LONEALERT User Guides

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Overseeing Working aLone

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Document Reference: 537-2001 - Protector Pro ATEX Complete Guide

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Protector Pro ATEX Instruction Guide

- Strap hole
- Speaker
- SOS button
- Display
- Call/Answer
- Power/End Call
- Set timer Check
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- Call service
- Turn man down function on/off (Disabled by default)
- Microphone
- Sim Card Slot

530-0000

Initial Protector Pro ATEX setup

The Protector Pro ATEX is fully customisable - to change any settings, speak to your LONEALERT champion.

Please note: GPS location can take a few minutes to find you when you power your Protector Pro ATEX 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 that the Protector Pro ATEX is powered off and lay it face up in front of you.

At the bottom 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 Protector Pro ATEX. On the back of the Protector Pro ATEX 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.
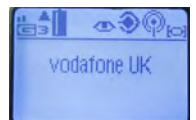

Step 3) Closing the SIM card slot
Fold the rubber cover back over the slot and ensure it is pressed in until it is flat and not sticking out.

Step 4) Check the Protector Pro ATEX
Power on the Protector Pro ATEX 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 the timer function works on the device by pressing the green call button.

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

Step 5) Covering the SIM card slot
In the LONEALERT device 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.

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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 Protector Pro ATEX beep/vibrate.

Power Off
Press and hold the red end call button until you hear the Protector Pro ATEX beep twice and you see the screen display an hourglass symbol.

2) Set a timer

Press and hold button 1 until 5 arrows appear on screen. Continue to hold button 1 until the Protector Pro ATEX beeps and an envelope appears on screen. If successful, you should see an on-screen message that reads 'Timer Set' shortly after. To acknowledge this message, press the red end call button once.

By default, the Protector Pro ATEX 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) Cancel a timer

Press and hold button 2 until all 5 arrows appear on screen. Continue to hold button 2 until the Protector Pro ATEX beeps and you see an envelope appear on-screen. If successful, you should see an on-screen message that reads 'Timer Cancelled' shortly after. To acknowledge this message, press the red end call button once.

4) Custom timer

Press and hold button 3 on the front of the Protector Pro ATEX. 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 which is described 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 Protector Pro ATEX when prompted, and you will then be instructed by the automated voice on how to proceed.

4) End call

If you are currently on a call using the Protector Pro ATEX, you can press the red end call button and the call will be ended.

5) Raise a panic alarm

Press the SOS button at the top right of the Protector Pro ATEX. You will then see 2 flashing circles appear on screen. Press the SOS button again, and an on-screen countdown will begin. You should then see a triangle with a tick, to let you know it has been pressed.

It 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 try to contact you through the Protector Pro ATEX and confirm that you are OK. If it is set to your company's internal procedure, the relevant contacts will receive an automated message to alert them that you have raised a panic. They can then action the alert and try to get in contact with you.

6) Man Down

If the device is tilted over approx. 45 degrees for 30 seconds, it will begin beeping at the wearer - to stop this, simply tilt the Protector Pro ATEX back upright and after a few seconds it should stop beeping then return to its normal working mode. If the Protector Pro ATEX is not put upright, it will continue to beep for 30 seconds and the countdown will show on screen. If this elapses, the Protector Pro ATEX will then trigger a man down alert in accordance with your company's escalation procedure (either going to our ARC, or to your company's internal escalation).

Note: By default, button 4 is disabled. This button can be configured to turn the man down function on and off. If you are accidentally triggering the man down alarm during every day activity, (e.g. sitting down) you can deactivate the function, then re-enable the function when work resumes. To change any settings, speak to your LONEALERT champion.

7) Pin code request

To reach full power, we recommend that you leave your Protector Pro ATEX charging for 3-4 hours.

If you fail to update your timer and it elapses, you will receive a call to your Protector Pro ATEX or your registered phone number with LONEALERT.

This call 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, simply enter your pin code as prompted using your phone's dial pad - 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 Protector Pro ATEX, you must end the call by pressing the red 'end call' button - then, either update or cancel your timer by pressing the + button to set a new timer, or the – button to cancel your current timer.

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

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