ISS
iGUARD

—— USER GUIDE ——

Contents

Introduction

At ISS iGuard, we like to keep things simple!

We believe in a potentially dangerous situation such as being attacked or stalked, you won't care about fancy design. You want and app that works, and you want help – fast. That is why ISS iGuard was designed from the ground up to be as simple as possible to use.

We have a proactive approach to your safety before, during and after an attack and that's why ISS iGuard **works in 3 simple steps:**

Step 1: Activate ISS iGuard

We take a proactive approach to your safety, and we therefore encourage you to turn on ISS iGuard **BEFORE** you are in a potentially dangerous situation – for example **BEFORE** walking home after a night out.

We track you in real time **from the moment ISS iGuard is activated,** even though an alert has not yet been raised. We do this so, that we can backtrack your movements and possibly find CCTV footage on your route for further evidence, if need be.
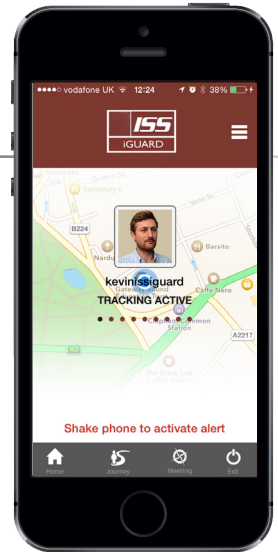
Step 2: Activate the alert

If you feel threatened, you can send out an alert by either **shaking** the phone or by using the **slider (if enabled)**. We assume that when you activate the alert, you are doing this for a reason and we therefore **INSTANTLY and automatically** do several things:

Send the alert

As soon as the alert is activated, your current location and the route from the time of activation of ISS iGuard is sent to your emergency contacts via SMS and email. From this moment onwards, your location is tracked and viewed in real-time by your emergency contacts.

ISS iGuard also offer the facility to automatically post your alerts to your Facebook and Twitter account, ensuring maximum exposure

Gather evidence

ISS iGuard automatically starts recording video in secrecy, as soon as the alert is activated.

We understand that your attacker might either try to steal your phone or try to damage it, which is why we stream it directly to our secure servers, so that the evidence is not stored on the phone, but instead on the ISS iGuard website. This means that your emergency contacts instantly can see and hear what is going on, and therefore be in a better position to help you.
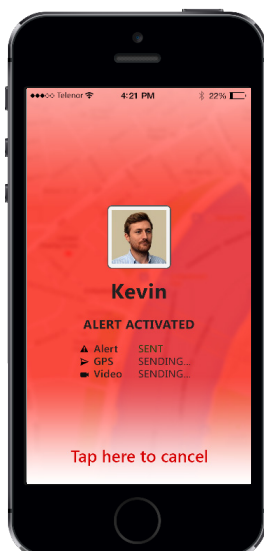
Disabling an alert

The alert can only be disabled **by entering your date of birth (DOB) as a pin code.** We believe that in stressful situations, it is unlikely that you will remember a pin code made months ago. However, your DOB is easy to remember. Once you enter your DOB a message is instantly sent to your emergency contacts, telling them that you are OK.
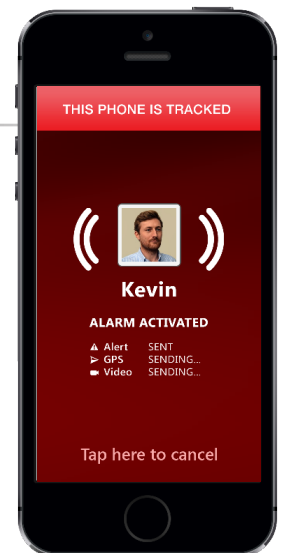
Step 3: Activate the alarm

You can use an alarm to try and scare your attacker away. This is done by simply **shaking the phone again.**

Activating the alarm means that your phone will emit an **ear piecing alarm sound,** and that the flash on your phone starts to strobe, in order to attract maximum attention. Activate the alarm if you feel that the situation is getting dangerous and you therefore want your attacker to know that he/she is being tracked and deter them from attacking you.
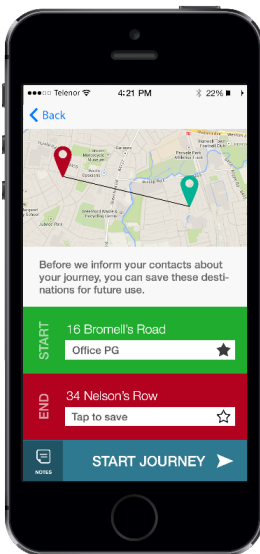
Disabling an alarm

The alarm can only be disabled by entering your **date of birth (DOB) as a pin code**. Once you enter your DOB a message is instantly sent to your emergency contacts,

THIS PHONE IS TRACKED

Kevin

ALARM ACTIVATED

Alert   SENT
GPS   SENDING...
Video   SENDING...

Tap here to cancel

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The Journey feature

Overview & Usage

The Journey feature can help you travel safely. Whenever you use this feature, your emergency contacts are informed about where you're going so that they can check on you in case you're in trouble.

Simply select a starting point, and then, an ending point and tap Start Journey. You can also add notes about your journey if you want to inform your contacts if you intend to, for example, stop at the store on your way.

You can check the progress of your journey by taping the interactive map. Once you've arrived, the app will ask you whether or not you're safe, if you select No, you will be given an option to trigger an alert.
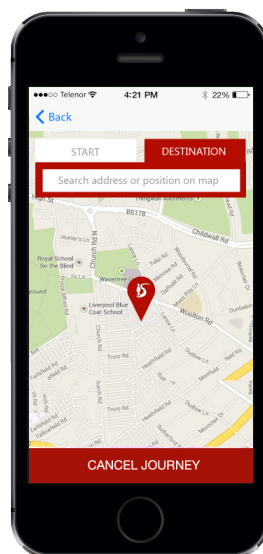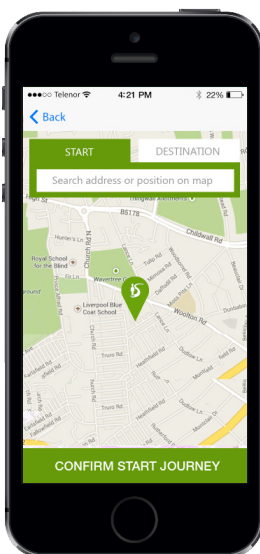

Saving Journey Points

If you have places that you frequent, you can tap on the little star to the right on the journey overview screen. You'll be prompted to type a name for the location and it will be saved for future use. To access your saved locations, tap on the search bar and a list will appear on the bottom.

Receiving Journey Alerts

Your emergency contacts (or you, if someone defined you as a contact) will receive a SMS and an email with a link to a website that lets you view the journey details.

Canceling a Journey

To cancel a Journey, simply tap Cancel Journey on the bottom of the journey screen. You will be prompted to enter your DOB Number. After that the app will return to its stand-by state.
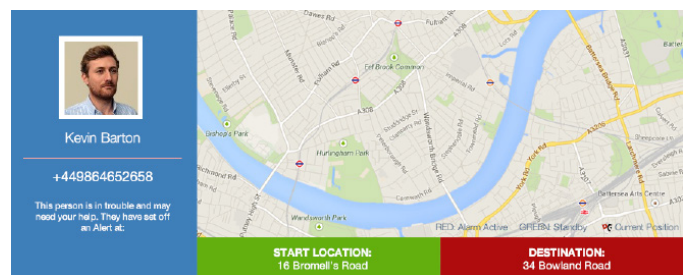
Using the Meeting Alarm

Setting up a meeting

The meeting alarm feature can help you in situations with a risk factor, for example when meeting an estranged partner, going on a blind date or working alone on a rooftop where falling over and immobilising oneself, being undiscovered could be a real threat to life.

This feature works in lock screen mode, ideal as a tool for lone workers and for discretion in a handbag or pocket.

Tap the meeting icon in the app, select the duration of your meeting, then enter notes about the meeting, which if an alert is activated will be seen by your emergency contacts and the monitoring authorities who dispatch response vehicles or call the police.
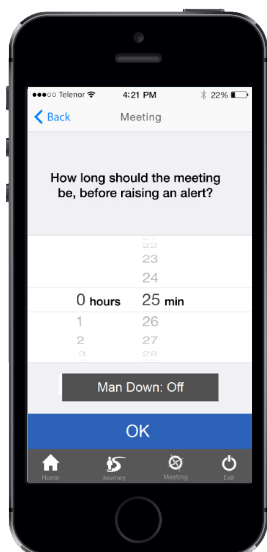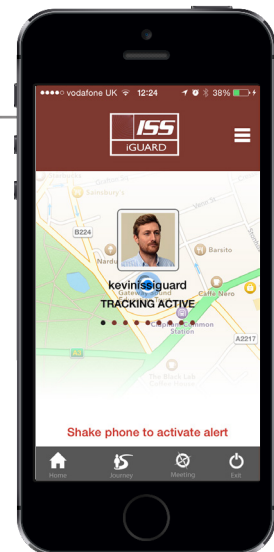
Timer activation

When meeting details have been completed, tap submit and the meeting timer will begin counting down. Poor reception, power loss or any other comprimization of the phone will not affect an alert being sent when the countdown has completed.

Pre-warning system

The system sends out a pre-warning before the alert is sent out in form of vibration or sound, giving you the chance to add more time or cancel the countdown.
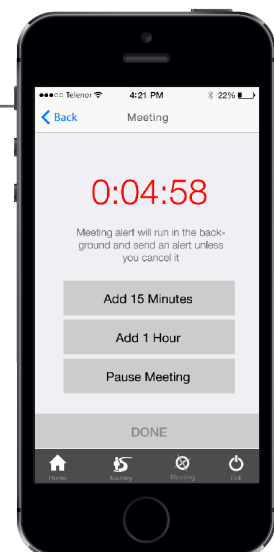
Cancelling a meeting

The timer can only be disabled by entering your **date of birth (DOB) as a four digit pin**. This disables the timer on both the phone and the cloud system. This feature also supports the Duress Pin (9999) which sends out an alert stating you have been forced to cancel, thereby informing everyone of an escalation in risk and threat level.

Man Down feature
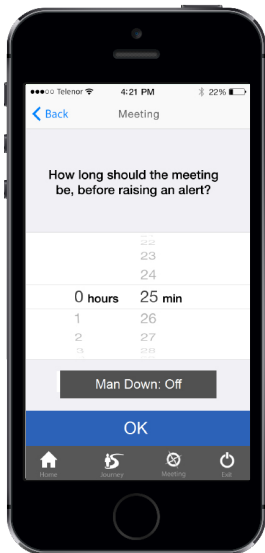
When to use it

This feature allows users performing dangerous tasks to activate an immediate alert as soon as the user becomes motionless. An example would be a lone worker performing a dangerous activity resulting in a fall, being trapped or unconscious.

How to use it

Under the meeting tab simply select man down. The phone will then sense for the users motion. A lack of motion will be met with a local alarm followed by an alert.

Configuring the settings for Man Down

In the settings of the app you can define a level of inactivity for man down, as well as other options such as sensitivity, etc. We highly recommend testing out different settings because phones may vary.
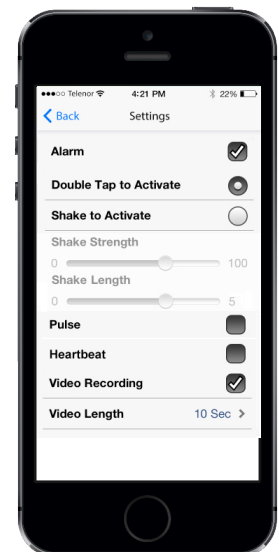
Canceling Man Down

Man Down can be canceled in the same way you cancel a Meeting Alert: simply select Cancel and type in your DOB (Date of Birth)

Important to note

While Man Down offers robust support for Lone Workers, it should not be your sole precaution when performing dangerous work. Please follow occupational safety regulations and take all necessary precautions to ensure a safe work environment.

Extra functionality
Features Explained

Soft Alert (Android Only)

Soft alert works even if the app is in the background and/or the screen is locked. You can trigger an alert by tapping the volume up key at least five times in succession.

Due to hardware limitations, this feature is not available on Windows Phone and iPhone.

Danger Zone

Danger Zones are areas where you might not be safe or may encounter dangerous situations. When you enter into a danger zone you will be notified via push-notification. These are set up by your app provider who monitor the security threat levels and set danger zones.

DURESS PIN

If you have been forced to cancel an alert by an attacker simply enter 9999 and whilst looking like the app is closed it will escalate and prioritise the alert, allowing the monitoring center to know that a user has been forced to cancel the alert. The app is still monitoring despite appearing to be "logged out".

Heartbeat

The heartbeat feature provides reassurance that an alert has been triggered via a vibration once the alert has been raised.

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Settings

Main Menu
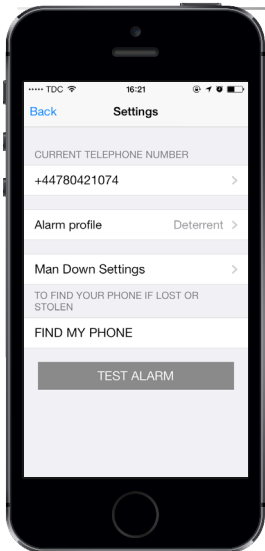
Alarm test

Test your ISS iGuard alarm to check if it is appropriate for your situation.

Facebook/Twitter login

This means any updates and alerts from ISS iGuard will be posted directly to Facebook and/or Twitter.

Wallpaper

Personalise your alert screen on the basic profile.

Contacts

Add your emergency contacts here either through your adress book or manually. Simply tap the + to get started.

Alarm profiles

We have designed **three unique alarm profiles.** We understand that the situations you may find yourself in are unique to you and therefore require different approaches to raising an alert/alarm, as it may not always be safe to let an attacker know that an alert has been raised.

Basic

The basic profile makes it clear to you exactly what stage ISS iGuard is in after the first shake. This would **not necessarily be obvious** to anyone else looking at the phone. After the second shake, the phone will go into maximum alarm mode with strobe lighting. You can customise this profile with a picture of your choice to disguise the alert even further.
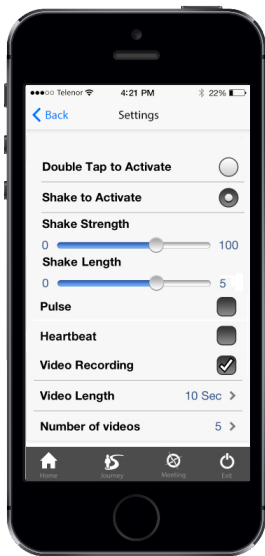
Deterrent

This profile makes it **very obvious** to anyone looking at the phone, that an alert has been raised and that both the GPS location and video evidence have been uploaded. This is done to **deter** any would be attacker from continuing the attack or stealing the phone. After the second shake the phone will go into **maximum alarm mode** with strobe lighting.

Stealth

We understand that **you might not want anyone to know** that an alert has been raised. For example, in a domestic abuse situation, where you know the attacker, an awareness of the alert being raised could escalate matters. The stealth mode is **completely silent and hidden from view.** There are no second shake as everything is done automatically and in stealth for you protection.

Profile Sub-menu

You can also customise your profile by selecting the EDIT submenu beneath each profile. Here you can adjust:

Alarm volume

Set alarm volume level. We recommend maximum to have optimal deterrent effect.

Alarm flash

Turn this feature on/off.

Double tap to activate (iPhone)

Activate the alert by double tapping your iPhone.

Slide to activate (Android)

Activate the alert by using the slider on your Android phone.

Shake to activate

Turn this feature on/off.

Shake strength

Adjust the level of force needed in order to set off an alert.

Pulse

Turns on a "heart beat" to reassure you that ISS iGuard is active and thereby increase confidence levels.

Video length

The length of each video recorded minimum 10 seconds and maximum 30 seconds. We recommend shorter clips as they will upload faster through your mobile network.

Number of videos

Define how much evidence should be recorded and uploaded minimum 1 video maximum
10 videos.

restore

You can also restore the original preset settings by selecting **RESTORE.**

The ISS iGuard website

Alert page

When an alert is raised by the user, an alert page is instantly sent to the emergency contacts via SMS, Email, Facebook and Twitter. The alert page contains all the data captured from the incident such as tracking data and video both in real-time, as well as other data about you to pass on to others if needed. By doing this ISS iGuard ensures that all data is stored safely, securely and remotely.

Tracking

The alert page has tracking data facility, displaying exactly where you are on a **Google map.** The tracking data is updated every 45 seconds so your emergency contacts can follow your movements both before and after the attack in real time.

Alert status

The status bar lets you know when the location is being tracked or updated. This area will also tell you the alert date and time.

Video

The alert page displays the video **automatically** uploaded by your phone, **when you raised the alert.** This enables your emergency contacts to see what is happening and therefore judge how best to help you, by either calling the Police or other friend and family members etc.

Your details

The user can add information about themselves making it easier for emergency contacts to accurately describe the user to emergency services , when calling for help on behalf on the user.
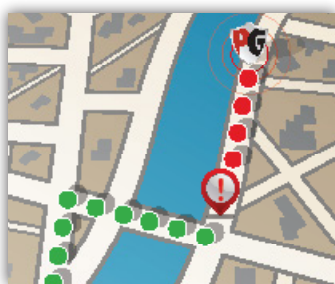
Tracking icons

If you follow the route someone has taken, you can see their route in **GREEN**. When they have hactivated an alert the route turns **RED**. The ISS iGuard **SHIELD** is their current location.

Your user account

On the ISS iGuard website you can log in and manage your account, update your profile and view all of your alerts ever made. Once logged in to the website there are several areas available to ISS iGuard subscribers.

Shown right is an example of your alerts list, which contains a preview of your most recent alert and details of other alerts should you wish to review them.

From your user account you can also change your **Facebook and Twitter** sharing settings.
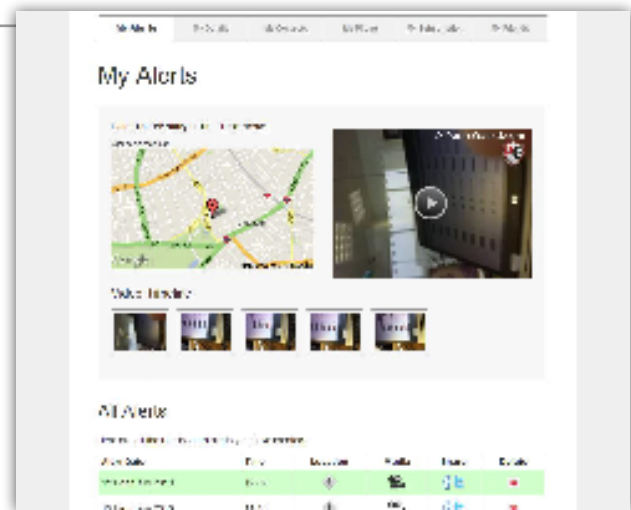
My Alerts

Here the you can see all alerts ever done and choose to share these via either Facebook or Twitter.

All alerts are registered and kept on the secure server as this may serve as evidence in a future court case. The alerts shows exactly where and when you raised the alert alongside with the video evidence gathered at the time.

My Details

Here you can add personal details such as physical tributes and language abilities etc. This information is displayed on the alert page sent to your emergency contacts, as this may help to better describe you to i.e. the Police in an emergency situation

My Contacts

Here you can manage all of your emergency contacts (this can also be done on the phone) and accept request from people who wants to become emergency contacts. This works much in the same way as Facebook does, namely by invitation.). This is limited to **one** contact for free users.

My Subscription

Here you can easily manage your subscription with ISS iGuard. We provide an **easy overview** of the account and complete transparency of account status. Subscriptions can be **cancelled at anytime** and are on rolling three months contract.

Contact Us

ISS iGuard is a revolutionary personal security service, which improves personal safety for everyone through innovative use of technology. We are constantly updating and improving the performance and features of our service and if you are interested in knowing more please contacts us at **http://www.issiguard.com.au**