



Satellite Extender

Internet Service for Specific SolusGuard Functions

The Satellite Network

Due to the nature of the satellite network, there are fluctuations in the strength of the satellite signal. For this reason, the functionality of the SolusGuard app will be affected:

Panic Alerts: expect delays between when the alert is started and when the emergency contacts receive notification.

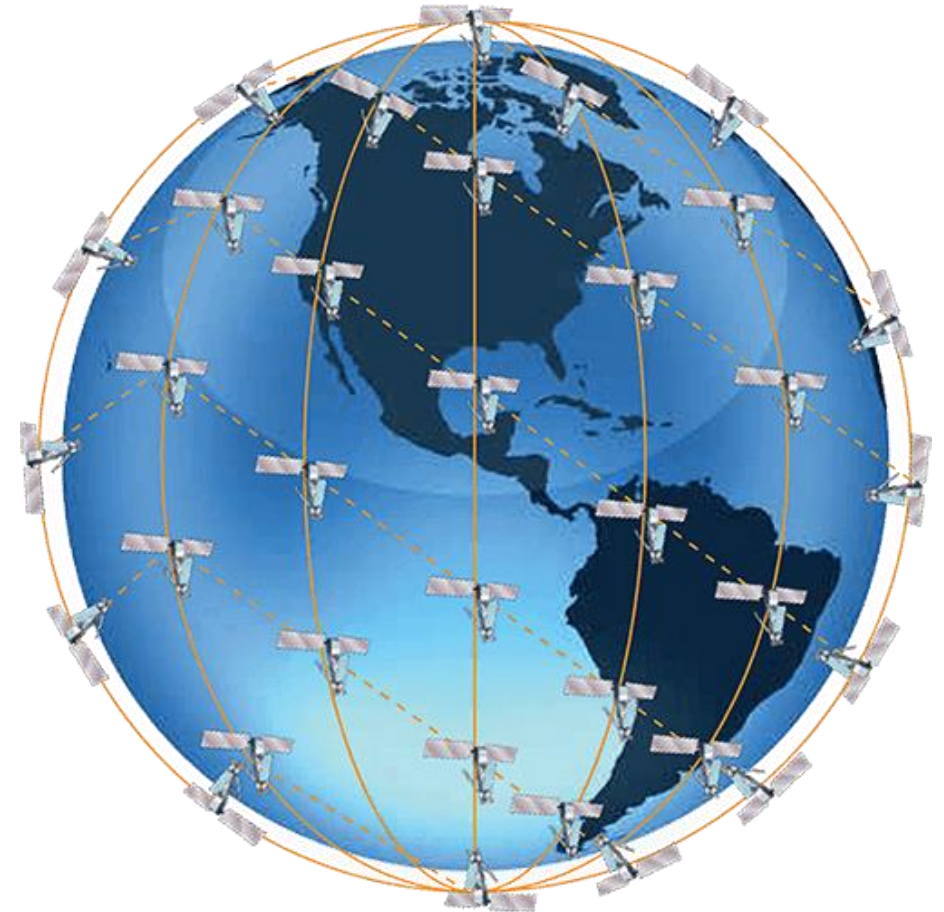
Check-In Sessions: when starting a session, you must wait for a confirmation message back from the server.

Group Chat Messages: expect delays. This function will perform very slowly.

SolusGuard Mobile App: certain tabs will be unavailable or limited, including the Profile and Team View.

Timing Discrepancies: may cause communications to be received out of order.

Be Patient!



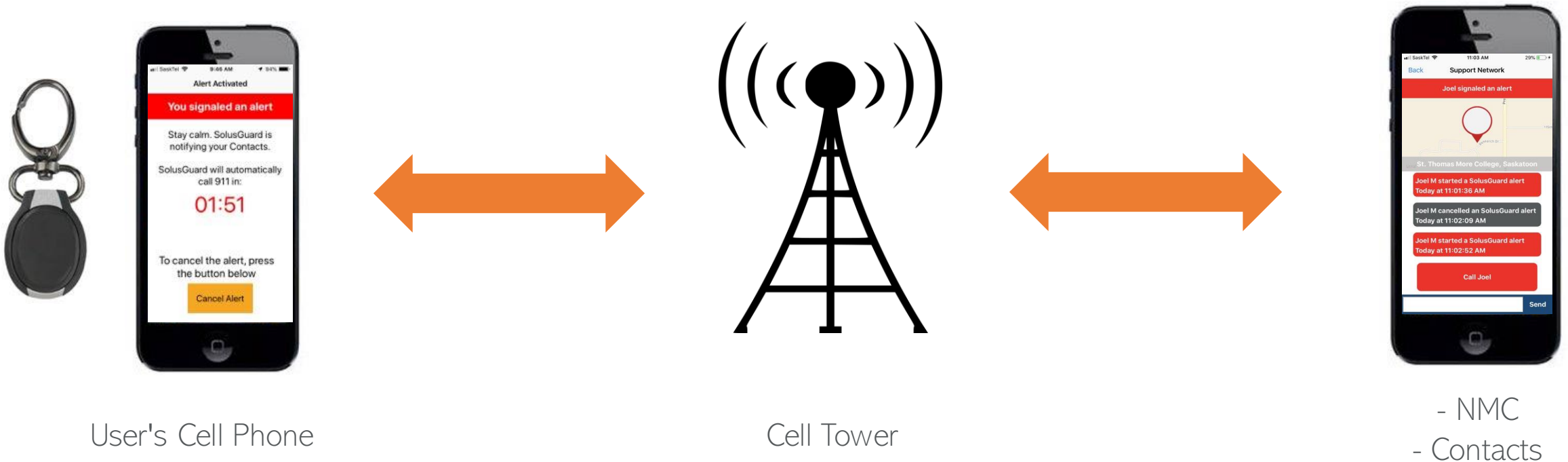
Introducing the Satellite Extender



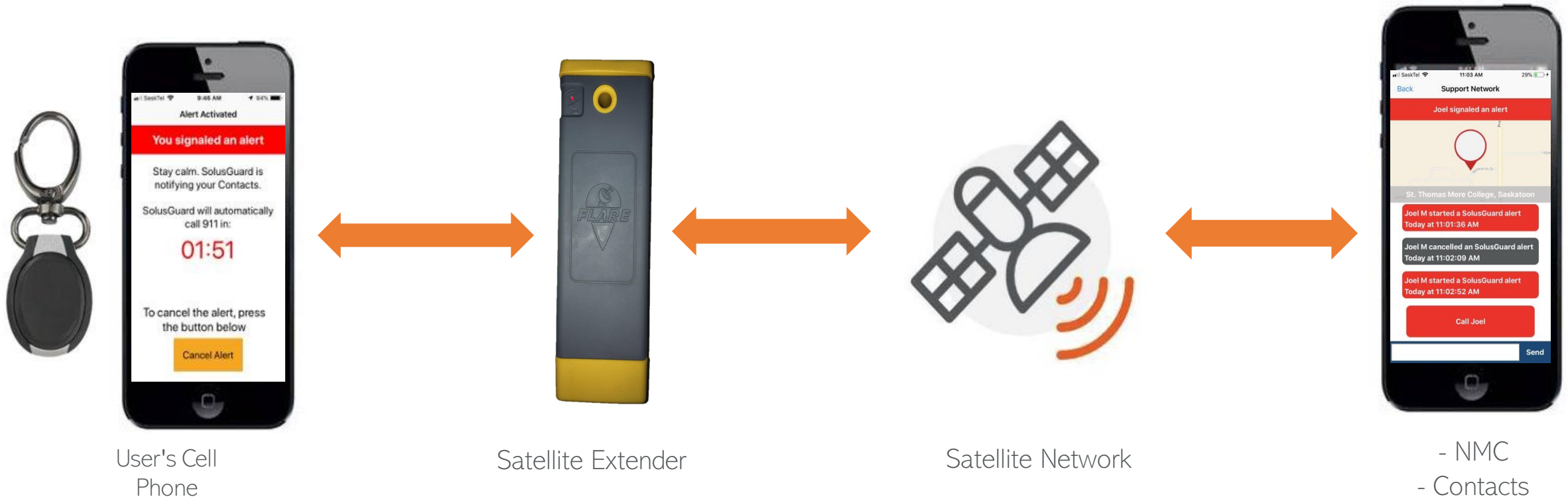
- ✓ Portable satellite extender for specific SolusGuard functions
- ✓ Provides limited internet coverage through satellite where there is no phone service
- ✓ Allows the user to send emergency alerts and check in as needed

How it Works

Normally, the alerts and check in sessions go from the user's phone, through a cell tower, to the NMC and the user's contacts.



- The satellite extender allows alerts and check ins when there is no phone service.
- The user's cell phone connects to the satellite extender, which connects to the satellite network, which connects to the NMC and user's contacts.

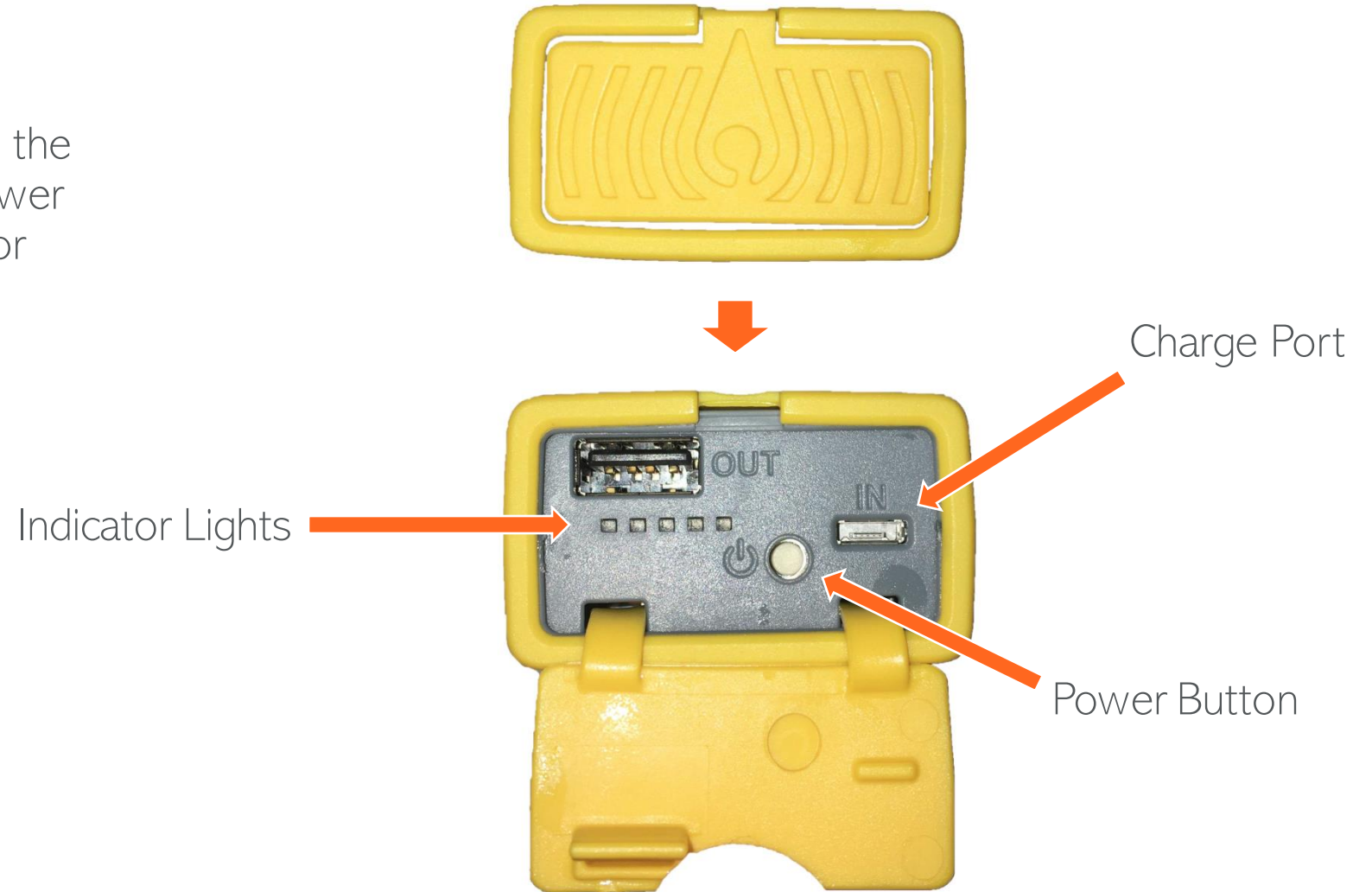


The SolusGuard app knows if the cell currently has phone service or if wifi is available. If there is none, it will automatically switch to the satellite extender which leverages satellite network.

Important Note: Phone calls cannot be placed without cellular service.

Getting Started

- Open the flap on the bottom of the satellite extender to find the power button, charge port and indicator lights



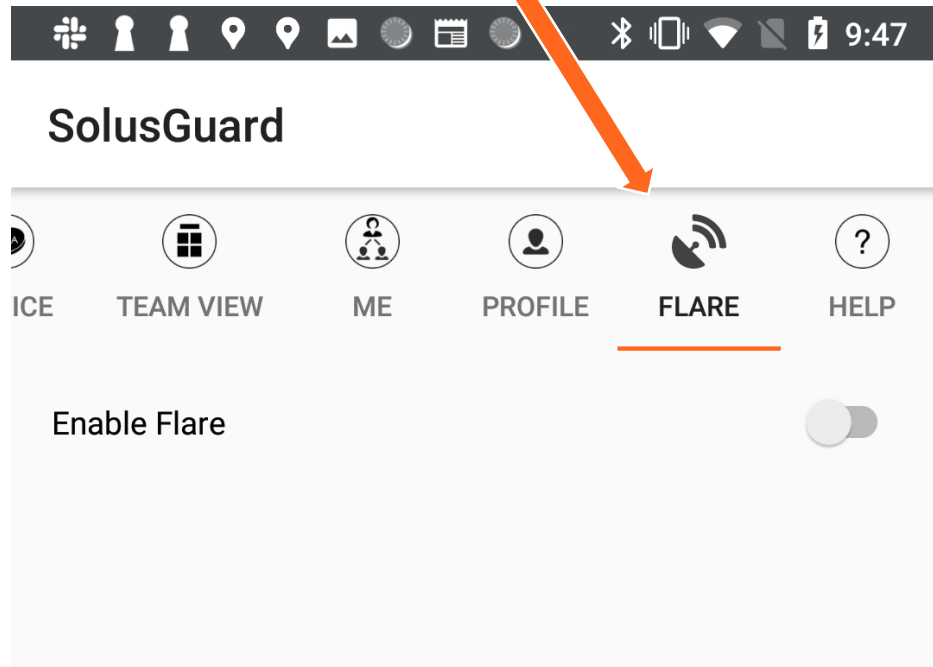
Getting Started - Turning on the Satellite Extender

- Hold the **power button** for 3-5 seconds to power on.
- All five **indicator lights** will flash once to let you know that it's powering on.



Getting Started - Activate Satellite in the SolusGuard app

1. Go to the "Flare" tab in the SolusGuard App



Important Notes

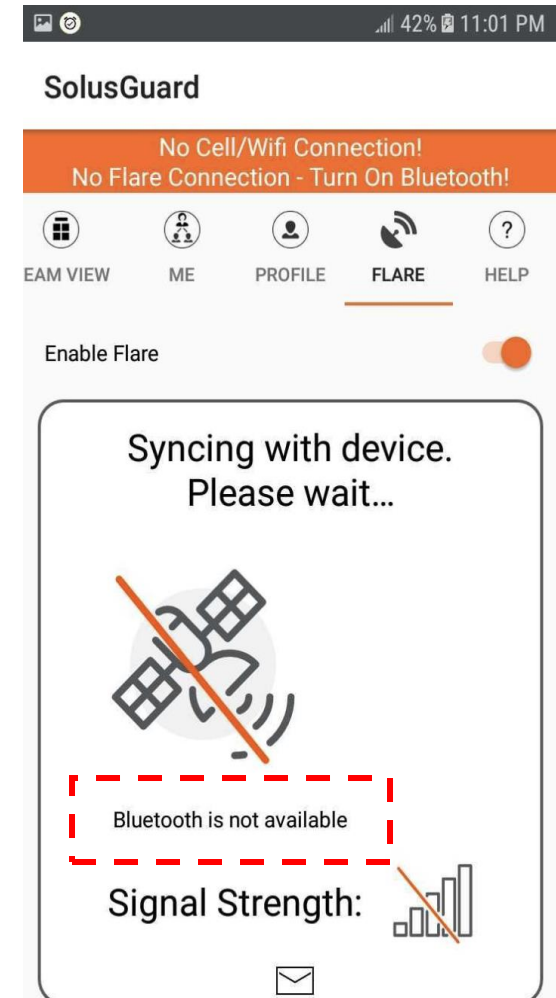
- This switch must be on whenever the user needs satellite coverage.
- Turn it off when not in use to save cell phone battery power.

2. Activate satellite capabilities by using this toggle switch

Getting Started - Synchronization

- When you activate satellite capabilities on the Flare tab, you must ensure Bluetooth is enabled on your smart phone.

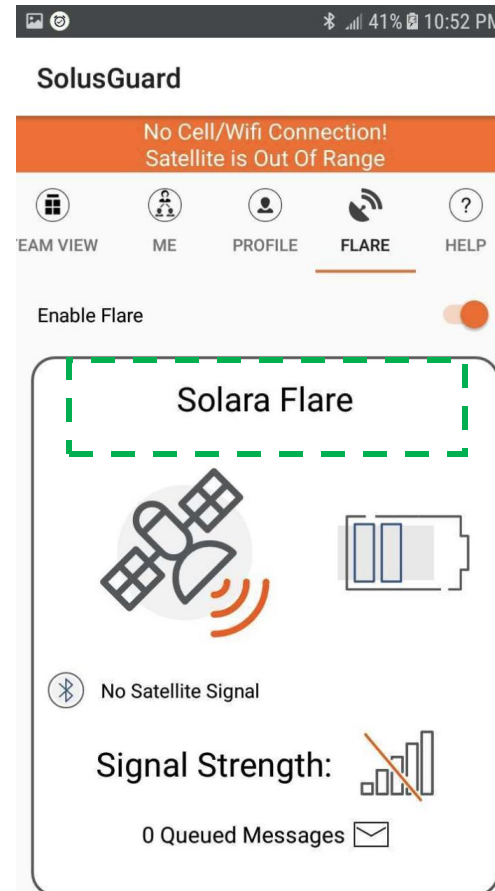
Bluetooth is turned off.



Getting Started - Synchronization

When you activate satellite capabilities on the Flare tab, the Solara Flare will take a few second to **automatically sync** to your cell phone.

Still syncing to the cell phone



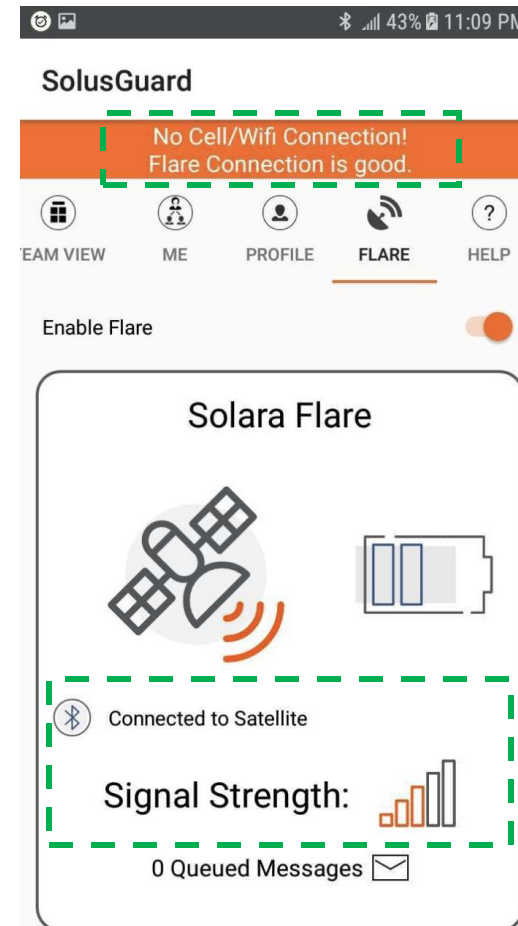
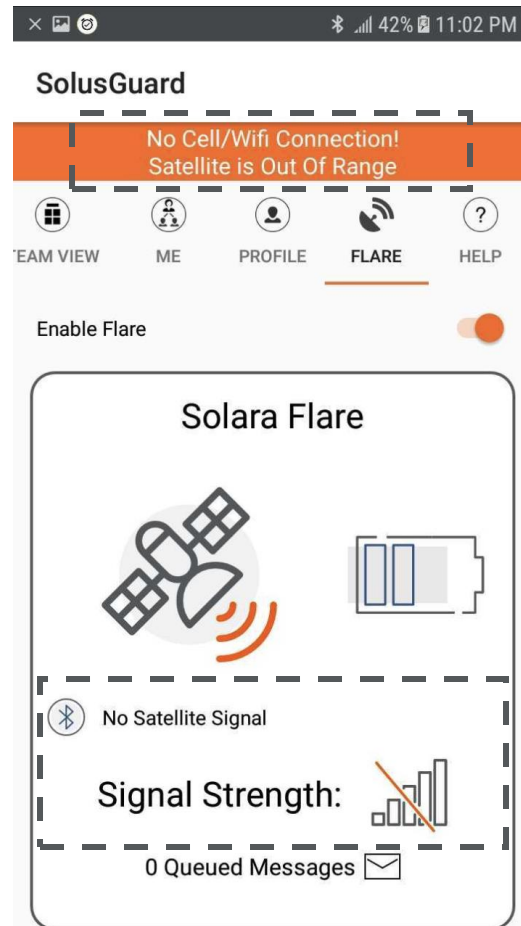
Flare is now connected to the cell phone

Check your Status

"Satellite is out of range"

Means there is no satellite signal

Signal Strength
0/5 bars



"Flare Connection is good"

Means there is at least one bar of satellite signal

Signal Strength
3/5 bars

Check your Status (continued)

External
Indicator Light



Once the satellite extender is powered on, this external light indicates whether it is communicating with the satellite network.

Red Blink: No satellite signal available

Green Blink: Currently communicating with the satellite network

Yellow Blink: There is an incoming message stored on the flare



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