100% MADE IN ITALY

NeosGuard X Basic VERSIONE

NeosGuard X Pro VERSIONE

NeosGuard X Advanced VERSIONE

NeosGuard X

QUICK START

NEOSGUARD X
The quality and safety of Made in Italy
at your service.



For any issues, please contact technical support
Email: supporto@neossistemi.it
Phone: +39 0861 76 05 45 - Whatsapp: +39 371 376 7468

RoHS COMPLIANT



INTRODUCTION

NeosGuard X is a revolutionary next-generation device that integrates all the essential functions for the safety, protection, and safeguarding of people, property, and animals.
Thanks to its GPS receiver, it can determine the device's position and send the data to a designated person.
Finally, the **NeosGuard X** device is also equipped with a high-sensitivity Bluetooth module, which, through specially configured BLE sensors, enables the localization of people, objects, and animals in indoor environments, allowing seamless indoor positioning and tracking.

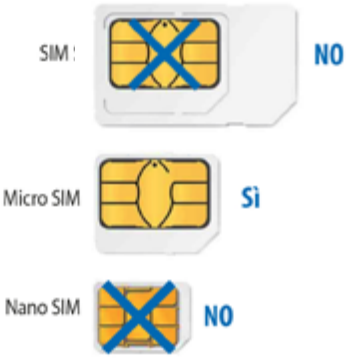
COPYRIGHT PROTECTION

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WARRANTY

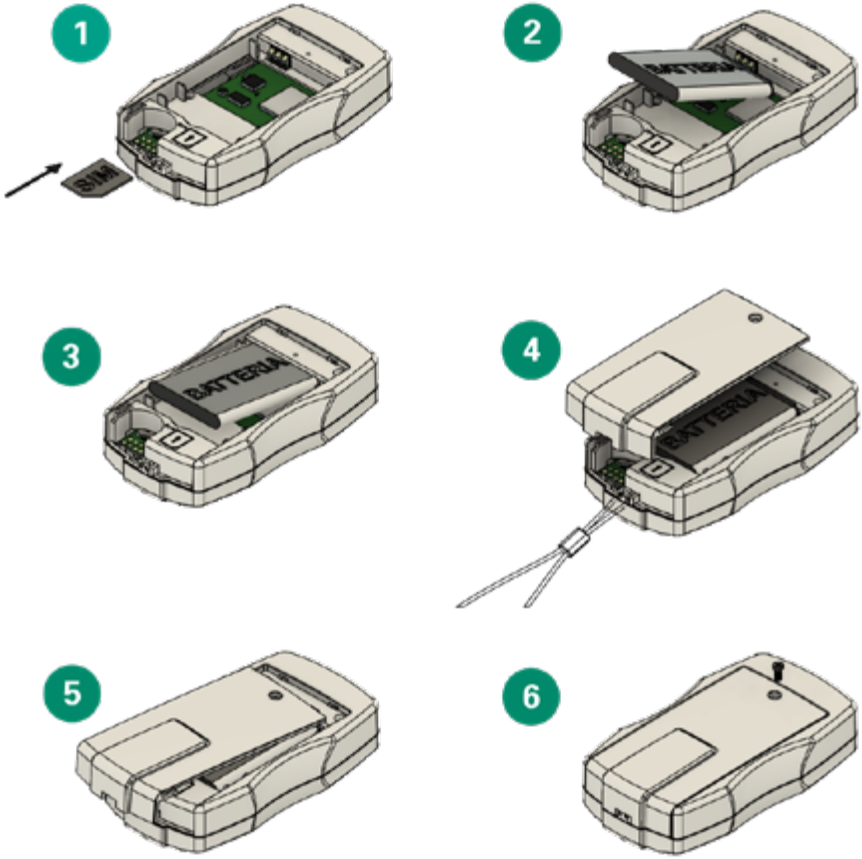
The **NeosGuard X** device is covered by a warranty in accordance with legal terms, starting from the date shown on the sales invoice or receipt.
The warranty does not cover any damage caused by improper use of the product, damage by third parties, fire, or weather-related events.

TYPE OF SIM CARD TO PURCHASE AND INSERT INTO THE DEVICE



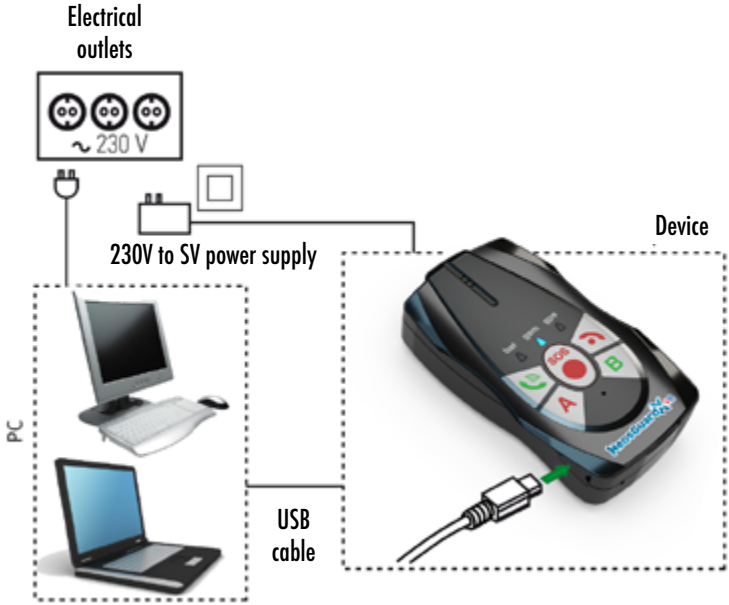
Note:
THE USE OF SIM CARD ADAPTERS IS STRONGLY DISCOURAGED, AS THEIR USE MAY CAUSE DAMAGE TO THE DEVICE WHEN THE SIM CARD IS REMOVED.

INSERTING THE SIM CARD AND BATTERY



BATTERY CHARGING

The **NeosGuard X** battery can be charged by connecting it to a PC using the supplied USB cable, or via the included 230V–5V DC power adapter. Alternatively, the red cable with the magnetic connector can also be used.
Once the NeosGuard X is connected for charging, the battery will begin charging and the charging status will be indicated by an LED light.
For the initial charge, it is recommended to use the 230V–5V DC adapter. Charging time is less than 3.5 hours.



Please note: For this device, you must only use batteries and chargers provided by Neos sistemi S.r.l. Using unauthorized batteries, chargers, or other components could void your warranty and may pose safety risks.

1 - Disable the SIM card's PIN code.
2 - Insert the SIM card into the Neosguard X device, as shown in the following photo:



3 - Once you've inserted the SIM card into the device, you need to gently push it inward until you hear the click of the locking mechanism. The SIM card is correctly inserted when it appears as shown in the following photo:



Thank you for purchasing our **NeosGuard X** device. Below are some essential instructions to help you use it correctly.

- **Download all configuration documentation** from our website: **www.neosguard.it:**

- **Quick Start Manual**
- **Read the included documentation very carefully.**
- **Insert the SIM card** as shown on the previous page, after removing the top cover. Ensure the PIN code is disabled and any active phone services (voicemail, "notify me/call me" services, etc.) are deactivated.
- **Insert the rechargeable battery** into the device after removing the back cover. Use the supplied screw to secure the cover. Afterward, charge the device using the external charger, or simply connect it to your PC with the included USB cable. Turn on the device and connect it to power. The battery LED, the first from the left, marked with **<bat>** on the device, will begin to flash green. When the battery LED stops flashing green and turns solid green, the battery is fully charged. At this point, you'll be ready to configure and use your **NeosGuard X.**

Important Note:
If the device you received has already been configured by the supplier, you will find a label on the box stating **"Device configuration completed!"** In this case, it's ready for immediate use; simply insert the SIM card (with the PIN request disabled). If done correctly, after powering on the device, the central LED identified as GSM will behave as follows:

- **It will flash red for a few seconds (device initialization).**
- **Then it will flash green (GSM network search).**
- **Then it will turn off (device ready for use).**

If the LED sequence matches the description above and the GSM LED is off, your **NeosGuard X** device is ready to be used and put into operation. If the device behaves differently, please recheck that you have correctly followed these instructions.

- **Disabling the SIM card's PIN code.**
- **Correctly inserting the SIM card into the device, as per the instructions on page 5 of the manual.**

If the device continues to behave abnormally or differently from what's described above, please contact technical support using the numbers provided in this manual.

If you wish to change the device's current configuration, please follow the instructions on the subsequent pages to register and then configure your NeosGuard X.

To proceed with device configuration, we remind you to ensure you have inserted the SIM card and have disabled the PIN request, if possible. Otherwise, the configuration portal will also manage the PIN.

To access the configuration and simplify management, a dedicated website has been set up to assist the user.

Before registering and configuring your device, remember that the NeosGuard X must be powered on, and it needs to contain a SIM card with the PIN request disabled.

To access registration and subsequent configuration, you will need:

- The IMEI code of the **NeosGuard X**, found on both the device and its packaging.
- The phone number of the SIM card inserted in the **NeosGuard X** device.
- A valid email address where the web portal will send the account activation link.

The website is **www.neosguardconf.com**

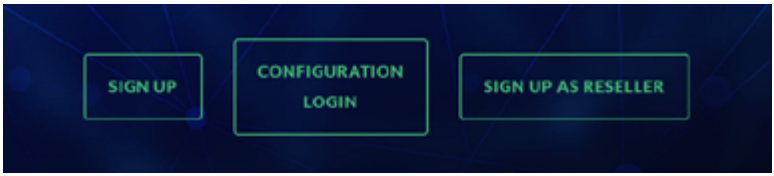
By accessing the portal, the user accepts all general terms of use, which can be consulted during registration.

Once you have accessed the configuration portal www.neosconfig.it, you will need to click on your device version:

- **NeosGuard X** All Versions

And thus you will be able to access the menus for managing your new **NeosGuard X** device.

To proceed with registration, simply click on the "Sign UP" button that you will find in the center of the page.



Click on <<Configuration Login>> to access device management once you've registered and activated your account.

In the user manuals you previously downloaded, you'll find all necessary instructions for configuring and managing your **NeosGuard X** device.

HOW TO:

- **Turn on the device**

To turn on the device, press the button marked with the red handset icon until the battery LED (the first one from the left) turns green and then off.

- **Turn off the device**

To turn off the device, you need to press and hold the button marked with the red handset icon until the battery LED (the first one from the left) changes from green to red.
The battery LED sequence will be as follows: pressing the button with the red handset icon will make the battery LED turn green, then it will turn off, and subsequently, it will turn red. At this point, you can release the button you've been holding down, and the device will switch off after a few seconds.

MEANING OF NEOSGUARD X DEVICE LEDS

Each indicator consists of 2 colored LEDs:
Red = device anomaly or active alarm
Green = indication of ongoing processes

Battery Status LED::

- 1 green flash per second —> device charging.
- Solid red LED —> battery charge level below 10%, proceed to recharge URGENTLY.
- 2 red flashes per second** —> battery charge level below the set threshold level (default 20%), it is recommended to proceed with recharging.

GSM Status LED:

- 2 red flashes per second —> device initialization
- 1 green flash per second —> network search
- 2 green flashes per second —> call in progress

GPS (GNSS) Status LED:

- 2 green flashes per second** —> GPS signal acquired
- 1 green flash per second** —> GPS signal search (satellites)
- 1 red flash per second** —> alarm in progress

HERE ARE THE MAIN FUNCTIONS OF THE NEOSGUARD X:

• "MAN DOWN" FUNCTION: Also known as the "man down" function, it alerts in case of a person's fall. Thanks to the integrated sensor, it detects a change in the device's inclination from its initial vertical position. If the set inclination angle is exceeded (default 55°, configurable during device setup), the chosen alarm mode is triggered.

• DEVICE CHECK FUNCTION: When activated, this function sends an SMS message at configurable time intervals, indicating that the device is functioning correctly.

• GPS FUNCTION: The device can automatically or upon request send its GPS location via an SMS containing a Google Maps link. It's also possible to configure the device to send its GPS location via SMS at set and configured time intervals.

• BATTERY FUNCTION: The device notifies the battery charge level via SMS.

• BLUETOOTH FUNCTION: The device can automatically or upon request send its position within buildings, complexes, offices, etc., by detecting specially configured BLE (Bluetooth Low Energy) sensors.

FUNCTIONS AVAILABLE ONLY ON NEOSGUARD X PRO AND ADVANCED VERSIONS

• NO MOVEMENT FUNCTION: This function activates movement control for the **NeosGuard X** device. If the device does not detect any movement for a configurable period, the chosen alarm signal is activated.

• DEAD TIME FUNCTION: This function activates control over the device's activity. If the device is not active (i.e., the "A" button is not pressed for a configurable time), the set alarm signal is activated.

• POWER ON/OFF ALARM FUNCTION: When these functions are activated, the device will send a preset message when it is turned on and when it is turned off. This function is useful for monitoring the device's operational status.

• GEO-FENCE FUNCTION: This allows you to define geographical areas and be alerted when the device enters or exits these zones.

• AUTO GEO-FENCE FUNCTION: Unlike the standard geo-fence function, this is not configured on a map but directly through the **NeosGuard X** man-down device. By simply sending an SMS, it acquires its current GPS position and creates a corresponding geo-fence, after setting the desired radius.

FUNCTION AVAILABLE ONLY ON NEOSGUARD X ADVANCED VERSION

SEND ALARM WITH PRE-RECORDED MESSAGE: This function, if activated (and only available on this version of the NeosGuard X device), allows the recipients of the distress call to hear a standard pre-recorded message. Alternatively, a personalized pre-recorded message can be used, for example: "Man down alarm from Mr. Rossi Paolo of Bianchi S.r.l. in Milan."

ALARM SENDING METHODS

Distress calls can be sent in two ways::

** Automatically:

If the NeosGuard X device detects that one of the following functions has been activated:

- Man down
- No movement
- Dead time
- Shock

it will send an SMS alarm or initiate a call cycle to multiple recipients (up to 5) for a pre-set duration. You can also define a pre-alarm time during which the device will alert the user that it's in an alarm state. After this time, the configured alarm procedure will begin:

- SMS dispatch
- Call initiation
- SMS and call dispatch together (available only on Pro and Advanced versions)
- Call initiation with recorded message (available only on Advanced version)

Naturally, if the device returns to its original state within the pre-alarm time, the configured alarm procedure will be deactivated. This means:

- If the pre-alarm was triggered due to a change in inclination (man-down function) and the device returns to a vertical position.
- If the pre-alarm was triggered due to a lack of movement (no movement function) and the device experiences some movement.
- If the pre-alarm was triggered due to a lack of button activity (dead time function) and the device's "A" button is pressed.

** Manually:

By pressing the **central red button (SOS) on the **NeosGuard X**, the device sends an SMS alarm or starts a call cycle to multiple recipients (up to 5) for a pre-set duration. You can also define a pre-alarm time during which the device alerts the user that it's in an alarm state. After this time, the configured alarm procedure will begin:

- SMS dispatch
- Call initiation
- SMS and call dispatch together (available only on Pro and Advanced versions)
- Call initiation with recorded message (available only on Advanced version)

Naturally, if the alarm end button (button B on the keypad) is pressed within the pre-alarm time, the configured alarm procedure will be deactivated.

FAQ:

1) Why does the device keep calling other numbers even when I answer the alarm call?

The device is designed to meet the highest safety standards. The NeosGuard X can't tell if an alarm call was answered by a person or, for example, by an answering machine. Therefore, it will continue calling the other numbers for the entire duration set as "Alarm Duration," which is 600 seconds by default, or until the person handling the distress call sends an SMS to the device from their mobile phone with the message: psw:1234;termina.

This will stop the cyclical calls. (See also FAQ #8). If the message is correctly written, the device will respond with a confirmation message.

2) How do I stop the alarm SMS messages that the NeosGuard X sends to the configured numbers?

To stop the alarm SMS messages before the "Alarm Duration" expires (which is 600 seconds by default), simply send an SMS to the device from your mobile phone with the message: psw:1234;allarme off.

This will stop the device from sending alarm SMS messages to the configured numbers. If the message is correctly written, the device will respond with a confirmation message.

3) How do I request the NeosGuard X device's location?

The device's location can be requested by sending an SMS to the device with the message: psw:1234;fix. The device will then send an SMS to the requester's mobile phone containing a Google Maps link with the last saved location.

4) How long does the NeosGuard X battery charge last?

Battery life depends on its usage and configuration. For example, whether GPS is activated or not, or how many SMS messages or calls are made per day. It's good practice to charge it at the end of every shift for business use, or in the evening before going to bed for domestic use.

5) Can I know when the battery is about to run out?

Yes, you can configure the device to send an SMS message to a maximum of 2 mobile numbers when the battery reaches 20% charge, or whatever level you have set.

6) Can the NeosGuard X receive calls?

Yes, the device can receive calls from anyone who knows its phone number, and the user can answer the call by pressing the green handset button. The NeosGuard X device will open the communication after two rings and activate the speakerphone.

It's also possible to configure the device to receive calls and/or SMS only from authorized numbers by activating the authorization function during configuration.

7) Does it need a phone SIM for it to work?

Yes, you need a standard micro SIM card enabled for voice and SMS traffic.

8) How do I stop cyclical calls?

There are multiple ways to stop cyclical calls, in addition to the method described in FAQ #1:

• For all versions:

During the conversation and/or alarm call with the device, you can dial the code **#4231** on your phone's keypad. The call will automatically end after you dial this. If, for some reason, the call doesn't end because the device didn't receive the code correctly, you'll need to repeat the code **#4231** on your phone's keypad. If this code isn't dialed, the device will behave normally according to its configurations.

The code **4231** can also be changed and customized by the user during device configuration, but only for the **NeosGuard X PRO and ADVANCED** versions.

Only for **NeosGuard X PRO and ADVANCED** versions: Cyclical calls can also be stopped (preventing subsequent numbers from being called) if you answer the distress call and the conversation lasts longer than the configured duration (the default minimum conversation time is 30 seconds). The device will stop cyclical calls, considering the conversation valid. Otherwise, the device will not consider it valid and will continue calling the numbers set during configuration.

9) What happens if, after the alarm has ceased, the device is still in the alarm mode (man-down alarm, no-movement alarm) that generated the calls and/or SMS?

If the device, after the alarm has ceased, is still in the alarm mode that generated it, it will behave as if it's a new alarm and will restart the alarm process in the configured alarm mode.

You can delay the activation of a new alarm by configuring it in the **"Alarm End Management Configuration"** menu. By activating this function, the new alarm will not be regenerated in the set modes until the configured re-enablement time has passed (default is 300 seconds).

Naturally, if a new alarm function is triggered in the meantime, it will be executed normally.

10) Why won't the device turn off when I press the red handset button?

If this happens, you'll also notice that the GPS LED will flash red. This means the device is in alarm mode and has activated the configured alarm sequence. When the device is in alarm mode, it will not accept any commands from the keypad.

11) Why does the GSM LED (central LED) always flash red?

This event of the GSM LED flashing red only occurs when the device is powered on. Upon power-up, the GSM LED flashes

red, then starts flashing green, and then turns off. When the GSM LED turns off, the device is ready for use.
If, after several seconds from power-on, the GSM LED continues to flash red, you need to check a few things:
when the device behaves abnormally:

- is the SIM present in the device? Check.
- Is the inserted SIM the correct type?** A micro SIM, as stated on page 2.
- Has the SIM been inserted correct as shown in the accompanying instructions and also depicted on the device's casing next to the insertion slot? Be careful: the SIM should make a "click" sound and stay inserted, and its cut corner should be visible from the outside (see pages 3 and 5 of this manual).

Have you removed the PIN from the SIM? Check by inserting the SIM into a mobile phone to confirm whether the PIN exists or not.

12) What are BLE sensors for?

These BLE sensors, supplied and configured by Neos Sistemi, are used to locate people inside buildings, especially if they are large and/or span multiple floors.

13) Which cable should I use for charging?

For charging, it's recommended to use the red magnetic USB cable. Using it prevents accidental damage to the device's USB connectors, which can be caused by incorrect use of the black USB cable.

14) Does the device charge when off, or do I need to leave it on?

The device charges perfectly fine when off, but you can also charge it while it's on. Any alarms are disabled by default during charging.

15) Do the man-down, no-movement, and shock alarm functions need to be activated together, or can they be activated individually?

The device has been designed and built so that its various alarm functions can be activated individually, allowing the user to choose which alarm function to enable and use.

16) Does the NeosGuard X work with a phone SIM?

Yes, the NeosGuard X requires a standard micro GSM SIM card from any operator that includes voice and SMS traffic; data is not essential for its operation.

17) Does the NeosGuard X work with Wi-Fi?

No, the **NeosGuard X** does not work with a Wi-Fi network. As it is a personal safety device, Wi-Fi networks are not very stable, and therefore, their use is not recommended for our device.

18) How do I configure the NeosGuard X?

Its configuration is very simple; just follow the instructions in this manual starting on page 8

SUMMARY OF MAI SMS COMMANDS



——> fix?

• SMS message to request the device's GPS location

p	s	w	:	1	2	3	4	;	f	i	x	?

and the device will respond with an SMS message containing the last saved location:

NEOS GUARD X LOCATION: HTTP://MAPS.GOOGLE.COM/MAPS?Q=42.887733,13.880538; DATE AND TIME: 06.04.2025 – 16:42:57;

——————> termina

• SMS message to stop an activated alarm with call dispatch:

p	s	w	:	1	2	3	4	;	t	e	r	m	i	n	a

and the device will respond with a confirmation message:

CYCLICAL CALLS TERMINATED! NAME:NEOSGUARD; DATE AND TIME: 05.04.2025 – 16:32:54;

——————> allarme off

• SMS message to stop an alarm activated with SMS dispatch:

p	s	w	:	1	2	3	4	;	a	l	l	a	r	m	e		o	f	f

and the device will respond with a disabling confirmation message:

ALARM TERMINATED! NAME:NEOSGUARD; DATE AND TIME: 06.04.2025 – 11:32:27;

——————> imei?

With this SMS command, you can request the device's IMEI code.

• SMS request message:

p	s	w	:	1	2	3	4	;	i	m	e	i	?

and the device will respond with a message containing the requested data:

NAME:NEOSGUARD;IMEI:357454074978626, 06.04.2025 - 16:27:45

——————> inf?

With this SMS command, you can request the device's status.

- SMS request message:

p	s	w	:	1	2	3	4	;	i	n	f	?

and the device will respond with a message containing the requested data:

EXAMPLE OF RECEIVED SMS MESSAGE

DEVICE STATUS! NAME:NEOSGUARD;DATE AND TIME:31/04/2025,09:08:30;BATT.:100%;GSMLVL:89;CHARGING:NO;IMEI:860906042030707;GPS:ACTIVE;SAT. VISIBLE:9;BT:ACTIVE

In the message, you'll have the following information:

- Name: Indicates the device's name, which is NeosGuard by default.
- Date and Time: Shows the date and time stored on the device.
- GSMLvl: Indicates the GSM phone signal level.
- Batt: Shows the battery charge level.
- Charging: If the device is charging and connected to power, it will show Ext Power. If it's not charging, it will show: NO.
- Imei: Indicates the device's IMEI code.
- GPS: Active or Deactivated.
- Sat.Vis. (Satellites Visible): Indicates the number of visible satellites. A value of 0 means there's currently no satellite coverage, possibly because the device is inside a building.
- BT (Bluetooth): Active or Inactive.

* BLUETOOTH

Please note:

With the Bluetooth function, you can precisely locate a person and/or object within factories, buildings, etc. The supply, management, and configuration of BLE (Bluetooth Low Energy) sensors are handled by Neos Sistemi S.r.l.

———> fixble?

*SMS message to request the device's location inside rooms and/or buildings:

p	s	w	:	1	2	3	4	;	f	i	x	b	l	e	?

And the device will respond with an SMS message containing the device's current location and/or the last one stored internally:

BLE Device Location NeosGuard X, 31/04/2025,14:57:05, analisi laboratorio

MAIN FUNCTIONS DEFAULT CONFIGURATION NeosGuardX

Key features	Version Neosguard X BASIC	Version Neosguard X PRO	Version Neosguard X ADVANCED
Password	1234	1234	1234
Device check	Disabled	Disabled	Disabled
Gps	Enabled	Enabled	Enabled
Gps Position Storage Internal	600 seconds	600 seconds	600 seconds
Man down function	Disabled	Disabled	Disabled
No movement function	✗	Disabled	Disabled
Dead time function	✗	Disabled	Disabled
Alarm mode	With phone call	With phone call	With phone call
Alarm duration	300 seconds	300 seconds	300 seconds
Pre alarm duration	30 seconds	30 seconds	30 seconds
Missed answer	20 seconds	20 seconds	20 seconds
Conversation time	90 seconds	90 seconds	90 seconds
Alarm end time	40 seconds	40 seconds	40 seconds
Automatic response	After 2 rings	After 2 rings	After 2 rings
Battery level for charge alarm dispatch	20,00%	20,00%	20,00%

DEVICE REGISTRATION

INTRODUCTION

Before you register and configure your device, remember that the **NeosGuard X** must be turned on and have a SIM card (from any carrier) inserted.

Please Note:

The initial setup of your NeosGuard X device must be done by connecting it to a PC using the provided USB cable. This allows you to configure the SIM's PIN (if applicable) **and the APN of your chosen mobile carrier. This step is essential if you plan to configure the device remotely in the future.**

DEVICE REGISTRATION

To proceed with device registration and subsequent configuration, you'll need the following:
- The IMEI code of your NeosGuard X, found on both the device itself and its packaging.
- The phone number of the SIM card inserted into the device.
- A valid email address. The web portal will send an activation and account verification link to this email. Without activating your account, your login credentials won't be recognized.

Please note

The phone numbers, IMEI codes, and email addresses provided in the following pages are for explanatory purposes only. You must ONLY use the data you have for your specific device, not the examples shown.

STEPS TO FOLLOW:

1) Access the internet using your computer and web browser.
(Google Chrome, Mozilla Firefox, etc.). Accessing with Internet Explorer is not recommended. Then, type the site:

www.neosguardconf.com

Once you're on the site, choose the device version you want to manage and configure. In your case:

- **Neosguard X All Version**

After clicking on your NeosGuard X device version, you'll be automatically r edirected to the corresponding web portal. Once on the site, click on SIGN IN.

1) Enter the IMEI Code found on your device and check its availability.
If you've entered it correctly, the portal will indicate that the IMEI is valid **(Image 1)**

2) Now, create your account by entering all the requested information.
Be sure to accept the terms of use. Finally, click on SIGN IN **(Image 2).**

3) The portal will now send an email to the address you provided.
This email will contain the details you entered and an activation link for your new registration **(Image 3).**

2) The email usually arrives very quickly. If it doesn't, please check your spam folder as well.

3) Now, click on the link contained in the email to verify and activate your account. You'll see a on-screen notification confirming the operation's success **(Image 4).**

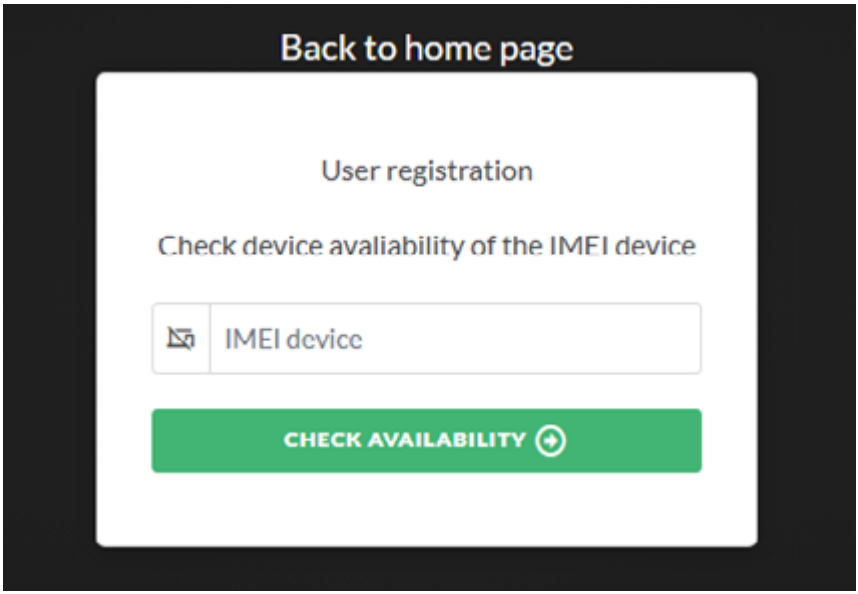
4) You are now enabled to access the portal and can proceed with configuring your **NEOSGUARD X** device.

5) Click on LOGIN, then enter your Username and Password **(Image 5).**

6) Once you've logged in, simply choose the device you want to operate on. The web platform allows you to manage more than one **NEOSGUARD X** device **(Image 6). Click on the window to select the device you wish to manage.**

Please note:
For any issues, please contact technical support:
Email: supporto@neossistemi.it
Phone: +39 0861 76 05 45
Whatsapp:+39 371 376 7468

Image 1)


Back to home page
User registration
Check device avaliability of the IMEI device
IMEI device
CHECK AVAILABILITY

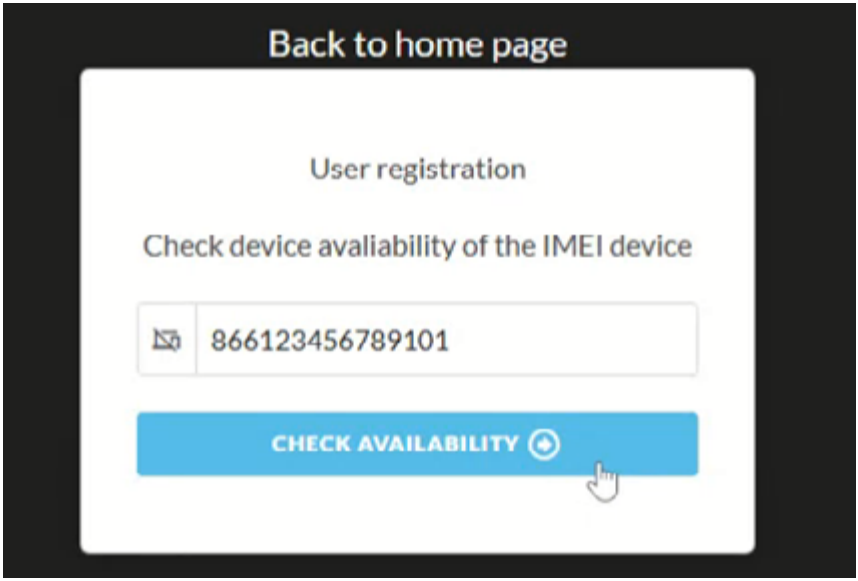

Back to home page
User registration
Check device avaliability of the IMEI device
866123456789101
CHECK AVAILABILITY

Image 2)

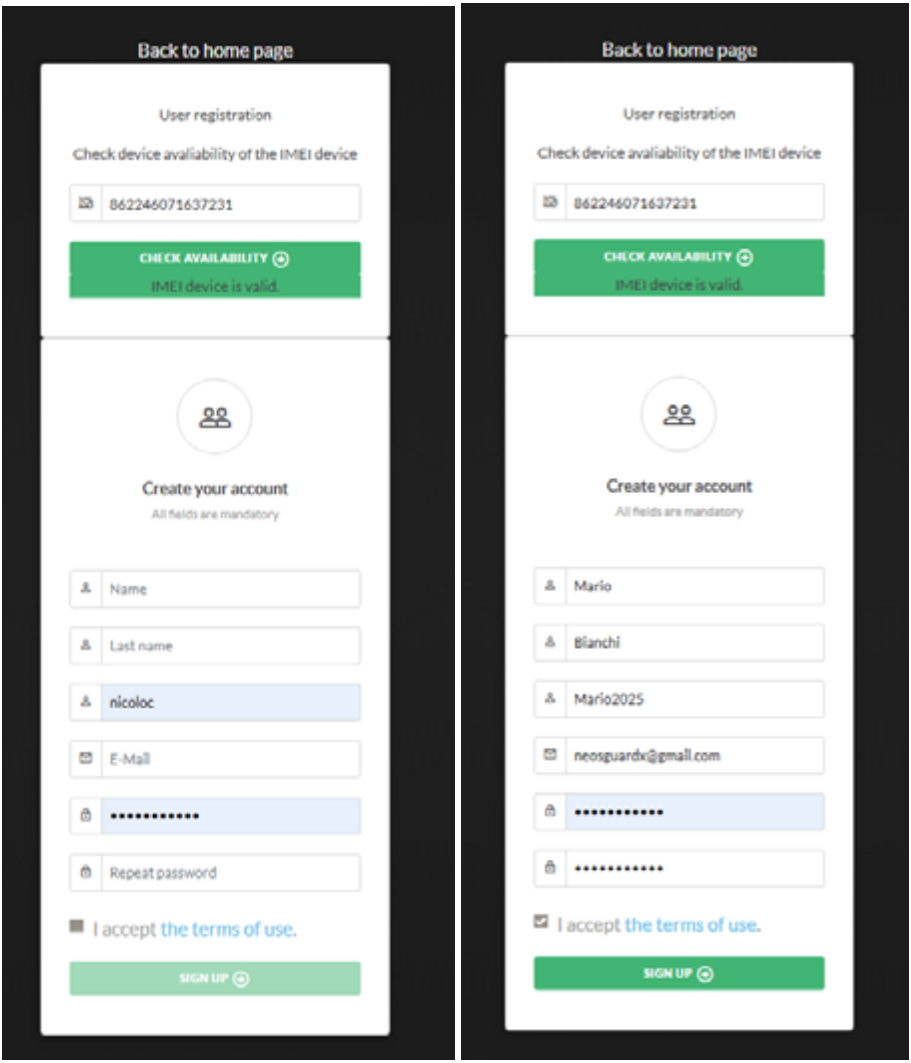

Back to home page
User registration
Check device availability of the IMEI device
862246071637231
CHECK AVAILABILITY
IMEI device is valid.
Create your account
All fields are mandatory
Name
Last name
nicoloc
E-Mail
Repeat password
I accept the terms of use.
SIGN UP
Back to home page
User registration
Check device availability of the IMEI device
862246071637231
CHECK AVAILABILITY
IMEI device is valid.
Create your account
All fields are mandatory
Mario
Bianchi
Mario2025
neosguardx@gmail.com
I accept the terms of use.
SIGN UP

Image 3)

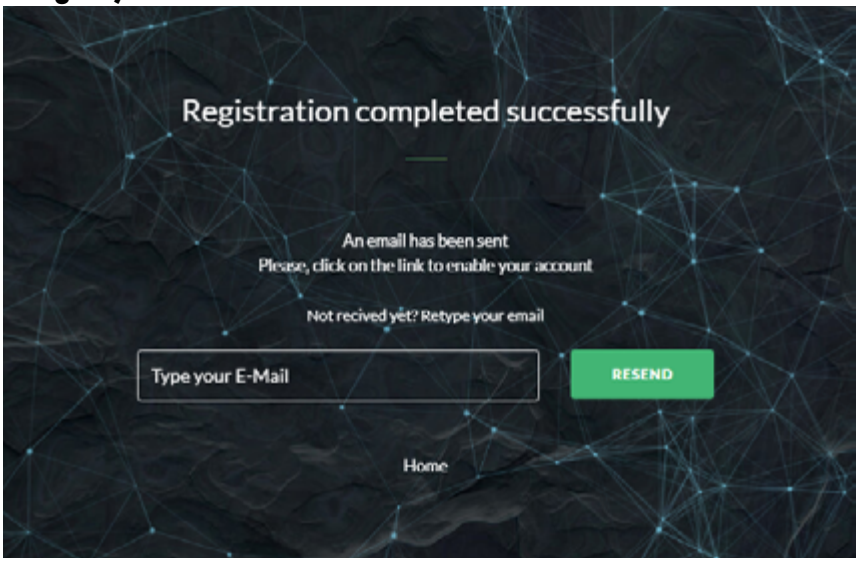

Registration completed successfully
An email has been sent
Please, click on the link to enable your account
Not recived yet? Retype your email
Type your E-Mail
RESEND
Home

Image 4)

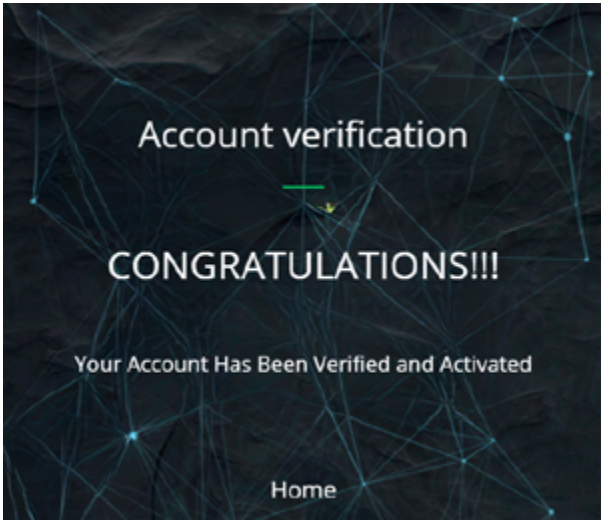


Image 5)

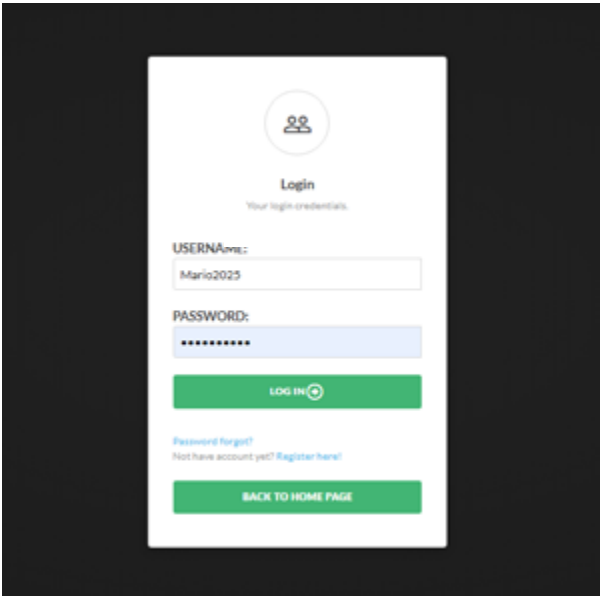
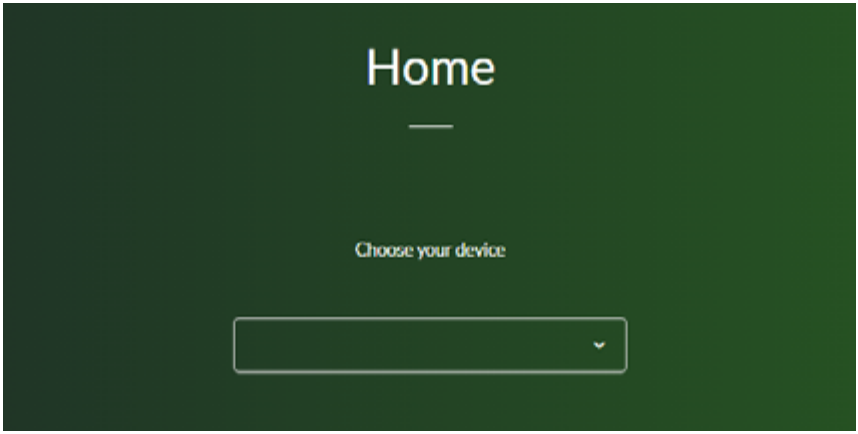
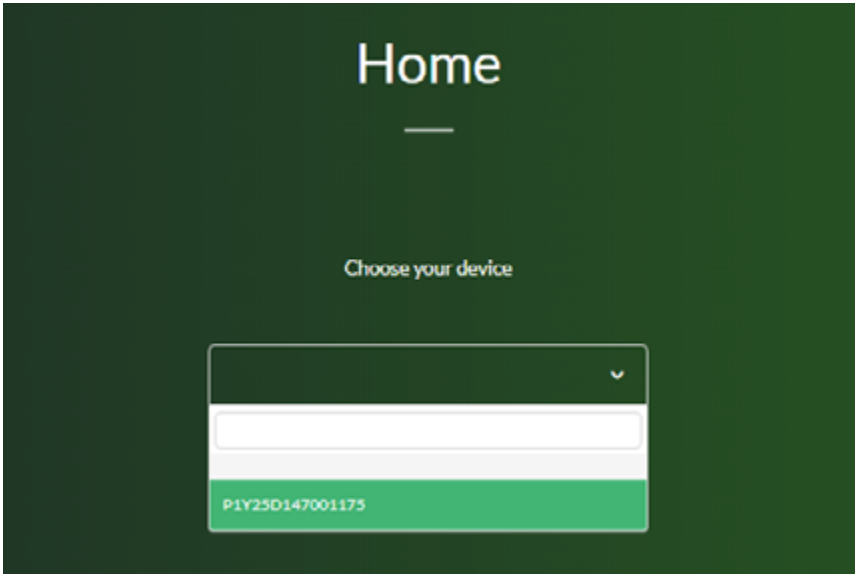


Image 6)


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Manual Edition: July 2025 - rev.01