

New Beacon Updates

July 2023



Mobile App v5.1.6

Available for download on the App and Google Play Stores

- Push To Talk (PTT) voice messaging with automatic playback of new incoming voice messages.
- Interactive buttons to respond to notifications from locked screen without having to open the App (Android Only)
- Mobile dispatchers can now update the incident description.

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



Web App v7.0.3

Please clear your browser cookies and cache

- Push To Talk (PTT) voice messaging with automatic playback of new incoming voice messages.
- Request location update from caller via SMS when creating a new incident.
- Creating of "Hold" incidents without broadcasting an alert.
- Incident description update.
- Reintroduction of Open Street Maps as a mapping provider option in the settings menu.



Web App

New Beacon Updates

Beacon now includes a Push-to-Talk (PTT) interface located in the Dashboard

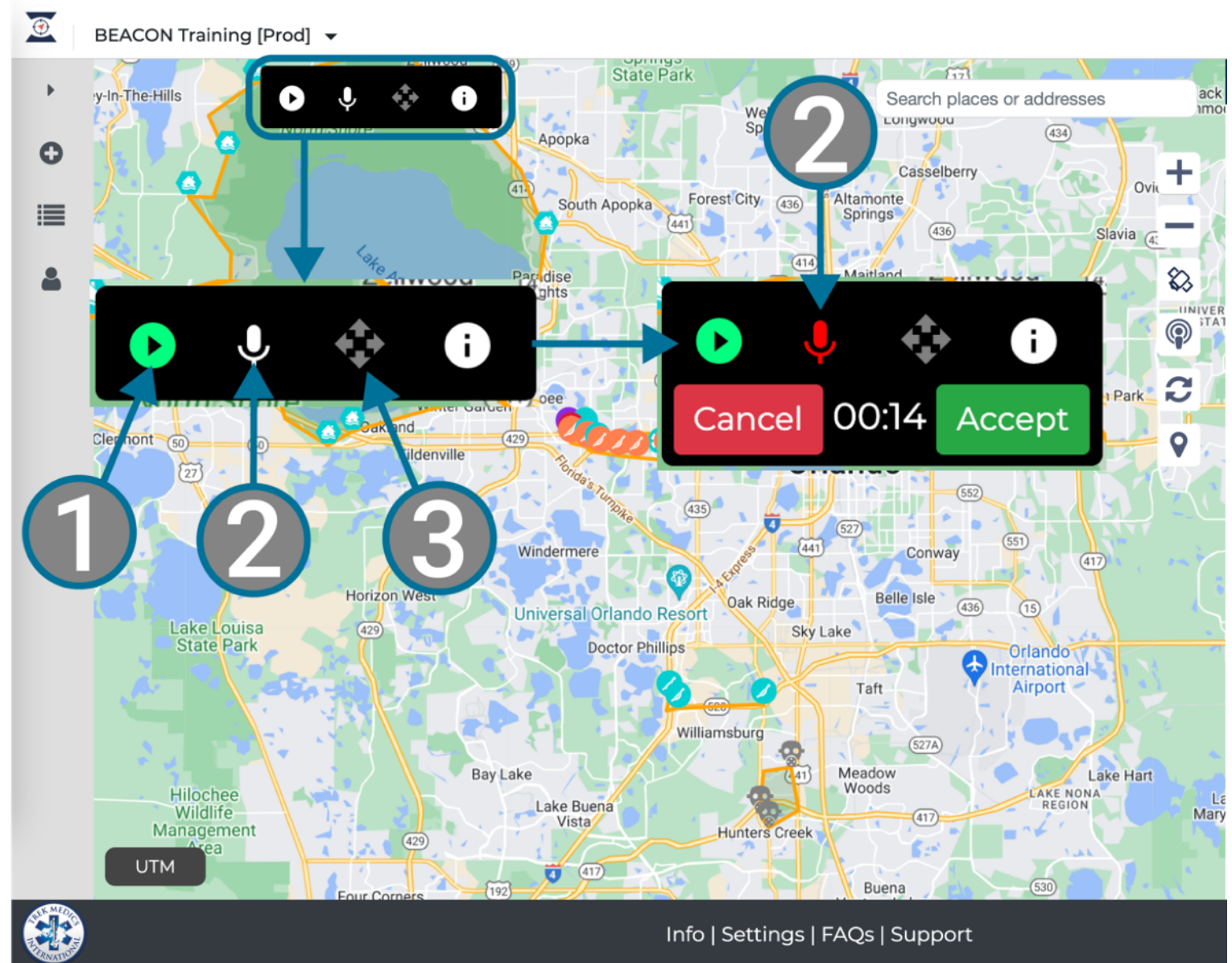
1. Auto-play On/Off button – When the auto-play button is green, audio messages sent from other responders will play automatically at the volume you have set for media reproduction in your device.

*** Please be aware that if the media volume setting on your device is set to a low volume, you might not hear the voice messages when they are played.

2. Push-To-Talk button – Click this button to record a voice message; the icon will turn red and a counter will display the recording time elapsed. Click accept send the message.

* Microphone access permissions are required in order to use this feature.

3. Controls Placement – Click-hold this button and drag to move the Push-To-Talk Controls into desired position.



Additional Notes:

- The messages are limited to 30 seconds and will be deleted after 24 hours.
- All Push-to-Talk interaction will be held on the "All Chat" group of your agency account meaning every user under your Beacon account will have access to them.



Web App

New Beacon Updates

Create New Incident

Place Map Marker to enter address

☐ Address

Incident Description

WEB DISPATCH TRAINING

Caller Name

BEACON

Caller Number

18005552345

☒ Send location update request

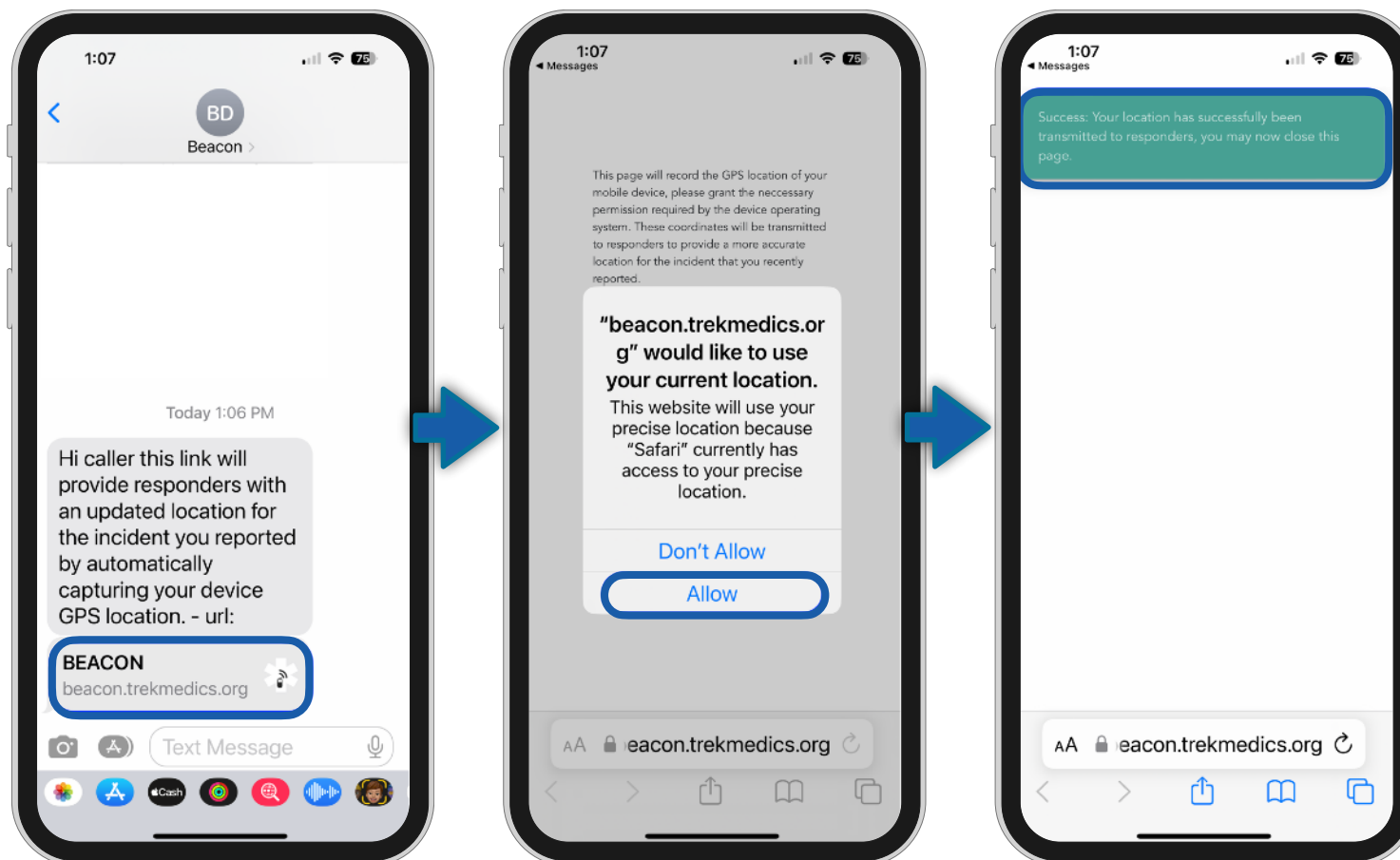
Checking this will send an SMS with a one time use link to the caller number above (International format +1234567891) which will capture the GPS location of their mobile device to provide an updated incident location.

Request location update from caller via SMS

- Dispatchers can now send an SMS link to the caller that will update the incident location based on their device's GPS location (internet connected/ smartphones only).
- A caller telephone number (International format) must be provided and the checkbox checked.
- After the incident is created the caller will receive an SMS with a one time link to provide their mobile device's GPS location to Beacon that will then update the location of the incident and notify all assigned responders of the updated location.

Additional Notes:

- The caller must still be at the scene of the incident when using the location update link.
- The location update link can only be used once.



- On clicking the SMS link received from Beacon, the caller will be directed to a landing page that explains that Beacon will use their device's GPS location to update responders to the incident location.
- The caller will need to give the necessary consent for their device's location to be shared with Beacon.
- The caller will receive a confirmation message that their location has successfully been captured and transmitted to the responders.



Web App

New Beacon Updates



Mobile App

Creating of "Hold" incidents without broadcasting an alert.

- Dispatchers can now create a "Hold" incident without broadcasting an alert at the time of creation, responders can then be assigned later at the dispatcher's discretion (Queued Incidents only).
- After selecting Queued Incident type the "Incident on Hold" checkbox appears, checking this box allows the incident to be created without broadcasting incident alerts.
- Dispatchers will then have to manually assign responders to the incident and the incident will have to be manually closed by a dispatcher.

- Mobile Dispatchers can also create a "Hold" incident without broadcasting an alert at the time of creation, responders can then be assigned later at the dispatcher's discretion (Queued Incidents only).
- After selecting Queued Incident type the "Incident on Hold" checkbox appears, checking this box allows the incident to be created without broadcasting incident alerts.
- Dispatchers will then have to manually assign responders to the incident and the incident will have to be manually closed by a dispatcher.

Incident Priority (Select One) i

Immediate **Queued** **Scheduled**

☐ Incident on Hold: i

17:17 ← 📶 🔋

← New Incident ↻

Incident Location* 📍

Immediate **Queued** **Scheduled**

? Hold: ☐

Incident Description*

Caller Name

Caller Number

Select Class ▼

Select Category ▼

Select Type ▼

Broadcast Alert? ☒



Web App

New Beacon Updates



Mobile App

Incident description update

- Dispatchers are now able to update the description of the incident after the incident has been created.
- Once the incident description has been updated all assigned responders are notified via push notification and chat of the update.

- Mobile Dispatchers are also able to update the description of the incident after the incident has been created.

To update the incident description through the mobile app:

1. On the incident card, press the edit icon near the incident description
2. Update the incident description as needed and press OK when finished

- Once the incident description has been updated all assigned responders are notified via push notification and chat of the update.

Incidents

View Completed Incidents

Filter By Priority Type

Immediate

Queued

Scheduled

1062

1

00:07

2

01:07

00:52

1

Assigned

0

Completed

57 Oliver St, San Francisco, CA 94112

Update

2023/07/24 12:52:03

Created By: jmillard

Caller Name: -

Description: Incident simulation

Description:

Incident simulation

Confirm

Cancel

Responders

Millard, James

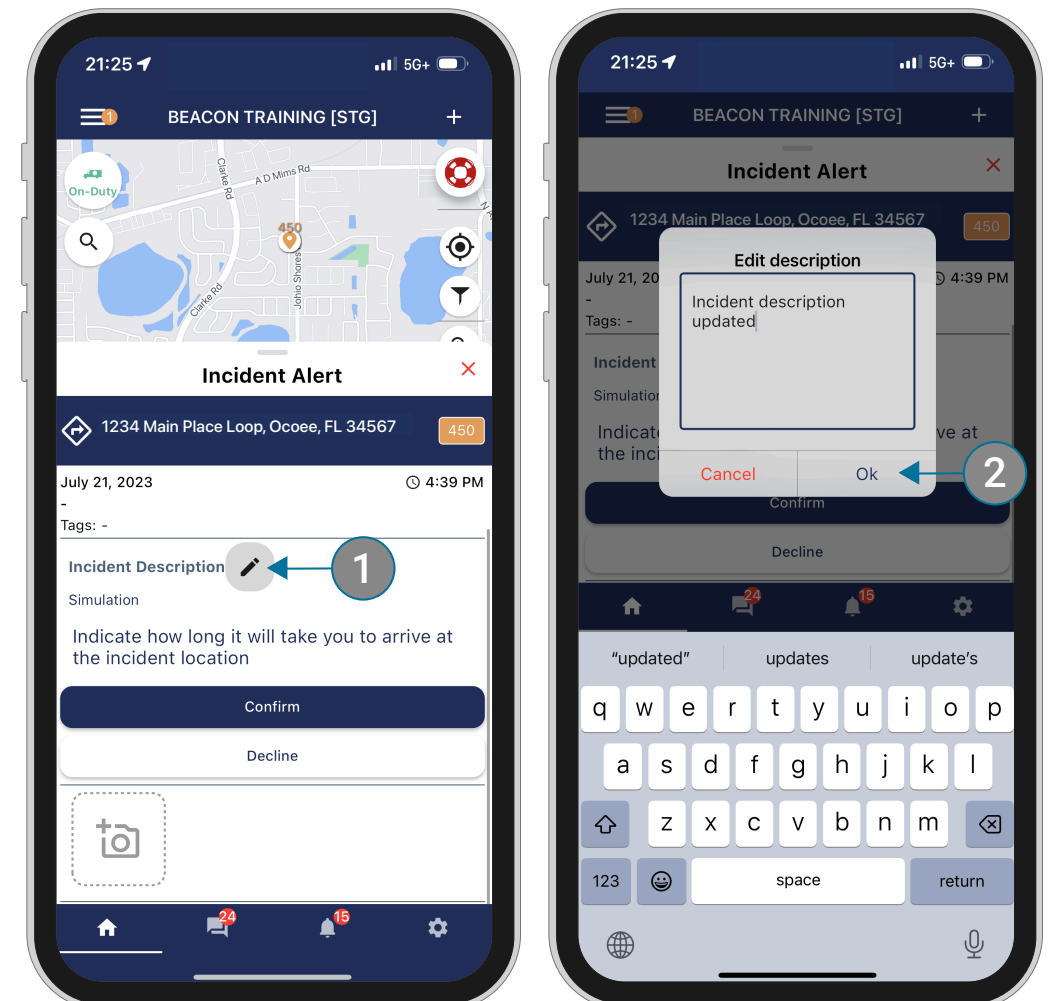
1062

0

Incident #1062 - En Route to Site

Responders

Close Incident





Web App

New Beacon Updates



Mobile App

Back by popular demand - Open Street Maps

Dashboard Settings

Admin language

en

Maps Provider

Google

Choose which map provider you would like to use. This map will be seen by dispatchers on the Beacon web pages and by responders in the Beacon mobile app.

OpenStreetMap

Google

Catchment Area Map

47.5955, -122.3067

Time Zone

-07:00

Data Center on?

On

Weather Maps On?

On

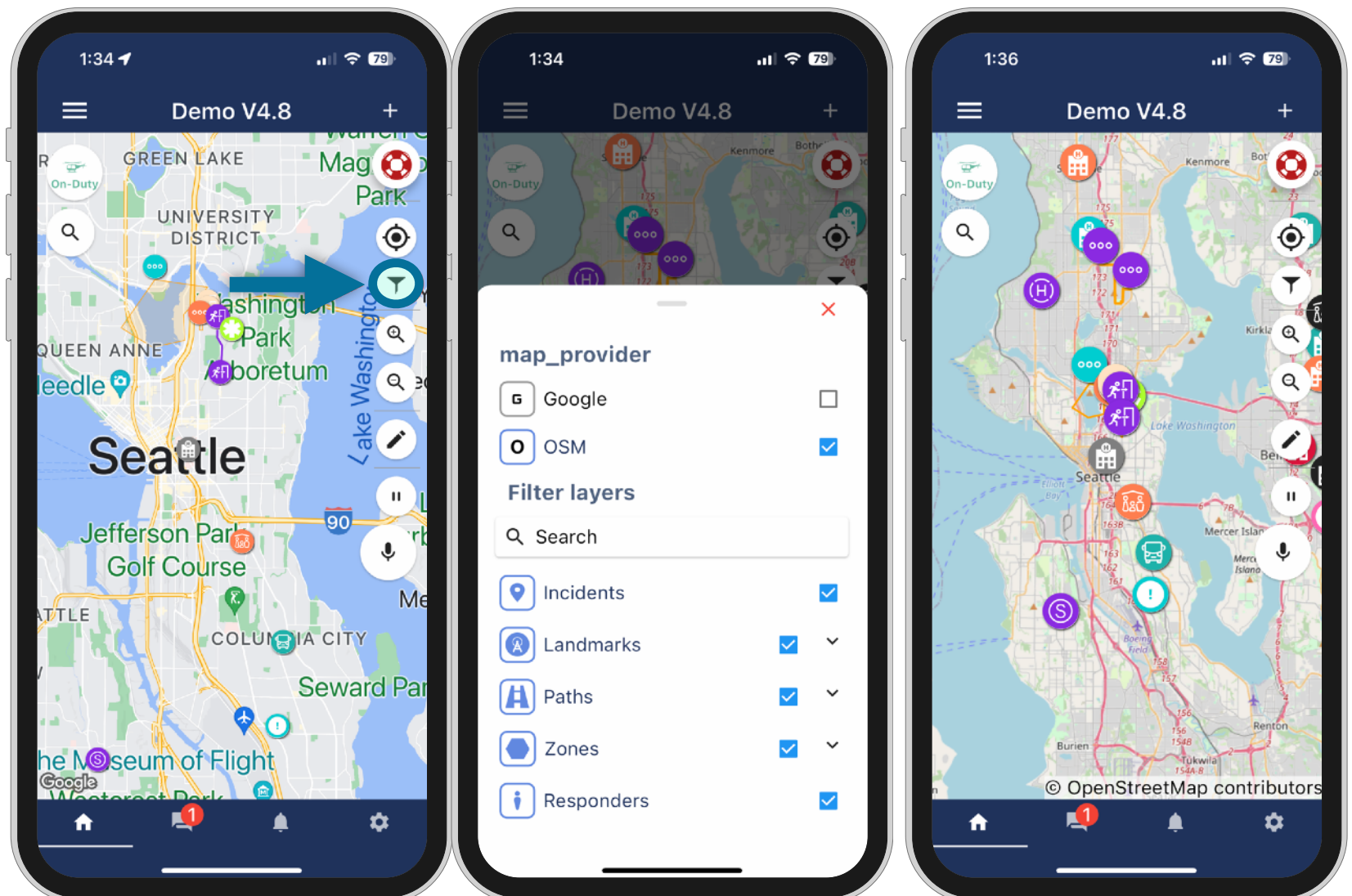
Incident Numbering

1057

Custom Agency Logo

Change Logo

- Account Managers can now set the default mapping provider to either Google or Open Street Maps in the Settings menu of the Web App, this will change the map service for all users in the account.
- Mobile App users are also able to switch mapping providers independently of the account default from the map filtering menu.





Mobile App

New Beacon Updates

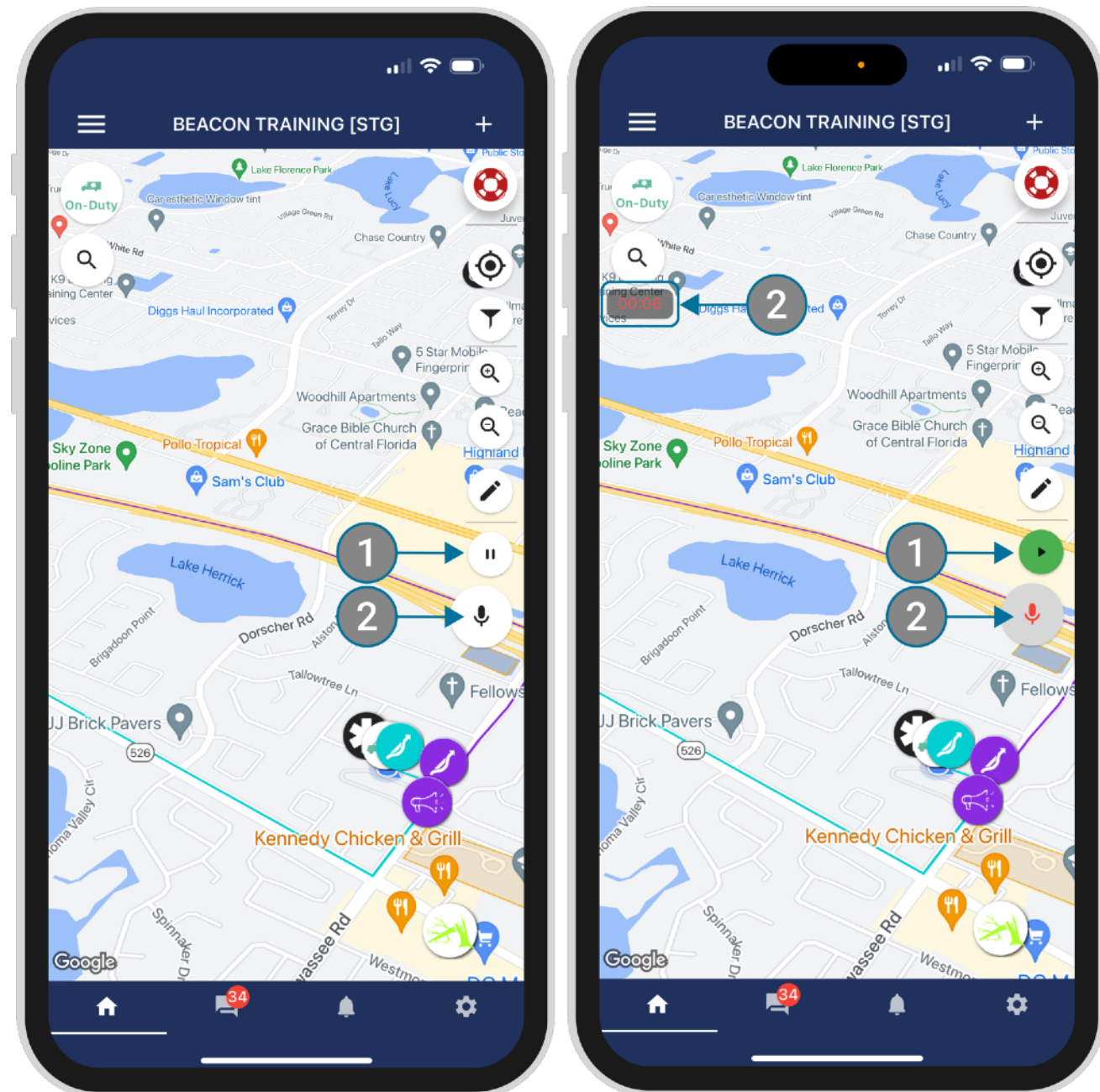
Beacon now includes a Push-to-Talk (PTT) interface conveniently located on the home screen.

1. Auto-play On/Off button – When the auto-play button is green, audio messages sent from other responders will play automatically at the volume you have set for media reproduction in your device.

*** Please be aware that if the media volume setting on your device is set to a low volume, you might not hear the voice messages when they are played.

2. Push-To-Talk button – Press and hold this button to record a voice message; the icon will turn red and a counter will display the recording time elapsed. Release the button to send the message.

* Microphone access permissions are required in order to use this feature. In case you dismissed the permission dialog, please go to your device settings and allow Beacon to use the microphone on your device.



Additional Notes:

- The messages are limited to 30 seconds and will be deleted after 24 hours.
- All Push-to-Talk interaction will be held on the "All Chat" group of your agency account meaning every user under your Beacon account will have access to them.



Mobile App

New Beacon Updates

Interactive Buttons in Push Notifications (Android Only)

- The introduction of interactive buttons to the mobile app push notifications will give the ability to continue the Incident Workflow without a need to open the app.

*** Please note that some incident response workflow features like Requesting Additional Resources and Transporting Patients require additional interaction with the mobile app to confirm the specific details. Also remember that different Responder Types have different workflow messages therefore Interactive Buttons on push Notifications might be different.

