

Troubleshooting guide

Troubleshooting issues usually stem from phone updates and settings. Often either Bluetooth or data are switched off, or the app has been fully closed, which means the Safelet is not able to communicate with your phone or your guardians. The following is a checklist to go through if you are having difficulty connecting the Safelet.

- Tap the screen (not the alarm button) firmly, does the time show? If yes and the time is correct with two Bluetooth arrows showing, then the bracelet is connected and working.
- If an X is showing, move your phone closer to the bracelet. If the X doesn't switch to 2 arrows within 60 seconds, then go through the troubleshooting tips below.
- If the time is correct, Bluetooth may not be connected. Check Bluetooth is switched on, and WiFi/Data are also on. If this still doesn't work (or only the battery shows/the time is incorrect), the bracelet needs to be reset and reconnected to the Safelet App.
- To reset the Safelet, go to the Safelet App, select "Disconnect Safelet" (if the app already shows "connect safelet" then skip this step and move on to resetting the bracelet). Press and hold alarm button on the Safelet Bracelet for about 30 seconds. This will start the alarm count down, then it will go blank. Once you have reset the bracelet, press the alarm button again, it will say "Ready For Connection". Reconnect using the blue tab in the App menu.
- If the bracelet keeps disconnecting from Bluetooth it's possible that your phone has an app sleeping function. This happens between 10-30 minutes after you stop using the app to help with phone battery saving. The Safelet app **must** be left open and running in the background. Safelet App uses minimal battery when running in the background (<1%). To check, go into phone settings > Battery Optimisation. Set Safelet App to 'Never Sleep'. If there is not an individual option for Safelet App, turn the App Sleep function off.
- If the Safelet says "ready for connection", and the app still says "disconnect safelet" in the menu, press **disconnect safelet**. If it does not switch to "connect safelet" restart your phone and try again.
- As Safelet is a bluetooth device we recommend you keep your phone close to you for the first few weeks, so your phone and bracelet learn to recognise each other easily. If you find Safelet alerts annoying, you can change settings in: Phone Settings > Apps > Safelet > Notifications, then switch status to silent. **The update notification must always be left on to receive updates and alarms.**
- Safelet may not be visible in Bluetooth devices due to privacy reasons, this does not mean the Safelet is not connected.

- When charging the Safelet, does it vibrate? If it doesn't vibrate and show the battery on screen, there could be an issue with the charger or Safelet. Try the charger in another adapter/socket, and if this doesn't work contact us for help.

Guardian troubleshooting

- Guardians can only receive alerts if their phones are on and they are in service range. Therefore, we recommend a minimum of 2-3 guardians or more. If guardians don't receive alerts, firstly check the 'Events' section in the App, is the alarm notification there? Check sound notifications are set to 'allow' in app settings, otherwise sounds could be muted, or the volume is turned down. If the guardians see the event in the events section but did not get an alarm, we recommend you head into your phone service provider (Spark, 2Degrees, Vodafone etc) shop and ask them to change the phone settings.
- When guardians receive an alarm, it is easiest to click the notification rather than open the App. This will open the alarm event to view location and play audio. If the App is opened first, select 'events' tab to open alarm and respond accordingly.
- Please reach out to us on 027 262 6644 and we will arrange a phone or zoom consultation for further assistance.