

 <b>MICROMEDIA</b> INTERNATIONAL <a href="http://www.micromedia-int.com">www.micromedia-int.com</a>	<b>MICROMEDIA</b> INTERNATIONAL	<b>ALERT: AlertMobile</b> <b>Configuration</b> <b>Guide</b>
	ALERT - remote alarm management	

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## AlertMobile Configuration Guide

Réf. : HOWTO-Configure Alert with AlertMobile 3.7.3.docx

[Commentaires]

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**Attached files:**

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## Introduction

This document describes the installation and configuration of AlertMobile and the data transmission between ALERT and AlertMobile.

AlertMobile is a smart phone application (app), developed for remote alarm management and monitoring.

## Supported smart phones

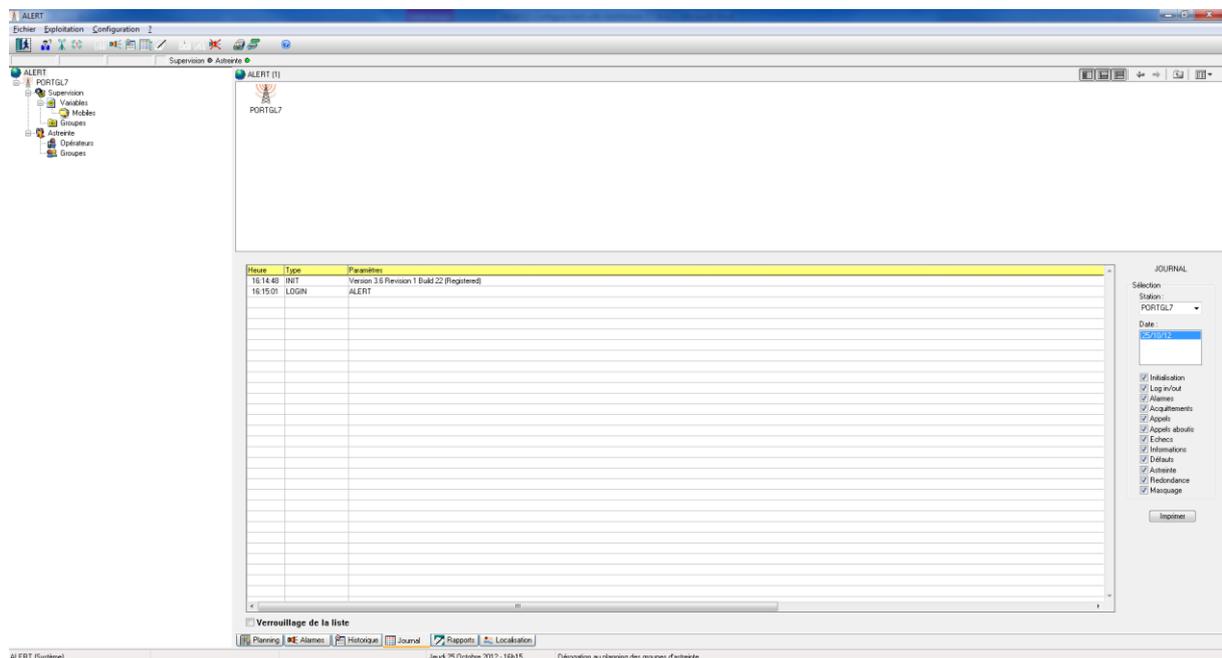
AlertMobile is designed to run on following smart phone platforms

- iOS, version 6 and later
- Android, version 2.2 and later

## ALERT

About the system requirements, please have a look on our web site under the category FAQ. For installation files, please contact the support team or use the form on the web page.

After the first start of ALERT, the following window will appear:

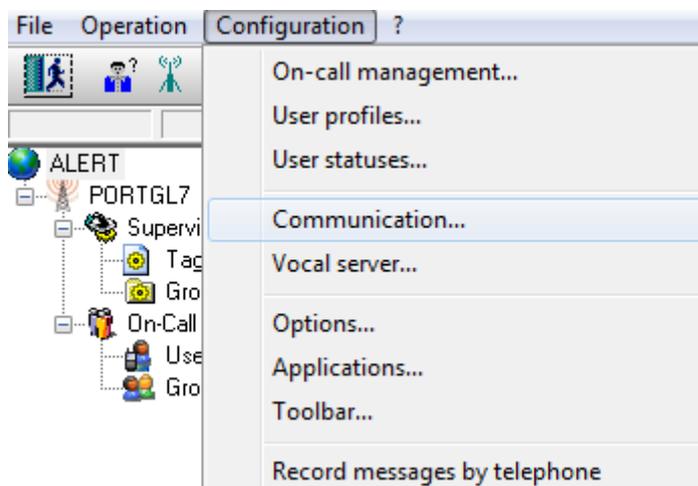


## AlertMobile driver

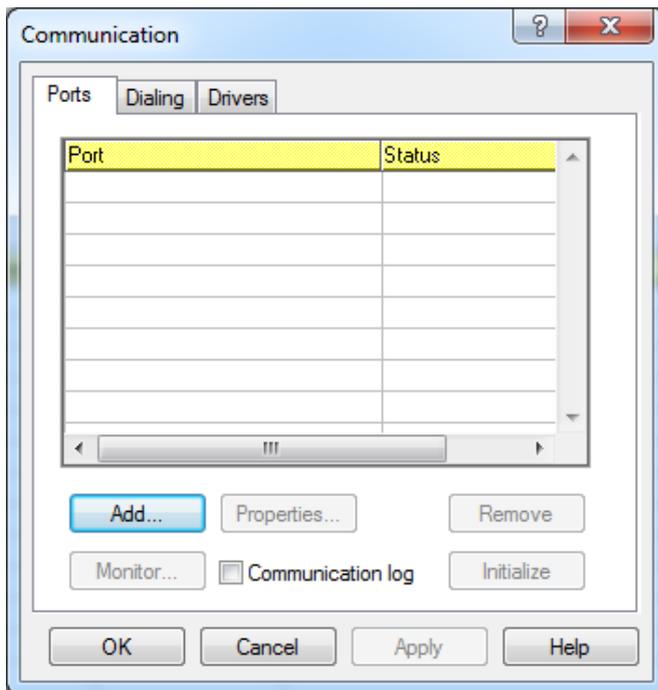
For the communication between the smart phone app AlertMobile and ALERT, there are 3 kind of drivers in ALERT, existing since version 3.6 revision 1 build 22.

1. AlertMobile SMS, to communicate with the smart phone through a GSM modem by using the SMS service
2. AlertMobile WIFI, for using an internal WiFi network or a direct mobile data connection (VPN with fixed IP addresses for the SIM card)
3. AlertMobile Apple or AlertMobile Android to using the push services of the different platforms via a mobile data or WiFi connection through the internet

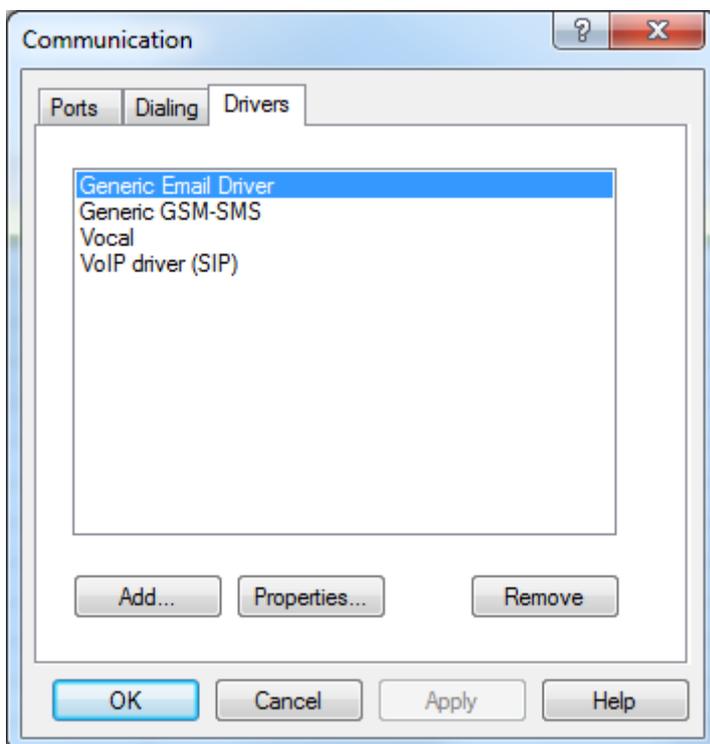
To configure an AlertMobile driver in ALERT go to the tab **Configuration/Communication**



The communication window will appear:



Select the **Drivers** tab:



Click on the **Add...** button to get the list with the installed drivers of ALERT, see the points below.

Note: If you don't find the according driver in the list, please select it within the installation routine of the ALERT setup.exe.

## 1. GSM MODEM / SMS communication

- Tick the checkbox “with GSM modem”
- Select the **AlertMobile** driver



Click on **OK**.

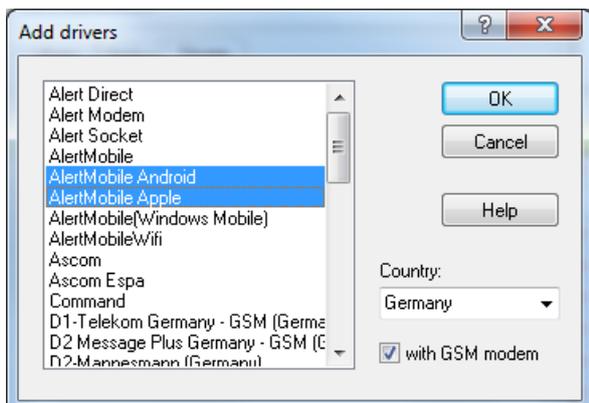
## 2. WIFI / DIRECT MOBILE DATA CONNECTION communication

Please add the **AlertMobileWIFI** driver

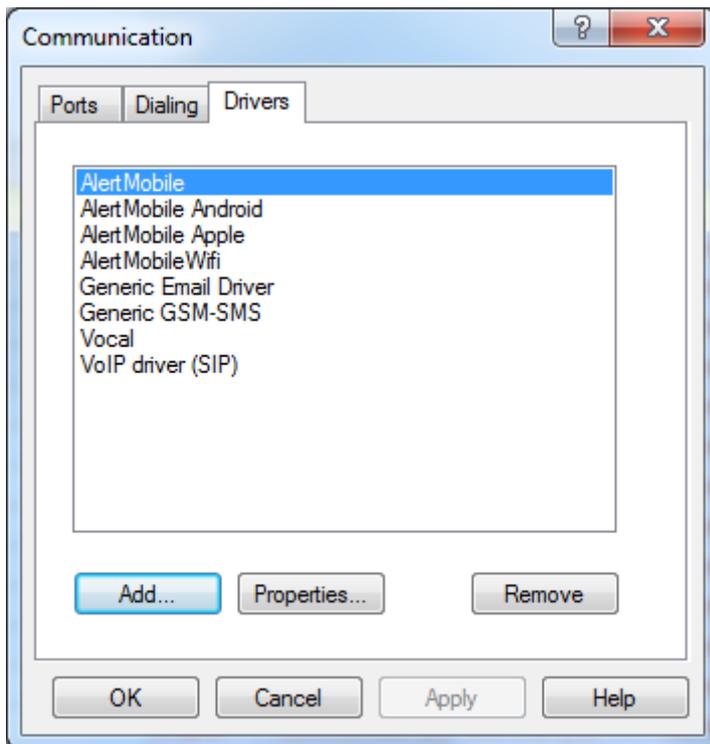


## 3. WEB / PUSH communication

For using push notification services, please add the **AlertMobile Android** and/or **Apple** driver.



After adding the drivers, they will appear in the Drivers list

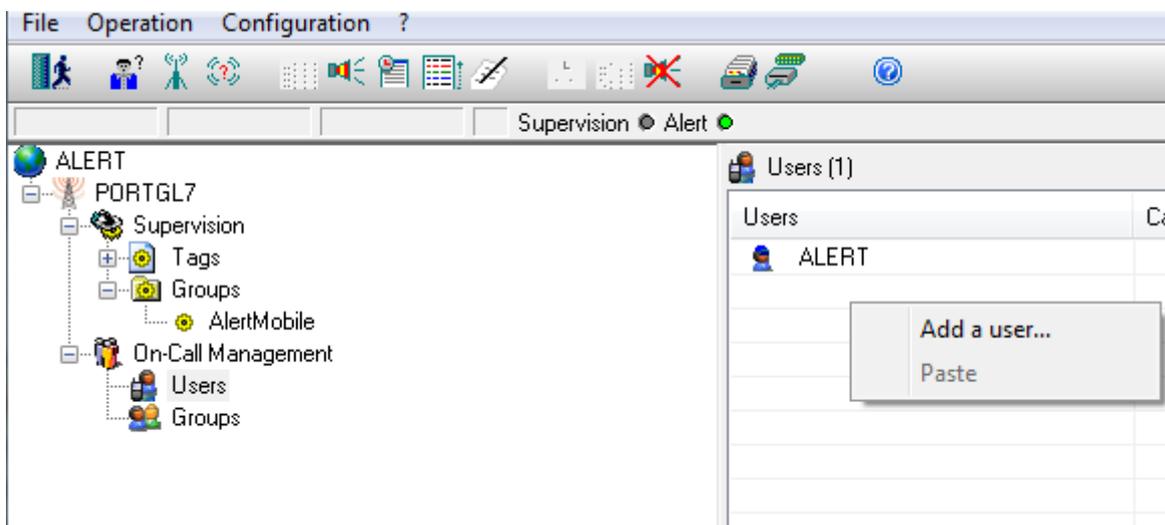


Click on **OK**

Now, the AlertMobile driver/s can assigned to the users.

## User configuration

Please select or add a user:



To create/add a user entry, please give a name and first name.

Id	Type	Number/Address	Calls	Ack
----	------	----------------	-------	-----

To Add an AlertMobile driver, please press on the **Add...** button on the left hand corner below.

## 1. GSM MODEM / SMS driver communication

As “Number type”, please select the **AlertMobile** driver and then enter your phone number:

Attempt number if call fails: 3  Default

Timeout before new attempt (seconds): 60  Default

User call validated if successful call

Automatic call acknowledgment:  Yes  No  Default

Attempt number if call not acknowledged: 2  Default

Timeout for call acknowledgment (seconds): 300  Default

Confirm with **OK**.

Now, your new user should have assigned the AlertMobile driver, like on the following window. Please confirm with **OK** to store the user data in ALERT.

**User record**

Identification

Name:  First Name:

Language:  + Class:

Virtual user ID:  Code:

Duty status

Off duty, substituted by:  ...

Dial numbers:

Id	Type	Number/Address	Calls	Ack
<input checked="" type="checkbox"/> 1	AlertMobile	112112112112	3 (60 s)	2 (300 s)

## 2. WIFI / DIRECT MOBILE DATA CONNECTION communication

The **AlertMobileWifi** driver

**Number / Address**

Number type:

Number / Address:

Attempt number if call fails:   Default

Timeout before new attempt (seconds):   Default

User call validated if successful call

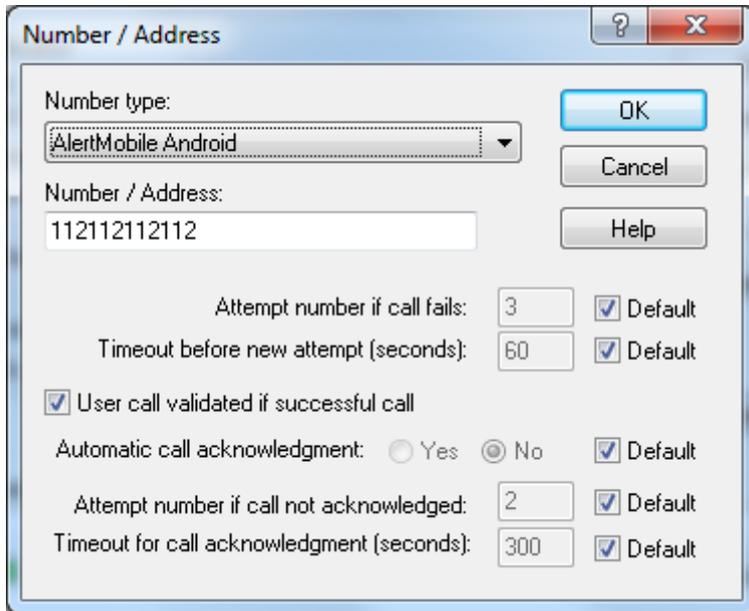
Automatic call acknowledgment:  Yes  No  Default

Attempt number if call not acknowledged:   Default

Timeout for call acknowledgment (seconds):   Default

### 3. WEB / PUSH communication

For using the push notification service use the **AlertMobile Android** or **AlertMobile Apple** driver

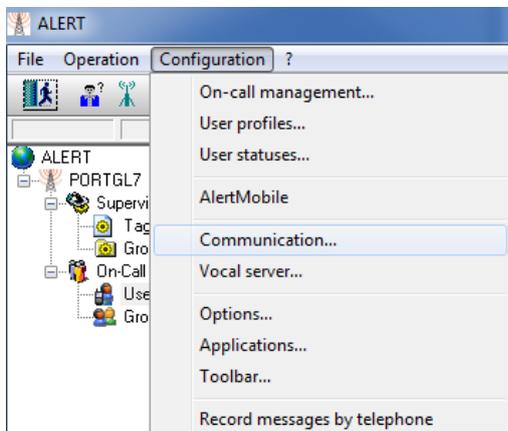


## Configuration of the communication part

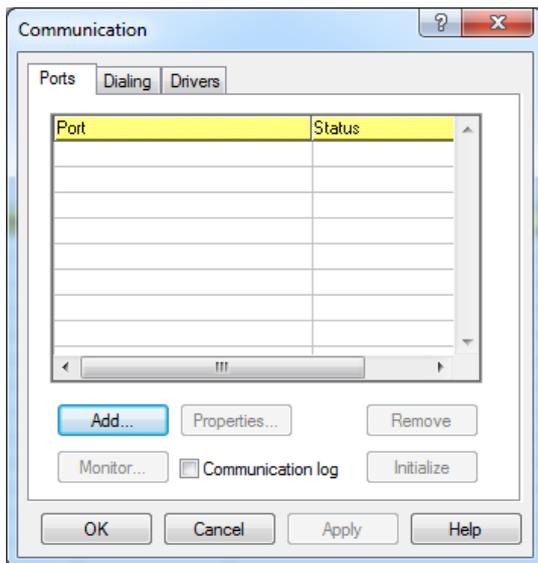
### 1. GSM MODEM / SMS communication

For the transmission of data between ALERT and AlertMobile through SMS, a GSM modem and a valid SIM card is required. Please also make sure that the signal strength of the mobile operators' network is strong enough on the site you want to install the modem. If not, please try to use another antenna or a Moxa Serial/IP converter (for further information, please have a look on our web site). Please connect a GSM Modem to the USB/Serial port of the Server.

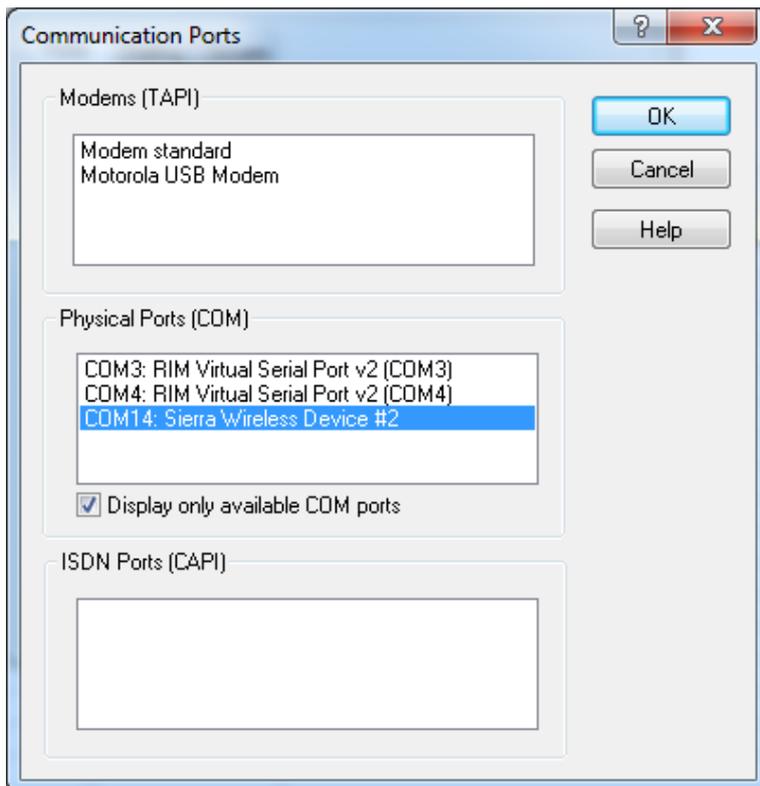
In Alert go to **Configuration/Communication** tab



The Following window will appear

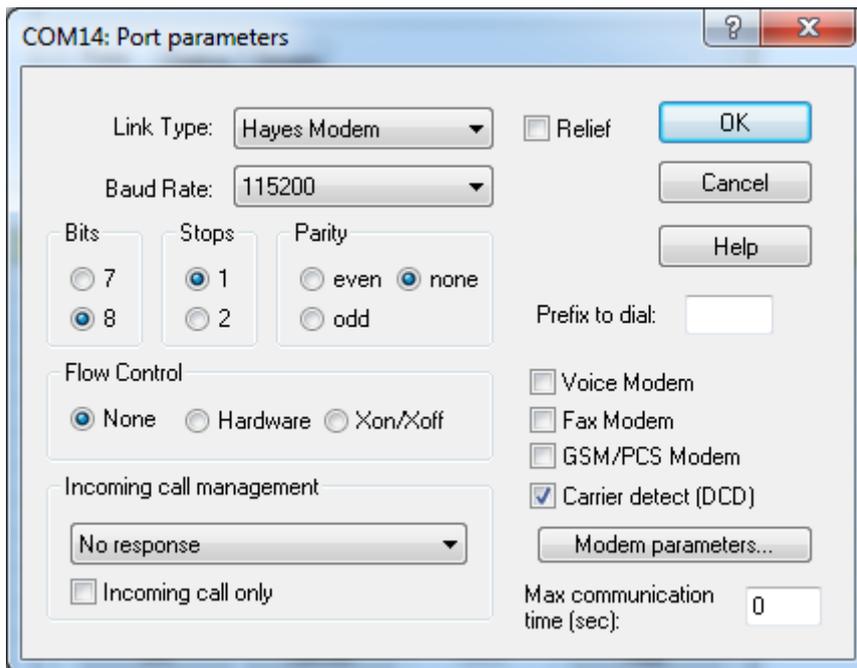


Click on **Add...**

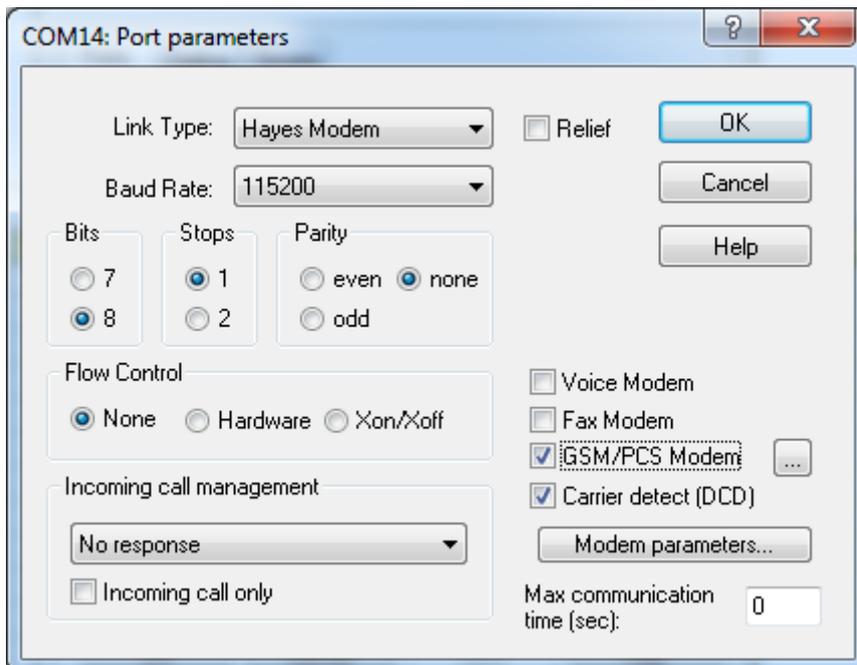


Select the GSM modem associated with the physical COM port and click on **OK**.

Another window with the GSM modem parameters will be opened.



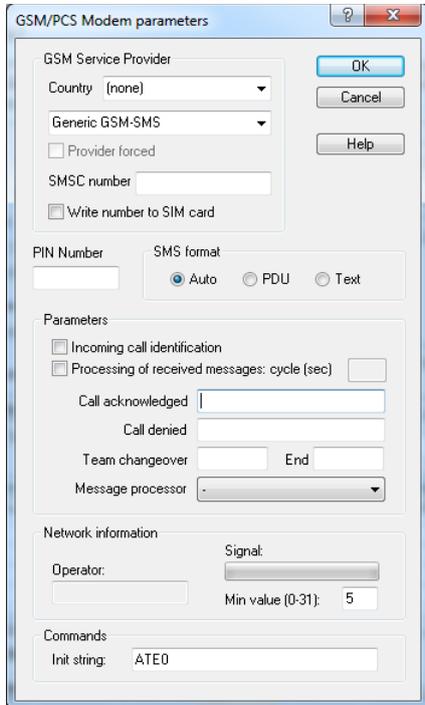
Please tick the checkbox **GSM/PCS Modem**



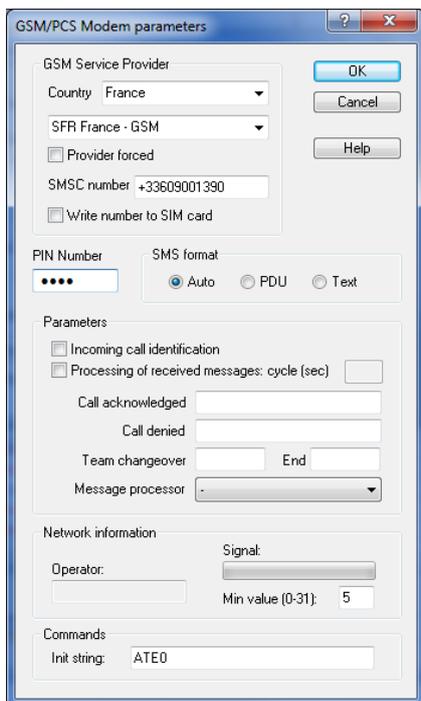
Click on "..." behind the ticked **GSM/PCS Modem** checkbox.

Then configure the following parameters according to you SIM card / Network operator

- Select a country
- Select the provider
- **Enter the PIN number associated to the used SIM card**

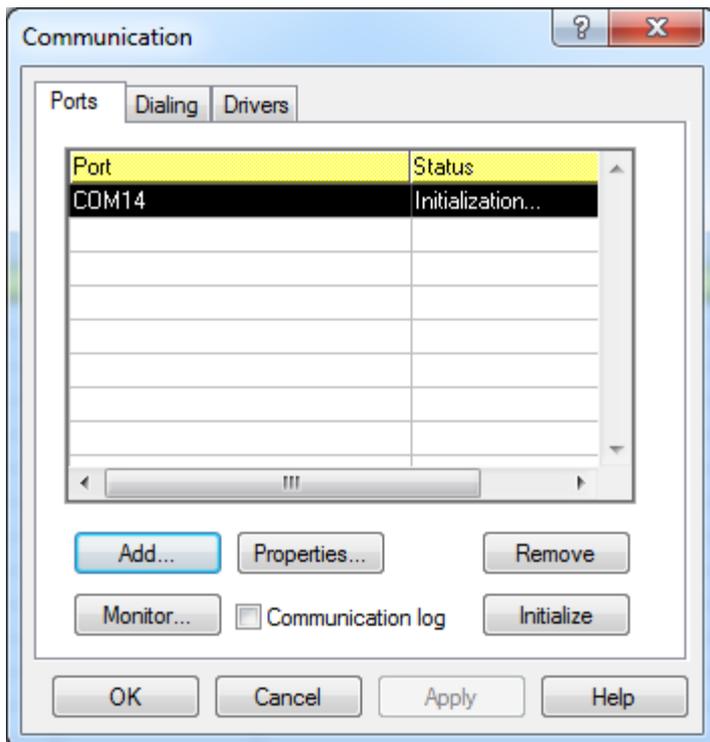


After the configuration, the settings should be similar to the screen below (in the example below the French GSM Provider SFR was used).

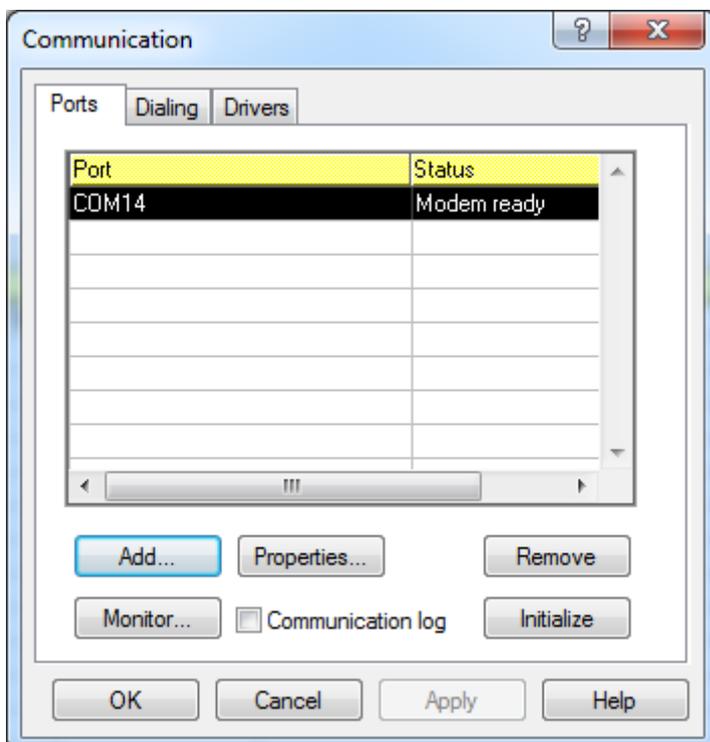


Confirm with **OK** twice.

Afterwards the GSM Modem will **initialize**.



The Modem status will show as **ready** when the configuration is OK.



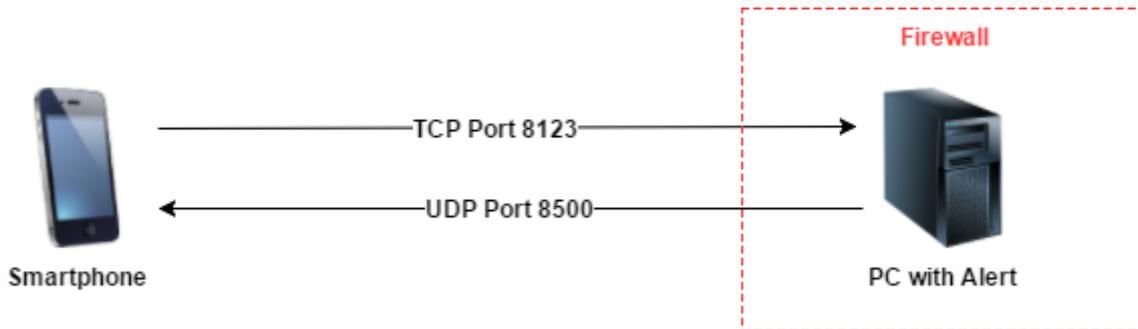
## 2. WIFI / DIRECT MOBILE DATA CONNECTION communication

For the communication between ALERT and a smartphone using a WIFI connection, 2 communication ports must be opened. Please modify the firewall/s configuration.

TCP Port: 8123, incoming

UDP Port: 8500, in both directions

Note: The port numbers are arbitrary, the numbers 8123 and 8500 are the default ones.



### 3. WEB / PUSH communication and AlertMobile Gateway

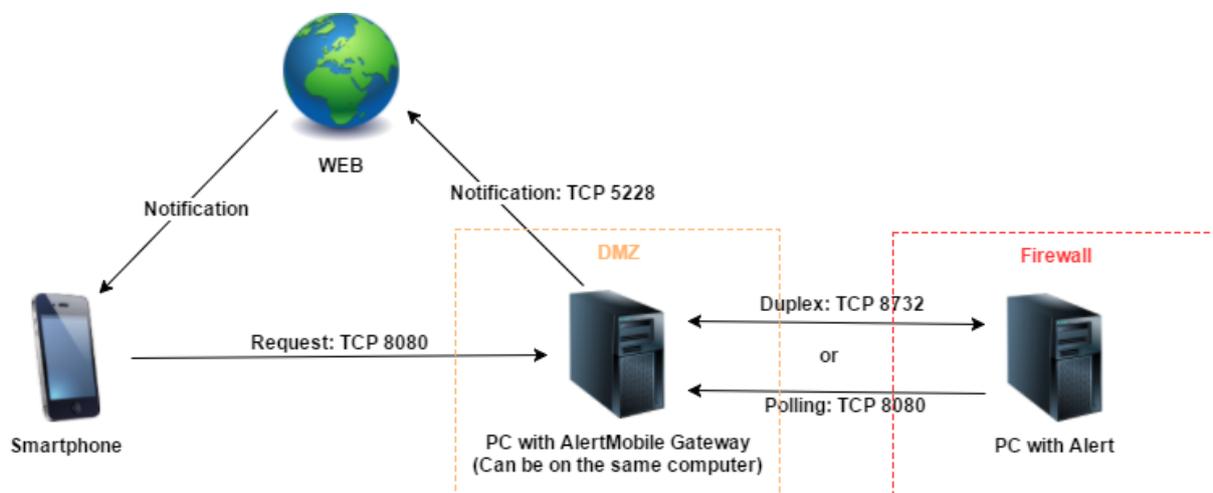
The communication between ALERT and a smartphone over a web connection, using the push notification service, a separate tool of MICROMEDIA International is required.

The **AlertMobile Gateway** is a Windows system service which provides a gateway between the ALERT server and the Android/Apple push notification server through the internet.

ALERT transmits alarms to the AlertMobile Gateway service. This tool transmits the alarms to the smart phone using the according notification service (Google cloud messaging for Android or Apple Push notification service for Apple).

Please note: to use **AlertMobile Gateway** in addition to **ALERT**, version 3.6 Revision 1 build 23 or later is required.

The following diagram will show the network configuration.



Following TCP ports need to be opened in the firewall.

**Between ALERT and AlertMobile Gateway service** (only, if both are **not** installed on the same machine)

- TCP Port 8732 in both directions (incoming and outgoing) on both computers
- or**
- TCP Port 8080 in outgoing on Alert computer and incoming on AlertMobile Gateway computer

**Between AlertMobile Gateway service and the Internet / Web**

Push notification service:

- TCP Port 5228 in outgoing

**Between AlertMobile and ALERT or AlertMobile Gateway**

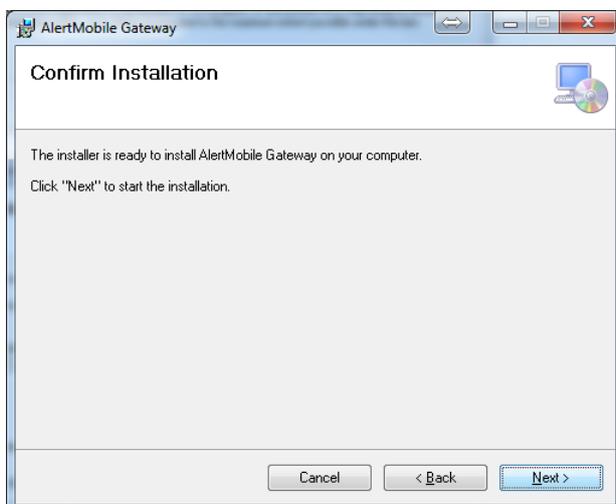
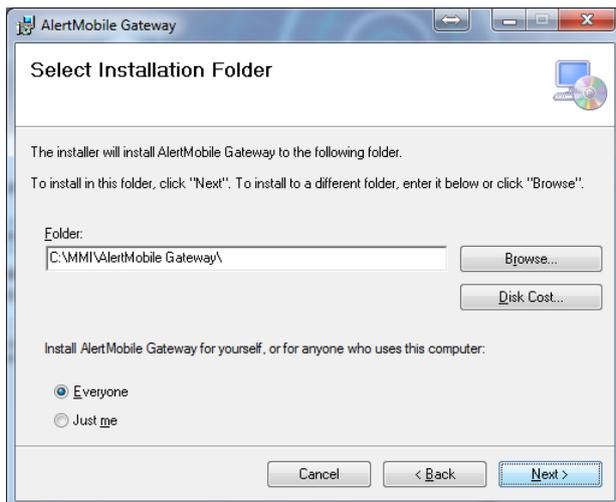
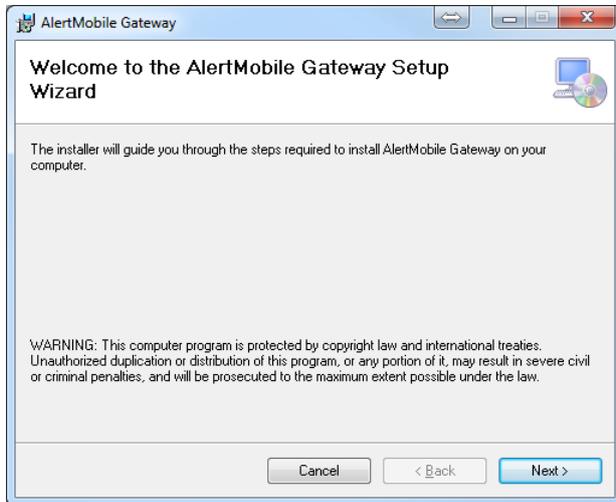
- TCP Port 8080 in incoming

## Additionally

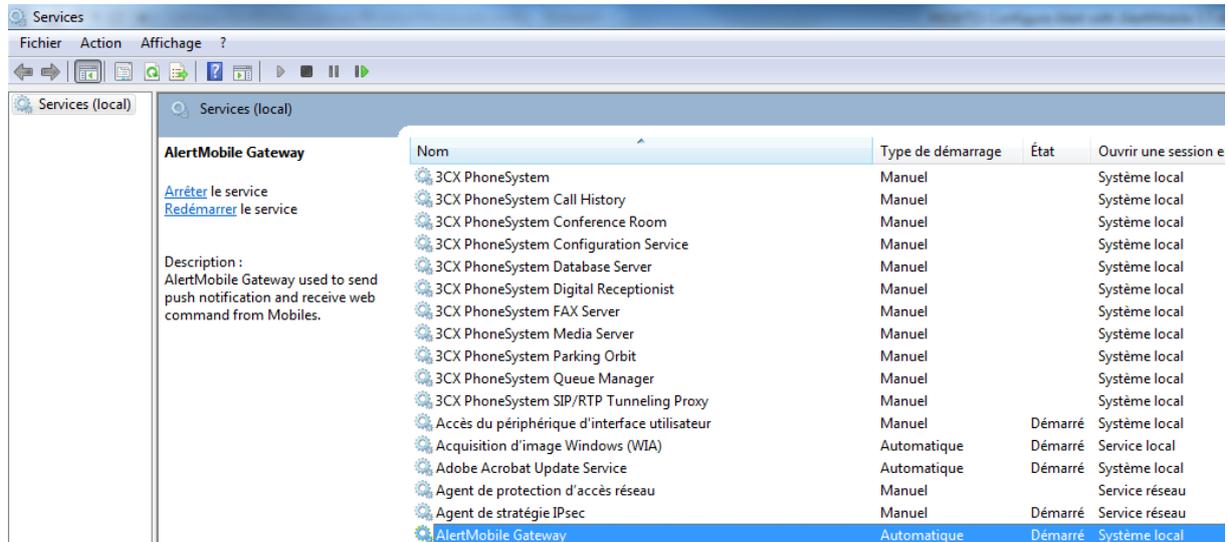
- Please allow to use the SSL protocol in the firewall settings.

## The Installation of the AlertMobile Gateway service

Please execute the **“AlertMobile.Gateway.Setup.msi”** with administrative privileges on the windows computer, compatible with Windows XP and later. The installation file is available on the DVD in the folder AutoInstall or on our web site.



After the installation of **AlertMobile Gateway**, a separate **Windows service** was created, see screenshot below.



This service can be started and stopped.

If you want to change some parameters from **AlertMobile Gateway** (there is no configuration GUI), you have to **stop the service**, open the file "**AlertMobile.Gateway.WindowsService.exe.config**".

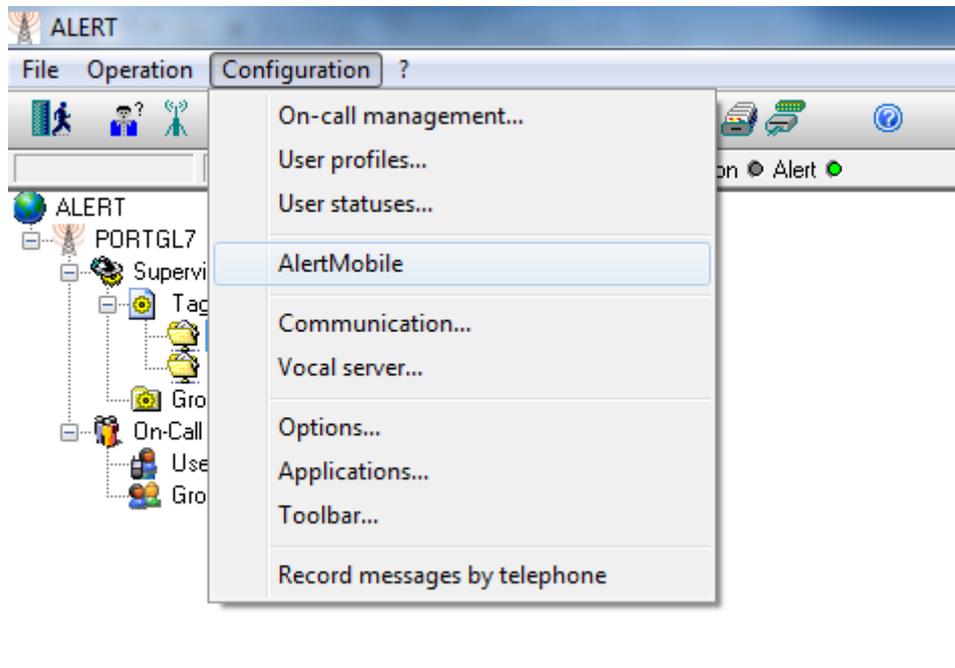
The port numbers can be modified in the section **userSettings**:

```
<userSettings>
  <AlertMobile.Gateway.WindowsService.Properties.Settings>
    <setting name="ServiceHost" serializeAs="String">
      <value>localhost</value>
    </setting>
    <setting name="ServicePort" serializeAs="String">
      <value>8732</value>
    </setting>
    <setting name="ServiceMobileHost" serializeAs="String">
      <value>localhost</value>
    </setting>
    <setting name="ServiceHttpHost" serializeAs="String">
      <value>localhost</value>
    </setting>
    <setting name="ServiceHttpPort" serializeAs="String">
      <value>8080</value>
    </setting>
    <setting name="ServiceMobilePort" serializeAs="String">
      <value>8080</value>
    </setting>
    <setting name="GatewayName" serializeAs="String">
      <value />
    </setting>
  </AlertMobile.Gateway.WindowsService.Properties.Settings>
</userSettings>
```

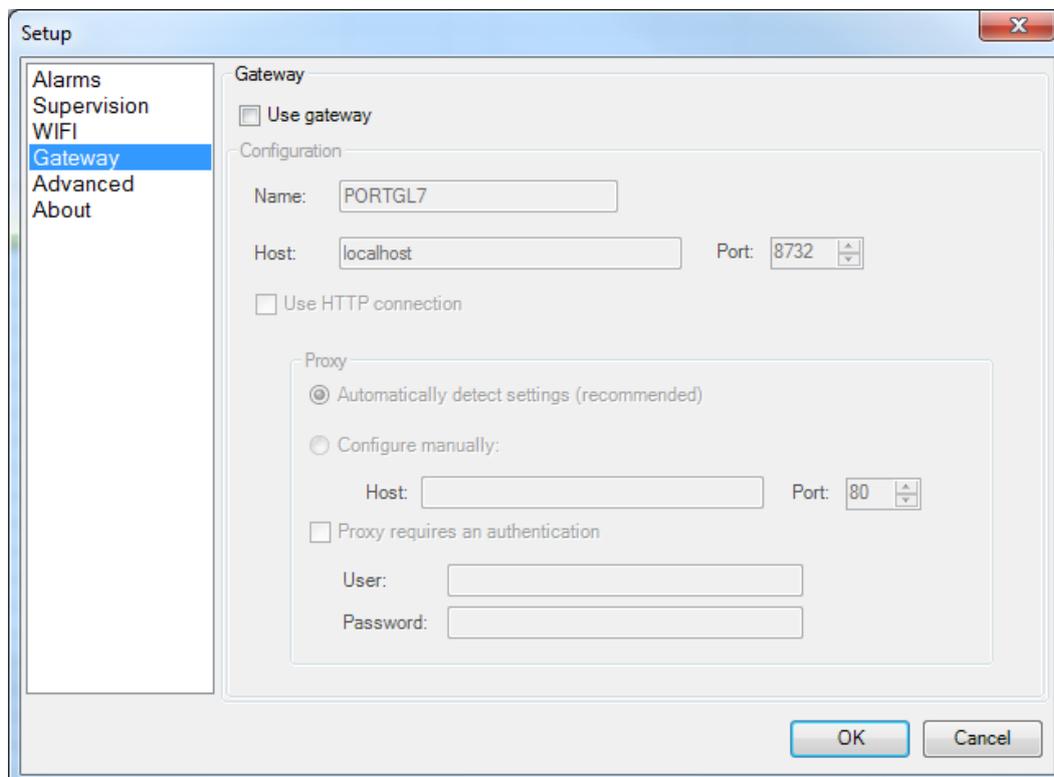
Once the modification of the file was done, please start **AlertMobile Gateway service** again to apply the changes.

To use the **AlertMobile Gateway** in addition to **ALERT**, the following configuration in ALERT should be done.

Open **ALERT** and switch to **Configuration/AlertMobile**.

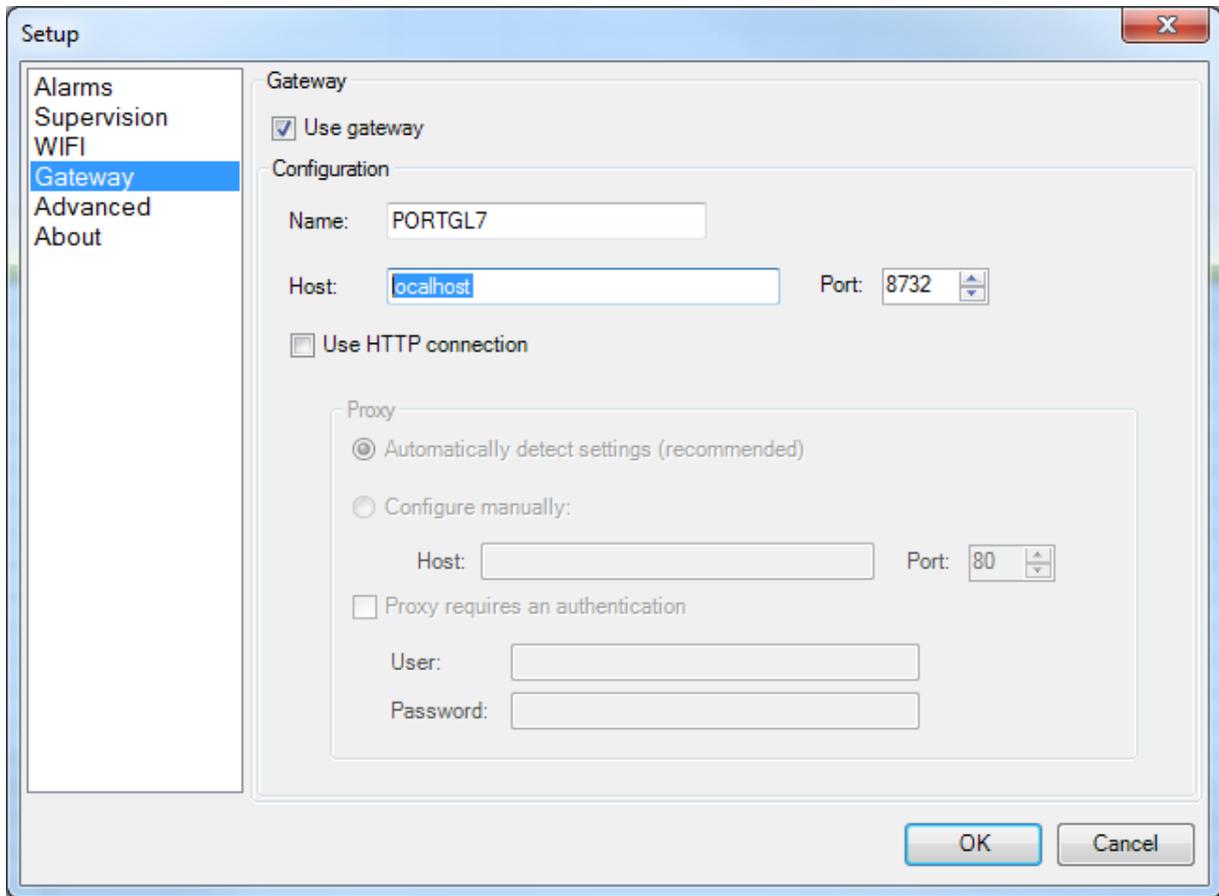


Select Gateway on the left list.



Check **Use Gateway**, to activate the connection between **ALERT** and **AlertMobile Gateway**.

Now, the host address of the **AlertMobile Gateway** machine can be defined (if it's the same computer as **ALERT** is installed, please use either **localhost** or **127.0.0.1**).



**ALERT** communicates with the **AlertMobile Gateway** on **TCP Port 8732** by default (please change it, if you have changed the configuration of **AlertMobile Gateway** configuration).

If you want to use HTTP connection (port 8080 will be used), please check **Use HTTP connection**, for activation. If the HTTP connection requires a specific proxy server, please configure it manually.

The computer/server running the **AlertMobile gateway** needs to have **access to the web / internet** (in order to send notification to the smartphone) and have to be **reachable from the web** (in order to process the commands coming from the smartphone).

Please find more information about the push notification services here:

<http://developer.android.com/google/gcm/gcm.html>

[http://support.apple.com/kb/TS4264?viewlocale=en\\_US](http://support.apple.com/kb/TS4264?viewlocale=en_US)

# AlertMobile 3.7

## 1. Installation

Please download and install AlertMobile 3.7 from the android play store or the apple app store on the smartphone. In this document, only the installation and configuration of the Android phones are explained. For iPhone it's nearly equivalent.

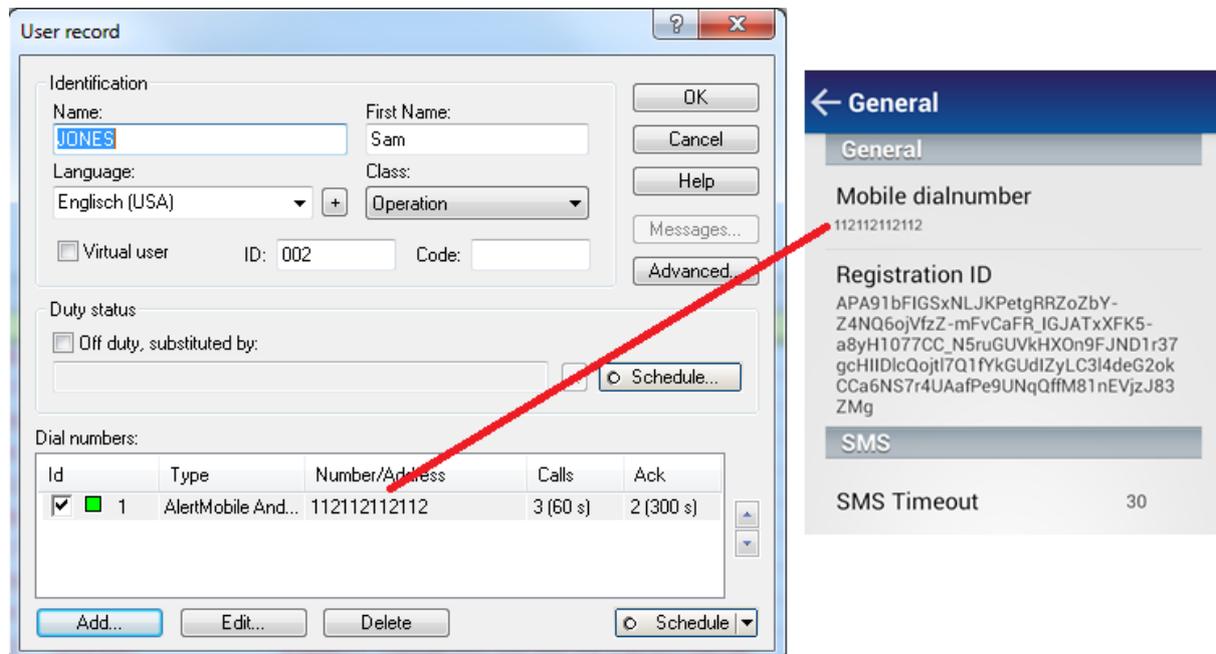
Please Note: According to the new iOS 7, some parts of the security functionality won't work anymore. So the man down features are disabled for the moment. Don't worry, we are working on it to find a solution.

AlertMobile 3.7 is available for Android smart phones on the Android market, here:

[https://play.google.com/store/apps/details?id=com.micromedia.alert.mobile&feature=search\\_result#?t=W251bGwsMSwyLDEsImNvbS5taWNYb21lZGlhLmFsZXJ0Lm1vYmlsZSJd](https://play.google.com/store/apps/details?id=com.micromedia.alert.mobile&feature=search_result#?t=W251bGwsMSwyLDEsImNvbS5taWNYb21lZGlhLmFsZXJ0Lm1vYmlsZSJd)

## 2. 1<sup>st</sup> Steps

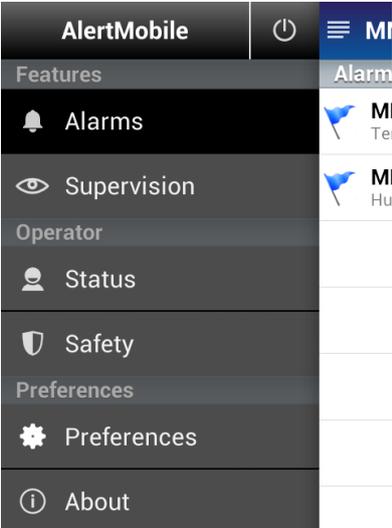
After pressing on the AlertMobile app to start it, you will be asked to check the mobile phone number, please make sure that this number is in the same format as in ALERT, e.g. in ALERT: +4911222333 then in the mobile it should be the same format with +49. How to find the General window, will be explained later below.



When the dial number is configured, the Alarms screen will show the current alarms and their status.



Press on this symbol  in the left hand corner above to open the menu of AlertMobile.



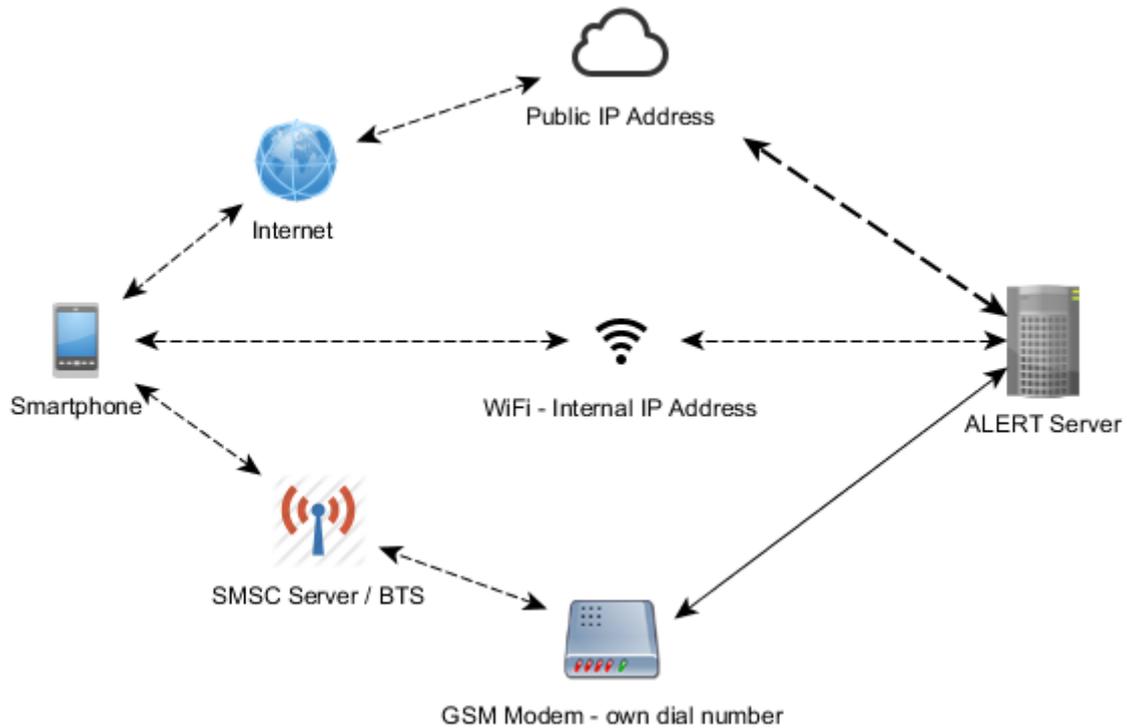
- Features
  - Alarms, to Ack / deactivate (mask) alarms received by ALERT
  - Supervision, an overview of tags and tag groups of ALERT
- Operator
  - Status, to change the user status in Alert (not - /available)
  - Safety, to use the smart phone as a lone worker device
- Preferences
  - Preferences, to configure AlertMobile, find a screenshot below with the explanation.
- About
  - Information about the AlertMobile Version

### 3. Preferences of AlertMobile

☰ Preferences 	
<b>General</b>	> To modify the dial number and to get the registration ID
<b>Sites</b>	> To create or manage ALERT server and to select the connection type
<b>Notification</b>	> Notifikation settings, SMS management and WiFi port modification
<b>Call</b>	> Alarm reset and acknowledgement settings
<b>Message</b>	> Selection of the ringtone for incoming notifications
<b>Alarm</b>	> Display options for the alarm priority
<b>Safety</b>	> Lone worker feature, to set the time before sending an alarm to ALERT when there is no movement of the phone anymore
<b>Restrictions</b>	> To manage restrictions of the AlertMobile app interface, e.g. don't allow a user to quit the app.

## Interaction with ALERT

For the communication with Alert, the smartphone must have an ALERT address. According to the used connection type, either the number of the GSM Modem or the IP-Address of the ALERT server.



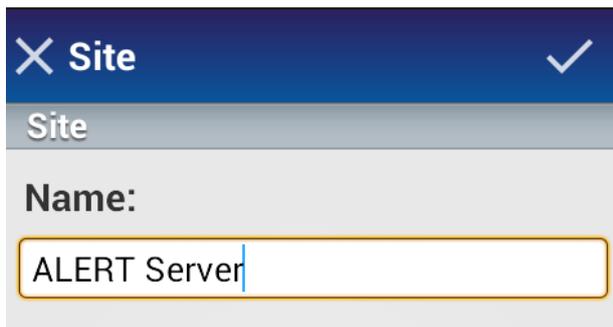
**TIP: An easy way to configure AlertMobile (with GSM Modem), trigger an alarm in Alert. The connection between the smart phone/AlertMobile app and ALERT will be created automatically (Site and server will added to the AlertMobile app).**

To add an ALERT server (Site) manually to AlertMobile, please open the Preferences window and then go to Sites:

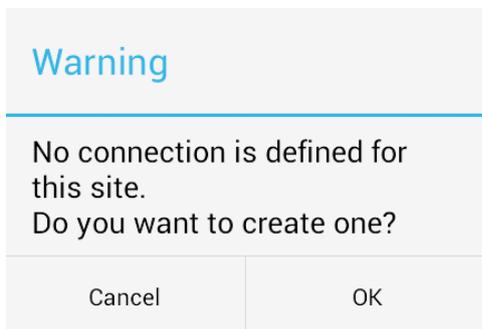


Click on the + sign  to add ALERT Server.

1<sup>st</sup>, give a name for the site:

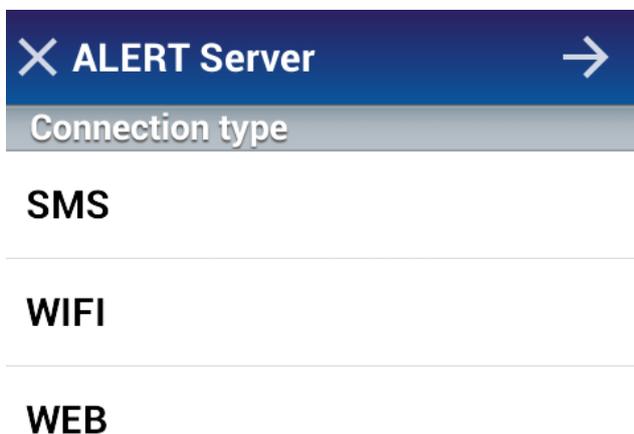


Confirm with the check sign  on the right corner above, following window will open:



Confirm with OK.

The connection type list will appear.

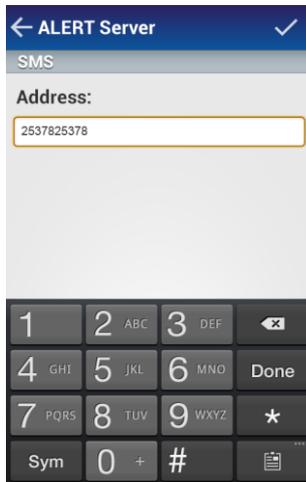


Please choose the connection type you want to use.

Below you will find a description on how to configure the different types.

## 1. GSM Modem / SMS connection between ALERT and AlertMobile

Enter the GSM modem number (calling number of the SIM card of the GSM Modem)

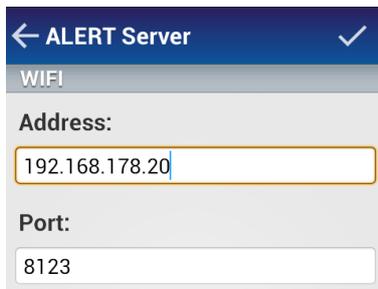


Click on , to confirm.

The SMS data connection between Alert and AlertMobile is now configured and ready to use.

## 2. WIFI / DIRECT MOBILE DATA connection for ALERT and AM

Please enter the IP-Address of the ALERT Server.



Click on , to confirm.

The WiFi connection between Alert and AlertMobile is now configured and ready to use.

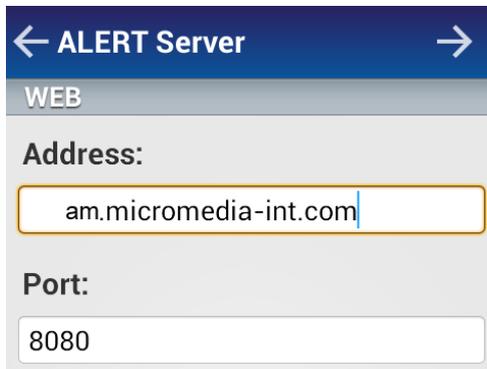
To check if the connection between ALERT and AlertMobile is OK, please have a look at ALERTs journal. You should see the following 2 lines:

17:12:14	CONNECT	SOCKET1 : AlertMobileWifi >>> 192.168.178.20:8500
17:12:15	INFO	AlertMobileWifi : WIFI connection : JONES SAM (IP=192.168.178.35)

If there is a connection issue, please check the firewall settings on the ALERT Server and all others in between.

### 3. WEB / PUSH connection between ALERT (AlertMobile Gateway) and AlertMobile

Enter the public IP-Address or DNS name (reachable from the internet) of the server where the AlertMobile Gateway is installed (e.g.: am.micromedia-int.com)



← ALERT Server →

WEB

Address:

am.micromedia-int.com

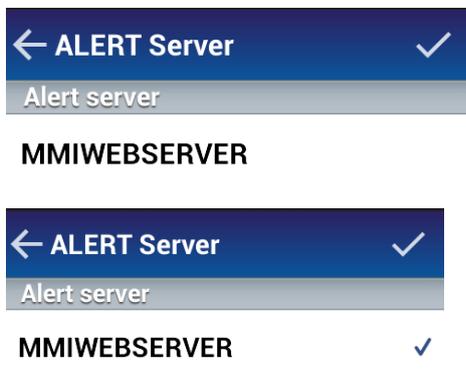
Port:

8080

After the IP address or DNS name was entered, please click on **Next** .

A new screen with the **ALERT** server/s connected to the **AlertMobile Gateway** and where the phone number is configured for an operator in **ALERT** will appear. ([Section Alert driver Web communication](#)).

In the screen below you will see all ALERT servers connected to the AlertMobile Gateway. Please choose the one you want to monitor/manage with your AlertMobile phone.



← ALERT Server ✓

Alert server

MMIWEBSERVER

← ALERT Server ✓

Alert server

MMIWEBSERVER ✓

Select the server by long clicking on it (it will get a check sign) and click on  to confirm.

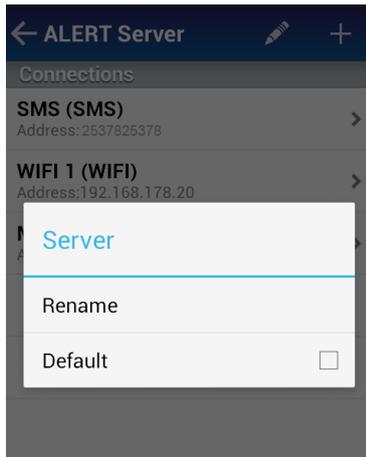
Now AlertMobile is configured to communicate with ALERT over the internet by using the push notification services.

## 4. Connection / Site overview

Once the connection types are configured, you can find them in Preferences\Site\<<Site Name>.

By doing a long press on the configured connection you will get additional functionalities:

- Rename, to rename the connection type name
- Default, to set the selected connection as default communication connection



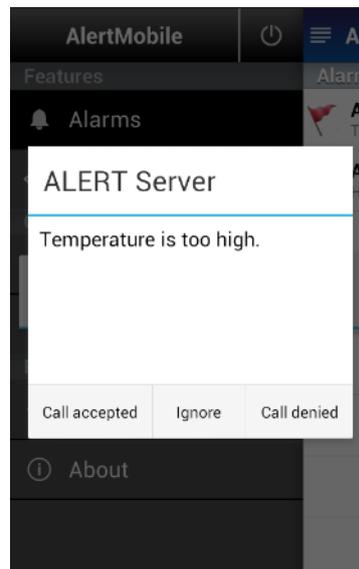
## Features

### 1. Alarms and Alarm Notification

#### Alarm Notification

When an alarm in ALERT is triggered, then a push notification message will be received on the AlertMobile application. Here you have the possibility to manage the calls:

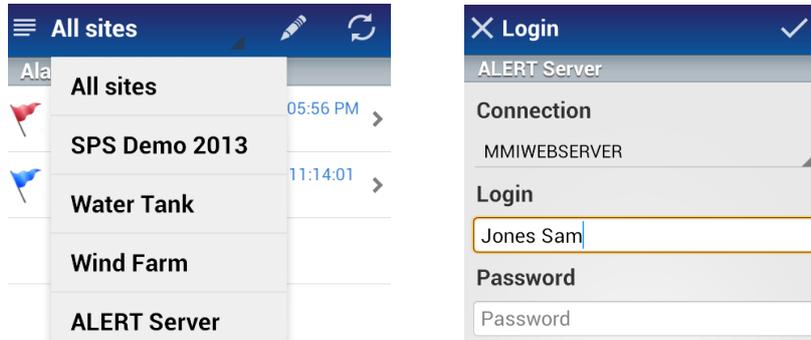
- Acknowledge the call – Call accepted
- Not acknowledge – Call denied
- Hang up - Ignore



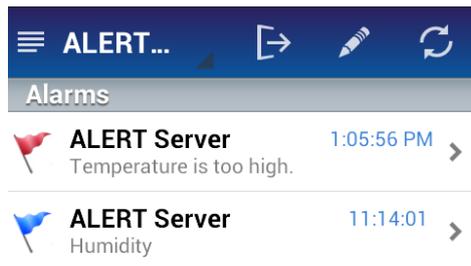
## Alarms

Here you will get all ongoing alarms and their status according to the selected site. Also it's possible to acknowledge and deactivate alarms.

Press on the Alarms sign  **Alarms** to access the alarm list. Afterwards, choose the Site (AlertServer) if there are more than one existing and log in with your user name and password (when set).

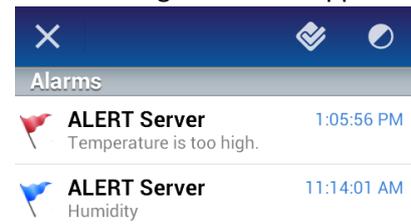


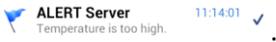
After pressing the check symbol  to log in, you will see the selected site with all the ongoing alarms.



To acknowledge or deactivate alarms, please click on the **Pencil** sign .

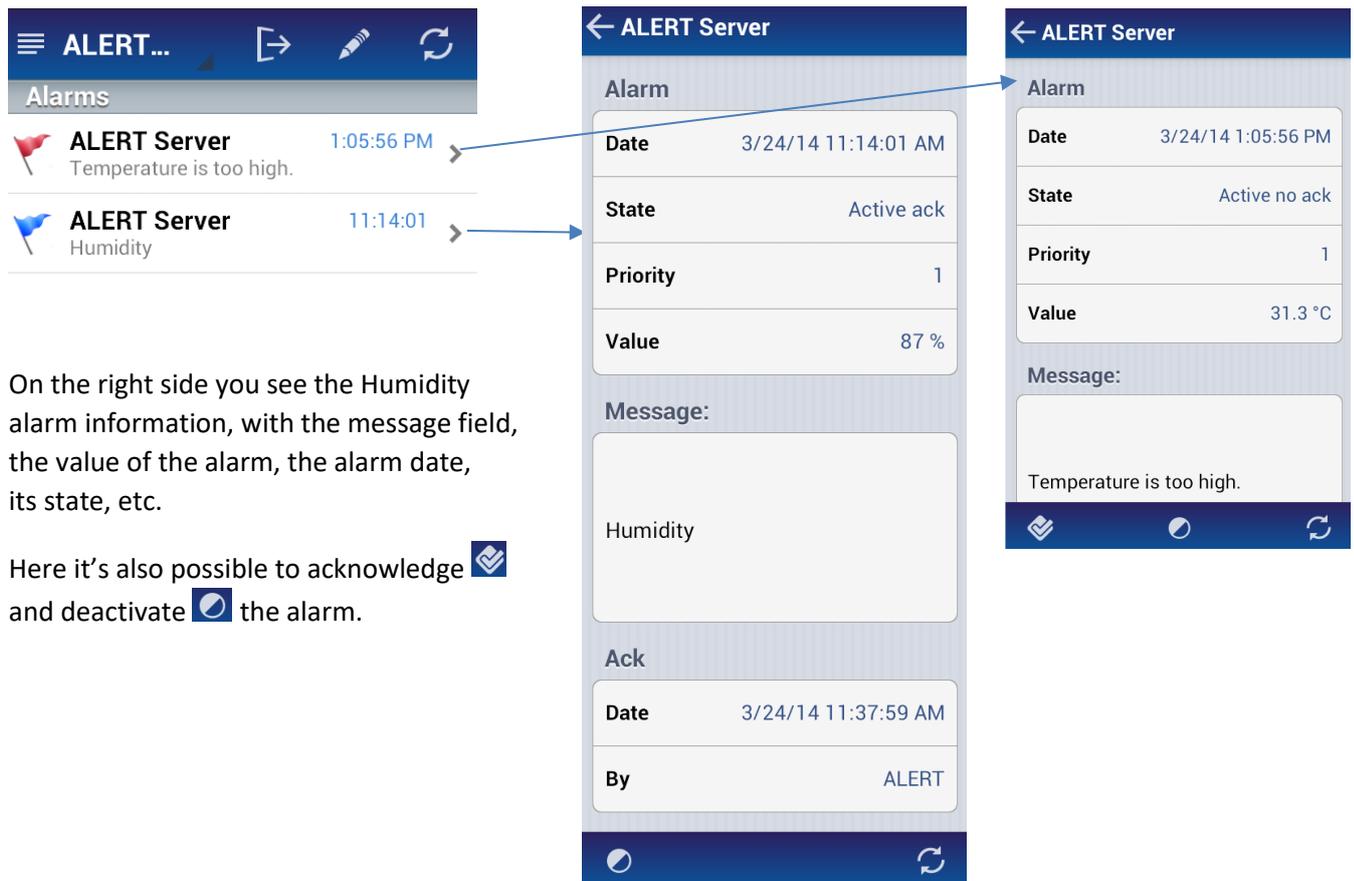
The following screen will appear.



Please select the alarm/s you want to modify by pressing on it. A check sign  will be set behind the selected alarm: 

Press the check sign  for alarm acknowledgement and the deactivation sign  for alarm deactivation.

To get more information about a specific alarm, please press on an alarm entry in the alarm list.



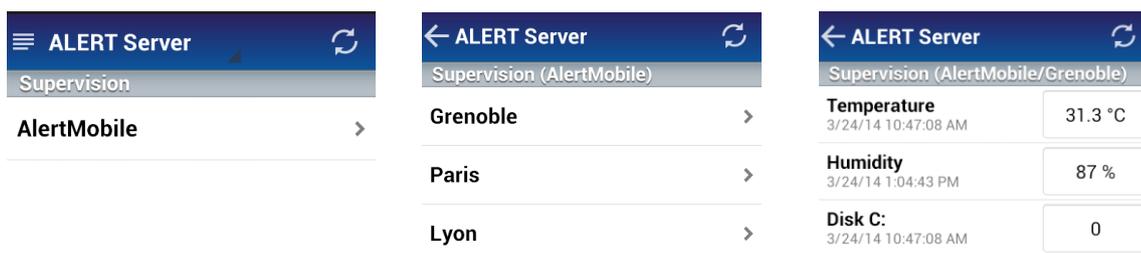
On the right side you see the Humidity alarm information, with the message field, the value of the alarm, the alarm date, its state, etc.

Here it's also possible to acknowledge  and deactivate  the alarm.

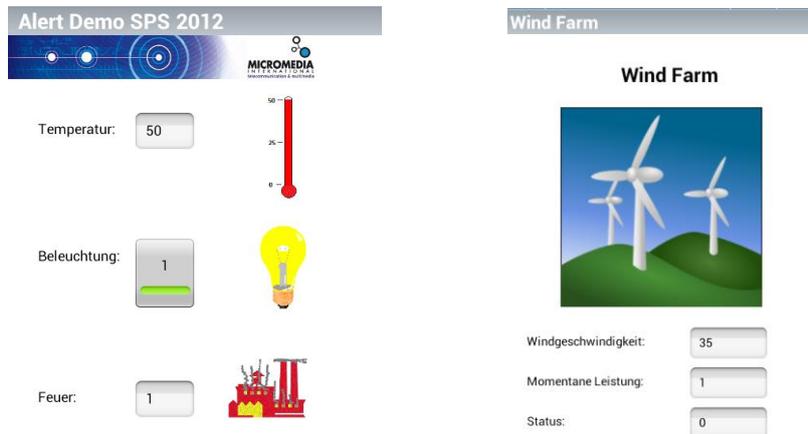
## 2. Supervision

The supervision screen provides the default view, a list of alarms and their values. For android phones it's possible to create your own supervision screen (xml based) for each site. To get the alarms shown in the supervision screen, please make sure that the alarms in ALERT are assigned to the AlertMobile alarm group.

Please press on the supervision button  **Supervision** to open the screen. Then select the Site -> alarm group -> alarm sub group and you will get the overview of the alarms in the according group.



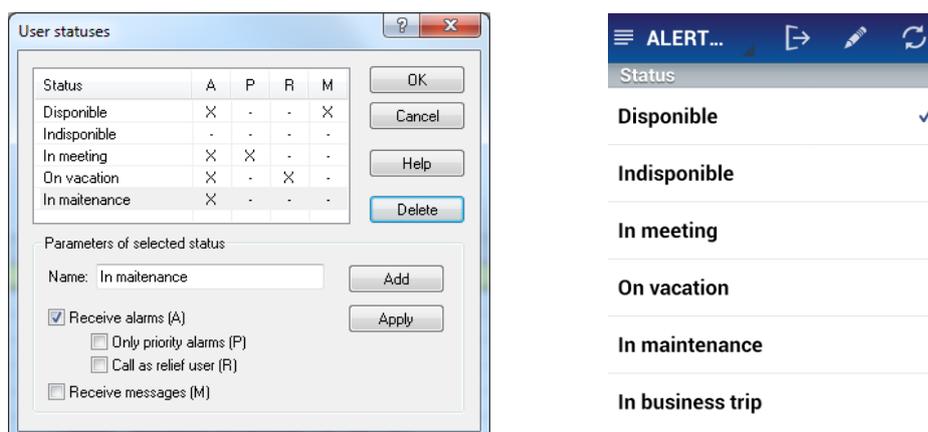
Some further examples for own screens below, in the first one can be switched a light on and off as well.



Please note: click on the refresh button  to get the actual tag information, it won't be updated on entering the screen.

### 3. User status

The user status can be managed by clicking on the  **Status** sign. All the status options is AlertMobile getting from the ALERT server.



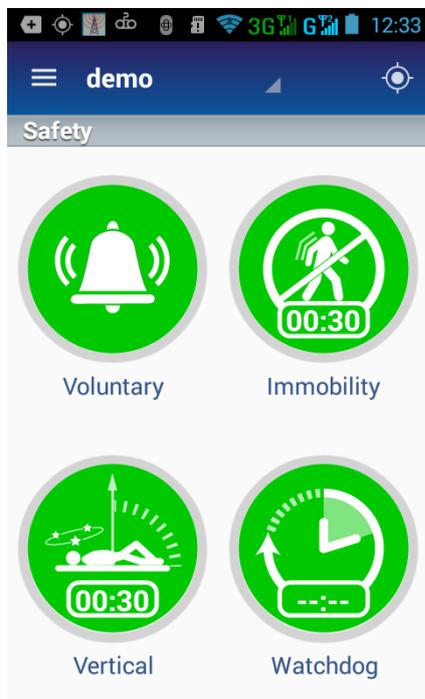
Please select the Site, and press on the **Pencil** sign  to select the status. Follow the instructions to confirm the status change.

## 4. Safety

The Safety or Lone Worker feature of AlertMobile allows to help humans amongst others in an emergency situation. For example if AlertMobile doesn't detect any smartphone movement or detects that the phone isn't vertical anymore (implying that the person is lying down), it will send out an alarm after a pre-defined timeout.

Additionally, the user can send out an (emergency) alarm or this can be done by a watchdog when not reacting on it anymore automatically. Then AlertMobile will send an alarm with its location information to ALERT. Consequently ALERT server will trigger an alarm and a user according to the on-call management configuration will be warned.

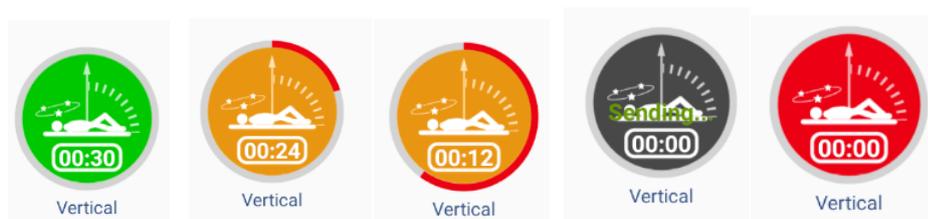
To access the Safety, please press on  Safety sign and select the site.



- Voluntary, to force an alarm call to Alert
- Immobility, will send out an alarm (after an timeout) if there is no movement anymore
- Verticality, will send out an alarm when the user / mobile phone is in vertical position, e.g. man down
- Watchdog, this feature forces the user to press the watchdog button every time period, making sure the owner of the smartphone is still alive and safe. The timeout period can be defined individually.

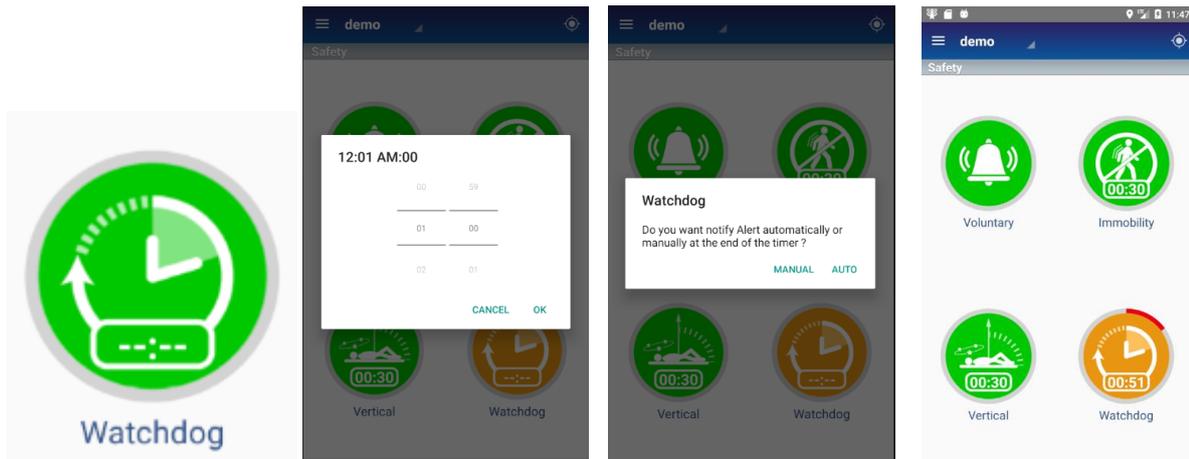
Note: all functions can be used in parallel, e.g. the Immobility and Verticality modus at the same time.

The alarm process of the **Verticality**, after setting the timeout in “Preferences -> Safety -> Time before sending alarm” and pressing the Verticality button the time will count down. At the end AlertMobile is sending an alarm with the location information to ALERT.

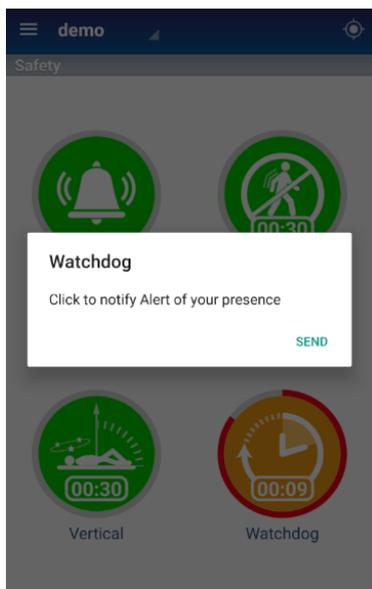


## Watchdog

To configure the watchdog, click on the icon and set the timer, left site hours, right site minutes, in the example below there are 5 minutes set. Then select if you want to press a button to notify alert (manually) or if AlertMobile should do it for you (automatically). After confirming automatically or manually the timer will start counting down.



By manual notification the screen below will appear, please press the send button to notify ALERT, e.g. that you are still alive...



## APPENDIX A - Symbol description

-  Refresh the site
-  Edit an entry
-  Acknowledge an alarm
-  Deactivate an alarm
-  Go back to the previous menu
-  Confirm Operation
-  Add e.g. a Site
-  Back, previous view
-  Forward, next view
-  Send a log file by email
-  Cancel
-  Quit the AlertMobile application