



SOS Fob User Guide

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Welcome to SOS Fob

Welcome to your personal safety device, the SOS Fob from Lone Worker Solutions. SOS Fob is a lightweight, compact and waterproof lone worker device. It is connected to GPS (Global Positioning System), which enables the Alarm Receiving Centre (ARC), to locate you in the event of an emergency.

SOS Fob features an SOS button with 2-way audio, and a motion and shock sensor which can automatically raise an alert if a fall is detected. **(The motion sensor is not normally enabled and must be requested via Health and Safety)**

These functions use GSM (Global System for Mobile communications), which transmits mobile voice and data services and directly connects you to a state-of-the-art ARC, called Mitec. Mitec is staffed 24 hours a day, seven days a week, so help is available at the push of a button.

The device has LED lights which let you know that it is charged and connected to the GPS system. Designed to be user-friendly and convenient, SOS Fob has a long standby time, rechargeable battery, and micro USB charger.



Powered by Safe Hub

SOS Fob is powered by Safe Hub, an award winning BS8484:2016 Gold Certified protection system for people who work alone, remotely or out-of-sight of colleagues.

Use SOS Fob Regularly

For maximum benefit and to increase your familiarity with the features, use SOS Fob frequently. This will make it more intuitive in an emergency situation.

Leave regular Amber Alerts when undertaking tasks to safeguard you if an accident happens.

Don't worry about false alerts, the ARC operatives are there to support and protect you.

- In the event of a false alert just advise the ARC operator to "stand down".

Power On

Press the power button once to turn SOS Fob on.

Power Off

Press and hold the power button and the SOS button simultaneously until you feel a vibration and hear an audible beep.

Charging

Simply insert the USB cable in a suitable power source and connect the other end to the charging point on the device.

If your SOS Fob has been supplied with a cradle charger, insert the USB cable in the back of the cradle charger, then drop the fob into the cradle so that the gold contacts meet.

In-car chargers and 3-pin plug chargers are available upon request.

Customised Options

Your SOS Fob Audible Mode.



Secured by Design



Official Police Security Initiative



Feature: Amber Alert



This memo feature lets you record a message which can provide valuable information about your planned activities.

Amber Alert

Amber Alert lets you leave a voice message with task- or location-specific information if you enter a potentially hazardous situation. Your message will be recorded along with your GPS location. If you then raise a Red Alert, or can't be contacted, the message will be accessed and provides useful information about your movements.

Activate Amber Alert:

- Press and hold the POWER BUTTON.
- **Audible Mode:** you will feel a vibration, and hear an audible beep.
- **Silent Mode:** you will feel a vibration only.
- Once connected, you will hear an automated message; leave details about your location.
- Press the SOS BUTTON to end the recording.

Leave Amber Alert messages regularly so they will be used as part of the internal escalation process, allowing responders to locate you quickly, e.g.:

- Number where you can be contacted.
- Time expected to complete task/journey.
- Floor number for office/multi-story car park.

Make sure the details you leave are clear and as specific as possible.



Feature: Red Alert



Red Alert provides rapid assistance when it is needed most.

Red Alert

If you feel at risk or in need of support, the Red Alert function will open a two-way audio call with highly trained operatives at the ARC. They will have secure access to your personal escalation procedure and real-time GPS data.

Activate Red Alert:

- Press and hold the SOS BUTTON
- **Audible Mode:** you will feel a vibration, hear an audible beep and hear the device dialling.
- **Silent Mode:** you will feel a vibration only.
- To end the call press the SOS BUTTON.

Virtual Buddy

Red Alert can also be used to provide a virtual buddy. The ARC operative will stay on the call with you if you feel at risk. For example, walking to your car late at night if you are uncomfortable in your surroundings.

Recording

The initial seconds of the call will be used for active listening in the event that you cannot speak freely. Calls are recorded and admissible as evidence in a court of law, e.g. in case of assault.

Feature: Worker Down



This feature is not normally enabled and must be requested via Health and Safety.

Worker Down will raise an alert if the device detects an impact which might indicate a fall.

Using Worker Down

The device has a fall-detection function which works by registering an impact. If the device registers an impact with enough force, it enters a standby mode. It waits for five seconds, and if there has been no movement in that time, then a five-second countdown begins.

If you do not cancel the countdown by pressing the SOS button, then the device automatically raises an alert with the ARC.

- **Alert raised:** This is automatic when the device registers an impact with enough force.
- **Cancel an alert:** Press the SOS BUTTON during the ten second countdown.

If You Don't Respond

If you don't respond within the specified time period (usually set to ten seconds), an alert will be raised.

An ARC operative will call your device to make sure you are OK. If you don't answer, they will follow the next steps in the escalation procedure, such as contacting a line manager.

- **In the event of a false alert just advise the ARC operator to "stand down".**
- **If you have been issued with a password the operative will ask you to confirm it to prove your identity.**

The sensitivity of the Worker Down function can be adjusted, or the feature deactivated completely; but these changes can only be made by authorised persons who can access and amend your personal profile.

LED Indicators

SOS Fob has two LEDs to indicate power and GPS connectivity.

Blue LED

- **On (Solid).**

The device is charging.

When fully charged the light will go out.

- **Blinking quickly.**
Battery power is less than 15%, recharge!
- **Single rapid flash every 3-seconds.**
The device has a GPS positioning fix.

- **Solid blue light for 3 seconds, 1 second off.**
The device has no GPS fix.

- **Off.**

The GPS chip is sleeping.

Green LED

- **Single rapid flash every 3 seconds.**

The device is connected to the GSM network.

- **Slow flash every 3 seconds.**

The device is connecting to the GSM network.

- **Double flash every 3 seconds.**

The device is registered to the GPRS network.

- **Green solid (not flashing).**

No SIM card is detected. The device is not connected to the GPS; please replace the SIM.

Support

Email: support@loneworkersolutions.com