PEOPLESAFE

MICROGUARD
PERSONAL SAFETY DEVICE
USER GUIDE

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WELCOME

MicroGuard is a compact and lightweight personal safety device certified to BS8484:2016 standards, with over 200 hours of battery life in standby. Combining the latest GPS, Data and fall detection technologies, to provide a discreet and convenient personal safety solution at the touch of a button.

WHAT'S IN THE BOX?

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

1.   MicroGuard device (fitted with a SIM card and battery)
2.   Mains charger
3.   A lanyard
4.   User guide
5.   Quick reference guide keyring
6.   Keyring holder

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 MicroGuard 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.

MICROGUARD DEVICE

The following information should be read and understood before using your MicroGuard personal safety device.

1. SOS Button
2. Speaker
3. Microphone
4. Battery Indicator(red)
5. Manual Position Indicator (green)
6. GPS Indicator (blue)
7. Network Indicator (amber)
8. USB Charging Port
9. Power/ Manual Position
10. Call button 2
11. Call button 1

WHAT DO THE INDICATORS MEAN?

MicroGuard device status indicators

1. Battery Indicator (Red)

- Continuously lit when battery is charging and switches off when fully charged.
- Indicator flashes once every two seconds when operating normally.
- When the SOS Alarm button is pressed, the device will vibrate and the battery indicator indicator 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 indicator will flash three times every five seconds when the battery is low and requires charging.

2. Manual Position Indicator (Green)

- When you press the power button button, the indicator will flash and the device vibrates to acknowledge the press. Whilst performing a manual position, the red light will double flash.

3. GPS Indicator (Blue)

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

4. Network Indicator (Amber)

- Indicator shows a slow single flash every five seconds when the device has a low network signal.
- Indicator shows a slow double flash every five seconds when the device has a strong network signal.
- Indicator not flashing means the device has been unable to connect to the network.
- Indicator continually lit means that there is a SIM issue and the device should be restarted.

GETTING STARTED

It is essential that you complete the following four step process in order to be able to use your MicroGuard 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. 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 MICROGUARD DEVICE

You must fully charge the battery before using the device for the first time. Plug the charger into the MicroGuard 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 3 – 5 hours to charge each time. The battery indicator will switch off once the MicroGuard is fully charged.

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

SWITCHING THE MICROGUARD ON AND OFF

To switch the device on or off, press and hold the side power button for four seconds.

The device will vibrate and all four indicators will illuminate fully and then rapidly flash when the device is turned on.

When turning the MicroGuard off, the device will vibrate and all indicators will flash to confirm the device is switched off.

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

ACQUIRE NETWORK & GPS SIGNALS

Once your MicroGuard has been fully charged, it will automatically search for network and GPS signals. To ensure it has acquired these signals, unplug the device from the mains socket and if it is not already switched on, turn it on by pressing the power button on the left hand side of the unit for four seconds and release the button when all the indicators start to flash simultaneously.

Standing outside, hold the MicroGuard where it has a clear and unobstructed* view of the sky. The device will scan for GPS satellites to obtain its current position, which may take several minutes the first time you activate the device.

The network indicator on the device will show a double flash every five seconds if a strong network signal is available and a single flash every five seconds if a weak network signal is available. The network indicator will not flash if it is not connected to a network 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 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 ARC. The device will again vibrate and an audible beep will be heard confirming the two-way voice connection has been made. <u>Note</u> 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 MicroGuard 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 the SOS button for 4 seconds to raise an alarm

THE CALL BUTTONS

This button can be used for the following:

- Device Testing Line "call button 2"
- Leaving a Voice Memo "call button 1"
- Logging an Activity "call button 1" (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

Device testing line "call button 2"
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.

Press call button 2 button for three seconds to call the Device Testing Line. The amber 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 audio 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.

A voice memo can be left by pressing speed dial "Call button 1" button for three seconds. The GPS indicator will start to flash to confirm the request. Speaking clearly, leave your voice message when prompted. To end the call, press the "SOS" alarm button. The voice memo will be available to the ARC in the event of an emergency, providing vital additional information to the Controller.

LOG ACTIVITY (ADD ON)

To contact the log activity line "call button 1", the user should press and hold the call button 1 for three 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 audio 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 1, 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 wait 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 manual position indicator starts to flash and the device vibrates, to send details of the current location of the MicroGuard 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 (ADD ON)

The MicroGuard fall detection variant of the device contains a fall detection sensor which enables the device to automatically send an alarm to Peoplesafe ARC if it detects a period of falling follow by a period of non-movement and 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. 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.

- 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 MicroGuard 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 MicroGuard 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:

- The device is not waterproof. Do not use your device in damp areas and protect it from liquids and other moisutre. A waterproof pouch accessory is available to purchase separately, if required
- Do not expose your device to extreme temperatures lower than 0°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 (with 5mm distance) is 1.278W/Kg, and the body was 1.867W/Kg.

- 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 MicroGuard 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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PEOPLESAFE

Secured by Design
SBD
Police Preferred Specification