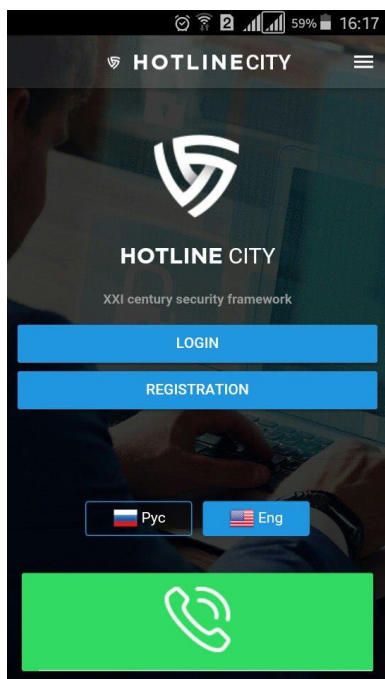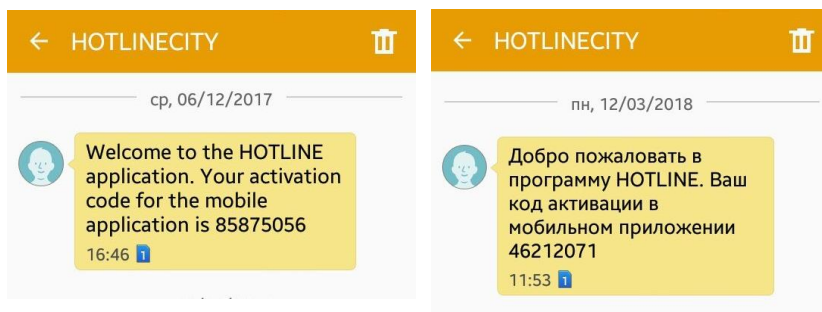# Manual for the mobile application

For the application to work, it is necessary to have an internet connection and activated location service


Examples of SMS messages with activation codes in Russian and English

To enter the activation code received in the SMS message, it is necessary to click on the "Login" button

To purchase the service on the site and register a personal cabinet, it is necessary to click the "Register" button, which will open the site http://hotline.city/

The buttons Rus / Eng switches the language of the application into Russian / English

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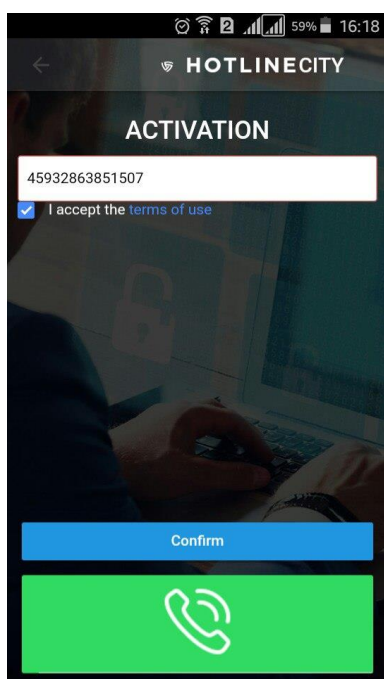
In the Activation field it is necessary to enter the activation code received in the SMS message from HOTLINECITY

Then, it is necessary to carefully read and accept the terms of the user agreement by ticking the appropriate box

By the button "Confirm" we confirm the entered information

The green button with the handset makes a call via the GSM channel (mobile connection) to the HOTLINECITY call center

After successful activation, the main window of the mobile application will open
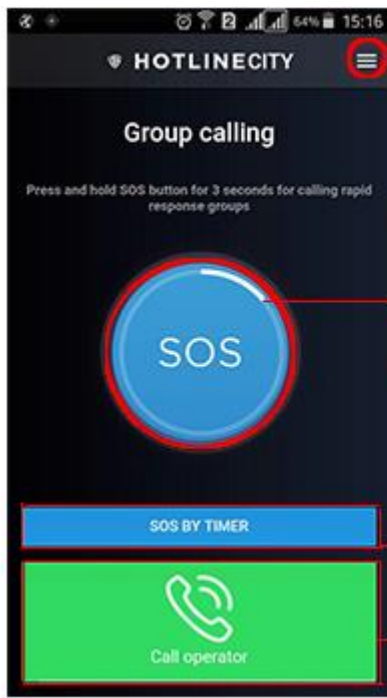
The mobile application main page contains the following items:

Menu (bars in the upper right corner)

SOS alarm button

Timer call

Call the operator

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Sending an Alarm signal:

To send an alarm signal to the HOTLINECITY call center, the SOS button needs to be pushed and held for 4 seconds, after which the coordinates (if GPS is enabled) are transferred to the multilingual call center and the operator is contacted with the client who received the signal for processing.

After sending the alarm signal, the client is transferred to the window below, where the following features are available:
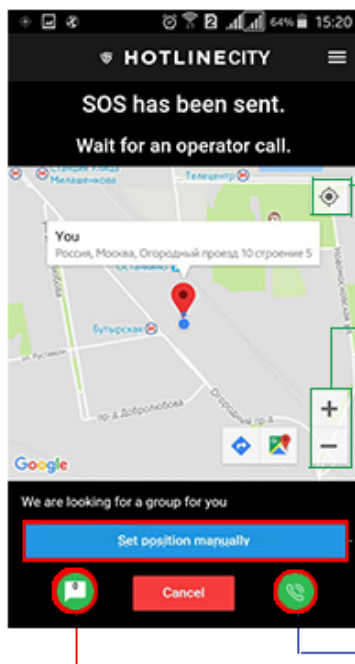
Location of the client. By clicking on the label it displays the address of the location.
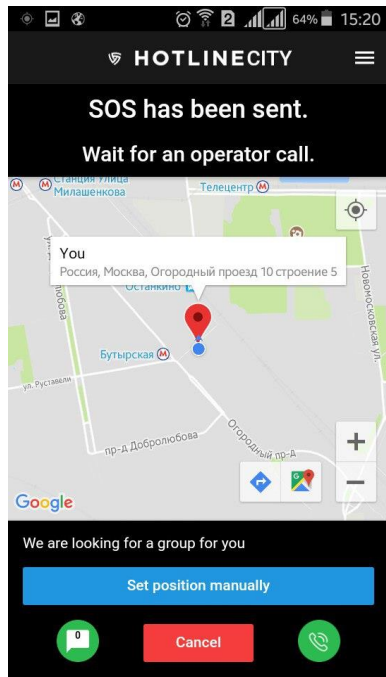
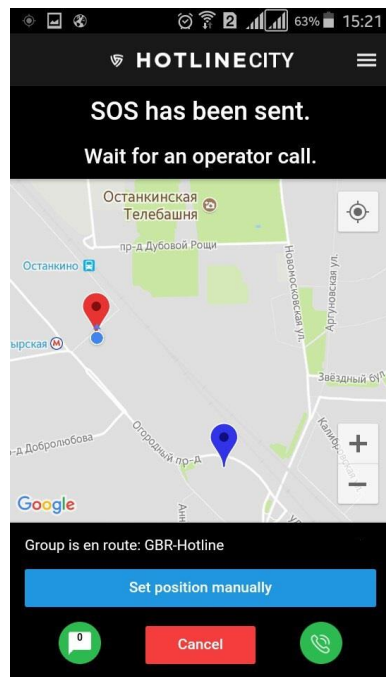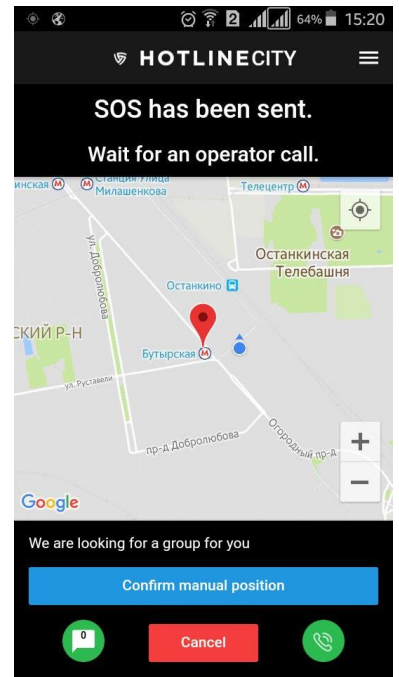Chat with the operator

Call the operator

Cancel a call

Scaling a card

Centering on the client's location

Correction of coordinates

To adjust the coordinates, it is necessary to click on the "Refine Coordinates" button, move the mark on the map to the desired location and click the "Confirm" button.


After the rapid response group is assigned by the operator, the team's location will also appear on the map as a blue label. At the bottom of the screen, the number and brand of the rapid response group car will be displayed. In some cases, the number and brand of the group car may not be displayed.

To cancel the alarm, click the "Cancel" button.

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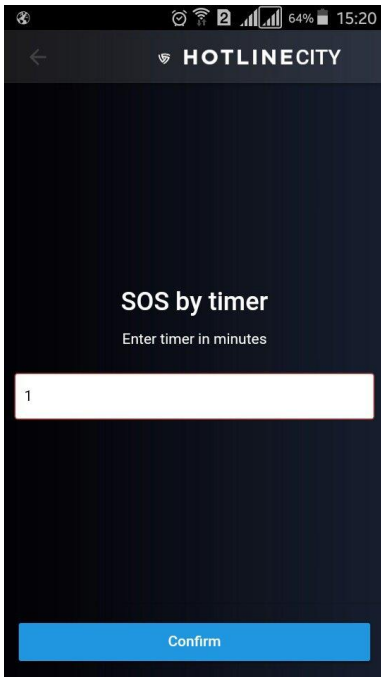
It is also possible to set the sending of the alarm signal with coordinates automatically after the specified time. To do this, go to the tab "Call Timer" in the main window, enter the value in minutes and press the "Confirm" button".

If the client is uncomfortable talking at the moment, a dialogue with the operator can be conducted through a chat with the operator. Correspondence is only displayed when the call is active (before closing).
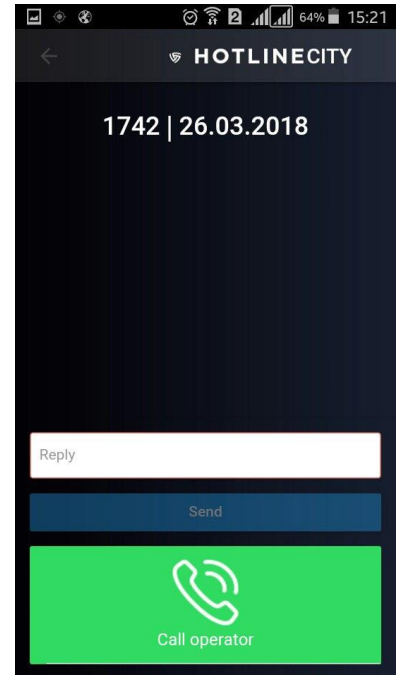
«Menu» button
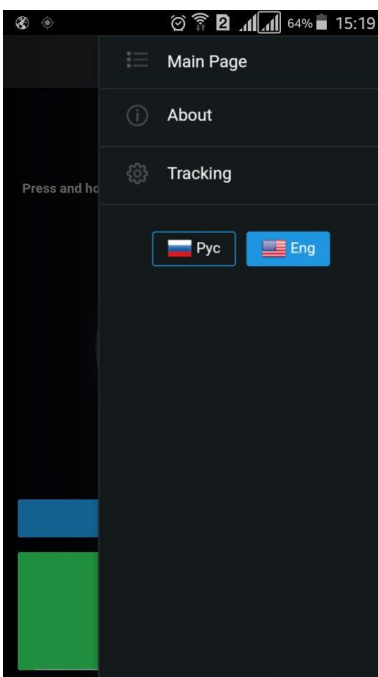
Tab «About»
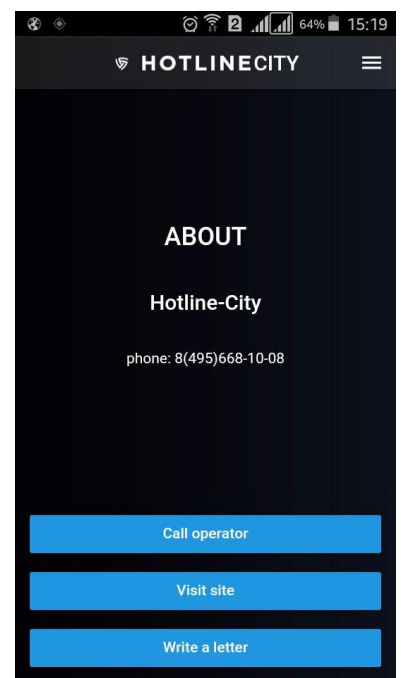
Menu contains a list of the following tabs**:**.

Main page- transfers the user to the main tab with the alarm button.
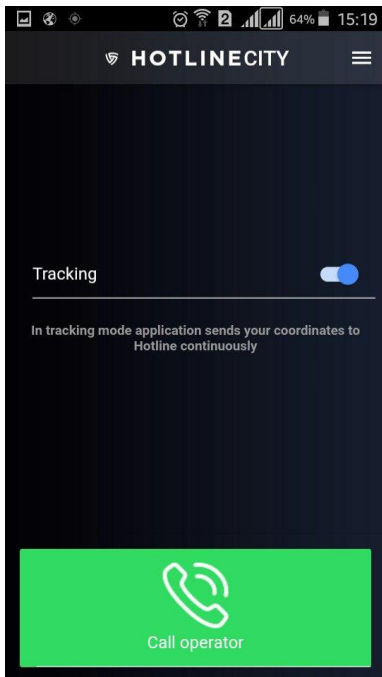
About

Tracker

Application language switch buttons

Tracker serves to permanently transfer your coordinates to the monitoring center of HOTLINE CITY.

Activate the tracker by moving the slider from left to right, deactivating the tracker by moving the slider from right to left. By default, the tracker is turned off.

The functionality of the tracker is recommended to be used with a connected external power source, due to increased power consumption.

Tracker is recommended to use to track the movement of vehicles if necessary. In this mode, the signal is sent to the contact center every 10 seconds. Simultaneously, the client can send an alarm by pressing the SOS button.

It is recommended to disable the tracker when you reach the destination.

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