SolusGuard

Android App Guide

October 2022

Table of Contents

This document will help you navigate the SolusGuard system.
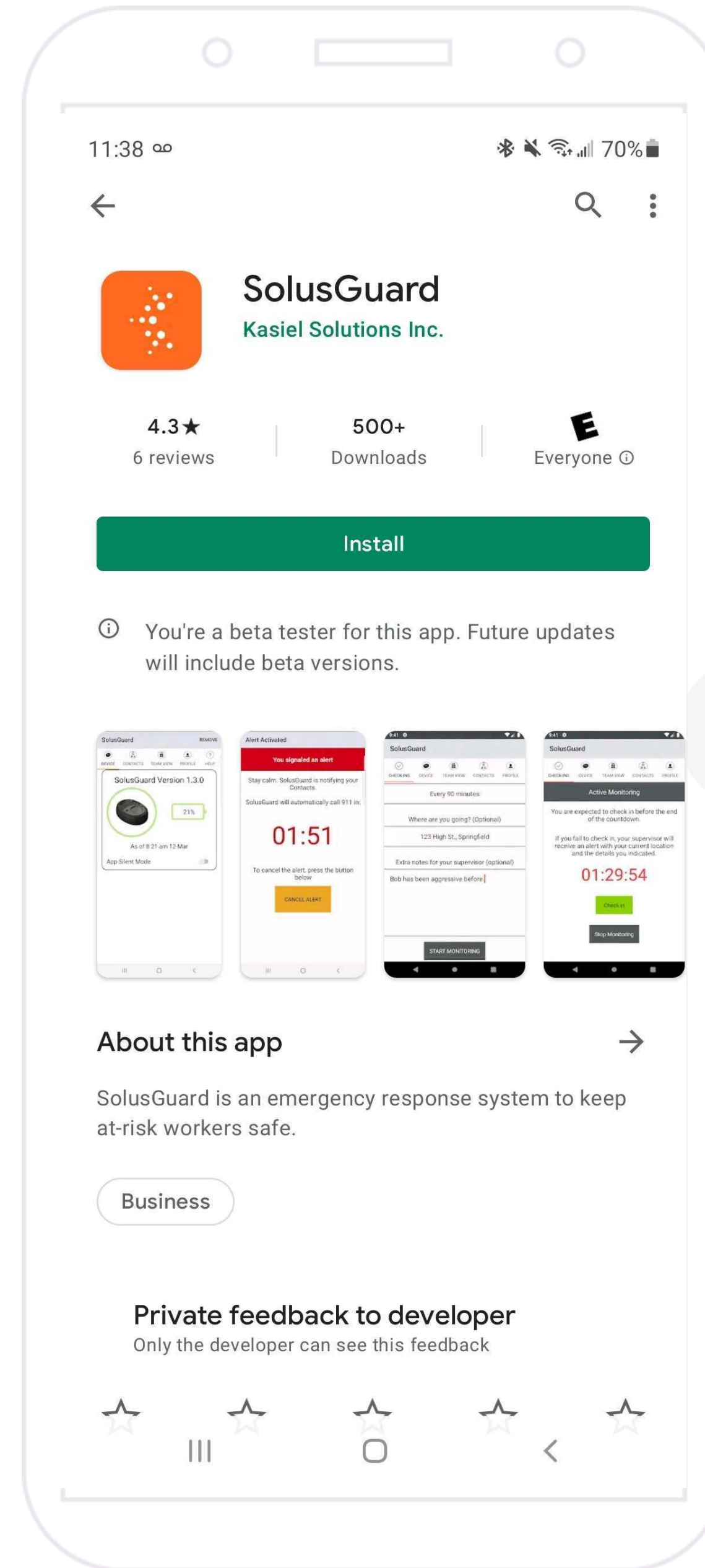
SolusGuard

Install SolusGuard

Begin by installing
SolusGuard from the
Play Store.

Enter the Play Store

Search 'SolusGuard'
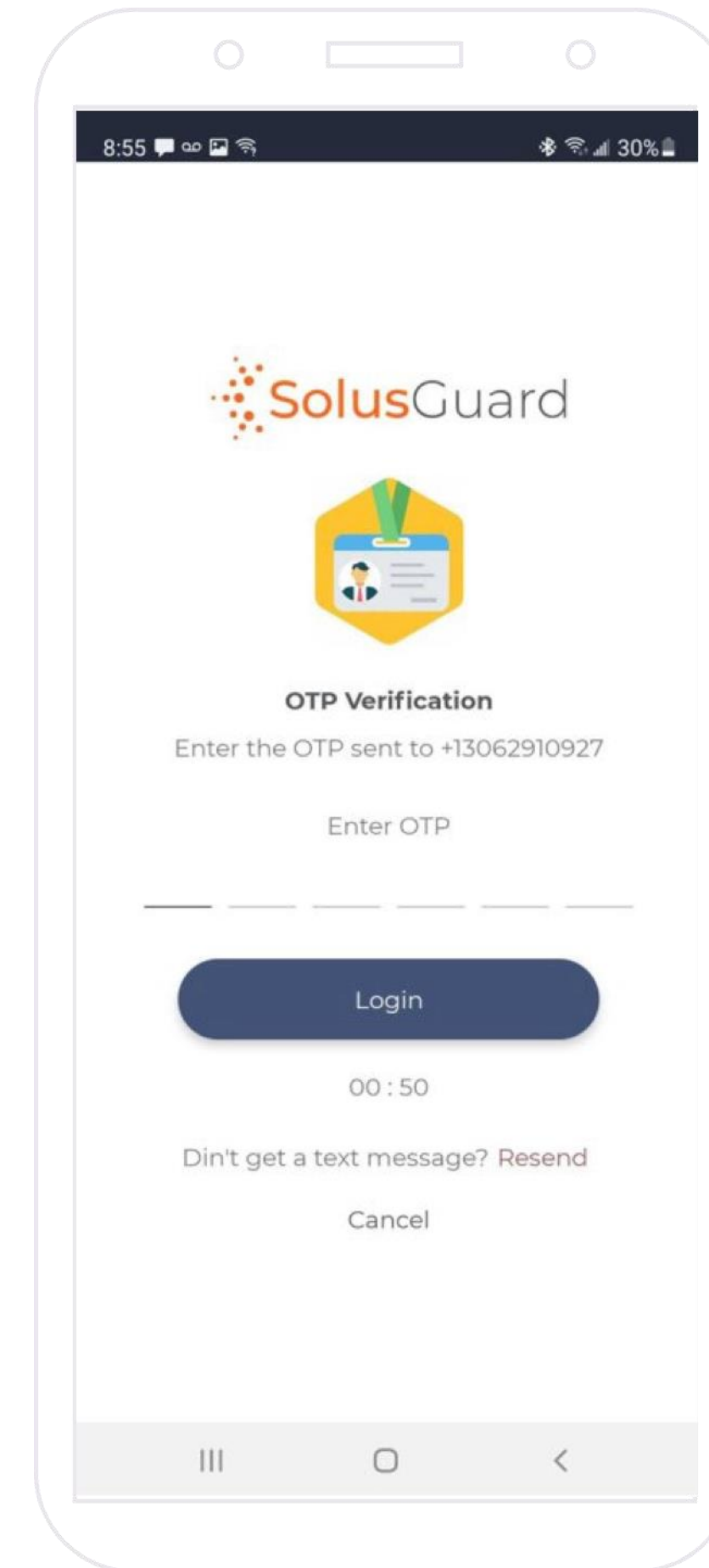
Tap Install

Login
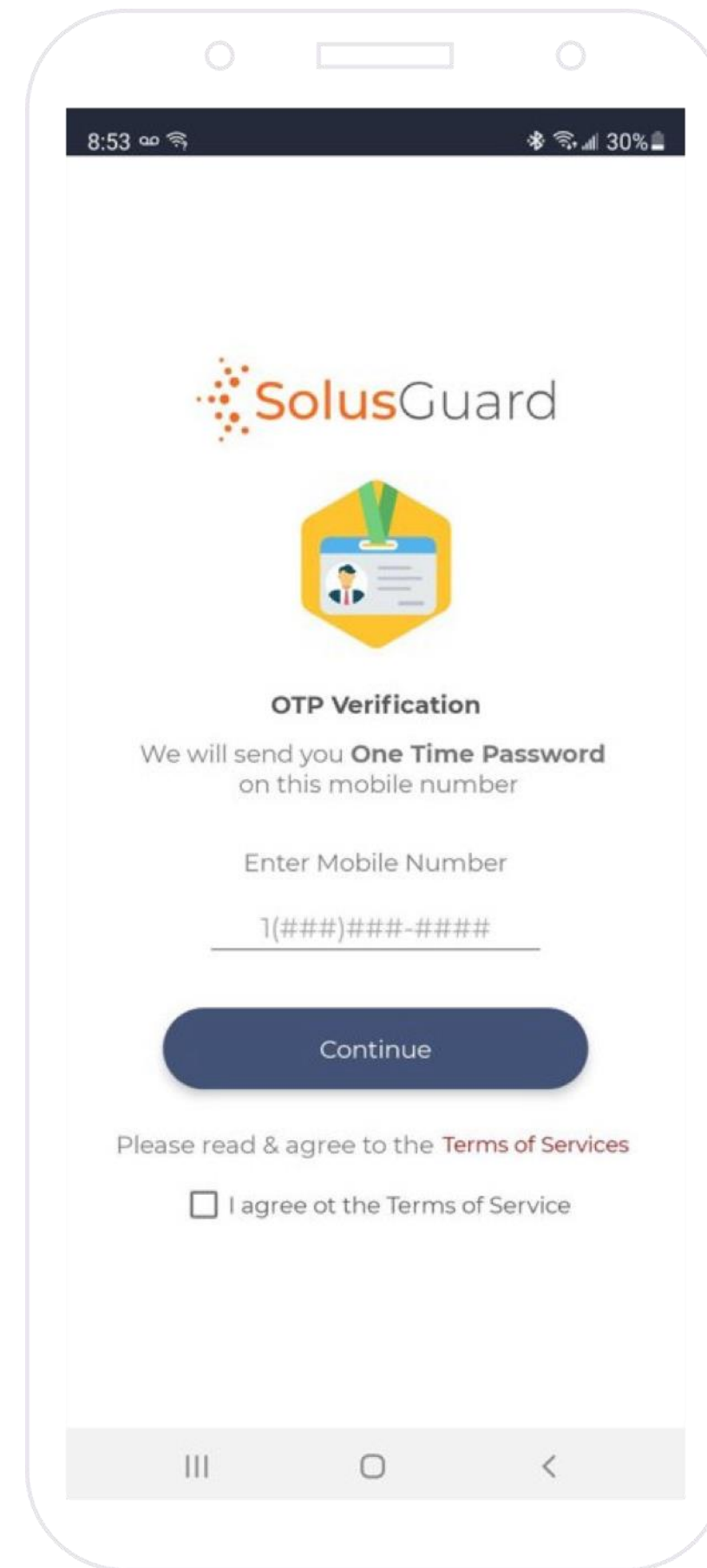
Open the App

Enter your mobile number

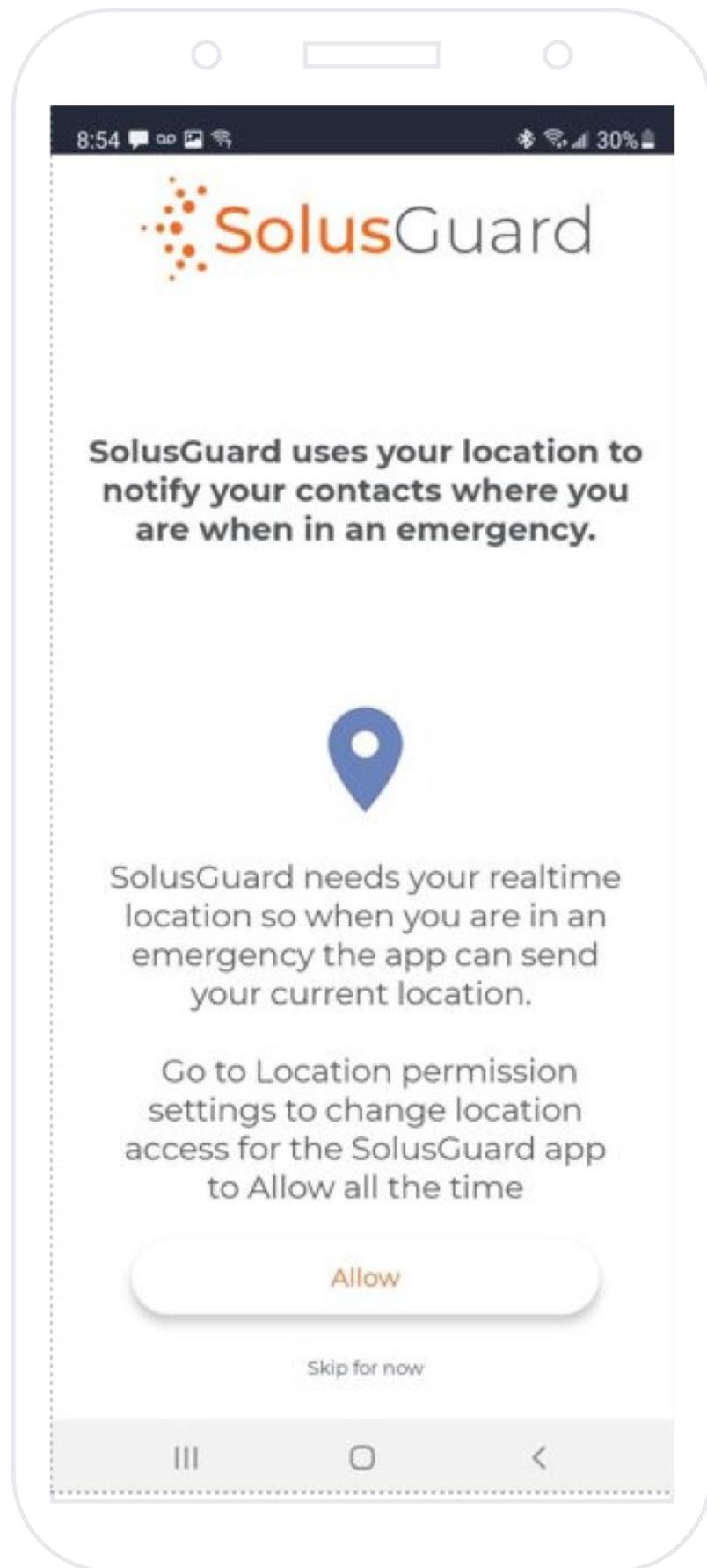**Accept** terms and conditions

Accept Continue

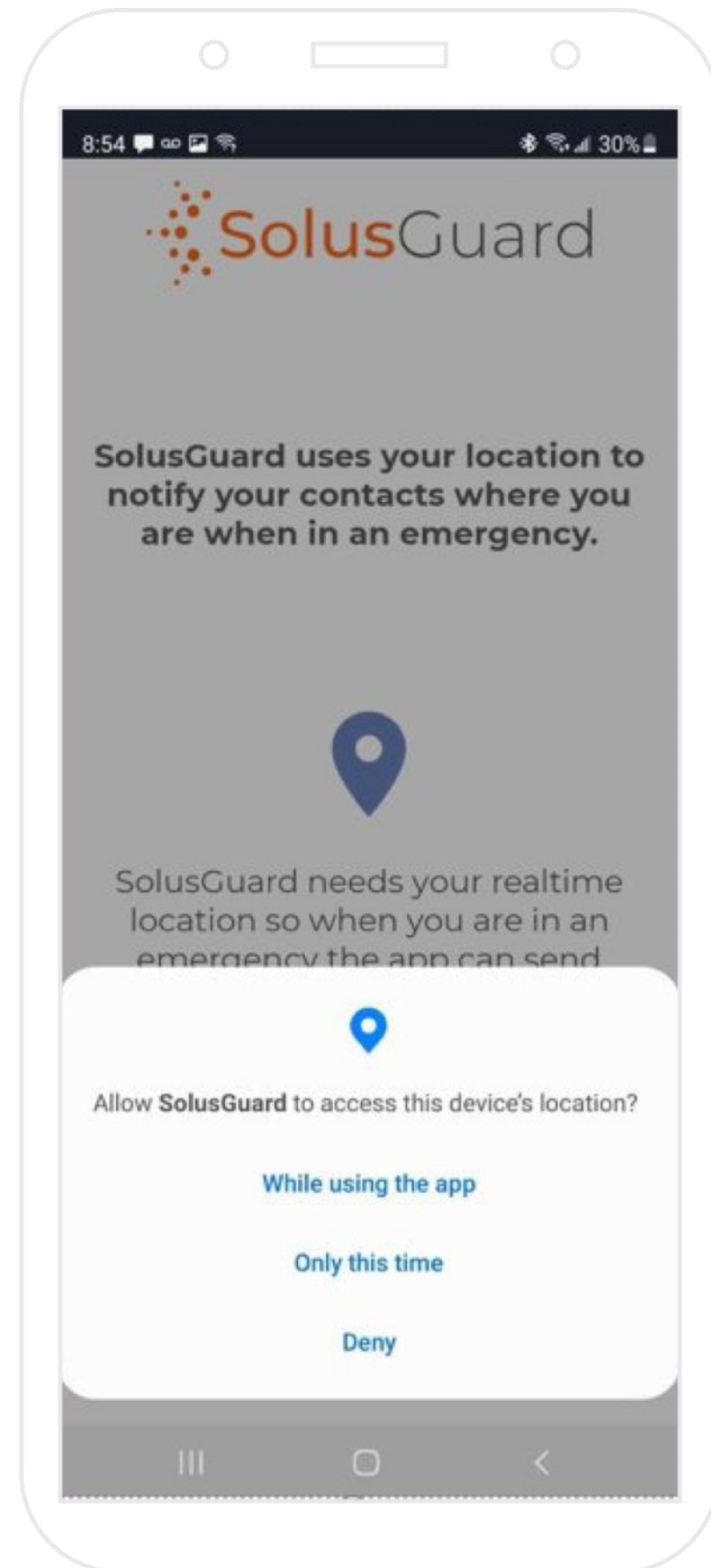You will receive a one-time password via text message.

Enter the login code
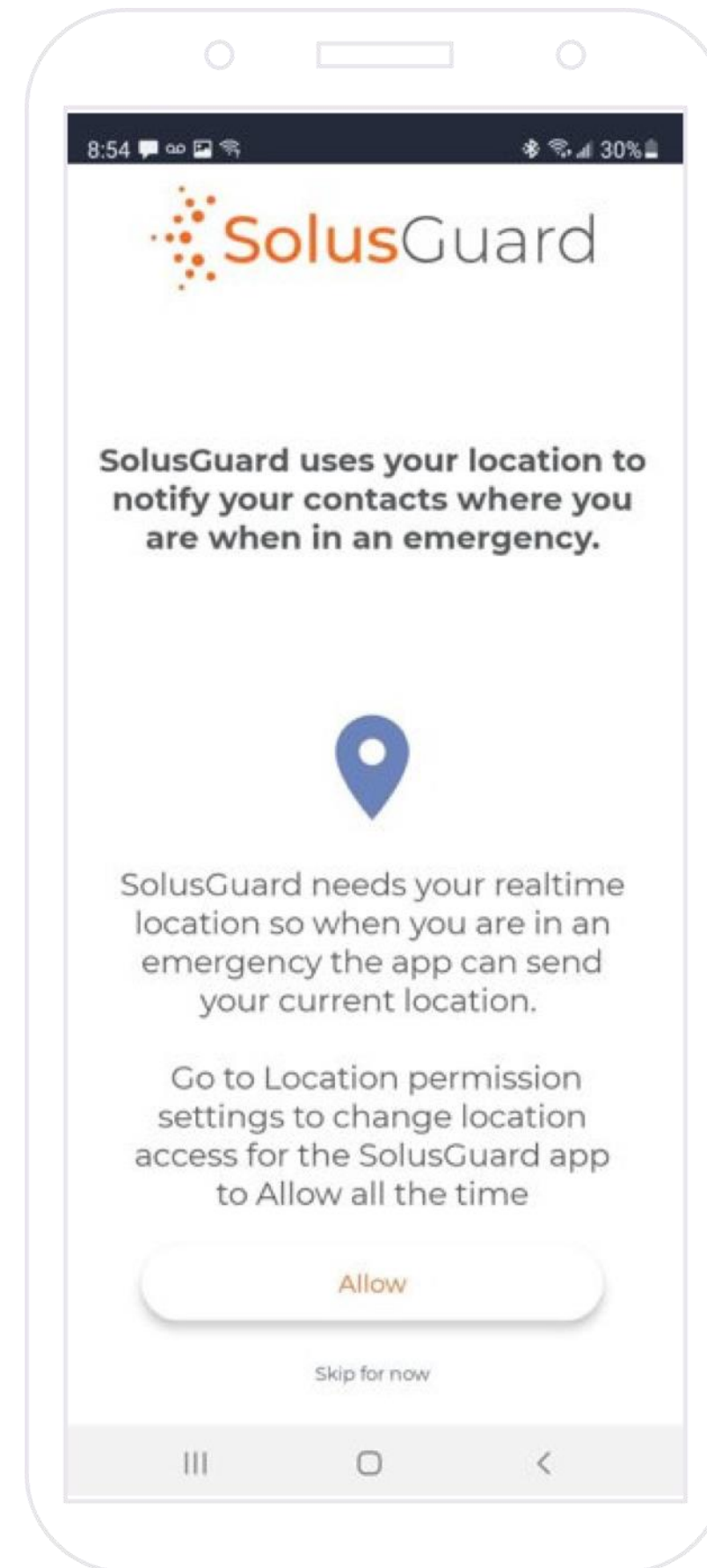
Grant Permissions

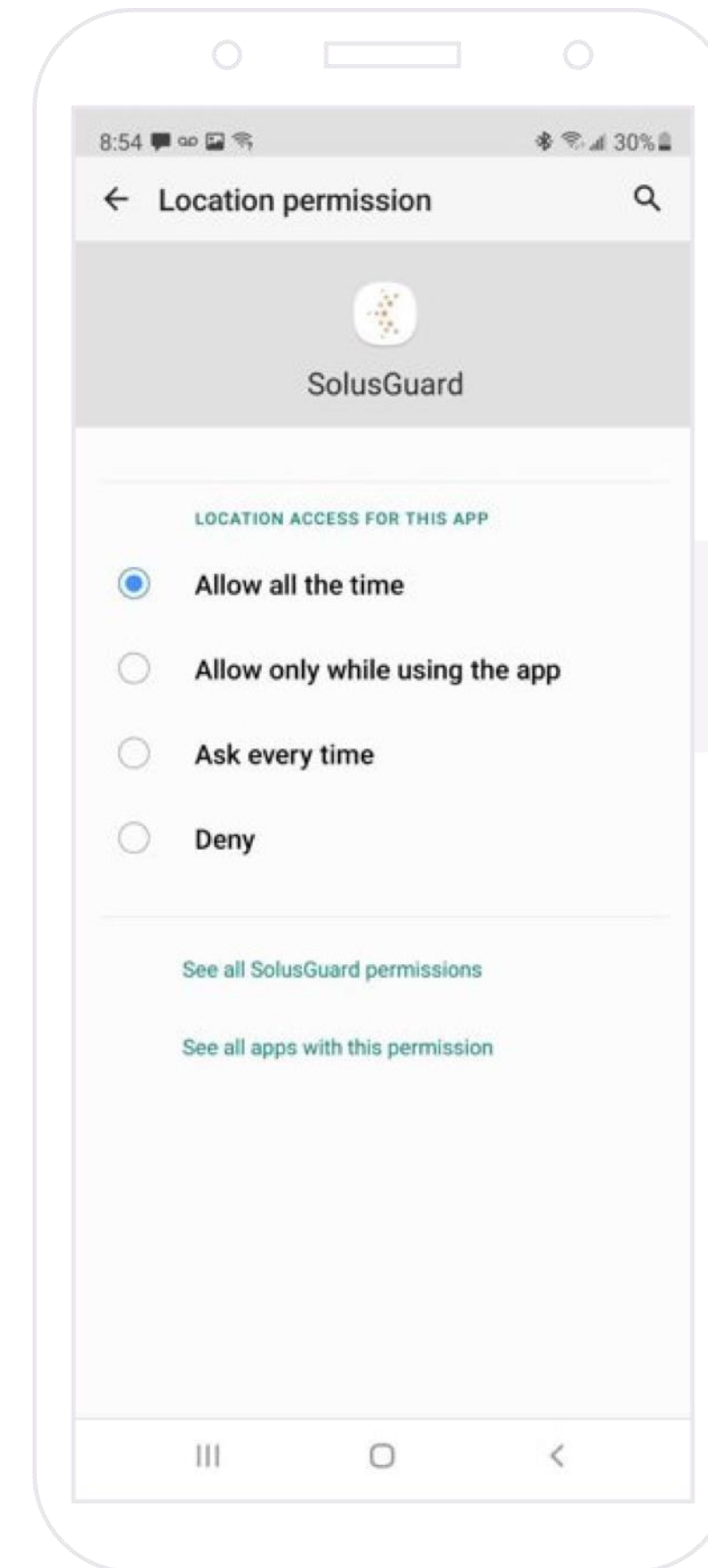You must allow all permissions for SolusGuard to operate properly.
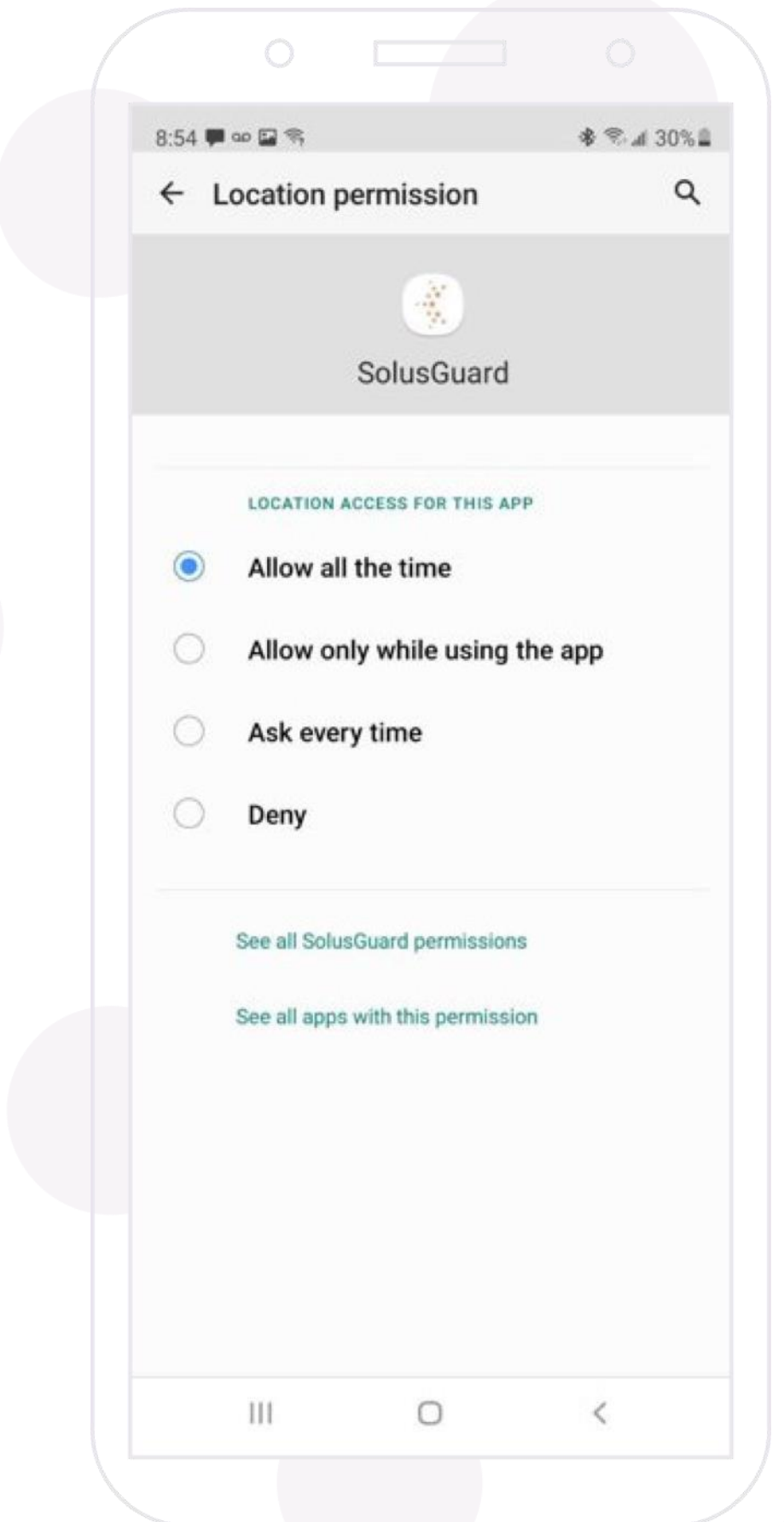

Tap Allow

Tap While using the app

Tap Allow

Tap Allow all the time

Tap the back arrow to return

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.
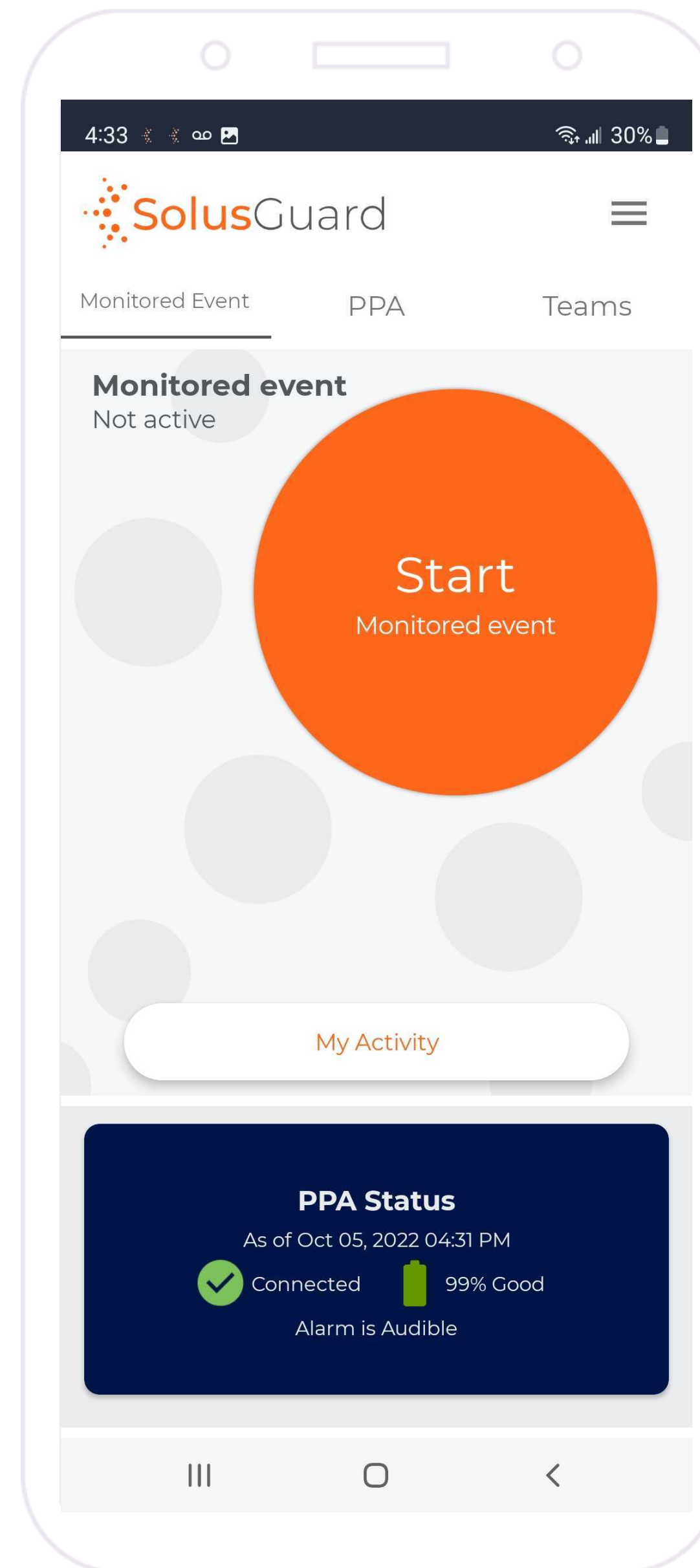
Settings Menu

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.

4:33

SolusGuard

Monitored Event   PPA   Teams

Monitored event
Not active

Start
Monitored event

My Activity

PPA Status
As of Oct 05, 2022 04:31 PM

✓ Connected   🔋 99% Good

Alarm is Audible

SolusGuard

Overview – System Health

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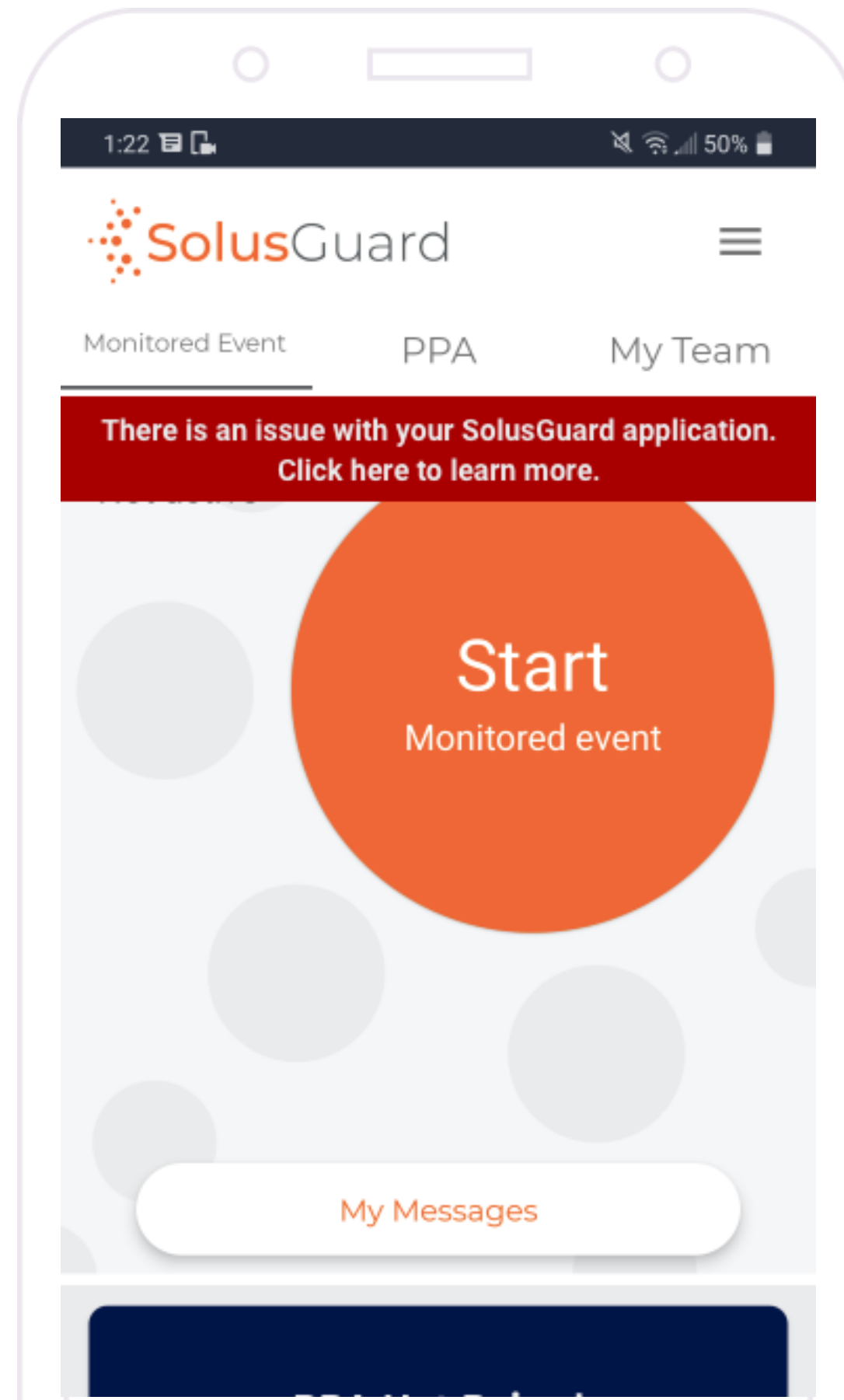
Warning Banner

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

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

Settings Menu

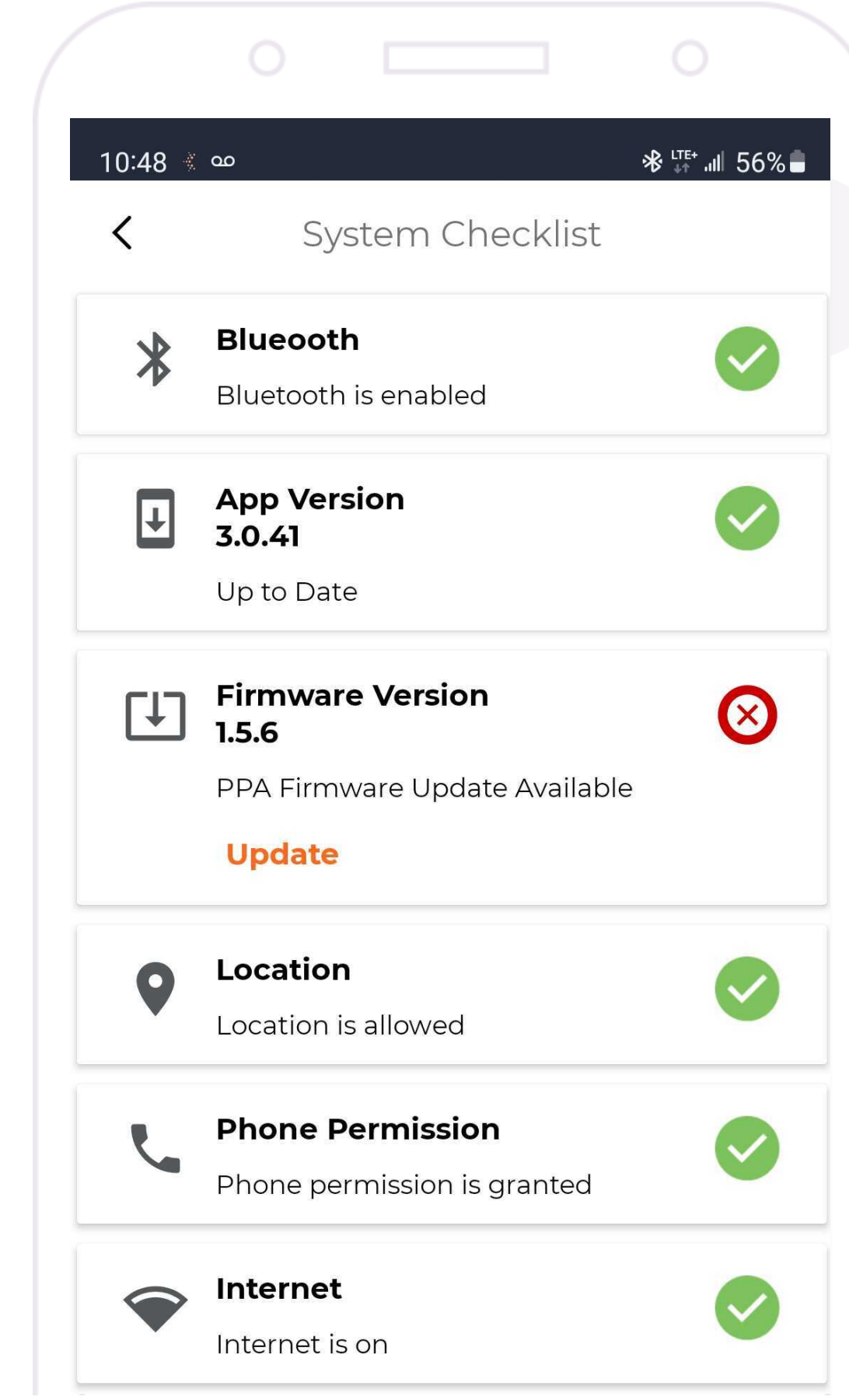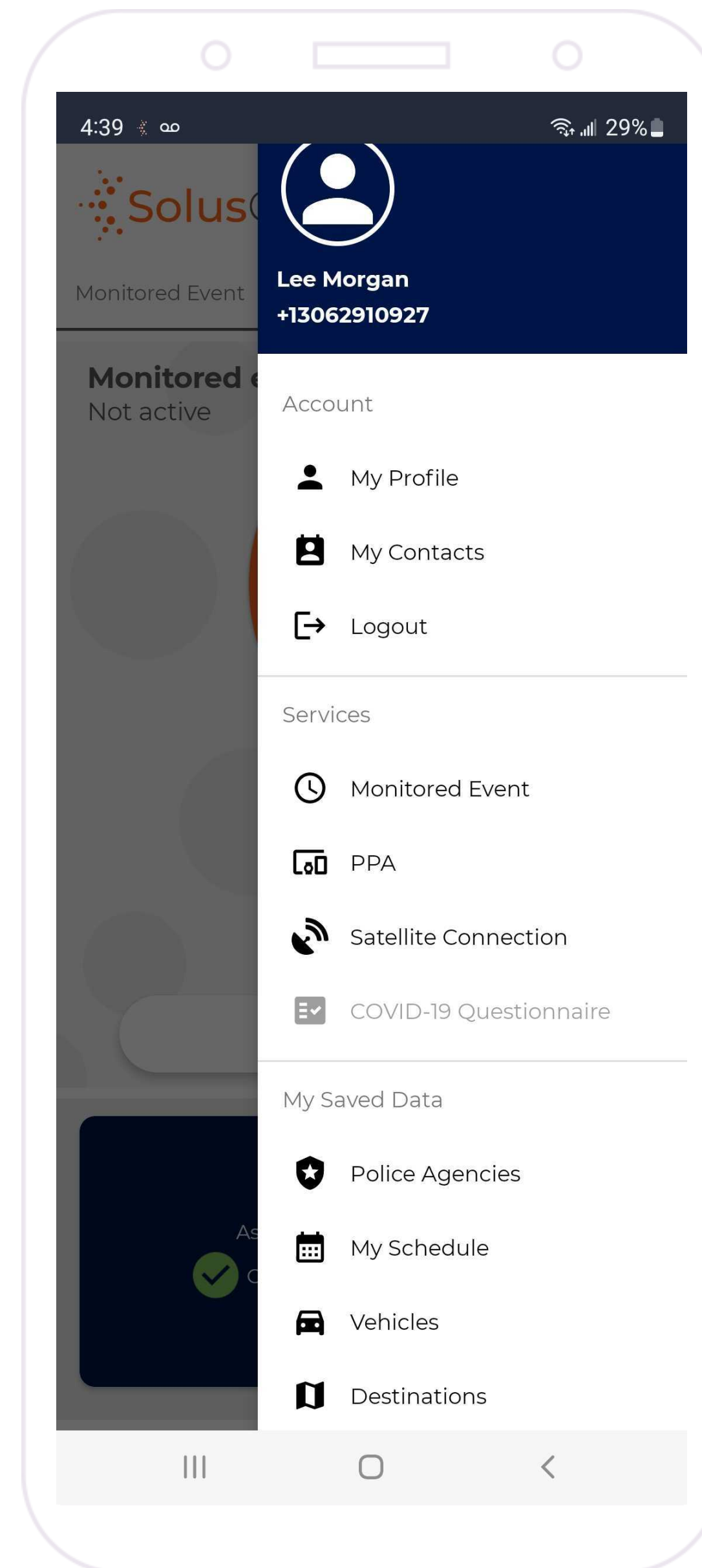**Tap** Help to access technical assistance and troubleshooting information, as well as the Location Tester and Terms of Service.

Tap My Profile to view and edit your profile information.

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

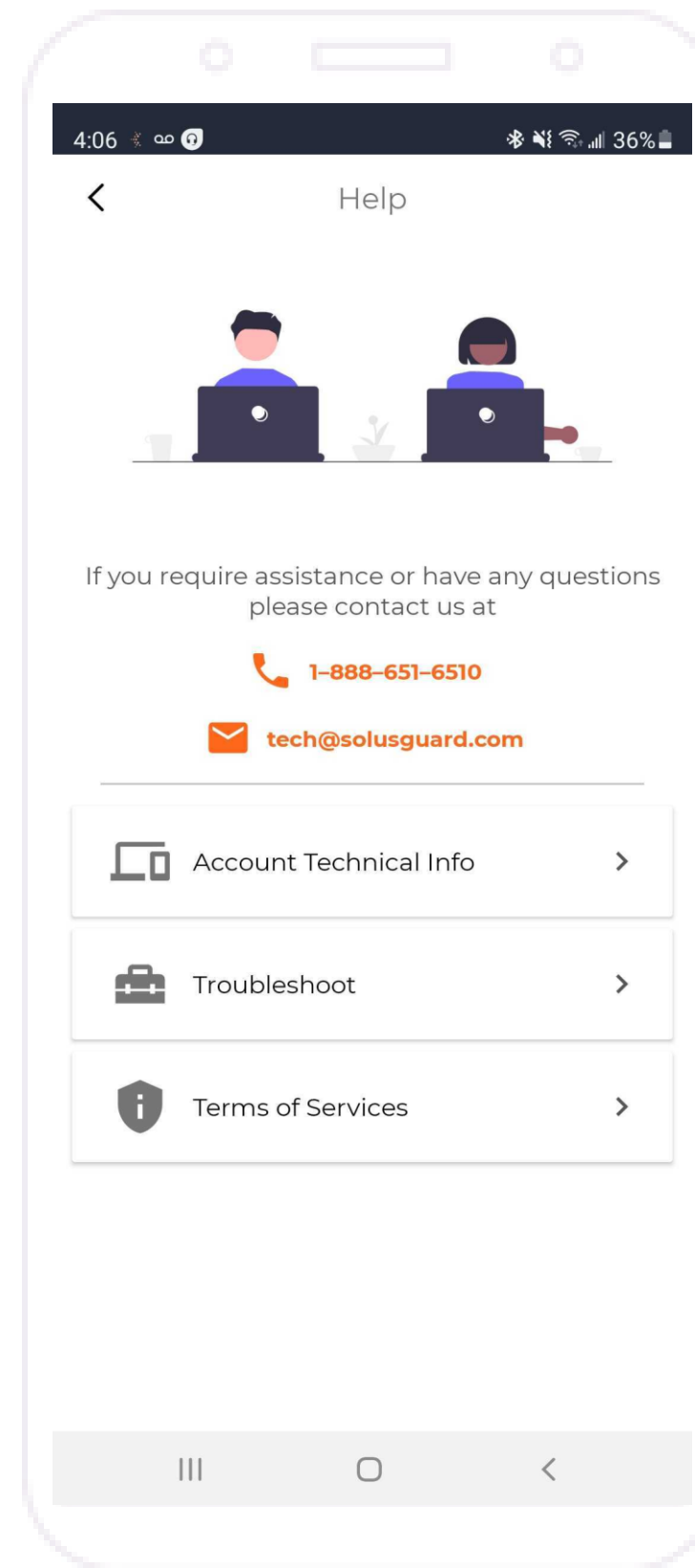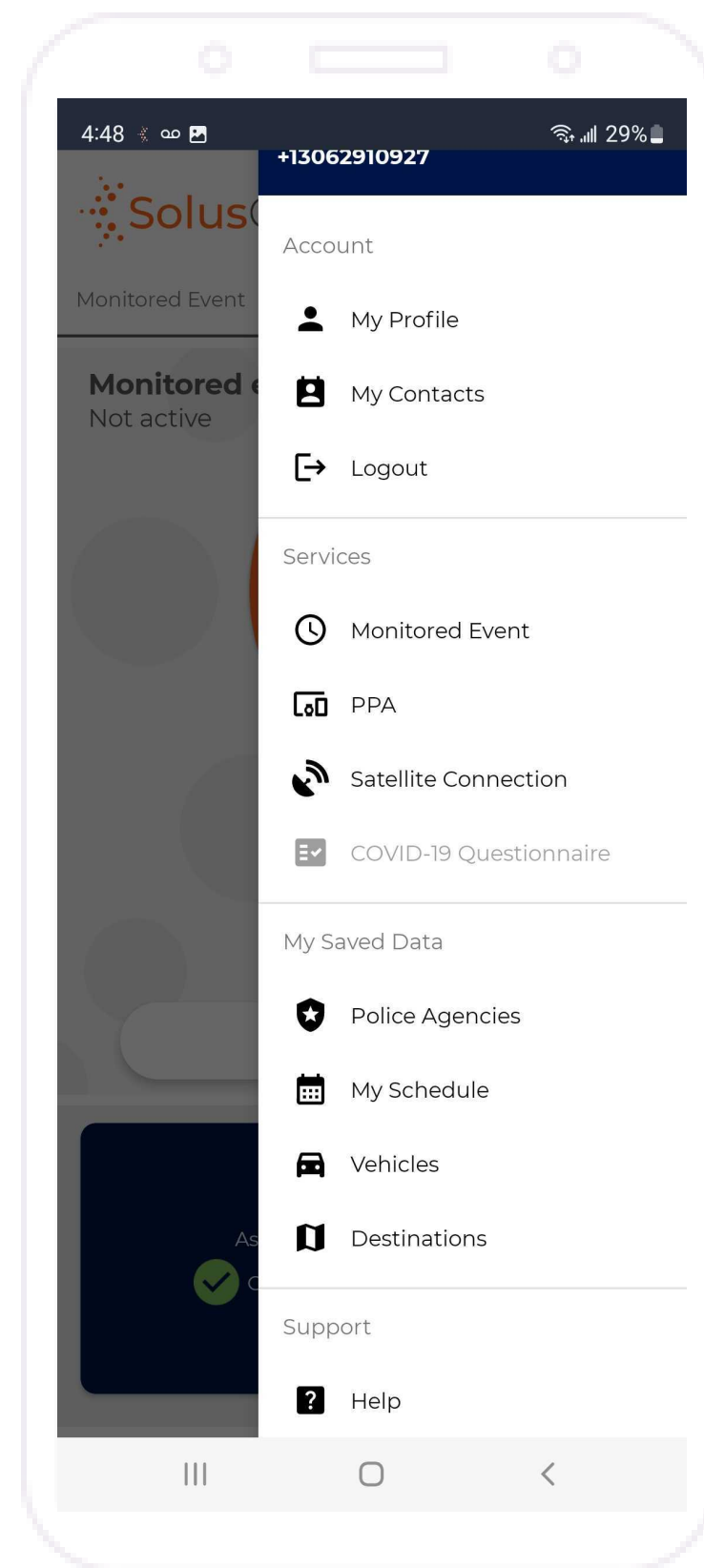**Tap My Schedule** to **schedule upcoming community visits.**

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.

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 Troubleshoot
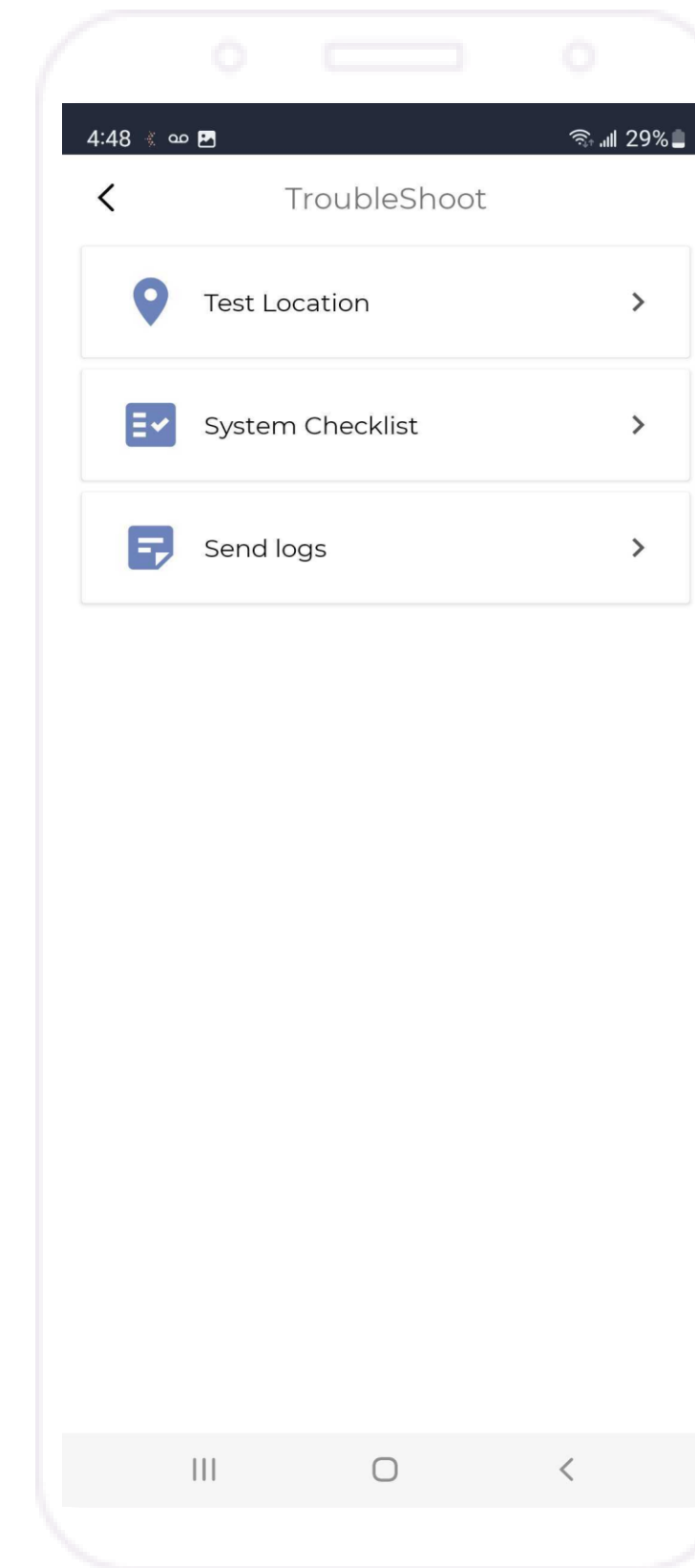
Tap Test Location to access the GPS location tester

Teams Overview

If you are a supervisor, the Teams screen displays information for any users who have added you as an emergency contact.
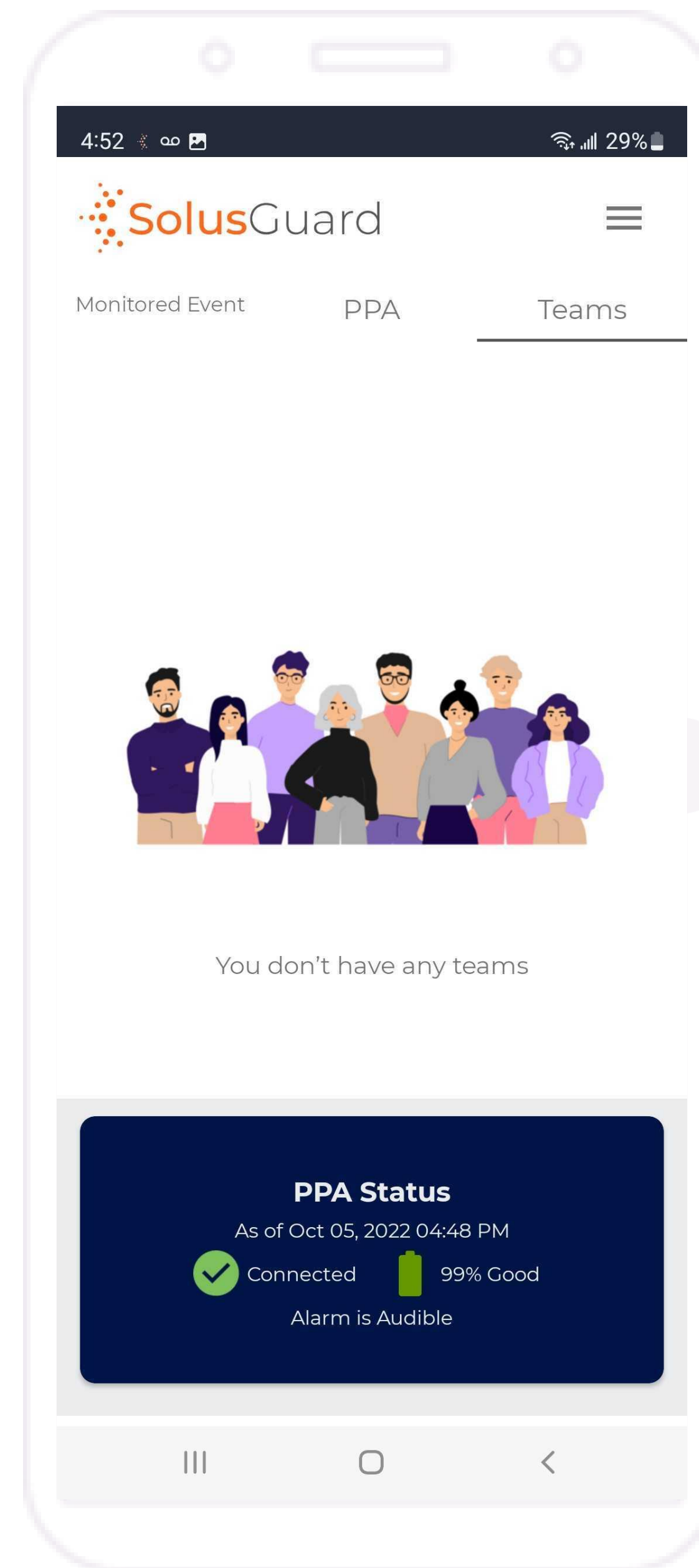
My Activity Overview
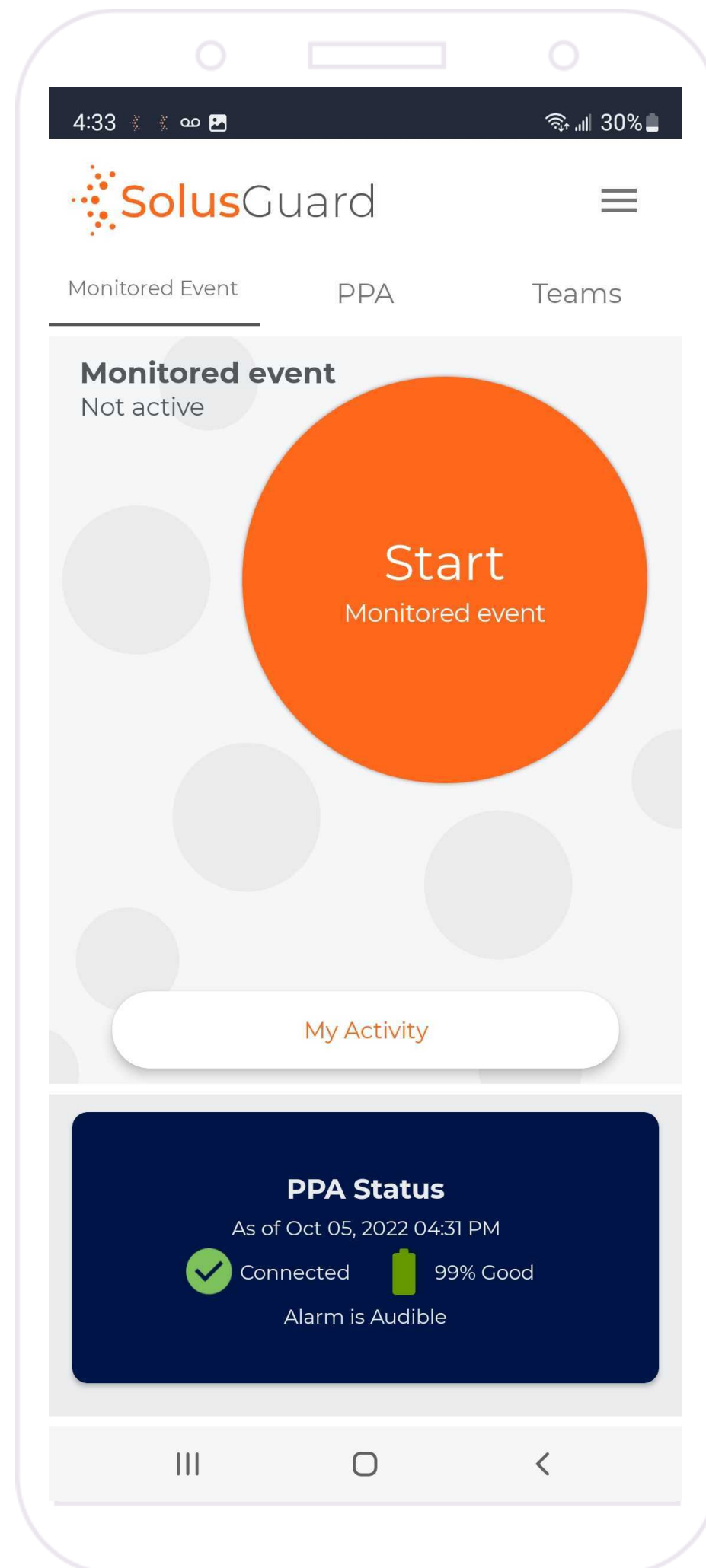
Tap My Activity to access your activity feed on either the Monitored Event or the PPA tabs.

Tap My Activity

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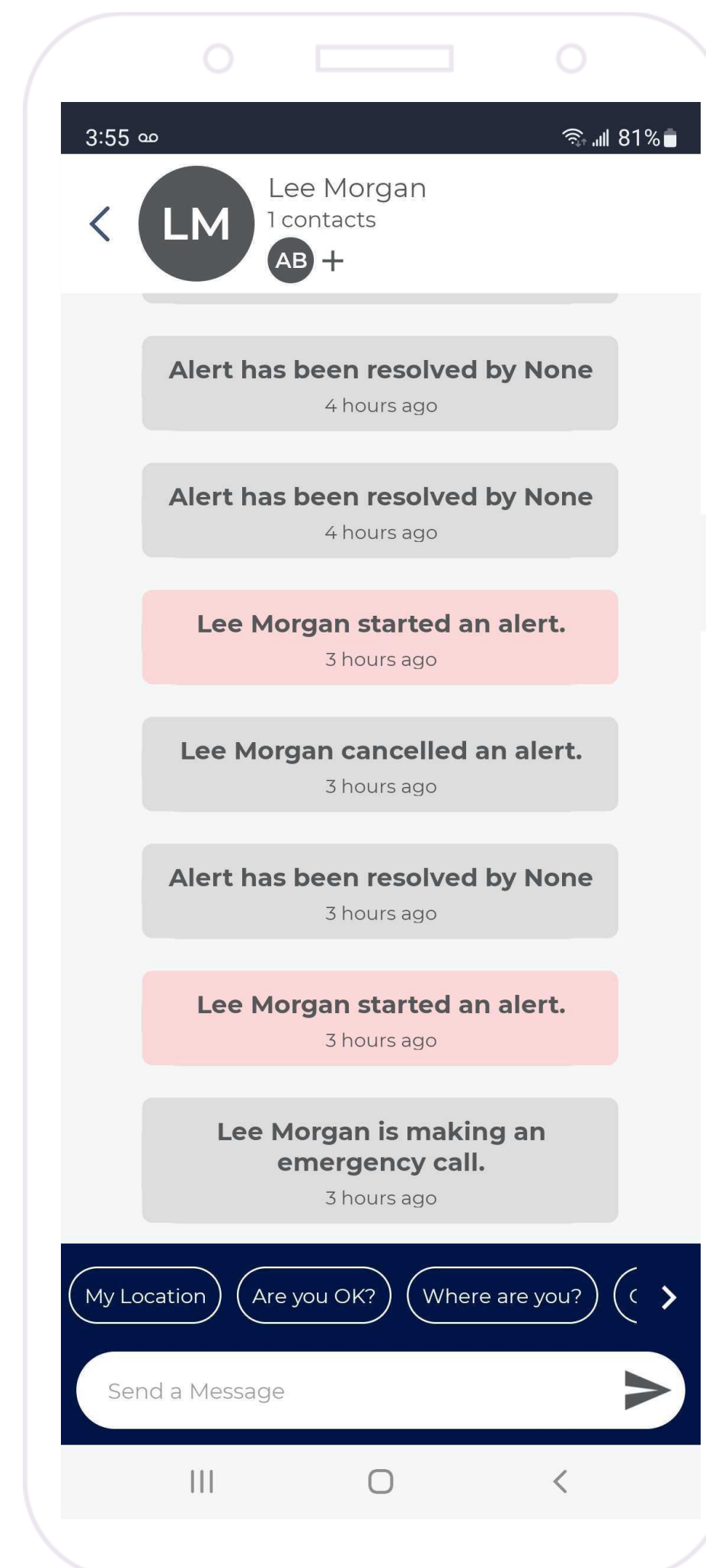
Your activity feed provides access to a record of active PPA alerts and missed Monitored events with their outcomes, as well as group chat messages sent between you, the National Monitoring Centre, and your contacts.

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.
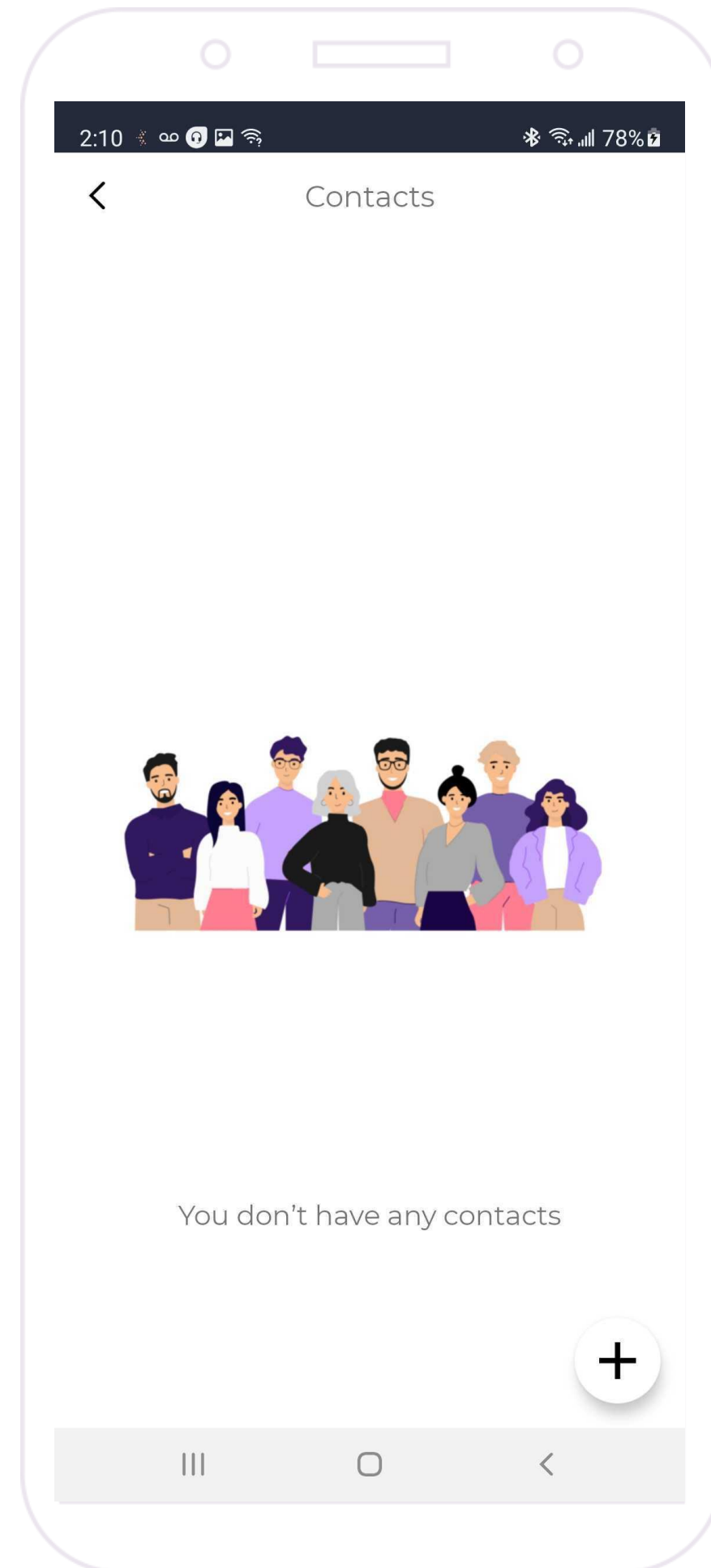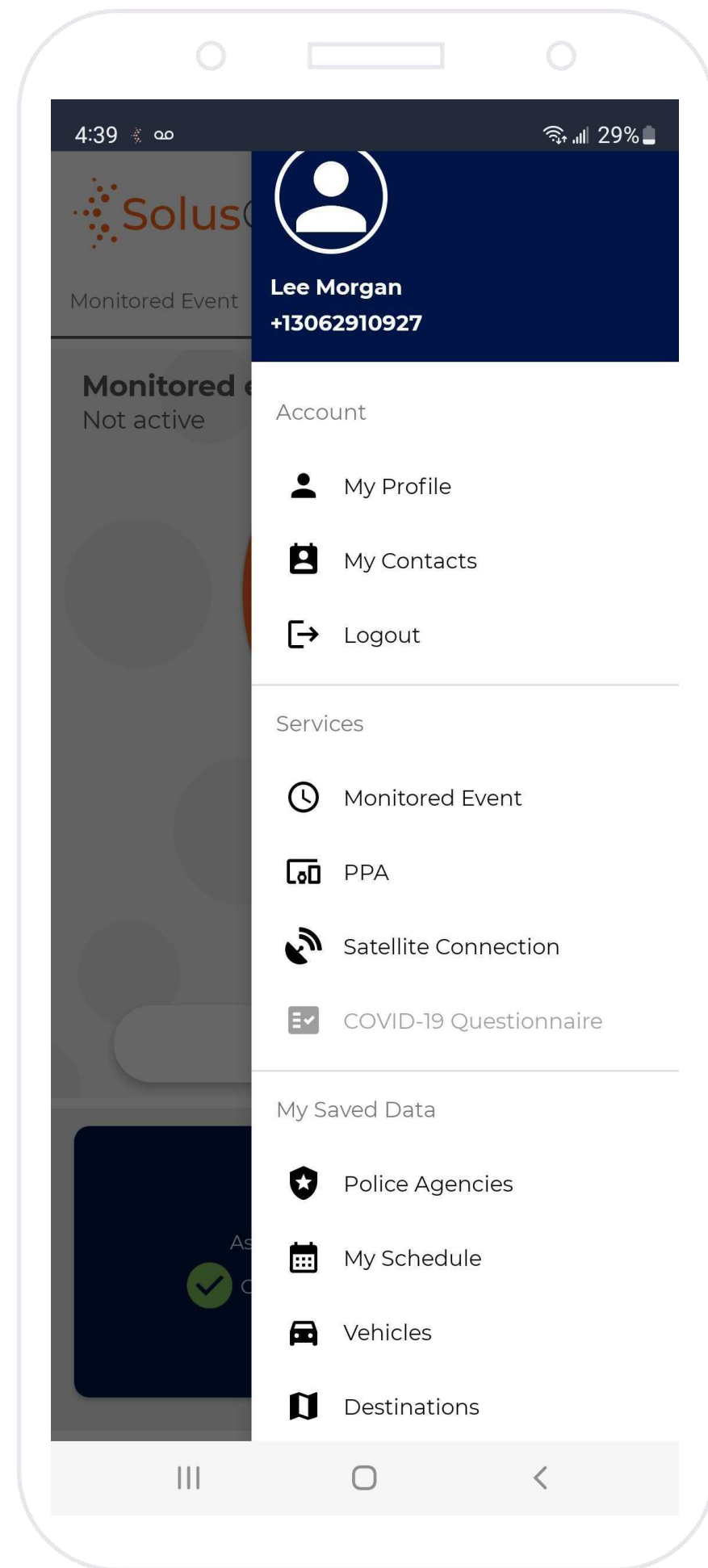
Tap the + Symbol to add a contact.
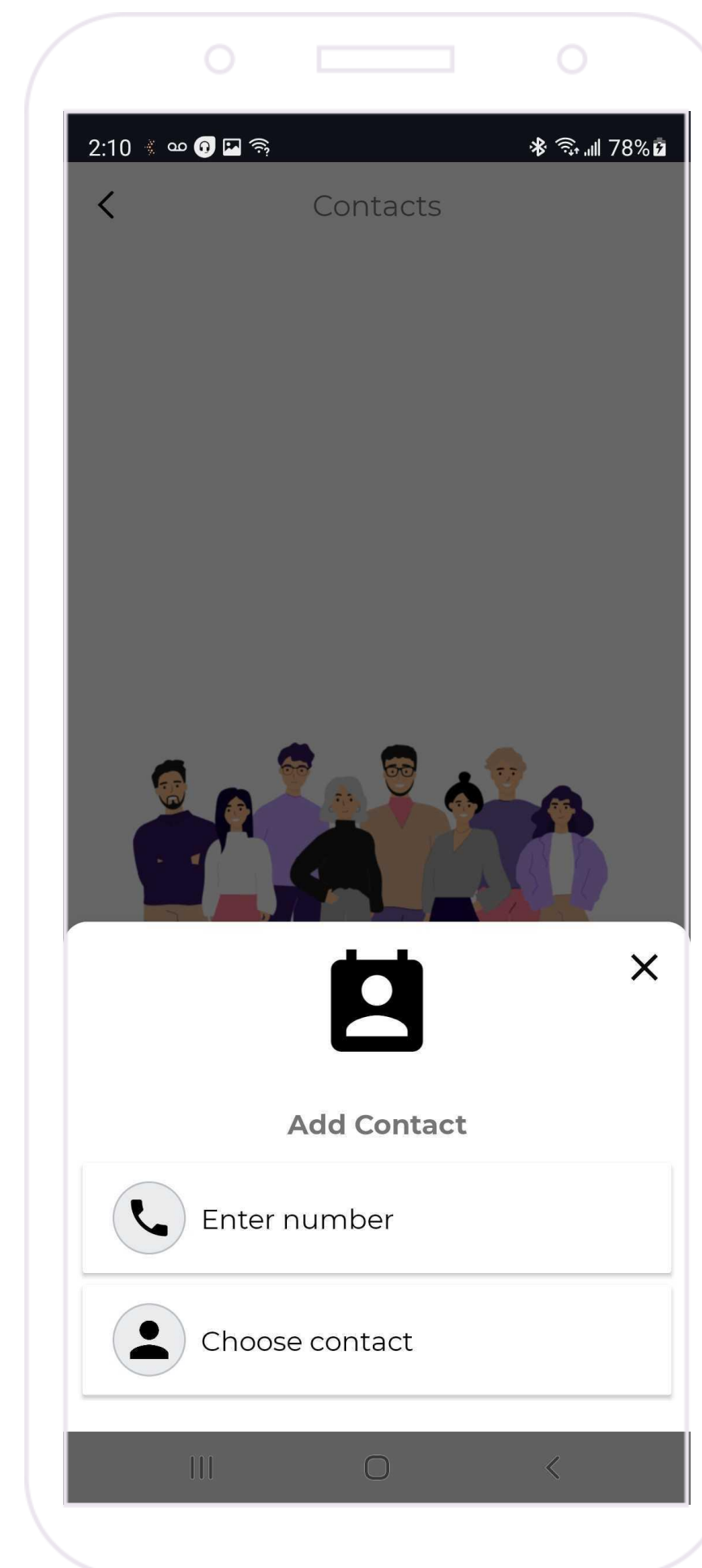
Either manually type in the phone number or choose from your phone contacts.
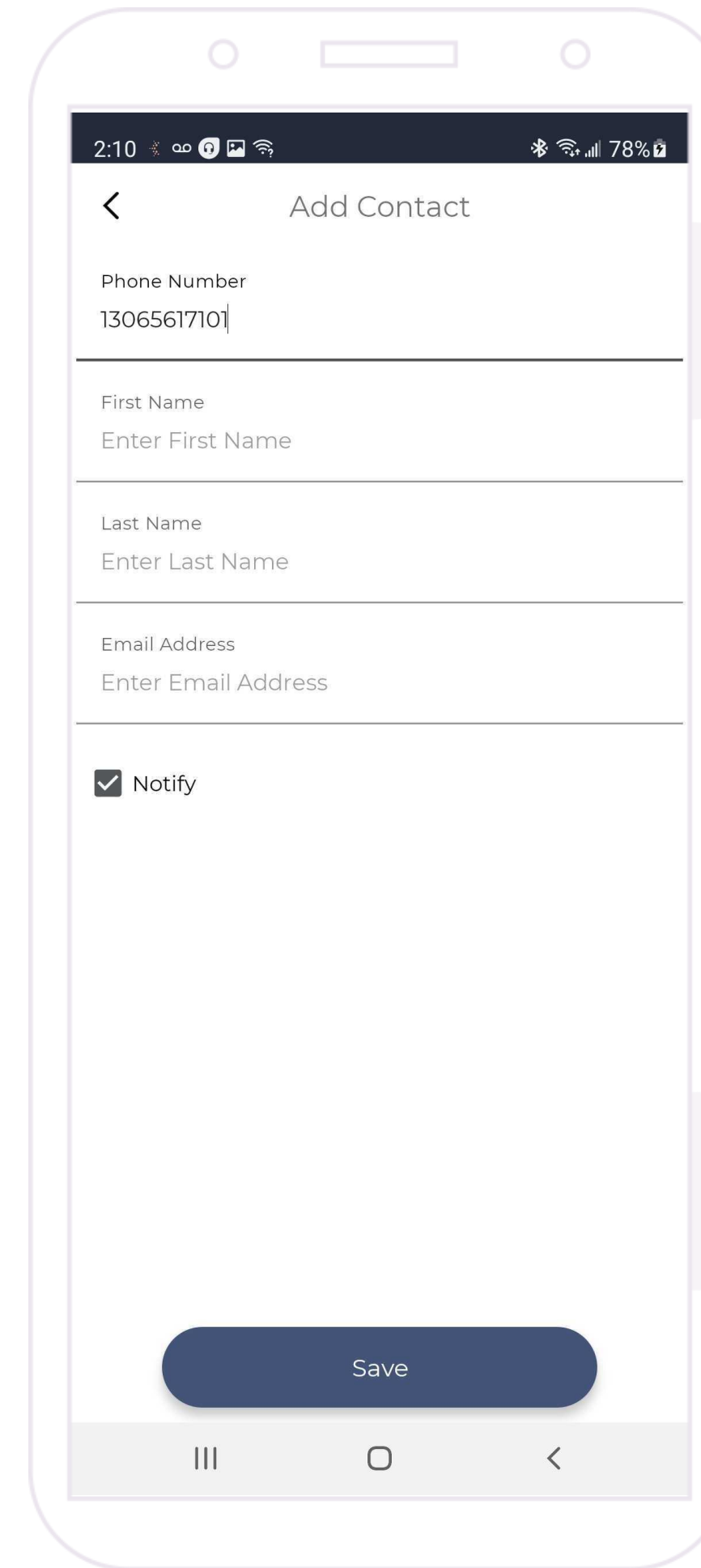
The contact will now be listed on this screen. **Tap** their **name** to manage the contact.

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.
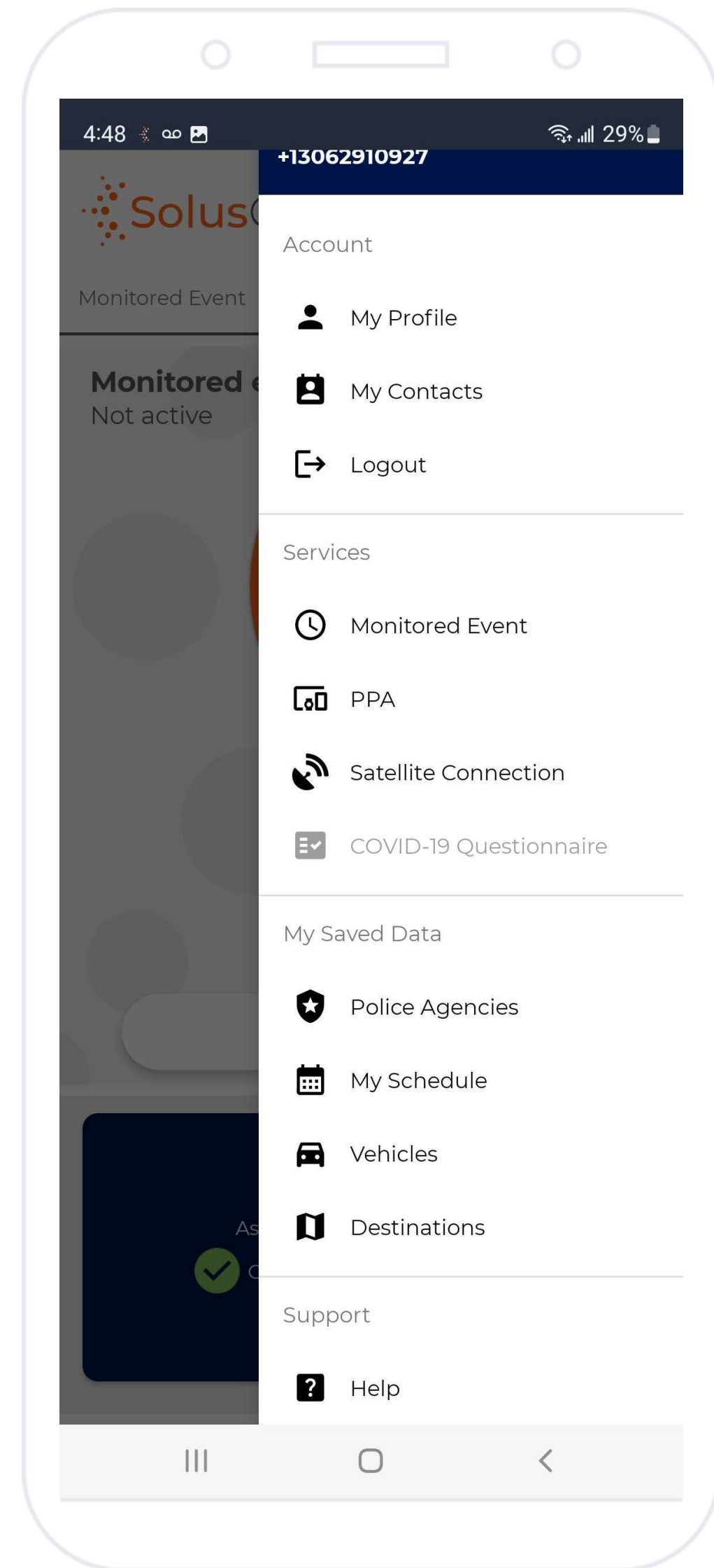
Tap Police Agencies to add relevant police phone numbers.

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.
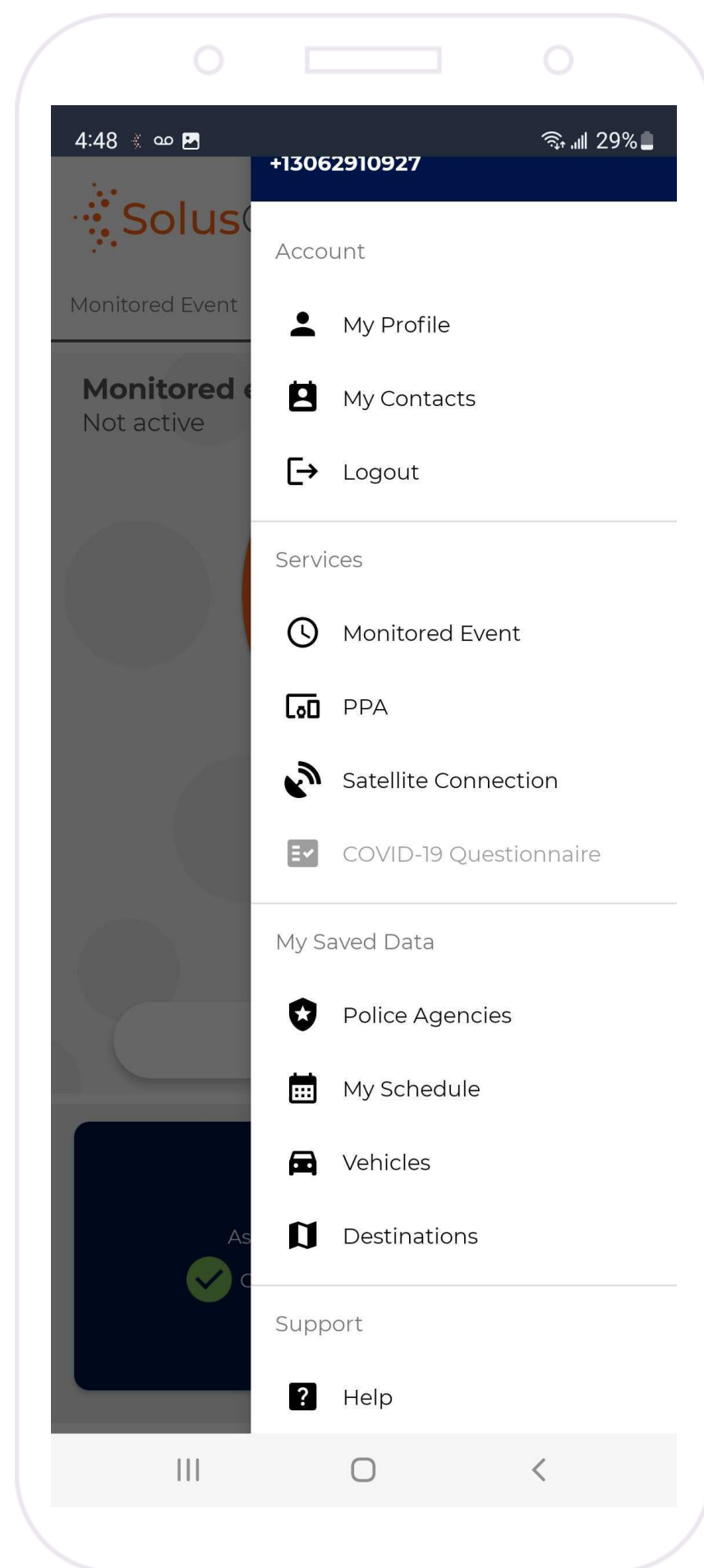
Tap My Schedule
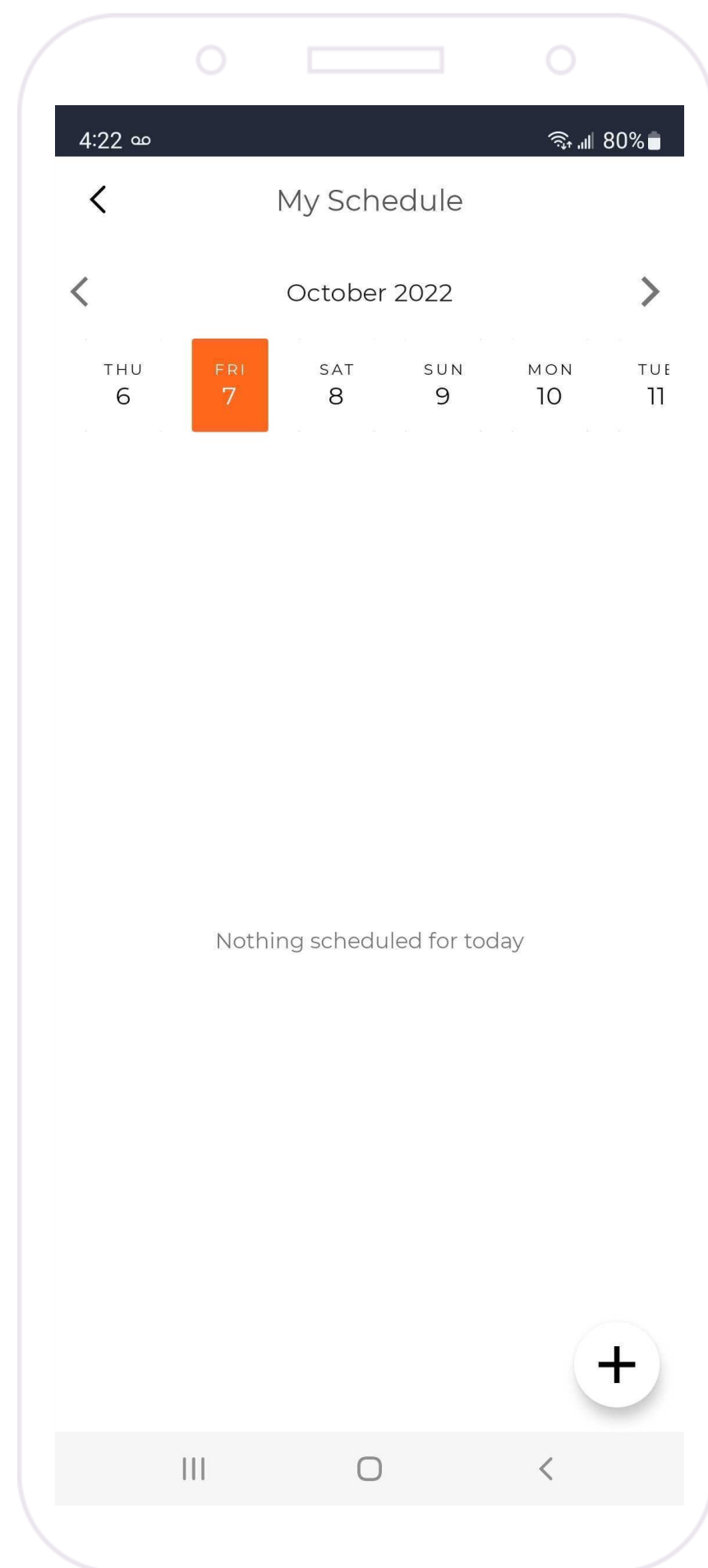
Tap the **(+) symbol**
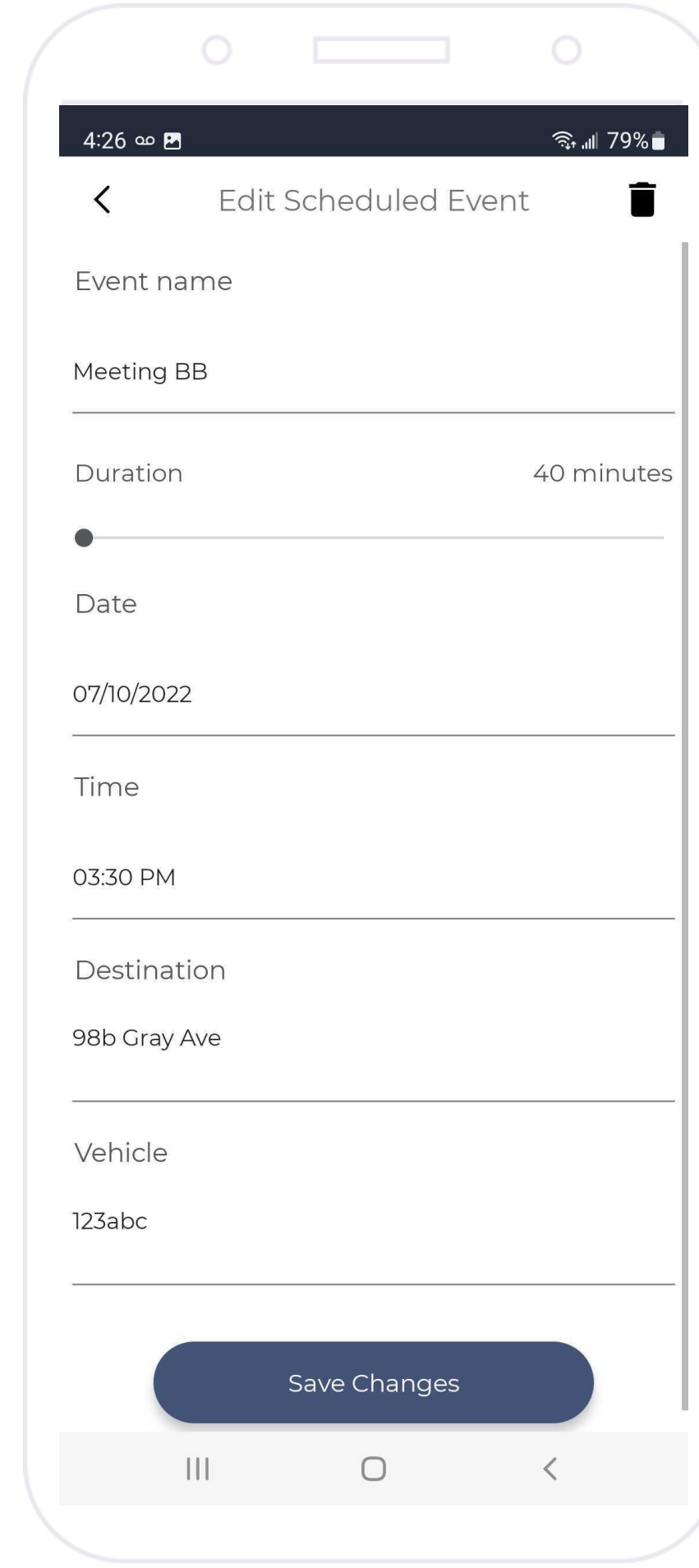
Enter/choose the details
Tap Save Changes
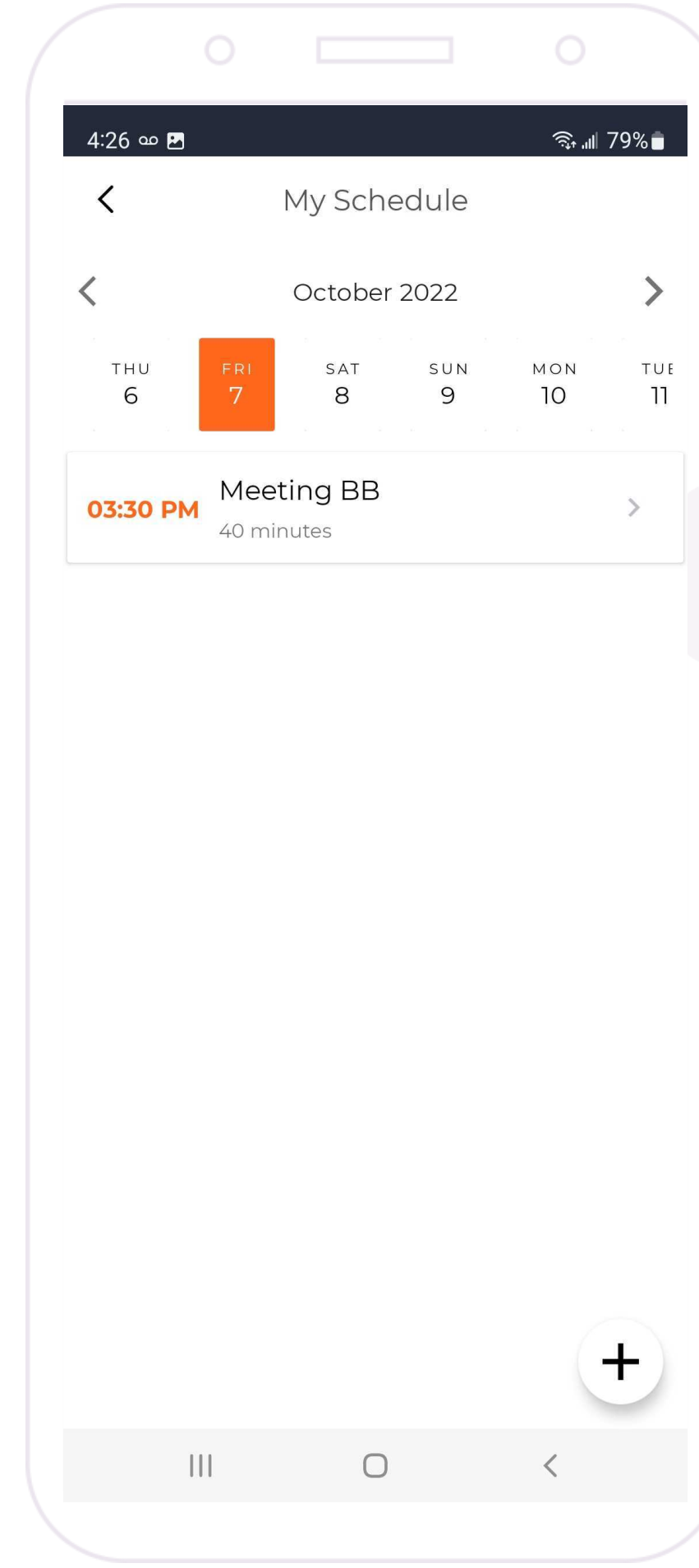
Tap the event to
edit any details

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.

Monitored Event Overview
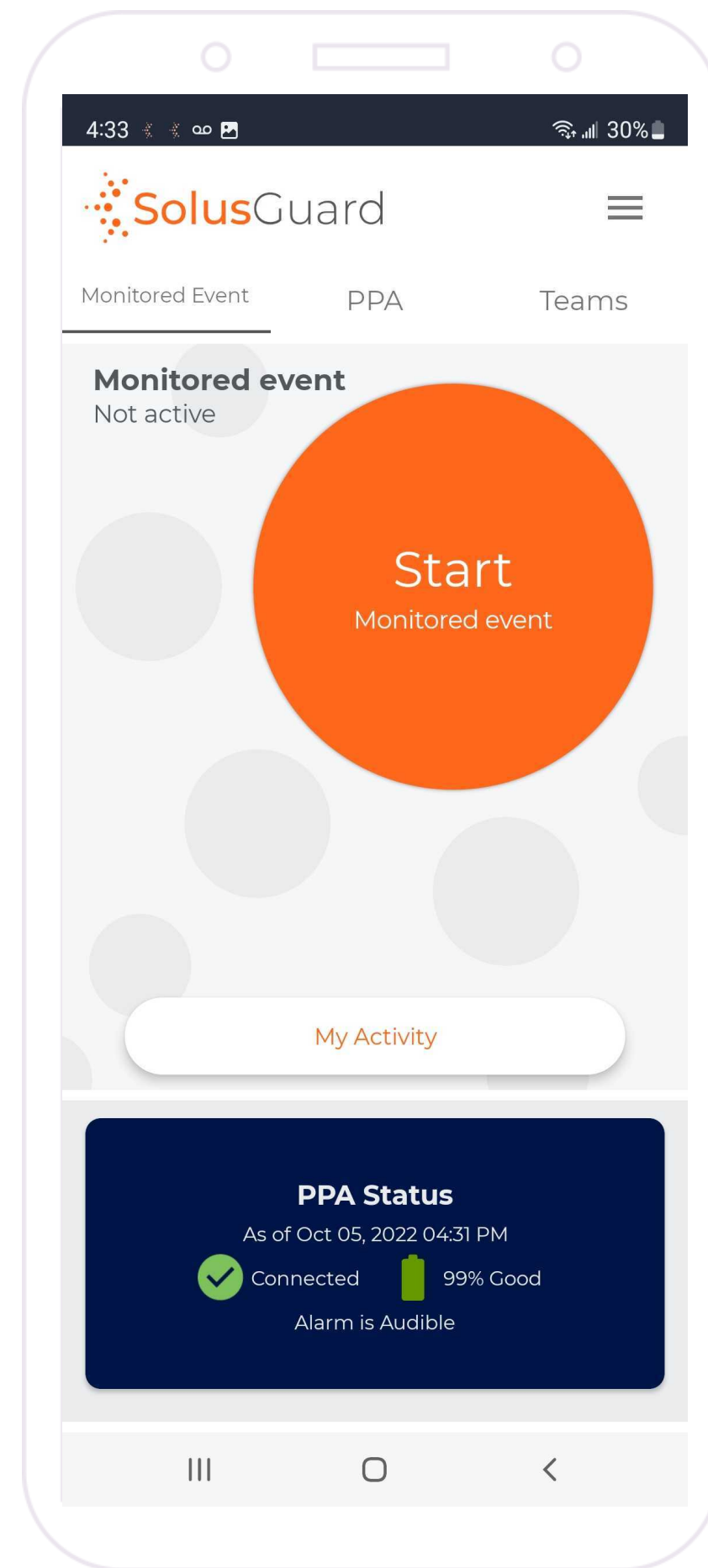
Tap Start
Monitored Event
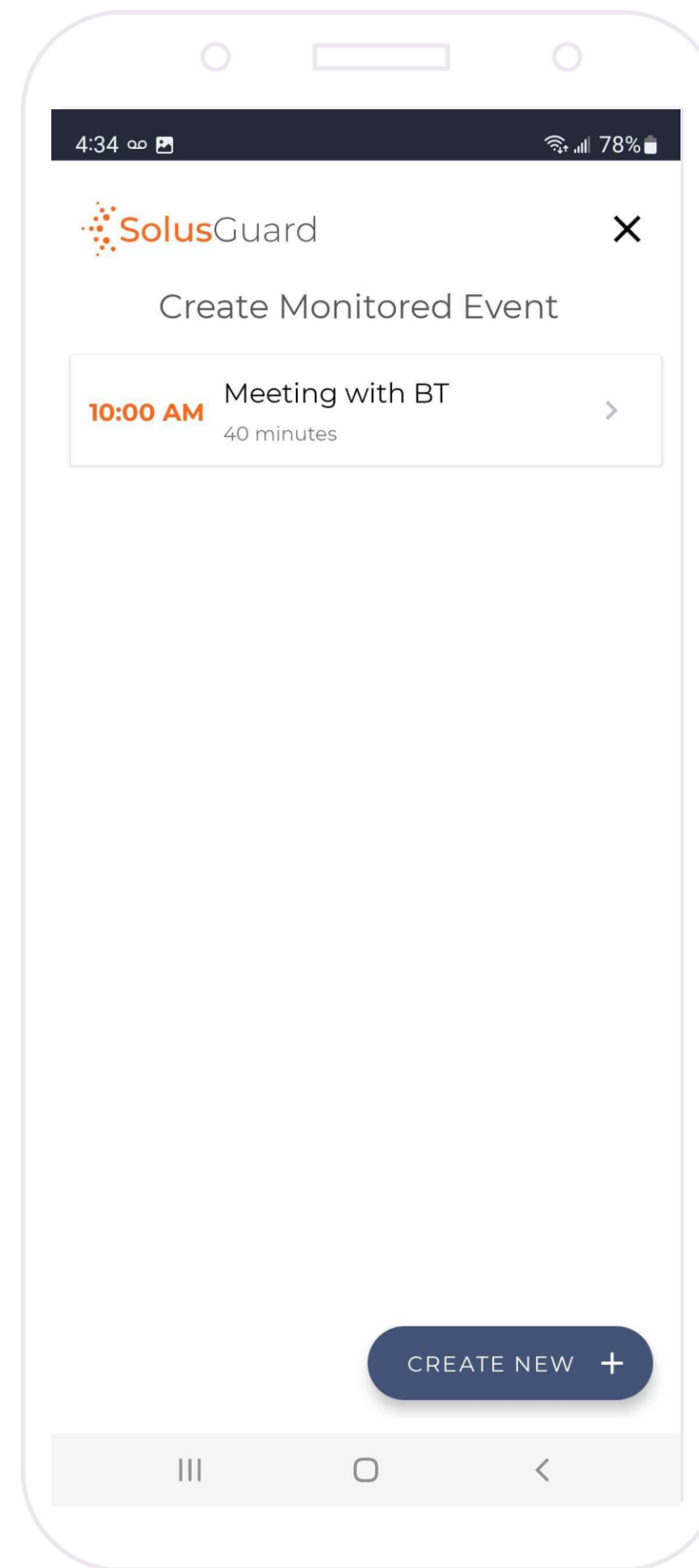
Either **choose** a scheduled event to auto populate the fields or **fill them in manually**.
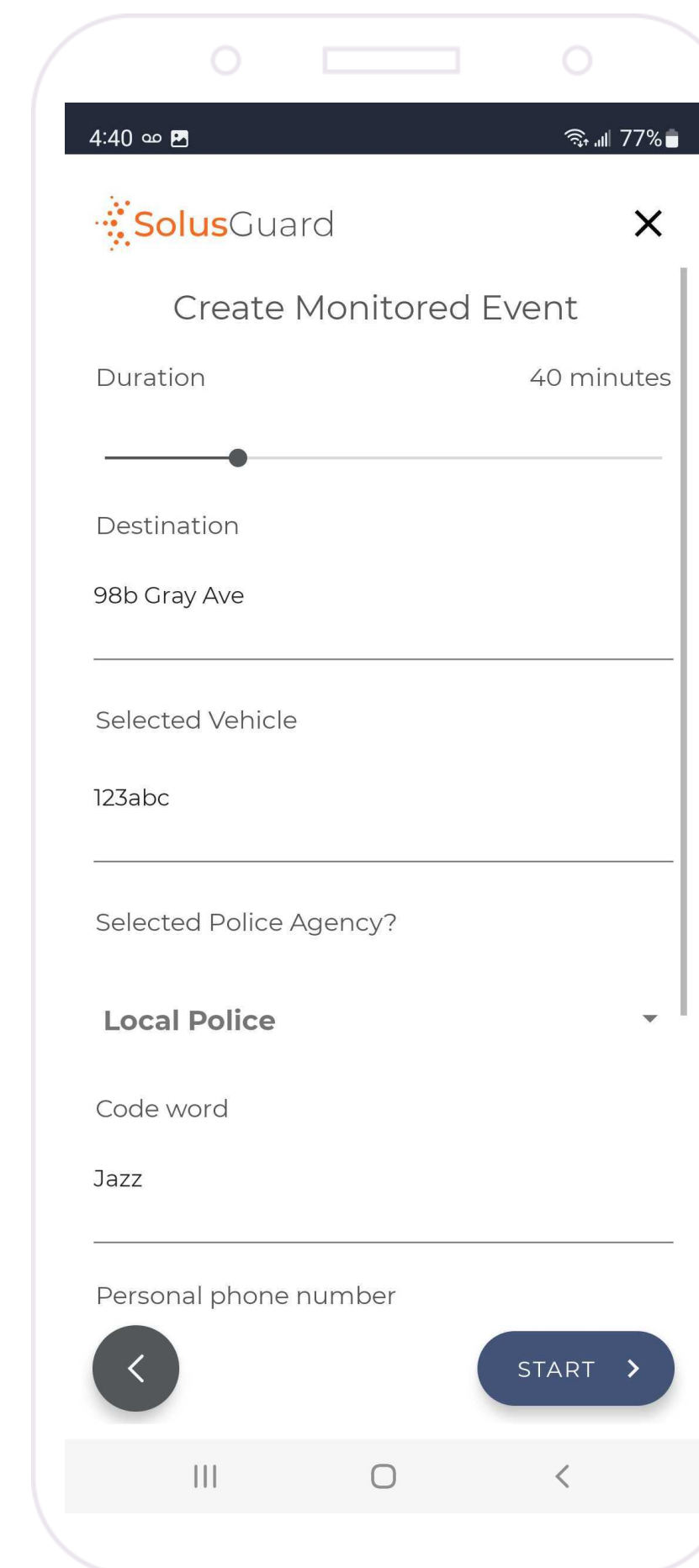
Tap Start

Managing a Monitored Event

Active Monitored Event

While in a Monitored Event the screen changes to show your active countdown timer.
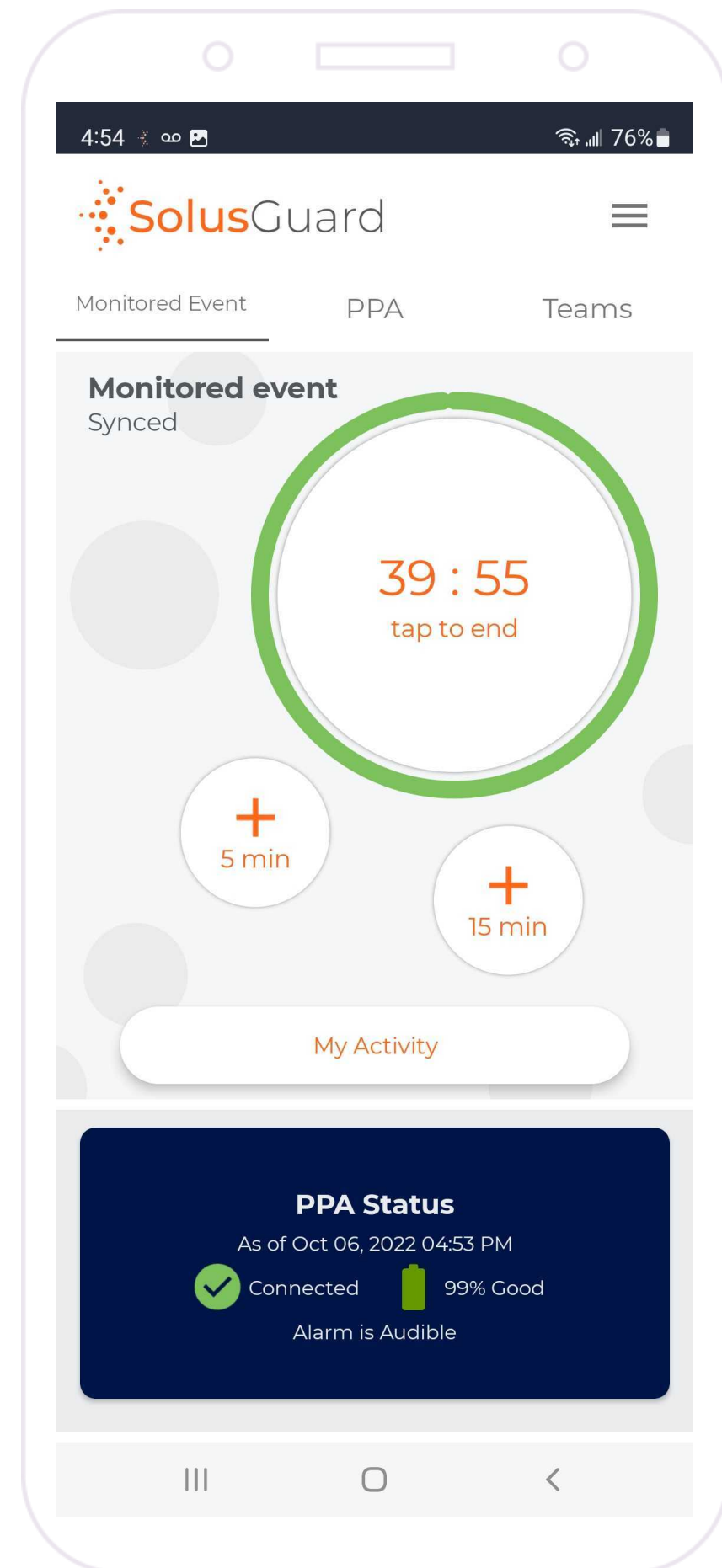
Tap the timer to end your community visit or add time as needed.

Tap the Timer

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

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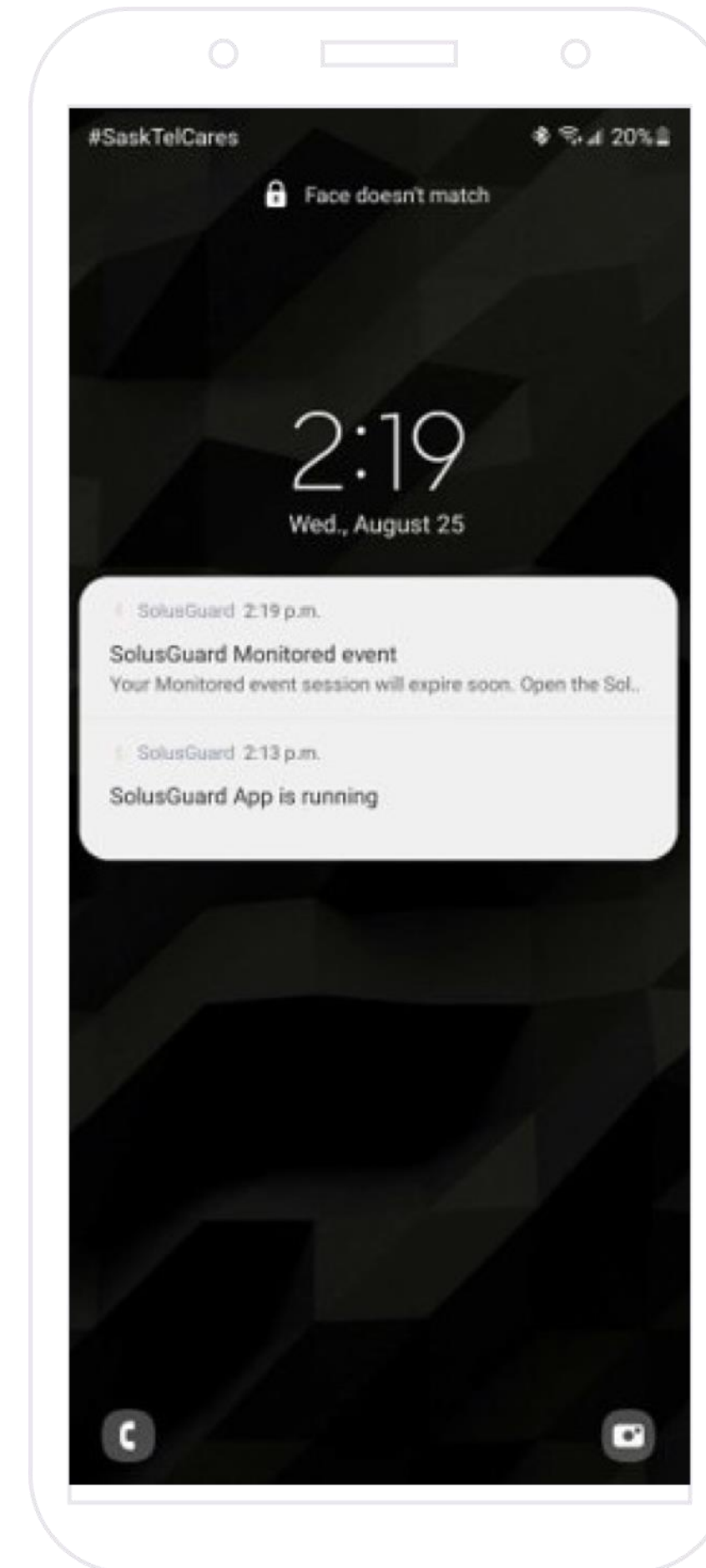
Five minutes prior to the timer reaching zero, the app will send you a warning and reminder to check in.

Managing an Expired Monitored Event

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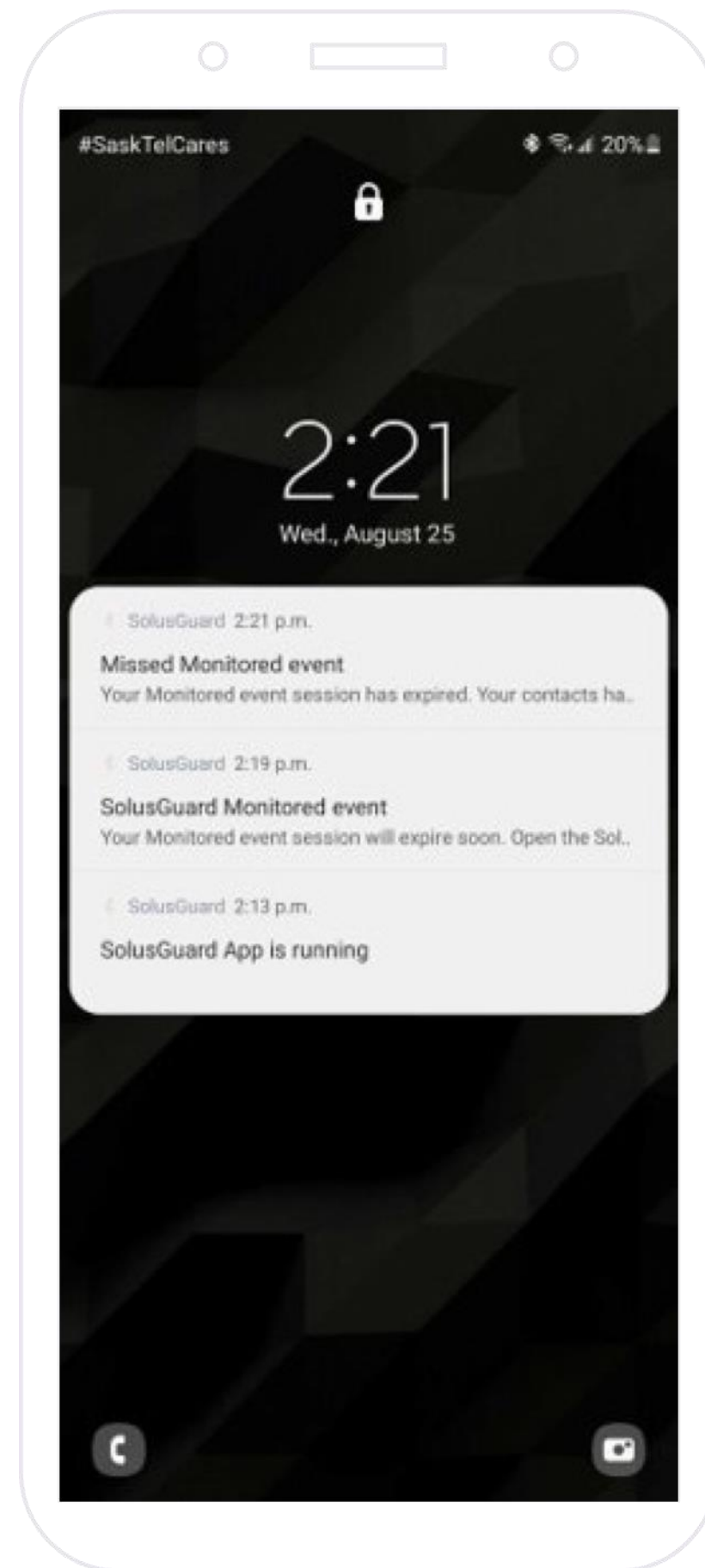
If you allow the session timer to expire, alert notifications will be sent to the National Monitoring Centre and your contacts. The app will inform you via a push notification.

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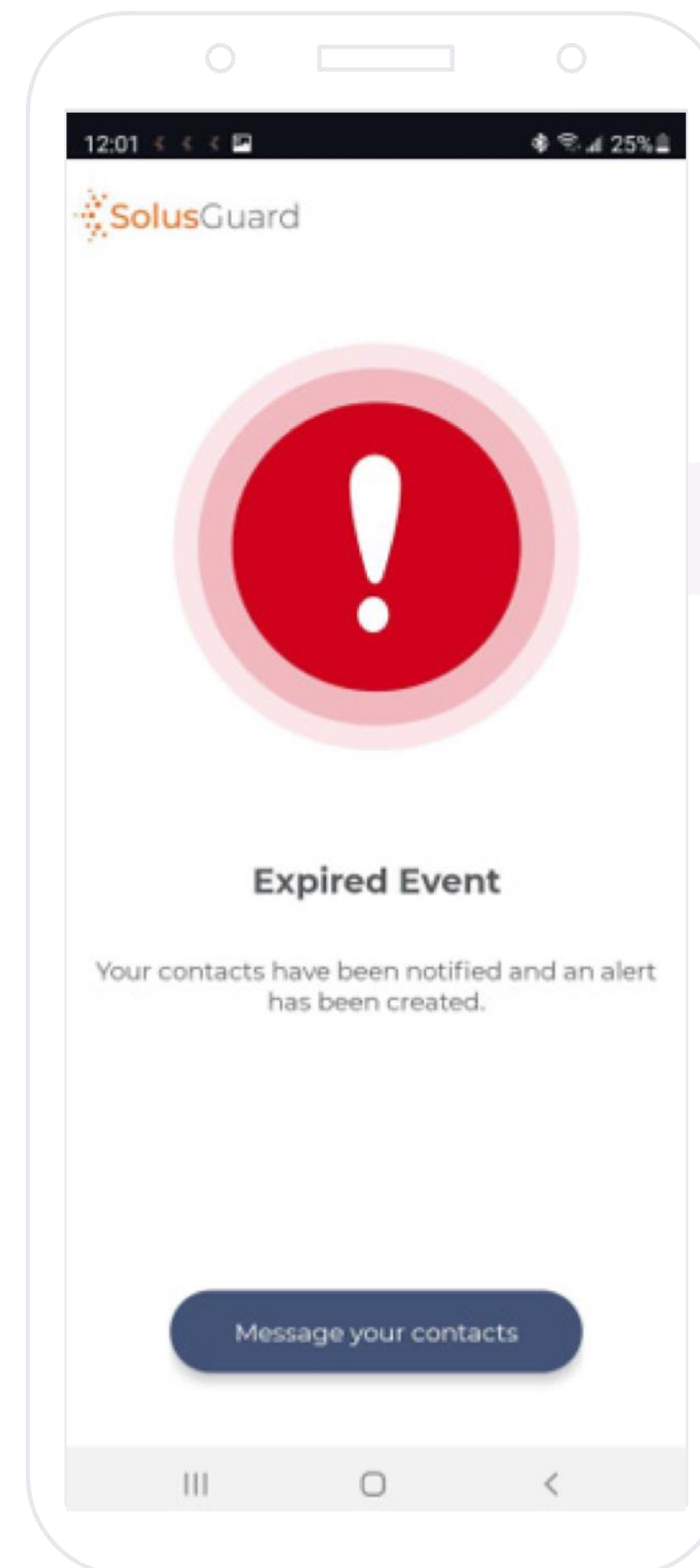
When your session timer expires, the app will present an alert screen. It forces you to address the expired session before continuing. Do this by tapping Message your contacts. We recommend providing an update at that time, through the group chat.

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.
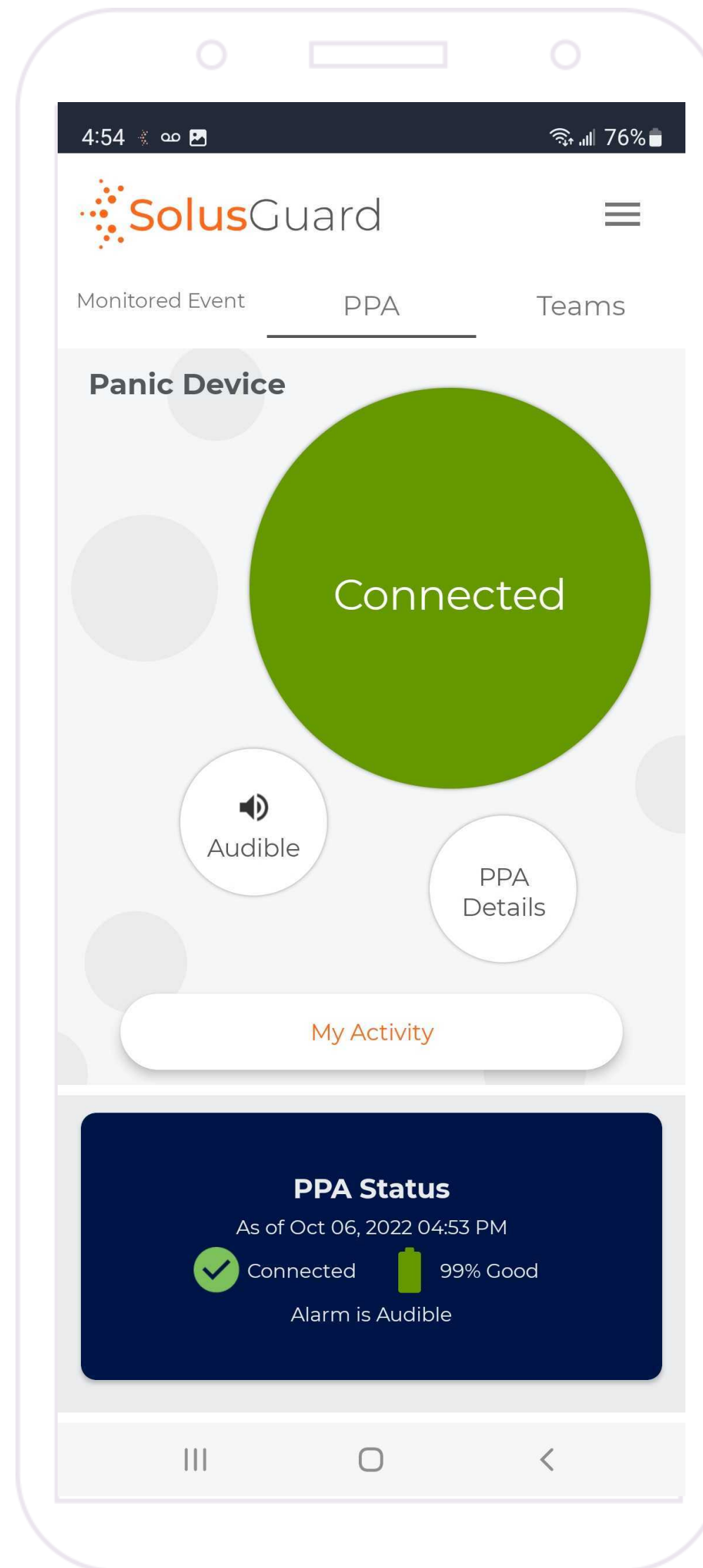
PPA Device connection status

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

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.
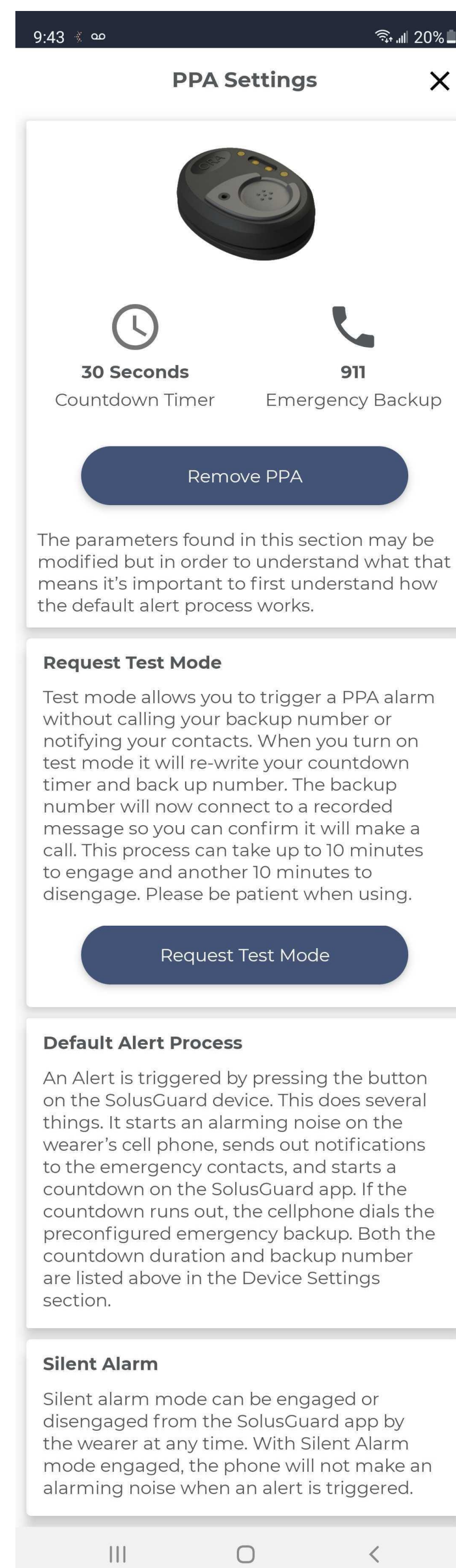
Current PPA Alert Parameters

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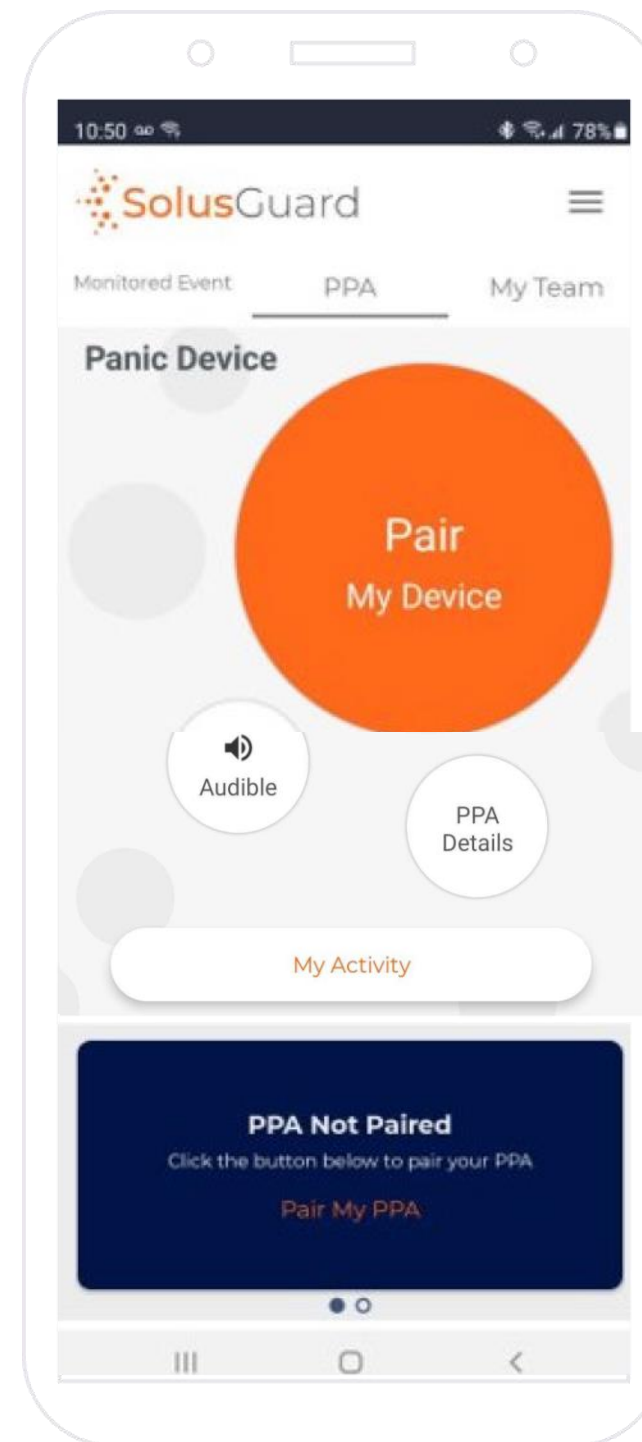
Tap Pair My Device
the app will check to
ensure Bluetooth is on.

Tap Begin Pairing
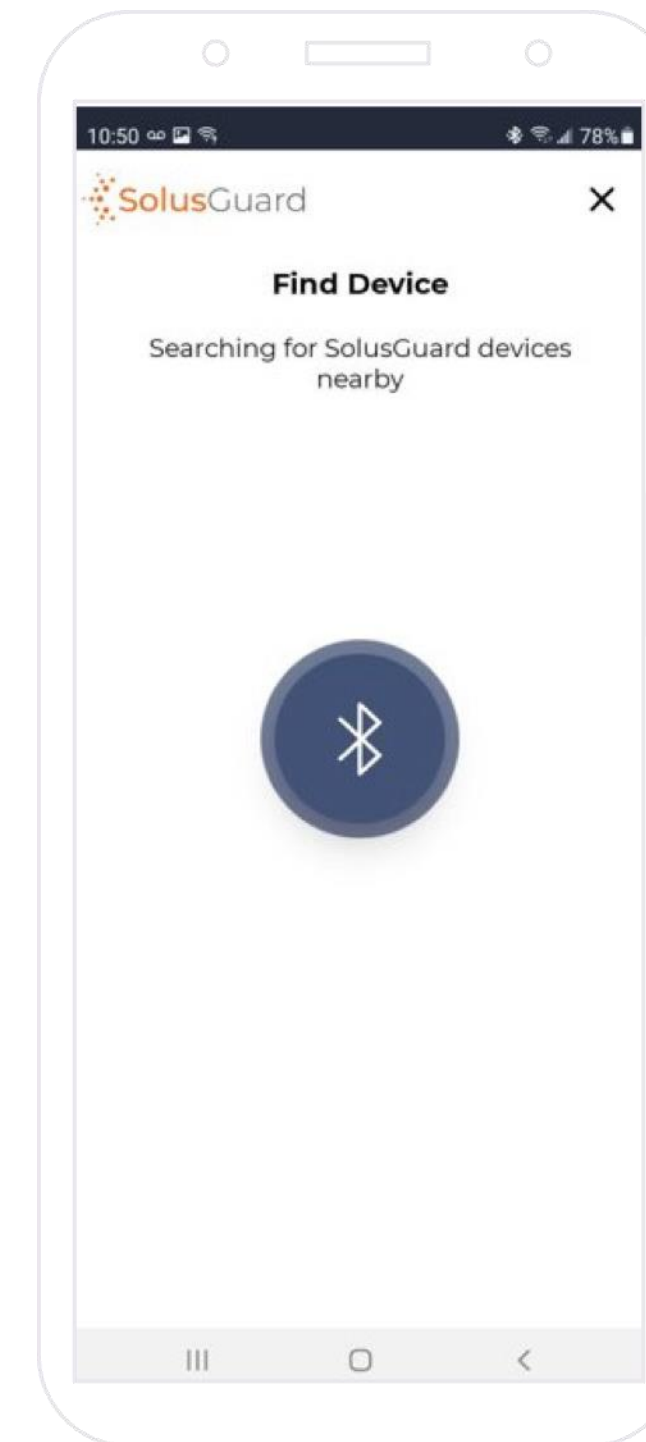
The app will find
your PPA device.
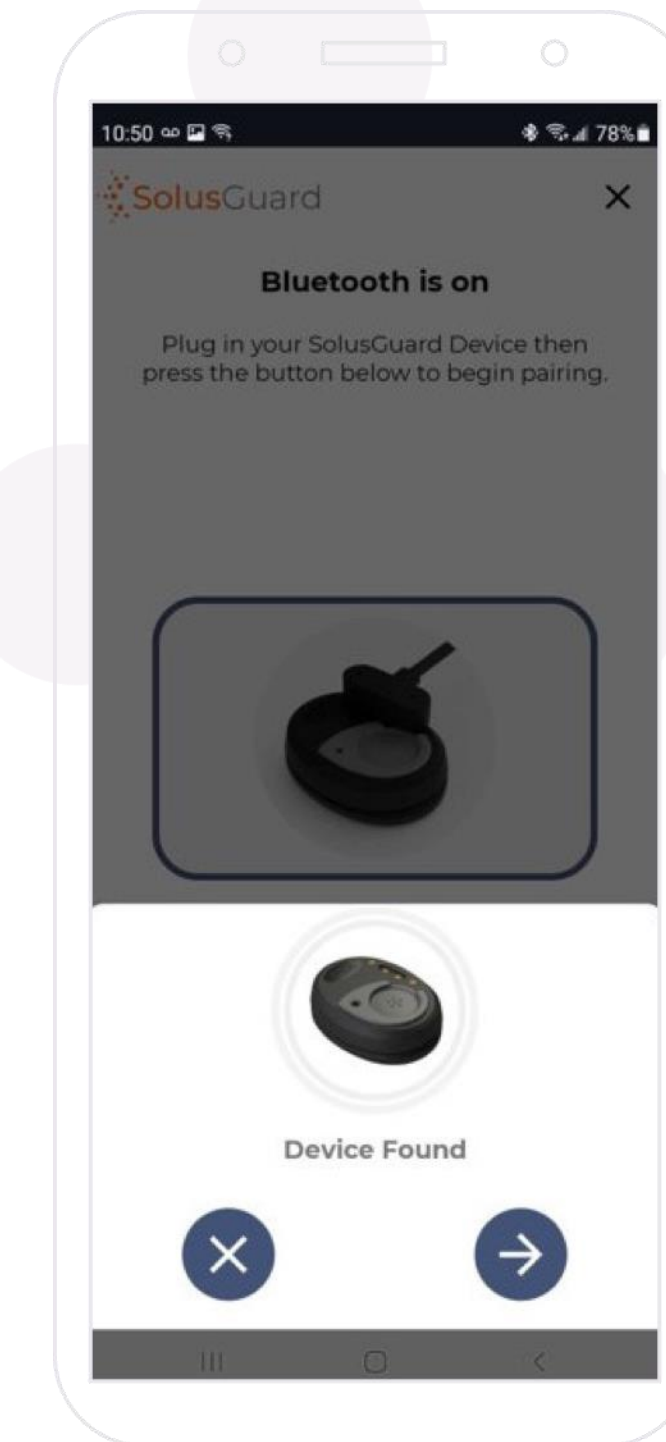
Tap Forward Arrow

Pairing the PPA Device - Continued

Please be patient. Pairing your device may take several minutes.
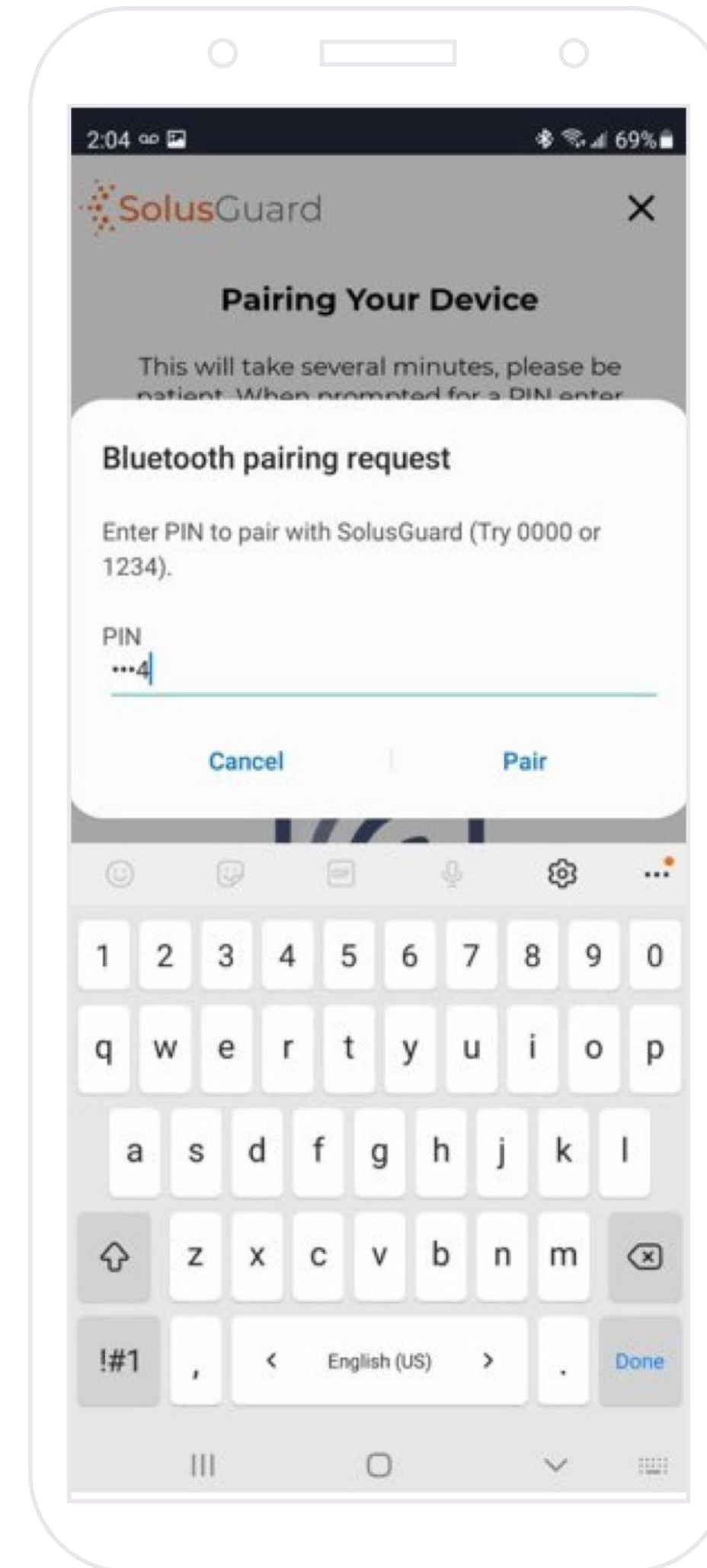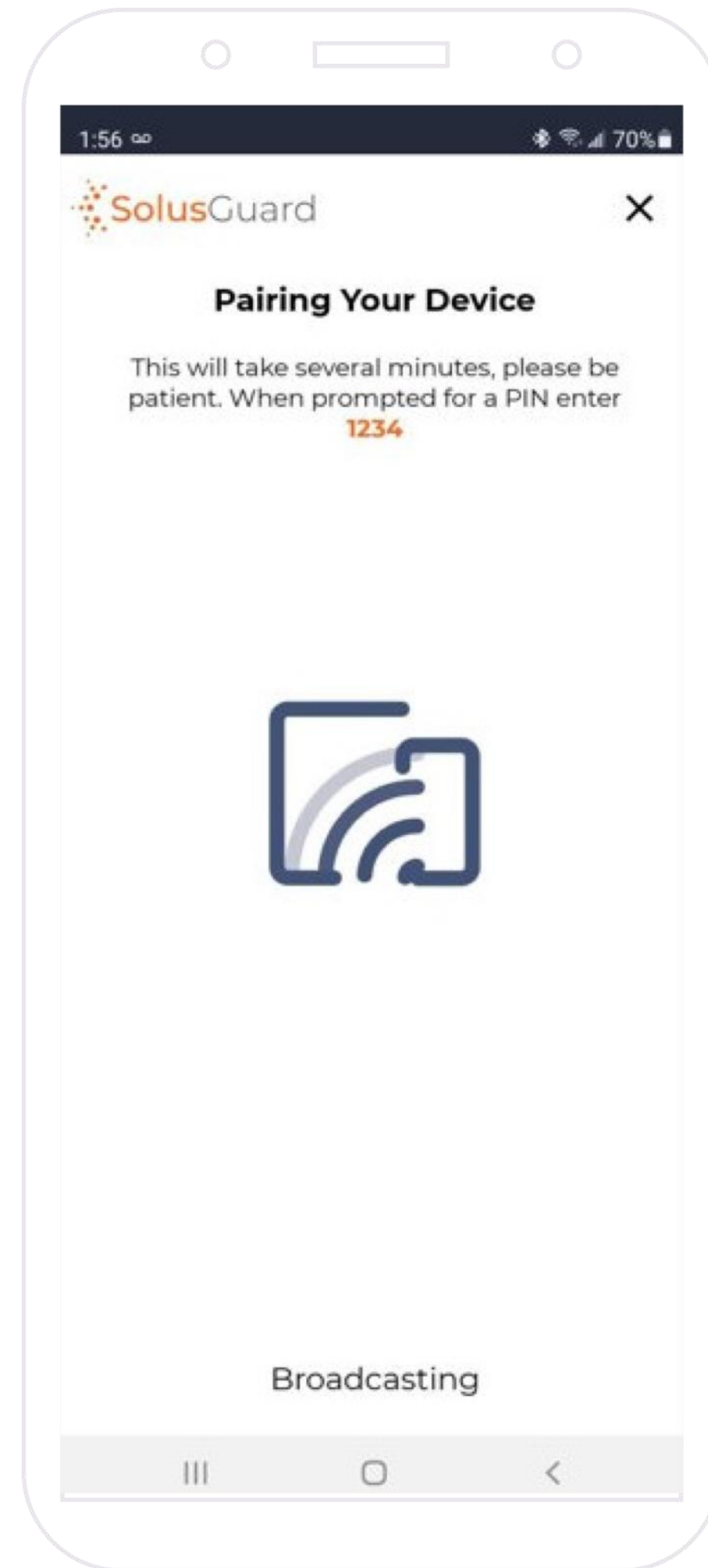
When prompted, enter 1234

Tap Pair

Pairing the PPA Device – Continued

Click the PPA Button Once
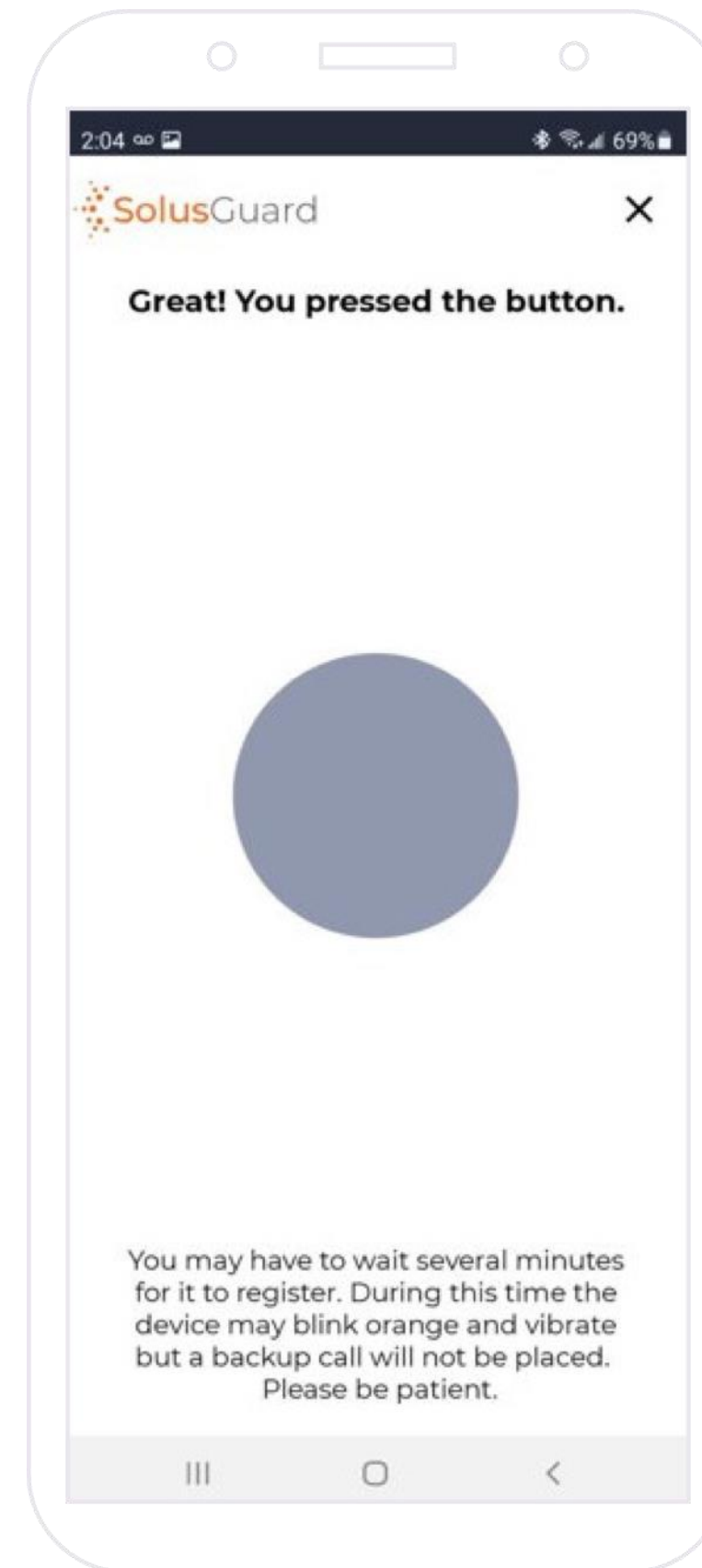
After some time, the app will automatically finish the pairing process.
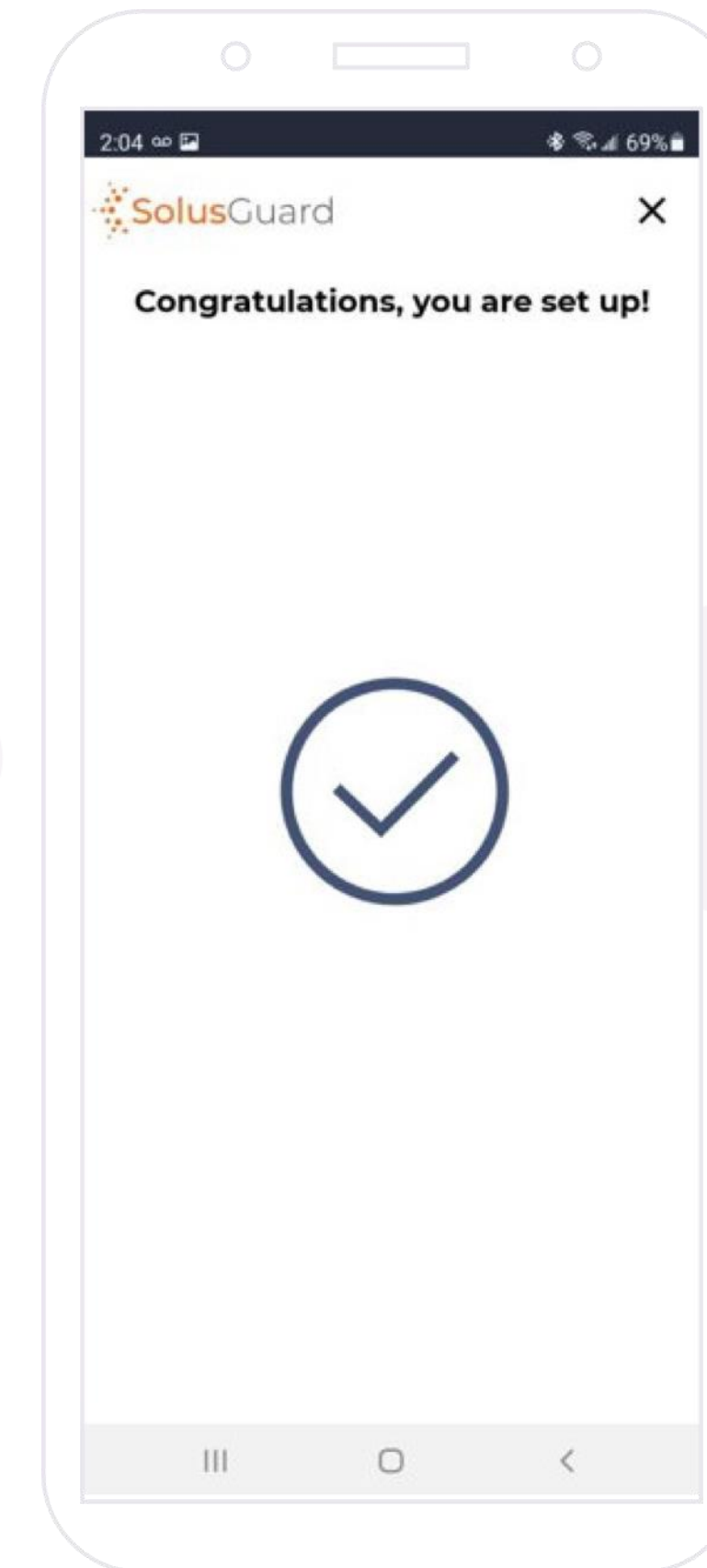
PPA Pairing is Complete

Using the PPA Device During an Emergency
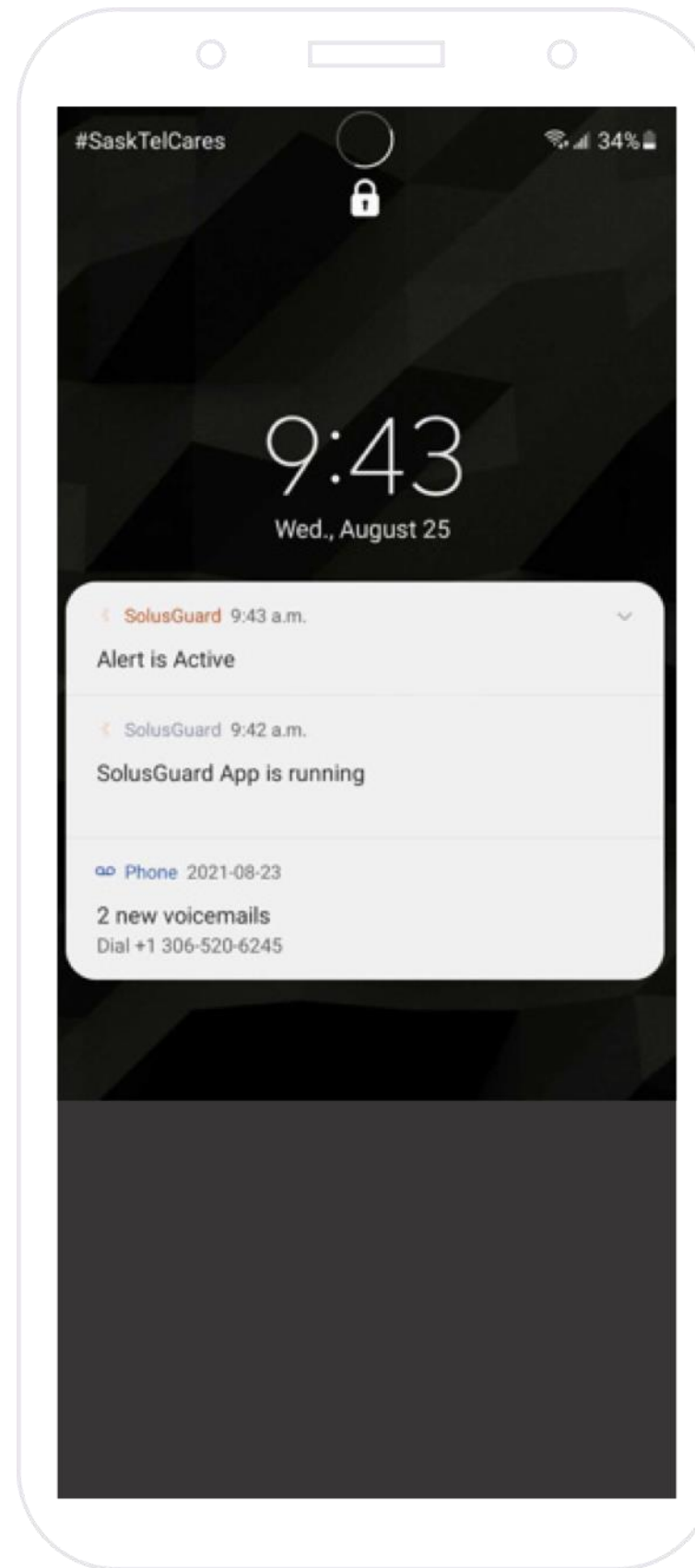
Press the PPA Button **to activate an alert.**

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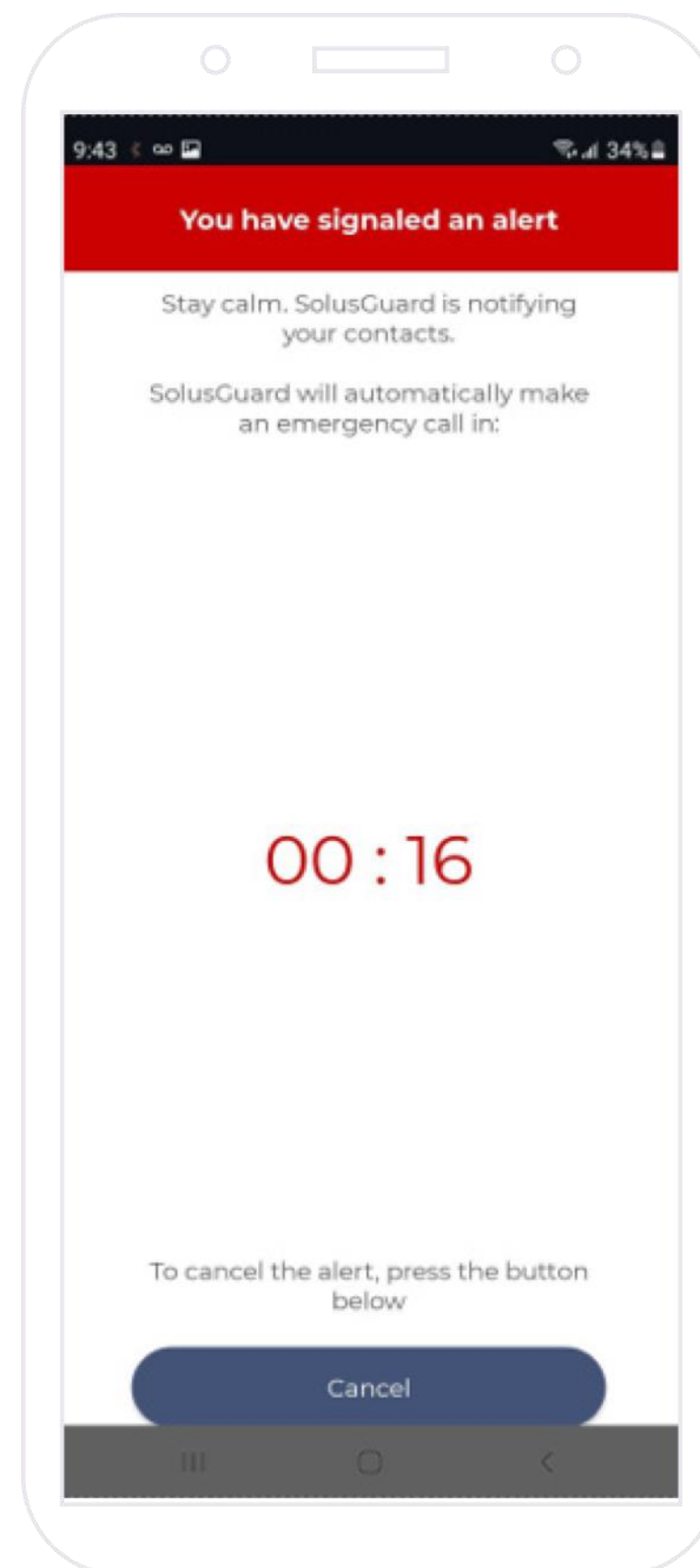
The SolusGuard App starts a 30 second timer.

Tap Cancel to stop the alert.
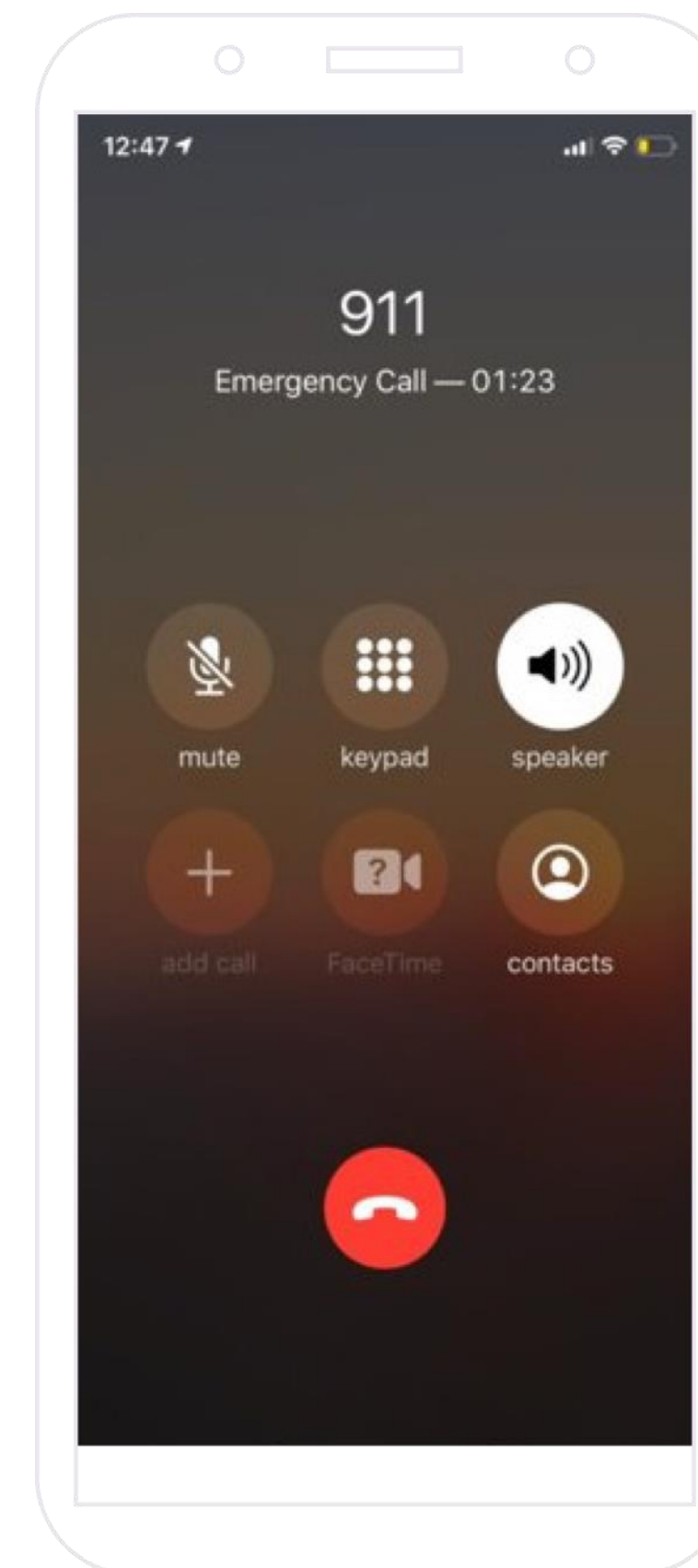
When the timer expires, your phone dials 911 and the NMC and your contacts are informed through the apps.
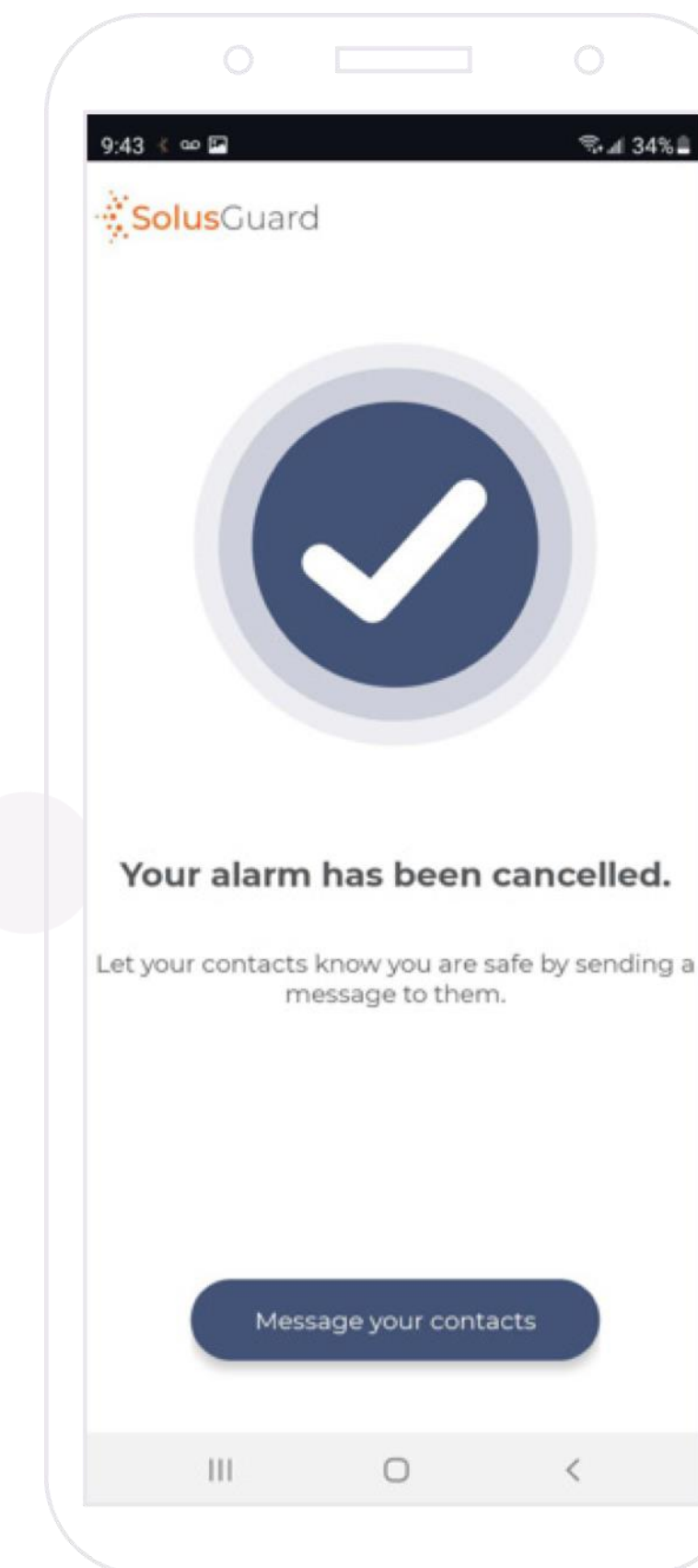
Tap Message Your Contacts to update your contacts in the event of a cancelled alert.

Updating the PPA Device

System Checklist

Bluetooth
Bluetooth is enabled ✓

App Version
3.0.41
Up to Date ✓

Firmware Version
1.5.6
PPA Firmware Update Available
Update ✗

Location
Location is allowed ✓

Phone Permission
Phone permission is granted ✓

Internet
Internet is on ✓

Battery Optimization
Battery Optimizations disabled ✓

Tap Update

SolusGuard

Update Device

To update, ensure the device is connected, battery is above 50% and is plugged in.

Update Device

Tap Update Device

SolusGuard

Update Device

Uploading the firmware to device

8.9

00 : 29

Wait for update to finish

Solus   Firmware update Completed

Update Device

Device update has been completed successfully.

Return to the app
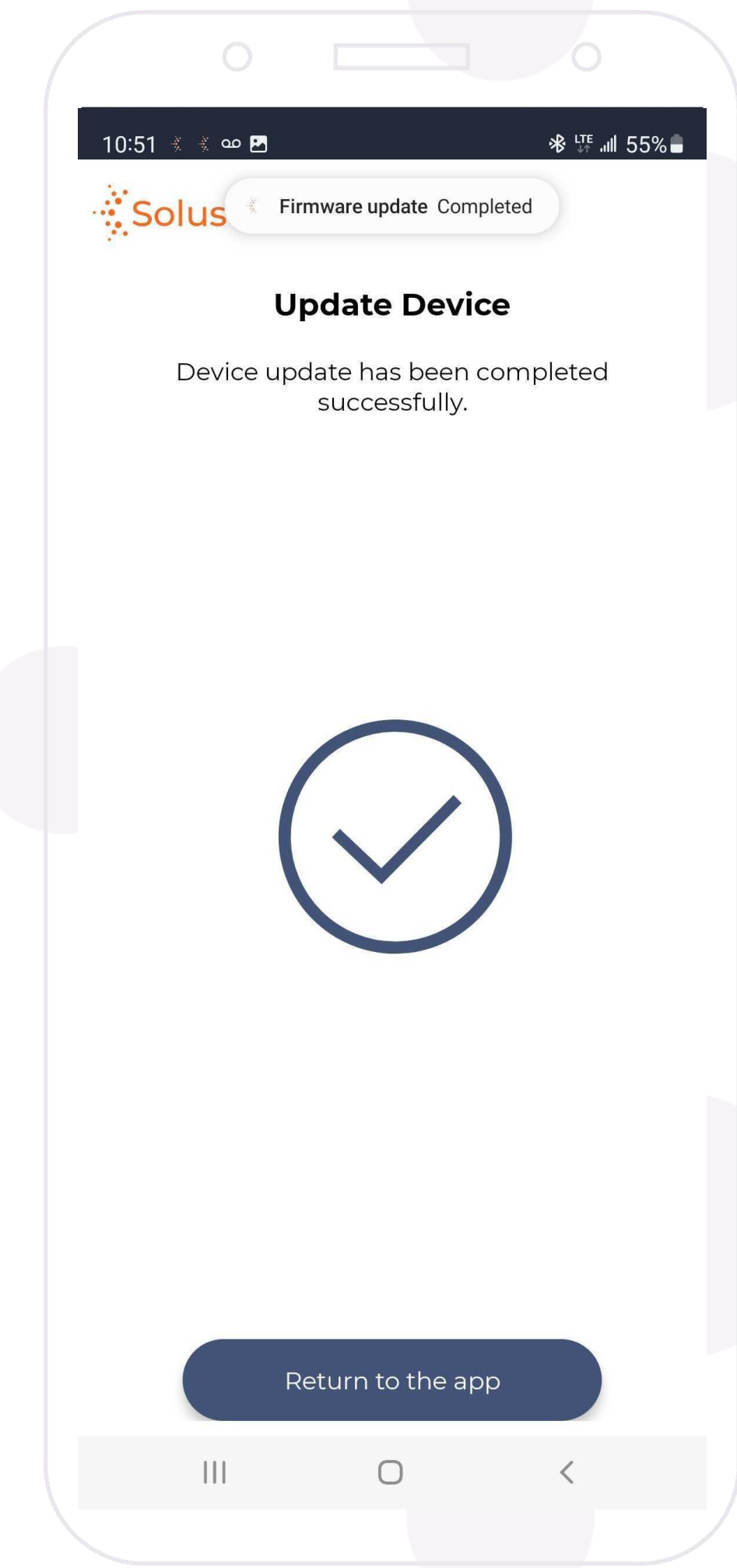
**Firmware update is done,
Tap Return to App**

24

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.
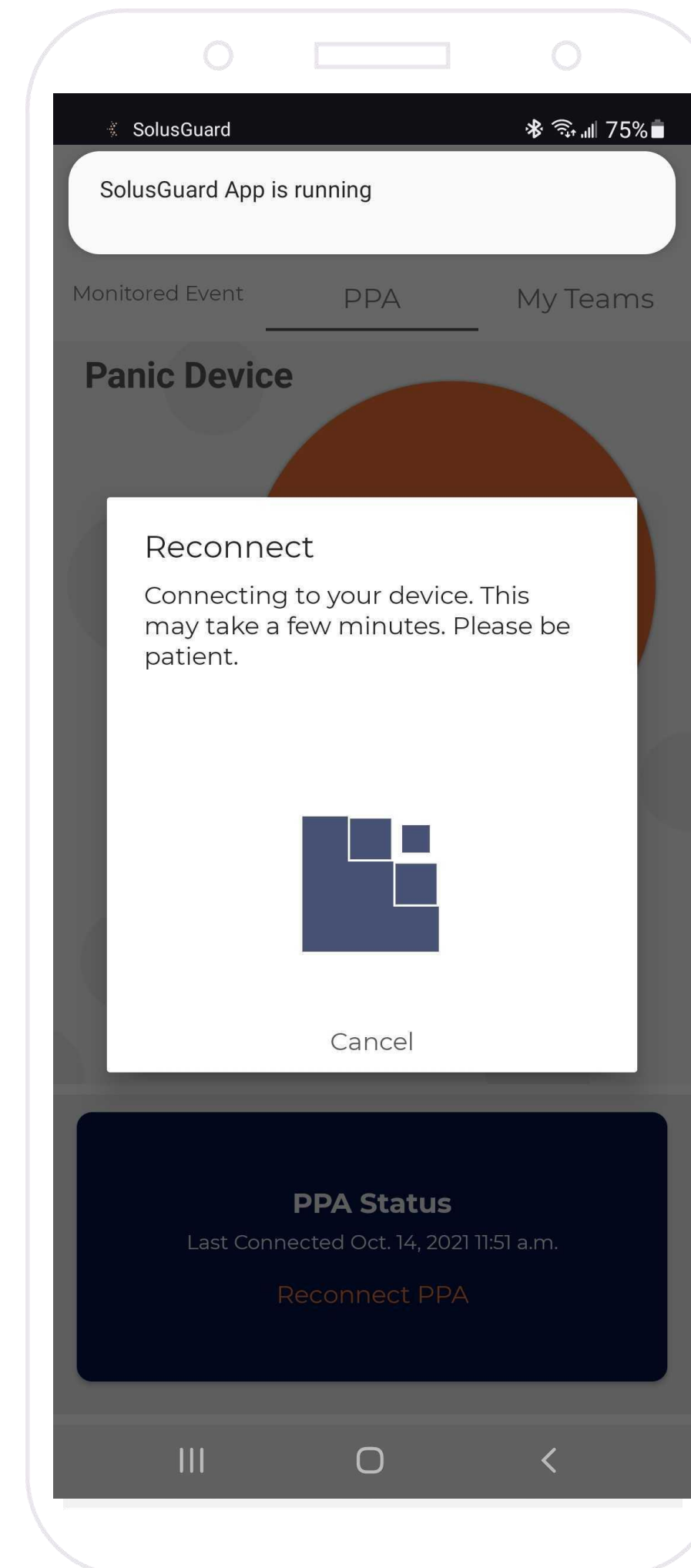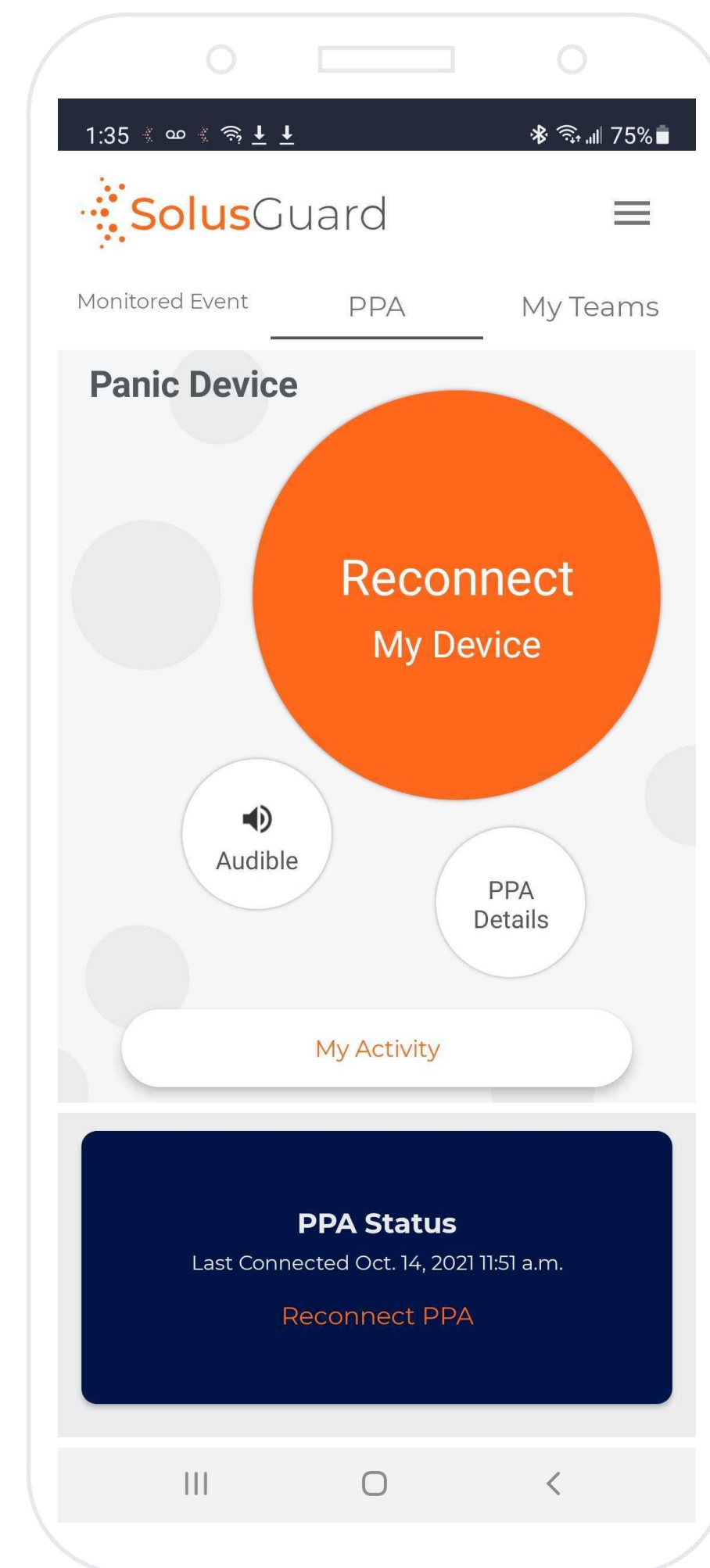
To reconnect the PPA, ensure:
- the PPA is charged
- the PPA is within Bluetooth range
- Bluetooth is turned on on the cellphone

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.
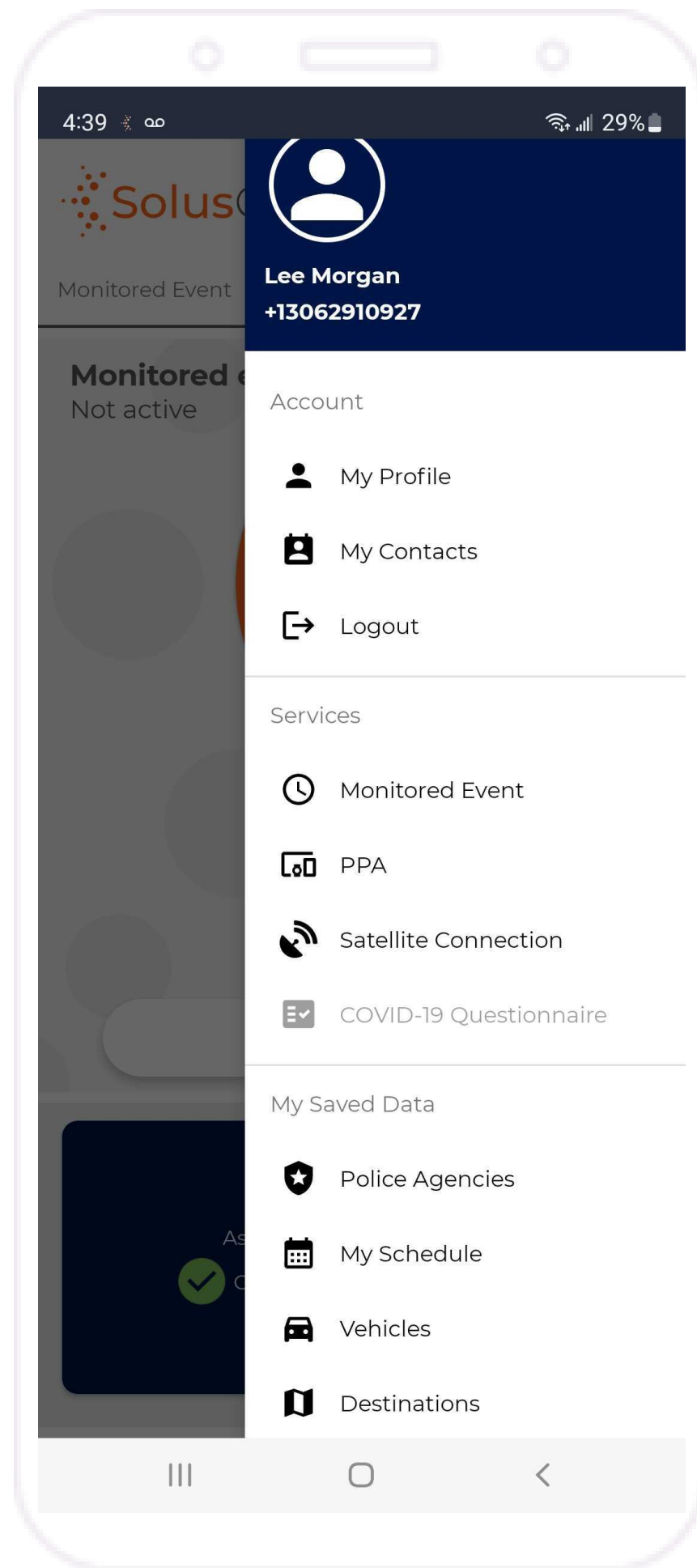
Tap the **Toggle Switch** to enable satellite capabilities.
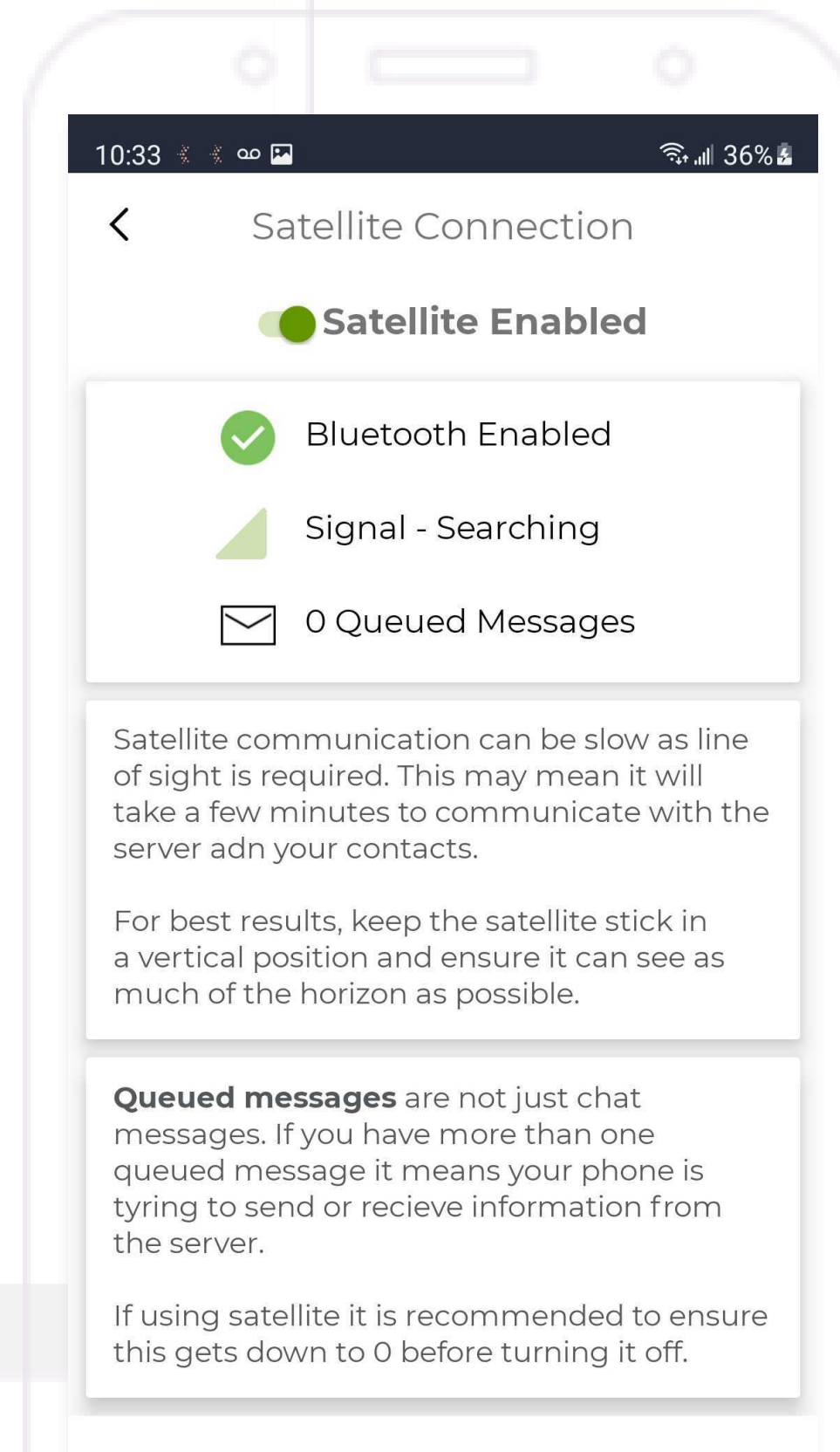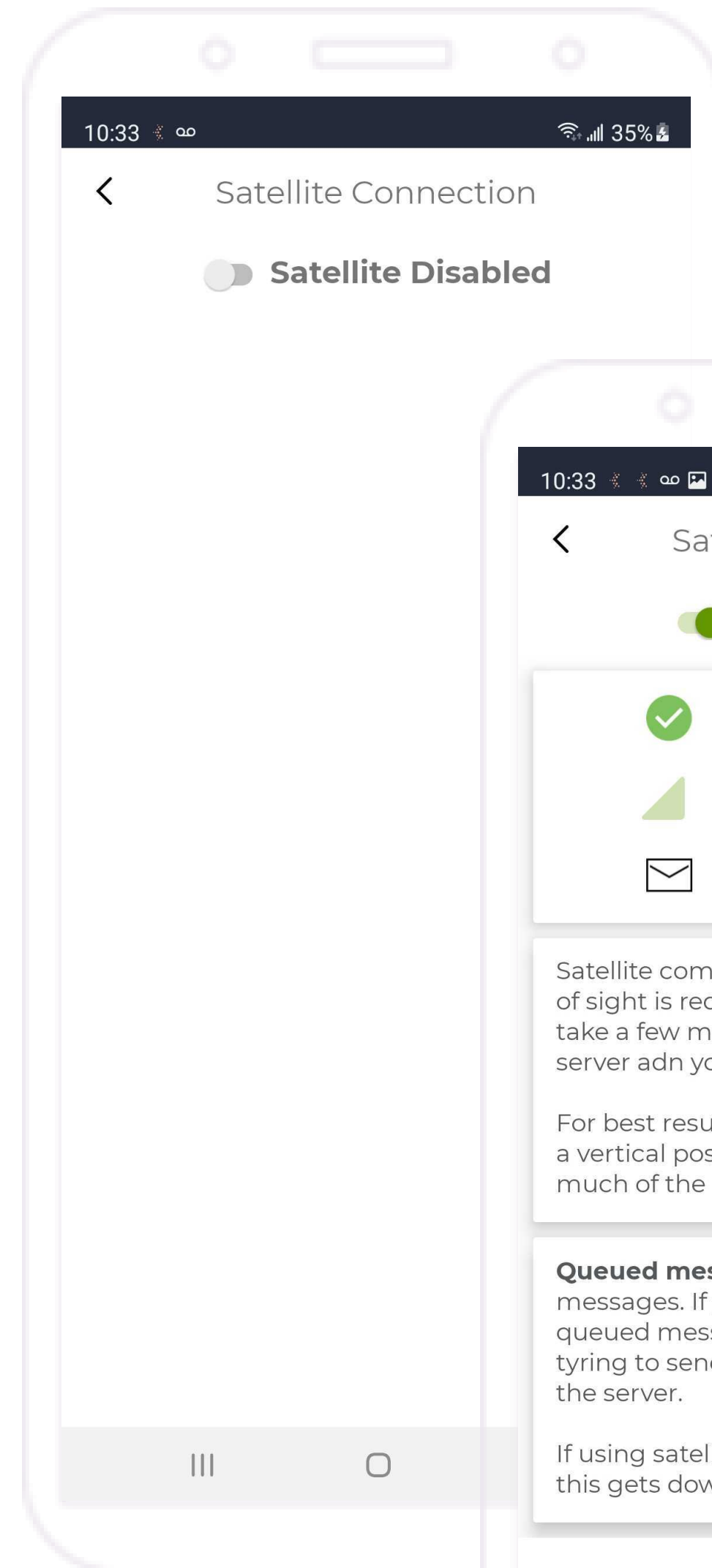
If a satellite extender is turned on and nearby, the app will automatically connect and start searching for a satellite signal. The signal status is listed on this screen.

4:39

SoluS

Lee Morgan
+13062910927

Account

- My Profile
- My Contacts
- Logout

Services

- Monitored Event
- PPA
- Satellite Connection
- COVID-19 Questionnaire

My Saved Data

- Police Agencies
- My Schedule
- Vehicles
- Destinations

10:33   35%

‹ Satellite Connection

Satellite Disabled

10:33   36%

‹ Satellite Connection

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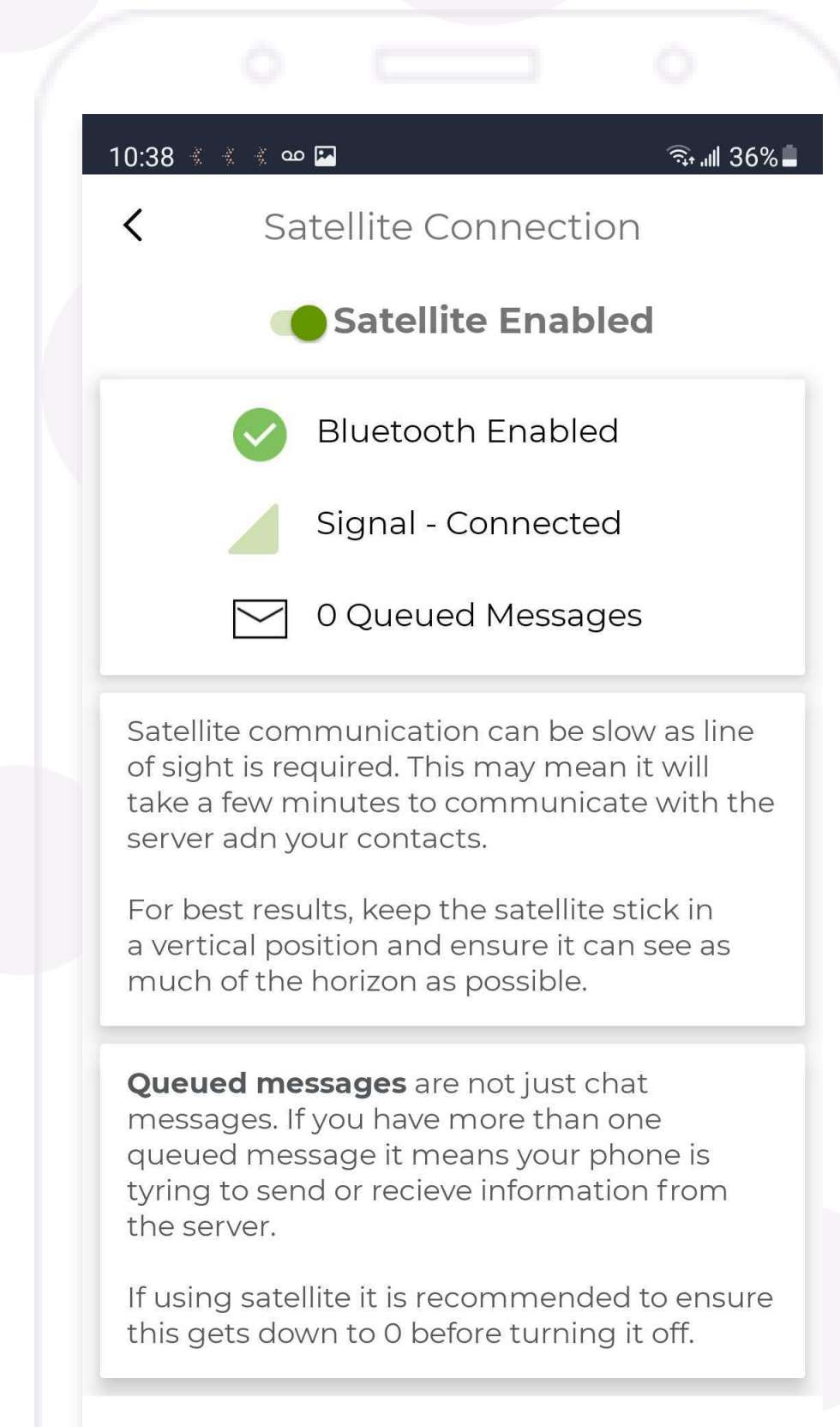
For best results, keep the satellite stick in a vertical position and ensure it can see as much of the horizon as possible.

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 the server.

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

10:38   36%

‹ Satellite Connection

Satellite Enabled

✓ Bluetooth Enabled

◿ Signal - Connected

✉ 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 server adn your contacts.

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 the server.

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

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!

SolusGuard
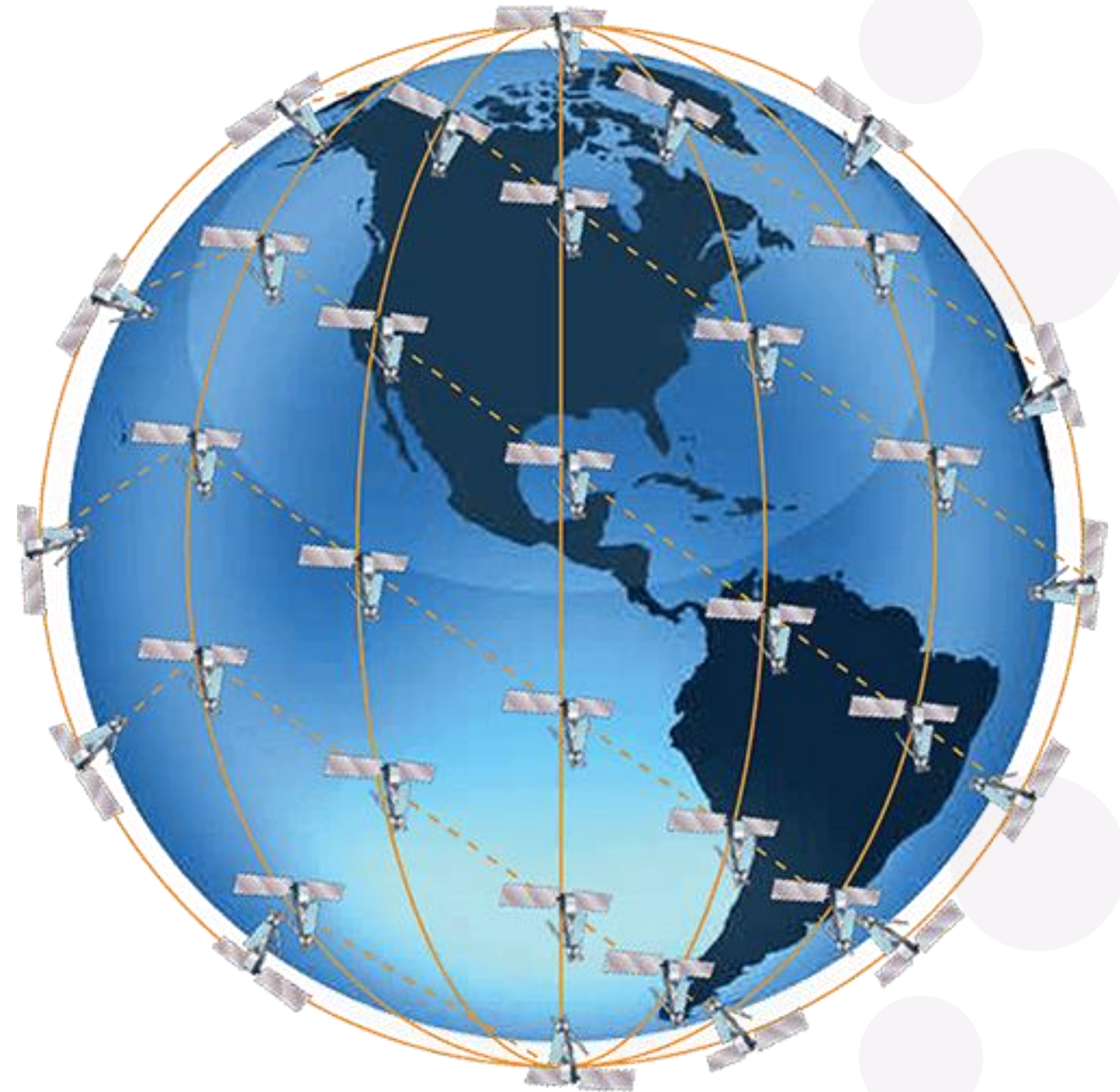
We're Here for You

SolusGuard

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tech@SolusGuard.com
www.SolusGuard.com