



SPOT GEN4 PERSONAL SAFETY DEVICE USER GUIDE



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CONTENTS	PAGE
WELCOME	4
What's in the Box	
Disclaimer	
SPOT GEN4 DEVICE	5
SPOT GEN4'S INDICATORS	6-7
GETTING STARTED	8-10
Enter your Account Details	
Switching the SPOT on and off	
Acquire a GPS Signal	
Performing a Test Alarm	
HOW TO USE YOUR DEVICE	11-15
Activating an SOS Alarm	
Sending a Manual Position	
Sending Automatic Positions	
Replacing the Batteries	
Cleaning the Device	
Operating Conditions	
THINGS TO REMEMBER	16

WELCOME

The SPOT Gen4 personal safety device uses Satellite technology to transmit SOS alarms to Peoplesafe's Alarm Receiving Centre, at the touch of a button. As the device is not reliant on mobile phone technology it is able to transmit its location from almost anywhere; even in areas where there is poor or no network coverage. This capability makes SPOT the ideal solution for workers who frequently visit areas with mobile phone network 'black spots'.

WHAT'S IN THE BOX?

When you receive your SPOT Gen4 device, you should find the following items:

1. SPOT Gen4 device (fitted with 4 x AAA lithium batteries)
2. Carabiner loop
3. User guide (this document)

If you are missing any of the above, please contact Customer Support on 0800 990 3562 between 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 SPOT Gen4 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.

SPOT DEVICE

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



1. Power Indicator
2. GPS Indicator
3. Message Sending Indicator
4. Assist Indicator
5. Assist Button
6. S.O.S Button
7. S.O.S Indicator
8. Power Button

9. Manual Position Indicator
10. Manual Position Button
11. Automatic Position Indicator
12. Automatic Position Button
13. Check-in Indicator
14. Check-in Button

WHAT DO THE INDICATORS MEAN?

SPOT device status indicators



1. Power Indicator (Red) / (Green)

- Indicator flashes green when the device is on.
- Indicator flashes red when the device has a low battery.

2. GPS Indicator (Red) / (Green)

- Indicator flashes green when the device is searching for a GPS signal.
- Indicator flashes red when the device is unable to ascertain its GPS position.

3. Message Sending Indicator (Red) / (Green)

- Indicator flashes green when the device is sending a message containing its GPS position (in conjunction with GPS indicator). The message sending indicator will continue to flash green until the next schedule message.
- Indicator flashes red when the device is unable to send a message.

4. Assist Indicator / 6. SOS Indicator (Red) / (Green)

- Indicator flashes green when the device is sending an SOS alarm.
- Indicator flashes red when the device is unable to send an SOS alarm, or if the alarm has been cancelled by the user.

5. Manual Position Indicator / 7. Check-in Indicator (Red) / (Green)

- Indicator flashes green when the device is preparing to send a manual position report.
- Indicator flashes red when the device is unable to send a manual position report, or if the report has been cancelled by the user.

8. Automatic Position Indicator (Red) / (Green)

- Indicator flashes green when the device is in automatic position report (tracking) mode.
- Indicator flashes red when the automatic position report (tracking) mode has been cancelled by the user.

ALL INDICATORS (Red) / (Green)

- All indicators flash green in rotation when the device is switched on, indicating the device is performing a self-test.
- All indicators flash red if the device finds a failure during self-test contact Customer Support.

GETTING STARTED

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

ENTER YOUR ACCOUNT DETAILS

Using your customer login details which were included in your welcome letter/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 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 accurate and 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.

SWITCHING THE SPOT ON AND OFF

To switch the device on or off, press and hold the side power button until the Power light flashes.

Once switched on, all of the lights will flash green in rotation indicating the device is performing a self-test. If all of the lights flash red, this indicates the device is not functioning correctly and you should contact Customer Support.

Note the device will automatically switch off after one hour of inactivity to conserve battery life.

Press and hold the power button until power light flashes to turn on / off



ACQUIRE A GPS SIGNALS

Once your SPOT has been switched on, it will automatically search for a GPS signal. To ensure it has acquired GPS, stand outside and hold the SPOT with the logo facing up so that 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 GPS light will flash green whilst the device is trying to ascertain a GPS fix.

* 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.

PERFORMING A TEST ALARM

Performing an test alarm will confirm to us that you have everything setup to use your device, and that you know how to use its primary feature – raising an SOS alarm to Peoplesafe’s ARC.

Open the protective flap then press and hold the SOS button until the SOS indicator flashes green. The GPS indicator will then flash green to indicate the device is acquiring its GPS position. Once it has acquired the position, both the GPS and Sending Message indicators will continue to flash green, indicating that the alarm has been sent to Peoplesafe’s ARC. Note this can take up to 5 minutes.



Open flap and press and hold the SOS button until SOS light flashes to raise a test alarm

On receiving the alarm, Controllers at Peoplesafe’s ARC will try to call you on the number registered to your Peoplesafe Portal profile, such as a work or personal mobile. It is therefore important you have the phone with you when performing the test call.

When answering the Controller’s phone call, please speak clearly and say “Test Call”. The Controller will respond stating the device’s location and will confirm the user information assigned to the device. Having confirmed it is not an emergency alarm; the Controller will ask you to cancel the alarm by pressing and holding the SOS button until the SOS indicator flashed red. The Message Sending indicator will then flash red indicating it is sending a cancellation message, and then flash green when the message has been sent. The Controller will then end the call and your test is complete.

HOW TO USE YOUR DEVICE

ACTIVATING AN SOS ALARM

Open the protective flap then press and hold the SOS button, until the SOS light flashes green.

The GPS light flashes green to indicate the device is acquiring its GPS position. Once it has acquired the position, both the GPS and Sending Message lights will continue to flash green, indicating that the alarm has been sent to Peoplesafe's ARC. **Note** this can take up to five minutes.

On receiving the alarm, Controllers at Peoplesafe's ARC will try to call you on the number(s) registered on your Peoplesafe Portal profile, such as a work or personal mobile. It is therefore important you carry the phone with you whenever you are using the SPOT device.

The Controllers will follow your pre-registered escalation procedures which can include contacting the emergency services, or nominated emergency contacts, such as a line manager.

Note if the device cannot ascertain its GPS position the GPS light will flash red. If possible, you should move to a location with a clearer view of the sky. The device will try to find its GPS position for up to 4 minutes. If it cannot acquire one it will still send the alarm message without a location; the GPS light will flash red and the Sending Message light will flash green.



Open flap and press and hold the SOS button until SOS light flashes to raise an alarm

If you activate the device by mistake, please inform the Peoplesafe Controller as soon as you answer the phone call by saying “False Alarm”. The Controller will ask questions based on your user details to confirm that it is not an emergency and will ask you to cancel the alarm by pressing and holding the SOS button (or Assist button). The Message Sending light will flash red indicating it is sending a cancellation message, and then flash green when the message has been sent. Once the alarm is cancelled, the Controller will end the call.

Note the Assist button can also be used to raise SOS alarms and functions in the same way.

SENDING A MANUAL POSITION REPORT

Press and hold the Manual Position button until the Manual Position light flashes green. The GPS light will flash green whilst the device is acquiring a GPS position. When the device has a position the GPS light and Message Sending light will both flash green and the device will send its location to Peoplesafe’s system. The message is sent three times over a 20 minute period, to ensure the maximum reliability of the message being reached.

This information is shown on a map relative to where the position report 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.



Press and hold manual position button until light flashes to send your GPS location

Note if the device is unable to acquire its GPS position, the GPS light will flash red. If possible, you should move to a location with a clearer view of the sky. The device will try to find its GPS position for up to 4 minutes. If it cannot acquire a position, the Sending Message will flash red and the device will not send a message.

Note the Check-in button can also be used to send manual position reports and functions in the same way.

SENDING AUTOMATIC POSITION REPORTS

To send automatic position reports (tracking), press and hold the Automatic Position button until the Automatic Position light flashes green. The GPS light will then flash green whilst the device is acquiring its GPS position. Once the position is obtained, the GPS light and Message Sending light will both flash green indicating the device is sending an automatic position report. The Message Sending light will continue to flash green until the next scheduled message (every 10 minutes), or until tracking mode is switched off. The automatic position reports will be sent over a 24 hour period and then the mode will automatically switch off.

The device has a built in motion sensor which will only send automatic position reports when you are moving. When the device is stationary for more than 5 minutes, it will send its current position and then suspend position reports until it starts to move again.

Note if the device is unable to acquire its GPS position, the GPS light will flash red. If possible, you should move to a location with a clearer view of the sky. The device will try to find its GPS position for up to 4 minutes. If it cannot acquire a position, the Sending Message will flash red until the next scheduled message, and the device will not send a position report this time. The device will try to acquire a GPS position again at the next scheduled message (every 10 minutes).

To cancel sending automatic position reports, press and hold the Automatic Position button until the light flashes red, or switch the device off.



Press and hold automatic position button until light flashes to enable tracking

REPLACING THE BATTERIES

Your SPOT Gen4 is pre-fitted with 4 x AAA single-use Lithium batteries, however, these will need replacing when the low battery warning appears; indicated by the Power light flashing red. The batteries can be replaced with similar single-use batteries, or rechargeable NiMH batteries.

The SPOT can also be used with the included USB power cable plugged into a suitable 5 volt device. However, the USB power cable will not charge rechargeable batteries – these will need to be charged with a separate battery charger (not supplied).

To replace the batteries, unscrew the two screws at the back of the device using a screwdriver or coin, and remove the battery cover. Replace the 4 x AAA batteries with similar single-use or rechargeable NiMH batteries. Replace the cover and tighten the screws, ensuring they are fully tightened to maintain the device's waterproof seal.

CLEANING THE DEVICE

Follow these general rules when cleaning the outside of your SPOT:

- Make sure the device is switched off
- Use a damp, soft, lint-free cloth and avoid excess moisture near buttons or openings
- Do not use aerosol sprays, solvents, alcohol or abrasives
- Do not attempt to open the SPOT case

THINGS TO REMEMBER

- Fully complete the Peoplesafe Portal with all account and user details.
- Ensure the device acquires a GPS signal every time it is powered on.
- Ensure the device and a mobile phone are carried with you at all times.
- Replace the device's batteries when the low battery warning appears (power light flashes red).

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

OPERATING CONDITIONS

Your SPOT device is designed to be rugged for outdoor use and it can operate in the following conditions:

- IPX7 waterproof to a depth of 1 metre for up to 30 minutes
- (SPOT is not waterproof when being USB powered)
- Operating temperatures: -22 F to +140 F (-30 C to +60 C)
- Operating altitude: -328 feet to 21,320 feet (-100 m to 6,500 m)
- Humidity and Salt Fog rated





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