Hello.

Welcome to Help at Hand. With your Help at Hand handset, help is not more than a press of a button away. This is everything you need to know to get set up.

What your Help at Hand handset can do
• Connect to a 24/7 support centre.
• Call for help if it detects a fall.
• Make calls to four saved numbers (speed dials).
• Get calls and texts.
• Let your chosen helpers know when your battery’s low.

Why O₂ Health?

We’re using our understanding of mobile technology to make healthcare more accessible. By introducing products and services that make it easier, simpler and faster to get the care you need. And by using communication to make sure there’s someone there when you need them.

We’ve created Help at Hand – a service that makes caring for, and being cared for, easier.

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You’ll need these before you start

• Your Help at Hand handset.
• Your O₂ sim card.
• The charger.
• Internet access.
• Your credit or debit card.
• The IMEI (the product code for your Help at Hand handset) and phone number. You’ll find these on the side of the box.
• Details of who’ll use the handset and service.
• Details of who your chosen helpers are (at least two, and a maximum of eight).

Next steps

Over the page there’s a summary of the steps you’ll need to take to get you up and running. You’ll find more details on each of the steps in the following pages.

Make sure your handset is on and fully charged before registering.
1. Take the back off the handset by sliding it down.
2. Put in the sim card.
3. Put in the battery so the gold tabs on the battery connect to the gold tabs on the phone. And replace back by sliding up.
4. Charge the handset with the charger for 24-hours. And make sure you get a GPS signal.
5. Go to [https://helpathand.o2.co.uk](https://helpathand.o2.co.uk). You will need Internet access and a credit or debit card.
6. Log into your account (if you’re not already registered with O2, you’ll need to register a new account).
7. Go through the four stages on the site (there will be a guide on each screen) and pay for your subscription.
8. Make a test call to our support team by pressing the blue support button in the middle of the handset.
9. To get an accurate location for your handset, go outside for a few minutes.

That’s it. You’re ready to use Help at Hand.
There are two steps to setting up. The first is preparing your handset. The second is setting up your account online.

**Prepare your handset**

Take the back off the handset by sliding it down, put in the sim card and then put in the battery so the gold tabs on the battery connect to the gold tabs on the phone. Replace the back by sliding up.

Next, you’ll need to fully charge it. The slot is on the bottom of the handset. You’ll need to charge it approximately every 24 hours.

Once you’ve charged the handset for 24 hours, leave the handset in clear view of the sky for five or ten minutes. This lets your handset find a GPS signal.

The GPS icon will stay static when the handset has a GPS fix. It will flash when it’s searching for GPS.

When your handset has no GPS (or no GPS icon is shown) or is searching for GPS (GPS icon is flashing), the battery life will be significantly reduced. To avoid this, keep your device in a place where the GPS icon stays on screen (like near a window).

Help at Hand uses GPS to send your location to the support centre. GPS is accurate up to 100 metres, but it is only available outdoors. It is important to get a recent GPS reading so that the support centre can accurately determine your location.

Now you can start setting up your account.
Set up your account online

Go to https://helpathand.o2.co.uk

If you already have an O2 account
You can log into your account using your username and password. (If you’ve forgotten these, we can send you a reminder.)

If you’re not an O2 customer
You’ll need to register a new account. Follow the instructions on the screen.

If you’re not already registered with O2 you’ll need your handset nearby or a mobile phone so that we can text you an access code.

Once you’re signed in, we’ll guide you through the set-up process on the screen.

Paying for months and minutes
You need to be subscribed to get in touch with our support team using your handset. You can choose how long you subscribe for – one month, three months, six months or a year.

If you want to use your handset to make calls (on buttons 1-4 on the handset), you’ll need to buy minutes on top of your subscription and add phone numbers to use as speed dials using our website.

On the welcome page there are videos from our O2 Gurus about how to use your handset. A checklist of what you need to get started. And an O2 network coverage checker that shows where your handset does and doesn’t work. Just in case.
Using the website

Once you’ve set up your account online, you can use the website to manage all your settings. Log in to https://helpathand.o2.co.uk at any time to:
• Update your information.
• Change how your handset works.
• Find your Help at Hand handset.
• Pay for your service (or top up your minutes).

Whenever you turn an alert on or off the handset will tell you. And it will beep when you change an option on the website (like the size of your zones). It will also display pop-up messages.

Press to confirm and get rid of the pop-up message.

Seeing where your handset is

Whenever you’re logged into your account you’ll see a map on the right hand side of the screen under the heading ‘Last known location’. This lets you keep track of where your handset is.

Remember, it is important to get a recent GPS reading so that the support centre can accurately determine your location. If you can’t see a location, take your handset outside for 5-10 minutes to get a reading.

And if you’ve shared your log-in details with one of your helpers, they’ll also be able to check where you are when you’re carrying your handset.

Click ‘Refresh location’ to make sure you’re seeing the most up-to-date information.
Updating your information

There are five tabs about halfway down the page. If you want to update any of your details, you’ll need to click on the section you want to change.

Helper details
You can add new chosen helpers. Update their details. Or take them off. But remember: you must have at least two chosen helpers and a maximum of eight. We recommend you choose people you can trust and who have agreed to help you if necessary.

Personal details
Your name. Your address. And everything else we need to know to help you when you call us.

Handset details
If you get a new handset you’ll need to tell us by updating your details here. We’ll ask you for your new phone number and IMEI number (the product code for your Help at Hand handset). You’ll find them on the side of the box.
Changing when we alert your helpers

We can call your chosen helpers whenever your handset leaves a safe zone, if your handset detects a fall or when you press the support button. You can choose the options that best suit you.

Most of the options are under the ‘Alerts and zones’ tab. This is where you can change when the support team call your chosen helpers, set safe zones and adjust other settings.

The blue support button
You can use the support button to call us and we’ll get in touch with your chosen helpers.

Fall alert
You can choose whether to alert us if your handset detects a fall. Because it’s sensitive, we’ve left this option switched off to start with.

When it’s on, it’s a good idea to test it. Throw it in the air and catch it. The handset will say “fall detected” to let you know the alert is working. If you don’t cancel the call you’ve made by doing this, your handset will call our team. Tell them you’re testing the handset. They’ll know what to do.
Safe zones and no-go zones
You can set your handset to alert us if you take it somewhere that you or your chosen helper have decided is unsafe – or just too far away from home. We call these safe zones and no-go zones. (The minimum distance is 250 metres.)

You can add up to a total of four zones (either safe or no-go). Click ‘Zone set-up’. On the next screen, you can tell us where you want the centre of the zone to be. And change the size.

If you go outside a safe zone, your handset will ring our support centre. And if you go into a no-go zone, your handset will ring our support centre.

Low battery reminder
We can tell your chosen helpers when your battery is low. We automatically send an email and a text message to any helper with a stored email address and mobile number.
Paying for months and minutes

You need to be subscribed to call our support team using your handset. You can choose how long you subscribe for – one month, three months, six months or a year.

On the list of tabs, click ‘Payment plan’ at the end. You can see how long you have left with Help at Hand. Make a new payment. Or check your payment history.

If you want to use your handset to make calls, you’ll need to buy minutes on top of your subscription and add phone numbers to use the four buttons as speed dials.

To top up your minutes, click ‘Top up online’. This will send you to a different site where you can pay for minutes. You’ll need your card and phone number.

Using your handset

Your handset looks like this:
And this is what you’ll see on the screen:

**Signal symbol**
This is how much network signal you have.

**GPRS symbol**
When you can see this, your handset is sending and receiving data.

**Locked keypad symbol**
Your keypad’s locked. So the buttons won’t work until you unlock it.

**Sound symbol**
Your sound’s on. So the handset will ring.

**GPS icon**
When your handset has a GPS signal, the icon will be static. When your handset is searching for GPS, the icon will flash.

**Vibration symbol**
Your handset is set to vibrate. Your handset won’t ring.

**Headphone symbol**
You’ve got headphones plugged in.

**Message symbol**
You’ve got a text.

**Battery symbol**
How much battery you’ve got left.

**Missed call symbol**
You’ve missed a call.
Moving around the menu

To get into the menu, press the green circle.

To move between the menu options, use the two buttons on the right side of the handset.

The top one will move you up. The bottom one goes down.

The green circle selects and performs actions.

The red cross takes you back to the last screen and cancels actions or stops the call.

The button on the left side turns the handset on and off.

Calling 999

You can make a 999 call on your handset. It’s the first option in the handset menu.

1. Press the \[\text{Menu}\] to go into menu
2. Press the \[\text{Menu}\] to select ‘999 call’
3. Press the \[\text{Menu}\] twice to confirm
4. Press the \[\text{Menu}\] to cancel the call

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Calling for help

With your handset you can ring our support team for help. They can call your helpers right away to let them know you need help.

Press the blue support button for three seconds. Press the red cross for 3 seconds to call for help.

This will ring our team. You can cancel if you pressed accidentally (red cross).

If you accidently pressed it, press to cancel.

They’ll see all your information while they talk to you on speakerphone.

If you need help, they’ll start ringing your chosen helpers. They’ll stay on the line until help is on its way.

In the FAQs section, in the back of this guide, you’ll find more specific information on using the call button, for example when you should press it.

When I press the support button, it tells me ‘Support alarm off’. What does this mean?

You or someone with access to your account have either switched the button off, or your subscription has run out. See page 28 for more information and don’t worry, we’ll remind you when your subscription is nearly up.

Sensing a fall

You can set your handset so it calls us straight away if it detects a fall. You can choose whether this is on or off using our website. (It will be switched off when you first get your handset.)

Turn it on by logging into your account at https://helpathand.o2.co.uk

Once you’ve turned it on, whenever your handset senses a sudden drop it will say ‘Fall detected’. You can cancel it at this point. If you don’t, it’ll call our team.

We’ll answer and make sure you’re okay over speakerphone.

If you need help, we’ll call your chosen helpers.
Your personal safety net

You can set your handset to alert us if you take it too far away from home. Or into an area you’d rather avoid.

Go online and set your zones.

Whenever your handset goes outside a safe zone (or into a no-go zone) it’ll tell us. Your handset checks to see if it is in or out of a zone every four minutes. So it might take a few minutes to let us know where you are.

We’ll get hold of your chosen helpers. And let them know where you are.

Checking your battery

As well as a symbol on the screen, we can tell your chosen helpers when the battery on your handset is low.

Use our site to turn the alert on or off. (When you first get your handset it will be switched on.)

When the battery gets below 20% it’ll vibrate, beep and show ‘Battery low’.

We will email and text your chosen helpers.

Whenever your battery is really low and about to run out, it will always beep. No matter what your other settings are.
Making and taking calls

You can use your handset to take calls, just like a normal phone. You can also use it to phone up to four people using the four buttons. (Change the numbers on the Help at Hand website). You need to select the speed dial number and press the green button to do this.

As long as you’re subscribed to Help at Hand, you’ll always be able to reach our support centre by pressing the support button. But if you want to use your handset to call other people, you’ll need to buy minutes on top of your subscription.

Do it by:
- going to https://helpathand.o2.co.uk, or
- going to o2.co.uk/webtopup

To make a call
1. Press the number you want to ring.
2. Press the red cross to cancel the call.
3. Press the green button to do this.

To answer a call
1. Phone rings.
2. Press the green circle.

To hang up
1. Just press the red cross.

To reject a call
1. Phone rings.
2. Press the red cross.

To check your call history
1. Press the green circle to go into the menu.
2. Use the buttons on the side to move to ‘Call history’.
3. Press the green circle again.
4. Choose whether to look at calls you’ve missed, made or received. (You can delete your history too.)
5. Read through the last 20 calls.
Reading texts

You can get texts on your handset like you would on a normal mobile – but you can’t send any.

Whenever you get a text, you’ll see the text icon on your screen until you read it. You can keep up to 200 messages. When you start running out of space, the icon will flash.

You’ll need to scroll down (with the side buttons) to read the actual text, as the top of the message will show the date and time you received it.

To read the latest text
1. When a text comes in it will show on the main screen.
2. Press the green circle to read it now.
3. Press the red cross to read it later.

To read a text
1. Go into the menu.
2. Use the side buttons to go to ‘Messages’.
3. Go into the Inbox.
4. Pick the text you want to read using the green circle.

To delete a text
1. Go into ‘Messages’.
2. Go to the message you want to delete.
3. Press the green circle.
4. It’ll ask you if you’re sure you want to delete it.
5. Press the green circle again.
6. Deleted.

To delete all your texts
1. Go to ‘Messages’.
2. Go down to ‘Delete Inbox’.
3. It’ll ask you if you’re sure you want to delete all your messages.
4. Press the green circle again.
5. They’ll all be deleted.
Changing how your handset works

Sound settings
Go into the menu and use the side buttons to go to ‘Sound’. You can change:
- The ring volume.
- The keypad volume.
- The ring tone.
- The message tone.

General settings
You can change other options on your handset. Go into the menu and use the side buttons to go to ‘Settings’. Here you’ll be able to change:
- The language (English or Spanish).
- The brightness and contrast.
- The time it takes before the keypad is locked.
- How it automatically answers a call.
- Whether to lock the sim to this handset.

Locking the keys
Press the power button briefly to lock or unlock your keys. This will only work if you’re on the home screen. If you’re not, press the red cross as many times as you need to take you back to it.

Turning off the power
Hold down the power button.

Checking your alerts are on
Go into the menu and find ‘Alarm check’. You can see which of the alerts (support button and fall alert) are switched on. You can check to see the status of your low battery alert and zones on the Help at Hand website.
Changing the volume

When you’re not in the menu, use the side buttons to change the volume of your keypad. You can change the speaker volume while you’re on a call.

Turn it up by pressing the top button. Down using the bottom one.

Switching to silent

Hold down the red cross. It will say ‘Silent activated’. All your calls and texts will now vibrate instead of ring. And your keypad won’t make any noise.

Hold it down again to switch back to normal.

Frequently asked questions

I know how to call for help with my handset. But what if I just want to ask about paying for the service, or have a question about the website?
You can call our customer services team on 0800 111 6009. You’ll need a phone to do this as you can’t dial out on your Help at Hand handset. You can use your phone to set the customer services number as one of your speed dials.

How long will the support centre take to answer my call for help?
We answer 99% of support button calls in 60 seconds (if we’re really busy it might take up to three minutes). So you shouldn’t have to wait long.

When should I press the support button?
Whenever you need to. As long as you’ve paid your subscription our support team will be on hand 24 hours a day to help you.

They’ll get in touch with the right people depending on what you need.

Who will I speak to when I press the support button?
Someone in our support centre. If you’ve just bought your handset you can try it out by making a test call. Let the team know you’re testing the service when you call.

What training do the support centre team have?
Our team are trained to work with all kinds of different conditions and situations. They will use your subscriber information to get you the right help you need.
The centre is British Standards Certified.
How does my handset know where I am?
Your handset can tell where you are in two ways. When you’re outside it uses GPS (like a sat nav) which will tell us where you are to within 100 metres. If you’re inside, or somewhere where you can’t get a GPS signal, our support team will use the mobile network to look up the handset’s location. Using the mobile network is not as accurate as GPS (500 metres in urban locations, and as much as 5 miles in rural ones).

The Help at Hand support team can also use a last known GPS location. Even though this might be older, it is still an accurate view of where the handset was last recorded. When used in combination with a mobile network location a clear view can be gained.

What if you can’t get in touch with my helpers?
If we can’t reach any of your helpers and we think you might be in trouble, we’ll put you in touch with the emergency services.

Once I’ve bought the handset, what else do I need to pay for?
There are two things you’ll have to pay for.
1. Your Help at Hand subscription – so you can get help from the support centre.
2. Top-up credit so you can make calls to your four chosen numbers.

What if I forget to pay for my subscription?
We’ll send you texts and emails to let you know your subscription’s getting close to running out. But if it does run out, all you need to do is log on to the website and sign up again (click on the ‘Payment plan’ tab). We’ll get it going again straight away.

What if my top-up credit runs out?
Your Help at Hand service won’t be affected if you run out of credit. But you won’t be able make calls to the four numbers you have stored.

You can top up online at o2.co.uk/webtopup

My service isn’t working.
What should I do?
• Check your handset’s switched on.
• Try calling the handset from another phone. The number’s on the side of the box.
• Log on to the Help at Hand website at https://helpathand.o2.co.uk. Expand your service status message. If the resend button is displayed, click it. Wait for about 20 minutes then refresh the Help at Hand home page.

If you’ve tried all of these and you’re still having problems, call us on 0800 111 6009.