



SolusGuard

Device Setup Guide

March 2022

App Overview

Navigation Tabs

The navigation tabs provide access to Check-in, Device and Teams screens.

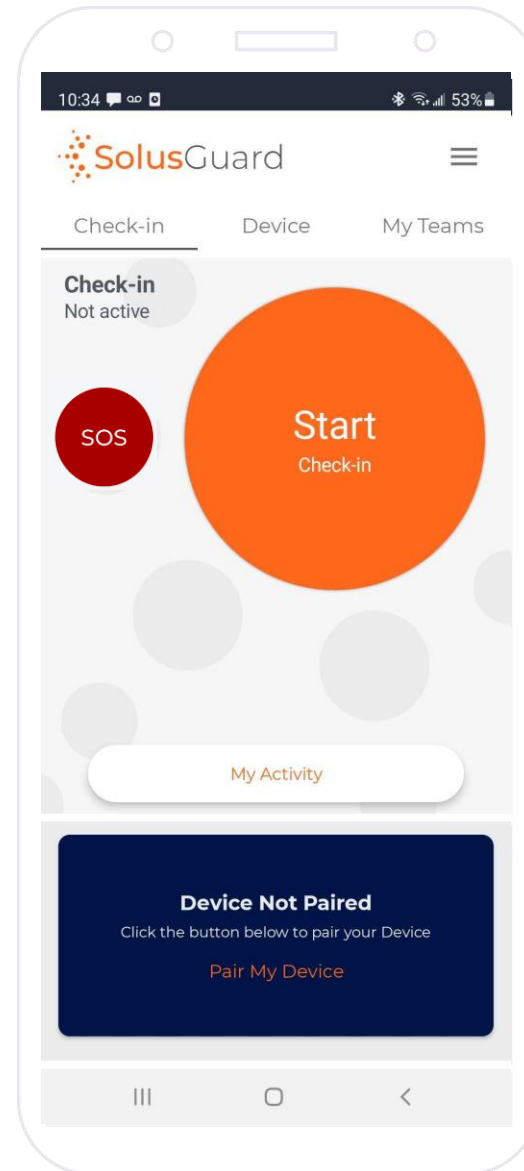
Main Screen Area

The main screen area is where you will find the Check-in, Device and Teams areas.

You will also find the In App SOS button here.

Device Status Area

The Device Status is an always-on indicator displaying connectivity, battery level, and alert audio mode.



Settings Menu

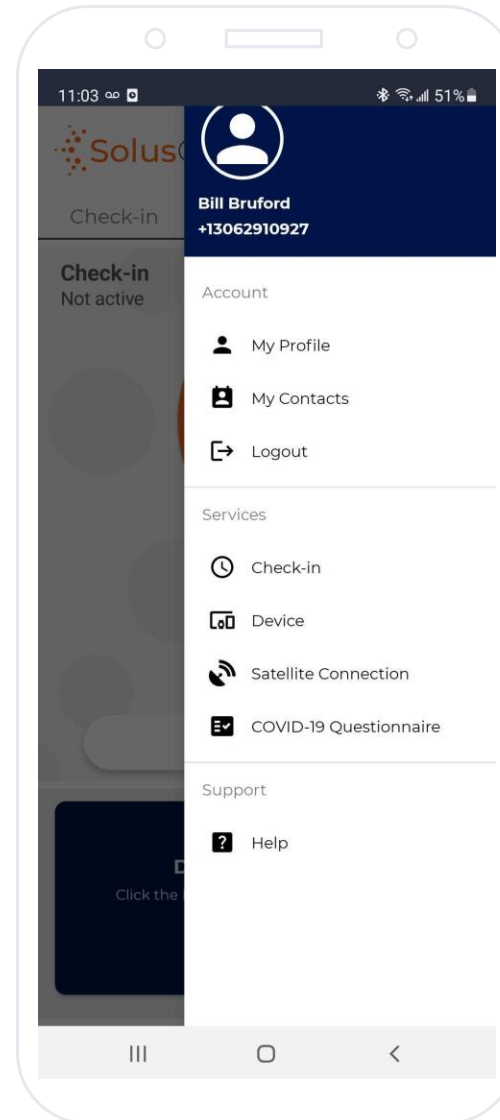
The settings menu provides alternate navigation to each service, access to manage your profile information, and technical support.

My Activity

The My Activity button provides access to the Activity Feed. My Activity is accessible from the Check-in and Device tabs.

Settings Menu

Tap **Help** to access technical assistance and troubleshooting information, as well as the Location Tester and Terms of Service.



Tap **My Profile** to view and edit your profile information.

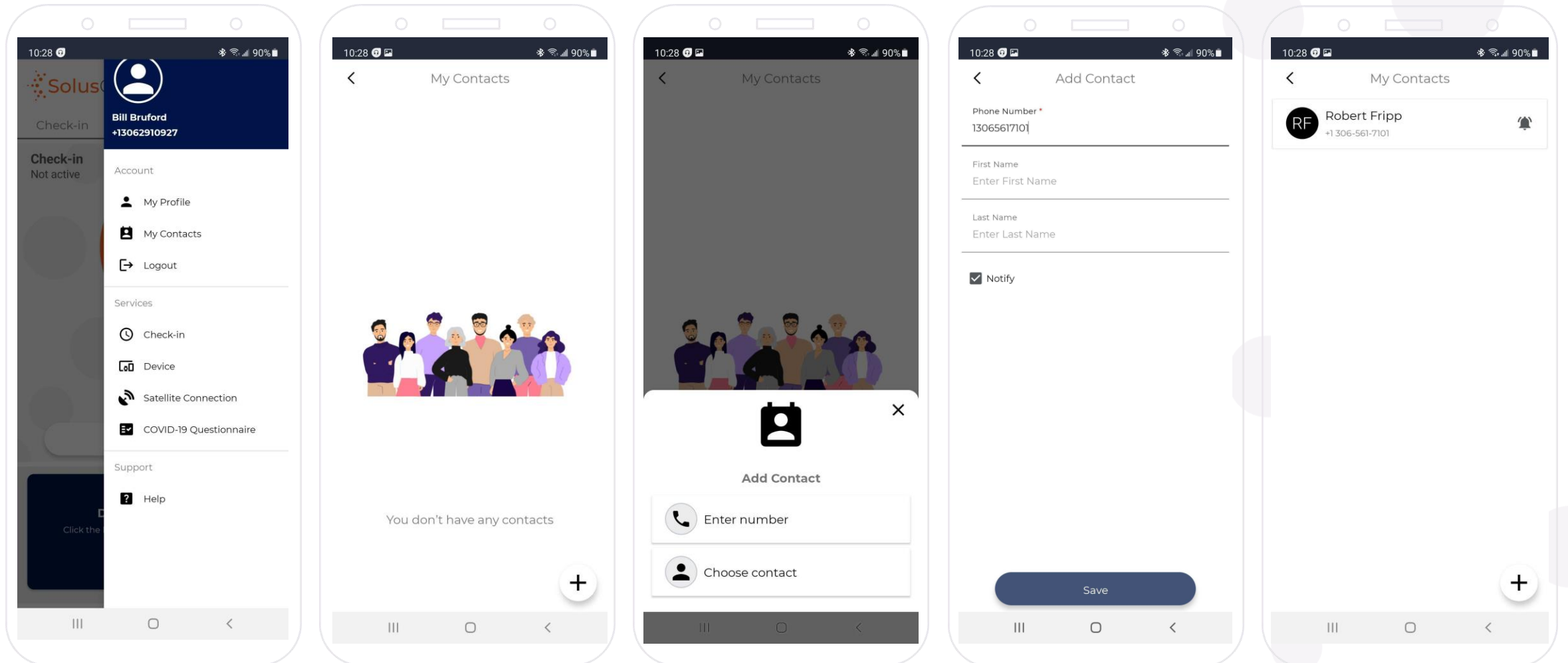
Alternate navigation to Check-in, Device, and Satellite Connection.

User Network – Adding Contacts

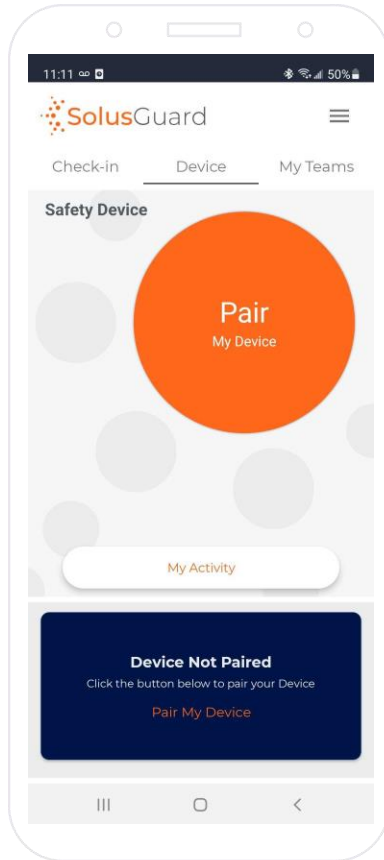
SolusGuard has a customizable alert process with different options for who receives the alert notifications.

Command Centre Operators and 3rd Party Monitoring is set up by SolusGuard. Emergency Contacts can be managed by the user from the mobile app. There are no limits to the number of contacts a user can add to their network.

From the setting menu, tap **My Contacts**, tap the **+** symbol, enter the contacts cell number, tap **Save**.



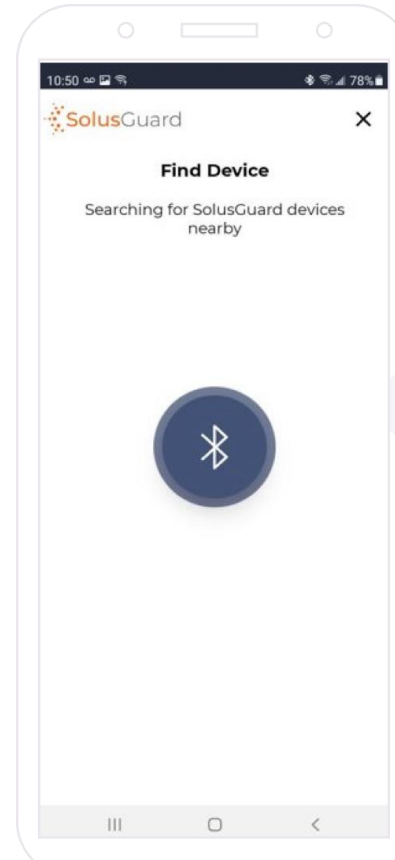
Pairing the SolusGuard Panic Device



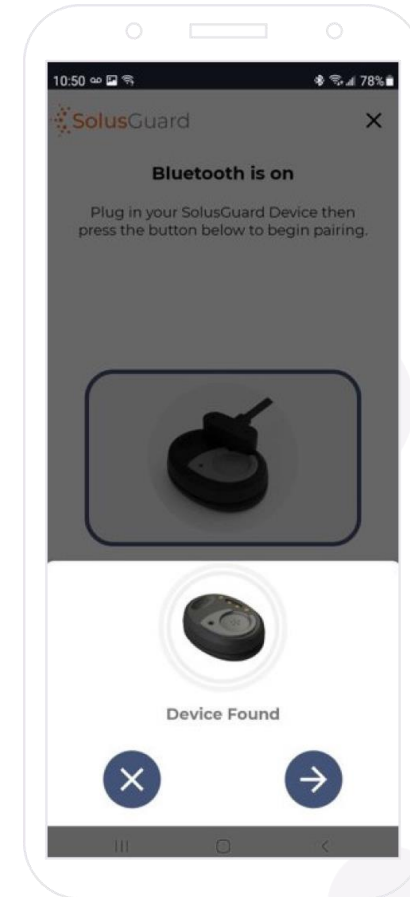
Tap **Pair My Device**
the app will check to
ensure Bluetooth is on.



Tap **Begin Pairing**



The app will find
your device.



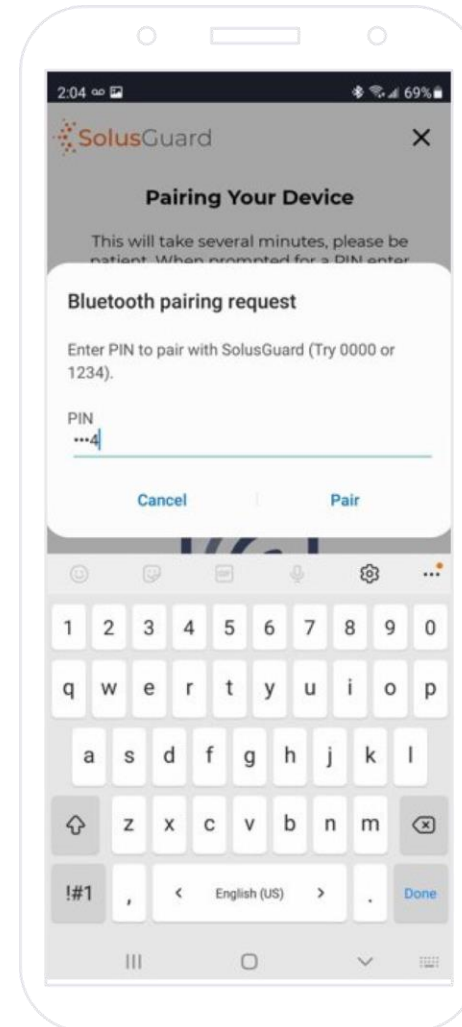
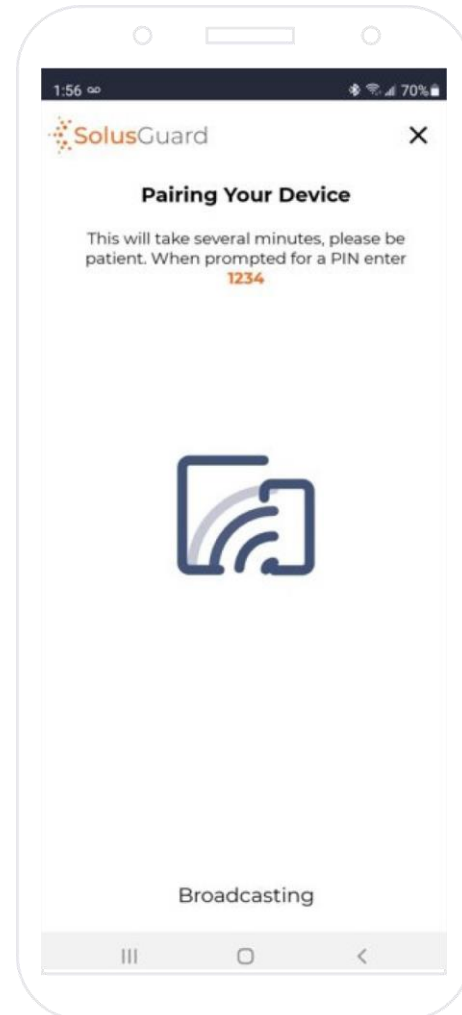
Tap **Forward Arrow**



Pairing the Panic Device - Continued

Please be patient. Pairing your device may take several minutes.

Pro Tip: If you run into any errors here, Tap the retry symbol as it will often work after a couple tries, if not the first.



When prompted, enter pairing code 1234

Tap Pair

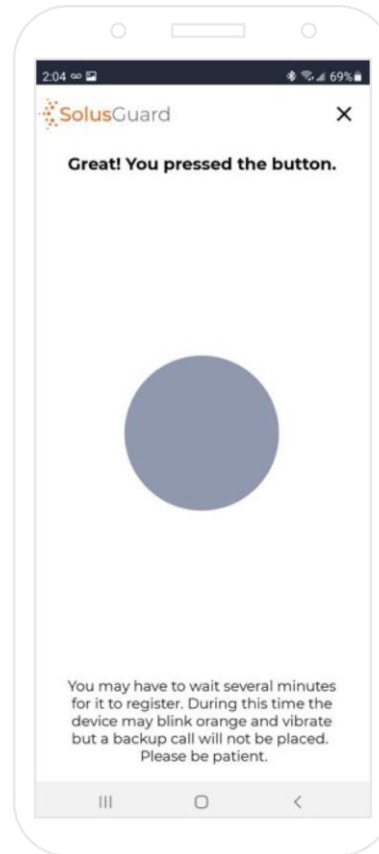
Pro Tip: This stage of pairing on iPhones asks the user to leave the SolusGuard app, go to the Bluetooth settings, and find SolusGuard to pair there.

You are then instructed to come back to the SolusGuard app to finish the pairing process.

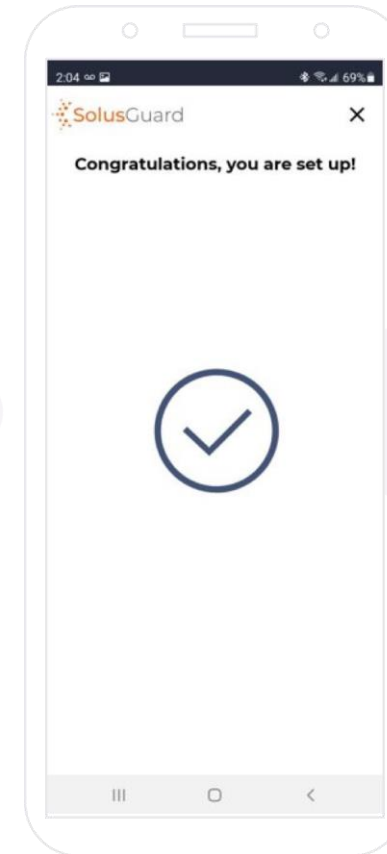
Pairing the Panic Device - Continued



Click the Panic Button



After some time, the app will automatically finish the pairing process.



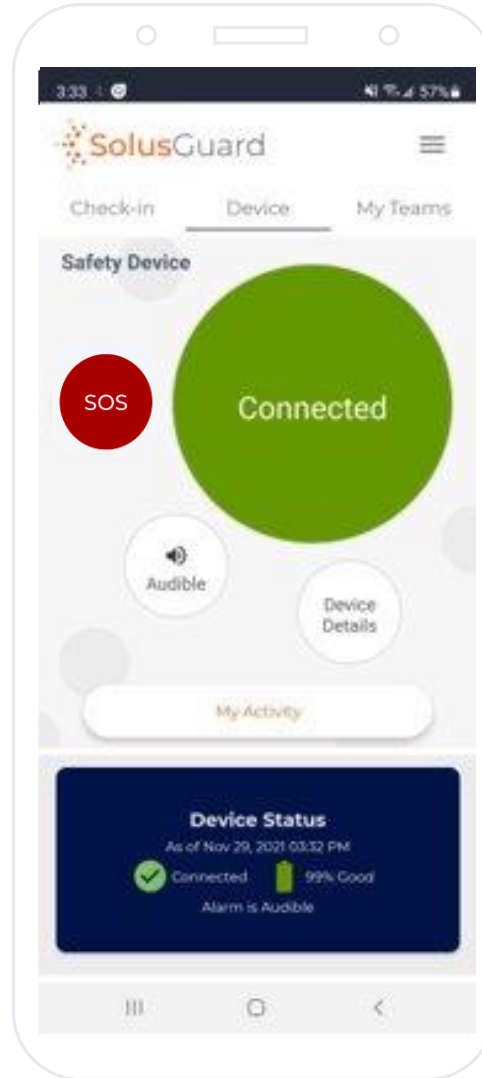
Panic Device Pairing is Complete

Device Tab Overview

The Device screen provides access to device pairing, tells you your device status and gives you access to silent alert mode.

Tap Audible/Silent to toggle alert mode between silent and audible.

Silent Mode will silence the loud alarming noise from the cell phone, but the device will still vibrate to indicate it was triggered.



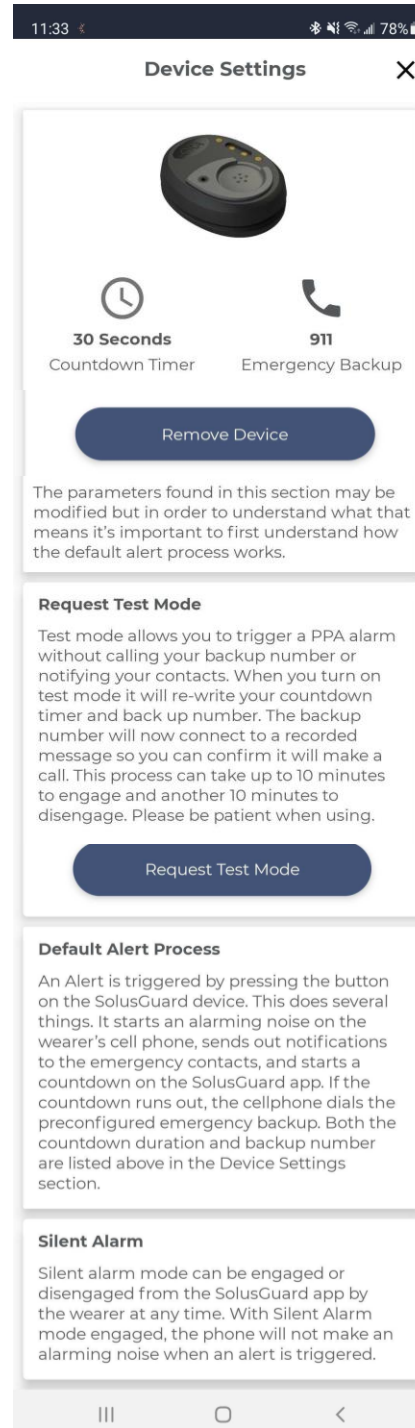
Panic Device connection status

Tap Device Details to access additional information, the device removal function, and the Test Alert Mode.

Panic Device connection status

Device Details

The Device Details screen includes general information about how the device functions, specific information about how your device is set up to act during alerts, as well as the Removal and Test Mode buttons.



Current Device Alert Parameters

Device Removal Button

Tap **Request Test Mode** to activate test mode.

Activating and deactivating Test Mode can take up to ten minutes each.

You must you deactivate test mode when finished testing, or your future alerts will not send out properly.

Information regarding the Device Alert Parameters

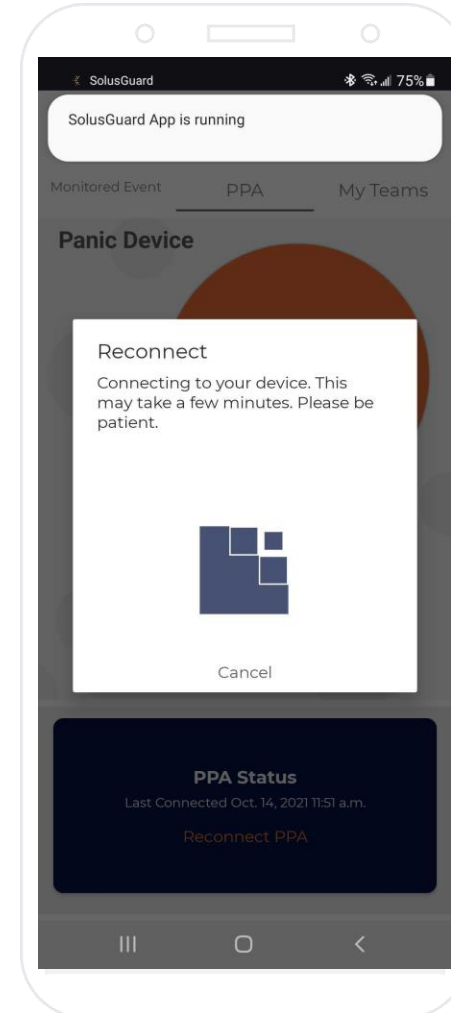
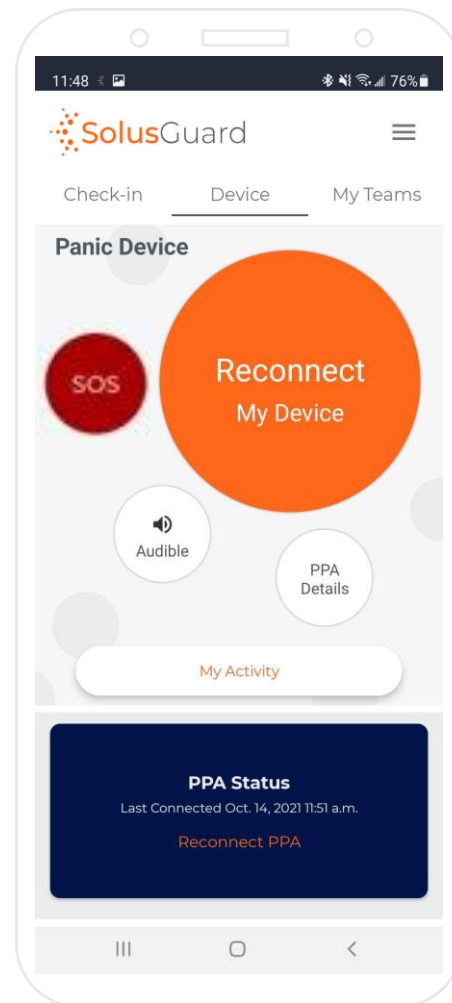
Information regarding Silent Alert Mode

Reconnecting a Disconnected Device

The SolusGuard device is designed to stay connected, and to reconnect itself if the Bluetooth signal is ever disrupted. If your device disconnects and can't reconnect itself, you will receive a push notification to warn you.

Both the Device tab and the bottom blue footer will indicate that the device is disconnected.

Both spots will also contain a reconnect button when the SolusGuard device is disconnected.



To reconnect the device, ensure:

- the device is charged
- the device is within Bluetooth range
- Bluetooth is activated on the cellphone

Tap either reconnect button and you will see this screen indicating that it is trying to reconnect the device. Wait five minutes.

If this doesn't work after five minutes, try the following:

- switch Bluetooth off and back on, tap "Reconnect" and wait five minutes
- reboot the cellphone, tap "reconnect" and wait five minutes

Reach out to SolusGuard for further assistance.

We're Here for You



888.651.6510
tech@SolusGuard.com
www.SolusGuard.com