100% MADE IN ITALY

NeosGuard X Basic VERSIONE

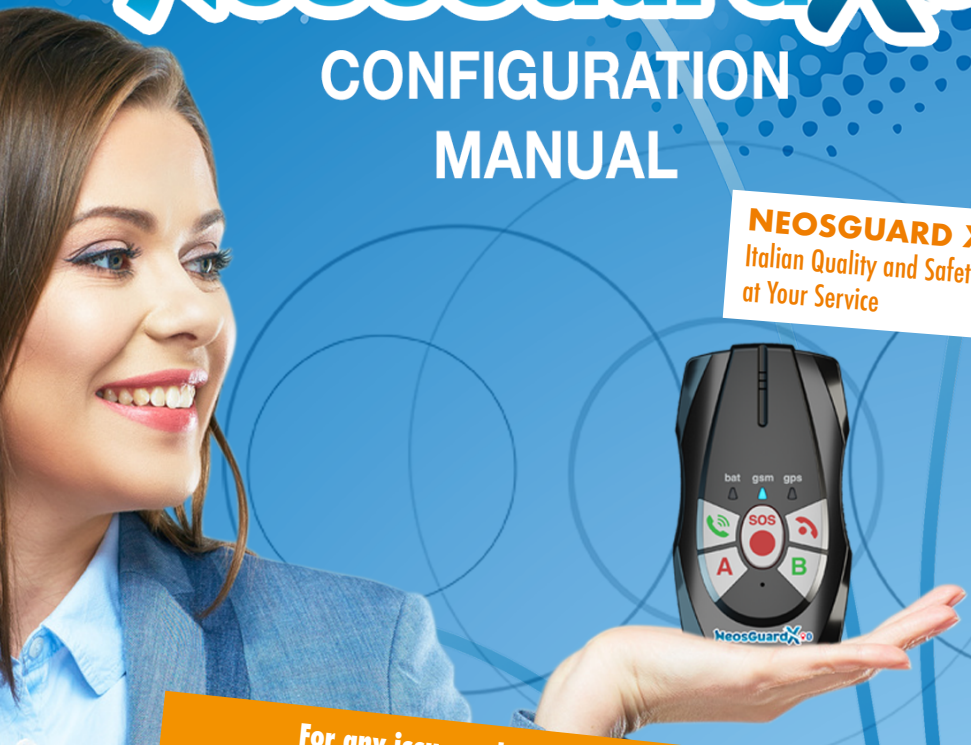
NeosGuard X Pro VERSIONE

NeosGuard X Advanced VERSIONE

NeosGuard X

CONFIGURATION MANUAL

NEOSGUARD X
Italian Quality and Safety at Your Service



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

RoHS COMPLIANT



DEVICE REGISTRATION

INTRODUCTION

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

DEVICE REGISTRATION

To register and then configure your device, you'll need the following:

- The IMEI code for your NeosGuard X, which you'll find on both the device itself and its packaging.
- The phone number of the SIM card inside the device.
- A valid email address. The web portal will send an account activation and verification link to this address. Your login credentials won't be recognized without activating your account.

Please Note:

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

STEPS TO FOLLOW:

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

www.neosguardconf.com

Once you are on the website, select the device version you wish to manage and configure. In your case, choose:

- **Neosguard X All Version**

After clicking on the NeosGuard X device version, you will be automatically redirected to the dedicated web portal. Once on the site, click on SIGN UP.

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

3) Now, create your account by entering all the requested details.
Make sure to accept the terms of use. Finally, click "SIGN UP"
(see Image 2).

4) 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 the registration you just completed **(see Image 3).**

5) The email usually arrives very quickly. If it doesn't, check your spam folder.

6) Now, click the link in the email to verify and activate your account.
You'll see a confirmation message on screen indicating the outcome
of the operation **(see Image 4).**

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

8) Click on LOGIN, then enter your access credentials (Username and Password)
(see Image5)

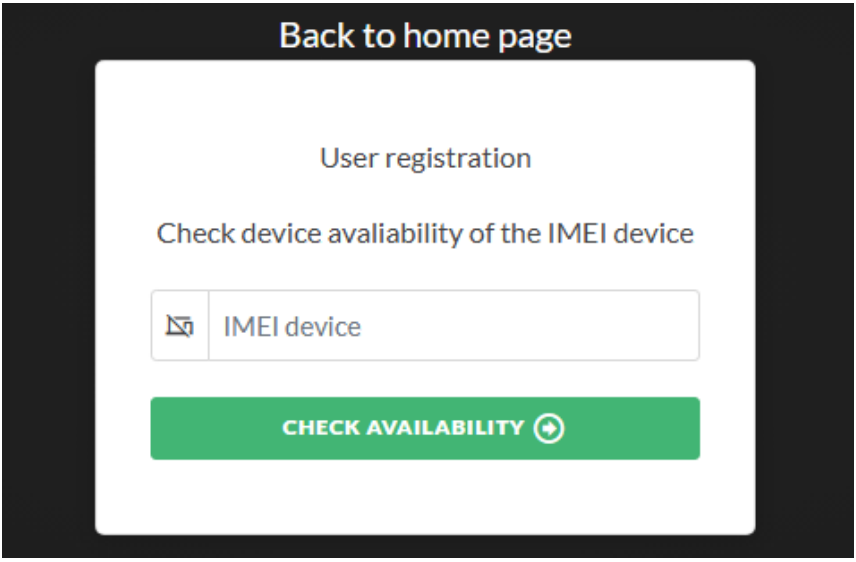
9) Once logged in, you simply need to choose the device you wish to operate on.
The web platform allows you to manage more than one NeosGuard X device
(see Image 6).
Click on the window to select the device you want to manage.

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)



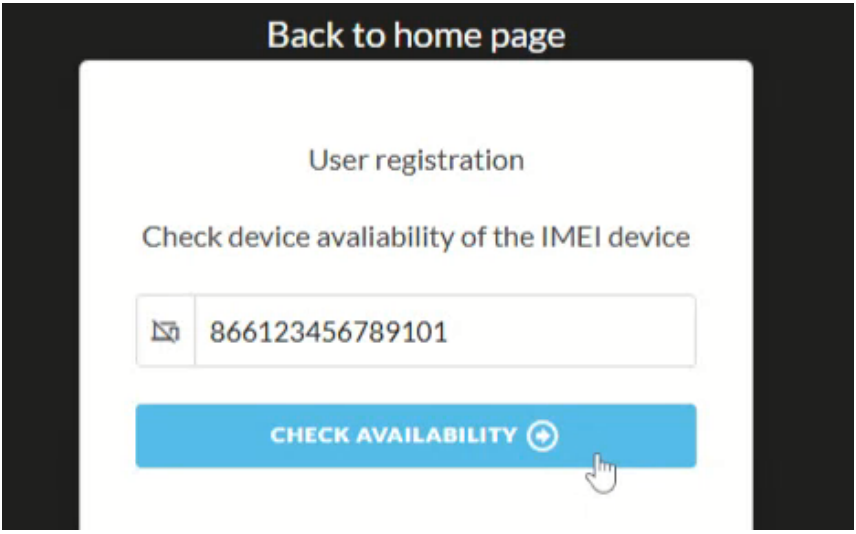


Image 2)

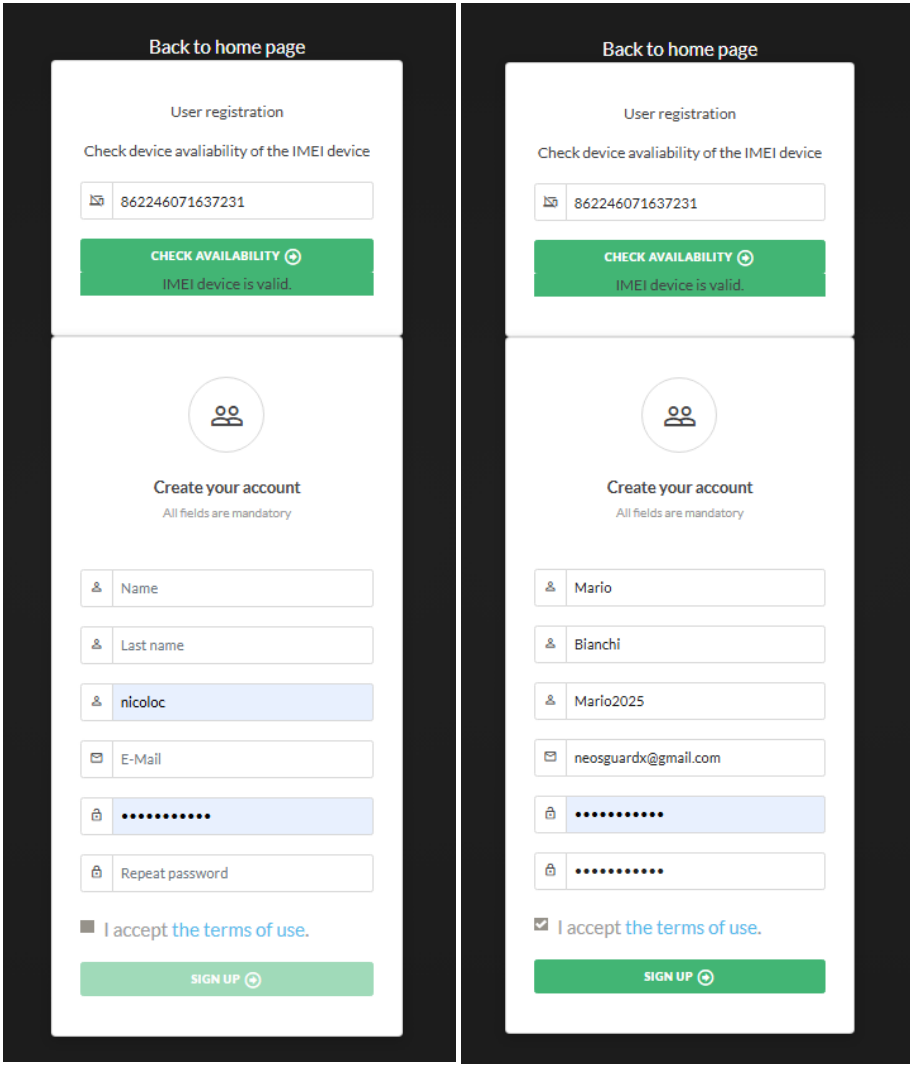

Back to home page
User registration
Check device avaliability of the IMEI device
862246071637231
CHECK AVAILABILITY
IMEI device is valid.
Create your account
All fields are mandatory
Name
Last name
nicoloc
E-Mail
Repeat password
I accept the terms of use.
SIGN UP
Back to home page
User registration
Check device avaliability 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)

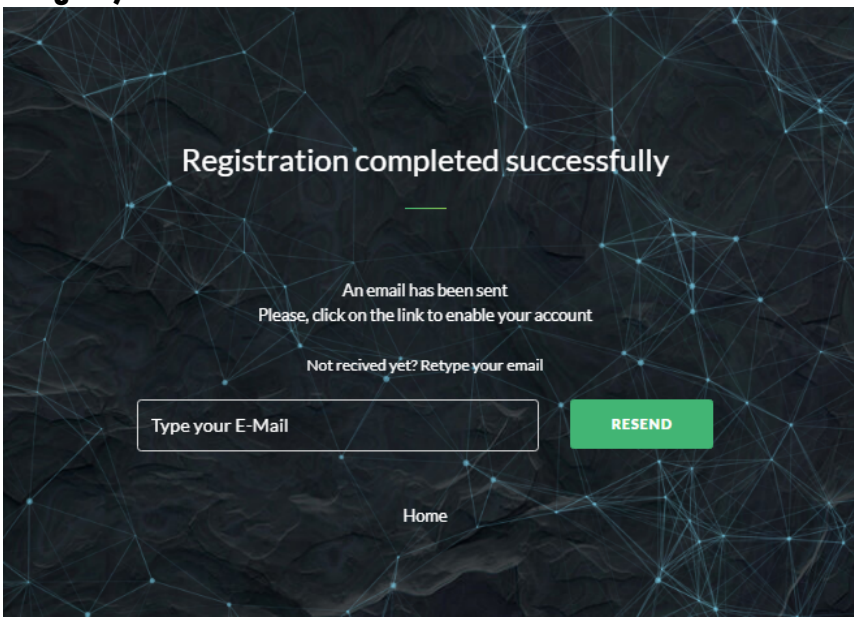

Registration completed successfully
An email has been sent
Please, click on the link to enable your account
Not recived yet? Retype your email
Type your E-Mail
RESEND
Home

Image 4)

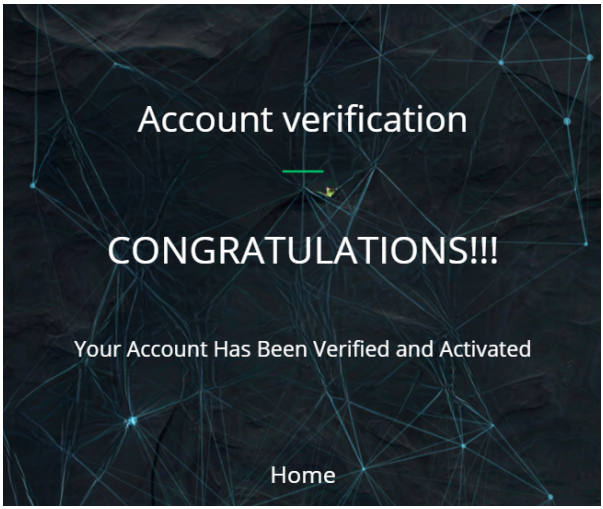
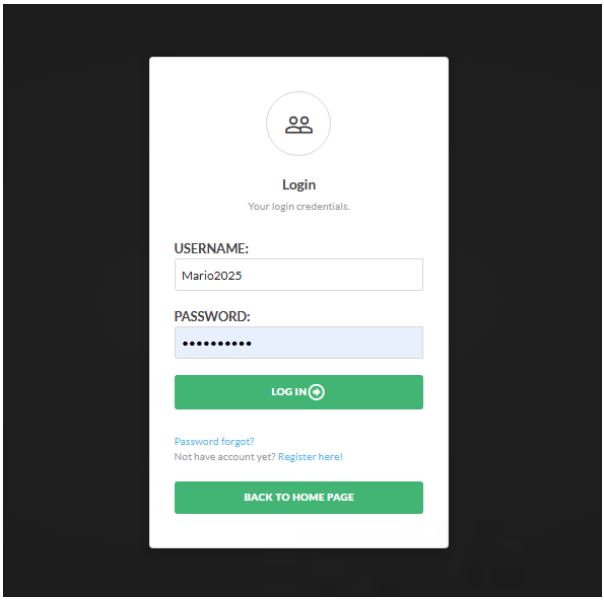


Image 5)



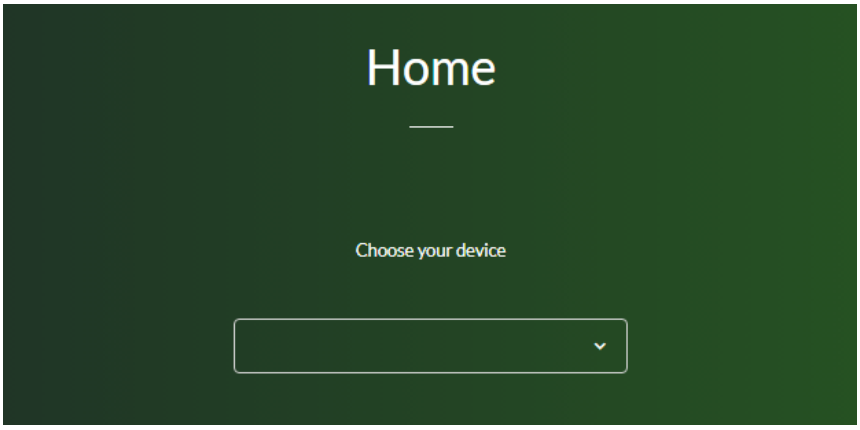
Now that you've registered your **NeosGuard X** device and logged in with your username and password on our portal at www.neosguardconf.com, you're ready to proceed with its configuration.

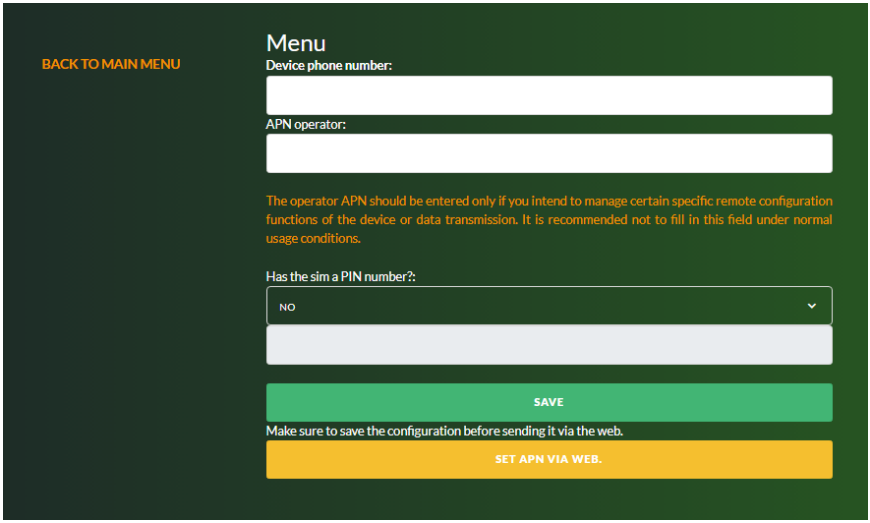
OPERATIONS TO PERFORM

1) Once you have accessed the portal, you must select the device to manage by clicking on the field, and your serial number will appear.

2) After selecting the device to manage, the portal will enable you to configure it, but first, you will need to fill in the requested data regarding the SIM card present in the device.

Image 6)





a) Device SIM (REQUIRED): You'll need to enter the phone number of the SIM card you've inserted into the device.

b) Operator APN (OPTIONAL): Here you should enter the APN (Access Point Name) for the mobile carrier of the SIM card in your device. This setting is only required if you plan to configure the device remotely in the future (i.e., via the web using GPRS, without connecting the device to a computer).

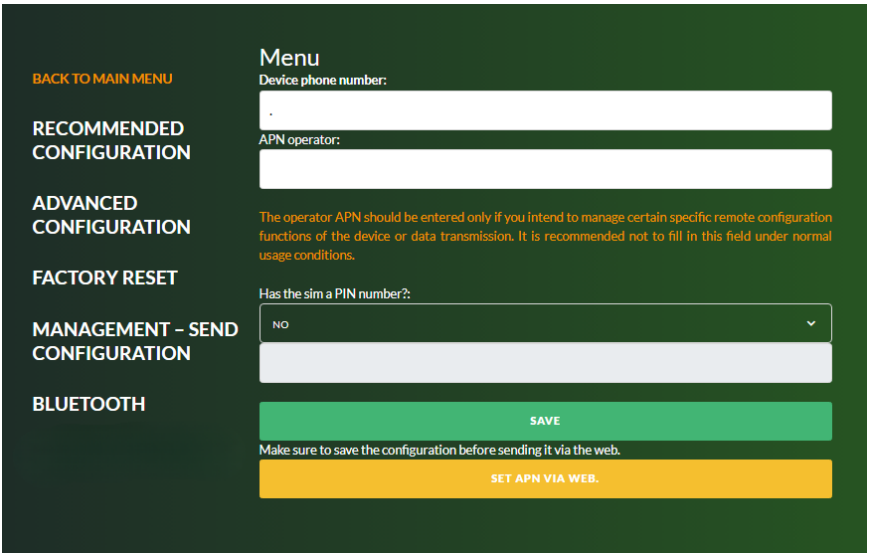
c) "Set APN via web" (OPTIONAL): Once you've entered your operator's APN, clicking this button will allow you to configure the APN without connecting the device to your PC. Please note: The device must be powered on and disconnected from its power supply.

3) SIM PIN

a) You must enter the SIM PIN if the security PIN was not removed before inserting it into the **NeosGuard X** device.

b) Select "No" if the SIM card does not have a PIN.

CONFIGURATION MENU



4) After clicking the "SAVE" button, a menu will appear on your left:

- **Recommended Configuration**
- **Advanced Configuration**
- **Factory Reset**
- **Management - Send Configuration**
- **Bluetooth**

This menu allows you to choose between different types of configuration.

Clicking on **Recommended Configuration** will take you to a simplified and quick menu. We'll cover the **Advanced Configuration** together later.

N.B.: Remember to click the SAVE button every time you modify a configuration page.

ADVANCED CONFIGURATION

GENERAL CONFIGURATION

a) Device Name Configuration: You can set the device name to a maximum of 30 alphanumeric characters. This could be the name of the person or company using the device.
Default Value: NEOSGUARDX

b) Device Password Configuration: This is the password you'll need to include in messages to manage and/or configure the device. It can be a maximum of 8 alphanumeric characters.
Default Value: 1234

c) Device Check Configuration: If you activate this function, the NeosGuard X device will send a pre-configured message at set intervals, indicating that it's functioning correctly.
Default Value: Disabled
Example SMS message sent by the device:
- Device Check NEOSGUARDX functioning on 01/17/2025, 09:54:42

GPS CONFIGURATION

a) GPS: This function enables or disables the device's GPS. This feature isn't crucial for indoor use where GPS localization isn't needed, thus saving battery life.
Default Value: Enabled

b) Maximum Coordinate Search Time: This value indicates the maximum time the device attempts to obtain valid GPS coordinates. Note that decreasing this value won't make coordinates be detected sooner, as detection time depends on the environmental conditions where the device is operating. After this time, the device turns off its GPS module (it stops searching for a fix even if it hasn't found valid coordinates).
Maximum Coordinate Search Time: 9999 sec.
If valid GPS positions aren't found, the device will wait 600 seconds before attempting a new search for valid GPS coordinates.
Default Value: 600 seconds

c) GPS Position Logging Frequency on Device: This indicates how often the device saves its GPS position to memory. When the device needs to send its GPS position, it either sends the currently detected one, or if no valid GPS coordinates are detected, it sends the last position stored internally.
Default Value: 600 seconds

d) Periodic GPS Position Sending Configuration: Activating this function allows the device to send its GPS position every set interval to a maximum of 2 recipients, via a pre-set SMS message.
Default Value: function disabled

ALARM FUNCTION CONFIGURATION

By clicking on **"Alarm Functions"** from the left-hand menu, we can choose which functions to activate.

a) Man-Down Configuration:

This function activates the device's position monitoring. If the position changes, the device triggers an alarm signal, and once the pre-alarm time expires, the alarm is fully activated. For the alarm to trigger, the device's position must change by more than 55 degrees (default value), or by the angle set by the user.
Default Value: function disabled
Default Value: angle 55

b) No-Movement Configuration:

This function activates the NeosGuard X's movement monitoring. If the device doesn't move for a set period, it triggers an alarm signal, and once the pre-alarm time expires, the alarm is fully activated.
Default Value: function disabled
Default Value: device sensitivity 2 (maximum 3)
Default Value: time in seconds after which the device enters alarm state 60

c) Dead Man's Switch (TIME-OUT) Configuration:

This function activates activity monitoring of the device. If the device is inactive (i.e., button A is not pressed for a set time interval), an alarm signal is triggered, and once the pre-alarm time expires, the alarm is fully activated. Default Value: function disabled
Default Value: SMS sending period in seconds 60
Default Value: time in seconds after which the device enters alarm state 60

d) Power On/Off Alarm Configuration:

This function enables the device to send a pre-set SMS message containing the date and time of when the device is powered on or off, to a maximum of 2 recipients.
By activating this function, the device will send a pre-set SMS alarm message to a maximum of 2 recipients.
Default Value: power-on alarm function disabled
Default Value: power-off alarm function disabled

e) SHOCK Alarm Configuration:

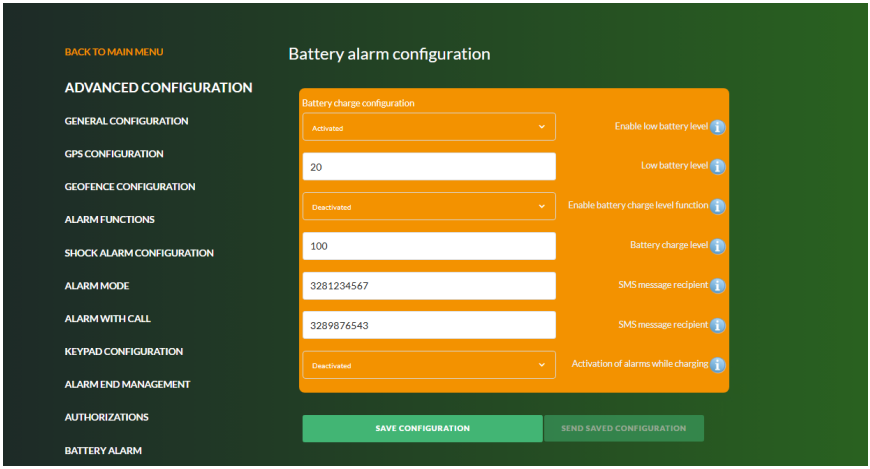
This function enables the device to recognize and signal a strong acceleration experienced by the device holder.
Default Value: function disabled
Default Value: medium sensitivity
Default Value: activation delay 300

f) Battery Alarm Configuration:

With this function, the device sends an SMS to two phone numbers, indicating that the battery charge has dropped below 20% (modifiable default value) or if the device is 100% charged.

Default Value: Low Battery Enabled
Default Value: Battery Percentage 20
Default Value: Full Battery Disabled
Default Value: Battery Full 100

Activating the Charging Alarms function will also cause the device to alarm when it is connected to a power source for charging. Default Value: Disabled



Remember to save the changes made on each page.

ALARM MODE CONFIGURATION:

The device can send "man-down," "no-movement," and SOS button alarms in the following ways:

1) Alarm with **SMS message**
2) Alarm with **phone call**
3) Alarm with **call and SMS message**
4) Alarm with **phone call and pre-recorded message**

a) Alarm Duration: This indicates the duration of the alarm period, meaning the time the device remains active in alarm mode after the event begins. Maximum time is 2,592,000 seconds.
Default Value: 600 seconds

b) Pre-alarm Time: This indicates the waiting time before the device activates the set alarm mode. During the pre-alarm period, the device alerts the user of the activated alarm situation via a voice message.

c) Cyclical Alarm End Configuration: Activating this function means the device will stop the cycle of emergency calls if one of the emergency numbers answers the call and the conversation lasts for more than 30 seconds (modifiable default value).

d) Minimum Conversation Time: This indicates the minimum conversation time for it to be considered valid by the device. After this time has passed, the device waits for the alarm end time before moving to the next number. This allows for the "cyclical calls end" SMS message to be received, or, if the "cyclical calls end" function has been activated, to consider the call valid and not call subsequent numbers.
Default Value: 30 seconds

e) Keypad Code to End Cyclical Calls:

This indicates the keypad code for the device to consider cyclical calls as terminated. The code must be dialed with a '#' in front. If the code is not dialed during the conversation, the device will behave normally according to the configured settings.

Default Value: 4231, so you need to dial #4231

Naturally, the call cycle can also be stopped using the SMS message:

psw:1234;termina

ENTER PHONE NUMBERS TO CONTACT

Based on the chosen alarm mode, you'll find the following options in the left-hand menu:

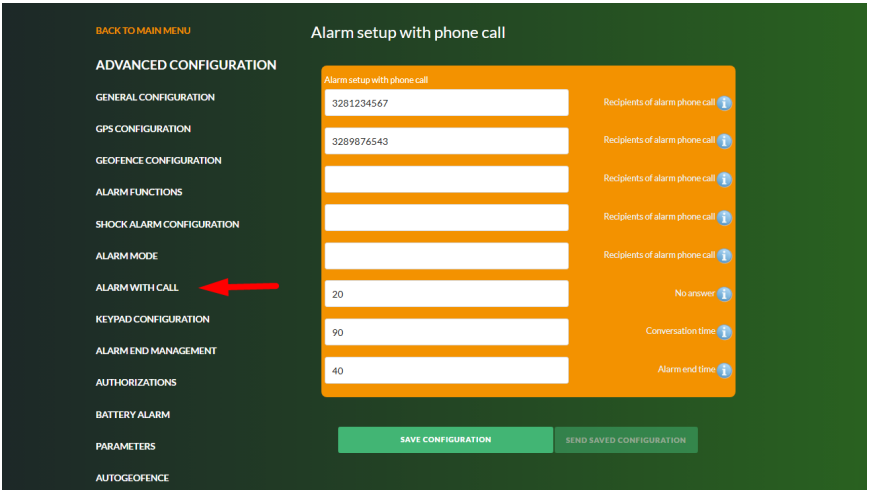
- **Alarm with Call**
- **Alarm with SMS**
- **Alarm with Pre-recorded Message**

Clicking on any of these options will allow you to enter up to 5 phone numbers to contact in case of emergency.

We recommend not modifying any other parameters.

If you click on Alarm with SMS, in addition to the fields for entering phone numbers, you'll find **"SMS alarm message format":**

- **Format 11 to use with GPS off**
- **Format 12 to use with GPS on**



Emergency numbers should be entered without prefix and without any spaces.

We recommend using mobile phone numbers and advise against national emergency numbers like 911

Remember to save the changes you've made by clicking the "SAVE CONFIGURATION" button at the bottom of the page.

In case of an alarm with a call, the numbers will be contacted sequentially from the first to the fifth.

DOWNLOAD THE CONFIGURATION FILE

Once you've made all the necessary changes, clicking the "SAVE CONFIGURATION" button will unlock the "SEND SAVED CONFIGURATION" button.



Clicking "SEND SAVED CONFIGURATION" will allow you to choose whether to download the configuration file (recommended option) or send the configuration file via web.

With the latter option, you must have already correctly entered and sent the APN to the device.

Choosing the recommended action, "SAVE AND DOWNLOAD THE CONFIGURATION FILE," will download the B64 file.

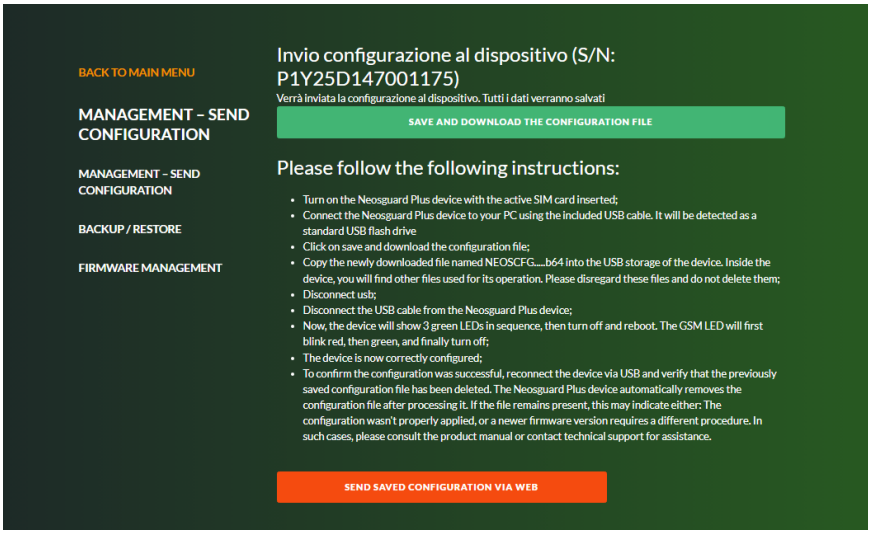
You'll need to connect your NeosGuard X to the computer, insert its SIM card and battery, and then power it on.

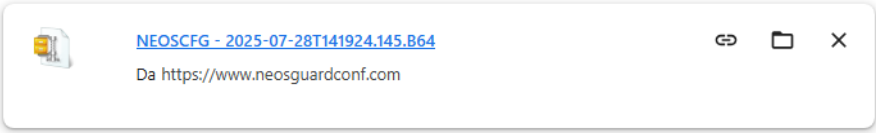
Now, simply copy the configuration file to the device, without opening or renaming it.

Once the file copy is complete, you can disconnect the NeosGuard X from the computer, and it will restart, configuring itself.

Finally, you can verify that the configuration was successful by reconnecting the device to the computer and checking that the configuration file is **no longer present** on the device.

If you still find the configuration file on the device, delete it and re-download the configuration file.


BACK TO MAIN MENU
MANAGEMENT – SEND CONFIGURATION
MANAGEMENT – SEND CONFIGURATION
BACKUP / RESTORE
FIRMWARE MANAGEMENT
Invio configurazione al dispositivo (S/N: P1Y25D147001175)
Verrà inviata la configurazione al dispositivo. Tutti i dati verranno salvati
SAVE AND DOWNLOAD THE CONFIGURATION FILE
Please follow the following instructions:
Turn on the Neosguard Plus device with the active SIM card inserted;
Connect the Neosguard Plus device to your PC using the included USB cable. It will be detected as a standard USB flash drive
Click on save and download the configuration file;
Copy the newly downloaded file named NEOSCFG.....b64 into the USB storage of the device. Inside the device, you will find other files used for its operation. Please disregard these files and do not delete them;
Disconnect usb;
Disconnect the USB cable from the Neosguard Plus device;
Now, the device will show 3 green LEDs in sequence, then turn off and reboot. The GSM LED will first blink red, then green, and finally turn off;
The device is now correctly configured;
To confirm the configuration was successful, reconnect the device via USB and verify that the previously saved configuration file has been deleted. The Neosguard Plus device automatically removes the configuration file after processing it. If the file remains present, this may indicate either: The configuration wasn't properly applied, or a newer firmware version requires a different procedure. In such cases, please consult the product manual or contact technical support for assistance.
SEND SAVED CONFIGURATION VIA WEB


NEOSCFG - 2025-07-28T141924.145.B64
Da https://www.neosguardconf.com

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%

Registration at A.E.E Register N.: IT08030000004391
Registration with the Batteries and Accumulators Register N.: IT19060P00005407

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Via XXV Aprile, 32 • 63078 Spinetoli AP
Cod F. e P.IVA 01930960446

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