TEQ-Life

POWERED BY SOFIHUB

User Guide

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SOFIHUB Portal

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Getting to know your device

TEQ-Life — FRONT

Lanyard hole

SOS button
Press and hold to activate

Microphone

Getting to know your device (continued)

TEQ-Secure — SIDE

Call button
Press and hold to use

Silent mode button
Double click to activate

TEQ-Secure — BACK

Charging Base - Front

SOS button
Press and hold to activate

TIP Charging base SOS button only works if the TEQ-Life is within 10m proximity

Charging your device

There are 2 ways to charge your device.

1. Charging by base

- Place the device on the charging base.
- Connect the USB cable from the charging base to the adaptor and plug into a power outlet.

The light on the charging base will glow when charging and turn solid when fully charged. The TEQ-Life and charging base will automatically pair after a minute of charging.

TIP Please fully charge the battery for 2-3 hours before first use.

TIP When battery is low, it will remind you to recharge with a voice prompt When battery is at 15% it will remind you to recharge with a voice prompt and also send a text message and push notification to the emergency contacts.

Charging your device (continued)

2. Charge via charging cable

Using the included USB AC adaptor

- Align the charging contacts on the cradle with the charging contacts on the TEQ-Life.
- Plug the power cord into the cradle and the USB adaptor. Plug into a power outlet.
- When the device starts charging, the lights on the front will flash and the TEQ-Life will tell you it is charging.

Switching the device ON/OFF

Switching the device ON

To switch the device ON, press the CALL button for 1 second. The device will also automatically turn on when charging (either via the charging cradle and cable or charging base).

Switching the device OFF

To switch the device OFF, press and hold the CALL button and the SOS button together for 3 seconds. The TEQ-Life will vibrate briefly as it swtiches off. The LED lights may flash for a minute as the device powers down.

Activating an SOS alarm

3-4 secs

Activating an SOS alarm (continued)

1. Pess and hold the SOS button for 3-4 seconds.
   You will feel the device vibrate.

2. If your device is not in silent mode, you will also hear a voice prompt telling you it is activating the SOS alarm.

3. TEQ-Life will send an emergency SMS to your contacts with your location.

4. It will then follow up with a voice call to the first emergency contact with voice calls enabled.

5. If the first contact does not answer the phone, after 10 seconds it will call the next contact with phone calls enabled and continue along the list.

Cancelling an alarm

Once the alarm has been activated and between each call, there will be a short delay during which time the user can cancel the alarm and call sequence by pressing the SOS button.

TIP

Please add emergency contact numbers into the portal or mobile app. It is not mandatory for all 10 contacts to be added, however a minimum of one must always be set.

TIP

There may be a short delay during the call sequence as the TEQ-Life may call phones that are out of range or where calls are delivered to voicemail.

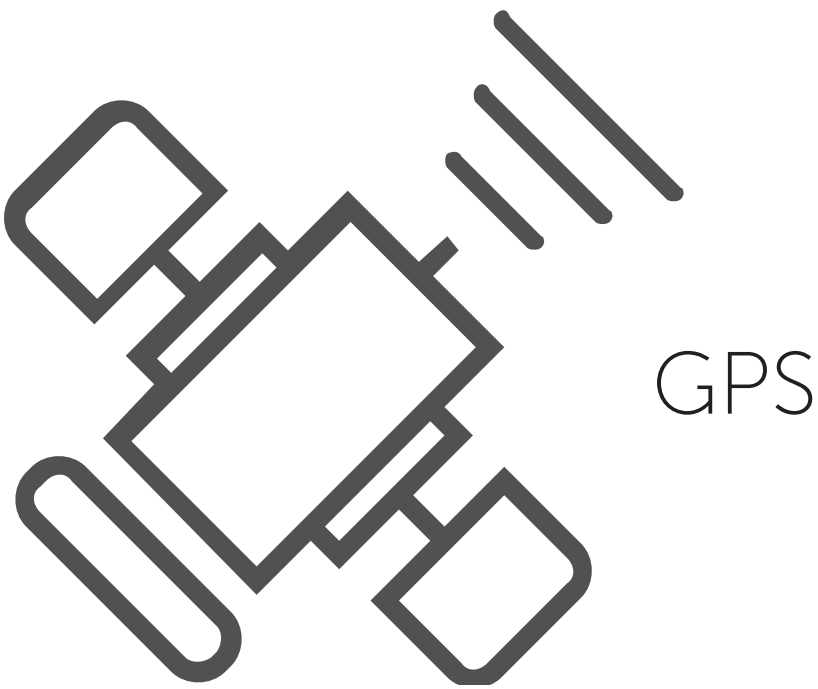
TIP

To prevent the call being stuck in voicemail for a long time, there is a 5 minute cap on calls before the next contact is called.

Connecting to GPS

GPS works best outdoors with good access to the sky.

It may be inaccurate in areas with tall buildings such as a city centre.



Fall detection alarm

The TEQ-Life automatically detects when a fall has taken place and will initiate the same emergency sequence as when the SOS button has been pressed.

Sometimes daily activities (such as sports or dropping your TEQ-Life) may cause it to incorrectly detect a fall. You can always cancel the emergency sequence before your contacts are notified by pressing the SOS button during the initial voice prompts.

IMPORTANT: It is possible that the TEQ-Life may not correctly detect a fall under certain circumstances.

Using the SOS button is critical to get help in an emergency situation.

If you have fallen, but do not hear the TEQ-Life voice prompts, please press the SOS button.

TIP Fall detection sensitivity can be adjusted via the SOFIHUB portal.

Making a phone call

The TEQ-Life can make a phone call to the first emergency contact (this can be adjusted via the portal or mobile app). To make a call, press the top side CALL button for 3 seconds. You will hear a beep and then it will dial and connect the call.

- To end the call, press the SOS button.

Silent mode button

Double click the bottom side button to turn off voice warnings, double click again to turn on voice warnings.

IMPORTANT: Switching off voice prompts means that when an emergency sequence is activated or a fall is detected, your TEQ-Life will remain silent until your emergency contacts are called via the built-in speakerphone.

Specifications:

- Dimension: 62mm*47mm*17mm
- Weight: 53g
- Battery: Rechargeable, 3.7V, 950mAh
- Charging voltage: 5V DC
- Waterproof: IP67
- Locating technology: GPS

Cautions:

- Don’t use & store the unit in dusty places.
- Ensure unit is kept away from overly hot or overly cold places, either when in storage or when in use.
- Clean the unit with a dry cloth.
- Don’t clean in chemicals or detergent.
- Do not disassemble the unit.
- Do not refit or replace battery.
- If travelling by air, please transport TEQ-Life in carry on luggage only.

Setting up your SOFIHUB account

The Account Manager of the TEQ-Life will need to set up a SOFIHUB account via the online portal or mobile app.

Sofihub app

Setting up an account via the mobile app

Download the SOFIHUB app from www.sofihub.com/setup or scan the QR code below.

The minimum mobile requirements for using the mobile app are:

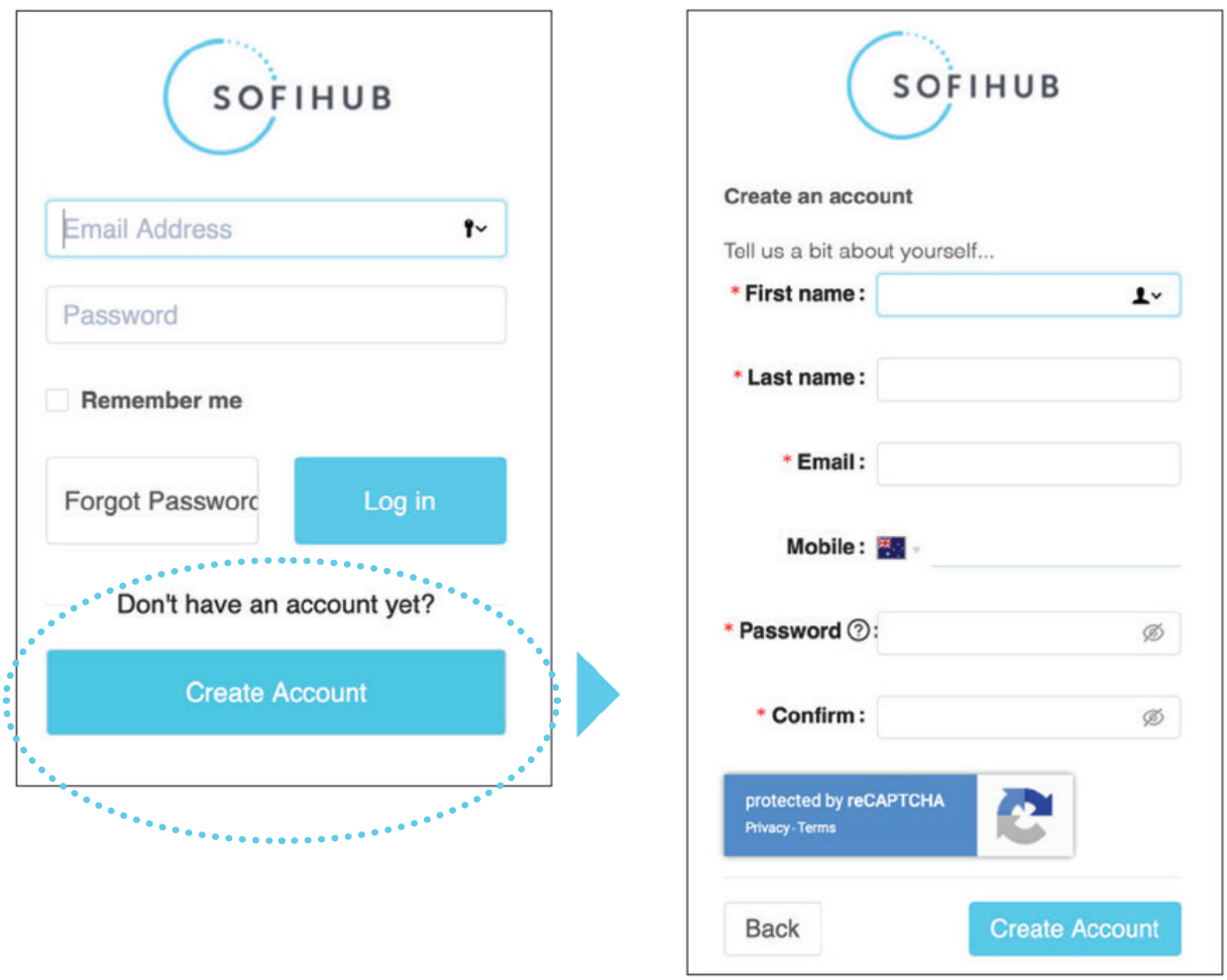
iOS v13+

Android v29+

As at Nov 2023

Sofihub app (continued)

Click “Create Account” and follow the prompts



Sofihub account (continued)

You can customise your TEQ-Life settings in the portal menu or mobile app device settings:

Dashboard
Shows overview of the TEQ-Life's location, status and battery.

Location History
Access information on the TEQ-Life's location history.

Fall Detection
Portal: Toggle the Fall Detection 'ON' and select your TEQ-Life's desired sensitivity on the scale.

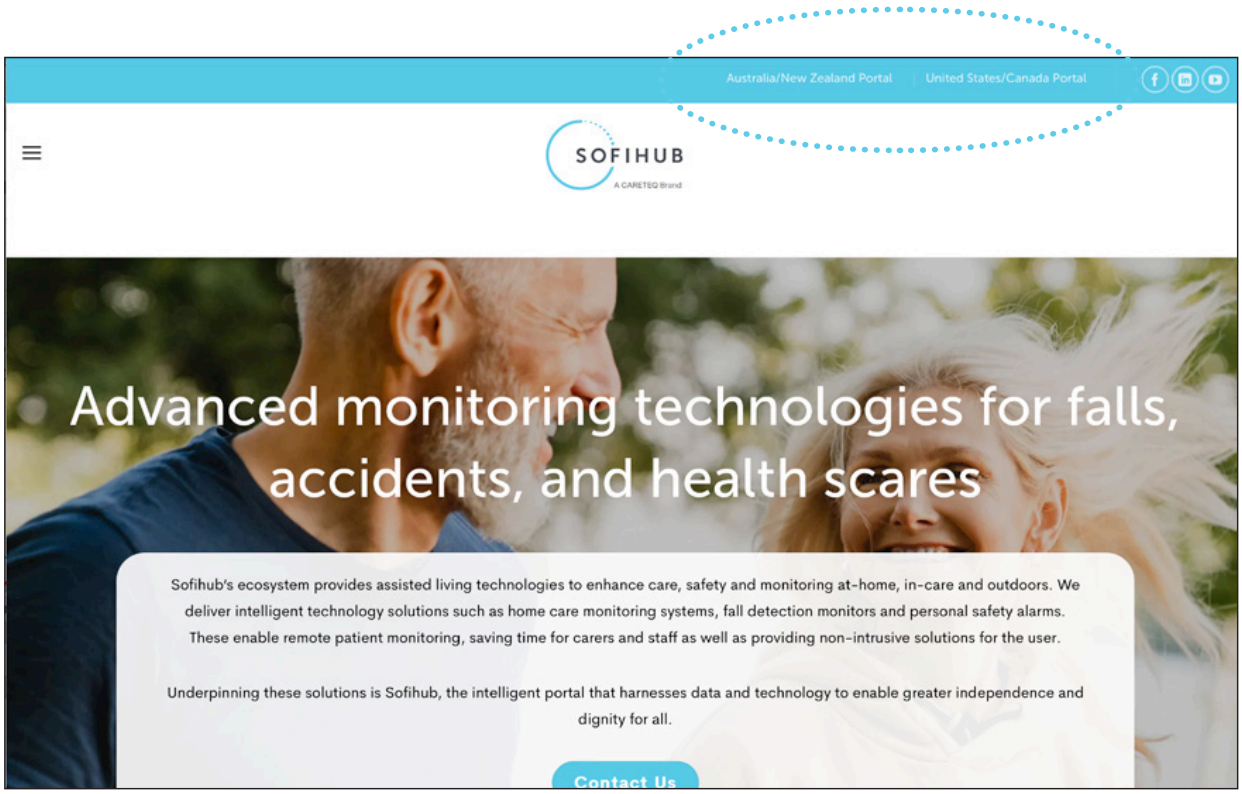
Mobile App: In the device settings menu, tap Fall Sensitivity and select your TEQ-Life's desired sensitivity on the scale.

Geo Fence
Set safe areas and be notified with alerts when the user enters or exits these areas.

Sofihub account (continued)

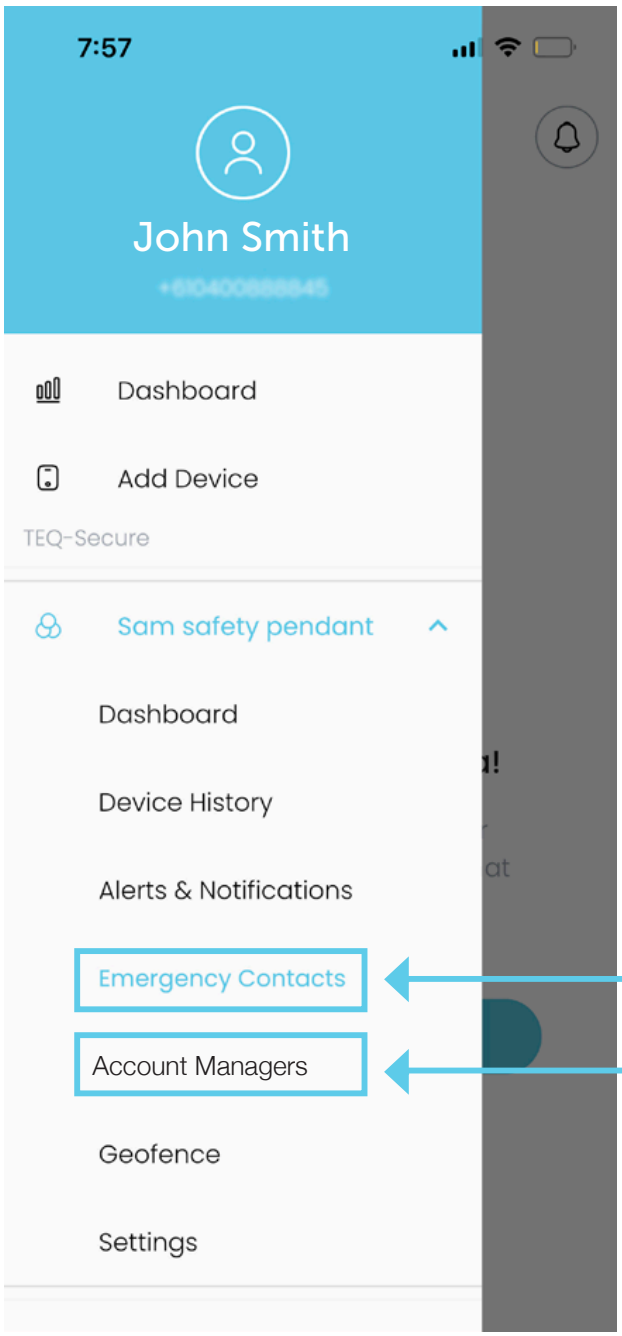
Setting up an account via the online portal

Visit **sofihub.com** and select
Australia/New Zealand Portal
OR
United States/Canada Portal



Sofihub account (continued)

On the mobile app

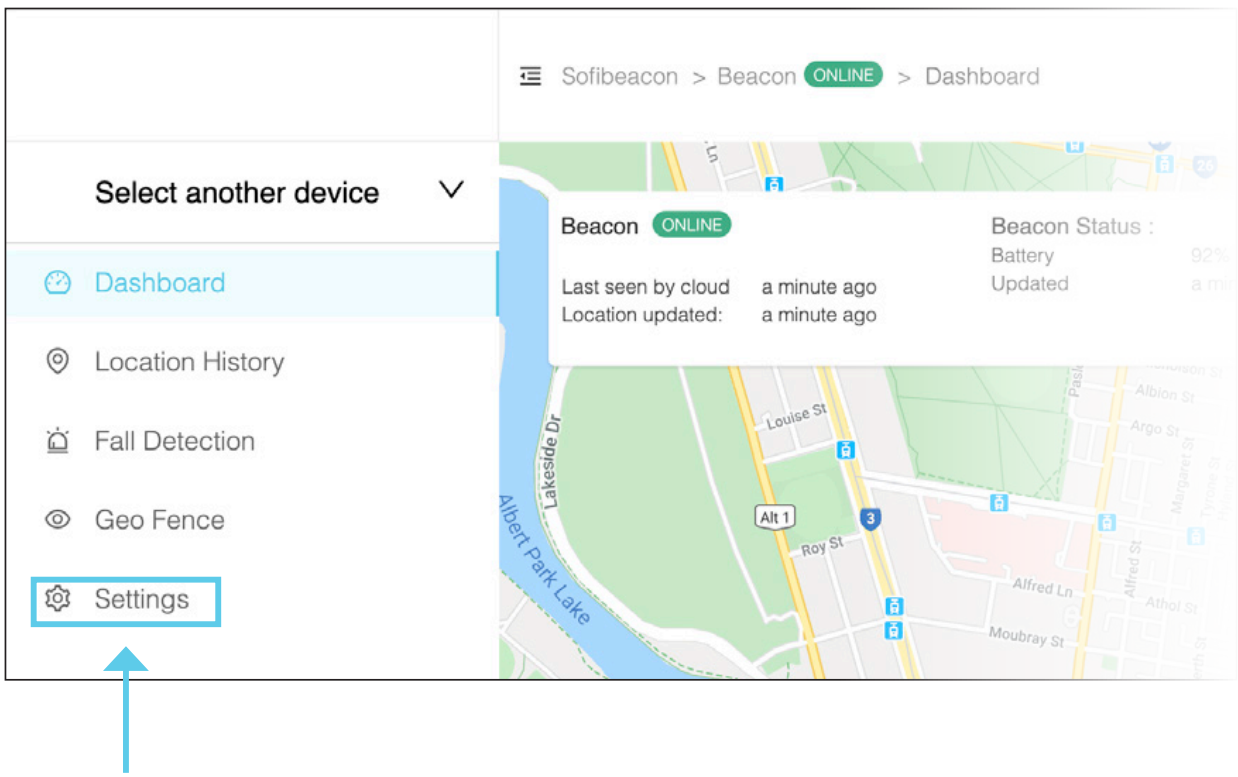


Set your emergency contacts and invite account managers

Setting up your emergency contacts

On the portal

Once your **SOFIHUB** account is set up using the unique details of your device, go to the settings tab in the menu to add and manage your emergency contacts and invite other Account Managers.



Sofihub account (continued)

What's the difference between an Account Manager and an Emergency Contact?

An Account Manager has control of the SOFIHUB account. They can add, edit and manage the Emergency Contacts for the TEQ-Life. An Emergency Contact gets notified (via text and/or a phone call, in case of an emergency).

Managing device settings

Account managers can set geofences ("safe areas"), fall sensitivity and all other device settings. They can also access billing and subscription information. Account Managers will be contacted by SOFIHUB support if any issues arise with the device.

Sofihub account (continued)

SOFIHUB account creation

Account Managers need to set up a SOFIHUB account. There must always be at least one Account Manager. If you would like the Account Manager to also be an Emergency Contact, they must be added as an Emergency Contact.

Managing emergency contacts

Emergency Contacts are only contacted in case of an emergency (ie when the SOS button is pressed or a fall is detected). They do not have access to the SOFIHUB account, nor do they need to set up a SOFIHUB account.

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