

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.



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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.

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| Solus | | < My Contacts | < My Contacts | < Add Contact | < My Contacts |
| Check-in | Bill Bruford +13062910927 | | | Phone Number * 13065617101 | Robert Fripp +1 306-561-7101 |
| Check-in Not active | Account | | | First Name Enter First Name | |
| | L My Profile | | | Last Name | |
| | My Contacts | | | Enter Last Name | |
| | [→ Logout | | | ✓ Notify | |
| | Services | | | | |
| | Check-in | | | | |
| | Device | | | | |
| | Satellite Connection | | | | |
| | COVID-19 Questionnaire | | | | |
| | Support | | Add Contact | | |
| | ? Help | | | | |
| Click the | | You don't have any contacts | Enter number | | |
| | | + | Choose contact | Save | + |
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Pairing the SolusGuard Panic Device



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

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Click the Panic Button



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2:04 \$ 84 69% SolusGuard × Congratulations, you are set up! 0 III < Panic Device Pairing is Complete

SolusGuard

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.



Device Settings

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Remove Device

modified but in order to understand what that means it's important to first understand how the default alert process works.

Request Test Mode

Test mode allows you to trigger a PPA alarm without calling your backup number or notifying your contacts. When you turn on test mode it will re-write your countdown timer and back up number. The backup number will now connect to a recorded message so you can confirm it will make a call. This process can take up to 10 minutes to engage and another 10 minutes to disengage. Please be patient when using.

Request Test Mode

Default Alert Process

An Alert is triggered by pressing the button on the SolusCuard device. This does several things. It starts an alarming noise on the wearer's cell phone, sends out notifications to the emergency contacts, and starts a countdown on the SolusCuard app. If the countdown runs out, the cellphone dials the preconfigured emergency backup. Both the countdown duration and backup number are listed above in the Device Settings section.

Silent Alarm

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Silent alarm mode can be engaged or disengaged from the SolusCuard app by the wearer at any time. With Silent Alarm mode engaged, the phone will not make an alarming noise when an alert is triggered.

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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

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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



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