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LONER MOBILE VERSION 2.0.0

AGENDA

- What is Loner Mobile?

- Getting Started

- Starting Your Shift

- During Your Shift

- Notifications

- Ending Your Shift

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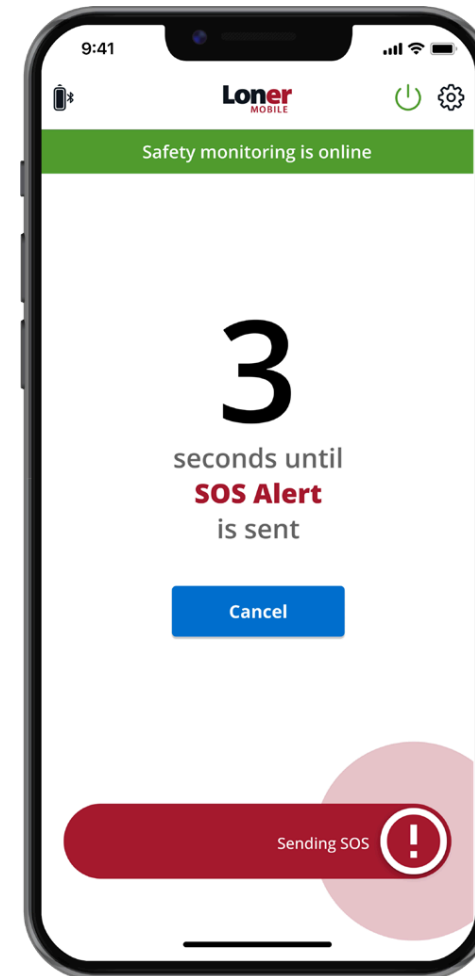**blacklinesafety**

WHAT IS LONER MOBILE?

LONER MOBILE

Keep lone workers safe and connected—using their own smartphone

Loner Mobile transforms any iPhone or Android into a real-time safety lifeline, alerting monitoring personnel if something goes wrong.

Why Choose Loner Mobile?

- **Real-Time Monitoring & Emergency Response:** Automatically alert monitoring personnel the moment help is needed—enabling a fast, informed response.

- **Seamless Integration with Blackline Live:** Manage users, alerts, and emergency protocols via Blackline Live.

- **Pinpoint Accuracy When It Matters Most:** Deliver live location data so responders know exactly where to go—saving precious minutes.

- **No Dedicated Devices Needed:** Protect your low-risk lone workers using the smartphones they already carry.

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KEY BENEFITS OF LONER MOBILE

- **Comprehensive safety coverage:** Extend your safety net with smartphone-powered coverage across all roles.

- **Improved operational efficiency:** Simplify compliance through a unified platform that centralizes monitoring and reporting.

- **Cost-effective:** Reduce costs by right-sizing safety for lower-risk employees with mobile-based protection.

- **Peace of mind:** Boost confidence in your safety program internally and externally with visible, responsive practices.

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SERVICE PLAN OPTIONS

- **Self-monitored**

  - Your team is responsible to monitor and respond to your alerts 24/7, 365 days a year.

- **Blackline monitored**

  - Unlike apps that only notify emergency contacts, Loner Mobile alerts Blackline's Safety Operations Center (SOC), enabling live monitoring and immediate emergency response to the worker's exact location.

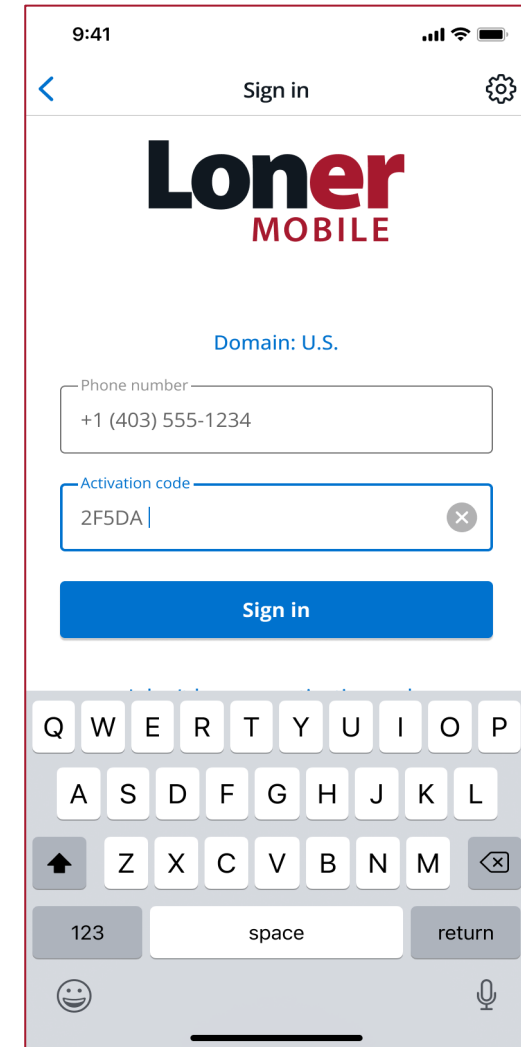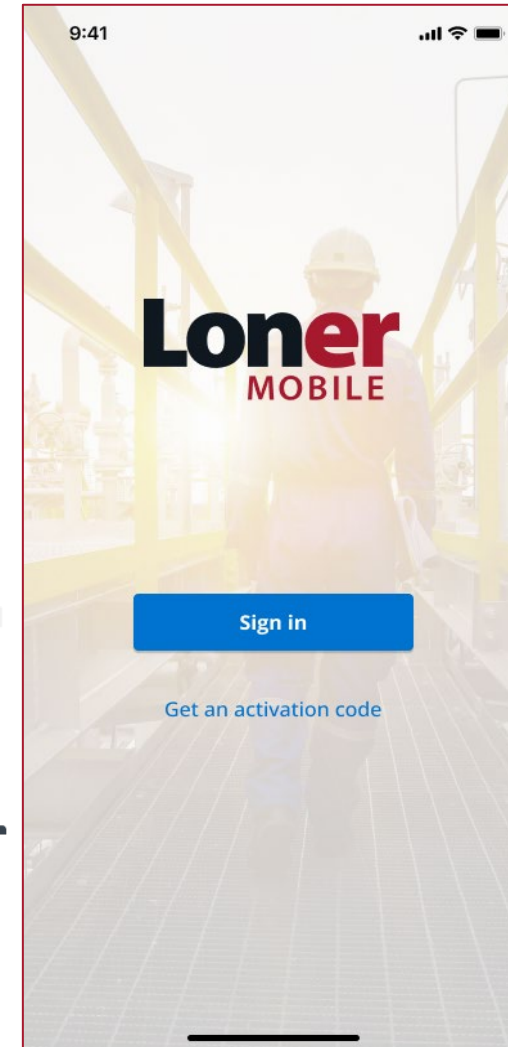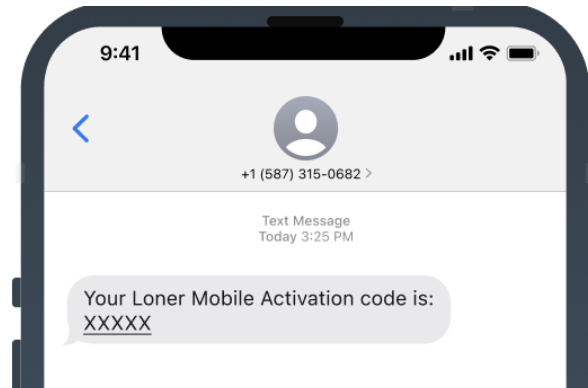**blacklinesafety**

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GETTING STARTED
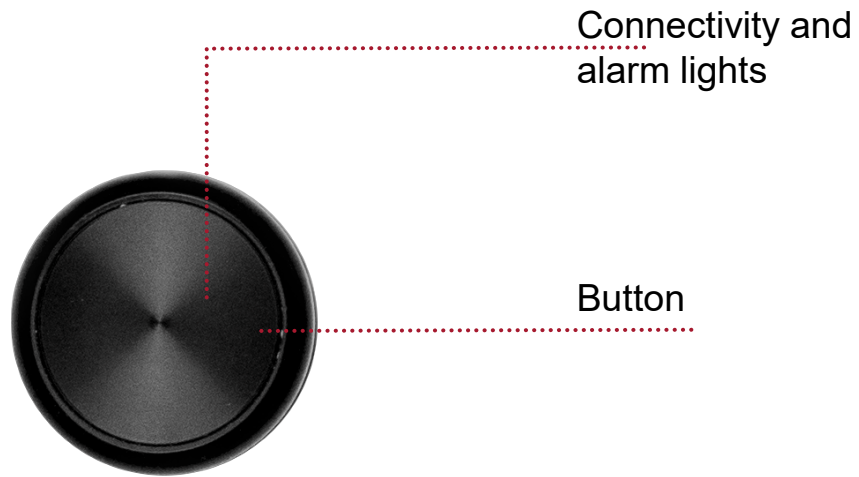
LONER MOBILE APP
Getting Started

Getting Started with Loner Mobile

- **Download the App**
  - Go to your device's app store and **download Loner Mobile**.

- **Enable Location Services**
  - To ensure the app works correctly, **allow location access** when prompted.

- **Enter Your Phone Number**
  - Open the app and **enter your mobile number**.

- **Enter the Activation Code**
  - You'll receive a **text message with your activation code**. Copy and paste it into the app.

SOS BUTTON
Components
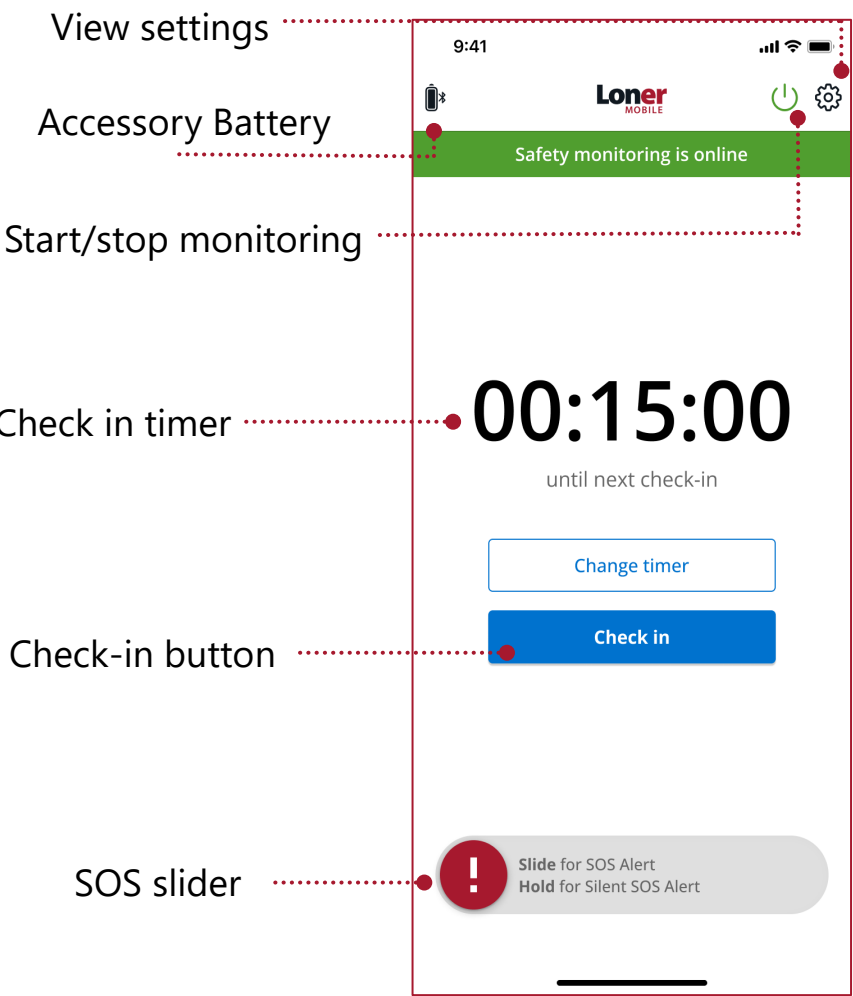
Connectivity and
alarm lights

Button

SOS Button Overview

- The **SOS Button** is a compact, wearable device that pairs with the **Loner Mobile app** to:
  - Trigger an SOS alert
  - Confirm a pending safety alarm

- **Changing the Battery**

  - **Battery Type:** CR2032 (watch-style)
  - **How to Open:** Gently **twist the front and back pieces in opposite directions** to open the device.
  - **Having trouble?** Visit a **watch repair center** for assistance.
  - **Battery Life:** Lasts **2–3 months** with regular use. The device can stay **powered on continuously**.
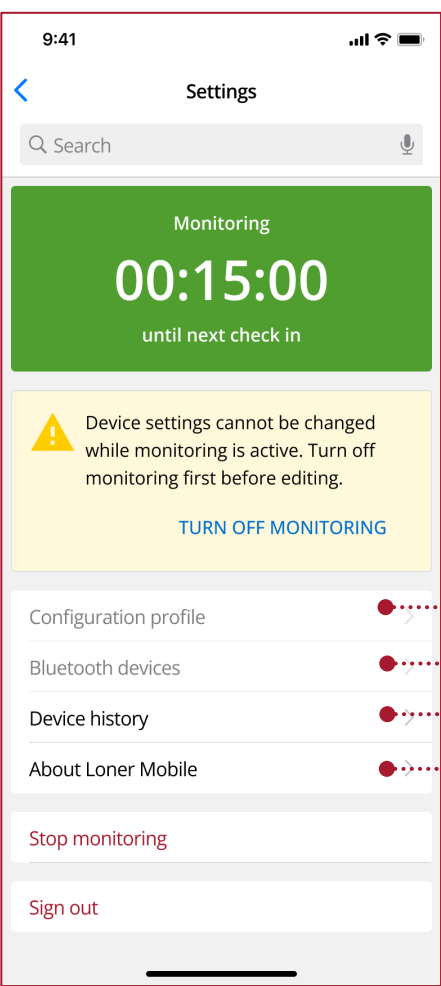
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LONER MOBILE APP

Settings

Main Screen

Accessory Battery

Start/stop monitoring

9:41

Loner MOBILE

Safety monitoring is online

Check in timer

00:15:00

until next check-in

Change timer

Check in

Check-in button

SOS slider

Slide for SOS Alert
Hold for Silent SOS Alert

Settings Page

9:41

< Settings

Q Search

Monitoring

00:15:00

until next check in

⚠ Device settings cannot be changed while monitoring is active. Turn off monitoring first before editing.

TURN OFF MONITORING

Configuration profile →

Bluetooth devices →

Device history →

About Loner Mobile →

Stop monitoring

Sign out

View/edit configuration profile

Pair a Bluetooth device

View device history

Your app version and Blackline's privacy policy

10

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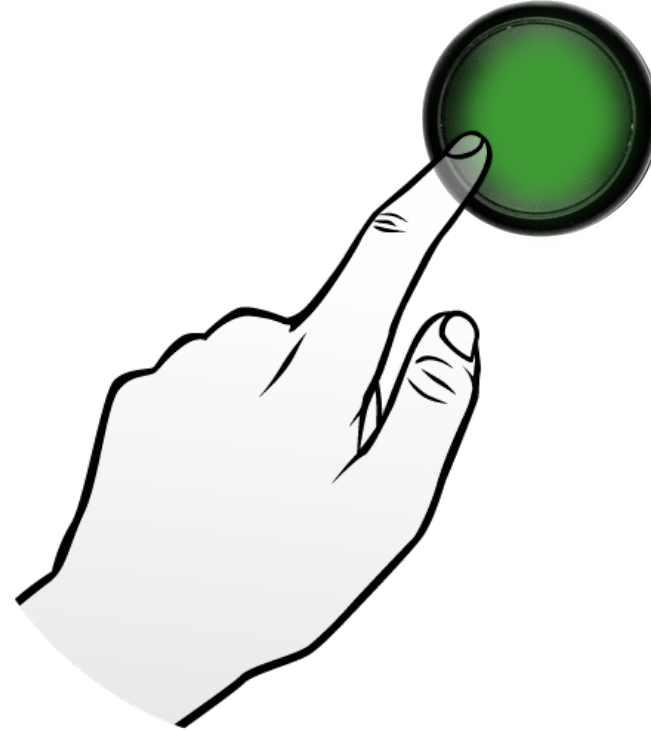blacklinesafety

STARTING YOUR SHIFT

TURNING ON YOUR ACCESSORY

How to Pair the SOS Button

- Press and hold the button for 10 seconds
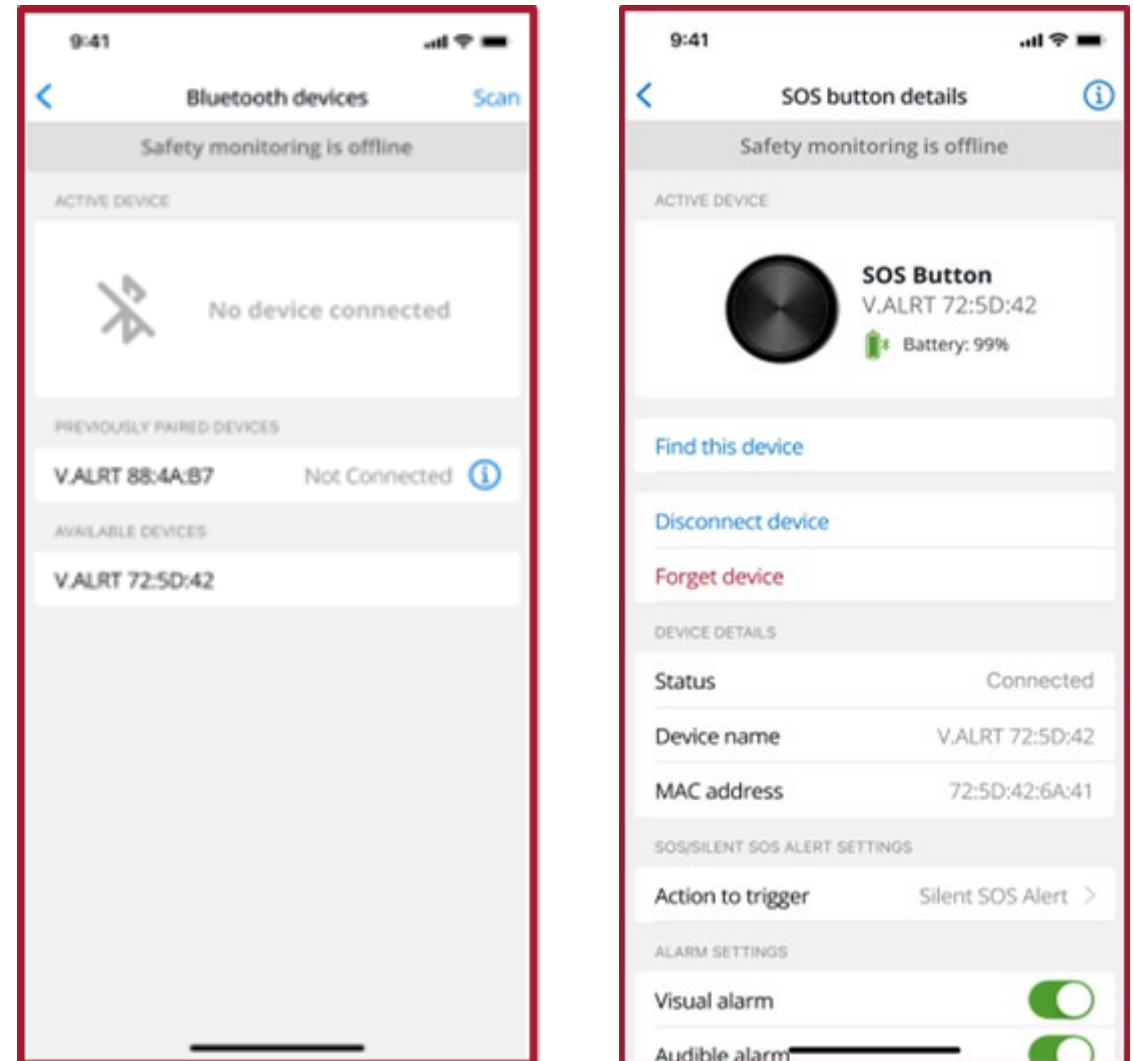
Based on your phone's audio and visual settings:

- The button will **chirp once**
- A **green light will blink every 10 seconds** until pairing is complete

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PAIRING ACCESSORIES TO LONER MOBILE

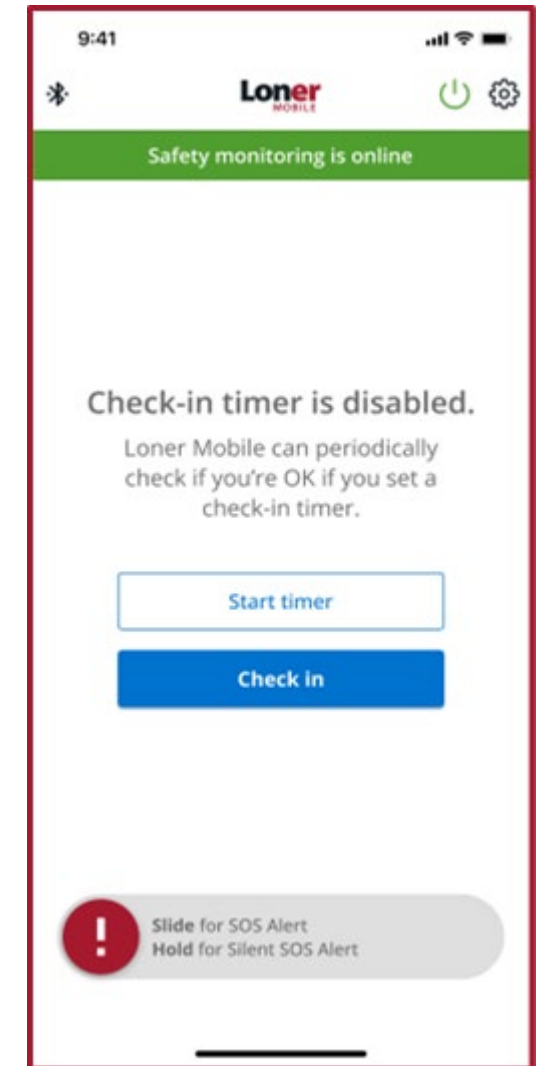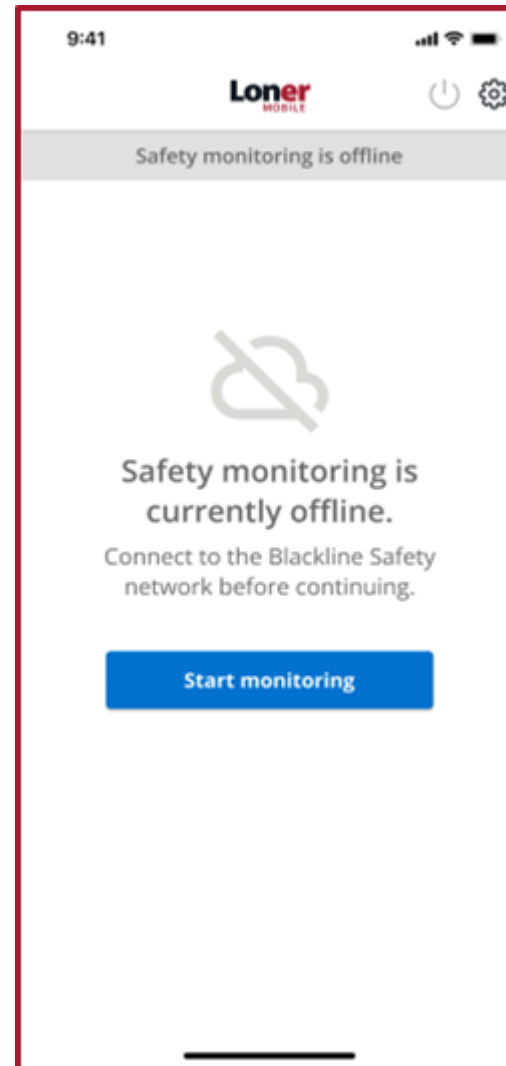**Connecting Your SOS Button via Bluetooth**

- **Tap the Bluetooth icon** at the top of the Loner Mobile app to begin scanning for nearby devices.

- From the list of available devices, **select your SOS Button**. Devices are sorted by proximity — **yours should appear at the top**.

- Once selected, the pairing process will begin automatically.

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START MONITORING

How to Start Monitoring with Loner Mobile

- Press the **Power** button.

- Tap **Start Monitoring** in the app. Loner Mobile will connect to Blackline Live.

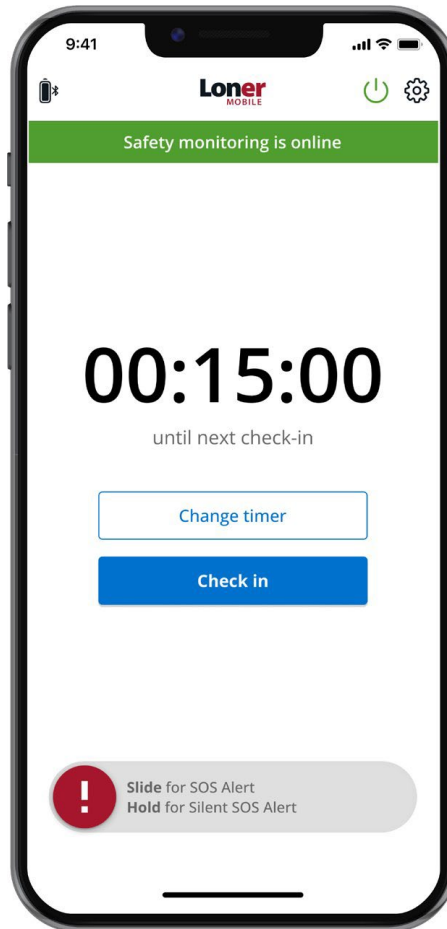- Once connected, **your safety is actively being monitored.**

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DURING YOUR
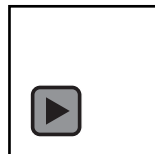SHIFT

DURING YOUR SHIFT
Instant SOS and Silent SOS Alerts

Alert Options

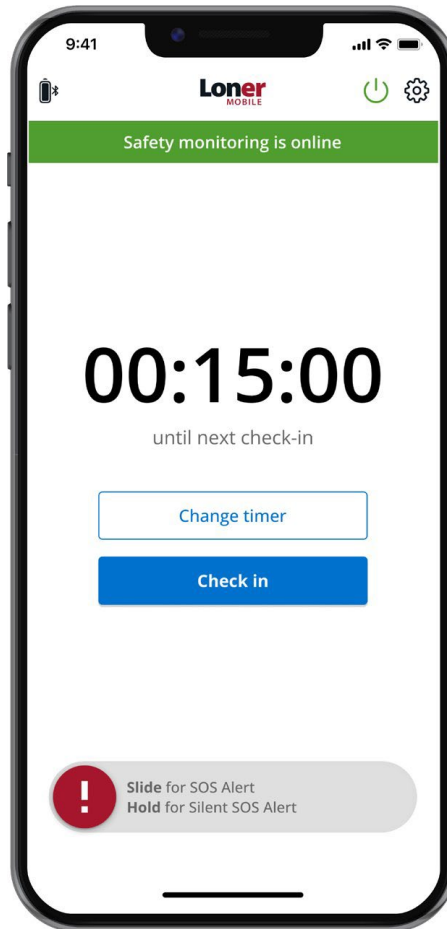Empower your team with immediate access to request help through multiple alert options:

- **SOS Alert:** A manual panic button that sends an immediate distress signal to your monitoring team.

- **Silent SOS:** Discreetly request help without drawing attention, ideal for high-risk or sensitive situations.

Click the Play button to hear the SOS Alert sound.

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DURING YOUR SHIFT
Missed Check-In and No-Motion Alerts
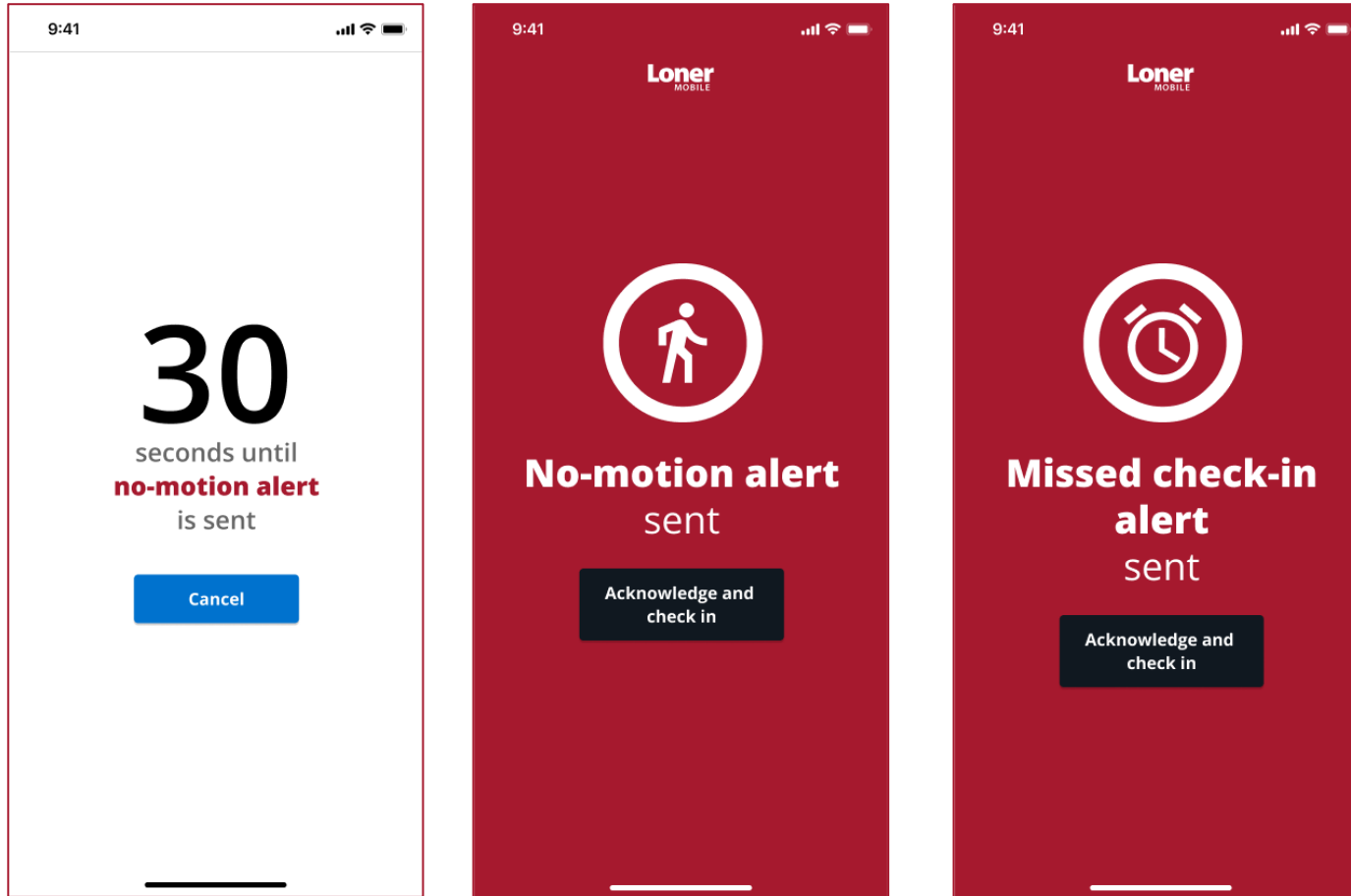
Missed Check-in

- The check-in timer counts down and displays the time remaining until your next check-in. When a check-in is required, a pending alarm sounds. If the pending alarm is not acknowledged within the set time, it will then create a **high urgency notification**, which will be sent to the monitoring personnel.

No-Motion Alert

- An alarm will be automatically triggered if the user becomes unresponsive or motionless. The device worn on the person **detects lack of movement**, providing a critical safety feature for lone workers or those in hazardous environments.

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DURING YOUR SHIFT
No Motion Detection

30 seconds until **no-motion alert** is sent

Cancel

No-motion alert sent

Acknowledge and check in

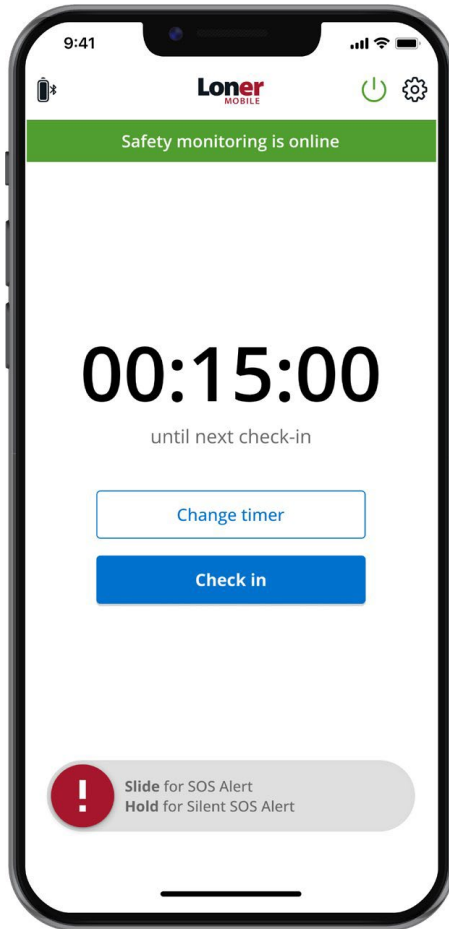**Missed check-in alert** sent

Acknowledge and check in

- If a smartphone is attached to a worker's body, it can **continuously detect movement** to monitor their activity.

- If the worker stops moving for a specified period—suggesting a fall, unconsciousness, or injury—the phone will **trigger a pending no-motion alert** that can be cancelled if movement resumes.

▶ Click the Play button to hear the no-motion detection sound.

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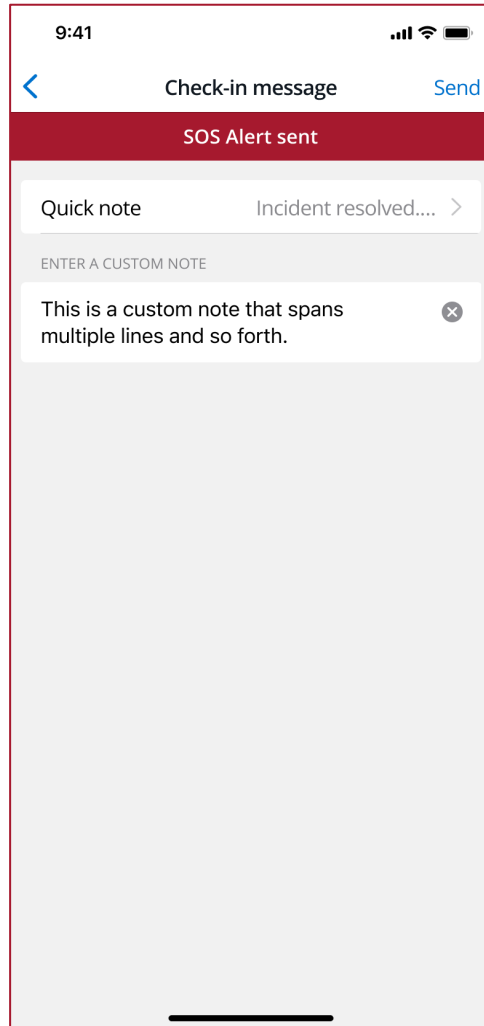
DURING YOUR SHIFT
Automated Check-In

- Automated check-in timers keep tabs on workers' well-being throughout their shift. It sets **customized check-in intervals** based on job role, environment, or risk level.

- Workers confirm their safety at each interval from the app. **If a check-in is missed**, an alert is triggered immediately, prompting monitoring teams to investigate.

- This eliminates manual tracking and ensures **real-time awareness** of employee status in the field.

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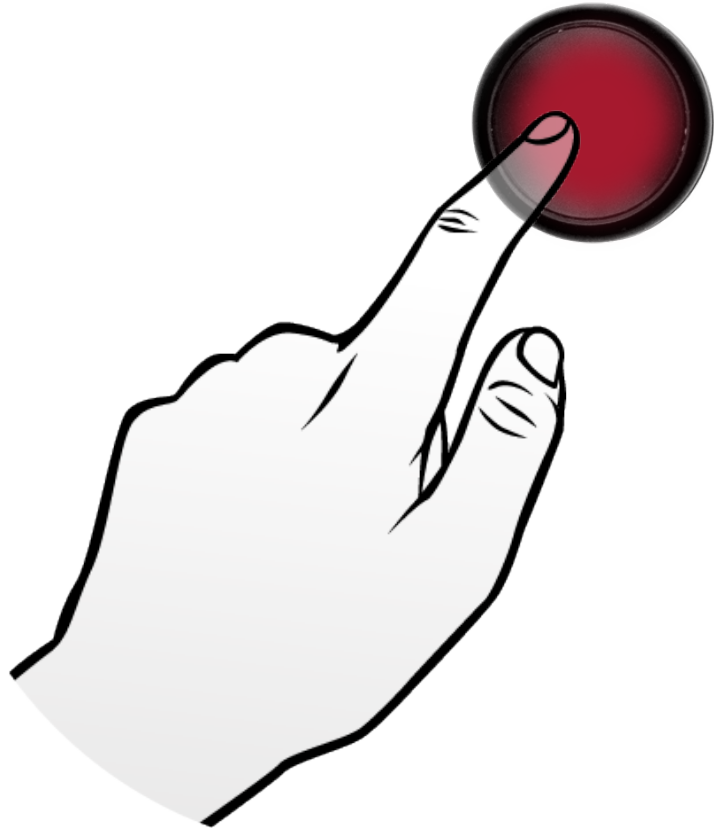
DURING YOUR SHIFT
Custom Location-Based Notes

- Enhance situational awareness for monitoring teams and add **custom notes** tied to specific locations such as

  - High voltage area

  - Slippery stairs

  - Remote site – no cellular

- Notes help responders understand the context and **potential hazards associated with a user's location**.

- Improve communication and **reduce response time during emergencies**.

- Enable **proactive safety monitoring** with an early check-in function for users.

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DURING YOUR SHIFT
SOS Wearable Button Accessory

For added convenience and accessibility, a **compact, wearable SOS button** can be paired with the mobile app

- Allow workers to **trigger alerts** even if their phone is inaccessible (in a pocket, on a belt, or dropped)

- Cancel pending alarms

- Wearable remains within Bluetooth range to send **critical signals** directly to the Loner Mobile app

- Ideal for hands-on work or high-mobility tasks where **quick access is essential**.

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NOTIFICATIONS

NOTIFICATIONS

Connectivity

- Loner Mobile requires a **network connection** to monitor your safety.

- If there's a network error, you'll be **notified immediately** so you can act.

SOS Button Battery Indicator

- The Loner Mobile app uses three **battery icon colors** to show the status of your SOS Button.
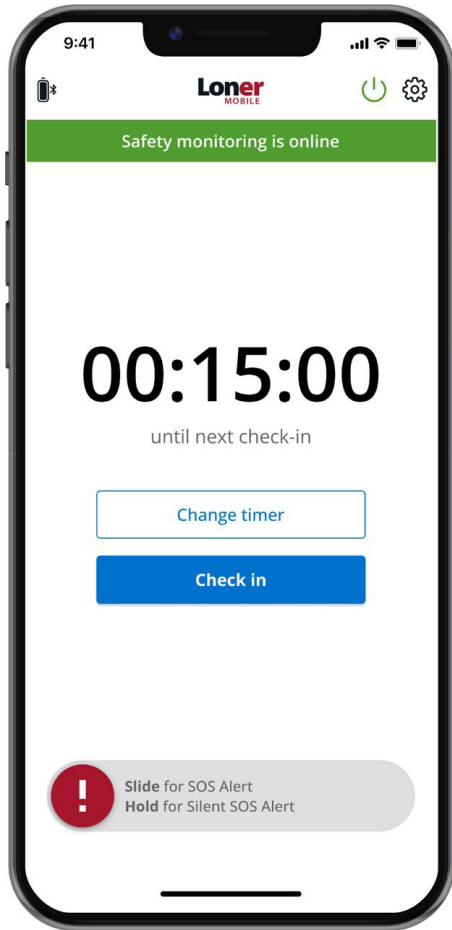
Battery life is good

Battery low, have a CR2032 on hand

Change SOS Button's battery

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NOTIFICATIONS

Bluetooth Connection

- **Connection Range:** Be sure to keep your device within 2 meters or 6.5 feet of range of the smartphone.
- **Notification Alert**: Your smartphone will immediately display a connection warning so you're always informed.
- **Visual Indicators:** Loner Mobile's Bluetooth and battery icons will turn **gray** if there's a connection issue.
- **SOS Button Reaction:** The SOS button will **chirp** and **flash green** to signal that it's actively monitoring and ready to respond.
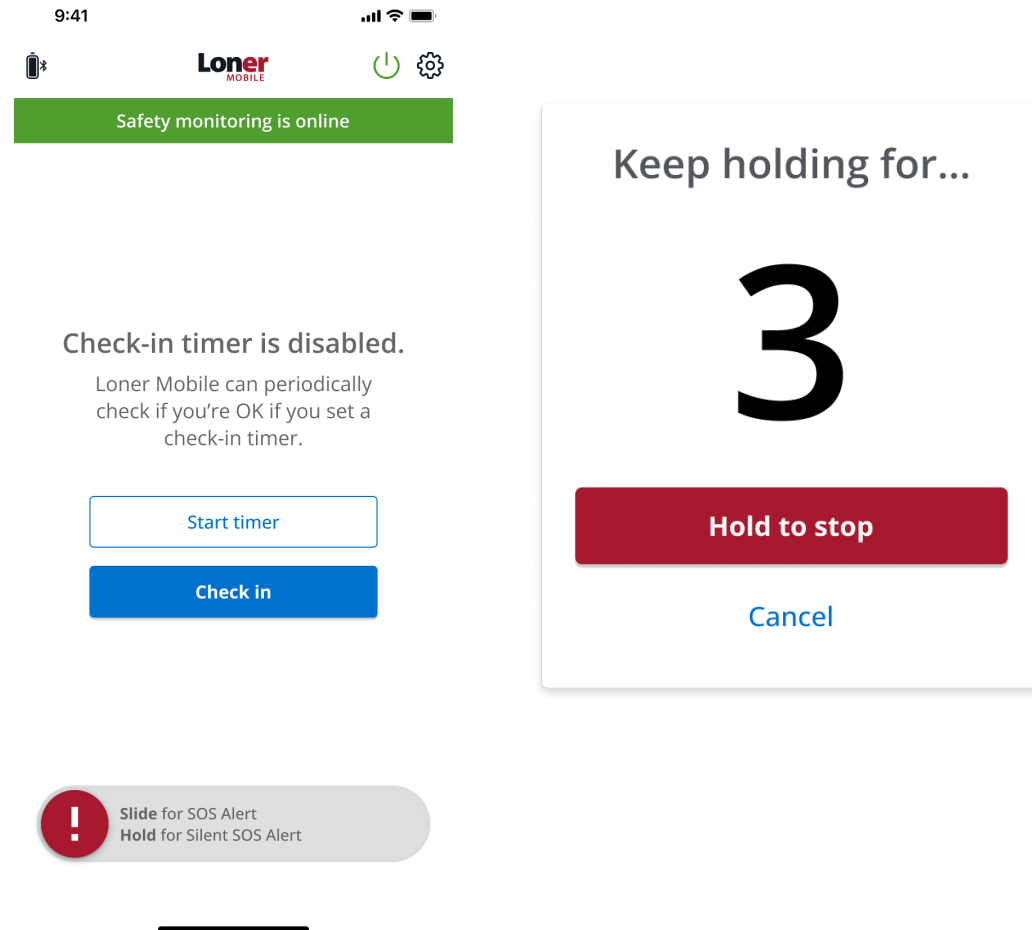
2 meters or 6.5 feet

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ENDING YOUR SHIFT
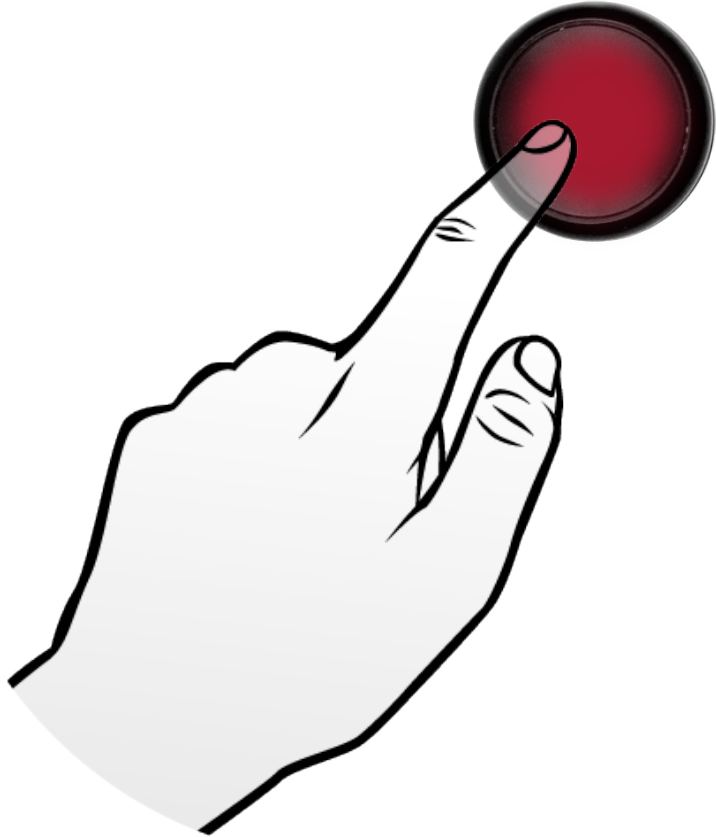
ENDING YOUR SHIFT

Stop Monitoring

Logging Off from Loner Mobile

- **Select the Power Button:** Begin by tapping the power icon on your Loner Mobile app.

- **Press and Hold Stop Monitoring:** Hold this button for **three seconds** to end active safety monitoring.

- **Status Update:** Your smartphone will disconnect from Blackline Live and monitoring will stop.

- **Stop Monitoring:** The app will confirm that your safety coverage has been turned off.

ENDING YOUR SHIFT

Turning Off the SOS Button

SOS Button Behavior & Safety Monitoring

- Hold the SOS Button for 30 Seconds to turn off the SOS button. Based on your audio and visual settings, the button will **blink red** and **chirp three times** to confirm deactivation.

- If you turn off the SOS Button **before logging out** of Loner Mobile, the app will **continue to monitor your safety** in the background.

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CUSTOMER CARE

For technical support and inquiries

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

International (24 hours)
Toll Free: +1-403-451-0327
support@blacklinesafety.com

United Kingdom & Europe (business hours)
Toll Free: +44-808-164-5713
support@blacklinesafety.com

Support site link: *Contact Us | Blackline Support*

Please ensure you have your device in hand and the Unit ID# when calling Customer Care