SureSafeGO Plus

User Guide

The Set Up

Features In Detail

Disclaimer: Automatic Fall Detection

By using this alarm you confirm that you understand that using the automatic fall detection feature of this product does not guarantee that 100% of falls will be detected. Falls can come in many different forms 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 all fall situations. Soft falls, slumping falls, descent controlled falls against a wall or a chair, etc... may not be detected by our products.

While the use of a fall detector provides a significantly increased level of protection, due to limitations of the technology used, and attempts to minimise false alarms, not all falls (even some dangerous-heavy falls) will be detected. The manual trigger should be used whenever possible. We accept no liability for the failure of the automatic fall detection not detecting a fall event.

Disclaimer: Regular Testing & Powering Off/On

You should test your SureSafeGO Plus Alarm at least once a month to remain familiar with how it works, and to check that it functions as expected. This can also alert you if you unknowingly run out of credit, or if there is an issue with your device.

Your SureSafeGO Plus Alarm should also be powered off for 3-4 minutes, before being powered on again, at least once a month. This resets the onboard computer and helps ensure the device will function correctly.

Failure to follow this process could result in the alarm not functioning correctly when needed.

Disclaimer: Mobile Devices– Using GPS/GSM/4G

By using this product, you confirm that you understand that it works using a combination of mobile phone networks and/or GPS. 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 mobile phone networks or GPS. By using this product you acknowledge that mobile phone networks/GPS 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 network or GPS. This exclusion of liability includes where we have provided you with the SIM card inside the SureSafeGO Plus.

It is your responsibility to ensure that there is sufficient credit on your SIM card, where credit is needed. We are not responsible, in any way, for the device not operating because there was insufficient credit. This includes failure to top up credit, failure to register for low credit alerts and failure to receive low credit alerts.

Disclaimer: Heart Rate Monitor & Step Counter

Unless otherwise specified, SureSafe products and services are not a medical devices, and are not intended to diagnose, treat, cure, or prevent any disease. With regard to accuracy, SureSafe has developed products and services to track certain wellness information as accurately as reasonably possible. The accuracy of SureSafe's products and services is not intended to be equivalent to medical devices or scientific measurement devices.
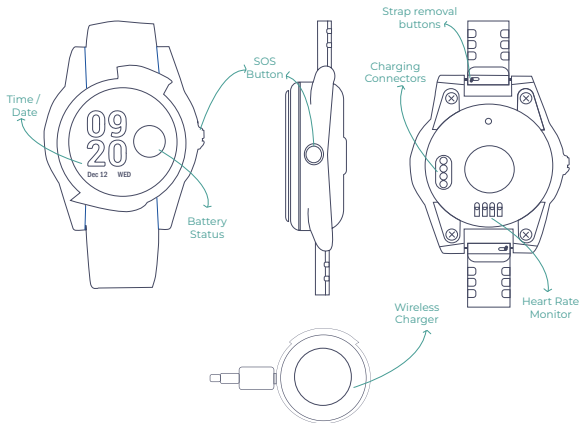
Product Overview

The SureSafeGO Plus Alarm is a wrist worn personal safety device designed to help older people, or people of all ages with medical conditions, continue to live independently.

It is a mobile personal alarm that allows the wearer to call for help at the touch of a button. It also has a fall detector that will notify nominated contacts when a fall has been detected.

It uses mobile phone technology that allows it to be used anywhere that there is mobile phone signal. This means it can be used at home, in the garden as well as when 'out and about'.

It uses GPS technology to provide location information for the device when it is activated. All SOS alerts and Fall Detection alerts come with a text message that includes a Google Maps link to the location of the device. You can also request the alarm's location by sending it a single text message.
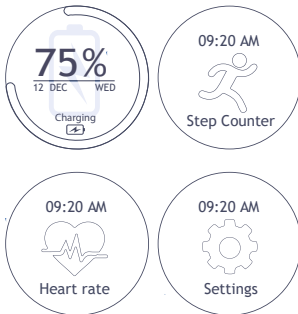
Getting To Know Your Device

Time / Date

09
20
Dec 12   WED

SOS Button

Battery Status

Strap removal buttons

Charging Connectors

Wireless Charger

Heart Rate Monitor

Menu Screen Options

There four other screens that are visible by swiping left on the device. These include battery status, step counter, heart rate and other settings.

75%
12 DEC   WED
Charging

09:20 AM

Step Counter

09:20 AM

Heart rate

09:20 AM

Settings

Installing A SIM Card

Your SureSafeGO Plus comes with a SureSafe Mobile SIM card already installed. The SIM card phone number can be found printed on the plastic SIM card holder found inside the box. The SIM card number is the same as the phone number for the alarm.

The alarm will work best with the SureSafe Mobile SIM card. It is a roaming safety SIM that gives you the best signal possible across the 3 big UK networks. We are also able to provide better ongoing customer support where the SureSafe SIM card is used.

Installing A Sim Card continued...

Should you need to change the SIM card, the SIM card holder is located behind where the strap attaches to the watch face, on the button side. Remove the watch strap and open the tray. This can be done with your nail, or gently using a small flathead screwdriver. Slide the tray out and insert a Nano size SIM. Insert the tray back into the watch and reattach the strap.
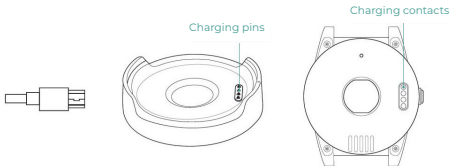
Charging Your Device

Plug in your desktop charger to a power socket and turn on the power. Place the watch onto the charging cradle, lining up the gold contacts on the back of the watch face with gold contacts on the charging station.

The alarm will announce that it is charging.

The alarm takes between 2-4 hours to charge from a flat battery.

Charging pins

Charging contacts

Switching Your Device On and Off (and Remotely)

To turn the alarm On, press and hold side button on side for 2 seconds. The watch will play a short tune and you will see the welcome screen.

To turn the alarm Off, go to 'Settings'.

This is done by swiping left on the screen until you get to 'Settings'.

Tap on 'Settings' and then scroll your finger up to 'System'.

Tap 'System' and then tap on 'Power Off'.

Finally, tap the 'tick' to switch the device off, or tap the 'X' to cancel switching it off.

You can also turn the SureSafeGO Plus off by sending a text message to the device.

Text Command: Off

Note: You cannot turn the alarm on using text messages.

Programming SOS Numbers

Your SureSafeGO Plus can be programmed with up to 5 emergency contact numbers. These are programmed by sending text commands to your alarm. You do not have to use all 5.

Set SOS Contact Number	Text Command
1	A1,telephone_number
2	A2,telephone_number
3	A3,telephone_number
4	A4,telephone_number
5	A5,telephone_number

Example:
To program 07770123123 as the 1st number, text: A1,07770123123. The alarm will text you back to confirm the number has been stored.

NOTE: Please make sure there are no spaces anywhere in your text message.

Deleting SOS Numbers

SOS numbers can be deleted by sending the following text command to your alarm:

Delete SOS Contact Number	Text Command
1	removeA1
2	removeA2
3	removeA3
4	removeA4
5	removeA5

The alarm will text you back to confirm the number has been deleted.

NOTE: Please make sure there are no spaces anywhere in your text message.

Checking Saved SOS Numbers

You can check the numbers currently stored in your SureSafeGO Plus alarm.

Text Command: A?

The alarm will text you back with a list of the stored numbers.

Activating an SOS Call

To activate the alarm, press and hold the SOS button on the side of the watch face for 2 seconds.
The wristband will vibrate and the watch will announce that the alarm has been activated/it is dialling for help.
You can cancel at any time by pressing the X on the screen.

Activating an SOS Call continued...

The alarm will ring the 1st number for 20 seconds. It will also send a text message to the 1st number that includes a Google Maps link to the location (usually within 60 seconds of the SOS button being pressed). If there is no answer to the call within 20 seconds it will then call and text the second number (unless you cancel it on the watch).

If the 1st number answers, a 2 minute call with two-way voice communication will be possible. At the end of the 2 minutes, or if the call is ended within the 2 minutes, the alarm will call and text the next number (where there is one).

To cancel the call and text to the next number, press the X that appears on the watch face.

The alarm will then return to standby mode.

We recommend that you set up the voicemail on your mobile phone to ring for 25 seconds before it answers. This will prevent the alarm being answered by your voicemail. Contact your mobile phone provider if you are unsure of how to do this.

Password Control

You can set a password to prevent anyone else being able to program your alarm.

The password needs to be 6 numbers long, for example 123456.

Text Command: p(chosen_password)

Example:
To program 123456 as your password, text: p123456.

After a password is set you will need to text the password in front of every programming command.

For example, to check the SOS numbers saved in the alarm you would text: 123456A?

Password Control continued...

Replacing the SIM card will not remove any stored passwords. If you forget your password please contact SureSafe Alarms for assistance.

To delete the password, text the password plus 'P0' (P ZERO) to the alarm. You need to include the existing password in the text message to delete it.

Example: 123456P0

NOTE: Please make sure there are no spaces anywhere in your text message.

Request Device Location

You can request the location of the device at any time by sending it a text message. The device will reply with a Google Maps link to the location of the alarm.

This can be used to find out where the alarm user is if you are ever concerned for their safety or are unsure of their whereabouts.

Text Command: loc

Set The Time

Your alarm should tell the correct time based on your location automatically. It does this using satellite signal. You can manually adjust the time zone by sending the following text commands:

Text Command: tz(+/-)(hours):(minutes)

Example 1: To move the time forward 2 hours+: tz+02

Example 2: To move the time forward 2 hours 15 minutes text: tz+02:15

Example 3: To move the time back 4 hours+: tz-04

Example 4: To move the time back 4 hours 15 minutes text: tz-04:15

Notes:
Use the + (plus) or – (minus) signs to indicate whether the time should go forward or back. Hours must use 2 digits, for example 7 hours must be texted 07. Minutes must be in 15 minute increments for example only 0, 15, 30 and 45 can be used for changing the minutes.

Set Device Nickname

You can give your device a nickname, which every text message will then start with e.g. Mum, Dad, Emma, Steve, etc.

Text Command: prefix1,(name)

Example:
To set Emma as your device nickname text prefix1,Emma

You can also delete an existing nickname by texting prefix0 to the alarm. You will receive a text reply confirming your commands have been saved.

NOTE: Please make sure there are no spaces anywhere in your text message.

Low Battery Alerts

Your alarm will announce via a voice prompt that the battery is low. It will remind the alarm user to charge their device when the battery gets to 20%.

Your alarm will send a text message to each of the programmed telephone numbers when the battery drops below 20%. The user can then be contacted again to remind them to charge their alarm.

To switch the text message alerts off text: Low0

To switch the text message alerts back on text: Low1

The default setting is with the alerts enabled. You cannot switch off the voice reminders.

Checking the Battery Level

You can check the battery level of the alarm at any time by sending it a text message. The alarm will reply with the current battery percentage (%).

Text Command: battery

Find My Device

If you lose your SureSafeGO Plus at home you can send the device a text message and it will play an audible voice message of 'I am here!' for 30 seconds, to help you locate it.

Text Command: findalarm

Fall Detection

Your alarm can detect falls by measuring a combination of changes in air speed, air pressure and impact. When a fall is detected the alarm will make an audible alert that a fall has been detected, and the screen will also display that a fall has been detected. This can be cancelled by pressing the 'X' on the screen.

When a fall is detected the alarm will ring the 1st number for 20 seconds. It will also send a text message to the 1st number that includes a Google Maps link to the location (usually within 60 seconds of a fall being detected). If there is no answer to the call within 20 seconds it will then call and text the second number (unless you cancel it on the watch).

If the 1st number answers, a 2 minute call with two-way voice communication will be possible.
At the end of the 2 minutes, or if the call is ended within the 2 minutes, the alarm will call and text the next number (where there is one). To cancel the call and text to the next number, press the X that appears on the watch face.

The alarm will then return to standby mode.

Fall Detection continued...

We recommend that you set up the voicemail on your mobile phone to ring for 25 seconds before it answers. This will prevent the alarm being answered by your voicemail. Contact your mobile phone provider if you are unsure of how to do this.

The fall detector will be enabled by default.

To switch the fall detector off, text FL0

Text Command: FL0

To switch the fall detector back on, text FL1

Text Command: FL1

The alarm will reply to confirm the instruction has been successful.

Geo-Fence

Your alarm can be set up to alert nominated contacts if the alarm wearer moves a certain distance from their home location. This can be very helpful if the alarm user has a tendency to wander without telling anyone. This is called a Geo-Fence.

The distance from the home location is measured in metres (M) or kilometres (km). The minimum distance you can set is 100m.

To set the Geo-Fence the SureSafeGO Plus needs to be positioned in the centre of the home location. The distance you select will then create a circular 'safe-zone' Geo-Fence around that location, for example 500m around the home.

The speed with which you receive an alert may vary depending on GPS signal available. The battery may need recharging more frequently using this feature.

Geo-Fence continued...

You need GPS signal to set the Geo-Fence, if you do not have GPS signal when trying to set the Geo-Fence the alarm will let you know that it was unsuccessful.

To set the Geo-Fence:
Text Command: Geo1,(distance)

Example 1: To set a Geo-Fence of 500m send the following text: Geo1,500m

Example 2: To set a Geo-Fence of 2km send the following text: Geo1,2km

To turn the Geo-Fence off:
Text Command: Geo0

The alarm will text to confirm the Geo-Fence is either set-up or cancelled.

No Movement Alarm

Your alarm can be set up to generate an alert if there is no movement for a period of time. This time can be set in either hours (H) or minutes (M).

To set the No Movement Alarm:
Text Command: nomove1,(time)

Example 1: To set a No Movement Alarm of 60 minutes send the following text: nomove1,60m

Example 2: To set a No Movement Alarm of 2 hours send the following text: nomove1,2h

No Movement Alarm continued...

To turn the No Movement Alarm off:
Text Command: nomove,0

The alarm will text to confirm the No Movement Alarm is either set-up or cancelled.

The watch announces when a No Movement Alarm has been triggered. This can be cancelled by pressing the 'X' button on the face.

When setting this alert, you need to consider things like how long the alarm user sleeps for, and whether they move during their sleep. You also need to remember that the device will trigger No Movement alerts if you take it off and do not switch them off.

Heart Rate Monitor

Your SureSafeGO Plus has a built in heart rate monitor that gives you an approximate heart rate per minute.

This is for information purposes only. This data is not used to generate any alerts.

To access the Heart Rate Monitor tap the watch face and slide the screen left until you reach the 'Heart Rate Monitor' screen. Tap on it and the device will activate the detector and display your approximate heart rate.

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Step Counter

Your SureSafeGO Plus has a built in step counter that will tell you the approximate number of steps that you take on a daily basis.

This is for information purposes only. This data is not used to generate any alerts.

To access the Step Counter tap the watch face and slide the screen left until you reach the 'Step Counter' screen. Tap on it and the device will display Steps, Kilometres Walked and Calories.

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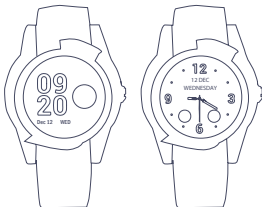
Clock Type

The SureSafeGO Plus watch face can be set to tell the time in 2 different formats – digital and analogue.

To change the Clock Type tap the watch face and slide the screen left until you reach the 'Settings' screen.

Tap on 'Settings' and swipe again to 'Watch Faces'.

Tap 'Watch Faces' and then select between 'Analogue' and 'Digital'.

Confirm your selection and the watch face will display the appropriate clock type.

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EU Declaration of Conformity

Radio Equipment:

Name: Personal Alarm
Model: SureSafeGO
Batch: SureSafeGO Plus

Manufacturer:

Name: Bora Health Limited
Address: Anfield Business Centre,
58 Breckfield Road South, Liverpool, L6 5DR

The undersigned hereby declares, on behalf of the Bora Health Limited (Company Registration Number 08724082), that the above-referenced product, to which this declaration relates, is in conformity with the provisions of:

Directives:

Radio Equipment Directive (RED) 2014/53/EU

Standards	
Group	**Name**
Article 3.1(a) Health & Safety	EN 62368-1:2014+A11:2017
	EN 62209-2:2010
	EN 50566:2017
Article 3.1(b) Electromagnetic Compatibility	EN 301 489-1 V2.1.1
	EN 301 489-19 V2.1.1
	Draft EN 301 489-52 V1.1.0
Article 3.2 Effective Use of Spectrum	EN 301 511 V12.5.1
	EN 303 413 V1.1.1

Object of the declaration:
SureSafeGO Plus

Daniel M Westhead
Daniel Westhead (Director)

Signed for, and on behalf of, Bora Health Limited
(Company Registration Number 08724082) 01.05.2021