



D A M S T R A

Raise Alert

Solo for
Samsung Watch



[DISCLAIMER]

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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 feature.

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



Raise Alert

Initiate Raising Alert

From your current session or Solo watch face, **tap** the Raise Alert icon

Note: if the Raise Alerts are greyed-out, your Organisation has disabled this feature. Alerts can be disabled per profile or across-the-board.



Current Session



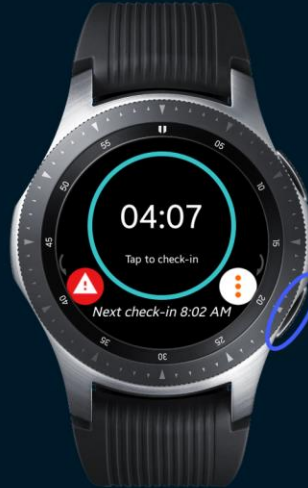
Watch Face

Raise Alert

Initiate Raising Alert

Or **double tap** the home key.

Note: The home-key "double tap" functionality must be set-up on the device for this option to be available.



Current Session



Watch Face

Raise Alert

Initiate Raising Alert cont.

A 5-second cancellation countdown will now commence, providing time to cancel if the alert was raised in error.

If the alert was raised in error, tap the countdown zone to cancel.

Otherwise, wait for the countdown to end.



Raise Alert

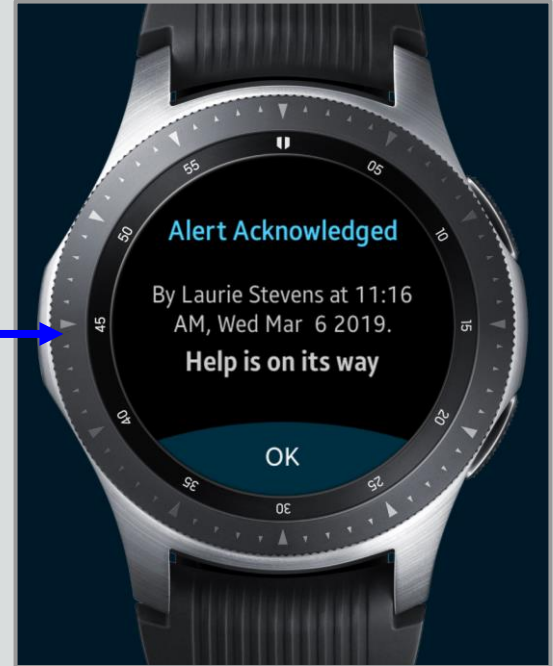
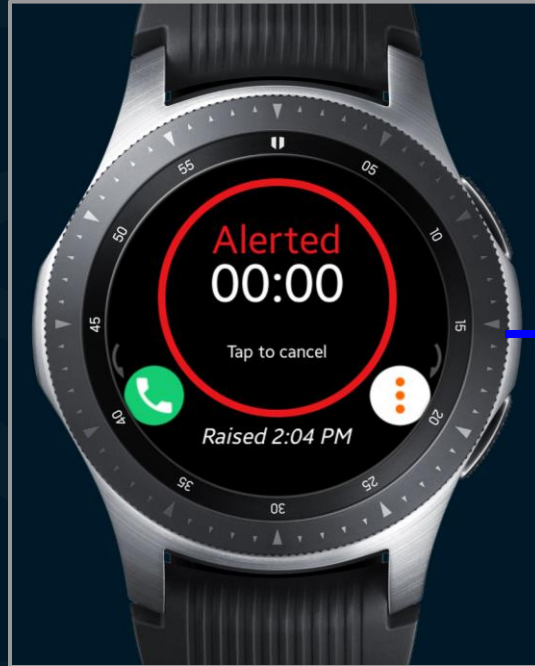
Alert Raised

The alert will now be raised, and your screen will reflect the alert state.

In the event that raising an Alert is unsuccessful, Solo will automatically retry until a connection is made.

Your Organisation will be notified and will begin managing the situation as per your procedures.

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

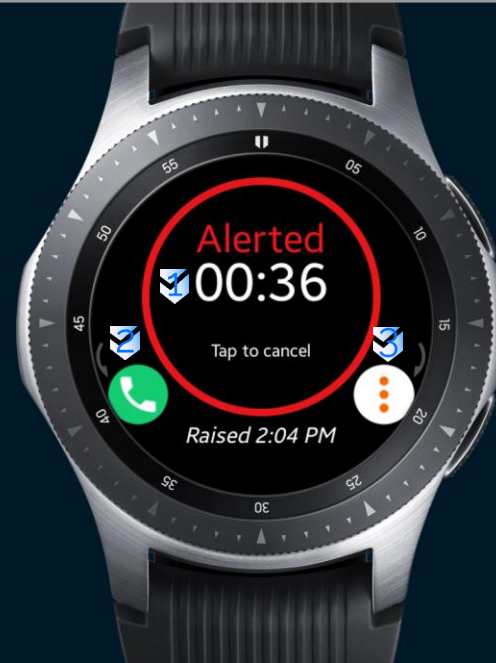


Raise Alert

Alert Screen

In addition, you will see:

-  A Timer, which shows the time that has passed since the check-in grace period was exceeded
-  A 'Call' button, which will place a phone call to a predefined number via your device's phone app. Tap this if you require help
-  An 'End Alert' function which will cancel the Alert. Once the situation has been resolved Tap this to cancel the alert



Raise Alert

Alert Screen

The Alert will now be cancelled, and the countdown to the next required Check-in will begin, or if not in session, you will be returned to the app home-screen.

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.



