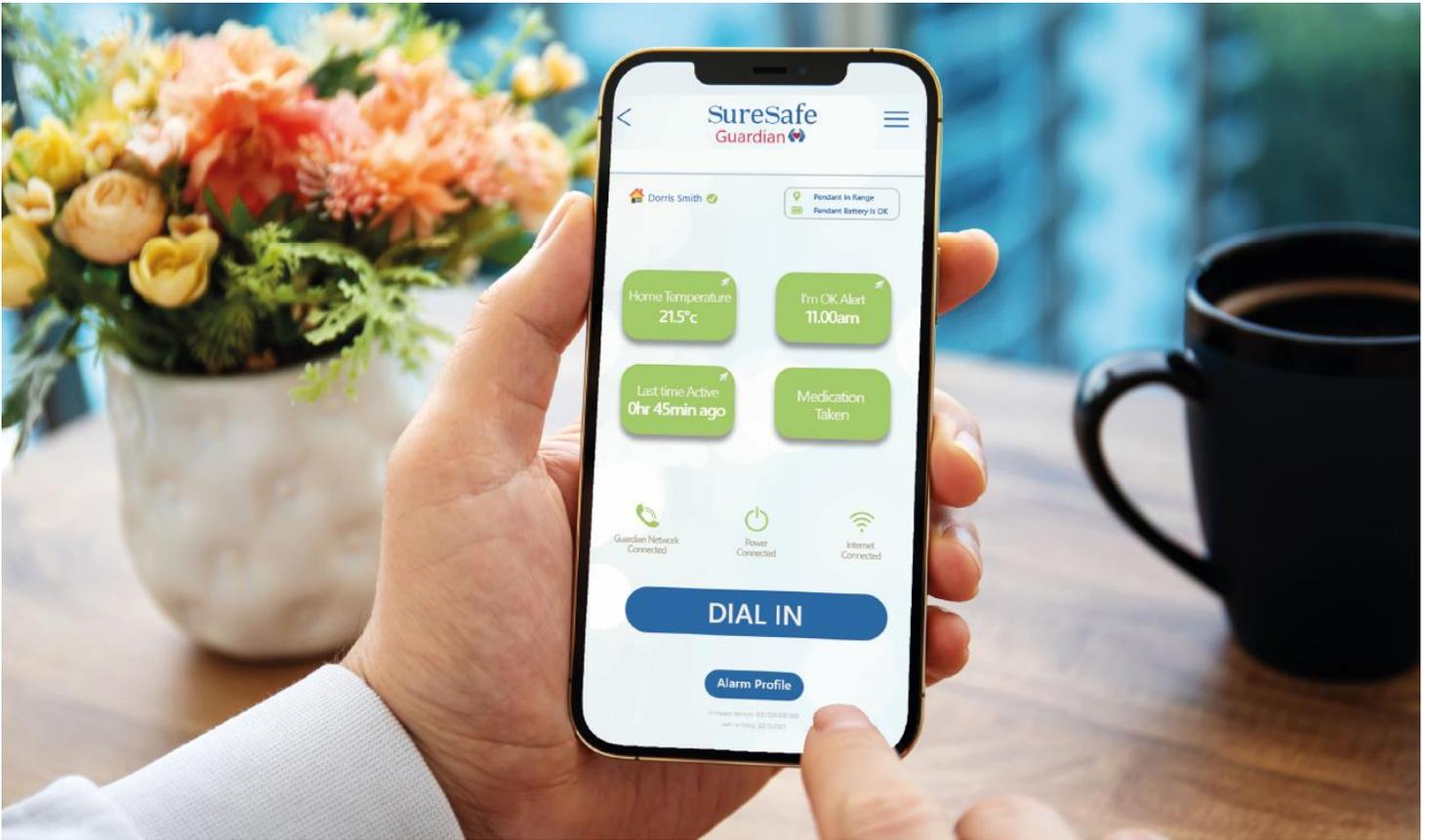


# SureSafe Guardian

## Friends & Family App – User Guide



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## 1. Download the App

Download the free App from the Apple App Store or the Google Play Store. The links can also be found in the invitation to be a family & friend nominated contacts.

Search 'SureSafe Guardian' in either store.



### **Important Notice for ALL Users:**

Our goal is to continuously improve the safety and peace of mind provided by the SureSafe Guardian and the SureSafe Guardian Family & Friends App. We will make updates from time to time that might result in the App images being displayed in this User Guide appearing slightly different to how the App looks on your phone. The App User Guide will be updated periodically, when how the App functions and operates changes, but might not always be updated when only the app design/look has changed.

### **Important Notice for Android Users:**

Once the App is downloaded you will need to give the App special permissions in your settings so that it can a) run in the background when not in use, and b) take priority over other Apps when in an emergency when it needs to.

To set up these permissions, follow these steps:

- Go to 'Settings'
- Select 'Apps & Notifications' from the options
- Select 'SureSafe Guardian' from the options
- Select 'Advanced' from the options
- Select 'Display over other apps' from the options
- Hit the radio button to 'Allow' display over other Apps

Failure to give the App these permissions may result in the App not functioning fully.

**Apple/iOS users do not need to alter the settings in the App. This applies to Android only.**

**Important Notice for Apple Users:**

Your SureSafe Guardian is designed to monitor the designated persons activity, keeping an eye on their wellbeing.

Detailed information is relayed from your SureSafe Guardian to the APP keeping the user informed.

This is displayed on your mobile phone and APP via alerts, notifications and is also visually displayed on the APP dashboard. The App will collect a data log which is accessible via the Event History Log.

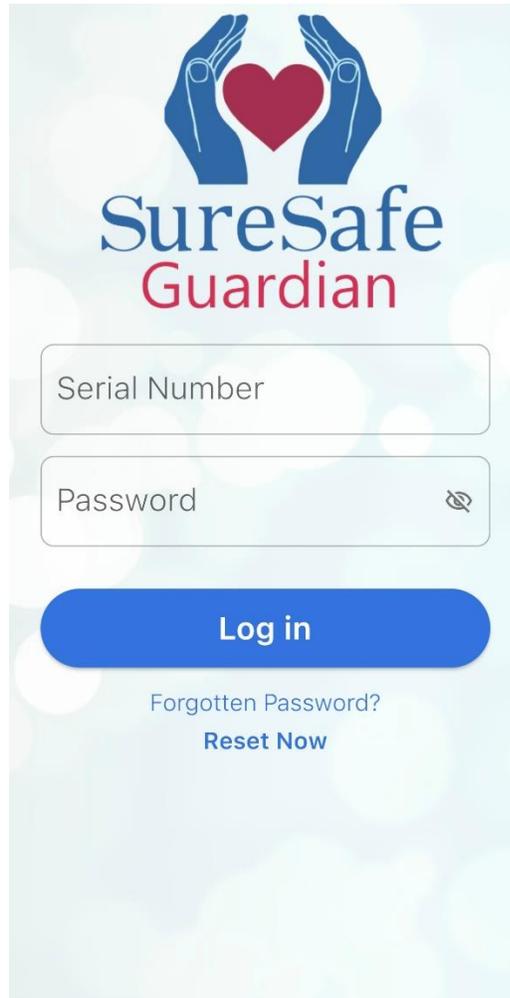
Currently Apple restrict a lot of background tasks when your iPhone enters idle/sleep mode. This affects the logging of some data required by the APP. In this state, Apples Background refresh only collects specific data.

You will notice outdated data entries when you log back into your iPhone to view the APP. You will need to close and restart the APP for a minute or two, allowing the APP to see and collect updated data.

This is out of our control. Our Engineers are working closely with Apple to resolve this soon.

Thanks for downloading our SureSafe Guardian APP and apologies for any inconvenience caused.

## 2. Log in to the App



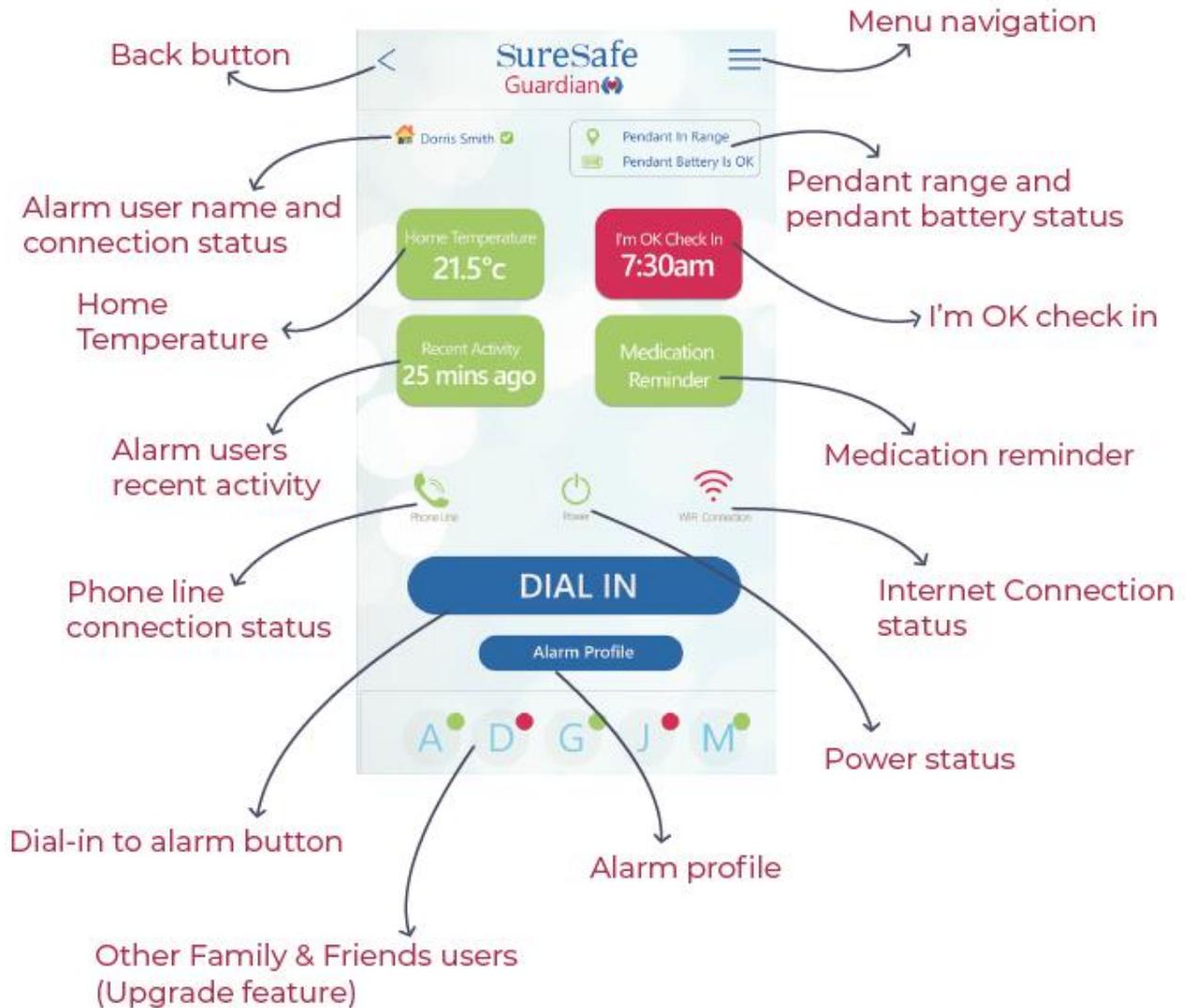
- Log into the App from the login screen.
- Enter the Serial Number and Password, then press the 'Log in' button.
- The serial number and password can be found in the invitation to be a family & friend nominated contacts. They can also be found on the registration card that was included in the box with the new alarm.
- If you forget or lose your password, press and hold the Home/Away button on the base unit for 6 seconds and the information will be displayed on the LCD screen. It is contained on the top row of text displayed. SN is Serial Number, PWD is Password.

**NOTE:** It takes up to 24 hours to see data displayed in the various sections of the App, the first time you login. This is because the App needs to sync with the base unit and collect the various data.

### 3. Dashboard Screen – Main Functions

The dashboard screen is the main screen in the app and shows you the status of the alarm and the 4 main alerts to monitor.

Below you will see the information that the App provides highlighted.



More details of each of the functions can be found later in this user guide.

NOTE: Some features are only available for SureSafe Guardian Plus Plan subscribers. See page 20 for details of how to subscribe to the SureSafe Guardian Plus Plan.

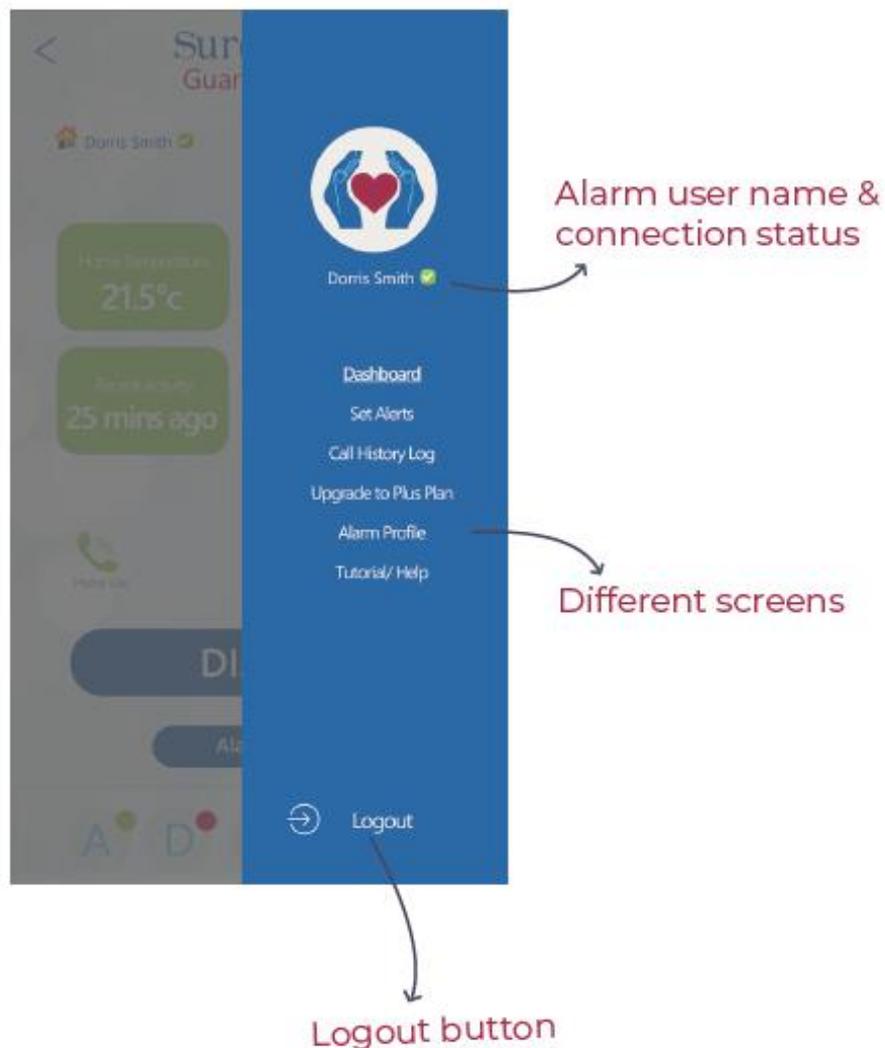
#### 4. Menu Screen

The menu navigation shows the screens that are available within the app. It can be accessed by tapping the three horizontal lines on top of one another in the top right of the Dashboard screen.

This includes:

- Accessing the Dashboard
- Setting Alerts
- Viewing the Call History Log,
- Learning more about the Guardian Plus plan, and how to subscribe
- Viewing the Alarm Profile (details of the additional sensors you have)
- Setting up the Voice Connection with the base unit
- Accessing the Guardian User Guide and Friends & Family App Guide

You also logout via the Menu screen.



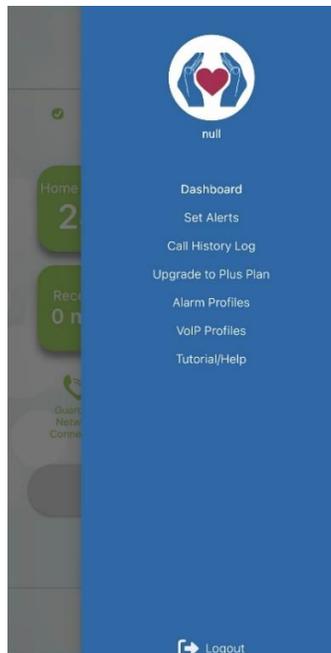
## 5. Set Up 'Voice Connection' Between App & Base Unit – Voice Connection (menu)

You need to set up the voice connection between the App and the base unit. This will allow the App to call the base unit and vice versa (required for some premium SureSafe Guardian Plus plan features).

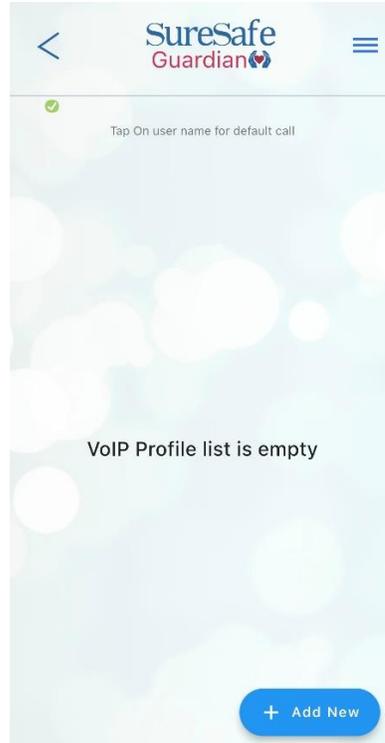
1. You can see there is no voice connection set up when the text at the bottom of the Dashboard Screen in the App reads 'No Voice Connection Set up'



2. Tap the menu button in the top right-hand corner of the home screen, the blue menu screen will then open up. Select 'Voice Connection'.



3. On the 'Voice Connection' screen you will see 'No Voice Connection Set Up' when one has not been set up. To set up the voice connection tap the 'Add New' button in the bottom with of the screen.



4. On the 'Add New' screen, enter the information requested in the relevant boxes and press 'Save'. Your Voice Connection User Name and Password are different to the Serial Number and Password used to log in to the App.

The Voice Connection User Name and Password can be found in the invitation to be a family & friend nominated contacts.

**Add VoIP Profile**

To Ignore Any Changes and Exit This Screen Swipe Down

Enter profile name  
\_\_\_\_\_

Enter username  
\_\_\_\_\_

Enter password  
\_\_\_\_\_

Enter confirm password  
\_\_\_\_\_

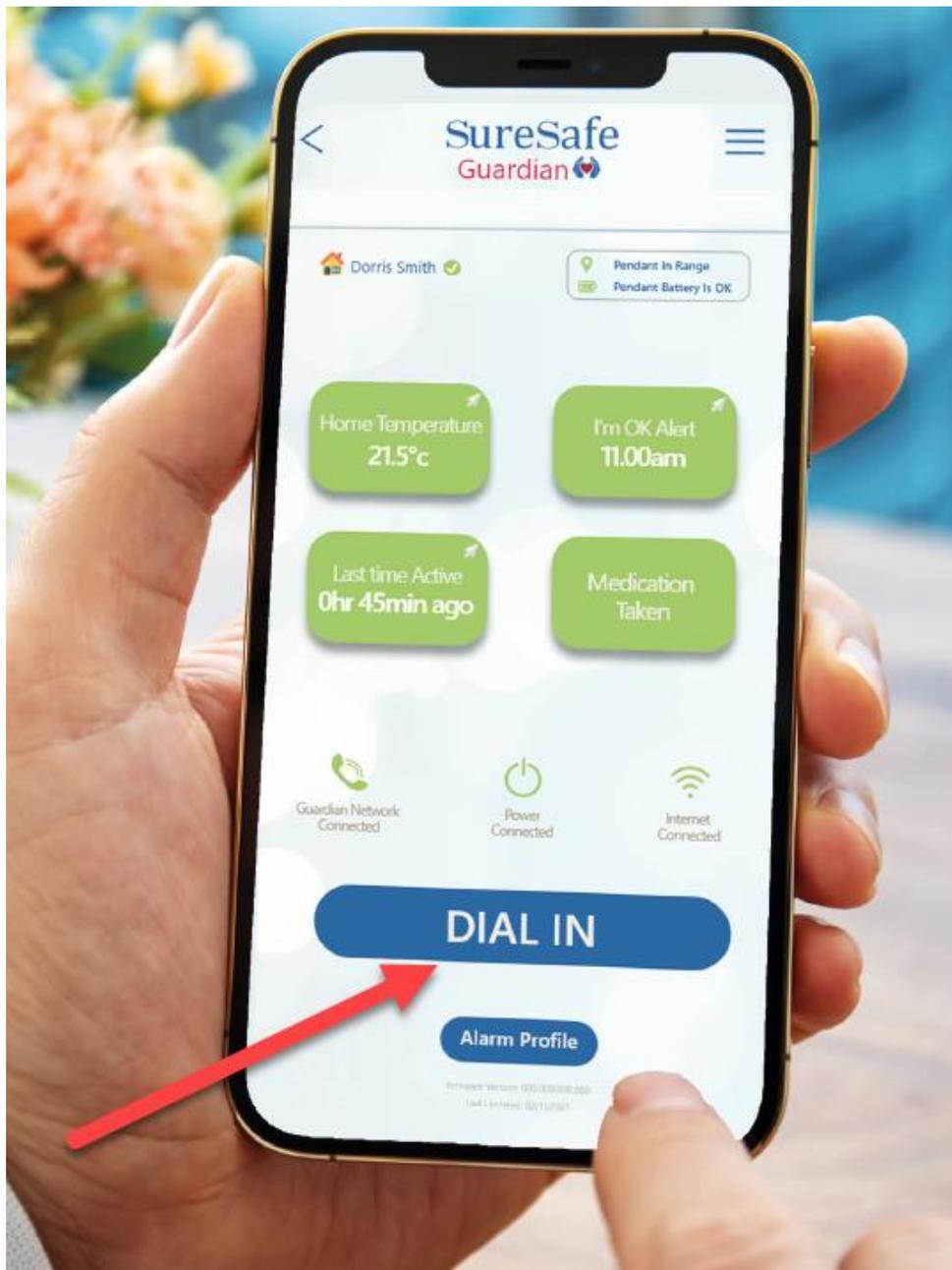
**Save**

6. **Dial-In** (Guardian Plus subscribers only) – Available now on Android. Coming Soon for iOS.

The App allows you to dial-in to the alarm base unit with the push of a single button. The App will call the Guardian base unit by pressing the 'Dial In' button on the dashboard.

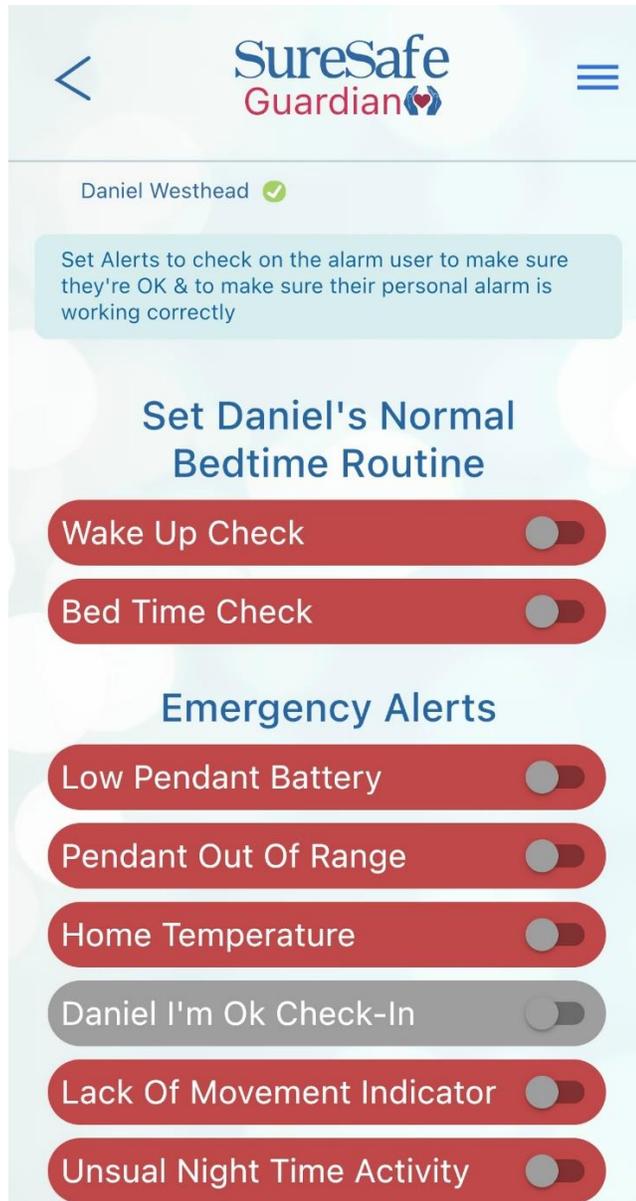
The call will be made to the base unit and it will connect with two-way voice communication automatically. The alarm user does not have to press any buttons to accept the call, it will auto-answer.

This feature can be useful if you have not been able to contact the alarm user and you are worried about them. You can dial in to the base unit and attempt to speak with them through the base unit. The call can be ended by pressing the appropriate button on the App screen, or the alarm user can press the cancel button.



## 7. Set Alerts

The set alerts screen is where you can enable alerts based on the alarm user's activities. Here you can also set system alerts to make sure you always know the status of the SOS alarm pendant.



If the alert is red on this screen it has not been set yet. If it is green then the alert is set and active. If it is grey then the alerts need to be set on the base unit (see page XXX for more details, this only applies to I'm OK Check-in and Medication Reminders).

See below for details of each type of alert. Here you will find information of what the alert is, what it does and how to set it.

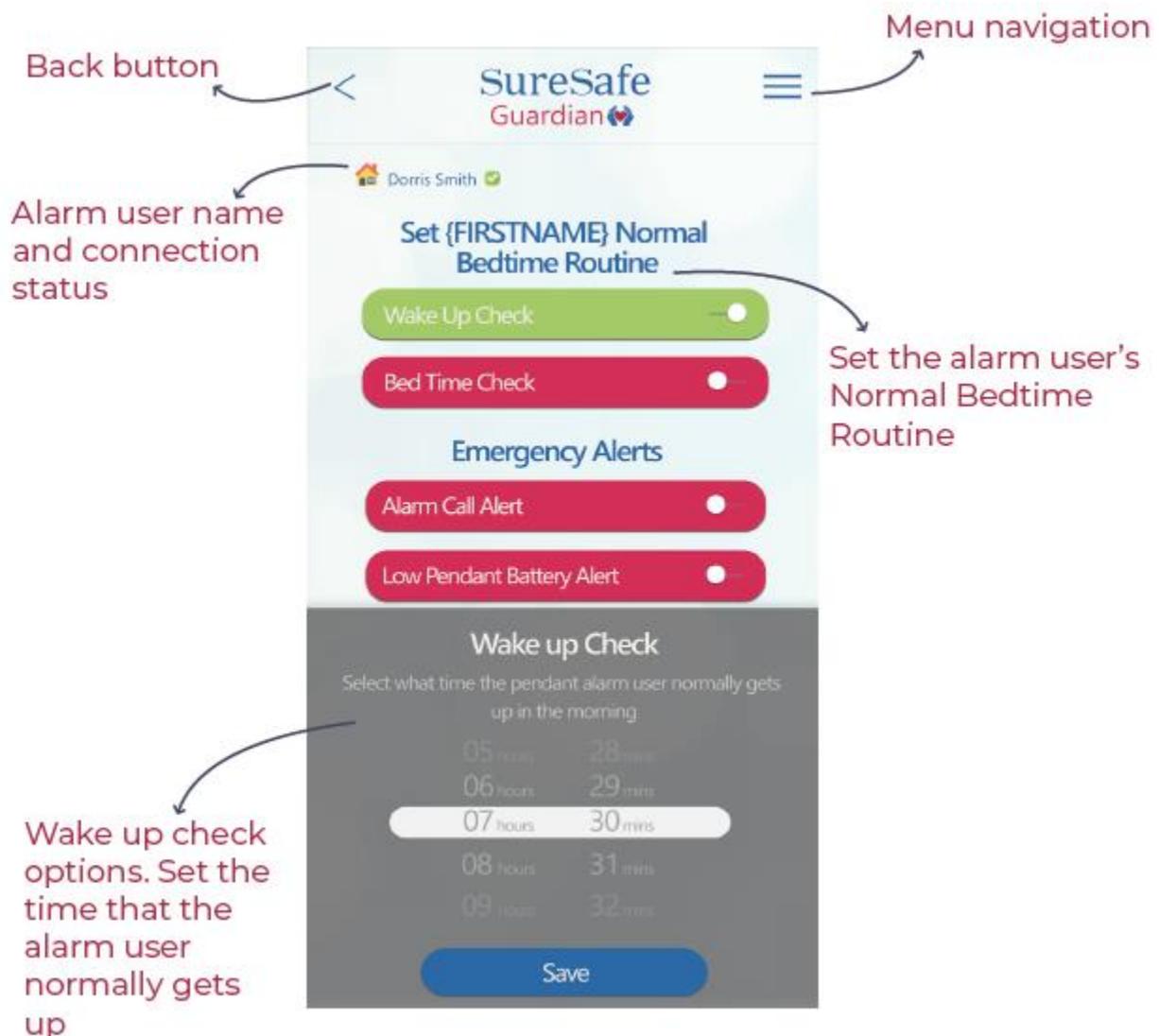
## Wake Up Check (Guardian Plus subscribers only)

### What is it?

Set this alert to be notified if the user does not get out of bed by a certain time. This alert works based on the motion detector in the base unit not being triggered by a certain time in the morning. In order to be accurate, the base unit needs to be placed somewhere the alarm user passes when they get up each day. For example, at the bottom of the stairs where it would be passed to go into the kitchen to make breakfast.

### How to set it?

- Tap on the words 'Wake Up Check' to display the clock used to set the time for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



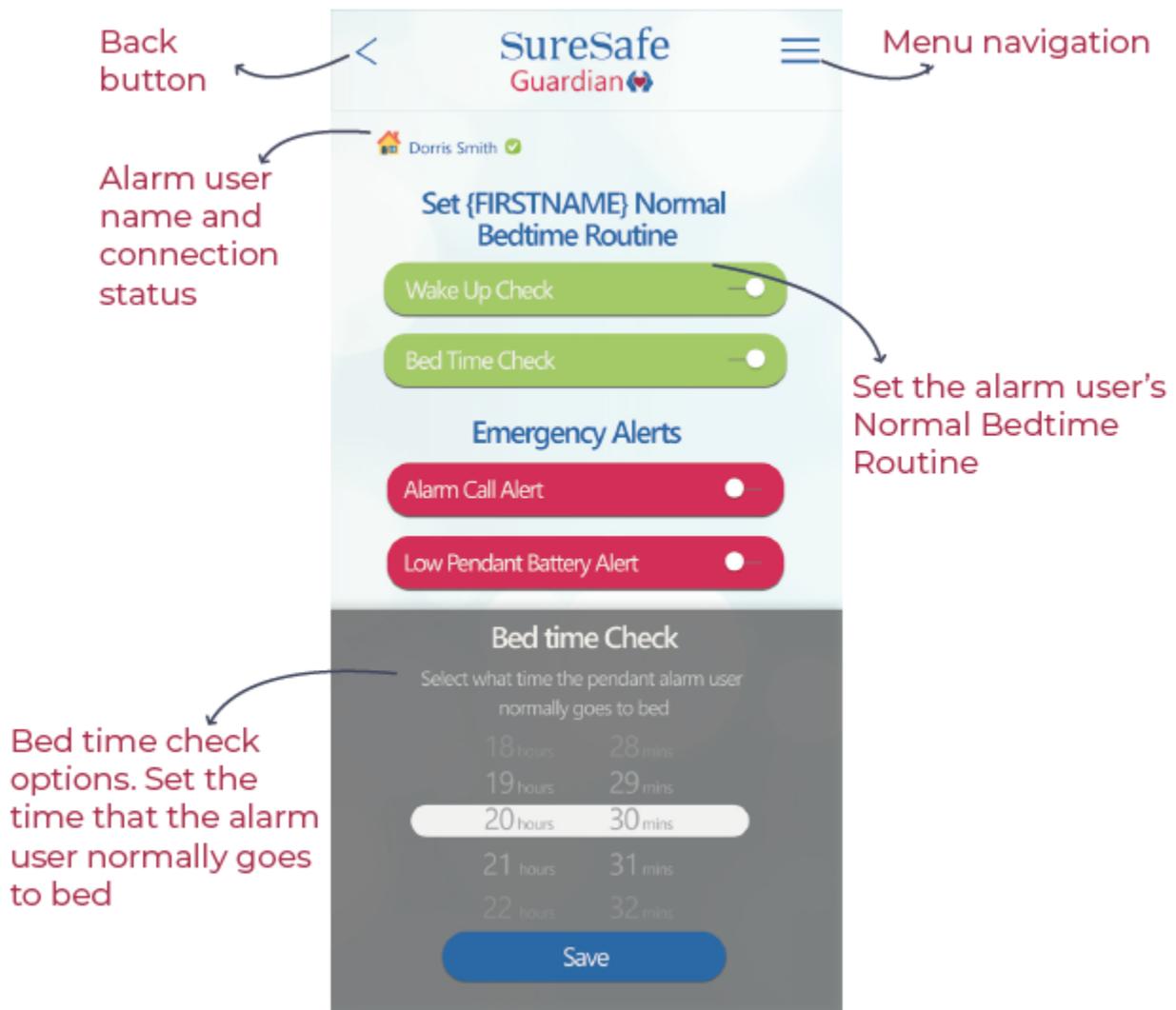
## Bed Time Check (Guardian Plus subscribers only)

### What is it?

Set this alert to be notified if the user does not go to bed by a certain time. This alert works based on the motion detector in the base unit not being triggered by a certain time at night. In order to be accurate, the base unit needs to be placed somewhere the alarm user passes when they get up each day when going to bed. For example, at the bottom of the stairs where it would be passed to go up to the bedroom.

### How to set it?

- Tap on the words 'Bed Time Check' to display the clock used to set the time for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



## Low Pendant Battery

### What is it?

Set this alert to be notified if the pendant battery gets low.

### How to set it?

- To switch alert on/off, tap the radio button on the right-hand side of the alert icon (the alert then goes green for on and red for off).

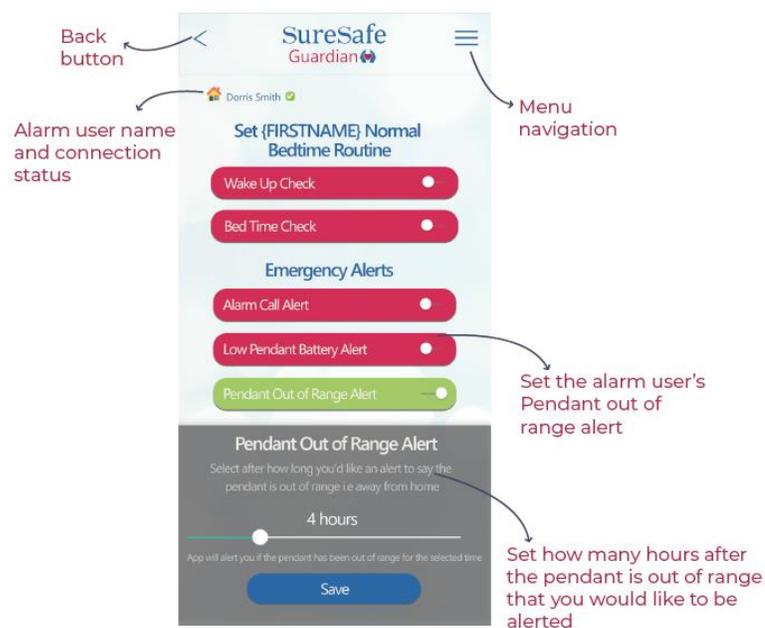
## Pendant Out Of Range (Guardian Plus subscribers only)

### What is it?

Set this alert to be notified if the pendant is out of range for 1 hour or more (up to 23 hours). This alert works based on the pendant being in range of the base unit. This alert can be used to alert you if the alarm user is out of the house for a longer period than expected. This alert only works for out of the home alerts if the help button is worn at all times when out of the house. This alert can also be used to alert you if there is a fault with the pendant and it is no longer connecting to the base unit.

### How to set it?

- Tap on the words 'Pendant Out of Range' to display a slider to select how many hours out of range for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



## Home Temperature (Guardian Plus subscribers only)

### What is it?

Set this alert to be notified if the temperature in the home goes higher or lower than the range you decide is a comfortable temperature range. For increased accuracy, do not place next to a heat source (e.g. a radiator), or in direct sunlight. Please note that the thermometer is accurate within a 2 degree range due to changes in the temperature inside the alarm base unit.

### How to set it?

- Tap on the words 'Home Temperature' to display a slider to select the top and bottom of the temperature range for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



## **I'm OK Check** (Guardian Plus subscribers only)

### **What is it?**

Set this alert to proactively check on the well-being of your loved ones during the day using the Guardian's 'I'm OK?' check-in feature. The alarm can be programmed to make an announcement up to 5 times a day to ask if the alarm user is OK.

To confirm they are OK, the user simply presses their help button to acknowledge. If no acknowledgement is received after a set number of prompts, family and friends are alerted that there could be a problem and you can contact them to check everything is OK.

### **How to set it?**

- 'I'm OK' check in times at set via the base unit. Please see page 17 of the SureSafe Guardian User Guide, displayed on the next page.
- To enable the alerts for your App, tap the radio button on the right-hand side of the alert icon to switch it on (the alert then goes green). Tap the radio button again to switch the alerts off for your App (it goes red).
- Not all App users need to have 'I'm OK' alerts enabled. For example, a daughter might have the alerts enabled for her mother's alarm, but the neighbour who is also a contact might not have this alert enabled.
- If this alert icon is grey on the Alerts screen this means that no 'I'm OK' alerts have been set up for the base unit and you need to follow the instructions on page 17 of the SureSafe Guardian User Guide.

## **Medication Reminder** (Guardian Plus subscribers only)

### **What is it?**

Set this alert to proactively reminder the alarm user to take their medication, and be alerted if they do not acknowledge taking it at the set times. The alarm can be programmed to make an announcement up to 10 times a day to ask if the alarm user is OK. You can also name the medication to be taken at that time.

To confirm they have taken the medication, the user simply presses their help button to acknowledge. If no acknowledgement is received after a set number of prompts, family and friends are alerted that there could be a problem and you can contact them to check why they have not taken their medication.

### **How to set it?**

- Medication reminders are set via the base unit. Please see page 17 of the SureSafe Guardian User Guide, displayed on the next page.
- To enable the alerts for your App, tap the radio button on the right-hand side of the alert icon to switch it on (the alert then goes green). Tap the radio button again to switch the alerts off for your App (it goes red).
- Not all App users need to have 'Medication Reminder' alerts enabled. For example, a daughter might have the alerts enabled for her mother's alarm, but the neighbour who is also a contact might not have this alert enabled.
- If this alert icon is grey on the Alerts screen this means that no Medication Reminder alerts have been set up for the base unit and you need to follow the instructions on page 17 of the SureSafe Guardian User Guide.

NOTE: You cannot use the exact same time for an 'I'm OK' check and a Medication Reminder. For example, if you set an I'm OK check for 6:00 pm, you can only set a Medication reminder at either 5:50 pm or 6:10 pm.

**Guardian Plus  
Plan only**

## 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**  
only • 800.468.4646 • Home • Tools & More

### 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
11:01

Alert #2
11:01

Alert #3
11:01

Alert #4
11:01

Alert #5
11:01

### 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
11:01

Reminder # 2
11:01

Reminder # 3
11:01

Reminder # 4
11:01

Reminder # 5
11:01

Reminder # 6
11:01

Reminder # 7
11:01

Reminder # 8
11:01

Reminder # 9
11:01

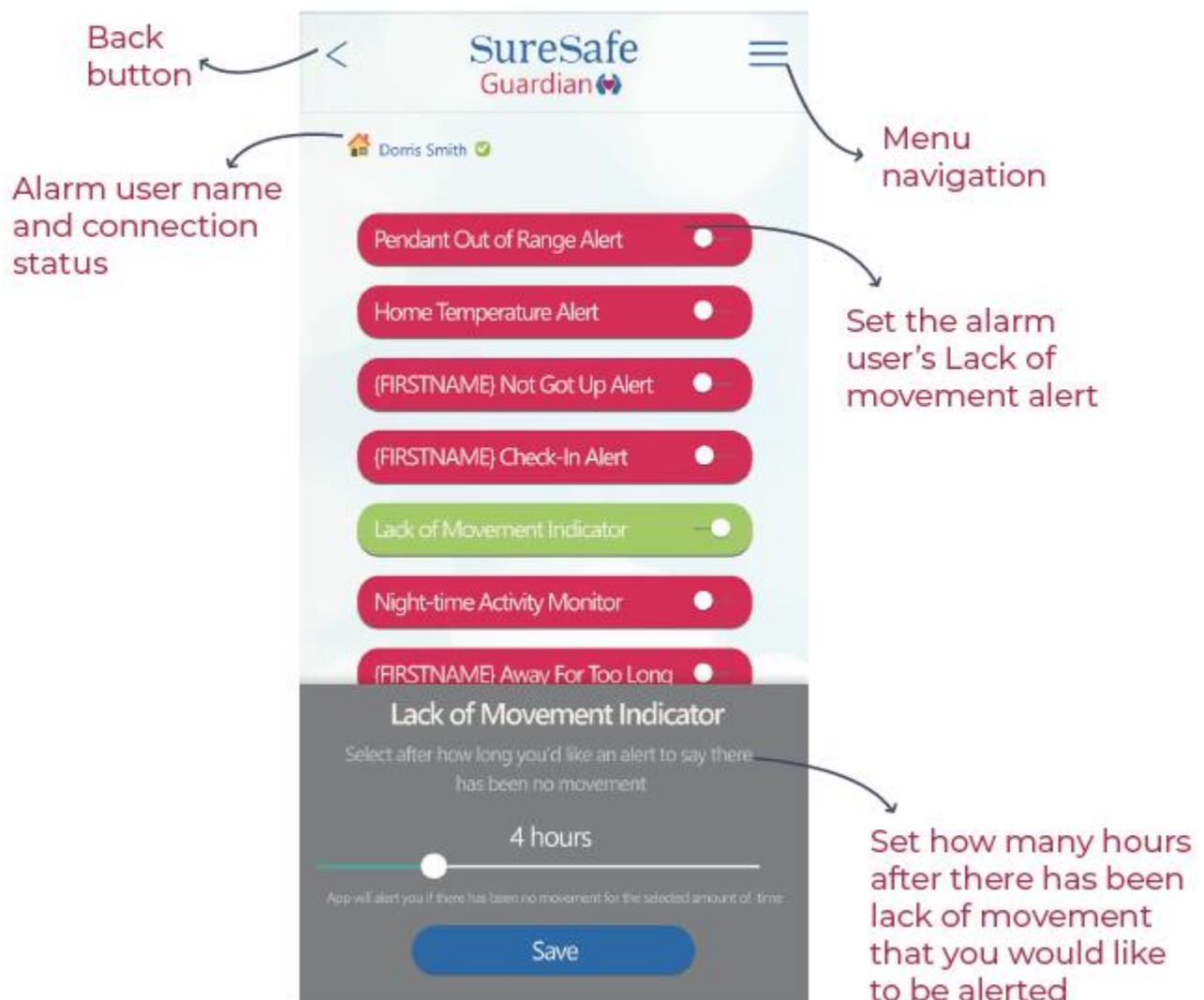
Note: Scan the QR code using your camera if you have an iPhone or download a QR scanner app if you are using an Android phone.

## Lack of Movement Indicator (Guardian Plus subscribers only)

Set this alert to be notified if there is no movement picked up by the motion detector in the base unit for a certain number of hours. This alert works based on the motion detector in the base unit not being triggered for a certain period of time. In order to be accurate, the base unit needs to be placed somewhere the alarm user passes relatively frequently each day. For example, in the hallway where the alarm user passes to go to the bathroom and/or kitchen would be a good place for it.

### How to set it?

- Tap on the words 'Lack of Movement Indicator' to display the slider used to set the number of hours for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



## Unusual Night Time Activity (Guardian Plus subscribers only)

### What is it?

Set this alert to be notified if there is any unusual night time activity. This alert works by notifying you when there is motion detected by the motion detector more than 30 minutes after the time set at the alarm user's bedtime.

### How to set it?

- To switch alert on/off, tap the radio button on the right-hand side of the alert icon (the alert then goes green for on and red for off).
- The alert will automatically be based on the time set in the Bed Time Check.
- This alert will not work if there is no Bed Time Check time set.

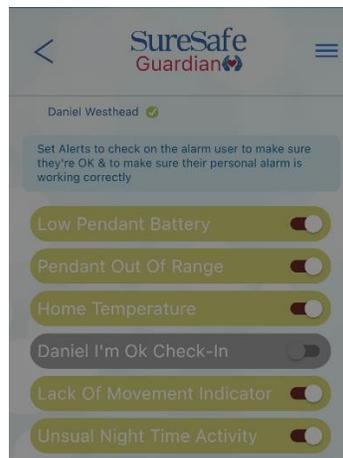
## User Away Alert

### What is it?

Set this alert to be notified if the user has marked themselves 'Away' from the home for 1 hour or more (up to 23 hours). This alert works based on the Home/Away button being used on the base unit. For example, if you set the User Away Alert to 3 hours and the alarm user presses the Away button when they leave the house and do not return for 4 hours, an alert will be sent to you.

### How to set it?

- Tap on the words 'User Away Alert' to display a slider to select how many hours out of range for the alert.
- Hit the save button to set the alert. This will return to the previous screen and the alert will have changed from red to green to show it is active.
- To switch off the alert, tap the radio button on the right-hand side of the alert icon to switch it off (the alert then goes back to red).



### User Away Alert

this reminder remind you after if time is greater than you set and user away from home.

8 hour

SAVE

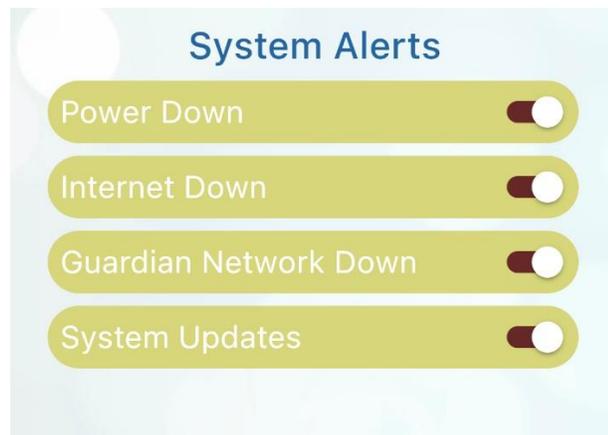
## **System Alerts**

These alerts are designed to alert you if there are any system-based issues with the alarm (not related to the user activities). This can let you know if there are any technical issues that need to be looked at.

- Power Down: the alarm is not plugged into the mains power/the socket is not switched on.
- Internet Down: the alarm does not have an active internet connection.
- Guardian Network Down: the alarm is not connected to our alarm network, potentially indicating there is an issue with our network.
- System Updates: an 'over the air' system update is available for download.

### **How to set them?**

To switch alerts on/off, tap the radio button on the right-hand side of the alert icon (the alert then goes green for on and red for off).

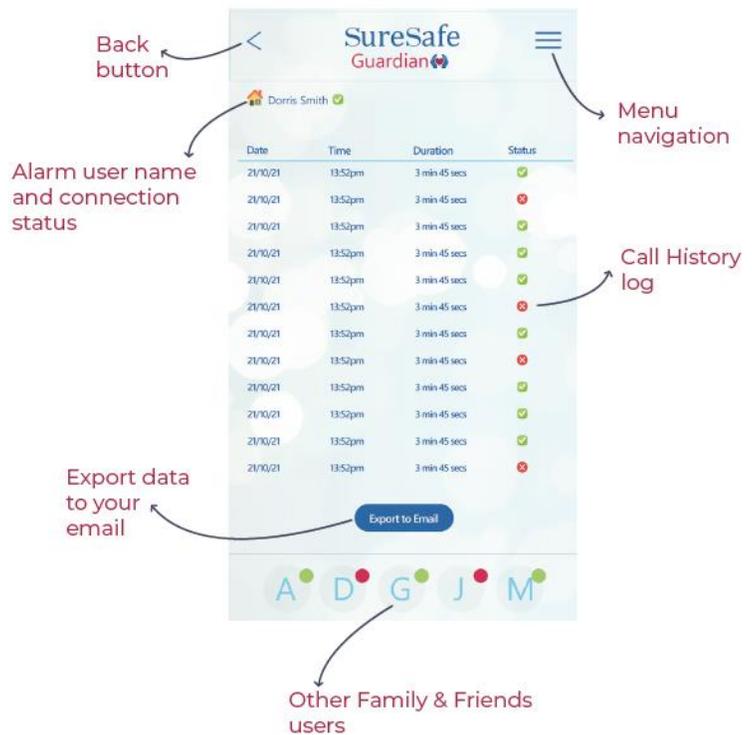
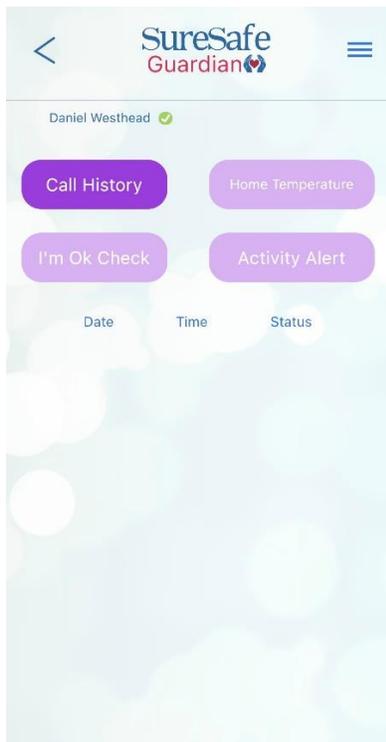


**NOTE:** We have monitoring systems to detect if the Guardian Network is down. We will look to resolve any issues and restore the network as quickly as possible.

## 8. Call History Log (Guardian Plus subscribers only)

The Call History Log allows you to see the most recent activity (where there has been any) on the following actions:

- Call History (inbound or outbound): a green tick in the status means the call was successful, a red X means the call was not successful.
- Home Temperature
- I'm OK Checks: a green tick in the 'I'm OK Check' was acknowledged, a red X means the 'I'm OK Check' was not acknowledged.
- Activity Alerts: the times and dates when the motion detector on the base unit picked up movement. Once activity is detected, it will not log the next activity for 5 minutes.



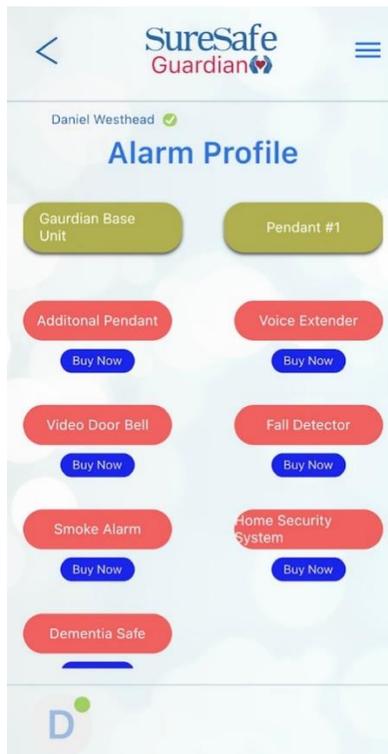
## 9. Alarm Profile:

This screen shows you what equipment and sensors you have connected to your SureSafe Guardian alarm, as well as what additional sensors and equipment you can add to it.

If the item is green this means you have an active sensor of that type.

If the item is red then you do not have this type of equipment or sensor. If you have purchased the item and it is showing as red, you need to connect it.

You can select 'Buy Now' if this product is available for purchase and it will take you directly to where you can order it.



## 10. User Guides:

You can access SureSafe's User Guides directly from the App. Visit the User Guides section of the menu and click on the link to take you to the following User Guides:

- SureSafe Guardian User Guide
- SureSafe Guardian Friends & Family App Guide

## 11. Upgrade to the SureSafe Guardian Plus Plan:

Not all features are available with the free Family & Friends App. If you haven't upgraded already, see below the amazing additional features that the Guardian Plus plan has to offer!

- ✓ 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
- ✓ In- app alerts
- ✓ System & pendant alerts

+ many more!



**Upgrade now!**  
(£4.99 p/m or £49.99 p/a)

To upgrade to the SureSafe Guardian Plus Plan, visit this link now:

<https://personalalarms.org/guardian-subscription>