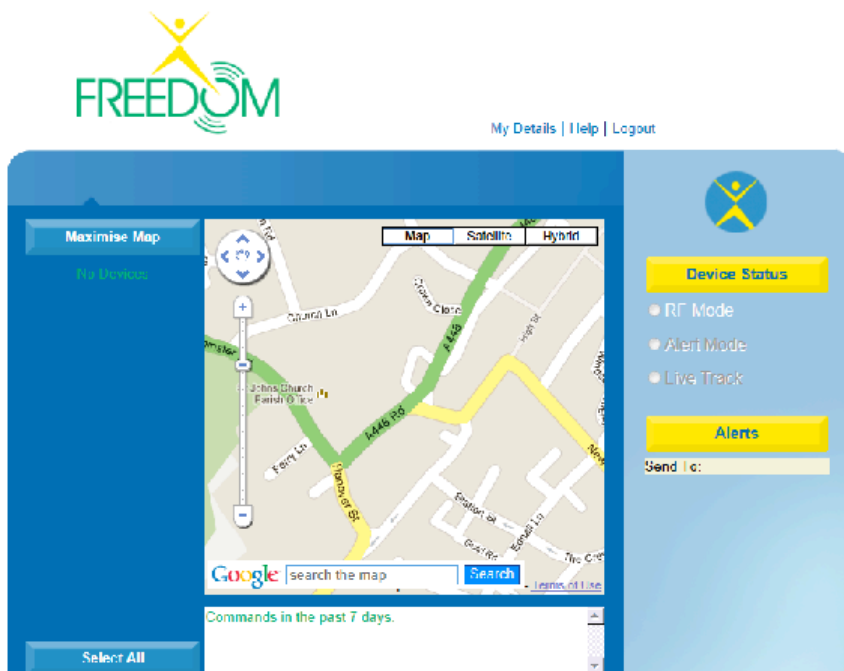
Select a username and password for portal log in, a combination of capitals numbers and symbols is best



Registration

<p>Login Details</p> <p>Username* <input type="text"/> <input style="float: right;" type="button" value="Available?"/></p> <p>Password* <input type="password"/> <input style="float: right;" type="button" value="?"/></p> <p>Confirm Password* <input type="password"/></p> <p>Personal Details</p> <p>Title* <input type="text" value="Mr"/> <input type="button" value="v"/></p> <p>First Name* <input type="text"/></p> <p>Last Name* <input type="text"/></p> <p>Email*† <input type="text"/></p> <p>Mobile*† <input type="text"/> <input style="float: right;" type="button" value="?"/></p> <p>Purchased From? <input type="text"/></p>	<p>Address Details</p> <p>Address 1* <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City* <input type="text"/></p> <p>County <input type="text"/></p> <p>Postcode* <input type="text"/></p> <p>Country* <input type="text" value="United Kingdom"/> <input type="button" value="v"/></p> <p><small>† These details will be used as the primary contact for the registering device.</small></p> <p style="text-align: right;"> <input type="button" value="Finish"/> <input type="button" value="Cancel"/> </p>
---	--

Click Finish



Now go to “My details” and click register a device to register your **Freedom watch** and portable receiver

Once the registration has been successfully completed, you will receive an email confirming that your **Freedom** has been successfully registered. Within 48 hours the sim card will be activated and we will email you confirming that this has been successful.

To complete the registration process you will need:

- The serial number of your **Freedom watch** and portable receiver, (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
- Select the required subscription of any additional services that you may require (24-7 emergency call centre, SMS alerts)



Back Logout

User Profile

User Profile Settings

Preferred Language English	Default Map View <input type="radio"/> Map <input checked="" type="radio"/> Satellite <input type="radio"/> Hybrid	Display Startup Tips <input type="radio"/> Yes <input checked="" type="radio"/> No	Alert Mode <input checked="" type="radio"/> Live Track <input type="radio"/> Alert Mode
Time Zone (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London			Page Load Time 21 Oct 2011, 13:44

Devices

Register Device Save

Click on Register device

Please read the website terms and conditions and click Accept if you are happy



TermsAndConditions Heading

Website Terms and Conditions

Please read these terms and conditions carefully - they set out the basis on which you are allowed to use this website and our services. If you have any questions about them or don't accept them, please contact our customer services department at support@lok&u.com or on 08452 095099 before using this website.

- Who are we?
- Using our website and services
- Our liability to you
- Linking
- Our Contract
- Purchasing from us
- Paying for the services
- Cancellation
- Limitation on the Services
- Customer Services
- Disputes

Who are we?

These terms and conditions relate to our website at www.lok&u.com/ok/portal.

Accept Decline

Click Add in Devices



Device Details

Device Details

Serial Number*

Name Your Device*

Icon Colour*

Back
Next

Input the serial number, name your device and select the icon colour

Device Details

Device Details

Serial Number*

Name Your Device*

Icon Colour*

Back
Next

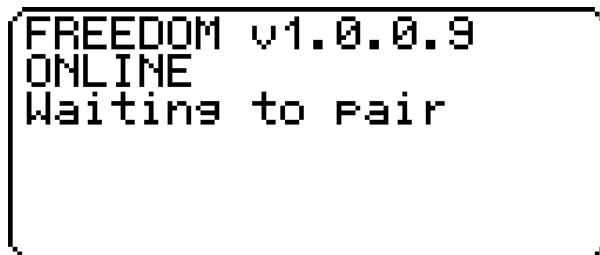
. Click Next and then the registration process is complete



Please note to **ONLY** activate **Freedom** once the confirmation email with your mobile phone number was received.

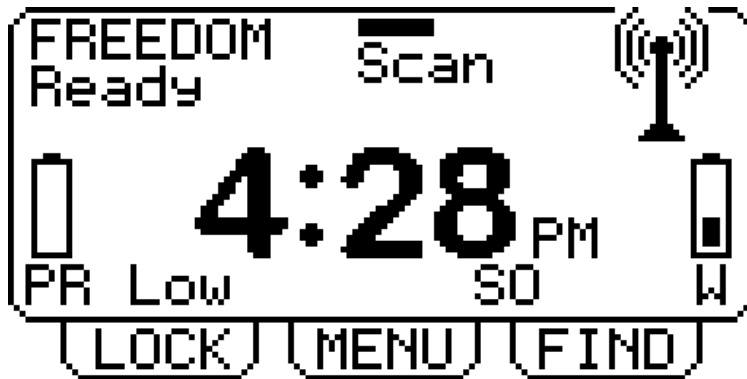
2.3 Activate Freedom

The **Freedom** watch will show “Activate me” on the LCD screen and the portable receiver will show;



Please note The Freedom watch will only work after registration when the battery level reaches a minimum of 80%.

Once the sim card activation has taken affect, this can take up to 48 hours, the **Freedom** watch will show the correct time, as per the time offset selected at registration and the portable receiver will show;



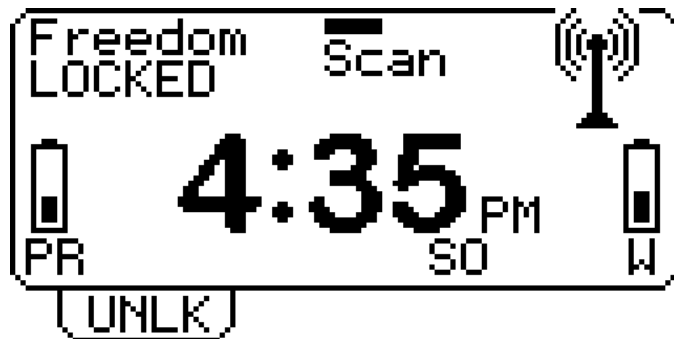
2.4 Setting the Proximity range of your Freedom solution

It is possible to change the size of the proximity zone of your **Freedom** solution by varying the power output of the Portable receiver from High to Medium or low. This will typically alter the range from 35 yards to 100 yards outdoors, 10 yards to 35 yards indoors, this should be viewed as the radius of a circle around the portable receiver.

The best way to gauge what is best for you is to place the portable receiver on the charging cradle and move the watch away from it to the maximum distance before you would wish to be alerted of a “wandering event”.

The solution is defaulted to high so if it does not alert then you will have to reduce the power output of the portable receiver. This can only be done whilst the watch and portable receiver are within range

This is done as follows;



Not



Press UNLK



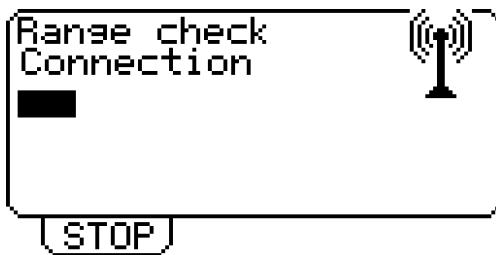
Press MENU



Press SET RANGE by moving UP or DOWN



Press SEL



Now change the range to MED or LOW and repeat the test. The range is changed by "LESS" or "MORE" followed by "SET"



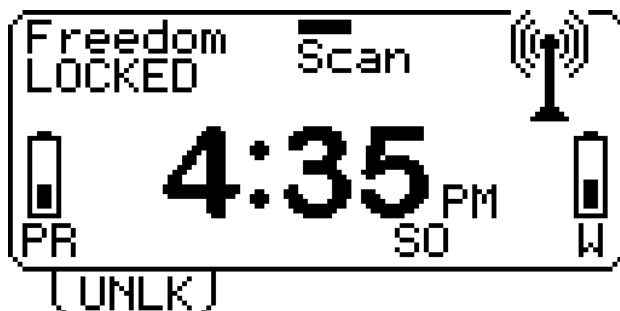
If you have got it correct the Portable receiver will alert as the watch is moved away to the designated extent of the desired proximity Zone for the notification of a wandering event.

2.5 Synchronizing or changing the time

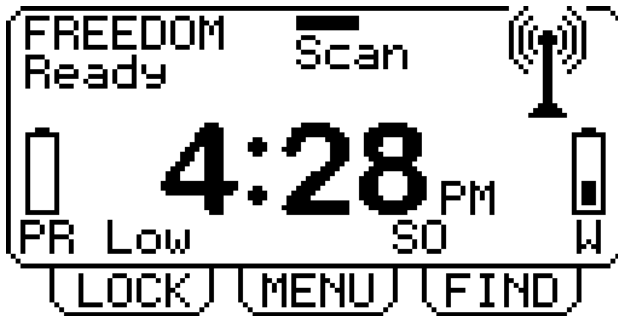
Firstly log in to the user portal at www.lok8u.com/freedom/portal with your username and password.

Now select “My details” and you will see a drop down tab with the time zones of the world. Please select the one that corresponds to the location in which the solution is to be used. Please be aware that it is essential to select the location as some time offsets have “Daylight saving” and others do not.

Now follow these steps on the portable receiver whilst the watch is in proximity range, if the watch is not within range non of these changes will be processed by either the portable receiver or watch.



Press UNLK



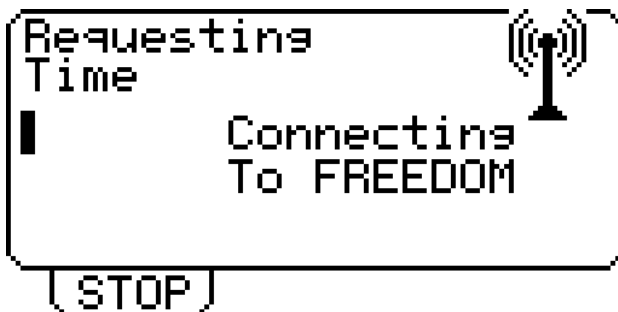
Press MENU

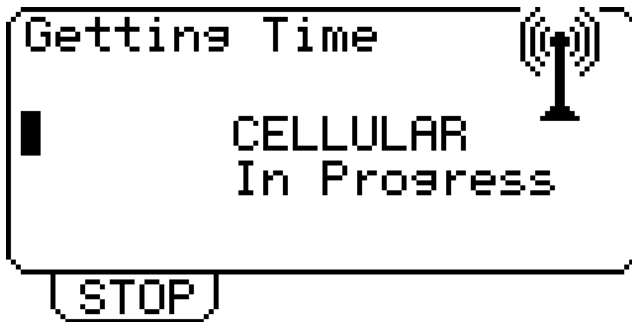
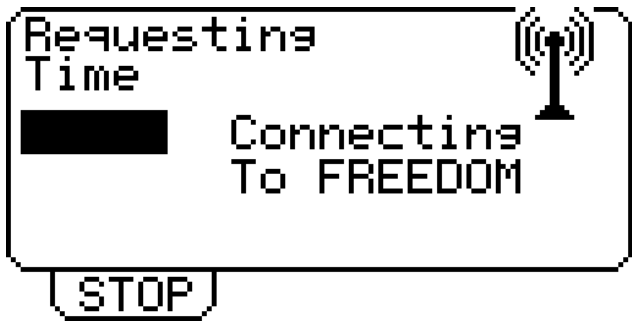


Select GET TIME by navigating with the UP or DOWN buttons



Press Sel





When the time is received the portable receiver and watch will have the selected time



If at any time either the watch or portable receiver have switched off due to the battery(s) going flat it may be necessary to go through the “get time “ process above but it will not be necessary to log in to the portal to select a time zone. This will synchronise the time on both.

2.6 Wearing the Watch

The solution is now ready to use.

Please affix the watch to the person that you are protecting by following these steps

Remove the watch from the charger base by lifting the clasp on the charger base



Ensure that the bracelet lock is open, if not release with the release tool that can be found at the back of the charger base



Place around the wrist and put the strap through the mechanism to adjust



Close the locking mechanism of the strap





.Please always use the release tool to unlock the locking mechanism on the **Freedom** watch strap. The watch lock mechanism can be forced open in an emergency but this will weaken it and it will not be as secure. 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.



3. Using your **Freedom** watch



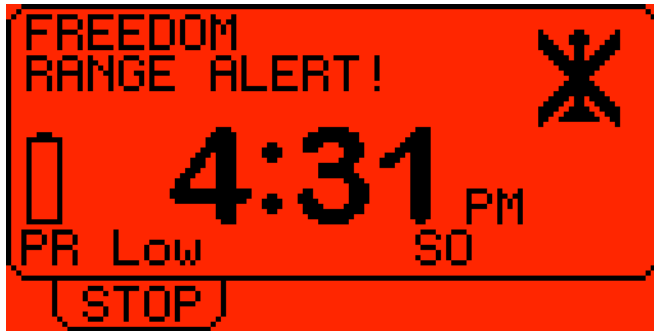
If the Freedom watch has gone off due to a low battery it must be recharged.

However, until the battery level has reached a minimum of 80% no functional operation of the watch is possible. Although, the portable receiver will pair with the watch the LCD will appear green whilst the freedom watch is in this state. If the Freedom watch must be used this state can be disabled by pressing the panic button on the watch for 3-5 seconds and releasing. The watch will say "Alert sent". Please be aware this should only be done in exceptional circumstances as the watch will not be fully charged and therefore useful battery life will be reduced

3.1 Wandering event:

If the wearer and caregiver become separated or the wearer leaves the safety of the home the portable receiver will detect the wandering event and flash red whilst a buzzer alert is sounded.

The portable receiver screen will show;



The **Freedom** watch will now connect to the cellular and GPS networks and broadcast its location to our servers. This location will appear as either a cross hair for approximate indoor location or an upside down teardrop for a GPS location on Google maps on the **Freedom** portal that is accessible on any internet connected device with your username and password.

The designated alert recipient will receive an email notifying of the wandering event with the location information.

If the optional SMS tariff has been selected this information will also be distributed by SMS to the designated alert recipient.

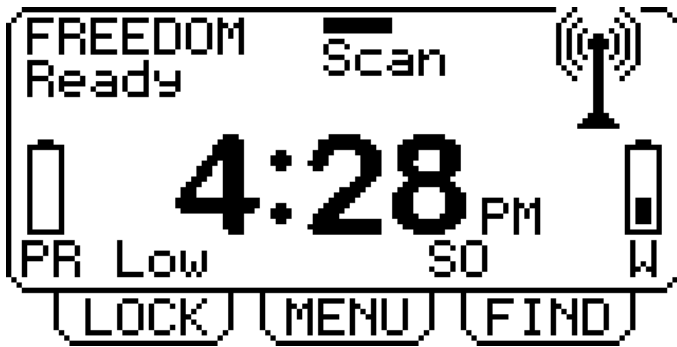
If the optional Call centre tariff has been selected the 24-7 call centre will receive the information and take the appropriate action based upon the profile of the record set up at registration of this service.

It is possible to stop the audible alarm by clicking STOP on the main menu



The portal status will be updated to “Alert mode”. Whilst it is in this mode a “wru” request can be done from either the portal or SMS to get an updated location or in an emergency “Live track” can be selected from the portal to keep an updated view of the wanderer’s location. See section XX for more information on how to undertake these commands.

The main menu on the portable receiver will not be available again until the watch and portable receiver are back in to proximity, this is indicated by



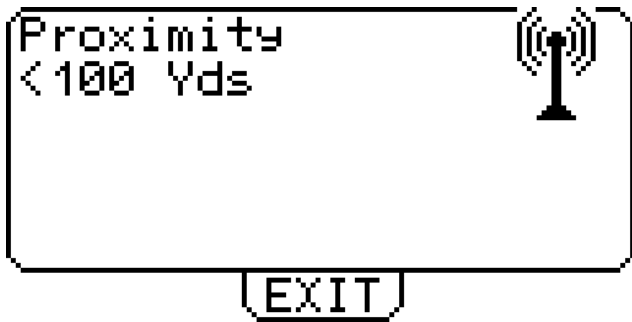
3.2 Panic Button Alert

If the wearer requires assistance there is a panic button on the watch. If this is depressed for more than 3 seconds and then released the display on the Freedom watch will change from the time display to “Alert sent”.

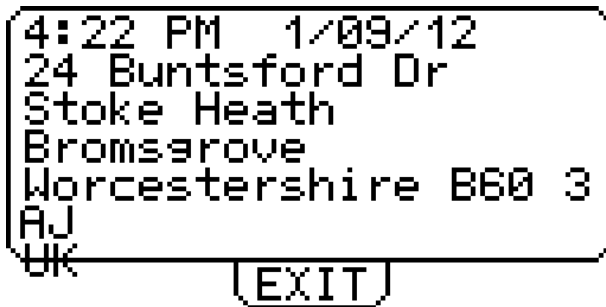
If the wearer is within proximity of the portable receiver the receiver will flash red whilst a buzzer alert is sounded. The screen will show the following;

The audible alert can be stopped by pressing STOP on the main screen





Indoor location



Outdoor GPS Location

Press EXIT to restore the main screen functionality



If the wearer is outside proximity of the portable receiver the **Freedom** watch will now connect to the cellular and GPS networks and broadcast its location to our servers. This location will appear as either a cross hair for approximate indoor location or an upside down teardrop for a GPS location on Google maps on the **Freedom** portal that is accessible on any internet connected device with your username and password.

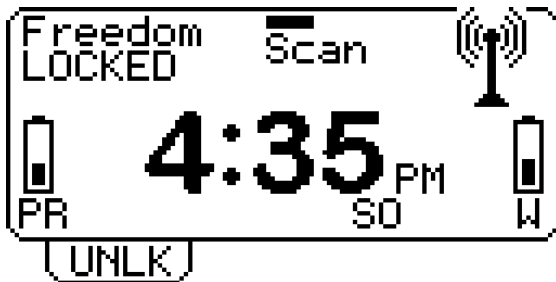
The designated alert recipient will receive an email notifying of the wandering event with the location information.

If the optional SMS tariff has been selected this information will also be distributed 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 of this service.

3.3 In Proximity Find (WRU)

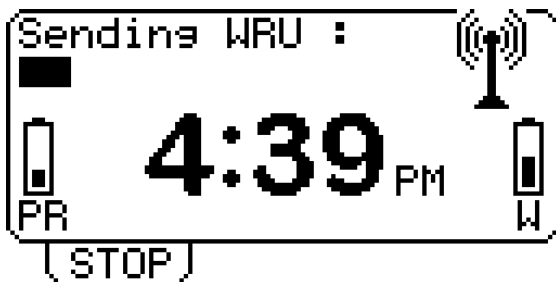
If the wearer is within proximity but you have lost sight of them it is possible to find their location with the portable receiver.

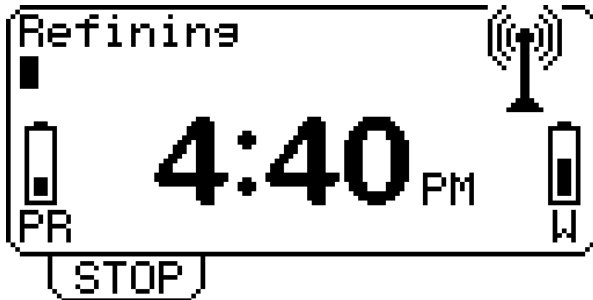
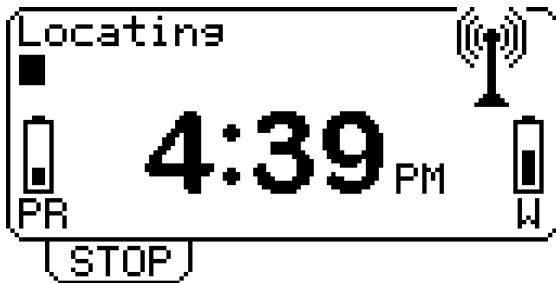


Press UNLK

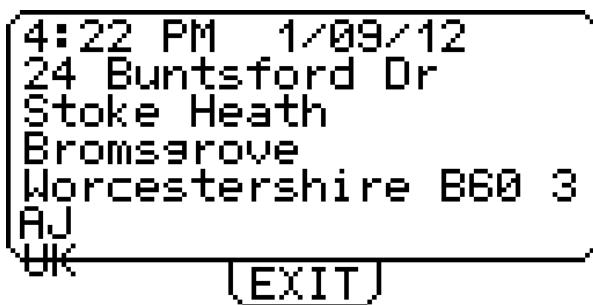


Press FIND





Indoor location



Outdoor GPS Location

This location will appear as either a cross hair for approximate indoor location or an upside down teardrop for a GPS location on Google maps on the [Freedom](#) portal that is accessible on any internet connected device with your username and password.

4. Features of the portable receiver

4.1 Last address

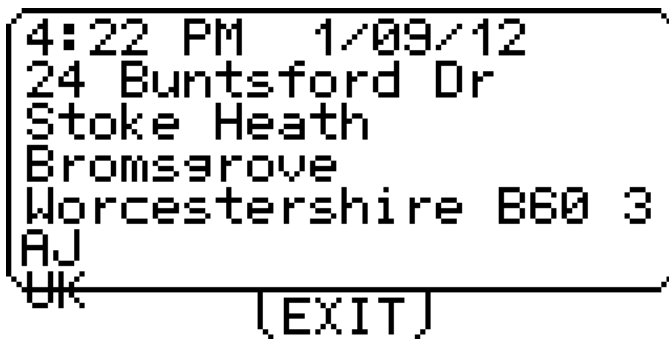
It is possible to view the last notified GPS address on the portable receiver, the result of an in-proximity find, or in-proximity panic button alert by selecting MENU. Please note a non GPS result, within proximity, is not stored as a valid address.



Select "LAST ADDRESS" address by navigating with the UP and DOWN buttons

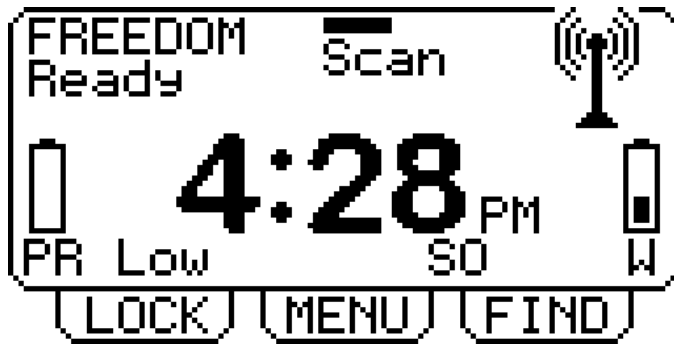


Now press SEL



Time (24 hour clock)
 Date (Month, Day, Year)
 Location (Address & Zip code)

Press EXIT to return to main screen



4.2 Set Preferences

It is possible to mute the sound on wandering events, or panic button alerts and put the watch and portable receiver in to “flight safe” mode for travel on a commercial airliner as required by FAA regulations

4.3 Mute Sound

To disable the buzzer in the portable receiver



Select MENU



Select "SET PREFS" by navigating with the UP and DOWN buttons

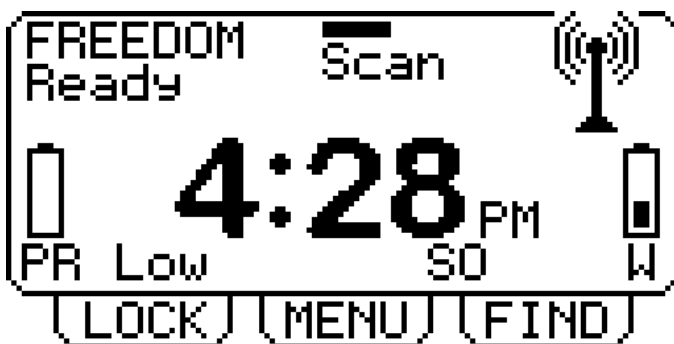


Now press SEL to change to "OFF"



This will now mute the buzzer on the portable receiver until SOUND ON is selected by repeating the process above

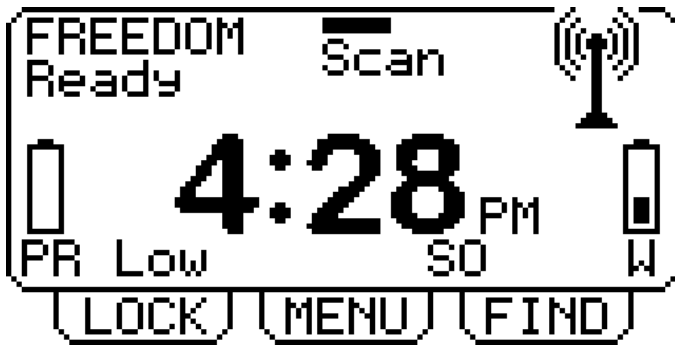
Press EXIT to return to main screen



4.4 Set Flight safe



It is a requirement in all countries to disable communicating electronics before the doors on a commercial airliner are closed. As Freedom is a communicating device flight safe must be selected before and during any commercial flight



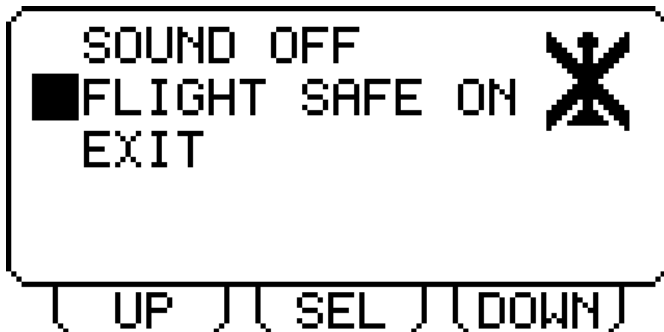
Select MENU



Select "SET PREFS" by navigating with the UP and DOWN buttons



Now press SEL to change to "ON"



This will now put the watch and portable receiver in to flight safe mode until the process is repeated.

Select Exit to return to the main menu



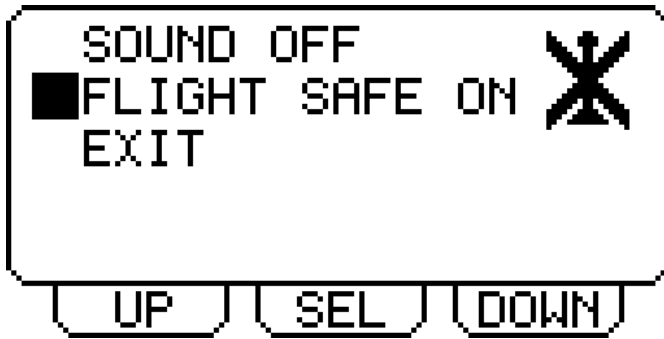
It is important to note that if “Flight Safe” is selected none of the functionality on either the watch or portable receiver will work. It will NOT detect a wandering event or panic button alert. The time will appear on the portable receiver and the watch will show “Flight Safe”

4.4 Turn Flight safe “Off”

Click Menu



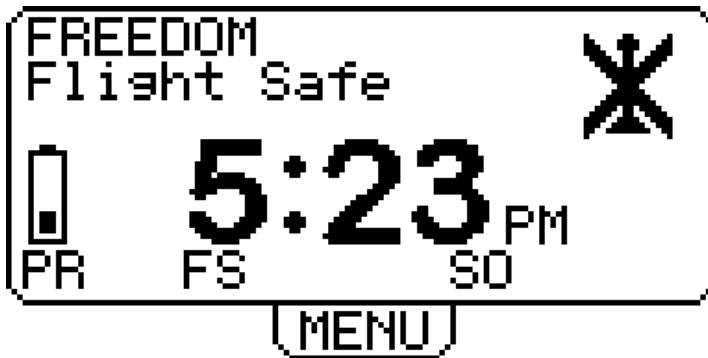
Select “SET PREFS” by navigating with the UP and DOWN buttons



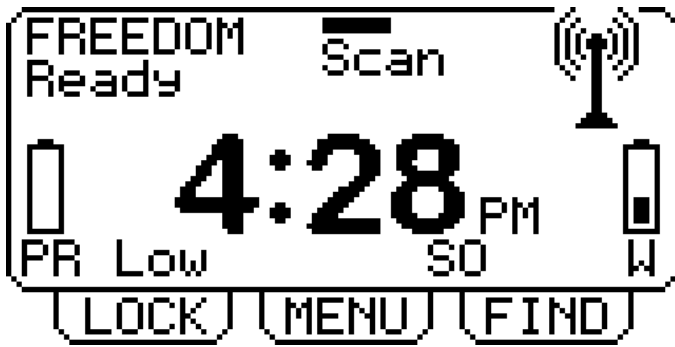
Now press SEL to change to "OFF"



Select Exit to return to the main menu



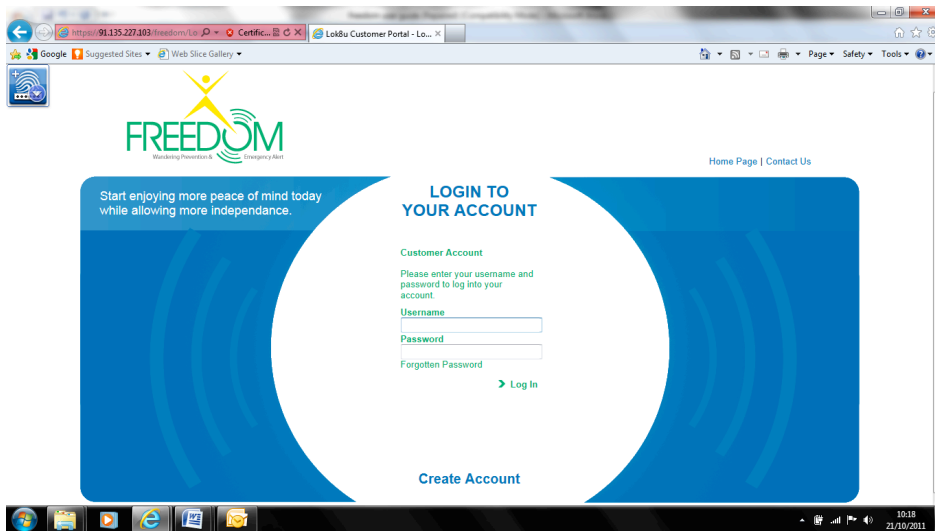
Then after 1 scan



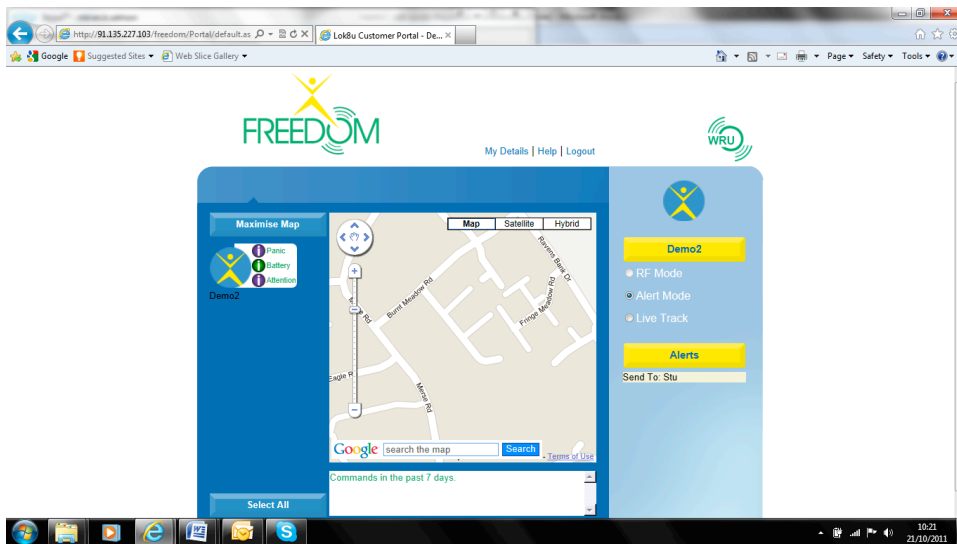
The panic button on the watch should now be depressed and immediately released, the time will now appear and normal functionality is restored.

5. The Freedom portal Explained

The **Freedom** user portal is accessed from any internet connected PC and supports IE(up to IE9), Chrome, Firefox Safari and Android and is accessible at www.lok8u.com/freedom/portal this is an SSL secured web site.



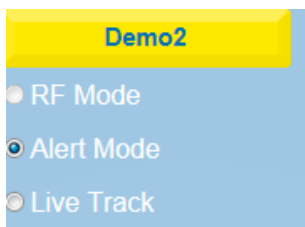
Now input your username and password to access the dashboard



5.1 right hand dashboard

On the right hand side of the dashboard the mode that the watch is in is noted the watch mode.

There are 3 modes that the watch can be in as follows;



1. RF: This denotes that the watch and portable receiver are within proximity so the watch is NOT on the cellular network. None of the functionality of the portal is operational whilst proximity exists. To perform a find- wru please follow the instructions above in section 4.3.

This can also denote that the watch is off, or unable to get a cellular network connection if the portable receiver is showing a proximity breach but the portal is showing RF.

2. Alert Mode: The watch is now on the cellular network and portal functionality is operational
3. Live track: The watch was on the cellular network and the user has selected "Live track".

5.2 Left hand dashboard

On the Left hand side of the dashboard are listed the freedom watches that are registered to this log in and their last known status



1. Panic: coloured red indicates that the watch has reported its location as the result of a panic button press by the wearer
2. Battery: Green indicates okay
Orange indicates caution
Red indicates battery low requires charging
3. Attention: coloured red indicates that the watch has reported its location as the result of a wandering event

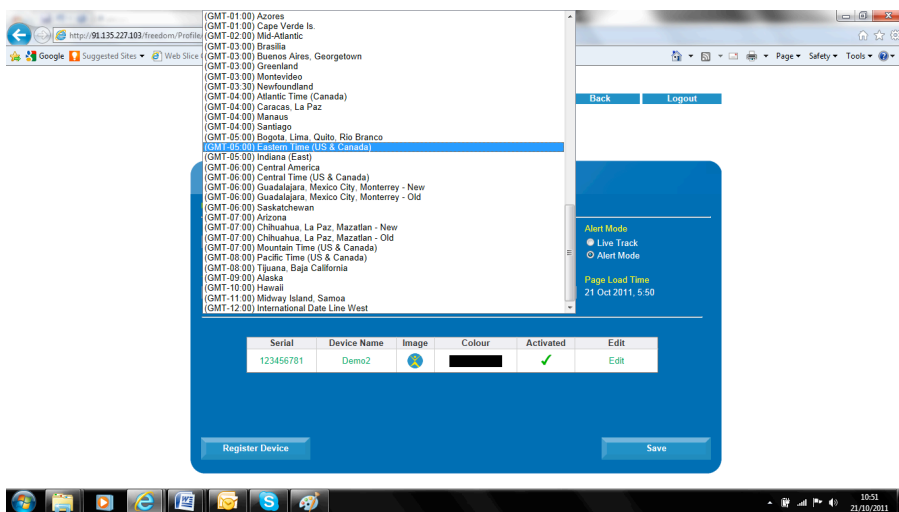
5.3 My details



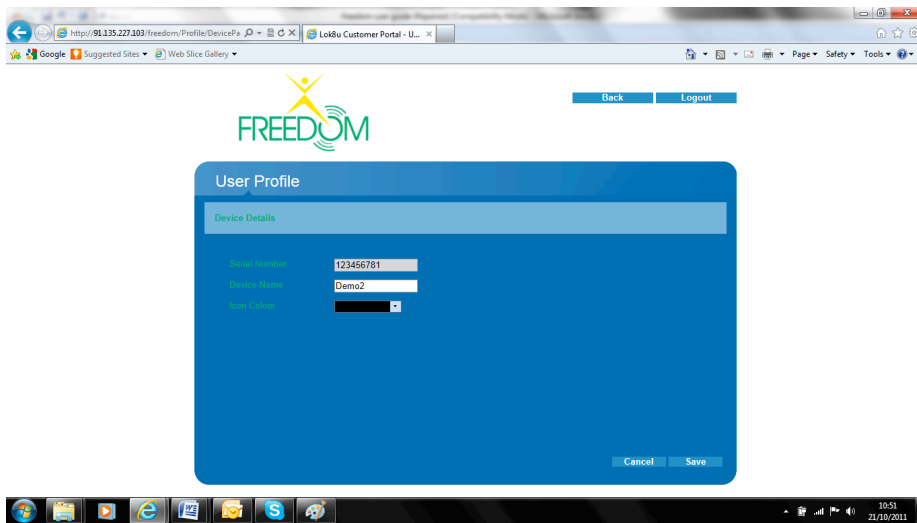
English or Spanish language is currently available



Time Zone is selected



Edit details about the watch, Icon colour or name

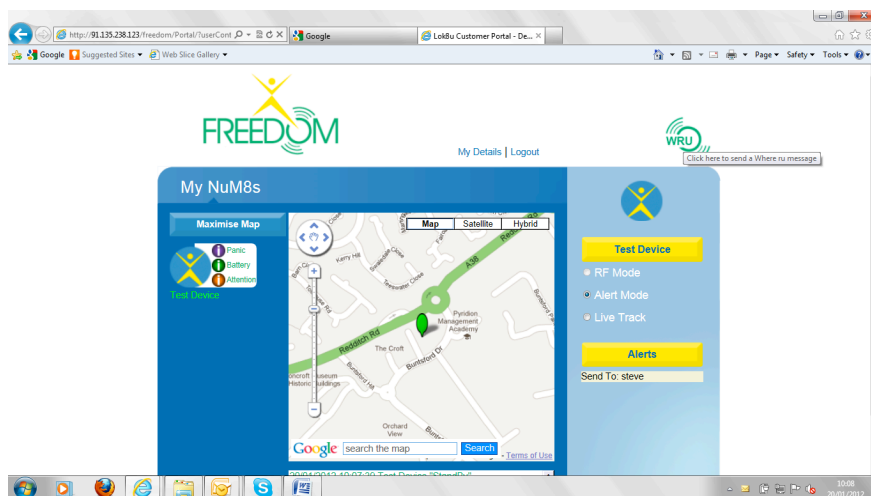


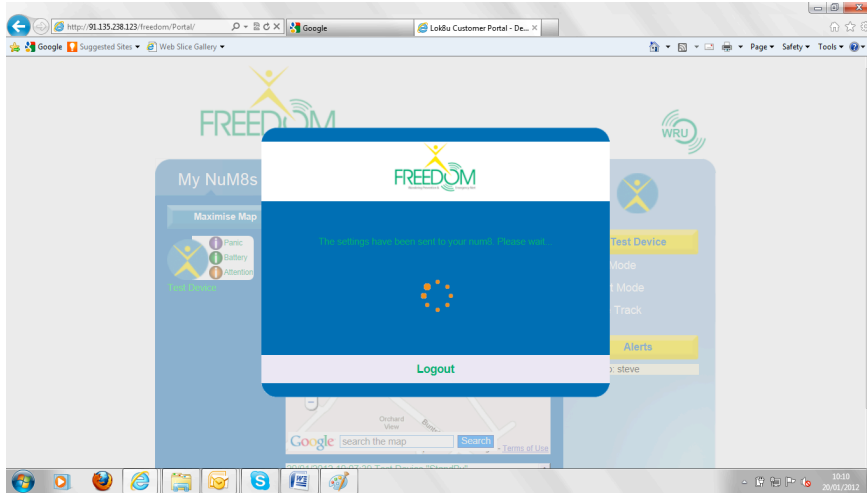
5.4 WRU



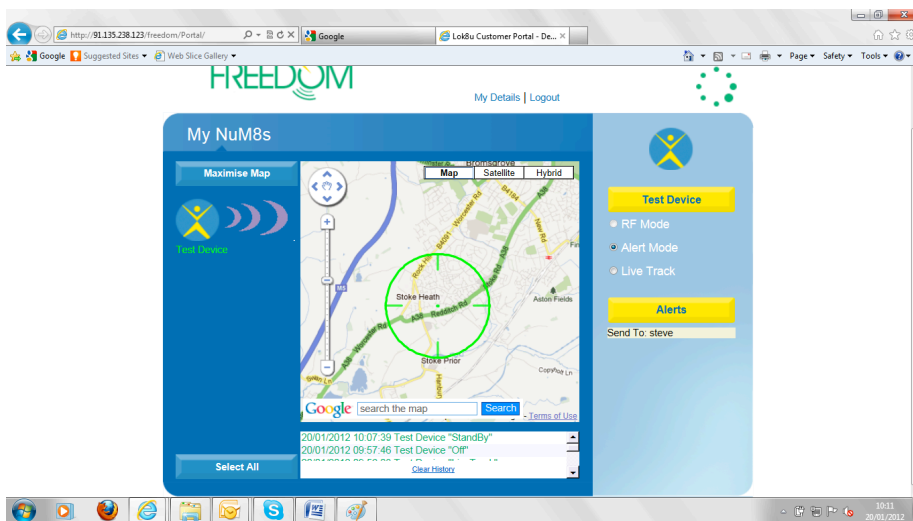
Please note a portal wru command, or SMS wru cannot be completed when the watch is in proximity (RF mode). If you need to locate the wearer whilst in proximity click “Find” on the portable receiver.

Click WRU on the portal





Approximate location received



Refined to GPS (Please note this will only occur outdoors)

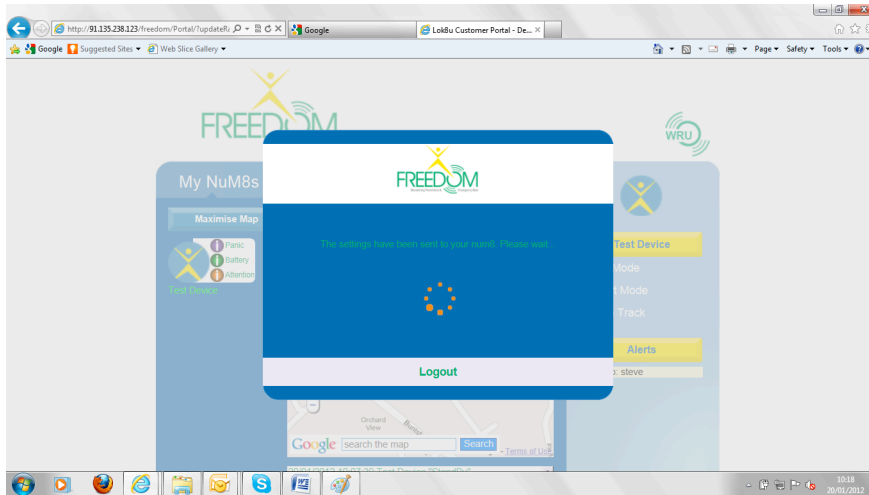
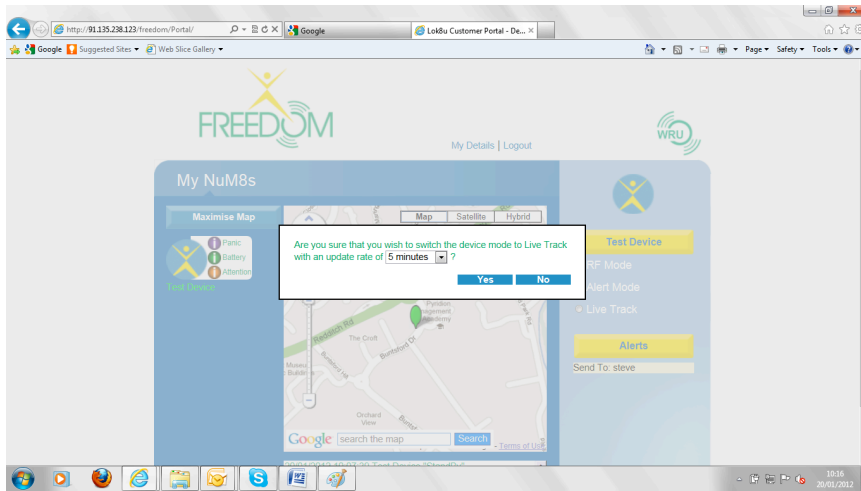


5.5 Live track

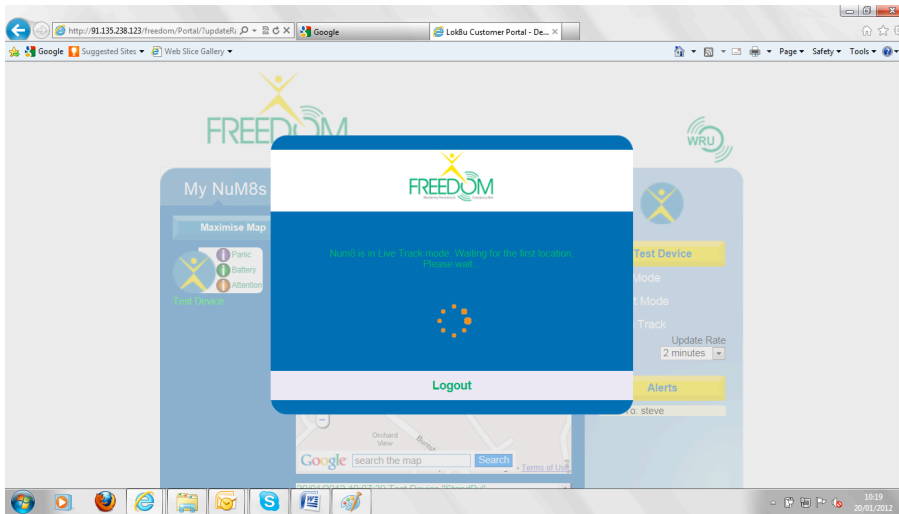


Please note a portal live track command, cannot be completed when the watch is in proximity (RF mode). If you need to locate the wearer whilst in proximity click “Find” on the portable receiver.

Press Live track on the portal and select the time frequency



When the watch has received the “go in to Live track” command it updates the portal as below



When the first Location is received GPS live track start appears as a red icon

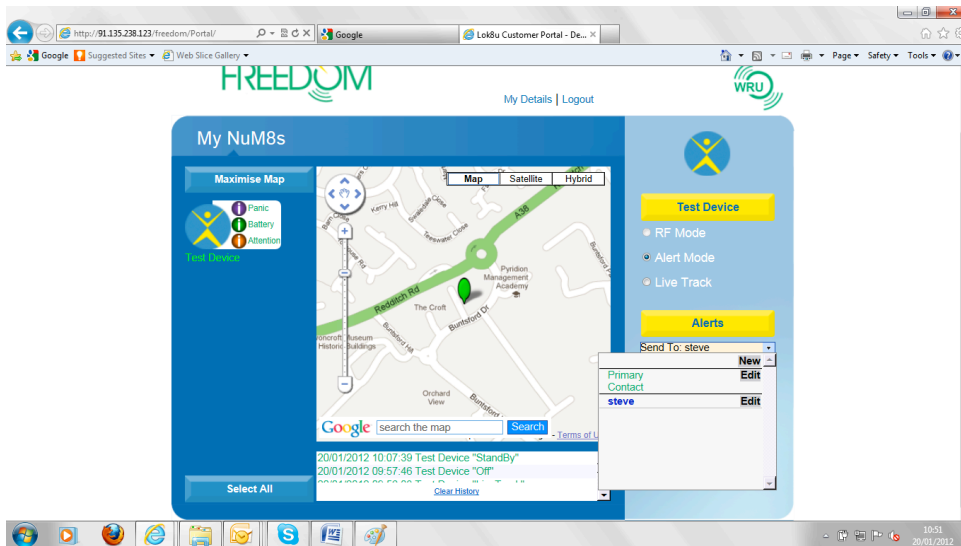


Subsequent location updates appear as a “snails trail”

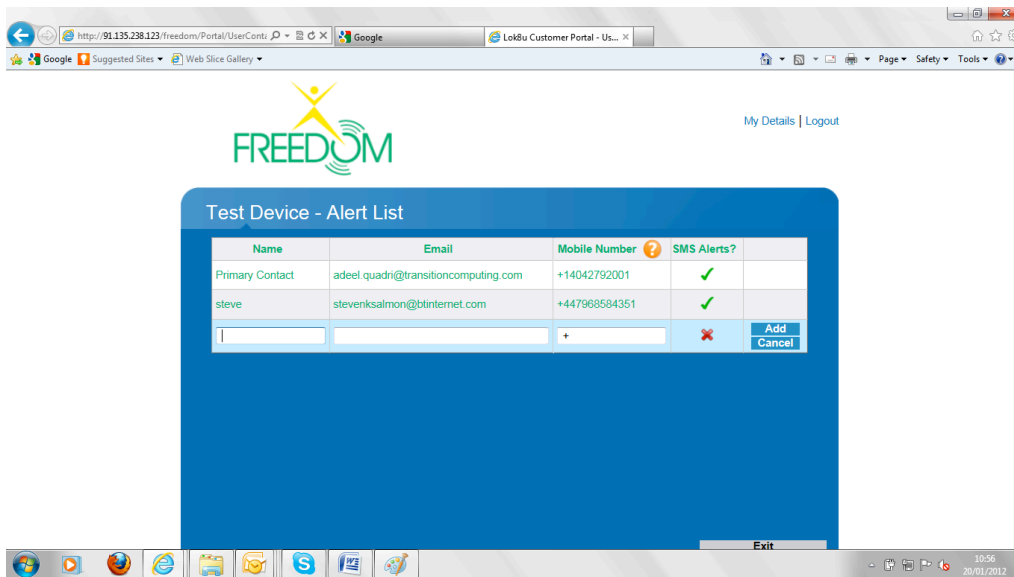


5.6 Alerts

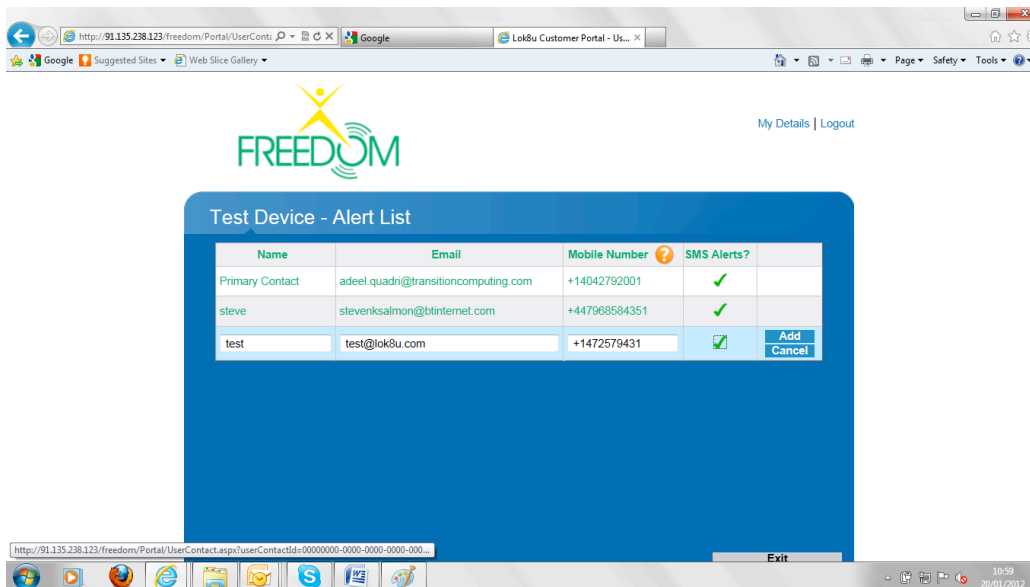
To change or select alerts hover your mouse over the alerts section and press enter



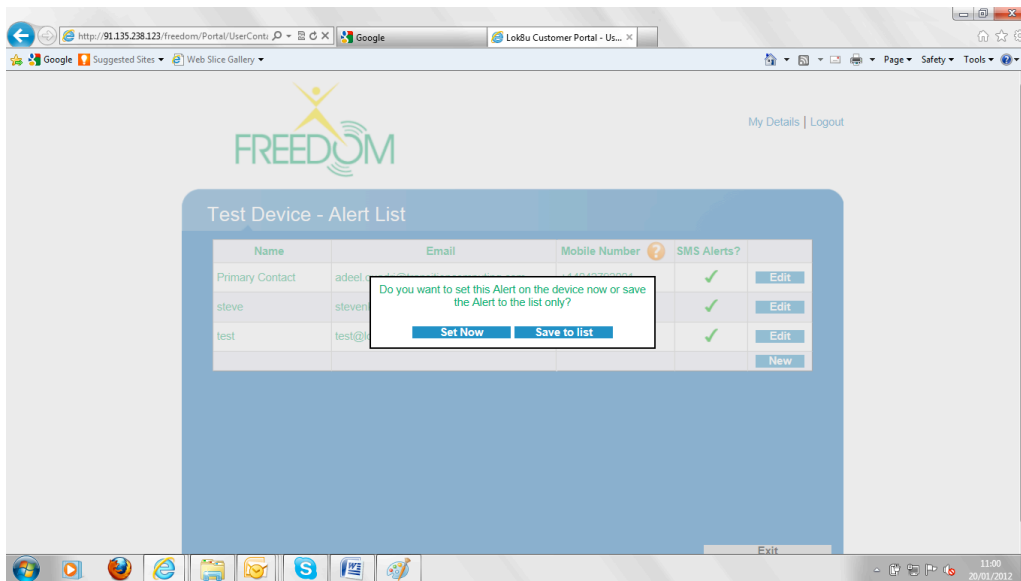
Click New



Input alert name, email and telephone number, ensure the international dial number is used eg +1, +44, etc



Click Add



If you select “set Now” all future alerts will be sent to this contact, if you select “Save to list” the contact will be set up for future selection.

6. Product Specification

- Watch dimensions, 35mm x 35mm x 13mm.
- Dot matrix LCD display for time.
- Clock display - 12 hour digital.
- Battery life of 30 days (in proximity), 24-48 hours in GSM standby 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 parents on mobile phone and email.
- Water Resistant - Splash Proof
- GPRS communication.
- Very low emissions as only GPRS data squirt upon location request.
- Secured strap with special locking mechanism. Can only be released with a release tool
- Dermatologic tested to ensure safe wearing.
- Uses the same Pinpoint precise GPS technology used in SatNav systems and is accurate to 3 metres.
- Proprietary Cell ID location to 1000m (max) when no GPS signal is received, i.e. indoors
- All interaction with the device is from mobile phone (SMS) or computer through Lok8u’s encrypted pinpoint services.
- Encrypted data sharing to ensure no un-authorized access of location, all requests for location pass through the Lok8u server infrastructure, with recorded history in the parent’s portal location.
- GENFLEC & CE/ FCC approved.

7. Waterproof Specification

Freedom is Water Resistant – Splash Proof. **Freedom** is resistant to minor and Accidental Splashes. Greater water contact should be avoided.

8. Certification

8.1 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.

8.2 WEE

LOK8U Ltd 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.

8.3 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.

SARS - 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 Lok8U may violate FCC RF

Exposure guidelines and void the user's authority to operate the device.

9. Product Information

Maintenance, repair and usage:

It is advisable to keep **Freedom** fully charged when not been used.

Freedom is Water Resistant – Splash Proof. It is not recommended for **Freedom** to be worn for swimming or bathing.

Users cannot repair or replace any part in the product, battery, or charger. It is strongly recommended that you should return the product to Lok8u for service or maintenance. For more information, consult with your local Lok8u distributor.

Information about Periodic Maintenance, Frequency and the authorized persons/centers for it:

Freedom does not require periodic maintenance.

Warranty Information:

Lok8u warrants to the original purchaser that **Freedom** 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, Lok8u will repair or replace your **Freedom** or component free of charge. If your **Freedom** is replaced for a defect covered under warranty, you may receive a refurbished **Freedom** in exchange for your original **Freedom**. The replaced unit will carry the remaining warranty period from the original **Freedom**.

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. **Freedom** may be repaired at the customer’s request and cost if damaged out of warranty conditions or term. If it is uneconomic to repair, Lok8u may offer the customer a replacement **Freedom** 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 Freedom:

Freedom is constructed of high quality materials and does not require maintenance except cleaning.

Cleaning the Case:

Cleaning **Freedom**’s outer casing (except for the screen) using a cloth dampened with a mild detergent solution and then wipe dry. Avoid chemical cleaners and solvents that may damage the plastic components.

Cleaning the Screen:

Clean **Freedom**’s screen using a soft clean, lint free cloth. Use water if needed.

Storage:

Do not store **Freedom** 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:

Freedom can interfere with an aircraft’s navigation system and its cellular network. Using a cellular device on board an aircraft is forbidden by law. Please use “Flight safe “ mode

Medical Devices:

Freedom can interfere with the functionality of pacemakers, hearing-aids and other sensitive medical equipment.

Precautions during transportation:

None

Subscriptions:

If **Freedom** is out of subscription it will not operate and should be removed. To update your subscription details contact the support service of your selected country.

10. Useful Information

GPS

Freedom will check that it can get a fix on the satellites to ensure that it can get the most accurate location when required. However, although **Freedom** uses the latest technology, including assisted GPS, there will be times, particularly indoors, on a cold start, that this may take some time.

There is a built in back-up within the **Freedom** 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.

Battery

We constantly monitor the status of the battery within **Freedom** 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).

11. Troubleshooting

Freedom does not switch ON	<ul style="list-style-type: none"> • Battery is flat.
Clock shows the wrong time	<ul style="list-style-type: none"> • Adjust the time by following the instructions in the time section of this manual.
Freedom does not respond to a WRU request	<ul style="list-style-type: none"> • Freedom is in RF mode or unable to connect to the cellular network
No text message alerts are received	<ul style="list-style-type: none"> • You have not subscribed to the SMS service • You are not set up to receive SMS alerts on the portal. • You are not set up as the alerts recipient on the portal.
My Freedom does not work abroad	<ul style="list-style-type: none"> • Did you purchase the holiday tariff before travelling abroad? • Freedom cannot be activated for roaming once outside your home country.



12. Imagery



