

A guide to using the SOS Fob



Introduction

Please note the fob is only for testing purposes only and doesn't supersede our current safety measures/processes. If anyone requires any help, we should respond in the appropriate way according to our processes. You will only need to call the clinician back to check that its working and check for sound quality for feedback.

For the purpose of this trial, The SOS Fob will be handed to the clinician by the driver at the start of shift, to be used while out on a visit or even around the base, the fob will be harnessed in a lanyard worn by the clinician.

The fob has an SOS button which the clinician will need to press in order to test it, once pressed, the fob will send an alert to the Driver and SM who will automatically be notified by a text message/phone call, and will contact the clinician on their device, to check that the fob works.

Via Phone: The Driver and SM will receive a call with an automated message naming the clinician in need of help, e.g. F6 clinician.

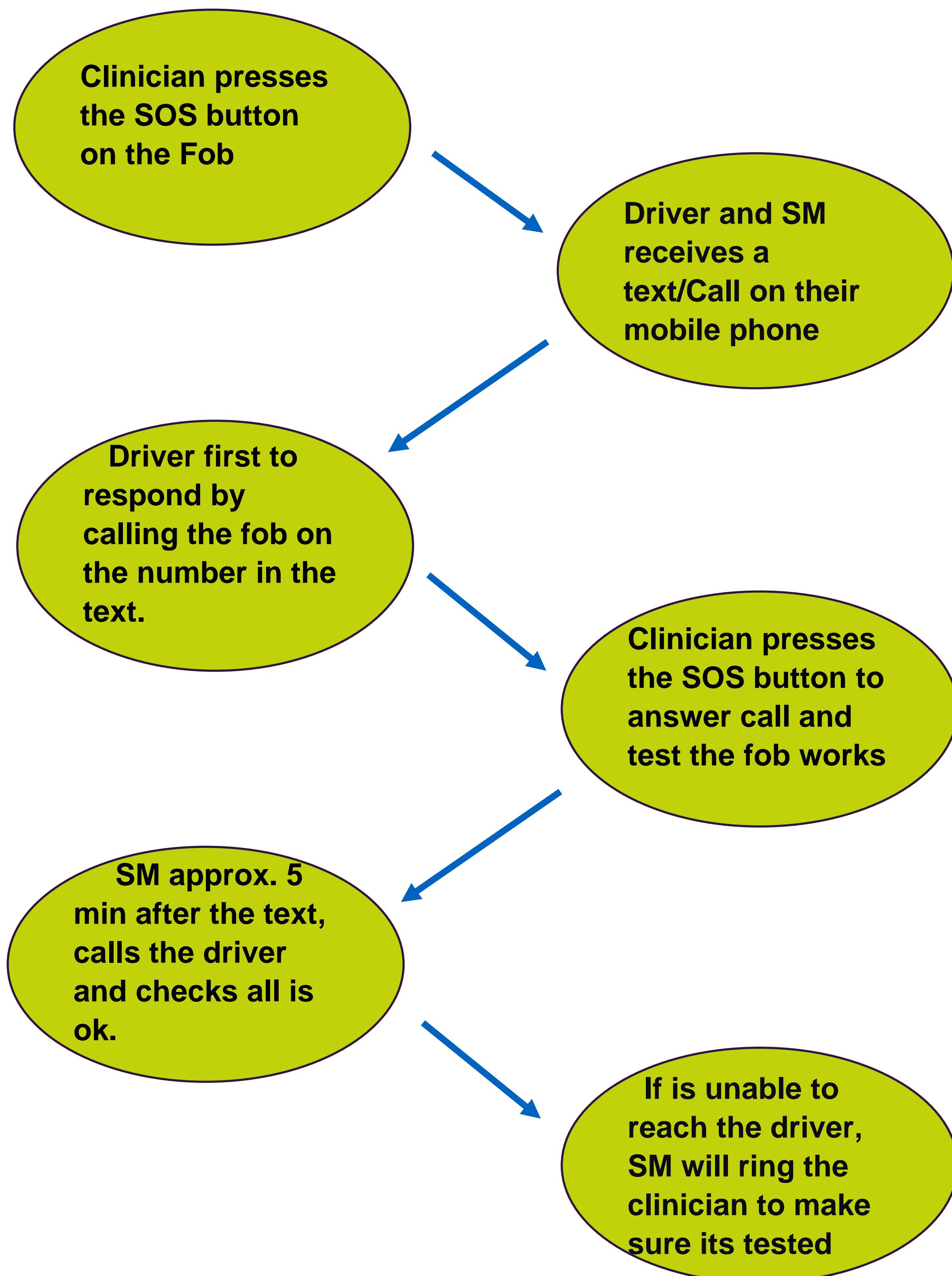
Via Text: The Driver and SM will also receive a text with the name of the clinician along with the mobile number of the Fob, so that they can call them directly on the fob.

The driver must be the first to contact the Clinician, and the SM will then contact the driver to check that everything is ok, if the SM is unable to reach the driver, they will ring the clinician on the fob to make sure its tested.

In the event that there is no mobile clinician available, we may ask that the driver goes out to test the Fob's reception in the surrounding area.

Below is the flow chart of the testing structure for the Fob, along with step by step guidance on how to operate the SOS Fob.

Testing structure for the fob



Turning on the device

Hold down the phone button on the side of the device until the device vibrates.



Both LEDs will slowly flash after turning on the device.

When the blue LED stops flashing and the green LED flashes twice every few seconds the device is ready to use.



Timer Feature

Please be aware that this device has a timer feature which is activated by holding down the phone button until the device vibrates AND you hear a beep. **Please do not use this feature, as its not needed at this stage of testing.**



Raising a panic alert

Hold down the SOS button until the device vibrates, the green LED will start to flash quickly.



What happens with alerts?

All alerts will be forwarded to the Driver/SM, who will automatically be notified by a text message/phone call. The text message will contain the Fob's number (pictured below in between brackets and starting with 44) on which they can contact the Clinician.

Panic Alert for F6 Clinician
(447624105679)-1:21pm.
To take control forward this message to LoneALERT Text (APAY) (120p Created from Device)

**Please remove the (44) and replace with a zero before dialling the Fob's number highlighted in yellow.

**The number in this illustrated image is the actual number for our fob.

What happens with alerts?

The Driver is the first who needs to call the clinician to test the device, they will need to check for clarity and strength of connection.

The SM approx. 5 min after receiving the text will call the driver to check everything went well, if they can get hold of the driver, they are to call the clinician and test the fob themselves.

Answering Calls from Driver/SM

**Press on the SOS button to
answer the call**

**(Please be aware that you cant
make outbound calls from this
device, you can only receive
calls from the Driver/SM)**



The fall sensor

FYI. When the device senses a fall of over 1 metre it will begin to beep. This is to let you know that the device is about to create an alert. The beeping will continue for 20 seconds, to cancel the alert press the SOS button during this time.



Charging the device

When the device has a low battery the blue LED will start flashing quickly.

The device is charged via the USB port located on the side.

The blue LED will light up when charging. The device can also be charged by using the charging dock, the device's blue LED will light up when charging and the dock's red LED will also light up.



Turning off the device

Hold down the phone and SOS buttons simultaneously, until the device vibrates. Both LEDs will stop flashing.

