

T E K S A F E

MONITORED PERSONAL SAFETY ALARM (MPSA)



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TEK SAFE

MONITORED PERSONAL SAFETY ALARM

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LOOKING OUT FOR YOU

Violence in all forms is becoming a national epidemic affecting the lives of people living in, working in, and visiting Australia. Our mission is simple. We exist to help make victim survivors of family violence safer. Partnering with the nation's leaders in family violence services, policing, technology, security, and government, we come to work every day driven by our passion for safety, wellbeing, and justice.

Having witnessed the need for advancement in risk and safety responses for victim survivors, TEK SAFE, a member of the Protective Group of companies, combines 60 years of operational law enforcement, military, and corporate risk management experience to bring a unique understanding and solution to personal risk, and the opportunity to cut through the red tape and help give victim survivors what they need most – safety and support.

With family violence victim survivors at the centre of what we do, we tailor strategies using a variety of proven interventions that are designed to enhance safety, disrupt abuse and more importantly, provide peace of mind.

TEK SAFE was established with the objective of keeping vulnerable people and those in high-risk work environments safe. TEK SAFE has harnessed the power of wearable technology by providing people at any risk level with safety and peace of mind, knowing, that a full response can be activated at the push of a button.

Here at TEK SAFE, our aim is to keep people safe from violence offering a wide range of high-quality products, services, and strategies. We ensure our clients feel safe and secure whatever the circumstances may be.

SAFETY THROUGH TECHNOLOGY

In domestic violence situations, perpetrators will often break or disable their victim's phone, leaving them unable to call for help. To overcome this, we created the TEK SAFE Monitored Personal Safety Alarm (MPSA).

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By harnessing the power of wearable technology, our MPSA provides people at any risk level with safety and peace of mind, knowing that a full response can be activated at the push of a button.

Where a lone worker or family violence victim is issued with a TEK SAFE MPSA, Police Guidelines state that police attendance must be prioritised as "high priority".

Even though the TEK SAFE MPSA will initiate an emergency response, we strongly recommend calling 000 if you are in a position to do so.

WHY THE TEK SAFE MPSA IS THE #1 CHOICE?

There are a number of factors that make the TEK SAFE Monitored Personal Safety Alarm (MPSA) the market leader: -

- The TEK SAFE MPSA is a 3G/4G standalone device. There is no need to tether to a phone
- All events are independently recorded
- Latest GPS technology for pinpoint location accuracy
- When faced with an aggressive person, using your mobile phone to call for help is not always practical
- Fully functional and usable smart watch
- Can't easily be removed from the wearer unlike lanyard-based devices



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PEACE OF MIND – IN HAND

THE SAFETY CHALLENGE

- How can I call for help during a crisis if I can't reach my phone?
- How do we know when someone is at risk?
- How can accurate information be shared, recorded, and verified in real time?
- How can safety, support and risk management plans be activated during a crisis?

THE SOLUTION

- A stylish duress alarm smart watch which triggers an instant safety alert and reactive response
- An alternative solution when your phone is not an option
- Solutions to mitigate, reduce and remove risk
- Unique platform which maintains relevant information in accordance with privacy requirements (ISO 27001)

HOW IT WORKS

The TEK SAFE MPSA ensures that the strategy for addressing safety and risk is digitized. Our solution can be designed around your organisational or individual needs.

- Live transmission of the person's location (GPS & Cellular) and audio of events is recorded
- A unified safety response to provide a timely solution
- One system that delivers multiple solutions across many platforms
- Connection to our A grade, 24/7 ASIAL accredited monitoring station

Being a wearable device and doubling as a smartwatch, our Duress Alarm is designed to be a discreet piece of technology. If at any time the wearer feels they are in danger, they can engage the Duress Alarm simply by pressing the Help Button. This opens live audio recording and provides our A-grade 24/7 ASIAL accredited monitoring centre with a GPS/Wi-Fi location to pinpoint exactly where the victim is.

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THE SIMPLE ACTIVATION PROCESS



STEP 1

Press and hold the Help button (top right button) for 2 seconds.



STEP 2

Your watch will vibrate for approximately 10 seconds whilst it is connecting to an A-Grade police accredited monitoring centre.



STEP 3

Once the distress alert has been transmitted to the monitoring centre they listen to the live audio, including background noise.



STEP 4

The monitoring centre receives a GPS location from the activated watch



STEP 5

The monitoring centre will assess the nature of the audio and respond in accordance with your personal emergency response plan.



STEP 6

If deemed necessary, the monitoring centre will initiate an emergency response and contact police.



3 mobile towers are required for triangulation to accurately pinpoint a GPS location. If the device is in a poor reception area, the monitoring centre may only receive the call, and not the location. GPS signal strength may also decrease in locations where the signal is obstructed, such as between buildings or in low-lying areas, or in poor weather conditions. If you are in a position to let the operator know a location, please do so at the time of activation.

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FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING

Before contacting TEK SAFE, please attempt the suggested solutions.


How do I activate my TEK SAFE MPSA?

1. Press and hold the Help button (top right button) for 2 seconds.
2. Your TEK SAFE MPSA will vibrate for approximately 10 seconds whilst it is connecting to the monitoring centre.
3. A distress alert is transmitted to an A-Grade police accredited monitoring centre.
4. The monitoring centre listen to the live audio, including background noise.
5. The monitoring centre receives a GPS location from the activated watch.
6. The monitoring centre will assess the nature of the audio and will respond in accordance with your personal emergency response plan.
7. If deemed necessary, the monitoring centre will initiate an emergency response and contact police.



All details of the incident will be recorded.

The monitoring centre will not contact you if they make a determination that you are in a compromised situation and a police response is required.

 3 mobile towers are required for triangulation to accurately pinpoint a GPS location. If the device is in a poor reception area, the monitoring centre may only receive the call, and not the location. GPS signal strength may also decrease in locations where the signal is obstructed, such as between buildings or in low-lying areas, or in poor weather conditions. If you are in a position to let the operator know a location, please do so at the time of activation.

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What happens if I accidentally activate my TEK SAFE MPSA?


As soon as your TEK SAFE MPSA is activated your watch will vibrate for approximately 10 seconds whilst it is connecting to the monitoring centre. It is during this vibration phase that you can easily cancel the alarm by pressing the Power button (lower right button).



If you have been unable to cancel the alarm in time, your call will be connected to the monitoring centre. You will then have the ability to speak to the monitoring centre through the watch. It is now that you can advise the monitoring centre of the false activation.

The monitoring centre may call you back on your nominated phone number to confirm the false activation, or they may 'unmute' the call from their end and communicate with you directly through the watch.

However, if you are unaware that you have accidentally activated your TEK SAFE MPSA, the following would occur:

1. A distress alert is transmitted to an A-Grade police accredited monitoring centre.
2. The monitoring centre listen to the live audio, including background noise.
3. The monitoring centre receives a GPS location from the activated watch. 
4. The monitoring centre make an informed decision based on the information they have received and **if they determine that NO emergency response is required (or if the alarm has been accidentally activated), they take the following steps:-**
 - i. Attempt to contact the wearer
 - ii. If the wearer does not answer their phone, the monitoring centre will attempt to contact the listed emergency contact
 - iii. In the event that neither the wearer nor emergency contact answer their phones, the monitoring centre will listen to the incoming audio and either:

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- Terminate the call if they do not believe there is a situation requiring further assistance; or
- Remain connected to the call and instigate a police response if they deem the wearer to be in a compromised situation.

All details of the incident will be recorded

The monitoring centre will not contact you if they make a determination that you are in a compromised situation and a police response is required.



3 mobile towers are required for triangulation to accurately pinpoint a GPS location. If the device is in a poor reception area, the monitoring centre may only receive the call, and not the location. GPS signal strength may also decrease in locations where the signal is obstructed, such as between buildings or in low-lying areas, or in poor weather conditions. If you are in a position to let the operator know a location, please do so at the time of activation.

How do I turn ON my TEK SAFE MPSA?

Make sure the battery is fully charged before turning on the watch.

To turn ON your TEK SAFE MPSA, press and hold the Power button (lower right button) for a few seconds.



How do I turn OFF my TEK SAFE MPSA?

To turn OFF your TEK SAFE MPSA, press and hold the Power button (lower right button) for 2 seconds, and then tap - **Power off**.



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How do I RESTART my TEK SAFE MPSA?

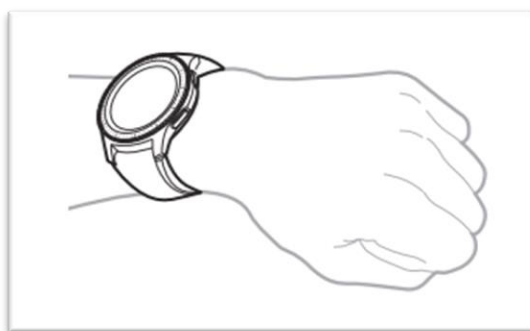
If your TEK SAFE MPSA is frozen and unresponsive, press and hold the Power button (lower right button) for more than 7 seconds to restart it.



Wearing your TEK SAFE MPSA

Putting on the watch

Open the buckle and place the band around your wrist. Fit the band to your wrist, insert the pin and adjustment hole, and then secure the buckle to close it.



Do not bend the band excessively. Doing so may damage the watch.

Band tips and precautions

- Be cautious when wearing the watch. If you have sensitive skin or fasten the watch too tightly, you may feel some discomfort.

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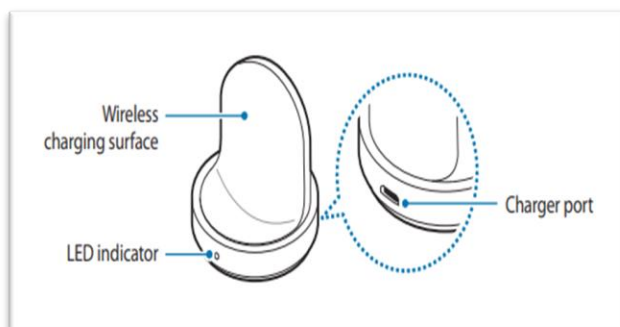
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- Some people may experience discomfort when wearing the watch for prolonged periods.
- Skin irritation may occur if the band is exposed to soap, sweat, allergens, or pollutants for long periods.
- Do not wear the device too tightly. Make sure to keep the device clean and dry. Though this device has met international safety standards, some people may experience skin irritation if they are allergic to certain substances.
- Keep in mind the following to protect the leather band.
 - Avoid exposing the leather band to direct sunlight, water, and hot or humid environments. The leather band can become discoloured or deformed.
 - The leather is permeable so it can be contaminated by oil and cosmetics. Avoid exposing the leather band to these products.
- Using a metal band is not recommended. Metal bands may cause connectivity problems in areas with weak signals or poor reception.

How do I charge my TEK SAFE MPSA?

Charge the battery before using it for the first time or when it has been unused for extended periods.

A Wireless Charging Dock is supplied with the watch.



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- Use only Samsung-approved chargers, batteries, and cables. Unapproved chargers or cables can cause the battery to explode or damage the watch.

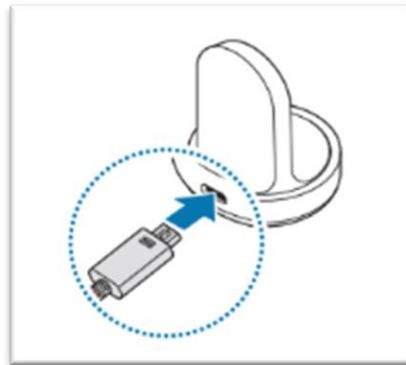


- Use the supplied wireless charging dock and charger. The watch cannot be charged properly with a third-party charger.
- Do not expose the wireless charging dock to water
- Connecting the charger improperly may cause serious damage to the device. Any damage caused by misuse is not covered by warranty.



To save energy, unplug the charger when not in use. The charger does not have a power switch, so you must unplug the charger from the electric socket when not in use to avoid wasting power. The charger should remain close to the electric socket and be easily accessible while charging.

1. Plug the small end of the charger into the multipurpose jack of the wireless charging dock and plug the large end of the charger into an electric socket.



2. Place the watch into the wireless charging dock.



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Checking the charging status

When you connect the watch and the wireless charging dock, the wireless charging dock's LED indicator flashes to indicate the battery level.

Colour	Charging Status
Red	Charging
Green	Fully charged
Orange	Connected to a low-power adaptor



When a wireless charging dock error occurs, the LED indicator flashes red. Disconnect the watch from the wireless charging dock and reconnect them. If the error continues to occur, and providing the device is still within its warranty terms, please contact TEK SAFE.

Battery charging tips and precautions

If there are obstructions between the watch and the wireless charging dock, the watch may not charge properly. Prevent the watch and the wireless charger from coming into contact with sweat, liquids, or dust.

- When the battery power is low, the battery icon appears empty.
- If the battery is completely discharged, the watch cannot be turned on immediately when the charger is connected. Allow a depleted battery to charge for a few minutes before turning on the watch.
- Using a power source other than the charger, such as a computer, may result in a slower charging speed due to a lower electric current.

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- If the watch is being charged with other devices via a multi-charger, charging may take longer.
- The watch can be used while it is charging, but it may take longer to fully charge the battery.
- If the watch receives an unstable power supply while charging, the touchscreen may not function. If this happens, disconnect the watch from the wireless charging dock.
- While charging, the watch may heat up. This is normal and should not affect the watch's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.
- Avoid using a bent or damaged USB cable.

Should I keep my TEK SAFE MPSA on charge even though it is at 100%?

To conserve the battery life and general battery health of your watch, it is recommended that the watch is charged until it reaches 100% and then taken off the charger where possible. If the watch is not needed, then it is best to have it turned off until it is needed again.

Leaving the watch switched on and charging for extended periods of time can risk causing harm to the battery.

The health of all batteries will slowly deplete over time due to general wear and tear caused by general use and charging processes however, you can help slow this process by only having the device turned on or charging when it needs charging.

On some occasions batteries may drain quickly even when the watch is powered off. This is usually a sign of a hardware fault with the battery itself. If you continue to experience this, and providing the watch is still within its warranty terms, please contact TEK SAFE.

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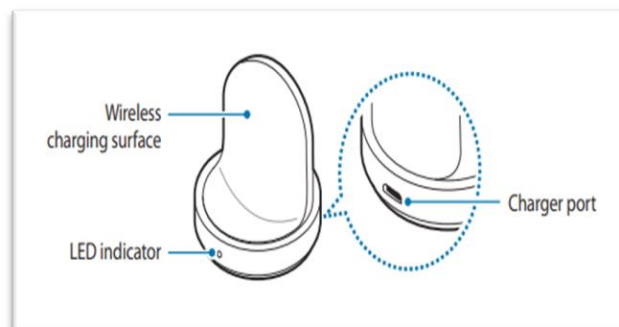
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How long does it take to fully charge my TEK SAFE MPSA?

Charging your watch from 0% to 100% should take approximately 2 hours.

When charging my TEK SAFE MPSA, what do the different coloured lights on the charging dock mean?

When you connect the watch and the wireless charging dock, the wireless charging dock's LED indicator flashes to indicate the battery level.



Colour	Charging Status
Red	Charging
Green	Fully charged
Orange	Connected to a low-power adaptor



When a wireless charging dock error occurs, the LED indicator flashes red. Disconnect the watch from the wireless charging dock and reconnect them. If the error occurs again, and the device is still within its warranty terms, please contact TEK SAFE.

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Why should I keep the battery charged above 20%?

It is critical the battery does not fall below 20% charge as it will jeopardise the accuracy of the GPS location in the event the watch has been activated.

How long does the battery last for if my TEK SAFE MPSA is fully charged?

The battery should last for approximately 20 hours.

The health of all batteries will slowly deplete over time due to general wear and tear caused by general use and charging processes. However, you can help slow this process by only having the device turned on or charging when it needs charging.

On some occasions batteries may drain quickly even when the watch is powered off. This is usually a sign of a hardware fault with the battery itself. If you continue to experience this, and providing the watch is still within its warranty terms, please contact TEK SAFE.

What should I do if my TEK SAFE MPSA does not turn on?

Check to see if the battery is charged. When the battery is completely discharged, your watch will not turn on.

Charge the battery completely before turning on the watch.

If all steps have been taken to power the watch ON with no success, this can be a sign of a hardware fault with the battery itself. If you continue to experience this, and providing the watch is still within its warranty terms, please contact TEK SAFE.

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Can I download apps or pair my TEK SAFE MSPA with my smart phone?

NO. The TEK SAFE MSPA is a smartwatch that works as a traditional watch, and whilst other smart watches can be used to make phone calls, play music, or manage your health, the TEK SAFE MSPA has been configured specifically for the purpose of a duress alarm only.

Is my TEK SAFE MSPA waterproof?

NO. Your TEK SAFE MSPA is not waterproof and should not be worn whilst swimming or bathing.

Why is my TEK SAFE MSPA vibrating even though I have not activated it?

There are many possibilities why your TEK SAFE MSPA randomly vibrates.

- One of the main reasons is because it is an indication that the battery level on your watch is low.
- The vibration may also be an indication that the watch has gone out of Bluetooth range.
- All smart features on the watch have been disabled, however the watch may randomly continue to vibrate due to some of its features; one of which being a health app with a feature that alerts you if you have been inactive for 50 minutes.

We recommend you do not attempt to disable any vibration alerts, however, if you continue to experience these vibrations, and providing the watch is still within its warranty terms, please contact TEK SAFE.

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Why is my TEK SAFE MPSA overheating?

While charging, your TEK SAFE MPSA may heat up. This is normal and should not affect the watch's lifespan or performance. If the battery gets hotter than usual, the charger may stop charging.

When you use apps that require more power or use apps on your watch for an extended period of time, your watch may feel hot to the touch. This is also normal and should not affect your watch's lifespan or performance.

If the device overheats or feels hot for a prolonged period, do not use it for a while. If the device continues to overheat, and providing your watch is still within its warranty terms, please contact TEK SAFE.

What do I do if my TEK SAFE MPSA displays network or service error messages?

When you are in areas with weak signals or poor reception, you may lose reception. Move to another area and try again. While moving, error messages may appear repeatedly.

What should I do if the "Stay Connected" icon is red?

1. Ensure the battery is charged.
2. Restart the watch - Press and hold the Power button (lower right button) for approximately 7 seconds to restart your watch.



If you have followed the above steps and are still experiencing this issue and providing your TEK SAFE MPSA is still within its warranty terms, please contact TEK SAFE.

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What should I do if the “Stay Connected” and “Monitored” icons are both red?

1. Ensure the battery is charged.
2. Restart the watch - Press and hold the Power button (lower right button) for approximately 7 seconds to restart your watch.



If you have followed the above steps are still experiencing this issue and providing your TEK SAFE MP5A is still within its warranty terms, please contact TEK SAFE.

Why is the touchscreen on my TEK SAFE MP5A responding slowly or improperly?

- If you have attached a screen protector or optional accessories to the touchscreen, the touchscreen may not function properly.
- If you are wearing gloves, if your hands are not clean while touching the touchscreen, or if you tap the screen with sharp objects or your fingertips, the touchscreen may malfunction.
- The touchscreen may malfunction in humid conditions or when exposed to water.
- Restart your watch to clear any temporary software bugs.

Who do I contact if my circumstances or personal details change during the monitoring period?

To ensure the best possible response is had in the event of an alarm activation, it is vital that TEK SAFE are notified of any changes to your personal details during the monitoring period. This would include a change of address, phone number, emergency contact, IVO status, etc.

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What happens when the monitoring term is coming to an end?

During the handover of your TEK SAFE MPSA you will be advised of the monitoring term and expiry date.

When the monitoring term is coming to an end and you still require further monitoring, please discuss your circumstances and options with your service provider at least 21 days prior to the expiry date so we can facilitate, otherwise it will be deactivated on the day.

Should a request for extension be received after the expiry, the device will need to be sent back to TEK SAFE for reprogramming, and additional charges will apply.

If you are no longer engaged with your service provider and would like to extend the monitoring, please complete the online extension application at <https://service.formitize.com.au/forms/web?betatemplate=1&company=9155&id=100715&verifier=55cc5b32bf1e58677edb8aed2617acc7>.

Please visit our webpage <https://protectivegroup.com.au/services/> to obtain a full list of current prices.

What number will the monitoring centre call me from?

The monitoring centre will call from 02 9600 0060. And depending on the type of phone and settings on your phone, the call may also be identified as coming from a 'Liverpool' location.

We suggest that you add this number into your phone contacts as this will also allow you to easily identify the caller if contact is required.

The monitoring centre will not contact you if they make a determination that you are in a compromised situation and a police response is required.

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How do I contact TEK SAFE?

You can call the TEK SAFE office on 03 9699 4257 Monday to Friday between 9am to 5pm.
Alternatively, please email admin@protectivegroup.com.au.

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SAFETY INFORMATION



WARNING

Follow the warning information provided below to prevent incidents such as fire or explosion

- Do not expose the device to physical impact or damage.
- Use manufacturer approved chargers, accessories, and supplies.
- Do not touch the charger or the device with wet hands while the device is charging.
- If any part of the device is cracked or broken, stop using the device immediately.
- Do not turn on or use the device when the battery compartment is exposed.

Follow the warnings below to prevent injury to people or damage to the device

- Do not allow children or animals to chew or suck the device.
- Do not poke eyes, ears, or other body parts with the device or insert the device into the mouth.
- The device can be used in locations with an ambient temperature of 0 °C to 35 °C. You can store the device at an ambient temperature of -20°C to 50°C. Using or storing the device outside of the recommended temperature ranges may damage the device or reduce the battery's lifespan.
- Do not store your device near or in heaters, microwaves, cooking equipment, or high-pressure containers.
- Keep your device dry.
- Do not use your device outdoor during a thunderstorm.
- Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle.
- Do not wear the device too tightly. Make sure to keep the device clean and dry. Though this device has met international safety standards, some people may experience skin irritation if they are allergic to certain substances.

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MAINTAINING WATER AND DUST RESISTANCE

Your device supports water – and dust resistance. Follow these tips carefully to maintain the water- and dust resistance of your device. Failure to do so may result in damage to your device.

- Do not expose the device to water moving with force.
- When you are wearing the device, avoid taking a shower or going swimming.
- If the device or your hands are wet, dry them thoroughly before handling the device.
- If the device is exposed to clean water, dry it thoroughly with a clean, soft cloth. If the device is exposed to other liquids, such as salt water, ionised water, or alcoholic beverage, rinse it with clean water and dry it thoroughly with a clean, soft cloth. If you do not follow these instructions, the device's performance and appearance may be affected.
- If the device is dropped or receives an impact, the water- and dust-resistant features of the device may be damaged.
- If the device has been immersed in water or the microphone or speaker is wet, sound may not be heard clearly during a call. Wipe the device with a dry cloth or dry it thoroughly before using it.
- The touchscreen and other features may not work properly if the device is used in water.

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NATIONAL POLICE ALARM ACTIVATION RESPONSE GUIDELINES

Section 5 of the National Police Alarm Activation Response Guidelines states:

ALARM CATEGORIES AND RESPONSES

Alarm Category	A
Alarm Type	Monitored Personal Safety Alarm (MPSA)
Definition	<p>Issued to: Lone workers in potential risk situations (visiting nurses, mental health etc) High risk VIPs (MPs, judiciary or identified state/national persons) Persons identified at risk of family violence by state or other preventative organisations</p> <ul style="list-style-type: none">• Monitored by an approved AMP• Deliberate activation of a duress signal, and/or• Unexplained failure to respond to agreed monitoring protocols <p>Note that the device may fail to activate due to:</p> <ul style="list-style-type: none">• Device failure or loss of contact due to use in a location with no telecommunications network coverage.• Failure to properly maintain the MPSA device (flat battery).• User initiated failures are not considered an alarm activation
Police Response	Police attendance prioritised as “High Priority” and guided by the Australia and New Zealand Policing Alarm Activation Response Protocols within this document.
Alarm Description /Comment	<ul style="list-style-type: none">• The AMP must have direct access to sufficient information about the MPSA user, expected business activity and the employer/supervisor/MPSA user’s contact details.• On activation the AMP must validate the MPSA by attempting to contact the user. If unable to contact the MPSA user, contact to be made with user’s supervisor or employer for direction.• On validation, the AMP will call for police response and include the current indicated location including Lat/Long of the MPSA device and last confirmed location of the MPSA and user.• On validation the AMP must continue tracking the location of the MPSA at regular intervals (minimum polling 60 seconds) and report any changes in location to police. <p>MPSA User Responsibilities:</p>

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	<ul style="list-style-type: none">• Be aware of the network coverage in the MPSA user's area of operation.• Ensure the device is properly maintained (charged battery)• Be fully conversant with the correct use of the MPSA, including all monitoring protocols and requirements to update the AMP and only activate when the user is under assault, threat or duress.
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Section 7 of the National Police Alarm Activation Response Guidelines states: -

REVISION OF POLICE RESPONSES

Police responses to the various alarm categories and alarm types are included in section 5.

However, in the event of ongoing unwarranted Category A and B alarm activations from monitored sites, the following policies and treatments are provided as a guide.

Policy	Three (3) Strikes policy
Description	Applies when police resources have been assigned to 3 unwarranted alarm activations from a monitored site within 3 calendar months.
Treatment	Advice to the AMP that Police response to that site will be downgraded to a Request for Assistance (refer Category C in section 5), until police are advised that appropriate remedial action has been undertaken.

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TEK SAFE MPSA TECHNICAL SPECIFICATIONS

SAMSUNG GALAXY ACTIVE2 - BLACK, 44mm

FEATURES	TECHNICAL SPECIFICATIONS
Display	Dimensions: 44 x 44 x 10.9mm
	1.4" (34 mm), Circular Super AMOLED (360 x 360)
	Corning® Gorilla® Glass DX+
CPU	Exynos 9110 Dual core 1.15GHz
Operating System	Tizen Based Wearable OS 4.0
	Optimised functionality through Samsung Knox
Memory	1.5GB RAM + 4GB Internal Memory
Connectivity	3G (2100MHz)
	4G (900MHz, 1800MHz)
Positioning System	GPS + Cellular Network
Speaker	Supported
Battery	340 mAh. Actual capacity may vary slightly. This capacity is the nominal battery capacity. The actual battery capacity for each individual product may be slightly above or below the nominal battery capacity.
Water & Dust Resistance Rating	IP68



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