

# NeverAlone GPS Mobile SOS Personal Duress Tracking Device



Instructions to test your **NeverAlone** Device to the **Monitoring Centre** are as follows:

1. If applicable, advise your Manager/Supervisor prior to testing as they will receive notification
2. Phone MSE VIP GPS Monitoring Centre on **1300-300-823 (11am-3pm Mon -Fri)**.
3. Advise the **Service Name + Voice ID Code + Duress System ON TEST** then end call.
4. Confirm Green, Blue & Yellow lights flash intermittantly
5. Take note of your **Location + Date + Time + User Name**.
6. **Press and hold the SOS button until the unit vibrates.**  
Approximately 3-5 seconds until the unit vibrates. This signals the transmission has begun.  
In a true event – Monitoring staff will call the unit to determine if assistance is required.
7. Phone MSE VIP Monitoring Centre on **1300 300 823** to **confirm GPS location date & time**.
8. Advise **TESTING COMPLETE** and end call.



**Test faults & troubleshooting refer below**

The NeverAlone Personal Duress Tracking Device utilises the **Global Positioning System (GPS)** to determine the device's geographic location and the Mobile Data Network to relay the unit's position to MSE Alarms VIP Monitoring Centre when the **SOS** Button is pressed and held (approx. 3-5 seconds).

From power up the unit will use the **GPS** network of Geostationary Satellites to locate its initial position. Press the Check IN button for 1 second until the device vibrates. This initial position can take **up to 2 minutes** to determine depending on satellite numbers and signal strength. This location cannot be achieved if you are inside a building or structure that blocks the satellite signals. We recommend the unit be outdoors and the Check IN button be pressed prior to testing to give the most accurate and up to date location. When the SOS button is pressed the unit transmits the last know location and opens a **two-way telephone call** that MSE VIP Operators monitor.

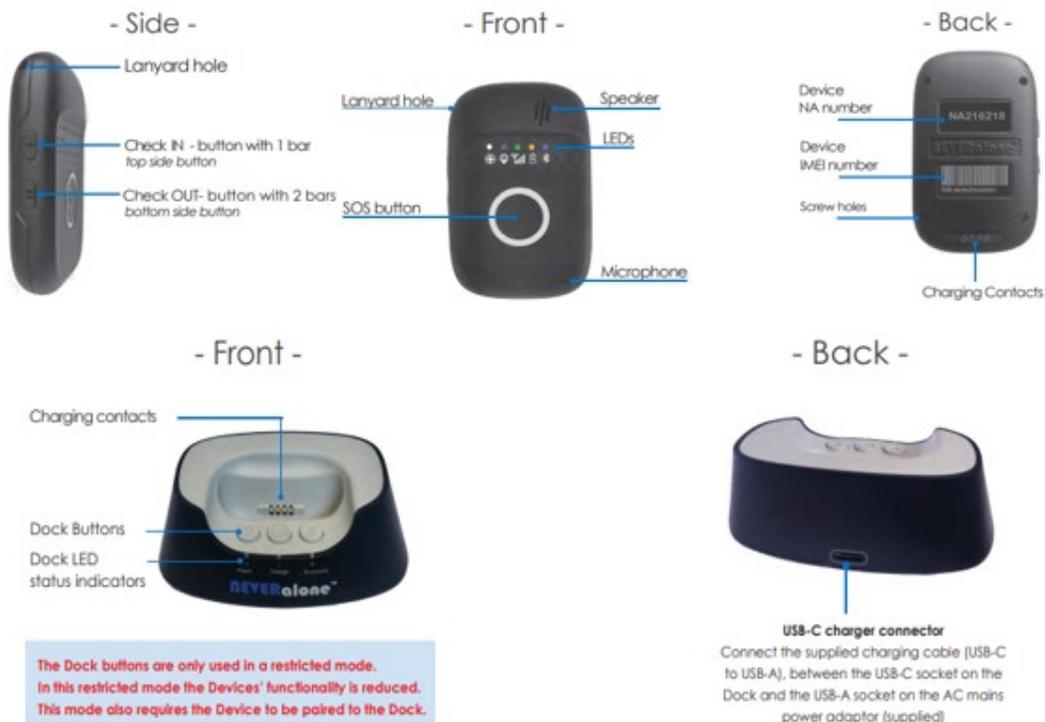
## IMPORTANT:

- Make sure the device is in a Mobile coverage area.
- We recommend the device is charged daily/nightly.
- Test regularly to ensure correct operation and familiarisation.

## DAILY USE:

Prior to entering a building, to ensure the most up to date location is achieved, Press and Hold the Check In button for 1 second. The Green GPS light will flash rapidly to confirm the update request.

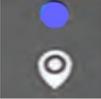
## IDENTIFICATION OF UNIT COMPONENTS:



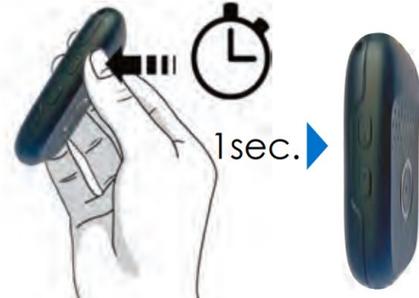
# What do the Device lights mean?



To see the status of LEDs, tap any side button

	<p><b>Welfare LED - White LED</b>            Single flash      Checked IN - Welfare timer not enabled            Double flash      Checked IN - Welfare timer operating            Triple Flash      Checked IN - Welfare timer running out            OFF                  Not Checked IN or Device OFF or is asleep</p>
	<p><b>GPS LED - left Blue LED</b>            Single flash      Searching for satellites            Double flash      GPS has a location fix            OFF                  GPS not looking for satellites or LEDs asleep</p>
	<p><b>GSM LED - Green LED</b>            Single flash      Device has GSM signal but not registered            Double flash      Device registered on GSM network            OFF                  Device powered OFF or LEDs asleep</p>
	<p><b>Battery Power LED - Amber LED</b>            ON                  Device fully charged or as a key is pressed            Long single flash      Device charging            1-5 quick flashes      When any button pressed, 1-5 flashes indicate battery level. <b>5</b> flashes &gt;80%, <b>4</b> flashes &gt;60%, <b>3</b> flashes &gt;40%, <b>2</b> flashes &gt;20%, <b>1</b> flash &lt;20%            Flashing quickly      Device battery below 20%            OFF                  Device powered OFF or LEDs asleep</p>
	<p><b>Bluetooth LED - right Blue LED</b>            Triple flash      Device in range of Dock or Beacon            Single flash      Device not in range of dock or beacon            OFF                  Bluetooth not enabled                                     or Device powered OFF or LEDs asleep</p>

## Switching ON device



## Switching OFF device



### Prior to testing:

1. Inspect the unit for obvious signs of physical wear or damage.
2. Check the LED Status lights - from the tables above, a double green flash and a single blue every 3 seconds is ideal.
3. If not move to an outdoor location Press the USER test button for 1 second to and confirm both **Mobile Network** and **GPS** indicator LED's. These indicate that the unit has access to the GPRS Mobile Data Network and has a valid GPS position.
4. Carry out the normal routine test procedures to confirm operation described on the page over.

### TESTING FAULTS AND TROUBLESHOOTING:

Should the Duress alarm not be received by the monitoring station or the location or time are incorrect, here are some further tips:

1. For the duress alarm to transmit, ensure that the GSM LED double flash every 3 seconds.
2. Ensure the duress button is pressed and held until the unit vibrates (3-5 seconds).
3. If the reported address is incorrect ask the operator for the time logged for that location as that may still be the last recorded location (when you go indoors the unit cannot update GPS locations so will only transmit the last know location and time that reading was logged).
4. If the location is correct but the time is incorrect, turn the NeverAlone off and on again.  
 Press the User test button and SOS button at the same time to Power Off (approx. 1 second)  
 Press the User test button to power the unit back on.  
 - This will allow the unit to re-establish the time zone (this can occur when the unit has limited satellite signals). Re-test the unit as normal.
5. If the unit fails to test correctly please contact our office on **08 8235 1001** for further assistance.