

# SureSafe

## SureSafeGO 24/7 Monitored Medical Alert System



User Guide

# Disclaimers

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## **Automatic Fall Detection**

Please be aware that in using the automatic fall detection feature of this product, you understand and accept that the equipment will not detect 100% of falls. Falls can happen in many different ways and the fall detector is not guaranteed to detect every fall. We recommend that the user manually activates the device whenever possible. The fall detection technology in this product does not allow the analysis and interpretation of 100% of 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 the presence of the manual trigger on the products remains vital for the user and should be used whenever possible. We accept no liability for the failure of the automatic fall detection not detecting a fall event.

## **Mobile Devices – Using GPS/GSM/3G/4G**

By using this product, you understand that these devices work using a combination of mobile phone signal (GSM/GPRS) and/or GPS, Bluetooth and WIFI location signal. 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 or GPS, Bluetooth and WIFI location 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 connect with, or is unable to connect to, the mobile phone or GPS, Bluetooth and WIFI networks. This exclusion of liability includes where we have provided you with the SIM card inside the SureSafeGO.

It is your responsibility to ensure that there is an active subscription for your pre-pay SIM usage. We are not responsible, in any way, for the device not operating because there was no active pre-pay subscription in place. This includes failure to maintain up to date payment details for your subscription.

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## Important information – Please Read

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This guide is here to walk you through all the important information about your alarm. Although many alarms available on the market can be customized, including the SureSafeGO, we keep things as simple as can be.

If you have further questions after reading this guide please get in touch with us by emailing us at [help@personalalarms.org](mailto:help@personalalarms.org).

### Below are some important instructions for your alarm.

- The SIM card for your alarm is pre-installed and cannot be replaced. You cannot replace the SIM card, the alarm will not work without the original SureSafe SIM in it.
- A SureSafe 24/7 Monitored Subscription is required for the alarm to work. You will have been emailed a link to set this up after you placed your order. If you haven't received the link, please email [hello@personalalarms.org](mailto:hello@personalalarms.org) to request it.
- **Please make sure all your emergency contacts save SureSafe's response center number in their phones which is (800) 257-9425 and have saved this in their phones as 'Dad's/Mom's SureSafe Alarm' or similar. They should save the number with 'Emergency Bypass' activated so SOS calls and texts can be heard even if their phone is on silent.**
- Please do not use any chemicals, abrasive agents or detergents on your alarm.
- The alarm is not to come into contact with any oils, creams or perfumes.

**Pacemakers:** Keep device at least 10 inches from pacemakers. Device should be worn on belt using belt-clip if alarm user has a pacemaker. Belt clips can be purchased via our website.

### Advanced Voice Notifications

Your SureSafeGO comes with advanced voice notifications. Listed below are times when your alarm will provide you with information verbally.

- The battery is low.
- Your alarm is charging.
- The SOS has been activated.
- The SOS has been cancelled.
- A fall has been detected.

SureSafe Cell Service is powered by AT&T. You will need reliable AT&T service where you live to for the alarm to work,

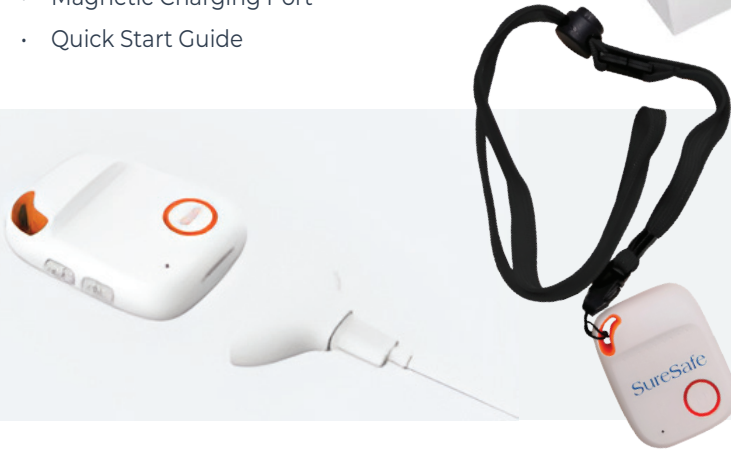
Subscriptions are set up to auto-renew, so you never have to worry about your subscription running out. Please make sure your payment details are always kept up to date.

**NOTE: The SureSafeGO SIM card is already installed in the device and cannot be removed. You cannot replace the SIM or use your own SIM card for cell service. The alarm will only work with the original SIM card in it.**

## What's in the box

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- SureSafeGO Pendant
- Lanyard
- Charging Cable
- Charging Plug
- Magnetic Charging Port
- Quick Start Guide



## Optional Extras

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- Belt Clip
- Charging Station

Visit [www.personalalarms.org/us](http://www.personalalarms.org/us) to order the optional extras.



# Getting to know your SureSafeGO

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# Charging your SureSafeGO

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There are two ways to charge your device:

- 1) By magnetic USB cable
- 2) In the charging station (additional purchase required)

See images for more details.



## Important charging/battery information:

- Charge your SureSafeGO for at least 2-3 hours before first use.
- Battery life is typically 2-4 days depending on use. Areas of weaker cell service will use the battery quicker.
- Voice announcements will advise when battery is low, as well as the red LED flashing quickly.
- 'Automated calls will be received from the SureSafe 24/7 Monitoring Center if the battery drops below 20% to remind you to charge it. Low battery reminder calls will only be made during 'sociable hours.

## Recommended charging habits:

It is important that you get into a routine of regular charging. We strongly recommend against waiting for the low battery SMS alerts to charge. Some options for routine charging include:

- Every night, overnight, next to your bed (remember to put it on in the morning, or if you get up during the night).
- For 20-30 minutes every day while sat watching TV or reading (while you are sat down resting).
- When a carer/family member visits each day and the alarm user is not alone.

## Switching SureSafeGO On & Off

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- 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 placing it in the docking station/attaching magnetic charger.
- To turn the device off: press and hold the Power button and SOS button together for 3 seconds until the LEDs turn off and you feel it vibrate.

**Tip: press the top side button just before the SOS button to avoid an SOS call being made.**

## What do the lights mean?

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### ● Cellular signal indicator - Green Light

- **Light shows a single flash every 3 seconds:**  
*The device has no cellular signal*
- **Light shows a double flash rapidly every 3 seconds:**  
*The device is registered to the cellular network*

### ● Positioning indicator - Blue Light

- **Light shows a Single flash every 3 seconds:**  
*The device has no latest location fix.*
- **Light shows a double flash rapidly every 3 seconds:**  
*The device has latest location fix.*
- **Light off:**  
*The device not fixing the latest location (normal state).*

### ● Power indicator - Red Light

- **Light on solid (while charging):**  
*The device has been fully charged.*
- **Light blinking quickly:**  
*Battery power is less than 20%.*
- **Light is off or blinking quickly (while charging):**  
*The device is charging.*





## Automatic Fall Detection:

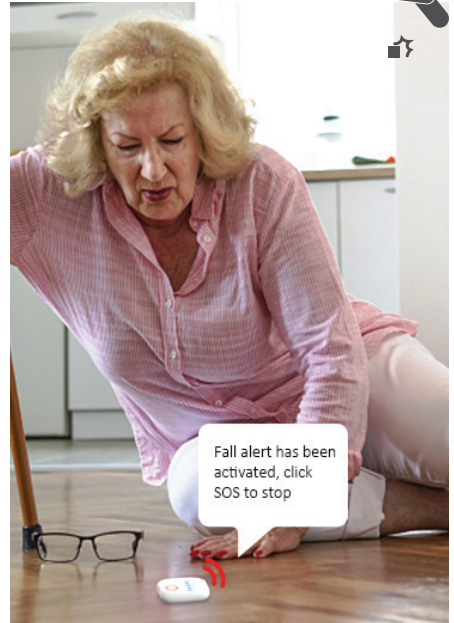
Fall detection is designed to pick up falls that resemble trips. The wearer would need to fall by more than 1 metre and be stationary for a few moments.

When the alarm detects movement that resembles a fall, the voice alert will announce that a fall has been detected.

Press the SOS button for 1 second to cancel the help call if it is a false alarm.

We strongly recommend using the SOS button to manually call for help when possible.

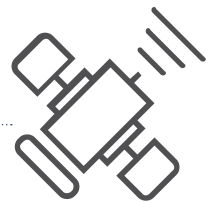
The fall detection feature has been turned on and is ready to use. Please contact us if you would like the fall detection switching off, or if you would like the fall detection sensitivity increasing or reducing.



**Note: Please read the disclaimer at the front of this guide relating to the limitations of automatic fall detection.**

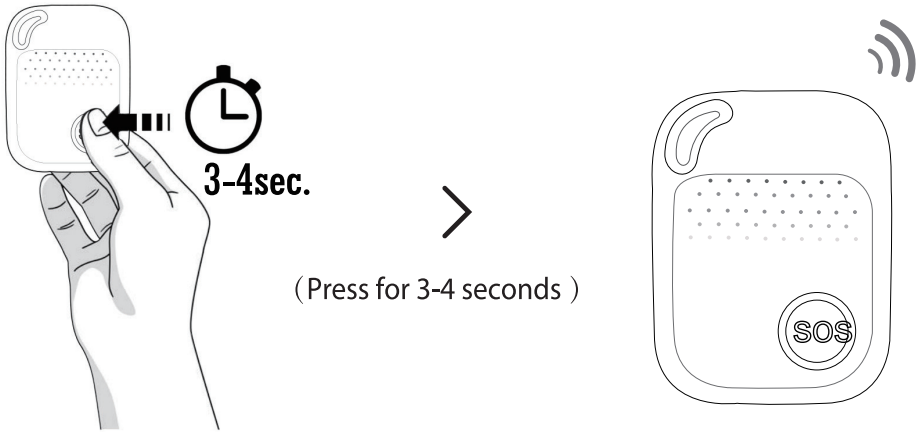
## Getting a GPS location

As GPS works off triangulation with satellites, you will need to take your alarm outside for 3-5 minutes after it is charged to get the initial location. Please make sure it has a direct line of sight to the sky, if this is not done the location will show our either our office or our factory location.



## Activating your alarm:

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To activate your alarm in an emergency simply hold down the SOS button for 3 seconds until you feel it vibrate. Your alarm will play a pre-alert that allows you to cancel the alarm if it is an accidental activation.

Once the pre-alert finishes and your location has been identified, your alarm will call our 24/7 monitoring center.

Once our 24/7 response center answers the call, you will be able to have a two-way conversation through the pendant. Tell the operator what is happening and they will arrange for the appropriate help.

If it is a false alarm, simply tell them that it is a false alarm and that everything is OK.

## Cancelling your alarm call

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To cancel your alarm simply press the SOS button again for 1 second, this will disconnect the current call and stop it calling the rest of the numbers.

The alarm will announce that the alarm call has been cancelled after you complete the cancellation process.

## Voice announcements / Silent mode

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### Advanced Voice Notifications

Your SureSafeGO comes with our advanced voice notifications. Listed below are times when your alarm will announce what your alarm is doing verbally:

- The battery is low.
- Your alarm is charging.
- The SOS has been activated.
- The SOS has been cancelled.
- A fall has been detected.

Advanced Voice Notifications can be switched off by pressing the bottom side button twice. The alarm will announce that they have been switched off.

They can be switched back on by pressing it again another two times.

We strongly recommend keeping Advanced Voice Announcements switched on so that the alarm user knows what the alarm is doing and can react accordingly, for example cancelling a false alarm.

## Frequently asked questions & troubleshooting

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For tips and help to get your SureSafeGO up and running, visit our website for more information:

[www.personalalarms.org/us/faqs](http://www.personalalarms.org/us/faqs)



# Technical Specifications

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Dimensions	62 x 48 x 18 mm
Weight	60g
Permissible temperature range	Operation: -20°C to +70°C Storage: -30°C to +80°C
Battery Life	2-4 days based on normal use
Battery	Rechargeable. 3.7v 1000mAh
Programming options	SMS
User guidance	Synthetic speech and LED indication
Antenna	Integrated
Degree of protection	IPx7 in accordance with IEC 60529
SIM card size	Pre-installed, cannot be replaced
Sensor	Motion & vibration sensors
Location technologies	GPS, WIFI
Mobile network	4G LTE

# Warnings

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- Use manufacturer-approved accessories and supplies.
- Caution – electrical operated product
- This product is not a toy. Keep out of reach of children and Pets unless properly supervised. The product contains small Parts that can be a choking hazard.
- Do not drop or cause an impact to the device.
- Prevent the charging jack and cord from coming into contact with conductive materials such as liquids, dust, metals, pencil Lead, or aerosols.
- Do not store your device in extremely hot or in extremely Cold area.  
Recommended to use your device from 41f to 95f
- Do not store your device near or on top of heaters, microwaves, hot cooking equipment, or high-pressure containers.
- Do not use your device or touch with wet hands while charging.
- The device and usb cable should be periodically examined for breaks, cracks, or fraying, which could risk fire, electrical Shock, or personal injury. If damaged, the usb cable should be replaced or repaired before use.
- Keep out of reach of children and pets; small parts are a choking hazard
- Do not disassemble, modify, or repair the unit.
- Any changes or modifications to your device can void your manufacturer's warranty. If your device needs servicing, Contact customer support.
- Do not disassemble or puncture the battery, as this can cause explosion or fire.
- Do not paint or put stickers on your device. Paint and stickers Can clog moving parts and prevent proper operation.
- If you are allergic to parts of the device, you may experience Itching, eczema, or swelling of the skin. When this happens, Stop using the device and consult your physician.
- Allowing unqualified personnel to service your device may result in damage and will void your manufacturer's warranty.

**[www.personalarms.org/us](http://www.personalarms.org/us)**

**For customer support:**

Review FAQs at the back of the User Guide

Email [help@personalalarms.org](mailto:help@personalalarms.org)