Your Personal Alarm & GPS Tracker
It’s safety made simple

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Quick Start Guide

Here you should find everything you need to get your device up and running. If you need more help read the FAQs and Troubleshooting sections at the end of this manual. If you are still having trouble, then please call or email us and we will be happy to help.

1. Activating your SIM Card

SIM card activation is required to use your personal alarm & GPS tracker. You will need your 19-digit SIM Card Identifier and 11-digit mobile number. You will find these inside the box.

Go to: https://bit.ly/31S9xgY click the tab marked “Getting Started” and follow the link under “Activate your SIM Card” and follow the instructions on the website.

You will need to create an account and then sign-in using this account. Please make sure you remember the password and email you used. You will need these to top-up and manage your credit.

2. Turning On and Charging

Connect the USB power cable into the dock and mains adapter. Plug into the mains and place the tracker into the charging dock. When positioned correctly the charging light will glow red.

The battery life will last up to 8 days on standby, with normal use, expect the battery to last 2 days.

The device will fully charge after 4-5 hours of charging.

We recommend charging every night.

You will receive an alert to each app user when the battery drops below 20%.

3. Activate the Safer Walking subscription


4. Download the Safer Walking app

This app can be found in the App Store if you’re using an iPhone or in the Google Play store if you have a phone that runs on Android.

It is important you allow notifications from the app when prompted
**Triggering the SOS alarm**
Press and hold the SOS button for 3 – 4 seconds
All users following the device on the app will receive an alert

**Credit balance, costs and Topping up**

*Top up at www.globalm2msim.com/top-up/**
Log in using the login details you created when activating the SIM card
Select the SIM card of your device and press continue
Choose the amount you would like to top up and press Checkout
You can now pay using a debit or credit card or PayPal.

*You can now set automatic Top ups and Email Alerts for Low Credit*
Log in to your account and select "Manage low credit alerts and automatic top-ups"
We recommend setting the low credit limit to £1.50 and the Auto-top up to £1.50. This way you should receive an email when the credit is low and being topped up. Keeping you informed of the cost but also making sure there is plenty of credit in case of an emergency.

*How much does running the personal alarm and GPS tracker cost?*
Running the tracker consists of 2 costs:
2. The costs of cellular data for your SIM card account
The costs in the UK and Europe are*:

£0.10
Per MB of Data

*all prices are before VAT is applied. Please visit
and look under the tab “Tariffs and Charges” for the full list of charges.
Using the Safer Walking App

GPS Location

A GPS locating device uses global positioning satellites to show its location on a map via the safer walking mobile app. The location updates every 3 minutes when moving and is accurate to around 10 metres when outside. Please note that information does not update properly while the person is driving in the car on a train or bus or in a building.

History

The app will store the history of your device’s location for one month. To see this history:

1. Click on the history icon on the home screen
2. Define what time period of history you’d like to see using the “From” and “To” date and time fields
3. Press “View History” to show the journey that the locating device has taken during that time, with an arrow to indicate direction.
**Zones**

The safer walking mobile app allows you to set zones. For example, home, work, activity centre, surgery.

You will get a sound notification to your smart phone every time the device enters/exits the zone. These Zones are sometimes referred to as Geofences.

You can set zones and receive notifications each time your locating device exits or enters these zones. To do this, press the zones icon and then ‘add zone’ you can zoom in and out by moving two fingers together or apart and move the map to move the zone. You can adjust the radius of the zone using the slider. Finally, give your zone a name and press ‘add’.

**Events**

Pressing the ‘events’ icon will give you a list of past notifications in chronological order.

**Setup**

Pressing the ‘setup’ icon allows you to check and edit the device id, phone number and device name.
SOS Button and Two-Way Voice Call

The GPS locating device has an SOS button. It is a good idea to test the SOS alarm when you first set the device up.

When SOS button is pressed and held for 3 seconds it will vibrate and ‘beep’ within 1 minute this will send a unique notification to your smartphone inviting you to make a call to the device.

The notification will have a unique sound so please make sure that you have sound turned on and notifications enabled

When you open the notification you will be asked to make a call back to the locating device. It’s not possible to initiate a call from the device but you can have a two way voice call by making a call to the device.

The locating device will auto answer but first it rings to indicate to the user that a call is incoming.

Please note that you can make a call to Safer Walking device at any time using the “Call” button on Safer Walking App Home screen.

Low Battery Alerts

When the unit’s battery level drops below 20%, it will send an alert to all emergency contacts via the app.

When the battery drops below 15% the blue LED light will flash rapidly to warn the user to charge the device as soon as possible.
FAQs – Most Frequently Asked Questions

Q: How do I top up?
A: Top up at: https://www.globalm2msim.com/top-up/
    Manage your credit at: https://www.globalm2msim.com/login-page/
    For full details, see page 3 of this manual.

Q: Where can I find the mobile number for the SIM card?
A: The number and 19 digit activation code is included within the box.

Q: What is a Geo-Fence - how does it work?
A: A geo-fence, sometimes called a “Safe Zone” is a virtual perimeter, which once crossed can send an alert to the emergency numbers. The geo-fence can be anything from 100m up to many kilometres. You can choose if you would like to receive an alert when the device enters or leaves an area. See page 5 of this manual for full setup details.

Q: How accurate is the GPS location?
A: The GPS location can be accurate to 5-10 metres, however please be aware, use indoors, in areas with low or limited GPS reception will reduce the accuracy.

Q: What are the running costs?
A: The app subscription costs £9.99 per month. SIM charges are £0.10 per MB of data, we estimate average SIM costs to be around £1.50 per month.
For full charges and international coverage go to: https://bit.ly/31S9xgY and click the tab “Tariffs and Charges”

Q: Can I use the tracker in another country?
A: Yes, though charges may be higher outside the EU. For a full list of countries, coverage and charges please go to https://bit.ly/31S9xgY and click the tab “Tariffs and Charges”

Q: What phone does it work with?
A: The app works with iOS and Android phones

Q: How long does the battery last for and when should I charge it?
A: The battery will last up to 8 days on standby. We recommend charging every night, and pop it back in your pocket every morning as part of a routine. This means it will always be with you and always charged and ready to go.
Alternatively, build charging into a carers schedule so that you know the device is getting charged at the right times.
All emergency contacts will receive a low battery alert when the battery level drops below 20%. We recommend urgently charging the device below 15% as this may impact the devices location accuracy and other functions.

Q: Can I use my own SIM card?
A: No, the SIM card is pre-installed and is provided with the device for your convenience.

Q: How big is the personal alarm & GPS tracker?
A: It is 61mm long, 43mm wide and 16 mm deep. Weighing 35 grams.

Q: Are there any areas I won’t be able to use the device?
A: Signal quality will vary depending on environmental factors. The tracker comes fitted with a roaming SIM card which means it will connect to the strongest signal. There may however be areas where the tracker cannot receive a signal. For this reason, we recommend that you do not rely of the device for safety but use it as one tool to help someone stay safe. Location accuracy will decrease when inside buildings or when the signal is limited.

Q: Is there a warranty included?
A: Yes, the device comes with a 12 month, manufacturer’s warranty. Please note that the warranty will be void if damaged due to water.

Q: How many people can keep an eye on my device?
The same device can be followed by up to 5 different smartphones.

Q: How/where can I wear the device?
A: You can use a lanyard or a belt clip to attach or wear the device. It’s a personal decision and we recommend you decide, which option will be most useful in your situation.

Q: How small can I set a Geo fence area?
We recommend that you do not set the zone for less than 300 meters. This helps prevent false alerts.

Q: Do I need a wifi connection?
A: No, the device uses the inbuilt SIM card connect with the mobile phone data network.
**Troubleshooting**

Q: The device is giving a foreign GPS location, what do I do?  
A: When first connected, you may receive a location in China. This can be normal. Please take the device outside or place near a window to help it connect to the satellite.

Q: The Geo-fence keeps Triggering when it shouldn’t  
A: Your geo-fence may be set too small, please increase the area. We recommend a minimum of 150m. This may need to be larger if you are in an area with weak GPS signal.

Q: What do the lights mean?  
A: 

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<tr>
<th>Blue LED Light – Turning on and Charging</th>
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<td>LED</td>
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<th>Blue LED Light – Connection to GPS</th>
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<th>Green LED Light – GSM indication</th>
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If you are still having problems or have a question, please contact us at theteam@livebetterwith.com or call us +44203 and we’ll be happy to answer any queries you may have.

Important Device Safety Warnings
· Only use this device with the AC adaptor supplied
· Keep the power cables, adapter and charging dock out of the reach of children and away from water
· Do not attempt to repair the unit as this can be hazardous
· Do not have the unit switched on where wireless phone use is prohibited
· Discard this device (including the 3.7V 800mAh battery) in accordance with recycling regulations in your area. Waste electrical products and their batteries can be harmful to the environment*
· Limitation of Liability - Use of this product means you accept our conditions of use* The GPS Tracker and SOS alarm can be used as an aide to personal safety, however Unforgettable can accept no responsibility for the health and safety of any user of the equipment.
· Signal quality will vary depending on environmental factors. There will be some areas where this device cannot provide a location
· *Please visit www.unforgettable.org for specific details, terms and conditions or more information.

Other Information
· IPX5 water resistance to light rain and showers. Not to be immersed in water*
· This product comes with a 12 month warranty
· This device has a 3.7V 800mAh battery

Maintenance and Cleaning
· Do not use or store in dusty places
· Avoid placing in high or low temperatures
· Clean with dry or dampened cloth
· Do not clean with chemical cleaners
· Do not disassemble the unit
· Do not clean while connected to the mains