

iPhone webeyeSOS App Management

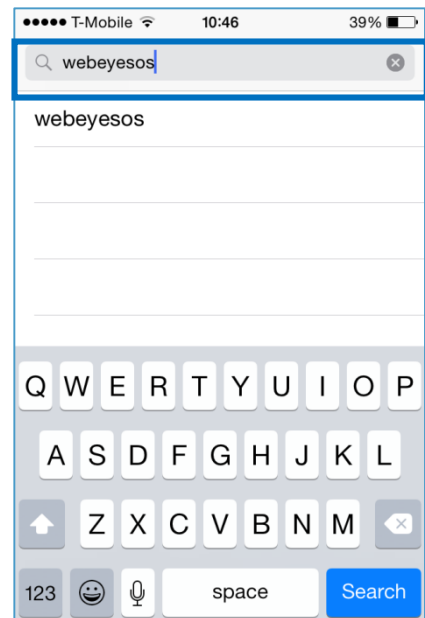
Please Note: This application requires an iOS version of 8.0 or later.

Installing the webeyesos application

To install the webeyesos application for iPhone, open the 'App Store' application on your device.

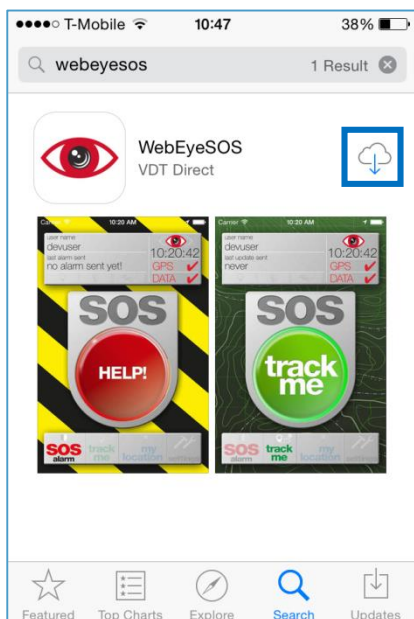


Type in into the applications search box 'webeyesos' and press 'Search'.

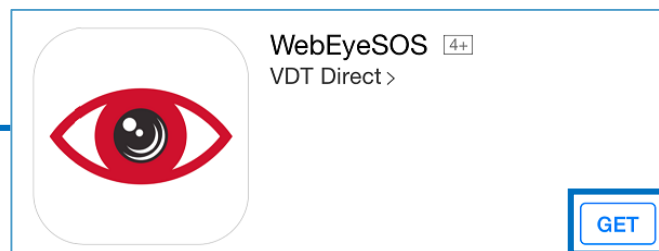


You should be presented with the 1 search result 'WebEyeSOS'.

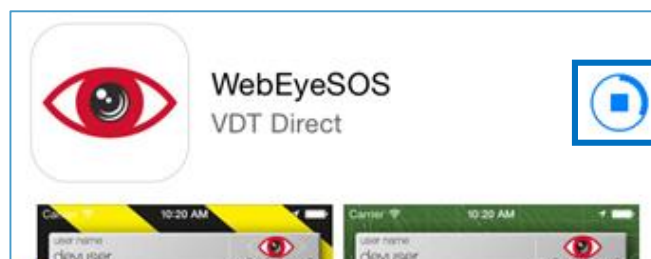
You will either be presented with a **cloud** icon or a 'GET' icon. Pressing either of these will begin the download of the application.



OR



Downloading progress will be indicated as shown below.

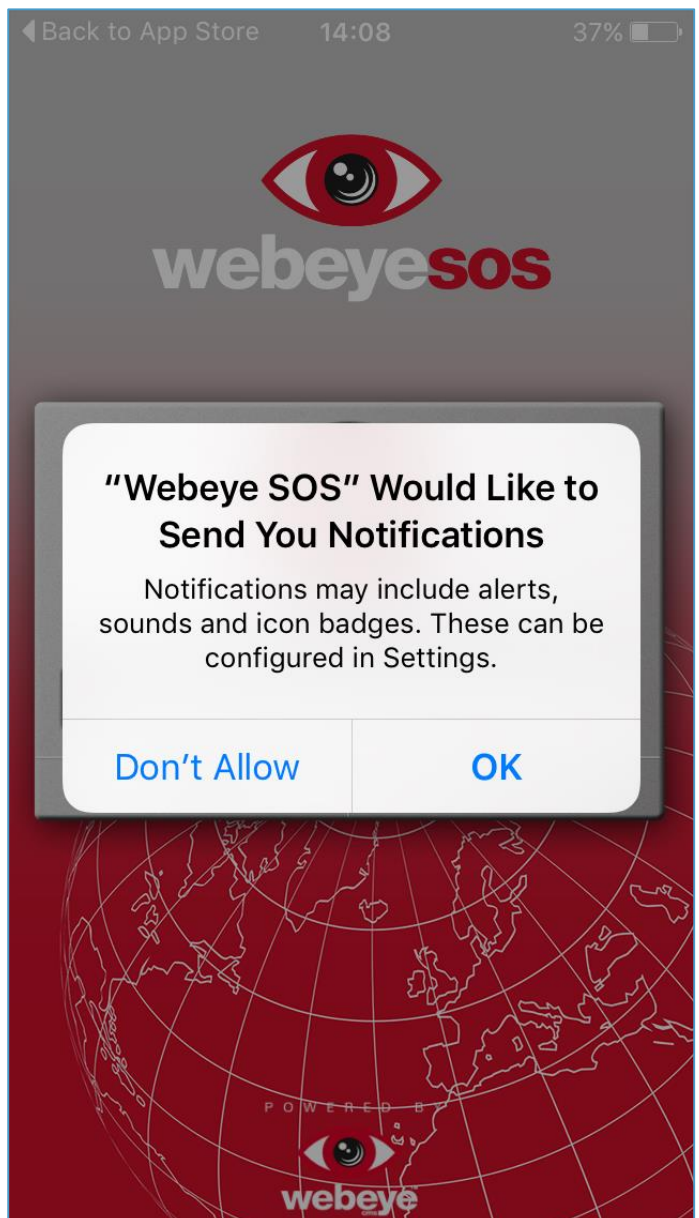


Once the download is complete you will notice that the webeyesos application is visible on your devices tile screen.

Pressing once on the '**Webeye SOS**' icon will open the application.



You will then be presented with a onetime notification message, requesting access to your phone, allowing the app to send you notifications. Pressing "**OK**" will clear the message. If you click "**Don't Allow**", the notifications of the phone can be changed within the app setting found in the phone settings.



Registration

The user is now presented with the Registration screen. The user is required to enter the serial number of the device created on webeye.

This code links the device with the webeye platform.

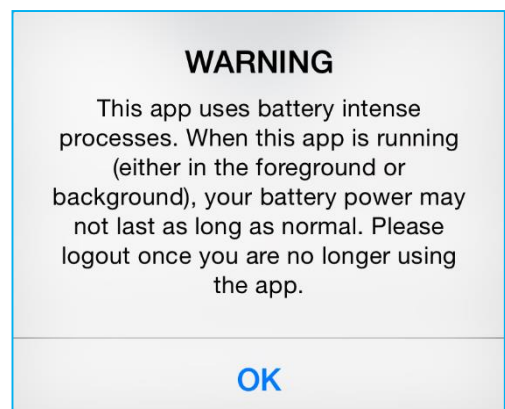
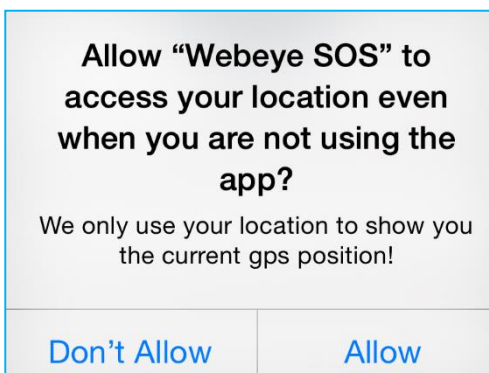
NOTE: This app will be activated once the device is registered. This registration process only occurs once. The site/device **MUST** already exist on the Webeye Platform before carrying out registration See setting up a WebeyeSOS site document.



Accessing the application

After the registration has taken place the user is presented with several system notification boxes which require them to '**Don't Allow**' or '**Allow**' certain services within the app. These services are essential to the correct running of the application.

NOTE: If the user incorrectly clicks on any of the alerts, changes can later be made using the phone '**settings**'.



User login

The user should have been allocated a personal login username and password for this app. The user is required to enter their details and then press 'OK' to establish a connection to the webeeye platform and 'login' to the system.

The user can 'logout' at a later stage from the Settings screen.

This login/logout procedure allows for multiple users to co-use this app.

NOTE: Both the username and password are case sensitive.



Shake Calibration

The user will be asked to calibrate the shake sensitivity for their device. If enabled, the app has the ability to trigger an SOS alarm by shaking the device.

The user may shake the device until audio stating 'shake' or a vibration effect has occurred.

Changing the sensitivity and duration will result in an easier or harder to achieve shake.

Pressing 'OK' confirms the setting.

Sliders moved all the way to the left create an easy shake whilst sliders all the way to the right require a more vigorous shake.

NOTE: Ideal shake settings may be personal to each user so these are restored at login. This calibration can be triggered again by going to the app settings and disabling and re-enabling the shake option.

SOS

The **'SOS'** alarm tab allows the user to trigger an alarm by two finger pressing the large red SOS button labelled **'HELP'**.



Once activated, the button artwork transitions into a pressed state and an **'Alarm Activated'** banner appears. This artwork remains until either the alarm has been confirmed within webeye or until no connection with webeye could be established.

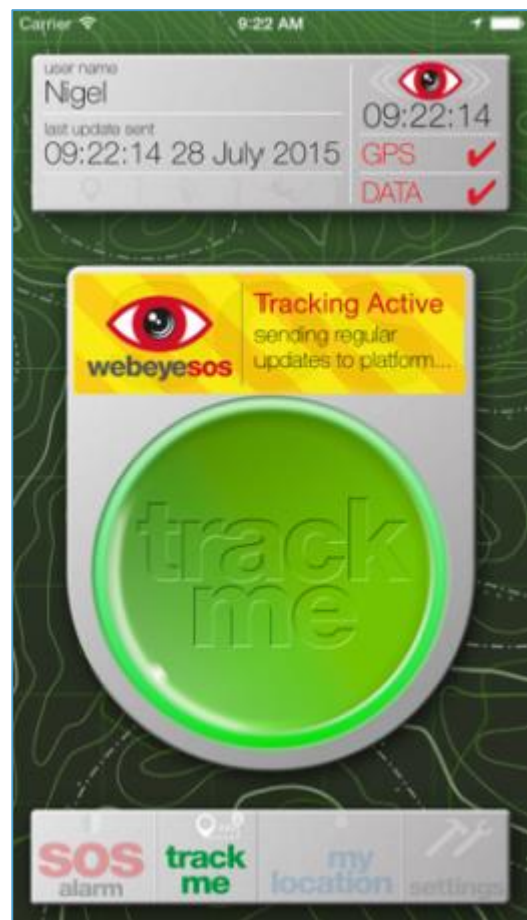
SOS Covert Trigger

An SOS alarm can also be generated covertly; this is done by repeatedly pressing the power button of the device. Depending on the audio/vibration configuration of the device; notifications of alarm generation, alarm receipt and if the alarm is being viewed will be generated.

The SOS Covert trigger is not enabled as default, you will be required to enter the app settings and enable the feature to use it.

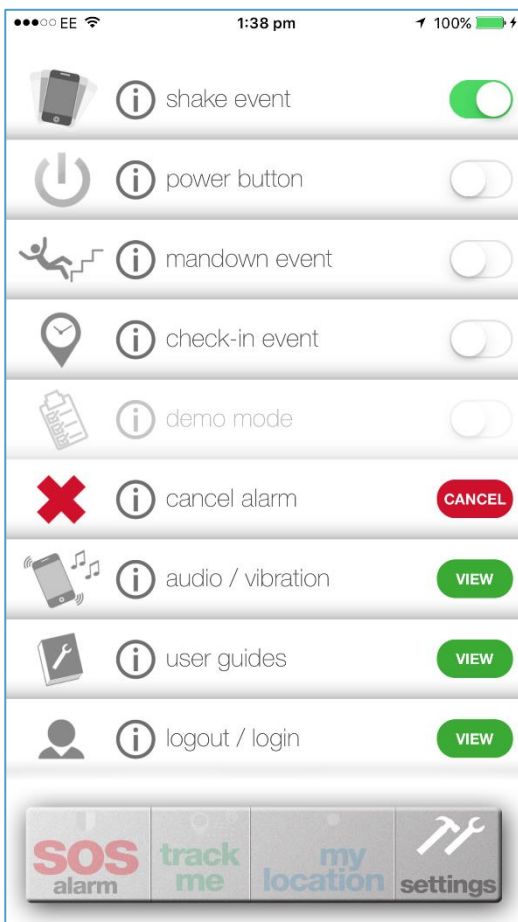
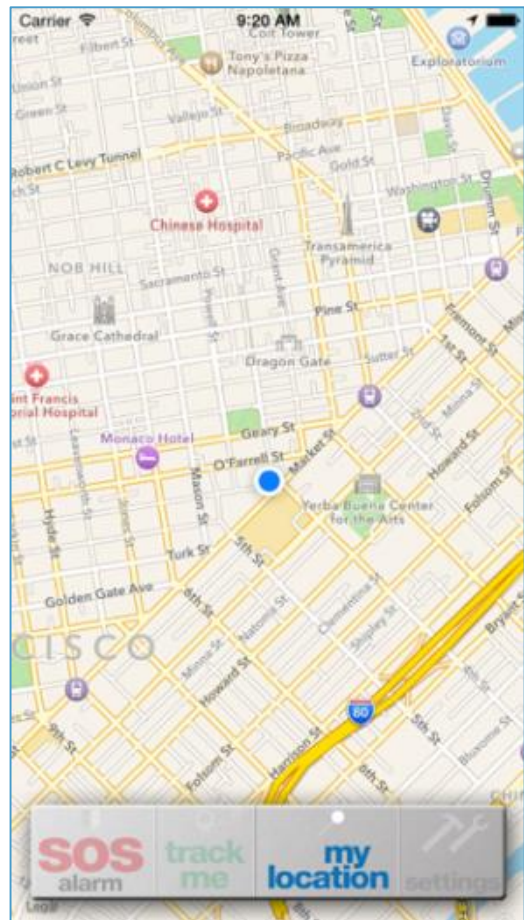
Track Me

A two finger press on the **'track me'** button activates the tracking mode. This now sends regular location updates to webeye. A further two finger press will disable this mode. This mode can also be disabled by the platform if the tracking period has expired or if this mode has been disabled.



My Location

This mode allows the user to view their current location on an alternative map. This map can be dragged to move its focus or two finger 'pinch' to zoom.



Settings

Various options, events and media are available dependent upon the user's permissions. The circled 'i' button can be pressed to show information regarding a particular setting.

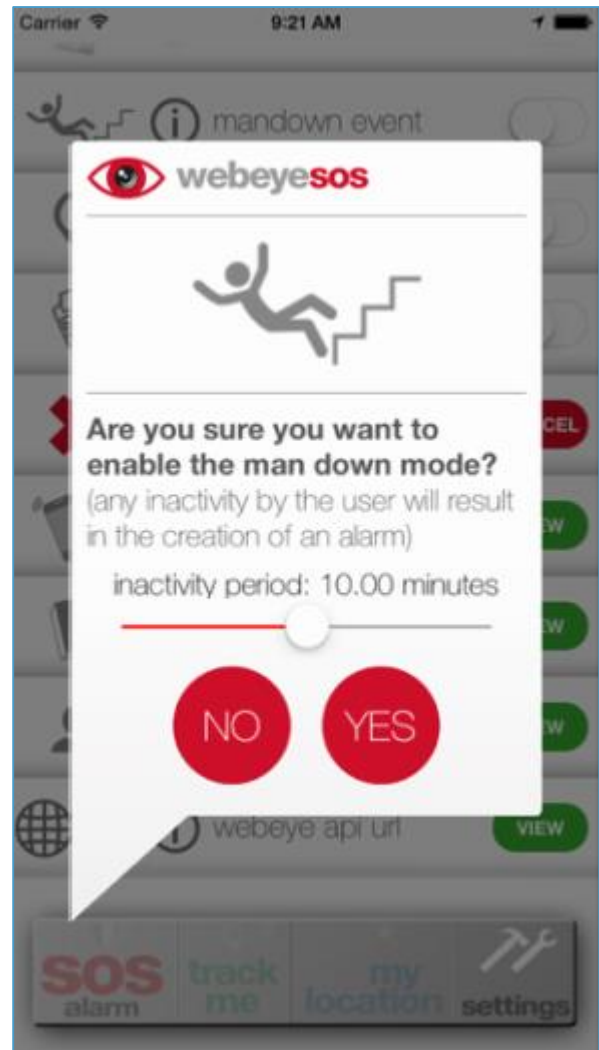
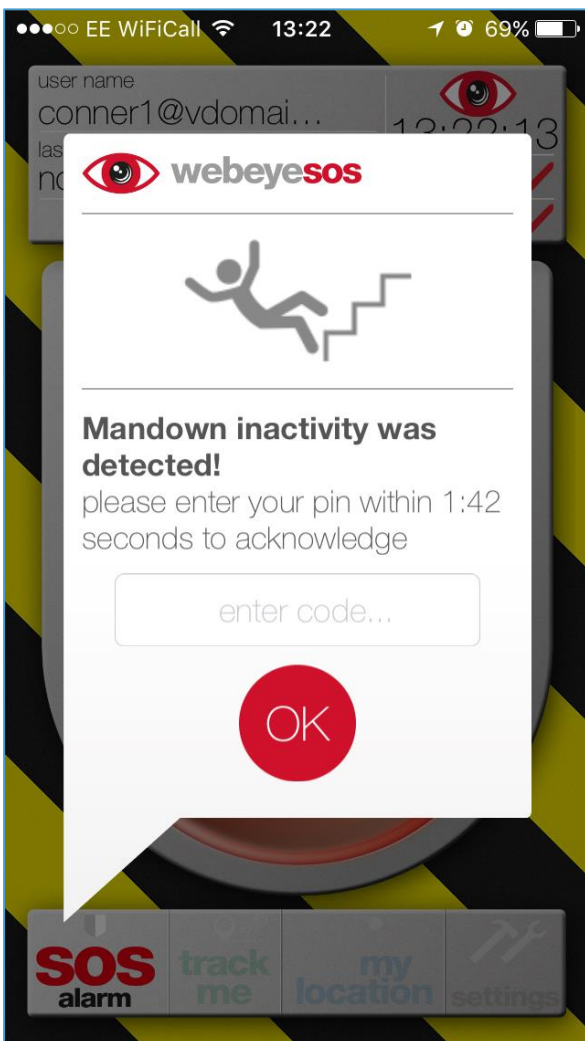
Pressing the switch or view button will open relevant confirmation or information views.

NOTE: This screen can be scrolled up and down to show further options.

Mandown Event

This event allows the app to track any periods of inactivity by the user. Once enabled, any determined period of motion inactivity will trigger a warning notification which will allow the user a further 2 minutes to acknowledge before a full alarm is triggered.

Disabling this event or acknowledging requires a pin code.

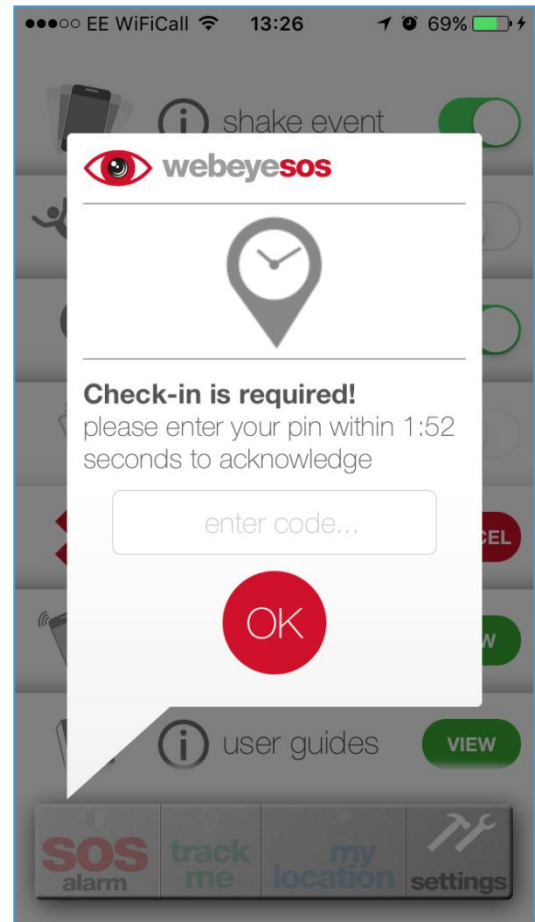
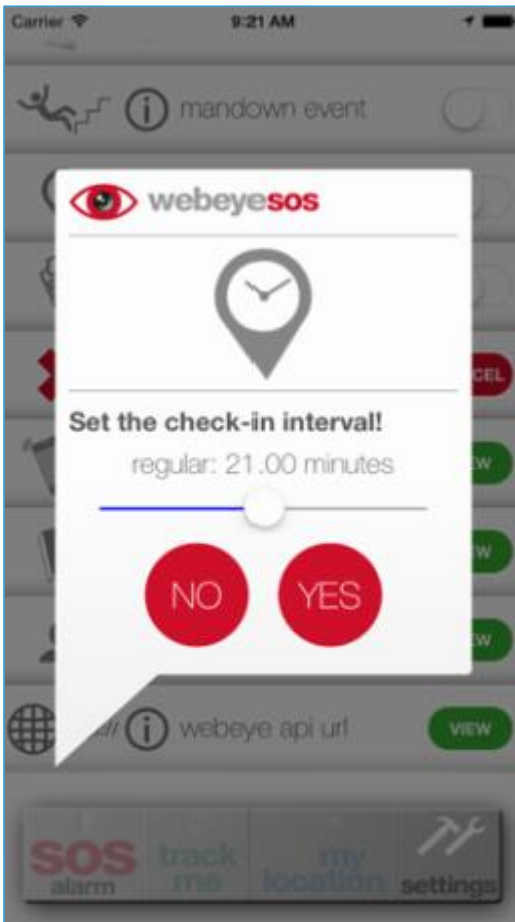


NOTE: A duress pin code can also be entered when disabling.

Check-In Event

This mode once enabled, requires that the user after a determined period of time, check back into the app. Similar to Mandown, in which a warning screen will appear where the user must acknowledge the check-in within 2 minutes. If no acknowledgement is made, a full alarm will be triggered.

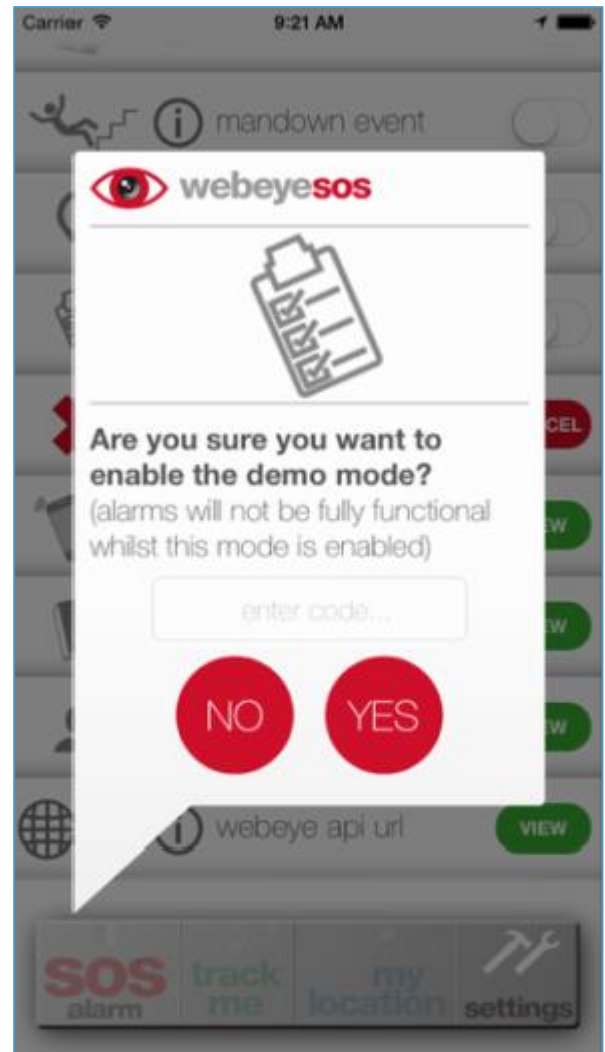
NOTE: A duress pin can also be used at this point.



Demo Mode

Enabling the demo mode continues to allow full functionality to the app, however all communications with the webeye platform will neither create or cancel real alarms or register any tracking information. This mode is for demonstration, training or user clarity purposes.

NOTE: Any existing alarms or tracking that are running will need to be disabled first. A duress pin can also be used when enabling this mode.



Audio/Vibration

These settings allow for a range of app events to be relayed to the user either audio, vibrations, both or silent (none).

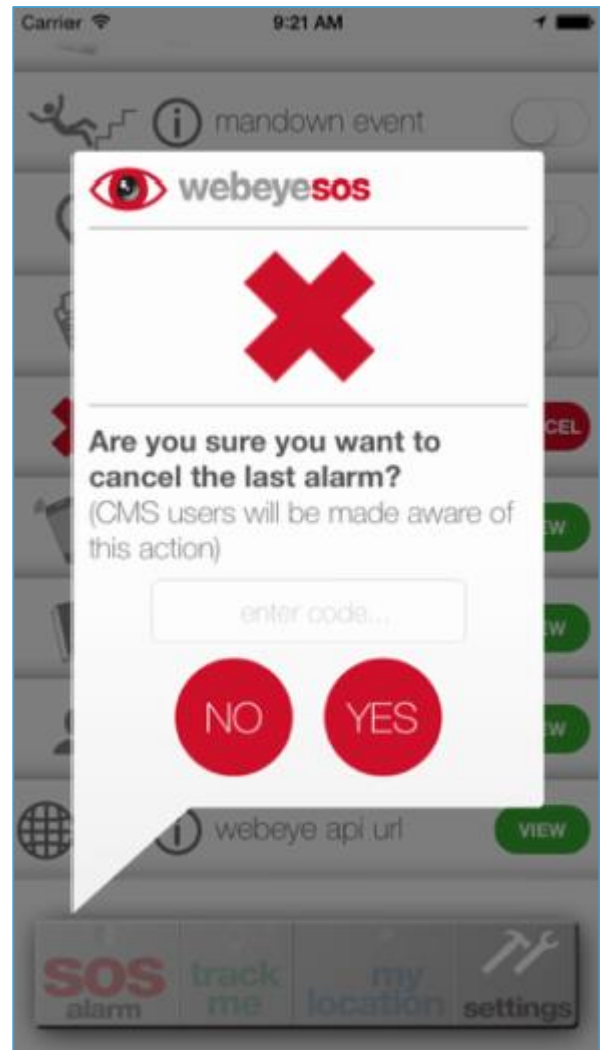
NOTE: Easy 'mode change' buttons allow for widespread changes to be made to all events. Changes to covert (simply vibrations) or standard (both audio and vibrations).

This screen can be scrolled up or down to show further options.

Cancel Alarm

This option gives the user the ability to cancel an active alarm. The user pin must be entered to finalise the cancellation.

NOTE: A duress pin can also be entered at this point which will generate an alarm.



User Guides

App user guides can be found on this section in both audio and pdf formats. These guides are intended to illustrate all key elements to the apps usage.

NOTE: You can find the '**usage list**' on this page which details any key events made within the last seven days e.g. enabling a '**mandown**' event, triggering an SOS alarm etc.



Troubleshooting

Cannot receive GPS

If a consistent grey cross is shown next to the GPS text then this indicates that GPS is not available and the following should be checked.

- 1) Has the app worked recently in other areas?
- 2) Go to the phone settings, click on the webeye sos app, press location and then select 'always'.
- 3) Is there a sim card installed in this phone?
- 4) Go to phone settings, click privacy, press locations services and then turn this on.

Cannot receive DATA

- 1) Go to phone settings, click mobile, press mobile data, data roaming and ensure that internet is enabled.
- 2) Go to phone settings, and then make sure that Wi-Fi is switched on.
- 3) If the app is running on 3G or 4G, has the app worked recently in other areas?
- 4) Go to phone settings, ensure that 'airplane mode' is disabled.
- 5) Go to phone settings, click general, press about and check 'carrier settings'.

Cannot connect to WEBEYE

If the webeye icon is grey but the DATA text has a red tick, there may be problems with the webeye platform. Check the following.

- 1) Go to the app settings page, scroll to the bottom, select webeye app URL, and press default

Cannot hear audio

Press the home button to put the app into the background. Press up on the volume buttons. An indicator should show on the screen that the ringer volume is changing. Turn this up to the required level. Go back into the app by pressing on the Webeye SOS icon. The app is running, press up on the volume button again to the required level.

Shake is too easy or too hard to trigger

Go to the app settings page, disable shake by pressing the relevant green switch, enable again by re-pressing the disabled (greyed) version. This then brings up the calibration screen and allows the user to fine tune the shake trigger point.

Notifications not coming through

If no notifications are being received when using SOS, either notifications may be turned off or the setting for these needs adjusting. To change, go to phone settings, click notifications, select WbeyeSOS, and ensure the settings reflect usage type.

Hardware & battery Life

The WebeyeSOS app will run on devices that have IOS 8.0 or higher. If a devices operating system is lower than the minimum requirements, an update to the phone will be required. Details for updating a device can be found on the Apple website.

This app utilises power hungry features such as GPS and motion detection. Battery life may also be affected by hardware types and battery age. Some tips for prolonging battery life are:-

- 1) If no in-app functionality is required, press the home or power button to allow the app to 'run in the background' using minimal battery life.
- 2) Do not run other third party apps whilst using WebeyeSOS.
- 3) Plug into a power source when possible. Third party battery packs are also available to use with your phone to extend battery charge.