



D A M S T R A

Raising an Alert

Solo Mobile



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Solo Mobile – Raise Alert Introduction

With Solo, your safety is communicated to your Organisation via regular Check-ins.

If a Check-in is missed, an automatic alert is raised with your Organisation in case you are in distress.

However, you are also able to manually trigger an alert whenever you see fit, provided your Organisation has not disabled this.

This guide explains how to do this, and what happens after the alert is raised.



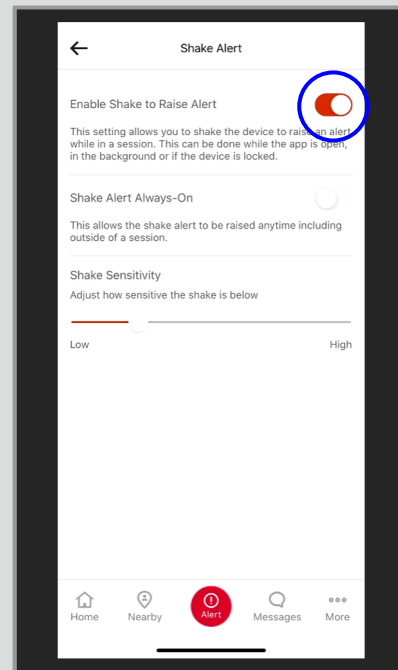
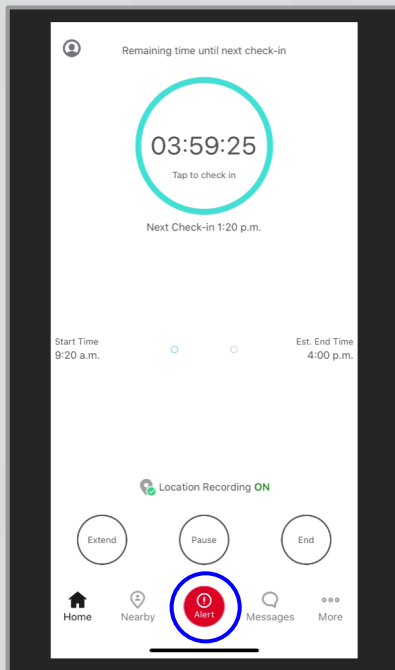
Solo Mobile - Raise Alert

Raising an Alert

There are two ways to manually raise an Alert in the Solo mobile app:

The first is via the *'Raise Alert'* button, which you will find toward the bottom of the screen, wherever you are in the app.

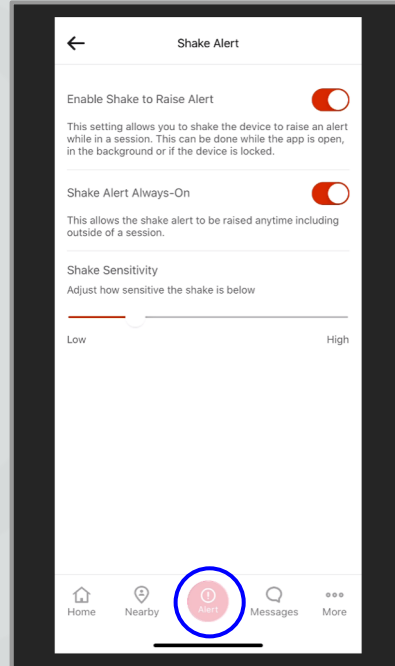
The second method is via the optional *'Shake to Alert'* feature, which can be enabled via *'Settings'*. Once enabled, you may raise an alert by shaking your device, noting that this method is available only while in an active session unless the *'Shake Alert Always-on'* feature is also enabled.



Solo Mobile - Raise Alert Disabled Alerts

Note that if the *'Raise Alert'* button is greyed-out, your Organisation has disabled Alerts, either for the selected profile, or across-the-board.

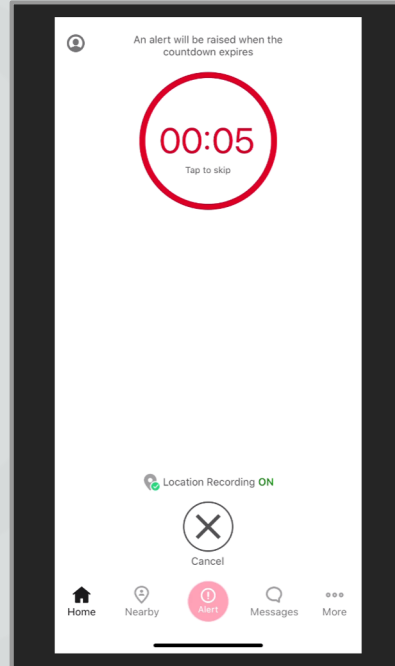
In this scenario, *'Shake to Alert'* is also disabled, even if you previously enabled the *'Shake to Alert Always-On'* feature.



Solo Mobile - Raise Alert Unsuccessful Alert

Regardless of which method you use, a 5-second countdown will commence, providing time to cancel the alert if it was raised in error. Tap to skip the countdown, or let the countdown complete, and the alert will be raised.

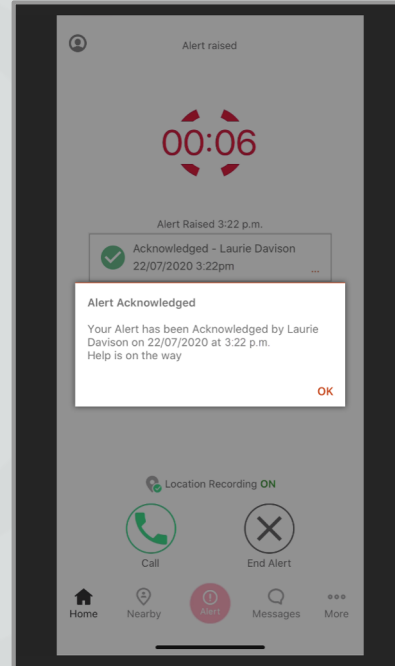
In the event that raising an alert is unsuccessful, for example you are out of network coverage, Solo will automatically retry until a connection is made.



Solo Mobile - Raise Alert Acknowledgement

Your Organisation will be notified, and will begin managing the situation according to your procedures.

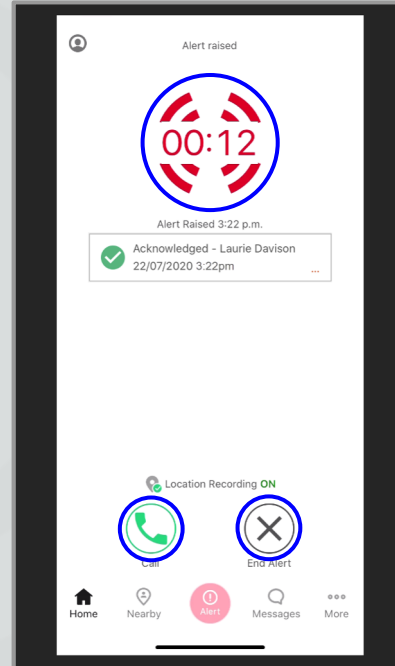
You may receive an acknowledgement from your Organisation to indicate that your Alert has been seen and is being attended to.



Solo Mobile - Raise Alert Alert Screen

In addition, you will see:

- A timer, which shows the time that has passed since the alert was raised
- A 'Call' button, which will allow you to place a phone call to a predefined number via your device's phone app
- and an 'End Alert' function which will cancel the Alert

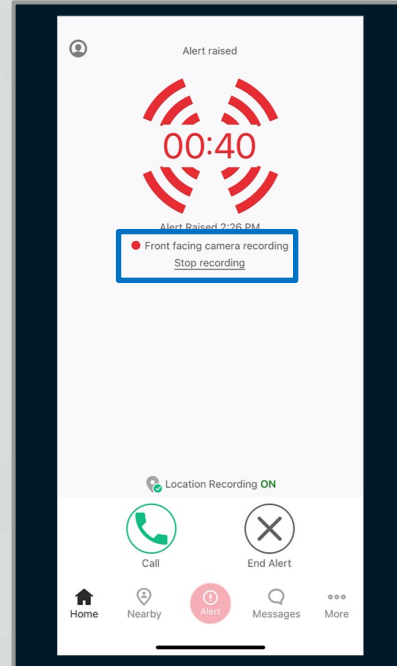


Solo Mobile - Raise Alert Video Recording

If your Organisation uses the *Video Recording During Alerts* feature, and you have opted-in to using it, you will see a notification on-screen that recording is taking place.

You can stop the recording at any time by **tapping** 'Stop Recording', otherwise the recording will continue until the alert is ended, or the maximum recording duration is reached.

The recording will be sent to Solo's secure cloud server, and will become instantly available to the recipients designated by your Organisation, for the purposes of understanding the duress situation.



Solo Mobile - Raise Alert Video Recording Activation

Note that video recording is only activated in the event of a manually raised alert or a vehicle collision, and does not apply to alerts raised due to missed check-ins.

Help with opting-in to the *Video Recording during Alerts* feature as well as viewing the recorded footage via Session History is available in the Support Portal.

When do Video Recordings take place?

✓ Manually Raised Alerts

✓ Vehicle Collisions

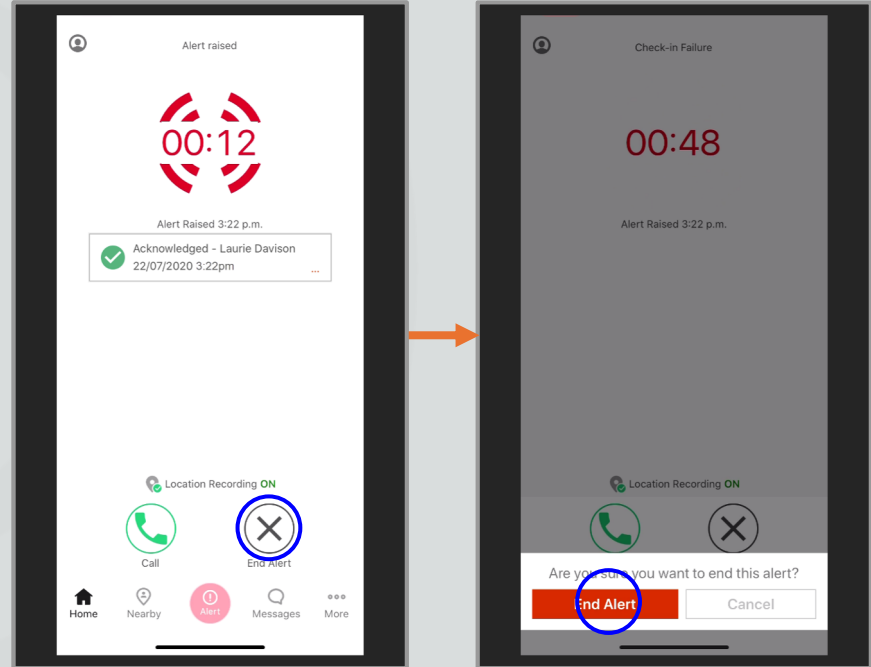
✗ Missed Check-ins

Solo Mobile - Raise Alert

Ending an Alert

Once the situation has been resolved, **tap** the 'End Alert' button, then **tap** once more to confirm.

The alert will now be cancelled, and the countdown to the next required Check-in will begin.



Solo Mobile - Raise Alert

Alert Cleared by Monitoring Team

In some situations, your Monitoring Team may clear the Alert on your behalf.

If this happens, you will receive a notification which shows the name of the operator and, optionally, a message from them

