

Series X User Guide



Series X User Guide

Series X Training Manual

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Welcome

These guidelines have been written for training in the use of the Series X Safety Button. This training manual covers the purpose and use of the Series X device. In addition, features related to the Series X device will also be covered.

Objectives

Once you have been through this manual, you will be able to:

- Setup the Series X device
- Operate and charge the Series X device
- Communicate and cancel alarms on the Series X

Outline

Background Information

How to set up Series X

How to use Series X

Introduction

The Series X Safety device allows you and your organization to use a safety solution that offers a compact design, long battery life and crystal-clear HD Voice. Series X is certified on AT&T and Verizon 4G LTE networks in the United States. Series X is also certified on the TELUS and AT&T 4G LTE networks in Canada.

Our automated virtual assistant AVA speeds up response time in an emergency and provides a higher level of service to organizations. With AVA, every button press and fall event on the Series X device is answered the instant the call is received at the monitoring center. Emergency calls are sent to expert safety operators, who can locate the user and get the right help on the way quickly.

Specialists can locate users with WiFi and GPS location services. Series X includes the latest fall detection technology and a simple cancelation feature.

Background Information

Do you work in dangerous work conditions, alone or out of line-of-sight of your co-workers, or have a medical condition that may increase your risk?

Working in hazardous work environments requires additional protection. Using a lightweight, discreet, and highly mobile safety solution can help reduce your risk by getting you help when you need it.

Training is an important part of reducing risk. It is very important to go through this training manual, test your Series X device, and increase your awareness of times when additional safety precautions should be taken to protect your Health & Safety.



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What protection does the Series X Device provide?

The Series X device provides multiple safety features.

- **SOS button** for users who need immediate assistance from their emergency contacts and the live response center
- **Compact water-resistant design** that weighs just 1.3 oz and is IP67 water-resistant
- **Automatic Fall detection** for people who work at height or are otherwise at risk from falls
- **Long lasting battery life** that offers up to 6 days of charge

The Series X device always remains connected to the cellular network when signal is available.

When there is an alarm, the Monitoring Center and your organization's emergency contacts are notified and sent your location.

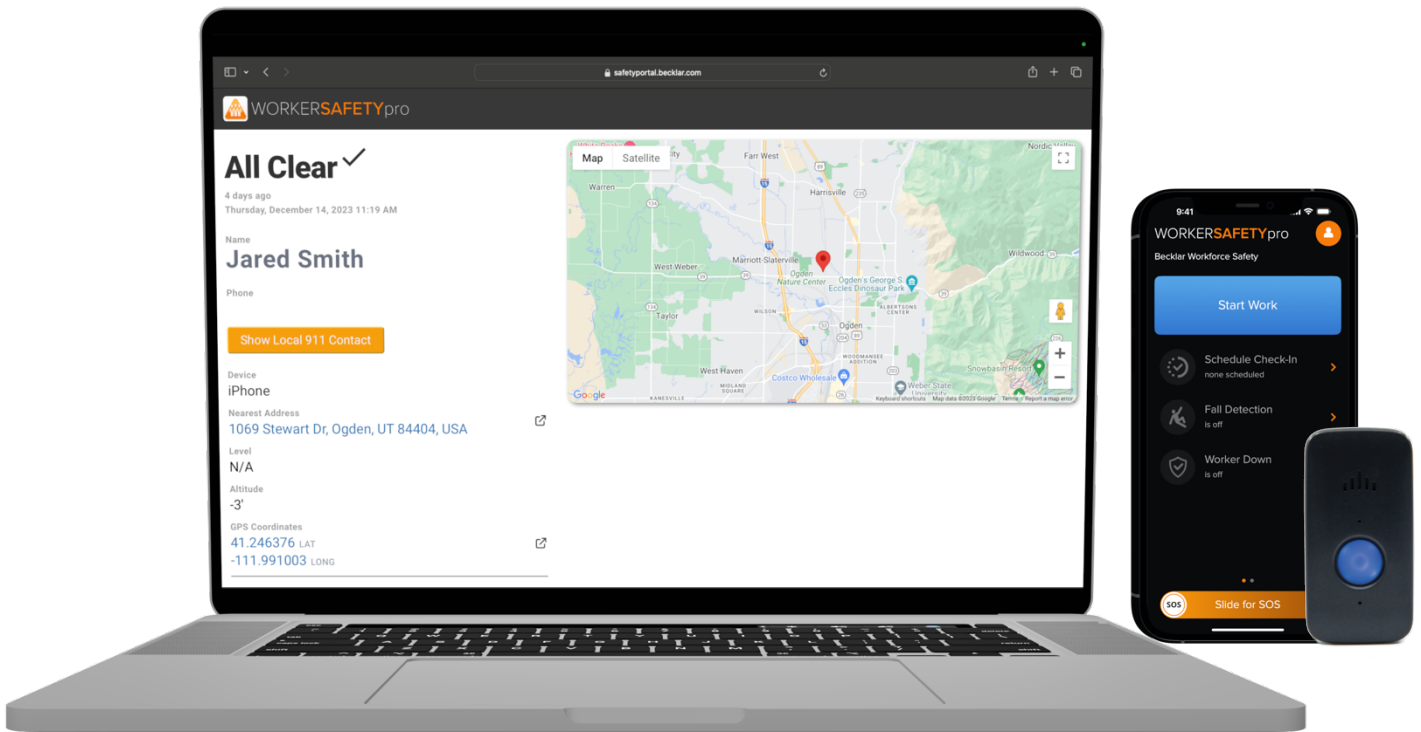


Series X Device

What types of notifications are sent?

Your emergency contacts will receive a phone call, text, and email in the event of a detected fall or SOS button press.

These notifications will advise that an alarm has been received and that the Monitoring Center is working to send help. Contacts receiving these messages can advise the Monitoring Center that no help is needed if they have confirmed with the user that they are okay.



Important:

The Series X device will never share your location except in the case that an emergency alarm is triggered.

Note, please make sure to reach out to Becklar Workforce Safety Support (Support@beckwfs.com) representative to ensure that your Series X devices are set up correctly

Once the Series X device is received, setup takes only a few minutes.

Assigning the device to a user

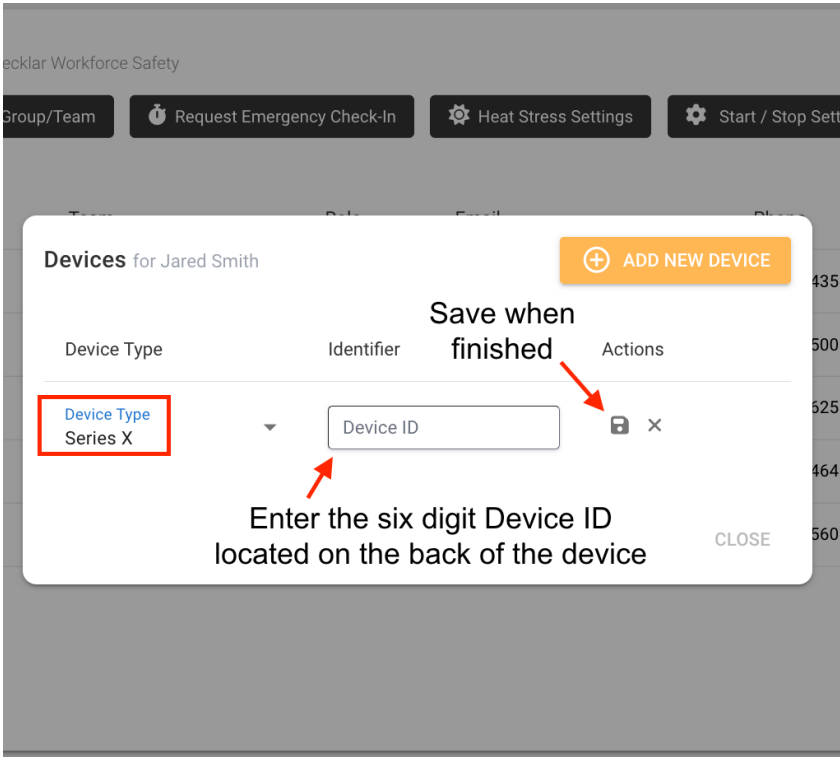
Series X devices need to be assigned to users via the WorkerSafety Pro Safety Portal by an administrator before they will operate. Once assigned to a user, the Series X device will function as intended and communicate the user's profile to the Monitoring Center in the event that there is an emergency. On the next page, there are step by step instructions going over the assign process.

Connecting the Series X to a user in the Safety Portal

IMPORTANT BEFORE the Series X can be used, the device will need to be paired to a user within the Becklar Safety Portal (Safetyportal.becklar.com). This process ensures that if there is an alert that comes from the Series X, there will be user information connected to the emergency.

After logging into the Safety Portal, scroll down to the “Worker Profiles” panel and select the user that you would like to connect the Series X device to. If any assistance is needed for logging in or navigating the Safety Portal, please reach out to Becklar Support.

Once you are at the Worker Profiles panel, select the “Add Device” button located to the right of the user’s information. After that button is pressed, you will be taken to the add device screen (pictured). Select Series X as the desired device to be added and input the Device ID which is located on the back of the device. If the ID is valid and you are ready to assign the device to the user, go ahead and press the save button.



A device can be removed from a user at any time by clicking back into the add device menu and removing the device using the small trash can icon.

Series X physical specifications and feature list

Series X Device	
Battery	Up to 6 days per charge
Red battery light flashes when low?	Flashes at 15% battery
Location services	GPS, WiFi, Cellular Triangulation
Cellular networks	Verizon, AT&T & TELUS 4G LTE
Includes two-way voice?	Yes, HD Voice
Dispatch email/text alerts?	Yes
Water-resistance	IP67
Dimensions	2.72 x 1.38 x 0.57" (69 x 35 x 14.5 mm)
Weight	1.3 oz
Optional fall detection?	Yes
Lanyard necklace material	Threaded Nylon
Lanyard clasp material	Stainless Steel
Lanyard magnet material	Nickle and Iron
Belt Clip	Plastic

Series X light activity

Series X Red Battery Light:	
Battery Low	Flash every 26 seconds
Fully charged	Solid on cradle
Normal or battery discharged	Off
Charging	Flash every 5 seconds on cradle
Booting	Flash every 2 seconds for 30 seconds

Series X Blue Call Light	
Flash every 5 seconds on cradle:	Normal
Flash every 26 seconds:	Normal
Solid during call:	Normal
Off:	Battery Discharged
Flash every 1 second on cradle:	Out of service
Double flash off cradle:	Out of service
Flash every 1 second for 5 seconds after button press:	Out of service

Series X charging

The Series X safety device is equipped with a rechargeable lithium-Ion battery that can be charged using the provided charging cradle. The Series X SOS button will begin to flash red every 26 seconds to let the user know that their device needs to charge. The red light will start to flash once the device gets to a 20% or lower battery level. (For more information on the Series X light behavior, please refer to [Series X Light Activity](#))

To charge the device, simply place the device into the charging cradle until the device audibly advises “Charging”. If the device is completely drained of battery, it may take a moment for the device to power back on and then advise that it is charging.



How to use the Series X device

SOS alarm button

The Series X device offers an SOS button and built in fall detection. To activate the SOS button, simply press and hold the button for two to three seconds until the light flashes blue on the device. Shortly after being pressed, the device will begin ringing like a cell phone. There are a few options a user can take from there. If a user does not need help, they can answer the call by pressing and holding the SOS button again while the device is ringing and confirm with the Automated Voice Assistant (AVA) that everything is okay.

If help is needed, the user has two options. If the call is not answered, the operators will assume that help is needed and dispatch authorities. The user can also answer the call by pressing and holding the button while the device is ringing and confirm that help is needed.

Emergency alerts using Fall Detection

Fall detection on the Series X device is a built-in feature that will need to be activated before your device will actively be monitoring for falls. To activate, please reach out to the Becklar Support team (Support@becklarwfs.com).

When enabled, the Series X device will use an advanced fall detection algorithm to monitor for any activities that resemble a fall. For the algorithm to work correctly, ensure the Series X is wore outside any clothing and around the neck using the provided necklace lanyard.

When the device detects a fall, an audio message advising “Fall Detected, press the call button to cancel” will play three times to give users the chance to cancel the fall alarm in case it was a false alarm. To cancel the alarm, press and hold the call button until the device advises “Fall Detection Cancelled”.

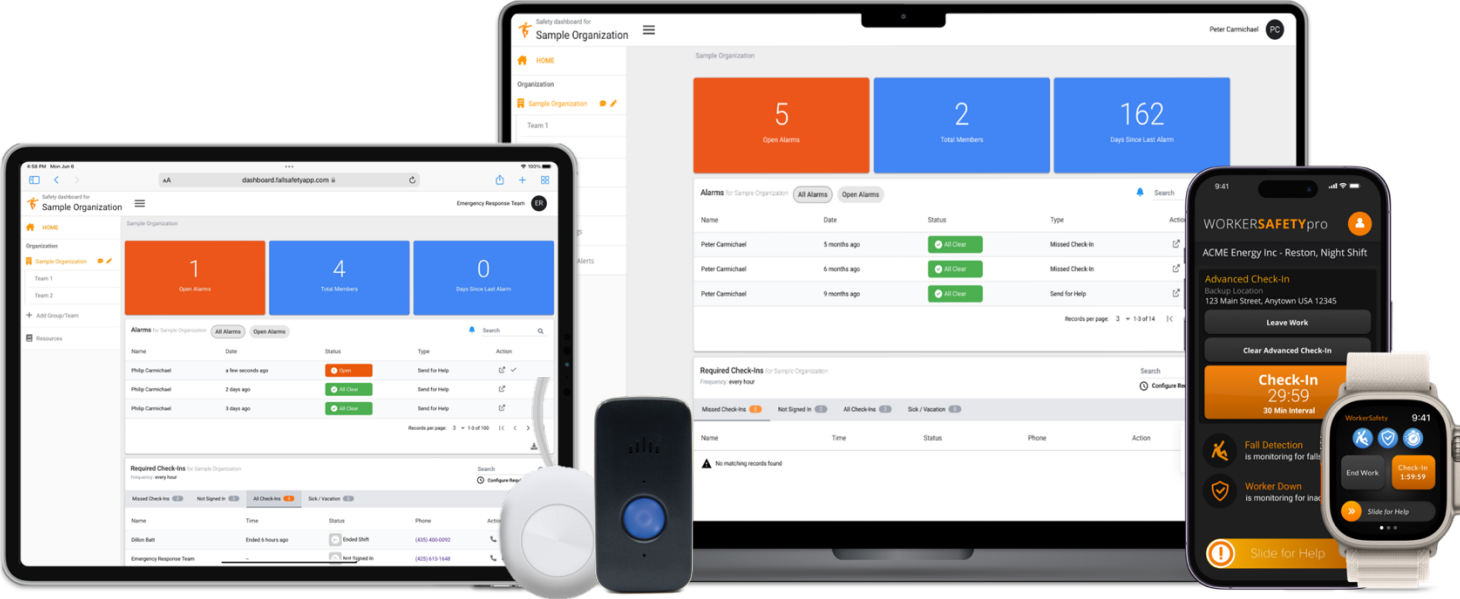
Once the recording plays three times, an emergency alarm event will trigger. Emergency contacts and the Monitoring Center will be notified.

Becklar 24/7 Enterprise Monitoring

Becklar 24/7 Enterprise Monitoring is an included service with the Series X offered by Becklar.

The Enterprise Monitoring alarm process

During alarm events initiated by a user, the Enterprise Monitoring service users will receive a call to their device from the Monitoring Center’s Automated Voice Assistant (AVA) to verify if any help is needed. If a user confirms with AVA that every is okay, then AVA will cancel the alarm and not continue to dispatch authorities. If the user advises help is needed or doesn’t answer the call, emergency contacts will be notified and dispatch will be sent to the users last known GPS location.



Clearing an alarm after the call to the Series X is missed

If the user has missed the call to their Series X device from AVA, It is ALWAYS recommended that the user calls into the Monitoring Center to advise of a false alarm if they were unable to confirm with AVA that no help was needed on their Series X device. Please refer to the contact card page for the contact information to the Monitoring Center.



Button Press Flow Chart



SOS Button Press



Device will start ringing



If no answer – operators will assume that help is needed and dispatch help



If the call is answered, confirm with AVA that help is needed or not



Get Help



Get Help with live Operator

Fall Detection Flow Chart



Fall is detected from device



If fall is not canceled,
device will escalate to
operator



The operator will confirm if
help is needed or not



Get Help or Cancel

Calling into the Monitoring Center to cancel an active alarm

If the call is missed from the Automated Voice Assistant (AVA), a user can still call into the Monitoring Center to attempt to cancel the active alarm before emergency services arrive to the users last known location.

When a user first reaches the Monitoring Center, the call center agent will need to reference the users account, to do this, please provide the agent with the account number found on the emergency page connected to the users account as well as the full name on the account. To ensure accuracy, the agent might ask the user to spell out their full name. If you do not have the account number, you can also provide the user phone number to search for the account.

The call center agent will confirm once the account is referenced and then attempt to cancel emergency services.

Contact Cards

Monitoring Center contact card

A contact card containing the correct contact information for the Monitoring Center is listed below. If unable to scan the QR code, the number is listed here. +1(877)-206-9141:



**Note, the Monitoring Center will do all they can to confirm with local emergency services that no help is needed. It will be at the discretion of the local authorities on if they will still respond.*

Becklar Workforce Safety SMS contact Card (Do Not Reply)

The following is the contact card for our Becklar WFS (Do Not Reply) number. This number will send SMS notifications to a user’s phone. You are unable to call or text this number back so please note that this is only for receiving messages and not sending them. Please refer to the contact card on the previous page for the number you can call for additional information. If unable to scan the QR code, the number is listed here. +1(385)-289-3912:

