SureSafe
PERSONAL EMERGENCY CALL SYSTEM

SureSafeGO
Family Monitored

Quick-Start Guide

Thanks for your recent purchase of a SureSafeGO Family Monitored, the 'Anywhere' alarm!

Included with your alarm is the full user manual that talks you through how to work the many features the SureSafeGO has to offer.

To help you with a quick and easy set-up, we have put together the following quick-start guide so that you can be up and running in a matter of minutes

Step 1:

Find your SureSafeGO phone number printed on the side of the box. It starts +447…

This is the SureSafeGO's unique number. Save it in your phone as 'Dad's/Mum's Alarm' or similar.

Share this number with the 3 nominated contacts and ask them to store it too.

Step 2:

Your SureSafeGO comes with some credit already on the SIM, so you can use it straight out of the box.

The SIM has 15 text messages, 5 minutes of call time and 1MB of data included FREE. This credit is valid for 30 days from the date the alarm was purchased, it will then auto-expire. You will not receive any notification of this.

Visit this website to add more credit to your device: https://www.personalalarms.org/suresafegotopup

You will have the option for a 6 month credit package or a 12 month credit package. Full details of tariff can be found on our website.

Please note that when you purchase credit via our website it can take up to 72 hours to be active – don't leave it to the last minute to purchase your credit! Buy now!

Step 3:

Be sure to add your SureSafeGO number to your order in the appropriate box on the checkout page when buying credit.

When you complete your credit purchase we will automatically set up alerts to your mobile phone and email address, warning you when your credit is due to expire soon.

Step 4:

Plug your desktop charger in and charge the device for 3-4 hours. Turn it on.

Step 5:

Program your 3 chosen emergency contact numbers by sending the following 3 text messages to your SureSafeGO:

Emergency Contact 1: A1,+44….. insert telephone number without '0'

Emergency Contact 2: B1,+44….. insert telephone number without '0'

Emergency Contact 3: C1,+44….. insert telephone number without '0'

Example:
For 07770 123 456 as the 1st number, text: A1,+447770123456 (again, no spaces, include a + sign and remove the '0' from the beginning of the phone number).

You will receive a text back from your SureSafeGO confirming the number has been stored.

Step 6:

To review and edit the enhanced settings e.g. fall detection, please read the full user manual enclosed with the device.

NOTE: Due to the roaming nature of the SIM card used, in order to get the best signal available, calls and texts to your SureSafeGO may not be charged at the normal cost of a mobile phone call or text. The cost of calls and texts made to the SureSafeGO may vary, please contact your mobile phone provider for more details.

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