SOS-Portal

Operation manual

03-2024 | Version 3.3.13.x

Document versions

Autor	Version	Datum	Bemerkung
LIJ	1.0	Aug. 2013	First edition
LIJ	1.1	Sept. 2013	Feedback following new content structure
LIJ	1.2	Oct. 2016	Feedback and changes following app release (1.2) for BGR audit
LIJ	1.3	Jan. 2019	Portal adjustments 3.3.9.0 section changes
MFU	1.6	July 2019	Portal adjustments 3.3.9.3 Portal adjustments 3.3.10.0
MFU	1.7	Oct. 2021	Feature updates v3.3.12.9
MFU	1.8	Nov. 2021	Feature updates v3.3.12.10
MFU	1.9	Feb. 2022	Feature updates v3.3.12.11
MFU	1.10	July 2022	Feature updates v3.3.13.0 Group-Alarming Minor corrections
MFU	1.11	March 2023	Feature updates v3.3.13.4 Traffic light system Profile groups
MFU	1.12	Nov. 2023	Feature updates v3.3.13.8
MFU	2.0	Feb. 2024	Design-Update Feature updates v3.3.13.9 - v3.3.13.10

SWISSPHONE

Swissphone Wireless AG
Fälmisstrasse 21
CH - 8833 Samstagern
Tel. + 41 44 786 77 70
Fax + 41 44 786 77 71
E-mail info@swissphone.com
swissphone.com

Table of Contents

1 Introduction ... 4
1.1 Target audience and structure of this manual ... 4
1.2 Areas of application ... 4
1.3 Features ... 5
1.4 Components ... 5
1.5 User groups ... 5
2 General informations ... 6
2.1 General definitions ... 6
2.1.1 Emergency call system (PNA) ... 6
2.1.2 Emergency call device (PNG) ... 6
2.1.3 Emergency call platform (PNEZ) ... 6
2.1.4 Emergency signal ... 6
2.1.5 User-activated personal alarm ... 6
2.1.6 Automatic personal alarm ... 6
2.1.7 PNA-operation ... 7
2.2 Associations and organisations responsible for occupational safety ... 7
2.2.1 German Statutory Accident Insurance (DGUV) ... 7
2.2.2 Swiss National Accident Insurance Fund (SUVA) ... 7
2.2.3 Italy ... 7
2.2.4 British Standard BS8484:2016 ... 7
2.3 SOS-Portal Versions ... 8
3 Registration and alarm overview ... 9
3.1 SOS Portal registration ... 9
3.2 SOS Portal display overview ... 10
3.2.1 Portal Übersicht ... 10
3.2.2 Display of pending emergency calls ... 13
3.2.3 Detailed view of the administration area ... 14
3.3 Report ... 14
4 Alarm processing in SOS Portal ... 16
4.1 PNG emergency device tab (optional) ... 16
4.1.1 Display overview ... 16
4.1.2 PNG Overview ... 17
4.1.3 PNG status overview with filter function ... 17
4.1.4 Personnel overview ... 18
4.1.5 Status log ... 20
4.1.6 PNG log ... 20
4.1.7 Changes / Event ... 21
4.1.8 Communication ... 21
4.2 Emergency calls ... 22
4.2.1 Process and emergency status overview ... 23
4.2.2 Person overview ... 24
4.2.3 Emergency call handling ... 25
4.2.4 Communication ... 26
4.2.5 Record ... 27
4.2.6 Video Broadcasting ... 27
4.2.7 Emergency call handling ... 28
4.3 Technical alarms tab ... 34
4.3.1 Display overview ... 34
4.4 Archive tab ... 35
4.4.1 Display overview ... 35

4.4.2 Archive overview 36
4.4.3 Archive backup 37
4.5 "Tracking" tab (optional) 38
4.6 Localisation 38
4.6.1 Overview and areas of activity 39
4.6.2 Map 41
4.6.3 Building floor plan 42
5 SOS Portal administration 43
5.1 "Account" section 43
5.1.1 Account 43
5.1.2 Communication 45
5.1.3 Traffic light system (optional) 47
5.1.4 Contacts 48
5.1.5 User administration 48
5.1.6 Alarm tones 50
5.1.7 Map overlays 51
5.1.8 SOS-Voice audio files 52
5.2 "Administration" section 53
5.2.1 Management 53
5.2.2 Administration: Medical Information 57
5.2.3 Rescue plan 61
5.2.4 Video Broadcasting 62
5.2.5 In-house localisation 62
5.2.6 Device monitoring 64
5.2.7 Configuration Mobile App 66
5.2.8 Group forwarding contacts 67
5.2.9 Profile groups 70
6 Appendix 71
6.1 Message structure for automatic redirects 71
6.2 General recommendations and important information 72
6.3 Terms of use 72
6.4 Liability 72
6.5 Applicable law and place of jurisdiction 72
6.6 Sample rescue plan 73

1 Introduction

The SOS Portal is designed to:

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

The SOS Portal facilitates quick and easy contact with relevant personnel who can be reached via e-mail, SMS, paging, voice or TCP/IP.
Emergency calls are immediately displayed in the SOS Portal. The location of persons triggering an alarm are visualised outdoors on a map, and indoors on a building floor plan.
All completed emergency calls are stored in an archive for record-keeping and audit purposes. This includes all logs and process files. The entire process can be inspected by authorised personnel at any time and is thus traceable and easily monitored.
Technical alarms are displayed as well as emergency calls. These include, for example, test emergency calls, profile changes or a low battery warning on an emergency device.

1.1 Target audience and structure of this manual

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

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

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

1.2 Areas of application

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

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

1.3 Features

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

1.4 Components

- SOS Portal versions:
    - SOS.direct
    - SOS.monitor
    - SOS.selfcare
    - SOS.selfcare+
    - SOS.enterprise
- Alarm server i.search
- Swissphone TRIO
- Swissphone SOS Mobile App

1.5 User groups

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

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

2 General informations

2.1 General definitions

2.1.1 Emergency call system (PNA)

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

2.1.2 Emergency call device (PNG)

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

2.1.3 Emergency call platform (PNEZ)

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

2.1.4 Emergency signal

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

2.1.5 User-activated personal alarm

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

2.1.6 Automatic personal alarm

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

2.1.7 PNA-operation

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

2.2 Associations and organisations responsible for occupational safety

2.2.1 German Statutory Accident Insurance (DGUV)

The DGUV is the umbrella association of professional bodies and accident insurers. They are responsible for the prevention of occupational accidents and diseases, as well as work-related health hazards.
The lone worker solution "SOS" from Swissphone with the components SOS-Platform and SOS Mobile App for specific Android-Devices is certified based on DIN VDE V 0825-11. The protection of lone workers with Swissphone "SOS" system is possible based on DGUV Rule 112-139 (formerly BGR-139).

2.2.2 Swiss National Accident Insurance Fund (SUVA)

SUVA, the largest accident insurer in Switzerland, insures against occupational accidents, occupational diseases and recreational accidents, and also takes care of safety at work.
The SUVA document 44094 "Working" alone can be dangerous" deals extensively with the issue of lone workers from the perspective of employers and safety officers. There is a very helpful assessment matrix identifying where and how lone workers should be protected.

2.2.3 Italy

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

2.2.4 British Standard BS8484:2016

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

2.3 SOS-Portal Versions

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

* PNG tab: PNG emergency device

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

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

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

3 Registration and alarm overview

3.1 SOS Portal registration

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

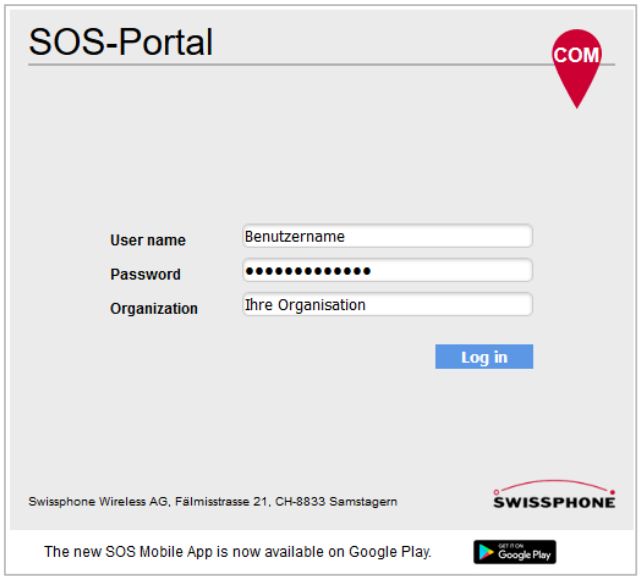
Access to the Portal is via the URL:

https://mobile.swissphone.com/

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

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

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



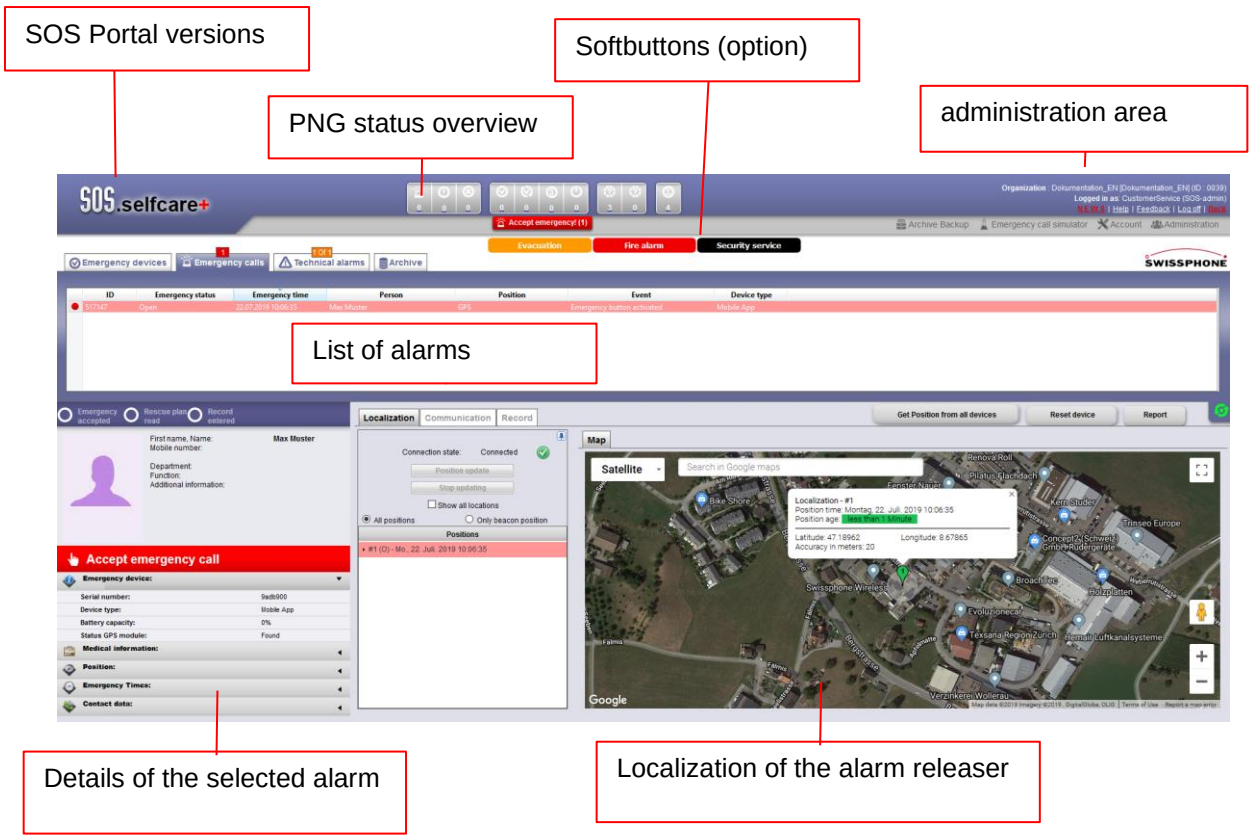
3.2 SOS Portal display overview

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

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

The following illustration outlines all SOS Portal functions. Depending on your version of the SOS Portal, you may not see all of these functions displayed.

3.2.1 Portal Übersicht

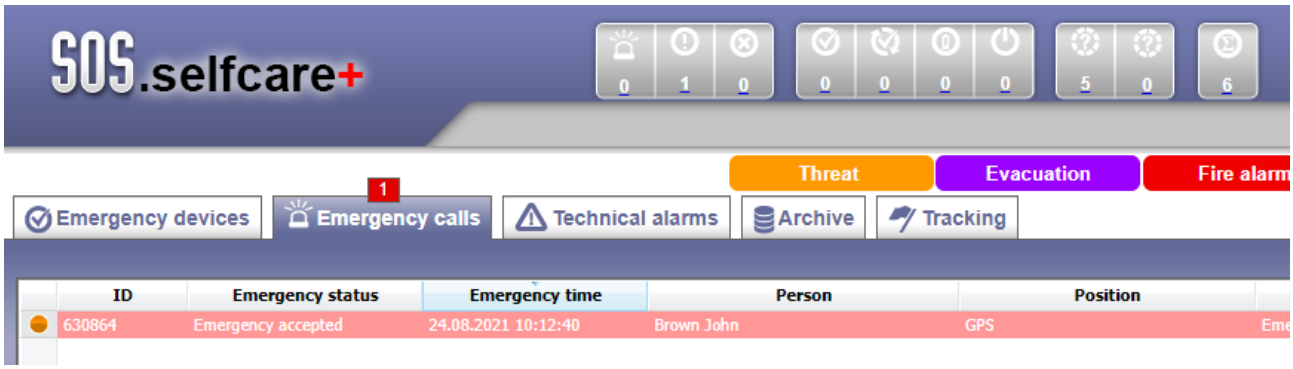


SOS.selfcare	**SOS Portal** - In the upper left corner of the screen you will see your current SOS-Portal, in this case "SOS.selfcare". An overview can be found in section **Error! Reference source not found.** "SOS-Portal Versions".
Emergency devices (optional)	**Emergency device (PNG)** This tab contains information such as: • Log information such as status log, PNG log • Events, such as emergency call button pressed • Communication, e.g. for sending a message to a person via PNG See section **Error! Reference source not found.** "PNG emergency device tab (optional)", for further information.
1 Emergency calls	**Emergency calls** – This tab contains information such as • Number of open emergency calls • Display status of emergency calls (accept emergency call, emergency call accepted, rescue plan, log entered, etc.) • Localisation (PNG location) • Communication (log, send message) • Logs See section **Error! Reference source not found.** "Emergency calls", for further information.
1 Of 1 Technical alarms	**Technical Alarms** - This tab contains information such as: • Localisation (PNG location) • Communication (log, send message) • Logs See section **Error! Reference source not found.** "Technical alarms tab", for more information.
Archive	**Archive** - This tab contains archived information about: • Emergency calls • Technical alarms Each is classified according to localisation, communication and log. See section **Error! Reference source not found.** "Archive tab", for more information.
Tracking (optional)	**Tracking** - This tab contains: • Tracks • Position The tab shows PNG start, tracking and log status. For details see section **Error! Reference source not found.** ""Tracking" tab (optional)".
Emergency call simulator (optional)	**Emergency call simulator** – The emergency call simulator replicates alarm processing. Among other things, this is a useful way to get to know the system and instruct new users.

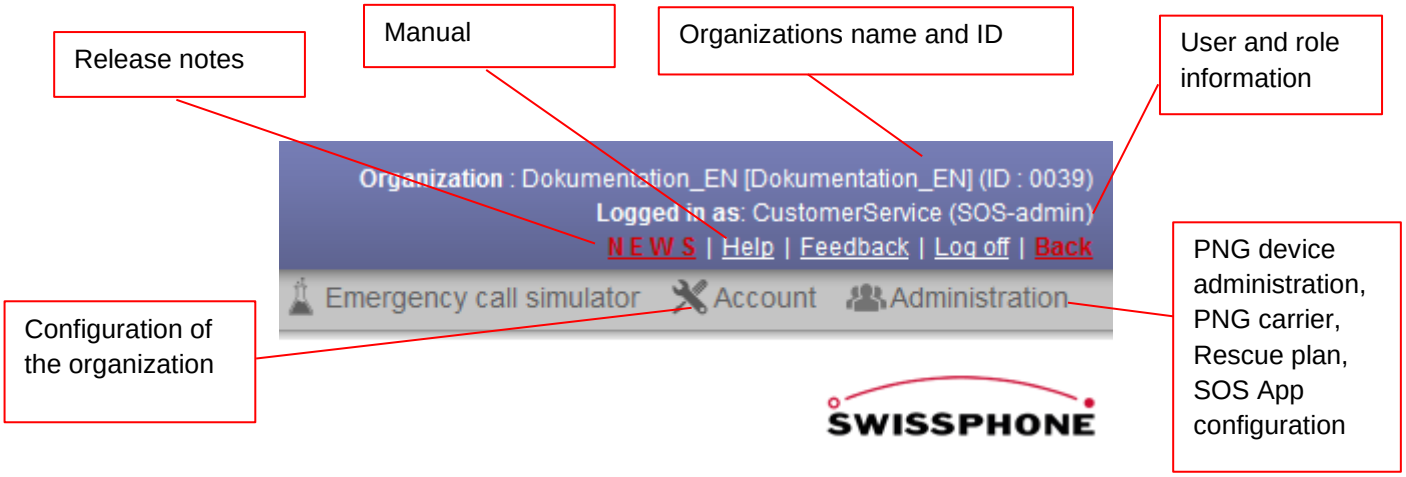
Account	**Account** - In the "Account" section you can configure settings for: • Your organisation's account • Communication • User administration • Alarm sounds These are global settings for your company account. See section 5.1 "Account" section, for more information.
Administration	**Administration** - In the "Administration" section, there are settings for: • Administration and changes (people, devices, contact information, automatic redirects, etc.) • Chosen rescue plan • In-house localisation (position locator) They can be viewed, changed or configured. See section 5.2 "Administration" section, for further information.
Help	**Help** - Pressing "Help" downloads the current help manual and displays it in a separate window.
Feedback	**Feedback** - Pressing "Feedback" automatically opens a new e-mail message to send feedback and suggestions for improvement to Swissphone customer support.
Log off	**Log out** - PressingLog out will log the user out of the SOS Portal without confirmation.
Get Position from all devices (optional)	**Query position of all PNGs** The SOS Portal sends a localisation request to all PNGs who confirm their position. For data protection reasons, a query always requires a log entry and is limited to a specific time window. This function helps an alarm dispatcher responsible for a large area to deploy the nearest intervention forces.
Reset device	**Reset PNG** - By clicking on the "Reset PNG" field, the SOS Portal sends a reset command to the selected PNG. After receiving the command, the PNG is reset from "emergency call state" to "operating state". This command can only be sent to PNGs which are connected to the SOS Portal via a data connection.
Report	**Report** - Pressing "Report" creates a detailed report in PDF format, e.g. for documentation purposes.

 	Status of update/ pause update (in PNG emergency device area): • Green means: In the PNG emergency device area, device information is updated automatically • Red means: In the PNG emergency device area, device information updating is temporarily paused (approx. 1 minute) Manually pausing the update is useful when looking at a device in the PNG section. Without a pause, many devices would jump to the last device update. (After about a minute, it will switch back to automatic updating). In the case of an active emergency call, the update is switched off until the call has been processed. This is because an emergency call has priority over status information.
 	Organisation, User, User Role - The top right corner of the screen displays the current access and role information. Organisation – the organisation name under which you have registered. The ID is a one-off identification number assigned by the SOS Portal. Logged in as – username and role (User, Superuser or Administrator).

3.2.2 Display of pending emergency calls

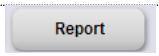
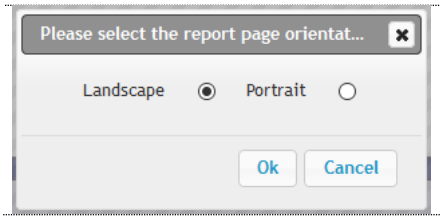


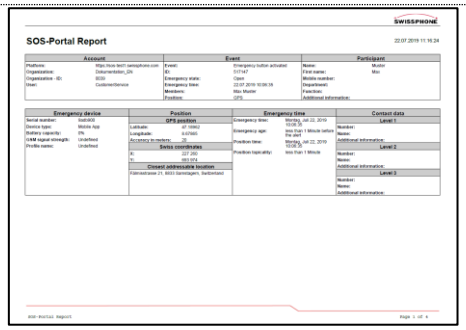
3.2.3 Detailed view of the administration area

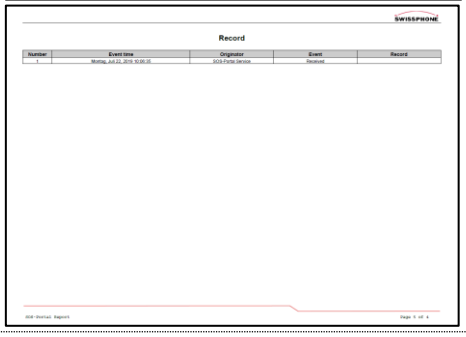


3.3 Report

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

	Select your desired report by clicking on one of these tabs: • "Emergency calls" or • "Technical alarms" Then click the "Report" field to generate a report. A new window will open.
	Choose the desired format (A4 portrait or landscape). Press OK to create a PDF document which will be displayed or saved according to your browser setting.





Sample report.

4 Alarm processing in SOS Portal

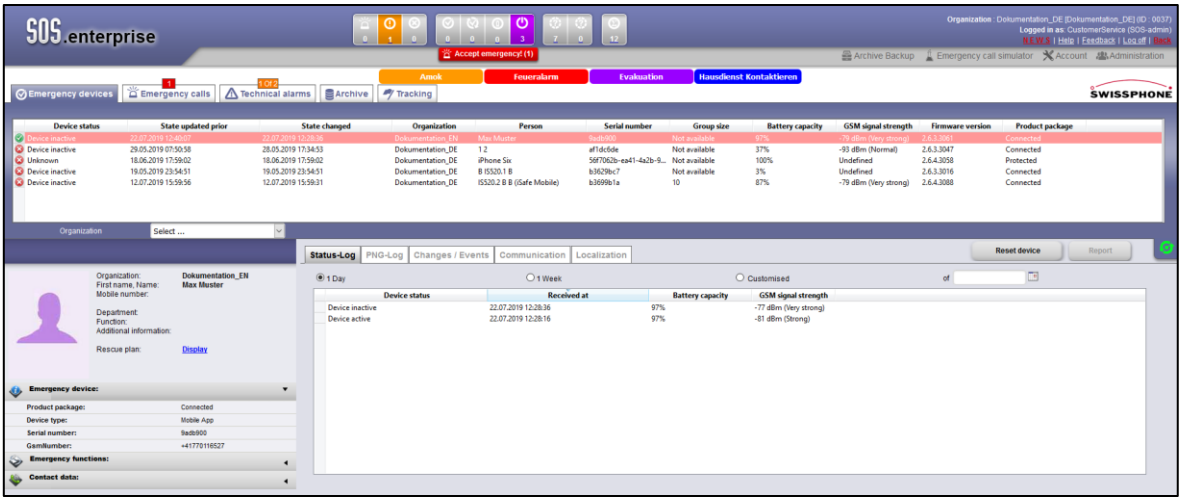
4.1 PNG emergency device tab (optional)

The PNG tab is available in the following products:

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

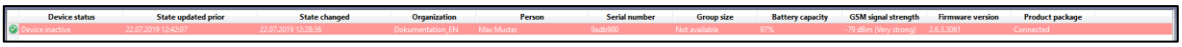
4.1.1 Display overview

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



4.1.2 PNG Overview

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

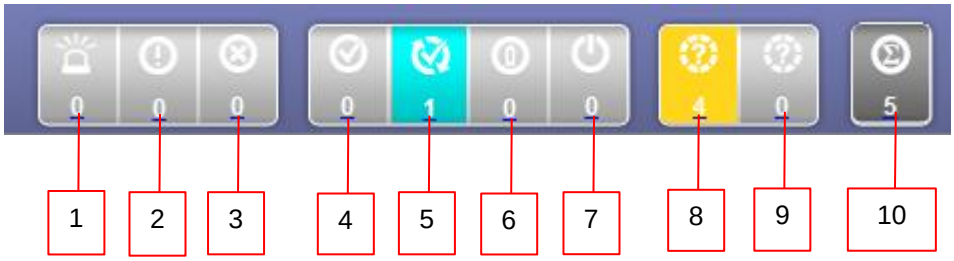


Device status	State updated prior	State changed	Organization	Person	Serial number	Group size	Battery capacity	GSM signal strength	Firmware version	Product package
Device inactive	22.07.2019 12:42:07	22.07.2019 12:28:36	Dokumentation_EN	Max Muster	9adb900	Not available	97%	-79 dBm (Very strong)	2.6.3.3061	Connected

4.1.3 PNG status overview with filter function

In the PNG status overview, each individual device status is clearly assigned to a category. Categories without PNGs are greyed out for clarity.
When you click on an area, those "PNG" menu elements are then hidden (filtered out) to give a clearer overview.

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



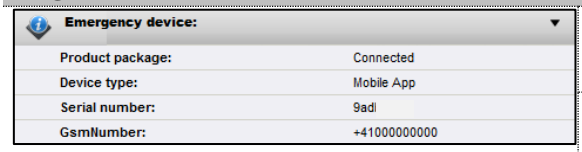
1	**Emergency calls made** – the total number of emergency calls that have been made. Clicking here opens the "Emergency calls" tab
2	**Lost connections** – number of connections lost. Clicking here opens the "Technical alarms" tab
3	**General errors** – the number of general errors. Clicking here opens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

4.1.4 Personnel overview

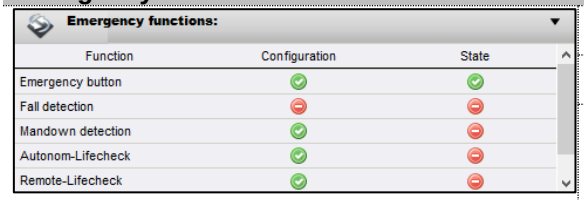
If a PNG has been selected in the PNG overview, all information about the carrier will be posted in the lower left window.

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

Carrier information	
	Display of: • Profile photo • First name, surname • Mobile phone number • Department • Position • Additional Information

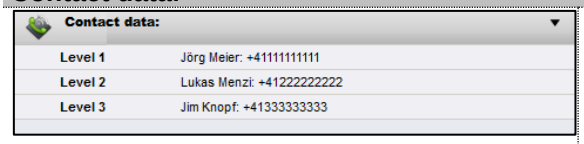
PNG:		
	Product Package	• PNG software package
	device type serial number Firmware version PNG GSM No. GSM message ID	• PNG-related data displayed • More or less data may be displayed, depending on the PNG

Emergency call functions:



	Notification active
	Notification inactive
Function	All available emergency call functions are listed: • Emergency call button • Fall detection • Man down detection • Autonomous Lifecheck • Remote-Lifecheck
Configuration	• List of activated / deactivated emergency call functions.
Status	Device status: Emergency call function active. Emergency call function deactivated (by PNG user). Emergency call function deactivated (by PNG user).
Update time	Date and time of update.

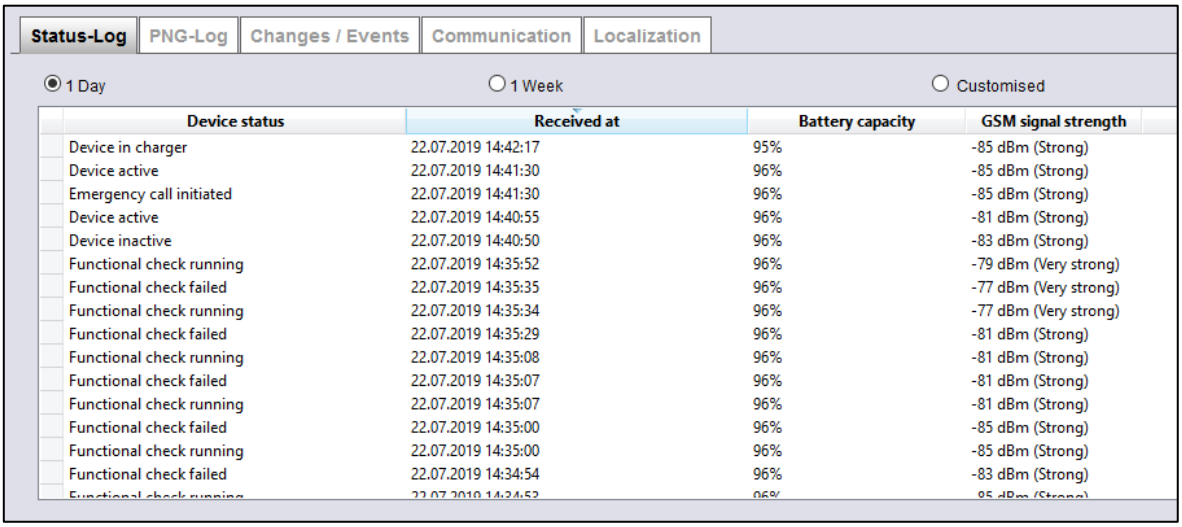
Contact data:



Level 1 Level 2 Level 3	Depending on the activated profile (escalation levels), one to three profiles (levels) are displayed here with all data recorded under "Administration" (phone number, contact name, additional information).

4.1.5 Status log

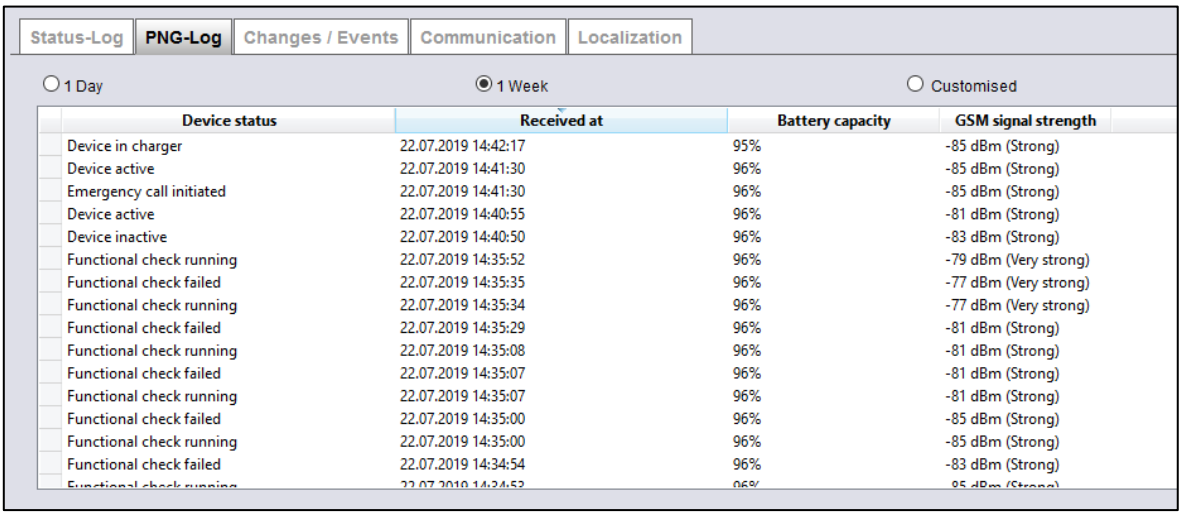
In the "Status Log" tab, an entry (new line) with "time", "battery capacity" and mobile strength "GSM signal strength" is displayed for each status change on the PNG device. The corresponding device must first be selected in advance in the "PNG" tab.
The duration of the logs can be manually limited and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



Device status	Received at	Battery capacity	GSM signal strength
Device in charger	22.07.2019 14:42:17	95%	-85 dBm (Strong)
Device active	22.07.2019 14:41:30	96%	-85 dBm (Strong)
Emergency call initiated	22.07.2019 14:41:30	96%	-85 dBm (Strong)
Device active	22.07.2019 14:40:55	96%	-81 dBm (Strong)
Device inactive	22.07.2019 14:40:50	96%	-83 dBm (Strong)
Functional check running	22.07.2019 14:35:52	96%	-79 dBm (Very strong)
Functional check failed	22.07.2019 14:35:35	96%	-77 dBm (Very strong)
Functional check running	22.07.2019 14:35:34	96%	-77 dBm (Very strong)
Functional check failed	22.07.2019 14:35:29	96%	-81 dBm (Strong)
Functional check running	22.07.2019 14:35:08	96%	-81 dBm (Strong)
Functional check failed	22.07.2019 14:35:07	96%	-81 dBm (Strong)
Functional check running	22.07.2019 14:35:07	96%	-81 dBm (Strong)
Functional check failed	22.07.2019 14:35:00	96%	-85 dBm (Strong)
Functional check running	22.07.2019 14:35:00	96%	-85 dBm (Strong)
Functional check failed	22.07.2019 14:34:54	96%	-83 dBm (Strong)

4.1.6 PNG log

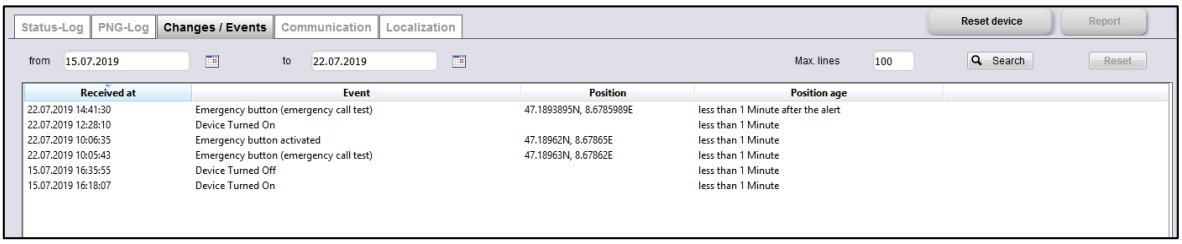
The "PNG Log" tab shows the status details of the selected PNG. All status changes and transmissions which have occurred are displayed here. Thus, the progress of any element (e.g. battery capacity) can be tracked over time. This can be used, for example, to show that a PNG has an above-average battery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



Device status	Received at	Battery capacity	GSM signal strength
Device in charger	22.07.2019 14:42:17	95%	-85 dBm (Strong)
Device active	22.07.2019 14:41:30	96%	-85 dBm (Strong)
Emergency call initiated	22.07.2019 14:41:30	96%	-85 dBm (Strong)
Device active	22.07.2019 14:40:55	96%	-81 dBm (Strong)
Device inactive	22.07.2019 14:40:50	96%	-83 dBm (Strong)
Functional check running	22.07.2019 14:35:52	96%	-79 dBm (Very strong)
Functional check failed	22.07.2019 14:35:35	96%	-77 dBm (Very strong)
Functional check running	22.07.2019 14:35:34	96%	-77 dBm (Very strong)
Functional check failed	22.07.2019 14:35:29	96%	-81 dBm (Strong)
Functional check running	22.07.2019 14:35:08	96%	-81 dBm (Strong)
Functional check failed	22.07.2019 14:35:07	96%	-81 dBm (Strong)
Functional check running	22.07.2019 14:35:07	96%	-81 dBm (Strong)
Functional check failed	22.07.2019 14:35:00	96%	-85 dBm (Strong)
Functional check running	22.07.2019 14:35:00	96%	-85 dBm (Strong)
Functional check failed	22.07.2019 14:34:54	96%	-83 dBm (Strong)

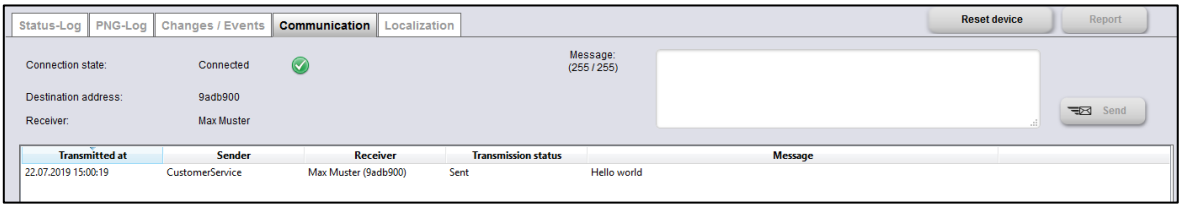
4.1.7 Changes / Event

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



4.1.8 Communication

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

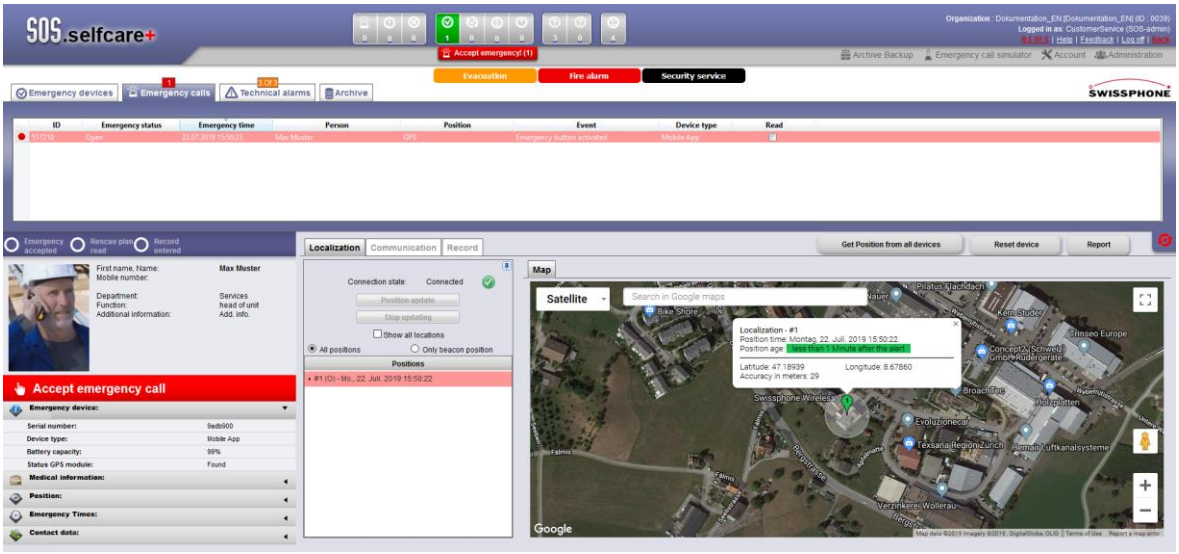


Connection status	View the current connection status.
Destination address recipient	The message is sent to the PNG field selected (field marked in red). Destination address/ recipient information uses existing data, which should ensure the message is sent to the right recipient.
Message: (250 / 255)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

4.2 Emergency calls

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

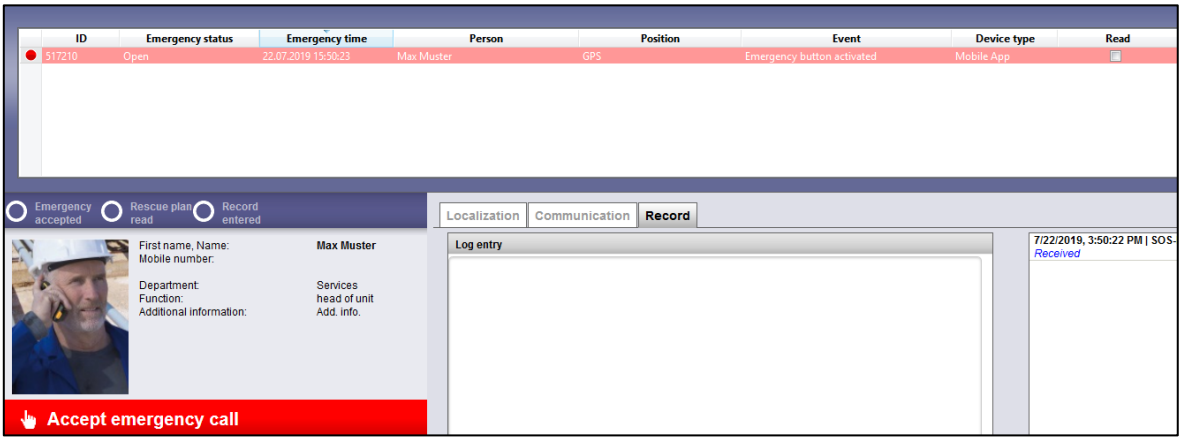
The "Emergency calls" tab contains only emergency calls that have not yet been closed. Once emergency calls have been processed and closed, they can only be viewed in the "Archive" tab.
Note: In the emergency call simulator it is possible to issue an alarm type "test emergency call". This test emergency call is displayed in the technical alarms and not under emergency calls.
As soon as an emergency call arrives at the SOS Portal, the display is updated, and the emergency call is clearly displayed:



4.2.1 Process and emergency status overview

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

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



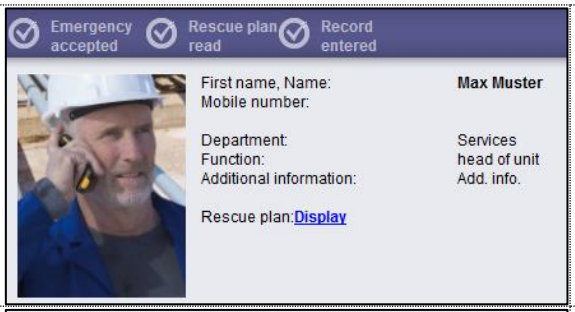
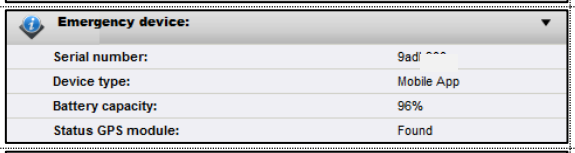
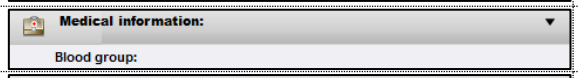
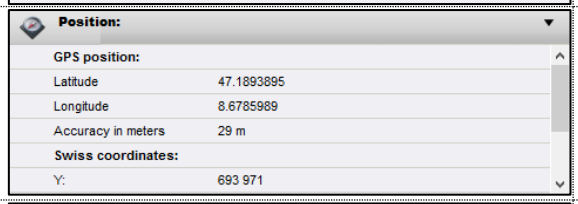
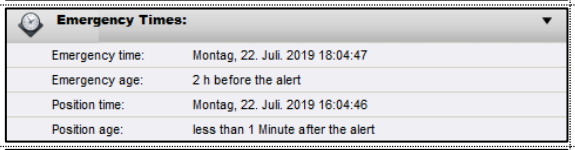
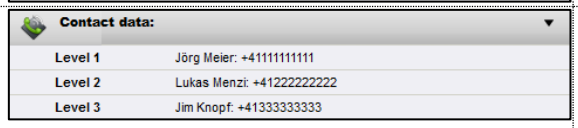
The execution process after an alarm input:

Process status	Emergency call status	Process overview
Red	open	Emergency accepted / Rescue plan read / Record entered — Accept emergency call
Orange	emergency call accepted	Emergency accepted / Rescue plan read / Record entered — Review rescue plan
Blue	rescue plan consulted	Emergency accepted / Rescue plan read / Record entered — Enter record
Green	log entered	Emergency accepted / Rescue plan read / Record entered — Close emergency call

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

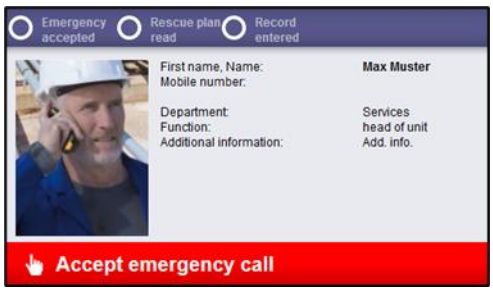
4.2.2 Person overview

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

	Display of: • Profile photo • First name, surname • Mobile phone number • Department • Position • Assigned rescue plan
	When you click on a tab, a window opens below with further information. Only one window at a time can be opened.
	PNG overview. The content may contain more or different information depending on the PNG.
	Medical information to optimise rescue measures.
	Location of the person in the building
	Emergency call time-period.
	Contact details The display depends on how many profiles have been unlocked and defined. In this instance, two profiles have been defined.

4.2.3 Emergency call handling

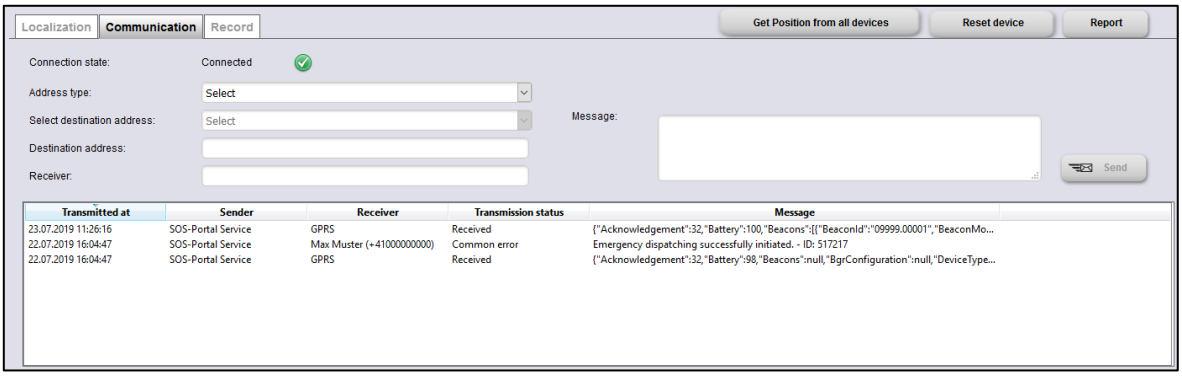
Essential emergency call processing functions are integrated in this area, for example the process plan and the emergency status bar.



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

4.2.4 Communication

In the "Communication" tab the SOS Portal operator can send messages direct to a recipient as part of emergency call processing.
Any messages sent here must be directly related to the handling of a specific emergency. For documentary purposes any use should not involve operations which fall outside of this particular emergency handling (for instance, for other emergencies).
Apart from a device connected via GPRS, other destinations such as e-mail, text messages to smartphones or paging messages can also be sent to third parties. However, these must only be relevant to the current incident, because such communications are logged as part of the current (i.e. ongoing) incident.



Connection status	The following connection status displays are possible: PNG is connected to the SOS Portal via a GPRS data connection Communication failure PNG cannot transmit status information to the SOS Portal
Type of address	Choice of communication platform (E-Mail, PNG, SMS, Paging, IMASYS Alert, etc.)
Choice of destination address Destination address	Choose one of the listed, known destination addresses. By selecting "More" you can make any necessary further entries manually in the "Destination address" field.
Subject	A subject line only appears with the "E-Mail" option.
Message (xxx/yyy)	Message field. The system limits the number of possible characters depending on the address type: • Email: Max. 254 characters • PNG: Max. 255 characters • SMS: Max. 1,023 characters • IMASYS Alert: Max. 255 characters
Send	Send the message

4.2.5 Record

Emergency call processing creates a very high level of stress for the entire SOS Portal team. That's why the SOS Portal offers logging as a support measure. It serves SOS Portal users as an instrument to document the work done so it's always possible to check the current processing status.
Data sustainability is another very important aspect of logging. All relevant data is stored along with accurate time and user data so that all details can be retrieved and viewed later.
Data security (protection against access by unauthorised persons and secure storage) must be given high priority. Thus appropriate measures must be taken.

4.2.6 Video Broadcasting

Displays the available video broadcasts for alarms.

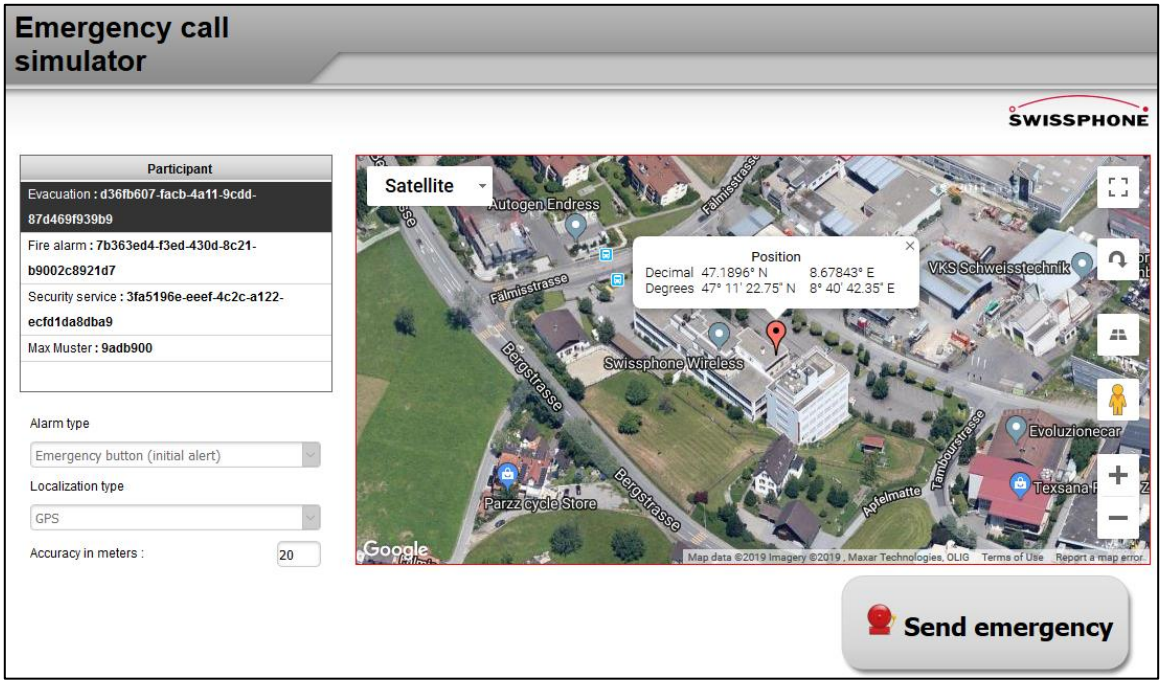
4.2.7 Emergency call handling

4.2.7.1 Sending an emergency call

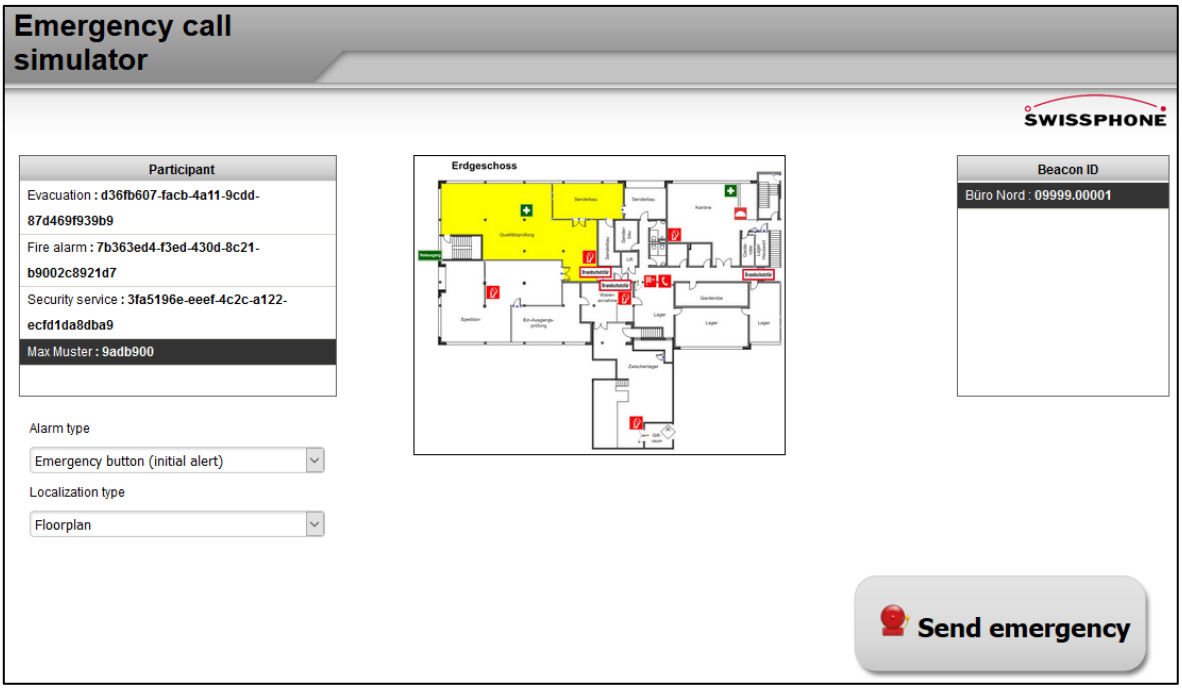
The PNG emergency call device has the option of transmitting both user-activated and automatic personal alarms as an emergency signal to the SOS Portal.

4.2.7.2 Alarm simulator (optional)

The simulator can be used to test alarm processing and for training purposes.
The Alarm simulator field launches the alarm simulator, which then appears in a separate browser window.



For localisation, you can specify either the building floor plan or GPS (including the level of precision in metres). With GPS, the position can be defined with the mouse, provided that any simulated emergency call is discontinued ("Send emergency call" button).
When selecting the localisation type "Building floor plan", the building floor plan stored for the respective selected "Position locator ID" is displayed.



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

4.2.7.3 Emergency display

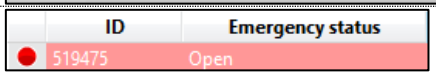
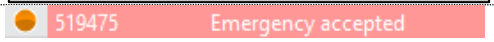
Because every minute counts in emergency call processing, emergency call acceptance must take place immediately. In addition to the acoustic siren, optical support for emergency calls not yet accepted has also been implemented in the SOS Portal. The display gives the number of unanswered emergency calls (here 1) or open emergency calls (here 5):

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

4.2.7.4 Accepting an emergency call

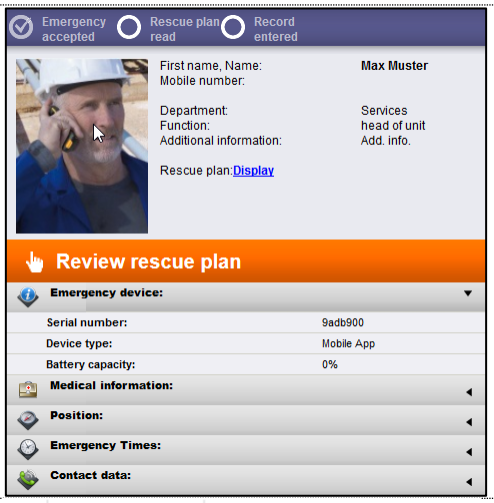
The first step for an SOS Portal dispatcher is the acceptance of an emergency call. This is done by pressing the "Accept emergency call" field.

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

	Press the "Accept emergency call" field to accept the emergency call.
	The emergency call is listed in the "Emergency calls" tab. The symbol is red. As long as the emergency call has not been accepted by anyone in the SOS Portal, there will be a red symbol next to the emergency line and the "status" will be displayed as "open".
	As soon as the emergency call is accepted, the field changes from "accept emergency call" to "read rescue plan" The process is visualised in the process plan with a tick beside the text “emergency call accepted”
	The red symbol changes into an orange symbol. The current emergency status changes to “emergency call accepted”

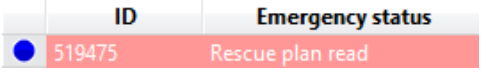
4.2.7.5 Read the rescue plan

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



Press the field "Read rescue plan".
The rescue plan deposited by the company or individual will open in a new window.
The rescue plan opens in a new browser window.

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



The orange icon changes to a blue icon.

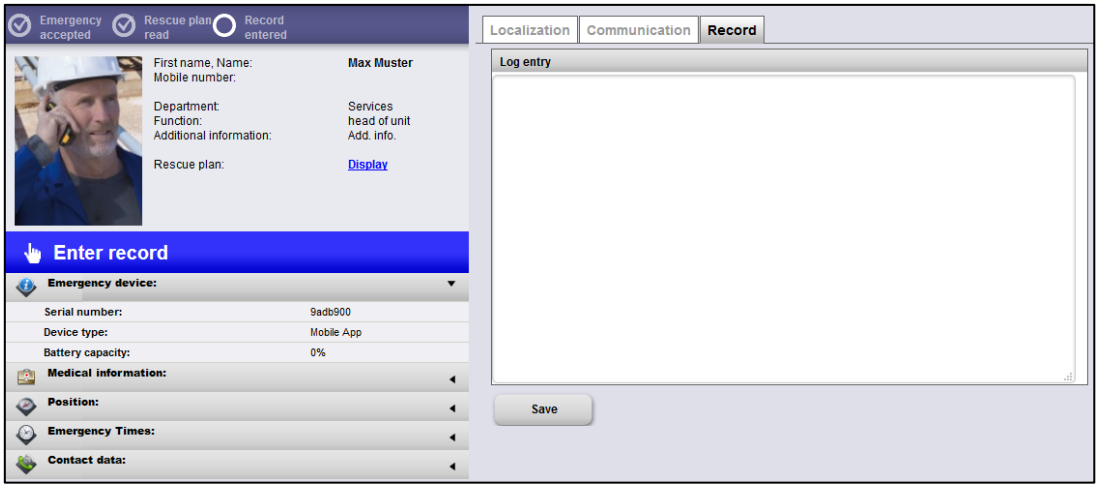
The current emergency call status changes to “rescue plan read“

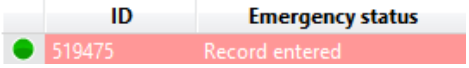
As soon as the rescue plan has been opened, the field changes from "Read rescue plan" to "Enter log". The process is visualised in the process plan. The rescue plan can now be opened at any time by pressing the "Display" field.

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

4.2.7.6 Log recording

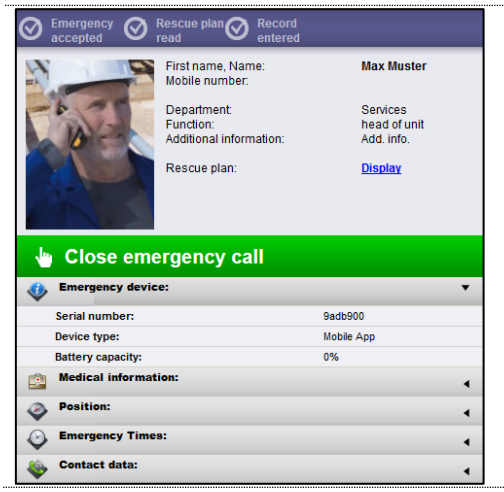
In the third step, the dispatcher logs the current emergency in the text field. This is then saved as a log entry.



Log recording	Select either the "Log" tab or press the field "Enter log" to get into the "log" tab.
Log entry	If required, note additional information about the emergency call here. This information is then logged in the field to the right of this, together with the date and time Press "Save" to save to the log document.
	As soon as a log has been entered and saved, the field changes from "Enter log" to "Close emergency call". The process is visualised in the process plan.
	The blue symbol changes to a green symbol. The current emergency call status changes to "Log entered".

4.2.7.7 Closing an emergency call

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

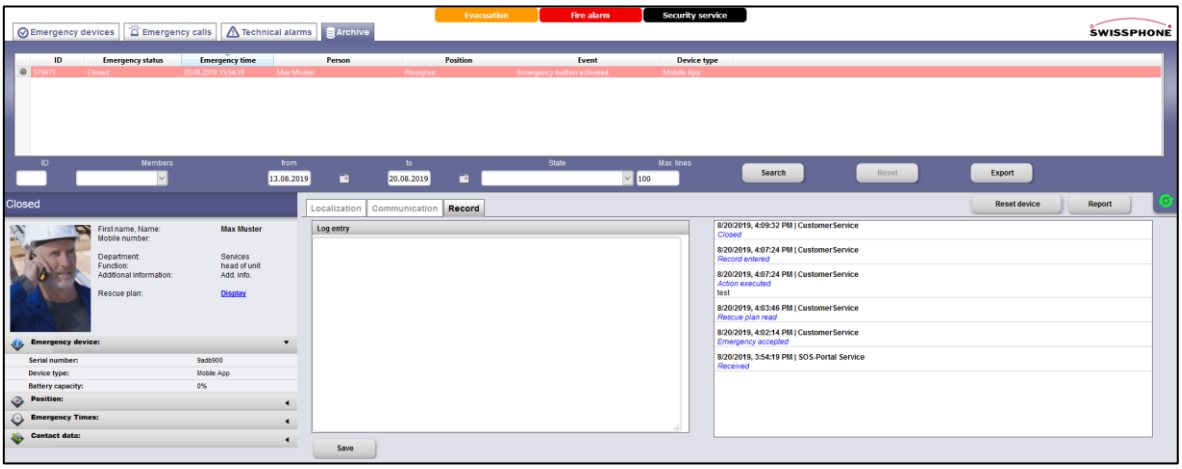


Press "Close emergency call".

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

4.2.7.8 Viewing closed emergency calls in the archive

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



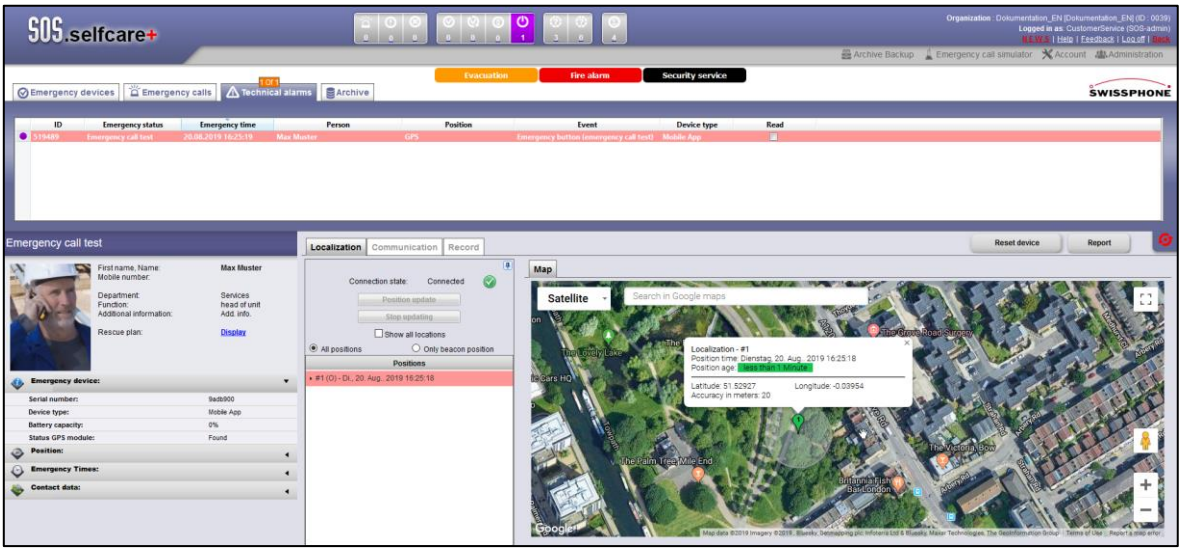
4.3 Technical alarms tab

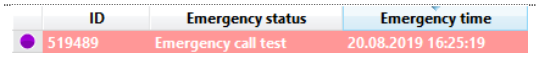
This tab is not available for the product "SOS.direct".

A technical alarm can be triggered or displayed for different purposes. The trigger is usually an emergency call test carried out by the carrier on a PNG device.
Depending on the device configuration, a technical alarm can also be generated if, for example, a PNG's battery appears to have a low residual capacity.

4.3.1 Display overview

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

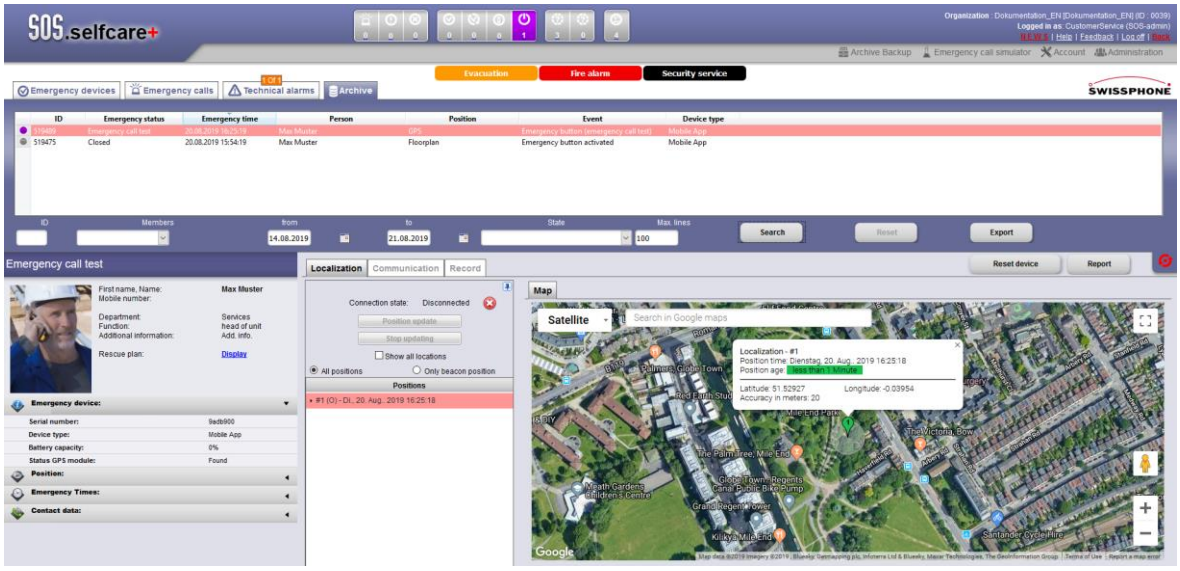


	Technical alarms are marked using a purple symbol (●)
	The number in the indicator represents the number of technical alarms. The indicator functions the same in the "Technical alarms" section as it does in the "Emergency calls" section.

4.4 Archive tab

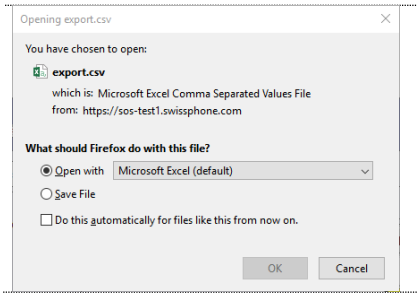
4.4.1 Display overview

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



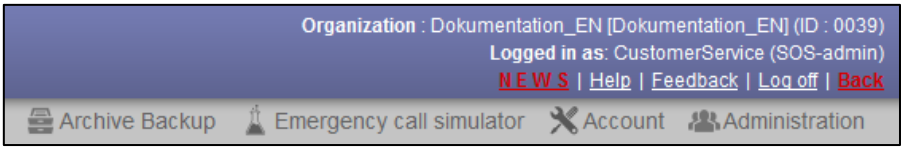
4.4.2 Archive overview

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

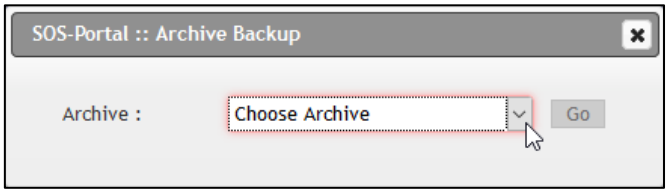
Search filter	
ID People Date (from - to) Status	For a quick, individualised and targeted search, you can select or enter filter criteria. Search results are then displayed in the archive overview.
Max. lines	Define the maximum number of lines to be displayed. If there are further lines to display, a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

4.4.3 Archive backup

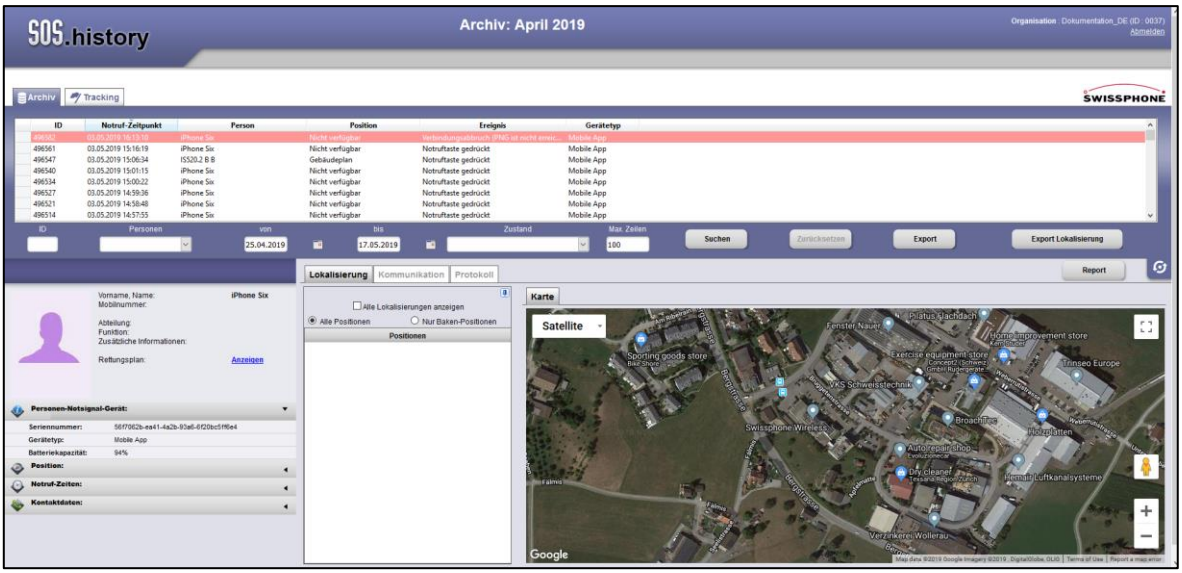
In certain intervals were backups of the archive made to unload the database.



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

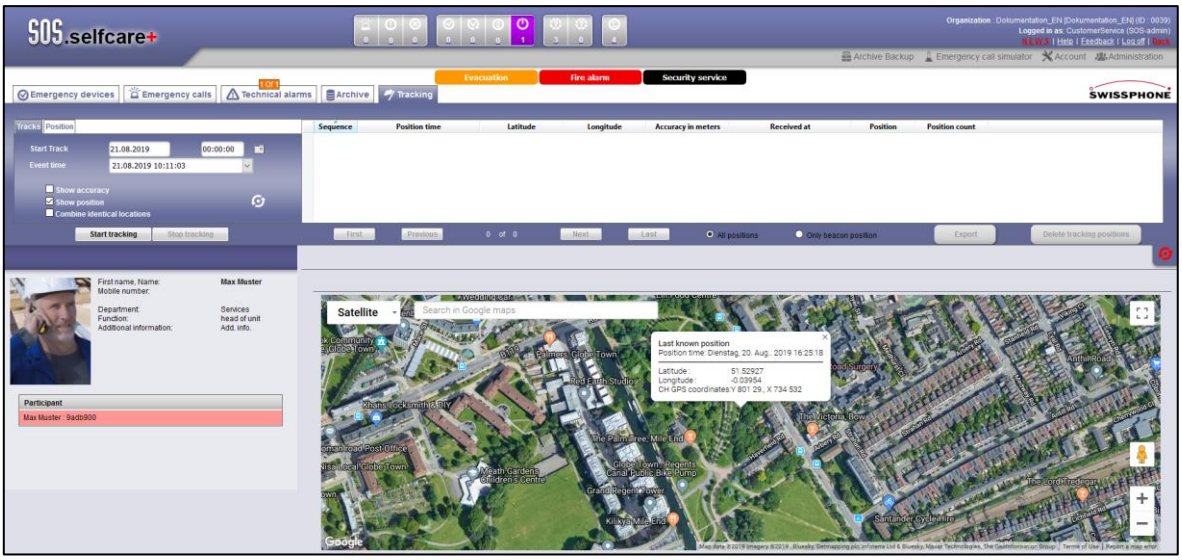


Afterwards the portal shows as sos.history. The handling is the same than in the archive. Every event is traceable and can be displayed. It’s also possible to export a list of events.



4.5 "Tracking" tab (optional)

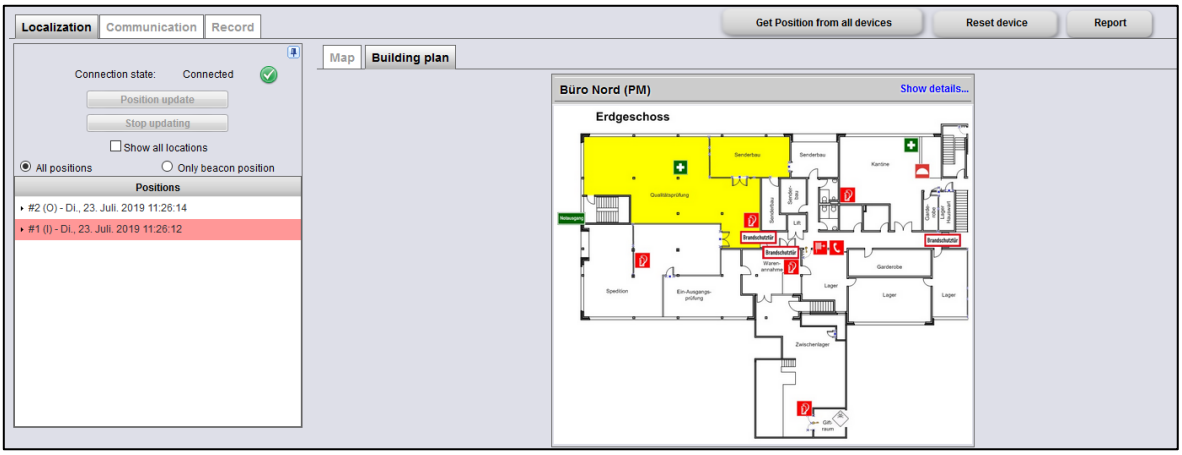
With this option is' possible to get the position of the emergency call devices without being in the alarming state.



4.6 Localisation

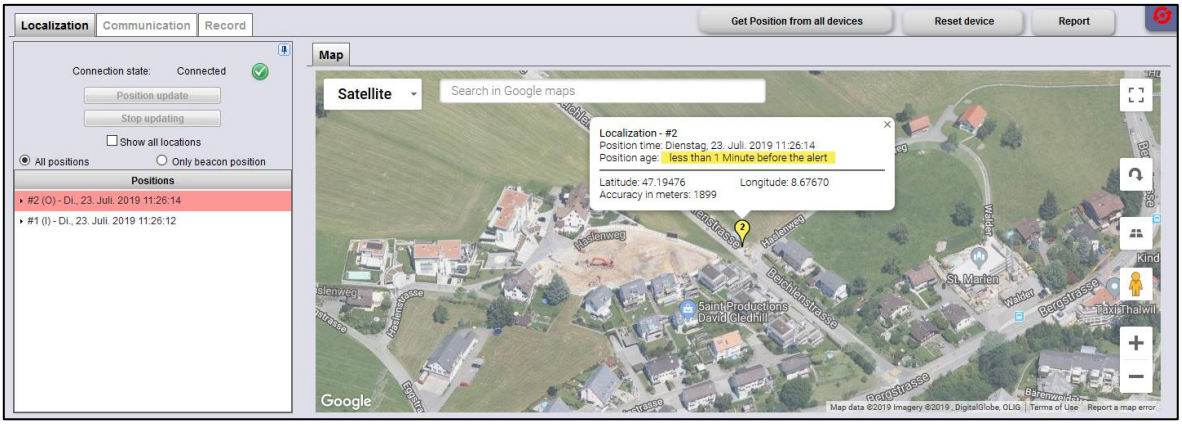
The position of the person is displayed in the "Localisation" tab and consists of four elements:

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



4.6.1 Overview and areas of activity

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



Connection status	Indicates whether the PNG is currently connected to the SOS Portal. An active connection is established via a GPRS data connection.
Update position	Clicking on "Update position" asks the PNG to send a current position. Because of data protection issues, PNGs only send position information to the SOS Portal when in emergency call status.
Stop updating	Depending on their configuration, PNGs regularly send position information as soon as an emergency call state is triggered. Press "Stop Refresh" to send a command to the PNG to disable this feature.

Display all localisations	Expand or collapse the list of localisations
Automatic centering of new position	Automatically centres the map on new positions.
All positions	Both GPS and beacon positions are displayed.
Only beacon positions	Only the beacon positions are displayed.

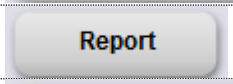
In the event of an emergency call, localisation is turned on to facilitate rapid intervention. While an emergency call is localised, if the person triggering the emergency call should move, the recording of localisation data is limited to the duration of the active emergency call.

Location information may consist of either GPS coordinates or indoor location information:

- (O) = GPS coordinates for "Outdoor"
- (I) = indoor position information for indoor

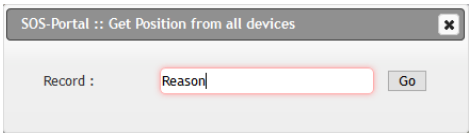
Click to expand or collapse the entire list of localisations.

With this button it is possible to reset the selected PNG, regardless of its emergency call status.



Presentation of reports.

(optional)



This Button requests the positions of all PNGs.
It's useful for the following situations:

- To mobilize the territorial next assistant trough the alarm departmental manager.
- Knowledge of the number of persons in a specific area, e. g. in case of a bigger happening.

➔ Because of privacy protection is this request temporally limited and needs a log entry.

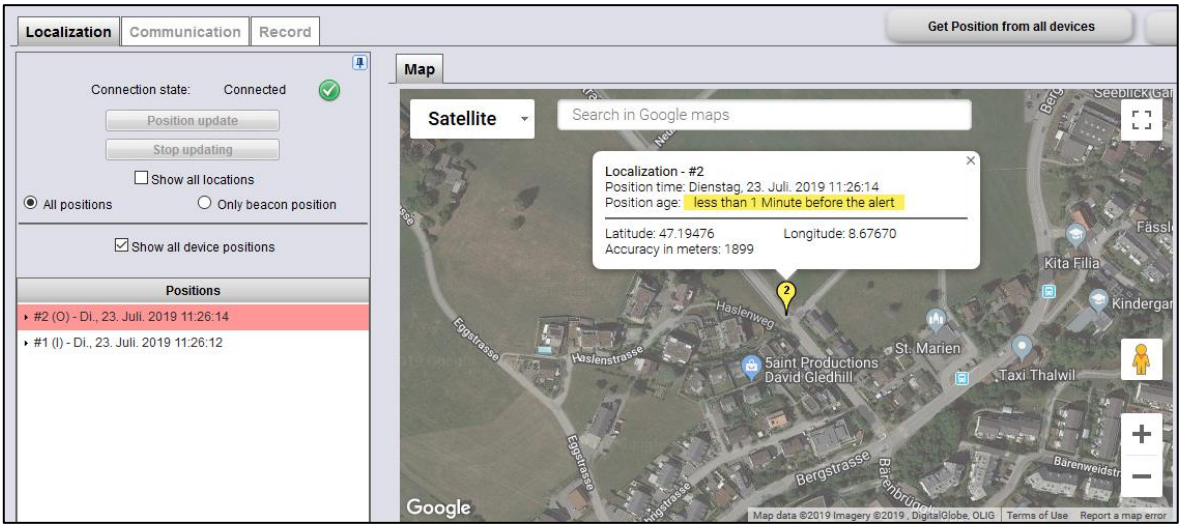
Note: The administrator can change the duration of the localization (Menu "Emergency device localization, Duration").
As soon as the localization is active, the position of the PNGs will be displayed. The operator can change the view of the map, the amount of the PNGs will be updated.
If the group size is deactivated, the PNG counts as one person.
PNGs on the map section are blue, PNG outside the map section are grey.
PNGs with current position information are displayed with a green pin, older information are displayed with a red pin.

4.6.2 Map

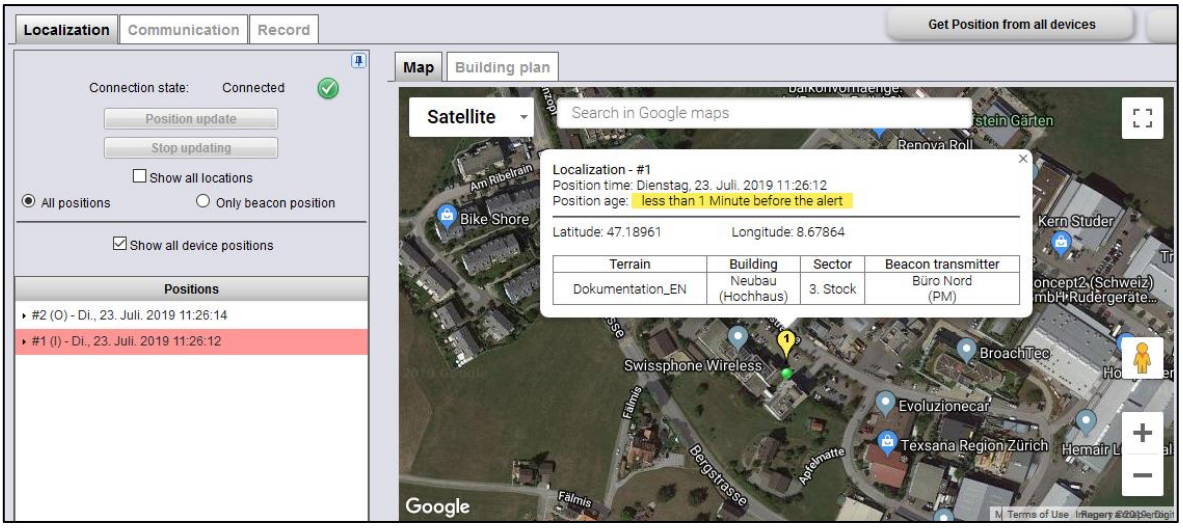
Indoor position locators are stored along with map coordinates and can therefore be displayed on a map. Map displays can be used in both indoor and outdoor positions. There are two different options:

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

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



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

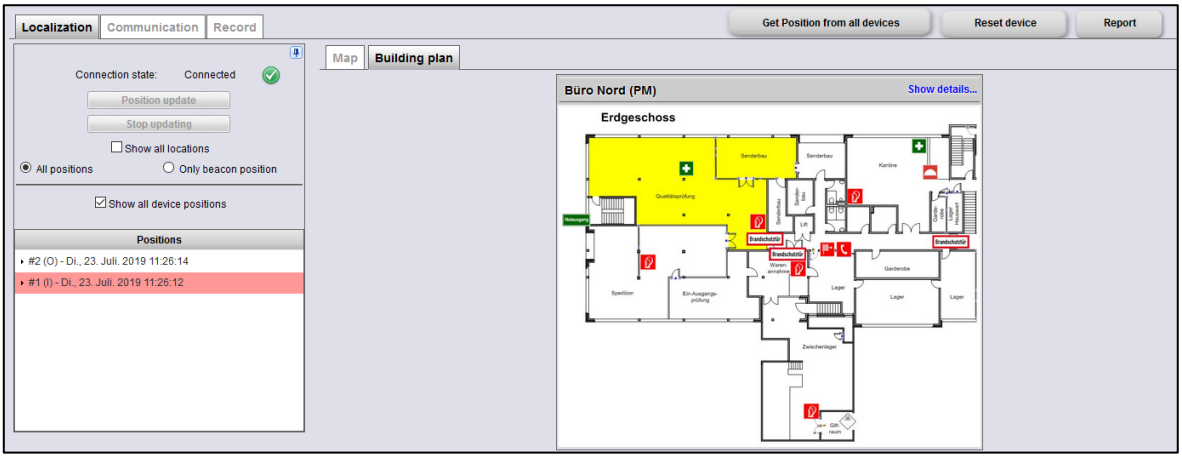


4.6.3 Building floor plan

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

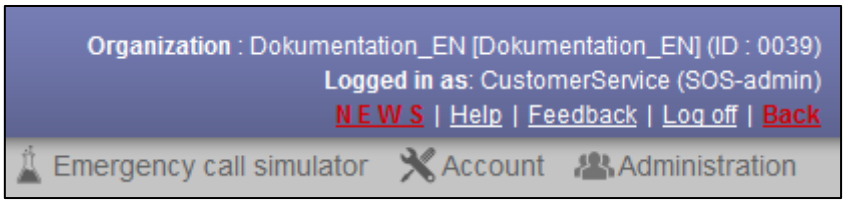
The GPS coordinates of a position locator can be represented via four possible granularities:

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



5 SOS Portal administration

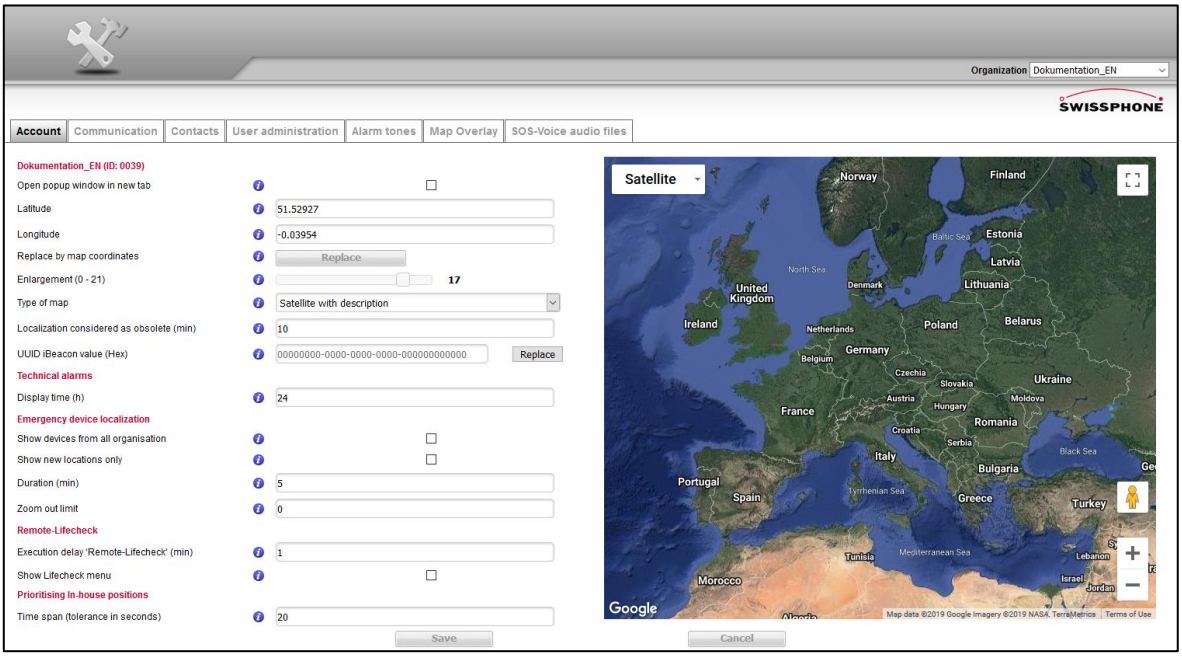
5.1 "Account" section



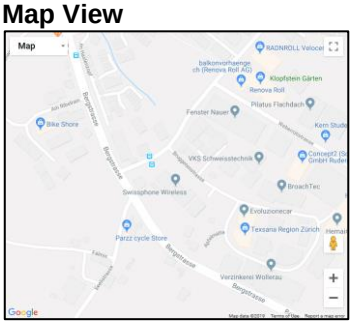
In the “Account” section, you can define, select, or change primary data such as account information, auto-forwarding information, users, and alarm tones.
To open the "Account" section, press “Account”. which opens a new browser window. Closing the browser window also closes the "Account" section.

5.1.1 Account

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



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

Organisation	
Latitude Longitude	Manual input of latitude and longitude as a decimal value.
Replace by coordinates Replace	Latitude and longitude can also be entered automatically. Left click the mouse and drag the marker ( )to the required location. By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields. Press "save"
Enlarge (0-21)	Map display: This is where the map section defaults are set: 0 = minimum zoom (global) 21 = maximum zoom (most detailed map view) Recommended setting: 17 This set value will apply to all online users.
Map type	Select the map display format here. **Satellite labels view** – street names, businesses, villages, etc are shown. **Map View**  **Satellite view** - without street names, businesses etc. The default view will not become active until the user has logged on again.
Localisation timed out (min)	After an emergency, this defines the point in time from which an emergency is no longer considered current. Specify after how many minutes a position should be considered obsolete. Outdated position data are marked red in the SOS Portal.

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

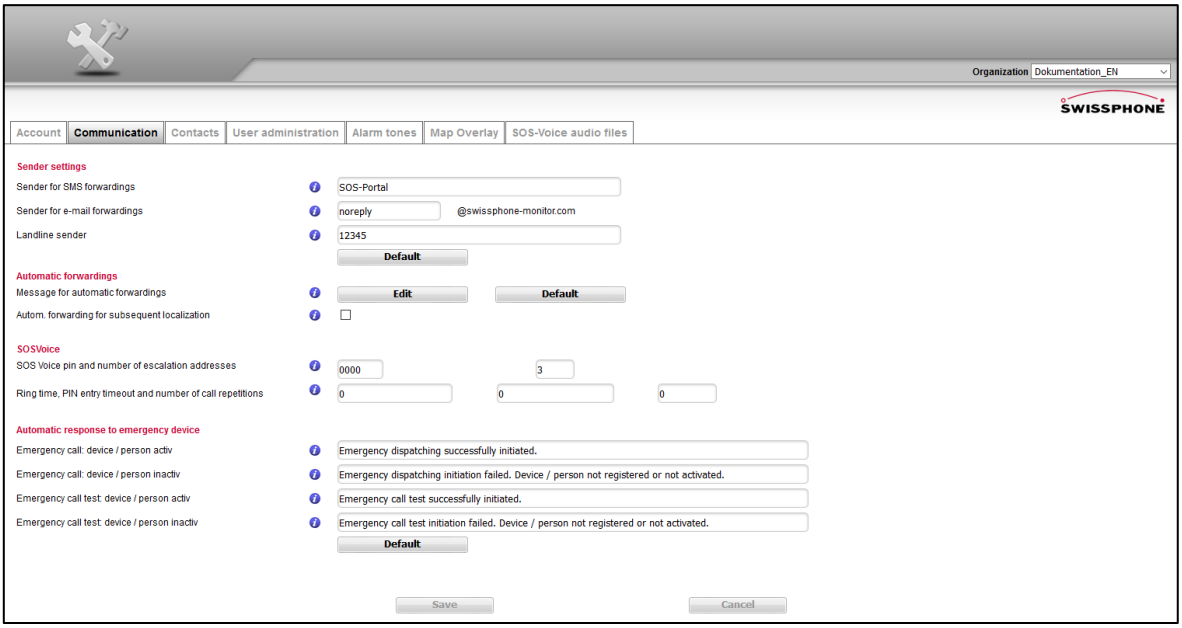
PNG location function	
Display only current position	Activate to show the current position in the PNG locator
Localisation duration	Duration of time PNGs actively transmit their current position.
Minimal zoom	Limiting the zoom option.

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

In-house prioritisation of position data	
Time window (tolerance in seconds)	Time period allowed for a beacon to determine the current location.

5.1.2 Communication

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



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

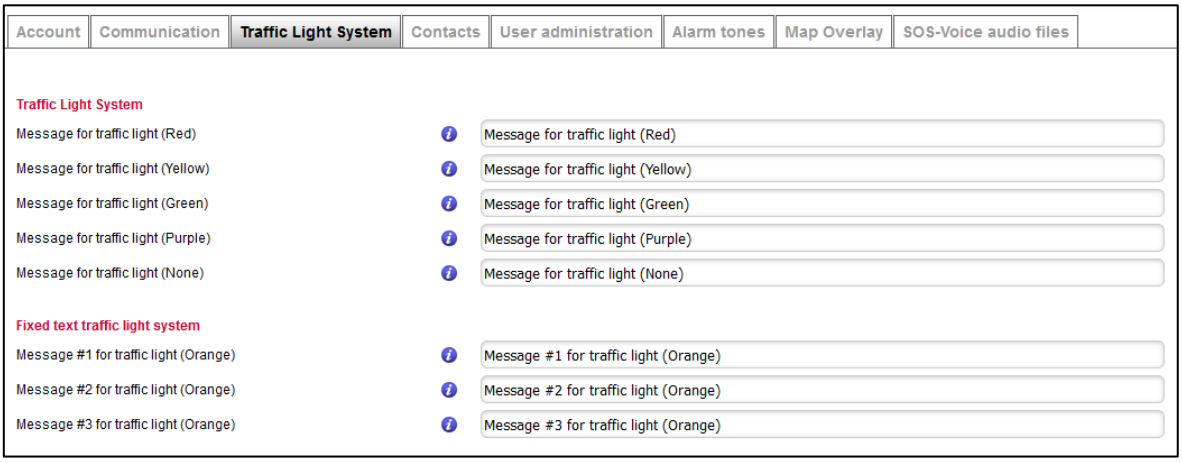
Automatic redirects	
Automatic forwarding can be customised (terminal device, message). Up to three profiles (a1, a2, a3) can be defined for individualised message forwarding. Activation of the number of profiles and message texts is handled by Swissphone Customer Support.	
Message for automatic redirects	Press "Display" to view the automatic forwarding message structure.
Automatic forwarding on localisation	Activate this check box if you want automatic forwarding for each localisation. Please remember that this may incur high costs depending on the number of redirects and data volumes.

SOS voice is used for acoustic alerting (Voice) for example via phone	
SOS Voice Pin and number of escalation addresses	Pin for access. Number of escalation addresses.
Ring time	Waiting time in seconds, maximum 60 seconds.
Pin entry timeout	Waiting time in seconds, maximum 30 seconds.
Number of call retries	Number of repetitions, maximum 4.

Automatic feedback to PNG	
The automatic response to PNGs for emergency calls or test emergency calls can be specified.	
Emergency call: PNG/ person active	Specify the text which is sent to the PNG as soon as the PNG's emergency call arrives at the SOS Portal.
Emergency call: PNG/ person inactive	Specify the text which is sent to the PNG if the emergency call cannot be initiated. This will apply if the PNG or the person is inactive.
Test emergency call: PNG/ person active	Specify the text which is sent to the PNG as soon as the PNG's test emergency call arrives at the SOS Portal.
Test emergency call: PNG/ person inactive	Specify the text which is sent to the PNG if the test emergency call cannot be initiated. This will apply if the PNG or the person is inactive.
Default	Press to reset all texts to the system default texts.

5.1.3 Traffic light system (optional)

In this tab, the texts for the traffic light system are defined.

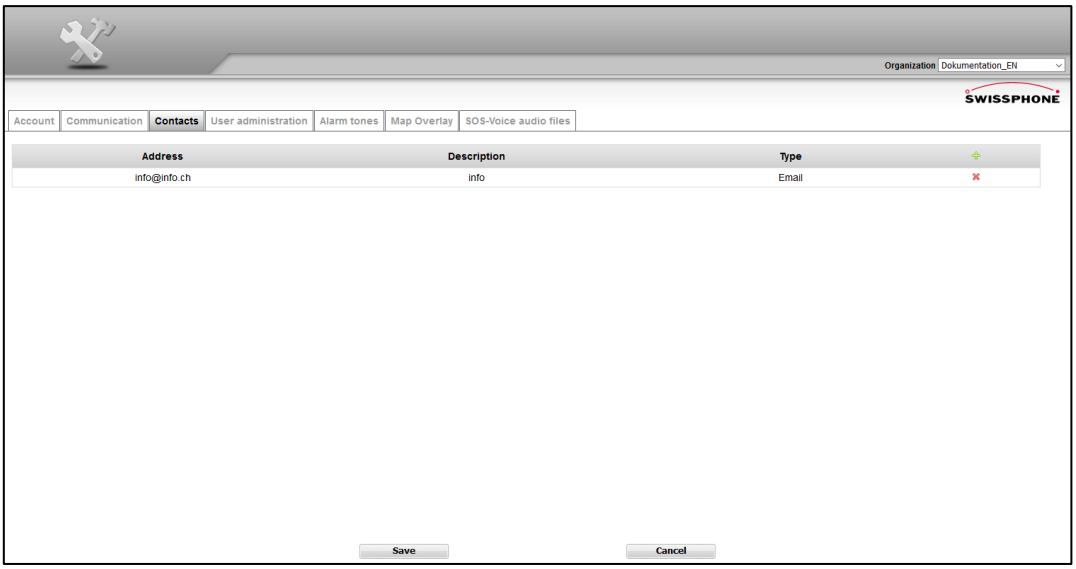


The traffic lights are controlled in the user interface:

The texts and the traffic light status are forwarded to the SOS mobile app, which displays the traffic light colour and informs the user via notification.
For further information, please refer to the SOS Mobile App user manual.

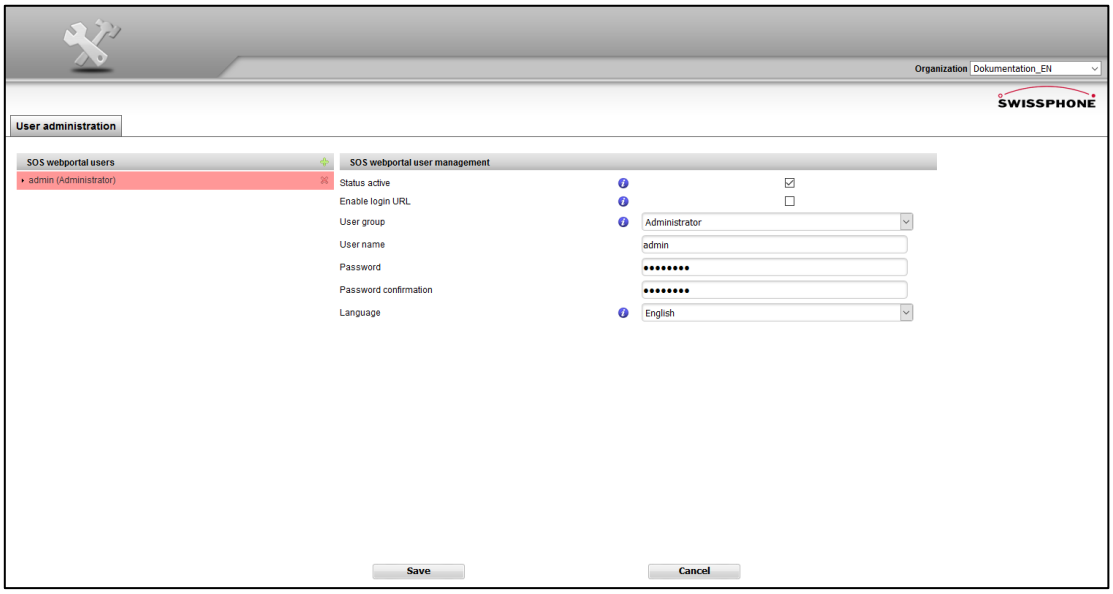
5.1.4 Contacts

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



5.1.5 User administration

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



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

SOS Web Portal user administration

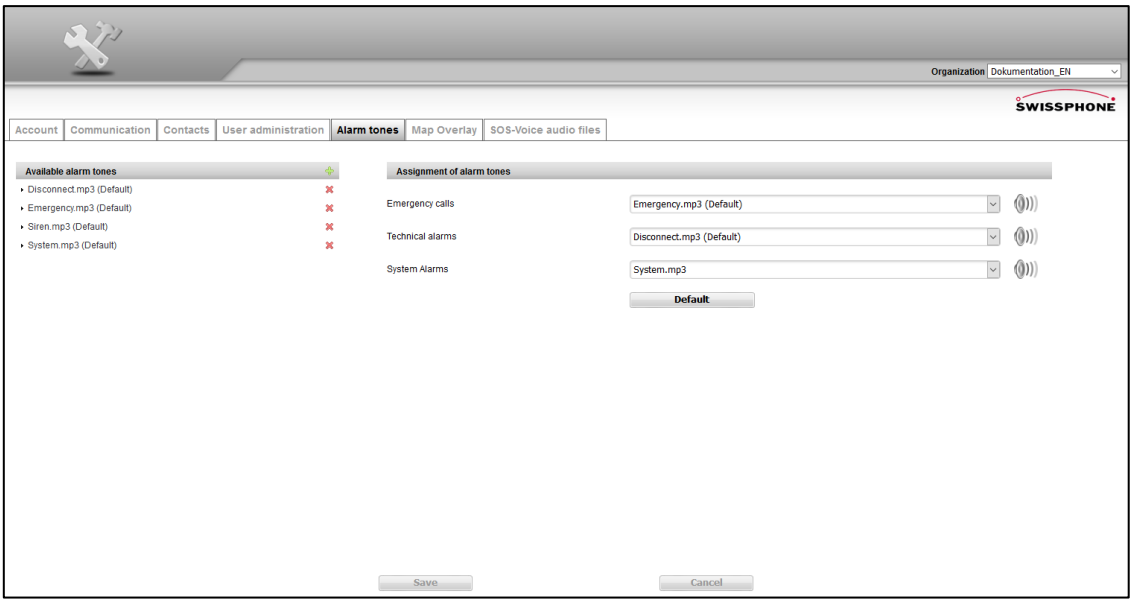
Each SOS Portal user must be assigned user rights, which are structured as follows:

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

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

5.1.6 Alarm tones

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



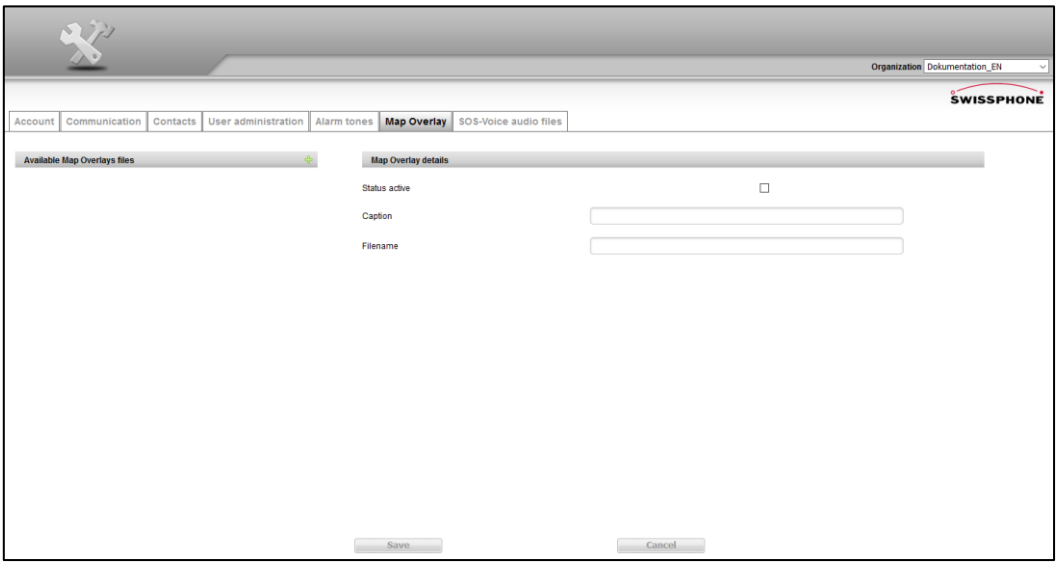
Available alarm tones	
	Press to add new sound files. File format: mp3.
	Press to delete alarm tones, except standard alarm tones.
Disconnect.mp3 Emergency.mp3 Siren.mp3	Standard alarm tones can be played using the speaker icon.

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

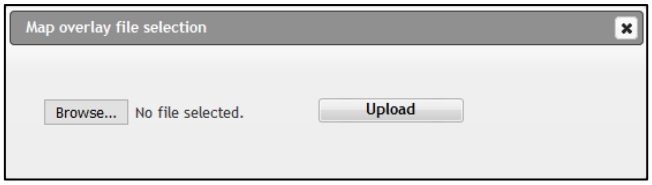
To disable an alarm tone, just upload a sound file that contains only silence. Swissphone does not recommend to disable an alarm tone.

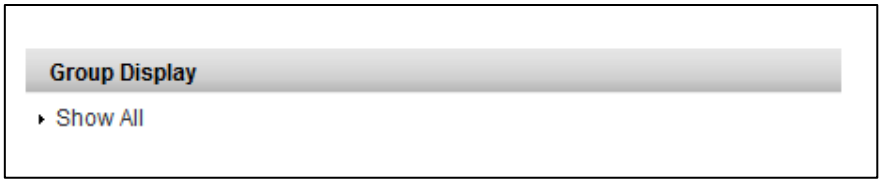
5.1.7 Map overlays

KML or KMZ map overlays can be stored in this tab. This is a useful feature where customer-specific maps are to be used.
Both KML and KMZ are standard overlay formats which can be used with Google Earth and other platforms.



This symbol “+” opens the upload window to load overlay data.

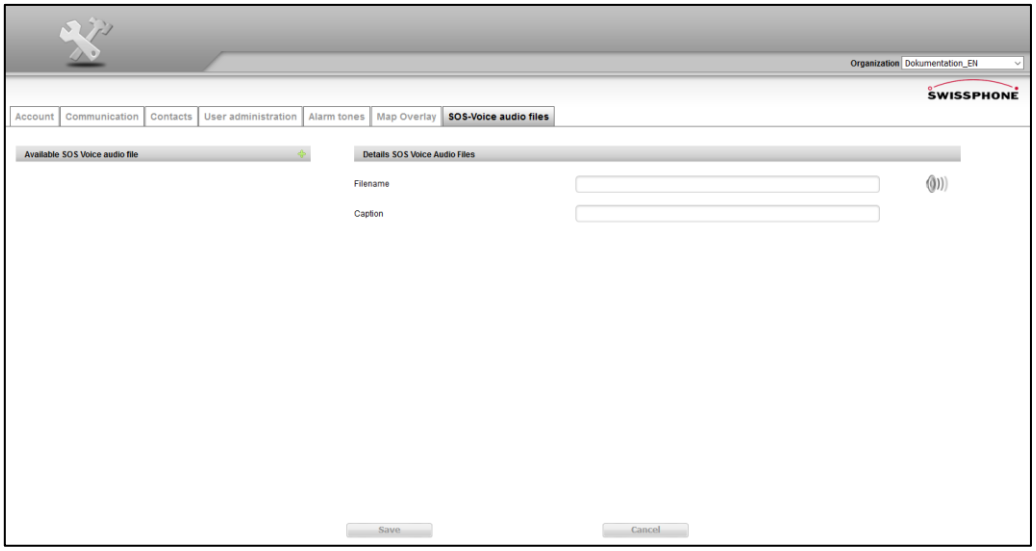


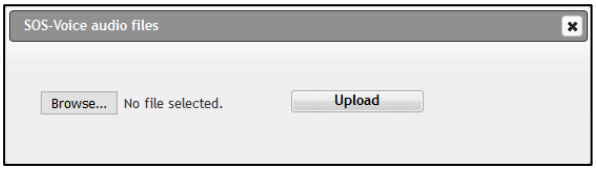


Group displays allow you to combine multiple overlays and display them simultaneously with one click.

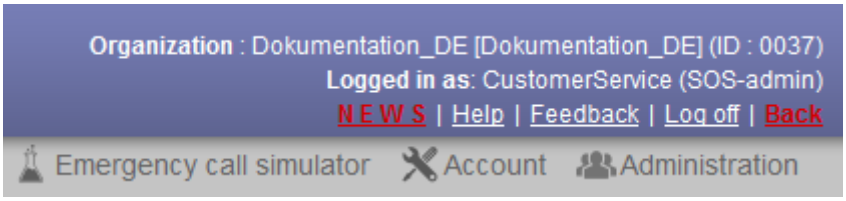
5.1.8 SOS-Voice audio files

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



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

5.2 "Administration" section



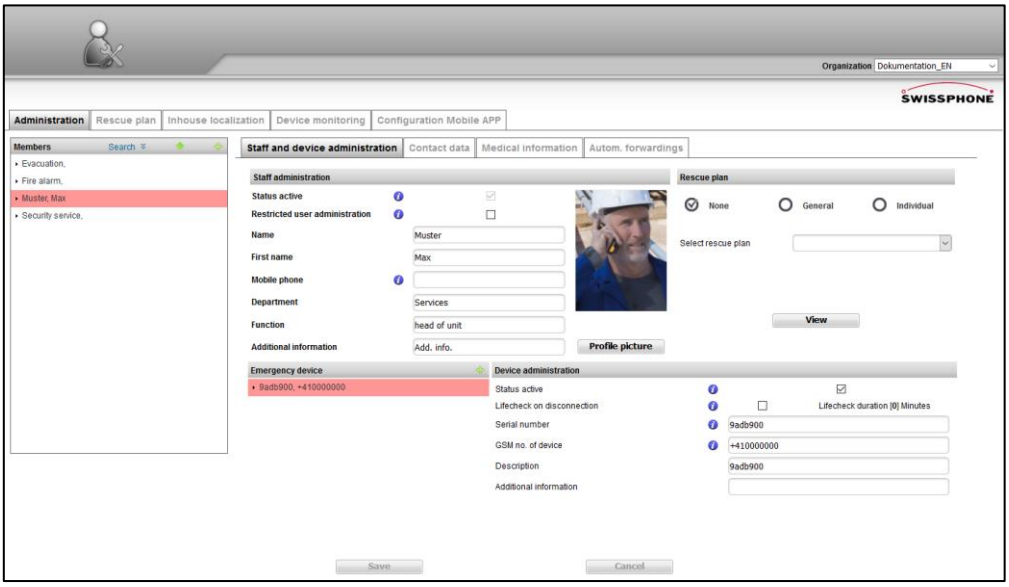
In the "Administration" section, the following settings can be viewed, changed or deleted:

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

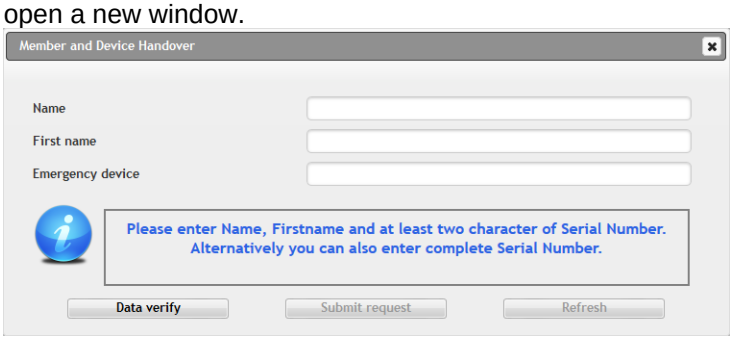
5.2.1 Management

5.2.1.1 Personnel and device management

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



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

Personnel	
List of people	The currently selected person is framed by a red bar. All related details are shown to the right of the bar.
 (optional)	Customers with different organization have the possibility to move devices from an organization to another. Clicking on the + symbol will open a new window.  For a successfully transfer all the blue notes in the box must be considered. A click on the button "request transfer" in the next step to confirms the transfer, if the data is valid. After a successful transfer, the SOS Mobile App will show a confirmation. ➔ Note: serial numbers of iPhone and Androids are different.

People management	
Status: active	"Active" persons who can trigger emergency calls are displayed in black letters. "Inactive" persons are shown in red letters. Users with "Manager" and "Administrator" roles can deactivate a person if, for example, he or she will be absent for an extended period of time (illness, pregnancy, travel etc.)
Surname First name	Enter person's surname and first name.
Mobile phone	Mobile number of device or user. This number will be contacted if there are queries or false alarms.
Department Role	Enter required information.
Additional information	Free text box for additional information about the person.
Profile picture	You can upload a photo of the person. Format: jpg, png

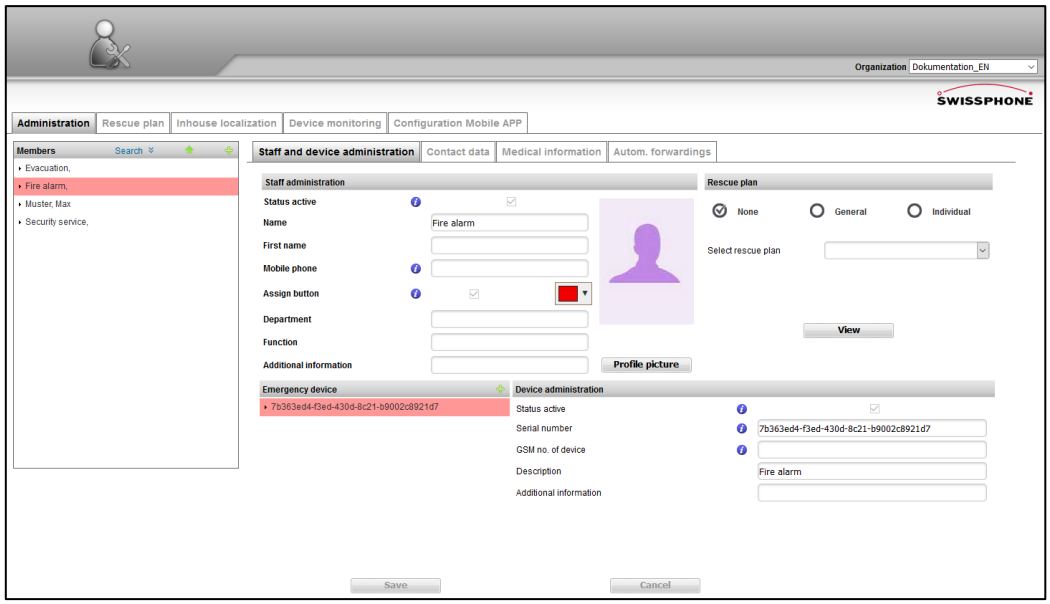
PNG	
PNG-List	All PNGs assigned to this person are displayed. One person can be assigned multiple PNGs. "Active" devices are displayed in black. "Inactive" devices are displayed in red. The currently selected PNG is indicated by a red frame. Details of the selected device are listed under "Device Management".

Rescue Plan		
Select rescue plan	Here you can assign available rescue plans to the person.	
None General Individual	**None**	The person was not assigned a rescue plan. If a general rescue plan is defined, it is automatically assigned to all persons. However, the description (None) means there is no rescue plan.
	General	The person has been assigned the general rescue plan
	Individual	The person has been assigned an individual rescue plan.
View	Opens the rescue plan in PDF format.	

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

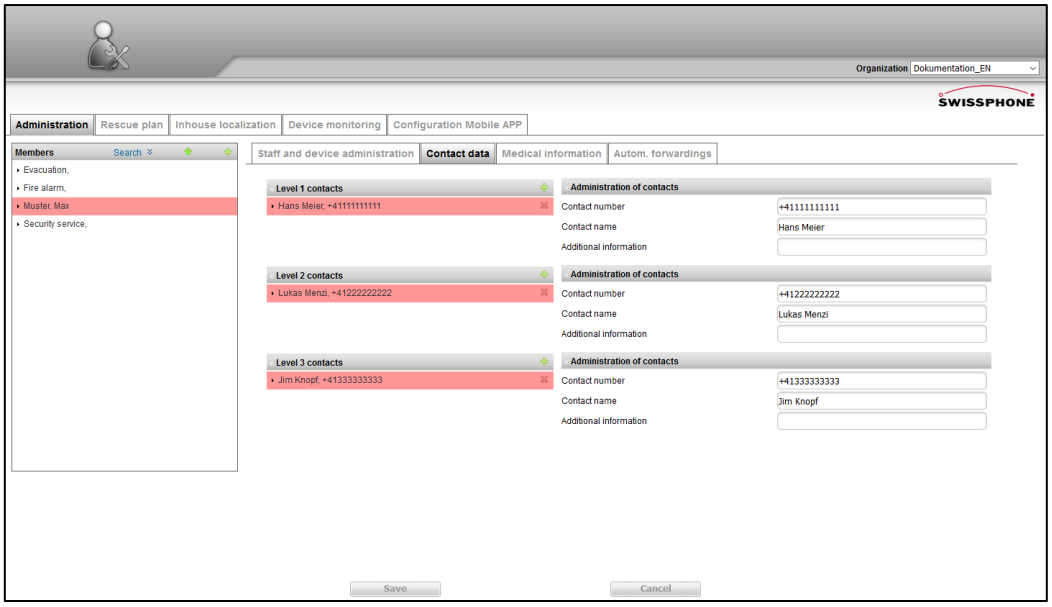
5.2.1.2 Softbuttons

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



5.2.1.3 Contact details

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



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

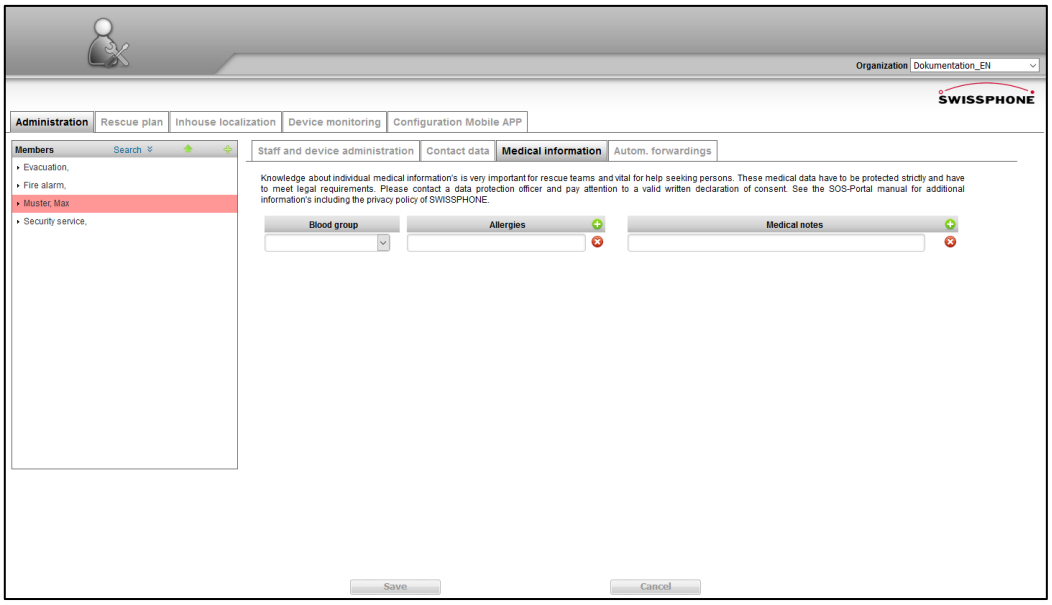
Personnel	
Personnel	List of people registered. The person currently selected is indicated by a red frame.
Level 1 contacts Level 2 contacts Level 3 contacts	Several contacts can be recorded and defined for each level.

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

5.2.2 Administration: Medical Information

Medical information is a particularly sensitive type of data from a data protection perspective. The person concerned must always be free to make decisions about the storage and disclosure of their medical data (including its content and extent). Record only accurate and necessary data required for rescue measures (observing the data protection principle of proportionality).
Passing on such data information can have life-saving consequences in a medical emergency. A consenting person therefore has a strong personal interest in making this data available to emergency services.
When the written consent of the employee is obtained, each author can determine the scope and content of the information for themselves. There must be a mechanism to revoke this consent at any time.
Please note the prescribed prerequisites for the validity of such consent, which include appropriate prior information, explicit consent for particularly sensitive personal data and personality profiles, as well as the voluntary nature of the consent.
As soon as there is no longer a need to protect the employee (e.g. when leaving a lone worker role), data collectors and operators are obliged to delete this data without the need for a request to be submitted.
The operator must also ensure data confidentiality by securing a suitable declaration of commitment from the software user. This should include a scheme for handling passwords giving access to the SOS Portal. This must also include system managers and administrators

Be sure to consult your privacy officer before collecting personal information.

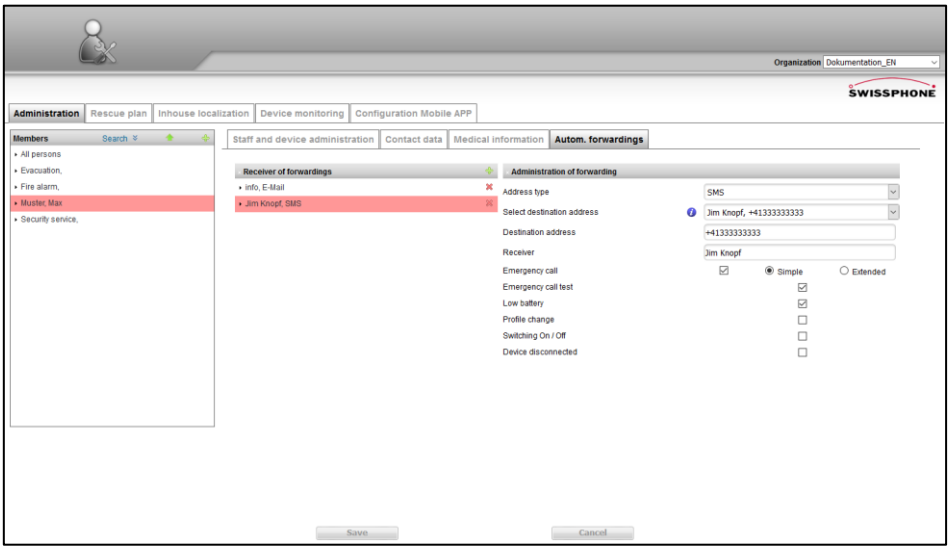


Personnel	
Personnel	List of people registered. The person currently selected is indicated by a red frame.

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

5.2.2.1 Auto redirects

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



Personnel	
Personnel	List of people registered. The person currently selected is indicated by a red frame “All people”: The selected information, such as address type, applies to all persons listed under "personnel". Irrespective of which person in the list is involved, when e.g. an emergency call arrives, a message is automatically forwarded to these recipients.

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

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

Management of forwarding	
Address type	First select the address type. According to the address type, the SOS Portal transmits via different media: **E-Mail:** Transmission via E-Mail **PNG:** Transmission primarily via GPRS, or otherwise via SMS. The "PNG" address type can be used in the "*SOS.connected*" version or with the BGR-139 function activated **HttpGet:** Transmission via HttpGet to a third party system **SMS:** transmission via SMS to a mobile phone number (select SMS sender) **TCP-IP:** Transmission via TCP-IP to a third party system Paging (Switzerland only): Pager to pager transmission
Select destination address	Choose or define the destination address. If the destination address has already been used, it will be available in this field. Otherwise enter the details in "destination address".
Destination address	Enter destination address, e.g. e-mail address, landline number, mobile number, etc.

Destination address	**Format**
E-Mail	daniel.keller@muster.ch
PNG	PNG serial number
Landline	Landline number to be informed (via a call)
SMS	Mobile number of the person to be informed (for receiving SMS)
TCP-IP	IP address of the person to be informed

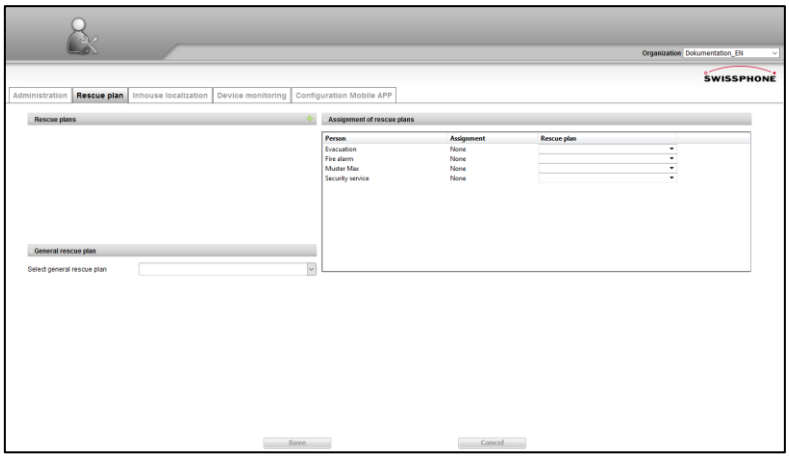
Recipient	Surname, first name defines the forwarding name.
Emergency call	Here you specify that a message will be forwarded automatically on receipt of an emergency call, and how long the message text should be (minimal or comprehensive). Select the message version per device
Minimal	few characters in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

5.2.3 Rescue plan

A stored rescue plan helps emergency response teams find their way around and informs them about specific features (or dangers).
It is helpful for all intervention forces if every rescue plan is structured in the same way. Local authorities (such as the police or fire brigade) can provide information; when an emergency arises, they would function much like the plans stored with a fire alarm system.

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

A rescue plan must not allow any margin for misinterpretation.
Rescue plans should be limited to the essentials, involve minimal complexity, and describe everything in the correct order. This facilitates clear and speedy processing of an emergency call.
In this section, you can upload or delete rescue plans prepared by the administrator in PDF format for further use.

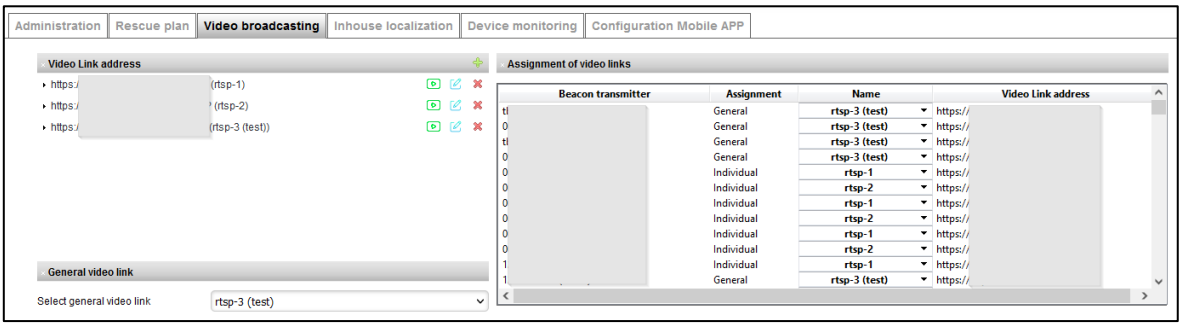


Rescue plans	
List	Overview of available rescue plans. Click to open any rescue plan.
	Press this symbol to upload new rescue plans. When saved, each new rescue plan is displayed in a separate line.
	Press this symbol to delete a rescue plan. If there is no assignment, then the general rescue plan is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

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

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

5.2.4 Video Broadcasting



Add a new video link with the "+" and define a "friendly-name". Delete an existing link with the "x" button next to the link. Existing links can also be edited, a preview link is also available.
The video broadcasts are automatically displayed in the event of an alarm based on the linked beacon from the in-house localisation. The assignment can be made individually via the dropdown next to the beacon. The default broadcast can be selected under General Video Link; this is used if no specific link has been assigned to the beacon.

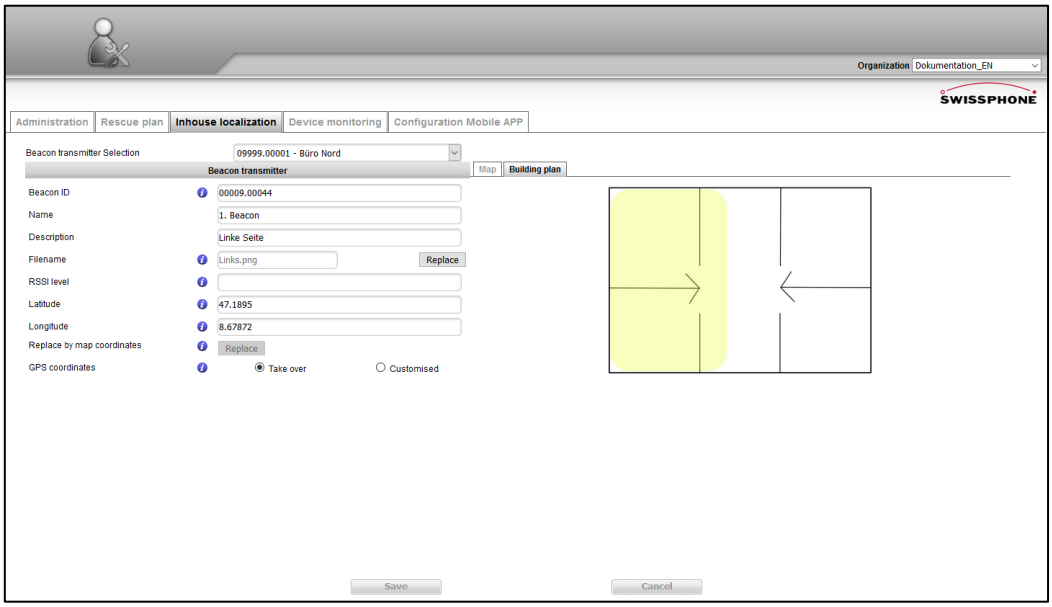
5.2.5 In-house localisation

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

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

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

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



Position locator selection	Select the desired position locator to view or edit data.
Position locator	
Position locator ID	System administrator's unique identification number (ID). This ID will be sent to PNGs. An ID can only be changed by Swissphone Customer Support.
Name Designation	The name and designation of the position locator is defined by the administrator in collaboration with the organisation. You can change values later. When saved, an automatic update is carried out for all users (Organisation, User, Administrator, Swissphone SOS Portal Administrator).
Filename	Here you can define an individual building floor plan for each position plan in order to visualise the precise location of individual position locators. The exact location of position locator supports intervention forces in their search for the person concerned. The Portal user should give further details to clarify the situation. Click on the "In-house localisation" tab to view the stored building floor plan. Formats: jpg, png
RSSI level	Define the lower RSSI (Received Signal Strength Indicator) value, which may range between -102 to -50 dBm. If a position locator's received RSSI value is lower, then the SOS Portal will ignore the position locator.
Latitude Longitude	Manual input of the latitude and longitude as a decimal value.
Replace with coordinates Replace	Latitude and longitude can also be entered automatically. • Left click the mouse and drag the marker ( )to the required location. • By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields. • Press save.
GPS coordinates	The emergency services should know the location of the person or position locator as accurately as possible. Using the "Custom" feature allows the GPS coordinates of the position locator to be specified more precisely within a site, building, or factory area. With "GPS coordinates" you can adjust the accuracy of the position of the position locator. The Swissphone Portal's "in-house localisation" (GPS coordinates) is based on four levels: terrain, building, sector, position locator. These four levels are displayed in the "Building Floor Plan" view:
Acquiring Used defined coordinate data	Acquiring the GPS coordinates of the sector Left click the mouse and drag the marker ( )to the required location. By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields.

5.2.5.1 Visibility and configuration of the Beacon on enterprise / selfcare+

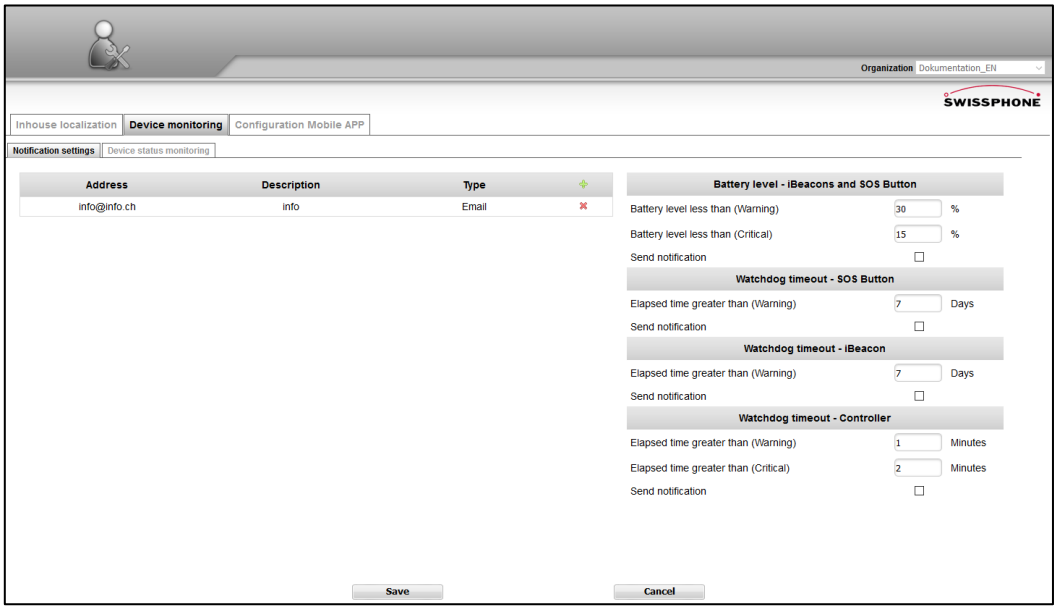
The SOS versions enterprise and selfcare+ are interworking for alarm handling, therefore the beacon’ss mutual visibility is ensured. The philosophy is the following:

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

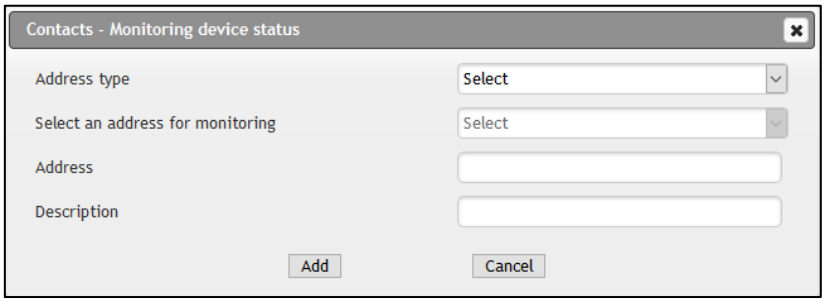
	selfcare+	enterprise
Mutation / configuration of the beacons	only selfcare+	enterprise and selfcare+
Visibility of the beacons, PNG of selfcare+	yes	yes
Visibility of the beacons, PNG of enterprise	yes	yes

5.2.6 Device monitoring

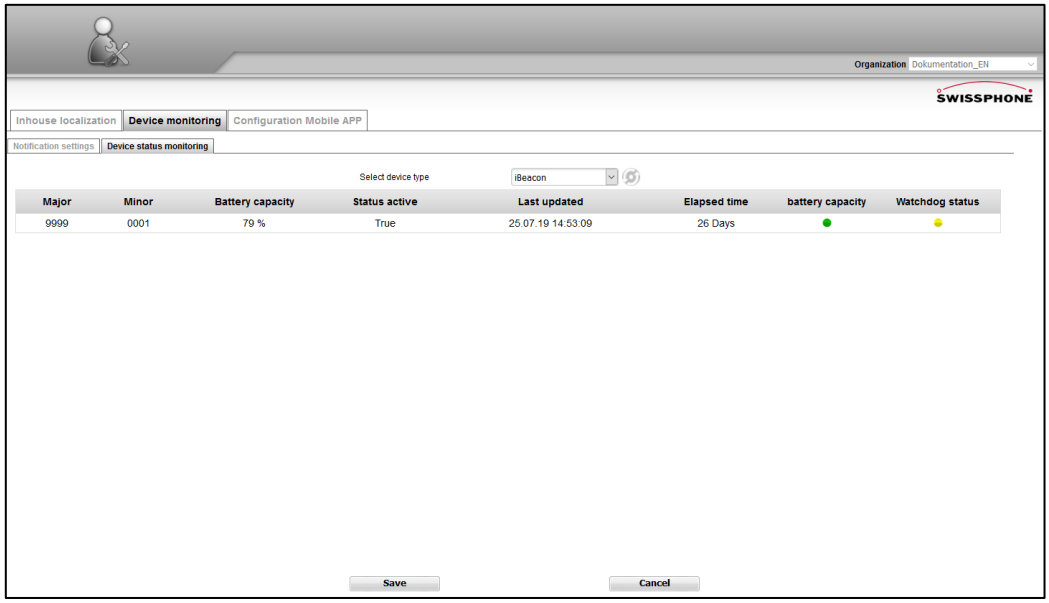
During device monitoring, warning thresholds are defined for individual device groups. As soon as a warning threshold is exceeded, a message is sent to the respective stored address. For example, a service employee can therefore be notified of the need for an imminent battery change.



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



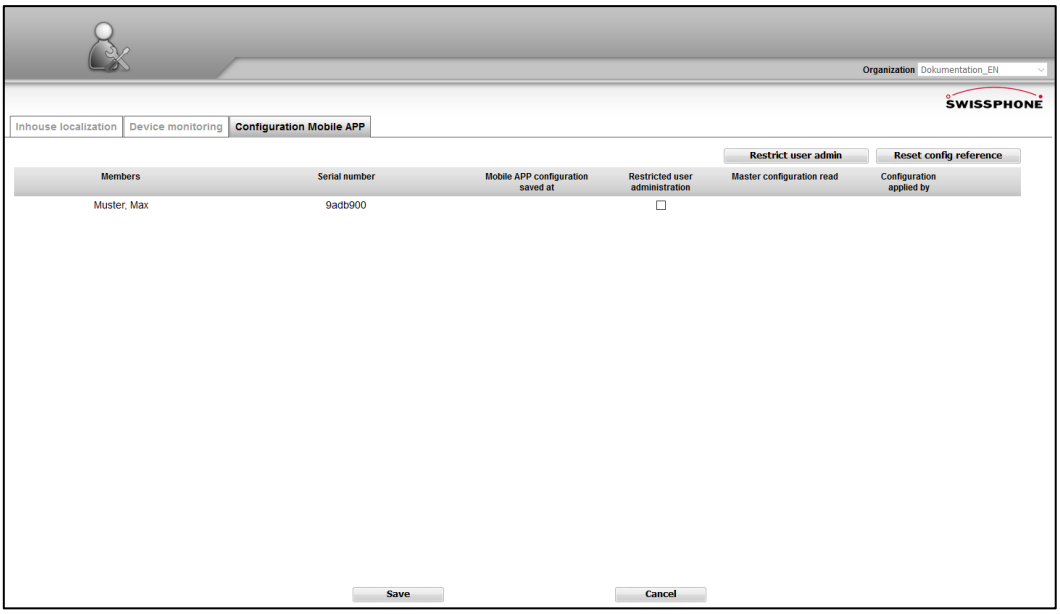
The address type can be e-mail or SMS. The recipient addresses of persons already known can be used by the SOS Portal, or alternatively, an additional address can be specified. The designation field contains a description of the contact details.



As soon as an item such as battery or watchdog timer status becomes critical, a signal flashes red.
Values can be updated manually using the button .
Beacons (iBeacon) are monitored via the SOS Mobile App, which collects status information and then forwards information to the SOS Portal via a data connection.

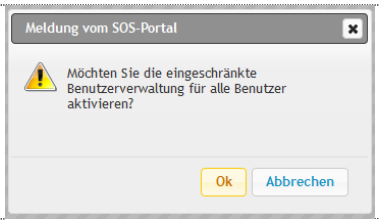
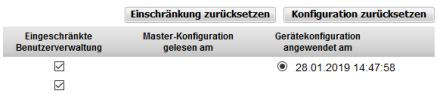
5.2.7 Configuration Mobile App

Mobile apps are remotely configured in this area.
For details on configuring the SOS app, see the app's own instructions.



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

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

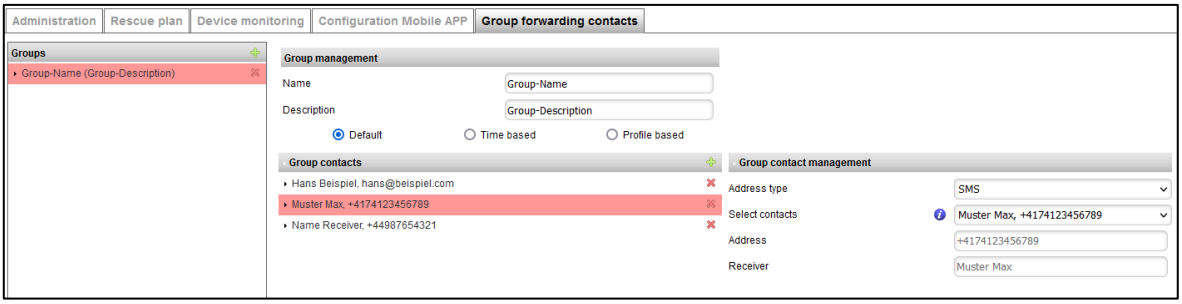
	First select "Device configuration applied" on the device which has the reference configuration.
	Before saving, all users are prompted to restrict user configuration. This will make the configuration binding on all users.
	Once the configuration is saved to the SOS platform, the date and time when it was saved will be displayed.
	With "Restrictions removed" individual users, or all users, can be given the opportunity to configure the SOS Mobile App for themselves.

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

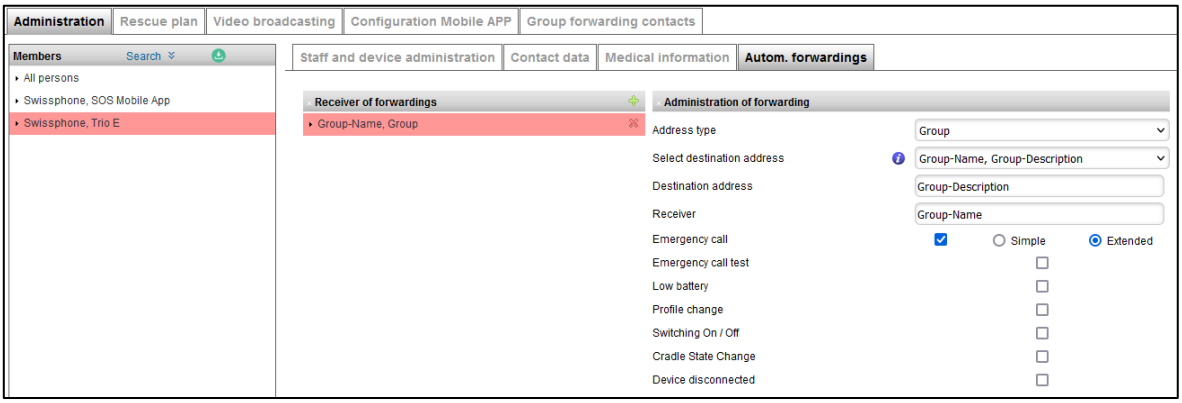
Saving the SOS Mobile App's configuration on the SOS Portal allows the user to reconfigure the last stored configuration after any changes to the App configuration.

5.2.8 Group forwarding contacts

In this menu, create a group of contacts for the automatic redirects. In a first step, a new group must be created. To do this, use the "+" symbol (line: group) and define the name and a description of the group. Then select the appropriate group on the left and add new contacts to this list. Here, too, use the "+" symbol (line: group contacts), select the address type and then the contact. Please save your changes with the "Save" button.

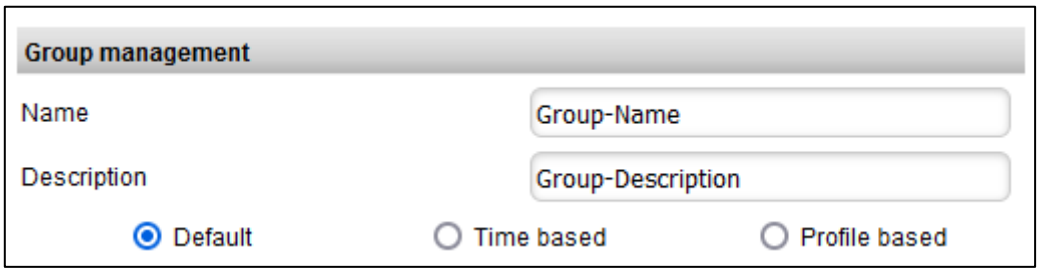


Groups that have been created can then be added to the autom. forwardings. To do this, select the address type "Group" and select the desired group from the dropdown menu under "Select destination address".



5.2.8.1 Default

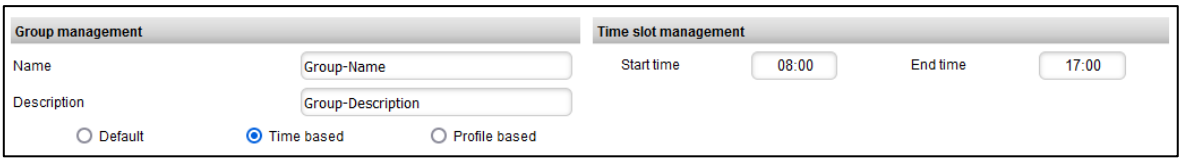
Select the "Default" option if you want to notify the contacts without further management.



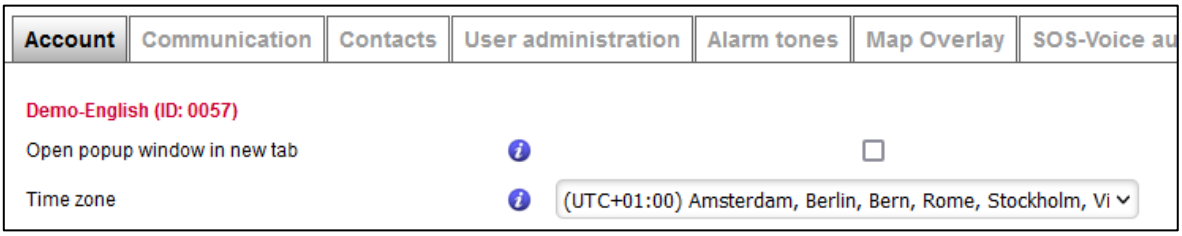
Note: only one option per group can be active.

5.2.8.2 Time based

With the "Time based" option, you have the option of activating the group at specific times. e.g.: "during office hours". Please note that no notification will take place outside of the defined times.

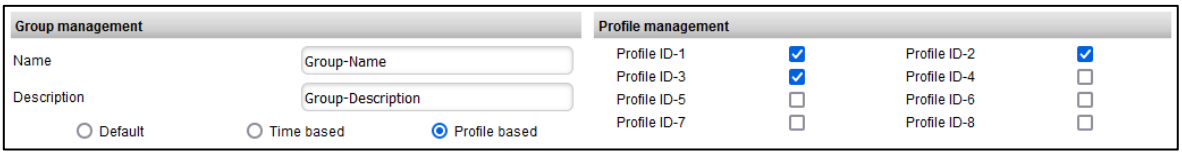


Note: If you are using the time-based option, please check the "Time Zone" settings in the "Account" menu.



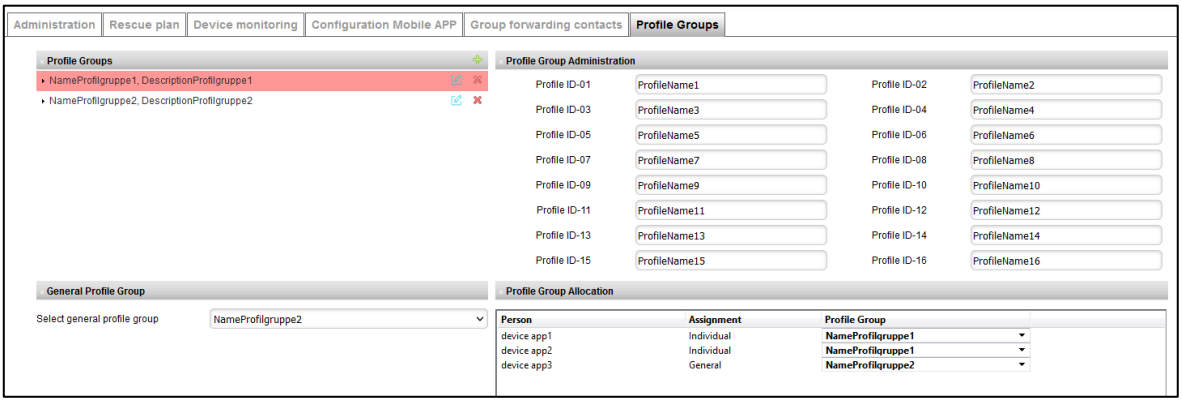
5.2.8.3 Profile based

The "Profile based" option controls the contact group based on the PNG's profile control. If your PNG supports profile control, the group will only be activated if the appropriate profile is selected on the PNG.



5.2.9 Profile groups

Note: This function is only valid for the SOS Mobile app.
In this tab, the profile groups can be defined and configured. Through the assignment, these are automatically sent to the corresponding SOS Mobile App and displayed there. The user selects the desired profile in the SOS Mobile app which can be used for individual automatic forwarding, among other things.



For more information on the operation of the SOS Mobile app, please refer to the SOS Mobile app user guide.

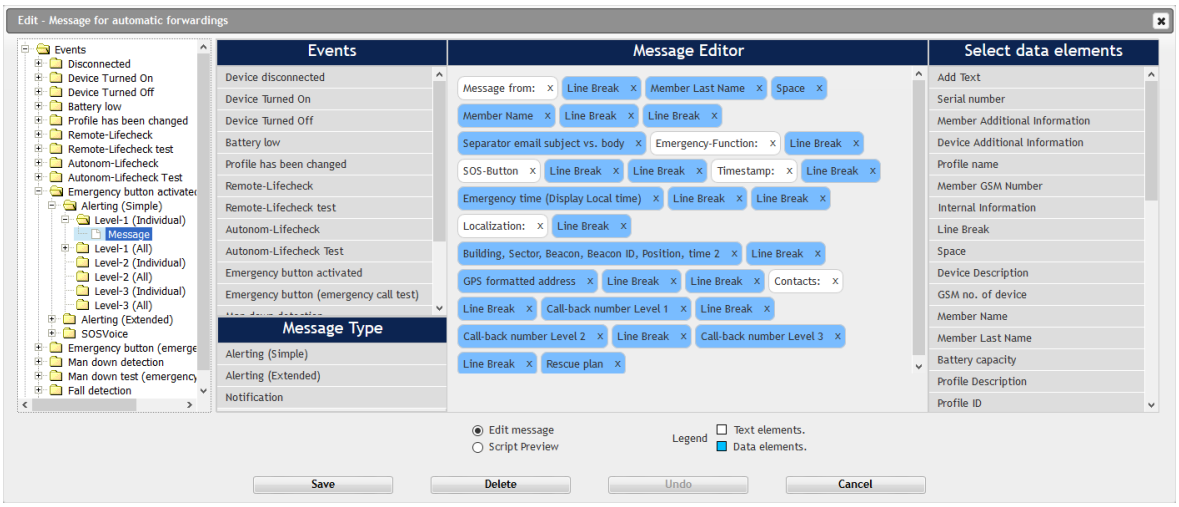
6 Appendix

6.1 Message structure for automatic redirects

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

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

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



6.2 General recommendations and important information

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

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

6.3 Terms of use

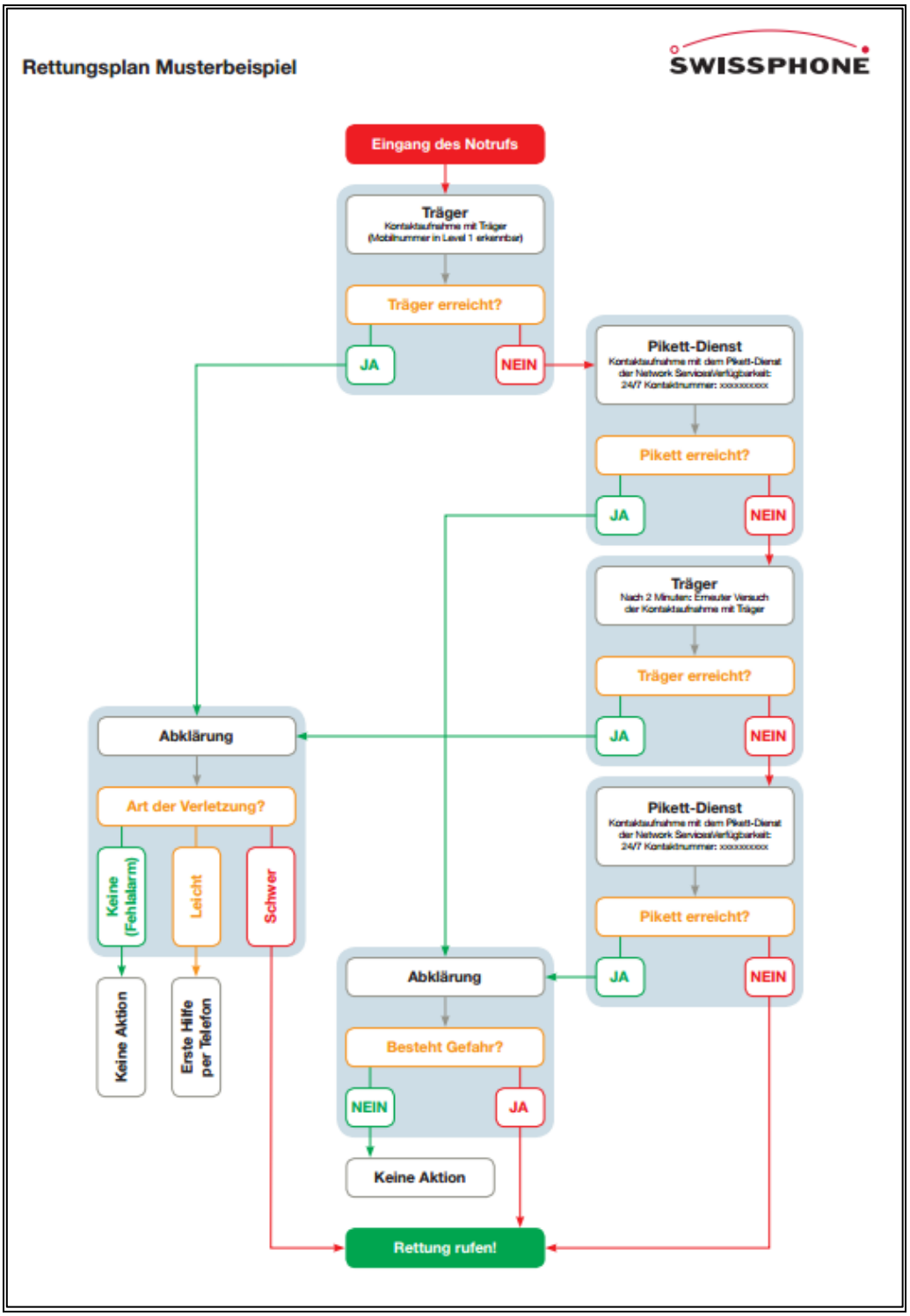
This document is confidential and protected by a copyright. It may not be transmitted or reproduced without a prior written approval by Swissphone Wireless AG.

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

6.4 Liability

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

6.5 Applicable law and place of jurisdiction

These Terms of Use are exclusively subject to Swiss law, excluding its rules on international and/or private law. The exclusive place of jurisdiction for all disputes arising out of or in connection with these Terms of Use is Richterswil, Switzerland.

6.6 Sample rescue plan