

TEQ-Secure

POWERED BY SOFIHUB

User Guide

Getting to know your device	3
Charging your device	9
Switching the device ON/OFF	11
Activating an SOS Alarm	12
Cancelling an alarm	14
Getting a GPS fix	15
Fall detection alarm	16
Making a phone call	17
Silent mode button	18
Specifications and Cautions	19

SOFIHUB Portal

Creating your account	20
Setting your emergency contacts	24

TEQ-Secure – FRONT



TEQ-Secure — SIDE



TEQ-Secure — BACK



Charging Base - Front



TIP

IMPORTANT: In order for the call 1 button and SOS button on the base station to function correctly you must first pair your TEQ-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 TEQ-Secure simultaneously.

You may see the base station LEDs colour change during this process.

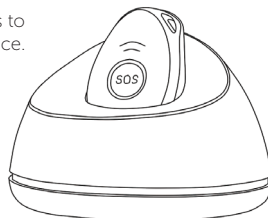
If pairing has succeeded, you should hear the base station say 'Pairing successful'.

Charging Base - Bottom



USB cable

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 AC adaptor.

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

TIP

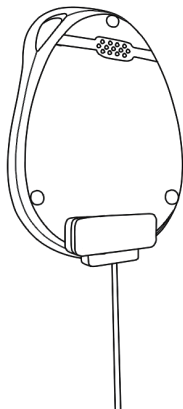
Please fully charge the battery for around 2-3 hours before first use.

TIP

The charging base is equipped with a back up battery, which can charge the device when there is a power outage.

TIP

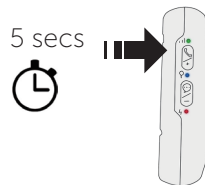
When battery is low, it will remind you to recharge with a voice prompt. When battery is at 15% it will remind you to recharge with a voice prompt and also send a text message to the emergency contacts.



2. Charge via charging cable

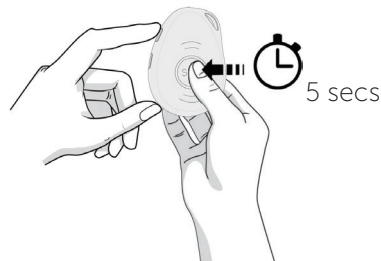
Using the included USB AC adaptor

- Correctly place the magnetic USB cable on the device charging contacts.
- The power indicator (red light) will blink when charging and remain solid when fully charged.
- When the device starts charging successfully you will hear an audible voice prompt.

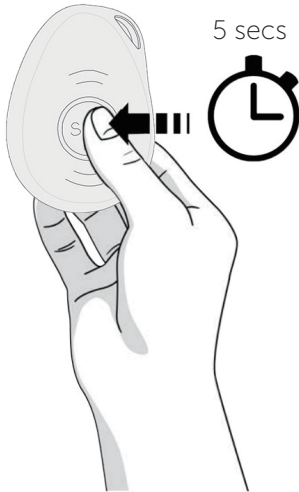


To switch the device ON, press the top side button for 5 seconds. The device will also automatically turn on when charging (either via the charging cable or charging base).

Switching the device OFF



To turn OFF the device, press and hold the top side button and the SOS button together for 5 seconds until it vibrates. It may take a further 30-60 seconds for the LED lights to stop flashing. When the LEDs are off, the device is off.



1. Press and hold the SOS button for 5 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. The TEQ-Secure will then 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 until someone responds.

Cancelling an alarm

Between each call, there will be a 10 second delay during which time the user can cancel the alarm and call sequence by pressing the SOS button.

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

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-Secure may call phones that are out of range or where calls are delivered to voicemail.

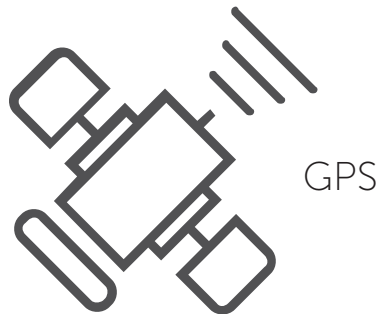
TIP

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



Fall detection alarm

The TEQ-Secure 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-Secure) may cause it to detect a fall incorrectly. 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-Secure 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-Secure voice prompts, please press the SOS button.

TIP

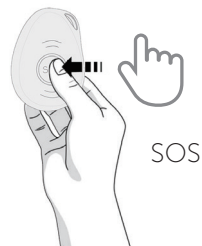
Fall detection sensitivity can be adjusted via the SOFIHUB portal.

Making a phone call

To call a carer, press the side call button for 3 seconds. The TEQ-Secure will make a beeping noise and then dial and connect the call.

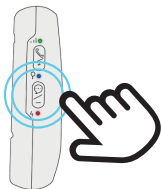


- To end the call, press the SOS button.



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-Secure will remain silent until your emergency contacts are called via the built-in speakerphone.

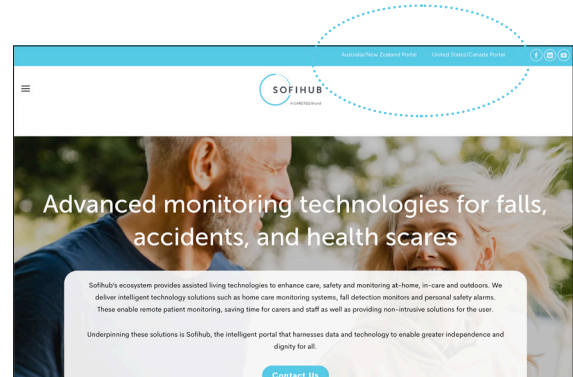
Specifications:

- 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 or detergent.
- Don't disassemble or refit the unit.
- Do not refit or replace battery.

Visit [sofihub.com](https://www.sofihub.com) and select
Australia/New Zealand Portal
OR
United States/Canada Portal



or, download the SOFIHUB app 
from www.sofihub.com/setup/

Click "Create Account" and follow the prompts

The first screenshot shows the Sofihub login page. It features the Sofihub logo at the top, followed by input fields for 'Email Address' and 'Password'. Below these are a 'Remember me' checkbox, a 'Forgot Password' link, and a 'Log in' button. A red dashed circle highlights the 'Create Account' button, with a red arrow pointing to the second screenshot.

The second screenshot shows the 'Create an account' form. It includes the Sofihub logo and the heading 'Create an account'. Below this is the instruction 'Tell us a bit about yourself...' followed by input fields for 'First name', 'Last name', 'Email', and 'Mobile'. There are also input fields for 'Password' and 'Confirm' with eye icons to toggle visibility. At the bottom, there is a reCAPTCHA widget and a 'Create Account' button.

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.

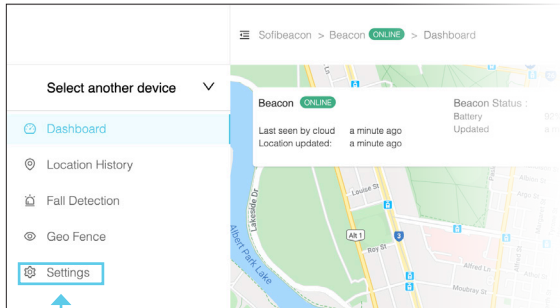
Geo Fence

Set your TEQ-Secure's geo fence perimeter. You will receive alerts when the TEQ-Secure moves into or out of the set area.

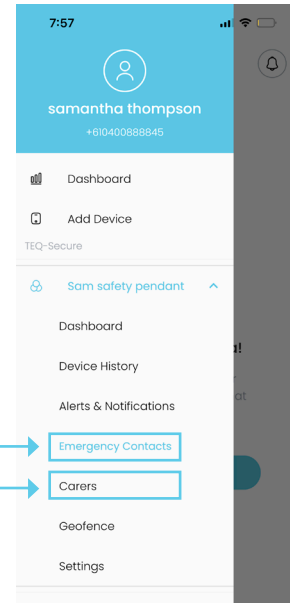
WARNING: Please keep your IMEI number
(International Mobile Equipment Identity)
somewhere in your records

Setting up your emergency contacts

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



Set your
emergency
contacts and
invite carers





support@sofihub.com

1300 110 366 (within Australia)

+61 3 8866 5592 (Outside Australia)