



SolusGuard

Satellite Extender (The "Flare")

June 2022

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.

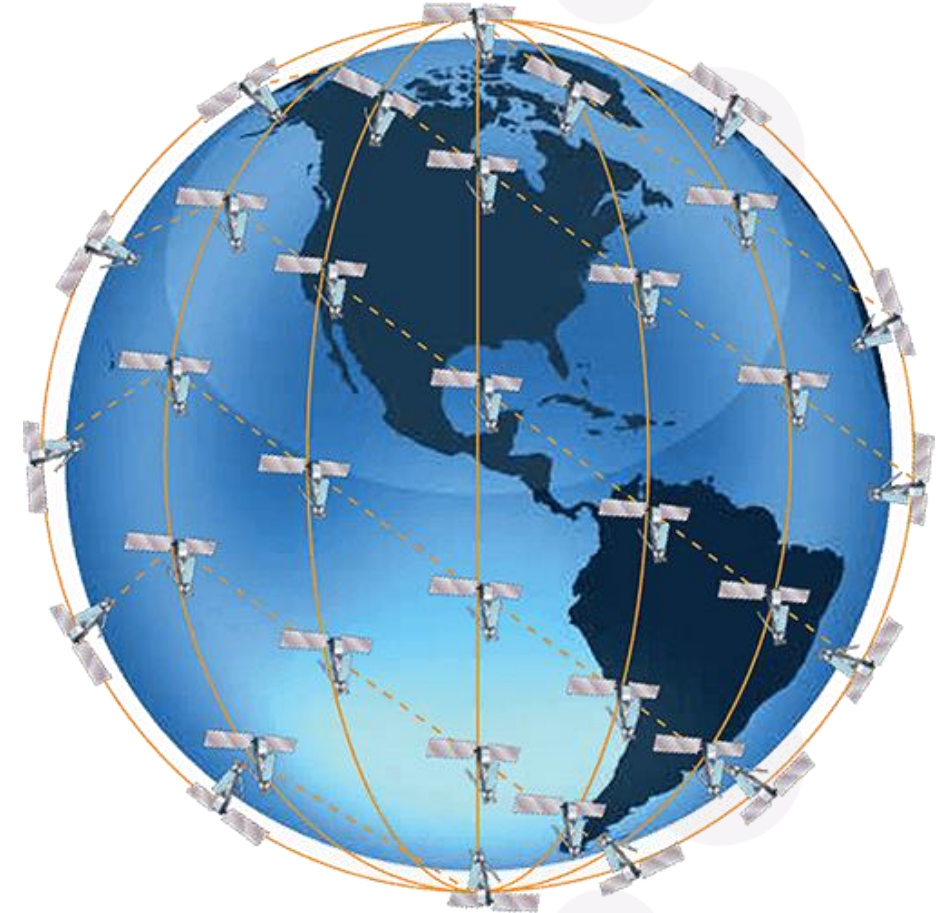
Check-In Sessions: when starting a session, you must wait for a confirmation message back from the server.

Group Chat Messages: These will take longer on satellite than on wifi or cellular.

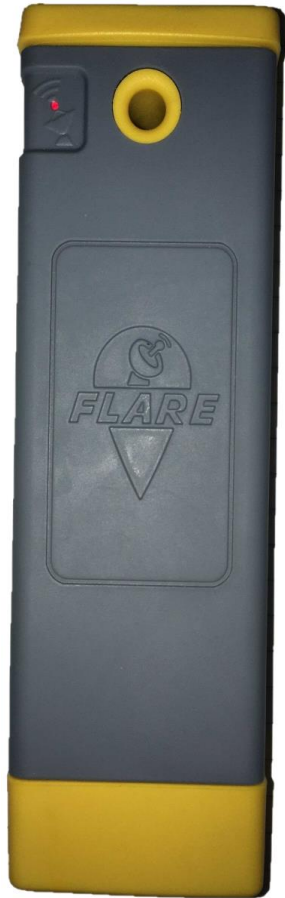
SolusGuard Mobile App: certain things will be unavailable, including the Profile and Contacts pages.

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

Be Patient!



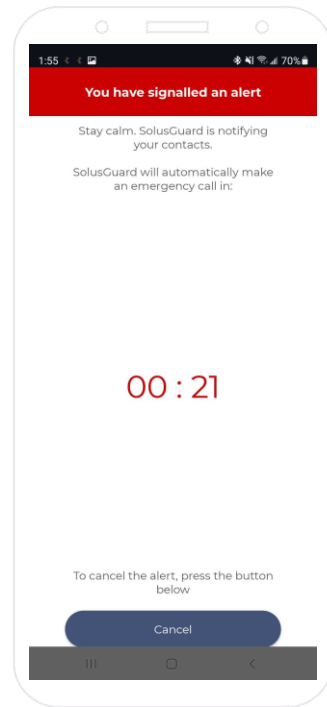
Solara FLARE



- ✓ Portable satellite extender for specific SolusGuard functions
- ✓ Provides limited internet coverage through satellite when there is no cellular service
- ✓ Allows the user to send emergency alerts and check in as needed

How it Works

Normally, the alerts and check in sessions go from the user's phone, through a cell tower, to the user's contacts.



User's Cell Phone



Cell Tower



Contacts

The SolusGuard app knows if the cell currently has phone service or if wifi is available. If there is none, it will automatically switch to the satellite extender which leverages satellite network.

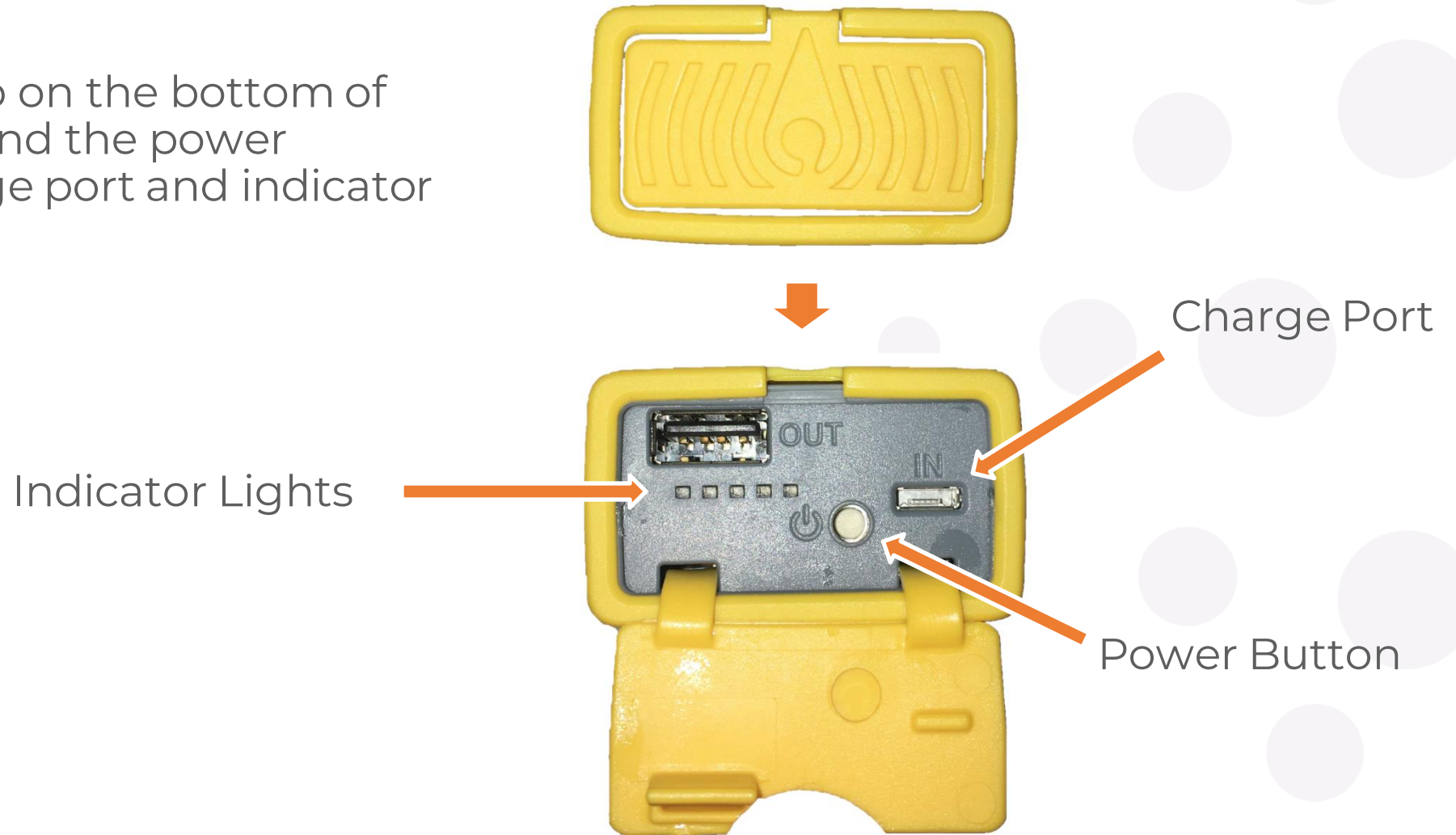
The satellite extender allows alerts and check ins when there is no phone service. The user's cell phone connects to the Flare, which connects to the satellite network, which connects to the user's contacts.



Important Note: Phone calls cannot be placed without cellular service.

Getting Started

- Open the flap on the bottom of the Flare to find the power button, charge port and indicator lights



Getting Started

- Turning on the Flare

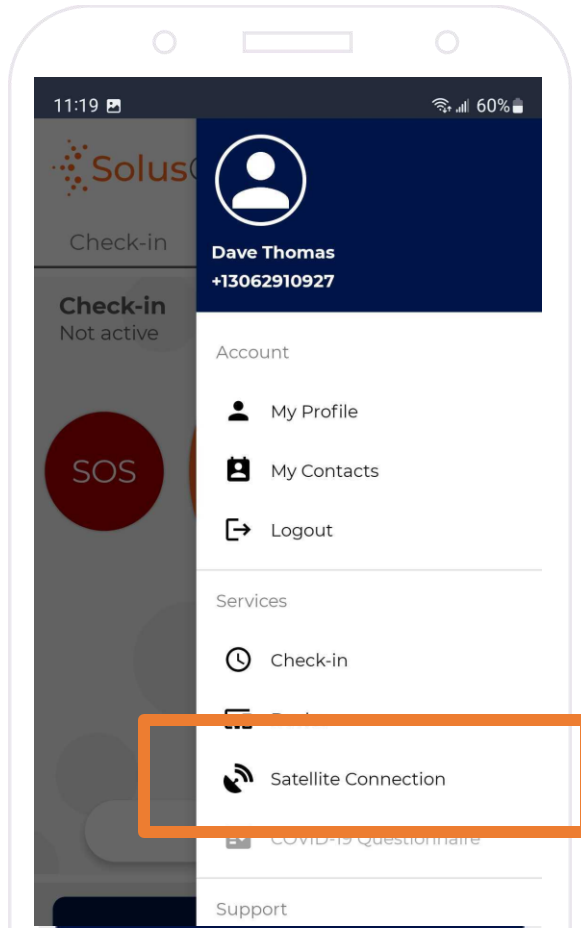
- Hold the **power button** for 3-5 seconds to power on.
- All five **indicator lights** will flash once to let you know that it's powering on.



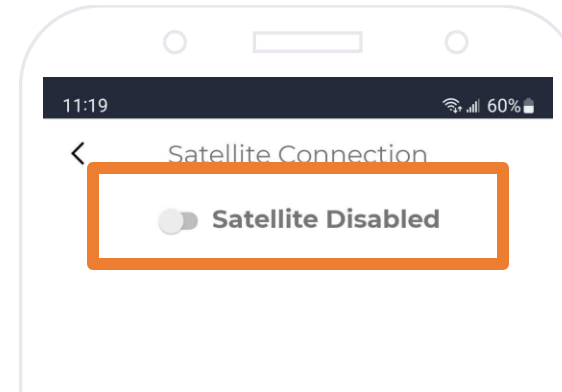
Getting Started

- Activate Satellite in the SolusGuard App

From the setting menu in the SolusGuard app, tap on "Satellite Connection"



Activate satellite capabilities by using **this toggle switch**



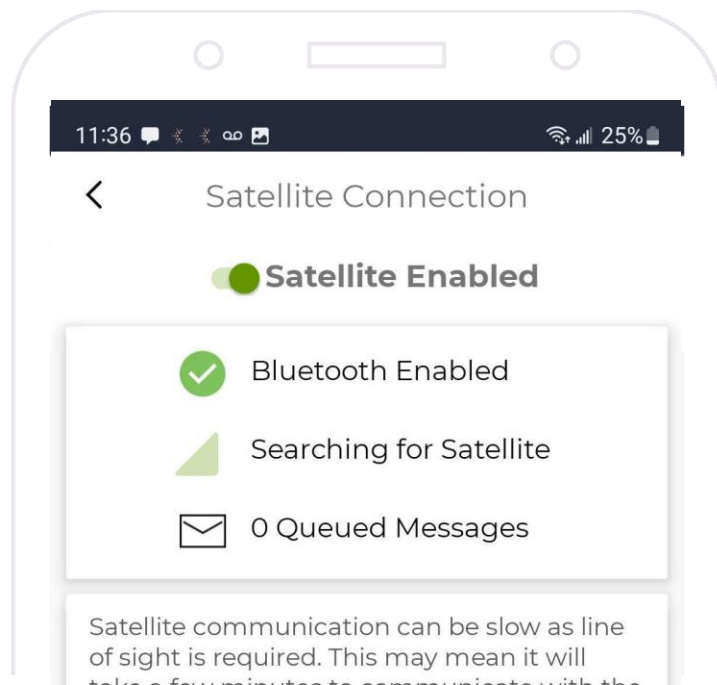
Important Notes

- This switch must be on whenever the user needs satellite coverage.
- Turn it off when not in use to save cell phone battery power.

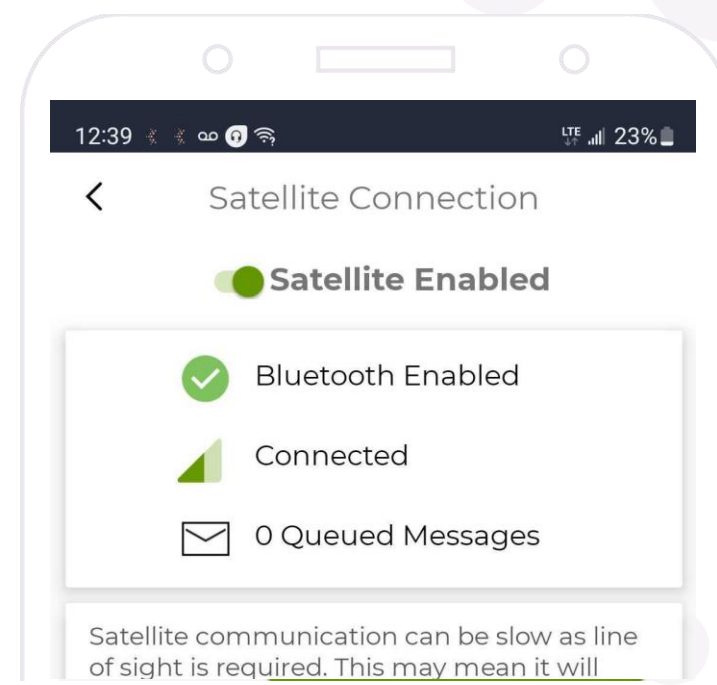
Getting Started - Synchronization

When you enable Satellite in the SolusGuard, the Flare will **automatically connect** to your cell phone via Bluetooth.

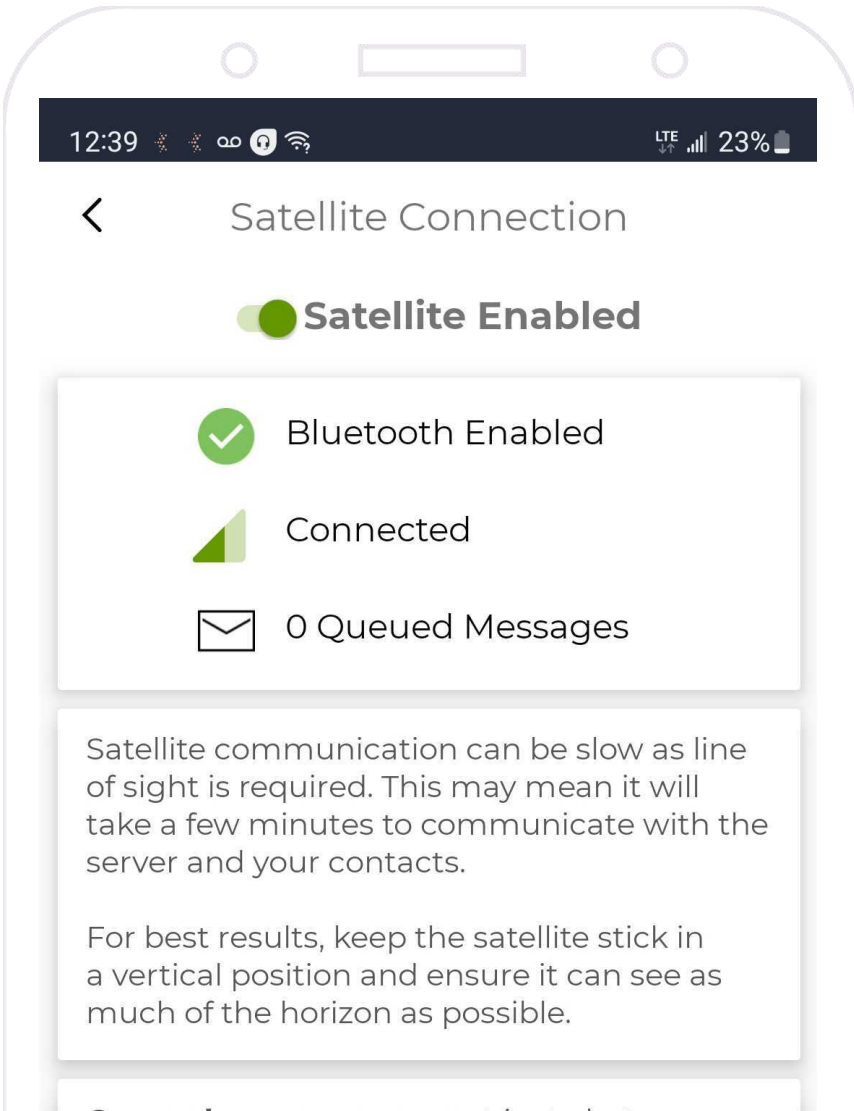
If there is no satellite signal available, you will see "Searching for Satellite"



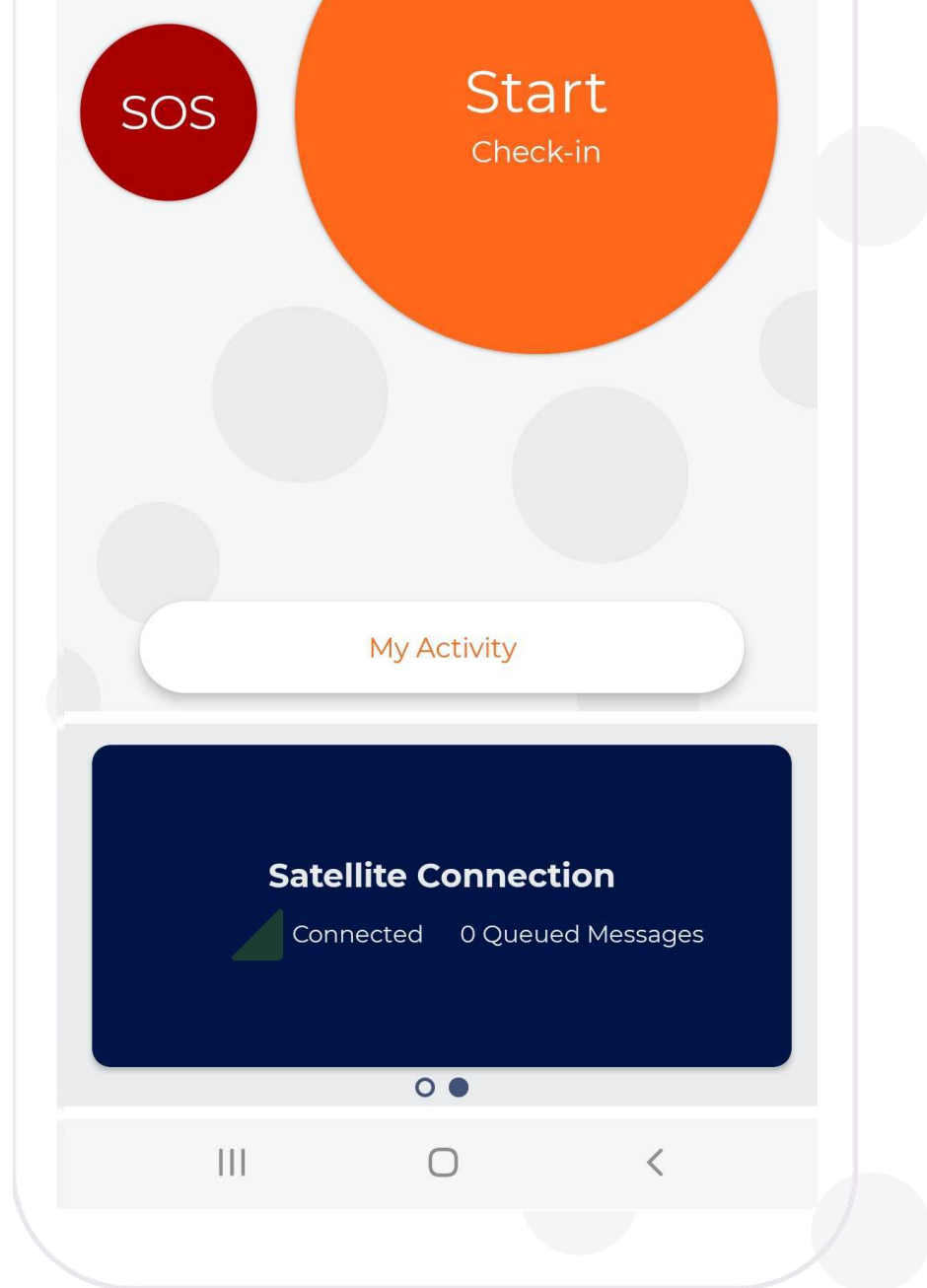
If satellite signal is available, you will see "Connected" and a graphic that indicates the strength of the signal



Check your Status



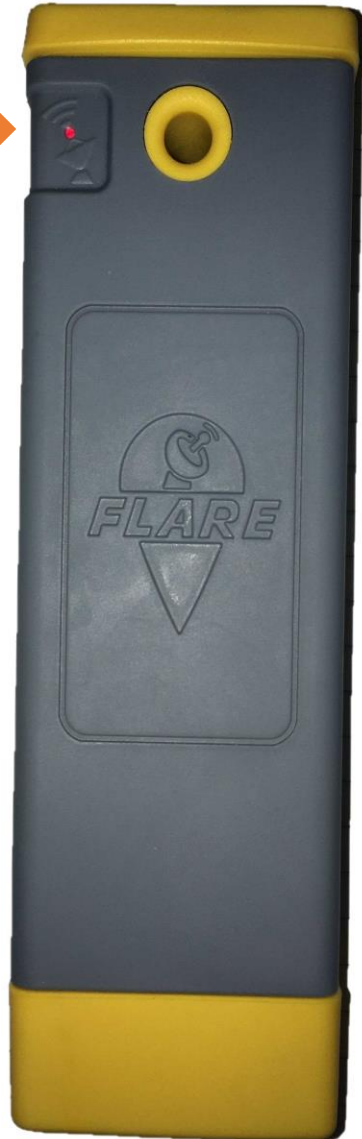
Both the Satellite Connection page and the bottom footer of the main page will now show you the status of your connection to the Flare.



Check your Status (continued)

External Indicator Light →

Once the Flare is powered on, this external light indicates whether it is communicating with the satellite network.



Red Blink: No satellite signal available

Green Blink: Currently communicating with the satellite network

Yellow Blink: There is a queued communication either outgoing or incoming

We're Here for You



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