



property & people protection 24/7



RedAlert ID

User Guide

Last Updated: Jan 2019

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➤ Introduction

The RedAlert ID may look like an ID card holder but underneath it is packed with mobile phone technology allowing lone workers to access dedicated emergency response teams at the press of button. **Covert activation is designed to avoid inflaming the situation with the aggressor unaware that operators are listening and recording the incident or that emergency support is on the way.**

Hardware



➤ Hardware Continued..

Charging

The Red Alert ID has approximately 24 - 72 hours standby time but will depend on usage and configuration settings. It is still best practise to charge the Red Alert ID every day.

To charge the Red Alert ID connect the charger using the provided charger adaptor. When on charge the Battery symbol will appear as

A minimum 3 hours charging is required to reach full charge.

Powering on & off

To power on the Red Alert ID press and hold the END button until the LCD screen turns on. Depending on your configuration the device will also vibrate and play a tone.

Depending on whether your Red Alert ID has the Amber Timer function enabled will depend on how you power off the device.



Amber Timer disabled requires you to press & hold the END button









Amber Timer enabled requires you to Press & hold both the ANSWER & END button











➤ Display Icon Description

Battery Status Symbols	
	Battery Level
	Battery Charging






GSM & GPRS Status Symbols	
	GSM Enabled
	GPRS (Data) Enabled
	GSM is Roaming
	GSM Network Strength




General Notifications Symbols	
	An operation is in progress
	Sim Card Failure. (Either missing, not enabled or faulty)

Red Alert Notification Symbols	
	A Red Alert is being initiated
	Countdown time remaining before Red Alert is triggered
	Lanyard Ripcord Reconnected
	Red Alert Cancelled

General Status Symbols	
	Red Alert call is active
	Tracking active
	Mandown is active/failed
	Amber Alert Timer is enabled

➤ Display Icon Description Continued..

GPS Position Symbols	
	GPS Active
	GPS Sleeping
	GPS not Available
	Accuracy of GPS - If the position is older than 1 minute the signal bars are displayed as wireframes.
	GPS sleeping (due to poor GPS coverage)

Man Down Notification Symbols	
	Displayed when a mandown alarm is raised and there is no pre-alert timer set
	This indicates the countdown timer remaining before a man down alarm is activated
	Displayed when a mandown alarm has ended

➤ Amber Alerts

The Amber Alert function is used by lone workers to record their position and work details so that operators can quickly locate the user in an emergency and also verify with other positional data.

The Amber Alert function allows you to leave a short pre-recorded message, up to 30 seconds; outlining any information about the situation you are entering i.e. location and any apparent risk. This information should be left before you enter a property or when entering an environment or situation where you feel your level of risk will increase. As the information is only accessed by the Alarm Receiving Centre (ARC) in the event of a Red Alert it is important this is kept up to date when your situation changes.

When you trigger a Red Alert we also use the network Location Services (LBS) and the GPS position to help locate you. As well as this we will also listen to the Amber Alert to confirm what property number you are in as well as any other information to be aware of, which is why it is so important and helpful.

How to Activate an Amber Alert


Push and hold the Amber Alert button until you hear a prompt asking you to leave your Amber Alert details. At this point you should begin speaking into the Red Alert ID leaving the necessary information. As standard an Amber alert message will record for 30 seconds but if you wish to stop recording before the 30 seconds simply press and hold the END key to hang-up. When leaving an Amber alert speak slowly and clearly into the device, and if possible please operate the Amber Alert in a quiet environment to reduce any disruptive background noise on the recording.



➤ Amber Timer

The Amber Timer is designed so that a Red Alert can be triggered when the end user is unable to manually trigger the Red Alert themselves. When enabled and powered on the Red Alert ID will countdown from a configurable time period. At the point in which the Amber timer expires then the Red Alert ID will trigger a Red Alert.

How to use the Amber Timer function

Push and hold the END button until the  image appears on the screen. This icon is your confirmation that the Amber Timer is enabled and that the Red Alert ID has began counting down from your pre-configured time period. At any point you can stop the Amber Timer by again pressing the END button. The Amber Timer has ended once the Amber Timer image disappears. The Red Alert ID will be configured with a Pre-Alert which will notify you when there is X minutes remaining of the Amber Timer (on the screen the remaining timer will be visible). Depending on the device configuration will depend on whether it notifies you by either making a noise, vibrating or both. At the point it begins notifying you, if you are able to do so then confirm you are ok by pressing and holding END button until the timer disappears. If however the timer reaches zero seconds then the Red Alert ID will automatically generate a Red Alert.

➤ Red Alerts

The Red Alert function is a single button used in an emergency to open up two-way communication 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 including all Bank Holidays.**

When should I press my Red Alert?

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.

Or, it could be that you've finished your shift and you're walking to your car but you have to pass a group of people and you feel intimidated and concerned for your safety. In this instance, set off a RED ALERT, speak into the device and inform the operator of your location and situation and ask that they just 'stay with you'. The operator will stay silent until you speak to them. Once you speak with them then they will happily interact. When you feel safe again, just inform the operator who will end the Red Alert. The Operators are very helpful and friendly so please do not be afraid to use the system.

Accidentally triggered a Red Alert?

The ARC operators are trained and experienced in emergency situations, they will listen in for a few minutes to gather all the facts and then follow the process for False Alerts. Under normal circumstances the operatives will end a Red Alert call when either you confirm the danger has passed or that a colleague or the emergency services are on site with you and when Orbis are confident that you are in safe hands.

Or, we may contact your organisation to confirm that it was a false alert or call you on your mobile (if applicable).

➤ Red Alerts Continued..

How to Activate a Red Alert

To There are 2 ways in which you are able to trigger a Red Alert:

1. Push and hold the Red Alert button
2. Pulling the Ripcord Alarm (Lanyard)



RED ALERT RIPCORD

RED ALERT BUTTON

➤ Red Alerts Continued..

What happens to the Red Alert ID when I activate a Red Alert?

When you activate a Red Alert, your Red Alert ID will vibrate and/or make a noise depending on how it is configured. This is your confirmation that it is acknowledging the Red Alert process.

The device communicates to the ARC by making a voice call and sending your GPS location. it is important to remember that this device has 2 way communication. This means that Orbis operators can hear what is happening, and are able to communicate with you if you are able to do so.

In order to activate a Red Alert, the device must have adequate network coverage. If you are in a area of no GSM signal whilst you trigger a Red Alert then the device will continue to retry up to 9 times.

All incidents are recorded and can be used as admissible evidence in a court of law.

How is a Red Alert Dealt with?

All Red Alerts are dealt with as priority; filtered and handled in accordance with BS8484 (potentially it could be a user in distress and in need of assistance so our operators act quickly to resolve this).

Our telephone system answers and begins to record your call as soon as it is connected.

When we receive a Red Alert, all operators within the ARC are notified of this, and the Alert is available at every operator's station. At the point this is dealt with, no other operative has the ability to deal with the activation in order to start filtering and dealing with the alarm in accordance with the standards and agreements in place.

➤ Red Alerts Continued..

What to do and how Orbis will resolve it?

One of our operators will be dedicated to listening in on the activation. This operator will not speak to you unless you break the silence. If the Red Alert appears to be genuine, a second operator will become involved and then deal with the escalation contacts as agreed in accordance with the standards and agreements.

If it is more serious then the second person will start the location process, which may consist of: retrieving your last Amber Alert for your positional information. We will also gather positional data from the network using Location Based Services (LBS) where we will confirm your location and cross-reference this with your last known GPS position. We will also listen in for any information which you may communicate to us during a live Red Alert.

If it has been decided that it is a false alert, we will follow your company protocols so we could do any one of the following activities. Call your work mobile (if you own one and if the number has been provided) to establish contact and verify that it was a False Alert, or we may Call, SMS, Email your 1st contact.

If an Amber Alert has not been left, it is up to you to tell us where you are should this be possible and safe to do so. Even in a covert manner it is acceptable, such as "Mr. Jones I haven't come to 22 Smith Street to be locked in your flat, please calm down..."

Once we know your location we will follow your protocol and where possible we will contact the emergency services and then your emergency contact(s).

➤ Man Down & Fall Alert

The man down function is an optional facility which may or may not be enabled on your Red Alert ID. If the facility is not enabled and you wish it to be so then you will need to contact Orbis to have this enabled. There are 2 types of Man Down:

1. **None Movement** – The Red Alert ID can initiate a Red Alert if no movement is felt after a configured length of time. If the function is enabled then at the point the timer expires the the Red Alert will grab the users attention by making a noise, vibrating, and/or both depending on how it is configured. At this point the device is in a pre-alert. How long a pre-alert will last depends on your configuration. At any point during the pre-alert you can conform you are ok by either moving the device or pressing the END button. If the device is not moved or the END button is not pressing and the pre-alert ends then a Red Alert will automatically be triggered. Whilst in pre-alert a countdown timer will appear on the LCD display.
2. **Impact and Fall** – The impact and fall function is designed for those working at hights. If the Red Alert ID senses sudden movement and impact such as falling from a ladder if will begin a pre-alert (how long is device configurable. If the pre-alert was to expire then an automatic Red Alert will be initiated. To stop the pre-alert escalating to a Red Alert then simply press and hold the END button. Whilst in pre-alert a countdown timer will appear on the LCD display.

➤ Essential Care and Maintenance

1. Charge your Red Alert ID regularly
2. Keep the Red Alert ID clean and avoid unnecessary knocks or drops.
3. Although the Red Alert ID is waterproof; avoid exposure to unnecessary rain or other wet conditions

➤ 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.

Emergency Contact

These are your work colleagues who we can call if you have made a Red Alert but we do not have enough information to make a decision about calling the emergency services. It is best practice to ensure your emergency contacts, or escalation contacts, are always available when you are at work. This means they should keep their mobile phone on at all times and answer our call. We would suggest each escalation contact stores our number into their mobile phone so they know we are calling, telephone number **01513432800**.

➤ CONTACT INFORMATION



Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

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



*Our wholly owned Alarm Receiving Centre operates
to BS5979 Cat II and BS8484 standards 24/7/365*