



HaloGuard User Guide

Everything you need to know about using the HaloGuard app and watch.

Activating an Alarm

1

From the Watch
Double press the red button on the watch. A 5 second countdown starts, then location and live audio is sent to all Guardians. To cancel before it sends, press Cancel on the watch screen during the countdown.

2

From the Phone
Open the HaloGuard app and tap the SOS button on the home page. A 5 second countdown starts, then the app sends location and live audio to all Guardians.

Alarms are received by Guardians, not emergency services.

Closing an Alarm

1

Open the App
Open the HaloGuard app on the phone.

2

Alarms I Sent
Select active alarm and view details.

3

Close Alarm
Tap Close, enter message, and add.

4

Guardians Updated
Guardians will be updated automatically.

Activating Location Sharing (Watch Only)

1

Turn On Sharing
Go to the watch app, select location tracking, and switch on.

2

Guardians Can View
Guardians can view live location within their HaloGuard app.

3

Alarm Still Works
An alarm can still be activated while location sharing is active.

4

Turn Off Sharing
Turn off when no longer sharing.

Home Page

SOS Alarm & Emergency Numbers

Always visible at the top of the home page.

My Guardians

Add new Guardians manually using the contacts form or select Open Contacts to add directly from the contacts list. Guardians remain in the pending tab until they accept the invitation, then move to Active.

Alarms I Sent

View active and closed alarms. Tap the view icon for more detailed information.

Chats

Use the chat feature, like text or WhatsApp, to communicate privately with the Guardians.

Location Sharing

View the sharing history.

Check In / Out

Share the location and a message with selected Guardians. Check out when leaving the checked-in location.

Notifications

This tab stores the 10 updates from the Guardians.

Settings

Manage personal details, add the subscription, contact support, FAQs, and review the terms and conditions and privacy policy.

Helpful Tips

Always remain logged in on both the phone and watch apps. WiFi or data is required to activate alarms. Use the check-in feature before travelling to areas with no service. Charge the watch overnight for sufficient battery. Continuous use of location sharing can affect daily battery life and data use.

Questions? We're here to help. info@haloguard.co.nz | 027 262 6644 | haloguard.co.nz