

SureSafe

PERSONAL EMERGENCY CALL SYSTEM

SureSafeGO 24/7 Monitored Quick-Start Guide

Thanks for your recent purchase of a SureSafeGO 24/7 Monitored alarm.

The SureSafeGO comes ready to use straight out of the box. All you need to do is follow the 6 steps below and you are ready to take your 'anywhere' alarm with you, wherever you go.

Step 1:

Attach the lanyard provided to the SureSafeGO pendant.

Step 2:

Plug your SureSafeGO charging station into a power socket using the USB cable and AC charger adaptor 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 may also feel it vibrate. You will see the blue LED on the side of the pendant stay on solid when it is charging. Leave the device on charge for a minimum of 4 hours before first use. The blue LED will either switch off or flash once every 3 seconds when the battery is full, even when still in the charger. 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 pressing the side power button for 1 second, until all the lights flash.

Step 4:

Take the device outside for 5 minutes to allow it to get its first GPS location. When the blue LED on the side of the SureSafeGO is blinking quickly every 3 seconds then it has a GPS fix. A slow blink of the blue LED every 3 seconds indicates that the SureSafeGO is trying to get a GPS location. Do not worry if the blue LED blinks slowly while indoors, this is not uncommon for GPS.

Step 5:

Check that the green LED on the side of device is blinking quickly every 3 seconds, you should not need to go outside for this. This will indicate that the SureSafeGO has mobile signal and is ready to use. The green LED blinking slowly every 3 seconds means that it is searching for mobile phone signal.

Step 6:

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 beep. 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 your approximate location based on the GPS position.

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 24/7 Connect at all times.

SureSafe

PERSONAL EMERGENCY CALL SYSTEM

SureSafe

PERSONAL EMERGENCY CALL SYSTEM

SureSafeGO 24/7 Monitored

Additional Information

Charging your SureSafeGO:

We recommend charging your SureSafeGO for 4 hours, at least every 3 days. For best results, charge overnight next to your bed. Please remember to take your SureSafeGO with you should you get up for any reason during the night.

If your battery drops below 20% the blue LED on the side of the device will blink rapidly. Please recharge it if you see this.

When your battery drops below 20%, the SureSafeGO Response Centre will receive a text message alert to let us know. We will call you on one of the numbers that we have for 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. A fall is detected when the pendant has an impact of a certain strength, followed by the pendant being horizontal for a period of 20 seconds or more. When a fall is detected, the pendant will send a text to the monitoring centre, who in turn will contact you to see if 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.

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

Switching the SureSafeGO OFF/ON:

Should you ever need to switch off the device, press and hold the SOS button and the side button at the same time for 1 second. All the lights will go out. Hold the side button for 1 second to switch device on.

Answering a Call:

The SureSafe Response Centre can call you on the pendant should they need to get hold of you. If they call you then the pendant will ring and vibrate. To answer the call simply push the SOS button once. Press the button like you would on a remote control, don't hold it for 3 seconds or it will activate the alarm.

Testing the SureSafeGO:

We recommend that you test the SureSafeGO once a month by following Step 6 of the Quick Start Guide.

Water Resistance:

The SureSafeGO is water resistant to IP66. It is suitable for use in the shower but not the bath.

SureSafe

PERSONAL EMERGENCY CALL SYSTEM