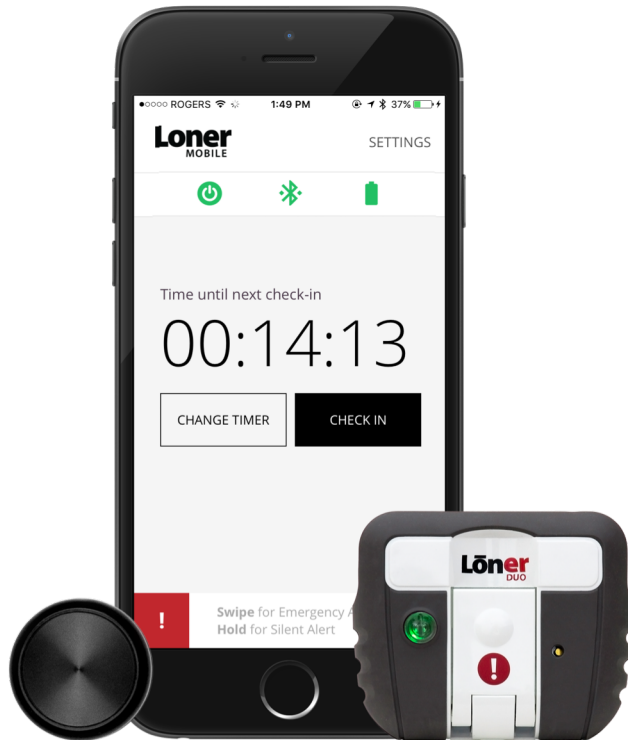
A hand holding a smartphone is the central focus, with the screen displaying a dark interface. The background is a blurred parking lot with several cars parked. The text is overlaid in white, bold, sans-serif font.

LONER MOBILE, LONER DUO & SOS BUTTON

blacklinesafety



Loner Mobile provides a convenient way to call for help and check-in using your smartphone, allowing monitoring personnel to pin-point emergency response to your location.

Loner Duo and SOS Button are person-worn devices that detect motion-related incidents and have the capability of calling for help when a smartphone isn't in reach.

Paired together using low-power Bluetooth® smart technology, these devices are able to provide the rigorous safety monitoring features exhibited by other devices from Blackline Safety.

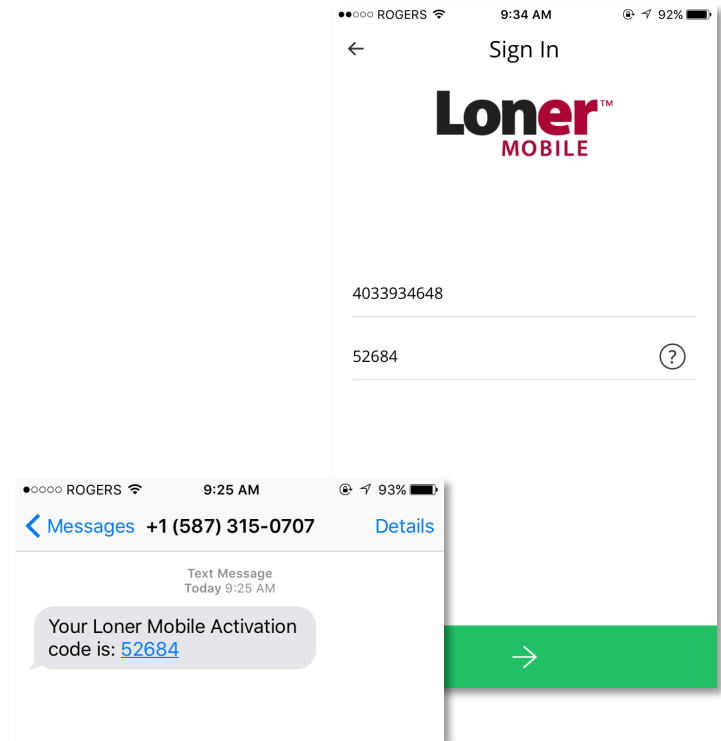


GETTING STARTED

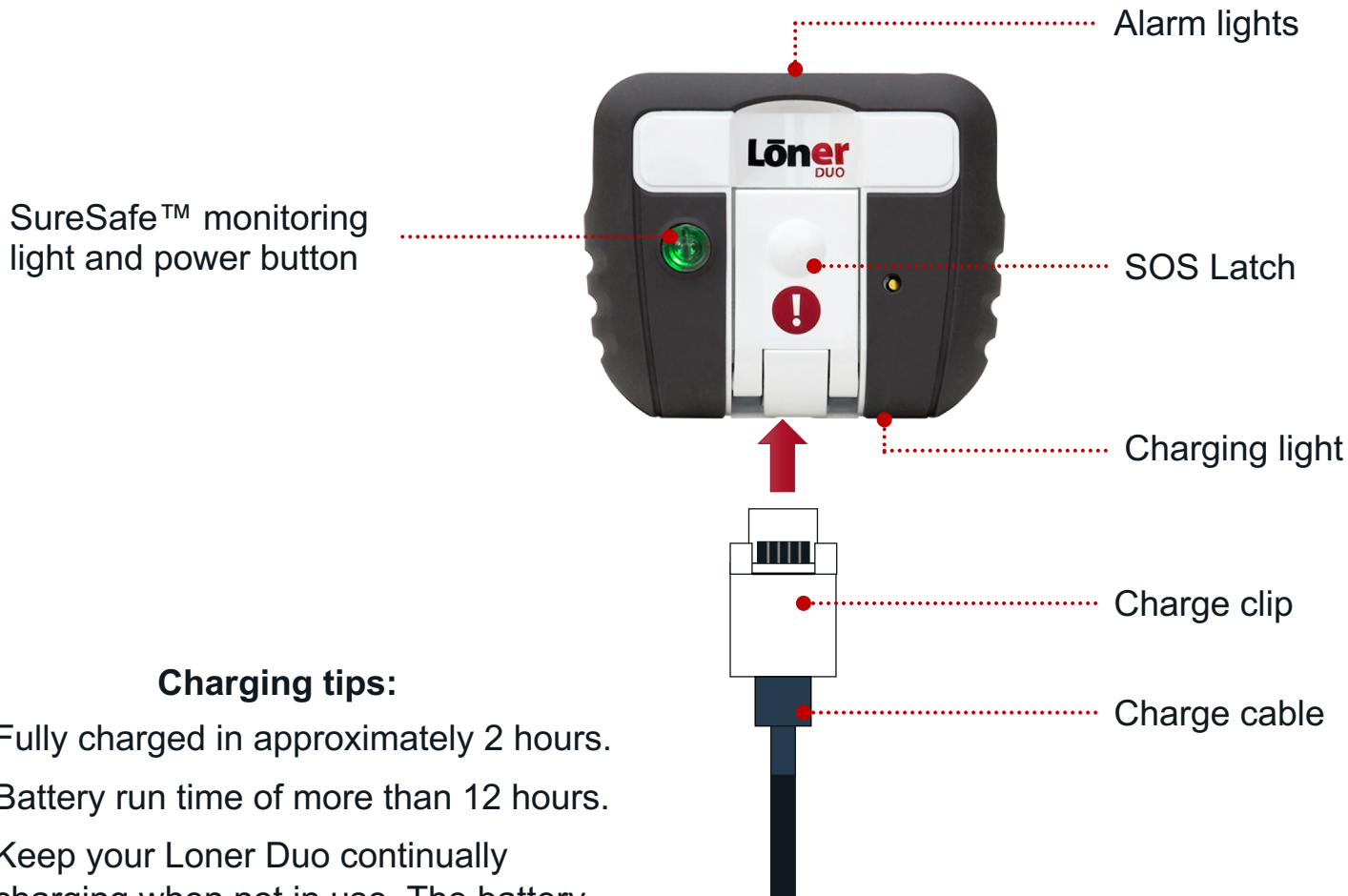
1. Download Loner Mobile from your app store



2. Enter your phone number + activation code

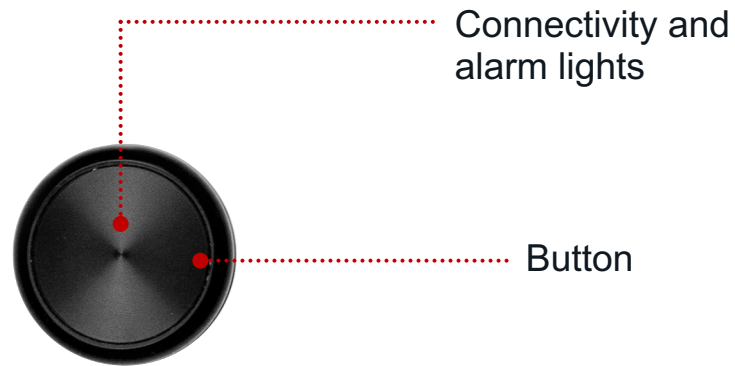


Your activation code will be texted to you. If you haven't received an activation code, contact your supervisor or our Customer Care team.



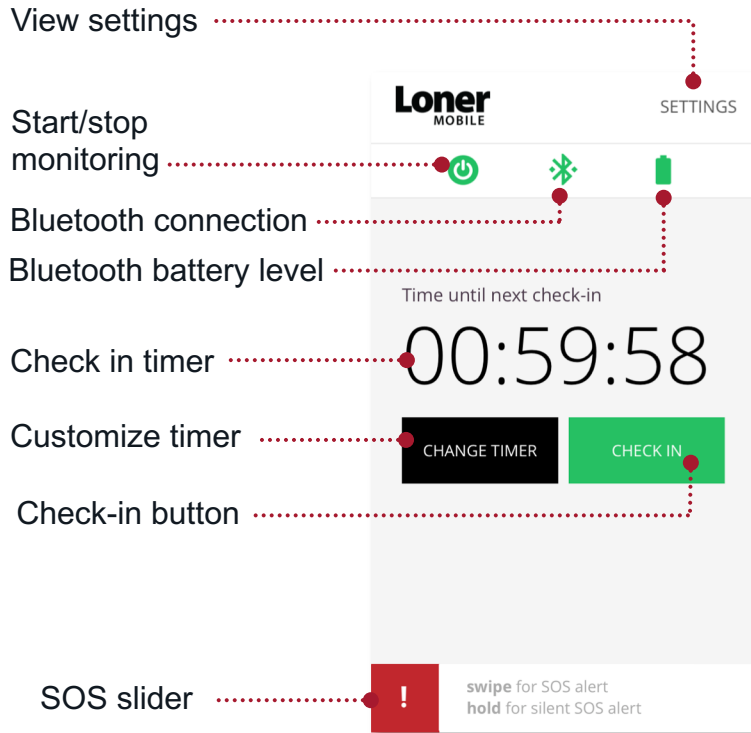
Charging tips:

- Fully charged in approximately 2 hours.
- Battery run time of more than 12 hours.
- Keep your Loner Duo continually charging when not in use. The battery loses power even when off.

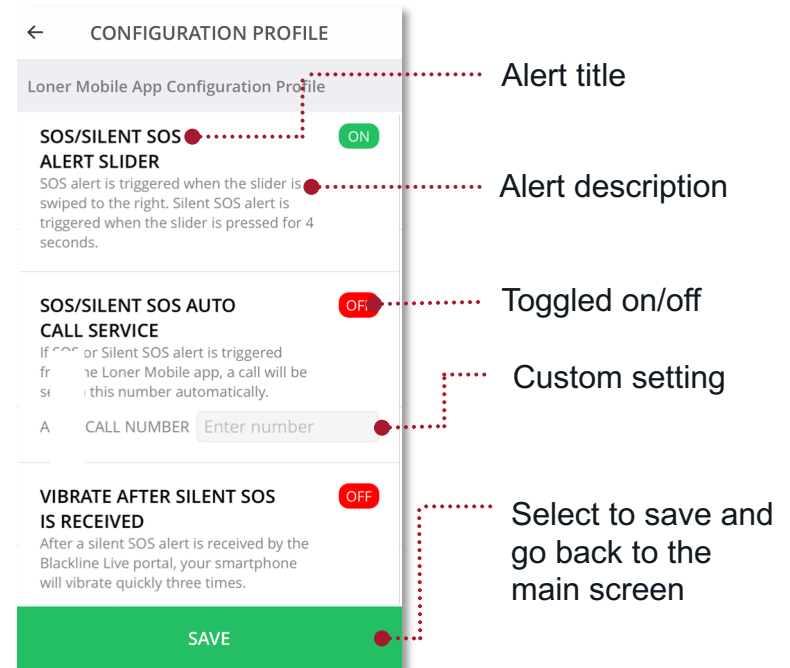


Changing batteries:

- Uses CR2032 watch battery.
- Twist the front and back pieces of the button in opposite directions to open.
- If you have difficulty changing the batteries, you can take them to a watch repair center.
- SOS Button can remain powered on continuously, and depending on usage, will last 2-3 months.

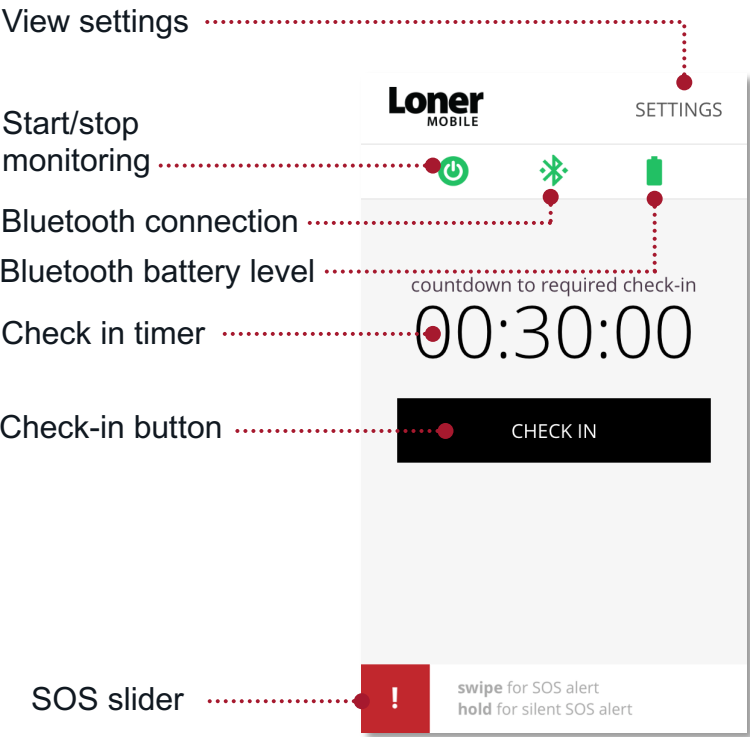


Main Screen

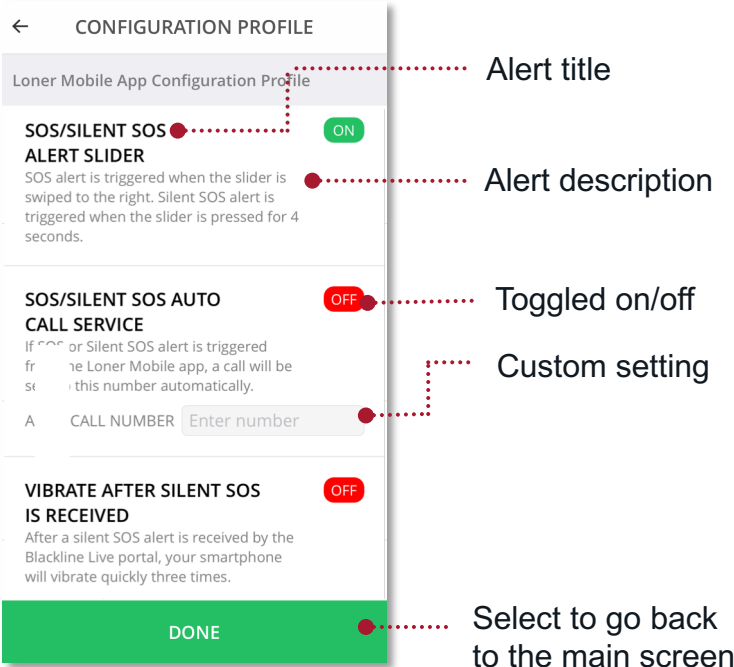


Configuration Profile

Your configuration profile can only be viewed (not edited) when monitoring



Main Screen



Configuration Profile

Here you can view your configuration settings

The screenshot shows the 'SETTINGS' page of the Loner Mobile app. The page has a back arrow and a title 'SETTINGS'. Below the title are several menu items, each with a red dot indicating a callout. The callouts are as follows:

- Pair a Bluetooth device** points to **DEVICE SETUP**.
- View device history** points to **HISTORY**.
- Your app version** points to **VERSION**.
- View/edit configuration profile** points to **CONFIGURATION PROFILE**.
- Change Loner Mobile's language** points to **LANGUAGE**.
- View Blackline's privacy policy** points to **PRIVACY POLICY**.
- Your unit ID** points to **DEVICE ID**.

The settings list includes the following items:

Setting	Value
CONFIGURATION PROFILE	
DEVICE SETUP	>
LANGUAGE	
HISTORY	>
PRIVACY POLICY	
ABOUT LONER MOBILE	>
DEVICE ID	800000544
VERSION	1.9.2.8

Below the settings list is a large grey rectangular area.

Settings Page

A hand holding a smartphone displaying a shift management app interface. The app shows a list of shifts with a green bar at the bottom. The background is a blurred outdoor scene with a red car and a building.

STARTING YOUR SHIFT

Loner Duo



Press the power button

The green SureSafe light will blink until it is paired with the Loner Mobile app

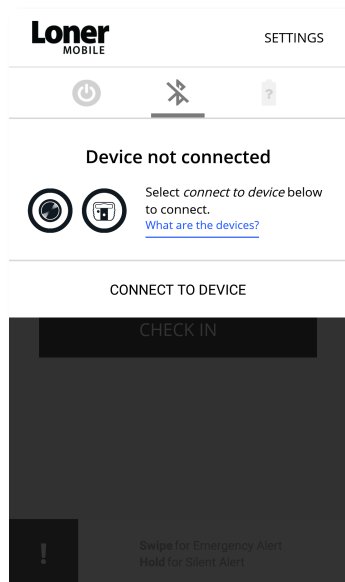
SOS Button



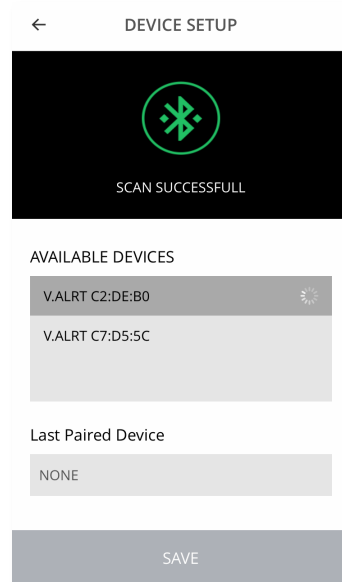
Hold button for 10 seconds

Depending on your audio and visual settings, SOS button will chirp once and blink green every 10 seconds until paired

Ensure Bluetooth is turned on on your smartphone and that your Loner Duo or SOS button is powered on.



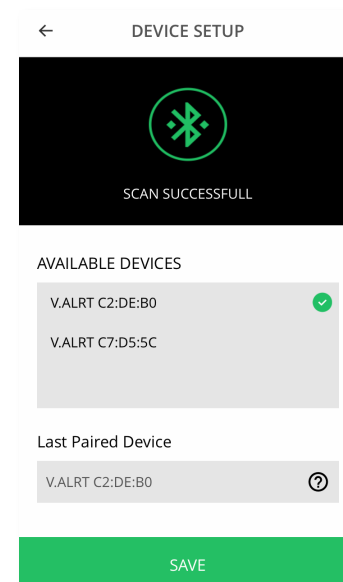
Select the Bluetooth symbol, then select *connect to device*

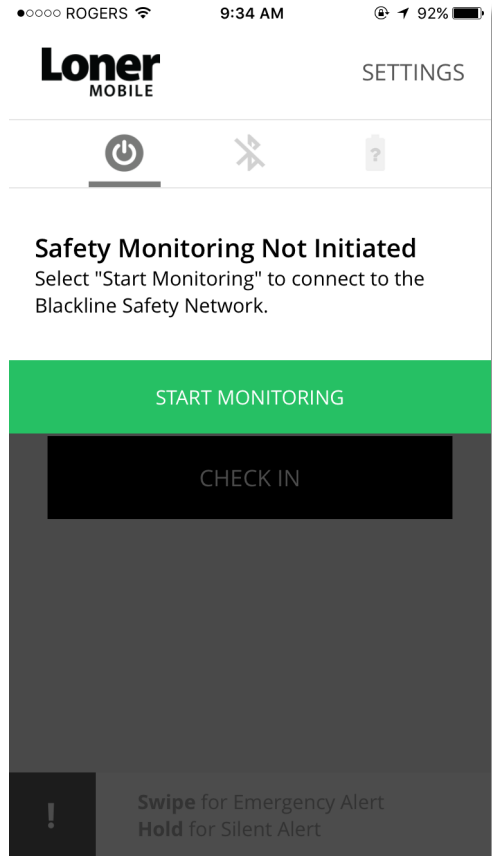


Select the Bluetooth symbol from the top of the page to scan for devices.

From the devices list, select your device. Devices sort by proximity, your device should be located at the top of the list.

Select *save*.





1. Press the power button
2. Press *start monitoring*
3. Loner Mobile will begin to Log on to the Blackline Safety Network.
4. Your safety is now being monitored.

A hand holding a smartphone, displaying a red app interface. The app has a circular icon with a white 'i' inside. The background is a blurred outdoor scene with green foliage.

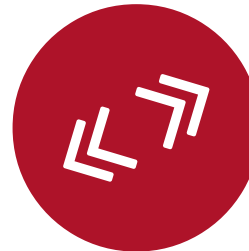
DURING YOUR SHIFT

During your shift, the device may ask you to confirm that you are safe when it detects one of the following:

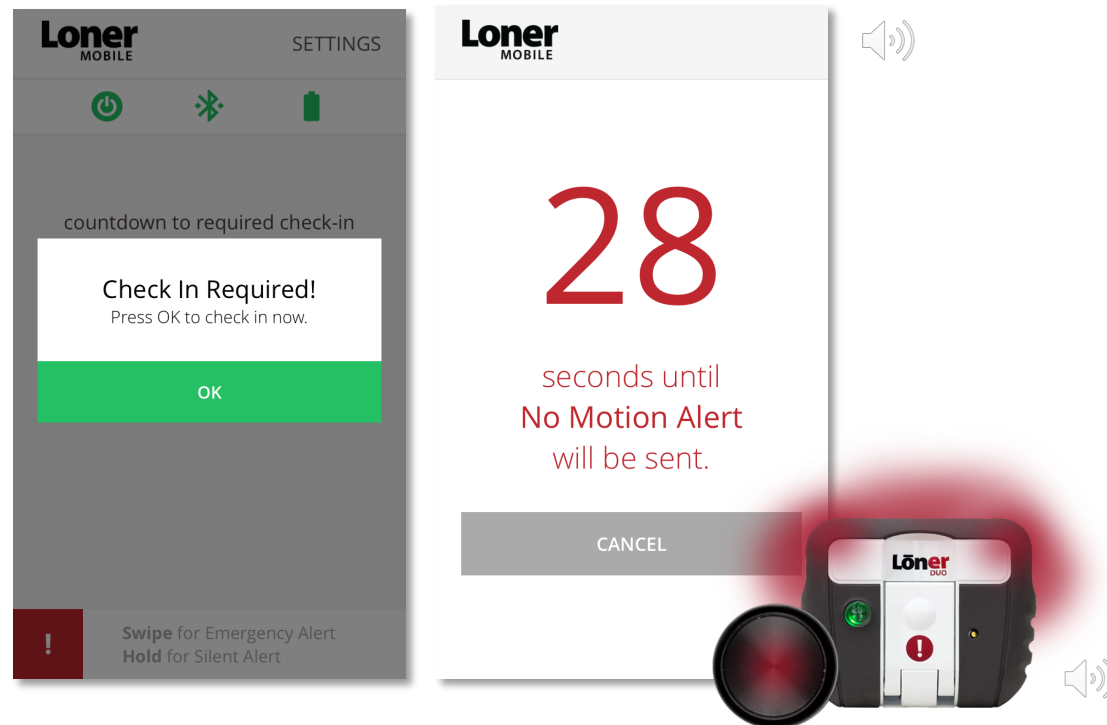
Check-in



No-motion

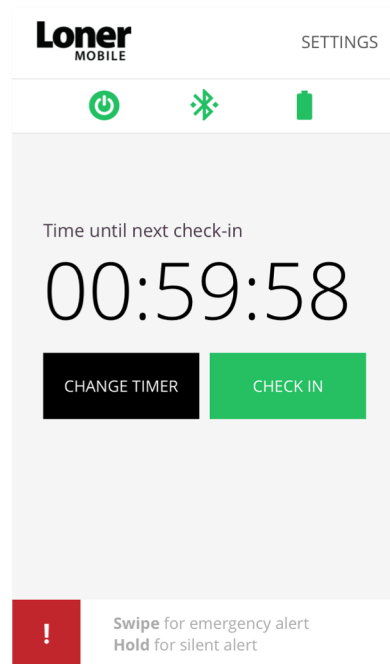


If your device detects that you have not moved or your check-in timer reaches 0, you have 30 seconds to confirm that you are safe before a red alert is sent to monitoring personnel.

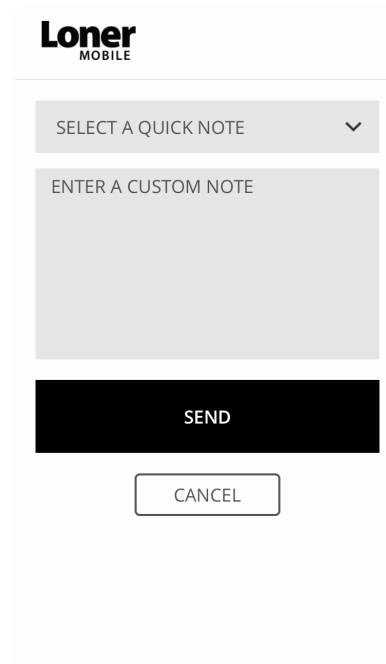


If you are safe, press *cancel* or *OK* (for check ins) on Loner Mobile, or press SOS Button or Duo's latch. This will reset your check in timer.

If you wish to avoid a pending alarm, you can check in before it sounds.

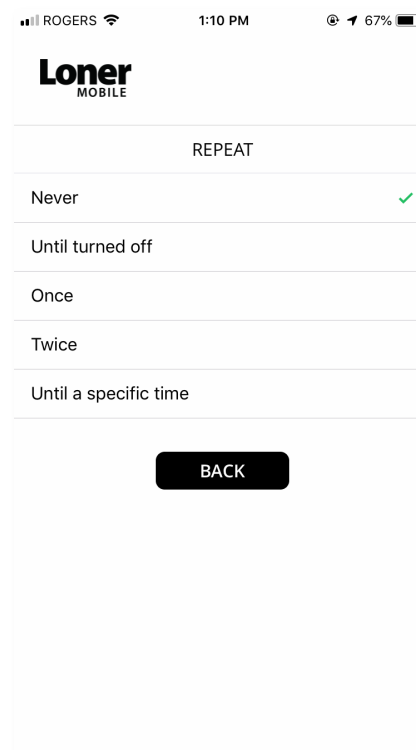
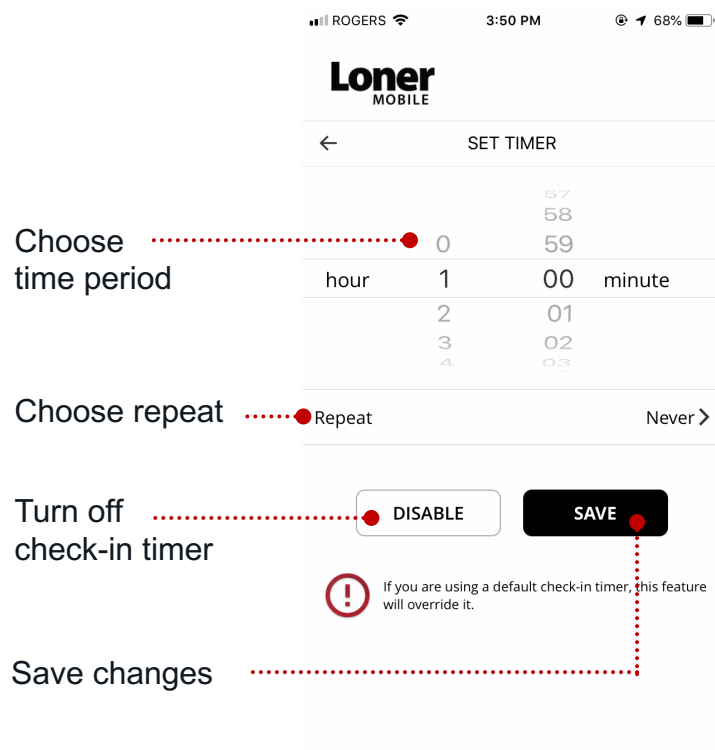


Select the *check in* button



Select a quick note from the list of notes, enter a custom note or check in without sending a note. Loner Mobile's check-in timer will reset.

If you have permissions to configure Loner Mobile's settings, you can adjust the check-in timer to only check on you when you need it by selecting *change timer* from Loner Mobile's main screen.



Repeat options:

Never - The check-in timer counts down once, then asks the user to confirm safety before turning off.

Once - The check-in timer counts down and confirms the users safety, repeats the cycle once, then turns off.

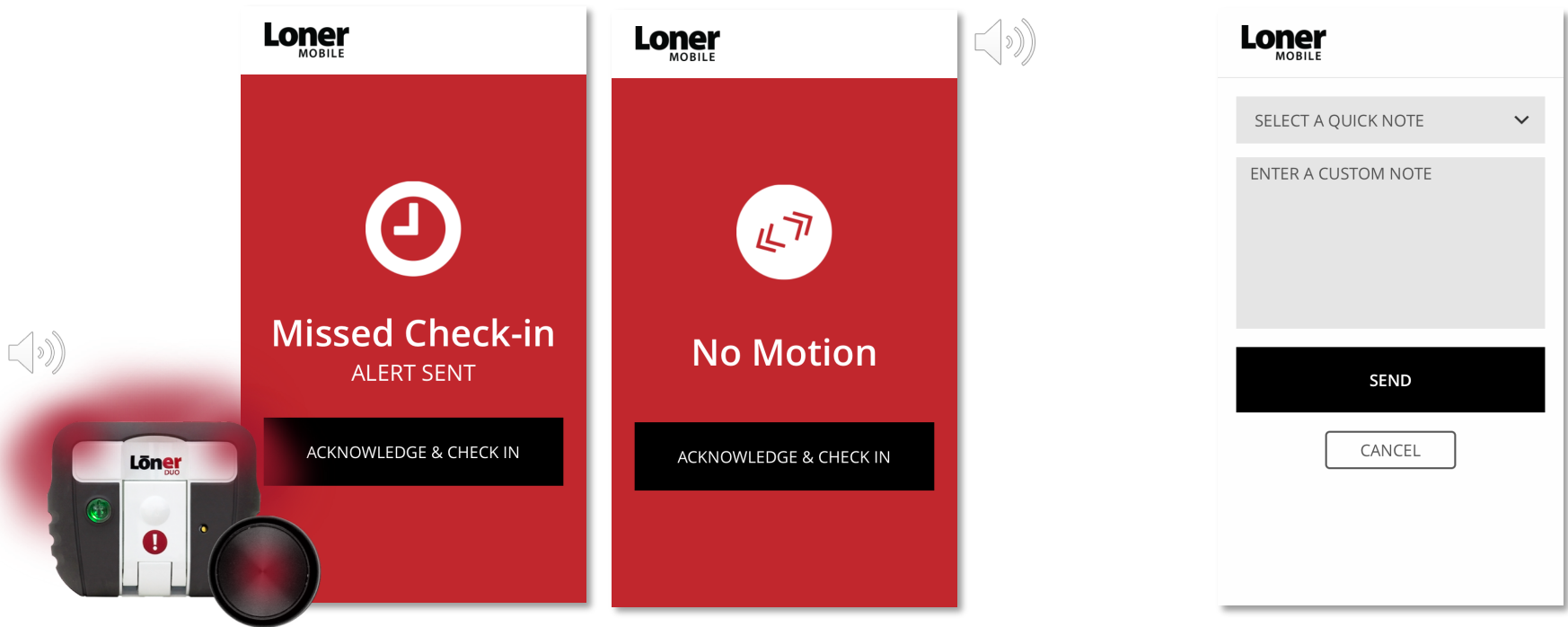
Twice - The check-in timer counts down and confirms the users safety, repeats the cycle twice, then turns off.

Until turned off - The timer perpetually counts down and confirms safety, until the user manually turns it off.

Until a specific time - The user can set a specific time for the timer to run until, at that time safety is confirmed once more and then the timer shuts of

Note: customizing your timer will override the default set in Loner Mobile's configuration profile.

If you don't confirm the pending alarm within the 30 seconds, your device will go into a red alert. A red alert is immediately communicated to monitoring personnel.



To silence the red alert, select *acknowledge & check in* on Loner Mobile, or press SOS Button or Loner Duo's latch. This does not cancel the alert that has been sent to monitoring personnel. They will follow your emergency response protocol to ensure you are OK.

After selecting *acknowledge & check in*, you can check in with or without a note. This will reset your check-in timer.

During your shift, you may need to request help
using one of the manual features:

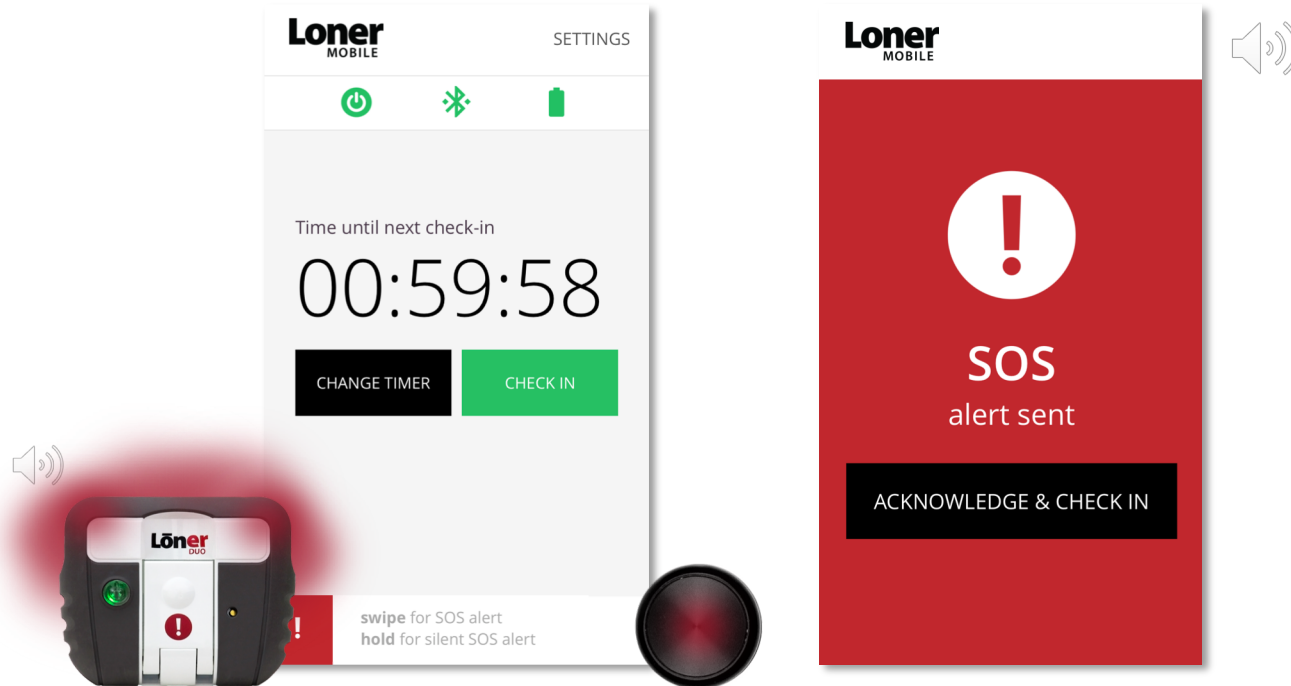
SOS alert
(Audible)



Silent SOS alert



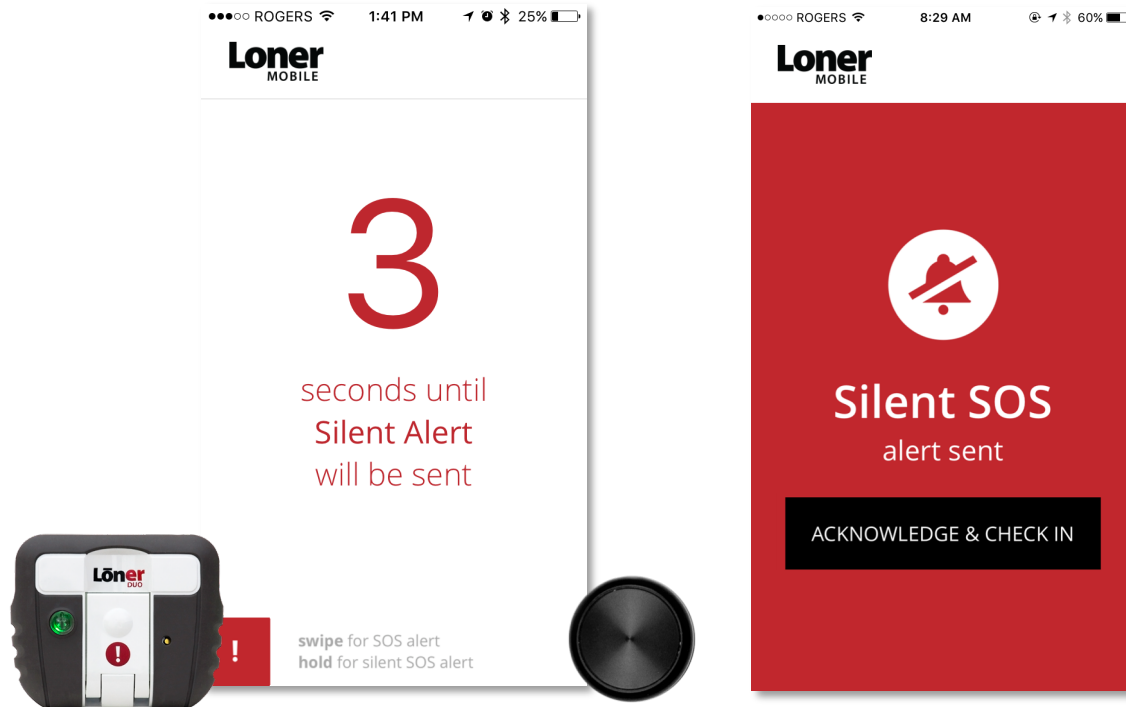
If you need help, you can send an emergency alert to monitoring personnel.



To trigger an emergency alert swipe the bottom slider on Loner Mobile or pull the SOS latch on Loner Duo. Emergency alerts can be sent on SOS Button quickly 3 times, depending on your configuration.

A red alert is sent to monitoring personnel, and your Loner Mobile will sound. If you wish to silence this audible alert, you can press *acknowledge & check in*. Remember, this does not cancel the alert sent to monitoring personnel.

If you need help, but don't want to notify those around you, you can send a silent alert to monitoring personnel.



To trigger a silent alert, hold the bottom slider on Loner Mobile, press and hold the SOS latch on Loner Duo, or triple press SOS Button (depending on your configuration)

A red alert is sent to monitoring personnel. If you wish to return to the main screen, you can press *acknowledge & check in*. Remember, this does not cancel the alert sent to monitoring personnel.



Check in, send an emergency or silent alert with a triple press of your power button.

A screenshot of the "CONFIGURATION PROFILE" app interface. The title bar shows a back arrow and "CONFIGURATION PROFILE". Below it is a grey header "Loner Mobile App Configuration Profile". The main content area has several sections: 1. "SOS/SILENT SOS ALERT SLIDER" with a green "ON" toggle and a description: "SOS alert is triggered when the slider is swiped to the right. Silent SOS alert is triggered when the slider is pressed for 4 seconds." 2. "PROGRAMMABLE KEY PRESS" with a green "ON" toggle and a description: "While monitoring, press the power button on your device 3 times to trigger the selected action." Below this is a dropdown menu labeled "ACTION TO TRIGGER." with options: "CHECK-IN", "CHECK-IN", "SOS ALERT", and "SILENT SOS ALERT". 3. "SOS/SILENT SOS AUTO CALL SERVICE" with a description: "If SOS or Silent SOS alert is triggered from the Loner Mobile app, a call will be sent to this number automatically." Below this is a text input field labeled "AUTO CALL NUMBER" with a placeholder "enter number". 4. "VIBRATE AFTER SILENT SOS IS RECEIVED" with a red "OFF" toggle and a description: "After a silent SOS alert is received by the Blackline Live portal, your smartphone will vibrate quickly three times." At the bottom is a large green button labeled "SAVE".

In Configuration Profile, turn programmable key press on

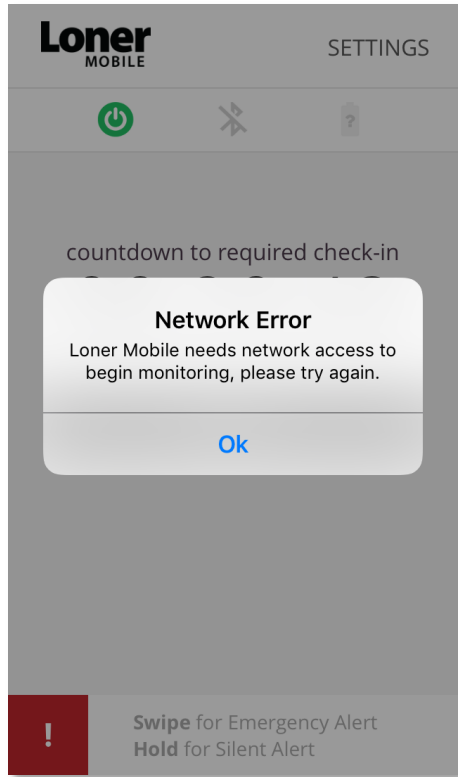
From the dropdown menu, select if you want the feature to *check in*, *send an emergency alert* or *silent alert*

Press the power button on your Android three times to trigger your selected feature

A hand holding a white smartphone. The screen shows a dark interface with a notification box in the center. The background is a blurred outdoor scene with green foliage and a grey path.

NOTIFICATIONS

Network Error



Loner Mobile will notify you if there is a network error. Loner Mobile needs a network connection to monitor your safety.

Low battery



Loner Duo

Loner Duo is configured to signal to you when the battery falls below a certain configured percentage.

Low battery alarm is characterized by a short beep and a quick flash every 5 minutes. Charge Loner Duo as soon as possible.



SOS Button

Loner Mobile's battery icon's color will represent SOS Button's battery life:



Battery life is good



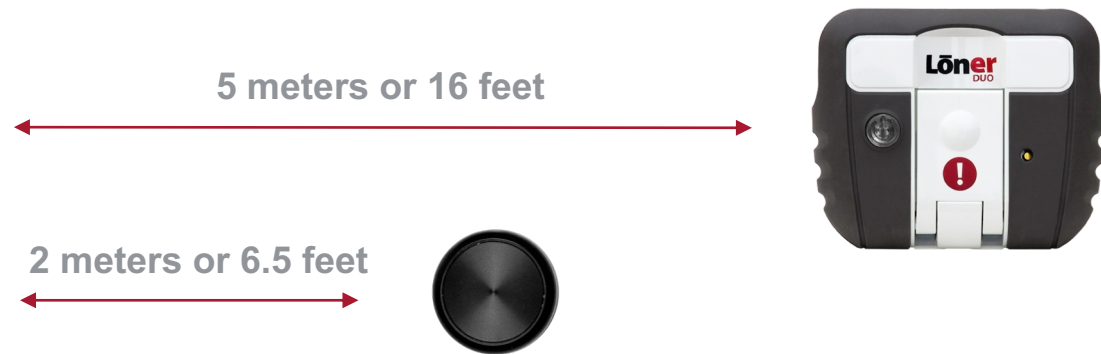
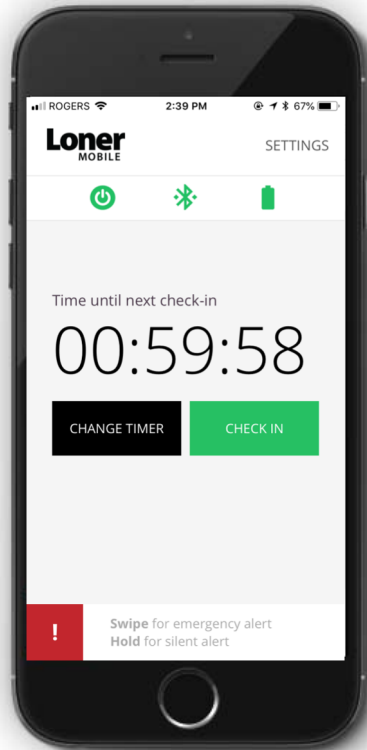
Battery low, have a CR2032 on hand



Change SOS Button's battery

Bluetooth Connection

Be sure to keep your device within range of the smartphone.

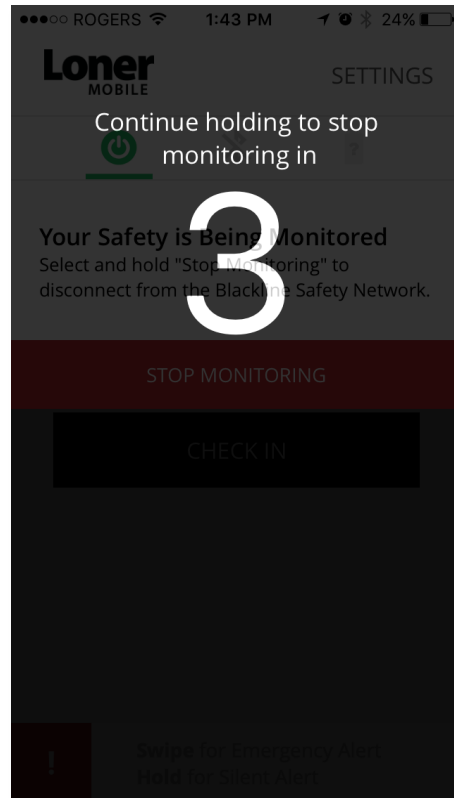
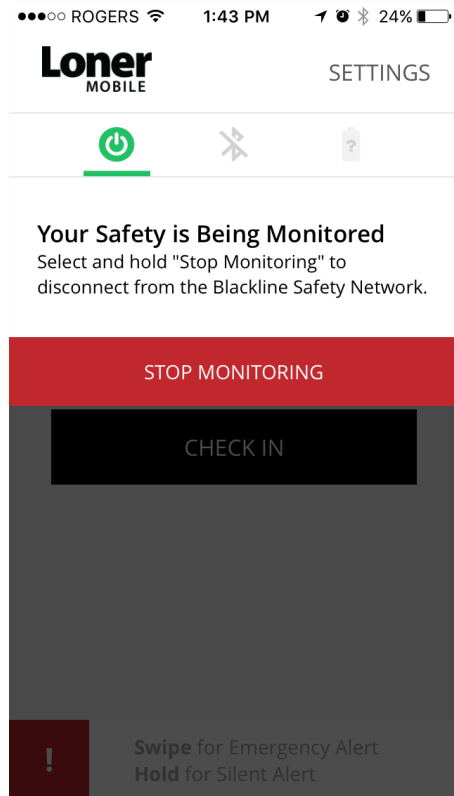


If your connection is lost

- The smartphone will display a notification
- Loner Mobile's Bluetooth and battery icons will be gray
- Loner Duo's SureSafe light will flash green
- SOS Button will chirp and flash green

A hand holding a white smartphone. The screen is mostly black with a red horizontal bar near the top. The background is a blurred parking lot with several cars.

ENDING YOUR SHIFT



Select the power button

Press and hold *stop monitoring* for three seconds. Loner Mobile will log off from the Blackline Safety Network.

Your safety is no longer being monitored.

Loner Duo



Press the power button until beeping and vibration stops (three seconds)

Duo's SureSafe light will flash and then turn off once it has logged off from the Blackline Safety Network.

If Loner Duo is turned off before you log out of the Loner Mobile, the app will continue to monitor your safety.

SOS Button



Hold SOS Button for 30 seconds. Depending on your audio/visual settings, it will blink red and chirps three times.

If SOS Button is turned off before you log out of Loner Mobile, the app will continue to monitor your safety.

A dark, atmospheric landscape photograph of a mountain valley. In the foreground, a wide, light-colored gravel or sand bar runs diagonally across the frame. The valley is filled with dense evergreen forests, and the surrounding mountains are rugged and partially covered in vegetation. The sky is overcast with soft, diffused light. The word "QUESTIONS?" is overlaid in the center in a white, sans-serif font.

QUESTIONS?



support.BlacklineSafety.com

CUSTOMER CARE

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