SKY GUARD
Europe's Premier Personal Safety Service

Skyguard for Smartphone
User Guide
iOS (19.7)

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Contents

1. Welcome

Thank you for choosing the Skyguard for Smartphone service for iOS. This user guide provides instructions on the use of the software functions. Please read these instructions carefully and note that any changes made to the Skyguard application may change the functions of the software.

If you have any queries, please contact Skyguard Customer Support on **0844 257 0314** or via email **customer.support@skyguard.co.uk**.

2. Disclaimer

It is important that you follow the instructions in this User Guide carefully. Skyguard cannot be held liable for the non-performance of the Skyguard for Smartphone application or the Alarm Receiving Centre (ARC) and any ensuing consequences, if you do not follow proper usage.

Deliberate false alarms or hoax activations are in breach of the Terms & Conditions and can result in termination of the service.

3. Installation

The following instructions guide you through the installation
process. In order to complete the software installation, please refer to the welcome email that was sent to you (or your organisation's administrator), to download the app.

3.1 Set-up

Upon opening the application once installed, you will be presented with the 'Terms and Conditions' screen. Click the 'Agree' button to confirm your acceptance and to proceed. If you do not agree to the Terms & Conditions, the application will not function correctly and will close down.

You will also be presented with other permissions to accept once the application is verified. Please accept all permissions or else the application will not function correctly.
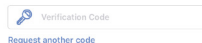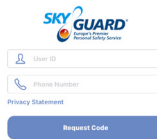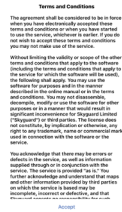
3.2 Verification

To complete the installation, a verification process is required to activate the application. To complete the verification process, enter your unique user ID and mobile phone number (in 44 or 353 format) when prompted, and select 'Done'. The phone number field may already contain the handset's number; in which case, you do not need to enter it manually. This is dependent on the handset and network service provider.

In order to find your individual user ID, please contact your account administrator. If you do not have an account administrator, please log on to Skyguard's Customer Service Centre (CSC) and create a user profile (https://csc2. skyguardgroup.com/login.aspx). Upon completion, a unique User ID will be provided.

Once the User ID and phone number has been entered and you have clicked to sign in, the application will require you to enter a verification code. You will receive this verification code via SMS text message, sent from Skyguard, to the phone number that was entered with the User ID. If the wrong phone number was entered at the previous stage, the verification code will not be sent to the correct handset. If a verification code is not received within 10 minutes, press the 'back' button to return to the user ID and phone number screen, where you can request another verification code.

Please ensure the phone number is in the correct format and is the correct number for the handset, when entered.

Once you have received the SMS text message containing the verification code, enter it into the application's relevant field and press 'Done'. Please allow up to 30 minutes for software verification to take place.

After the verification process is complete, you will have access to the application and all of its services, such as setting activity timers and leaving activity information.

Installation is now complete.

4. Additional Set-up

4.1 Bluetooth Device Set-up

If the additional Bluetooth Smart Button accessory has been purchased, the following instructions will explain how to connect it to the Skyguard for Smartphone application. If you have not purchased the accessory, please proceed to **section 5**.

4.2 Connecting Bluetooth with the Application

To begin Bluetooth device set-up, the Bluetooth button must be switched on by pressing and holding the button for 10 seconds. **Please note** – should you need to switch the device off, press and hold the button for 30 seconds until three beeps are heard, followed by the LED flashing.

Navigate to the Bluetooth settings on your Skyguard application in the settings menu, when in the Bluetooth menu you will see a list of Bluetooth buttons to pair with. In the menu you can select the Bluetooth Button with which to pair, once you paired the button will beep once and the LED will flash GREEN.

Should the Bluetooth loose connection to the iPhone application it is paired with then the button will flash RED once and beep twice. This is useful to keep of a track when this happens as bluetooth has a limited range of 50m outdoors, but indoor factors such as walls can reduce this range. Additionally, when the Bluetooth loses connection with the handset it will continue to search for a connection, this searching for a connection can quickly reduce the battery life of the Bluetooth button.

5. Application Features

5.1 Log Location

This option is used to manually send your GPS location via GPRS to Skyguard, where it will be accessible for the Alarm Receiving Centre and the Customer Service Centre (CSC) portal. This information is stored against your profile and is accessible in the case of an alarm, or when a location report is requested.

To send a current location report, select the 'Log Location' button on the application's main screen. Whilst the handset tries to acquire an up-to-date location, the GPS status will turn yellow. The following notification
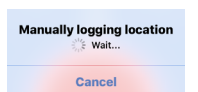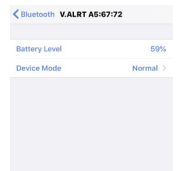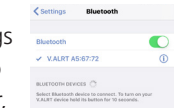
will appear to indicate that the application is currently acquiring an updated position.

When a new position is acquired, the handset will vibrate and a pop up message "Location has been logged" will be displayed.

Successful
Location has been logged.

OK

The Connections Status Box will also update the amount of positions sent and the last time the position was updated.
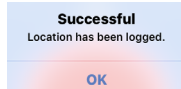
5.2 Log Activity

This feature allows the user to log a timed activity. When the 'Log Activity' button is selected from the main screen, the application will request for you to confirm that you wish to make the call before the log activity number is called.
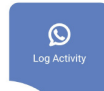
Log Activity

Once connected, the user is prompted to enter their Activity PIN number. When entered successfully, the system will then request details of the user's activity, followed by the length of time they want to assign to the activity.

If the user wants to cancel or extend a current activity, they can do so by pressing the 'Log Activity' button again. After initiating the phone call and connecting to the Skyguard system, the user will be given the option either to extend or cancel their current activity.

5.3 Set Activity

This feature allows the user to log a timed activity via text rather than making a phone call.

When the 'Set Activity' button is selected from the main screen, the user will be asked to enter their Activity PIN number. When entered successfully, the user will then be asked to input a timed duration in minutes. Following this, the user will also be able to enter details of their activity, up to 256 characters, in the text box and then select 'Send Activity' to complete the process. The amount of time remaining for the activity will be displayed on the 'Set Activity' tile on the main application screen.

If the user wants to cancel or extend a current activity, they can do so by pressing the 'Set Activity' button again. The user will then be asked to enter their Activity PIN number. Once entered successfully, the user will get the option of selecting either the 'Extend Activity' or the 'Cancel Activity' button.

5.3.1 Welfare Check (Optional Extra)

The welfare check is an optional extra that allows users to receive a check-up message if their activity is longer than 60 minutes.

Before setting an activity, users will be given the option to enable the Welfare Check feature as well as the timed interval they would like to receive the check-up message. Users will get a

choice of receiving a check-up message at set intervals depending on the activity duration.

When the activity is set, the user will then receive the check-up message "Are you Okay?" at the timed interval selected. If the user selects 'Yes' they will be asked to enter their PIN again and the set activity will continue. If the user selects 'No' or does not respond to the notification within 5 minutes, the activity will overrun and the system will raise an alarm.
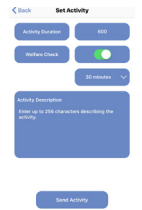
5.4 Check In/Out

Using the Check In/Out features will send a position update to the online CSC, as well as an accompanying message. This feature can be used to let managers know when a worker has started and finished work.

5.3 Alarm Now

One of the ways a user can raise an alarm in the event of an emergency is by pressing and holding the 'Alarm Now' button on the main screen of the application. The button must be held for at least 3 seconds to raise an alarm. Alternatively, if the user has the application running in the background whilst the phone is locked, the user can shake the phone for 3 seconds to raise an alarm. The sensitivity and duration of the shake can be altered by contacting Customer Support.
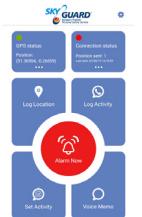
If an alarm is raised successfully, the phone will vibrate and automatically create an alarm in our Alarm Receiving Centre. The application will also acquire an up-to-date GPS location - or most recently stored location, and send the information to Skyguard so the user can be located.

5.4 Bluetooth Smart Button (Optional Extra)

The Bluetooth Smart Button is an optional extra with two main functions – raising an alarm and updating the handsets's current location. When the Bluetooth button is connected and paired with the iPhone, an alarm can be raised remotely, without the need to interact with the mobile handset. Holding the button down for 2 – 10 seconds and then releasing will raise an alarm. It is possible to manually update the handset's current location by pressing the button once.

5.7 Mandown (Optional Extra)

The Mandown feature is an optional extra that enables an alarm to be raised without pressing a button. If Mandown is enabled, it will raise an alarm once it detects three factors – a fall from a height, a period of non-movement and a change in orientation. When all three factors have been detected, the smartphone will continuously vibrate to let the user know an alarm is about to be raised. In the event that an alarm is not necessary, simply shake the phone whilst it is vibrating to cancel the alarm; the phone will stop vibrating to indicate the alarm has been cancelled. If the phone registers all 3 criteria and the alarm does not get cancelled, it will trigger an alarm to the Alarm Receiving Centre.

6. General Settings

Certain features in the application can be turned on and off via the settings menu. This makes the application customisable to each individual user and their activity. Depending on the user's tile selection, this menu will change to reflect those options not selected as a tile. This menu will also change depending on the features requested prior to setting up your account.
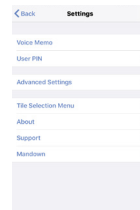
6.1 Bluetooth

Within this menu, the user will be able to connect their Bluetooth Smart Button and customise some of its features, such as LED alarm confirmation and sound/tone alarm confirmation. The Bluetooth Smart Button's battery percentage is also shown.

6.2 Voice Memo

This option allows the user to leave a voice message with useful information about their upcoming activity. However, this is purely for additional information and will not set a timer for the activity duration. The voice memo recording will be saved to the user's account and is accessible in the event of an emergency.

6.3 User Activity Pin

When setting, extending or cancelling activities, you will be prompted to enter a unique activity PIN in order to proceed for security purposes. If you forget your unique activity pin, it can be viewed or refreshed anytime in the application's settings. Click on the settings 'cog' in the top right corner from the application's home screen and select 'User Activity Pin'. The application will ask for a PIN to grant access, enter ***#99***.
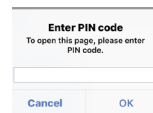
Once access has been granted, it is possible to view your unique user activity PIN, alternatively you can request an update of your user PIN by pressing the 'Refresh' button.

6.4 Advanced Settings

Further feature settings can be defined and set by the account administrator.

6.5 Tile Selection Menu

Upon opening the application, you will notice 4 tiles surrounding the Alarm Now button. These tiles are interchangeable via the settings menu. To change the tiles, simply click the Settings cog in the top right-hand corner and select Tile Selection Menu in the settings list. From here you can customise which tiles you would like displayed on the application home screen.

6.5 About

Additional software information and contact/email information for Skyguard can be found here, if the user requires customer or technical support.

6.6 Support

Information about the application's features can be found here, to help the user utilise the application fully.

6.8 Mandown

If Mandown is requested prior to setting up your account, it will be available to activate within the 'Tile Selection Menu' at the point of installation. If the Mandown option has been requested once your account has been set up, our team will send the settings remotely and Mandown can then be activated. Similarly, it can also be deactivated by pressing the Mandown tile.

6.8.1 Mandown Sensitivity

As one of the parameters of detection is fall from a height, there are three different settings that can be changed for users of different heights, these can be accessed by pressing the Mandown tile. These are Low, Medium and High. Low is recommended for taller users, Medium for average height users and High for shorter users. Change these settings accordingly to ensure maximum accuracy when using Mandown.