



GEST

**PRODUCT
MANUAL**

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GEST

Compatibility

The **GEST** system is compatible with:

- Apple iPhones
- Apple iPads
- Apple Watches

- Android Phones
- Android Tablets
- Android Smart Watches

It is recommended to set up the **GEST** system on a phone.

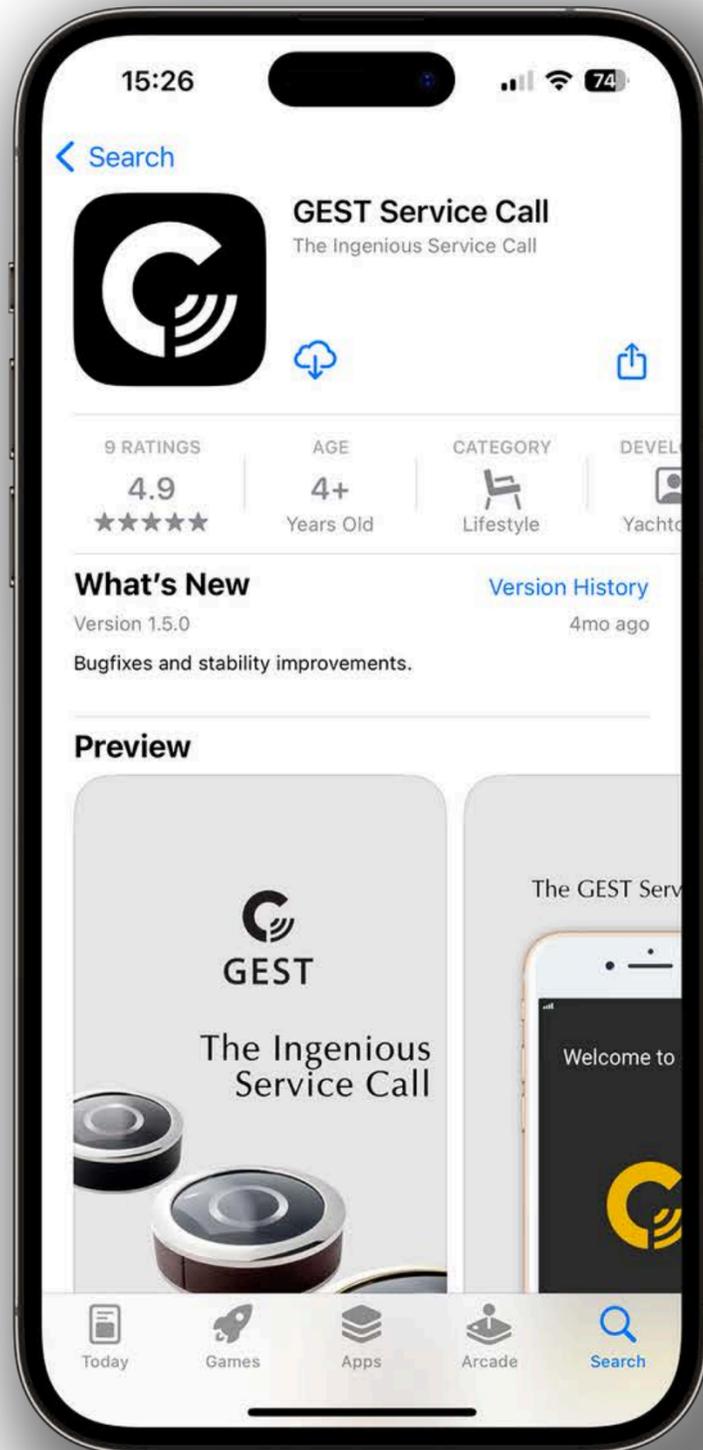




Set Up Requirements

- Bluetooth enabled.
- Minimum supported software version: iOS 14.
 1. Open "Settings".
 2. Tap "General".
 3. Tap "About" and check your device's latest software version.
 4. Update if necessary.
- Internet access is required to receive app notifications.

Installing the GEST Service Call App

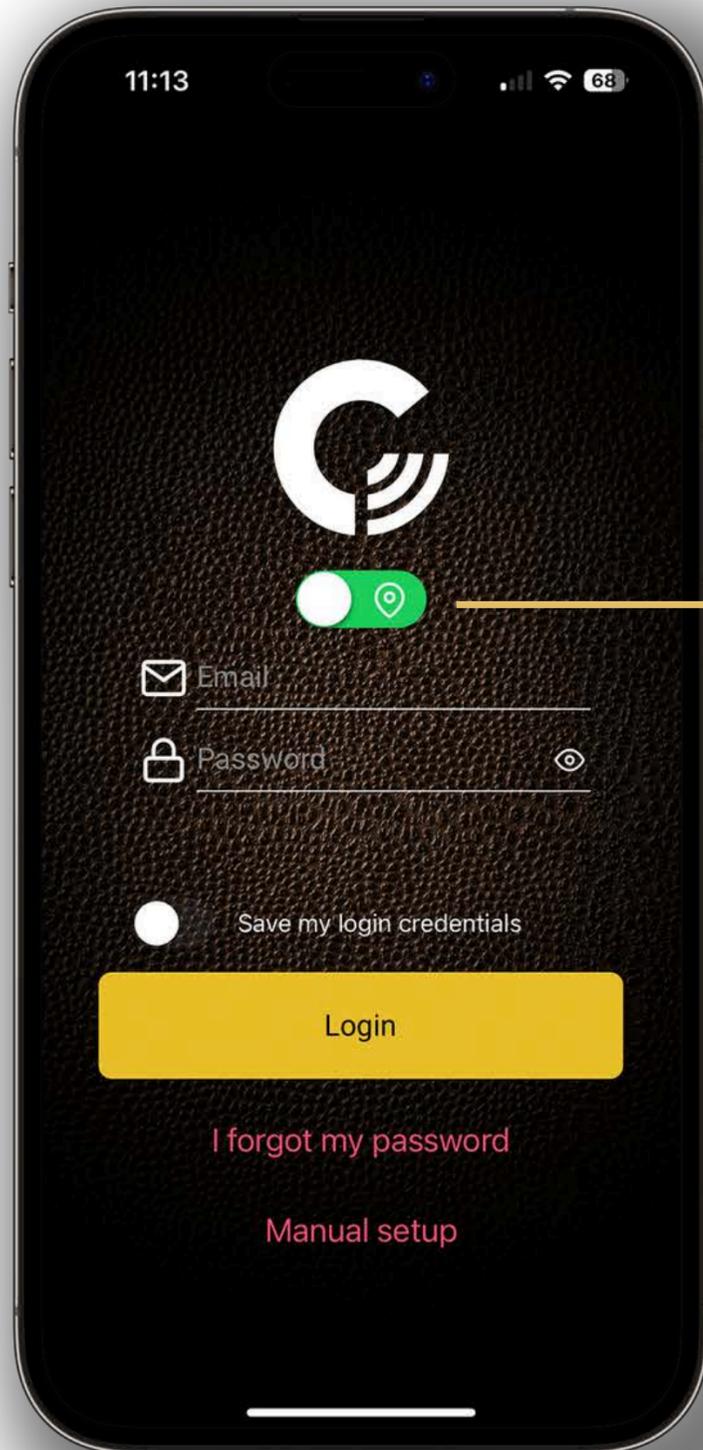


1. Open the App Store.
2. Tap the "Search" tab.
2. Search "**GEST** Service Call".
3. Tap "Get" to download the app.
4. Open the app.

* To install the app on your Apple Watch, please log in on your iPhone first, then directly on your Apple watch after.



Local or Cloud Set Up



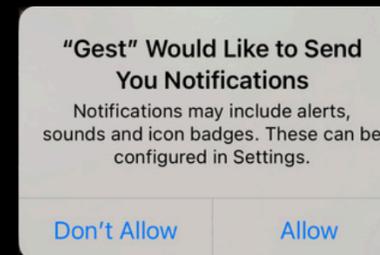
1. Toggle the button to select whether you are using the **GEST** Local Server or the **GEST** Cloud Server.

If you have a Cloud Server proceed to **Page 9**.

* When using a local server, the server must be installed on the network.

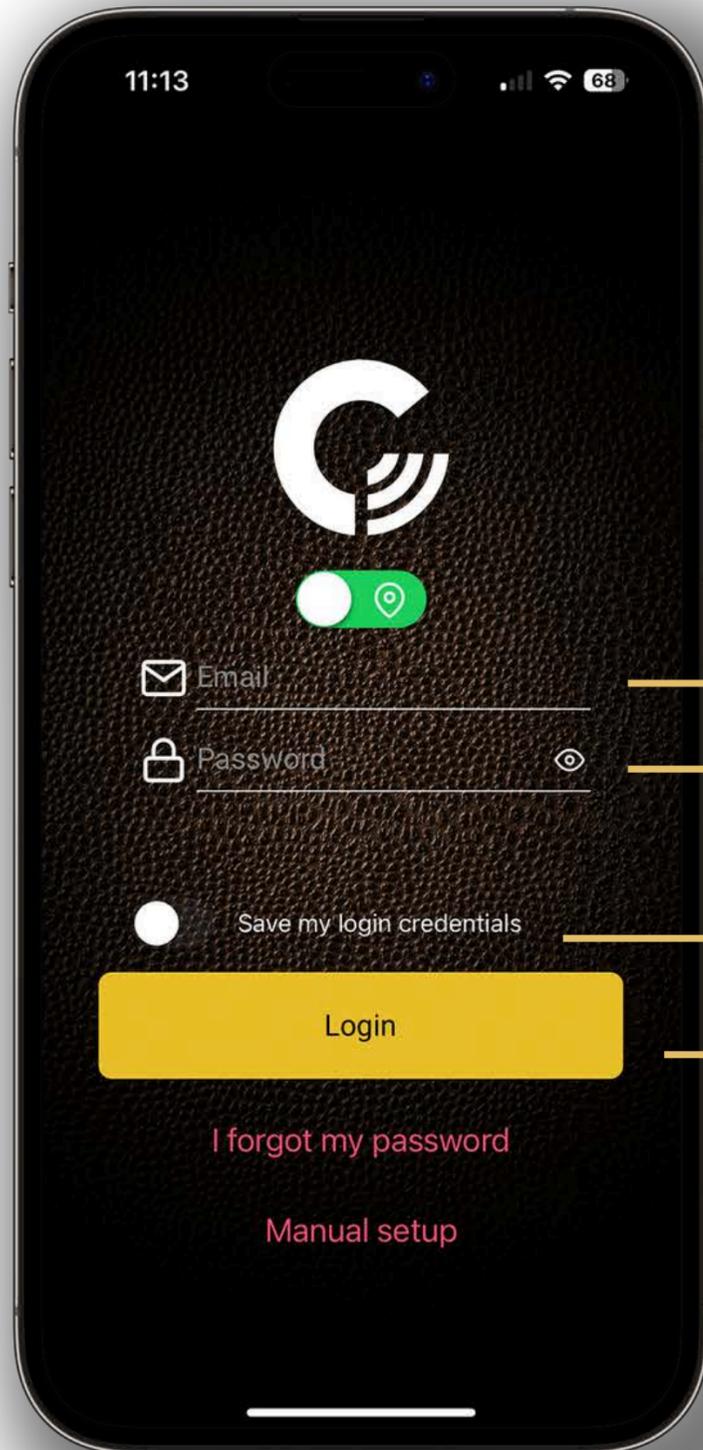
Start Up your Local GEST System

- Allow notifications and location services when prompted.

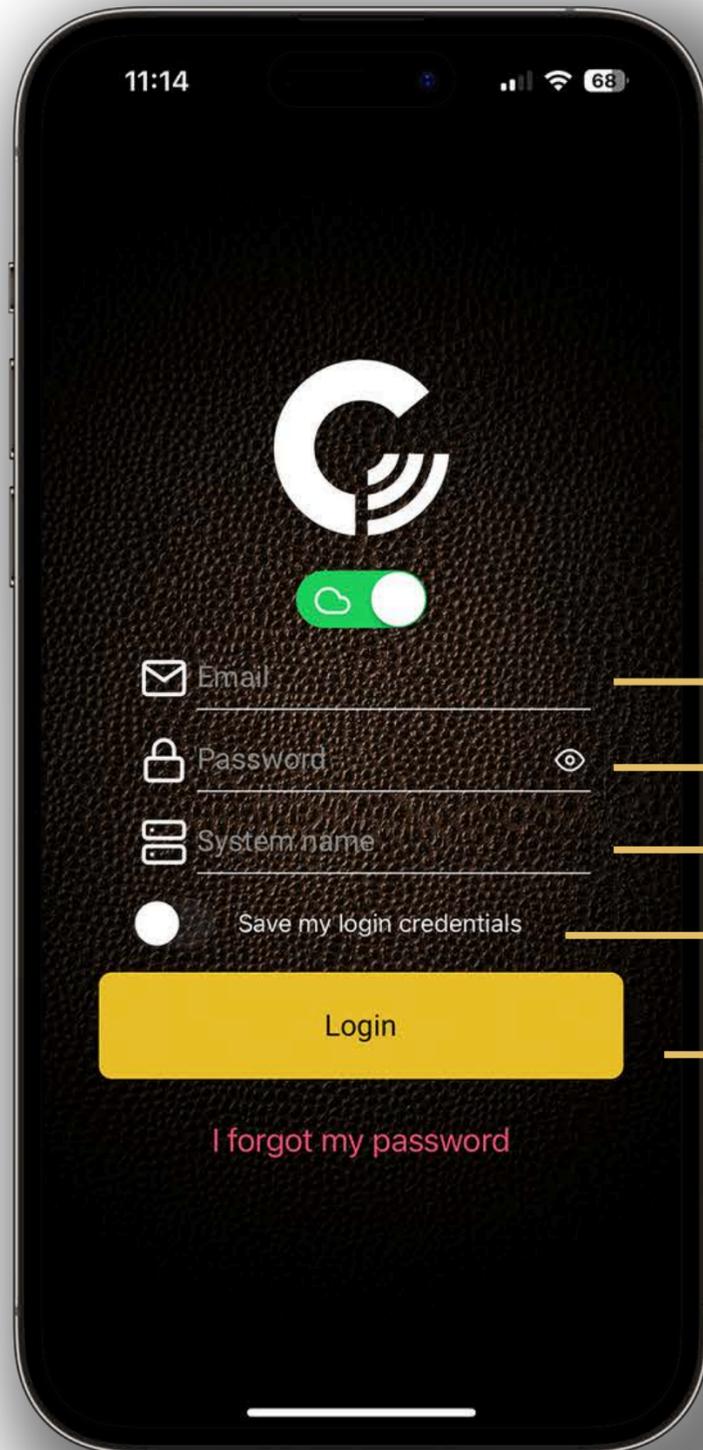


1. Fill in the credentials provided by the **GEST** Team.
2. Toggle to save your login credentials for easy future logins..
3. Tap "Login" and continue on **Page 10**.

* Your iPhone **must** be connected to the same network as your local server. If this is not the case, or it is not known, "Manual Setup" details are required. These details are provided by the **GEST** Team.



Start Up your GEST Cloud System

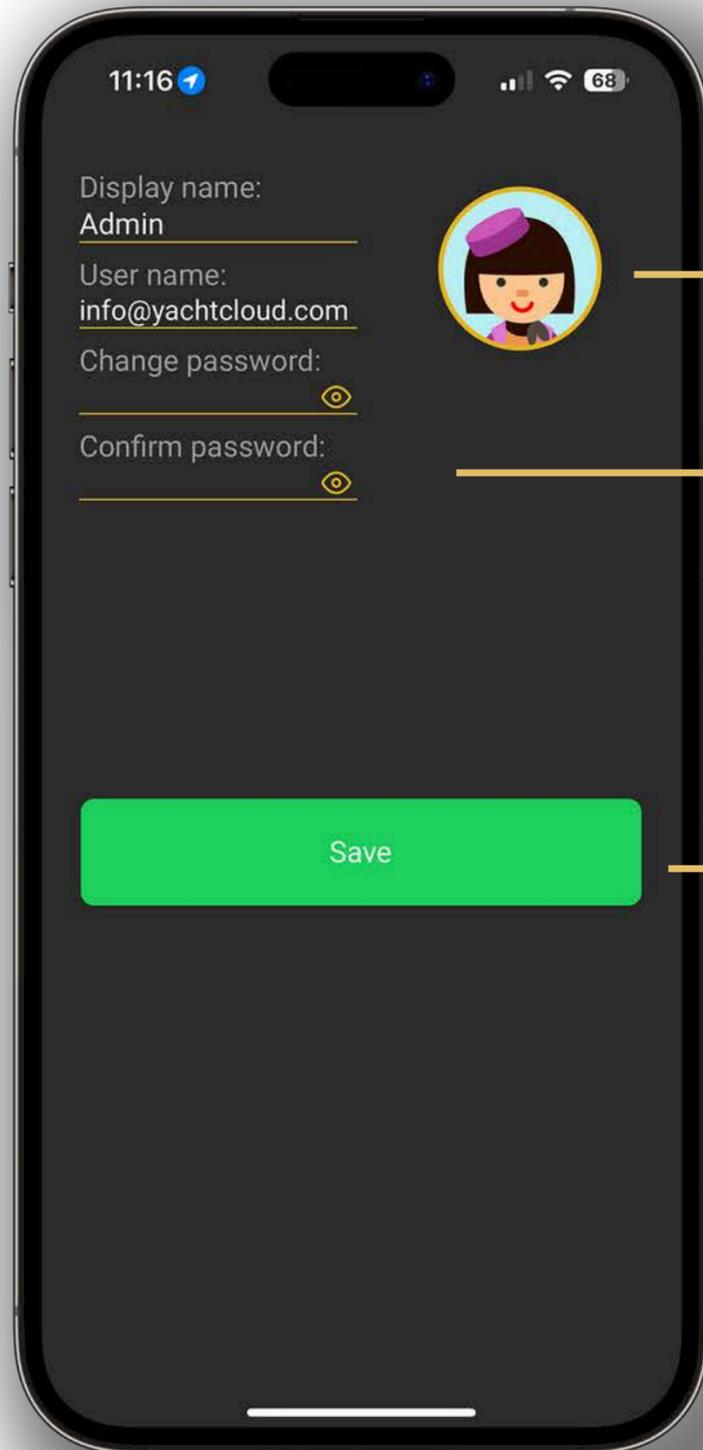


1. Fill in the credentials provided by the **GEST** Team.

2. Toggle to save your login credentials for easy future logins..

3. Tap "Login" and continue on to the next page.

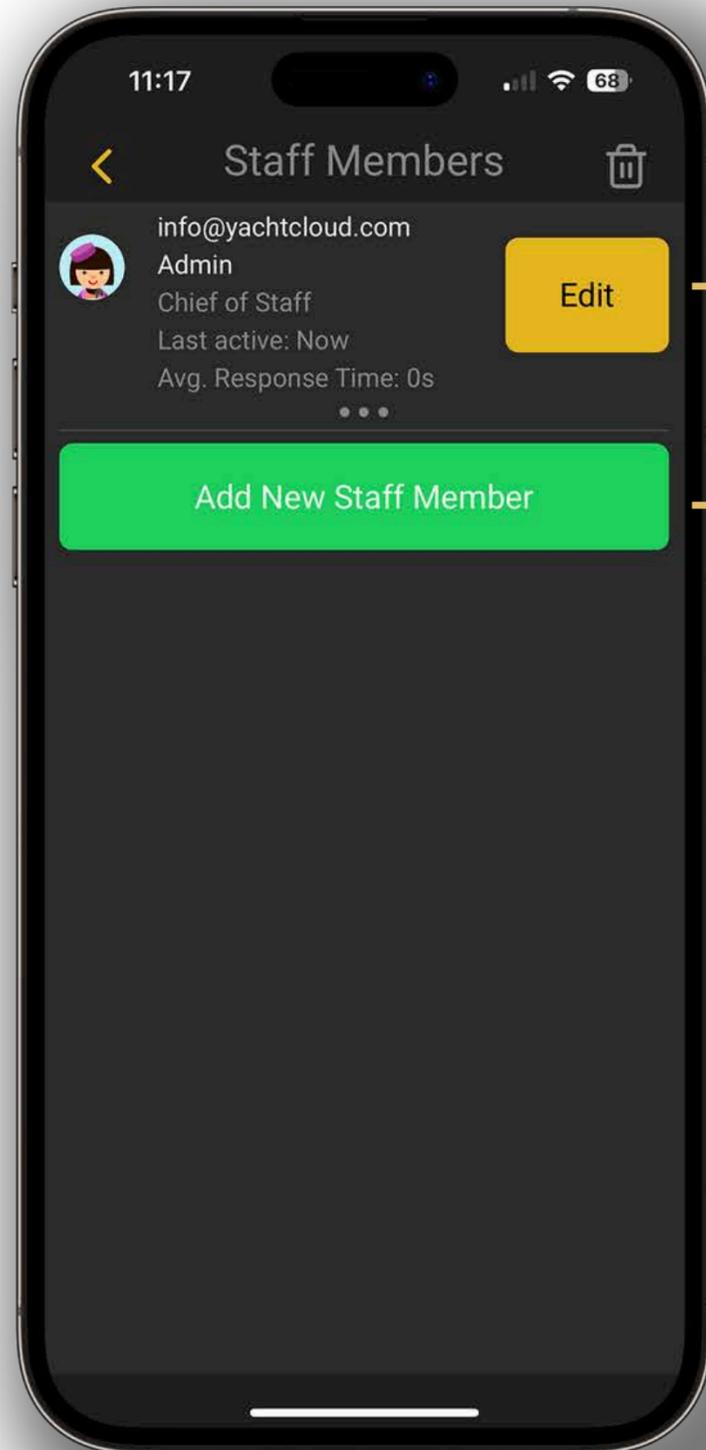
Welcome to the GEST Service Call App



1. Once logged in, the welcome screen will appear. Tap "Next".
2. In the next step you are required to edit your password. You also have the option to edit your display name and e-mail address.
3. Tap your profile picture to change it.
4. Tap "Save" to continue..

* The password must consist of a **minimum** of 8 characters (maximum 16) and should **not** contain (parts of) the username. Passwords can always be changed later.

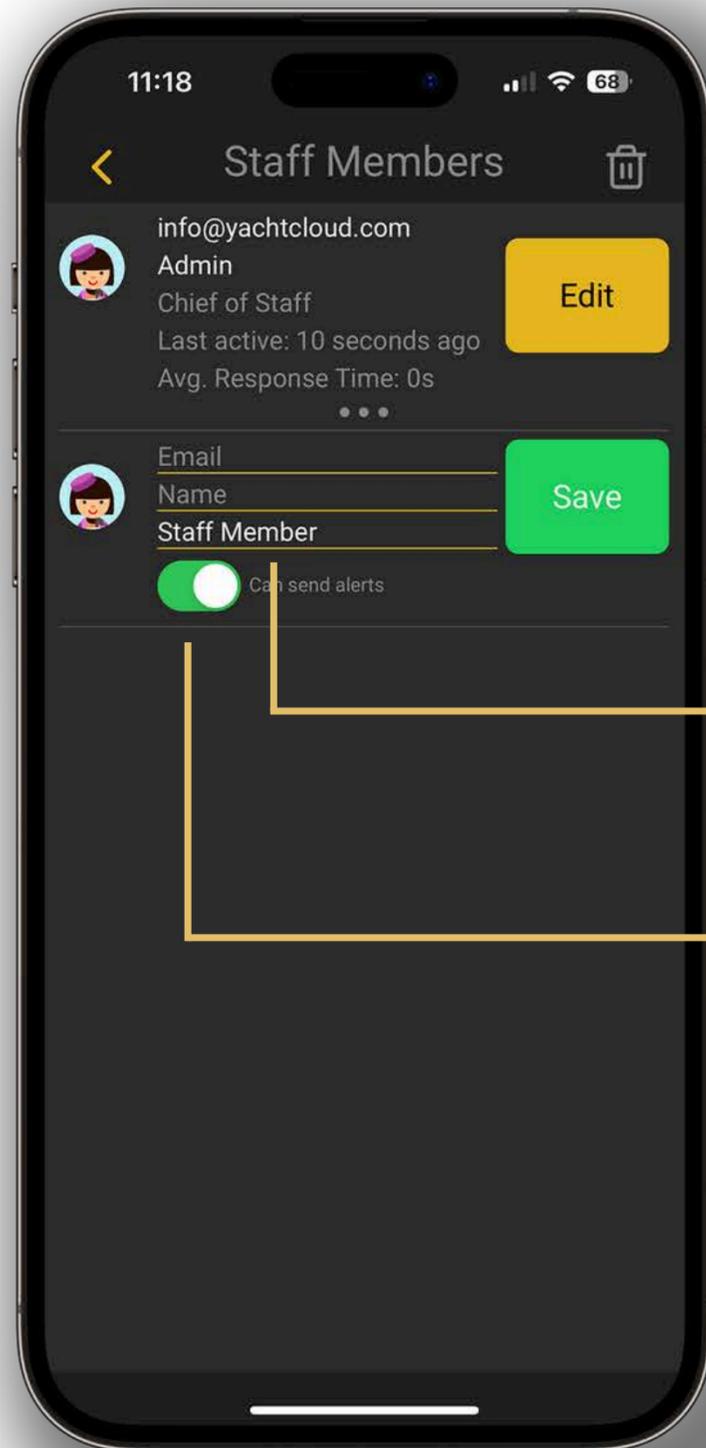
Add or Edit a Staff Member



1. Edit your account and add new Staff Member(s). See **Page 12** for further explanation.
2. Tap "Next" to continue.

* Staff members can always be added later.

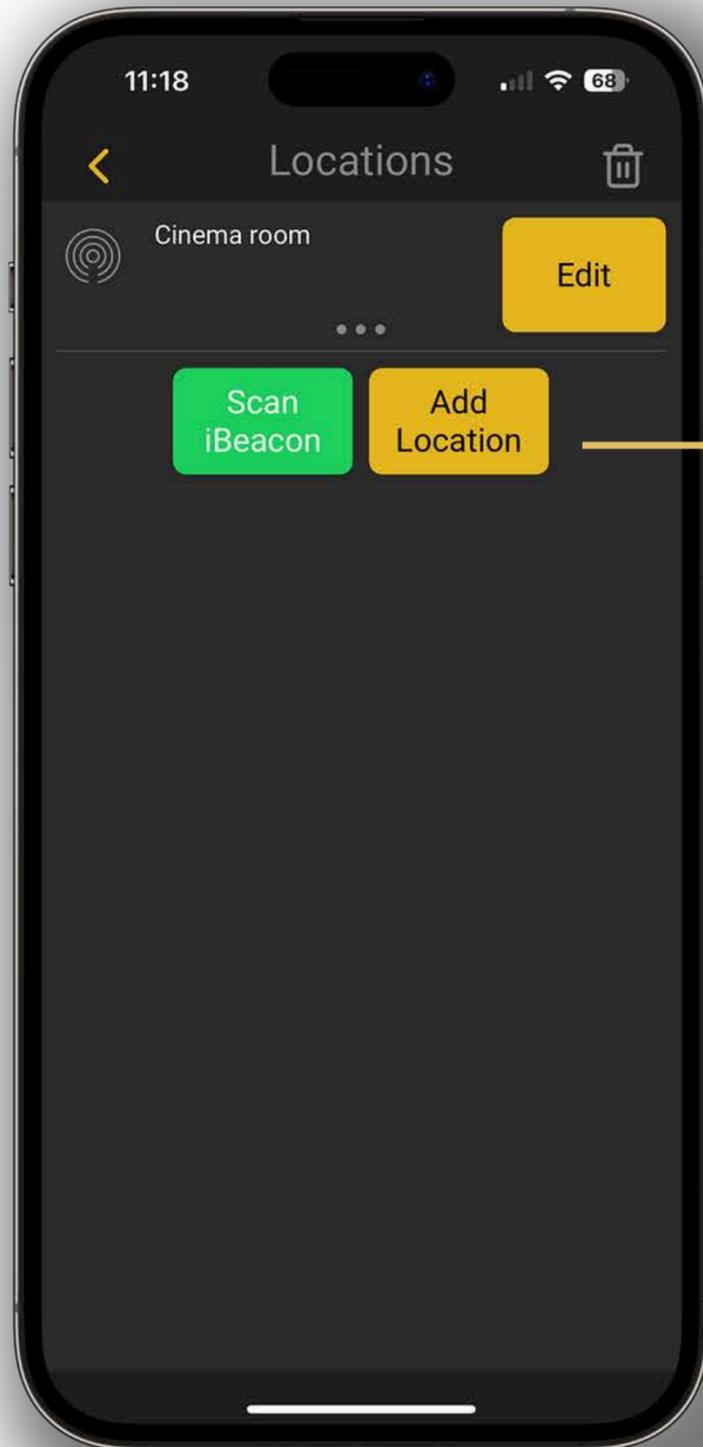
Add or Edit a Staff Member



1. Edit your account and add new Staff Member(s).
2. To edit the role of a Staff Member, tap on the "Staff Member" and select "Chief or Staff" or "Staff Member".
3. Toggle to enable the option for the Staff Member to send out emergency calls to the **GEST** device(s).

* Staff members can always be added later.

Add Location(s)



1. Tap "Add Location" and type in the name of your location. E.g "Dining Room" or "Office".
2. Tap the "Save" button to confirm.
3. Tap "Next" to continue and take the **GEST** device.

* Staff members can always be added later.

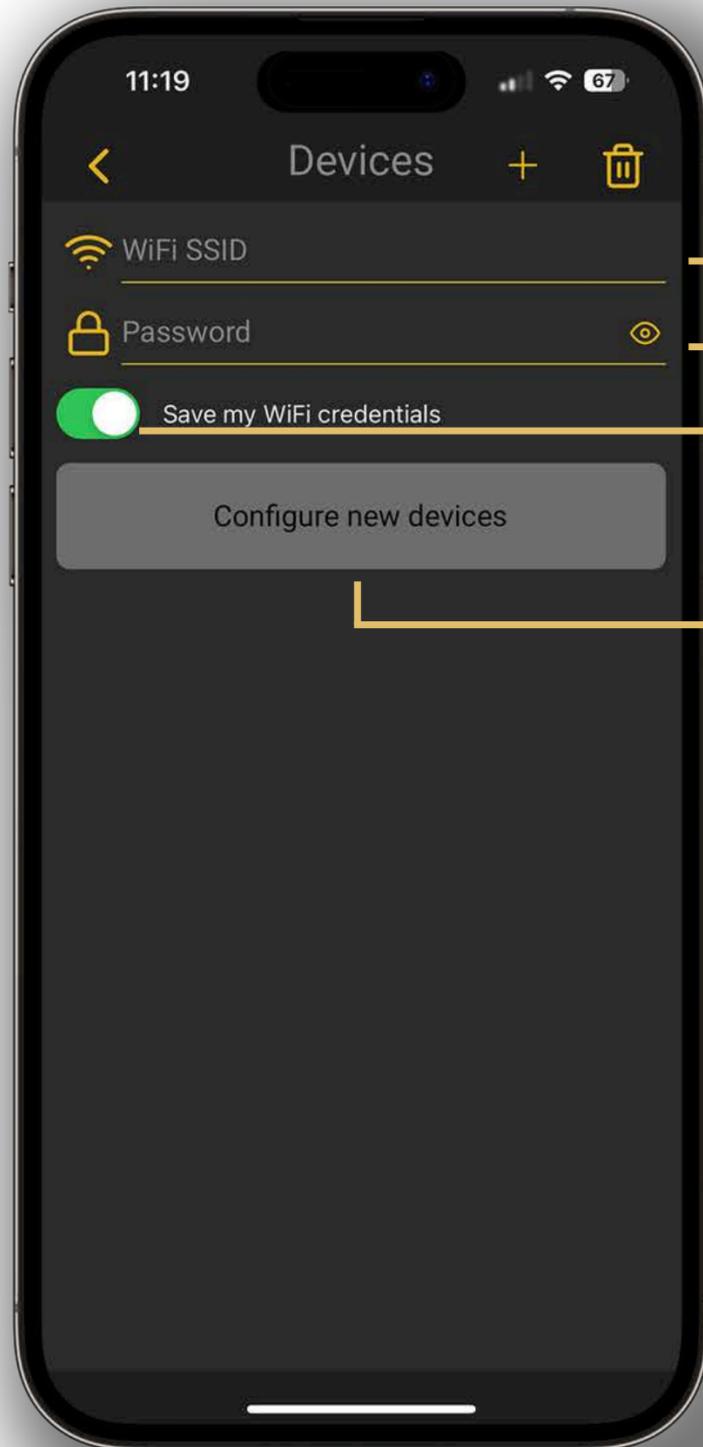
Turn on the GEST Device



1. Take the pin out of the box your **GEST** Device originally came in.
2. Insert the pin and briefly press it into the ON/OFF opening located at the bottom of your **GEST** device.
3. Wait for a few seconds until the ring of the device begins to circle purple. The device is now in configuration mode.
4. Return to the **GEST** App on your mobile device.

* If the device circles yellow, re-insert the pin into the ON/OFF opening and press into it five times to reset the device.

Wi-Fi Settings



1. In order to connect the device(s), fill in the Wi-Fi name (SSID) and the corresponding password.

2. Toggle to save the Wi-Fi credentials.

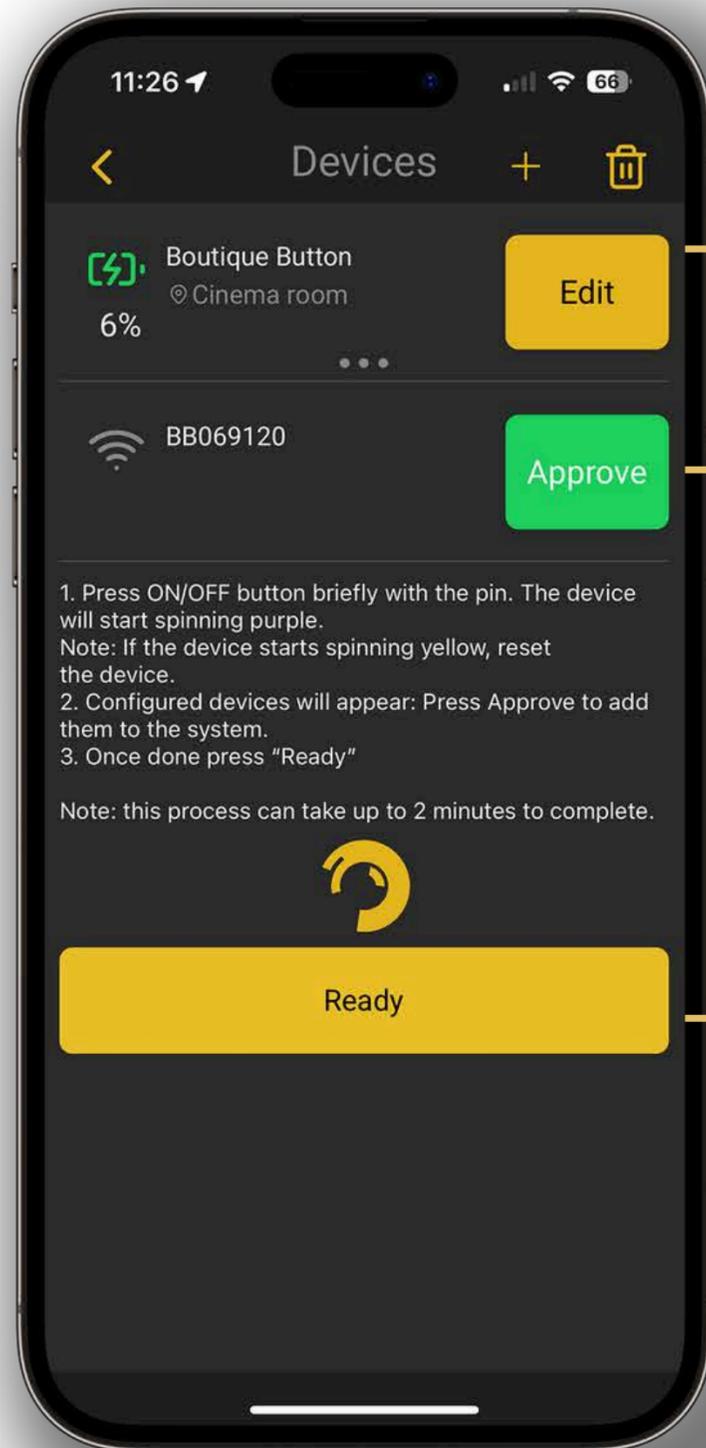
3. Tap "Configure new devices" to find the device(s).

On the **GEST** device:

- The circle will spin purple and slowly turn yellow.
- Once it turns fully yellow, the ring will pulse blue one time. This means the device is now recognized by the system.

* In order to send out the Wi-Fi credentials, Bluetooth should be enabled on your device.

Approving the Device(s) in the App



1. Once a device is found by the system, it will appear as shown. Tap "Approve" to add the device to the system.

2. Tap "Edit" to change the name of the device and make your changes.

3. Tap "Save" after you are finished.

4. Once you are finished adding your device(s), tap "Ready".

* More device(s) can always be added later.

Congratulations!

Successful Configuration

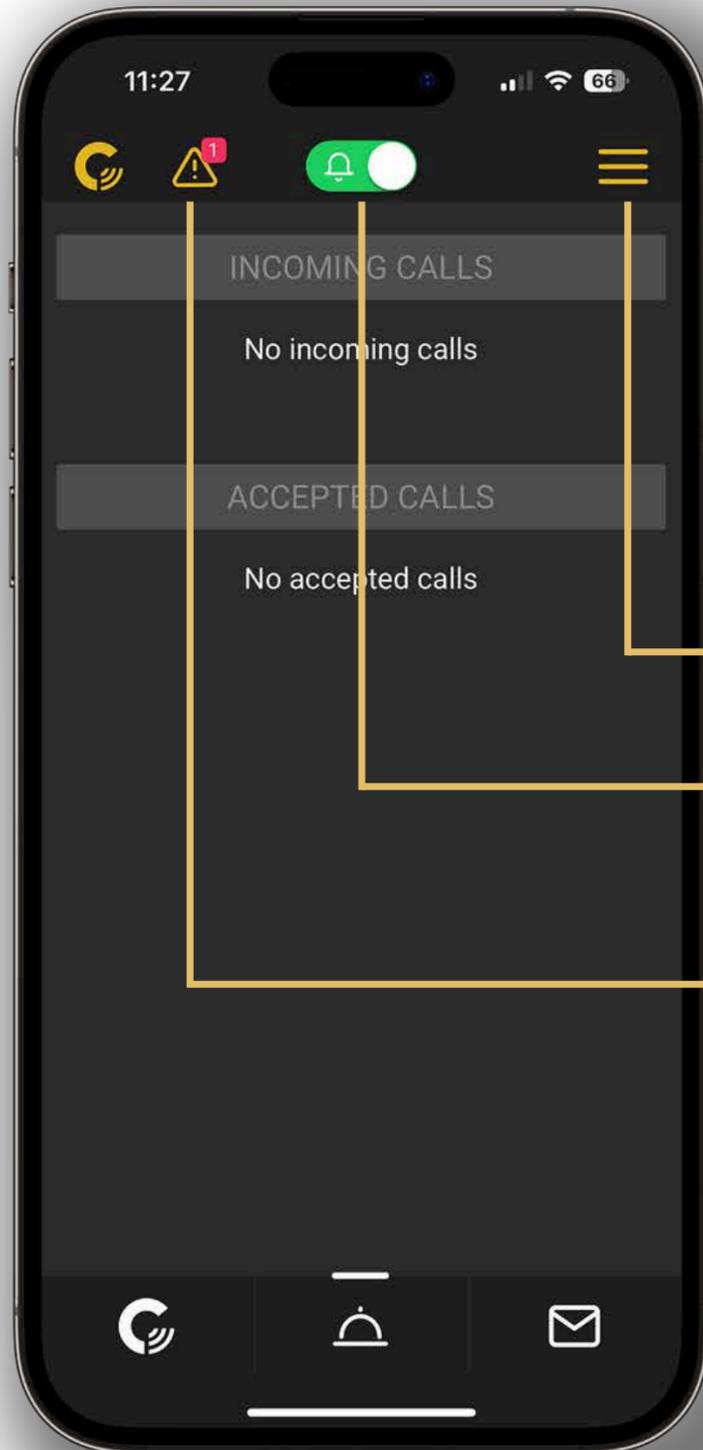
You have successfully configured your **GEST** App and device(s)!

To help you navigate through the **GEST** App, a quick overview will follow.

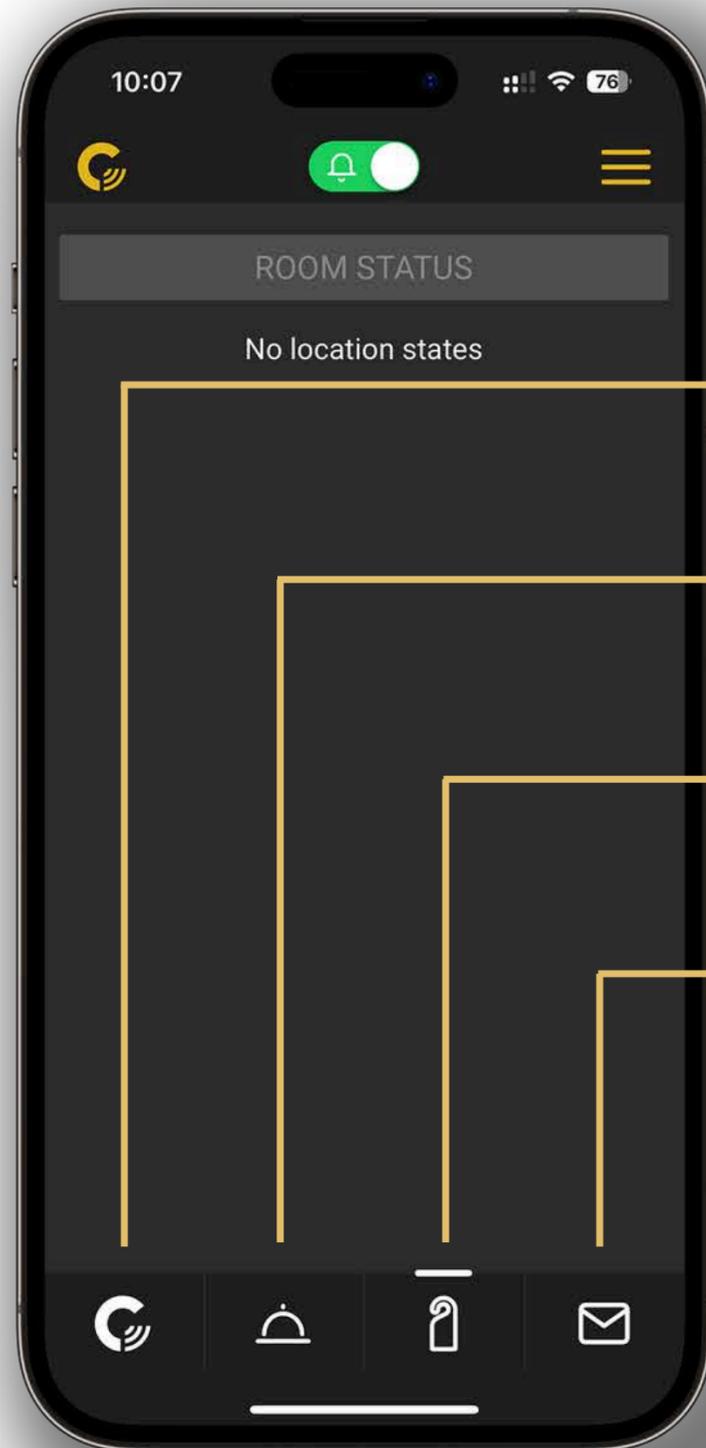
Go to menu.

Mute mode. By tapping this button, notifications will turn off and calls cannot be accepted.

System messages. This icon will only be shown if there are any.



The GEST App Navigation Menu



Here you can assign and unassign devices to locations.

Here you can access your call menu, where you can accept, decline, and set calls as done.

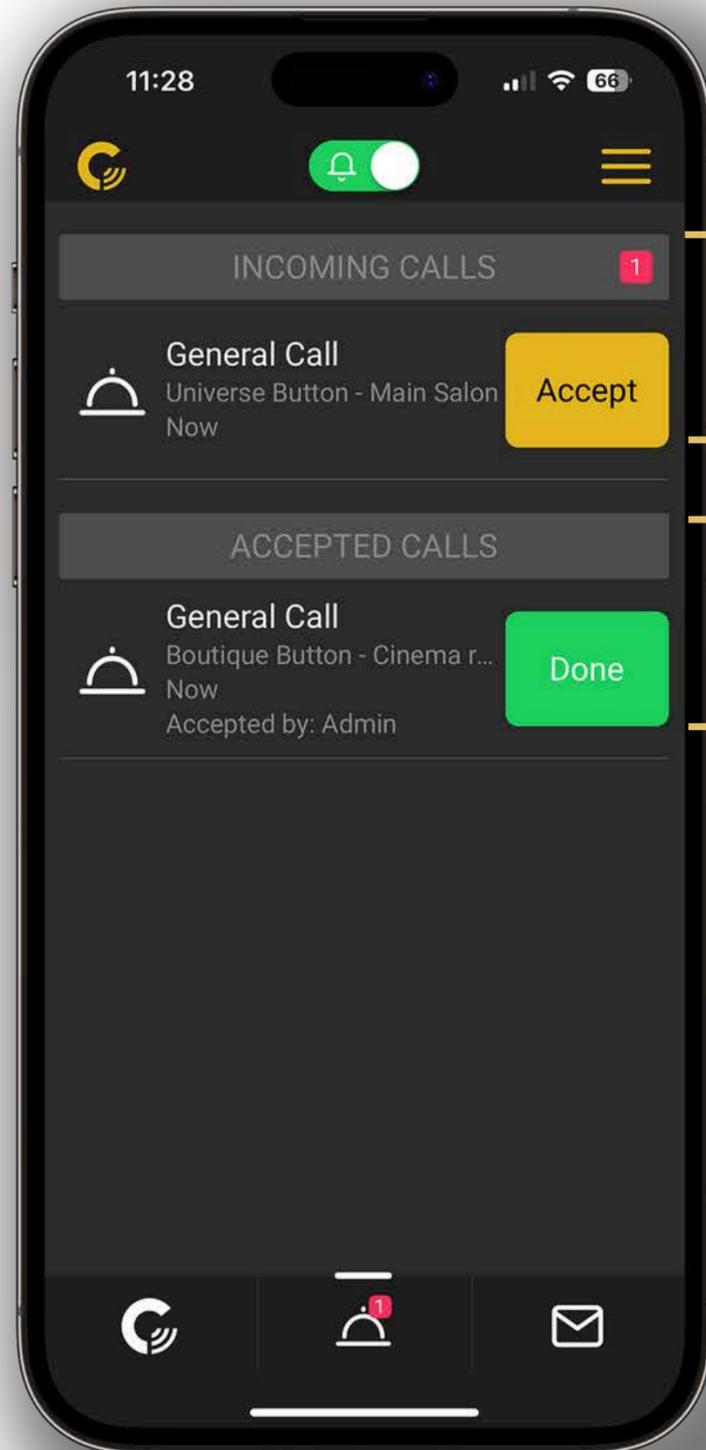
Here you can find the room statuses.

Here you can find your Messenger, which includes a chat feature for **GEST** Connect App clients.

To learn more about the **GEST** Connect App, visit the following link;
<https://my-gest.com/gest-connect-app/explore>

The GEST App

Call Overview



All incoming calls will be displayed here. Staff Members can either accept or ignore the call.

Once a Staff Member accepts the call, it will move to this section. After fulfilling the requested service, tap "Done" and the call will disappear.

The GEST App

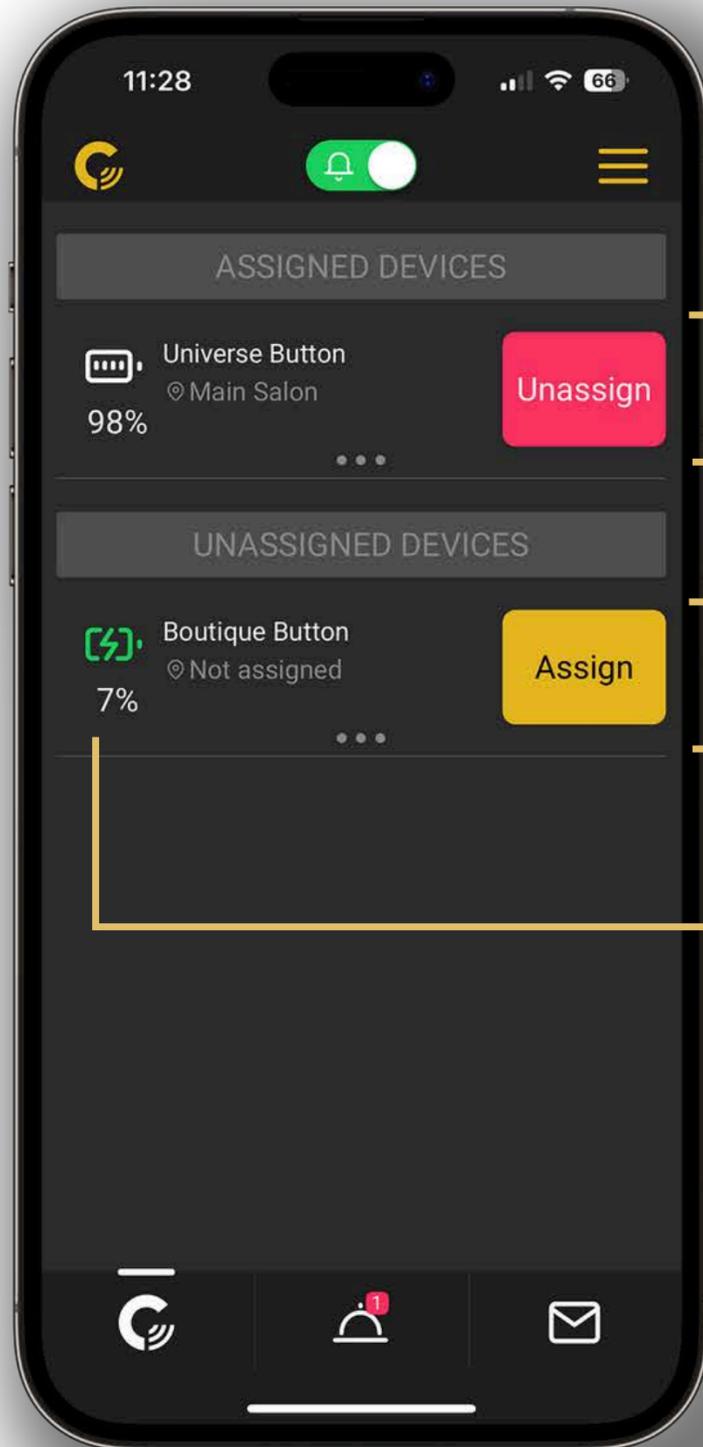
Device Overview

To assign a location to a device, go to the call overview and swipe right to "Assigned Devices".

If you want to unassign a location from a device tap "Unassign".

Tap "Assign" if you want to add a location to a device. The locations you have previously added will appear in a pop-up.

If you tap here, battery status and internal device temperature can be monitored.



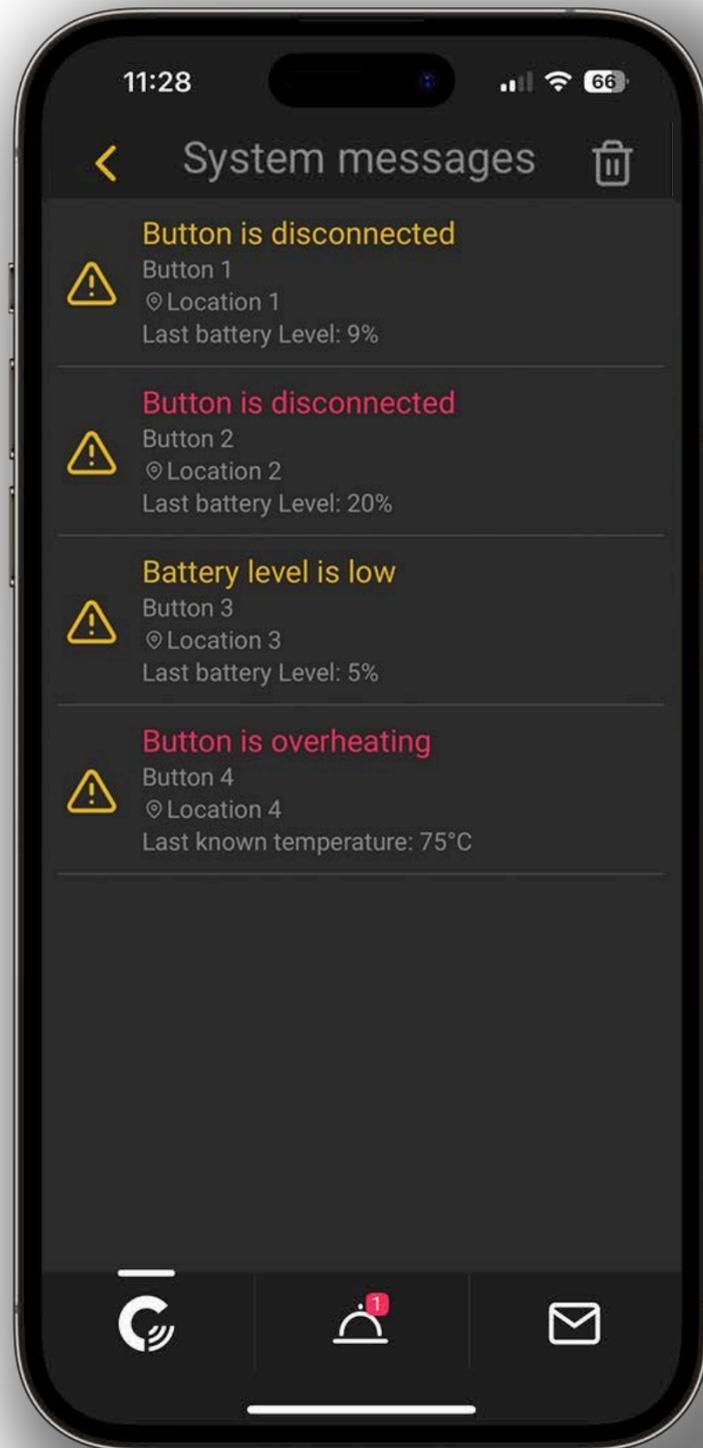
The GEST App

System Messages

An overview of the System Messages can be found here.
This includes:

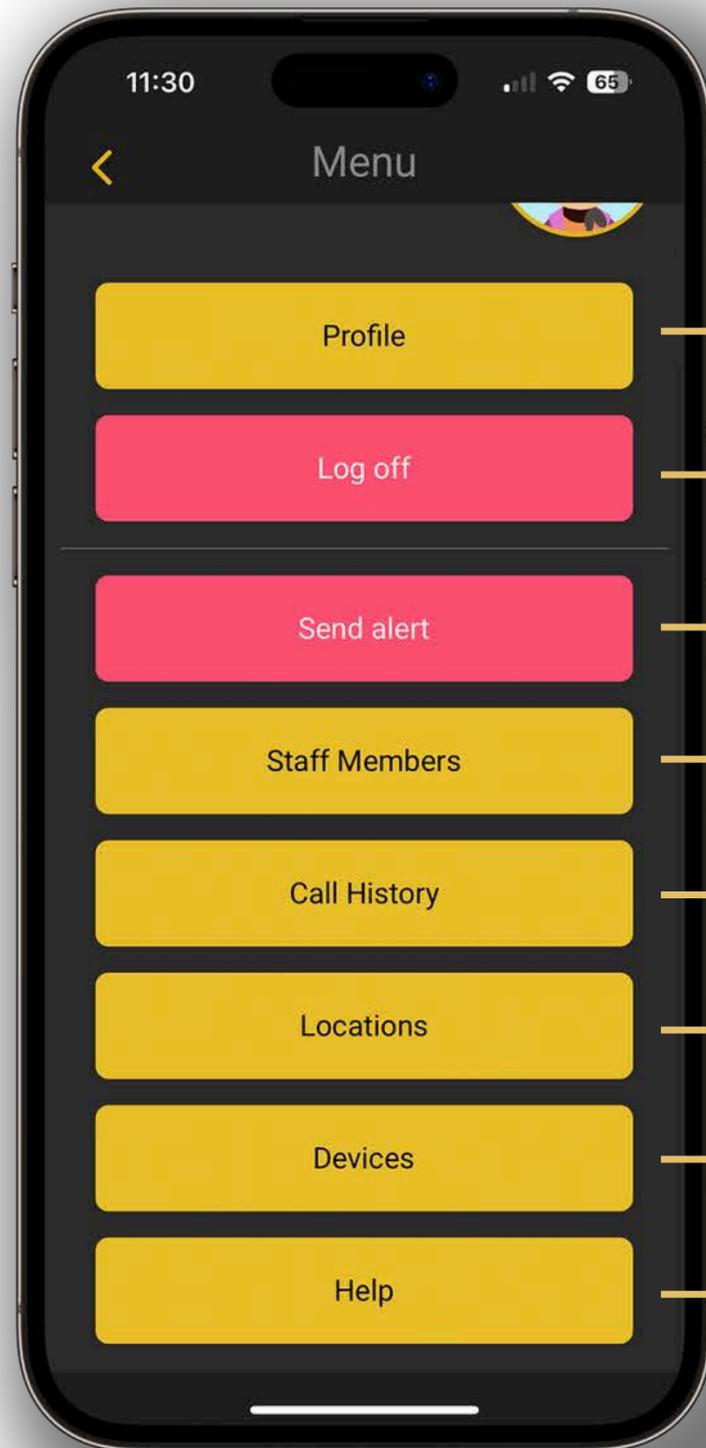
- Device overheating warning
- Loss of connection
- Low battery status
- Emergency calls

To remove the system messages, swipe left and tap "Confirm",
or tap the bin icon.



The GEST App Menu

In this menu, you can:



Change profile settings such as image, password and e-mail.

Log off.

Send out emergency calls to (all) device(s).*

Edit Staff Member profiles and their profile rights.**

View call history.

Edit, remove and add locations.**

Edit, remove and add devices.**

View the help section.

* Only when enabled.

** Only available for Chief of Staff.

How to Use GEST

- **Making a call.**
Touch and hold until the ring has fully lit up.
- **Cancelling a call.**
Touch and hold until the ring has stopped being lit.
- **Emergency call.**
Touch and hold until the ring has turned red.



How to Use GEST



- **Green pulse.**
The staff has accepted the service call.



- **Purple spinning.**
The device is in configuration mode. Please add the device to your **GEST** system. See **Page 14** for further instructions.



- **Purple spinning, slowly turning yellow.**
Device is reading the Wi-Fi information. The yellow circle indicates the progress.

How to Use GEST



- **Yellow spinning (slowly).**
The device is connecting to the Wi-Fi network.



- **Circle filling up yellow (while placed on charger).**
The device is charging and indicating the battery level.



- **Single red pulse.**
The device is turning off.

How to Use GEST



- **Orange spinning (fast).**
The device is connecting to the **GEST** system.



- **Blue pulse.**
The device is upgrading its firmware. Please wait until the last blue pulse which means that the upgrade is finished. Do not turn off or reset the device during the upgrade.



- **Red ZigZag.**
Battery is too low to turn on. Please charge the device.



GEST

Reset your device

- **Reconfigure the GEST device.**
Turn on the device, then press the ON/OFF button 5 times until the device starts spinning purple.

- **If the device does not respond.**
Press the ON/OFF button without letting go for 10 seconds. The device will perform a hardware reset.

It is recommended to use the above-mentioned software resetting method before performing the hardware reset.



GEST

Error State

If the device lights up half red, half pulsing white, the **GEST** device is in an error state.

The number of white pulses indicates the following:

- **1 Pulse:** Device did not receive configuration from the server and is not able to operate.
- **2 Pulses:** Device is unable to connect to the configured Wi-Fi network.
- **3 Pulses:** Device did not receive an IP address.
- **4 Pulses:** Device is unable to connect to the MQTT server.
- **5 Pulses:** Device did not get a response from the MQTT server.
- **6 Pulses:** Device did not receive a response on the heartbeat signal.

GEST

Charging Recommendations

For optimal battery health, it is strongly recommended to use the official **GEST** charger.

The official **GEST** charger has battery protection that prevents the button from overcharging.*

The battery protection ensures that the battery stops charging after being fully charged for a longer period of time.

* Various tests showed that not all (Qi) chargers protect the button from overcharging, resulting in battery damage.

GEST

Charging Information

The battery of an unused device will discharge in up to 5 days,

The battery will take 6 hours to fully charge.

Please keep in mind that temperature and distance to the Wi-Fi access point will affect the values mentioned above.



GEST

Battery Saving Mode

If the device is in configuration mode (purple spinning), it will automatically turn off after 30 minutes if the configuration has not been completed.

If the device is unable to connect to Wi-Fi after 30 seconds, it will go into sleep mode for 5 minutes. The device will then automatically start again and try to re-connect to the Wi-Fi network.





Customized Call Features

Call features can be customized on request.
The following features are supported:

- **Normal call** (Mandatory): Send a service call to your staff.
- **Cancel normal call** (Optional): Cancel the currently pending service call.
- **Emergency call** (Optional): Send a high priority service call to your staff.

To change the feature set to your preference, please contact support and we will happily adjust your device to your specifications.



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