

SolusGuard User Guide

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If you've any questions or inquiries, please contact us at:

Tech@SolusGuard.com

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 app from the Google Play Store.

To use a SolusGuard system, you must first pair the SolusGuard PPA to your phone via the SolusGuard app. Before you start the pairing process, make sure you have:

- ✓ SolusGuard App downloaded
- ✓ SolusGuard PPA Device
- ✓ SolusGuard Charging Cable

Once your PPA is paired, you're almost ready to start using SolusGuard. The last steps to get going are:

- ✓ Check your Emergency Contact list and add a supervisor
- ✓ Save Local Police Agency phone numbers for the jurisdictions where you'll be performing community visits

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

(A) Pairing Process on Android Phones

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 PPA", found in the footer and on the PPA tab. If you don't see "Pair My PPA", 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 PPA. 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 SolusGuard 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 PPA panic button now. After some time, the app will automatically move on.
7. The pairing is now complete. Congratulations, your PPA is set up.

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

Section 1.3 - Emergency Contacts

(A) The Role of an Emergency Contact

The emergency contacts, along with the National Monitoring Centre (NMC), are the first people to receive the notification when an alert is triggered and are the ones who receive notification when a monitored event expires.

(B) Setting up as an Emergency Contact

Add an emergency contact through the SolusGuard 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 SolusGuard phone app or added by an administrator through the web portal. Once a contact has been added, they can download the SolusGuard app and proceed with logging in. Once logged in, they are set up to receive alerts and no further action is required.

(C) Responding to an Alert

Corrections Canada alert procedures dictate that only the National Monitoring Centre Operators are responding to emergency alerts. Your supervisor is being added as an emergency contact so that they are made aware of any incidents that occur.

If an emergency contact opens the SolusGuard app during an active alert, they can see details about the alert as well as partake in the group chat functionality, if they have important information to provide.

If the alert escalates and places the backup phone call to 911, the contact will receive a text message with that person's GPS location. The notification that the alert has escalated will also be displayed in the history feed under the Alert Dashboard.

(D) Temporarily Muting or Deleting Contacts

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

Section 1.4 - Local Police Agencies

When creating a monitored event, you must enter the phone number of the local police agencies for the jurisdiction you are meeting in. You have the ability to pre-save a list of these police agency numbers, and to set a default, to make the process more efficient.

To save police agency phone numbers:

1. From the menu in the SolusGuard app tap "Police Agencies"
2. Tap the (+) symbol in the bottom corner
3. Enter the name and phone number
4. Optional: tick the box to make this your default police agency
5. Tap "Add Agency" to save this to your list

Items saved to this list are available from a drop-down list when creating your monitored events. Don't worry, if you don't pre-save these numbers, you can type them in manually when setting up monitored events.

Part 2 – The Components of SolusGuard

Section 2.1 - SolusGuard Phone Application

Amongst other things, the SolusGuard phone 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 app is broken down into a few "tabs" along the top of the screen and a menu accessed from the button in the top right corner.

(A) "Monitored Event" Tab

The "Monitored Event" tab is where you access the monitored event service, and start your sessions when doing community visits. You have the ability to fill in session information based on scheduled events (this scheduling is done as a feature of the employee web app, not detailed here).

(B) “PPA” Tab

The “PPA” tab allows you to start the pairing process for the PPA device, and gives you the PPA 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 PPA 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 PPA pairing from the phone, and the “Request Test Mode” button to run a test PPA alert.

(C) 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 “Monitored Event” and “PPA” tab.

During an active alert, your GPS location, as well as any notes you’ve entered into an active monitored event, will show up on this feed. Your emergency contacts and the NMC operators can access this information during the active alert.

(D) “Teams” Tab

The “Teams” tab is the most important screen for Emergency Contacts. This screen will list all users who have added you 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.

(E) 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.
- “Police Agencies” allows you to add, remove or edit your pre-saved list of local police agency phone numbers. Any items added to this list are accessible from a drop-down list when creating your monitored events.
- 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

- 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.

(F) 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 PPA Device

The front of the PPA is smooth and unmarked. The back of the PPA 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 PPA device is in alert mode and blinking orange, these resets can be a more difficult to complete because the light on the PPA 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 will work 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 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 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 device is connected to your phone via Bluetooth and is functioning properly.

Blue: Either the 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 solid if it's attached to the charger.

Solid Blue: Still charging.

Solid Green: Fully charged.

Section 2.5 - Updating the PPA Device (Firmware Update)

From time to time you will be prompted to perform a firmware update. This is an update for the PPA 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 "PPA Firmware Update Available"
2. Make sure your PPA 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 PPA is now up to date and the System Checklist should no longer indicate that a Firmware update is pending.

Section 2.6 - PPA Alert Process

When a user activates a panic alert by pressing their PPA device a few things happen:

- The PPA begins blinking orange and vibrates periodically
- Their cellphone makes an alarming noise (unless the user has set themselves to silent alarm mode)
- The user's cellphone starts a 30 second timer and presents a "Cancel Alert" button
- Notifications are sent to the NMC Operators and your emergency contact(s). Information passed along here includes your current GPS location and any notes you've entered into an active monitored event 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, 911 will not be called automatically.
- If they allow the timer to expire, their cellphone will dial 911 directly and SolusGuard will inform the NMC and your contacts that this is happening so that they can take appropriate steps to make sure the user is getting the proper help.

Section 2.7 - Monitored Events

The Monitored Events service is a simple to use, proactive monitoring system that notifies the NMC Operators and your emergency contacts when you fail to "Check-In".

(A) Using Monitored Events

From the "Monitored Event" tab in the SolusGuard application:

- Tap "Start Monitored Event"
- 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".
- 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.
- Select the appropriate Police Agency.
- The notes sections must be filled out with a specific list of things, as per your internal operational procedure guide.
- 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 two extend options, two buttons that allow you to tack on a little more time as needed.
- When there are five minutes remaining, you'll receive a reminder to check-in.
- If you do not check in before the timer expires, notifications are sent to the NMC Operators and 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 monitored event session. It is recommended that you send a message at this time to let everyone know you're OK.

2.8 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 and enabling 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 Battery is Draining on my PPA

Pro Tip: Disconnections can lead to quicker battery drain. This may be a connectivity issue, and not an issue with the battery itself.

There are one technique that can improve this 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 PPA device, and then gauge the battery life to see if that helped.

(B) The 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 PPA or Monitored Event Tabs are not Showing in my App

- Your account was set up as an emergency contact only. 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.

(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 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” or “remove” the device 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, feel free to call us at 1-888-651-6510 or email tech@solusguard.com for additional assistance.

Section 3.2 - Pairing a PPA to a New Phone

If you need to pair your PPA to a different cell phone, first remove the PPA from the phone it's currently paired to:

1. Attach the PPA to its charger.
2. Go to the "PPA" 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 SolusGuard PPA is removed from the old phone, make sure it's ready to be paired to the new phone. Check if the lights on the PPA are blinking orange and blue. 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 PPA with the new cell phone.

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

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