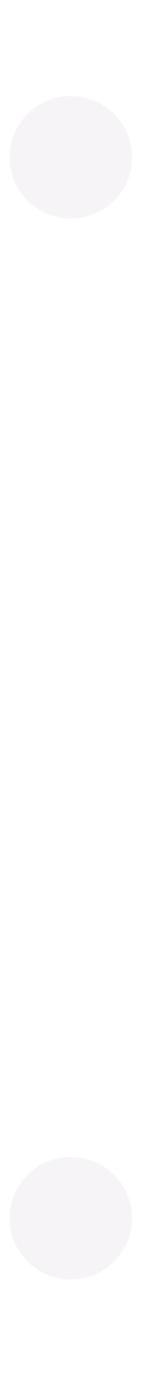


**Solus**Guard







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This document will help you navigate the SolusGuard system.





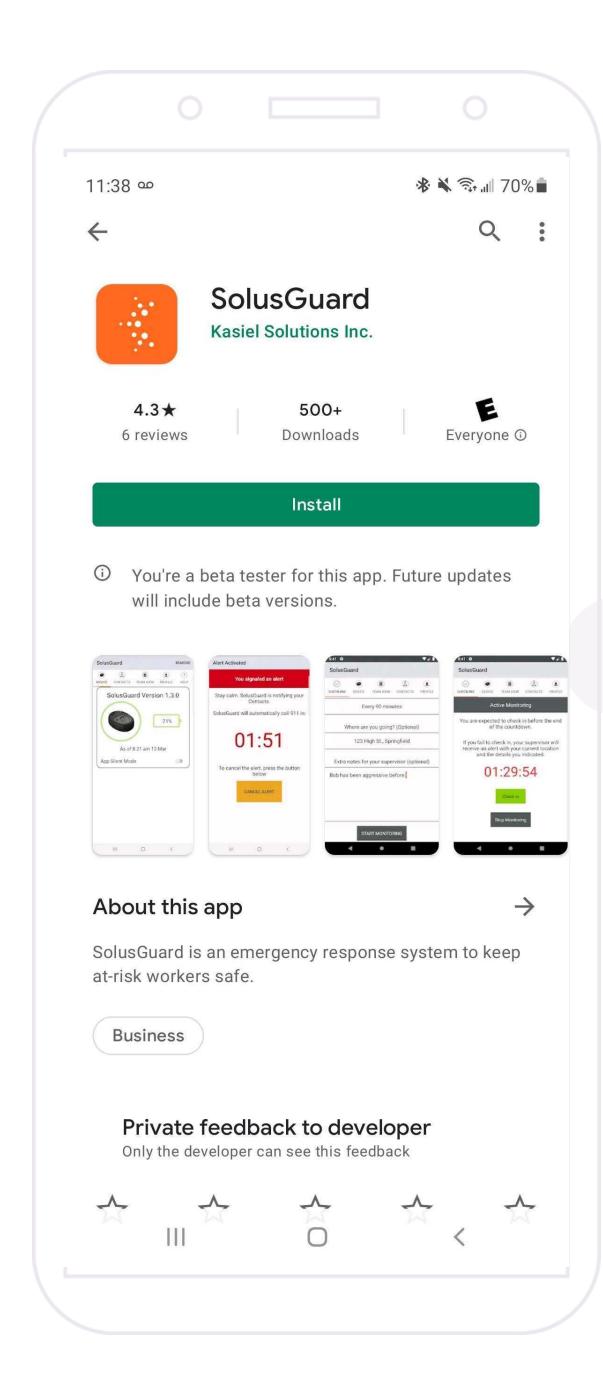
### Install SolusGuard

Begin by installing SolusGuard from the Play Store.

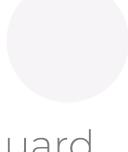
**Enter** the Play Store

Search 'SolusGuard'

Tap Install







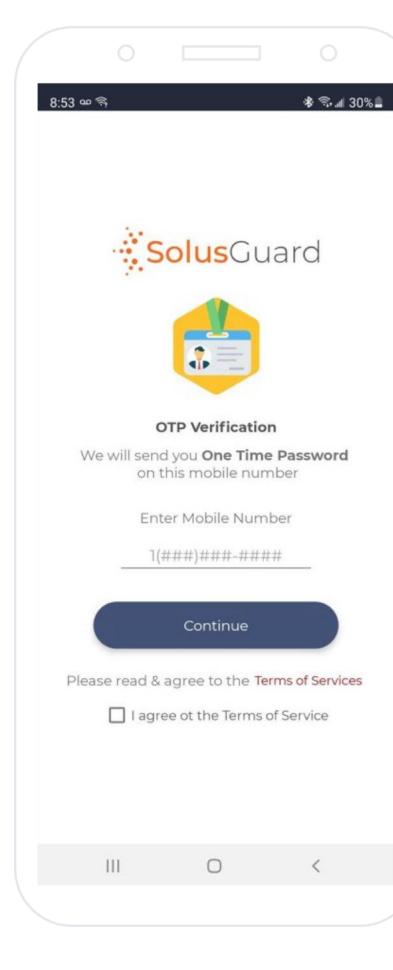
# Login

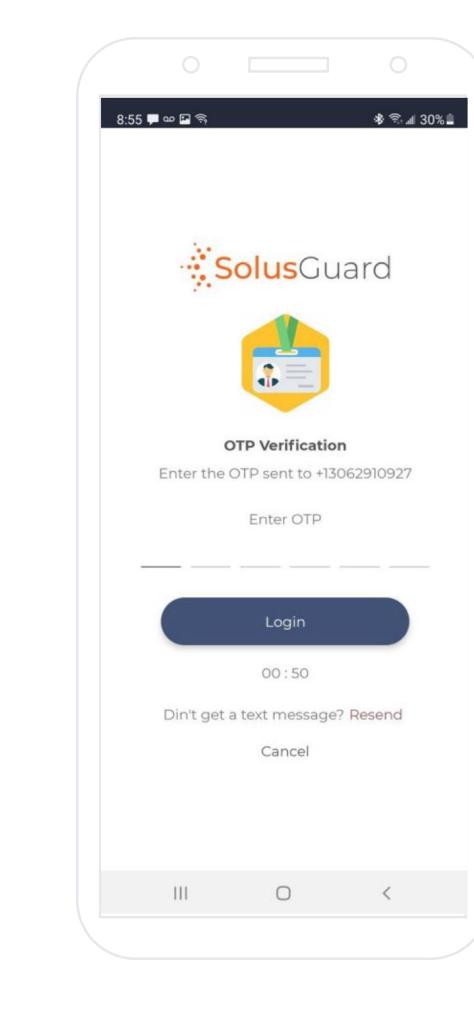
**Open** the App

Enter your mobile number

Accept terms and conditions

Accept Continue

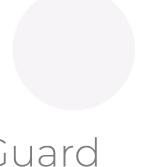




You will receive a one-time password via text message.

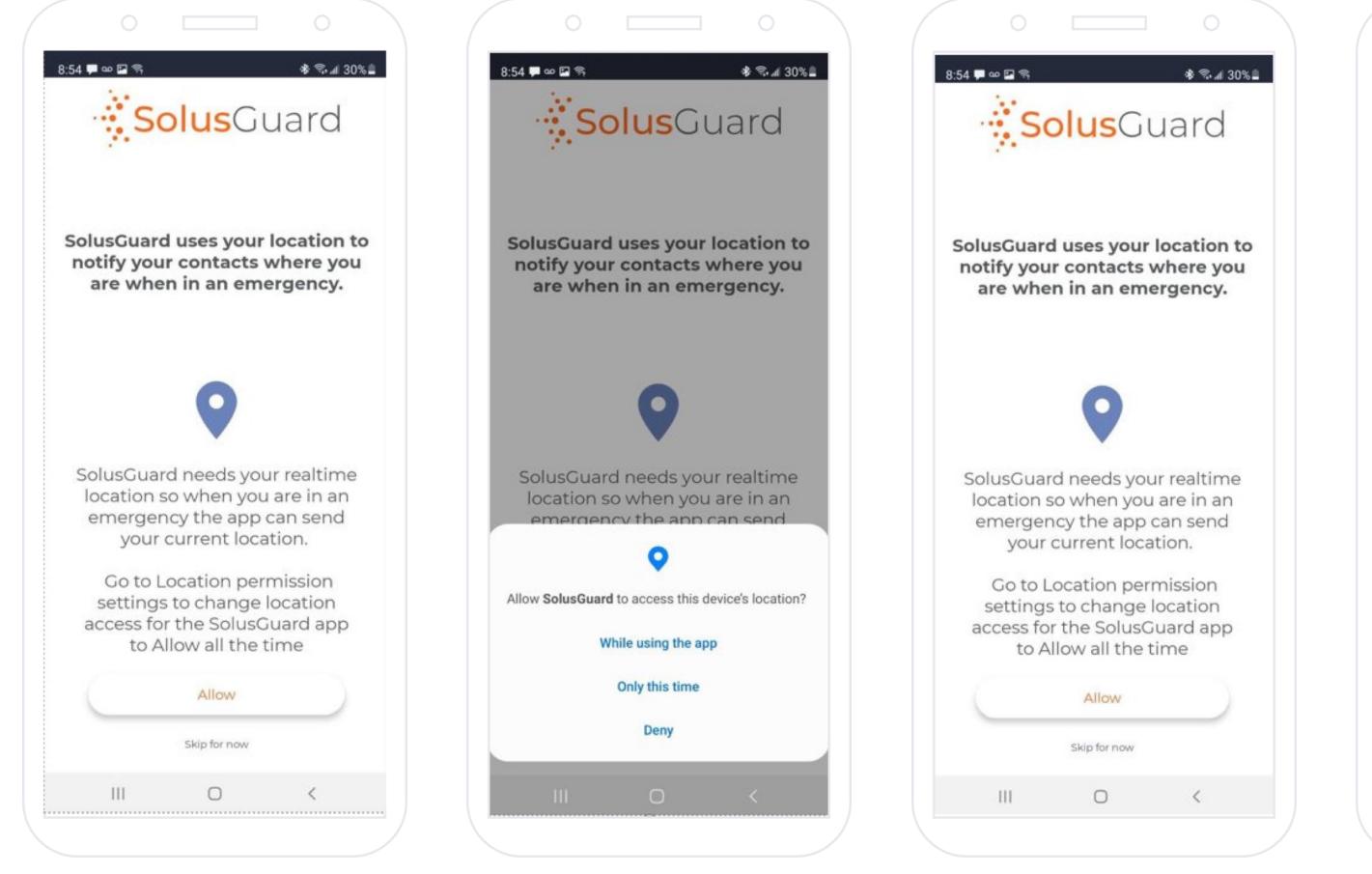
Enter the login code





### Grant Permissions

You must allow all permissions for SolusGuard to operate properly.



**Tap** While using the app

Tap Allow

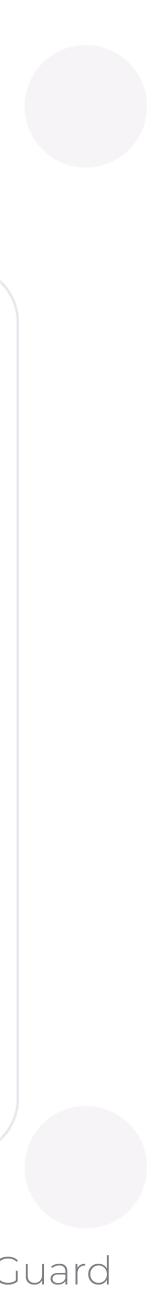
Tap Allow

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		SolusGuard	
	LOCATION	ACCESS FOR THIS APP	
0	Allow a	ll the time	
0	Allow o	nly while using t	he app
0	Ask eve	ery time	
0	Deny		
	See all Sol	usGuard permissions	
	See all app	s with this permissio	n
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### **Tap** Allow all the time

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LOCATION Allow a Allow o Ask eve	SolusGuard	pp
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Ask eve		the app
Ask eve		
	ery time	
Deny		
See all Solu	usGuard permission	S
See all app	s with this permission	on
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Tap the back arrow to return SolusGuard



### Overview

#### **Navigation Tabs**

The navigation tabs provide access to Monitored Event, PPA and My Team screens.

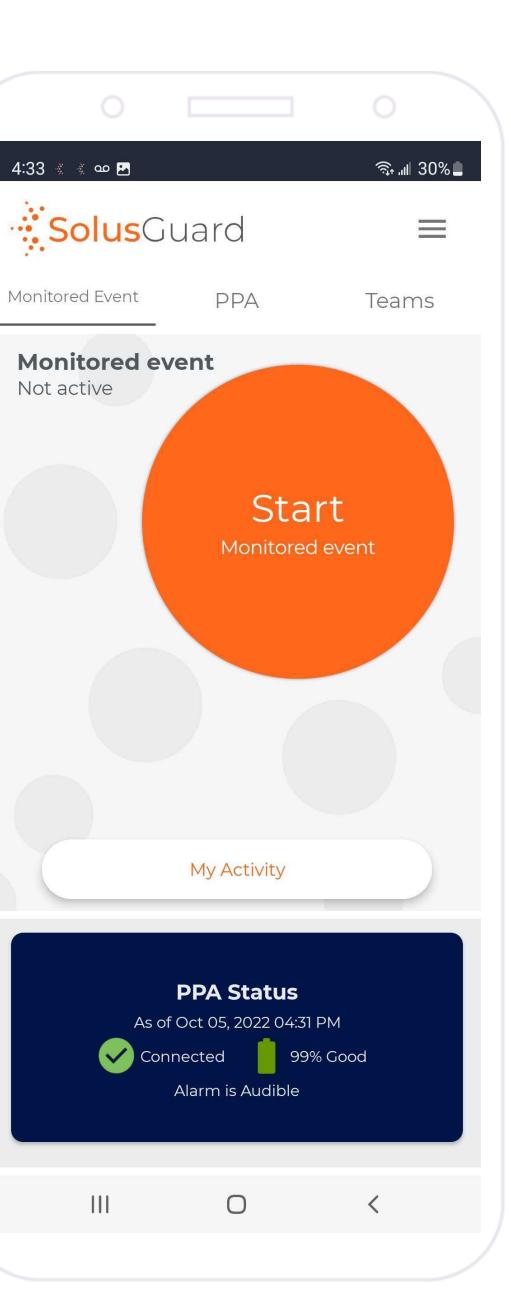
#### Main Screen Area

The main screen area is where you will find the Monitored Event, PPA and My Team areas.

#### **PPA Status Area**

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





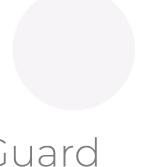
#### Settings Menu

The settings menu provides access to manage your profile information, police contacts and technical support.

#### **My Activity**

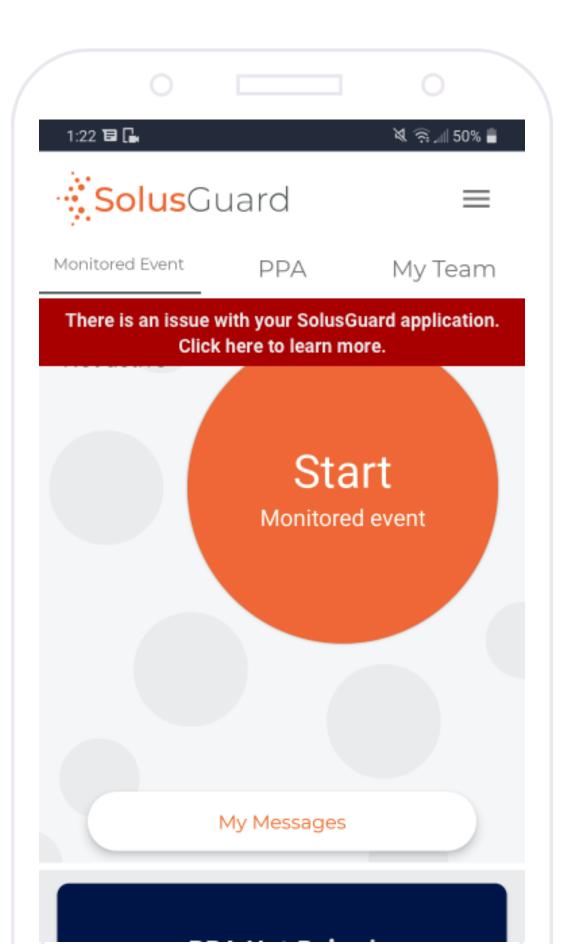
The My Activity button provides access to the Activity Feed. My Activity is accessible from the Monitored Event and PPA screens.





### Overview – System Health

#### You must ensure the mobile app and PPA device updated, and your app settings are set correctly.



#### Warning Banner

- A red warning banner indicates:
- Pending Updates to the system
- Settings set improperly
- PPA Disconnection

❀ 👫 📶 56% 🛢 10:48 🐇 യ System Checklist Blueooth \* Bluetooth is enabled App Version  $\checkmark$ 3.0.41 Up to Date Firmware Version 1.5.6  $\bigotimes$ PPA Firmware Update Available Update Location 0 Location is allowed **Phone Permission**  $\checkmark$ Phone permission is granted Internet  $\checkmark$ Internet is on

Tap on the banner to see the System Health Checklist which will indicate what the problem is and suggest steps to take.

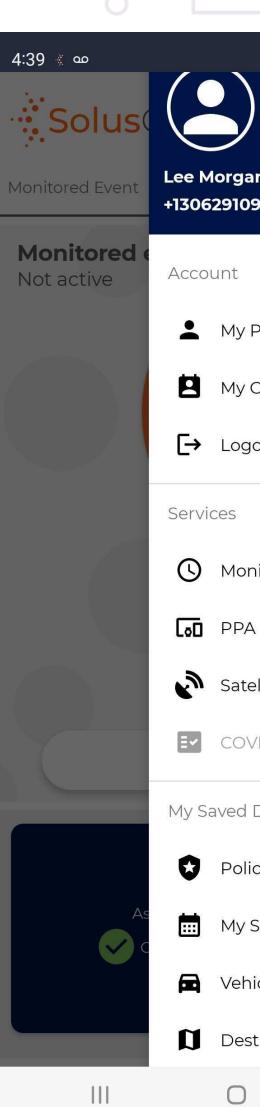






### Settings Menu

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



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A My Profile

My Contacts

**[→** Logout

() Monitored Event

Satellite Connection

COVID-19 Questionnaire

My Saved Data

Police Agencies

My Schedule

Vehicles

Destinations

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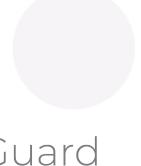
**Tap** My Profile to view and edit your profile information.

Alternate Navigation to Monitored Events, PPA, and Satellite Connection.

Tap My Schedule to schedule upcoming community visits.

**Tap Police Agencies, Vehicles, and Destinations** to add entries to **your** saved lists. These entries are available in drop down lists when scheduling an event or starting a monitored event from scratch



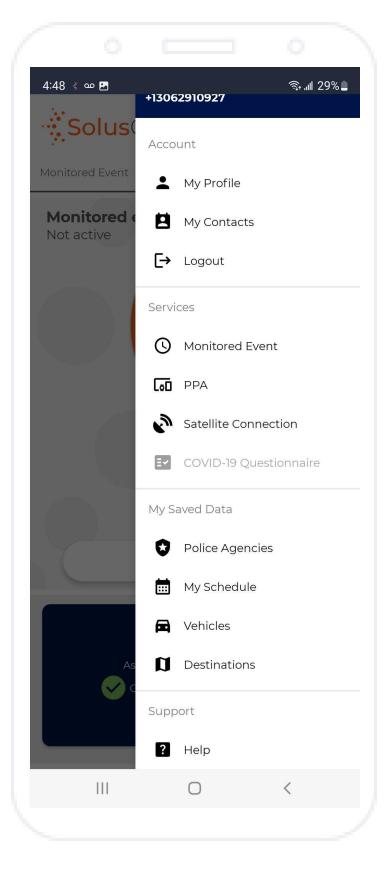


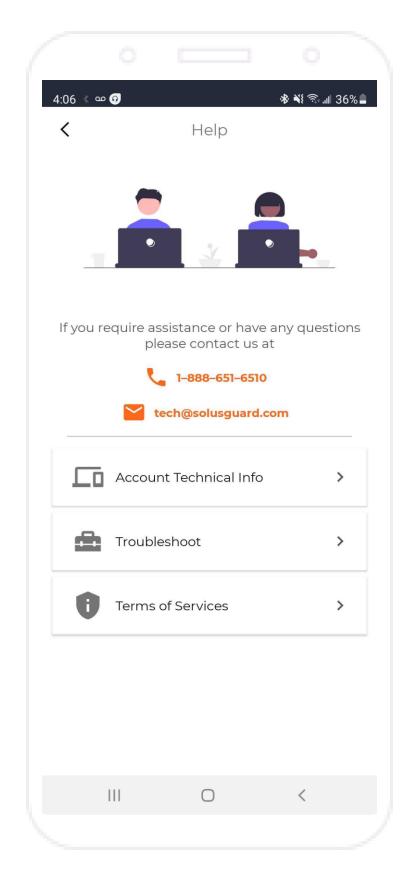
# Help Menu – Testing Your Location

Prior to using the SolusGuard app you must test your GPS location accuracy.

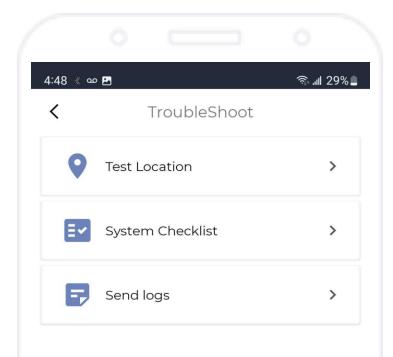
If at any time you change cell phone settings that may affect location accuracy, use this function to verify it is still working.

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





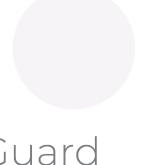
**Tap Troubleshoot** 



If your location is inaccurate, or indicates that a cached location has been provided, please refer to your internal operational procedures guide for next steps.

**Tap Test Location** to access the GPS location tester





### Teams Overview

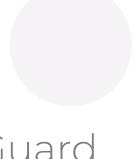
If you are a supervisor, the Teams screen displays information for any users who have added you as an emergency contact.

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Solu	Guard		$\equiv$	
Monitored Even	<sup>it</sup> PPA	T	eams	
Y	ou don't have a	any teams		
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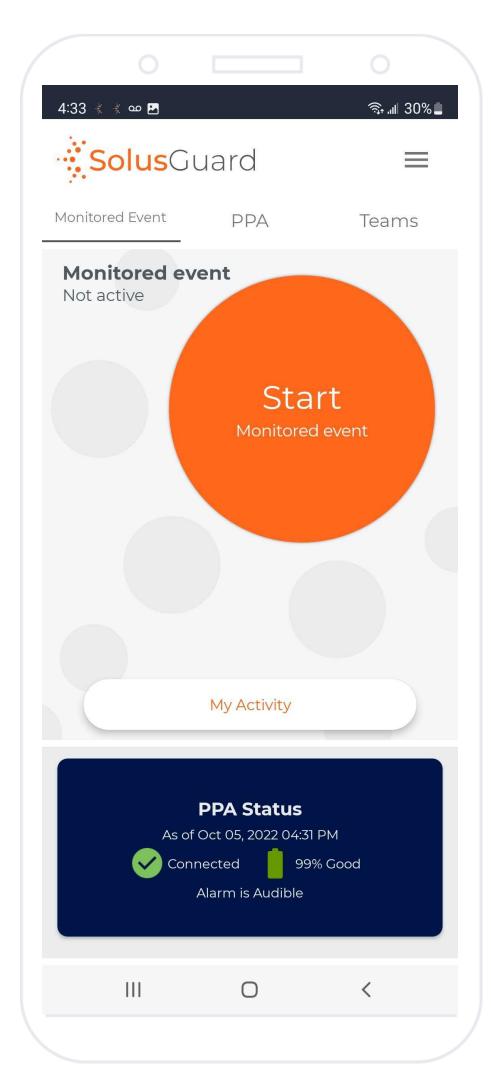
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**Solus**Guard



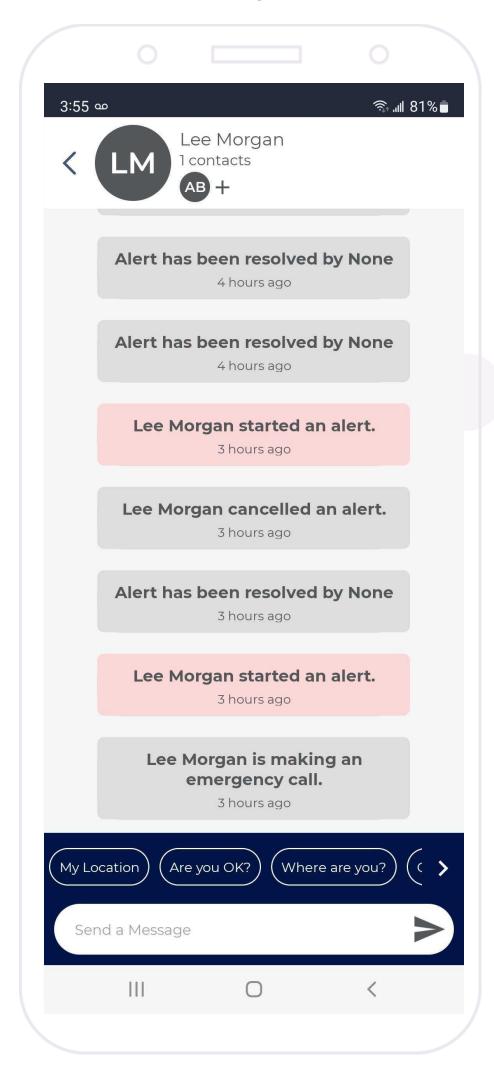
## My Activity Overview



Tap My Activity to access your activity feed on either the Monitored Event or the PPA tabs.

Tap My Activity

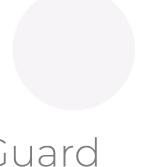
#### **Activity Feed**



Your activity feed provides access to a record of active PPA alerts and missed Monitored events with their outcomes, as well as group chat messages sent between you, the National Monitoring Centre, and your contacts.

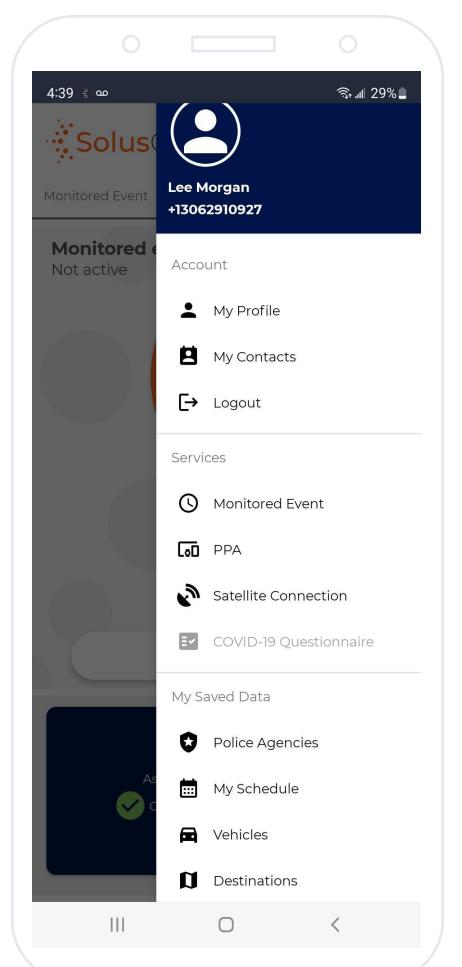
Enter Message and Tap the Send Icon in this field to send group chat messages.

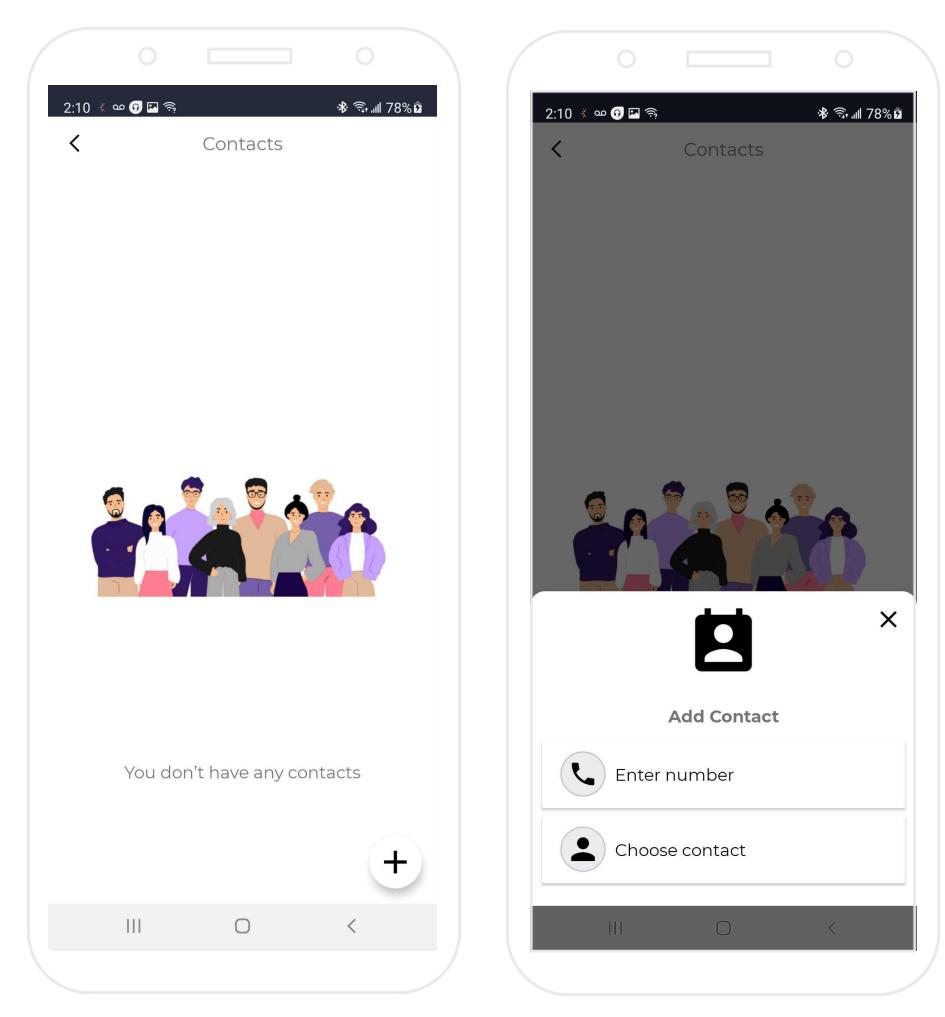




### My Contacts Overview

### To manage your contacts, **Tap My Contacts** within the settings menu.





**Tap** the + Symbol to add a contact.

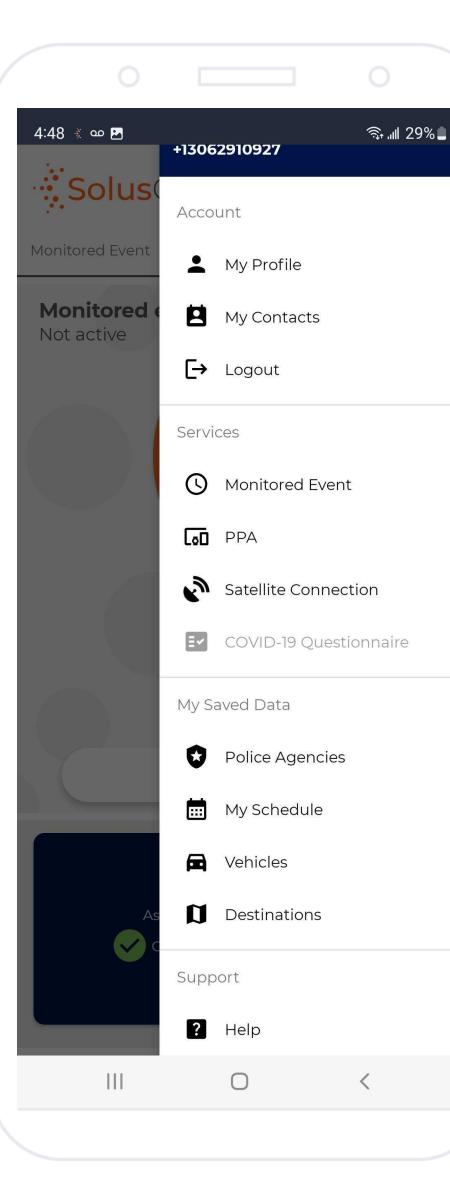
2:10 % ∞ 0 ⊑ ຈຸ <	Add Contact	কি ⊪া 78% ₫		2:11 🐇 🚥 🕡 🖬 🖘 🔨	Contacts	**
Phone Number 13065617101				Superv +13065617		
First Name Enter First Name						
Last Name Enter Last Name			-			
Email Address Enter Email Addre	255		-			
✓ Notify			-			
	Save					
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Either manually type in the phone number or choose from your phone contacts. The contact will now be listed on this screen. **Tap** their **name** to manage the contact.



### My Saved Data Overview

You can populate lists of information in the **My Saved Data** section, found in the menu. The saved information is accessible when setting up a monitored event and when scheduling monitored events to correspond with future community visits.



Tap Police Agencies to add relevant police phone numbers.

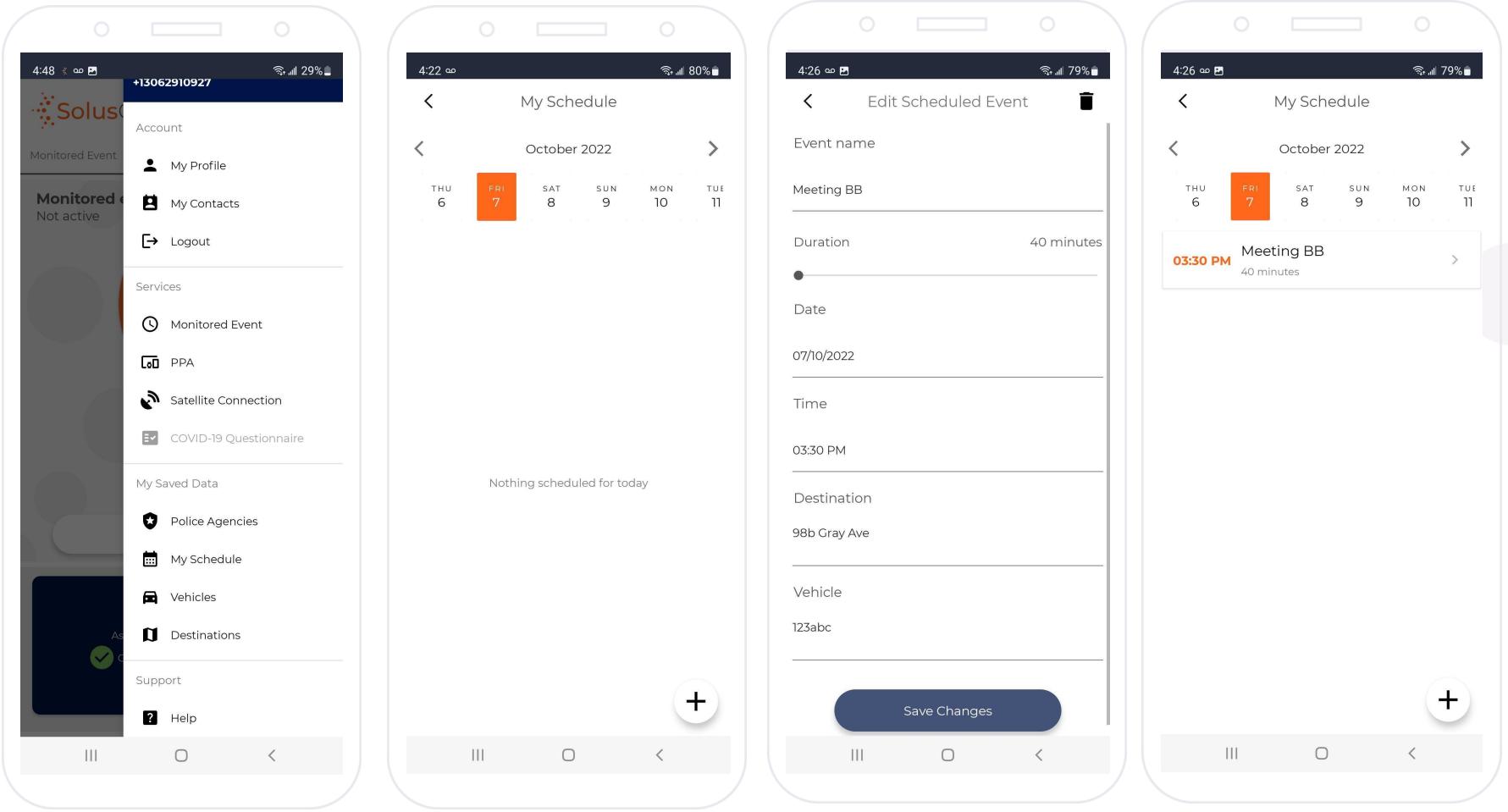
Tap Vehicles to add vehicle information.

Tap Destinations to save a list of common or frequent destinations.



### My Schedule Overview

You will also find My Schedule in the My Saved Data section of the menu. Use this section to schedule monitored events to correspond with future community visits.



Tap My Schedule

### Tap the (+) symbol

14



Tap the event to edit any details

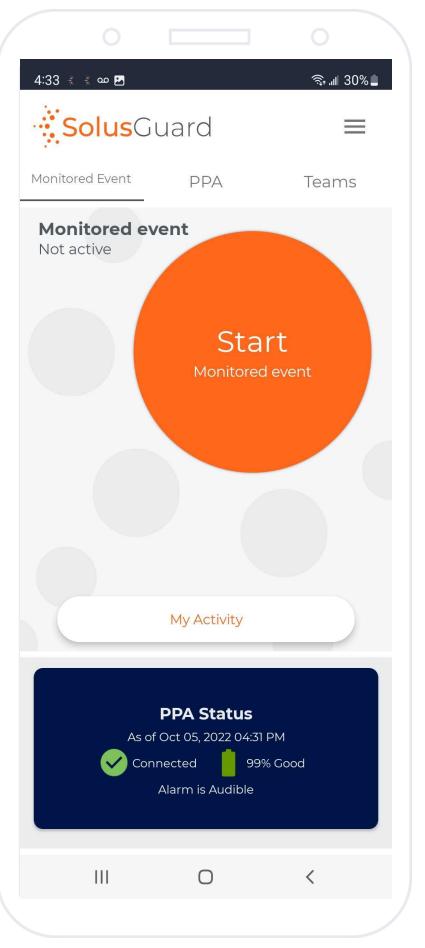
When a user starts a monitored event, any scheduled event for that day will pop up as an option which, if chosen, will populate all the monitored event fields based on the information saved.

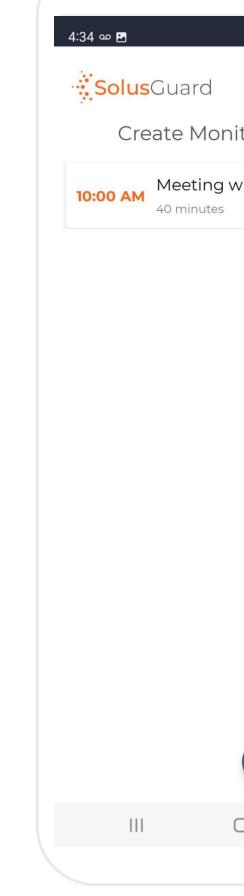
Note: All saved information can be modified when the user starts the monitored event.

Enter/choose the details **Tap Save Changes** 



### Monitored Event Overview





### **Tap** Start Monitored Event

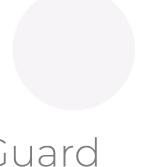
Either **choose** a scheduled event to auto populate the fields or **fill them in manually**.

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Tap Start

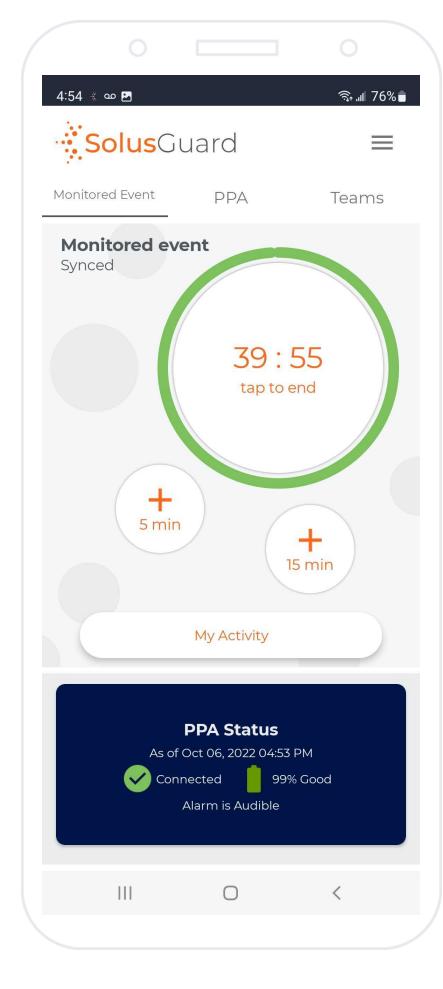




# Managing a Monitored Event

### While in a Monitored Event the screen changes to show your active countdown timer.

### **Active Monitored Event**

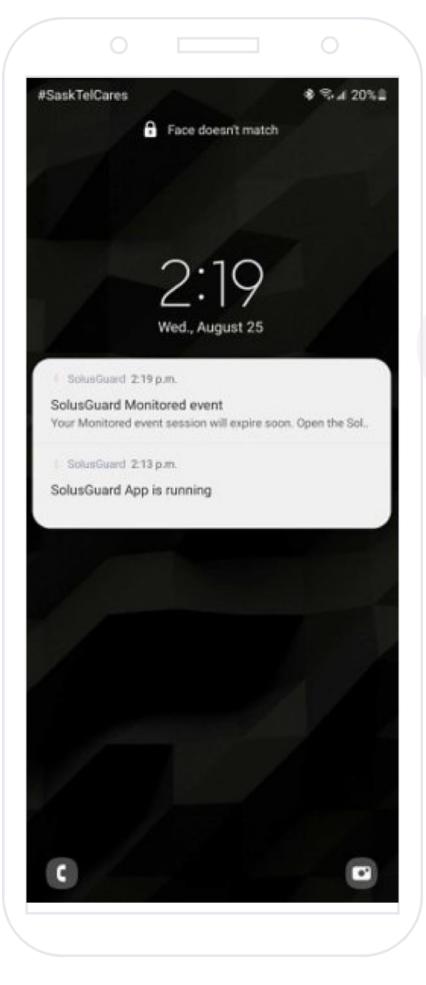


Tap the timer to end your community visit or add time as needed.

Tap the Timer

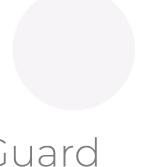
**Tap** + 15 min or +5 min

### **Five Minute Warning**



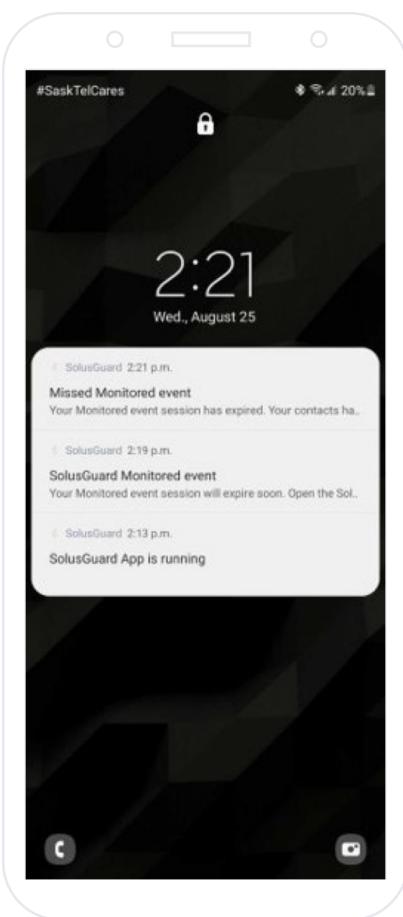
Five minutes prior to the timer reaching zero, the app will send you a warning and reminder to check in.





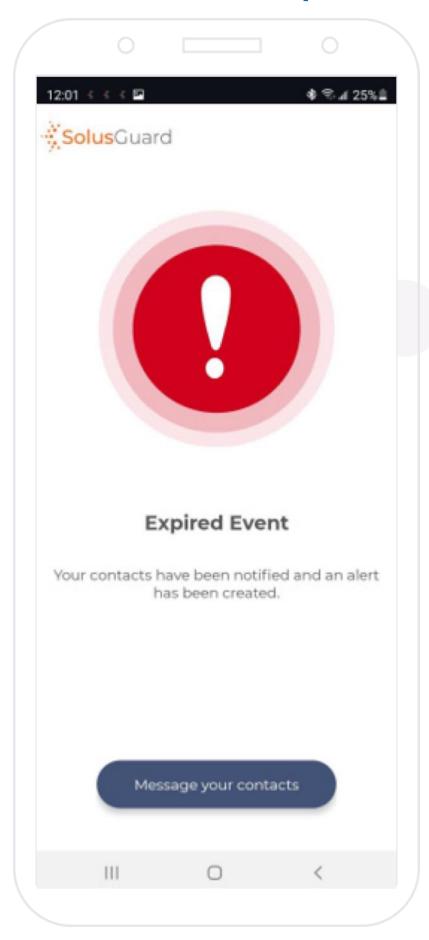
## Managing an Expired Monitored Event

#### Expired Monitored Event Push Notification



If you allow the session timer to expire, alert notifications will be sent to the National Monitoring Centre and your contacts. The app will inform you via a push notification.

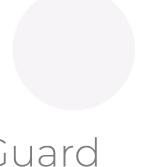
#### Monitored Event Expired Session



When your session timer expires, the app will present an alert screen. It forces you to address the expired session before continuing. Do this by tapping Message your contacts. We recommend providing an update at that time, through the group chat.

**Tap** Message your contacts



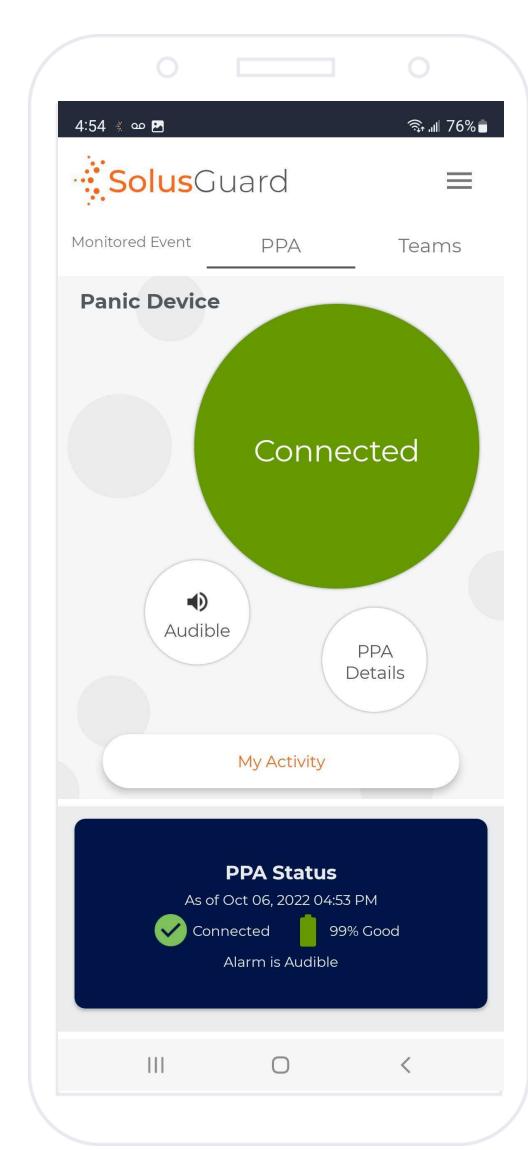


### **PPA** Overview

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

> Tap Audible to toggle alert mode between silent and audible.

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



### **PPA Device** connection status

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



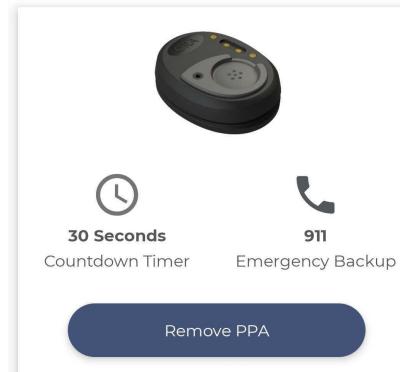


9:43 🐇 🚥

#### **PPA Settings**

### **PPA Details**

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



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.

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**Current PPA Alert Parameters** 

**PPA Removal Button** 

#### **PPA Test Mode**

Tap Request Test Mode to activate test mode.

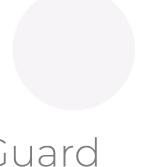
Activating and deactivating Test Mode can take up to ten minutes each.

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

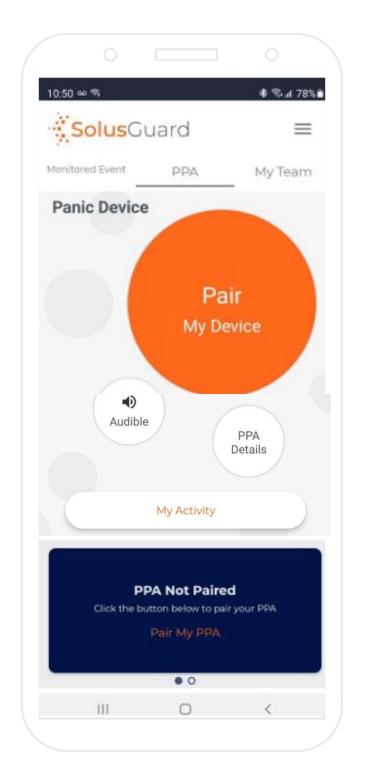
Information regarding the **PPA Alert Parameters** 

Information regarding PPA Silent Alert Mode





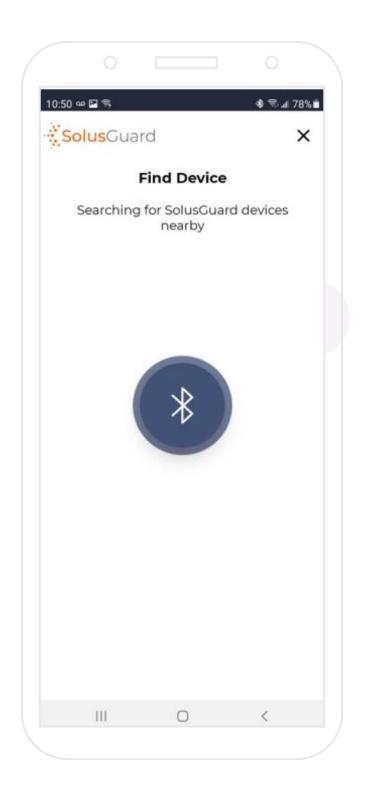
# Pairing the PPA Device



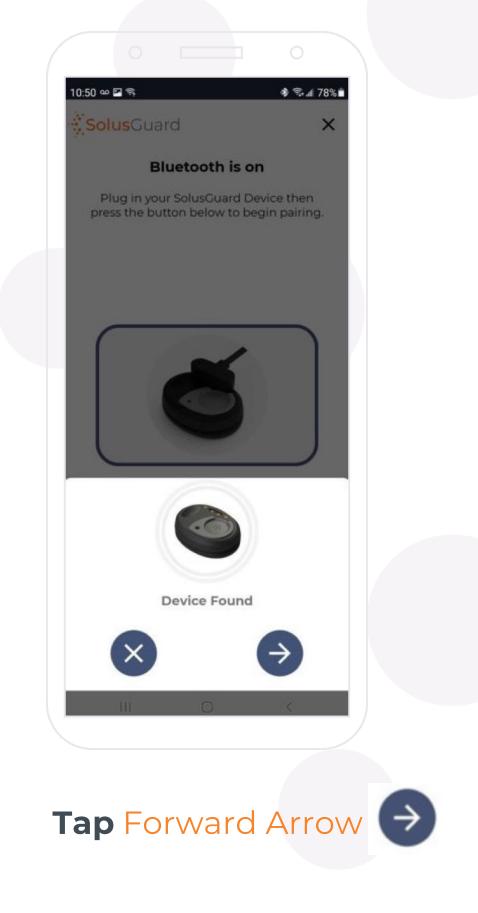




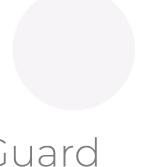
**Tap** Begin Pairing



The app will find your PPA device.



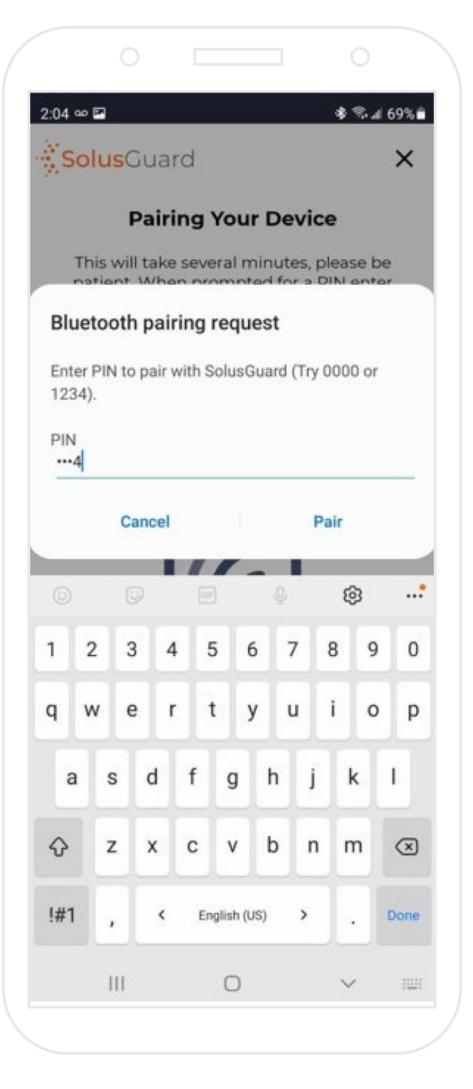




# Pairing the PPA Device - Continued

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

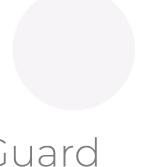
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When prompted, enter 1234

Tap Pair





# Pairing the PPA Device – Continued

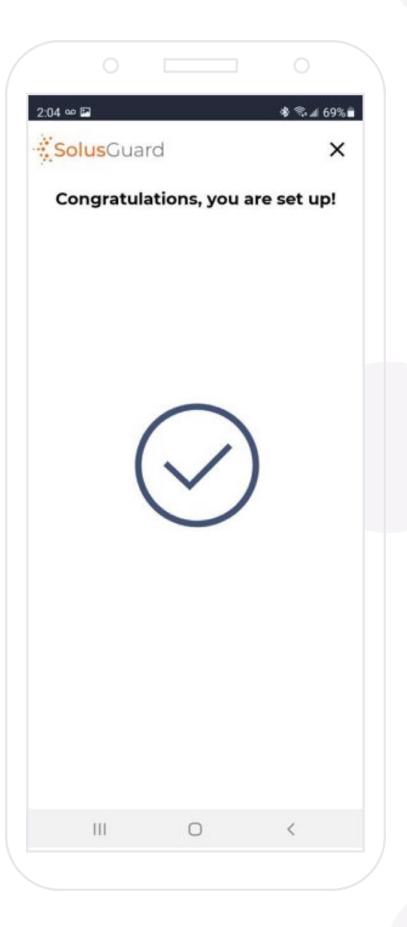


#### Click the PPA Button Once



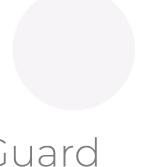
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	ase be patient.		
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After some time, the app will automatically finish the pairing process.

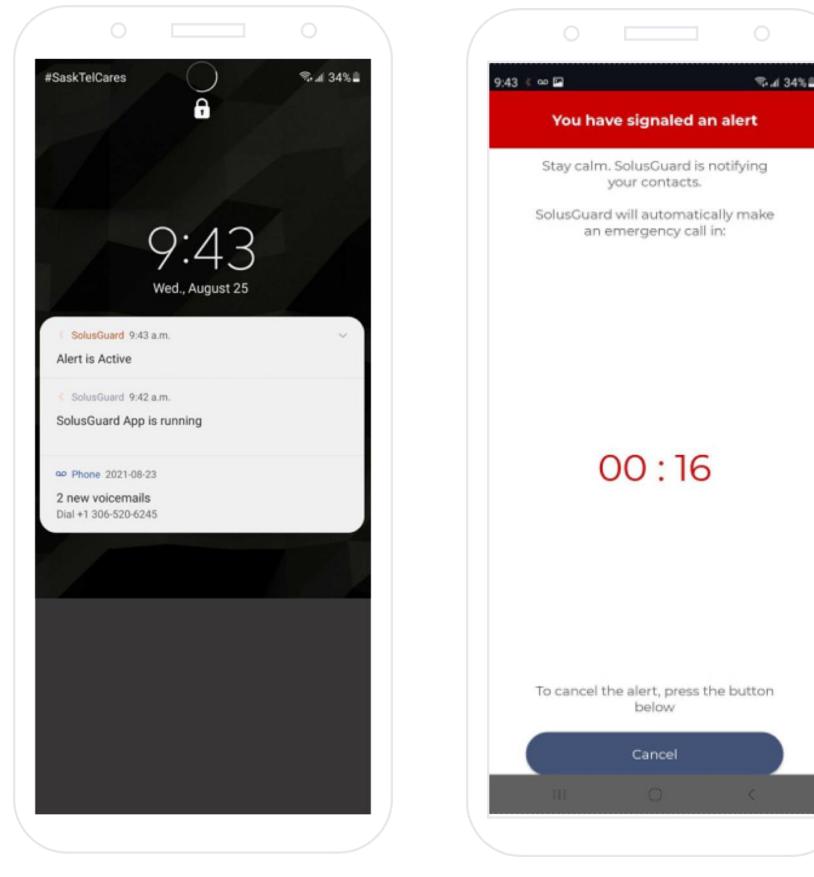


### PPA Pairing is Complete





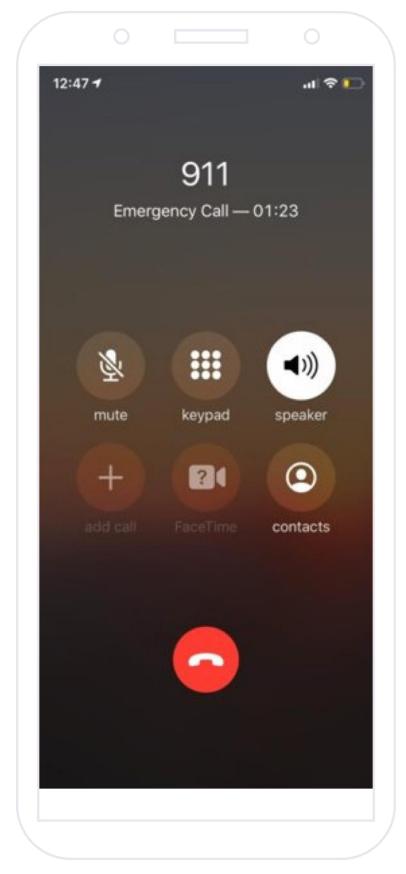
# Using the PPA Device During an Emergency



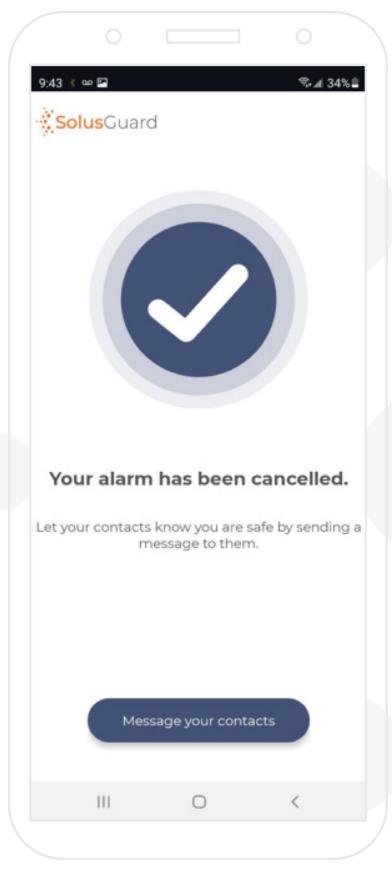
Press the PPA Button to activate an alert.

Notifications are sent to the National Monitoring Centre and your contacts. The SolusGuard App starts a 30 second timer.

**Tap** Cancel to stop the alert.

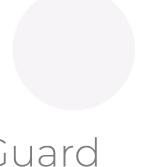


When the timer expires, your phone dials 911 and the NMC and your contacts are informed through the apps.



Tap Message Your Contacts to update your contacts in the event of a cancelled alert.



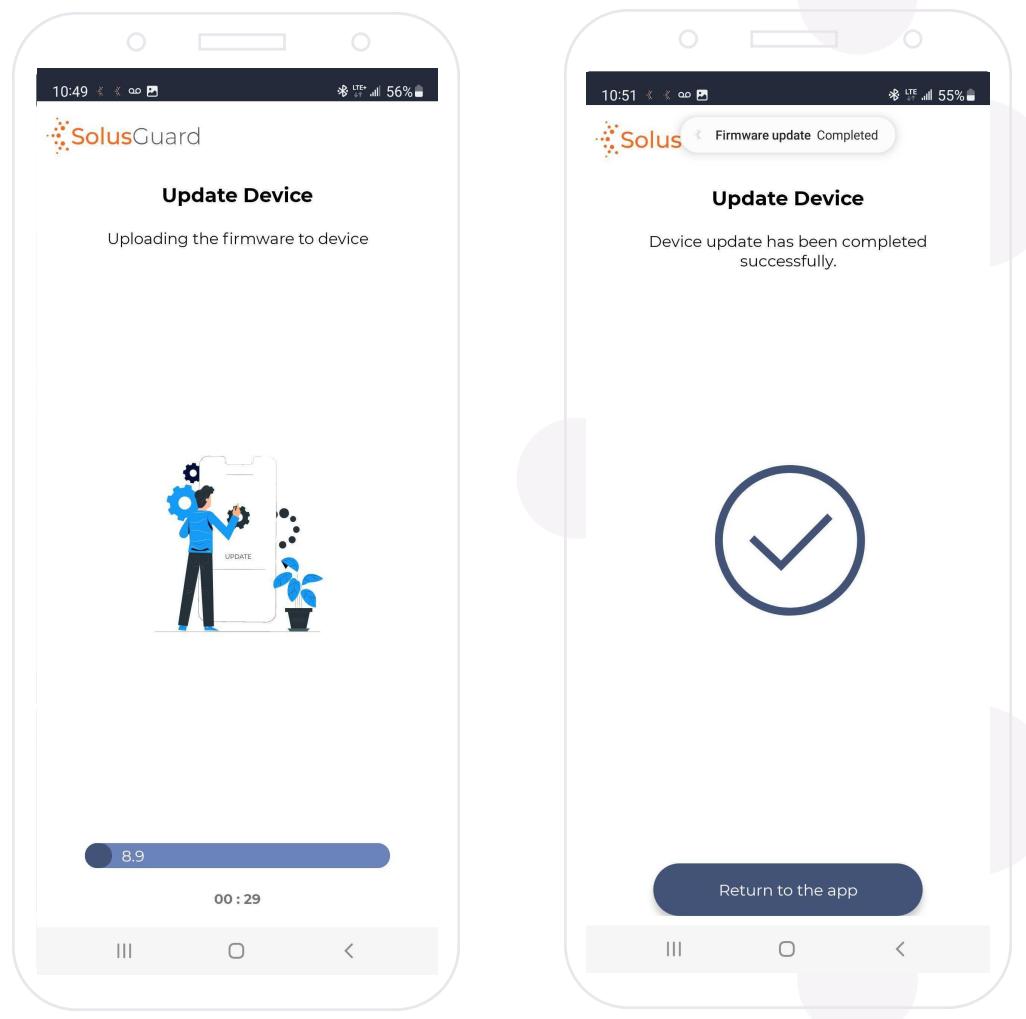


### Updating the PPA Device

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<ul> <li>I.5.6</li> <li>PPA Firmware Update Available</li> <li>Update</li> <li>Location</li> <li>Location is allowed</li> <li>Continue</li> <li>Phone Permission</li> <li>Phone Permission</li> <li>Phone permission is granted</li> <li>Phone permission is granted</li> <li>Internet</li> <li>Internet</li> <li>Internet is on</li> <li>Battery Optimization</li> <li>Battery Optimizations disabled</li> </ul>			Up to Date				
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<ul> <li>Location Location is allowed</li> <li>Phone Permission Phone permission is granted</li> <li>Phone permission is granted</li> <li>Internet is on</li> <li>Battery Optimization Battery Optimizations disabled</li> <li>Update Device</li> </ul>				ġ			
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<ul> <li>Phone permission is granted</li> <li>Internet</li> <li>Internet is on</li> <li>Battery Optimization Battery Optimizations disabled</li> <li>Update Device</li> </ul>							
Internet is on Battery Optimization Battery Optimizations disabled Update Device							
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#### Tap Update

#### **Tap Update Device**



#### Wait for update to finish

Firmware update is done, Tap Return to App

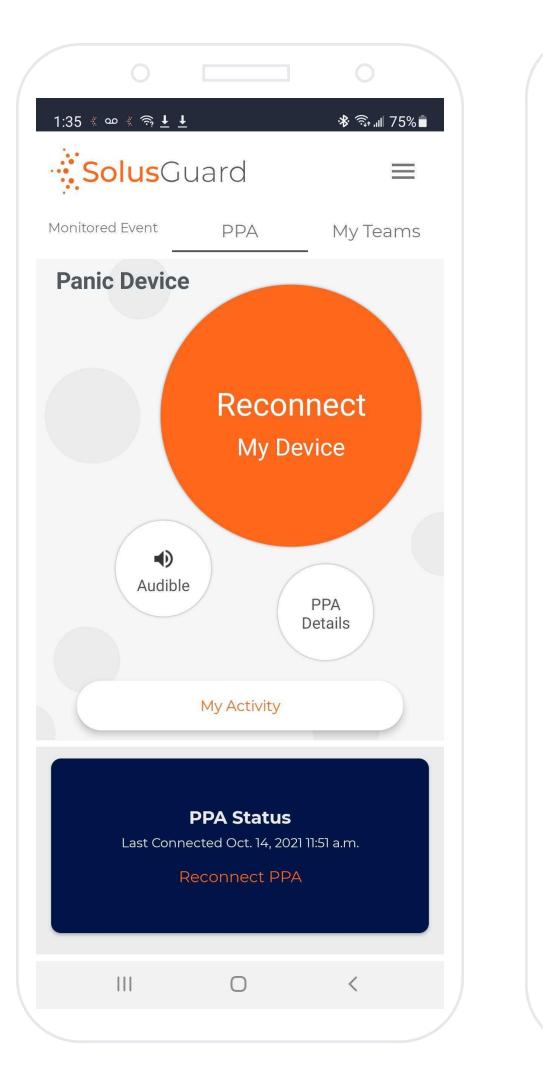


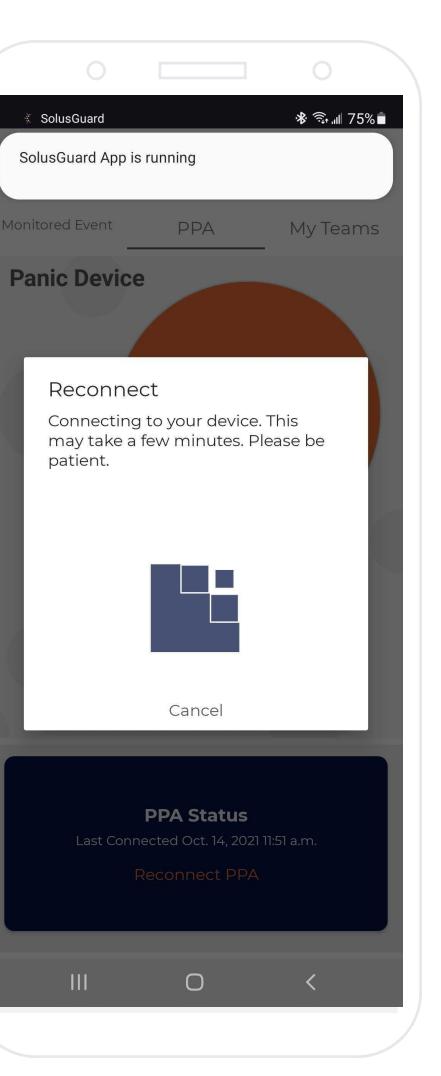
### Reconnecting a Disconnected PPA Device

If your PPA device disconects from the cell phone, you will receive a push notification to warn you.

Both the PPA tab and the bottom blue status window will indicate that the PPA is disconnected.

Both of these spots will also contain a reconnect button when the PPA is disconnected.





To reconnect the PPA, ensure:

- the PPA is charged
- the PPA is within Bluetooth range
- Bluetooth is turned on on the cellphone

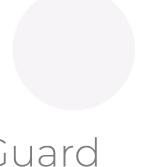
Tap either reconnect button and you will see this screen indicating that it is trying to reconnect the device. Wait five minutes.

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

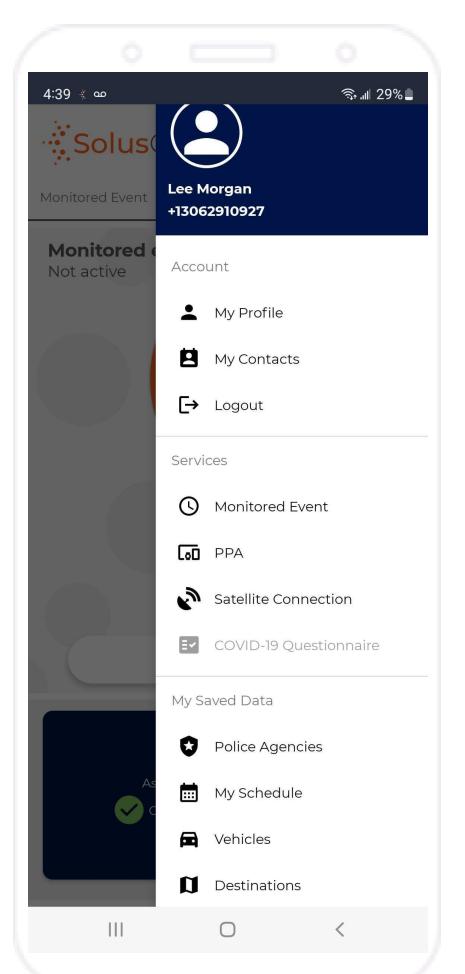
Reach out to SolusGuard for further assistance.

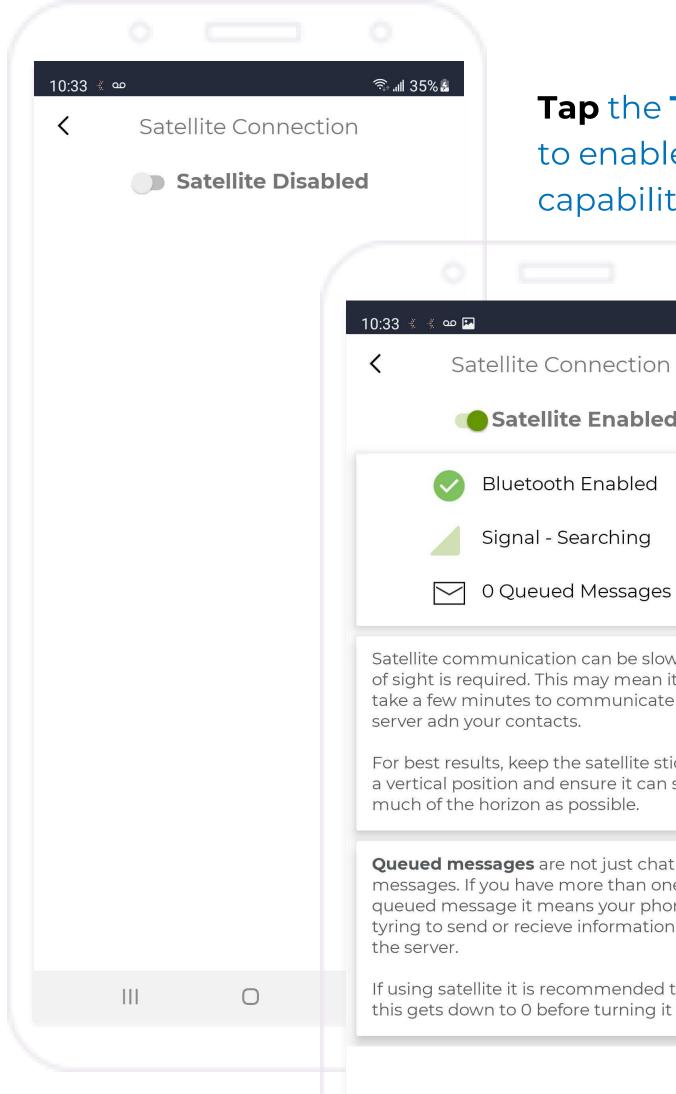




### Satellite Extender

Tap Satellite Connection to activate Satellite capabilities, first within the settings menu.





### Tap the Toggle Switch to enable satellite capabilities.

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Satellite Enabled

Bluetooth Enabled

Signal - Searching

✓ 0 Queued Messages

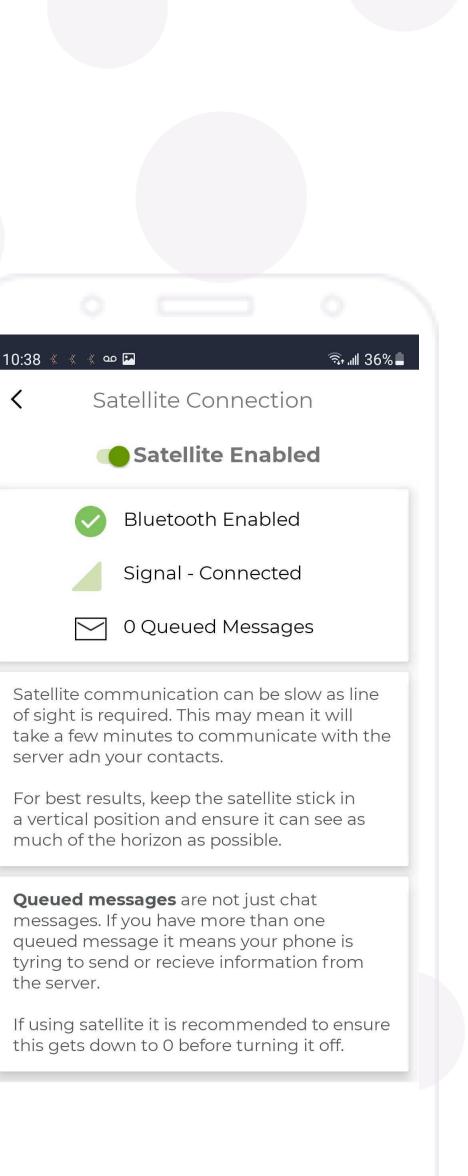
Satellite communication can be slow as line of sight is required. This may mean it will take a few minutes to communicate with the

For best results, keep the satellite stick in a vertical position and ensure it can see as much of the horizon as possible.

Queued messages are not just chat messages. If you have more than one queued message it means your phone is tyring to send or recieve information from

If using satellite it is recommended to ensure this gets down to 0 before turning it off.

If a satellite extender is turned on and nearby, the app will automatically connect and start searching for a satellite signal. The signal status is listed on this screen.



### The Satellite Network

Due to the nature of the satellite network, there are fluctuations in the strength of the satellite signal. For this reason, the functionality of the SolusGuard app will be affected:

Panic Alerts: expect delays between when the alert is started and when the emergency contacts receive notification.

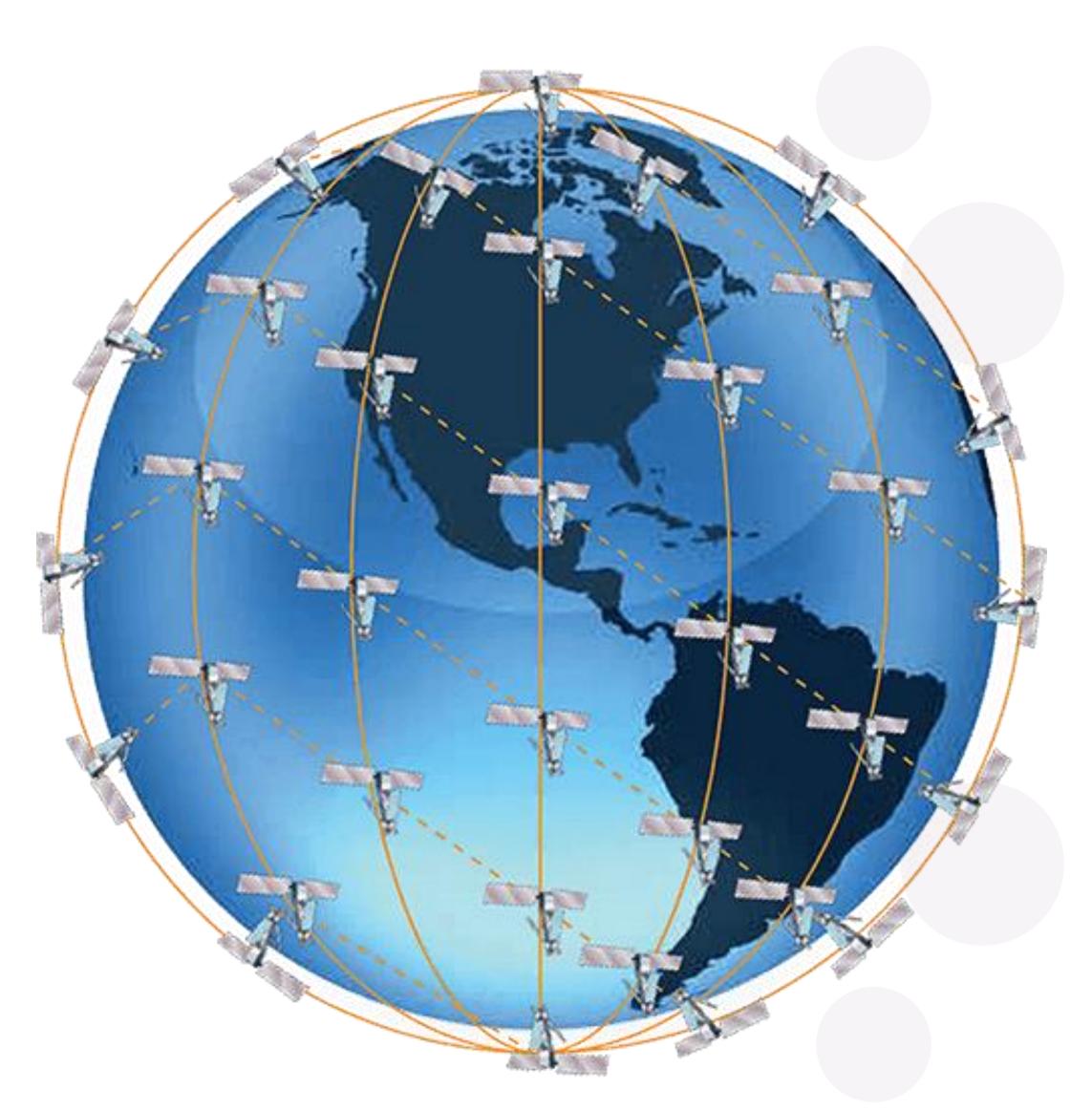
**Check-In Sessions:** when starting a session, you must wait for a confirmation message back from the server.

Group Chat Messages: expect delays. This function will perform very slowly.

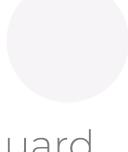
SolusGuard Mobile App: certain parts of the app will be unavailable or limited, including the Profile and My Teams.

Timing Discrepancies: may cause communications to be received out of order.

Be Patient!











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### We're Here for You

# SolusGuard

