



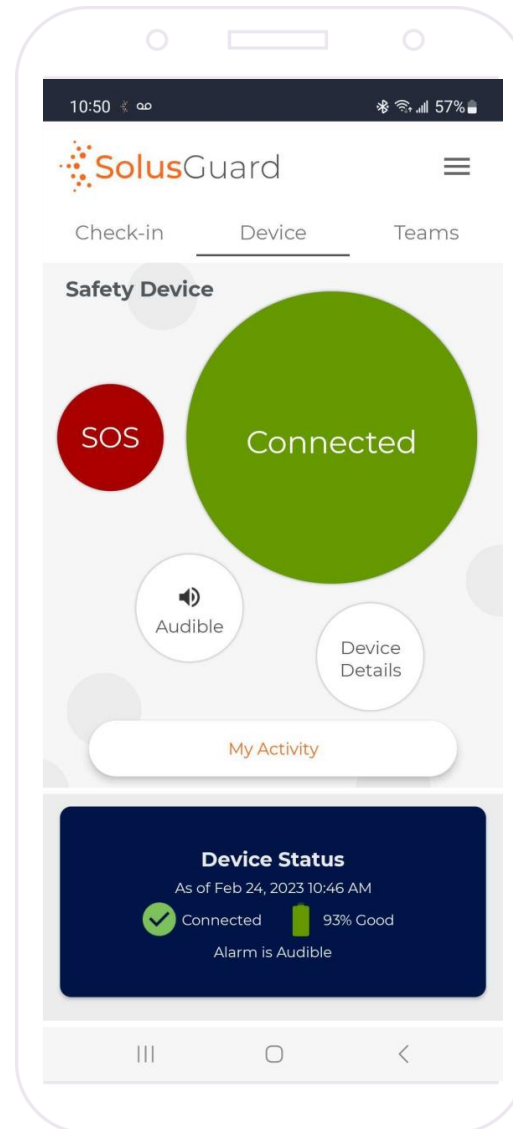
Bluetooth Connectivity and the Dual Bluetooth Functions

February 2023

Bluetooth Connection Status

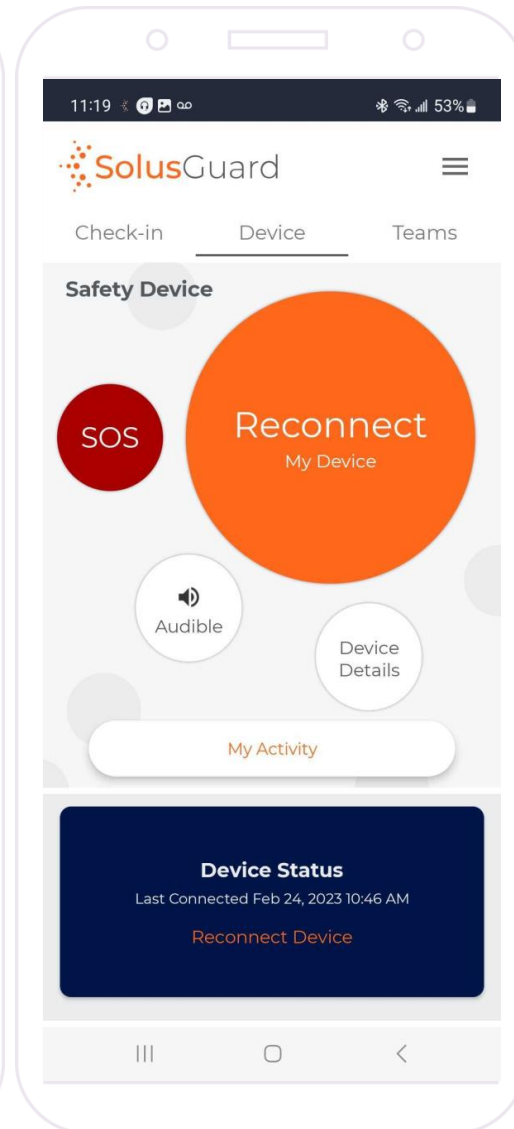
The SolusGuard Wearable Panic Button connects to the SolusGuard app via Bluetooth. The current connection status is shown in the app in the main screen area on the Device Tab, and in the bottom blue area.

Connected



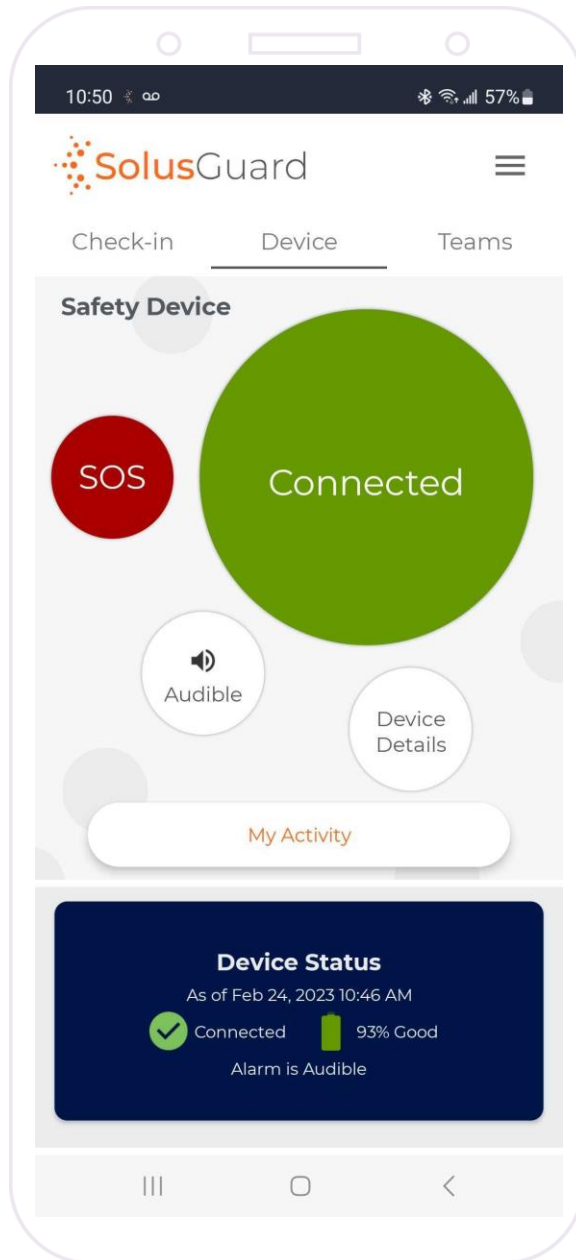
Connected

Disconnected



Disconnected

The Bluetooth Cycle

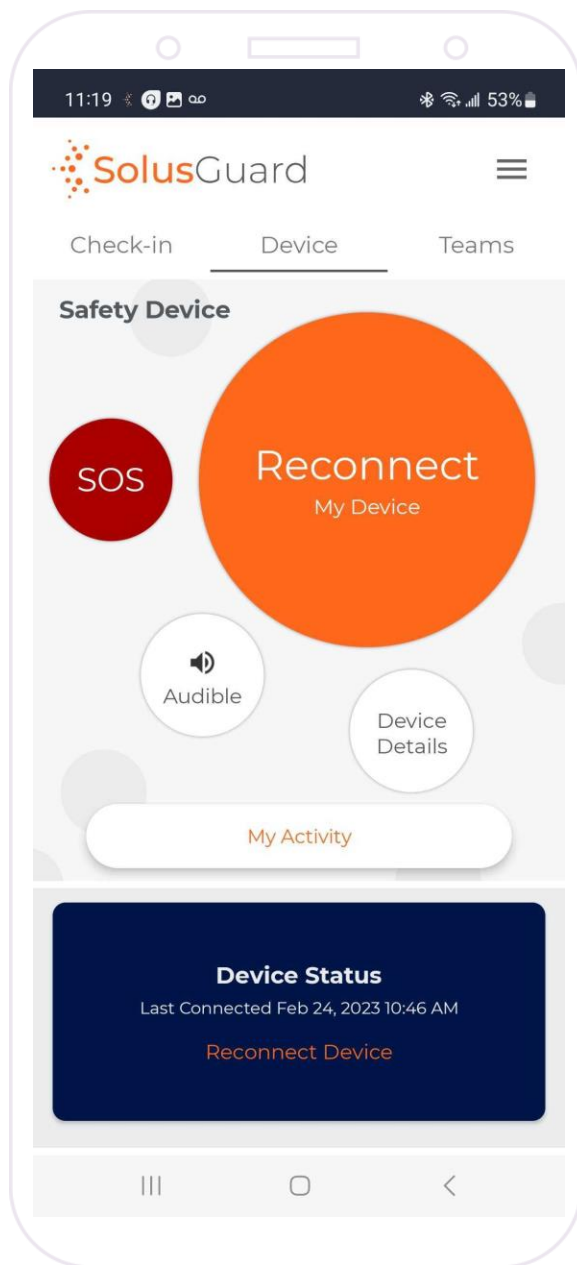


The SolusGuard Wearable Panic Button connects to the app on a 5-minute cycle updating the battery percentage and timestamp seen in the bottom blue area.

If these updates are successful, the device is "Connected".



The Disconnected Status



If the SolusGuard panic button misses one of these updates, it will continuously try to provide an update until successful.

If the device cannot connect to the cell phone for about 30 minutes, the app shows "Disconnected".

The user is notified at this time.

The Disconnected Status

Actual time: 10:46 AM

Device Status
As of Feb 24, 2023 10:46 AM

 Connected  93% Good
Alarm is Audible

Actual time: 11:19 AM

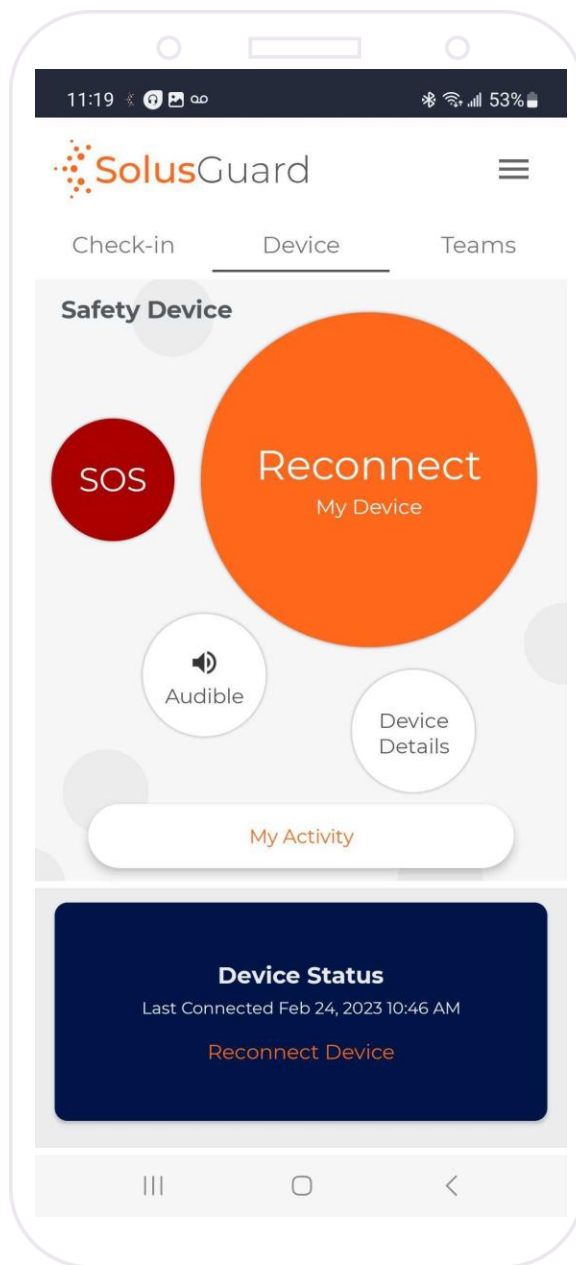
Device Status
Last Connected Feb 24, 2023 10:46 AM

[Reconnect Device](#)

Notice the timestamp in the blue area: the status doesn't change to disconnected until the connection has been lost for approximately 30 minutes.

At this point, the app notifies the user.

The Disconnected Status

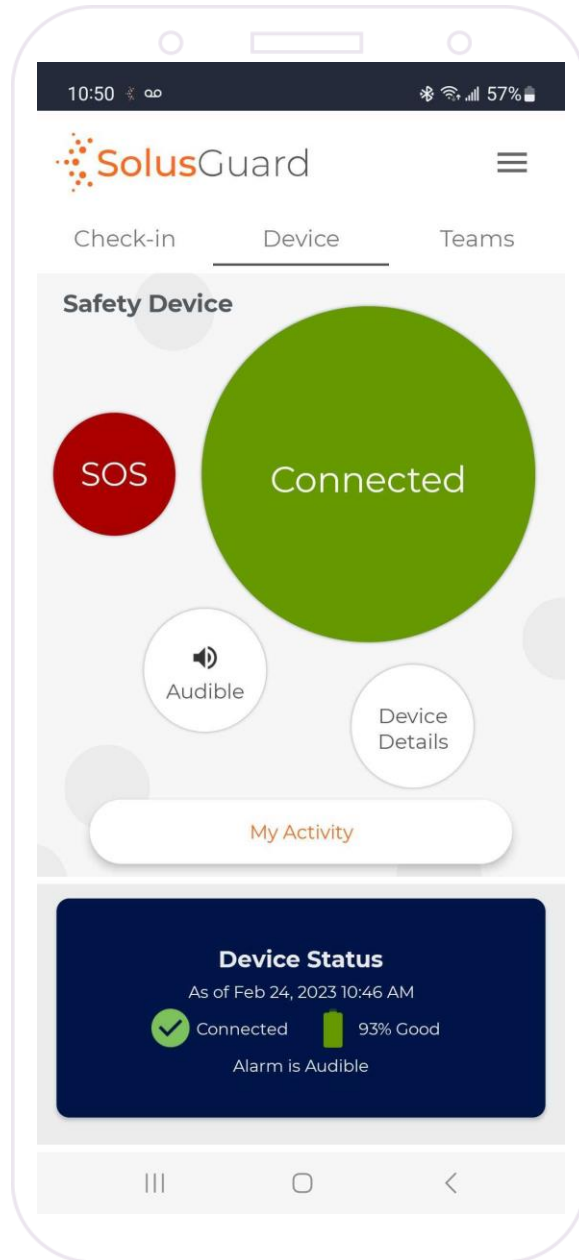


The SolusGuard Wearable Panic Button should stay connected to the app automatically. If it disconnects, it should reconnect itself when the problem is corrected.

Here are some of the most common reasons for a disconnection:

- **The panic button battery is dead:** If the panic button battery dies, the device will become disconnected. When you charge the device again, it should automatically reconnect.
- **Bluetooth is turned off:** If you turn Bluetooth functionality off on the cellphone, the device becomes disconnected. When you reactivate Bluetooth on the cellphone, the device should automatically reconnect.
- **The panic button is out of Bluetooth Range:** If the panic button and cellphone are too far away from each other, the device becomes disconnected. When you move back into Bluetooth range, the device should automatically reconnect.

The Dual Bluetooth Connections

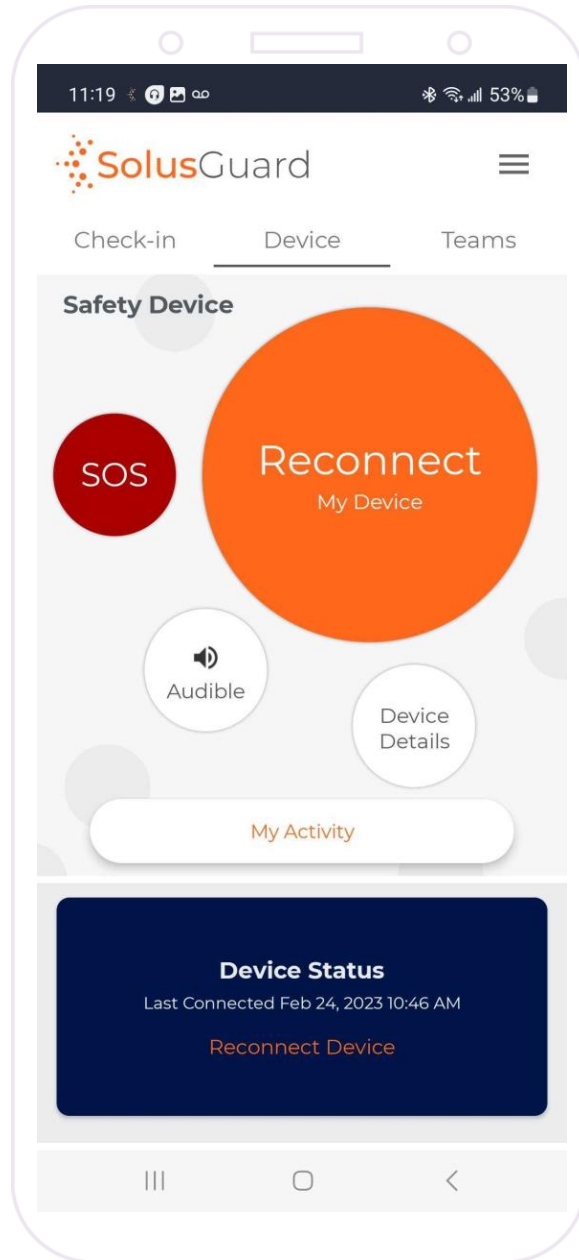


The SolusGuard Wearable Panic Button uses two Bluetooth connections. They have different purposes and work separately of each other.

- **Bluetooth Low Energy (BLE):** This is the primary connection between the panic button and the app. It manages all activity and notifications; the 5-minute connection cycle, the status on the app, the alert timer, and prompting notifications to emergency contacts.
- **Bluetooth Classic (BTC):** This connection has one purpose only, to dial the backup call at the end of the alert timer.

The SolusGuard alert process is intentionally designed this way as a failsafe, so that the backup call bypasses any SolusGuard app status issues.

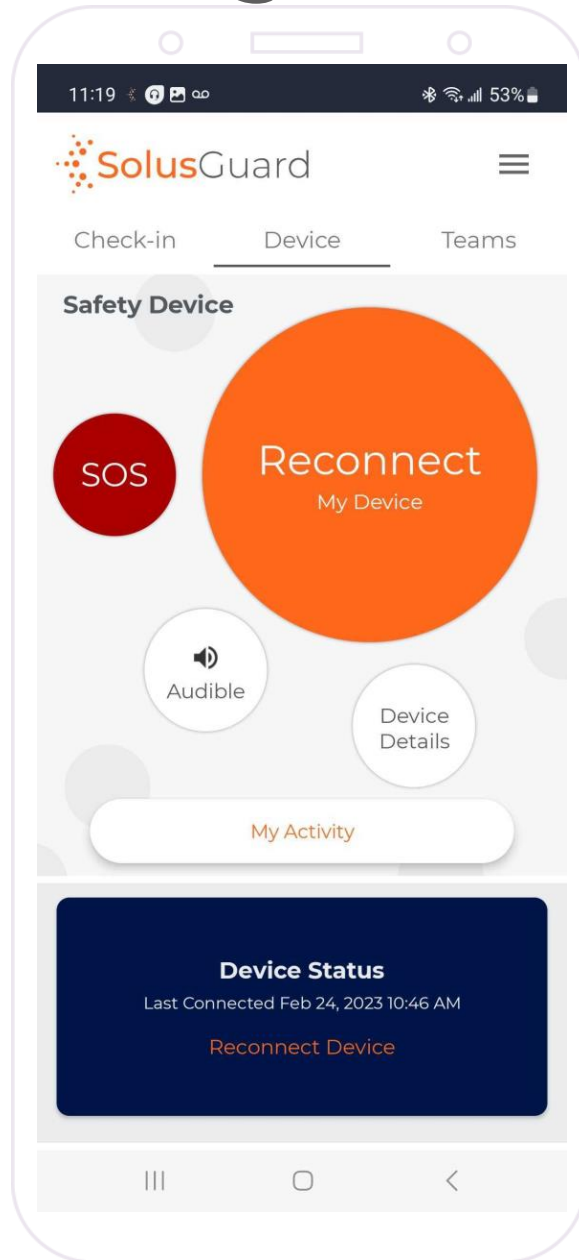
The Reliable Backup Phone Call



The SolusGuard Wearable Panic Button uses an internal timer and the BTC signal to place the backup call. It does not depend on the app to do so.

Once the panic button is paired to the cellphone, in the event of a panic alert the BTC signal will connect to place the backup call even if the SolusGuard app is showing a disconnected status or if the SolusGuard app is uninstalled.

Ending an Alert While Disconnected



If an alert is triggered while the app is disconnected, you cannot cancel the alert using the in-app "cancel" button.

The best thing to do is to allow the backup call to connect. Connecting a phone call ends the panic alert process. If you hang up the backup call without allowing it to connect, the panic button will continuously try to place the call until it goes through.

Pro Tip: The one way to stop the panic button from placing a backup call is to turn off Bluetooth because the BTC signal must be able to connect to place the backup call.

We're Here for You



888.651.6510
tech@SolusGuard.com
www.SolusGuard.com