



RFT CARES®

iOS App Administrator Guide





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Preface

Introduction



The RFT CARES® iOS application allows you to respond to alarms and scheduled events from your Smartphone. The RFT CARES iOS application is only for Apple iPhones, iPads, and iPod Touch devices that run the Apple iOS operating system v9.0 or v10.0 (and higher).

The mobile device 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 device to the software. Internet access for the device 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.



CAUTION: Turning off the smartphone volume using the volume switches on the side of the phone will stop the audio from playing, including RFT CARES 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.

Technical Support

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

tech@rft.com

Customer Care

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

(800) 669-9946, opt 5

customercare@rft.com

Chapter 1 – Installation

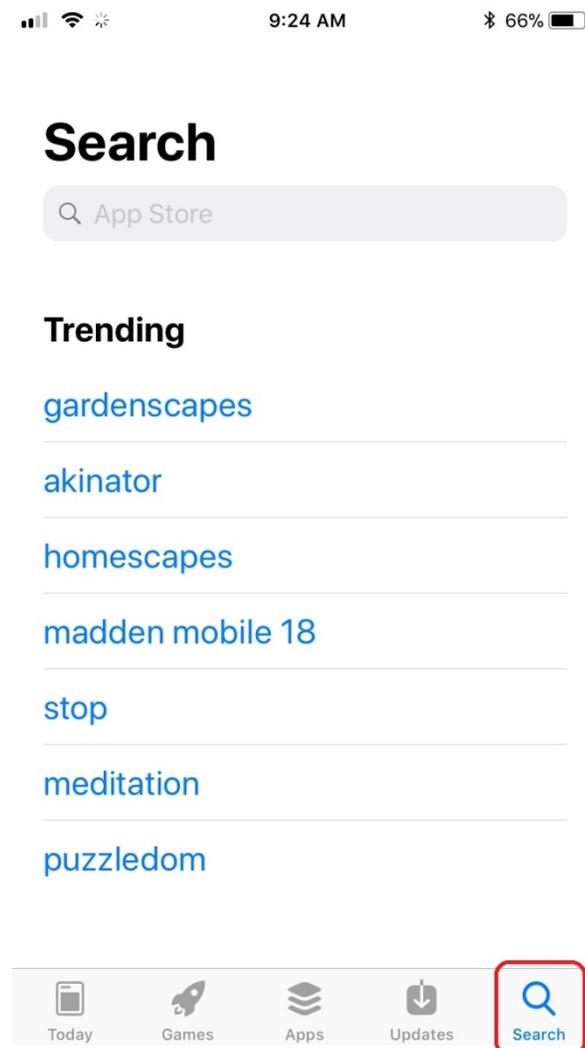
Introduction

Before you download the RFT CARES app, make sure the device has internet access.

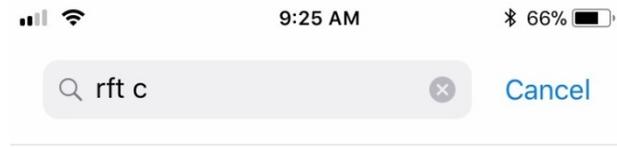
Install

To Install the RFT CARES App:

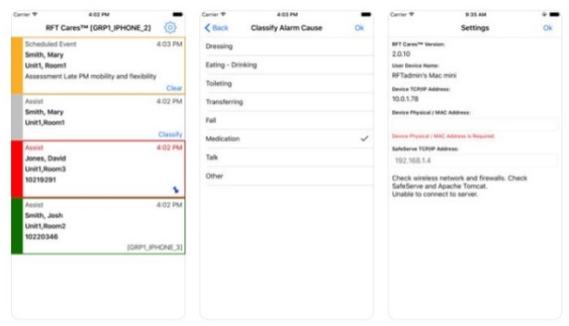
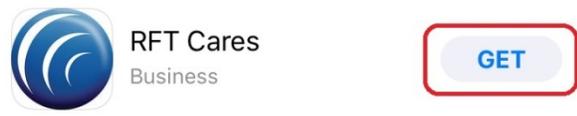
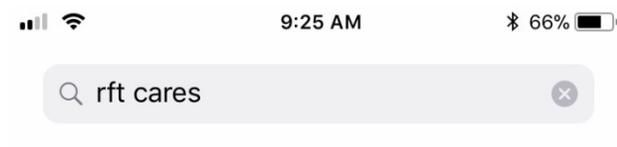
1. Open the App Store and select the **Search** option at the bottom



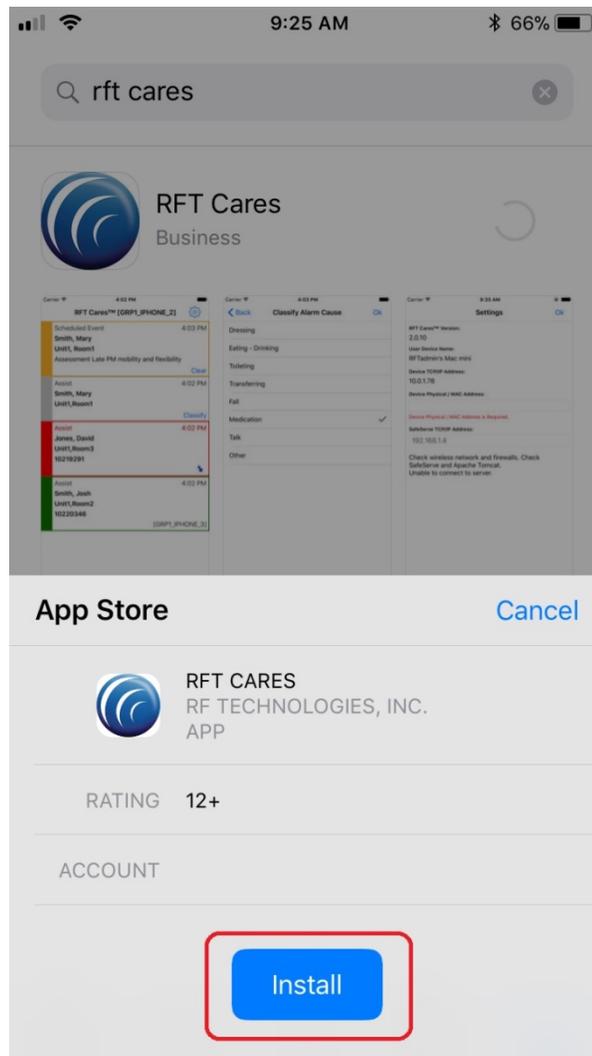
2. In the **Search** field start typing *RFT Cares*. When RFT CARES appears in the list, select it.



3. Once the app is located, select the **Get** button to begin the installation process



4. When prompted, select the **Install** button



5. Once the download has completed, you can access the application from your main screen.

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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 App.



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 mobile device must be configured into the system to receive alarms, respond to alarms, and scheduled events.

To Add a Mobile Device 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 device is assigned
5. Type in the device's **MAC address** (see *Device MAC Address* section below)
6. Type a **Description**
7. Click **Save**

Configure Group

After the device has been properly added into the software, it 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**

NOTE: If the device has already been included in an existing group, you can skip the next 3 steps.

3. From the **Groups** window click **Add...**
4. Enter the **Name** for the Group
5. Click **Save**

To Add Available Devices:

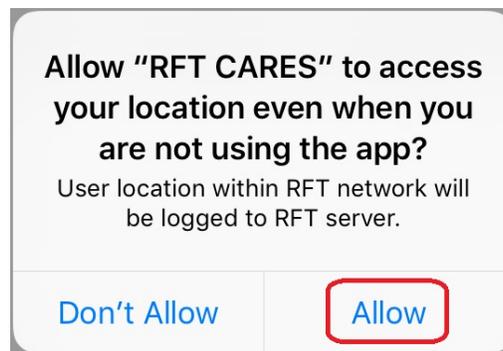
1. Go to the **Configuration** home page in the software
2. Select **Settings>>Messaging>>Groups**
3. From the **Groups** window click **Properties...**
4. In the **Smartphone Available** field, click on the item you want to add
5. Click **Add**
6. The available item appears in the **Recipients In Group**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

Establish Communications

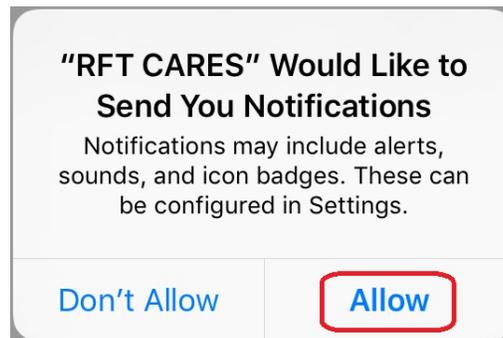
Allow Notifications

Establishing communications requires notifications and configuring the MAC address and RFT Server TCP/IP address in Settings, as well as confirming the RFT server connection.

After the initial installation of the RFT CARES app on your mobile device, you will be prompted to **Allow RFT CARES to access your location even when you are not using the app?** In order to properly receive all notification messages for the RFT CARES app, you will need to select **Allow**.



Additionally, you will be prompted that **RFT CARES Would Like to Send You Notifications**. In order to receive notification messages when the RFT CARES app is not in the foreground, you will need to select **Allow**.

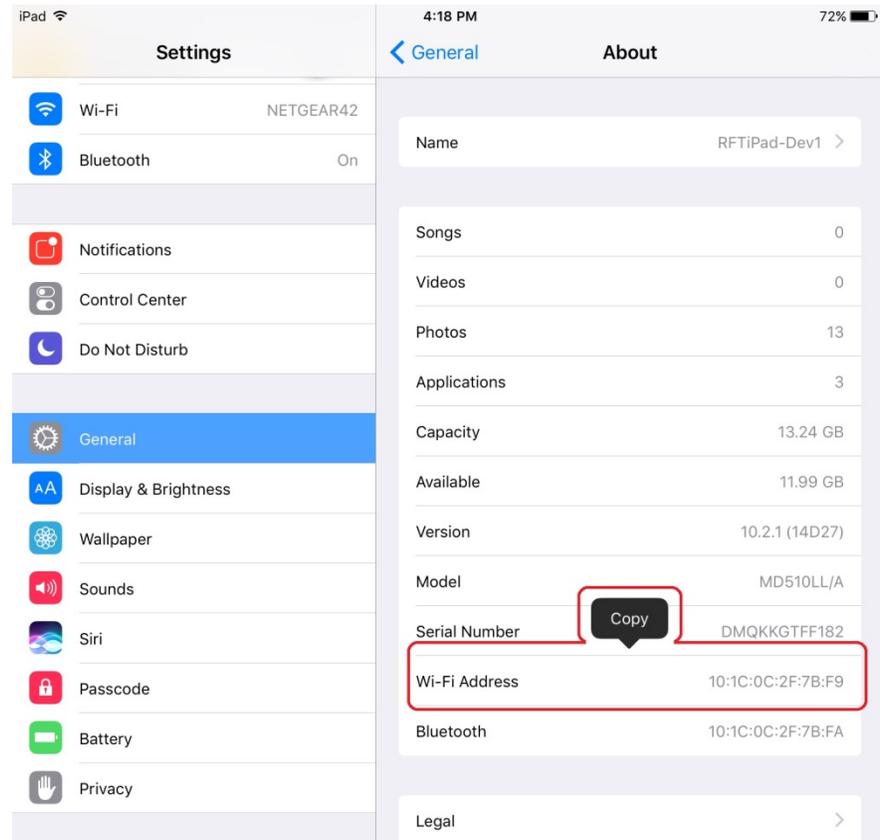


NOTE: After initial installation, the RFT CARES app is not yet configured so the **Settings** page will automatically open the first time the app is started. The Settings page may be opened via the toolbar “gear” widget at any time, in case there is a change in the RFT Server wireless IP address and the app settings need to be updated.

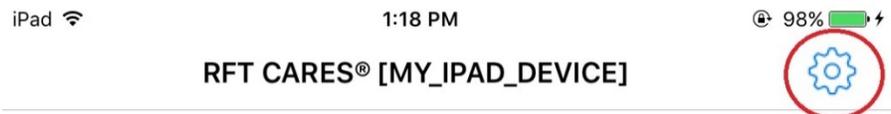
Device MAC Address

To obtain the mobile device's MAC address:

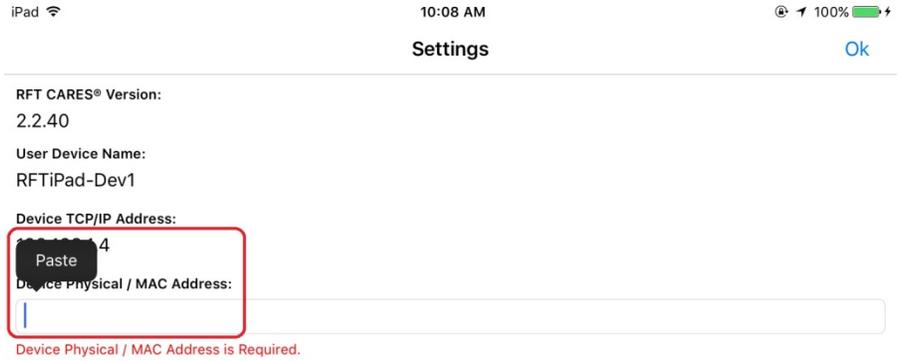
1. Tap the **Settings** icon
2. Under **General**, tap **About**
3. Tap and hold on the **Wi-Fi Address** field (this will uniquely identify the mobile device within the RFT Server)
4. When the **Copy** balloon appears, tap it



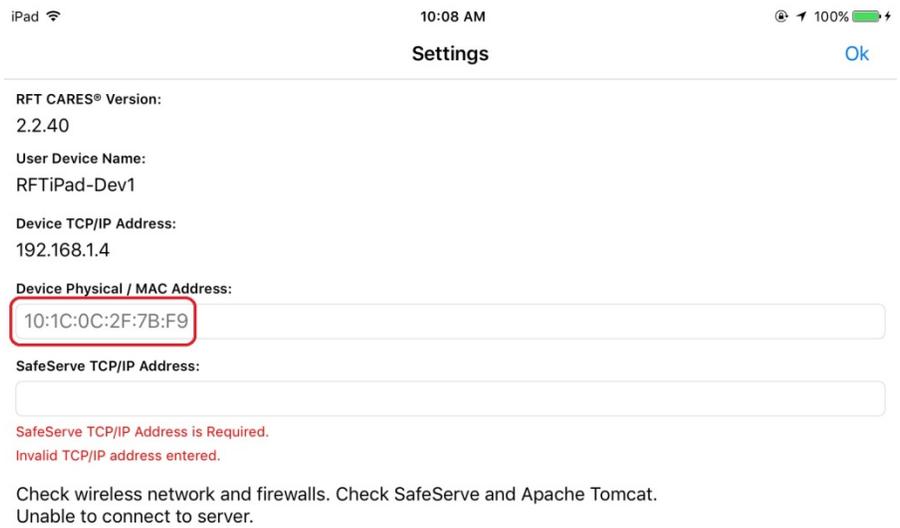
5. Open the **RFT CARES** app
6. Click the **Settings** icon (gear) in the upper right-hand corner to open the Settings page



7. Tap and hold on the **Device Physical / MAC Address** field
8. When the **Paste** balloon appears, tap it (alternately, you can also manually type the MAC address into the field)

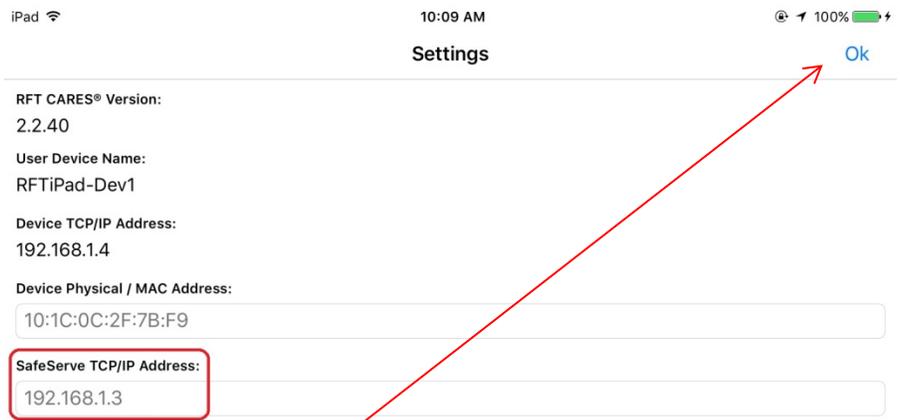


9. The device's MAC address should now be displayed in the field



RFT Server TCP/IP Address

10. In the **SafeServe TCP/IP Address** field, type in the RFT Server IP address



11. Tap **OK** in the upper right-hand corner

12. If the device had not been configured into the software system prior to setting up the RFT CARES app on the device, you will receive the following message

Device TCP/IP Address:

192.168.1.6

Device Physical / MAC Address:

10:1C:0C:2F:7B:F9

SafeServe TCP/IP Address:

192.168.1.4

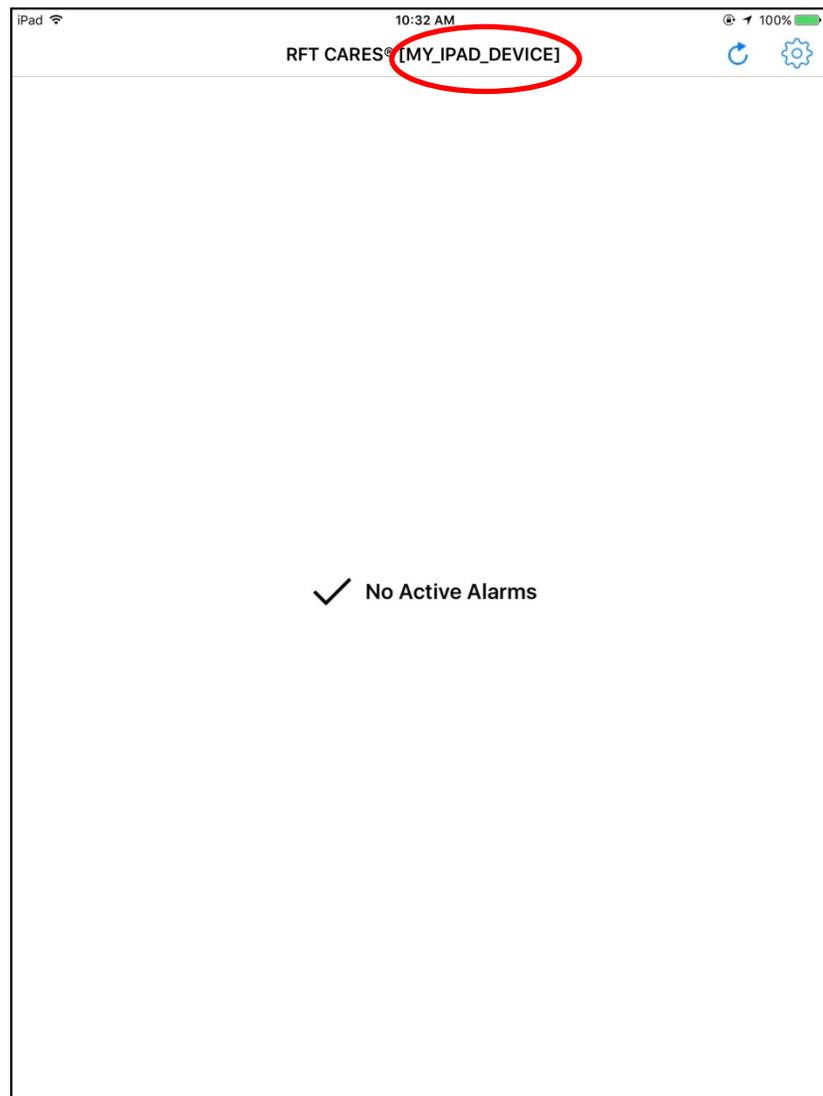
Unknown Smart Phone MAC Address. Add MAC in Safe Serve Config Tool (Configuration-Settings-Messaging-Devices) Then press 'OK' to retry...
10:1C:0C:2F:7B:F9

13. Add the device into the software and then tap **OK** again on this page

Server Connection

After following the configuration steps, if the device is able to connect to the RFT server, the app will automatically display the main screen.

If the system is properly configured and the device is able to connect to the RFT server, the device name, as configured in the software configuration, should appear in the title bar in [] brackets.

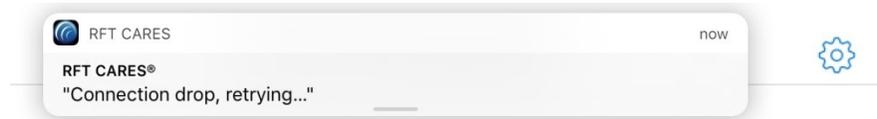


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Troubleshooting

Unable to Connect

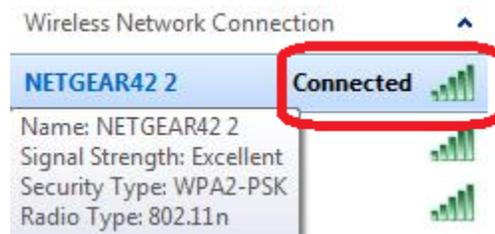
If RFT CARES is unable to connect to the RFT Server



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 mobile device 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

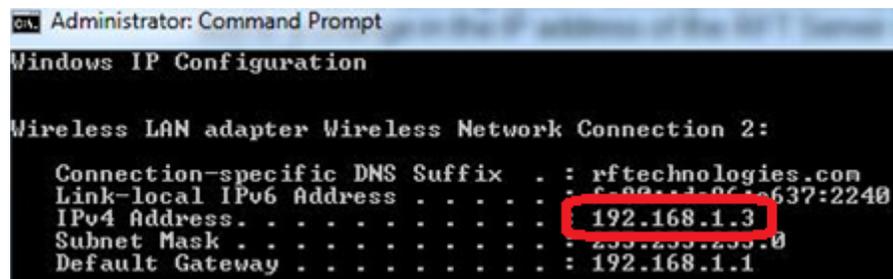
2. IP Address Configuration



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:



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 . . . . . :
```

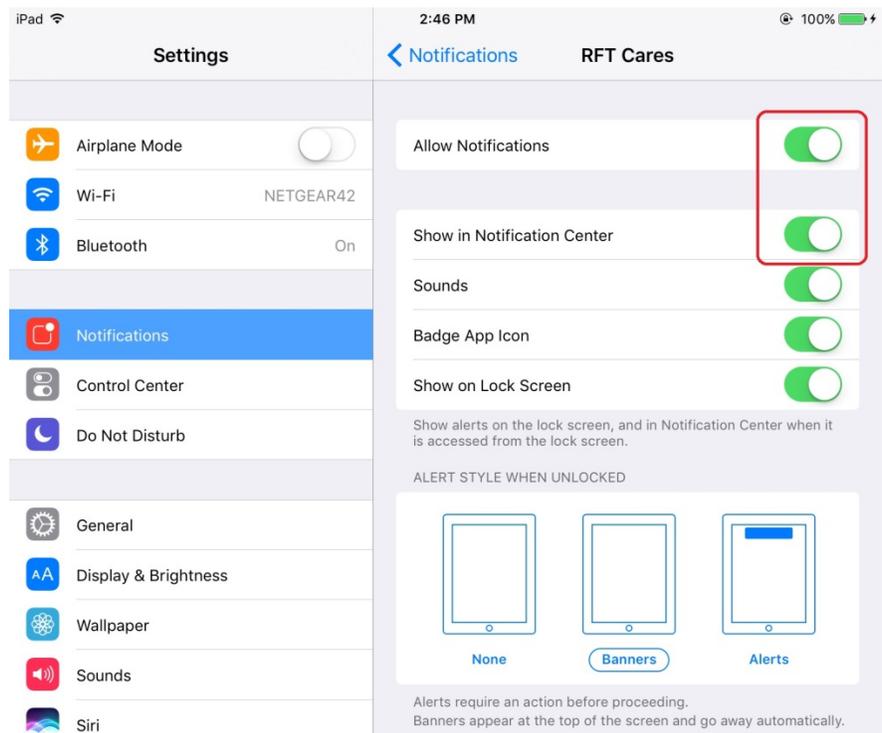
If a previously running system develops connectivity problems, it may be due to a change in the IP address of the RFT Server within the wireless network.

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 (192.168.1.3, in this example).

Lack of Messages

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

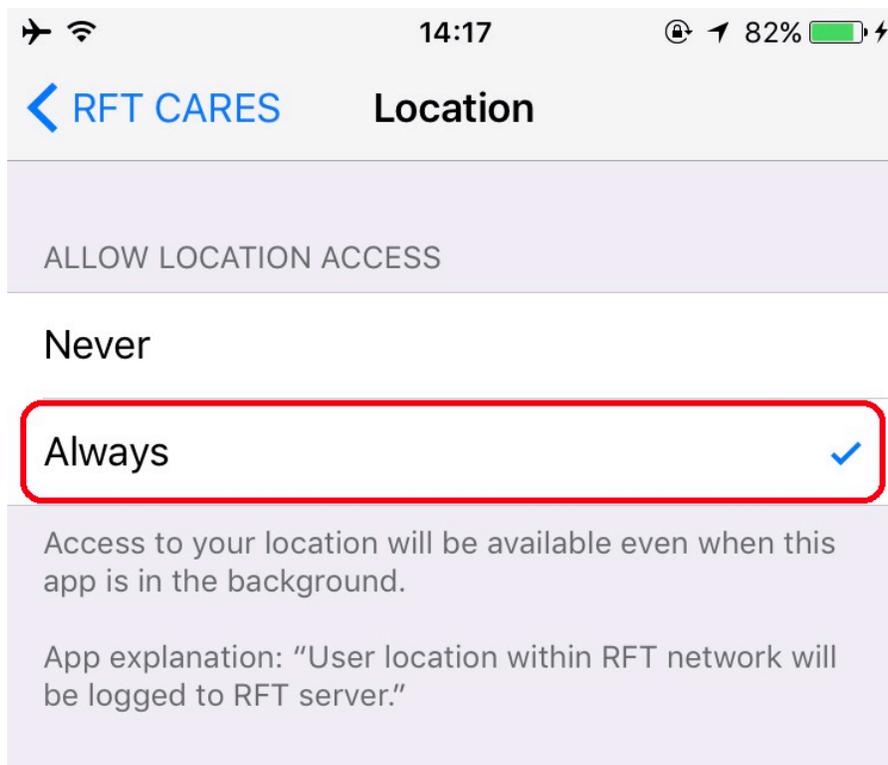
Confirm that on the device, in the Settings/Apps section, for the RFT CARES app, that the **Allow Notifications** and the **Show in Notification Center** checkboxes are properly checked to **ON** (so that the device is allowed to show notifications such as these important messages to its user(s)).



Lack of Notifications

If notifications are not appearing on the mobile device, please do the following:

Confirm that on the device, in the Settings / Privacy / Location Services section for the RFT CARES app, that the **Allow Location Access** is checked to **Always**.



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 Web Server.

Connection to RFT Web Server

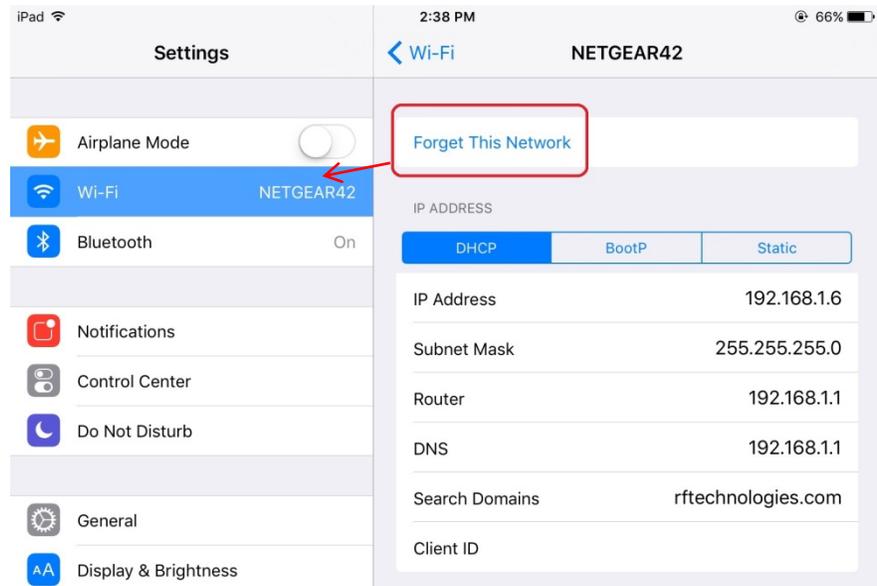
To confirm basic connection to the RFT Web Server (again, hosted by Apache Tomcat), you can type in the following URL in a browser on the mobile device, where you substitute the IP address of your server on the actual wireless network.

`http://192.168.1.3:9185/RFTSmartPhoneWebService/rest/RFTAlarm/add;1st=2;2nd=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 Web Server is reachable from your client (for example, browser app on the mobile device).

Wireless Auto-Connection

To avoid “auto-connections” to unintended wireless networks (in this example it is NETGEAR42), an explicit **Forget This Network** is recommended for wireless setups other than that designated for RFT CARES.



This is particularly important at sites that have multiple wireless networks (i.e.: Unit 1 and Unit 2, Wing A and Wing B, etc...) that the mobile device could potentially attempt to “auto-connect” to, perhaps when moving out of range of one and into another.

iOS Device Reboot

After an iOS device reboot/restart, the RFT CARES app will not automatically re-open so any notifications being sent will not be received. The application must be opened from the main screen in order to receive notifications.

Errata

Erratum ID	Description	Temporary Resolution if Available
11783	If the device is unlocked and the RFT Cares app is not open/foregrounded, notifications may be sent twice for the same alarm when an alarm escalation occurs.	A resolution is currently unavailable.
11784	RFT CARES application displays the alarm list in order of the most recent notification rather than in order of alarm creation.	Press the Refresh button on the toolbar.

Revision History

Revision	Change
A	Release
B	Updated screenshots to reflect the registered mark for RFT CARES Removed email notification disclaimer Added Refresh button section Added Errata section Moved “Using RFT CARES” section to separate user guide



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