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PORTAL INSTRUCTIONS
USER SET-UP GUIDE

Your One Touch Portal Address
sticker here

onetouch
PERSONAL ALARM

WELCOME TO THE ONE TOUCH PERSONAL ALARM

These instructions aim to make your journey using the One Touch Personal Alarm solution as seamless as possible. If you have any further queries in relation to the set-up and operation of this solution please do not hesitate to contact your provider.

GENERAL ADVICE FOR USE:

- Keep dry and free of dust.
- Avoid excessively hot or cold spots.
- Use a dry cloth to clean the device.
- Do not open the device, because this will void your warranty.
- The use of any charger other than the charger included in the package may affect the operation of the device.
- Do not remove the SIM card, it may be blocked. Re-activation of the SIM card may involve costs for the user.
- The service is dependent on external infrastructure (GSM/GPS/GPRS), whereby the operation may be affected by influences from outside.

GENERAL ADVICE FOR OPERATION:

- Press and hold the SOS alarm button for 3 seconds to make an alarm call. You will hear a beep. The green LED light will blink until you switch off the alarm.
- In the web portal, your device will have been configured with up to three contacts. A call will be sent out to all of your contacts. When they answer the alarm call they will hear a recorded message.
- You will be connected to the contact who answers first. Doing so will notify the other contacts that your call has been answered.
- We advise you keep the conversation as short as possible, so that any further (emergency) communication will remain available and the battery will last longer.

Before dispatch of the One Touch device your provider will have set up the device on the One Touch Personal Alarm web-portal. As such upon receipt of the device you will need to link the device on the portal using the username and passcode your provider has provided you and set up the criteria as seen overleaf in section 3. Please note this device is now LIVE!

1. SET-UP & CHARGING

Before you start using the device make sure you charge the battery for at least 4 hours.

Plug the wire into the charging station provided and place the device into the charging station.

While the battery is charging the red LED light will be on continuously.

When the battery is fully charged the red LED light will switch off.

Remember to re-charge the battery as soon as possible when the blue LED light starts to blink quickly.

Battery life varies dependant on usage, however is typically between 24 and 96 hours.

Complete your details on the web portal. If you do not do this the device will not function correctly.

see the green LED blink quickly 10 times.

On Button (1)

SOS Contact Button (2)

Charging

2. SWITCHING ON/OFF & STATUS CHECK

To switch on, press and hold button (1) on the left side for 3 seconds

To switch off, press and hold button (1) on the left side together with the SOS contact button for 3 seconds.

You can check if the device is switched on by shortly pressing button (1) or the SOS Contact button (2).

When everything is all OK you will

Please note this product is equipped with a roaming SIM card which will roam onto the strongest mobile network available. (Please check mobile coverage in your area). Over use may incur further charges. The product is designed for outdoor use however you should avoid excessive contact with water. We can not be held responsible for any UK GSM network failures or poor coverage areas. Every device has a 300 speech-minute/message limit per year. We always look back on the last 12 months of a subscription. All calls are rounded up to a full minute per conversation participant. When the mentioned 300 limit is reached there will be an additional charge for usage.

3. SETTING UP DEVICE CRITERIA WITH WEB PORTAL

Decide on the 3 contacts you want to register to receive alarms from your device and make a note of their name, telephone number and email addresses. Once you press the SOS button a call will be placed to all 3 contacts and the first to answer will speak to you via the pendant to assist you. All 3 contacts will get an email to state you have placed an alert and the email will name the person who answered the alert.

If none of the 3 contacts answer the alert another call will be placed. Hence, it is important that you select 3 contacts who will answer the call.
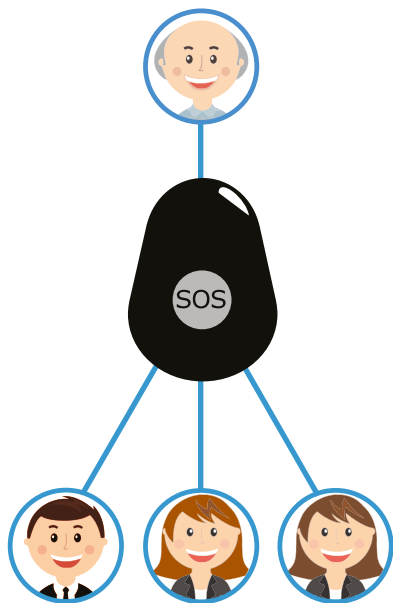
4. LOGIN

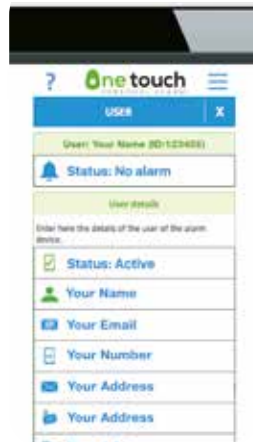Navigate to **your portal address (shown on the front cover)**
Enter your admin email address & click log in.

Enter the **5 digit code** found on your welcome email.

This will take you to the **home screen**

5. PENDANT USER

To create the **pendant user,** click on the icon on the top right hand side of the home screen. ≡
Activate/deactivate the user.

Enter the users name, email address, mobile number and address. If needed an email can be sent to the user with logon details to the portal so they may view the pendants configuration.

Users are also able to make changes to the setup of their pendant. Click save changes to be returned to the home screen.

6. PENDANT ADMIN

A **pendant administrator** may be added if needed by clicking on the user icon a second time and scrolling down to the Device administrator section.
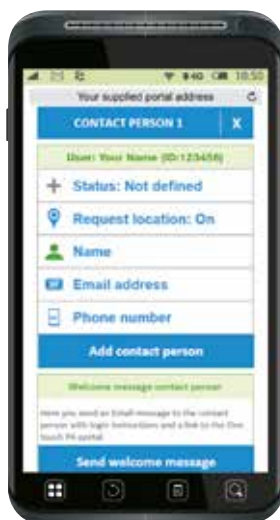
Enter the administrators name, email address and mobile number.

Administrators can change the advanced features not available to every day users or SOS contacts.

7. ADD CONTACTS

To set up **contact persons**, click on the first contact person icon on the left hand side of the home screen. *(Repeat the process for the other contacts.)*

Status can be set to active or not active. This can be used to turn a contact person off if they cannot be contacted or respond, for example, if they are on holiday.

Request location can be set on or off. This allows contact persons to search for the device and get an up to date location using the request location button on the home screen.

Enter the contact person's name, email and phone number and then add contact person to save.

Send welcome message if you want to send the contact logon credentials.

8. LOCATION

The **request location** button is used to display the tracking information generated by the pendant, known as breadcrumbs..

There are 4 functions that can be performed.

Request device position

Jump to last known position

Scroll back through positions

Scroll forward through positions

The map will show the last known location of the pendant along with how long ago this location was posted. If this was 15 minutes ago, you could request device position to get an up-to-date location for the pendant.

9. SETTINGS

Within the settings tab are some essential configuration points that need to be set before the pendant will function.

SOS Button can be configured on or off by your provider.

Home Location shows the users home address. This is then used as the map guide for setting up **Geo zones** when they are activated

Geo Zones can be turned on or off, and be configured by the device administrator.

To create zones, first activate them and save the change.

The portal will then communicate with the pendant. After a few minutes, click the GEO zones button.

To complete the setup of a pendant, at least one contact person will need to be created. The settings tab on the home page will show a green 100%. The pendant can now be used.

10. MOBILE PHONE SET UP

Open your web browser (Safari-iPhone/Chrome-Android/Edge-Windows) of choice and enter the portal address. You can also access the portal via the email sent by your provider.

Should you have any questions or queries please contact your one touch personal alarm provider:

Turning Breadcrumbs on makes the pendant ping its location to the portal every 20 minutes. These points can be viewed in the 'locate device' tab on the home page of the portal.

Hide history hides the list of alarm activations from view.

Available on any modern web browser.

Please note: One Touch will also work on all web enabled devices that have browser capability such as desktop computers, mobile phones, tablets, smart TVs & game consoles.

Notes

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