



MYSOS & MYSOS 4G USER GUIDE



WELCOME

This user guide covers both the MySOS (SG621) and MySOS 4G (SG640).

The Peoplesafe MySOS devices are compact, robust and waterproof safety device where you can receive an emergency response at a push of a button.

The MySOS 4G (SG640) has the same features as the MySOS (SG621) with future proofed 4G mobile connectivity.



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LET'S START

Box contents:



MySOS/MySOS 4G:



- 1 Connection Indicator (YELLOW)
- 2 Battery Indicator (RED)
- 3 GPS / Wi-Fi Indicator (BLUE)
- 4 Call 2 Button (Device Testing Line)
- 5 SOS Button
- 6 Call 1 Button (Voice Memo Function)
- 7 Power Button (Manual Position)
- 8 Loudspeaker
- 9 Microphone
- 10 Magnetic Charging Connections

LET'S CHARGE

Ensure your device is fully charged before you use it for the first time.

Connect the supplied magnetic USB charging cable to the magnetic pins on the back of the device and plug it into the USB socket and the mains to start charging.

While Charging

The Battery Indicator **2** will remain **RED** as the device is charging. The indicator will turn off once the device is fully charged. This could take up to 4 hours to charge.

Low Battery Status

The battery status is low when you hear two audio beeps every 15 minutes and the Battery Indicator **2** flashes **RED** 3 times every 5 minutes. It is time to charge your device.

If the device does not power on, there are no indicator lights flashes and no audio beeps, the battery is dead and requires charging immediately.

LET'S POWER

Turn On

Press and hold the Power Button **7** for up to **2 seconds** to turn the device on and you will feel the device vibrate.

All 3 indicators will illuminate and then the Battery Indicator **2** will remain **RED** as the device boots up, and then it will flash periodically.

Turn Off

Press and hold the Power Button **7** for up to **5 seconds** to turn it off. The Battery Indicator **2** will illuminate **RED** fully as the other indicators will flash. All indicators will switch off, the device will vibrate and power off.

Manual Position

Press and hold the Power Button **7** for **2 seconds** to manually update your location, the device will vibrate to confirm.

This is useful:

- If you believe you are about to enter a high-risk situation or meeting
- If your device Connection Indicator **1** flashes **YELLOW** once every **5 seconds**, this indicates that the mobile signal strength is weak in that area.

USING THE DEVICE

Raising an SOS alarm

Press and hold the SOS Button **5** for **4 seconds** to activate the alarm.

The device's location will be sent to the ARC and the unit will vibrate when the SOS call has connected.

The Peoplesafe Controller will be listening to the call silently and will only talk if they believe it is safe to do so. An audible beep will sound to signify when the Controller is going to talk to you.

If you accidentally activate the SOS alarm, state "False Alarm" when connected to the ARC. The controller will ask questions based on your user details to confirm you are safe; that it is not an emergency and will then close the alarm.

Leaving a Voice Memo

The Voice Memo is a default feature of our MySOS device.

Press and hold the Call 1 Button **6** for up to **3 seconds** to start a Voice Memo. The GPS/Wi-Fi Indicator **3** will continuously flash **BLUE** and the device will vibrate when you release the button to confirm the call has started.

When prompted, speak clearly and leave your name, company name and voice message. You can record up to 30 seconds of audio.

To end or cancel the Voice Memo, **press** the SOS Button **5** for **1 second**.

The Voice Memo will be available for 24 hours to the ARC in the event of an emergency, providing vital additional information to the controller.

The reason to leave a Voice Memo is to add any vital details relating to your situation. For example, state the floor you are on, the flat number, and the name of the person you are visiting. This information will help the ARC understand your current situation in an event of an emergency.

Using the Device Test line

Press and hold the Call 2 Button **4** for **3 seconds**. The Connection Indicator **1** will flash **YELLOW** and the device will vibrate when you release the button to confirm.

You will hear one of the two messages when the call is answered:

Message 1:

A voice prompt will ask you to record a message after the tone. You will have 15 seconds to record your name, company and job role. The message will then play back to you. If there are audio issues, contact your administrator for a resolution.

Message 2:

If your device has not been set up on our system properly you will receive a message to immediately contact your administrator. We do not have your escalation or location information and in the event of an emergency we would be unable to assist you effectively.

The Device Test is a default feature on the device. Perform this test to ensure the device is registered and to check the sound quality. Provides you with the confidence that the device will work when you need it the most.

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

To end or cancel the Device Test line, press the SOS Button **5** for 1 second.

CALL BUTTON OPTIONS

The Call Button **6** can be reconfigured to include functions such as Timed Activity or Check In/Out features.

Timed Activity Option

Call Button **6** will activate the Timed Activity feature.

Activate: Press and hold the assigned call button for **3 seconds** to activate the Timed Activity.

Record: Listen for the prompt, “Record your message after the tone” and leave your name, location and the activity you’ll be doing.

Confirmation: After your recording stops, you’ll hear “Your activity has been started” and the call will end. By default, a 60-minute timer begins.

Safety check: If you don’t cancel or end the activity within the set time, the system will call twice (in 5 minute intervals) to confirm if you are okay.

Alarm: If there is no response after 10 minutes of the timer expiring, an alarm will be created automatically and the alarm controller will contact you to confirm your welfare.

Cancellation: Press the Call Button for **1 second** to cancel the Timed Activity line connection.

Set a Timed Activity before meeting a client, starting an appointment or commencing a task. The system will check on your welfare if this timer expires, and if there is no response an alarm will be raised to the controller to confirm your well being.

To avoid a false alarm with a Timed Activity do the following:

- Close the activity by pressing Call Button **6** to cancel.
- Set a reminder to cancel the activity
- Ask your administrator to increase the time set of your activity

Check In/Out (optional extra)

Call Button **6** can be reconfigured to activate the Check In/Check Out feature.

Activate: Press and hold **6** to Check In.

Deactive: Press and hold **6** to Check Out.

This feature is useful if your staff members work in remote areas where the mobile signal strength may be weak and there is a need to check on their safety when they have signed on or off from their duties.

You can check in/out of work using the device. The management team can check on the Peoplesafe Portal to know whether you have arrived or

Fall Detection (optional extra)

This feature will automatically generate an alarm call to the ARC when a slip, trip or fall occurs, and you find yourself unable to call for assistance.

Upon detecting a fall followed by a period of non-movement, the device will emit a pre-warning alarm “beep” every second. When the device beeps twice a call to the ARC will be initiated, after this point the call cannot be cancelled.


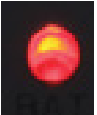

Cancel false fall detection alarms

If it is not a genuine fall then while the pre-warning alarm is beeping, **short press** the Power Button **7** **3 times** to stop the alarm from being raised to the ARC.

If using the fall detection feature we recommend that the device should be used in conjunction with the appropriate accessory.

LED Indicator Summary

The table below is a summary of what the LED Indicators mean.

LED indicator	Indicator
Network connection 	<ul style="list-style-type: none">• Single flash a low mobile signal• Double flash means a good mobile signal
Battery status 	<ul style="list-style-type: none">• Single flash a good battery status and device is on• Triple flash and double audio beep means the battery is low• A solid red indicator the device is charging
GPS & Wi-Fi connection 	<ul style="list-style-type: none">• Single flash GPS location captured• Double flash Wi-Fi location captured• Triple flash both the GPS and Wi-Fi locations captured• No blue flash means no GPS or Wi-Fi connection

THINGS TO REMEMBER

- Complete the Peoplesafe Portal online with all account and user details.
- Keep it switched on
- Keep it charged
- Keep it with you

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 are responsible for how you use your device and any consequences of its use.

Note the following with regards to the care and usage of your device:

- Operating temperatures: - 20° to 40° C
- The device is water and dustproof, certified to IP67. The robust casing protects against dust, rain, splashing and can last 30 minutes in water at a depth of up to 1 metre.

SAVE THESE NUMBERS:

Alarm Receiving Centre: 0203 750 0998 & 0208 786 1010

Timed Activity Line: 07480800836

CONTACT PEOPLESAFE



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DISCLAIMER

It is important that you follow the instructions in this guide carefully.

If you do not follow proper usage and maintenance procedures, Peoplesafe cannot be held liable for the non-performance of your MySOS or the Alarm Receiving Centre and any ensuing consequences.

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

