

7. EMERGENCY SERVICES

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

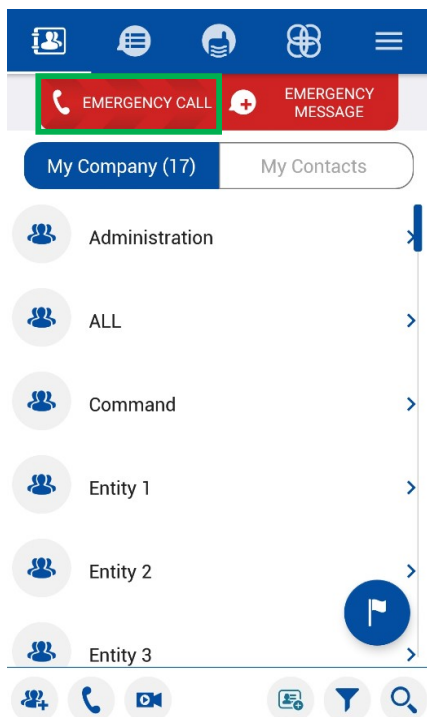
7.1. Emergency Call

You can make emergency calls to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the Company Admin.

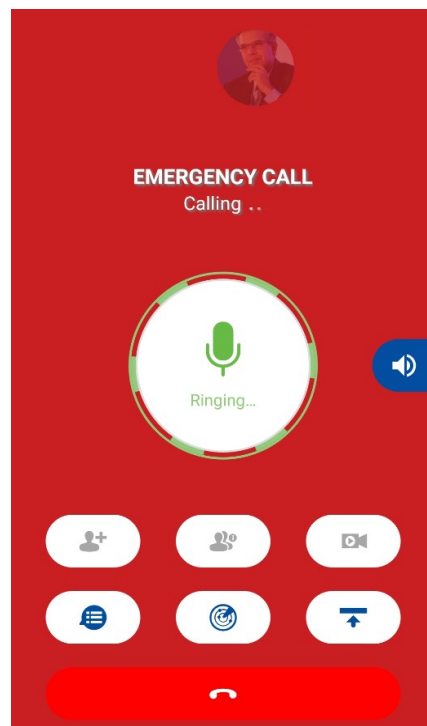
This function is mainly destined to police, army, security services but it can be as well used for the safety of employees.

7.1.1. Making and Receiving an Emergency Call

The Emergency Call can be initiated if you tap and hold the **Emergency Call** button.



Emergency call > Tap the Emergency call button



Outgoing Emergency call screen

Each time you make an Emergency Call, an alert conversation is created which includes all the users set as recipients by the Company Admin.

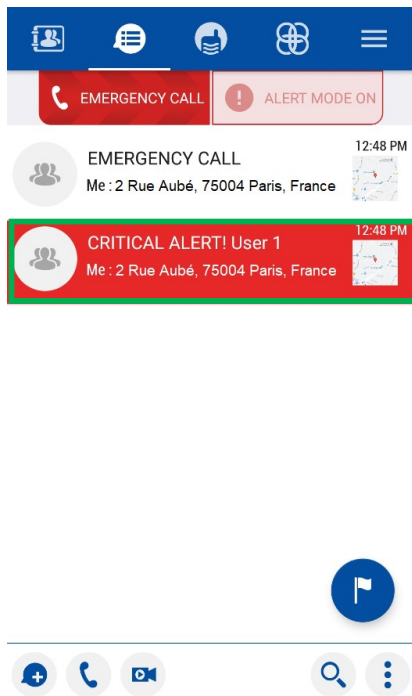
If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after making an Emergency Call.

Note 1: The device will attempt to send your location within the conversation for five minutes even if the Emergency Call has been canceled in the meantime, so that recipients have a better chance of seeing your location in poor coverage areas.

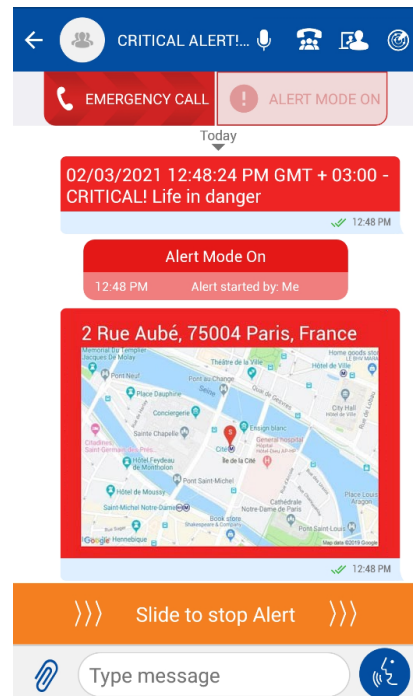
The Emergency Call ends after several seconds if none of the recipients answers while the emergency mode stays active. A new conversation is created each time a user makes an Emergency Call.

Note 2: There can be a maximum number of users who can take part in a **Emergency Call**, which is set at platform level. When the limit number of users is exceeded, an error message will appear to inform that the maximum number of recipients was reached.

Initiator



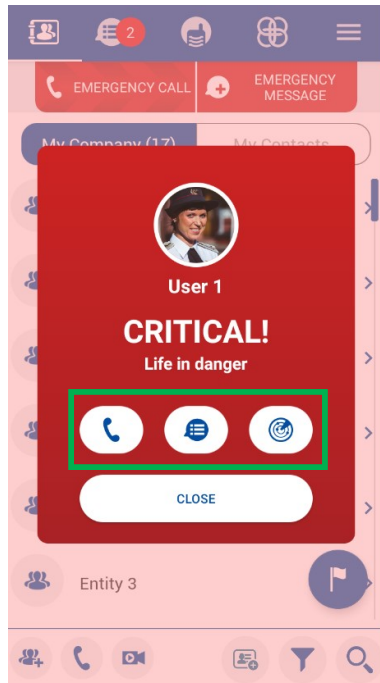
Emergency call > Conversation created between initiator and recipients



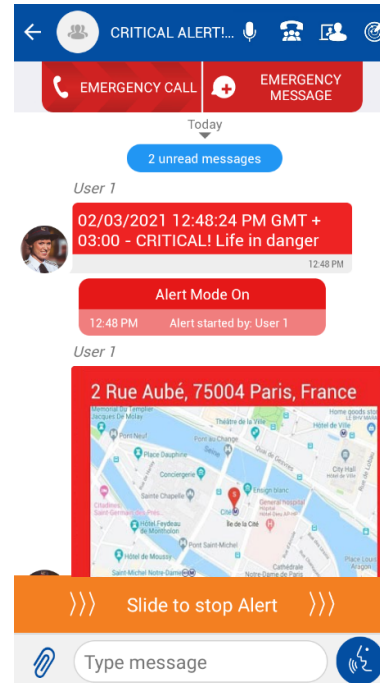
Emergency message sent > Location

Note 2: The **Emergency Call** button will be inactive if there are no recipients or if you are the only recipient in the Emergency Call profile. When you tap the button, a pop-up message appears that says, "No recipients assigned. Please contact your administrator".

Recipient



*Emergency call > Incoming Emergency call screen
> Call, Go to conversation, Locate user
(if Geolocation is active)*



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

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 initiator

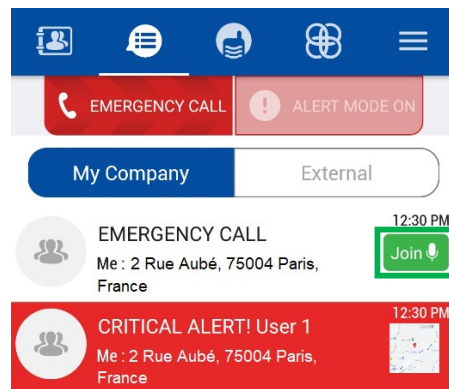
7.1.2. Joining an Emergency Push-To-Talk Late Call Entry

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 (join 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** 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** 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** button will appear at the top of the screen, under the group name.



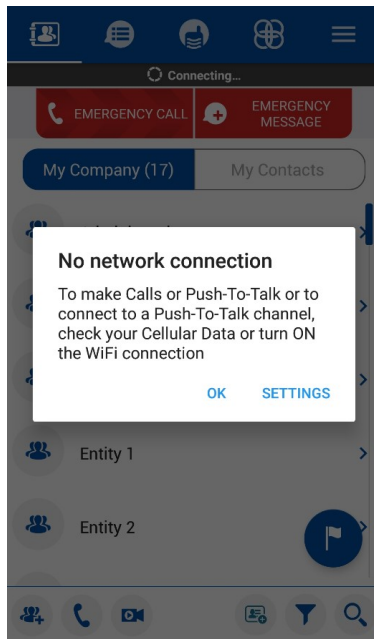
Note: If you were disconnected from an Emergency Push-to-Talk group call, you can join the call without having to tap the **Join** button. A new platform-level parameter will be added to increase the one-minute duration to five minutes.

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](#)).

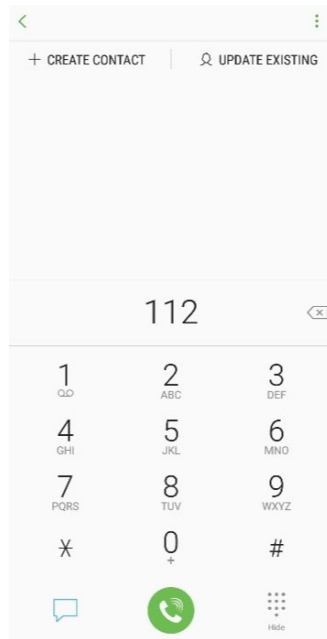
7.1.3. Fallback to Emergency Cellular Call

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

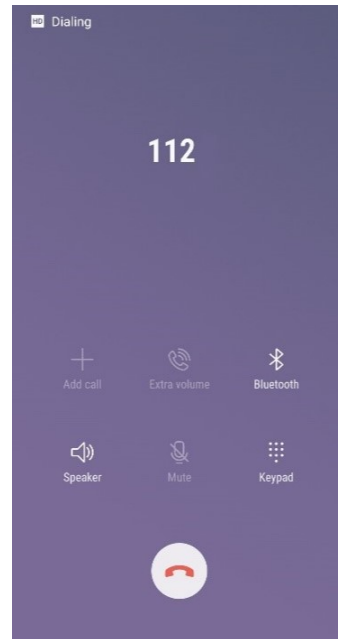
- **No mobile data:** A pop-up with the emergency number set by the Company Admin is displayed. Tap to call.
- **Server connection fails:** The application tries to establish a connection for 30 seconds after which the call ends. You are redirected to the phone dialer.



Emergency call > No Internet connection warning



Dial the number set by the Company Admin



Dialing

7.1.4. Adding Users from the Selected Channel

When you initiate an Emergency Call, the recipients are the users set as recipients in the Emergency Call profile as well as the users who are connected to the same channels as the one you have Selected. An alert conversation will be created, and all users will be included.

For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by the Super Admin (in the Emergency Push-To-Talk Group Call Profile).

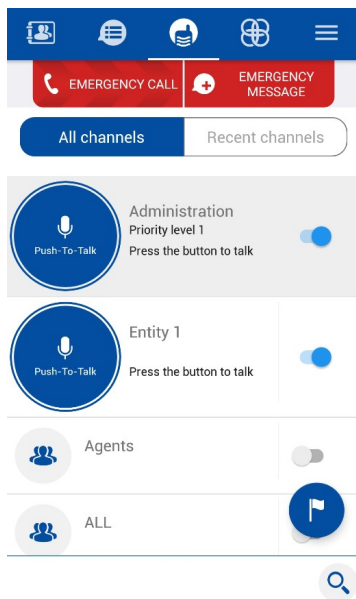
Note 1: If no recipients are added, a profile cannot be saved. You can only call members who are connected to the channels.

Note 2: This option is available for large channels.

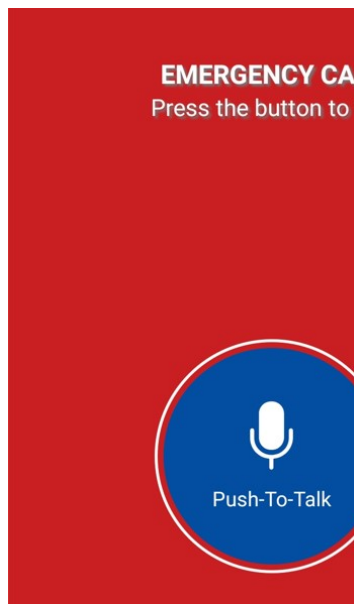
Note 3: On Hold users will not receive the Emergency Alert.

Use case: You are connected to Administration and Entity 1 channels. You initiate an Emergency Call. You will call the users selected as recipients in the emergency profile, as well as the users who are connected to Administration and Entity 1 channels. Administration channel is the Selected channel.

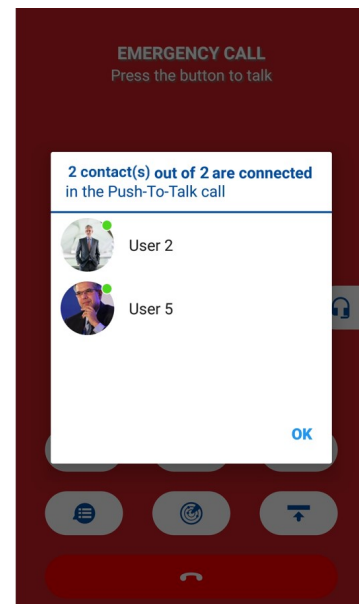
User 1 and User 2 are the users set as recipients in the Emergency Call profile. User 5 is connected to Administration channel. User 8 is connected to Entity 1 channel, so User 8 will not receive the alert and will not be in the Emergency Call.



Channels > You are connected to two channels



Outgoing Emergency call



Users connected to the Emergency call

7.1.5. Deactivating the Emergency Call

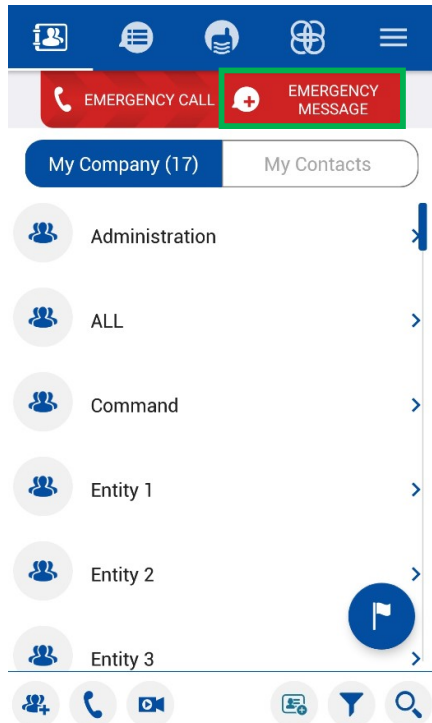
For more information about this option, go to the **Deactivating the Emergency Message** section in the guide (Emergency Services > Emergency Message).

7.2. Emergency Message

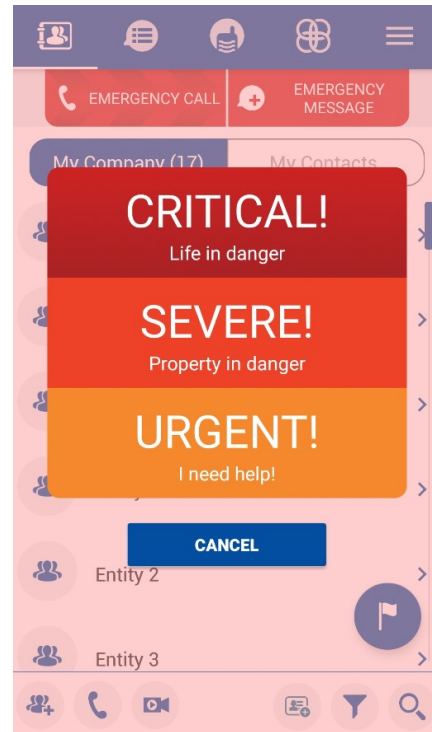
You can send emergency messages to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the Company Admin, who can choose between a standard or custom message.

7.2.1. Sending and Receiving a Standard Emergency Message

The Emergency Message can be initiated if you tap and hold the **Emergency Message** button. Choose the type of emergency you are in: Critical, Severe, or Urgent.



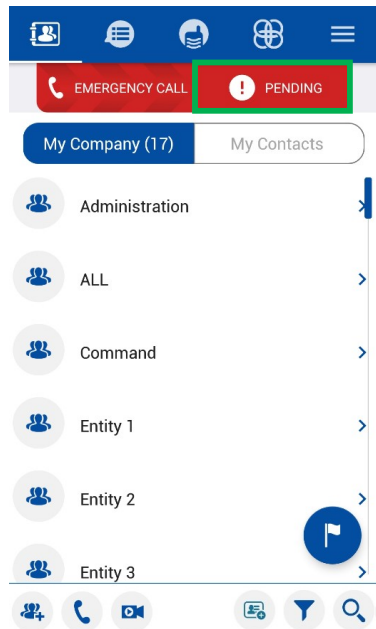
Emergency message > Tap the Emergency message button



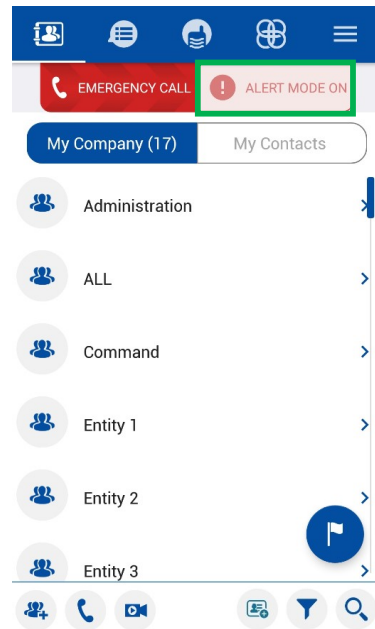
Choose the type of situation you are in

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** button is flashing).



Emergency message in pending mode



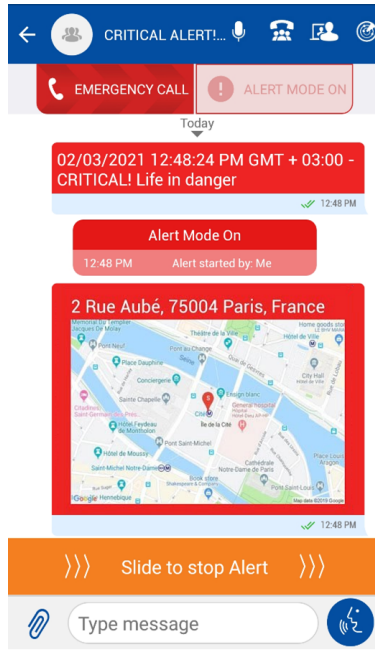
Active alert (the button is flashing)

Each time you send an Emergency Message, an alert conversation is created which includes all the users set as recipients by the Company Admin. The alert conversations cannot be deleted while the alert is still active.

If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after sending an Emergency Message.

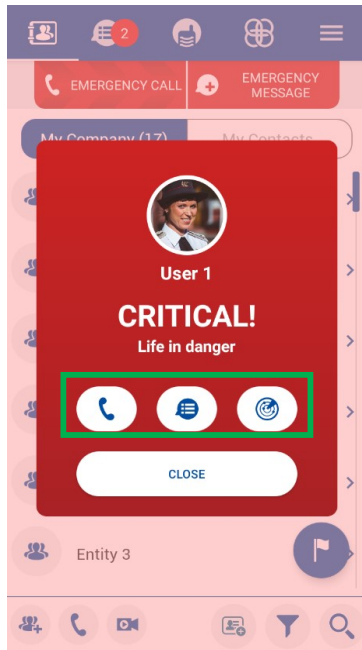
Note: The device will attempt to send your location within the conversation for five minutes even if the Emergency Message has been canceled in the meantime, so that recipients have a better chance of seeing your location in poor coverage areas.

Initiator

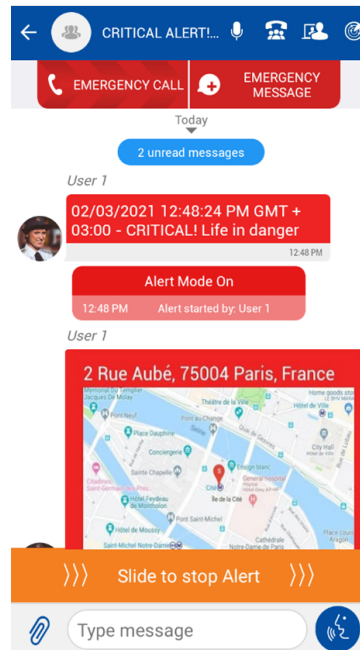


Emergency message sent > Location

Recipient



Emergency message > Incoming Emergency message screen > Call, Go to conversation, Locate user (if Geolocation is active)



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

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.

7.2.2. Adding Users from the Selected Channel

When you send an Emergency Message, the recipients are the users set as recipients in the Emergency Message profile as well as the users who are connected to the same channel as the one you have Selected. An alert conversation will be created, and all users will be included.

For this feature to function, the **Add Users from the Selected Channel as Recipients** option must be enabled by the Super Admin (in the Emergency Message Profile).

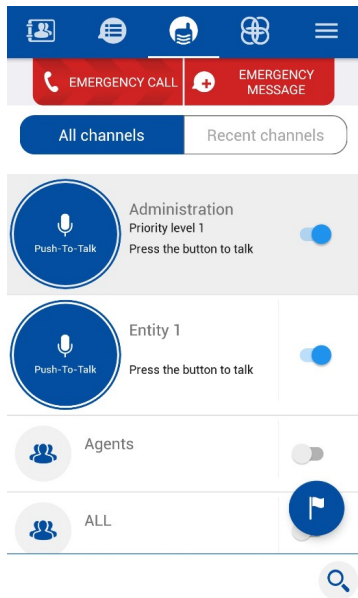
Note 1: If no recipients are added, a profile cannot be saved. You can only send the message to the members who are connected to the channels.

Note 2: This option is available for large channels.

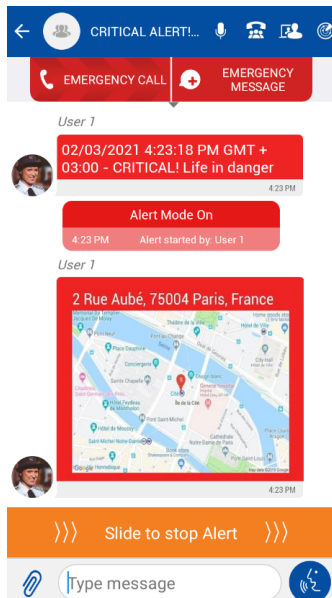
Note 3: On Hold users will not receive the Emergency Alert.

Use case: You are connected to Administration and Entity 1 channels. You send an Emergency Message to the users selected as recipients in the emergency profile, as well as the users who are connected to Administration and Entity 1 channels. Administration channel is the Selected channel.

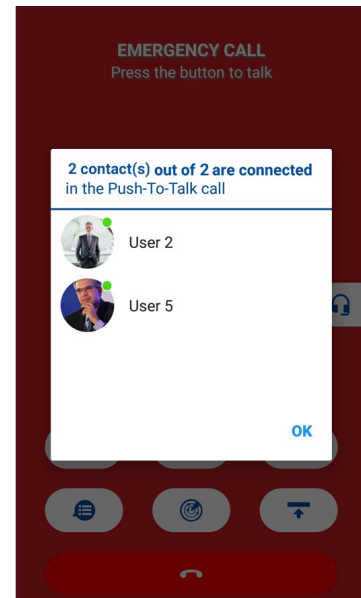
User 1 and User 2 are the users set as recipients in the Emergency Message profile. User 5 is connected to Administration channel. User 8 is connected to Entity 1 channel, so User 8 will not receive the alert and will not be in the Emergency Call.



Channels > You are connected to two channels



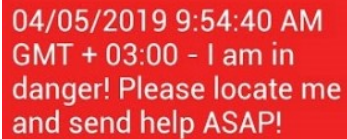
Outgoing Emergency message



Users who received the Emergency message

7.2.3. Customizing the Emergency Message

There is also the possibility to send a custom Emergency Message if the Company Admin chooses this option instead of that of the standard message (critical, severe, or urgent).



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

Emergency message > Custom the emergency message

Unlike the standard message, the three message types are no longer displayed. The custom message is automatically sent after touching and holding the emergency button (four seconds).

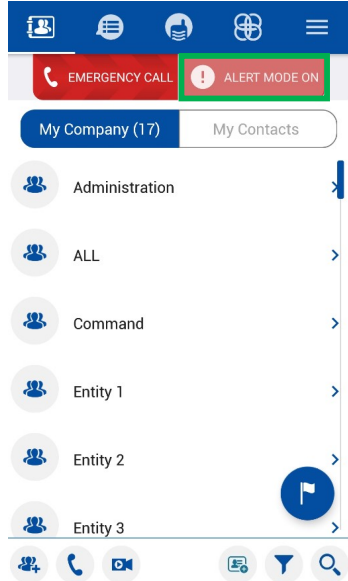
Besides this and the different text (customized by the Company Admin), the custom Emergency Message has the same features as the standard message.

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

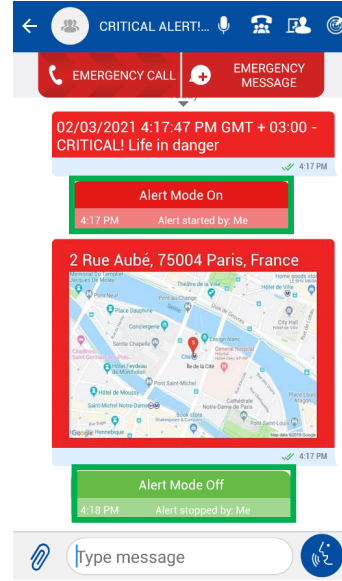
7.2.4. Deactivating the Emergency Message

The **Emergency Message** alert can be deactivated:

- By the initiator by tapping the flashing **Emergency Message** button while the alert is active.

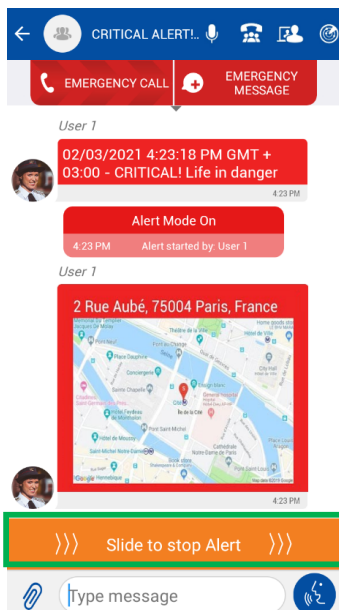


To deactivate the emergency message, tap Alert mode on

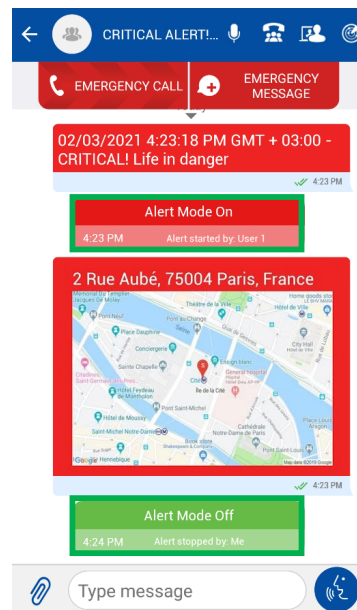


Notification of deactivated the Emergency message. The Emergency message bar is active again (you can send another message) and the color of the alert changes from red to green.

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



Slide the orange button to stop the alert



Alert mode off notification

7.2.5. Bluetooth and Hard Button Support

You have the option to pair a wireless hard button with the application.

Go to More > Settings > Accessories in the application and switch the Wireless button to on to find and pair a smart button with the application.



Sonim rugged phone with SOS button

Note: TOTR supports sending Emergency Messages and making Emergency Calls using the SOS button on Sonim rugged phones. Other hard buttons can be integrated upon request.

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

For more information on AINA, how to pair and use it with your TOTR app, go to our dedicated AINA Wireless guides.

7.3. Emergency Ambient Listening Call

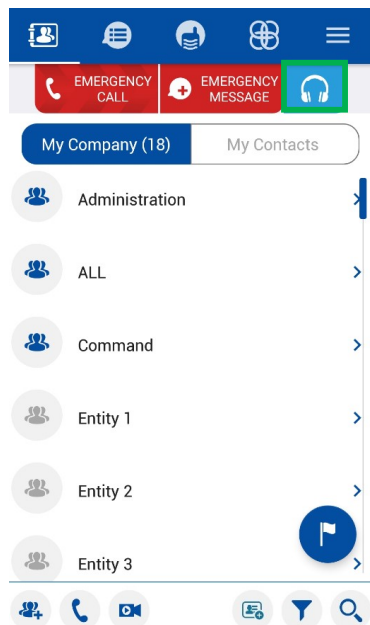
You can make emergency ambient listening calls to a predefined recipient. The feature is activated and configured by the Company Admin.

7.3.1. Making and Receiving an Emergency Ambient Listening Call

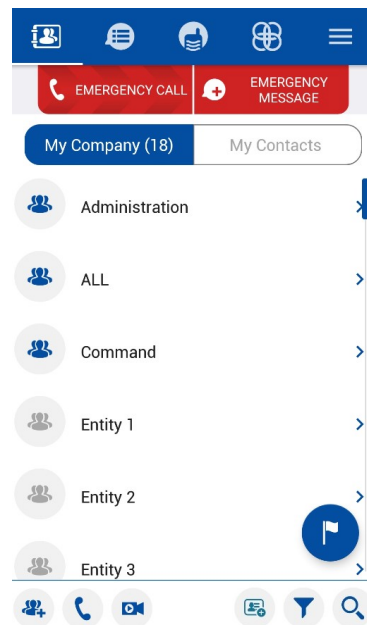
The Emergency Ambient Listening Call can be initiated if you tap and hold the **Emergency Ambient Listening Call** button.

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 you trigger another call while the Ambient Listening Call is ongoing, the call will be immediately put on hold so that your phone won't indicate that you've started an alert.

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.

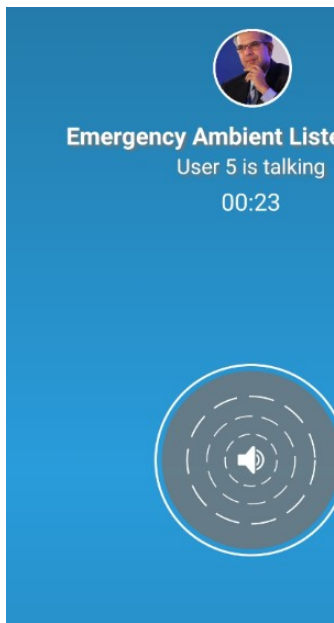
Note 1: The device will attempt to send your location within the conversation for five minutes even if the Emergency Ambient Listening Call has been canceled in the meantime, so that the recipient has a better chance of seeing your location in poor coverage areas.

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.

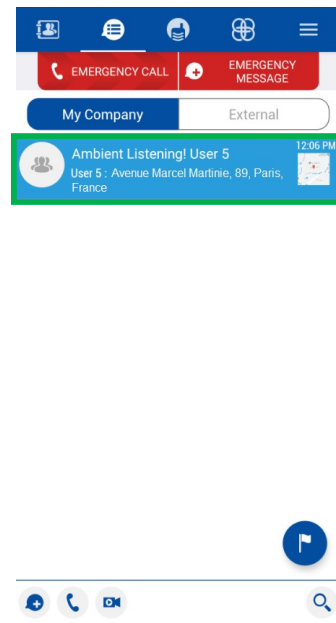
Recipient

Note 1: 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 (go to More > Settings > Voice Settings > Auto-Answer > Emergency Ambient Listening Call Auto-Answer). When the call is triggered, a sound will be played.

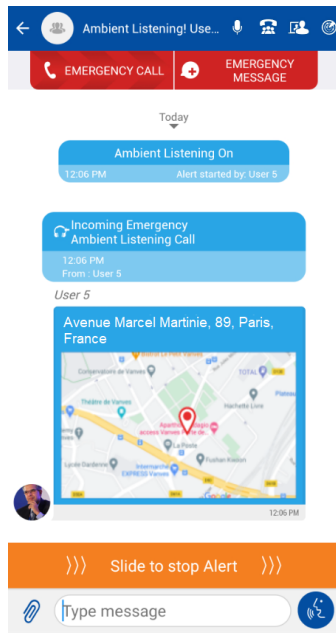
As a recipient, you will not be able to talk and to add other users in the call. You will be able to write in the conversation, but the initiator will not see what was written in the conversation.



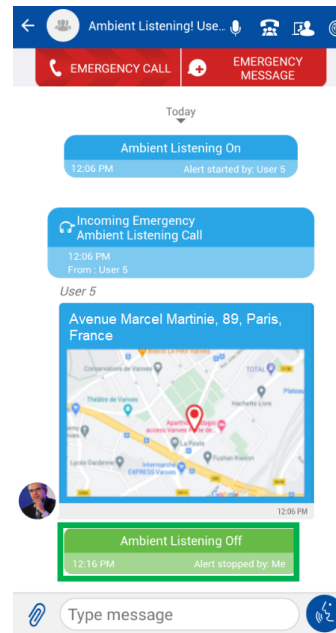
*Emergency ambient listening call > Incoming
Emergency ambient listening call screen*



Conversation created between initiator and recipient



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



Alert stopped

If the initiator triggers another call, the Ambient Listening Call will be automatically put on hold, so that their phone won't display that he triggered an alert.

Note 2: You can end the call in two ways: tap the **Close Call** button or the **Slide to Stop Alert** button inside the conversation.

7.4. Lone Worker Protection

You can send man down alerts to a predefined list of recipients, informing them about critical situations. The feature is activated and configured by the Company Admin.

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.

7.4.1. Sending and Receiving a Man Down Alert

Each time you send man down alerts, an alert conversation is created which includes all the users set as recipients by the Company Admin. The alert conversations cannot be deleted while the alert is still active.

If the location services are active on both mobile phone and application, your location is sent as an attachment in the conversation created after sending a man down alert.

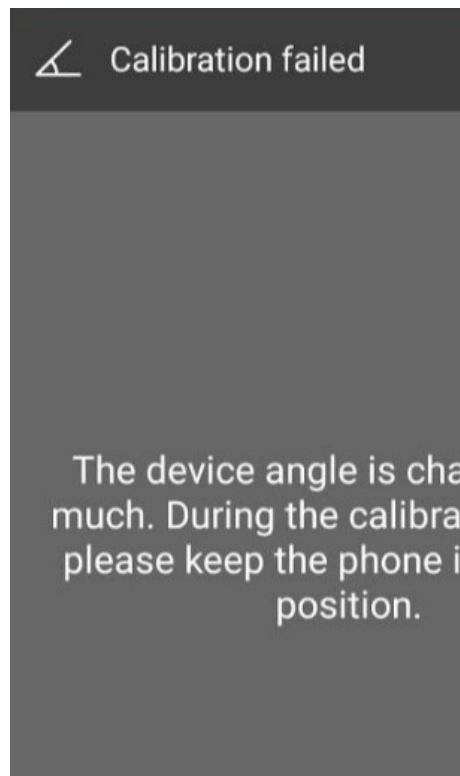
Note: The device will attempt to send your location within the conversation for five minutes even if the man down alert has been canceled in the meantime, so that recipients have a better chance of seeing your location in poor coverage areas.

Initiator

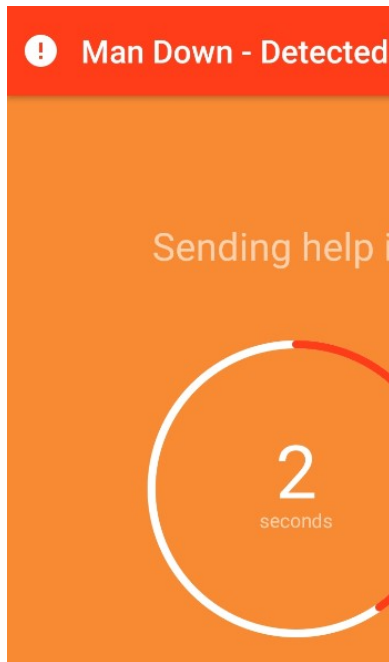
By default, the Lone Worker Protection option is set to active.

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

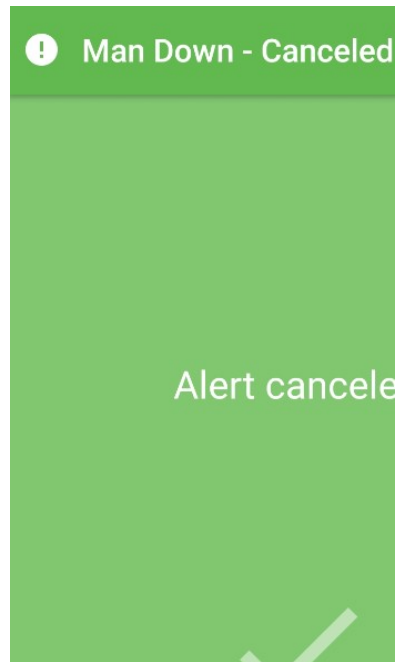
When the application is opened, it automatically calibrates the steady/regular angle of the device. A warning sound is played in case the calibration failed and a warning is displayed.



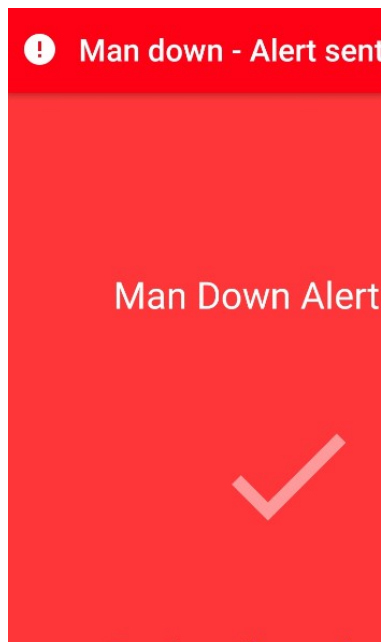
Lone worker protection > Calibration failed



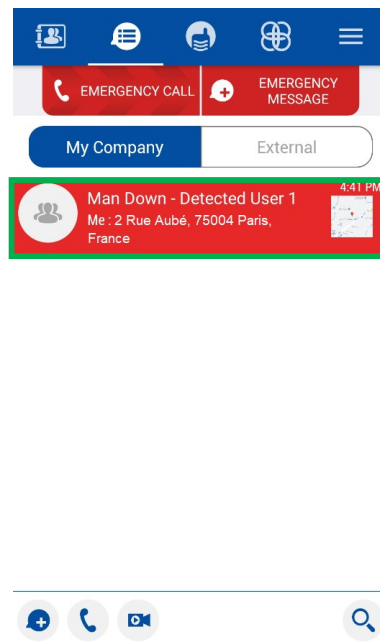
The application detects loss of verticality and initiates the pre-alarm. If you regain a vertical position, the pre-alarm is canceled. You can cancel the pre-alarm by tapping the Cancel button.



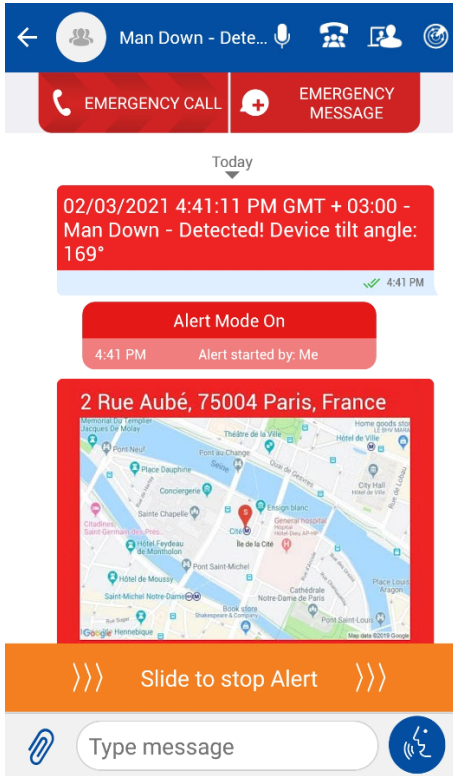
Alert canceled



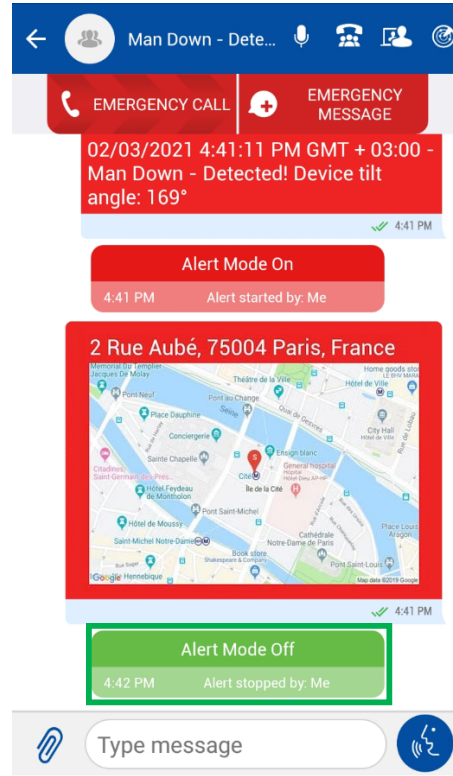
The alert has been sent to the list of recipients set by the Company Admin



Conversation created between initiator and recipients

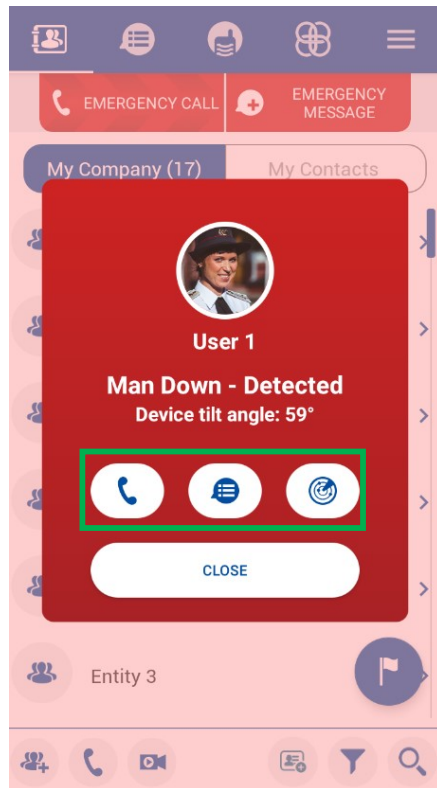


Man down alert sent

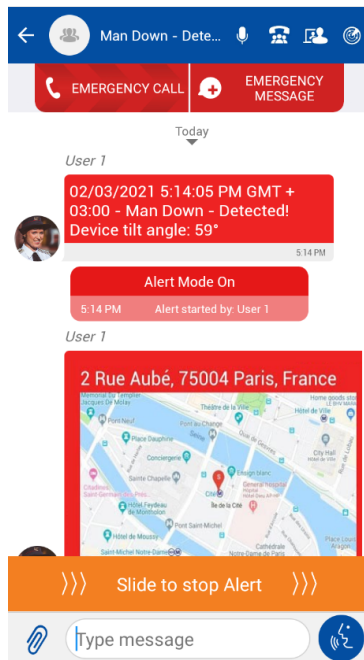


Alert stopped

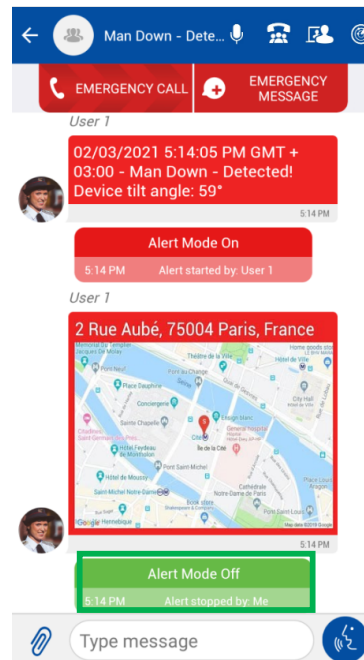
Recipient



Incoming man down alert screen > Call, Go to conversation, Locate user (if Geolocation is active)



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



Alert stopped

7.4.2. Positive Security

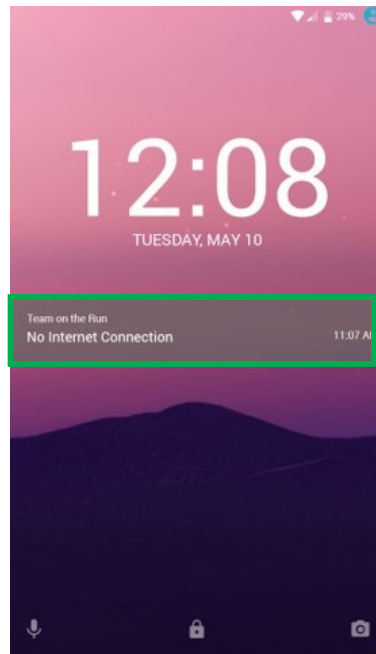
The **Positive Security** feature sends an alert in case of no network connection. It is activated by the Company Admin when the Lone Worker Protection profile is set up. The Company Admin sets the period after which the notification is displayed to the user too.



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