



AID SMS Text Services User's Guide

Version 1.1

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1 Introduction

1.1 AID SMS Text Services Overview

The Automatic Injury Detection (AID) system can send an emergency alert through an Android smartphone or Apple iPhone using the AID smartphone Apps.

For the Android smartphone, the emergency text messages can be sent directly from the user's phone or through one of the web-based SMS Text Messaging services. The Apple iPhone does not allow for automated text messages that are sent directly to other phones so the AID emergency notification must be sent to a web-based SMS Text Messaging service.

To use one of the web-based services, the smartphone sends the emergency data to an Internet location for distribution as a text message (or other data format) to other smartphones/recipients.

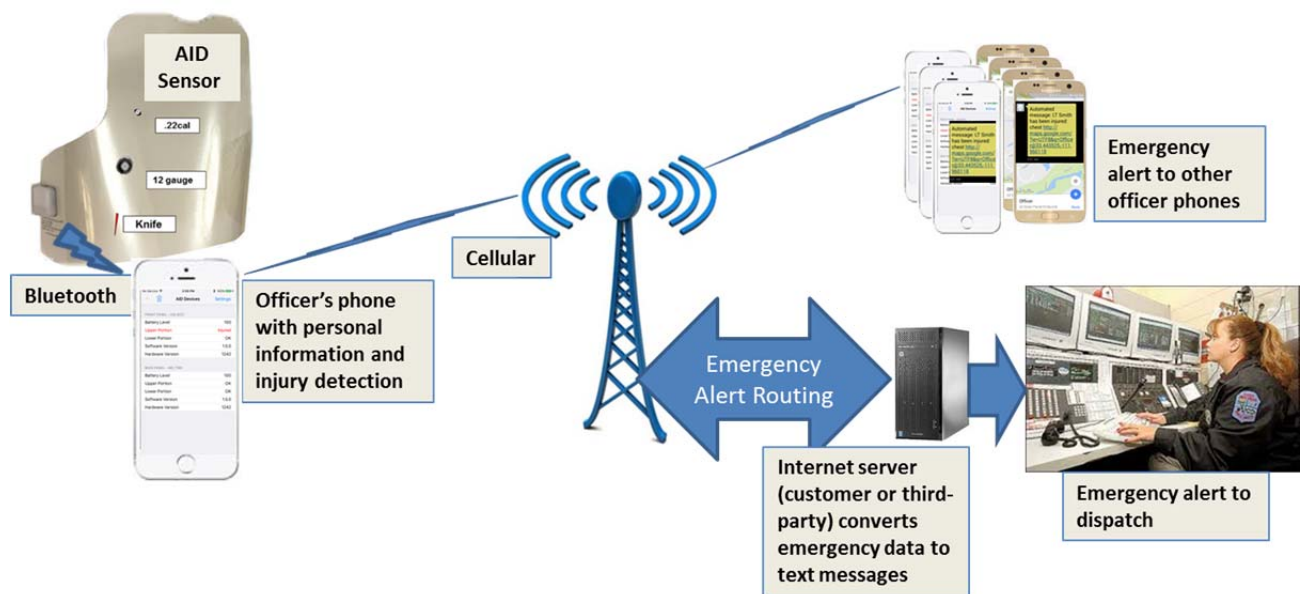


Figure 1 AID SMS Text Services System Diagram

1.2 AID SMS Text Service Options

The AID system, when used with an Apple iPhone, must include one of the SMS Text Service options that can interpret the emergency alert from the iPhone and distribute it accordingly. For Android phones, it's optional. AID supports a few web-based SMS Text Service applications that can manage the emergency alert information.

In all cases, a DataSoft Firebase account is also required to manage the AID users and settings for the SMS Text Service. Note that the list of people to receive the emergency text alerts can be managed either by the administrator within the Firebase account or by each individual through their AID app. If the administrator enters recipient phone numbers into the Firebase account, those numbers will be used – the user will not be able to enter numbers into their app.

1.2.1 SMS Text Services

Twilio (www.twilio.com): Twilio is a third-party service that allows the customer to create a Programmable SMS account. The cost is \$1 per month for the account and includes a unique phone number that will be used to send the emergency alerts. (Each emergency alert sent by the Twilio Programmable SMS program will cost less than one cent.) The AID app has a login and settings so that emergency alerts can be routed through the Twilio account to reach your desired recipients.

Sprint EMG (emg.sprint.com): Sprint's Enterprise Messaging Gateway application allows the customer to send/route SMS text messages to the desired recipients. It requires a Sprint Member login. Sprint EMG sends the alert from a random phone number. The inter-carrier support option is needed to send text messages to carriers other than Sprint. The AID app has a login so that emergency alerts can be routed through the Sprint EMG account to reach your desired recipients.

DataGate (www.datalinksystemsinc.com): The DataGate software, an IP data routing and mapping application, from Datalink Systems is supported by the AID app. The user can identify their phone and DataGate port so that the emergency alert gets sent to the users DataGate software – the emergency alert can be displayed on the WebGate mapping application and/or routed to other devices (e.g. smartphone, PC terminal, radio) via text, data string or email.

User-Defined Internet Server: The customer may choose to use their own Internet server/application for the routing of AID emergency alerts. The CAD system used by dispatch may natively support the functions or it may be possible to develop the capability on the user network. This can eliminate the need to use a third-party solution but may require an update to the AID app depending on the required protocol.

1.2.2 DataSoft Firebase

This (no cost) web-based application allows the administrator to create and manage their department smartphone users. To simplify the process of using one of the SMS Text Services, the Firebase application will allow the customer to define administrators and the SMS Text Service account settings. Firebase will also ensure that the AID app continues to be active on each registered iPhone. The Apple iOS does not automatically restart the AID app when the phone is rebooted. For that reason the Firebase account will check each phone every 15 minutes to make sure the AID app is active and notify the user if it has been deactivated.

2 DataSoft Firebase Set-up

An administrator for the department must create and a Firebase account with a department name and their email address to manage and approve users, enter SMS Text Service account settings and, as an option, text message recipients.

1. SES/DataSoft must set up the initial department with the name and one or more email addresses of the administrator(s).
2. From a web browser, go to <https://automatic-injury-detection.firebaseio.com/> and select 'CREATE ACCOUNT'. Fill out the new account form.
3. Once the account has been created, a confirmation email will be sent automatically to the administrator. From that email, select the 'confirm' URL to verify the account.
4. Return to <https://automatic-injury-detection.firebaseio.com/> and refresh the webpage.
5. Select 'ADMINISTRATOR SETTINGS' from the top menu bar
 - a. Add new administrators (by selecting 'Administrators') as desired.
 - b. Select 'Users' to review the list of authorized AID users within the department. To remove a user, select 'x' next to the corresponding email address of the user.
 - c. If using an SMS Text Service, select 'SMS Provider' – select from the list and enter the corresponding settings from your SMS Text Service provider (Twilio or Sprint EMG).
 - d. SMS Recipients List - The recipients of the AID emergency text message can be added by an administrator through this function or, entered by each user into their app. If the administrator chooses to enter numbers into the Firebase account, the users will not be able to add numbers to their app.
 - e. DataGate Settings – if using the DataGate application, enter the server address and port here.
 - f. Select 'Done' when finished

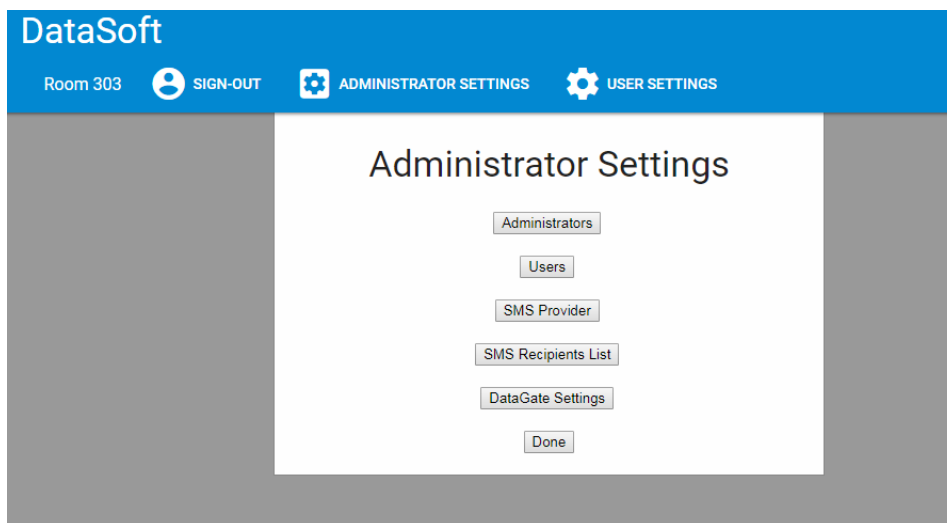


Figure 2 DataSoft Firebase Settings

USER SETTINGS – The administrator can choose this option to change their password, name or department name.

2.1 Twilio SMS account

A Twilio account will enable the department to automatically send AID app emergency text messages to desired recipients. Follow these steps to set up the account:

1. From a web browser, go to www.twilio.com
2. Select the ‘sign up’ option and enter the administrator name, department name, email, and password.
3. After verifying your account set-up (via mobile text from Twilio), choose to ‘Get a number’. Twilio will assign a unique phone number for your department.
4. Verify the account set-up by entering your mobile number. Twilio will send a verification code for completing the account set-up. You can now test the service through Twilio or through the AID app but the message will only be sent to the administrator’s mobile phone.
5. You need to upgrade the account in order to send text messages to multiple mobile numbers. From the Twilio ‘Dashboard’, select the ‘Upgrade’ option and enter funds into the account to support the full functionality. The \$1 per month service is sufficient but each text message will cost a fraction of a penny. So, fund the account with \$20 or more for the monthly fee and according to the number of text messages that will be sent via testing and actual AID emergency alerts.
6. Make note of your Twilio account credentials as they will have to be entered into the DataSoft Firebase account:
 - a. Twilio Account ID (found at www.twilio.com/console as the ‘account SID’)
 - b. Twilio Phone Number (found at www.twilio.com/console/phone-numbers/incoming)
 - c. Twilio Token (found at www.twilio.com/console as the ‘auth token’)

All messages sent using Twilio will come from your unique Twilio phone number. Each user can enter that number as a contact on their phone with the title of ‘AID Emergency Alert’ or something similar. They will see that contact name appear when they receive an emergency text alert via AID.

2.2 Sprint EMG

Obtain a new account from Sprint that includes a Sprint Username and Sprint Password. You’ll need those two credentials for establishing the Firebase connection. If the list of recipients for the emergency text message are not all using the Sprint service with their phone, request an inter-carrier account from Sprint so that all recipients can receive the alert.

The text messages sent through Sprint EMG will be sent from a random phone number (i.e. the phone number may be different each time) – not the actual users phone number.

Step by step instructions for the customer to submit an order via Sprint Productivity Marketplace can be found here:

<http://sem.sprint.com/sign-up/>

Do not fill out the online request at the bottom of this page, that is to have a sales rep call you back. These instructions explain how to log into the My Sprint account and order via the

marketplace, the link is not the order form, it is instructions to fill out the order form. There is also a downloadable PDF with instructions which includes screenshots.

For inter-carrier the inter-carrier form will also need to be filled out:

<http://sem.sprint.com/pricing/>

(The form link is at the bottom of the pricing grid.)

This form requires that you specify which username you want the inter-carrier service added to so it is generally not submitted until after the base EMG account has been ordered and established.

2.3 DataGate Set-up

To use the DataGate application for SMS text messaging, you must have a copy of DataGate running at a command center. You'll need the DataGate server address (URL) and the DataGate server TCP port number so that it can be entered into your DataSoft Firebase account. If using DataGate, do not select an 'SMS Provider' within Firebase.

3 Using the AID App with SMS Text Services

Each user will have to create a user account and login within the AID app in order to connect to the DataSoft Firebase account and the SMS Text Service (see the AID Android or iOS App User Guide for details). The users must enter the 'Department Name' in their app exactly as it was entered when creating the Firebase account.

When each user creates their account within the app, the Firebase administrator(s) will receive an email asking to confirm the user. The administrator must approve the user before the AID app will properly send the emergency alerts although the other functions within the AID app can be used in the meantime.

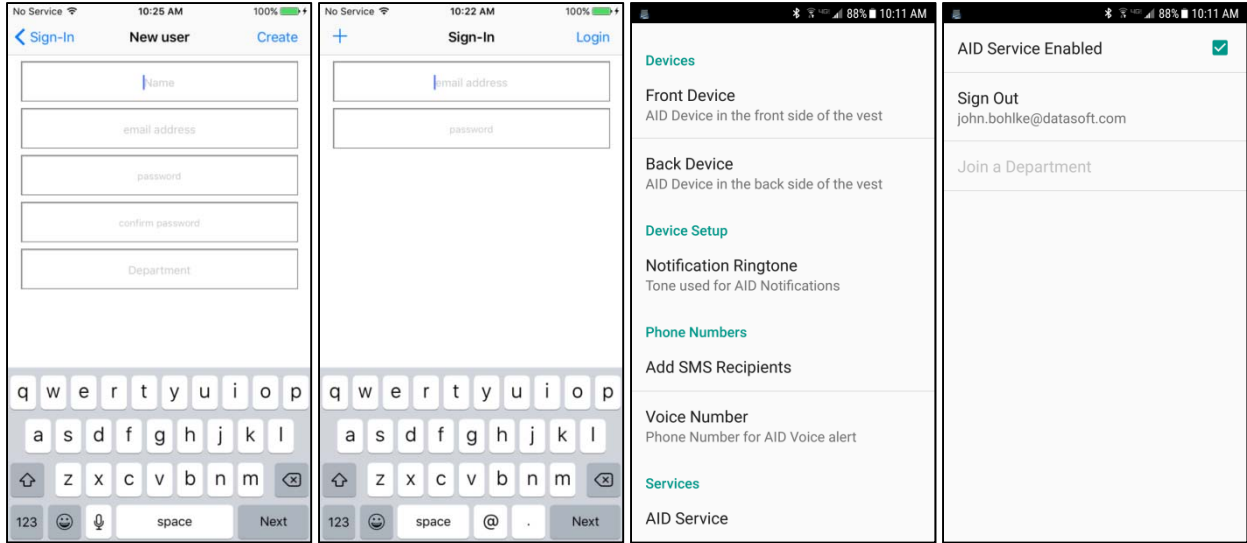


Figure 3 iOS and Android Login Screens