PEOPLESAFE

MICROSOS
PERSONAL SAFETY DEVICE
USER GUIDE

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WELCOME

MicroSOS™ exclusively developed by Peoplesafe, is the World's smallest and lightest GPS enabled personal safety device. Fully certified against the highest industry standards, the device links directly to Peoplesafe's Alarm Receiving Centre, at the touch of a button. Plus the MicroSOS device is IP67 rated, which means it's fully protected against dust, and is waterproof. The MicroSOS fall detection add on also features a fall detection sensor which will automatically raise the alarm if the user has a slip, trip or fall making it the perfect solution for ultimate peace-of-mind.

WHATS IN THE BOX?

When you receive your MicroSOS device, you should find the following items:

1. MicroSOS device (fitted with a SIM card and battery)
2. Mains charger
3. MicroSOS Docking Station
4. Quick Reference Key ring
5. Lanyard

If you are missing any of the above, please contact Customer Support on **0800 990 3562**, Monday – Friday, 8am – 6.30pm.

DISCLAIMER

It is important that you follow the instructions in this guide carefully. Peoplesafe cannot be held liable for non-performance of your MicroSOS device or the Alarm Receiving Centre and any ensuing consequences, if you do not follow proper usage and maintenance procedures.

Deliberate false alarms or hoax activations are in breach of the Terms & Conditions and can result in termination of the service.

MICROSOS DEVICE

The following information should be read and understood before using or charging your MicroSOS personal safety device.

DOCKING STATION

DEVICE
1. GPS indicator (Blue)
2. Battery indicator (Red)
3. GSM indicator (Amber)
4. SOS Button
5. Power Button
6. Call Button
7. Charging Pins x 4 (MicroSOS)
8. Speaker
9. Microphone

DOCKING STATION
10. Micro USB Port (For Powering the Docking station)
11. Power Light (Red)
12. Device Light (Green – when device is fully charged)
13. Charging Pins (Docking Station)
14. Magnet

WHAT DO THE INDICATORS MEAN?

MicroSOS device status indicators

1. GPS INDICATOR (BLUE)

• Light flashes blue every five seconds when device has acquired a GPS signal and has an up to date position.

2. BATTERY INDICATOR (RED)

- Continuously lit when battery is charging and switches off when fully charged.
- Light flashes once every two seconds when operating normally.
- When the SOS button is pressed, the battery indicator light will flash rapidly to acknowledge button press and will then double flash every two seconds while the request is being performed. It will then flash normally.
- The light will flash three times every five seconds when the battery is low and requires charging.

3. NETWORK INDICATOR (AMBER)

- Light shows a slow single flash every five seconds when the device has a GSM signal. Light shows a slow double flash every five seconds when the device has a good GSM signal. Light not flashing means the device has been unable to connect to the network.
- Light solid means the SIM card could not be read, please contact Customer Support.

GETTING STARTED

It is essential that you complete the following five step process in order to be able to use your MicroSOS device.

ENTER YOUR ACCOUNT DETAILS

Using your customer login details which were included in your welcome email, please access the Peoplesafe Portal via the website – **https://portal.peoplesafe.co.uk** and login with your username and password. Complete all the necessary Account and User details. If the Peoplesafe Portal is managed by your organisation's Administrator, please contact them regarding your user details on the Peoplesafe Portal.

Instructions should include emergency contact numbers for people who are to be informed in the event of an emergency, and will be in a position to assist the Peoplesafe Controllers and the user.

Before entering these instructions, ensure that all contacts are aware and are willing to be contacted 24 hours a day to help in an emergency. It is also useful to include your own mobile phone number, as the Peoplesafe Controllers may need to contact you directly in an incident.

It is important that the information on the Peoplesafe Portal is kept up to date at all times.

All personal information is fully protected and stored in such a way that Peoplesafe Controllers at the Alarm Receiving Centre have no access, until the alarm is activated.

CHARGING THE MICROSOS DEVICE

You must fully charge the battery before using the device for the first time.

Plug the charger into the MicroSOS unit's USB port and connect to a 240 volt wall socket. Please do not use excess force when plugging the charger into the USB port as this may damage the connection. The device will take between 2 – 3 hours to charge each time. The battery Indicator (red) will switch off once the MicroSOS is fully charged.

If you are using the optional MicroSOS docking station, plug the charger into the docking station's USB port and connect to a 240 volt wall socket, the Docking station will indicate that it has power through the red light. Please do not use excess force when plugging the charger into the USB port as this may damage the connection.

Place the MicroSOS in the docking station ensuring that it is facing in the right direction to ensure the charging pins make clean contact, the red light should turn solid to indicate charging. Once the MicroSOS is fully charged the battery indicator (red) will switch off and the docking station green light will switch on letting you know the device is fully charged.

<u>Note</u> the device should only be charged with chargers supplied by Peoplesafe. It is important that you keep your MicroSOS charged daily to ensure it is ready for use when you need it.

SWITCHING THE MICROSOS ON AND OFF

To switch the device on or off, press and hold the side 'Power' button for four seconds. All lights will illuminate then the device will vibrate. Following this only the red light will remain lit until the device has completed switching on, at which point the device's lights will resume their normal sequence to indicate the device's status to the user.

When turning the MicroSOS off, the battery indicator will illuminate fully along with the network and GPS indicators flashing, to confirm the device is switched off. The device will vibrate continuously to confirm the device is switching off.

Press and hold the power button for 4 seconds to turn on / off

ACQUIRE NETWORK & GPS SIGNALS

Once your MicroSOS has been switched on, it will automatically search for GSM and GPS signals. To achieve a GPS signal quickly, stand outside and hold the MicroSOS where it has a clear and unobstructed* view of the sky. The device will use AGPS technology to help the device quickly calculate the devices current position, this should only take a few minutes the first time you activate the device.

The network indicator on the device will flash rapidly when attempting to secure a data connection immediately after completing the boot up sequence. Following this a single flash every five seconds indicate there is a weak GSM signal whereas a double flash every five seconds indicates a strong GSM signal. The network indicator will not flash if it is not connected to a GSM network, (indicating no network signal).

* Possible obstructions that may hinder the device from connecting to GPS satellites include: at the bottom of a handbag, indoors, in tunnels and in narrow alleys between tall buildings.

HOW TO USE YOUR DEVICE

ACTIVATING AN SOS ALARM

Press and hold the large SOS alarm button for four seconds.

The red battery indicator will start to flash and the device will vibrate to confirm the request.

An alarm containing the device's location will be sent to Peoplesafe's Alarm Receiving Centre (ARC). The device will again vibrate and an audible beep will be heard confirming the two-way voice connection has been made.

Note this can take up to one minute.

The Peoplesafe Controller will be listening to the call silently and only talk if they believe it is safe to do so.

If you activate the MicroSOS device by mistake, please inform the Peoplesafe Controller as soon as the call is answered by saying "False Alarm". The Controller will ask questions based on your user details to confirm that it is not an emergency and will then end the call.

Press and hold the SOS button for 4 seconds to trigger an emergency call

THE CALL BUTTON

This button is used for the following:

• Device testing line
• Leaving a Voice Memo
• Leaving a Log activity – (Add on)

If you are unsure of your device set up, please check with your account administrator. Your account administrator can contact Peoplesafe to upgrade your voice memo function to our log activity line variant.

DEVICE TESTING LINE

Performing a device test call will confirm to you that the device is registered on our system and that the microphone and speaker are working. This will ensure that the device is ready in the event of raising an SOS alarm.

Double click the side "Call" button and the device will vibrate then the network indicator will start to flash to confirm the request. Calling the device testing line checks that your device has been set up correctly by your account administrator: you will be played one of two messages:

Message 1: "Hello, you have reached our device testing line, please record an activation message after the tone". After the tone speak clearly into the device at an adequate volume leaving audio regarding your name, company and job role. You will have to record for approximately 15 seconds. Once the recording is complete you should hear the following prompt "Please now listen to your recording, so that you can check the quality of your device's microphone and speaker". You will then hear the message you just recorded, please listen carefully for any microphone or speaker issues. Finally you will hear "Thank you. If your message was played back, your device has activated successfully. If your message was not played back, please contact your account administrator". If at any point there are issues with the audio or what was recorded, please speak to your account administrator to ensure the device issue can be resolved.

Message 2: If you are greeted by the following prompt "I'm sorry we did not recognise the device you are calling from, immediately contact your account administrator, as your device has not been set up on our system and in the event of an emergency we will not have your escalation information," your device has not been set up correctly, so please contact your account administrator immediately as we will not have your escalation information or location information in the event of an SOS alarm.

We recommend that you use this service every 3 months, just to test that your device is working successfully.

LEAVING A VOICE MEMO

You may wish to leave a voice memo if you are going into a building or underground, explaining who you are meeting and where, as GPS is less likely to work in these situations. To contact Voice Memo, the user should press and hold the "Call" button for 3 seconds. The GPS indicator will start to flash to confirm the request. Speaking clearly, leave your voice message when prompted. Press the SOS button to end the call.

The voice memo will be available as soon as it is left and in the event of an emergency, the Alarm Receiving Centre (ARC) Controller could find this vital additional information useful.

LOG ACTIVITY (ADD ON)

To contact Log Activity, the user should press and hold the "Call" button for 3 seconds. The GPS indicator will start to flash to confirm the request. After a short duration you will be greeted by the message "record your message after the tone" after the beep you will have a short duration to record key activity details, your name, location and the activity you will be undertaking.
Once the recording has stopped you will hear "your activity has been started" and the device will end the call.

By default a 60 minute timer will be started. If you need to cancel your activity at any point during the timer, simply press and hold the "Call" button, this will cancel the activity.

Once the timer period has expired, the system will wait 5 minutes before attempting to call your chosen mobile device, this should be set to a personal mobile number through the Peoplesafe Portal. If you fail to answer this call, the system waits another 5 minutes and call you again.

If there is no answer to the personal mobile number then a timer alarm will be created in our ARC. The ARC Controller will then proceed to call the required contacts to ensure that you are safe or to send one of your emergency contacts to check up on you.

The duration of the activity can be changed in the Peoplesafe Portal, please refer to our Peoplesafe Portal User Guide for more information.

SENDING A MANUAL POSITION

Press and hold the power button for one second until the Blue GPS indicator starts to flash and the device vibrates once, to send details of the current location of the MicroSOS to the ARC.

This information is shown on a map relative to where the manual position was sent and is stored against your account. It will be accessible in the case of a future incident or when a location report is requested.

You can also view this information by logging on to the Peoplesafe Portal where the Manual Position will be shown on a map.

Note holding the power button for four seconds will switch the device off.

Press the power button for 1 second to send location details

FALL DETECTION ALARM FEATURE

(ADD ON)

The MicroSOS fall detection variant of the device contains a fall detection sensor which enables the device to automatically send an alarm to the Peoplesafe ARC if it detects a period of falling follow by a period of non-movement and a change in the device orientation. This feature can be useful in instances when the user slips, trips, or falls, and therefore may not be able to raise an alarm manually.

The fall detection feature must be specified as enabled or disabled by the customer when placing the order, prior to the device being despatched. The device can be setup either with fall detection permanently enabled, or manually switched on/off when required from within the Peoplesafe Portal. Please check with your administrator or Peoplesafe Customer Support to establish if this feature has been enabled on your device.

The fall detection feature should be enabled only when the device is being worn in a holster accessory with clip attachment and securely attached to the user in order to prevent false alarms. **If the fall detection feature is enabled, the device should not be worn with a lanyard accessory at any time.**

If you raise a fall detection alarm to Peoplesafe's ARC by mistake, please inform the Controller as soon as the call is answered, by saying "False Alarm". The Controller will ask questions based on your user details to confirm that it is not an emergency and will then end the call.

THINGS TO REMEMBER

- Fully complete the Peoplesafe Portal online with all account and user details.
- Ensure the device is charged daily.
- When placing the MicroSOS device in the optional docking station, ensure that it is facing the right direction. so that the charging pins in the docking station can make clean contact with the device.
- Do not use excess force when plugging the charger into the USB port.
- Ensure the device acquires a GPS signal every time it is powered on.
- Ensure the device is carried with the user at all times.
- When using the MicroSOS fall detection variant, ensure the device is worn in the holster, or affixed securely using the ID badge holder accessory with clip attachment.

If you have any queries about the use of your MicroSOS device, please contact Customer Support – our contact details can be found on page 2.

OPERATING CONDITIONS

Never attempt to disassemble your Device; this will invalidate the product warranty and may prevent the device from functioning correctly during an emergency alarm. You alone are responsible for how you use your Device and any consequences of its use.

Please bear in mind the following with regards to the care and usage of your device:

- Device is IP67 rated, which means it's fully protected against dust, and is waterproof down to 1 metre for up to 30 minutes.
- Do not expose your device to extreme temperatures lower than -10°C and higher than +45°C.
- The product shall only be connected to a USB interface of version USB2.0 adapter.
- The plug considered as disconnect device of adapter
- Adapter shall be installed near the equipment and shall be easily accessible
- Battery Caution
  - Risk of explosion if battery is replaced by an incorrect type.
  - Dispose of used batteries according to the instruction

Specific Absorption Rate (SAR)

- Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

- The guidelines use a unit of measurement known as Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at Front of face is 0.666W/Kg, and the body was 1.305W/kg with 5mm distance*.

- As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

EU Compliance Statement Peoplesafe Ltd. hereby declares that the MicroSOS device is in compliance with Directive 2014/53/EU.

This device may be operated in all member states of the EU.

Charger Manufacture: Shenzhen honor Electronic Co., Ltd.
Model No.: ADS-25SG-12-2 09524E
I/p: 100-240V~50/60Hz, MAX/0.7A
O/p: 9.5V   2.5A

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