

Access the full user guide here:



www.personalarms.org/us/go247_user_guide

Note: Please read user guide in full, including all disclaimers, before using the device.

Step 1: After placing your order you should have received an email asking you to do two things:

1. Set up your subscription for your monthly fee.
2. Submit details about the alarm user for our monitoring center to have on file.

Your device will not work unless both steps have been completed.

If you haven't completed these steps then please complete them here:

Subscription Setup:

www.personalarms.org/us/247subscription

Submit Alarm User Info:

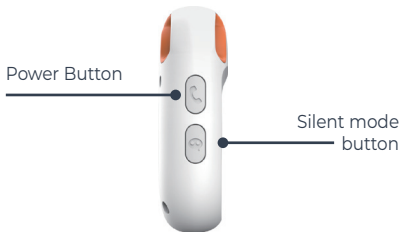
www.personalarms.org/us/247newuserinfo

Updating Information:

It is your responsibility to keep us updated with any changes relating to information we require to monitor your medical alert. This includes, but is not limited to, changes in alarm user home address, and alarm user/nominated contacts telephone numbers.

To update your information please email any changes to **hello@personalalarms.org**, including the alarm user's name and address with the email.

Step 2: Getting to know your device



Screw holes
(Do Not Open Device)



Charging contacts



Speaker

Step 3: Charge your device



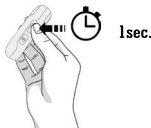
Connect the magnetic charging dock to the alarm and plug it in to the wall.

The red light on the pendant will flash when charging and go solid when fully charged.

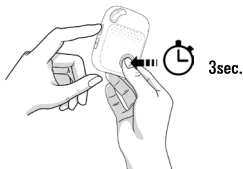
Charge for 2-3 hours before first use.

See Page 7 of the full User Guide for more information about low battery alerts & best practice for keeping your device charged.

Step 4: Switching device on and off



- **To turn the device on:** press the POWER button for 1 second, all the LEDs will flash rapidly. The device can also be turned on automatically by charging via magnetic USB cable or put it into the docking station.



- **To turn the device off:** press and hold the POWER button and SOS button together for 3 seconds until the LEDs turn off.

www.personalarms.org/us

For customer support:

- Review FAQs at the back of the User Guide
- Email help@personalalarms.org

Step 5: What do the lights mean?

Check your device has signal

● Green light

- Single or double quick flash every 3 seconds means connected to the mobile network.
- Single long flash every 3 seconds means not connected to the mobile network (no signal available).

● Blue light

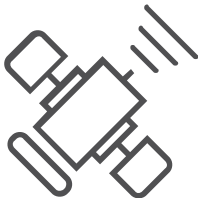
- Single flash every 3 seconds means it has a constant location fix.
- No blue light means it is not seeking a location fix (this is the normal state).

Power indicator

● Red light

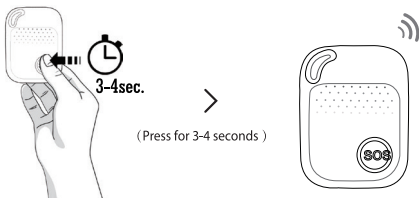
- Flashing quickly while not on charge means low battery. Please charge.
- Slow flash while on charge means device is charging.
- Solid red light when charging means battery full.

Step 6: Getting a GPS fix



Your SureSafeGO uses GPS to identify its current location. Before using your alarm for the first time it is important to take the device outside or by a window for 3-4 minutes to allow it to identify its first location.

Step 7: Activating an SOS alarm



When you need help, press the SOS button for 3 seconds until you hear a voice prompt announcing the alarm has been activated.

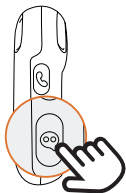
The call will connect with our 24/7 response center within a few moments and you will hear and operator speak to you through the device.

Explain what is happening and operator will be able to assist you.

If you are making a test call, or it is an accidental activation, tell the operator and they will then close the call down.

NOTE: you are required to test your device at least once a month.

Silent mode button



Double-click

Your alarm has voice announcements for key events such as SOS calls being made, falls detected and the battery requires charging.

Double-click this button to **turn off voice announcements**; double-click again to **turn voice announcements on**.

Warnings

- Don't use or store the unit in dusty places.
- Avoid storing or using the unit in extreme temperatures.
- Clean the unit with a piece of dry cloth.
- Don't clean using chemicals or detergents.
- Don't disassemble or open the unit.

Specifications

- Dimension: 62mm*47mm*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 950mAh
- Charging voltage: 5V DC
- Waterproof: IP67
- 2 location technologies: GPS, WIFI

SureSafe

SureSafeGO 24/7 Monitored Quick Start Guide

