

SOS-PORTAL



Operation manual

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Document versions

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1.1	Sept 2013	Feedback following new content structure	LIJ
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1. Introduction

The SOS Portal is designed to:

- Display, edit and forward emergency calls
- Collate and present stored information relating to emergency calls
- Structure automatic forwarding and individual communication

The SOS Portal facilitates quick and easy contact with relevant personnel who can be reached via e-mail, SMS, paging, voice or TCP/ IP.

Emergency calls are immediately displayed in the SOS Portal. The location of persons triggering an alarm are visualised outdoors on a map, and indoors on a building floor plan.

All completed emergency calls are stored in an archive for record-keeping and audit purposes. This includes all logs and process files. The entire process can be inspected by authorised personnel at any time and is thus traceable and easily monitored.

Technical alarms are displayed as well as emergency calls. These include, for example, test emergency calls, profile changes or a low battery warning on an emergency device.

1.1. Target audience and structure of this manual

This guide is intended for personnel handling alarms as well as those responsible for configuring the platform and mutate content.

This introduction contains:

- An overview section
- Chapters concerning alarm processing
- Chapters on configuration of the SOS Portal

This instruction covers the entire range of functions. So, dependent upon the version acquired, some features may not be available. Wherever they appear, these elements are labelled "Optional". Please contact your retailer or Swissphone support if you need to access further functions.

1.2. Areas of application

Emergency call processing in respect of lone working includes the following examples:

- • Inspections (e.g. at power plants, sewage treatment plants, landfill sites, etc.)
- • Standby services (e.g. service technicians)
- • Automated production facilities, storage rooms, cellars
- • Forestry, tunnelling and road construction
- • Security companies, carers, justice officials

1.3. Features

- Display, edit and forward emergency calls
- Collation and display of information relevant to emergency calls, such as position data, medical information, contact information, presentation of general or individual rescue plans, visualisation of the process flow
- Automatic forwarding and individual communication via e-mail, SMS, paging, TCP/ IP
- Signal transmission via existing GSM infrastructure
- Visualisation of location based on indoor (position locator), outdoor (GPS) and on-site (composite) information

1.4. Components

- SOS Portal versions:
 - SOS.direct
 - SOS.monitor
 - SOS.selfcare
 - SOS.selfcare+
 - SOS.enterprise

- Alarm server i.search
- Swissphone TRIO
- Swissphone SOS Mobile App

1.5. User groups

Customer-side user roles for the SOS solution are structured as follows:

- Lone worker: If the PNG user processes a pending alarm, it can also be delegated to an alarm centre.
- Administrator: Relayed alarm trigger, alarm recipient and site of the position locator

2. General informations

2.1. General definitions

2.1.1. Emergency call system (PNA)

PNA is a device for triggering and transmitting user-activated and automatic alerts in an emergency. A PNA consists of an emergency device (PNG) used in conjunction with an emergency call platform (PNEZ).

2.1.2. Emergency call device (PNG)

PNGs should be worn by people at risk, so that, in an emergency, this will trigger an automatic or user-activated alarm signal via an emergency call platform. A PNG can be a stand-alone device (Swissphone Trio) or an SOS mobile app on a smartphone.

2.1.3. Emergency call platform (PNEZ)

A PNEZ is a facility which receives, displays, and handles emergency PNG signals and thus secures prompt assistance.

2.1.4. Emergency signal

The emergency signal is a signal which triggers a personal alarm at the emergency call platform.

2.1.5. User-activated personal alarm

This is an optical and/or acoustic signal created by user activation of a PNG alarm which is triggered at the emergency call platform.

2.1.6. Automatic personal alarm

This is an optical and/or acoustic signal automatically created by a PNG (e.g. as the result of a trip or fall, or in case of immobility) which is triggered at the emergency call platform.

2.1.7. PNA-operation

A "PNA operation" is a secure operating state in which an emergency device is logged on and monitored at an emergency call platform.

2.2. Associations and organisations responsible for occupational safety

2.2.1. German Statutory Accident Insurance (DGUV)

The DGUV is the umbrella association of professional bodies and accident insurers. They are responsible for the prevention of occupational accidents and diseases, as well as work-related health hazards.

The lone worker solution "SOS" from Swissphone with the components SOS-Platform and SOS Mobile App for specific Android-Devices is certified based on DIN VDE V 0825-11. The protection of lone workers with Swissphone "SOS" system is possible based on DGUV Rule 112-139 (formerly BGR-139).

2.2.2. Swiss National Accident Insurance Fund (SUVA)

SUVA, the largest accident insurer in Switzerland, insures against occupational accidents, occupational diseases and recreational accidents, and also takes care of safety at work.

The SUVA document 44094 "Working" alone can be dangerous" deals extensively with the issue of lone workers from the perspective of employers and safety officers. There is a very helpful assessment matrix identifying where and how lone workers should be protected.

2.2.3. Italy:

The Legislative Decree 81 (2018) states the legal position in Italy. Article 45 defines the purpose and obligations, and Article 18 states that in the event of an accident at work, an immediate emergency call to the relevant aid organization must be guaranteed.

2.2.4. UK: British Standard BS8484:2016

British Standard BS8484: 2016 deals with the topic of lone workers and gives recommendations for employers. In addition, the recommended functions of any Lone Worker Device (LWD) and Lone Worker Application (LWA) are described alongside instructions for the lone workers themselves.

2.3. SOS-Portal Versions

	SOS direct	SOS monitor	SOS selfcare	SOS selfcare+	SOS enterprise
Emergency call processing					
Active emergency call processing	-	■	■	■	■
	Only automatic redirects	External partner	Own staff	Own	Own and external
Administration					
Account	■	■	■	■	■
Administration	■	■	■	■	■
Automatic redirects	■	■	■	■	■
Available tabs					
Archives	■	■	■	■	■
Technical alarms	-	■	■	■	■
Emergency calls	-	■	■	■	■
PNG	-	-	-	■	■
BGR-139	-	-	-	■**	■**
Multi-client capability					
Processing alerts to other registered organizations	-	-	-	-	■***
	-	Own	Own	Only own selfcare+	Own and selfcare+

* PNG tab: See description in section 4.1 PNG emergency device tab (optional), page 13

** To constitute a BGR-139 compliant PNA, Swissphone's BGR-139 certified PNGs must be used

*** The participative organizations needs the version selfcare+ for the multi-client capability. Possible practice are e.g. enterprise solutions who have different day time and night time location-independent alarm handlings.

The Swissphone connection packages (Basic, Protected, Connected, BGR-139) are available in the PNG product catalogue.

3. Registration and alarm overview

3.1. SOS Portal registration

When you purchase the product, you will also receive all the relevant access data to log on to the SOS Portal. Please get in touch with your supplier if this access data is missing.

Access to the Portal is via the URL:

<https://mobile.swissphone.com/>



Some countries and regions have their own URL. During the initial operation you will get your available URL.



The 's' within the https:// part of the URL address is important because it requests an encrypted connection.

To log in to your SOS Portal, enter your access data "username", "password" and "organisation". Then confirm the login process by clicking on the "Login" field.

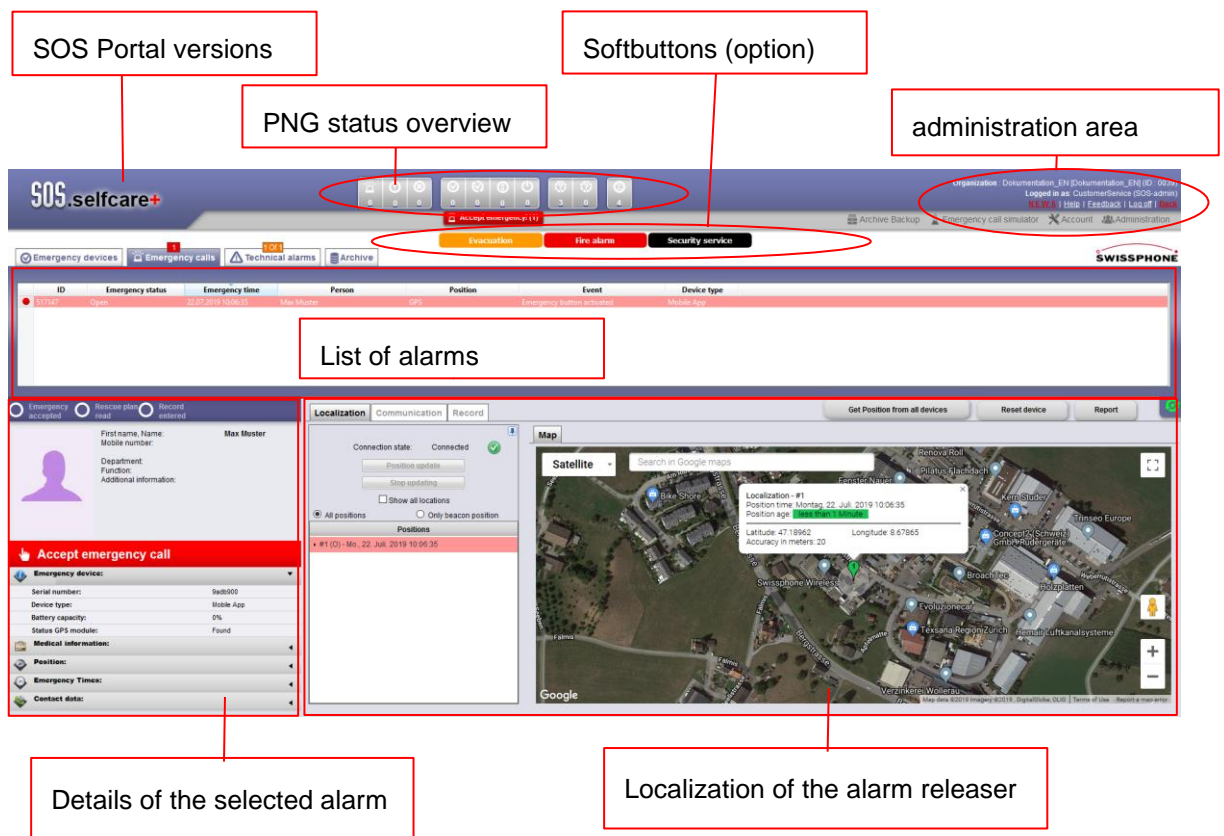
3.2. SOS Portal display overview




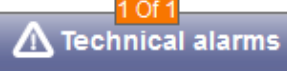


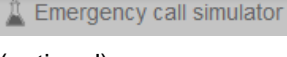
After successful registration, you will see the main section of the SOS Portal.

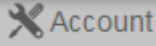
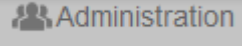



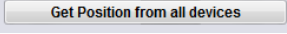


The SOS Portal is an application with time-critical content. A push mechanism ensures that relevant information or events such as a new emergency call are immediately transmitted to the SOS Portal browser. The push mechanism operates via a secure https:// connection.



The following illustration outlines all SOS Portal functions. Depending on your version of the SOS Portal, you may not see all of these functions displayed – see section 2.3 SOS Portal versions, for an overview.

3.2.1. Portal overview



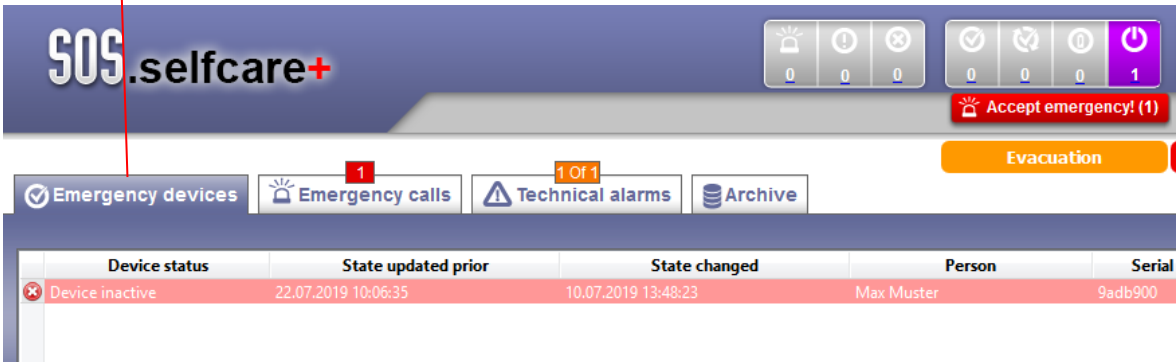
	<p>SOS Portal - In the upper left corner of the screen you will see your current SOS-Portal, in this case "SOS.selfcare". An overview can be found in section 2.3 "SOS Portal versions".</p>
 <p>(optional)</p>	<p>Emergency device (PNG) This tab contains information such as:</p> <ul style="list-style-type: none"> ▪ • Log information such as status log, PNG log ▪ • Events, such as emergency call button pressed ▪ • Communication, e.g. for sending a message to a person via PNG <p>See section 4.1 "Emergency device (PNG)", for further information.</p>
	<p>Emergency calls – This tab contains information such as</p> <ul style="list-style-type: none"> ▪ Number of open emergency calls ▪ Display status of emergency calls (accept emergency call, emergency call accepted, rescue plan, log entered, etc.) ▪ Localisation (PNG location) ▪ Communication (log, send message) ▪ Logs <p>See section 4.2 "Emergency calls", for further information.</p>
	<p>Technical Alarms - This tab contains information such as:</p> <ul style="list-style-type: none"> ▪ Localisation (PNG location) ▪ Communication (log, send message) ▪ Logs <p>See section 4.3 "Technical alarms tab", for more information.</p>
	<p>Archive - This tab contains archived information about:</p> <ul style="list-style-type: none"> ▪ Emergency calls ▪ Technical alarms <p>Each is classified according to localisation, communication and log. See section 4.4 "Archive tab", for more information.</p>
 <p>(optional)</p>	<p>Tracking - This tab contains:</p> <ul style="list-style-type: none"> ▪ Tracks ▪ Position <p>The tab shows PNG start, tracking and log status. For details see section 4.5 "Tracking tab (optional)".</p>
 <p>(optional)</p>	<p>Emergency call simulator – The emergency call simulator replicates alarm processing. Among other things, this is a useful way to get to know the system and instruct new users.</p>

	<p>Account - In the "Account" section you can configure settings for:</p> <ul style="list-style-type: none"> ▪ Your organisation's account ▪ Communication ▪ User administration ▪ Alarm sounds <p>These are global settings for your company account. See section 5.1 "Account section", for more information.</p>
	<p>Administration - In the "Administration" section, there are settings for:</p> <ul style="list-style-type: none"> ▪ Administration and changes (people, devices, contact information, automatic redirects, etc.) ▪ Chosen rescue plan ▪ In-house localisation (position locator) <p>They can be viewed, changed or configured. See section 5.2 "Administration section", for further information.</p>
	<p>Help - Pressing "Help" downloads the current help manual and displays it in a separate window.</p>
	<p>Feedback - Pressing "Feedback" automatically opens a new e-mail message to send feedback and suggestions for improvement to Swissphone customer support.</p>
	<p>Log out - Pressing Log out will log the user out of the SOS Portal without confirmation.</p>
 (optional)	<p>Query position of all PNGs</p> <p>The SOS Portal sends a localisation request to all PNGs who confirm their position. For data protection reasons, a query always requires a log entry and is limited to a specific time window.</p> <p>This function helps an alarm dispatcher responsible for a large area to deploy the nearest intervention forces.</p>
	<p>Reset PNG - By clicking on the "Reset PNG" field, the SOS Portal sends a reset command to the selected PNG. After receiving the command, the PNG is reset from "emergency call state" to "operating state". This command can only be sent to PNGs which are connected to the SOS Portal via a data connection.</p>
	<p>Report - Pressing "Report" creates a detailed report in PDF format, e.g. for documentation purposes.</p>

 	<p>Status of update/ pause update (in PNG emergency device area):</p> <ul style="list-style-type: none"> ▪ Green means: In the PNG emergency device area, device information is updated automatically ▪ Red means: In the PNG emergency device area, device information updating is temporarily paused (approx. 1 minute) <p>Manually pausing the update is useful when looking at a device in the PNG section. Without a pause, many devices would jump to the last device update. (After about a minute, it will switch back to automatic updating).</p> <p>In the case of an active emergency call, the update is switched off until the call has been processed. This is because an emergency call has priority over status information.</p>
<p>Organization: Dokumentation_EN [Dokumentation_EN] (ID: 0039) Logged in as: CustomerService (SOS-admin)</p>	<p>Organisation, User, User Role - The top right corner of the screen displays the current access and role information.</p> <p>Organisation – the organisation name under which you have registered. The ID is a one-off identification number assigned by the SOS Portal.</p> <p>Logged in as – username and role (User, Superuser or Administrator).</p>

3.2.2. Display of pending emergency calls

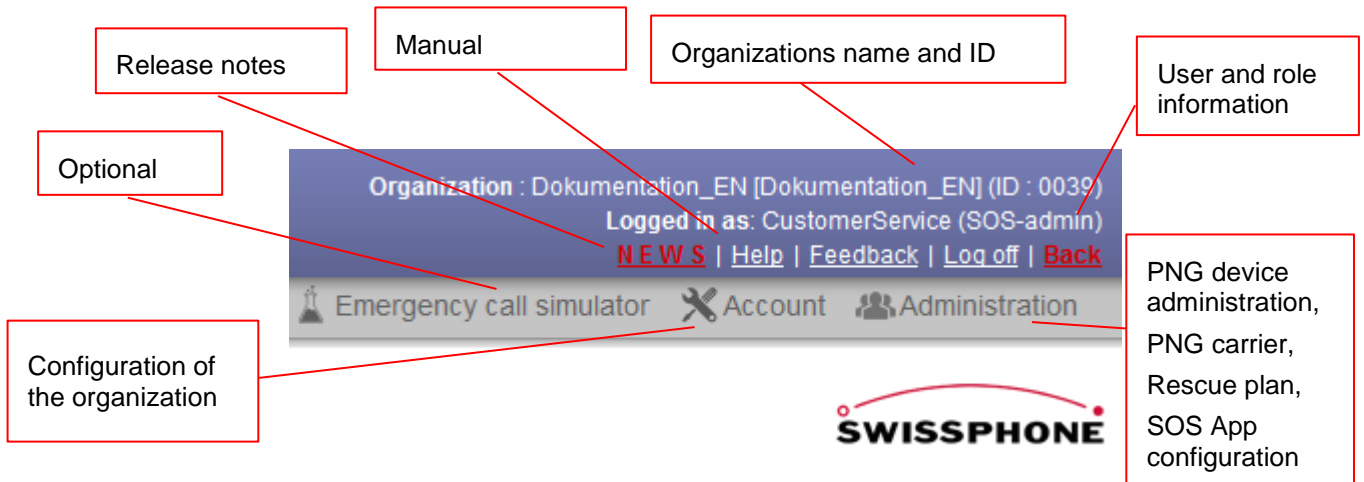
Optional display



The screenshot shows the SOS.selfcare+ interface. At the top right, there are several status indicators: a bell icon with '0', a warning icon with '0', a refresh icon with '0', and a power icon with '1'. Below these is a red notification bar that says 'Accept emergency! (1)'. A yellow 'Evacuation' button is visible on the right. The main navigation bar includes 'Emergency devices', 'Emergency calls' (with a red '1' badge), 'Technical alarms' (with a '1 Of 1' badge), and 'Archive'. Below the navigation bar is a table with the following data:

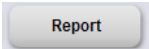
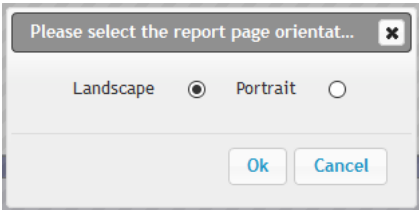
Device status	State updated prior	State changed	Person	Serial
✘ Device inactive	22.07.2019 10:06:35	10.07.2019 13:48:23	Max Muster	9adb900

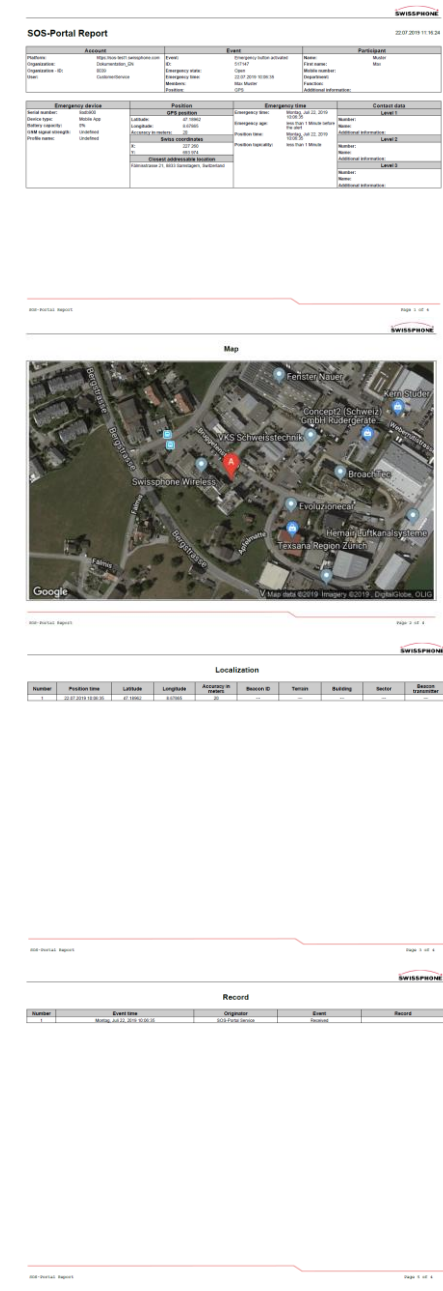
3.2.3. Detailed view of the administration area



3.3. Report

You can create a detailed report for emergency calls and technical alarms in PDF format to provide documentary evidence of events.

	<p>Select your desired report by clicking on one of these tabs:</p> <ul style="list-style-type: none"> ▪ "Emergency calls" or ▪ "Technical alarms" <p>Then click the "Report" field to generate a report.</p> <p>A new window will open.</p>
	<p>Choose the desired format (A4 portrait or landscape).</p> <p>Press OK to create a PDF document which will be displayed or saved according to your browser setting.</p>



Sample report.

4. Alarm processing in SOS Portal

4.1. PNG emergency device tab (optional)

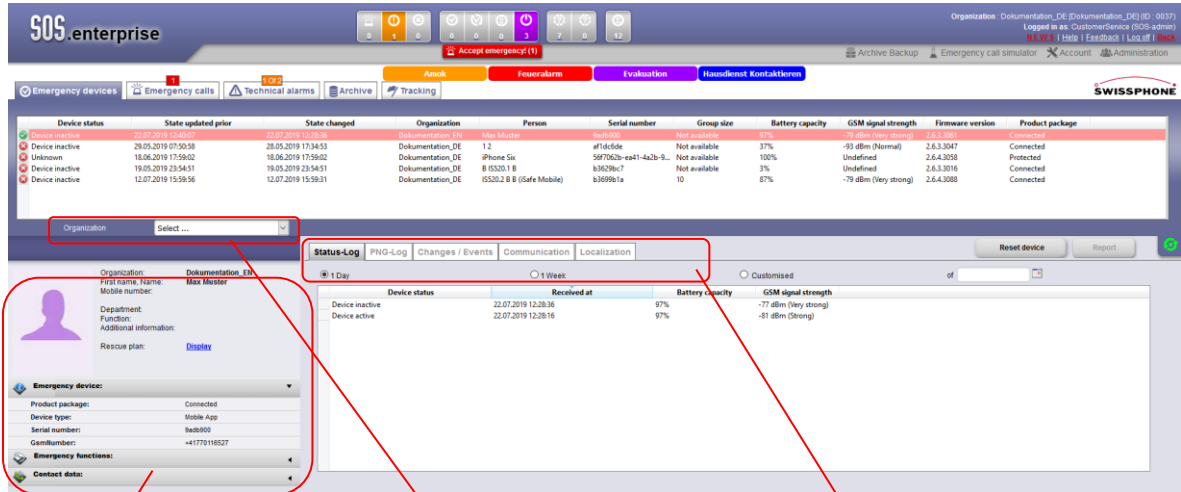
The PNG tab is available in the following products:

- SOS.monitor + PNG-tab
- SOS.selfcare + PNG-tab

For an overview, see section 2.3 "SOS Portal versions".

4.1.1. Display overview

The PNG tab displays all company PNGs and their current status. In addition, extended status messages can be viewed in the "Status Log" and "PNG Log" sub-tabs.



Detail information to the selected device

Only on SOS.enterprise: Selection of the organization

Description on the next pages

4.1.2. PNG Overview

The PNG overview lists all of the company's integrated PNGs and gives you the most important information such as connection status, device status, person, serial number, etc. at a glance.

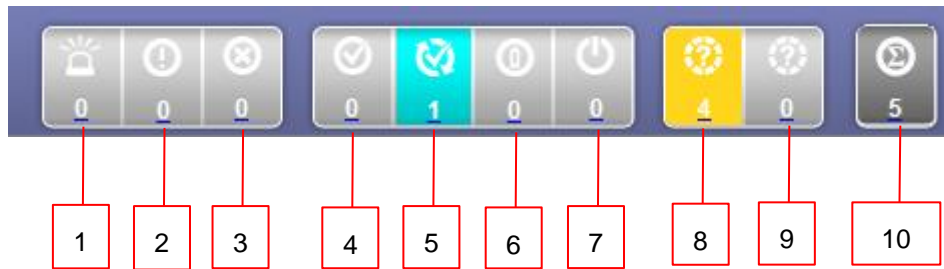
Device status	State updated prior	State changed	Organization	Person	Serial number	Group size	Battery capacity	GSM signal strength	Firmware version	Product package
Device inactive	22.07.2019 12:28:36	22.07.2019 12:28:36	Dokumentation_DE	Max Muster	9a0800	Not available	97%	-77 dBm (Very strong)	2.6.3.3087	Connected

4.1.3. PNG status overview with filter function

In the PNG status overview, each individual device status is clearly assigned to a category. Categories without PNGs are greyed out for clarity.

When you click on an area, those "PNG" menu elements are then hidden (filtered out) to give a clearer overview.


Note: This PNG status overview is only displayed in the "Connected" and "BGR-139" software packages.




1	Emergency calls made – the total number of emergency calls that have been made. Clicking here opens the "Emergency calls" tab
2	Lost connections – number of connections lost. Clicking here opens the "Technical alarms" tab
3	General errors – the number of general errors. Clicking here opens the PNG tab
4	PNG active – the number of active PNGs. Clicking here opens the PNG tab
5	Function test required – number of PNGs requiring a function test. A function test must be carried out on the respective PNG (see corresponding operating manual)
6	PNG charging – number of PNGs plugged in and charging
7	PNG inactive - number of PNGs inactive or powered down
8	Unknown – list of devices which cannot communicate status information, or devices which have been restarted and have not yet submitted their status information
9	Unknown Connected – A PNG device which is connected to the SOS Portal, but has no device information
10	Total – all active PNGs

4.1.4. Personnel overview

If a PNG has been selected in the PNG overview, all information about the carrier will be posted in the lower left window.

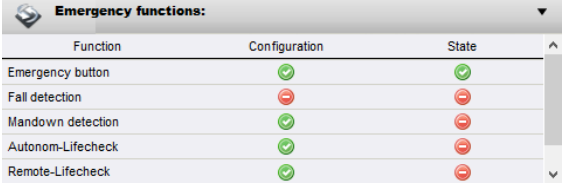





	First name, Name:	Max Muster
	Mobile number:	
	Department:	Services
	Function:	head of unit
	Additional information:	Add. info.
	Rescue plan:	Display
Emergency device:		
Product package:	Connected	
Device type:	Mobile App	
Serial number:	9adb	
GsmNumber:	+41000000000	
Emergency functions:		
Contact data:		

When you click on the "PNG emergency device:", "Emergency call functions:" or "Contact data:" labels, a window opens with further details. Windows open one at a time.

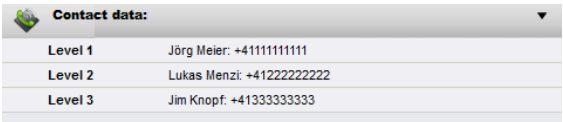
Carrier information		
	First name, Name:	Max Muster
	Mobile number:	
	Department:	Services
	Function:	head of unit
	Additional information:	Add. info.
	Rescue plan:	Display
Display of: <ul style="list-style-type: none"> ▪ Profile photo ▪ First name, surname ▪ Mobile phone number ▪ Department ▪ Position ▪ Additional Information 		

PNG:										
Emergency device: <table border="1"> <tr> <td>Product package:</td> <td>Connected</td> </tr> <tr> <td>Device type:</td> <td>Mobile App</td> </tr> <tr> <td>Serial number:</td> <td>9adb</td> </tr> <tr> <td>GsmNumber:</td> <td>+41000000000</td> </tr> </table>	Product package:	Connected	Device type:	Mobile App	Serial number:	9adb	GsmNumber:	+41000000000	Product Package	<ul style="list-style-type: none"> ▪ PNG software package
	Product package:	Connected								
	Device type:	Mobile App								
	Serial number:	9adb								
	GsmNumber:	+41000000000								
	device type	<ul style="list-style-type: none"> ▪ PNG-related data displayed ▪ More or less data may be displayed, depending on the PNG 								
	serial number									
	Firmware version									
	PNG GSM No.									
	GSM message ID									

Emergency call functions:

 <table border="1"> <thead> <tr> <th>Function</th> <th>Configuration</th> <th>State</th> </tr> </thead> <tbody> <tr> <td>Emergency button</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Fall detection</td> <td>✗</td> <td>✗</td> </tr> <tr> <td>Mandown detection</td> <td>✓</td> <td>✗</td> </tr> <tr> <td>Autonom-Lifecheck</td> <td>✓</td> <td>✗</td> </tr> <tr> <td>Remote-Lifecheck</td> <td>✓</td> <td>✗</td> </tr> </tbody> </table>	Function	Configuration	State	Emergency button	✓	✓	Fall detection	✗	✗	Mandown detection	✓	✗	Autonom-Lifecheck	✓	✗	Remote-Lifecheck	✓	✗		Notification active
Function	Configuration	State																		
Emergency button	✓	✓																		
Fall detection	✗	✗																		
Mandown detection	✓	✗																		
Autonom-Lifecheck	✓	✗																		
Remote-Lifecheck	✓	✗																		
		Notification inactive																		
	Function	All available emergency call functions are listed: <ul style="list-style-type: none"> Emergency call button Fall detection Man down detection Autonomous Lifecheck Remote-Lifecheck 																		
	Configuration	<ul style="list-style-type: none"> List of activated / deactivated emergency call functions. 																		
	Status	Device status: <ul style="list-style-type: none">  Emergency call function active.  Emergency call function deactivated (by PNG user).  Emergency call function deactivated (by PNG user). 																		
	Update time	Date and time of update.																		

Contact data:

 <table border="1"> <thead> <tr> <th>Level</th> <th>Contact data</th> </tr> </thead> <tbody> <tr> <td>Level 1</td> <td>Jörg Meier: +41111111111</td> </tr> <tr> <td>Level 2</td> <td>Lukas Menzi: +41222222222</td> </tr> <tr> <td>Level 3</td> <td>Jim Knopf: +41333333333</td> </tr> </tbody> </table>	Level	Contact data	Level 1	Jörg Meier: +41111111111	Level 2	Lukas Menzi: +41222222222	Level 3	Jim Knopf: +41333333333	Level 1 Level 2 Level 3	Depending on the activated profile (escalation levels), one to three profiles (levels) are displayed here with all data recorded under "Administration" (phone number, contact name, additional information). See section 5.2.1.3 "Contact details", for more information.
Level	Contact data									
Level 1	Jörg Meier: +41111111111									
Level 2	Lukas Menzi: +41222222222									
Level 3	Jim Knopf: +41333333333									

4.1.5. Status log

In the "Status Log" tab, an entry (new line) with "time", "battery capacity" and mobile strength "GSM signal strength" is displayed for each status change on the PNG device. The corresponding device must first be selected in advance in the "PNG" tab.

The duration of the logs can be manually limited and user-defined.

Status-Log				
Status-Log	PNG-Log	Changes / Events	Communication	Localization
<input checked="" type="radio"/> 1 Day <input type="radio"/> 1 Week <input type="radio"/> Customised				
Device status	Received at	Battery capacity	GSM signal strength	
Device in charger	22.07.2019 14:42:17	95%	-85 dBm (Strong)	
Device active	22.07.2019 14:41:30	96%	-85 dBm (Strong)	
Emergency call initiated	22.07.2019 14:41:30	96%	-85 dBm (Strong)	
Device active	22.07.2019 14:40:55	96%	-81 dBm (Strong)	
Device inactive	22.07.2019 14:40:50	96%	-83 dBm (Strong)	
Functional check running	22.07.2019 14:35:52	96%	-79 dBm (Very strong)	
Functional check failed	22.07.2019 14:35:35	96%	-77 dBm (Very strong)	
Functional check running	22.07.2019 14:35:34	96%	-77 dBm (Very strong)	
Functional check failed	22.07.2019 14:35:29	96%	-81 dBm (Strong)	
Functional check running	22.07.2019 14:35:08	96%	-81 dBm (Strong)	
Functional check failed	22.07.2019 14:35:07	96%	-81 dBm (Strong)	
Functional check running	22.07.2019 14:35:07	96%	-81 dBm (Strong)	
Functional check failed	22.07.2019 14:35:00	96%	-85 dBm (Strong)	
Functional check running	22.07.2019 14:35:00	96%	-85 dBm (Strong)	
Functional check failed	22.07.2019 14:34:54	96%	-83 dBm (Strong)	
Functional check running	22.07.2019 14:34:52	96%	-85 dBm (Strong)	

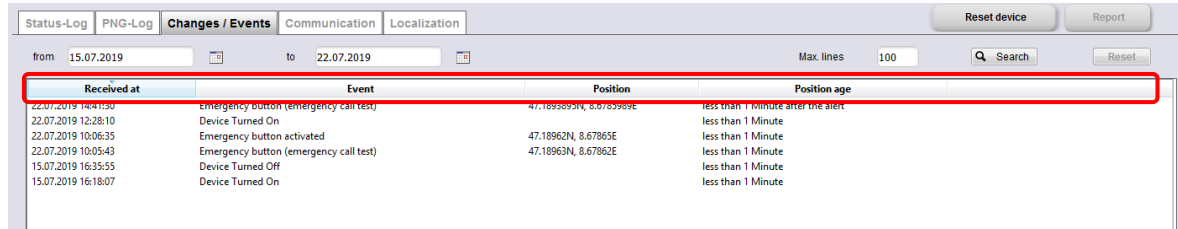
4.1.6. PNG log

The "PNG Log" tab shows the status details of the selected PNG. All status changes and transmissions which have occurred are displayed here. Thus, the progress of any element (e.g. battery capacity) can be tracked over time. This can be used, for example, to show that a PNG has an above-average battery capacity loss, which would indicate the need for a replacement battery.

PNG-Log				
Status-Log	PNG-Log	Changes / Events	Communication	Localization
<input type="radio"/> 1 Day <input checked="" type="radio"/> 1 Week <input type="radio"/> Customised				
Device status	Received at	Battery capacity	GSM signal strength	
Device in charger	22.07.2019 14:42:17	95%	-85 dBm (Strong)	
Device active	22.07.2019 14:41:30	96%	-85 dBm (Strong)	
Emergency call initiated	22.07.2019 14:41:30	96%	-85 dBm (Strong)	
Device active	22.07.2019 14:40:55	96%	-81 dBm (Strong)	
Device inactive	22.07.2019 14:40:50	96%	-83 dBm (Strong)	
Functional check running	22.07.2019 14:35:52	96%	-79 dBm (Very strong)	
Functional check failed	22.07.2019 14:35:35	96%	-77 dBm (Very strong)	
Functional check running	22.07.2019 14:35:34	96%	-77 dBm (Very strong)	
Functional check failed	22.07.2019 14:35:29	96%	-81 dBm (Strong)	
Functional check running	22.07.2019 14:35:08	96%	-81 dBm (Strong)	
Functional check failed	22.07.2019 14:35:07	96%	-81 dBm (Strong)	
Functional check running	22.07.2019 14:35:07	96%	-81 dBm (Strong)	
Functional check failed	22.07.2019 14:35:00	96%	-85 dBm (Strong)	
Functional check running	22.07.2019 14:35:00	96%	-85 dBm (Strong)	
Functional check failed	22.07.2019 14:34:54	96%	-83 dBm (Strong)	
Functional check running	22.07.2019 14:34:52	96%	-85 dBm (Strong)	

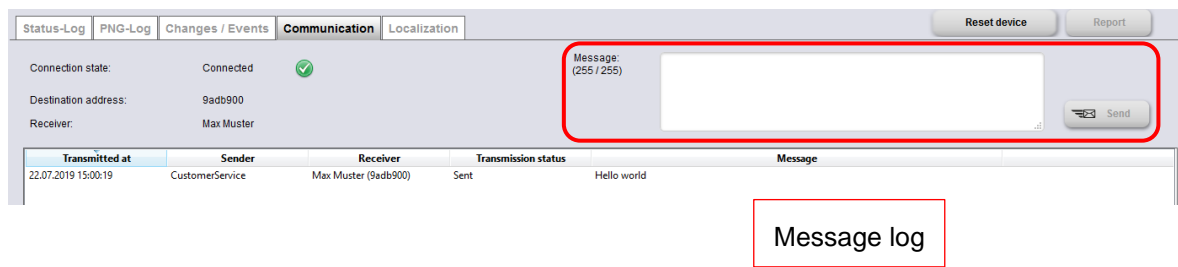
4.1.7. Changes / Event


Incoming events for each PNG can be displayed in the "Changes / Event" tab. This applies to any emergency calls and technical alarms. Search results can be limited to a time period and a maximum number of lines.



4.1.8. Communication

Under "Communication", messages can be sent to specific PNGs via the SOS Portal. Communication takes place primarily via a data channel in the mobile network, provided the PNG has an active connection to the SOS Portal (and is logged in with the mobile radio module switched on). Alternatively, an SMS will be sent to the respective phone number. In the "Message" area, you can write messages and then send them by pressing the "Send" field.



Connection status	View the current connection status.
Destination address recipient	The message is sent to the PNG field selected (field marked in red). Destination address/ recipient information uses existing data, which should ensure the message is sent to the right recipient.
Message: (250 / 255)	Text field to create a message for the recipient
	To send the message.

4.2. Emergency calls



This tab is not available for the "SOS.direct" product.

The "Emergency calls" tab contains only emergency calls that have not yet been closed. Once emergency calls have been processed and closed, they can only be viewed in the "Archive" tab.

Note: In the emergency call simulator it is possible to issue an alarm type "test emergency call". This test emergency call is displayed in the technical alarms and not under emergency calls.

As soon as an emergency call arrives at the SOS Portal, the display is updated, and the emergency call is clearly displayed:

Amount of pending alarms

PNG status overview

Liste der Alarme

Person / PNG overview

Alarm process overview

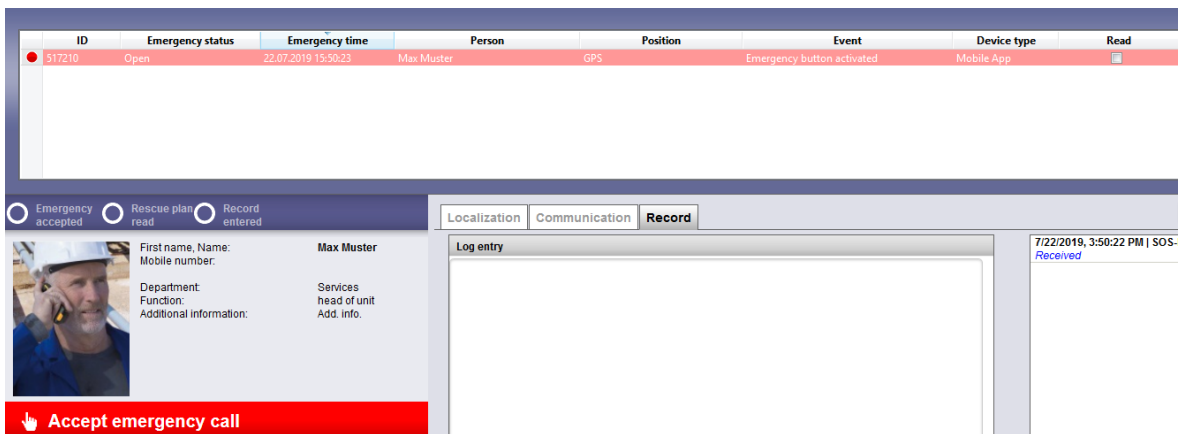
Localization of the alarm trigger

4.2.1. Process and emergency status overview

The process and emergency status overview gives a quick overview of which emergency calls are currently accepted, undergoing further processing or closed.

The overview parameters displayed are:

- Process status
- ID (emergency call ID)
- Emergency status
- Emergency call time
- Person
- Position
- Event
- Device type



The execution process after an alarm input:

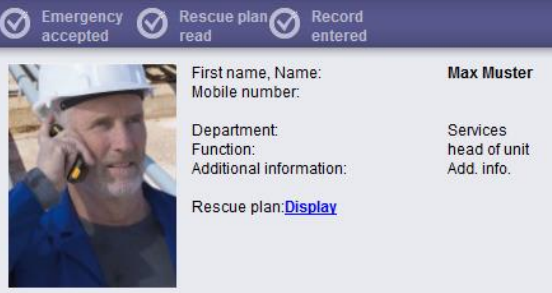
Process status	Emergency call status	Process overview
Red	open	<input type="radio"/> Emergency accepted <input type="radio"/> Rescue plan read <input type="radio"/> Record entered <input type="button" value="Accept emergency call"/>
Orange	emergency call accepted	<input checked="" type="radio"/> Emergency accepted <input type="radio"/> Rescue plan read <input type="radio"/> Record entered <input type="button" value="Review rescue plan"/>
Blue	rescue plan consulted	<input checked="" type="radio"/> Emergency accepted <input checked="" type="radio"/> Rescue plan read <input type="radio"/> Record entered <input type="button" value="Enter record"/>
Green	log entered	<input checked="" type="radio"/> Emergency accepted <input checked="" type="radio"/> Rescue plan read <input checked="" type="radio"/> Record entered <input type="button" value="Close emergency call"/>



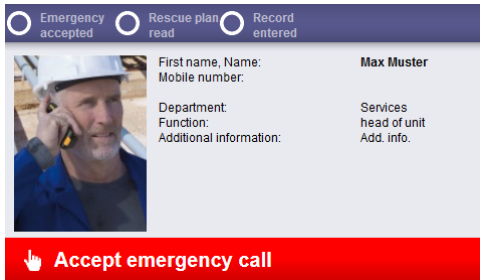
Upon customer request, the steps "Accept emergency call" / "Consult rescue plan" and "Enter log" can be deactivated.

4.2.2. Person overview

When emergency call is selected in "Emergency call status overview", all information about the carrier will be posted in the lower left window.

 <p>Emergency accepted Rescue plan read Record entered</p> <p>Max Muster</p> <p>First name, Name: Max Muster Mobile number:</p> <p>Department: Services head of unit Function: Add. info. Additional information:</p> <p>Rescue plan: Display</p>	<p>Display of:</p> <ul style="list-style-type: none"> Profile photo First name, surname Mobile phone number Department Position Assigned rescue plan 								
 <p>Emergency device:</p> <p>Medical information:</p> <p>Position:</p> <p>Emergency Times:</p> <p>Contact data:</p>	<p>When you click on a tab, a window opens below with further information.</p> <p>Only one window at a time can be opened.</p>								
 <p>Emergency device:</p> <table border="1"> <tr><td>Serial number:</td><td>9adb</td></tr> <tr><td>Device type:</td><td>Mobile App</td></tr> <tr><td>Battery capacity:</td><td>96%</td></tr> <tr><td>Status GPS module:</td><td>Found</td></tr> </table>	Serial number:	9adb	Device type:	Mobile App	Battery capacity:	96%	Status GPS module:	Found	<p>PNG overview.</p> <p>The content may contain more or different information depending on the PNG.</p>
Serial number:	9adb								
Device type:	Mobile App								
Battery capacity:	96%								
Status GPS module:	Found								
 <p>Medical information:</p> <p>Blood group:</p>	<p>Medical information to optimise rescue measures.</p>								
 <p>Position:</p> <p>GPS position:</p> <table border="1"> <tr><td>Latitude</td><td>47.1893895</td></tr> <tr><td>Longitude</td><td>8.6785989</td></tr> <tr><td>Accuracy in meters</td><td>29 m</td></tr> </table> <p>Swiss coordinates:</p> <table border="1"> <tr><td>Y:</td><td>693 971</td></tr> </table>	Latitude	47.1893895	Longitude	8.6785989	Accuracy in meters	29 m	Y:	693 971	<p>Location of the person in the building</p>
Latitude	47.1893895								
Longitude	8.6785989								
Accuracy in meters	29 m								
Y:	693 971								
 <p>Emergency Times:</p> <table border="1"> <tr><td>Emergency time:</td><td>Montag, 22. Juli. 2019 18:04:47</td></tr> <tr><td>Emergency age:</td><td>2 h before the alert</td></tr> <tr><td>Position time:</td><td>Montag, 22. Juli. 2019 16:04:46</td></tr> <tr><td>Position age:</td><td>less than 1 Minute after the alert</td></tr> </table>	Emergency time:	Montag, 22. Juli. 2019 18:04:47	Emergency age:	2 h before the alert	Position time:	Montag, 22. Juli. 2019 16:04:46	Position age:	less than 1 Minute after the alert	<p>Emergency call time-period.</p>
Emergency time:	Montag, 22. Juli. 2019 18:04:47								
Emergency age:	2 h before the alert								
Position time:	Montag, 22. Juli. 2019 16:04:46								
Position age:	less than 1 Minute after the alert								
 <p>Contact data:</p> <table border="1"> <tr><td>Level 1</td><td>Jörg Meier: +41111111111</td></tr> <tr><td>Level 2</td><td>Lukas Menzi: +41222222222</td></tr> <tr><td>Level 3</td><td>Jim Knopf: +41333333333</td></tr> </table>	Level 1	Jörg Meier: +41111111111	Level 2	Lukas Menzi: +41222222222	Level 3	Jim Knopf: +41333333333	<p>Contact details</p> <p>The display depends on how many profiles have been unlocked and defined. In this instance, two profiles have been defined.</p>		
Level 1	Jörg Meier: +41111111111								
Level 2	Lukas Menzi: +41222222222								
Level 3	Jim Knopf: +41333333333								

4.2.3. Emergency call handling



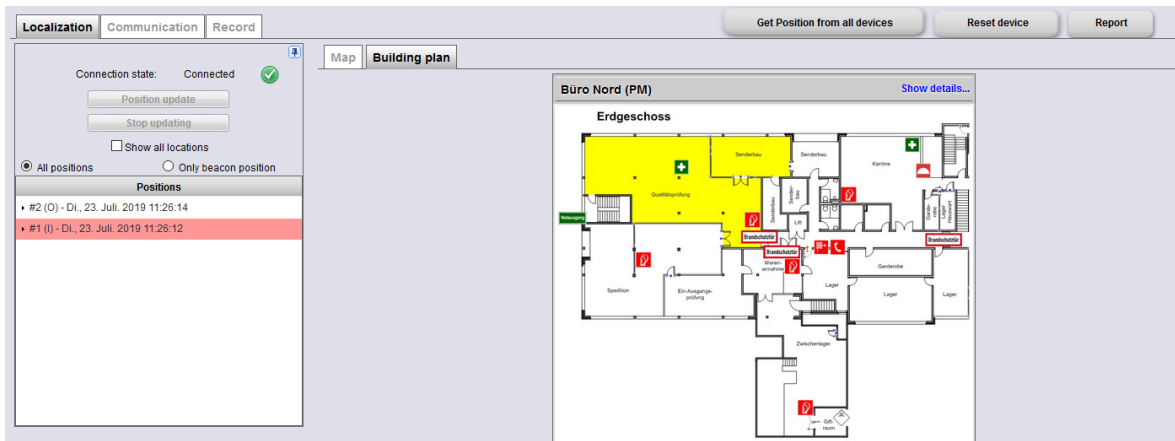
Essential emergency call processing functions are integrated in this area, for example the process plan and the emergency status bar. Both are explained in more detail in section 4.2.7 “Emergency call handling”.

Note: The development of an emergency call processing sequence can be tested with the "emergency call simulator" or used for training purposes.

4.2.4. Localisation

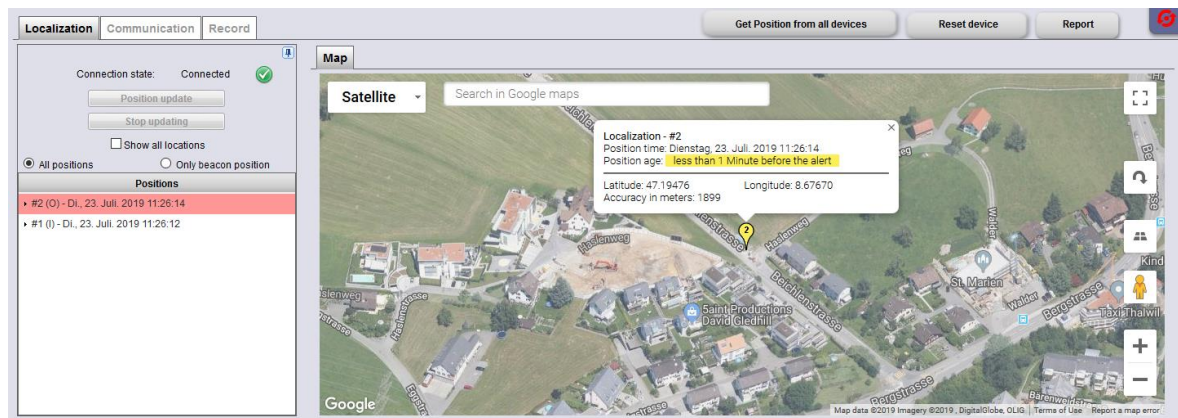
The position of the person is displayed in the "Localisation" tab and consists of four elements:

- **Overview and action fields** – connection status, update position, stop update, display all localisations
- **Positions** – List of localisations
- **Map** – geographical representation of the location
- **Building floor plan** – location of the position locator (person) inside the building




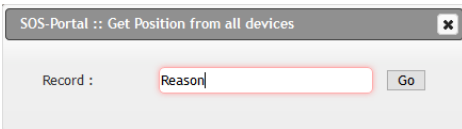
4.2.4.1. Overview and areas of activity

Depending on your choice of PNG and its configuration, not all functions may be available.



<p>Connection status</p>	<p>Indicates whether the PNG is currently connected to the SOS Portal.</p> <p>An active connection is established via a GPRS data connection.</p>
<p>Update position</p>	<p>Clicking on "Update position" asks the PNG to send a current position.</p> <p>Because of data protection issues, PNGs only send position information to the SOS Portal when in emergency call status.</p>
<p>Stop updating</p>	<p>Depending on their configuration, PNGs regularly send position information as soon as an emergency call state is triggered.</p> <p>Press "Stop Refresh" to send a command to the PNG to disable this feature.</p>
<p>Display all localisations</p>	<p>Expand or collapse the list of localisations</p>
<p>All positions</p>	<p>Both GPS and beacon positions are displayed.</p>
<p>Only beacon positions</p>	<p>Only the beacon positions are displayed.</p>

In the event of an emergency call, localisation is turned on to facilitate rapid intervention. While an emergency call is localised, if the person triggering the emergency call should move, the recording of localisation data is limited to the duration of the active emergency call.

<p>Positions</p> <ul style="list-style-type: none"> #2 (O) - Di., 23. Juli. 2019 11:26:14 #1 (I) - Di., 23. Juli. 2019 11:26:12 	<p>Location information may consist of either GPS coordinates or indoor location information:</p> <ul style="list-style-type: none"> (O) = GPS coordinates for "Outdoor" (I) = indoor position information for indoor
	<p>Click to expand or collapse the entire list of localisations.</p>
<p>Reset device</p>	<p>With this button it is possible to reset the selected PNG, regardless of its emergency call status.</p>
<p>Report</p>	<p>Presentation of reports (see section 3.3 Report, for details).</p>
<p>Get Position from all devices</p> <p>(optional)</p> 	<p>This Button requests the positions of all PNGs. It's useful for the following situations:</p> <ul style="list-style-type: none"> To mobilize the territorial next assistant through the alarm departmental manager. Knowledge of the number of persons in a specific area, e. g. in case of a bigger happening. <p>→ Because of privacy protection is this request temporally limited and needs a log entry.</p>

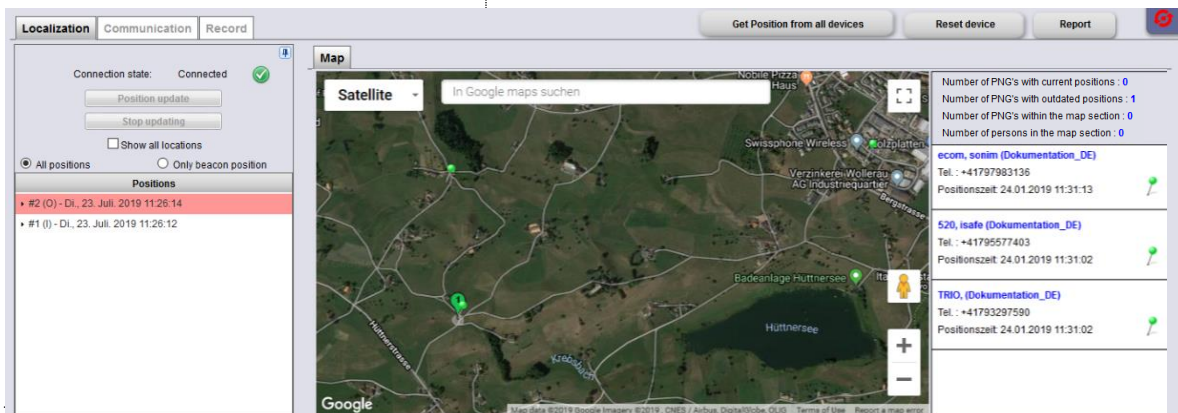
Note: The administrator can change the duration of the localization (Menu "Emergency device localization, Duration").

As soon as the localization is active, the position of the PNGs will be displayed. The operator can change the view of the map, the amount of the PNGs will be updated.

If the group size is deactivated, the PNG counts as one person.

PNGs on the map section are blue, PNG outside the map section are grey.

PNGs with current position information are displayed with a green pin, older information are displayed with a red pin.

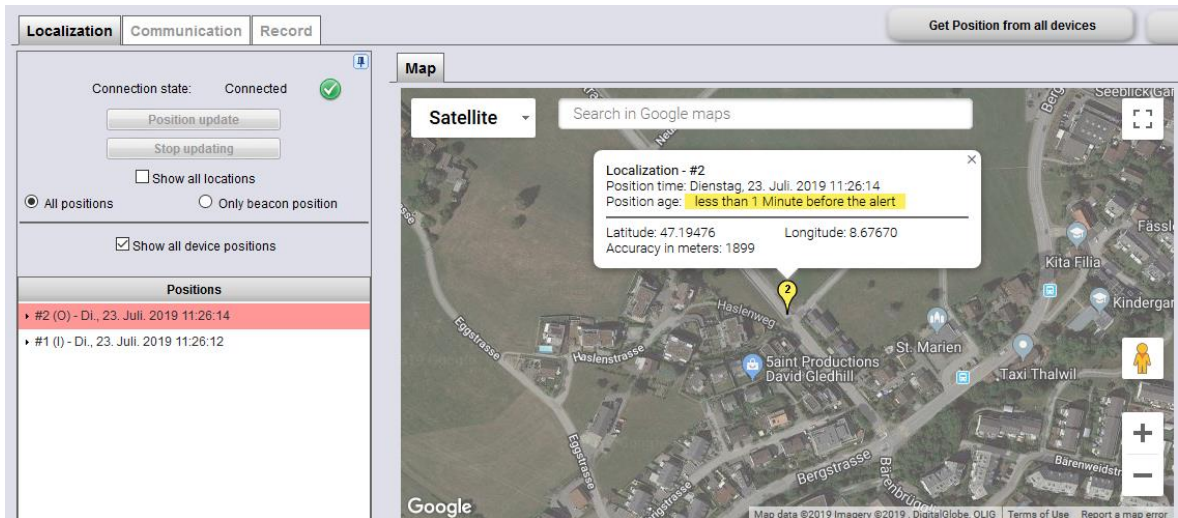


4.2.4.2. Map

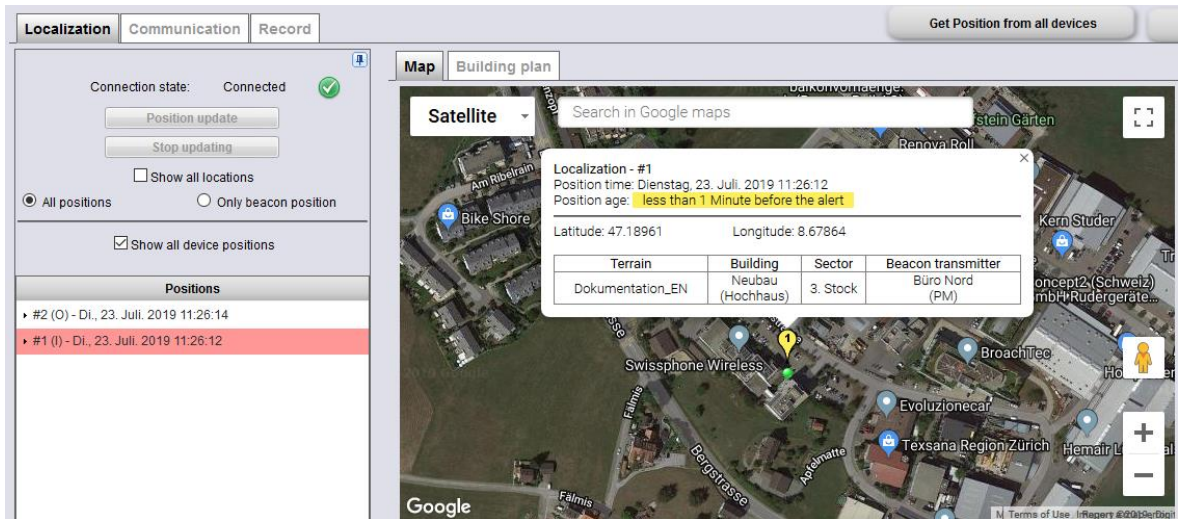
Indoor position locators are stored along with map coordinates and can therefore be displayed on a map. Map displays can be used in both indoor and outdoor positions. There are two different options:

- Only outdoor coordinates (GPS)
- With indoor position locator

Only outdoor coordinates (GPS): Only the "Map" tab is displayed



With indoor position locator: Two tabs "Map" and "Building floor plan" are displayed:

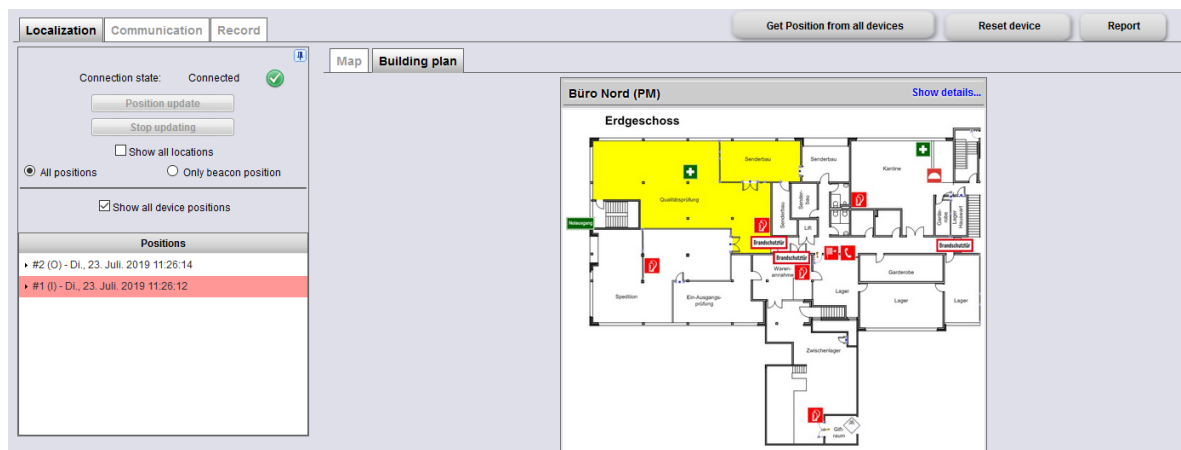


4.2.4.3. Building floor plan

When transmitting indoor positions, a building floor plan is displayed if it has been stored in the SOS Portal. Thus, for indoor positions, both the map display ("Map" tab) and the building floor plan display ("Building floor plan" tab) can be selected.

The GPS coordinates of a position locator can be represented via four possible granularities:

Area of terrain	e.g. GPS coordinates of the factory site showing several buildings.
Building	e.g. GPS coordinates of the building on the factory site which contains a cement mill.
Sector of building	e.g. GPS coordinates of the cement mill in the building.
Location of position locator	e.g. exact location of the position locator inside the cement mill.






4.2.5. Communication

In the "Communication" tab the SOS Portal operator can send messages direct to a recipient as part of emergency call processing.

Any messages sent here must be directly related to the handling of a specific emergency. For documentary purposes any use should not involve operations which fall outside of this particular emergency handling (for instance, for other emergencies).

Apart from a device connected via GPRS, other destinations such as e-mail, text messages to smartphones or paging messages can also be sent to third parties. However, these must only be relevant to the current incident, because such communications are logged as part of the current (i.e. ongoing) incident.

Transmitted at	Sender	Receiver	Transmission status	Message
23.07.2019 11:26:16	SOS-Portal Service	GPRS	Received	{"Acknowledgement":32,"Battery":100,"Beacons":{"BeaconId":"09999.000011","BeaconMo...
22.07.2019 16:04:47	SOS-Portal Service	Max Muster (+41000000000)	Common error	Emergency dispatching successfully initiated. - ID: 517217
22.07.2019 16:04:47	SOS-Portal Service	GPRS	Received	{"Acknowledgement":32,"Battery":98,"Beacons":null,"BgrConfiguration":null,"DeviceType...

Connection status	<p>The following connection status displays are possible:</p> <ul style="list-style-type: none">  PNG is connected to the SOS Portal via a GPRS data connection  Communication failure  PNG cannot transmit status information to the SOS Portal
Type of address	Choice of communication platform (E-Mail, PNG, SMS, Paging, IMASYS Alert, etc.)
Choice of destination address	Choose one of the listed, known destination addresses.
Destination address	By selecting "More" you can make any necessary further entries manually in the "Destination address" field.
Subject	A subject line only appears with the "E-Mail" option.

Message
(xxx/yyy)

Message field.

The system limits the number of possible characters depending on the address type:

- Email: Max. 254 characters
- PNG: Max. 255 characters
- SMS: Max. 1,023 characters
- IMASYS Alert: Max. 255 characters



Send the message

Sent messages are logged and displayed in the window below

The screenshot shows the 'Communication Record' window. At the top, there are tabs for 'Localization', 'Communication', and 'Record'. On the right, there are buttons for 'Get Position from all devices', 'Reset device', and 'Report'. The main area shows the connection state as 'Connected' with a green checkmark. Below this, there are fields for 'Address type' (SMS), 'Select destination address' (Other), 'Destination address' (+4100000000), and 'Receiver' (Test). A 'Message' field contains the text 'Test'. A 'Send' button is located at the bottom right of the message field.

Transmitted at	Sender	Receiver	Transmission status	Message
23.07.2019 11:26:16	SOS-Portal Service	GPRS	Received	{"Acknowledgement":32,"Battery":100,"Beacons":{"BeaconId":"09999.000011","BeaconMo...
22.07.2019 16:04:47	SOS-Portal Service	Max Muster (+41000000000)	Common error	Emergency dispatching successfully initiated. - ID: 517217
22.07.2019 16:04:47	SOS-Portal Service	GPRS	Received	{"Acknowledgement":32,"Battery":98,"Beacons":null,"BgrConfiguration":null,"DeviceType...

4.2.6. Log

Emergency call processing creates a very high level of stress for the entire SOS Portal team. That's why the SOS Portal offers logging as a support measure. It serves SOS Portal users as an instrument to document the work done so it's always possible to check the current processing status.

Data sustainability is another very important aspect of logging. All relevant data is stored along with accurate time and user data so that all details can be retrieved and viewed later.

Data security (protection against access by unauthorised persons and secure storage) must be given high priority. Thus appropriate measures must be taken.

All details about logging are explained in section 4.2.7.6 "Log recording".

4.2.7. Emergency call handling

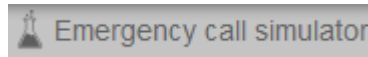
4.2.7.1. Sending an emergency call

The PNG emergency call device has the option of transmitting both user-activated and automatic personal alarms as an emergency signal to the SOS Portal.

4.2.7.2. Alarm simulator (optional)

The simulator can be used to test alarm processing and for training purposes.

The Alarm simulator field launches the alarm simulator, which then appears in a separate browser window.



Emergency call simulator

SWISSPHONE

Participant
Evacuation : d36fb607-facb-4a11-9cdd-87d469f939b9
Fire alarm : 7b363ed4-f3ed-430d-8c21-b9002c8921d7
Security service : 3fa5196e-eeef-4c2c-a122-ecfd1da8dba9
Max Muster : 9adb900

Alarm type

Localization type

Accuracy in meters :

Different alarm types can be preselected in the emergency call simulator

Emergency button (initial alert)

- Emergency button (subsequ. local.)
- Emergency button (emergency test)
- Man down detection (initial alert)
- Man down detection (subsequ. local.)
- Man down detection (test alert)
- Fall detection (initial alert)
- Fall detection (subsequ. local.)
- Fall detection (test alert)
- Autonom-Lifecheck (initial alert)
- Autonom-Lifecheck (subsequ. local.)
- Start Remote-Lifecheck
- Stop Remote-Lifecheck
- Manual Event




GPS

Floorplan

Accuracy in meters :

For localisation, you can specify either the building floor plan or GPS (including the level of precision in metres). With GPS, the position can be defined with the mouse, provided that any simulated emergency call is discontinued ("Send emergency call" button).

When selecting the localisation type "Building floor plan", the building floor plan stored for the respective selected "Position locator ID" is displayed.

-  The alarm type "Test – emergency call" falls into the technical alarm category and is not displayed for alarm processing in the "emergency calls" area.
-  With simulated test calls and activated localisation, PNG devices may deliver the coordinates of the current location after a certain time.
-  Although soft keys appear within a simulation, they cannot be used to issue a simulated test emergency call.

4.2.7.3. Emergency display

Because every minute counts in emergency call processing, emergency call acceptance must take place immediately. In addition to the acoustic siren, optical support for emergency calls **not yet accepted** has also been implemented in the SOS Portal. The display gives the number of unanswered emergency calls (here 1) or open emergency calls (here 2):

These information fields are only displayed if emergency calls have not yet been accepted. Once all emergency calls have been accepted, the audio signal stops and the information fields are no longer visible or change their status.

4.2.7.4. Accepting an emergency call

The first step for an SOS Portal dispatcher is the acceptance of an emergency call. This is done by pressing the "Accept emergency call" field.



Upon customer request, the steps "Accept emergency call" / "Consult rescue plan" and "Enter log" can be deactivated.

Emergency accepted (unselected) | Rescue plan read (unselected) | Record entered (unselected)

First name, Name: **Max Muster**
 Mobile number:
 Department: Services
 Function: head of unit
 Additional information: Add. info.

Accept emergency call

Emergency device:

Serial number: 9adb900
 Device type: Mobile App
 Battery capacity: 0%

Medical information:

Position:

Emergency Times:

Contact data:

Press the "Accept emergency call" field to accept the emergency call.

ID	Emergency status
519475	Open

The emergency call is listed in the "Emergency calls" tab.

The symbol is red.

As long as the emergency call has not been accepted by anyone in the SOS Portal, there will be a red symbol next to the emergency line and the "status" will be displayed as "open".

Emergency accepted (checked) | Rescue plan read (unselected) | Record entered (unselected)

First name, Name: **Max Muster**
 Mobile number:
 Department: Services
 Function: head of unit
 Additional information: Add. info.
 Rescue plan: [Display](#)

Review rescue plan

Emergency device:

Serial number: 9adb900
 Device type: Mobile App
 Battery capacity: 0%

Medical information:

Position:

Emergency Times:

Contact data:

As soon as the emergency call is accepted, the field changes from "accept emergency call" to "read rescue plan"

The process is visualised in the process plan with a tick beside the text "emergency call accepted"

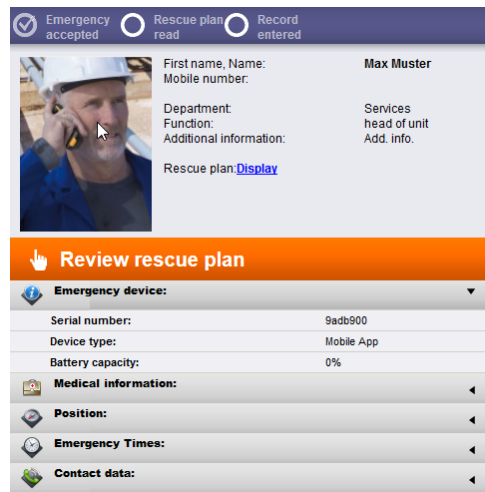
519475	Emergency accepted
--------	--------------------

The red symbol changes into an orange symbol.

The current emergency status changes to "emergency call accepted"

4.2.7.5. Read the rescue plan

In the second step, the dispatcher reads the stored rescue plan in the SOS Portal. This is done by pressing the "Read rescue plan" field to display the plan in a new open window.



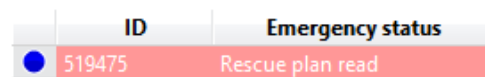
Press the field "Read rescue plan".

The rescue plan deposited by the company or individual will open in a new window.

The rescue plan opens in a new browser window.



Depending on the browser setting, opening a rescue plan may be suppressed. Set up your web browser to allow opening new windows from the URL sos.swissphone.ch.



The orange icon changes to a blue icon.

The current emergency call status changes to "rescue plan read"



As soon as the rescue plan has been opened, the field changes from "Read rescue plan" to "Enter log".

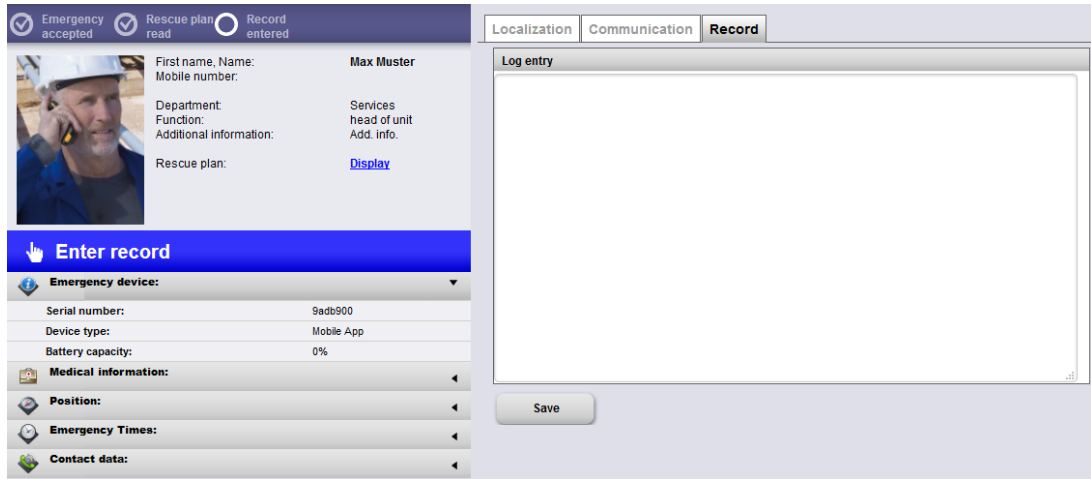
The process is visualised in the process plan. The rescue plan can now be opened at any time by pressing the "Display" field.



If no rescue plan has been defined, a document will appear which confirms that a rescue plan is non-existent.

4.2.7.6. Log recording

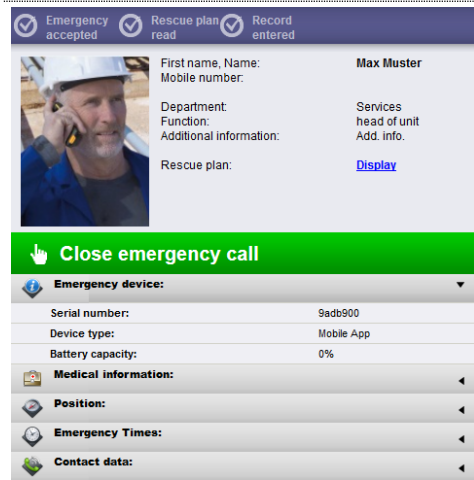
In the third step, the dispatcher logs the current emergency in the text field. This is then saved as a log entry.



<p>Log recording</p>	<p>Select either the "Log" tab or press the field "Enter log" to get into the "log" tab.</p>				
<p>Log entry</p>	<p>If required, note additional information about the emergency call here.</p> <p>This information is then logged in the field to the right of this, together with the date and time</p> <p>Press "Save" to save to the log document.</p>				
	<p>As soon as a log has been entered and saved, the field changes from "Enter log" to "Close emergency call".</p> <p>The process is visualised in the process plan.</p>				
<table border="1"> <thead> <tr> <th>ID</th> <th>Emergency status</th> </tr> </thead> <tbody> <tr> <td>519475</td> <td>Record entered</td> </tr> </tbody> </table>	ID	Emergency status	519475	Record entered	<p>The blue symbol changes to a green symbol.</p> <p>The current emergency call status changes to "Log entered".</p>
ID	Emergency status				
519475	Record entered				

4.2.7.7. Closing an emergency call

The fourth and final step for an SOS Portal dispatcher concerns the closure of the emergency call.



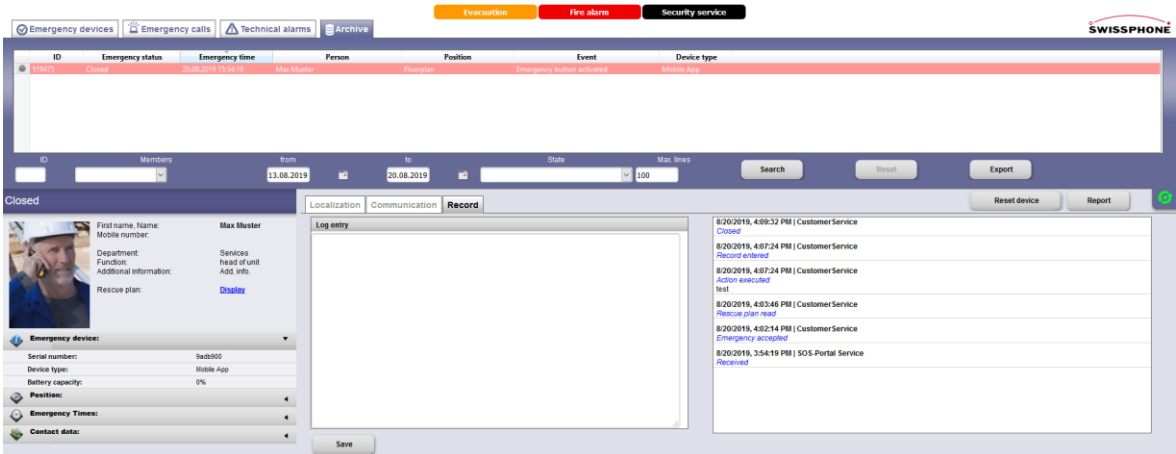
Press "Close emergency call".

The emergency call is closed and is no longer listed in the "Emergency Calls" tab.



4.2.7.8. Viewing closed emergency calls in the archive

Emergency calls, as well as technical alarms, can be viewed in the "Archive" tab for audit purposes. Here you will find all the information that was entered automatically by the SOS Portal, as well as information entered manually by the SOS Portal dispatcher (log).



4.3. Technical alarms tab



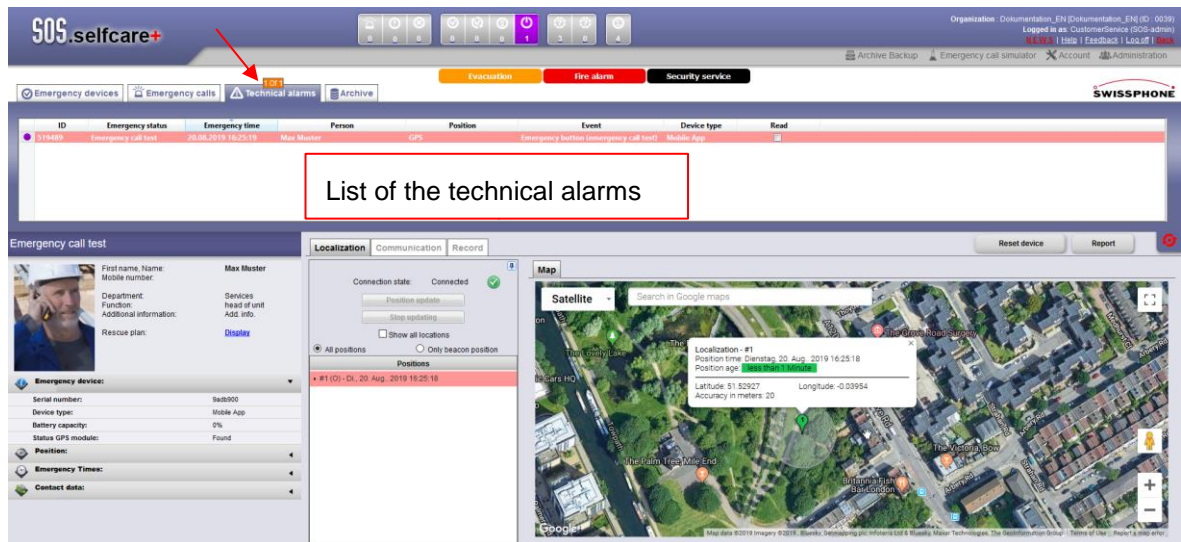
This tab is not available for the product "SOS.direct".

A technical alarm can be triggered or displayed for different purposes. The trigger is usually an emergency call test carried out by the carrier on a PNG device.

Depending on the device configuration, a technical alarm can also be generated if, for example, a PNG's battery appears to have a low residual capacity.

4.3.1. Display overview

The display duration of technical alarms in the "Technical alarms" tab can be individually configured in the "Account" area. Details about this can be found in section 5.1.1 "Account". Regardless of this setting, all technical alarms can always be viewed under the "Archive" tab. Visual support is displayed for technical alarms (in a similar way to emergency calls).



ID	Emergency status	Emergency time
519489	Emergency call test	20.08.2019 16:25:19

Technical alarms are marked using a purple symbol (🟪)



The number in the indicator represents the number of technical alarms.

The indicator functions the same in the "Technical alarms" section as it does in the "Emergency calls" section.

- Person overview:** see section 4.2.2 "Person overview".
- Localisation:** see section 4.2.4 "Localisation".
- Communication:** see section 4.2.5 "Communication".
- Log:** see section 4.2.6 "Log".

4.4. Archive tab

4.4.1. Display overview

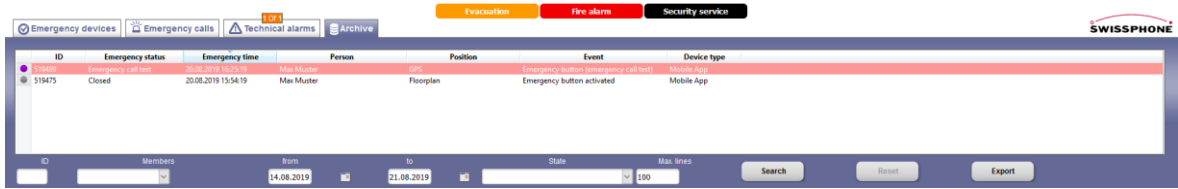
The "Archive" tab contains all emergency calls and technical alarms. As soon as emergency calls or technical alarms have been closed in their respective logs, they can only be viewed in the archive.

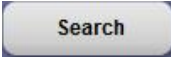


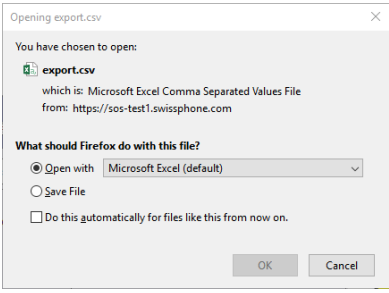
The screenshot displays the SOS.selfcare+ web application interface. At the top, there is a navigation bar with tabs for 'Emergency devices', 'Emergency calls', 'Technical alarms', and 'Archive'. The 'Archive' tab is selected. Below the navigation bar, there is a table of emergency call logs. The table has columns for ID, Emergency status, Emergency time, Person, Position, Event, and Device type. One entry is visible with ID 519475, status 'Closed', time '20.08.2019 15:54:19', person 'Max Muster', position 'Floorplan', event 'Emergency button (emergency call test)', and device type 'Mobile App'. Below the table, there is a search filter section with fields for ID, Members, from, to, State, and Max lines, along with 'Search', 'Reset', and 'Export' buttons. A detailed view of an emergency call for 'Max Muster' is shown, including a map with a localization popup and various status indicators.

Search filter

4.4.2. Archive overview

All emergency calls and technical alarms received are displayed in the "Overview of technical alarms" section and can be narrowed down using the search filter.



Search filter	
<p>ID</p> <p>People</p> <p>Date (from - to)</p> <p>Status</p>	<p>For a quick, individualised and targeted search, you can select or enter filter criteria.</p> <p>Search results are then displayed in the archive overview.</p>
<p>Max. lines</p>	<p>Define the maximum number of lines to be displayed.</p> <p>If there are further lines to display, a scroll bar appears on the right.</p>
	<p>Activates a search.</p>
	<p>Deletes search criteria.</p>
	<p>Exports the search results as a file in CSV format for easy integration with the most common editors, spreadsheets and word processing programs.</p> <p>CSV stands for Comma-Separated-Values, i.e. all values are separated by commas, e.g. <i>32095, Closed, Swissphone_De, Peter Meier, emergency call button pressed, ..</i></p>
	<p>The procedure for saving this CSV file is browser dependent.</p>

Person overview: see section 4.2.2 "Person overview".

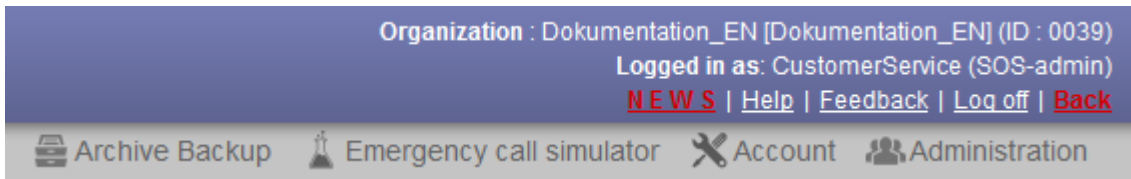
Localisation: see section 4.2.4 "Localisation".

Communication: see section 4.2.5 "Communication".

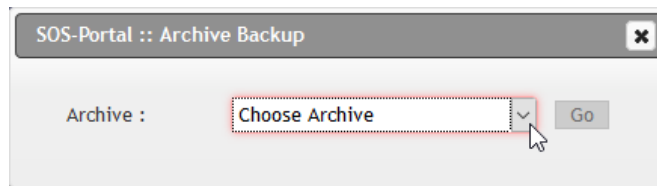
Log: see chapter 4.2.6 "Log".

4.4.3. Archive backup

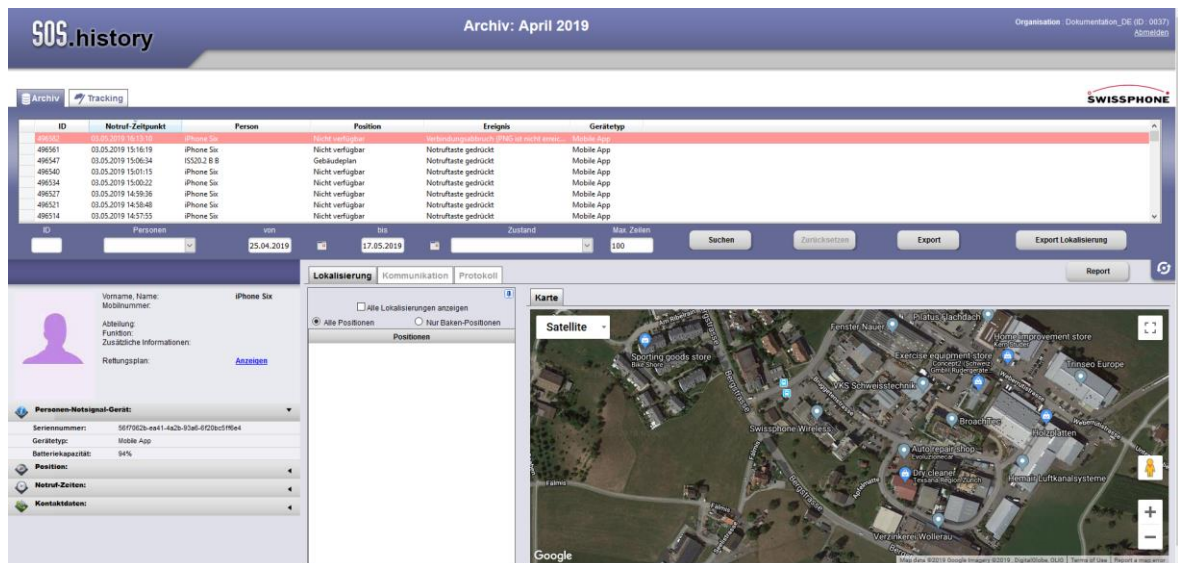
In certain intervals were backups of the archive made to unload the database.



After the click on "Archiv Backup", a new window shows in a dropdown menu the available backups.



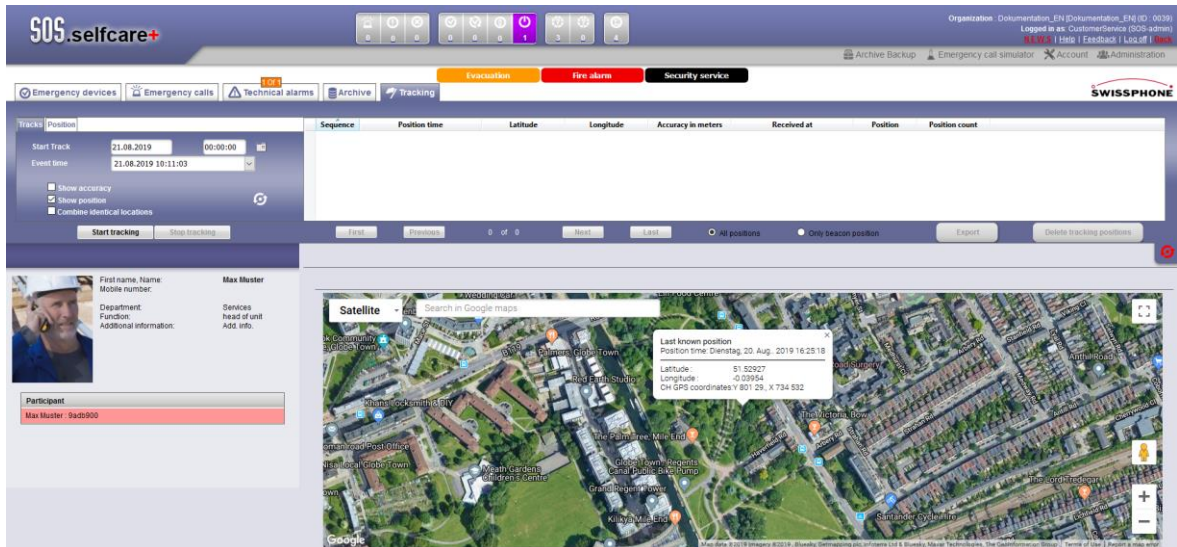
Afterwards the portal shows as sos.history. The handling is the same than in the archive (4.4.2 "Archive overview"). Every event is traceable and can be displayed. It's also possible to export a list of events.



4.5. "Tracking" tab (optional)

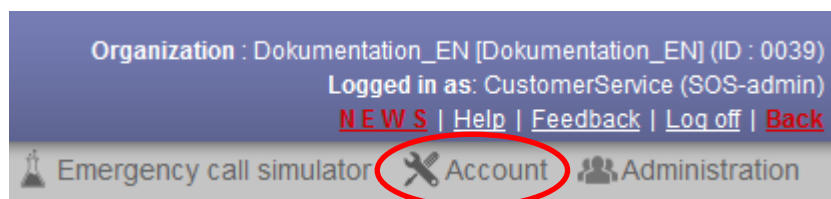
With this option is possible to get the position of the emergency call devices without being in the alarming state.

Note: The use of this tracking functionality needs to be clarified with local law in terms of data protection. Probably an approval from the employees is needed.

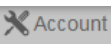


5. SOS Portal administration

5.1. "Account" section



In the "Account" section, you can define, select, or change primary data such as account information, auto-forwarding information, users, and alarm tones.

To open the "Account" section, press . which opens a new browser window. Closing the browser window also closes the "Account" section.

5.1.1. Account

The “Account” tab displays the company's coordinates (or its headquarters), the duration of technical alarms, and remote-lifecycle check trigger delays.

The screenshot shows the 'Account' configuration page in the SOS-Portal. The page is divided into several sections:

- General Settings:** Includes fields for Latitude (51.52927), Longitude (-0.03954), and a 'Replace' button. There is also a 'Replace by map coordinates' button and an 'Enlargement' slider set to 17.
- Technical alarms:** Includes a 'Display time (h)' field set to 24.
- Emergency device localization (highlighted in red):**
 - Show devices from all organisation: (Optional)
 - Show new locations only:
 - Duration (min): 5
 - Zoom out limit: 0
- Remote-Lifecyclecheck:** Includes an 'Execution delay' field set to 1 and a 'Show Lifecycle menu' checkbox.
- Prioritising In-house positions:** Includes a 'Time span (tolerance in seconds)' field set to 20.


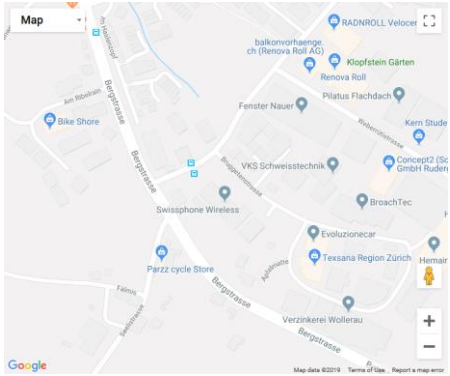
At the bottom right, there is a 'Save' button and a 'Cancel' button. A satellite map of Europe is displayed on the right side of the page.



Optional:

An administrator in the SOS.enterprise version can customise configurations in the associated SOS.selfcare+ version. This field is used for that purpose where the organisation can be configured is pre-selected:



Organization

Organisation	
Latitude	Manual input of latitude and longitude as a decimal value.
Longitude	
Replace by coordinates <input type="button" value="Replace"/>	Latitude and longitude can also be entered automatically. Left click the mouse and drag the marker (📍) to the required location. By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields. Press "save"
Enlarge (0-21)	Map display: This is where the map section defaults are set: 0 = minimum zoom (global) 21 = maximum zoom (most detailed map view) Recommended setting: 17 This set value will apply to all online users.
Map type	Select the map display format here. Satellite labels view – street names, businesses, villages, etc are shown.  Map View 

	<p>Satellite view - without street names, businesses etc.</p>  <p> The default view will not become active until the user has logged on again.</p>
<p>Localisation timed out (min)</p>	<p>After an emergency, this defines the point in time from which an emergency is no longer considered current.</p> <p>Specify after how many minutes a position should be considered obsolete.</p> <p>Outdated position data are marked red in the SOS Portal.</p>

Technical Alarms

<p>Display time</p>	<p>Defines the display duration of the technical alarms. Once this duration expires, the alarm is only visible in the "archive".</p> <p>Specify how many hours should elapse before a displayed technical alarm is moved to the "archive"</p>
---------------------	---

PNG location function

<p>Display only current position</p>	<p>Activate to show the current position in the PNG locator</p>
<p>Localisation duration</p>	<p>Duration of time PNGs actively transmit their current position.</p>
<p>Minimal zoom</p>	<p>Limiting the zoom option.</p>

Remote-Lifecycle

<p>Trigger remote-lifecycle delay (min)</p>	<p>A remote-lifecycle activates a time alarm on both the terminal and the SOS Portal. If the time alarm is not actively stopped (either on the terminal or on the SOS Portal), an emergency call will be initiated after the timeout period. Depending on the current connection, the terminal will require a certain amount of time to stop the time alarm.</p> <p>The trigger delay defines the waiting time between the expired remote-lifecycle and initiating an emergency call on the SOS Portal. Define the waiting time in minutes (after the remote-lifecycle has expired) until an emergency call is triggered on the SOS Portal.</p>
---	---

In-house prioritisation of position data

<p>Time window (tolerance in seconds)</p>	<p>Time period allowed for a beacon to determine the current location.</p>
---	--

5.1.2. Communication

In the "Communication" tab settings can be made for sender, automatic forwarding and automatic feedback to PNGs.

The screenshot shows the 'Communication' settings page in the SOS-Portal. The page is divided into several sections:

- Sender settings:** Includes fields for 'Sender for SMS forwardings' (SOS-Portal), 'Sender for e-mail forwardings' (noreply@swissphone-monitor.com), and 'Landline sender' (12345). There is a 'Default' button below these fields.
- Automatic forwardings:** Includes a field for 'Message for automatic forwardings' with an 'Edit' button, and a checkbox for 'Autom. forwarding for subsequent localization'.
- SOSVoice:** Includes fields for 'SOS Voice pin and number of escalation addresses' (0000, 3) and 'Ring time, PIN entry timeout and number of call repetitions' (0, 0, 0).
- Automatic response to emergency device:** Includes four message templates for emergency dispatching and testing, with a 'Default' button below them.

At the bottom of the page, there are 'Save' and 'Cancel' buttons.

Sender settings

Any messages sent via the SOS Portal require a sender address. These notifications affect both individual messages and automatic redirects.

Sender for SMS forwarding	Specify the name used for sending SMS here. Use the phone number of your alarm agent. Alphanumeric address can maybe blocked from your mobile provider.
Sender for e-mail forwarding	Specify the name used for sending e-mails here
Sender for landline	Specify the sender's phone number here Only numbers can be entered, e.g. +41 12 345 67 89 Entry with or without spaces. Depending on the provider's service, the SMS messages will be read out, or otherwise delivered as a text message.
Default	Press to reset all sender addresses to their default values.

Automatic redirects

Automatic forwarding can be customised (terminal device, message).

Up to three profiles (a1, a2, a3) can be defined for individualised message forwarding. Activation of the number of profiles and message texts is handled by Swissphone Customer Support.

See section 6.1 "Automatic forwarding message structure", for more information

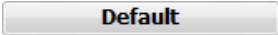
Message for automatic redirects	Press "Display" to view the automatic forwarding message structure. See section 6.1 Automatic forwarding message structure, for an example.
Automatic forwarding on localisation	Activate this check box if you want automatic forwarding for each localisation. Please remember that this may incur high costs depending on the number of redirects and data volumes.

SOS voice is used for acoustic alerting (Voice) for example via phone

SOS Voice Pin and number of escalation addresses	Pin for access. Number of escalation addresses.
Ring time	Waiting time in seconds, maximum 60 seconds.
Pin entry timeout	Waiting time in seconds, maximum 30 seconds.
Number of call retries	Number of repetitions, maximum 4.

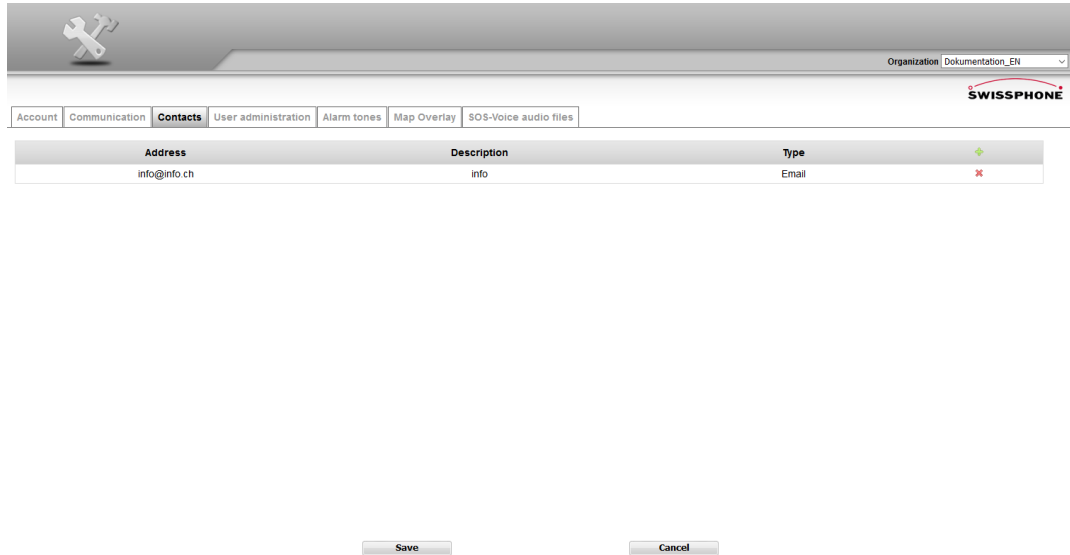
Automatic feedback to PNG

The automatic response to PNGs for emergency calls or test emergency calls can be specified.

Emergency call: PNG/ person active	Specify the text which is sent to the PNG as soon as the PNG's emergency call arrives at the SOS Portal.
Emergency call: PNG/ person inactive	Specify the text which is sent to the PNG if the emergency call cannot be initiated. This will apply if the PNG or the person is inactive.
Test emergency call: PNG/ person active	Specify the text which is sent to the PNG as soon as the PNG's test emergency call arrives at the SOS Portal.
Test emergency call: PNG/ person inactive	Specify the text which is sent to the PNG if the test emergency call cannot be initiated. This will apply if the PNG or the person is inactive.
	Press to reset all texts to the system default texts.

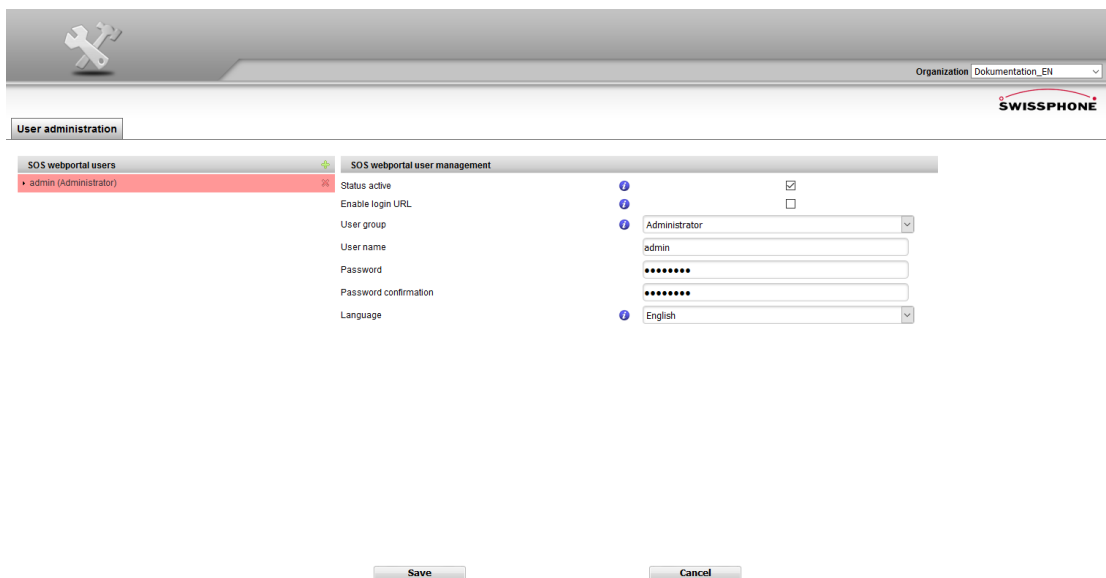
5.1.3. Contacts

Administrative contacts can be placed in this tab to allow Swissphone to inform customers about product changes or downtimes.




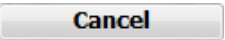


5.1.4. User administration

The "User administration" tab is where users can be created, changed (user roles, language) and deleted. Depending on their permissions (user role), users defined here will have different access rights to this account via the SOS Portal. See section 2.3 "SOS Portal versions", for an overview.





SOS Web Portal user

	Pressing the icon creates a new SOS Web Portal user. Enter the details in "SOS Web Portal User Administration". Once saved, the new user information is displayed in a separate line.
	Press this icon to delete a user. The system will ask for confirmation.
	Save new users or changes.
	Cancel the entry or changes.

SOS Web Portal user administration

Each SOS Portal user must be assigned user rights, which are structured as follows:

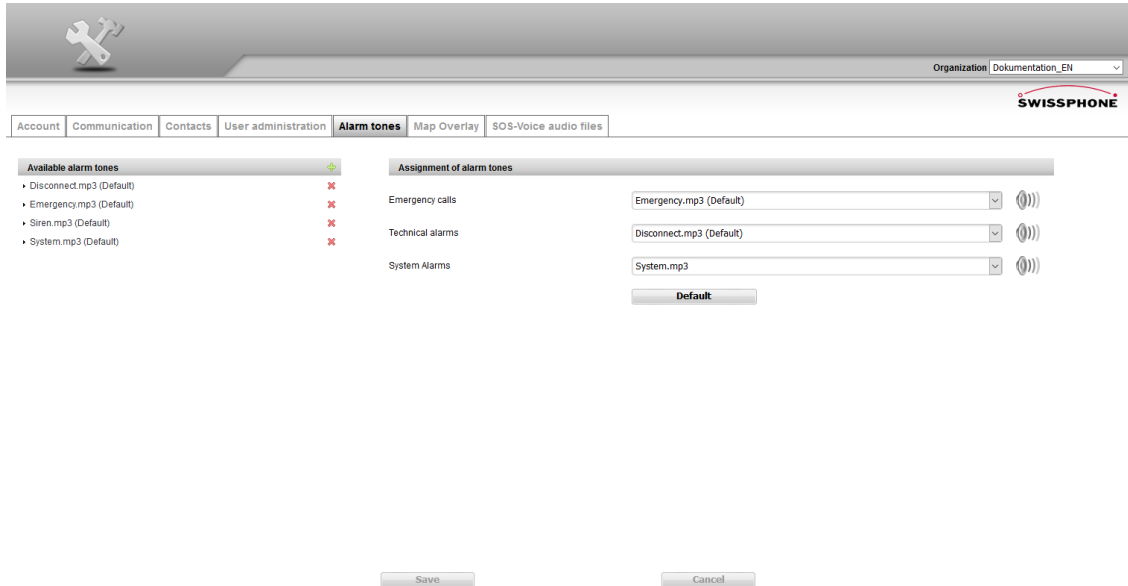
	Alarms/ PNGs/ Localisations	Administration  Administration	Account  Account
Observer	View only		
User/ dispatcher	Handling and processing		
Manager	Handling and processing	√	
Administrator	Handling and processing	√	√



See section 2.3 "SOS Portal versions", for an overview.

Active status	Enable or disable a user. A disabled user can no longer log in.
Activate login URL	Activation allows direct login via URL parameters (? u=user_name&p=password&c=organisation).
User groups	The given user groups have the following user rights (see table above).
User name	Specify the desired user name.
Password & Password confirmation	Specify the desired password. An administrator can always change a password. A password cannot be viewed by users.
Language	Select the user language. The SOS Portal language can be individually selected for each SOS Portal user.

5.1.5. Alarm tones

In the "Alarm tones" tab you can manage individual sound files. All of the SOS Portal's default sound files are labelled "(standard)" and cannot be removed.



Available alarm tones	
	Press to add new sound files. File format: mp3.
	Press to delete alarm tones, except standard alarm tones.
Disconnect.mp3 Emergency.mp3 Siren.mp3	Standard alarm tones can be played using the speaker icon.

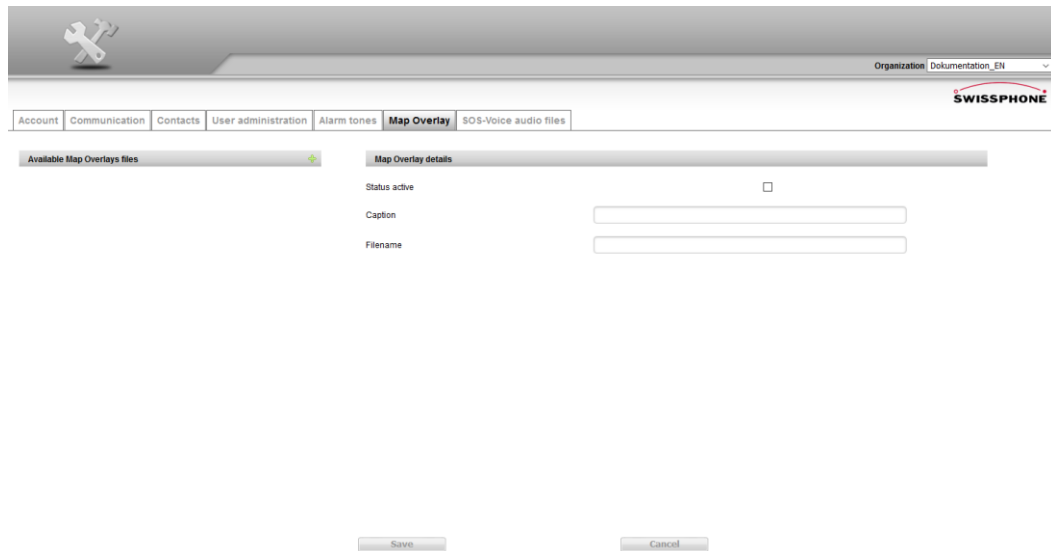
Assignment of alarm tones	
Each alarm type (emergency call, technical alarm) can be assigned an individual alarm tone. The "Standard" setting uses the default Swissphone assignments. Clicking the sound icon plays the sound file.	
Emergency calls	Select the desired alarm tone.
Technical alarms	Select the desired alarm tone.
System alarms	Select the desired alarm tone.

To disable an alarm tone, just upload a sound file that contains only silence. Swissphone does not recommend to disable an alarm tone.

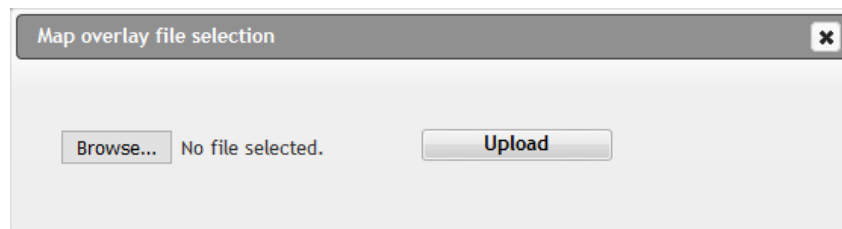
5.1.6. Map overlays

KML or KMZ map overlays can be stored in this tab. This is a useful feature where customer-specific maps are to be used.

Both KML and KMZ are standard overlay formats which can be used with Google Earth and other platforms.

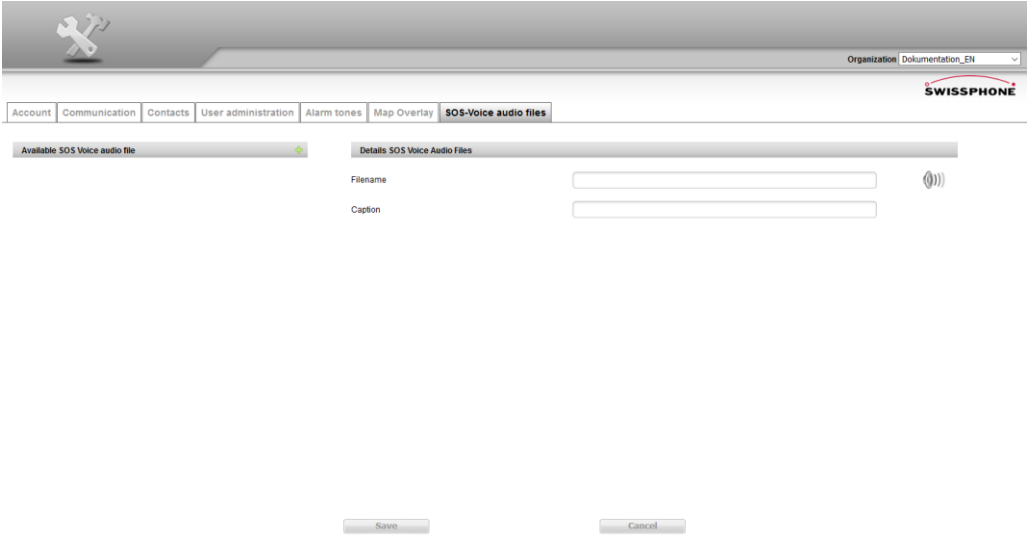



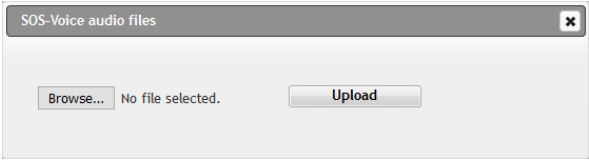

This symbol  opens the upload window to load overlay data.



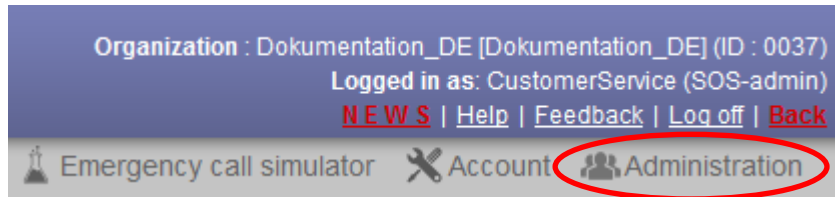
5.1.7. SOS-Voice audio files

This feature allows the import of custom SOS-Voice audio files which can be played as alarm signals.



Available alarm tones	
	Press to add new sound files.  File format: mp3.
	Press to delete alarm tones, except standard alarm tones

5.2. "Administration" section



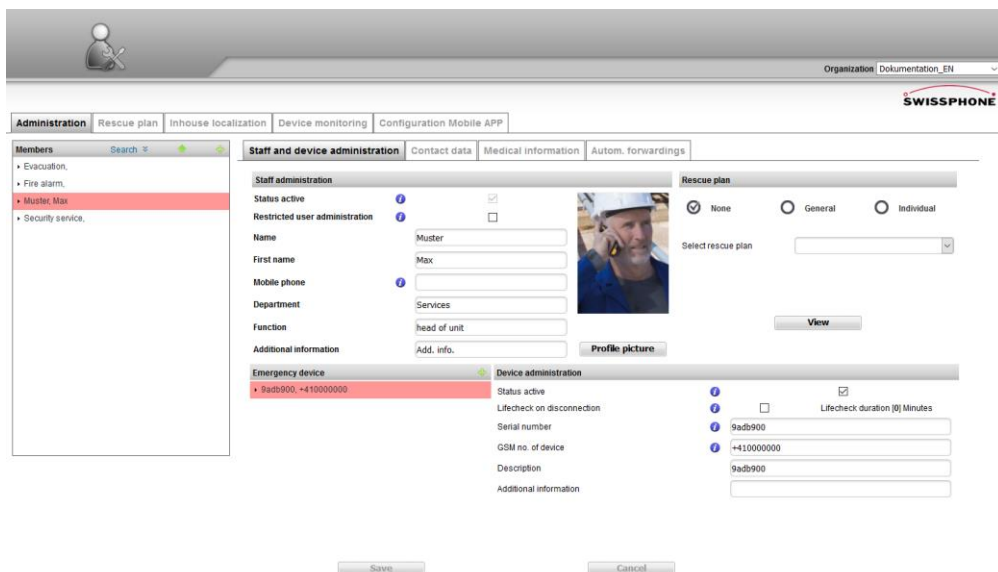
In the "Administration" section, the following settings can be viewed, changed or deleted:

- Administration (persons, devices, contact details, automatic forwarding, etc.)
- Rescue plans
- In-house localisation (with position locator)
- Soft keys (optional)

5.2.1. Management

5.2.1.1. Personnel and device management


The "Administration" tab includes persons, devices, soft keys and contact details, as well as medical information and forwarding. This data can be appended and changed by an administrator.

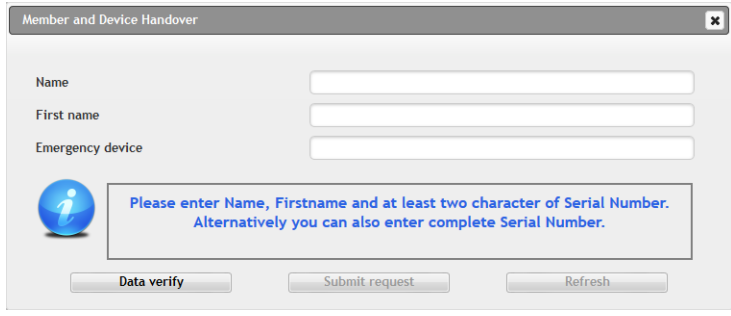


By checking the 'restricted user administration' option, an employee's profile settings is 'overruled'. Thus the user cannot change these parameters in order do avoid mistakes or misconfiguration.

Personnel

List of people The currently selected person is framed by a red bar.
All related details are shown to the right of the bar.

Members Search  Customers with different organization have the possibility to move devices from an organization to another. Clicking on the + symbol will open a new window.
(optional)



For a successfully transfer all the blue notes in the box must be considered.
A click on the button "request transfer" in the next step to confirms the transfer, if the data is valid.
After a successful transfer, the SOS Mobile App will show a confirmation.
➔ Note: serial numbers of iPhone and Androids are different.

People management

Status: active "Active" persons who can trigger emergency calls are displayed in black letters.
"Inactive" persons are shown in red letters.
Users with "Manager" and "Administrator" roles can deactivate a person if, for example, he or she will be absent for an extended period of time (illness, pregnancy, travel etc.)

Surname Enter person's surname and first name.
First name

Mobile phone Mobile number of device or user.
This number will be contacted if there are queries or false alarms.

Department Enter required information.
Role

Additional information Free text box for additional information about the person.

 You can upload a photo of the person.
Format: jpg, png

PNG

PNG-List All PNGs assigned to this person are displayed.

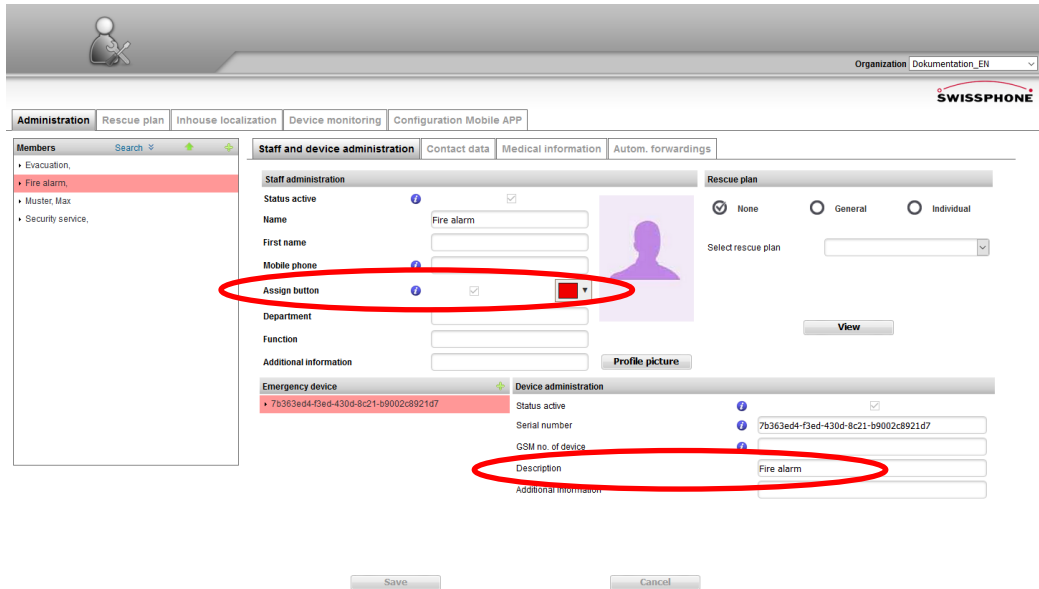
	<p>One person can be assigned multiple PNGs.</p> <p>"Active" devices are displayed in black.</p> <p>"Inactive" devices are displayed in red.</p> <p>The currently selected PNG is indicated by a red frame.</p> <p>Details of the selected device are listed under "Device Management".</p>
--	---

Rescue Plan	
Select rescue plan	Here you can assign available rescue plans to the person. The definition and use of rescue plans is dealt with in section 5.2.3 "Rescue plan".
<input checked="" type="radio"/> None <input type="radio"/> General <input type="radio"/> Individual	<p>None The person was not assigned a rescue plan. If a general rescue plan is defined, it is automatically assigned to all persons. However, the description (None) means there is no rescue plan.</p> <p>General The person has been assigned the general rescue plan</p> <p>Individual The person has been assigned an individual rescue plan.</p>
<input type="button" value="View"/>	Opens the rescue plan in PDF format.

Device management	
The window content may vary according to the type of PNG.	
Status active	"Active", emergency calls are displayed in the SOS Portal. "Inactive", emergency calls are NOT displayed in the SOS Portal.
Alarm display and feedback	Activates the alarm view and feedback view in the SOS App.
Remote-Lifecheck on connection loss	If the device connection is lost (outside the reception area), the Lifecheck will start automatically after 4 minutes.
Serial number	The PNG serial number.
PNG GSM number	Mobile number, with country code (+41). Enter mobile number without spaces.
Designation	Any name or standard reference number.
Additional information	Free text field for additional information about the PNG.

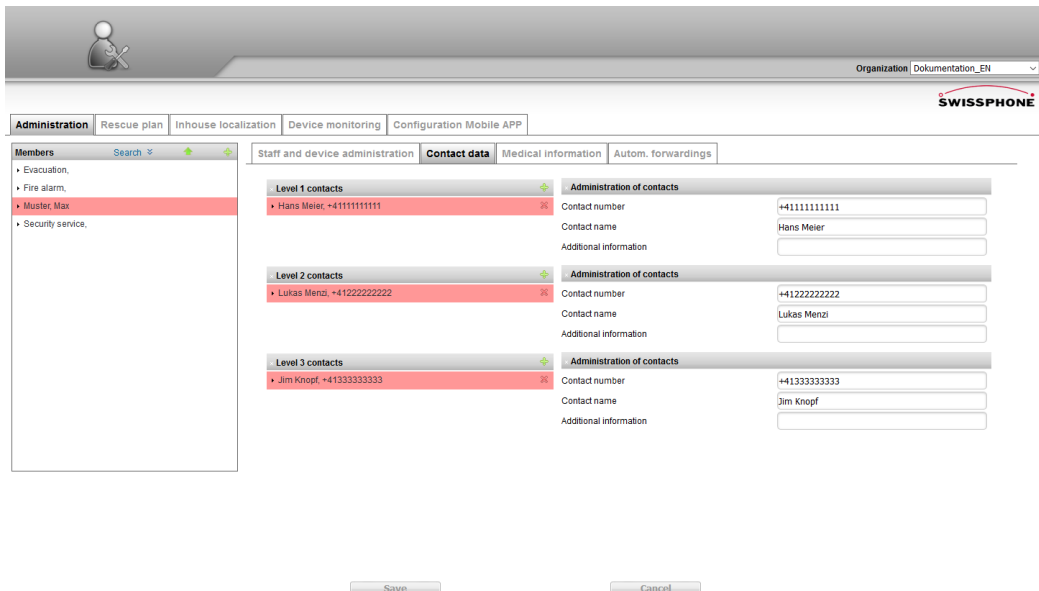
5.2.1.2. Softbuttons

Up to 8 Softbuttons can be ordered by Swissphone the administrator on the customer side can afterward customize the buttons (name and color).



5.2.1.3. Contact details

As soon as an emergency situation occurs, the rescue plan is systematically processed by the SOS Portal users (e.g. dispatcher). Contact details may already be noted. Nevertheless, there is a separate area for each person profile where contact data such as phone number, name and other detail and designations can be stored.



You can define up to 3 contact levels for a manual escalation. These contact levels are adopted as part of an escalation process (defined separately, or within a rescue plan). This often happens as part of a temporal escalation. Depending on the requirements and integrated processes, the practical application may be implemented differently.

Personnel	
Personnel	List of people registered. The person currently selected is indicated by a red frame.
Level 1 contacts Level 2 contacts Level 3 contacts	Several contacts can be recorded and defined for each level.

Contact management	
Phone number	Phone number with country code.
Name of contact	Surname, first name of contact.
Additional information	Free text field for additional information, such as spouse, parent, etc.

5.2.2. Administration: Medical Information

Medical information is a particularly sensitive type of data from a data protection perspective. The person concerned must always be free to make decisions about the storage and disclosure of their medical data (including its content and extent). Record only accurate and necessary data required for rescue measures (observing the data protection principle of proportionality).

Passing on such data information can have life-saving consequences in a medical emergency. A consenting person therefore has a strong personal interest in making this data available to emergency services.

When the written consent of the employee is obtained, each author can determine the scope and content of the information for themselves. There must be a mechanism to revoke this consent at any time.

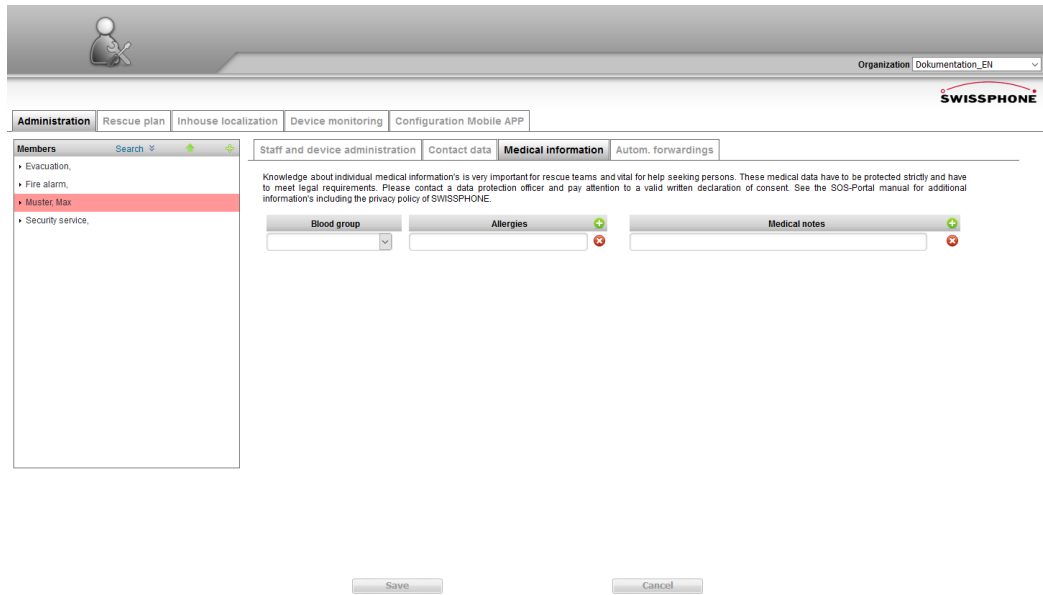
Please note the prescribed prerequisites for the validity of such consent, which include appropriate prior information, explicit consent for particularly sensitive personal data and personality profiles, as well as the voluntary nature of the consent.

As soon as there is no longer a need to protect the employee (e.g. when leaving a lone worker role), data collectors and operators are obliged to delete this data without the need for a request to be submitted.

The operator must also ensure data confidentiality by securing a suitable declaration of commitment from the software user. This should include a scheme for handling passwords giving access to the SOS Portal. This must also include system managers and administrators



Be sure to consult your privacy officer before collecting personal information



Personnel

Personnel	List of people registered. The person currently selected is indicated by a red frame.
-----------	--

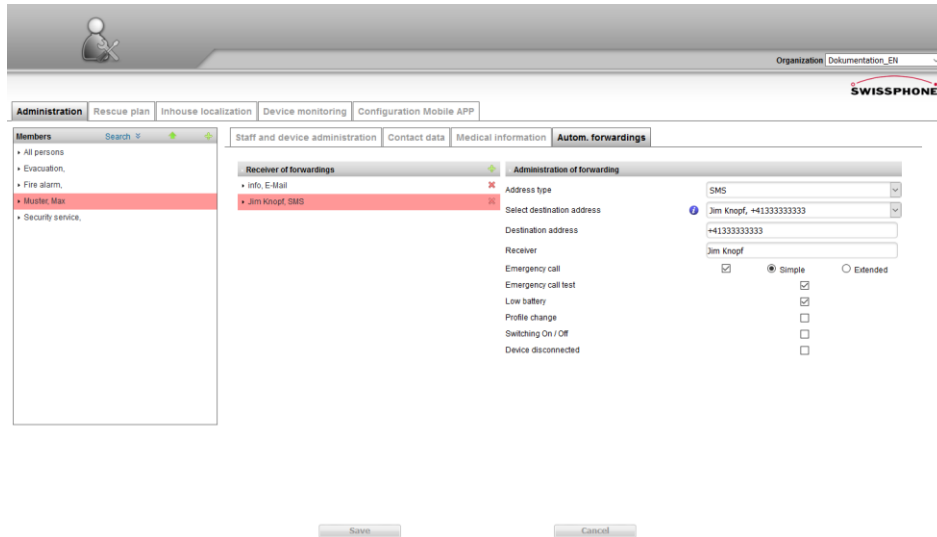
Medical information

Blood group	Blood group data must indicate the Rhesus (Rh) factor.
Allergies	Record allergies such as hay fever. Include all allergies which may be necessary for life-saving measures. Medication intolerances.
Medical notes	Collect any further medical information relevant to an emergency, such as asthma, current medication, etc.

5.2.2.1. Auto redirects

Automatic redirects are messages which the SOS Portal sends as soon as an event arrives. Messages can be forwarded to a wide variety of address types, such as SMS, landline, PNG, etc. The message content can be customised via "Automatic forwarding profile selection" to accommodate device functionality.

Automatic redirects may apply to everyone, or to single individuals





Personnel

<p>Personnel</p>	<p>List of people registered.</p> <p>The person currently selected is indicated by a red frame "All people":</p> <ul style="list-style-type: none"> The selected information, such as address type, applies to all persons listed under "personnel". <p>Irrespective of which person in the list is involved, when e.g. an emergency call arrives, a message is automatically forwarded to these recipients.</p>
------------------	--

Profile selection

<p>Profile selection for automatic redirects</p> <p><input type="checkbox"/> 1</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p>	<p>By default, one profile (1) is unlocked.</p> <p>Up to three profiles (1, 2, 3) can be activated by Swissphone Customer Support.</p> <p>For automatic forwarding, different recipients with different address types (SMS, PNG, e-mail, etc.) can be created for each profile.</p> <p>Select the profile for which you want to create an automatic forwarding.</p> <p>Create a recipient (+)</p> <p>Enter the necessary information under "Administration of forwarding".</p>
--	--

Recipient forwarding	
Profile selection	First select which profile you want to auto-redirect.
	Press the icon to create new recipients for automatic redirects. After saving, the new recipient is displayed in a separate line.
	Press this icon to delete recipients of automatic forwarding. The system will request confirmation.

Management of forwarding													
Address type	<p>First select the address type.</p> <p>According to the address type, the SOS Portal transmits via different media:</p> <p>E-Mail: Transmission via E-Mail</p> <p>PNG: Transmission primarily via GPRS, or otherwise via SMS. The "PNG" address type can be used in the "SOS.connected" version or with the BGR-139 function activated</p> <p>Landline: transmission via SMS to a landline (select landline sender). Sender must be a numeric value</p> <p>SMS: transmission via SMS to a mobile phone number (select SMS sender)</p> <p>TCP-IP: Transmission via TCP-IP to a third party system</p> <p>Paging (Switzerland only): Pager to pager transmission</p>												
Select destination address	<p>Choose or define the destination address.</p> <p>If the destination address has already been used, it will be available in this field. Otherwise enter the details in "destination address".</p>												
Destination address	<p>Enter destination address, e.g. e-mail address, landline number, mobile number, etc.</p> <table border="1"> <thead> <tr> <th>Destination address</th> <th>Format</th> </tr> </thead> <tbody> <tr> <td>E-Mail</td> <td>daniel.keller@muster.ch</td> </tr> <tr> <td>PNG</td> <td>PNG serial number</td> </tr> <tr> <td>Landline</td> <td>Landline number to be informed (via a call)</td> </tr> <tr> <td>SMS</td> <td>Mobile number of the person to be informed (for receiving SMS)</td> </tr> <tr> <td>TCP-IP</td> <td>IP address of the person to be informed</td> </tr> </tbody> </table>	Destination address	Format	E-Mail	daniel.keller@muster.ch	PNG	PNG serial number	Landline	Landline number to be informed (via a call)	SMS	Mobile number of the person to be informed (for receiving SMS)	TCP-IP	IP address of the person to be informed
Destination address	Format												
E-Mail	daniel.keller@muster.ch												
PNG	PNG serial number												
Landline	Landline number to be informed (via a call)												
SMS	Mobile number of the person to be informed (for receiving SMS)												
TCP-IP	IP address of the person to be informed												

Recipient	Surname, first name defines the forwarding name.
Emergency call	Here you specify that a message will be forwarded automatically on receipt of an emergency call, and how long the message text should be (minimal or comprehensive). Select the message version per device
Minimal	few characters in display e.g. pager.
Comprehensive	enough characters for message display e.g. e-mail, smartphone, etc. Tick the box (<input checked="" type="checkbox"/>) to indicate your choice
Test Emergency	A message is sent for each event.
Low Battery	Messages are predefined, but you can customise these messages via Swissphone Customer Support.
Profile Change	
Switch on/ off	
Device unable to connect	

5.2.3. Rescue plan

A stored rescue plan helps emergency response teams find their way around and informs them about specific features (or dangers).

It is helpful for all intervention forces if every rescue plan is structured in the same way. Local authorities (such as the police or fire brigade) can provide information; when an emergency arises, they would function much like the plans stored with a fire alarm system.

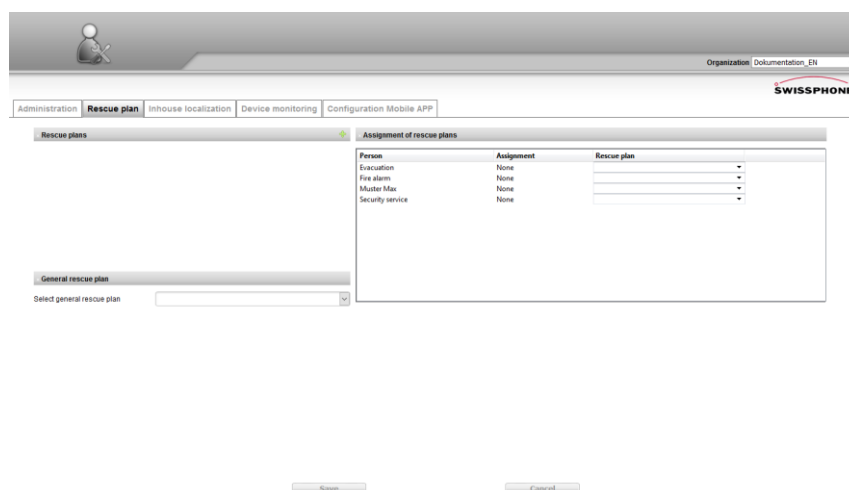




Remember the size of smartphone display screens when creating and saving rescue plans.

A rescue plan must not allow any margin for misinterpretation.

Rescue plans should be limited to the essentials, involve minimal complexity, and describe everything in the correct order. This facilitates clear and speedy processing of an emergency call.

In this section, you can upload or delete rescue plans prepared by the administrator in PDF format for further use.



Rescue plans	
List	Overview of available rescue plans. Click to open any rescue plan.
	Press this symbol to upload new rescue plans. When saved, each new rescue plan is displayed in a separate line.
	Press this symbol to delete a rescue plan. If there is no assignment, then the general rescue plan is selected (general rescue plan, assignment of rescue plans).

General rescue plan	
General rescue plan	Choose a rescue plan which will apply to everyone

Rescue plan assignments	
Person	Under "Rescue plan", select the rescue plan applicable to the person.
Assignment	If no rescue plan has been selected, then no rescue plan can be called up in the course of "Emergency call handling" and it will be assumed the user themselves knows what to do.
Rescue plan	

5.2.4. In-house localisation (only visible when beacons are ordered)

The "In-house Localisation" section provides a complete overview to facilitate the management of all SOS Portal integrated position locators for in-house localisation.




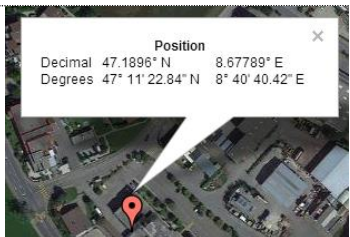


New position locators can only be created via Swissphone Customer Support or by the Portal operator in consultation with the customer.

The customer can, however, change the location of existing position locators included in the building floor plan.

The "In-house localisation" tab is only visible if position locators are part of your organisation.

Position locator selection	Select the desired position locator to view or edit data.
Position locator	
Position locator ID	System administrator's unique identification number (ID). This ID will be sent to PNGs. An ID can only be changed by Swissphone Customer Support.
Name Designation	The name and designation of the position locator is defined by the administrator in collaboration with the organisation. You can change values later. When saved, an automatic update is carried out for all users (Organisation, User, Administrator, Swissphone SOS Portal Administrator).
Filename	Here you can define an individual building floor plan for each position plan in order to visualise the precise location of individual position locators. The exact location of position locator supports intervention forces in their search for the person concerned. The Portal user should give further details to clarify the situation. Click on the "In-house localisation" tab to view the stored building floor plan. Formats: jpg, png
RSSI level	Define the lower RSSI (Received Signal Strength Indicator) value, which may range between -102 to -50 dBm. If a position locator's received RSSI value is lower, then the SOS Portal will ignore the position locator.
Latitude Longitude	Manual input of the latitude and longitude as a decimal value.

<p>Replace with coordinates</p> <p>Replace</p>	<p>Latitude and longitude can also be entered automatically.</p> <ul style="list-style-type: none"> ▪ Left click the mouse and drag the marker () to the required location. ▪ By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields. ▪ Press save.
<p>GPS coordinates</p>	<p>The emergency services should know the location of the person or position locator as accurately as possible.</p> <p>Using the "Custom" feature allows the GPS coordinates of the position locator to be specified more precisely within a site, building, or factory area.</p> <p>With "GPS coordinates" you can adjust the accuracy of the position of the position locator.</p> <p>The Swissphone Portal's "in-house localisation" (GPS coordinates) is based on four levels: terrain, building, sector, position locator. These four levels are displayed in the "Building Floor Plan" view:</p> 
<p>Acquiring</p> <p>Used defined coordinate data</p>	<p>Acquiring the GPS coordinates of the sector</p> <p>Left click the mouse and drag the marker () to the required location.</p> <p>By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields.</p> 

5.2.4.1. Visibility and configuration of the Beacon on enterprise / selfcare+

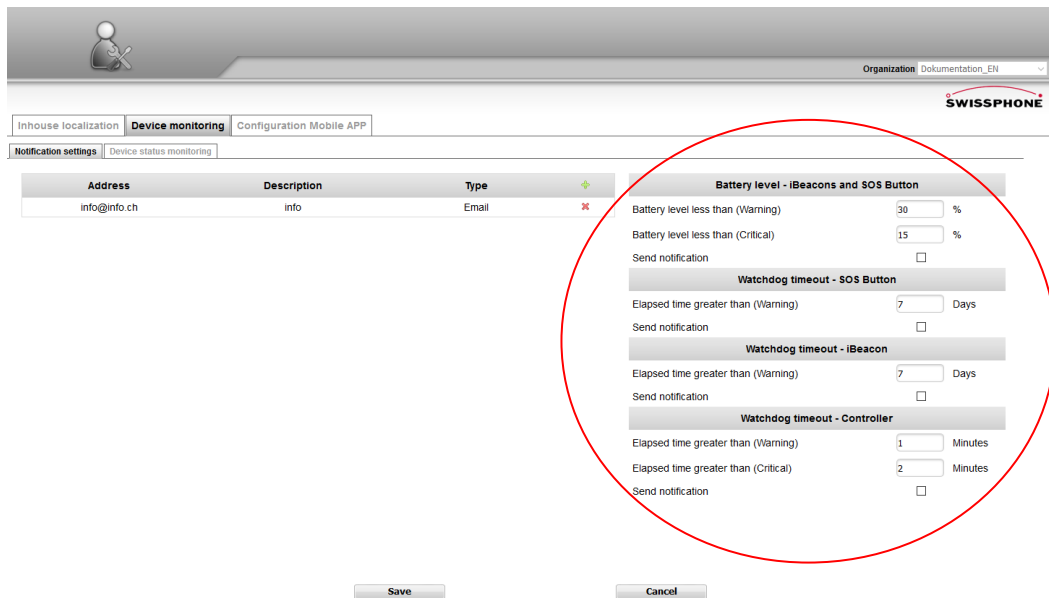
The SOS versions enterprise and selfcare+ are interworking for alarm handling, therefore the beacon's mutual visibility is ensured.. The philosophy is the following:


- The mandates of selfcare+ can configure the beacons by themselves.
- The enterprise administrator can configure the beacons of the own organization and the beacons of the selfcare+ organizations who are connected to his enterprise solution too.
- The localization of the PNG carrier via the beacons carries about all organization of the group (enterprise and selfcare+).

	selfcare+	enterprise
Mutation / configuration of the beacons	only selfcare+	enterprise and selfcare+
Visibility of the beacons, PNG of selfcare+	yes	yes
Visibility of the beacons, PNG of enterprise	yes	yes

5.3. Device Monitoring

During device monitoring, warning thresholds are defined for individual device groups. As soon as a warning threshold is exceeded, a message is sent to the respective stored address. For example, a service employee can therefore be notified of the need for an imminent battery change.



The recipients to be informed when a warning threshold is exceeded can be defined on the left-hand side. After pressing the green , the following field appears:

The modal dialog box 'Contacts - Monitoring device status' contains the following fields:

- Address type: Select (dropdown)
- Select an address for monitoring: Select (dropdown)
- Address: [text input field]
- Description: [text input field]

Buttons for 'Add' and 'Cancel' are located at the bottom of the dialog.

The address type can be e-mail or SMS. The recipient addresses of persons already known can be used by the SOS Portal, or alternatively, an additional address can be specified. The designation field contains a description of the contact details.

The corresponding warning thresholds are defined on the right in Figure 55 and are used to inform the stored contacts for device monitoring purposes

Organization: Dokumentation_EN


Inhouse localization **Device monitoring** Configuration Mobile APP

Notification settings **Device status monitoring**

Select device type: iBeacon

Major	Minor	Battery capacity	Status active	Last updated	Elapsed time	battery capacity	Watchdog status
9999	0001	79 %	True	25.07.19 14:53:09	26 Days	●	●

Save Cancel

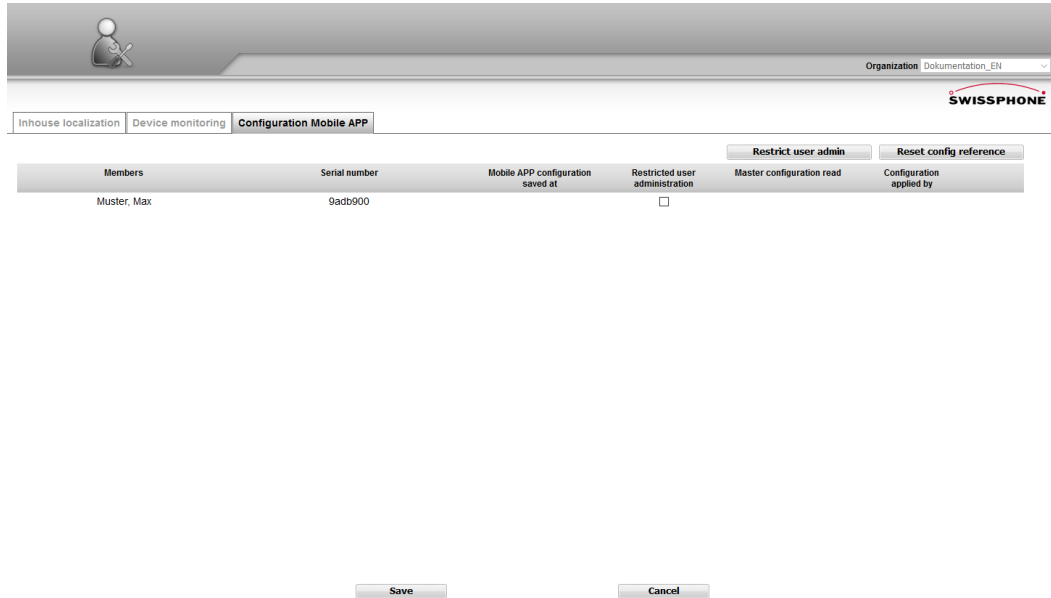
As soon as an item such as battery or watchdog timer status becomes critical, a signal flashes red. Values can be updated manually using the button .

Beacons (iBeacon) are monitored via the SOS Mobile App, which collects status information and then forwards information to the SOS Portal via a data connection.

5.4. Mobile App configuration

Mobile apps are remotely configured in this area.


For details on configuring the SOS app, see the app's own instructions.




Restrict user admin	This button activates all users subject to "Restricted User Management".
Reset config reference	This button can be used to remove Restricted User Management" for all respective users.
Restricted user administration	<p>These field settings allow app-user configuration restrictions to be applied or removed.</p> <p>The operator should determine which users should configure the app themselves, and which users should not be allowed to do so.</p> <p>Any adjustment must be saved for it to become active.</p>

The customer-side SOS Portal administrator can configure all SOS Mobile Apps at the same time. The procedure is as follows:

<div style="display: flex; justify-content: space-between;"> Master configuration read Configuration applied by </div>	<p>First select "Device configuration applied" on the device which has the reference configuration.</p>
	<p>Before saving, all users are prompted to restrict user configuration. This will make the configuration binding on all users.</p>
	<p>Once the configuration is saved to the SOS platform, the date and time when it was saved will be displayed.</p>
<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Reset config reference</div>	<p>With "Restrictions removed" individual users, or all users, can be given the opportunity to configure the SOS Mobile App for themselves.</p>

- 

It may be useful for a system operator to flexibly configure individual devices with the SOS Mobile App for permanent employees. Other devices carried by temporary personnel acting under instructions may then have a fixed configuration.
- 

Saving the SOS Mobile App's configuration on the SOS Portal allows the user to reconfigure the last stored configuration after any changes to the App configuration.

6. Appendix

6.1. Message structure for automatic redirects

To activate and individualize the profiles and text messages, please contact the Swissphone customer support. An operation error can affect your alarm process negative.

Based on your profile, messages can be individualized that they can be received by third party systems. This simplifies the networking of installations.

The individualization can be done by a graphic editor. Choose on the right side the event, e. g. Alarm button. This event has 2 messages, one minimal and an extensive. Choose with the profile if the message is for a computer or a person. A message can be edited with the editor or it can also be edited with the data elements. To delete an element, click on the x on the element.

Event / alarming

Message

Data element

The screenshot shows the 'Edit - Message for automatic forwardings' window. It features three main panes:

- Events:** A tree view on the left containing categories like 'Disconnected', 'Device Turned On/Off', 'Battery low', 'Profile has been changed', 'Remote-Lifecheck', 'Autonom-Lifecheck Test', 'Emergency button activated', 'Alerting (Simple)', 'Alerting (Extended)', 'SOSVoice', 'Emergency button (emergency call test)', 'Man down detection', and 'Fall detection'. Below this is a 'Message Type' dropdown menu.
- Message Editor:** A central workspace where a message is constructed. It includes fields for 'Message from:', 'Member Name', 'Separator email subject vs. body', 'SOS-Button', 'Emergency time (Display Local time)', 'Localization', 'Building, Sector, Beacon, Beacon ID, Position, time 2', 'GPS formatted address', 'Contacts', 'Call-back number Level 1, 2, 3', and 'Rescue plan'. Each element is represented by a colored box with an 'x' for deletion.
- Select data elements:** A list on the right containing various data points such as 'Add Text', 'Serial number', 'Member Additional Information', 'Device Additional Information', 'Profile name', 'Member GSM Number', 'Internal Information', 'Line Break', 'Space', 'Device Description', 'GSM no. of device', 'Member Name', 'Member Last Name', 'Battery capacity', 'Profile Description', and 'Profile ID'.

At the bottom, there are buttons for 'Save', 'Delete', 'Undo', and 'Cancel', along with a legend for 'Text elements' (blue box) and 'Data elements' (red box).

6.2. General recommendations and important information

Note: The following recommendations about the SOS lone worker solution are not concluding.

- Please check carefully your configuration before going live with the system. This is an essential aspect of a correct alarming.
- Use the current version only.
- Please observe the local law in terms of data protection. Be transparent about using personal data and ask employees permission to use them. Talk to the staff syndicates and distinguish the risk and the benefit of using this data.
- Tracking data are during an alarm very useful and helps to shorten the intervention. On the other hand, these data are under privacy protection. Talk to the staff syndicates and calculate the risk and the benefit of using this data. Please observe the local law.
- Trainings and practices of the appliance with your employees are essentials. These are the lone worker and also the alarm managers.
- Execute regularly test alarms.
- Take arrangements that constructional and administrative changes get updated in the SOS Portal.

6.3. Terms of use

This document is confidential and protected by a copyright. It may not be transmitted or reproduced without a prior written approval by Swissphone Wireless AG.

The SOS Mobile app is no tested in connection with mobile device management systems. Such mobile device management systems can restrict some essential functionality of the app The operation of mobile device management solutions is in the responsibility of the customer.

6.4. Liability

We are notliable for the up-to-date information, completeness and correctness of the contents of this document. We exclude any liability for damages resulting from the use of the SOS Mobile app (including the content) or the unavailability of the SOS Portal.

6.5. Applicable law and place of jurisdiction

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