



## Falls Detector Watch Alarm

4G — User Manual



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Version 2.0 | [Safelife.com.au](https://www.safelife.com.au)

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## Important Notices

### SIM Card and Annual Renewal

Your Safe-Life Watch comes with a SIM card that has been pre-charged for 12 months of service. Please note the activation date shown on the M2Mone information sheet included with your watch. You will receive an invoice one month before your renewal date via email, SMS, or mail. To continue uninterrupted service, renew before the anniversary date. If we receive no response after the renewal date, the SIM account will be terminated.

**i** If you move address or would like invoices sent electronically, please contact us to update your details: 03 9588 0392 or sales@safelife.com.au

If you purchased your watch elsewhere and need to supply your own SIM card, any provider on the Telstra, Vodafone, or Optus networks will work. Ensure the account has automatic top-up enabled so it does not expire unexpectedly.

### Initial Testing — Required

**⚠** Your watch is not considered operational until you have completed a successful test. Press the SOS button and confirm that all programmed emergency contacts receive the alert message. This verifies the programming is correct and all contact numbers are valid.

Regular testing is recommended — at least once a month is a good habit.



## About Your Safe-Life Watch

The Safe-Life Falls Detector Watch Alarm is a 4G personal emergency device designed to support the safety and independence of elderly people and those with medical conditions. It combines GPS tracking, falls detection, an SOS alarm, and two-way calling in a wearable watch form factor.

### Key Features

- SOS button — sends an alert with GPS location to up to 10 emergency contacts
- Automatic falls detection — sends an alert when a fall is detected
- Real-time GPS location — uses GPS, Bluetooth beacon, Wi-Fi, and mobile network (LBS) to determine position. Note: Bluetooth and Wi-Fi are used for location purposes only, not general connectivity
- Two-way voice calling — emergency contacts can call straight into the watch
- Heart rate monitoring — on-demand
- Blood oxygen monitoring — on-demand reading
- Step counter
- Alarm clock and medication reminders
- Geo fence — alerts contacts if the wearer leaves a defined area
- IP67 waterproof rating — suitable for showering
- Smart charging cradle with Bluetooth beacon for indoor location accuracy

### Watch Specifications

<b>Weight</b>	38g (without band)
<b>Battery</b>	Rechargeable lithium, 3.8V, 895mAh
<b>Charging</b>	5V DC, 1.0A (via charging cradle)
<b>Waterproof</b>	IP67 (suitable for showering — do not submerge in pools or baths)
<b>Network</b>	4G LTE — Telstra network (calls, SMS, and data)
<b>Location</b>	GPS, Bluetooth Beacon, Wi-Fi, LBS (mobile towers)
<b>Display</b>	Touch screen

### Watch size



## Getting Started

### What is in the Box

- Safe-Life Watch
- Smart charging cradle
- USB charging cable
- Small screwdriver (for SIM card cover)
- SIM card (if purchased directly from Safe-Life — already installed and activated)
- Quick reference card

### Inserting a SIM Card

If your watch was purchased directly from Safe-Life, the SIM card is already installed and activated — skip this section.

1. Turn the watch off by going to Settings > System > Power Off.
2. Use the included screwdriver to unscrew the SIM card cover on the side of the watch (turn anticlockwise).
3. Pull the cover off and insert a nano SIM card, then replace the cover and screw back in.
4. Press the front button to turn the watch on.

**i** The watch uses a nano SIM on the Telstra network. If using your own SIM, ensure the account has credit and does not require a PIN on startup.

### Charging the Watch

Place the watch in the charging cradle — you will hear "Your watch is charging." Connect the cradle to a power source using the supplied USB cable and plug pack.

**⚠ Charge** the watch fully before first use. Charge every day or whenever the battery is low. The battery is not removable.

If the watch has been left flat for an extended period it may not switch on immediately. Leave it on charge for at least 30 minutes before attempting to turn it on.

### Turning the Watch On and Off

**To turn on:** Press the front button once. The watch will start up and display "Welcome".

**To turn off:** Navigate to Settings > System > Power Off.

**To restart:** Hold the power button down for 20 seconds.

### Getting a GPS Fix

When first turned on, the watch needs a few minutes to establish a GPS position. For the quickest fix, go outside or stand near a window.

The watch uses four location methods in order of accuracy:

- GPS — most accurate, works best outdoors
- Bluetooth Beacon — very accurate indoors when the charging cradle is set up (see Smart Charging Cradle section). Bluetooth is used for location only, not pairing with phones or other devices
- Wi-Fi — the watch scans for nearby routers and estimates location based on where those routers are registered. It does not need to connect to your network or require a password. Note: accuracy varies — see below
- LBS (mobile tower) — least accurate, disabled by default and not recommended

**⚠** Wi-Fi location can be unreliable depending on how the router was installed. A router connected via ethernet cable will have a known registered location. However, if a router was set up with ethernet in one city and then moved to another location running on power only (common in mesh Wi-Fi setups), the watch may report the original city rather than the current one. Some routers with no ethernet history may return no location at all. For this reason, treat Wi-Fi location as approximate. When Wi-Fi is used, the location link in the SMS will point to smart-locator.com rather than Google Maps.

When an alarm is triggered, you will receive either a "Now" location (current position) or a "Last Known" location if a live fix could not be obtained at that moment.

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## Programming Your Watch

Programming is done by texting SMS commands to the watch from any mobile phone. Your watch has likely been programmed by Safe-Life before dispatch — check with us if you are unsure what has been set up.

Use this section when you want to make changes: updating contact numbers, adjusting fall detection sensitivity, adding reminders, and so on.

### General Rules for SMS Commands

- Commands are not case-sensitive (loc, LOC, and Loc all work)
- No spaces anywhere within a single command
- Commas must be included exactly as shown
- You can send multiple commands in a single SMS by putting each command on a new line. The password only needs to appear once at the start of the message
- Send each SMS and wait for the confirmation reply before sending another
- If no reply is received, check that the SIM card is active and has signal

**i** Example of multiple commands in one SMS: 123456FL1,5,0 prefix1,Margaret tz+10 This sets falls detection, the name prefix, and time zone all in one message. The password 123456 covers all three commands.

### Password

The watch has a default password of 123456. If a password is active, it must be placed at the beginning of every command. For example, to locate the watch you would send 123456LOC rather than just LOC.

<b>Default password</b>	123456
<b>Remove password</b>	123456P0
<b>Change password</b>	123456P(new 6-digit number) e.g. 123456P246810

**⚠** Passwords must be exactly 6 digits and cannot start with 0. If you forget your password, contact Safe-Life to reset the device.

**i** For most home users, removing the password (123456P0) simplifies day-to-day use. Passwords are most important when the watch is used in a security or child-monitoring context.

## Programming Emergency Contacts

Emergency contacts are the people who will be notified when the SOS button is pressed or a fall is detected. You can have between 1 and 10 contacts. This is the most important programming step.

### Understanding the Contact Command

The command to set a contact has this structure:

```
123456A1,1,0,+61412345678,Mary
```

<b>123456</b>	Your password (remove this if you have deleted the password)
<b>A1</b>	Contact slot number. A1 = first contact, A2 = second, up to A10
<b>1 (second digit)</b>	SMS alert: 1 = send this contact an SMS when alarm triggers, 0 = do not
<b>0 (third digit)</b>	Call out: 1 = watch will dial this contact after alarm, 0 = do not call out (recommended — see below)
<b>+61412345678</b>	Mobile number including country code. Australia = +61, then drop the leading 0
<b>Mary</b>	Name of this contact (no spaces). Appears in alert messages

### Call Out — Should You Enable It?

**⚠** We strongly recommend setting the call-out digit to 0 (off) for most users. Here is why:

When the call-out is enabled, the watch immediately starts dialling contacts after sending the SMS alerts. This means the watch line is busy — so any contact who tries to call back in to speak to the wearer will get an engaged signal.

When call-out is disabled, all contacts receive the SMS alert simultaneously and any one of them can call straight into the watch, which will auto-answer after a few seconds. This is generally faster and more reliable.

**i** If a contact uses voicemail, enabling call-out can be problematic. The watch may connect to voicemail rather than the person, wasting the alert cycle time.

### Setting Your Contacts — Examples

First contact, SMS only, no call out:

```
123456A1,1,0,+61412345678,Mary
```

Second contact, SMS and call out enabled:

```
123456A2,1,1,+61398765432,John
```

### Managing Contacts

<b>Check all contacts</b>	123456A?
<b>Remove contact 1</b>	123456removeA1
<b>Remove contact 3</b>	123456removeA3

### Personalising Alert Messages

By default, alerts say "Help me!" You can add the wearer's name, so contacts immediately know who the alert is from:

```
123456prefix1,Margaret
```

Alert messages will then begin with "Margaret — Help me!"

## The SOS Alarm

### Activating the SOS

Press and hold the SOS front button for 3 seconds. The watch will vibrate, play a voice prompt, and display "SOS" on the screen.

All programmed emergency contacts will simultaneously receive an SMS alert containing:

- The wearer's name (if prefix has been set)
- A location link — Google Maps if located by GPS or Bluetooth beacon, or smart-locator.com if located by Wi-Fi
- Battery level
- Time of alarm

### Receiving an Alert — What Contacts Should Do

**i** Advise your emergency contacts to disable voicemail on their phone, or at minimum reduce the number of rings before voicemail activates. Voicemail can intercept an incoming call from the watch and delay emergency response.

1. Open the SMS — tap the location link to see the wearer's location on a map. GPS and Bluetooth locations open in Google Maps; Wi-Fi locations open in smart-locator.com.
2. Call the watch number back immediately. The watch will auto-answer after approximately 5 seconds, opening a two-way voice connection.
3. If one contact cannot reach the watch (e.g. engaged tone), another contact should try immediately.

### Cancelling an Accidental SOS

If the SOS was pressed by accident, press the SOS button once (do not hold), or tap the screen while "SOS" is displayed, to cancel. The watch will stop the alarm sequence. Note that any SMS messages already sent cannot be recalled — contact your emergency contacts to let them know it was a false alarm.

### Incoming Calls to the Watch

By default, only programmed emergency contacts can call into the watch. The watch will auto-answer after 5 seconds of ringing.

Allow any number to call in	123456callin0
Emergency contacts only (default)	123456callin1
Auto-answer after 5 seconds (default)	123456Answer0,5
Require button press to answer	123456Answer1



## Falls Detection

The watch contains a motion sensor that can automatically detect a fall and send an alert to emergency contacts without the wearer needing to press the SOS button.

### How It Works

5. The watch detects a sudden change in motion consistent with a fall.
6. It plays the voice message "A fall has been detected, click the SOS to stop." The wearer has approximately 5 to 10 seconds to cancel before the alert goes out. Note that the SMS to emergency contacts may be sent during this window before the call sequence begins.
7. If not cancelled, an alert is sent to all emergency contacts with location information.

**⚠** Falls detection cannot guarantee it will detect every fall. Factors including the direction, speed, and impact surface affect detection. Some normal activities (sport, sitting down heavily) may trigger a false alarm. Test the falls detection occasionally by dropping the watch from 1 metre onto a bed.

### Falls Detection Command

Turn falls detection ON	123456FL1,4,0 (default sensitivity 4, no call out)
Turn falls detection OFF	123456FL0

### Understanding the Falls Command

123456FL1,4,0

<b>FL1</b>	Turn falls detection on (FL0 = off)
<b>5</b>	Sensitivity: 1 = least sensitive, 9 = most sensitive. We suggest starting at 5
<b>0</b>	Call out: 0 = do not dial contacts (recommended), 1 = dial contacts after alert

**i** If you are experiencing frequent false alarms, lower the sensitivity (try 3). If falls are not being detected, increase it (try 7). Find the setting that works for the wearer's normal activity level.

## Locating the Watch

### On-Demand Location Request

At any time, send the following command to receive the watch's current GPS location by SMS:

123456LOC

The reply will include a location link, battery level, speed, and timestamp.

**⚠** The LOC command is useful for occasional checks, but should not be used frequently. The SIM card supplied with your watch is intended for emergency use and regular testing. If the LOC command is used excessively, automated alerts will be triggered in the M2Mone SIM management system — both you and Safe-Life will receive an email notification. If you receive one of these emails, simply reduce your use of the LOC command going forward.

**i** The locate function is useful for carers or family members who want to check in on the wearer's whereabouts without the wearer needing to do anything.



## Checking the Battery Level

To check how much battery remains without triggering a location request:

```
123456battery
```

The watch will reply with the current battery percentage.

## Find Me — Locating a Misplaced Watch

If you cannot find the watch and it is within earshot, send this command to make it call out:

```
123456findme
```

The watch will say "Hi! I'm here" repeatedly for 30 seconds. Press the SOS button to stop it once found.

**⚠** The Find Me feature requires voice prompts to be enabled. It will not work if beep/voice has been turned off.

## Heart Rate and Blood Oxygen Monitoring

### Heart Rate

The watch has a built-in heart rate sensor on the back of the case. To take a reading:

1. Wear the watch with the sensor flat against the wrist. Either wrist is fine.
2. From the watch face, swipe left or right to find the heart rate function, then tap the heart icon.
3. Hold still for several seconds. The reading will appear on screen in BPM.
4. You can also request a heart rate reading remotely by SMS. The watch will measure and reply within 20 seconds:

```
123456hr
```

To set up scheduled automated heart rate checks (e.g. every hour):

```
123456hrs1,60M
```

Replace 60M with your preferred interval (e.g. 30M for every 30 minutes, 2H for every 2 hours). Turn off with 123456hrs0.

### Blood Oxygen (SpO2)

To take a blood oxygen reading, swipe to the Blood Oxygen function on the watch face and tap the icon. Hold the watch still against the wrist for several seconds. The saturation percentage will display on screen.

**⚠** Heart rate and blood oxygen readings are for general wellness monitoring only. They are not medical-grade measurements and should not be used for clinical decisions.

## Alarm Clock and Reminders

The watch has four alarm slots, each with a choice of pre-recorded message, a set time, and selected days of the week.

### Command Structure

```
123456CLK1,1,08:00,3,1,2,3,4,5
```

<b>CLK1</b>	Alarm slot number (1, 2, 3, or 4)
<b>1</b>	On or off (1 = on, 0 = off)
<b>08:00</b>	Time in 24-hour format
<b>3</b>	Voice message type: 1 = alarm clock, 2 = exercise reminder, 3 = medication reminder
<b>1,2,3,4,5</b>	Days: 1=Mon, 2=Tue, 3=Wed, 4=Thu, 5=Fri, 6=Sat, 7=Sun. Omit days you don't want

### Examples

Daily medication reminder at 8:00am (every day):

```
123456CLK1,1,08:00,3,1,2,3,4,5,6,7
```

Exercise reminder at 10:00am on Monday and Wednesday only:

```
123456CLK2,1,10:00,2,1,3
```

Turn off alarm slot 1:

```
123456CLK1,0
```

## Geo Fence

A geo fence is a virtual boundary around a location. If the watch moves outside the boundary, all emergency contacts receive an SMS alert. This is particularly useful for people who may wander.

### Setting Up a Geo Fence

**⚠** You must be at the centre of the area you want to set when you send the geo fence command. The watch uses its current location as the centre point.

To improve location accuracy for geo fence purposes, first send:

```
123456mode6,01m,01h
```

**⚠** This increases location update frequency which will shorten battery life. Only use this if geo fence monitoring is important for the wearer.

### Geo Fence Command

```
123456Geo1,1,0,200m
```

<b>Geo1</b>	Geo fence number (up to 4 can be set: Geo1 through Geo4)
<b>1</b>	On or off (1 = on, 0 = off)
<b>0</b>	Alert when leaving (0) or when entering (1) the boundary
<b>200m</b>	Radius of the boundary. Minimum recommended is 100m to avoid false alerts. Can also use km (e.g. 1km)

## Smart Charging Cradle — Indoor Location

The charging cradle connects to the watch via Bluetooth and can be programmed with your home's GPS coordinates. When the watch is within Bluetooth range (approximately 25 metres) of the cradle, it will report the programmed home location rather than attempting a GPS fix — which is useful because GPS signals are often weak indoors.

**i** This feature is particularly helpful in multi-storey buildings or apartments where GPS can be unreliable.

### Setting Up the Cradle Location

8. Find your home's GPS coordinates using Google Maps or Apple Maps. In Google Maps, tap and hold on your address to drop a pin — the coordinates appear at the bottom of the screen.
9. Find the MAC address printed on the bottom of the charging cradle (format: XX:XX:XX:XX:XX:XX — six groups of two characters separated by colons).
10. Send the following command, substituting your actual coordinates and MAC address:

```
123456BCS-37.9861900,145.1002175,C0:60:21:00:2A:3F,home
```

<b>BCS</b>	Beacon Cradle Set command
<b>-37.9861900</b>	Latitude (negative for southern hemisphere locations such as Australia)
<b>145.1002175</b>	Longitude
<b>C0:60:21:00:2A:3F</b>	Your cradle's MAC address — must be 6 groups of two characters
<b>home</b>	A name for this location

The watch will reply: "Beacon list set OK."

### Cradle Beacon Management

<b>Turn beacon location on</b>	123456BCE1
<b>Turn beacon location off</b>	123456BCE0
<b>Check beacon list</b>	123456BCQ1
<b>Delete beacon list</b>	123456BCD

**⚠** If you take the watch and cradle to a different address, remember the cradle will still report the original programmed location until you update it.

## Other Useful Commands

### Setting the Time Zone

The watch sets its clock from GPS satellites, but needs to know your time zone to display and report the correct local time. This affects timestamps in all alert messages.

The watch will generally update automatically when daylight saving begins or ends, but this does not always occur reliably. If you notice timestamps appearing one hour off during daylight saving periods, send the updated time zone command manually.

<b>AEST (QLD, NSW, VIC, TAS, ACT)</b>	123456tz+10
<b>AEDT (NSW, VIC, TAS, ACT — daylight saving)</b>	123456tz+11
<b>ACST (SA, NT)</b>	123456tz+9:30
<b>ACDT (SA — daylight saving)</b>	123456tz+10:30
<b>AWST (WA)</b>	123456tz+8

### Do Not Disturb

Prevents the watch from making any sounds during set hours — useful at night so incoming call ringtones do not wake the wearer.

Example — silent from 9pm to 7am:

```
123456ND1,21:00,07:00
```

Turn off with: 123456ND0

### Check Current Settings

To view a summary of how the watch is currently programmed:

```
123456status
```

### Device Information (IMEI and Firmware)

```
123456V?
```

## Quick SMS Command Reference

All commands below assume the default password of 123456. Replace with your own password if changed, or omit entirely if password has been removed.

Command	Example	What it does
123456A1,1,0,+61412345678,Mary	A1,1,0,+614XXXXXXXX,Name	Set emergency contact 1
123456A?	A?	Check all emergency contacts
123456removeA1	removeA(n)	Remove emergency contact 1
123456prefix1,Mary	prefix1,Name	Add name prefix to alerts
123456LOC	LOC	Request current location
123456battery	battery	Check battery level
123456findme	findme	Make watch call out its location
123456status	status	Check current settings
123456V?	V?	IMEI and firmware version
123456FL1,4,0	FL1,(1-9),(0/1)	Falls detection on (default sensitivity 4)
123456FL0	FL0	Falls detection off
123456hr	hr	Request heart rate reading
123456hrs1,60M	hrs1,(interval)	Scheduled heart rate (every 60 min)
123456Geo1,1,0,200m	Geo1,1,(0/1),(radius)	Set geo fence 200m radius
123456CLK1,1,08:00,3,1,2,3,4,5,6,7	CLK(n),(1/0),(time),(1-3),(days)	Daily medication reminder 8am
123456tz+10	tz+10	Set time zone to AEST
123456tz+11	tz+11	Set time zone to AEDT (daylight saving)
123456ND1,21:00,07:00	ND1,(start),(end)	Do not disturb 9pm to 7am
123456ND0	ND0	Turn off do not disturb
123456callin0	callin0	Allow any number to call in
123456callin1	callin1	Emergency contacts only (default)
123456Answer0,5	Answer0,(secs)	Auto-answer after 5 seconds
123456BCE1	BCE1	Bluetooth beacon location on
123456BCE0	BCE0	Bluetooth beacon location off
123456P0	(password)P0	Remove password
123456P246810	P(6 digits)	Set new password

## Care and Maintenance

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### Cleaning

Wipe the watch with a clean damp cloth. For infection control environments, Clinell Disinfectant Universal Wipes are recommended. Do not use abrasive cleaners or solvents.

### Water Resistance

The watch is rated IP67, meaning it is protected against temporary immersion in up to 1 metre of fresh water for up to 30 minutes. It is suitable for showering.

⚠ Where possible, avoid exposing the watch to soap, shampoo, conditioner, or other chemicals. If the watch does come into contact with these, rinse it under clean water promptly. Do not submerge in swimming pools, hot tubs, or saltwater.

### Battery

Charge the watch daily or whenever the battery falls below 20%. The battery is not user-replaceable. Use only the supplied charging cradle and cable. Use of third-party charging accessories may damage the device.

### Storage and Handling

- Do not store in areas of extreme heat, cold, or humidity
- Do not drop, shake, or knock the watch
- Do not disassemble or attempt repairs — doing so will void the warranty
- Do not use the watch on aircraft without turning it off and following applicable restrictions
- Do not use while driving

## Warranty

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The Safe-Life Watch is covered by a 12-month warranty from the date of dispatch from Safe-Life against defects in materials and workmanship under normal use.

### What is Covered

- Manufacturing defects in materials or workmanship
- Hardware failures under normal operating conditions

### What is Not Covered

- Physical damage from drops, impacts, or misuse
- Water damage beyond the IP67 rating (e.g. saltwater, pool chemicals, submersion beyond 1 metre)
- Damage caused by unauthorised repair or modification
- Normal wear and tear

### Making a Warranty Claim

1. Contact Safe-Life on 03 9588 0392 or [sales@safelife.com.au](mailto:sales@safelife.com.au) to obtain an RMA (Return Merchandise Authorisation) number.
2. Pack the watch securely with your RMA number and a description of the fault.
3. Include proof of purchase (original receipt with date).
4. Return the watch to Safe-Life postage paid. Safe-Life will not be held responsible for programming lost during repair.

## Return Policy

If you are not satisfied with your Safe-Life Watch, you may return it within 30 days of purchase for a full refund of the purchase price, provided:

- The watch is in original condition with no scratches or damage
- All original contents are included (manual, cradle, cable, plug pack, accessories)
- The watch was purchased directly from Safe-Life (office or website)

Products purchased from a retail outlet or distributor are subject to that retailer's return policy.

## Important Disclaimers

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### Not a Lifesaving Device

⚠ The Safe-Life Watch is an aid to personal safety and wellbeing. It is not a medical device and should not be relied upon as a guarantee of safety. Regular testing and proper setup are essential to effective operation.

### Fall Detection Disclaimer

The Safe-Life Watch uses sensors and an algorithm to detect potential falls based on changes in movement. While this provides a meaningful level of additional protection, no falls detection technology can detect every fall, and some falls may not trigger an alarm.

The manual SOS button remains the most reliable way to call for help and should be used in the first instance wherever possible.

### Network and GPS Dependency

The performance of this watch depends on mobile network coverage, GPS satellite availability, and Wi-Fi networks in the area. Coverage may vary by location. Safe-Life accepts no liability for failures attributable to network outages, poor signal, or GPS unavailability.

### User Responsibility

It is the user's responsibility to ensure the device is correctly programmed, the SIM account is active and renewed, the battery is charged, and the device is tested regularly.

### Limitation of Liability

To the maximum extent permitted by applicable law, Safe-Life, its importers, distributors, and suppliers shall not be liable for any indirect, consequential, or incidental damages arising from the use or inability to use this device, including but not limited to personal injury, property damage, or loss of any kind.



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