kompy

We **protect** people

SafetyTracer manual
Kompy Alarm App

Index

Preface

Thank you for using the SafetyTracer system. We have developed this application with the utmost care to enable you to sound the alarm when necessary. Unfortunately, despite all the precautions, you can end up in a situation where you are in need of help. SafetyTracer helps in such situations. You simply inform others and thus call in help. This manual has been prepared with the utmost care. If, in spite of this, there are imperfections or if you have other improvements or remarks, please let us know.

1. Kompy App Alarm

With the Kompy App Alarm it is not only possible to respond to alarms, but you can also activate an alarm yourself. This function is optional and needs to be activated by SafetyTracer before you can use it. If you want more information, please contact SafetyTracer or your partner. If you use a smartphone like the Samsung XCover, you can also use the side key to activate an alarm.

2. Installing the Kompy App

In this manual, we assume that you have already installed the Kompy App and are logged in. If this is not the case and you need help with this, we recommend that you consult the "Manual Kompy App" on our website. There you will find detailed instructions on how to install and use the Kompy App.

You can find this manual on the following website:
https://www.safetytracer.eu/support-en/manuals

3. Samsung XCover

To use the side key (XCover key) on the Samsung XCover phone with the alarm function, some steps need to be taken first:

· Go to the "**Settings**" on your phone.
· Scroll down to "**Advanced Features**" (Figure 3.1)
· Open the XCover key menu and turn "**Use XCover key with app**" to "**On**" (Figure 3.2 & 3.3)
· Select the Kompy App as the app to use with the XCover key (Figure 3.4).

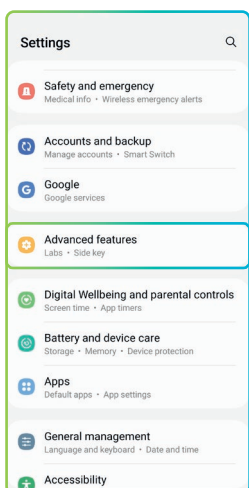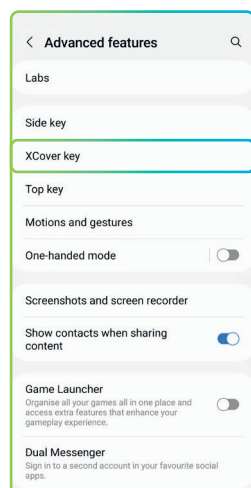The Kompy App is now ready to be used.
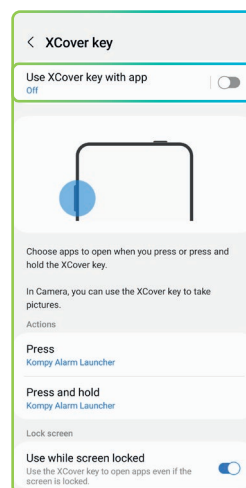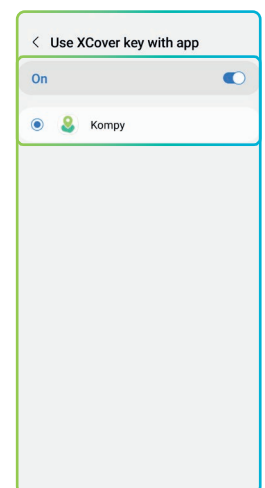

Figure 3.1

Figure 3.2

Figure 3.3

Figure 3.4

4. Android phones

For other Android devices it is also possible to use the side key to make an alarm. An APK file is available on request. Please consult the manual of your smartphone for instructions on how to set this up.

5. Activate an alarm

If you want to activate an alarm, you can go to the main menu and press "**Alarm button**" (Figure 5.1). Now you can press the big green button labeled "**Alarm**" (Figure 5.2). The alarm will be activated and sent to your caretakers after a few seconds. You can still cancel the alarm in this phase by pressing and holding the alarm button for 2 seconds (Figure 5.3)
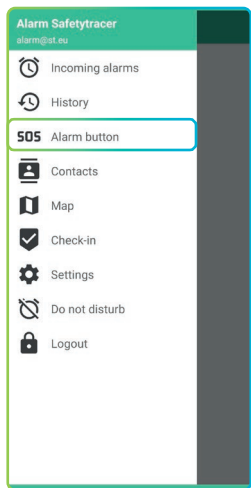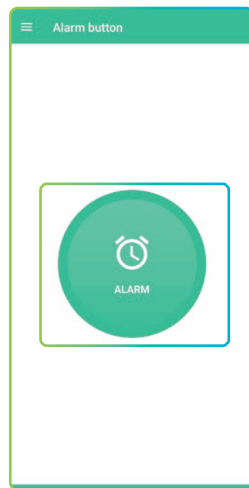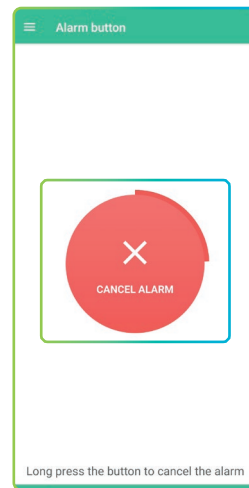

| Figure 5.1 | Figure 5.2 | Figure 5.3 |

Side Key
If you set up the side key of your phone as described in chapter 3 or 4, you can also use the side key to make an alarm. To do this you can press and hold the side key for 3 seconds. The side key will also work if the phone is in standby mode (Screen turned off) or while another app is active. The alarm will be sent to your caretaker.

Withdrawing an alarm
After the alarm has been presented to your caretaker, it is still possible to withdraw the alarm. To do this you press and hold the alarm button for 3 seconds (Figure 5.4). You will now be asked to confirm if you want to withdraw the alarm (Figure 5.5). Press "**Yes**" to withdraw the alarm.
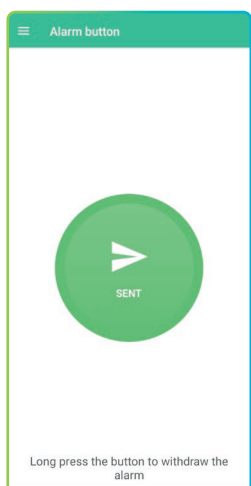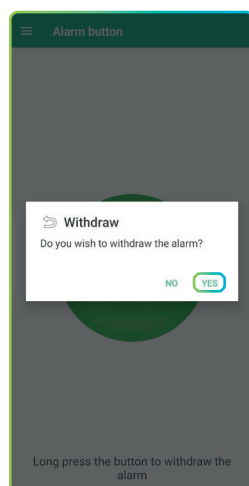

| Figure 5.4 | Figure 5.5 |

Attention!
You can not withdraw an alarm with the side key. You have to open the app and go to the menu and then the SOS Button to withdraw the alarm.

Help is on the way

Once your alarm is accepted by a caretaker, you will receive a notification in the app.

The text in the alarm button will change into "**Help is on the way**" (Figure 5.6)

It is still possible to withdraw the alarm. To do this, you press and hold the alarm button for 2 seconds.

You will receive a notification, and you can press "**Withdraw**" to withdraw the alarm (Figure 5.7)

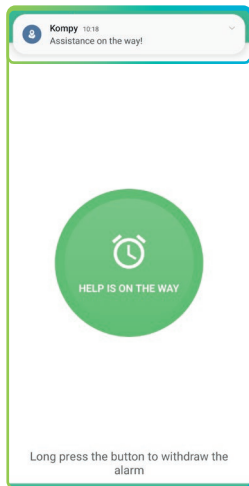If you don't want to cancel the alarm, press the area outside of the notification.
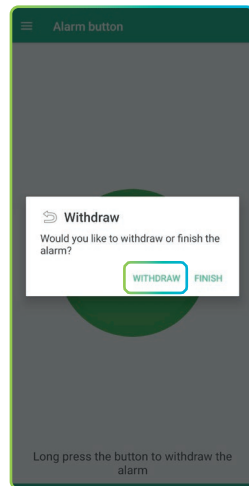

Figure 5.6

Figure 5.7

Alarm resolved

If your caretaker accepted the alarm and contacted you using the two-way communication, they can resolve the alarm. You will receive a notification and it will be possible to make a new alarm.