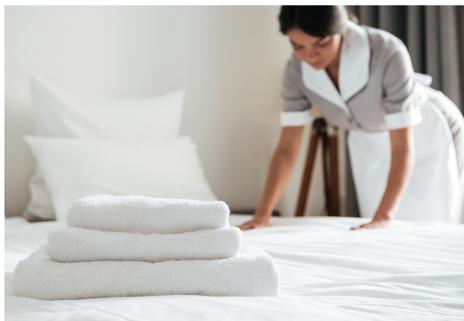




# **HELP ALERT!**<sup>®</sup> **Mobile Application**

iOS User Guide





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# WARNINGS AND CAUTIONS

It is important for your facility to implement and enforce the following WARNINGS and CAUTIONS in order to keep all equipment functioning properly. Disregarding the information and instructions in this document is considered abnormal use and may result in injury or system failure.

## Warnings



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**ACCESSORIES (SUPPLIES)**—To ensure resident safety and proper operation of equipment, use only parts and accessories manufactured or recommended by RF Technologies, Inc. Parts and accessories not manufactured or recommended by RF Technologies, Inc. may not meet the requirements of the applicable safety and performance standards.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**PENDANT CARRYING** — RF Technologies, Inc. provides specific methods for pendant- carrying, which adhere to safety measures to prevent strangulation. Staff members who wear pendants must use the specific “breakaway” lanyards or pendant-clips that RF Technologies, Inc. provides.

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**INSTALLATION AND CONFIGURATION**—It is the responsibility of the facility to follow the installation instructions carefully, as outlined in the applicable system guides, and to use the components and supplies specified by RF Technologies, Inc. for all installations.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**INSTRUCTIONS FOR SET UP AND USE**—It is the responsibility of the facility to follow the instructions for set up and use carefully, as outlined in this manual, and to use the components and supplies specified by RF Technologies, Inc. for set up and use.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**SYSTEM INSPECTION**—It is the responsibility of the facility to establish and facilitate a regular inspection schedule for your system. RF Technologies, Inc. recommends reviewing the system health on a monthly basis.

To arrange for a quarterly inspection by RF Technologies, Inc., call our Technical Support Department at (800)-669-9946 or (262) 790-1771.

**Failure to provide regular inspection of these products may result in equipment and/or system failure.**

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**SYSTEM MAINTENANCE AND TESTING**—It is the responsibility of the facility to establish and facilitate a regular maintenance schedule for your system. This includes regular inspection, testing, and cleaning. RF Technologies, Inc. recommends monthly maintenance and testing of your system. It is also recommended that your facility keep records of maintenance and test completions.

**Failure to provide regular maintenance and testing of these products may result in equipment and/or system failure.**

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**USER TRAINING**—Only users who have received adequate training on the use of the system, as outlined in this manual, should use the system. It is the responsibility of the facility to ensure all users have been trained.

**Failure to adequately train employees may cause system failure due to user error. In addition, incorrect use of the equipment may also result in system failure.**

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**STAFF SAFETY** —The most reliable method of staff safety in any facility entails good ‘security and safety’ policies working in conjunction with the correct operation of the Help Alert RTLS staff-monitoring equipment. It is the responsibility of the facility to ensure that other proper safety measures beyond the Help Alert RTLS system are in place to help keep staff safe, and to understand that that the Help Alert RTLS system alone does not ensure patient safety.

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All RF Technologies transmitters, pendants and banding material “PRODUCT” have been determined to be MR Unsafe as defined by ASTM F 2503-05. Use of “PRODUCT” in a Magnetic Resonance Imaging system will cause injury to residents and staff, MR system malfunction or “PRODUCT” malfunction. Do not bring “PRODUCT” into the MR system area and follow your facilities policies to classify and label “PRODUCT” as MR Unsafe.

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**MR UNSAFE**

## Cautions



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**DISPOSAL**—At the end of their service life the products described in this manual, as well as accessories (i.e. lithium batteries, etc.), must be disposed of in compliance with all applicable federal, state and local guidelines regulating the disposal of products containing potential environmental contaminants. Dispose of the packaging material by observing the applicable waste control regulations

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**PRODUCT WARRANTIES**—Failure to follow the Warnings and Cautions in this guide voids any and all Product Warranties.

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**WORN OR DAMAGED PARTS**—If the devices are worn or damaged, you must have the product serviced. For more information, see the section entitled “Service and Return.”

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# PREFACE

## Overview

This guide provides detailed instructions about using the HELP ALERT® mobile application.



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**WARNING:** The HELP ALERT system uses a real-time locating system (3D-iD® Location Engine Powered by PinPoint®) and is designed to work in conjunction with a facility's overall security program, including reasonable operating policies and procedures. It is the responsibility of the facility's security team to maintain their best practices and operating procedure based upon HELP ALERT notifications.

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## Help Alert Mobile

Using the HELP ALERT devices, with the press of the thumb button staff members can send a silent wireless signal to the HELP ALERT software and then silently provide location information to the HELP ALERT system so security staff can track the user's location if it changes.

HELP ALERT Mobile is a software solution that allows mobile devices with a WLAN connection to access a HELP ALERT RTLS Server and provides a mobile medium for viewing and responding to alerts.

The HELP ALERT Mobile software is available for download from the Apple App Store.

## System Features

Some features of the HELP ALERT system can be activated or disabled in the system's configuration files, or restricted based on the software user's account role. Because of this capability, some features listed in this document may not be visible in your instance of the software. Instructions for modifying these configurable features can be found in the *HELP ALERT RTLS Software Administration Guide*.

## Apple Push Notification Service

The latest release of HELP ALERT Mobile for iOS takes advantage of push notifications to send messages to iOS devices when they are sleeping and when the HELP ALERT Mobile app is not running. For this to work, **both** the HELP ALERT server and the iOS device **must** be connected to the public internet via an Ethernet, WiFi, or cellular connection in order to access the Apple Push Notification Service (APNS). Because APNS service and associated internet connections are not 100% reliable, this SHOULD NOT be used as a primary means to monitor for alerts, and is intended to compliment, not replace, any currently available means for alert monitoring.



**NOTE:** Alert Notification is NOT guaranteed. This feature may not be enabled or supported by your facility's HELP ALERT service.

## **iPad Support**

HELP ALERT Mobile supports functionality that is optimized based on the type of iOS device (iPod Touch, iPhone, or iPad) used to run it. Unless otherwise indicated, the directions in this manual apply to all iOS devices.

## **Intended Audience**

This User Guide is intended for users who use the HELP ALERT RTLS software with Help Alert staff duress monitoring.

## **Contact Information**

For more information about RF Technologies, Inc. products, go to [www.rft.com](http://www.rft.com).

### **Technical Support**

For technical support, contact the Technical Support Team at:

(800) 669-9946, option 5 or (262) 790-1771  
[tech@rft.com](mailto:tech@rft.com)

### **Customer Care**

For questions on part replacement or for ordering new parts, contact the Customer Care Team at:

(800) 669-9946, option 2  
[customercare@rft.com](mailto:customercare@rft.com)

### **Sales**

For questions regarding system add-ons, contact your Sales Manager.

## **Product Warranty**

Product Warranty information can be found with your original system proposal and invoice.

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# GETTING STARTED

## Introduction

This chapter provides information to configure the mobile application once it has been installed on your device, as well as helpful tips in using the application.

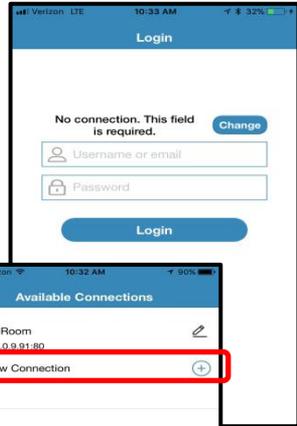
## Launch Application

1. Download the *HELP ALERT Mobile* app from the Apple App Store.
2. After the Mobile App is installed on your Apple device, tap the **Help Alert** icon to launch the software.

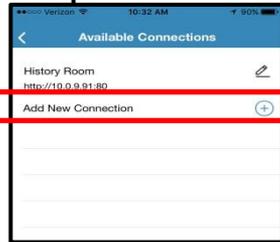


3. When the App is launched for the first time, you will need to add a connection to the HELP ALERT RTLS server.

- From the Login screen, select the **Change** button. This brings up a listing of available server connections.



- While in the Available Connections screen, select **Add New Connection**.



- Enter the HELP ALERT RTLS server credential information (**name**, **IP address**, and **port**) as provided by your administrator.



- If HTTPS is enabled on the server, make sure the **Use HTTPS** switch is toggled ON (note that the default port for HTTPS is 443). Refer to your monitoring station URL to determine HTTPS or not.
- Select **Save Connection**.
- You will be returned to the Available Connections screen where you must select HELP ALERT RTLS server connection.
- Back on the Login screen, enter your assigned HELP ALERT user ID and password as provided by your administrator then select the Login button to open the software application.

## Using the Application

### Swipe to Map View

As with most applications, there are a few touch screen gestures to make using the application easier. The following can be used within the HELP ALERT Mobile application:

When viewing a list of Alerts, you can swipe from right to left across a single Alert in the list. This will automatically switch to the Map View and center the Alert within the Map. All other alerts in the current floorplan will be displayed as well.



**NOTE:** This is only available on the iPod or iPhone. Since the List View and Map View can fit on the iPad screen simultaneously, there is no need for this functionality on the iPad.

### Pinch Zoom Out/In

Within Map View and Alert Details, you can use two fingers in a pinching motion to zoom the map out. Use the opposite gesture to zoom in.



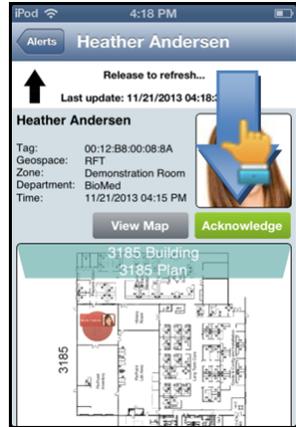
## Pull Down Refresh

Available in the Alerts List, the Alert Details Screen, and the Map View, you can swipe downward on the screen until the **Refresh Indicator** appears then release when indicated.

This feature will automatically obtain the latest location data for Alerts and look for new alerts instantly.



**NOTE:** For the Alert List screen, you will need to scroll to the top of the list in order to use the Pull Down Refresh feature.



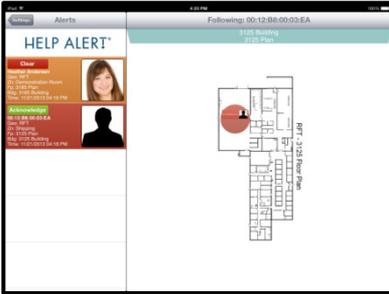
## Drag Panning

Within Map View and Alert Details, you can use a single finger to drag the map view around in order to see other parts of the map.



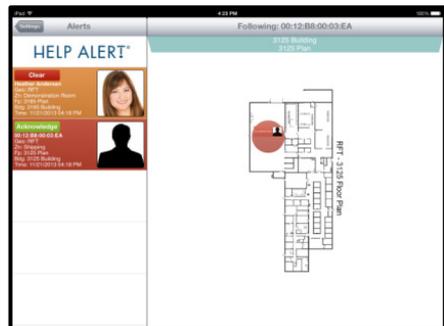
## Screen Rotation

On the iPad only, it is possible to view the App in both Landscape and Portrait modes.



## Default View

By default, alerts are shown in a List view. On the iPad, the default view also includes a floorplan map with the currently selected alarm location centered on the map.

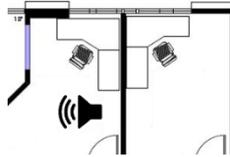


## Linked Points

Links provide convenient, location-relevant hyperlinks to video and audio monitoring devices that have been configured to operate in conjunction with your HELP ALERT System.

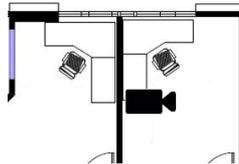
From the Alert Details Screen or the Map View, click on any Link icon to open the corresponding URL in the mobile device's browser.

### Audio Links



Audio links appear on the floorplan as a black speaker icon.

### Video Links



Video links appear on the floorplan as a black video-camera icon.

# ALERTS

## Introduction

This chapter provides information on alerts types, viewing, acknowledging, and clearing alerts.

## Alerts

The Alert interface is very similar to the interface in the HELP ALERT RTLS Web Client. Detailed Alert information is just a tap away with touch screen input. Alerts can be Acknowledged and Cleared directly from an Alert Card, or from their respective Details screens.

Alert information for each alert currently in the system is displayed in a scrollable list. The information in this list is updated automatically every 10 seconds, but it can be manually refreshed using the Pull Down Refresh feature.

When a new alert is displayed in the list view an audio alert is sounded. The volume may be controlled and/or muted using the volume controls on the side of the device.

An Alert has three states:

- Active (the Alert card is red)
- Acknowledged (the Alert card is orange)
- Cleared (once an Alert is cleared, it is removed from the user interface)

## Alert Details

The Alert Details screen contains extended Participant information and the current location of the alerting device.

From the list, you can pull up a specific alert's details in one of two ways:

- Clicking the alert in the List View
- Clicking the corresponding alert callout in Map View



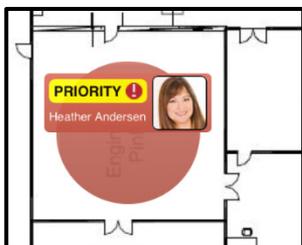
## Active Alert

If one or more alerts are active in the system, a **RED** card will appear in the list containing information about who or what triggered the alarm and their calculated location.

## Priority Alert



Priority Alerts are a configurable feature that may not be available at every facility. The purpose of a Priority Alerts is to allow Participants the ability to designate an alert as a Priority over other alerts, so that it can be treated differently from Normal Alerts within the



system. The appropriate security and emergency response to a Priority Alert must be determined by every customer, based on their established security policies and procedures.

Priority Alarms / Priority Alerts will be distinguished visually throughout the HELP ALERT Mobile app, and they will always appear above all Normal Alerts in the list of alerts.

**NOTE:** If your system is licensed for the mass notification feature, those alerts will show up in the app as Priority Alerts. Mass Notification alerting cannot be initiated from within the HELP ALERT Mobile app, it can only be initiated from the full client application.

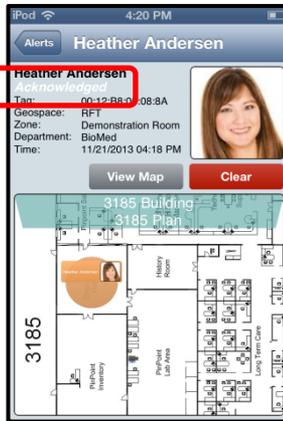
## Acknowledge an Alert



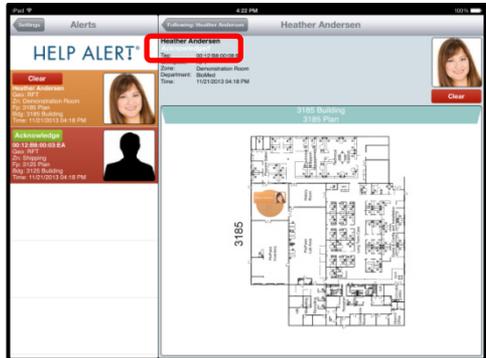
### To acknowledge an alert:

1. Address the alert(s) according to priority by selecting the alert's information card on the left-hand side of the screen
2. Select the **Acknowledge** button to indicate that the alert has been seen
3. The card will turn **ORANGE** in the list to differentiate it from any new alarms that might appear in the system
4. Within the Alert Details screen, the alert will indicate that it has been Acknowledged

iPhone / iPod



iPad



Clear an Alert

To clear an alert:

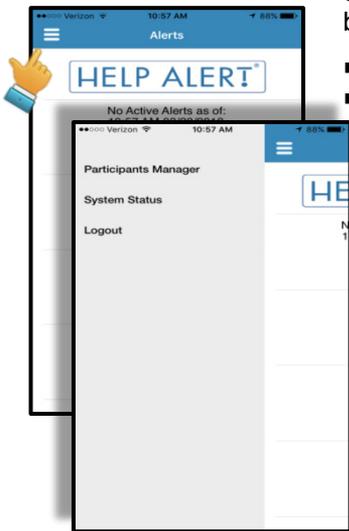
1. Once an alert situation has been Acknowledged and addressed according to your facility's protocols, select the Clear button.
2. The application requires the user to enter a brief explanation of the situation before the alert can be cleared.

# ADMIN FUNCTIONS

## Introduction

This chapter provides information on accessing application admin functions, managing participants, and checking system status.

## Accessing App Functions



To access additional app functions, select the menu icon in the upper left corner of the Alerts screen. This will bring up the three options:

- Participants Manager
- System Status
- Logout (selecting Logout will take you back to the Login page, where you can edit or add connections)

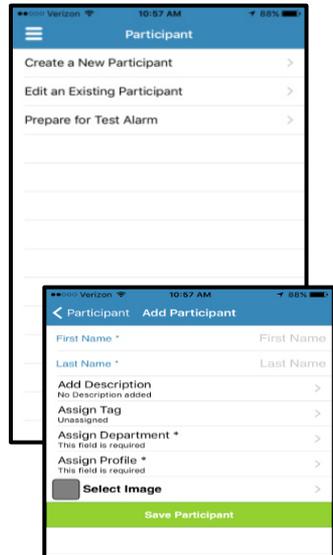
## Participant Management

Participants are those staff members who are registered in the RTLS system for staff duress protection purposes. A Participant's information profile consists of basic information such as their first name, last name, and a photo.

Select **Participants Manager** to add or edit system participants and assign pendants or fobs to them.

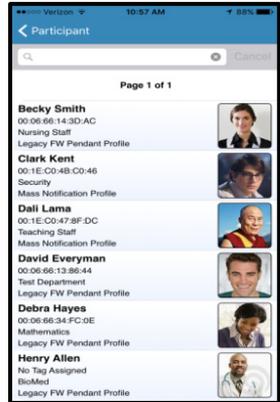
### Add Participant

1. From the menu options, select **Create a New Participant**.
2. On the Add Participant screen, enter the **First Name, Last Name, Description, Assigned Tag ID, Assigned Department, Assigned Profile** (role), and optional photo.  
**NOTE:** You can use your device's camera to take a photo on the spot.
3. Select **Save Participant**



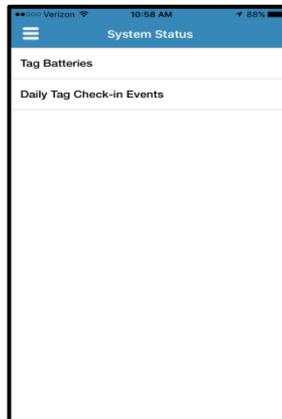
## Edit Participant

1. From the menu options, select **Edit an Existing Participant**.
2. From the list of current participants, select the one to be edited.
3. Select **Save Participant** when all the changes have been made.



## System Status

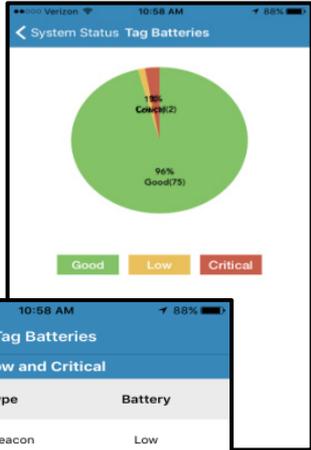
Select **System Status** to view battery and communication status for all of your system devices.



## Batteries

1. From the menu options, select **Tag Batteries**.

2. A summary pie chart will display showing the battery status (good, low, or critical) for all devices in your system.



3. To view a detail list of the low and critical batteries, select the pie chart.

A table titled 'Tag Batteries Low and Critical' displaying details for three devices. The table has three columns: Sr.No., Tag Type, and Battery.

Sr.No.	Tag Type	Battery
1	Locator Beacon	Low
2	Locator Beacon	Critical
3	Pendant	Critical

## Check-In Events

1. From the menu options, select **Daily Tag Check-in Events**.

2. A summary pie chart will display showing the communication status of each device in your system.



3. To view a detail list of the devices that missed a daily check-in, select the pie chart.

A table titled 'Missed Daily Check-in' displaying details for three devices. The table has three columns: Sr.No., Tag Type, and Battery.

Sr.No.	Tag Type	Battery
1	Locator Beacon	Critical
2	Pendant	Critical
3	Pendant	Good

# REVISION HISTORY

Revision	Change
A	Release
B	<b>Updated:</b> for RTLS release 2.0.6
C	<b>Updated:</b> for RTLS release 2.0.9
D	<b>Updated:</b> for RTLS release 2.1.0
E	<b>Updated:</b> Document to latest format <b>Updated:</b> All graphics to reflect current application <b>Added:</b> Additional information and steps for clarification
F	<b>Updated:</b> for RTLS release 4.0



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**Release Date: 10/2019**

