Orbis

property & people protection 24/7

Orbis RA WELFARE

RedAlert Welfare

User Guide

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How to Install and Register

Before you can begin using the RedAlert Welfare you must first install the application. To do this, open the App Store on your handset and search for the application called “Orbis RedAlert”.

Application Logo

When found click on the ‘Install’ button to install. After a few moments the application will be successfully installed on your handset.

On opening the application on your device, you need to enter your mobile number. Where prompted, enter your mobile number and click the arrow button to confirm. The application will then communicate with the alarm monitoring software to see if your mobile number is an approved mobile number.

Important: If you enter a non-authorised mobile number, then you will be told this and you will not be able to progress.

Once a authorised mobile number has been provided, you will be presented with a screen asking you to enter a ‘One Time Password’. After a few moments you will receive an SMS message with your ‘One Time Password’, simply enter this where prompted and press login

On successfully entering the correct PIN you RedAlert Welfare will be successfully installed and ready to use. It is advised at this point to complete a test Amber Alert & Red Alert. (see further in this guide on how to do this)

In Application Tutorial

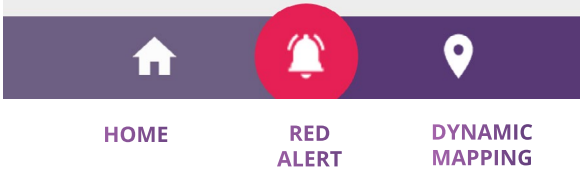
After installing the application, the first time the application is opened you will be presented with a tutorial on how the application works and its functionality. You must complete this tutorial and confirm when prompted at the end of the tutorial that you have understood and are happy.

The Application

The application is designed to run always on your device whilst it is powered on. If the handset is powered off for any reason the moment you switch the handset back on the application will automatically start up giving you full protection again.

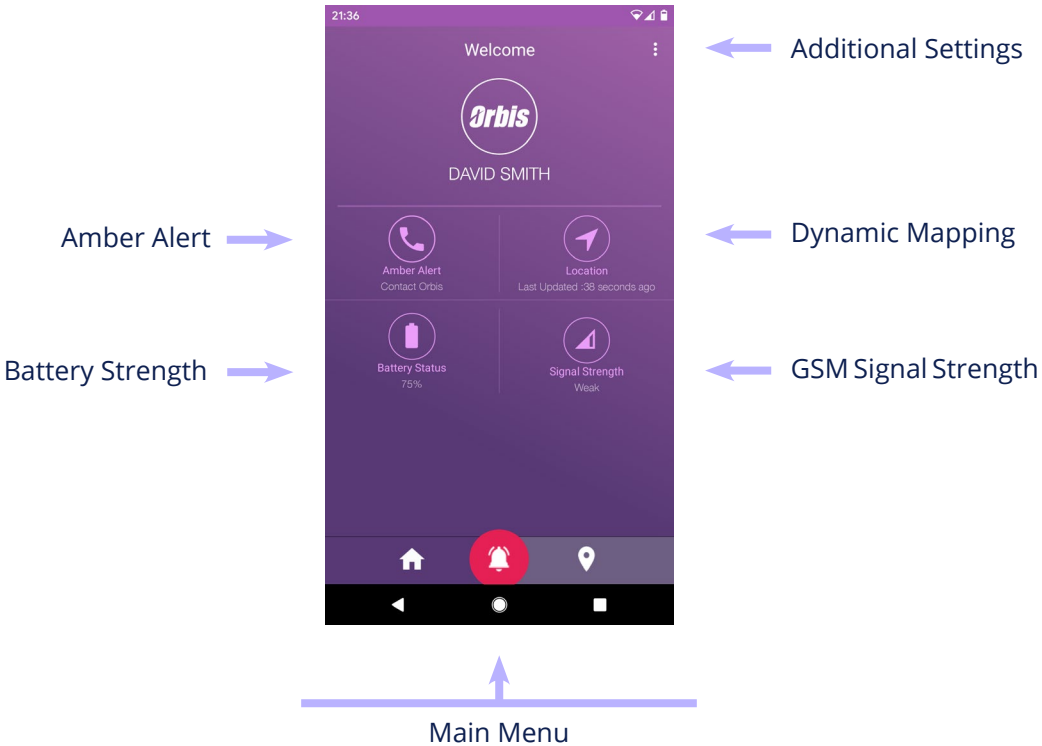
Application Main Menu

Opening the application allows you to view the main menu of the application where more functionality is located. The main menu is found at the bottom of the application screen and has 5 options to choose from:



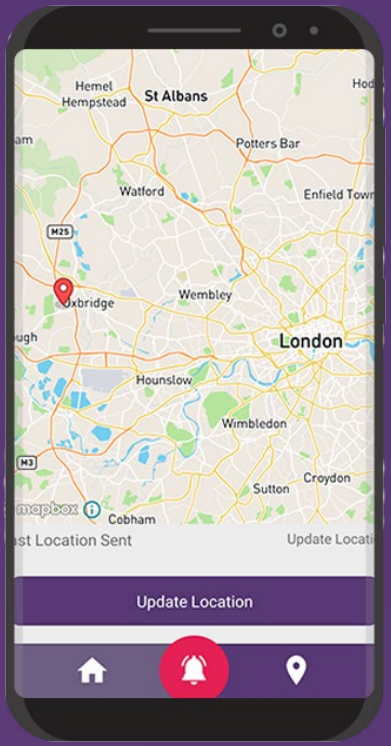
Home

The home button when chosen display several functions of the application all from one screen.



Dynamic Mapping

Selecting the Dynamic Mapping will open a new screen displaying a map. The map will display your last know location and will allow you to zoom in or out depending on the detail you require. If you wish to update your location, simply select the update location button found in the bottom right of the screen. By doing this, your location will update on both the application and the online management portal. A record of the last position and the time the position was obtained is visible from both the Dynamic Mapping screen (bottom left) and the Dynamic Mapping option within the Home screen. Both area will also display the address when available



Status Messages

By selecting the Status Message main menu option the user can write a message which will be sent and displayed on the Orbis online management portal. As well as the message a last know GPS position will be attached to the message which is also date and time stamped. To send the message simply enter the text in the area prompted and select OK. You can also choose a pre-written message by selecting from the drop-down area.

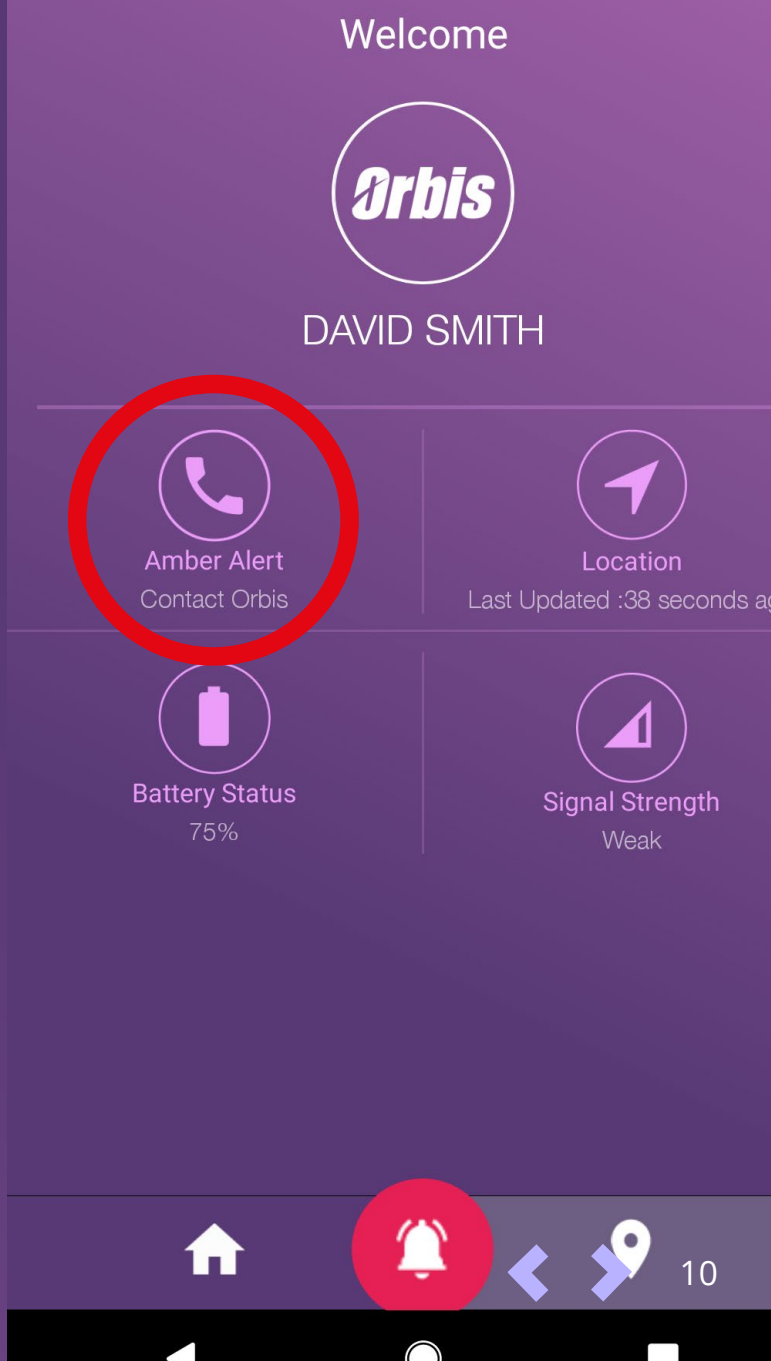
10:27
4G
Welcome
Orbis
DAVID SMITH
Amber Alert
Contact Orbis
Location
Last Updated :3 minutes ago
Battery Status
64%
Signal Strength
Weak

Amber Alert

The Amber Alert allows users to leave a verbal message up to a maximum length of time of 30 seconds which can then be listened to by the ARC if there is a Red Alert received. To dial the Amber Alert number and leave a message simply select the Amber Alert option. Once pressed the handset will automatically dial the amber alert number where you will be prompted to leave you message. The information you leave in the voice recording is entirely up to yourself but as a suggestion the following can be used:

- Name
- Address
- Nature of visit
- Any pertinent information

Once you have left your message you can either hang-up the call or wait for the call to be automatically hung-up by the system. If as previously mentioned a red alert is received by the ARC, then the call handler will listen back to this message to determine if there was any relevant information.


Welcome
Orbis
DAVID SMITH
Amber Alert
Contact Orbis
Location
Last Updated :38 seconds a
Battery Status
75%
Signal Strength
Weak
10

Red Alert Explained

The Red Alert function is used in an emergency to open up two-way communications 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.

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.

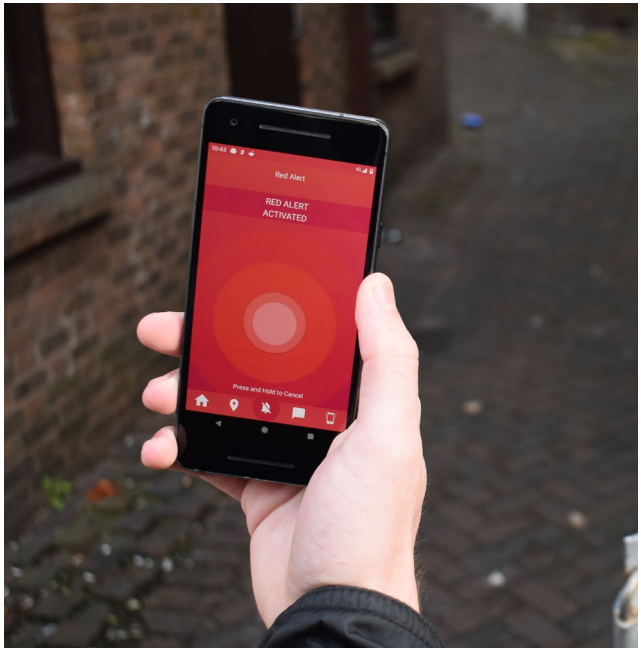
The operators are very helpful and friendly so please do not be afraid to use the system. There are no additional charges to your organisation other than the cost of a local (National) phone call. You can use this as often or as little as required.

The device communicates to us by making a voice call. It is important to remember that Orbis operators are trained to listen, and only speak if spoken to. As well as the voice call, the handset will also send us its last known GPS location from which we can gather your position within a couple of meters. If the call is dropped for whatever reason, then the ARC will automatically call the handset back.

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

To trigger a Red Alert press and hold the Red Alert button which can be found in the centre of the main menu. After a couple of seconds of pressing and holding this button the application will automatically trigger a Red Alert and the screen will change to the Red Alert screen.

When the Red Alert call has been hung-up by either the user or the ARC then you are required to turn off the Red Alert mode from within the application. To do this simply press and hold the large Red Circle which will be displayed on the application screen. Once you have successfully closed the Red Alert the application will default back to the Home Screen.



Additional Settings

The additional settings menu can be opened by clicking the 3 dots in the top right hand corner of the Home Screen. From this menu, you have 3 options:

Profile Info

From here the option to log out of the application is available. Selecting this closes the application and turns off all lone worker protection. If you log out of the application, you will again need to log back in using the PIN method.

Settings

Pressing settings allows you to update relevant data associated to yourself such as you name and escalation details. Making these changes in the app will automatically update the information in the Orbis Alarm Handling software.

Device Info

This option displays various information such as the model version of the application and the handset being used.

User Guide

Selecting this option allows you to run through a short tutorial on how to use the standard functionality of the application.

Emergency Services

Orbis are accredited to BS8484 Code of practice for the provision of lone worker device (LWD) services. This allows us fast access in to 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 other 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 make contact with your agreed escalation protocol.

Your Emergency Contacts

These are your pre-agreed work colleagues and management team who we call during a Red Alert to inform them of the situation. It is best practice to ensure your emergency contacts, are always available whilst you are at work. This means they should be available always and be able to answer our call.

We would suggest each escalation contact stores our number into their mobile phone under 'Code5 ARC' so they recognise the number – 01513432800'.

For help and support with using the application please either call 01513432800 or email lwpsupport@orbisprotect.com

Frequently Asked Questions

Installation & Registration

I don't have access to Play Store to install?	Play Store access is a must and is required to install the application
The Application won't install on my device?	This could be for a number of reasons: 1. Is your handset locked down by your IT department and isn't allowed to install 3rd party applications 2. Do you have enough space on the device, if not try freeing up more space. 3. Is your device compatible? Please send us an email to check: lwpsupport@orbisprotect.com
When I enter my mobile number to login to the app, I get an error message asking me to contact Orbis?	The reason for this will be because your mobile number has not been added to the alarm handling software. Please ask your manage to notify Orbis of your correct mobile number assigned to you.
I haven't recieved the one time password when logging into the application?	Occasionally this can happen due to WIFI settings. If you have WIFI enabled turn this off and try logging into the application again. If this time you receive the one time password login and then turn WIFI back on. Another possibility is that you have entered the wrong mobile number and the SMS went to this number. Please try entering your mobile number again to see if you receive it. If either suggestion does not work, then contact Orbis on lwpsupport@orbisprotect.com

Home Screen

On the home screen the name shown is not mine?	The username shown on the home screen is linked to the username assigned to the mobile number in the alarm handling software. If yours name is incorrect on the home screen, then lwpsupport@orbisprotect.com need informing.

Red Alert Function

No matter how many times I press the On/Off button it does not trigger a Red Alert?	This option is not available on the Android and the single method of triggering a Red Alert is via the Red Alert button on the bottom bar of the home screen
My handset automatically triggers a Red Alert?	There could be 2 reasons for this: 1. Has an Amber Timer overrun and automatically triggered a Red Alert 2. Have you Non-Movement Detection enabled within the application

Red Alert Function

I dropped my handset and it triggered a Red Alert?	If this happens it is more than likely you have Fall Detect enabled within the application.
When I trigger a Red Alert, I can't hear anybody answer the call?	This is because Orbis operators are training to only speak when spoken to. If during a Red Alert you communicate with the Alarm Receiving Centre, then the operative will communicate back.

GPS

The GPS doesn't seem to be accurate and shows me in the wrong location?	Do you have GPS enabled on the handset? If not, then this will need enabling.
I see from the home screen under Location that it says when my handset last updated. What does this mean?	The application will automatically send your location to the management portal every 15 minutes. This is simply a record showing the last time this happened.
How accurate is GPS?	GPS accuracy can vary and is dependent on several factors. For example, GPS is not as strong a signal as your GSM network signal so therefore whilst you are indoors it is unlikely that a current GPS position will be possible. Also, such things as tall buildings and cloud cover can also influence the GPS signal. GPS can be as accurate to within a few feet, but it is important to remember that GPS is not the only way in which Orbis can locate a user.

General

I'm not always lone working, so how do I stop the application?	Under additional options > Settings you will find the option to logout.
My battery life is affected when using the application?	This is mainly because GPS is a strain on battery consumption. It is recommended that the handset used to run the application is of a good quality with good battery capacity

CONTACT INFORMATION

Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

Tel: **0845 345 7800** (option 5)

Training Video

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

Watch the Video on Youtube