Orbis RED ALERT

SOS ALARM
User Guide

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INTRODUCTION & BACKGROUND

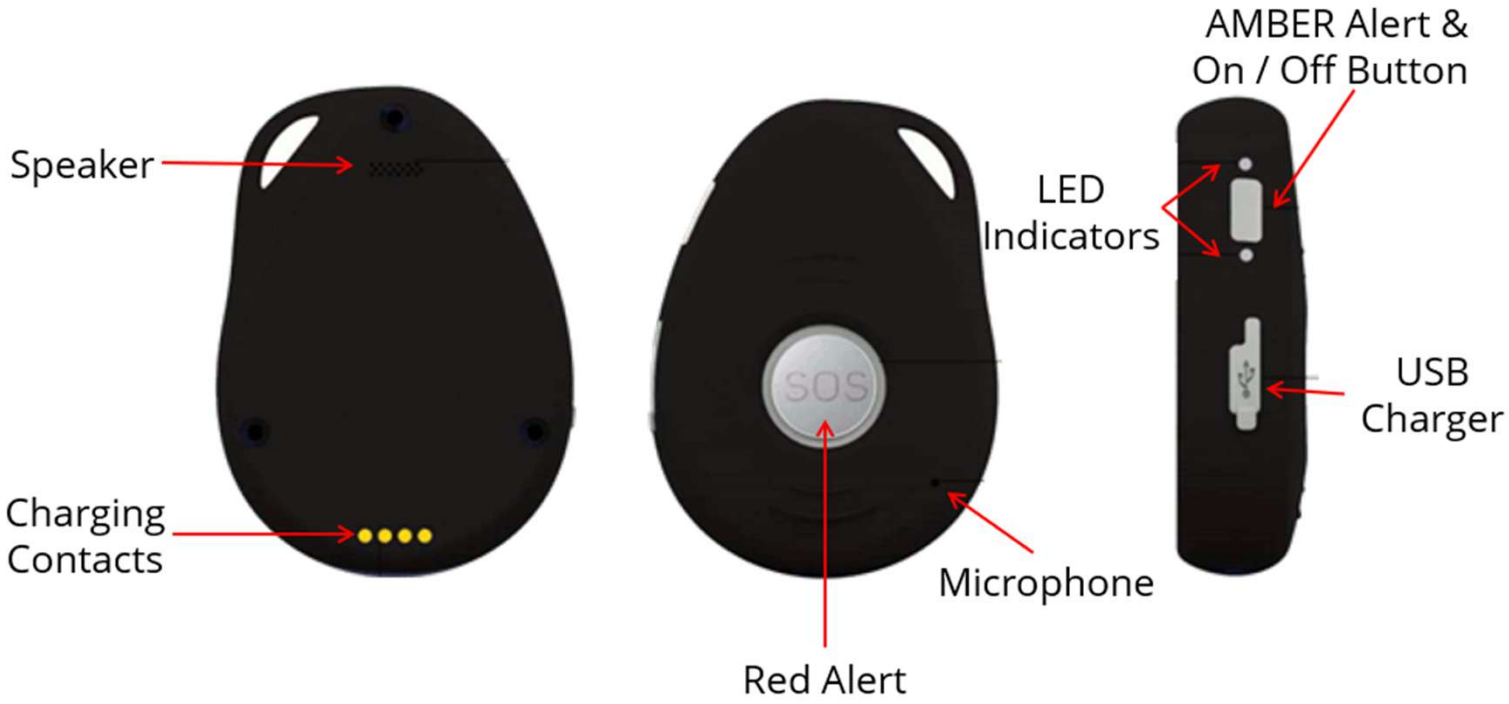
Equipped with a Red Alert button users are only one press away from assistance. Supported and monitored 24/7 by the Orbis BS 8484, BS5979 CAT II, Alarm Receiving Centre (ARC) user can be rest assured that in a situation where they require assistance, help will be readily available. Positional information is obtained by the ARC using both GPS and LBS (network Location) technology meaning that a user can be located within a couple of meters. Weighing just 15 grams, the device can be worn without impacting on the user's daily routine.

Important Information

It is important that the SIM card in your device is not removed and replaced with another. If a SIM card does need changing then you must inform Orbis before this is done. Changing the SIM card without informing Orbis could result in the device not functioning correctly.

Before you use the SOS Alarm for the 1st time it is important that you fully charge the device (2–3 hours). Not doing so can impact on the battery capacity of the device meaning less effective battery life.

HARDWARE


AMBER Alert &
On / Off Button
Speaker
LED
Indicators
USB
Charger
SOS
Charging
Contacts
Microphone
Red Alert

CHARGING THE DEVICE

Only charge the SOS Alarm device with the mains charger that was included in the box or the docking station if one has been purchased. When on charge the blue LED will show solid until fully charged when the Blue LED indicator will turn off. It usually takes around 2 to 3 hours to fully charge a SOS Alarm device from an empty battery.

Note: Before using the device for the 1st time, it is important it has been given a full charge. It usually takes around 2-3 hours to fully charge the SOS Alarm device from an empty battery.

Turning the SOS Alarm Device On/Off

To turn on the device simply press and hold the side power button (for around 1 second), all the LED's will flash rapidly and you will feel a vibration. The device will also power on when placed on charge using either the mains charger or docking station. When powering on, the device will automatically look for a valid SIM card.

If the device successfully detects a SIM Card, then it will then automatically find the appropriate GSM network. To power off the device, simply press and hold the same power button and the Red Alert button (for around 1 second) until all LED's turn off and the device vibrates.

LED INDICATORS

Power Status LED - Blue

LED	Blue On (solid)	Blue Blinking Quickly	Blue Off / Blinking Slowly
State	The device is charging	Battery power is lower than 15%	Device has been full charged or not charging

GSM LED - Green

LED	LED shows a single flash rapidly every 3 seconds	LED shows a double flash rapidly every 3 seconds	LED shows a slow flash every 3 seconds	LED Solid
State	The device is connected to the GSM network	The device is registered to the GPRS Network	The device has no GSM Network	No SIM card is detected

GPS LED - Blue

LED	LED shows a single flash rapidly every 3 seconds	LED shows a slow flash every 3 seconds	Blue Off (when device not charging)
State	The device has a current GPS Fix	The device has no GPS	The GPS is sleeping

AMBER ALERTS

The AMBER ALERT function is used by lone workers to record their position and work details so that operators can quickly locate the user in an emergency; and verify their location with other positional data.

The AMBER ALERT function allows you to dial into the ARC to leave a short pre-recorded message, up to 30 seconds; outlining any information about the situation you are entering i.e. location and any apparent risk.

This information should be left before you enter a property or when entering an environment or situation where you feel your level of risk will increase; as the information is only accessed by the ARC in the event of a Red Alert it is important this is kept up to date when your situation changes.

When you activate a Red Alert, we also use the mobile network Location Services (LBS) to help locate you, as well as GPS (accurate to 3 to 15 meters), 95% of the time), and the AMBER ALERT will help to confirm what property number you are in as well as any other p ertinentinformation to be aware of which is why it is so important and helpful to the Alarm Receiving Centre.

To activate an AMBER ALERT simply press and hold the 'ON/Off' button located on the side of the device until you feel a vibration. After a few moments you will hear the following message:

"Please leave your location details, including name, location and postcode"

At this point you can leave your AMBER ALERT message by speaking slowing and clearly into the device. Where possible please operate the AMBER ALERT in a quiet environment to reduce any disruptive background noise on the recording.

Some examples of the type of information you may wish to leave in an AMBER ALERT are:

- Name (if pooled device)
- Property name or number
- Road name
- Town
- Postcode
- Any pertinent information
- Use phonetic alphabet if necessary

Once you have completed your AMBER ALERT recording you can hang up the call by pressing the large red SOS button. Remember when hanging up a call to only press the SOS button 1 time as pressing it again will result in a Red Alert.

Depending on your configuration you can also set a timer when you start an Amber Alert. If this feature is enabled simply press and hold the Amber Alert button and speak into the device as previously explained. This time however the device will begin counting down from the programmed time period (for example 1hr).

When there is 1 minute remaining of the programmed time period the device will continually vibrate and make an audible noise until the total time has expired. At any point you can quickly press the amber alert button to extend the timer or press and hold the amber alert button to close the amber timer. If for whatever reason you are unable to extend or close the Amber timer then the device will automatically trigger a Red Alert.

RED ALERTS

The RED ALERT function is a single button used in an emergency to open up a two-way communications with the Orbis ARC.

RED ALERT activations are immediately responded to by Orbis operators experienced in handling emergency incidents who will listen and assess the situation, locate the user and summon assistance.

Typically, it is used the moment you experience verbal, racial or physical abuse as well as for accidents and injuries. The earlier you activate this, the better, as it gives our Operators more time to locate you and make important decisions as well as capturing audio evidence.

For example, it could be that you've finished your shift and you're walking to your car but you must pass a group of people, and you feel intimidated and concerned for your safety. In this instance, set off a RED ALERT, speak into the device and inform the operator of your location and situation and ask that they just 'stay with you'.

When you feel safe again, just speak to the operator who will end the RED ALERT.

The Operators are very helpful and friendly so please do not be afraid to use the system. There will not be any additional charges to your organisation other than the cost of a local (National) phone call. You can use this as often or as little as required.

To activate a RED ALERT, press and hold the circular SOS button until you feel the device vibrate. By doing this the device will automatically make a call to the Orbis ARC. It will also send the last known GPS location to the ARC.

It is important to remember that Orbis operators are trained to listen, and only speak if spoken to.

All incidents are recorded and can be used as admissible evidence in a court of law Management can request a copy post-incident by emailing lwpsupport@orbisprotect.com

All Red Alerts are dealt with as priority; filtered and handled in accordance with BS8484 (potentially it could be a user in distress and in need of assistance, so our operators act quickly to resolve this).

Our telephone system answers and begins to record your call as soon as it is connected. When we receive a RED ALERT, all operators within the ARC are notified of this, and the Alert is available at every operator station.

One of our operators will be responsible for listening in on the activation; this operator will only speak if spoken to. If the Alert appears to be genuine, a second operator will become involved and will contact the escalation contacts as agreed in accordance with the standards and customer escalation agreements.

The second operator will also access additional information including: retrieval of your last Amber Alert for additional verification purposes and positional information. We can also get positional data from the network using Location Based Services (LBS) where we will confirm your location by cross-referencing this with your GPS location. We will also listen in for any information that you may communicate to us during a live RED ALERT.

If an Amber Alert has not been left, and it is safe to do so then please provide us with information as to your location. An example of this can be achieved in a covert manner “Mr. Jones, I have not come to 22 Smith Street to be locked in your flat, please calm down...”

Once we know your location, we will follow your escalation protocol and where appropriate we will contact the emergency services and then your emergency contact(s).

Wherever possible, please talk to the operator (unless you would be putting yourself in danger) to assist in gathering the facts and what type of situation you are in.

EMERGENCY SERVICES

Orbis are accredited to BS8484 Code of practice for the provision of lone worker device (LWD) services. This allows us fast access into the emergency services for any one of the 43 police forces operational in the UK by providing them with a Unique Reference Number (URN) where available. As a result of this we have strict guidelines to follow when we call the emergency services and certain criteria must be met, these include.

1. Situation is serious enough to require the emergency services (e.g. physical assault, accident or injury or another scenario deemed serious by Orbis)
2. Exact Location is confirmed
3. Incident' can clearly be heard

If any of the above cannot be confirmed the ARC operatives are unable to call the emergency services. In this situation the operative will contact your agreed escalation protocol.

Emergency Contact

These are your work colleagues who we can call if you have made a Red Alert, but we do not have enough information to decide about calling the emergency services. It is best practice to ensure your emergency contacts, or escalation contacts, are always available when you are at work. This means they should always keep their mobile phone on and answer our call. We would suggest each escalation contact stores our number into their mobile phone so they know we are calling, telephone number 01513432821.

Hardware Specification

Dimensions	61mm x 43mm x 16mm
Weight	35g
GSM Frequency	900/180/850/1900Mhz
GPS Chipset	U-Blox 7 (Supported AGPS)
GPS Sensitivity	Cold Start: 148dBm Hot Start: 162 dBm
GPS Accuracy	<2.5m
Time to 1st fix	Cold Start: 32s, Warm Start: 11s
Charging Voltage	5v DC
Battery	Rechargable 3.7v 800mAh
Standby Current	<2mAh
Storage Temperature	-40°C to +85°C
Operation Temperature	-20°C to +80°C
Humidity	5% - 95% non-condensing

CONTACT INFORMATION

Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

Training Video

For further help and support with using the SOS Alarm the following link will load a training video which covers all elements of the service.

Watch the Video on Youtube

Information Storage, Transfer, Retention, and Deletion

Personally identifiable information within our system is stored using industry-standard encryption techniques to protect it from unauthorized access. Data transfers are conducted using secure protocols, such as HTTPS, to maintain the confidentiality and integrity of information during transit. We retain data according to the defined retention periods specified in our data retention policies. When data is no longer required, it is securely deleted using industry-best practices.

Lone Worker privacy policy: https://redalert.orbisprotect.com/android-hs2-privacy/

Our wholly owned Alarm Receiving Centre operates to BS5979 Cat II and BS8484 standards 24/7/365