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and safety at your service.

NEOSHelp

Your safety, our mission

QUICK START



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



INTRODUCTION

NeosHelp is a revolutionary personal safety device, a powerhouse of next-generation technology enclosed in a compact, wearable design. Engineered 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** ensures timely intervention in any emergency situation.

The integrated GPS provides precise real-time localization, allowing the exact position of the device to be communicated at any time. For safety in enclosed spaces, **NeosHelp** is equipped with high-sensitivity Bluetooth. With specifically configured BLE (Bluetooth Low Energy) sensors, the device manages indoor localization seamlessly, ensuring that the position is accurately tracked even where a GPS signal cannot reach.

COPYRIGHT PROTECTION

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WARRANTY

The **NeosHelp** device is guaranteed in accordance with the terms of the law, 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 caused by third parties, fire, or atmospheric agents.

TYPE OF SIM CARD TO PURCHASE AND INSERT INTO THE DEVICE



HOW TO INSERT THE SIM CARD

1



2



3



4



1 Use the SIM ejector tool by inserting it into the designated hole on the SIM tray, as shown in image 1.

2 Pull out the SIM tray

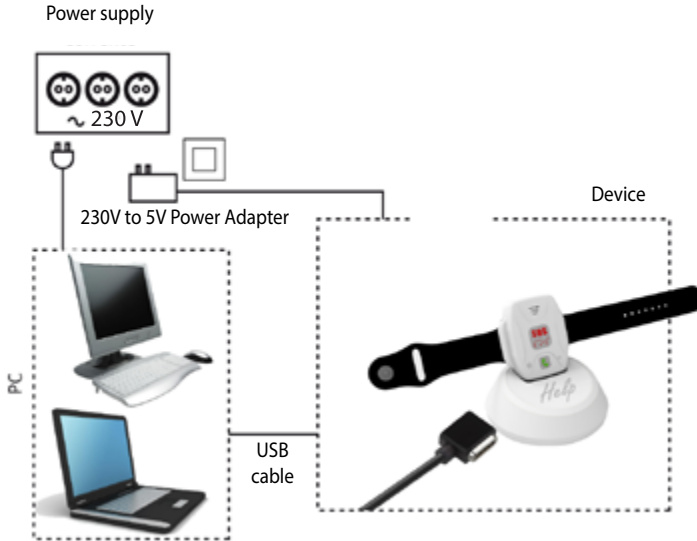
3 Insert the nano-SIM in the correct orientation, as shown in image 3.

4 Reinsert the SIM tray into its original position.

BATTERY CHARGING

Battery Charging

The **NEOSHELP** battery can be charged by connecting the device to a PC using the supplied magnetic USB cable, or by using the included 230V-5V DC adapter. Alternatively, the charging base with a magnetic connector can also be used. Once the **NEOSHELP** is connected for charging, the battery will begin to charge, and the status will be indicated via the LED. First Charge: For the initial charge, it is recommended to use the 230V-5V DC adapter. Charging Time: A full charge is completed in less than 3.5 hours.



Please Note: Only batteries and 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.

Thank you for choosing NeosHelp. To ensure the correct use of your device, please follow these essential instructions:

- **Download Documentation:** Visit the DOCUMENTS section at www.neoshelp.it

to download all necessary configuration files.

- **Read Carefully:** Please read the provided documentation thoroughly.
- **SIM Card Setup:** Insert the SIM card as described in the previous pages. Before insertion, ensure the PIN code is disabled and all active services (such as voicemail or “call-me/missed call” notifications) are deactivated.
- **Charging the Device:** After setting up the SIM, charge the device using the external charger provided or by connecting it to a PC with the supplied magnetic cable. When the device is turned on and connected to power, the LED on the front will begin to flash.
- **Charge Status:** When the LED stops flashing and turns solid green, the battery is fully charged.
- **Configuration:** You are now ready to configure and use your device. Please refer to the Configuration Manual available in the “Documents” section at www.neoshelp.it. This manual provides all the necessary procedures and information for the correct setup of your **NeosHelp**.



Before proceeding with the device registration and configuration, please ensure that the NeosHelp is turned on and that the SIM card is inserted with the PIN request disabled.

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

- The IMEI code of the **NeosHelp** (found on the device).
- The phone number of the SIM card inserted in the device.
- A valid email address where the web portal will send the account activation link.

The official configuration website is: www.neosconfig.com

Note: By accessing the portal, the user accepts all General Terms and Conditions of Use, which can be reviewed during the registration process.

HOW TO:

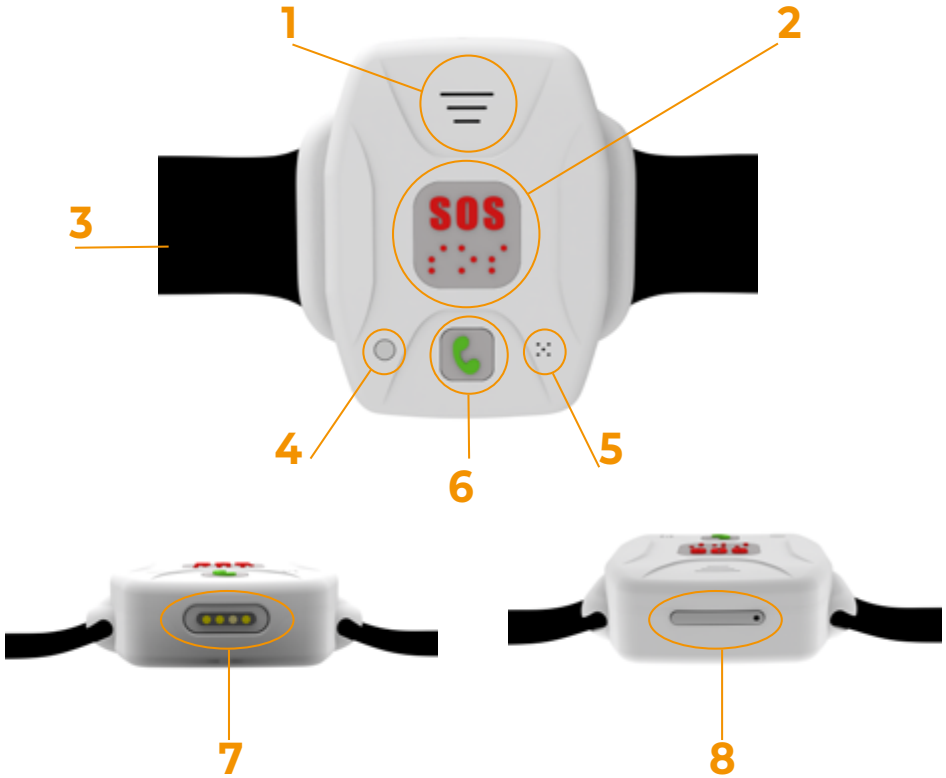
• Turning the Device ON

To turn on the device, briefly press the bottom button with the green phone icon until the LED turns green and then switches off. You will feel a short vibration when the device powers on.

• Turning the Device OFF

To turn off the device, press and hold the green phone icon button until the LED switches off. You will feel a short vibration when the device powers off.

MAIN COMPONENTS



- 1. Speaker
- 2. SOS Button
- 3. Removable Strap
- 4. Multicolor LED

- 5. Microphone
- 6. Green Call Button
- 7. Magnetic Connector
- 8. Nano SIM Tray

LED STATUS MEANING



MULTICOLOR 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.

MAIN FUNCTIONS

SOS BUTTON ALARM

This function allows you to trigger an alarm manually. Simply press the SOS button to activate the audible pre-alarm. Once the pre-alarm finishes, the **NeosHelp** will start the sequence of calls or SMS messages according to your chosen alarm settings.

In the event of accidental activation, you can cancel the SOS alarm by pressing the green phone icon button while the audible pre-alarm is still sounding.

NO-MOVEMENT FUNCTION

This function monitors the movement of the **NeosHelp**. If the device does not detect any movement from the user for a configurable period of time, the selected alarm notification will be triggered. Configurable Interval: The time interval can be modified during setup; the default setting is 60 seconds. Sensitivity Levels: There are 3 configurable sensitivity levels: Low sensitivity. Medium sensitivity (default). High sensitivity. This function is particularly suitable for those whose work involves constant movement.

DEVICE CHECK

If this function is activated, the device will send an SMS at a pre-set and configurable time interval to confirm that the system is operating correctly. SMS Recipients: A maximum of 2 recipients can be configured to receive this message. Purpose: This feature ensures that the device is regularly functioning and connected to the network.



DEAD-TIME FUNCTION

This function monitors the activity of the NeosHelp device. If the device remains “idle”—meaning the green phone icon button has not been pressed—for a pre-set period, an alarm notification is triggered. Once the pre-alarm time expires, the alarm is activated according to the selected mode.

POWER ON/OFF ALARM FUNCTION

If both functions are activated, the NeosHelp device will send a pre-set message to a maximum of 2 phone numbers whenever it is turned on and whenever it is turned off.

This feature is particularly useful for monitoring the device’s operational status and ensuring it is active during work shifts.

SHOCK FUNCTION

By activating this function, the device can detect if it undergoes strong acceleration, such as a violent tug or pull. Sensitivity Levels: During the configuration phase, it is possible to set three different sensitivity levels to suit the user’s needs.

LOW BATTERY SMS NOTIFICATION

This function alerts you via SMS when the battery charge has reached the pre-set threshold, indicating that the device needs to be recharged soon.

The **NeosHelp** device constantly monitors the battery charge level. Default Threshold: By default, the alarm threshold is set to 20%. This level is identified as a critical threshold, allowing enough time to recharge the device within a few hours.

Audible Alert: In addition to the SMS, an audible warning will be repeated every 15 minutes.

SMS Notification: The recipient will receive the following message:

DATE: 04.07.2025 – 07:38:32. NEOSHELP BATTERY AT 20% CHARGE, PLEASE RECHARGE AS SOON AS POSSIBLE.

GPS FUNCTION

Configuration and settings adjustments must be performed through our portal: www.neosconfig.it

- **Enable GPS:** This function enables or disables the device's GPS. If the device is primarily used indoors where GPS signal is weak or unavailable, it is recommended to disable the GPS to extend battery life.
- **Periodic Location Logging:** It is possible to collect periodic location data and store it on the device.
- **GPS Logging Frequency:** This indicates how often data is saved on the device. The default setting is 600 seconds (10 minutes). The maximum setting is 2,592,000 seconds.
- **Last Known Position:** When the device needs to send its GPS position, if it is unable to detect a real-time signal, it will send the last position stored in its memory.

How do I find the device's location? To find the device's location, simply send an SMS with the following text:



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

The device will respond with an SMS containing a Google Maps link to the last position stored in its memory. Simply click 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](http://maps.google.com/maps?Q=42.887733,13.880538);
DATE AND TIME: 06.04.2025 - 16:42:57;**



• INDOOR LOCATION FUNCTION

By activating the indoor location function and installing our Bluetooth Low Energy (BLE) sensors at entrance gates, floors, or within specific rooms, the NeosHelp device can detect its proximity to these sensors. When the device approaches a configured sensor-identified by a custom name chosen by the user (e.g., "Boiler Room," "Canteen," "Painting Department," etc.)-it locks onto the calibrated Bluetooth signal and logs its presence in that area.

In the event of a No-Movement or Idle Time alarm, the **NeosHelp** device can automatically (or upon request) send an SMS containing the identifier of the Bluetooth sensor it is currently connected to. If the device is no longer in range of a sensor at that moment, it will send the identifier of the last detected sensor.

Bluetooth Low Energy sensors guarantee a battery life of several years and automatically signal when the charge is running low. The configuration of both the sensors and the **NeosHelp** device is fully managed by Neos Sistemi srl according to the client's specifications.

The kit is supplied ready-to-use and fully tested: the end user simply needs to position the sensors to make the system operational.

ALARM MODE

During the configuration phase, you can choose from five different alarm notification types:

- Voice Call

The **NeosHelp** device will trigger an alarm via a cyclical phone call to up to 5 stored phone numbers.

- SMS

The device will send an alarm notification via SMS text message to up to 5 phone numbers.

- Voice Call with Pre-recorded Message

Recipients will hear a standard or customized pre-recorded message upon answering. For example: "Man-down alarm for Mr. Paul Smith at Bianchi Company, Milan office." (Up to 5 phone numbers).

- Voice Call & SMS

By selecting this mode, NeosHelp will simultaneously send SMS alerts and initiate emergency voice calls.

- Voice Call with Pre-recorded Message & SMS

By selecting this mode, **NeosHelp** will simultaneously send SMS alerts and initiate voice calls with the pre-recorded message.



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.

MAIN SMS COMMANDS SUMMARY



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

- SMS message to request the device's GPS position::

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

the device will reply with an SMS message containing its last stored position:

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 cancel an active alarm call sequence:

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

the device will reply 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 alarm activated via SMS:

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

the device will reply with a deactivation 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 reply with a message containing the requested data:

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

-----> inf?

SMS request message:

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

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

DEVICE STATUS! NAME:NEOSHELP; DATE AND TIME: 07.08.2025 – 09:15:36; BATT: XXX; GSMLVL: XXX; CHARGING: EXT POWER; GPS: ACTIVE; SAT.VIS: X

The message will provide the following information:

Name: indicates the name of the device (default: NeosHelp).

Date and Time: indicates the date and time stored by the device.

GSMLvl: indicates the GSM signal strength level.

Batt: indicates the battery charge level.

Charging: if the device is charging (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 inside a building).



BLUETOOTH

Please note: Bluetooth technology allows for high-precision indoor positioning of people and/or assets within factories, 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 location inside buildings and/or facilities:

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

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

DEVICE REGISTRATION

INTRODUCTION

Before proceeding with device registration and configuration, please ensure that NeosHelp is powered on and that a SIM card from any mobile operator is correctly inserted.

Please Note:

The initial configuration of the NeosHelp device must be performed by connecting it to a PC using the supplied magnetic cable. This step is necessary to configure the SIM PIN (if active) and **the mobile operator's APN (Access Point Name), enabling future remote configuration.**

DEVICE REGISTRATION

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

- **The NEOSHELP IMEI code, which can be found both on the device itself and on the packaging.**
- **The phone number of the SIM card inserted in the device.**
- **A valid email address, where the web portal will send an account activation and verification link. Without activation, your login credentials will not be recognized.**

REQUIRED OPERATIONS:

Access the internet on your computer using a web browser (Google Chrome, Mozilla Firefox, etc.). The use of Internet Explorer is not recommended. Type the following website address:

www.neosconfig.com



Once on the website, select the device version you wish to manage and configure. In your case:

- **NeosHelp**

After clicking on your device version, you will be automatically redirected to the relevant web portal. Once on the site, click on REGISTER.

1) Enter the IMEI Code found on the device and check its availability. Once the code is entered correctly, the portal will indicate that the IMEI is valid **(Image 1)**.

2) Create your account by entering all the required information, making sure to accept the Terms of Use. Finally, click on REGISTER **(Image 2)**.

3) The portal will send an email to the address you provided, containing your details and an activation link for the registration you just completed **(Image 3)**.

4) The email usually arrives within a few moments; if it does not, please also check your Spam folder.

5) Click on the link in the email to verify and activate your account. An on-screen message will confirm the outcome of the operation **(Image 4)**.

6) You are now authorized to access the portal and can proceed with the configuration of your **NEOSHELP** device.

7) Click on LOGIN and enter your credentials: Username and Password **(Image 5)**.

8) Once logged in, simply select the device you wish to manage. The web platform allows you to manage multiple **NEOSHELP** devices **(Image 6)**. Click on the window to choose the specific device.

Please Note:

For any issues, please contact our technical support:

Email: supporto@neossistemi.it

Phone: +39 0861 76 05 45 | **WhatsApp:** +39 371 376 7468

Image 1)

Back to home page

User registration

Check device availability of the IMEI device

CHECK AVAILABILITY ↗

Back to home page

User registration

Check device availability of the IMEI device

CHECK AVAILABILITY ↗

Image 2)

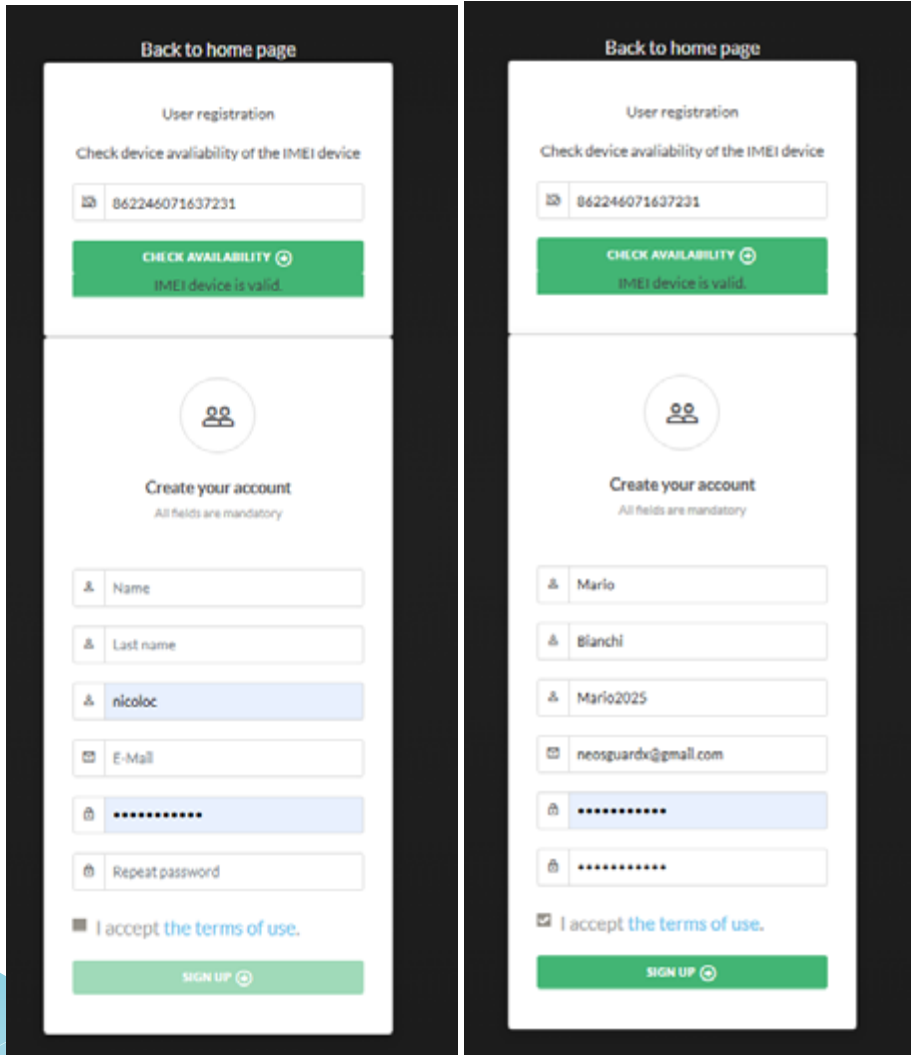


Image 3)

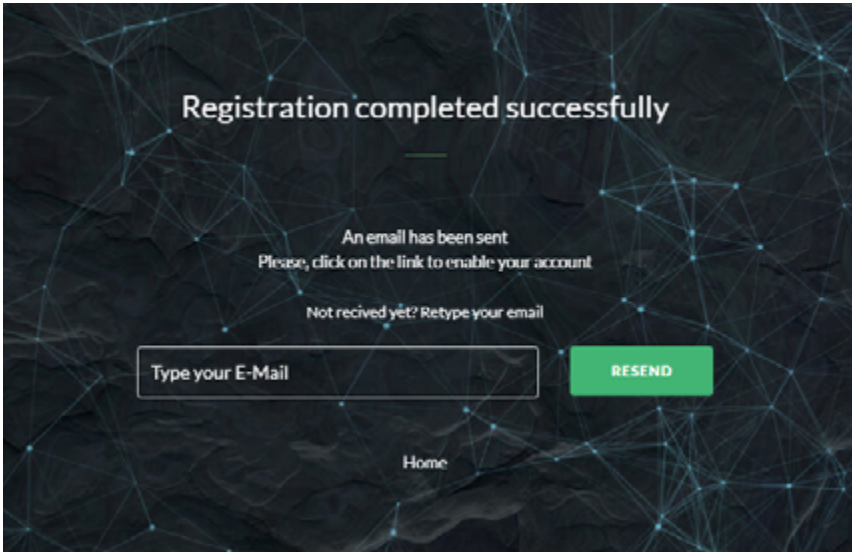


Image 4)

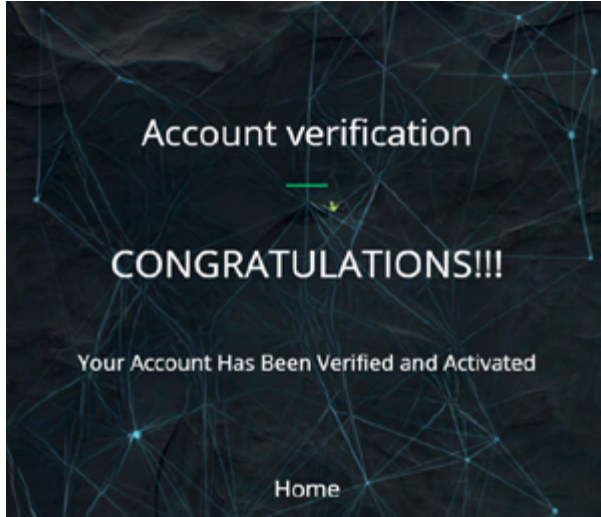


Image 5)

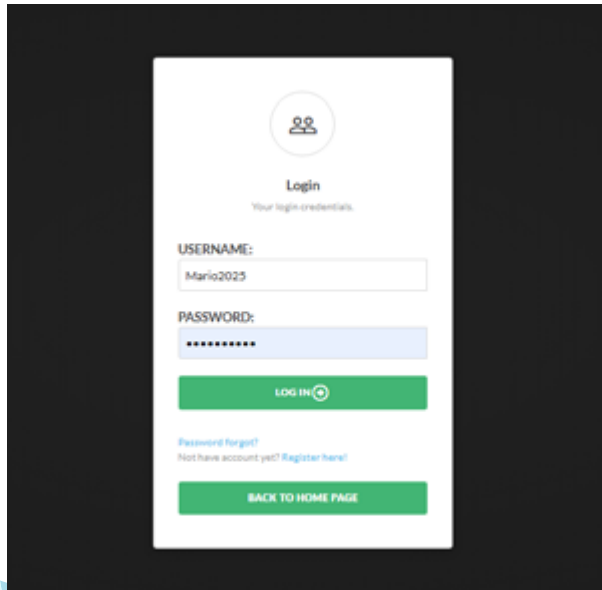
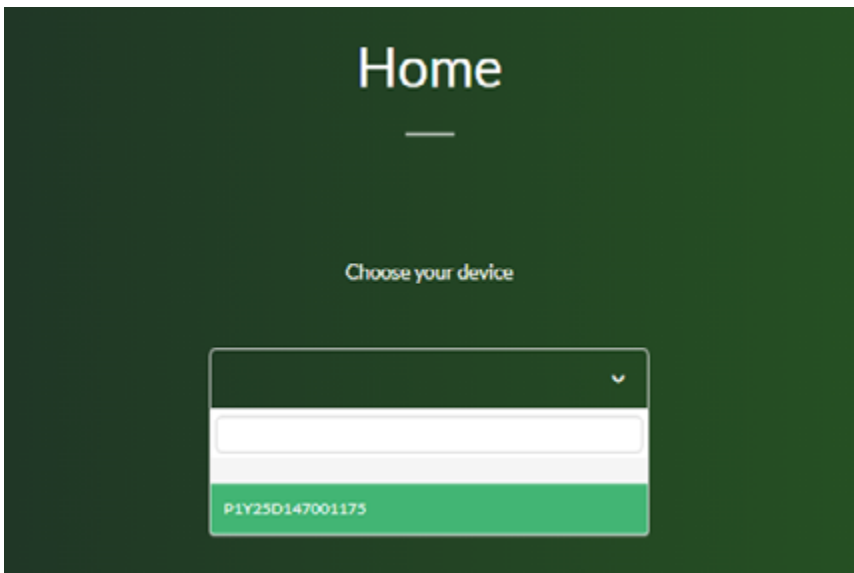
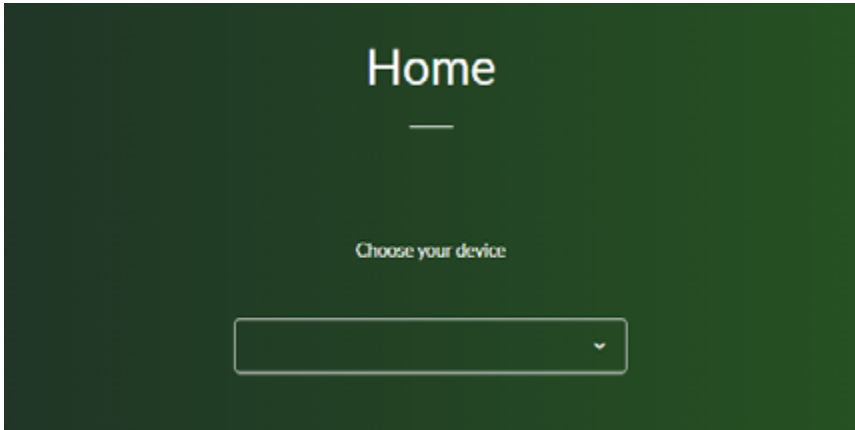


Image 6)



Enrollment in the A.EE N.:IT08030000004391
Enrollment in the Batteries and Accumulators Register: IT19060p00005407



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