



Rave Panic Button

Overview, Download Instructions and FAQs



OVERVIEW OF RAVE PANIC BUTTON

Rave Panic Button, in conjunction with Smart911™, provides powerful capabilities during emergency incidents occurring on school and corporate campuses.

Rave Panic Button enhances onsite and emergency response by providing critical campus information to 9-1-1 and immediate notification to all employees, along with a message bridge between 9-1-1, first responders and school officials. A participating campus establishes an account ("facility profile") in the system by entering details such as their geographic boundaries, building information, floor plans, and employee information. Administrators authorize all or specific staff members to download the Panic Button app to their smart phone. Once downloaded, the employee has access to a digital panic button, which, when activated, does the following:

- 1) **The user's phone dials 9-1-1 directly.** Establishing a voice connection between the caller and 9-1-1 is critical and Rave Panic Button does so.

- 2) **Other employees are notified immediately.** As the phone is dialing 9-1-1, an automated in-app or SMS text message is delivered immediately to the other authorized employees, including school resource officers, if the caller is determined to be on campus. This allows employees to take immediate action, such as locking down their classrooms, evacuating or even responding with an AED.
- 3) **Critical campus information is available to 9-1-1 and first responders.** As an extension of Smart911, Rave Panic Button pushes all of the information entered by the school, such as floor plans, emergency contact information, and more. Additional existing data sources can also be integrated into the Panic Button platform.
- 4) **Real-time messaging.** 9-1-1 is provided with an app-based / SMS text messaging interface to communicate with onsite administrators, key staff and even all employees, if the situation warrants.

RAVE PANIC BUTTON APP DOWNLOAD INSTRUCTIONS

1a. For iOS / iPhone (iOS version 6.0 or later):

Search for Rave Panic Button in iTunes or go directly to:

<https://itunes.apple.com/us/app/rave-panic-button/id899058806?mt=8>

1b. For Android (version 4.0 or later):

Search for Rave Panic Button in Google Play or go directly to:

<https://play.google.com/store/apps/details?id=com.ravemobilesafety.panicbutton>

2. Download the Rave Panic Button app

3. Enter your 10-digit mobile phone number where indicated, without dashes or parentheses (disregard the format shown on screen) and press the Submit button.

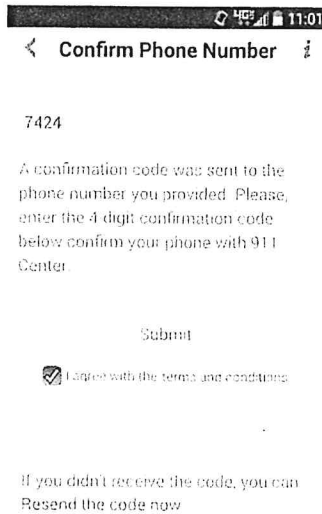
Note: you / other users will be able to download the app, but it will not recognize your telephone number until we have loaded you into the system as a contact.

Enter Phone Number

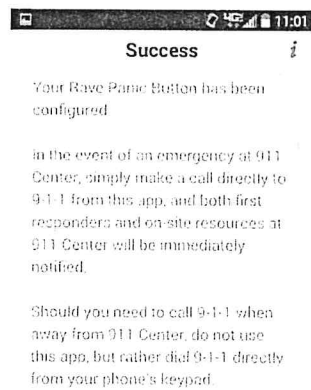
Download your panic button app
to determine the information you are
affiliated with. We will also send you a
text message to make sure it works.

Have it be added to your institution's
account?
Email your institution now.

4. Enter the 4-digit unique verification code that you receive via SMS text form short code 22911 where indicated and click the checkbox for agreement with the terms and conditions. Press the Submit button.



5. Ensure the confirmation Success screen displays and press the Done button



6. You now have a fully functional version of Rave Panic Button which, when pressed, will both dial 9-1-1 and activate a panic button call if you are within or near any campus with which you are associated. **If you inadvertently press the Call 9-1-1 button and dial 9-1-1, do not hang up. Wait for the operator to answer and explain that you accidentally dialed.**



FAQs

1. What exactly happens when I press the Call 9-1-1 button inside of the Panic Button app?

When the Call 9-1-1 button is pressed, your phone will dial 9-1-1. At the same time, the Panic Button app determines whether you are on a campus you are associated with. If so, emergency notifications will be automatically generated to campus administrators, school resource officers and other designated officials. In addition to your call, the 9-1-1 call taker is provided with additional information about your campus, such as floor plans and maps, and also given the ability to send additional emergency notifications to key staff or to every authorized employee on campus, depending on the situation.

2. What are the benefits of contacting 9-1-1 through the Panic Button app?

By using the Panic Button app to contact 9-1-1 (while on your assigned campus), your campus administrators, school resource officers and other key staff will be immediately notified that you have activated the system, thereby speeding response. Additionally, the 9-1-1 center will receive a clear indication that the system has been activated and has the ability to deliver additional messages to your campus.

3. Under what circumstances can I press the Panic Button?

Generally speaking, the Panic Button app can be used for any situation that requires you to contact 9-1-1. That could be for a medical emergency, to report suspicious activity, a fire, or an active assailant. Contact your supervisor or site administrator to determine whether your school or organization has established specific guidelines for what circumstances you are to use the Panic Button app versus dialing 9-1-1 directly from a phone.

4. I don't have a smart phone or an older phone. How do I benefit from Panic Button?

While you won't be able to download the Panic Button app to a standard smart phone, you will still be able to receive emergency notifications via SMS text message, so long as you provide your mobile number to your supervisor or site administrator. The Rave Panic Button app supports iOS versions 6.0 and later and Android versions 4.0 and later. The app is anticipated to be available for Windows Mobile by the end of November 2014.

5. Should I still provide my mobile number to my supervisor / campus administrator even if I don't have a smart phone that supports the Panic Button app or a desire to download the app?

Yes. While you won't be able to download the Panic Button app to a standard smart phone, you will still be able to receive emergency notifications via SMS text message, so long as you provide your mobile number to your supervisor or site administrator.

6. Do I have to use the Panic Button app to contact 9-1-1?

You are encouraged to use the Panic Button app to contact 9-1-1; however, you should contact 9-1-1 in whatever way is fastest.

7. What happens if I press the Panic Button when I'm not at work or off campus?

Pressing the Call 9-1-1 button inside of the Panic Button app will always dial 9-1-1, so you will be connected with a 9-1-1 call taker. Based on your location at the time of pressing the button, the system will determine whether emergency notifications need to be delivered to campus administrators and school resource officers. If you are not on campus, then no notifications will be sent, but you will be connected to 9-1-1.

8. I have children at home and I'm afraid they'll accidentally press the Panic Button. Should I still download the app?

The Panic Button app sits behind whatever screen lock and password mechanism that you use, and must be opened before having access to the Panic Button itself. While it is possible that your child may accidentally press the button, it is unlikely. If they should happen to, 9-1-1 is well equipped and used to receiving inadvertent calls.

9. What should I do if I accidentally press the Panic Button or dial 9-1-1?

Should you ever accidentally dial 9-1-1 through the Panic Button app or otherwise, you are encouraged to remain on the line so that you can tell the 9-1-1 call taker that you accidentally dialed. As soon as your call rings, there is a record of your call having been placed. Therefore, if you hang up prior to speaking with a call taker, they will have to try to call you back to determine if there is an emergency. If they are unable to reach you, they will dispatch, at minimum, a police officer to your location to ensure your safety.

10. How can I test whether the Panic Button app has an accurate location for me?

Inside the menu icon, on the top left side of the screen of the Panic Button app, there is a function called either "My Location" or "Test." When pressed, it will inform you as to whether the app successfully located you and whether it located you on a campus that you are associated with. If successful, and if you are on an associated campus, then the system would have generated emergency notifications to your campus administrators and school resource officers, had you pressed the Call 9-1-1 button.

11. I keep my phone on silent during the day / while I'm teaching. How will I be notified of a message?

Currently, the messages generated through the Panic Button app are via SMS text. If your phone is set to silent, then you will not receive an audible notification of a message. Some phones allow a user to specify a specific tone for an individual contact. All SMS text messages generated by the Panic Button app come from short code 22911. If your phone allows for notification preference settings for individual contacts, then you can add 22911 to your contacts and set specific notification preferences for that number. In the near future, Panic Button will deliver these notifications via in-app messages (for users of the app). At that point, these notifications will override your phone's notification settings if you have it in silent mode.

12. If someone else has already pressed the Panic Button / called 9-1-1, should I also call?

If you have additional information about an incident to report to 9-1-1, or are with someone who is in need of medical attention, you are encouraged to also contact 9-1-1 either through the Panic Button app or by dialing 9-1-1 from any phone. The additional information you provide, or the instructions that 9-1-1 can provide to you, can significantly impact the outcome of the situation.

13. How is my location used / why does the Panic Button app need to access it?

The Panic Button app uses your location at the time you press the button to determine whether to treat your call as an activation of the system (generating emergency notifications to campus administrators and law enforcement) or as a regular 9-1-1 call (if you are not on campus at the time of your call). The app only accesses your location when you press the Call 9-1-1 button. If your location cannot be determined, then your call will be treated as a regular 9-1-1 call.

14. Can I use the Panic Button app without its accessing my location?

On initial download of the Panic Button app, you are required to allow it to access your location. If you do not, you will be unable to complete the download process. If you press the Call 9-1-1 button inside of the Panic Button app while your location is unavailable for any reason (i.e. poor data connection or location services turned off), your phone will still dial 9-1-1. Once the 9-1-1 call taker determines that you are located on an associated campus, they will have the ability to deliver emergency notifications to campus administrators and staff.

15. What happens if I press the Panic Button when I'm in a poor coverage area?

If you press the Call 9-1-1 button inside of the Panic Button app while your location is unavailable for any reason (i.e. poor data connection or location services turned off), your phone will still dial 9-1-1. Once the 9-1-1 call taker determines that you are located on an associated campus, they will have the ability to deliver emergency notifications to campus administrators and staff. If you are in an area with poor cellular voice coverage, then your call to 9-1-1 may fail. In a situation where you have poor cellular voice coverage, but a data connection over WiFi, your voice call to 9-1-1 may fail, but the Panic Button app will still be able to generate automated messages to your designated campus administrators and school resource officers. 9-1-1 will not receive your information if your voice call fails. If it is safe to do so, move to a different location and try to call again either from your mobile phone or a landline, if available.

16. How does the system work if I place a regular 9-1-1 call, not through the app, or from a landline phone?

Because the Panic Button app is integrated with Smart911, the 9-1-1 call taker will still have the ability to determine your location on an associated campus, should you dial 9-1-1 outside of the app. This means that while automated notifications that you called 9-1-1 won't be delivered, the 9-1-1 call taker can still manually deliver necessary emergency notifications.

SUPPORT

Should you have difficulty downloading the Panic Button, check first with your supervisor or campus administrator to verify that you are authorized to download the app and that your mobile phone number has been entered into the Panic Button facility (campus) profile correctly by your administrator. If you still have difficulty even after verifying that your number has been entered, contact techsupport@ravemobilesafety.com

Rave Panic Button App Update Instructions

Step 1: Visit your device app store:

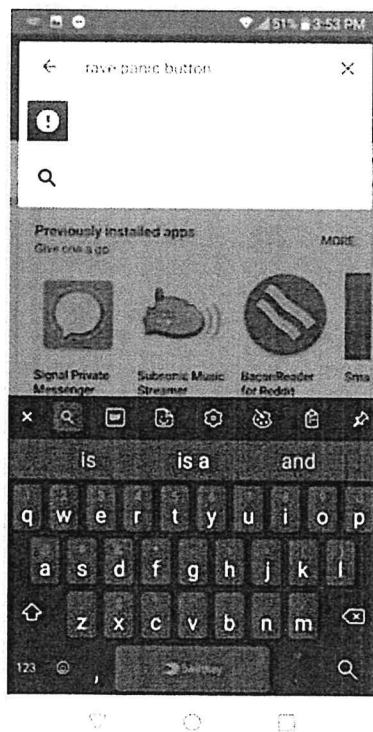
For iPhone users, Visit the Apple App Store



For Android users, Visit the Google Play Store



Step 2: Search for the Rave Panic Button



Step 3: Tap on UPDATE



Step 4: Open App to confirm on version 2.5.3 or Higher

A. Tap on the Menu icon

B. Confirm at the bottom of the page that Version # 2.5.3 or higher than

