



**SAFE**  
Network

POWERED BY  
**HQE**  
SYSTEMS



# FAQ

Frequently Asked Questions



# 1 General Information

## What is the SAFE Network™?

The SAFE Units™ are compact indoor devices that provide visual and audio alerts during emergencies. They are designed to keep residents informed, even if cellular or internet-based alert systems fail. SAFE Units™ receive alerts directly from the SAFE Network™ using independent signals. They function exclusively within the SAFE Network's coverage area for evacuation scenarios.

## Why is our municipality installing the SAFE Network™?

The SAFE Network™ provides extended coverage to existing emergency mass notification and sensor management systems, which often fail during disasters. It ensures comprehensive public safety by covering areas with limited or no cellular service and extending coverage slightly beyond community boundaries to assist residents during evacuations.

## What makes the SAFE Network™ different from existing systems?

Unlike traditional systems, the SAFE Network™ integrates multiple communication technologies such as radios, cellular, internet, satellite, and other legacy and modern communication channels. It operates independently and features long-lasting battery-backed devices, like SAFE Units™, to ensure functionality during power outages.



## General Information

### **Regarding the coverage area for the SAFE Network, do you anticipate any topography challenges covering the entire city?**

All wireless systems are affected by topography. The SAFE network uses a frequency that is less susceptible to geographic and topographical obstructions than other RF options. Compact SAFE network gateways can be added in strategic locations to improve the coverage in areas with topographic difficulties and/or other obstructions.

## **2 SAFE Units™: Overview and Usage**

### **What is a SAFE Unit™?**

SAFE Units™ are compact indoor devices that provide visual and audio alerts during emergencies. They are designed to keep residents informed, even if cellular or internet-based alert systems fail.

### **How does a SAFE Unit™ work?**

SAFE Units™ receive alerts directly from the SAFE Network™ using independent signals. They function exclusively within the SAFE Network's coverage area, which includes the community and a buffer zone for evacuation scenarios.



## SAFE Units: Overview and Usage

### **Can SAFE Units™ be used outside the SAFE Network™?**

No, SAFE Units™ only work within the SAFE Network's coverage area. However, the network provides slightly extended coverage to assist with evacuations.

### **Where should I place my SAFE Unit™?**

Place the SAFE Unit™ in a central, easily visible location to ensure that alerts are noticed by all household members. Avoid areas with obstructions that might block sound or visibility.

### **Can I purchase additional SAFE Units™ for my home or others?**

Yes, residents can purchase additional SAFE Units™ for personal use or to provide to family and friends within the SAFE Network's coverage area. Contact your municipality or HQE Systems for purchasing information.

### **Can I move my SAFE Unit™ to another location?**

Yes, SAFE Units™ are portable and can be relocated within the SAFE Network's coverage area. They will not function outside the network.



## **3 Alerts and Notifications**

### **What types of alerts will I receive on the SAFE Unit™ ?**

Alerts include severe weather warnings, wildfire alerts, evacuation orders, shelter-in-place instructions, and other critical safety notifications.

### **Will I receive alerts for non-emergency situations?**

Other than scheduled Siren testing, the City of Rolling Hills will not use the sirens in non-emergency situations.

### **Can I customize alert types or notifications?**

Alert types are set by the municipality to ensure consistency. You can adjust volume and brightness settings but cannot filter alert categories.

### **What languages are available?**

To ensure accessibility for diverse communities, SAFE Units™ feature multilingual alert capabilities. Municipalities have the flexibility to select the specific language in which alerts are delivered and received.

### **What happens if there is a false alarm?**

In the rare case of a false alarm, a follow-up notification will clarify the situation promptly.



## **4** Accessibility Features

### **How will I know the SAFE Unit™ is functioning during an emergency?**

SAFE Units™ will alert during a regularly scheduled test if the City has opted to test the SAFE units simultaneously with the sirens. This is at the discretion of the City Manager. The SAFE Unit™ will display and sound the test message. During normal standby mode, the SAFE unit will display a status indicator on the screen giving its health condition at all times.

### **Does the SAFE Unit™ support residents with auditory and vision disabilities?**

Yes, SAFE Units™ include both audible and visual alerts, ensuring accessibility for individuals with hearing or vision impairments. However, they do not feature braille support.

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## **5** Emergency Scenarios

### **How does the SAFE Network™ help during evacuations?**

The SAFE Network™ provides real-time updates on evacuation routes, road closures, and impacted areas. SAFE Units™ remain operational within the network's slightly extended coverage area to assist evacuating residents.



## Emergency Scenarios

### **Can SAFE Units™ help in areas with no cellular signal?**

Yes, the SAFE Network™ is designed to operate independently of cellular systems, ensuring coverage in areas with poor or no signal.

### **What should I do if my SAFE Unit™ activates during an emergency?**

Follow the instructions provided through the alerts. These may include evacuation orders, shelter-in-place guidance, or other critical actions.

### **Will the SAFE Unit™ work during power outages?**

Yes, SAFE Units have a battery backup that can operate for up to 10 days on standby or 72 hours of continuous alerts.

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## **6** Installation and Maintenance

### **How do I install the SAFE Unit™?**

Plug the SAFE Unit™ into a standard wall outlet. No special installation is required.



## Installation and Maintenance

### How do I know if my SAFE Unit™ is operational?

You can press the green button to activate the screen, which will display "SAFE Network™" when properly connected.

### Who should I contact for technical issues?

Contact HQE Systems' 24/7 technical support ([crm.hqesystems.com/support](http://crm.hqesystems.com/support)).

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## 7 Privacy and Security

### Does the SAFE Unit™ track my location or data?

No, SAFE Units™ do not collect, store, or transmit personal data. They only receive alerts broadcast through the SAFE Network™.

### How secure is the SAFE Network™?

While no system is 100% secure, the SAFE Network™ employs advanced encryption. Users should ensure devices are not tampered with or connected to unauthorized networks for optimal security.



## **8** Costs and Ownership

### **Is there a cost for the SAFE Unit™?**

SAFE Units™ need to be purchased to own directly by homeowners. Please visit [www.hqesystems.com](http://www.hqesystems.com) for purchasing information

### **Do I own the SAFE Unit™, or is it leased?**

Devices are purchased to own directly by homeowners, and are not leased.

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## **9** Community Engagement and Training

### **Will user manuals be provided?**

Yes, manuals are included in the SAFE Unit™ Box. These can also be downloaded from The SAFE Network™ web page by scanning the QR code in the box.



## Community Engagement and Training

### **How can I help others in my community with SAFE Units™?**

Encourage neighbors to purchase their own devices and attend training sessions or share available resources to ensure preparedness.

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## **10** Compatibility and Future Updates

### **Will SAFE Units™ receive software updates?**

Yes, SAFE Units™ may receive updates as necessary.

### **Are SAFE Units™ compatible with smart home devices?**

Not at this time. SAFE Units™ are dedicated emergency devices designed to function independently.



# 11 Troubleshooting and Support

## What should I do if my SAFE Unit™ stops working?


Ensure it is plugged in and check the indicator light.  
Contact support if issues persist.


[crm.hqesystems.com/support](http://crm.hqesystems.com/support)





For more information

 (310) 377-1521

 website at [www.Rolling-Hills.org](http://www.Rolling-Hills.org)



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