SOS Setup Guide

BE Pendant by Tunstall™

Tunstall

Introduction

This guide explains how to set up your BE Pendant using the Tunstall SOS Portal.

The setup may be completed by the person who will wear the BE Pendant, or by someone helping them, such as a family member, friend, carer or loved one.

1 Find your onboarding card

When you receive your BE Pendant, there will be a card inside the product box. This card, with the device user guide, includes the details you need to start setting up your device.

The card includes:

- The product code for your BE Pendant, which is unique to your specific device
- The phone number that any emergency contacts will receive notifications from

Continue to the next page for step 2

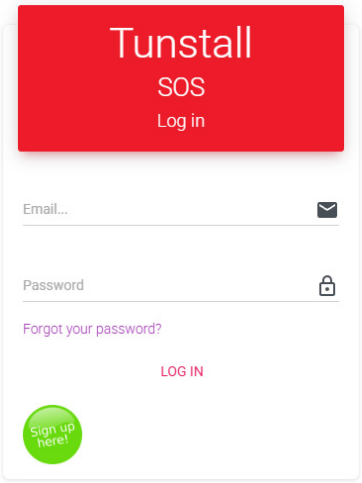
2 Access the Tunstall SOS Portal

Scan the QR code in the user guide to access the Tunstall SOS Portal.

You can also visit:
www.sos.tunstallhealthcare.com.au

Once the portal opens, click **Sign up here!** to create a new account.

The account can be created by the person wearing the BE Pendant, or by someone helping them set it up.



3 Create your account

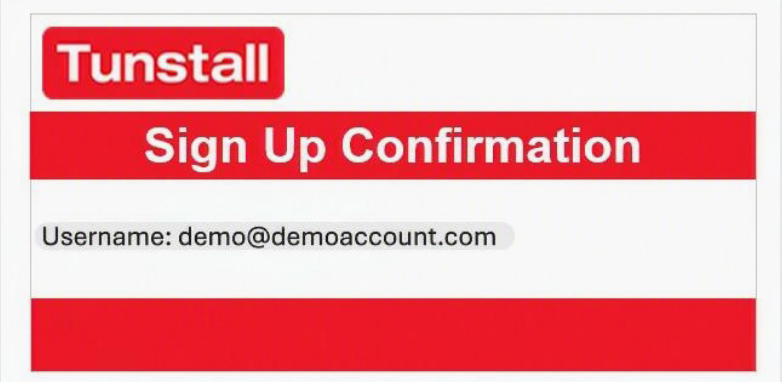
Follow the prompts on the screen to create your account.

Enter:

- Your email address
- A secure password

Then select **Sign up** to continue.

Make sure you use an email address and password you can access later, as you may need them to log back in and update your settings.

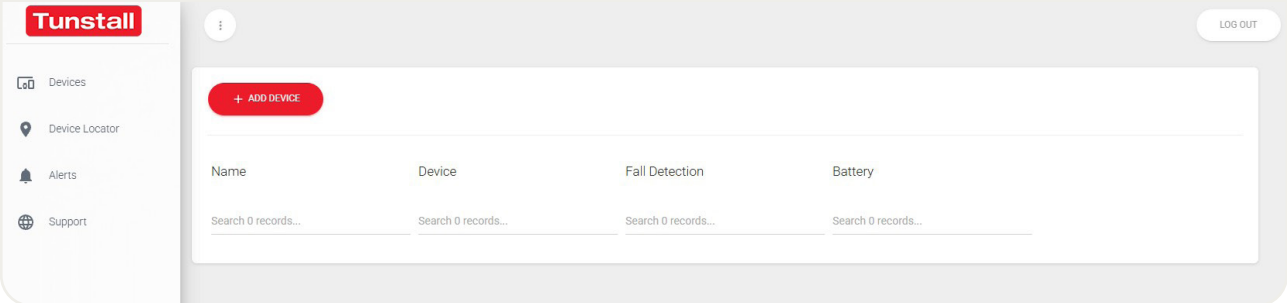


Continue to the next page for step 4

4 Add your BE Pendant

Once your account has been created, click Add Device in the Tunstall SOS Portal.

You will also need to acknowledge the terms and conditions before continuing.



5 Enter your product code and name your device

Click **Next**, then enter the product code supplied on the card in your BE Pendant product box.

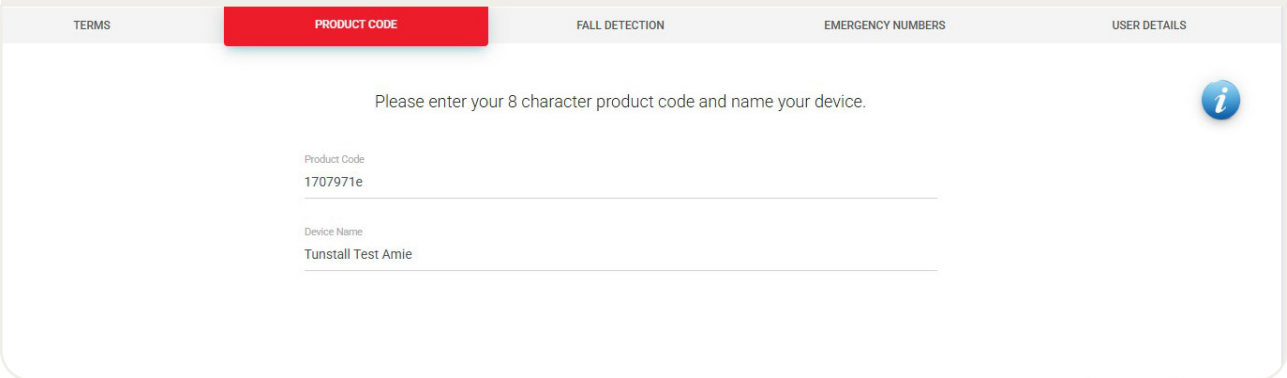
The product code is the unique code linked to your specific BE Pendant.

You will also be asked to name your device.

Choose a device name that is clear and appropriate, as this name may be visible to your emergency contacts if they receive an alert from the BE Pendant.

For example:

- Mum's Pendant
- John's BE Pendant
- Margaret's SOS Device



Continue to the next page for step 6

6 Choose your fall detection setting

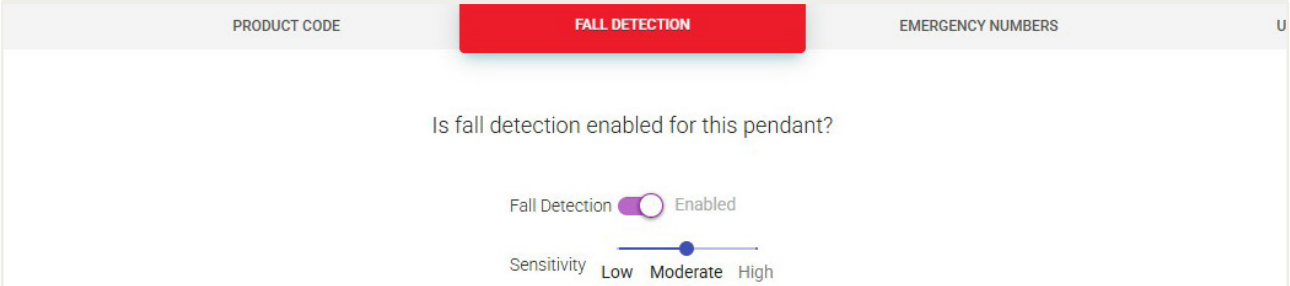
Click **Next** and complete the fall detection section.

You can choose whether fall detection is enabled or disabled.

If you enable fall detection, you will also need to select the sensitivity level.

The default sensitivity level is **Moderate**.

We recommend starting with **Moderate**. If you later find that fall detection is too sensitive or not sensitive enough, you can log back into the Tunstall SOS Portal and adjust this setting.



7 Add emergency contacts

Once you have completed the fall detection section, click **Next**.

You can add up to **four emergency contacts.**

For each emergency contact, enter their phone number and choose whether they should receive:

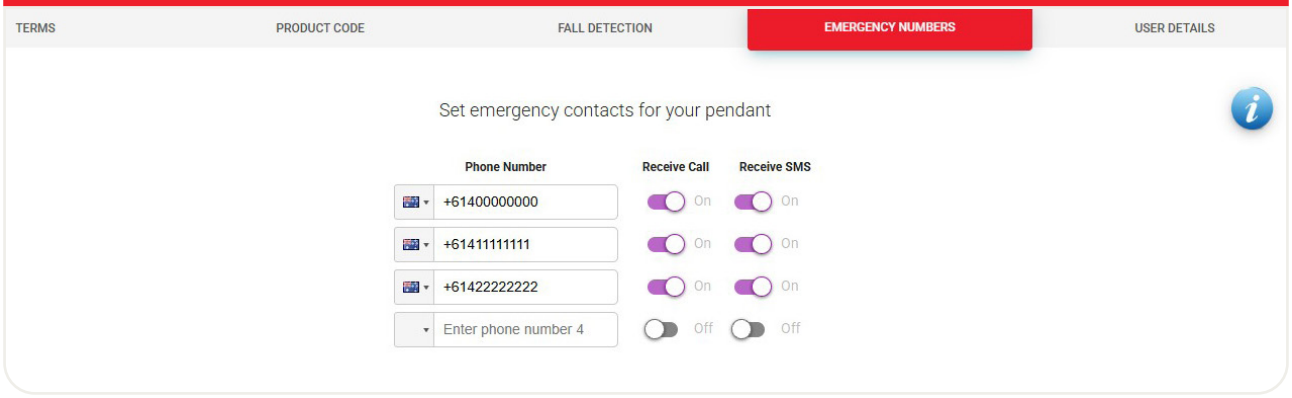
- A phone call
- An SMS
- Both a phone call and SMS

These settings need to be selected for each individual contact.

Before adding someone as an emergency contact, make sure they know they have been added and understand what to do if they receive an alert.

Continue to the next page for step 7 (cont)

7 Add emergency contacts (cont)



8 Enter the wearer's details

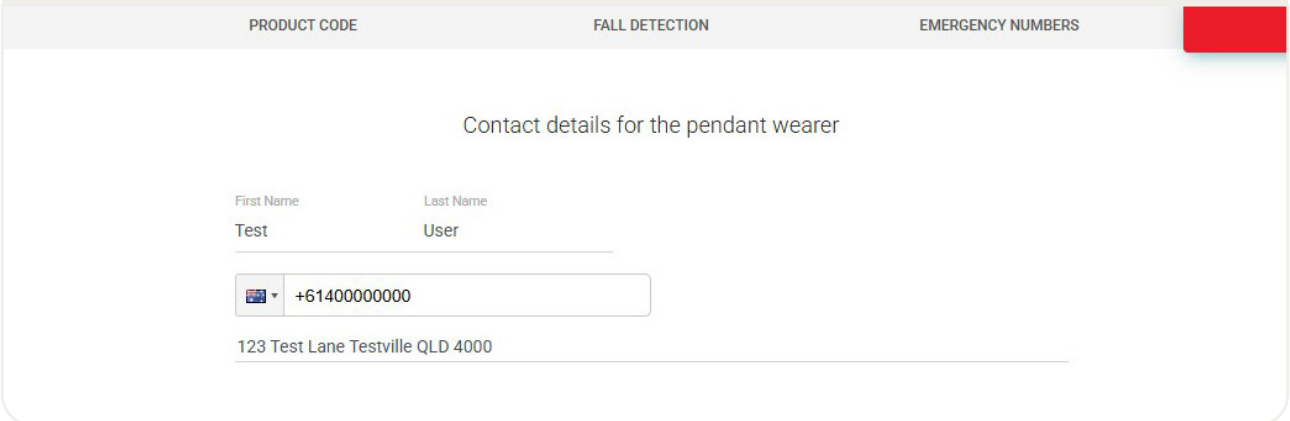
Once emergency contacts have been added, click Next.

You will then need to enter the contact details for the person who will wear the BE Pendant.

This includes:

- First name
- Last name
- Contact number
- Home address

This information helps identify the wearer and supports the emergency response process.



Continue to the next page for step 9

9 Finish setup and wait for confirmation

Once the wearer's details have been entered, click Finish.

Leave the BE pendant on the charger while the setup information is applied to the device.

Your emergency contacts will receive a confirmation SMS (from a generic number) advising that the changes have been applied.

Once they receive the confirmation SMS, your BE Pendant is ready to start using.

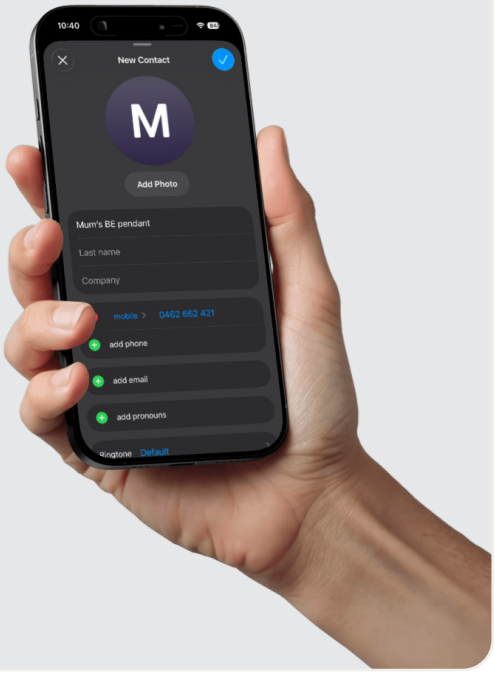
10 Save the BE Pendant phone number

Once the setup is complete, emergency contacts should save the BE Pendant phone number in their mobile phone. This number is located on your onboarding card.

This helps them recognise when a call is coming from the person wearing the BE Pendant.

For example, they may save the number as:

- Mum's BE Pendant
- Dad's SOS Pendant
- Margaret Emergency Pendant



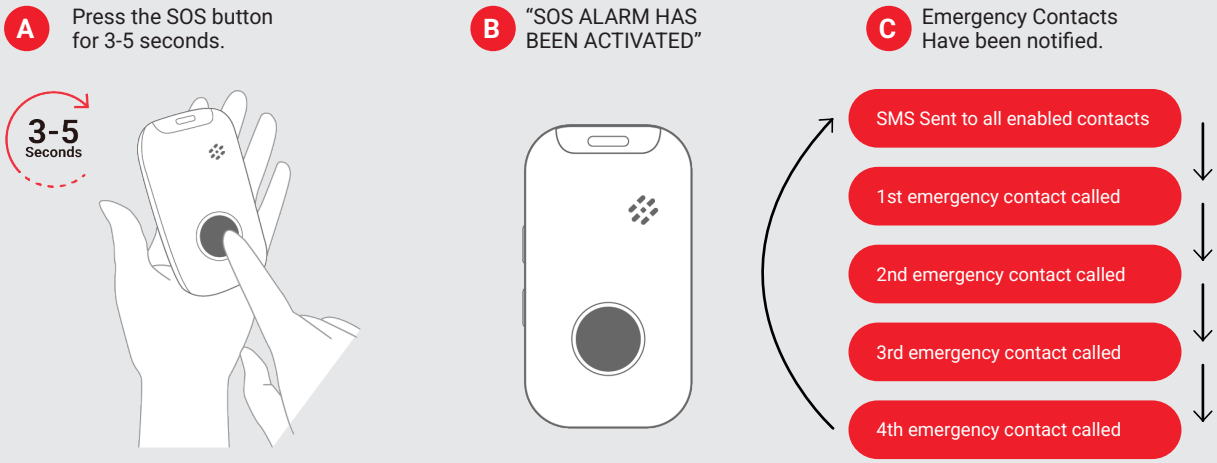
Continue to the next page for step 11

11 Complete a test call

After setup is complete, complete a test call using the BE Pendant.

Before testing, make sure emergency contacts know that a test call may come through.

This helps confirm that the device is working and that emergency contacts understand what the alert or call may look like.



Important reminder for emergency contacts

Emergency contacts should know:

- They have been listed as an emergency contact
- They may receive a call or SMS from the BE Pendant
- They should save the BE Pendant phone number in their mobile phone
- They should understand what to do if they receive an alert
- They should be aware when a test call is being completed