



track@phone

LOCATION SOLUTIONS

TaP IOS Alert Client (V1.6.1.206)

for IOS 9.3 & above

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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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	People and Asset Locator Operating Guide

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 IOS Alert Client V1.6.1.206 for IOS 9.3 & above. 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.

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

- 3.1.2.1. Ensure that your phone is set to the correct **date and time** and you have selected the option to update date and time automatically.
- 3.1.2.2. Ensure your **location** settings are turned on.
- 3.1.2.3. Ensure you have **Background Refresh** enabled. (Settings>General>Background refresh)
- 3.1.2.4. Ensure your phone is **not** in **Low Power Mode**. (settings>Battery> Low Power Mode).
- 3.1.2.5. For best results, and to ensure you get automatic updates please ensure you have the necessary permissions to access and download apps from the relevant App Store for your Mobile phone:

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 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.

3.3. Download Software

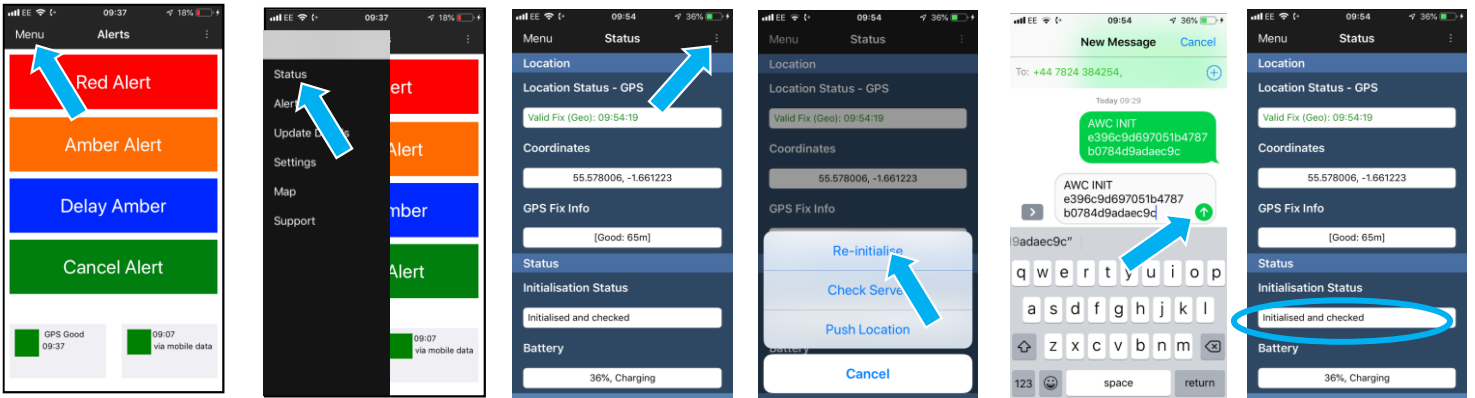
3.3.1. Installation



Search for 'TrackaPhone', in your store and download and install the '**Alert Client**' software. Ensure you allow all permission requests and where applicable select do not ask again. The App will have this icon.

3.3.2. Activation:

Once Installed you need to carry out an **Initialisation** by opening the installed alert Client and following the below instructions.



3.3.3. Update Personal Details



To update your personal details on our system, select the Update Details Page as below. You will then be presented with a login page. To access this, you will need the following information

- Mobile Number** (The mobile number of the phone running the Alert Client)
- Account Number** (provided by your account administrator or TrackaPhone Support)
- Code** (the 3-letter code form your original consent message in step 1a (1))

Information entered her is securely stored against your user profile and you must keep this information up to date. This may include important information for your responders if you are in an alert situation.

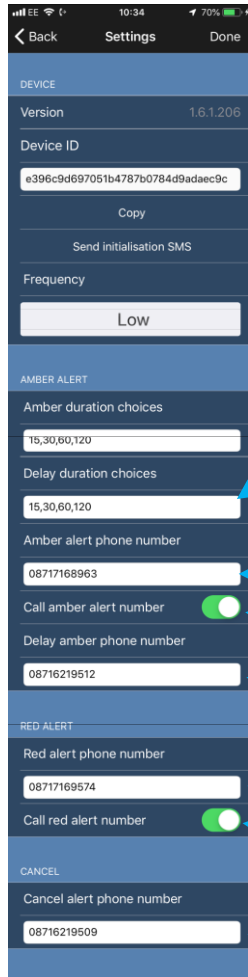
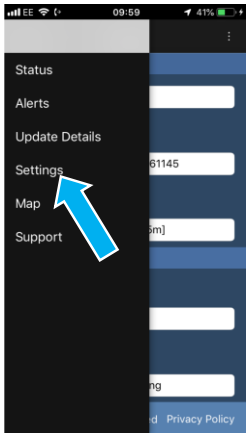
A separate user guide is available for this if required.



4. Options and Configurations

4.1. Local App Level Settings

Default settings are already in place, but these can be amended to your requirements. If you are not sure what the impact of changing the settings will be on your service, please seek advice first. support@trackaphone.com



This is the version of Alert Client you are running. If downloaded from the App store you will be offered updates to the software as they are released.

This is the frequency that the device reports a location when the alert client is running a higher frequency will have the effect of reducing battery life.

Amber and Delay Duration Choices – these can be altered to only offer you times that you wish to use, simply write in the times separated by a comma as shown here

Amber Alert Phone Number – This should not be changed unless you are instructed to do so and provided with a different number

Call Amber Alert Number – This option can either be on or off

Delay Amber Phone number - This should not be changed unless you are instructed to do so and provided with a different number

Red Alert Phone Number- This should not be changed unless you are instructed to do so and provided with a different number

Call Red alert Number - This option can either be on or off

Cancel Alert Phone Number - This should not be changed unless you are instructed to do so and provided with a different number

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

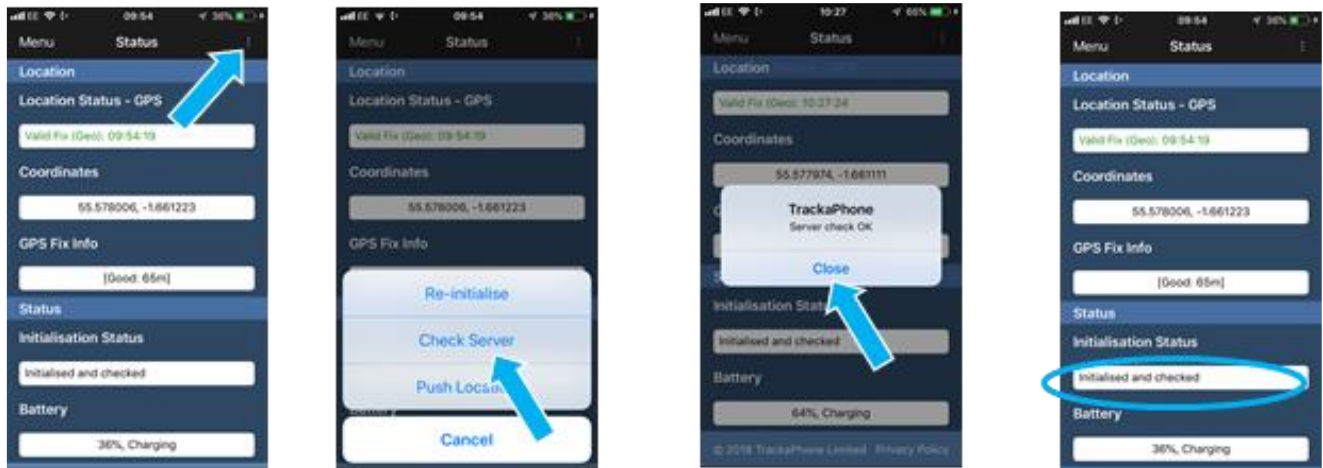
- Default Amber time (15)
- Default Delay time (5)
- SMS reminder time (5)
- SMS Reminder on/off (on)
- Platform Request Location on Alert type (GSM/GPS/GSM & GPS/None)
- Escalation Procedures
 - Define who if anyone will be automatically emailed and/or sent SMS message in the event of an alert dependant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



5. Operation

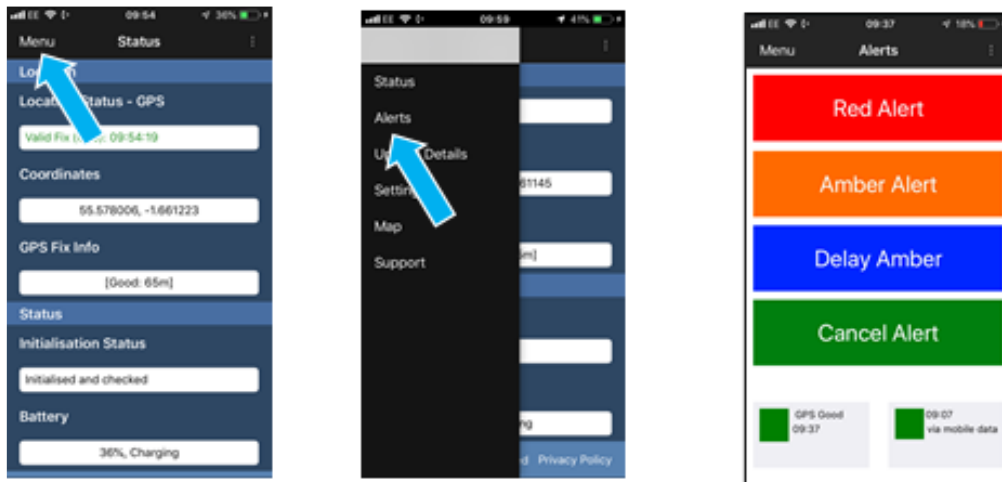
5.1. Daily Health Check

Each day before you embark you should check that your phone is working and ready for the task. This is especially important if the phone has been turned off for any reason, and we would recommend that you do not turn the phone off unless you are rebooting it. To ensure that the system is working you can carry out a server check. We recommend doing this every day you intend to use the system.



5.2. Alert Functions

If the alert screen is not visible, then you can access it as follows:



5.2.1. Panic Button (Red Alert)

5.2.1.1. From the Alert screen

Touch and hold the Red Alert button until the colour changes and then changes back again. As well as activating the red alert this will (if configured to do so) give you the option to connect 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.

NB. The iPhone does not allow calls to be connected automatically by an app and this needs to be understood in any alert procedures.



5.2.1.2. From a Bluetooth Panic Button

The iPhone alert client can also be connected to a Bluetooth panic button called the TaP Watch if you require a more discreet and accessible panic button



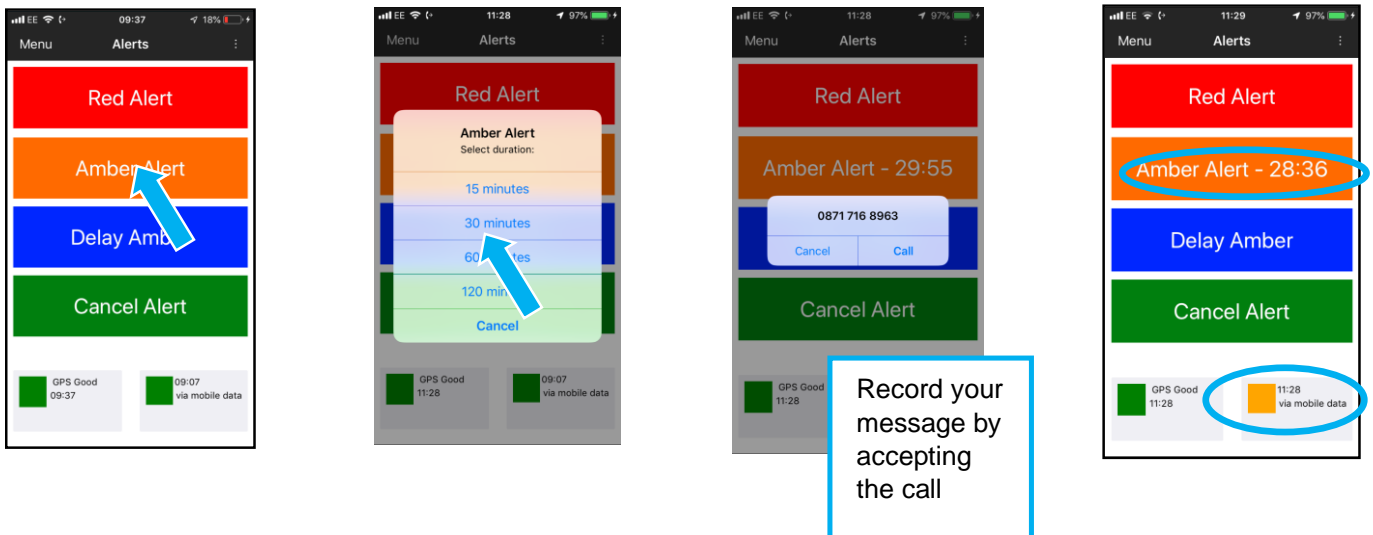
5.2.2. Amber Alert (Time Based Man Down)

To Activate Amber, **touch and hold the amber button** until the button changes shade and then changes back again. This will then reveal a list of times and you should select the appropriate time for your task.

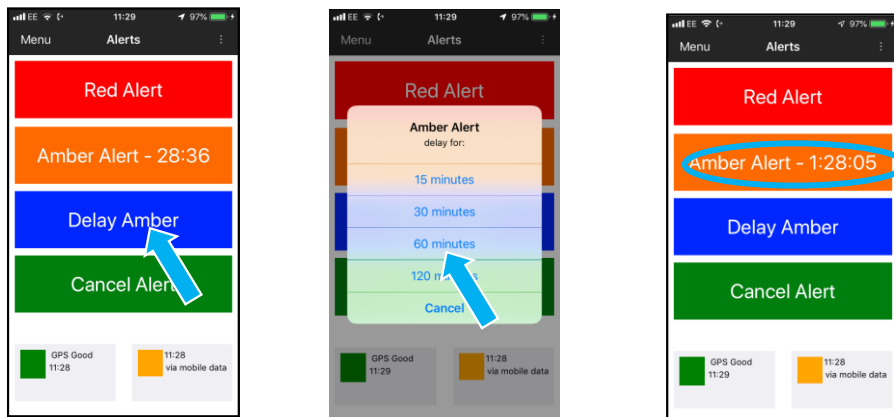
(If no times are available or the times are inappropriate, please refer to [section 4.1](#) to see how to edit these settings)

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 an iPhone 'toast message' and an SMS message. 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.



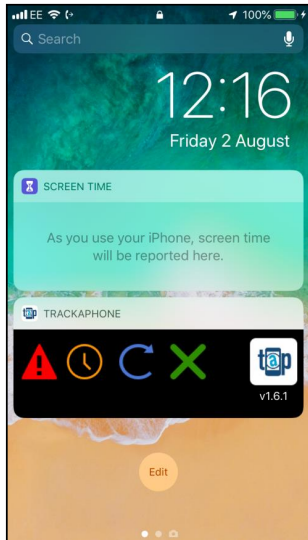


Alternatively, you may wish to cancel the Amber Alert at this time which you can do also at any time using the Green cancel Button.

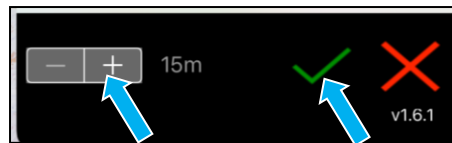
If the timer is allowed to run out, then it will automatically trigger a red alert.

5.2.3. Alerts from a locked screen

From the locked screen drag down from the left of the screen to reveal the Alert Features as below. To activate these, you must double tap the icon of your choice.



Double Tap to select



On Amber and Delay use the + and – Keys to select the time. Then click the green tick to confirm

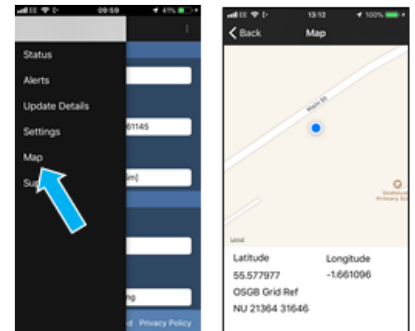


The time remaining shows here

NB When using this method there is no call option provided. You can interchange between this and the full alert screen as preferred.

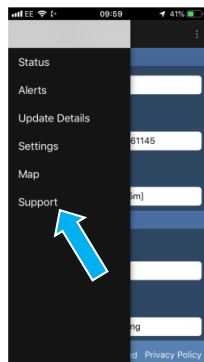
5.3. OSGB and Lat Long Map

For many rural workers the ability to identify their Ordnance Survey grid reference is very useful. For your convenience we have included a map to provide this information



5.4. Support Pages

You can access various support resources by selecting the support page including a video tutorial, pdf user guides or contact our support team directly. These can also be accessed by clicking the links below.



[Video Tutorial](#)

[Email Support](#)

[Email Support](#)