SolusGuard

Panic Alerts Guide (Including Test Alert Mode)

March 2022

App Overview

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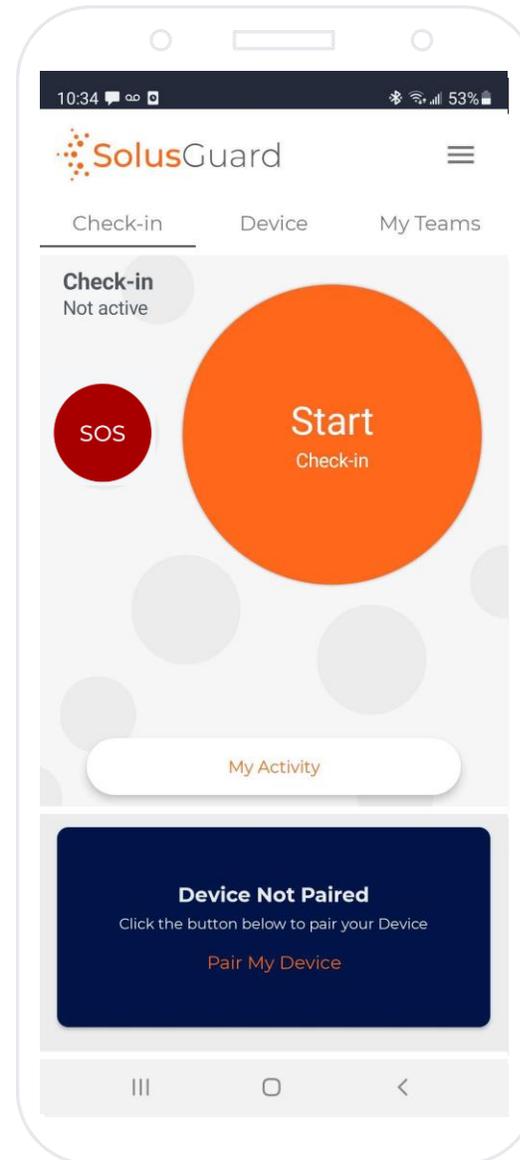The navigation tabs provide access to Check-in, Device and Teams screens.

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.

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.
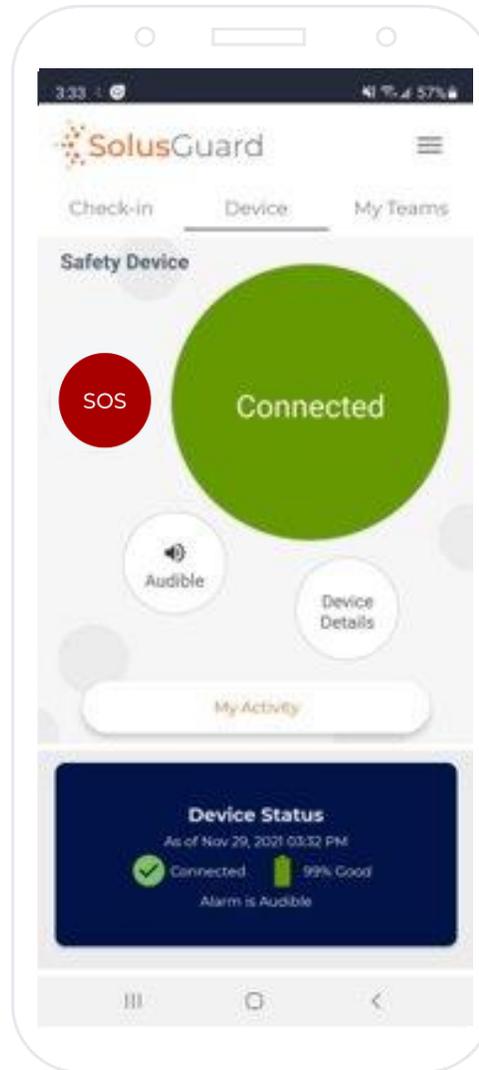
Panic Device connection status

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

Panic Device connection status
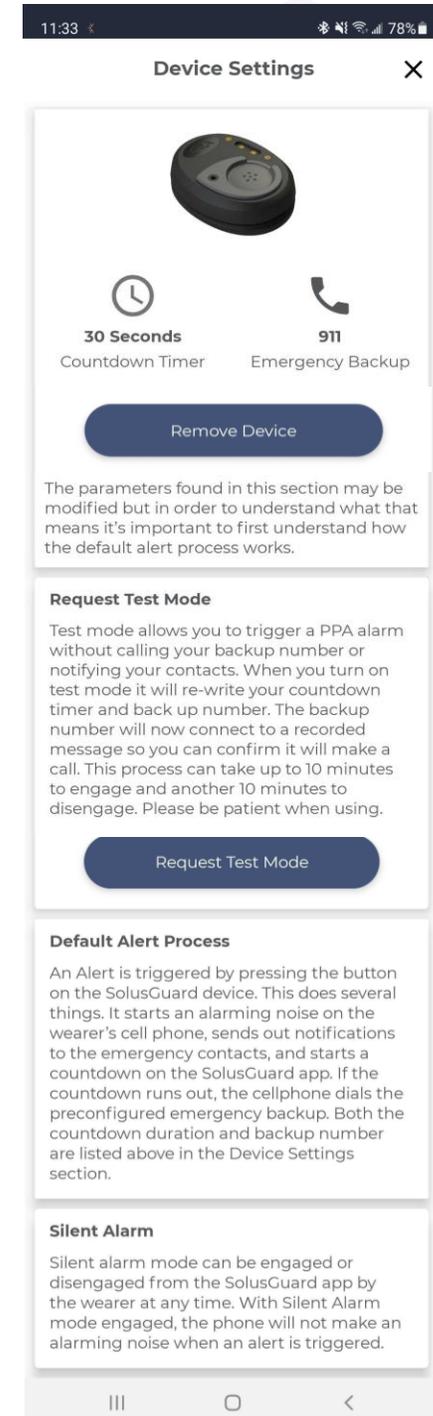
Device Details - Test Alert Mode

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 Test Mode buttons.

Test Alert Mode stops notifications from going to your contacts and prevents the back up call from calling a real number. Instead, when the alert timer expires, you are connected to a voice message telling you the test was successful.

Tap Request Test Mode to activate test Alert mode.

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

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

Device Settings

30 Seconds
Countdown Timer

911
Emergency Backup

Remove Device

The parameters found in this section may be 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 SolusGuard 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 SolusGuard 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

Silent alarm mode can be engaged or disengaged from the SolusGuard 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.

Device Alert Process

When you trigger a panic alert using the SolusGuard device, your contacts receive notification and your SolusGuard app brings up a timer and "Cancel" button. The contacts can view the user's Activity Feed from the My Teams tab for more information.

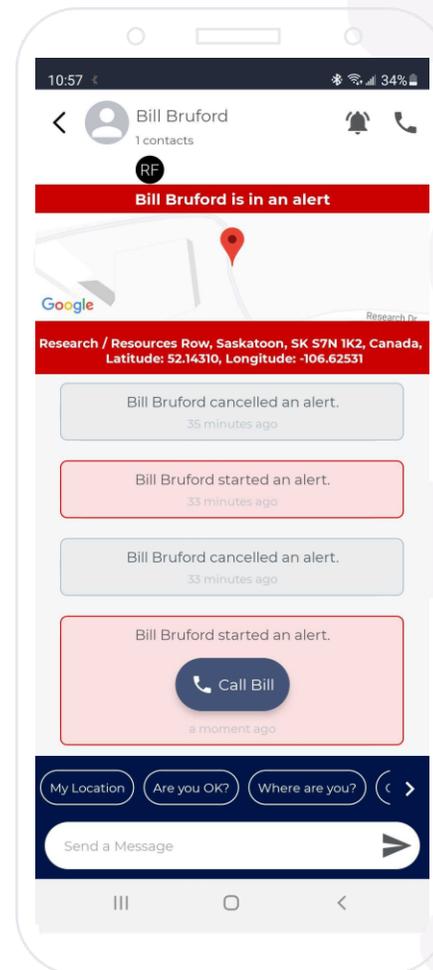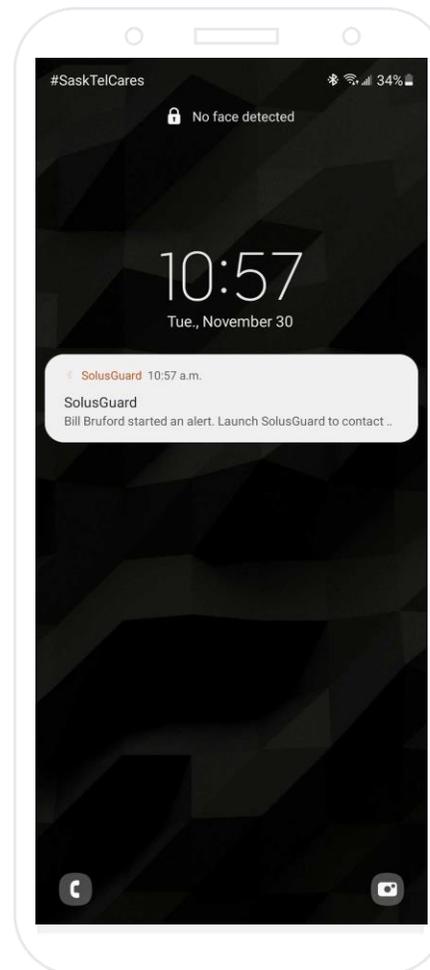Device User Perspective

Emergency Contact Perspective – Activity Feed
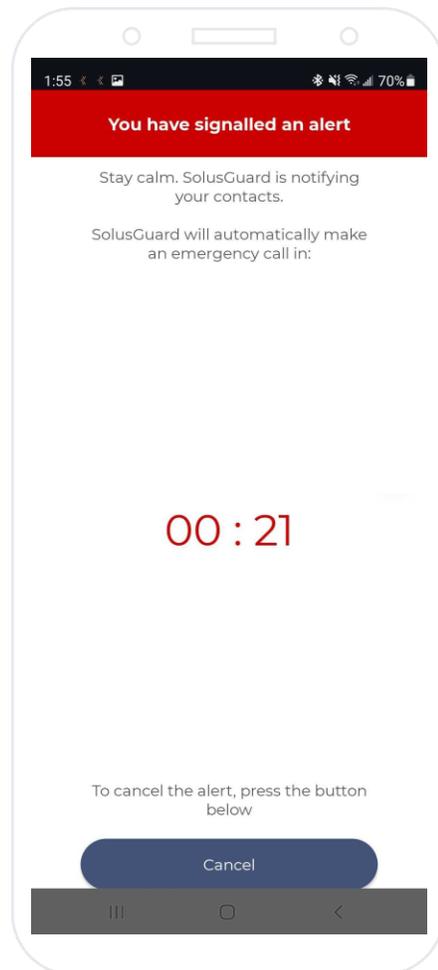
Alert Timer

Cancel Button

Map

Coordinates

History Feed

Call User button

Group Chat

Device Alert Process

At any time before the timer runs out, the user cancel the alert by pressing "Cancel". The contacts are informed that the alert is cancelled.
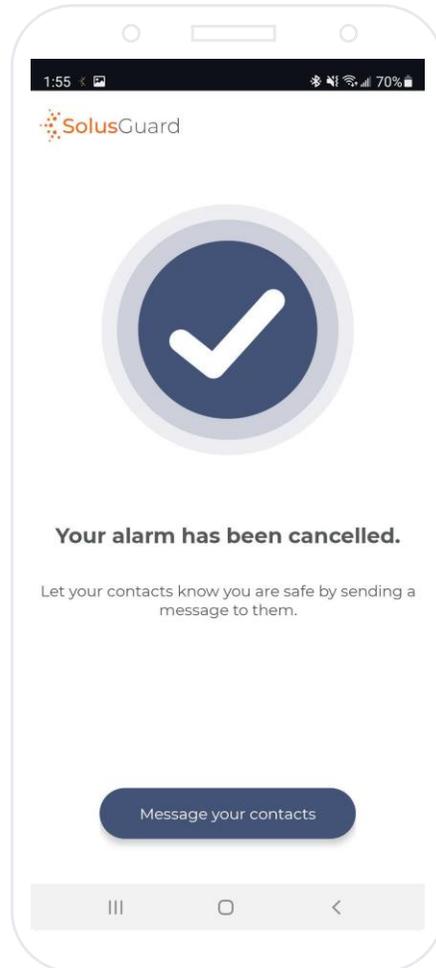
Device User Perspective

Emergency Contact Perspective – Activity Feed

Tap Message your contacts to finish the process. We recommend providing an update via the group chat to conclude the situation.
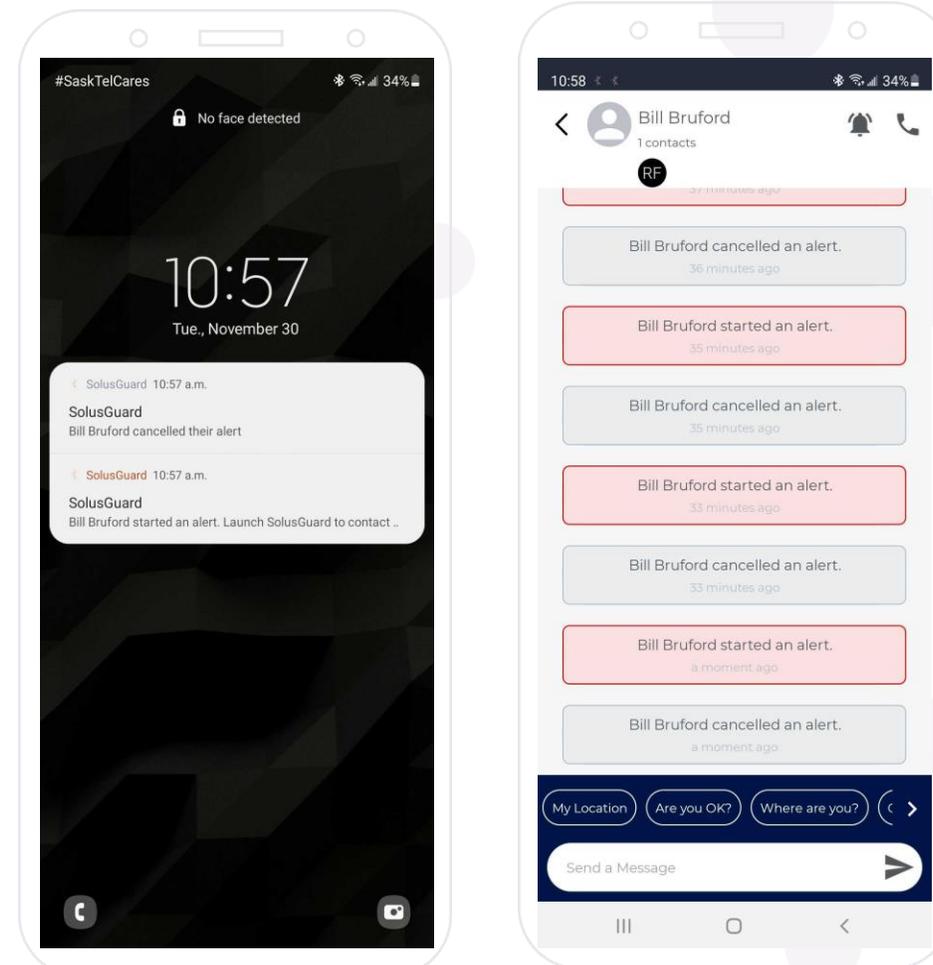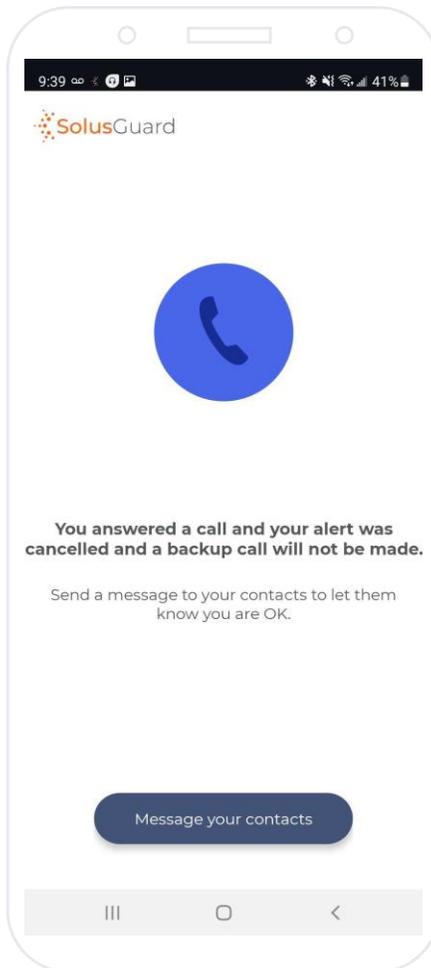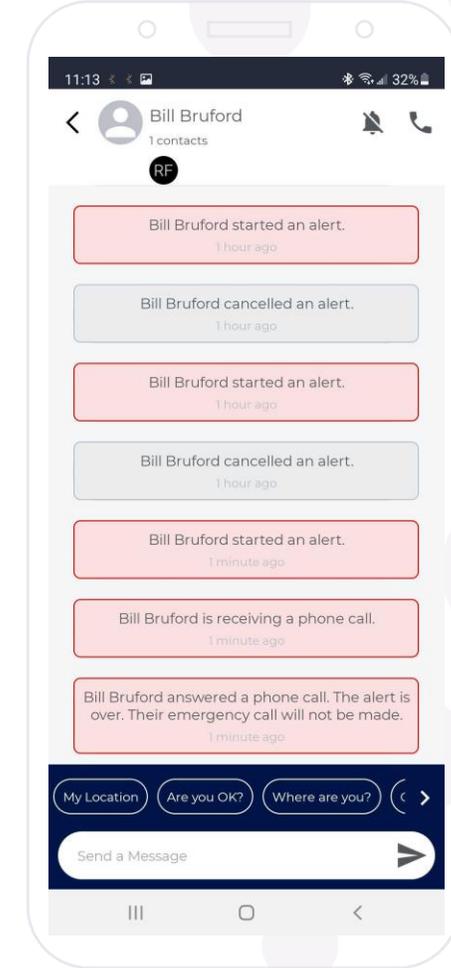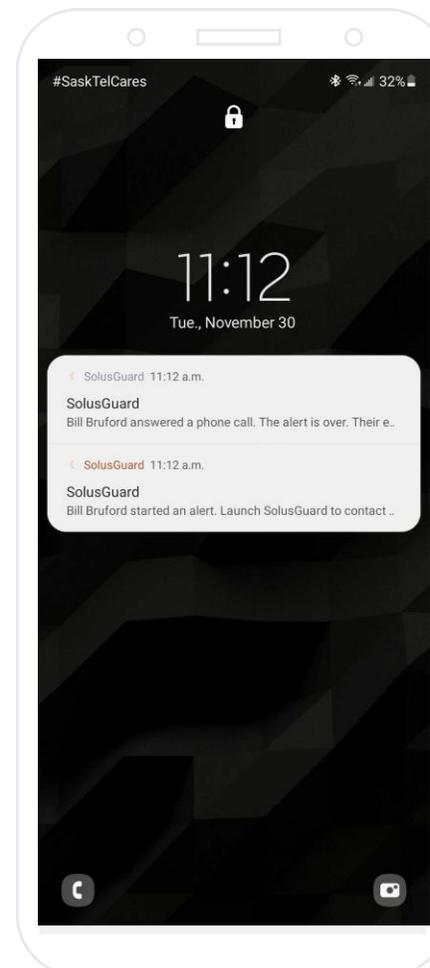
Device Alert Process

The user can also cancel the alert before the timer runs out by connecting a phone call. This could be an incoming call from a contact, or any other call. The contacts are informed that the alert is cancelled.

Device User Perspective

Emergency Contact Perspective – Activity Feed

You answered a call and your alert was cancelled and a backup call will not be made.

Send a message to your contacts to let them know you are OK.

Message your contacts

Tap Message your contacts to finish the process. We recommend providing an update via the group chat to conclude the situation.

Device Alert Process
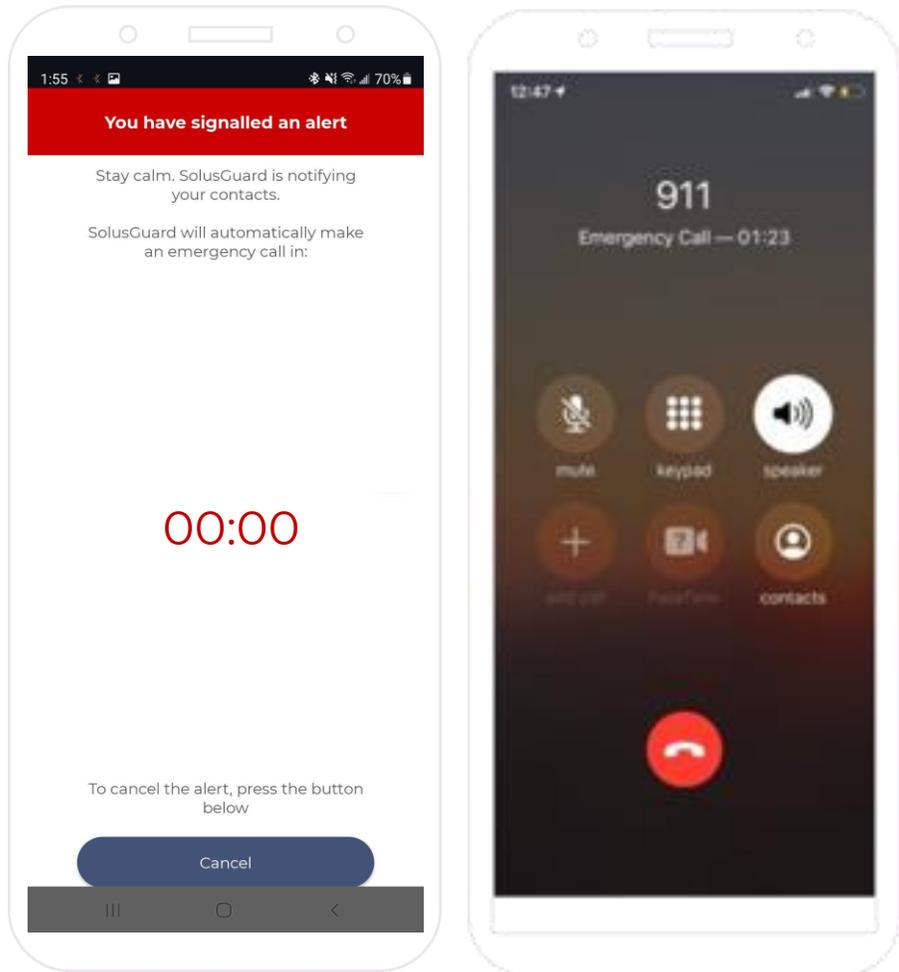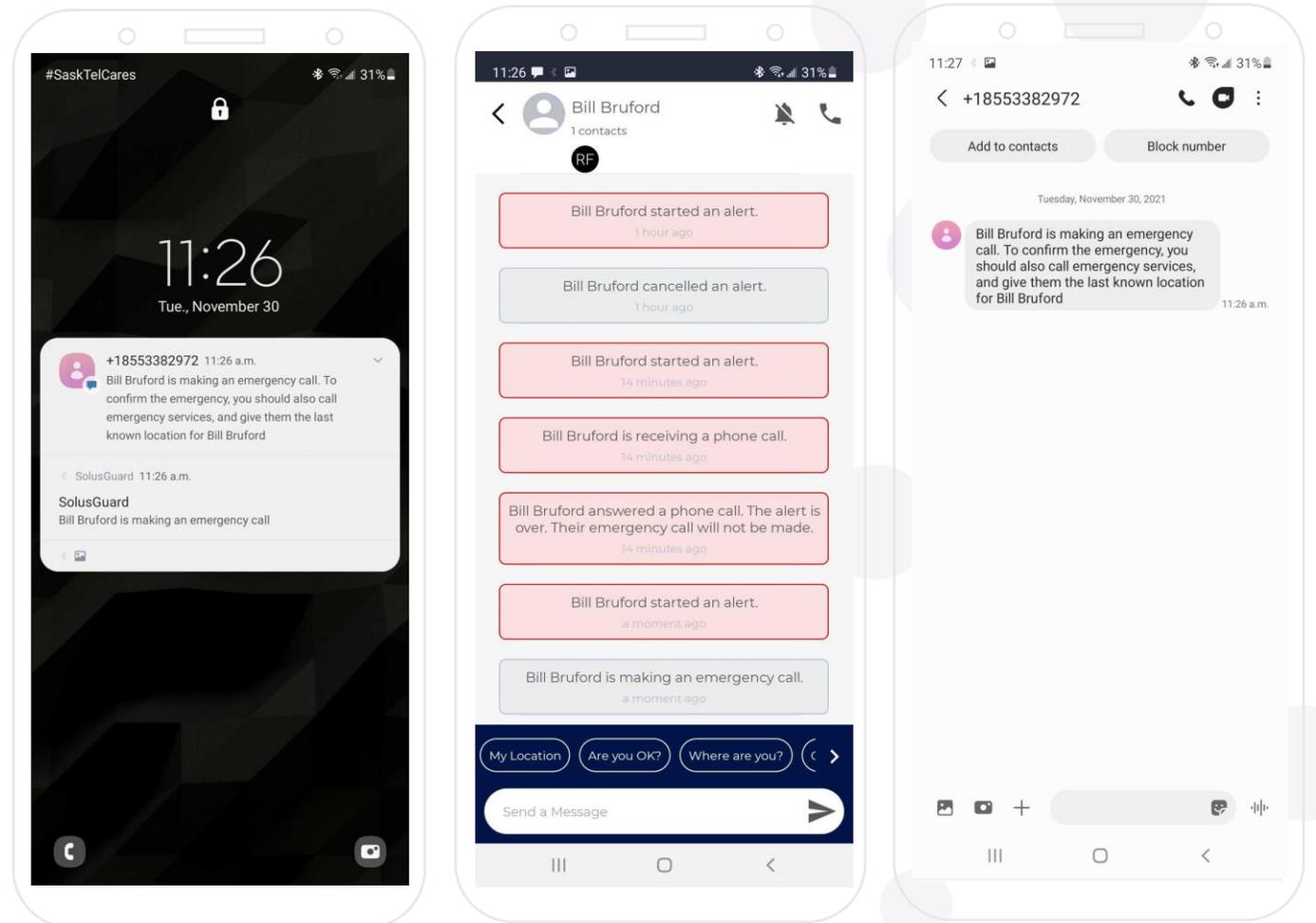
If the user allows the timer to expire, their cell phone will initiate the back up. The contacts will be informed that this is happening and will also receive a text message with the user's GPS location.

Device User Perspective

Emergency Contact Perspective – Activity Feed and Text Message

We're Here for You

SolusGuard

888.651.6510
tech@SolusGuard.com
www.SolusGuard.com