Made in Italy quality and safety at your service

NEOSHelp

Your safety, our mission

USER MANUAL

The wearable security device.
A discreet partner for the user's safety and serenity.

WhatsApp NEOSHelp
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www.neoshelp.it

NEOSHelp

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INTRODUCTION

NeosHelp is a revolutionary personal safety device, a concentrate of latest-generation technology enclosed in a compact, wearable design. Designed for the protection and safeguarding of people, assets, and animals, it offers 360° protection.

Thanks to a system of both automatic and manual alarms, **NeosHelp** guarantees timely intervention in any emergency situation. The integrated GPS provides precise real-time localization, allowing the device's exact position to be communicated at any moment.

For safety in indoor spaces, **NeosHelp** is equipped with 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.

COPYRIGHT PROTECTION

WARRANTY

The **NeosHelp** device is guaranteed in accordance with current legal terms, effective from the date indicated on the fiscal sales documents. The warranty does not cover any damage caused by improper use of the product, damage by third parties, fire, or atmospheric agents.

NEOSHelp

INFORMATION FOR USERS OF HOUSEHOLD APPLIANCES

In accordance with Article 26 of Legislative Decree No. 49 of March 14, 2014, "Implementation of Directive 2012/19/EU on waste electrical and electronic equipment (WEEE)" and Legislative Decree 188 of November 20, 2008.

The crossed-out wheeled bin symbol shown on the equipment, its packaging, or on the batteries, indicates that at the end of its useful life, the product must be collected separately from other waste to allow for proper treatment and recycling. In addition to the symbol, batteries may be marked with the chemical symbols of the respective metals: mercury (Hg), lead (Pb), or cadmium (Cd) if the battery contains more than 0.0005% mercury, 0.004% lead, or 0.002% cadmium. Please note that batteries/accumulators must be removed from the equipment before it is disposed of as waste. To remove batteries/accumulators, please refer to the specific manufacturer's instructions provided in this manual.

The user must, therefore, deliver the equipment and the battery at the end of their life to appropriate municipal collection centers for electrical and electronic waste free of charge, or return them to the retailer according to the following methods:

For portable batteries and small-sized equipment (with at least one external side not exceeding 25 cm): free delivery is provided with no obligation to purchase at shops with an electrical and electronic equipment sales area exceeding 400 sqm. For smaller shops, this method is optional.

For equipment larger than 25 cm: delivery is available at all points of sale on a 1-to-1 basis (the product can only be returned to the retailer when purchasing a new equivalent product).

Proper separate collection for the subsequent recycling, treatment, and environmentally compatible disposal of decommissioned equipment and batteries/accumulators helps prevent potential negative effects on the environment and health, and encourages the reuse and/or recycling of the materials they are composed of.

Illegal disposal of equipment, batteries, and accumulators by the user involves the application of sanctions provided for by current legislation.

For more information, please contact your local competent authority.

SIMPLIFIED EU DECLARATION CE OF CONFORMITY

He manufacturer Neos Sistemi s.r.l. hereby declares that the radio equipment type NeosHelp is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address:

www.neoshelp.it

under the Documents section.

CONTACTS

In the event of problems using the product, please contact your local dealer or our technical support center: info@neossistemi.it

PACKAGE CONTENTS

The **NeosHelp** device is supplied in a cardboard box with all the accessories necessary for its operation. The set includes:

1 x NeosHelp
1 x 800 mAh Li-ion Battery 3.7 V - 2.96 Wh
1 x USB Cable with magnetic connector
1 x Class II Battery Charger (Output: 5V 1A)
1 x Charging Dock (Base)
1 x Rubber Wristband
1 x SIM Ejector Tool

Please Note:
The package does not include the SIM CARD, which is required for the correct operation of the **NeosHelp.** SIM cards can be purchased from any mobile network operator.
The LTE Cat1 + 2G/GSM/GPRS/EDGE/GNSS module on board our **NeosHelp** device is the multi-protocol module: Quectel EG915N-EU.

Thank you for purchasing our NeosHelp device. Please find below some essential instructions for the correct use of the device:

• **Download all configuration documentation** available in the DOCUMENTS section of our website: **www.neoshelp.it**

• **Read the enclosed documentation very carefully.**

• **Insert the SIM card** as described in the following pages.
Note: You must disable the PIN code and any active phone services on the SIM (such as voicemail, call waiting/missed call alerts, etc.) before insertion.

Next, charge the device using either the external charger or by simply connecting it to a PC using the provided magnetic cable. Once the device is turned on and connected to the power supply, the LED on the front of the device will begin to flash.
When the battery LED stops flashing and remains solid green, the battery is fully charged.

You are now ready to configure and use your device. You can find the Configuration Manual in the Documents section of our website, **www.neoshelp.it**.
This manual provides all the necessary procedures and information for the correct configuration of your **NeosHelp**.

Before proceeding with the registration and configuration of the device, please remember that the NeosHelp device must be turned on and the SIM card must be inserted with the PIN request disabled.

To access the registration and subsequent configuration, you will need:

• The IMEI code of the NeosHelp (found on the device itself);

•The phone number of the SIM card inserted into the device;

• A valid email address, which the web portal will use to send an activation link for the newly created account.

The website is **www.neosconfig.com**. By accessing the portal, the user accepts all the General Terms and Conditions of Use, which can be consulted during the registration process.

HOW TO:

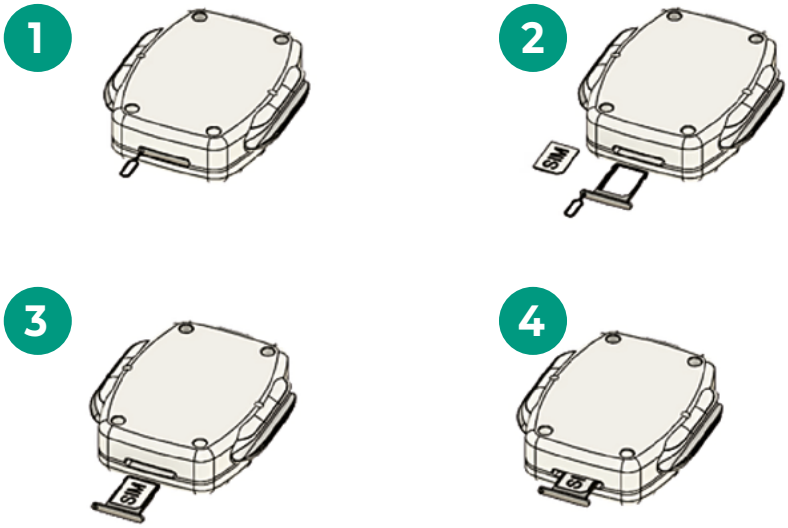
• Power On the Device

To turn on the device, briefly press the lower button with the green phone icon until the LED turns green and then switches off. You will feel a short vibration at the moment of power-on.

• Power Off the Device

To turn off the device, press and hold the button identified by the green phone icon until the LED switches off. You will feel a short vibration at the moment of power-off.

SIM CARD INSERTION



1. Insert the SIM ejector tool into the dedicated hole on the SIM tray, as shown in Figure 1.
2. Remove the SIM tray.
3. Insert the Nano SIM card in the correct orientation, as shown in Figure 3.
4. Reinsert the SIM tray into its original position.

CHARGING THE BATTERY

The **NeosHelp** battery can be charged by connecting it to a PC via the supplied magnetic USB cable, or by using the provided 230V-5V DC adapter. Additionally, the Charging Dock (base) supplied with the **NeosHelp** can be used.

Once the device is connected for charging, the battery will begin to charge, and the status will be indicated by the LED. For the first charge, it is recommended to use the 230V-5V DC adapter; the charging time is less than 3.5 hours.

Please Note: Only batteries and battery chargers supplied by Neos Sistemi S.r.l. must be used with this device. Using other types of batteries, chargers, or accessories may void the warranty and can be dangerous.

BATTERY CHARGER WARNINGS
The safety of this product is guaranteed only when the following instructions are followed; therefore, it is necessary to keep them for future reference.

• Do not expose the battery charger to rain, moisture, any liquid products, or mold. Do not submerge in liquid.

• For indoor use only. Ensure that the mains voltage is compatible with that of the supplied battery charger.

• Do not expose to dust, direct sunlight, high heat, or any mechanical impact.

• After disconnecting the unit from the power outlet, use only a soft, clean, and slightly damp cloth for external cleaning. The use of detergents and/or solvents may irreversibly damage the product.

• Disconnect the unit from the power outlet when not in use.

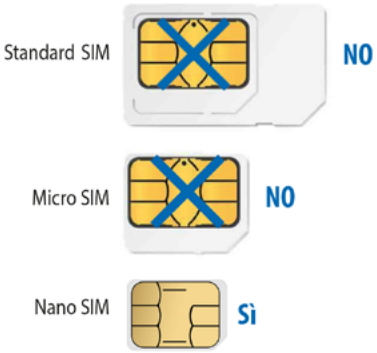
• The power outlet must be located near the product and remain easily accessible.

• The battery charger must not be used by children, persons with illnesses, or persons with reduced physical, sensory, or mental capabilities, or by those who have not read the operating instructions and warnings.

• The battery charger is not a toy. Keep it out of reach of children and pets. Do not leave packaging material unattended, as it could become a dangerous toy for children.

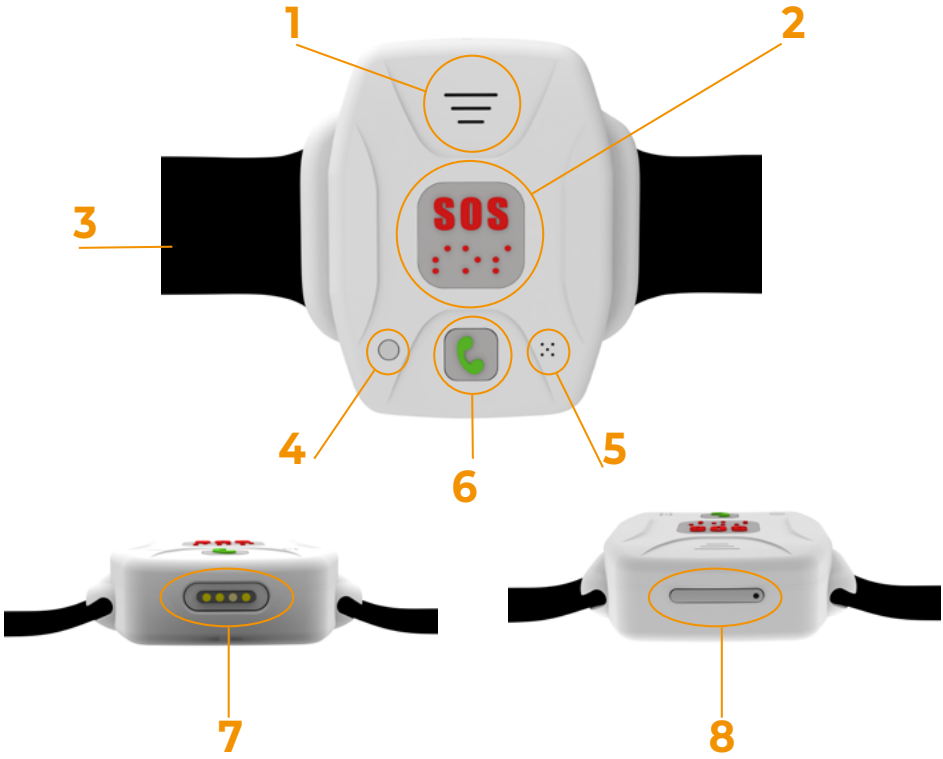
• Do not use the battery charger if it appears damaged. Contact an authorized service center for repairs.di assistenza autorizzato per la riparazione

TYPE OF SIM CARD TO PURCHASE AND INSERT INTO THE DEVICE



NEOSHelp

Main components



1.Speaker

2.SOS Button

3.Removable Strap

4.Multicolor LED

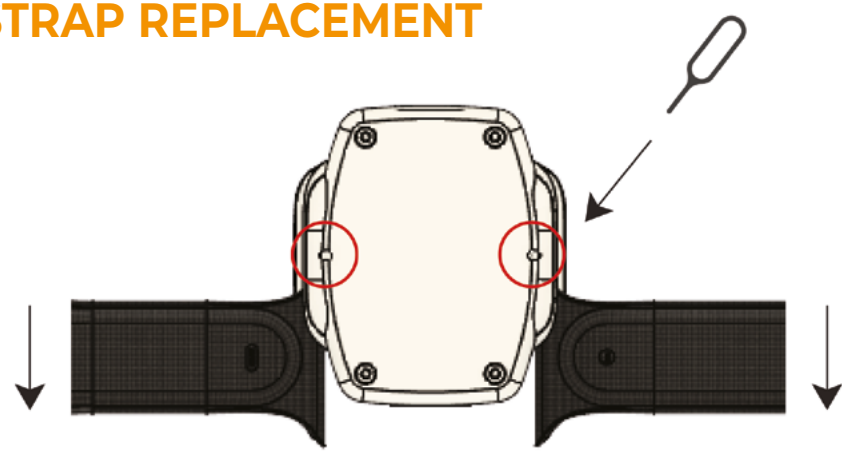
5.Microphone

6.Green Phone Button

7.Magnetic Connector

8.Nano SIM Tray

STRAP REPLACEMENT



To remove the **NeosHelp** strap, simply insert the SIM ejector tool into the two holes indicated in the image. By sliding the strap downwards, you will be able to remove it.

To insert the **NeosHelp** strap, simply slide its ends into the dedicated slots. Once correctly centered, they will automatically lock into place.

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.

ALARM MODES

During the configuration phase, you can choose from 5 different types of alarms:

• Voice Call

The NeosHelp device will signal the alarm through a cyclic phone call to up to 5 telephone numbers.

• SMS

The device will signal the alarm by sending SMS messages to up to 5 telephone numbers.

• Call with Pre-recorded Message

Recipients of the emergency call will hear a standard or customized pre-recorded message, for example: "Man-down alarm for Mr. Paolo Rossi from Bianchi company in Milan". Up to 5 telephone numbers.

• Call and SMS

In this mode, the NeosHelp will simultaneously send SMS messages and place emergency calls.

• Call with Pre-recorded Message and SMS

In this mode, the NeosHelp will simultaneously send SMS messages and place emergency calls with the pre-recorded message.

• Alarm settings and costumization

Within the alarm mode settings, the following parameters can be customized:

• Alarm Duration

Indicates the length of the alarm period—the time the device remains active in alarm mode after the event starts. Maximum time: 2,592,000 seconds.

• Pre-alarm Time

Indicates the delay before the device activates the alarm mode (30 seconds by default).

During the pre-alarm period, the **NeosHelp** warns the user of the alarm situation via an acoustic alert. It is possible to cancel the alarm activation before the set pre-alarm time expires.

VOICE CALL ALARM

The configurations for cyclic calls are detailed below:

NO ANSWER

Indicates the time the device will wait for a call to be answered before moving on to the next number in the contact list. Maximum wait time: 180 seconds.

CONVERSATION TIME

Indicates the maximum duration of the call. The device will notify the user with a short tone when the time has expired. Maximum conversation time: 300 seconds.

END OF ALARM TIME

Indicates the standby time the device will wait before calling the next number if the conversation is interrupted before the set duration expires.

Once the alarm has been activated (after the pre-alarm phase ends), the device will begin calling the pre-configured numbers (up to a maximum of 5).
The first person to take charge of the emergency request must send an SMS message to the **NeosHelp** device within the set **"End of Alarm Time"** (default setting is 40 seconds) to stop the alarm mode and prevent the device from calling the remaining numbers in the list.
The SMS message to be sent is the following:

TERMINA

• SMS message to stop the alarm:

p	s	w	:	1	2	3	4	;	t	e	r	m	i	n	a

The device will respond with a confirmation message:

CYCLIC CALLS TERMINATED! NAME: NEOSHELP; DATE AND TIME: 06.04. – 16:42:57;

CODE TO STOP CYCLIC CALLS

To stop the call cycle, you can enter a code on your phone's keypad during the conversation with the **NeosHelp** device.
The default code is: **#4231.**

CALL WITH PRE-RECORDED MESSAGE

The **NeosHelp** device will place a voice call, playing a default or customized audio message to up to 5 telephone numbers.
The settings for "No Answer (Timeout)", "Conversation Time", and "End of Alarm Time" are identical to those in the standard Voice Call mode.

SMS ALARM MODE

In the SMS alarm mode, in addition to specifying the 5 contact numbers, you can set the interval between messages. This setting defines how often the **NeosHelp** sends SMS alerts to the contact list once the alarm is triggered. This action will be repeated periodically for the entire duration of the alarm.
Minimum interval: 30 seconds.
Maximum interval: 2,592,000 seconds.
SMS Format Options.
You can also choose the format of the SMS to be sent. Message 11: SMS with GPS disabled.
The **NeosHelp** will send alarm SMS messages without a tracking link.
Example:

→ Alarm ACTIVATED NEOSHELP - 23/08/2025 11:01:47 > Reason: NO MOVEMENT

→ Alarm ACTIVATED NEOSHELP - 23/08/2025 11:01:47 > Reason: SOS ALARM per ALLARME SOS

Message 12: SMS with GPS Enabled

The **NeosHelp** will send alarm SMS messages including the GPS position via a Google Maps link.

Example:

⟶ Alarm ACTIVATED NEOSHELP - 23/10/2025 11:01:47
Reason: NO MOVEMENT, position:
http://maps.google.com/maps?q=42.888522,13.881078;

⟶ Alarm ACTIVATED NEOSHELP - 23/10/2025 11:01:47
Reason: SOS ALARM, position:
http://maps.google.com/maps?q=42.888522,13.881078;

N.B.: To use Message 12, the GPS must be enabled during the device configuration phase.

To stop the SMS alert cycle, you must send an SMS to the phone number of the SIM card inserted in the **NeosHelp** device.

• SMS message to stop the alarm:

p	s	w	:	1	2	3	4	;	a	l	l	a	r	m	e		o	f	f

The device will respond with a confirmation message:

ALARM TERMINATED! NAME: NEOSHELP; DATE AND TIME: 06.08.2025 – 16:42:57;

CYCLIC CALL TERMINATION (AUTO-STOP)

By enabling this function, if one of the provided numbers answers the call and the conversation lasts longer than 20 seconds (adjustable default time), the device will automatically terminate the alarm sequence and will not call the next number in the list.

Important: Before enabling this function, ensure that all configured numbers are active and reachable.

MAIN FUNCTIONS

SOS BUTTON ALARM

This function allows you to trigger an alarm manually. Simply press the SOS button to activate the acoustic pre-alarm. Once the pre-alarm phase ends, the NeosHelp will start the call or SMS cycle based on the selected alarm mode.
In case of accidental activation, you can cancel the alarm by pressing the Green Phone button during the acoustic pre-alarm phase.

NO-MOVEMENT FUNCTION

This function enables motion monitoring. If the device does not detect any movement for a configurable period, the selected alarm mode will be triggered. The time interval can be adjusted in the settings (default: 60 seconds). There are 3 configurable sensitivity levels: 1) Low Sensitivity, 2) Medium Sensitivity (Default), 3) High Sensitivity. This function is specifically designed for users whose work involves constant movement.

DEVICE STATUS CHECK

If enabled, this function will send an SMS at regular, configurable intervals to confirm that the device is functioning correctly.
Maximum recipients: 2 telephone numbers.

DEAD TIME FUNCTION

This function monitors the user's activity through the **NeosHelp** device. If no activity is detected (i.e., the Green Phone button is not pressed) within a set timeframe, the pre-alarm is triggered. Once the pre-alarm period expires, the alarm is activated according to the selected mode.

POWER ON/OFF NOTIFICATION

When both these functions are enabled, the **NeosHelp** device will send a pre-set SMS message to up to 2 telephone numbers whenever it is turned on or off. This feature is useful for monitoring the device's operational status and usage.

SHOCK DETECTION FUNCTION

By enabling this function, the device can detect sudden, high acceleration, such as a strong pull or impact. During the configuration phase, you can choose from three different sensitivity levels.

BATTERY LEVEL SMS NOTIFICATION

This function alerts both the recipient (via SMS) and the NeosHelp user (via acoustic alert) when the battery charge reaches the pre-set threshold, indicating that the device must be recharged soon.

Recipients: You can set up to 2 telephone numbers to receive this notification.

Monitoring: The NeosHelp device constantly monitors the battery charge level.

Low Battery Threshold: The alarm threshold is factory-set at 20%. This level is identified as a critical threshold, allowing sufficient time to recharge the device within a few hours.

Acoustic Alert: The audible warning will repeat every 15 minutes.

The SMS message received will be the following:

DATE: 07.04.2025 – 07:38:32. NEOSHELP BATTERY AT 20% CHARGE, PLEASE RECHARGE AS SOON AS POSSIBLE.

It is also possible to set an alert for when the battery is 100% charged.

GPS FUNCTION

Description of Main Functions and Configurations

All configurations and changes must be performed through our web portal.

• Enable GPS: This function enables or disables the device's GPS. If the device is primarily used inside indoor facilities where GPS signals may be weak or unavailable, it is recommended to disable the GPS to extend battery life.

• Periodic Position Saving: This feature allows the device to collect and store location data periodically.

• GPS Logging Frequency: This setting determines how often location data is saved on the device. Default setting: 600 seconds (10 minutes). Maximum setting: 2,592,000 seconds.

Note: If the device is unable to detect a real-time GPS signal when requested to send its position, it will send the last stored location from its internal memory.

To find the device's location, simply send an SMS containing:

p	s	w	:	1	2	3	4	;	f	i	x	?

The device will respond with an SMS message containing a Google Maps link of the last stored position. Simply click on the link to automatically open Google Maps and view the exact location of the **NeosHelp** device.

Example:

POSITION: HTTP://MAPS.GOOGLE.COM/MAPS?Q=42.887733,13.880538; DATE AND TIME: 06.04.2025 – 16:42:57;

AUTO-ANSWER FUNCTION

This function allows the device to answer incoming calls automatically. The **NeosHelp** will connect with the caller even if the device owner is unable to answer the call manually.

The auto-answer delay can be adjusted. You can enable or disable this function and choose the number of rings before it activates.

Example: By default, auto-answer is set to 2 rings. If the **NeosHelp** owner does not answer first by pressing the Green Phone button, the device will automatically open the communication and activate the hands-free (speakerphone) mode.

HOW GEO-FENCING WORKS ON NEOSHELP

Geo-fencing is a location-based service where the **NeosHelp** device, using its internal GPS, sends an SMS notification when it enters or leaves a pre-defined virtual boundary set around a geographic area.

To use geo-fencing, a virtual limit must first be established around a specific GPS location. This can be a simple circular boundary around a point on Google Maps, or a polygon, which allows for a more complex custom shape.

Once configured via the web portal, the virtual geo-fence will trigger a response (alert) whenever the device enters or exits that area.A geo-fence can also be set directly by **NeosHelp** users using the Auto-Geofence feature.

This allows you to set a circular boundary (radius) for which you want to trigger a specific notification.

The Auto-Geofence function is activated via a simple SMS command.

GEO-FENCING FUNCTION

The Geo-fencing function, configured and activated via the web portal www.neosconfig.com, allows you to create specific zones on a map. The **NeosHelp** device provides alerts regarding the crossing of these boundaries by sending a pre-set SMS message to up to 2 recipients.

This is a practical and easy way to track people or objects when it is essential that they do not enter or leave a specific area.

Common Use Cases:

Child Safety: Parents can ensure their child stays within a designated safe area or is prevented from entering a restricted zone.

Elderly Care: If an elderly person is at home, caregivers can be immediately notified if they wander outside the set safety perimeter.

GEO-FENCE CONFIGURATION LIMITS
A MAXIMUM OF 20 GEO-FENCES CAN BE CREATED.

The **NeosHelp** supports two types of geo-fences:

- **CIRCULAR**
- **POLYGONAL**

- **Circular Geo-fence**

When choosing a circular geo-fence, you must define the center point (the position on the map) and the radius.

Minimum radius: 50 meters.

Maximum radius: 10,000 meters.

- **Polygonal Geo-fence**

When a polygonal geo-fence is set, it can be defined using multiple vertices. For optimal performance, we recommend creating polygons with no more than 15 vertices.

MANAGEMENT AND ALERTS

Once created, geo-fences can be enabled, disabled, or deleted via the web configuration platform.

The **NeosHelp** device will send a pre-set SMS alert to up to 2 recipients whenever an enabled geo-fence is crossed (entry or exit) by the person carrying the device.

AUTO-GEOFENCE FUNCTION

Unlike the standard Geo-fencing feature, the NeosHelp man-down device's Auto-Geofence function is not configured via the web portal map. Instead, it is set up directly through the device by sending a simple SMS command.

Upon receiving the command, the device acquires its current GPS position and creates a corresponding geo-fence.

Capacity: Up to 10 Auto-Geofences can be created.

Customization: Through the SMS command, you can define:

The radius of the circular geo-fence.

The recipients for the SMS alerts.

The event reporting mode (e.g., notification on entry/exit).

INDOOR POSITIONING FUNCTION

By enabling the Indoor Positioning function and installing our Bluetooth Low Energy (BLE) sensors at entrance gates, floors, or specific rooms, the **NeosHelp** device can detect its proximity to these points.

When the device approaches a configured sensor-identified by a custom name (e.g., "Boiler Room", "Cafeteria", "Painting Department")-it hooks onto the Bluetooth signal. The signal strength is appropriately calibrated to register the device's presence in that specific area.

ALARM INTEGRATION

In the event of a No-Movement or Inactivity alarm, the **NeosHelp** will send the relative alert along with an automatic or "on-request" SMS containing:

The ID of the Bluetooth sensor currently connected to the device.

If no active connection exists, the ID of the last sensor detected by the device.

SENSOR FEATURES & SETUP

Long Battery Life: BLE sensors guarantee several years of autonomy and automatically report when the battery is low.

Turnkey Configuration: The configuration of the sensors and the **NeosHelp** device is managed entirely by Neos Sistemi srl according to client specifications.

Ready to Use: The kit is supplied pre-tested and ready for use. The end-user only needs to position the sensors to make the system fully operational.

BLUETOOTH

Please note: Bluetooth technology allows for the high-precision localization of people and/or assets within industrial plants, office buildings, etc.
The supply, management, and configuration of BLE (Bluetooth Low Energy) sensors are handled exclusively by Neos Sistemi srl.

----------> FIXBLE?

* SMS message to request the device's location within rooms and/or buildings:

p	s	w	:	1	2	3	4	;	f	i	x	b	l	e	?

The device will respond with an SMS message containing the current location and/or the last one stored in its memory:
BLE Position **NeosHelp** Device, 31/07/2025, 14:57:05, Analysis Lab.

SUMMARY OF MAIN SMS COMMANDS

----------> fix?

• SMS message to request the device's location:

p	s	w	:	1	2	3	4	;	i	n	f	?

The device will respond with an SMS message containing the last position stored in its memory:

NEOSHELP POSITION: HTTP://MAPS.GOOGLE.COM/MAPS?Q=42.887733,13.880538; DATE AND TIME: 06.08.2025 – 16:42:57;

----------> termina

• SMS message to stop an active alarm and cancel outgoing calls:

p	s	w	:	1	2	3	4	;	t	e	r	m	i	n	a

The device will respond with a confirmation message:

CYCLIC CALLS TERMINATED! NAME: NEOSHELP; DATE AND TIME: 05.08.2025 – 16:32:54;

----------> allarme off

• SMS message to stop an active alarm and cancel SMS notifications:

p	s	w	:	1	2	3	4	;	a	l	l	a	r	m	e		o	f	f

The device will respond with a disablement confirmation message:

ALARM TERMINATED! NAME: NEOSHELP; DATE AND TIME: 06.10.2025 – 11:32:27;

----------> imei?

This SMS command allows you to request the device's IMEI code.

- SMS request message:

p	s	w	:	1	2	3	4	;	i	m	e	i	?

The device will then reply with a message containing the requested data:

NAME:NEOSHELP;IMEI:357454074978626, 24.08.2025 - 16:27:45

----------> inf?

Con questo comando sms è possibile richiedere lo stato del dispositivo

- Messaggio sms di richiesta:

p	s	w	:	1	2	3	4	;	i	n	f	?

e il dispositivo risponderà con un messaggio con i dati richiesti:

STATO DISPOSITIVO! NOME:NEOSHELP;DATA ED ORA:07.08.2025 – 09:15:36; BATT:XXX;GSMLVL:XXX:IN CARICA: EXT POWER; GPS:ATTIVO;SAT.VIS:X

The message will contain the following information:

- Name: indicates the device name (default: **NeosHelp**)
- Date and time: indicates the date and time stored by the device
- GSMLvl: indicates the GSM signal strength
- Batt: indicates the battery charge level
- Charging: if the device is connected to a power source, it will display "CHARGING"; otherwise, it will display "NO"
- Imei: indicates the device's IMEI code
- GPS: Active or Disabled
- Sat.Vis.: indicates the number of visible satellites; a value of 0 indicates no satellite coverage at the moment (e.g., the device may be indoors).

NEOSHelp

FAQ:

1) Why does the device continue calling other numbers even after I have answered the alarm call? How do I stop the calling cycle?

The **NeosHelp** device is engineered to meet the highest safety standards. Since the device cannot distinguish whether a call has been answered by a person or by an automated system (such as a voicemail or answering machine), it will continue to dial the other programmed numbers for the entire **"Alarm Duration"** (the default setting is 300 seconds).

To stop the calling cycle, the person responding to the emergency request must send an SMS to the device from their mobile phone with the following command:

psw:1234;termina

Alternative Methods to Stop the Alarm Cycle Keypad Code Interruption Additionally, you can stop the calling cycle directly from your phone's keypad. While in an active call with the NeosHelp device, simply dial the code #4231.

The device will recognize the DTMF tones and terminate the cycle. If the call does not end (meaning the code was not correctly received), please repeat the code #4231 on your keypad.

Note: This code can be customized during the configuration phase.

"End Cyclic Alarms" Function

By activating the **"End Cyclic Alarms" (Fine allarme cicliche)** feature in the Alarm Mode menu on our configuration portal, the device will automatically stop the calling cycle if an emergency call lasts longer than the Minimum Conversation Time (default is 20 seconds).

Valid Call: If the conversation exceeds the minimum time, the device considers the call successful and stops the cycle. Invalid Call: If the call lasts less than the minimum time (e.g., if it hangs up early or hits a brief voicemail), the device will consider it invalid and continue calling the remaining programmed numbers.

2) How do I stop the alarm SMS messages that NeosHelp sends to the programmed numbers?

To stop the transmission of alarm SMS messages before the "Alarm Duration" (default setting: 300 seconds) has expired, simply send an SMS to the device from your mobile phone with the following command:

psw:1234;allarme off

By doing this, the device will cease sending alarm SMS alerts to the configured numbers. If the command is typed correctly, the device will reply with a confirmation message.

3) How do I request the location of the NeosHelp device?
You can request the device's current location by sending an SMS message with the following command: **psw:1234;fix?**
The device will then send an SMS to the requester's mobile phone containing a Google Maps link with its last recorded position.

4) How long does the NeosHelp battery last?
Battery life depends on the device's specific usage and configuration. For example, it is affected by whether the GPS is active and the number of SMS messages or calls made per day.
As a general rule, we recommend charging the device at the end of each shift for business use, or every night before going to sleep for domestic use.

5) Can I know when the battery is running low?
Yes. You can configure the device to send an SMS alert to up to 2 mobile numbers when the battery level reaches 20% or any other custom threshold you have set.

6) Can the NeosHelp device receive calls?
Yes. The device can receive calls from anyone who knows its phone number. The user can answer by pressing the green handset button. Additionally, **NeosHelp** is designed to automatically open the communication after two rings and activate the hands-free speakerphone.
By enabling the "Authorization" (Autorizzazione) feature during configuration, you can restrict the device to receive calls and/or SMS messages only from authorized numbers.

7) Does the device require a SIM card to function?
Yes. You will need a standard Nano SIM card enabled for voice calls and SMS traffic.

8) What happens if the device is still in the state that triggered the alarm after the alarm cycle has been stopped?
If the device remains in the alarm-triggering state after the initial cycle has been stopped, it will treat it as a new emergency and restart the alarm process according to your configured settings.

You can delay the activation of a new alarm by accessing the "End of Alarm Management Configuration" (Configurazione gestione fine allarme) menu. By enabling this feature, a new alarm will not be triggered until the set "Re-enable Time" has passed (the default setting is 300 seconds). Please note: If a different alarm function is triggered during this period, it will be executed normally.

9) Why does the device not turn off when I press the green handset button?
If this occurs, you will likely notice the **NeosHelp** LED flashing red. This indicates that the device is currently in Alarm Mode and has initiated the configured alarm sequence.
While an alarm is active, the device will not accept any keypad commands to ensure the emergency protocol is not interrupted.

10) Why is the LED constantly flashing red?
The **NeosHelp** LED may flash red for several reasons:
1)The SIM card is not inserted correctly.
2)The SIM card is malfunctioning.
3)The device is in Alarm Mode.

11) What are BLE sensors used for?
These BLE (Bluetooth Low Energy) sensors, supplied and configured by Neos Sistemi, are used to locate individuals inside buildings, particularly in large facilities or multi-story structures.

12) Which cable should I use for charging?
For charging, we recommend using the provided charging dock, connected to the power adapter via the magnetic cable.

13) Does the device charge while turned off, or should I leave it on?
The device can be charged while turned off, but it can also be charged while powered on. By default, all alarm functions are disabled during the charging process.

14) Must the "No-Movement" and "Shock" alarm functions be activated together, or can they be enabled individually?

The device is designed to allow each alarm function to be activated independently. This ensures that the user can choose and use only the specific alarm features that best suit their needs.

15) Does the NeosHelp work with Wi-Fi?

No, **NeosHelp** does not use Wi-Fi networks.

As a device dedicated to personal safety, it requires a stable and always-available connection, which Wi-Fi cannot consistently guarantee. For this reason, **NeosHelp** relies exclusively on the mobile network, ensuring reliability at all times and in any location.

16) How do I configure the NeosHelp?

Configuration is very simple. Just follow the Configuration Manual, which can be downloaded from www.neoshelp.it in the "Documents" (Documenti) section.

SAFETY PRECAUTIONS FOR PERSONAL WELL-BEING

Please read these basic instructions carefully. Failure to follow them may lead to danger or a violation of existing laws. For more detailed information, please refer to the full user manual.

SAFETY TIPS
Do not turn on the device where the use of a mobile phone is prohibited, or when its use could cause interference or dangerous situations

TRAFFIC SAFETY
Do not use the device when driving a motor vehicle. The most important thing is to consider your own safety and the safety of others.

INTERFERENCE
All wireless equipment can be sensitive to interference, which may affect its operation.

POWER OFF IN HOSPITALS
Follow all restrictions. It may be necessary to turn off the device when you are near any medical facilities.

POWER OFF ON AIRCRAFT
Follow all restrictions. This wireless device can cause interference with air traffic.

POWER OFF DURING REFUELING
Do not use the device at service stations. Do not use it near fuels or chemicals.

POWER OFF NEAR EXPLOSIVES
Follow all restrictions. Do not use the device in dangerous areas subject to explosions

PREPARE YPUR COMPUTER
The laptop that you connect to the d evice must comply with the requirements of standard EN 60950-1.

CONNECTING THE DEVICE TO THE COMPUTER
To connect to the device, the computer must have at least one USB port.

BATTERY CHARGING
Chargers and personal computers must comply with the requirements of standard EN 60950-1

USE ONLY BATTERIES PROVIDED BY THE MANUFACTURER
If an incorrect battery is inserted improperly, there is a risk of explosion or harmful effects.

BATTERY USAGE
Make sure the battery is not wet.
When connected to a PC, keep the device in a cool, dry place.
Ensure the battery and the device are not exposed to hot surfaces or direct sunlight.
Do not damage the battery with sharp objects.
Do not attempt to charge the battery directly from a wall outlet. This can lead to explosions or other harmful effects.

If the device does not function correctly, it is recommended to take it to an authorized service center or return it to the manufacturer.

DEVICE SPECIFICATIONS

- Multi-GNSS System: GPS, GLONASS, Galileo/BDS/QZSS
- LTE Module
- Nano SIM
- Internal Memory: 256 MB
- Multicolor LED for operating status indication
- 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 SMS or through the web portal: www.neosconfig.com
- Device Check function
- Geo-fencing function
- Auto-Geo-fencing function
- No-movement function
- Dead-time function (Inactivity Timer)
- Power On/Off Alarm function
- Alarm Notification via SMS, voice call, and/or pre-recorded message
- Low Battery Notification via SMS
- Battery: Lithium-ion 800 mAh, 3.7 V – 2.96 Wh
- Weight: approx. 55 grams
- Dimensions: 50 x 58 x 15 mm
- Recommended Operating Temperature: -20°C to 50°C
- General Operating Temperature: -20°C to 60°C
- Charging Temperature Range: 0°C to 45°C.
- Charging the battery outside of this range may cause damage.

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

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