



Signal

Medical alert pendant

User manual

4G | GPS | Fall detection | Two-way calling

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Quick Start

Four things to do when your Signal pendant arrives. The rest of this manual explains each one in detail.

1

Charge it

Plug in the dock and place the pendant in it with the SOS button facing forward. You will hear "Your device is charging". Charge it fully before first use, then every day.

2

Wear it

Wear the pendant on the lanyard, outside your clothing, so fall detection works at its best. It is safe to wear in the shower.

3

Test it

Press and hold the SOS button for 3 seconds and check that every contact receives the alert. Repeat at least once a month.

4

In an emergency

Press and hold the SOS button for 3 seconds. Your contacts receive a text with your location, then the pendant calls them one at a time. Just speak normally, the call is hands-free.



Pressed SOS by mistake? Press the SOS button once to cancel, then let your contacts know it was a false alarm.

Important Notices

Pacemaker Users



If you use a pacemaker or another implanted medical device, keep the pendant at least 10 cm away from the device and consult your doctor before use.

SIM Card and Annual Renewal

Your Safe-Life Signal pendant 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 pendant.

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.



If you do not receive an invoice at least 14 days before your renewal date, or you move address or would like invoices sent electronically, contact us: 03 9588 0392 or sales@safelife.com.au. Please make a diary note of your renewal date as a backup.

If you purchased your pendant 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 pendant is not considered operational until you have completed a successful test. Press and hold 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 required. At least once a month is strongly recommended.

About Your Safe-Life Signal Pendant

The Safe-Life Signal is a 4G medical alert pendant designed to support the safety and independence of people with medical conditions and those at risk of falls. It combines GPS tracking, automatic fall detection, an SOS alarm and hands-free two-way calling in a small, light pendant worn around the neck. It replaces the Safe-Life "Go Anywhere" 4G pendant.

Alerts go to the family members, friends or carers you choose, with no monthly fees. Optional 24/7 professional monitoring is also available. Contact Safe-Life for details.

Key Features

- **SOS button:** sends an alert with a GPS location link to up to 10 emergency contacts, then calls them in turn
- **Automatic fall detection:** sends an alert when a hard fall is detected
- **Real-time location:** GPS and GLONASS satellites, with Wi-Fi and Bluetooth assisted accuracy indoors. Bluetooth and Wi-Fi are used for location only, not general connectivity
- **Hands-free two-way calling:** emergency contacts can call straight into the pendant
- **Call button:** calls a programmed contact directly without raising an alarm
- **Voice prompts:** the pendant tells the wearer what it is doing in plain English
- **Alarm clock and reminders**
- **Geo fence:** alerts contacts if the wearer leaves a defined area
- **No motion alarm:** alerts contacts if the pendant has not moved for a set period
- **Low battery alert** sent to contacts, so the pendant is never left flat
- **IP67 water resistance:** suitable for showering
- **Battery life:** typically 4 days per charge (2 to 6 days depending on use)
- **Charging dock** with its own SOS button and a Bluetooth beacon for accurate indoor location
- **Available in white or black**

Pendant Specifications

Dimensions	67.3 x 37.7 x 15 mm
Weight	43 g
Battery	Rechargeable lithium, 720 mAh (replaceable)
Battery life	Typically 4 days per charge (2 to 6 days depending on use)
Charging	Charging dock with USB-C cable and 5 V plug pack (supplied)
Water resistance	IP67 (suitable for showering, see the Care section for chemical guidance)
Network	4G LTE, Telstra or Optus network (calls, SMS and data)
Location	GPS and GLONASS, Bluetooth beacon, Wi-Fi, LBS (mobile towers)
Colours	White or black
Certification	RCM, FCC, CE, PTCRB, RoHS. Independently tested for RF exposure (SAR) and electromagnetic compatibility
Warranty	12 months



Indicator Lights

The pendant has three small LED lights on its left side, beside the side buttons: green for the mobile network, blue for location and red for power and battery. The ring around the SOS button is also a light and flashes red during an alarm.

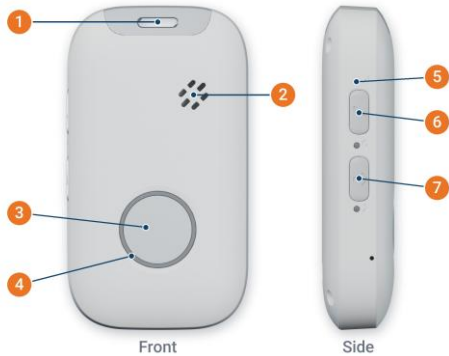
Green LED	Flashing slowly: connected to the 4G network. The pendant can make and receive calls and send and receive SMS. Not lit: no network connection. Move to an area with better coverage.
Blue LED	Flashing slowly: location is on and the pendant is updating its position. For the quickest GPS fix, go outside or stand near a window.
Red LED	Flashing slowly while in the dock: charging. Solid: fully charged. Flashing quickly: battery below 20%, charge the pendant soon.
SOS ring	Flashing red: an SOS or fall alarm is active. It keeps flashing until the alarm is cancelled or the calling sequence has finished.
Dock light	The white light on the front of the charging dock shows the dock is powered.

Getting Started

What is in the Box

- Safe-Life Signal pendant (white or black)
- Charging dock
- USB-C charging cable
- AU plug pack
- Breakaway lanyard
- Quick start guide
- Telstra or Optus SIM card (if selected when ordering, already installed and activated)

Pendant Layout



1	Lanyard slot	The breakaway lanyard clips here
2	Speaker	Voice prompts and hands-free calls
3	SOS button	Hold for 3 seconds to call for help
4	Alarm ring	Flashes red while an alarm is active
5	Indicator lights	Green for 4G, blue for GPS, red for battery
6	Call button	Hold 3 seconds: speed dials 1st contact. Also turns the pendant on and off
7	Mute button	Double press to turn voice prompts on or off

The charging contacts are on the back of the pendant and line up with the pins in the charging dock. The SIM card and battery sit under the back cover.

Inserting a SIM Card

If your pendant was purchased directly from Safe-Life with a SIM, the SIM card is already installed and activated. Skip this section.

1. Turn the pendant off (see below).
2. Remove the four small screws from the back cover and lift the cover off.
3. Insert the nano SIM card into the holder and lock it in position.
4. Replace the back cover and screws. Do not overtighten.
5. Turn the pendant back on.



The pendant uses a nano SIM on the Telstra or Optus network. If using your own SIM, ensure the account has credit and does not require a PIN on startup. The back cover seals the pendant against water, so if you are not confident opening it, Safe-Life can fit the SIM for you.

Charging the Pendant

Connect the dock to power using the supplied USB-C cable and plug pack. The USB-C socket is on the back of the dock and the white light on the front comes on. Place the pendant in the dock with the SOS button facing forward. You will hear "Your device is charging" and the red LED will flash slowly, turning solid when the battery is full.



Charge the pendant fully before first use. Charge it every day or whenever the battery is low. Most people charge overnight on the bedside table.

If the pendant 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 Pendant On and Off

To turn on: press and hold the call button (upper side button) until the pendant vibrates and the lights come on. If the pendant has some charge, placing it in the charging dock also turns it on.

To turn off: press and hold the call button and the SOS button together for about 3 seconds. The pendant vibrates 4 times to confirm it is turning off, then release.

Getting a GPS Fix

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

The pendant uses four location methods in order of accuracy:

- **GPS and GLONASS:** most accurate, works best outdoors
- **Bluetooth beacon:** very accurate indoors when the charging dock is set up (see the Charging Dock section). Bluetooth is used for location only, not for pairing with phones or other devices
- **Wi-Fi:** the pendant scans for nearby routers and estimates its location from where those routers are registered. It does not need to connect to your network or know a password. 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 by 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 pendant 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.

Programming Your Pendant

Programming is done by texting SMS commands to the pendant from any mobile phone. Your pendant has been programmed by Safe-Life before dispatch, so 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 the pendant has signal (green LED flashing)



Example of multiple commands in one SMS, each on its own line: 123456FL1,5,0 then prefix1,Margaret then tz+10. This sets fall detection, the name prefix on alerts and the time zone all in one message. The password 123456 covers all three commands.

Password

The pendant 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 pendant you would send 123456LOC rather than just LOC.

Default password	123456
Remove password	123456P0
Change password	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.

 For most home users, removing the password (123456P0) simplifies day-to-day use.

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:

123456A1,1,1,+61412345678	
123456	Your password (omit this if you have removed the password)
A1	Contact slot number. A1 = first contact, A2 = second, up to A10
1 (second digit)	SMS alert: 1 = send this contact an SMS when an alarm is raised, 0 = do not
1 (third digit)	Call out: 1 = the pendant will call this contact in the calling sequence after an alarm, 0 = SMS only, do not call
+61412345678	Mobile number including the country code. Australia = +61, then drop the leading 0

Call Out: How the Pendant Calls Your Contacts

After the alert SMS has been sent, the pendant calls each contact with call out enabled, one at a time and in slot order. It announces "Calling contact 1" and dials hands-free through the pendant speaker. If the call is not answered it says "Press SOS to stop calling the next contact", waits 10 seconds, then calls the next contact. The sequence stops as soon as someone answers, or when the wearer presses SOS.

 While the pendant is calling out, its line is busy. A contact who tries to call the pendant during the sequence will get an engaged tone. Wait for the pendant to call you, or try again a minute later.

 Voicemail can interfere with call out. If a contact's phone diverts to voicemail, the pendant may connect to the voicemail rather than the person and treat the call as answered. Ask your contacts to turn voicemail off, or at least extend the number of rings before it cuts in. Contacts who are usually hard to reach can be set to SMS only (third digit 0).

Setting Your Contacts: Examples

First contact, SMS and call out:

123456A1,1,1,+61412345678

Second contact, SMS only, no call out:

123456A2,1,0,+61398765432

Managing Contacts

Check all contacts	123456A?
Remove contact 1	123456removeA1
Remove contact 3	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" on the first line, followed by "Help Me".

The SOS Alarm

Activating the SOS

Press and hold the SOS button for 3 seconds. The pendant vibrates, the ring around the SOS button starts flashing red and the pendant says "SOS activated. Press SOS again to cancel".

All programmed emergency contacts then receive an SMS alert at the same time. It contains:

- The wearer's name (if a prefix has been set)
- The type of alarm: "Help Me" for an SOS, "Fall Down Alarm" for a detected fall
- A location link: Google Maps if located by GPS or the dock's Bluetooth beacon, or smart-locator.com if located by Wi-Fi
- The time of the location fix and the time of the alarm
- Speed, altitude and battery level

Example alert (the name, times and location will be the wearer's own):

Margaret
Help Me
GPS Loc!
Now:
Loc Time:05/10/2026 14:31:05
Alarm Time:05/10/2026 14:31:05
Speed:0km/h
Altitude:15
Battery:86%
<https://maps.google.com/maps?q=-38.0063,145.0871>

After the SMS has been sent, the pendant calls the contacts with call out enabled, one at a time, as described in the previous section. Calls are hands-free: the wearer does not need to hold the pendant to their ear, just speak normally.

SOS from the Charging Dock

The charging dock has its own SOS button on top. When the pendant is paired with the dock and within Bluetooth range (about 25 metres), pressing and holding the dock button for 3 to 4 seconds raises the same SOS alarm on the pendant. This is useful at night when the pendant is charging beside the bed.

- ! The Bluetooth connection between the pendant and the dock may drop out from time to time, and the dock button does nothing if the pendant is out of range or switched off. Do not rely on the dock button as the only way to raise an alarm. Use the pendant's own SOS button wherever possible.

Receiving an Alert: What Contacts Should Do

- i Advise your emergency contacts to turn voicemail off on their phone, or at least increase the number of rings before voicemail answers. Voicemail can intercept a call from the pendant and delay the emergency response.

1. Open the SMS and 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. Answer when the pendant calls you. You will be speaking to the wearer hands-free through the pendant speaker.
3. If the pendant has not called you, call the pendant number. It auto-answers after about 5 seconds and opens a two-way voice connection.
4. If you get an engaged tone, the pendant is calling another contact. Wait a moment and try again, or let another contact take the call.

Cancelling an Accidental SOS

If the SOS was pressed by accident, press the SOS button once (do not hold). The pendant says "Alarm cancelled" and stops the calling sequence. During a call, pressing SOS ends the call ("Call ended"). Any SMS messages already sent cannot be recalled, so contact your emergency contacts to let them know it was a false alarm.

Direct Calling: The Call Button

The upper side button is the call button. Press and hold it for 3 seconds: the pendant beeps and calls a chosen emergency contact directly, without sending SMS alerts or raising a full SOS alarm. Press the SOS button to end the call.

By default the call button speed dials contact 1. To change which contact it calls:

123456x1,20 (call contact 1 on long press)

123456x2,20 (call contact 2 on long press)

123456x0 (disable the call button)

- ! The call button will only call a contact who has call out enabled in their contact programming (third digit = 1).

- ! If you are using the SIM card supplied by Safe-Life, use the call button for emergencies only, not for day-to-day calls. The SIM is intended for emergency use and regular testing. Long calls also drain the battery quickly.

Incoming Calls to the Pendant

By default, only programmed emergency contacts can call into the pendant. The pendant auto-answers after about 5 seconds of ringing and the call is hands-free through the speaker.

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

Voice Prompts

The pendant plays spoken prompts for alarms, calls, charging and low battery. To turn voice prompts off or on, quickly double press the lower side button (the mute button). The pendant confirms "Voice prompts off" or "Voice prompts on".

 With voice prompts off the pendant still vibrates, flashes and sends alerts as normal.

Fall Detection

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

How It Works

1. The pendant detects a sudden change in motion consistent with a fall.
2. It plays the voice message "Fall detected. Press SOS if you're okay" and the alarm ring flashes red. The wearer has about 10 seconds to cancel by pressing SOS once.
3. If not cancelled, a "Fall Down Alarm" SMS with the location is sent to all emergency contacts and the pendant calls them in turn, exactly as for an SOS alarm.

 Fall detection detects most hard falls but cannot guarantee it will detect every fall. The direction, speed and impact surface all affect detection, and some normal activities (sport, sitting down heavily, dropping the pendant) can trigger a false alarm. Test fall detection occasionally by dropping the pendant from 1 metre onto a bed.

 Fall detection works best when the pendant is worn on the lanyard, outside your clothing. If it is worn underneath clothing, we recommend turning the sensitivity up.

Fall Detection Command

Turn fall detection ON	123456FL1,5,0 (sensitivity 5, as shipped)
Turn fall detection OFF	123456FL0

Understanding the Fall Detection Command

123456FL1,5,0	
FL1	Turn fall detection on (FL0 = off)
5	Sensitivity: 1 = least sensitive, 9 = most sensitive. Pendants are shipped at 5
0	Call out: 0 = follow the normal calling sequence after the SMS, 1 = call contacts immediately

 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 suits the wearer's normal activity level.

Fall Detection Disclaimer

The Safe-Life Signal uses sensors and an algorithm to detect potential falls based on changes in movement. While this provides a meaningful level of additional protection, no fall 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.

Locating the Pendant

On-Demand Location Request

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

```
123456LOC
```

The reply includes 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 pendant is intended for emergency use and regular testing. If the LOC command is used excessively, automated alerts are triggered in the M2Mone SIM management system and 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.

Checking the Battery Level

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

```
123456battery
```

The pendant replies with the current battery percentage.

Low Battery Alert

When the battery drops below 20% the red LED flashes quickly, the pendant says "Battery is low. Please charge your device" and your emergency contacts receive a "Low Power Alarm" SMS showing the battery level. Place the pendant in the dock to clear the alert.

Alarm Clock and Reminders

The pendant has four alarm slots. Each has a set time and selected days of the week. At the set time the pendant vibrates and announces the alarm ("Alarm 1" to "Alarm 4"), which makes it a handy medication or appointment reminder.

Command Structure

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

CLK1	Alarm slot number (1, 2, 3 or 4)
1	On or off (1 = on, 0 = off)
08:00	Time in 24-hour format
3	Voice message type: 1 = alarm clock, 2 = exercise reminder, 3 = medication reminder
1,2,3,4,5,6,7	Days: 1 = Mon, 2 = Tue, 3 = Wed, 4 = Thu, 5 = Fri, 6 = Sat, 7 = Sun. Leave out the days you do not want

Examples

Daily medication reminder at 8:00 am, every day:

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

Exercise reminder at 10:00 am 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 pendant 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 pendant uses its current location as the centre point.

To improve location accuracy for geo fence purposes, first increase the location update frequency:

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

! Increasing the update frequency shortens battery life. Only use this setting if geo fence monitoring is important for the wearer.

Before setting the geo fence, send the LOC command and check the location shown on the map. That point will be the centre of the geo fence, so if it is not where you expect, wait a few minutes and check again:

```
123456LOC
```

Geo Fence Command

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

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

No Motion Alarm

The no motion alarm alerts contacts if the pendant has not moved for a set period of time. This can help detect if the wearer is inactive, has fallen unconscious or has taken the pendant off. When it triggers, the pendant says "No movement detected. Contacts are being notified" and sends an SMS to all emergency contacts.

i When the pendant is sitting in the charging dock the no motion alarm will not activate. The pendant knows it is charging.

No Motion Alarm Command

123456NM01,60m,0	
NM01	No motion alarm on (NM00 = off)
60m	Time without movement before the alert triggers. Use S for seconds, M for minutes, H for hours (e.g. 02h = 2 hours)
0	Call out: 0 = SMS only (recommended), 1 = also call contacts

Example: alert after 2 hours of no movement:

123456NM01,2H,0

Charging Dock: Indoor Location

The charging dock connects to the pendant by Bluetooth and acts as a beacon that can be programmed with your home's GPS coordinates. When the pendant is within Bluetooth range of the dock (about 25 metres), it reports the programmed home location rather than attempting a GPS fix. This matters because GPS signals are often weak indoors.



This feature is particularly helpful in multi-storey buildings, apartments and retirement villages, where GPS can be unreliable and a street address alone may not be enough. You need to set the home location yourself, see below.

Pairing the Pendant and Dock

Safe-Life pairs your pendant and dock before dispatch. If the dock's SOS button stops raising an alarm on the pendant, or you receive a replacement dock, contact Safe-Life and we will talk you through pairing. During pairing the pendant says "Pairing started. Hold the button on the charging base for 3 seconds" and then "Pairing successful".

Setting the Dock Location

The dock's home location is not set when the pendant is delivered. Set it yourself when you first set up the dock, and again if you move house or take the dock to a new address.

1. Find the new address's GPS coordinates using Google Maps or Apple Maps. In Google Maps, tap and hold on the address to drop a pin. The coordinates appear at the bottom of the screen.
2. Find the Bluetooth MAC address printed on the underside of the dock (format XX:XX:XX:XX:XX:XX, six groups of two characters separated by colons).
3. Send the following command, substituting your actual coordinates and MAC address:

123456BCS-37.9861900,145.1002175,C0:60:21:00:2A:3F,home	
BCS	Beacon set command
-37.9861900	Latitude (negative for southern hemisphere locations such as Australia)
145.1002175	Longitude
C0:60:21:00:2A:3F	Your dock's MAC address, six groups of two characters
home	A name for this location

The pendant replies "Beacon list set OK".

! The latitude for Australian addresses is always a negative number. The leading minus sign is part of the coordinate, not part of the command.

Dock Beacon Management

Turn beacon location on	123456BCE1
Turn beacon location off	123456BCE0
Check beacon list	123456BCQ1
Delete beacon list	123456BCD

! If you take the pendant and dock to a different address, the dock will keep reporting the original programmed location until you update it with the new coordinates.

Other Useful Commands

Setting the Time Zone

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

The pendant will generally update automatically when daylight saving begins or ends, but this does not always happen reliably. If timestamps appear one hour out during daylight saving periods, send the updated time zone command manually.

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

Do Not Disturb

Prevents the pendant from making any sounds during set hours, so that incoming call ringtones and reminders do not wake the wearer at night. Alarms still work.

Example: silent from 9 pm to 7 am:

123456ND1, 21:00, 07:00

Turn off with: 123456ND0

Check Current Settings

To see a summary of how the pendant is currently programmed:

123456status

Device Information (IMEI and Firmware)

123456V?

Contact Safe-Life

Phone	03 9588 0392
Email	sales@safelife.com.au
Website	www.safelife.com.au

Quick SMS Command Reference

Examples use the default password 123456. Use your own if changed, or leave it out if removed.

Command	What it does
123456A1,1,1,+61412345678	Set emergency contact
123456A?	Check all emergency contacts
123456removeA1	Remove emergency contact 1
123456prefix1,Margaret	Add name prefix to alerts
123456LOC	Request current location
123456battery	Check battery level
123456status	Check current settings
123456V?	IMEI and firmware version
123456FL1,5,0	Fall detection on (sensitivity 5)
123456FL0	Fall detection off
123456NM01,2H,0	No motion alarm after 2 hours
123456NM00	No motion alarm off
123456Geo1,1,0,200m	Set geo fence, 200m radius
123456CLK1,1,08:00,3,1,2,3,4,5,6,7	Daily reminder at 8 am
123456CLK1,0	Turn off alarm slot 1
123456tz+10	Set time zone to AEST
123456tz+11	Set time zone to AEDT (daylight saving)
123456ND1,21:00,07:00	Do not disturb 9 pm to 7 am
123456ND0	Turn off do not disturb
123456BCS-37.986,145.100,C0:60:21:00:2A:3F,home	Set dock home location
123456BCE1	Bluetooth beacon location on
123456BCE0	Bluetooth beacon location off
123456x1,20	Set call button to call contact 1
123456x0	Disable the call button
123456callin0	Allow any number to call in
123456callin1	Emergency contacts only (default)
123456Answer0,5	Auto-answer after 5 seconds
123456P0	Remove password
123456P246810	Set new password

Care and Maintenance

Cleaning

Wipe the pendant 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 pendant 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 wearing in the shower.

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

Battery

Charge the pendant daily or whenever the battery falls below 20% (red LED flashing quickly). The battery is replaceable. Contact Safe-Life if you need a replacement battery. Use only the supplied charging dock, cable and plug pack. Third-party charging accessories may damage the pendant.

Lanyard

The lanyard has a breakaway clasp that opens under a firm pull, so the pendant cannot catch and tighten around the neck. Check the clasp occasionally and replace the lanyard if it is frayed or the clasp no longer holds.

General Handling

- Do not store in areas of extreme heat, cold or humidity
- Do not drop, shake or knock the pendant
- Do not disassemble or attempt repairs. Doing so will void the warranty
- Keep the IMEI and SIM numbers confidential
- Turn the pendant off during flights and follow applicable airline restrictions

Warranty

The Safe-Life Signal pendant is covered by a 12-month warranty from the date you receive delivery 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, including the lanyard

Making a Warranty Claim

1. Contact Safe-Life on 03 9588 0392 or sales@safelife.com.au to obtain an RMA (Return Merchandise Authorisation) number.
2. Pack the pendant securely with your RMA number and a description of the fault.
3. Include proof of purchase (original receipt with date).
4. Return the pendant 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 Signal pendant, you may return it within 30 days of purchase for a full refund of the purchase price, provided:

- The pendant is in original condition with no scratches or damage
- All original contents are included (dock, cable, plug pack, lanyard, guide)
- The pendant 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

Not a Lifesaving Device

-  The Safe-Life Signal pendant 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.

Network and GPS Dependency

The performance of this pendant 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.

Your Pendant Details

Fill this page in and keep the booklet somewhere handy. You will need these details when you contact Safe-Life or change a setting.

Pendant mobile number	
SIM activation date	
SIM renewal date	
Dock MAC address	
Emergency contact 1	
Emergency contact 2	
Emergency contact 3	
Emergency contact 4	
Emergency contact 5	

 Need a hand? Call Safe-Life on 03 9588 0392 or email sales@safelife.com.au.



www.safelife.com.au

Questions about your Signal pendant? We are here to help.

03 9588 0392 | sales@safelife.com.au

Alerting Devices Australia Pty Ltd trading as Safe-Life
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