



SOFIHUB secure 4G GPS Tracking Device at Videopro User Guide

[Home](#) » [SOFIHUB](#) » SOFIHUB secure 4G GPS Tracking Device at Videopro User Guide 

Contents

- [1 SOFIHUB secure 4G GPS Tracking Device at Videopro](#)
- [2 Getting to know your device](#)
- [3 Charging your device](#)
- [4 Switching the device ON/OFF](#)
- [5 What do the lights mean?](#)
- [6 Activating an SOS Alarm](#)
- [7 Getting a GPS fix](#)
- [8 Fall detection alarm](#)
- [9 Making a phone call](#)
- [10 Silent mode button](#)
- [11 Specifications:](#)
- [12 Cautions:](#)
- [13 Setting up your account](#)
- [14 SOFIHUB portal](#)
- [15 Setting your emergency contacts](#)
- [16 Customise your secure settings](#)
- [17 Documents / Resources](#)
 - [17.1 References](#)
- [18 Related Posts](#)



SOFIHUB secure 4G GPS Tracking Device at Videopro



Please create your SOFIHUB portal account before beginning set up. For details please see page 20

Getting to know your device

SECURE — FRONT



SECURE — SIDE



Power indicator
RED

SECURE — BACK



CHARGING BASE — FRONT



TIP

IMPORTANT: In order for the call 1 button and SOS button on the base station to function correctly you must first pair your secure to your base station.

Press and hold the second button (labelled call 2) on the base station as well as pressing the bottom side button on the secure simultaneously.

You may see the base station LEDs colour change during this process.

If pairing has succeeded, you should hear the base station say "Pairing successful"

CHARGING BASE — BACK



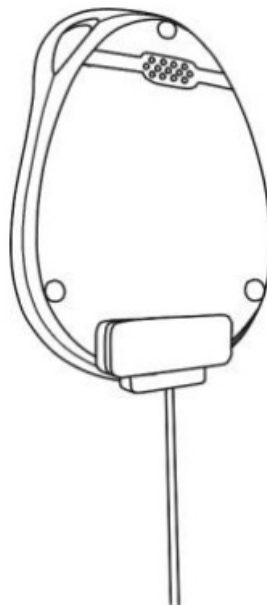
CHARGING BASE — BOTTOM



USB cable

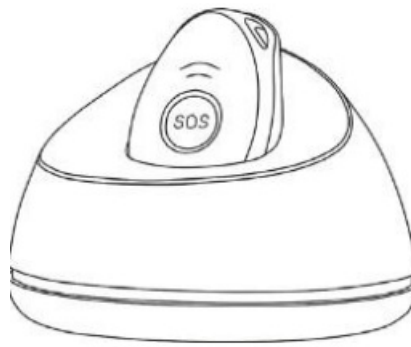
Charging your device

There are 2 ways to charge your device.



Charging by magnetic USB cable

- When placing the magnetic USB cable on the device charging contacts make sure it is positioned correctly.
- The power indicator (red light) should blink when charging and remain solid when fully charged.
- When the device starts charging successfully you will hear an audible voice prompt.



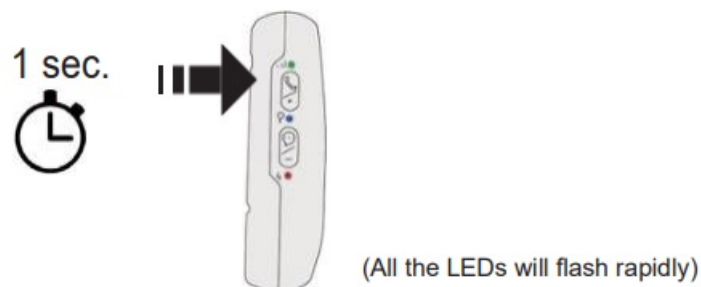
Charging by base

- Place the device on the charging base.
- Connect the USB cable from the charging base to the AC adaptor.

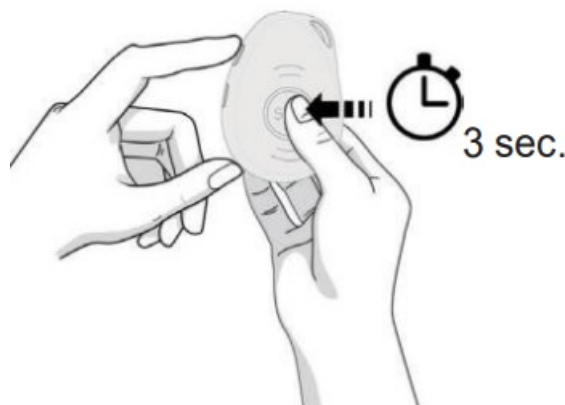
The charging base light will glow when charging and turn solid when fully charged.

- TIP: For the first time use, please fully charge the battery for around 2-3 hours
- TIP: The charging base is equipped with a 2000mAh back up battery, which can charge the device when the electricity is off at home or when traveling.
- TIP: At 20% it only plays an audible voice prompt.
At 15% it plays an audible voice prompt and sends a text message to the emergency contacts.

Switching the device ON/OFF



To turn on the device: press the top side 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 putting it into the docking station.



To turn off the device: press and hold the side button and SOS button together for 3 seconds until the LEDs turn

off.

What do the lights mean?

Cellular signal indicator–Green

Green	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds
Means	The device has a stable Cellular signal	The device is registered to the Cellular network

Positioning indicator–Blue

Blue	Light shows a single flash rapidly every 3 seconds	
Means	The device has no latest location fix	

Blue	Light shows a double flash rapidly every 3 seconds	Light Off
Means	The device has latest location fix	The device is not fixing the latest location

Power indicator–Red

Red	Red ON (solid)	Red shows a double flash rapidly every 3 seconds
State	Device has been fully charged	BLE connected

Red	Red Blinking Quickly	Red Off or blinking slowly
Means	Battery power is lower than 20%	The device is charging

Activating an SOS Alarm



When you need help, press the SOS button for 3-4 seconds till you hear a voice prompt of activating an SOS

alarm. This starts the

“Help me!” text message sequence to your emergency contacts. Your emergency contacts will be individually called shortly afterwards automatically, until the SOS sequence is stopped.

- If the device fails to connect to the first number, it will call the second number after delay of 15 seconds. In case the second number fails to be connected as well, the system will connect to the third number etc.
- Between each call, there will be a 10 second delay, during this time the user can stop the call sequence or prevent a possible false alarm by pressing the SOS button.
- The receiver of the call can also stop the call sequence by pressing 1 on their mobile phone during the two-way call.
- Use the side buttons +/- to adjust the sound volume during a call
 - TIP: Please remember to program emergency contact numbers. It is not mandatory for all three authorized numbers to be set, however a minimum of one must always be set.
 - TIP : Please be patient during the call sequence. There can be short delays as the alarm calls phones who maybe out of range or delivered to people's voicemail.

Getting a GPS fix

To get an initial fix for the GPS features, use outdoors or near a window so the device can get a fix on the satellites. This could take few minutes according to your environment.



Fall detection alarm

Fall detection sensitivity can be adjusted and turned on or off via the portal.



Sometimes daily activities (such as sports or dropping your secure) may cause your secure to detect a fall incorrectly and cause a false alarm. You can always cancel the fall alert before your contacts are notified by pressing the SOS button during the initial voice prompt sequence.

TIP

IMPORTANT: It is possible that the secure may not correctly detect a fall down event under certain circumstances. Using the SOS button is critical to get help in an emergency situation. If you have fallen, but do not hear the secure voice sequence activate please press the SOS button.

Making a phone call

To make a call to your carer, press side call button for 3 seconds and you will hear a beep, and then it will dial and connect promptly.

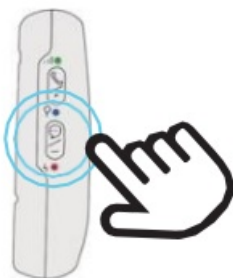


To end the call, press the SOS button.



Silent mode button

Double click the bottom side button to turn off voice warnings, double click again to turn on voice warnings.



IMPORTANT: Switching off voice prompts will mean that when you activate an SOS sequence, or a fall down is detected your secure will remain silent until your emergency contacts are rung by phone.

- When determining whether or not to turn off the voice prompts, please consider your personal situation and

whether or not it

would be appropriate to switch these prompts off.

- SOFIHUB recommends that elderly users of the secure always have their voice prompts turned on. Turning off voice prompts may be confusing for the elderly, for example if a fall is detected and the sequence is activated, the user may not remember voice prompts are disabled and they may proceed to press the SOS button, which in turn would cancel the fall alert sequence (as the secure allows for canceling false positive fall alerts. Please see the “Fall down alarm for more information).”

Specifications:

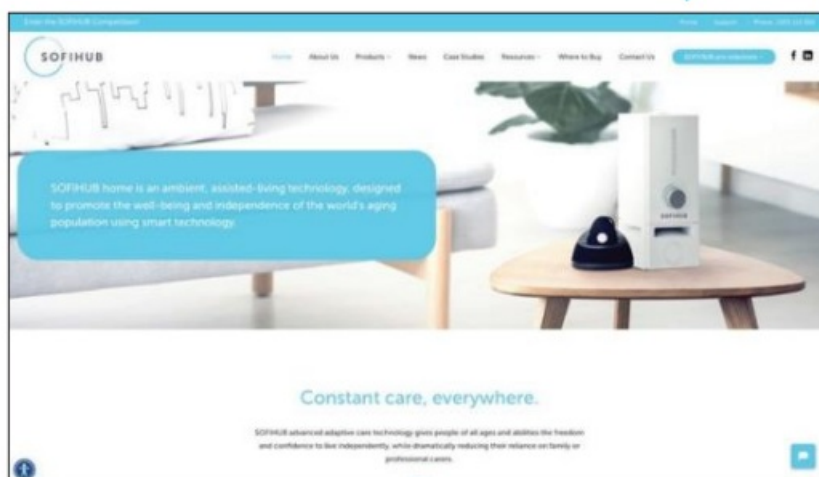
- Dimension: 61mm*44mm*16mm
- Weight: 40g
- Battery: Rechargeable, 3.7V, 850mAh
- Charging voltage: 5V DC
- Waterproof: IP67
- Locating technology: GPS

Cautions:

- Don't use & store the unit in dusty places.
- Don't put the unit in overheated or over cooled places.
- Clean the unit with a piece of dry cloth. Don't clean in chemicals, detergent.
- Don't disassemble or refit the unit.
- Using other batteries will cause unwanted situation.

Setting up your account

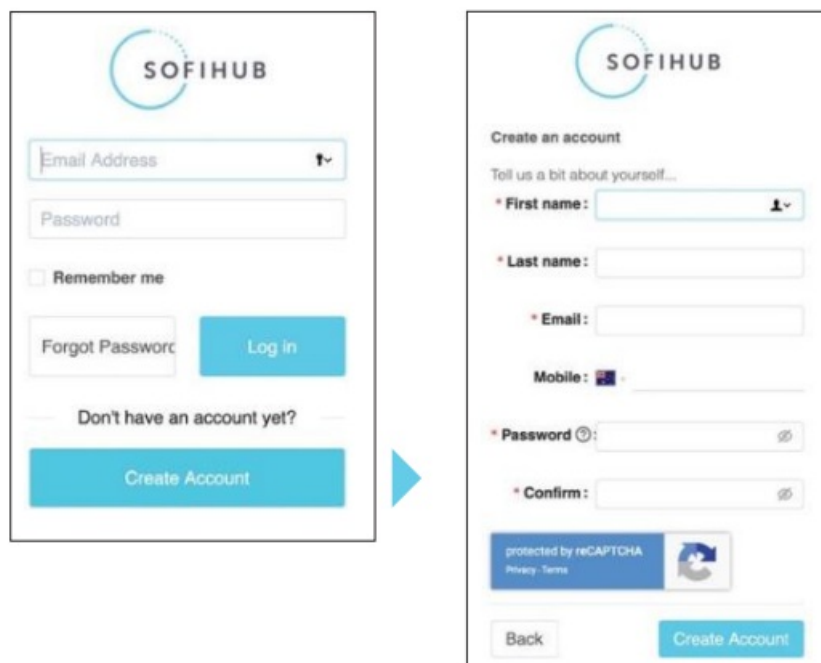
In you can access the SOFIHUB portal through the “portal” tab on the menu via the SOFIHUB website <https://sofihub.com>



Please select your location Australia/New Zealand OR United States/Canada

SOFIHUB portal

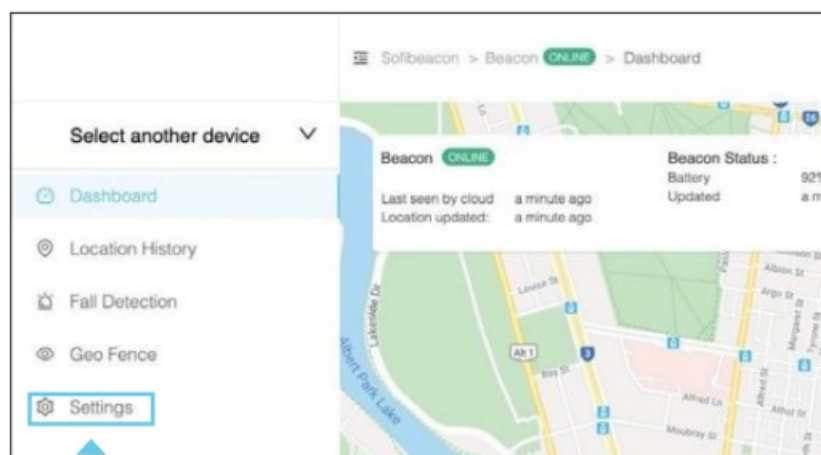
To create your SOFIHUB portal account: Click “Create Account” and follow the prompts.



The image displays two sequential steps of the SOFIHUB portal account creation process. The first screenshot shows the login page with fields for Email Address, Password, and a Remember me checkbox. Below these are links for 'Forgot Password' and 'Log in', and a 'Create Account' button. The second screenshot shows the 'Create an account' page with fields for First name, Last name, Email, Mobile, Password, and Confirm. It also includes a reCAPTCHA verification step and 'Back' and 'Create Account' buttons.

Setting your emergency contacts

Once your SOFIHUB portal account is set up using the unique details of your device, go to the settings tab in the menu to set your emergency contacts and invite carers.



Customise your secure settings

You can customise your secure settings in the portal menu:

- Dashboard
Shows overview of the secure's location and status.
- Location History
Access information on the secure's location history.
- Fall Detection
Toggle Fall Detection 'ON' and select your secure's desired sensitivity on the scale.

- Geo Fence


Set your secure’s geo fence perimeter. You will receive alerts when the secure’s location moves outside of the set area.

For more information or assistance please email: info@sofihub.com

Warning: Please keep the IMEI
(International Mobile Equipment Identity) somewhere safe for your records

203 Drummond Street, Carlton, Victoria 3053 Phone: 1300 110 366 Email: info@sofihub.com

Documents / Resources

	SOFIHUB secure 4G GPS Tracking Device at Videopro [pdf] User Guide secure, 4G GPS Tracking Device at Videopro, Tracking Device at Videopro, 4G GPS Tracking D evice, Tracking Device, secure
---	--

References

-  [SOFIHUB - Assisted-Living Technology](#)