

## ID Card Instruction Guide



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# LONEALERT

Overseeing Working aLone

[www.LONEALERT.co.uk](http://www.LONEALERT.co.uk)

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## Initial ID Card setup

The ID Card is fully customisable - to change any settings, speak to your LONEALERT champion.

Please note: GPS location can take a few minutes to find when you power your ID Card up for the very first time. We suggest that before use, you place it close to an external window or wear it outside for around 30 minutes.

### Step 1) Open the SIM card slot

Ensure the ID Card is powered off and lay it face up in front of you. At the left side of the device, there is a rubber cover - lift this up from the bottom to reveal the SIM card slot.



### Step 2) Insert the SIM card

Pop out the micro SIM card found within the box and place it in the ID Card. On the back of the ID Card is an image showing the correct way of entering the SIM card - please ensure this is followed correctly, otherwise the SIM will not be read by the device.



### Step 3) Closing the SIM card slot

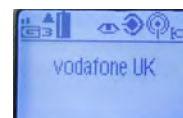
Fold the rubber cover back over the slot and ensure it is pressed in until it is flat and not sticking out.



### Step 4) Check the ID card

Power on the ID Card using the red end call button.

After a short while, a mobile network should appear on-screen. If an image of a SIM card appears with a question mark, the SIM may not be installed correctly. Once you have a mobile network on screen, check that everything is set up by pressing the green call button to create a timer.



**For more information on how to use timers, view the next page.**

### Step 5) Covering the SIM card slot

In the LONEALERT ID Card box, you will find a small black sticker. Remove this and place it over the SIM card slot on top of the rubber cover. Ensure that it sticks and is flat, as this helps to keep the SIM card slot free from dust.



## ID Card



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### 1) Power

#### Power On

Press and hold the red end call button until the screen comes on and you hear the ID Card beep/vibrate.

#### Power Off

Press and hold the red end call button until you hear the ID Card beep twice and you see the screen display an hourglass symbol.

### 2) Creating, Updating, Restarting and Cancelling Timers

Press and hold the green call button on the front of the ID Card until you see all 5 arrows appear on screen - continue to hold until the ID Card 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, this is set in the O.W.L Platform.

**Custom** function to create custom timers.

**Cancel** function to cancel currently set timers.

Select an option by speaking into the ID Card when prompted, and you will then be instructed by the automated voice on how to proceed. By default, the ID Card will display an on-screen message 20 minutes before your timer is due to expire - this is to remind you that your timer is due to be updated shortly. The number of minutes this is set to can be changed if required.

### 3) Pin code request

If you fail to update your timer and it elapses, you will receive a call to your ID Card or to your registered phone number with LONEALERT - this is to alert you that your timer has expired, and needs updating to let people know you are OK.

If the call comes through to your mobile phone, you can simply enter your pin code as prompted using your phone's dial pad and your timer will be restarted if you had a periodic timer set, or cancelled if you set a standard timer.

If the call comes through to your ID Card, you must end the call by pressing the red end call button. Then, either update or cancel your timer by pressing the green call button and activating the timer check call function, then selecting an option (**Refer to section 2**).

### 4) End call

If you are currently on a call through the ID Card (for example, the custom timer function) you can press the red end call button and the call will be ended.

### 5) Raising a panic alarm

Press and hold the SOS button on the front of the ID Card until all 5 arrows appear on screen. Continue to hold, then the device will beep and vibrate to let you know it has been activated. The ID Card will then raise a panic in accordance with your company procedure. If you have our LONEALERT ARC as the first point of contact, they will contact you via a 2-way audio call to confirm that you are OK. If it is set to your company's internal procedure, the relevant contacts will receive an automated message alerting them that you have raised a panic so they can action the alert and try to get in contact with you.

### 6) Man Down

If the ID Card is tilted over approx. 45 degrees for 30 seconds, it will begin beeping at the wearer. To stop this, simply tilt the ID Card back upright and after a few seconds it should stop beeping, then return to its normal working mode.

If the ID Card is not placed upright, it will continue to beep for 30 seconds and the countdown will show on-screen. If this elapses, the ID Card will then trigger a man down alert in accordance with your company's escalation procedure - either going to our ARC, or through your company's internal escalation.

### 7) How to raise a panic alarm

The left side of the lanyard features a ripcord alarm, which when pulled out from the ID Card will trigger an on-screen 5 second countdown.

The ID Card will begin beeping - to stop this, re-insert the ripcord back into the ripcord hole. You will see a tick appear on-screen to indicate that this has been successful.

If the countdown finishes, it will raise a panic alert either escalating to our ARC or to your company's internal escalation.

### 8) ID Card - Charging Icons

To reach full power, we recommend that you leave your ID Card charging for 3-4 hours.



The water level indicates charge left in the battery. The higher the level, the more charge is left.



Battery is currently charging.



Battery low. Displayed when there is a need to recharge the battery.



The ID Card is connected to a charger.



The ID Card is disconnected from the charger.



The ID Card is charging and the battery is still too empty to restart.



To view a document that provides information for each on-screen symbol, scan the above QR code or visit:

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