

USER GUIDE

External BLE SOS Button



What is an external BLE SOS button?

Our External BLE SOS buttons are waterproof, thin & light (weight less than 10gr!) devices with a CR2032 battery that can be easily replaced when needed (Guard having the SOS button connected with the QR-Patrol app on his phone gets informed with a simple message within the app)! They can be easily attached for example to keys or clothes, or can be worn as IDs around the Guard's neck.

They are based on Bluetooth low energy (BLE) (Guard's mobile device has to support BLE technology).

NOTE: BLE technology is supported by Android OS version 4.4 and above and iOS version 8.0 and above

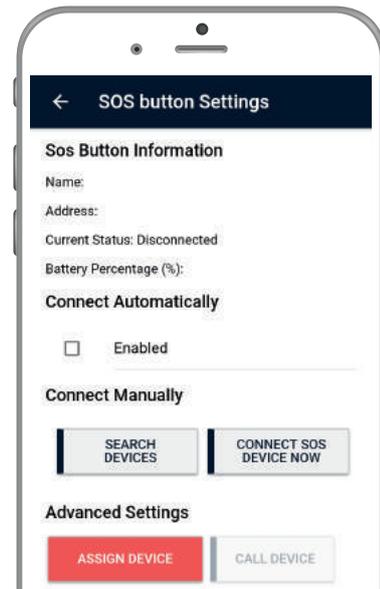


How can I use the external BLE SOS button?

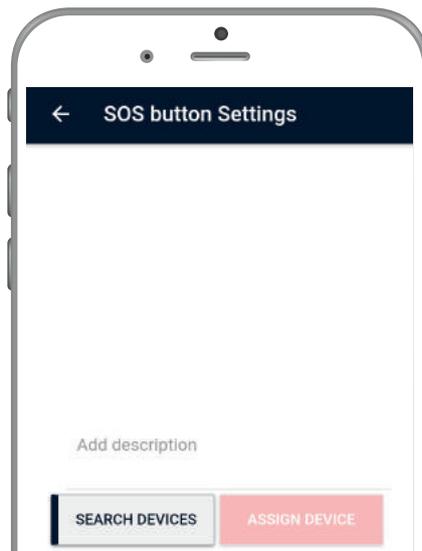
If it's the first time you use the external BLE SOS button device, the first step is to assign it to your Guard Device - assignment only needs to be performed once.

SOS Button Assignment

- 1 Enter the left menu and press on “Settings”.
- 2 Press “Settings” button under “SOS Button” section.
- 3 Press “Assign Device” button under “Advanced Settings” section.



- 4 Press the SOS button device for 3 seconds until you hear the buzzer – this way the SOS button will stop being in “sleep” mode. Then, press “Search Devices”.

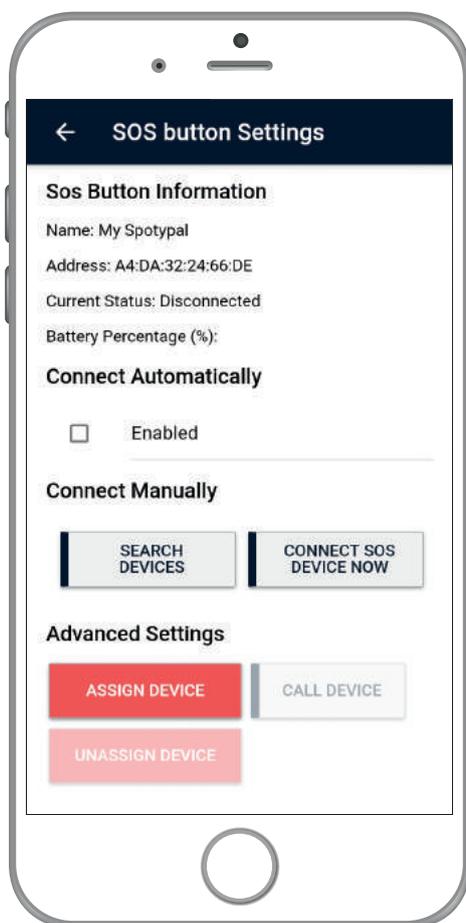


- 5 Enter the device’s description under respective section.
- 6 Press “Assign Device”.

That’s it! After a few seconds, the SOS button device will be assigned to your device! A short green message will appear: “SOS Button assignment submitted successfully to the service”. **Important: You must wait for a while until you also see a green message “Application Data Synced”.** After that you are ready to connect to your SOS Button device!

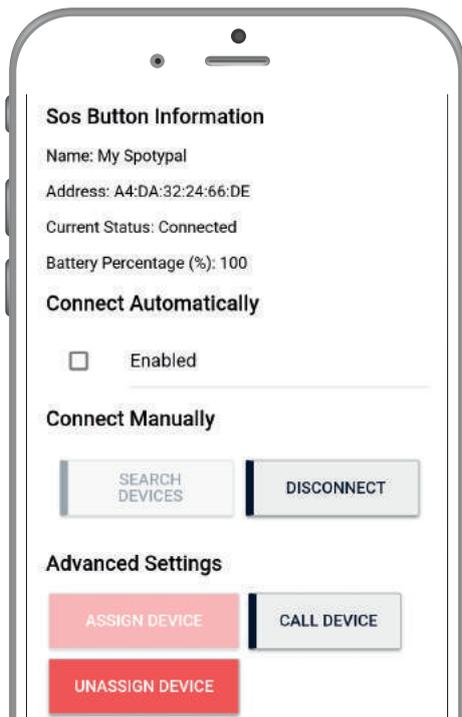
The next step is to connect it to your Guard's device, by following the procedure below:

- 1 Navigate to Settings page on QR-Patrol mobile application.
- 2 Press "Settings" button under "SOS Button" section.
- 3 Press "Search Devices" button under "Connect Manually" section; the system will automatically find your closest SOS button device.



- 4 Press on "Connect SOS Device Now".

The SOS Button device will be connected to your mobile device, ready for use in case of emergency!



Once connected, you can “Call” the SOS Button device (for example to locate it) and of course you can “Unassign” it.

You also have the option to enable auto – connection (check the respective check-box Under SOS Button Settings).

In case of a false alarm, for example if the Guard presses on the SOS button device by accident, they have the option to cancel the SOS event sending, using their PIN within a timeframe of 30 seconds.

NOTE: : If the “Separation alert”* setting is enabled for this Guard and the Guard’s mobile device obtains distance greater than 10 meters by their SOS button device and suddenly loses connection, sending of a SOS event is triggered (i.e. it could be the case of an attack). Of course, the Guard can always cancel the SOS event sending within the 30 seconds timeframe (in case of false alarm).



This can be used as a trick by the Guard if the SOS button device is forgotten / dropped-down by accident, in order to find it.

EXTRA TIP

Enable Separation Alert

The system also offers the option of separation alerts for the SOS button device: if the SOS button device loses connection (i.e. if the guard forgot his mobile phone behind and moved away having the SOS button on him), then the SOS device will start alerting.

*You can enable separation alerts through your web application, under guard settings. The separation alert option is disabled by default.

Troubleshooting Guide

A. Devices not found while searching for assignment.

- 1 Press the device button for 3 seconds until you hear the buzzer. If no buzzer is heard, check if your device is connected with other mobile or application, or check the device's battery.
- 2 Ensure that Location is turned on at your smartphone.
- 3 Restart the Bluetooth on your smartphone.
- 4 Restart your smartphone
- 5 From your smartphone settings, ensure that there is no "battery saver" setting that forces location to be turned off.

B. Device is assigned but green message "SOS Button assignment submitted successfully to the service" is not shown.

- 1 The assignment process is most probably taking a bit longer to be sent (the system attempts to send respective details every 1 minute).
- 2 In some cases the smartphone's Bluetooth conflicts with Wifi 2.4 GHz. Please restart your Bluetooth and then your Wifi.

C. Device is assigned but is not sent back to mobile.

- 1** The most common reason is that you have another smartphone connected with the same Guard ID. Log out from the other smartphone and restart the mobile application.

D. Device is assigned but a red message says “SOS Button already exists.”

- 1** The most common reason is that you have assigned the target SOS device to another smartphone.
- 2** Log-out from the mobile application and then log in again with the correct Guard Id. Try searching for the SOS device again. If you can't find the SOS device, move on to step 3.

E. Trying to un-assign a SOS device and a red short message appears “SOS Button not Found”.

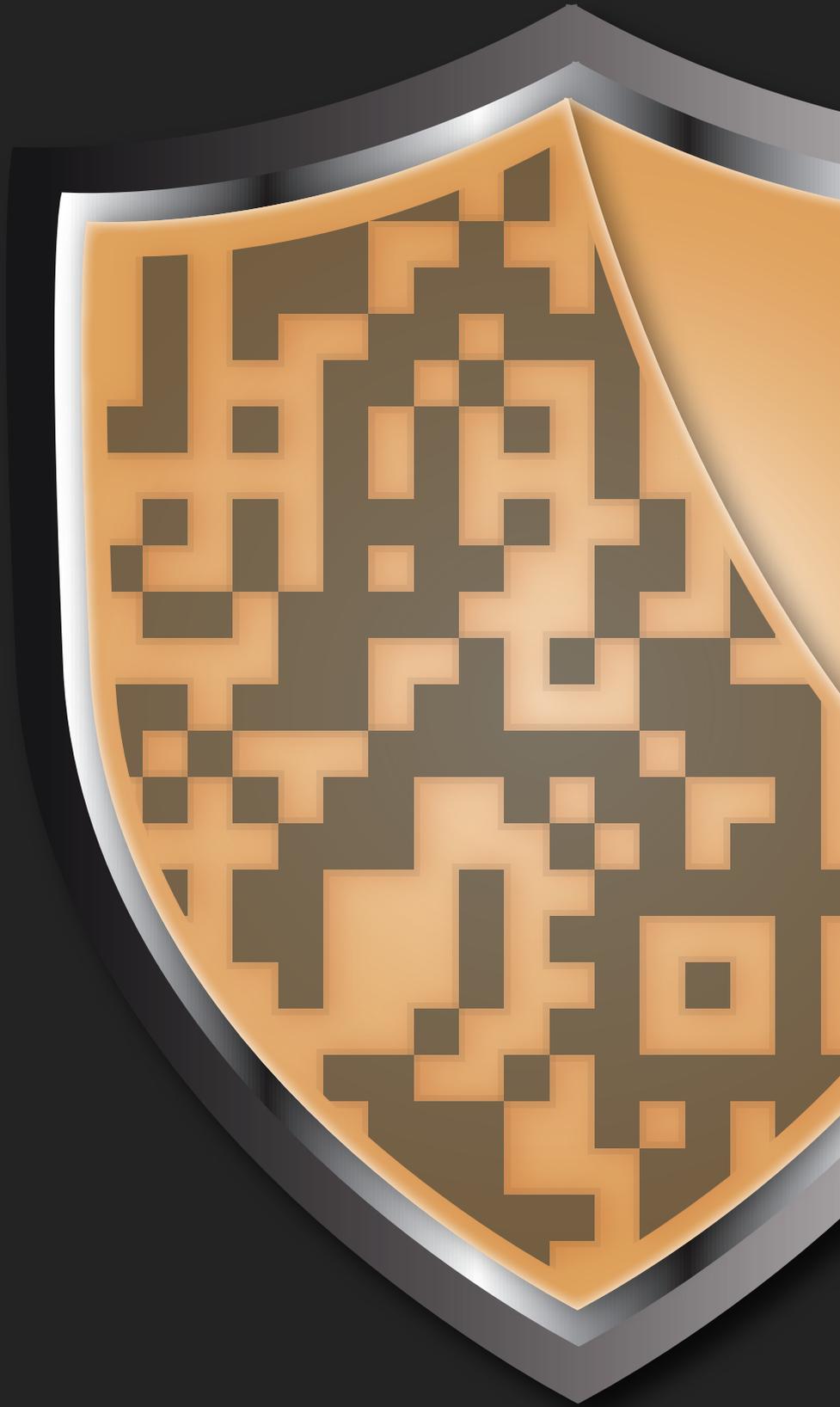
- 1** The SOS device got unassigned by another smartphone. Log-out from the mobile application and then log in again.

F. Battery has drained

- 1** Open the device from the notch on the side with the opener triangle plastic piece.
- 2** Replace the old battery with the new one. The battery type is CR2032.
- 3** After putting the cover back, press the button to connect to your smartphone again.

QR-Patrol

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