Rave Panic Button end user's guide

In all emergency situations, a rapid response is critical to saving lives. Your organization is offering all employees the Rave Panic Button Emergency Response App for both iPhone and Android wireless phones. The app is free to download. Rave Panic Button can be used in emergencies to improve response times for first responders as well as provide critical information to those on and off campus.

Why use Rave Panic Button?

Quickly alert and request aid from the right people in your business or school and call 9-1-1.

Respond to status checks regarding your safety during an emergency.

Access helpful documents and other resources.

Notify key staff in non-emergency situations.

MOTOROLA SOLUTIONS

What exactly happens when I press one of the emergency buttons inside the Rave Panic Button app?

When any one of the emergency buttons is pressed, your phone will prompt you to 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 key administrators, security or school resource officers, and other designated officials and employees.

In addition to your call, 9-1-1 call takers at equipped 9-1-1 centers are 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.

Rave Panic Button for iOS
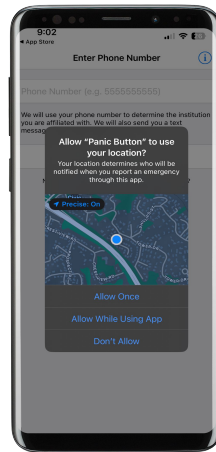
Download, registration and feature instructions
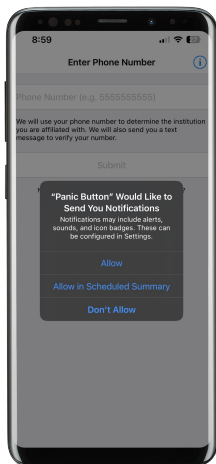
iOS download and registration instructions
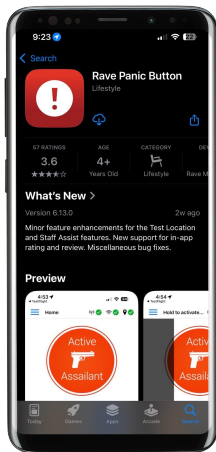
1. Search for Rave Panic Button in your device's App Store
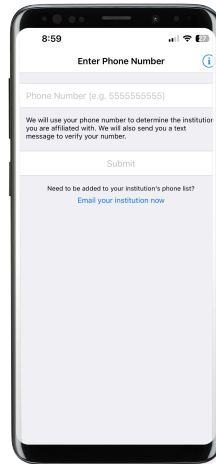
2. Download Rave Panic Button
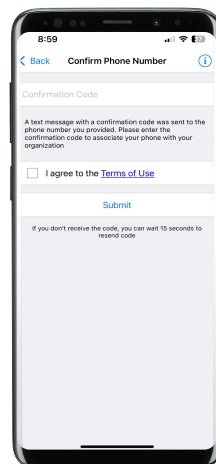
3. Open Rave Panic Button

4. You will be prompted to allow Rave Panic Button to access your location. We recommend selecting "Allow While Using App".
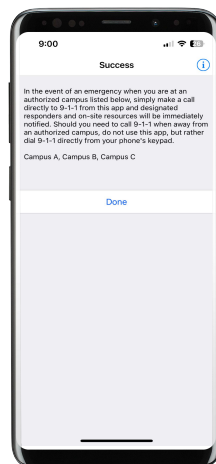

5. You will then be prompted to allow the Rave Panic Button to send you notifications. Please select "Allow".

6. You will then see a screen that asks for you to enter your phone number. Your number must first be registered by your Panic Button administrator.

7. After you submit your phone number, you will receive a confirmation code via text message. Submit the confirmation code and agree to the terms of service.
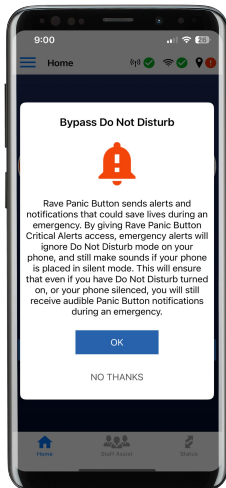

8. You should then see a success screen, which tells you what campuses you are affiliated with. Click "Done". You will then be brought to the in-app tutorial.
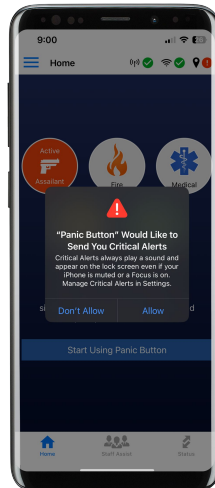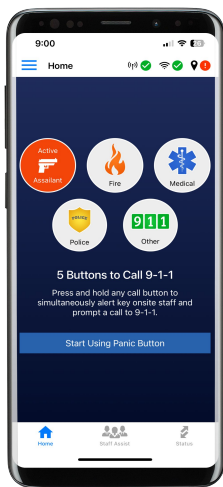
iOS download and registration instructions (Continued)
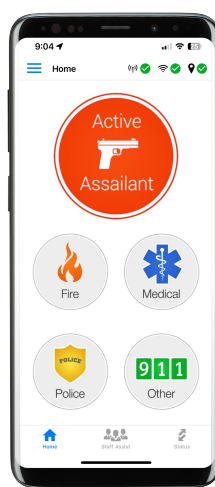
9. A pop-up will prompt you to allow or decline the Rave Panic Button to send you notifications while on Do Not Disturb mode.

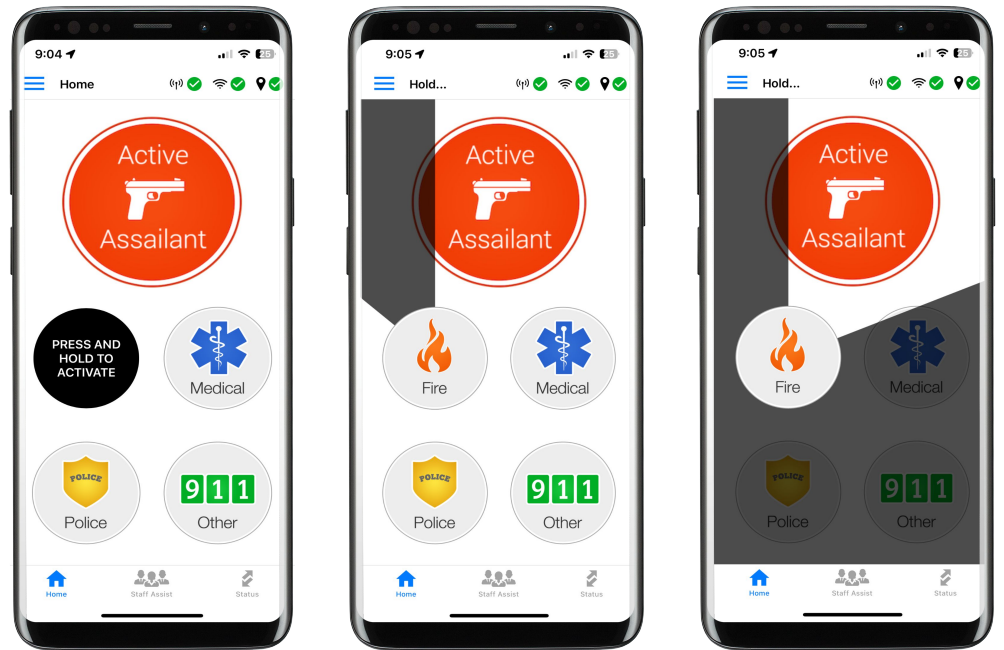**10.** You will then see a pop-up to allow or block critical alerts on your phone.

11. Select "Start Using Panic Button" to begin using the app.

12. The Rave Panic Button home screen will appear. You are done setting up Rave Panic Button!

iOS activation instructions

Press and hold (for 1.5 seconds) the button that most closely correlates to your emergency

When the prompt to call 9-1-1 is displayed, press "Call 911"

Staff Assist Feature

What is Staff Assist?

Staff Assist is a way to communicate internally about "everyday" events, without notifying 9-1-1.
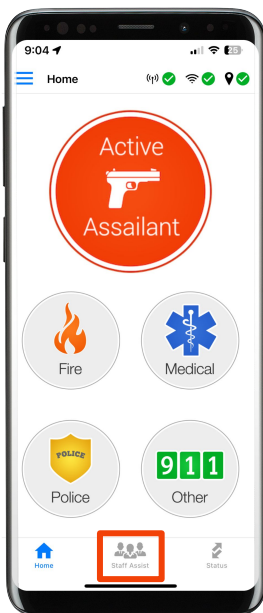
What are some examples?

- Disturbances
- Facility issues
- Minor medical emergencies
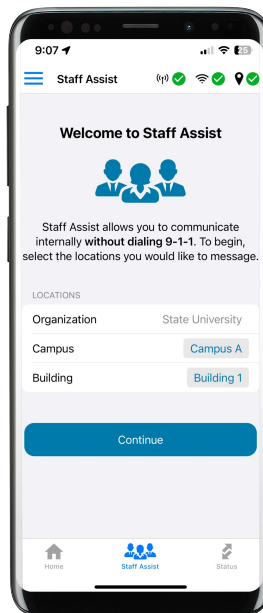- Severe weather
- Missing student

Does Staff Assist work when I'm at home?

Yes, you can both activate and receive Staff Assist notifications for any location you are associated with, even at home.

Using Staff Assist in iOS

Open the Rave Panic Button app and select the Staff Assist option from the bottom menu.

1. Select your organization
2. Select your campus
3. Pinpoint your location by selecting a building
4. Choose the appropriate message for your emergency
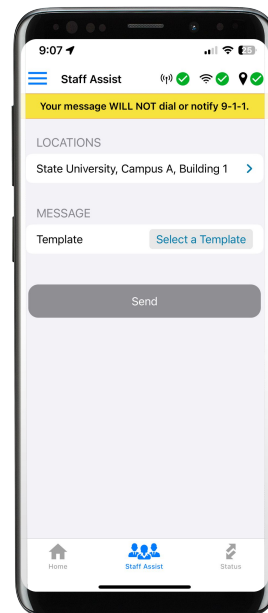
To target the correct recipients, press "Select a Template".
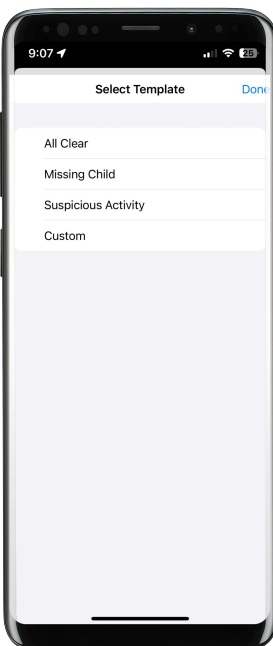
Select one of your organization's templated messages or, if applicable, create a custom message.
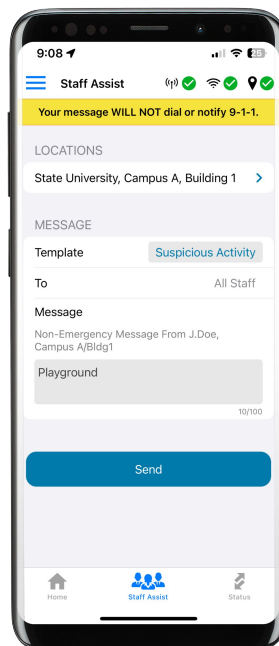
Review your message and add additional information if needed. Click "Send" to distribute your message to the designated recipients.

Recipients will be notified of your message.

iOS Status Checks

The Status Check function within the Rave Panic Button app allows your organization's administrators or public safety officials to gather information during an emergency in order to coordinate and prioritize response efforts.

Thursday, February 27

12:04

TIME SENSITIVE
Status Check Notification now
Please send your status on the emergency reported at Campus A/Bldg1 at 21:10:27.

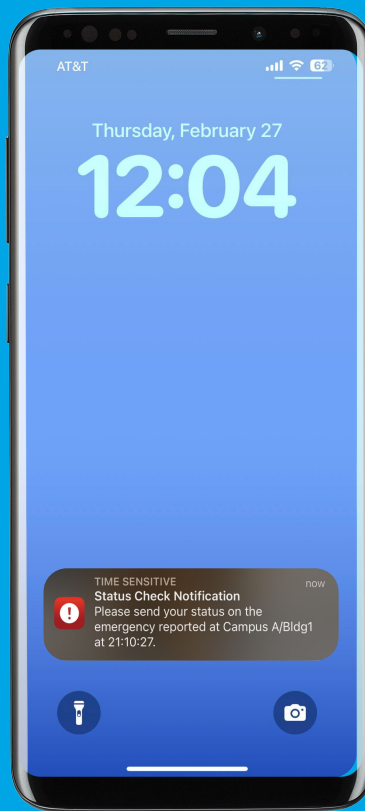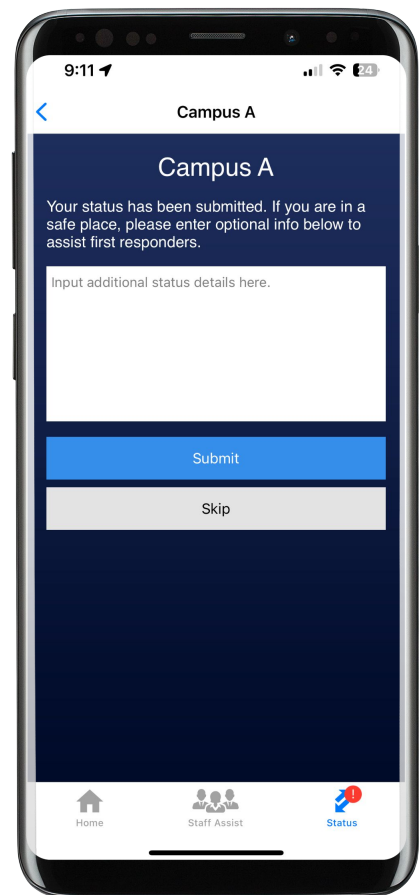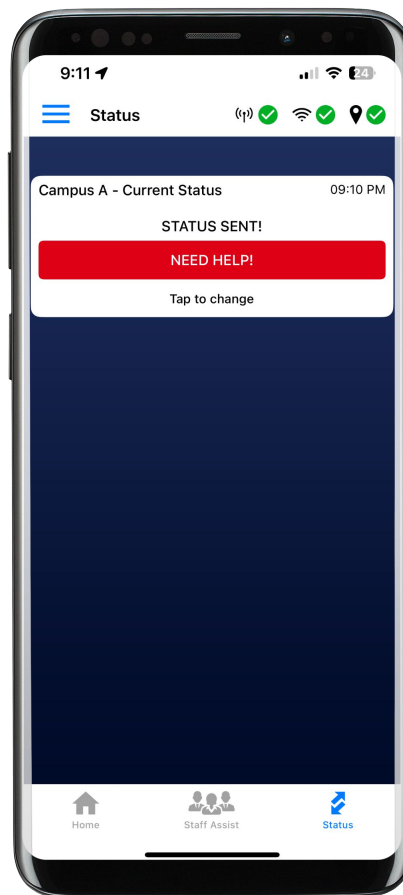You will be prompted to update your status via push notification from the Rave Panic Button app.

Campus A

Please send your status on the emergency reported at Campus A/Bldg1 at 21:10:27.

NEED HELP!

SAFE BUT INJURED

OK

☑ 📍 Share your location with your response (recommended)

🏠 Home   👥 Staff Assist   ↗️ Status

Status

Campus A - Current Status   09:10 PM

STATUS SENT!

NEED HELP!

Tap to change

🏠 Home   👥 Staff Assist   ↗️ Status

Campus A

Campus A

Your status has been submitted. If you are in a safe place, please enter optional info below to assist first responders.

Input additional status details here.

Submit

Skip

🏠 Home   👥 Staff Assist   ↗️ Status
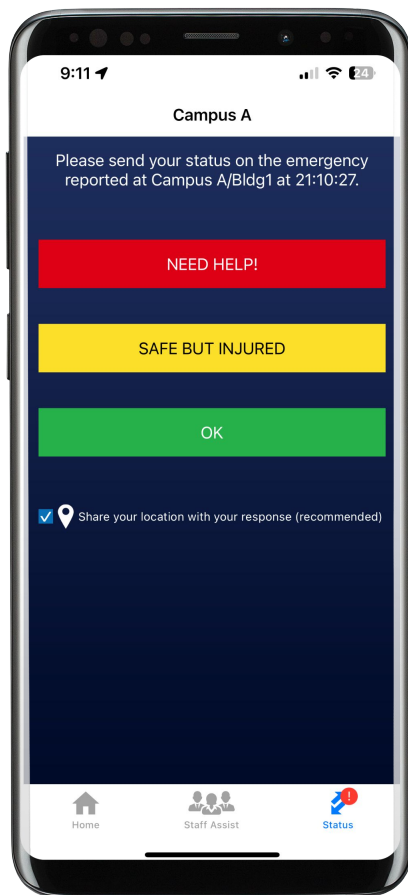
Select a status from the options provided.
You can update the status and submit additional information at any time.

Rave Panic Button for Android

Download, registration and feature instructions

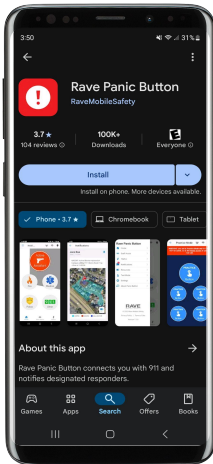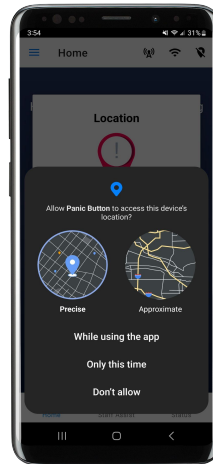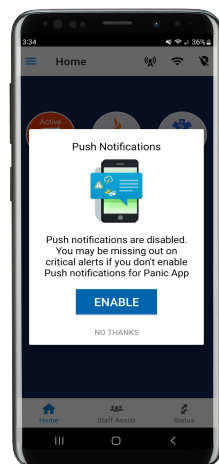# Android download and registration instructions

1. Search for Rave Panic Button in your device's App Store

2. Download Rave Panic Button

3. Open Rave Panic Button

4. You will be prompted to allow Rave Panic Button to access your location. We recommend selecting "Precise" and "While using the app".

5. You will then be prompted to allow the Rave Panic Button to send you notifications. Please select "Enable".

6. You will then see a screen that asks for you to enter your phone number. Your number must first be registered by your Panic Button administrator.

7. After you submit your phone number, you will receive a confirmation code via text message. Submit the confirmation code and agree to the terms of service.

8. You should then see a success screen, which tells you what campuses you are affiliated with. Click "Done". You will then be brought to the in-app tutorial.

Android download and registration instructions (Continued)

9. A pop-up will prompt you to allow or decline the Rave Panic Button to send you notifications while on Do Not Disturb mode.

10. You will then see a pop-up prompting you to go to App Settings. Select "Go to App Settings" and toggle permissions to free up space to OFF.
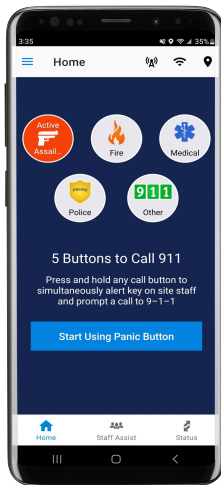
11. Select "Start Using Panic Button" to begin using the app.
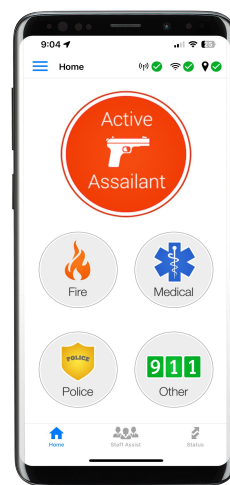
12. The Rave Panic Button home screen will appear. You are done setting up Rave Panic Button!

Android activation instructions
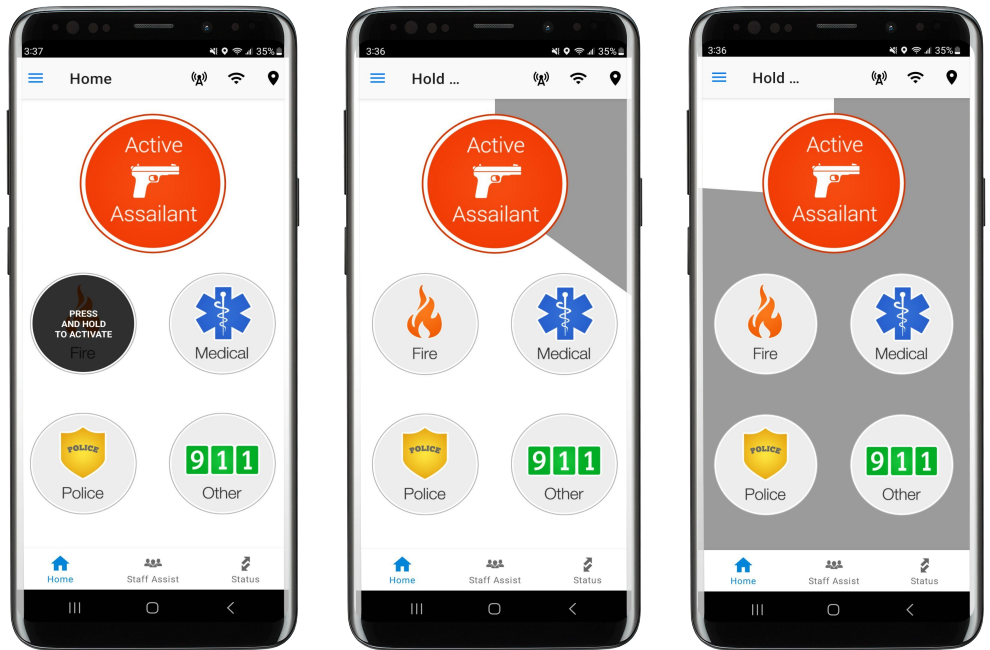
Press and hold (for 1.5 seconds) the button that most closely correlates to your emergency

When the prompt to call 9-1-1 is displayed, press "Call 911"

Staff Assist Feature

What is Staff Assist?

Staff Assist is a way to communicate internally about "everyday" events, without notifying 9-1-1.

What are some examples?

- Disturbances
- Facility issues
- Minor medical emergencies
- Severe weather
- Missing student

Does Staff Assist work when I'm at home?

Yes, you can both activate and receive Staff Assist notifications for any location you are associated with, even at home.

Android Staff Assist
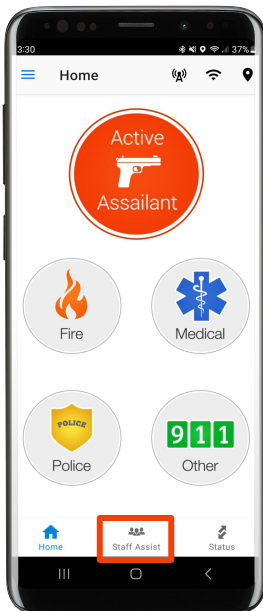
Open the Rave Panic Button app and select the Staff Assist option from the bottom menu.
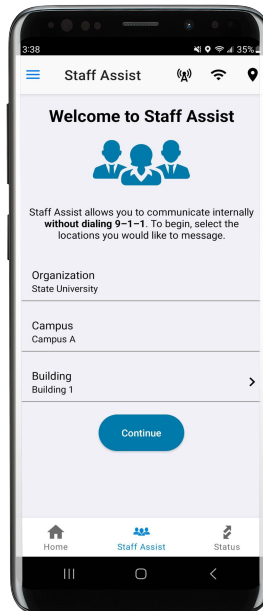
1. Select your organization
2. Select your campus
3. Pinpoint your location by selecting a building
4. Choose the appropriate message for your emergency
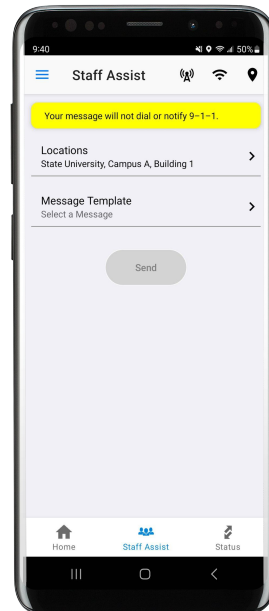
To target the correct recipients, press "Message Template".
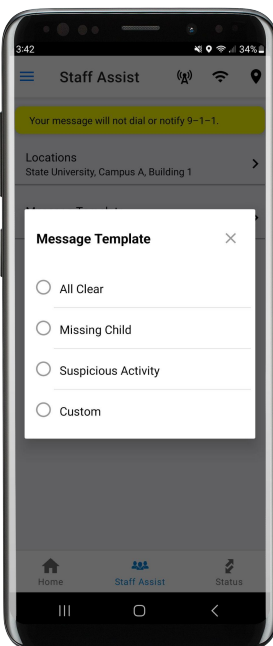
Select one of your organization's templated messages or, if applicable, create a custom message.
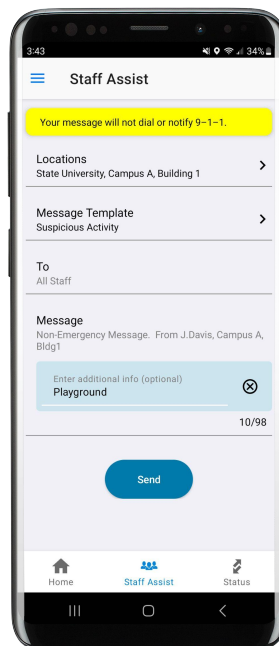
Review your message and add additional information if needed. Click "Send" to distribute your message to the designated recipients.
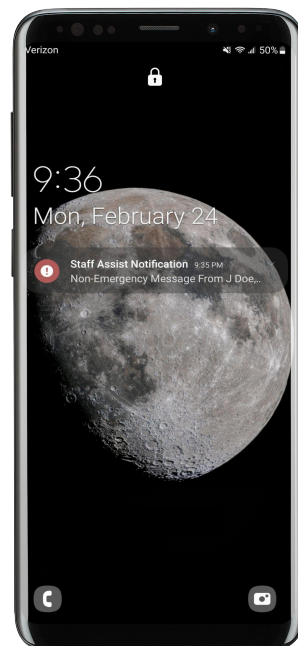
Recipients will be notified of your message.

Android Status Checks

The Status Check function within the Rave Panic Button app allows your organization's administrators or public safety officials to gather information during an emergency in order to coordinate and prioritize response efforts.

Verizon

3:46
Mon, February 24

Status Check Notification 3:45 PM
Please send your status on the emerg...

You will be prompted to update your status via push notification from the Rave Panic Button app.

Status

CAMPUS A

Please send your status on the emergency reported at Campus A/Bldg1 at 15:45:42.

NEED HELP!

SAFE BUT INJURED

OK

☑ 📍 Share your location with your response (recommended)

🏠 Home   👥 Staff Assist   ↗ Status

Status

CAMPUS A

Your status has been submitted. If you are in a safe place, please enter optional info below to assist first responders.

Input additional status details here.

Submit

Skip

🏠 Home   👥 Staff Assist   ↗ Status

Status

Campus A - Current Status   Today - 3:45 PM

STATUS SENT!

NEED HELP!

Tap to Change

🏠 Home   👥 Staff Assist   ↗ Status
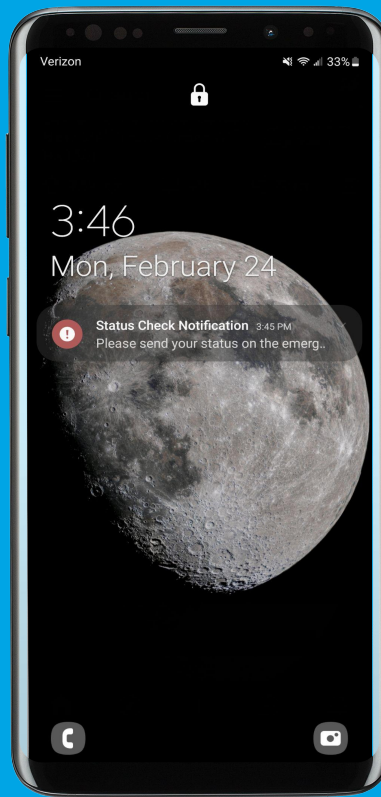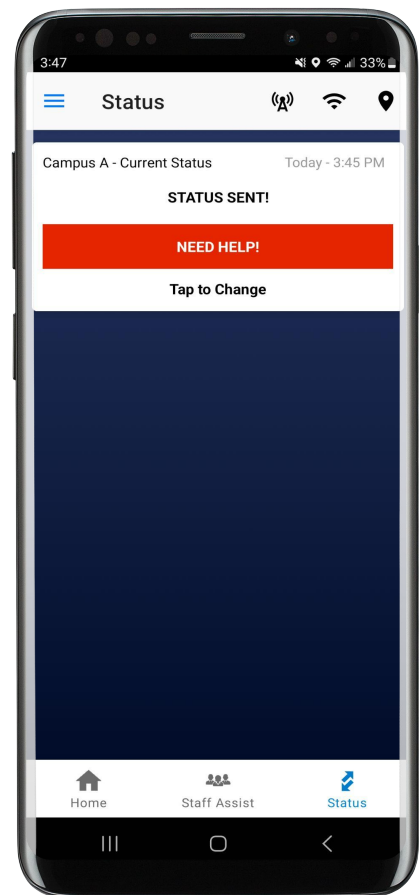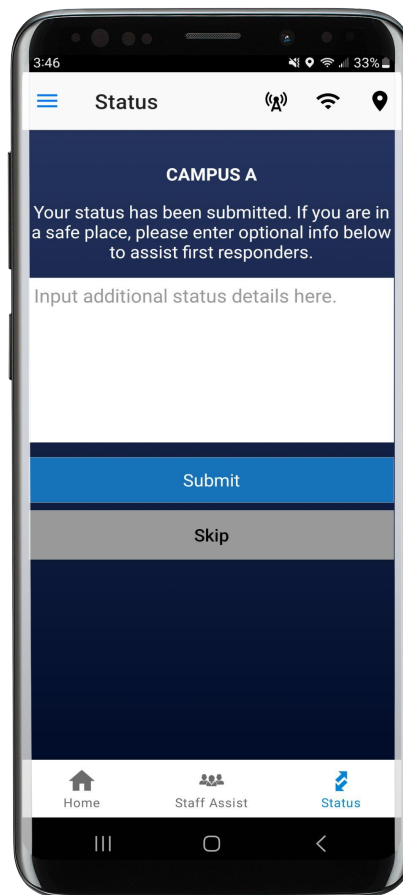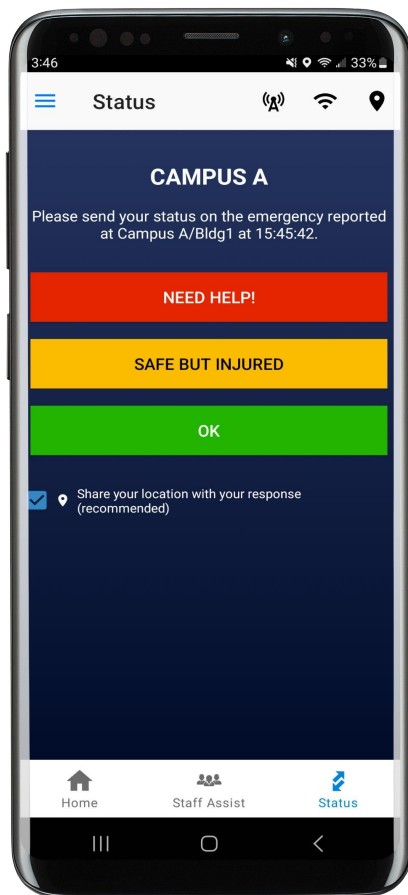
Select a status from the options provided.
You can update the status and submit additional information at any time.

Frequently asked questions

Q: I don't have a smartphone or have an older phone that is not compatible with the Rave Panic Button app. How do I benefit from Rave Panic Button?

A: While you won't be able to download the Rave Panic Button app to a standard wireless device, you will still be able to receive emergency notifications via SMS text message and email, 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.

Q: Should I still provide my mobile number to my supervisor/campus administrator even if I don't have a smartphone that supports the Rave Panic Button app or if I choose to not download the app?

A: Yes. Even without the Rave Panic Button app, you will still be able to receive emergency notifications via SMS text message and email, so long as you provide your mobile number and email address to your supervisor or site administrator.

Q: Do I have to use the Rave Panic Button app to contact 9-1-1?

A: You are encouraged to use the Rave Panic Button app to contact 9-1-1 so that internal notifications can be sent immediately; however, you should contact 9-1-1 in whatever way is fastest. Please note that 9-1-1- calls placed outside of the Panic Button app will not activate notifications to your staff.

Q: What happens if I press the Rave Panic Button when I'm not at work or off campus?

A: Pressing any of the emergency buttons inside of the Rave Panic Button app will always prompt you to dial 9-1-1, so you will be connected with a 9-1-1 call taker. If you are not on campus at the time, no staff notifications will be sent, but you will be connected to 9-1-1.

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

A: The Rave 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 app itself. There is also an optional "Panic Button Lock" option in the app settings to protect against accidental activations. While it is possible that your child may accidentally press one of the buttons, it is unlikely. If they should happen to, please be sure to complete the 9-1-1 call and explain what happened. 9-1-1 is well-equipped and has procedures to handle inadvertent calls.

Q: What should I do if I accidentally press one of the emergency buttons in the Rave Panic Button app or dial 9-1-1?

A: Should you ever accidentally dial 9-1-1 through the Rave 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 may try to call you back to determine if there is an emergency. If they are unable to reach you, some agencies will send a police officer to your location to ensure your safety.

Q: How can I test whether the Rave Panic Button app has an accurate location for me?

A: Inside the menu icon, on the top left side of the screen of the Rave Panic Button app, there is a function called "Test Mode," which includes a "Test Location" feature. 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. "Test Mode" also has a feature that allows you to practice pressing and holding app buttons without calling 9-1-1.

Q: I keep my phone on silent during the day / while I am at work. How will I be notified of a message?

A: The messages generated through the Rave Panic Button app are sent via in-app message. If the in-app message fails to deliver, or if you are using a phone without the app, an SMS text will be sent. In both cases, an email will also be delivered. If your phone is set to silent, 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 Rave Panic Button app come from short code 22911. If your phone allows for notification preference settings for individual contacts, you can add 22911 to your contacts and set specific notification preferences for that number. When your phone is set to an audible setting, the in-app notifications sent by Rave Panic Button are received with a unique alert tone. A feature called "Enable Do Not Disturb Bypass" is available under the "Settings" menu at the top left of the app. Enabling this will override the "Do Not Disturb" settings of your phone and, for select operating systems, Silent Mode, and ensure that you receive audible Panic Button notifications during an emergency.

Q: Does Rave Panic Button override Do Not Disturb/Silence phone settings?

A: Yes. App users can grant permission for the app to override Do Not Disturb and Silent modes by using the feature called "Enable Do Not Disturb Bypass" under the „Settings" menu at the top left of the app.

Q: If someone else has already activated their Panic Button app or called 9-1-1, should I also call?

A: 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 Rave 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.

Q: How is my location used / why does the Rave Panic Button app need to access it?

A: The Rave Panic Button app uses your location only at the time you activate it 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 one of the emergency buttons in the app, or if you use the Test function in the menu. If your location cannot be determined, your call will be treated as a regular 9-1-1 call.

Learn more about Rave Panic Button at
www.motorolasolutions.com/panic-button

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