



# NSN SOLOSAFE

## USER GUIDE



# What's in the box?



PERSONAL  
EMERGENCY DEVICE  
& BOX

CHARGING CRADLE



USB CHARGING CORD



POWER PLUG /  
ADAPTER



## Standard

- 1 x NSN Solosafe Personal Emergency Device
- 1 x White USB Charging Lead
- 1 x White Charging Cradle
- 1 x White AC Adapter
- 1 x Lanyard

## Optional

- 1 x Belt Clip and/or,
- 1 x Watch Holder
- 1 x Additional USB Charging Cord



SPEAKER

IMEI NO.

CHARGING CONTACTS



LED  
INDICATOR  
(BATTERY &  
GPS)

SOS  
BUTTON

MICROPHONE



MICRO USB  
CHARGING  
POINT

# Getting to know your device – Startup and First Time Use

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Before using the device for the first time, please plug in the AC adapter, attach the USB lead to both AC adaptor cradle and charge device for a minimum of 3 hours (check that the Charging Cradle red LED is on).

When the device is correctly inserted into the charging cradle the red LED on front of charging cradle will be illuminated and the Solosafe device will briefly vibrate.

You can charge directly from the USB lead (without cradle) by inserting Micro USB connection on USB lead into Micro USB slot on side of device and connecting USB to power source (AC Adapter or USB charging port).When

**To turn the Solosafe device ON**, press the side ON/OFF button for 3 seconds – all LEDs will flash rapidly. Device will automatically turn on when placed in the charging cradle or when charging directly from USB lead.

When turning the Solosafe device ON for the first time, please do so outdoors or in close proximity to a window so that device may effectively acquire GPS satellites.

To turn the Solosafe device OFF or perform a hard reset, press and hold the ON/OFF button and the SOS button together for 3 seconds until all the LEDs extinguish. NB: We do not recommend powering down the Solosafe device unless instructed to do so by our monitoring centre operators.


**To activate an SOS Alarm**, press and hold the SOS button for 3 seconds until you feel the Solosafe device vibrate, the green LED on side of device will start to flash rapidly, sending the SOS alarm to our monitoring centre for actioning.

## "YOU PRESS, WE ESCALATE"

### WHEN YOU NEED HELP

1.  **SOS**

Press the SOS button down for 3-4 seconds or until you feel a vibration.

2. 

In approximately, 30 seconds our operators will have 2-way communication to the device user and can see their exact GPS

3. 

From the audio received, our operators will determine the best emergency action to take (e.g. Police, Ambulance or relevant keyholders to be notified) and will arrive exactly to your location

## What do the LEDs mean?

### GREEN LED

LED	Single flash rapidly every 3 seconds	Double flash rapidly every 3 seconds	Slow flash every 3 seconds	Solid light, no flashing
STATE	The device is connected to the GSM Network	The device is registered to the GPRS network	The device is connecting to the GSM network	No SIM card detected

### BLUE LED

LED	Single flash rapidly every 3 seconds	Slow flash every 3 seconds (1 second on, and 3 seconds off)	OFF (No light)
STATE	Device has GPS positioning fix	Device has no GPS fix	GPS chip is sleeping

### BLUE LED AS POWER STATUS

LED	ON (Solid)	Flashing quickly	OFF or blinking slowly
STATE	Device is charging	Battery power is less than 15%	Battery power is less than 15%

## How does my device operate?

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- On receipt of the SOS alarm our monitoring centre operator will make a phone call to the Solosafe device, you will feel the device vibrate or hear it ring twice (depending on your predetermined requirements), to indicate the phone call is connecting to the monitoring centre DO NOT press the SOS button again – this will disconnect the call from our operator
- The vibration or audible ring of the device is your indication that the SOS alarm has been received and actioned by our monitoring centre. If you do not receive vibration or audible confirmation (depending on your requirements) after pressing SOS button and waiting for approximately 2 minute each time please take note of LED status and contact our monitoring centre
- Initially you will not be able to hear the monitoring operator they will only be able to “listen-in” to events occurring around you, we suggest that if you are genuinely in trouble you deploy your “duress word” once the Solosafe device has stopped vibrating or ringing
- Depending on your predetermined requirements the monitoring centre operator is able to upgrade the “listen-in” function on the SOS call to a 2-way voice call and converse with you via the Solosafe device
- Users with “Announced” or “Listen-In” SOS Emergency notification will be asked to validate their GPS location after operator has announced receipt of SOS alarm

# How does my device operate?

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## **SMS low battery feature**

- If you have chosen to have your low battery notifications sent via SMS to a nominated mobile number you will receive an SMS from a number with pre-fix +44.
- The first SMS will contain a link to the event in our SIMSWeb portal
- On receipt of initial SMS you will be able to click on this link and be transferred to event in SIMSWeb portal. It is here the Solosafe unit number, event type and actioning options will be displayed. Please choose the option to disregard event.
- If you are unable to open link it is most likely due to the event timing out and you will receive a secondary SMS to let you know the event has timed out and is being handled by Monitoring Centre Operator. At this point the Monitoring Centre Operator will close the event.
- You will only receive a single notification on low battery events. If you do not action web link in SMS in time or fail to place device on charge prior to battery running flat you will not be contacted again unless the device stops communicating with our monitoring centre.

# Important Information

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- It is not intended for use as a life saving device
- Device can only perform as it should when operated correctly
- This is not a 'polled' device and will therefore not send notification should it loose connection with 3G network or fail for any other reason, one of the benefits of having device monitored by our Monitoring Centre is a built in supervision window. If after a predetermined period of time our Monitoring Centre has not received any signals from the device action will commence and you will be notified
- If you do not receive the expected response on activation of SOS button (vibration from incoming phone call or tone from incoming phone call) seek help by an alternate method
- It is highly recommended that user periodically test device.

## To perform Periodic Test

- Contact Monitoring Centre 1300 278 666 and inform them of intended test
  - Press SOS button and hold until vibration is felt
  - Wait for vibration and/or tone indicated incoming phone call and receipt of SOS event by Monitoring Centre
  - Speak all okay word
  - Contact Monitoring Centre to confirm correct receipt of SOS event
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- Contacts listed on your account should be people who are available to assist you and aware of device operation
  - Device is water resistant but is not designed to be submerged, do not wear while bathing, swimming or showering
  - Switch off device when instructed to switch off all mobile devices on a commercial aircraft
  - Avoid using a damaged power cable as this may result in overheating and present a potential fire risk
  - Contact our Monitoring Centre for replacement parts should any part of your device and charging equipment become damaged
  - Avoid direct prolonged exposure to sunlight and high temperatures to negate potential of overheating battery in device
  - The Solosafe device is not intended to be used as a GPS tracking device, it's designated use is as a mobile duress device
  - It is the end user's responsibility to ensure the Solosafe device is charged and the LEDs are behaving appropriately
  - SOS alarm actioning procedures are agreed on during the account setup between sales consultant and client
  - Never use detergent or chemicals to clean device
  - Intentional misuse may result in additional data charges and/or cancellation of account