



# TaP Windows 10 Alert Client (V1.2.829.0) Operating Guide V1.0

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## **Validity**

The details in this document are accurate on the date of the last revision, however the rapid changes in our technology mean that services are regularly updated.

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Commercial  
Service  
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## 1. Document Control

### 1.1. Revision History

Revision	Date	By	Reason
1.0	08/07/20	David Leadbitter	Initial Draft

The Latest version of this Document can be found [here](#)

### 1.2. References

Reference #	Reference
TaP 1	<a href="#">People and Asset Locator Operating Guide</a>

### 1.3. Terms Abbreviations and Acronyms

Term	Description
People (and Asset) Locator	Name of the Java Interface used for Account Administration
ilocatr	Name of the web-based portal for reduced function location and management of mobile people and assets
Alert Client	Name of the Employee Protection App that is used for locating personnel and allowing Alert activations.
TaP	Short for TrackaPhone
CMS	Customer Management System – TaP Internal Use Only
ACM	Alert Client Manager – TaP Internal Use Only
AES	Alert Escalation Script



## 2. Introduction

TrackaPhone are providers of software, hardware and services for the protection and management of mobile people and assets. Our services are varied, and our technology can be used for many applications and can be configured in many different ways depending on a customer requirement. This document is intended to be a comprehensive guide to the Windows 10 Alert Client V1.2.829.0 and as such some items may not be relevant and some features may not be visible to you. If you feel there is something in this document that you should have access to, please consult with your point of contact for this service or email [support@trackaphone.com](mailto:support@trackaphone.com).

To reduce the size and complexity of this document there may be references to other supporting documentation. Where there is more specific information available in other documents these will be referenced in Section 1.2

## 3. Initial Set Up

### 3.1. Preparation

#### 3.1.1. Sim Card

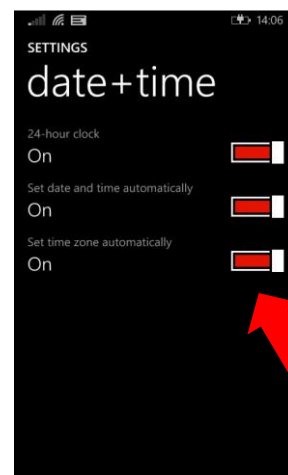
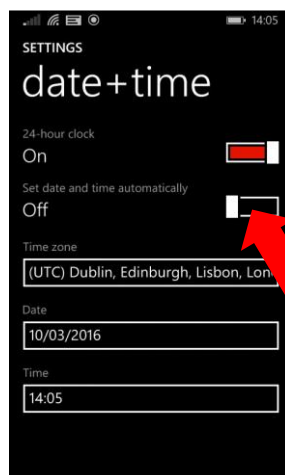
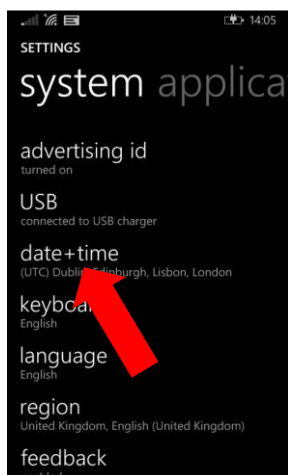
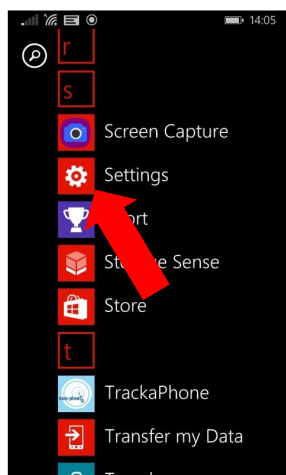
The phone should be able to call 0871 prefixed numbers and should be able to send and receive text messages (SMS) to 86004. Please ensure there are no restrictions placed by your network operator that would prevent this. In addition the sim card and phone should be configured to use data over the mobile network.

#### 3.1.2. Phone Settings

#### 3.1.3. Time Settings

Time should be **first set manually** taking care to get the correct time zone then you can set the phone to automatically update this can be done by following

**Settings > Date and Time >** then select the appropriate boxes as below:

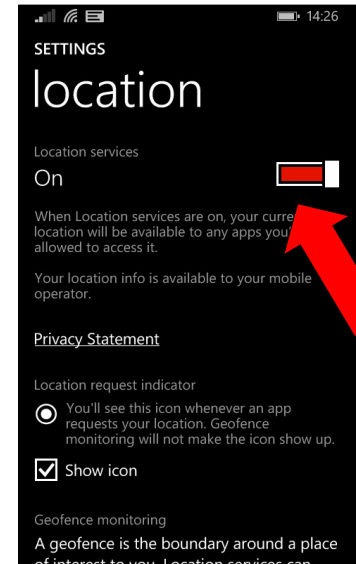
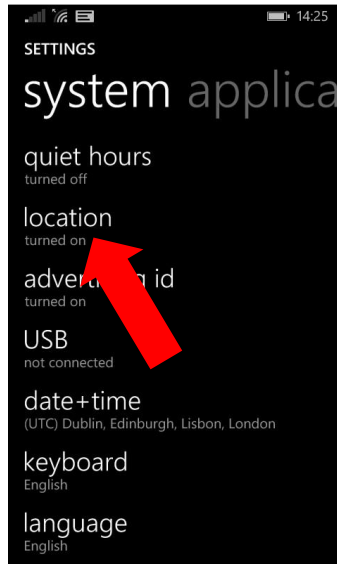
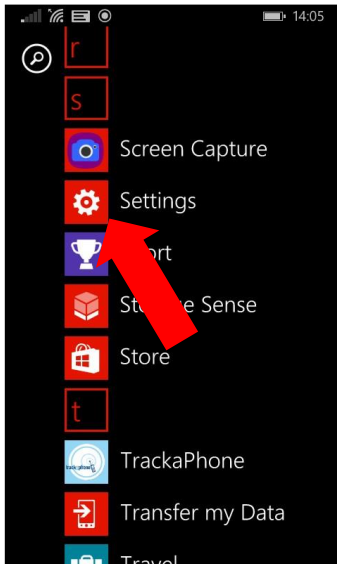


### 3.1.4. Location Settings

Location settings must be turned on.

The Location Settings can be accessed as follows:

**Settings > Location Services** > then select the appropriate boxes as below



### 3.2. 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.

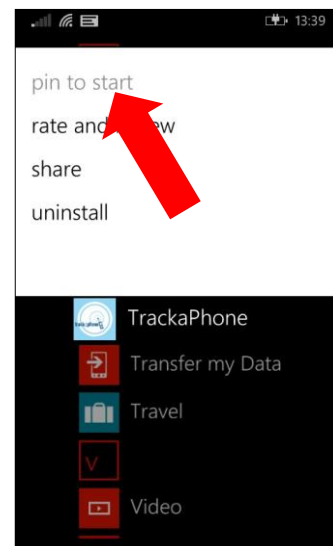
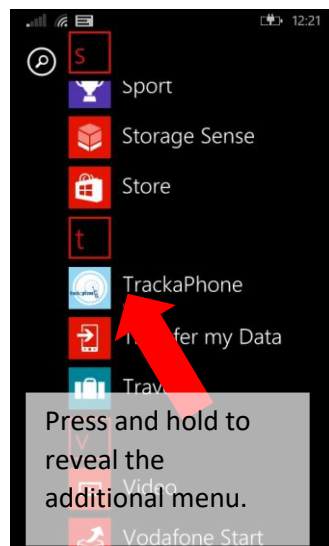
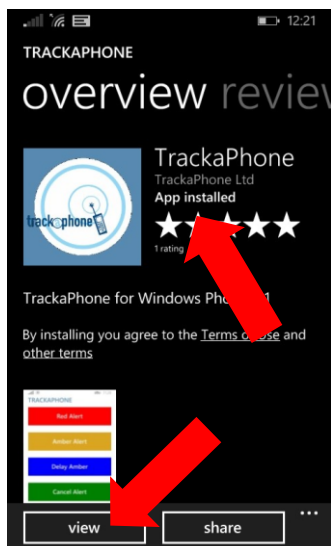
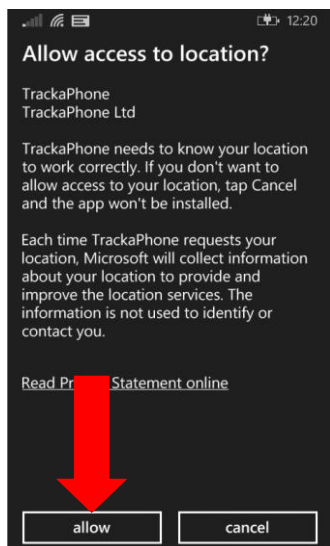
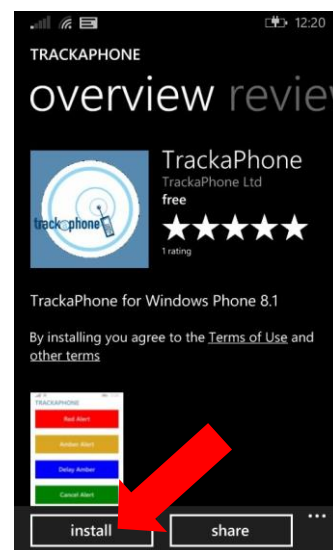
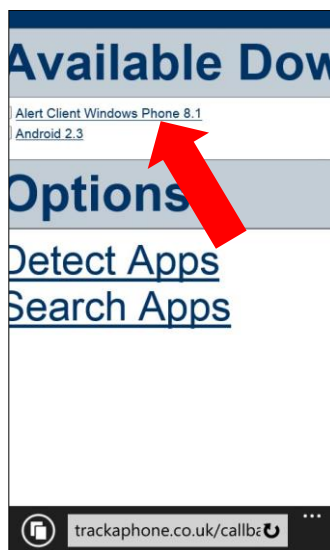
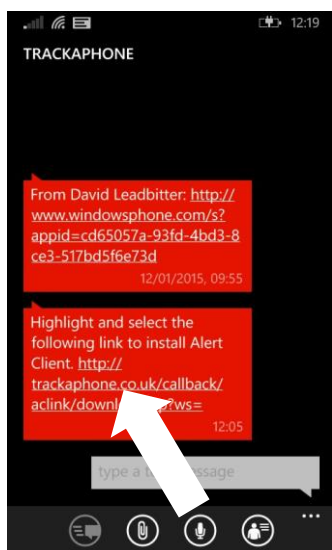
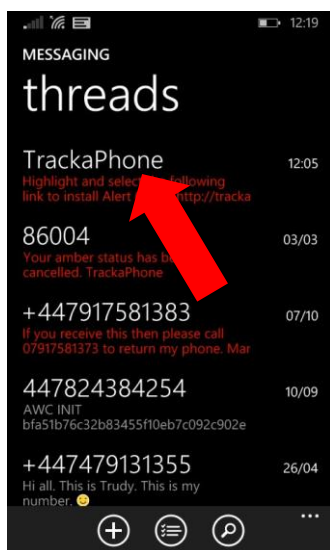


Cannot send text messages to 86004 – if your phone is restricted from sending text messages to this number then please try sending the code to +447917581383. If this does not work, then you will need to contact your mobile network provider to get any restrictions removed.

### 3.3. Download Software

#### 3.3.1. Installation

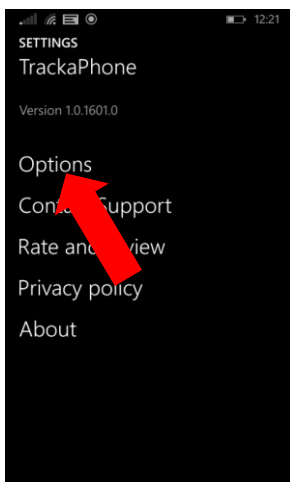
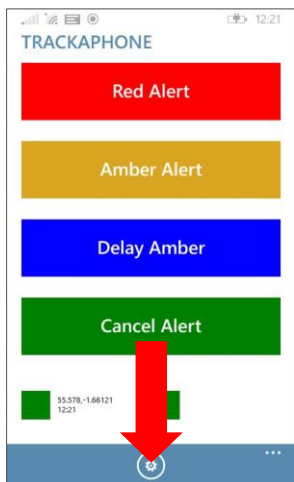
The software can be found by following the link that will normally be sent to you by text message and will look something like this '<https://trackaphone.co.uk/customer/acbin.....>'  
Follow the screen image instructions below.



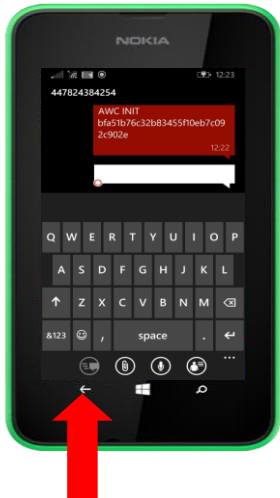
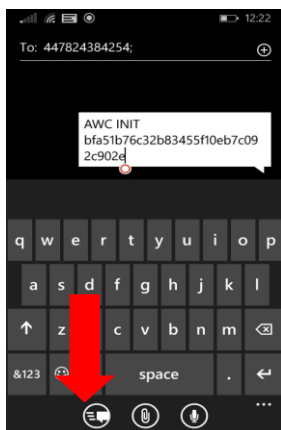
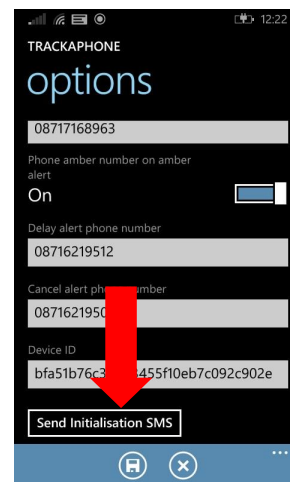


### 3.3.2. Activation

Open the application from the Application list then follow the pictorial instructions below to initialise the software.



Scroll to the bottom of the screen then select Send Initialisation SMS

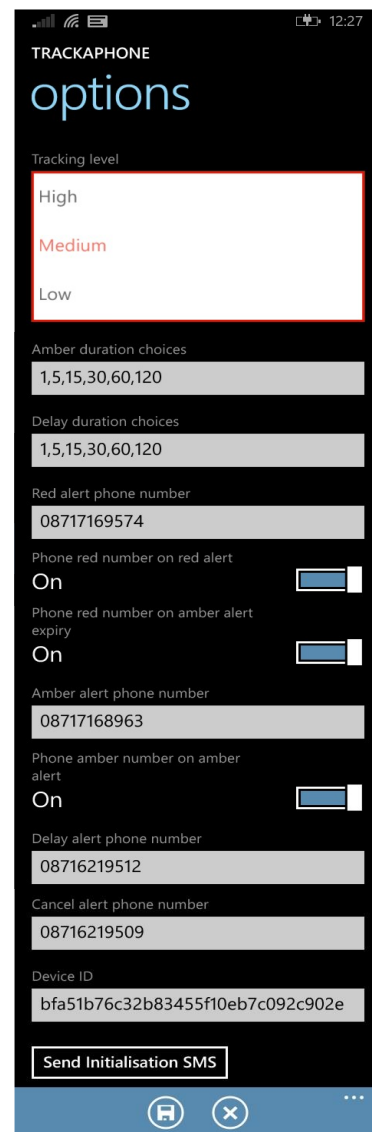


Once this message is sent click the back screen arrow until you return to the Options Page.

Here you can alter the default settings such as Tracking Level.

**IMPORTANT:** Do not change the Telephone number fields unless you have been instructed to do so by TrackaPhone.

Once you are happy with settings in the options menu. Select the screen back button again to return to the alert window.





## 4. Options and Configurations

### 4.1. Local App Level Settings

Firstly you can select the reporting frequency to High, Medium and Low. The higher the setting the higher the frequency of locations and conversely the shorter the battery life. The actual frequency can vary and is dependent on many factors but it is managed by an algorithm that measures change in: location, speed, direction, accuracy, location source and reason for location update. These are defined understood.

Amber and Delay Duration Choices, these can be between 1 - 120.

The Alert client can be set to dial a number when the red alert is activated. The number is automatically configured into the client to call the TrackaPhone Voice Alert System unless otherwise specified.

### 4.2. Platform Administration Settings

For more details on platform administration capabilities see the People an asset Locator Operator Guide ([TaP1](#))

#### 4.2.1. Automated Alert Settings

- Default Amber time (15)
- Default Delay time (5)
- SMS reminder time (5)
- SMS Reminder on/off (on)
- Platform Request Location on Alert type (GSM/GPS/GSM & GPS/None)
- Escalation Procedures
  - Define who if anyone will be automatically emailed and/or sent SMS message in the event of an alert dependant on the type of alert (e.g. Red Alert, Geofence, Battery alert) and also when the alert is activated e.g. day and time.

The screenshot shows the 'options' screen of the TRACKAPHONE application. The settings are as follows:

- Tracking level:** A list with 'High', 'Medium' (highlighted in red), and 'Low'.
- Amber duration choices:** A text field containing '1,5,15,30,60,120'.
- Delay duration choices:** A text field containing '1,5,15,30,60,120'.
- Red alert phone number:** A text field containing '08717169574'.
- Phone red number on red alert:** A toggle switch set to 'On'.
- Phone red number on amber alert expiry:** A toggle switch set to 'On'.
- Amber alert phone number:** A text field containing '08717168963'.
- Phone amber number on amber alert:** A toggle switch set to 'On'.
- Delay alert phone number:** A text field containing '08716219512'.
- Cancel alert phone number:** A text field containing '08716219509'.
- Device ID:** A text field containing 'bfa51b76c32b83455f10eb7c092c902e'.
- Buttons:** 'Send Initialisation SMS' and a three-dot menu icon at the bottom.





## 5. Alert Functions

### 5.1. Panic Button (Red Alert)

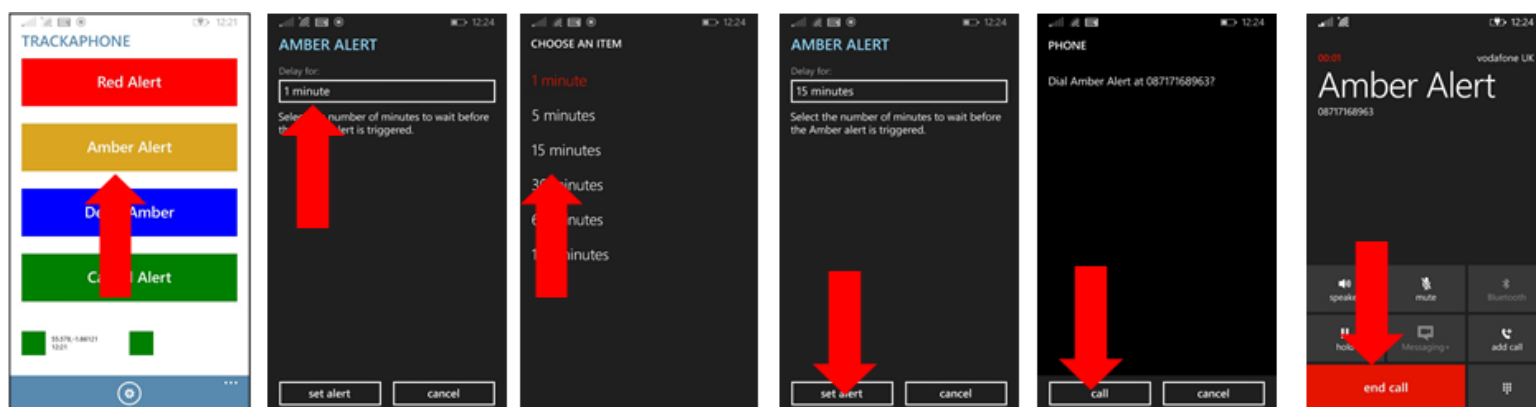
A Red Alert can be activated directly and in addition this will if configured to do so make a phone call to the Red Alert Voice Number and set up a recorded conference facility to allow responders to dial in and listen/speak to you as required.

### 5.2. Amber Alert (Time Based Man Down)

To Activate Amber, **touch and hold the amber button** until you are given a choice of times to select. Select the appropriate time for your task. If no times are available or the times are inappropriate, please refer to section 3 to see how to edit these settings

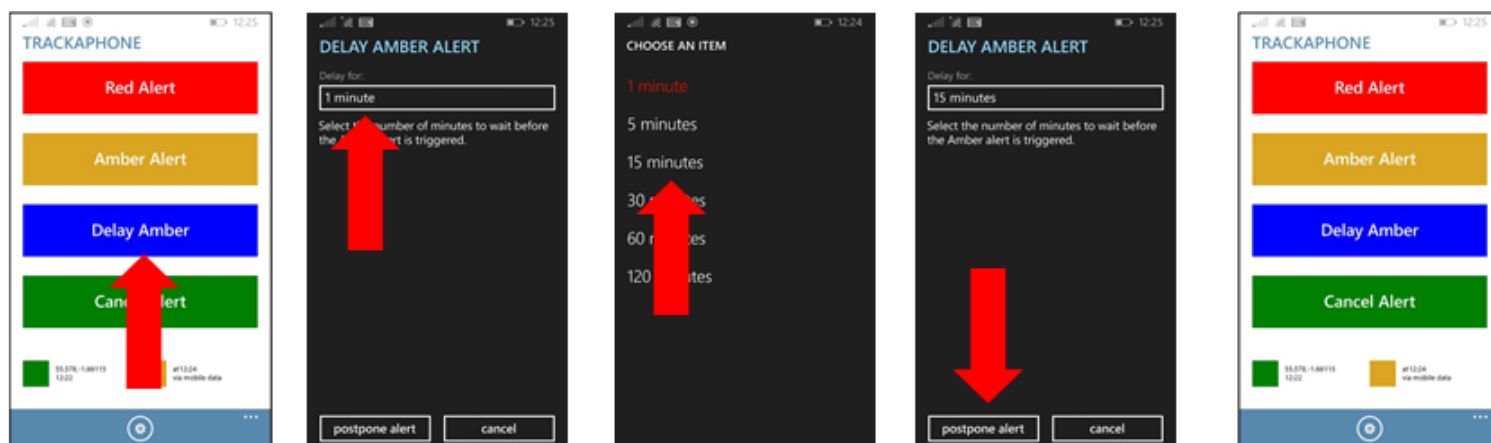
Once the time is selected the client will send the information through to TrackaPhone and open up a telephone call. You will be prompted to leave a message which should include your planned location and or activity.

When finished end the call and you will be returned to the alert screen which will now be showing a countdown timer and your alert status will be in Amber.



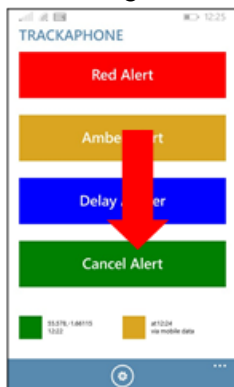
When your countdown timer reaches the predetermined threshold, the client will notify you with a toast message over your screen. Your time left is displayed on the home screen as shown here >

If you need to add more time use the Delay button on the client in the same way. Press and hold the delay button to reveal the selection of times.





Alternatively you may wish to cancel the Amber Alert at this time which you can do also at any time using the Green cancel Button.



If the timer is allowed to run out then it will automatically trigger a red alert.

### 5.3. Alert from a locked screen

From the locked screen drag down from the top of the screen

The Red and Amber Alert buttons can now be accessed under **Quick actions** as below.

