

ECM2 User Documentation

Android Application

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ECM2 Registration and Configuration

Account Registration

1. Before installing the application you must register for an account. Registration for the ECM2 notification service can be accomplished by contacting your designated administrator within your organization (i.e. fire chief or medical director).
2. You will need to provide the following minimum information for account setup (*more information may be required based on your department and product configuration*):
 - a. **Your Name**
 - b. **Email Address:** An email address can only be used on a single device. **Do not attempt to use the same email address on multiple devices.**
 - c. **Phone Number**
 - d. **Wireless Carrier:** (i.e. Verizon / AT&T / Sprint) Note: Stationary devices with alternate access to the Internet do not need to specify a carrier.
 - e. **Device Type** (i.e. Android, iOS, Windows Phone, Blackberry)
3. In addition to your basic registration information you may opt to sign up for multiple stations and distribution lists if available. These can be configured upon request by your administrator.
4. *****If updating to a new phone where the old phone has ECM2 installed you need to uninstall ECM2 on the old phone first before installing it on the new phone*****

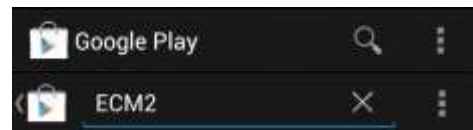
Downloading the Application:

Note that the application requires a minimum device operating software version of 2.2 (Froyo).

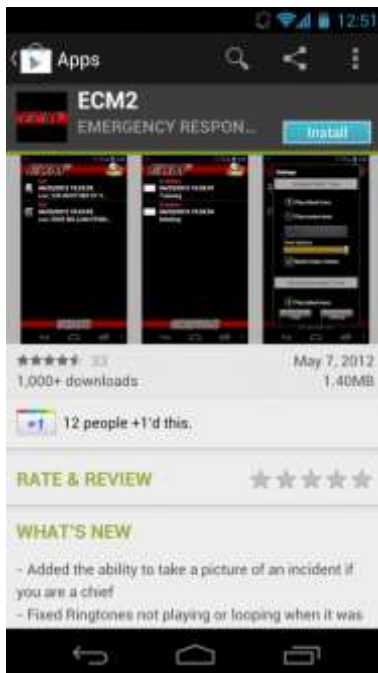
To download ECM2 on your android smartphone first open the “Google Play Store”



When the Play Store opens, at the very top there is a magnifying glass icon that you use to search for applications. Click on that and type in ECM2 and hit search.



Find ECM2 in the list of applications it brings up and click on it to bring up information about the application



On this screen click install at the top and on the next screen hit “Accept & download” to start downloading the application onto your phone

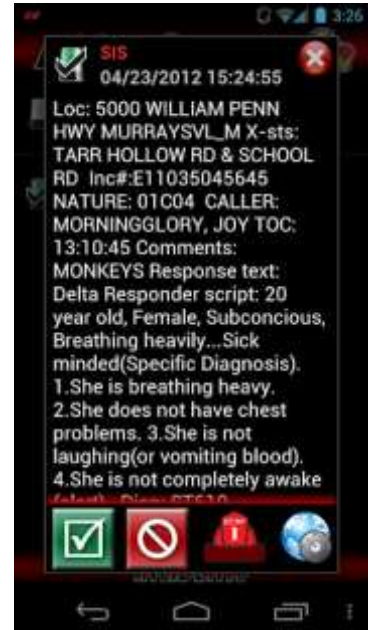
When installation is finished there will be a little notification at the top saying that it installed successfully and you can now launch ECM2 from your app drawer

Incident's List:



The Incident's list is where all of your on-going incidents (*in ascending order*) are located and is the default screen of ECM2.

Clicking on an incident in the incident's list will show you the all the information about the incident. You can close this screen be either hitting the "X" in the top right or by hitting the back button on the phone



Responding:

The bottom of the screen is where you can either choose to respond to the incident or not.



If the user chooses to respond to a call they are then prompted to say where they are responding to, either the station or going directly to the scene so the chief can know who is going where. When they are responding the light next to the incident will turn green, if they are not responding the light will turn white and if the light is red that means the user has not yet responded to the message.





If the user selects to decline to go to the incident the light on the incident will turn white.



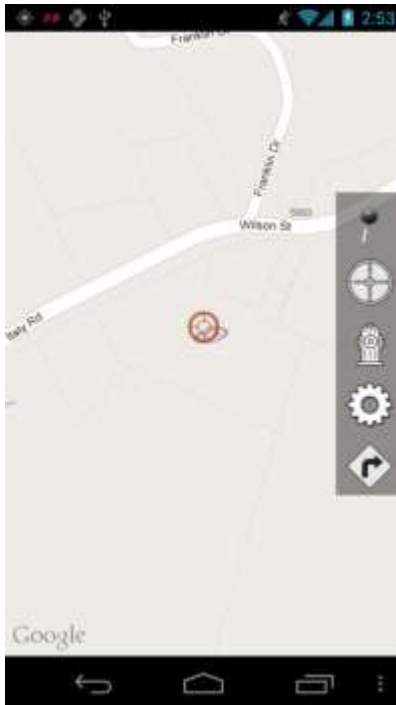
If the user is a chief they can view the **responders list** showing who and to where they are going by clicking on the fire hat.

A window will popup showing the list of people responding and where they are going (station or scene)



Selecting the globe will show launch the incident map.

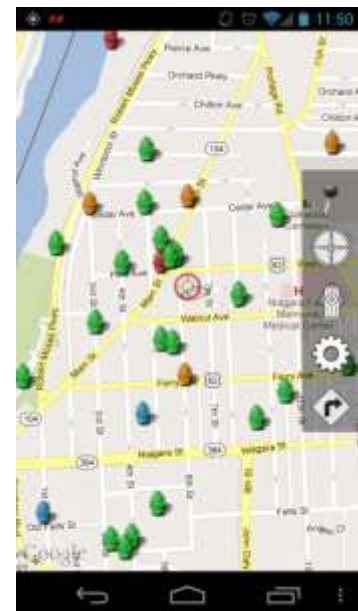
Incident Map:



The incident map shows you where the incident is, clicking the target on the map shows the address of the incident. The menu bar on the right is where the user can change the settings of the map; turn on the hydrant view on the map to see all the hydrants in the area, view your current location, view the incidents location and the navigation button to give the user turn-by-turn directions to the incident.



The Hydrant button on the right of the map shows all the hydrants around the incident in the radius that the



user set in the map settings. If you click on one of the hydrants it will show all the information about the hydrant



In the **map settings** the user can adjust how things are viewed on the map.

Turning on “**show location**” will show the users location on the map with a marker.

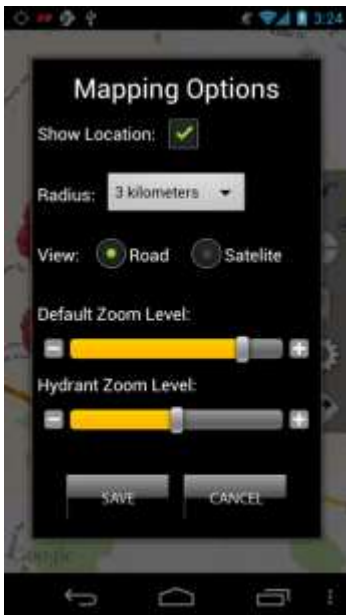
The radius shows how far around the incident to show the hydrants; you can set it from 1 to 8 kilometers

The view is how the map looks and you can choose from either road view which just shows the roads or satellite view which will show the buildings and the roads.

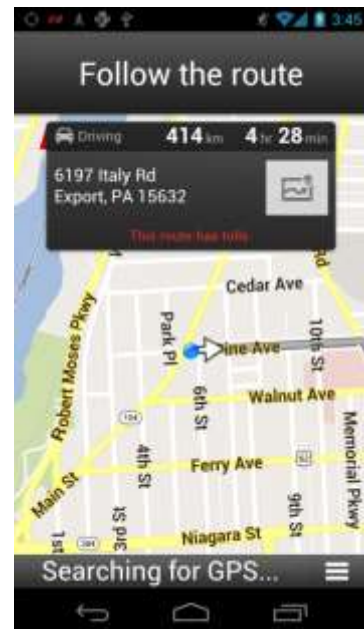
Default zoom is for when the hydrant view is not enabled, the default zoom is how close or far away the map will appear without the hydrants.

Hydrant zoom level is how far or close the map will appear when the hydrant view is turned on. If the hydrant view is turned on this overrides

the default zoom level.



Route gives directions to the incident. Clicking on the button launches the Google Navigation app where it will give you turn-by-turn navigation direction directly to the incident



Taking a Photo of an Incident:

To take a photo simply long pressing on the incident this will bring up a popup with the option to Take Photo. Selecting that will then send you to the camera to take a picture.

****Note: this option is only available to users who have chief permissions***



After a photo is taken the ECM2 application is re-launched with a popup showing the picture, incident number, date and time. There is also a section to put a note about the picture before sending it back to the station.



Hitting the send button will then send the picture out to the station.



The close button closes the popup and does not send the image

Deleting Incidents:

To delete an incident simply long press on the incident and select delete. Then the user will confirm whether they want to delete or not



To delete all the incidents that are shown, long pressing again on any incident then selecting delete all. Then the user will confirm whether they want to delete or not.



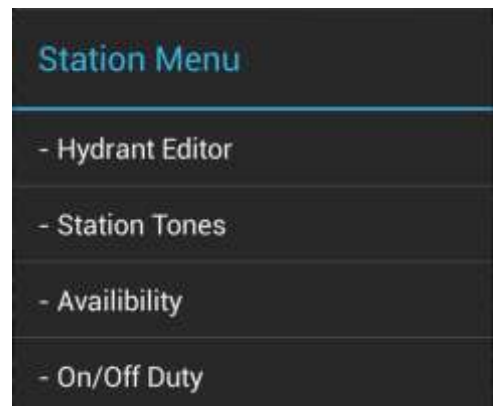
Status List:



The status list lists all the stations you are associated with and how you are associated with them, be that a chief or not. If you are a chief at a station then next to that station a red fire-hat will appear. If you have chief status at a particular station you can edit and add hydrants for your station. The status list also shows what distribution lists you are signed up for and on the right it shows what features you have access to for that list.

Station Menu:

If there is a fire helmet to the right of the subscribed station that means you are a chief at the station and you have the ability to create/edit hydrant locations and view the available personnel.



Hydrant Editor:

To get to the hydrant editor you simply long press on the station and select Hydrant Editor from the menu.

The hydrant editor map is where you see all the current hydrants that have been plotted within a specified radius in black. On the bottom left you can switch modes, on the right you have the map options menu where you can go to your location, refresh the map, add a hydrant, map settings and close the map.

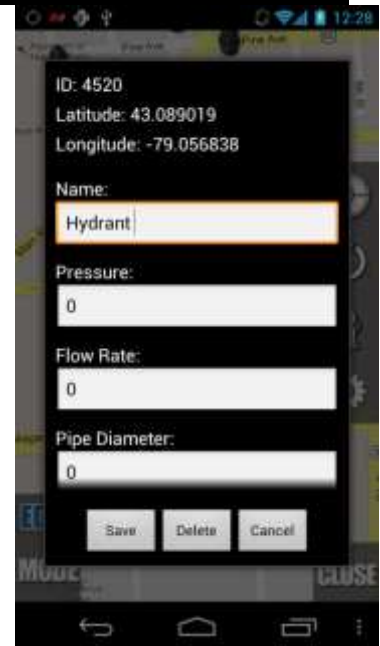


Edit Mode is where you edit hydrants information that was already plotted on the map. To edit a hydrant simply long press on a hydrant and it will bring up the hydrant information screen. This mode is also where you add new hydrants to the map. If edits are made to existing hydrants the hydrant color will change from **black** to **blue** to reflect changes.

The Hydrant Information Screen shows you the Hydrant ID number, where it is located with the latitude and longitude, the name of the hydrant, current pressure the hydrant has, pressures flow rate, pipe diameter of the hydrant, cap color and any other description about the hydrant that seems necessary. Also at the bottom it shows the last time the hydrant was updated. From there you can choose to either save the changes you made, delete the hydrant all together or cancel any changes you made and go back to the map screen.



Adding Hydrant in edit mode just press the add hydrant button and it will place the hydrant to your current location. If you want to set one at a place other than your current location you can long press on the map and it will create one right where your finger is. Newly created hydrants remain **red** throughout the editing process.





Drag Mode is where you can move a hydrants location on the map, moving the hydrant on the map and syncing will then save that new location. You cannot add a new hydrant in drag mode; you must be in edit mode to add one.



Location Button goes to your current location on the map



Sync Button refreshes the map saving any changes that you made; for example adding a hydrant, editing hydrants information or a hydrants placement on the map. During the editing process a user may select the **refresh** button and upload any changes or additions to ECM2.



Settings Button opens the map settings

Show Location option shows the user location on the map with a marker. The marker will refresh with any changes in location.

Radius slider sets the specified radius used when fetching existing hydrant data from ECM2.

The view can be switched between a default (*road*) view, satellite view

Default zoom slider can be adjusted to set the preferred zoom level.



The **Close Button** closes the hydrant editor. If there are pending changes and the user selects the close button, they will be prompted to save or discard the changes before the map closes.

Station Tones:

The station tones option from the station menu is where you set all the custom tones for the station. You can read more about that in the application settings section below.

Availability:

As a chief you can view who is available to respond to calls. Simple select the Availability option and you are shown a list of available personnel



On/Off Duty:

On/Off Duty option lets you change your status for a particular station and the changes are shown in the status list next to your station.



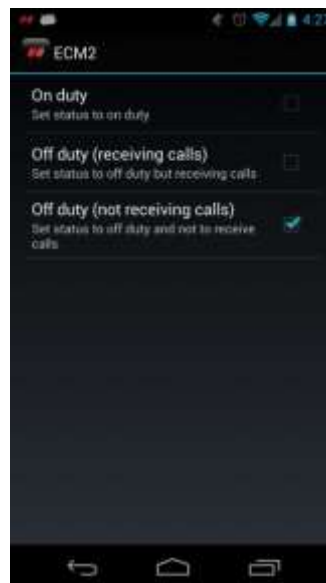
On Duty



Off Duty receiving calls

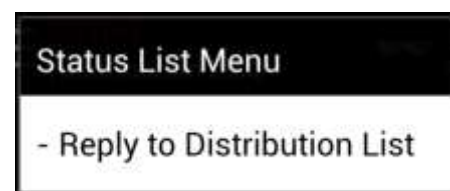


Off Duty not receiving calls



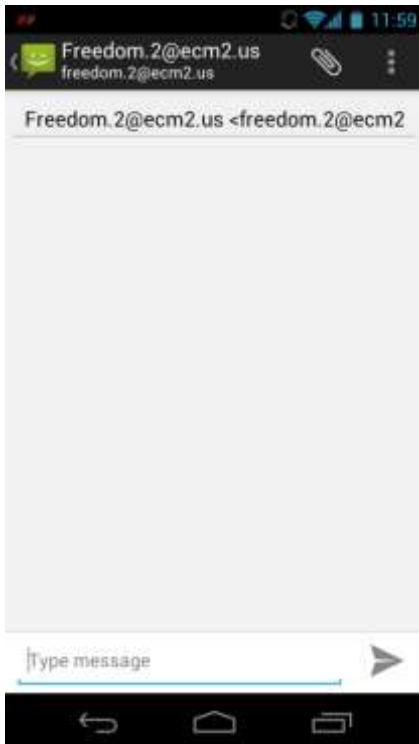
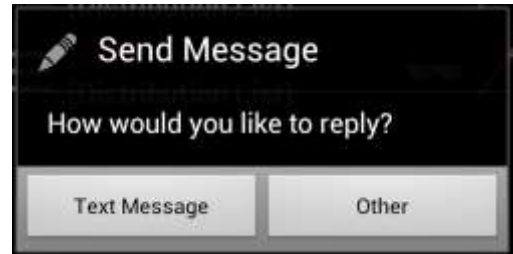
Distributions:

Distributions are a way to send out information to a group of people in the same list. On the right of each distribution list item shows the user what permissions they have for that list. The presence of the glasses denotes **READ** permissions and the presence of a pencil denotes **WRITE** permissions.



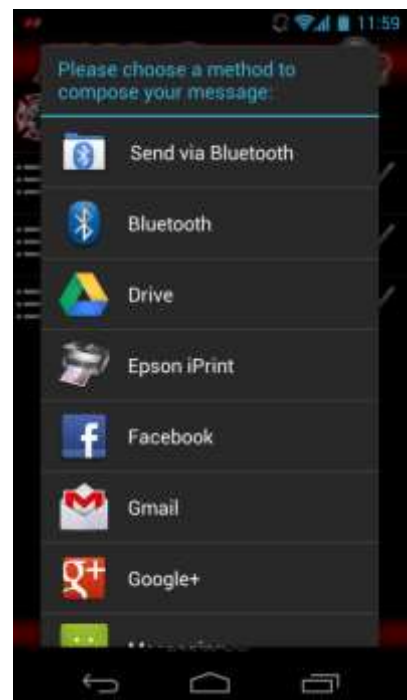
If a user has write permissions they have the ability to send messages out. To send a message simply long press on the list to send the message to this will bring a popup saying “Reply to Distribution List”.

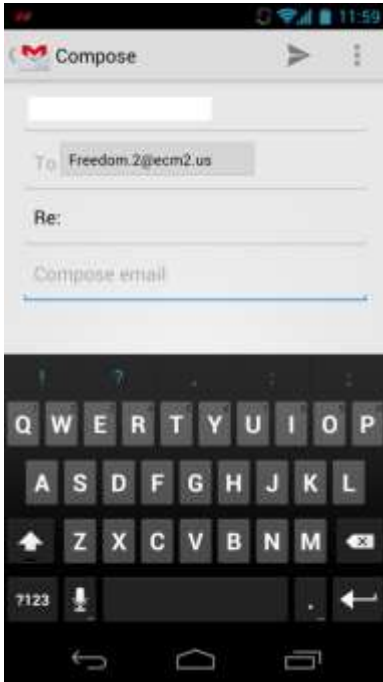
Clicking on “Reply to Distribution List” will then create another popup asking how to send the message.



Selecting “Text Message” will open the Messaging application on the phone where the user can write whatever message they want and then send it out to the list for everyone to see.

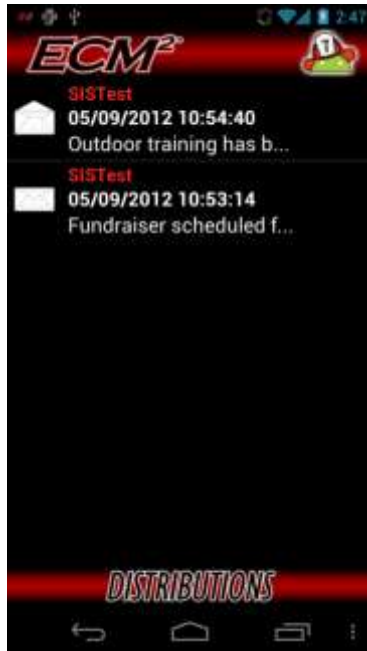
If the user doesn't want to send a text message then they would want to select “Other” where they will be given a popup with other options to send a message. In this popup they user should only select “Gmail” and nothing else.





After selecting Gmail the Gmail application will be launched where the user can compose the message and send it out to everyone just as it would via text message.

Distribution List:

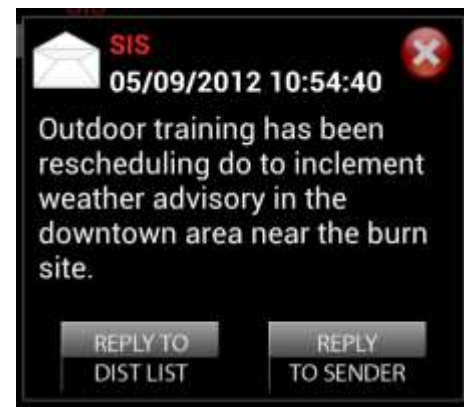


The distribution view lists distribution messages in ascending order, and has an envelope image to the left which indicates whether the message has been read.

To view a message just click on the message and it will bring up a popup with what the message contains. It is also where the user can respond to the message. The distribution detail view consists of the list name, the date and time of the message, subject, and the message content.

The user can choose to either reply to the sender which means it will only go to that person that sent it out or respond to the whole distribution list which means that everyone will get the message.

Replying to a message follows the same procedure as creating a distribution message.



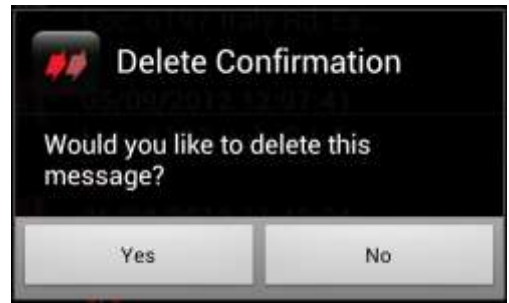
An open envelop means that this message has already been read



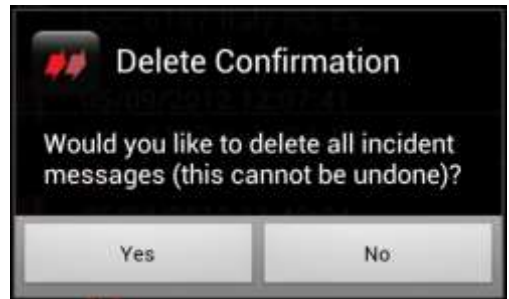
A closed envelope means that this message has not been read yet

Deleting a Message:

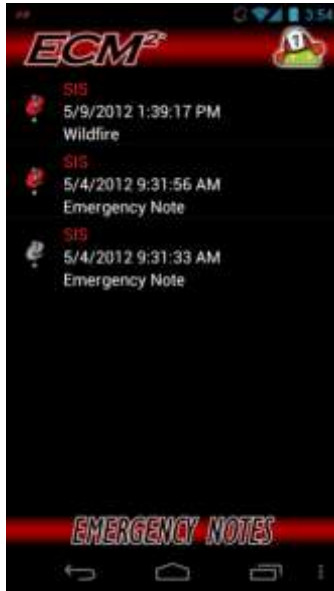
To delete a message simply long press on the message and select delete. Then the user will confirm whether they want to delete or not.



To delete all the messages that are shown long pressing again on any message then selecting delete all. Then the user will confirm whether they want to delete or not.



Emergency Notes:



Emergency notes are additional information about an incident; the notes could be a simple description or showing that a section around the incident has been evacuated.



A red icon means that the note has not yet viewed.



A grey icon means that the note has already been viewed.

To view an emergency note simply click on one of the notes and that will show a popup with when it started, an approximate end time, what it is and a description about what the emergency note is.



Clicking on the globe button will launch Emergency Note mapping



Emergency Note Mapping:

There are two different types of Emergency notes; the first kind is just a point on the map. This point represents a place where there is a problem, to view what the problem is just click on the location icon on the map and it will show the user information about the emergency again.



The second kind of emergency note is one that has an area to the note. This signifies that there is a problem in the designated area to watch out for and there is a location icon in that area that tells what the problem may be. To view what the

problem is just click on the little icon on the map and it will show the user information about the emergency again.

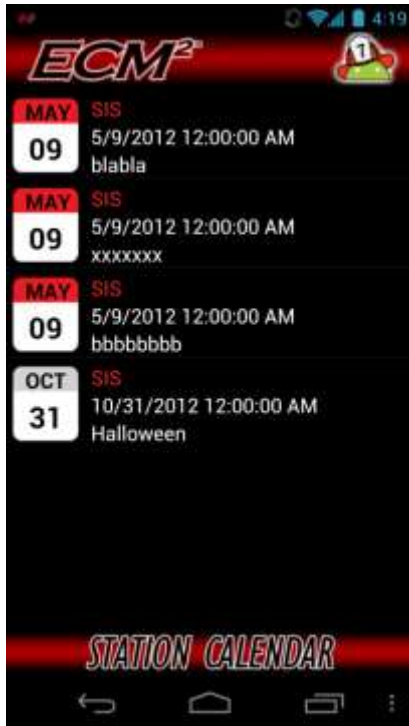


To navigate to the emergency note simply select the navigation button



To view the hydrants around the emergency note select the hydrant button to show hydrants

Station Calendar:



The station calendar is a list of notable events that a station has created. The user can sync this event to their Google calendar on the phone too.



A red icon means that this event has not been viewed



A grey icon means that this event has already been viewed

Sometimes a grey icon may turn back to red which means there was an update to this event since the last time you viewed it.

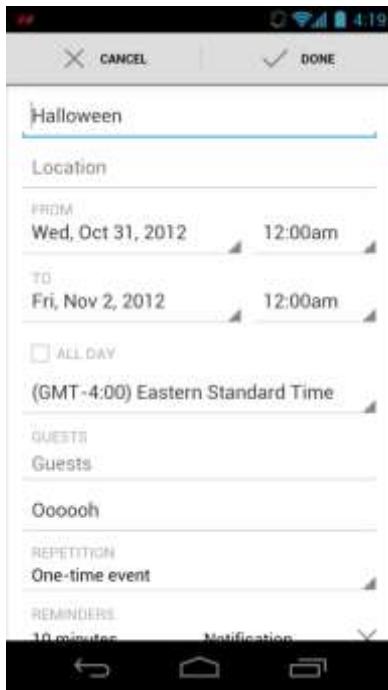
To view an event click on an event and a popup will come up showing the start date and time, when the event is going to end, what the event is and a description about it.



Calendar Sync:



To sync the calendar event to the users Google calendar on their phone click the calendar button



The calendar application is launched to where the user can add/edit any information they would like just as they would when creating a normal calendar event on the phone. When done making any changes click on **done** and the even will now be in their Google calendar on the phone.

**Note: some parts may be different on different phones*

Application Settings:



To get to the app settings you need to hit the menu button on the phone which will bring up the app menu.



The quit button quits the entire application



The about button shows what version of ECM2 is currently installed



The settings button is where all the application settings are such as setting different tones, setting tone looping etc. There are 6 different sections to the settings; Incident Alert Tones, Distribution Alert Tones, EMG Note Tones, Application Behavior, Message Check Interval and Debugging Options.

Incident Alert Tones, Distribution Alert Tones, EMG Note Tones all work the same.

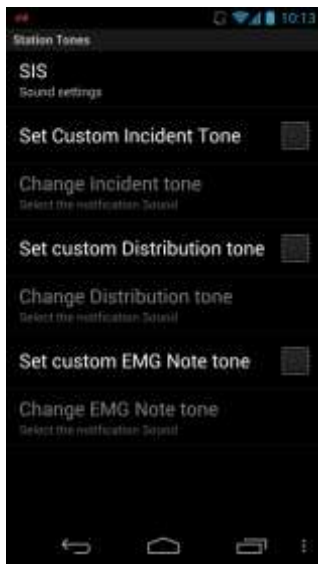


When debugging is enabled an extra menu option appears where you send the ECM2 log of what is happening in the application when you are having a problem. Again only enable debugging after calling ECM2 Support.

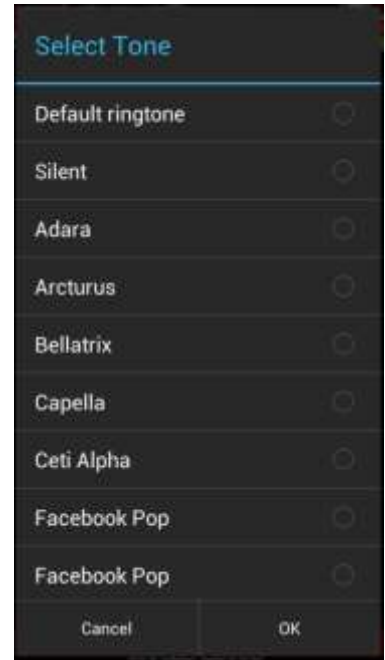
Station Alert Tones:

Here the user can choose how they want to be alerted when a new incident gets sent to their phone. To change the station alert tones you need to swipe over to the "Status List" and then long press on the station you want to edit. A menu will appear where you will select to option "Station tones".





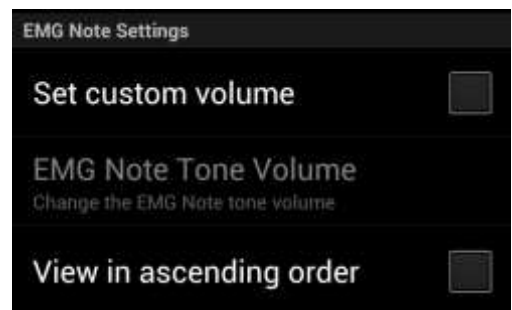
Set custom tone lets the user select a custom tone to play when a new incident gets sent to their phone. Selecting this option will then enable a button below that says “Select Tone”. If this option is not enabled then the default tone will play.



Change Tone option is enabled when the user enables the “Set custom tone” option. Clicking on it brings up a list of tones on the users phone to choose from, clicking on one will play a sample of it and if they want that one hit **ok** and they will now see above the select tone button what tone you selected.

Changing tone volume:

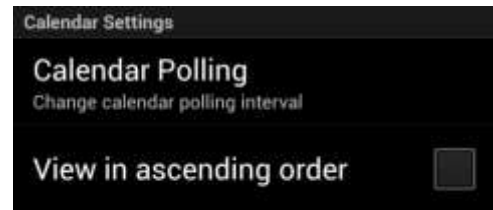
Set custom Volume under the application settings that you get to by hitting the menu button is where the user can set a custom volume for this specific tone. Enabling this option will allow you to change the tone volume separate from your phones system volume. Leaving this option disabled will cause the ECM2 to use your system volume.



Tone volume when selected brings up a volume bar to change the volume to the level you want.

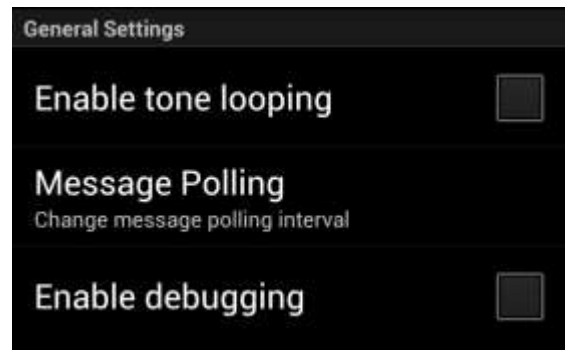
View in ascending order (EMG Notes) will sort the Emergency notes list by date in ascending order, by default the list is sorted in descending order by date and station.

Calendar Check Interval will automatically check for new calendar events that have been created at the set interval. By default the interval is set at 30 minutes, intervals start at 15 minutes and go up to 2 hours



View in ascending order will sort the calendar list in ascending order by date, by default the list is sorted in descending order by date by station.

Enable tone looping when enabled will continue playing the tone until the user either selects yes or no on the popup.



Message Polling will manually check for Incidents, Distribution Messages and Emergency Notes at however minutes set.

Enable Debugging should only be enabled by the user if they emailed ECM2 Tech support with a problem and we tell them to enable it. This allows us to see what may be happening or not happening in the program to try to fix the problem.

ECM2 Support

If have encountered a problem with ECM2 on your mobile phone you may contact ECM2 support directly via email: *support@ecm2.us*. Support requests are normally responded to within 24 hours or less. Please do your best to provide the following information when contacting us:

- a. **Your Full Name**
- b. **Department / Organization**
- c. **Point of Contact:** *(i.e. administrator)*
- d. **Device Make and Model:** *(i.e. Droid Razr)*
- e. **Operating System Software Version:** *(i.e. 5.1.1(9B206) found under Settings/About Phone).*
- f. **Wireless Carrier:** *(if applicable....Verizon / AT&T...etc.)*
- g. **Best Method of Contact:** *(email, phone, carrier pigeon).*
- h. **Notes:** *Include any additional information such as error messages if applicable).*