

twig™

- Lone worker alarms
 - Telecare
 - Asset security

Twig Com Ltd. ●

- GPS/GSM alarms since 1994
- In-house product development
 - Own new low-energy factory
- Engineered and made in Finland
 - Management owned
 - Sold in 20+ countries
 - ISO9001:2008 QMS
 - ATEX QMS



Before use



- If configuration is done via cable:
 - Turn device on and connect cable
 - Start TWIG configurator
 - Program necessary parameters based on use case, refer to configuration manual
 - Insert SIM, seal SIM door and reboot
- If configuration is done Over the Air
 - Disable SIM PIN request or program PIN-code to 9999
 - Insert SIM card, seal SIM door
 - Turn device on
 - Send necessary configuration via data
 - GPRS connection can be established with SMS programming
 - Reboot remotely

User interface



- GPS antenna
 - Inbuilt (not to be covered)
- Speaker
 - Voice call (speaker phone)
 - Alert and warning tones
- SIM card reader
 - Closed with rubber seal and adhesive
- Microphone
- Connector pins
 - Charging
 - Configuration
 - FW update

User interface



- Information toolbar
 - GSM/Battery/GPS –levels
 - Active processes (tracking, amber alert)
- Display
 - Prompts for action (keep pressing etc.)
 - Progress of functions (call, alert, man down prelaert, etc)
- Keypad
 - Answer/reject/end call
 - Assistance call/request message
- Function control (amber alert, MDA control)
 - TWIG SOS button (emergency messaging)

User interface



- Answer incoming call press Green button
 - Call may also be automatically answered
 - All incoming blocked
 - Only programmed numbers allowed
- Reject incoming call or end call press Red button
- During call adjust volume with buttons 1-2
 - 1-3 normal sound level
 - 4-5 speaker phone level
- Assistance call/messages *
 - Call to predefined number press 1-4
 - Send assistance request report press 1-4
- If Amber alert and/or ManDown control is active, buttons 3-4 are not available for Assistance call/messages

* Function is only available if allowed by SP

TWIG SOS (via keypad)



- Configurable to
 - Press long (1-5 seconds)
 - Press twice (within 1-5 seconds)
 - Possibility for cancel period
 - Loud or silent alert
- Starts SOS events cycle
 - 10 events with retry possibility per event
 - Voice call
 - GPRS data transmission
 - SMS transmission
 - Cause code (reason for alert cycle)
- Retry full cycle in case of unsuccessful alarm
- Acknowledgement from ERC verification
 - Unless received process continues
 - Successful ACK ends alert cycle
- Post emergency mode
 - Homing beep


TWIG SOS (via Man Down Alert)



- Automated alert in case of fall or non movement
- Configurable
 - Alert condition (orientation, movement)
 - No alarm time to verify orientation
 - Pre alarm timer to warn starting alert cycle
 - Motion sensitivity
 - User control (allow temporary disabling of MDA)
- Starts SOS events cycle
 - 10 events with retry possibility per event
 - Voice call
 - GPRS data transmission
 - SMS transmission
 - Cause code (reason for alert cycle)
- Retry full cycle in case of unsuccessful alarm
- Acknowledgement from ERC verification
 - Unless received process continues
 - Successful ACK ends alert cycle
- Post emergency mode
 - Homing beep

TWIG SOS (via TWIG button)



- Remote Alert from radio button
- Configurable
 - Up to 5 remote buttons
 - Icon in information toolbar 
- Starts SOS events cycle
 - 10 events with retry possibility per event
 - Voice call
 - GPRS data transmission
 - SMS transmission
 - Cause code (reason for alert cycle)
- Retry full cycle in case of unsuccessful alarm
- Acknowledgement from ERC verification
 - Unless received process continues
 - Successful ACK ends alert cycle
- Post emergency mode
 - Homing beep

TWIG SOS (via Amber Alert)



- Automated timer alert
- Configurable
 - Local mode (timer only locally)
 - Interactive mode (timer initiated also in ERC)
 - Prealarm timer
- Starts SOS events cycle
 - 10 events with retry possibility per event
 - Voice call
 - GPRS data transmission
 - SMS transmission
 - Cause code (reason for alert cycle)
- Retry full cycle in case of unsuccessful alarm
- Acknowledgement from ERC verification
 - Unless received process continues
 - Successful ACK ends alert cycle
- Post emergency mode
 - Homing beep

Amber Alert





- Press button 3
- Adjust timer value in 5 minutes steps by pressing
 - 1 lower value
 - 2 higher value
- Press 3 again to activate timer
 - local mode, message is sent to ERC and timer is started
 - Interactive mode, activation request is sent to ERC. ACK from ERC activates timer also locally
- When timer reaches set time, pre alarm will sound
 - To cancel Amber alert press 3 twice
 - To add time press 3 and adjust new time
- If timer expires TWIG SOS cycle will start

Function is only available if allowed by SP

Man Down control



- Press button 4
- Message is sent to ERC of user deactivating the MDA
- Press again button 4
- Message is sent to ERC of user reactivating MDA
- Icon on the screen indicates active MDA
- MDA active 
- MDA failure 

Remote processes



- Tracking via GPRS or SMS
 - Free interval
 - Amount of positions
 - Endless positions
 - Real time tracking (approx 5 seconds)
- Position request
 - Current location
 - Response in protocol message or hyperlink
 - Indoor beacons reports
- Full remote configuration

Function is only available if allowed by SP