

# SureSafeGO

## 24/7 Monitored

### Quick-Start Guide

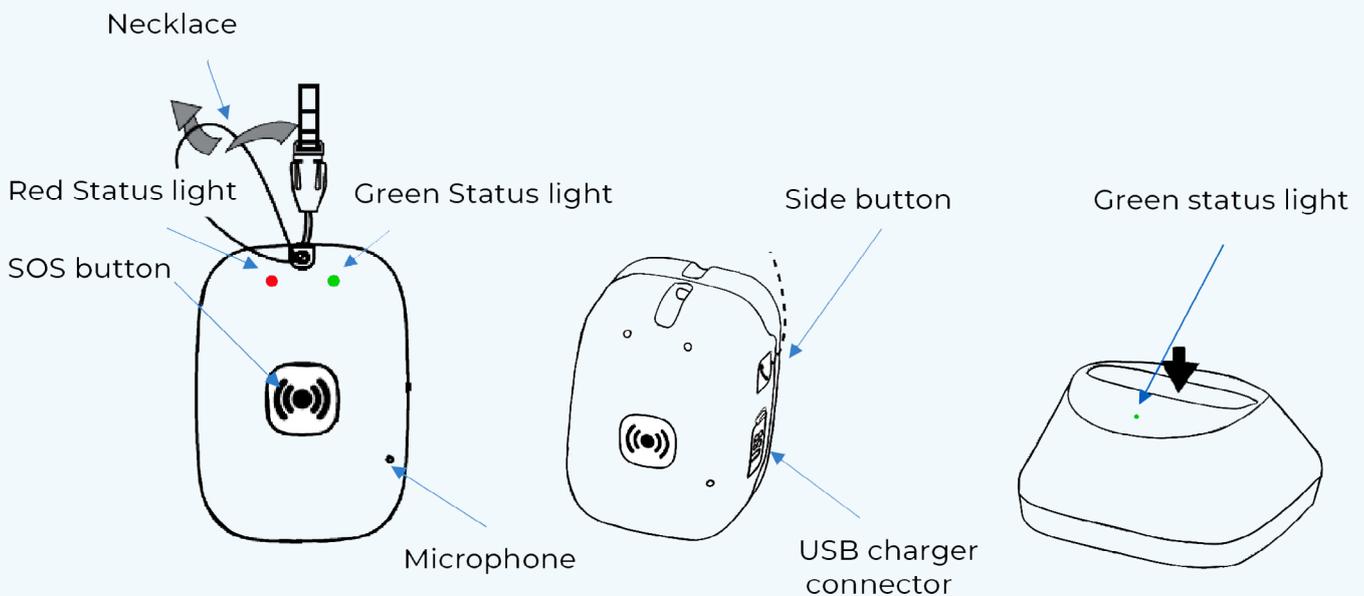


Thanks for your recent purchase!

The SureSafeGO comes ready to use straight out of the box. All you need to do is follow the 4 steps below and you are ready to take your 'anywhere' alarm with you, wherever you go.

### Get To Know Your SureSafeGO

#### 24/7 Connect & Charging Cradle



# 4 easy steps to set up...

## Step 1:

Attach the lanyard provided to the SureSafeGO pendant. Alternatively, place the SureSafeGO into the belt-clip, if purchased separately.

## Step 2:

Plug your SureSafeGO charging station into a power socket using the power cable provided.

Place your SureSafeGO into the charging station to charge it up. Check that SureSafeGO 'clicks' into the charger to be sure that it is in correctly. You will hear a beep sound when the pendant is placed into, or taken out of, the charger.

Leave the device on charge for a minimum of 3 hours before first use. The green LED will flash every 3 seconds while charging. The green LED stays on solid when it is fully charged. You cannot overcharge the battery.

## Step 3:

The SureSafeGO should automatically turn on when you place it in the charging station. If it does not, turn it on by holding down the side button until it vibrates.

## Step 4:

Test the SureSafeGO by pressing and holding the SOS button on the front of the device for 3 seconds.

You will feel the SureSafeGO vibrate and hear it beep. The red and green LED will also flash together. The SureSafeGO will then call through to the SureSafe Response Centre, and a response operative will answer your call and talk to you through the pendant. They will also confirm if you are at home, or your approximate location based on the GPS position if you are away from the home.

Let the SureSafeGO response operative know that it is a test call for a new alarm.

You are now fully set-up, tested and ready to go. We recommend that you wear your SureSafeGO at all times.



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## Additional Information



### Charging your device:

The SureSafeGO battery will last either up to 10 days with regular location tracking activated, or up to 30 days with location features only activated when the SOS button is pressed or a fall is detected.

When the battery drops below 20% the red LED on the pendant will give a quick flash every 3 seconds. The pendant will also beep once and vibrate once, when it first drops below 20%. We recommend charging your SureSafeGO for 1 hour when you receive the low battery alerts.

If you subscribe to the family & friends app then app users will receive an alert that the battery is low. If the battery reaches a critical level, the response centre will call you to remind you that you need to charge your device. Battery reminder calls will be kept to 'sociable hours'. We will only call you between 9am and 8pm to let you know your battery is low.

### Fall Detection:

Your SureSafeGO comes with automatic fall detection switched on as standard. In the event that the device detects a fall, it will check for you standing up again, or walking, for a period of 30s after the fall occurred. If motion or steps are recorded within this period, then the device will cancel the fall alarm based on you being OK if you can walk or stand. This sequence is silent, you will not know that the device has registered a fall, and has cancelled itself.

### Fall Detection (continued):

In the event of the device detecting a fall, but not any movement within the following 30s, the device will alert you with a beep every second for a further 30s. During these 30s the fall alarm can be cancelled by pressing the side button.

In the event of the device detecting a fall, with no movement and no cancellation for the next 30s, then the alarm is triggered and a 3s long loud alarm sound will be played. A SureSafe operator will then talk to you through the pendant momentarily. Don't worry if this is a false alarm, simply tell the operator that you are OK.

Please note that the fall detector will not pick up 100% of falls. Descent controlled falls, slide falls, slumps from chairs and even some hard falls may not trigger the fall detector. For best results in detecting falls, the SureSafeGO should be worn outside of clothing. We always recommend that where possible, the SOS button is used when help is needed. The sensitivity of the fall detector can be increased upon request. It can also be switched off.

Contact us for more information.

### Testing Your SureSafeGO:

We recommend that you test the SureSafeGO at least once a month by following Step 4 of the Quick Start Guide.

## Family & Friends App:

If you have subscribed to the Family & Friends App, the person purchasing the alarm (or their designated primary contact) will receive an invitation by text message asking them to download the App. Once downloaded, follow the instructions to get setup and connected to the SureSafeGO. The primary contact can then invite other family members/friends to download the app.

Access to the App gives you the following additional features: up to date location information (including confirming if they are home), details of the last 10 locations, battery percentage and if the device is switched on and connected to our servers, the ability to set Geo-Fences to check the alarm user does not wander, step/activity counter, secure in-App chat feature for nominated contacts. You can subscribe to the App at any time by contacting us.

## Battery Options:

The SureSafeGO has two battery options available. With continuous location services being activated the battery will last up to 10 days. With location services only activated when the SOS button is pressed or a fall is detected, the battery life is up to 30 days. App subscribers are defaulted to the 10 day battery setting as some App features require location sharing to be on.

Non-subscribers to the App are defaulted to the 30 day battery setting as location sharing is only required when the alarm is activated.

Contact us with any questions, or if you would like to change the battery setting on your device.

## Water Resistance:

The SureSafeGO is water resistant to IP67. It is suitable for use in the shower but not the bath.

## Switching Your SureSafeGO OFF/ON:

Hold down the side button first. Then, while keeping the side button pressed, press the SOS button as well. The unit will vibrate and show a red light to indicate the unit is shutting down.

Hold the side button for 1 second to switch device on.

## Charging Cradle/Home Beacon:

The charging cradle doubles as a home beacon – letting us know that you are at home if the alarm is activated while in range of the home beacon.

We recommend leaving the charging cradle at home when you travel anywhere overnight. If your trip away from home is long enough for you to need to charge your SureSafeGO, take the cable from the charging cradle and plug it directly into the side of the pendant to charge it.

If you intend to move the charging cradle to a different address, please notify us. Please give us 2 working days' notice of any relocation, to give us time to update your beacon's home address on our system. Failure to notify us may result in inaccurate locations being given should you activate your alarm.

## UK Only:

The SureSafeGO 24/7 is strictly for use in the United Kingdom only. We are unable to provide assistance if you are located outside of the UK.

**NOTE:** Please contact us on 0800 112 3201 or [info@personalalarms.org](mailto:info@personalalarms.org) if you do not want the automatic fall detection to be 'on' for your SureSafeGO.