

# TWIG SOSCard

## Quick Guide

TWIG SOSCard is your personal safety alarm designed to protect you in all kind of lone worker situations.

The device is especially suitable for lone workers requiring an ID badge as TWIG SOSCard is a personal alarm in form of an ID badge including ergonomic and simple keys. Device is wearable with a carrying strap including ripcord or with a clip attached on clothes.

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Twig Com Ltd. declares that this mobile device, type TUP93EU, is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

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For more information, details and descriptions, including device configuration, assortment of chargers and accessories, visit the website: [www.twigcom.com](http://www.twigcom.com).

## WHAT TO DO FIRST

Ask TWIG sales to create you a TWIG Point SP account for device configuration or download PC Configuration software and instructions from <ftp://support.twigcom.com>. If possible turn off the PIN request from the SIM card. If not, change the PIN code to 9999 or change the PIN code that is programmed to TWIG SOSCard to same that is used in SIM card before switching on the device. Please refer to TWIG Point Remote Configurator or to configuration guide and PC Configure program to change the PIN code to that the device automatically uses.

## INSERTING THE SIM CARD

1. Slide the SIM card to holder from the hole on the side of the device. Contacts in the **micro SIM card** are facing towards ID card and the **cut corner of the card inwards**. Check the markings for the micro SIM card on device cover. Don't use force, as the SIM will go to its place easily.
2. Push the SIM card all the way in with e.g. another SIM card or some small stick. Do not use sharp or metal tools or objects!

3. Insert the rubber plug to the SIM holder opening and seal it carefully with sticker provided in the sales package.

To meet the requirements, the rubber plug must be inserted in place correctly and covered with the black sticker included in the sales package. If the rubber plug is damaged it must be changed immediately to maintain tightness and warranty.

## ALLOWED ID CARDS

Metallic cards prevent the functioning of GNSS and are not allowed to use with TWIG SOSCard. It is recommended also to avoid using ID cards of type RFID/NFC to ensure the proper functioning of the GNSS.

## INITIALIZING THE DEVICE

When you start using the device for the first time, you should charge the battery first. Please note that the battery will reach its full capacity only after two or three charging times.

## LOUDSPEAKER

Device is designed to be used via powerful loudspeaker. Therefore it is not allowed to put the device close to head and ear to avoid loud tones to cause pain or injury.

## POWER SUPPLY

- Mains charger with the charger adapter or charging station.
- Device has integrated lithium-ion polymer battery.



## MAINS CHARGER

The mains charger should only be used indoors. Make sure that the voltage in the country which you are staying corresponds to the voltage marked on the charger. The compatible charger is of device type FW8005/EU/05 or similar limited to a maximum of 15 W. When charging, connect the mini USB connector to mini USB connector in charging adapter or charging station. Twist the charging adapter to the bottom of the device from keyboard's side down, all the way until it clicks on its place on back cover or place the device to charger stand.

## CHARGING

The device controls the charging status, the battery temperature and power supply during the charging operation. The ideal temperature range for charging is +10°...+30°C. Charging the battery above or below these

temperatures may shorten the battery life. Also, the battery may not reach full capacity. Battery charging is not allowed below +0°C or above +45°C.

When charging the Li-ion batteries with the USB charger, about 70% of the battery capacity will be charged quickly, but charging the remaining 30% takes relatively more time. Also note that humidity, temperature, age of the battery and currently used features (e.g. the GNSS\*) affect the time spent on charging.

## BATTERY CARE, MAINTENANCE AND DISPOSAL

The continuous operating time is less when using an old battery than a new battery. When storing device for a long time, it should be kept cool and with fully charged battery in a dry place. Li-Ion batteries do not contain heavy metals which can damage the environment. The Li-Ion batteries, devices and device accessories should be disposed according to the country-specific regulations or returned to the manufacturer for recycling.

## ENVIRONMENT'S IMPACT ON GNSS

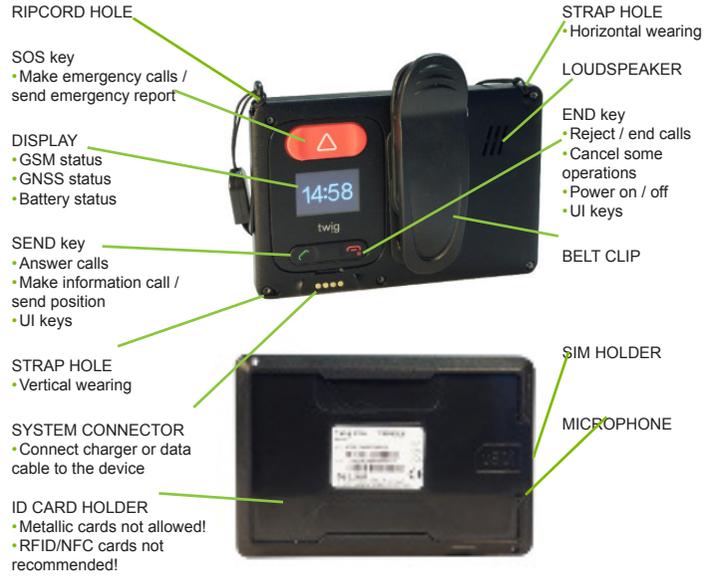
The device must have an unobstructed view to satellites at any time. In marginal conditions (e.g. when staying in surroundings with heavy tree cover or next to high-rise buildings) GNSS\* positioning may not work properly. The device can be used like a standard GSM phone with the limited feature set. In some cases, the device can be built in clothes or special vests. If the device is mounted somehow, it must be attached to the surface so that the ID card side is facing outwards of the facing surface. To ensure proper functioning of the GNSS\* and GSM, the unit can be covered with thin low loss material such as plastic, fibre glass or clothes, but not with metal. This is regarding particularly to GSM and GNSS\* antenna areas!

## TEMPERATURE RANGES

Usage: -10°C to +50°C, at temperatures below -20°C, or above +55°C, the battery may not supply power and the device may shut down or disconnect call to prevent damage. Upon warming up/cooling down, the device should function properly again.

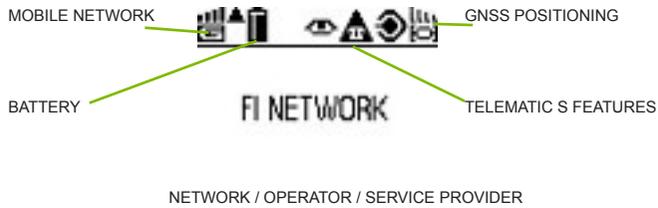
- Charging: Battery must not be charged below 0 or above +45 °C

# USER INTERFACE

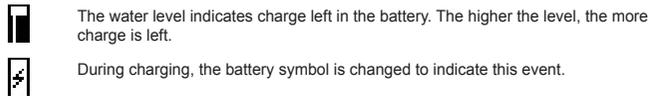


## DISPLAY SYMBOLS

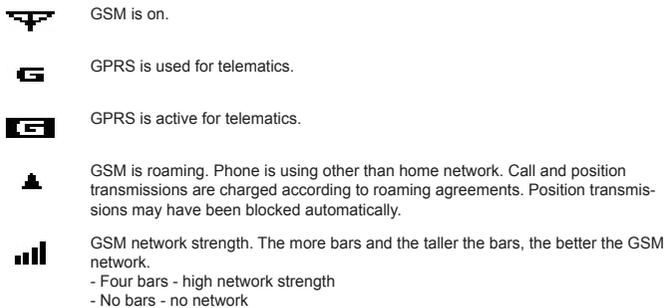
### DEVICE IN STAND-BY MODE



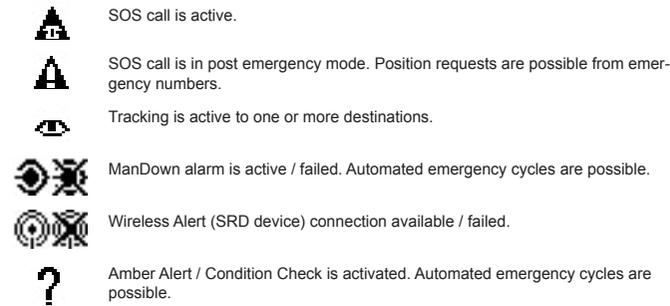
### BATTERY STATUS



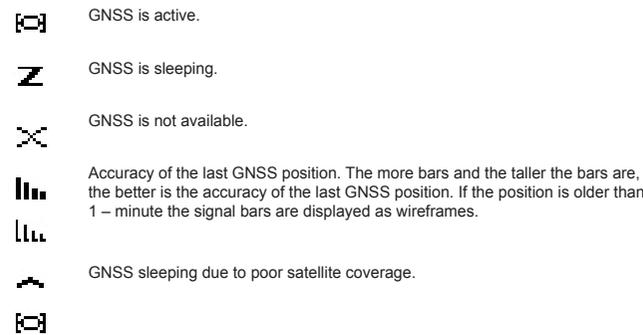
### GSM / GPRS NETWORK STATUS



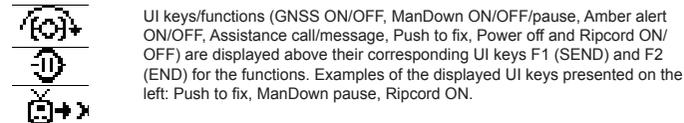
## GENERAL STATUS SYMBOLS



## GNSS POSITIONING STATUS

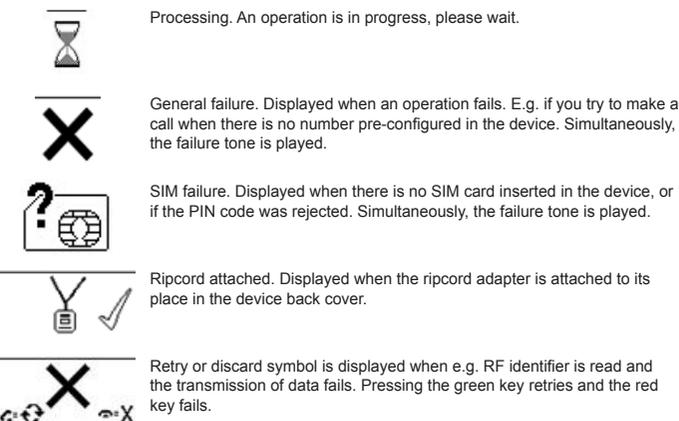


## UI KEYS STATUS

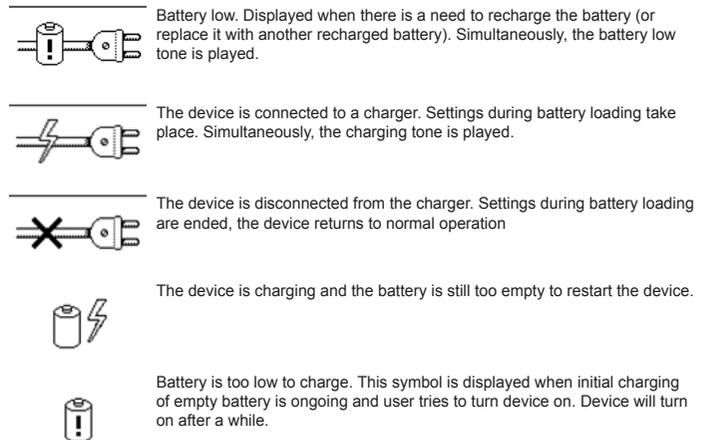


## DISPLAY TONE NOTIFICATIONS

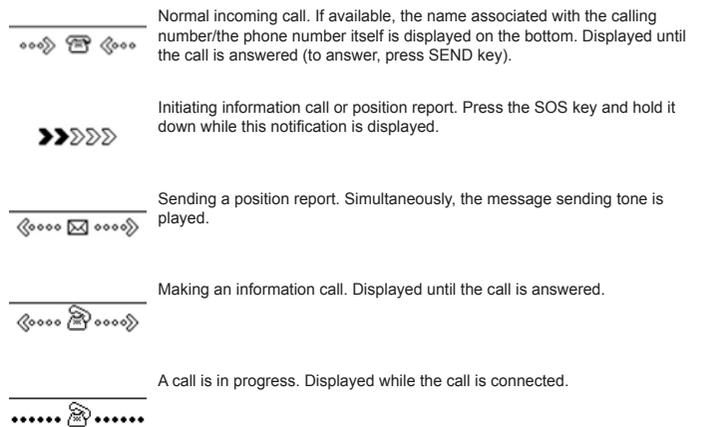
### GENERAL NOTIFICATIONS



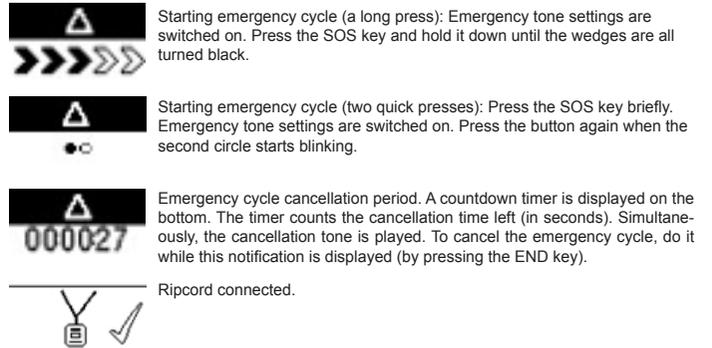
## CHARGING NOTIFICATIONS



## NOTIFICATIONS REFERRING CALLS OR MESSAGES



## START EMERGENCY CYCLE NOTIFICATIONS (DISPLAYS ON)



## OTHER EMERGENCY CYCLE NOTIFICATIONS (DISPLAYS ON)



Emergency cancellation. Displayed right after the emergency cycle was cancelled.



Emergency completion. Displayed when the emergency cycle ends normally, or when the emergency mode is ended manually.



Emergency call retry. Emergency numbers can be voice call numbers. The notification is displayed when the device makes another call attempt to a number.



Emergency mode/Working. The device is through with emergency calls, but sending messages, message confirmation or position refresh is still going on.



Emergency confirmation message received. After receiving confirmation, the device will end resending of an emergency message. Simultaneously, the message reception tone is played.



Post-emergency mode. The GSM operator's name is replaced by the emergency symbol. While this notification is displayed, the device can be tracked by emergency numbers, also emergency tone and display settings are kept on. This mode can be terminated manually, by pressing the END key.

## NETWORK EMERGENCY CALL (112, 911, 000, 999, 08 etc)



Network emergency call query. Displayed when the SOS key is pressed but making emergency cycle is NOT possible (e.g. SIM card is missing or no roaming network available). You may still try to make network emergency call by pressing END key. You can also exit the query without making an emergency call by pressing END KEY.

## DISCREET EMERGENCY CYCLE (DISPLAY NOTIFICATIONS OFF)



During the discreet emergency cycle, the device looks like it is in stand-by mode. The only indicator of the ongoing emergency cycle is the emergency cycle indicator appearing to symbol area. When the symbol disappears or changes, cycle is over or moved to post emergency mode. Also tones can be turned off.

## NOTIFICATIONS CONCERNING MANDOWN ALARMS



Pre-alarm for ManDown alarm is not set. Displayed when "the cancel timer" is not configured, and emergency cycle starts right away. To mute the audible alert tone, press the END key



Pre-alarm for ManDown alarm is set. The countdown timer shows that you still have 27 seconds time left to cancel the sensor alert if you want. To cancel the emergency cycle, lift the device to vertical position. Do it while this notification is displayed. To let the emergency cycle take place: Do nothing. To mute the audible alert tone, press END key.



Alert state ended. Displayed right after the emergency cycle is finished, or the sensor alert is cancelled.



Post-alarm state. Displayed when the emergency cycle is completed, and the device makes audible alarms at regular intervals. You can receive phone calls and answer them by pressing SEND KEY. In order to stop the post-alarm tone, the device must be lift up to vertical position.



ManDown pause. Displayed on the bottom line of the screen when ManDown function is paused with SEND/END (F1/F2 ) UI keys.

## BASIC KEY FUNCTIONS

### TURNING THE DEVICE ON

1. Press END key and hold it down for a few seconds.

2. The logo is displayed.

### TURNING THE DEVICE OFF

1. Press the END key and hold down for a few seconds.

2. The Power off symbol is displayed and tone is heard. Note, powering off may be prevented by configuration.

### ANSWERING INCOMING CALLS

Press the SEND key when the device alerts. NOTE: The device may be configured to answer some/all incoming calls automatically. It may even be, that all incoming calls are blocked and you cannot receive calls.

### DROPPING/ENDING/CANCELLING A CALL

Press the END key briefly.

### MAKING AN INFORMATION CALL

Press the SEND key and hold it down for a few seconds. The device will call to configured number.

### SENDING POSITION REPORT

1. Press the SEND key and hold it down for a few seconds.

2. After sending the position report, the device may receive an incoming information call - depending on service.

3. When the device starts alerting, answer the call by pressing the SEND key. NOTE: The device may also be configured to answer the call automatically.

### MAKING EMERGENCY CALLS AND SENDING EMERGENCY MESSAGES (EMERGENCY CYCLE)

Press the SOS key according to configuration (a long press or two quick presses). The device will make emergency calls and send emergency reports (emergency messages including position information) according to configuration.

### CANCELLING EMERGENCY CYCLE

During cancellation period you may hear the cancellation tone and see timer showing time left for cancellation.

- To cancel the entire emergency cycle, press the END key briefly during the cancellation period.

- When the emergency cycle has already started you may, depending on configuration still cancel the rest of the calls and messages: Press the END key and hold it down for several seconds. After successful cancellation the device will return to normal operation and switch back to normal tone and display settings.

### ENDING EMERGENCY MODE MANUALLY

The emergency mode must be terminated manually. This means, the emergency tone settings are kept on and the emergency numbers are permitted to track the device without further notice.

Emergency tones and tracking option are switched on from the moment you start the emergency cycle (by pressing the SOS key) until you end the emergency mode (by pressing the END key briefly). Another alarm cycle is not possible before previous is ended.

### MALFUNCTIONS DURING EMERGENCY CYCLE

- Being in a shadow area of the GSM network at the time of the event.
- Poor GPS\* coverage during emergency cycle may cause the emergency

cycle completion to slow down.

- Busy telephone lines when connecting (voice) calls.
- Message transmission errors caused by the carrier of an SMS/GPRS, i.e. the network operator.

### SENSOR ALERTS

To cancel sensor alert and prevent emergency cycle from starting, change the phone to allowed position (horizontal or vertical) or move it gently if it is configured to detect only movement. Do it while the countdown timer is still displayed. To let the emergency cycle take place: Do nothing. To mute/unmute the audible alert tone, press the END key.

### READING SRD TAGS

TWIG SOSCard reads SRD tags by swiping the tag in close distance. Set the center of the ID card side on the tag for reading. The tag symbol will appear on the screen when tag is read. The magnetic fields of the components may damage magnetic cards, such as credit cards. It is recommended to keep the device away from magnetic cards.

### INCOMING/OUTGOING MPTP MESSAGES

The device may send or receive some MPTP messages. In most cases, messages are either remote configuration/activation messages, some notifications, emergency reports or various types of position messages and they work autonomously according to configuration.

- In most cases there are no display notifications.
- Message sending/reception tones are configurable (beep sound as a default).

## HANDLING AND MAINTENANCE

NOTE: The instructions below apply to the device, its accessories, batteries in use as well as batteries taken out of use.

- Dust and dirt may damage the moving parts of the device. Do not use or keep the device in dusty or dirty surroundings.
- Do not open the device or battery by yourself or pierce holes in it.
- Rough handling may break the circuitry inside the device. Do not drop, knock, twist or shake the device or its battery.
- Keep the device dry. Liquids contain minerals which could corrode electronic circuits. If the device gets wet, turn it off and dry the device and the battery immediately. Put the device into an upright position and let it dry. It is recommended that a reseller or service personnel check that the device functions properly.
- Even though the device is waterproof, do not wet the device unnecessarily or immerse it in water.
- Protect the device from heat. High temperatures may shorten the life of the electrical devices, melt or warp plastics and damage batteries. Do not warm up the device or battery or use it near fire.
- Do not short-circuit the battery or battery contacts. Exposing the metal strips of the battery to a close contact with a metallic object, such as a coin, a clip or a set of keys can cause accidental short-circuiting and damage the battery.
- Charge the battery only with the charger specified in the Operating instructions/Quick Guide. Use the battery only for the purpose it is intended.
- Clean the device with a soft cloth, dampened slightly with mild soapy water. Do not clean the device with harsh chemicals, solvents or other corrosive substances.
- Only allow service personnel authorised by the reseller to repair the device.

# SAFETY AND PRECAUTIONS

## TELEMATICS PROTOCOL

MPTP (Mobile Phone Telematic Protocol) allows, among other things, tracking of the device over the SMS communication. Automatically sent telematics messages are only allowed to authorised numbers configured in the device. Such numbers can be, e.g. emergency and service center numbers. Position of the device is retrieved by the GPS\*, or by the network parameters -the latter is a network-dependent service. The carrier for telematics messages is an SMS-message. Deliveries of all messages is fully handled by and in the responsibility of the GSM network operator and services can vary substantially. The charge of a protocol message is determined on the contract by the service provider.

## GNSS\*

GNSS stands for Global Navigation Satellite System, and is the standard generic term for satellite navigation systems that provide autonomous geospatial positioning with global coverage. The term includes e.g. the GPS, GLONASS, Galileo, Beidou and other regional systems operated by the corresponding governments which are solely responsible for its accuracy and maintenance. The system is subject to changes that could affect the accuracy and performance of all GNSS equipment.

## EMERGENCY CALLS

The device is an aid and should never be relied upon as an only emergency device. Its functionality is dependent on GSM network and GNSS satellites which may not be available all the time. To make emergency calls, the device must be turned on and located in an area with adequate GSM network signal strength.

Making an emergency call also requires GNSS satellite coverage and a valid SIM-card. Emergency calls may not be possible on all GSM phone networks or when certain network services or phone features are in use. In unclear cases, consult the network operator.

## TWIG POINT NETLOC COSTS

The first year of TWIG Point Netloc is free of charge. Please note: TWIG Point Netloc is not working if the service renewal payment is not made after the first year free of charge. Twig Com Ltd. does not take any responsibility of any consequences due to a delay or non-payment of the TWIG Point Netloc service use after the first year free of charge.

## GENERAL

- **Traffic:** Strictly adhere to all eventual European and national legislation and also honour other eventual safety recommendations when using the device while driving a vehicle. Place the device in its holder, do not leave it on the passenger seat or some other place where it can break loose in a collision or a sudden stop. When receiving a call in an awkward driving situation, you must always put safety before other priorities and courtesy. If you feel uncomfortable about using a device while driving, you should not use it.
- **Vehicles with air bags:** An air bag inflates with great force. Do not place objects, including either installed or portable wireless devices, in the area over the air bag or in the air bag deployment area.
- **External alert:** The use of the alert device to operate a vehicle's lights or horn on public roads is not permitted.
- **Children:** Keep the device and its accessories away from small children to avoid causing injury to themselves or others. Damage to the device or its accessories is also thus avoided.
- **Power supply:** This equipment is intended for use with the specified power

supplies provided by the manufacturer. Any other usage will invalidate any approval given to this apparatus and may be dangerous.

- **Other accessories:** Any other accessories used should also be approved by the device manufacturer. Check the compatibility of new power supply units and other accessories at the reseller or manufacturer.
- **Connections:** All installations, connections and service regarding the device, its power supply and accessories should be approved by the device manufacturer. Use of any unauthorized accessories, modifications or attachments may be dangerous and voids the device warranty if said accessories cause damage or a defect to the device.
- **Magnetic fields:** The device contains small magnetic components. Even though the magnetic fields of the components are weak, they might damage magnetic cards, such as credit cards. It is recommended to keep the device away from magnetic cards.
- **Storing positions:** Position information is stored correctly in the device when the GNSS\* is turned off (from the GNSS menu) or powered off (by pressing the END key). To prevent the memory from becoming corrupted, never power off the device by removing the battery.
- **Neodymium magnets:** Some models include strong magnets. Magnets could affect the functioning of pacemakers and implanted heart defibrillators. If you wear these devices keep sufficient distance to magnets. Warn others who wear these devices from getting close to magnets. Keep magnets away from devices and objects that could be damaged by magnetic fields.
- **Real-time monitoring:** A continuous real-time monitoring may lead to over-heating of the device and shut it down.
- **ManDown++ impact:** ManDown++ impact function doesn't work if the device is hitting the body when carried freely with the carrying strap.
- **Ripcord magnet:** Ripcord of the carrying strap is equipped with magnet. Therefore ripcord should not be used with identity cards including magnetic stripes.

## RADIO FREQUENCY (RF) ENERGY

Transmission frequencies and power for TUP93EU device types in EU are listed in the following table.

| Transmitter  | TX frequency bands / MHz | Max power / dBm |
|--------------|--------------------------|-----------------|
| GSM 900      | 880-915                  | 35              |
| GSM 1800     | 1710-1785                | 32              |
| WCDMA 1      | 1920-1980                | 25              |
| WCDMA 8      | 880-915                  | 25              |
| SRD*         | 868.218*                 | 5               |
| SRD*         | 869.675*                 | -5              |
| 2.4 GHz WLAN | 2412-2472                | 20              |
| Bluetooth*   | 2402-2480                | 10              |

#Note: different frequencies in Australia!

- **Aircrafts:** Turn your device off before boarding any aircraft and do not use the device while in the air. Besides being illegal, the use of a device in an aircraft may endanger the operation of the aircraft or disrupt the mobile network. Failure to comply with this instruction may lead to suspension or denial of mobile phone services, and possibly even legal action.
- **Hospitals:** Turn your device off before entering hospitals or other health care facilities where medical electronic equipment may be in use. Such

devices can be extremely sensitive to radio frequency interference. Only use the device with permission and under the instruction of hospital staff.

- **Medical devices:** Remember that any personal medical devices (such as hearing aids or pacemakers) may be affected by RF energy if they are not adequately shielded. Consult the manufacturer or vendor of the equipment to determine the proper shielding.
- **Posted facilities and country-specific regulations:** Power off the device in any facility where posted notices require to turn off mobile phones. Also follow all the country-specific regulations applicable to where the device is used.
- **Potentially explosive atmospheres:** Turn off the device at refuelling points, e.g. gas stations. Also observe restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress because remote control RF devices are often used to set off explosives. Do not store or carry flammable liquids, gases or explosive materials in the same compartment as the device, its parts or accessories.
- **Other electrical equipment:** Using the device may cause interference with a vehicle's electronic equipment if it is not adequately shielded. Consult the manufacturer or the vehicle seller to determine the proper shielding.
- **Computers:** Remember that using the device close to a computer may cause interference. When using your device near such equipment keep a distance of about one meter.
- **Body parts:** When the device is in operation do not touch the antenna with eyes, mouth or bare skin to guarantee proper function.

## WARRANTY

Twig Com Ltd. warrants to the original purchaser ("Company") that this Twig Com device and all accessories originally provided by Twig Com in the sales package ("Product") are free from defects in materials, design and workmanship under normal use in accordance with the operating instructions and pursuant to the following terms and conditions. Warranty periods are determined with the purchase agreement. Individual warranty terms and conditions are available from Twig Com or from local distributor. The warranty is void if the device is opened or the warranty seal on the screws are tampered.

\*Some product versions only.