

how to use your buddi

buddi

## contents

- 1 Introducing buddi
- 2 How buddi works
- 3 Setting up your buddi for use
- 6 Using your buddi
- 11 How to find your buddi
- 13 Frequently asked questions
- 16 Contact details
- 17 buddi - Unit precautions

## introducing buddi

Welcome to buddi – the world's smallest assisted GPS personal tracker offering emergency support. We hope you will find everything you need to know about how to use your buddi in this booklet.

However, if there is anything you wish to speak to us about, please call our buddi customer care team on 0871 423 8756.



## how buddi works

buddi uses assisted GPS (global positioning system) technology to calculate its location, and uses the mobile phone network to send that location to you. Assisted GPS provides accurate locations as well as allowing your buddi to work indoors where GPS normally would not. In order for your buddi to work at its optimum, it requires good GSM (mobile phone) coverage. If your buddi does not work, it is most likely due to a lack of mobile phone coverage.

## setting up your buddi for use

### Inside the box you will find

- Your buddi
- A charging cable and plug
- Lanyard and attachments

**Step 1** – plug the charging cable into the plug, and then into the top of your buddi under the liftable flap and then plug into any mains socket.

**Step 2** – allow to charge for *at least 8 hours* before using for the first time. After charging for a short period, you should see a flashing red light indicating that the buddi is charging.



**Step 3** – when the buddi is fully charged there will be a slow flashing green light. Unplug your buddi.



**Step 4** – **ACTIVATE your buddi** – call our customer care team on 0871 423 8756.

- You will be asked if you are in an area with mobile phone coverage – if you aren't, you will be asked to call back when you and your buddi are in an area with mobile phone coverage.
- You will need to give the customer care advisor your “unique buddi identification number “(ubin) - you can find this on the back of your buddi.
- They will then take you through security and ensure that we have all the necessary information completed in your profile, wearers and emergency contacts (please note you will be asked to provide at least

3 emergency contacts and phone numbers).

- They will also be able to help you to set up geofencing and tracking if you would like help on this.
- You will then be asked to place your buddi near a window in order to fully activate it.
- Your buddi will then be ready to use.

## using your buddi

emergency alert  
buttons

lanyard coupling

micro USB  
charging socket

voice channel  
and recorder

LED alert





Your buddi has a LED light on the front. The light will change colour under different circumstances.

- On and fully charged – flashing green.
- When being charged – flashing red.
- Low battery (less than 1hr left) – flashing orange.
- Taking off charge – flashes orange for 3 seconds before turning green.
- When emergency alert buttons pressed - flashing red – 2 quick and 1 slow.



- Emergency alert buttons – your buddi has 2 emergency alert buttons which when squeezed simultaneously will send a distress signal to the buddi customer response centre. The light will turn from green to red and the

buddi will vibrate 3 times, to let you know you have requested help. The simultaneous button press is needed to avoid accidental set off of the alarm.

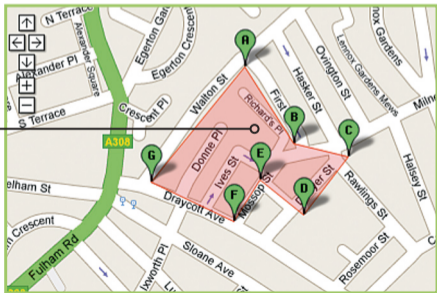
The buddi customer response team have been trained to respond to different scenarios based on the nature of the call and the information contained in your personal database.

When the emergency alert buttons are pressed, the customer response team will receive an alert of the buddi's location and the time of the distress call. They will then call the emergency contact(s) provided by you (at the activation stage), to inform them of the wearer's location

- Audio feature – when the emergency alert buttons are pressed, a voice channel is opened into our customer response centre so they can automatically record any voice/noise around the buddi. This will be stored and can be accessed if required. This facility allows the customer care centre to “listen in “if required.

- Geofencing – this facility allows you to identify an imaginary boundary around a specific area. If the wearer goes out of this area, an alert can be raised by the buddi customer response advisor giving the wearer's location. The first emergency contact will be notified. Please go to [www.buddi.co.uk](http://www.buddi.co.uk) to set this up or call the buddi customer care team on 0871 423 8756 if you would like help.

buddi  
fenced area



- Tracking – this option allows live and historic tracking. The wearer's movements will be displayed on the map with the postcode and address at each point. Up to a maximum of 5 buddis can be tracked at the same time. This information can also be downloaded onto a spreadsheet – please go to [www.buddi.co.uk](http://www.buddi.co.uk) to set this up or call the buddi customer care team on 0871 423 8756.
- Man down – this option is available and to set this up please call the buddi customer care team on 0871 423 8756.
- Passive alert – the buddi will vibrate 2 times to inform the wearer if their location is being looked up.

## how to find your buddi

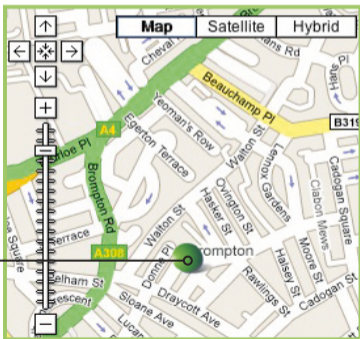
If you are concerned about the whereabouts of the buddi wearer, there are four ways in which you can locate them.

- By telephone – simply call the buddi customer response team, on 0871 423 5999 and give them the unique buddi number (ubin), or the name of the person who wears the buddi. Following security questions, the buddi customer response advisor will give you the location of the wearer.
- Online - visit [www.buddi.co.uk](http://www.buddi.co.uk) and log in using your chosen email and password. You can then find the location of your buddi on a map.
- By text - simply text buddi followed by a space then your ubin or text name to 80806, for example buddi william and send to 80806 or buddi 14132001 and send

to 80806. Please refer to [www.buddi.co.uk](http://www.buddi.co.uk) and go to the wearer information page to set up your text name.

- By smart phone – you can access the buddi wearer's location using [www.buddi.co.uk](http://www.buddi.co.uk) on the web browser on your phone.

buddi  
locator icon



## frequently asked questions

### **What do I do if my buddi does not work?**

- Firstly, ensure that your buddi is fully charged and that your area has mobile phone reception.
- When the buddi is fully charged the light on the buddi will change from red to green.
- If your buddi still does not work, call the buddi customer care team on 0871 423 8756.

### **Will my buddi withstand heavy shocks?**

- Like any electronic device, buddi has sensitive parts inside it and should not be subjected to any unnecessary treatment.

### **Is my buddi waterproof?**

- buddi is water resistant. You should not immerse it in water for any period of time.

## **How long will the battery last and is there a battery warning light?**

- In ideal conditions ,the battery will typically last for between 3-4 days and the buddi will have a slow flashing orange light when the battery is low. We do however recommend you charge it each night if possible.

## **Can we also send you a text?**

- We can also send you a text to alert you if the battery is low. Please go to [www.buddi.co.uk](http://www.buddi.co.uk) to set this up.

## **What is the size and weight of my buddi?**

- Your buddi weighs 60g and measures 55mm x 53mm x 18mm

## **Where and how can I wear my buddi?**

- Your buddi comes supplied with an adjustable lanyard with a clip to fasten your buddi on. It also comes with a



ring which can be detached and fastened to a bag or belt. To get the best from your buddi we recommend you wear it outside of clothing but it will work in pockets and in the car.

### **Can more than one person share the same buddi?**

- Yes. You can register the same buddi for different wearers by visiting [www.buddi.co.uk](http://www.buddi.co.uk) and logging in and going to the wearers section. Alternatively you can call the buddi customer care team on 0871 423 8756 and they will be able to register another wearer for you.

### **What happens if I lose my buddi?**

- Unfortunately you will need to purchase a new one. You can buy insurance for your buddi from [www.buddi.co.uk](http://www.buddi.co.uk).

## contact details

**buddi online : [www.buddi.co.uk](http://www.buddi.co.uk)**

**buddi customer care : 0871 423 8756**

**buddi customer response: 0871 423 5999**

12 month warranty: your buddi is covered by a 12 month warranty from the date of purchase.

Full terms and conditions can be found at [www.buddi.co.uk](http://www.buddi.co.uk)

Calls cost 10p per minute. Texts cost £1.50 each.

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.

You are cautioned that changes or modifications not expressly approved by the responsible party could void the user's authority to operate the equipment.

## buddi – unit precautions

- Only manufacturers AC adaptor or charging cable must be used with the buddi.
- The battery within this device must be disposed of at a dedicated recycling centre in accordance with local/national regulations.
- No user serviceable parts within this equipment
- Do not subject this device to temperatures exceeding 50°C.
- Discontinue use immediately if the device shows any signs of mechanical damage.



[www.buddi.co.uk](http://www.buddi.co.uk)