Personal Safety Device: Operation Guide

Everbridge Suite

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Introduction

Everbridge's **Personal Safety Device** offers workers a wearable, water-resistant panic button that, when pushed, sends an SOS signal to Everbridge Suite, where it can then be triaged and responded to by local emergency services.

Scope

This document outlines how workers can use their Personal Safety Devices in the field to request urgent assistance in the case of an emergency.

Use Cases

The Personal Safety Device adds another layer of security for workers operating in areas they may have little to no cell reception or potential for assistance, such as:

- Utility and infrastructure workers
- Forestry, parks, and wildlife workers
- Transportation and logistics personnel
- Construction and industrial workers
- Lone workers across all industries

Additional Resources

Videos

The following instructional videos are available in the Everbridge Support Center as additional resources:

- Personal Safety Device - Setup, Operation & Emergency Use [Monitoring Center]
- Personal Safety Device - Setup, Operation & Emergency Use [Self-Monitoring]

Troubleshooting

For tips and troubleshooting, see Personal Safety Device (PSD) - Troubleshooting.

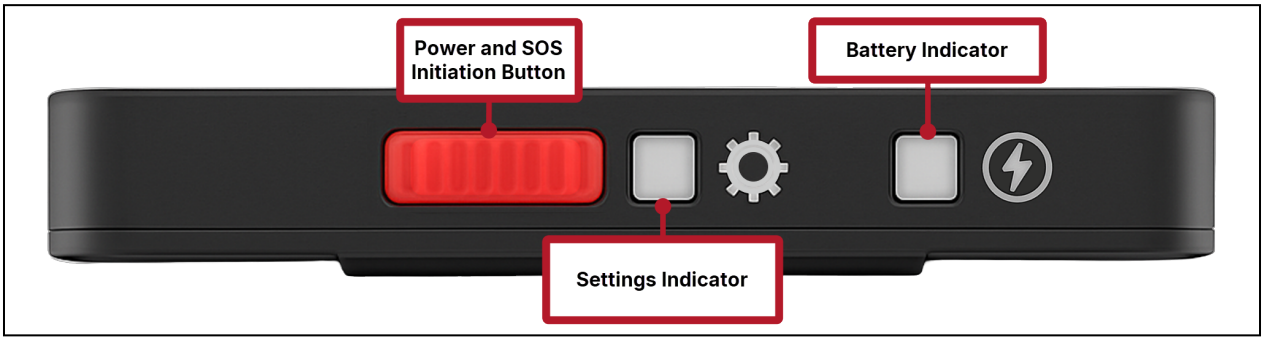
Operating the Personal Safety Device

Setup and Power Controls

Hardware Components

The Personal Safety Device includes the following hardware components:

- Power and SOS Activation Button
- LED Status and Alert Indicator Lights



Turning On the Personal Safety Device

To turn on the Personal Safety Device:

1. Press and hold the red **Power** button for **three seconds**.
2. The LED indicators will flash to indicate that the device is powering on.
3. The **Status** indicators will display the connection quality once it's connected to the network.
    - See Status Indicator Lights for details.
4. Please allow at least three minutes for the device to find your location and become fully operational.

Turning Off the Personal Safety Device

To turn off the Personal Safety Device:

1. Press and hold the red **Power** button for **10 seconds**.
2. The indicator lights will flash white, and the device will emit an audible chirp to signal that it's powering off.

Activating the Device

The Personal Safety Device can be activated to send emergency **SOS Alerts** from the following triggers:

- The red button is pressed **five times** within **five seconds** to push an SOS Alert.
- The device is dropped from a height of greater than **four and a half feet**, triggering the **Fall Detection** feature.

> **NOTE:** The device will provide an updated location approximately once per minute for 30 minutes after being initiated if the device has moved **one meter or more**.

Depending on business needs, these SOS Alerts are handled in one of two ways:

- **Monitoring Center** - Sends an SOS Alert to the Monitoring Center. An operator will attempt to call the user at their provided phone number to gather more information on their emergency, then place a call to local emergency services to intervene.
- **Self-Monitored** - Sends an SOS Alert to the user's company so that they can follow their own outlined emergency procedures.

Manually Activating the Device

To manually activate the device and send an SOS Alert:

1. Press the red **Power/SOS** button **five times** within **five seconds**.
2. The LED indicators will both blink to indicate the current status of the Alert:
    - **Blinking White** - The SOS Alert has been triggered and is in the process of being sent.
    - **Blinking Blue** - The SOS Alert was successfully sent.
    - **Blinking Red** - The SOS Alert failed to send.
3. Once successfully activated, the Alert will be sent either to the Monitoring Center for triage or, in the case of Self-Monitored devices, the user's company.
    - Users utilizing the **Monitoring Center** will receive a call from an operator, who will intake the details of the emergency before contacting local emergency services for assistance on the user's behalf. If they're unable to reach the user by phone, operators will send emergency services to the device's location. The operators will also contact the user's company to inform them of the event.

- Users with the **Self-Monitored** solution will be contacted by their company to follow their emergency response procedures established for the user's situation and location.

4. If safe to do so, stay in the same location until the operator has called and provided instructions on how to proceed.

Fall Detection Activation

The **Fall Detection** feature will activate the device and send an SOS Fall Detection Alert if it's dropped (or the wearer falls) from a height greater than four and a half feet, making it ideal for workers that might be trimming trees, fixing power lines, or performing any other activity that requires them to be high above the ground.

When a fall is detected, both LED indicator lights will blink white, and the device will chirp three times to indicate that it's sending a Fall Detection Alert.

Charging the Personal Safety Device

The Personal Safety Device comes with a charging cable and brick to charge its battery. To ensure that the device is always functional when needed, charge it daily after the workday has completed. Doing so won't damage the battery.

Charge Life

The battery charge life under normal conditions will last approximately **10-12 days**. Normal conditions are defined as being on but not initiated for a response.

If the device is initiated for an actual emergency or test, you should charge the device at the conclusion of your shift/day. From a completely drained battery to full, it takes approximately three hours, and the LED **Battery Indicator** light will flash blue while charging. Once fully charged, it will display a steady blue light until it's unplugged.

LED Indicator Lights

Status Indicator Lights

The LED **Status Indicator** lights show the device's current operational and battery statuses.

Operational Status

The **Settings Indicator** light (with the cogwheel icon) will display the following statuses:

- **Blinking Blue-** Device is on, and signal is excellent.
- **Blinking Yellow**- Device is on, and signal is okay.
- **Blinking Red**- Device is on, but signal is poor. Alerts might still be able to be sent, but it's not guaranteed.

If the LED indicator remains yellow or red for long, move to a better location to attempt to improve the signal, if conditions allow.

Battery Status

The **Battery Indicator** light (with the charging icon) will display the following statuses:

- **Solid Blue** - Device is fully charged.
- **Blinking Blue**- Device is currently charging.
- **Blinking Yellow (Three Second-Intervals)** - Battery is low (20% or less).

Alert Indicator Lights

The LED **Alert Indicator** lights show the device's current SOS Alert status:

- **SOS Alert Triggered** - Both the **Settings Indicator** and **Battery Indicator** blink white.
- **SOS Alert Sent** - Both the **Settings Indicator** and **Battery Indicator** blink blue.
- **SOS Failed to Send** - Both the **Settings Indicator** and **Battery Indicator** blink red.
- **Fall Detected** - Both the **Settings Indicator** and **Battery Indicator** blink white, and the device chirps three times.