

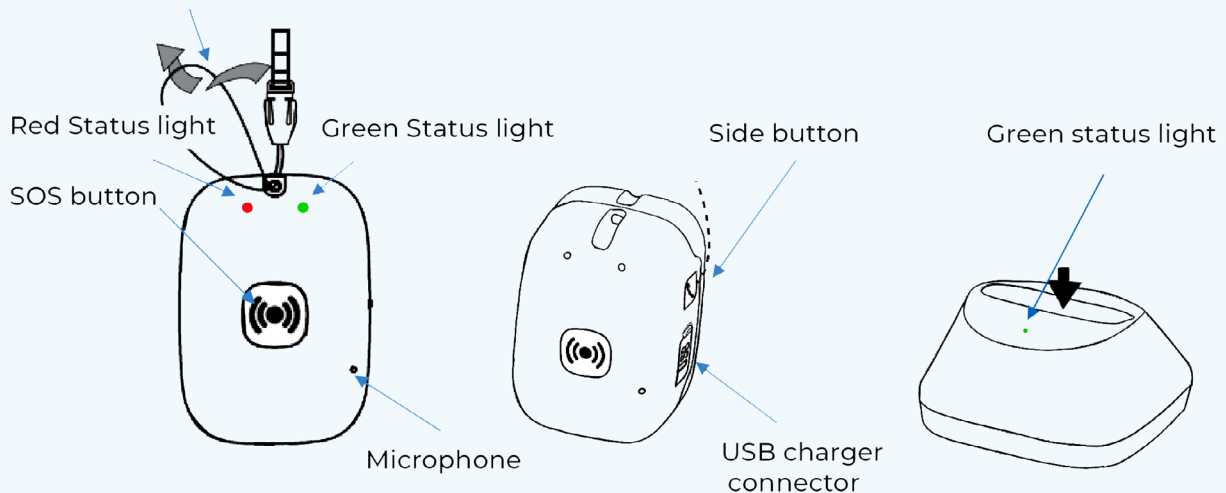
SureSafeGO Family Monitored Quick-Start Guide



Thanks for your recent purchase!

The SureSafeGO is very easy to set up straight out of the box. All you need to do is set up your PAYG credit subscription, invite nominated contacts to download the app and follow the 4 steps below and you are ready to take your 'anywhere' alarm with you, wherever you go.

Get To Know Your SureSafeGO Family Connect & Charging Cradle



Set Up Your SureSafe Credit Subscription:

Visit the link below to set up your SureSafe Family Monitored Alarm's credit subscription. SureSafe's credit subscription options allow you to choose between a 3 month or a 12 month subscription. Credit is unlimited in the period, the alarm can be used as much as you need to. Credit also continues until you cancel your subscription - you never have to worry about running out of credit!

www.personalalarms.org/SSGO-CREDIT

An active credit subscription is required for the alarm to work. The SIM card is built into the pendant and cannot be replaced.

SureSafe

0800 112 3201
info@personalalarms.org
www.personalalarms.org

Adding Family & Friends Nominated Contacts:

If you ordered your alarm directly from SureSafe then you will receive an invitation to download the family & friends app to the email address used on the order (iOS or Android). Download the App and follow the instructions to add additional family & friends nominated contacts. To invite new contacts tap on the invitation button below the list of contacts and enter the mobile number to receive the invite. You can add as many contacts as you require.

If you did not order directly from SureSafe then please email us at info@personalalarms.org to request access. Please include the mobile number to receive the app invite, as well as the ICCID number on the side of the box.

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 while charging, and will go solid when not charging/battery full. 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 first nominated contact. If they do not answer it will move on to the second nominated contact, and so on.

Let the nominated contact know that it is a test call for your new alarm.

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

SureSafeGO Family Monitored

Additional Information



Charging your device:

The SureSafeGO battery will last up to 7 days based on normal use.

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.

Family & friends will receive alerts if the battery is running low. They can also remind you to place your alarm on charge.

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. The alarm will then call through to your nominated contacts in order. Don't worry if it is a false alarm, simply tell them 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:

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.

The App is required to be a nominated contacts. Emergency calls are received by the App on the nominated contacts phone, not by a traditional phone call.

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.

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 nominated contacts 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.

Use in UK & Europe:

The SureSafeGO Family Monitored alarm works in the UK and Europe. The Family & Friends App is available in certain countries only. Countries where the App is not available can get access online to information about the device but cannot be nominated contacts. See the SureSafeGO Family Monitored product page on our website for more details about which countries the alarm and App works in.

GPS Location Services

Please bear in mind that GPS and location services are not 100% accurate as GPS satellites broadcast their signals in space with a certain degree of accuracy, but what you receive depends on additional factors, including satellite geometry, signal blockage and atmospheric conditions. Subject to signal being available, your device should be accurate within 10-20 metres.

NOTE: 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.