

sakhi

User Guide

Your preventive personal safety companion.

W E L C O M E

Hello.

Thank you for choosing Sakhi. The next few pages will walk you through everything: getting set up, getting familiar, and getting the most out of your device and the Sakhi App.

Please take a few minutes to set Sakhi up properly. The time you spend now is what makes Sakhi work for you when it matters.

IN THE BOX

What's included.

- 1 × Sakhi Device
- 1 × carabiner

YOUR DEVICE

Small. Quietly capable.

Your Sakhi device is a compact Bluetooth wearable, built to go everywhere with you. It clips onto a bag, hooks onto keys, or wears comfortably on a lanyard. The battery lasts more than a year on a single replaceable coin cell, so you set it once and forget it.

Highlights

- **Long-life replaceable battery.** A 220 mAh CR2032 coin cell that lasts 12 to 13 months. No charging cable, ever.
- **Loud 65 dB buzzer.** Confirms actions, and helps draw attention when you need it.
- **Bluetooth 5.0.** Reliable pairing with your phone, up to 150 m in open areas.
- **IP65 rated.** Handles dust, rain and everyday wear. Not for submersion.
- **Built for India.** Works reliably from -20°C to $+60^{\circ}\text{C}$, summer to winter.

Specifications

Dimensions	56 × 36 × 7.3 mm
Material	ABS, matte black
Weight	Lightweight, designed to wear all day
Battery	220 mAh CR2032 coin cell, replaceable
Battery life	12 to 13 months under normal use
Connectivity	Bluetooth 5.0
Range	Up to 150 m in open areas
Buzzer	65 dB
LED	Single red indicator
Ingress protection	IP65 (dust and splash resistant)
Operating temperature	-20°C to $+60^{\circ}\text{C}$

Installation

Lanyard

Certifications

FCC, CE, RoHS, REACH

SETUP

Getting started.

Download the Sakhi app

Scan the QR code on the back of the box, or search for “**Sakhi**” on the Google Play Store or the Apple App Store. Install and open it.

Choose who you’re here for

When you open the app for the first time, Sakhi will ask who you’re using it for. Choose:

- **Me**, if you’re setting up Sakhi for your own safety.
- **Protector**, if you’re here to receive alerts and help look after someone else (a family member, friend, or someone in your care).

The setup flow is tailored to your choice. You can switch between Me and Protector views later from the toggle at the top of your Profile.

This guide covers both flows. The **Me** flow is described first; the **Protector** flow follows later in this guide.

Turn on your Sakhi device

Press and hold the button on your Sakhi device for 3 seconds. A red light will blink for 3 seconds. That means the device is on and ready to pair.

Create your Sakhi account

In the app:

1. Tap “**Sign up**”
2. Enter your mobile number

3. Verify the OTP sent to your phone
4. Add your name. Adding your email address is optional but recommended.
5. Acknowledge that you are 18 years of age or above and eligible to use Sakhi
6. Read and accept the Terms of Use, Privacy Policy and User Consent and Acknowledgement Form

The User Consent and Acknowledgement Form lists every permission Sakhi needs to keep you safe: location, Bluetooth, SMS, and notifications. Please take a moment to read it. **Sakhi cannot work without these permissions.**

Pair your device

When the app prompts you, tap “**Pair Device**”. Make sure your phone’s Bluetooth is on and your Sakhi device is within arm’s reach. When pairing is complete, the device will beep and the app will show a green tick.

That’s the technical setup done. The rest happens from your Home page, which is where you’ll spend most of your time with Sakhi.

HOME

Your everyday view.

The Home page is your everyday Sakhi view, and also where you complete the rest of your setup. It is built around what matters most: knowing where you are, who can help, and how to reach help quickly.

What you'll see at the top

- **A risk-zone status:** “Harjot, you’re in a High risk zone”, a quick read of how the area around you is rated.
- **“Where to?”**, tap to ask Sakhi for the safest route to where you’re going.
- **A protector reminder**, if you haven’t added Protectors yet, Sakhi will nudge you to add one so help can reach you instantly.
- **A bell icon**, tap to see your notifications, including past SOS alerts, check-ins and navigation updates.
- **Your profile circle**, with a ring around it showing how complete your protection setup is. A full green ring means you’re set up to be best protected.

What you'll see on the map

- Your current location, in real time.
- Coloured risk zones around you, so you can see at a glance whether you’re in a high, moderate or low risk area.
- Nearby safety spots (police stations, hospitals, fire stations) and other Sakhi users in your vicinity.

The bottom navigation

Across the bottom of the screen are five quick-access sections:

- **Home**, the main view you’re on.
- **Record**, record evidence silently, when you need to.
- **SOS**, the big red SOS button in the centre, always one tap away.
- **Location**, share your live location with Protectors.

- **Ask Sakhi**, chat with the 24x7 safety assistant.

Self-test your SOS

Now that your device is paired, please spend a minute on a self-test. Familiarising yourself with how SOS feels, what your phone screen does, and what your Protectors will receive matters, because in a real moment of stress, muscle memory takes over.

Press the SOS button on your device and on your app, and watch what happens. We'll walk you through the full SOS experience later in this guide.

Add your Protectors

Protectors are the people who will be alerted when you press SOS. Choose people you trust who are likely to respond quickly.

We recommend adding **3 to 5 Protectors**, a mix of nearby and remote contacts works best.

In the app:

1. Go to the **Protectors** section from your Profile
2. Tap “**+ Add a Protector**”
3. Enter their name and mobile number, or pull a contact directly from your phone's contact list
4. Let them know they're your Protector, so they're prepared if Sakhi ever contacts them

Alert Preferences

Once your Protectors are added, please set your Alert Preferences, these decide what information your Protectors see when an alert is sent. We recommend sharing the maximum level of detail with them, so they are best equipped to help you in an emergency.

Important *If a Protector's phone is off, on silent, or unreachable, Sakhi cannot guarantee they'll see the alert. That's why we recommend more than one.*

Opt in to Smart Safety Check-ins

Once your Protectors are added, Sakhi will invite you to opt in to **Smart Safety Check-ins**. These are personalised, contextual prompts that combine where you are, the time of day, the weather, the area's risk profile, and your usual routine, so Sakhi can gently check on you when something looks off.

For example, you may see a prompt like:

*"This area has recorded a safety incident before, and it's raining and late.
Would you like to share your live location with your Protectors?"*

We promise not to overwhelm you. Check-ins are sent only when they genuinely add value to your safety, and you can change or pause your preferences any time from your Profile.

Tell Sakhi about your world

One of the most important things you can do for your own safety. The more Sakhi knows about your daily life, the better it can tailor its protection.

In your Profile, under **My World**, tell Sakhi about:

- **Home**, where you live
- **Work**, where you go for work, study, or your daily routine
- **Hangouts**, places you visit often: gym, parents' home, favourite café, friend's place
- **Commute**, how you usually travel: cab, auto, metro, bus, your own vehicle, or on foot

This helps Sakhi recognise your routine patterns and flag anything that looks unusual, so it can support you with the right level of attention at the right time.

Rate an area

Sakhi works best when users help each other. As you move around, you can rate the safety of any area based on what you experienced.

Two ways to rate an area:

- Tap the **Rate this area** icon in the bottom-right corner of the map on your Home page.
- Or tap any grid square on the map directly to rate it or report something about it.

Tell Sakhi what you experienced: was the area well lit, were people around, did it feel safe, was something concerning? Your inputs help Sakhi build a more accurate picture of women's safety across India, and help other women like you stay safer.

It only takes a moment *A short rating after a walk, a cab ride or visiting a new place is one of the most powerful ways you can contribute to safer cities for women.*

RECORD

Capture what's happening.

Sakhi lets you silently capture what's happening around you, in case you ever need it later as evidence or to share with someone you trust.

- **Record Audio**, starts a silent background audio recording. The app continues to look normal on the outside, so the person around you doesn't know.
- **Record Video**, captures video discreetly. Useful when you want to document a situation without being obvious.
- **Uploaded Media**, any audio or video you record is uploaded to your secure Sakhi cloud, so you can access it later even if your phone is lost or damaged.

Audio and video are also captured automatically when you trigger an SOS, so you do not need to remember to start a recording in an emergency.

LOCATION

Share where you are.

Sometimes you don't need to press SOS, you just want someone you trust to know where you are.

Tap **Location** at the bottom of the screen, then:

1. Choose which Protector(s) to share your live location with.
2. Choose how long to share for: **15 minutes, 30 minutes, or 1 hour.**
3. Tap **Start sharing location.**

Your selected Protectors will see your live location for the duration you chose, and it will stop automatically when the time is up. You can also stop sharing at any time from within the app.

Good to know *Live location sharing is great for cab rides, late-night walks, meeting someone new, or just letting your family know you're on your way home.*

ASK SAKHI

Always here for you.

Sakhi is your 24x7 safety assistant. Tap **Ask Sakhi** at the bottom of the screen to start a conversation.

You can ask Sakhi for:

- **Safety advice**, “How can I get home safely?”, “What should I do if I’m being followed?”
- **The safest route**, tell Sakhi where you want to go and it’ll plan a route through safer areas.
- **Information about your surroundings**, “Is it safe here?”, “Who are the Sakhis near me?”
- **Someone to talk to**, if you’re feeling unsafe, anxious, or just need a calming voice.

Tap the **Teach me** button at the top of the chat to ask Sakhi how a specific feature works, or for tips on staying safer.

AREA INTELLIGENCE

Read the room, before you’re in it.

As you move around, Sakhi continuously analyses your surroundings and gives you a clear, indicative read of how safe or risky the area is. This is shown in two ways.

On the map

Coloured zones show you the risk level of different parts of the area you’re in. A red-shaded area is a higher-risk zone; an orange or yellow area is moderate; the rest is comparatively safer.

In the Area Intelligence panel

Pull up the panel at the bottom of the map to see:

- **Safety zone**, the rating of the area you are currently in.
- **Nearby safety spots**, the closest police station, hospital, fire station or other safe place. Tap any spot to see its distance, status (open or closed), and the route to it.
- **Sakhis nearby**, other Sakhi volunteer users in your immediate vicinity who can offer help if you need it.

You can also tap **Nearby Awareness** to see a full list of safety spots within 3 km, filtered by police, hospital, or fire station.

A word on what this means *Safety intelligence is indicative, it's a guide for your own judgement, not a guarantee. Even an area marked safer can have unsafe moments; even an area marked risky can be uneventful. Use Sakhi alongside your own awareness.*

PROFILE

Everything in one place.

Your Profile is where you manage everything about your Sakhi setup. It has three tabs at the top.

Profile tab

Protection Setup

At the top of your Profile, a progress ring shows how complete your protection setup is. The four things Sakhi checks for are:

- Account created
- Sakhi device paired (with current battery level)
- Protectors added
- Your world told to Sakhi

Aim for **100% completion**. Each part of the setup makes Sakhi better at protecting you.

My Protectors

Add, remove and reorder the trusted contacts who will be alerted when you press SOS. You can also pull contacts directly from your phone's contact list.

Alert preferences

Decide what information your Protectors see when an alert is sent. We recommend sharing the maximum level of detail.

My World

The most important thing you can fill in. Sakhi uses your world to learn your routine, so it can tell when something is unusual and respond accordingly.

- **Home**, where you live.
- **Work**, where you go for work, study or your daily routine.

- **Hangouts**, places you visit often.
- **Commute**, how you usually travel. If your commute changes (you take a cab instead of a metro), Sakhi can change its level of attention.

My Details

Your name, current location, preferred language, blood group, and whether you're a Sakhi volunteer (someone who is willing to help other Sakhis nearby in an emergency).

My Device

See if your Sakhi device is connected, check the battery level, or tap **Find device** to make it beep so you can locate it if it's misplaced. You can also unpair the device from here.

App Settings

Open the Privacy Policy, or check that all required App permissions are still enabled.

My Subscription

View your current Sakhi Pro plan (Monthly or Annual), see when it renews, change plan or cancel.

Support

Help and support, Sign out, or Delete account.

Safety Story tab

Your Safety Story is a record of how Sakhi has been protecting you. You'll see:

- **Days with Sakhi, SOS alerts sent, Check-ins responded**, your overall activity at a glance.
- **SOS history**, a full log of every SOS, with filters for trigger type, status (resolved, false alarm) and date.
- **Smart Check-in insights**, how often you sent and received check-ins, and how active you've been.
- **Safety spots accessed**, which police stations, malls or safe spots you've looked up most.

- **My Risk Zone summary**, the share of your time spent in low, moderate or high risk areas in the last 30 days, with prompts to consider safer routes if needed.

Get Help tab

One tap away from official emergency support.

- **Emergency**, dial 112 for all emergencies (police, ambulance, fire), or 1930 for cyber crime (fraud, online harassment).
- **Helplines**, Women's helpline (181), Child helpline (1098), Mental health support (14416).
- **Know your rights**, simple guides on what to do if you're being stalked, harassed, or face other situations.

s o s

Help, one press away.

This is the part that matters most. Please read it carefully.

You don't need to unlock your phone. The Sakhi SOS button is accessible directly from your phone's lock screen. In a moment of stress, help is always one tap away.

Sakhi has **two trigger intensities**, single press and double press, and **two ways** to trigger each, from your Sakhi device, or from the SOS button in the Sakhi App. They do the same thing, so use whichever is faster in the moment.

Single press: alert your Protectors

How to trigger

- **From the device:** a single press of the SOS button on your Sakhi device.
- **From the app:** a single tap on the large red SOS button at the bottom of the Home screen.

What happens

Your Protectors are alerted. They receive:

- An SMS with your location and the time of the alert
- A notification in their Sakhi App
- An audible siren on their phone, so they hear the alert even if their phone is on silent

No one else is notified on a single press.

Use this when: you want your Protectors to know you may need help, but you are not in immediate danger.

Double press: full escalation

How to trigger

- **From the device:** two quick presses of the SOS button on your Sakhi device.
- **From the app:** two quick taps on the red SOS button in the Sakhi App.

What happens, step by step

1. **Your Protectors are alerted immediately.** They receive an SMS, an in-App notification, an audible siren on their phone, and your continuous live location for the next 24 hours.
2. **Audio and video recording starts on your phone, silently.** The same recording feature described earlier captures what is happening around you and uploads it to your Sakhi cloud, so the evidence is safe even if you lose your phone.
3. **Sakhi calls you to confirm the SOS.** You will see an incoming call from “Sakhi – SOS Confirmation”. If you can pick up, do so. If you don’t pick up within 2 seconds, the call auto-answers, so you do not need to do anything to confirm an emergency.
4. **On confirmation, the police are alerted.** An SMS is sent to the local police, and where supported, an automated voice call is also placed to them.
5. **Nearby Sakhi users are alerted.** Other Sakhi users within a 2 km radius receive an SMS and an in-App notification so they can offer help if it is safe to do so.

Use this when: you are in immediate danger and need urgent help.

Cancelling an active SOS

Once an SOS is active, the app shows you a clear status: alert sent, location being shared, recording active. If you become safe and the alert is no longer needed, you can cancel it in two ways:

- In the app, tap “**I’m safe now, cancel alert**” on the SOS status card.
- On the device, **long-press the SOS button for 5 seconds.** The device will beep to confirm the alert has been cancelled.

Cancelling closes the alert, stops the recording, and stops sharing your live location.

Press SOS responsibly *Pressing SOS engages real people and emergency services. Please don't press SOS unless you genuinely need help. Sakhi tracks false alarms and repeated misuse may attract legal consequences under applicable law.*

BEST PRACTICES

Making Sakhi work for you.

- Keep your phone charged.
- Keep Bluetooth on, so your phone and Sakhi device stay connected.
- Keep location permission enabled for the Sakhi App at all times.
- **Try not to swipe the Sakhi App away from your recent apps.** Keep it running in the background so it can send SOS instantly and continue to monitor your safety signals.
- Keep your Protector list updated. If a Protector's number changes or they're no longer reachable, replace them.
- Keep your **My World** updated. If you move houses, change jobs, or your commute changes, update Sakhi so it can keep learning your routine.
- Make sure your Protectors know they're your Protectors, and know what to do if they receive a Sakhi alert.
- **Rate areas as you move around.** Every rating and piece of feedback contributes to the mission of making India safer, for you and for other women too.

GOOD TO KNOW

A few things to remember.

- Sakhi is a preventive personal safety tool. It is not a substitute for the police, ambulance, or any official emergency service.
- In an emergency, if you can, call 112 directly.
- Sakhi works only when your phone is connected to the internet, with location and Bluetooth on.
- The Sakhi App is intended for users in India only.
- Sakhi is intended for users aged 18 years and above.

SUPPORT

Warranty and help.

Warranty

Your Sakhi Device is covered by a **12-month warranty** from the date of delivery, against defects in materials and functionality under normal use.

The full warranty terms, including exclusions and the claim procedure, are at helpsakhi.com/warranty.

Need help?

- **Email:** support@helpsakhi.com
- **Website:** helpsakhi.com
- **Full Terms of Use, Privacy Policy and User Consent and Acknowledgement Form:** helpsakhi.com/legal

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