SolusGuard User Guide

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If you've any questions or inquiries, please contact us at:
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1-888-651-6510

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Part 1 – Getting Started

Section 1.1 - What You Need to Get Started

Your employer or administrator must first create a SolusGuard account for you. Download the SolusGuard Phone Application ("SG App") from the Google Play Store or iOS App Store.

If you're using the Check-In service only, simply log in, add emergency contacts, and you're ready to start using it.

If you are using a SolusGuard Wearable Panic Button ("SG Device"), you must first pair the SG Device to your phone via the SolusGuard app. Before you start the pairing process, make sure you have:

- ✓ SolusGuard App downloaded
- ✓ SolusGuard Wearable Panic Button
- ✓ SolusGuard Charging Cable

Logging in to the SolusGuard App

Log into SolusGuard by entering the app and typing in your cellphone number to start. SolusGuard will send you a verification code (one time password) via SMS text message. Enter the code to continue.

When you first log in, make sure to grant all the permissions that are prompted. This can be updated or changed through the app settings found in your cell phone's settings.

- ✓ Bluetooth: allow SolusGuard to use Bluetooth
- ✓ Notifications: allow SolusGuard to send notifications
- ✓ Phone Calls: allow SolusGuard to make phone calls
- ✓ Location: "Always Allow" location services

Section 1.2 - Pairing the SolusGuard Device to Your Phone

PRO TIP: trying to pair multiple SG Devices to multiple phones at the same time will cause issues. Having more than one SG Device that is turned on and in range will cause your cell phone to get confused about which device it's pairing with. Connect one SG Device to the charger to turn it on, pair it to a cell phone, and then proceed with the next SG Device and so on.

(A) Pairing Process for the SG Device

The following is a step-by-step walkthrough of the pairing process for Android phones:

1. Go to the SolusGuard app and tap "Pair My Device", found in the footer and on the Device tab. If you don't see "Pair My Device", call us at 1-888-651-6510.
2. Tap "Begin Pairing".

3. If your Bluetooth is deactivated, this screen will stop the process and ask you to turn it on.
4. Attach the charge cable to the SG Device. The SolusGuard app automatically searches for your device. Once it's found, tap the forward arrow to proceed. If the app doesn't find the SG Device after 30 seconds, refer to Section 3.1 (E) for some tips.
5. The following screen goes through "Broadcasting", "Scanning" and "Pairing Request". Please be patient and hit retry if an error appears. After some time, you will be prompted to enter a pairing pin. Enter "1234" and tap "pair".
6. The app will progress to the next page and ask you to "Press the button on the SolusGuard device". This is a test press and will not trigger a real alert. Press the SG Device panic button now. After some time, the app will automatically move on.
7. The pairing is now complete. Congratulations, your SolusGuard Device is set up.

Note: It may take several minutes before your app shows an accurate status of your SG Device.

Once your SG Device is paired, you're almost ready to start using SolusGuard. The last step is to check your Emergency Contact list and add people who you want to receive your alerts.

Section 1.3 - Emergency Contacts

(A) The Role of an Emergency Contact

The emergency contacts are the first people to receive the notification when an alert is triggered and are the ones who receive notification when a check-in session expires.

(B) Setting up an Emergency Contact

Add an emergency contact through the SG App by going to the "My Contacts" section in the menu. Tap the (+) symbol in the bottom right corner and type in the cellphone number of the person you'd like to add.

A contact must first be invited by an existing user through the SG App or added by an administrator through the web portal. Once a contact has been added, they can download the SG App and proceed with logging in. Once logged in, they are ready to receive alerts and no further action is required.

(C) Responding to an Alert

If an alert is triggered, either by activating the SG Device or by expiring a check-in session, the list of emergency contacts all receive notification to be made aware of the situation.

The contacts can view the SG APP to see the details of the alert, the users GPS location, and any additional actions taken by them or the other emergency contacts.

If the alert escalates and places the backup phone call, the contacts will receive a text message with that user's GPS location. The notification that the alert has escalated will also be displayed in the history feed under the Alert Dashboard.

Since the back up call is live call and the user is most likely not able to explain the situation, a common recommended procedure from this point is to have the emergency contacts call the back-up number as

well, or emergency services directly, in order to provide additional details about the user who has triggered the alert.

(D) Edit, Mute/Unmute or Delete Contacts

From the "My Contacts" section of the app, a user can mute/unmute or delete contacts by clicking on the name of the contact they'd like to modify.

Part 2 – The Components of SolusGuard

Section 2.1 - SolusGuard Phone Application ("SG App")

Amongst other things, the SolusGuard App reacts to active alerts, provides vital information during emergencies, and allows further communication between the wearer and their contacts, as well as communication between the emergency contacts. The SG App is broken down into a few "tabs" along the top of the screen and a menu accessed by tapping the button in the top right corner.

(A) "Check In" Tab

The "Check In" tab is where users access the Check-in service, and start sessions. Users can also view the active check in session on this tab once it has been started.

User can also access the "In App SOS" button from this tab.

(B) "Device" Tab

The "Device" tab allows you to start the pairing process for the SG Device, and gives you the SG Device status information once the pairing is complete.

You'll find the "Audible/Silent" alarm mode button here. Switch it to "Silent" for a more discrete alert process. When on "Silent" your cellphone will not make the alarming noise, when you trigger a panic alert.

Device Details: If you tap this button, you'll find a section with explanations regarding the alert process and silent alarm mode. In this section you'll also find a button to remove the SG Device pairing from the phone, and the "Request Test Mode" button to run a test alert.

User can also access the "In App SOS" button from this tab.

(C) In App SOS button

There is an SOS button found on both the Check In and Devices tabs. The user can tab this SOS button at any time to send an alert to their emergency contact list, along with their GPS location, and any details entered into a check in session, if the session is currently active.

(D) My Activity

"My Activity" is an active history feed of your alert activity, as well as a group chat between the user and all of the emergency contacts that is available at all times. "My Activity" is accessible from both the "Check In" and "Device" tabs.

During an active alert, your GPS location, as well as any notes the user has entered into an active check-in session will show up on this feed. The user's emergency contacts can access this information during the active alert.

(E) "Teams" Tab

The "Teams" tab is the most important screen for Emergency Contacts. This screen will list all users who have added the contact as an emergency contact to receive their alert notifications. If the user is currently in an active alert, their name tag will be red so that it is obvious who is having the emergency.

Tap the name of any user (whether they're in an active alert or not) to view their activity feed and access the group chat for that user.

(F) Menu

The menu is accessed by tapping the three-line icon in the top right corner of the SolusGuard app. The menu gives you an alternate way of navigating to each tab, but is also the only way to access the following:

- "My Profile" allows you to modify and update your profile information.
- "My Contacts" allows you to add, remove, edit, and mute/unmute your emergency contacts.
- "Satellite Connection" is where you activate the Solara Satellite Extender connection. This screen will also show the current status of the Satellite signal.
- The "Help" section contains our contact information. It also has technical info that we may ask for in troubleshooting situations. From the "Troubleshoot" section under "Help" you can test your location and view your System Checklist

(G) System Checklist

This list is designed to bring to your attention a number of things, from settings that are set improperly, to pending app and firmware updates.

If any item on this list needs to be addressed, the SG App will present a red banner at the top of the screen. Tapping "View" on the banner takes the user to the list so they can determine what needs to be addressed.

Section 2.2 - SolusGuard Wearable Panic Button (SG Device)

The front of the SG Device is smooth and unmarked. The back of the SG Device has four things: the LED light indicator, the charge port, and two buttons.

- The main button is found right where you see the LED lights. The main button has only one function, to trigger emergency alerts. Once the device is paired to a phone, press this button to trigger an alert.
- The second button on the device is found in the little pinhole located right next to the LED light and has two separate functions.

Section 2.3- Functions of the Pinhole Button

The pinhole button is difficult to press but can be done with a ball point pen. Do not use a sharp object such as a pushpin as this will puncture the device. When you press and hold down the button hard enough, you'll see a solid orange light.
Pro Tip: If the SG Device is in alert mode and blinking orange, these resets can be more difficult to complete because the light on the SG Device will not come on solid orange to indicate you are pressing hard enough.

(A) Factory Reset ["Device Reset"]

The first function of this button is a device reset. This is done by holding the pinhole button for more than ten seconds. At the ten second mark you'll see all three colors of LED light blink in succession. You can stop pressing down once you see all three colors.
PRO TIP: this will remove a paired SolusGuard device from your phone. If you ever do this, you must repair the device before it functions properly again.

(B) Restart the Device Cycle ["Device Restart"]

The second function of this button is to restart the "Device Cycle". This is done by compressing the pinhole button for two seconds. You must release the button in order to see that it worked. If it worked, you'll see the LED light flash green quickly about ten times. This is a useful process as you'll find out in other sections of the SolusGuard User Guide.

Section 2.4 - Interpreting the LED Lights

You'll notice the lights on your SG Device change from time to time. Understanding what the color of the light means as well as the patterns can be helpful.

If your light is blinking...

Blue and Orange: The SG Device is unconfigured and ready to be paired with a phone. If you see this pattern, then your device is NOT paired and NOT ready to use.

Green: The SG Device is connected to your phone via Bluetooth and is functioning properly.

Blue: Either the SG Device is low on battery power or the device has lost Bluetooth connection with the phone. You can determine which of these is true by viewing the 'Device' tab in the SolusGuard app.
Pro Tip: *if your SG device disconnected within the last 30 minutes it will not yet indicate the disconnected status in the mobile app.*

Orange: The emergency alert button has been pushed and an alert has been activated.

The light on the device should only be <u>solid</u> if it's attached to the charger.
Solid Blue: Still charging.
Solid Green: Fully charged.

Section 2.5 - Updating the SolusGuard Wearable Panic Button (Firmware Update)

From time to time you will be prompted to perform a firmware update. This is an update for the SG Device itself. The process is started from the System Checklist, found in the Help section of the app. It will be brought to your attention when needed, by presenting a red banner at the top of the screen.

To perform the firmware update:

1. From the System Checklist, tap on "Update" beside "Firmware Update Available"
2. Make sure your SG Device is charged to above 50% battery and has been on the charger for at least 15 minutes prior to starting.
3. Tap "Update Device" and wait for the process to complete.
4. If at any time you see the "Update Device" button again, this means the process failed. Tap the button to try again.
5. When the update is complete, you'll see a checkmark on the screen and a button to tap that says "Return to the App". Tap the button to finish. Your SG Device is now up to date and the System Checklist should no longer indicate that a Firmware update is pending.

Section 2.6 - SolusGuard Device Alert Process

When a user activates a panic alert by pressing their SolusGuard Wearable Panic Button a few things happen:

- The SG Device begins blinking orange and vibrates periodically
- The user's cellphone makes an alarming noise (unless the user has set themselves to silent alarm mode)
- The user's cellphone starts a countdown timer based on their preset parameters and presents a "Cancel Alert" button to the user
- Notifications are sent to the emergency contact(s). Information passed along to the contacts includes your current GPS location and any notes you've entered into an active check-in session if you have a session currently running.

The user can hit "Cancel Alert" any time prior to the 30 second timer expiring.

- If they cancel the alert prior to the timer expiring, the contacts will be notified and the back up call will not be called automatically.
- If the user allows the timer to expire, their cellphone will dial the backup call directly and SolusGuard will inform the contacts that this is happening so that they can take appropriate steps to make sure the user is getting the help they need.

Section 2.7 - Recommended Tests to Get Familiar with the System

We recommend that users practice by performing periodic tests so that they and their emergency contacts know what to expect if a real alert is ever triggered. We recommend that you do these monthly.

Remember, when a user triggers a panic alert, the emergency contacts receive notification! If you're testing, make sure to notify them beforehand so that they don't think it is an actual emergency. Alternatively, you can mute the notifications for the test (see how to do this in Section 1.3 (D)).

Suggested tests to try:

Test #1 - User triggers an alert. User enters the SolusGuard app and Taps "Cancel Alert" to stop it.

Test #2 – User sets off an alert. An emergency contact enters the SolusGuard app, goes to the Teams tab, and clicks on the user with the active alert. They will see the "Call Wearer" button. Have them press this button to dial your number and then answer the incoming call. The user answering the incoming call will cancel the alert process and prevent the alert from escalated and placing the back up call.

Section 2.8 - Check In Sessions

The Check in service is a simple to use, proactive monitoring system that notifies your emergency contacts when you fail to "Check-In".

(A) Using Check in

From the "Check in" tab in the SolusGuard app:

- Tap "Start Check in"
- Any scheduled monitored events that you've scheduled for today through the employee web app will appear in a list to choose from but can be bypassed by pressing "Create Event". This feature is not available to everyone.
- If you've chosen a pre-scheduled event and all of the details are still correct, tap "Start". If anything has changed, you can modify details before tapping "Start".
- Choose an appropriate time increment for your session.
- Enter the destination.
- The notes sections can be filled out with any specific data that would be helpful to pass along in a real emergency.
- Click "Start" at the bottom of the page.
- A timer will start counting down from the amount of time you chose. Tap the timer again to end the monitored event session. You are also given customizable button options. These can be used to tack on a little more time as needed, or to completely restart the timer, if it is expected that you check in on a cycle.
- When there are five minutes remaining on the timer, you'll receive a reminder to check-in.

- If you do not check in before the timer expires, notifications are sent to your emergency contact(s). Information passed along here includes your current GPS location and all of the notes you've entered.
- After the timer expires, tap "Message My Contacts" to end the check in session. It is recommended that you send a message at this time to update everyone.

2.9 In App SOS Alert Process

When a user taps the In App SOS button, found on either the Check in or Device tabs, an alert is instantly sent to the user's emergency contact list. This alert passes along the user's GPS location as well as any details entered in the Check in fields, if there is an active check in session at the time of alert.

Unlike the SolusGuard Wearable Panic Button, the In App SOS alert process does not escalate and place a back-up call. For this reason, you will never see a timer when tapping the In App SOS button, you should just see a "Cancel Alert" button to end the alert.

2.10 Satellite Extender

The Satellite extender is an easy-to-use device that extends certain SolusGuard services by automatically providing satellite coverage when there is no cellular coverage. It ensures initial notifications are sent during an emergency alert, and contacts are notified when a monitored event timer expires.

(A) Preparing the Satellite Extender for Use

- Open the yellow flap on the bottom of the satellite extender. Under this flap there is a white button, the charging port, and 5 status lights.
- Turn on the Satellite Extender by pressing and holding the white button for 3-5 seconds. You will see all five status lights come on. They will turn off after a few seconds. In addition, the status light on the outside of the device will also be on.
- Go to the "Satellite Connection" section in the SolusGuard app, found in the menu. Enable Satellite by tapping the toggle switch.
- The Satellite Extender will automatically connect to the SolusGuard app via Bluetooth. In the "Satellite Connection" section you will now see a "connected" status and a Signal Strength Indicator. The Signal Strength Indicator tells you the level of satellite service available.

(B) Using the Satellite Extender

- After the Satellite Extender is paired to the cellphone, it will automatically activate when cellular coverage is unavailable, and the extender is in range of the phone. At this point it will search for a satellite to establish a signal.
  Pro Tip: The Satellite Extender has to have a clear line of sight to the sky to find a satellite and receive satellite signal.
- Once the extender has established a satellite signal, it will send emergency panic alerts, activated by the press of the SolusGuard panic button, and send notification of expired monitored events.

Pro Tip: Although notifications are sent through the extender, phone calls are not. As such, the back up call available with cellular coverage is not available using the Satellite Extender.

- How to determine the strength of your satellite coverage:
  - View the "Satellite Connection" section or the blue footer in the SolusGuard app.
  - View the external status light on the extender itself. It will flash green to indicate that there is a satellite signal available or it will blink red if there is no current satellite signal.
- How to determine the battery level of the Satellite Extender:
  - While the extender is powered on, click the white button to see the five status lights. 1 to 5 of them will light up to indicate the battery level. 1 is low and 5 is full.
- How to share the Satellite Extender:
  - Previous user switches the toggle switch to OFF to "Satellite Disabled".
  - New user switches the toggle switch ON to "Satellite Enabled". The Satellite Extender will automatically connect to the new user's phone.

Part 3 – Troubleshooting

Section 3.1 - Having Trouble? Here are Some Helpful Tips

(A) The SG Device Battery is Draining
Pro Tip: Disconnections can lead to quicker battery drain. This may be a connectivity issue, and not an issue with the battery itself.
There is one technique that can improve a known battery issue:
- Perform multiple "Device Cycle Restarts". This is the second function of the pinhole button. Refer to Section 2.3 (B) to see how to do this. Do this multiple times back-to-back, charge the SG Device, and then gauge the battery life to see if that helped.

(B) The SG Device is Disconnected and Won't Reconnect
- Simply turn your cell phone off and back on. Wait a few minutes after doing this to see if the device is connected again.
- A second technique is to perform a device cycle restart and then wait a few minutes to see if the device is connected again. Refer to Section 2.3 (B) to see how to perform a device cycle restart.

(C) The Check in and/or Device Tab is not Showing in my App
- Your account profile was set up incorrectly. No problem. Ask your administrator to check your account services on the web portal or call us at 1-888-651-6510 and we'll convert your account to a wearer account and make sure the proper services are showing.

(D) I Can't Update my Emergency Contact's Personal Information
- When adding your emergency contacts, you may notice that you can't update their information. This can only be done by the Emergency Contact and they will be prompted to do so when they create their own account. Once they have updated their information, you'll see it in your app as well.

(E) The Phone Won't Find the SG Device During the Pairing Process

  - Remove the device from the charger and study the blinking lights. It should be blinking blue and orange. If it's not, then you must perform a device reset. Refer to Section 2.3 (A) to see how to do this.

  - If your cell phone already has a Bluetooth connection to a SolusGuard device this may prevent your phone from finding the device. Go to your phone's settings, and then into the Bluetooth settings where you can view what devices your phone is paired to. If you see either "SolusGuard" or "BLE Support" in this list prior to pairing, you need to "unpair", "remove" or "forget this device" for these connections before you try pairing again.

  - Some other techniques that can help:

- Ensure Location Services are turned on your cell phone.
- Turn Bluetooth off for 15 seconds and then back on.
- Turn your cell phone off and then back on again.

PRO TIP: If at any time these tips don't work, please call us at 1-888-651-6510 or email tech@solusguard.com for additional assistance.

Section 3.2 - Pairing a SG Device to a New Phone

If a user needs to pair a SG Device to a different cell phone, first remove the SG Device from the phone it's currently paired to:

1. Attach the SG Device to its charger.
2. Go to the "Device" tab in the app.
3. Tap "Device Details" and then tap "Remove Device"
4. Tap the "Remove" button that appears near the battery percentage, and then tap "Remove" on the pop up that presents itself.

This can take up to ten minutes. To speed up the removal process, after you've tapped "Remove" on the pop up, perform a "device cycle restart". This is the second function of the pinhole button referred to in Section 2.3 (B).

Once the SG SolusGuard is removed from the old phone, make sure it's ready to be paired to the new phone. Check if the lights on the SG Device are blinking orange and blue periodically. If they are not blinking orange and blue, then perform a device reset (refer to Section 2.3 (A) for that). Once you've confirmed the lights are blinking blue and orange you can follow the pairing instructions in Section 1.2 (A) to set up the SG Device with the new cell phone.

Always remember, we're just a phone call or email away!

1-888-651-6510 or tech@solusguard.com