

SmartPhone Application Manual

Smart Phone Application User Manual

Supporting Impact and Emergency Management Smart Phone Application v3

Table of Contents

| | |
|--|----|
| Smart Phone Application Primary Buttons..... | 2 |
| Smart Phone Application Installation and Update..... | 3 |
| Smart Phone Activation and Registration..... | 3 |
| Smart Phone Application Functionality..... | 5 |
| Main Screen | 5 |
| SOS | 5 |
| Understanding and using SOS | 6 |
| Setup..... | 17 |
| Setup Main screen..... | 18 |
| SOS/Emergency settings..... | 18 |
| Notification settings | 19 |
| Info. List settings | 19 |
| Location | 19 |
| Impact | 20 |
| Roadside Assistance..... | 21 |
| Traffic | 21 |
| Cyber Alert..... | 22 |
| Weather..... | 22 |
| Home Screen..... | 22 |
| About | 23 |
| Update..... | 23 |
| Technical Support..... | 23 |
| Tips | 24 |
| Terms and Conditions | 25 |
| How to contact..... | 25 |

Smart Phone Application Primary Buttons



SOS Button – Found on Smart Phone Main Screen and in smart phone main application page



Notify Button – Found on the main application page



Auto Button – Found on the main application page



Nurse Button – Found on the main application page



Impact Button – Found on the main application page



Maps Button – Found on the main application page



Traffic Alert - Found on the main application page



Cyber Alerts - Found on the main application page



Crime Alert - Found on the main application page



Silent SOS - Found on the phones main page


Smart Phone Application Installation and Update

1. It is important if asked to enable GPS, SMS and Voice, that you grant the phone access. Otherwise the application will not function in an appropriate manner. If asked to Reboot, please Reboot as the application will not run as designed.
2. When there is an update available, the Smart Phone application will advise you that an update is available, and will display this notification for 5-seconds each time you launch the Smart Phone Application and then disappear. To update the application, go to the About Screen, click on Update, allow for the update to download then follow the instructions. Again please adhere to point 1 of this section.

Note:

At the end of your service agreement all major functionality will be turned off.

Smart Phone Activation and Registration

In order to gain the benefits of all the amazing features the Smart Phone solution and your own Online Location Based Services Portal offers you, you need to Register and Activate your application. Once you have downloaded and installed the Smart Phone, you will notice two new icons. The Main Application icon and the SOS icon. You want to first register and activate your Smart Phone Application. Place your cursor on the main application icon, , and click.

This will launch the application registration and activation screen

Make certain you complete all fields accurately. The phone number is the phone number you are installing the application on. (For USA and Canadian numbers enter in 10 digits. For International numbers enter your country code and then your number. Numbers ONLY)

If you purchased a product that gives you access to the Online Location Based Services Portal, it is advised that you note down your username and password. Enter in your unique email address. This must be unique, as this will be your username when you sign into your Online Portal.

Make sure you have read your terms and conditions, then once you are complete check off that you have accepted the Terms and Conditions.

To use your Online Location Based Services Portal, from your PC/Notebook browser go to: <https://secure.my-911.com/track/Track>

Type in your account number, email and password (that you entered into the registration screen)

For instructions in how to use your Portal please see the Online Location Based Services Portal.

Smart Phone Application Functionality

Main Screen

The applications main screen features two set of buttons, running across the top and left side of the screen (Top = SOS, Notify, Repair, Nurse and Impact; Left = Traffic, Alerts, Crime, Weather and Map). Each button when pressed or clicked on will perform its own specific function. Almost all buttons can be:

- Displayed or Hidden,
- Enabled or Disabled,

And will change its Color or Display Content depending upon that features status.

- Immediately below these buttons is the last GPS location your phone has. This is controlled by the frequency you have setup for the GPS to get your location from the GPS satellite (see Setup).
- Right below that you have the weather icon (if you click on this icon you will go to Google Weather), temperature and air quality for your current GPS location.
- Then below that you have the US Homeland Security status and then to the right of that the status of your SOS and Impact settings (Yellow Border = Test Mode, Red Border = Off and Green Border = On). Different icon images will be displayed for the type of Impact setting you have currently selected (see Setup|Impact Setup) .
- Crime Alert thermometer is displayed next and is based upon the Federal Crime Statistic. The percentage is based upon the the number of crimes with that cities population. If you click on the eye left of the graph you can get details of all the types of crimes.
- Traffic and Cyber Alerts is displayed next. Click on the eye to see more detail and the “X” to delete a line item.



NOTE: Emergency Response Centers, specifically but not limited to 9.1.1. reserve the right to charge you for false alarms.

By clicking on the SOS button, the Smart Phone App will automatically log the accident into your online portal data, and at the same time call Emergency Services. An alarm will go off, indicating to you that the SOS key has been activated and depending upon the delay setting, you have that amount of time to cancel the SOS call. (see Setup) Since the application is geo centric, it will identify what country you are in and call the correct emergency services for that country you are in at the time.

When you install the Smart Phone Application, an additional icon will be placed on the Smart Phones main screen. This button can be shortcut to a key as per your Smart Phone, thus allowing for one button SOS calling and easy Impact Mode switching

The SOS key if setup as such, can also be activated by double clicking any of the convenience keys (for BlackBerry users only)

There is also a Silent SOS button, on the main screen of your phone. When this is pressed the unit will call emergency services without alerting you or anyone around you.

Finally there is an Impact key which will allow you to change which Impact Mode you want to use without having to go into the application

Understanding and using SOS

How do I make an SOS call?

- In an emergency, click on the SOS button or press your short-cut button.
- Stay calm and state your emergency
- Speak loudly and clearly. Give the 9-1-1 call taker your name, phone number and the address where help is needed.
- Answer the call taker's questions. Stay on the telephone if it's safe to do so, and don't hang up until the call taker tells you to.

What is an SOS call?

The application will reach out to the emergency services specific to the country the unit is in at the time. In the USA it reaches out to Nine-one-one. Nine-one-one is the number most people in the U.S. and some in International countries call to get help in a police, fire or medical emergency. In some places, you may be able to be connected with Poison Control by calling 9-1-1, but you should check with local officials in your area to make sure. A 9-1-1 call goes over dedicated networks to the appropriate 9-1-1 answering point (PSAP) for the caller's location, and trained personnel then send the emergency help needed.

When should you use SOS?

The applications SOS feature is only to be used in emergency situations. An emergency is any situation that requires immediate assistance from the police/sheriff, the fire department or an ambulance. If you are ever in doubt of whether a situation is an emergency you should click on SOS. It's better to be safe and let the emergency response center call taker determine if you need emergency assistance.

Do not click on SOS:

- for information
- for directory assistance
- when you're bored and just want to talk
- for paying traffic tickets
- for your pet
- as a prank

If you click on SOS by mistake, do not hang up. Tell the call taker what happened so they know there really isn't an emergency.

What about prank SOS calls?

It's a prank call when someone clicks on SOS for a joke, or calls and hangs up. Prank calls not only waste time and money, but can also be dangerous. If emergency lines or call takers are busy with prank calls, someone with a real emergency may not be able to get the help they need. In most places, it's against the law to make prank SOS calls.

What of the SOS caller doesn't speak English?

When necessary, an SOS call taker can add an interpreter from an outside service to the line. A non-English speaking caller may hear a short conversation in English and some clicking sounds as the interpreter is added to the line.

What is the SOS caller is deaf/hearing impaired?

Communications centers that answer SOS calls have special text telephones for responding to SOS calls from Deaf or hearing/speech impaired callers.

- If a caller uses a TTY/TDD, the caller should:
- Stay calm, place the phone receiver in the TTY, click on SOS.
- After the call is answered, press the TTY keys several times. This may help shorten the time necessary to respond to the call.
- Give the call taker time to connect their TTY. If necessary, press the TTY keys again. The SOS call taker should answer and type "GA" for Go Ahead.
- Tell what is needed-police, fire department, or ambulance. Give your name, phone number and the address where help is needed.
- Stay on the telephone if it is safe. Answer the call taker's questions.

If a Deaf or hearing/speech impaired caller doesn't have a TTY/TDD, the caller should click on SOS and don't hang up. Not hanging up leaves the line open. With most SOS calls, the caller's address is displayed on the call taker's screen and help will be sent.

When do you need the police, fire or ambulance?

Since SOS is for emergencies only, it helps to understand when to call and when not to call. An emergency is any serious situation where a law enforcement officer, fire fighter, or emergency medical help is needed right away. If you are unsure of whether your situation is an emergency, go ahead and click on SOS. The SOS call taker can determine if you need emergency assistance and can route you to the correct location.

When clicking on SOS do your best to stay calm.

Staying calm can be one of the most difficult, yet most important, things you do when clicking on SOS. It is very important that you stay as calm as possible and answer all the questions the SOS call taker asks. The questions SOS call takers ask, no matter how relevant they seem, are important in helping get the first responders to you as fast as possible.

Help the SOS call taker help you.

Listen and answer the questions asked. By doing this, it helps the call taker understand your situation and will assist you with your emergency until the appropriate police, fire or medical units arrive.

Know the location of the emergency.

The Smart Phone SOS caller must be aware that the SOS center that answers the call may not be the SOS center that services the area that the wireless caller is calling from. Look for landmarks, cross street signs and buildings. Know the name of the city or county you are in. Knowing the location is vital to getting the appropriate police, fire or EMS units to respond. Providing an accurate address is critically important when clicking on the SOS button.

Notify

The Smart Phone App allows you to setup up as many contact people as you wish (these contacts can be pulled from your phones contact list), with either their phone number (you must know what service carrier they are using) or email address. Along with these contacts you have the option to setup up multiple messages that can be selected from when sending off a notification message. A notify message when sent, sends the selected pre-canned message (created by you), along with the GPS co-ordinates at the time the notification is sent, to the list of contacts you choose. Each canned message can be changed prior to being sent.

How to setup?

- Click on **Setup** in your menu, then click on **Notification Settings**
- Click on email or a contact name if you want to edit.
- Enter in your contact name (you can also click on the **Search** button to browse your phones contact list)
- Enter in your contacts email address or phone number (USA format area code + number. Numbers only. International should include country code and number. Numbers only)
- Identify whether you entered in an email address or a phone number.
- Once you are satisfied click **OK**
- Click on a blank row below **Messages**
- Create one of your many messages you may want to construct. This message will be selected and sent along with your GPS location and url so the contact you will be sending this message can view your location. (*Tip: Keep your message short especially if you are sending SMS's, as there are very few characters allowed in an SMS and the address and complete url will also be sent*).
- Once you are satisfied with your message click on **OK**

How to Use?

From the main Smart Phone Application screen:

- Click on the **Notify** button
- Select one or more of your **contacts** that you want to send the message to. (These contacts come from your Notify Setup)
- Click on **OK**
- Select the **message** you want to send (These messages come from your Notify Setup)
- If you want to customize your message click on Yes when asked.
- Click on **OK**
- Those contacts will now receive text message or email from you displaying your message, location and url hyperlink of your location.

Repair

If you have a roadside assistance company setup in your private online portal, the application will call your Roadside Assistance Company.

If you do not have a roadside assistance company loaded in your applications Roadside Setup, the application will dial right into the applications Roadside Assistance company who will look to offer you help.

How to Use?

From your Smart Phone Application main screen:

- Click on the **Repair** button,
- Confirm you want are looking for assistance.
- If you have added your Roadside Assistance Company in your Smart Phone Application, the application will call that number you entered
- If you have not, the application will call the roadside assistance specific to the applications company.

How to setup?

From the **Setup** section in your application select **Impact & Roadside**. Scroll down to the **Roadside Assistance** section:

Here you can:

- Let the system call roadside services immediately after you have completed your Impact SOS Call, in the event that you have had an accident. If you would like this feature, check off **Call Roadside on impact**
- If you have your own roadside assistance company you want to call, check this option off then click on the **Roadside alternate #** and enter in your roadside assistance company phone number.
- If you do not but would still like this to take place, the application will call a roadside assistance company for you, who will offer you their services. Please note these services are billable at the time of service and are not included with the price you paid for the application, unless explicitly stated in your agreement.

Nurse


As a registered user of the Smartphone solution, for certain versions of the application, you are automatically enrolled into the Nurse Line program. The Nurse Line operates 24-hours per day, 7-days per week, 365-days per year. You will be speaking to a live Registered Nurse. The Nurse Line offers its services in at least 26 international

languages. **In the event of a Medical Emergency you are advised to either call emergency services (9-1-1) or go directly to an Emergency Facility.**

Note: The nurse line has been specifically setup to only support the applications user members, and identifies each member with the Smart Phones unique id and phone number when the call in is made.

How to use?

- Click on the **Nurse** button
- You will be asked to confirm whether you want to reach out to the Nurse Line.
- Click on *Yes*
- You will be connected through to a qualified nurse.

The Nurse can be disabled from use by checking of the enable disable option found in the Setup. In the event the Nurse Line button is disabled, the button will be grey in color 

Impact

If you have a Smart Phone that has an accelerometer (this is normally determined if your phone allows you to display your screen in both portrait and landscape by turning the phone), the Smart Phone App will monitor whether you have been in an accident/impact or not. You will need to setup the Impact in the Setup of your Smart Phone App.

Assuming you do have a Smart Phone with an accelerometer, and should you be in an accident and the impact exceeds a pre-defined G-force and/or speed, the Smart Phone App will automatically log the impact into you online portal data, and at the same time call Emergency Services (same as clicking SOS but automatic). The phone will change its state to only allow emergency communication. To cancel this state, you will need to click on the SOS button.

Note: Enabling the Impact feature of the Smart Phone Application, will use up more battery power than normal.


The **Impact** option comes with a variety of options and features. Impact has 3 mode settings, Off, Test and Live. These 3 modes are not only written out for you in the button but the color of the image changes from Grey to Orange to Green respectively. An example of the Vehicle Profile Buttons are:



The impact feature offers you 4 separate Impact profiles. Each profile can have its own activation tolerance. These activation tolerances can be adjusted at any time and are

measured in either g-force or m/s^2 . The selected profile to be used by the application can be changed at any time. The 4 profiles are:

Vehicle 

Motorcycle 

Bicycle 

Falling Down 

How to setup?

From the main screen of the Smart Phone Application:

- Click on the **Impact** button and then **Advanced Impact settings**.
- (This next step need only be done once) – Click on **Calibration**.
- Hold the phone firmly and shake as hard as you can (this helps read the absolute maximum range the impact sensor, accelerometer, to be picked up). Click on OK
- From the top down select whether you would like your measurements to be in g-forces or m/s^2 . The m/s^2 will have the larger range of the 2 thus allowing you to be more accurate. To change just click on **Accelerometer Scale**.
- Select the type of profile you would like to setup (**Falling-down, Motorcycle, Vehicle, Cycling**). Then select the tolerance you would prefer to set activate the emergency call. It is advised that you initially select the highest value in your scale, perform a **test** (this will be discussed a little later) and then adjust if necessary.
- Should you wish to say when in a Vehicle or Motorcycle mode that you want to only be monitored for impact when you are going a speed in excess off a speed greater than zero. This is accomplished by changing the value to the speed you want by clicking on **Min impact speed**.
- Close this screen.
- Make certain the **Test Mode** is checked off (This will behave as if it were a real Impact, but will not log the incident in your online application, and will not call Emergency Services).
- **To test:-** *Go all the way out to the main application page. Grasp the phone firmly in one hand, strike the corner of phone firmly in the palm of your other hand, giving cause for a sharp jolt. An alarm should go off as well as the phone should vibrate. Cancel the action by clicking on Cancel. If you are unable to cancel in time do not worry as this will call the Impact Test Line. Should the Impact alarm NOT go off it is advised that you go back into Impact Settings and adjust the tolerance level to a smaller number.*

- Once you are comfortable with your Impact profile settings, scroll down the impact screen until you see **Contacts**. This features allows you to notify other 3rd parties (spouse, children, friend's, insurance company, etc) if and when you have an impact. This will advise these 3rd party contacts that you have possibly been in an accident and give your location via email or SMS, this is where you would set this up.
 - To Add a contact*
 - Click on the word **email**
 - Enter in **contact name**
 - Enter in the contacts **email address** or **cell number** (for SMS)
 - Enter in whether it notification will be via **email** or **SMS** (If SMS select the cell phone carrier the contact uses)
 - Click on **OK**
- Setup the default **Message** you would like to accompany the SMS or Email. Note the 1st message will go to the 1st contact, the 2nd message to the 2nd contact and so on. If no message is setup for a contact that contact will not get a private message. The message will include the location and a GPS url for that contact to be able to go look up the location on the internet.
- Click on **Save** from your menu.

Changing the Impact Profile on the fly.

The profile selection can be changed using your phones desktop shortcut desktop. By clicking on your short-cut icon you can change your profile from Vehicle to Bicycle to Motorcycle to Falling-down to Off. It must be noted though if you have chosen to NOT run the application in the background in your setup (this is an option available in the setup), by selecting anything other than OFF, the application will automatically start running in the background (this is only true for Android and BlackBerry).

Traffic Alert

The Traffic Alert feature is based upon traffic within a predetermined radius from your phones current GPS location. The frequency of the alerts and the time the alerts will begin and end are determined by how it is setup. For details on setting up Traffic Alerts, **Traffic Alert Setup**.

The Traffic light will change color based upon whether there are Traffic Alerts or not.



Green light = No traffic alerts






Yellow light = Up to 3 alerts



Red light = More than 3 alerts

To view the traffic alert details, click on either the traffic light button or on the alert information. If you have setup to be notified with traffic alerts when the application is closed, you will be alerted in the phones task bar. You can then click on the icon in your task and this will take you to the traffic alert details screen.

The Traffic Alert Summary Screen lists out all the various traffic alerts it found within the phones GPS setup radius. For each incident there will be:

- an “icon” describing the type of traffic alert ( = Construction,  = Incident), each of these icons can be in one of 3 different colors yellow = minimal, orange = moderate and red = severe
- an “eye”  which when clicked on takes you to that traffic alert details
- the summary description of the traffic alert
- an “x” to delete this incident from the summary list.

At the bottom of this screen is a traffic light button which allows you to request an **immediate update of traffic incidents** based upon the phones GPS location.

Cyber Alert

Cyber Alerts are alerts specific to natural disasters and/or alerts selected by you the user or by your administrator. For a detailed description on managing Cyber Alerts as an Administrator, see Cyber Alert Administration Manual (this Administration option is only available if purchased). To view the Cyber Alert details, click on the Cyber Alert button, to request a new Cyber Alert query, click on the word **Update**. If you have setup to be notified with cyber alerts (found in the setup section under **Cyber Alert settings**) when the application is closed, you will be alerted in the phones task bar. You can then click on the icon in your task and this will take you to the cyber alert details screen.


The Cyber Alert icon will change color depending upon if there are alerts or not.



= No cyber alerts

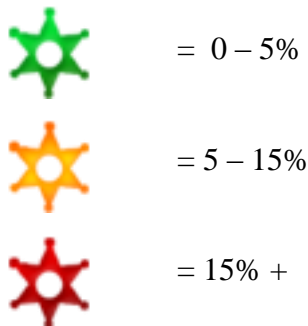


= Alerts

The Cyber Alert Summary Screen lists out all the various cyber alerts it found within the phones GPS setup radius. In this screen you have the option to view details and other by clicking on the “eye”  or deleting the alert by clicking on the “x”.

Crime Alert

Crime Alerts come from information obtained from the US Federal Databank. The information is based on the number of type of crimes committed within various cities. Other information includes population size for that city, crime information for the state of that city and population size of that state. The percentage displayed within the application is based upon the zip code found in this database compared to phones current GPS location. The total number of recorded crimes from the prior year divided by the recorded population size for that city. The Crime Alert icon color changes based upon the percentage displayed



To view the detail breakdown of the crimes for that zip code compared to that against that cities state, click on the Crime Alert Button. You can from this screen also type in a different zip and the system will show the information specific to that zip code typed in.

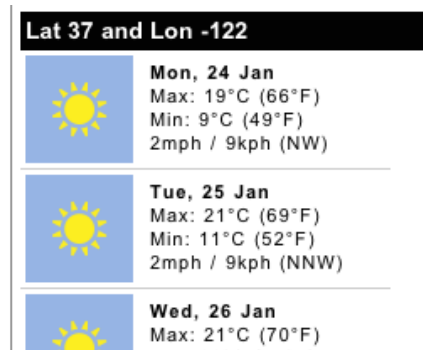
Note: In the event the zip code or GPS co-ordinates are not on file, the system will look to locate the zip code closest to the location submitted.

Weather Alert

The application weather information is based upon the phones current GPS location. The weather information is obtained from a 3rd party source which supports weather information worldwide. The Weather Alert button image will vary depending upon the weather information to be displayed. Adjacent to the button is the temperature specific to the phone GPS location, and the measurement can be changed in the setup (under

Weather settings) from Fahrenheit (F^o) to Celsius (C^o). The frequency of which the weather information is obtained if the application is open or running in the background, will be dictated to by the Weather Update Frequency option in the setup (under **Weather settings**). However the weather information will be updated every time the application is opened.

To view details and a forecast based upon the phones current GPS location, click on the Weather Alert Button. A weather forecast for the next 5-days will be displayed (see below for an example).



Maps

Clicking on the Maps button, launches you straight into your GPS mapping system you have installed on your Smart Phone. Adjacent to the Maps button is the current GPS location information.

Note:

The frequency of the GPS location change is dictated by how the application GPS Satellite Update is setup.

Menu

Depending upon the Smartphone being used, access to the application menu will vary. Once the Smartphone menu button is pressed, the following information is displayed:

- Info - Crucial emergency phone and websites.
- Setup - The main setup section for the application
- About - The About screen contains pertinent information specific to your device and application. It is also here that you get the applications FREE revision updates

- Help - Each screen has its own Help screen specific to that screen that you are on
- Exit - Exit the application (if the application has been setup to run in the background, exiting the application will not turn of impact, cyber alerts, or traffic alerts)

Info

Getting a list of crucial emergency phone numbers and websites can be a daunting task. Information is a growing library of key state, federal and international emergency numbers and websites.

How to use?

From the main screen of the Smart Phone Application:

- Bring up the menu
- Click on the **Info** button
- Click on the Browse button for either the Emergency Call List or Emergency Web Sites.
- Make your selection then click on Call for the Emergency Call List or Go for Emergency Web Sites.

To manage the contacts and website see the Setup section of this manual

Setup

The Smart Phone App has various features which are mostly configured through the Setup section. The setup section is broken down into different segments which are divided by Dark and Light gray bars. These sections are:

- Default Main settings
- Location
- Impact & Roadside
- Traffic
- Cyber Alert
- Weather
- Home Screen

Understanding the Setup section

- From the applications main screen, bring up the menu
- Click on Setup

Setup Main screen

- **Activate online account** – If you have not activated your online account and you purchased a solution that gives you access to the online portal, you will need to do this in order to get access.
- **Background monitoring** - When closing the application do you want the application to continue monitoring Impact and GPS? (switching this off will remove the Impact from being triggered)
- **Password** - An option to password protect your settings so no-one can change them.

SOS/Emergency settings

- **SOS call out** – Check off this option if you want the application to automatically call emergency services in the event of an impact (this is the default)
- **SOS call delay** – Before the system actually makes the call to emergency services, you can have the application delay the call by 1, 5, 10 or 20 seconds. (default is 5 seconds) For any selection other than Immediate, the phone will give off an audible alarm and vibrate for the delay time frame selected.
- **SOS call number** – In the event of an emergency, the application has the option to call
 - the system determined emergency response center (this is based upon your GPS country location, the application will automatically change to call that countries respective emergency response), or
 - an Alternate phone number.
- **SOS alternate #** - This number by default is a test line for test purposes. However this number can be changed to any other number.
- **Silent SOS vibration** – The application has a short-cut button from the phones main application screen, called Silent SOS. This is used in the event you do not want to alarm/notify anyone that you have called emergency services (9-1-1). The phone will NOT have a siren in this mode, but you can elect to the phone vibrate. Check this option off if you want the phone to vibrate when the Silent SOS button is pressed
- **Contacts** – Should you wish to notify other 3rd parties (spouse, children, friend's, insurance company, etc) if and when you have an emergency, that you have an emergency and that this is your location via email or SMS, this is where you would set this up.
 - Click on the word **email**
 - Enter in **contact name**
 - Enter in the person **email** address or **cell #** (for SMS)
 - Enter in whether it notification will be via **email** or **SMS** (If SMS select the cell phone carrier the contact uses)
 - Click on **OK**

- Setup the default **Message** you would like to accompany the SMS or Email. Note the same message will be sent to all contacts which will include the location and a GPS url for that contact to be able to go look up the location on the internet.
- Click on Save from your menu.

Notification settings

- These are the list of contacts to be used with the **Notify** option found on the main application screen.
 - To Add
 - Click on the word **email** or **Add** contact
 - Enter in **contact name**
 - Enter in the person **email** address or **cell #** (for SMS)
 - Enter in whether it notification will be via **email** or **SMS** (If SMS select the cell phone carrier the contact uses)
 - Click on **OK**
 - Setup the default **Message** you would like to accompany the SMS or Email. Note the same message will be sent to all contacts which will include the location and a GPS url for that contact to be able to go look up the location on the internet.

Info. List settings

- Management of the list of emergency contacts and websites found in the **Info** section.
 - To Add
 - Select **Emergency Call List** or **Emergency Web Site**
 - Click on **New**
 - Add the **Name** (description that will be displayed in the Info. Screen)
 - Enter in the complete **phone #** or **web address**
 - Click on **Save**
 - To Edit or Delete
 - Select **Emergency Call List** or **Emergency Web Site**
 - Click on the name you want to **Edit** or **Delete**
 - Make changes or press Delete
 - If Edit, after your changes are made click on Save
 - To Reset to factory default list's, click on **Reset**

Location

- **Location tracking** – If this option is selected the Online Portal will be updated with the phones GPS co-ordinates based upon the frequency set up in the **Location settings**

- **Location settings** – This option determines the frequency of the GPS satellite update (or **Location update interval**) and online server (or **Online app update interval**) update

Impact

- **Impact** – Enable or Disable Impact monitoring
- **Impact & Roadside settings**
 - **Last recorded impact** – This is not an editable field and displays the last recorded triggered impact.
 - **Impact type** – Is the selected Impact type (profile) that is selected to be monitored.
 - **Test mode** – If checked will not call the primary emergency services number if the system goes off, but will call the Alternate number (an editable test number)
 - **Show impact shortcut** – Defines whether a short cut icon will be displayed on the phones main screen or not, allowing you to change the **Impact type** (profile) on-the-fly
 - **Advanced Settings** – This section allows you to adjust, calibrate and generally setup the various impact tolerance settings for each **Impact type** (profile)
- Setting up Impact
 - Click on the **Advanced Impact settings**.
 - (This next step need only be done once) – Click on **Calibration**.
 - Hold the phone firmly and **shake** as hard as you can (this helps read the absolute maximum range the impact sensor, accelerometer, to be picked up). Click on **OK**
 - From the top down select whether you would like your measurements to be in g-forces or m/s^2 . The m/s^2 will have the larger range of the 2 thus allowing you to be more accurate. To change just click on **Accelerometer Scale**.
 - Select the type of profile you would like to setup (**Falling-down, Motorcycle, Vehicle, Cycling**). Then select the tolerance you would prefer to set off the emergency call. It is advised that you initially select the highest value in your scale, test (this will be discussed a little later) and then adjust if necessary.
 - Should you wish to say when using Vehicle or Motorcycle mode you want to only be monitored for impact when you are going a speed in excess off a speed greater than zero, change the value to the speed you want by clicking on **Min impact speed**.
 - **Close** this screen.
 - Make certain the **Test Mode** is checked off (This will behave as if it were a real Impact, but will not log the incident in your online application, and will not call Emergency Services).
 - **To test:-** *Go all the way out to the main application page. Grasp the phone firmly in one hand, strike the corner of phone firmly in*

the palm of your other hand, giving cause for a sharp jolt. An alarm should go off as well as the phone should vibrate. Cancel the action by clicking on Cancel. If you are unable to cancel in time do not worry as this will call the Impact Test Line. Should the Impact alarm NOT go off it is advised that you go back into Impact Settings and adjust the tolerance level down.

- Once you are comfortable with your various Impact profile settings scroll down the impact screen until you see **Contacts**. Should you wish to notify other 3rd parties (spouse, children, friends, insurance company, etc.) if and when you have an impact, that you have possibly been in an accident and that this is your location via email or SMS, this is where you would set this up.
 - Click on the word **email**
 - Enter in contact **name**
 - Enter in the person **email** address or **cell #** (for SMS)
 - Enter in whether it notification will be via **email** or **SMS** (If SMS select the cell phone carrier the contact uses)
 - Click on **OK**
- Setup the default **Message** you would like to accompany the SMS or Email. Note the same message will be sent to all contacts which will include the location and a GPS url for that contact to be able to go look up the location on the internet.
- Click on Save from your menu.

Roadside Assistance

- **Call Roadside on impact** – By checking this option will instruct the application to call roadside assistance once the emergency call is complete in the event of an impact in either the Vehicle or Motorcycle mode (profile) setting.
- **Roadside assistance opt. out** – If you have your own roadside assistance company and want the application to call that company, check this option. This will enable **Roadside alternate #**
- **Roadside alternate #** - This is your roadside assistance company phone number that will be called (as per point above)

Traffic

- **Traffic Alert** - If you want traffic alerts coming to your phone, check off the option
- **Traffic Alert settings**
 - **Vibration** – When an alert comes in do you want the phone to vibrate
 - **Chime** – When an alert comes in do you want the phone to chime

- **Radius** – Based upon the GPS location of your phone at the time of the check, what mile radius would you like to check
- **Start time** – What time does the alert check begin
- **End time** – What time does the alert check end
- **Update interval** – At what frequency do you want traffic to be checked between the start and end time

Cyber Alert

- **Cyber Alert** - If you want cyber alerts coming to your phone, check off the option
- **Cyber Alert settings**
 - **Edit cyber alert feeds** – Select which cyber alert notifications do you want to be alerted on
 - **Vibration** – When an alert comes in do you want the phone to vibrate
 - **Chime** – When an alert comes in do you want the phone to chime
 - **Radius** – Based upon the GPS location of your phone at the time of the check, what mile radius would you like to check
 - **Start time** – What time does the alert check begin
 - **End time** – What time does the alert check end
 - **Update interval** – At what frequency do you want traffic to be checked between the start and end time

Weather

- **Weather update interval** – Switch Off weather updates or instruct at what hourly intervals do you want the application to check the weather as per the phones GPS location at that time
- **Temperature scale** – How would you like the temperature displayed (Fahrenheit or Celsius)

Home Screen

- All buttons can be displayed or hidden just by checking that feature on or off

About

The About screen will give you information specific to the application. It also here that you get your FREE revision updates (**Update**), view what changes and additions have been made to the application (**Log**). It is also here that you can follow us on Twitter and other social networks as we add them to our list.

Update

Please note when performing an Update, the application binary (files) are downloaded but DO NOT automatically install by default. Therefore once downloaded please make sure you run the installation, and when asked to overwrite the existing application, make certain the version number being installed is GREATER THAN the version installed.

Technical Support

It is important to know should you require technical support please do the following prior to calling or emailing technical support:

- Run an update
- Reboot your phone (it is not uncommon to do what is called a cold reboot, this is when you remove your phone battery)
- Note down:
 - the version number you have installed on the phone
 - the Device Id
 - the Days to expiration
 - the Phone number of the phone that is running the application

Tips

Saving Battery Life

The more applications you have running on your Smart Phone the quicker your battery charge will be used up. Accessing the internet is one sure way of eating up your battery charge. In order to conserve battery charge when using the Smart Phone Application it is advised that unless you need to have frequent updates, change the GPS Update to 5minutes, if you are not driving or using the Application for Impact, switch the Impact to OFF.

Set you SOS Delay to at least 5-seconds.

Emergency Response Centers are entitled to fine you for making false or prank calls. By placing a delay on this feature, will give you a chance to cancel the call if clicked or pressed by accident. Remember when you press the SOS button an alarm will go off as well

Post your address clearly and prominently at the entrance to your home.

Posting your address at the driveway entrance and on your home will alleviate any confusion as to whether emergency responders have the correct location. Try using something reflective or illuminated so that it can be seen in the evening as well as during the day. **DO NOT ASSUME SINCE YOUR MAILBOX IS MARKED YOU HAVE POSTED YOUR ADDRESS-** mailboxes are not always at the entrance of a driveway and usually are not marked clearly on both sides. Several cities and counties have ordinances for posting addresses- check with your local ones. And always report missing street signs when noted- these not only help others find your home but are essential to emergency response personnel.

Teach your children how to use SOS.

Be sure they know what SOS is, how to use your SOS feature on your Smart Phone, and to trust the SOS call taker. When using the SOS feature, your child needs to know their name, parent's name, telephone number, and most importantly their address. Tell them to answer all the call takers questions and to stay on the phone until instructed to hang up.

Terms and Conditions

PLEASE SEE TERMS AND CONDITIONS DOCUMENT

How to contact

Phone: 888-699-1121
Email: online-sales@my-911.com
technical@my-911.com
Website: <http://www.my-911.com>