



Buddi GPS Plan - User Guide

Please read and keep these instructions for future use

Important information



You should try to keep both the wristband and the clip together at all times. The wristband should never be more than 20 meters away from the clip when indoors, or 40 meters when outdoors.



Your emergency calls will be directed to our 24/7 monitoring team who will endeavour to get you the help that you need. When you alert us, we'll speak to you via the two-way loudspeaker in the Buddi clip.



Our monitoring team are based in the UK and can be contacted 24 hours a day, 365 days a year by activating your Buddi wristband or clip. If it's not an emergency and you just want to discuss your account with us, our customer service team are available on the phone, from 9am to 5pm Mon-Thurs and from 9am to 4.30pm on Fridays - except bank holidays, by calling **0800 180 82 20***.



In some cases, we may direct you to call the Buddi customer service team directly. Their telephone number is **0800 978 88 00***.

*Your landline or mobile operator may charge you for calls to 0800 numbers.

What's in the box?

In the box you'll find; a Buddi wristband, a Buddi clip, two USB chargers, a UK plug, a keychain and a lanyard.



Buddi Wristband



Buddi
Wristband Charger



Buddi Clip



Buddi Clip Charger



Keychain



UK plug



Lanyard

Buddi setup / placing a test call

Getting started



1. Remove both the Buddi clip and wristband from the packaging.



2. Place both devices on charge for at least 4 hours using the chargers provided. When charging, the LED lights will glow **green**.



3. Once charged, your equipment will switch on automatically.



4. Your first test call should be placed outside to recalibrate the GPS location.



5. Place a test call to check that your equipment is working correctly.

Placing a test call

(1). Press both buttons on either side of the Buddi clip or the Buddi wristband together, and hold for a few seconds.



(2). Moments later, you'll be connected to our emergency response team. Simply tell our team that you are making a test call to check that your alarm is working correctly.

(3). Once our team hang up, go about your day!

The Buddi wristband



As the Buddi is a life-saving device, we recommend wearing it as often as possible - you can even wear your wristband in the bath or shower. If you take it off at night, be sure to keep it close by.



How to call for help using the Buddi wristband

1. Simultaneously press the two buttons on either side of the wristband and hold for a few seconds. Alternatively, raise the alert by shaking or waving the wristband.
2. Your wristband also has a built-in fall detector. This means that, should you suffer a fall, your Buddi can automatically let us know that you need help, even if you can't.
3. When activated, the wristband sends a signal to the Buddi clip which then alerts our 24/7 monitoring team.
4. Moments later, our team will begin speaking to you through the two-way loudspeaker in the Buddi clip - so make sure you keep it close by.

The Buddi clip



How to call for help using the Buddi clip

1. Simultaneously press the two buttons on either side of the clip and hold for a few seconds. This will send an alert to our 24/7 monitoring team.
2. Moments later, our team will begin speaking to you through the two-way loudspeaker in the Buddi clip. Rest assured, we'll get you the help that you need.

Important

- Unlike the wristband, the Buddi clip cannot be taken into the bath or shower.
- When you go outside, be sure to take the Buddi clip with you. We've included a keychain attachment in the box.

Battery life and charging



The Buddi wristband

The battery in the wristband typically lasts up to 1 week, depending on usage, and takes approximately 2 hours to fully recharge.

The included USB charger is designed to enable you to charge the wristband while you're wearing it, just in case you want to keep your wristband on at all times.








The Buddi clip

The battery in the clip typically lasts for up to 24 hours, depending on usage, and takes approximately 2 hours to fully recharge.

Naturally, the battery will drain more when you activate it to speak to our monitoring team. To help maximise the battery life of your Buddi clip, we recommend charging it in short bursts during the day when you are at home, and keeping it on charge overnight.

LED indicators explained

Colour	What's happening?	Behaviour
	Charging Signal strength between the wristband and clip Alarm successfully cancelled	Flashes every 5 seconds until full charged 1 to 3 short flashes, indicates signal strength 1 long flash, then a short flash every 5 seconds
	Low battery Emergency call test in progress	1 short flash every 5 seconds 1 short flash every second (clip only)
	Emergency call test failed Out of range/no mobile signal	3 short flashes 2 short flashes every 5 seconds
	Emergency call activated	Continuous fast flashes
	Entering flight mode	Continuous long flashes