

6.3 Intervention Calendar

The **Intervention Calendar** feature allows you to receive Service Orders assigned by Dispatch Managers. You can access the **Intervention Calendar** feature from the application. There, you will be able to:

- Accept or reject Service Orders
- Contact the customer via Cellular Calls or the Dispatch Manager via all the available communication features.

For the **Intervention Calendar** feature to work as intended, you need access to the following:

- The **My Business** feature
- The **Geolocation** feature.

7. EMERGENCY SERVICES

The emergency services are a package that can be activated by request, and they include five main options meant to prevent and to facilitate rescue by fast and efficient communication in critical situations. The five options are Emergency Call, Emergency Message, Emergency Ambient Listening Call, Lone Worker Protection, and Immobility Detection.

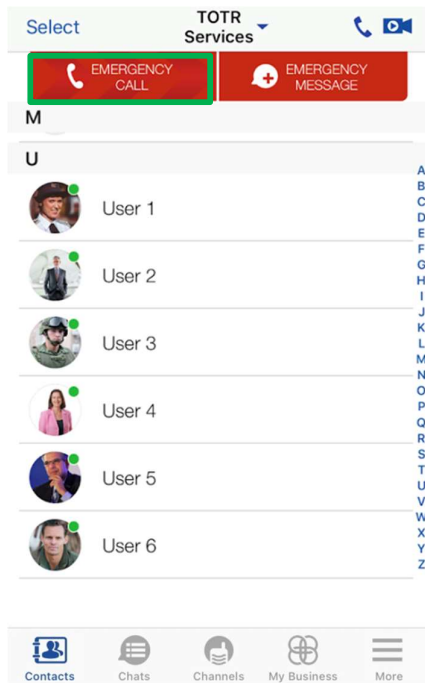
7.1. Emergency Call

You can make emergency Push-To-Talk calls to a preset list of recipients, informing them about critical situations. The recipients are named by the Company Admin.

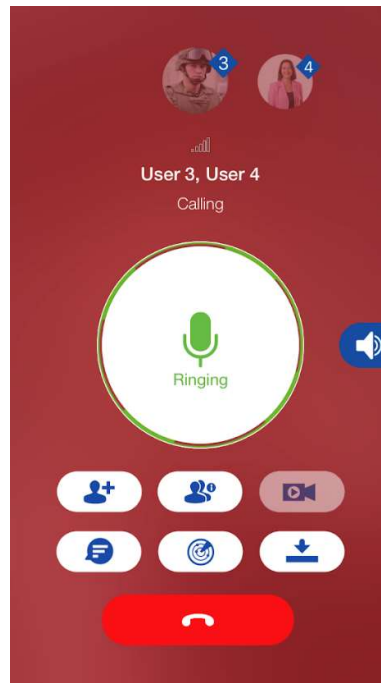
This function is mainly destined to police, army, security services but it can be as well used for the safety of employees.

7.1.1. Making Emergency Calls

You may tap and hold the **Emergency Call** button to make an emergency call.



Emergency Call > Tap Emergency Call



Outgoing Emergency Call screen

When you make an Emergency Call, an emergency conversation is started that includes all the users who have been set as recipients by the Company Admin.

If the location services are active on the mobile phone, your location is sent as an attachment in the conversation created after making an Emergency Call.

The Emergency Call ends after several seconds if none of the recipients answers while the emergency mode stays active.

Note: The default maximum number to initiate an **Emergency Call** is 50 users. When the predefined number exceeds the default maximum number, the call will fail.

7.1.2. Joining an Emergency Push-To-Talk Late Call Entry

Push-To-Talk Late Call Entry allows you to join an ongoing emergency Push-To-Talk group call if:

- The Emergency Call was rejected.
- The call was taken and then ended only by the user (rejoin an already answered Push-To-Talk group call only if the call is still active, meaning at least two participants are still connected).

The **Join Call** button will appear in the **Recent Chats** tab:

- In a group conversation's entry when a Push-To-Talk group call was missed/rejected/joined at least once with that group. The **Join Call** button will appear on the right side of an entry, below the date.
- In a group conversation's thread when a Push-To-Talk group call was missed/rejected/joined at least once with that group. The **Join Call** button will appear at the top of the screen, under the group name.

*For more information about this behavior, go to the **Joining a Missed or Rejected Push-to-Talk Group Call** section in the guide (Contacts > Buttons on the Contacts screen > Multi-Selection).*

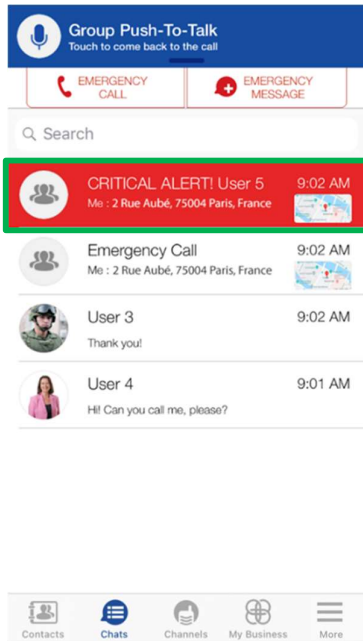
7.1.3. Emergency Message Auto-Initiation

Each time you make an Emergency Call, a critical Emergency Message is sent automatically to the recipients named by the Company Admin.

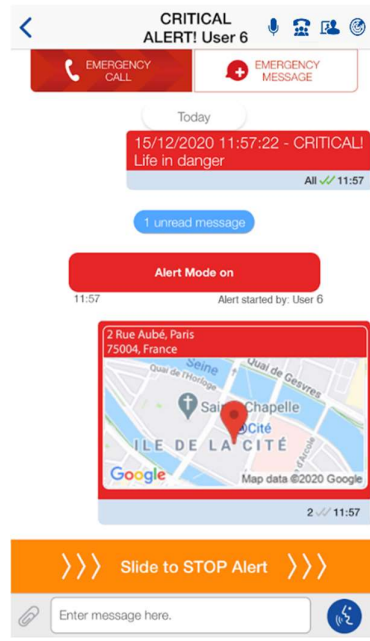
In the conversation thread, the **Alert Mode On** notification shows the name of the user who launched the emergency call, and the **Alert Mode Off** notification shows the name of the user answering the emergency call.

Note: Your device will look for a location to send in the associated group conversation while the Alert Mode is on. When the Alert Mode is off, this behavior stops.

Sender



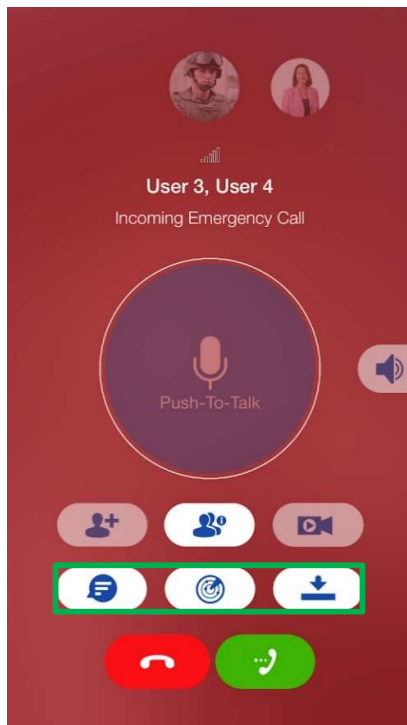
Emergency Call > Chats > Emergency Message



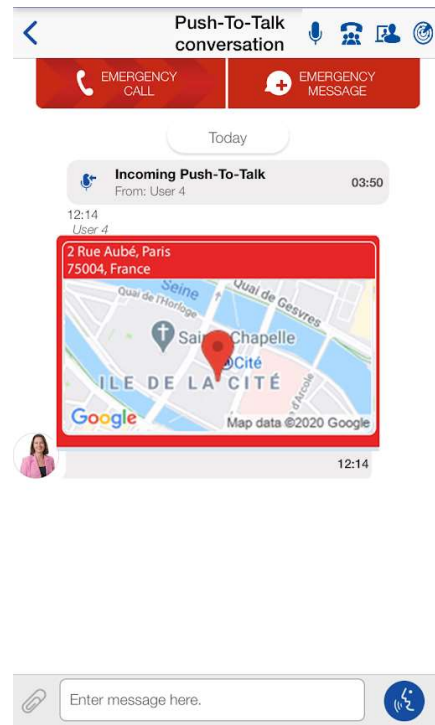
Emergency Message sent > Location

If the location is enabled on the mobile phone as well as the geolocation in the TOTR application, then the message will automatically send the location of the sender.

Recipient



Emergency Call > Incoming Emergency Call screen > Call, message, locate user (if Geolocation is active)



Emergency Message received

Note: To make a Conference Call from the Conversations screen when an Emergency alert group conversation is already in progress, tap the **Conference Call** button on the upper right corner of the screen. All the users in the conversation thread will receive a call to attend the audio conference. The audio conference is associated with the same conversation thread.

Locating a User

If the map is automatically attached to the conversation, you will see the position of the user who made the emergency call. If you tap the map, you will see it on full screen. The position of the user will be marked with a pin.



Emergency Call > Location of the Emergency Call sender

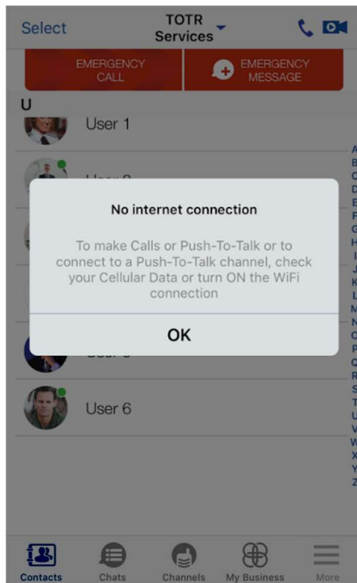
Deactivating the Emergency Message

For more information about this option, go to the **Deactivating the Emergency Message** section in the guide (*Emergency Services > Emergency Message*).

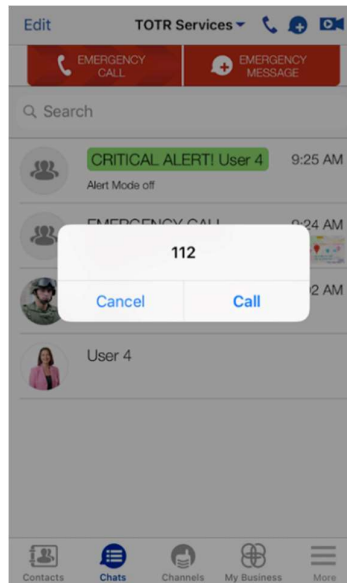
7.1.4. Fall Back to Emergency Cellular Call

In case there is a bad internet connection, TOTR will make a standard cellular call. The application will fall back to an emergency cellular call in one of the next situations:

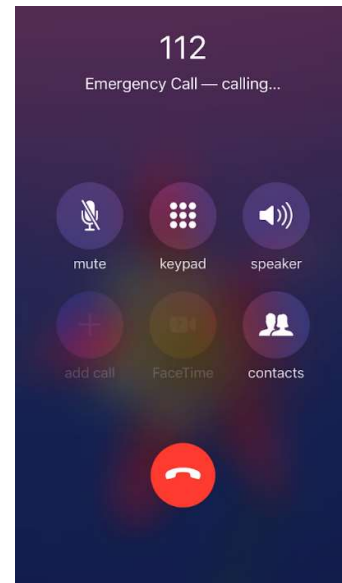
- **No mobile data:** A pop-up with the emergency number set by the Company Admin is displayed. Tap to call.
- **Server connection fails:** TOTR tries to establish a connection for 30 seconds after which the call ends. You are redirected to the phone dialer.



Emergency Call > No Internet connection warning



Dial the number set by the Company Admin



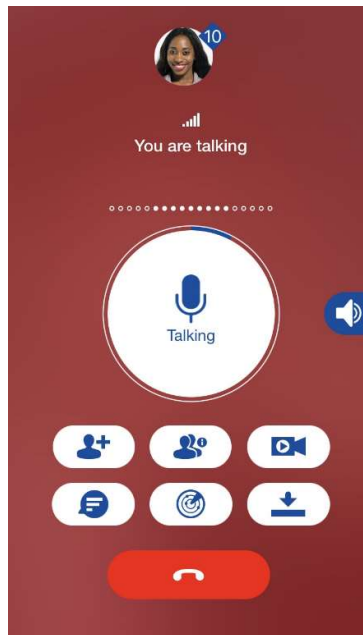
Dialing

7.1.5. Adding Users from the Selected Channel as Recipients

When the **Active Selected Channel** feature is enabled by the Company Admin, you will be able to trigger an Emergency Call inside a selected channel that you are connected to.

Note: Only a dispatcher connected to the selected channel or you, as the initiator of the Emergency Call, may stop the alert.

If the Company Admin also enables the feature **Add Users from the Selected Channel as Recipients**, the users set as recipients and the users connected to the same channels as you receive the Emergency Call you make. When the Emergency Call is made, an emergency alert group conversation is created.



Channel screen while an Emergency Call is ongoing

7.2. Emergency Message

The **Emergency Message** feature allows users to send an emergency message from the mobile application or WebChat. TOTR sends the alert and the user's location to a preset list of users. The feature is activated and configured by the Company Admin, who can choose between a standard or custom message.

Note: If enabled by the Company Admin, when you send an Emergency Message, it can also be received by the users who are currently connected to the same channels as you.

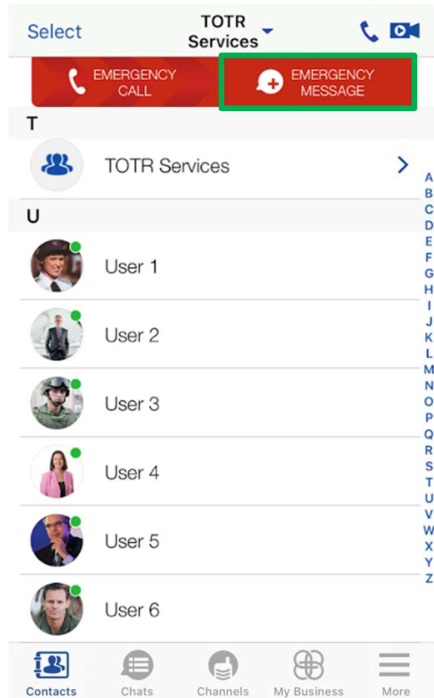
Additional Recipients for Emergency Messages

If the Company Admin enables the option **Add Users from the Connected Channels as Recipients** and you are connected to one or more channels, when you trigger an Emergency Message, it will be received by the users set as recipients as well as all users connected to the same channels as you.

7.2.1. Standard Emergency Message

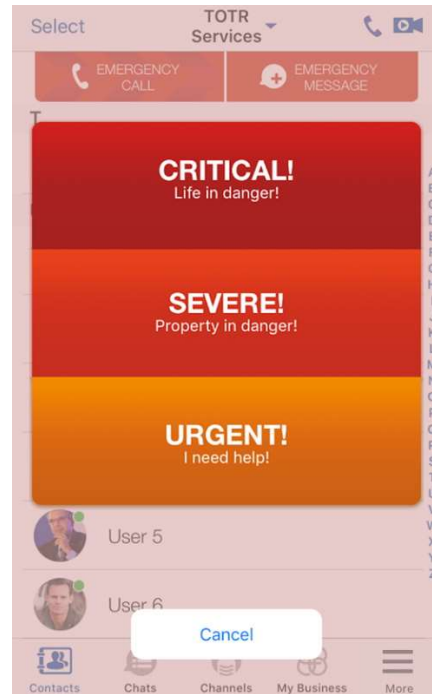
Sender

To send an Emergency Message, tap the emergency red button, and then choose the type of emergency you are in: Critical, Severe, or Urgent.



Emergency Message

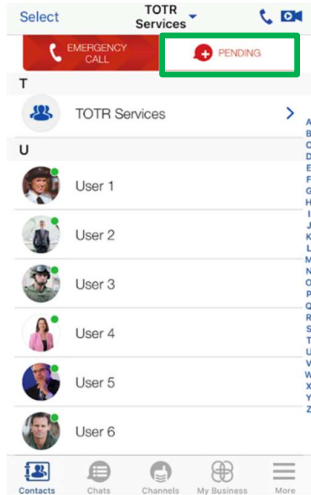
> Tap the Emergency Message button



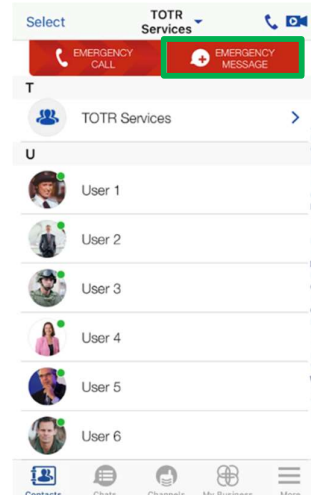
Choose the type of situation you are in

Once the Emergency Message is sent, it will stay in "Pending" mode until one of the recipients has received it. While the message is in "Pending" mode, you cannot send a new one.

When the recipient receives the Emergency Message, the alert becomes active (the Emergency Message tab is flashing).



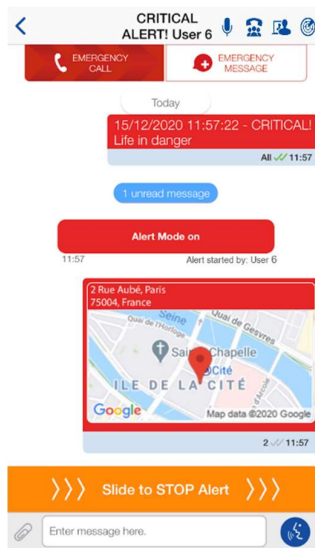
Emergency Message in "Pending" mode



Active alert (the tab is flashing)

Every time you send an emergency message, an alert conversation is created (with the recipients designated by the Company Admin). The alert conversations cannot be deleted while the alert is still active.

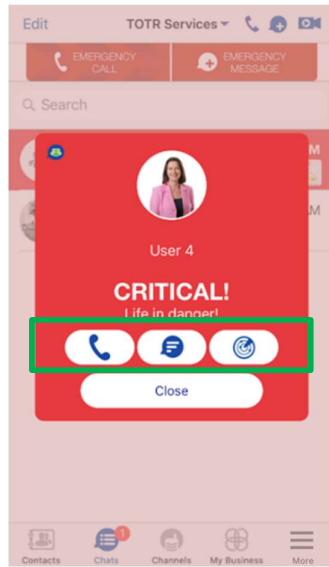
In the conversation thread, the **Alert Mode On** notification shows the name of the user who launched the emergency message, and the **Alert Mode Off** notification shows the name of the user answering the emergency message.



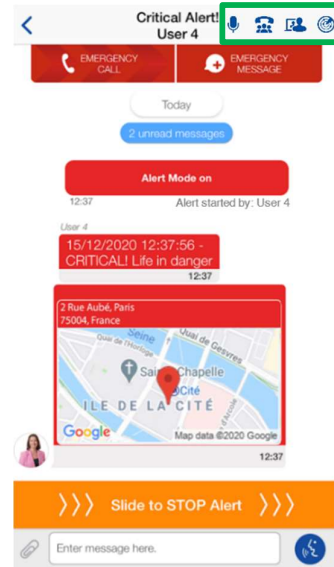
Emergency Message

Note: The location of the user is sent as an attachment to the conversation (if the geolocation is active on both the mobile phone and TOTR).

Recipient



Call, Send message, Locate User options
(if the geolocation is active)



Tap the first button to make a Push-To-Talk call,
the second button for Conference Call
and the third to locate the user

Note 1: The location of the user is received as an attachment to the conversation (if the geolocation is active on both the mobile phone and TOTR).

Note 2: To make a Conference Call from the Conversations screen when an Emergency alert group conversation is already in progress, tap the **Conference Call** button on the upper right corner of the screen. All the users in the conversation thread will receive a call to attend the audio conference. The audio conference is associated with the same conversation thread.

7.2.2. Customized Emergency Message

Instead of the standard message (critical, severe, or urgent), your Company Admin can set up a custom emergency message. To send the custom emergency message, you tap and hold the **Emergency Message** button for four seconds.

04/05/2019 9:54:40 AM
GMT + 03:00 - I am in
danger! Please locate me
and send help ASAP!

Emergency Message > Custom Emergency Message

Unlike the standard message, the three message types are no longer displayed.

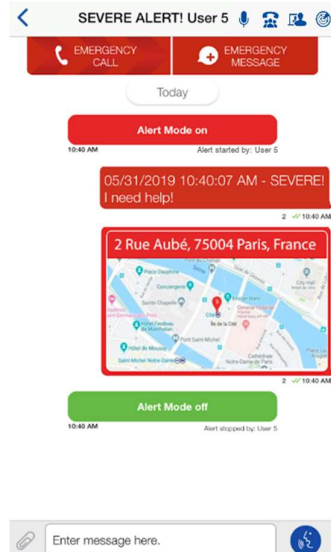
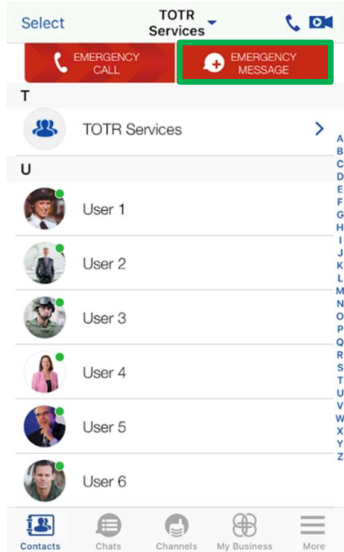
Besides this and the different text (customized by the Company Admin), the custom emergency message has the same features as the standard message.

For more information about this feature, go to the **Standard Emergency Message** section in the guide (Emergency Services > Emergency Message).

7.2.3. Deactivating the Emergency Message

The Emergency Message alert can be deactivated:

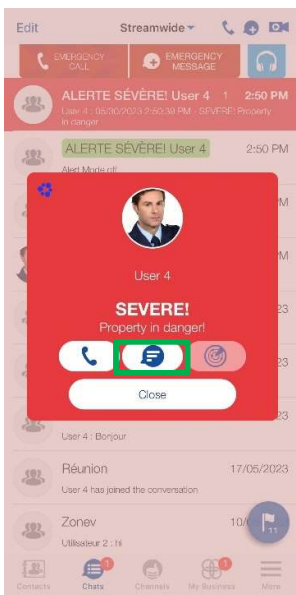
- By the sender by tapping the flashing **Emergency Message** tab while the alert is active.



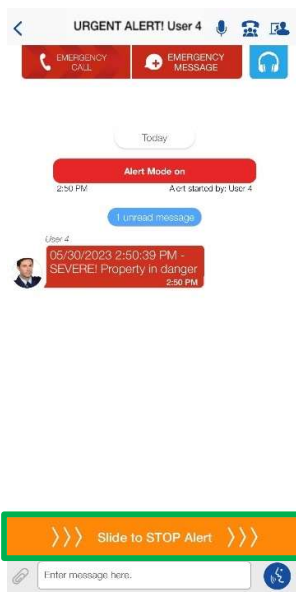
To deactivate the Emergency Message, tap "Alert mode on". The "Alert Mode Off" message is displayed in the conversation thread. A notification is also received.

Notification of deactivated Emergency Message Emergency Message bar is active again (the user can send another message) and the color of the alert changes from red to green.

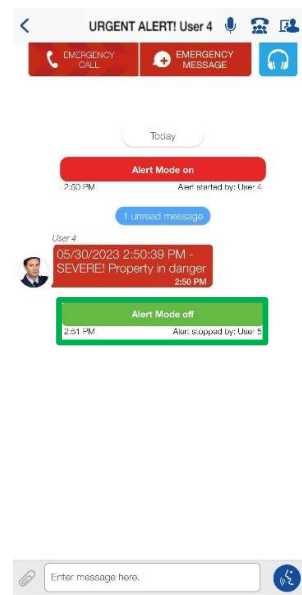
- By the recipient by sliding the **Slide to Stop Alert** orange button on the emergency conversation screen.



To deactivate the Emergency Message, tap the Conversation button



Slide the orange button to stop the alert



Alert mode off notification

Note: Your device will look for a location to send in the associated group conversation while the Alert Mode is on. When the Alert Mode is off, this behavior stops.

7.2.4. Bluetooth and Hard Button Support

You have the option to pair a wireless hard button with the app on every iOS device.

Go to More > Settings > Accessories and switch the Wireless button to ON to find and pair a smart button with the app.

*For more information about this setting, go to the **Accessories** section in the guide (More > Settings).*

7.3. Emergency Ambient Listening Call

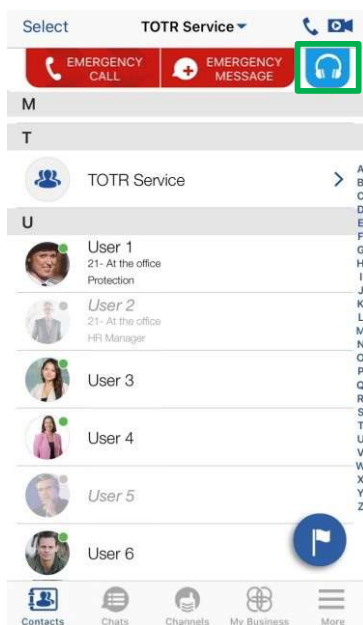
You can make emergency ambient listening calls to a predefined recipient. The feature is activated and configured by the Company Admin.

7.3.1. Making and Receiving an Emergency Ambient Listening Call

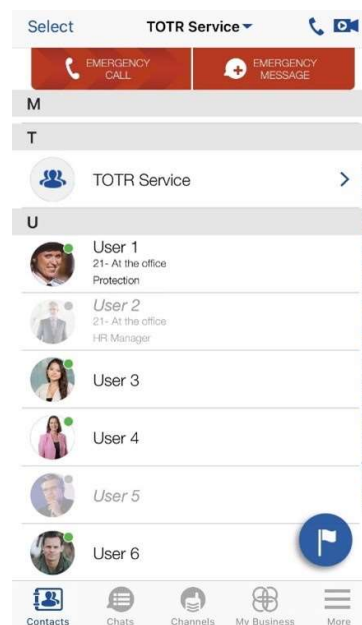
The Emergency Ambient Listening Call is initiated when you tap and hold the **Emergency Ambient Listening Call** button.

Initiator

After the Emergency Ambient Listening Call is triggered, the button will not be displayed, as a confirmation that it was taped by you. The button will be displayed again once the call is ended.



Emergency ambient listening call > Tap the Emergency ambient listening call button



The Emergency ambient listening call button is not displayed; the call was triggered

The Emergency Ambient Listening Call screen will not be displayed on your side (initiator).

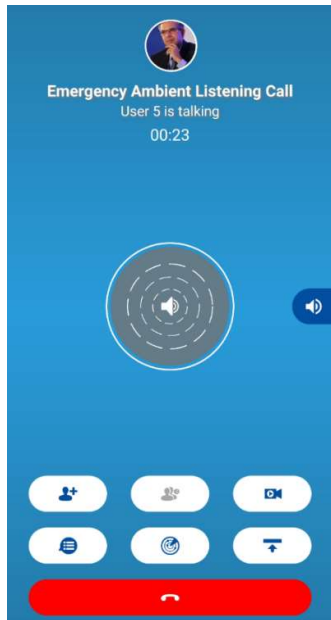
If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after making an Emergency Ambient Listening Call. As an initiator, you will not see the conversation, but only the recipient.

If the call is triggered and then the kidnapper wants to launch another call from your device, the Emergency Ambient Listening Call will be automatically put on hold with no pop-up displayed. This will prevent the kidnapper from knowing that an Emergency Ambient Listening call has already been triggered in order to enhance the silent and visually discreet aspects of the Emergency Ambient Listening Call feature.

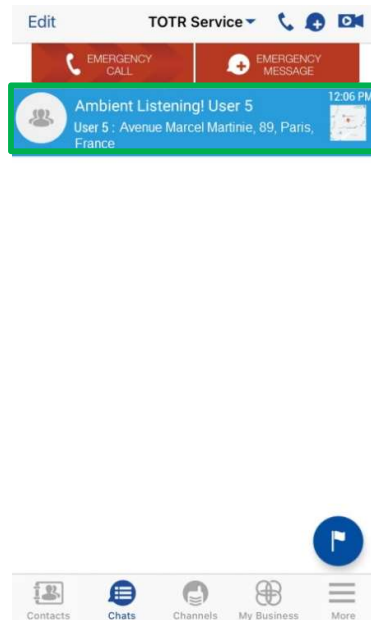
Recipient

Note: Only one recipient can be set for the Emergency Ambient Listening Call profile. Also, from the **Settings** tab you can select to be automatically connected to the call or not. When the call is triggered, a sound will be played.

You are unable to speak or add other users to the call as a recipient. You will be able to write in the conversation, but the initiator will not be able to see what you write.



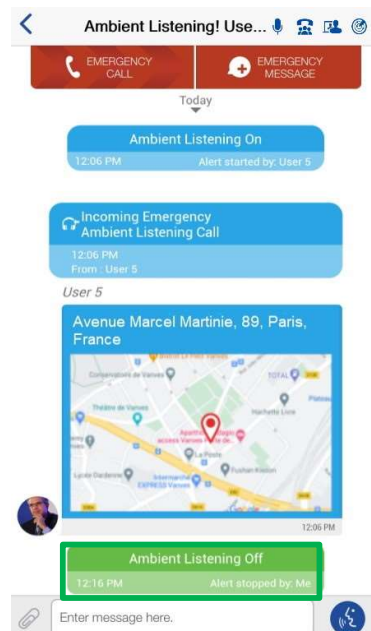
Emergency ambient listening call > Incoming Emergency ambient listening call screen



Conversation created between initiator and recipient



Tap to make a Push-To-Talk call, a conference call, and locate the user



Alert stopped

Note: To make a Conference Call from the **Conversations** screen when an emergency alert group conversation is already in progress, tap the **Conference Call** button on the upper right corner of the screen. All the users in the conversation thread will receive a call to attend the audio conference. The audio conference is associated with the same conversation thread.

You can end an Emergency Ambient Listening Call in two ways:

- Tap the **Close Call** button in the **Emergency Ambient Listening Call** screen.
- Swipe right the **Slide to Stop Alert** button in the associated group conversation.

Note: Your device will look for a location to send in the associated group conversation while the Alert Mode is on. When the Ambient Listening is off, this behavior stops.

7.4. Lone Worker Protection

This feature is designed for employees working in isolated environments, without close or direct supervision, such as surveyors, land managers, oil drillers, construction workers, drivers, utility workers, or any type of self-employed person.

Automatic alerts are sent to designated recipients whenever the device detects falls. This is called "Man Down Alert".

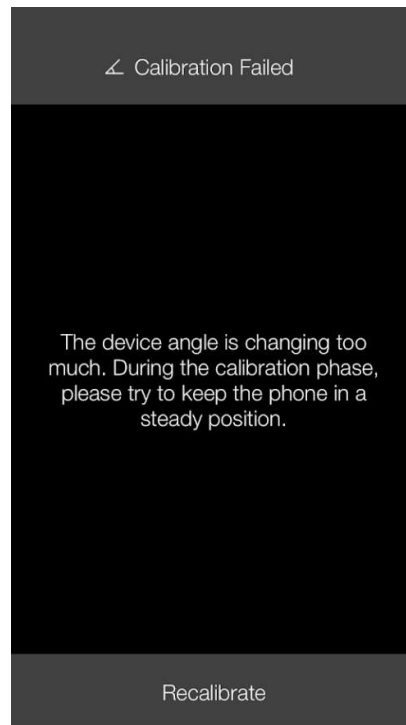
7.4.1. How It Works

Sender

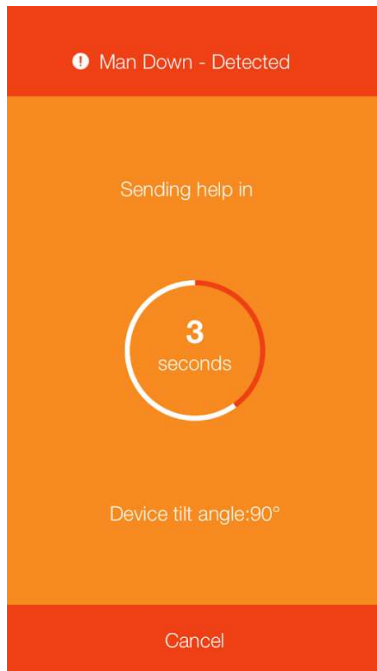
By default, Lone Worker Protection is set to active.

*For more information about this setting, go to the **Lone Worker Protection** section in the application (More > Settings).*

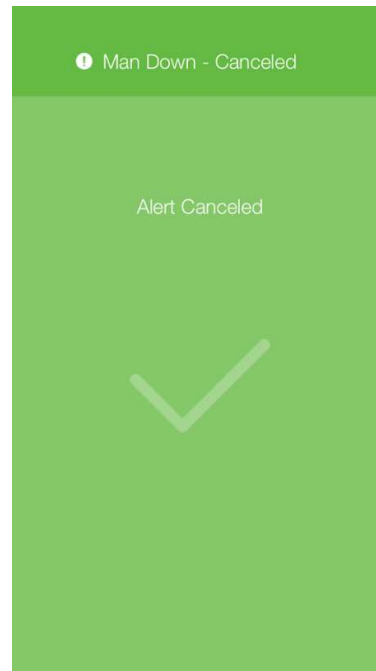
When TOTR is opened, it automatically calibrates the steady/regular angle of the device. A warning sound is played in case the calibration failed and a warning is displayed.



Lone Worker Protection > Calibration failed



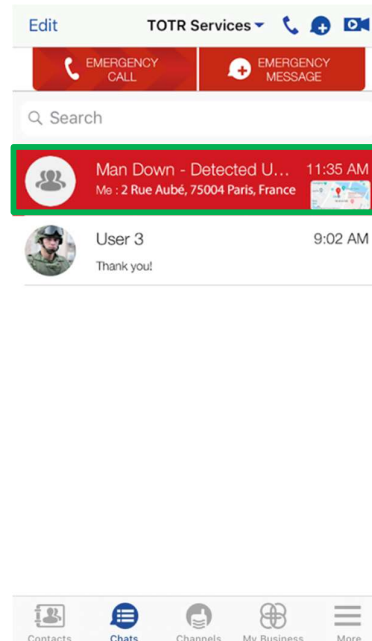
TOTR detects loss of verticality and initiates the pre-alarm. If you regain a vertical position, the pre-alarm is canceled. You can cancel the pre-alarm by tapping the Cancel button.



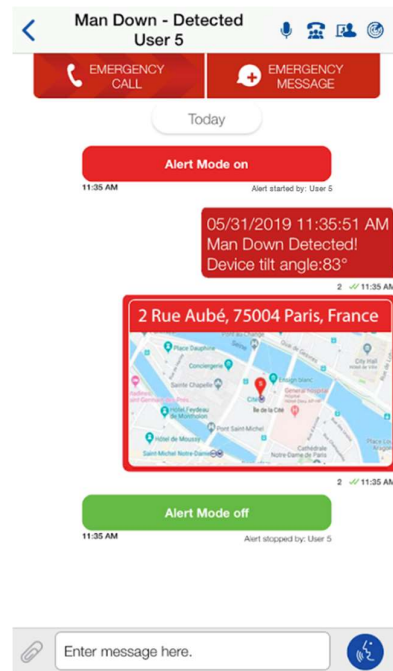
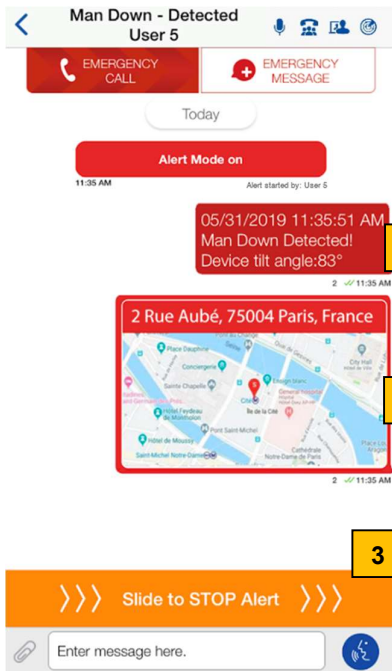
Alert canceled



The alert has been sent to the list of recipients set by the Company Admin



"Man down detected" conversation is created between user and recipients



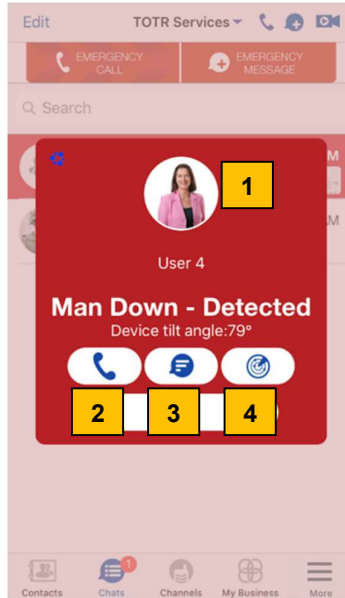
1. The time the alarm was sent & the device tilt angle.
2. The user's location.
3. Stop alert.

Alert stopped

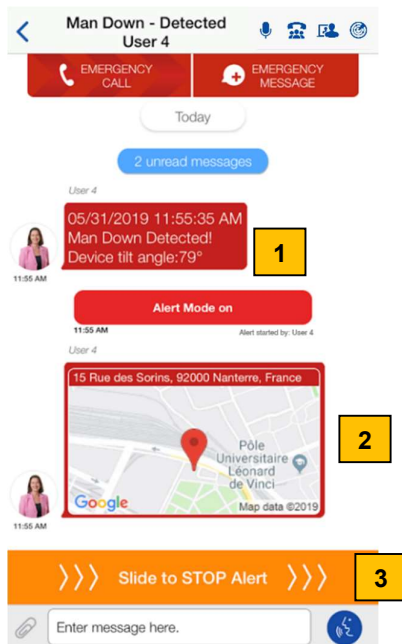
Note: Your device will look for a location to send in the associated group conversation while the Man Down alert is active. When the Man Down alert is turned off, this behavior stops.

Recipient

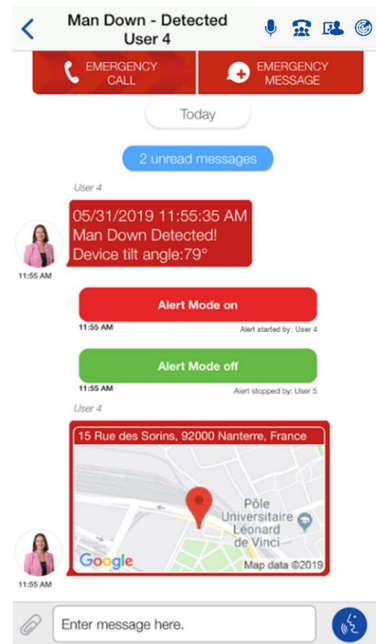
1. Username and photo
2. Call User
3. Send Message to the user
4. Locate User. (Geolocation is an optional feature of TOTR and, unless your company has purchased it, this button will not be displayed on the notification).



Incoming Alert screen



1. Time when the alarm was sent and the tilt angle of the device.
2. User's position.
3. Stop the alert.



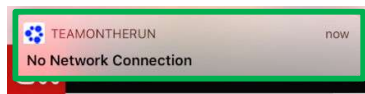
Alert stopped

7.4.2. Positive Security

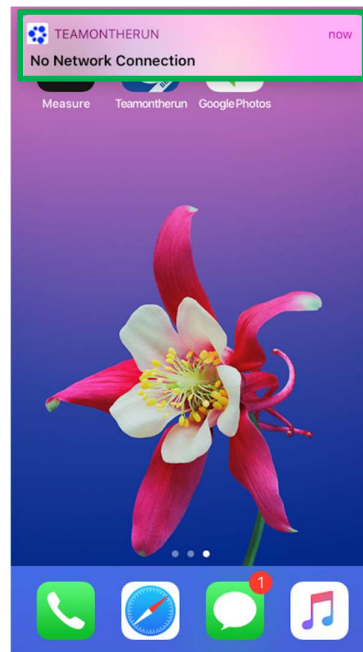
The **Positive Security** feature sends an alert in case of no network connection. It is activated by the Company Admin when the Lone Worker Protection profile is set up. The Company Admin sets the period after which the notification is displayed to the user too.



Along with this notification shown here, short intermittent vibrations and sounds are played.



When TOTR is in the background, the notification is displayed as a banner on top of the screen



When the phone is locked, the notification is displayed as a banner

Auto-Answer for VoIP Calls

The user in distress who initiates a man-down alert will auto-answer the VoIP call initiated by one of the recipients of the man down alert from the man down alert pop-up notification.

Multiple Recipients Initiating a VoIP Call

If a recipient of the man down alert initiates a VoIP call from the man down alert pop-up while the user in distress is already in a VoIP call with a recipient of the man down alert, the new call will not end the ongoing one.

Automatic Loudspeaker of the VoIP Call

The VoIP call will automatically be forced on a loudspeaker, even if the user has headphones plugged in. This behavior will apply only for the VoIP initiated from the man down alert by the recipient and only as long as the alert is on.

7.5. Immobility Detection

When you enable the **Immobility Detection** feature, it will track the position of your mobile device. If your device has not moved for a predetermined time, it automatically initiates an Emergency Call, so your Dispatcher is aware of your situation. The feature is especially useful if you perform your activities in conditions that may render you immobile due to illness, attacks, or other factors.

*For more information about this feature, go to the **Immobility Detection** section in the guide (More > Settings).*

Note: For this feature to work properly, your Company Admin must add you as an initiator in an Emergency Call profile.