



# STANDARD MOBILE USER GUIDE



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# WELCOME

Thank you for choosing Peoplesafe's Standard Mobile service. The following instructions guide you through the setup process and explain how to use the service features. Log Activity Line is an SMS and voice based lone worker solution which allows the user to log their daily activities and set a timer alarm on Peoplesafe's system (Log Activity), conveniently from their mobile phone. The user can also raise an SOS alarm to Peoplesafe's **Alarm Receiving Centre**, anytime, at the touch of a button.

Please note, the service is provided without hardware and it is the customer's responsibility to provide mobile phones to enable end users to access the service. It is essential that every user of the Peoplesafe service is issued with the latest version of this User Guide. Each user should read, understand and follow the instructions contained within this User Guide, to ensure the service has been setup correctly and they are proficient in using it.

## OUR CONTACT DETAILS

If you are missing any of the above, please contact Customer Support on 0800 990 356 Monday – Friday, 9am – 5.30pm.

## DISCLAIMER

It is important that you follow the instructions in this guide carefully. Peoplesafe cannot be held liable for non-performance of your Twig Ex device or the **Alarm Receiving Centre** and any ensuing consequences, if you do not follow proper usage and maintenance procedures.

Deliberate false alarms or hoax activations are in breach of the Terms & Conditions and can result in termination of the service.

# GETTING STARTED

It is essential that you complete the following four step process in order to be able to use your Twig Ex device.

## ENTER YOUR ACCOUNT DETAILS

Using your customer login details which were included in your welcome email, please access the **Peoplesafe Portal** via the website – <http://csc.peoplesafe.co.uk> and login with your username and password. Complete all the necessary Account and User details. If the **Peoplesafe Portal** is managed by your organisation's Administrator, please contact them regarding your user details on the **Peoplesafe Portal**.

Instructions should include emergency contact numbers for people who are to be informed in the event of an emergency. Before entering these instructions, ensure that all contacts are aware and are willing to be contacted 24 hours a day to help in an emergency.

It is also useful to include your own mobile phone number, as the Peoplesafe Controllers may need to contact you directly in an incident.

It is important that the information on the **Peoplesafe Portal** is kept up to date at all times.

All personal information is fully protected and stored in such a way that Peoplesafe Controllers at the Alarm Receiving Centre have no access, until the alarm is activated.

# LOGGING AN ACTIVITY

## SET UP

The Standard Mobile service can be setup by simply saving the system's access number as a speed dial number on the handset (and as a contact in your handset's phone book), and the system's SMS number as another contact in your handset's phone book. Both numbers can be found in the "Welcome letter" that was sent to your organisation's Administrator. It is advisable to save the contact name for the numbers as something you can easily recognise, for example "Log Activity Line" and "Log Activity Line SMS".

Please refer to the Manufacturer's user guide of your mobile phone, if you are unsure how to setup a speed dial number or phone book contact. Please note, in order for the service to work it is important that the caller ID number is displayed, and that the number is not withheld.

## HOW IT WORKS

The Standard Mobile service can be used to log details of daily activities by leaving a voice message on Peoplesafe's system and set a timer, which if not cancelled, will automatically raise an alarm to our **Alarm Receiving Centre**.

A Log Activity can be initiated by following these simple steps:

1. Call the Log Activity line access number from your handset by pressing the assigned speed dial button; the handset should make a phone call to Peoplesafe's system. Listen to and follow the instructions; you will be asked to leave a voice message with your activity details, such as who you are meeting and their address, and then press the hash key "#" to confirm.

Please note that when leaving messages these can only be accepted in English language and require the user to speak clearly into the handset.

**2.** Once a voice message has been left, you will be prompted to enter your timer duration in minutes using the handset keypad buttons. For example, pressing buttons “3”, “0” will set the timer for 30 minutes. To rerecord your message, press “#”.

**3.** In instances where your logged activity is completed without incident, you can cancel the timer, by simply calling the Peoplesafe system and when prompted press “#”. The timer cycle will immediately be cancelled. To initiate a new timer cycle in order to log your next daily activity, simply follow steps 1 and 2 above. **To extend an activity, press “\*” when you call back the activity line.**

If you do not cancel a timer, the following process is initiated:

**1.** If you do not cancel the timer once your chosen time interval has expired, you will receive a phone call 5 minutes after the activity has expired.

**2.** If you do not answer the first call, the system will wait another 5 minutes and then call you again.

**3.** If you fail to answer either call to cancel your activity, a timer incident will be raised at the ARC.

## WELFARE CHECK (ADD ON)

The Welfare Check add on can be used as an additional 'check-up' if you set an activity longer than 30 minutes.

A Welfare Check can be initiated by following these simple steps:

1. After you have entered your timer duration for the Log Activity, you will then be asked if you would like to set a Welfare Check. Press \* to set a Welfare Check or press # to continue without setting a Welfare Check.
2. If you have chosen to set a Welfare Check, you will hear the message "Please enter a duration between 15 and 240 minutes". When you have entered your duration press # and you will hear the time remaining on your activity and the line will hang up.

When the Welfare Check timer is complete, the following process is initiated:

1. When the Welfare Check timer has elapsed, you will receive a message asking you a pre-set security question.
2. If you answer the question correctly, the activity will continue until your next Welfare Check or until your activity expires.

If you answer the question incorrectly, an alarm will be raised.

If you do not answer within 5 minutes then the Welfare Check overrun process will begin and the system will attempt to call you. Failure to answer this call to either cancel or extend your activity will lead to an alarm being raised.

Both the Welfare Check question and answer can be customised for each user in the **Peoplesafe Portal**.



# RAISING AN SOS ALARM

## SET UP

The SOS alarm can be setup by simply saving the Peoplesafe **ARC** access number as a speed dial number on the handset; the **ARC**'s number can be found in the "Welcome letter" that was sent to your organisation's Administrator.

Please refer to the Manufacturer's user guide of your mobile phone, if you are unsure how to setup a speed dial number. Please note, in order for the service to work it is important that the caller ID number is displayed, and that the number is not withheld.

## HOW IT WORKS

In any emergency situation the user can raise an SOS alarm by simply pressing the assigned speed dial button on their handset. Provided the handset has a strong enough mobile phone signal, it will dial Peoplesafe's **ARC** as a phone call. Here, Peoplesafe's highly trained Controllers will be presented with the user's personal information, as registered on the **Peoplesafe Portal**.

The Controller will silently listen in and talk to the user, if it's safe to do so. If the user has left a voice message on Peoplesafe's system, Controllers will also listen to this to ascertain the user's whereabouts. In instances where the user has not left a voice message, the Controller may need to talk to the user to establish their location.

Controllers will assess the situation and follow the predefined emergency escalation procedures, which could include contacting the emergency services and/or another relevant contact such as a line manager. The **Peoplesafe Portal** even allows clients to setup "duress codes" – a code word or phrase which the user can say to notify our Controllers of a certain type of an emergency, without alerting an aggressor.

Whatever action the Controllers take, they will stay on line with the user and the emergency escalation contact, until the incident has been resolved and it is safe to end the call.

In the event of a user raising an alarm accidentally, the user should respond to the security question with the correct answer, to indicate to the controller that it is a false alarm.

Please note, Peoplesafe's Standard Mobile service is English speaking and therefore we can only communicate with end users in the English language.

# FAQ'S

**QUESTION:** Are the SMS messages case sensitive?

**ANSWER:** No, SMS messages are not case sensitive.

**QUESTION:** Will the service work with withheld numbers?

**ANSWER:** No. Call number ID needs to be enabled on your handset  
– In the UK adding \*31# before the number you are dialling will reveal your number. Alternatively, please check your phone settings to disable your hidden caller ID.

**QUESTION:** Assigning numbers as a speed dial button is not available on my handset?

**ANSWER:** The **ARC** and Log Activity line number can be preset as a contact in your handset's phone/address book, as an alternative to programming a speed dial button.



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