

# Becklar Workforce Safety



## Series X User Guide

## Series X User Guide

Copyright © 2024 by Becklar, LLC

Becklar, LLC

1069 South, Stewart Dr #3,

Ogden, UT 84404

All rights reserved. No part of this manual may be reproduced in any form without written permission from the publisher.

### Limits of Liability and Disclaimer of Warranty

While every precaution has been taken in preparing this guide, the publisher assumes no responsibility for errors or omissions. No liability is assumed by the publisher for damages resulting from the use of this information.

If you have questions about the content in this document, please ask your WorkerSafety Pro administrator for more information.

## **Table of Contents**

<b><i>Welcome</i></b>	<b>4</b>
<b><i>Objectives</i></b>	<b>4</b>
<b><i>Introduction</i></b>	<b>5</b>
<b><i>Background Information</i></b>	<b>6</b>
	<b>6</b>
<b><i>What protection does the Series X Device provide?</i></b>	<b>7</b>
<b><i>What types of notifications are sent?</i></b>	<b>8</b>
<b><i>How to setup the Series X</i></b>	<b>9</b>
<b><i>Assigning the Series X to a user</i></b>	<b>9</b>
<b><i>Connecting the Series X to a user in the Safety Portal</i></b>	<b>10</b>
<b><i>How to use the Series X</i></b>	<b>12</b>
<b><i>SOS alarm button</i></b>	<b>12</b>
<b><i>Emergency alerts using Fall Detection</i></b>	<b>12</b>
<b><i>Becklar 24/7 Enterprise Monitoring</i></b>	<b>13</b>
<b><i>The Enterprise Monitoring alarm process</i></b>	<b>13</b>
	<b>13</b>
<b><i>Clearing an alarm after the call to the Series X is missed</i></b>	<b>14</b>
<b><i>Button Press Flow Chart</i></b>	<b>15</b>
<b><i>Fall Detection Flow Chart</i></b>	<b>16</b>
<b><i>Calling into the Monitoring Center to cancel an active alarm</i></b>	<b>17</b>
<b><i>Contact Cards</i></b>	<b>18</b>
<b><i>Monitoring Center contact card</i></b>	<b>18</b>
	<b>18</b>
<b><i>Becklar Workforce Safety SMS contact Card (Do Not Reply)</i></b>	<b>19</b>
	<b>19</b>
<b><i>Series X charging</i></b>	<b>20</b>
<b><i>Series X physical specifications and feature list</i></b>	<b>21</b>
<b><i>Series X light activity</i></b>	<b>22</b>

## **Welcome**

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

## **Objectives**

Once you have completed this guide, you will be able to:

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

## Introduction

The Series X 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.

Becklar's 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 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.

Operators can locate users with WiFi and GPS location services. The Series X includes the latest fall detection technology and a simple cancellation 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 read this guide completely, test your Series X device, and increase your awareness of times when additional safety precautions should be taken to protect your Health & Safety.



## 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.

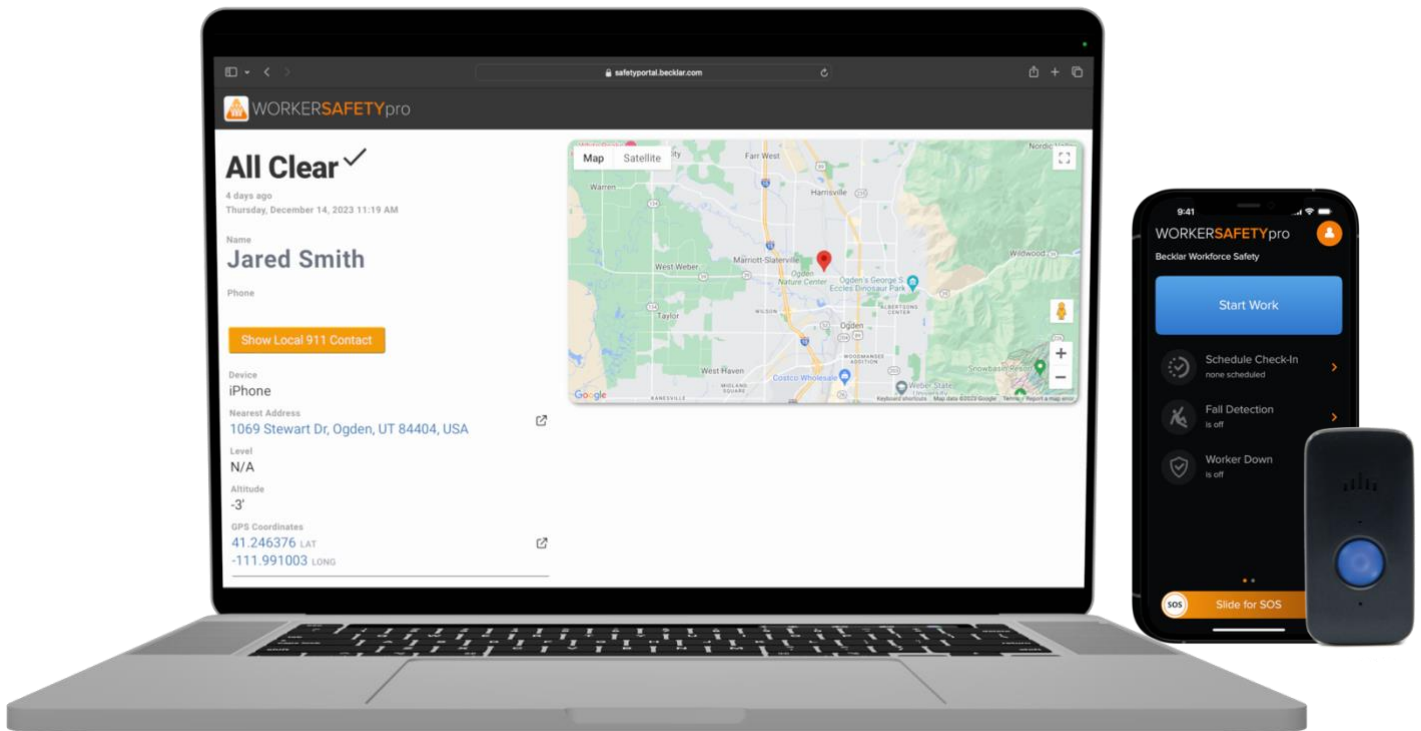
When there is an alarm, the Monitoring Center and your organization's emergency contacts are notified and sent your location.



## What types of notifications are sent?

In the event of a fall or SOS button press, your emergency contacts will receive a phone call, text message, and email.

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 event that an emergency alarm is triggered.



## How to setup the Series X

*Please reach out to a Becklar Workforce Safety Support ([Support@beckwfs.com](mailto:Support@beckwfs.com)) if you have questions about setting up the Series X.*

### Assigning the Series X to a user

Series X devices must be assigned to users by an administrator via the WorkerSafety Pro Safety Portal before they will operate. Once assigned to a user, the Series X 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 that review the device assignment 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](https://Safetyportal.becklar.com)). Assigning the device to a user 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 to. Select the “Add Device” button located to the right of the user’s information. After the “Add Device” 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.

The screenshot shows the 'Add Device' interface for user Jared Smith. At the top right, there is an orange button labeled '+ ADD NEW DEVICE'. Below this is a table with the following structure:

Device Type	Identifier	Save when finished	Actions
Device Type Series X	Device ID		

Red arrows point from the text 'Save when finished' to the trash can icon, and from the text 'Enter the six digit Device ID located on the back of the device' to the 'Device ID' input field. A 'CLOSE' button is located at the bottom right of the modal.

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. If any assistance is needed for logging in or navigating the Safety Portal, please reach out to Becklar Support.



## **How to use the Series X**

### **SOS alarm button**

The Series X 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 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](mailto:Support@becklarwfs.com)).

When enabled, the Series X will use an advanced fall detection algorithm to monitor for any events 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 Series X 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”.

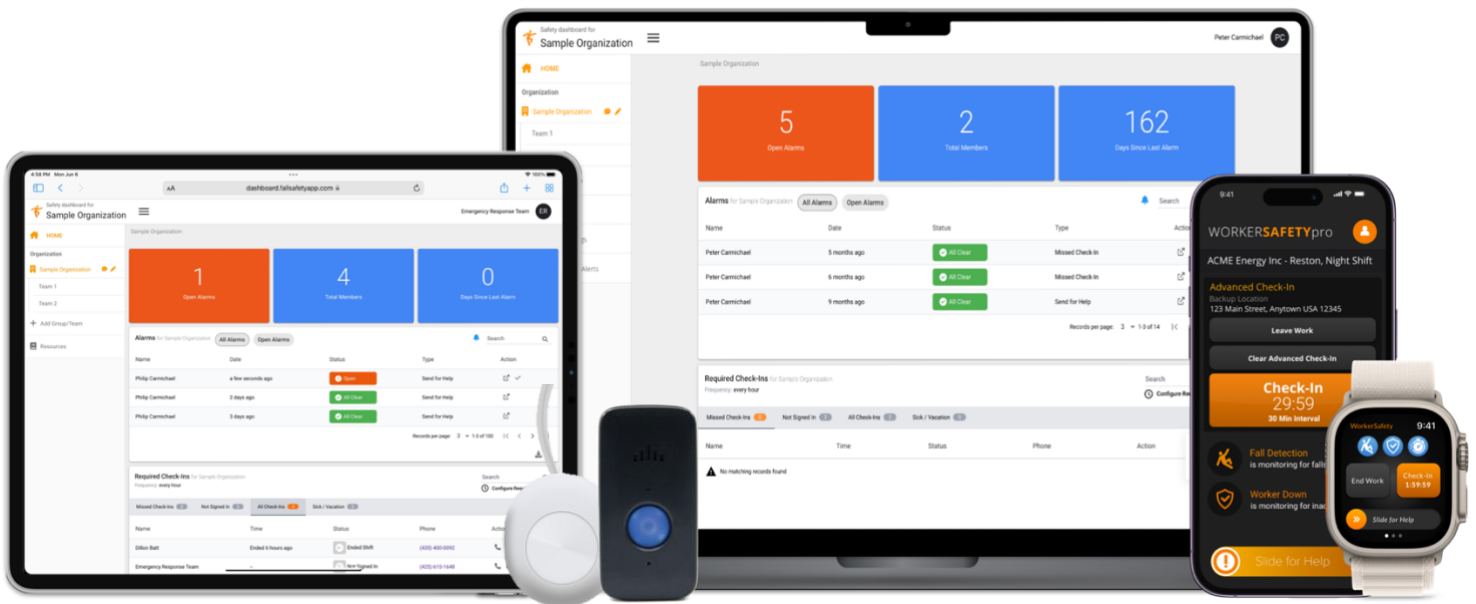
Once the recording plays three times, an emergency alarm event will trigger. Emergency contacts and the Monitoring Center will be notified.

# Becklar 24/7 Enterprise Monitoring

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

## The Enterprise Monitoring alarm process

During alarm events initiated by a user, the 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 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. Please refer to the contact card page for the contact information to the Monitoring Center.

## Button Press Flow Chart



SOS Button Press (Press and hold for 3 seconds to activate)



Device will start ringing (Press and hold for 3 seconds to answer)



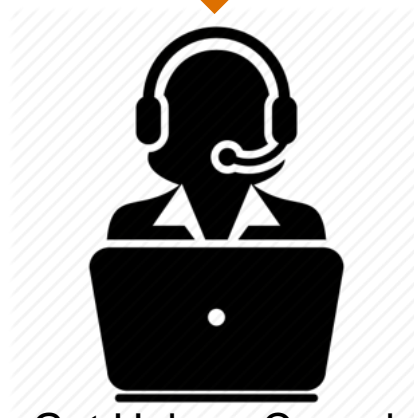
If no answer – operators will assume that help is needed and dispatch help



If the call is answered, confirm with AVA if help is needed or not. If help is needed, you will be transferred to an operator.



Get Help



Get Help or Cancel

## Fall Detection Flow Chart



Fall is detected from device



AVA will say, “fall detected, hold the call button to cancel”. Cancel the alarm if no help is needed by **holding the call button for 3 seconds.** Or wait for the device to contact an operator for you.



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:



## Series X charging

The Series X 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 batter level. (For more information on the Series X light behavior, please refer to [Series X Light Activity](#))

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



## Series X physical specifications and feature list

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

## Series X light activity

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

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