

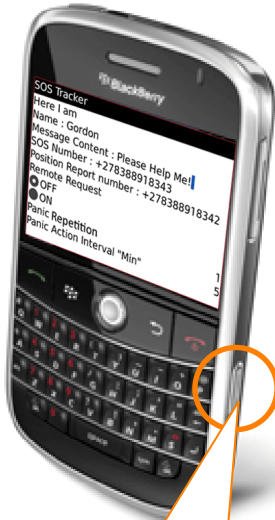
User Guide for RIM BlackBerry phones



SOS Tracker
Your safety and security first

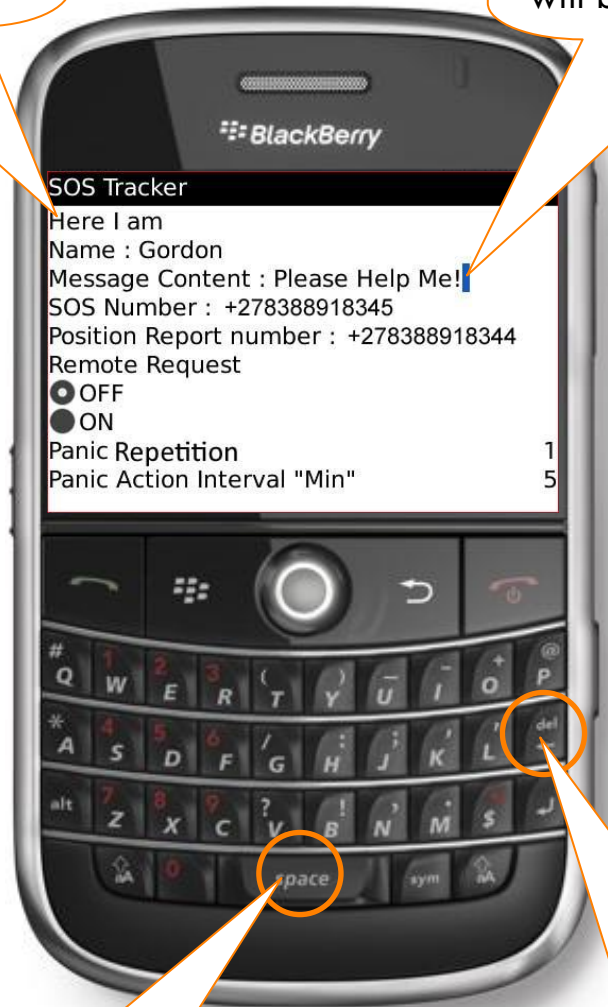
Show others your location.
Activate a "Here I am" request
from this menu with one click

"SOS Message" is where you
write you own message that
will be sent with SOS requests



3 clicks on the
convenience button will
initiate an SOS request

Alternatively, 3 clicks on the
space bar will initiate an SOS
request



3 clicks on the "Del" button
will cancel an SOS request

SOS Tracker Settings

Name:

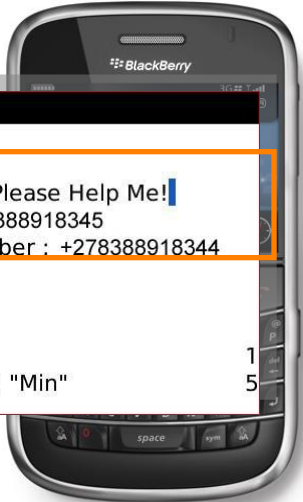
Add your name in this field i.e. Gordon.
This is the signature that will be sent with emergency and non-emergency messages and needs to match the name you registered on the Assist website

SOS Number:

Add the phone number that will receive SOS Requests (if other than the default number supplied)

Position Report number:

Add the phone number that will receive "Here I am" and "remote request" messages (if other than the default number supplied)



SOS Tracker
Here I am
Name : Gordon
Message Content : Please Help Me!
SOS Number : +278388918345
Position Report number : +278388918344
Remote Request
 OFF
 ON
Panic Repetition 1
Panic Action Interval "Min" 5

Remote Request


On: Remote request messages will be sent automatically to the Position Report Number specified
Off: You will be prompted to approve Remote Requests before they are sent with your location

Panic Repetition:

Set the number of times SOS messages will be sent after an emergency has been declared

Panic Action Interval:

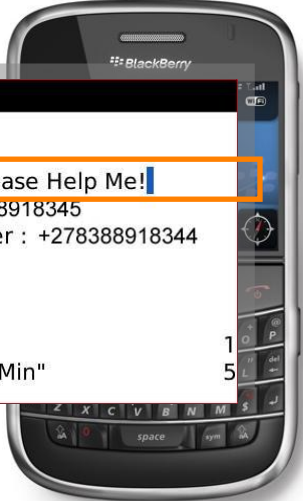
Set the frequency of sending SOS requests. For example, setting "Action Interval" to 5 min. and a "Panic Repetition" to 3 will send 3 SOS requests



SOS Tracker
Here I am
Name : Gordon
Message Content : Please Help Me!
SOS Number : +278388918345
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Remote Request
 OFF
 ON
Panic Repetition 1
Panic Action Interval "Min" 5

SOS Message

Enter the message that you would like to be sent with emergency SOS Requests



SOS Tracker
Here I am
Name : Gordon
Message Content : Please Help Me!
SOS Number : +278388918345
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Panic Action Interval "Min" 5

How to?

Assign SOS Tracker to Convenience button 1

- 1- Click on device "Options" or "Settings"
- 2- Select "Screen/Keyboard"
- 3- Select "Right Side Convenience Key"
- 4- Scroll down till you reach "SOS Tracker"
- 5- Confirm changes and exit "Options"



Send an SOS Request?

- 1 Click once on *convenience button 1* to open SOS Tracker
- 2 Press the *convenience button 3* times or, alternatively, 3 clicks on the space bar to initiate an SOS request

Cancel an SOS Request

To cancel an SOS request press the "del" button for 3 times



Send a Here I Am position report

Click on "Here I am" from the SOS Tracker main menu: you will be prompted to confirm the action



Send a Remote Request

Send a normal SMS message to the phone which has SOS Tracker installed containing the content "remote request". The phone's GPS location will be sent to the number pre-defined in Position Report Number

What format should I use for my phone number?

Your phone number should contain no non-numeric characters except for the + plus sign, and be specified in full international format i.e. "+447711223344"

What does an SOS request do?

It will send a panic SMS with your current location and message to the number specified in General>SOS number, i.e. the GeonixLocate website, where it will be displayed on maps and satellite imagery as a red pin. It will send emails and SMS messages to everyone in your Relay list. Lastly it will send your location to our 24*7 emergency centre so that they will know where you are when you call for advice or help

I sent an SOS request but it did not include my GPS Location

This happens when SOS Tracker fails to get a valid GPS Position. The first message sent after the SOS button is pressed will go immediately, and most often a valid GPS fix will not have been obtained. A subsequent message will be sent with co-ordinates as soon as a valid fix is obtained. Ensure you have clear line of sight to the sky for up to several minutes to receive a valid GPS fix.

I sent a "Here I am" position report but it did not get relayed to my email and phone numbers

It is not intended to do this: only SOS messages are relayed to your pre-defined emergency list

When should I use a "Here I Am" position report?

Use "Here I Am" to send your current location in non-emergency situations. You can use it also in situations where you think that your phone may shortly not be able to get a GPS position, for example, before entering a building or a place where you suspect there will be weak GPS signal

What is a remote request?

It is a position request made from another phone to get your location. Your location will be sent to the number specified in (Position Report Number). Note the message "remote request" must be sent in lowercase only, without the "" quotation marks

I sent a remote request but didn't receive any messages

Make sure that the message content is "remote request" (case sensitive and no quotation marks)

Do I need to start SOS Tracker whenever I restart my mobile phone?

Yes. The application must be restarted after shutdown or power off

How can I deactivate SOS Tracker?

Switch off by pressing the red "hang up" button

How do I find out my phone's IMEI number?

- 1- Dial *#06# and copy the 15 digit number that appears
- 2- Look under the battery cover or on the documentation that came with your phone