LONEALERT
Overseeing Working aLone

Man Down Instruction Guide.

LONEALERT is designed to meet the varying requirements of your organisation. It will provide appropriate protection for office workers, field workers, staff in hazardous environments, those at risk of trips and falls, or with health concerns. LONEALERT even protects staff who work in areas without mobile signal. Flexible and customisable, accessible from the web and with a choice of alert options either within your organisation or to our ARC.

Table of contents.

Part 1: Summary Of LONEALERT

Check-In

This refers to when you log into LONEALERT. You will be able to set a timer for your task. This is the time you expect your task to take.

Check-Out

When you check out all timers are cancelled and you are logged off LONEALERT, this should be done at the end of your lone working period or when you finish for the day.

Standard Timer

If you check in by sending just the number of minutes you are lone working you will be logged in for that exact amount of time. Once this time has elapsed an escalation will begin, once this happens you will be called with a Pin request call, upon entering your pin you will be logged out.

Periodic Timer

If you check-in with a text message and add the letter 'p' directly after the number of minutes, or by selecting the periodic option on your app, you will create a periodically repeating timer. If this timer expires you will be called with a pin request, upon entering your pin you will be logged back in. This would be suitable for shift workers or staff who may be travelling large distances.

Default Timer

Default timers apply to Man Down, Man Down Plus and Anywhere devices. When you press the Check-In button you are logged in for a default period of time. This is usually 120 minutes, if unsure check with your LONEALERT champion / administrator

Part 1: Summary Of LONEALERT

Pin Request

When your check-in timer expires you are required to either Check-in again or Check out; if you are unable to do either LONEALERT will start a panic escalation and call you with a pin request. Answer the call and enter your LONEALERT Pin code.

Note: LONEALERT will either log you in again (Periodic Timer) or log you out (Standard Timer). You can choose how many calls are made before escalation from the admin area.

Man Down (Man Down and Man Down Plus Device Only)

A Man Down alert is raised if the device you carry becomes horizontal for an extended period of time, usually 2 minutes. At this point we assume you are in need of assistance.

Escalation if a timer has ran out or a user has raised a Panic or a Man Down your company will be contacted from LONEALERT to notify you of the alarm.

Hierarchy

The Hierarchy is the order in which your staff will be contacted in the case of an escalation. This is customizable and completely flexible

LONEALERT Responder (ARC) the LONEALERT Responder is our Alarm Response Centre (ARC). If you opt to use this service one of the operators will handle any escalations and then contact people in your lone worker hierarchy or the emergency services.

Part 1: Summary Of LONEALERT

Predetermined numbers

(Man Down and Man Down Plus Device Only)

Predetermined numbers are those that are Preprogramed into Man Down devices. You can call these numbers by pressing the button allocated to them. One number on a Man Down device and two numbers on a Man Down Plus.

Panic

A Panic alert is raised when a Lone Worker presses a panic button. The escalation is immediate.

Actioned escalation

An escalation becomes 'Actioned' when either a member or your staff or a LONEALERT Responder operator has taken control of an escalation. This indicates that they are aware there is an issue and it is now their responsibility to contact the Lone Worker or pass the message on the next responsible person in your procedure. An escalation stays actioned until closed by an admin user.

Part 2: Man Down Instruction Guide

Welcome to LONEALERT and MAN DOWN.

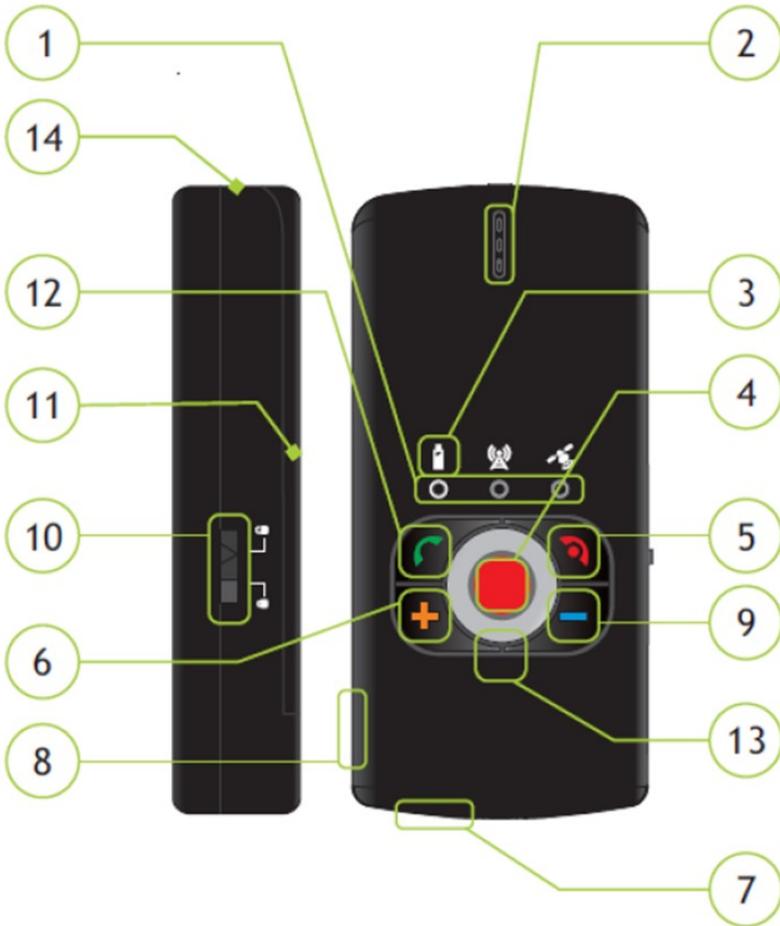The Man Down is your personal safety device and communicator.

It has an easy to press panic button on the front screen, a built in fall and trip sensor and will allow you to set-up timed LONEALERT protection. In addition, you can make calls (to pre-defined numbers), receive calls and update your location regularly.

In the event of an incident, LONEALERT will contact your pre-defined colleagues to advise them with details so that it is easy for colleagues to identify where you are and come to your assistance.

The Man Down can use any sim card with SMS, voice and data allowance. Any change in sim needs to be notified to Advance IT Group so that the data settings and number can be updated on the Man Down and on LONEALERT.

1. LED Indicators: Battery / GSM Signal / GPS Signal

2. Speaker

3. LED Indicator Icons

4. Panic Button

5. Cancel Man Down Pre-Alarm (IN-CALL: End or Reject Call)

6. Set Default LONEALERT Timer (IN-CALL: Turn Volume Up)

7. Microphone

8. Micro USB Connector (widely available e.g. Standard Blackberry©)

9. Cancel Default LONEALERT Timer (IN-CALL: Turn Volume Down)

10. Keypad Lock (Panic is not lockable by default)

11. Battery and SIM card access

12. Make call to pre-defined number. (IN-CALL: Answer and switch between loudspeaker , Option to Create/Cancel Timer.

13. Reset Button

14. Lanyard Locator

Part 2: Man Down Instruction Guide

Part 2: Man Down Instruction Guide

Initial Set-Up

The MAN DOWN is supplied configured and ready for use – based on your account specific settings. Please charge the battery for around 3 hours before first usage with the supplied charger. The Battery Indicator LED will be solid green when fully charged,

Turn MAN DOWN on

Press the [button icon] button and wait a few seconds for the MAN DOWN to power up. If device does not respond check keypad lock and battery charge.

Turning MAN DOWN off

Press and hold the [button icon] button for several seconds, until the battery LED shows solid red and green. The device will then power down. To avoid accidently turning on device apply the keypad lock.

Activating LONEALERT Timer Protection

To activate a LONEALERT timer from your MAN DOWN, please briefly press the [button icon] button. The device will vibrate when then timer is successfully set-up – this can take a few seconds for the SMS to be sent and confirmation received. The GSM LED will also stop flashing.

If the SMS send is unsuccessful a sequence of the same 5 tones will be sounded and the GSM LED will flash repeatedly as it attempts to acquire a GSM signal. Please move to an area with mobile signal and retry.

Once active, a periodic repeating timer will be set-up based on the duration specified on your LONEALERT web interface. Speak to your LONEALERT administrator to see what this is or to change this.

Another way to activate a timer on your man down device is by pressing and holding down the [button icon] button. An automated voice will then respond back speaking

"please enter your timer in minutes or zero to cancel your active timer. Simply speak the number of minutes you would like to create, for instance speaking six and zero is required when creating a 60 minute timer.

Part 2: Man Down Instruction Guide

Updating LONEALERT Timer Protection

Before your LONEALERT timer runs out, you need to cancel or updated it. To update a timer, simply repeat the process above in activating a LONEALERT Timer protection.

Cancelling LONEALERT Timer Protection

When you have completed your work and no longer need lone worker protection, you will need to cancel LONEALERT.

To do this, please briefly press the button. The device will vibrate when then timer is successfully cancelled – this can take a few seconds for the SMS to be sent and confirmation received. The GSM LED will also stop flashing.

If the SMS send is unsuccessful a sequence of the same 5 tones will be sounded and the GSM LED will flash repeatedly as it attempts to acquire a GSM signal. Please move to an area with mobile signal and retry.

Another way a timer can be cancelled is by repeating the same process as instructed under the "Activating LONEALERT Timer Protection" however when pressing and holding down the button.

Simply speak "Zero" once the automated message has stopped speaking and this will cancel your active timer created. You can then leave a message or simply end the call.

Raising a Panic Alarm

To raise a panic alarm, which will cause an immediate escalation to occur, press the

 button. The unit will vibrate once the panic is raised. Your GPS position (or last known good fix) will be sent to your pre-determined escalation list.

Note: Once a panic incident is resolved and the lone worker is safe, press the button to reset the MAN DOWN's alarm mode to ready.

When shift has ended

When ending your shift, it is recommended to press the button or the button to cancel any LONEALERT timers that are still active and then turn the unit off to preserve battery. Should you leave the unit turned on, the man down sensor will continue to be active and could pre-alarm and activate if the unit is tilted. GPS positions will also continue to be acquired whilst the unit is on.

Part 2: Man Down Instruction Guide

Man Down

For safety reasons, the Man Down sensor is always active and so the unit must be kept upright. If the unit tilts more than 90 degrees, a pre-alarm will sound to warn the user that a Man Down alarm will shortly be sent to their colleagues. (dot-dot-dot-dash-dash-dash-dot-dot-dot). If it is not a genuine Man Down emergency and the unit has tilted inadvertently the alarm can be cancelled whilst in pre-alarm mode. To cancel the pre-alarm either right the

unit to the vertical position or briefly press the button.

The length of the pre-alarm is configurable, but is set to 120 seconds by default.

Once the pre-alarm period is passed, an immediate Man Down alarm will be raised and the GPS signal LED will discretely flash red. Your GPS position (or last known good fix) will be sent to your pre-determined escalation list.

GPS Locating

The MAN DOWN is fitted with a GPS satellite positioning receiver so that lone workers can be located quickly in the event of an emergency. GPS requires line of sight to the sky to obtain a fix.

Each button press will send a current GPS location. The MAN DOWN will also regularly search for a GPS position and obtain a fix. Should it not be possible to obtain a GPS fix upon a button press the last known position will be sent.

When the unit is capturing a GPS location the GPS signal LED will flash twice repeatedly.

Part 2: Man Down Instruction Guide

Making a Call

Your MAN DOWN can be pre-configured with your specified contact number.

To call this number press the ![green call button] button.

Whilst the call is connecting the GSM signal LED will flash twice repeatedly.

The ![plus button] button will increase volume and the ![minus button] button will decrease volume.

To end a call, press the ![red end call button] button.

Receiving a Call

To answer a call, press the ![green call button] button. To reject a call, press ![red end call button] .

The ![plus button] button will increase volume and the ![minus button] button will decrease volume.

To end a call, press ![red end call button] .

Changing Call Volume

The ![plus button] button will increase volume and the ![minus button] button will decrease volume.

Part 3: Man Down Instruction Guide

Understanding the LED indicators

The LED indicators on the MAN DOWN offer a lot of information into the operation and current status of the unit. The table below provides a list of the statuses of the device.

	Battery	GSM	GPS/Alarm
Indicator Off ○	Device on stand-by	Device on stand-by, Connected to GSM Network	Device on stand-by
On	Battery fully charged		
Flashing	Battery is charging	Trying to connect to the GSM network, Data Transfer	Device is trying to find the location
Flashing twice at a time		Call Initiation	Device found its location
On		SIM error / impossible to detect the GSM network (when on stand-by)	
Flashing		SIM error / impossible to detect the GSM network	Alarm signal activated (ALARM)
Flashing twice at a time	Battery has reached a critical level		
Both indicators on	Device is switching off		

Part 3: Man Down Instruction Guide

Battery Level Indication

The MAN DOWN is equipped with a battery low level warning. When the battery LED flashes twice repeatedly, the battery has reached critical level and needs charging immediately.

A warning message will also be sent to the LONEALERT web interface to provide a visual warning to the LONEALERT administrator.

Health and Safety Policy

LONEALERT, MAN DOWN and other products in the LONEALERT family are designed to complement your organisations' existing Health and Safety and Lone Working Policy. They do not constitute a policy within their own right.

All products in the LONEALERT family are designed and operate by advising people when a lone or remote worker is potentially in trouble. Individual procedures and policies as defined by your organisation can then be followed.

It is the duty of the lone worker and supervisors to ensure they have received sufficient training and have sufficient knowledge of LONEALERT to respond effectively to any incident.

Data Usage

The MAN DOWN uses a minimal amount of data to transmit. Acquiring a GPS location every minute of a 12 hour shift will only use in the region of 5MB of mobile data a month. This is a fraction of the data limits on offer on current mobile phone contracts.

In addition, the device uses SMS and voice so we would advise that sufficient allowance is made as part of your sim contract. SMS messages are sent when activating, updating and cancelling LONEALERT timers, when Panic or Man Down alarm is activated and GPRS connection is not available and every 4 hours to acquire a GPS fix.

Part 4: Text—In Instruction Guide

The Lone Alert system protects the *lone worker* in the following three ways:

Panic - using a fixed dial number to the Lone Alert protection system stored in the phones memory

Timer alarm - set by the lone worker, by sending a text message to our Lone Alert protection system

Periodic timer - automatically checks the lone worker is ok every 30,60,90 minutes, or whatever the lone worker / supervisor configures

The following instructions describe how to use the Lone Alert protection system from your *lone workers* point of view.

Phone Setup

Add the following LONEALERT numbers to your contacts: 07860 005139 call it "LONEALERT Text Main" and 02070810969 call it "LA Panic"

Create quick dial short-cuts to the LA Panic number - e.g. on Nokia phones "Menu > Tools > Speed Dials"

Add 07786201161, call it LONEALERT Text 2. This number can be used if you have problems with "LONEALERT Text Main".

Initiate a panic alarm

Hold down any of your pre-set fixed dial numbers for 5 seconds

Your panic alarm will now be registered with the system, and your designated contacts will be notified

IMPORTANT: remember to unlock your phones' keys BEFORE starting a high risk task or situation

Messages **LA Text** Call FaceTime Contact >	**Messages** **LA Text** Call FaceTime Contact >
(1)	(2)
45 meeting at New Street **Send**	120p starting night shift **Send**

Part 4: Text—In Instruction Guide

Start a Timer alarm Picture (1)

Send a text to the system with the duration *(in minutes as a number)* of the Timer, followed by a SPACE and an optional message, e.g. for a 45 minute Timer:

When you have completed your task set the timer for the next task or simply cancel the timer with a "0" (zero).

If you have forgotten to cancel timer, the system will contact you, via a telephone call, and will ask you for your own personal PIN code. If you do not enter the PIN code correctly, or do not respond to the call, your designated contacts will be notified to warn them that you may be in trouble.

Start a Periodic Timer Picture (2)

Send a text to the system with the duration *(in minutes as a number)* of the Timer followed directly by the letter 'p'. This can then also be followed by a SPACE and a message, e.g. for a two hour periodic Timer:

When you have completed your task, simply cancel the timer

If you have forgotten to cancel the timer, the system will contact you, via a telephone call and will ask you for your own personal PIN code. If you enter the pin code correctly, a new periodic timer will automatically be set for you.

Amend an Existing Timer

Simply send a text to the system with new expected duration, or periodic time, and optional message after a SPACE

Cancel an Existing Timer

Send a text to the system with a Timer duration of 0 (Zero) and an optional message after a SPACE

For Users with the LONEALERT Responder.

If your organisation does not require an adequate address/location message to be logged when you Check-In, you must provide a reliable 24x7 contact number to divulge the information to allow the Responder services to tie up your location in the event of a 999 call.

LONEALERT

Overseeing Working aLone

Part 5: Check Call Instruction Guide

Part 5: Check Call Instruction Guide

The LONEALERT Phone-In system allows you to check In and Out. You can also create a Panic from a phone call to our LONEALERT Phone-In number. To use the LONEALERT Phone In service, follow the instructions below.

This service can be used in conjunction with the LONEALERT Text-In service. E.g. you can create a timer with Phone-In and checkout via Text-In, and vice versa.

LONEALERT Number

Please save the following number to your phone's directory as "LA Call-In". With this number you will be able to use all the LONEALERT Phone-In features.

0207 072 2581

Logging in

When you phone the LONEALERT Call-In number, LONEALERT will identify who you are by matching the number you are calling in from with the number stored against you on LONEALERT.

If your number is recognised you will be asked to enter your LONEALERT Pin. If your number is not recognised we will ask you to input your registered number, then your pin code.

This allows you to log-in from any phone other than your registered LONEALERT number, or while withholding your number.

Timer Menu

Upon ringing you will be given 3 possible options at this stage.

Create a Standard Timer (Press 1)

Create a Periodic timer (Press 2)

Panic (Press 5)

Part 5: Check Call Instruction Guide

Creating a Standard Timer A standard timer logs you in to the system and will log you out after a timer expiry.

To create a Standard timer please do the following: Press option 1 on the main menu. You will be asked to enter the number of minutes you want the timer to last.

You will then be asked if you wish to record a message or hang up

After you record your message, you will be given the chance to save, review or change your message.

If the system rings you and asks for your pin you will be logged out.

Creating a Periodic Timer Upon timer expiry, a periodic timer repeats at the interval of minutes you create the timer for. To end you must cancel your timer. To create a Periodic timer:

Press option 2 on the main menu You will be asked to enter the number of minutes you want the timer to last. You will then be asked if you wish to record a message or hang up.

After you record a message you will be given the chance to save, review or change your message.

We strongly recommend leaving a message. If there is an incident the message you leave will be used to aid in your location and provide you with assistance. Failure to leave a message with good location information could prevent your receiving the assistance you require.

Modifying Timer—If you have already created a timer and you wish to ring in to cancel or change it you will be given the following options, after inserting your pin number.

You will be given the Cancel/ Modify menu— Cancel your current timer – (Press 1)

Modify your current timer – This will take you to the Timer Menu below (press 2)

Timer Menu—Create a Standard Timer (Press 1)

Create a Periodic timer (Press 2)

Panic (Press 5)

Part 5: Check Call Instruction Guide

Initiating a Panic Alarm— There are **two** options when it comes to raising a Panic Alert, firstly you can select **option 5** on the menu or, a quicker method, save the following number to your phones **speed dial**. As soon as you call this number a panic will be raised to the account registered to the number you are calling off.

<div align="center">

020 7081 0969

</div>

IMPORTANT: You cannot call this Panic from a withheld number

If your number is withheld you can create a panic through the phone in service via the timer menu. We immediately create the panic alert on our system and begin your escalation procedure. We will also record the background noise on the call to help assess your situation.

Timer Expiry- When your timer expires the system will ring your registered number and request your pin number. System default is 4567, but yours may be different. Once you have entered your pin LONEALERT will automatically hang up.

If you had created a **standard timer** and it expires, after inputting your pin number you will be logged out of LONEALERT.

If you had created a **periodic timer** and it expires, after inputting your pin number you will be logged back in with the same timer duration. E.g. 60 minute periodic timer will repeat again and log you in for another 60 minutes.

Hints

We would advise that you try to check back in, or check out, of LONEALERT **before** your timer expires by calling in and cancelling, or sending a 0 message to the LA Text Service (see separate instructions).

If your timer does expires and you are not ready for the expiry call or you are unable to respond, e.g. if you are driving, your account will instantly escalate and your co-workers will think you are in trouble. Please note that there are options that can be set to make this phone call 2 or 3 times before escalating, allowing you time to pull over and answer the call safely. Please see your system administrator about this.

IMPORTANT: You should view the timer expiry call as the first stage of a panic escalation. We strongly recommend that you do not rely on these to cancel out of LONEALERT. Doing so will result in increased false alarms, wasted time and wasted money for your organization.

LONEALERT
Overseeing Working aLone

Thank you for choosing LONEALERT.

Customer Support

E: support@LONEALERT.co.uk

Support Contact Number

(office hours only)

T: 0330 999 8484.