



Personal Safety Device Operation Guide

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Introduction

Everbridge's **Personal Safety Device** offers workers a wearable, water-resistant device with a button that, when pushed, sends an SOS signal to Everbridge Suite, where it is triaged according to the client's configured response protocol or, if the organization subscribes to Everbridge's Emergency Monitoring services, by the Everbridge Monitoring Center.

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
- Social services and healthcare 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](#).

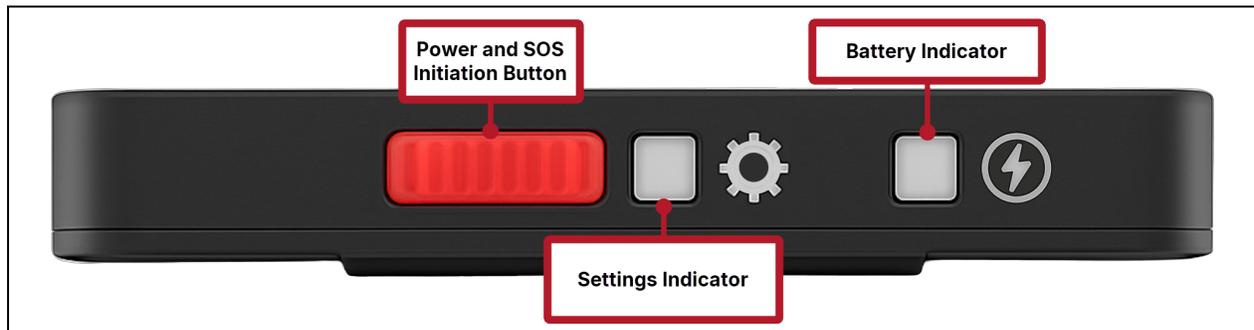
Operating the Personal Safety Device

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 **1.5 meters**, triggering the **Fall Detection** feature.

NOTE: The device updates its location every 30 seconds for 10 minutes after activation, as long as it has moved one meter or more. This updated location is shown in the **Last Known Location** tab in the Visual Command Center.

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

- **Monitoring Center** - A premium add-on that sends the SOS Alert to the client's Everbridge Organization, with instant routing to the Everbridge Monitoring Center. An operator will call the user at their provided phone number to gather more information. If the user is unreachable or additional help is required, the operator will contact local emergency services on the user's behalf.
- **Self-Monitored** - Sends the SOS Alert to the user's company or organization. Designated internal responders then follow their established emergency response procedures for the user's location and situation.

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
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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. Two messages will also be automatically sent to designated client stakeholders:

- a. Upon receipt of the SOS at the Monitoring Center, an email will go out to the client stakeholders informing them that a Safety Device has been activated and the Call Center is working to connect with the end user.
 - b. Upon completion of the call, an email will go out the client stakeholders informing them of the call result (such as False Alert, Required Assistance, No Answer, etc.) and will include the detail appropriate to the situation.
- Users with the **Self-Monitored** solution will have their SOS Alerts routed to their company, which will handle the alert according to its established emergency response procedures.

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 **1.5 meters**, 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 (on but not actively alerting) will last approximately **10-12 days**.

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).

IMPORTANT: It is recommended to keep the device fully charged. If the battery drops below 20% and continues to drain, the device may be unable to retrieve the most current location or establish reliable cellular connectivity, which may prevent the SOS Alert from being transmitted.

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.

