



SOS-Portal

Operation manual

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

1.5 User groups

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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 useractivated 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	SOS	SOS	SOS	SOS
	direct	monitor	selfcare	selfcare+	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.

SOS-Portal		Сом
User name Password	Benutzername	
Organization	Ihre Organisation	
		Log in
Swissphone Wireless AG, Fälmisstra	asse 21, CH-8833 Samstagern	SWISSPHONE
The new SOS Mobile App is	now available on Google Play.	Google Play

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".
G Emergency devices	Emergency device (PNG) This tab contains information such as:
(optional)	 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.
<u> </u>	Emergency calls – This tab contains information such as
Emergency calls	 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 - This tab contains information such as:
A Technical alarms	 Localisation (PNG location) Communication (log, send message)
	• Loas
	See section Error! Reference source not found. "Technical alarms tab", for more information.
	Archive - This tab contains archived information about:
Grinne	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.
🄊 Tracking	Tracking - This tab contains:
(optional)	TracksPosition
	The tab shows PNG start, tracking and log status. For details see section Error! Reference source not found. ""Tracking" tab (optional)".
Lenergency call simulator	Emergency call simulator – The emergency call simulator replicates
(optional)	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:
<i>,</i> , ,	Your organisation's accountCommunicationUser administration
	Alarm sounds
Administration	These are global settings for your company account. See section 5.1 "Account" section, for more information. 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.
<u>Feedback</u>	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	Query position of all PNGs
(optional)	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
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.

6	Status of update/ pause update (in PNG emergency device area):
Ø	 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.
Organization Dokumentation_EN[Dokumentation_EN](ID:0039) Logged in as. Outlome/Service (SOS-admin)	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

	SOS.s	elfcare+		1	8 0		© 0	0	() 0	() 5	0	6
0) Emergency o	devices Emergenc	y calls Technica	l alarms		Threat Archive	9	Track	Evacu ing	ation		Fire alarm
	ID	Emergency status	Emergency time			Person				Posit	ion	
	630864	Emergency accepted	24.08.2021 10:12:40	Brown Jo	hn			G	PS			Eme

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.

Report	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.
Please select the report page orientat 🗙	Choose the desired format (A4 portrait or landscape).
Landscape 💿 Portrait 🔿	Press OK to create a PDF document which will be displayed or saved according to your browser
Ok Cancel	setting.



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.

SOS.en	terprise					Q O U 0					Organization :	Dokumentation_DE [Doku Logged in as: Cust <u>NEWS</u> <u>Help</u> 1	mentation_DE] (ID : 0037) omerService (SOS-admin) ieedback Log off Back
	管 Accept emergency(1)							Archive Backup	Emergency call	I simulator 🗙 Accoun	Administration		
	-		-		Amok	Feueralarm	Evakuation	Hausdiens	t Kontaktieren				
GEmergency de	evices 🛱 Emerge	ncy calls 🔥 Teo	chnical alarms	Archive	M Tracking								SWISSPHONE
				-									
Device st	atus Stai	e updated prior	Sta	ite changed	Organization	Person	Serial number	Group size	Battery capacity	GSM signal strength	Firmware version	Product package	
Device inactive													
Device inactive	29.05.2019 07	50:58	28.05.2019 17:3	4:53	Dokumentation_DE	12	af1dc6de	Not available	37%	-93 dBm (Normal)	2.6.3.3047	Connected	
😮 Unknown	18.06.2019 17	59:02	18.06.2019 17:5	9:02	Dokumentation_DE	iPhone Six	56f7062b-ea41-4a2b-9	Not available	100%	Undefined	2.6.4.3058	Protected	
Oevice inactive	19.05.2019 23	54:51	19.05.2019 23:5	4:51	Dokumentation_DE	B IS520.1 B	b3629bc7	Not available	3%	Undefined	2.6.3.3016	Connected	
Device inactive	12.07.2019 15	59:56	12.07.2019 15:5	9:31	Dokumentation_DE	ISS20.2 B B (iSafe Mobile)	b3699b1a	10	87%	-79 dBm (Very strong)	2.6.4.3088	Connected	
Creation													
Organiz	ation Selec		¥										
				Status-Log PN	G-Log Changes / E	vents Communication	Localization					Reset device	Report
	Organization: First name, Name:	Dokumentation_EN Max Muster		1 Day		O 1 Week			Customised		of		
	Mobile number:				Device status	Receiv	ed at	Battery capacity	GSM signal strength				
	Department			Device inactive		22.07.2019 12:28:36	97%		-77 dBm (Very strong)				
	Function:			Device active		22.07.2019 12:28:16	97%		-81 dBm (Strong)				
	Additional information:												
	Rescue plan:	Display											
Emergency devi	ice:		•										
Product package:		Connected											
Device type:		Mobile App											
Serial number:		9adb900											
GamNumber:		+41770116527											
S Emergency fund	tions:												
A Contact data:													
•			•										

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.



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.

	First name, Name: Mobile number: Department: Function: Additional information: Rescue plan:	Max Muster Services head of unit Add. info. <u>Display</u>	Display of: Profile photo First name, surname Mobile phone number Department Position Additional Information
--	--	--	--

MG: Emergency device:	2: Emergency device:		Product Package	•	PNG software
Product package:	Connected				package
Device type:	type: Mobile App				
Serial number:	Serial number: 9ad		device type		PNC related data
GsmNumber:	+4100000000		serial number Firmware version PNG GSM No. GSM message ID	•	displayed More or less data may be displayed, depending on the PNG

ns: Configuration © © ©	State ©		Notification active
Configuration	State ©	-1 🙆	
© © ©	©		
© 0	\bigcirc		Nouncation mactive
O	~	Function	All available emergency call
			functions are listed:
			iunctions are listed.
0	9	×	 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.
		Level 1	Depending on the activated
g Meier: +4111111111		Level 2	profile (escalation levels), one
as Menzi: +41222222222		Level 3	to three profiles (levels) are
Knopf: +4133333333			displayed here with all data recorded under "Administration" (phone number, contact name,
	g Meier: +4111111111 as Menzi: +4122222222 Knopf: +413333333	g Meier: +4111111111 as Menzi: +4122222222 Knopf: +4133333333	Configuration Status Update time Update time gMeier: +411111111 as Menzi: +412222222 Knopf: +4133333333

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.

St	atus-Log	PNG-Log	Changes / Events	Communication	Localization		
(🖲 1 Day			O 1 Week			O Customised
		Device	status	Receiv	ed at	Battery capacity	GSM signal strength
	Device in o	charger		22.07.2019 14:42:17		95%	-85 dBm (Strong)
	Device act	ive		22.07.2019 14:41:30		96%	-85 dBm (Strong)
	Emergenc	y call initiated	:	22.07.2019 14:41:30		96%	-85 dBm (Strong)
	Device act	ive	1	22.07.2019 14:40:55		96%	-81 dBm (Strong)
	Device ina	ctive		22.07.2019 14:40:50		96%	-83 dBm (Strong)
	Functiona	l check running	g i	22.07.2019 14:35:52		96%	-79 dBm (Very strong)
	Functiona	l check failed	1	22.07.2019 14:35:35		96%	-77 dBm (Very strong)
	Functiona	l check running	g á	22.07.2019 14:35:34		96%	-77 dBm (Very strong)
	Functiona	l check failed	1	22.07.2019 14:35:29		96%	-81 dBm (Strong)
	Functiona	l check running	g	22.07.2019 14:35:08		96%	-81 dBm (Strong)
	Functiona	l check failed	1	22.07.2019 14:35:07		96%	-81 dBm (Strong)
	Functiona	l check running	g i	22.07.2019 14:35:07		96%	-81 dBm (Strong)
	Functiona	l check failed	1	22.07.2019 14:35:00		96%	-85 dBm (Strong)
	Functiona	l check running	g á	22.07.2019 14:35:00		96%	-85 dBm (Strong)
	Functiona	l check failed	1	22.07.2019 14:34:54		96%	-83 dBm (Strong)
	Eunctiona	Lebeck running	~ · · · · · · · · · · · · · · · · · · ·	00 07 0010 14.04.50		06%	05 dDm (Ctrong)

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.

us-Log PNG-Log Ch	anges / Events	Communication	Localization			
1 Day		• 1 Week		O Customised		
Device statu	us	Receiv	ed 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)	
Functional check running	າາ	07 2010 14-24-52		06%	05 dDm (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.

Status-Log PNG-Log C	hanges / Events Communication Localization			Reset device Report
from 15.07.2019	to 22.07.2019		Max lines 100	Q Search Reset
Received at	Event	Position	Position age	
22.07.2019 14:41:30	Emergency button (emergency call test)	47.1893895N, 8.6785989E	less than 1 Minute after the alert	
22.07.2019 12:28:10	Device Turned On		less than 1 Minute	
22.07.2019 10:06:35	Emergency button activated	47.18962N, 8.67865E	less than 1 Minute	
22.07.2019 10:05:43	Emergency button (emergency call test)	47.18963N, 8.67862E	less than 1 Minute	
15.07.2019 16:35:55	Device Turned Off		less than 1 Minute	
15.07.2019 16:18:07	Device Turned On		less than 1 Minute	
1				
1				

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 state: Connected S Message: (255/255) Destination address: 9adb900 Benever Max Muster	
Destination address: 9adb900 Receiver Mar Muster	
Becelver Max Muster	
	∃⊠ Send
Transmitted at Sender Receiver Transmission status Message	
22.07.2019 15:00.19 CustomerService Max Muster (9adb900) Sent Hello world	

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
Send	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

	ID	Emergency status	Emergency time	Per	son	Position	Event	Device ty	oe Read
	517210	Open	22.07.2019 15:50:23	Max Muster	GPS		Emergency button activated	Mobile App	
C	Emergency O	Rescue plan O Record read entere	d	Locali	ation Communication	Record			
N	N N P	First name, Name: Mobile number:	Max Muster	Log e	ntry				7/22/2019, 3:50:22 PM SOS- Received
	-6.00	Department	Services						
	march.	Function:	head of unit						
	P	Additional information.	Ada. Info.						
	👆 Accept e	mergency call							

The execution process after an alarm input:

Process Emergency call status status			cess overvie	ew			
Red	open	0	Emergency accepted	0	Rescue plan read	Record entered	🖢 Accept emergency call
Orange	emergency call accepted	\bigotimes	Emergency accepted	0	Rescue plan read	Record entered	👆 Review rescue plan
 Blue 	rescue plan consulted	\odot	Emergency accepted	\odot	Rescue plan read	Record entered	👆 Enter record
Green	log entered	${}$	Emergency accepted	\odot	Rescue plan	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.

	ergency Ø Rescue plan Ø Record cepted entered		Display of:
No a	First name, Name: Mobile number. Department: Function: Additional information: Rescue plan:Display	Max Muster Services head of unit Add. info.	 Profile photo First name, surname Mobile phone number Department Position Assigned rescue plan
🐠 En	nergency device: edical information:	•	When you click on a tab, a window opens below with further information.
PoEnCo	osition: nergency Times: ontact data:	•	Only one window at a time can be opened.
Ser Dev Bat	mergency device: rial number: vice type: ttery capacity: ttus GPS module:	9adi ^^^ Mobile App 96% Found	PNG overview. The content may contain more or different information depending on the PNG.
Bloc	edical information: od group:	•	Medical information to optimise rescue measures.
Po GPS Latit Long Acc Swi Y:	sposition: tude 47.1893895 gitude 8.6785989 zuracy in meters 29 m iss coordinates: 693 971	• •	Location of the person in the building
Eme Eme Pos Pos	mergency Times: argency time: Montag, 22. Juli. 2019 18:04:47 argency age: 2 h before the alert sition time: Montag, 22. Juli. 2019 16:04:46 sition age: less than 1 Minute after the alert	·	Emergency call time-period.
Eev Lev Lev	entact data: vel 1 Jörg Meier: +4111111111 vel 2 Lukas Menzi: +4122222222 vel 3 Jim Knopf: +4133333333	•	Contact details The display depends on how many profiles have
			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.

Localization Communic	ation Record				Get Position from all devices	Reset device	Report
Connection state:	Connected	③					
Address type:	Select		~				
Select destination address:	Select		~	Message:			
Destination address:							Send
Receiver:							
Transmitted at	Sender	Receiver	Transmission status		Message		
23.07.2019 11:26:16 22.07.2019 16:04:47 22.07.2019 16:04:47	SOS-Portal Service SOS-Portal Service SOS-Portal Service	GPRS Max Muster (+4100000000) GPRS	Received Common error Received	{"Acknowledgement":32 Emergency dispatching {"Acknowledgement":32	2," Battey":100,"Beacons":1{"Beacond":109999.0000 successfully initiated ID: 517217 ," Battey":98,"Beacons":null,"BgrConfiguration":nu	1","BeaconMo Ill,"DeviceType	

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	Choose one of the listed, known destination addresses.
Destination address	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	Message field.
(xxx/yyy)	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

Localization	Communication	Record	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.

Emergency call simulator	
	ŚWISSPHONE
Participant Evacuation : d36fb607-facb-4a11-9cdd- 87d469f939b9 Fire alarm : 7b363ed4-f3ed-430d-8c21- b9002c8921d7 Security service : 3fa5196e-eeef-4c2c-a122- ecfd1da8dba9 Max Muster : 9adb900	Beacon ID Būro Nord : 09999.00001
Alarm type Emergency button (initial alert) v Localization type Floorplan v	
	Send emergency

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.



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.



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.

Emergency Rescue plan O Rec accepted Rescue plan O Rec	ord ered	Localization Communication Record
First name, Name: Mobile number: Department: Function: Additional information Rescue plan:	Max Muster Services head of unit Add. Info. Display	Log entry
👆 Enter record		
Emergency device:	•	
Serial number:	9adb900	
Device type:	Mobile App	
Battery capacity:	0%	
Medical information:	•	
Position:	•	Save
Emergency Times:	•	
Sontact data:	•	

Select either the "Log" tab or press the field "Enter log" to get into the "log" tab.
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

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.

${igodot}$	Emergency Ø F accepted Ø r	Rescue plan Ø Record read entered			Pres	s "Close	emergenc	y call".			
	Close area	First name, Name: Mobile number: Department: Function: Additional information: Rescue plan:	Max Muster Services head of unit Add. Info. Display		The in th	emergen e "Emerg	cy call is c ency Calls	losed and 5" tab.	is no lor	ger liste	d
	Emergency device			Ŧ							
~	Serial number:		9adb900	-							
	Device type:		Mobile App								
	Battery capacity:		0%								
	Medical informati	ion:		•							
@	Position:			•							
Ŷ	Emergency Times	8:		•							
-	Contact data:			•							
					i						
					Evacuation	Fire alarm	Security service				
	Emergency device	Emergency calls	hical alarms								SWISSPHO
	ID	Emergency status Emergency time	Person		Position	Event	Device type				

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).

Emergency devices	y calls 🛕 Technical alarms	Archive	SWISSPHONE
ID Emergency status 319475 Conveil	Emergency time Pr 00822119 1554:19 Max Muster	ensan Padilion Event Decks type Henrytan Interprety balling a savadid Kilaka ayy	
ID Members	from 13.08.2019	ts State Max Lines 20.00.2019 kd 100 to0 Search Reset Export	
Closed	Local	Ization Communication Record Reset device	Report
Farans Hane: Libble runber: Destinet: Additional Information: Rescue plan: Parasey device:	Max Muster Log Services head of unit Add info. Disclar	EXD/2019, 4, 4052 2101 (customer Service Costed Society 4, 4072 4101 (customer Service Society	
Serial number: Device type: Battery capacity: Position: Contact data:	9ads900 Mobile App 0%	B202019, SHT 9 HILLSOLVINA SHIVE	

NE

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).

SOS.selfcare+					rganization : Dokumentation_EN (Dokumentation_EN) (ID: 0039) Logged in as: CustomerSenice (SOS-admin) II.E.V.L.3 Help Eeedback Log.off Beek
				🚆 Archive Backup 🖺 Eme	rgency call simulator 🗙 Account 🗥 Administration
Semergency devices	calls A Technical alar	Evacuation	Fire alarm Security service		SWISSPHONE
ID Emergency status D35469 Emergency call text 20	Emergency time	Person Position Inster GPS I	Event Droke type intergency botton (mergency call text) Michile Age	Red	
Emergency call test		Localization Communication Record			Reset device Report 0
For the second s	Max Muster Services head of unit Add info. Display	Connection state Connected Conn	Map Satellite Search in Google maps The Unit Vision Description D	nateg 20 4.0g. 2019 162518	C
Eventeers device: Sord survive: Bore on type: Laters control to the one of the one one of the one one of	9ks8000 Mobile App Ofis Found 4 4	a,#1(0)-Di,20 Aug.2019 11:25 18	Cooglet Development	7	+

•	ID 519489	Emergency status Emergency call test	Emergency time 20.08.2019 16:25:19	Technical alarms are marked using a purple symbol ()
	<u>∧</u> Tech	<mark>1 Of 1</mark> Inical alarms		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.

SOS.selfcare+	_			Organization: Dotumentation_ENI(DC: 0039 Logged in as: CubiomerGeneta(SOS-34mm) Lista: (Thesi Lashatari Local)
	S			Archive Backup 📱 Emergency call simulator 💥 Account 🚇 Administration
ØEmergency devices ☐ Emergency	calls	Evitcuation Sector Sect	in Fire alarm Security service	ŚWISSPHONE
ID Emergency status 19960 Emergency status 20 518475 Closed 20	Emergency time Market Market 08,2019 15;54:19 Mark Ma	Person Position atte: 095 uster Filoorplan	Event Device type Examples of the second sec	
ID Members	trom 14.08.202	to 19 🖬 21.08.2019 🖬	State Max lines	Search Reset Export
Emergency call test		Localization Communication Record		Reset device Report
For the second s	Max Illuster Services head of unit Add. Info. Display	Connection state: Disconnected States apdates Pacifics apdates Stop spotstres Bitwo all locations (Interpret all coations Only beacon position Positions	Map Satellite - Search in Google maps	Localization + I Biotomic Centrals 20 Aug. 2019 16 25 18 Dationing Centrals 20 Aug. 2019 16 25 18 Dation 2010 10 Aug. 2019 16 20 19 4
Emergency device:	•	+ #1 (O) - DL, 20. Aug., 2019 16:25:18	Accienth Study	Accuracy in meters: 20
Serial number: Device type: Battery capacity: States of The module: Pasities: Contact date:	9edb900 Mobie App 0% Found 4 4			Normania de la construcción de l
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,
Opening export.csv X	
You have chosen to open:	The procedure for saving this CSV file is browser dependent.
What should Firefox do with this file?	
U uo this <u>a</u> utomatically for files like this from now on.	

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.

SOS-Portal :: Arc	hive Backup	×
Archive :	Choose Archive	Go

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.

505.h	istory	_		Archiv: A	pril 2019				Organisation : Dokumentation_DE (ID : 0037) Abmelden
Archiv 71	Tracking								ŚWISSPHONE
10 496561 496547 496540 496534 496534 496521 496521 496514 10	Notruf Želgunkt 0.055.2019 15:16:19 0.05.2019 15:16:19 0.055.2019 15:06:24 0.055.2019 15:00:15 0.055.2019 14:59:35 Personen Personen	Person hone Six Siz2 8 8 hone Six hone Six hone Six hone Six hone Six hone Six	Position Necto workspoor Necto workspoor Necto workspoor Necto workspoor Necto workspoor Necto workspoor Necto workspoor	Ereigns Methodanswalshuse/NEAC as r Noorufuste gedroidd Noorufuste gedroidd Noorufuste gedroidd Noorufuste gedroidd Noorufuste gedroidd Noorufuste gedroidd	Gerätetyp Mobile App Mobile App Mobile App Mobile App Mobile App Mobile App Mobile App Mobile App	Suchen	Zunicksetzen	Export	Copert Lalation on D
1	Vorname, Name: Mobilinummer: Ableilung: Fundion: Zusätzliche Informationen: Reftungapian:	iPhone Six Anzeigen	Lokalisierung Kom	munikation Protokolt sierungen anseigen Nar Baken-Positionen stitlionen	Karte	coode store	Penstel Nau Pres Schwei	4 P. Stus, Hachdoch 97 Excess og og oneni st Desered Sele instruction	Report
 Personen-Notai Seriennummer: Gerätetyp: Batteriekspazität: Pesition: Netruf-Zeiten: Kentaktdaten: 	Ignal-Cenit: 56770025-es41-4x25-02 Mobie App 2 64%	ب العال 4/2062119944 ج ج			Google		ator wreet	Rear Anorean the Assessment Asses	

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.

Positions	Location information may consist of either GPS
• #2 (O) - Di., 23. Juli. 2019 11:26:14	coordinates or indoor location information:
▶ #1 (I) - Di., 23. Juli. 2019 11:26:12	 (O) = GPS coordinates for "Outdoor" (I) = indoor position information for indoor
4	Click to expand or collapse the entire list of localisations.
Reset device	With this button it is possible to reset the selected PNG, regardless of its emergency call status.
Report	Presentation of reports.
Get Position from all devices	This Button requests the positions of all PNGs. It's useful for the following situations:
(optional)	 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.
Lokalisierung Kommunikation Protokoll	Positionen von allen PNG's abfragen PNG zurücksetzen Report



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	e.g. exact location of the position locator inside the cement mill.
locator	



5 SOS Portal administration

5.1 "Account" section



In the "Account" section, you can define, select, or change primary data such as account information, autoforwarding 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.

N ²		
2	Organization Dokumentation	n_EN ~
Account Communication Contacts U	swis	SPHONE
Dokumentation_EN (D: 0039) Open popup window in new tab Latitude Longitude Replace by map coordinates Enlargement (0 - 21) Type of map Localization considered as obsolete (min) UUID IBeacon value (Hex)	Statellite Norway Finland United Norway Belarus Edium Beljum Germany	
Technical alarms Display time (h) Emergency device localization Show devices from all organisation Show new locations only	24 Creating Strong Ukraine Prance Romania Costa Strong Romania Strong Romania Strong Romania Strong Romania Strong Romania Strong Romania	Ge
Duration (min) Zoom out limit Remote-Lifecheck Execution delay 'Remote-Lifecheck' (min)	5 Portugal Tyrrhentan Sea Creece Turkentan Sea 0 0 0 0 0 0	
Show Lifecheck menu Prioritising In-house positions Time span (tolerance in seconds)	Cancel Cancel Cancel Cancel Cancel Cancel	Terms of Use

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:

Organization Dokumentation_EN

Organisation	
Latitude	Manual input of latitude and longitude as a decimal value.
Longitude	
Replace by coordinates	Latitude and longitude can also be entered automatically.
Replace	Left click the mouse and drag the marker (^V)to the required location. By clicking on "Replace" the coordinates are automatically transferred to the latitude and longitude fields.
	Fless 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
	Map Accordent Unices Accordent
	Satellite view - without street names, businesses etc.
	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 po	sition 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.

* _		Organization Dokumentation EN
		SWISSPHONE
Account Communication Contacts User administr	ation Alarm tones Map Overlay SOS-Voice audio files	
Sandar actings		
Sender for SMS forwardings	COS Batal	
Sender for Sind forwardings	SUS-Portal	
Sender for e-mail forwardings	noreply @swissphone-monitor.com	
Landline sender	12345	
	Default	
Automatic forwardings		
Message for automatic forwardings	Edit Default	
Autom. forwarding for subsequent localization		
SOSVoice		
SOS voice pin and number of escalation addresses	0000 3	
Ring time, PIN entry timeout and number of call repetitions		
Automatic response to emergency device		
Emergency call: device / person activ	Emergency dispatching successfully initiated.	
Emergency call: device / person inactiv	Emergency dispatching initiation failed. Device / person not registered or not activated.	
Emergency call test: device / person activ	Emergency call test successfully initiated.	
Emergency call test: device / person inactiv	Emergency call test initiation failed. Device / person not registered or not activated.	
	Default	
	Save	

Sender settings	
Any messages sent via the SC individual messages and autor	DS Portal require a sender address. These notifications affect both matic 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
redirectsPress "Display" to view the automatic forwarding message
structure.Automatic forwarding on
localisationActivate 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	Pin for access.					
of escalation addresses	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 PN	The automatic response to PNGs for emergency calls or test emergency calls can be specified.							
Emergency call: PNG/ person active	NG/ person 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.							
	I his 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.

Account	Communication	Traffic Light System	Contacts	User administration	Alarm tones	Map Overlay	SOS-Voice audio files	
Traffic Light	System							
Message for traffic light (Red) Ø Message for traffic light (Red)								
Message for traffic light (Yellow) Ø Message for traffic light (Yellow)								
Message for	lessage for traffic light (Green) Ø Message for traffic light (Green)							
Message for	r traffic light (Purple)		0	Message for traffic light (Pu	rple)			
Message for	r traffic light (None)		0	Message for traffic light (No	ne)			
Fined text to	affic light system							
FIXed text ti	ame light system							
Message #1 for traffic light (Orange) Ø Message #1 for traffic light (Orange)								
Message #2	! for traffic light (Orange	2)	0	Message #2 for traffic light (Orange)				
Message #3	age #3 for traffic light (Orange) Ø Message #3 for traffic light (Orange)							

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.

K ² ²	_					Oraciatia D	lumentalize FN
-						Organization Do	exumentation_EN ~
							SWISSPHONE
Account Communication Contacts	User administration Alarm tones	Map Overlay	SOS-Voice audio files				
Address		D	escription		Туре		¢
info@info.ch			info		Email		×
		Save		Cancel			

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.

N					Organization	Dokumentation_EN V
User administration						SWISSPHONE
SOS webportal users	\$	SOS webportal user management				
admin (Administrator)	8	Status active	0			
		Enable login URL	0			
		User group	0	Administrator	~	
		Username		admin		
		Password		•••••		
		Password confirmation		•••••		
		Language	0	English	~	
		Save		Cancel		

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	Account X Account
Observer	View only		
User/ dispatcher	Handling and processing		
Manager	Handling and processing		
Administrator	Handling and processing		\checkmark

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	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.

Ň	572								
4								Organization Dol	kumentation_EN v
									SWISSPHONE
Account C	ommunication	Contacts	User administration	Alarm tones	Map Overlay	SOS-Voice audio files			
Aveilable state									
Available ala	mn2 (Default)			· ·	Assignment of alarm	tones			
 Emergencyr 	mp3 (Default)			Em	ergency calls		Emergency.mp3 (Default)	~	(0)))
 Siren mn3 (I 	Default)			~ ×					(j.,,)
System.mp3	3 (Default)			Tec	chnical alarms		Disconnect.mp3 (Default)	~	(0)))
				Sys	stem Alarms		System.mp3	~	(0)))
							Default		
1					Save		Cancel		

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

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.

A. 72	_			
				Organization Dokumentation_EN ~
	-			SWISSPHONE
Account Communication Contacts	User administration Alarm tones	Map Overlay SOS-Voice audio files		
Available Map Overlays files	¢	llap Overlay details		
	Sta	itus active		
	Са	ption		
	File	ename		
		Save	Cancel	

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

	Map overlay file selection		×
	Browse No file selected.	Upload	
Group	Display		
Show	All		

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.

	X			-				Organization D	okumentation_EN ~
	r			r					SWISSPHONE
Account	Communication	Contacts	User administration	Alarm tones	Map Overlay	SOS-Voice audio files			
Available	SOS Voice audio file				Details SOS Voice A	udio Files			(311)
				Ca	aption				(91)
					Save		Cancel		

Available alarm tones									
ф (Press to add new sound files.								
	SOS-Voice audio files								
	Browse No file selected. Upload File format: mp3.								
×	Press to delete alarm tones, except standard alarm tones								
	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.

			_		_				_	Organizat	ion Doka	imentation_EN
ninistration Rescue	plan Inhouse loca	lization Device monitoring 0	Config	uration Mobile	⊧ AF	pp						SWISSP
ibers Search	z 🛊 🔶	Staff and device administrat	tion	Contact data	M	edical information Autom. forwardi	ings					
acuation,		Staff administration					Rescue pl	an				
curity service,		Status active Restricted user administration	0		2		Ø №	ne	0	General	0	Individual
		Name		Muster		- AL	Selectres	ne nisn				
		First name		Мах			ourection	are prairi				
		Mobile phone	0									
		Department		Services								
		Function		head of unit						View		
		Additional information		Add. info.		Profile picture						
		Emergency device			ф.,	Device administration						
		+ 9adb900, +410000000				Status active	0					
						Lifecheck on disconnection	0			Lifecheck of	uration (C	0] Minutes
						Serial number	0	9990900				
						GSM no. of device	0	+4100000	00			
						Description		9adb900				
						Additional information						

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.

Surname

First name Mobile phone

Department

Additional information

Profile picture

Role

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.					
Members Search ¥	🔶 🔶	Customers with different organization have the possibility to move					
(optional)		devices from an organization to another. Clicking on the + symbol will					
		open a new window.					
		Member and Device Handover					
		Name					
		First name					
		Emergency device					
		Please enter Name, Firstname and at least two character of Serial Number. Alternatively you can also enter complete Serial Number.					
		Data verify Submit request Refresh					
		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.					
		A					
People managem	nent						
Status: active		"Active" persons who can trigger emergency calls are displayed in black letters.					
		Licore with "Manager" and "Administrator" roles can deactive a					
		Users with initianager and "Administrator" roles can deactivate a					

of time (illness, pregnancy, travel etc.)

Mobile number of device or user.

Enter required information.

Format: jpg, png

Enter person's surname and first name.

You can upload a photo of the person.

person if, for example, he or she will be absent for an extended period

This number will be contacted if there are queries or false alarms.

Free text box for additional information about the person.

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.							
Ø None	None	The person was not assigned a rescue plan. If a general rescue plan is defined, it is automatically						
O General		assigned to all persons. However, the description (None) means there is no rescue plan.						
O Individual	General Individual	The person has been assigned the general rescue plan The person has been assigned an individual rescue plan.						
View	Opens the res	cue 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 (+41xxxxxxxx). 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).

	8,													
	_0											Organiz	ation Dokumentation_EN	~
		1						1					SWISSPH	IONE
Administration	Rescue plan	Inhouse loca	lization	Device monitoring	Confi	guration Mobil	e APP							
Members	Search ¥	🏠 🔶	Staff	and device administ	ration	Contact data	Medi	cal information	Autom. forwardir	ngs				
 Evacuation, 				- destrutes the s						December 14	-			
 Fire alarm, 			Statu	administration	0					Rescue pla	n			
Muster, Max Security service			Name	a ucuve	0	Eiro alarm	(Y.)			Ø Non	е	O General	O Individual	
Coccarity Service,			First			File didiffi								
			FIrst	name	_					Select resci	ue plan		~	
			Mobil	e phone	0									
			Assig	in button	0			•						
			Depa	rtment										
			Funct	tion								view		
			Addit	ional information					Profile picture					
			Emen	gency device			🔶 De	vice administration						
			• 7b3	863ed4-f3ed-430d-8c21-b	9002c89:	21d7	Sta	atus active		0				
							Se	rial number		0	7b363ed	i4-f3ed-430d-8c21-b90	02c8921d7	
							GS	SM no. of device		0				
							De	scription			Fire alar	m		
							Ad	ditional information						
					Save				Cancel					

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.

	8	/						Organizat	ion Dokumentation_EN
Administration	Rescue plan li	nhouse loca	lization Device mo	nitoring Confi	guration Mobile	e APP			SWISSPHONE
Members • Evacuation,	Search ¥	*	Staff and device	administration	Contact data	Medical in	formation Autom. forwardings		
 Fire alarm, 			Level 1 contacts				Administration of contacts		
 Muster, Max 			+ Hans Meier, +41	11111111		*	Contact number	+4111111111	
 Security service, 							Contact name	Hans Meier	
							Additional information		
			Level 2 contacts			¢	Administration of contacts		
			+ Lukas Menzi, +4	1222222222		8	Contact number	+41222222222	
							Contact name	Lukas Menzi	
							Additional information		
			Level 3 contacts			¢	 Administration of contacts 		
			+ Jim Knopf, +413	33333333		8	Contact number	+41333333333	
							Contact name	Jim Knopf	
							Additional information		
				Save			Cancel		

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	Several contacts can be recorded and defined for each level.
Level 2 contacts	
Level 3 contacts	

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.

	0						
(ČX /		_	_	_	Orga	nization Dokumentation_EN ~
							SWISSPHONE
Administration	Rescue plan Innouse loca	alization Device monitoring Com	iguration Mobile	APP			
Members	Search 🔹 🗢 👳	Staff and device administration	Contact data	Medical informatio	Autom. forwardings		
 Fire alarm, 		Knowledge about individual medical in to most legal requirements. Please of	ormation's is very imp	ortant for rescue teams	and vital for help seeking perso	ons. These medical data have to be pro	tected strictly and have
 Muster, Max 		information's including the privacy polic	of SWISSPHONE.	ion onicer and pay aut	ention to a valid written declar	autori of consent. See the SOS4 onai	
 Security service, 		Blood group	Alle	rgies (Ð	Medical notes	0
r l		×			3		0
·		1					
		Save			Cancel		

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

CX.		Organization Dokumentation_EN ~
		SWISSPHONE
Administration Rescue	e plan Inhouse localization Device monitoring Con	figuration Mobile APP
Members Searc	ch ¥ 🔶 Staff and device administration	Contact data Medical information Autom. forwardings
All persons Evacuation	Becabier of forwardings	Administration of focuarding
 Fire alarm, 	info, E-Mail	Address type SMS V
Muster, Max Security sensite	Jim Knopf, SMS	Select destination address 👔 Jim Knopf, +41333333333 🗸
· Geoding Jerrice,		Destination address +41333333333
		Receiver Jim Knopf
		Emergency call Emergency call test
		Low battery
		Profile change Switching On / Off
		Device disconnected
	Save	Cancel
ersonnel	List of people reg	istered.
	"All neonle"	
	The selected info	rmation, such as address type, applies to all perso onnel".
	The selected info listed under "pers	rmation, such as address type, applies to all perso onnel".
	The selected info listed under "pers Irrespective of wh	rmation, such as address type, applies to all perso onnel". hich person in the list is involved, when e.g. an
	The selected info listed under "pers Irrespective of wh emergency call a	rmation, such as address type, applies to all perso onnel". ich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to
	The selected info listed under "pers Irrespective of wh emergency call a these recipients.	rmation, such as address type, applies to all perso onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to
	The selected info listed under "pers Irrespective of wh emergency call at these recipients.	rmation, such as address type, applies to all perso onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to
rofile selection	The selected info listed under "pers Irrespective of wh emergency call at these recipients.	rmation, such as address type, applies to all perso onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to
rofile selection	The selected info listed under "pers Irrespective of wh emergency call at these recipients.	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to
rofile selection	The selected info listed under "pers Irrespective of wh emergency call at these recipients.	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked.
rofile selection ofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. as (1, 2, 3) can be activated by Swissphone
rofile selection rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one profile Customer Support	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone
rofile selection rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one profile Customer Suppor	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone t.
rofile selection rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one profile Customer Suppor For automatic for	rmation, such as address type, applies to all personnel". nich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone rt. warding, different recipients with different address
rofile selection rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile Customer Suppor For automatic for types (SMS, PNG	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone t. warding, different recipients with different address 6, e-mail, etc.) can be created for each profile.
rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile Customer Suppor For automatic for types (SMS, PNG Select the profile	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an prives, a message is automatically forwarded to profile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone t. warding, different recipients with different address G, e-mail, etc.) can be created for each profile. for which you want to create an automatic
rofile selection rofile selection for utomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile Customer Suppor For automatic for types (SMS, PNG Select the profile	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone rt. warding, different recipients with different address 6, e-mail, etc.) can be created for each profile. for which you want to create an automatic
rofile selection rofile selection for itomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile Customer Suppor For automatic for types (SMS, PNC Select the profile forwarding.	rmation, such as address type, applies to all personnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone rt. warding, different recipients with different address 6, e-mail, etc.) can be created for each profile. for which you want to create an automatic
rofile selection rofile selection for itomatic redirects	The selected info listed under "pers Irrespective of wh emergency call at these recipients. By default, one pr Up to three profile Customer Suppor For automatic for types (SMS, PNC Select the profile forwarding. Create a recipien	rmation, such as address type, applies to all person onnel". hich person in the list is involved, when e.g. an rrives, a message is automatically forwarded to rofile (1) is unlocked. es (1, 2, 3) can be activated by Swissphone rt. warding, different recipients with different address G, e-mail, etc.) can be created for each profile. for which you want to create an automatic t (==)

Recipient forwarding						
Profile selection	First select which p	profile you want to auto-redirect.				
~	Press the icon to c	reate new recipients for automatic redirects.				
	After saving, the ne	ew recipient is displayed in a separate line.				
×	Press this icon to c	lelete recipients of automatic forwarding.				
	The system will rea	quest confirmation.				
Management of forwardin	Ig					
Address type	First select the add	fress type.				
	According to the a	ddress type, the SOS Portal transmits via different				
	media:					
	E-Mail: Transmiss	ion via E-Mail				
	PNG: Transmission primarily via GPRS, or otherwise via SMS.					
	The "PNG" address type can be used in the "SOS.connected"					
	or with the BGR-13	39 function activated				
	HttpGet: Transmis	ssion via HttpGet to a third party system				
	SMS: transmissior	i via SMS to a mobile phone number (select SMS				
	sender)					
	ICP-IP: Transmiss	sion via TCP-IP to a third party system				
	Paging (Switzerian	id only): Pager to pager transmission				
Select destination address	Choose or define t	ne destination address.				
	If the destination a	ddress has already been used, it will be available in				
Destinction address	Inis neid. Otherwis					
Destination address	mobile number, etc.					
	Destination	, Format				
	address	Torritat				
	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 nam	ne defines the forwarding name.				
Emergency call	Here you specify the	nat a message will be forwarded automatically on				
	receipt of an emergency call, and how long the message text should					
	be (minimal or con	e (minimal or comprehensive).				
	Select the messag	e version per device				
Minimal	few characters in c	lisplay e.g. pager.				
Comprehensive	enough characters	for message display e.g. e-mail, smartphone, etc.				
	Tick the box (I)to indicate your choice					
Test Emergency	A message is sent for each event.					
Low Battery	Messages are pred	defined, but you can customise these messages via				
Profile Change	Swissphone Custo	mer Support.				
Switch on/ off						
Cradle State Change						

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.

& _			Organization Dokumentation_EN
iministration Rescue plan Inhouse localizat	ion Device monitoring Configuration Mobile APP		3WI35PHU
Rescue plans	 Assignment of rescue p 	lans	
	Person Evicuation Fire alam Matter Max Security service	Ausgament Rescue plan None None None None	• • •
General rescue plan Select general rescue plan	v		
	Save	Cancel	

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

G	eneral rescue	plan	Choose a	rescue	plan	which	will ap	oply t	o every	/one

Rescue plan assignments					
Person	Under "Rescue plan", select the rescue plan applicable to the person.				
Assignment	If no rescue plan has been selected, then no rescue plan can be called				
Rescue plan	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

Administration	Rescue plan	Video broadcasting	Inhouse localization	Dev	rice monitoring	Configuration N	Iobile APP				
× Video Link a	ddress				· Assignment of v	ideo links					
https:/		(rtsp-1)	• 🖉	×	Beac	on transmitter	Assignment	Name		Video Link address	^
https://		' (rtsp-2)	D 🖉	×	ti		General	rtsp-3 (test)	https://		
https:/		(rtsp-3 (test))	• 🗹	×	0		General	rtsp-3 (test)	https://		
					ti		General	rtsp-3 (test)	https://		
					0		General	rtsp-3 (test)	https://		
					0		Individual	rtsp-1	 https:// 		
					0		Individual	rtsp-2	https://		
					0		Individual	rtsp-1	https://		
					0		Individual	rtsp-2	https://		
					0		Individual	rtsp-1	https://		
					0		Individual	rtsp-2	https://		
Conoral vido	o link				1		Individual	rtsp-1	https://		
General vide	UIIIK				1		General	rtsp-3 (test)	https://		~
Select general	video link	rtsp-3 (test)		~	<						>

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.

8.				
			Or	ganization Dokumentation_EN ~
Administration Rescue plan	Inhouse localization Device monitoring	Configuration Mobile APP		ŚWISSPHONE
Beacon transmitter Selection	09999.00001 - Büro Nord	×		
	Beacon transmitter	Map Building plan		
Beacon ID	00009.00044]
Name	1. Beacon			
Description	Linke Seite			
Filename	() Links.png	Replace		
RSSI level	0			
Latitude	47.1895			
Longitude	8.67872			
Replace by map coordinates	Replace			
GPS coordinates	()	Customised		J
		Save	Cancel	

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 (P) 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	only selfcare+	enterprise and selfcare+
beacons		
Visibility of the beacons, PNG	yes	yes
of selfcare+		
Visibility of the beacons, PNG	yes	yes
of enterprise		

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.

8						
					Organization Dokum	entation_EN ~
Inhouse localization Device monitor	oring Configuration Mobile APP				:	SWISSPHONE
Notification settings Device status monitor	ing					
Address	Description	Туре	\$	Battery level - iBeacons a	ind SOS Button	
info@info.ch	info	Email	×	Battery level less than (Warning)	30	%
				Battery level less than (Critical)	15	%
				Send notification		
				Watchdog timeout - S	OS Button	
				Elapsed time greater than (Warning)	7	Days
				Send notification		
				Watchdog timeout -	iBeacon	
				Elapsed time greater than (Warning)	7	Days
				Send notification		
				Watchdog timeout - (Controller	
				Elapsed time greater than (Warning)	1	Minutes
				Elapsed time greater than (Critical)	2	Minutes
				Send notification		
	Sa	ave		Cancel		

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:

Contacts - Monitoring device status	×	
Address type	Select	~
Select an address for monitoring	Select	\sim
Address		
Description		
Add	Cancel	

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.

	P-X				_	Organ	ization Dokumentation_EN	~
							ŚWISSPI	IONE
Inhouse localiza	tion Device mon	itoring Configuration Mot	ile APP					
Notification settings	Device status monit	oring						
			Select device type	iBeacon 🖌 💋				
Major	Minor	Battery capacity	Status active	Last updated	Elapsed time	battery capacity	Watchdog status	
9999	0001	79 %	True	25.07.19 14:53:09	26 Days	•	•	
			Save	Ca	ncel			

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 ⁽²⁾.

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.

êx (Organization Dokumentation_EN ~
Inhouse localization Device monitoring	Configuration Mobile APP				SWISSPHONE
				Restrict user admin	Reset config reference
Members	Serial number	Mobile APP configuration saved at	Restricted user administration	Master configuration read	Configuration applied by
Muster, Max	9adb900				
	Save		Cancel		

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:

Master configuration read	Configuration applied by	First select "Device configuration applied" on the device which has the reference configuration.
Meldung vom SOS-Portal Möchten Sie die eingeschränkte Benutzerverwaltung für alle Benutz aktivieren? Ok A	er bbrechen	Before saving, all users are prompted to restrict user configuration. This will make the configuration binding on all users.
Einschränkung zurücksetzen	Konfiguration zurücksetzen	Once the configuration is saved to the SOS platform, the
Eingeschränkte Master-Konfiguration Benutzerverwaltung gelesen am	Gerätekonfiguration angewendet am	date and time when it was saved will be displayed.
2 2	28.01.2019 14:47:58	
Reset config refere	nce	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.

Administration	Rescue plan	Device moni	toring	Configuration Mot	oile APP	Group forwarding co	ontacts					
Groups 🔶 Group management												
Group-Name (Grou	p-Description)	*	Name			Group-Name						
			Descr	iption		Group-Description						
				 Default 	0	Time based	O Profile based					
			Grou	p contacts					 Group contact management 			
			 Han 	s Beispiel, hans@beispi	el.com			×	Address type		SMS	~
			 Mus 	ter Max, +417412345678	9			*	Select contacts	a	Muster Max +4174123456789	~
			 Nan 	ne Receiver, +449876543	21			×		Č		
									Address		+41/4123456789	
									Receiver		Muster Max	

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".

Administration	Rescue plan	Video broa	dcasting	Configuration Mobile AF	PP Group forw	arding	contacts				
Members	Search ×	0	Staff a	nd device administration	Contact data	Medic	al information Autom. forwa	ardings			
 All persons 								-			
 Swissphone, SOS 	Mobile App		Recei	iver of forwardings			× Administration of forwarding				
 Swissphone, Trio 	E		• Grou	p-Name, Group		*	Address type		Group		~
							Select destination address	0	Group-Na	me, Group-Descript	tion 🗸
			Destination address			Group-Description					
							Receiver		Group-Na	me	
							Emergency call		~	O Simple	Extended
							Emergency call test				
							Low battery				
							Profile change				
							Switching On / Off				
							Cradle State Change				
							Device disconnected				

5.2.8.1 Default

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

Group management								
Name	Group-Name							
Description	Group-Descript	ion						
 Default 	O Time based	O Profile based						

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.

Group management		Time slot managem	ent		
Name	Group-Name	Start time	08:00	End time	17:00
Description	Group-Description				
🔿 Default 💿	Time based O Profile based				

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

Account	Communication	Contacts	User administration		Alarm tones	Map Overlay	SOS-Voice au
<mark>Demo-Engli</mark> Open popup	sh (ID: 0057) o window in new tab		0				
Time zone			0	(UTC+01:00)	Amsterdam, Berlir	n, Bern, Rome, Sto	ckholm, Vi 🗸

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.

Group management			Profile management			
Name	Group-Name		Profile ID-1	✓	Profile ID-2	 Image: A set of the set of the
	droup nume		Profile ID-3	✓	Profile ID-4	
Description	Group-Descrip	tion	Profile ID-5		Profile ID-6	
O Default	O Time based	Profile based	Profile ID-7		Profile ID-8	

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.

Admin	istration	Rescue plan	Device monitoring	Configuration Mobile APP	Gro	up forwarding contacts	Profile Groups			
× 1	Profile Groups 🔶				Profile Group Administration					
•	NameProfilgruppe1, DescriptionProfilgruppe1				Profile ID-01	ProfileName1	Profile ID-02	ProfileName2		
•	NameProfilgruppe2, DescriptionProfilgruppe2			Profile ID-03	ProfileName3	Profile ID-04	ProfileName4			
					Profile ID-05	ProfileName5	Profile ID-06	ProfileName6		
						Profile ID-07	ProfileName7	Profile ID-08	ProfileName8	
						Profile ID-09	ProfileName9	Profile ID-10	ProfileName10	,
				Profile ID-11	ProfileName11	Profile ID-12	ProfileName12			
				Profile ID-13	ProfileName13	Profile ID-14	ProfileName14			
					Profile ID-15	ProfileName15	Profile ID-16	ProfileName16		
~ 1	General Profile Group				· Profile Group Allocation					
Se	Select general profile group NameProfilgruppe2 v		Person	son Assignment Profile Group						
				device app1	Individual	NameProfilgruppe1 NameProfilgruppe1				
				device app2	Individual					
						device app3	General	NameProfilgruppe2	•	

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

