



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.

Getting started: Smart Buttons are ordered through teamSOS and require initial pairing — contact help@teamsos.co.uk to arrange buttons for your organisation and to confirm quantities and any licensing for your setup.

What You Need

- A Smart Button from teamSOS.
- The teamSOS mobile app installed and logged in.
- An active teamSOS subscription.
- Admin configuration completed (by your team).
- Optional: a Bluetooth Hub, if used in your setting.

Pairing Your Smart Button

Smart Buttons connect over **Bluetooth** to a nearby device running the teamSOS app, or to a Bluetooth hub for wider coverage. Because ordering and initial pairing are handled with teamSOS, your buttons arrive ready to associate with your organisation.

- Make sure the teamSOS app is installed and logged in on the device (phone or tablet) that will receive the button's signals.
- Keep the Smart Button within Bluetooth range of that device, or of a Bluetooth hub if you're using one.
- Confirm the button is registered to your organisation — if anything looks incorrect, contact teamSOS.

Bluetooth hubs: In larger settings, Bluetooth hubs extend range and coverage so buttons stay connected across a wider area. Ask teamSOS about hubs if your site needs broader coverage.

Where to Keep the Button

Smart Buttons are small, discreet and easy to carry:

- Attached to a lanyard.
- Clipped to clothing.
- Kept in a pocket or worn on a belt.

Default Button Configuration

Each Smart Button has three configurable actions. By default, they are set as follows:

Button Action	Default Function	Description
Single Click	Confirmation Test	Sends a message to all teamSOS apps logged in as organisation administrators, confirming the button is working. Useful for range and connectivity testing.
Double Click	SOS Alert	Triggers an incident-specific SOS alert. Let teamSOS know which incident type this should be linked to.
Press and Hold	ICE Alert	Sends a personal 'In Case of Emergency' alert to your assigned ICE contact.

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

Assigning an ICE Contact

The **Press and Hold** action sends a personal **In Case of Emergency (ICE)** alert to a designated contact. To make sure this reaches the right person, confirm each button holder's ICE contact with teamSOS when your buttons are set up, so the Press and Hold action is routed correctly.

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).

This means that when an incident is raised, it can identify the specific staff member, location or student involved. Where you use an MIS integration (such as Wonde or SIMS), staff and student assignment can draw on that data.

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

- **Ensure your mobile device or Bluetooth hub is on and nearby.**
- **Single-click the button** — organisation administrators should receive a confirmation message in the teamSOS app.
- **Move around your location** while single-clicking to test range and connectivity.

Troubleshooting

Problem	What to try
Button doesn't respond	Check the button is charged, and that a logged-in teamSOS device or hub is powered on and within Bluetooth range. Single-click to send a confirmation test.
Confirmation test not received	Confirm an administrator device is logged in and online, and that the button is registered to your organisation. If it still fails, contact teamSOS.
Drops out at the edges of your site	You may be beyond Bluetooth range — move closer to a device or hub, or ask teamSOS about adding Bluetooth hubs for wider coverage.
Alert reaches the wrong person	Check the button's assignment (staff/location/student) and the ICE contact with teamSOS.

Safety tip: Always ensure your Smart Button is charged and within Bluetooth range of a connected device to maintain a reliable connection.

Need help?

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