

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 lone working away from the home beacon uses more battery; an active worker may experience around 2 days.
- Charge whenever the battery is low and before lone working shifts or 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

Website: www.personalarms.org

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

SureSafeGO

Lone Worker Alarm + Self Monitoring QUICK START GUIDE



Your SureSafeGO is almost ready for use. Set up your subscription and get nominated contacts to download the app. Charge it, put it on and make your first test alarm using the four steps on the next page.

Lone worker protection, wherever you work

Press the SOS button if you feel at risk, need assistance or experience an emergency while working alone. Your SureSafeGO alerts your organisation's nominated responders through the 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 are working alone or 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 the SureSafe credit subscription and your organisation's Lone Worker App responders 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. The SIM is built into the watch and cannot be replaced.
- 2. Lone Worker App** - If purchased directly from SureSafe, the designated primary responder will receive an App invitation. Download the App, follow the instructions and invite the managers, supervisors or other responders responsible for your lone worker escalation process. If purchased elsewhere, email info@personalalarms.org with the mobile number for the App invite and the ICCID number shown on the box.

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 lone worker test alarm Press and hold the lower SOS button until the alarm countdown/flashing alarm symbol appears and the watch confirms activation. The alarm will alert your nominated responders through the App. When a contact responds, tell them this is a test for your new lone worker 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 responders are alerted through the Lone Worker App. The alert is sent to your organisation's nominated responders in order so an authorised responder can respond and speak with you through the watch.

Your organisation should ensure nominated responders understand the agreed lone worker escalation procedure, including what to do if you raise an alarm and cannot speak.

Lone Worker App - required

The purchaser or designated primary contact receives an invitation to download and set up the Lone Worker App. They can then invite additional authorised managers, supervisors or responders. You can add as many nominated responders as required.

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

Use in the UK & Europe

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