New Beacon Updates

May 2024



Mobile App v5.6.0

Available for download on the App and Google Play Stores

- Added indicator for Queued incidents that are on Hold
- Added vibration capabilities for In-App alerts



Web App v7.0.7

Please clear your browser cookies and cache

- Added indicator for Queued incidents that are on Hold
- New Incident History feature
- Dispatcher incident comments now accessible through the dashboard

Watch the full MOBILE APP TOUR:
trekmedics.org/beacon/tour/

Maintenance Notice
See Next Page

Maintenance Notice

As part of our ongoing efforts to ensure that we continue to provide the highest level of industry standard data security, we will be carrying out some backend housekeeping and maintenance between 09:00 and 10:00 UTC (02:00-03:00 PDT/ 05:00-06:00 EDT) on Wednesday May 8th.

The Beacon servers will remain available and responsive for emergency dispatch during this time, however the database will be offline for some of this time meaning there will be no access to historic incident data and new incident data generated during this time may be lost.

We advise users to reserve non emergent activity until after this maintenance window.

If you have any questions please contact us at **info@trekmedics.org**

TREK MEDICS INTERNATIONAL

BEACON
CRISIS DISPATCH

Mobile App
v5.6.0

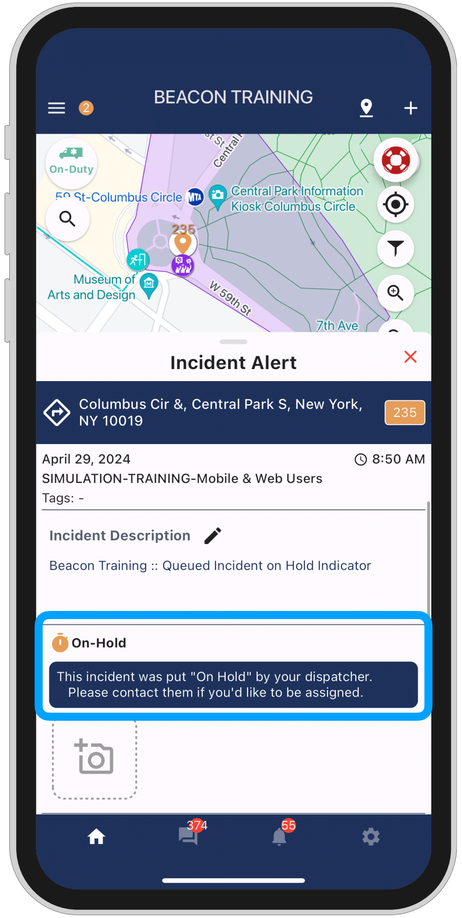
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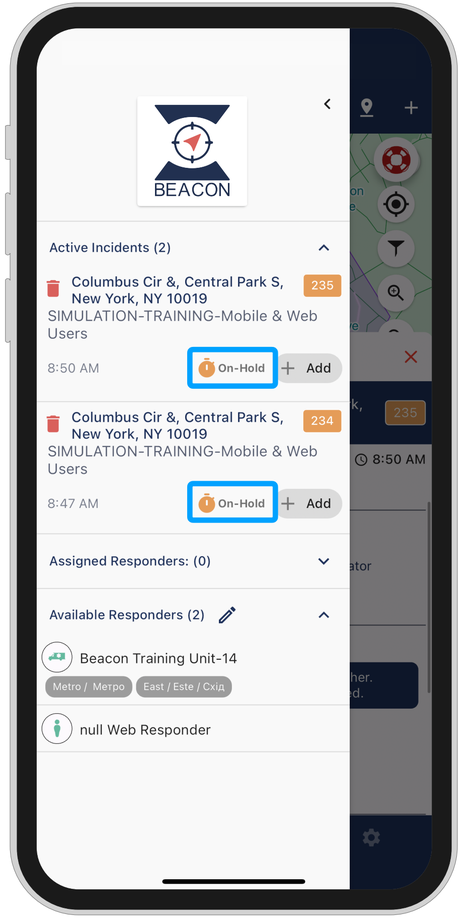
Queued on Hold Incidents will display an icon indicator for easy identification

The **On-Hold** icon indicator will be visible on the:

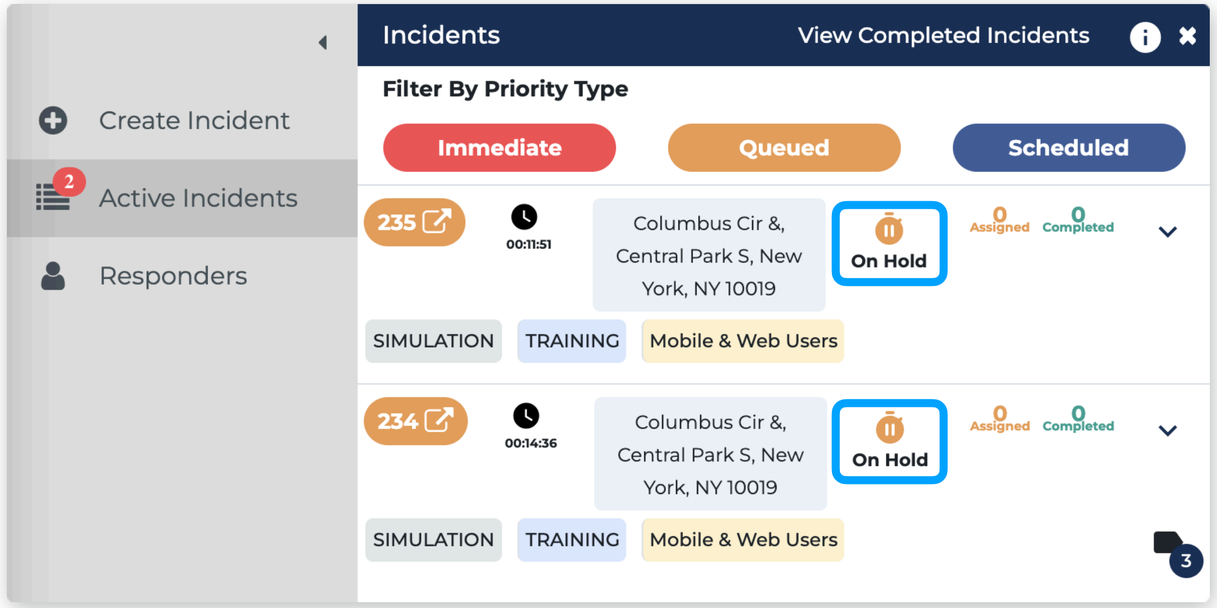
Incident Info Card



Mobile App Sidebar



Incident Summary Card on the Incidents Panel



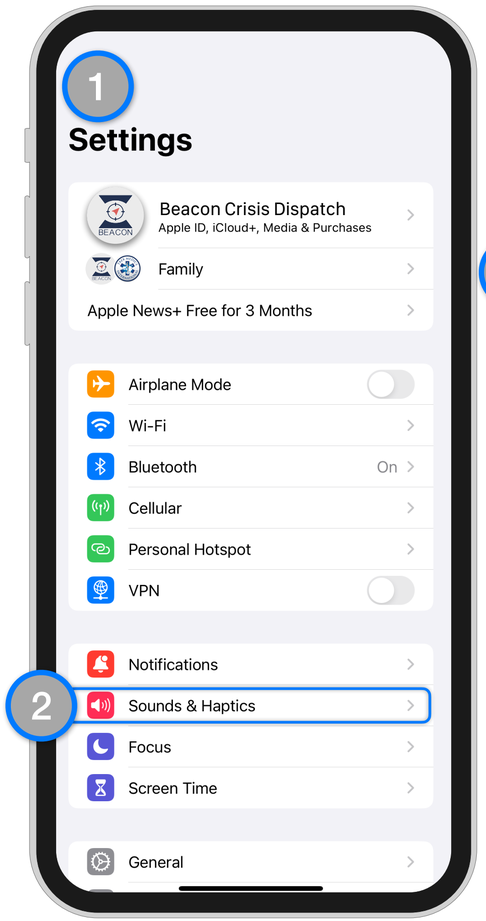
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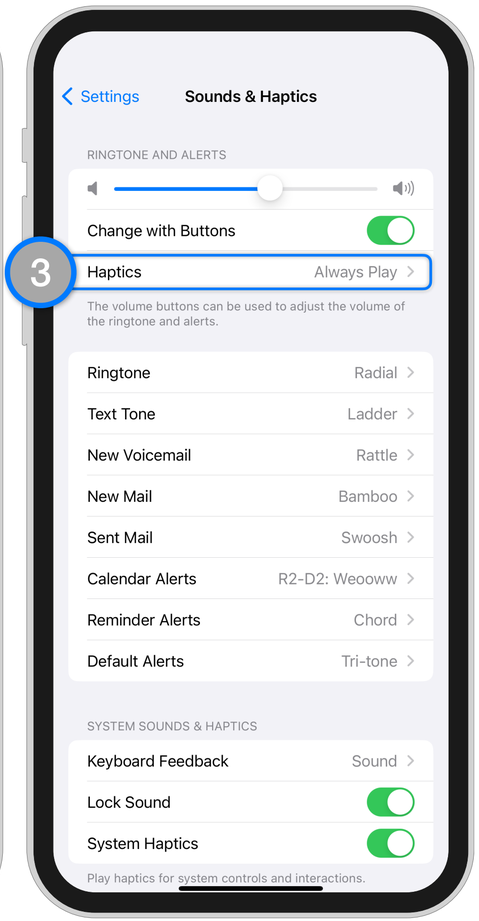
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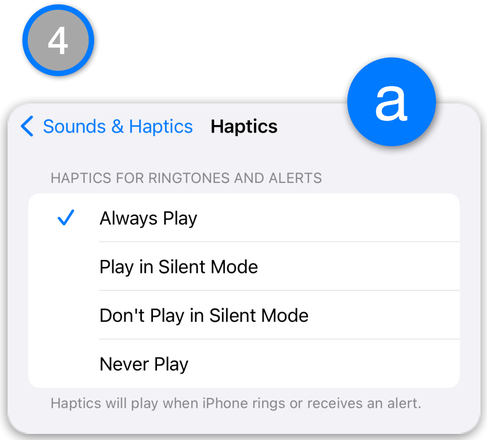
Alerts Vibration for Beacon

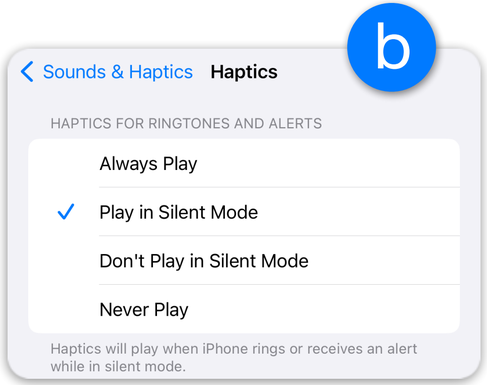
Beacon is now able to execute device vibration when receiving In-App Alerts and Push Notifications

On iOS devices:









Device vibration is controlled by the operating system:

1. Open the device **Settings** app
2. Go to **Sound & Haptics**
3. Under RINGTONE AND ALERTS select **Haptics**
4. Choose your preference:
    a. **Always Play:** Haptics will play when iPhone rings or receives an alert.
    b. **Play in Silent Mode:** Haptics will play when iPhone rings or receives an alert while in silent mode.

** Additional Notes：

- Please beware that Haptics settings affect the device globally, meaning that the settings you select here may affect all Notifications and Alerts for other apps

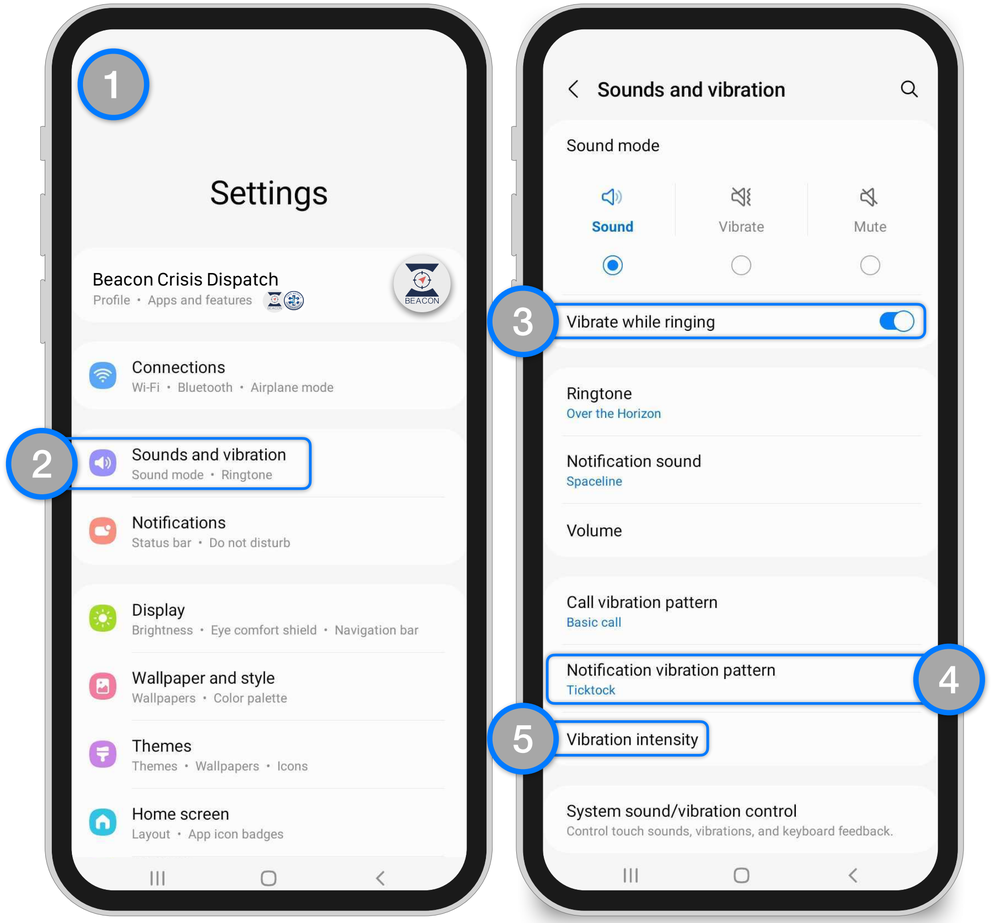
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v5.6.0

New Beacon Updates

Alerts Vibration for Beacon

Beacon is now able to execute device vibration when receiving In-App Alerts and Push Notifications

On Android devices:



Device vibration is controlled by the operating system:

1. Open the device **Settings** app
2. Go to **Sounds and vibration**
3. Use toggle switch to activate **Vibrate while ringing**
4. Choose the preferred **Notification vibration pattern**
5. Choose the preferred **Vibration intensity**

** Additional Notes :

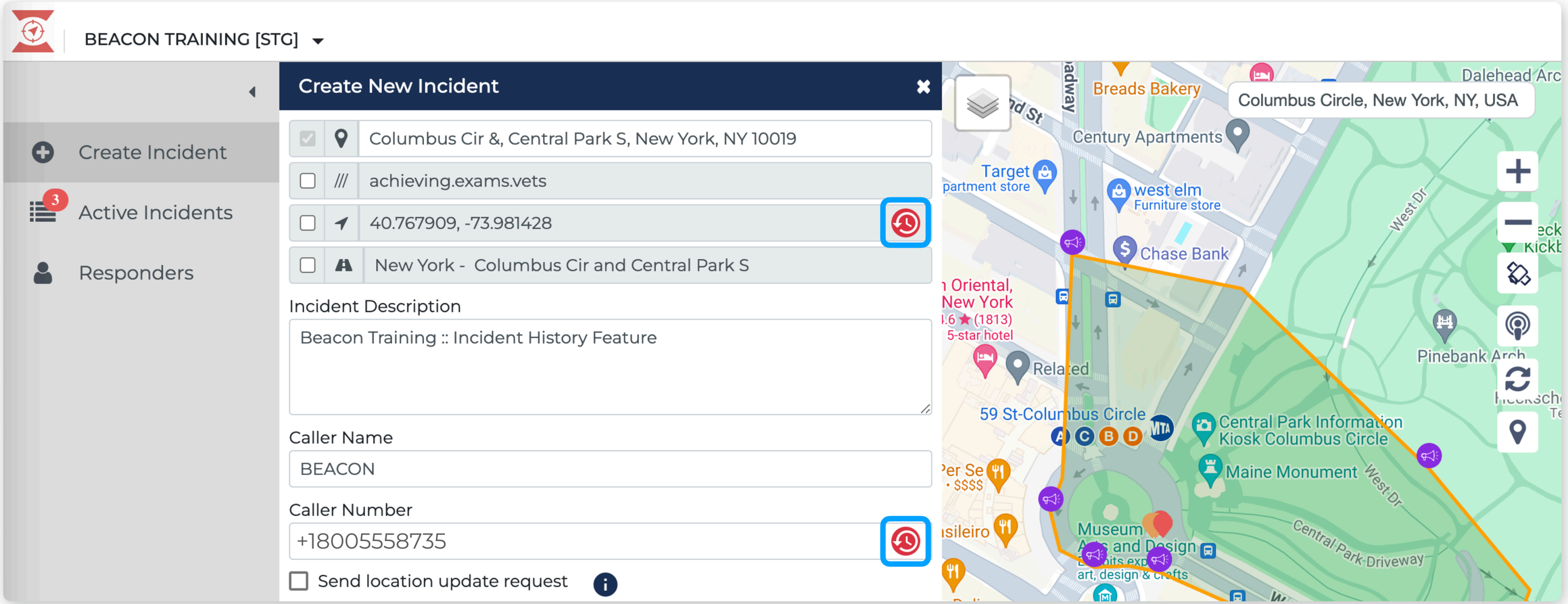
- Please beware that Haptics settings affect the device globally, meaning that the settings you select here may affect all Notifications and Alerts for other apps.
- The example graphics provided are from a device with Android OS version 12. Your device settings may look different if another Android version is installed.

Web App
v7.0.7

New Beacon Updates

Introducing the Incident History Feature

When creating an incident, Web Dispatcher can now view a historical list of previous incidents based on **Incident Location (GPS Coordinates)** and **Caller Number**

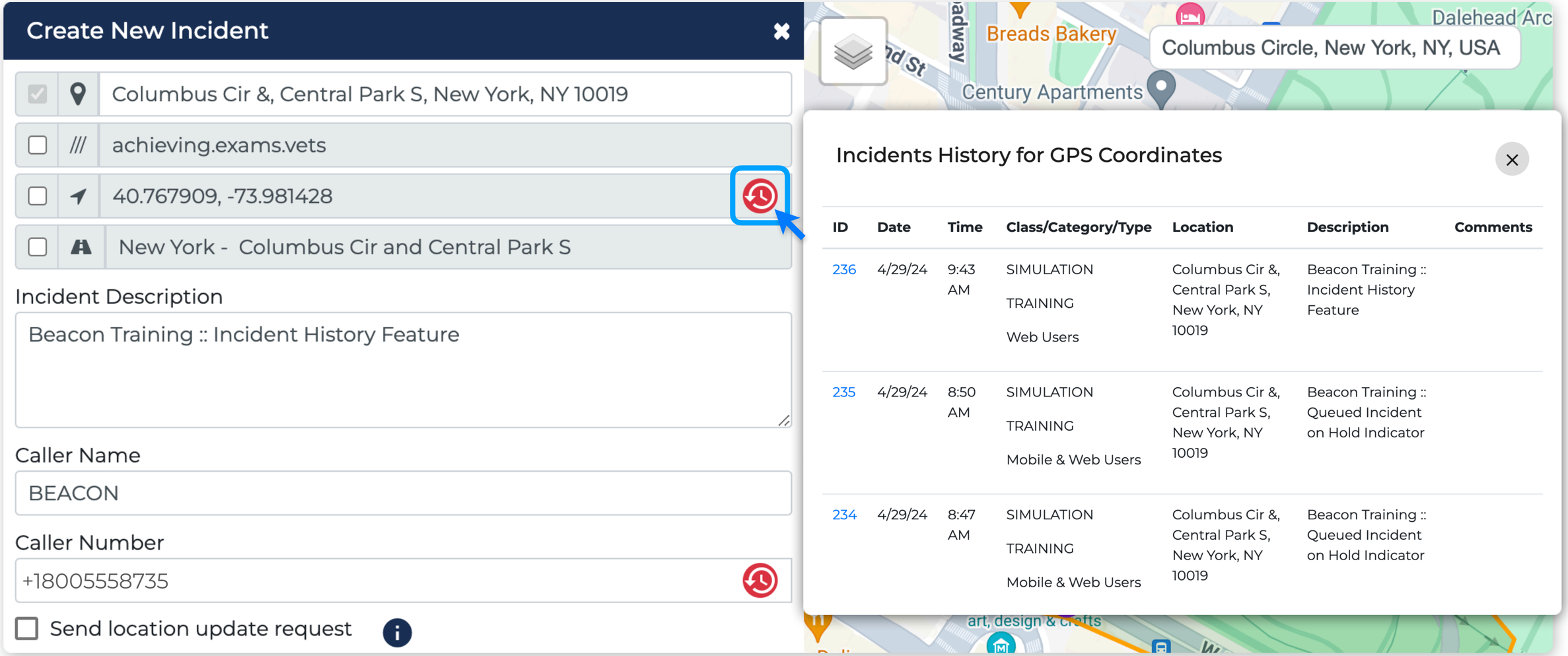


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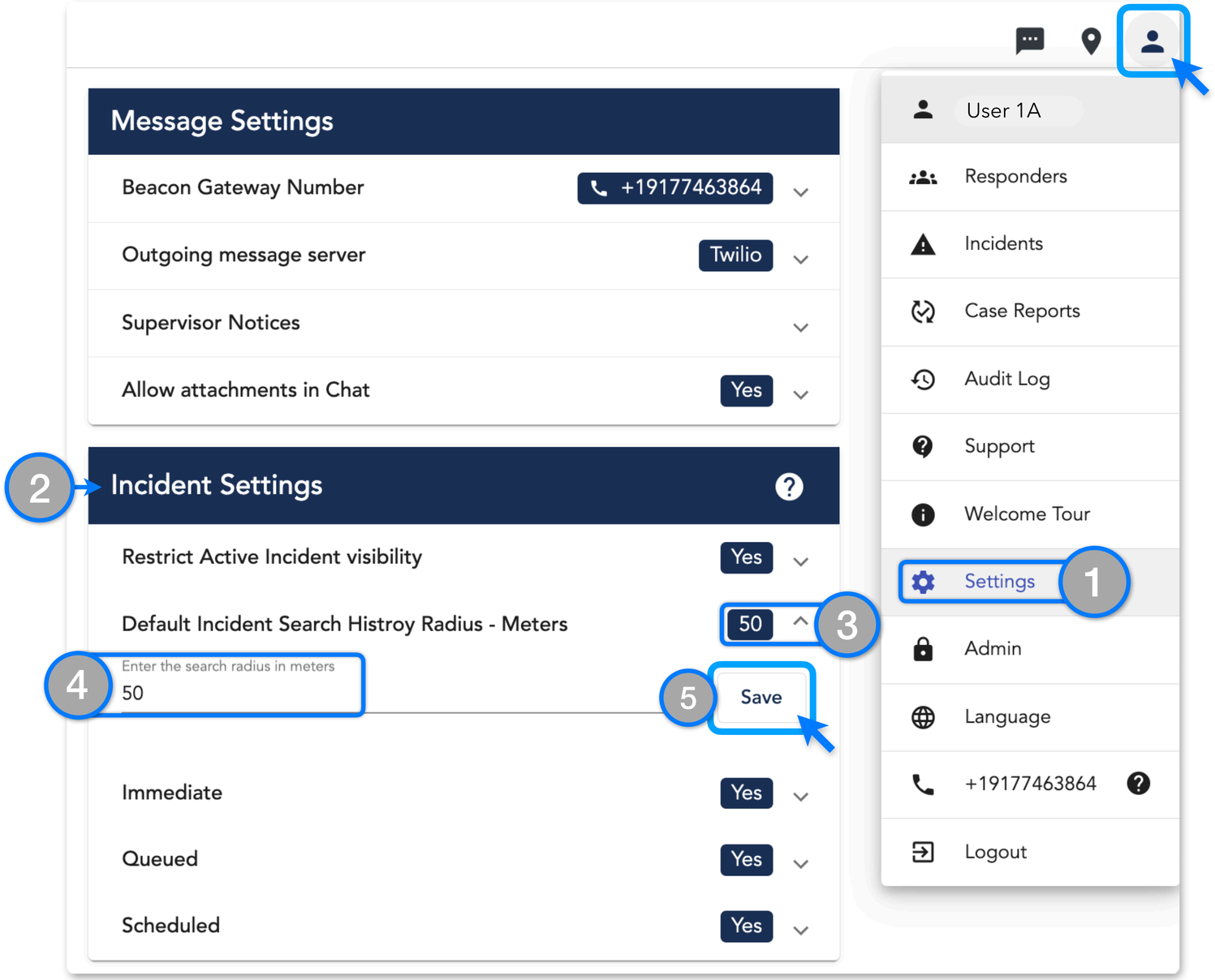
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<u>Note</u>: Incident History based on GPS location uses a default search radius of 50 meters (160 feet) from the selected location.

The incident history search radius is editable in the Incident Settings Menu:

1. Open the **Settings** menu
2. Go to **Incident Settings**
3. Open **Default Incident Search History Radius.**
4. Enter preferred search radius between 5 - 5000 meters (16 - 16,000 feet).
5. Save your settings

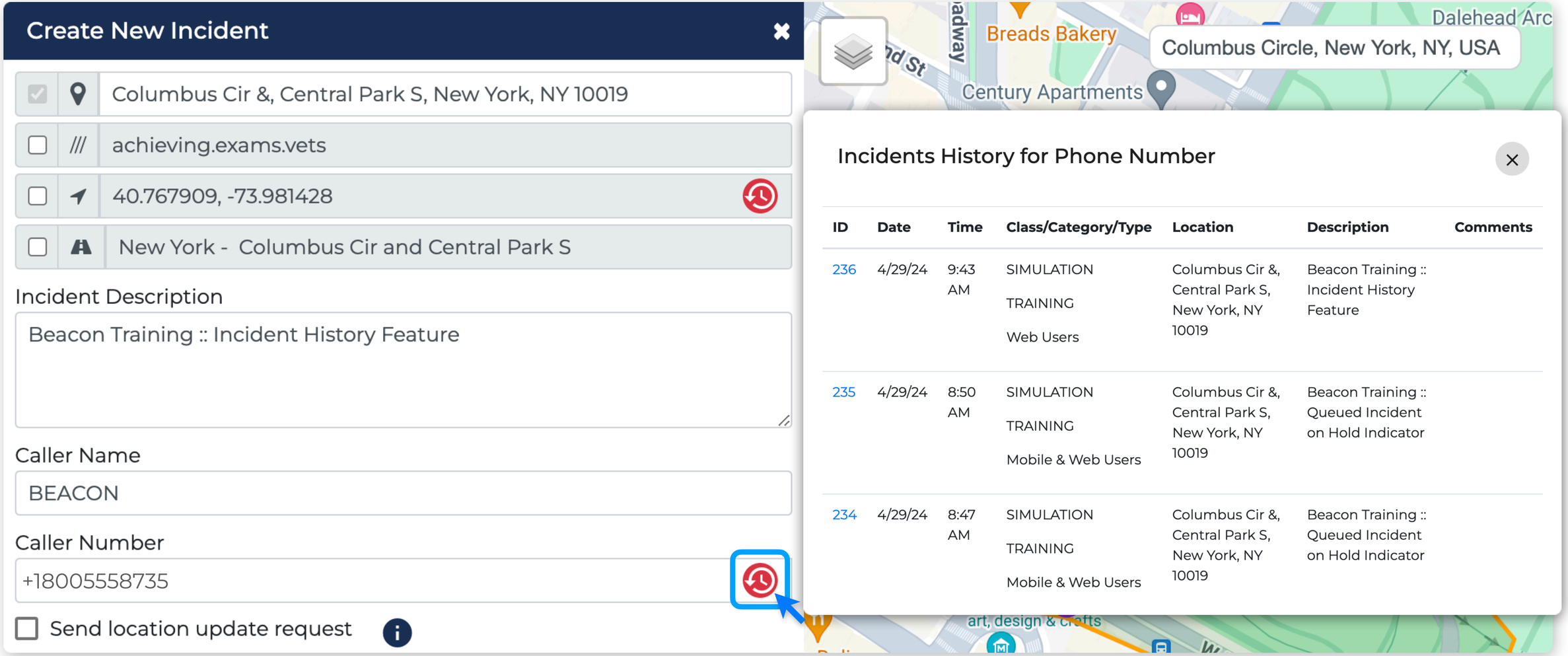


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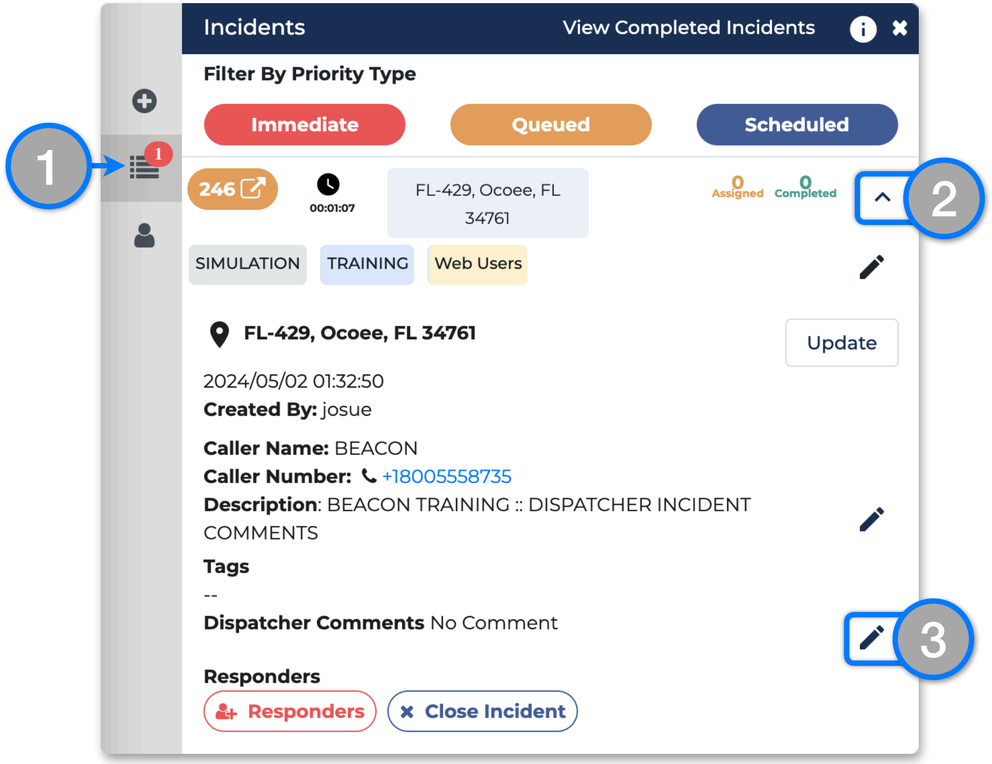


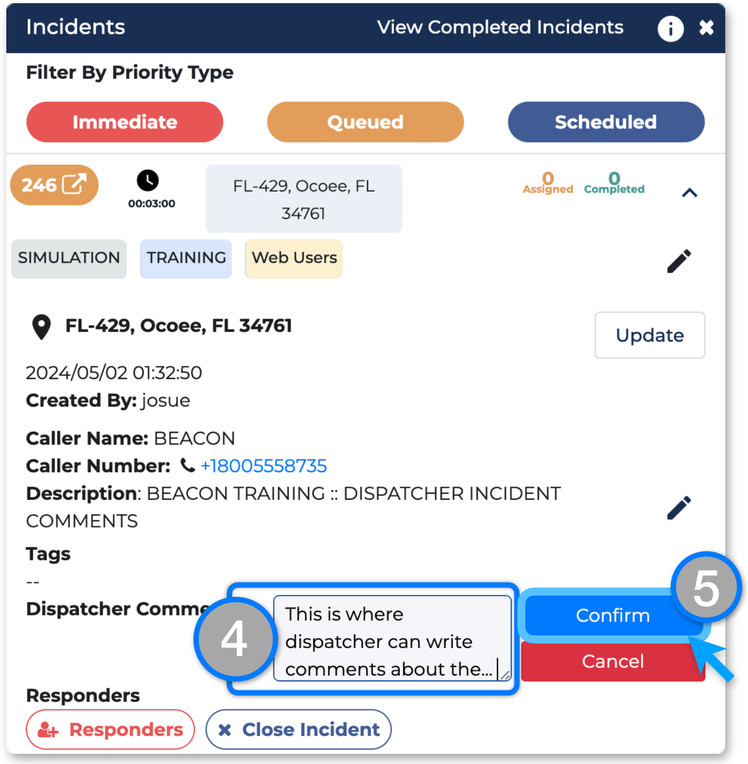
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Dispatcher Incident Comments Now Accessible Through the Dashboard

Dispatchers Comments are now included on the incident info card on the Active Incidents panel





While on the Dashboard:

1. Go to the **Active Incidents** panel
2. Locate and **Expand** the info card for the incident that you would want to add comments
3. Locate the Dispatcher Comments section and **click the Edit icon**
4. Enter the comments on the text field
5. **Click Confirm** to save the comments