SkySOS Pendant

4G/LTE

GPS Tracking

Fall Detection

SOS Emergency

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A. INFORMATION

Important! Please read below statements:

- GPS Location Accuracy: Location data may be inaccurate due to weak satellite or cellular reception. GPS positioning should be used as a general reference only.
- 4G Network & Call Reliability: Emergency calls or alerts may be delayed or unavailable in areas with poor cellular coverage or network congestion.
- Fall Detection: Fall detection may not identify all falls or may trigger false alerts. Users should manually activate SOS when possible.

Disclaimers:

Our company is not liable for any loss, damage, or inconvenience resulting from device errors, GPS inaccuracies, fall-detection identification, or delays and interruptions caused by telecom carriers.
This device is not a medical device.

Main features:

- 4G LTE + 3G WCDMA + 2G GSM
- Waterproof IP67
- GPS positioning, accuracy up to 5m
- WIFI positioning, accuracy up to 30m
- Phone App for positions check
- Fall detection with alert
- SOS urgent call for help
- Ring to find the device
- Historical route display/Safe Zones
- Low battery/SIM card changing alert

Product specification:

SkySOS Pendant A: 4G-FDD: Band 1/2/3/5/7/8/20
3G-WCDMA: Band 1/2/5/8
2G-GSM: Band 2/3/5/8
SkySOS Pendant B: 4G-FDD: Band 1/2/4/5/7/12/13/17
3G-WCDMA: Band 1/2/5
2G-GSM: Band 2/5
Device Size: 57.5 (L) * 40 (W) * 16.5 (H) mm
Device Weight: 45g
Battery: 1000mAh
Package:

1* SkySOS Pendant	1*Lanyard
1* User manual	1*Screw driver
1* Magnetic USB cable	1*Tweezers

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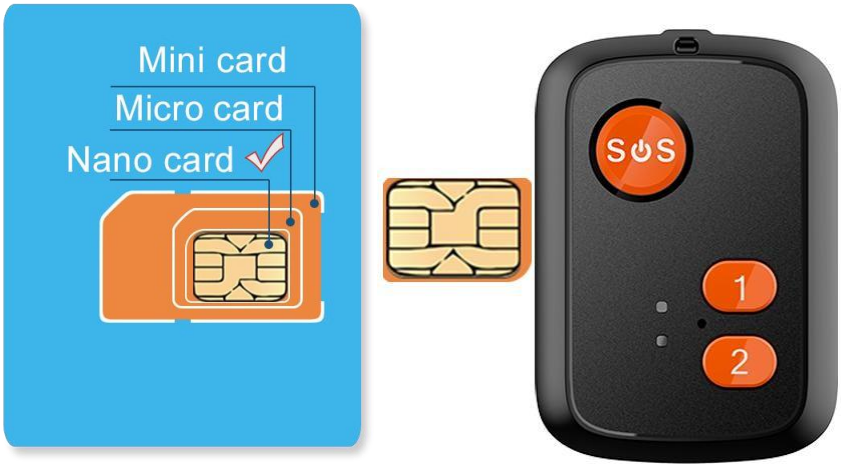
SkySOS Models and SIM card

1. Your device is pre-installed with a cellular Nano SIM card. You do not need to set up SIM card.
2. Read the model in the back of the device:
   a) Model SkySOS-V: This SIM card supports 2-way voice communication (cellular).
   b) Model SkySOS-B: This SIM card does not have voice communication.



Learn your SkySOS Pendant details:

Light Indicators

1. **Normal operation:**
   - **Red Light:** Occasional flashing indicates the device is searching for a network. This is normal.
   - **Blue Light:** Occasional flashing indicates GPS is updating location. This is normal.

2. **In Charging:**
   - **Red Light:** Slow flashing indicates the battery is charging. The red light stays solid when fully charged.
   - **Blue Light:** Slow flashing indicates the device is charging. The blue light stays solid when fully charged.
3. **Low Battery:** The red light will flash slowly to signal a low battery condition.

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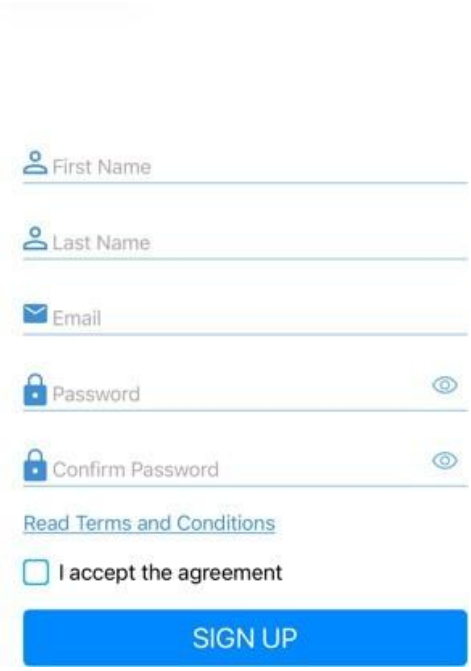
B. SETUP GUIDE

Step 1: Install App

Download and install "**OnSky Health**" app from Apple Store or Google Play Store.



Step 2: Register

If this is the first time you use OnSky Health app, click "**Register**" to register and open an account. Your User ID will be your valid email address.

Step 3: Add SkySOS device

- Login App with the User ID (your email address) and password.
- Click on SkySOS button.
- Click on "**+**" sign at the bottom right to add SkySOS device.
- Enter the 10-digit ID on the back of the device, this is to add this SkySOS device into your account and app.

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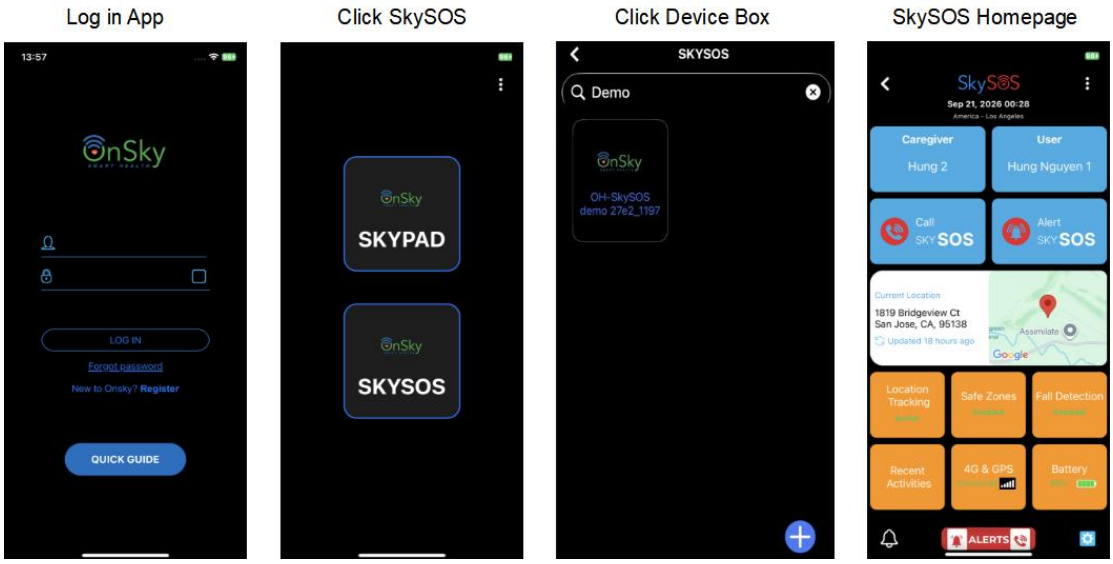
Step 4: Login App

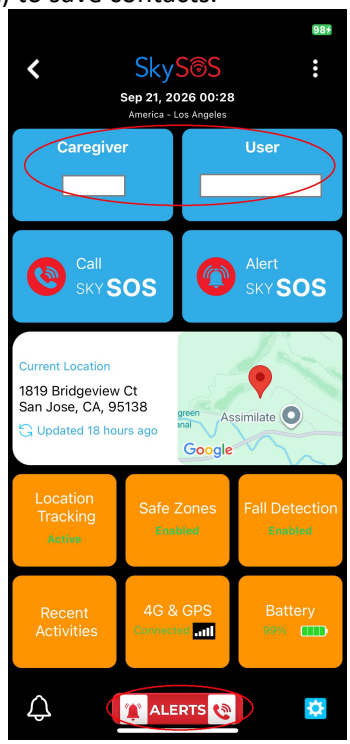


Step 5: Signup for Alert Subscription

- Subscription is required to use the SkySOS Pendant.
- In homepage, click on the red Alert icon (at the bottom).
- Follow the instructions to signup Alert Subscription for SkySOS.

Step 6: Caregiver / Family Contacts

- This is an important step to ensure emergency calls / SMS messages sent to caregiver / family.
- In homepage, click on box "**Caregiver**".
- Fill in names and phone numbers of Caregivers or Family members who will be first responders (up to 3 people).
- Click on disc icon (top right) to save contacts.



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Step 7: User Information

- In homepage, click on box "**User**" (pendant wearer).
- Fill in user's information.
- Click on disc icon (top right) to save contacts.

Step 8: SkySOS device phone number

- If you purchase SkySOS-V model, then 2-way voice communication (cellular) is available.
- Click on setting icon (bottom right).
- Click on Device Information.
- Write down the device phone number and forward it to caregiver / family for future use.

Step 9: Other Settings

If you want to see or change the details of settings:

- Click on setting icon (bottom right).
- Or click on the 3 dots (top right) for quick setup.

Your General Setup is Completed!

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C. OPERATION GUIDE

Alert Subscription is required to enable these features below (refer to Setup).

1) SOS Alert Button

- Press SOS button and hold it for about 5 seconds.
- Device will vibrate lightly.
- SkySOS Alert will place a call, send an SMS, and push an app notification to the pre-set contacts in Caregiver list (see Setup).

2) Fall Detection

If a Fall is Detected,

- SkySOS will briefly sound an audible alert to notify nearby caregiver.
- SkySOS Alert will automatically place a call, send an SMS, and push an app notification to the pre-set contacts in the Caregiver list (see Setup).
- False Detection: If there is a false fall detection, click lightly on SOS button to Cancel the alert call and SMS.
- Sensitivity setting: Tap on Fall Detection, select the sensitivity level to reduce false detection. High is the most sensitive level.

3) GPS Location – Real-Time Tracking

- In homepage, tap on "**Current Location**" (next to a map).
- Select "**Live Tracking**" to request the real-time location of the SkySOS wearer.
- Note: Choosing "**Every Minute**" provides faster location updates but uses more battery. Selecting "**10 Minutes**" or longer helps conserve battery power.

4) Location Tracking

- Tap on "**Location Tracking**" to display the historical routes of any day in recent 30 days.

5) Safe Zones

- Caregiver / Family gets alerts when the SkySOS wearer enters or exits a pre-set Safe Zone.
- Tap on "**Safe Zones**", click on "**+**" (top right) to add Safe Zone.
- Enter address or click on "**Map**" to set up Safe Zone.
- Note: To minimize false alerts, set the Safe Zone radius to no less than 300 meters.

6) 2-Way Voice Calling (SkySOS-V Only)

- This feature is available exclusively on the SkySOS-V model with an active Alert Subscription.
- When the App User taps "**Call SkySOS**", the phone number assigned to the SkySOS device will appear on the screen.
- Caregiver (App User): Tap the phone icon to place a call to the SkySOS device.
- SkySOS Wearer: press "**Button 1**" to accept the incoming call. To hang up the call, press SOS Button.
- The app user and the SkySOS wearer can communicate through 2-way voice during the call.

7) Direct Call to Caregiver (SkySOS-V Only)

- This feature is available exclusively on the SkySOS-V model with an active Alert Subscription.

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- When the SkySOS Wearer **presses and holds Button 2**, the device will automatically dial the first caregiver contact—or the contact designated for direct calling—in the Caregiver list (see Setup).
- The caregiver and the SkySOS wearer can communicate through 2-way voice during the call.

8) Alert SkySOS – Find SkySOS

- In homepage, tap "**Alert SkySOS**".
- Click on the **Bell** icon to send a sound alert to the SkySOS device, useful for waking the wearer or getting their attention.
- Click on the "**Find SkySOS**" to activate an audible locator tone and help you find the device.

9) Reset

- **Remote Restart:** to restart the SkySOS Pendant form this setting.
- **Restore Factory Settings:** to delete all records of the SkySOS Pendant, including historical route and other data and back to factory settings.
- **Remote Power-Off:** to power-off the SkySOS Pendant remotely, the SkySOS Pendant will beep twice. (The SkySOS Pendant can be only turned on manually after this setting. Please use with caution). When no SIM card in the SkySOS Pendant, long press the power button for 5-7s to power off it after a ringtone. When a SIM card inside and signal OK, to avoid wrong operation, the SkySOS Pendant can be powered off only via App setting.

D. USAGE TIPS

- If the SkySOS Pendant encounters an issue, gently **press the reset hole with a pin** to restart the device.
- The SkySOS Pendant is **IP67 waterproof**, meaning it can withstand splashes and brief immersion. However, **do not submerge it in water for extended periods**.
- If you want to remotely reset the device, go to **App Setting / Reset** and select your choice of resetting option.
- GPS tracking may be inaccurate when wearer is inside a home or building, as satellite signals can be weakened or blocked.
- To extend battery life, please charge and discharge the SkySOS Pendant fully at least one time within 3 months.

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24/7 PEACE OF MIND

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