Safe-Life — Assistive Emergency Products For Everyone

Safe Life Personal Watch Alarm

4G Instruction Manual

www.safelife.com.au

Version 1.1

Getting Started

Product Overview

Thank you for using the 4G SafeLife Personal Watch Alarm. This device is an innovative personal emergency watch with built-in GPS, Bluetooth and WiFi positioning technology and waterproof to IP67. The SafeLife Watch 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 SafeLife watch 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 watch 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 watch 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 watch up to allow any one of the emergency contacts to immediately call into the device, quickly placing them in voice contact with the user. For more details see the section on "The Call Out Procedure".

Inserting the SIM Card

The Safe Life Watch requires a nano size SIM card on the Telstra Network. Depending on where you have obtained your watch 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 watch off by navigating to Settings > System > Power Off

2. Use the quick release to remove the lower part of the watch strap from the watch

3. Gently slide out the SIM card tray. Insert the SIM card into the tray and reinsert into the watch.

4. Reattach the bottom watch strap, hold down the side button to turn the watch back on.

NOTE on SIM Cards and Account Options

IF purchased directly from Safe Life, your personal alarm may have been supplied with a SIM card already installed and activated with a years' worth of emergency use credit applied.

You will need to renew your SIM card yearly via the website safelife.com.au/product/safe-life-sim-card-yearly-renewal/ , or phone call.
We will contact you prior to the renewal date. If we have had no response after the renewal date, we will terminate the SIM account. It is ultimately the end user's responsibility to renew their SIM card account.

If purchased elsewhere you may need to supply your own SIM card. You may use any service provider as long as they are on the Telstra, Vodafone or Optus Networks. 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.

Turning on/off the Watch

Simply holding down the button on the right side of the device or charging the watch will turn the device on. The device may take a moment to power up.
Turn the watch off by navigating to Settings > System > Power Off

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

Charging the Watch

The Docking station will recharge the devices battery. You may connect the dock to the USB port on your home computer or use the supplied plug pack to connect to a 240v power point.
As the watch is placed in the dock it will make the announcements "Your watch is charging".

Getting a GPS Fix

Depending on the environment, when the device cannot get a GPS positioning it will rely on WiFi which is less accurate.

Please note, you will either receive a "Now" location" or if your device is unable to get a GPS, wifi or Bluetooth fix you will receive a "Last Known" location. This may mean the user is no longer in that location. You may try the Locate function to try to obtain a GPS position again anytime.

How to program your device

Programming is done by texting (SMS Message) commands to the watch from any mobile phone. Commands should be sent individually; they are not case sensitive and there should be no spaces. When you text a command to the watch your device will respond by sending you a confirmation in return.

Your device may have been set up for you before you received it. In this case, you do not need to re-program it.

Password

Your watch will come with a default password. The need to have a password can be removed and of course you can change the password. Passwords are most important when the device is being use for children, duress and security purposes. If you remove the password, all below commands will be sent to the Safe Life Watch without your password (123456) at the start.

The Default Password is 123456

Having a password set means you will need to type the password at the start of all your SMS commands. For example, if you want to locate the device, instead of just using the standard command LOC, you would type the password first 123456LOC.

Command to remove password: 123456P0
Example:123456P0

Command to add password: P(enter new 6 digit password)
Example: P246810   Please note: your password must be 6 digits long.

Programming the Emergency Contacts
(Compulsory programming)

You can have a maximum of 10 emergency contacts and a minimum of 1. 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):   123456A1,1,0,*enter phone number, enter name* - now press send

Breakdown:

123456 This is the default password

123456A1
This digit (1) means this is your 1st Emergency Contact. Your 2nd contact will be A2, your third will be A3 and so on.

123456A1,1
The 2nd digit (1) means the watch 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).

123456A1,1,0
This 3rd digit (0) represents the call out function. The 0 means the watch will not make a phone call to the emergency contact after the SOS button is pressed. We generally suggest the watch not to call out after despatching the SMS message (see notes on callout procedure before progressing). However, you may change the 0 to a 1 to turn the call out function on (1=on, 0=off).

123456A1,1,0,Mobile number
The 3rd part of the command is where you add the mobile number of the emergency contact. (remember do not use spaces).

123456A1,1,0,Mobile number,name
The last part of the command is where you add the name of the emergency contact. (remember do not use spaces).

When complete, send the SMS message and wait for the confirmation.

To check the Emergency Contacts

Command: 123456A?

To Remove an Emergency Contact

Command: 123456removeA(now enter the location of the number you want to delete - 1 to 10)

Example: 123456removeA1   This will remove the first number

Personalising your Watch

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

Command: 123456prefix1,name

Example: 123456prefix1,john

The Call Out Procedure (Activating the SOS)

Once your Safe Life Watch is programmed, if you need help, press and hold the SOS side button, or screen, for 3 seconds until you hear the voice prompt or vibration, and the screen will display "SOS".

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 watch.
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" SMS message at the same time and any one of these emergency contacts can call back into the watch, which will be answered automatically after 5 seconds.

When the watch is programmed for a dial out it commences dialling immediately as the SOS texts are despatched. This means it will be engaged if any of the contacts try to dial in.
When the watch is programmed for a dial out, it will call the 1st emergency contact, if not answered within 12 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. To stop the dial out sequence the user must press the SOS side button (do not hold it down) or screen. 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.

Locate Function

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

Command: 123456Loc

Falls Detection

The watch detects some falls and automatically despatches a "falls alarm". When a fall is sensed the watch will sound the message "fall alert has been activated, click SOS to stop".
Press the SOS side button or screen 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 watchs 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 watch from a height of 1 metre onto the bed.

Example (to turn ON) command: 123456FL1,2,0

Example (to turn OFF) command: 123456FL0

Breakdown:
FL1,   The 1st 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)

FL1,2   The 2nd digit (2) being the sensitivity. 9 being most sensitive and 1 being least sensitive.

FL1,1,0 The 3rd 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")

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.

Please note you must be in the centre of your set radius boundary with the device when setting this function.

Also note that for better accuracy you will have to change the frequency of the location updates.
Use the command 123456mode6,01m,01h
Warning - this will shorten the battery life.

Command (example):   123456Geo1,1,0,100m

Breakdown:

123456 This is the default password

123456Geo1
The 1st digit (1) is the first Geo fence you are setting. You can set up to 4 Geo fences.

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

Geo1,1,0,
The 3rd digit (0) is to set the Geo fence to alarm when it leaves or enters the pre-set 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 Watch?

Texting the word "findme" to your watch will make it sound the message "Hi! I'm here".
The Find Me feature does not work if voice prompts have been turned off. To cancel the announcement once found, press the SOS button.

Command: 123456findme

Adjusting the time

Navigate to Settings > System > Date & Time

If the time is set to "Automatically" then the time should be correct. If it is not, please turn on this option.

Alarm Clock / Pill Reminder Setting

There are 3 pre-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: 123456CLKX,X,XX:XX,X,X,X,X,X,X,X,X

Example: 123456CLK1,1,15:30,3,1,2,3,4,5,6,7

Breakdown:

123456 This is the default password

123456CLK1
The 1st digit(1), You may have 4 alarms set, which one is this, 1, 2, 3 or 4?

123456CLK1,1
The 2nd digit (1) is to turn the reminder on(Off = 0).

123456CLK1,1,15:30
(15:30) Refers to the alarm time in 24hour format.

123456CLK1,1,15:30,3
The 4th digit refers to which pre-recorded message to use (see below)

123456CLK1,1,15:30,3,1,2,3,4,5,6,7
The 5th digit (1) = Monday. The 6th 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:	Pre-recorded messages:
123456CLK2,1,19:30,1,1	**1:** "Your alarm clock has been activated"
123456CLK2,1,19:30,2,1,2,4	**2:** "Exercise reminder alert"
123456CLK2,1,19:30,3,1,2,3,4,5,6,7	**3:** "Medication reminder alert"

Incoming Call – Options

The watch default allows that only incoming calls from the emergency contacts will be able to ring the watch and be automatically answered. All other numbers are barred.

You can change this so all incoming calls will be answered automatically. However please be aware this allows telemarketers to be able to call into the personal alarm.
You can change this with the following command.

Command: 123456callin0
(0=any number can call the watch 1=only emergency contacts can call the watch)

Automatic Answering of Incoming Call – Options

The watch is defaulted to answer incoming calls automatically after ringing for approx. 5 seconds. You can change the ring time and you can also change it so it will only answer if the user presses the SOS button.

To answer automatically   **Command:**   123456Answer0,5. (5=answer after 5 rings)

To answer only by pressing any button   **Command:**   123456Answer1

No Movement/Inactivity Alarm

If you set a no movement or inactivity alarm the watch will despatch an alarm if it has not moved for the set duration of time. This means the user is inactive or has taken the watch off. When the device is sitting in the docking hub/charging station, the inactivity alarm will not be activated.

Command: 123456NMO1,60m,0

Breakdown:

123456 This is the default password

NMO1,
The 1st digit (1) = on (0) = off

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

NMO1,60m,0
The 3rd 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.

Check your programming/Status Report

Use the below command to view a rundown of the general set up of your device.
Send this command via SMS message to your device.

Command: 123456status
(Password)status

(to see programming of emergency contacts, see page 5 section "To check the Emergency Contacts".

Health management, real time detection

More than safety protection,but also health management with App real time care for your families

Heart rate monitoring

Medication reminder

Sedentary Reminder

Downloading the optional live tracking App – Instructions

- Go to the app store, search & download 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 watch. •
  Enter the watch Name: i.e., John's watch
- Enter the IMEI Number: This is on the packaging the watch came in Or
  SMS the command 123456V? to the watch.
- Enter the SIM number (This is the mobile 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 watch'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 watch can be tracked and programmed via the Live tracking Platform **free for 15 days.**

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

Once set up, the Smart-Locator App will allow you to program the Watch via Bluetooth. By entering the service providers APN number and turning on GPRS the watch 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**.

<p style="text-align:center; color:red;">If you would like to take up this option and are using a Safe-Life provided Telstra managed SIM, please call Safe-Life to discuss pricing options.</p>

IMEI& Firmware Version

To find out the IMEI number & watch firmware version text the command V?
Command: 123456V?

Caring for Your Safe Life Watch

To keep clean wipe with a clean damp cloth. For infection control purposes we recommend using Clinell Disinfectant Universal Wipes.

Do not drop or submerge the device in water unnecessarily. Use only replacement batteries specified and supplied by the distributer.

Watch Specifications:

Weight:	64g
Battery:	Rechargeable,3.7v, 1000mAh
Charging voltage:	5v DC
Waterproof:	IP67

4 Locating Technologies: GPS, BLE, WIFI, LBS

Watch size

130mm   75mm

d:35.4mm

47.5mm

17mm   17mm

Warranty

The SafeLife Watch 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 Watch 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 RMA confirmation 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.

Return Policy and Refunds

If you are not satisfied with your SafeLife Watch 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, 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 SafeLife Watch (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 SafeLife Watch 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 SafeLife, the importer or distributer 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.