



Reliance Protect Pulse Device Training

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0800 840 7121



Aim & Objectives

Aim

By the end of this session you will have the knowledge to enable you to use your Lone Worker Device safely.

Objectives:

- Know how to switch your device on and off
- Have an understanding of the correct procedure to charge your device
- To be confident in the application of status check and amber alert.
- To be confident in activating an SOS and to close this down correctly, including the police escalation .
- Have the knowledge of the service desk and how they can assist you.

Charging

The Pulse will vibrate once when plugged into the docking station to confirm charging has started.



Charge the Pulse through the docking station **ONLY**.

A full charge takes three hours.

Charge the Pulse at the end of each working day

When charging is at 100% the red light will go out on the docking station. The Red light will reappear if the Pulse battery power then drops below 95%. When you take the Pulse off the docking station it will be at 100% or a minimum of 95% and be on and ready to use.

All functions remain enabled on your Pulse during charging.

Charging

Battery 25% or less >
(at least 6 hours battery
life remaining)



Vibration every 30 seconds
(You can stop the vibrations
by using the USB cable to
charge if required)

How do I know the Pulse requires charging?

Battery 10% or less >
(at least 1 to 2 hours
battery life remaining)



USB
Charging
Point

Constant flash

Pulse

BACK

IMEI Number

Loud Speaker

Charging Contacts

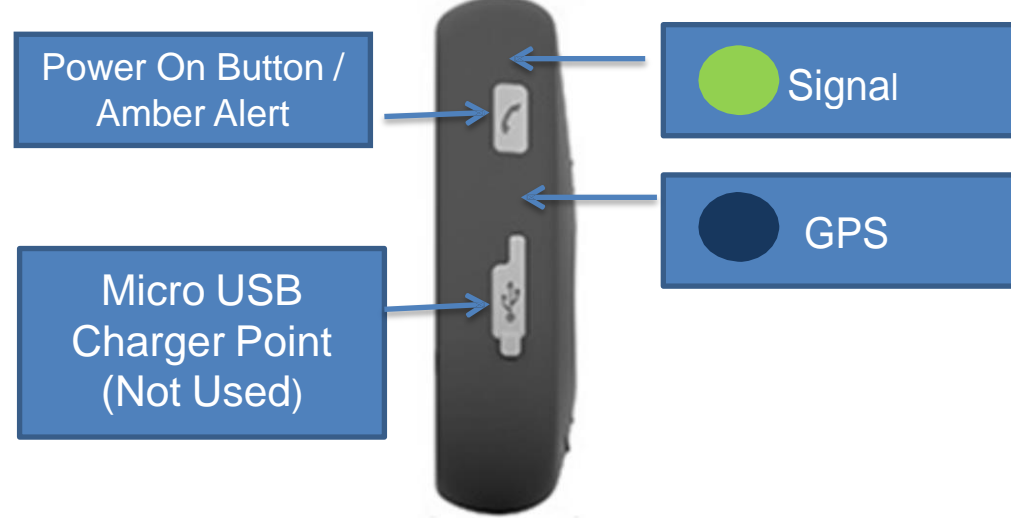


Pulse

FRONT



SIDE



Alarm Receiving Centre (ARC)

Manned
Monitoring



Operates 24/7



Archive
recordings for
evidence



BS8484/BS5979 Cat II Security Centre

ISO 27001 Accredited

Lone Worker Unique Reference Number (URN)
999/101

Locate users
via Amber
Alert/GPS



Access Red
Alert
recordings



Performs to
highest
industry
standards

Switching On Your Pulse

Remember your Pulse will be on if you have just taken it off charge.

Press Amber Alert firmly, until you feel one vibration.



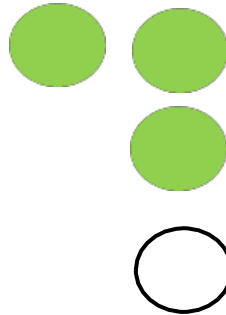
Please allow fifteen seconds for Pulse to fully switch on.

Status Check

The status will update every three seconds

SIDE

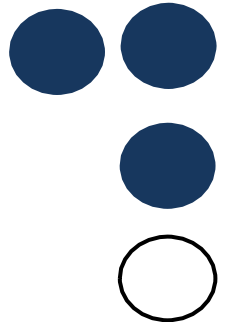
LED Indicators



Two Blinks – Strong Signal

One Blink – Good Signal

No Green Pulse Off – No Signal



Two Blinks – Pulse has an accurate GPS fix

One Blink – GPS running, but not able to get a location

No Blue Pulse Off – GPS not in use



Is your Pulse in good working order before Lone Working?

GPS

The GPS Technology

The device looks for a new fix every 5 mins. If it grabs a new position it stores it (it doesn't send it to us). If it cannot grab a position it keeps trying indefinitely.

However, as a battery saving mode, if the device stops moving the device will stop looking for GPS i.e. gets placed on a shelf at night or put on charge and left overnight). As soon as the device detects movement it starts the process of trying to grab a location position.

Any Button Press – Red & Amber Alerts

Any button press forces the device to start looking for a new location position. After 15 secs it will timeout and send either it's current position or last known position into the ARC(Alarm Receiving Centre).



Amber Alert

Step One

Press firmly until Pulse beeps and vibrates

Step Two

Await message:
'Please leave your Amber Alert details now'.

Step Three

Speak now Leaving your full name, house No, street, town, post code using the Phonetic Alphabet, length of time of visit if known and if not log out on leaving visit. The Pulse will vibrate twice every few seconds to let you know its recording

Confirm location in three simple steps.



SOS Alert – When Do I Use It?



Physical Abuse

Verbal Abuse

Vulnerable

At Risk

Threatened

Slips

Trips

Falls

SOS - Activation

Press and hold firmly the
SOS Button

For three seconds until you feel one short vibration The Pulse will look for a GPS fix and then dial in to the Alarm Receiving Centre (ARC)



Once connected, the Pulse will vibrate twice every ten seconds. This is your reassurance that you are connected to Reliance Protect's Alarm Receiving Centre (ARC).

Alert – What happens

Average response to an alert is 4 secs with 99% responded to within 10 seconds

Response = operator is assessing the audio

Alert is initially triaged by an operator to assess whether it is a false or genuine

All genuine alerts are prioritised

A dynamic risk assessment is carried out based on the audio received, this may take seconds or minutes depending on the situation that is heard.

The operator will then follow a defined course of action based on the audio heard and the severity of the situation.

SOS Alert Cancelling



**The Alarm Receiving Centre (ARC)
will always call after every Red Alert.**

**Confirm to Receiving Centre
(ARC) when safe/false alarm**

**FALSE
ALARM**

**I AM NOW
SAFE**

Await for two vibrations

**Press the SOS Button for one
second**

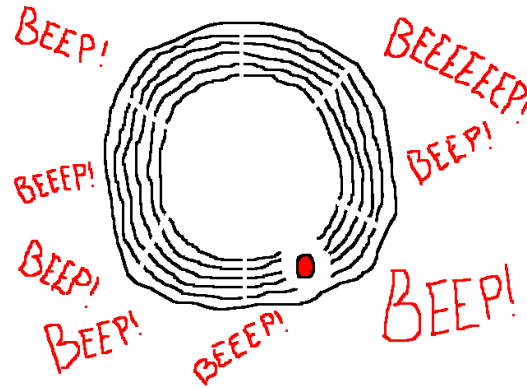
**Vibration stopped?
SOS has cancelled**

Incapacitation Alert

This option may not be available for this Contract

Pulse Incapacitation Alert

The Incapacitation Alert trigger is based on impact detection. If the device detects a fall of over 1m and a rotation of at least 45 degrees, it detects a Incapacitation Alert situation and goes through a 30 secs pre alarm phase – beeps loudly every other second. The user needs to close the pre alarm down by quickly pressing the SOS button. If not, the device escalates to a Red Alert – searches for a current location position, dials the Incapacitation Alert number.



SOS Alert - Not Connected

Following activation, if you don't feel the two vibrations every 10 seconds and it is safe to do so, try to move and get better signal while in redial mode. Your Pulse will try to redial for three minutes automatically.



Activate SOS by pressing the button for three seconds, your Pulse will acknowledge your button press with a short vibration it will then look for GPS fix and then dial in to the ARC

After the three minutes, if you feel a very long vibration (two seconds long), this means that your Pulse has stopped redialling and, if safe to do, please try to move to a place with better signal and activate the SOS again.

If the Pulse is connected and then connection is dropped, the ARC may attempt to dial into your Pulse to re-establish connection

SOS Alert Activation Support

Our dedicated Alarm Receiving Centre never closes

You will receive a call from the Alarm Receiving Centre when we believe you have activated a False Alarm or after a Genuine SOS Alert is closed

01977 69 66 35 (the end 2 digits may vary)

Missed our call in relation to a SOS Alert
Call

0800 840 7121 (option 2, 24/7)

What Warrants a Police Escalation

- The operator must be able to confirm the users location and communicate this information to the police Users location is provided by the Amber Alert and supportive GPS fix
- Device users escalation contacts will be informed via telephone, if no address details can be obtained from Amber Alert or through device SOS Alert activation
- Agreed protocols with organisation to be actioned

2 Ways of contacting
the Police via URN or
999/101

URN(High risk)

The operator judges the safety of the user or individuals in the vicinity of the user is/are at serious risk.

Level 1 Police response
WHEN WARRANTED

999(Lower risk)

- Public Order outside of premises
- Criminal offence in progress outside of premises
- Disputes over payments

101(Lower risk)

- Shoplifting
- Drive-offs/bilking
- Noisy parties
- Drug taking/substance misuse
- Criminal offence (any) already occurred
- Minor disorder at premises
- Disputes over payments

Additional Feature: Two Way Audio



Pulses with two way audio enabled allow the user to speak to a Reliance Protect Operator through the Pulse when in SOS activation.

The Operator will only communicate through Two Way Audio when instructed by the user to Break Silence or in the case of a Incapacitation Alert

Dynamic Risk Assessment

While using the Pulse you should carry out your own risk assessments

Points to consider:

Is the Pulse being used in accordance with the instructions and training provided?

Will the emergency services be able to respond to an alert

Have I checked the network and signal coverage in the area?

Do I need to make any prior arrangements?
Arrange a buddy call to a colleague, two
Person visit, Re-book visit to take place at
alternative location?



The solution and Pulse supplements your organisations policies and procedures, it does not replace them.

Reliance Service Desk Support

Assistance

Who to contact when I change my number?
Reliance Protect Service Desk
How about issues or problems with your Pulse?
Contact Reliance Protect Service Desk.
You must inform your Line Manager.

You can contact us:

Service Desk Contact Details

Email: servicedesk@rht.co.uk
Phone: 0800 840 7121 (Option 1)

Data Storage and Security

Amber Alert

Stored for three months.

Genuine Red Alert

Stored for twelve months,
owned by your organisation.
Supportive evidence for
Police and Court.

False Red Alert

Deleted within twenty four
hours.

The information we store can be made available to the person responsible for the Lone Worker devices within your organisation and emergency services and may be used to assist in any investigation and or legal action against an alleged assailant.

The Regulation of Investigatory Powers Act (RIPA) 2000. (Part 26, clause 2):

When an aggressor places you under threat, they lose all legal rights to be informed that you are raising a Red Alert recording. Activation is only permitted during interaction with an individual(s) placing you under risk.

Example: Red Alert activation before engagement with an individual is not permissible.

Monthly Activity Report



Low Battery
Amber Alert
Red Alert
GPS location events

All of the information recorded is time and date stamped and allows us to quickly identify any problems for example battery issues

Your employer will be provided with a report detailing the usage and activity on your Pulse

Text & Go Live

IMPORTANT

The Pulse will go live within five working days

(not including weekends and bank holidays)

If you do not receive a text message, please contact the Reliance Service Desk.
Call 0800 840 7121 option 1

You must receive a text message to confirm The Pulse is activated.

Implementation Team must have a completed 'New Connection Form' & 'Escalation Form' from your Manager.



Switching Off The Pulse

Remember you can just place the Pulse on charge

