LONER MOBILE,
LONER DUO
&
SOS BUTTON

blacklinesafety

LONER MOBILE & LONER DUO

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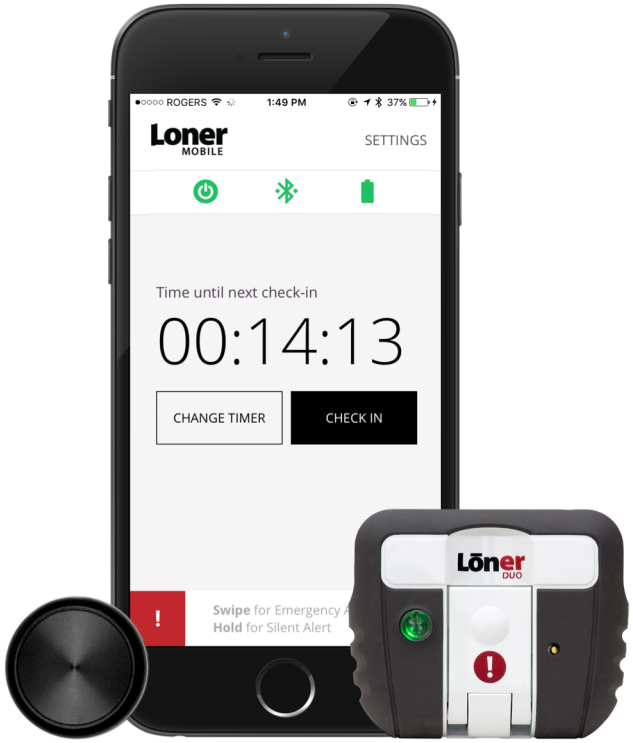
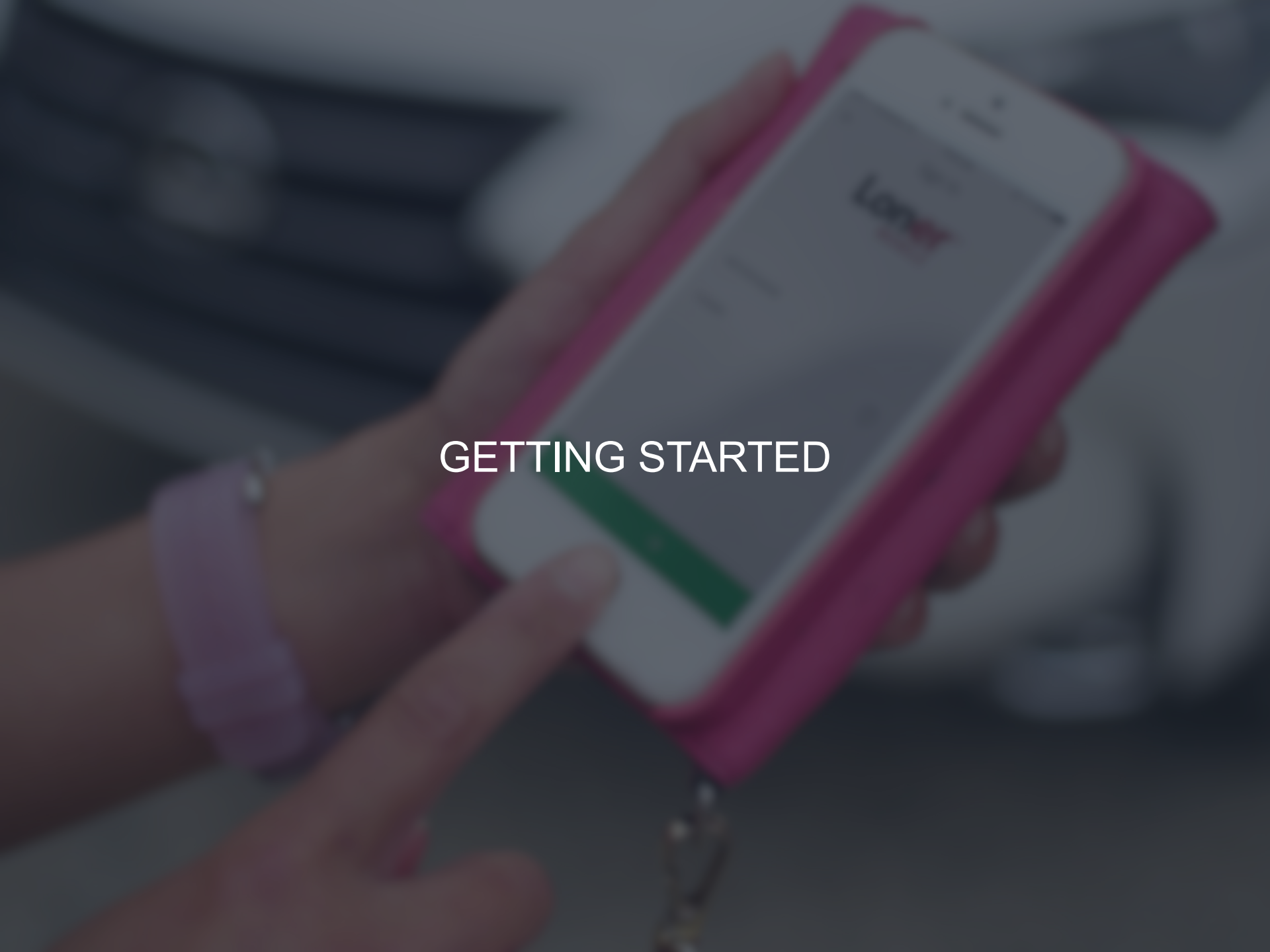


Loner Mobile provides a convenient way to call for help and check-in using your smartphone, allowing monitoring personnel to pin-point emergency response to your location.

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

GETTING STARTED

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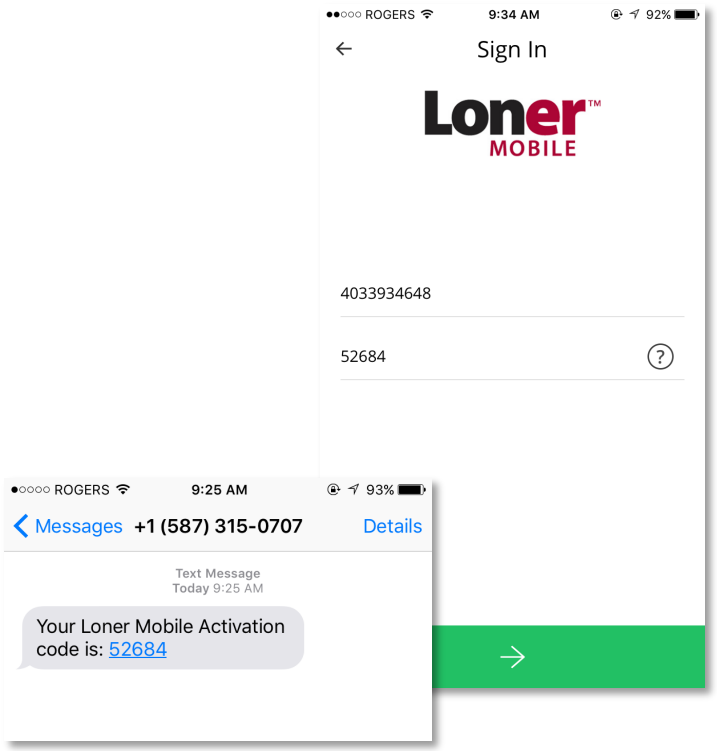
1. Download Loner Mobile from your app store

Download on the App Store

ANDROID APP ON Google play

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.

LONER DUO COMPONENTS

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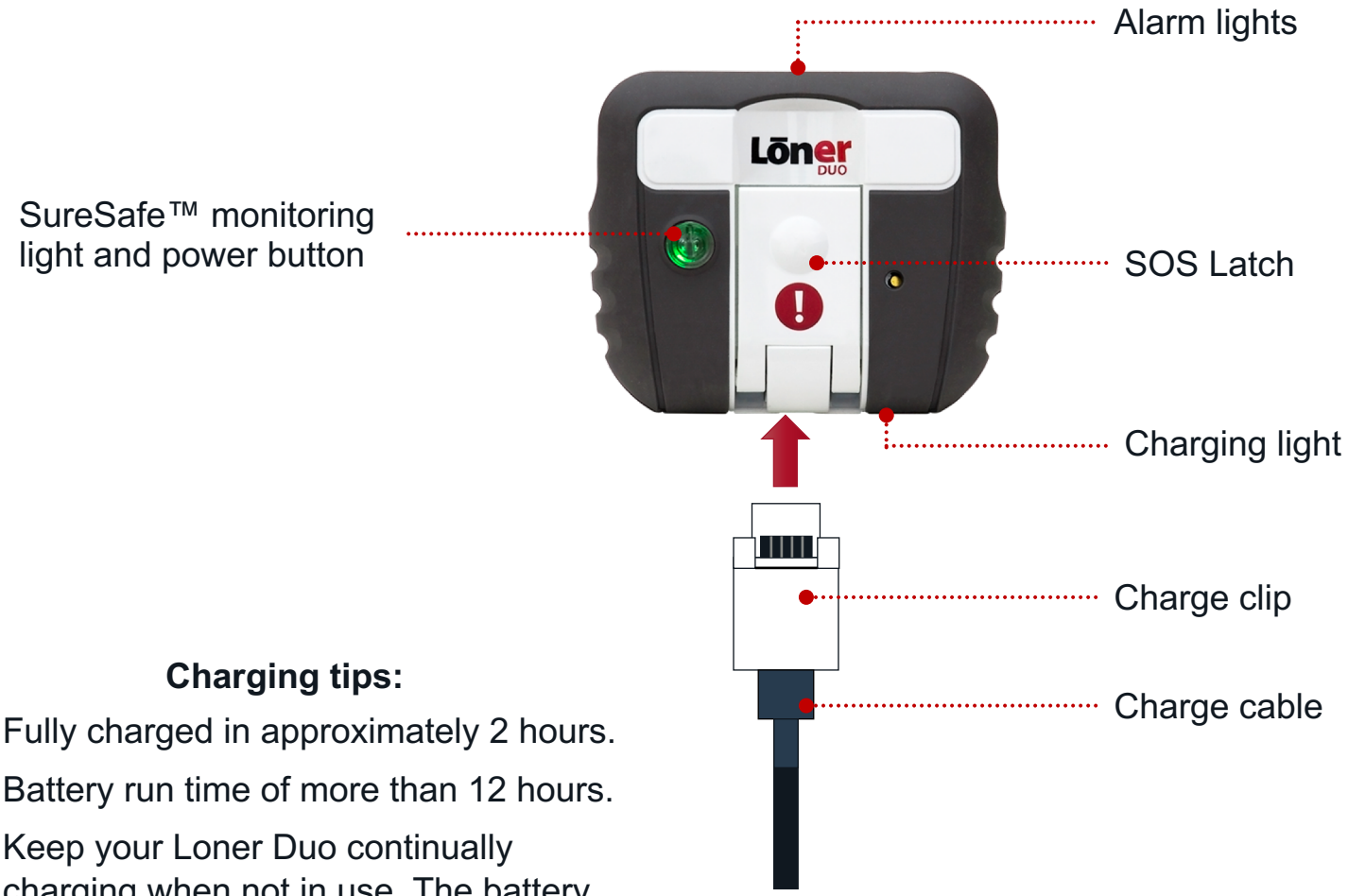

Charging tips:

- 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.

SOS BUTTON COMPONENTS

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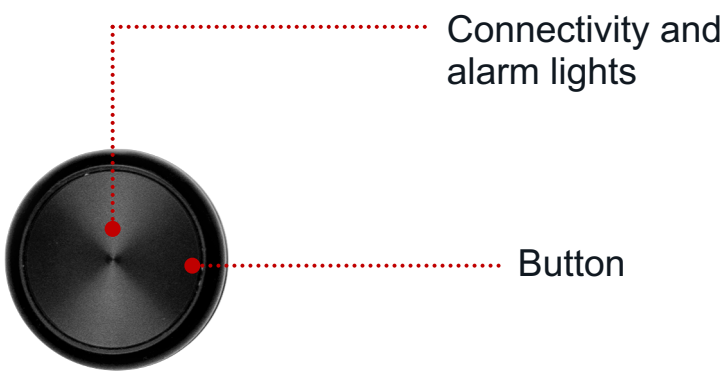

Changing batteries:

- 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.

LONER MOBILE COMPONENTS – WITH EDIT PERMISSIONS

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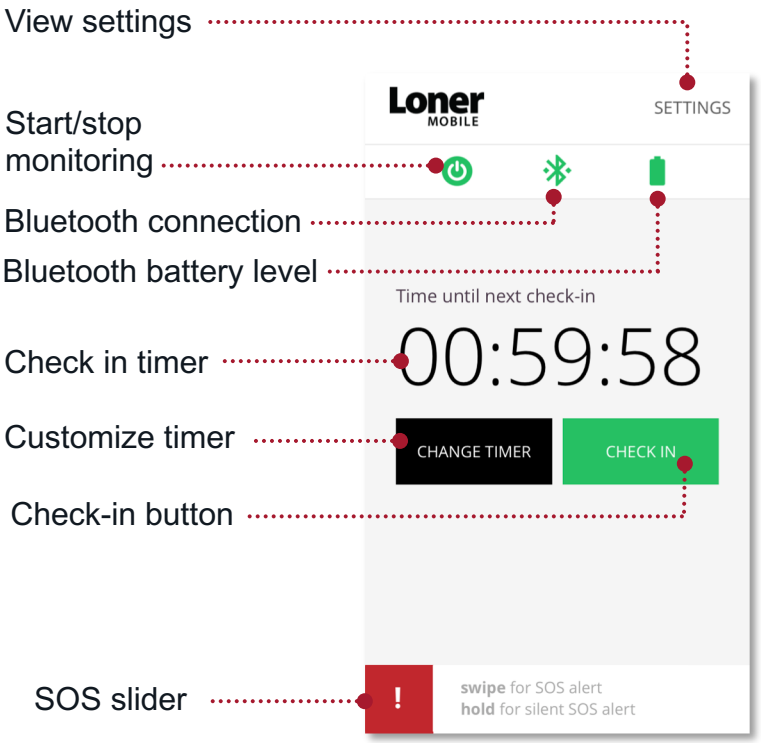
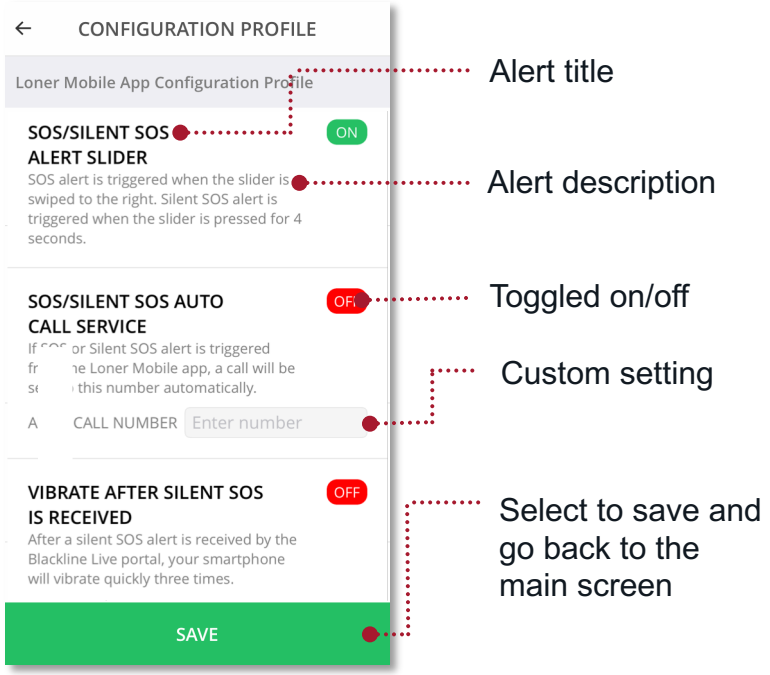


Main Screen



Configuration Profile

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

LONER MOBILE COMPONENTS – WITHOUT EDIT PERMISSIONS

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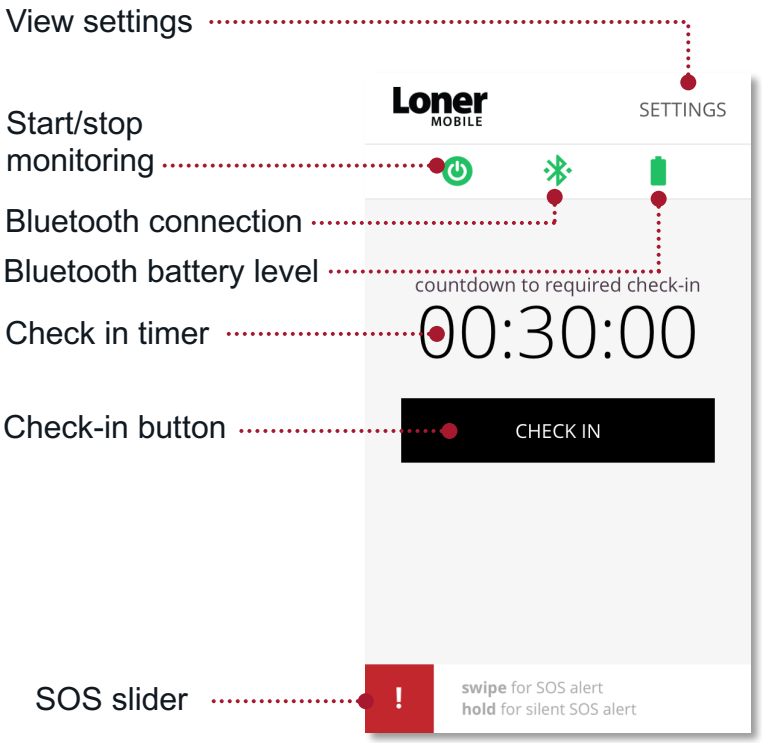
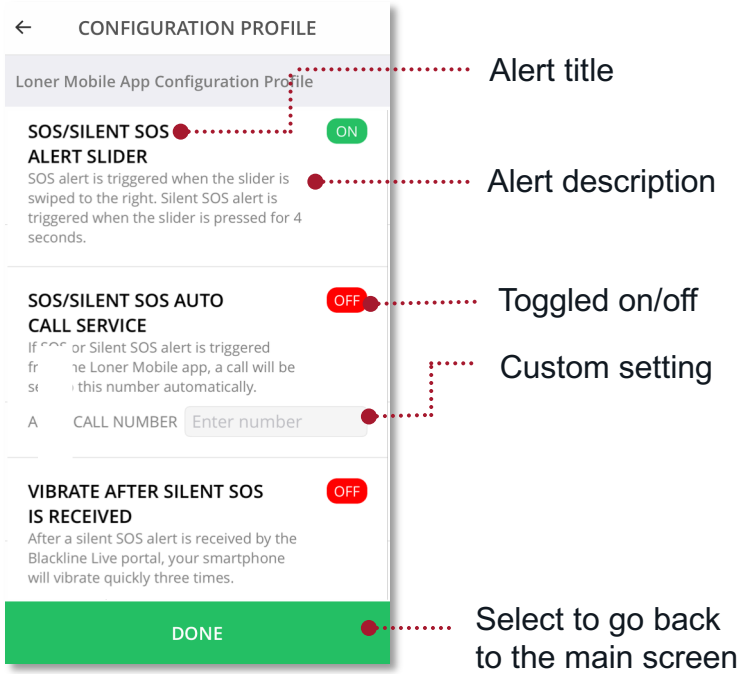


Main Screen



Configuration Profile

Here you can view your configuration settings

LONER MOBILE SETTINGS

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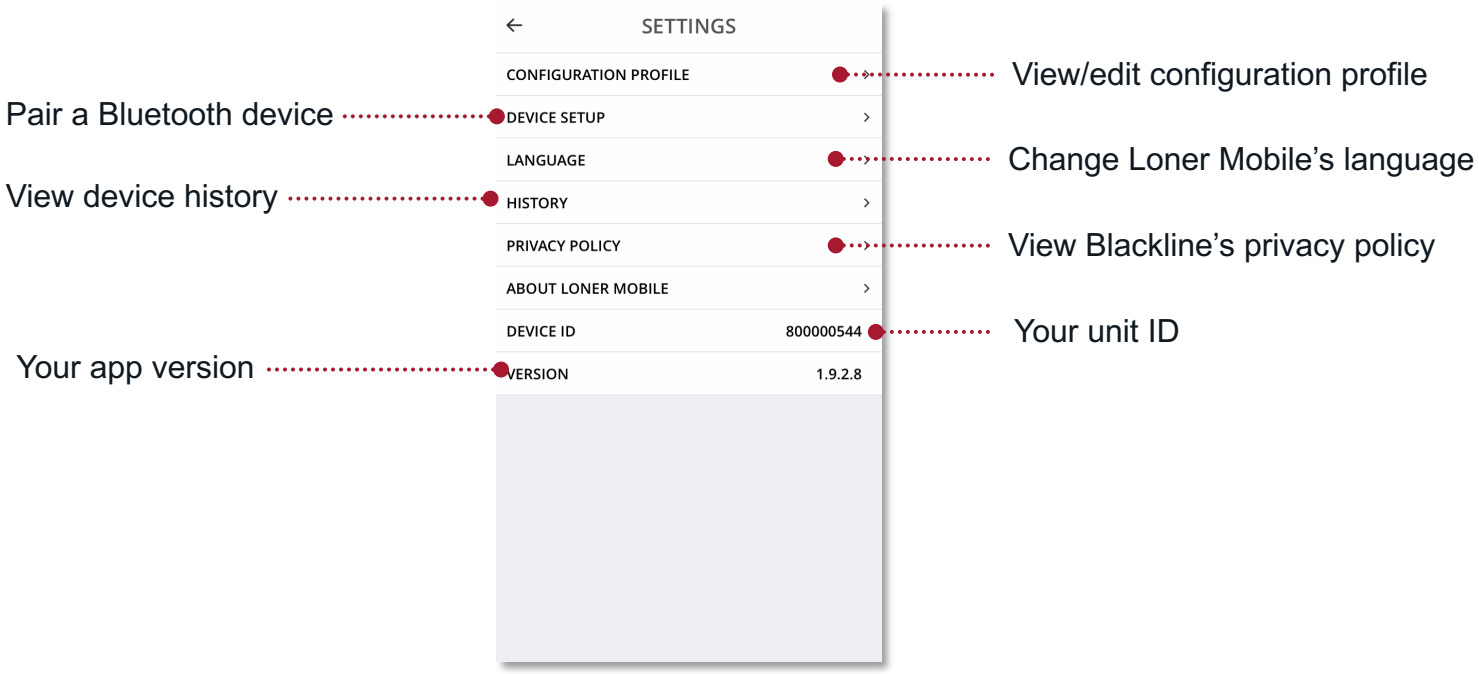
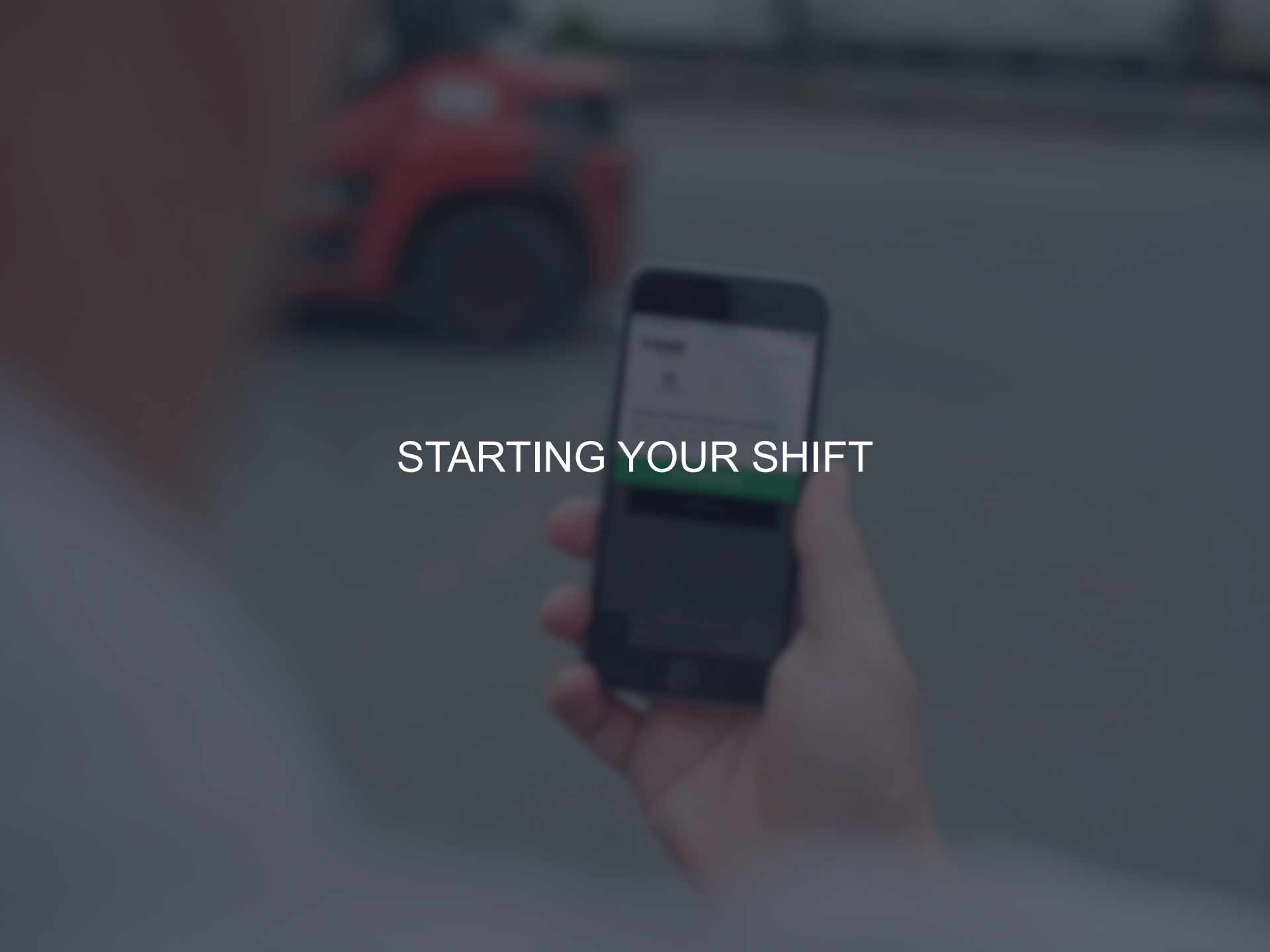


Settings Page


STARTING YOUR SHIFT

TURNING ON ACCESSORIES

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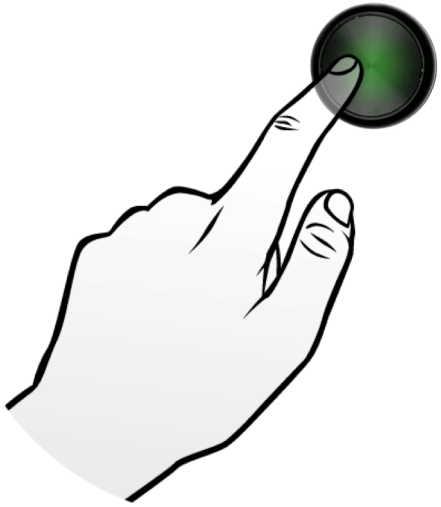
Loner Duo

Press the power button

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

SOS Button

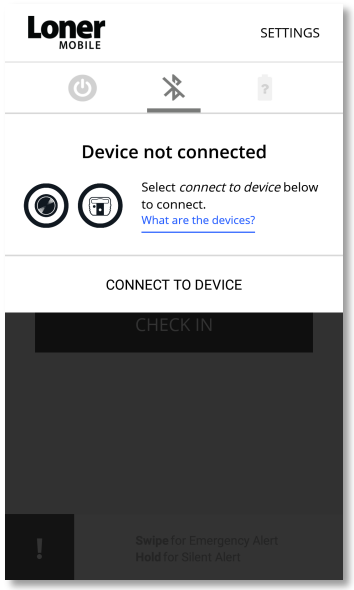


Hold button for 10 seconds

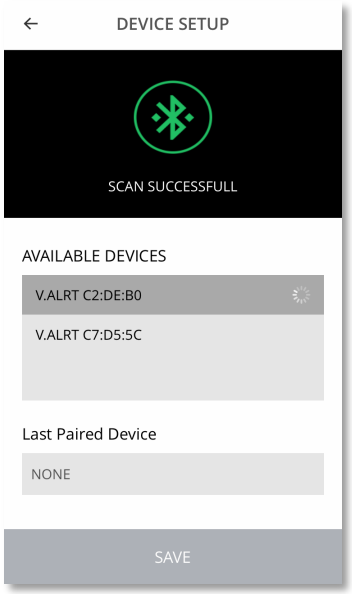
Depending on your audio and visual settings, SOS button will chirp once and blink green every 10 seconds until paired

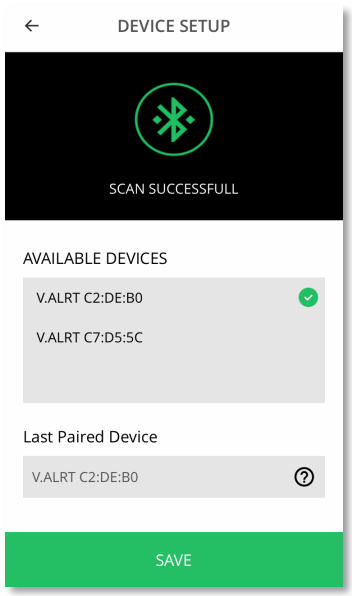
PAIRING ACCESSORIES TO LONER MOBILE

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*



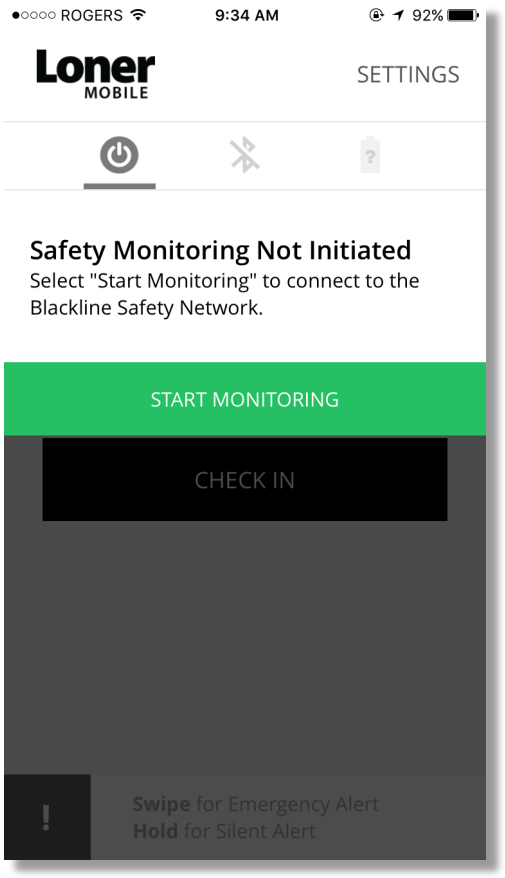


Select the Bluetooth symbol from the top of the page to scan for devices.

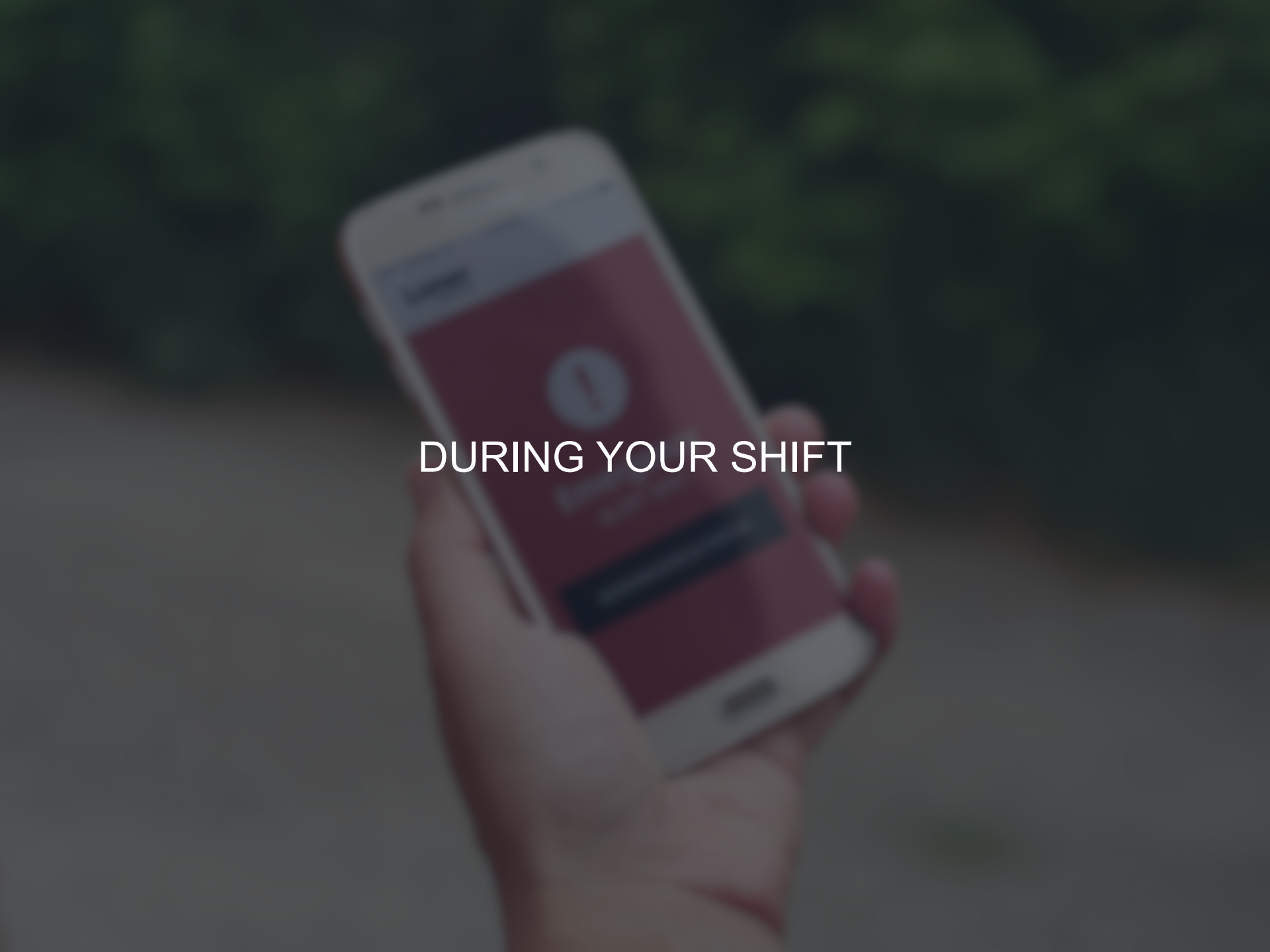
From the devices list, select your device. Devices sort by proximity, your device should be located at the top of the list.

Select *save*.

START MONITORING



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.


DURING YOUR SHIFT

AUTOMATIC FEATURES

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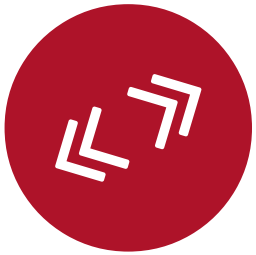
During your shift, the device may ask you to confirm that you are safe when it detects one of the following:

Check-in

No-motion



PENDING ALARMS

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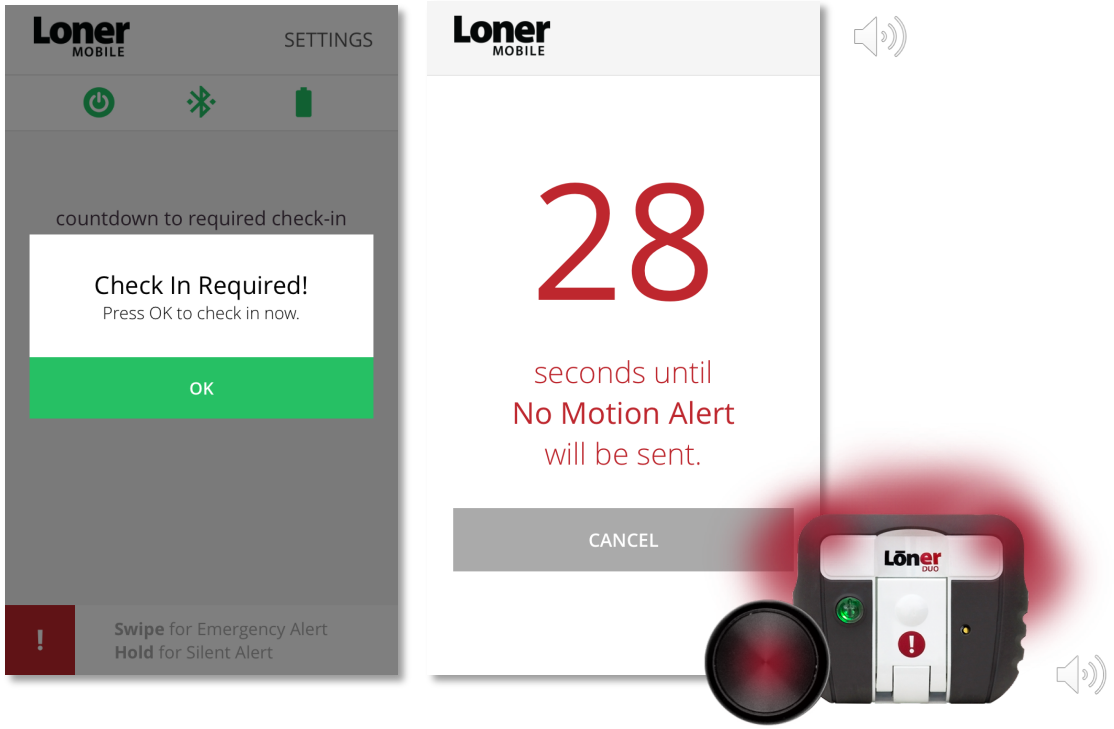
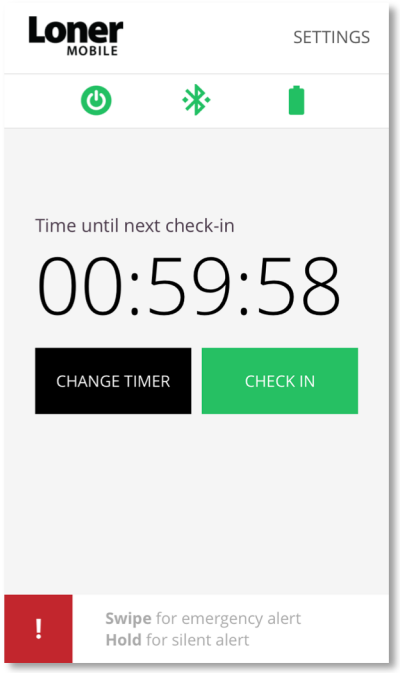
If your device detects that you have not moved or your check-in timer reaches 0, you have 30 seconds to confirm that you are safe before a red alert is sent to monitoring personnel.



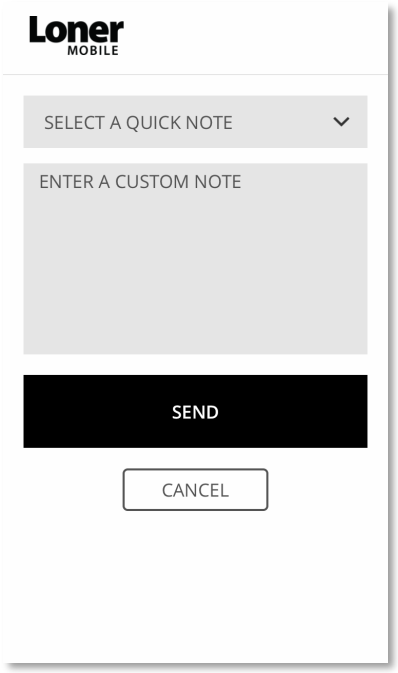
If you are safe, press *cancel* or *OK* (for check ins) on Loner Mobile, or press SOS Button or Duo's latch. This will reset your check in timer.

EARLY CHECK-IN

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.

CUSTOMIZING THE CHECK-IN TIMER

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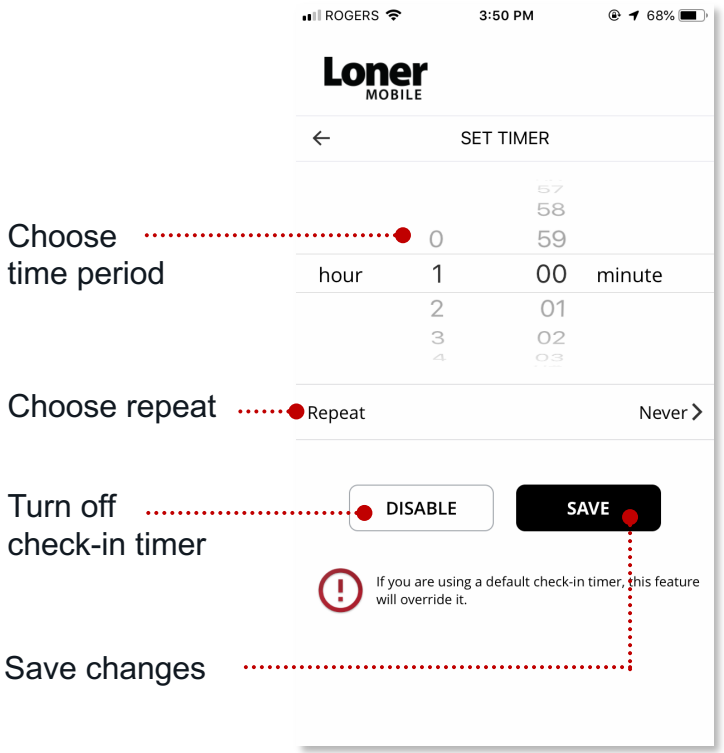
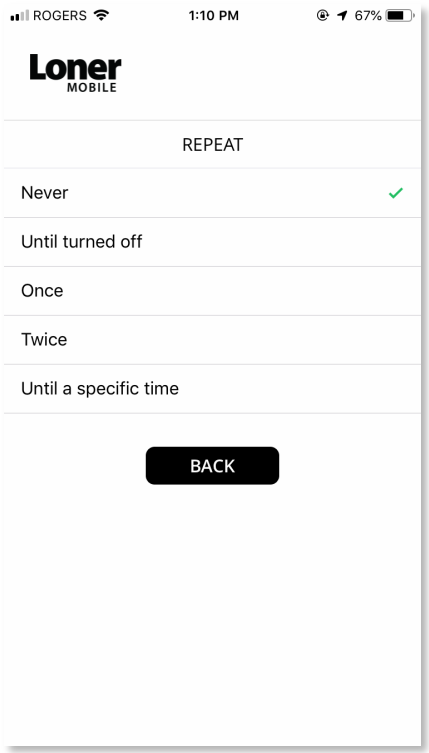
If you have permissions to configure Loner Mobile's settings, you can adjust the check-in timer to only check on you when you need it by selecting *change timer* from Loner Mobile's main screen.





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.

RED ALERTS

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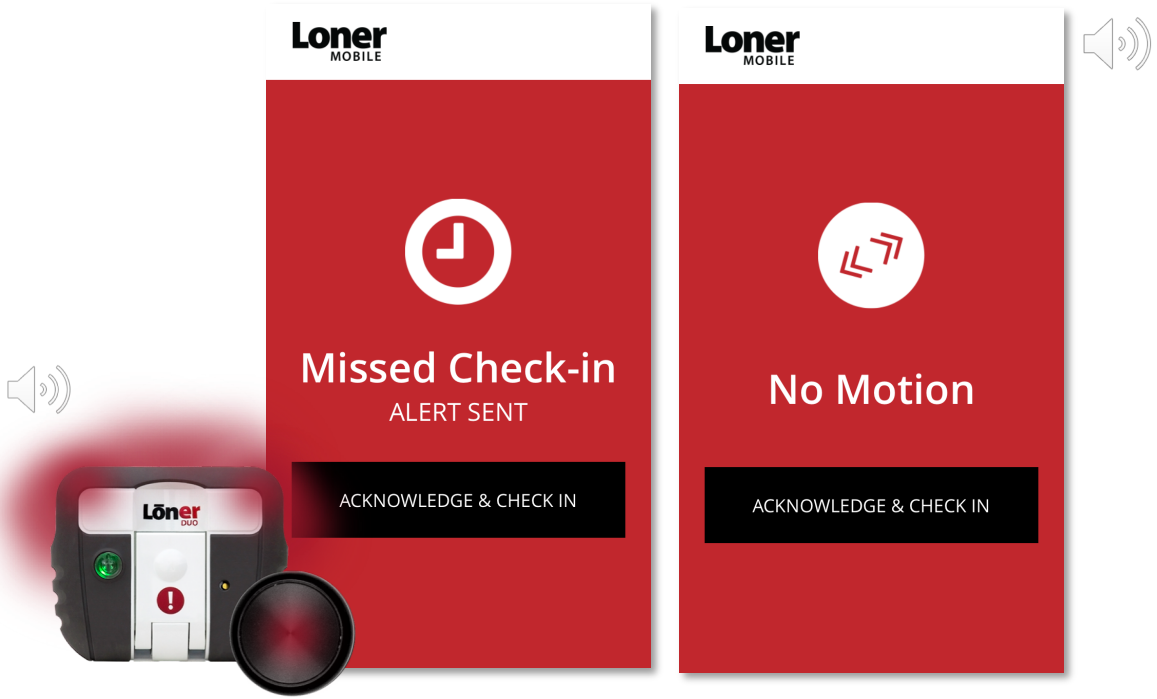
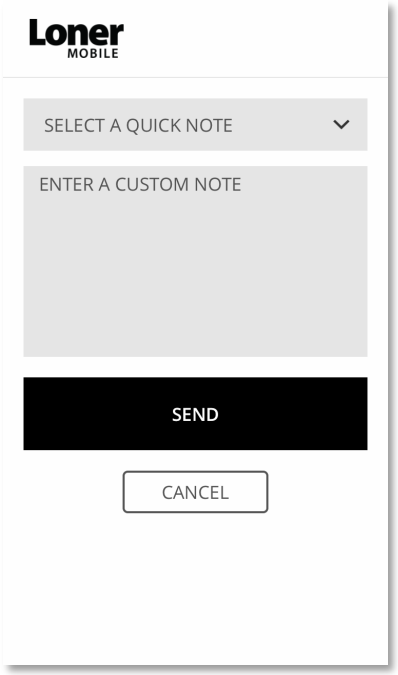
If you don't confirm the pending alarm within the 30 seconds, your device will go into a red alert. A red alert is immediately communicated to monitoring personnel.



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.

MANUAL FEATURES

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

SOS alert
(Audible)

Silent SOS alert

EMERGENCY ALERT

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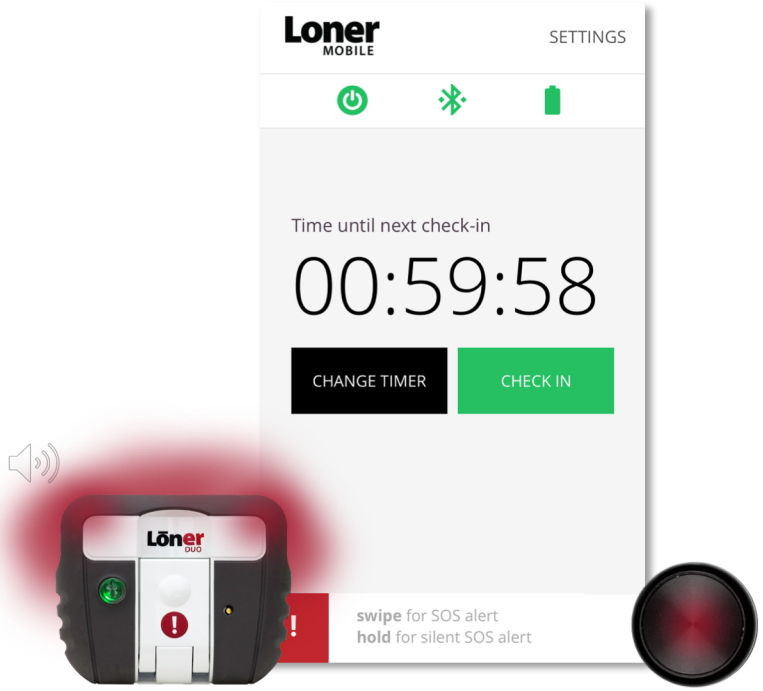
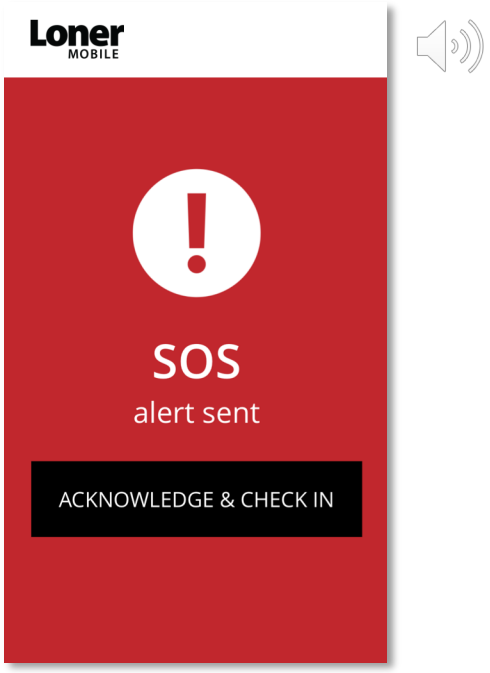
If you need help, you can send an emergency alert to monitoring personnel.



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.

SILENT ALERT

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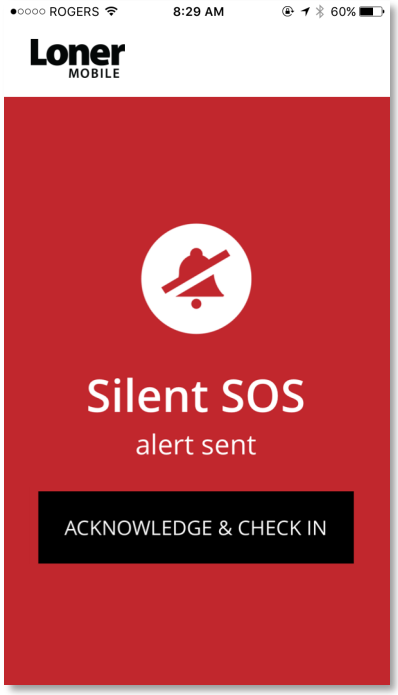
If you need help, but don't want to notify those around you, you can send a silent alert to monitoring personnel.

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)



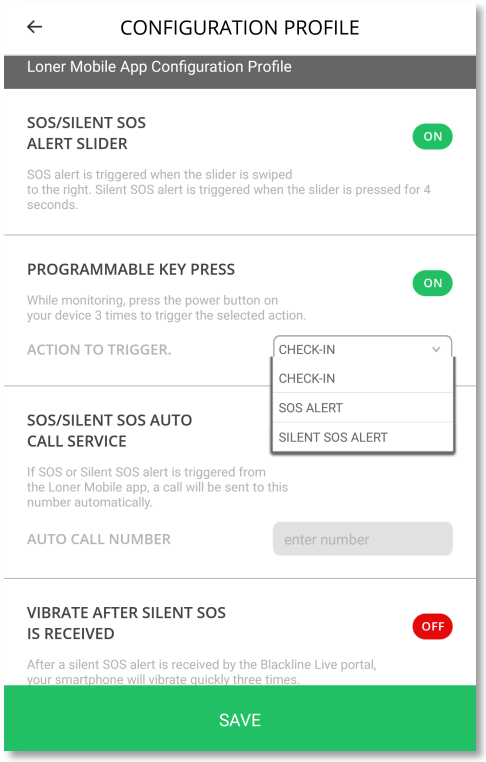
A red alert is sent to monitoring personnel. If you wish to return to the main screen, you can press *acknowledge & check in.* Remember, this does not cancel the alert sent to monitoring personnel.

ANDROID ONLY - PROGRAMMABLE KEY PRESS

blacklinesafety

AVAILABLE ON Android

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



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

NOTIFICATIONS

NOTIFICATIONS

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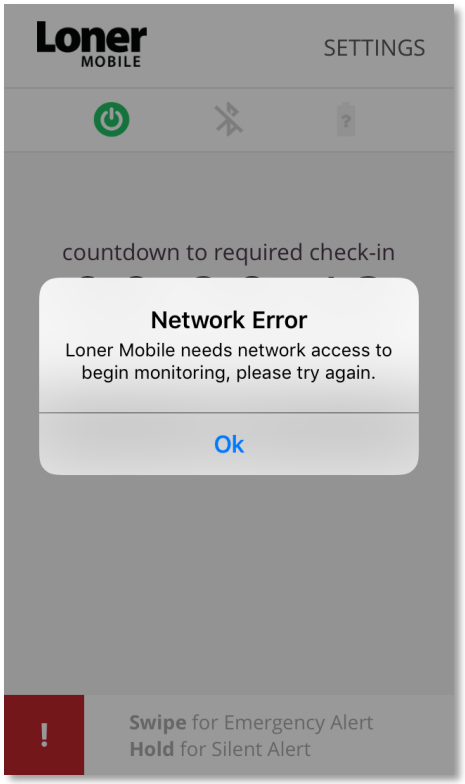
Network Error



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

NOTIFICATIONS

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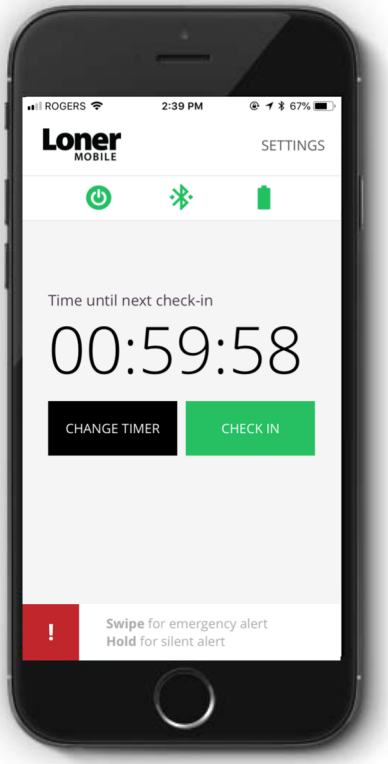


Bluetooth Connection

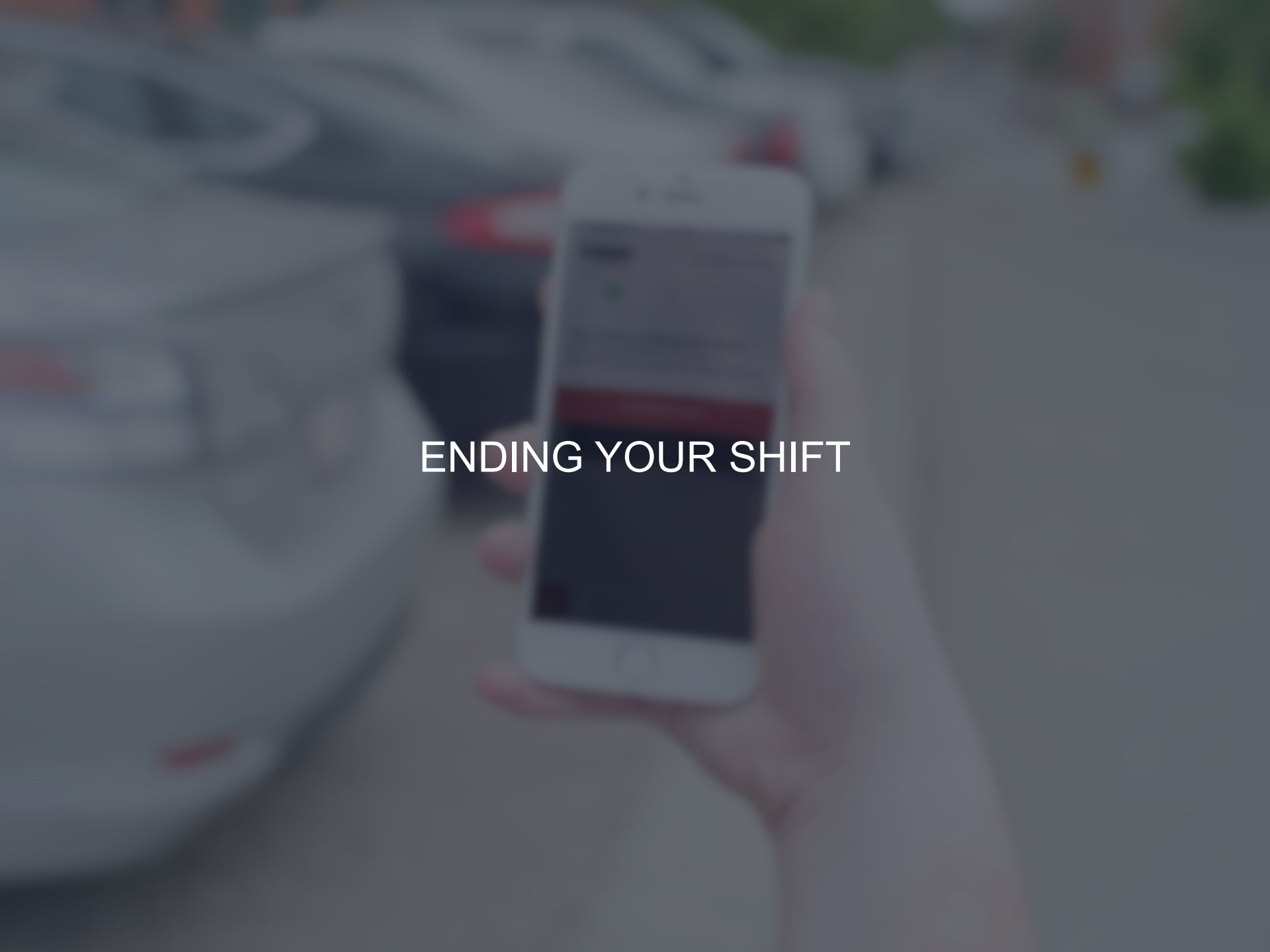
Be sure to keep your device within range of the smartphone.

5 meters or 16 feet

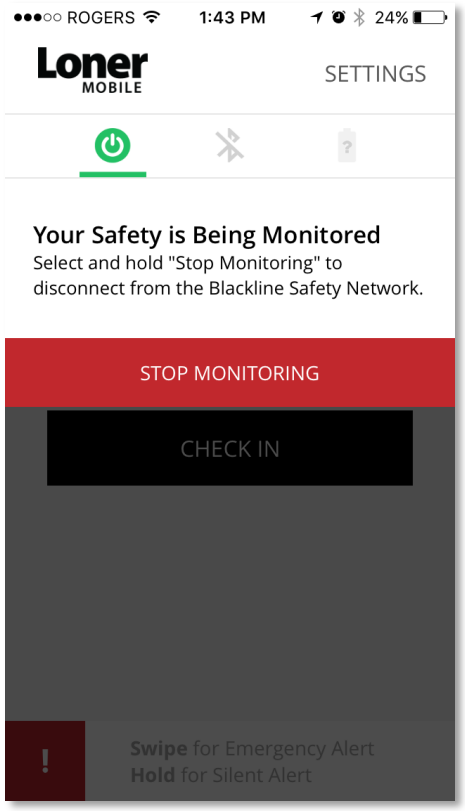
2 meters or 6.5 feet

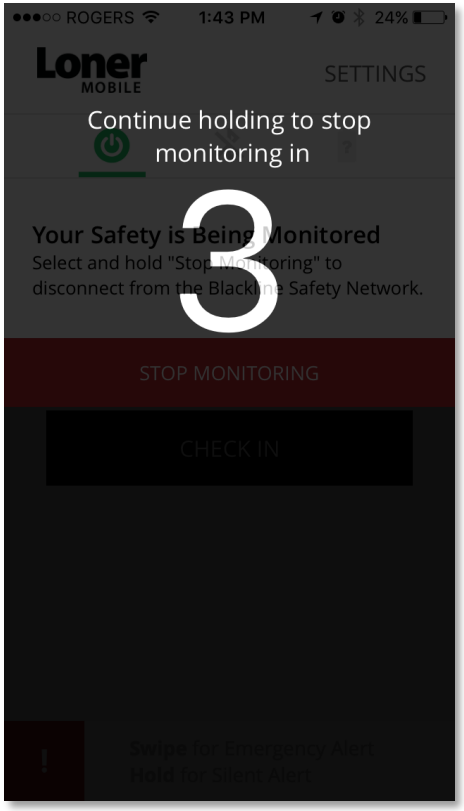
If your connection is lost

- 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


ENDING YOUR SHIFT

STOP MONITORING





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.

TURNING OFF ACCESSORIES

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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.

QUESTIONS?

SUPPORT

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CUSTOMER CARE

For technical support, please contact our Customer Care team.

North America (24 hours)
Toll Free: 1-877-869-7212
support@blacklinesafety.com

United Kingdom (8am-5pm GMT)
+44 1787 222684
eusupport@blacklinesafety.com

International (24 hours)
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support@blacklinesafety.com

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