

SureSafe

SureSafeGO Family Monitored Quick Start Guide



Access the full user guide here:



www.personalarms.org/us/suresafego_user_guide

Note: Please read user guide in full, including all disclaimers, before using the device.

Step 1: Set-Up Your Pre-Pay Subscription here:



www.personalarms.org/us/suresafego_subscription

Note: Your alarm will not work without an active subscription. Visit website for full details.

Step 2: Getting to know your device









Step 3: Charge your device



Connect the magnetic charging dock to the alarm and plug it in to the wall.

The red light on the pendant will flash when charging and go solid when fully charged.

Charge for 2-3 hours before first use.

Emergency contacts will receive low battery alerts via text when the battery drops below 20%.

Step 4: Switching device on and off



- **To turn the device on:** press the POWER button for 1 second, all the LEDs will flash rapidly. The device can also be turned on automatically by charging via magnetic USB cable or put it into the docking station.



- **To turn the device off:** press and hold the POWER button and SOS button together for 3 seconds until the LEDs turn off.
- Alternatively, text '**OFF**' to the alarm to switch it off.

Step 5: What do the lights mean?

Check your device has signal

● Green light

- Single or double quick flash every 3 seconds means connected to the mobile network.
- Single long flash every 3 seconds means not connected to the mobile network (no signal available).

● Blue light

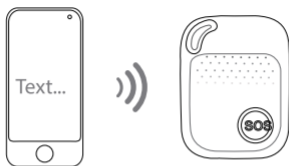
- Single flash every 3 seconds means it has a constant location fix.
- No blue light means it is not seeking a location fix (this is the normal state).

Power indicator

● Red light

- Flashing quickly while not on charge means low battery. Please charge.
- Slow flash while on charge means device is charging.
- Solid red light when charging means battery full.

Step 6: Program your SOS numbers



Send text message commands from your cell phone to your SureSafeGO's unique telephone number.

Your SureSafeGO telephone number will be emailed to you when you set up your subscription online (see page 2).

The alarm needs to be on and the subscription set up before programming..

You can program up to 5 SOS numbers.
You only need to program a minimum of 1 emergency contact number for the alarm to work

See next page for programming commands.

Programming commands

To program the 1st SOS number send the following text to the alarm:



A1,1,1,phone number

For example, to program (959) 123-4567 you would text **A1,1,1,9591234567**

There are no spaces anywhere in the text command.

You will receive a confirmation text reply from the alarm if the programming is successful.

Repeat this process for the 2nd, 3rd, 4th and 5th number using A2,1,1, A3,1,1, A4,1,1, and A5,1,1, at the beginning of the command.

For example: A2,1,1,6661234567

Each number needs to be programmed separately.

Fall detection



Your SureSafeGO includes a fall detector that can detect falls.

When you receive your alarm the fall detector will be 'on'.

To switch the fall detector off, send this command to the alarm: **FLO**

To switch the fall detector back on, send **FL1,5,1**

Please note the fall detector cannot detect 100% of falls. Users should press the SOS button whenever possible.

See User Guide for more information and disclaimers.

Step 7: Getting a GPS fix



Your SureSafeGO uses GPS to identify its current location. Before using your alarm for the first time it is important to take the device outside or by a window for 3-4 minutes to allow it to identify its first location.

Send this command to get a text back with the location: **Loc**.

If the location received is not accurate, take the alarm further away from the building and test again until correct.

Step 8: Activating an SOS alarm



When you need help, press the SOS button for 3 seconds until you hear a voice prompt announcing the alarm has been activated. This starts the sequence of sending a “help me!” text message to your emergency contact numbers followed by the outgoing calls.

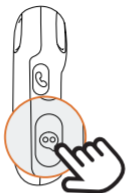
Each contact will be called in sequence. If the device fails to connect to the first number, it will call the second number after a delay of 10/15 seconds. If the second number fails to connect then the system will connect to the third number and so on.

To avoid a voicemail answering the call and stopping the call sequence the alarm will attempt to connect to the nominated contact for 15 seconds. If the call reaches voicemail it will not call the next contact. See User Guide for more information.

The user can stop the SOS calling sequence at any time by pressing the SOS button.

Once a call connects to a nominated contact, the call will last 90 seconds before disconnecting. This is enough time to speak to the alarm user, find out what is happening, and let them know help is on the way.

Silent mode button



Double-click

Your alarm has voice announcements for key events such as SOS calls being made, falls detected and the battery requires charging.

Double-click this button to **turn off voice announcements**; double-click again to **turn voice announcements on**.

Set home wifi location

Important: Read user guide to set home location for your SureSafeGO. This improves location accuracy.

Warnings

- Don't use or store the unit in dusty places.
- Avoid storing or using the unit in extreme temperatures.
- Clean the unit with a piece of dry cloth.
- Don't clean using chemicals or detergents.
- Don't disassemble or open the unit.

Specifications

- Dimension: 62mm*47mm*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 950mAh
- Charging voltage: 5V DC
- Waterproof: IP67
- 2 location technologies: GPS, WIFI

www.personalarms.org/us

For customer support:

- Review FAQs at the back of the User Guide
- Email help@personalalarms.org