SWISSPHONE

SOS Mobile

Instruction Manual SOS Mobile 2.9.5

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Version management

Author	Version	Date	Comments
LIJ	2.9.0	20/02/2024	Document revision Add new features - Zone Control - Speed Control - Text to speech
LIJ	2.9.1 / 2.9.2	01/07/2024	- Add geo-zone parameters to the master configuration - Option to set the speed limit for speed control - Option for automatic registration (Import Mobile APP user) in the SOS portal
LIJ	2.9.3	26/08/2024	- Setting range for the dead man pre-alarm extended - Added option to activate and deactivate dead man detection directly from the main screen - Text-to-speech option configurable
LIJ	2.9.4	22/11/2024	- Integration of the emergency call button for the Ascom Myco 4 smartphone and the iSafe IS540
LIJ	2.9.5	28/01/2025	- Advanced settings for the master configuration - Improved error handling and error analysis

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1 Introduction

The emergency call application SOS Mobile allows for lone working in dangerous workplaces, as the application can independently send an emergency call (including positional data) in dangerous situations. Moreover, there is an audible alarm feature which makes it easier to find the affected person. If the latter is still able to act, he or she can also trigger an emergency call by pressing the emergency signal button. If the emergency call is not accepted, the situation can be escalated up to the point of initiating assistance measures. With the help of GPS and Beacons in-house and outdoor localization is possible.

1.1 Please read this first

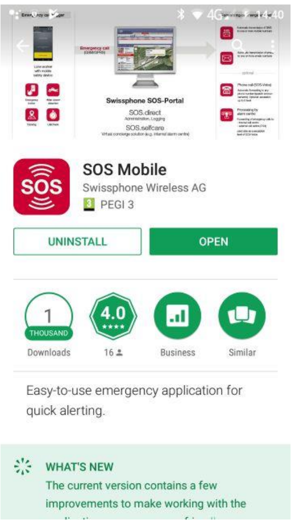
Read through this manual first before using the SOS Mobile App in order to ensure the safe and proper use of the SOS Mobile application.

- The images in this user guide are based on the RG730 model.
- Depending on the manufacturer (e.g., Apple) and the mobile device model on which the SOS Mobile app is installed, some functions and illustrations may not be displayed and deployed as described in this user guide.
- All functions are based on the standard settings of the device. If the settings and permissions recommended by the SOS Mobile app are not assumed, some functions (such as location tracking and automatic calls) cannot be guaranteed.

2 Installation and registration

The '**SOS Mobile**' app is available for download in app stores under the search term 'SOS Mobile' in English and German.

The app is available for free-of-charge download for both iPhone (iTunes App Store) and Android (Google Play App-Store) smartphones.



Easy-to-use emergency application for quick alerting.

The current version contains a few improvements to make working with the

Illustration 1: Google Play App Store

2.1 Registration SOS Mobile APP

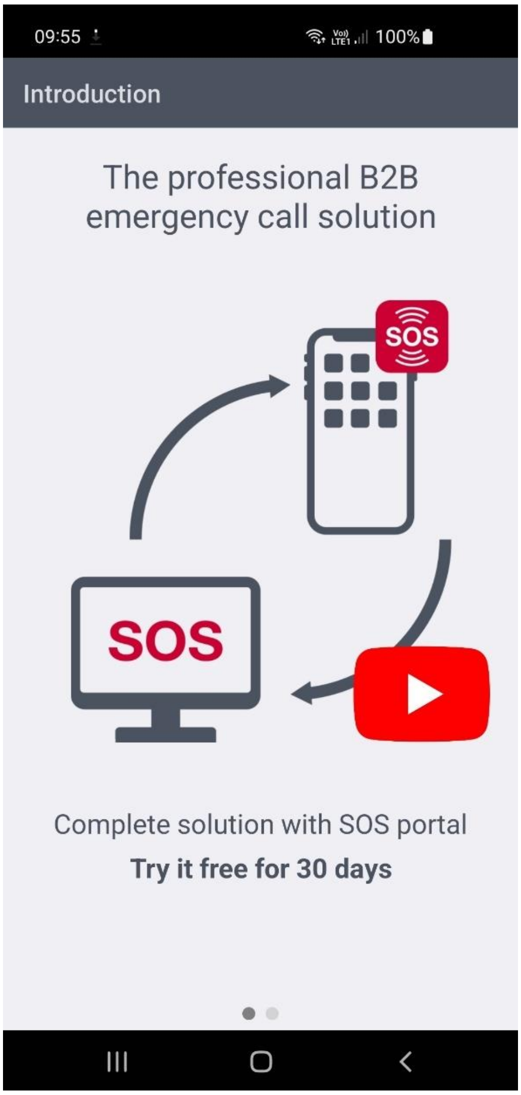
After the SOS Mobile App has been installed and started, the user will be prompted to register the app. The registration is necessary to connect the application to the corresponding SOS Portal server in the desired region (country). The assignment to the desired SOS Portal can be adjusted subsequently in the app profile settings at any time.

2.1.1 Registration - Introduction

The introduction to the installation of the SOS Mobile APP starts with a video summary.

https://www.youtube.com/watch?v=N0Q7qtYJuFg

YouTube: Lifesaving: Protecting lone workers



The professional B2B emergency call solution

Complete solution with SOS portal

Try it free for 30 days

Click on the YouTube icon to start the video "Lifesaving: protecting lone workers" directly on your mobile device.

Swissphone's certified and web-based SOS emergency call system is extremely proven. Invest in a sustainable and DGUV/SUVA-compliant emergency call system - not only to safeguard your company, but also as a token of appreciation for your employees. The modular solution independently and reliably initiates various risks and accident scenarios, including escalation and documentation.

Test the emergency call app for one month free of charge: https://www.swissphone.com/updates/promotions/

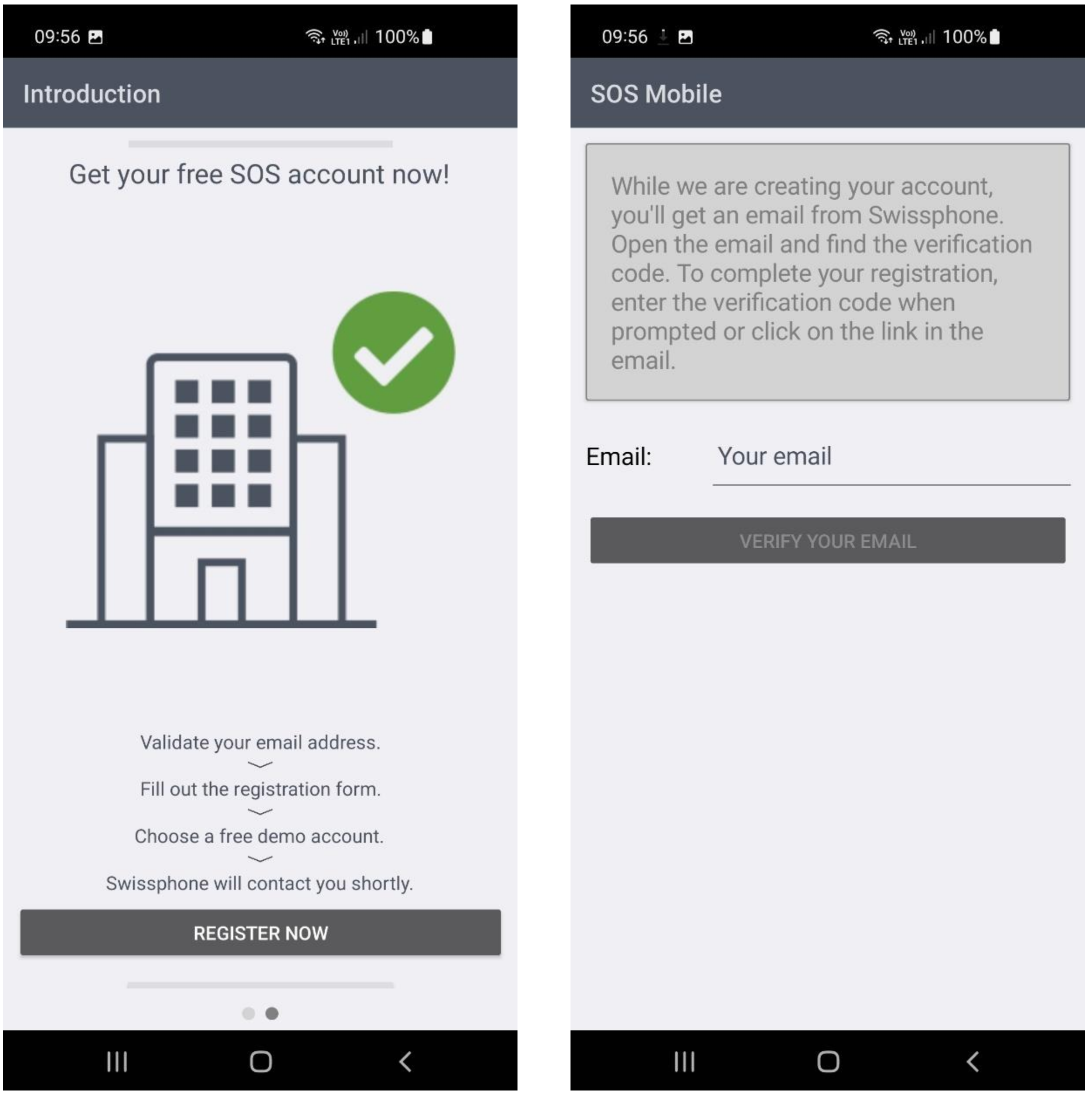
Illustration 2: Registration - Introduction

2.1.2 Automatic registration

If there are a large number of users, registration of the SOS Mobile app can be simplified. As an alternative to manual registration, new users can be integrated directly into the SOS portal via an import list (CSV file).

2.1.3 Entering the e-mail address

To register for an SOS Mobile APP, you must first enter a valid e-mail address. To do this, click on the "REGISTER NOW" button and enter your desired e-mail address in the corresponding input field in the following dialogue. Then click on the button "VERIFY YOUR EMAIL ".



Get your free SOS account now!

Validate your email address.
Fill out the registration form.
Choose a free demo account.
Swissphone will contact you shortly.

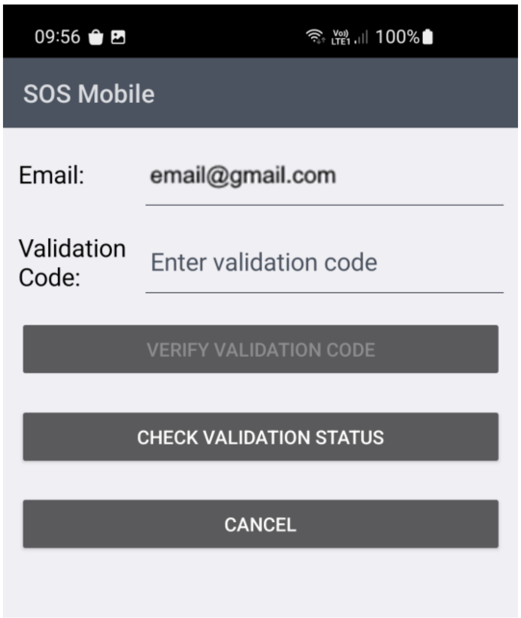
While we are creating your account, you'll get an email from Swissphone. Open the email and find the verification code. To complete your registration, enter the verification code when prompted or click on the link in the email.

Email: Your email

Illustration 3: Introduction - Entering the e-mail address

2.1.4 Confirm email address

Now switch to your e-mail application and check the inbox for an e-mail from the sender "mailto:noreply@swissphone.com". Click on the link in your e-mail "Confirm E-MAIL" or enter the validation code from your e-mail directly into the field "Validation code".



Email: email@gmail.com

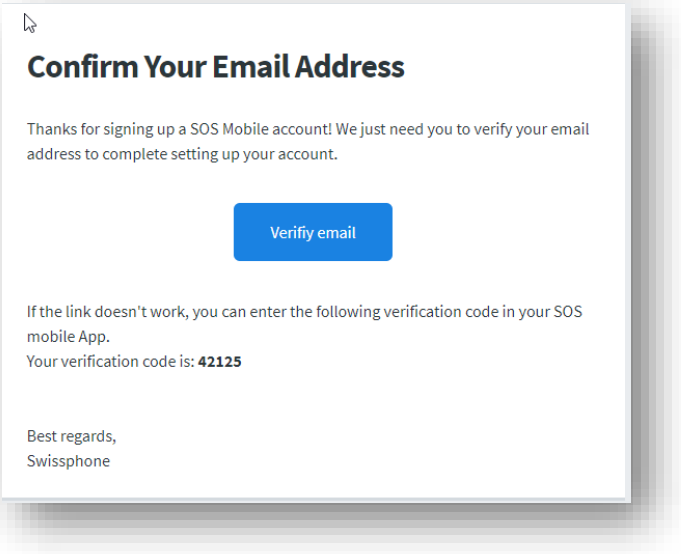
Validation Code: Enter validation code

Click the "VERIFY VALIDATION CODE" button if you have manually entered the code in the corresponding field to complete the process. Click on the "CHECK VALIDATION STATUS" button if you clicked on the "Verify email" link in your e-mail.

Click on "CANCEL" if you want to cancel the e-mail validation or continue it at a later time.

Illustration 4: Introduction - Confirm email address with validation code

You will receive an email to confirm your email address.



Confirm Your Email Address

Thanks for signing up a SOS Mobile account! We just need you to verify your email address to complete setting up your account.

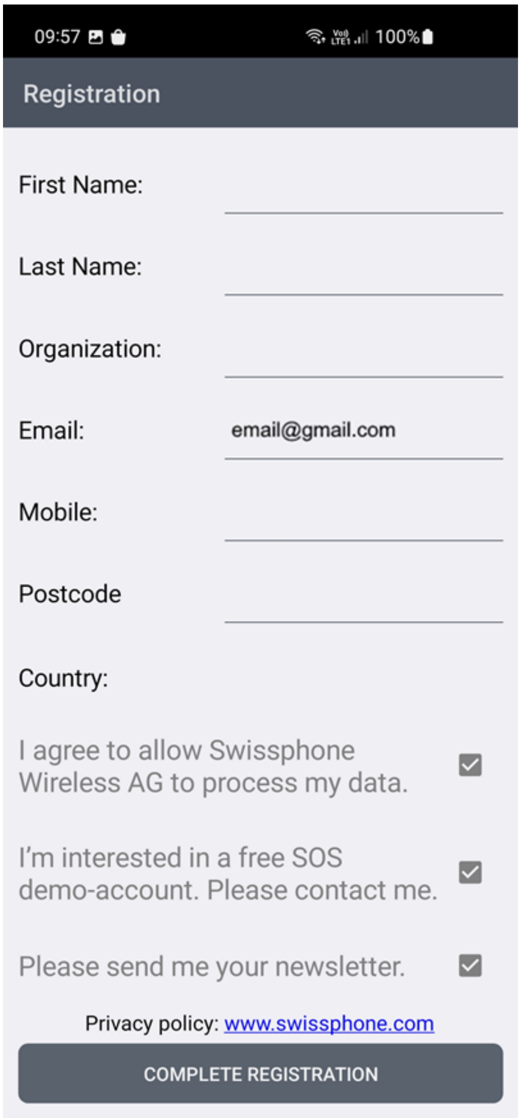
If the link doesn't work, you can enter the following verification code in your SOS mobile App.
Your verification code is: **42125**

Best regards,
Swissphone

Illustration 5: Introduction – Confirmation Email

2.1.5 Complete registration

After you have successfully confirmed your e-mail address, you will automatically be taken to the registration dialogue to complete your registration. To do this, please fill in all the required data in the corresponding input fields and then press "CLOSE REGISTRATION".



First Name:

Last Name:

Organization:

Email: email@gmail.com

Mobile:

Postcode

Country:

I agree to allow Swissphone Wireless AG to process my data. ☑

I'm interested in a free SOS demo-account. Please contact me. ☑

Please send me your newsletter. ☑

Privacy policy: www.swissphone.com

- **First name** Enter your first name.
- **Last name** Enter your surname.
- **Organization** Enter your company name.
- **Email** Enter a valid email address.
- **Mobile** Enter your mobile number. This automatically gives you up-to-date information about your emergency calls.
-
- **Postcode** Enter your postcode.
- **Country** Select the desired country in which you would like to use the SOS Mobile app
- **-COMPLETE REGISTRATION** Select the appropriate options of your choice and complete the registration. The Swissphone terms and conditions will then be displayed in your browser. After you have read them, you can close the browser window.

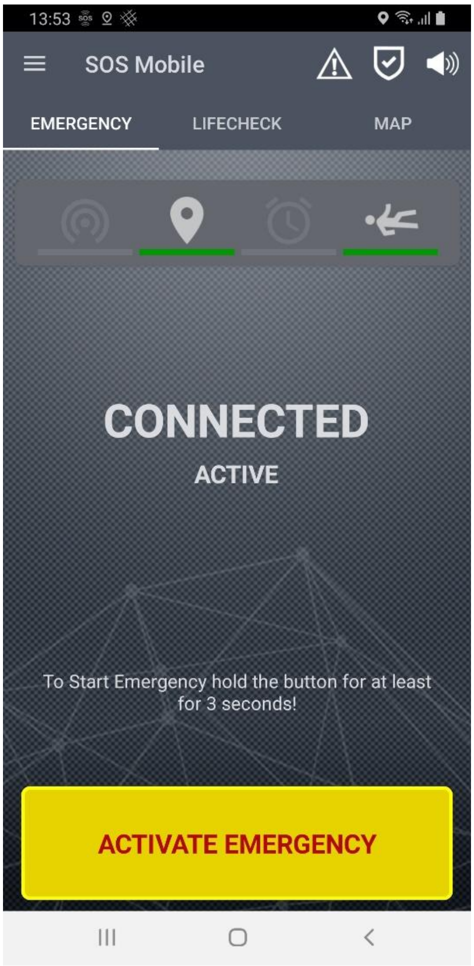
Illustration 6: Complete SOS Mobile App registration

The SOS mobile app then automatically connects to the selected SOS portal.
The app is now ready for use in demo mode.

> **Note:** The registration data is used for internal statistical purposes as well as for the technical administration of the SOS Mobile app. Your personal data will not be transferred to third parties.

3 Overview of the main display

The main display of the SOS Mobile app is divided into three sections. The menus can be changed by swiping or selected by clicking on the corresponding menus.



To Start Emergency hold the button for at least for 3 seconds!

- **ALARMS** In the Alarms menu, you can always see all current and open emergency calls. This menu is optional and may not be visible at all times.
- **EMERGENCY CALL** The emergency call menu always shows all the functions and the most important settings at a glance.
- **LIFECHECK** The Lifecheck menu is required for setting up the Lifecheck (time alarm) interval and for enabling Lifecheck monitoring.
- **MAP** Your current location is always displayed in the map menu. Note: Positional data is relayed by the app to the server only in case of an emergency.
- **ACTIVATING AN EMERGENCY CALL** By pressing the emergency call button, you can activate a manual emergency call at any time and transfer it to the SOS Portal for further processing.

Illustration 7: The main display of the SOS Mobile app

3.1 Demo version (Limited Edition)

The app will be in demo mode once you have successfully registered your app. Most of the app functions are unlocked in demo mode and can be tested. However, indoor positioning based on iBeacons, for example, is not available.

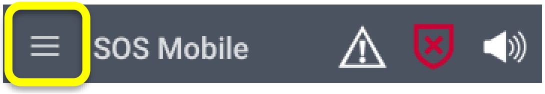
Contact our customer service if you would like to try out the full functionality of the SOS Mobile app and gain access to the SOS Portal (WEB Portal). We will be happy to provide you with a free **demo account** for a three-month testing period.

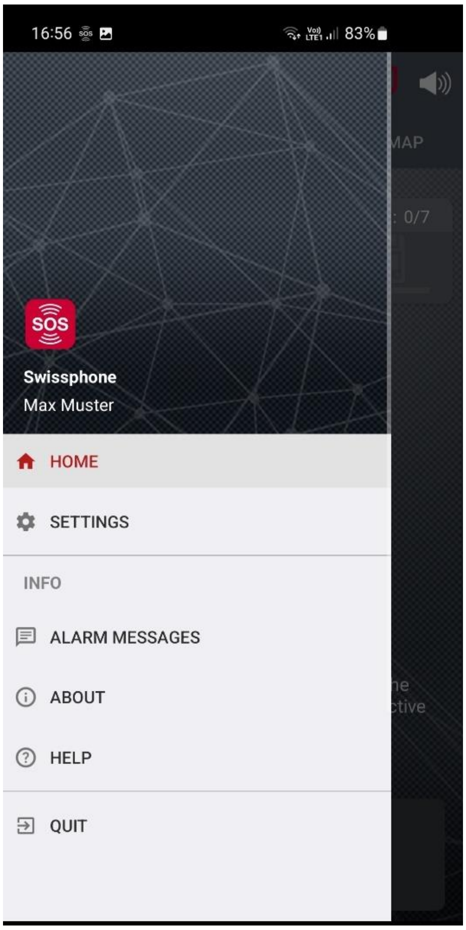
Additional information on the SOS Portal can also be found on our website.
https://www.swissphone.com/solutions-for-alerting/emergency-call/

Hotline: +41 848 88 99 99 / **Email:** info@swissphone.com

3.2 The side menu

Touch the ≡ icon to display the side menu.





- **HOME** The Home menu always brings you back to the main screen.
- **SETTINGS** The Settings menu opens an overview with all available app settings.
- **ALARM MESSAGES** The Alarm messages menu opens an overview with all received alarm messages (automatic forwarding) from the SOS portal.
- **ABOUT** The About menu opens a window with current information about the SOS Mobile App.
- **HELP** - The Help menu opens the latest instruction manual.
- **QUIT** The Quit menu allows you to fully exit the app.

Illustration 8: Side menu display

A detailed description of all app setting options can be found in chapter 5 Settings. Detailed information about the alarm messages can be found in the chapter 7 Alarm messages.

3.3 Test emergency call icon

Touch the test emergency call icon to temporarily change to the **test mode** and to issue a test emergency call. Test emergency calls can be used to check the emergency call chain without alerting emergency services.

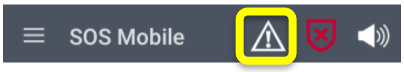


Illustration 9: Test emergency call icon

Note: A test emergency call should be carried out at regular intervals to be able to guarantee a stable and cohesive emergency call chain of the entire Swissphone emergency call system.

3.4 App mode icon

Tap on the app mode icon to switch between the different app modes. The available app modes are dependent on the current app configuration. The configuration of the app modes is done in Settings – **Connectivity**. (See chapter 5.7.4 Selecting app modes for more details)

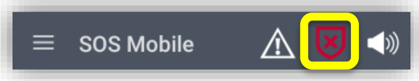


Illustration 10: App mode icon

3.5 Speaker icon

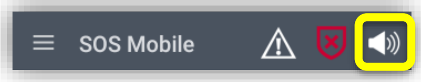


Illustration 11: Speaker icon

The speaker icon has different states:

State	Android	iOS	Note
Alarm and pre-alarm hearable	🔊	🔊	Deactivate by pressing this icon
Alarm and pro-alarm mute	🔇	🔇	Deactivate by pressing this icon
System volume level 0 = loudness 0	🔈	🔈	With volume control at Android media playback level
Soundless mode	🔇	🔇	Menu «Settings – **Alerting»** option «soundless mode»

Tap on the speaker icon to temporarily mute the volume of the smartphone. This will prevent notifications and alarm sounds from being played.
The behavior of the different system volumes (volume-button, media playback level) is described in the chapters 4.2.1 Audio output during pre-alarm and 4.2.2

If you wish to mute the volume permanently, switch to the settings – **Alerting** menu and enable the silent mode option. (See chapter 5.6 Alerting settings)

Note: In the mute or the soundless mode is the acoustic localization deactivated.

3.6 Status overview

The status overview in the Emergency Call (HOME) tab provides an overview of the available emergency services (Emergency call button, Mandown detection and Lifecheck) as well as the different location tracking variants (GPS location tracking and beacon location tracking).

3.6.1 INACTIVE mode

All services are disabled in 'INACTIVE' mode. The status icons are greyed out accordingly. The meaning of the status icons is described in the following sub-chapters.

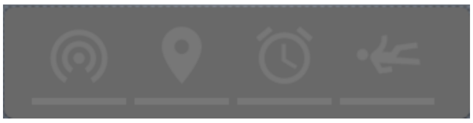


Illustration 12: Status overview in Inactive mode

3.6.2 ACTIVE mode

In 'ACTIVE' mode, either single or all services and location tracking options are enabled, depending on the selected settings. Icons are underlined in green for the enabled services. Services underlined in red are primarily enabled, but temporarily unavailable (due to an error, for example).

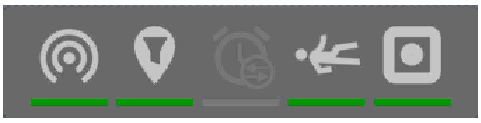


Illustration 13: Status overview in Active mode

Various status information on the corresponding function will be temporarily displayed by clicking on the icons.

3.6.3 Status icons

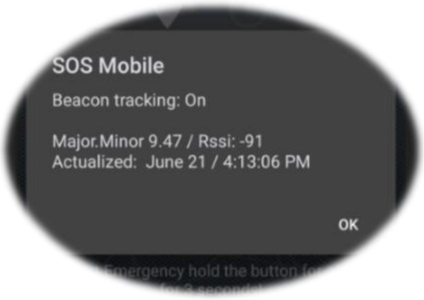
The status overview contains four different status icons for displaying status information (there are five with the SOS Button option enabled). In addition to the various icons, additional status information is displayed with a colored line beneath the icon.

3.6.3.1 Beacon tracking

The beacon tracking icon signals the status of the indoor positioning. If beacon tracking is disabled, the icon is greyed out. If beacon location tracking is enabled, the icon is activated and underlined with a green line.

Status information (snapshot) will be temporarily displayed by clicking on the beacon icon. The corresponding icon must be clicked on again to update the status information.

Status information:
Beacon tracking: *On / Off*
Major.Minor: *Beacon ID*
RSSI: *Signal strength of the beacon signal*
Actualized: *Timestamp of the last beacon identifier*



SOS Mobile
Beacon tracking: On
Major.Minor 9.47 / Rssi: -91
Actualized: June 21 / 4:13:06 PM

3.6.3.2 GPS tracking

The GPS tracking icon signals the status of the outdoor positioning. If GPS tracking is disabled, the icon is greyed out. If GPS location tracking is enabled, the icon is activated and underlined with a green line. If the location permission has been disabled by the user, the corresponding GPS icon will be underlined with a red line.

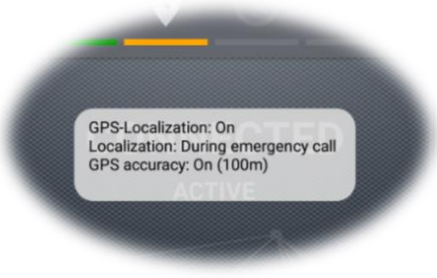
The '**Permanent**' option can be enabled as an additional function. This function is depicted by a corresponding icon. In the case of permanent location tracking, regular positional data is recorded using predefined intervals. This information can be referred to in the case of an emergency call without valid positioning.

The '**GPS Accuracy**' option can be enabled as an additional function. This function is also depicted by a corresponding icon. If the location accuracy information does not match the predefined accuracy, the corresponding GPS icon will be underlined with an orange line.

The '**GPS Accuracy**' icon is displayed if the '**Permanent**' option and '**GPS Accuracy**' are enabled at the same time.

Status information (snapshot) on GPS tracking will be temporarily displayed by clicking on the GPS icon. The corresponding icon must be clicked on again to update the status information.

Status information:
GPS Localization: *On / Off*
Location: *During the emergency call*
GPS accuracy: *On (xx m) / Off*
Actualized: *Timestamp of the last GPS identifier*



GPS-Localization: On
Localization: During emergency call
GPS accuracy: On (100m)

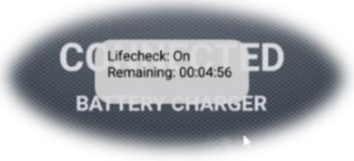
3.6.3.3 Lifecheck

The Lifecheck icon signals the status of the Lifecheck monitoring. If Lifecheck is disabled, the icon is greyed out. If Lifecheck is enabled, the icon is activated and underlined with a green line.

The '**Lifecheck on Disconnection**' option can be enabled as an additional function. This function is also depicted by a corresponding icon.

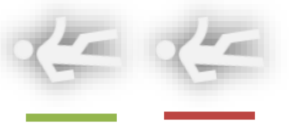
Status information (snapshot) on Lifecheck will be temporarily displayed by clicking on the Lifecheck icon. The corresponding icon must be clicked on again to update the status information.

Status information:
Lifecheck: On / Off
Remaining: *Duration until the end of the Lifecheck*

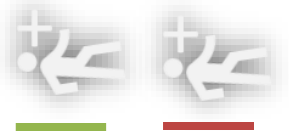


Lifecheck: On
Remaining: 00:04:56

3.6.3.4 Mandown detection



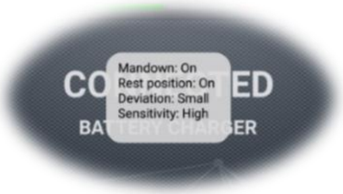
The **Mandown Detection** icon indicates the status of the Mandown identification. If Mandown detection is disabled, the icon is greyed out. If Mandown detection is enabled, the icon is activated and underlined with a green line. If Mandown detection is temporarily disabled (e.g., in the charging unit), the corresponding Mandown icon will be underlined with a red line.



The '**Rest position**' option can be enabled as an additional function. This function is also depicted by a corresponding icon.

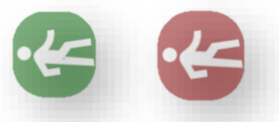
Status information (snapshot) on Mandown detection will be temporarily displayed by clicking on the Mandown icon. The corresponding icon must be clicked on again to update the status information.

Status information:
Mandown: *On / off*
Rest position: *On / off*
Deviation: *Small / Mean / High*
Sensitivity: *High / Medium / Low*



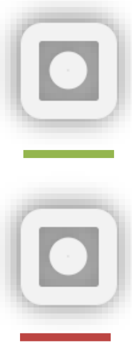
Mandown: On
Rest position: On
Deviation: Small
Sensitivity: High

3.6.3.4.1 Switch on if required



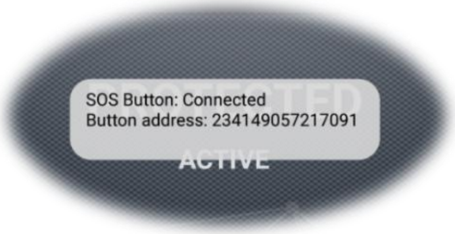
If the "Switch on if required" option is activated, the user can switch the Mandown detection on or off by clicking on the Mandown status symbol. The status symbol is displayed differently accordingly.

3.6.3.5 SOS Button



The **SOS Button** icon indicates the status of the detached wireless SOS Button. (Not to be confused with the integrated emergency call button on some smartphones like ecom or i.Safe-Mobile); it is only displayed if the corresponding option is enabled. As soon as an SOS Button is connected (coupled) to the smartphone, the icon will be underlined with a green line.
If the SOS Button is temporarily still not re-connected to the smartphone (e.g., after restarting the smartphone), the corresponding SOS Button icon will be underlined with a red line.
Status information (snapshot) on the SOS Button will be temporarily displayed by clicking on the SOS Button icon. The corresponding icon must be clicked on again to update the status information.

Status information:
SOS Button: *Connected / Disconnected*
SOS Button address: *Button address:*



SOS Button: Connected
Button address: 234149057217091

3.6.3.6 Emergency overview and group size

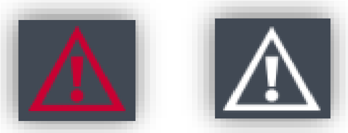
: 0/0 Displays, as an overview, the number of pending alarms. 1/5 would mean that 5 alarms are open, and one alarm is waiting to be accepted. Information on alarm handling: Chapter 4.5 Alarm display / open emergency calls The symbol : 4 shows the selected group size. For details on the group size, see: Chapter: 6.1 Group function

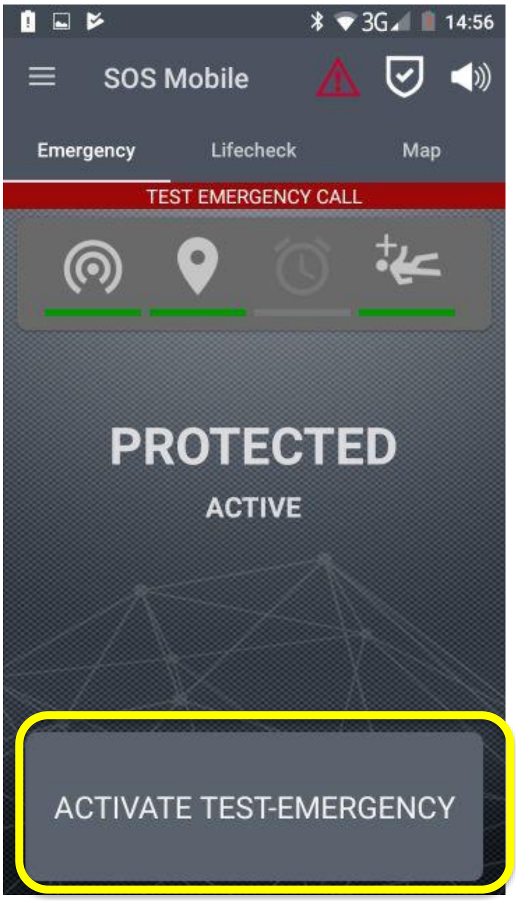
4 Emergency call variants

The SOS Mobile App has integrated all essential emergency call functions, and thus it not only makes it possible to trigger a manual emergency call via a button but also a so-called automatic alarm. An automatic personal alarm occurs automatically when an employee is no longer able to issue an alarm independently due to an accident. A distinction is made between a Mandown detection, non-movement, and time alarm.

4.1 Making a test emergency call

If you press the test emergency alarm icon once, the colour will change to red. A test emergency call can be made if the icon appears in red. You can quit the test mode by pressing on the icon again. The icon thus changes colour to white again.If you forget to quit the test mode again, the system automatically switches back to the standard mode after approx. 30 seconds.





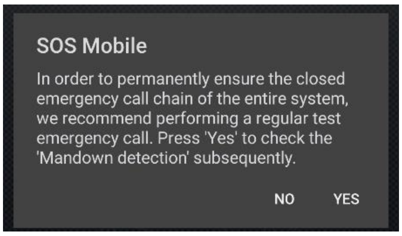
- **MAKING A TEST EMERGENCY CALL** Press the manual emergency call button in the main menu of the SOS Mobile application or, if available, the dedicated emergency call button on your smartphone in order to make a TEST emergency call.
- In contrast to a real emergency call,
  1) there will be no subsequent location tracking initiated during the test emergency call.
  2) transmission to the SOS Portal will not be repeated if there is no internet connection during the test emergency call.

Illustration 14: Making a test emergency call

A TEST Emergency call is a one-time and — after its implementation — completed activity. Accordingly, a test emergency call can be neither cancelled nor stopped.

4.1.1 Test Emergency Call Mandown

In addition to the test emergency call of the manual emergency call button, it is also possible to test the "Mandown Detection" is this function is activated. After switch on the test emergency call function, a dialog appears with the query to test the "Mandown Detection". If the user confirms with 'YES', the Mandown Detection is automatically activated in test mode. In this case the delay of the Mandown Detection is set to 10 seconds. If the query is acknowledged with 'NO', the application switches to the mode for checking the manual emergency call button (see chapter 4.1 Making a test emergency call).



SOS Mobile

In order to permanently ensure the closed emergency call chain of the entire system, we recommend performing a regular test emergency call. Press 'Yes' to check the 'Mandown detection' subsequently.

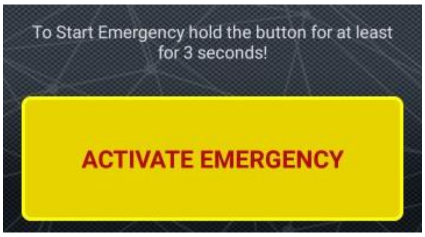
- **TEST EMERGENCY CALL MANDOWN** Confirm the query with 'YES' and bring your smartphone into the appropriate position to activate a Mandown Detection (Please make sure to consider the rest position). The pre-alarm starts after a delay of 10 seconds.

Illustration 15: Activate Test Emergency Call Mandown

The Test Emergency Call Mandown is optional and can be activated or deactivated in the dead man function settings. (See chapter 5.4 MANDOWN Settings)

4.2 Manual emergency calls

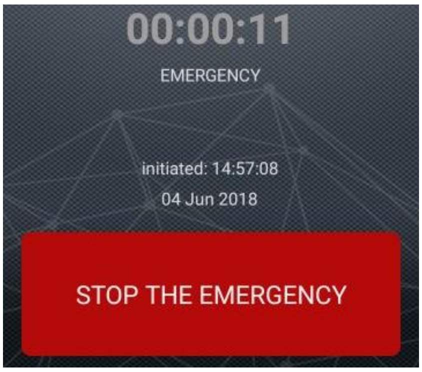
To issue a manual alarm, the user must press the emergency call button. Some devices have a dedicated emergency call button (e.g., a red button) for this purpose, which triggers an emergency call. To protect against accidental triggering, the manual emergency call function is safeguarded by a three second pre-alarm. This means that the button must be held for at least three seconds. An audible signal (beeping sound) rings out during the pre-alarm.



To Start Emergency hold the button for at least for 3 seconds!

- **ACTIVATING A TEST EMERGENCY CALL** Press the manual emergency call button in the main menu of the SOS Mobile application or, if available, the dedicated emergency call button on your smartphone.

Illustration 16: Activating a manual emergency call



00:00:11

EMERGENCY

initiated: 14:57:08

04 Jun 2018

- **EMERGENCY CALL Duration** After an emergency call has been activated, continuously updated status information about the current emergency call (such as the start time and duration) will be displayed in the viewer window.

- **STOP AN EMERGENCY CALL** Similarly, you can stop an active emergency call by pressing on the emergency call button.

Illustration 17: Cancelling a manual emergency call

Note: A dedicated emergency call button is available, for example, on smartphones from the company ecom (Pepperl+Fuchs) or i.safe Mobile. (ATEX versions are also available.)

4.2.1 Audio output during pre-alarm

To avoid an alarm, the pre-alarm will be hearable on the headphone, if a headphone is connected, except the loudness is set to 0 (🔈). The soundless or the mute-mode deactivates the pre-alarm (see chapter 3.5 Speaker icon).

	Pre-alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Loudspeaker: pre-alarm at full volume. Volume setting 0 is overridden.	Only headphone with pre-set volume.
iOS	Loudspeaker: pre-alarm at full volume. Volume setting 0 is overridden.	Only headphone with pre-set volume.

The audio output of the pre-alarm with a telephone call at the same time is the following:

	Telephone call and pre-alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Pre-Alarm on maximum volume in the earpiece.	Pre-alarm on media-volume on the headphone.
iOS	Pre-alarm on reduced media-volume in the earpiece.	Pre-alarm on media-volume on the headphone.

The audio output of the pre-alarm with simultaneous music operation is the following:

	Music playback and pre-alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Loudspeaker: Music and pre-alarm on maximum volume.	Music and pre-alarm on predefined volume only on the headphone.
iOS	Loudspeaker: pre-alarm on maximum volume, music playback stopped.	Only headphone with predefined volume. Music playback stopped.

The requirement for the music playback is that the player software can play the music also in the background. These readings to the audio output and the pre-alarms are just for information and have no specific character. On Android, the loudness-symbol has no effect to the music playback. The mute function (🔇) has no effect to the music playback (see chapter 3.5 Speaker icon).

4.2.2 Audio output during alarm

The alarm will be hearable on the loudspeaker to offer an acoustic localization. If there is no other declaration, the alarm-volume is adjustable by the volume-buttons (media-volume). The soundless or the mute-mode deactivates the pre-alarm (see chapter 3.5 Speaker icon).

	Alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Loudspeaker: Alarm on maximum volume.	Only loudspeaker: Alarm on maximum volume. Volume not adjustable with volume-buttons.
iOS	Loudspeaker: Alarm on maximum volume.	Only loudspeaker: Alarm on maximum volume.

The audio output of an alarm with a simulating telephone call is the following:

	Telephone call and alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Alarm in maximum volume in the earpiece.	Alarm in maximum volume in the earpiece.
iOS	Alarm in reduced media-volume in the earpiece. When canceling the phone call, alarm on loudspeaker on maximum volume.	Alarm in reduced media-volume in the earpiece. When canceling the phone call, alarm on the loudspeaker.

The audio output of an alarm with a simulating music playback is the following:

	Music playback and alarm	
Connected	**Without headphone**	**Headphone (Jack + wireless)**
Android	Loudspeaker: Alarm and music on maximum volume.	Only loudspeaker: Alarm and music on maximum volume.
iOS	Loudspeaker: Alarm on maximum volume. Music playback stopped.	Only loudspeaker: Alarm on maximum volume. Music playback stopped.

The requirement for the music playback is that the player software can play the music also in the background. These readings to the audio output and the alarms are just for information and have no specific character.

On Android, the loudness-symbol has no effect to the music playback. The mute function (🔇) has no effect to the music playback (see chapter 3.5 Speaker icon).

4.3 Automatic emergency calls

An automatic alarm will be set off automatically by the SOS Mobile app after a predetermined period. This is carried out either through the Mandown detection or the time alarm (Lifecheck) functions. To protect against accidental triggering, the automatic emergency call function is also safeguarded with a pre-alarm. The user can cancel the alarm from setting off at any time during the pre-alarm. This is done either by pressing the Cancel Emergency Call button, or by gently shaking the smartphone in case of a Mandown alarm.

4.3.1 Mandown detection

The Mandown detection in the SOS Mobile application is either a typical non-movement alarm, or a combination of a No-Movement alarm and a Mandown-Detection. For detailed settings options, see Chapter 5.4 MANDOWN Settings.

4.3.1.1 Mandown detection non-movement alarm

By definition, Mandown detection (a non-movement alarm) is triggered after a predetermined period of time in case the device (the smartphone) is immobile. In order to prevent false alarms, an audible pre-alarm always sounds before an alarm is triggered. This gives the user the option of cancelling the alarm before it is sent to the SOS Portal.

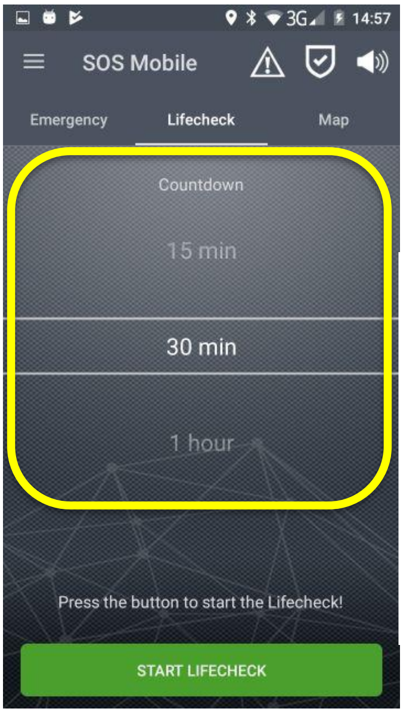
4.3.1.2 Mandown detection with enabled Rest position

A Rest position is a position area of the device which is exempt from Mandown detection. This can be used to bring the device, e.g., during a break or a session, into a position range (Rest position) without triggering an alarm. In this respect, the user can define any position as a Rest position and, at the same time, set a tolerance range as to how large the deviation may be from the resting position. (See also Chapter 5.4.2 Mandown detection Rest position)

This means: the conditions for a non-movement alarm (immobility) as well as the conditions for a Mandown-Detection (specific location) must be met in order to trigger a Mandown alarm with an enabled Rest position. The alarm is issued after the end of the pre-alarm only if both criteria occur simultaneously at a certain time.

4.3.2 Lifecheck

Another variant of an automatic emergency call is the Lifecheck feature. After a preselected period (countdown), the Lifecheck emergency call is enabled automatically if the user does not renew the time alarm in advance (Reset Lifecheck) or stop the Lifecheck monitoring.



- **LifeCheck Duration** With Lifecheck monitoring (time alarm), the user can select a duration from a selection of predefined time intervals.
- **START LIFECHECK** The user must press the START Lifecheck button to enable Lifecheck. This will start the countdown.

Illustration 18: Lifecheck automatic emergency call

The activation of a Lifecheck (START LIFECHECK) is always transmitted automatically to the SOS Portal. The countdown on the SOS Portal is synchronized with the time alarm on the device. Before the countdown ends, a pre-alarm sounds at several intervals (5 min, 3 min, 1 min and 30 sec). Unless the Lifecheck monitor is stopped or restarted before the end of the countdown, an emergency call is made automatically. The emergency call sound (siren) is also played alongside the activation of the emergency call.

4.3.2.1 Lifecheck as a time alarm

By definition, a time alarm is set off automatically in the absence of confirmation (acknowledgement) by the user after a given time.

4.3.2.2 Lifecheck in case of connection loss

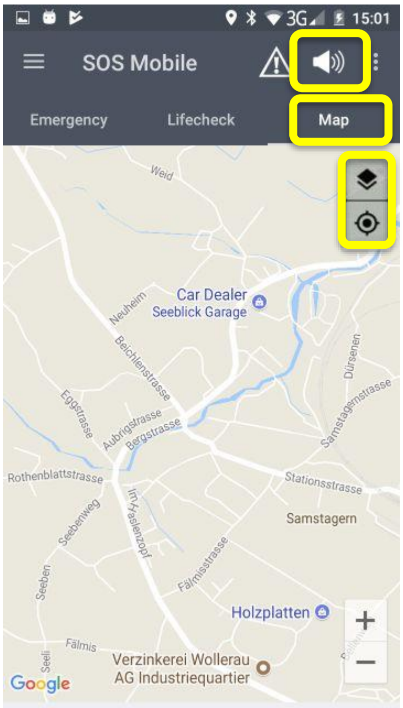
A particular Lifecheck feature is the variant 'Lifecheck in case of disconnection'. To activate this variant of Lifecheck, the corresponding option must be enabled in the settings. (See Chapter 5.5 Lifecheck settings)

Lifecheck monitoring commences as soon as the user lingers in an area without internet connection for a longer period (longer than approx. 3 minutes). In such a case, Lifecheck monitoring is then automatically started on the SOS Portal as well.

Note: The failure of the Internet connection in the device (based on the status messages) is also recognized automatically on the SOS Portal, and a Lifecheck with the same time duration is started synchronously.

4.4 Map

The user is always shown his/her current position in the map menu. This allows the user to check at any time whether his/her current location is in the reception range of the GPS satellites, so that the exact position can be transmitted in case of an emergency.


3G
15:01
SOS Mobile
Emergency
Lifecheck
Map
Weid
Car Dealer
Seeblick Garage
Neuheim
Beichlenstrasse
Eggstrasse
Aubrigstrasse
Bergstrasse
Dürrenen
Samstagernstrasse
Rothenblattstrasse
Stationsstrasse
Samstagern
Seebenweg
Im Hasenzopf
Seeben
Fälmisstrasse
Holzplatten
Fälmis
Seeli
Verzinkerei Wollerau
AG Industriequartier
Google
+
−

- Click on the **map icon** to select from among the different map types, e.g., the standard map (Google Maps) or OpenRailwayMap (based on OpenStreetMap).
- **Map layer** Various map layers are available. For the standard map (Google Maps), this includes street, satellite, and hybrid.
- **Centering** To center the map view on the current location at any time, click on the corresponding icon.

Illustration 19: Map display of GPS location tracking

Note: In case of a real emergency event, the GPS location tracking is the basis for quickly locating the person affected by the accident. However, pinpoint positioning is often only possible outside of buildings, within the field of view of GPS satellites.

4.4.1 Beacon location tracking

Beacon location tracking offers another possibility for (indoor) location tracking. To use the possibilities of beacon location tracking, the corresponding option must be enabled in the settings (see Chapter 5.3.3 Beacon tracking settings). Indoor beacon location tracking is based on iBeacon wireless technology.

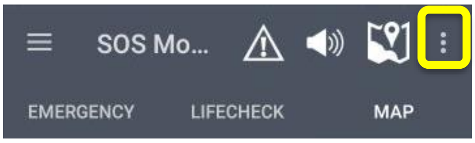
4.4.1.1 iBeacon position transmitter

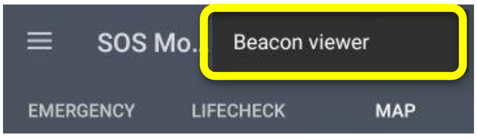
The '**iBeacon**' functional principle can be described as follows. (Source: Wikipedia)

> **Definition:** The iBeacon functional principle is based on a transmitter/receiver principle. For this purpose, small transmitters (beacons) are placed in the room as signal generators, and they send signals at fixed time intervals. If a receiver (e.g., a smartphone with an installed mobile app which is configured to receive iBeacon signals) comes within the range of a transmitter, the “Universally Unique Identifier” (UUID) as well as the “major and minor” values of the transmitter can be identified, and its signal strength can be measured.

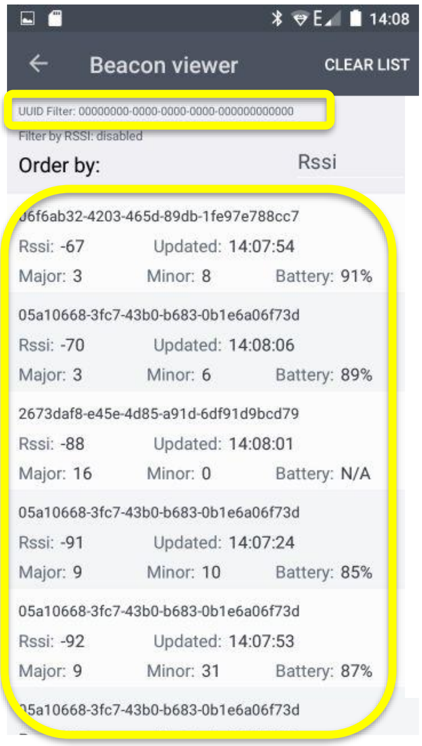
4.4.2 Beacon viewer

Click on the **menu button** ≡ (top right) on the Map tab to display the beacon viewer.





The beacon viewer automatically displays all iBeacon position transmitters located within the reception range of the smartphone. A position transmitter can be classified based on its identification number (major-minor value). Additionally, iBeacons can also be identified by their UUID.



UUID Filter: 00000000-0000-0000-0000-000000000000
Filter by RSSI: disabled
Order by: Rssi

6f6ab32-4203-465d-89db-1fe97e788cc7
Rssi: -67 Updated: 14:07:54
Major: 3 Minor: 8 Battery: 91%

05a10668-3fc7-43b0-b683-0b1e6a06f73d
Rssi: -70 Updated: 14:08:06
Major: 3 Minor: 6 Battery: 89%

2673daf8-e45e-4d85-a91d-6df91d9bcd79
Rssi: -88 Updated: 14:08:01
Major: 16 Minor: 0 Battery: N/A

05a10668-3fc7-43b0-b683-0b1e6a06f73d
Rssi: -91 Updated: 14:07:24
Major: 9 Minor: 10 Battery: 85%

05a10668-3fc7-43b0-b683-0b1e6a06f73d
Rssi: -92 Updated: 14:07:53
Major: 9 Minor: 31 Battery: 87%

5a10668-3fc7-43b0-b683-0b1e6a06f73d

- **UUID** The UUID in iBeacon location tracking can be used to filter the display. For example, the UUID can represent your company. That is, only iBeacons with the same UUID are taken into consideration in the location tracking.
  A UUID of 000000.0000... is used as a wildcard ID (no filter function).
- **Major.Minor** The major-minor distinction is used primarily for the unambiguous classification of various locations (floors, rooms, tunnels, etc.).
- **RSSI** The distance to the iBeacon can be calculated based on the RSSI value.
- **Battery** Based on the battery charge, the maintenance of the iBeacons can be optimized and controlled through appropriate monitoring (SOS Portal).

Illustration 20: Beacon viewer display

4.4.2.1 iBeacons and building plans

A unique location can be assigned to each iBeacon (based on major-minor assignment) in combination with the SOS Portal. Moreover, the user can assign any building plan to each location (iBeacon) in the form of a PDF or image file. In case of an emergency call, the location information (building plans, description) is automatically displayed alongside this additional information.

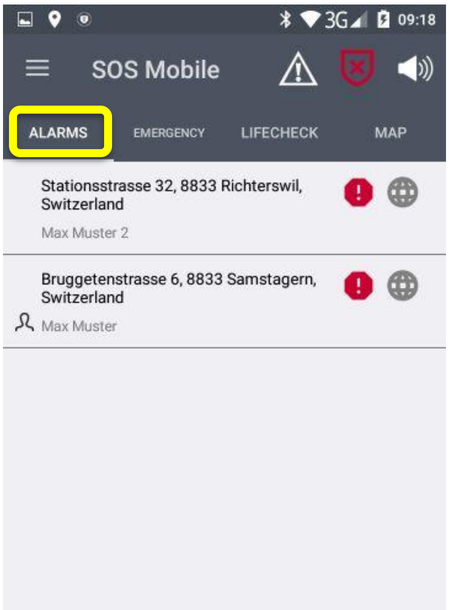
In addition, each location (beacon position) can also be referenced with a static GPS position. This ensures accurate GPS location always tracking of beacon positions.

4.5 Alarm display / open emergency calls

The 'Alarms' menu is an optional tab and is only displayed if the corresponding function is enabled (See 5.12 Alarm View settings). The current alarms (emergency calls) are shown on this display. This display allows the user to perform mobile alarm processing. This gives the user the opportunity to acquire new alarms, to read rescue plans, to log alarms and to shut them down again afterwards.

4.5.1 Alarm display

All pending alarms are displayed in the list on the alarm's main menu. Information about the alarm location, the alarm status and the personal details of the person affected by the accident are displayed in the alarm overview.



Stationsstrasse 32, 8833 Richterswil, Switzerland
Max Muster 2

Bruggetenstrasse 6, 8833 Samstagern, Switzerland
Max Muster

- **ALARMS** In the 'ALARMS' view, all emergency calls of the assigned organization are displayed in a list. You can switch over to a detailed view by clicking on the alarm.
- **Alarm status** (Open / Processing)
- **Position type** Display of the current position type (Indoor / Outdoor).
- **Alarm location** Display of the addressable location associated with a GPS location: e.g., Fälmisstrasse 21, 8833 Samstagern, Switzerland. The name of the beacon position is displayed here in the case of an indoor position.
- **Max Muster** First name / last name
- **Own Alarms** Own Alarms are indicated with a corresponding profile Icon.

Illustration 21: View of the alarm display with feedback

4.5.1.1 Position type/alarm location

The alarm location is indicated by a corresponding icon (indoor/outdoor). The corresponding beacon description is displayed for indoor (beacon) positions.

In case of outdoor (GPS) positions, the 'Next Addressable Location' is displayed instead of the coordinates for better readability.

4.5.1.2 Alarm status

The alarm status icon actively shows whether the current alarm has been issued with assistance, or whether the emergency call is already in progress.

If an emergency call has the status of being processed, the rescue plan can be read, and additional log entries can be made.

4.5.1.3 Show own alarms

If the option “Show own Alarms” is enabled, the user can also see alarms created by his own device.

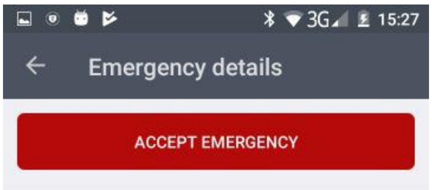
4.5.2 Emergency call handling

By clicking on a current emergency call from the alarm list, additional information on the emergency call is displayed. The “Emergency details” dialog is divided into two areas. The "Emergency call processing" is shown in the upper part of the display and the detailed "Emergency call information" in the lower part.

☛ The next chapters describing the handling process of “accept emergency”, “review rescue plan”, “send protocol”, “close emergency”. Depending on the configuration of the SOS Portal, these steps are not available.

4.5.2.1 Emergency call process

A pre-defined emergency call process allows the user to clearly follow the various emergency call process stages.

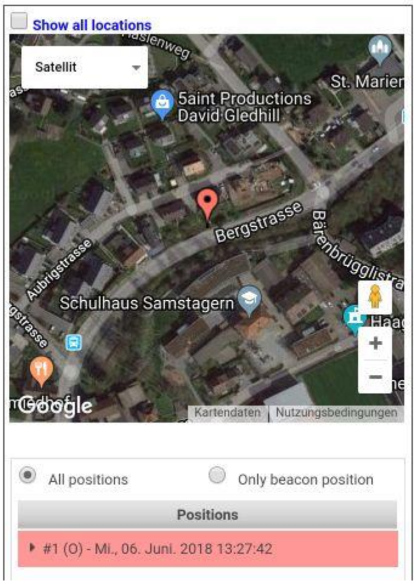


- **EMERGENCY PROCESS** Emergency call processing handling from emergency call "Accept" until emergency call "Close.

Illustration 22: Emergency call process handling

4.5.2.2 Localization

All available position information is displayed in the "Localization" menu.



☐ Show all locations

Satellit
Saint Productions David Gledhill
St. Marien
Bergstrasse
Bärenbrügglistra
Aubrigstrasse
Schulhaus Samstagern
Google
Kartendaten
Nutzungsbedingungen

● All positions ○ Only beacon position

Positions

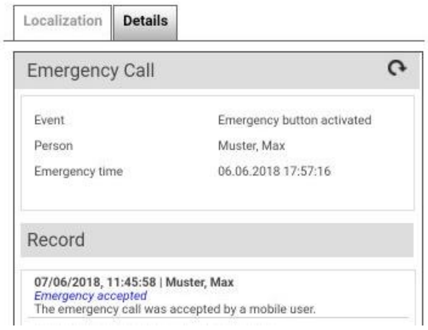
#1 (O) - Mi., 06. Juni. 2018 13:27:42

- **Show all locations**. This option enables the display of all location data (including repeated localizations) on the map. The automatic post-localization updates this information with the current position information during an emergency call.
- **All positions / Only beacon positions** This option allows the user to display only the beacon positions. All GPS based positions are hidden.
- **Positions** Displays the list of all position data with date and time stamp.

Illustration 23: Emergency call processing with display of position data

4.5.2.3 Emergency call details

In the "Details" menu, additional information regarding the current emergency call is displayed.



Localization
Details

Emergency Call

Event	Emergency button activated
Person	Muster, Max
Emergency time	06.06.2018 17:57:16

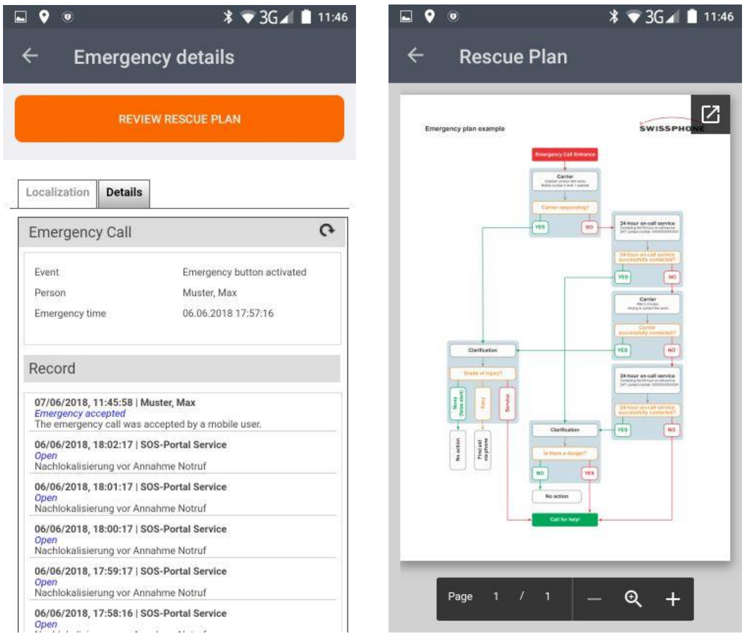
Record

07/06/2018, 11:45:58 | Muster, Max
Emergency accepted
The emergency call was accepted by a mobile user.

Illustration 24: Emergency call processing with display of detailed information

4.5.3 Reading the rescue plan

The stored rescue plan can be displayed once an emergency call has been accepted.


11:46
Emergency details
REVIEW RESCUE PLAN
Localization
Details
Emergency Call
Record
Rescue Plan
Emergency plan example
SWISSPHONE
Page 1 / 1

Event Emergency button activated
Person Muster, Max
Emergency time 06.06.2018 17:57:16

07/06/2018, 11:45:58 | Muster, Max
Emergency accepted
The emergency call was accepted by a mobile user.

06/06/2018, 18:02:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 18:01:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 18:00:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 17:59:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

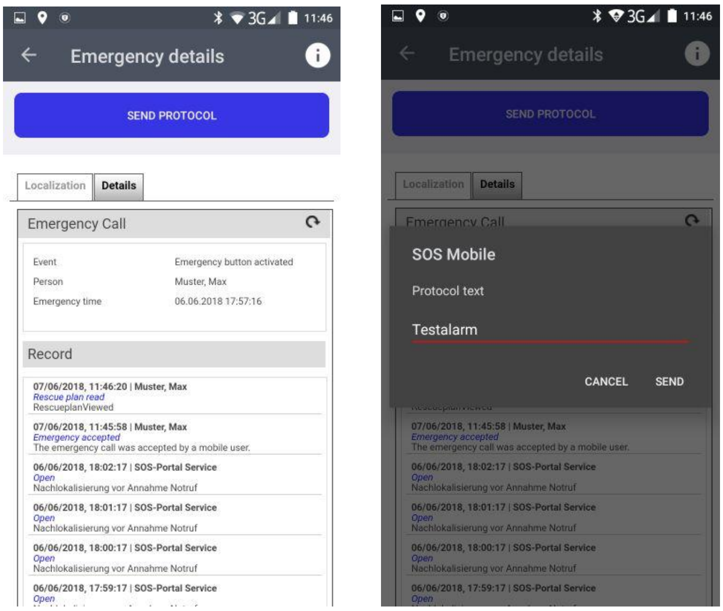
06/06/2018, 17:58:16 | SOS-Portal Service
Open

Illustration 25: Emergency call processing - Read rescue plan

☛ By storing the rescue plans, the SOS-Administrator should take care of the display on smartphones. Recommendable is to use an adequate script-size and to reduce the Information to the needed basics.

4.5.4 Sending the log entry

Log entries can be written down once the rescue plan has been read.


11:46
Emergency details
SEND PROTOCOL
Localization
Details
Emergency Call
Record
SOS Mobile
CANCEL
SEND

Event Emergency button activated
Person Muster, Max
Emergency time 06.06.2018 17:57:16

07/06/2018, 11:46:20 | Muster, Max
Rescue plan read
RescueplanViewed

07/06/2018, 11:45:58 | Muster, Max
Emergency accepted
The emergency call was accepted by a mobile user.

06/06/2018, 18:02:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 18:01:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 18:00:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

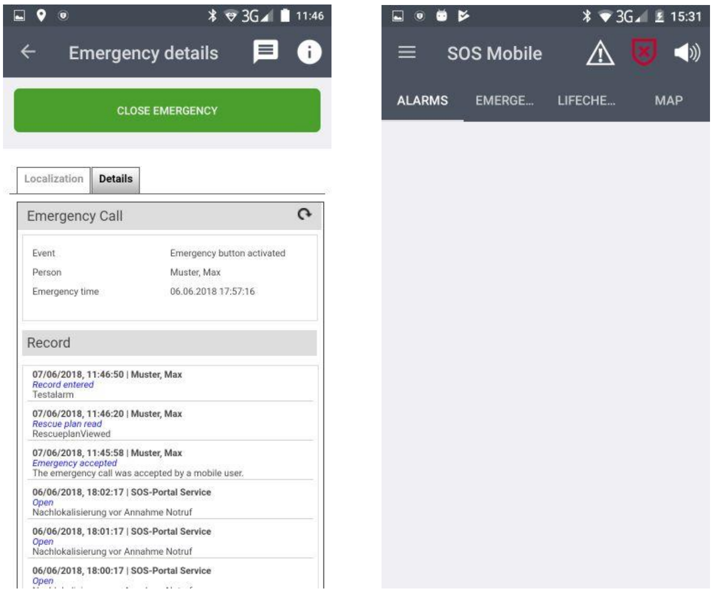
06/06/2018, 17:59:17 | SOS-Portal Service
Open

Protocol text: Testalarm

Illustration 26: Emergency call processing - Write log entry

4.5.5 Closing the emergency call

The rescue plan can also be opened again at any time or, respectively, additional log entries can be written down. To complete the emergency call, at least one log entry must be written.


11:46
Emergency details
CLOSE EMERGENCY
Localization
Details
Emergency Call
Record
15:31
SOS Mobile
ALARMS
EMERGE...
LIFECHE...
MAP

Event	Emergency button activated
Person	Muster, Max
Emergency time	06.06.2018 17:57:16

07/06/2018, 11:46:50 | Muster, Max
Record entered
Testalarm

07/06/2018, 11:46:20 | Muster, Max
Rescue plan read
RescueplanViewed

07/06/2018, 11:45:58 | Muster, Max
Emergency accepted
The emergency call was accepted by a mobile user.

06/06/2018, 18:02:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

06/06/2018, 18:01:17 | SOS-Portal Service
Open
Nachlokalisierung vor Annahme Notruf

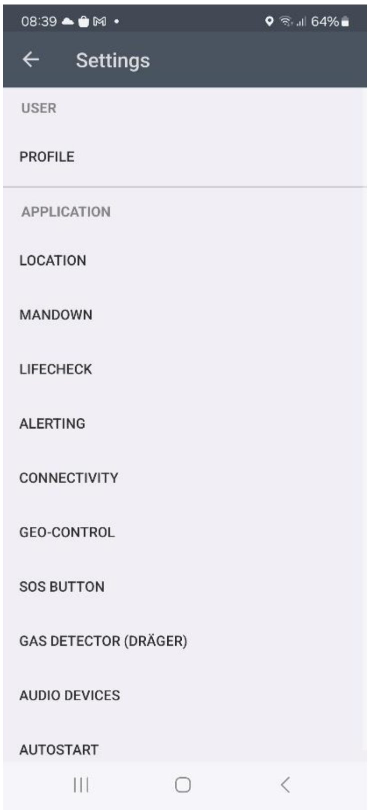
06/06/2018, 18:00:17 | SOS-Portal Service
Open

Illustration 27: Emergency call processing - Completing emergency call processing

5 Settings

5.1 Overview of application settings

You will find an overview of all possible application settings in the side menu settings.


08:39
64%
Settings
USER
PROFILE
APPLICATION
LOCATION
MANDOWN
LIFECHECK
ALERTING
CONNECTIVITY
GEO-CONTROL
SOS BUTTON
GAS DETECTOR (DRÄGER)
AUDIO DEVICES
AUTOSTART

- **PROFILE** Settings for the user profile can be adjusted via the profile menu.
- **LOCATION** Settings for GPS and beacon location tracking can be adjusted via the location tracking menu.
- **MANDOWN** The configuration for Mandown detection can be adjusted via the Mandown menu.
- **LIFECHECK** Additional Lifecheck options can be enabled via the Lifecheck menu.
- **ALERTING** Various settings regarding alarming in case of an emergency call event.
- **CONNECTIVITY** All settings regarding the app mode and connection parameters.
- **GEO-Control** GEO control settings (GPS area management).
- **SOS BUTTON** Settings for the connection of an SOS Button to activate the emergency call button.
- **GAS DETECTOR (DRÄGER)** Settings for connecting a Dräger gas meter.
- **ALARM VIEW** Alarm view display settings (Optional Menu)
- **AUTOSTART** Settings for AutoStart (Only supported for Android)

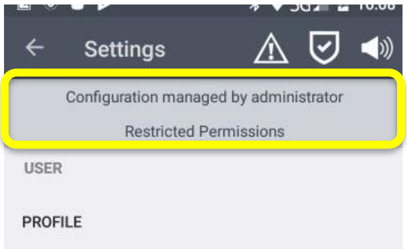
Illustration 28: Overview of application settings

5.1.1 Restricted user administration

A special feature of the configuration settings is the 'Restricted User Administration' option. If this option is enabled, the user can no longer change the local settings. The option can only be enabled in the SOS Portal.

5.1.2 Master configuration

Another variant of the configuration settings is Master Configuration. This function is only possible in combination with the restricted user administration and is likewise controlled by the SOS Portal.
An individual configuration set of an employee can be preselected as a master configuration for this purpose, and automatically distributed to all employees of the same organization. For a master configuration to be selected, the local configuration of a selected employee must first be saved. (See Chapter 5.2.1 Cloud synchronization)

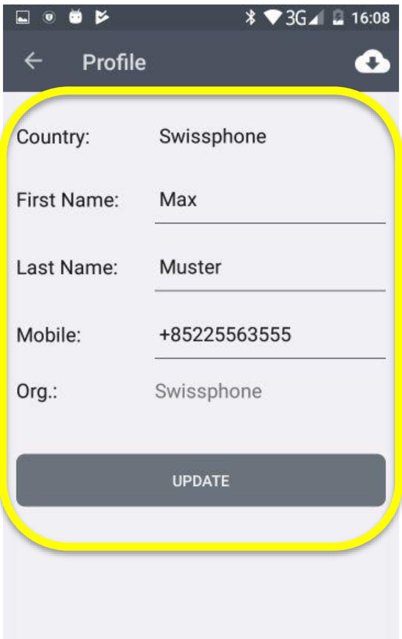


- **Master configuration and restricted user administration** If the additional options are enabled, this will be displayed in the settings menu.

Illustration 29: restricted user administration

5.2 Profile

The user-specific data can primarily be adjusted in the profile settings. In addition, however, the complete device configuration can also be saved.



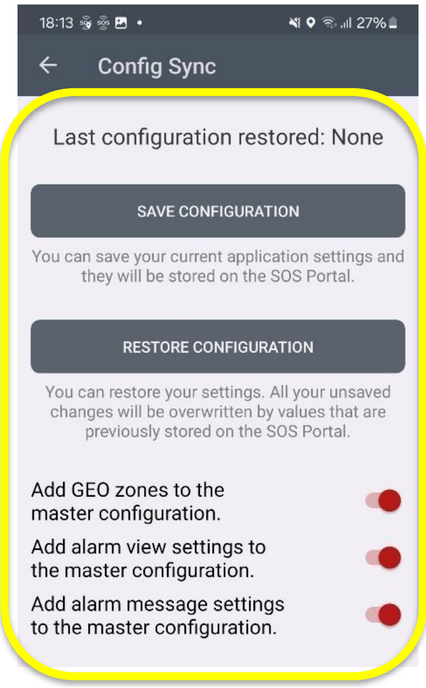
Country: Swissphone
First Name: Max
Last Name: Muster
Mobile: +85225563555
Org.: Swissphone

- The 'Cloud Synchronization' menu function allows the user to manage the device configuration.
- **LANGUAGE** Selection of the app language by the user. By default, "Automatic" is set, which means that the system language is adopted. If the system language is not supported by the app, "English" is used.
- **COUNTRY** You can determine with which SOS Portal entity you wish to link your app based on the country selection.
- **FIRST NAME** It is preferable for users to personalize the app. Enter your first name here.
- **LAST NAME** Enter your surname here.
- **MOBILE** Up-to-date information can be sent via SMS forwarding directly to this number.
- **ORGANIZATION** Displays the name of the organization to which you are assigned on the SOS Portal. This assignment cannot be changed by the end user.
- **UPDATE** Finally, press the Update button to synchronize the profile settings on the SOS Portal Server with your account.

Illustration 30: User profile settings

5.2.1 Cloud synchronization

Furthermore, it is also possible to save all local application settings onto the SOS Portal. The saved configuration can be loaded back onto the local device later if required. Any local changes will be overwritten in the process.



Last configuration restored: None

SAVE CONFIGURATION

You can save your current application settings and they will be stored on the SOS Portal.

RESTORE CONFIGURATION

You can restore your settings. All your unsaved changes will be overwritten by values that are previously stored on the SOS Portal.

Add GEO zones to the master configuration. ●

Add alarm view settings to the master configuration. ●

Add alarm message settings to the master configuration. ●

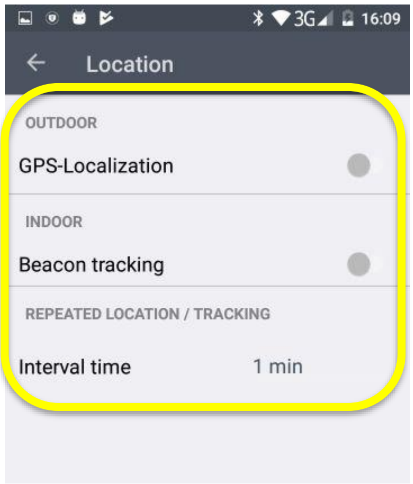
- **SAVE CONFIGURATION** Click on Save Configuration to save your local application settings onto the SOS Portal.
- **RESTORE CONFIGURATION** Click on Restore Configuration to load a previously saved configuration back onto your device.

- **Add GEO zones to the app configuration** By activating this option, the defined GEO zones are saved together with the configuration.
- **Add Alarm view settings to configuration** Activating this option will apply the settings for the alarm display in the master configuration. If this option is deactivated, each user can customize the settings individually.
- **Add alarm message settings to configuration** Activating this option integrates the settings for the alarm messages into the master configuration. If this option is deactivated, each user can customize the settings individually.

Illustration 31: Save and restore a configuration

Your own configuration can be defined as a master configuration in the SOS portal and distributed to selected people within the same organization.

5.3 Location tracking



OUTDOOR

GPS-Localization ○

INDOOR

Beacon tracking ○

REPEATED LOCATION / TRACKING

Interval time 1 min

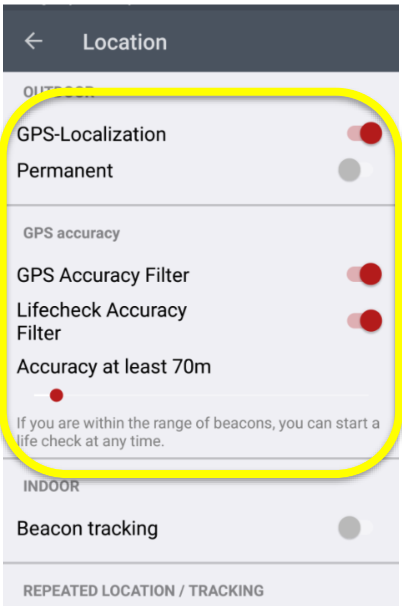
- **GPS Localization** GPS positioning will be activated on the smartphone if you enable this option.
- **Beacon tracking** Beacon positioning based on iBeacons will be activated on the smartphone if you enable this option.
- **Interval time** In the event of an emergency call, updated positional information will be transferred to the SOS Portal during a max. of one hour at regular intervals. With this setting, you can specify the interval of the subsequent location tracking.

Illustration 32: Location tracking settings

Note: Positioning information will only be used in the event of an emergency call. Current location information is not visible during normal operation.

5.3.1 GPS tracking settings

Various options and parameters can be configured if GPS tracking is enabled.



GPS-Localization ●
Permanent ○

GPS accuracy
GPS Accuracy Filter ●
Lifecheck Accuracy Filter ●
Accuracy at least 70m

If you are within the range of beacons, you can start a life check at any time.

INDOOR
Beacon tracking ○

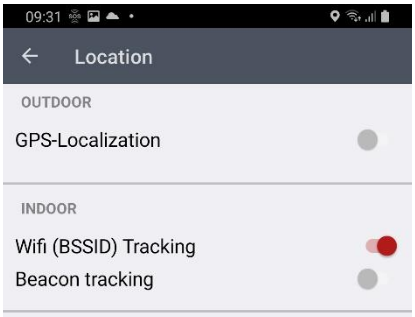
REPEATED LOCATION / TRACKING

- **Permanent** By enabling this option, the GPS location tracking of your smartphone will be activated at regular intervals. In doing so, there will be an attempt to capture the best possible position for a maximum of 30 seconds. If no position can be located during this time, the process is aborted without saving a new position.
- **Localization interval** Based on the location tracking interval; you determine the time span between two location tracking's.
- **GPS accuracy** By enabling this option, a minimum accuracy of the determined position is assumed with GPS location tracking. Positions with insufficient accuracy will be discarded and not considered.
- **Lifecheck Accuracy Filter** This filter will activate the position accuracy of the Lifecheck. If its activated, the Life-Check can only be executed with enough accuracy.
- **Accuracy** The determined positions must at least have an accuracy of x meters so that it is saved as a valid position. Accuracy information about the current location data is provided by the Google Map Service and is based on the available positioning services (GPS; WLAN GSM Cell-ID).

Illustration 33: GPS tracking settings

Note: A to high GPS accuracy can affect that the lone worker can't activate the Lifecheck because the GPS accuracy is outside the accuracy range.

5.3.2 WiFi (BSSID) tracking settings



OUTDOOR
GPS-Localization ○

INDOOR
Wifi (BSSID) Tracking ●
Beacon tracking ○

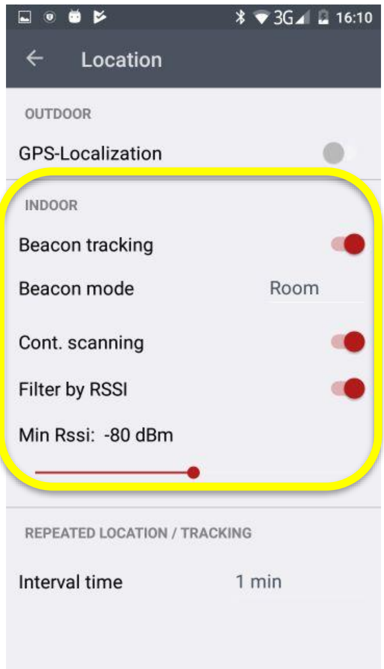
- **WiFi (BSSID) tracking** By enabling WiFi tracking, the SOS Mobile app recognizes the BSSID (Mac address) of the currently connected WiFi access point in the event of an emergency call and forwards it to the SOS portal.

Illustration 34: Wi-Fi (BSSID) tracking settings

Note: To be able to use the localization based on the Wi-Fi (BSSID), you must configure the BSSID of all Wi-Fi access points from your local network in the SOS portal and link these to a corresponding location (building plan)

5.3.3 Beacon tracking settings

Various options and parameters can be configured if beacon tracking is enabled.


Location

OUTDOOR

GPS-Localization

INDOOR

Beacon tracking

Beacon mode: Room

Cont. scanning

Filter by RSSI

Min Rssi: -80 dBm

REPEATED LOCATION / TRACKING

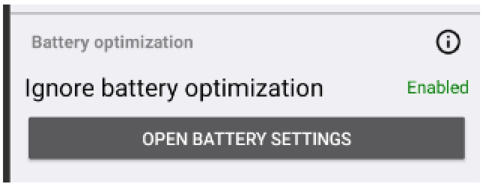
Interval time: 1 min

- **Beacon mode** In beacon mode, you can choose between Room and Gate modes.
- **Cont. Scanning** With this option, you can influence the behavior of the beacon positioning. If the option is disabled, the beacon positioning is only performed when an emergency call is active. In 'Gate' beacon mode, the option is enabled as standard.
- **RSSI filter** Weak beacon positioning signals can be hidden by setting a minimum RSSI level. Positioning accuracy can be improved by appropriately adjusting this parameter.
- **Minimum RSSI level** Smaller RSSI values correspond to a weaker signal. This means that -100dBm corresponds to a very weak beacon signal. Accordingly,
  -40dBm corresponds to a strong signal.

Illustration 35: Beacon tracking settings

5.3.4 Battery optimization

The option "Optimize battery consumption" is activated on the system side (Android) for all apps. Swissphone recommends excluding this optimization for the SOS Mobile APP or to ignore the battery optimization to ensure a proper function of the app also in the background.


Battery optimization

Ignore battery optimization: Enabled

Ignore battery optimization To disable battery optimization for the SOS Mobile app, go to the settings and select the SOS Mobile APP to exclude the app from optimization.

Illustration 36: Battery optimization settings

5.3.5 Beacon tracking planning

An important aspect in planning beacon location tracking is the optimal positioning of a single beacon (iBeacon) and the corresponding setting of the transmission power. The best possible result can only be achieved upon the correct placement of all iBeacons and with correctly tuned transmission power. In this case, it should be ensured that all areas which are intended for monitoring have sufficiently good coverage (RSSI level).

It should also be ensured that an overlap of the individual areas of the beacon transmitters is reduced to a minimum. An overlap, however, can never be avoided in the case of extensive spatial planning. For this reason, the SOS Portal implements the prioritization of the current beacon signals based on the RSSI and time stamp.

The different **Room** and **Gate** beacon modes can be used to take into account the different application areas (area coverage or partial coverage) in terms of beacon planning. However, additionally, the selected beacon mode also affects the prioritisation of the beacon selection on the SOS Portal during the emergency call.

Beacon mode	Field of application	SOS Portal prioritisation
ROOM	Extensive coverage	Strongest RSSI signal within the last 30 seconds
GATE	Partial coverage (e.g., at the door)	Last received signal

Regardless of the selected beacon mode, all newly received beacon signals will always be stored on the smartphone. At the same time, a maximum of the latest five different beacon IDs (major-minor) remains within the local storage of the app. In the event of an emergency call, all stored beacon IDs will be transferred to the SOS Portal for evaluation along with the RSSI and time stamp.

Please note after a restart of the SOS Mobile app, all previous temporarily saved beacon IDs will be deleted.

5.3.5.1 Beacon mode: Room vs. Gate

It is preferable to select **Room Mode** if extensive beacon positioning is required. This means that the beacon positioning signal is available at all areas of the lone working environment to be covered (full coverage). In addition, in this mode the user can decide as to whether he/she wishes to permanently enable the beacon monitoring (scanning) or specifically only during an active emergency call.

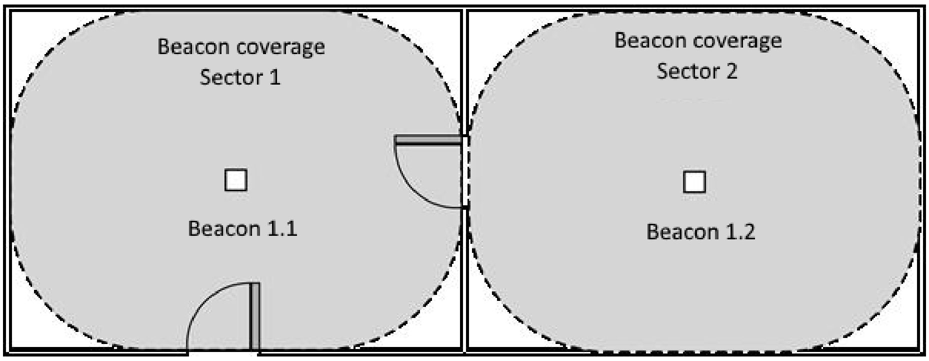


Illustration 37: Beacon mode: Room

On the other hand, it is preferable to choose **Gate Mode** when no extensive beacon positioning is available. The beacons are often mounted onto an entrance (door, lock, etc.) in this type of application. As a result of entering the area to be monitored, employees pass by the beacon and save the corresponding beacon ID with the SOS Mobile app. In the event of an emergency call, the last received beacon ID can be referred to automatically. Permanent beacon scanning is required in Gate Mode.

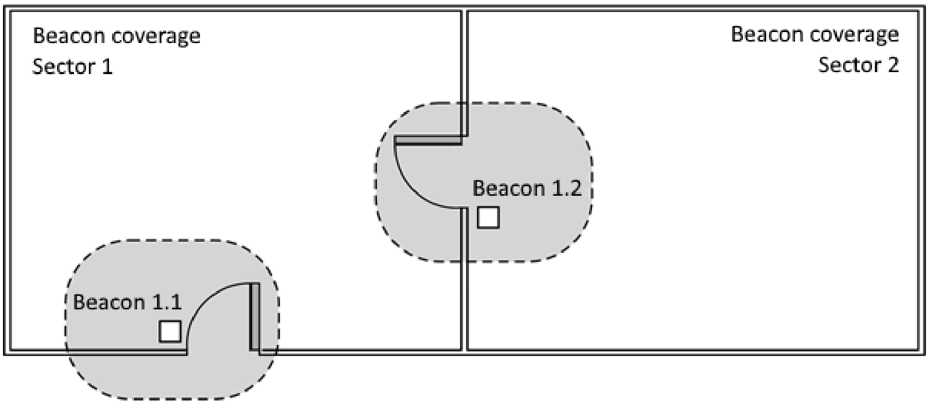
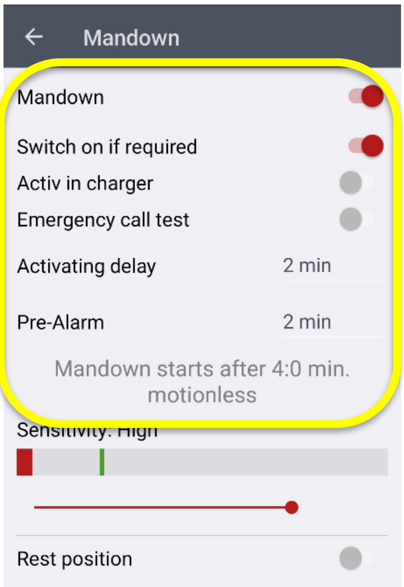


Illustration 38: Beacon mode: Gate

5.4 MANDOWN Settings

Various options and parameters can be configured if Mandown detection is enabled. The alarm is triggered by the Mandown detection only after the end of the **delay time** and the **pre-alarm time**.



Mandown

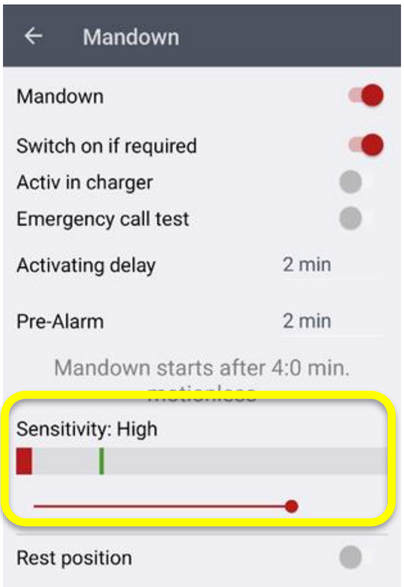
Mandown ●
Switch on if required ●
Activ in charger ○
Emergency call test ○
Activating delay 2 min
Pre-Alarm 2 min
Mandown starts after 4:0 min. motionless
Sensitivity: High
Rest position ○

- **Switch on if required** This option can be used to activate or deactivate Mandown detection directly from the main screen if required.
- **Active in charger** Using this option, you can enable Mandown detection even while the smartphone is charging. This feature is an extension for ensuring Mandown functionality in combination with mobile charging devices (e.g., Power bank).
- **Emergency call test** This option can be used to specify whether the dead man function is displayed for selection during a test emergency call.
- **Activation delay** This duration defines the time interval after which the application sets off a pre-alarm. The device must be in a stationary position and above the defined location restriction range.
- **Pre-Alarm** This duration defines the time interval of the pre-alarm. Depending on the work environment, the requirements differ according to the duration of the pre-alarm.

Illustration 39: Mandown detection settings

5.4.1 Sensitivity

For Mandown detection to be triggered, motionlessness must be detected throughout the entire duration of the delay time and the pre-alarm. Motionless means that the smartphone is not exposed to movements greater than the preconfigured threshold value.



Mandown

Mandown ●
Switch on if required ●
Activ in charger ○
Emergency call test ○
Activating delay 2 min
Pre-Alarm 2 min
Mandown starts after 4:0 min. motionless
Sensitivity: High
Rest position ○

- **Sensitivity** With this option, you can influence the sensitivity of the Mandown detection. The sensitivity is divided into three different areas. These are: ***Low***, ***Medium,*** and ***High***

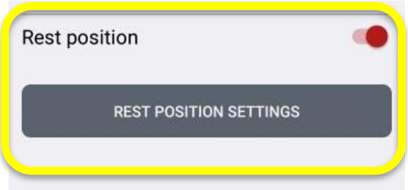
  Low sensitivity causes the device to be less sensitive to external movements. This means that a Mandown alarm is triggered despite smaller movements (e.g., respiratory movements).

  In turn, ***High*** sensitivity means that the Mandown detection is extremely sensitive to the smallest movements of the device. To trigger a dead man's alarm, the device must be in a nearly absolute resting position. The minutest of movements can lead to the Mandown detection function not responding.

Illustration 40: Mandown detection sensitivity settings

5.4.2 Mandown detection Rest position

The Rest position is an extended functionality of Mandown detection. This allows the user to define a device location which is excluded from Mandown detection.



- **Rest position** With this option, you can enable and configure the Mandown Detection Rest Position function.
- **Rest position settings** Press this button to adjust the Mandown rest position settings.

Illustration 41: Activation of Mandown detection with Rest position

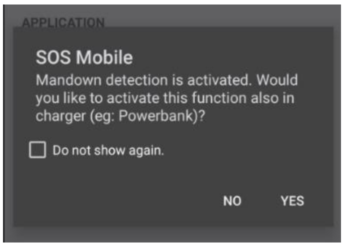
Note: In order to trigger Mandown detection, the device should not be in the area of the defined resting position. The area of the resting position should be established with caution. Mandown detection is disabled in this position range.

5.4.2.1 Charging in combination with Mandown detection

When the Mandown detection is activated and a charger is plugged in, the user will be asked if he wants to activate or deactivate the Mandown detection.

There are two major differences:

- Don’t activate the Mandown detection when the device is in a regular power station and the lone worker is not in a risk area.
- Activation of the Mandown detection when the lone worker charging his device with e.g., a mobile power bank and works inside a risk area.


SOS Mobile

Mandown detection is activated. Would you like to activate this function also in charger (eg: Powerbank)?

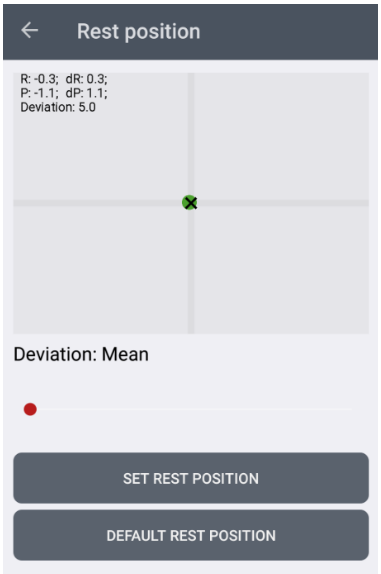
☐ Do not show again.

Illustration 42: Mandown detection during charging

Note: ATEX-Equipment must be charged outside the EX-zone.

5.4.2.2 Rest position settings

If the 'Rest position' option is enabled, any position of your smartphone can be defined as a resting position. To do this, bring your smartphone to the desired resting position and press the 'Set Rest position' button. With the slide control, you can specify the maximum permissible 'Deviation' to the set resting position.



Rest position

R: -0.3; dR: 0.3;
P: -1.1; dP: 1.1;
Deviation: 5.0

Deviation: Mean

The current position of the **rest position** is displayed with the **x**-symbol.

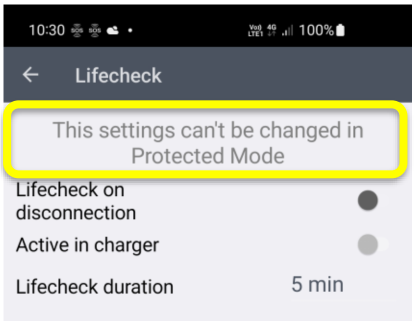
- The current **device position** is displayed with a point next to the **x**-symbol.
  - The position-point is green (●) when the device position is within the rest position. The range of the rest position can be determining with moving the device.
  - As soon as the green point changing to red (●) the device is leaving the rest position.
- **Deviation** This setting (slide control) allows you to specify the area of the resting position individually.
  SET Rest Position The desired resting position can be set individually. (Position of the **x**)
- **Standard standby position** The built in standard standby position defines the horizontal position (lying flat on the table) as the standby position.

Illustration 43: Mandown detection Rest position settings

Note: The settings of the Rest position for Mandown detection are excluded from the 'Restricted User Administration' option.

5.5 Lifecheck settings

The Lifecheck on disconnection function should be activated if your activity takes place in environments without an Internet connection (no GSM or WLAN connections). If the automatic Lifecheck is enabled in the app, status transmission will be required for Connected Devices for two minutes. The app implements this setting automatically and prevents other periods from being set.



Lifecheck

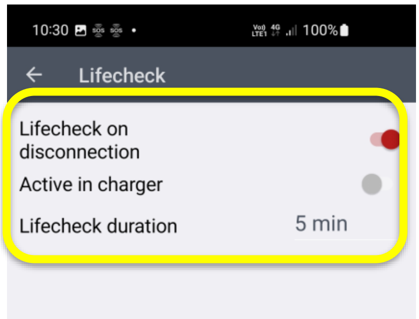
This settings can't be changed in Protected Mode

Lifecheck on disconnection

Active in charger

Lifecheck duration 5 min

- **Lifecheck in case of disconnection** This feature requires the **Connected** or **BGR-139** product package. By activating this option, you can automatically enable Lifecheck monitoring, provided that the Internet connection (status transfer) is interrupted for more than three minutes. Should the Internet connection be available once again before the end of the Lifecheck period, any previously started Lifecheck monitoring will be cancelled automatically.



Lifecheck

Lifecheck on disconnection

Active in charger

Lifecheck duration 5 min

- **Active in charger** This option allows you to activate the automatic "Lifecheck on disconnection" function even while the smartphone is charging.
- **Lifecheck duration** The Lifecheck duration determines the time interval of the Lifecheck monitoring. The employee can stay on the Internet-free zone during this time.

Illustration 44: Lifecheck settings in case of disconnection

Note: The Lifecheck function is automatically synchronised with the SOS Portal if the connection is lost. As a result, Lifecheck monitoring is enabled automatically on the device as well as on the SOS portal upon detecting a connection failure. If the Lifecheck monitoring is not stopped within the monitoring time, an alarm will be automatically triggered on the server.

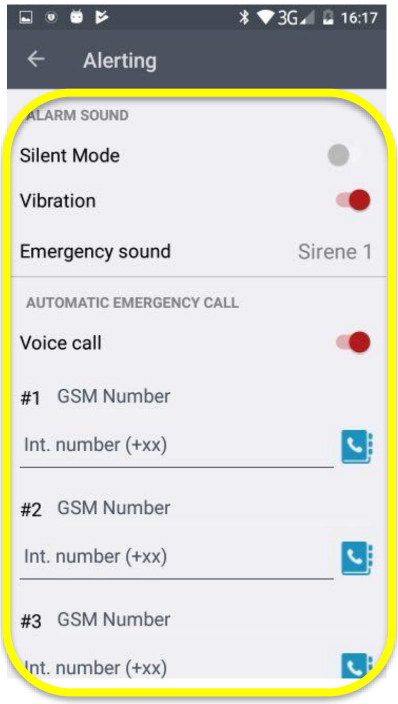
Note: Various external influences can affect the communication of the status notifications between the app and the SOS Portal. This includes, for example, poor GSM signal quality, interruption of the data connection, power-save modes of the devices, among others. Any type of interruption to the connection may trigger a remote Lifecheck if the connection is lost.

5.5.1 Last known position for Lifecheck

Since, as a rule, no adequate GPS positioning is possible in areas without GSM reception (e.g., basements or tunnels), geolocation is difficult in an emergency. In combination with the permanent GPS location tracking (see Chapter 5.3.1 GPS tracking settings), the last known position can be referred to in case of an emergency.

5.6 Alerting settings

Alerting and notifications in an alarm state (emergency call has been triggered) is an important part of the entire rescue process. In addition to the emergency call processing on the SOS Portal with various measures such as automatic forwarding’s via SMS or email, the SOS Mobile app also offers a number of additional functions.
The alarm settings affect the behavior of the application in the alarm state.



ALARM SOUND
Silent Mode ○
Vibration ●
Emergency sound Sirene 1

AUTOMATIC EMERGENCY CALL
Voice call ●
#1 GSM Number
Int. number (+xx)
#2 GSM Number
Int. number (+xx)
#3 GSM Number
Int. number (+xx)

- **Silent mode** With this option, you can permanently set the application to 'Silent Modes'. This function should only be enabled in exceptional situations. A silent alarm, however, would certainly be a sensible function in the operational field of security forces (Security).
- **Vibration** In an alarm state, the vibrator is also enabled in addition to the emergency call sound.
- **Emergency call sound** There are two different emergency call sounds to choose from.
- **Voice call** With this option, you can automatically initiate a voice call from your smartphone in an alarm state. You can specify a maximum of three different numbers as well. The SOS Mobile app will try to reach at least one of the participants in the given order.
- **Repetition** In case a voice connection with any of the pre-specified numbers cannot be established in the first try, the call setup can be repeated up to a maximum of three times.

Illustration 45: Alarm settings

5.6.1 Automatic voice calls

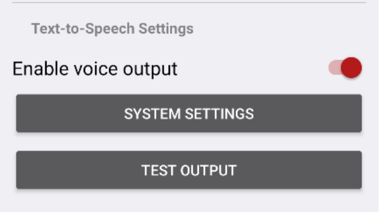
With the automatic voice call function, it is possible to automatically call one or more predefined recipients in case of an emergency call. An attempt will be made to establish a voice connection with at least one of the recipients. Once a voice connection could be successfully established, the loudspeaker function of the smartphone will be activated automatically. This allows for so-called "**listening in**' to be made possible in the surrounding environment. If the affected person has the capacity, he/she can simply communicate through the receiver without needing to hold the device to the ear.

Note: The automatic call setup only works with Android devices at the present time. For security reasons, a call setup is possible with iPhones only upon manual confirmation by the user.

Note: For technical reasons, it is currently not possible to detect the connection setup of a Skype call. Skype receivers cannot therefore be configured in an escalation.

5.6.2 Voice output (text to speech)

The function "Text to language" is based on the settings stored in your system. If you would like to adjust these configurations, please click on the "System settings" button. This will take you to the corresponding options, where you can change various parameters such as the voice, speed and volume of speech playback according to your individual preferences.



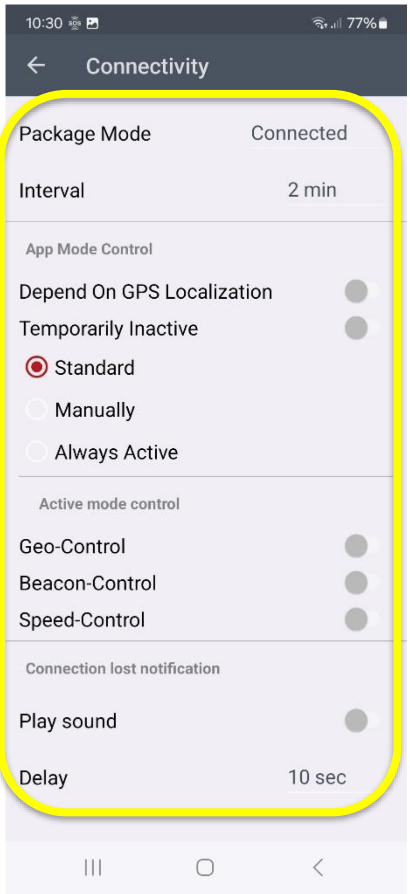
- **Enable voice output** You can use this option to activate or deactivate the voice output for individual functions of the SOS Mobile APP.

Click the "Test output" button to test the voice output on your device.

Individual settings for the voice output can be made in chapter 5.12 Alarm View settings and in chapter 7 Alarm messages.

5.7 Connectivity settings

On the one hand, connectivity settings include the selection of the product package. On the other hand, however the various app modes can also be configured.



10:30 77%

Connectivity

Package Mode Connected

Interval 2 min

App Mode Control

Depend On GPS Localization

Temporarily Inactive

● Standard

○ Manually

○ Always Active

Active mode control

Geo-Control

Beacon-Control

Speed-Control

Connection lost notification

Play sound

Delay 10 sec

- **Product package** There are three different product packages available. These are PROTECTED, CONNECTED and BGR-139 (DGUV).
- **Interval** The interval parameter defines the time span for the transmission of status data to the SOS Portal.
- **Depending on the GPS localization** When activated, the minimum accuracy can be defined which is required to be able to switch the app active. Details see (Chapter 5.7.3)
- **Temporarily Inactive** By enabling this option, the user can temporarily switch the app to inactive mode. After the end of a predefined time, the app automatically returns to ACTIVE mode.
- **App modes** Select the desired app mode. Three different app modes are supported (Standard, Manual, and Always Active).
- **Active mode control** Optionally select one of the following functions (Geo-Control, Beacon Control or Speed Control) for automatic "active mode control".
- **Play sound** Enable this option if you would like an audible notification in case the connection is lost (no internet connection).
- **Delay** The acoustic notification can be delayed for a few seconds if necessary to bridge short interruptions of the Internet connection.

Illustration 46: Connectivity settings

5.7.1 Connection control

The SOS Mobile app performs periodically a connection control to the SOS Portal. The setting of this time interval is by default 2 min. but can be changed.

If the device is in a zone without data connection (no connection to the SOS Portal), the user will be notified with an adjustable delay about the connection interruption. The delay can adjust in steps from 3 seconds to 1 minute.

The SOS Portal reports during a connection interruption a technical alarm “connection interruption”. These will be at latest 8 minutes after the last successful connection control.

Graphic overview of the process:

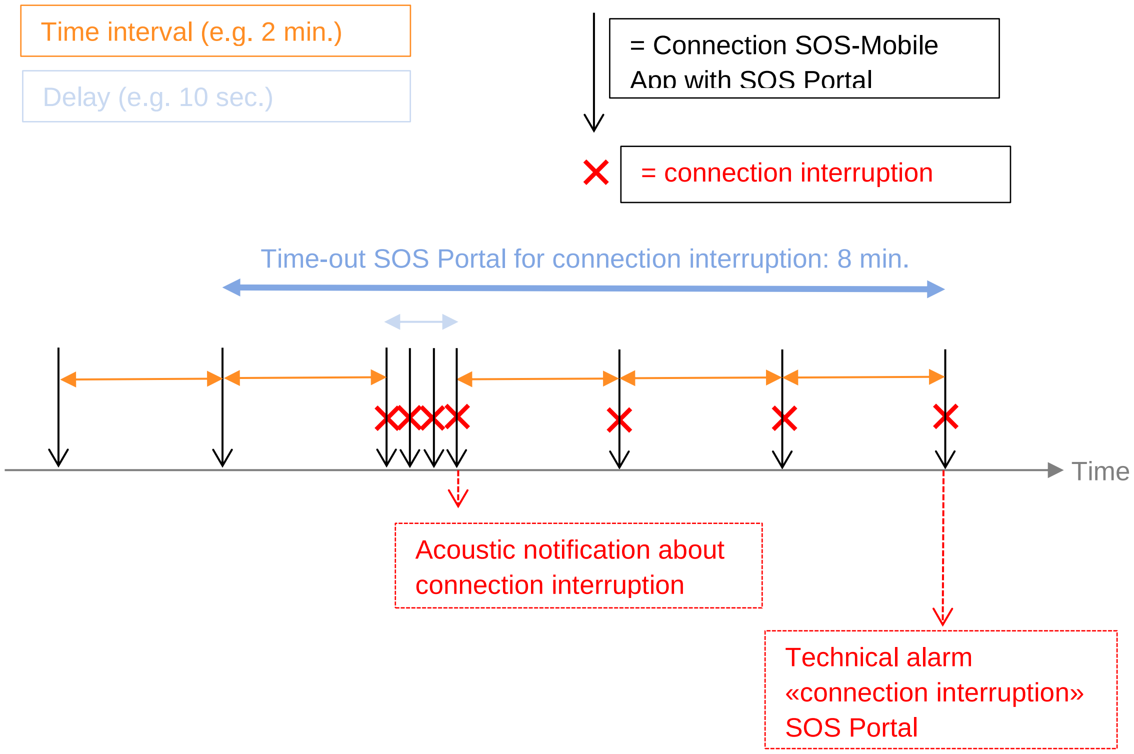

Time interval (e.g. 2 min.)
Delay (e.g. 10 sec.)
= Connection SOS-Mobile App with SOS Portal
= connection interruption
Time-out SOS Portal for connection interruption: 8 min.
Time
Acoustic notification about connection interruption
Technical alarm «connection interruption» SOS Portal

Illustration 47: Timeline during a connection interruption

5.7.2 Product package selection

You can choose between three different variants for selecting the product package. Please note that the BGR-139 (DGUV) variant is not available for the iPhone variant.

Note: The selection of the product package has no influence on the available emergency call functions (Emergency call button, Mandown detection and Lifecheck). However, some additional functions relating to active mode control are only available with the "CONNECTED" product package.

5.7.2.1 Protected product package

The 'PROTECTED' product package only connects to the SOS Portal when the emergency call is activated. Consequently, no periodic status data is sent to the SOS Portal when in idle mode.

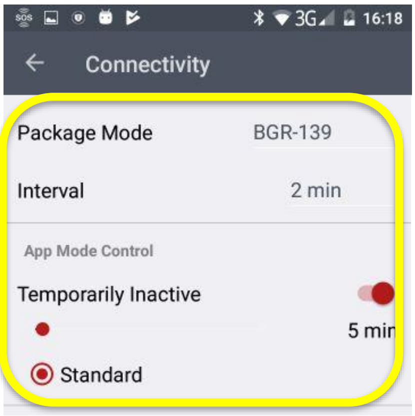
5.7.2.2 Connected product package

Status data is sent to the SOS Portal at periodic intervals for the 'CONNECTED' product package. This makes it possible to monitor the registered devices on the SOS Portal. For data protection reasons, the status data does not contain any positioning information.

5.7.2.3 DGUV 112-139 product package

For product package DGUV 112-139, additional functions based on the requirements of the DGUV examination (formerly BGR-139) will be integrated alongside the features of the CONNECTED package. This primarily involves a function test which must be performed upon each 'start of work', though this must be done at least every 24 hours.

The Swissphone lone work solution (Personal Emergency Signalling System –*Personennotsignalanlage* – PNA) has a GS-test certificate (No ET 22033 from 12.04.2022) of the DGUV Test. This certificate is the result of a comprehensive function and type examination as well as of factory certification. Swissphone is thereby confirmed of complying with DIN V VDE 0825-11. In the industry, this evidence is simply referred to as 'BG-certified'. Thus, the adherence to the professional association regulation DGUV 112-139 'Use of Person Emergency Signalling Systems' is confirmed.



Package Mode BGR-139

Interval 2 min

App Mode Control

Temporarily Inactive

5 min

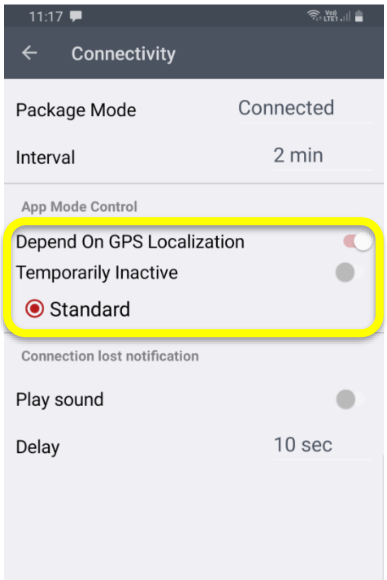
Standard

- **DGUV 112-139 product package** Select the DGUV 112-139 (formerly BGR-139) product package if you wish to use the application in this variant. To meet the requirements of the test center, only the standard app mode control is supported in this variant by default. However, the 'Temporarily Inactive' option is still permitted.

Illustration 48: BGR-139 product package

If the BGR-139 product package is selected, an additional 'Function test' menu entry automatically appears in the side menu. (See Chapter 5.8 DGUV 112-139 function test)

5.7.3 App Mode Control



Package Mode Connected

Interval 2 min

App Mode Control

Depend On GPS Localization

Temporarily Inactive

Standard

Connection lost notification

Play sound

Delay 10 sec

- If the "Depends on GPS localization" function is active in the "App mode control" menu, the app can only be activated if the location services in the smartphone's operating system are switched on correctly (see also section 9, Smartphone operating system settings).
- In addition, the GPS accuracy is also considered if it is switched on (see point 5.3.1 GPS tracking settings, accuracy).

Illustration 49: App modes control

5.7.4 Selecting app modes

The selection of the optimal app mode depends primarily on the usual work habits of the lone worker or possibly on the specifications of the company. The following section provides an overview of the individual modes and their features. You can choose between four different app modes (Active). An additional mode is the 'Inactive' state.

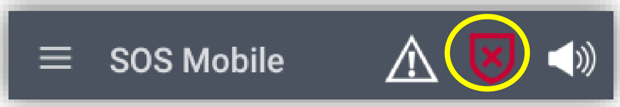


Illustration 50: App modes symbol

5.7.4.1 Standard

In Standard mode, the user can switch the app mode as needed between 'ACTIVE' and 'INACTIVE'. This option can also be selected, provided that the 'Temporarily Inactive' option is enabled. After an emergency call has been reset, the app mode automatically switches to INACTIVE and must be set to ACTIVE again by the user if necessary. The standard mode is based on the specifications of the DGUV (BGR-139) regulations which stipulate that an emergency call device must be checked again after each emergency call, and manually set into Active State.

5.7.4.2 Manual

In 'Manual' mode, the user can switch the app mode as needed between ACTIVE and INACTIVE. This option can also be selected provided that the 'Temporarily Inactive' option is enabled. Unlike with the standard modes, however, the app always remains in the preselected mode. This means that after resetting an emergency call, the app will continue to remain in ACTIVE mode until it is changed by the user.

5.7.4.3 Always Active

In 'Always Active' mode, the user cannot freely switch the app mode between ACTIVE and INACTIVE. This means that the APP is to remain predominantly in ACTIVE mode. This option can also be selected provided that the 'Temporarily Inactive' option is enabled. The app remains in ACTIVE mode even after an emergency call.

5.7.4.4 Temporarily Inactive

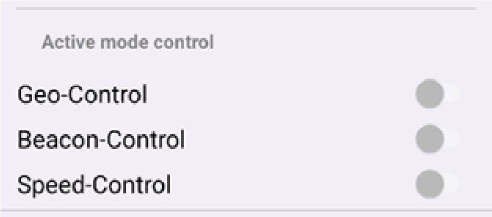
The 'Temporarily Inactive' option is not a dedicated app mode. By enabling this option, the user has the option of temporarily switching to Inactive mode, regardless of the selected app mode. The previous mode is automatically activated again after the end of the predefined time.

5.7.4.5 Inactive

All emergency services (emergency call button, Mandown and Lifecheck) are disabled in 'Inactive' mode.

5.7.5 Active mode control

The active mode control functions enable the user to additionally automate the "active switching" of the lone working monitoring functions.



Active mode control

Geo-Control ○

Beacon-Control ○

Speed-Control ○

- **GEO-Control** Active switching depending on the GEO position based on predefined GEO ranges.
- **Beacon-Control** Active switching depending on the beacon cover.
- **Speed-Control** Active switching depending on the current movement pattern. (speed)

Illustration 51: Active mode control

The active mode control also depends on the usual working behavior of the lone worker or possibly on the specifications of your company. The following section provides an overview of the individual modes and their properties. You can choose between three different modes for active switching.

5.7.5.1 GEO-Control

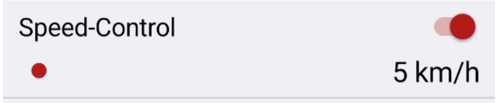
The GEO control mode allows the user to enable lone worker monitoring based on the current GPS position. The user can define one or more GPS position ranges (map sections) in advance (see chapter 5.9 GEO Control settings). Lone worker monitoring automatically switches between active and inactive. The application automatically switches to ACTIVE mode when the user is in one of the predefined areas. As soon as the user leaves the area, the application switches back to INACTIVE mode after a timeout.

5.7.5.2 Beacon-Control

The "Beacon Control" mode is a special feature and can only be used in combination with beacon location. Switching between active and inactive mode is also automatic. The application remains in ACTIVE mode as long as beacon IDs are being received. As soon as there are no more beacons within the range of the application, the application will automatically switch back to INACTIVE mode after a timeout.

5.7.5.3 Speed-Control

The speed monitoring mode allows lone worker monitoring to be activated based on the operator's current movement pattern. Speed is used as the basis for control. Lone worker monitoring automatically switches between active and inactive modes. The application automatically switches to ACTIVE mode when no movement or slow movement is detected. As soon as a fast movement is detected, the application switches to INACTIVE mode after a short timeout.



Speed-Control ●

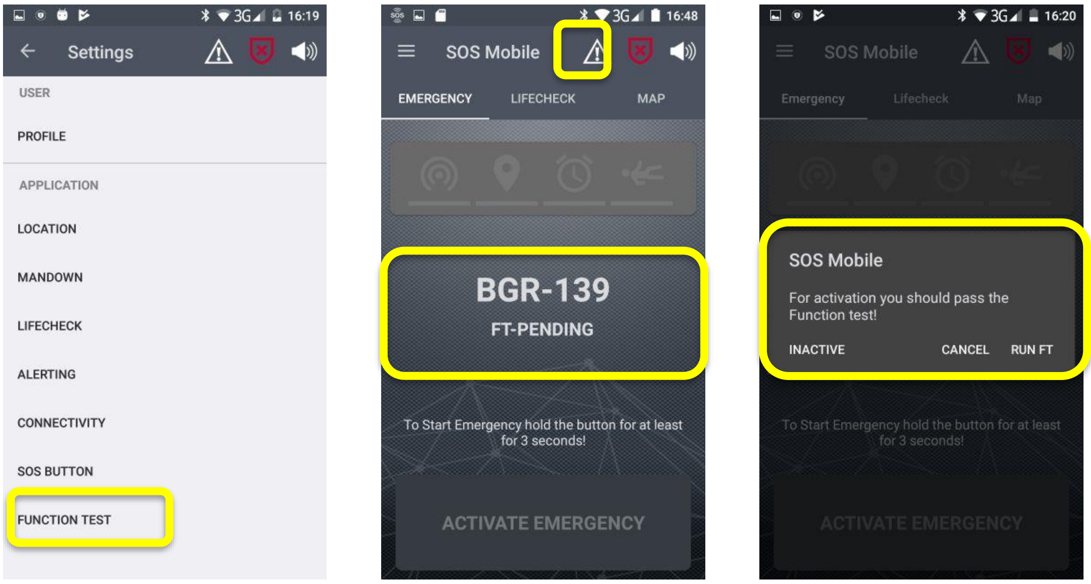
5 km/h

- **Speed-Control** The minimum speed of the motion monitoring can be set individually in the range from 5 km/h to 50 km/h.

Illustration 52: Speed-Control Settings

5.8 DGUV 112-139 function test

The function test can be started manually from the side menu, or you will be automatically notified at least every 24 hours once you enable Active mode.


Settings
USER
PROFILE
APPLICATION
LOCATION
MANDOWN
LIFECHECK
ALERTING
CONNECTIVITY
SOS BUTTON
FUNCTION TEST
SOS Mobile
EMERGENCY
LIFECHECK
MAP
BGR-139
FT-PENDING
ACTIVATE EMERGENCY
INACTIVE
CANCEL
RUN FT

To Start Emergency hold the button for at least for 3 seconds!

SOS Mobile

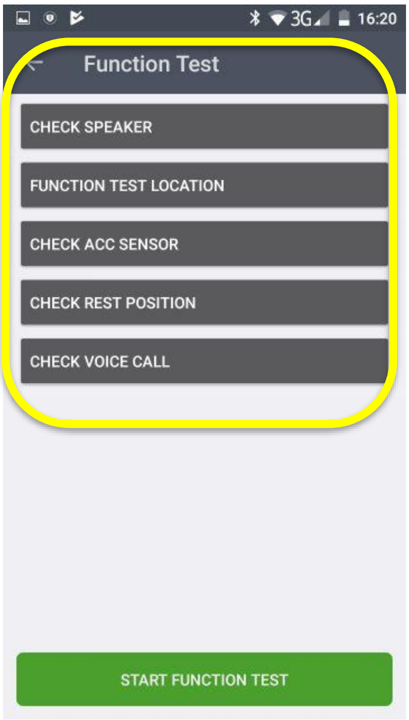
For activation you should pass the Function test!

Illustration 53: FT-Pending

The function test ensures that all vital sensors are working correctly on your smartphone.

5.8.1 Performing a function test

The application can be enabled after successfully performing the function test.


Function Test
CHECK SPEAKER
FUNCTION TEST LOCATION
CHECK ACC SENSOR
CHECK REST POSITION
CHECK VOICE CALL
START FUNCTION TEST

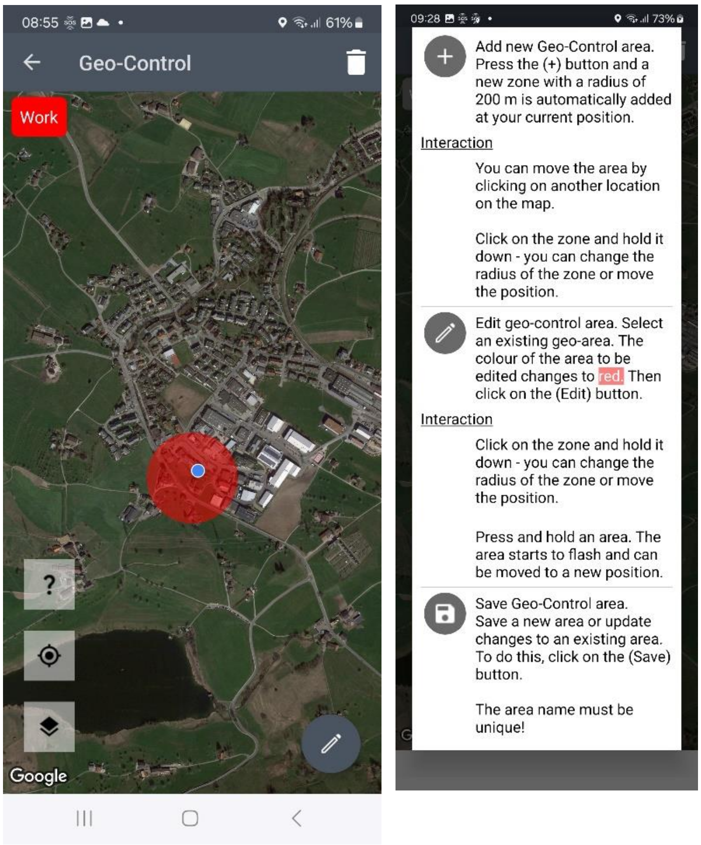
- **CHECK SPEAKER** This test checks whether there is sound coming from the speaker.
- **CHECK LOCATION SENSOR** This test checks if the GPS location tracking service is enabled.
- **CHECK MOTION SENSOR** This test checks if any movement activity can be detected.
- **CHECK REST POSITION** This test checks whether a resting position (motionlessness) is detected.
- **CHECK VOICE CALL** This test verifies that at least one number is stored when the voice call feature is activated (see section ALERTING).

Illustration 54: Performing a FT

5.9 GEO Control settings

Define one or more areas on the map that you want to set as active lone worker areas. The application monitors your current location in the background and automatically activates lone worker monitoring as long as you are in one of the defined areas. As soon as you leave the area, the lone worker monitoring is deactivated.

- **Configuring GEO control** In the GEO control settings, you can add new geo areas or edit existing areas.
- **Edit GEO Control Area** To delete an existing GEO area, click on the area to be edited and hold it down until the colour changes to red. You can now move the area or change the size of the circle.
- **Delete GEO Control Area** Geo areas that are no longer required can be deleted.
- **Help** Click on the "?" button for more information on editing the GEO control.



Add new Geo-Control area. Press the (+) button and a new zone with a radius of 200 m is automatically added at your current position.

Interaction

You can move the area by clicking on another location on the map.

Click on the zone and hold it down - you can change the radius of the zone or move the position.

Edit geo-control area. Select an existing geo-area. The colour of the area to be edited changes to red. Then click on the (Edit) button.

Interaction

Click on the zone and hold it down - you can change the radius of the zone or move the position.

Press and hold an area. The area starts to flash and can be moved to a new position.

Save Geo-Control area. Save a new area or update changes to an existing area. To do this, click on the (Save) button.

The area name must be unique!

Illustration 55: GEO-Control settings

Note: Location information in connection with GEO control is at no time forwarded to the SOS portal or transferred to other applications or services.

5.10 SOS Button settings

Connect your SOS Mobile app with an SOS Button (wireless) to place an emergency call at the touch of a button. You can find more information through our website or by contacting our customer service. https://www.swissphone.com/ch/kontakt

- **SOS Button Connection** You can enable device scanning with this option. Disable this option if you do not wish to create an SOS Button connection.
- **Scanning** Hold the SOS Button close to the smartphone (approx.5–10 cm) during the scanning and press on the SOS Button. The name of the corresponding button will then appear in the list.
- **Connect** As soon as the entry with the desired SOS Button name appears in the list, click on the entry. The selected button will automatically connect to the app afterwards.

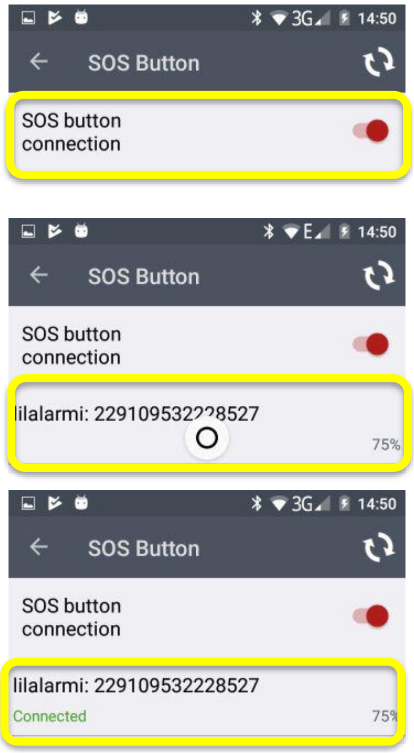
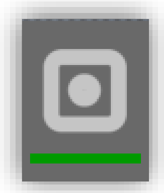

14:50
SOS Button
SOS button connection
14:50
SOS Button
SOS button connection
lilalarmi: 229109532228527
75%
14:50
SOS Button
SOS button connection
lilalarmi: 229109532228527
Connected
75%

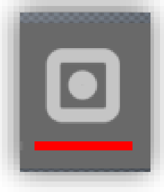
Illustration 56: SOS Button settings

5.10.1 Automatic connection after app start

The button remains connected to the app for as long as the SOS Mobile app is running (also in the background). After a restart of the SOS Mobile app (for example, after restarting your smartphone), the SOS Mobile app tries to automatically reconnect to the Button. If the connection does not occur automatically, an audible signal will sound, and the user will be prompted to activate the key to the SOS Button. This is necessary because the button goes into sleep mode after a while. The SOS Button must be 'woken up' to reconnect to the SOS app. Once the button is connected to the app, this will be displayed on the main screen of the app.



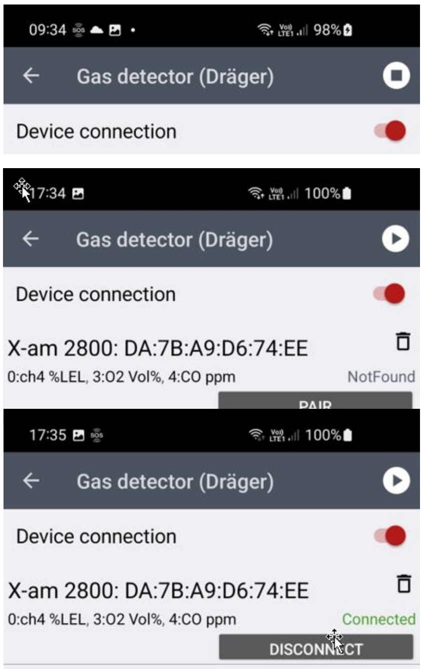
The scanning process on the main screen can be restarted for approx. 30 seconds by clicking on the icon. The connection to the button can be performed again during this time.



5.11 Settings Gas Detector (Dräger)

Connect your mobile gas detector (Dräger) to the SOS Mobile APP to automatically transmit all gas alarms from your detector directly to the SOS Portal.

- **Device connection** Use this option to enable device scanning. Deactivate this option if you do not want to connect a gas detector to the APP.
- **Scanning** Start ▶ scanning to pair a Dräger gas detector with your smartphone. If the expected gas meter is not displayed in the list of available devices, restart the gas meter.
- **PAIR** As soon as the correct device appears in the list, select the entry, and click the "CONNECT" button. Confirm the PIN code on both the smartphone and the gas detector to establish the connection.
- **DISCONNECT** If you want to temporarily interrupt an existing connection with a gas detector, click the "DISCONNECT" button. To permanently delete the connection with a gas detector, click on the delete symbol and confirm the displayed dialog with "YES".
-

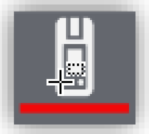


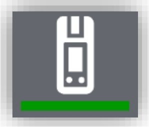
X-am 2800: DA:7B:A9:D6:74:EE
0:ch4 %LEL, 3:02 Vol%, 4:CO ppm
NotFound

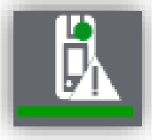
X-am 2800: DA:7B:A9:D6:74:EE
0:ch4 %LEL, 3:02 Vol%, 4:CO ppm
Connected

Illustration 57: Settings Gas Detektor (Dräger)

5.11.1 Connect gas meter automatically after app start







The gas detector remains connected to the app as long as the SOS-Mobile app is running (even in the background). After restarting the SOS Mobile app (e.g. after restarting your smartphone), the SOS Mobile app automatically tries to re-establish the connection with the gas detector. To do this, the gas detector must be switched on and within the range of the smartphone. While the connection is being established, the symbol on the main screen flashes.

As soon as the gas detector is connected to the app, the red bar changes to green. The connection to the gas detector is then continuously monitored. If the connection is interrupted, this is indicated to the user in the form of a one-time acoustic and visual notification. The connection can be re-established by clicking on the icon.

Alarms from the Dräger gas detector are automatically transmitted to the SOS Mobile APP and forwarded to the SOS portal.

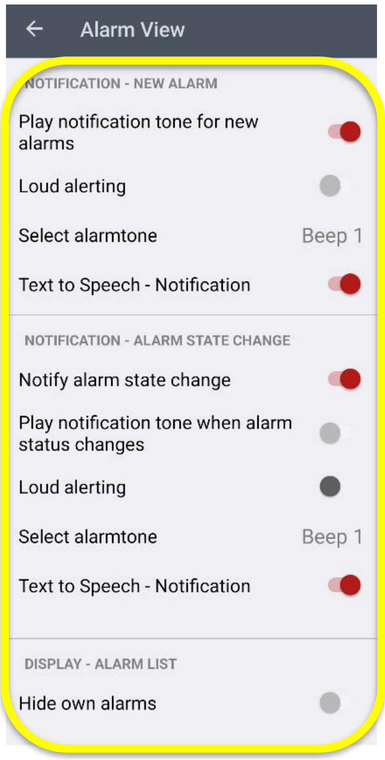
5.12 Alarm View settings

The 'Alarm View' feature is an optional menu and is only displayed to the user if the corresponding function has been enabled in the SOS Portal. You can find more information through our website or by contacting our customer service. https://www.swissphone.com/ch/kontakt

- **Play notification tone for new alarms** Enable this option if you wish to play an acoustic signal for new alarms (emergency call).
- **Loud alerting** Enable this option if you want to hear an alarm sound even when your phone is muted. The sound will be played at the maximum volume level.
- **Select an alarm ton** Select an alarm tone from the list of available tones to alert you of new alarms.
- **Text to speech notification** Activate this option if you want the notification via text to speech.

- **Notify alarm state change** Enable this option if you wish to receive notifications for Alarm state change.
- **Play notification tone when alarm status changes** Enable this option if you wish to play an acoustic signal if an Alarm status from an ongoing emergency call is changed.

- **Hide own Alarms** Enable this option if you don't want to see your own alarms in the Alarm list.



Alarm View

NOTIFICATION - NEW ALARM

Play notification tone for new alarms ●

Loud alerting ○

Select alarmtone Beep 1

Text to Speech - Notification ●

NOTIFICATION - ALARM STATE CHANGE

Notify alarm state change ●

Play notification tone when alarm status changes ○

Loud alerting ○

Select alarmtone Beep 1

Text to Speech - Notification ●

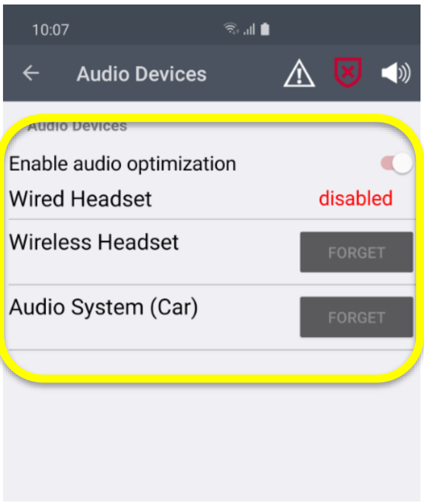
DISPLAY - ALARM LIST

Hide own alarms ○

Illustration 58: Alarm view settings

5.13 Audio devices

Different audio devices have different requirements for the output of the pre-alarm. Depending on the audio device, the "Audio optimization" function can control the output of the pre-alarm.



Audio Devices

Enable audio optimization ○

Wired Headset disabled

Wireless Headset

Audio System (Car)

- **Activate Audio Optimization** Enable this option if you want to configure the different output channels.

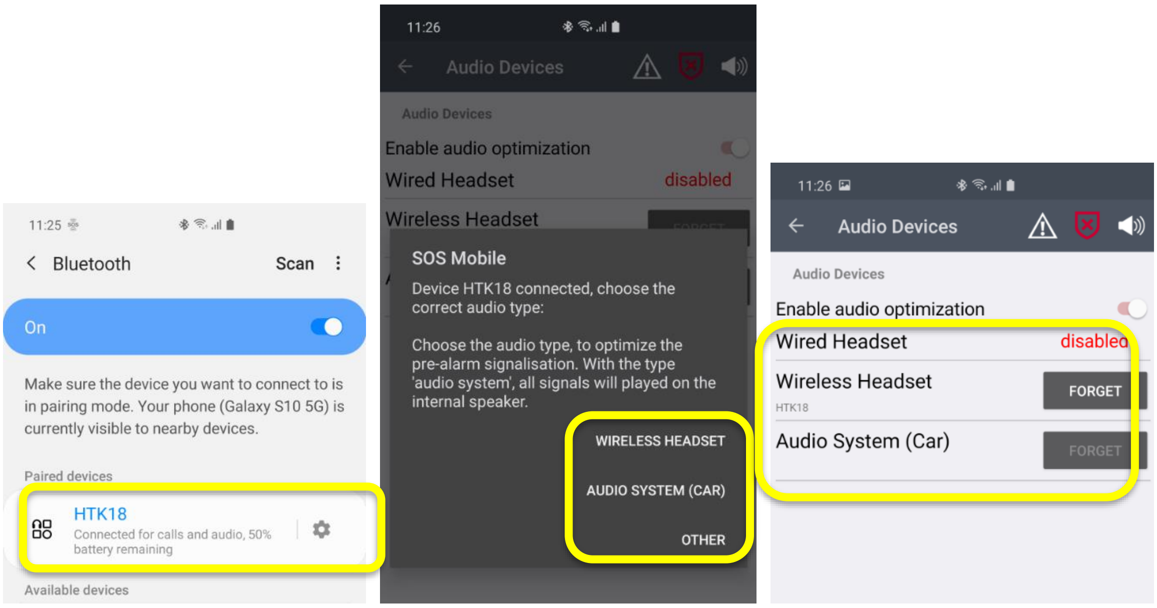
- **Wired Headset** Wired Headphones Indicates if a headphone is connected.
- **Wireless Headset** The pre-alarm is played via the selected audio device and can be heard in the headphones. The siren, on the other hand, is played via the internal loudspeaker.

- **Car Audio System** If your smartphone is connected to the audio system of a car, all audio signals will be played through the speaker of the smartphone

Illustration 59: Audio devices settings

5.13.1 Configuring of the audio devices

Connect the desired wireless audio device(s) to the smartphone according to the instructions of the device manufacturer. Then switch back to the SOS app and assign the audio device to the desired device type. The configuration is now complete, and the audio outputs are controlled based on your selection. The following figures show the process of connecting a wireless audio device to the smartphone and the following assignment in the app with the corresponding profile.


11:25
Bluetooth
Scan
On
Paired devices
HTK18
Connected for calls and audio, 50% battery remaining
Available devices
11:26
Audio Devices
Audio Devices
Enable audio optimization
Wired Headset
disabled
Wireless Headset
FORGET
SOS Mobile
WIRELESS HEADSET
AUDIO SYSTEM (CAR)
OTHER
11:26
Audio Devices
Audio Devices
Enable audio optimization
Wired Headset
disabled
Wireless Headset
HTK18
FORGET
Audio System (Car)
FORGET

Make sure the device you want to connect to is in pairing mode. Your phone (Galaxy S10 5G) is currently visible to nearby devices.

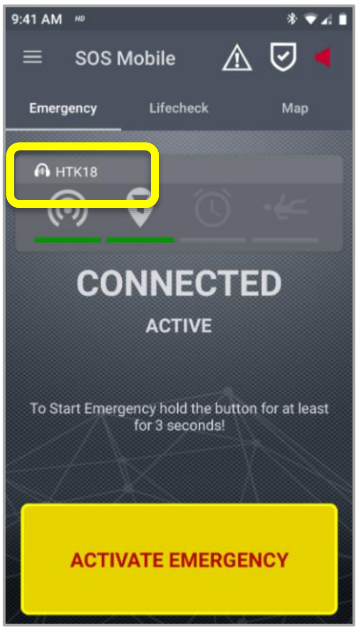
Device HTK18 connected, choose the correct audio type:

Choose the audio type, to optimize the pre-alarm signalisation. With the type 'audio system', all signals will played on the internal speaker.

Illustration 60: Audio devices configuration

5.13.1.1 Display of audio devices in the app

As soon as the smartphone is connected to a predefined wireless audio device, its name is displayed in the main view of the app.


9:41 AM
SOS Mobile
Emergency
Lifecheck
Map
HTK18
CONNECTED
ACTIVE
ACTIVATE EMERGENCY

To Start Emergency hold the button for at least for 3 seconds!

- **Display Audio device** On the home screen the currently connected audio device is displayed.

Illustration 61: Audio devices display

5.14 AutoStart settings

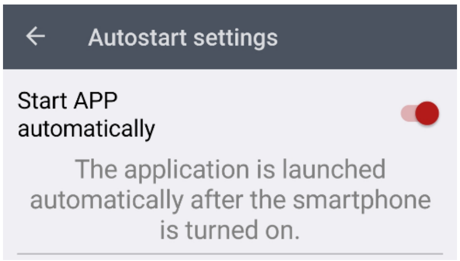
The following chapter explains the various options related to the application's AutoStart functions

Note: The "AutoStart" feature is only available on the Android version. The iOS version of the SOS Mobile App does not have an AutoStart for technical reasons.

5.14.1 Start application automatically

Setting for the behaviour of the application when booting the operating system.

- **Start App automatically** Activat this option if you want that the SOS Mobile app is starting automatic after a reboot of your smartphone.



Start APP automatically

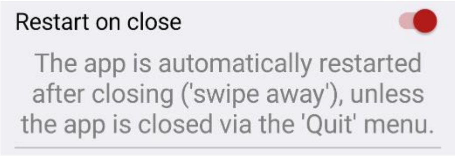
The application is launched automatically after the smartphone is turned on.

Illustration 62: AutoStart settings

5.14.2 Restart on close

Settings for how the app behaves when the app is closed unless this is done via the "Exit" menu.

- **Restart on close** Activate this option if you want to automatically restart the SOS Mobile app each time you close it (swipe away).


Restart on close

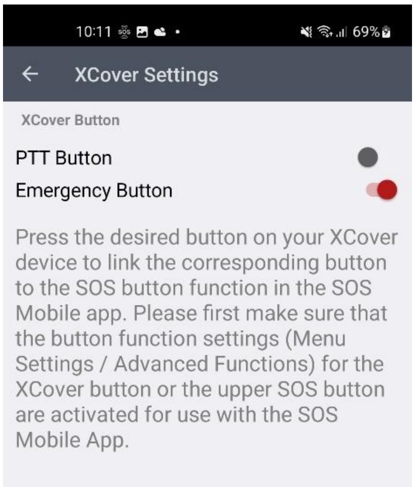
The app is automatically restarted after closing ('swipe away'), unless the app is closed via the 'Quit' menu.

Illustration 63: Restart on close

5.15 XCover settings (optional)

The XCover settings are only displayed if the SOS Mobile app is installed on a Samsung XCover 5 / 6. The XCover button on the side of the smartphone or the upper button (Pro version) can be configured to automatically activate the emergency call function of the SOS Mobile APP.

After assigning the buttons in the "Settings - Advanced Functions" of the SOS Mobile APP, switch to the XCover settings of the SOS Mobile APP and press the desired button to link it to the emergency call function of the SOS Mobile APP.



PTT Button ○

Emergency Button ●

Press the desired button on your XCover device to link the corresponding button to the SOS button function in the SOS Mobile app. Please first make sure that the button function settings (Menu Settings / Advanced Functions) for the XCover button or the upper SOS button are activated for use with the SOS Mobile App.

- **XCover settings** In order to use the physical buttons of your Samsung XCover mobile device with the SOS Mobile APP, the button functions must be activated in the general "Settings - Advanced Functions" of the smartphone and assigned to the SOS Mobile APP.

- **PTT Taste** The "XCover key" corresponds to the PTT key. Connect this button with the SOS Mobile app if you want to connect the PTT button with the SOS emergency call function of the SOS Mobile app.
- **Emergency Button** The "Upper key" corresponds to the SOS key. Connect this button to the SOS Mobile app if you want to connect the upper button to the SOS emergency call function of the SOS Mobile app.

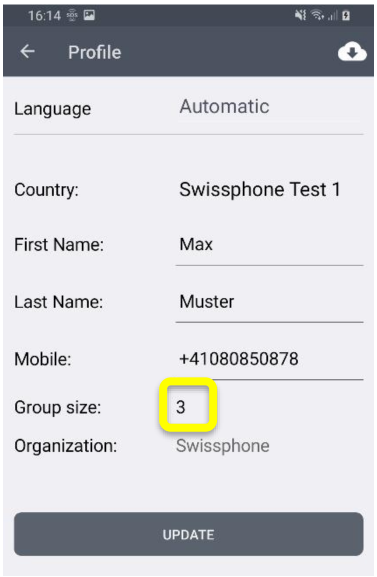
Illustration 64: XCover settings

6 Optional function

6.1 Group function

The group function is optional and is activated by Swissphone on request with the information about the maximum group size.
This group function allows the SOS-Portal to monitoring a responsible person with a group. With the localization feature it's possible to find the position of the group.
A possible use case is having a tour guide for a company. In this case the tour guide uses hist smartphone with the SOS Mobile app. At beginning of the tour, he will be asked about the group size in the settings of the app. It's not possible to overstep the group size.

Afterwards the SOS Mobile app is switching to the active mode.



Language Automatic

Country: Swissphone Test 1

First Name: Max

Last Name: Muster

Mobile: +41080850878

Group size: 3

Organization: Swissphone

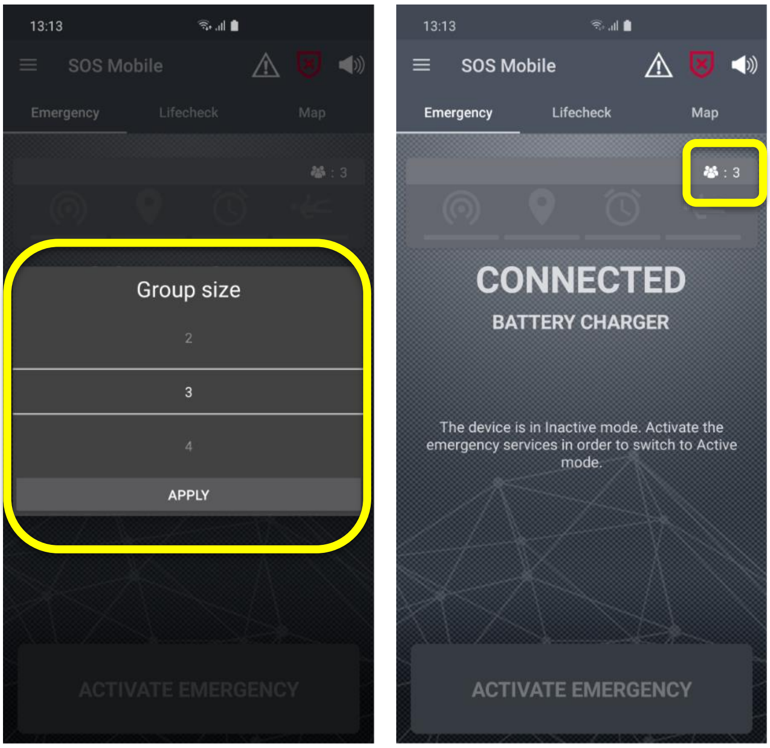
Group Size: To define a new group size, the current group size can be clicked. In the dialog that appears, the desired group size can be defined.

Illustration 65: Audio devices display

When you activate an emergency with the SOS Mobile app, it displays the group size in the SOS Portal. This helps the scheduler to choose the correct arrangements (e.g., number of rescuer) to rescue and care for the group. It helps to ensure that no one gets lost or forget.

6.1.1 Set group size when starting the app

If the group function is switched on, the user is always asked for the current group size when starting the app. The currently defined group size can also be seen on the start screen.

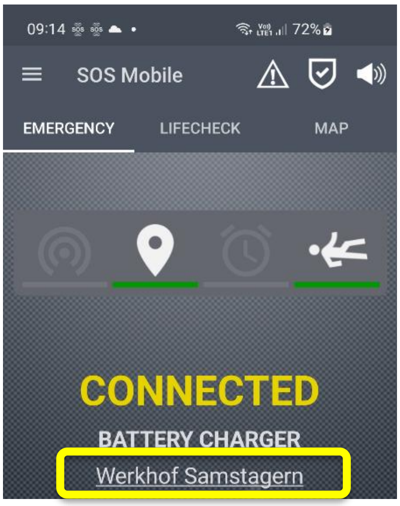

13:13
SOS Mobile
Emergency
Lifecheck
Map
: 3
Group size
2
3
4
APPLY
ACTIVATE EMERGENCY
13:13
SOS Mobile
Emergency
Lifecheck
Map
: 3
CONNECTED
BATTERY CHARGER
ACTIVATE EMERGENCY

The device is in Inactive mode. Activate the emergency services in order to switch to Active mode.

Illustration 66: Set group size when starting the app

6.2 Profile selection

The profile selection is an option that is automatically displayed, provided that at least one group profile has been created in the SOS portal and assigned to the corresponding users of the SOS Mobile app. The profile selection allows the user to switch between different predefined alerting profiles


09:14
72%
SOS Mobile
EMERGENCY
LIFECHECK
MAP
CONNECTED
BATTERY CHARGER
Werkhof Samstagern

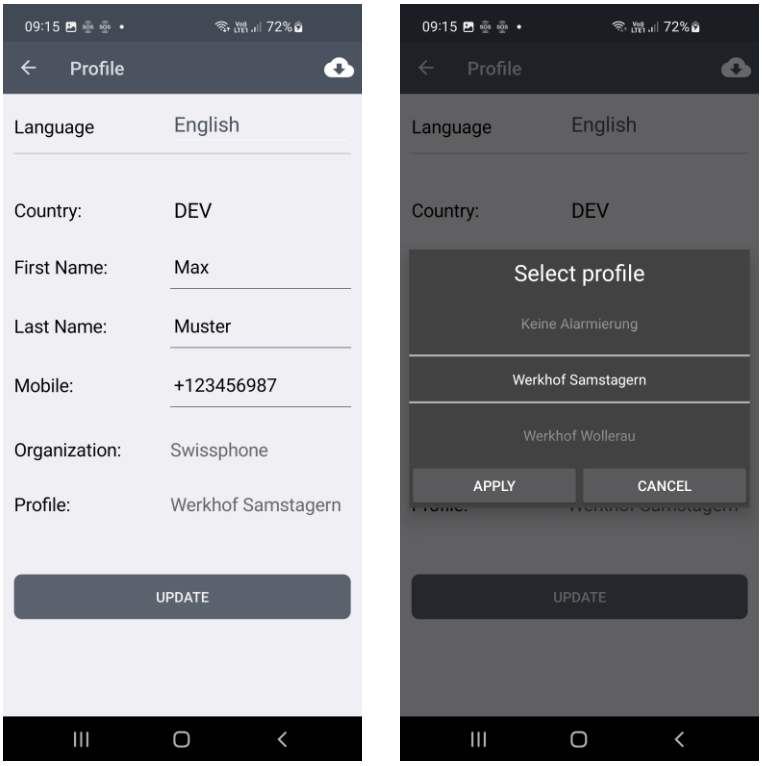
Profile selection: The currently selected profile is displayed in the main view of the SOS Mobile APP.

Click on the profile to select a new profile.

Illustration 67: Display profile in the main view of the APP

6.2.1 Profile settings

The current profile can also be displayed at any time in the profile settings and adjusted by a simple click. The selection of available profiles is defined in the SOS portal and assigned to the corresponding Mobile APP users.



Language English

Country: DEV

First Name: Max

Last Name: Muster

Mobile: +123456987

Organization: Swissphone

Profile: Werkhof Samstagern

Illustration 68: Display and adjustment of the profile selection

6.2.2 QR code formatting for profile change

As an alternative to manual selection, profile selection can also be carried out conveniently via the profile scanner. This means that the desired profiles (Profile 1 to Profile 16) can be assigned to a QR code. This means, for example, that different workstations (locations) or different procedures in the alarming process can be solved via the profile selection.

A corresponding QR code is assigned to each profile. The QR codes are displayed prominently at the corresponding workstation so that employees can scan the corresponding QR code with their cell phone before starting work. The SOS Mobile APP then automatically switches to the corresponding work profile and transfers the settings to the SOS portal.

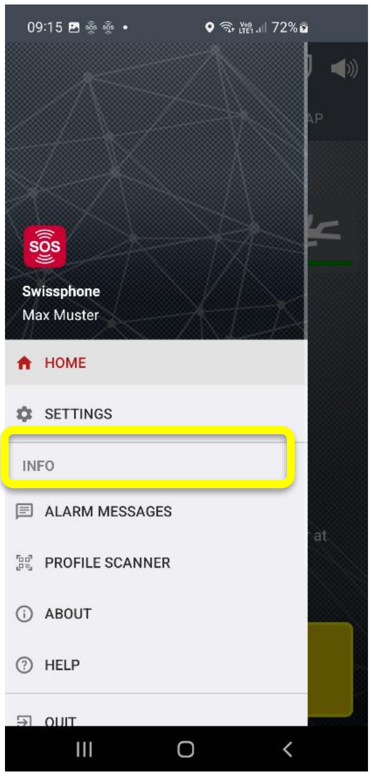
The configuration of the alarm chain depending on the profile settings can be taken from the operating instructions of the SOS Portal.

The formatting (plain text) of the QR code is:
QR code for profiles 1: sosmobile//profile?profileId=0
QR code for profiles 2: sosmobile//profile?profileId=1
…
QR code for profiles 16: sosmobile//profile?profileId=15

Illustration 69: QR code formatting for profile change

6.2.3 Profile scanner

Either the standard camera of any cell phone, any QR code scanner app or alternatively the in-app profile scanner of the SOS Mobile app can be used as a profile scanner.


09:15
72%
Swissphone
Max Muster
HOME
SETTINGS
INFO
ALARM MESSAGES
PROFILE SCANNER
ABOUT
HELP
QUIT

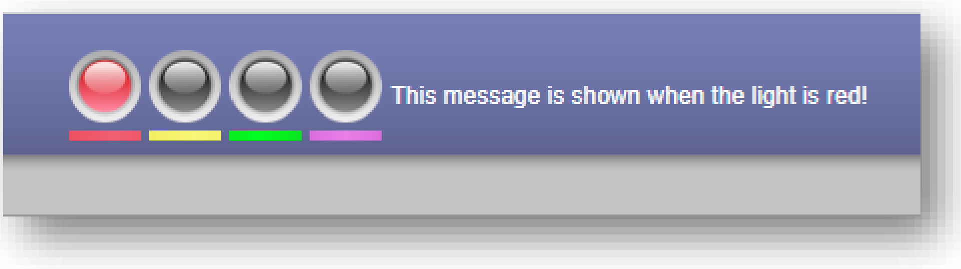
Profile scanner: Click this menu item to open the In-App profile scanner. Place the QR code in the window of your cell phone to capture the QR code.

After that, select "Open in browser" to perform the profile change.

Illustration 70: Open in-app profile scanner of the SOS Mobile app

6.3 Traffic light system

The traffic light system is an option that is automatically displayed as soon as the traffic light control has been activated in the SOS portal. This function enables the user of the SOS portal to define different message texts and to assign them to a traffic light system.
The traffic light control is displayed in the main view of the SOS portal, via which the operator can switch between the different traffic light colours.



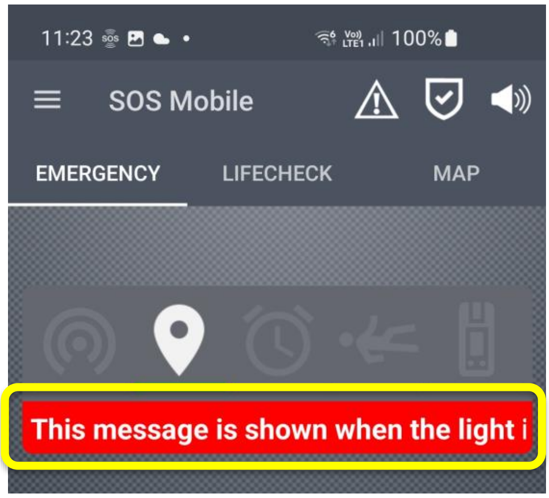
This message is shown when the light is red!

Illustration 71: Traffic light control in the SOS portal

The traffic light system supports a total of four or six colours (red, yellow, green, purple, orange and no traffic light). The desired traffic light colour can be selected by clicking on it.

6.3.1 Display traffic light system in the APP

If the traffic light system is activated in the SOS Portal, the traffic light status is automatically displayed in the SOS Mobile APP. The display is based on the respective traffic light colour (background colour) and the associated traffic light text.



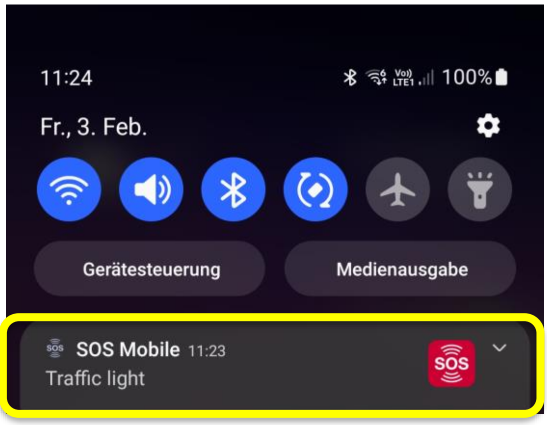
This message is shown when the light i

Illustration 72: Display traffic light system in the SOS Mobile App

As soon as the traffic light control changes to a new colour, the display in the APP is automatically updated. Long texts are displayed as scrolling text.

6.3.2 Notification at traffic light change

Any change in the traffic light system is automatically transmitted to the users of the Mobile APP via push notification. The push notification is accordingly displayed acoustically and visually on the smartphone.



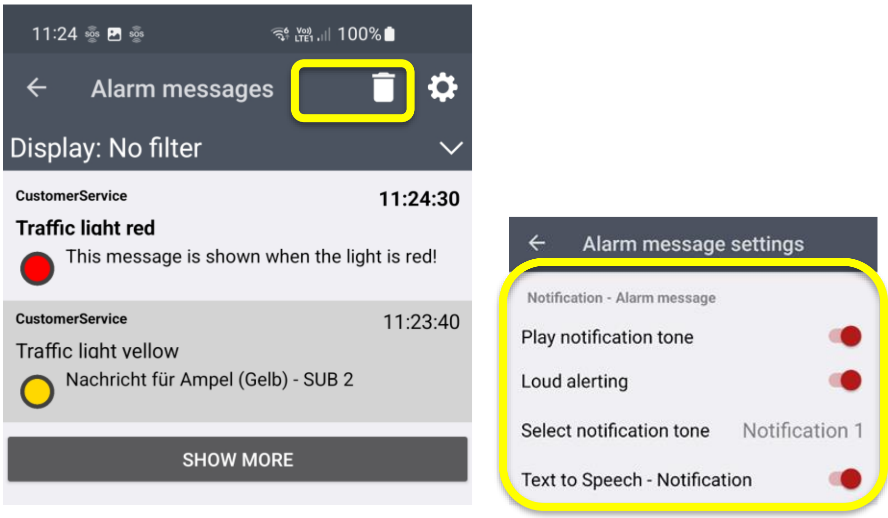
SOS Mobile 11:23
Traffic light

Illustration 73: Push notification for traffic light change

By clicking on the push notification, the SOS Mobile APP will automatically run in the foreground. Push notifications are only displayed in the SOS Mobile APP if the APP is activated and running in the background.

6.3.3 Settings Notification at traffic light change

The settings for notification via the traffic light system are made in the "Alarm messages" view of the Mobile APP. (See chapter 7 Alarm messages)



Display: No filter

CustomerService 11:24:30
Traffic light red
This message is shown when the light is red!

CustomerService 11:23:40
Traffic light yellow
Nachricht für Ampel (Gelb) - SUB 2

Notification - Alarm message
Play notification tone ●
Loud alerting ●
Select notification tone Notification 1
Text to Speech - Notification ●

Illustration 74: Settings Notification at traffic light change

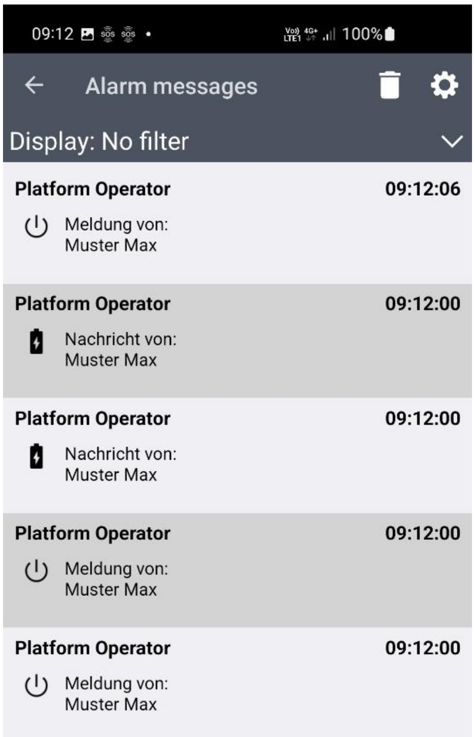
The configuration allows you to activate/deactivate the acoustic notification, the option for "Loud alarm" and the selection of a suitable notification tone.

7 Alarm messages

In the Alarm messages side menu, an overview of all received alarm messages is displayed. Note: The alarm messages are sent exclusively from the SOS portal. Additional information on sending alarm messages can be found in the "Automatic forwarding" chapter in the "SOS Portal" operating instructions. You can download the operating instructions of the SOS portal directly via the following link (SOS portal operating instructions).

7.1 Overview alarm messages

In the menu "Alarm messages" you will find an overview of all received alarm messages. The latest messages are always displayed at the top. Unread messages can be recognized by the bold time stamp.



Display: No filter

Platform Operator **09:12:06**
Meldung von:
Muster Max

Platform Operator **09:12:00**
Nachricht von:
Muster Max

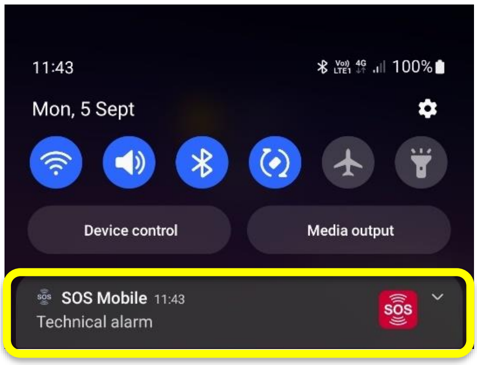
Platform Operator **09:12:00**
Nachricht von:
Muster Max

Platform Operator **09:12:00**
Meldung von:
Muster Max

Platform Operator **09:12:00**
Meldung von:
Muster Max

Illustration 75: Overview alarm messages

The receipt of new alarm messages is always indicated via the notification function of your smartphone. Click on the new notification to view the full message in the SOS Mobile app.

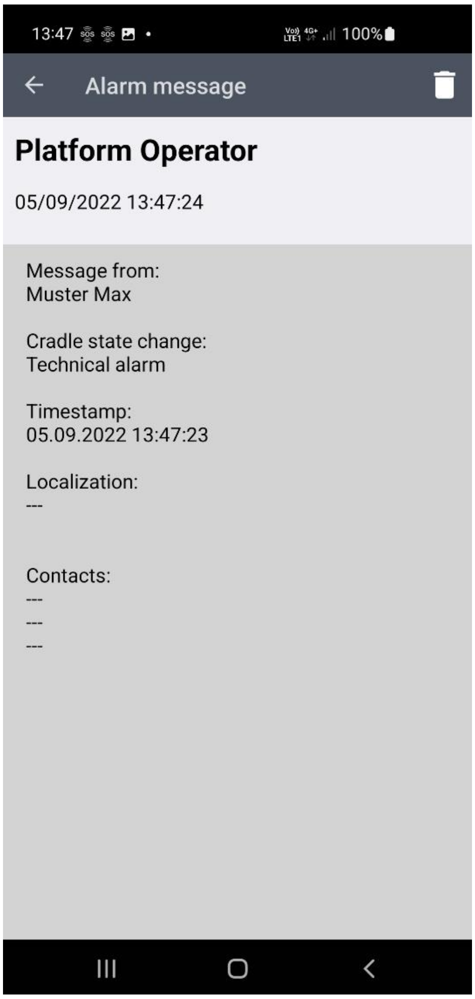


SOS Mobile 11:43
Technical alarm

Illustration 76: System notification incoming Alarm message

7.1.1 Alarm message display

Alarm messages that have already been received can be displayed by clicking on the corresponding message in the Alarm messages overview. To display older alarm messages, drag the list view of alarm messages downwards and click on the desired message.



Platform Operator

05/09/2022 13:47:24

Message from:
Muster Max

Cradle state change:
Technical alarm

Timestamp:
05.09.2022 13:47:23

Localization:

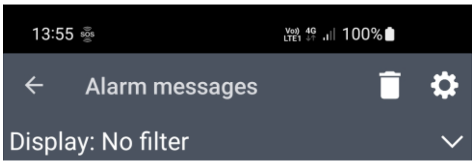
Contacts:

Illustration 77: Display of an alarm message

7.1.2 Message filter

Using the filter function ∨ you have the possibility to filter the different alarm messages. The available variants of the different alarm messages are available as possible filters

These are: Emergency call, Test emergency call, Low battery status, Profile change, Power on/off, Cradle state change, Device disconnected, Gas alarm - Toxic, Gas alarm - Ex, Gas alarm - Oxygen, Individual message.

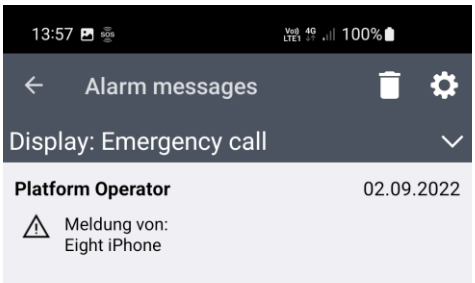


Display: No filter

Illustration 78: Message filter

7.1.3 Display alarm messages with message filter

After selecting a desired message filter, only messages of the correspondingly selected type are displayed in the alarm message list.



Display: Emergency call

Platform Operator 02.09.2022

Meldung von:
Eight iPhone

Illustration 79: Display alarm messages with message filter

7.2 Delete alarm messages

Received alarm messages can be deleted at any time. The following options are available for this purpose. Delete all alarm messages. Delete all alarm messages of one type. Delete a single alarm message.

7.2.1 Delete all alarm messages

To delete all alarm messages, first make sure that no display filter is configured. Afterwards, press the «Delete Symbol» 🗑 to permanently delete the selected alarm messages.

7.2.2 Delete all alarm messages of one type

To delete all alarm messages of a predefined type (filter), make sure that the display filter is configured correctly. Afterwards, press the «Delete symbol» 🗑 to permanently delete the selected alarm messages.

7.2.3 Delete an individual alarm message

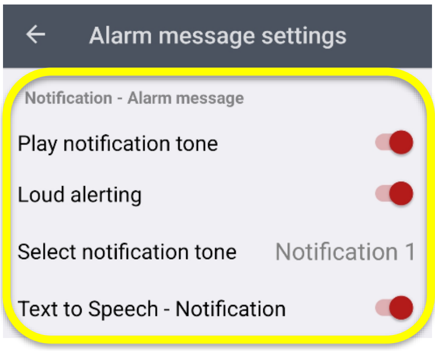
To delete a single alarm message, open the corresponding alarm message in the detailed view. Afterwards, press the «Delete symbol» 🗑 to permanently delete the selected alarm message.

7.3 Settings alarm messages

Switch to the "Alarm message settings" view ⚙ to configure the alarm messages as required. Detailed information about the different alarm messages can also be found in the operating instructions of the SOS portal. The settings of the alarm messages are differentiated between "Emergency calls" and "Technical alarms". Technical alarms are all alarm messages other than "Emergency call messages", such as test emergency call, low battery status, profile change, switch on/off, cradle status change, device connection disconnected, gas alarm - Toxic, gas alarm - Ex, gas alarm - Oxygen or spontaneous messages from the SOS portal.

7.3.1 Emergency call message settings

The emergency call message settings refer to all messages that are sent in response to an emergency call.



← Alarm message settings

Notification - Alarm message

Play notification tone ●

Loud alerting ●

Select notification tone: Notification 1

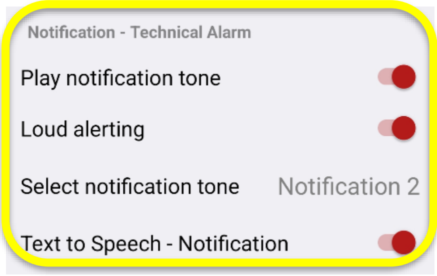
Text to Speech - Notification ●

Play notification tone Enable this option if you want an audible notification when a new alarm message is received.
Loud alerting Enable this option if you want to hear an alarm sound even when your phone is muted. The sound will be played at the maximum volume level.
Select notification tone Select an alarm tone from the list of available tones to notify you of new alarm messages.
Text to speech notification Activate this option if you want the notification via text to speech.

Illustration 80: Settings for Emergency call messages

7.3.2 Settings Technical Alarm

The settings of the technical alarms refer to all messages that are sent because of a technical alarm.



Notification - Technical Alarm

Play notification tone ●

Loud alerting ●

Select notification tone: Notification 2

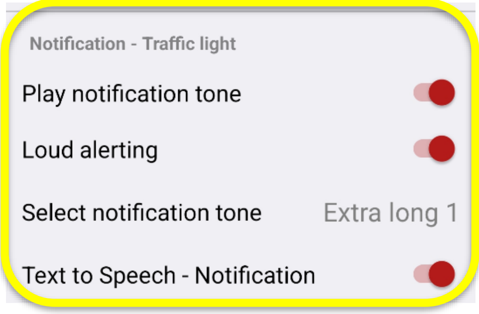
Text to Speech - Notification ●

Play notification tone Enable this option if you want an audible notification when a new technical alarm message is received.
Loud alerting Enable this option if you want to hear an alarm sound even when your phone is muted. The sound will be played at the maximum volume level.
Select notification tone Select an alarm tone from the list of available tones to notify you of new technical alarm messages.
Text to speech notification Activate this option if you want the notification via text to speech.

Illustration 81: Settings for Technical Alarm messages

7.3.3 Settings Traffic light Control

The settings for the traffic light change refer to all messages that are sent because of the traffic light change. The settings are only displayed if the corresponding function is activated.



Notification - Traffic light

Play notification tone

Loud alerting

Select notification tone Extra long 1

Text to Speech - Notification

Play notification tone Enable this option if you want an audible notification when a traffic light change is received.
Loud alerting Enable this option if you want to hear an alarm sound even when your phone is muted. The sound will be played at the maximum volume level.
Select notification tone Select an alarm tone from the list of available tones to notify you of a traffic light change.
Text to speech notification Activate this option if you want the notification via text to speech.

Illustration 82: Settings for Traffic light control

7.3.4 Loud alerting

The option "Loud alerting" enables the output of an alarm tone even if the user has temporarily deactivated the notification tone or the smartphone is muted. All incoming push notifications are thereby notified with the selected alarm tone.

If the option "Loud alerting" is deactivated, the notification always takes place with the notification volume set by the user.

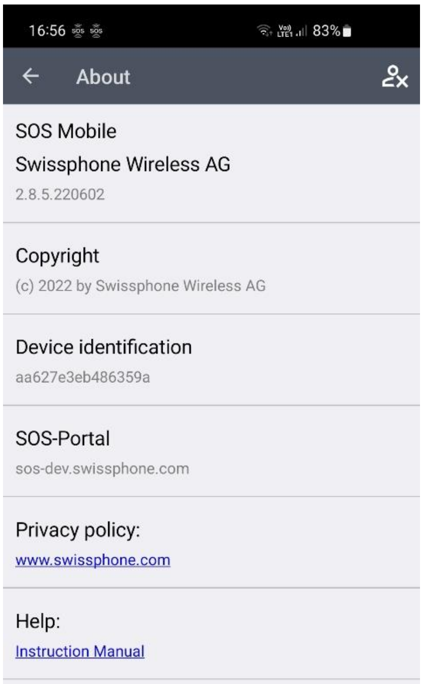
Like the "Loud Alarm" function on Android devices, the "Critical Alerts" function is used in the SOS Mobile APP on iOS devices. To be able to use this function, the corresponding authorization must be granted when the SOS Mobile APP is started for the first time. An adjustment of the authorization can also be made subsequently in the iOS settings (SOS Mobile APP) in the menu "Notifications".

7.3.4.1 Critical alert (iOS)

Critical notifications were introduced with iOS 12! These are special notifications that can bypass the device mute, “Do Not Disturb” setting and “Push safer” quiet times to send audible alerts in emergency situations.

8 About us

You can find all the essential information about the SOS Mobile app here.



SOS Mobile
Swissphone Wireless AG
2.8.5.220602

Copyright
(c) 2022 by Swissphone Wireless AG

Device identification
aa627e3eb486359a

SOS-Portal
sos-dev.swissphone.com

Privacy policy:
www.swissphone.com

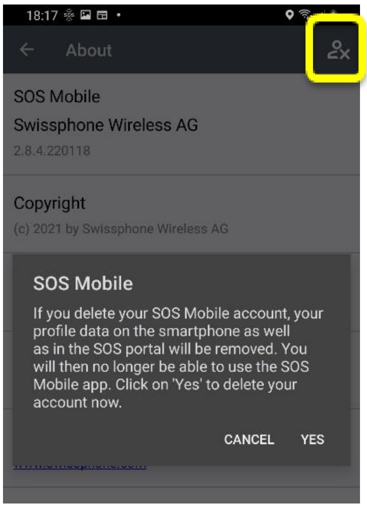
Help:
Instruction Manual

- **App version** You can always find the latest version of the SOS Mobile app here.
- **Copyright** © Swissphone Wireless AG, all rights reserved.
- **Device identification** Device identification (serial number) is used for unique registration on the SOS Portal.
- **SOS Portal** An overview of all country-specific SOS portal applications can be found at: https://mobile.swissphone.com
- **Privacy policy:** Link to the privacy policy of Swissphone Wireless AG. (WEB)
- **HELP** - The Help menu opens the latest instruction manual

Illustration 83: About SOS Mobile

8.1 Delete Account

To delete your SOS Mobile account, first click on the icon in the upper right corner of the screen. By deleting your account, all your personal profile data will be deleted and your registration in the SOS Portal company account will be removed automatically. The associated company account of your organization will of course remain. To delete your company account as well, please contact our customer service by e-mail or phone.
Hotline: +41 848 88 99 99 / **E-Mail:** info@swissphone.com



SOS Mobile
Swissphone Wireless AG
2.8.4.220118

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SOS Mobile

If you delete your SOS Mobile account, your profile data on the smartphone as well as in the SOS portal will be removed. You will then no longer be able to use the SOS Mobile app. Click on 'Yes' to delete your account now.

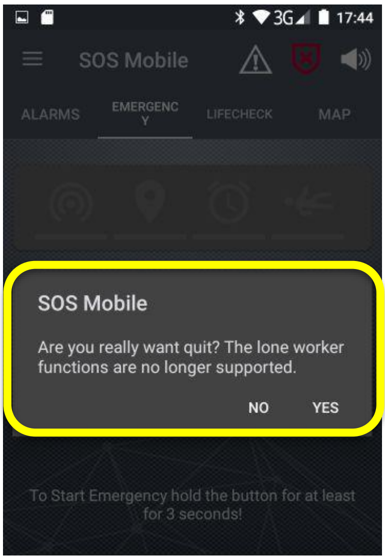
Delete Account: If you delete your SOS Mobile account, your profile data on the smartphone as well as in the SOS portal will be removed. Subsequently, you can no longer use the SOS Mobile app.

Illustration 84: Delete Account

9 Quit

9.1 Quit SOS Mobile

You can quit the SOS Mobile app via the QUIT menu.



SOS Mobile

Are you really want quit? The lone worker functions are no longer supported.

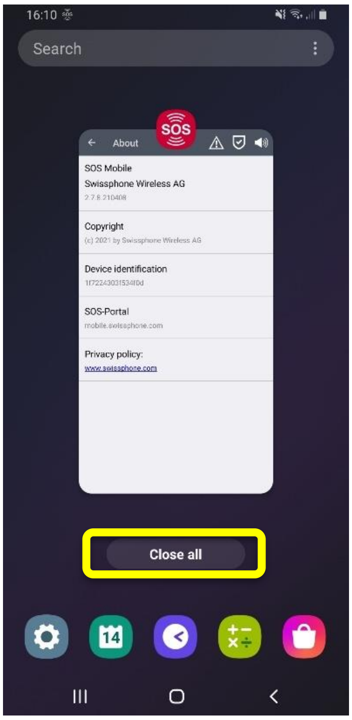
To Start Emergency hold the button for at least for 3 seconds!

- **Quit:** If you wish to quit SOS Mobile completely, select the Quit command and confirm YES in the dialogue box. This will stop all running services and the app will close. To start the SOS Mobile app again, you can do so at any time by clicking on the corresponding icon in the start menu of your smartphone.

Illustration 85: Exit SOS Mobile

9.2 Stop SOS Mobile

As an alternative to quitting, you can also put the application into sleep mode. In this case, you will not exit the application completely – however, no activities will be performed in the background. This function is only supported on Android.



SOS Mobile
Swissphone Wireless AG
2.7.8.210408

Copyright
(c) 2021 by Swissphone Wireless AG

Device identification
1f7224303f534f0d

SOS-Portal
mobile.swissphone.com

Privacy policy:
www.swissphone.com

- **Sleep mode** To put the SOS Mobile application into sleep mode, open the list of the most recent applications on your Android device. Then click on the **x** at the top right of the SOS Mobile app. This will quit the app almost completely, except for a small icon in the status bar of your Android device. You can restart the app very quickly at any time with the help of this icon and activate the emergency services.

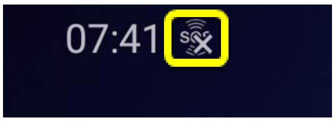


Illustration 86: Stopped SOS Mobile

10 Smartphone operating system settings

Depending on the device manufacturer and operating system, different system controls can influence apps.

On the one hand, the manufacturers monitor the background activities and, on the other hand, the associated battery usage.

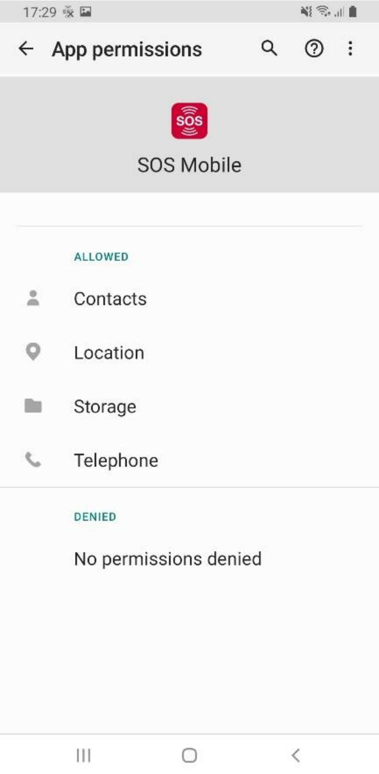
If your smartphone has such monitoring and optimization services, deactivate them or grant the appropriate authorization.

Some settings include or exclude others. These can vary depending on the manufacturer. Therefore, check the different setting options for each manufacturer.

10.1 Android

10.1.1 App permissions

When you download an app from Google Play to your smartphone running Android 6 or later, you can set permissions. Permissions specify which functions or data this app can access. For example, they can allow the app to access their contacts list or location information. Permissions can be changed after the app is installed.



17:29

App permissions

SOS Mobile

ALLOWED

Contacts

Location

Storage

Telephone

DENIED

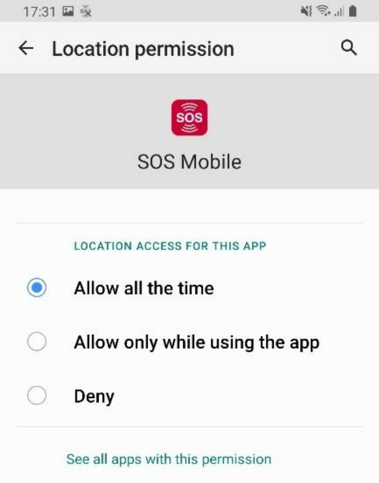
No permissions denied

For the full function of the SOS Mobile app, access to the following App permission is recommended: **Contacts, Memory, Location and Phone.**

Illustration 87: SOS Mobile App Permissions

10.1.2 Location permission

The app collects location information to enable emergency calls and dead man detection even when the APP is closed or not in use. Location information is also collected via the wireless location function(s).



17:31

Location permission

SOS Mobile

LOCATION ACCESS FOR THIS APP

● Allow all the time

○ Allow only while using the app

○ Deny

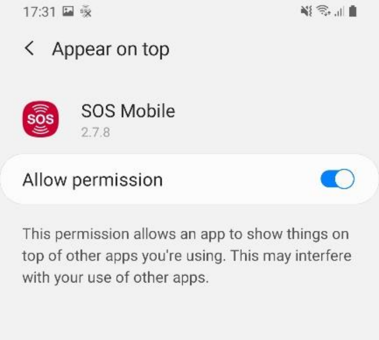
See all apps with this permission

Allow all the time: We therefore recommend selecting the location permission "Allow all the time" so that the location data is also available when the app is not visible.

Illustration 88: Location permissions

10.1.3 Permission Appear on top

To use the automatic voice call feature, you must agree to the “Appear on top” permission.



17:31

Appear on top

SOS Mobile
2.7.8

Allow permission

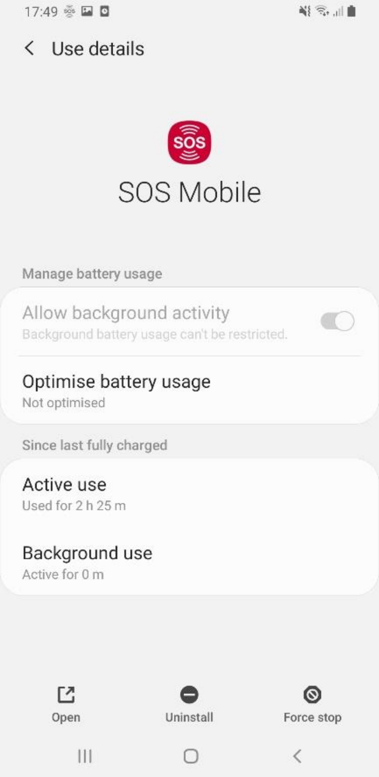
This permission allows an app to show things on top of other apps you're using. This may interfere with your use of other apps.

Appear on top: Grant permission to enable the automatic voice calls in the background as well.

Illustration 89: Appear on top permissions

10.1.4 Permission Optimise battery usage

The SOS Mobile app requires to run even in the background to provide fully function. If you disable battery optimization for an app, that app will run even if you do not see it. This may result in higher battery usage.

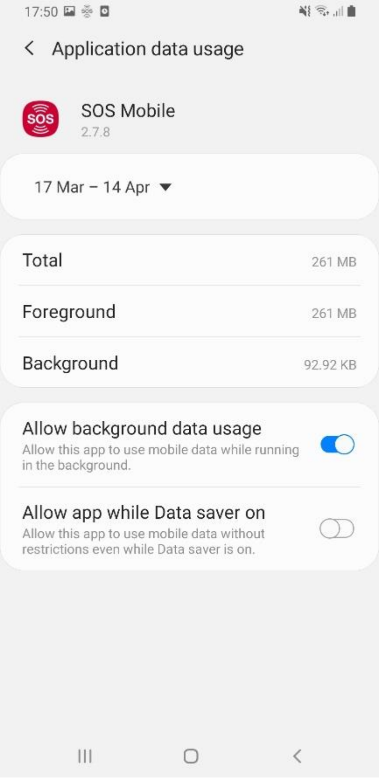

17:49
Use details
SOS Mobile
Manage battery usage
Allow background activity
Background battery usage can't be restricted.
Optimise battery usage
Not optimised
Since last fully charged
Active use
Used for 2 h 25 m
Background use
Active for 0 m
Open
Uninstall
Force stop

Optimise battery usage: We always recommend disabling battery optimization to ensure proper functionality of the app (background services).

Illustration 90: Optimise battery usage permissions

10.1.5 Application data usage

The background data becomes important when you go mobile online, i.e. when the phone is not connected to the Internet via Wifi. If the background data is restricted, the push messages do not work, for example, or the app cannot send status information to the SOS portal in connected mode.



17:50

Application data usage

SOS Mobile
2.7.8

17 Mar – 14 Apr

Total 261 MB

Foreground 261 MB

Background 92.92 KB

Allow background data usage ●
Allow this app to use mobile data while running in the background.

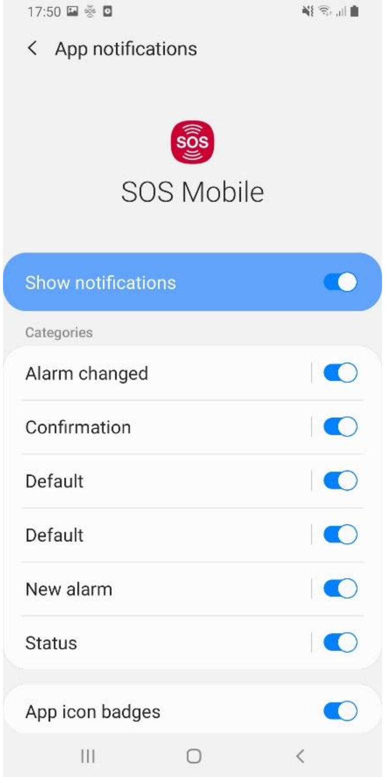
Allow app while Data saver on ○
Allow this app to use mobile data without restrictions even while Data saver is on.

Allow background data usage: Allow the use of background data so that the APP works as expected at all times..

Illustration 91: Application data usage

10.1.6 App notifications

The SOS Mobile App automatically informs you about new alarms and other important information. But only if you want it to. You can switch the notifications on and off individually.



17:50
App notifications
SOS Mobile
Show notifications
Categories
Alarm changed
Confirmation
Default
Default
New alarm
Status
App icon badges

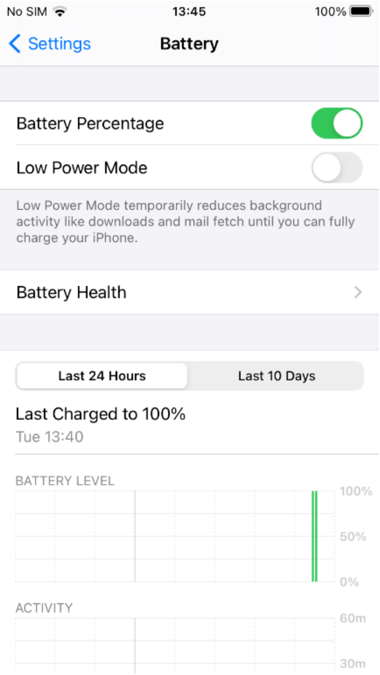
Show notifications: We recommend that you always activate all notifications.

Illustration 92: App notifications

10.2 iOS

10.2.1 Low Power Mode

When using the power saving mode, background services such as status transmission to the SOS portal or the display of emergency calls may be executed at a reduced level.



Battery Percentage: on

Low Power Mode: off

Low Power Mode temporarily reduces background activity like downloads and mail fetch until you can fully charge your iPhone.

Last Charged to 100%
Tue 13:40

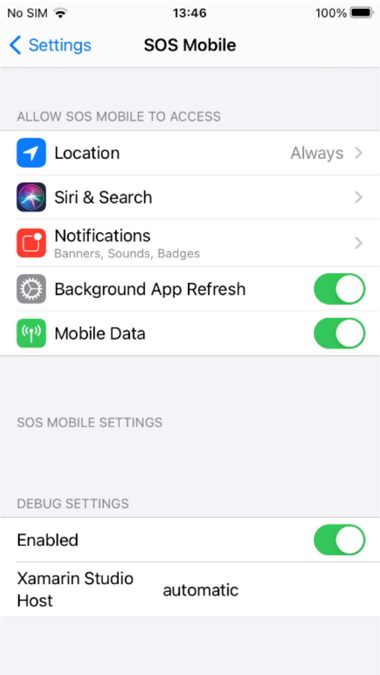
No SIM
13:45
100%
Settings
Battery
Battery Health
Last 24 Hours
Last 10 Days
BATTERY LEVEL
100%
50%
0%
ACTIVITY
60m
30m

Low Power Mode: Avoid low power mode whenever possible to ensure full functionality of the app.

Illustration 93: Low power mode settings

10.2.2 App permission

In iOS, you define for each app individually which data and sensors it can access on iPhone or iPad. For example, you can allow the app to access your contacts list or location information. The permissions can be changed after installing the app.



No SIM 13:46 100%

Settings SOS Mobile

ALLOW SOS MOBILE TO ACCESS

Location Always

Siri & Search

Notifications
Banners, Sounds, Badges

Background App Refresh

Mobile Data

SOS MOBILE SETTINGS

DEBUG SETTINGS

Enabled

Xamarin Studio Host automatic

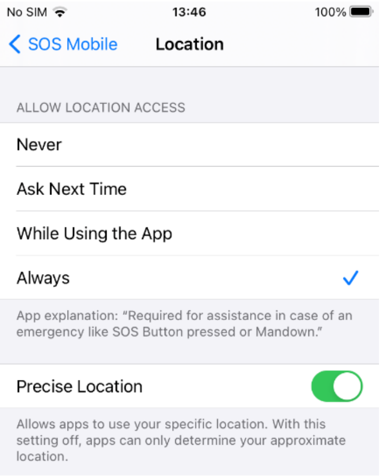
Background App refresh: We recommend activating the background update.

Mobile Data: Enable Mobile Data so that you can also access the Internet to send alarms to the SOS portal when you do not have a Wi-Fi connection.

Illustration 94: App permissions

10.2.2.1 Location permission

The app collects location information to enable emergency calls and dead man detection even when the APP is closed or not in use. Location information is also collected via the BLE location function.



No SIM 13:46 100%

SOS Mobile Location

ALLOW LOCATION ACCESS

Never

Ask Next Time

While Using the App

Always ✓

App explanation: "Required for assistance in case of an emergency like SOS Button pressed or Mandown."

Precise Location

Allows apps to use your specific location. With this setting off, apps can only determine your approximate location.

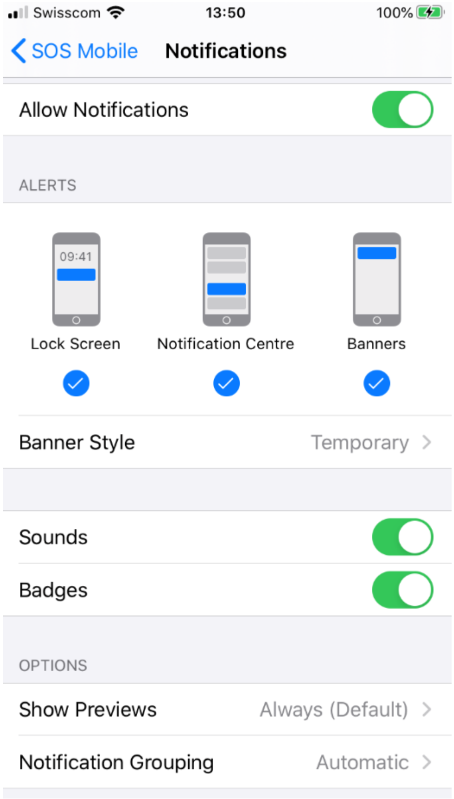
Always: We therefore recommend selecting the location permission "Always" so that the position data is also available when the app is not visible.

Precise Location: The Exact location option should be selected to get the best possible location information.

Illustration 95: Location permissions

10.2.3 Notifications

The SOS Mobile App automatically informs you about new alarms and other important information. But only if you want it to. You can switch the notifications on and off individually.


Swisscom
13:50
100%
SOS Mobile
Notifications
ALERTS
09:41
Lock Screen
Notification Centre
Banners
OPTIONS

Allow Notifications: on

Lock Screen ✓ Notification Centre ✓ Banners ✓

Banner Style: Temporary

Sounds: on

Badges: on

Show Previews: Always (Default)

Notification Grouping: Automatic

Allow Notifications: We recommend that you always allow all notifications.

Illustration 96: Notifications

11 Terms of use

11.1 General Recommendation and important Information

The following recommendations (not conclusively) are mentioned, which are related to the SOS Mobile App:

- The SOS Mobile app runs on smartphones or mobile devices which are not produced by Swissphone. For this reason, some dependency from hardware settings and updates from the operating system (iOS and Android) are possible. For this reason, its recommended to check the functionally after each operating system update.
- It's recommended that the user verifies the functionality of the app and the device. It's suggested to proceed functional test before every mission. Stays the SOS Mobile app too long in a background mode of the operation system, the OS may set the App into a sleeping mode automatically.
- The operating system can influence to the apps (e.g., Power safe mode), for this reason it is strongly recommended that the user restarts the SOS Mobile app weekly.
- The user can adjust the audio output. It's possible that the user sets the audio level to mute directly on a connected headset. In this case the user won't hear any pre-alarm. Without a connected headset the pre-Alarm is hearable in full volume if the silent mode is not activated (see chapter 3.5 Speaker icon).
- Other applications (e. g. mobile device management solutions) that are not from Swissphone may influence the SOS Mobile app. On the client site the person responsible for the system shall know this. A user of SOS Mobile app shall have the possibility to restart the App on his own.
- Take care of the case if you connect your smartphones to a wireless hands-free solutions or loudspeaker that uses the media output channel to signal the alarm and the pre-alarm. The output loudness depends in this case on the wireless audio device and can maybe deactivated directly turned off on the device itself. This means that the alarm and the pre-alarm are muted.

11.2 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 functionality of apps or part of apps. The operation of mobile device management solutions is in the responsibility of the customer.

11.3 Liability

We are not liable 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.

11.4 Applicable law and place of jurisdiction

These Terms of Use are exclusively subject to Swiss law, excluding its rules on international private law. The general terms and conditions of Swissphone and the place of jurisdiction defined in the GTC apply.