

FREQUENTLY ASKED QUESTIONS

HOW DOES THE PEQUEÑO GUARDIÁN AND THE NURTURE WATCH APP INTERACT?

The Pequeño Guardián connects to the Nurture Watch APP. This allows the APP users to monitor the Pequeño Guardián's location at any time of day, anyplace where cellular service is available. An APP user is able to set a geographic fence (geofence) that allows them to receive a notification if the Pequeño Guardián moves beyond that barrier. The user can also input three emergency contacts and set up other options on the APP.

WILL THE PEQUEÑO GUARDIÁN APP WORK IN OTHER COUNTRIES?

Yes! The APP works on your mobile phone if you have cellular connectivity while travelling and/or a WiFi connection. If the Pequeño Guardián user is planning to travel outside of the country, be sure to contact your Pequeño Guardián distributor to set up service in other countries.

HOW DO I TURN THE PEQUEÑO GUARDIÁN ON AND OFF?

To turn the Pequeño Guardián on and off, hold down the main 'SOS' button and the side 'Call' button at the same time. You will see a small light blink to indicate the device has turned off. When you turn the device back on, you will also see this blink. The Pequeño Guardián also notifies the user by beeping when the battery is low.

HOW DOES THE SOS FUNCTION WORK?

By pressing the SOS button, the Pequeño Guardián will acknowledge your request with a beep and a vibration. It will then execute two actions: the device will call your emergency contacts (previously configured with the APP) one-by-one in sequential order, until somebody answers the call, and the device will also send alarm notifications to all APP users that monitor the person who has the Pequeño Guardian.

CAN I USE AN ANDROID OR IOS MOBILE TO DOWNLOAD THE APP?

Yes! You can download the Nurture Watch APP on any Android or iOS device. Search for "NurtureWatch" in the APP store to connect your Pequeño Guardián to a mobile device.

HOW CAN I SAFELY SECURE THE PEQUEÑO GUARDIÁN IN MY POSSESSION?

The Pequeño Guardián comes with a lanyard that can be worn around the neck or in other ways that would allow to secure safely the device. As the Pequeño Guardián is small you could transport it in many other ways, like inside a purse or a briefcase, just making sure to avoid situations that might accidentally activates the SOS and call buttons.

AM I ABLE TO SET SAFE ZONES WITH THE PEQUEÑO GUARDIÁN APP?

Yes! You can set safe zones using the 'geographic fence' (Safe Zones) function on the APP. This allows you to receive notifications whenever the Pequeño Guardián enters or leaves a designated area. You can also get notifications should the Pequeño Guardian is, or is not, at a certain area at a specific time and day of the week. For example, you will get a notification every time a person carrying the device is not at his home, within a radius of 250 meters, Monday to Friday at 8 PM.

CAN THE PEQUEÑO GUARDIÁN TRACK IT'S USERS SPEED?

Yes! On the Mobile app you can configure the Pequeño Guardián to send automatic alerts to the APP user if the device has surpassed a certain speed. To set it up, on the

NurtureWatch APP select the 'Actions' menu. Under Device Settings, in Notifications, you should see a row that says overspeed.

WHAT IF I WANT TO CHANGE THE PHONE NUMBERS MY PEQUEÑO GUARDIÁN HAS PROGRAMMED IN?

You can easily change the phone numbers that the Pequeño Guardián has in its memory anytime by using the mobile APP. Simply tap on the "Actions" drop down menu at the bottom of the screen, and on the "Device Settings" icon. Click on the boxes listed as "family number 1, 2 or 3" to edit or enter a phone number.

WHAT HAPPENS WHEN THE BATTERY DIES?

When the battery is low the Pequeño Guardián can send an alert to all the APP users following it. The alert will also inform the place and time where the Pequeño Guardián was located when the low battery was identified. This optional notification can be configured in "Actions" / "Device Configuration" / "Notifications".

DO YOU SHIP WITH INTERNATIONAL PLUGS?

The Pequeño Guardián comes with a USB cable charging cord so it is easy to charge it in many places. In addition, it is supplied a charge power cube that can be connected to many power outlets either directly or with a supplied

international plug converter. The power outlets types could be North American or from some European countries.

HOW DISCRETE CAN THE PEQUEÑO GUARDIÁN BE?

As discreet as you want it to be! It comes with a lanyard that you can wear around your neck, and the Pequeño Guardián could be inside your clothes. And it is also made the perfect size, (“pequeño” – small) to fit in a pocket, backpack or purse.

WHAT ARE THE ONGOING COSTS?

Your supplier will include in the Pequeño Guardián package an initial number of months of service. The service refers to have access to the mobile APP, to the control and monitoring system, and cellular connectivity. After that period, you can choose payment alternatives that your supplier will offer you.

CAN THE PEQUEÑO GUARDIÁN STILL GET A SIGNAL INDOORS?

Yes! The Pequeño Guardián is configured with its own SIM card so, in principle, it could operate anywhere there is cell phone reception. Actual reception on specific indoor sites depends on many factors, such as network supplier signal strength and thick walls limiting signals, as in basements.

CAN IT WORK WITH NO WIFI?

Yes! The Pequeño Guardián has a SIM card installed in it that allows its users to use its features anywhere with good cell phone reception. For simplicity, the Pequeño Guardián does not connect to WIFI.