Panic Button Operation Guide

Everbridge Suite

October 2026

Everbridge Suite
2026
Printed in the USA

Copyright © 2026. Everbridge, Inc, Confidential & Proprietary. All rights are reserved. All Everbridge products, as well as NC4, xMatters, Techwan, Previstar, one2many, SnapComms, Nixle, RedSky, and Connexient, are trademarks of Everbridge, Inc. in the USA and other countries. All other product or company names mentioned are the property of their respective owners. No part of this publication may be reproduced, transcribed, or transmitted, in any form or by any means, and may not be translated into any language without the express written permission of Everbridge.

Limit of Liability/Disclaimer of Warranty: Everbridge makes no representations or warranties of any kind with respect to this manual and the contents hereof and specifically disclaims any warranties, either expressed or implied, including merchantability or fitness for any particular purpose. In no event shall Everbridge or its subsidiaries be held liable for errors contained herein or any damages whatsoever in connection with or arising from the use of the product, the accompanying manual, or any related materials. Further, Everbridge reserves the right to change both this publication and the software programs to which it relates and to make changes from time to time to the content hereof with no obligation to notify any person or organization of such revisions or changes.

This document and all Everbridge technical publications and computer programs contain the proprietary confidential information of Everbridge and their possession and use are subject to the confidentiality and other restrictions set forth in the license agreement entered into between Everbridge and its licensees. No title or ownership of Everbridge software is transferred, and any use of the product and its related materials beyond the terms on the applicable license, without the express written authorization of Everbridge, is prohibited. If you are not an Everbridge licensee and the intended recipient of this document, return to Everbridge, Inc., 155 N. Lake Avenue, Pasadena, CA 91101.

Export Restrictions: The recipient agrees to comply in all respects with any governmental laws, orders, other restrictions (“Export Restrictions”) on the export or re-export of the software or related documentation imposed by the government of the United States and the country in which the authorized unit is located. The recipient shall not commit any act of omission that will result in a breach of any such export restrictions.

Everbridge, Inc.
8300 Boone Blvd. Suite 800. Vienna, VA 22182
Toll-Free (USA/Canada) +1.888.366.4911

Visit us at www.everbridge.com

Everbridge software is covered by US Patent Nos. 6,937,147; 7,148,795; 7,567,262; 7,623,027; 7,664,233; 7,895,263; 8,068,020; 8,149,995; 8,175,224; 8,280,012; 8,417,553; 8,660,240; 8,880,583; 9,391,855. Other patents pending.

Introduction 4
Scope 4
Use Cases 4
Operating the Panic Button 5
Setup and Power Controls 5
Hardware Components 5
Button Interface 5
Turning On the Panic Button 6
Turning Off the Panic Button 6
Activating the Panic Button 7
Manually Activating the Device 7
Free Fall Alert 8
LED and Device Feedback 9
Understanding Device States 10
Charging the Panic Button 11

Introduction

Everbridge's **Panic Button** 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.

The Panic Button requires cellular connectivity to transmit SOS alerts and location updates.

> **NOTE:** The Panic Button is a more compact version of the Everbridge Personal Safety Device and functions largely the same way.

Scope

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

Use Cases

The Panic Button adds another layer of security for workers operating in remote locations, 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

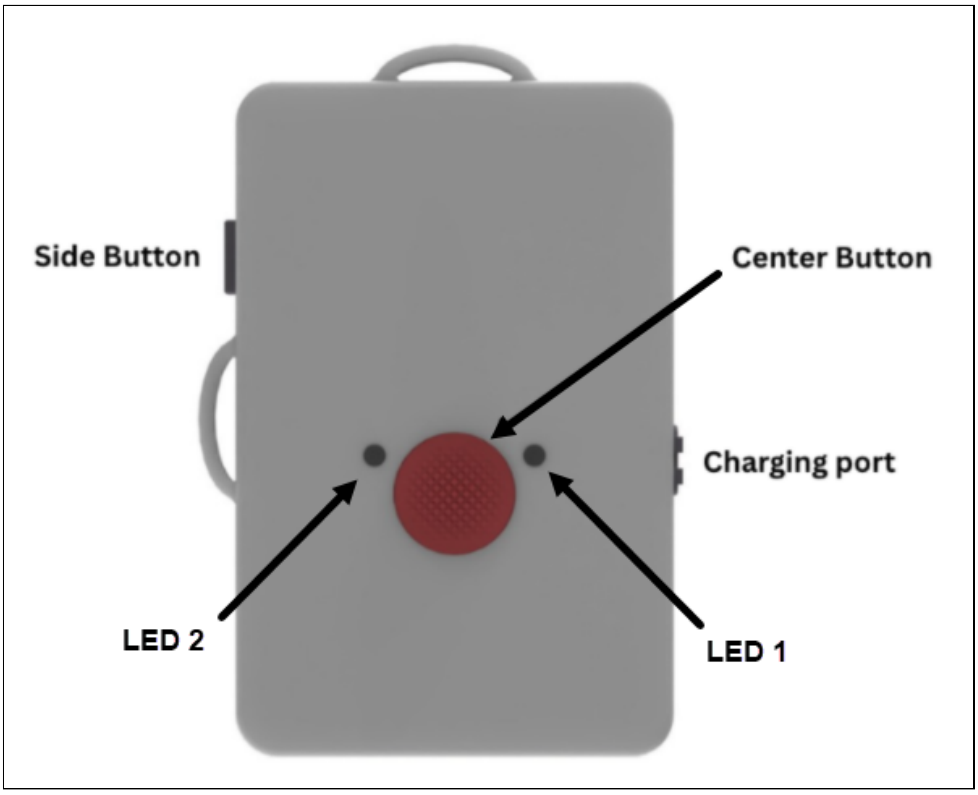
Operating the Panic Button

Setup and Power Controls

Hardware Components

The Panic Button includes the following hardware components:

- Center SOS Activation Button
- Side Button
- Status and Alert Indicator LEDs (LED 1 and LED 2)



Button Interface

Refer to the following table for a high-level overview of the device's button functionality:

Button	Function	Behavior	Trigger
Side	Device Health Check	Runs a Device Health Check	Press once
Side	Positioning	Attempts positioning while	Press once while in **Activated** state

		in the **Activated** state	
Center	Activation	Activates the Panic Button	Press 3 times within 3 seconds
Center OR Side	Power On	Turns the Panic Button on	Hold for 1 second while powered off
Center AND Side	Power Off	Turns the Panic Button off	Press and hold the **Side** button, then press the **Center** button and hold both for 6 seconds while powered on
Center AND Side	Reset	Initiates a hardware reset	Hold both buttons for 7+ seconds

Turning On the Panic Button

To turn on the Panic Button:

1. Press and hold the **Center** or **Side** buttons for **one second**.
2. The LED indicators will flash in a rainbow pattern to indicate that the device is powering on.
3. The **LED indicators** will display the connection status once it's connected to the network.
    - See LED and Device Feedback for details.
4. Please allow at least three minutes for the device to find your location and become fully operational.

Turning Off the Panic Button

To turn off the Panic Button:

1. Press and hold the **Center** and **Side** buttons simultaneously for **six seconds** while powered on.
2. The indicator LEDs will flash in a rainbow sequence to indicate that it's powering off.
3. The LEDs will stop flashing once the device is fully turned off.

Activating the Panic Button

The Panic Button can be activated to send emergency **SOS Alerts** from the following triggers:

- The red **Center** button is pressed **three times** within **three 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 either the **Center** or **Side** button **three times** within **three seconds**.
2. The LED indicators will both blink to indicate the current status of the Alert:
    - **Double Flashing White** - The SOS Alert has been triggered and is in the process of being sent.
    - **Double Flashing Blue** - The SOS Alert was successfully sent to the server. Will also include two haptic feedback vibrations.
    - **Double Flashing Red** - The SOS Alert failed to send. Will also include one long haptic feedback vibration.
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. 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.

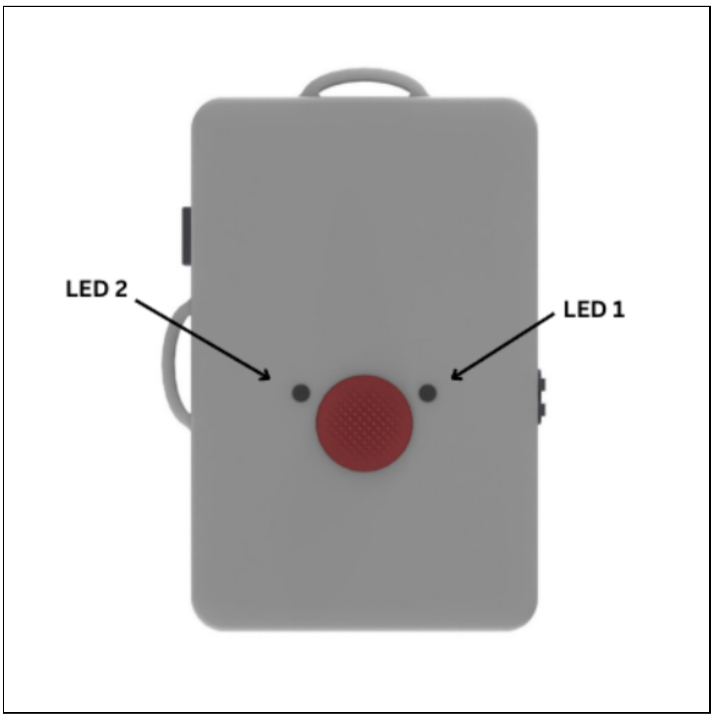
Free Fall Alert

The **Free Fall Alert** feature will activate the device and send an SOS Free Fall 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, the device will chirp three times to indicate that it's sending a Free Fall Alert.

LED and Device Feedback

The Panic Button includes two LED indicators (**LED 1** and **LED 2**) that indicate various battery and device statuses.



Refer to the following table to help determine the conditions indicated by LED behavior:

LED	Function	Condition	LED Behavior
LED 1	Battery	Turned on, not charging	Off
LED 1	Battery	Charging	Flashes blue for 5 seconds if device is powered on when charging begins
LED 1	Battery	Full charge	Solid blue
LED 1	Battery	Low battery	Flashes yellow for 5 seconds when charge falls below 20%
LED 2	Status	Excellent signal	Flashes blue for 5 seconds

LED 2	Status	Okay signal	Flashes yellow for 5 seconds
LED 2	Status	Poor signal	Flashes red for 5 seconds
Both	Activation	On activation	Double flashing white for 5 seconds with one short vibration
Both	Activation	On server response	Double flashing blue with 2 short vibration pulses
Both	Activation	On activation failure	Double flashing red with 1 long vibration
Both	Power	Powering on	Rainbow ON sequence
Both	Power	Powering off	Rainbow OFF sequence
Both	Power	Powered off	Off
Both	FOTA	FOTA in progress	Double flashing blue
Alternating	Battery	Battery below minimum threshold	Alternating single flashing red following boot

Understanding Device States

The Panic Button uses different device states to indicate what it's doing at any given time:

- **Activated** - An emergency state in which the device actively reports location and sends an alert to Everbridge for response handling.
- **Device Health Check** - Occurs every 23 hours (or upon pressing the **Side** button) to wake the device and transmit connectivity and battery data to the server.
- **Idle** - A low-power state in which the device conserves battery while remaining ready to activate if needed.
- **Free Fall Detected** - If the Panic Button falls 1.5 meters or more, it automatically triggers a Free Fall Alert. A Free Fall Alert can occur whether or not the device is already activated. If the device is not activated, the fall will activate it automatically.

Charging the Panic Button

The Panic Button 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.

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.

> **NOTE:** Using the included charging cable and power adapter is recommended for optimal battery life.