





TRBO.SOS User Guide

Version 1.1

USA Office

Neocom Software 150 South Pine Island Rd., Suite 300 Plantation, FL 33324, USA

Sales

EMEA: +44 203 608 0598 Americas: +1 872 222 8726 APAC: +61 28 607 8325 www.trbonet.com info@trbonet.com

Notices

This document is for informational purposes only. Neocom Software offers no warranties, express or implied, in this document.

Neocom and the Neocom logo, TRBOnet and the TRBOnet logo are either registered trademarks or trademarks of Neocom Software, Ltd.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC.

Intellectual property rights protect the voice coding technology embodied in this product including patent rights, copyrights and trade secrets of Digital Voice Systems, Inc. This voice coding technology is licensed solely for use within this communications equipment. U.S. Pat. Nos. 6,199,037, 5,870,405, 5,754,974, 5,664,051, 5,630,011, 5,517,511, 5,491,772, 5,247,579, 5,226,108, 5,226,084, 5,216,747 and 5,081,681.

Microsoft, Windows, SQL Server and the .NET logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other jurisdictions.

Other product or company names mentioned herein may be trademarks of their respective owners.

© 2022 by Neocom Software, Ltd. All rights reserved.

This document was last revised on April 14, 2022.



Contents

1 Introduction					
	1.1	About This Guide1			
	1.2	About TRBOnet1			
	1.3	Contacts1			
2	About	TRBO.SOS			
	2.1	Features2			
	2.2	Requirements			
3	Instal	lation3			
	3.1	Installing TRBO.SOS			
4	Config	guring TRBOnet Enterprise4			
	4.1	Configuring TRBOnet Server			
	4.2	Configuring TRBOnet Dispatch Console10			
5	Gettir	Getting Started			
	5.1	Running TRBO.SOS14			
	5.2	Main Page			
	5.3	Check-in Timer / Lone Worker			
	5.4	Enabling Safety Alarms			
	5.5	Sending Predefined Alarms24			
	5.6	Connecting V.ALRT Device			
	5.7	Reporting Incidents			
6	Settin	gs28			



1 Introduction

1.1 About This Guide

This document is intended for end users of the TRBO.SOS software installed on an Android/iOS mobile device. The document describes how to install and configure TRBO.SOS, configure and start check-in timer, enable and configure safety alarms, send predefined alarms, connect V.ALRT buttons, and report incidents.

1.2 About TRBOnet

TRBOnet is a suite of professional applications for MOTOTRBO digital two-way radio networks. TRBOnet manages voice and data communication paths across network endpoints. It provides a unified graphical dispatcher workbench interface for the entire range of workforce fleet management tasks.

For more information about TRBOnet products, refer to our <u>website</u>.

1.3 Contacts

Region	Phone	Email & Support
EMEA	+44 203 608 0598	<u>info@trbonet.com</u> — general and commercial inquiries
Americas	+1 872 222 8726	<u>support@trbonet.com</u> — technical support
АРАС	+61 28 607 8325	<u>https://trbonet.com/kb/</u> — online knowledge base



2 About TRBO.SOS

TRBO.SOS is a software application that may be used to help people summon first-aid, security or safety assistance via their Android/iOS mobile devices.

2.1 Features

- Requests To Talk
- GSM call (common phone call)
- First Aid alarm
- Emergency alarm
- Fire alarm
- Police alarm
- Incident Reporting (photo + description)
- Lone Working Check-In Timer
- ManDown Detection
- No Movement Detection
- Shake Detection
- Remote monitoring
- Location tracking in Alarm mode
- Enhanced push notifications (High-priority notifications bypass the mute mode)
- Wearable devices support (V.ALRT alarm buttons)

2.2 Requirements

The hardware and software requirements to install and run TRBO.SOS 1.0 on an Android/iOS mobile device include:

- Android version: 4.4.1 and higher
- Android version: 6.0 and higher to work with Bluetooth Wearable Devices
- iPhone 5s and above
- Network connection: Wi-Fi or 3G/4G/LTE
- TRBOnet Enterprise 5.5 and higher



3 Installation

The latest version of the TRBO.SOS software application is available for download on the <u>Google Play Store</u> (or <u>App Store</u>).

3.1 Installing TRBO.SOS

To install TRBO.SOS:

- 1. Visit the <u>Google Play Store</u> (or, <u>App Store</u>) from your mobile device.
- 2. Type "TRBO" in the **Search** box and run the search.
- 3. Tap the TRBO.SOS application, then tap the **Install** button.



4 **Configuring TRBOnet Enterprise**

Before connecting TRBO.SOS to TRBOnet Enterprise, make sure that a Mobile System gateway have been configured in TRBOnet Server, and the corresponding TRBO.SOS account has been created in TRBOnet Dispatch Console.

4.1 Configuring TRBOnet Server

This section describes how to configure TRBOnet Server.

- In the **Configuration** pane, select **PTT over Cellular**.
- In the **PTT over Cellular** pane, select **Enable PoC service**.

Configuration	PTT over Cellular
Configuration Service Service Redundancy Database Reports Service Management Advanced Settings Tover Cellular Trover Cellular TRBOnet. Mobile gateway #1 Remote Agents Friendly Servers Friendly Ser	
< > Set Defaults	Add Delete Apply OK Cancel

4.1.1 Advanced Settings

- In the **Configuration** pane, select **PTT over Cellular > Advanced Settings**.
- In the Advanced Settings pane, specify the following parameters:
 - Max Call Time

Specify the maximum call time, in minutes.

 Registration Interval Enter the time interval, in seconds, to check the registration status of mobile subscribers.

4.1.2 Adding a Mobile Gateway

- In the **PTT over Cellular** pane, click **Add**.
- In the **Mobile Gateway** pane, specify the following parameters:



Configuration	TRBOnet.Mobile gatew	ay #1	
💣 Service			
🚱 Network	Name:	TRBOnet.Mobile gateway #1	
🔅 Redundancy	System Identifier:	Mobile 1	
Database			
😪 Reports	Local Interface:	127.0.0.1	- ¢
Service Management	Local Port:	5070 ‡	
🔀 Advanced Settings	Public Address/Domain:	84.52.107.217	
Geocoding Servers			
掘 Radio Systems	First VoIP port:	Default 🗘	
TT over Cellular			
Advanced Settings			
TRBOnet.Mobile gateway #	1		
Remote Agents			
Friendly Servers			
🔞 Telephony			
🖞 Data Sources			
🔀 Email			
SMS Notifications			
Push Notifications			
📮 License			
د ٢	•		
Set Defaults		Apply OK	Cancel

Name

Enter the name of the mobile gateway.

System Identifier

Enter the name of the mobile system to which the gateway will belong.

Local Interface

Enter the IP address of the PC with TRBOnet Server.

Local Port

Enter the local UDP port number for the Mobile service (5070, by default).

Public Address/Domain

This is the public IP address of your PC. To detect the public address, click the ellipsis (...) button.

Public IP Address	×
Detect p	ublic IP Address over STUN server
STUN Server:	stun.ekiga.net 🔻
Port:	3478 🗘
IP Address detected:	77.232.61.122
Detect	OK Cancel

• STUN Server

From the drop-down list, select the STUN Server.

• Detect

Click this button to detect your public IP address.

First VoIP port

Enter the number of the first VoIP port for audio communications. The default value is specified in **Configuration > Network**.

Note: In addition, in order to ensure a better performance, go to **Configuration > Network**, and set the **Data protocol** parameter to **UDP**.



4.1.3 Adding Outgoing Mail Server

To enable registering TRBO.SOS applications with an email address (see section <u>5.1.2.2, Registering with Email</u>), perform the following steps:

- In the **Configuration** pane, select **Email**.
- In the **Email** pane, select **Enable Email Server**.
- In the Configuration pane, under Email, select Outgoing Mail Server.

Configuration	Outgoing Mail Server
Advanced Setting Advanced Setting Advanced Setting THT over Cellular TRBOnet.Mobile gateway TRBOnet.Mobile gateway TRBOnet.Mobile gateway TRBOnet.Mobile gateway TRBOnet.Mobile gateway TRBOnet.Mobile gateway TRBOnet.Mobile gateway	Outgoing Mail Server
Advanced Settings	O Anonymous access O Windows authentication
Advanced Settings	Use SMTP user name and password
External PBX Server Data Sources	User name: tested383
Email	Password:
Outgoing Mail Server	Type: Auto -
SMS Notifications	Send Test Message
Push Notifications	
📮 License 🗸 🗸	
< >	
Set Defaults	Apply OK Cancel

- In the **Outgoing Mail Server** pane, specify the following outgoing mailrelated parameters:
 - Enable

Select this option to enable Outgoing Mail Server.

Sender Email

Enter the email address (optional) of the sender.

SMTP server

Enter the server hostname or IP address of the SMTP server.

Encryption

From the drop-down list, select the encryption protocol (**SSL**, **TLS**) if a secure connection is required, or select **None** if not. Note that three different dedicated ports will be used to connect to the mail server: via SSL, TLS, or with no encryption.

Note: The port number will automatically change when you select the encryption protocol. For example, from **25** (no encryption) to **465** for SSL, and to **587** for TLS.

SMTP server port

The port number to be used for the connection.

Note: This box is populated automatically depending on the selected encryption protocol.



Connect using

Choose one of the following options:

• Anonymous access

Choose this option to use an anonymous access to the SMTP server.

- Windows authentication Choose this option to connect via TRBOnet Service Windows Account, if it is running under a specific account;
- Use SMTP user name and password

Choose this option and specify the credentials for the mailbox:

- User name
 Enter the SMTP server user name.
- ✓ Password

Enter the SMTP server password.

🗸 Туре

From the drop-down list, select the SMPT login type.

Send Test Message

Click this button to send a test message from the Sender Email address.

4.1.4 Enabling SMS Service

To enable registering TRBO.SOS applications with a phone number (see section <u>5.1.2.1, Registering with Phone Number</u>), perform the following steps:

- In the Configuration pane, select SMS Notifications.
- In the SMS Notifications pane, select Enable SMS Service.

Configuration	SMS Notifications	
MNIS data service Advanced Settings THEORE Cellular TREORET.Mobile gateway Remote Agents Triedby Servers Telephony Advanced Settings Telephony Advanced Settings Telephony Advanced Settings Telephony COM ports COM port	✓ Enable SMS Service Sender: Connection to GSM via: Login: Password: Send Test	Vianett service (www.vianett.com) login@yourcompany.com ************************************
Set Defaults		Apply OK Cancel

- In the **SMS Notifications** pane, specify the following SMS-related parameters:
 - Sender Leave this box blank.



Connection to GSM via

From the drop-down list, select the type of connection.

• COM port GSM modem

Select this item if you are using a GSM Modem connected via COM port. In addition, select the **COM port** the modem is connected to, and enter the **SIM Card Pin Code**.

• Gemalto Cinterion EHS6T LAN

Select this item if you are using a Cinterion EHS6T GSM modem connected via LAN. In addition, enter the **IP address** of the modem, and enter the **SIM Card Pin Code**.

• Vianett service

Select this item to use an account on Vianett service. For more details on Vianett service, see <u>www.vianett.com</u>

• SMS Broadcast

Select this item to use an account on SMS Broadcast service. For more details on SMS Broadcast service, see www.smsbroadcast.com.au

• Clickatell

Select this item to use an account on Clickatell service. In addition to the **Login** and **Password**, you'll have to specify the **API ID**.

For more details on Clickatell service, see <u>www.clickatell.com</u>

• IntelliSoftware

Select this item to use IntelliSoftware SMS Gateway. For more details on IntelliSoftware SMS service, see <u>www.intellisoftware.co.uk</u>

Login

Enter the login for the selected service account.

Password

Enter the password for the selected service account.

Send Test MMS

Click this button to send a test MMS from the selected service account to a recipient's phone number.

Note: This button is available when connected via Vianett service only.

Send Test SMS

Click to send a test SMS from Vianett account to recipient phone number.

Note: This button is available when connected via Vianett, SMS Broadcast, or Clickatell services.



4.1.5 Enabling Push Notifications

To enable sending push notifications to connected TRBO.SOS applications, do the following:

- In the **Configuration** pane, select **Push Notifications**.
- In the **Push Notifications** pane, select **Enable Push Service**.

Configuration	Push Notifications
Advanced Setting Traver Celular Audio Paths TREOnet.Mobile gateway Remote Agents TREOnet.Mobile gateway Remote Agents Telephony Advanced Settings Telephony Advanced Settings External PBX Server CoM ports COM ports COM ports COM ports COM ports COM ports Coming Mail Server Outgoing Mail Server SMS Nutifications SMS Nutifications Cuence	
< > Set Defaults	Apply OK Cancel

- In the **Push Notifications** pane, specify the following parameters:
 - Server

Enter the Ethernet IP address of the push server.

Port

Enter the UDP port number of the push server.

Test

Click this button to check the connection to your push server. If the test is successful, you'll see information on the server you are connected to.



4.2 Configuring TRBOnet Dispatch Console

4.2.1 Adding TRBO.SOS

• Go to Administration (1), Radios (2) and click Add TRBO.SOS (3).

Administration	Radios			👲 🚳 🕻
	∧ Registered Unregistered	dd WAVE Radio 🔜 Add	TRBOnet Mobile 🔜 A	dd TRBOSOS
- 🚝 SMS Groups	TRBO,SOS	× SIP ID	Radio Groups	Logical Groups
🙀 Users 📰 Logical Groups		2222		
Radio Groups	General Logical Groups Additional Cameras	3333	All Call, Cleaners	
Device Lists		4444	Al	
Radios	Radio Name: 2222	5555	Al	
<	SIP ID: 2222	125	Al	Cleaners 1, Sec
	Password:	i	All	
Voice Dispatch	Password (repeat):		All	
- Voice Disputer			All	
Location Tracking	Radio ID: 1		All	
·····	Profile: TRBOnet SOS #1 v	+	All	
🙀 Job Ticketing	Use icon:		All	
o '		235	All	
🕖 Route Management	Block incoming phone calls		All	
~ -			All	
🖂 Text Messages		27	30	
		303	All	
Voice Recording			All	
-			All	
🕞 Reports			Al	
Event Viewer				
	OK Cano	el		
Radio Allocation				
Administration	1 Record 1 of 19 + 1+ 1+ 1+			
	Administrator			

• On the **General** tab, enter the following parameters:

Radio Name

Enter the descriptive name of the TRBO.SOS user to display in the Dispatch Console.

Login

Enter the Login that will be used by the TRBO.SOS user. Note that this is a case-sensitive value. See also section <u>5.1, Running TRBO.SOS</u>.

Password

Enter the password for the authentication.

Profile

Select the location profile for the mobile client. See section <u>4.2.2,</u> <u>Adding TRBO.SOS Profile</u>.

- On the Logical Groups tab, specify logical groups for the TRBO.SOS user:
 - In the list of available groups, select desired group(s).
- On the **Additional** tab, specify additional information about the TRBO.SOS user:
 - **Route Color** Specify a color to display the route passed by the radio on the map.
 - Load Image Click this button and browse for the photo or image to assign to the radio.
 - In the table below, specify the desired values for the custom fields.
- On the **Cameras** tab, select the check box beside the camera that will be associated with the TRBO.SOS user.



4.2.2 Adding TRBO.SOS Profile

The Mobile Client Profile feature allows configuring different location profiles that can be applied to the Mobile Client app running on a smartphone.

• Go to Administration > Mobile Client Profile (TRBO.SOS).

You can see the default TRBO.SOS Profile settings in the **Mobile Client Profile (TRBO.SOS)** pane.

To add a TRBO.SOS Profile:

- In the Mobile Client Profile (TRBO.SOS) pane, click the Add button.
- In the **Mobile Client Profile (TRBO.SOS)** dialog box, specify the following parameters:
- Profile Name

Enter a name for the TRBO.SOS profile.

• Click the **Calls** tab.

Remote Monitor

If you select this option, the dispatcher will be able to activate the device's microphone in hidden mode.

• Timeout

Specify the remote monitor duration, in seconds.

Note: The dispatcher won't be able to execute the Remote Monitor command for Mobile Client apps running in the background on iOS 13 and later.

• Click the **Location** tab.

Profile Name:	(Default)			
Client Type:	TRB0.505			
Available Modes:	SOS Servio	es		
Calls Location	TRBO.SOS A	arms Channels	Extras	
Use GPS loc	ation			
Trigger inte		60	▲ seconds	
Emergency		60	seconds	
		,		

Use GPS location

Select this option to enable sending GPS data to TRBOnet Server.

• Trigger interval

Specify the time interval, in seconds, that will be used to send GPS location data.



• Emergency interval

Specify the time interval, in seconds, that will be used to send emergency messages.

• Click the **TRBO.SOS** tab.

Mobile	Client Profile (TRBC	D.SOS)			×		
Profile N	Profile Name: TRBOnet SOS #1						
Client T	Client Type: TRBO.SOS						
Availab	Available Modes: SOS Services -						
Calls	Calls Location TRBO.SOS Alarms Channels Extras						
	Show Call button						
	Call Action:	Request To Talk		-]		
	Call Destination:	Home Group		-	1		
	Call button Name:	Request To Talk			2		
	Show Lone Worker bu	itton					
	Туре	Caption	Severity	Custom Event			
~	FIRE	Mobile app default	Alarm	None			
~	POLICE	Mobile app default	Alarm	None			
~	AID	AID	Information	None			
~	REPORT INCIDENT	Message With Att					
	EMERGENCY	EMERGENCY	Information 👻	None			
Alarm Warning Information							
	Defaults OK Cancel						

Show Call button

If you select this option, the PTT button will be available in TRBO.SOS.

Call Action

From the drop-down list, select the action to be performed when the PTT button is pressed: Request To Talk or Phone Call.

Note: TRBO.SOS apps running in the background on iOS 13 and later won't be able to receive a response to a request to talk from the dispatcher.

• Call Target

From the drop-down list, select the call target.

• Call button Name

Enter the name (label) of the PTT button.

Show Lone Worker button

If you select this option, the Lone Worker button will appear in TRBO.SOS. This will allow the TRBO.SOS user to start the Lone Worker mode.

Panic buttons

In the table below, specify the Type, Caption, Severity/Status, and Custom Event for the additional button(s).

- Click the **Alarms** tab.
 - Safety Alerts

Select the desired safety alarm buttons (**Man Down**, **No Movement**, **Shake**) to be shown in the TRBO.SOS app.

TRBO.SOS — User Guide



- Click the **Channels** tab.
 - Home Group
 Select the home group (System and Group) for the PTT button.
- Click the **Extras** tab.
 - Battery Level

Select this option so that the smartphone's battery level will be sent to the Dispatch Console.

Note: TRBO.SOS apps send the battery information as soon as they are connected to TRBOnet. After successful connection, TRBO.SOS apps pass the battery level to the server with every location update, voice transmission and text message. Regardless of its activity, a TRBO.SOS app will update the battery charge level when it goes down to 90%, 80%, 70%, 60%, 50%, 40%, 30%, 20%, 15%, 10%, 5%, thus connecting to TRBOnet each time to update the level.



5 Getting Started

5.1 Running TRBO.SOS

To launch TRBO.SOS on your mobile device, tap the TRBO.SOS icon on the screen. The first page appears on the screen.



- SCAN QR CODE Tap this button and scan a QR Code that contains the address of the TRBOnet Server and the registration type (via Phone Number or Email).
- REGISTER MANUALLY Tap this button and proceed with the registration process (or sign in if you have a previously established account).

5.1.1 Selecting TRBOnet Server

On the login page, enter the following connection settings:

- Tap the **Server** line (1).
- In the Connection manager page,
 - Tap **Add Server**, and in the box that pops up, enter the following information:
 - Server name
 - **IP Address or Host Name**: The IP address or the host name of the TRBOnet Mobile Gateway.
 - Port: The local port of the TRBOnet Mobile Gateway (see sections <u>4.1, Configuring TRBOnet Server</u> and <u>5.1.1.1, Recommended Port</u> <u>Numbers</u>).
 - Or, to download the server, tap **Get Servers** and in the box that pops up, enter the **Client ID**.

TRBO.SOS — User Guide



14:03 🖬 🕛 👘 🕅 🕯 🕅 📾	14:45 🖬 🛛 🤋 🛱 រៅ 61% 🕯	14:23 🎙 🖾 🛛 🤋 🛱 🧌 99% 🕻
	< Connection manager	< Connection manager
	Get Servers	My Server
TRBO. SOS 2	Add Server	Get Servers
Version 1.1.169 Server	Scan QR code Tap to add manually	Add Server Tap to download Scan QR code
My Server		Scan QA Code
REGISTRATION	Server name	
WITH PHONE NUMBER	My Server	
	IP Address or Host Name	Client ID 12345
WITH EMAIL	TrbonetServer.com	12345
SCAN QR CODE	Port 5060	CANCEL OK
SIGN IN		UANUEL OR
REGISTERED USER	CANCEL OK	
e neocom software		

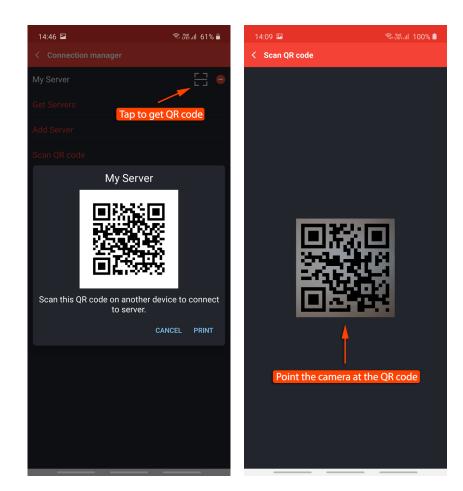
In the list of servers, tap the button on the right to get the server's QR code and in the box that pops up, tap **Print** to print this QR code.

Or, to add a server with the QR code:

- Tap the button on the right (2) of the Server line.
- While in the Scan QR code page,
 - Point the camera at the QR code and wait for the QR code to scan. As a result, the corresponding server will be added to the list of servers.

You can long-tap on it to see its properties (Server name, IP Address, and Port)





5.1.1.1 Recommended Port Numbers

TRBOnet Mobile Gateway

Available port range: 1024 - 65535 Recommended port value: **5070**.



5.1.2 Registering on TRBOnet Server

You can register on the selected TRBOnet Server with either email or phone number.

5.1.2.1 Registering with Phone Number

- Tap the **WITH PHONE NUMBER** button.
- Enter the phone number and tap **NEXT**.
- Enter the activation code you received via SMS and tap the **ACTIVATE AND CONNECT** button.

Note: If you haven't received the code within a minute, tap the **RESEND SMS** button to get the activation code again.

14:03 🖬 🏚 💿 🗟 கிலை கால் பில்லது பில்லது TRBO.SOS	14:04 0 回 《 Halal 87% 14:04 TRBO.SOS	14:09 थ • । ।
Version 1.1.169 Server My Server	Version 1.1.169 —— VERIFICATION PHONE NUMBER —— TRBO.SOS will send an SMS message to verify your phone number. Enter your country code and phone	Version 1.1.169 ENTER ACTIVATION CODE We have sent you an SMS message with an activation code to your phone number. To complete your phone
REGISTRATION WITH PHONE NUMBER	number: (carrier SMS charges may apply) Phone Number +79211234567	number verification, please enter the received activation code. Phone Number:+792195829 Activation Code
SCAN QR CODE	NEXT BACK	ACTIVATE AND CONNECT RESEND SMS
REGISTERED USER		ВАСК
Reccom Roftware	ee neocom	C BOFCOM



5.1.2.2 Registering with Email

- Tap the **WITH EMAIL** button.
- Enter the email address and tap **NEXT**.
- Enter the activation code you received via Email and the **ACTIVATE AND CONNECT** button.

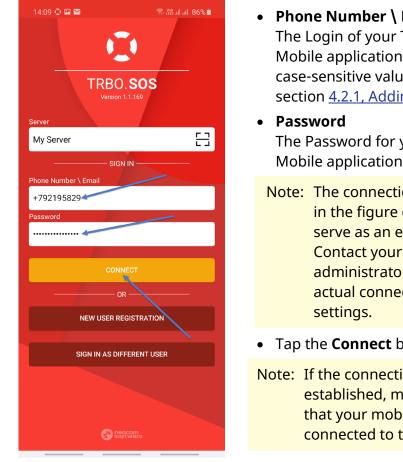
Note: If you haven't received the code within a minute, tap the **RESEND EMAIL** button to get the activation code again.

14:03 🖬 单 💿 🕅 제네 87% 🕯	14:05 🕒 🖼	কি 🖓 না না 86% 🛢	14:11 🖾 🕒 🖾	ক্রি ৠে না না 86% ∎
	(
TRBO. SOS Version 1.1.169		D. SOS n 1.1.169). SOS 1.1.169
Server		TION EMAIL	ENTER ACTIV	ATION CODE
My Server	TRBO.SOS will send an EMA EMAIL address. If you have us within a few minutes, ple folder.		We have sent you an EMAIL i code. To complete EMAIL ve received activation code. Email:n.abramov@trbonet.co	rification, please enter the
WITH PHONE NUMBER	Email		Activation Code	•
WITH EMAIL	my_email@trbonet.co	m	1234	
SCAN QR CODE	N Contraction of the second se	EXT	ACTIVATE A	ND CONNECT
SIGN IN	В	аск	RESENI	DEMAIL
REGISTERED USER		\mathbf{X}		ск
es perconno	@ :	ieocom oftware	S 20	ocom ftware



5.1.3 Signing in on TRBOnet Server

Once the server is selected, enter the following login parameters:



- Phone Number \ Email The Login of your TRBOnet Mobile application (this is a case-sensitive value). See also section <u>4.2.1, Adding TRBO.SOS</u>.
- The Password for your TRBOnet Mobile application.
- Note: The connection settings in the figure on the left serve as an example. Contact your administrator to get the actual connection
- Tap the **Connect** button.
- Note: If the connection cannot be established, make sure that your mobile device is connected to the network.



5.2 Main Page

Once connected, you will see the main page of TRBO.SOS.



1. V.ALRT Device

This icon indicates the state of connection to V.ALRT device: Green – connected to device Yellow – connecting to device (or searching for device) Grey – not connected to device See section <u>5.6, Connecting V.ALRT</u>.

2. GPS Positioning

This icon indicates that the GPS Positioning is enabled in TRBO.SOS Profile (Location tab, Use GPS Location selected).

- Quit button Tap this button to disconnect from the server.
- 4. PTT button (Request to Talk or Phone Call)
- Lone Worker buttons Select the Check-in Timer value and tap the Start button to start the Lone Worker mode. The Lone Worker buttons appear if they are configured in TRBO.SOS profile, <u>TRBO.SOS tab</u>.



6. Safety Alarm buttons

If you select the button (selected button turns red), then the corresponding alarm event will be triggered on the device. The safety alarm buttons appear if they are configured in TRBO.SOS profile (<u>Alarms tab</u>).

- 7. Settings (see section <u>6, Settings</u>)
- 8. Panic buttons

Depending on what is configured in TRBO.SOS profile (<u>TRBO.SOS tab</u>, <u>Panic buttons</u>), you may see up to four panic buttons. Tapping and holding these buttons will send the corresponding alarms.

9. Report Incident button

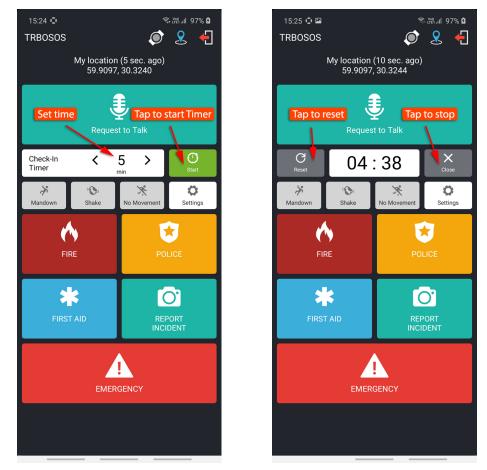
To report an incident, tap this button and take a photo to be sent. This button appears if configured in TRBO.SOS profile (<u>TRBO.SOS tab</u>).



5.3 Check-in Timer / Lone Worker

You can also set a Check-in Timer (Lone Worker), which starts a countdown timer to cover the duration of your work session. The timer will count down to zero, starting from your nominated time. At any time, you can tap the timer to stop or reset.

- Tap the **Start** button.
- To reset the timer, tap **Reset**.
- To stop the timer, tap **Close**.



If the timer expires, TRBO.SOS will raise an alert, sharing your location and ID with the corresponding dispatchers.



5.4 Enabling Safety Alarms

You can enable the following safety alarms provided they are configured in TRBO.SOS profile (<u>Alarms tab</u>). Just tap the corresponding button (selected button turns red).



Man Down

This alarm event is triggered when the smartphone's tilt angle is below the threshold angle for a time longer than the pre-alarm duration.

• Shake

This alarm event is triggered when a user physically moves their smartphone from side to side a couple of times.

No Movement

This alarm event is triggered when the smartphone's acceleration is below the threshold for a time longer than the pre-alarm duration.

The Safety alarms can be additionally customized. See section <u>6, Settings</u>.



5.5 Sending Predefined Alarms

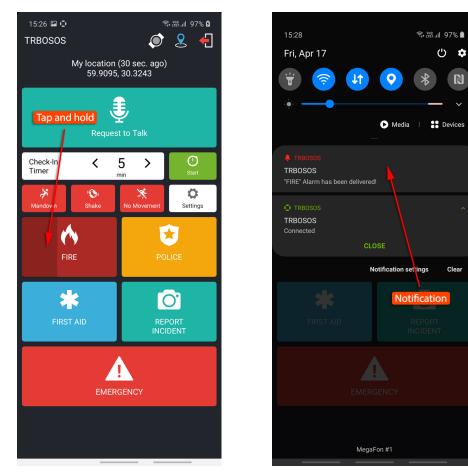
Depending on what has been selected in TRBO.SOS Profile (<u>TRBO.SOS tab</u>, Panic buttons), you can send various alarms by tapping and holding the following buttons:

- Fire
- Police
- First Aid
- Emergency

To send an alarm:

• Tap and hold the corresponding button until it vibrates thrice.

Once the alarm reaches the dispatcher, you will see a notification saying "TRBO.SOS # Alarm has been delivered".



Note: You can also send a pre-defined alarm by long-pressing the connected V.ALRT button. See section <u>5.6, Connecting V.ALRT</u> <u>Device</u>.



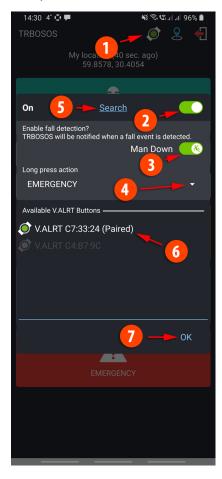
5.6 Connecting V.ALRT Device

You can also use your V.ALRT device connected to the smartphone. You can configure the V.ALRT button to send one of the four pre-defined alarms (Emergency, Fire, Police, or First Aid). In addition, the V.ALRT device can be used for Man Down detection.

• Tap the V.ALRT icon (1) on top of the screen.

In the pup-up window that opens:

- Set the module to On (2).
- Enable the **Man Down** feature (3).
- Select the specific alarm (4) to be sent upon a long press of the V.ALRT button.
- Tap **Search** (5) to search for available V.ALRT buttons.
- Tap the paired V.ALRT device (6) you want to connect to.
- Tap **OK** (7).







5.7 Reporting Incidents

In TRBO.SOS you can report incidents accompanied by photos directly to the dispatcher.

To report an incident:

- Tap the **Report Incident** button.
- When the camera opens, take a snap of the incident.

15:24 🕒			\$⊧t₩1.il 97% B		
TRBOSOS		Ø	ج 😒		
My location (5 sec. ago) 59.9097, 30.3240					
Request to Talk					
Check-In Timer	<	5 >	C) Start		
Amandown	(🏷) Shake	X No Movement	Ö Settings		
FIRE		POLICE			
	Tap to	report			
FIRST AID			PORT		
EMERGENCY					

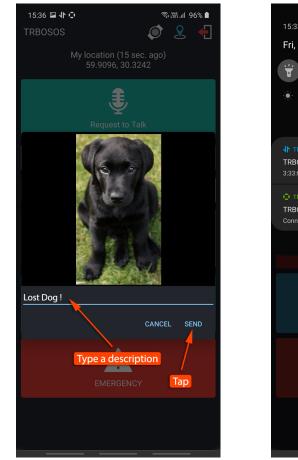


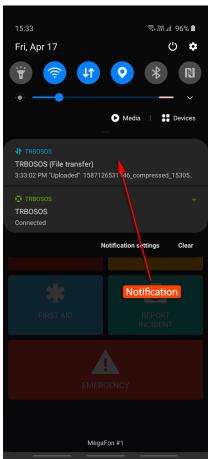
• Once the photo has been taken, enter a description of the accident and tap **Send**.

Once the report is dispatched, you will see a notification saying "TRBO.SOS (File Transfer) # Uploaded".

TRBO.SOS — User Guide









6 Settings

To configure your TRBO.SOS application, tap the **Settings** button on the main page.

Below is the list of available settings:

Safety

Note: This section appears if the corresponding options are selected in the associated TRBO.SOS Profile (see section <u>4.2.2, Adding</u> <u>TRBO.SOS Profile</u>, <u>Alarms tab</u>).

• Man Down Detection

These are the settings for Man Down Detection when the device is carried in a pocket.

Vertically oriented

Choose this option when the device is oriented vertically in the pocket.

Horizontally oriented

Choose this option when the device is oriented horizontally in the pocket.

Orientation doesn't matter

Choose this option when the device may be oriented either vertically or horizontally in the pocket. Note that choosing this option may result in a decreased sensitivity.

Not used

Select this option the device is not carried in a pocket. Note that choosing this option may result in a decreased sensitivity.

• Shake Detection

These are the sensitivity grades for Shake Detection. There are five sensitivity grades: Very-High, High, Medium, Low, and Very-Low.

• Pre-Alarm Time Interval

Choose the time interval, in seconds, between triggering the event and sending the corresponding alarm.

• Pre-Alarm Effects

Select one or all of the effects (Vibrate, Sound, and Flash Blinking) that will take place when the corresponding alarm event is triggered on the device.