



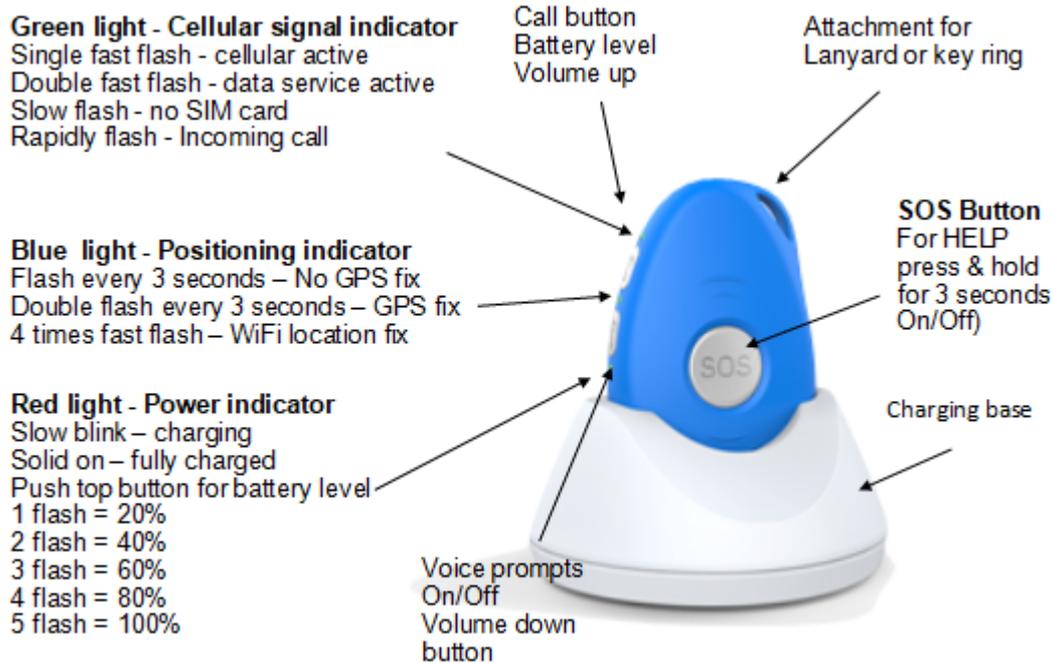
**Safe Life “Go Anywhere”  
Medical & Personal Alarm  
4G Instruction Manual v.4.1**



[www.safelife.com.au](http://www.safelife.com.au)



# Getting Started



## Product Overview

Thank you for using the 4G Safe Life Pendant. This device is an innovative miniature size personal emergency pendant with built-in GPS and WiFi positioning technology and waterproof to IP67. The Safe Life Pendant is for monitoring and protecting vulnerable people at any age with a medical condition. This product requires an active SIM card and operates on the 4G Telstra network. The user must check they have adequate coverage in their area. The Safe Life Pendant should be tested regularly. It should not be considered a life saving device but with due care and diligence it offers an important aid to the well-being of the wearer both at home and away from home. When first turned on it will take a couple of minutes before the pendant can establish its GPS position and you may need to go outside for best results. If a GPS position cannot be obtained it will fall back and report the position of the strongest obtainable WiFi location. A WiFi location is usually less accurate than a GPS determined location.

## Important Note:

When you program your emergency contacts you can choose if each contact will receive the text message only (with GPS location) or if the pendant will make a phone call to that number also. Because of the complication of voice mail boxes we generally suggest for the device not to dial out. This will also free the pendant up to allow any one the emergency contacts to immediately call in quickly placing them in voice contact with the user. For more details see the section on “The Call Out Procedure”.

## Turning on/off the Pendant

Simply pressing the SOS button or charging the pendant will turn the device on.  
To turn off press and hold the top side button and the SOS button until the device vibrates then release the buttons.

**Please Note: For security purposes keep the IMEI & SIM numbers confidential**

### Charging the Pendant

There are 2 methods of programming the pendant.

1. Using the bedside dock. Make sure the pendant is seated correctly and the red light on the front of the dock comes on indicating the charging status.
2. Using the optional magnetic charger cable.

### Getting a GPS Fix

Depending on the environment, when turning the pendant on, you may need to take the device outside for a few minutes to get an initial GPS fix. Pay attention to the Blue side LED indicator. When the device can not get GPS positioning it will rely on WiFi which is less accurate.

### Inserting the SIM Card

The Safe Life Pendant requires a Mini SIM card on the Telstra Network. Depending on where you have obtained your pendant the SIM card may have been supplied and installed. It will not work without a SIM card.

To insert the SIM card:

1. Turn the pendant off by pressing and holding the top side button and the SOS button at the same time until it vibrates.
2. Unscrew the back cover with the screw driver provided and gently lift the cover exposing the circuitry.
3. Gently insert the SIM card and slide the retaining cover forwards locking the SIM in position.
4. Put back cover in position making sure the waterproofing gasket is in place. Be careful not to over tighten the screws and damage the housing.

### NOTE on SIM Cards and Account Options

Your Safe Life Pendant may have been supplied with an Aldi SIM card already installed. This Aldi SIM would need to be activated in your name and already has just \$5 credit to allow you to get started. You can use any service provider as long as they are on the Telstra Network. It is very important that you make sure the SIM account has automatic renewal or that you keep track of the account credit so the account does not cease to work due to lack of funds.

### Programming

Programming is done by texting commands to the pendant from any mobile phone. Commands are not case sensitive and there should be no spaces. When you text a command to the pendant. The pendant will respond by sending you a confirmation in return.

### Programming the Emergency Contacts (Compulsory programming)

You can have a maximum of 10 emergency contacts. As you program each contact you choose if they will receive an SMS message with GPS position only or also a phone call. (Important see notes on "The Call Out Procedure" before progressing)

**Command Example:** A1,1,0,Now enter the mobile number -now press send

#### Breakdown:

**A1** This digit (1) means this is your 1<sup>st</sup> Emergency Contact.. Your 2<sup>nd</sup> contact will be A2, your third will be A3 and so on.

**A1,1**The 2<sup>nd</sup>digit (1) means the pendant will send this emergency contact an SMS (with GPS location).

We suggest you keep this on, however if you wish to turn it off replace the 1 with a 0 (1=on, 0=off).

**A1,1,0**, This 3<sup>rd</sup>digit (0) represents the call out function. The 0 means the pendant will not make a phone call to the emergency contact after the SOS button is pressed. We generally suggest the pendant not call out after despatching the SMS message (see notes on callout procedure before progressing). However, you may change the 0 to a 1 (1=on, 0=off).

**A1,1,0,Mobile number** The last part of the command is where you add the mobile number of the emergency contact. (remember do not use spaces) .

When complete press send and wait for the confirmation.

## To check the Emergency Contacts

**Command:** A?

## To Remove an Emergency Contact

**Command:** removeA (now enter the location of the number you want to delete - 1 to 10)

**Example:** removeA1 This will remove the first number

## The Call Out Procedure (Activating the SOS)

Once your Safe Life Pendant is programmed, if you need help, press and hold the SOS button for 3 seconds until you hear the voice prompt or vibration.

When you program the emergency contacts you have the choice of them receiving the SMS (with GPS position) and also a follow up phone call from the pendant.

Because of the complication of voice mail boxes, the device works more predictably if you have it so just the "Help me" text message is despatched and not followed up by a dial out.

All emergency contacts will receive the "Help me" text message about the same time and any one of these emergency contacts can call back into the pendant which will be answered automatically. When the pendant is programmed for a dial out it commences dialling immediately after the SOS texts are despatched, this means it will be engaged if any of the contacts try to dial in.

When the pendant is programmed for a dial out, it will call the 1<sup>st</sup> emergency contact after the text message is despatched, if not answered within 10 seconds it will hang up and call the second emergency contact and so on. When answered the user and emergency contact can speak to each other. If the emergency contact is on their phone or their phone is turned off this incoming call could go to their message bank. Depending on the service provider and message bank settings the emergency call out could be delayed for some time because of the message bank.

## Personalising your Pendant

The default message is "Help me!" but if you wish you can add the name of the user to outgoing SMS messages for example "John".

**Command:** prefix1,name

**Example:** prefix1,john

## Locate Function

At any time if you would like to locate the user and pendant use the command Loc (Abbreviation for locate). The pendant will respond by sending the GPS location

**Command:** Loc

## Falls Detection

The pendant detects some falls and automatically despatches a "falls alarm". When a fall is sensed the pendant will sound the message "fall alert has been activated, click the SOS button to stop". Press the SOS button if it is a false alarm. This message sounds 3 times before despatching the alarm.

Depending on protectory and force of a fall and the pendants falls sensitivity setting, you may experience false alarms and some falls may be not detected. We cannot guarantee the device will detect all types of falls and may not detect a fall at all. You can generally test the falls detection by dropping the pendant from a height of 1 metre onto the bed.

**Command:** FL1,1,0

### Breakdown:

**FL1**, The 1<sup>st</sup> digit (1) means you want to turn the falls detection on. (1=on, 0=off)

(To turn falls detection off enter a (0) and send the text message. i.e. FL0)

**FL1,1** The 2<sup>nd</sup> digit (1) being the sensitivity. 1 being most sensitive and 10 being least sensitive.

**FL1,1,0** The 3<sup>rd</sup> digit is to turn on & off the dial out function for the falls detection. (0=off, 1=on)

(Refer to notes on "Call Out procedure")

**Example (to turn on) command:** FL1,1,0 **Example (to turn off) command:** FL0

## Setting up a Geo Fence

You may set up a Geo Fence. This means that if the radius boundary is broken the device will alert the emergency contacts. Perfect for wandering residents.

**Example command:** `Geo1,1,0,100m`

### Breakdown:

**Geo1** The 1<sup>st</sup> digit (1) is the first Geo fence you are setting. You can set up to 4 Geo fences.

**Geo1,1**, The 2<sup>nd</sup> digit (1) is to turn the Geo Fence on. (1=on, 0=off)

**Geo1,1,0**, The 3<sup>rd</sup> digit (0) is to set the Geo fence to alarm when it leaves or enters the preset area. (0=leave, 1=enter).

**Geo1,1,0,100m** The last part of the command is the radius distance you want to set the Geo Fence to. To avoid false alarms the recommended minimum radius is 100 meters.

Geo fence can be set in meters or kilometres i.e. 100m or 50km.

## Find Me – Misplaced your Pendant?

Texting the word “findme” to your pendant will make it sound the message “.... I’m over here”. The Find Me feature does not work if voice prompts have been turned off.

**Command:** `findme`

## Turn Voice Prompts On/Off

You can disable the voice prompts by quickly pressing the lower side button. The pendant will respond “Voice prompts have been turned off (or on)”.

## Making a Phone Call and Receiving Incoming Calls

Your 2<sup>nd</sup> emergency contact will be assigned to the side call 1 button (top side button). To call this contact press and hold this button for 3 seconds. Once the pendant had dialled the number you can cancel this call by pressing the SOS button. Note this function will only work if the emergency contact is programmed to receive not just the SMS message but also the call out when the SOS button is pressed.

If you want to change this to call a different contact, replace the first 2 with another contact location as in the in the following example.

**Command:** `x2,20`

**Example** i.e. Change the side button to call contact number 1. **Command:** `x1,20`

To disable the side call button **Command:** `x0`

## Adjusting the time

Google UTC time and add the required hours to bring the pendant’s time to the current time.

Note: Incoming text messages are also time stamped by your mobile phone.

**Command:** `tz+10` This will add 10 hours to the UTC time.

Note: You may add or subtract up to 14 hours i.e. tz+14 or tz-14

## Alarm Clock / Pill Reminder Setting

There are 3pre-recorded reminder messages (as below) and you can set 3 reminders for specific days of the week or every day of the week (Note1= Monday, 2= Tuesdays etc).

**Command:** `CLK1,1,15:30,3,1,2,3,4,5,6,7`

### Breakdown:

**CLK1** The 1<sup>st</sup> digit (1) is for the first of 3 reminders.

**CLK1,1** The 2<sup>nd</sup> digit (1) is to turn the reminder on (Off = 0).

**CLK1,1,15:30** (15:30) Refers to the alarm time in 24hour format.

**CLK1,1,15:30,3** The 4<sup>th</sup> digit refers to which pre-recorded message to use.

**CLK1,1,15:30,3,1,2,3,4,5,6,7** The 5<sup>th</sup> digit (1) = Monday. The 6<sup>th</sup> digit (2) Tuesday and so on.

If you want the alarm to occur only one day a week use just the one digit i.e. 2=Tuesday

Various examples:

CLK2,1,19:30,3,1

CLK2,1,19:30,3,1,2,4

CLK2,1,19:30,3,1,2,3,4,5,6,7

### Pre-recorded messages:

1: Your alarm clock has been activated “ring ring ring”

2: “Now might be a good time to do some exercise”

3: “Have you taken your medicine today?”

### Incoming Call -Options

The pendant default allows for all incoming calls to be answered automatically.

You can change this so only incoming calls from emergency contacts will ring the pendant and automatically be answered. All other numbers are barred.

You can change this with the following command.

**Command:** callin1 (0=any number can call the pendant 1=only emergency contacts can call the pendant)

### Automatic Answering of Incoming Call - Options

The pendant is defaulted to answer incoming calls automatically after ringing for 5 seconds. You can change this to ring for longer or so that only by the user pressing any button will answer an incoming call.

To answer automatically **Command:** Answer0,5. (5=answer after 5 rings)

To answer only by pressing any button **Command:** Answer1

### No Movement Alarm

If you set a no movement alarm the pendant will despatch an alarm if it has not moved for the set duration of time. This means the user is inactive, taken the pendant off or it is being charged.

**Command:** NMO,1,60m,0

#### Breakdown:

NMO1, The 1<sup>st</sup> digit (1) = on (0) = off

NMO1,60m, The 2<sup>nd</sup> digit (60) is the time. i.e. (60m) = 60 minutes.

NMO1,60m,0 The 3<sup>rd</sup> digit (0) means that you do not want it to dial out after the SMS has been sent (1) = dial out.

Instead of minutes you can set for hours: Example: 02h= 2 hours.

### IMEI& Firmware Version

To find out the IMEI number & pendant firmware version text the command V?.

**Command:** V?

### Specifications:

Dimensions: 61mm 44mm 16mm

Weight: 40g

Battery: Rechargeable,3.7v,850 mAh

Charging voltage: 5v DC

Waterproof: IP67

### Caring for Your Safe Life Pendant

To keep clean wipe with a slightly damp clean cloth. Do not use chemicals or detergent. Use only replacement batteries specified and supplied by the distributor. If you use a mild sterilisation agent test on a small section of the housing first. Do not drop or submerge in water unnecessarily.

### Setting up the Smart-Locator App (Optional)

Once set up, the Smart-Locator App will allow you to program the Pendant via Bluetooth. By entering the service providers APN number and turning on GPRS the pendant can be tracked using the App. The App does not provide notifications for alarms. Alarm calls are dispatched to recipients securely via SMS. The App is free for the first 15 days and then a small monthly fee applies.

### Down Loading the App – Instructions

- Go to the app store, search & down load Smart-Locator
- Create a user name
- Enter your email address
- Create a password
- Confirm your password
- Press acquire code:
- Check your email for the code. Check your junk and spam box
- Enter the code and register
- Create your profile
- Go to my devices: Press (+) (top right corner) to add a pendant.
- Enter the pendant Name: i.e. John's Pendant
- Enter the IMEI Number: This is on the packaging the pendant came in or text the command **V?** to the pendant.
- Enter the SIM number: This is the phone number.
- Press the TICK symbol to proceed

### Set Up for Live Tracking

For Live Tracking via the Smart-Locator App the service providers APN needs to be entered and the pendant's GPRS turned on.

#### Get APN from service provider

**Command:** **S1,Telstra.internet** - Now press send Confirmation - "Set APN ok."

#### Set up GPRS S2

**Command:** **S2** - Now press send Confirmation - "GPRS Connecting"

Now the pendant can be tracked and programmed via the Live tracking Platform free for 15 days.

### Warranty

The Safe Life Pendant is guaranteed to be free of defects in material and workmanship for a period of 12 calendar months from date of purchase when used under normal conditions and cared for and maintained. The Safe Life Pendant is waterproof to IP67. Original purchase receipt with date of purchase shall be included for warranty validation. Warranty does not cover any damage caused by improper use, customer or user neglect, physical damage or repairs carried out by an unauthorized service technician. Safe Life or the retail supplier will not be held responsible for maintaining any programming that the unit may contain when returned for repair. Before returning, the customer must first obtain a RNA number by calling Safe Life on 03 9588 0392. The goods shall be returned with the correct customer contact details and returned to Safe Life postage paid with a detailed description of the fault and the RNA number stated.

### Return Policy and Refunds

If you are not satisfied with your Safe Life Pendant you have 14 days to return the unit for a refund of the purchase price providing the goods are returned in good condition free from any scratches or defects. The goods must be returned in the original packaging complete with manual, use cable, battery, power pack and any other accessories. Refunds are available to direct customers only, meaning customers who purchased the device directly from the Safe Life office or website. Products

can be returned only in the country in which they were originally purchased. Units purchased at a retail outlet or distributor is to follow that stores refund policy.

### **Product Performance Disclaimer**

The Safe Life Pendant (Device) is reliant on the cellular phone service provider's network coverage to make and receive phone calls to and from the Device and to send and receive SMS messages and to provide accurate GPS positioning. These services may vary between providers and locations within Australia. It is the responsibility of the user to ensure that the device is correctly programmed to provide the required functions. The user shall also be responsible for selecting and paying the cost of the SIM Card and in selecting and paying the recurring costs of the Retail Service Provider (RSP) responsible for providing a suitable GSM/GPRS network service via that SIM card. The product supplier of the Device accepts no responsibility for any perceived failure due to (but not limited to) incorrect programming, battery maintenance, GSM and GPRS coverage or any such perceived failure by the selected RSP in providing and maintaining suitable connectivity to the GSM/GPRS network. The product supplier accepts no responsibility for any failure that is due to (but not limited to) incorrect Device programming, dismantling the Device or misuse or water ingress or other forms of damage.

### **Limitation of Damages**

The Safe Life Pendant should not be considered a life saving device but with due care and diligence it offers an important aid to the well-being of the wearer both at home and away from home. It is important the Device is tested regularly. To the maximum extent permitted by applicable law, in no event shall Safe Life, the importer or distributor or its suppliers or outlets be liable to the user or any 3rd party for any indirect, special, consequential, incidental or punitive damages of any kind, in contract or tort, including, but not limited to, death, injury, loss of revenue, loss of goodwill, loss of business opportunity, loss of data, and/or loss of profits, arising out of, or related to, in any manner, or the delivery, performance or non-performance of obligations, or use of the weather information, data or documentation hereunder regardless of the foresee-ability thereof.

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