

SWAPP App 112

User guide / Reference manual



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Table of Contents

.....	0
Introduction.....	2
Attend emergency calls.....	2
How to use.....	2
Open the user interface.....	2
Register user data.....	4
Make an emergency call to 112.....	8
Chat.....	11
File exchange.....	11
Videocall.....	12

Introduction

The SWAPP App is a NIGHTINGALE tool that allow citizens to collaborate during a multi case incident. It has certain functions related to volunteer communication and with the volunteer's portal that are covered in other document, this document explains how to use the SWAPP 112 App, which is a sub-component of the SWAPP App that allow citizens to send emergency requests to the 112 using PEMEA. The emergency requests will be received at the NG PSAP, which is another NIGHTINGALE component, and a PSAP operator will start a communication with the user of the SWAPP 112 App.

The SWAPP 112 App can be installed in Android devices but has also a webapp version that allow to test it using a web browser, without needing an installation. During the exercises, the users will receive the apk file to install it in their phones, but meanwhile the webapp version can be used. Therefore, this guide will show how to use the webapp version, since it is more accessible to be tested, but the installed version is identical to the webapp version, so the stems to use it are the same.

Attend emergency calls

The NG PSAP tool is the one that allow PSAP operators to attend SWAPP App emergency calls. To be able to use all the functionalities available in the demo of the SWAPP App, someone has to attend the call, the user can do it himself following the explanation provided in the document "NG PSAP guideline".

How to use

Step-by-step guideline

Open the user interface

To open the webapp version of the Swapp 112 App, the following URL should be inserted in any web browser: <https://ap.demo.dw.int.ghale.help>

If there is the first time opening the webapp, a security token shall be set in order to be able to make calls to the demo environment, thus the first screen that will be presented to the user is the settings screen. Figure 1 shows the settings screen. This information is not needed in the Android version, since the token information is already inserted and cannot be modified.

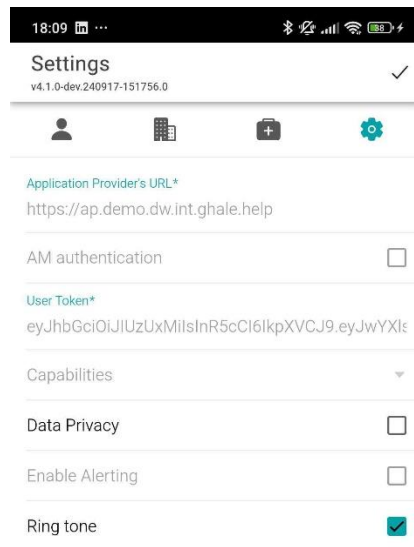


Figure 1: Settings screen 4th section

In the settings screen there are 4 sections represented by the 4 icons in the upper part. To navigate between the 4 sections a click shall be made on the correspondent icon.

In order to be able to make calls, the 4th section of the settings screen shall have a value in both the “Application Provider’s URL” and the “User Token”. The following values shall be set in order to be able to make calls.

- “Application Provider’s URL”: The value is automatically filled, but in case that it is modified and needs to be entered again, the value shall be “https://ap.demo.dw.int.ghale.help”.
- “User Token”: The value shall be
“eyJhbGciOiJIUzUxMiIsInR5cCI6IkpXVCJ9.eyJwYXl...
1BUlkgYXBwln0slmlhdCI6MTcxMDMxODE0NywiZXhwIjoyNTM0MDIyMTQ0MDAsImF1Z
CI6IkFQliwic3ViljpuZVxsLCJqdGkiOiIxMzY1MmEwZi1kZGYzLTQxNmYtYWYyMC00OTJjM
zBkZDBlMmlhLCJyZW5ld2FibGUlOmZhbHNlLCJpc3MiOiJDT05TT0xFlh0.DPpa9OpuX_CI0
yCQLogRv7u0N0BhglzRGsGDJbM-z9zeDwN4czhCuHXZOzRnWouEH-N-
2NTDq6Y04dKdPCJr8w”.

After fulfilling those 2 values, the button in the upper right corner of the settings screen can be pressed to save the values. Since there are some initial fake data pre-registered, the user would be able to make calls right away, but it is highly recommended to change the fake data with other data so that the calls can be easily recognized if multiple people are making calls at the same time.

Note that, in the Android version, the values in the settings screen are fixed and the user does not need to modify anything. The user will be presented with the 1st section of the settings screen to introduce his personal data.

Register user data

The user data can be registered in the settings screen. The settings screen can be accessed from the main screen pressing the button in the upper right corner of the main screen. The properties that are listed in this document with a “*” symbol must be changed by the user because otherwise PSAP operators will not be able to distinguish calls during the exercise. The data provided can be fake data for the purpose of the exercise.

Figure 2 shows the 1st section of the settings screen. This section allows the user to enter personal data about himself. This section allows to set the following data:

- *Phone number: The phone number that will be used for the emergency calls.
- *First name: The first name of the user.
- *Last name: The last name of the user.
- Gender: The gender of the user.
- *Preferred name: The preferred name of the user.
- Prefix: A prefix to the user’s name.
- Suffix: A suffix to the user’s name.
- Birth date: The date of birth of the user.
- Emergency contact: An in case of emergency contact of the user.

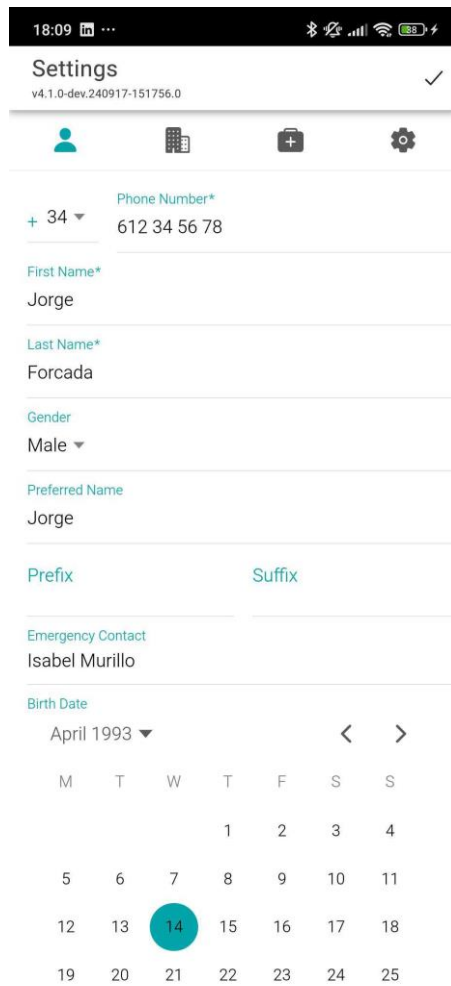


Figure 2: Settings screen 1st section

Figure 3 shows the 2nd section of the settings screen. This section allows the user to enter data about his home address. This section allows to set the following data:

- Country: The country where the user lives.
- Locality: The locality where the user lives.
- Postal code: The postal code where the user lives.
- Street: The street where the user lives.

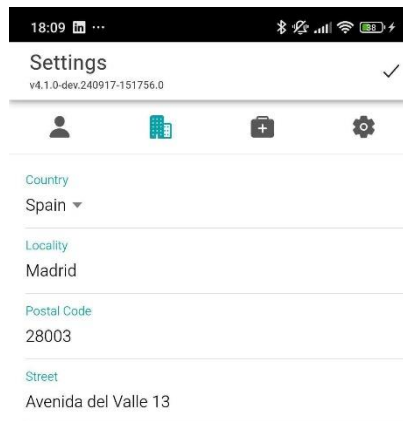


Figure 3: Settings screen 2nd section

Figure 4 shows the 3rd section of the settings screen. This section allows the user to enter medical data. This section allows to set the following data:

- Organ donor: The user's willingness to donate organs.
- Blood type: The blood type of the user.
- Medication: Medication that the user is taking.
- Info: Extra information that wants to be communicated by the user.
- Allergies: The allergies of the user.

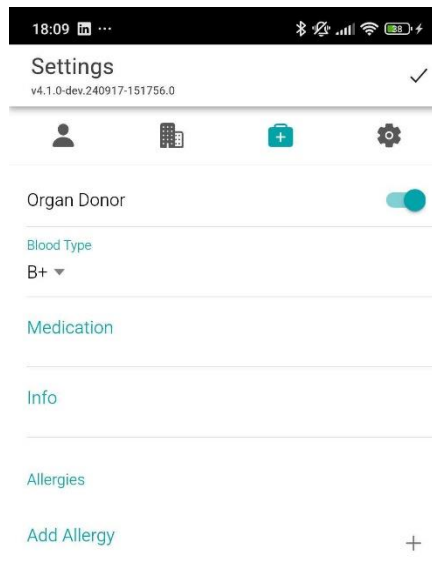


Figure 4: Settings screen 3rd section

Figure 1 shows the 4th section of the settings screen. This section allows the user to modify certain parameters of the application:

- Application provider's URL: The value that this field is explained in the section "Open the user interface".
- AM authentication: This field shall not be used.
- User token: The value that this field is explained in the section "Open the user interface".
- Capabilities: The communication capabilities that the user is willing to use. It should not need to be modified, but in any case, the selected capabilities for the exercises shall be:
 - Location Update
 - Chat
 - Medical Information
 - Shared Space
 - Native Video
- Data Privacy: This field shall remain unchecked.
- Enable Alerting: This field shall remain unchecked.
- Ring tone: This field emits a ringing tone until a PSAP operator starts the communication. It has been added to increase the awareness of the caller of being waiting to be attended.

Make an emergency call to 112

Figure 5 shows the main screen of the Android version of the SWAPP 112 App that will be used during the exercise.

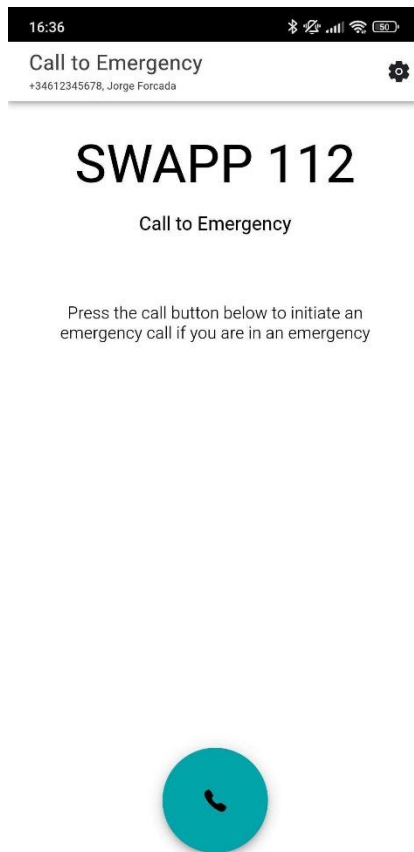


Figure 5: Main screen Android

Figure 6 shows the main screen of the Webapp version of the SWAPP 112 App, it is the screen that will be loaded if the configuration from the section “Open the user interface” has been done at least once before in the Webapp version. It will ask the user to use its location, the location is used to route the call, so it is mandatory. The Webapp version of the App allows to manually change the location to a fake location, to do this click on the map to change the location. If the location has been manually changed, to go back to the real location of the device, the blue button in the upper right corner of the map shall be pressed.

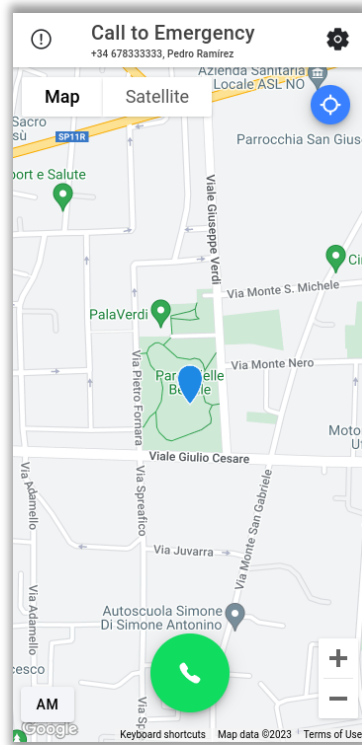


Figure 6: Main screen Webapp

To make an emergency call, the green button in the lower part of the main screen shall be pressed. A call will be made with the current location and, if there is no error, the screen that can be seen in Figure 7 for the Android version and in Figure 8 for the Webapp version will be presented. At this point the call has reached the NG PSAP and is waiting to be attended. The call can be ended by pressing the red button in the lower part of the location screen.

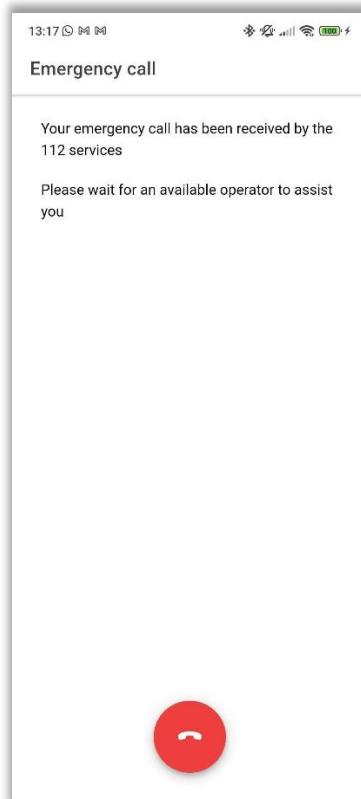


Figure 7: Call screen Android

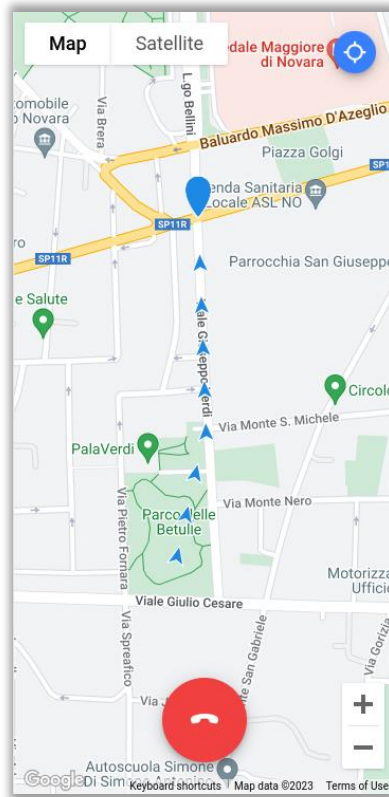


Figure 8: Call screen Webapp

Chat

If the PSAP operator enables the chat communication channel, the chat screen will be opened. Figure 9 shows the chat screen. To send text messages, the text shall be typed in the text input box and then press the send button that will appear. If the PSAP is sending messages in a different language of the user, they can be translated using the button in the top right corner of the chat screen. The language of the SWAPP 112 App is obtained from the browser of the device in the webapp version and from the device configured language in the Android version.

To change between different communication channels, there is a navigation bar in the lower part of the screen.

There are some more features involved in the chat screen, but they are not needed for the exercises.

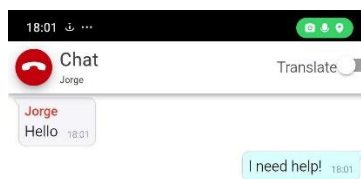


Figure 9: Chat screen

File exchange

If the PSAP operator enables the file exchange communication channel, the file exchange screen will be opened. Figure 10 shows the file exchange screen. To send photos from the scene, the camera icon button shall be pressed, this will allow to take a photo and it will be sent to the PSAP. If the PSAP operator sends any files, they will be displayed in the screen, and can be downloaded with the button next to the file.

To change between different communication channels, there is a navigation bar in the lower part of the screen.

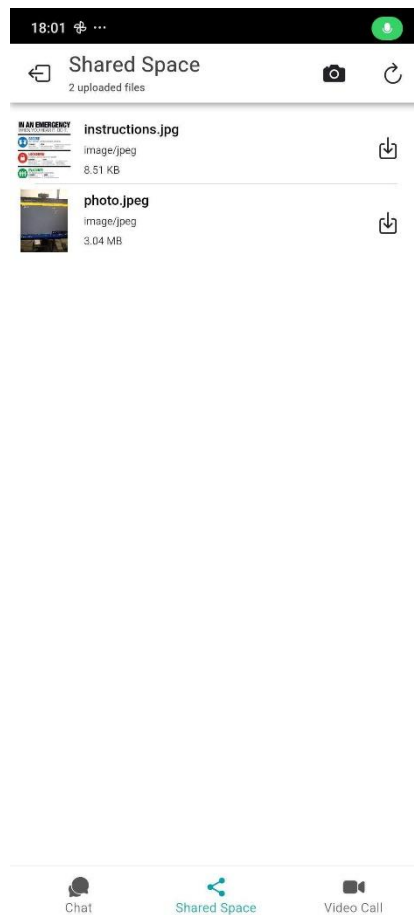


Figure 10: File exchange screen

Videocall

If the PSAP operator enables the videocall communication channel, the videocall screen will be opened. Figure 9 shows the videocall screen. This screen will ask the user for the microphone and camera permissions, which should be granted for the communication channel to work. If the user does not click on the screen for some time, the screen will change to a full screen mode to optimize the screen size during the videocall. When clicking on the screen, some buttons will appear in the screen. From left to right these are the buttons:

- **Modify displayed users:** This button will toggle the videos of the users above the button. The user can select which videos are displayed in the screen by pressing the video of each user.
- **Video button:** This button enables or disables the sending of the video of the user.
- **Exit videocall:** This button makes the user exit the videocall. It should not be used during the exercises.
- **Audio button:** This button enables or disables the sending of the microphone of the user.
- **Change camera:** This button changes from front camera to rear camera. It is useful to show the PSAP operator the emergency in real time.

To change between different communication channels, there is a navigation bar in the lower part of the screen.

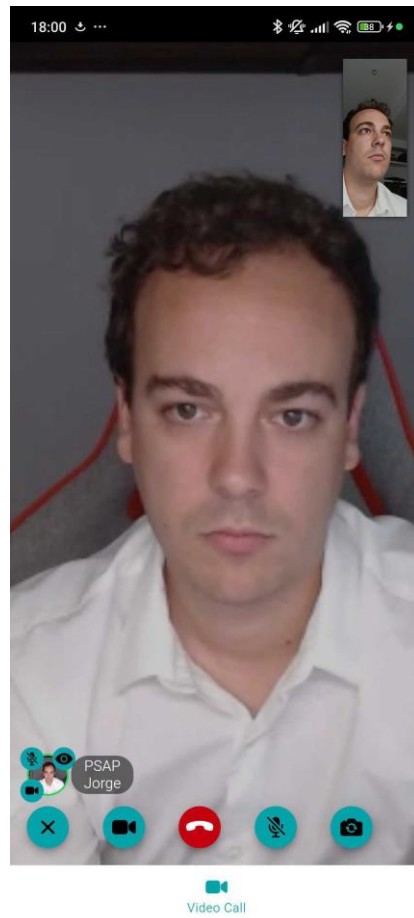


Figure 11: Videocall screen