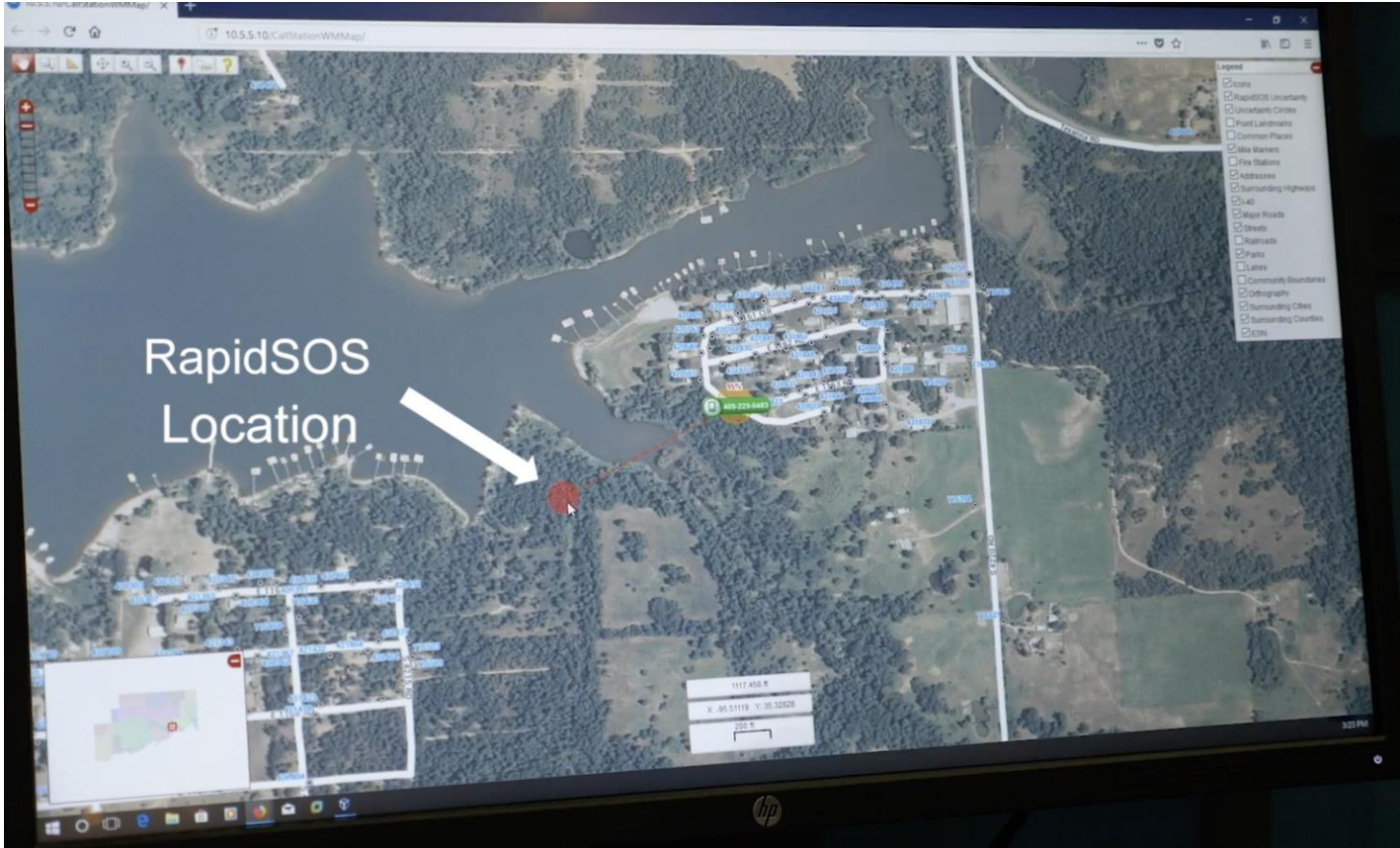




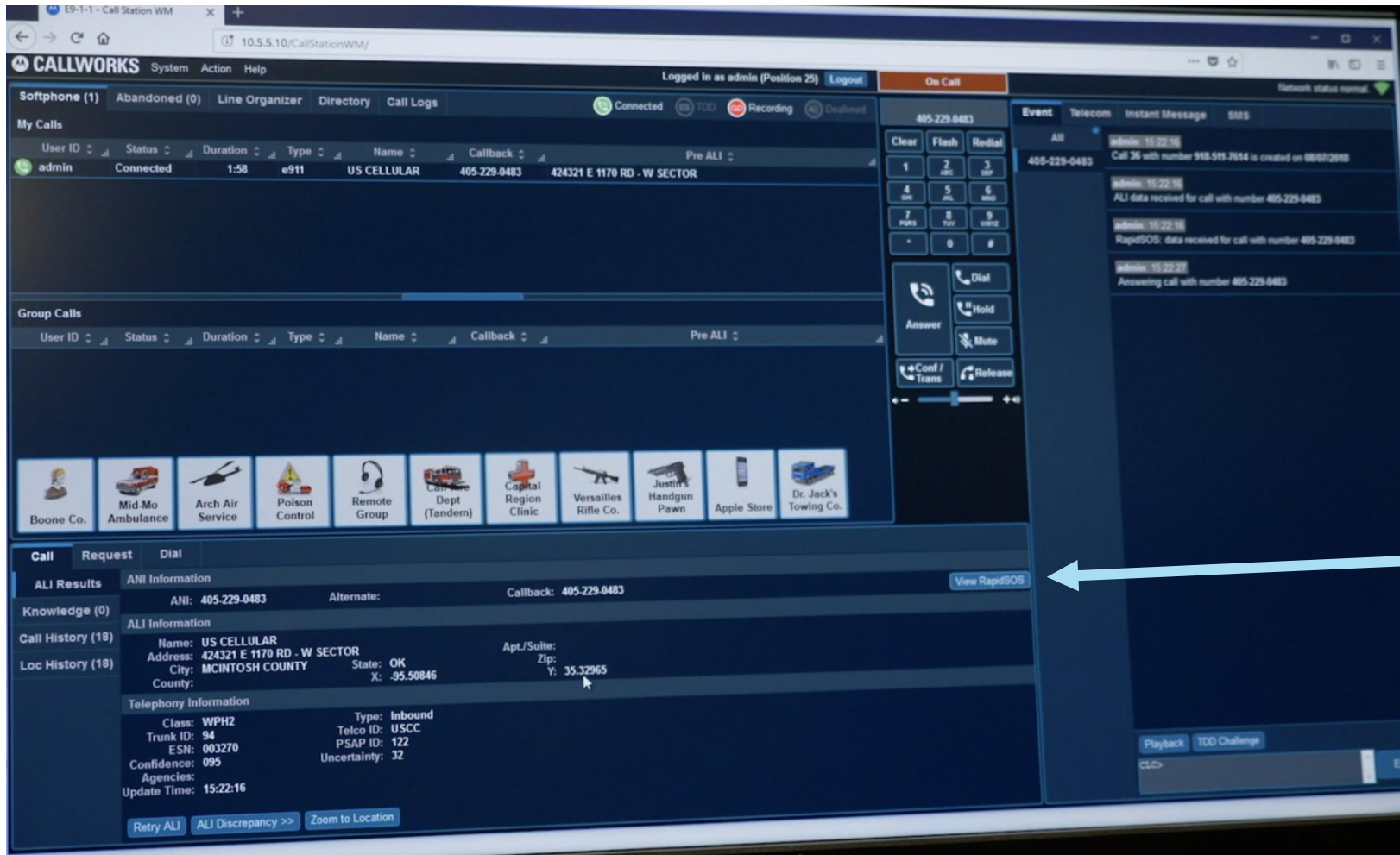
# RapidSOS – Callworks Training

# Guidelines



RapidSOS information will automatically appear on the map when available.

# Guidelines



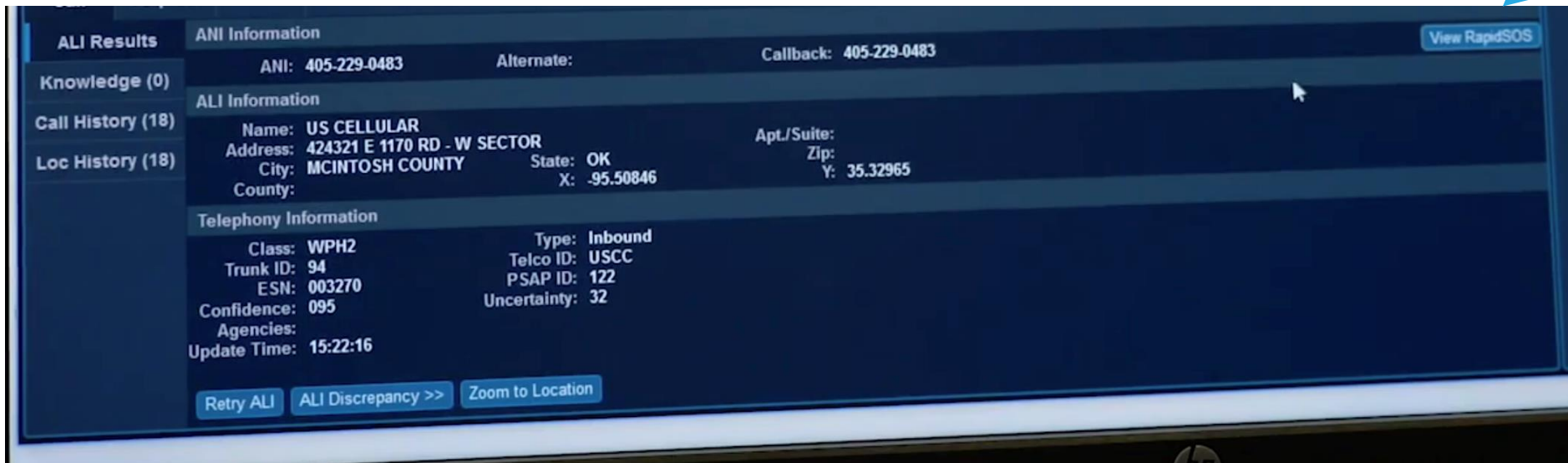
By clicking on the RapidSOS or Ali Info button, you will see the Lat/Long information, the uncertainty radius, and confidence level.

RapidSOS/ALI Info Toggle

# Guidelines

In the image below, the information ALI Location provides is:

- Lat/Long: -95.50846, 35.32965
- Uncertainty Radius: 32 meters
- Confidence Percentage: 95%



# Testing – Android Devices

RapidSOS has developed a testing and demo tool called SOS Beacon that can be installed on Android devices. Once it is installed, you just need to grant permissions and by default it will enable device-based hybrid location sharing to the production environment of the RapidSOS NG911 Clearinghouse.

Beacon will send location to the NG911 Clearinghouse when 9-1-1 is called via the phone's native dialer – no need to use the Beacon app to initiate the call. After initial setup the app does not need to be open or used, it just needs to be installed on the phone and the location will be sent in the background.

It is not recommended for use by the public – it is only a tool for telecommunicators to test the connectivity between the integration and the NG911 Clearinghouse and train telecommunicators.

# Testing – Android Devices

## How to Test

Download and install the “[SOS Beacon](#)” app from the Google Play store

Grant the permissions

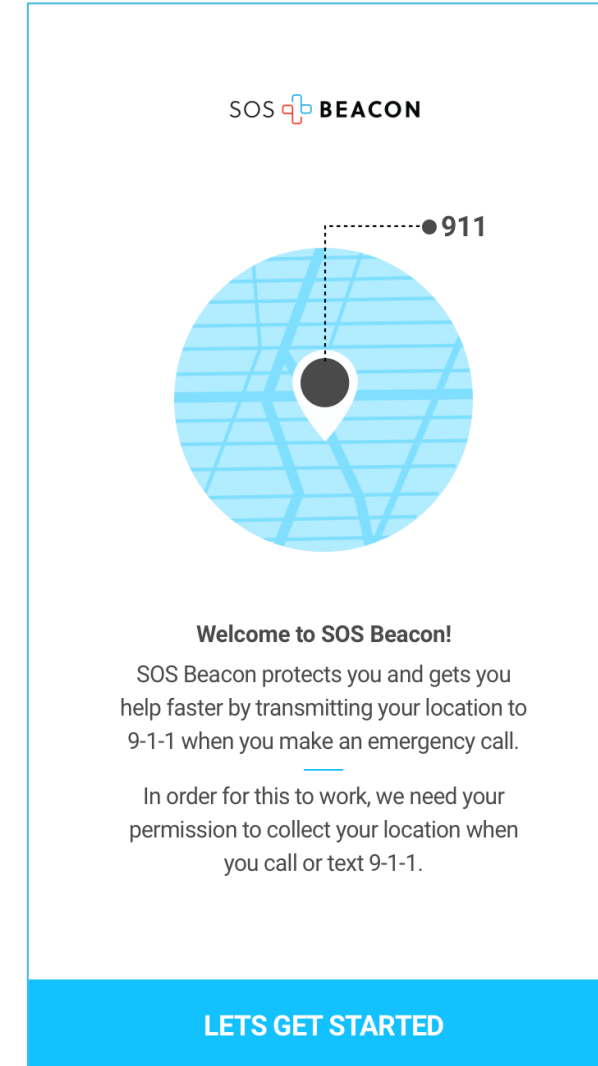
Open the app, click “Let’s get started” and follow instructions

Ensure that location services are enabled, easiest check is to open Google Maps and verify that location is being obtained

Call 9-1-1 from the native dialer of the phone from within your PSAP’s jurisdiction

Answer 9-1-1 call at a RapidSOS-enabled position in the PSAP

Verify that RapidSOS location is displayed alongside ALL location. Depending on the integration, it could be displayed as a civic address, lat-long coordinates or as a dot/circle on the map



# Testing – Android Devices

Potential Problems	Mitigation
Phone not activated via Beacon	Download and install Beacon, or try different device
Beacon pointing to wrong server environment after same phone was used for development and pre-production testing	Uninstall and install Beacon, or alternatively change environment in advanced settings and refresh configuration
No location services	Activate location services
Beacon not sending location during 9-1-1 call	Try different device, or connect phone to WiFi Access Point
No network connectivity	Check firewall settings
Invalid access credentials	Verify access credentials

# Testing - Apple Devices

The SOS Beacon app is not available for iOS. The operating system iOS 12 will send Hybridized Emergency Location (HELo) to the RapidSOS NG911 Clearinghouse during a 9-1-1 call and since it is available today to anyone in beta there is no need for the iOS version of the SOS Beacon test tool. If you have an iOS device, you have 3 options for testing:

- If you would like to learn about the iOS 12 Beta or to download it, you may do so by visiting <https://beta.apple.com/sp/betaprogram/welcome>
- If you currently have iOS 12 (beta) on your smartphone and would like to test your integration, make a 9-1-1 call using the native dialer on the device
- If you do not want to download iOS 12 (beta) you will need to test your integration with an Android device and use the Android SOS Beacon app.

If you will be conducting test calls with iOS 12 Beta please email [rekl@rapidsos.com](mailto:rekl@rapidsos.com). There may be occasions when we may need your assistance in making test calls to provide feedback to Apple.

