


# SureSafe

## SureSafeGO Plus Personal Alarm Quick Start Guide




### Get connected in 5 easy steps:


1. Charge your device for a minimum of 3 hours.
2. Put on your device.
3. Make a test call from your device by pressing and holding the  SOS button for 2-3 seconds.
4. The device will announce that it is 'calling for help'. Within a few seconds you will hear a voice come out of the device asking if everything is OK.
5. Simply confirm that you are OK, and that this is just a test call.


### Charging your device:

Attach the magnetic charging cable to the four pins on the rear of the device.

You can check the battery percentage of your device by pressing the  clock button.

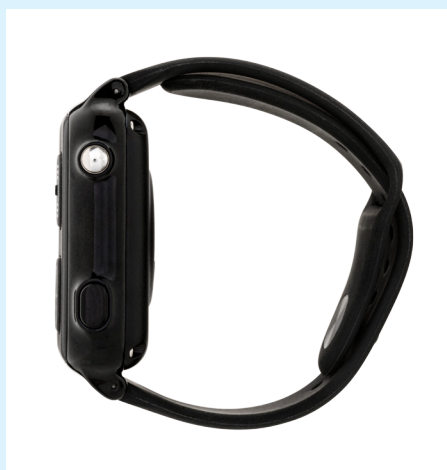


  
SOS Call Button  
(with dimple)


  
Time &  
Battery Status

Cancel  
Button

Power  
On/Off



## Turning your device On or Off:

You can check if your device is on by pressing the  button. Your device will tell the current time if it is turned on.

- To turn your device on press & hold the Power Button for 5 seconds
- To turn your device off press & hold the Power Button for 5 seconds

## Other features & buttons:



- Press for 2-3 seconds to make an Emergency Call

Cancel - cancel a call, fall alert or medication reminder




- Press to hear the time and your battery charge status

## Making a short test call

Before you make a test call make sure your device is fully charged for at least 3 hours and you have provided emergency contact details (Family & Friends) to SureSafe.

## To make the call:

- Press & Hold the  button for 2-3 seconds, you will feel a short vibration and hear 'Calling For Help'
- Your device will call through to SureSafe's 24/7 Response Centre.
- The Response Centre will answer within a few seconds. You can now talk through the speaker and microphone on the device.
- When the Response Centre hangs up, the call will automatically end.

**Tip:** - There is a small dimple on the  button to help you locate it by feel.

We advise making a short 10 second test call at least once a month.

## Setting your Home Location:

Your device can detect your precise location by GPS and by Wifi. It is important to set your home location by logging onto your account and following the set 'Home Location' instructions. Your device must be turned on and at your home when doing this.

## Other important settings in Your Account:

Your account allows you to set other important settings such as:

- How often your location is updated by your device (default 60 minutes)
- If **Automatic Fall Detection** is enabled and the sensitivity level (please read our Important Information section later in this guide)
- **Medication Reminders** - an announcement by your device at set times to remind you to take medication
- **Geo-Fence** - This will send an alert if you roam outside the area set up in your account. The alert goes to Family & Friends, not the Response Centre.

## Your Family & Friends:

Here are some important tips to tell your Family & Friends:

- Add our emergency incoming call number **01625 850 266** to your contacts, example '**Mum's Personal Alarm**'
- Download our App to keep aware of your loved-one's location and device status

### Troubleshooting:

Here are some helpful suggestions in case you experience problems with your device's operation:

**No Operation** – Check your device is charged and turned on.

**No Emergency Call** – Check you have mobile signal and your SIM has not been removed.

**Green Flashing Light** – Indicates no mobile data signal. You may be in a bad signal area.

**Red Flashing Light** – Indicates a possible problem with your SIM. Contact your supplier who can advise.

## Optional additional set-up – Family & Friends app:

### Your Personal Alarm device comes with an optional Family & Friends app.

The app provides additional information such as on demand location, location history, battery percentage, and other helpful information.

Use of the app is optional. Your alarm will work fully without it. Here is how to get set up with the family & friends app:

### Our Family & Friends App:

Your family and friends can download our optional App at any time. You can send them an invite via your Account. They can see your location and device status (such as battery level), and receive important information about any alerts or events. They will receive information about our App in the introduction email.

### What you will need to get set up:




- A smartphone or a computer with connection to the internet
- The email addresses of family & friends you want to invite to the app

### Get connected in 3 easy steps:

1. Log in to your online Account. You will have received an email providing you with your login details and password.
2. Set your 'Home Location'. Check other settings in your Account e.g. fall detection.
3. Invite family and friends to download the app by sending an invitation to them from your Account. Limit of 3 apps per device.

## Announcements

Below is a list of audible announcements made by your device:

- **Powering On** - Whenever you power on your device
- **Powering Off** - Whenever you turn off your device
- **Battery Charging** - When you connect your charging adapter
- **Charger Disconnected** - When you unplug your charging adapter
- **Calling For Help** - When you press the  button to make an emergency call.
- **The time now is.....** - When you press the  button (time)
- **Battery XX Percent** - When you press the  button (battery level)
- **Fall detected. Press top side button to cancel** - When Automatic fall Detection is triggered. This allows you to cancel a call if it is a false trigger.
- **It is time to take your medication** - Medication reminder, press Cancel to acknowledge.

## Important Additional Information

### Your device is IP67 Waterproof

This means it is not affected by short periods of immersion underwater.

It is safe to wear your device in the shower or in the bath.

### Regular Testing

You should test your device at least once a month to maintain familiarity on how it works, and to confirm that it functions as expected.

### Important - Automatic Fall Detection (AFD)

Please be aware that in using the Automatic Fall Detection (AFD) feature of this product, you understand and accept that the equipment will not detect 100% of falls. Falls can come in many different ways and the fall detector is not guaranteed to detect every fall. We recommend that the user manually activates a call 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 we have the manual call button. We accept no liability for the failure of the automatic fall detection not detecting a fall event.

You can adjust your Automatic Fall Detection sensitivity in your Account.

To cancel an AFD call should your device trigger falsely, please press the **Cancel** button.

### Important - Mobile Devices Using GSM/GPS/GPRS/WiFi

By using this product, you understand that these devices work using a combination of mobile phone signal (GSM/GPRS), GPS location signal, LBS signal and Wifi signal (for indoor location detection). 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 GSM/GPRS, LBS, Wifi or GPS signal.

You acknowledge in purchasing this type of equipment that mobile phone 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 make a call, or is unable to connect to, the mobile phone or GPS networks.

## **Important – Location Features Of Your device**

Your device is designed to send your location to our system and your Family & Friends regularly. The settings for how often your device sends these can be adjusted in your Account. The more regularly you send your location, the more battery power will be used.

We use roaming three-network mobile services (EE, Vodafone and O2) to get the best mobile signal at all times. If you are in a very bad signal area your device may not be able to update your location.

### ***Indoor Location:***

While you are indoors our device can detect your exact location using Google's knowledge of Wifi locations. Not all Wifi locations are known to Google and so there may be occasions when your exact indoor location is not known.

It is important to set up your 'home location' in your Account, so your indoor location at home is always accurately reported.

### ***Outdoor Location:***

While you are outdoors our device uses GPS signal to detect your exact location.

If you are outdoors but your device cannot find a GPS signal (such as in a remote covered area) we cannot update your exact location.

### ***LBS Location:***

If Wifi location and GPS location is not available your device can be requested for LBS location. This uses signal levels from local mobile cell towers and is only accurate to 500M at best. It should not be relied on for exact location.

Our App always states if a location is based on LBS and not GPS or Wifi data.

## **Cleaning & Disposal**

Your device 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**

All user and Family & Friends app user information is stored in your Account dashboard. No information or data is stored on the device itself. To clear this data simply log in to your dashboard and delete any information that you want to remove.





# SureSafe

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