Orbis RED ALERT

ID BADGE

RedAlert ID Badge

User Guide

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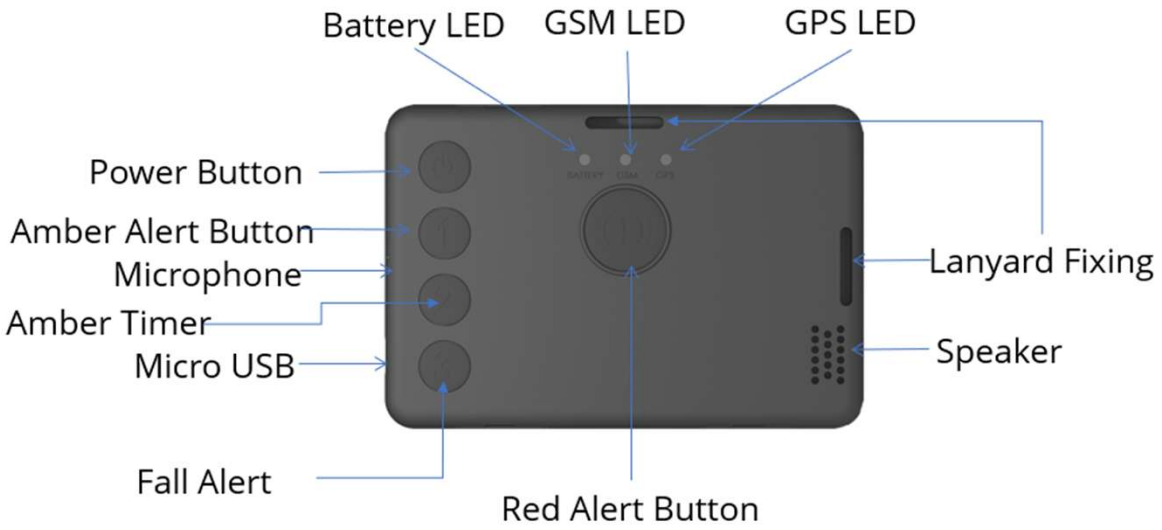
Introduction

The RedAlert ID may look like an ID card holder but underneath it is packed with mobile phone technology allowing lone workers to access dedicated emergency response teams at the press of button. Covert activation is designed to avoid inflaming the situation with the aggressor unaware that operators are listening and recording the incident or that emergency support is on the way.

Hardware



Hardware Continued..

Charging

To charge the Red Alert ID please ensure you use the mains charger that is supplied with the device. When on charge the battery LED will flash green. When fully charged the battery LED will be solid green.

A minimum 2 hours charging is required to reach full charge.

Powering on & off

To power on the Red Alert ID press and hold the Power button. Once the battery LED turns green you can stop pressing the Power button and the RedAlert ID will be turned on. The Red Alert ID will also play an audio tone to indicate the device is powering on. You will know the Red Alert ID is turn on as the LED lights will be flashing.

To turn off the Red Alert ID press and hold the Power button until you hear an audio tone. A few seconds later the LED lights will turn off and the Red Alert ID will be turned off.

LED Indicators

There are 3 LED indicators on the Red Alert ID device, and it is important you learn what the flashing sequences are and mean:

KEY

^ LED Flash

••• Time between flash

GPS

^....^....^....^ A red flash every 2 seconds indicates that the device has no current GPS location

..... If the GPS LED goes not flash this indicates a good GPS connection

GSM

^....^....^....^ A red flash every 2 seconds indicates the device has no current GSM Signal

..... If the GSM LED does not flash this indicates a good GSM signal

^..^..^..^..^ A green flash every 1/4 second indicates the device is making a GSM call

^.^.^.^.^.^.^ A rapid green flash indicates a call has been answered

BATTERY

^...^...^...^ A green flash every 2 seconds indicates the device is powered on

^..^..^..^..^ A green flash every 1/4 second indicates the device is on charge

^^^^^^^^ A solid green LED indicates the device is fully charged

^..^..^..^..^ A red flash every 1/4 second indicates the device is low on battery

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 with other positional data.

The Amber Alert function allows you 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 Alarm Receiving Centre (ARC) in the event of a Red Alert it is important this is kept up to date when your situation changes.

When you trigger a Red Alert, we also use the network Location Services (LBS) and the GPS position to help locate you. As well as this we will also listen to the Amber Alert to confirm what property number you are in as well as any other information to be aware of, which is why it is so important and helpful.

How to Activate an Amber Alert

Press and hold button 1 until you feel a vibration. After a few seconds the green LED will begin to flash letting you know that the device is calling the Amber Alert number. Once the Amber Alert call has been connected the green LED will flash even faster. A few seconds later you will then hear a prompt asking you to leave your Amber Alert details. At this point you should begin speaking into the RedAlert ID leaving the necessary information. As standard the Amber Alert will record for 30 seconds but a short press of the power button will hang-up the call. When leaving an Amber Alert speak slowly and clearly into the device, and if possible, please operate the Amber Alert in a quiet environment to reduce any disruptive background noise on the recording.

Amber Alerts

The Amber Timer is designed so that a Red Alert can be triggered when the end user is unable to manually trigger the Red Alert themselves. When enabled and powered on the Red Alert ID will countdown froma configurable time period. At the point in which the Amber Timer expires then the Red Alert ID will trigger a Red Alert.

How to use the Amber Timer function

Push and hold button 2 until you feel a vibration. The GSM LED will begin to flash green and after a few seconds you hear a prompt asking you to leave your Amber Alert details. As with the standard Amber Alert function you should at this point begin speaking into the Red Alert ID leaving the necessary information. This time however the Red Alert ID will begin counting down from your pre-configured time period. At any point you can stop the Amber Timer with a short press of button 2 at which point the device will vibrate 3 times. Whilst an Amber Timer is running it is also possible to extend the timer by pressing and holding Button 2 again (single vibration). The Red Alert ID will be configured with a pre-alert which will notify you when the timer is due to expire. Depending on the device configuration will depend on whether it notifies you by either making a noise, vibrating or both. At the point it begins notifying you, if you can do so then confirm you are ok by either extending the amber timer (long press of button 2) or by cancelling it (short press button 2). If however, the timer completely expires then the Red Alert ID at this point will automatically generate a Red Alert.

It is important to know that powering the Red Alert ID off whilst an Amber Timer is running will still result in the Timer expiring and a Red Alert being triggered. Therefore, it is important before you power off the Red Alert ID you cancel any Amber Timer you have running'

Red Alerts

The Red Alert function is a single button used in an emergency to open two-way communication with the Orbis Alarm Receiving Centre (ARC). Red Alert activations are immediately responded to by Orbis operators experienced in handling emergency incidents who will assess the situation, locate the user and summon assistance. **This service is available 24 hours a day, 7 days a week, 365 days a year including all Bank Holidays.**

When should I press my Red Alert?

Typically, it is used the moment you experience verbal, racial or certainly before any physical abuse. 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.

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'. The operator will stay silent until you speak to them. Once you speak with them then they will happily interact. When you feel safe again, just inform 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.

Accidently triggered a Red Alert?

The ARC operators are trained and experienced in emergency situations; they will listen in for a few minutes to gather all the facts and then follow the process for False Alerts. Under normal circumstances the operatives will end a Red Alert call when either you confirm the danger has passed or that a colleague or the emergency services are on site with you and when Orbis are confident that you are in safe hands.

we may contact your organisation to confirm that it was a false alert or call you on your mobile (if applicable).

Red Alerts Continued..

How to Activate a Red Alert

To initiate a red alert press and hold the large circular button on the reverse of the device

Red Alerts Continued..

What happens to the Red Alert ID when I activate a Red Alert?

When you activate a Red Alert using the RedAlert ID the GSM LED will begin to flash to indicate the call is being made. At the point the Red Alert call is answered the GSM LED will flash much faster.

The device communicates to the ARC by making a voice call and sending your GPS location. it is important to remember that this device has 2-way communication. This means that Orbis operators can hear what is happening and can communicate with you if you are able to do so.

To activate a Red Alert, the device must have adequate network coverage. If you are in a area of no GSM signal whilst you trigger a Red Alert then the device will continue to retry up to 9 times.

All incidents are recorded and can be used as admissible evidence in a court of law.

How is a Red Alert Dealt with?

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's station. At the point this is dealt with, no other operative can deal with the activation to start filtering and dealing with the alarm in accordance with the standards and agreements in place.

Red Alerts Continued..

What to do and how Orbis will resolve it?

One of our operators will be dedicated to listening in on the activation. This operator will not speak to you unless you break the silence. If the Red Alert appears to be genuine, a second operator will become involved and then deal with the escalation contacts as agreed in accordance with the standards and agreements.

If it is more serious then the second person will start the location process, which may consist of: retrieving your last Amber Alert for your positional information. We will also gather positional data from the network using Location Based Services (LBS) where we will confirm your location and cross-reference this with your last known GPS position. We will also listen in for any information which you may communicate to us during a live Red Alert.

If it has been decided that it is a false alert, we will follow your company protocols so we could do any one of the following activities. Call your work mobile (if you own one and if the number has been provided) to establish contact and verify that it was a False Alert, or we may Call, SMS, Email your 1st contact.

If an Amber Alert has not been left, it is up to you to tell us where you are should this be possible and safe to do so. Even in a covert manner it is acceptable, such as “Mr. Jones I haven’t come to 22 Smith Street to be locked in your flat, please calm down…”

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

Person Down Function

The person down function on the RedAlert ID device is calculated based on the angle a device is at. If a device is lay flat simulating the user is lay down for a configured period of time then the device will initiate a pre-alert. When the device is in pre-alert It will make an audio noise to notify the user. To exit the pre-alert the device simply needs adjusting to its normal horizontal angle at which point the audio noise will stop. In the event the pre-alert timer expires then this will result in the device automatically triggering a red alert.

To turn on the Person Down function press and hold the button 3 until you feel a vibration

To turn off the Person Down function press button 3 until you feel a vibration

Fall Alert Feature

The fall alert function is used to automatically trigger a Red Alert when the device detects a fall from height.

To turn on this feature press the number 3 button (1 vibration) When turned on if the device detects a fall From height then the device will enter a pre-alert stage and will begin beeping for a configured amount of time. Whilst in pre-alert you can cancel the action by pressing and holding the number 3 button until 3 vibrations are felt. If you are unable to cancel the pre-alert, then this will result in a Red Alert automatically being triggered.

To turn off The feature press the number 3 button until 3 vibrations are felt.

Essential Care and Maintenance

1. Charge your Red Alert ID regulary
2. Keep the Red Alert ID clean and avoid unnecessary knocks or drops.
3. Although the device is IP41 rated care should be taken to not expose the Red Alert ID to water

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.

CONTACT INFORMATION

Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

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