



• HOW TO GUIDE

Setting up Smart Buttons

Wearable Bluetooth buttons for fast, discreet access to help

teamSOS offers optional Bluetooth Smart Buttons and Bluetooth hubs to enhance your emergency response. The buttons can be worn discreetly and configured for a range of actions, giving staff fast, reliable access to help when it's needed most.

Two Ways to Use Buttons

- **With a hub (organisational buttons):** buttons pair to a Bluetooth hub on site, so they work anywhere in range of the hub without needing a phone.
- **With a phone (personal buttons):** buttons pair directly to the teamSOS app on an iPhone or Android phone. No hub is needed, so the button still works off site, for example when travelling, as long as the phone is with you.

A button can only be paired to one hub or phone at a time.

Getting started: Smart Buttons and hubs are ordered through teamSOS. Once your buttons are paired, let us know so we can finish the setup on our side. To order buttons or confirm quantities and licensing, contact help@teamsos.co.uk.

What You Need

- Your Smart Buttons from teamSOS.
- For hub buttons: the Bluetooth hub, its power cable, a plug adapter with at least 1A output, an internet connection (WiFi or Ethernet) and the free Flic app on a phone for setup.
- The teamSOS mobile app installed and logged in.
- An active teamSOS subscription.

Setting Up Your Hub

1. Plug the hub into power in a central location. A bright red light will come on, then dim after about 15 seconds when the hub is ready.
2. Open the Flic app and follow the steps to connect the hub to your WiFi. Alternatively, plug the hub straight into your network with an Ethernet cable.
3. When the Flic app asks for the hub password, you'll find it printed on the back of the hub. Note it down before you mount the hub.

Bluetooth hubs: Each hub covers roughly 30m indoors, depending on walls and layout. In larger settings, extra hubs extend coverage so buttons stay connected across your whole site. Ask teamSOS about additional hubs if needed.

Pairing Buttons to the Hub

1. In the Flic app, open the hub's page and tap the '+' button in the bottom right corner.
2. Press your Smart Button when prompted. Pairing takes a few seconds.
3. Repeat for each button. One hub can connect up to 63 buttons.

If a button was previously paired to another phone or hub, remove it there first. In the Flic app, open the button, tap the gear icon and select Remove, then pair it again.

Pairing Buttons to a Phone

1. Make sure Bluetooth is switched on and the teamSOS app is installed and logged in.
2. In the teamSOS app, open the menu and select **Smart Buttons**.
3. Tap **Pair**.
4. Press and hold your Smart Button until it's paired.

The small light on the button shows its status:

- **Red:** the button has never been paired.
- **Amber:** the button couldn't reach the phone or hub it's paired to.
- **Green:** the button is connected and the alert was sent.

The button is linked to the first person who pairs it. When it's pressed, the phone adds a GPS location to the incident, shown as a map pin.

Tell Us When You're Done

Each button has three gestures. The defaults are:

- **Single click:** a test action that confirms the button is connected.
- **Double click:** creates an incident. Please let teamSOS know which incident type this should be set against, e.g. I need help or an emergency type.
- **Hold:** creates a personal emergency (ICE alert).

Once your buttons are paired, email help@teamsos.co.uk with the incident type for the double click, and we'll complete the setup on our side.

Where to Keep the Button

Buttons are small and discreet: attach one to a lanyard, clip it to clothing, or keep it in a pocket or on a belt. Each has a sticky pad underneath if you want to mount it in a fixed location.

Want different actions? Let us know your preferred button configuration via help@teamsos.co.uk and we'll customise it for you.

Setting Your ICE Contact

The Press and Hold action sends an alert to the button holder's ICE contact. teamSOS doesn't access contacts on the phone automatically, so each user sets this in the teamSOS app:

1. Open the menu (top left of the app) and select **ICE contact**.
2. Enter the name and mobile number of your ICE contact at school.

Users can also choose from their phone book, if your school allows buttons to be used for personal emergencies. Only one ICE contact can be set.

Flexible Configuration Options

Buttons can be configured to:

- Be assigned to individual **staff members**.
- Be linked to specific **locations** (e.g. classroom, department, playground).
- Be linked to particular **students** (e.g. for medical or behavioural alerts).

When an incident is raised, it then identifies the staff member, location or student involved.

Pairs with Shortcuts: Smart Buttons are a natural physical trigger for Shortcut-based actions. See the How to Guide: Setting up Shortcuts to design the action a button launches.

Testing Your Button

- Make sure your hub is powered on and connected, or, if you're using the button without a hub, that your phone is on with the teamSOS app logged in.
- **Single click the button.** Organisation administrators should receive a confirmation message in the teamSOS app.
- **Move around your site** while single clicking to test range. If some areas don't get the message, an extra hub may help.

Check the light on the button: green means the alert was sent (see **Pairing Buttons to a Phone** for what red and amber mean).

Troubleshooting

Problem	What to try
Hub isn't connecting	Check the hub has power and an internet connection. In the Flic app, open the hub's settings and use the network test. Make sure the power adapter is at least 1A.
Can't find the hub password	The password is printed on the back of the hub.
Button doesn't respond	Check the battery (a CR2032: twist the base to open it) and that the hub (or your phone, if you're using the button without a hub) is on and within range. If it still doesn't respond, remove the battery, wait a few seconds, reinsert it, then immediately press and hold the button for 10 seconds to reset it. Remove it from the Flic app and pair it again.
Confirmation test not received	Confirm an administrator device is logged in and online, and that you've told us the button is paired. If it still fails, contact teamSOS.
Drops out at the edges of your site	You may be beyond Bluetooth range. Move closer to the hub, or ask teamSOS about adding extra hubs for wider coverage.
Light shows amber	The button can't reach its hub or phone. Check the hub is powered and in range, or that the phone is nearby with Bluetooth on.
Alert reaches the wrong person	Check the button's assignment with teamSOS, and the ICE contact set in the teamSOS app.

Safety tip: Always make sure your Smart Button has a working battery and is within range of a connected hub, or of your phone if you're using it without a hub, to maintain a reliable connection.

Need help?

If you encounter any issues, please contact help@teamsos.co.uk.