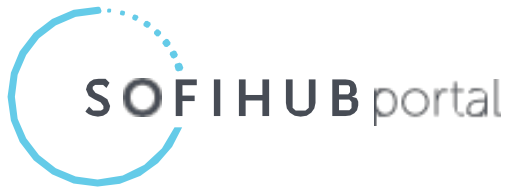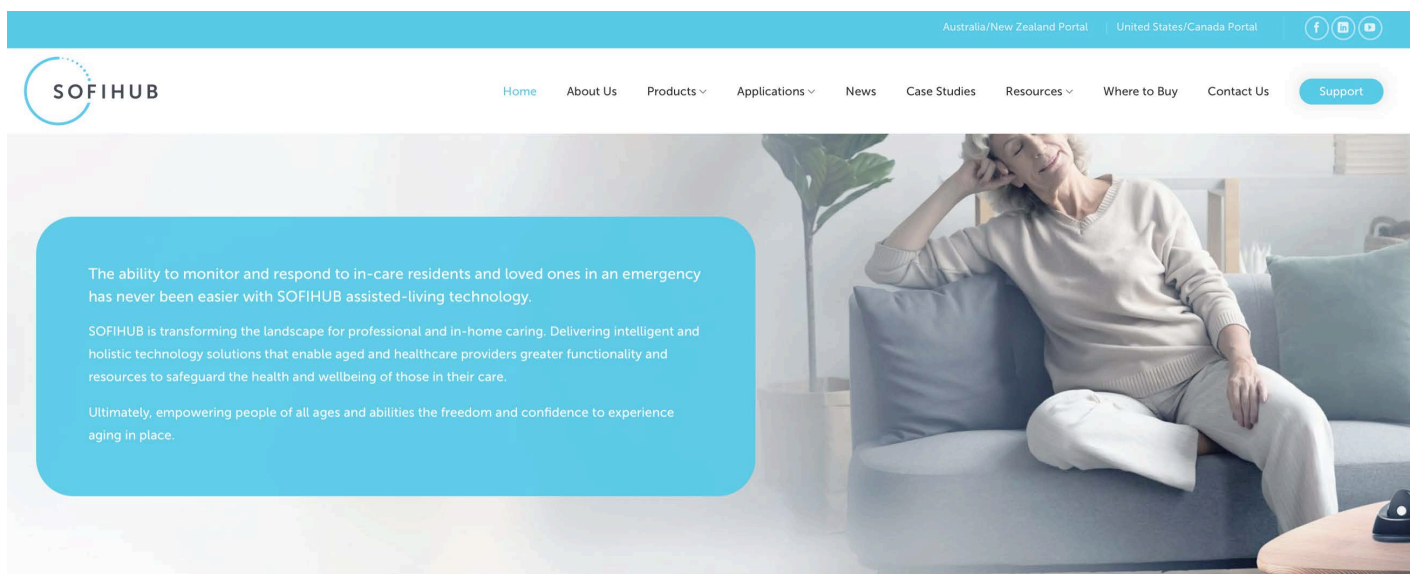# CARETEQ

TEQ-Secure

Quick Start Guide

Please create you SOFIHUB portal account before beginning set up.

Setting up your account

You can access the **SOFIHUB portal** through the "portal" tab on the top right of the SOFIHUB website: **www.sofihub.com**

**Please select your location
AS
United States/Canada Portal**

SOFIHUB portal (Continued)

To create your **SOFIHUB portal** account:
Click "Create Account" and follow the prompts.

What are you claiming?   ✕
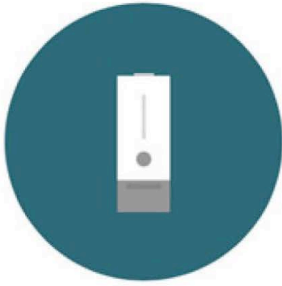
TEQ-**Home**   eazense   TEQ-**Secure**
(For use inside the home)   (For use inside the home)   (For use outside the home)

Subscribe to monthly data & monitoring fee

Whoops, we're missing your payment details!   Skip (Admin only)

A subscription is needed to use your SOFIHUB Beacon. We need a payment method for the subscription. The subscription is US$20.00 per month.

You cannot use your SOFIHUB Beacon without a valid subscription and valid payment method.

Please add your payment details below to start your subscription.

| Card number | MM / YY CVC |

Verify Card

Verifying your card does not charge your card or start subscription. Once your card is verified the next screen will ask you to confirm before we charge your card.

> **Click here if this device is supposed to be part of a Home Care Package or NDIS Package**

One device = $20.00 per month.This covers usage of the included sim card and all online portal access.

Setting your emergency contacts and more.

Once your account is set up please follow the setup wizard
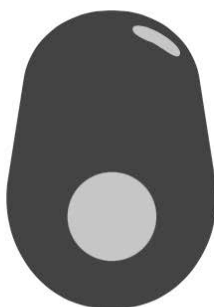
You're almost there, we need you to turn on your beacon now, and also we need just a few more details from you in order to finish setting up the beacon.

Let's go!

Turn the device by pressing the top left side button for 1 second, or by placing in the charging cradle which should be plugged in and powered, all the LEDs will flash rapidly and the unit will vibrate.

Customise your TEQ-Secure settings

You can customise your TEQ-Secure settings in the portal menu:

Dashboard
Shows overview of the TEQ-Secure's location and status.

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

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

Geo Fence
Set your TEQ-Secure's geo fence perimeter. You will receive alerts when the secure's location moves outside of the set area.

Warning: Please keep the IMEI
(International Mobile Equipment Identity)
somewhere safe for your records

Important additional **settings found by scrolling down in the settings tab following emergency contacts.**

Restrict inbound calls

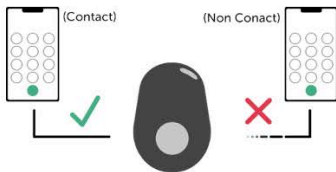Your SOFIHUB Beacon can be called directly on **(xxx) xxx-xxxx** This means you can call the pendant, but it also means that others such as telemarketers and call centers can also call the pendant.

You can restrict inbound calls to only be allowed through if they are on the list of emergency contact numbers.

Please note support staff will not be able to conduct diagnostics if enabled.

Allow Beacon to hang up by button press

Your Beacon supports hanging up phone calls on the pendant end by pressing the SOS button.

By default SOFIHUB disables this as in a panic the user or a pendant may press the SOS button multiple times trying to get help. But in reality end up hanging up the call.

SOFIHUB recommends leaving this disabled, however if you understand the implications you can enable this function.

Auto answer inbound phone calls

Your Beacon can auto answer incoming phone calls after a certain amount of rings. By default this is enabled. The pendant will still make audible ringtone before answering the call when enabled. When disabled the pendant will ring and wait for an answer by button press.

By default this function is enabled and set to 2 rings.

After how many rings should the pendant auto answer?   2 Rings ⌄

NOTE:
Please make sure you turn on the 'Restrict inbound calls' or the device may be subject to unwanted robocalls.

SOFIHUB portal (Continued)

Important additional **settings found by scrolling down in the** settings tab following emergency contacts.

Side Button Function

Your beacon has two buttons on its side. The top button can be customised to call an emergency contact. To select which contact is called please choose an option below. Please note you must have at least one emergency contact saved.

Call contact 1 (Trevor) ⌄

Save

Beacon SMS Alert Prefix

Here you can set up a short prefix for the beacon to prepend to the start of a fall alert, or SOS button press SMS. This can help you quickly identify who's beacon is messaging you if you are an emergency contact for more than one beacon.

What should the prefix be?: Trevor's TEQ-Secure   Save

Please note there is a maximum of 18 characters, letters or numbers. No special characters are supported.

Example of normal SMS:	Example of normal SMS:
Help Me! Now: Loc Time: 08/06/2022 08:32:32 Alarm Time: 08/06/2022 08:32:32	(Your prefix goes here!) Help Me! Now: Loc Time: 08/06/2022 08:32:32 Alarm Time: 08/06/2022 08:32:32

Lock your SOFIHUB Beacon

If you lock your SOFIHUB beacon it means that no one can claim it using the IMEI number located on the box.

Locking your beacon does not stop you from inviting new carers, you can invite new carers at any time in the "Carers" tab.

The SOFIHUB team recommends that you keep your SOFIHUB beacon locked.

NOTE:
Please read through these settings and determine the best suited to your usage.

Getting to know your device

TEQ-SECURE — FRONT
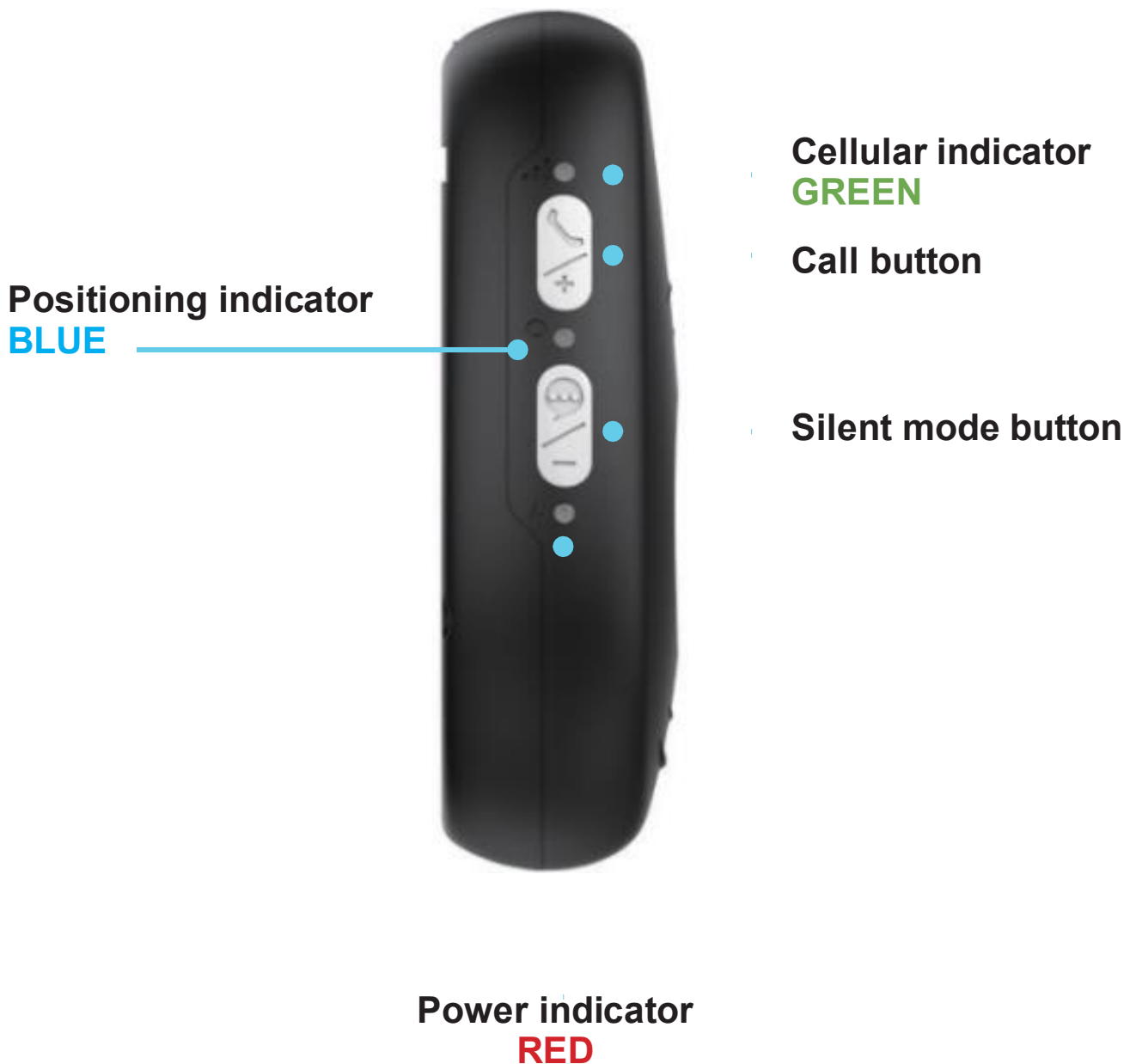
Lanyard hole

SOS button

Microphone

Getting to know your device
(Continued)

TEQ-SECURE — SIDE

Cellular indicator
GREEN

Call button

Positioning indicator
BLUE

Silent mode button

Power indicator
RED

Getting to know your device

(Continued)

TEQ-SECURE — BACK

Loudspeaker

Screw
holes

Charging contacts

Getting to know your device
(Continued)

CHARGING BASE — FRONT

Charging contacts

Voice on/off button (Call 2)

Call 1 button

SOS button

TIP **IMPORTANT:** In order for the call 1 button and SOS button on the base station to function correctly you must first pair your secure to your base station.

Press and hold the second button (labelled Call 2) on the base station as well as pressing the bottom side button on the secure simultaneously.

You may see the base station LEDs colour change during this process.
If pairing has succeeded, you should hear the base station say "Pairing successful"

Getting to know your device
(Continued)

CHARGING BASE — BACK

Loudspeaker

Getting to know your device

(Continued)

CHARGING BASE — BOTTOM

USB cable

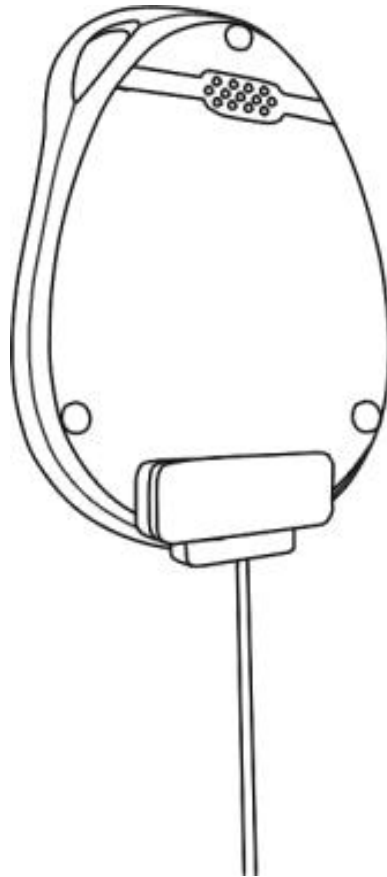# Charging your device

There are 2 ways to charge your device.

1. Charging by magnetic USB cable

- When placing the magnetic USB cable on the device charging contacts make sure it is positioned correctly.

- The power indicator (red light) should blink when charging and remain solid when fully charged.

- When the device starts charging successfully you will hear an audible voice prompt.

Charging your device
(Continued)

2. Charging by base

• Place the device on the charging base.

• Connect the USB cable from the charging base to the AC adaptor.

The charging base light will glow when charging and turn solid when fully charged.

TIP For the first time use, please fully charge the battery for around 2-3 hours
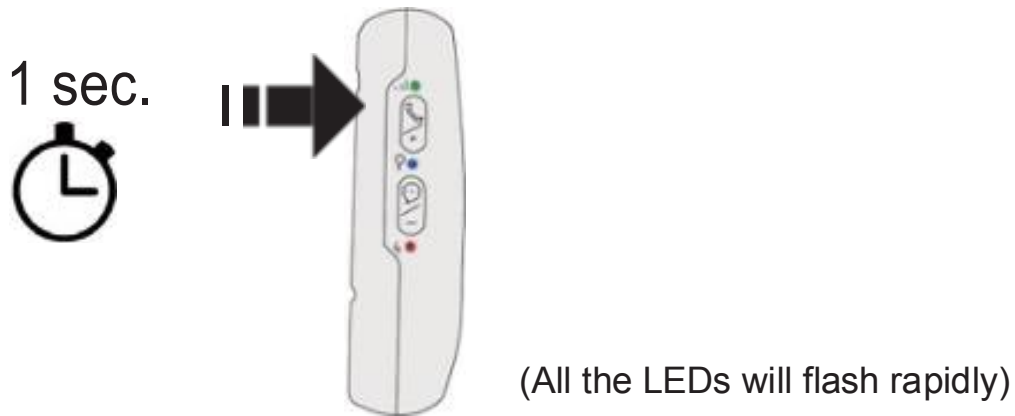
TIP The charging base is equipped with a 2000mAh back up battery, which can charge the device when the electricity is off at home or when traveling.

TIP At 20% it only plays an audible voice prompt.
At 15% it plays an audible voice prompt and sends a text message to the emergency contacts.

Switching the device ON/OFF

(All the LEDs will flash rapidly)

To turn on the device: press the top side button for 1 second, all the LEDs will flash rapidly. The device can also be turned on automatically by charging via magnetic USB cable or putting it into the docking station.
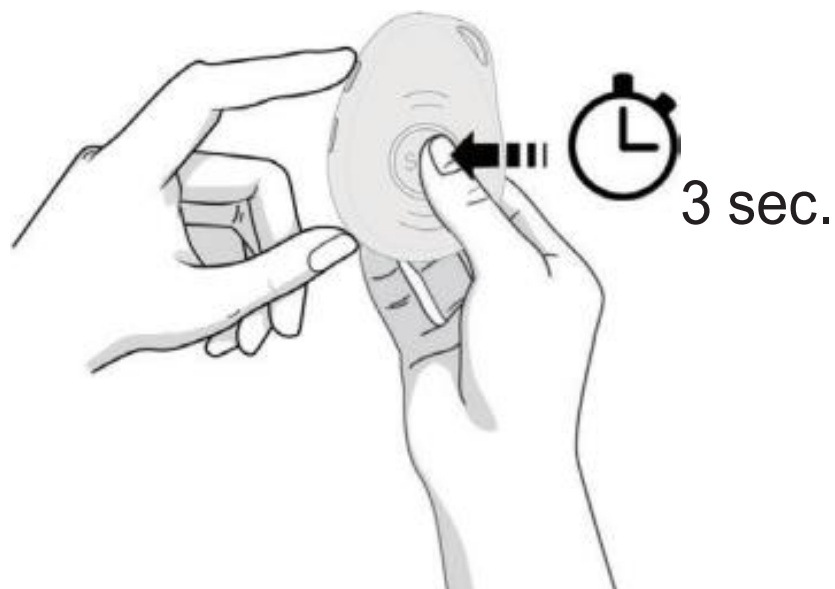
To turn off the device: press and hold the side button and SOS button together for 3 seconds twice until the LEDs turn off.

What do the lights mean?

🟢 Cellular signal indicator--Green

Green	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds
Means	The device has a stable Cellular signal	The device is registered to the Cellular network

🔵 Positioning indicator--Blue

Blue	Light shows a single flash rapidly every 3 seconds
Means	The device has no latest location fix

Blue	Light shows a double flash rapidly every 3 seconds	Light Off
Means	The device has latest location fix	The device is not fixing the latest location

🔴 Power indicator--Red

Red	Red ON (solid)	Red shows a double flash rapidly every 3 seconds
State	Device has been fully charged	BLE connected

Red	Red Blinking Quickly	Red Off or blinking slowly
Means	Battery power is lower than 20%	The device is charging

Activating an SOS Alarm

3-4 sec.
(Press for 3-4 seconds)

When you need help, press the SOS button for 3-4 seconds till you feel a vibration and hear a voice prompt of activating an SOS alarm. This starts the
"Help me!" text message sequence to your emergency contacts.

Your emergency contacts will be individually called shortly afterwards automatically, until the SOS sequence is stopped.

If the device fails to connect to the first number, it will call the second number after delay of 15 seconds.

In case the second number fails to be connected as well, the system will connect to the third number etc.

Activating an SOS Alarm

(Continued)

Between each call, there will be a 10 second delay` during this time the user can stop the call sequence or prevent a possible false alarm by pressing the SOS button.

NOTE:
The receiver of the call can also stop the call sequence by pressing 1 on their mobile phone during the two-way call.

Use the side buttons +/- to adjust the sound volume during a call.

TIP   Please remember to program emergency contact numbers. It is not mandatory for all ten authorized numbers to be set, however a minimum of one must always be set.

TIP   Please be patient during the call sequence. There can be short delays as the alarm calls phones who maybe out of range or delivered to people's voicemail.
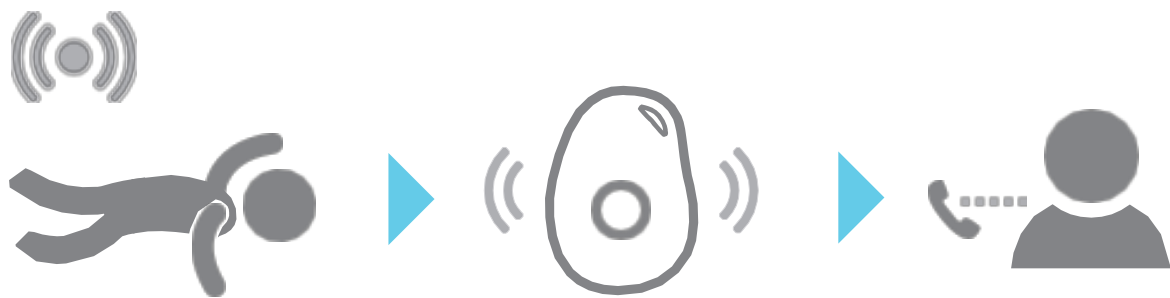
Getting a GPS fix

To get an initial fix for the GPS features, use outdoors or near a window so the device can get a fix on the satellites. This could take few minutes according to your environment.

GPS
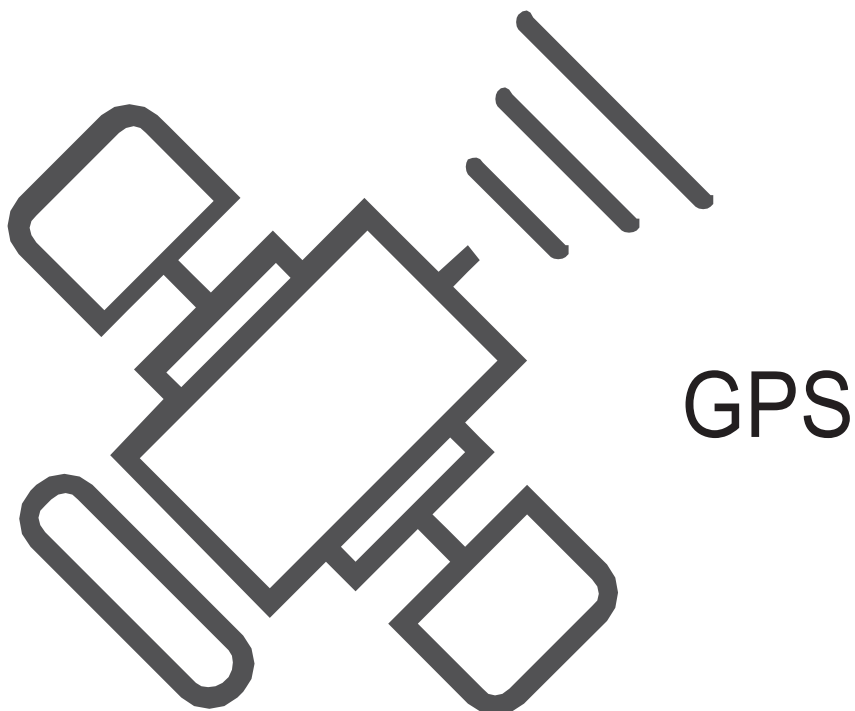
Fall detection alarm

- Fall detection sensitivity can be adjusted and turned on or off via the portal.

Sometimes daily activities (such as sports or dropping your secure) may cause your secure to detect a fall incorrectly and cause a false alarm. You can always cancel the fall alert before your contacts are notified by pressing the SOS button during the initial voice prompt sequence.

TIP

IMPORTANT: It is possible that the secure may not correctly detect a fall down event 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 secure voice sequence activate please press the SOS button.

Making a phone call

- To make a call to your carer, press side call button for 3 seconds and you will hear a beep, and then it will dial and connect promptly.
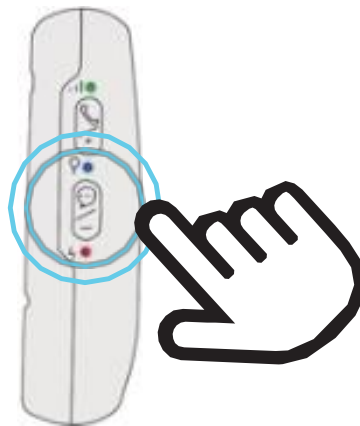
3 sec

BEEP

- To end the call, press the SOS button.

SOS

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 will mean that when you activate an SOS sequence, or a fall down is detected your secure will remain silent until your emergency contacts are rung by phone.

When determining whether or not to turn off the voice prompts, please consider your personal situation and whether or not it would be appropriate to switch these prompts off.

SOFIHUB recommends that elderly users of the secure always have their voice prompts turned on.
Turning off voice prompts may be confusing for the elderly, for example if a fall is detected and the sequence is activated, the user may not remember voice prompts are disabled and they may proceed to press the SOS button, which in turn would cancel the fall alert sequence (as the secure allows for canceling false positive fall alerts.

Please see the "Fall down alarm for more information)."

Specifications:

- Dimension: 61mm*44mm*16mm

- Weight: 40g

- Battery: Rechargeable, 3.7V, 850mAh

- Charging voltage: 5V DC

- Waterproof: IP67

- Locating technology: GPS

Cautions:

- Don't use & store the unit in dusty places.

- Don't put the unit in overheated or over cooled places.

- Clean the unit with a piece of dry cloth.

- Don't clean in chemicals, detergent.

- Don't disassemble or refit the unit.

- Do not refit or replace battery.