



RFT CARES®

Android App Administrator Guide





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Contents

CONTENTS 1

PREFACE 3

 Introduction 3

 Disclaimer 3

 Additional Documentation 4

 Contact Information..... 4

CHAPTER 1 – INSTALLATION 5

 Introduction 5

 Allow Unknown Sources 5

 Download and Install..... 5

CHAPTER 2 – CONFIGURATION 7

 Introduction 7

 Software Configuration..... 7

 Configure Device 7

 Configure Group 7

 Establish Communications..... 8

 Server Connection 10

 Configuration Updates 10

TROUBLESHOOTING 11

 Unable to Connect 11

 Lack of Messages 12

 Connection to Web Server..... 13

 Apache Tomcat Windows Service..... 13

 Connection to RFT Smartphone Web Server..... 13

REVISION HISTORY 15

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Preface

Introduction



The RFT CARES® Android application allows you to respond to alarms and scheduled events from your mobile device. The RFT CARES Android application is only for Android Smartphones that run v4.4 and higher.

The Smartphone is configured in the Safe Alert Series 10.3 or later software, supported within the wireless network. The wireless network is the means of communication from the Smartphone to the software. Internet access for the Smartphone is not required.

NOTE: The IP address is that of your RFT Server, from the perspective of the wireless network you have set up. The RFT Server must be able to communicate over the wireless network with the Smartphone.

CAUTION: We recommend running at least one client PC (with a wired Ethernet connection to the server) in a central area to ensure alarming events are visible.

Disclaimer

The RFT CARES app is dependent on your site's Wi-Fi infrastructure for the reliable delivery of alarm notifications. If this application is the primary or most typical means of alert communication, it is critical that your site have robust Wi-Fi coverage and a well-managed Wi-Fi infrastructure.

Customers are ultimately responsible for ensuring and maintaining reliable 802.11b, 802.11g or higher coverage with a minimum RSSI of at least -70dBm in all areas where the RFT CARES mobile devices are utilized.

Administration of the Wi-Fi network infrastructure, network traffic routing, firewalls, and network congestion monitoring is the sole responsibility of site IT staff or service providers.



NOTE: RFT **strongly** recommends that each Smartphone be assigned a static IP address, or have a reserved IP address on the wireless network for reliable alarm notifications.

Additional Documentation

Documentation for your system is available in Portable Document Format (PDF) on the System Documentation CD-ROM. Please contact your RF Technologies sales representative for replacement CD-ROMs.

Contact Information

For more information about RF Technologies, Inc. products, go to www.rft.com.

For technical support, contact the Technical Support Team at (800) 669-9946 or (262) 790-1771.

For questions or comments about the System Documentation, contact the RF Technologies Technical Publications team at techpubs@rft.com.

Chapter 1 – Installation

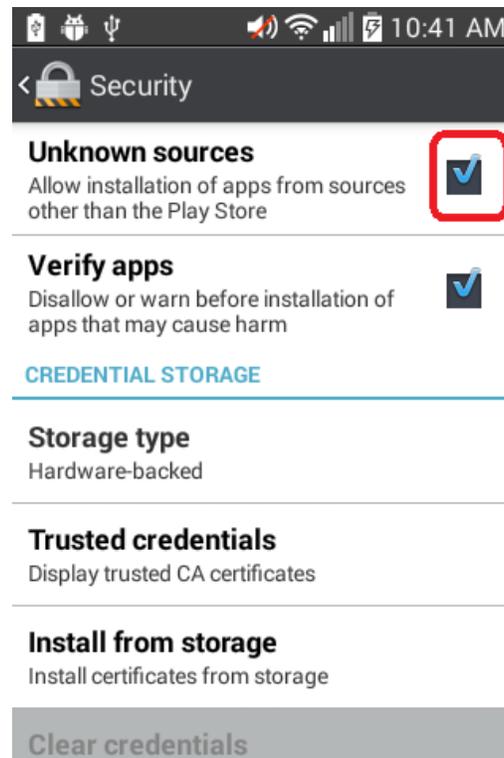
Introduction

For security reasons, your Smartphone may be set to block installation of applications not found in the Play Store. Before you download the RFT CARES app, you must allow installation of apps from unknown sources.

Allow Unknown Sources

To Allow Apps Installed from Unknown Sources:

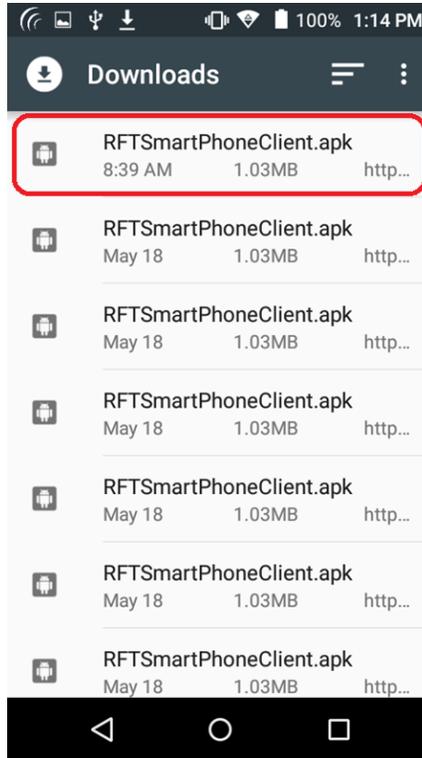
1. Go to **Settings** on your Smartphone
2. Select **Security**
3. Find and check **Unknown sources**



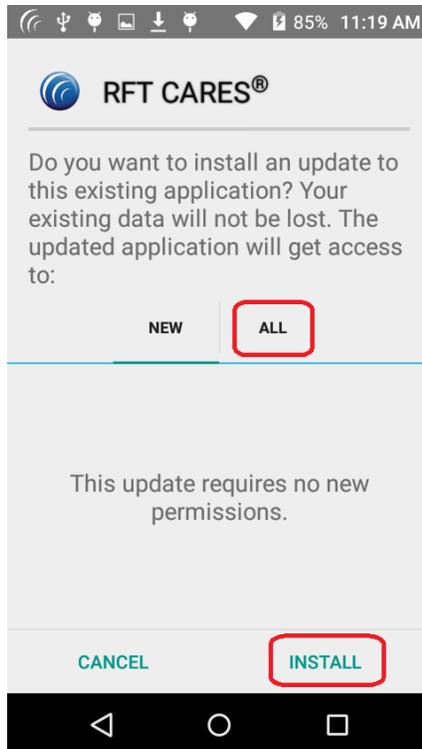
Download and Install

To Download the RFT CARES App:

1. Start the **Web browser** on your mobile device
2. Enter a **URL** similar to the example below (the **IP address** corresponds to the wireless network address associated with the RFT Server)
<http://192.168.1.4:9185/smartws/getapk.jsp>
3. From the **Downloads** app on your device, select the most recent of the *RFTSmartPhoneClient-xx.apk* files, and follow the directions on the screen that appears



4. Choose **All**, then select **Install**



5. Once installed, you will have the option to select either **Done** or **Open** to start the application immediately

Chapter 2 – Configuration

Introduction

Once everything is installed, the software will need to be configured, devices added into the system, messaging groups set up, and communications established before you can begin using the application.

Software Configuration



The software contains messaging functionality that enables the system to message system events and information to the facility staff via the RFT CARES Smartphone.

NOTE: Refer to Chapter 2, Configuration in the *Series 10 Software Administrator Guide* (PN 0510-1129) for additional information on configuration.

Configure Device

The RFT CARES Smartphone must be configured into the system to receive alarms, respond to alarms, and scheduled events.

To Add a Smartphone into the Software:

1. Go to the **Configuration** home page in the software
2. Select **Settings>>Messaging>>Devices**
3. From the **Device** window click **Add Smartphone**
4. Enter the **Name** of the staff member to whom the Smartphone is assigned
5. Type in the Smartphone's **MAC address** (obtained from the RFT CARES App or the Smartphone Settings)
6. Type a **Description** of the Smartphone
7. Click **Save**

Configure Group

After the Smartphone device has been properly added into the software, the Smartphone must be configured into a messaging group.

To Add a Messaging Group:

1. Go to the **Configuration** home page in the software
2. Select **Settings>>Messaging>>Groups**
3. From the **Groups** window click **Add...**
4. Enter the **Name** for the Group
5. Click **Save**

To Add Available Smartphones:

1. Go to the **Configuration** home page in the software
2. Select **Settings>>Messaging>>Groups**
3. From the **Groups** window click **Properties...**
4. In the **Smartphone Available** field, click on the item you want to add
5. Click **Add**
6. The available item appears in the **Recipients In Group** field
7. Click **Save**

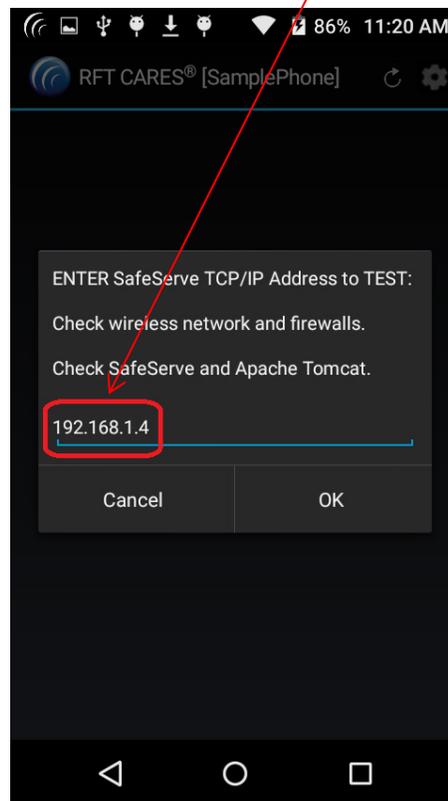
Establish Communications

When the RFT CARES app is first downloaded onto the phone and the app first started, its title bar will show the MAC address of the Smartphone. Use this MAC address when entering the Smartphone into the server messaging configuration screens. See the “Software Configuration” section, on the previous page.

In order to first establish communications with the server, the RFT CARES app will prompt for the IP address of the server, as defined within your wireless network. This server IP address (not the Smartphone MAC address) is entered via the pop-up dialog on the Smartphone.



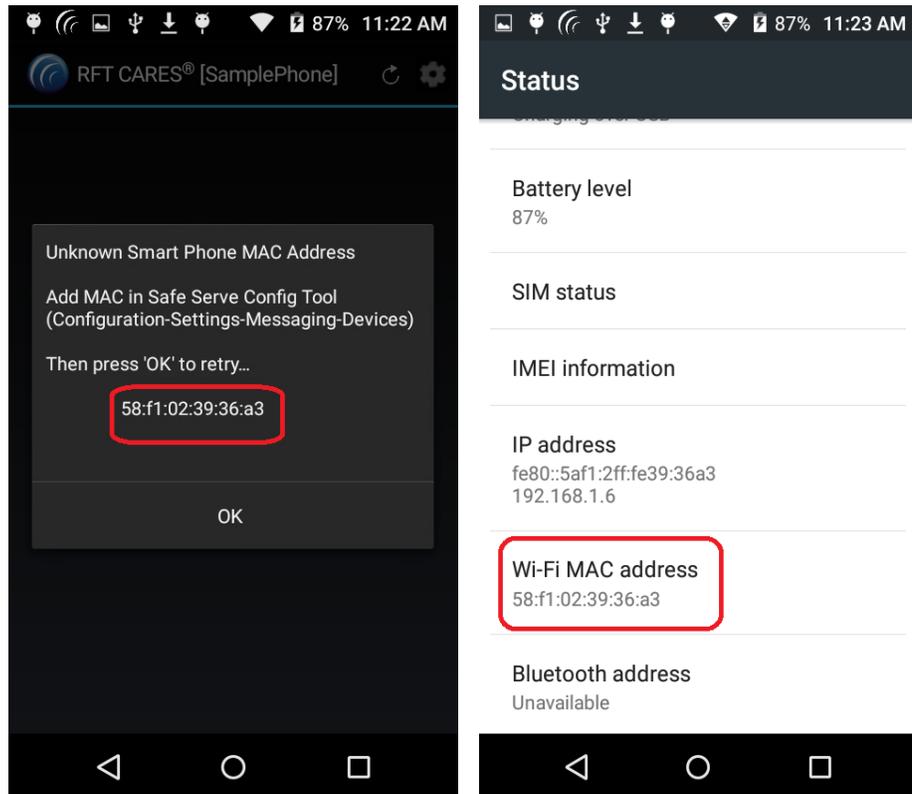
NOTE: this pop-up dialog may be invoked via the toolbar “gear” widget at any time, in case there is a change in the RFT Server wireless IP address and the Smartphone needs to be updated.



Once basic communication of a Smartphone and the Server has been established (i.e., the IP address confirmed as the proper one for the Server), the RFT CARES app will then remind you to add the Smartphone's MAC address to the RFT System.



As noted earlier, this is to be entered using the software configuration tool as detailed in the *Series 10 Software Administrator Guide* (0510-1129).



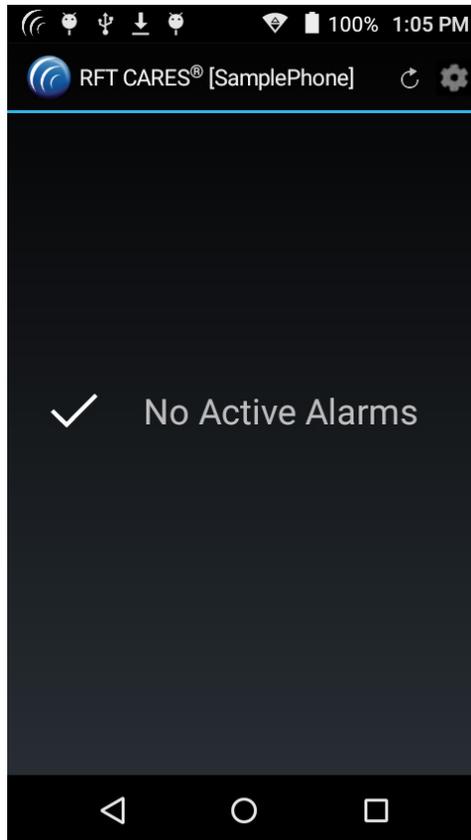
Alternatively, the Smartphone's MAC address can be obtained from the Smartphone's menus. The exact menu hierarchy will vary, depending on the manufacturer of the Smartphone. One likely location is the **Settings / About device/Status** menus (the Wi-Fi MAC address as shown below)

Server Connection

After following the configuration steps, when the RFT CARES app is started, the app title bar should indicate RFT CARES and the MAC address of the phone.

Next, the Smartphone checks in to the Web Server, and it confirms that the Smartphone's MAC address is known to its whitelist of allowed MAC addresses.

If the system is properly configured and the Smartphone is able to connect to the Web Server, the device name, as configured in the software configuration, should appear in the title bar, replacing the MAC address.



Configuration Updates

The RFT Server should recognize software configuration changes as they occur.

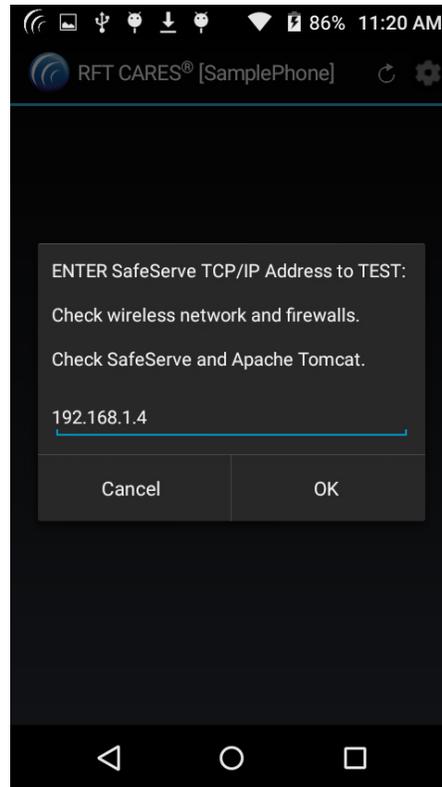
An example of this would be changing the name assigned to the Smartphone:

1. **Configuration>>Settings>>Messaging>>Devices>> Smart Phone>>Properties**
2. Change the name
3. Change will be pushed to the appropriate Smartphone within seconds of completion of that edit operation

Troubleshooting

Unable to Connect

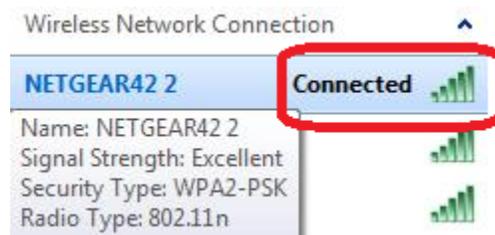
If RFT CARES is unable to connect to the RFT Server



Wireless Network

Please confirm:

1. Wireless Network is operational and unblocked



NOTE: TCP/IP port 9185 should be configured as an open port through the firewall to the wireless network in order to support proper Smartphone operation.

Confirm that the wireless router is properly powered, and that there are no firewalls set up within the wireless network dedicated to transmit alarms to the RFT Server.

IP Address 2. IP Address Configuration



NOTE: The software for the RFT Server is intended to be run on the same PC as the Web Server, and that PC will support both a traditional network and this wireless network.

The command line utility ipconfig should confirm this, with both a Wireless LAN adapter Wireless Network Connection and an Ethernet adapter Local Area Connection listed, as in the following example:

Wireless LAN Adapter Wireless Network Connection:

```

Administrator: Windows Command Processor

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection:

Connection-specific DNS Suffix . . . : rftechnologies.com
Link-local IPv6 Address . . . . . : fe80::1d1-85-0:7d0b:8ca9%14
IPv4 Address . . . . . : 192.168.1.4
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.1
    
```

Ethernet Adapter Local Area Connection:

```

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . . : rftechnologies.com
Link-local IPv6 Address . . . . . :
IPv4 Address . . . . . :
Subnet Mask . . . . . :
Default Gateway . . . . . :
    
```

If a previously running system develops connectivity problems, it may be due to a change in the IP address of the RFT Server within the wireless network.

If there have been power outages/system restarts, this IP address may have changed.

Please rerun ipconfig to confirm that the RFT Server's IP address is what you would expect it to be (192.168.1.4, in this example).

Lack of Messages

If no messages appear on the Smartphone in a known problem scenario, such as when a Smartphone is known to be out-of-range of the Web Server, please do the following:

Confirm that on the Smartphone, in the Settings/Apps section, for the RFT CARES app, that the **Show notifications** checkbox is properly checked to **ON** (so that the Smartphone is allowed to show notifications such as these important messages to its user(s)).

Connection to Web Server

To confirm the connection to the Web Server independent of RFT:

Apache Tomcat Windows Service

Confirm that the Apache Tomcat Windows Service is properly running on the Web. Tomcat hosts both the RFT software configuration tool and the RFT Smartphone Web Server.

Connection to RFT Smartphone Web Server

To confirm basic connection to the RFT SmartPhone Web Server (again, hosted by Apache Tomcat), you can type in the following URL in a browser, where you substitute the IP address of your server on the actual wireless network.

`http://192.168.1.4:9185/RFTSmartPhoneWebService/rest/RFTAlarm/addTwoNumbers;firstNumber=2;secondNumber=3`

By substituting in different combinations for first Number and second Number, and seeing the sum of those numbers when the browser is refreshed, you can confirm that the RFT Smartphone Web Server is reachable from your client (for example, browser app on the Smartphone).

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Revision History

Revision	Change
A	Release
B	Updated screen captures, references to reflect Series 10 software
C	Added recommendation that each Smartphone be assigned a static IP address
D	Updated to reflect trademark for RFT CARES Updated to reflect separate Android and iOS user manuals Updated required version of Safe Alert Software from 9.5 to 10.2 or later
E	Updated screenshots to reflect the registered mark for RFT CARES Removed references to Android v4.4 and earlier Added Refresh button section
F	Moved "Using RFT CARES" section to separate user guide
G	Updated required software to be "Safe Alert series 10.3 or later"

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RFTWI



rftsafty



RF Technologies

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