Commsync
Safety Alert Solution

Empower-Prevent-Protect

GENERAL USER INFORMATION

SIM

USB

- The Safety Alert device comes in the form of a normal watch.

- The device is charged using a micro USB connector (like you would a phone). The connector is provided with the device. The charge port is located on the bottom right hand side (beneath the SIM port)

- **How long does it take to charge?**

  From flat to fully charged is up to 90 minutes

- **How long does the battery life last?**

  On standby, the charge lasts up to 72 hours. The battery life reduces with use (SOS alerts/ audio recording/ active screen time). To see battery percentage and time remaining, go to 'Settings' – 'Device' – 'Battery'. To see Battery Percentage on home screen, tick the Battery Percentage box.

  We recommend that you treat the device as would your phone and always be mindful of the remaining battery life.

  SOS Alerts can still be sent with low battery.

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- Turning the device **ON**: hold the button down on the top left side for 10 seconds.

  The device will let you know it is on by sounding a tune, lights will come on and it will be operational. After turning on, the initial location (GPS) may take up to 10 minutes to configure your location to satellite. The tracking will refresh every 5 minutes after that.

- Turning the device **OFF**: Hold the button down on the top left side for more than 10 seconds: we recommend not turning the device off unless necessary.

- Waking the device up from **SLEEP MODE**: push the button on the top left-hand side.

- To view **SCREEN DISPLAY**: touch the bottom of the screen on the watch, it will make a small vibrate and take you to the next screen. Swiping the screen on the watch takes you back and forth.

- AVOID – Go into settings or using apps. The device is to be used only for safety alert purposes.

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TRIGGERING AN ALERT

- Step 1: Press the top left button once to "wake up" from sleep mode to send an alert.

- Step 2: Hold the top left button down for up to 3 seconds to send an **Alert**. Once the Alert has been activated you feel a vibration on your wrist.

- The watch screen will go **BLACK** once the alert has been sent and activated.

- To end an Alert, the user must hang up the call by pressing the red bar on the screen.

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ALERT ACTIVATION

- Once your **Alert** has been activated, your designed safety response begins.

- The automated safety response workflow will continue until the SOS Alert has been acknowledged by a responder.

- The SOS Alert will trigger the all actions in the solution (voice calls/ emails/ SMS) to the identified safety and support network, with your location being available through the Commsync platform.
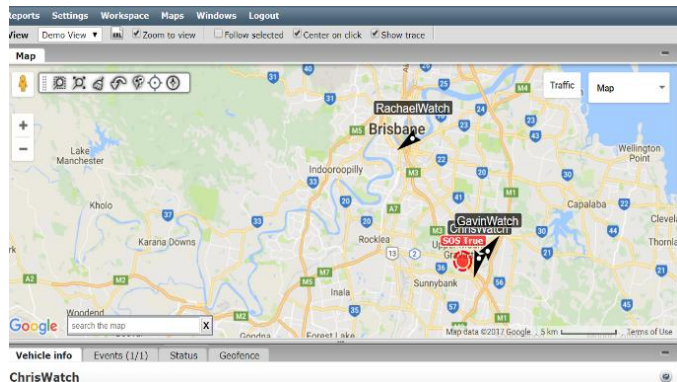
- Live audio transmission is recorded from the time the Alert is triggered and continues until the call is ended by the user (not the responder)

- GEO fence capabilities are available that trigger an automatic alert if the perimeter is breached. Please contact Commsync if you wish this feature to be activated.
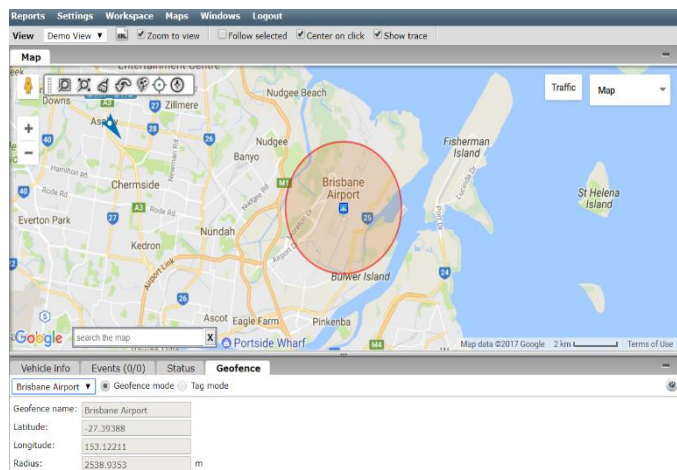
FREQUENTLY ASKED QUESTIONS

Is the device water proof?

The device is water resistant. We do not recommend showering or swimming with it on.

How accurate will its location be?

The device works with both GPS and WIFI. It is as accurate as that infrastructure enables it to be.

The accuracy can be interrupted due to environmental factors.

How do I know the alert has been activated?

When you activate an alert by holding the alert button down for 3 seconds you will feel a vibration on your wrist. You do not need to do anything else.

The watch will then go black.

How do I turn the alert call off?

Tap the screen of the watch and press the red phone receiver icon on the watch screen. This needs to be done to hang up the call. Once the call is hung up the responder will not be able to hear. Hanging up a call does not interrupt the location tracking capabilities.

Does the alert call finish when the responder hangs up?

Once the responder acknowledges the alert by pressing '3' on their phone, the workflow escalation process will cease (no longer call other responders). If the responder answers the call but does not acknowledge the alert (hangs up, goes to voicemail or rejects the alert), the alert will continue to escalate. Once the responder hangs up, they will no longer be able to hear audio through the watch, however, the user will still need to hang the call up from the watch to avoid excess telecommunication usage charges.

How do I turn it on?

Hold the top left button down until it comes on.

How do I send an ALERT?

Hold the top left button for 3 seconds. This is the button on the left-hand side of the watch with the watch face facing the user.

SIM Card

The watch connects through both a SIM and WIFI. The sim slot is up the top on the right-hand side of the watch when the watch face is facing the user.

SIM is inserted with chip facing to up to the front and the cut off corner in first to the card slot. (There is a small diagram located on the underside of the watch near the SIM port to assist)

Device Navigation

To navigate the device lightly press the bottom of the watch face.

Settings

This is a purposely altered device and is designed to be used for alert activation only.

It is important that you do not download Apps or alter any of the watch Wireless & Networks; Personal or System settings unless guided by a Commsync consultant as this may impact the functional capabilities of the device and void the Service User Agreement.

Device settings (such as Battery Percentage display; Font Size, Brightness and Language) can be configured as part of the initial set up process or upon advice from Commsync.

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