



Thank you for choosing LONEALERT.

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## Protector Instruction Guide.



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## 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.

**020 7081 0969**

**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.**

## 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 1: Summary Of LONEALERT

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 (Monitoring Centre).

## 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, Protector Device 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 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)

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## Part 5: Check Call Instruction Guide

## Part 1: Summary Of LONEALERT

### **Panic**

Panic alerts are raised when a Lone Worker presses a panic button, the timer for the lone worker expires or if the man down function (tilted at an angle) is activated. The escalation is immediately started when the panic is raised.

### **Escalation**

If a timer has expired or a user has raised a Panic or a Man Down from the device, your nominated contacts will be contacted by LONEALERT to notify or verify you of the alarm. Exactly how this is done depends on how your system has been set up.

### **Actioned escalation**

An escalation becomes 'Actioned' when someone in the escalation chain, or if selected 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.

If you do not have the LONEALERT Responder (Alarm Receiving Centre) within your hierarchy then you would receive one or all of a text message, phone call, email indicating that a panic has been raised. Simply forward the text message received to 07860 005 139 and the alert will then be actioned, you will have responsibility and no one else will be contacted by LONEALERT. If you cannot forward the text message then you would need to login to the O.W.L (Management Platform and action the alert from the system. We would advise that the number 07860 005 139 gets saved as LA Text Main.

### **Hierarchy**

The Hierarchy is the order in which your staff will be contacted in case of an escalation. This is customizable and completely flexible, to change your hierarchy email [support@lonealert.co.uk](mailto:support@lonealert.co.uk)

### **LONEALERT Responder (ARC)**

The LONEALERT Responder is our Alarm Receiving Centre (ARC). If you opt to use this service one of the operators will handle any escalations and then contact people in your hierarchy or the emergency services if stated on the procedure. The ARC is free within the service we offer.

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## Part 2: Protector Device Instruction Guide

## 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.

## 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: 07786201161 call it "LA Text" 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 07786202084, call it LA Text Back-Up. This number can be used if you have problems with "LA Text".

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



## Part 2: Protector Device Instruction Guide

### **At start of shift/lone working activity**

Press and hold down the red-end call button until a protector message appears, once on the Home Screen a network will be displayed which indicates that the device is turned on.

By turning on your Protector Down device a timer wont be activated and therefore you are required to create the timer yourself. System default check in is every 120 minutes.

### **Check In - Set a timer**

To create or update your existing timer, simply hold down button 1. You need to hold this until an envelope appears on the screen, then release the button. You will then be returned back to network/home.

You may also decide to check in by pressing and holding the 3 button. An automated call will appear and simply speak six zero (60 minute timer) into the device once the automate message has stopped speaking.

You can check in at any time and your timer will be updated.

If you forget to check-in, you will get a pre-timer expiry message displayed on the screen. Simply click the red end call button and then check in as usual.

### **Check Out - Cancelling a timer**

To cancel your timer, simply hold down button 2. You need to hold this until an envelope appears on the screen, then release the button. You should then be returned back to network/home.

You may also decide to check out by pressing and holding the 3 button. An automated call will appear and simply speak zero (0 minute timer) into the device once the automate message has stopped speaking.

### **On screen confirmation messages**

Every time you check in or out you will get an on screen message confirming the timer has been received i.e. "Timer Created or Cancelled". The device will beep until message has been cleared from the screen. To do this simply click the red end call button. The confirmation can take 5 minutes to come through.

## Part 2: Protector Device Instruction Guide

### **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 this, LONEALERT will start a panic escalation and call you with a pin request. Answer the call and enter your LONEALERT Pin code. The Pin Code is entered by answering the call (Press Green Call Button), then wait for the automated message to stop speaking. Press the red-end call button, then either press button 1 to create or 2 to cancel your timer.

### **Activating a Man Down Alert (automatic)**



Press the panic button twice (image on the left) and two circles will appear on the device, these circles need to be filled in. If you press the panic button once, the device will vibrate and beep however the message will not get sent through.

### **Man Down (Protector Device)**

A Man Down alert can also be raised if the device you carry becomes horizontal for an extended period of time, usually 30 seconds.

The device will start by being silent for 30 seconds, after which the device will start to beep and vibrate and a 30 second countdown timer will appear on the screen.

To prevent an alert being raised, simply correct the orientation of the device or press the red end call button. On occasion if it has recognized lack of movement, you may need to shake the device.

These timings can be changed by request of our support team, via your LONEALERT Administrator.

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## Part 4: Text—In Instruction Guide



## Part 3: Trouble Shooting

### **FAQ / Troubleshooting**

**Does it work with no mobile signal** – If you have an active timer LONEALERT will still be working in the background if you do leave a mobile signal area , simply use our Text-In or Check Call instructions if you do need to update a timer whilst you device signal is temporary unavailable.

**GPS Positions are not very accurate** – GPS positions can be generated from the device. Accuracy will depend on what type of building you are in, and can vary on where you are within a building and the material.

**Who to contact in the event of issues?** – If you are experiencing an issue please don` t hesitate to call us on 0121 501 2288, or email [support@LONEALERT.co.uk](mailto:support@LONEALERT.co.uk)

## Part 2: Protector Device Instruction Guide

### **Re-setting the device after a Panic or Man Down**

After a Man Down or Panic, the Protector Device goes into an alert mode, sending GPS positions more frequently. It will also beep every twenty seconds to aid rescuers to find you. Some features may not be available.

The device is in alert mode when a small triangle appears in the status bar and a larger triangle on the home screen.

To re-set the device for normal operation simply press the red end call button and the network name will appear on the home screen.

### **Turning Man Down off/on**

You can turn the Man down alert facility off from the device.

Simply press and hold button 4, a message will be sent to LONEALERT and this will be logged.

The black circle will disappear from the screen, to turn Man down on again simply press and hold button 4 again

We recommend that you always check in by pressing button 1 to give you additional lone worker protection if you are not using the man down alert facility.

This is an option that is turned off by default. It can be activated via our support team.

## Part 2: Protector Device Instruction Guide

### **Predetermined numbers (Protector Device)**

Predetermined numbers are those that are Preprogramed into the devices, which allows you to call out from the device. You can call these numbers by pressing the buttons 3 and 4 however these would need to be configured. If you would like specific numbers embedded into the device so the device can call out, email or call us and we shall configure your device remotely.

Only two numbers can be programmed for the Protector Device, button 3 and 4 will then be assigned to call the specific number. Using button 3 will remove the ability to create a custom timer.

### **Answer a Call**

To answer a call, hold down the green call button.

To cancel a call, hold down the red end call button.

### **Charging Stations**

Charging stations serve 2 purposes.

First and foremost they charge the unit. Simply place the device in the docking cradle and the device will charge. You will see the battery charging symbol on the screen. You can charge the device in this dock either whilst switched on or off.

Secondly, by placing the device in the charger when the device is switched on, this will log you off your pre-defined timer.

## Part 2: Protector Device Instruction Guide

### **RF Tags**

RF Tags are scanned to give information on exact location within a building. When you enter the location, scan the Tag. When the server receives the location details you will receive confirmation on screen where you are and you will be logged as in that location. If you have not set a timer, the Tag will also set a timer for the pre-defined time length, usually 120 minutes,

When you leave a location, scan the tag again. This logs you out of that location on the system and you will get confirmation on screen.

If you move to a new location without logging off the previous tag, this will set your new location on the system, with a tag override log.

### **IMPORTANT NOTES:**

At the end of your shift/period of lone working activity, simply press button 2 wait for the message to send then turn off the device by pressing the red-end call button. This will log you out. As the device is turning off the egg-timer will appear.

The Protector Device has an alert if it has no mobile signal. Every 60 seconds the unit will beep if it cannot connect to a mobile network.