Safe Life "Go Anywhere" Personal Alarm

4G Instruction Manual

www.safelife.com.au

Getting Started

Call Button

LED Lights

Screw Holes

Lanyard Hole

Silent Mode Button

Microphone

SOS Button

Charging Contacts
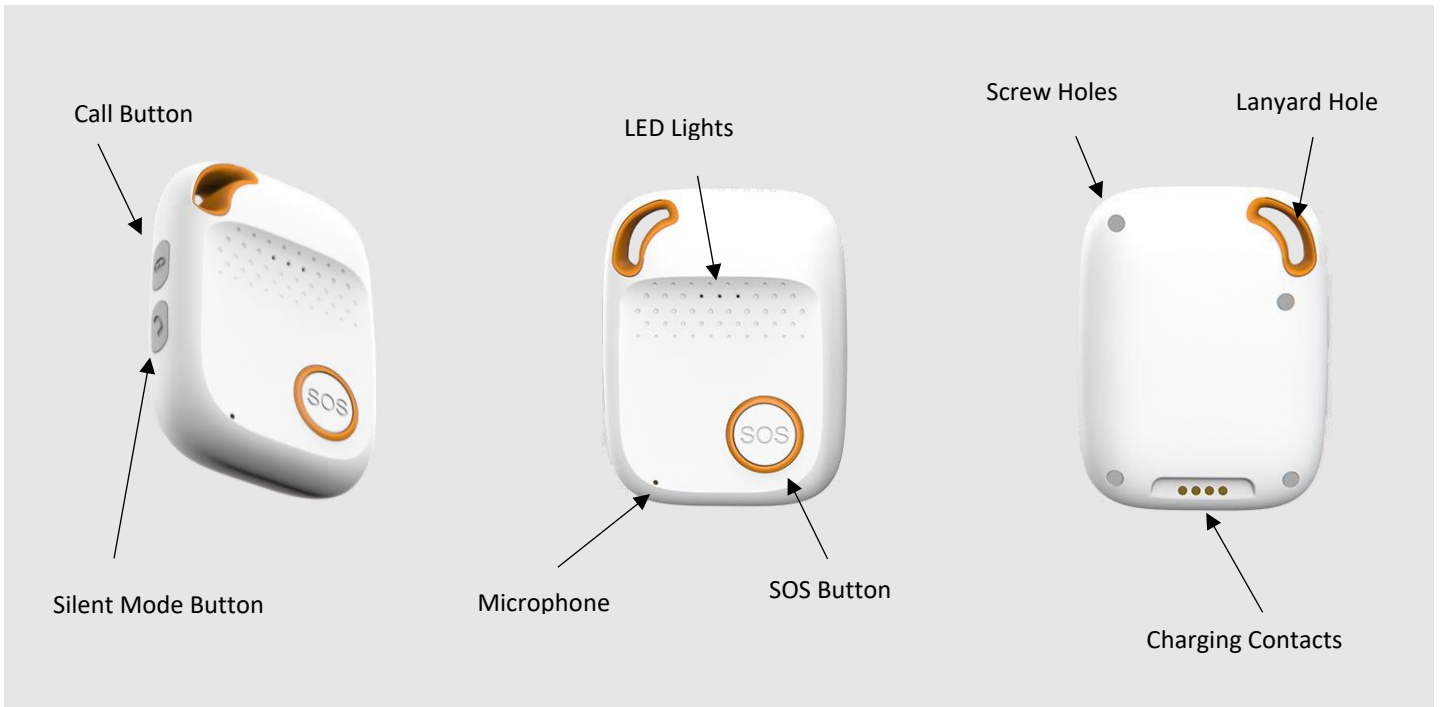
What do the lights mean?

Cellular signal indicator - **Green**

GREEN	Light shows a single flash raplidly every 3 seconds	Light shows a double flash rapidly every three seconds
MEANS	The Device can make and receive calls, send and receive SMS, the cellular connection is stable.	The device is registered to the cellular network and can send TCPIP data to the monitoring server.

Location Positioning signal indicator - **Blue**

BLUE	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds	Light off
MEANS	The device has no location fix	The device has latest location fix	The device is not fixing the latest location

Power indicator - **Red**

RED	Red ON Solid	Red shows a double flash rapidly every 3 seconds
MEANS	Device has been fully Charged	BLE Connected

Power indicator - **Red**

RED	Red blinking quickly	Red off or blinking slowly
MEANS	Battery power is lower than 20%	The device is charing

Product Overview

Thank you for using the 4G SafeLife Pendant. This device is an innovative miniature size personal emergency pendant with built-in GPS, Bluetooth and WiFi positioning technology and waterproof to IP67. The SafeLife 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 SafeLife 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. However, if the docking hub is programmed with your home co-ordinates, this will be the first point of location when in range of the pendant (for accurate location when in the home).

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 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".

Turning on/off the Pendant

Simply holding down the top button on the left side of the device or charging the pendant will turn the device on. The device may take a moment to power up.
To turn off press and hold the SOS button followed by the top side button a half second later until the device vibrates - then release the buttons.

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

Charging the Pendant

The Docking station will also 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 pendant is placed in the dock it will make the announcements "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. Alternately if you have set up your docking hub with your home co-ordinates, your pendant will use this as the first location point as long as it is in range and has Blue Tooth connectivity to your docking hub.

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 SOS button followed by the top side button a half second later until the device 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 thecase back into position. 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 a SIM card already installed and activated with an initial amount of credit applied if purchased directly from Safe Life.
You will need to monitor the Pre-Paid credit via the account details supplied to you by the Safe Life team.

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 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 (SMS Message) commands to the pendant 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 pendant your device will respond by sending you a confirmation in return.
Please note: 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 pendant 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.

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,Now enter the mobile number - now press send
Breakdown:
123456 This is the default password

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

A1,1The 2nddigit (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 3rddigit (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 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).

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, 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

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

When the pendant 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 pendant 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 button (do not hold it down). 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 the outgoing SMS messages for example "John".

Command: 123456prefix1,name   **Example:**   123456prefix1,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: 123456Loc

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 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.

Example (to turn on) command:123456FL1,2,0 **Example (to turn off) command:**123456FL0
(Cont. next page)

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. 1 being most sensitive and 10 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.

Example command: 123456Geo1,1,0,100m

Breakdown:

Geo1 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 Pendant?

Texting the word "findme" to your pendant 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

Turn Voice Prompts On/Off

You can disable the voice prompts by quickly double pressing the lower side button. The pendant will respond "Voice tone has been turned off (or on)".

Making a Phone Call and Receiving Incoming Calls

Your 1st or 2nd emergency contact will be assigned to the side call 1 button (top side button). To call this contact, hold down the top button on the side of your device. Once the pendant has 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 (Important see notes on "The Call Out Procedure" before progressing)

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: 123456x2,20
Example i.e. Change the side button to call contact number 1. *Command:*123456x1,20

To disable the side call button **Command:**   123456x0

Adjusting the time

Google UTC time in your state 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: 123456tz+10   This will add 10 hours to the UTC time.

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:

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

CLK1,1   The 2nd 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 4th digit refers to which pre-recorded message to use (see below)

CLK1,1,15:30,3,1,2,3,4,5,6,7   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:
123456CLK2,1,19:30,3,1
123456CLK2,1,19:30,3,1,2,4
123456CLK2,1,19:30,3,1,2,3,4,5,6,7

Pre-recorded messages:
1: "Your alarm clock has been activated"
2: "Exercise reminder alert"
3: "Medication reminder alert"

Incoming Call - Options

The pendant default allows that only incoming calls from the emergency contacts will be able to ring the pendant 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 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 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 pendant 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 pendant off. When the device is sitting in the docking hub/charging station, the inactivity alarm will not be activated.

Command: 123456NMO,1,60m,0

Breakdown:
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.

The Smart Docking Hub

Your pendant comes with a battery charging docking station that has Bluetooth connectivity with the pendant. Bluetooth range is about 25m but beware Bluetooth connectivity may drop in and out from time to time. By following the instructions your GPS location may be programmed into the dock so when the SOS button is pressed this fixed location will be reported every time when in range. When there is no Bluetooth connection the location will be determined by Satellite or WiFi.

SOS Alert from the Smart Docking Hub

When the pendant is in Bluetooth range of the docking hub and the two are paired, you can press and hold the button on the docking hub to activate the pendants SOS alert. <u>See important note below</u>

How to use: Long press button on Docking Hub for 3-4 seconds until voice prompt states "the SOS alert has been activated".

IMPORTANT: The Bluetooth connection may drop out from time to time and in this case, you must be aware that if Bluetooth is not paired, the additional help button on the docking hub will not activate the pendants SOS alarm. You cannot rely on this help button to work 100% of the time.

Bluetooth location from the Smart Docking Hub

As GPS location doesn't always make it through the structure of some houses and buildings, the Smart Docking Hub can be programmed with your home co-ordinates, this means that when your Safe Life pendant is in range of your docking hub, its location for SOS messages and location requests will be accurate.

To set up your Bluetooth Smart Docking Hub co-ordinates:

Before programming this feature (if not already programmed for you by Safe Life), you will need the latitude and longitude of your home address, you can find this on google maps or apple maps.

Command: 123456BL-XX.XXXX,XXX.XXXX

Example: 123456BL-37.9862,145.1001

Breakdown:
BL-37.9862,   -37.9862 being the Latitude
(the comma separating latitude and longitude is important)

BL-37.9862,145.1001   145.1001 being the Longitude

IMEI& Firmware Version

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

Pendant Specifications:

Dimensions:	62mm 47mm 17mm
Weight:	53g
Battery:	Rechargeable,3.7v, 1000mAh
Charging voltage:	5v DC
Waterproof:	IP67
4 Locating Technologies: GPS, BLE, WIFI, LBS	

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 distributer. 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**.

Downloading the 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 pendant.
- Enter the pendant Name: i.e. John's Pendant
- Enter the IMEI Number: This is on the packaging the pendant came in
  Or SMS the command 123456V? to the pendant.
- 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 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 SafeLife 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 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 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, 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 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 SafeLife 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 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.

Distributed in Australia and New Zealand by Alerting Devices Australia Pty Ltd T/A Safe Life
5/270 Lower Dandenong Rd Mordialloc Vic 3195
03 9588 0392
www.safelife.com.au

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