



Emergency app

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Emergency app overview

The **Emergency**  app is a personal safety application that can help you get help during any incident where you may require immediate attention. If used in your organization, the **Emergency** app can:

- Monitor your motion and automatically alarm if your movement indicates that you may need assistance.
- Provide a **Panic Button** that you can easily use to signal that you need emergency assistance.

The **Emergency** app motion condition monitoring and **Panic Button** can also work with a security alarm application program. Security alarm application programs can receive alarms and identify the phone, the user, and the location of the phone with the alarm.



Caution

It's critical that you know what the **Emergency** app and **Panic Button** do when you activate them, either intentionally or unintentionally. You can't permanently disable or turn the **Emergency** app on or off. For information about the setup of the **Emergency** app in your organization, contact your administrator.

**Warning**

The effectiveness of the **Emergency** app depends on many factors, so it's critical that the administrator thoroughly tests the system. The **Emergency** app depends on the functionality and reliability of the physical infrastructure:

- Wireless LAN
- LAN
- Call server
- Application management server
- Server hosting the location services
- Central security system and its servers

The **Emergency** app also depends on the correct configuration of the phones, configuration and installation of the **Emergency** app, and appropriate training.

Emergency motion conditions

Based on your facility requirements, your administrator may configure your phone to monitor the following three **Emergency** motion conditions by sensitivity level.

- **Running**—The phone detects shaking when you run for a configurable number of seconds.
- **Tilt**—The phone isn't vertical for a configurable number of seconds.
- **No movement**—The phone is still for a configurable number of seconds, potentially indicating that you're no longer moving.

If any of the **Emergency** motion conditions occur, the phone first warns you about an impending alarm. If you don't cancel the warning within a configurable number of seconds, the phone:

- Starts to alarm.
- If configured, places an emergency call.

**Note**

An emergency call ends any active call.

Cancel motion conditions warning

If the phone detects an Emergency motion event, the phone goes into a warning state and displays a yellow **Warning** screen. The **Warning** screen shows the type of event and sounds an alert, increasing the volume as the warning timeout counts down.

If you cancel the warning, the phone turns off the audio alert, doesn't send an alarm, and resumes monitoring motion.



Note While in the warning state, you can still use the phone for any other operation. However, the warning continues until you cancel it. To return to the warning screen, pull down the Notification Bar and tap the notification.

Procedure

To cancel the warning and impending alarm, swipe across the yellow **Warning** screen from left to right over the arrows.

Cancel motion conditions alarm

If you don't cancel an Emergency motion conditions warning, the phone goes into the alarm state. The alarm sounds and a red **Alarm** screen appears. If configured, the phone generates and sends an alarm notification to a security application, and places an emergency call.

If an emergency call is placed because of the alarm, you or the other party can end the call. However, the phone remains in the alarm state until you manually cancel the alarm.



Note While in the alarm state, you can still use the phone for any other operation. However, the alarm continues until you cancel it. To return to the alarm screen, pull down the Notification Bar and tap the notification.

Procedure

To cancel the motion conditions alarm, swipe across the red **Alarm** screen from left to right over the arrows.

Suspend motion conditions monitoring

You can't disable or change Emergency motion conditions set by the administrator. However, if the administrator enables the snooze feature, you can temporarily suspend Emergency motion conditions monitoring. This snooze feature is helpful if you must run, tilt, or stay still for a period longer than normal.



Note The **Emergency** notification displays the amount of available snooze time in brackets.

Procedure

- Step 1** Swipe down on the notification bar.
- Step 2** To **Start snoozing**, tap the **Emergency** notification.

- Step 3** To see how much snooze time remains, swipe down on the notification bar again.
- Step 4** To **Stop snoozing**, swipe down on the notification bar and tap the **Emergency** notification again.
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Emergency and panic button

Based on your organization requirements, your administrator may configure the Emergency button and **Panic Button** for use in case of emergency.

When you activate the **Panic Button**, the phone enters an alarm state. What happens in the alarm state depends on how the administrator configures the Emergency button and **Panic Button**. A loud warning tone may sound and your phone may automatically call an emergency number.



Note If the phone calls an emergency number from the alarm state, any active call you may be on automatically ends.

Activate the panic alarm

Your administrator can configure the programmed red Emergency button on the top of your phone and the **Panic Button** in the **Emergency**  app to activate in several different ways:

- Long press
- Two short presses
- Either a long press or two short presses

Contact your administrator to understand how to activate the panic alarm with your phone.



Note If you press the red Emergency button or **Panic Button** incorrectly, a pop-up tells you how to trigger a panic alarm.

Your administrator configures the actions that happen when you activate the **Panic Button**. For example, the **Panic Button** may automatically:

- Place an emergency call.
- Activate the speakerphone.
- Place an emergency call using the speakerphone.

Procedure

Do one of the following:

- If programmed, press the red **Emergency** button on the top right of the phone, as directed.

- From the **Emergency**  app, tap the red **Panic Button** as directed.
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Cancel the panic alarm

If a Panic alarm is active, you can end the emergency call when you're ready. However, the phone remains in the alarm state until you manually cancel the alarm.

Procedure

To cancel the Panic alarm, swipe across the red **Panic** screen from left to right over the arrows.
