

SureSafeGO

Watch User Guide



For all SureSafeGO watch versions

SureSafeGO + 24/7 Monitoring • SureSafeGO + Family Monitoring
• SureSafeGO Lone Worker Alarm + 24/7 Monitoring
• SureSafeGO Lone Worker Alarm + Self Monitoring

Keep this guide for future reference. Your Quick Start Guide explains the setup and monitoring arrangements for your specific SureSafeGO service.

About your SureSafeGO

SureSafeGO is a wrist-worn personal alarm with mobile connectivity, speakerphone and location functions. Depending on your service, alarms are routed to the SureSafe 24/7 monitoring centre, family/friends or nominated workplace responders.

Optional activity and wellness functions may be enabled or disabled remotely, so your screens may differ from those shown.

Important: SureSafeGO depends on mobile network coverage and, for location services, available positioning signals. No radio or location-based system can guarantee connection or an exact position in every place.

What is in the box?

- SureSafeGO watch
- Charging cradle / home beacon
- Power supply and charging cable
- Quick Start Guide for your service version

1 - Safety information

Read these safety instructions before using the watch. Keep the watch, charger and power supply in good condition and use only the supplied or approved charging equipment.

- Do not dismantle, crush, puncture or otherwise damage the watch or its battery.
- Do not use or charge the watch if the battery or casing appears damaged, swollen, unusually hot, leaking, discoloured, produces an unusual smell or makes unusual noises.
- Do not expose the watch to fire, temperatures above 60°C, extremely low air pressure or other conditions that could damage the lithium battery.
- Use the watch only within its stated operating temperature range of -10°C to +40°C.
- Keep the charging cradle indoors and dry. The cradle has no water-resistance rating.
- Follow local rules requiring radio equipment to be switched off, including in locations where wireless devices may cause interference or hazards.
- Avoid strong impacts and prolonged exposure to salt water, chlorinated water, high-pressure water, hot water, saunas and hot tubs.

Medical equipment and implanted devices

The watch transmits radio signals. If you use an implanted medical device, seek advice from your healthcare professional or device manufacturer. Manufacturer guidance recommends keeping the watch at least 15 cm from an implanted device. If interference is suspected, switch the watch off and seek advice.

If you suspect interference with a medical device, switch the watch off and seek advice from your healthcare professional.

Water resistance

The watch is IP68 rated: dust resistant and tested for immersion in fresh water up to 1.5 m for 30 minutes. Water resistance can reduce over time. Dry the watch before charging. Do not wear it while swimming.

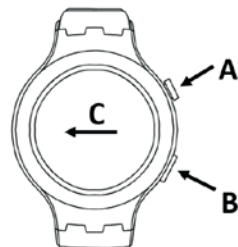
2 - Getting to know the watch



Upper side button (A)	Wakes the display. A short press can return to the watch face. Its additional function may vary by configuration.
Lower side button (B)	SOS / alarm button. Press and hold to raise an alarm.
Touchscreen (C)	Swipe left to move through enabled functions. Tap an on-screen control to select it.
Speaker and microphone	Used for two-way voice communication during calls, where supported by your service.

Waking and navigating the display

1. Briefly press the upper side button (A) to wake the display.
2. With the screen active, swipe left to move through available functions.
3. Tap the required function or on-screen control.
4. Swipe right or briefly press the upper side button (A) to return towards the watch face.



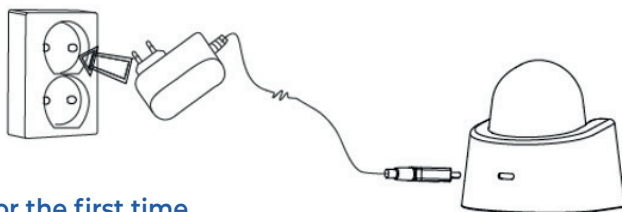
Some functions shown in this guide may not be enabled on your watch. This is normal and depends on your SureSafeGO service configuration.

Status symbols

-  Mobile network signal strength
-  No network / connection unavailable
-  Battery status
-  Low or empty battery
-  Home symbol when the watch is within range of its registered home beacon

3 - Charging and everyday use

Connect the charging cradle to mains power using the supplied power supply.



Charging for the first time

1. Connect the power supply to a suitable wall socket and connect the cable to the charging cradle.
2. Place the SureSafeGO watch correctly into the cradle. The watch should start automatically. If the battery is completely discharged, startup may take a few minutes.
3. When first used, or after a period in storage, allow up to 3 hours for the battery to reach full capacity.

Charging cradle light

- Cradle empty - green** Power connected
- Watch in cradle - red** Watch charging
- Watch in cradle - green** Watch fully charged

Battery life and low battery

Standby time is up to 4 days at home/in beacon range, depending on use, enabled features and mobile coverage. Charge whenever the battery is low and before relying on the watch away from the charger.

Time away from the home beacon can reduce battery life; an active user regularly away from home may experience around 2 days.

Always make sure the watch has enough charge for the period in which you will rely on it as an alarm.

Wearing the watch

Wear the watch securely and comfortably. For heart-rate or SpO2 readings, keep the sensor against the skin and your arm still.

Switching off

Swipe to the power off screen on the watch in Settings, press and hold the on-screen power control until the outer circle completes. The watch may take a short time to shut down because it communicates its shutdown status to the service platform.

4 - Raising an alarm and handling calls

Raising an SOS alarm

1. Press and hold the lower side SOS button (B).
2. Continue holding until the watch shows the alarm countdown / flashing alarm symbol and confirms activation with sound and vibration.
3. The watch sends the alarm using the mobile network. When the alarm has been received successfully, you will be able to speak through the watch when connected to the alarm recipient.



Alarm screen

If an alarm fails to send, this may be caused by lack of mobile network coverage or a service/configuration problem. In an urgent situation, try again and use another way to obtain help if one is available.

What happens after the alarm?

Your service-specific Quick Start Guide explains who receives an alarm and how it is escalated.

Incoming and ongoing calls

Where calls are enabled, an incoming call screen provides controls to answer or decline the call. During a call, the watch uses its built-in speaker and microphone. An on-screen control is provided to end the call.

5 - Location and the home beacon

SureSafeGO estimates location using the best available source. Accuracy depends on signal availability and service configuration.

Home beacon	When a registered beacon is detected, the system can use the address registered for that beacon as the watch location.
GPS / satellite positioning	Used outside beacon range where satellite signals are available. The manufacturer states typical accuracy is often around 10-100 metres.
Wi-Fi positioning	Uses surrounding Wi-Fi network identifiers to estimate location. The manufacturer states accuracy is often around 10-100 metres.
Mobile network / LBS	Uses the connected mobile base station and should be treated as an indication rather than an exact position.

Do not move the home beacon to another address unless SureSafe has updated the registered address. Otherwise, the location shown during an alarm may be incorrect.

The watch is considered outside the home beacon after approximately 4.5 minutes out of range. Location update frequency may vary by service configuration.

Location information is an estimate. Buildings, terrain, satellite visibility, mobile coverage and other factors can reduce accuracy or prevent a position from being obtained.

6 - Geo-Fence alarms

Geo-Fences are virtual boundaries that can be set around specific locations. If enabled, SureSafeGO can generate an alert when the watch enters or leaves a defined area.

Geo-Fences must have a minimum radius of 100 metres, with the location or area being monitored positioned towards the centre of the zone.

There are two types:

Geo-Fence IN

An alert is generated when the watch enters the defined area. Up to three Geo-Fence IN zones can be set.

Geo-Fence OUT

An alert is generated when the watch leaves the defined area. One Geo-Fence OUT zone can be set, and the watch's registered home beacon must be located within this zone.

Geo-Fence alerts depend on the watch being able to determine and communicate its location. As with all location-based functions, the reported position may not always be exact.

To set a Geo-Fence

To set a Geo-Fence navigate to the Geo-Fence screen in the app and follow the steps outlined there by first clicking on 'New Geo-Fence'.

7 - Optional watch functions

These optional functions may not be enabled on every watch and are secondary to the personal alarm function.



Step counter

Swipe left to the step counter. It shows today's steps; after several seconds it can show a weekly summary. A daily goal can be set where available.



The step counter is an activity estimate, not a precision measuring instrument. Arm movement, pushing a trolley, slow or shuffling movement and other activities can cause missed or extra steps.



Heart-rate monitor

Swipe left to the heart-rate screen and keep your arm still during measurement. Results are for general fitness and wellness only, not diagnosis or critical health decisions.

The heart-rate function is for general fitness and wellness only. It is not a medical device and must not be relied upon for diagnosis or critical health decisions.



SpO2 monitor

Swipe to the SpO2 screen and keep your arm still during measurement. SpO2 estimates peripheral blood oxygen saturation. Results are for general fitness and wellness only, not diagnosis or critical health decisions.

The SpO2 function is for general fitness and wellness only. It is not a medical device. Consult a qualified healthcare professional about symptoms, medical concerns or diagnosis.

8 - Settings

Swipe left until the Settings icon appears, then tap it. Swipe left within Settings to move between available options. Briefly press the upper side button to leave the Settings area.



	Speaker volume	Use + / - to adjust the speakerphone sound level.
	Screen brightness	Use + / - to adjust display brightness.
	Watch face – Screen colour & analogue or digital selection	Use the on-screen arrows to select an available watch face.
	Step goal	Use + / - to change the daily step target, if the step counter is enabled.
	Information / QR code	Displays device identification information, including a QR code/serial-number reference.
	Power off	May be available depending on your service configuration.

9 - Troubleshooting

No mobile connection

- Check whether mobile coverage is available where you are and, if possible, move to another location.
- Restart the watch. The manufacturer draft describes a forced restart by holding the upper side button for around 15 seconds.

Alarm does not send

- Check mobile network coverage and try another location if possible.
- Try the alarm again if help is still required.
- Restart the watch if appropriate.

The watch does not charge in the cradle

- If the cradle light is off, check the wall socket, power adapter and cable connections.
- Make sure the watch is seated correctly in the cradle with the side buttons facing upwards.
- Check that dirt or debris is not preventing the watch from sitting correctly.

The watch is unresponsive

- Hold the upper side button for approximately 15-20 seconds to force a restart.
- Contact SureSafe if the problem continues.

10 - Cleaning and storage

Cleaning

Clean the watch, cradle, cable and accessories with a slightly damp cloth. Do not use strong detergents or solvents.

Long-term storage

- Charge the battery to approximately 50-70%.
- Switch the watch completely off.
- Store it in a cool, dry place, ideally 15°C to 25°C.
- If stored for more than 3 months, switch it on and recharge it to around 50-70% every 3-6 months.

11 - Technical information

Watch size	46 mm diameter; 15.4 mm thick
Weight	56 g including strap
Ingress protection	IP68
Operating temperature	-10°C to +40°C
Battery	Li-Po, 3.87 V, 595 mAh
Standby time	Up to 4 days, depending on user profile and conditions
Mobile technologies	2G GSM 900/1800; WCDMA B1/B5/B8; LTE FDD B1/B3/B7/B8/B20/B28; LTE TDD B38/B40/B41
Location technologies	GPS/satellite, Wi-Fi positioning, mobile-network positioning (LBS), registered home beacon
SIM interface	Nano SIM (manufacturer specification)

Charging cradle / beacon

- Dimensions: 72 x 74 x 75 mm (W x L x H)
- Weight: 203 g
- Beacon transmitter: 866 MHz
- No IP rating - indoor, dry use only

Power supply

- Model: S008ACM0500100 (EU/UK manufacturer specification)
- Input: 100-240 V AC, 50-60 Hz
- Output: 5.0 V DC, 1.0 A, 5.0 W
- Cable length: 2 m fixed cable
- Interface: USB-C male

12 Disposal and conformity

Electrical equipment and batteries

The crossed-out wheeled-bin symbol means the product must not be disposed of with household waste. Take the watch and electronic accessories to an appropriate collection or recycling point. Do not remove the built-in battery yourself unless instructed by an authorised service provider.

Declaration of Conformity

The radio equipment complies with the EU Radio Equipment Directive 2014/53/EU and applicable EU and UK regulations. The device also displays CE and UKCA marks.

Radio-frequency exposure (SAR)

The watch is designed to meet applicable international limits for exposure to radio-frequency electromagnetic fields.

SureSafeGO

SureSafe support

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