We **protect** people

SafetyTracer User Manual
Alarm Devices

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Foreword

Thank you very much for using the SafetyTracer system. We have taken the greatest care in developing this application to enable you to raise an alarm when needed. Unfortunately, despite all precautions, you may find yourself in a situation where you are in need of help. SafetyTracer helps in such situations. We make it easy to inform others and call for help. This manual has been prepared with the greatest care. Should it nevertheless contain deficiencies or if you have other improvements or comments, please let us know.

1. Introduction

To start using a Kompy from SafetyTracer, the device must be linked to a user. We have created a separate manual for creating and linking users. You can access it on our website:

https://www.safetytracer.eu/support-en/manuals

Only when an alarm device is linked to a user can an alarm actually be triggered. When the Kompy devices are delivered, they are already linked to your account. All you have to do is link them to the right user.

2. Login

You can login by going to:

https://portal.kompy.eu/login

You will then get the login screen below (Figure 2.1). Here you can log in with your e-mail address and password. After logging in, you will enter the menu screen of the portal. Here, click on "**Alarm devices**" in the main menu to link a new alarm device.
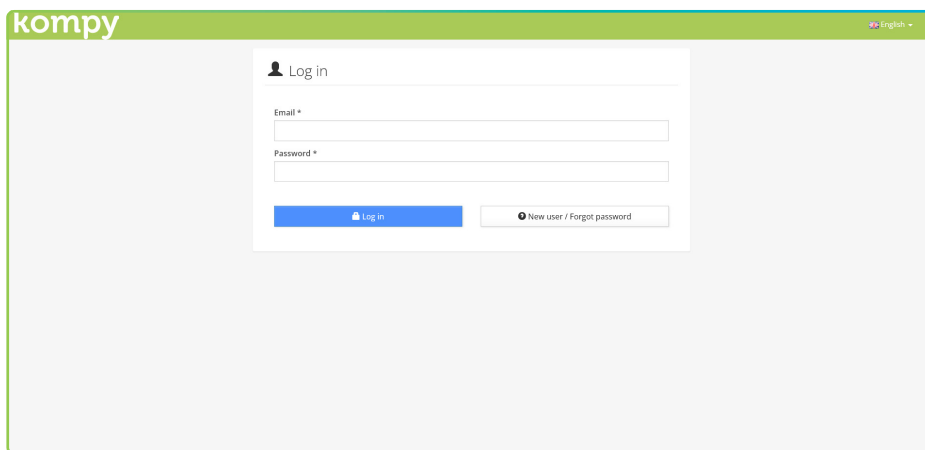

Figure 2.1

3. Modifying alarm devices

You are now taken to the overview of your alarm devices. In the overview you will find the device type, linked user, label and configuration. You can also make various changes to the settings of your alarm devices here (Figure 3.1).
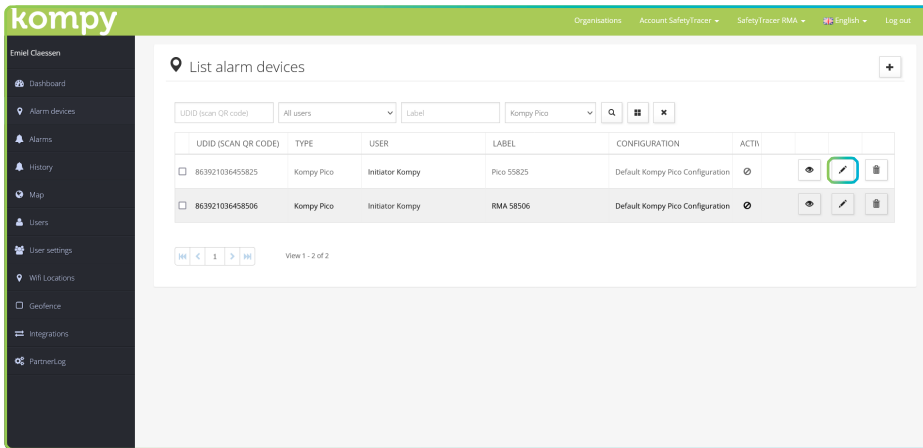

Figure 3.1

To make changes for a specific alarm device, click on the brush icon, which is to the right of the alarm device. You will now enter the screen where you can make changes (Figure 3.2).
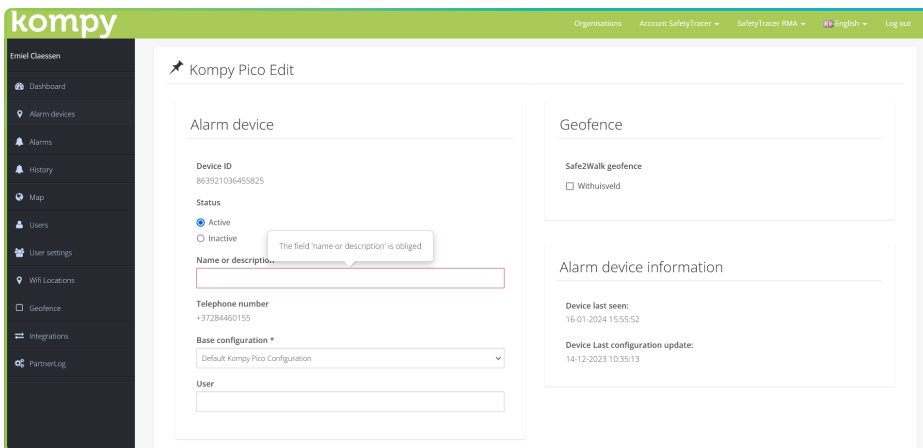

Figure 3.2

Under "**Status**", you can enter whether the device is active or not. A device that is not active will not be able to initiate alarms.

Then you can "**Name or describe**" the device. In the device overview, this name is under "**Label**". This could be, for example, the name of the user or the location in the house of the alarm device. Make sure this is a recognisable name.

You can also select the "**Base configuration**" for your device. We recommend leaving it at the default entered value.

The last step in creating an alarm device is to select the user. In the "**User**" field, type in the name of the user and select it. If no user is shown here, then no user has been created yet. See our manual "**Kompy Portal Users**" for instructions on creating and linking users.
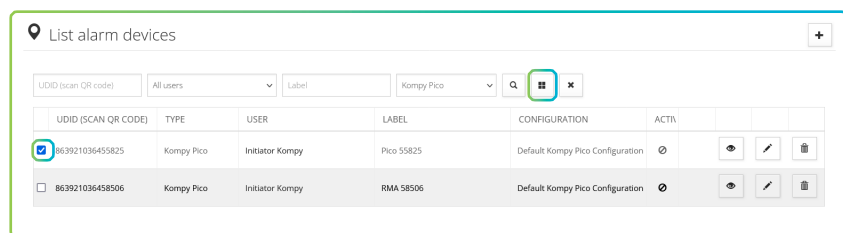
You have now filled in all the details to correctly link the alarm device. Now click on "**Save**". You will now return to the screen with an overview of all alarm devices. You can now see that you have added the alarm device, who the user is and the name you have given the device.

4. Moving the alarm device

An alarm device can also be moved to another organisation or location. This requires special authorisations. Only users with the role "**Organisation administrator**" have the option to do this.
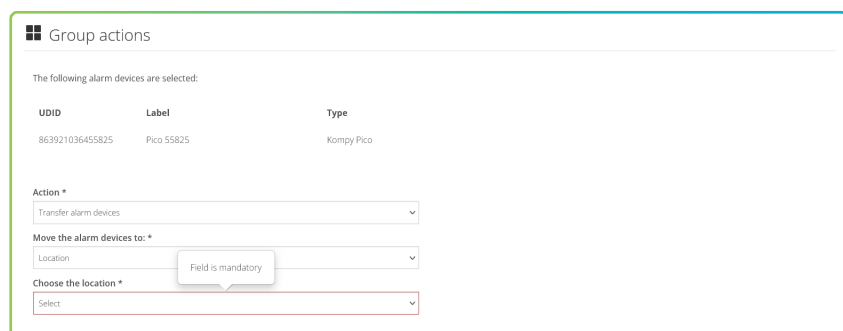
To do this, go to the alarm devices overview and select the alarm devices you want to move, by selecting the check box on the left of the relevant device.(Figure 4.1).

After selecting the alarm devices you want to move, click on the icon with the four squares (Figure 4.1). Now select which changes you want to make for the respective device. Here you can set the device to active, or inactive, change the configuration of a device or move a device. Not all options may be visible to you (Figure 4.2).

Figuur 4.1

If you want to move the device, you can specify here whether it should be moved to an Organisation or a Location. After entering the correct details, press "**Continue**" You will now be asked for confirmation, after which the change will be processed.

Figuur 4.2

5. Definitions

Initiator
User in possession of the Kompy who takes the initiative to create an alarm; manually or automatically.

Responder
User providing assistance as a caregiver, carer or professional following a call.

Administrator
Person who manages all data for a user of a Kompy or organisation and can create, modify or delete it.

Kompy portal
Online secure access to the Kompy platform.

User
Initiator or responder.