

## 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. Nominated contacts can also see battery/connection status in the App.**

### 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

SureSafeGO also includes 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](mailto:info@personalalarms.org)

Website: [www.personalarms.org](http://www.personalarms.org)

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

# SureSafeGO

## + Family 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 family-monitored alarm, wherever you go

Press the SOS button when you need help. Your SureSafeGO alerts your nominated family and friends through the Family & Friends App so they can respond and speak with you through the watch.

**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

Before you start: Set up your SureSafe credit subscription and Family & Friends App before completing the 4 steps below.

- 1. Credit subscription** - An active subscription is required for the watch to work. Choose a 3-month or 12-month subscription with unlimited alarm use during the subscription period. It continues until cancelled. Set up at: [www.personalalarms.org/SSGO-CREDIT](http://www.personalalarms.org/SSGO-CREDIT). The SIM is built into the watch and cannot be replaced.
- 2. Family & Friends App** - If you bought directly from SureSafe, an App invitation is sent to the email address used for the order. Download the App, follow the instructions and invite as many nominated contacts as you need using their mobile numbers. If you bought elsewhere, email [info@personalalarms.org](mailto:info@personalalarms.org) with the mobile number for the App invite and the ICCID number shown on the box.

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|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>Power the charging cradle</b><br>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 | <b>Charge the watch</b><br>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.<br><div><b>Cradle empty - green</b><br/><b>Watch in cradle - red</b><br/><b>Watch in cradle - green</b></div> <div><b>Power connected</b><br/><b>Watch charging</b><br/><b>Watch fully charged</b></div>  |
| 3 | <b>Put the watch on</b><br>Wear it as a normal wristwatch, with the strap secure and comfortable. Check the battery has enough charge before you go out.                                                                                                                                                                                                                             |
| 4 | <b>Make a test call</b><br>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 when you raise an alarm?

Your nominated contacts are alerted through the Family & Friends App. The alert is sent to your nominated contacts in order so that a family member or friend can respond and speak with you through the watch.

Make sure your nominated contacts understand what you would like them to do if you raise an alarm and cannot speak.

## Family & Friends App - required

The purchaser or designated primary contact receives an invitation to download and set up the Family & Friends App. They can then invite additional family members or friends. You can add as many nominated contacts as required.

Alarm alerts are received through the App on a nominated contact's phone, not as a traditional phone call. The App also provides current/recent location information, home status, battery and connection status, geo-fence alerts, step/activity information and secure chat between nominated contacts.

## Use in the UK & Europe

SureSafeGO + Family Monitoring can be used in the UK and Europe. The Family & Friends App is available in certain countries only; where the App is unavailable, a person cannot be a nominated contact. See the SureSafeGO Family Monitoring product information for supported countries.