WalkMate™
User's Guide

Exclusively from...

MICROLOGISTICS

Form SUW1M399

Welcome

Congratulations on choosing WalkMate, the smart way to play it safe on campus! By giving you a direct connection to campus police at the touch of a button, WalkMate gives you the peace of mind that help is available if needed.

The WalkMate system has been designed to help you increase your chance of getting help on campus should you ever need it. However, please remember that your WalkMate alarm unit does not replace common sense when it comes to your safety.

Before installing the battery for the first time, please read this manual thoroughly to familiarize yourself with all the features of your WalkMate personal alarm unit. Again, welcome to WalkMate!

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Installing the Battery

Your WalkMate personal alarm is designed to operate with a "3 volt" (two-thirds 'A') lithium battery. To install the battery, remove the battery door screw and slide the battery door downward. Insert the battery into the battery compartment. If the battery is good and installed correctly, the LED will flash 1 time and the unit will 'beep' 1 time. If the battery is installed correctly but low on power, the LED will flash but the unit will not beep. Once the battery is installed correctly, slide the door cover on the unit and insert the screw to secure.

Testing Your WalkMate Alarm for the First Time

Once you have installed the battery, Microgistics recommends that you test your WalkMate personal alarm to ensure that it is operating properly. To test your WalkMate unit for the first time, follow the steps below:

☐ Locate the "Test" button on the back side of your WalkMate alarm unit.

☐ Place a thin, blunt device (such as the end of a paper clip or the tip of a ballpoint pen) in the recessed 'Test' hole and press 1 time. This activates your WalkMate alarm in test mode.

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☐ Check to see that the LED light located on the front side of your alarm unit flashes. The LED light should emit several quick flashes, indicating that your WalkMate alarm has transmitted your test signal.

☐ Confirm that your test transmission was received by accessing your WalkMate personal profile through the WalkMate web site. Confirmation messages are posted within 2 hours of a test transmission.

If you do not see a confirmation message posted in your personal profile within 2 hours of testing your unit, or if your Walkmate's LED indicator fails to flash, please refer to the "Testing Your WalkMate Alarm" section in the "Operating Instructions" chapter of this manual.

Note: Unlike the "Panic", "Medical" and "Call" button assistance requests, which are transmitted directly to campus police, Test transmissions are received **only** by Microgistics. WalkMate subscribers are received **only** by Microgistics. WalkMate subscribers should never contact campus police to confirm test transmissions since they do not receive test signals.

Warning: Subscribers should avoid using sharp, pointed objects such as safety pins or needles to trigger the recessed test button. Using sharp objects can damage or puncture the test button.

Accessing Your Personal Profile

Your personal profile provides campus police with key identification and contact information in the event of an emergency. Therefore, it is important that you complete your WalkMate personal profile as soon as you receive your WalkMate alarm unit. To access your profile via the Internet...

☐ Log on to the Internet and go to the WalkMate web site at **www.walkmate.com**.

☐ From the WalkMate Home Page navigation bar, select the **"Subscribers Only"** link.

☐ At the log on prompt, enter your **name, university,** the **serial number** of your WalkMate unit, and your **personal password**.

☐ Click **"Sign On"**. You can now access and complete your profile.

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Operating Instructions

Activating the Assistance Request Buttons

Your WalkMate personal alarm has three distinct assistance request buttons: "**Panic**", "**Medical**", and "**Call**". These buttons let the campus police know what type of assistance you need when you activate your WalkMate alarm. The "**Panic**" and "**Medical**" buttons are both emergency level assistance requests, while the "**Call**" button identifies your call as a non-emergency.

When your WalkMate is actively transmitting in any of the 3 modes below, the LED will flash intermittently. Also, once you activate your WalkMate alarm unit in the "**Panic**" or "**Medical**" emergency mode, only the campus police can deactivate your WalkMate unit

"Panic" Button

To call for **Emergency** assistance, press the red "**Panic**" button **2 times within 3 seconds**. This activates your WalkMate alarm in emergency panic mode. To avoid false alarms, a single push of the "**Panic**" button does not activate the unit.

"Medical" Button

To let campus police know you need immediate **Emergency Medical** assistance, press the light blue "**Medical**" button **2 times within 3 seconds**. To avoid false alarms, a single push of the "**Medical**" button does not activate the unit.

"Call" Button

To request non-emergency assistance, press the yellow "**Call**" button **2 times within 3 seconds**. Unlike the "Panic" and "Medical" buttons, the "**Call**" button transmits for only 10 seconds and does not need to be deactivated by campus police. If you change locations after pressing the "**Call**" button, you must reactivate the "**Call**" button to advise the police of your new location. To avoid false alarms, a single push of the "**Call**" button does not activate the unit.

Note: The "**Call**" button function may vary by campus. Check the WalkMate web site for specific "**Call**" button guidelines at your school.

Controlling the Audible Alarm

In addition to transmitting your identity and location to campus police, your WalkMate alarm unit has an audible alarm.

The audible alarm is active only in the two emergency modes - "Panic" and "Medical". The audible alarm is not active during a "Call" request.

When you activate the "Medical" button, the audible alarm will initiate immediately and continue to sound until campus police deactivate your WalkMate alarm unit.

When you activate the "Panic" button, the audible alarm features a default mode, as well as a manual override function. In the default mode, the audible alarm will activate approximately 120 seconds after the unit starts transmitting to help police pinpoint your exact location. In certain situations, you may choose to override the audible alarm's default setting or to provide immediate assistance in deterring a potential assailant, or to transmit a silent alarm.

Panic Mode: Audible Alarm Default

In the default mode, the audible alarm automatically initiates 120 seconds after you activate the "Panic" emergency request button. This delayed audible alarm feature serves as an aid to responding police officers.

Panic Mode: Audible Alarm Manual "ON"

To turn the audible alarm "ON" any time your WalkMate is actively transmitting in "Panic" mode and the audible alarm is silent, **press and hold the "Panic" button for 3 seconds.**

Panic Mode: Audible Alarm Manual "OFF"

To turn the audible alarm "OFF", **press each of the three buttons** – "**Panic**", "**Medical**" and "**Call**" **1 time within a 3 second period.** The buttons can be pressed in any order as long as they are pressed sequentially within a 3 second time frame. This action will silence your audible alarm if it has already been activated, or prevent it from sounding if done within the first 120 seconds of transmitting a "Panic" alarm.

Operating Instructions

Optimizing Performance

The WalkMate personal alarm system has been designed to provide highly reliable service within the defined coverage area of your university. However, no system can provide 100% coverage. Thus, the following guidelines are recommended to help you maximize signal transmission:

- Move the WalkMate unit around. (i.e., Avoid putting the unit down and/or leaving it stationary.)

- Avoid holding the alarm unit by the top end (where the LED is located).

- If inside, try to move toward a window.

- Avoid areas where coverage may be less reliable, such as basements and elevators.

Testing Your WalkMate Alarm

It's recommended that you test your WalkMate alarm unit as often as needed, based on the following guidelines:

- After initial installation or replacement of a battery.

- At least 1 time during the course of a semester or quarter.

- Any time you suspect that your WalkMate alarm unit may be damaged.

To test your WalkMate alarm:

- Place the tip of a pen (or similar thin, blunt device) in the "Test" hole located on the back side of the alarm housing and press 1 time.

- Once you have pushed the "Test" button, the LED light will emit several short flashes, indicating signal transmission.

- Check your WalkMate Personal Profile for a confirmation message. Micrologistics will post a confirmation message in your profile within 2 hours of the test.

Note: When testing your WalkMate unit, avoid using sharp, pointed objects such as needles or safety pins. Sharp objects can damage the recessed "Test" button.

Note: Test transmissions are only received by Micrologistics. Campus police do not receive test transmissions. If you have a question regarding your test transmission, you should contact the WalkMate Customer Service Center.

If your LED light does not flash...when you push the "Test" button, check the battery and make sure it is installed correctly. If needed, re-insert the battery and push the "Test" button again. If the LED light still does not flash, replace the existing 3V battery with a new one and re-test your WalkMate unit.

If the LED light still does not flash when you activate the "Test" function with a new battery, contact the WalkMate Customer Service Center toll-free at 1-877-WALKSAFE.

If you don't receive a confirmation message...within 2 hours of conducting your test, re-test your WalkMate alarm unit from a different location. (See 'Optimizing Performance' for additional guidelines.) If you do not receive a confirmation message for your second test, contact the WalkMate Customer Service Center toll-free at 1-877-WALKSAFE.

Changing the Battery

Your WalkMate alarm unit uses a 3V lithium battery. Your WalkMate will 'beep' to alert you when your battery is running low and should be replaced. The low battery indicator will 'beep' once an hour for several hours or until the battery is replaced.

It is recommended that you change the battery...

- When the low battery indicator beeps, or

- After you have activated the **"Panic"** or **"Medical"** button.

If you do not need to use your WalkMate unit, the battery should last for several years. To replace the battery, unscrew the battery case and slide the door downward. Insert the battery into the battery compartment. If the battery is good and installed correctly, the LED will flash 1 time and the unit will 'beep' 1 time. If the battery is installed correctly but low on power, the LED will flash but the unit will not beep. Once the battery is installed correctly, slide the battery case door on the unit and insert the screw to secure.

Operating Instructions

Deactivating Your WalkMate Alarm

Your WalkMate alarm unit is designed so that once you activate your "**Panic**" or "**Medical**" emergency button, only the campus police or authorized personnel can deactivate the alarm. As a subscriber, you cannot deactivate the "**Panic**" or "**Medical**" assistance alarm signal. The "**Call**" button will deactivate after each 10 second transmission. If you accidentally activate your WalkMate unit, contact your campus police department immediately to let them know your alarm transmission is a false alarm and does not require an emergency response.

Updating Your Personal Profile

Your WalkMate Personal Profile is available to the campus police **only** in the event of an emergency, and contains information that the police can use to get the right type of help to you as soon as possible. Your Personal Profile includes your physical description, medical data and emergency contact information. Your profile also enables you to leave an optional "virtual note" containing information about your current or future plans.

You can update your Personal Profile at any time, and as often as you like, through the Internet. WalkMate's CampusWatch software downloads updates to the campus police every 30 minutes.

To update or change your Personal Profile information via the Internet:

☐ Go to the WalkMate web site at **www.walkmate.com**.

☐ Select the "**Subscribers Only**" link.

☐ At the prompt, enter your **name, university, serial number** and **password**, and click "**Sign On**".

You choose your initial password at the time of enrollment. After you receive your WalkMate unit, you can change your password at any time through your personal profile or by calling the WalkMate Customer Service Center. If you do not have Internet access, you can update your profile by calling the WalkMate Customer Service Center.

If you forget your personal password, you can request your password through the WalkMate web site "Subscribers Only" page.

Safety Tips

Your WalkMate alarm unit is designed to help you increase your ability to call for help should you ever need it. However, like any safety device, WalkMate does not replace common sense when it comes to personal protection.

To protect yourself from unnecessary risk, please follow the safety tips below:

☐ *Don't walk or jog alone at night.*

☐ *Avoid secluded, wooded or dimly lit areas.*

☐ *Keep your residence doors and windows locked.*

☐ *Open doors only for people you know.*

☐ *Don't park your car in isolated or dimly lit areas.*

☐ *Always be aware of your surroundings.*

WalkMate Service Policies

Coverage Area

The coverage area for WalkMate service varies by university. It is important that you be aware of the specific coverage area for your university. Coverage maps are provided to each subscriber prior to the start of the service period and are also available through the WalkMate web site. YOUR WALKMATE SIGNAL WILL NOT BE RECEIVED BY CAMPUS POLICE OUTSIDE THE DESIGNATED WALKMATE COVERAGE AREA.

False Alarm Policy

Universities offering WalkMate service to students and staff have the right to establish false alarm policies and related fees associated with the WalkMate service. For more information about false alarm fees and policies for a specific university, please refer to the WalkMate subscriber information available for each university on the WalkMate web site, or contact the WalkMate Customer Service Center via email at info@walkmate.com or toll-free at 1-877-WALKSAFE.

Service Renewal Policy

If you wish to continue service beyond the end of your subscription, simply keep your WalkMate unit after the conclusion of the current subscription term and your service plan will automatically renew at the same service rate.

Repair Policy

If your WalkMate unit is found defective in material or workmanship, Microgistics will repair or replace it at the company's expense. This repair service does not cover damage or inoperability caused by (a) accidents, alterations, misuse, tampering or abuse; (b) a subscriber's failure to properly follow operating instructions provided in the sub-scriber user manual; or (c) any cause beyond the control of Microgistics. Should your WalkMate unit be found defective for any of these reasons, you will be responsible for the cost associated with replacement or repair. The replacement fee for a WalkMate alarm unit is $45.00.

Should your WalkMate unit require repair or replacement, you should contact the WalkMate Customer Service Center for assistance.

Service Termination Policy

In the event you elect not to renew your WalkMate service at the end of a subscription, the WalkMate alarm unit must be returned no later than 10 days after the service contract end date. If the WalkMate unit is not received by Microgistics within the 10 day return period, the subscriber's service plan will automatically renew under the terms of the subscriber's existing plan.

You can return your WalkMate unit to Microgistics via specified drop off locations on campus, or by mail. Drop off times and locations for service terminations will be posted on the WalkMate web site for each university at least 30 days prior to the end of each semester or quarter.

In the event that you are unable to take advantage of the campus drop off service, you can mail the WalkMate unit directly to Microgistics in a padded envelope. If you return your WalkMate unit via mail, it is strongly recommended that you use a trackable form of mail delivery, since you are responsible for the condition in which it arrives at Microgistics.

Note: If you return your WalkMate unit by mail to Microgistics, the battery must be removed before mailing.

Refund Policy

Once a semester or quarter has started, service fee refunds will not be issued for that academic term. If you purchase a multi-semester or quarter service plan, you may be eligible for a refund for any whole, unused semesters or quarters. You will be charged a $10 cancellation fee. Refund requests must be submitted in writing to Microgistics along with your WalkMate unit no less than 10 days prior to the start of a semester or quarter.

Lost or Stolen Alarm Unit Policy

If your WalkMate alarm unit is lost or stolen, you will be charged a $45.00 replacement fee.

Customer Support

Thank you for choosing the WalkMate Personal Alarm Service from Microgistics. The smart way to play it safe on campus.

If you have any questions or need assistance, please contact the WalkMate Customer Service Center.

Email
info@walkmate.com

Toll-Free
1-877-WALKSAFE (925-5723)

Fax
(407) 757-5784

Web Site
www.walkmate.com

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