

Troubleshooting

How do I recharge the bracelet?

The bracelet battery is designed to last 9 months. No charging is needed. You'll get a notification before it expires. Contact your representative for a free replacement, remove the old module from the back of the bracelet, and insert the new one. Return the old module to your representative for recycling.

Why is the gateway LED flashing blue?

The gateway is not sending data successfully. If the home broadband is working, then consider moving the gateway closer to the router. Simply plug it in at the new location. It will reconnect automatically. If the problem persists, consider adding a Wi-Fi extender.

In some rooms, pressing the button does not cause an alert. Check that each gateway is plugged in and operating correctly. See above. Also, check that the Gardeen powered by PacSana alert button notification is enabled. If the problem persists, consider ordering an additional gateway from your representative.

Why is the dashboard showing the individual as out-of-range while in the home?

This is the same cause as above – the gateways may not be positioned correctly, or an additional gateway may be needed. Also, the gateways need to be in high-traffic areas used by the individual.

FCC Compliance Statement

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.

§ 15.19 Labelling requirements. 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.

§ 15.21 Information to user. Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.