

ECM2 User Documentation

(iOS 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.

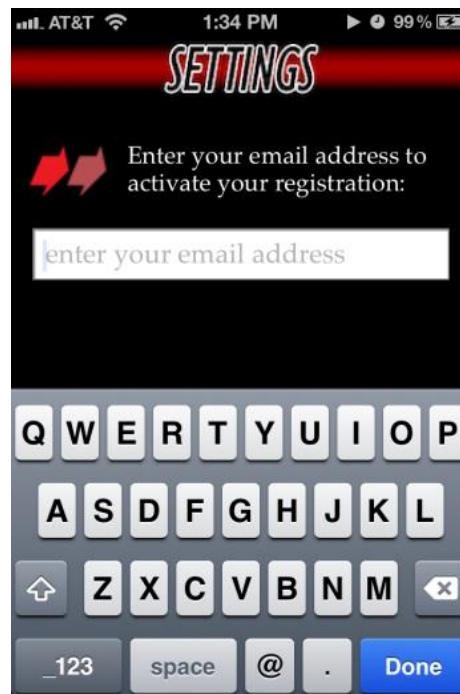
Application Installation and Device Requirements

1. Once you have completed the account registration with your administrator you may obtain the client application via the following methods:
 - a. **iOS Devices:** Launch the *App Store* application and search for 'ecm2'. Once you have found the application in the search results you may view the details and select [**install**]. *Note that the application requires a minimum device operation software version of iOS 4.0.*

Initial Application Launch and Registration

NOTE: If you have previously installed the application on a device and performed a backup in iTunes, **DO NOT** use iTunes to restore ECM2 on a different device. The application **MUST** be re-installed from the App Store on the alternate device.

1. Locate the application icon on your home screen and tap. On the initial launch you will be prompted to enter in your registration email address to activate your device with your account as shown below:



2. Enter in the email address you registered with your administrator and select [**Done**] when finished. If you receive any errors when attempting activation try the following:
 - a. Check your email address for spelling errors.
 - b. Make sure you have an active internet connection.
 - c. Verify your registration information with your administrator.

3. If the previous suggestions are ineffective 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. iPhone 4S)*
 - e. **Operating System Software Version:** *(i.e. 5.1.1(9B206) found under Settings/General/About/Version).*
 - f. **Wireless Carrier:** *(if applicableVerizon / AT&T...etc.)*
 - g. **Best Method of Contact:** *(email, phone, carrier pigeon).*
 - h. **Notes:** *Include any additional information such as error messages if applicable).*
4. Upon successful registration the application will fetch any recent messages and then take you to the incident message list. Continue to the next section for detailed information on each area of the application.

Application Features and Overview

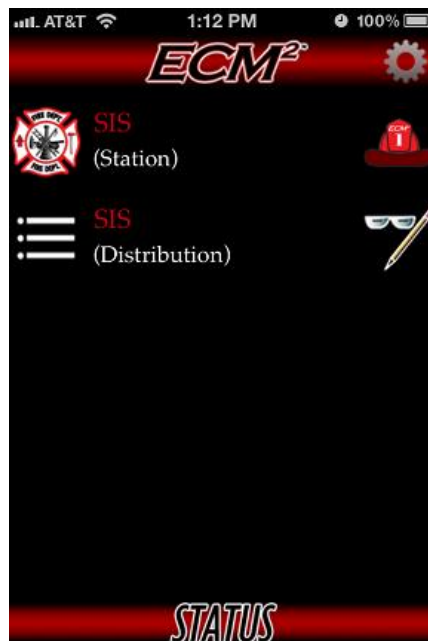
1. Navigating the application is accomplished in two ways:
 - a. **Navigation Bar Icons:** Navigating between sub-views is performed by selecting the directional icon on the right side of the navigation bar. You may show the settings view by selecting the gear icon. In certain views such as *Emergency Notes* and *Calendar Events* a solid arrow may be visible on the left hand side of the navigation bar. These arrows allow the user to sort the items in a list by date ascending (up) or descending (down).



- b. **Finger Swipe:** Navigating between main views is accomplished by gently dragging your finger across the screen horizontally in one direction or the other.

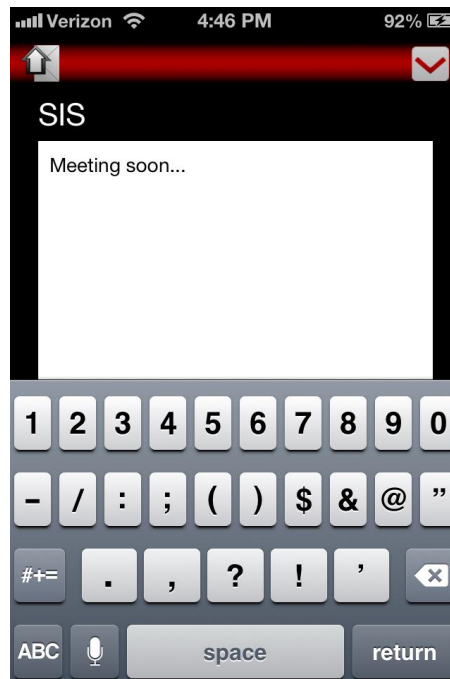
Status View

1. The status view lists stations and distribution lists the user is subscribed to. Note the images to the right-side of each respective list item. These images denote specific feature availability:



Replying to Distribution Lists

2. The presence of the glasses denotes **READ** permissions, whereas the presence of the pencil denotes **WRITE** permissions. If a user has write permissions they can select the distribution list item and launch a message composition view:



3. The email and text composition views allow the user to send an email or text message to everyone on the distribution list at once.

Hydrant Editing

4. The presence of the fire helmet to the right side of the subscribed station indicates that the user is a station chief. Selecting the station in the list with this permission level allows the user to launch the hydrant editing map feature.
5. The hydrant editing map allows users to manipulate hydrants and they're associated metrics with ease. Upon launch of the hydrant editing view the existing hydrants within a specified radius are plotted on the map in black as shown below:

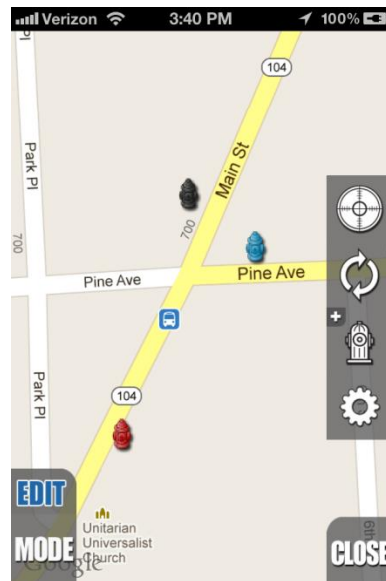
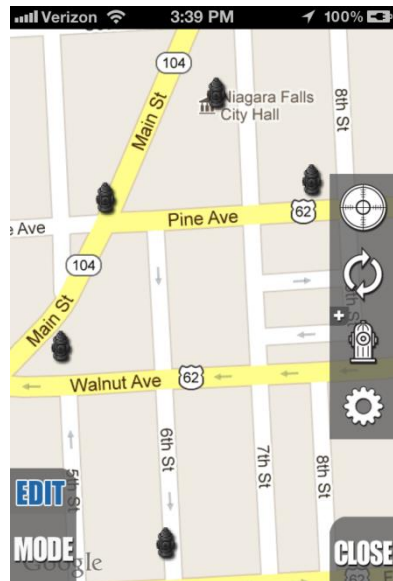


Image Key / Quick Reference:



Edit Mode: User may edit hydrant metrics/parameters, or create new hydrants.



Drag Mode: User may select and drag hydrants around the map.



Center: Center the map on the user's location.



Refresh: Refresh the plotted hydrants, or prompt the user if there is unsaved hydrants.



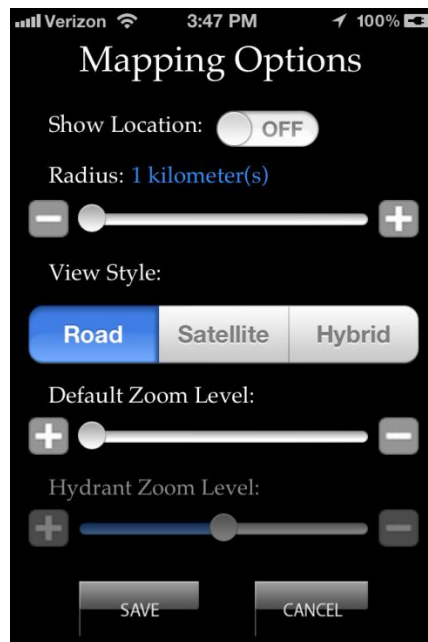
Add Hydrant: Create a hydrant at the users coordinates.



Map Options: Show map settings view.

- By tapping the [MODE] button a user can switch between [EDIT] mode and [DRAG] mode. Existing hydrants can be editing by pressing on the hydrant when in edit mode. If edits are made to existing hydrants the hydrant color will change from **black** to **blue** to reflect changes. Newly created hydrants remain **red** throughout the editing process.

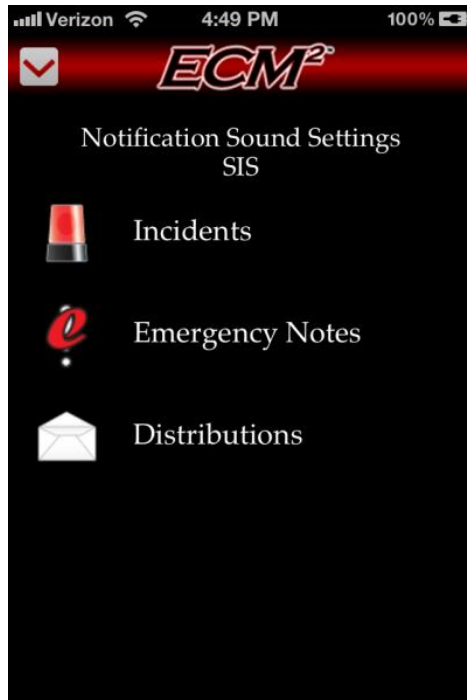
7. If a user wishes to create a new hydrant they may do so by selecting the *add hydrant* button from the menu at the right (while in **EDIT** mode). This method will plot the hydrant at the user's present coordinates. Alternatively long-pressing on the map at a desired location will plot a new hydrant also.
8. During the editing process a user may select the *refresh* button and upload any changes or additions to ECM2. 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.
9. If a user selects the map settings button all available map options are displayed:



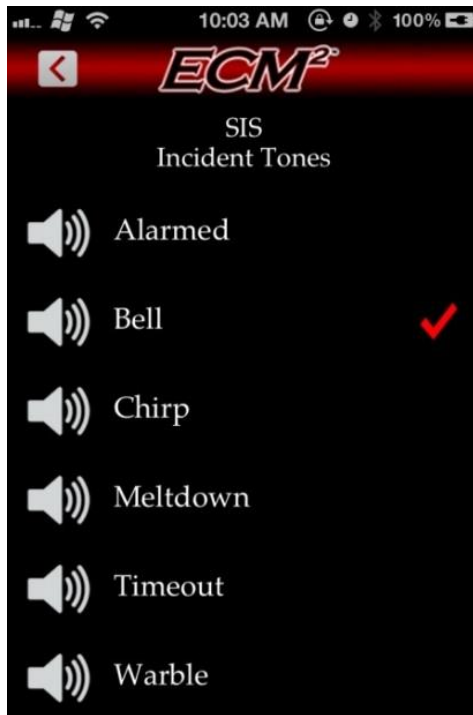
10. Enabling the [**Show Location**] switch will display an additional marker on the map designating the user's location. The marker will refresh with any changes in location.
11. The [**Radius**] slider sets the specified radius used when fetching existing hydrant data from ECM2.
12. The [**View Style**] can be switched between a default (*road*) view, satellite view, or a hybrid view (*combination of road and satellite*).
13. The [**Default Zoom Level**] slider can be adjusted to set the preferred zoom level.

Sound Settings

1. Long pressing a station in the status view will launch the sounds settings view (shown below). Select the type of notification you would like to change:



2. Select the tone you wish to be played when a notification is received. Selected sound is highlighted with a red checkmark (as shown below):



3. Return to the previous list by pressing the arrow on the left side of the navigation bar.
4. When finished setting the desired notification tones press the down arrow on the main sound settings to save your changes and return to the main navigation.

Note: Sounds settings can be set differently for each station.

Available Personnel

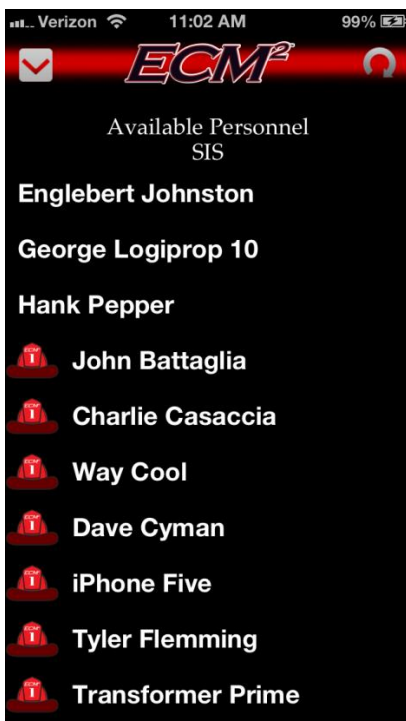
1. As a chief: you can long press on a station.

2. Select "Availability" in the action menu.



3. The list will slide into view and show you the personnel that have reported themselves as available.

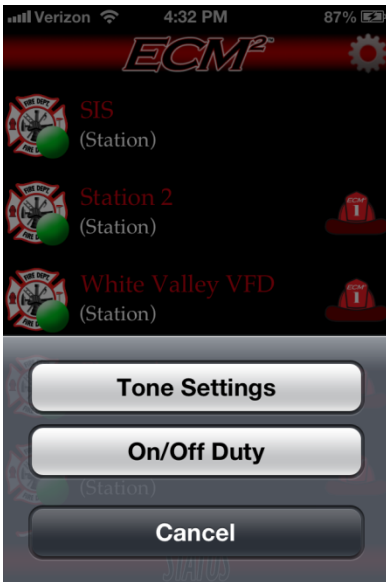
Note: It is sorted with the chiefs at the bottom of the list.



4. Press the Circle button to refresh the list. Then press the down arrow to return to the main navigation.

On/Off Duty Status




1. Long Press on a station and an options menu will appear from the bottom.



2. Select "On/Off Duty" from the menu that appears



3. Select required Duty Status from the resulting menu, which will then dismiss.
4. The icon to the left of the selected station name will adjust based on selected status. They are as follows:

- a. Red: Off Duty, Not Receiving Calls 
- b. Orange: Off Duty, Receiving Calls 
- c. Green: On Duty 

5. Repeat as necessary for each station in the list.

Incident View

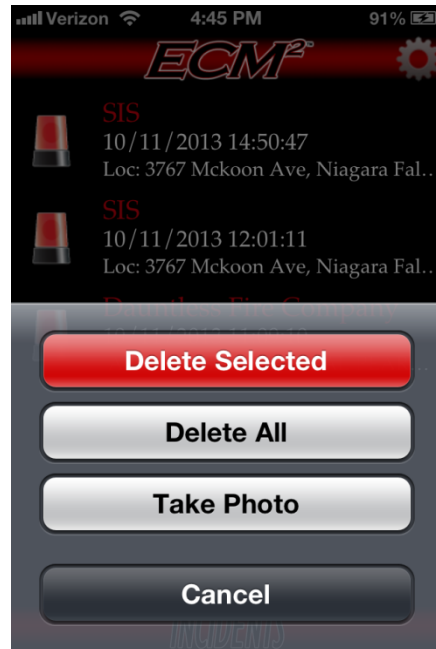
1. The incident view lists incident messages in ascending order, and has a light image to the left which indicates whether the user has responded to the call:



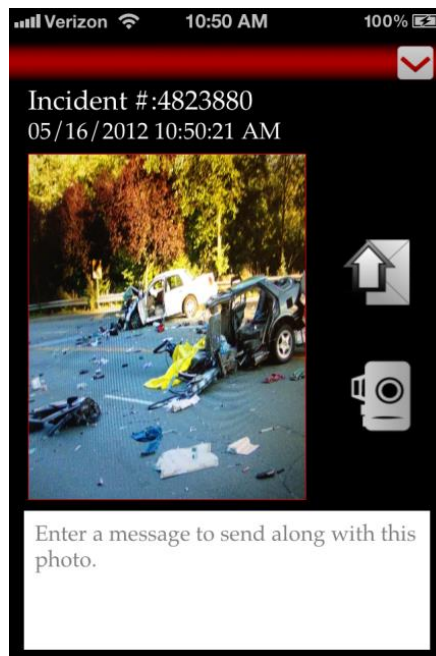
2. The white light image indicates that the user has chosen to decline the call. The green light image indicates that the user chose to respond to the call. The red light indicates that the user has not responded yet.

Incident Deletion and Photos

3. By long pressing an incident in the list a user is given the option to delete one or all of the messages. If the user is setup as a *chief* they can also take a photo at the incident scene:



4. Selecting [**Take Photo**] will launch the camera application on your device. Upon taking a photo the user is presented with a composition screen:



5. A message can be entered into the text box at the bottom of the screen which will be sent along with the photo to ECM2 when the user selects the send icon (*arrow envelope*). This photo and message are linked directly to the incident the user selected from the list. Selecting the camera image will launch the camera application again, allowing the user to re-take the photo if needed.

Responding to Incidents

6. Selecting an incident message within the list will show the detail view:



7. The incident's detail view displays the date and time of the call, as well as the location / cross streets and any details. The four buttons appearing at the bottom of the screen denote specific functions associated with an incident:



Responding: Selection will prompt the user for the response destination (are you responding to the incident **scene**, or responding to the **station**?) and will update the respective indication image for the message to green.



Declining: Selection indicates that the user is not responding to the incident, and will update the respective indication image for the message to white.



Responder List: Selection will display a list of users who are responding to the incident call, and they're chosen destination. This feature is only available to station chiefs.



Incident Map: Selection will display the incident map.

Incident Mapping Features

- The incident map view plots a marker designating the incident location (displayed as a red crosshair image) as shown in the images below:

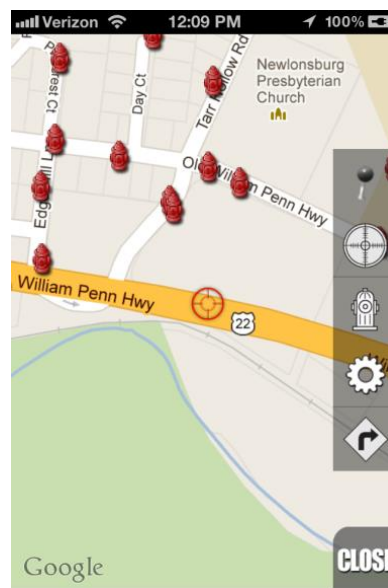
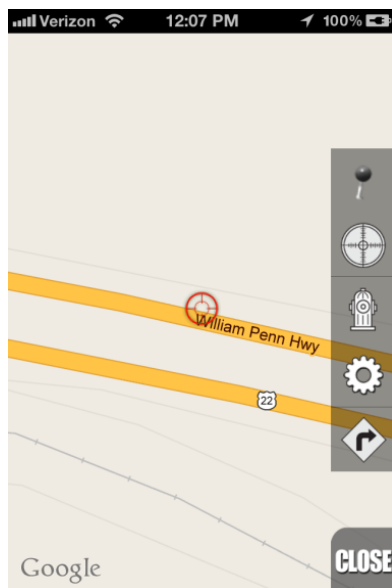


Image Key / Quick Reference:



Users Location: Center the map on the user's location.



Center: Center the map on the incident location.



Show/Hide Hydrants: Show or hide the hydrants within a specified radius.



Map Options: Show map settings view.

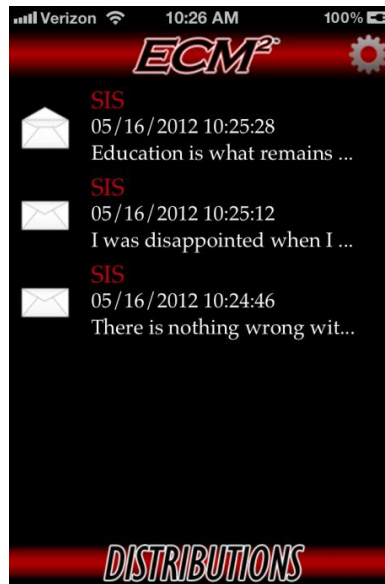


Route: Show routing information from the user location to the incident location.

9. A **black pin marker** is used to designate the user's location when the button has been pressed and the map re-centers. This feature can be enabled or disabled from within map options.
10. When **viewing plotted hydrants** on the map a selection of individual hydrants will display the coordinates of the hydrant.
11. The **map settings view** is identical to the map options view discussed previously (*See hydrant editing section on page 9*), with the exception that the hydrant radius setting is enabled allowing a radius to be set which will limit the number of hydrants returned.
12. Selection of the **route** button will launch the devices default mapping application (**Maps**) and show a suggested route from the user's location to the incident location. Depending on the mapping application used, the user may have the option of utilizing turn by turn directions to the incident.

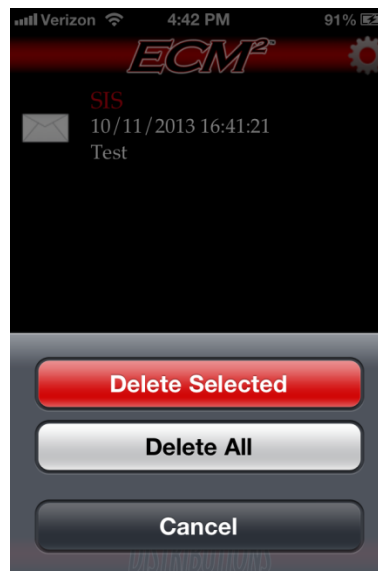
Distribution View

1. 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:



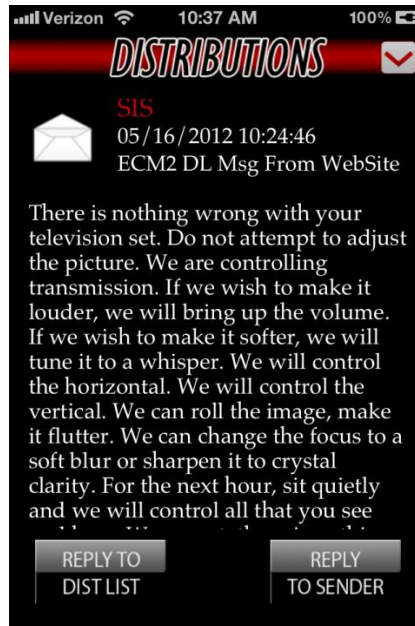
Distribution Deletion

2. Long-pressing on a distribution message in the list will prompt the user with options to delete the selected message, or delete all messages in the list:

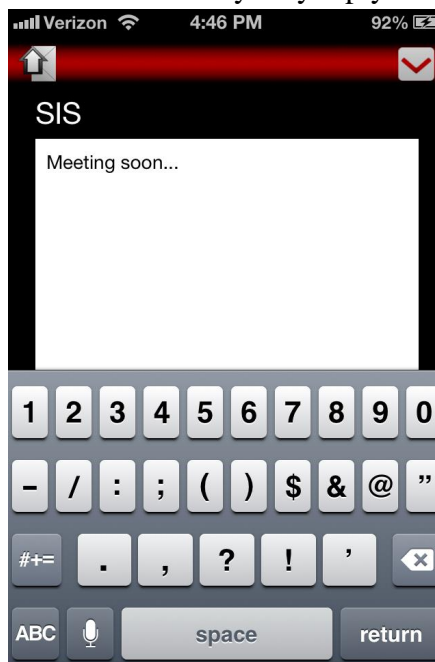


Distribution Message Options

3. Selecting a distribution message within the list will show the detail view:



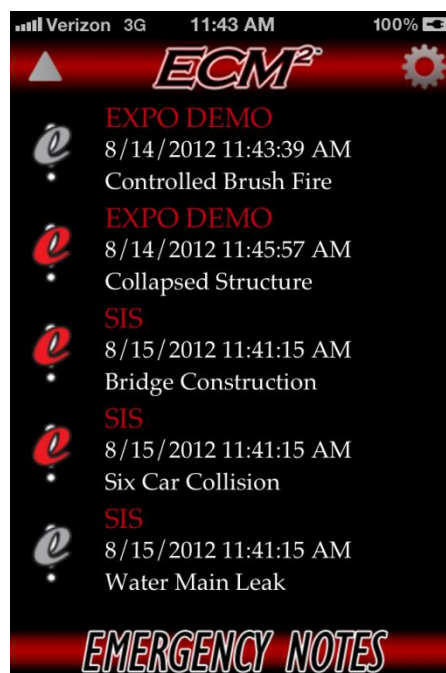
4. The distribution detail view consists of the list name, the date and time of the message, subject, and the message content. Selection of the **[Reply to Dist List]** button will allow the user to load a composition view so they may reply to the entire distribution list.



5. Selection of the [**Reply to Sender**] button will also allow the user to load an email or text message composition view as shown above, however the user is only replying to the individual sender of the message.

Emergency Notes View

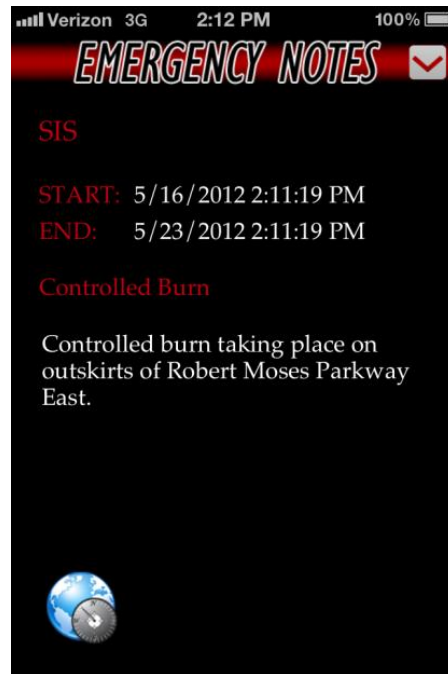
1. The emergency notes view lists emergency notes in ascending order, and has an image to the left which indicates whether it has been read:



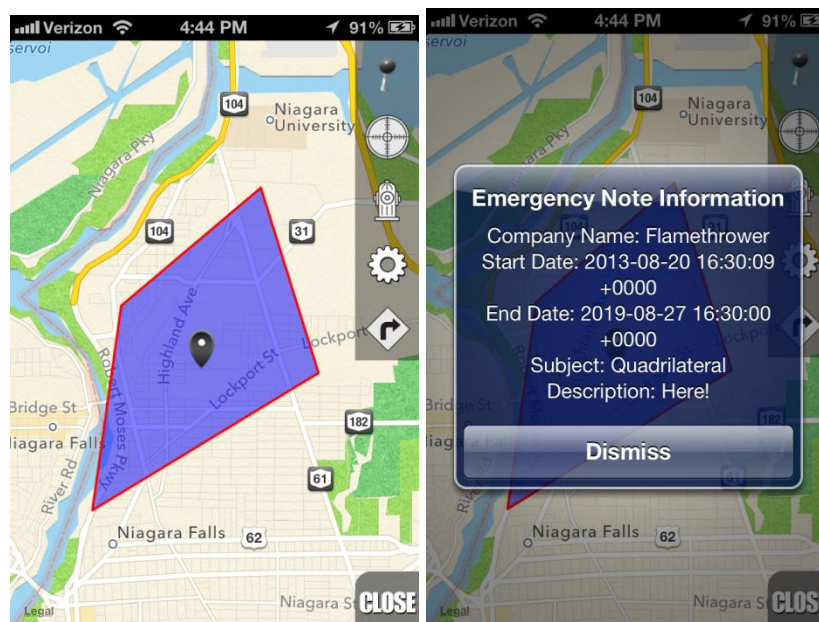
2. Emergency notes may be deleted in the same fashion as all other list items by long-pressing the message in the list. The user will be prompted with options to delete the selected message, or delete all messages in the list.

Emergency Note Options

3. Selecting an emergency note within the list will show the detail view:



- The emergency detail view consists of the emergency notice start date and time, expiration date and time, subject, and the message content. Selection of the **Globe** button will launch the map view displaying the emergency note's location.



- The location indicator may also include a surrounding shape with a transparent blue color which designates an encompassing region for the emergency.

6. By pressing a finger to the location indicator (black marker) a popup will appear with basic information about the emergency.
7. Press the hydrant button on the right hand side to download and display any hydrants in the local area.
8. Press "Close" to return to the EMG Note detail screen.

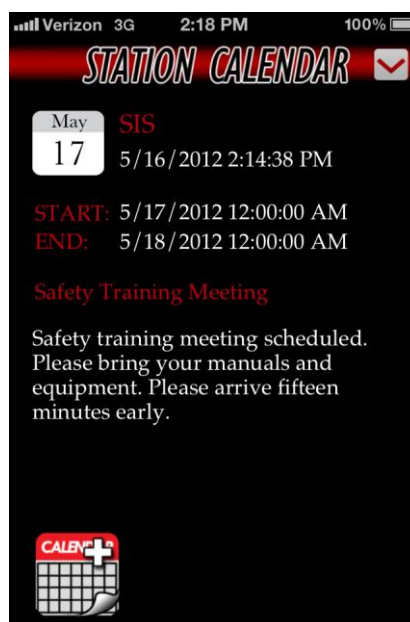
Calendar Events View

1. The calendar events view lists the events in ascending order, and has an image to the left which indicates whether it has been read. Calendar events in the list cannot be deleted, and are updated frequently by the sender to reflect any changes:



Calendar Event Options

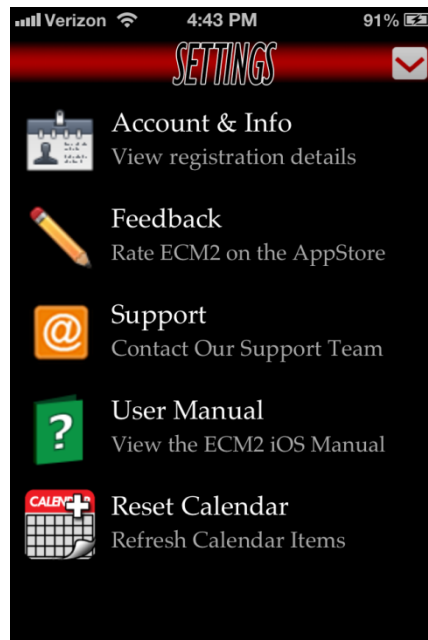
2. Selecting a calendar event within the list will show the detail view which displays the receipt date, event start and end date, and the message subject and content:



3. Selection of the calendar icon at the bottom of the view allows users to add the event to they're devices calendar.

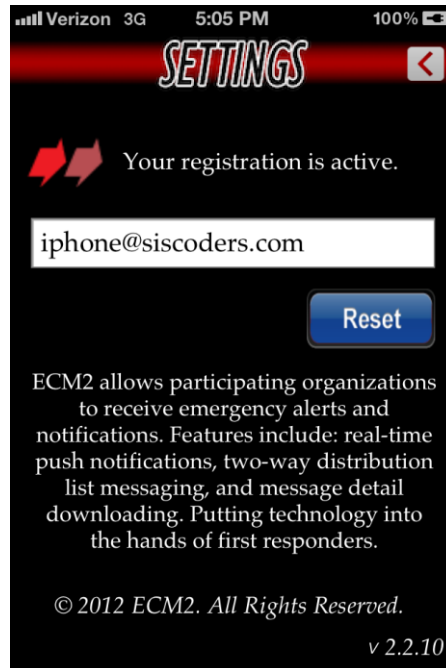
Settings View

1. The settings view is launched by selecting the gear icon from any of the main list views:



Settings View Options

2. Selecting the [**Account and Info**] list item will display the account page which has information such as registration email address, application version. Users can select the [**Reset**] button if they wish to clear all they're account information from the application and re-enter registration:



3. Selecting the [**Feedback**] list item will launch the App Store application and take the user to the ECM2 page where they can leave feedback.
4. Selecting the [**Support**] item will launch a page to allow you to contact us if you are experiencing issues or have any questions.
5. Selecting [**User Manual**] will download and display a PDF of this document.
6. [**Reset Calendar**] will delete your local calendar database and download the items from the server again. Do this only if you are experiencing issues with your calendar items list.

Notes and Reference