Get out of harm’s way with just one touch!

**Red Panic Button**

The one call that can make a difference!

*In an emergency, information means survival.*

Red Panic Button is your lifeline!
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Welcome

Offering accurate information to those who can help you, the Red Panic Button is basically a user centered Early Warning & Vulnerability Alert System (EWVAS), a one-to-many mode of communication, a uniquely developed mobile phone application that provides users with rapid connection to police, relatives and/or close persons and friends, or the emergency services relevant to their predicament.

The application enables users to push a central button and generate a security alert, activating immediate contact with various emergency services, providing instant details of location, as well as dialing emergency numbers and sending panic messages via a wide range of communication mediums and channels such as: SMS, e-mails and social networks like Facebook & Twitter.
Chapter 1  What is RPB all about?

How does the Red Panic Button application work?
The application enables users to push a central button and activate immediate contact with various emergency services, providing instant details of location as well as the following features:

1. **SMS Panic Message**: sending the user’s current position and address (in the form of a Google Maps link), to all the numbers found in the panic contact list;

2. **E-mail Panic**: sending more information (i.e. the local time when the position was taken from the GPS); mail message and subject customization (exclusive for Android);

3. **Twitter Panic**: posting a panic tweeter message to the user’s timeline, including the current address and a Google Maps link;

4. **Facebook Panic**: similar to Twitter Panic with the panic message posted to the user’s wall;

5. **Address in message**;

6. **Emergency dial**: the phone dials the emergency number, while at the same time sending the panic messages via SMS, e-mail, Twitter and Facebook;

7. **Record voice**: 10 seconds sound file attached to an email message;

8. **Quick SMS**: containing a customizable panic message;

9. **Remote access**: any user that receives a Panic SMS message can get the latest position of the device that sent the message;

10. **Unlimited number of contacts**;

11. **International prefix**;

12. **Multiple sized widgets** available;

13. **Dynamic ambient contrast**: using the phone ambient light sensor to enhance application readability;

14. **Talk Back compatibility**: especially useful for disabled users, i.e. the blind and visually impaired, enabling an accessibility service that speaks as you move around the screen;

15. **D pad navigation**: the application can be easily run without a touchscreen just by using the built in directional pad.
Areas of action

Many Android users have disabilities that require them to interact with their Android devices in different ways. These include users who have visual, physical or age-related disabilities that prevent them from fully using or seeing a touchscreen.

Android provides an accessibility layer that helps these users navigate their Android-powered devices more easily. Red Panic Button for Android uses the following accessibility services: text-to-speech, haptic feedback, and trackball/d-pad navigation that augment the user experience.

Types of users

The Red Panic Button application is designed to improve the life of all citizens, especially those with disabilities and the elderly by offering them a higher degree of security in our society. As a mobile device, the application offers users safety guidance in unknown environments (using a GPS option) and helps people feel confident and safe when moving. These are the main types of users that can benefit from the application:

m.PERSONAL  (Personal security)

Provides victims of domestic or urban violence with rapid connection to police. The application enables the user to push a central button and activate immediate contact with the emergency services, providing instant details of location.

m.FAMILY  (Family security)

Special applicability for parents, children and parental organizations.

mSECURITY  (Professional security)

For police and security agents involved in conflict & emergencies prevention.

m.ELDERLY  (Elderly Monitoring & Safety)

For the elderly users the application heavily impacts on their psychology, but also their everyday lives, as it counteracts the feeling they have that, faced with the dangers of urban and domestic violence, they have lost their freedom and independence.
m.MEDICAL  (Medical Emergencies)

For medical emergencies & people with disabilities, in cases in which: 1. emergency services are frequently inaccessible to people with sensory disabilities; and 2. assistive technologies, which are used by disabled people to access ICT products and services, are often not interoperable with software used in these products and services.

mTRANSPORT  (Transport security)

An innovative and pioneering project that aims to contribute to the safety of taxi drivers and truckers by preventing or discouraging possible assaults and facilitating a faster and more efficient police response. The Safe Transport System is based on the integration of GSM, GPS, Internet and digital cartography technologies, enabling the police to determine the location of the vehicle in real time as soon as the driver gives the alarm, either when stationary or on the move.

*User friendly, accessible and providing citizens of all ages with real-time information and autonomy,*

*Red Panic Button can really make a difference to people’s lives!*
Chapter 2  Availability

Offering the application on more platforms is the ideal goal to for availability. The iOS iPhone/iPod Touch and iPad version of Red Panic Button is also available on the iTunes Store. Being an iOS Universal application ensures that users pay once and get the desired functionality tailored for all their devices. All in all the Android platform offered us the free tools, a development environment and a distribution market that makes it easier for developers to have the applications reach users all around the globe.

Versions

<table>
<thead>
<tr>
<th>Platform</th>
<th>Price</th>
<th>Name</th>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>Free</td>
<td>Red Panic Button</td>
<td>With In-App Purchases</td>
</tr>
<tr>
<td>iOS</td>
<td>Paid</td>
<td>Red Panic Button</td>
<td>With In-App Purchases</td>
</tr>
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Feature Availability (free/paid) by platform

<table>
<thead>
<tr>
<th>Feature</th>
<th>Android Free</th>
<th>Android Paid</th>
<th>iOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  SMS</td>
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</tr>
<tr>
<td>2  E-mail</td>
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<td>X</td>
</tr>
<tr>
<td>3  Twitter</td>
<td>X</td>
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<tr>
<td>4  Facebook</td>
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<td>X</td>
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<tr>
<td>5  Address in message</td>
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<tr>
<td>6  Emergency Dial</td>
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<td>7  Record voice</td>
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<td>8  Quick SMS</td>
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<td>9  Remote access</td>
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<td>11 Widgets</td>
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<td>12 International prefix</td>
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<td>13 Dynamic Contrast</td>
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<tr>
<td>14 Talk Back compatible</td>
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<td>15 D pad navigation</td>
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Language Support

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<tr>
<td>Taiwanese</td>
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Supported devices

<table>
<thead>
<tr>
<th>OS</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Android</td>
<td>1.6 and up</td>
</tr>
<tr>
<td>iOS</td>
<td>4.2 and up</td>
</tr>
</tbody>
</table>

Red Panic Button supports all Android and iOS devices running the following minimum version of their operating system.
Chapter 3  Installation

Installing Red Panic Button on your Android powered device

The installation of this application is done through the Android Market. The application can be installed by opening the following link using your PC or Android powered device: https://market.android.com/details?id=uk.ucsoftware.panicbuttonpro

Accessing the link from an Android powered device will open the Android Market application. After pressing the FREE Install button the next step is to Accept all the permissions that the application is requesting by pressing the OK button. Depending on your Internet connection the application should now download and install in a couple of seconds.

A notification should appear when the application is downloaded and installed. Now the Red Panic Button should appear in your phone application list.
Installing Red Panic Button on your iOS powered device

The installation of this application is done through the App Store. The application can be installed by opening the following link using your PC or iOS powered device: http://itunes.apple.com/us/app/red-panic-button/id422029296

Accessing the link from an iOS powered device will open the App Store application. After pressing BUY NOW button, depending on your Internet connection, the application should download and install in a couple of seconds.
Chapter 3  User Interface Essentials

Android User Interface

- Your latest geographical location
- Your latest location address
- The Red Panic Button
- Go to Panic Button
- Main Panic Number
- Developer Feedback
- GPS Status and Accuracy
- Show Location on Map
- Facebook and Twitter Panic Login / Status
- Panic Contacts
iOS User Interface

- Your latest geographical location
- Your latest location address
- The Red Panic Button
- Go to Panic Button
- Show Location on Map
- Panic Contacts
- Facebook and Twitter
- Panic Login / Status
Chapter 4  Setting up & Initializing RPB

Setting up on Android

The first step when starting up for the first time Red Panic Button is to make sure that the GPS Status, that is located above the menu, is ON. This ensures that the accuracy will be good enough to get the exact location of the person in trouble. If the status is OFF then the built in GPS must be activated. This can be easily activated by pressing MENU on your Android device and choosing Preferences. In the Preferences screen, under Location Settings there are the GPS Settings. After enabling the GPS Satellites and returning to the Red Panic Button the GPS Status should be now ON.

The second step is to add all the panic contacts. This is a list of phone numbers, usually close friends, who will receive the panic message when the Red Panic Button is pressed. Pressing the Contacts button that is located at the bottom of the screen will display the list of panic contacts. Pressing on “New number” will display an input dialog where the desired number can be added. To delete a number from the list just press and hold on it.

The third step is to connect your social networks to Red Panic Button. This will allow sending the panic messages to all your friends from social networks like Facebook and Twitter. By pressing on the Facebook or Twitter logo located at the bottom of the screen, this feature can be enabled or disabled.

The last thing to do is customizing your Red Panic Button by going to the Preferences menu. There are a lot of features that can be enabled from there, like the emergency number and email panic custom messages.

Setting up on iOS

The first step when starting up for the first time Red Panic Button is to allow access to Location Services (GPS). There will be a dialog box that requests this feature which must be approved.

The second step is to create your Panic Information Profile by entering your First and Last name. This will ensure that all your friends that receive your panic message by email know who you are.
The second step is to add all the panic contacts. This is a list of phone numbers, usually close friends, who will receive the panic message when the Red Panic Button is pressed. Pressing the Contacts button that is located at the bottom of the screen will display the list of panic contacts.

Pressing on “New Entry…” will display a dialog where the desired phone number or email address can be added from your Contacts or manually. To delete a number from the list press edit from the top right corner.

The third step is to connect your social networks to Red Panic Button. This will allow sending the panic messages to all your friends from social networks like Facebook and Twitter. By pressing on the Facebook or Twitter logo located at the bottom of the screen, this feature can be enabled or disabled.

**Initializing an alert**

If your device is unlocked just push the Red Panic Button!

If however your device is locked:

1. Unlock the device
2. Tap on the Red Panic Button icon
3. Wait for the location to be displayed (usually instantly)
4. (Optionally) Wait for the address to be displayed
5. Push the Red Panic Button

On Android you can place Red Panic Button widgets on your screen and use those to enable one touch panic alerts.
## Chapter 6  Use of Features

<table>
<thead>
<tr>
<th>Feature</th>
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<th>Android Paid</th>
<th>iOS</th>
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<td>X</td>
<td>N/a</td>
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<tr>
<td>15 D pad navigation</td>
<td>X</td>
<td>X</td>
<td>N/a</td>
</tr>
</tbody>
</table>

1  **SMS Panic Message**

At the press of the Red Panic Button the phone sends the current position in the form of a Google Maps link and the current address, to all the numbers found in the panic contact list.

2  **E-mail Panic**

This is the same as the SMS Panic Message. On iOS it sends more information such as the local time when the position was taken from the GPS. A feature exclusive for Android is the mail message and subject customization.
Android Version:

After the user has run the twitter account setup from our application, at the push of the Red Panic Button a panic tweeter message will be posted to the user’s timeline, including the current address and a Google Maps bit.ly shortened link.

Pressing the Twitter button from the main application window the user is taken to the Twitter activation screen where Twitter Panic can be enabled. After the Enable Panic Tweet button is pressed a new internet browser window will open asking the user to login into twitter. After the login is successful the “Connect your account?” screen will appear asking the user to Allow or Deny Red Panic Button to Access and Update their data on Twitter.

When the user allows the Red Panic Button account connection the Panic Tweet is automatically enabled in the application. To disable this feature the user can press the Twitter button from the main application window and tap on Disable Panic Tweet.

Twitter Panic enabler screen and “Connect your account?” Twitter page
iOS Version:
In iOS the Twitter Panic feature can be enabled through the Panic Button In-App Store.

If the Twitter Panic feature has not been bought then the Twitter button has a back and white tint.

After the feature is bought from the Panic Button Store the icon changes from/twitter to/twitter and the user must connect his Twitter account with Red Panic Button. When the app is ready to send Twitter Panic messages a green bubble appears in the upper left corner.

**TIP:** To disable Twitter Panic messages press the Twitter button and choose Logout.

**TIP:** Pressing the Panic Button Store logo closes the In-App Store. From the Main App Screen pressing the Panic Button logo opens the In-App Store.
4 Facebook Panic
This is similar to Twitter Panic with the panic message posted to the user’s wall.

TIP: Pressing “MENU button > Help” on any Android powered device will bring up help window

INFO: In iOS the Facebook Panic feature can be enabled through the Panic Button In-App Store.

5 Address in message
In order to help users who receive the panic messages sent from our application, we include the user’s latest acquired location address. In the Android Free version the current location address is not included in the panic messages. The Paid Android version and all the iOS versions include this feature.

6 Emergency Dial
At the push of the Red Panic Button if Emergency Dial is enabled the phone dials the emergency number, while at the same time sending the panic messages via SMS, e-mail, Twitter and Facebook (if enabled). The emergency number can be customized.

7 Record voice
On an Android powered device if the user presses “Menu>Send mail” the device records for 10 seconds and attaches the sound file to an email message. After this the user is prompted to send the email message. To enable the Record voice feature, it must be activated from “Menu>Preferences>Mail Settings”.

8 Quick SMS
If quick SMS is enabled, if the device could not get the current position, after 30 seconds it sends a quick SMS containing a customizable panic message.

Android SMS Settings, Location Settings, Emergency and Facebook Settings
9 Remote access

Any user that receives a Panic SMS message can get the latest position of the device that sent the message. All the user has to do is to reply at the SMS message with: “#!panic”. This command can be customized, if changed the new reply SMS should look like this: “#!new_custom_command”.

10 Multiple contacts

The Android Free version is limited at only one panic contact. The Paid Android version and the iOS version have an unlimited number of contacts.

11 Widgets

We support the Android Widgets. These enable quick access to Red Panic Button SE trough OneTouch Panic. The difference between widgets and the application shortcut is the number of steps needed to send the panic message. If the shortcut is pressed, you will be presented with the Red Panic Button interface where you have to press the red panic button. If the widget is pressed, panic button enters in OneTouch mode and sends the SMS Panic messages automatically. Multiple sized widgets are available.

Widgets and Panic Button app shortcut – One Touch Panic
In order to use the Panic SMS feature when the user is in roaming, the phone numbers added to the Panic Contacts list must be properly formatted with the international prefix. The user has to choose the country of provenience for each number that is not properly formatted and the app does the rest.

Red Panic Button for iOS International prefix formatter Screen

The International prefix formatter is a feature found only in the iOS version of Red Panic Button.

Dynamic ambient contrast

This feature makes use of the phone ambient light sensor to enhance application readability. If this feature is enabled it will automatically switch to the appropriate screen settings. These settings refer to background application color and on screen text.

Talk Back compatibility

Red Panic Button enables an accessibility service that speaks as you move around the screen. One such service is TalkBack, by the Eyes-Free Project. It comes preinstalled on many Android-powered devices, but is also available for free from Android Market.

This service requires that you have a text-to-speech engine installed on your phone. You can verify if you have one installed in the Text-to-speech settings menu by selecting Listen to an example. If you do not hear anything spoken, install the required voice data by selecting Install voice data.
Once text-to-speech is functioning correctly, you can enable TalkBack (or another accessibility service) in the **Accessibility** settings menu. Enable both **Accessibility** and **TalkBack**. As you navigate about the device, you should now hear spoken feedback.

You can now attempt to use our application as a blind user would. As you move around using only the directional controller, make sure that the spoken feedback you hear makes sense and is sufficient to navigate the application without any visual cues.

### 15 D pad navigation

Red Panic Button can be easily run without a touchscreen just by using the built in directional pad. All the components of the screen will properly highlight when they are selected.
Chapter 7  Enhanced Accessibility

Accessibility Features

The accessibility aspect of the application was also taken in consideration by implementing features like dynamic contrast, talk-back compatible layouts and vibrating feedback.

Dynamic contrast was made possible by using the phone's in-built light sensor. This is usually used to calibrate the screen brightness but we went further by completely changing the layout colors of the Red Panic Button application screen dynamically when the ambient light conditions change. In poor light conditions the application uses a dark layout, automatically changing to a bright layout when conditions change.

Many Android users have disabilities that require them to interact with their Android devices in different ways. These include users who have visual, physical or age-related disabilities that prevent them from fully using or seeing a touch screen.

Android provides an accessibility layer that helps these users navigate their Android-powered devices more easily. Red Panic Button for Android uses the following accessibility services: text-to-speech, haptic feedback, and trackball/d-pad navigation that augment the user experience.

Making sure the application is accessible and works well with the talk-back function enabled was really easy to implement using Vodafone developer guidelines. All in all, we made our application work better with the use of the physical navigation controls available on select Android handsets.

Navigation with a Directional Controller

Red Panic Button makes full use of Android devices that come with directional controllers, such as:

- A clickable trackball that users can move in any direction
- A clickable d-pad that allows users to navigate in four directions.
- Arrow keys and an OK button that’s equivalent to clicking a trackball or d-pad.

All of these directional controllers allow users to navigate the screen without using the touch screen. A directional controller is the primary means of navigation for users with visual or some physical impairment (and also for users without impairments when using devices that don’t have a touch screen).
All UI controls in our application are accessible without using the touch screen and clicking with the center button (or OK button) has the same effect as touching the controls on the touch screen.

**NOTE!** All Red Panic Button application screens support Android accessibility layer with Talk Back feature enabled. This means that the application will vocally inform the user about his / her selection.

**Red Panic Button Follows Android User Interface Best Practices**

Red Panic Button makes it easier for users to learn how to use the application by developing a user interface that complies with Android’s standard interaction patterns, instead of creating our own or using interaction patterns from another platform. This consistency is especially important for many disabled users, as they may have less contextual information available to try to understand our application’s interface. Specifically, we use the Options Menu as an alternative to complex touch screen tasks and make sure the BACK button correctly moves the user back one logical step.

**Making Full Use of Android’s Accessibility Layer**

Red Panic Button enables an accessibility service that speaks as you move around the screen. One such service is TalkBack, by the Eyes-Free Project. It comes preinstalled on many Android-powered devices, but is also available for free from Android Market.

This service requires that you have a text-to-speech engine installed on your phone. You can verify if you have one installed in the Text-to-speech settings menu by selecting Listen to an example. If you do not hear anything spoken, install the required voice data by selecting Install voice data.

Once text-to-speech is functioning correctly, you can enable TalkBack (or another accessibility service) in the Accessibility settings menu. Enable both Accessibility and TalkBack. As you navigate about the device, you should now hear spoken feedback.

You can now attempt to use our application as a blind user would. As you move around using only the directional controller, make sure that the spoken feedback you hear makes sense and is sufficient to navigate the application without any visual cues.
Chapter 8  Application Updates

To make sure you have the latest version of Red Panic Button on your Android or iOS powered device please check the Android Market or App Store regularly to check for new updates.

The Android platform features automatic updates for applications that can be enabled from the Android Market page of Red Panic Button. This will ensure that when danger strikes there is the latest version of Panic Button installed on the device.

Also to make sure that we can continue to support the development of Red Panic Button and offer new great features don’t forget to rate or review us on the Android Market and Apple App Store.

Chapter 9  Tips & Notes

**TIP:** To enable Facebook Panic messages press the Facebook button.

**TIP:** To disable Facebook Panic messages press the Facebook button and choose Logout.

**TIP:** To enable Twitter Panic messages press the Twitter button.

**TIP:** To disable Twitter Panic messages press the Twitter button and choose Logout.

**TIP:** From the Main App Screen pressing the Panic Button logo opens the In-App Store.

**TIP:** Pressing “MENU button > Help” on any Android powered device will bring up help window
Chapter 10  Technology behind the Red Panic Button

Technology

Red Panic Button was designed specifically for the Android platform. Our goal was to offer a solution compatible with all Android devices available on the market. With this in mind we decided that the Android platform level 4 target SDK (Android 1.6) was the ideal choice to cover more than 99% of the users.

Accessing system services for retrieving GPS data and sending text messages or e-mails are all covered by the Android system and proved to be really easy to implement and use. By stopping GPS requests when not necessary, the Red Panic Button development team made sure that accessing location services (such as GPS data) will affect battery life as little as possible. The application also makes use of the media layer of Android, offering users the option to record an audio message and send it via e-mail as an attachment.

The panic messages sent with our application contain the location address of the person in trouble and a link to Google maps with the latest latitude and longitude coordinates. In the real world environment users who receive the panic message will first read the location address of the person in danger, then most likely they will reply or place a call and only at the end the link will usually be accessed. Using Google's geocoding services and a proprietary geocoding server for back-up ensures that the users always get the correct location address. This is a crucial piece of information when sending a panic message. Automatic dial of emergency numbers is also supported.

Connecting to social networks

Offering an application connected to social networks like Facebook and Twitter is a necessity in today's world. Red Panic Button offers users the possibility to connect their Twitter and Facebook accounts to be able to alert as many people as possible when they are in danger.
Chapter 11 Appendices

Glossary & Acronyms

App = Application
D pad = Directional pad
EWVAS = Early Warning & Vulnerability Alert System
RPB = Red Panic Button
iOS = Apple’s mobile operating system
GPS = Global Positioning System
SDK = Software Development Kit

Customer Support

For any issues or inconveniences we can be contacted at the following email address:
info@redpanicbutton.com

Feed-back

 Installed on more than 20,000 devices, Red Panic Button passed through an intense refinement process with feed-back help from users.

On Android there is a built in features to send developer feedback. Just press the icon on the right of the panic button and leave us a comment if you found a bug, want to request a feature or just like to send us a couple of words.
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All requests should be sent to Attention: info@redpanicbutton.com

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