



Made in Italy quality
and safety at your service.



NEOSHelp

Your safety, our mission



The wearable safety device.
A discreet ally for the protection and peace of mind of the wearer.

WhatsApp  NEOSHelp
+39 371 376 7468

www.neoshelp.it



Others' safety depends on your choices.

PROTECT THOSE WHO ARE ALONE!



NeosHelp is a revolutionary personal safety device—a powerhouse of cutting-edge technology enclosed in a compact, wearable design. Engineered to protect people, assets, and animals, it offers 360° security.

Equipped with both automatic and manual alarm systems, **NeosHelp** ensures a timely response in any emergency. The integrated GPS provides precise real-time positioning, allowing the device's exact location to be communicated at any moment.

For safety in indoor environments, **NeosHelp** features high-sensitivity Bluetooth. Using specially configured BLE (Bluetooth Low Energy) sensors, the device manages indoor localization seamlessly, ensuring that the position is accurately tracked even where GPS signals cannot reach.

What is NeosHelp?

NeosHelp is 100% designed and manufactured in ITALY. It is compact and wearable on the wrist using the provided strap. Thanks to its intuitive design, **NeosHelp** ensures immediate use and is accessible to everyone, requiring no technical expertise.

Our Device:

- No-Movement Detection: Detects the user's lack of movement through the "No-Movement" function.
- Activity Monitoring: Monitors the operational activity of the device itself via the "Dead-time" function.
- GPS Localization: Tracks position using latest-generation high-sensitivity GPS and sends it automatically or upon request.
- Indoor Localization: Determines position in indoor environments using Bluetooth and cutting-edge BLE sensors.
- Alarm Communication: Sends alarms via SMS or makes voice calls.
- Customized Messaging: Sends alarms with a pre-recorded and customizable voice message.
- Emergency Requests (SOS): Sends help requests automatically (through active detection functions) or manually (by pressing the central red SOS button).
- Perimeter Security: Equipped with Geo-fence and Auto Geo-fence functions.

Requirements and Usage

- SIM Card: Operates using a standard PHONE SIM CARD from any carrier.
- No Extra Costs: NO SUBSCRIPTION REQUIRED to use the device.

NeosHelp does not offer optional extras: it already integrates all the essential functions for proper operation and safety. Users have the flexibility to activate these features as needed, without requiring any special installation. The product is user-friendly, and configuration is supported by our team, which is always available to provide technical clarification and operational guidance. For its main functions, a standard SIM card (not included) from any mobile provider is all that is required

Who can NeosHelp assist?



People with disabilities



The elderly



Children



Medical staff



Employees



Warehouse workers



Dependent persons



The **NeosHelp** device is the best solution for 360° safeguarding and security of all those people who find themselves isolated, without someone who can help them in the event of illness and/or a request for help, whether they are elderly people, lone workers, people with disabilities, and/or simple people who occasionally find themselves alone without the possibility of asking for help.

Main Functions

- **NO-MOVEMENT FUNCTION:**

This function activates the movement control of the **NeosHelp** device. If the device does not have any movement for a configured period of time, the chosen alarm signal is activated.

- **DEAD-TIME FUNCTION:**

This function activates the control of the device's activity. If the device is not active, i.e., the green handset button is not pressed for a configured time, the set alarm signal is activated.

- **POWER ON / OFF ALARM FUNCTION:**

When these functions are activated, the device will send a preset message when it is turned on and when it is turned off; this function is useful for monitoring the operation of the device.

- **DEVICE CHECK FUNCTION:**

With the activation of this function, the device will send an SMS message every set and configurable period of time indicating that the device is regularly functioning.

- **GPS FUNCTION:**

The device can send its GPS position automatically or upon request by sending an SMS containing a Google Maps link. It is also possible to configure the device to send its GPS position every set and configured period of time, always via SMS.

- **BATTERY FUNCTION:**

The device notifies its battery charge level via SMS.

- **BLUETOOTH FUNCTION:**

The device can send its position inside buildings, blocks, offices, etc., automatically or upon request, through the detection of BLE sensors specifically configured for such use.

- **GEO-FENCE FUNCTION:**

Allows you to define geographical areas and be notified when the device enters or leaves these zones.

- **AUTO GEO-FENCE FUNCTION:**

Unlike the geo-fence function, it is not configured on the map, but directly through the **NeosHelp**, with the simple sending of an SMS message, which acquires the GPS position where it is at that moment and creates the relative geo-fence, after setting its radius.

Available Alarm Modes

- **ALARM WITH CALL:**

Once **NeosHelp** has entered an alarm state, it will make phone calls to a maximum of 5 telephone numbers.

- **ALARM WITH SMS:**

Once **NeosHelp** has entered an alarm state, it will send SMS messages to a maximum of 5 telephone numbers.

- **ALARM WITH CALL WITH PRE-RECORDED MESSAGE:**

Once **NeosHelp** has entered an alarm state, it will make phone calls with a standard or customized pre-recorded message.

Alarm sending modes

**** Automatically:**

If the **NeosHelp** device detects that one of the following functions has been activated, "no-movement" or "dead-man", it sends an SMS alarm or starts a cycle of calls to multiple recipients, up to a maximum of 5, for a pre-settable time. Naturally, it is possible to define a so-called pre-alarm time during which the device warns the user that it is in alarm and that after this time it will start the set alarm procedure: • sending SMS • sending call • sending SMS and call together • sending call with recorded message. Naturally, if the device returns to its original state within the pre-alarm time, the set alarm procedure will be deactivated, specifically:

- if the pre-alarm was activated due to an absence of movement (no-movement function) and the device detects movement again;
- if the pre-alarm was activated due to an absence of activity on the buttons (dead-man function) and the Red button is pressed on the device.

**** Manually:**

By pressing the central red button (SOS) by the owner of the **NeosHelp**, the device sends an SMS alarm or starts a cycle of calls to multiple recipients, up to a maximum of 5, for a pre-settable time. Naturally, it is possible to define a so-called pre-alarm time during which the device warns the user that it is in alarm and that after this time it will start the set alarm procedure:

- **SENDING SMS**
- **SENDING CALL**
- **SENDING SMS AND CALL TOGETHER**
- **SENDING CALL WITH RECORDED MESSAGE.**

Naturally, if the end-of-alarm button (green button on the keypad) is pressed within the pre-alarm time, the set alarm procedure will be deactivated.

Indoor Localization with BLE sensors



IN THE EVENT OF AN AUTOMATIC OR MANUAL ALARM, THE DEVICE WILL BE ABLE TO SEND AN SMS MESSAGE STATING THE EXACT POSITION OF THE PERSON OR WORKER INSIDE A BUILDING.

Example of SMS message: **Alarm ACTIVATED NEOSHELP of 31/04/2025 22:10:52 for no movement, position: 5th floor building A reception**



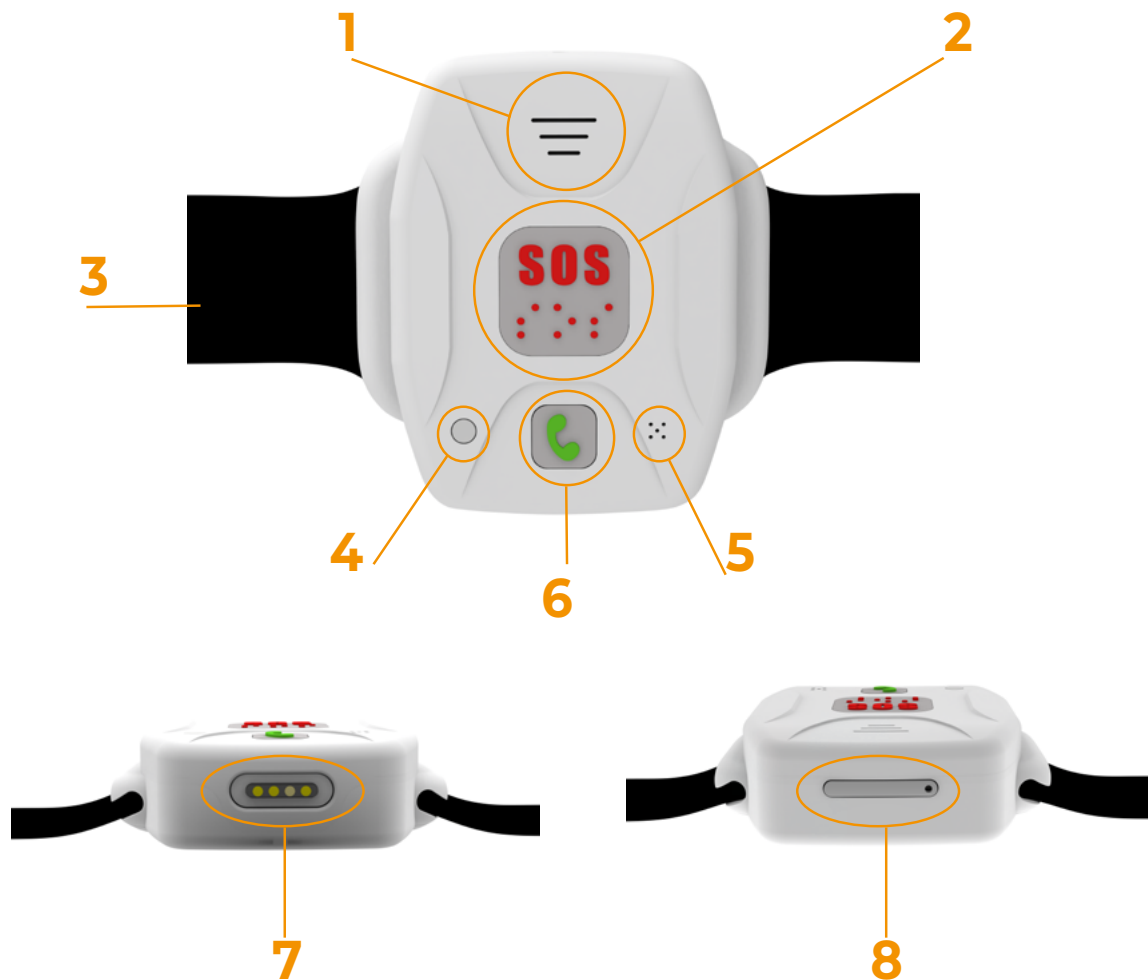
THE DEVICE, UPON REQUEST AND/OR AUTOMATICALLY, WILL BE ABLE TO SEND AN SMS MESSAGE STATING THE EXACT POSITION OF THE PERSON OR WORKER INSIDE THE BUILDING. Example of SMS message: **BLE Position NEOSHELP device, 29/04/2025, 12:08:47, living room 2nd floor**



NeosHelp - Device specifications:

- Multi-GNSS system: GPS, GLONASS, Galileo/BDS/QZSS
- LTE Module
- Nano SIM
- Internal memory 256 MB
- Operating status LED indicator
- Remote control via SMS
- Integrated antenna
- Magnetic connector
- Ultra low-power 3-axis motion sensor with integrated AI
- Speaker and microphone for hands-free conversation
- Device configuration via access to the portal www.neosconfig.com and via SMS
- Device check function
- Geo-fence function
- Auto-geo-fence function
- No-movement function
- Dead-man function
- Device power on / off alarm function
- Alarm sending via SMS, call and/or with recorded message
- SMS notification of the battery charge level
- Lithium-ion battery 800 mAh 3.7 V-2.96 Wh
- Weight: approximately 50 grams
- Dimensions: 50x58x15 mm
- Recommended operating temperature from -20°C to 50°C • general operating temperature from -20°C to 60°C
- Battery charging in environments from 0°C to 45°C; charging the battery outside of this range may damage the battery.

Main components



1.Speaker

2.SOS Button

3.Removable Strap

4.Multicolor LED

5.Microphone

6.Green Phone Button

7.Magnetic Connector

8.Nano SIM Tray



MEANING OF NEOSHELP LED INDICATORS

GREEN LED

Flash once every 5 seconds: Device is operating correctly.

Steady LED: Device is powering on or battery is fully charged.

ORANGE LED

Flash once per second: Initialization / Searching for network.

RED LED

Flash once per second: Pre-alarm phase.

Flash twice per second: Call in progress.

Flash once every 5 seconds: Low battery.

BLUE LED

Flash once every 5 seconds: Device is operating correctly with Bluetooth active.





Do you want to guarantee safety and peace of mind to those you love, anytime and anywhere? Are you looking for a simple way to be close to your loved ones when you cannot be there? NeosHelp: the simplest and most complete protection, always close at hand.

NeosHelp is the ideal solution for ensuring safety and serenity at all times.

It is worn on the wrist like a normal watch, and it is lightweight, practical, and extremely easy to use. Designed to be suitable for everyone, from the elderly to children, it offers a high level of protection thanks to its integrated functions. It is capable of recognizing the wearer's prolonged immobility, locating the position outdoors via GPS and indoors with BLE technology, signaling the entry or exit from a safe area, and performing many other actions designed to guarantee assistance in any situation.

To make it truly simple, **NeosHelp** does not have a screen but only two intuitive buttons. The SOS button allows you to immediately send a request for help, while the green handset performs several functions: it turns the device on and off, interrupts pre-alarms, and allows you to answer incoming calls.

The device works with a standard nano SIM from any telephone operator and only requires calls and SMS, without the need for an internet connection. During calls, it is possible to communicate hands-free and, when needed, the device sends an SMS with a localization link to Google Maps.

Configuration is simple and takes place via the dedicated portal www.neosconfig.it. At the time of purchase, you can choose whether to entrust it to our team or proceed independently in a few quick steps.

With NeosHelp, safety becomes simple for you and those you love.

Enrollment in the A.A.E Register N.: IT08030000004391
Enrollment in the Batteries and Accumulators Register N.: IT19060P00005407



NEOS SISTEMI srl
Via XXV Aprile, 32 • 63078 Spinetoli AP
Cod F. e P.IVA 01930960446

Manual edition March 2026 - rev 01

