

Product Manual
Twig One.



TWIG ONE QUICK START.

Familiarise yourself with your Twig One device.

Speaker



Display



Call/Answer



Create default
timers



1

Set Timer Check



3





Strap Hole

SOS Button

Power/End Call

Cancel Timer

These are on existing instructions but not sure where they need to point

Turn Man Down Function on/off (Disabled by default)

Microphone

Call Service

How to use the **Twig One.**

Power On/Off

To turn the device on press and hold the power button until you see TWIG ONE appear on the screen and the device beeps. To Power Off press and hold the power button until you hear the device beep twice and you see the screen display an hour glass



Custom Timer

To create a Custom Timer press and hold button 3

Ending a call

Press the red end call button to end a call.





Raising an alarm

Press and hold the SOS button. You will see 6 arrows appear on screen, continue to hold until 6 arrows are filled

Default Timer

To create a Default Timer, press and hold button 1 until 5 arrows appear on screen. Continue to hold button 1 until the TWIG ONE beeps and an envelope appears on the screen.

Cancel Timer

To cancel any Active Timers, press and hold button 2

Timers

With 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 the 1 until 6 arrows appear on screen. Continue to hold button 1 until the device beeps and you see an envelope on screen. To acknowledge this message, press the red down arrow button once.

Custom Timers

A Custom Timer creates a Timer for a period set by the user. To create a Custom Timer press and hold button 3. This will ring through to our check call service, at which point you can do the following options:

Start - function to set a default length timer (described in The OWL Portal)

Custom function to create custom timers

Cancel function to cancel current set timers





Custom Timers continued:

You can also leave a voice message once you have set your custom timer.

This can be listened to within the user section in The OWL.

Expired Timers

If your Timer expires before you have been able to update it, you will receive a call on your TWIG One 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 until all 6 arrows appear on screen. Continue to hold until the device beeps and an envelope appears on screen. An on screen message will appear that reads 'timer cancelled'. to acknowledge this press the red end call button once.

What is **Man Down?**

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

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

Functionality

If the device is tilted over approx 45 degrees for 30 seconds, it will begin beeping - to stop this, simply tilt the Twig One back upright and after **XX** seconds it will stop beeping.

If the device is not put upright, it will continue to beep for 30 seconds and the countdown will show on the screen. If this elapses, the device will trigger the man down alert in accordance to your company's escalation procedure.



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 Alarm Receiving Centre or your nominated contacts, usually colleagues. Your device 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 Alarm Receiving Centre 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 Twig One is located on the front of the device, designed for quickness and ease of use in an emergency.

The Panic Alert

To raise an alert press and hold the SOS button until the 6 arrows on the screen are filled. A tick within a triangle will appear on the screen to let you know it has been pressed.



In an alert, a brief loud beep and vibration indicates that the SOS button has been pressed, the device will then raise a panic in accordance with your company procedure.

If you have our Alarm Receiving centre set as your first point of contact the device will raise a 2 way call with them.

Inserting a **SIM card**

Step 1) Locate the SIM card slot

Ensure that the Twig One is powered off and lay it face up in front of you. At the bottom right side of the device, there is an open slot for the sim card holder to slide into.



Step 2) Insert the SIM card

Pop out the Nano (Smallest) SIM card found within the box and peel off the small dot sticker before sticking the sim in the black sim tray, ensuring it is in the correct way and slide this into the device with the sim facing down.



Step 3) Closing the SIM card slot

Using the screwsdriver and the 2 small screws from the product box, fasten the sim holder to the device until the screws tighten.



Step 4) Check the Twig One

Power on the Twig One using the red down arrow button. After a short while, a mobile network should appear on-screen. If an image of a SIM may be installed correctly. Once you have a mobile network on screen check that the timer function works on the device by pressing button 3.



TWIG One Accessories

In the box



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

- > Leather case
- > USB Lead
- > 3-pin mains charger
- > Screwdriver

TWIG One Accessories

Also available to order



545 - 0003 |
Leather Case



445-0004 |
Belt Clip



445-0002 |
Charger Adaptor



445-0006 |
Charge Pack



445 - 0006 |
Charge Cradle



445-0005 |
Multi Charger

Accessories for **indoor locating**



405 -0004 |
Beacon



405-0003 |
Door Tag



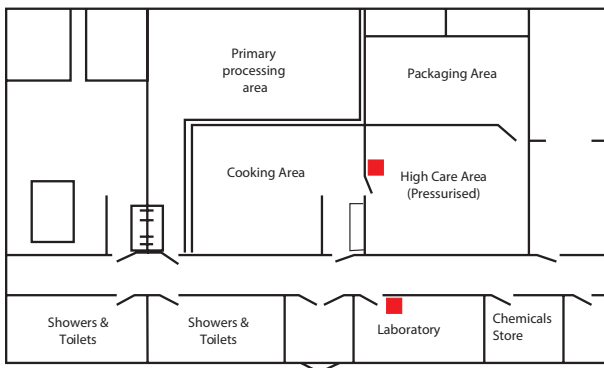
445-0006 |
NFC Tag

Indoor Locating.

In many buildings the GNSS (Global Navigation Satellite System) signals are blocked, so the location of your lone worker is not known.

The Twig One allows indoor locating through the SRD3 option which enables

accurate location through using necessary bolt-ons such as RF Door tags to record when rooms are entered and left. Beacons allow large areas to be subdivided. Both of which help you locate lone workers in need of assistance more quickly.



Accessories for **indoor locating**



405-0005 |
Beacon



405-0003 |
Door Tag



445-0006 |
NFC Tag

Need help with your device?

Speak to us.



Email: support@lonealert.co.uk



Call: 0330 999 8484

Basic Characteristics

Module

Name	Twig One
Technology	GSM, GPRS, EDGE

Size and weight:

Height	102.2 mm
Width	49.2 mm
Depth	19.7 mm

Battery Spec:

Rechargeable 1350 mAh Li-ion battery	
Power saving mode	
Normal mode	
Operating temp	-20°C to +50°C

Power

Charging Voltage	
Battery	1350 mAh/Li-ion battery
Charging Connector	

GSM:

Quad band GSM (B2/B3/B5/B8)
4G network (850/900/1800/1900 MHz)

Features:

Sensors	Tilt /Man Down
Scenario	Panic Alert, Custom & Default Timers
Ingress Protection	IP65

Interface

Configurable Buttons	
USB	
LED Indication	
SIM	
Memory	

Sales Package contents:

Twig One device
Leather case
Mains adapter
Screw driver
USB cable
Product Manual
SIM Card

Safety Information

This message contains information on how to operate the Twig One 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 specified by manufacturer and chargers exclusively designed for your device.
- Incompatible batteries and chargers may cause serious injuries or damage to your device.
- 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.

Battery Disposal

(Waste Electrical and Electronic Equipment Directive – Applicable in European Union and other European countries

with separate battery return system.)

This product and its accessories (such as chargers, batteries and the USB cable) cannot be disposed of with other household waste when they reach the end of their life. If batteries are not properly disposed of, these waste may cause harm to human health and the environment. To prevent the harm, please dispose of or recycle them separately from other waste so as to boost resource recycling and reuse.

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

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

0330 999 8484 | support@lonealert.co.uk | www.lonealert.co.uk

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