

Everyday use & watch features

Battery

- Standby time is up to 4 days when at home/in range of the home beacon, depending on use, features, coverage and other conditions.
- Regular time away from the home beacon uses more battery; an active user may experience around 2 days.
- Charge whenever the battery is low and before longer periods away from the cradle.

Water resistance

SureSafeGO is IP68 rated and is safe to wear in the bath or shower. Dry the watch thoroughly if it becomes wet and never charge it while wet. Do not wear it for swimming, and avoid salt water, chlorinated water and high-pressure water.

More watch features

Depending on your configuration, SureSafeGO can also include a step/activity counter, geo-fence, heart-rate monitor and SpO2 monitor. You can also change the watch-face colour and choose between digital and analogue faces. See the full SureSafeGO Watch User Guide for instructions and important information about these features.

Quick troubleshooting

- No mobile connection: move to an area with better coverage if possible.
- Will not charge: check the socket, cable and that the watch is seated correctly in the cradle.
- Unresponsive: hold the upper side button for about 15-20 seconds to force a restart.
- If a problem continues, contact SureSafe.

SureSafeGO

Need help?

Telephone: 0800 112 3201

Email: info@personalalarms.org

Website: www.personalarms.org

Keep the full SureSafeGO Watch User Guide for detailed safety, settings, technical information, cleaning, storage, disposal and conformity.

SureSafeGO

+ 24/7 Monitoring

QUICK START GUIDE



Your SureSafeGO is supplied ready for use. Charge it, put it on and make your first test call using the four steps on the next page.

Your personal alarm, wherever you go

Press the SOS button when you need help. Your alarm is sent to the SureSafe 24/7 monitoring centre, where a trained response operator can speak with you through the watch and follow your agreed response plan.

IMPORTANT: SureSafeGO relies on mobile network coverage. Keep the watch charged and wear it whenever you may need to raise an alarm.

See the full SureSafeGO Watch User Guide for detailed safety, settings, location, troubleshooting and technical information.

Get started in 4 easy steps

1	Power the charging cradle Connect the cradle to mains power using the supplied power supply and cable. Keep it at the registered home address because it also acts as the watch's home beacon. 
2	Charge the watch Place SureSafeGO correctly in the cradle. It should start automatically. Allow up to 3 hours for a full charge when first used or after storage. Cradle empty - green Watch in cradle - red Watch in cradle - green Power connected Watch charging Watch fully charged 
3	Put the watch on Wear it as a normal wristwatch, with the strap secure and comfortable. Check the battery has enough charge before you go out. 
4	Make a test call Press and hold the lower SOS button (B) until the alarm countdown/flashing alarm symbol appears and the watch confirms activation. Wait for the response operator, then say this is a test call for a new alarm. 

You are required to test your SureSafeGO at least once a month.

Charging cradle / home beacon

The charging cradle also acts as your watch's **home beacon**, helping the system identify when the watch is at its registered home location. Using the charging cradle at a different location may incorrectly identify you as being at home when you are not.

If you plan to stay away from home for an extended period and will need to charge your watch while away, **do not take the home charging cradle with you**. Contact SureSafe on **0800 112 3201** to purchase a **travel charger**.

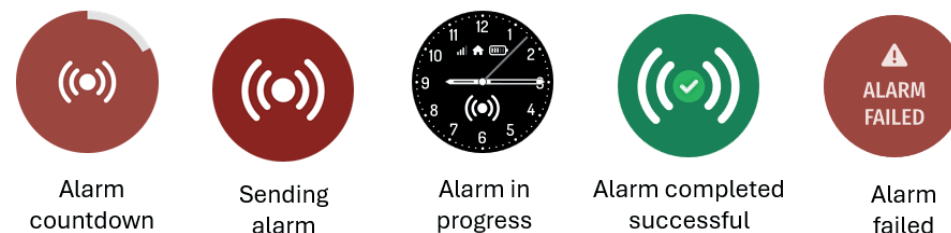
Keep the charging cradle at your registered home address so the home beacon continues to work correctly.

If the cradle/home location is being moved permanently, please give SureSafe at least **2 working days' notice** so we can update the registered home address.

Using your SureSafeGO

Raise an SOS alarm

1. Press and hold the lower SOS button (B).
2. Keep holding until the alarm countdown/flashing symbol appears and activation is confirmed.
3. The alarm is sent over the mobile network.
4. When connected, speak normally through the watch.



What happens next?

The SureSafe 24/7 monitoring centre receives the alarm. A response operator will speak to you through the watch and follow your agreed response plan using your registered details and available location information.

If you cannot speak, the monitoring centre will handle the alarm in line with the information and response arrangements held for your service.

Family & Friends App - optional subscription

If you subscribe, the purchaser or designated primary contact receives a text invitation to download and set up the app, then can invite other family members or friends.

The app can provide current and recent location information, home status, battery and connection status, geo-fence alerts, step/activity information and secure chat between nominated contacts. You can subscribe at any time by contacting SureSafe.

UK only

SureSafeGO + 24/7 Monitoring is strictly for use in the United Kingdom. SureSafe cannot provide assistance if you are outside the UK.