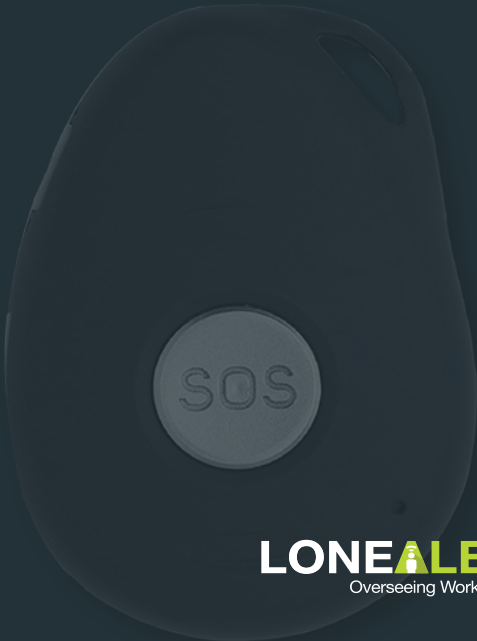


Product Manual
SOS Fob.



317-2001

LONEALERT
Overseeing Working aLone

How to use the **SOS Fob.**

Power On

Press and hold the side call button on the side of the device.

Timers

Press and hold the side call button (on/off button) on the side of the SOS Fob until it vibrates and beeps. This will ring through to our check call service, at which point you will have the following options:

Start function to set a default length timer.

Custom function to create custom timers.

Cancel function to cancel currently set timers.

Select an option by speaking into the SOS Fob when prompted, and you will then be instructed by the automated voice on how to proceed.





Power Off

Press and hold the power button and the SOS button for around 2-3 seconds simultaneously. Always cancel any timers before doing this.

Raising an alarm

Press and hold the SOS button on the front of the SOS Fob for approx. 2-3 seconds

Answer/Ending a call

Click the SOS button once to answer and end a calls.

Timers

When a set Timer elapses before you are able to take action, The OWL will create an alert.

When your Timer expires, the device will start ringing. This is to remind you that your Timer has expired and you need to take action.

Default Timers

A Default Timer creates a Timer for a fixed duration. The duration is set in The OWL Portal.

To create a Default Timer on the device, press and hold call button for approximately 5 seconds this will start a call which will go through to the call

Creating Custom Timers

A Custom Timer creates a Timer for a period set by the user.

To create a Custom Timer press and hold the call button and specify custom when prompted. You will then be prompted to leave your desired length of time. You can also leave a message describing your location or other relevant information.





When a Timer is active, the device will give two quick vibrations every 2 minutes.

Expired Timers

If your Timer expires before you have been able to update it, you will receive a call from your SOS Fob device or to the phone number you have registered with us. In this event, you need to take action to let people know you are ok.

If the call is received via your mobile phone, you will need to enter your PIN code when prompted via the keypad. Your Timer will be restarted if you had a periodic Timer set, or cancelled if you set a standard Timer.

If no mobile is set up, the call will come to your device. You can't enter a pin, but just end the call and either Create or Cancel a Timer within 5 minutes to prevent an Alert.

Cancelling Timers

To Cancel a Timer, press and hold the call button for five seconds this will go through to the call service and by simply saying cancel when prompted will cancel any timer set.

What is **Fall Detection?**

The Fall detection function provides the lone worker with added protection. Fall detection is a fall/impact sensor inside the SOS Fob that automatically sends an alarm signal upon impact.

This feature enhances worker safety and improves response time.

Functionality

A man down alert is created when the SOS Fob falls from 1 + metre(s) and impacts and the SOS Fob detects a change of angle by 45 degrees.



The sequence **of events.**

- A black silhouette of a person falling backwards off a horizontal surface, enclosed in a circle. A yellow line with a hexagonal connector at the top and a solid green dot at the bottom right points from the icon to the text.

1. Lone worker trips, falls or has an accident.
- A black silhouette of a mobile device with a signal icon above it, enclosed in a circle. A yellow line with a hexagonal connector at the top and a solid green dot at the bottom right points from the icon to the text.

2. The Impact will activate the alert function.
- A black silhouette of an eye looking to the left, enclosed in a circle. A yellow line with a hexagonal connector at the top and a solid green dot at the bottom right points from the icon to the text.

3. This alerts The OWL which will then contact your nominated contacts.
- A black silhouette of a person running to the right, enclosed in a circle. A yellow line with a hexagonal connector at the top and a solid green dot at the bottom right points from the icon to the text.

4. Your contact will try to make contact via the device to check you are OK and send help if needed.

What happens **with alerts?**

Alerts are dealt with by the Alarm Receiving Centre (ARC) or your nominated contacts, usually colleagues. Your SOS Fob will connect you directly with a Responder operator who will provide assistance and reassurance. If required, they can direct emergency services to you. Nominated contacts will be automatically notified by call, text message and email.

What happens if you raise **a false alert?**

Firstly, do not panic! If the alert is a false alert you simply need to let the ARC know, they will ask you for your PIN to verify your identity.

**What's
my PIN?**

You will be provided with a memorable PIN by either your manager, or your organisation's LONEALERT Champion.

The **Panic Alarm**

Knowing how to raise an alert quickly is essential. The Panic Alert button on the SOS Fob is located on the front of the device for ease of use in an emergency.

The Panic Alarm

To raise an alert press the SOS button either twice or press and hold the button.



In an alert, a brief beep indicates the SOS Fob has connected to the mobile network. a further vibration indicates that the device has connected to your response

and background audio is being recorded. What happens next depends on how your organisation has chosen to manage an alert.

What do the LED **lights mean?**

Battery Life

- Blue LED ON (solid) - The device is charging
- Blue LED blinking quickly - Battery power is less than 20%
- Blue LED off or blinking slowly - SOS Fob has been fully charged or not charging

GPS LED light

- Green LED blinking slowly - SIM is inserted and has been detected
- Green LED ON (Solid) - the SIM card cannot be detected and may not be inserted correctly.



When a fall is detected, the SOS will beep and vibrate. This will then trigger an alert which then you will be contacted on the device by the LONEALERT Responder. If you are unresponsive or cannot get to the device the escalation process will be followed.

The SOS Fob

Accessories

In the box



In the box together with your device, you will find the following:

- > Charging dock
- > 3-pin mains charger
- > Lanyard
- > USB lead

The SOS Fob

Accessories

Also available to order



315-0004 | Carry Pouch

SOS Fob carry Pouch with attached clip for attaching to clothing.



315-0006 | ID Badge Holder

ID Badge Holder to wear the SOS Fob around your neck discreetly.

Need extra?

315-0001 | Charging Dock

Replacement base station for charging the SOS Fob.

315-0007 | Lanyard

To use if ordering additional lanyards.

315-0005 | Charge Pack

SOS Fob charging pack - USB lead, plus adapters for 12v vehicle and mains charging and additional charging dock.

Basic Characteristics

Module

Name	SOS Fob
Technology	GSM, GPRS, GPS

GNSS

GNSS	GPS
Tracking Sensitivity	-162dBm
Accuracy	< 3m
Hot Start	< 1s
Warm Start	< 11s
Cold Start	< 32s

Cellular

Technology	GSM
2G Bands	Quad-band 180/ 850/ 850/ 1900MHz

Power

Charging Voltage	5V DC
Battery	3.7V 800 mAh
Charging Connector	Micro USB/Charging Dock

Interface

Configurable Buttons	2
GNSS Antenna	Internal High Gain
GSM Antenna	Internal High Gain
USB	2.0 Micro USB
LED Indication	2 LEDs
SIM	Micro - SIM

Physical Specifications

Dimensions	61 x 43 x 16mm (LxWxH)
Weight	15g

Operating Instructions

Operating Temp	-20 °c to +80 °c
Storage Temp	-40 °c to +85 °c
Operating Humidity	5% to 95% non-condensing

Features

Sensors	Fall sensor/Man Down
Scenario	Panic Alert, Custom & Default Timers

Safety Information

This message contains information on how to operate SOS Fob safely. By following these requirements and recommendations, you will avoid dangerous situations. You must read these instructions carefully and follow them strictly before operating the device!

Use only original batteries. Using uncertified manufacturer or different type batteries may cause an explosion.

Use batteries safely. Protect batteries from moisture, place them in a cool and dry place when storing. Avoid extensive operation at high temperatures. Do not attempt charging battery directly from the electrical mains.

Power supply circuits used to charge the device connection must have safeguards, which prevent power leakage, short circuits, or incorrect electrical grounding. Any used switches ought to be installed in a readily accessible location. Power must be uninterrupted.

Remove device safely. Device must be disconnected from computer or charger by unplugging the USB cable from the device.

In order to prevent device from mechanical damage it is advisable to transport it in a shock resistant packaging. If device stopped working properly regardless of the settings only a qualified specialist can help.

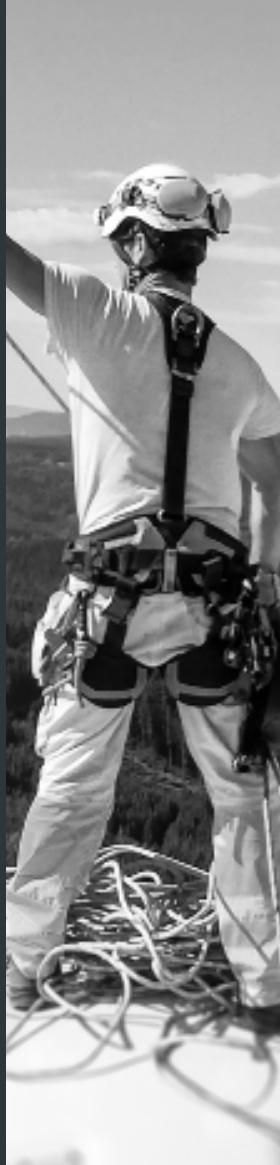
Operate the device in suitable conditions. Do not use the device where mobile connectivity is forbidden.

Road safety first. Comply with local traffic laws, always hold your hands on a steering wheel when using a device. Your safety is of utmost importance when you drive.

All wireless devices are sensitive to electromagnetic interference, as a result wireless devices affect the performance of each other.

LONEALERT. Designed to **support you.**

- > Unlimited remote support and training.
- > Group or one to one sessions
- > Videos, digital guides & training modules to The OWL Portal.
- > Personal one to one support with our friendly team.
- > Tailor made training designed for your needs.



It's what **we do**

Once you are part of the LONEALERT family, we offer unlimited support and training.

To us, the aftercare support is crucial to ensure that your lone working solution is consistently delivering for you and your organisation.

You can contact us on:
support@lonealert.co.uk
0330 999 8484

Lone working is
about people.

LONEALERT
Overseeing Working aLone

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