Manuals+

☰

Contents [hide]

SureSafe

SureSafe GSM Lone Worker Device

Important information – Please Read

This guide is here to walk you through all the important information about your alarm. Although many alarms available on the market can be customized, including the SureSafeGO, we keep things as simple as can be.

If you have further questions after reading this guide please get in touch with us by emailing us at help@personalalarms.org

Below are some important instructions for your alarm.

- The SIM card for your alarm is pre-installed and cannot be replaced. You cannot replace the SIM card, the alarm will not work without the original SureSafe SIM in it.
- A SureSafe 'Pre-Paid Subscription' is required for the alarm to work. See page 7 to set one up.
- Please make sure all your emergency contacts know the phone number of your alarm and have saved this in their phones as 'Dad's/Mum's SureSafe Alarm' or similar. They should save the number with 'Emergency Bypass' activated so SOS calls and texts can be heard even if their phone is on silent.
- Please do not use any chemicals, abrasive agents or detergents on your alarm.
- The alarm is not to come into contact with any oils, creams or perfumes.
- When you set up your subscription, you will receive an email confirming your SureSafeGO's telephone number. You will need it to program the alarm..

Pacemakers: Keep device at least 10 inches from pacemakers. Device should be worn on belt using belt-clip if alarm user has a pacemaker. Belt clips can be purchased via our website.

Advanced Voice Notifications

Your SureSafeGO comes with advanced voice notifications. Listed below are times when your alarm will provide you with information verbally.

- The battery is low.
- Your alarm is charging.
- The SOS has been activated.
- The SOS has been cancelled.
- A fall has been detected.

What's in the box

- SureSafeGO Pendant
- Lanyard
- Charging Cable
- Charging Plug
- Magnetic Charging Port
- Quick Start Guide

Optional Extras

- Belt Clip
- Charging Station
- Visit www.personalalarms.org/us to order the optional extras.

Getting to know your SureSafeGO

Lanyard hole
LED light
SOS button
Microphone

Power Button
Silent mode button
Speaker

Screw holes
(Do Not Open Device)
Charging contacts

Setting up your pre-pay subscription

The SureSafeGO requires an active SureSafe Pre-Paid SIM plan in order to work. Setting up your subscription is quick and easy to do, simply use the QR code or link below:

www.personalalarms.org/us/suresafego_subscription

- Your subscription will be active, and your SureSafeGO will be ready to use, as soon as you set it up.
- When you set up your subscription, you will receive an email confirming your SureSafeGO's telephone number. You will need it to program the alarm.
- SureSafe Cell Service is powered by AT&T. You will need reliable AT&T service where

you live to for the alarm to work,

- Subscriptions are set up to auto-renew, so you never have to worry about your subscription running out. Please make sure your payment details are always kept up to date.
- NOTE: The SureSafeGO SIM card is already installed in the device and cannot be removed. You cannot replace the SIM or use your own SIM card for cell service. The alarm will only work with the original SIM card in it.

Charging your SureSafeGO

There are two ways to charge your device:

1. By magnetic USB cable
2. In the charging station (additional purchase required) See images for more details.

Important charging/battery information:

- Charge your SureSafeGO for at least 2-3 hours before first use.
- Battery life is typically 2-4 days depending on use. Areas of weaker cell service will use the battery quicker.
- Voice announcements will advise when battery is low, as well as the red LED flashing quickly.
- Low battery SMS alerts will be sent to emergency contacts when the battery drops below 15%.

Recommended charging habits:
It is important that you get into a routine of regular charging. We strongly recommend against waiting for the low battery SMS alerts to charge. Some options for routine charging include:

- Every night, overnight, next to your bed (remember to put it on in the morning, or if you get up during the night).
- For 20-30 minutes every day while sat watching TV or reading (while you are sat down resting).
- When a carer/family member visits each day and the alarm user is not alone.

Switching SureSafeGO On & 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 placing it in the docking station/attaching magnetic charger.
- To turn the device off: press and hold the Power button and SOS button together for 3 seconds until the LEDs turn off and you feel it vibrate. Alternatively, text OFF to the device to switch it off

Tip: press the top side button just before the SOS button to avoid an SOS call being made.

What do the lights mean?

- Cellular signal indicator – Green Light
  - Light shows a single flash every 3 seconds:
- The device has no cellular signal
  - Light shows a double flash rapidly every 3 seconds:
    The device is registered to the cellular network
- Positioning indicator – Blue Light
  - Light shows a Single flash every 3 seconds:
    The device has no latest location fix.
  - Light shows a double flash rapidly every 3 seconds:
    The device has latest location fix.
  - Light off:
    The device not fixing the latest location (normal state).
- Power indicator – Red Light
  - Light on solid (while charging):
    The device has been fully charged.

- ○ Light blinking quickly:
- Battery power is less than 20%.
  - ○ Light is off or blinking quickly (while charging):
    The device is charging.
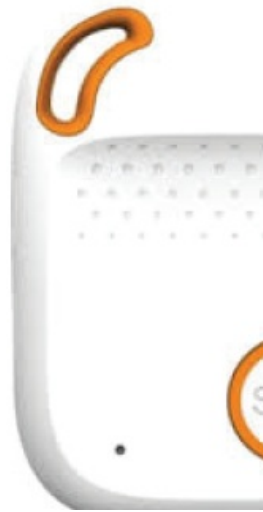
Setting your SOS numbers:

Your SureSafeGO can be programmed with up to 5 emergency contacts. Programming is done by sending an SMS from any cell phone to the alarm.
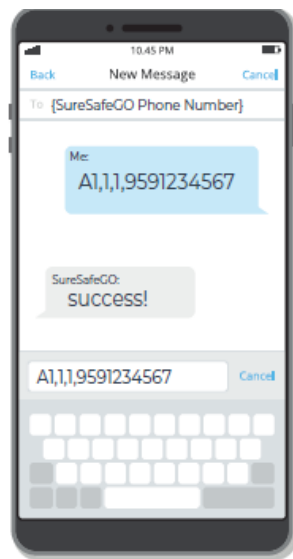To program the 1st SOS number send the following text to the alarm: A1,1,1,phone number

For example, to program:

(959) 123-4567 you would text: A1,1,1,9591234567

You will receive a confirmation reply from the alarm by text 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 A51,1, at the beginning of the command.
For example to program (666)123-4567 as the second number you want to send this command: A2,1,1,6661234567

Checking your SOS numbers:

Send the following text to the SureSafeGO to receive a text listing the emergency contacts programmed: A?

Tips

- The alarm needs to be switched on to program it. You also need an active Sure-Safe SIM plan.
- The alarm's phone number can be found on the side of the box.
- There are no spaces anywhere in the programming commands.
- You need a minimum of 1 emergency contact stored. You do not need to set all 5.
- One emergency contact number can be programmed per SMS sent.
- If you are receiving SOS calls but not texts, check the programming to see if there is a space anywhere in the command.

Automatic Fall Detection:

- Fall detection is designed to pick up falls that resemble trips. The wearer would need to fall by more than 1 metre and be stationary for a few moments.
- When the alarm detects movement that resembles a fall, the voice alert will announce that a fall has been detected.
- Press the SOS button for 1 second to cancel the help call if it is a false alarm.
- We strongly recommend using the SOS button to manually call for help when possible.
- The fall detection feature has been turned on and is ready to use. To turn this off

feature off send a text message to the phone number of your alarm with FL0.

- To turn fall detection back on send a text message (SMS) with FL1,5,1

Note: Please read the disclaimer at the front of this guide relating to the limitations of automatic fall detection.

Getting a GPS location

As GPS works off triangulation with satellites, you will need to take your alarm outside for 3-5 minutes after it is charged to get the initial location. Please make sure it has a direct line of sight to the sky, if this is not done the location will show our either our office or our factory location.


Setting your home location

This is a very important setting. Indoor GPS signal can sometimes be too weak to accurately report your location in the event of an emergency.

Your SureSafeGO has the ability to search for and save the Wi-Fi addresses available in your home location and use this information to check if you are at home when the SOS button is pressed (if you are not at home it will use GPS).

When an SOS event occurs, or the location of the alarm is requested, it will use the proximity to known Wi-Fi addresses to accurately report that the alarm is at 'home'.

Here are the steps to follow:

1. Have the alarm switched on and at the home location.
2. Send this text command to the SureSafeGO: Wifi1

   You will receive a reply saying 'Wifi Loc On'

   Note: The person sending the programming command texts does not need to be at the home location. Only the alarm needs to be.
3. Text Loc to the alarm to get the GPS location of the alarm.
4. Click on the link in the text reply from the SureSafeGO that gives the location. Check that it is the correct location. If it is not, take the device outside for 2-3 minutes and repeat step 2.
5. Copy the correct location coordinates from the map/location screen as indicated. You will need to paste these coordinates into the text command in step 6 below.
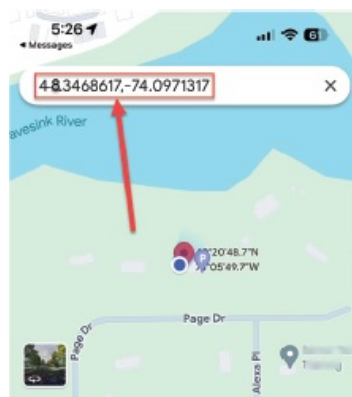

6. Send the following text command to get the SureSafeGO to scan for Wi-Fi networks in the home location:

   WFA[pasted location coordinates],home You will receive a confirmation text to confirm that scan has been successful, and listing the Wi-Fi networks it will use to identify that it is at home.
7. Your SureSafeGO will now automatically report that it is at home when it detects any of these Wi-Fi networks in future.

Note: the alarm does not connect to, or make calls through, the Wi-Fi networks. It simply identifies that they are present and uses this information to confirm the device is at home.

Contact help@personalalarms.org if you require any assistance setting up the home location feature. We can set this up remotely for you very easily – so please do not worry. Just send us an email!

Activating your alarm

(Press for 3–4 seconds)

3–4sec.
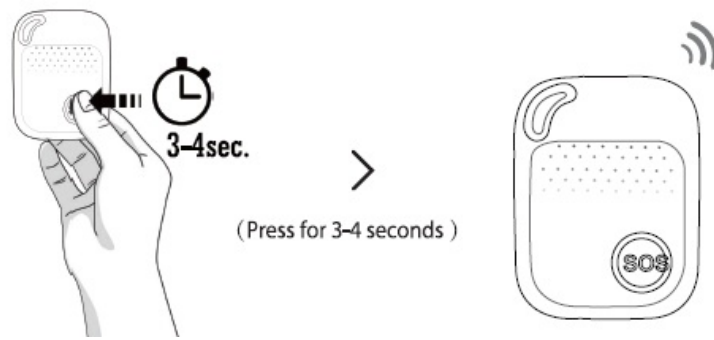
- To activate your alarm in an emergency simply hold down the SOS button for 3 seconds until you feel it vibrate. Your alarm will play a pre-alert that allows you to cancel the alarm if it is an accidental activation.
- Once the pre-alert finishes and your location has been identified, your alarm will send your first emergency contacts a text message (SMS) with your location.
  Soon after the activation the alarm will also call the first number. If the call is not answered within 10-15 seconds the alarm will disconnect the call. It will then text and ring the second number. This is repeated through the 5 contacts or until the SOS is answered. Each contact is alerted in sequence, not all at the same time.
- The call answer time of 10-15 seconds has been set to reduce the chance of the call going to voicemail. If the call goes to voicemail it will not move on to the next emergency contact.
- Once your emergency contact answers their phone, you will be able to have a two-way conversation through the pendant. The call will automatically disconnect after 90 seconds, enough time to confirm what help is needed and confirm where you are located.

Cancelling your alarm call

To cancel your alarm simply press the SOS button again for 1 second, this will disconnect the current call and stop it calling the rest of the numbers.
The alarm will announce that the alarm call has been cancelled after you complete the cancellation process.

Calling the SureSafeGO and answering calls

The SureSafeGO is not designed to be used as a method of calling the alarm user as a normal means of communication. This is not covered by the pre-paid subscription and

will likely result in you going over your monthly allowance.

However, in an emergency you can call the SureSafeGO using the telephone number on the side of the box. These calls must be limited in number, and in call duration.

If your SureSafeGO's phone number is called an audible tone will be heard through your alarm. A quick press of the SOS button will answer the call, and you will have two-way communication.

To end the call, press the SOS button for 1 second.

Voice announcements / Silent mode

Advanced Voice Notifications

Your SureSafeGO comes with our advanced voice notifications. Listed below are times when your alarm will announce what your alarm is doing verbally:

- The battery is low.
- Your alarm is charging.
- The SOS has been activated.
- The SOS has been cancelled.
- A fall has been detected.

Advanced Voice Notifications can be switched off by pressing the bottom side button twice. The alarm will announce that they have been switched off.

They can be switched back on by pressing it again another two times.

We strongly recommend keeping Advanced Voice Announcements switched on so that the alarm user knows what the alarm is doing and can react accordingly, for example cancelling a false alarm.

Frequently asked questions & troubleshooting

For tips and help to get your SureSafeGO up and running, visit our website for more information: www.personalalarms.org/us/faqs

Technical Specifications

- Dimensions 62 x 48 x 18 mm
- Weight 60g
- Permissible temperature range Operation: -20°c to +70°c
- Storage: -30°c to +80°c
- Battery Life 2-4 days based on normal use
- Battery Rechargeable. 3.7v 1000mAh
- Programming options SMS
- User guidance Synthetic speech and LED indication
- Antenna Integrated
- Degree of protection IPx7 in accordance with IEC 60529
- SIM card size Pre-installed, cannot be replaced
- Sensor Motion & vibration sensors
- Location technologies GPS, WIFI
- Mobile network 4G LTE

Warnings

- Use manufacturer-approved accessories and supplies.
- Caution – electrical operated product
- This product is not a toy. Keep out of reach of children and Pets unless properly supervised. The product contains small Parts that can be a choking hazard.
- Do not drop or cause an impact to the device.
- Prevent the charging jack and cord from coming into contact with conductive materials such as liquids, dust, metals, pencil Lead, or aerosols.
- Do not store your device in extremely hot or in extremely Cold area. Recommended to use your device from 41f to 95f

- Do not store your device near or on top of heaters, microwaves, hot cooking equipment, or high-pressure containers.
- Do not use your device or touch with wet hands while charging.
- The device and usb cable should be periodically examined for breaks, cracks, or fraying, which could risk fire, electrical Shock, or personal injury. If damaged, the usb cable should be replaced or repaired before use.
- Keep out of reach of children and pets; small parts are a choking hazard
- Do not disassemble, modify, or repair the unit.
- Any changes or modifications to your device can void your manufacturer's warranty. If your device needs servicing, Contact customer support.
- Do not disassemble or puncture the battery, as this can cause explosion or fire.
- Do not paint or put stickers on your device. Paint and stickers Can clog moving parts and prevent proper operation.
- If you are allergic to parts of the device, you may experience Itching, eczema, or swelling of the skin. When this happens, Stop using the device and consult your physician.
- Allowing unqualified personnel to service your device may result in damage and will void your manufacturer's warranty.

www.personalalarms.org/us

For customer support:
Review FAQs at the back of the User Guide Email help@personalalarms.org

Documents / Resources

	SureSafe GSM Lone Worker Device [pdf] User Guide Lone-Worker-2-v2, GSM Lone Worker Device, GSM, Lone Worker Device, Worker Device, Device

References

- User Manual

Leave a comment

Your email address will not be published. Required fields are marked *

Comment *

Name

Email

Website

☐ Save my name, email, and website in this browser for the next time I comment.

Post Comment

Search:

e.g. whirlpool wrf535swhz   **Search**