

# User Manual

**S11 Band**



Support: [info@safome.au](mailto: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.

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| 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                                                                                                                                                                                                                                                                               | SIM Opening Tool                  | Small blue plastic tool used to ease open the SIM tray                                    |
| 4                                                                                                                                                                                                                                                                               | Product Manual                    | This guide — keep it handy for setup and troubleshooting                                  |
| <div>  <div> <b>SIM card not included</b> <p>The S11 Band requires a nano SIM card purchased separately. See Section 3 for SIM requirements and installation instructions.</p> </div> </div> |                                   |                                                                                           |

## 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 | 800 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      | Splash and 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 40°C                                                  |

## 2.2 Buttons & Ports

| Location           | Description                                                                                                                                                                                |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Power / SOS Button | <p>Large, raised, Braille-marked button — designed to be found and pressed by touch alone.</p> <p>Long press 3s = power on. Long press 3–4s = SOS. Short press = network status check.</p> |

|                         |                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------|
| Charging Port<br>(back) | Magnetic connector on the underside of the band.                                          |
| SIM Tray                | On the underside of the band. Opens with the small blue plastic tool supplied in the box. |
| 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. Use the small blue plastic opening tool supplied in the box to ease open the SIM tray on the underside of the band.
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](https://safome.au) for the direct download link.
- **Android:** Search “Safome” on Google Play, or visit [safome.au](https://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**



App Store



Play Store

## 6.2 Setting Up the App, Step by Step

*Before you start The S11 Band must be charged, have its SIM fitted, and be switched on outdoors. If it is not online yet, the app will not find it.*

1



Open the app and tap Get Started.

2



Enter your mobile number, tick the box to accept the Terms & Conditions and Privacy Policy, then tap Continue. You can also continue with Google or Apple.

3



Enter the 4-digit code sent to your phone by SMS. It is valid for 5 minutes. Then complete your profile: name, date of birth, email and gender.

4



On the Home map screen, tap Add New Device.

5



Scan the QR code on the back of the device.

6



If the code will not scan, tap Enter Manually. Leave UID exactly as it is. Enter a device name, the IMEI printed on the device, and the Device ID. The Device ID is the 10 digits in the MIDDLE of the IMEI — ignore the first four and ignore the last one. Example: IMEI 3559 1378181612 4 gives Device ID 1378181612.

**7**



Check that the model shown matches the device in your hand, then tap **Confirm & Continue**.

8



Choose whether A Family Member or Myself will be wearing the device, then tap Next.

9



Add their full name, your relationship to them, date of birth and gender, then tap Save & Finish Setup.

10



Your device appears in My Devices with status Online, and your 6-month Safe Pro trial starts automatically. No card and no code are needed.

11



Add your SOS contacts straight away: Devices > select device > Safety & Alerts > SOS Contacts. You can save up to three. Until at least one contact is saved, pressing the SOS button does nothing.

12



You now see the device's live location on the Home map screen.

*Need help? Contact our support team via live chat at [safome.au](https://safome.au) or email [info@safome.au](mailto:info@safome.au)*

## 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.

|                |                                                                                                                                                            |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Devices</b> | My Devices list. All paired devices with online/offline status, battery level, and subscription plan. Tap any device to access full settings and features. |
| <b>History</b> | Journey Timeline by date. Shows all journeys, stops, and duration at each location. Tap to expand any journey. Export route via the Export button.         |
| <b>Health</b>  | Health & Wellbeing dashboard. Shows heart rate, blood oxygen (SpO2), blood pressure, and steps. Navigate between devices using the profile switcher.       |
| <b>Menu</b>    | 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 3–4 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 3–4 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 Start        | Every 60 minutes                         |
| Safe Plus         | Every 30 minutes                         |

|                 |                 |
|-----------------|-----------------|
| <b>Safe Pro</b> | 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 Start 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 Start — none. Safe Plus — up to 2 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
- **Medication reminders** — schedule reminders in the Saf O' Me app and the band alerts the wearer at the set time

- **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                                                                                                                                                                               |                                         |
|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
|  | <b>Sound Guardian Legal Notice</b><br><br>Must only be used with the knowledge and consent of the device user or their legal guardian.<br><br>See: <a href="https://safome.au/privacy">safome.au/privacy</a> |                                         |
|                                                                                   | <b>9 LED Indicator Guide</b>                                                                                                                                                                                 |                                         |
| 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<br>(press button to test)                                                                                                                                                               | Check SIM is inserted with VoLTE active |
| Blue solid (not charging)                                                         | Network connected<br>(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<br>or Sound Guardian call in<br>progress(from app) | Normal - Device<br>responding to locate<br>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 Start unless you choose to continue.

| Feature               | Safe Start | Safe Plus<br>\$9/month | Safe Pro<br>\$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](https://safome.au).

**Cancel anytime:** No lock-in. Cancel via the app or email [info@safome.au](mailto: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](https://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<br>(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](mailto:privacy@safome.au) to request full account and data deletion.
- **Full Privacy Policy:** [safome.au/privacy](https://safome.au/privacy)

|           |                             |                                                                                                                                                                       |
|-----------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>12</b> | <b>Troubleshooting</b>      |                                                                                                                                                                       |
|           | <b>Problem</b>              | <b>Solution</b>                                                                                                                                                       |
|           | 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    | <code>pw,123456,apn,connectme,,,50502#</code>         |
| Vodafone | <code>pw,123456,apn,live.vodafone.com,,,50503#</code> |

## 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** — **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 40°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 under normal use, within the stated splash and rain resistance

### 14.2 What Is NOT Covered

- Physical damage from drops, impacts, or accidents
- Water damage beyond splash and rain resistance (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 <a href="mailto:info@safome.au">info@safome.au</a> 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](https://safome.au/warranty)

| 15 Contact & Support       |                                                                   |
|----------------------------|-------------------------------------------------------------------|
| General Support & Warranty | ✉ Email: <a href="mailto:info@safome.au">info@safome.au</a>       |
| Privacy & Data Requests    | ✉ Email: <a href="mailto:privacy@safome.au">privacy@safome.au</a> |
| Contact & Support          | 🌐 Website: <a href="https://safome.au">https://safome.au</a>      |
| 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<br>Wentworthville NSW 2145<br>Australia   |
| Policy                     | Link                                                              |
| Privacy Policy             | <a href="https://safome.au/privacy">safome.au/privacy</a>         |
| Terms of Service           | <a href="https://safome.au/terms">safome.au/terms</a>             |
| Warranty Policy            | <a href="https://safome.au/warranty">safome.au/warranty</a>       |

|                |                                                           |
|----------------|-----------------------------------------------------------|
| Returns Policy | <a href="https://safome.au/returns">safome.au/returns</a> |
|----------------|-----------------------------------------------------------|

