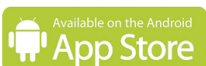




—— USER GUIDE ——



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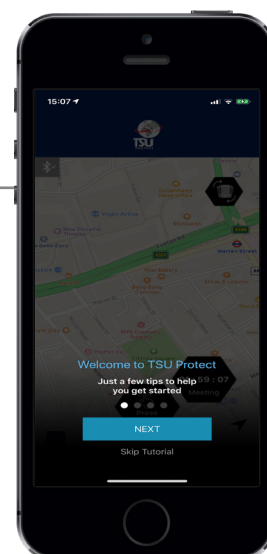
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Learn how to use the app

In addition to this User Guide - we have a built-in tutorial on the app. When you first login to the app, you'll have an option to learn about the app's features.

The tutorial shows you the main features of the app and how to add Emergency Contacts. The tutorial can be skipped at any time and only shows once.

If you'd like to see the tutorial again - you can select to view it in the Settings.



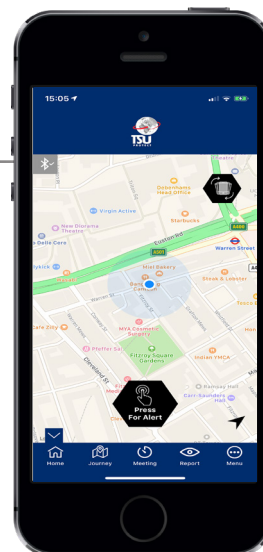
We have a proactive approach to your safety before, during and after an attack and that's why TSU Protect **works in 3 simple steps**:

Step 1: Activate TSU Protect Alert

We take a proactive approach to your safety, and we therefore encourage you to turn on TSU Protect **BEFORE** you are in a potentially dangerous situation – for example **BEFORE** walking home after a night out.

We track you in real time **from the moment TSU Protect is activated**, even though an alert has not yet been raised. We do this so that we can backtrack your movements and possibly find CCTV footage on your route for further evidence, if need be.

TSU Protect is a real time platform - therefore is not tracking the users location unless the user is **logged on to the app**.



Step 2: Activate the alert

If you feel threatened, you can send out an alert by either **pressing** on the send alert button for 3 seconds or by **shaking** the phone (**if enabled**). We assume that when you activate the alert, you are doing this for a reason and we therefore **INSTANTLY and automatically** do several things:



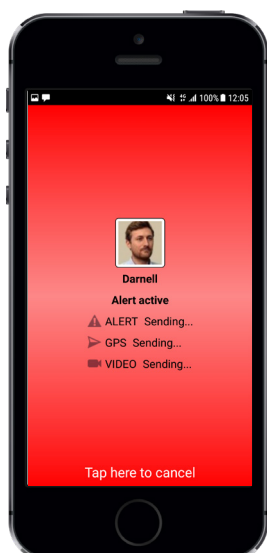
Send the alert

As soon as the alert is activated, your current location and the route from the time of activation of TSU Protect is sent to the TSU Protect dashboard. From this moment onwards, your location is tracked and can be viewed in real-time. Your emergency contacts will also be notified via SMS and email.

Gather evidence

TSU Protect automatically starts recording video in secrecy, as soon as the alert is activated.

We understand that your attacker might either try to steal your phone or try to damage it, which is why we stream it directly to our secure servers, so that the evidence is not stored on the phone, but instead on the TSU Protect website.



Disabling an alert

The alert can only be disabled **by entering your date of birth (DOB) as a pin code**. We believe that in stressful situations, it is unlikely that you will remember a pin code made months ago. However, your DOB is easy to remember.

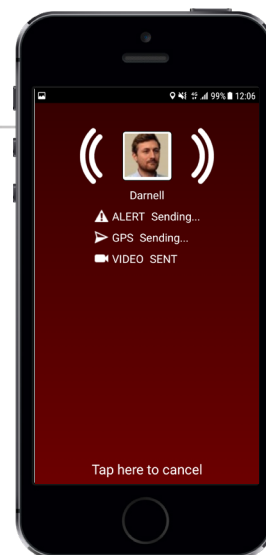
Step 3: Activate the alarm

You can use an alarm to try and scare your attacker away. This is done by simply **shaking the phone again** after you have raised an initial alert

Activating the alarm means that your phone will emit an **ear piecing alarm sound** and that the flash on your phone starts to strobe in order to attract maximum attention. Activate the alarm if you feel that the situation is getting dangerous and you therefore want your attacker to know that he/she is being tracked and deter them from attacking you.

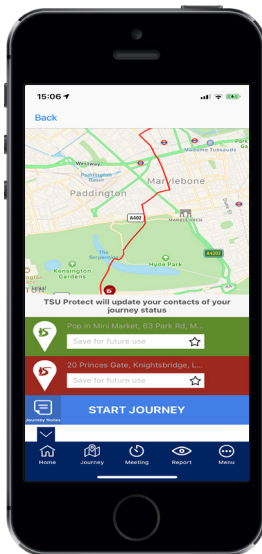
Disabling an alarm

The alarm can only be disabled by entering your **date of birth (DOB) as a pin code**.



The Journey feature

Overview & Usage

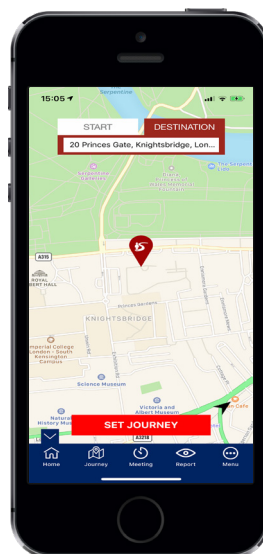
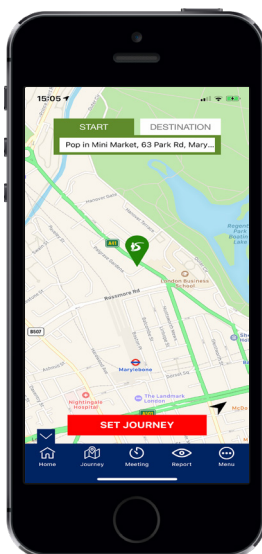


The Journey feature can help you travel safely. Whenever you use this feature, your emergency contacts are informed about where you're going and how long so that they can check on you in case you're in trouble.

Simply select a starting point and an ending point and tap Start Journey.

You are given an option to add notes and a Meeting timer to your Journey - so that it can automatically activate an Alert once the time runs out.

You can check the progress of your journey by tapping the interactive map. Once you've arrived, the app will ask you whether or not you're safe, if you select No, you will be given an option to trigger an alert.



Saving Journey Points

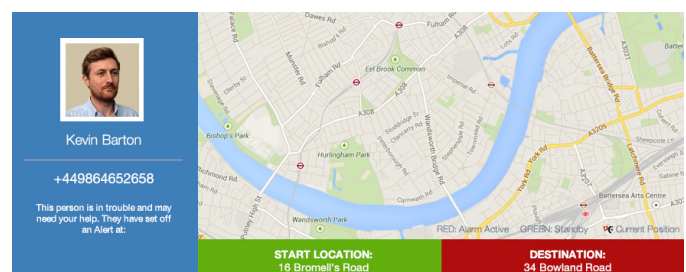
If you have places that you frequent, you can tap on the little star to the right on the journey overview screen. You'll be prompted to type a name for the location and it will be saved for future use. To access your saved locations, tap on the search bar and a list will appear on the bottom.

Receiving Journey Alerts

Your emergency contacts (or you, if someone defined you as a contact) will receive a SMS and an email with a link to a website that lets you view the journey details.

Canceling a Journey

To cancel a Journey, simply tap Cancel Journey on the bottom of the journey screen. You will be prompted to enter your DOB Number. Cancelling a Timed Journey will also cancel the timer.



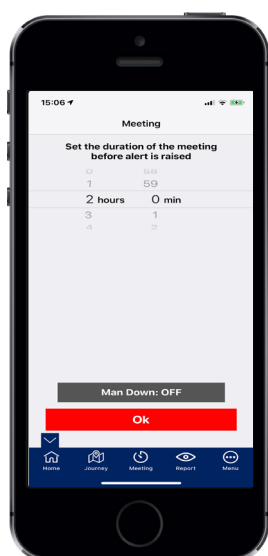
Using the Meeting Alarm

Setting up a meeting

The meeting alarm feature can help you in situations with a risk factor, for example when meeting an estranged partner, going on a blind date or working alone on a rooftop where falling over and immobilising oneself and being undiscovered could be a real threat to life.

This feature works in lock screen mode, ideal as a tool for lone workers and for discretion in a handbag or pocket.

Tap the meeting icon in the app, select the duration of your meeting, then enter notes about the meeting, which if an alert is activated.

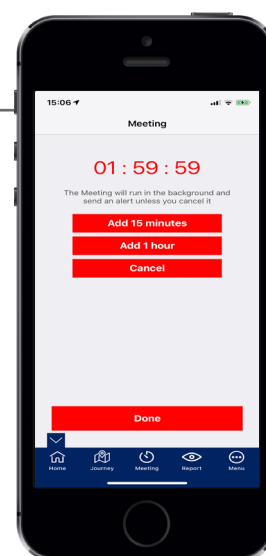


Timer activation

When meeting details have been completed, tap submit and the meeting timer will begin counting down. Poor reception, power loss or any other compromise of the phone will not affect an alert being sent when the countdown has completed.

Pre-warning system

The system sends out a pre-warning before the alert is sent out in the form of vibration or sound, giving you the chance to add more time or cancel the countdown.

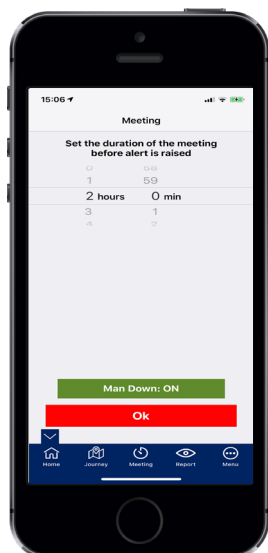


Cancelling a meeting

The timer can only be disabled by entering your **date of birth (DOB) as a four digit pin**.

This disables the timer on both the phone and the cloud system. This feature also supports the Duress Pin (9999) which sends out an alert stating you have been forced to cancel, thereby informing everyone of an escalation in risk and threat level.

Man Down feature



When to use it

This feature allows users performing dangerous tasks to activate an immediate alert as soon as the user becomes **motionless**, **falls from distance** or the device **receives sudden impact**. An example would be a lone worker performing a dangerous activity resulting in a fall, being trapped or unconscious.

How to use it

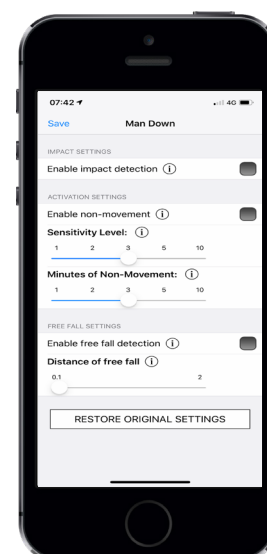
Man Down can be enabled at any time via the settings or used solely during a meeting. The phone will then sense for the user's activity. A lack of motion, a fall or an impact will be met with a local alarm followed by an alert.

Configuring the settings for Man Down

In the settings of the app you can enable each man down feature, as well as other options such as sensitivity, etc. We highly recommend testing out different settings because phones may vary.

Cancelling Man Down

Man Down can be cancelled in the same way you cancel a Meeting Alert: simply select Cancel and type in your DOB (Date of Birth)



Important to note

While Man Down offers robust support for Lone Workers, it should not be your sole precaution when performing dangerous work. Please follow occupational safety regulations and take all necessary precautions to ensure a safe work environment.

Report Feature

Sending Reports

Proactively help make the world a safer place with the Report feature! You can quickly and easily send a report with supporting photo evidence that is automatically categorised, time stamped and geo tagged.

Press the Report icon in the app, select a reason for the Report. You can now type any notes or comments as well as attach or take a picture you want to send. Reports can also be sent anonymously.

Your reports can provide evidence to identify patterns of antisocial behaviour and other problematic situations, with the aim of providing effective and intelligently targeted improvements.



Extra functionality

Soft Alert (Android Only)

Soft alert works even if the app is in the background and/or the screen is locked. You can trigger an alert by tapping the volume up key at least five times in succession. Due to hardware limitations, this feature is not available on Windows Phone and iPhone.

Zone

Zones are areas where you might not be safe or may encounter dangerous situations. When you enter into a danger zone you will be notified via push-notification. These are set up by your app provider who monitors the security threat levels and set danger zones.

DURESS PIN

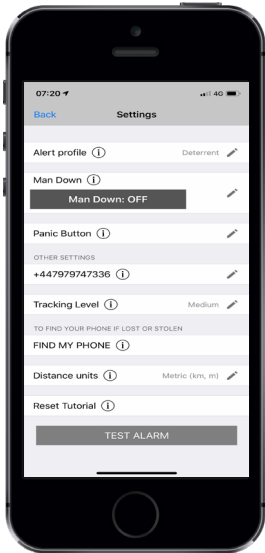
If you have been forced to cancel an alert by an attacker simply enter 9999 and whilst looking like the app is closed it will escalate and prioritise the alert, allowing the monitoring center to know that a user has been forced to cancel the alert. The app is still monitoring despite appearing to be "logged out".

Vibrate in Alert & Tracking

This feature provides reassurance that either the app is tracking or an alert has been triggered via vibration of your phone.

Settings

Main Menu



Alert Profile

Change the Alert Profile type or settings

Man Down

Configure the Man Down settings

Panic Button

Here you can pair and configure the Panic Button. See the “How it Works” page for more information on it.

Phone Number

You can change your phone number here

Tracking Level

Set the Tracking Level Frequency. Low uses less battery but provides less accuracy, High uses more battery but better tracking

Distance Units

Change between Imperial and Metric units

Reset Tutorial

Will show the tutorial again

Test Alarm

Will test the Alarm feature after 5 seconds

Alarm profiles

We have designed **two unique alarm profiles**. We understand that the situations you may find yourself in are unique to you and therefore require different approaches to raising an alert/alarm, as it may not always be safe to let an attacker know that an alert has been raised.

Deterrent

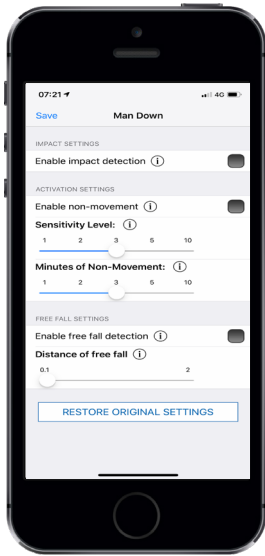
This profile makes it **very obvious** to anyone looking at the phone, that an alert has been raised and that both the GPS location and video evidence have been uploaded. This is done to **deter** any potential attacker from continuing the attack or stealing the phone. After the second shake the phone will go into **maximum alarm mode** with strobe lighting.

Should you then shake the device, the phone will go into maximum alarm mode with a strobe and light.

Stealth

We understand that **you might not want anyone to know** that an alert has been raised. For example, in a domestic abuse situation, where you know raising an alert could escalate matters. The stealth mode is **completely silent and hidden from view**.

Alert Profile Sub-menu



You can also customise your profile by selecting the EDIT submenu beneath each profile tab. Here you can adjust:

Light & Sound Siren

Turn this feature on/off.

Press and Hold to activate

Activate the alert by pressing the icon.

Shake to raise

Turn this feature on/off.

Shake strength & length

Adjust the level of force needed in order to set off an alert.

Vibrate in Tracking Mode

Turns on a "heart beat" to reassure you that TSU Protect is active and thereby increase confidence levels.

Vibrate in Alert Mode

Turns on a "heart beat" to reassure you that an alert has been raised.

Video length

The length of each video recorded minimum 10 seconds and maximum 30 seconds. We recommend shorter clips as they will upload faster through your mobile network.

Number of videos

Define how much evidence should be recorded and uploaded; minimum 1 video, maximum 10 videos.

Front-facing camera

This enables you to switch to the front-facing camera when recording videos during an alert

Restore

You can also restore the original preset settings by selecting **RESTORE**.

Alert Notifications

Alert page

When an alert is raised by the user, an alert page is instantly sent to the emergency contacts via SMS and Email. The alert page contains all the data captured from the incident such as tracking data and video both in real-time, as well as other data about you to pass on to others if needed. By doing this TSU Protect ensures that all data is stored safely, securely and remotely.

Tracking

The alert page has tracking data facility, displaying exactly where you are on a **Google map**. The tracking data is updated every 45 seconds so your emergency contacts can follow your movements both before and after the attack in real time.

Alert status

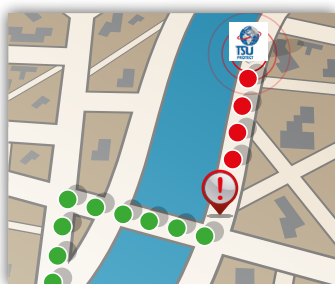
The status bar lets you know when the location is being tracked or updated. This area will also tell you the alert date and time.

Video

The alert page displays the video **automatically** uploaded by your phone, **when you raise the alert**. This enables your emergency contacts to see what is happening and therefore judge how best to help you, by either calling the Police or other friend and family members etc.

Your details

The user can add information about themselves making it easier for emergency contacts to accurately describe the user to emergency services, when calling for help on behalf of the user.



Tracking icons

If you follow the route someone has taken, you can see their route in **GREEN**. When they have activated an alert the route turns **RED**. The TSU Protect Alert **SHIELD** is their current location.



Your user account

On the TSU Protect website you can log in and manage your account, update your profile and view all of your alerts ever made. Once logged in to the website there are several areas available to TSU Protect subscribers.

Shown right is an example of your alerts list, which contains a preview of your most recent alert and details of other alerts should you wish to review them.

My Alerts

All alerts are registered and kept on the secure server as this may serve as evidence in a future court case. The alerts shows exactly where and when you raised the alert alongside with the video evidence gathered at the time.

My Contacts

Here you can manage all of your emergency contacts (this can also be done within the app).

My Details

Here you can add personal details such as physical attributes and language abilities. This information is visible to TSU Protect staff, who will use it to better identify you if necessary.

Contact Us

TSU Protect is a revolutionary personal security service, which improves personal safety for everyone through innovative use of technology. We are constantly updating and improving the performance of our service and if you are interested in knowing more please contact us at <http://www.tsuprotect.co.za>