

Welcome

This guide takes you from opening the box to a working band. It should take about 20 minutes, most of which is charging. Your user manual has the full detail — this is the short version.

What is in the box

- S11 Band with adjustable strap
- USB magnetic charging cable
- Small blue plastic opening tool (for the SIM tray)
- User manual and this guide

A SIM card is not included

The S11 Band has its own mobile connection, so it needs a nano SIM from an Australian carrier. Buy one before you start — an inexpensive prepaid 4G plan is fine.

What your SIM must have

Size	Nano SIM
Network	4G recommended
VoLTE	MUST be switched on. Without it the band cannot make calls.
SMS + data	Both active. About 60-80 MB per month.
PIN code	Turned OFF before you insert the SIM
Voicemail	Turned OFF

VoLTE is the one people miss

Australian carriers have shut down 3G. Without VoLTE switched on, the band will still track location but cannot make or receive the SOS call. Ask your carrier to confirm it is switched on.

Recommended

Telstra, Optus or Vodafone prepaid or SIM-only 4G plans that include calls, SMS and data. Woolworths and Aldi Mobile also work — confirm VoLTE support when you buy.

How to wear it

Wear it on the wrist, snug enough that the sensors underneath stay against the skin, but not tight. A loose strap gives poor heart rate and SpO2 readings.

Step 1 · Charge the band

Attach the magnetic cable to the connector on the underside of the band. Charge for 2-3 hours before first use. Use a 5V 1A charger only, never a fast charger.

Battery: 800 mAh · up to 3-4 days on normal use

Step 2 · Put the SIM card in

- 1 Power the band OFF completely.
- 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 the GOLD CONTACTS FACING UP and the DIAGONAL CORNER bottom-right.
- 4 Close the tray firmly until it sits flush.

Always power the band off before fitting or removing the SIM. Inserting a SIM while the band is switched on can damage it and voids the warranty.

Step 3 · Switch it on, outdoors

Take the band outside to an open area with a clear view of the sky. Press and hold the button for 3 seconds until it vibrates, then let go. The very first start-up needs open sky so the band can find GPS satellites — indoors this can take a long time, or fail altogether.

Write these two numbers down now

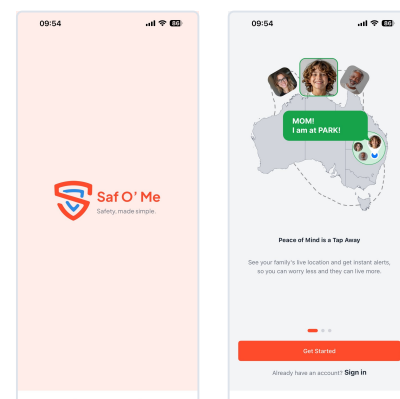
The label on the back of the band carries a QR code and the IMEI. If the QR code will not scan, you will be asked to type the IMEI and a Device ID — and the label is much harder to read once the strap is on. Page 4 shows how to work out the Device ID.

Before you open the app

The band should be charged, have its SIM fitted, and be switched on outdoors. If it is not online yet, the app will not find it.

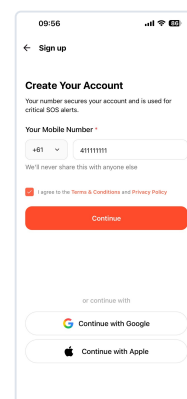
Step 4 · Download and open the app

Search "Safome" on the Apple App Store or Google Play, or visit safome.au for direct links. The app is free. Open it and tap Get Started.



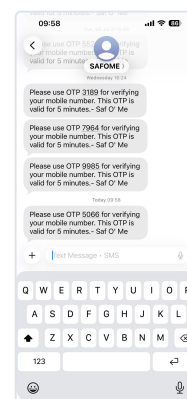
Step 5 · Create your account

Enter your mobile number, tick the box to accept the terms, then tap Continue. You can also sign up with Google or Apple.



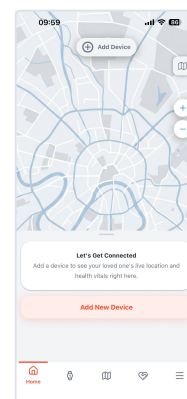
Step 6 · Verify your number

We send you a text message containing a 4-DIGIT CODE. Enter it in the app. The code is valid for 5 minutes. If it does not arrive, check your signal and tap resend.



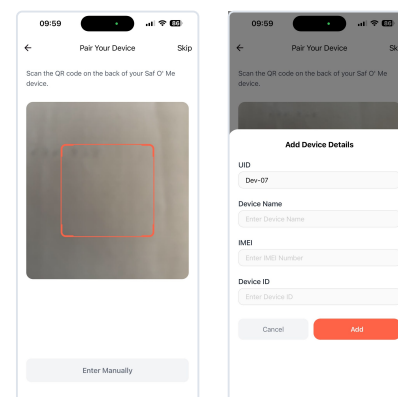
Step 7 · Add the band

You land on the Home map screen. Tap Add New Device.



Step 8 · Scan the QR code

Point the camera at the QR code on the back of the band. If it will not scan — poor light, or the label is scratched — tap Enter Manually at the bottom of the screen.



Entering the details by hand

Leave UID exactly as it is. Give the band any name you will recognise, such as "Mum's band". Then enter the IMEI printed on the back, and the Device ID.

How to work out the Device ID

Your IMEI has 15 digits. The Device ID is the 10 digits in the MIDDLE — ignore the first four, and ignore the last one.

IMEI 3559 1378181612 4

So the Device ID you type is 1378181612

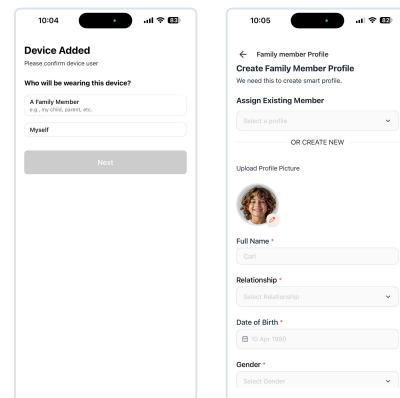
Step 9 · Confirm the model

The app shows a picture and the model name. Check it matches the band in your hand, then tap Confirm & Continue.



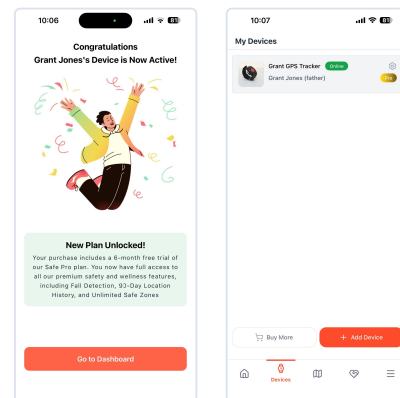
Step 10 · Say who is wearing it

Choose A Family Member or Myself, then tap Next. For a family member, add their name, your relationship to them, their date of birth and gender, and a photo if you like. Tap Save & Finish Setup.



Step 11 · You are set up

You land on the dashboard, and your 6-month Safe Pro trial starts automatically — no card and no code needed. When it ends you move to the free Safe Start plan unless you choose to continue.



What Safe Pro gives you for the next 6 months

Fall alerts to all three contacts, live tracking every 5 minutes, 90 days of location history, unlimited Safe Zones, Sound Guardian, and priority support.

Do these two things now

1. Add your SOS contacts

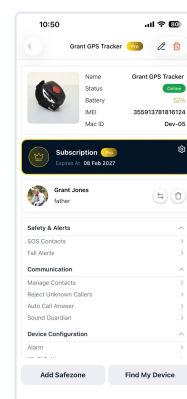
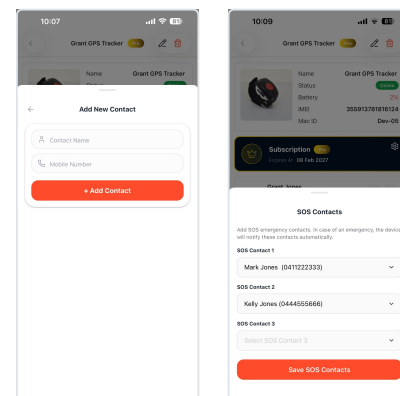
Devices > select the band > Safety & Alerts > SOS Contacts. Tap a slot, then Add New Contact, and enter a name and mobile number. You can save up to three. Tap Save SOS Contacts when you are done.

Until at least one contact is saved, pressing the SOS button does nothing at all.

2. Test the SOS button

PRESS AND HOLD the button for 3-4 SECONDS. A short press will not trigger it.

Tell your contacts you are testing first. Make sure whoever wears the band has practised the press-and-hold themselves — in an emergency there is no time to learn it.



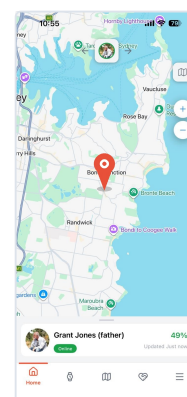
How Saf O' Me works — please read

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.

Using the app day to day

The Home map shows the band's live location, battery level and when it last updated. Tap Call to ring the band, or Direction for directions to it.

The Devices tab opens settings: Safe Zones, Find My Device, Fall Alerts, Sound Guardian and the wellness readings.



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.

If the band will not come online — set the APN

If the band still shows offline after you fit the SIM, it needs your carrier's APN settings. From your own mobile phone, send a text message to the phone number of the SIM that is inside the band. Type the command 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.

Still stuck?

Email info@safome.au or use the live chat at safome.au. Have the band's IMEI ready — it is printed on the back and shown in the app under Devices. Support hours are Monday to Friday, 9am to 5pm AEST.

Response times

Safe Start (free)	within 48 hours
Safe Plus	within 24 hours
Safe Pro	within 3-4 hours