



Getting the most from your service.....

Things to understand

Campaigns & Polling

- > The Indigo software does not track you constantly. It calculates your location at a specific point in time (polling), according to a frequency (a campaign) that can be changed on your phone after the software is downloaded
- > For example, it may poll your location every hour, on the hour (8am, 9am, 10am...). However, if you move around between 8.05 and 8.55 and then return to where you started, your movements will not have been recorded
- > You can change the frequency of the polling depending on the situation you are in by clicking on the menu button with the Indigo logo and scroll down to “Interval Settings”. Having an established protocol with a security company or corporate office will enhance your security and safety.

Things to understand

Communicating your location

- > To send us a precise location the GPS-enabled mobile phone must calculate its location by receiving data from GPS satellites (no charge). The phone then sends this data to our servers in either a GPRS data message (only 500 bytes, or half a KB) or, if GPRS is unavailable or not activated on your SIM card, it will send the data as an SMS over the normal GSM mobile network (generally charged as an international SMS).
- > Therefore, we advise all customers to have 'data' enabled on their SIM cards, as well as international roaming.
- > You can put the SOS button on "speed dial" as well

DO

DO keep your phone with you

- > If you don't, we can't locate you and ask if your organization has established protocols in case of an emergency

DO charge your battery regularly

- > Indigo's application is optimised to minimise drain on the battery, but we still recommend you charge your mobile device each night

DO check your connection to a mobile network

- > If your phone isn't connected to a network, it can't send us your location data. Phones can lose connection to their mobile networks when the battery is (or has recently been) very low.
- > Also, some remote places don't have GSM mobile network coverage. You may need a satellite phone (Thuraya) to ensure coverage when a GSM network is unavailable. Indigo's software works on Thuraya's phones.
- > We recommend refreshing your GPS and "reactivate campaign" button daily to ensure that connectivity hasn't been lost.

DO

DO refresh your GPS when you touch down

- > Your phone's GPS chip may take a few moments to register your new location when you enter a new country. To make sure your phone's transmitting your new location, it's a good idea to refresh your GPS – especially if your device has been switched off or out of GPS “line of sight”. Check your device-specific instructions to see how.

DO contact us if you require bespoke solutions

- > We can create geo-fences and configure automated alarms to increase your duty of care.

DO remember to manually reset your SOS

- > If you trigger an SOS using the button on your device, as a safety feature, this will continue to trigger an alarm in our 24/7 Client Response Center until you switch it off on your handset. This is done using the same process as triggering the alarm originally (click on the Indigo icon in your menu three times). The top item on the application menu should read “SOS”. In some cases for security we have replaced the SOS with “Contact” and “Contact Off”. If it reads “SOS (or Contact) Off”, then click it once to reset it.

DON'T

DON'T bury your phone in a bag/ car boot/ desk drawer

- > To get a precise GPS location, your phone needs 'line of sight' with global satellites – this means the device will work best when it can see the sky. While the accuracy of GPS chips varies across devices, most modern phones will work well in your outer pockets. This means that so long as you have connection to a mobile network, you're on our system.

DON'T forget to read your device-specific instructions

- > They're not long!

DON'T forget to take a travel adaptor for your phone

DON'T

DON'T adjust the settings or delete the application

- > Once set up, the application will run in the background without any further adjustment – so long as you don't delete it, that is.

DON'T put your SIM card in a different device

- > The Indigo application will send the location of your device, not the SIM card

DON'T worry

- > If you have a problem with your service, call our 24/7 Client Response Center on +44 (0) 845 611 8601