

Best Practice in eight easy steps.

- 1. Always charge your Identicom if you are not using it.**

You should put the device on charge every time you are not using it. This does not only ensure your battery is always charged when you need it, but is also perfectly safe and does not affect the lifecycle of the device.

- 2. Make sure your Identicom has at least 2-3 hours charge between shifts.**

Charging the device is extremely cost-effective and will cost literally pennies per month. Without sufficient charge you risk not being able to rely on the device.

- 3. Ask for further training if you feel unsure about using your Identicom.**

We have a lot of training material for you, so please tell your employer if you feel you could benefit from refresher training.



- 4. Perform regular Status Checks, especially when switching the device on, or changing location.**

To enable the device to help keep you safe, it is important to know you have sufficient battery and mobile network signal. The Status Check also updates the GPS location data (if applicable).

- 5. Keep your Amber Alert up to date.**

At the beginning of the working day or when changing location, updating the amber alert will help the Alarm Receiving Centre to locate you in case of a subsequent Red Alert. Only in such cases is the amber alert listened to by the Alarm Receiving Centre.

- 6. If you feel like your personal safety is compromised, activate the Red Alert!**

Our aim is to keep you safe. If you feel threatened, don't hesitate to use the Red Alert to be connected to our Alarm Receiving Centre (available 24/7).

- 7. Contact our friendly Customer Service team if you have a problem with your Identicom.**

Our Customer Service Team is at the heart of SoloProtect and always happy to help. A friendly voice is only a call away.

- 8. Carry your Quick Reference Guide.**

Please keep this handy guide with you just in case you need a reminder.