

User Manual

S7 Mini



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	S7 Mini Device	Your Saf O' Me GPS safety device
2	USB Magnetic Dock Charging Station	1m USB magnetic cable, 2-pin, short-circuit protection IC. USB power adapter not included
3	Lanyard	Wear the device as a pendant
4	Black Silicone Holder	Clips onto bags, belt loops, or wrist straps
5	2 × Backup Screws & 1 × Small Screwdriver	Spare screws for the SIM tray cover
6	Product Manual	This guide — keep it handy for setup and troubleshooting



SIM card not included

The S7 Mini 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	52.9 × 41.5 × 16 mm
Weight	37.3 g
Material	PC + ABS + Silicone
Battery Capacity	1,000 mAh (Class A rechargeable polymer)
Battery Life	Up to 5–6 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
Memory	16 MB + 24 MB
Water Resistance	Splash and rain resistant. Not for swimming.
Charging	1m 2-pin USB magnetic dock cable with short-circuit protection IC. 5V 1A ONLY. USB power adapter not included.
Available Colours	Gold
Certifications	RCM, RoHS
Operating Temperature	0°C to 40°C

2.2 Buttons & Ports

Location	Description
Power / SOS Button	SOS button. Long press 3s = power on. Long press 3–4s = SOS. Short press = network status check.
Charging Port (back)	2-pin magnetic dock. Attach magnetic cable to back of device.

SIM Tray	Secured with a small screw. Use the small screwdriver supplied in the box.
Speaker	Front. Used for two-way calls and alerts.
Microphone	Front. Used for calls and Sound Guardian.
LED Indicators	Front. See Section 9 for full LED guide.

2.3 Wearing Options

- **Lanyard** — Wear it as a pendant using the lanyard supplied in the box.
- **Bag or belt clip** — Use the black silicone holder to clip it onto a school bag, handbag, wrist strap or belt loop. The compact size also fits a pocket or small pouch.

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



Recommended SIM Options

Telstra — Activate VolTE in your device settings or the My Telstra app.

Optus — VolTE enabled by default on most plans. Confirm with Optus.

Woolworths / Aldi Mobile (Telstra network) — confirm VolTE support with provider

3.2 SIM Installation Steps



Insert the nano SIM with gold contacts facing up, diagonal corner bottom-right

1. Power OFF the device completely. Long press the button until the LED turns off.
2. Use the small Phillips screwdriver (included in the box) to remove the small screw on the SIM tray cover.
3. Carefully remove the SIM tray cover.
4. Insert the nano SIM with GOLD CONTACTS facing UP and DIAGONAL CORNER facing bottom-right.
5. Replace the SIM tray cover and re-insert the screw. Do not overtighten.
6. Take the device OUTSIDE to an open area with clear sky view.
7. 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 USB magnetic dock charging station 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.

Wake Device	Short press button.
 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



App Store



Play Store

6.2 Setting Up the App, Step by Step

Before you start The S7 Mini 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



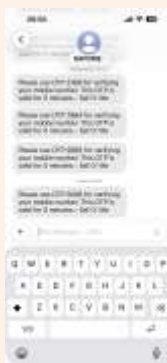
Open the app and tap Get Started.

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 or email info@safome.au

7	Using the Saf O' Me App
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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 Steps & Calorie. 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 S7 Mini** 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.
- **What happens:** When you press and hold the SOS button for 3–4 seconds, the S7 Mini 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 S7 Mini 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 S7 Mini 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
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 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 triggers the same response as an SOS: it sends a push notification and an SMS with live location to your linked caregivers and starts a two-way voice call, calling your nominated contacts in order — first, then second, then third — until someone answers.
- **Enable / turn off:** Devices → Select device → Safety & Alerts → Fall Alerts → toggle on or off. Fall detection works automatically and has no sensitivity adjustment.

8.7 Health & Wellbeing

The S7 Mini includes basic activity and wellbeing tracking, viewable in the Health tab of the app:

- **Pedometer (steps):** Tracks daily steps. Set step goals in the app: Health → Settings icon → add up to three pedometer periods.
- **Calorie tracking:** Estimates calories burned based on step activity.



Health features are for general wellbeing only

The S7 Mini's health and activity features are for general consumer wellbeing and are not medical-grade. They are not intended to diagnose, treat, or monitor any medical condition.

8.8 Sound Guardian (Safe Pro)



Sound Guardian — Safe Pro exclusive

Allows an authorised caregiver to open a direct peer-to-peer audio session with the device.

Must be manually activated — never activates automatically.

The device LED blinks RED and BLUE throughout the session to provide visible notice.

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 to close the connection



Sound Guardian Legal Notice

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

You must comply with applicable Australian surveillance and listening device laws.

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 (from app)	Device responding to locate request

Red slow flash ONLY	Battery below 20%	Charge immediately
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10 Subscription Plans



6-month Safe Pro trial included free

Every S7 Mini 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 \$9/month	Safe Pro \$19/month
SOS contacts	1	2	All 3
Safezones	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.
Steps & health data	Health & Wellbeing 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. 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 below.
Fall detection false alerts	Fall detection works automatically and cannot be adjusted. Ensure the device is worn correctly (pendant on the chest or clipped securely) to minimise false alerts.
No location updates in app	Switch from Sleep Mode to Normal Mode: Devices → Device Alert Mode. 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 the backup screws away from young children (small parts).
- **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 S7 Mini 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 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

