



RedAlert 1100

User Guide

Last Updated: Jan 2019



CONTENTS

Introduction & Background	3
Important Information	3
Appearance & Buttons	4
Display Icon Description	5
Included in the Box	6
Charging the Device	6
Installing the SIM Card	7
Switching the Device on/off	7
Menu Tree	8
Call History Menu	9
Check GPS Menu	9
Message Menu	10
Sound Menu	10
Settings Menu	11
Alarm Menu	12
Contact Menu	12
Amber Alert	13
Red Alert	15
Emergency Services/Contacts	17
Contact Information	18



➤ Introduction & Background

Equipped with a Red Alert button users are only one press away from assistance. Supported and monitored 24/7 by the Orbis BS 8484, BS5979 CAT II, Alarm Receiving Centre (ARC) user can be rest assured that in a situation where they require assistance, help will be readily available. Positional information is obtained by the ARC using both GPS and LBS (network Location) technology meaning that a user can be located within a couple of meters. Weighing just 75 grams, the device can be worn without impacting on the user's daily routine.

Important Information

It is important that the SIM card in your device is not removed and replaced with another. If a SIM card does need changing then you must inform Orbis before this is done. Changing the SIM card without informing Orbis could result in the device not functioning correctly.












Before you use the RedAlert 1100 for the 1st time it is important that you fully charge the device (2-3 hours). Not doing so can impact on the battery capacity of the device meaning less effective battery life.

➤ Appearance & Buttons

HARDWARE	FUNCTIONS
Power Key	<ul style="list-style-type: none">• Hold down this key for 2 seconds to turn the device on & off• On standby, press this key to lock & unlock the keypad
Volume Key (+/-)	<ul style="list-style-type: none">• On standby, press this key to increase & decrease the volume• While in talking, press this key to increase & decrease the voice volume• In menu, press this key to page up or down• Press this key to set alarm time
Left Soft Key	<ul style="list-style-type: none">• On Standby, press this key to open the main menu• Press this key to perform the function of the prompt displayed in the left corner of the screen• Press this key to except an incoming call• Select a contact and press this key to dial call
Right Soft Key	<ul style="list-style-type: none">• Press this key to perform the function of the prompt displayed in the right corner of the screen• Press this key to end a call• In standby, press this key to toggle between general and silent mode• Press this key to reject an incoming call
Speed Dial Keys (1,2,3,4)	<ul style="list-style-type: none">• On standby, press the number key to display the preset contact• In menu, press key 1 or 3 to page up or down• In most submenu's press key 2 to return to previous menu• Press key 4 to open the next menu• Key 1 will be programmed for the Amber Alert
SOS Key	<ul style="list-style-type: none">• At any time press and hold the SOS key to dial the Alarm Receiving Centre• When in unlocking SIM card, press this key to enter a PIN number
Mini USB Interface	<ul style="list-style-type: none">• Plug in the mains adapter into this interface to charge the battery• Plug in your USB earphones

➤ Display Icon Description



-  GSM Signal Strength
-  GPRS is Enabled
-  Keyboard is locked
-  Silent mode is enabled
-  Earphone mode is enabled
-  Ring mode
-  Vibration mode
-  SMS message received
-  Start-up Alarm
-  Battery level display
-  Missed call

➤ Included in the Box

- RedAlert 1100 Device
- 850 mAh Li-on battery
- AC Mains adaptor
- USB Earphone

Charging the Device

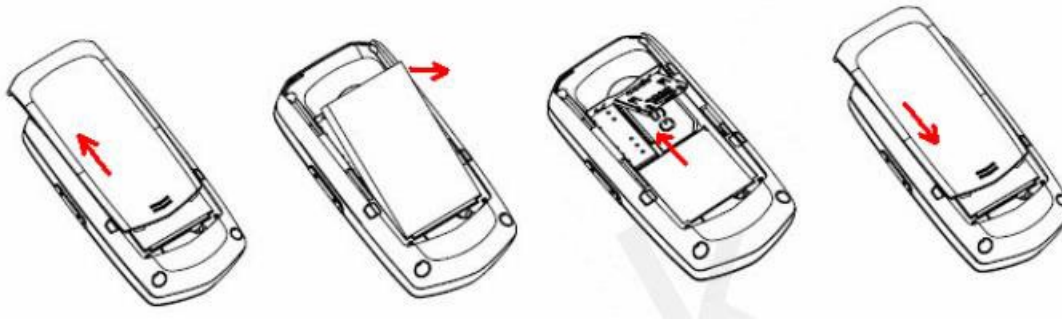
Only charge the Code5 1100 device with the mains charger that was included in the box. During charging the battery capacity icon will flash periodically. If the device is powered off whilst on charge the charging indicator will again be present. When the battery is fully charged the battery capacity icon will display full and will no longer flash. Again if the device is powered off whilst on charge, once the battery is fully charged a charging complete message will be displayed. It usually takes around 3 hours to fully charge a Code5 1100 device from an empty battery.

NOTE: BEFORE USING THE DEVICE FOR THE 1ST TIME, IT IS IMPORTANT IT HAS BEEN GIVEN A FULL CHARGE



► Installing the SIM Card

Ensure the device is powered off before removing the back cover by sliding it upwards. Remove the battery to view the SIM card slot. Move the SIM card slot cover up; pull it up and insert the SIM card into the SIM card slot as shown below. Insert the battery and slide on the back cover.



Switching your device on and off

To turn on the device simply press and hold the power key. When powering on the device will automatically look for a valid SIM card. If the device successfully detects a SIM card then it will then automatically find the appropriate GSM network. To power off the device, simply press and hold the same power key.

➤ Menu Tree

1. Call History					
1.1 Missed Calls	1.2 Dialed Calls	1.3 Received Calls	1.4 Delete Log Call		
2. Check GPS					
3. Messages					
3.1 Inbox		3.2 Delete Inbox			
4. Sound					
4.1 Alert Mode	4.2 Ringtone	4.3 Ring Volume	4.4 Keypad Volume	4.5 Alarm Tone	4.6 Message Tone
5. Settings					
5.1 Time & Date	5.2 Language	5.3 LCD Backlight	5.4 LCD Contrast	5.5 Auto Keypad Lock	5.6 Auto Answer
					5.7 Restore Factory Settings
6. Alarm					
7. Contact					
7.1 Speed Dial	7.2 Controlled Contact	7.3 SIM Contact (optional)	7.4 SOS Number		

➤ Call History Menu

The call history menu allows you to view the last 20 missed, received, dialled calls. To enter the menu, press the left soft key. From here you have 4 options:

Missed Calls	List Missed Calls
Dialled Calls	List Dialled Calls
Received Calls	List Received Calls
Delete Call Log	From here you can select the delete all option, this will delete all logs of missed, dialled and received calls.

Check GPS Menu

This menu option is used to check if your Code5 1100 device has a current GPS fix. To enter the menu, press the left soft key. If your device has a good GPS reception then the screen will display your location information, including the longitude, latitude, speed, etc.

➤ Message Menu

Enter the message menu by pressing the left soft key. Within this menu there are 2 options:

Inbox	<p>When an SMS message is received, the device will vibrate or ring to notify you of a new message. The unread message icon will also appear in the display. If there is no room to store the message then the glittering icon of a new message will be displayed.</p> <p>Press the left soft key to view the message. If you wish to delete the message press the left soft key to delete and confirm by pressing the left soft key again.</p> <p>Note: the inbox limit is 200 SMS messages</p>
Delete Inbox	<p>Press the left soft key to delete all the messages in your inbox and confirm this by pressing the left soft key again.</p>

Sound Menu

Alert Mode	Choose whether you want the device to vibrate or sound for incoming calls
Ringtone	Choose from 25 ring tones
Ring Volume	Choose the ring volume 1 - 7
Keypad Volume	Choose the keypad volume 1 - 7
Alarm Tone	Choose from 25 ring tones
Message Tone	Choose from 10 tones or silent

➤ Setting Menu

Enter the settings menu by pressing the left soft key. From this menu you will have 7 options:

Time and Date	From here there are three options: <ul style="list-style-type: none">• Set home city: Select from 77 home cities• Set time/date: Set the current time and date• Set format: Set how you wish time and date to be displayed
Language	Select the language to wish to use
LCD Backlight	Set backlight level
LCD Contrast	Set contrast level
Auto Keypad Lock	Select from 5sec, 30sec, 1 min and 5mins on standby. If you do not use the device within the time, the keypad will lock. Selecting off disables this function.
Auto Answer Setting	From here there are two options: <ul style="list-style-type: none">• Normal auto answer• Silent auto answer When the above two options are active, the device will answer all incoming calls automatically
Restore Factory Settings	Selecting this option will reset all settings on the device to factory settings. If this option is chosen then the badge will require reprogramming again. NOTE: the default password is: 1122

➤ Alarm Menu

This option allows you to set an alarm on the device. This alarm can be set to activate even if the device is switched off.

Contact Menu

Although the Code5 1100 device only has 4 speed-dial keys it is able to store up to 20 numbers in its controlled contacts. These numbers are pre-set and setup and managed by Orbis before the devices are shipped.

Press the left soft key to enter the contact menu. From here there are 4 options:

Speed Dial	This will show the speed dial numbers from 1 to 4 (1 will always be your Amber Alert)
Controlled Contact	This will display all controlled numbers. Scroll through contacts using 1/3 speed dial keys. Press the send key to dial the number.
SIM Contact	This will show all numbers saved to the SIM card. Scroll through them using 1/3 speed dial keys. Press send key to dial the number.
SOS Number	This will show the number of the Orbis Alarm Receiving Centre.

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 verify their location with other positional data.

The AMBER ALERT function allows you to dial into the ARC 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 ARC in the event of a Red Alert it is important this is kept up to date when your situation changes.

When you activate a Red Alert we also use the mobile network Location Services (LBS) to help locate you, as well as GPS (accurate to 3 to 15 meters), 95% of the time), and the AMBER ALERT will help to confirm what property number you are in as well as any other pertinent information to be aware of which is why it is so important and helpful to the Alarm Receiving Centre.

To activate an AMBER ALERT simply press and hold the 'ON/Off' button located on the side of the device until you feel a vibration. After a few moments you will hear the following message:

"Please leave your location details, including name, location and postcode"



At this point you can leave your AMBER ALERT message by speaking slowly and clearly into the device. Where possible please operate the AMBER ALERT in a quiet environment to reduce any disruptive background noise on the recording.

Some examples of the type of information you may wish to leave in an AMBER ALERT are:

- Name (if pooled device)
- Property name or number
- Road name
- Town
- Postcode
- Any pertinent information
- Use phonetic alphabet if necessary

Once you have completed your AMBER ALERT recording you can hang up the call by pressing the large red SOS button. Remember when hanging up a call to only press the SOS button 1 time as pressing it again will result in a Red Alert.

Depending on your configuration you can also set a timer when you start an Amber Alert. If this feature is enabled simply press and hold the Amber Alert button and speak into the device as previously explained. This time however the device will begin counting down from the programmed time period (for example 1hr).

When there is 1 minute remaining of the programmed time period the device will continually vibrate and make an audible noise until the total time has expired. At any point you can quickly press the amber alert button to extend the timer or press and hold the amber alert button to close the amber timer. If for whatever reason you are unable to extend or close the Amber timer then the device will automatically trigger a Red Alert.



RED ALERTS

The RED ALERT function is a single button used in an emergency to open up a two-way communications with the Orbis ARC.

RED ALERT activations are immediately responded to by Orbis operators experienced in handling emergency incidents who will listen and assess the situation, locate the user and summon assistance.

Typically, it is used the moment you experience verbal, racial or physical abuse as well as for accidents and injuries. 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.

For example, 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'.

When you feel safe again, just speak to 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. There will not be any additional charges to your organisation other than the cost of a local (National) phone call. You can use this as often or as little as required.

To activate a RED ALERT, press and hold the circular SOS button until you feel the device vibrate. By doing this the device will automatically make a call to the Orbis ARC. It will also send the last known GPS location to the ARC.

It is important to remember that Orbis operators are trained to listen, and only speak if spoken to.



All incidents are recorded and can be used as admissible evidence in a court of law. Management can request a copy post-incident by emailing lwpsupport@orbisprotect.com

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 station.

One of our operators will be responsible for listening in on the activation; this operator will only speak if spoken to. If the Alert appears to be genuine, a second operator will become involved and will make contact with the escalation contacts as agreed in accordance with the standards and customer escalation agreements.

The second operator will also access additional information including: retrieval of your last Amber Alert for additional verification purposes and positional information. We can also get positional data from the network using Location Based Services (LBS) where we will confirm your location by cross-referencing this with your GPS location. We will also listen in for any information that you may communicate to us during a live RED ALERT.

If an Amber Alert has not been left, and it is safe to do so then please provide us with information as to your location. An example of this can be achieved in a covert manner "Mr. Jones I have not come to 22 Smith Street to be locked in your flat, please calm down..."

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

Wherever possible, please talk to the operator (unless you would be putting yourself in danger) to assist in gathering the facts and what type of situation you are in.



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*