



# The Suresafe Go 'Anywhere' 4GX Mobile Alarm

## Guide to using your alarm

**My pendant alarm phone number:**

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**Call SureSafe on 1300 739 991** for any questions about your alarm



**Visit the SureSafe website** for information on using your personal alarm  
[www.personalarms.net.au](http://www.personalarms.net.au)

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## What is included in the packaging?

**SureSafe Alarm**



**Lanyard**



**Wristband**



**Belt Clip**



**Charging Station**



**Power adapter**

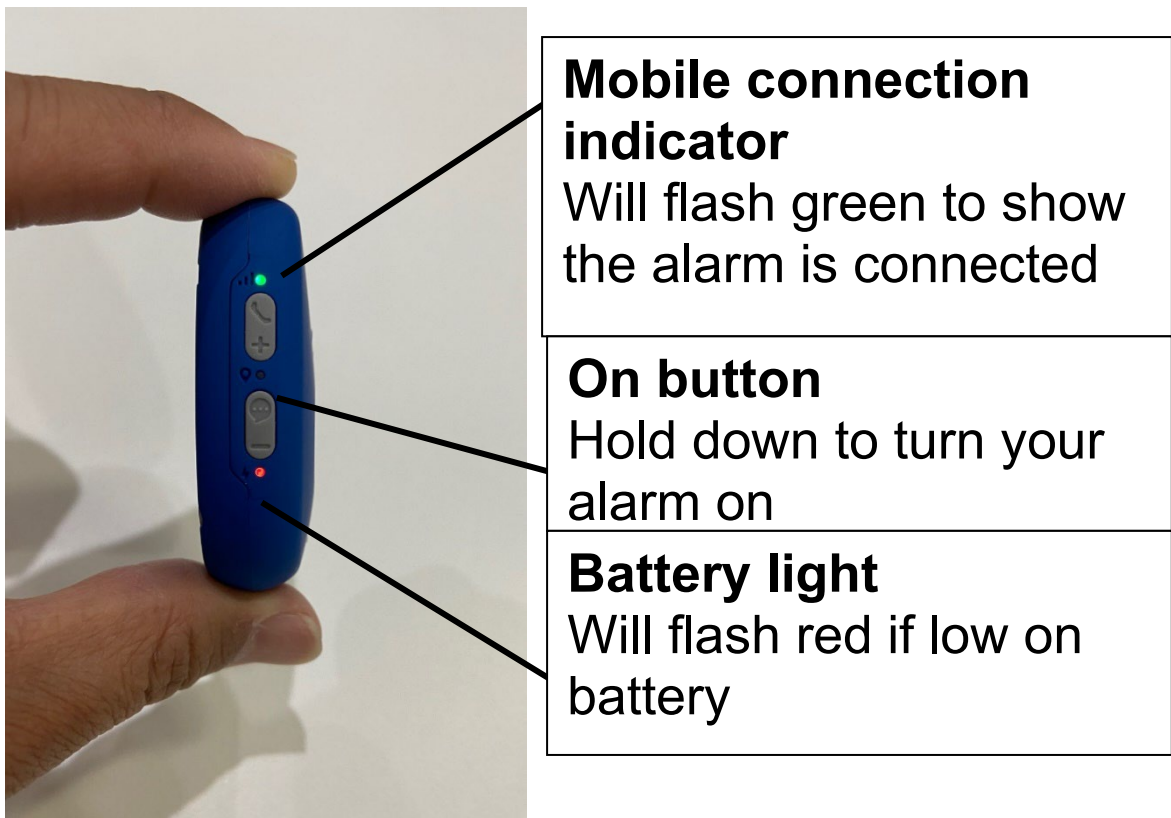
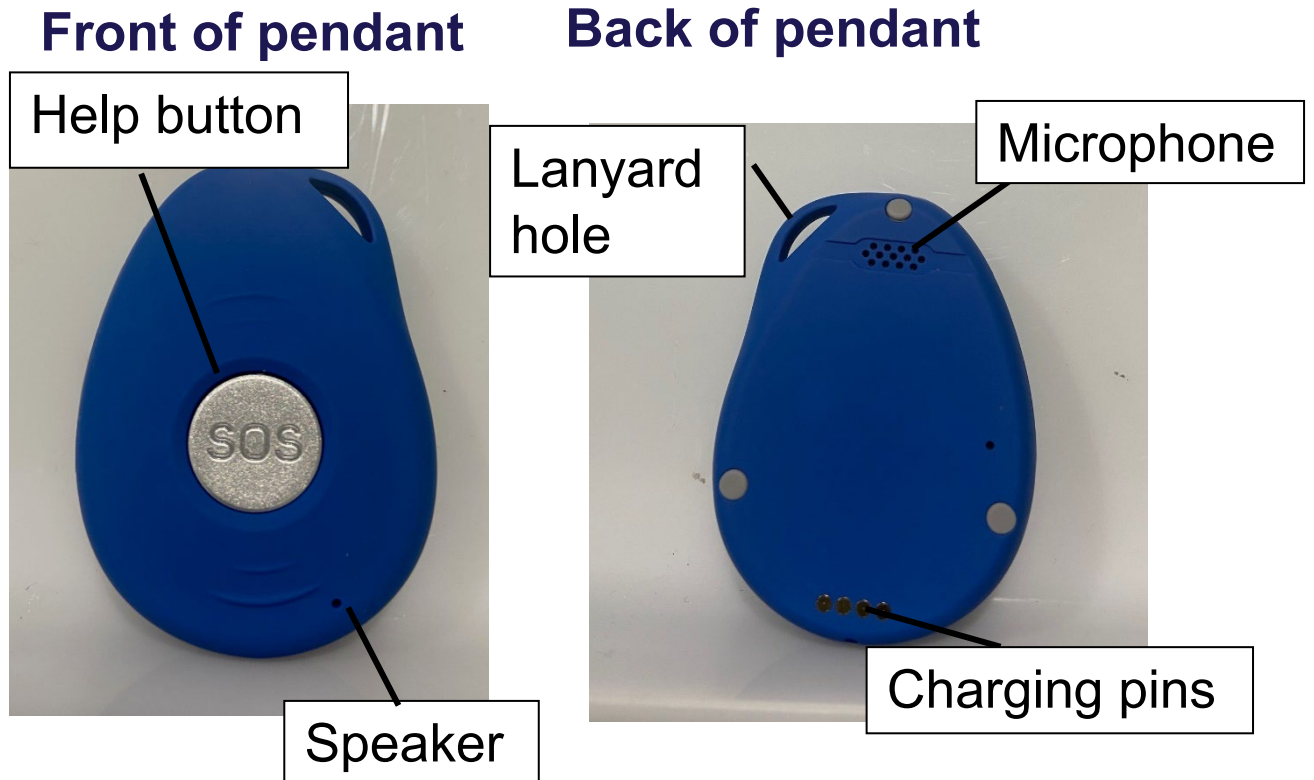


**USB Cable**



**User Manual**

## Features of the alarm



## How to set up your alarm

**Step 1** Remove SureSafe alarm from the base of the box

**Step 2** Connect alarm to the lanyard, wristband or belt clip

### If using the lanyard



Loop the string through the lanyard hole



Loop the plastic part through the loop and tie



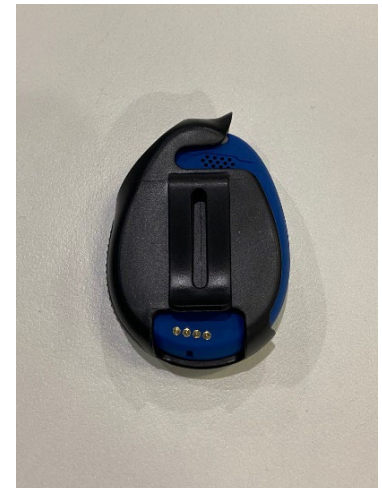
Clip the lanyard onto the plastic part

## If using the wristband



Push the alarm through the wristband hole to attach

## If using the belt clip



Push the alarm into the belt clip to attach

Slide clasp part onto belt or pants to wear

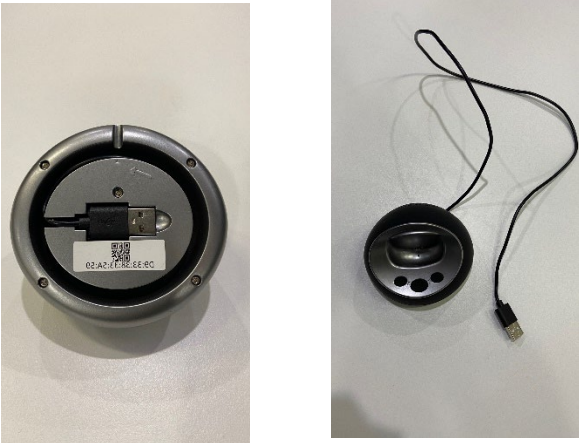

## Step 3 Charge the alarm



The alarm will automatically turn on when charged.

# How to charge your alarm (charging station)

There are 2 ways that you can charge your SureSafe Alarm

## Option 1: Use the charging station

<p><b>Step 1</b></p>	<p>Unwind the cord from the base of the charging station</p>	
<p><b>Step 2</b></p>	<p>Connect the cord to the power adapter</p>	

<p><b>Step 3</b></p>	<p>Plug the power adapter into the wall socket</p>	
<p><b>Step 4</b></p>	<p>Place the alarm into the charging station</p>	

## Details about charging

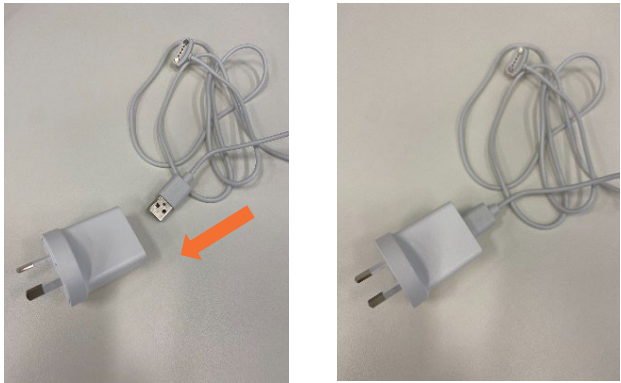


- With both charging options, you should hear the alarm say “Your mobile alarm is charging” when plugged in
- You can leave the alarm on the charging station for as long as you like
- It is recommended to place your charging station by your bedside table and charge the alarm every night
- Usually takes 20-30 mins to fully charge
- When the battery reaches 20% alarm will say “Battery is low please recharge your battery”



# How to charge your alarm (USB cable)

## Option 2: Use the magnetic USB cable

This option is recommended if you will be travelling or staying somewhere other than your home

<p><b>Step 1</b></p>	<p>Connect the USB end of the cable to the power adapter</p>	
<p><b>Step 2</b></p>	<p>Plug the power adapter into the wall socket</p>	
<p><b>Step 3</b></p>	<p>Click the magnetic end of the power cord onto the back of the alarm</p>	

## How to use the alarm

### Completing a test run

- It is recommended to complete a test run of using your alarm when you first receive it
- Contact the people you have decided to save into your alarm to let them know that you are running a test

### Step 1 Press the button for help



#### **Press this button**

- Hold down for 3-4 seconds until you feel a vibration
- The pendant will announce that the SOS has been activated

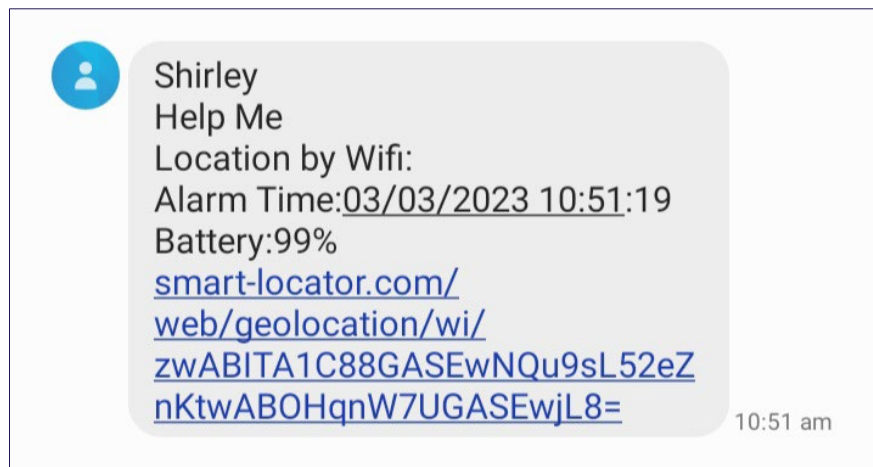
#### **To cancel the SOS call**

Quick press of the button again

**Step 2** Wait for the alarm to ring your saved contacts

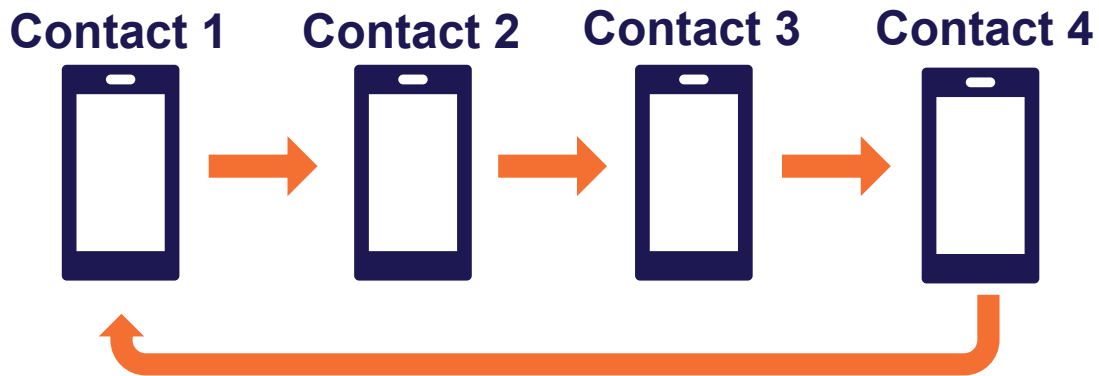
**1. The alarm will send a text message to all your saved contacts showing the GPS location of the pendant**

This is an example of the text message your contacts will receive:



**2. The alarm will then initiate a help call sequence**

- The alarm will ring your first contact number
- If this person doesn't answer the call, the alarm will ring the next number and this sequence continues
- The alarm will speak to you at all stages. For example, it will say "Calling contact 1"
- The call sequence will loop through 2 times



### Step 3 Speak into the alarm

- Once your contact has answered your call speak directly into the alarm
- Each call will last 2 minutes

### Step 4 End the call sequence

- Click the SOS button to end the call sequence after you have spoken to your contact or;
- After 2 minutes, the call will end. The emergency contact is able to call back the personal alarm if more time is needed on the call.

## Bed time use of alarm

- It is recommended to charge your alarm overnight, or leave it on the side table next to your bed.
- Do not wear the alarm in bed as moving around in bed can activate the pendant.
- If getting up in the night, you should take the alarm with you in case of falls.

## Other features and considerations

### **Calls to the pendant alarm**

- If your contacts were to miss the call from your alarm, they are able to call it back
- The alarm has a phone number which your contacts can call to get in contact with you immediately

### **Automatic falls detection**

- The falls detection feature is activated on impact when no movement is detected within a few moments after a fall
- The alarm will initiate the call sequence for your contacts without having to press the SOS button

## Creating an action plan

- If you were to become unconscious after a fall, although the falls detection feature would ring your contacts, you would not be able to speak to them
- It is important to create an action plan with your contacts in the event this happens. For example, your contact could use the location provided on the text alert to call an ambulance for you

## Information for Emergency Contacts

### Saving the personal alarm number

- When a contact receives a call from the personal alarm, it will present on the screen as an unknown number
- It is recommended that all emergency contacts save the number of the personal alarm number into their phones
- Emergency contacts can set up a group chat so they can communicate with each other when someone has spoken to the user.

## Finding the location of the person wearing the personal alarm

- Family and friends can text “loc” to the pendant wearer’s device
- Once “loc” is sent to the pendant alarm mobile number, you will receive a text message with a link to the person’s GPS location
- This is an example of the text message saved contacts will receive:

