

# We protect people

SafetyTracer manual

## Kompy App

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### Preface

Thank you for using the Kompy App for Android. We made this application with the greatest care and attention to make sure you can use your smartphone to respond to alarms when necessary. Unfortunately a situation might arise in which one would need help or care. The Kompy app will help you in these situations to provide a timely response. This manual was made with the greatest care. If you find any errors or omissions, or if you have any other feedback, we would like to hear from you.

## 1. Installing the application

You can install the Komy app from the Google Play Store (Figure 1.1). After you open the Play Store, use the “Search” form to search for “**Komy**”. You will then see the Komy icon and you can install the application (Figure 1.3). Depending on your connection, this might take a few minutes. Once the application is installed, you can press “**Open**” to open the Komy app (Figure 1.4).



Figure 1.1



Figure 1.2

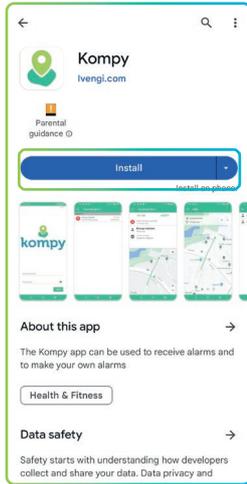


Figure 1.3

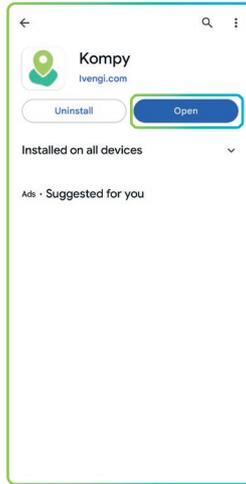


Figure 1.4

### Initial settings

The first time you open the Komy app it will require permissions to access your location and to send you notifications. Several pop-up screens will appear (Figure 1.5). Press “**Ok**” and for the next pop-up: “**While using the app**” (Figure 1.6).

You will now receive another pop-up requesting “**Background location access**” (Figure 1.7) Press “**Ok**”, and in the next screen (Figure 1.8) select “**Allow all the time**” and make sure “**Use precise location**” is toggled to be active. You can now press the arrow in the top-left of the screen.

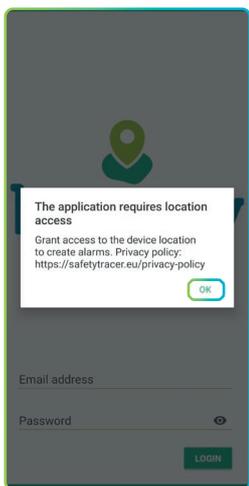


Figure 1.5

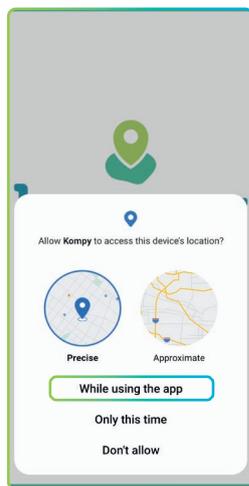


Figure 1.6

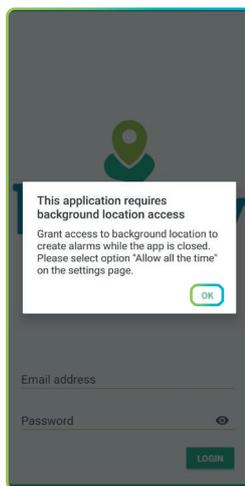


Figure 1.7

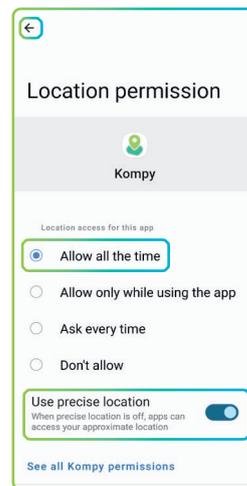


Figure 1.8

## Allow notifications

The Komy app also needs permission to send notifications to your smartphone. Another pop-up will appear (Figure 1.9). Select **“Allow”** and another pop-up will appear (Figure 1.10).

This time the Komy app will need your permission to **“Do no disturb”** settings. Press **“Ok”** and in the next screen (Figure 1.11) scroll down to **“Komy”** and make it is toggled active. Press the arrow in the top left of the screen afterwards.



Figure 1.9

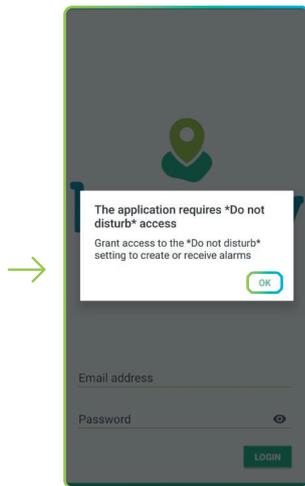


Figure 1.10

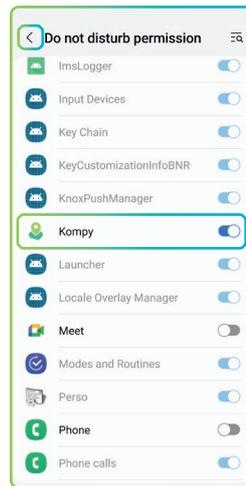


Figure 1.11

## 2. Logging in (or out)

### Logging in

You are now ready to log in to the Komy app. Fill in the provided e-mail address and your password (Figure 2.1). These will be provided to you by an administrator, as they were already set up in the Komy platform. If you are ready, press **“Login”** and you will find yourself in the main menu (Figure 2.2). The Komy app is now ready to be used.

Once you are logged in, the Komy app will automatically start up every time you turn on your smartphone. The Komy app will always function in the background.



Figure 2.1

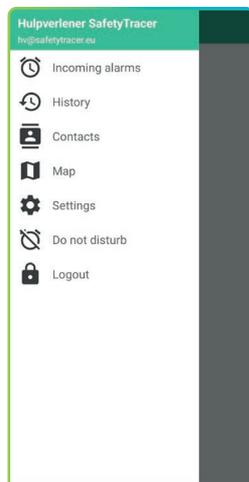


Figure 2.2

**Caution!**  
A user can only be logged in on **one** device. If you log in on a new device, you will be logged out on the device you previously logged in on. On these devices you will get the message: "Session terminated, please contact your administrator"

## Logging out

If you want to log out of the app, go to the main menu by pressing the three horizontal lines in the top-left of the screen. You can now press “**Logout**” (Figure 2.3).

As an extra security measure, you will be asked if you are sure that you want to logout (Figure 2.4)

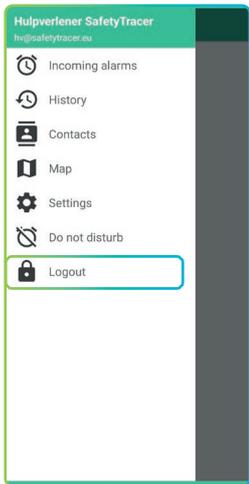


Figure 2.3

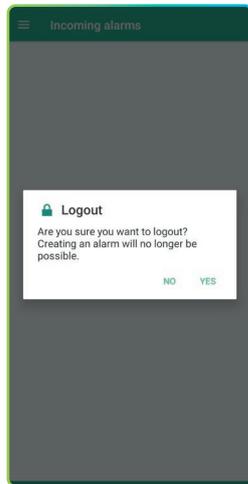


Figure 2.4

**Caution!**  
The application will no longer be active if you log out. You will **not** receive any alarms!

## 3. Incoming alarms

### New alarm

An incoming alarm will be visible on your smartphone as a notification if your device is in standby function (screen turned off). You will also receive an acoustic signal.

If the Komy app is active, the alarm will be visible in the “**Incoming Alarms**” and you will also receive an acoustic signal. A new alarm notification will be indicated with a red exclamation mark (Figure 3.1).

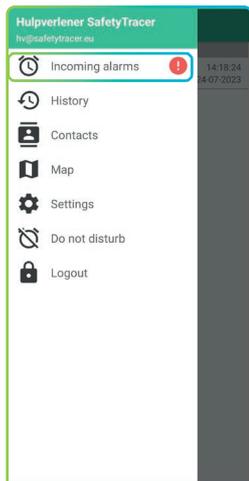


Figure 3.1



Figure 3.2

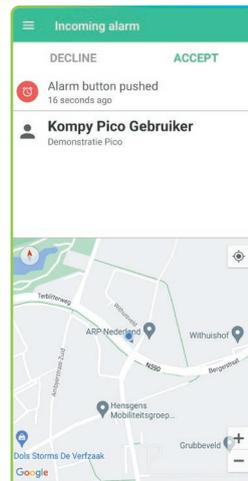


Figure 3.3

You can open an incoming alarm by pressing “**Incoming alarms**” and an overview of incoming and accepted alarms will appear (Figure 3.2). Each alarm will have the name of the user and the date and time of the alarm. If the alarm is accepted by a caregiver, you can see which caregiver accepted the alarm.

### Open the alarm

By pressing the active incoming alarm, you will get access to more information regarding the alarm (Figure 3.3). You can see how the alarm was made (i.e. "Alarm button pushed") and by whom. You will also see the position of the alarm generator on the map and the address where the alarm was made.

### Accept the alarm

You can accept an alarm by pressing "Accept" (Figure 3.4). You can now process the alarm according to the agreed procedure. Once you accept the alarm, it will no longer be possible for another caretaker to accept the same alarm.

After you accept the alarm, you will get the possibility to contact the Komy user that made the alarm (Figure 3.5). If you decline the alarm, by pressing "Decline", the alarm will be offered to another caretaker.

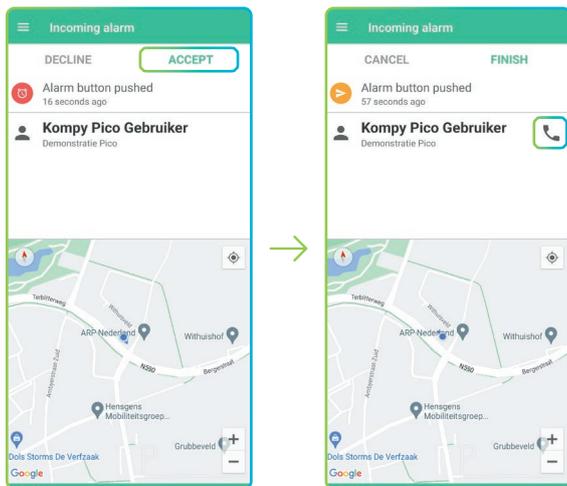


Figure 3.4

Figure 3.5

**Caution!**  
You can only set up two way communication if there is an active alarm.

By pressing the telephone icon (Figure 3.5) you will establish a two-way communication channel with the Komy user. You can now offer reassurance or help to the person who made the alarm (Figure 3.6 & 3.7).

### Finish

You can now choose to finish the alarm by pressing "Finish" (Figure 3.8)

### Cancel

If you accepted an alarm, but you can not follow up on it, it is still possible to cancel the alarm. You can do this by pressing "Cancel". The alarm will then be offered to another caretaker for a follow-up.

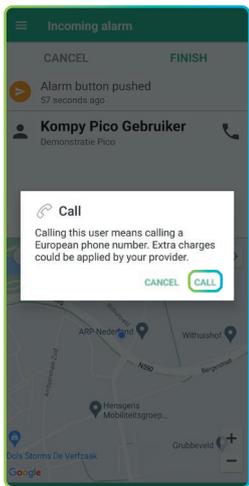


Figure 3.6



Figure 3.7

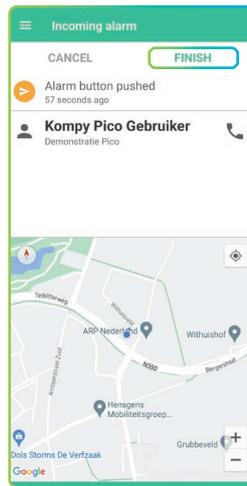


Figure 3.8

Tip!  
If the alarm is accepted but not finished, you will receive an update to the location of the initiator every 30 seconds. You can see the direction that the initiator is moving in, so you can provide acute care.

## 4. Alarm history

After you pressed “Finish” the alarm will be closed and the details will be stored in the alarm history. You can access all previous finished alarms by pressing “History” in the main menu (Figure 4.2).

If you press one of the finished alarms, you can see various details about the alarm, like the initiator, responder, and when it was handled (Figure 4.3)

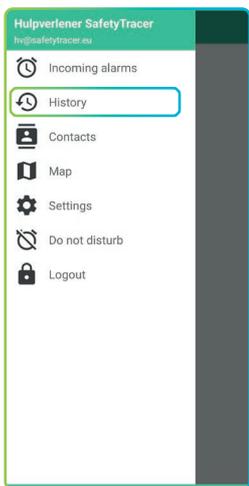


Figure 4.1

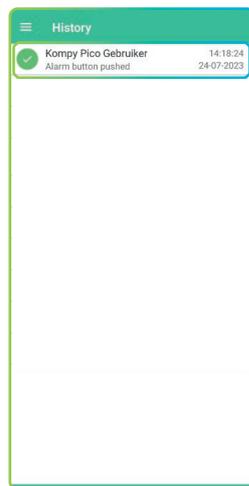


Figure 4.2

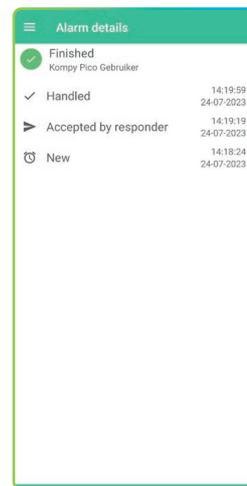


Figure 4.3

## 5. Contacts

If you want to see which initiators or responders are paired, you can press “**Contacts**” in the main menu (Figure 5.1).

You will now get an overview of the contacts to whom you are paired as a responder. You can also find the battery status of the user’s Komy devices (Figure 5.2).

By selecting one of the contacts you will get more details about the user like the unique number and the battery status (Figure 5.3)

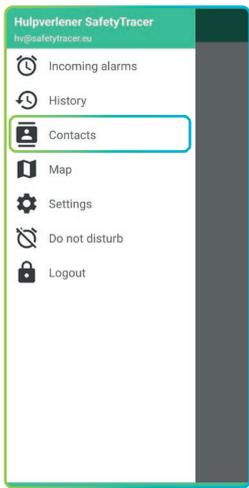


Figure 5.1

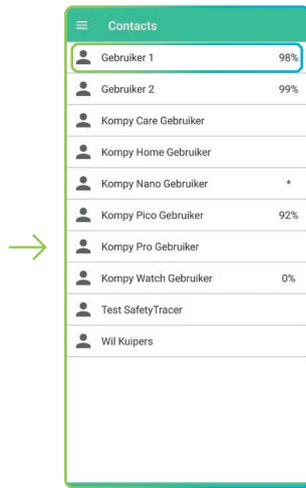


Figure 5.2

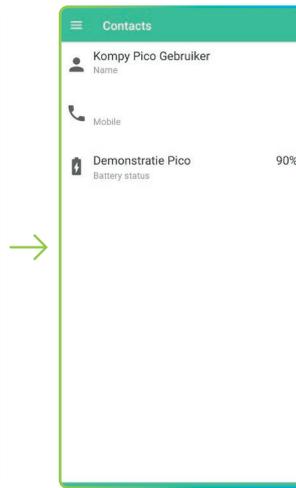


Figure 5.3

## 6. Requesting location

It is possible to request the last known and the current location of the Komy user, even if no alarm was made.

### Last known location

The last location is the location that the Komy device reported without an alarm going off. You can find this by pressing “**Map**” in the main menu (Figure 6.1)

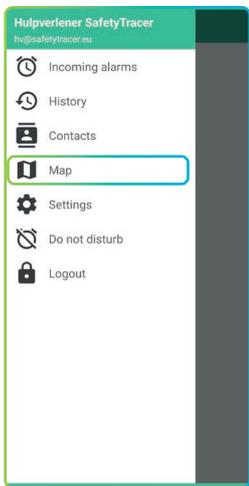


Figure 6.1

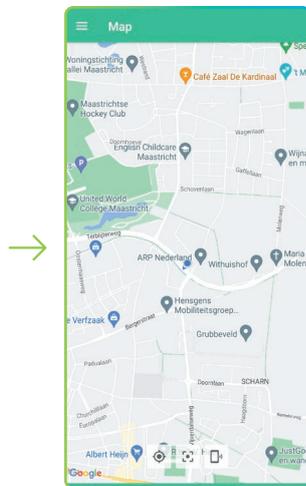


Figure 6.2

On the map you will see the location of your own smartphone (blue dot) and the location of the Komy user (green dot). The location on the map is the last location that the Komy user reported (Figure 6.2). Depending on settings, this could be the location from several minutes ago.

### Current location

You can also request the current location of a paired Kompy user, even if no alarm was made. The Kompy app will send a request to the Kompy user, after which the new location will be shown on the map (Figure 6.3 / 6.5)



Figure 6.3

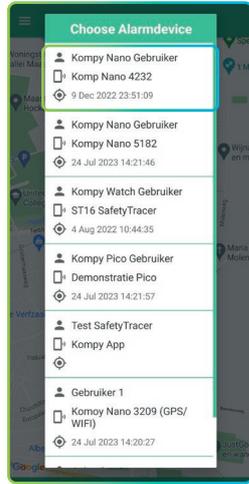


Figure 6.4

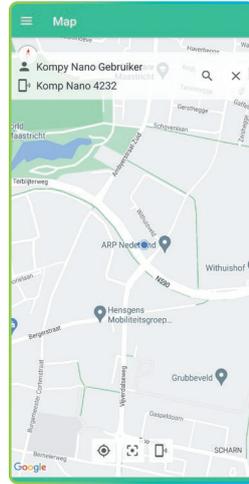


Figure 6.5

## 7. Settings

### Sound and volume

In the settings menu you can change several settings regarding the sound and volume of the notification. The settings menu can be accessed from the main menu (Figure 7.1)

To change the notification sound you can press the black downward facing triangle ▼ (Figure 7.2) to select a new sound. If you press the rightward facing triangle you can preview the selected alarm sound (Figure 7.3). If you are happy with the sound you selected you can return to the main menu and the settings will be automatically saved.

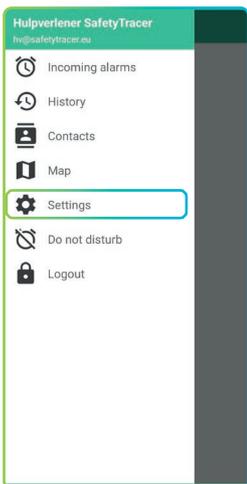


Figure 7.1

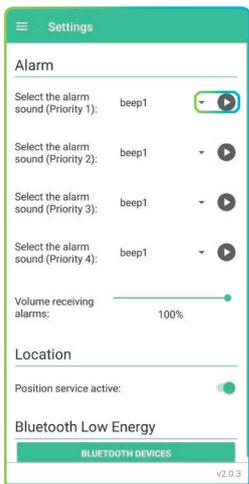


Figure 7.2

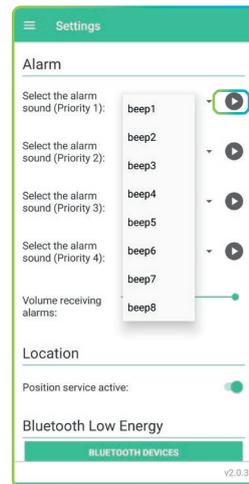


Figure 7.3

## 8. Do not disturb

The Komy app is also provided with a “Do not disturb” function. To access this, go to the main menu (Figure 8.1) and select “Do not disturb”. You can now engage the “Do not disturb” mode for 30, 60, 90 or 120 minutes. In this mode you will not receive push notifications or acoustic alarms (Figure 8.2). Once you have selected the option you want, press “Turn on now”. To cancel the “Do not disturb” mode, press “Turn off now” in the top right of the screen (Figure 8.3)

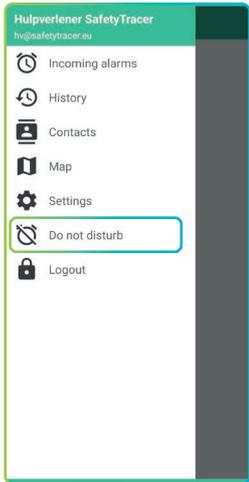


Figure 8.1

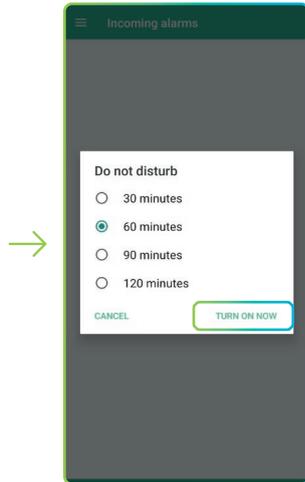


Figure 8.2



Figure 8.3

## Alarms

The “Do not disturb” mode does not prevent you from receiving alarms or being able to accept alarms. Alarms will still be visible in the “Incoming alarms”.

## 9. Definitions

### Initiator

The initiator is the person using a Komy device that makes an alarm, whether manual or automatic.

### Responder

The person who provides care or reassurance after an initiator made an alarm.

### Administrator

The person who manages the details and settings of the Komy platform for a user or responder.

### Komy Portal

The Komy portal is the secure, online platform where all devices are set up.

### User

Initiator or responder