



# Standard Operating Procedures

## Standard Mobile Phone

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# 1 Initial Set Up:

## a. Consent Process

Prior to doing anything else this must be carried out. The consent process is the means by which TrackaPhone ensure no one is being located using our technology without their permission. In addition to giving consent, we will remind you by text message randomly every two weeks that you are on the system and that you can be located. In addition to this we will also remind you how to deactivate the service. Deactivating consent only prevents others from requesting your location; it does not prevent your device from sending a location.

*What you need:* - Your mobile phone must be able to send and receive messages from the short code number **86004**. Please ensure there are no restrictions on your service that would prevent this.

*What you do:* - You will receive a consent request text message (SMS) to the mobile number registered with our service. Within this message is a unique 3 letter code 'ABC' which you need to write down. The message format will be something like this... "**ACME BLOGGS LTD would like to track your mobile phone text 'GO ABC' to allow.**"

You then reply to the text message sending your unique code as instructed e.g. 'go Abc' (this is **not** case sensitive)

You can also remove consent at any time by sending stop followed by your unique code e.g. 'stop ABC' If you have done this correctly you will receive a confirmation message back.

### Common Problems:-

It is very common for users to send the wrong code either through mistyping or sometimes because they try and remember the code rather than write it down and we get go ACB for example. If you have difficulty please double check and try again before requesting support. Cannot send text messages to 86004 – if your phone is restricted from sending text messages to this number then please try sending the code to +447917581383. If this does not work, then you will need to contact your mobile network provider to get any restrictions removed.

## b. Speed dials

In order to activate the voice alert system you will need to program the phone with speed dial numbers allowing you to activate the different functions through a single press of a button. First you need to save the following numbers in your contacts. If you have elected for an International service then you will be provided with unique numbers and should use those in place of the ones below.

Then you can apply them to the speed dials as instructed below.

Name	Number	Speed Dial
Amber	0871 716 8963	2 (A)
Delay	0871 621 9512	3 (D)
Green	0871 621 9509	4 (G)
Red	0871 716 9574	5
TrackaPhone Consent	86004	-
Emergency Response Centre	TBCXXXXXXX	-

### Common Problems:-

If your mobile is restricted from calling 0871 numbers then please contact your mobile network provider and have these restrictions removed. If this is not possible then we can supply virtual geographic numbers instead as part of our International service, however these are only available to customers on the Enterprise Service and will incur an additional monthly charge.

If you already have numbers stored against these speed dials then we would recommend you override them with our recommendations as it will make remote support easier if required in the future, if this is not acceptable any speed dials can be used if you prefer.

Please double check that you have stored the numbers correctly.

### c. Recommended Settings

- Optional Power Saving Settings
  - Unless you need to have 3G enabled we would recommend that you keep the phone on 2G. This is because the 2G network generally uses less power and also delivers a more reliable network location quality.
  - Unless required we recommend that you turn off Bluetooth. This can be activated as and when required but if not in use it is an additional and unnecessary drain on battery.
  - Display settings can also be altered to get maximum battery life.

## 2 Device Management

### a. Health Checks

- Daily Health Checks

Each day before you embark you should check that your phone is working and ready for the task. You need to know the following are working correctly.

- Mobile Network
- Battery Charged
- If for any reason you feel your phone is not in good condition you should report this to your manager immediately prior to embarking on any tasks.
- Remember phones in poor mobile coverage use more power.
- If your battery performance appears to be getting worse you may need a new battery.

## 3 Alert Activation

### a. Amber Alert Process

This allows you to pre-arm the Employee protection system prior to undertaking a task that may either have recognised risk or requires a risk assessment. The Amber alert initially gives you a risk assessment period to establish the safety of your environment and assess the time that you will be in this environment. On activation the system will start to countdown from a default Amber time, if this timer runs out the system will automatically escalate to a Red Alert.

Your Default Amber Timer is  minutes (please complete)

Once you have established the risk you can elect to extend the Amber timer to allow for amount of time you will be engaged in the task using the Delay function. The delay function will automatically add the default Delay time to whatever time is remaining from the Amber countdown.

Your Default Delay Timer is  minutes (please complete)

Once you have completed the task and you are in perceived safe or very low risk environment you can choose to end the Amber Alert Process by selecting the Green Function. This will return your status back to normal and cancel any countdown tiers.

- There are two ways to activate the Amber Alert from a standard mobile Phone
  - By SMS – text ‘A’ to 86004 - once the message arrives at the destination the default countdown timer will be activated.
  - By Voice – call the amber alert number (speed Dial 2) – once the call connects you will be prompted to record a voice message to describe your location and any other information you feel appropriate. Once **you** end the call the default countdown timer will be activated. This method allows you to provide more information to the emergency responders and is the preferred mechanism for activating Amber.
- There are two ways to activate the Delay function from a Nokia c5
  - By SMS – text ‘D’ to 86004 – or multiples of ‘D’ to get longer delays e.g. if D=15 minutes then text ‘DDDD’ to get 1 hour
  - By Voice – call the delay number (speed dial 3) you will hear a prompt confirming you have connected then the call will automatically end.
- There are two ways to activate Green and cancel all alerts from the Nokia C5
  - By SMS – text ‘G’ to 86004 – once the message arrives all alerts will be cancelled.
  - By Voice – call the green number (speed dial 4) you will hear a prompt confirming you have connected then the call will automatically end.

*Example:*

*Prior to entering a Customer premises I activated my Amber Alert using my speed dial and give the address and resident name that I am meeting with, this starts a 20 minute timer. I notice that I am alone with the resident and that they are friendly and there is not an imminent threat. I know I will need to be here for an hour in total so after 10 minutes I activate my Delay timer which adds on 30 minutes. Around 20 minutes later the resident goes to put the kettle on. I take this opportunity to delay the timer further and add on another 30 minutes. Once I have finished I return to the car. I now cancel my alert.*

*I have around a 3 hour journey home on quiet roads and the weather is poor so I opt to start a new Amber Alert before I depart. This time I wish to set the timer for over 3 hours.*

*I activate Amber by voice and change my recorded message to describe my journey then I activate Delay using SMS to take me over the total time by sending 'DDDDDD' giving me another 3 hours. When I return home I cancel.*

#### **b. Secret Hash**

When you call Amber or Delay you are able to activate a secret # function which allows you to amend the amber or delay timers to suit your particular circumstances. During the voice prompts when the call connects simply press # (ensure that there are no pop up screen live on your phone that prevent the # from registering if there are simply press again.)

Once you have done this you will be prompted to enter a number of minutes, simply type the number of minutes you would like the timer to be. The prompt will confirm with 'thank you' then return you to the normal menu.

Example:

*Prior to entering a Customer premises I activated my Amber Alert using my speed dial and give the address and resident name that I am meeting with, this starts a 30 minute timer, however I am unsure about the premises and decide this timer should be shorter so I use secret # to reduce the initial time to 15 minutes, and also express my concerns in the voice message. I notice that I am alone with the resident and that they are friendly and there is not an imminent threat. I know I will need to be here for an hour in total so after 10 minutes I activate my Delay timer using my speed dial which adds on 30 minute by default, I use secret # to change this time to 60 minutes so I am not disturbed through the meeting. Once I have finished I return to the car. I now cancel my alert.*

*I have around a 3 hour journey home on quiet roads and the weather is poor so I opt to start a new Amber Alert before I depart. This time I wish to set the timer for over 3 hours. I activate Amber but use secret # to change the time to 200 giving me 3 hours and 20 minutes to get home. I then change my voice message when prompted to describe my journey. When I return home I cancel.*

#### **c. Red Alert**

The red alert can be activated at any time regardless of the status of other alerts it will escalate immediately to red. When this occurs, the prepared escalation procedure will then be followed. Users should always be aware of the escalation procedure in place, particularly if it is not 24/7.

- There are three ways to raise a red alert using a Nokia C5
  - By SMS – text 'R' to 86004
  - By Voice – call the Red Alert Number (speed dial 5). On this option the voice call should be left connected as this is recording events and the emergency response team will be dialling in to listen and make an assessment.
  - By allowing the Amber countdown timer to expire.

Example:

After activating an Amber timer I enter a residence where I have some bad news to break to the resident. The resident becomes irritable and I am concerned that the situation may escalate. I discreetly press the speed dial 5 on my handset while I try and make my excuses and leave the premises. Once I

have left I go to my handset and speak to the Emergency responders on the other side. I explain that I am okay and give them my password then carry on with my day.

I have a survey to do on some fields that I know are in very poor mobile phone coverage. I activate Amber and leave a message saying where I am going, I also use secret # to give me plenty of time to do the job, I expect to be 3 hours so I set the timer for 4 hours to be sure. 20 minutes in I slip and break my ankle. I try to press Red Alert speed dial but I cannot get a signal strong enough. I therefore try using SMS, as I know there is more chance of this working in poor signal coverage.

## 4 Summary

### 1 Switch it on!

- Always Keep your phone charged & Switched on and consented to be located.

### 2 Check it is working.

- Report any phone or battery faults immediately

### 3 Use it.

- Use Amber (2), Delay (3), Green (4) to pre-arm the system for every task where there is either a known risk or a risk assessment required.
- Use secret Hash to manage timings as required.
- Use Red Alert (5) if you need assistance or feel a situation could escalate.

“As easy as 2,3,4”

