

HaloGuard User Guide

1. Activating an Alarm

From the watch: Double-press the red button on your HaloGuard watch. A 5-second countdown will initiate, then send location, heart rate, and live audio to all guardians. To cancel the alarm prior to sending, press the “cancel” button on the watch screen during the countdown.



From the Phone: Open the HaloGuard App, tap the SOS button on the home page. A 5 second countdown will initiate, the app will then send your location and live audio to all guardians.

Alarms will be received by guardians, not emergency services.

2. Cancelling an Alarm



- Open the HaloGuard app on your phone.
- Select “My SOS History”.
- Select “Active Event” via the view icon.
- Open “Active Event”.
- Click "Resolve" and enter your feedback and add.
- Guardians will be updated.
- To end a recording prior to resolving the alarm, double-press the red button again, tap the microphone icon to stop the recording.

3. **Activating Tracking**

Switch location tracking on and off from the watch. Navigate to the watch app, select location tracking, and switch on.

Guardians can view your movements within their HaloGuard app.

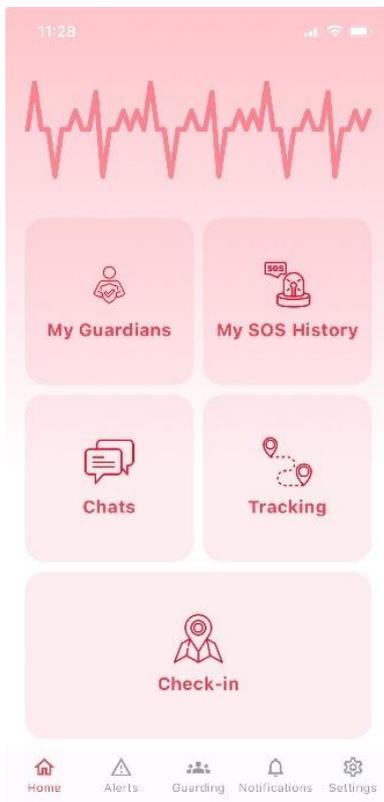
You can still activate an alarm while location tracking is active.

Turning off location tracking from the watch app initiates an alarm countdown, cancel during the countdown to disable, then turn off location tracking.



4. **Home Page**

At the top of the home page is a backup alarm and emergency numbers. Scroll down to access:



- **My Guardians:** Add or view active and pending guardians. Add new guardians manually using the contacts form or select “open contacts” to add directly from your contacts list.
- **My SOS History:** View your active and resolved alarms. Tap the view icon for more detailed information.
- **Chats:** Use the chat feature like text or whatsapp to communicate with your guardians.
- **Tracking:** View your tracking history.
- **Check In:** Share your location and message with your selected guardians

5. **Notifications**

This tab stores all updates from your Guardians.

6. **Settings**

Manage personal details., contact support, review terms and conditions and privacy policy.

7. **Setting up your eSIM**

HaloGuard watches now come in bluetooth only or LTE models. With an LTE model you can use your watch out of wifi range and without your phone nearby. To set up your eSIM, open the Galaxy Wearable App > tap watch settings > tap mobile plans > tap next. Follow the steps to sign up for a mobile eSIM plan. Your mobile provider will confirm once this is completed. Activating your eSIM will add a monthly charge to your mobile bill.

Helpful Tips

- Always remain logged in on both phone and watch apps.
- Wi-Fi/data is required to activate alarms.
- Use the check-in feature before traveling to areas with no service.
- Charge the watch overnight for sufficient battery.
- Add home or work Wi-Fi on watch for more independence from your phone.
- Continuous use of location tracking can affect daily battery life and use of data.

When you choose to be both a user and a guardian you will have additional app features available, check out our Essential Guardian Guide to find out more.