

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

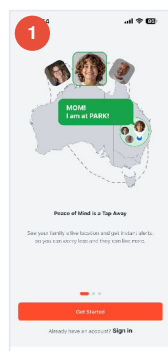
Search "Safome" on the App Store or Google Play. The app is free.



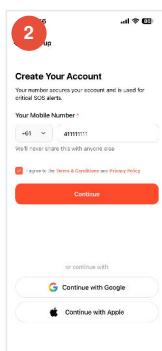
Where to find your codes

Both are printed on the white label on the back of the band.

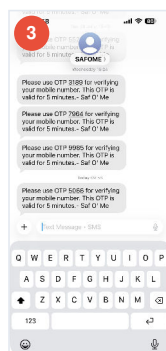
REG CODE beside the QR code
IMEI under the barcode. Enter either one — both work.



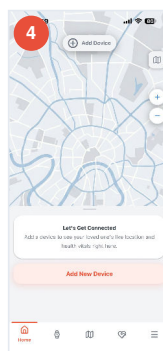
Open the app
Tap Get Started



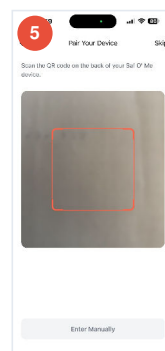
Create account
Enter your mobile number



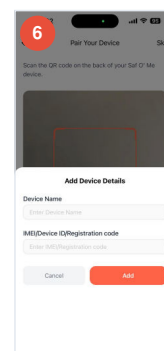
Verify number
Enter the 4-digit code



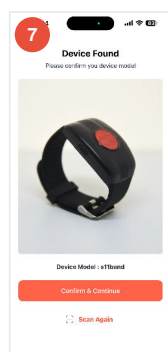
Add the device
Tap Add New Device



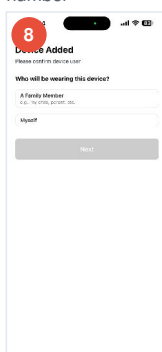
Scan the QR
On the back of the band



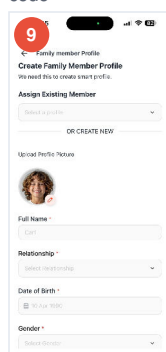
Or type it in
IMEI or Registration Code



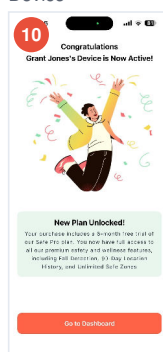
Confirm model
Check it matches



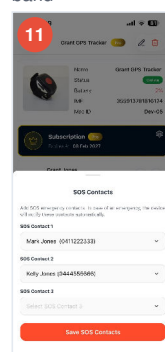
Who wears it
Family member or you



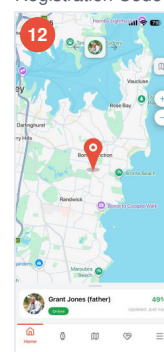
Their details
Name, birthday, gender



Done
Safe Pro starts by itself



Add SOS contacts
Up to three people



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. It moves to the free Safe Start plan at the end unless you choose to continue.

3. Will not pair? Follow these four steps

Almost every pairing problem is the APN — the setting that lets the SIM reach the mobile network. Work through these in order. You will need any mobile phone and the phone number of the SIM inside the band.

1 Press the SOS button once and look at the light

BLUE the band is online. Pairing failed because the code was mistyped — check the label and try again.

RED no network. Check the SIM is seated correctly, then go outdoors for 2-3 minutes and press again.

NONE the battery is flat. Charge for two hours and start again.

2 Still red? Text the device and ask how it is doing

Send **pw, 123456, ts#** to the SIM number inside the band. It will text back its status.

If that reply shows NET: NO, the device cannot reach the network and the APN needs setting. Keep the reply — it tells us exactly what is wrong if you contact us.

3 Text your carrier's APN setting to the same number

Telstra	pw, 123456, apn, telstra.internet, , , 50501#
Optus	pw, 123456, apn, yesinternet, , , 50502#
Vodafone	pw, 123456, apn, live.vodafone.com, , , 50503#

On a smaller provider, use the network it runs on — Aldi Mobile: apn,mdata.net.au,,,50501# · Boost: apn,telstra.internet,,,50501# · Catch Connect and Kogan: apn,yesinternet,,,50502#

4 Restart the band and check the light again

Send **pw, 123456, reset#** wait two minutes, then press SOS once. The light should now be blue.

Now pair again in the app. The 123456 in every command is the default password and is part of the message. If none of this works, email info@safome.au with the SIM number and your carrier, and we will set it for you.

4. 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.

5. Troubleshooting

Band shows offline in the app

Work through the four steps in section 3 above. This is almost always the APN.

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 it 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.

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.