

Product Information Guide

SureSafeGO Community Based/Mobile Watch Alarm

(Supplier: Sure Safe)



Monitoring	Family monitored
Ongoing Costs <i>(correct at date below, subject to change as per suppliers' advice)</i>	Telstra \$40/year <i>(first year covered by geat2GO)</i>
Colour	Black
Case material	Plastic
Accessories	Magnetic charger and leather/silicone wrist band (included), Lilac or black magnetic wrist band options available via geat2GO
Range/Reception	Community use with mobile coverage (2-3 bars reception required)
Water resistance	Shower/splash proof (avoid submerging)
Dimensions (H x W x D)	47 x 47 x 18mm
Weight	62g
Battery life	Up to 48hrs depending on usage and conditions
Fall detection	Yes
Live tracking/GPS	Yes
Two-way call	Yes
Geofence	Yes
No Movement Detector Alarm	Yes
Heart rate monitor	Yes

Step counter	Yes
Voice Prompts, Languages	Yes, English only
Pacemaker Information	Consult your cardiologist/specialist prior to using the device if you have a pacemaker.
Emergency contacts	Can have up to 5 contacts for family monitoring
Set up needed?	Connect charger to power
SOS procedure	<ol style="list-style-type: none"> 1. When a fall is detected, the alarm will send an SMS to all emergency contacts at once that includes a Google Maps link to the location (usually within 60 seconds of a fall being detected). 2. The alarm will then call the 1st number for 20 seconds. 3. If there is no answer to the call within 20 seconds, it will then call the second number (unless you cancel it on the watch). 4. If the 1st number answers, a 2-minute call with two-way voice communication will be possible. 5. At the end of the 2 minutes, or if the call is ended within the 2 minutes, the alarm will call the next number (where there is one). 6. To cancel the call to the next number, press the X that appears on the watch face. 7. The alarm will then return to standby mode. <p>Note: We recommend that you set up the voicemail on your mobile phone to ring for 25 seconds before it answers. This will prevent the alarm being answered by your voicemail. Contact your mobile phone provider if you are unsure of how to do this.</p>
How to cancel alarm	Press the X on the screen at any time
Additional settings/information	Tan wrist band can fit up at 23cm circumference wrist, magnetic wrist bands can fit up to 25cm circumference wrist.

Information correct as at 30 October 2023