

▶ NSN SoloSafe GPS LoneWorker  
Golden Electronics 03 6231 1003

# Quick Start User Guide

The NSN SoloSafe Personal Safety Device, specially designed for Lone Worker applications and independent active seniors.



Cellular



GPS/Glonass



WIFI



BLE



# NSN SoloSafe GPS LoneWorker

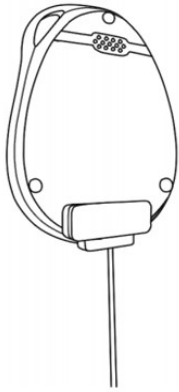
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## Getting to Know your Device



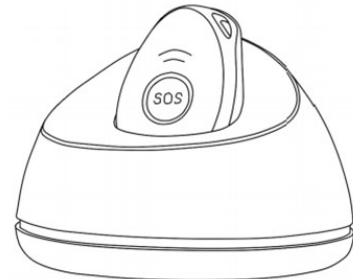
## Two Ways to Charge Your Device

### Charging by Magnetic USB Cable



- When placing the magnetic USB Cable on the device charging contacts make sure it is positioned correctly.
- The unit will provide audible feedback of charging.
- The Power Indicator (Red Light) should blink when charging and remain solid when fully charged.

### Charging by Charging Base



- Place the device in the charging base – Device will Vibrate.
- Connect the USB cable from charging base to the power adaptor.
- The Charging base light will glow when charging and turn solid when fully charged.
- The unit will provide audible feedback of charging.

**TIP** For first time use, please fully charge the battery for around 2-3 hours

**TIP** When the battery level falls below 20% it will send an email notification to the nominated emails

## Activating a Request For Assistance



### When you need Help:

- Press the SOS button for 3 – 4 seconds until you feel the unit vibrate.
- This will start the process for the Request For Assistance.
- This will allow Golden Electronics to receive your location and be able to Listen In (1-Way Communication),

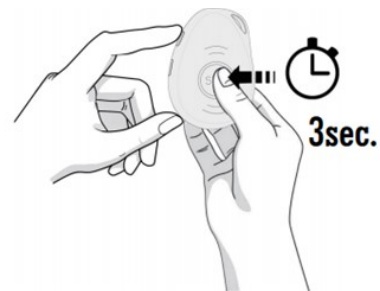
## Switching On Your Device



### To turn ON the device:

- Press the On/Off button for 1 second, all the LEDs will flash rapidly.
- The device can also be turned on automatically by charging via magnetic USB cable or placed into the docking station.

## Switching Off your device



### To turn OFF the device:

- Press and hold the side On/Off button and SOS button together for 3 seconds, until the LEDs turn Off

## Fall Down Alarm



The device detects a fall and will automatically send an alarm to Golden Electronics Control Room.

Due to the normal daily activities, the device may detect a fall incorrectly.

In this situation Users are able to cancel the fall alarm by pressing the SOS button once during the Audible Alert

**TIP** The unit has few chances for the fall down detect, it is recommended that users Press the SOS button if assistance is required.

## Specification:

- Dimension: 61mm\*44mm\*16mm
- Weight: 40g
- Battery: Rechargeable, 3.7V, 800mAh
- Charging voltage: 5V DC
- Waterproof: IP67
- 4 locating technologies: GPS, BLE, WIFI, LBS

## Cautions:

**Please comply with the instructions to extend the unit life:**

- Don't use & store the unit in dusty places.
- Don't put the unit in overheated or over cooled places.
- Clean the unit with a piece of dry cloth. Don't clean in chemicals, detergent.
- Don't disassemble or refit the unit.
- Using other batteries will cause unwanted situation.

## What do the Lights Mean ?

### ● Cellular signal indicator--Green

<b>Green</b>	Light shows a single flash rapidly every 3 seconds	Light shows a double flash rapidly every 3 seconds
<b>Means</b>	The device has a stable cellular signal	The device is registered to the cellular network

### ● Positioning indicator--Blue

<b>Blue</b>	Light shows a single flash rapidly every 3 seconds	
<b>Means</b>	The device has no latest location fix	

<b>Blue</b>	Light shows a double flash rapidly every 3 seconds	Light Off
<b>Means</b>	The device has latest location fix	The device is not fixing the latest location

### ● Power indicator--Red

<b>Red</b>	Red ON (solid)	Red shows a double flash rapidly every 3 seconds
<b>State</b>	Device has been fully charged	BLE connected

<b>Red</b>	Red Blinking Quickly	Red Off or blinking slowly
<b>State</b>	Battery power is lower than 20%	The device is charging

## Getting To Know Your Device – Startup And First Time Use

Before using the device for the first time, please plug in the AC adapter, attach the USB lead to both AC adaptor cradle and charge device for a minimum of 3 hours (check that the Charging Cradle red LED is on).

When the device is correctly inserted into the charging cradle the red LED on front of charging cradle will be illuminated and the Solosafe device will briefly vibrate with audible notification.

You can charge directly from the USB lead (without cradle) by inserting Micro USB connection on USB lead into Micro USB slot on side of device and connecting USB to power source (AC Adapter or USB charging port).

### **To turn the Solosafe device ON:**

- Press the side ON/OFF button for 3 seconds – all LEDs will flash rapidly, alternatively the device will automatically turn on when placed in the charging cradle or when charging directly from USB lead.

When turning the Solosafe device ON for the first time, please do so outdoors or in close proximity to a window so that device may effectively acquire GPS satellites.

To turn the Solosafe device OFF or perform a hard reset, press and hold the ON/OFF button and the SOS button together for 3 seconds until all the LEDs extinguish.

### **To activate an SOS Alarm:**

- Press and hold the SOS button for 3 seconds until you feel the Solosafe device vibrate, the green LED on side of device will start to flash rapidly, sending the SOS alarm to Golden Electronics.

### **TIP**

: We do not recommend powering down the Solosafe device unless instructed to do so by Golden Electronics.

### **To activate an SOS Alarm:**

- Press and hold the SOS button for 3 seconds until you feel the Solosafe device vibrate, the green LED on side of device will start to flash rapidly, sending the SOS alarm to Golden Electronics.

## How Does My Device Operate ?

- On receipt of the SOS alarm Golden Electronics operator will make a phone call to the Solosafe device.
- The vibration of the device is your indication that the SOS alarm has been received and actioned by our operator.
- You will not be able to hear the operator they will only be able to “listen-in” to events occurring around you.
- Depending on your predetermined requirements the Golden Electronics operator is able to upgrade the “listen-in” function on the SOS call to a 2-way voice call and converse with you via the Solosafe device.

## SMS Low Battery Feature

- Low Battery notifications will be emailed to a nominated email address.
- You will only receive a single email notification on low battery events. If you do not action the email notification in time or fail to place device on charge prior to battery running flat you will not be contacted.

## To Perform Periodic Test

- Contact Golden Electronics Monitoring Centre 03 6231 1003 and inform them of intended test.
- Press **SOS** button and hold until **Vibration Is Felt.**
- Contact Golden Electronics Monitoring Centre 03 6231 1003 to confirm correct receipt of SOS event.



## Important Information

- It is not intended for use as a life saving device
- Device can only perform as it should when operated correctly
- This is not a 'polled' device and will therefore not send notification should it loose connection with network or fail for any other reason, one of the benefits of having device monitored by our Monitoring Centre is a built in supervision window that can be set up if required / requested.
- If you do not receive the expected response on activation of SOS button seek help by an alternate method
- It is highly recommended that user periodically test device.
- Contacts listed on your account should be people who are available to assist you and aware of device operation
- Device is water resistant but is not designed to be submerged, do not wear while bathing, swimming or showering
- Switch off device when instructed to switch off all mobile devices on a commercial aircraft
- Avoid using a damaged power cable as this may result in overheating and present a potential fire risk
- Contact Golden Electronics for replacement parts should any part of your device and charging equipment become damaged
- Avoid direct prolonged exposure to sunlight and high temperatures to negate potential of overheating battery in device
- The Solosafe device is not intended to be used as a GPS tracking device, it's designated use is as a mobile Request For Assistance device
- It is the end user's responsibility to ensure the Solosafe device is charged and the LEDs are behaving appropriately
- SOS alarm actioning procedures are agreed on during the account setup between sales consultant and client
- Never use detergent or chemicals to clean device
- Intentional misuse may result in additional data charges and/or cancellation of account