

User Manual

S11 Band



Support: info@safome.au

Website: <https://safome.au>



Before you start

Power on OUTSIDE in an open area for first use (GPS satellite acquisition)

Fully charge before first use

Install SIM card only when the device is POWERED OFF

Use ONLY 5V 1A chargers — never fast chargers or higher voltage

This device is a personal safety tool, not a substitute for emergency services. In a life-threatening situation, always call 000.

Table of Contents

#	Section
1	What's in the Box
2	Device Overview & Specifications

3	SIM Card Requirements & Installation
4	Charging Your Device
5	Powering On and Off
6	Setting Up the Saf O' Me App
7	Using the App
8	Device Features
9	LED Indicator Guide
10	Subscription Plans
11	Privacy & Your Data
12	Troubleshooting
13	Safety Precautions
14	Warranty
15	Contact & Support

1	What's in the Box	
#	Item	Notes
1	S11 Band Health & Safety Wearable	Your Saf O' Me health & safety wearable
2	USB Magnetic Charging Cable	1m USB magnetic cable, 2-pin, short-circuit protection IC. USB power adapter not included
3	Product Manual	This guide — keep it handy for setup and troubleshooting
 SIM card not included The S11 Band requires a nano SIM card purchased separately. See Section 3 for SIM requirements and installation instructions.		

2 Device Overview & Specifications

2.1 Technical Specifications





Specification	Detail
Dimensions	54 × 37 × 17 mm
Weight	51 g
Material	PC + ABS + Silicone band
Battery Capacity	900 mAh (Class A rechargeable polymer)
Battery Life	Up to 3–4 days (normal use)
Network	4G / 3G / 2G (VoLTE required for calling)
SIM Type	Nano SIM (customer-supplied)
Positioning	GPS + Wi-Fi + LBS triple positioning

GPS Accuracy	Less than 5 metres
Water Resistance	IP67 — splash & rain resistant. Not for swimming.
Charging	Magnetic cable with short-circuit protection IC. 5V 1A ONLY.
SOS Button	Large red tactile button with Braille marking
Wellness Sensors	Heart rate, blood oxygen(SpO2), blood pressure
Safety Sensors	Fall detection, smart removal (take-off) alert
Certifications	RCM, RoHS
Operating Temperature	0°C to 45°C

2.2 Buttons & Ports

Location	Description
Power / SOS Button	Large, raised, Braille-marked button — designed to be found and pressed by touch alone. Long press 3s = power on. Long press 5s = SOS. Short press = network status check.

Charging Port (back)	Magnetic connector on the underside of the band.
SIM Tray	On the underside of the band. Opens without tools.
Speaker	Used for two-way calls and alerts.
Microphone	Used for calls and Sound Guardian (see Section 8.8)
LED Indicators	Visible on the band face. See Section 9 for full LED guide.
Wellness Sensors	On the underside of the band, in contact with the wrist.

2.3 Wearing Options

The S11 is worn on the wrist, secured with an adjustable strap sized to fit most adults. For the most reliable wellness readings, wear it snug enough that the sensor stays in contact with the skin, but not so tight that it's uncomfortable.

3 SIM Card Requirements & Installation



Power off before inserting SIM

Always power the device OFF completely before inserting or removing the SIM card. Inserting a SIM while the device is on may cause damage and void the warranty.

3.1 SIM Requirements

Requirement	Detail
SIM Size	Nano SIM
Network	4G recommended (3G / 2G also supported)
⚠ VolTE (Voice over LTE)	MUST be enabled — essential for two-way calling. Device cannot make or receive calls without VolTE.
SMS	Must be enabled
Mobile Data	Must be enabled. Approx. 60–80 MB / month.
PIN Code	Must be DISABLED before inserting
Voicemail	Must be DISABLED
Recommended	Telstra, Optus, or Vodafone prepaid or SIM-only 4G plans with VolTE + data + calls

3.2 SIM Installation Steps

1. Power OFF the device completely. Long press the button until the LED turns off.
2. Open the SIM tray on the underside of the band (no tools required).
3. Insert the nano SIM with GOLD CONTACTS facing UP and DIAGONAL CORNER facing bottom-right.
4. Close the SIM tray securely.

5. Take the device OUTSIDE to an open area with clear sky view.
6. Power on by long pressing the button for 3 seconds until it vibrates. Release on vibration.



Device shows offline after SIM install?

APN settings may need to be configured. See Section 12 (Troubleshooting) for APN setup instructions.

4 Charging Your Device



5V 1A only — no fast chargers

Do NOT use fast chargers, USB-C PD chargers, or any charger above 5V 1A. Higher voltage permanently damages the battery and voids the warranty. A USB power adapter (charging plug) is NOT included. Use any standard 5V 1A USB power source only.

4.1 Charging Steps

1. Connect the magnetic charging cable to any standard 5V 1A USB power source (USB power adapter not included).
2. Align the 2-pin magnetic connector to the charging port on the back of the device. It clicks into place magnetically.
3. LED turns RED — charging in progress.
4. LED turns BLUE — fully charged. Disconnect the cable.

4.2 Charging Indicator

LED	Meaning
Red (solid)	Charging in progress
Blue (solid)	Fully charged — disconnect charger
Red (slow flash only)	Battery below 20% — charge immediately



Charging safety

If the device becomes excessively hot during charging, disconnect immediately and allow to cool.

Do not charge a physically damaged device or with a damaged cable.

Do not connect the magnetic cable to metal or conductive surfaces other than the device — may short-circuit the charging head.

5

Powering On and Off

Action	How
Power ON	Long press SOS button 3 seconds until device vibrates. Release on vibration.
Power OFF (no SIM)	Long press SOS button 5 seconds until LED turns off.
Power OFF (SIM installed, online)	App: Devices → Select device → System → Remote Shutdown.
Check network status	Short press button. Blue LED = connected. Red LED = not connected.



Please Note

Once a SIM is active, a long press of the SOS button always triggers SOS rather than powering off — a deliberate safeguard so the wearer can't accidentally disable their own safety device. To power off an active device, use Remote Shutdown in the app.



First power on - go outside

Power on for the first time OUTSIDE in an open area with clear sky view. This allows GPS satellite acquisition. Indoor environments delay or prevent GPS lock.

6 Setting Up the Saf O' Me App

6.1 Download the App

- **iPhone:** Search “Safome” on the Apple App Store, or visit safome.au for the direct download link.
- **Android:** Search “Safome” on Google Play, or visit safome.au for the direct download link.

The app is free to download. A Saf O' Me account is required.

Scan the QR code for your device to download the Saf O' Me app



6.2 Create Your Account

1. Open the app and tap **Get Started**.
2. Enter your mobile phone number and tap **Continue**.
3. Enter the **6-digit OTP** sent to your phone via SMS.
4. Complete your profile (**Name, DOB, Email, Gender**).
5. You are now logged in.



Need help?

Contact our support team via live chat at safome.au or email
info@safome.au

6.3 Pair Your S11 Band

1. Ensure the S11 Band is powered on with SIM installed.
2. In the app, tap the Devices icon in the bottom navigation bar.
3. Tap + Add Device (red button, bottom right).

4. Follow the on-screen pairing instructions. Scan the QR code on the device. If that doesn't work, enter your device IMEI and MAC ID (printed on device).
5. Enter Wi-Fi details if prompted, then tap Add
6. Your S11 Band appears in My Devices with status Online.



After pairing

Log out and log back in after first pairing to refresh all app features. This ensures SafeZone, SOS, and wellness sync correctly.

7

Using the Saf O' Me App

7.1 App Navigation

Five main sections accessible from the bottom navigation bar:

Home	Live map showing your device's real-time location. Tap the device profile (top) to switch between devices. Shows device name, online status, battery %, and last update time.
Devices	My Devices list. All paired devices with online/offline status, battery level, and subscription plan. Tap any device to access full settings and features.
History	Journey Timeline by date. Shows all journeys, stops, and duration at each location. Tap to expand any journey. Export route via the Export button.

Health	Health & Wellbeing dashboard. Shows heart rate, blood oxygen (SpO2), blood pressure, and steps. Navigate between devices using the profile switcher.
Menu	Account profile, Manage Family, Contact Support, About Saf O' Me, Privacy Policy, Terms of Service, Logout, and Delete Account.

7.2 Device Settings

Tap **Devices** → **Select your S11 Band** to access full device settings, organised into four sections:

Section	Settings Available
Safety & Alerts	SOS Contacts, Fall Alerts
Communication	Manage Contacts, Reject Unknown Callers, Auto Call Answer, Sound Guardian
Device Configuration	Alarm, Wi-Fi Settings, Device Alert Mode
System	Remote Restart, Remote Shutdown, Reset Device

At the bottom of device settings: **Add Safezone** and **Find My Device** quick-action buttons.

8 Device Features

8.1 SOS Emergency Alert

- **Activate:** Long press the SOS button 5 seconds. Device vibrates and LED flashes to confirm. The large, raised button with Braille markings is designed to be found and pressed by touch — without needing to see it — which matters for wearers with vision loss, arthritis, or cognitive impairment.
- **What happens:** When you press and hold the SOS button for 5 seconds, the S11 Band does three things at once: it sends a push notification and an SMS with the device’s live location to your linked caregivers, and it starts a two-way voice call to your nominated SOS contacts. The device calls the first contact; if unanswered, it calls the second, then the third, until someone answers.
- **Alerts:** All linked caregivers receive instant push notification and SMS with location.
- **Set SOS contacts:** Devices → Select device → Safety & Alerts → SOS Contacts → add up to 3. (Refer to your subscription plan)



Always call 000 in life-threatening emergencies

SOS requires active SIM and mobile coverage. In areas with no signal, the alert is sent once coverage returns. Always maintain independent emergency plans and call 000 directly in any life-threatening situation.

8.2 GPS Location Tracking

The S11 Band uses GPS + Wi-Fi + LBS triple positioning with accuracy of less than 5 metres (outdoors with GPS). The device automatically selects the best available method

In-app Colour	Method	Best for
Blue	GPS satellite	Outdoors, clear sky — highest accuracy (<5m)

Orange	Wi-Fi positioning	Indoor & outdoor — good in urban areas
Purple	LBS (cell tower)	Indoor & outdoor — fallback when GPS/Wi-Fi unavailable

GPS works best outdoors. When no GPS signal is available, the device automatically switches to Wi-Fi (better for indoors) or LBS cell-tower positioning.

8.3 Location Update Modes

The S11 Band automatically manages how often it reports its location to balance accuracy with battery life. There are no manual mode settings — the device adjusts itself based on movement and your subscription plan.

Subscription Plan	Location Update Frequency (while moving)
Safe Free	Every 60 minutes
Safe Plus	Every 30 minutes
Safe Pro	Every 5 minutes

Auto-sleep to save power: When the device is not moving for 2 minutes, it automatically enters sleep mode to conserve battery. Location updates pause while stationary and resume automatically as soon as movement is detected. A caregiver can still request the current location at any time using **Find My Device** in the app, even while the device is asleep.

Mode	Behaviour
------	-----------

Movement Tracking	When the device is moving, it updates location based on your subscription plan: Safe Free every 60 minutes, Safe Plus every 30 minutes, Safe Pro every 5 minutes.
Auto Sleep (power saving)	When the device is stationary for 2 minutes, it automatically enters sleep mode to save battery. It wakes and resumes tracking as soon as movement is detected.
Manual Locate	At any time, a caregiver can request the current location using Find My Device in the app, even while the device is in sleep mode.

8.4 SafeZones

- **Add a SafeZone:** On the device settings page, tap Add Safezone → enter a zone name → drag map to centre → adjust radius → tap OK.
- **Alerts:** You receive a push notification when the device enters or leaves a Safezone.
- **Limit:** Safe Free — none. Safe Plus — up to 3 Safezones. Safe Pro — unlimited Safezones.
- **Delete:** Devices → Select device → scroll to the Safezones section → tap the delete button next to a zone.

8.5 Two-Way Calling

- **Incoming:** Only numbers saved in Manage Contacts can call the device. Unknown numbers are rejected if Reject Unknown Callers is enabled.
- **Contacts:** Devices → Select device → Communication → Manage Contacts → add up to 3 numbers.
- **Auto answer:** Devices → Communication → Auto Call Answer → set which contacts the device auto-answers.

8.6 Fall Detection

- **When detected:** The device automatically sends a fall alert with its live location to all linked caregivers via push notification and SMS — without anyone needing to press the button. This matters for wearers who may be knocked unconscious or stunned by a fall, or who may not recognise they need help. It then triggers the same response as an SOS — a push notification and SMS with live location to your linked caregivers, plus a two-way voice call that rings your nominated contacts in order, first to third, until someone answers.
- **Enable / turn off:** Devices → Select device → Safety & Alerts → Fall Alerts → toggle on or off.

8.7 Wellness Monitoring

The S11 Band tracks general wellness indicators, viewable in the Health tab of the app:

- **Heart rate** — ongoing readings, with an alert if it moves outside a set range
- **Blood oxygen (SpO2)** — a general wellness indicator you can follow over time
- **Blood pressure** — convenient spot readings to share with a GP
- **Pedometer (steps)** — tracks daily steps; set step goals in the app
- **On-demand spot check** — short-press the SOS button 3 times to take an instant heart rate, SpO2, and blood pressure reading



Wellness features are for general wellbeing only

These readings are general wellness indicators to help you stay informed. They are not a medical diagnosis, are not clinical-grade, and don't replace professional medical advice or equipment. Always speak to a doctor about any health concern.

8.8 Sound Guardian (Safe Pro)



Sound Guardian — Safe Pro exclusive

Allows an authorised caregiver to open a live two-way call with the device for a quick check-in.

Must be manually activated by the caregiver — never activates automatically.

The device LED blinks RED and BLUE for the duration of the call, giving the wearer a clear visual sign that a call is active.

Both the caregiver and the wearer can hear each other — it works like a regular phone call, not a silent listen-in.

Saf O' Me does NOT record, store, or access any Sound Guardian audio.

Steps:

1	Devices → Select device → Communication → Sound Guardian.
2	Read and confirm the consent notice.
3	Enter the phone number to Start Session. Device LED blinks red and blue.
4	Disconnect call to end Session



Sound Guardian Legal Notice

Must only be used with the knowledge and consent of the device user or their legal guardian.

See: safome.au/privacy

9

LED Indicator Guide

LED Pattern	Status	Action
-------------	--------	--------

Red — slow flash	Searching for network	Move to better mobile coverage area
Red — fast flash	Network signal found	Normal operation
Blue — slow flash	Acquiring GPS position	Wait up to 2 minutes outdoors
Blue — fast flash	GPS position uploaded	Normal operation
Red solid (not charging)	Network disconnected (press button to test)	Check SIM is inserted with VoLTE active
Blue solid (not charging)	Network connected (press button to test)	Normal operation
Red solid (while charging)	Charging in progress	Normal operation
Blue solid (while charging)	Fully charged	Disconnect charger
Red + blue alternating flash	Find Device mode active or Sound Guardian call in progress(from app)	Normal - Device responding to locate request or two-way call
Red slow flash ONLY	Battery below 20%	Charge immediately

10	Subscription Plans
-----------	---------------------------

	6-month Safe Pro trial included free Every S11 Band includes a FREE 6-month Safe Pro trial. After the trial, your subscription moves to Safe Free unless you choose to continue.
---	---

Feature	Safe Free	Safe Plus \$9/month	Safe Pro \$19/month
SOS contacts	1	2	All 3
Safe Zones	None	2	Unlimited
Live tracking updates	1 Hour	30 min	5 min
Location history	48 hours	7 days	90 days
Fall alerts	—	✓	✓
Sound Guardian	—	—	✓
Support response	48 hrs	24 hrs	3–4 hrs

Manage subscription: Devices → Select device → Subscription panel. Or visit safome.au.

Cancel anytime: No lock-in. Cancel via the app or email info@safome.au.

11 Privacy & Your Data

All data is handled in accordance with the **Australian Privacy Act 1988 (Cth)** and our Privacy Policy at safome.au/privacy.

Data Type	How It's Used
GPS location data	Real-time and historical tracking. AWS Sydney servers. Never sold or used for advertising.
Wellness data (heart rate, SpO2, blood pressure, steps)	Wellness dashboard. Stored securely on AWS Sydney.
Call logs	SOS alerts and call records retained for safety audit only.
Sound Guardian audio	NOT collected or stored. Calls are peer-to-peer only — Saf O' Me has no access.
Account information	Name, phone, email. Used for account management only.

- **All data stored in Australia:** AWS Sydney (ap-southeast-2). Never transferred overseas without disclosure.
- **Delete your data:** Email privacy@safome.au to request full account and data deletion.
- **Full Privacy Policy:** safome.au/privacy

12	Troubleshooting	
	Problem	Solution
	Device shows wrong location	Power off → take outside to open area → power on → wait 2 minutes for GPS lock. Check in-app indicator shows GPS.
	Device shows offline in app	Check SIM is inserted correctly (gold side up, diagonal corner bottom-right). Confirm 4G + VoLTE + data active. Press button: red LED = no network, blue = connected.
	Two-way calls not working	Confirm VoLTE is enabled with your carrier. Confirm calling number is saved in Manage Contacts.
	SOS not triggering	Confirm at least 1 SOS contact is saved: Devices → Safety & Alerts → SOS Contacts. Confirm blue LED when pressing button.
	Offline after SIM insert	APN settings need configuration. See APN section(12.1) below.
	Fall detection false alerts	Fall detection works automatically and cannot be adjusted. Ensure the band is worn snugly on the wrist to minimise false alerts.
	No Wellness readings	Ensure the band is worn snugly with the sensor in contact with skin.

No location updates in app	Tap Find My Device to force update.
Device not responding	Devices → System → Remote Restart. If unresponsive, power off and restart manually.

12.1 APN Setup

(If the device appears offline after SIM installation)

If the device remains offline after installing the SIM card, verify that the APN settings are correct and that the MCC (Mobile Country Code) and MNC (Mobile Network Code) match your mobile network provider.

Sending SMS Commands

Send the SMS commands below from your mobile phone to the phone number of the SIM card installed in the device.



Important

- Enter commands exactly as shown.
- Do not include any spaces.
- The default password is 123456.

APN Configuration Format

Format:

`pw,123456,apn,[APN],[username],[password],[MCC+MNC]#`

Example APN Settings

Carrier	SMS Command
Telstra	<code>pw,123456,apn,telstra.internet,,,50501#</code>

Optus	pw,123456,apn,connectme,,,50502#
Vodafone	pw,123456,apn,live.vodafone.com,,,50503#

Reboot Device

pw,123456,reset#

Display Device Status

To view the device's current network and operating status, send:

pw,123456,ts#

The device will reply with diagnostic information, including network connectivity and other device parameters.

Finding Your Carrier's APN Settings

You can obtain your carrier's APN settings from:

- **Your mobile carrier's website.**
- **An Android phone by navigating to:**

Settings → Mobile Networks → Access Point Names (APN)

Use the APN name and confirm that the MCC and MNC values correspond to your carrier before configuring the device.

13	Safety Precautions
	Read before use Failure to follow these precautions may result in device damage, voiding of warranty, or personal injury.

- **Water** — IP67 rated: splash and rain resistant. Do NOT swim or submerge. Do NOT wear in the shower.
- **Chemicals** — Do not expose to cleaning agents, solvents, saltwater, or detergents.
- **Heat** — Keep away from fire, direct sunlight, and environments above 45°C.

- **Children** — Keep small parts such as the SIM card away from young children.
- **Charger** — 5V 1A only. Never fast charge. Do not connect charging cable to metal surfaces.
- **Battery** — Disconnect if excessively hot during charging. Do not use a swollen or damaged battery. Do not attempt to replace battery yourself.
- **Tampering** — Do not open or modify the device casing. This voids the warranty.
- **First use** — Fully charge before first use.
- **Emergency** — This device is an assistive safety tool only. Always call 000 directly in any life-threatening emergency.

14 Warranty



12-Month Limited Warranty

Your S11 Band is covered by a 12-month limited warranty from the delivery date, covering manufacturing defects and hardware faults under normal use.

14.1 What Is Covered

- Manufacturing defects in materials and workmanship
- Battery performance failure under normal charging conditions
- Hardware component failures (SOS button, GPS, charging port, LED, speaker, microphone)
- Water ingress within IP67 rating under normal use

14.2 What Is NOT Covered

- Physical damage from drops, impacts, or accidents
- Water damage beyond IP67 rating (swimming, submersion)
- Damage from chargers above 5V 1A or non-approved chargers
- Damage from tampering, modification, or unauthorised repair
- SIM, network connectivity, or GPS accuracy issues
- Software, app, or subscription service issues
- Normal wear and tear

14.3 How To Claim

1	Email info@safome.au with subject: "Warranty Claim — [your name]"
2	Include: proof of purchase, description of fault, photos/video of issue, and device IMEI.
3	Our team assesses your claim within 5 business days
4	Approved claims receive a prepaid return label and replacement device at no cost.



Australian Consumer Law

Our warranty is in addition to your rights under the Australian Consumer Law. Nothing in this warranty limits your ACL rights.

Full Warranty Policy: safome.au/warranty

15 Contact & Support

General Support & Warranty	✉ Email: info@safome.au
Privacy & Data Requests	✉ Email: privacy@safome.au
Contact & Support	🌐 Website: https://safome.au
Live Chat	💬 Available via live chat at safome.au

Support Hours	🕒 Monday–Friday, 9:00 AM – 5:00 PM (AEST)
Mailing Address	📍 6/31A Garfield Street Wentworthville NSW 2145 Australia
Policy	Link
Privacy Policy	safome.au/privacy
Terms of Service	safome.au/terms
Warranty Policy	safome.au/warranty
Returns Policy	safome.au/returns

