

New emergency alert system – first of its kind in the world!

Works on any telephone – fixed line, cordless, mobile, and satellite

USER GUIDE

How it works

Ideal for...

- Older people
- Disabled people
- People with episodic illnesses
- Isolated and rural workers
- People having poor English skills
- Children



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Use Down Arrow or Page Down key



Works on any phone

Assure Connect™ allows a person in distress to contact friends and family by pressing ONE KEY on their telephone

Person
needing help
“Caller”



Friends and relatives
“Call Group”

You can have between
1 and 9 people in
the call group

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Assure Connect™

When help is needed

The Caller activates Assure Connect™ by pressing the speed dial 5 key on their phone

Person needing help
“Caller”

Press and hold down the 5 key



All phones ring at the same time

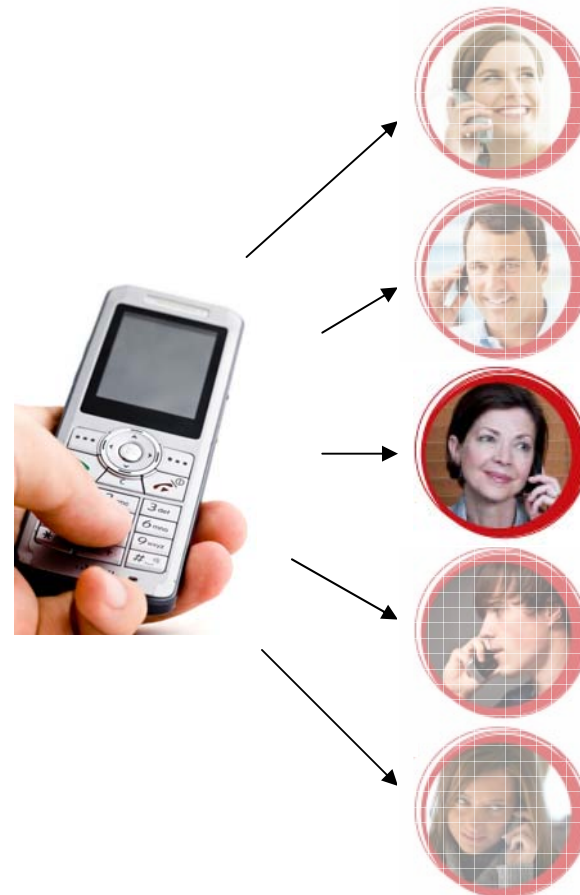


You can have between 1 and 9 people in the call group

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Answering the call



The person answering acknowledges the call by pressing their **hash (#) key**. This is to ensure a live person answers and not voice mail.

The first person to answer is connected

You can have between 1 and 9 people in the call group

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Text messages are sent to the people who didn't answer

All other people in the call group receive a text message, advising who called and who answered.



You can have between 1 and 9 people in the call group

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Provide assistance

The person who answered is meanwhile providing assistance to the caller...



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Easier call contact and faster response

The simultaneous calling system makes it easier and faster for the caller to get in contact with a trusted friend or relative.

“I only have to remember to press the 5 key”



“Calling all of us at the same time increases the chances of reaching somebody and increases the speed of response”

You can have between 1 and 9 people in the call group

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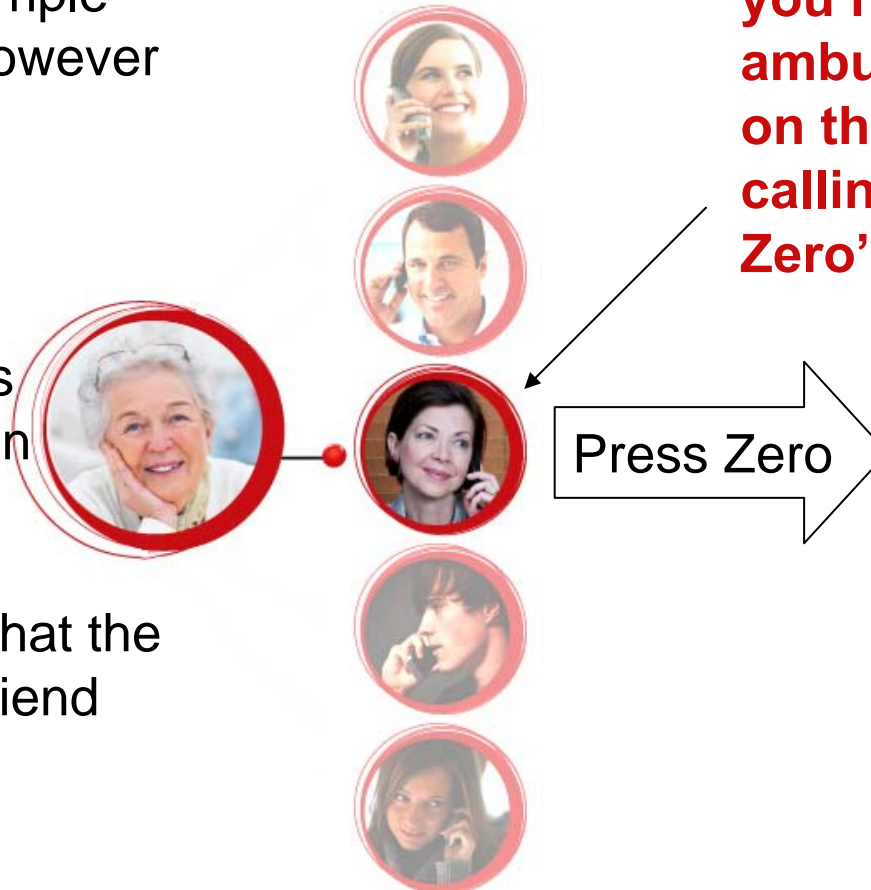


Conference call with Triple Zero

Not every call is a Triple Zero emergency, however if it is...

The person who answered can add emergency services into the conversation at any time.

This creates a conference call so that the family member or friend can assist.



“Mum, I think you need an ambulance. Stay on the line, I am calling Triple Zero”

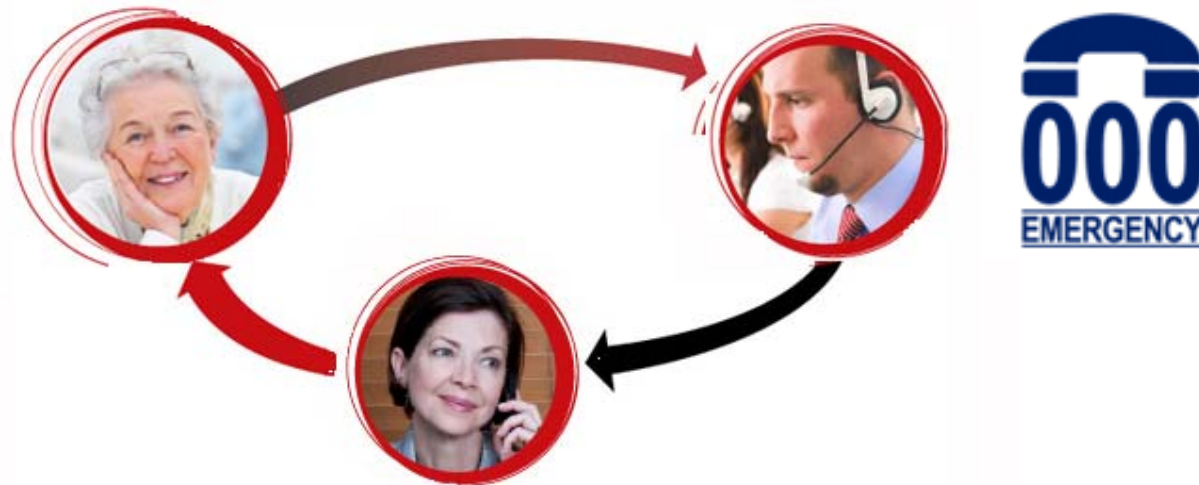
You can have between 1 and 9 people in the call group

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Three way conversation

Having established a conference call with Triple Zero, the friend or relative can provide assistance by acting as an interpreter (in the case of a Caller who has difficulty speaking English), assist with guiding emergency services to the location of the Caller, and providing a medical history.



“Hello, I think my mum needs urgent medical attention. She’s on the line with me.”

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When the call ends

Assure Connect™ will send a text message to the Call Group member who answered. They can advise the other members of the group of the outcome of the call.



“Red Button follow-up. If you reply to this message, your response will be forwarded to all members of the Call Group.”

You can have between
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the call group

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Set-up as a speed dial (abbreviated dialing)

Enter **1300 820 493** in the phone address book under ASSURE CONNECT and assign it to the 5 key as a speed dial



Note: you must ensure that the phone is not set to block the CND (Calling Number Display) – or “private number” as it is sometimes known.



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iPhone speed dial

Install a speed dial icon on your home screen.

There are many different iPhone apps that you can program to dial **1300 820 493**

Check the Apple Store or Google “speed dial for iPhone”



Note: you must ensure that the phone is not set to block the CND (Calling Number Display).

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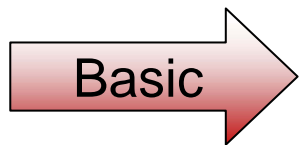


Three account types...



The FREE account allows you to set-up and test the system. It doesn't provide Triple Zero conference calls and calls are limited to one minute.

\$9.90
per month



Provides Triple Zero conference calling and allows you to have from 1 to 6 people in the Call Group.

\$12.90
per month



Everything the BASIC account provides PLUS up to 9 people in the call group AND you can assign a "pecking order" to the Call Group. PLUS, other advanced features which are explained on the following pages...

* Prices include GST

You can change account type at any time

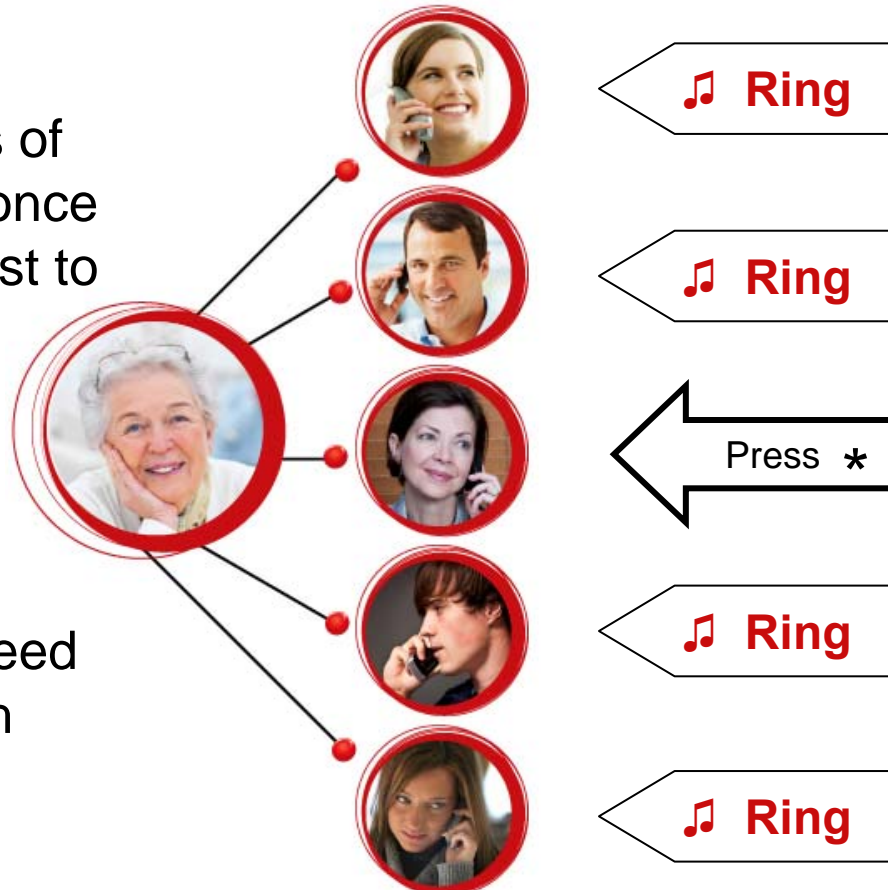
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Conference calling

By pressing the star key (*) during the conversation. The remaining members of the Call Group are once again called. The first to answer is added to the conversation.

Note: they do not need to acknowledge with their # key.



You can have between 1 and 9 people in the call group

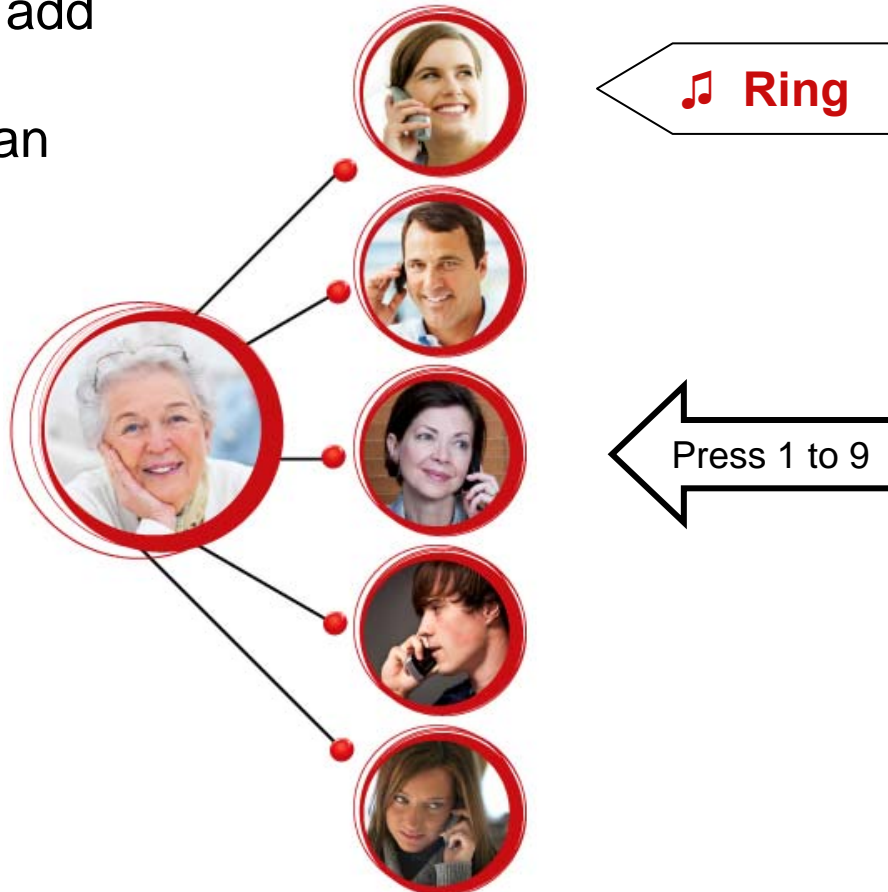
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Bring a specific person into the conversation

If you wish to dial a specific person and add them to the conversation, you can dial their assigned number.

(PREMIUM account only)



You can have between
1 and 9 people in
the call group

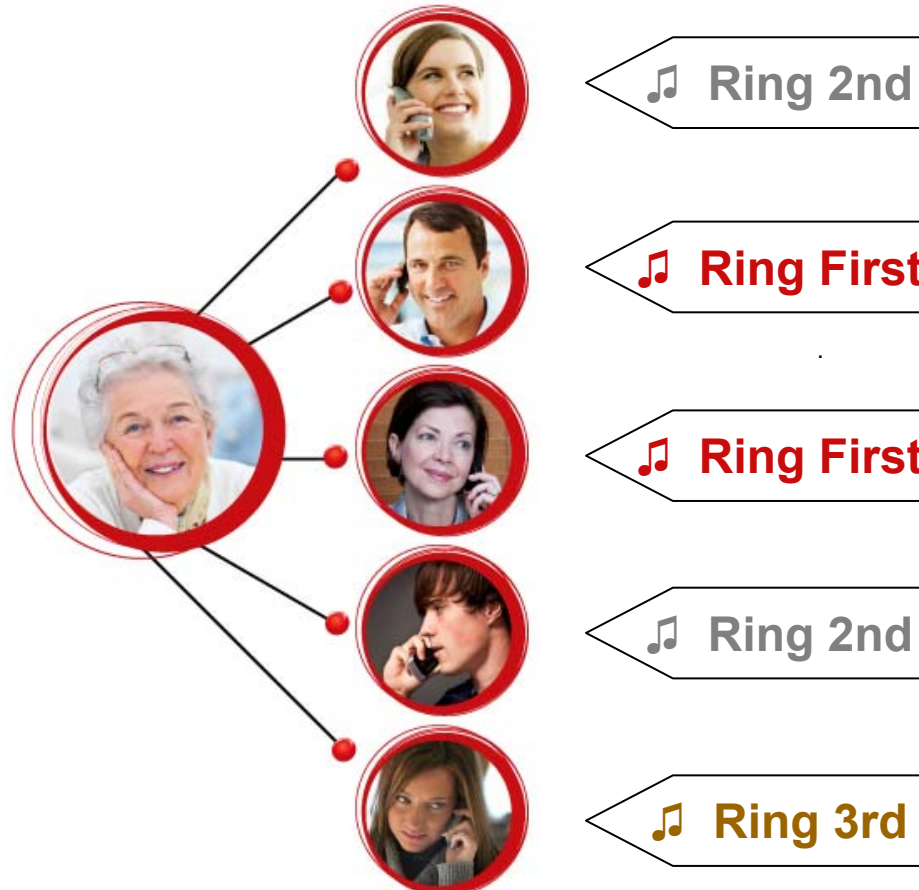
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Pecking order

Assign a “pecking order” to the Call Group. Say 2 people are selected as the primary Call Group members who are called first. If they don’t answer within 30 seconds, then the system calls the remaining members. You can have up to the 3 levels.

(PREMIUM account only)



You can have between 1 and 9 people in the call group

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Bring a silent call group person into the conversation

You can also set-up people who are not called at all but can be added to the conversation if required. For example a family doctor.

(PREMIUM account only)



Silent call group member



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Assure Connect™

Email notification

- When you set-up your CALL GROUP you will note the option to include email addresses.
- System messages will be copied to email.
- Although email is not suitable for emergency messaging, using this option will keep others informed that an emergency event has occurred.
- For example the OH&S Manager can receive a copy email for incident reporting when Assure Connect™ is used to protect isolated workers.



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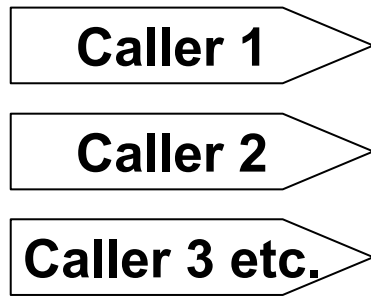
Assure Connect™

Multiple callers

Assure Connect™ allows you to set-up more than one Caller sharing the same call group...

You can have up to 2 Callers on a **BASIC** account and up to 9 Callers on a **PREMIUM** account.

Each additional Caller adds **\$4.40** per month to the BASIC account and **\$5.50** per month on a PREMIUM account.



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Works on all phones on all networks

The system recognises calls from both mobiles and fixed line phones. Set-up both for the caller at no additional cost (all account types).

The CALL GROUP can also be contacted on both their mobile or fixed line telephones. However, not all fixed line phones can receive text messages.



Mobile



iPhone



Fixed line



Satellite phone

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Telstra Delayed hot line service

The Caller picks-up their phone handset and waits 4 seconds without dialing a number. The phone automatically dials a pre-assigned number.



By making the pre-assigned number
Assure Connect™ - **1300 820 493** – this can be a convenient way to initiate the call to the Call Group.

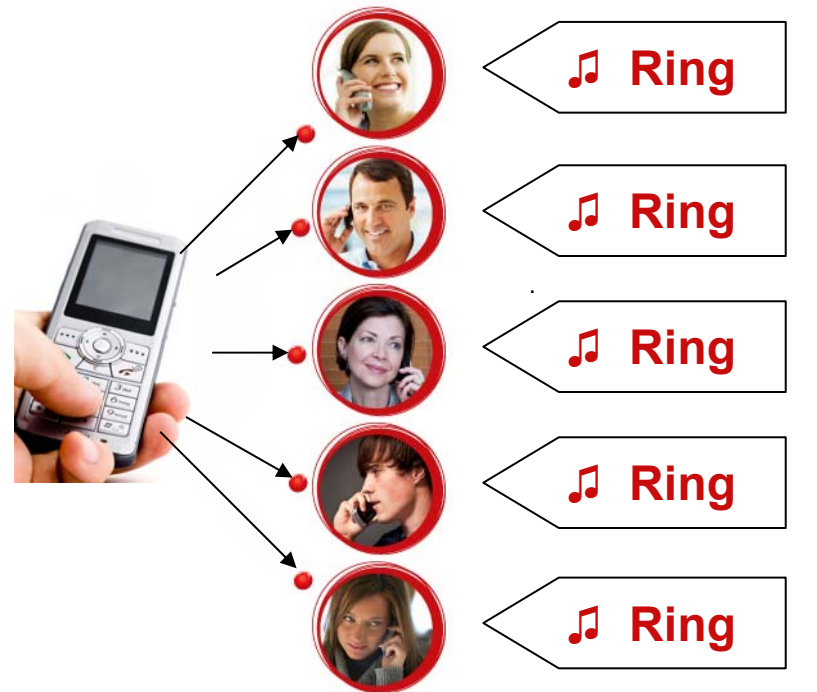
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Who can use Assure Connect™?

Ideal for...

- Older people living independently
- People living with disabilities
- Children outside the home
- Lone workers
- People living or working in rural areas
- People living with episodic illness
- People with English language difficulties



You can have between
1 and 9 people in
the call group **Next page**



Account set-up guide

Setting-up an account is straight forward.
There are five parts to set-up...

1 Account holder

The **Account Holder** is the person who “owns” the account and is responsible for keeping it set-up and providing a credit card for charges. The account holder can also be a **CALLER** or a member of the **CALL GROUP** but doesn't have to be.

2 Account type

You will need to add a credit card to receive charges. You select the **account type** when you add your credit card. Until this step is complete your account is assumed to be a **FREE** account.

3 Callers

The **CALLERS** are the people who would use the system to contact the **CALL GROUP** by pressing the 5 key on their phone. You may set-up anywhere from 1 caller to 9 depending on your need and account type.

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Account set-up guide

4 Call Group

The **CALL GROUP** are the people who will receive the calls made by the system. You can set-up from 1 up to 9 people depending on your need and account type. We recommend that you have at least 3.

5 Speed dial

The final step is to set-up the speed dial on the **Caller's** phone. All phone handsets have speed dial capability. On mobiles it is normally achieved by first making an address book entry and then assigning it to a key.

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Assure Connect™

You're all done!

The best way to find out more about this powerful new emergency alert system is to try it out...

- No up-front costs.
- No fixed term contracts – cancel at any time
- Doesn't affect your phone plan.
- Start with a FREE account and up-grade.
- Edit your account configuration as often as you want at any time

Click  to close the user guide and return to the website
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