

FIRST — you need a nano SIM card

The band is not supplied with a SIM. Buy a nano SIM from Telstra, Optus or Vodafone on a 4G plan with calls, SMS and data. Ask the shop to switch VoLTE ON, and to turn the PIN code and voicemail OFF. Without VoLTE the band cannot make the SOS call.

1. Get the band ready

1 Charge it

2-3 hours on the magnetic cable. Use a 5V 1A charger only.

2 Put the SIM in

Power OFF first. Ease the tray open with the small blue plastic tool from the box.

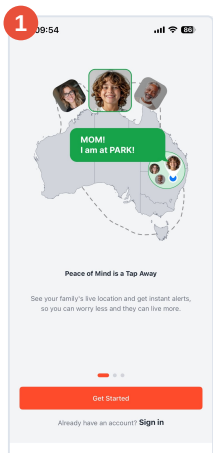
3 Switch on outside

Hold the button 3 seconds until it vibrates. Do this outdoors so it finds GPS.

Do not open the app until the band is charged, the SIM is in, and it is switched on outdoors.

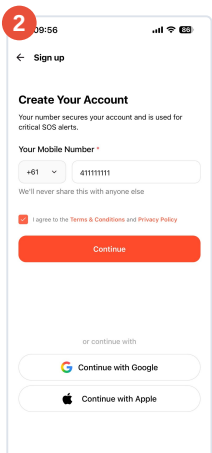
2. Set up the app

Search "Safome" on the App Store or Google Play. The app is free.



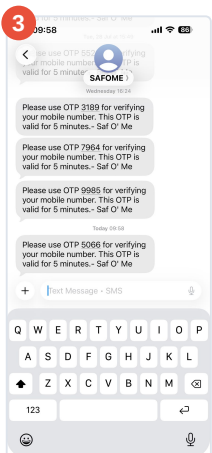
1 09:54

Open the app
Tap Get Started



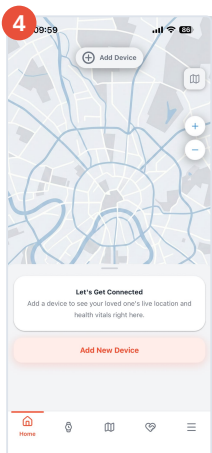
2 09:56

Create account
Enter your mobile number



3 09:58

Verify number
Enter the 4-digit code



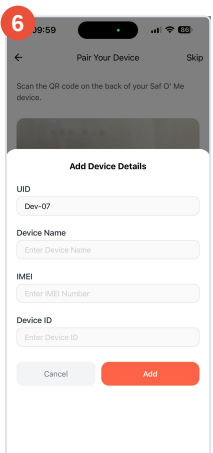
4 09:59

Add the device
Tap Add New Device



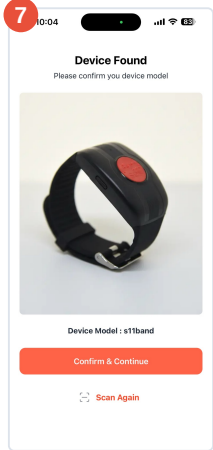
5 09:59

Scan the QR
On the back of the band



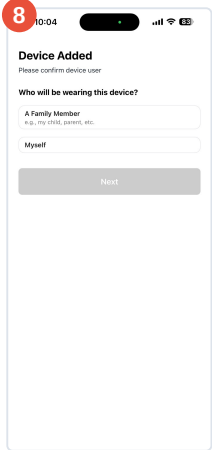
6 09:59

Or type it in
IMEI and Device ID



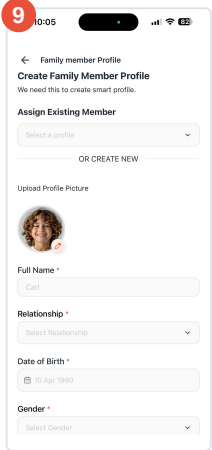
7 10:04

Confirm model
Check it matches



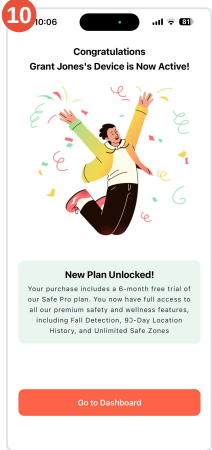
8 10:04

Who wears it
Family member or you



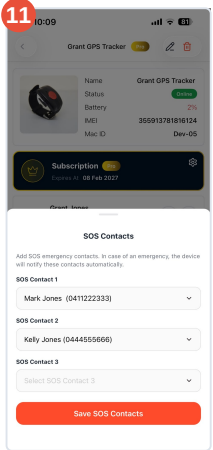
9 10:05

Their details
Name, birthday, gender



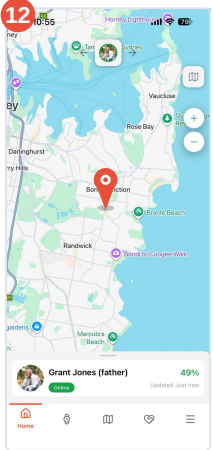
10 10:06

Done
Safe Pro starts by itself



11 10:09

Add SOS contacts
Up to three people



12 10:55

You are live
See them on the map

Your 6 months of Safe Pro starts by itself

The moment the band is added in the app, your free 6-month Safe Pro trial begins: fall alerts, 5-minute live tracking, 90 days of location history, unlimited Safe Zones and Sound Guardian. No card needed. When it ends you move to the free Safe Start plan unless you choose to continue.

3. Two things to do straight away

1 Add your SOS contacts

Devices > select the band > Safety & Alerts > SOS Contacts. Until at least one contact is saved, pressing SOS does nothing at all.

2 Test the SOS button

PRESS AND HOLD for 3-4 SECONDS. A quick press will not trigger it. Make sure whoever wears the band has practised.

4. Troubleshooting

Band shows offline in the app

Check the SIM is the right way up. Press the button once - blue LED means connected, red means no network. If it stays red, set the APN (below).

Cannot make or receive calls

VoLTE is almost certainly switched off. Contact your carrier and ask them to enable VoLTE.

Location looks wrong

Power off, take the band outside to an open area, power on, and wait 2 minutes for a GPS fix.

SOS does not trigger

Check at least one SOS contact is saved. Remember SOS needs a press and HOLD of 3-4 seconds.

Poor heart rate or SpO2 readings

The strap is too loose. The sensors on the underside must stay in contact with the skin.

No location updates

Switch from Sleep Mode to Normal Mode: Devices > Device Alert Mode. Tap Find My Device to force an update.

5. Text message commands

If the band still shows offline after the SIM goes in, it needs your carrier's APN. From your own phone, send a text message to the number of the SIM inside the band. Type it exactly as shown, with no spaces.

Set the APN — Telstra	<code>pw,123456,apn,telstra.internet,,,50501#</code>
Set the APN — Optus	<code>pw,123456,apn,connectme,,,50502#</code>
Set the APN — Vodafone	<code>pw,123456,apn,live.vodafone.com,,,50503#</code>
Restart the band	<code>pw,123456,reset#</code>
Check status (TS)	<code>pw,123456,ts#</code>

The 123456 in every command is the default password and is part of the message. If your carrier is not listed, ask them for their APN name and use the same format.

How Saf O' Me works — please read

Saf O' Me does not operate a monitoring centre. SOS alerts go to the emergency contacts you nominate, and responding to them is the responsibility of the account holder and those contacts. This is an assistive safety tool. Always call 000 in a life-threatening emergency.