

# SureSafe Guardian

## User Guide



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[www.personalarms.org/  
user-guides](http://www.personalarms.org/user-guides)



## Customer Service

Tel: 0800 112 3201  
Email: [info@personalalarms.org](mailto:info@personalalarms.org)  
[www.personalarms.org](http://www.personalarms.org)

# Thanks for your recent purchase!

Note: This device needs the internet.

Please do not connect your device to the Internet just yet, you will need to register it first. Make sure you follow the steps in order when setting your device up.

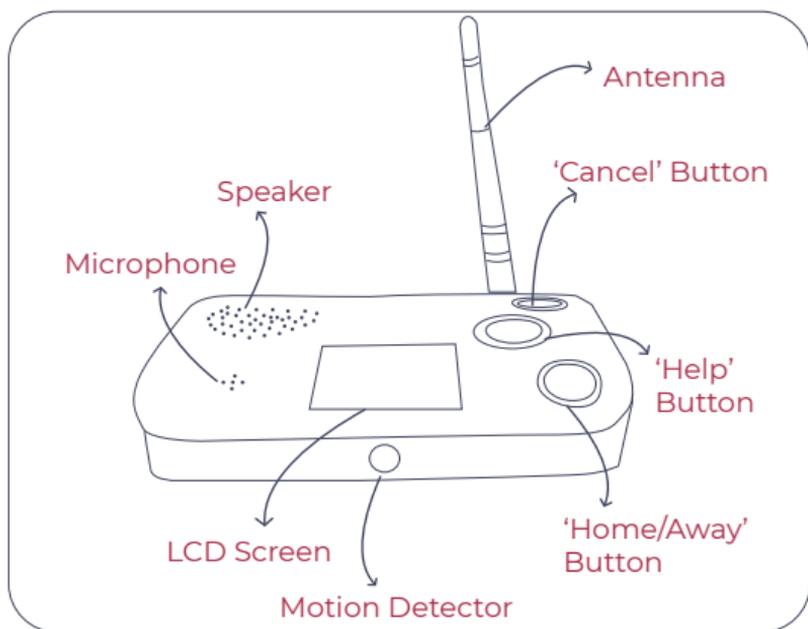
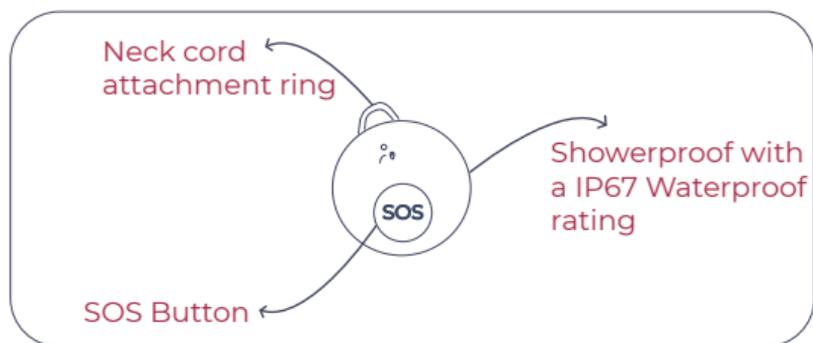
## What you will need to get set up

You will need a smartphone to connect your SureSafe Guardian to the Wi-Fi in your home.

You do not need a smartphone if you intend to use the wired ethernet cable only.

You will need a smartphone to be able to use the app, and set up some of the advanced features available on the SureSafe Guardian Plus

## Get to know your device



## Main Features

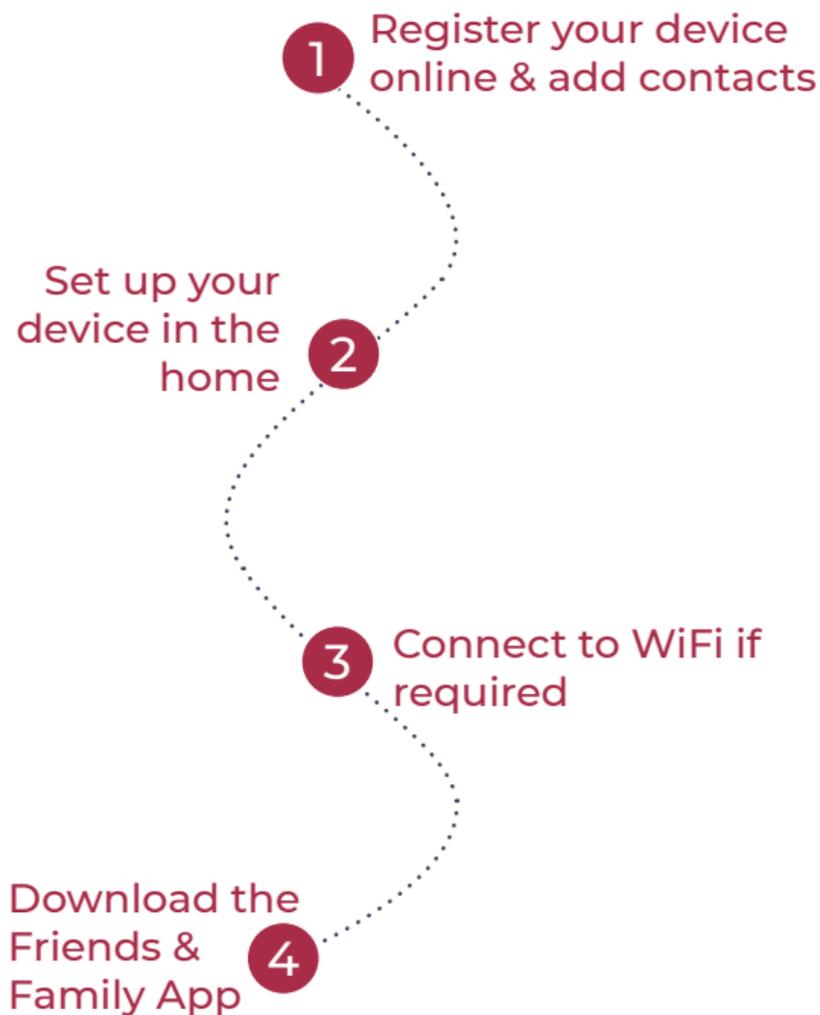
- ✓ SOS button
  - ✓ Showerproof pendant- IP67 waterproof rating
  - ✓ Voice commands/ prompts
  - ✓ 50 metres pendant range
  - ✓ Pendant battery life 12-15 months
  - ✓ Regular complimentary system updates
  - ✓ Auto dial-in from app\*
  - ✓ Programme alerts\*:
    - I'm OK check-in\*
    - Activity alerts including home/ away\*
    - High or low home temperature alerts\*
    - Medication reminders\*
    - Set alert for unusual night - time activity\*
- + **many more!**

\* Only available on Guardian Plus

## What's included?

- ✓ Main Unit
- ✓ Plug top power supply
- ✓ Ethernet Internet connection cable
- ✓ SOS Button
- ✓ Necklace Cord
- ✓ Wrist strap
- ✓ Welcome card with unit details
- ✓ Wall mount screws

## Get Connected in 4 Easy Steps



Now test your device!

## Register your device

### Step 1:

Register the unit by scanning the QR code on the welcome card, or visit:

**[www.suresafe.call4help.uk/register](http://www.suresafe.call4help.uk/register)**

### Step 2:

Enter serial number followed by the password (both of these should be on your welcome card located in the box)

### Step 3:

Enter the customer information & confirm by email

### Step 4:

Log onto the dashboard and enter your email and password:

**[www.suresafe.call4help.uk](http://www.suresafe.call4help.uk)**

### Step 5:

Add friends & family (take care entering email addresses and phone numbers). They will receive an email to notify them that they have been added. They can acknowledge receipt and can download the app (optional)

Tip: To change your contacts in the future, log on to **[www.suresafe.call4help.uk](http://www.suresafe.call4help.uk)** and enter the new contact in the same way you added your first contacts.

## Set-up your device

### Step 1:

Unpack the power supply and plug it into the rear of the base unit

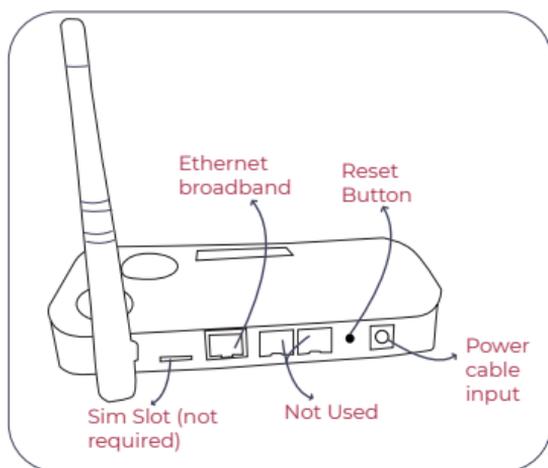
### Step 2:

Plug the base unit into the mains & switch the power on. Your base unit will power on automatically. Wait until the Guardian logo is displayed in the top left of the screen to proceed.

The unit needs to be located somewhere central in the house where the speakerphone can be heard, but also where the alarm user will walk past during the day so it can pick up on your activity (ideally also close to your internet router, not near a radiator or in direct sunlight)

### Step 3:

To connect to the Internet, the recommended way is to connect the ethernet cable directly to your router, if this is not practical you will need to connect the unit via WIFI following the instructions on page 9.



## Connect to the internet through WIFI

### Step 1:

Make a note of your home WIFI name & password including all characters and numbers (be sure to use upper and lower case where applicable)

### Step 2:

With the device plugged into the power but not the internet, the main screen will display 'Connect your mobile phone to ESS'. Go to your smartphone's WIFI settings and connect your phone directly to the base unit's own WIFI network that you will see listed (this will disconnect your phone from your home WIFI temporarily)

### Step 3

Once connected to the base unit WiFi, scan the QR code on the base unit screen which will take you to the WIFI setup page. Follow the instructions on the page, carefully entering your home WIFI name and password

### Step 4:

The unit will now connect to your home WIFI

**Tip:** If the unit does not connect to your home WIFI it may be that you have not entered the WIFI name and password correctly. Check what you have entered and press cancel to change if required. If this does not fix the issue, press the reset button on the rear of the unit for 5 seconds to reset and start again

## How to make a test call

### Step 1:

To activate the test call, press the pendant button or the help button on the base unit. This only needs to be a quick press of either button.

### Step 2:

The system will call each of the emergency contacts in turn, until one answers and acknowledges the call. This is done by pressing the number 1 on their telephone keypad when prompted by the automated message. Once answered there is two-way communication through the base unit.

### Step 3:

The call is ended when the nominated contact hangs up the phone

### Step 4:

To make sure all is in working order, test the pendant in every room in the house to make sure it is working correctly

Tip: Make sure all family & friends contacts save the number as something like 'Mum's personal alarm' to make sure you pick up the call each time. You cannot call the number your SureSafe Guardian calls you from. It does not accept incoming calls.

Note: Because the system uses the Internet to make calls there may be a small delay across the system. The delay can be longer if your base unit is a long way from your internet router using WIFI, we therefore recommend you connect via the Ethernet cable provided or minimise the distance between the unit and your WIFI router

## Attaching the SOS button

Your SureSafe Guardian will come complete with a wearable SOS button that is already paired to your base unit. It will come as a neck worn or wrist worn button, depending on what you chose when you placed your order. Your button is ready to use. Here are the instructions to change the lanyard or wristband, should you ever need to:



### Pendant:



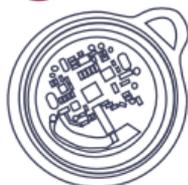
The SOS button battery is not replaceable and will last 12-15 months. To purchase a new SOS button, visit:

**[www.personalalarms.org/products/guardianpendant](http://www.personalalarms.org/products/guardianpendant)** or  
**[www.personalalarms.org/products/guardianwristband](http://www.personalalarms.org/products/guardianwristband)**

Tip: Make sure the SOS button is worn at all times. To get accurate home/away readings it should be worn out of the house as well as at home. It will then connect back to the base unit once the user arrives home again.

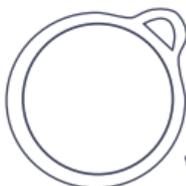
## Wrist strap:

1



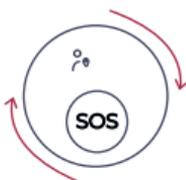
Unscrew & remove the rear of the button case by rotating it anti-clockwise

2



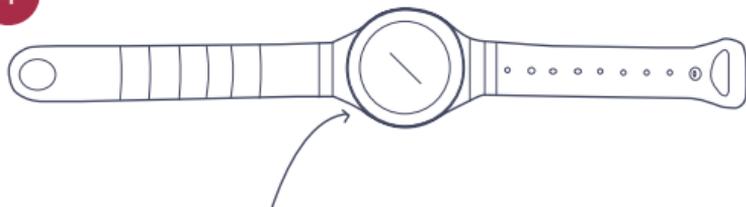
Remove the attachment ring and set aside

3



Re-screw the case rear onto the front button case making sure it's tight

4



Stretch the wrist strap central circle over the recess in between the front and rear of the button case, it should fit snug without any protrusion

## Download the friends & family app

To get the best experience from your Guardian device, download the free version of the family & friends app. If you haven't already, upgrade to the Guardian Plus for advanced features.

To find the app, search for 'SureSafe Guardian' in the App Store or Google Play.

Please note, this app is for use by friends & family, not the alarm wearer. Find your log in details on the registration card in the box.

You also do not need the app to be a nominated contact. The alarm can phone their mobile or landline.



Download the App Guide by scanning the QR code below, or visit:

[www.personalarms.org/help/guides](http://www.personalarms.org/help/guides)

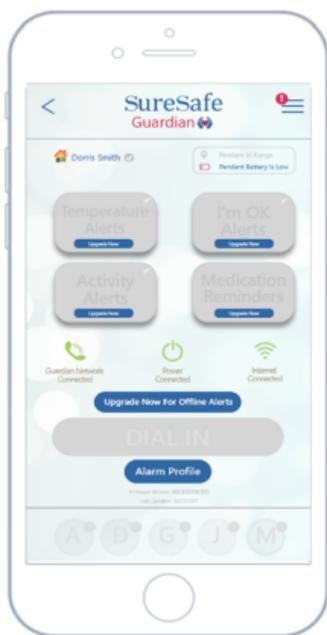


Unlock access to a load more features with the Guardian Plus family & friends plan

From only £4.99 p/m or £49.99 p/a with unlimited app access

## Friends & family app plan options

### Guardian free plan includes:



- ✓ Pendant battery status
- ✓ Guardian network status
- ✓ Power connection status
- ✓ Internet connection status
- ✓ Alarm profile
- ✓ Call up to 3 nominated contacts (not added via App itself)

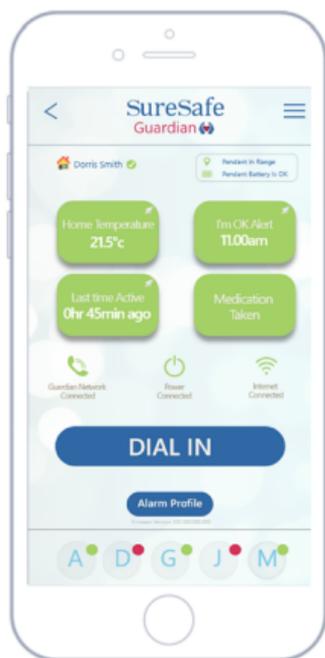
**Want to subscribe  
to Guardian Plus?**



If you don't have Guardian Plus and would like to upgrade, scan the QR code or visit:

[www.personalarms.org/guardian-subscription](http://www.personalarms.org/guardian-subscription)

## Guardian Plus plan (£4.99 p/m or £49.99 p/a) includes:



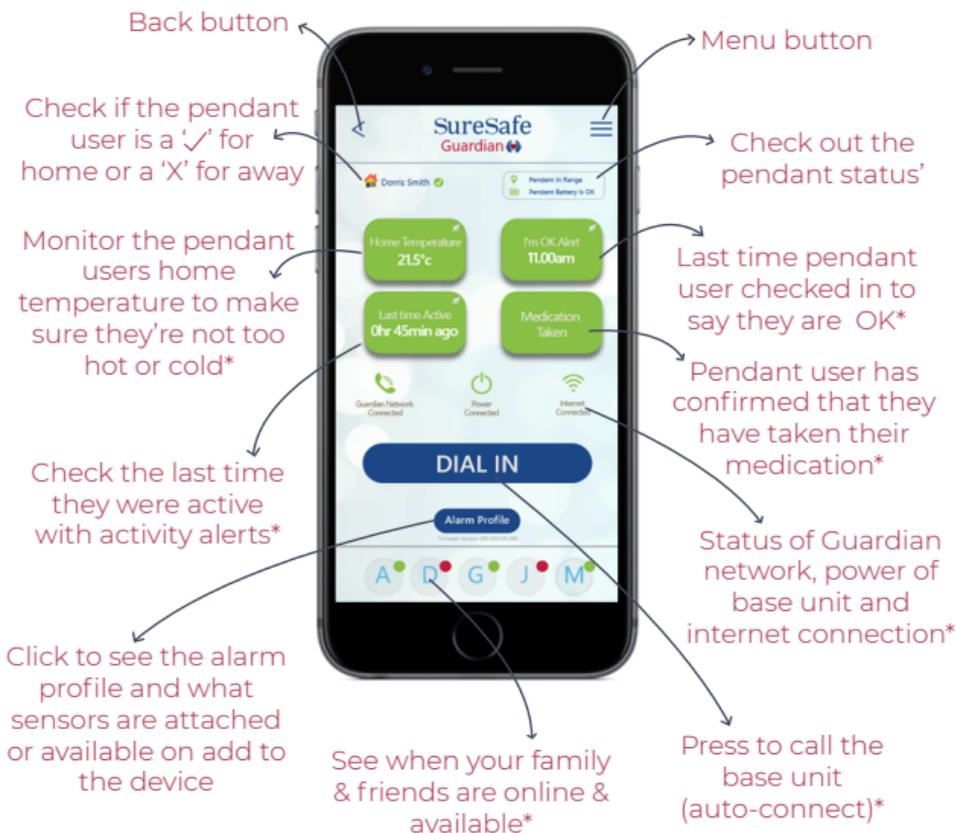
- ✓ Pendant battery status
- ✓ Guardian network status
- ✓ Power connection status
- ✓ Internet connection status
- ✓ Alarm profile

### Plus...

- ✓ I'm OK check in
  - ✓ Wake-up check
  - ✓ Unusual night-time activity
  - ✓ High or low home temperature alerts
  - ✓ Medication reminders
  - ✓ Add up to 5 nominated contacts
  - ✓ Dial into base unit from app (auto-connect)
  - ✓ In- app alerts
  - ✓ System & pendant alerts
- + many more

## Overview of app dashboard

Here we give you an overview to the main Guardian Plus dashboard so you can get to grips with the app straight from the word go.



\* available on the Guardian Plus plan

What does the colour status on the icons mean?



Everything is OK



Action Required

## Set up I'm OK Alerts & Medicine Reminders via Base Unit

### Step 1:

Press the Home/Away Button for 6 seconds and release

### Step 2:

Press the Home/ Away Button again, just a quick press this time. A QR code will show on the screen.

### Step 3:

Use your phone and scan the QR code, it will then take you to a web page to set up your alerts and reminders.

**SureSafe**  
Guardian

[WiFi](#) | [BUOX&Medication](#) | [Sensor](#) | [Time Zone](#)

### Set the I'm OK Alert Times

Set I'm OK Alerts for the alarm wearer to respond to, to make sure they're ok. You can set up to five separate alerts throughout the day.

Alert #1  
11:50

Alert #2  
11:30

Alert #3  
00:00

Alert #4  
00:00

Alert #5  
00:00

### Medication Reminder

Name and set Medication Reminders for the alarm wearer throughout the day to make sure that they don't forget to take their medication.

Reminder # 1  
14:30 Name of Medication

Reminder # 2  
11:40 Name of Medication

Reminder # 3  
00:00 Name of Medication

Reminder # 4  
00:00 Name of Medication

Reminder # 5  
00:00 Name of Medication

Reminder # 6  
00:00 Name of Medication

Reminder # 7  
00:00 Name of Medication

Reminder # 8  
00:00 Name of Medication

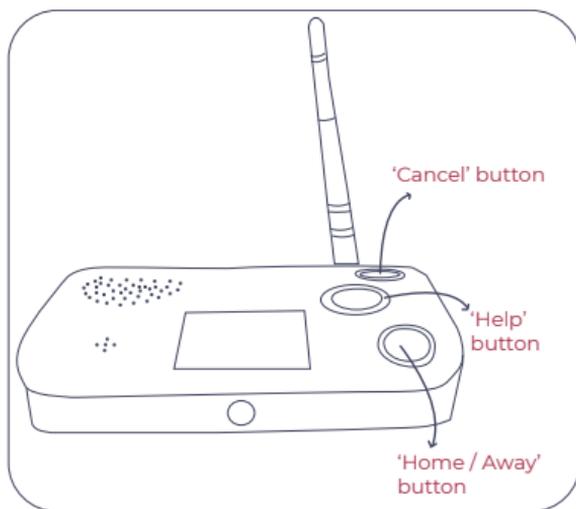
Reminder # 9  
00:00 Name of Medication

Note: Scan the QR code using your camera if you have an iPhone or download a QR scanner app if you are using an Android phone.

## Basic base unit operations

Button	Action
Help button	Emergency call
Cancel button	Cancel emergency call
Home / Away	Press when you go out, press when you get home
Press Home / Away while on a call	Volume adjustment

Note: If you adjust the volume too high it may cause echo on the other end



Tip: Follow the time counter shown on the LCD screen on the base unit to tell you how long you're holding it for.

## Pendant button operations

Press button for	Action
Quick press	Call for help
> 5 seconds	Pairing mode

**Pendant Check Mode:**  
Test the pendant range around the home and garden by placing the device in pendant check mode.

### Step 1:

Press and hold cancel on the base unit for 20 seconds to hear the announcement 'Entering Pendant Check Mode'

### Step 2:

Press pendant button in various places around home to test range. You will hear 'Pendant Check OK' if in range.

### Step 3:

Pendant Check Mode will end after 60 seconds, you will hear 'Returning To Alarm Mode'. Repeat process if more time is needed.



## Base unit button operations

### Home/ Away button

Press button for	Action
2 seconds	Mark User as 'At Home' or 'Away from Home'
6 seconds	Show system information
21 seconds	Update system firmware
During a call (single press)	Adjust volume control

### Help button

Press button for	Action
Quick press	Call for help
5 seconds	Voice call quality test

### Cancel button

Press button for	Action
1 second	I'm OK/ Medication reminder confirmation
2 seconds	End call
5 seconds	Enter pendant pairing mode
20 seconds	Enter pendant check mode

## Pairing additional pendants

Note: Your SOS button comes already paired with your device.

### Step 1:

Press and hold the Cancel button on the base unit for 6 seconds. The screen will then display 'ESS Sensors Pairing'

### Step 2:

Press and hold the SOS button on the pendant/wristband for 5 seconds, release when you see the red LED flash slowly

### Step 3:

Press and hold the SOS button on the pendant/wristband for 5 seconds again, release when you see the red LED flash quickly

### Step 4:

Press the SOS button on the pendant/wristband with a quick press to complete pairing, the LCD screen on the base unit will confirm this.

### Step 5:

Test the SOS button is connected by giving it a quick press. The base unit will say "Pendant Check OK" to confirm connection. Repeat around the home to test the SOS button range

## Audio Announcements

**The base unit gives various audio announcements when certain events happen. Here is a selection of some of the more common announcements:**

**“Please connect your mobile phone directly to this device to set up WIFI”** - See page 14 for set-up instructions

**“Your mobile is now connected, now scan the QR code on the screen to set up WIFI”**

**“WIFI connection failed”**

**“Calling for help”** - When Help button is pressed

**“Help call cancelled”**- When Cancel button is pressed during a call

**“Away”**- User has indicated they've left the house

**“Back home”**- User has indicated they have come back home

**“System update”**- There is a system update available

**“Power off, please reconnect”**- No power detected

**“No internet detected, Please check your internet”**

**“Pairing mode”** - You can now pair an additional sensor to the base unit

**“Device pairing complete”** - Additional sensor paired to the base unit

For a full list of Audio Announcements please visit this link:

**[www.personalarms.org/guardian-audio-announcements](http://www.personalarms.org/guardian-audio-announcements)**

## Other things you need to know

### Warning alerts

The LCD screen will show you any warnings related to your devices functionality

### SOS Button Low Battery Alerts & Replacing your SOS Button

You will receive alerts when the battery on your SOS button is running low and needs to be replaced. The battery life is between 12-15 months and the battery is not replaceable.

To order a new neck worn SOS button scan the QR code or visit:

[www.personalalarms.org/products/guardianpendant](http://www.personalalarms.org/products/guardianpendant)



SCAN ME

To order a new wrist worn SOS button, scan the QR code or visit:

[www.personalalarms.org/products/guardianwristband](http://www.personalalarms.org/products/guardianwristband)



SCAN ME

## Cleaning & disposal

The help button and base unit should be cleaned using a slightly damp cloth. Solvents should not be used when cleaning.

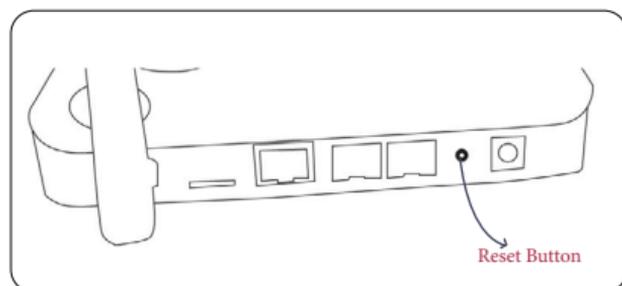
The marking on the product, accessories or manual indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

## Resetting & clearing customer settings

The reset button is inside the back of the base unit and needs pressing using a pen head or a small screwdriver head

### Reset Button

Press button for	Action
2 seconds	Reboot base unit- Settings unchanged
6 seconds	Forget WIFI settings
21 seconds	Factory reset
31 seconds	Unpair all devices including help buttons



## Understanding the LCD screen icons

Icon			
	Connected to the mains	Using back-up battery	N/A
	Connected to the internet	Not connecting properly	N/A
	Home is at a perfect temperature	Home is too hot or too cold	N/A
	Pendant is connected to the base unit	Pendant is out of range	No pendant registered
	Connected to the Suresafe Guardian network	Not connected to the SureSafe Guardian network	N/A
	All is OK	Are you OK & medication reminder alert	N/A
	N/A	Calling for help	N/A
	N/A	SOS pendant battery is low	N/A
	Medication reminder acknowledged	Medication reminder in process - not currently acknowledged	N/A

## Hardware Specification

Content	Specs
Size of base unit	165mm x 108mm x 28mm
Weight of base unit	272g
Size of pendant	40mm x 40mm
Weight of pendant	12g
Base unit battery	Li Ion
Pendant battery	Built into device and cannot be replaced
Standing temperature	0 °c-40 °c
Operation temperature	0 °c-40 °c
Charging voltage	5V 1A

## Troubleshooting

### How do I change the Time Zone?

Press the Home/Away Button for 6 seconds and release. Press the Home/ Away Button again, just a quick press this time. A QR code will show on the screen. Use your phone and scan the QR code, it will then take you to a web page where there is an option at the top to change the time zone.

### What happens if I raise a false alarm?

No need to worry, in the rare occasion it happens, press cancel on the base unit or wait to speak to your nominated contact to tell them you are OK.

### I can't get my pendant to connect, what shall I do?

Repeat the pairing instructions and if its still not working, please call our customer service team on 0800 112 3201.

### How often do you recommend I test my Alarm Pendant to see if it's working?

We'd recommend testing once a month at the furthest point away from your base unit. Any issues call our customer service team on 0800 112 3201.

### I've lost the password for my base unit, what do I do?

Press and hold the Home/Away button for 6 seconds and your password will be displayed on the screen.

## Disclaimer - Regular Testing

You should test your SureSafe Guardian at least once a month to maintain familiarity with the user for how it works, and to confirm that it functions as expected. This can alert you if the alarm has developed any sort of fault or issue that has not been resolved using the devices own in-built safety features and alerts.

## Disclaimer – Device Uses Wired or Wireless (Wi-Fi) Internet Signal

By using this product, you understand that the SureSafe Guardian works using either wired or wireless (Wi-Fi) internet signal. We are not responsible, in any way, for any failure of a product or service based upon, arising from, or in consequence of a total or partial failure of the wired or wireless internet signal where the alarm is located, or the broader internet network the alarm is connected to. You acknowledge in purchasing this type of equipment that internet signal can be unreliable, and signal quality can vary dramatically from time to time, even in the same location. We are not responsible in any way when the product does not connect with, or is unable to connect to, the internet network.

It is your responsibility to ensure that internet service where the alarm is located is maintained and operational.

You further acknowledge that the internet requires

electricity to operate and as a result, a power cut will remove the Guardian's SOS function from working. We are not responsible for any failure of the product as a result of a power cut effecting the internet service the alarm is connected to.

## **Disclaimer - Automatic Fall Detection**

Please be aware that in using the automatic fall detection feature of this product, where you have purchased it, you understand and accept that the equipment will not detect 100% of falls. Falls can come in many different forms and the fall detector is not guaranteed to detect every fall. We recommend that the user manually activates the device whenever possible.

The fall detection technology in this product does not allow the analysis and interpretation of all fall situations. Soft falls, slumping falls, descent controlled falls against a wall or a chair, etc... may not be detected by our products.

Due to limitations of the technology used, and the target to minimise false alarms, not all falls (even some dangerous-heavy falls) will be detected, this is the reason why the presence of the manual trigger on the products remains vital for the user and should be used whenever possible. We accept no liability for the failure of the automatic fall detection not detecting a fall event.

## EU declaration of conformity

Trade Name/Logo: SureSafe Guardian

**SureSafe**  
Guardian 

Product Description: Help Alarm

Model Number(s): SureSafe Guardian

### Authorized EU Representatives:

We, Bora Health Limited declare under our sole responsibility that this product is in compliance with Radio Equipment Directive (RED) 2014/53/EU, ROHS Directive 2011/65/EU, REACH Regulation (EC) 1907/2006, WEEE Directive 2012/19/EU, Eco-Design Directive 2009/125/EC.

**1. Health & Safety (Article 3.1(a) of Directive 2014/35/EU):**

EN 50385: 2002 (EMF), EN 62311: 2008 (EMF) EN 60950-1: 2006+A11:2009+A1:2010+A12:2011+A2:2013 (Safety)

**2. Electromagnetic Compatibility (Article 3.1(b) of Directive 2014/53/EU):**

EN 301 489-1 v2.1.1 (2017-02), EN 301 489-17 v3.1.1 (2017-02) EN 55032: 2012+AC: 2013, EN 55024: 2010

**3. Radio Frequency Spectrum Usage (Article 3.2 of Directive 2014/53/EU):**

EN 300 328 v2.1.1 (2016-11)

**Date:** 19/11/21

**Name:** Daniel Westhead

**Title:** Director

**Signature:** Daniel M Westhead

