TRBO.SOS

User   Guide

Version 1.1

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Contents

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 d ata 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 website .

1.3 Contacts

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EMEA	+44 203 608 0598	info@trbonet.com — general and commercial inquiries
Americas	+1 872 222 8726	support@trbonet.com — technical support
APAC	+61 28 607 8325	https://trbonet.com/kb/ — 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   the ir 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 T imer
- ManDown Detection
- No Movement Detection
- Shake Detection
- Remote monitor   ing
- 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 [Google Play Store](#) (or [App Store](#)).

3.1 Installing TRBO.SOS

To install TRBO .SOS :

1. Visit the [Google Play Store](#) (or, [App Store](#)) from your mobile de vice.
2. Type "TRBO" in the Search box and run the search .
3. Tap the TRBO .SOS application, then tap the Install button.
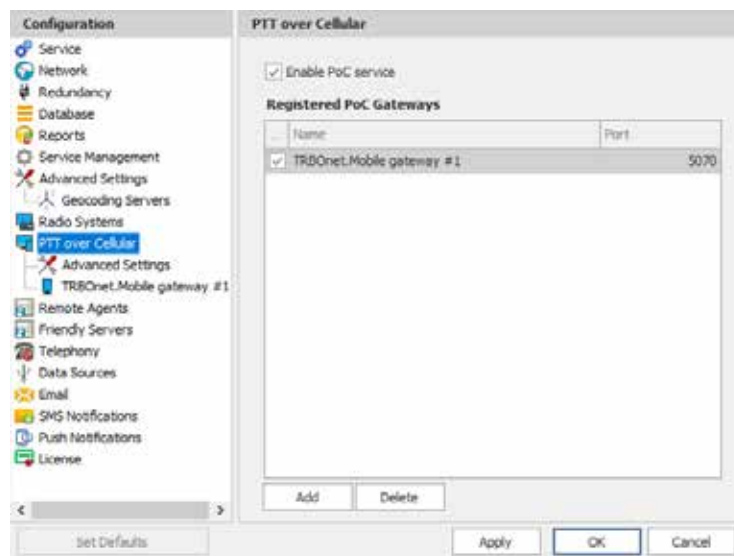
4   Configuring   TRBOnet Enterprise

Before connecting TRBO   .SOS to TRBOnet Enterprise   , make sure that   a Mobile
System gateway   ha ve 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 .
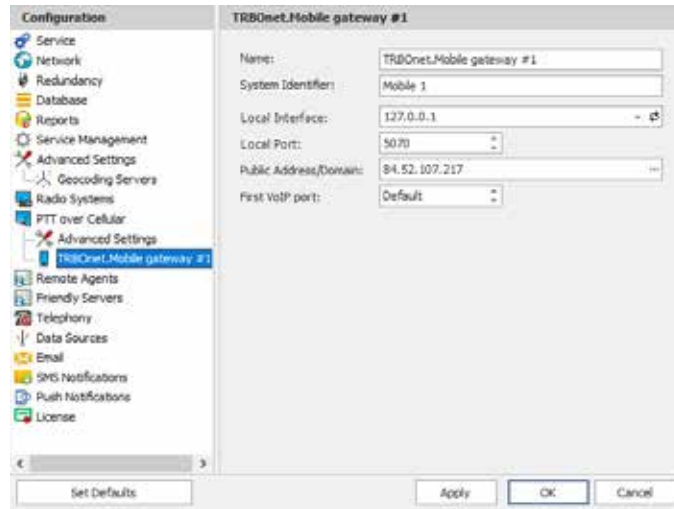

4.1.1   Advanced Settings
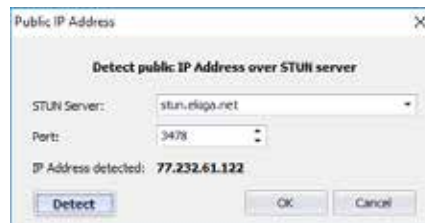
- In the   Configuration   pane, select   PTT over Cellular   > Advanced
  Settings   .
- In the   Advanced Settings   pane, specify the following parameters:
  - Max Call Time
    Specify the maximum call time, in minutes.
  - Registration Interval
    Enter the time interval, in seconds, to check the registration status of
    mobile subscribers.

4.1.2   Adding a Mobile Gateway

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

- **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 o f the PC with TRBOnet Server.

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

- **Public Address/Domain**
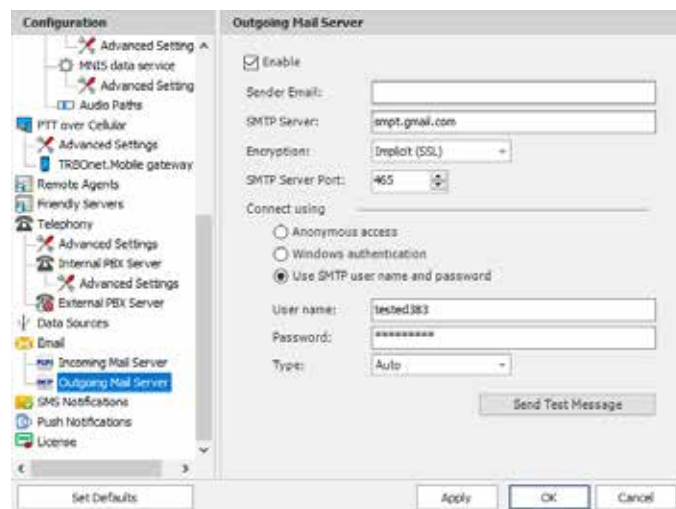 This is the public IP address of your PC. To detect the public address, click the ellipsis (…) button.

- • **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   .

- In the Outgoing Mail Server   pane, specify the following outgoing mail   -
  related 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 encrypti   on.

    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
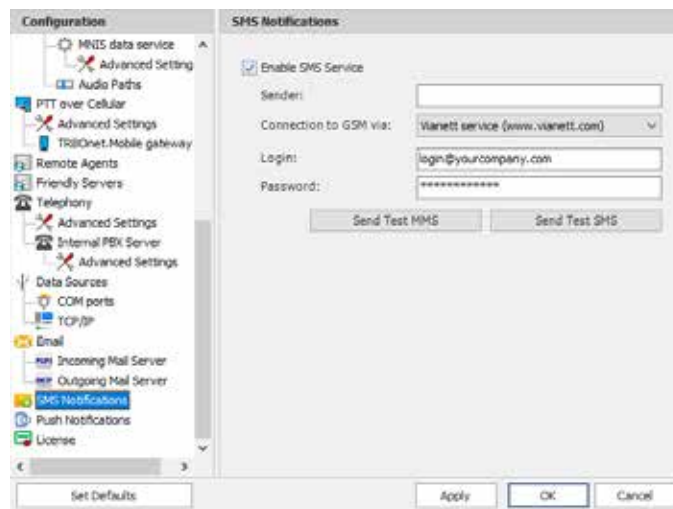   The port number to be used for the connection.

    Note: This box is populate   d 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 TR BOnet 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.

    - ✓ Type
      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 5.1.2.1 , Registering with Phone Number), perform the following steps:

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

- In the SMS Notifications pane, specify the follo wing 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 www.vianett.com

  - **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 www.clickatell.com

  - **IntelliSoftware**
    Select this item to use IntelliSoftware SMS Gateway.
    For more details on IntelliSoftware SMS service, see
    www.intellisoftware.co.uk

- **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.

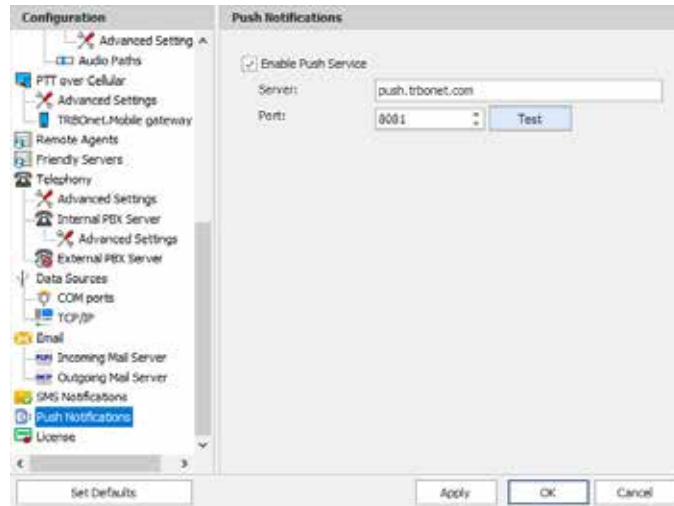 > Note: This button is available when connected via Vianett service only.

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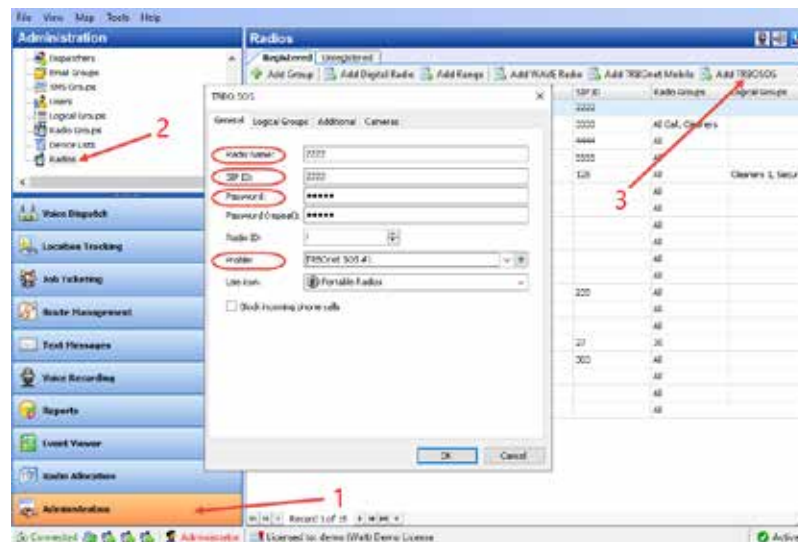

- In the Push Notifications pane, specify the following parameters:
  - Server
    Enter the Ethernet IP address of the push server.
  - Port
    Enter the UDP port number of the push server.
  - Test
    Click this button to check the connection to your push server. If the test is successful, you'll 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 c lick Add TR BO .SOS (3).

- 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 5.1, Running TRBO .SOS .
  - Password
    Enter the password for the authentication .
  - Profile
    Select the location profile for the mobile client. See section 4.2.2, Adding TRBO .SOS Profile .
- 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, specif y 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.

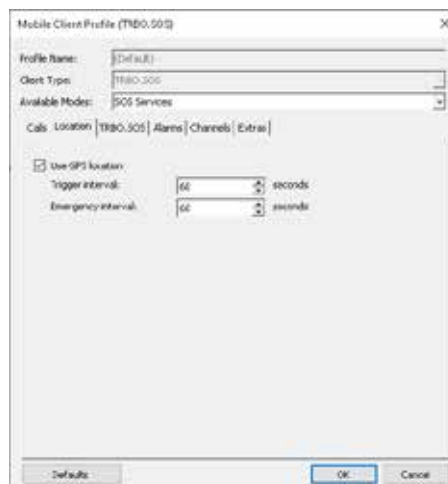- Go to Administration > Mobile Client Profile (TRBO .SOS).

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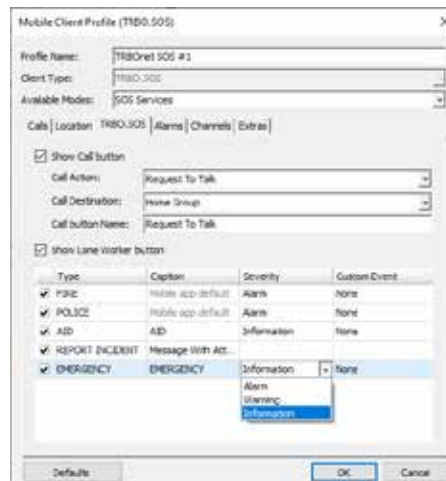
    > Note: The dispatcher won't be able to execute the Remote Monitor command for Mobile Client apps running in the background on iOS 13 and later.

- Click the Location tab.

  ▪ 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.

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

- 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.
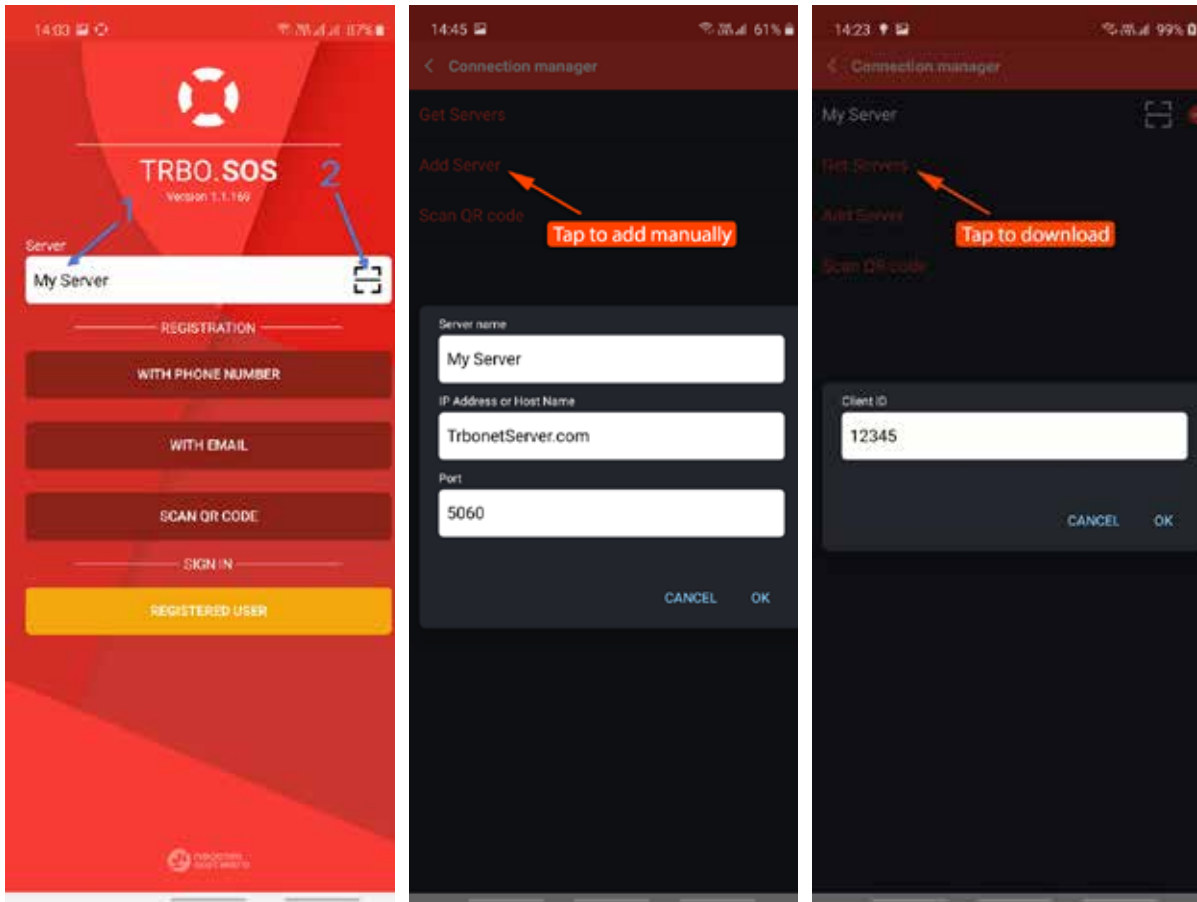

- SCAN QR CODE
  Tap this button and scan a QR Code that contains the address of the TRBOnet Server an d the registration type (via Phone Number or Email).
- REGISTER MANUALLY
  Tap this button and proceed with the registration process (or sign in if you have a previously established account).

5.1.1 Selecting TRBOnet Server

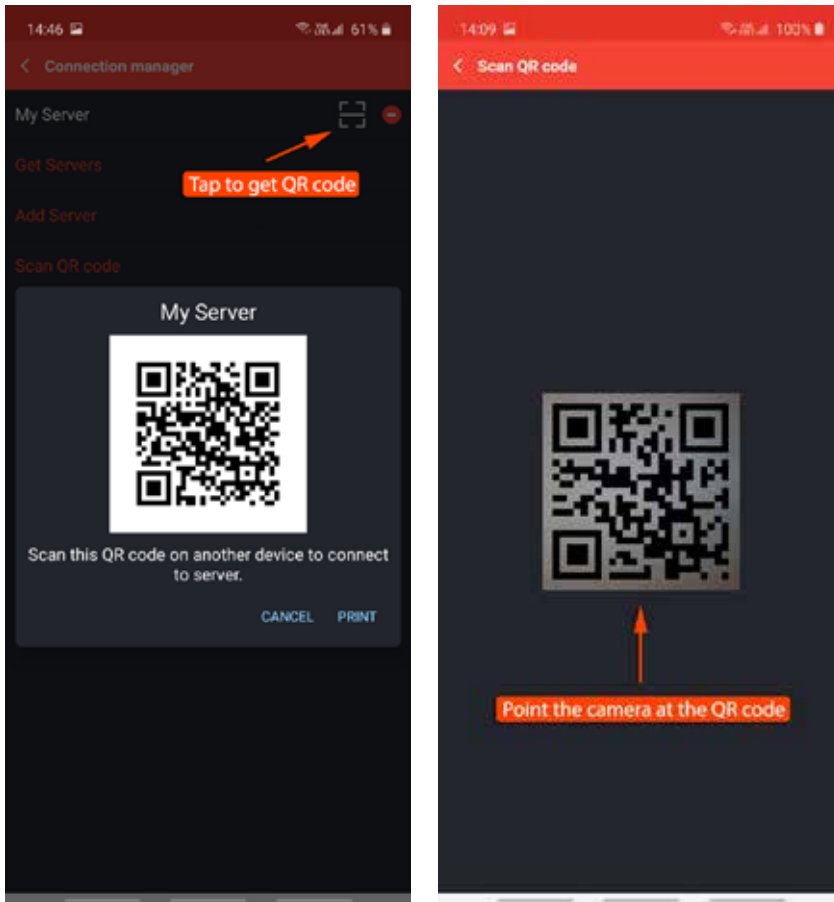On the login page, enter the following connection settings:

- 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 4.1 , Configuring TRBOnet Server and 5.1.1.1 , Recommended Port Numbers).
  - Or, to download the server, tap Get Server s and in the box that pops up, enter the Client ID .

- 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 cod e 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
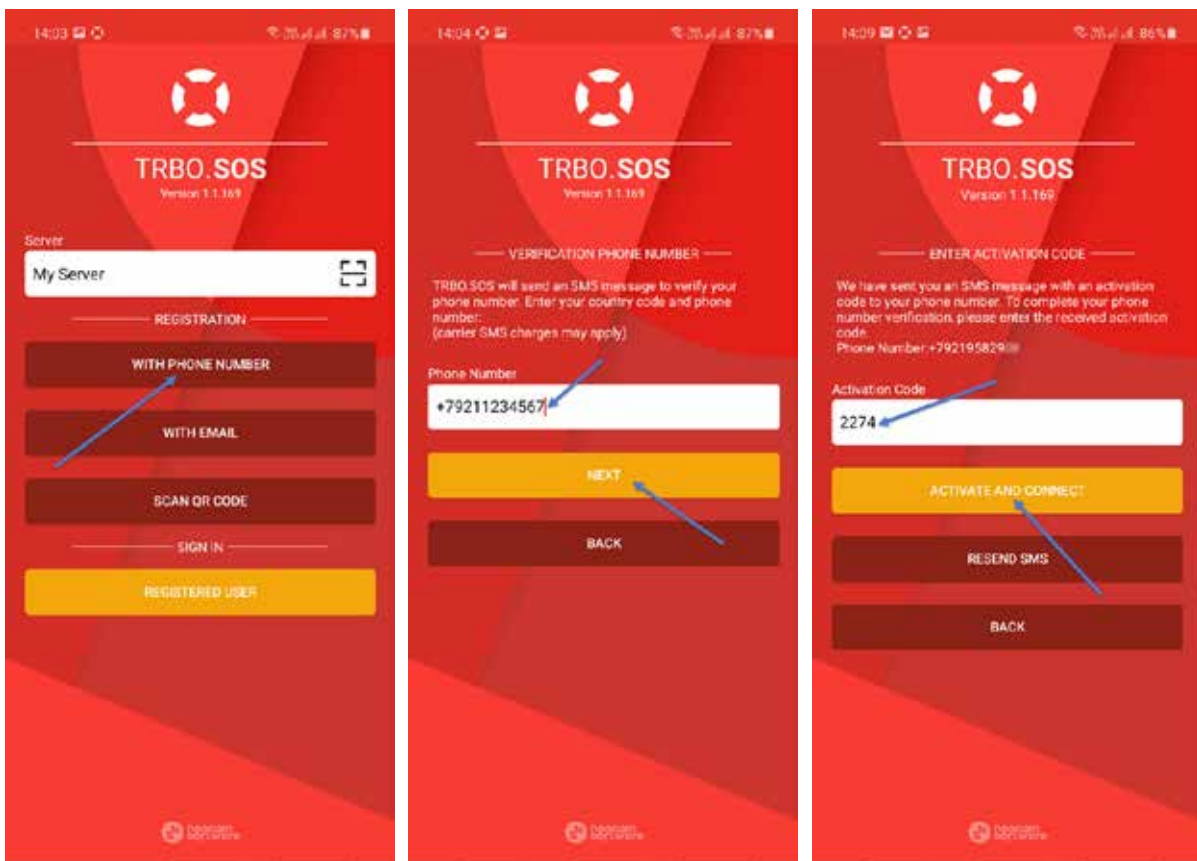Recommended port value: 5070.

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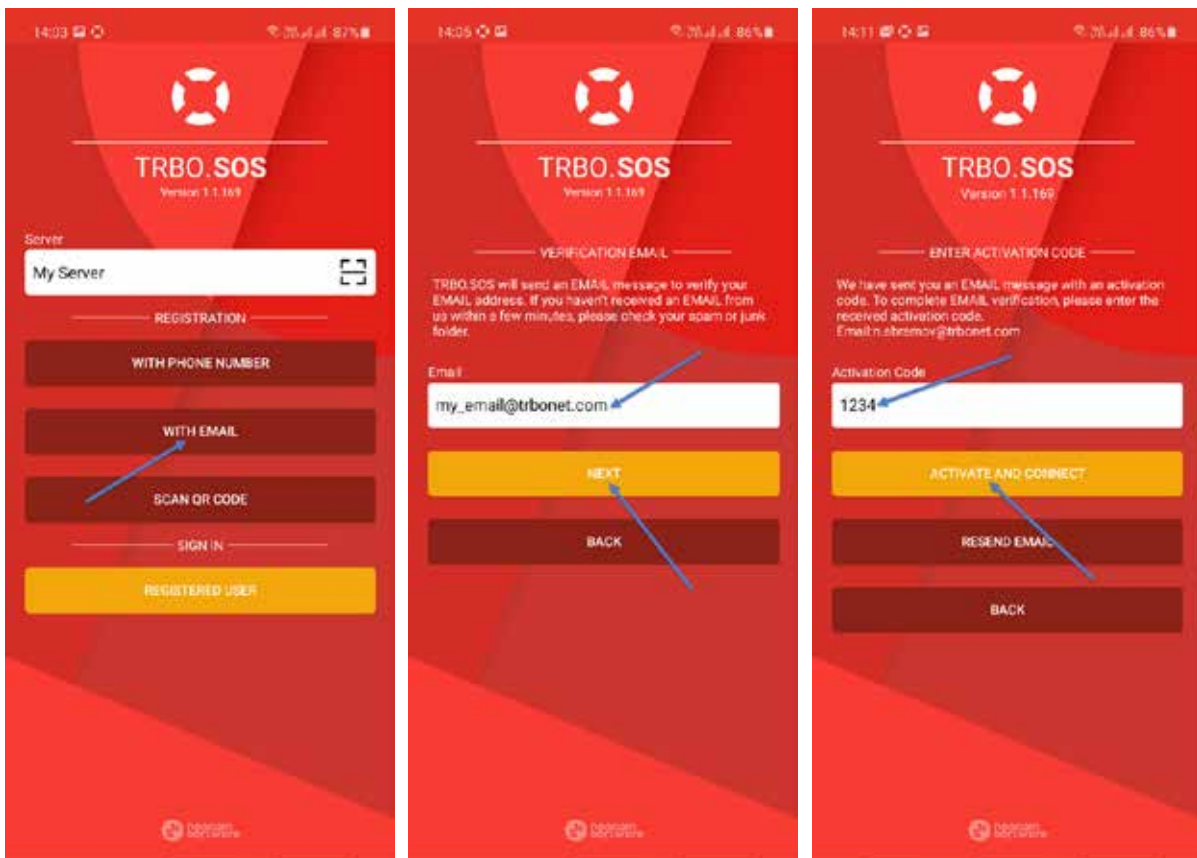
> Note: If you haven't received the code within a minute, tap the RESEND SMS button to get the activation code again.

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.

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 4.2.1 , Adding TRBO .SOS .

- Password
  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
> settings.

- 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 t   he main page of TRBO   .SOS .
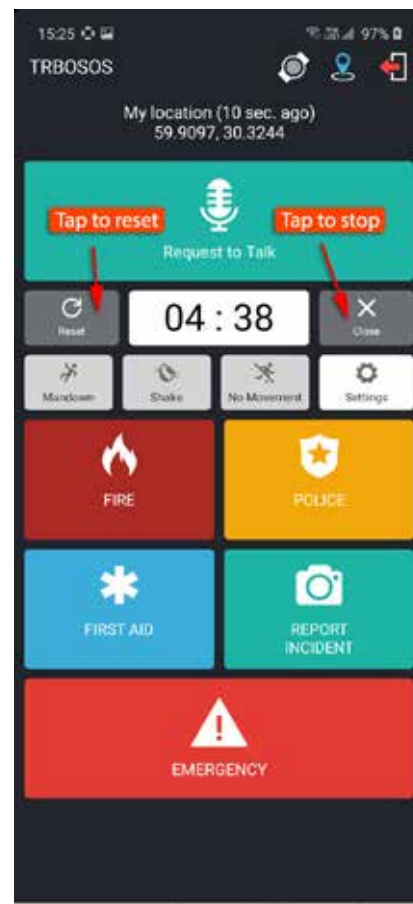

1. **V.ALRT   Device**
   This icon indicates the state of connection to V.ALRT device   :
   G reen – connected   to device
   Yellow – connecting to device (or searching for device)
   G rey – not connected to devi   ce
   See section   5.6 , Connecting V.ALRT   .

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

3. **Quit button**
   Tap this button to disconnect from the serve   r.

4. **PTT button   (Request to Talk or Phone Call)**

5. **Lone Worker button   s**
   Select the   Check -in T imer value and   tap the Start button to   start the Lone
   W orker   mode.   The Lone Worker buttons appear if they are configured in
   TRBO .SOS profile,   TRBO.SOS tab   .

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 (Alarms tab).

7. Settings (see section 6, Settings)

8. Panic buttons
   Depending on what is configured in TRBO .SOS profile (TRBO.SOS tab, Panic buttons), 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 (TRBO.SOS tab).

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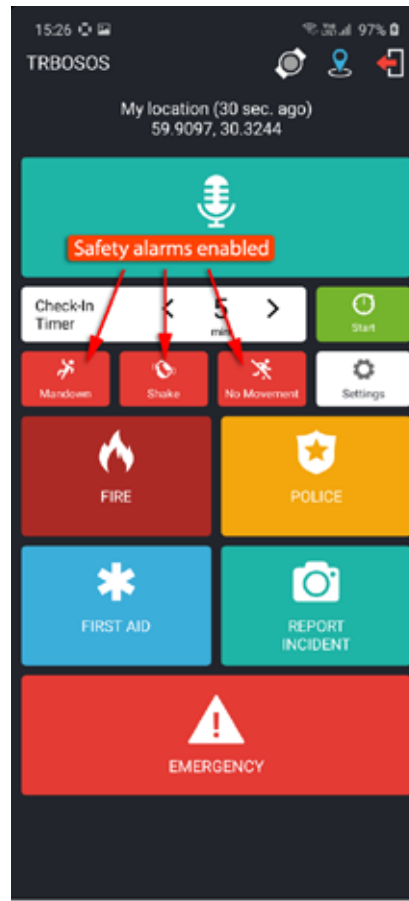
- Tap the Start   button.
- To reset the timer, tap   Reset .
- To stop the timer, tap   Close .

If t he 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 (Alarms tab). 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 6, Settings .
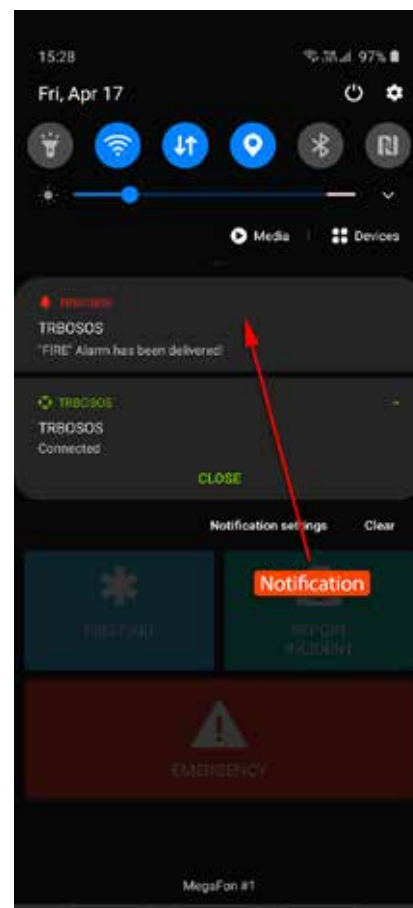
5.5 Sending Predefined Alarms

Depending on what has been   selected in TRBO .SOS Profile (TRBO.SOS tab , Panic buttons), you can se   nd 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   5.6 , Connecting V.ALRT Device .

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, t he V.ALRT device can be used for Man Down detection .

- Tap the V.ALRT icon (1) on top o f 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.
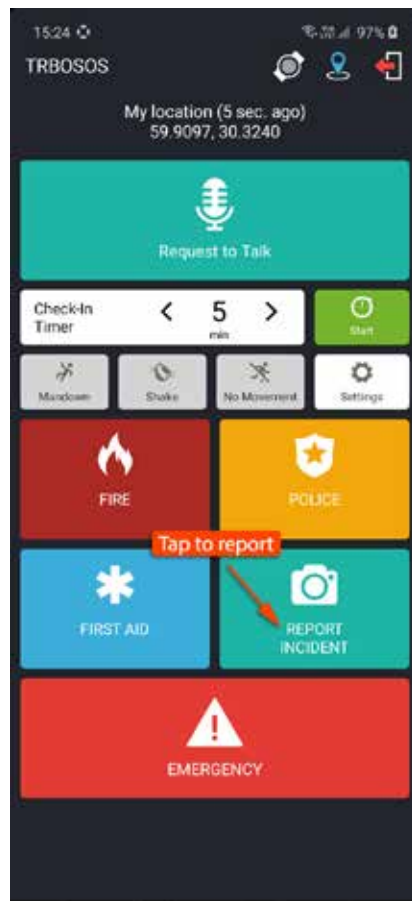 - Tap OK (7).

5.7 Reporting Incidents

In TRBO .SOS you can report incidents   accompanied by   photos directly to the dispatcher.
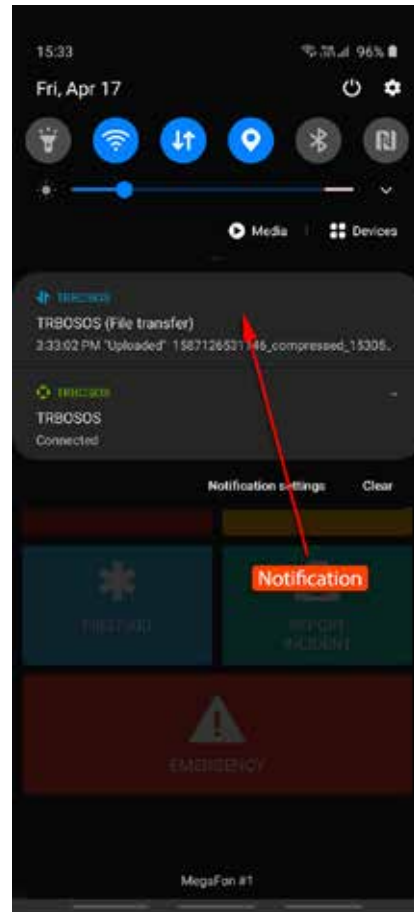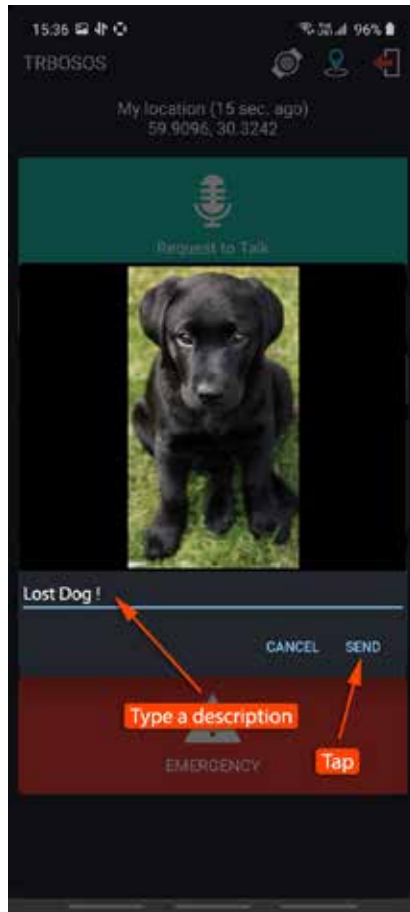
To report an incident:

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

- 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".

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 [4.2.2 , Adding TRBO .SOS Profile](#) , [Alarms tab](#)).

- **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.