PEOPLESAFE

MYSOS ID BADGE
PERSONAL SAFETY DEVICE
USER GUIDE

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WELCOME

The MySOS ID Badge, exclusively developed by Peoplesafe is a compact and lightweight personal safety device certified to BS8484:2016 standards. Fully certified against the highest industry standards, the device links directly to Peoplesafe's Alarm Receiving Centre, at the touch of a button or via the fall detection feature.

DISCLAIMER

It is important that you follow the instructions in this guide carefully. Peoplesafe cannot be held liable for non-performance of your MySOS ID Badge 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.

MYSOS ID BADGE

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

1. Battery Indicator
2. Network Indicator
3. GPS Indicator
4. SOS Alarm Button
5. Power Button
6. Button 1
7. Button 2
8. Button 3
9. USB Charging Port
10. Speaker
11. Slots for belt clip/ lanyard
12. Microphone

WHAT DO THE INDICATORS MEAN?

MySOS ID Badge device status indicators

1. Battery Indicator
- Continuously lit red when the device is charging. This indicator will change to green when the device is charged.
- When on, the battery indicator will flash green every three seconds.
- If the battery is getting low, the indicator will triple flash red and the device will beep every 5 minutes to indicate this.

2. Network Indicator
- This light will double flash when it is connecting to a network.

3. GPS Indicator
- This light will flash green every five seconds when it has acquired GPS.
- The light will not flash at all if it does not acquire a GPS signal.

GETTING STARTED

It is essential that you complete the following five step process in order to be able to use your MySOS ID Badge.

ENTER YOUR ACCOUNT DETAILS

Before using the device ensure that either yourself or your account administrator has set you up on the Peoplesafe Portal with a user profile and has linked this device to that profile.

If you have access to the Peoplesafe Portal, please log in with the details provided to you in the welcome letter via the website – **https://portal.peoplesafe.co.uk** Complete all the necessary Account and User details.

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 MYSOS ID BADGE

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

Plug the supplied charger into the device's USB port and connect to a 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 turn green once the MySOS ID Badge is fully charged.

Note, It is important that you keep your MySOS ID Badge charged daily to ensure it is ready for use when you need it.

SWITCHING THE MYSOS ID BADGE ON AND OFF

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

When the indicators start to flash intermittently, the device is ready to use.

Press and hold the power button again for three seconds to switch the device off.

Press and hold the power button for 3 seconds to turn on / off

HOW TO USE YOUR DEVICE

ACTIVATING AN SOS ALARM

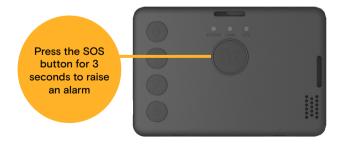Press and hold the large SOS alarm button for three seconds.

The device vibrate to confirm the request.

An alarm containing the device's location will be sent to Peoplesafe's ARC. The unit will vibrate again when the SOS call has been connected to the ARC.

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. You will hear an audible beep to signify when the Controller is going to talk to you.

If you activate the MySOS ID Badge 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 3 seconds to raise an alarm

THE BUTTONS

The buttons can be used for the following:

- Button 1: Voice Memo
- Button 2: Log Activity
- Button 3: Device Testing Line

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 Button 1 for three seconds. The device will vibrate to confirm the request. Speaking clearly, leave your voice message when prompted. You can record up to 30 seconds of audio.

The voice memo will be available to the ARC in the event of an emergency, providing vital additional information to the controller.

LOG ACTIVITY

To use the log activity line, the user should press and hold Button 2 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 Button 2, 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.

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.

Press the Button 3 for three seconds to call the device testing line. The device will vibrate 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 saying at an adequate volume leaving audio regarding your full name, company, job role. You will have to record for approximately 15 seconds. Once the audio recording is complete you should hear the following prompt "Please listen to your audio 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 then 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 issues 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 and 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.

FALL DETECTION ALARM FEATURE

The Fall Detection feature of the device contains a fall detection sensor which enables the device to automatically send an alarm to Peoplesafe ARC If the device tilts beyond a 75 degree angle from a horizontal position. 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 should be enabled only when the device is being on a lanyard or clip.

The device will vibrate after 1 minute to alert the user that it is going in to fall detection mode. You will have 20 seconds to cancel the alarm by tilting the device to an upright position.

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.

If you have any queries about the use of your MySOS ID Badge, 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.

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