GuardTrax Android Users Guide

Manual

1 — Last update: 2014/11/12

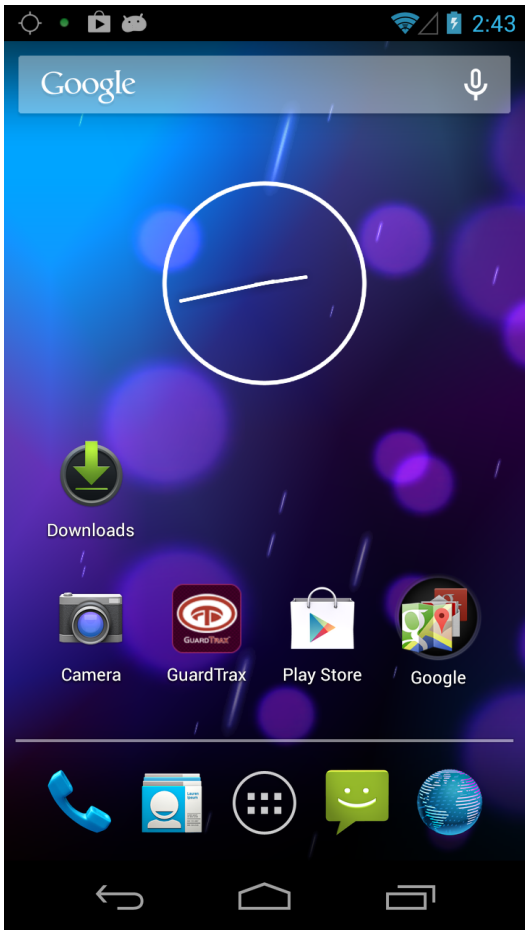
GuardTrax

Table of Contents

Introduction to Android **1**
System Requirements **2**
System Setup 3
Downloading and Installation (apk) **4**
Software Updates 5
Device Registration **7**
GuardTrax Application Features **8**
Main Screen 9
QR Tags 10
Scanning 11
Incident Codes 13
Reports 14
Activity Report 15
Incident Report 16
Calling/Panic 18
Voice Notes 20
Photo Capture 21
Videos 22
Troubleshooting GuardTrax Android **23**
App Locking Software 24

Introduction to Android

There are many articles and videos that give new users of Android basic and comprehensive tutorials on how to use the OS and devices.
Before using the GuardTrax app, a user should have some understanding of the following:



How to…

- Get system information – confirm system requirements
- Download .apk files
- Clean up previous downloads
- Navigate between apps

System Requirements —>

.

System Requirements

Operating system	Android 4.0 or higher
Processor	1Ghz CPU or higher recommended
GPS	On-board GPS enabled
Camera	Front or rear facing camera (min 5MP recommended)
Internet	3G cellular data and/or WiFi enabled

— Introduction to Android | System Setup —>

System Setup

Before the download and installation

a. Set up Wi-Fi
b. Install Barcode Scanner from the Play Store
c. Set up camera
d. Set up video
e. Set up contacts
f. Set up email client (Gmail)
g. Turn on GPS
h. Turn on Wi-Fi
i. Turn on sounds
j. Turn on rotation
k. Allow for Unknown sources (other than Play Store)

— System Requirements | Downloading and Installation (apk) —>

Downloading and Installation (apk)

Please make sure the device is fully charged before proceeding.

Installing apps on Android is relatively straightforward with the Android Market. You search for an app, select it and click install. However, there are often times when you may want to install a newly released app or an app that is not available in the Android Market. In these cases you will usually have to manually download and install an .apk file. An .apk file behaves in a similar manner to an ".exe" file on Windows, you need to copy it to your device and run it. Here is one way that you can manually install an application without going through the market.

Enable Unknown Sources

Before attempting a manual installation of apps using the .apk files, you must first allow your phone to install from "Unknown Sources" (i.e. non-Market apps).
To do this, navigate to Menu -> Settings -> Applications and check the box marked "Unknown Sources".

Step 1: Navigate to the apk on your devices web browser.(www.guardtrax.com)
Step 2: Copy .apk file to SD card
Step 3: Install .apk

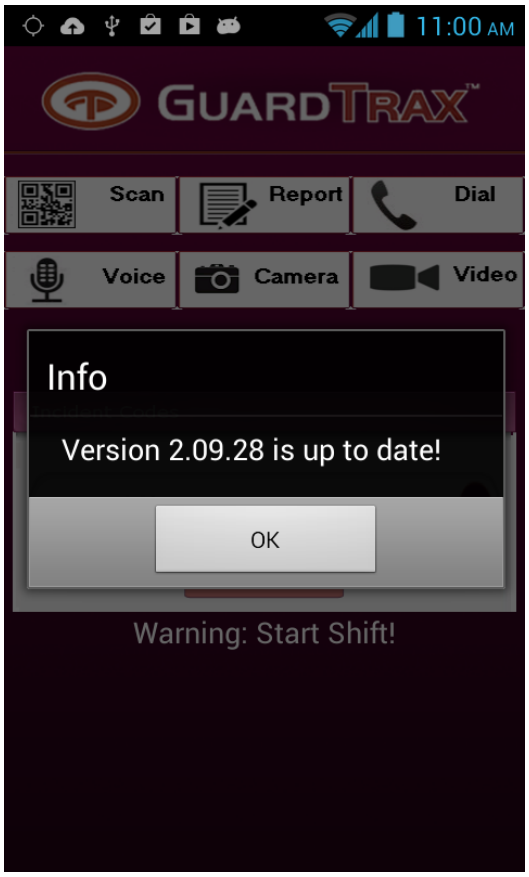
Your new app is now installed!

Please watch this video on downloading and installation of the GuardTrax app.

— System Setup | Software Updates —>

Software Updates

It is recommended to keep the GuardTrax app updated to the latest software version.
If there is an update to the GuardTrax application, you will receive a prompt to update when starting the application.
By clicking OK, the download of the update will start automatically.



To install the update:

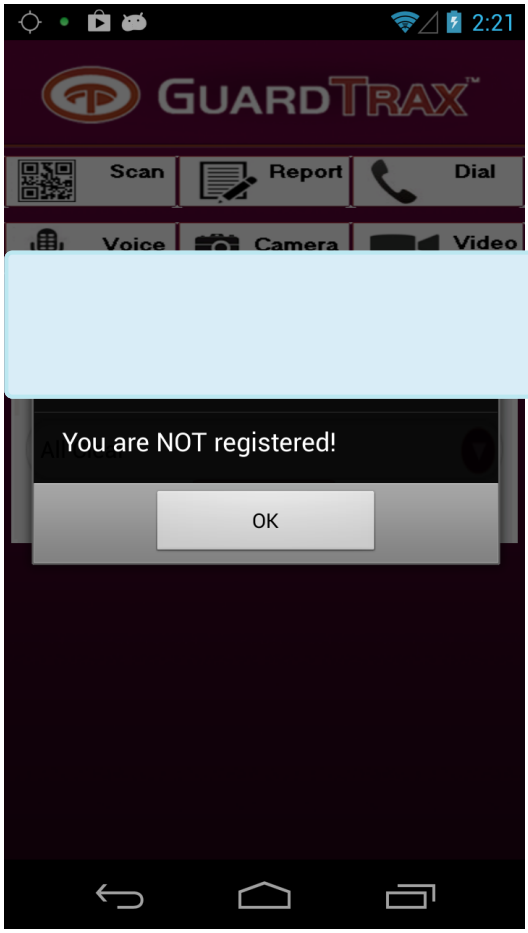
1. Find the .apk file on the Android device. (this can be found in the downloads folder)
2. Click the download
3. Click Install

There are multiple ways to access the .apk file when the download is complete.

— Downloading and Installation (apk) | Device Registration —>

Device Registration

You must sign in to www.guardtrax.com to view and manage your purchased licenses.



To register the GuardTrax Android app, you must start the application and scan the provided QR license. See Scanning. Once the device is registered, the user will be prompted to click back to return to the Home screen.

You must have an internet connection when registering your device.

— Software Updates | GuardTrax Application Features —>

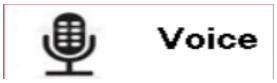
GuardTrax Application Features

Shown below are the primary buttons a user will use to navigate through the various functions of the GuardTrax application.

- **Scan button**

- **Report button**

- **Dial button**

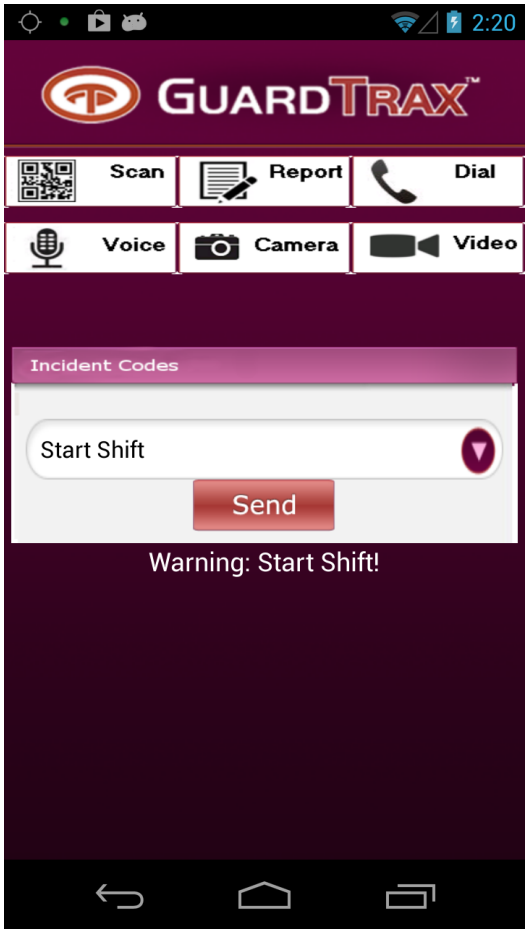
- **Voice button** 

- **Camera button**

- **Video button**

— Device Registration | Main Screen —>

Main Screen



This is the main screen.

Access to all other screens is from this screen. A warning label appears if a user has ended, or not yet started, a shift.
No data is sent if **Start Shift** has not been activated. All data transmission will cease after an end shift event.
The Incident Code Spinner allows selection of (and sending):

- Start / End shift events
- Incident code events
- Help (User Manual)
- About (pertinent app settings and device information)

Event data is sent to the web portal and displayed for tracking, reporting and data analytics.

The native Android back button exits the application and sends an event to the web portal to indicate an exit.

— GuardTrax Application Features | QR Tags —>

QR Tags

A QR tag is an individual code assigned to a system, usually by an administrator, for security or tracking purposes.
It is used to reference a point of interest or physical location which can supplement GPS if used indoors.
Once placed, a user can scan the QR tag to alert a supervisor or monitor that a particular area or piece of equipment has been checked or verified.

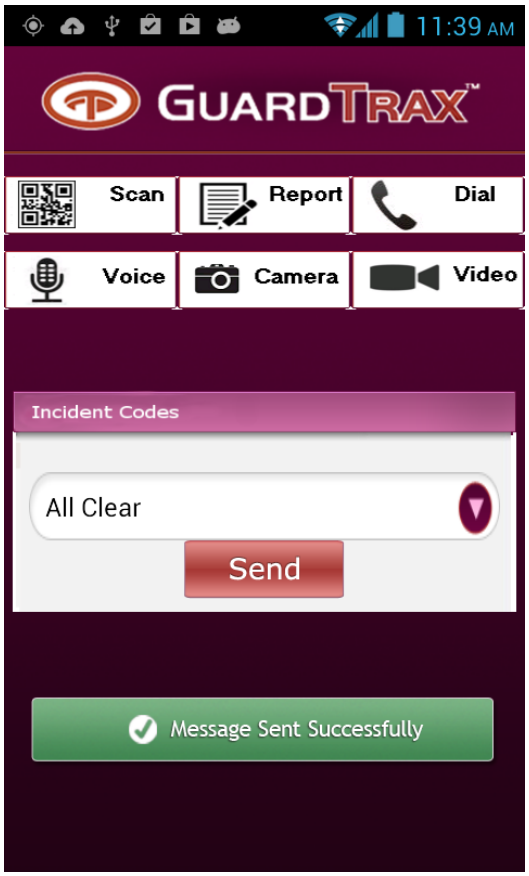
— Main Screen | Scanning —>

Scanning

From the scan screen a user can:

- Register the device via a license provided by GuardTrax. See Device Registration.
- Scan a QR tag

The Scan button, located on the Home screen, allows for scanning of a GuardTrax QR tag.
If a GuardTrax QR tag is scanned a “sent successful” message is displayed.



NFC

If you have an NFC capable device, you can use the legacy GuardTrax RFID tags with the Android app.
To scan, make sure NFC is enabled in the Android settings. Hover the Android device over the tag while the GuardTrax app is open.

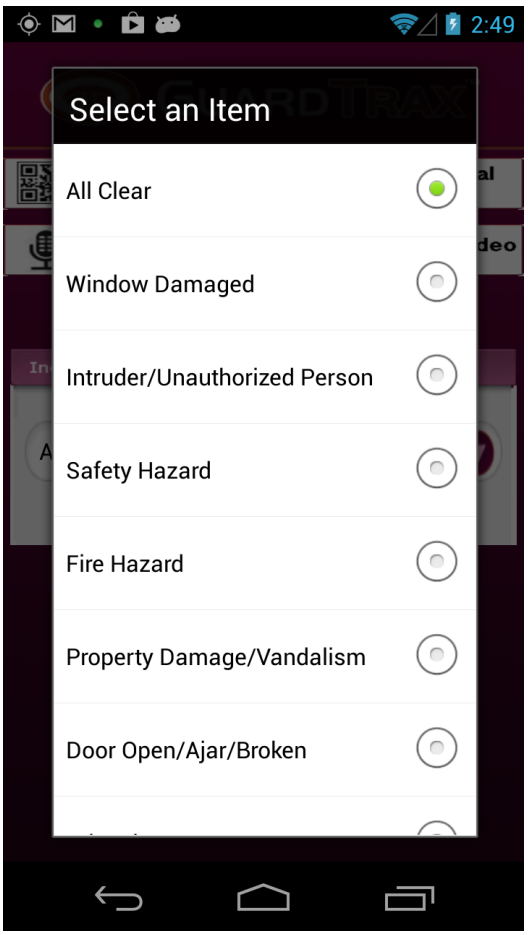
Do not press the “Scan” button to scan RFID tags

The back button returns to Home screen, per Android specified behavior requirements.

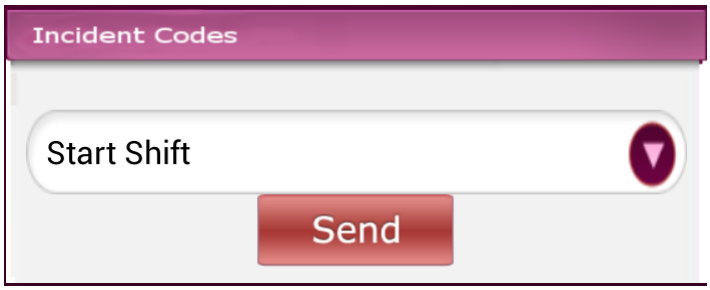
— QR Tags | Incident Codes —>

Incident Codes

Incident codes are a great way for an officer to quickly capture a witnessed event or incident and create a live data point for any supervisor or monitor to review.
A predefined list of incident codes are available via the Incident code screen on the Android device.
Selecting then sending the corresponding item will record the occurrence in the web portal.



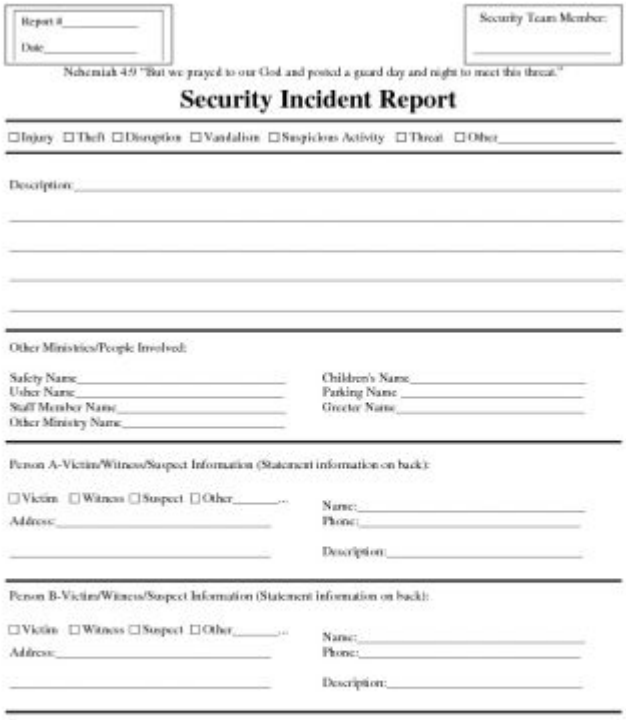
Incident Codes spinner



— Scanning | Reports —>

Reports

Example



Report #_____
Date_____

Security Team Member:
_____

Nehemiah 4:9 "But we prayed to our God and posted a guard day and night to meet this threat."

Security Incident Report

☐Injury ☐Theft ☐Disruption ☐Vandalism ☐Suspicious Activity ☐Threat ☐Other_____

Description:_____

Other Ministries/People Involved:

Safety Name:_____
Usher Name:_____
Staff Member Name:_____
Other Ministry Name:_____

Children's Name:_____
Parking Name:_____
Greeter Name:_____

Person A-Victim/Witness/Suspect Information (Statement information on back):

☐Victim ☐Witness ☐Suspect ☐Other_____
Address:_____

Name:_____
Phone:_____
Description:_____

Person B-Victim/Witness/Suspect Information (Statement information on back):

☐Victim ☐Witness ☐Suspect ☐Other_____
Address:_____

Name:_____
Phone:_____
Description:_____

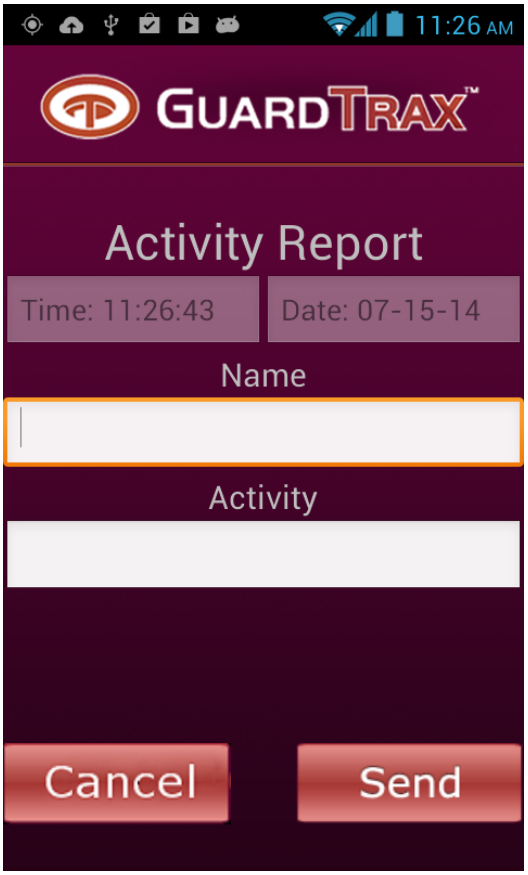
Reports can be created and shared by the GuardTrax Android application to anyone who has access to the GuardTrax web portal.

Report Types

Activity Report
Incident Report

— Incident Codes | Activity Report —>

Activity Report



The **Activity Report** screen has:

1. A Name field
2. An Activities field

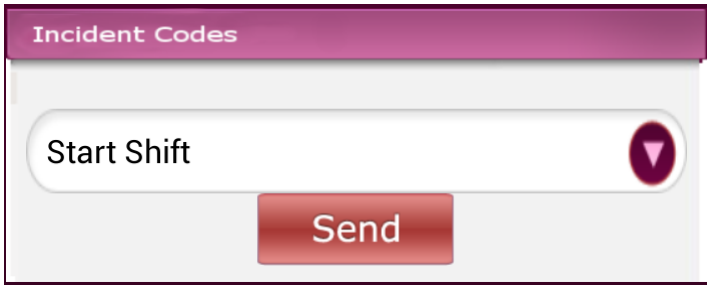
The “Activity” field is used to enter manual notes that may occur throughout the shift. e.g. Visitor on Property, Taking Lunch, etc.
All events captured throughout the shift are captured and stored from “Start Shift” until an “End Shift” is sent by the user.
Once sent, the report arrives at the web portal as a “report event” and is parsed into the notes section of the group that the device is assigned.
Report data is also sent to an ftp directory for creation of a detailed, formatted report.
This report can be automatically emailed to a predefined user or users.

Back button returns to Incident code screen, per Android specified behavior requirements.

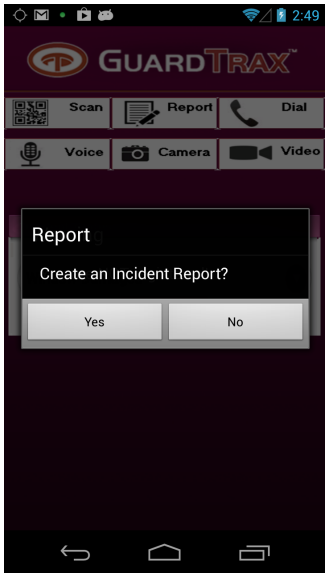
— Reports | Incident Report —>

Incident Report

To create an Incident Report, select the incident you wish to send from the drop-down menu.

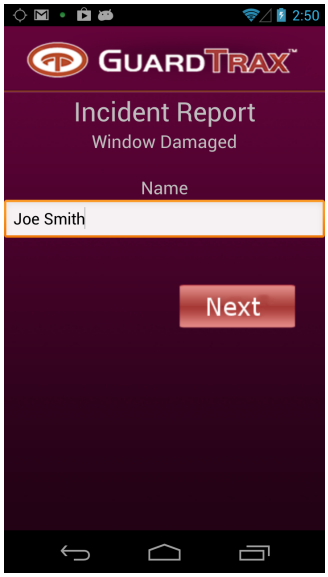


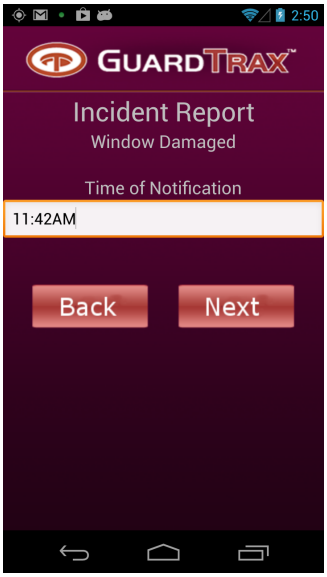
After sending the incident code you will be asked to create an incident report.

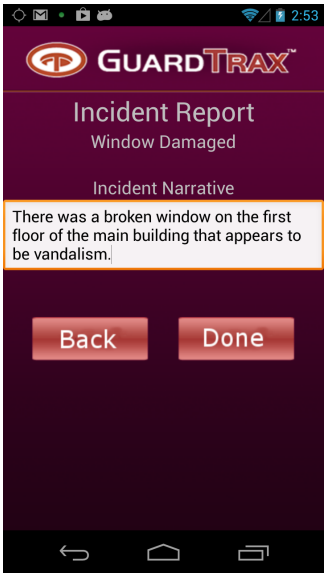


By clicking “No” the event will be sent without creating the report.

Clicking “Yes” will let the user fill in a series of editable fields, take or add a photo and add a signature to generate a PDF report that will be accessible via the web portal.



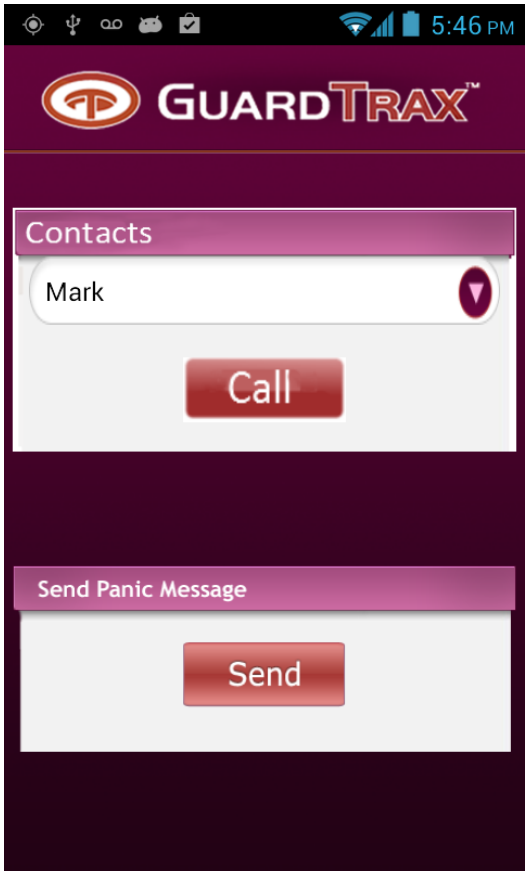




— Activity Report | Calling/Panic —>

Calling/Panic

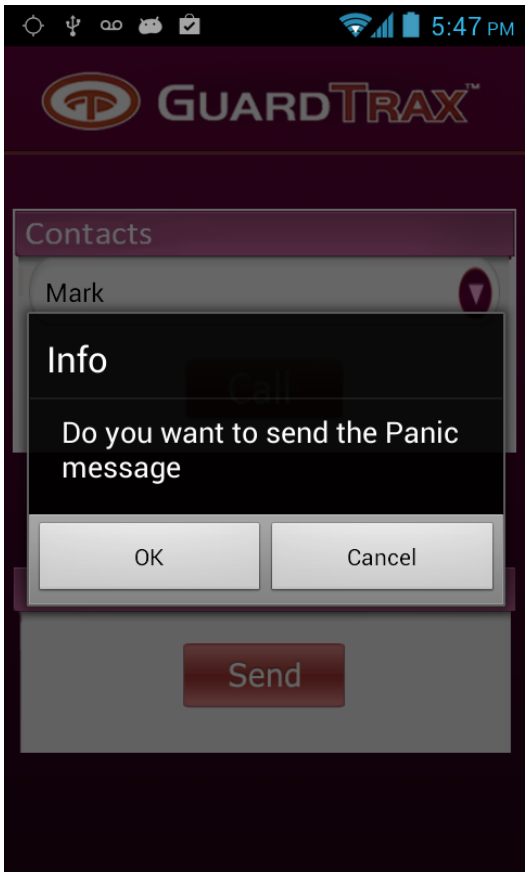
Pre-determined contacts can be setup over-the-air to allow the user to make phone calls.



The GuardTrax Android app allows dialing from contacts list.
The names of the contact (or phone number if no name is available) are displayed in the spinner.
The selected contact can be dialed by hitting **Call** button.
Numbers can be added or deleted from this list by either going to the native contacts app or Over-The-Air (useful if Android is “locked-down”)

Panic button

The Panic button dials a preset panic number (must be set OTA)
A panic event is sent to the web portal in addition to dialing the panic designee.



Back button returns to Incident code screen, per Android specified behavior requirements.

— Incident Report | Voice Notes —>

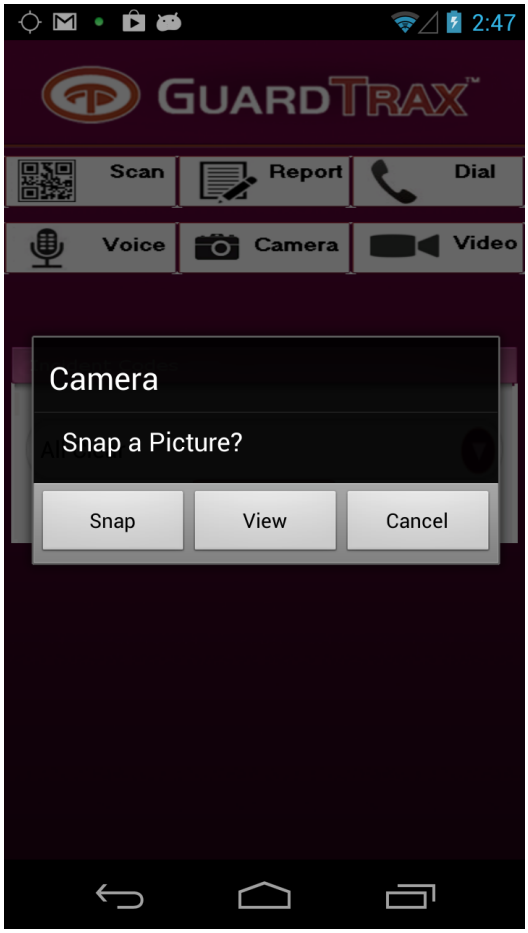
Voice Notes

Voice Notes

The **Voice** button runs the pre installed voice recording application.
After recording a **Voice Note**, it can be “tagged” and sent to a user or supervisor via email.
The **Voice Note** will also send an event to the Guardtrax server for processing and will trigger an alert on the GuardTrax web portal.

— Calling/Panic | Photo Capture —>

Photo Capture

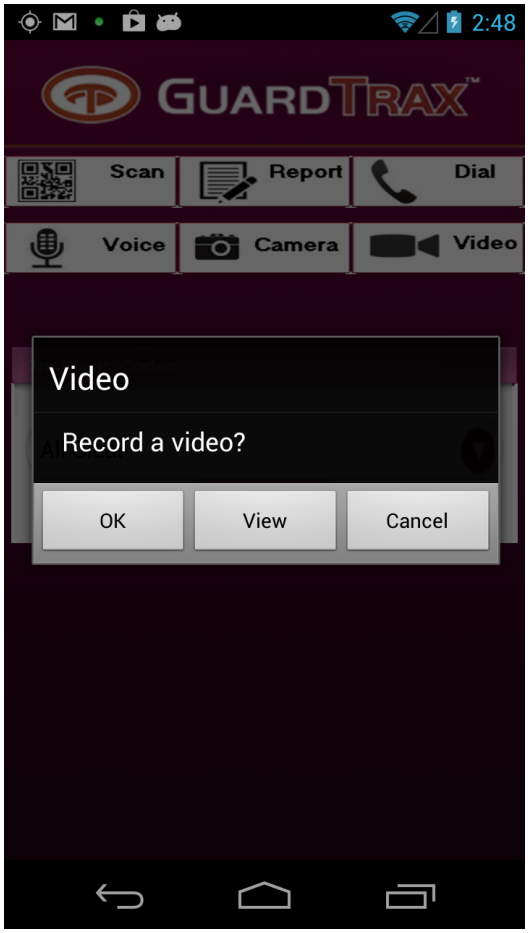


The **Photo** button runs the pre installed camera application. After capturing a **Photo**, it can be "tagged" and sent to a user or supervisor via email.
The **Photo** capture will also send an event to the Guardtrax server for processing and will trigger an alert on the GuardTrax web portal.

- All photos are then sent to any other android running the GuardTrax Android application and part of the same group as the photo originator. Note that the GuardTrax Android app "pulls" photos, so the arrival at all other android devices in the group is delayed until those android devices report in.
- Photos can be viewed via the preinstalled Gallery program

— Voice Notes | Videos —>

Videos



The **Video** button runs the pre installed video recording application.
After recording a **Video**, it can be “tagged” and sent to a user or supervisor via email.
The **Video** will also send an event to the Guardtrax server for processing and will trigger an alert on the GuardTrax web portal.

Videos can be viewed via the preinstalled Gallery program

— Photo Capture | Troubleshooting GuardTrax Android —>

Troubleshooting GuardTrax Android

Issue Description	Possible Causes	Suggested Fix
The app crashes	Too many open apps	Close unnecessary applications
No data on web portal	lack of cell/wi-fi service	Check with cellular provider/ connect to wi-fi hotspot
No tracking via web portal	Location settings turned off on device	Turn on GPS settings on the Android See Set up.
The app is asking me to update	Your are running an older version of the application	You need to update the application See Updates
I cannot install the application	Incompatible device HW/OS	Make sure you have the recommended hardware and OS version See System Requirements.
I cannot update the application	Incompatible versions	Uninstall any previous versions of the application > install new updated version
The app is running yet I do not see any data for my device	“Start Shift” button hasn’t been pressed	You need to “Start Shift’ to begin data transfer
The app randomly stops sending data	Some Androids have a low battery protection mode to conserve power, this will stop processes from running causing the device to stop sending data	Turn battery conservation mode off

— Videos | Introduction to Android

App Locking Software

There are quite a few Android locking apps available in the Android Market.
The purpose of these applications are to prevent or control the usage on an Android device.

Customers have the option to use app locking software of their own choosing however, GuardTrax takes no responsibility for any adverse impact this software has on the the device or the GuardTrax app. Customers are advised to thoroughly test app locking software on a limited basis and before a large scale deployment.