

The Pocket Pal



Lone Workers



Carers



Seniors



Children

The Pocket Pal is a wearable personal device with mobile technology. It can be used to protect and communicate with vulnerable family members or by businesses to help groups such as lone workers and mobile nursing staff stay safe while out and about.

Its primary function is to provide security and peace of mind by raising an alarm at the push of a button. It can also provide location information by utilising the tracking technology. Users are able to both make and receive calls as the device provides two-way communication.



The Pocket Pal

- The Pocket Pal can be linked to a professional telecare system. It will report its location to the Forestcare control centre on a regular basis.
- Up to three mobile or fixed line telephones can be linked to the device to communicate by voice or SMS.
- It is designed to be linked to at least one smartphone which controls its use and receives alarms.
- The Pocket Pal comes with a (roaming) SIM card pre-installed and with an annual air time plan.
- Real time monitoring with geo-fence capability. This means if the user wanders outside a designated geographical area, an automatic alarm call will be raised, either alerting Forestcare or your designated contact.
- It will work on any UK network and will choose the one with the strongest signal.
- If you enter an area with no mobile reception it will store the data for transmission once a signal has been re-established.
- It is available in three different colours – black, green and pink
- Comes complete with a charging pod.
- Can be worn around the neck or attached to keys.

How your Pocket Pal works

Charging

Before using your Pocket Pal for the first time, you will need to fully charge the battery for two to three hours.

To charge, place the device in the docking station. You can also use your mobile phone car charger (not supplied).

The device is charging when the blue light is flashing and the red light on the charging cradle is on.

The device is fully charged when the blue light is solid.

To turn on

The Pocket Pal can be turned on automatically by:

- Placing in the docking station
- Charging via USB / mains power
- Pressing on / off button for one second

The device is on if the blue light is flashing or solid.

To get an initial location via GPS, you may need to use the device outdoors or near a window so it is able to fix onto a signal. Once the blue light changes from a long flash to a short flash, a GPS signal has been located.

Low battery alarm

When the battery power is less than 15 per cent, it will send an SMS alert reading 'Bat Low' to all linked smartphone numbers, including the Forestcare control centre (if you have requested that we monitor the device). The blue light will flash rapidly to warn the user to charge the device as soon as possible.

Activating an SOS call

The device must be switched-on and charged before it can make a call.

Press and hold the SOS button for three seconds until the device beeps and vibrates.

A call will then be put through to the Forestcare 24 hour control centre; the team will then contact family / friends to make them aware that an SOS call has been made.

Alternatively, it will dial the linked smartphones in order (up to three for any one device). If the device fails to connect to the first number, it will automatically dial the second number and then the third (if required).

If the Pocket Pal fails to connect to any of the numbers initially, it will automatically re-dial after five minutes. This process will continue until the call is answered by one of the phones.

There is no need to hold the Pocket Pal to your ear as it has a hands-free loudspeaker. There is no volume control. To end a call press the SOS button.



To make a standard phone call (not an SOS call), press and hold the side button for three seconds. You will hear a beep. Any smartphone numbers stored on the device will then be dialed in order until the call is answered.

To end the call, press the SOS button.



Understanding the controls and LED indicators



Most of the time there is no need to worry about what the lights are doing. But if there are no lights either:

- The device is turned off
- Or
- Power has run out

Best practice is to always have your Pocket Pal charged and switched on.

If both lights are making a short flash about every three seconds then everything the device is working as it should.

GSM LED - green				
LED	Single short flash every three seconds	Double short flash every three seconds	Long flash every three seconds	Solid light (not flashing)
STATE	Connected to GSM network	Sending or receiving data	Connecting to GSM network	No SIM card detected

GSM LED - blue				
LED	Single short flash every three seconds	Single long flash every three seconds	No blue light (device not charging)	Solid light (not flashing)
STATE	Device has a GPS fix	Device has no GPS fix	GPS chip not active	No SIM card detected

The blue light also doubles up for power status. If it is flashing quickly it means the battery power is low. If the device is charged every 24 hours then it is unlikely to run out of power.

Power status LED - blue		
LED	Blue on (solid)	Blue blinking quickly
STATE	Device is charging	Battery power less than 15 per cent

FAQs

How long will the battery last if it's constantly switched on?

24 hours

What do I do if I want to change one of the stored phone numbers?

Contact Forestcare on 01344 786500

If my Pocket Pal stops working will Forestcare replace it?

If the device is faulty we will replace it at no additional cost. However, if the device suffers any accidental damage or is lost, a replacement charge of £75 will be applicable.

Can I use it abroad?

No, this is not currently possible

If I make an SOS call but I don't know where I am, how will you find me?

We can check the location of any Pocket Pal device online, no matter where you are so you can be safe in the knowledge that help is always at hand.

Do I need to make a monthly test call?

Yes (see 'activating an SOS call').

Can you set-up sensors on the Pocket Pal?

No, not at the moment. This may change in the future.

What do the flashing lights on the Pocket Pal mean?

See the section 'understanding the controls & LED indicators' as this explains what the different lights mean.

Forestcare Pocket Pal



For further information and support
please contact Forestcare:

**The Commercial Centre
Old Bracknell Lane West
Bracknell
RG12 7QT**

Tel: 01344 786599

Email: Forestcare.enquiries@bracknell-forest.gov.uk

Web: www.bracknell-forest.gov.uk/forestcare