Saf O' Me

Safety, made simple.

QUICK START · START HERE

S11 Band

Wristband safety & wellness device

Your SIM is already inside

Your S11 Band comes with a Telstra-network SIM from our mobile partner, Cmobile, already inserted and set up. Your mobile account is in the name of the person who placed the order, at $11.90 a month, billed directly by Cmobile. The band's own phone number is in your dispatch email: save it so you recognise calls from the band.
Bought on Amazon, or using your own SIM? See section 6 on side 2 before you start.

1. Get the band ready

1 Charge it

2–3 hours on the magnetic charging cable. Use a 5V 1A USB plug only, never a fast charger.

2 Switch on outdoors

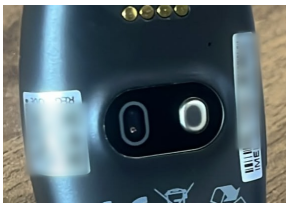
Hold the button for 3 seconds until it vibrates. Go outside so it can find GPS.

3 Check the light

Wait 2–3 minutes, then press SOS once briefly. A **blue** light means the band is online and ready to add in the app.

2. Set up the app

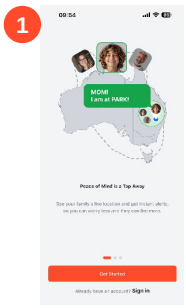
Search **"Safome"** on the App Store or Google Play. The app is free and one app manages several devices.



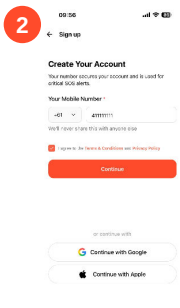
Codes blurred in this picture.

Where to find your codes

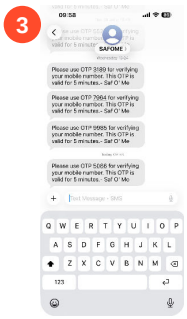
Both are printed on the white labels on the back of the band.
REG CODE the QR code label
IMEI the barcode label. Scan the QR code or type either number; both work.



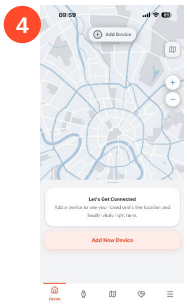
Open the app
Tap Get Started



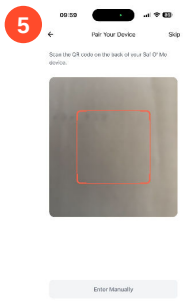
Create account
Enter your mobile number



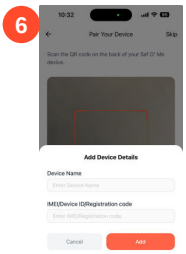
Verify number
Enter the 4-digit code



Add the device
Tap Add New Device



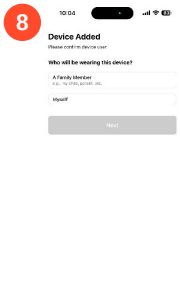
Scan the QR
On the back of the band



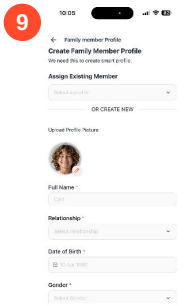
Or type it in
IMEI or Registration Code



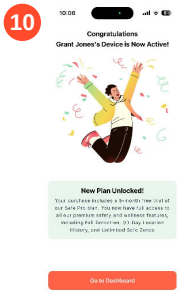
Confirm model
Check it matches



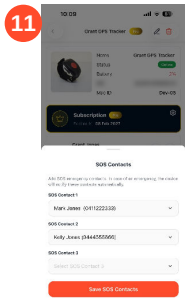
Who wears it
Family member or you



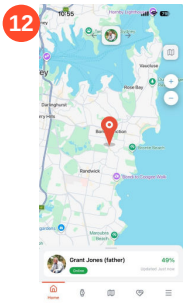
Their details
Name, birthday, gender



Done
Safe Pro switches on



Add SOS contacts
Up to three people



You're set up
See them on the map

6 months of Safe Pro included, free

Safe Pro switches on automatically when you add your device in the app, with no card needed. You get fall alerts, location updates every 5 minutes while moving, 90 days of location history, unlimited Safe Zones and Sound Guardian. After 6 months your device moves to the free Safe Start plan, unless you choose Safe Plus ($9 a month) or Safe Pro ($19 a month).

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S11 Band

Safety tips, troubleshooting and using your own SIM

3. Two things to do straight away

1 Add your SOS contacts

1. **Add the people:** in the app go to **Devices > select your band > Communication > Manage Contacts**. Add each person's name and mobile number.
2. **Choose who gets SOS calls:** go to **Devices > select your band > Safety & Alerts > SOS Contacts**. Pick up to three people from your contacts, in the order they should be called.

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

2 Test the SOS button

1. Let your SOS contacts know you are testing.
2. **Press and hold the SOS button for 3–4 seconds.** A quick press will not work.
3. The band calls your first SOS contact. If they do not answer, it calls the next one, in order.
4. Answer the call and talk through the band to check that both of you can hear each other.

Ask your contacts to turn voicemail off: voicemail counts as an answer and stops the calls to the next person.

4. Fall alerts

When a fall is detected, the device **beeps for about 7 seconds**. Press SOS once to cancel a false alert; otherwise it calls your SOS contacts. Fall alerts are included with Safe Plus and Safe Pro, can be switched on or off in the app, and may not detect every fall.

Tip: Wear the band snugly. For tennis, the gym or other sport, wear it on your non-playing wrist, or switch fall alerts off in the app and back on afterwards.

5. Troubleshooting

Band shows offline	Take it outdoors for 2–3 minutes and press SOS once briefly. Blue light = online. Red = no network. No light = flat battery: charge for 2 hours. Still offline with the included SIM? Email info@safome.au.
No location updates when still	To save battery the band sleeps after about 2 minutes without movement. The map shows the last known location until it moves again. While moving it updates every 5, 30 or 60 minutes, depending on your plan.
Finding the band nearby	Find My Device in the app makes it beep and flash its light. It does not update the location.
Cannot switch it off	Once the SIM is active, a long press triggers SOS, so the band cannot be switched off by its button. Switch it off from the app.
Low battery	The app sends a notification below 20% and the light flashes red slowly. Charge with a 5V 1A plug.
Poor heart rate or SpO2 readings	The strap is too loose. The sensors underneath must touch the skin. Readings are wellness indicators, not medical measurements.

6. Only if your SIM is not already inside

Ordered from safome.au? Your SIM is already inside, so you can skip this section.

A. Bought on Amazon (SIM in the box)

1. Activate the SIM first: follow the activation card in the box, or call Cmobile on 1300 545 000 with the SIM number.
2. **Insert the SIM:** switch the band off, ease the SIM tray open with the small blue tool from the box, fit the nano SIM and close the tray.
3. Switch on outdoors, wait 2–3 minutes, then press SOS once briefly. A blue light means the band is online.
4. Not online after 10 minutes? Email info@safome.au with your SIM number and we will set it up for you.

B. Using your own SIM

1. Check your SIM: active 4G nano SIM with VoLTE, calls, SMS and data. Ask your provider to turn the SIM PIN and voicemail off.
2. **Insert the SIM:** switch the band off, ease the SIM tray open with the small blue tool from the box, fit the nano SIM and close the tray.
3. Text the network setting below to the SIM's phone number. Wait 2 minutes, then text `pw,123456,reset#`.

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

4. Switch on outdoors and press SOS once briefly. A blue light means the band is online.

Another provider, such as Aldi Mobile, Boost or Kogan? Email info@safome.au and we will send you the right setting.

Your mobile plan: the included SIM runs on Telstra with our mobile partner Cmobile ($11.90 a month, no lock-in). Bill, SIM or mobile account: Cmobile, 1300 545 000, support@cmobile.com.au. **Device or app help:** info@safome.au, Monday to Friday, 9 am to 5 pm AEST.

Saf O' Me is not a monitored emergency service. SOS and fall alerts go to the contacts you choose. In a life-threatening emergency, **call 000**.