

## webeyeSOS App Management – iPhone

### Installing webeyeSOS

To install webeyeSOS, open the app store and search for 'webeyeSOS', the app should then appear. You will then need to download, install and open the application.

### Registration and Login

Once opened, you will be prompted to confirm multiple permission settings. These are essential to ensure proper functioning of the application.

A prompt to enter a registration code will then be presented. The registration code will match the serial number for the device added to webeyeCMS. Once done, you will be prompted to login with a username and password, these are the credentials set on the webeyeCMS platform for the user.

NOTE: It is possible to logout through the settings if multiple people are using the same device.

### Activating an SOS Alert

The SOS alarm tab allows users to trigger an SOS alert by pressing the large *HELP!* button with two fingers.

Once activated, the screen will update to confirm an alarm has been sent, this confirmation message will persist until the alarm has been delivered.

There are other methods of generating SOS alerts that can be enabled in the *Settings* tab.





## Shake Event

Once enabled, an SOS alert can be triggered by physically shaking the device. Upon enabling, you will be required to calibrate the device, this will set the threshold of movement required to generate an alarm. If recalibration is needed, disabling and re-enabling *Shake Events* will generate a new calibration prompt.



**Shake to calibrate the device!**  
an audible alert will be heard after a shake

EASY - sensitivity (40%)

OK

## Power Button

Once enabled, an SOS alert can be triggered by repeatedly pressing the power/lock button of the device.

## Mandown Event

Once enabled, the device will generate an SOS alert if it has remained stationary for a specified duration of time. The device must not be physically moved for this duration of time for a *Mandown Event* to activate. The duration threshold is manually configured upon enabling. If this duration needs to be altered; disabling and re-enabling *Mandown Events* will generate a new duration threshold prompt.



**Are you sure you want to enable the man down mode?**

any inactivity by the user will result in the creation of an alarm

inactivity period: 10.00 minutes

NO

YES



**Mandown inactivity was detected!**  
please enter your pin within 1:47 seconds to acknowledge

enter code...

OK

## Check-in Functionality

Once enabled, the user will be prompted to manually verify themselves by entering their PIN code repeatedly at configured intervals in order to log a successful check-in. If a *Check-in* event is missed, an SOS alert will be generated.

The check-in interval is manually configured upon enabling. If the duration of this needs to be altered; disabling and re-enabling the *Check-in* feature will generate a new duration threshold prompt.



**Set the check-in interval!**

critical: 15.00 mins

NO

YES



**Check-in is required!**  
please enter your pin within 1:18 seconds to acknowledge

enter code...

OK

## Track Me

Track Me allows a user to be tracked in real time as they travel and can be enabled by selecting the *Track Me* tab and pressing the on-screen button with two fingers. Further location information will then be sent to the platform at regular intervals, and this information will be visible to alarm operators.

*Track Me* events run for 30 mins but can be disabled manually by pressing the on-screen button once more, or by manual disconnection from an alarm handler.



## My Location

Selecting this tab will allow a user to see their current location information on a live map. The map can be zoomed or moved with gesture controls.

## Settings

Various SOS triggers can be set and manually configured from this tab. Other options are also available here:

### Cancel Alarm

Pressing the Cancel icon will inform an alarm operator that a current SOS alert was triggered unintentionally. It is required to enter a PIN or duress PIN to perform this action. Cancelling an alarm will also terminate any live tracking in relation to the device.

### Audio/vibration

Notification preferences for specific events can be set here. For each event type, a user can enable audible or vibration based feedback, with further options to enable both, or none. A standard and covert preset can also be selected for ease of use.

### Guides

Pressing the *view* icon will show a mobile friendly PDF version of this guide. A usage tab is also available for you to view a log of activity from the app.

### Logout

This allows the user to log out of the application.



## Location Consent

Location permissions can be enabled and disabled here. For proper functioning of webeyeSOS, please ensure this is enabled.

## Troubleshooting

### Cannot receive GPRS

If a consistent grey cross is shown next to the GPS text, then this indicates that GPS is not available, and the following should be checked:

- Has the app worked recently in other areas?
- Go to the phone settings, click on the webeyeSOS app, press location and then select 'always'.
- Is there a sim card installed in this phone?
- Ensure location services are enabled

### Cannot receive DATA

- Ensure mobile data and wifi settings are enabled
- If the app is running on 3G or 4G, has the app worked recently in other areas?
- Ensure that the phone is not in airplane mode or has any settings enabled to restrict data usage

### Cannot connect to WEBEYE

If the webeye icon is grey but the DATA text has a red tick, there may be problems with the webeye platform. Navigate to <https://www.webyecms.com/en/gb/status/> to view the live status of the webeye platform.

### Cannot hear audio

Press the home button to put the app into the background. Press up on the volume buttons. An indicator should show on the screen that the ringer volume is changing. Turn this up to the required level. Go back into the app by pressing on the Webeye SOS icon. The app is running, press up on the volume button again to the required level.

### Shake is too easy or too hard to trigger

Go to the app settings page, disable shake by pressing the relevant green switch, enable again by re-pressing the disabled (greyed) version. This then brings up the calibration screen and allows the user to fine tune the shake trigger point.

### Notifications not coming through

If no notifications are being received when using SOS, either notifications may be turned off or the setting for these needs adjusting. To change, go to phone settings, click notifications, select webeyeSOS, and ensure the settings reflect usage type.



## Hardware & battery Life

The webeyeSOS app will run on devices that have IOS 8.0 or higher. If a devices operating system is lower than the minimum requirements, an update to the phone will be required. Details for updating a device can be found on the Apple website.

This app utilises power hungry features such as GPS and motion detection. Battery life may also be affected by hardware types and battery age. Some tips for prolonging battery life are:

- If no in-app functionality is required, press the home or power button to allow the app to 'run in the background' using minimal battery life.
- Do not run other third party apps whilst using webeyeSOS.
- Plug into a power source when possible. Third party battery packs are also available to use with your phone to extend battery charge.