

SolusGuard User Guide

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If you've any questions or inquiries, please contact us at:

Tech@SolusGuard.com

1-888-651-6510

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Part 1 – Getting Started

Section 1.1 - What You Need to Get Started

Your employer or administrator will create an account for you. Then you'll receive an invite in the form of a text message. The text message contains a link that you can click to find the SolusGuard app, although, you can also download the SolusGuard app from the Apple App Store or Google Play Store at any time.

To use a SolusGuard Alert Device, you must pair the device to your phone via the SolusGuard app. Before you start the pairing process, make sure you have:

- ✓ The SolusGuard App downloaded
- ✓ A SolusGuard Device
- ✓ SolusGuard Charging Cable and Adaptor

Logging in to the SolusGuard App

Log into the SolusGuard app by entering the app and typing in your phone number to get started. SolusGuard will send you a verification code via SMS text message. Enter the code in the app to continue.

Confirm your profile information. You have the ability to modify this information from the “Profile” tab at any time.

When you first log in, make sure to grant all the permissions that are prompted. This can be updated or changed through the app settings found in your cell phone’s settings.

- ✓ Notifications: allow SolusGuard to send notifications
- ✓ Phone Calls: allow SolusGuard to make phone calls
- ✓ Location: “Always Allow” location services

Section 1.2 - Pairing the SolusGuard Device to Your Phone

PRO TIP: trying to pair multiple SolusGuard devices to multiple people’s phones at the same time will cause issues. Having more than one device that is turned on and in range will cause your cell phone to get confused about which device it's pairing with. Connect one device to the charger to turn it on, pair it to a cell phone, and then proceed with the next device and so on.

(A) Pairing on Android Phones

The following is a step-by-step walkthrough of the pairing process for Android phones:

1. Go to the SolusGuard app and click on the “Device” tab found at the top of the screen. Here you’ll see a button called “Start”. Click on this button to start the pairing process. If you don’t see the “Device” tab, call us at 1-888-651-6510.
2. Click “Next”.
3. This screen tells you that SolusGuard uses Bluetooth. It will check your phone to make sure Bluetooth is on. If it's not, then you'll be prompted to turn it on. Once Bluetooth is on you can click “Next”.
4. Attach the charger to the device and set it close by. It will then search for your device. Once it's found you can click “Next” to proceed. If the app doesn’t find the SolusGuard device after 30 seconds, first tap “Retry”. If it still doesn’t find the SolusGuard device, refer to Section 3.1 (E) for some tips.
5. Wait for the pop up that says, “Successfully configured SolusGuard”. Tap “OK”.
6. On the next screen you will see a list with some instructions regarding the Bluetooth pairing. Click on SolusGuard and then enter the pairing pin, 1234, and click “ok”.
7. The app will progress to the next screen to say, “Just About Done”. Tap “Next”
8. The next screen is the “Button Test”. Click the alert button on the SolusGuard device. This is just a test. Once this is complete the app will react and show you a message that says “Great. Your device is ready!”.
9. You're all done. Just tap “Done” to finish.

It may take several minutes before there’s an accurate reading of your device status.

Section 1.3 - Emergency Contacts

(A) The Role of an Emergency Contact

The emergency contacts are the first people to receive the notification when an alert is triggered and are the ones who receive notification when a Check-In is missed.

(B) Setting up as an Emergency Contact

A contact must first be invited by an existing user through the SolusGuard phone app or added by an administrator through the web portal. Once a contact receives their invite in the form of a text message, they can download the app and proceed with logging in. Once logged in, no further action is required.

(C) Responding to an Alert

When an alert is received, the emergency contact opens the SolusGuard app (via the notification or clicking on the “Team View”) tab. The person having an emergency will have a button below their name indicating that an alert has started. Click on this button. This next screen is the Alert Dashboard and will tell you where that person is located. From the dashboard, the contact can view the history feed, initiate a phone call to the wearer who has activated an alert and send and receive messages through the group chat, for easy communication between emergency contacts.

If the wearer's alert escalates and places the backup phone call, the contact will receive a text message with that person's GPS location. The notification that the alert has escalated will also be displayed in the history feed under the Alert Dashboard.

(D) Temporarily Muting or Deleting Contacts

If you want to delete a contact, or mute a contact temporarily, go to the "ME" tab in the app. Click on "Contacts" in the top right corner. Here, you will see a list of your contacts. Each contact has a toggle switch to disable/enable notifications and a status messages to indicate if notifications are disabled or enabled. There is also a delete button found here in the shape of a garbage can.

Part 2 – The Components of SolusGuard

This part will help you get familiar with the components of SolusGuard. It will explain what the alert process looks like, how to use it properly, and how to use the Check-In service.

Section 2.1 - SolusGuard Phone Application

Amongst other things, the phone app reacts to active alerts, provides vital information to the emergency contacts, and allows further communication between the wearer and their contacts, as well as communication between the emergency contacts. The app is broken down into "tabs", each with their own important function. The app will omit tabs that your account is not signed up for.

The iPhone app and Android app differ slightly, but function in the exact same way. The most obvious difference is that the tabs are found at the top of the page for Android users and at the bottom of the page for iPhone users. Also, the iPhone app has a "back" button to back up a screen whereas Android phones have a built-in back button that is used instead.

(A) "Check-In" Tab

The "Check-In" tab is where you'll find access to the Check-In service. You can set the appropriate increment of time for your check ins and can also fill out some information about where you'll be. This screen will also allow you to check in after you've started the monitoring session.

(B) "Device" Tab (The Home Page for Device Users)

The "Device" tab is used to connect a device to your phone. Once you're connected, this is the tab where you can view the status of your device. The information here includes the remaining battery power, indication of whether you're currently connected, your last "active" time, the current parameters your company has set for you (the length of time before the backup call is dialed and the number that is dialed), as well as some technical information. This tab also contains your "Silent Alarm" toggle switch.

(C) "ME" Tab

The “ME” tab allows you to view your own history feed. You can send and receive group chat message from this tab, which are all recorded in the history feed. In the top right corner of this tab is the “Contacts” button. Click on contacts to find your emergency contacts list. From here you can add/delete/invite your emergency contacts. You can also disable and enable notifications for each individual contact just in case you want to stop alerts from going to certain people.

(D) “Team View” Tab (The Home Page for Emergency Contacts)

The “Team View” tab is the most important screen for Emergency Contacts. If a device wearer has added an emergency contact, this screen allows that contact to view the wearer’s status. The contact can tell whether the wearers device is currently connected to their phone, as well as the battery percentage remaining in their device. If the device wearer goes inactive due to lack of movement, this screen will indicate how long they have been inactive for.

“Alert Dashboard”

From the Team View tab, you can tap on the “Alert Dashboard” button found under the name of each of the wearers you're following. This will show you the history of their alerts including when past alerts were triggered and what the outcome of the alert was. The “Alert Dashboard” is also where the group chat function is found so that emergency contacts can keep each other informed.

During active alerts, the “Alert Dashboard” is where you find all the important information. There's a map that appears with a pinpoint, indicating the wearer’s location and there’s a “Call User” button that when pressed, dials the wearer’s phone number for you.

(E) “Profile” Tab

This tab contains your personal information which can be updated by tapping on the “Edit My Profile” button.

(F) “Flare Tab” (Satellite Extender)

This tab contains a toggle switch to activate the Bluetooth connection between the mobile app and the Satellite Extender. Once the Satellite Extender automatically connects to the phone, you will see status information on this tab, including the strength of the satellite signal being received and the battery level of the Satellite Extender itself.

(G) “Help” Tab

The Help tab lists our contact information. Please don’t hesitate to reach out if you've questions or concerns.

Section 2.2 - SolusGuard Device

The front of the device is smooth and unmarked. The back of the device has three things: the LED light indicator as well as two buttons. The main button is found right where you see the LED lights. The main button has only one function, to trigger emergency alerts. Once the device is paired to a phone, press this button once to trigger an alert. The second button on the device is found in the little pinhole located right next to the LED light and has two separate functions.

Section 2.3- Functions of the Pinhole Button

The pinhole button is difficult to press but can be done with a ball point pen. Do not use a sharp object such as a pushpin as this will puncture the device. When you press and hold down the button hard enough, you'll see a solid orange light.

(A) Factory Reset [“Device Reset”]

The first function of this button is a device reset. This is done by holding the pinhole button for more than ten seconds. At the ten second mark you'll see all three colors of LED light blink in succession. You can stop pressing down once you see all three colors. **PRO TIP: this will remove a paired SolusGuard device from your phone. If you ever do this, you must pair the device again before it will work properly.**

(B) Restart the Device Cycle [“Device Restart”]

The second function of this button is to restart the “Device Cycle”. This is done by compressing the pinhole button for two seconds. You must release the button in order to see that it worked. If it worked, you'll see the LED light flash green quickly about ten times. This is a useful process as you'll find out in other sections of the SolusGuard User Guide.

Section 2.4 - Interpreting the LED Lights

You'll notice the lights on your device change from time to time. Understanding what the color of the light means as well as the patterns can be helpful.

If your light is blinking...

Blue and Orange: The device is unconfigured and ready to be paired with a phone. If you see this pattern, then your device is NOT paired and NOT ready to use.

Green: The device is connected to your phone via Bluetooth and is functioning properly.

Blue: Either the device is low on battery power or the device has lost Bluetooth connection with the phone. You can determine which of these is true by viewing the 'Device' tab in the SolusGuard app. Note: if your SG device disconnected within the last 30 minutes it will not yet indicate the disconnect in the mobile app.

Orange: The emergency alert button has been pushed and an alert has been activated.

The light on the device should only be solid if it's attached to the charger.

Solid Blue: Still charging.

Solid Green: Fully charged.

Section 2.5 - Emergency Alert Walkthrough

The following is an example step by step walkthrough of the SolusGuard emergency alert process and its possible variations:

- First, the wearer triggers an alert by pressing the button on the device. The wearer's phone will then make an alarming noise and a notification will appear, indicating an alert has been started. If the wearer clicks on the notification it will take them into the SolusGuard app. The app will bring up a new screen showing the timer indicating when the backup call will be placed and the "Cancel Alert" button.
 - The wearer can cancel the alert before the timer runs out by pressing this button.
- When the alert is triggered, a notification also goes out to every emergency contact at the same time. On the emergency contacts end, this includes a banner notification and an alarming noise.
 - By tapping the banner notification on their phone, it will take them to the Alert Dashboard for the user who triggered the emergency alert. If the contact unlocks the phone without clicking on the notification banner, or if the cell phone is already unlocked, they will have to go into the SolusGuard app, click on the Team View tab, and then on the Active Alert button to see the Alert Dashboard.
 - In the Alert Dashboard the contact can see the wearer's GPS location.
- Once the timer runs out, the wearer's phone calls 911.
 - Contacts are informed this has happened via the Alert Dashboard. They also receive a text message with the GPS coordinates of the wearer.
- If the wearer answers the phone call during the alert countdown, the alert process will cancel. Once off the phone, if necessary, the wearer can activate the alert again.

Section 2.6 - Recommended Tests to Get Familiar with the System

We recommend that you practice by performing periodic tests so that you and your emergency contacts know what to expect if you ever need to trigger an alert or receive an alert as an emergency contact. We recommend that you do these monthly.

Remember, when you set off an alert, your emergency contacts receive notification! If you're testing, make sure to notify them so that they don't think it is an actual emergency. Alternatively, you can mute the notifications for the test (see how to do this in Section 1.3 (D)).

Suggested tests to try:

Test #1 - Set off an alert. Enter the SolusGuard app and press "Cancel Alert" to stop it.

Test #2 - Set off an alert. Have an emergency contact enter the SolusGuard app, go to the Team View tab, and click on the Active Alert button. They will see the "Call Wearer" button. Have them press this button to dial your number and then answer the incoming call. This will cancel the alert.

Section 2.7 - Check-In Service

The Check In system is a simple to use, proactive monitoring system that notifies your emergency contacts when you fail to "Check In".

(A) Using Check-In

From the “Check in” tab in the SolusGuard phone application:

- Choose an appropriate time increment for your check-in session.
- Enter any relevant information that may be helpful. There's field for the address of where you're going and another field for any notes you'd like to record.
- Click “Start Monitoring” at the bottom of the page.
- A timer will start counting down from the amount of time you chose and you will notice three new buttons on the screen: “Restart” and “Check Out” and “Extend”
- To Check In before the timer runs out:
 - Tap “Restart” to reset the timer back to the original length
 - Tap “Extend” to add additional time
 - Tap “Check Out” to end the session
- When there is two minutes remaining, you'll receive a reminder to check-in.
- If you do not check in before the two-minute buffer period ends, notifications will go out to your emergency contacts to let them know that you missed a check in.
- After a timer expires, tap “Check Out” to end the session. It is recommended that you send a message to let everyone know you're OK.

2.8 Satellite Extender

The Satellite extender is an easy-to-use device that extends certain SolusGuard services by automatically connecting the user's cell phone to satellite services when there is no cellular coverage. It ensures initial notifications are sent during an emergency alert, and contacts are notified when a check-in is missed.

(A) Preparing the Satellite Extender for Use

- Open the yellow flap on the bottom of the satellite extender. Under this flap there is a white button, the charging port, and 5 status lights.
- Turn on the Satellite Extender by pressing and holding the white button for 3-5 seconds. You will see all five status lights come on. They will turn off after a few seconds. In addition, the status light on the outside of the device will also be on.
- Go to the “Flare” tab in the SolusGuard app and tap the “Enable Flare” toggle switch to turn it on.
- The Satellite Extender will automatically connect to the SolusGuard app via Bluetooth. On the “Flare” tab you will now see “Solara Flare” near the top, a battery icon to indicate the battery level of the Satellite Extender and a “Signal Strength Indicator”. The “Signal Strength Indicator” tells you the level of satellite service available.

(B) Using the Satellite Extender

- After the Satellite Extender is paired to the cellphone, it will automatically activate when cellular coverage is unavailable, and the extender is in range of the phone. At this point it will search for a satellite to establish a signal.

Important Note: The Satellite Extender has to have a clear line of sight to the sky to find a satellite and receive satellite signal.

- Once the extender has established a satellite signal, it will send emergency panic alerts, activated by the press of the SolusGuard panic button, and send notification of missed check-ins.

Important Note: Although notifications are sent through the extender, phone calls are not. As such, the back up call available with cellular coverage is not available using the Satellite Extender.

- How to determine the strength of your satellite coverage:
 - View the “Flare” tab in the SolusGuard app. The five-bar indicator labelled “Signal Strength” indicates the strength of your satellite signal.
 - View the external status light on the extender device. It will flash green to indicate that there is a satellite signal available or it will blink red if there is no current satellite signal.
- How to determine the battery level of the Satellite Extender:
 - View the “Flare” tab in the SolusGuard app. The battery symbol found here indicates the level of battery left in the Satellite Extender.
 - While the extender is powered on, click the white button to see the five status lights. 1 to 5 of them will light up to indicate the battery level. 1 is low and 5 is full.
- How to share the Satellite Extender:
 - Previous user switches the “Enable Flare” switch to OFF.
 - New user switches their “Enable Flare” switch to ON. The Satellite Extender will automatically connect to the new user’s phone.

Part 3 – Troubleshooting

Section 3.1 - Having Trouble? Here are Some Helpful Tips

(A) The Battery is Draining

There are two things that can improve this known battery issue:

- Let the device go completely dead. Confirm it's dead by viewing the back of the device for 30 seconds to make sure the lights are no longer blinking. Once you've confirmed that the device is dead charge it up fully again.
- Perform a “Device Cycle Restart”. This is the second function of the pinhole button. Refer to Section 2.3 (B) to see how to do this.

(B) The Device is Disconnected and Won't Reconnect

- Simply turn your cell phone off and back on. Wait a few minutes after doing this to see if the device is connected again.
- A second technique is to perform a device cycle restart and then wait a few minutes to see if the device is connected again. Refer to Section 2.3 (B) to see how to perform a device cycle restart.

(C) The Device Tab is not Showing up in my App

- Your account was set up as an emergency contact only. No problem. Ask your administrator to

check your account services on the web portal or call us at 1-888-651-6510 and we'll convert your account to a wearer account.

(D) I Can't Update my Emergency Contact's Personal Information

- When adding your emergency contacts, you may notice that you can't update their information. This can only be done by the Emergency Contact and they will be prompted to do so when they create their own account. Once they have updated their information, you'll see it in your app as well.

(E) The Phone Won't Find the Device During the Pairing Process

- Remove the device from the charger and study the blinking lights. It should be blinking blue and orange. If it's not, then you must perform a device reset. Refer to Section 2.3 (A) to see how to do this.

- If your cell phone already has a Bluetooth connection to a SolusGuard device this may prevent your phone from finding the device. Go to your phone's settings, and then into the Bluetooth settings where you can view what devices your phone is paired to. If you see either "SolusGuard" or "BLE Support" in this list prior to pairing, you need to "unpair" or "remove" the device before you try pairing again.

- Some other techniques that can help:

- Ensure Location Services are turned on your cell phone.
- Turn Bluetooth off for 15 seconds and then back on.
- Turn your cell phone off and then back on again.

PRO TIP: If at any time these tips don't work, feel free to call us at 1-888-651-6510 or email tech@solusguard.com for additional assistance.

Section 3.2 - Pairing to a New Phone

If you need to pair your device to different cell phone, first remove the device from the phone it's currently paired to:

1. Attach the Device to its charger.
2. Go to the "Devices" tab in the app.
3. Tap "Remove" in the top right corner.
4. Tap the "Remove" button that appears near the battery percentage, and then tap "Remove" on the pop up that presents itself.

This can take up to ten minutes. To speed up the removal process, after you've tapped "Remove" on the pop up, perform a "device cycle restart". This is the second function of the pinhole button referred to in Section 2.3 (B).

Once the SolusGuard device is removed from the old phone, make sure it's ready to be paired to the new phone. Check if the lights on the SolusGuard device are blinking orange and blue. If they are not blinking orange and blue, then perform a device reset. To see how to perform a device reset refer to Section 2.3 (A). Once you've confirmed the lights are blinking blue and orange you can follow the pairing instructions in Section 1.2 (A) to set up the device with the new cell phone.

Always remember, we're just a phone call or email away!

1-888-651-6510 or tech@solusguard.com