

Product Manual
IDX ALERT.



387-1001

LONEALERT
Overseeing Working aLone

How to use the **IDX ALERT.**

Volume Up

Click once to turn the volume up.

Custom Timer

To create a Custom Timer click the button twice.

Default Timer

To create a Default Timer, press and hold for five seconds.

Volume Down

Click once to turn the volume down.

Cancel Timer

To cancel any Active Timers, press and hold for five seconds.



Power On/Off

To turn the device on/off press and hold the power button. The battery LED will turn solid green when on.

Ending a call

Click the power button once or twice to end a call.



Raising an alarm

Click the SOS button twice or press and hold to raise an alarm.

Answering a call

Click the button once, twice or press and hold it to answer a call.

Timers

From a push of a button a lone worker can create and set 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 button 1 for approximately 5 seconds. You will feel a vibration shortly after to confirm the Timer sent.

Creating Custom Timers

A Custom Timer creates a Timer for a period set by the user. To create a Custom Timer press button 1 twice in quick succession. You will be prompted to leave your desired length of time. You can also leave a message describing your location or other relevant information. This is available to Respondents in an Alert.





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 IDX ALERT 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 button 2 for five seconds. The vibrations every two minutes will stop.

What is **Man Down?**

The Man Down function provides the lone worker with added protection. Man Down is a tilt-switch inside the IDX ALERT that automatically sends an alarm signal if the device is tipped on its side for longer than the set preset period.

This feature increases situational awareness, enhances worker safety and improves response time.

Functionality

The device remains silent for 30 seconds and then notifies you it is in a Man Down status. You then have 30 seconds to cancel this status by simply putting the IDX ALERT upright. If not cancelled, an Alert will be raised.

To cancel the Man Down Alert process and prevent a false alert, simply put the unit upright.



The sequence **of events.**

1.



Lone worker trips, falls or has an accident.

2.



The fall will activate the Man Down function.

3.



This alerts The OWL which will then contact your nominated contacts.

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 LONEALERT Responder service or your nominated contacts, usually colleagues. Your IDX ALERT will connect you directly with a Responder operator who will pro-

vide 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 LONEALERT Responder 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 IDX ALERT is located on the back of the device, designed for discretion, quickness and 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 IDX ALERT 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

- 1 long green flash is device on or off when turning on.
- 1 long green flash repeated is battery charging
- 1 long red flash repeated means a charging error. When battery below 10% a red intermittent flash starts.

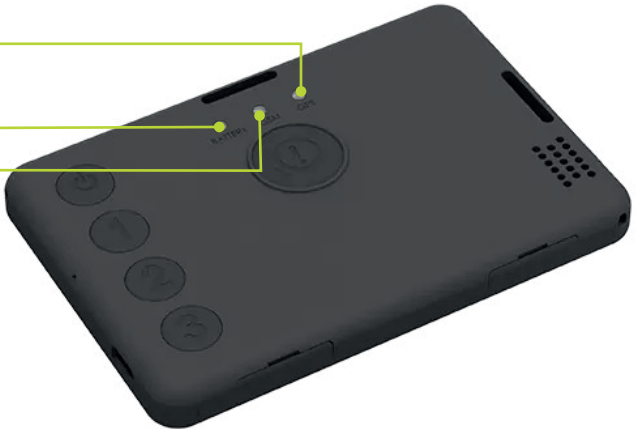
When fully charged the LED goes out.

GSM LED light

- 10 red flashes - poor signal or if continuous could indicate SIM card error.
- 1 green flash is a signal established then the led turns off
- 3 short green flashes indicate the IDX ALERT is communicating with The O.W.L.
- 3 long green flashes are call active and outgoing call

GPS LED light

- 10 red flashes are NO GPS fix
- 3 green flashes are GPS fix
- 1 red flash is pre-alarm
- 2 red flashes shows a Man Down event. These events happen when the device is tilted to over 60°.



When a Man Down status is detected, the IDX ALERT is silent for 30 seconds. It then beeps, vibrates and the GPS LED double flashes for a further 30 seconds. If not cancelled by putting the unit upright, an alarm is raised.



Charging Dock

Key Features

Name	IDX Charging Station
Output	USB1: 5V/2.4A,9V/2.0A,12V/1.5A USB2-USB6: 5V/1A USB7-USB10: 5V/2.4A
Input	18-20VDC
Input Plug	DC 5.5*2.1mm
Product Code	385-0001


When the IDX ALERT power is on whilst charging, the Man Down feature will not be active. The IDX ALERT charges from flat to full in

3-4 hours. The micro-USB connection makes it convenient to charge from a wall socket, in a vehicle or connected to a computer.



The IDX ALERT **Accessories**

IDX ALERT charging station is equipped with 10 USB connectors for output interfaces. It allows several devices to be charged at the same time. Industrial -grade plastic outer shell and premium case ensure lifetime reliability. Input voltage is ideal for international use. The unique design makes your life simpler and easier.



Basic Characteristics

Module

Name	IDX ALERT
Technology	GSM, GPRS, GPS, BLUETOOTH

GNSS

GNSS	GPS, GLONASS, GALILEO, BEIDOU, SBAS, QZSS, DGPS
Receiver	33 Channel
Tracking Sensitivity	-165dBm
Accuracy	< 3m
Hot Start	< 1s
Warm Start	< 25s
Cold Start	<35 s

Cellular

Technology	GSM
2G Bands	Quad-band 850/ 900/ 1800/ 1900MHz
Data Transfer	GPRS Multi Slot Class 12 (up to 240kbps), GPRS mobile station class 8 data support SMS (text/ data)

Power

Charging Voltage	5V DC with over voltage protection
Battery	1050 mAh Li-ion battery
Charging Connector	Micro USB

BLUETOOTH

Specification	4.0 +LE
Supported Peripherals	Headset

Interface

Configurable Buttons	5
GNSS Antenna	Internal High Gain
GSM Antenna	Internal High Gain
USB	2.0 Micro USB
LED Indication	3 LEDs
SIM	Micro - SIM
Memory	128MB internal flash memory

Physical Specifications

Dimensions	93 x 64 x 10mm (LxWxH)
Weight	80g

Operating Instructions

Operating Temp	-25 °c to +65 °c
Storage Temp	-25 °c to +85 °c
Operating Humidity	5% to 95% non-condensing
Ingress Protection	IP41

Features

Sensors	Tilt /Man Down
Scenario	Panic Alert, Custom & Default Timers
Time Sync	GPS, NITZ, NTP

Safety Information

This message contains information on how to operate IDX Alert 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. All utilized batteries shall comply with IEC 62133.

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 magnetic 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.

Charging precautions. SELV LPS chargers, personal computers, or laptops that device will be connected to must comply with the requirements of IEC 60950:2005 standard

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 staffs 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
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Lone working is
about people.

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Overseeing Working aLone

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