Instructions for iPhone eAlarmApp Connect 4.0

These instructions describe the commissioning (initial setup) and registration of the eAlarmApp Connect 4.0, which is compatible with the current iOS versions, and provide information about the available settings and their effects.
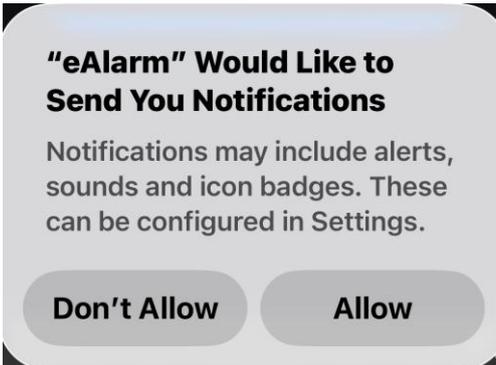
Inhaltsverzeichnis

1 Installing the app from the Apple App Store

Open Apple App Store Search for: **eAlarm connect 4.0** Click on **Install**	

2 Start the App after Installation

Initial situation: The eAlarmApp version Connect 4.0 has been successfully installed on the iPhone and is being launched for the first time.

General notifications When the app is started for the first time, a message appears informing you that the app would like to send notifications. Select **Allow**	**"eAlarm" Would Like to Send You Notifications** Notifications may include alerts, sounds and icon badges. These can be configured in Settings. Don't Allow Allow

Critical Alerts

When the app is started for the first time, a message appears informing you that the app would like to send critical alerts.
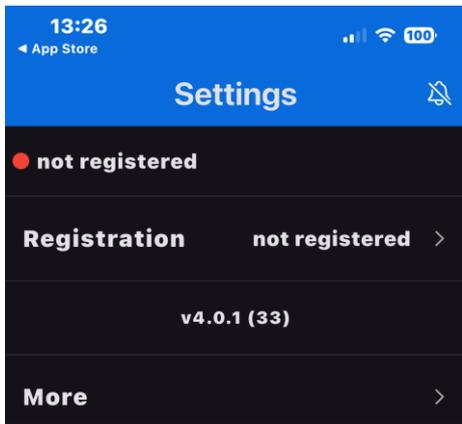
Select **Allow**

This setting allows the app to send notifications with sound even when the iPhone is set to silent mode.

For more information, see Apple's support page:

Use notifications on iPhone or iPad – Apple Support (CH)

### 3 Registering the eAlarmApp connect 4.0 with eAlarm emergency

The app's status light is still red, as the app has **not yet been registered** with eAlarm and therefore the app mode is still set to **"Inactive"**. The **red status light** appears when: • the app is **not registered**, or • the app is registered but currently in the "**Inactive**" status.	
First, you need to enter your mobile number, if it has not already been saved. Click on **"Registration"** and tap the field **"My number"** to open the input field. Now enter your mobile number. The following formats are accepted: • +41791234567 • 0791234567 Confirm the registration by selecting **"Start registration."**	
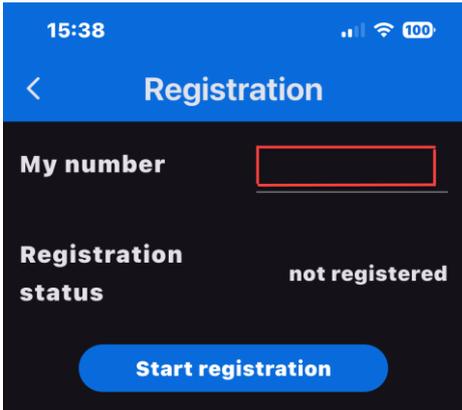
You can either enter the **received code** directly into the field (red arrow) or select the code in the app (marked in red). It will then be automatically transferred into the designated field, and the registration will be completed.
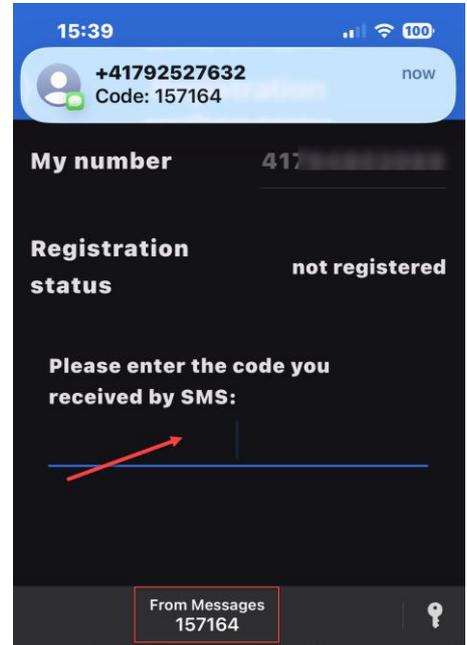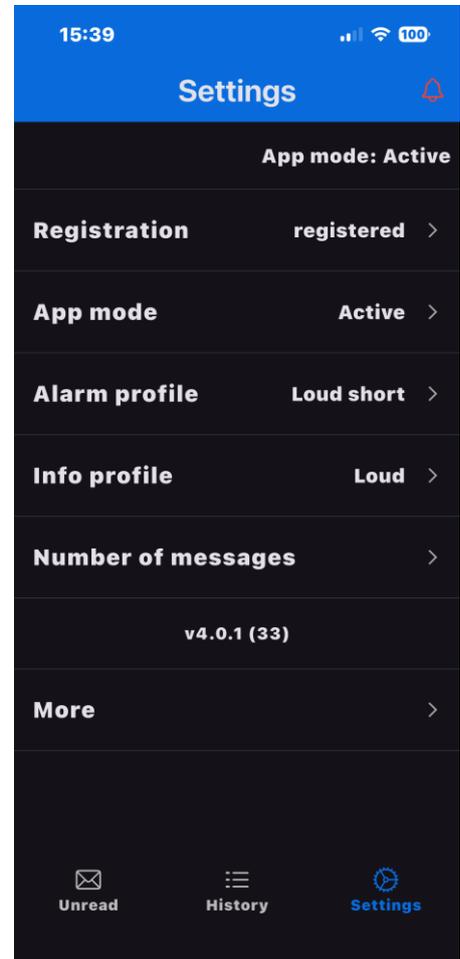
The eAlarmApp is now **successfully registered** with eAlarm emergency, and you are on the page where you can **adjust your settings**.

The message **"Not registered"** in the registration status has disappeared. The red status light is also no longer displayed. This means the app is **now registered, active, and ready to receive notifications.**

Default settings after registration
- App mode: **Active**
- Registration status**: Registered**
- App mode: **Active**
- Alarm profile: **Loud short**
- Info profile: **Loud**
- **Number of messages:**
  - Max. number of messages: **50**
  - Limited lifespan: **Not applied**

Settings for Critical Notifications
 	
The **bell icon** indicates the current setting that determines whether, and which, notifications may be sent to the app:
 	
🔔 Notifications allowed ✅
  Critical alerts enabled ✅
 	
🔔 Notifications allowed ✅
  Critical alerts disabled ❌
 	
🔕 Notifications disabled ❌
  Critical alerts disabled ❌
	15:39 📶 🛜 🔋100
	
	Settings ➞ 🔔

By selecting the **bell icon**, you are taken directly to the operating system settings, where notifications can be enabled or disabled.	**16:08** 📶 🛜 🔋99 ◀ eAlarm **‹** **eAlarm** **Allow Notifications** 🟢 **Always Deliver Immediately** ⚠️ **Critical Alerts** 🟢 Critical alerts appear on the Lock Screen and play a sound even if a Focus is on or iPhone is muted.

Removing the Registration The app's registration can also be removed. To do this, select **"Registration status"** and then **"Delete registration."**	
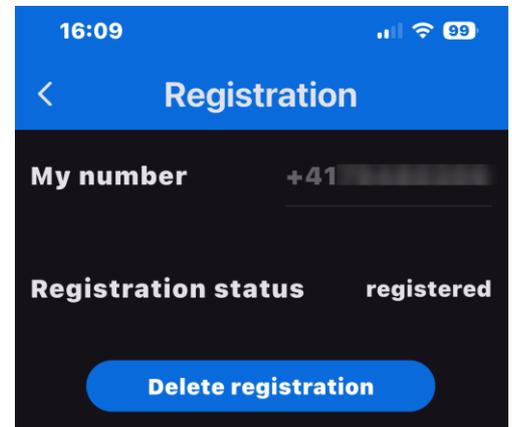
IMPORTANT: *Make sure that the app shows* ***"Not registered"*** *before you:*

- *uninstall the eAlarm App,*

- *remove your SIM card and intend to use it elsewhere, or*

- *switch off your iPhone and turn on another device using the same number (Multi SIM).*

*If you do not do this, eAlarm emergency will continue to assume the last set mode for your target number. As a result, you will either receive all messages with a **30-second delay** (fallback SMS in Active mode) or **no messages at all** (Inactive mode).*

4   Changing the App Mode

The eAlarm App distinguishes between two app modes:

Active **Push** **Notification**	In Active mode, the eAlarm App connects to eAlarm emergency. Alarm and information messages are primarily delivered to the app via an active data connection (mobile network or WLAN). If a data connection to the server exists at the time of an alarm or information message, the app is notified via Push Notification. You must then open the app manually; once opened, it will connect to the server and transfer the alarm and information messages. If there is no data connection to the server at the time of the alarm or information message, a fallback to SMS will occur after 30 seconds, depending on the settings selected in your eAlarm emergency account.
Inactive	In Inactive mode, the eAlarm App logs off from **eAlarm emergency**, and the participant is set to **"Absent."** This means the participant **cannot be alerted (not available)** in **eAlarm emergency**.

Important: *If the eAlarm App is closed via task management while in the Active status, alarm and information messages will still be delivered to the app, because Push Notifications will automatically reactivate it.*
If you do not want alarm or information messages to be sent *to the eAlarm App, you* **must manually set the app mode to Inactive**. *Instructions on how to set the app to Inactive mode are provided below.*

Setting the App Mode from Active to Inactive In the **Settings** menu, select **App Mode** and set it to **Inactive**.	
Set Reactivation Time Select a date for reactivation**.** Confirm with **"OK."**	
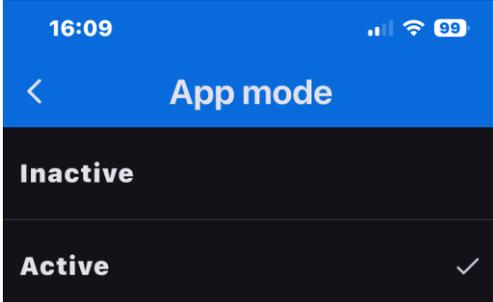
Select Time for Reactivation Choose a **time for reactivation**. Confirm with **"Done."**	**Cancel** **Done** 03 56 04 57 05 58 06 59 **07 00** 08 01 09 02 10 03 11 04
App Status Display In the **App Settings**, it is shown that the app is **"Inactive"**, and the **reactivation time** is displayed. In **App Mode**, **"Inactive"** is also shown.	16:11 **Settings** Inactive, Reactivation on 12.4. 07:00 **Registration** registered >\n **App mode** Inactive >
Set App Mode from Inactive to Active In the Menu **"Settings",** select **"App Mode"** and set it to **"Active."** The **App Mode** is now set to **"Active,"** and the view switches to the **Settings Overview** screen.	16:09 **< App mode** **Inactive** **Active** ✓
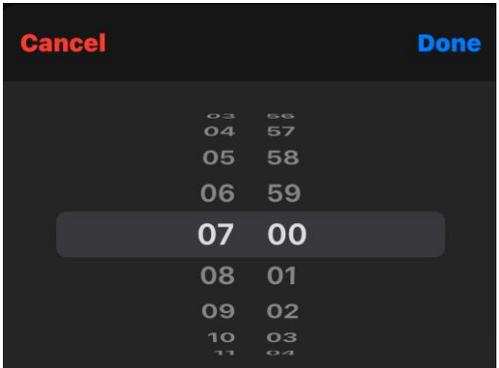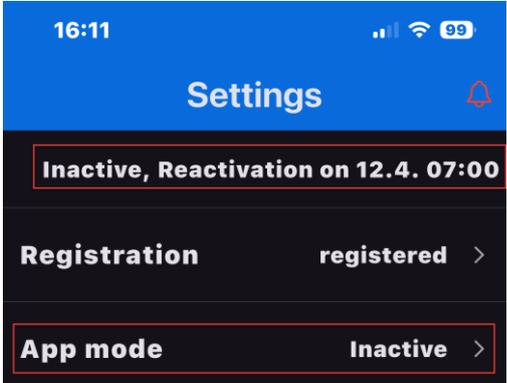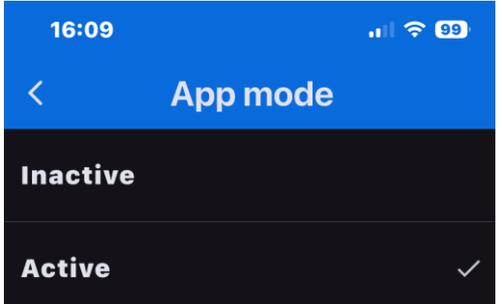
Log File in the Subscriber zone in eAlarm emergency

A **log file** is available in the **Subscriber zone**.
The following statuses are included in the log file:

- **Registration of App Deleted:**
  The app registration has been deleted.
- **Registration Code Requested:**
  A registration code has been requested.
- **AppON Active:**
  The eAlarmApp currently has an active TCP connection to the server.
- **AppON Active – Disconnected:**
  The eAlarmApp currently has no active TCP connection to the server.
- **Push Sent to Mobile Device:**
  A push notification has just been sent to the eAlarmApp, thereby activating the app.
  The app connects to the server and retrieves any available alarm or information messages.
- **Alarm Delivered:**
  The alarm has been delivered to the eAlarmApp.
- **Information Message Delivered:**
  The information message has been delivered to the eAlarmApp.
- **AppOFF:**
  The app mode is set to *Inactive* — in this status, no messages (alarms or information) are sent to the participant.
- **Active Profile: Active**
  Displays the currently active profile.

Subscriber zone

| General | Options | Alert medium | Absence | Groups | **Logs** |

data set:

Logfile eAlarmApp for number 41_____ (App version: 4000)

30.03.2026 12:01:10 - Alarm zugestellt
30.03.2026 11:55:59 - Push an Handy versendet
30.03.2026 11:40:10 - Push an Handy versendet
26.03.2026 13:16:56 - Active profile: active
26.03.2026 13:16:56 - AppOn
26.03.2026 13:16:52 - Registrierungscode angefordert
25.03.2026 08:50:21 - Registrierung von App gelöscht
25.03.2026 08:50:20 - Registrierung von App gelöscht
25.03.2026 08:46:57 - Neue Registrierung: Lösche altes Gerät.
25.03.2026 08:46:52 - Registrierungscode angefordert
25.03.2026 08:46:26 - Registrierungscode angefordert
19.03.2026 14:36:11 - Neue Registrierung: Lösche altes Gerät.
19.03.2026 14:36:09 - Registrierungscode angefordert
19.03.2026 10:46:40 - Push an Handy versendet
19.03.2026 10:46:40 - Alarm zugestellt
19.03.2026 10:46:33 - Neue Registrierung: Lösche altes Gerät.
19.03.2026 10:46:19 - Registrierungscode angefordert
19.03.2026 10:41:00 - Push an Handy versendet
19.03.2026 10:41:00 - Alarm zugestellt
19.03.2026 10:40:16 - Alarm zugestellt

5   Editing and Viewing eAlarmApp Messages

Filters in the eAlarmApp In the **eAlarmApp**, the following **filters** are available: • **All:** Displays **all messages** (both **alarms** and **information messages**). • **Alarms:** Displays **only alarm messages**. • **Info:** Displays **only information messages**.	 **18:29** **Unread** App mode: Active **All** · **Alarms** · **Info** **ALARM** **Alarme feu** Received: 30.03.26, 16:34
Navigation Menu In addition to the menu item "Settings", there are two further menu items: • Unread • History	**Unread** · **History** · **Settings**
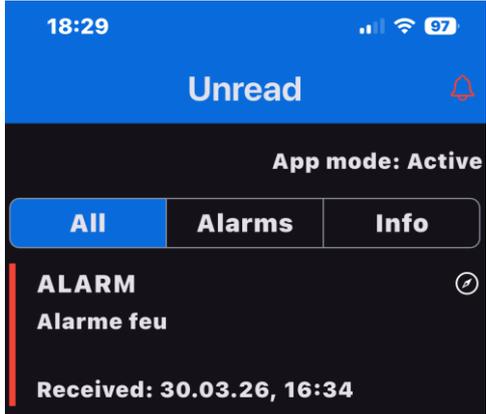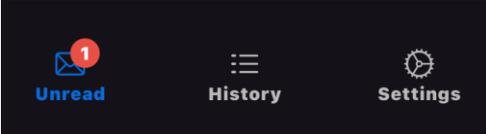
Unread	New messages, alarms, and information are stored under this menu item. Using the Alarms or Info tabs, the messages can be displayed selectively according to their respective type.
History	When an alarm or information message is processed (accepted or declined), it is moved to the corresponding tab under History.

IMPORTANT: If the eAlarmApp is deleted, all messages will also be deleted and cannot be recovered.

Apple Critical Alerts (Critical Warning Notifications)
Apple Critical Alerts are special system notifications in iOS, iPadOS and watchOS designed for time-critical and safety-relevant events. They are deliberately distinguished from normal notifications to ensure that important alerts reach the user immediately.

Characteristics
- **Bypass Silent Mode:** Critical Alerts are displayed and played audibly even when:
  • the device is set to silent
  • Do Not Disturb or Focus mode is enabled
- **Audible Alert Signal:** A clearly audible alarm tone is played.
- **High Priority:** The notification appears immediately on the screen and overlays other content.
- **Limited Use:** Only apps approved by Apple are permitted to send Critical Alerts.

Purpose
1. Critical Alerts serve to provide immediate information in cases of danger or urgent need for action, for example:
   • medical emergencies
   • safety-related system conditions
   • environmental or hazard warnings

User control
- Users can enable or disable Critical Alerts **per app**.
- The setting is available in the system settings under **Notifications** for the respective app.
- Even when Critical Alerts are enabled, normal **notification controls** (banner, lock screen, notification centre) remain in place.

Restrictions
- Critical Alerts **must not be used for general information or marketing purposes**.
- Misuse will result in the withdrawal of authorisation by Apple.
- The feature is only available on supported Apple devices and operating system versions.
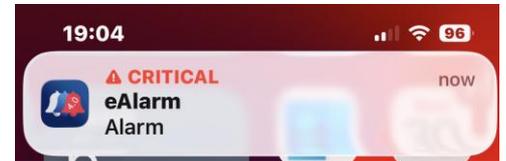
Unread Messages (Badge)

Unread and unacknowledged messages are displayed on the home screen with a badge (1).

Within the app itself, unread messages are also marked with badges so that they can be easily recognised.

When the eAlarmApp is opened, unread messages are automatically displayed to the user.

Menu "Unread"

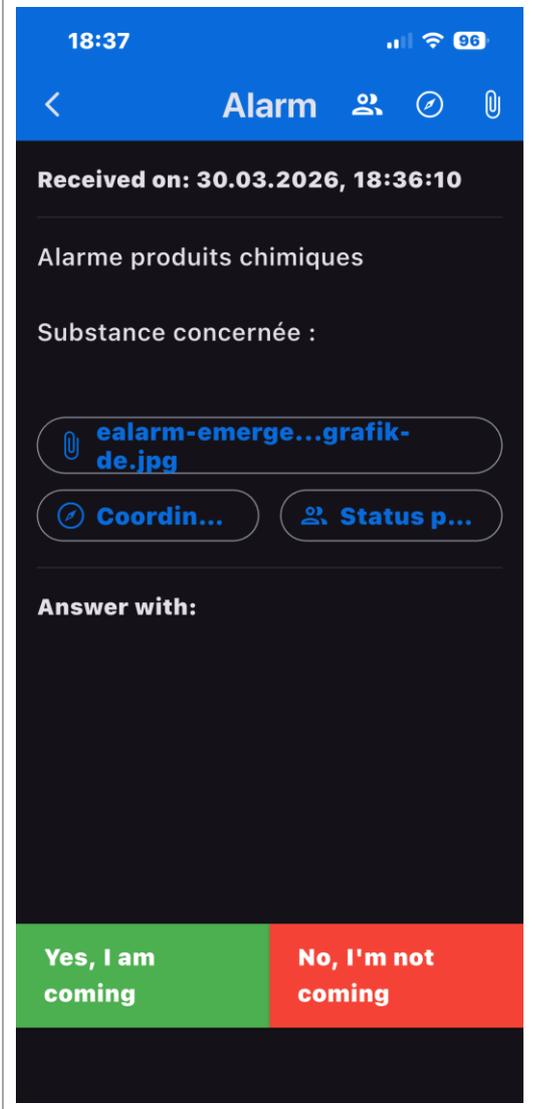The alarm notification is stored in the **Unread menu** item and can be managed directly from there.
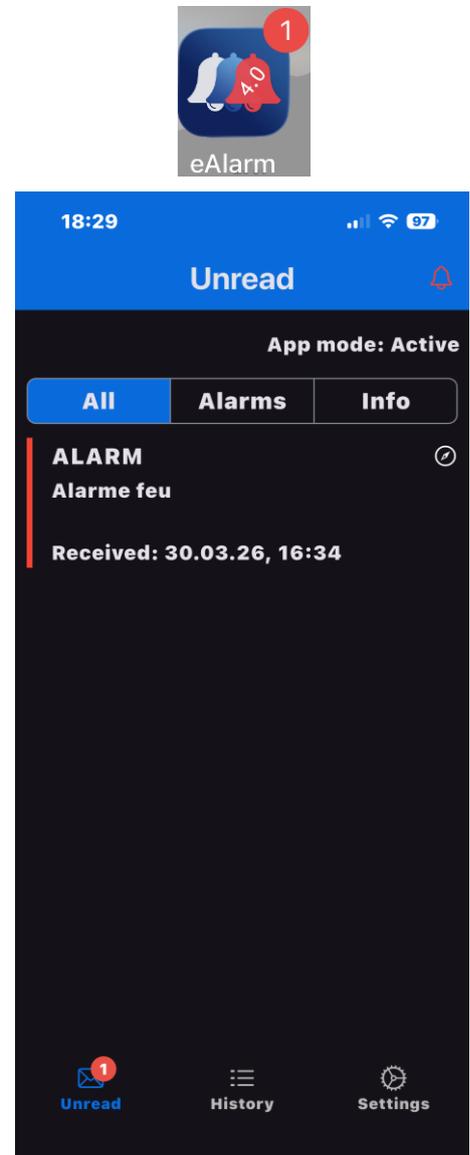
Displaying and Acknowledging the Alarm Notification

When the app is opened, the new alarm notification is displayed immediately.

This notification can be acknowledged.
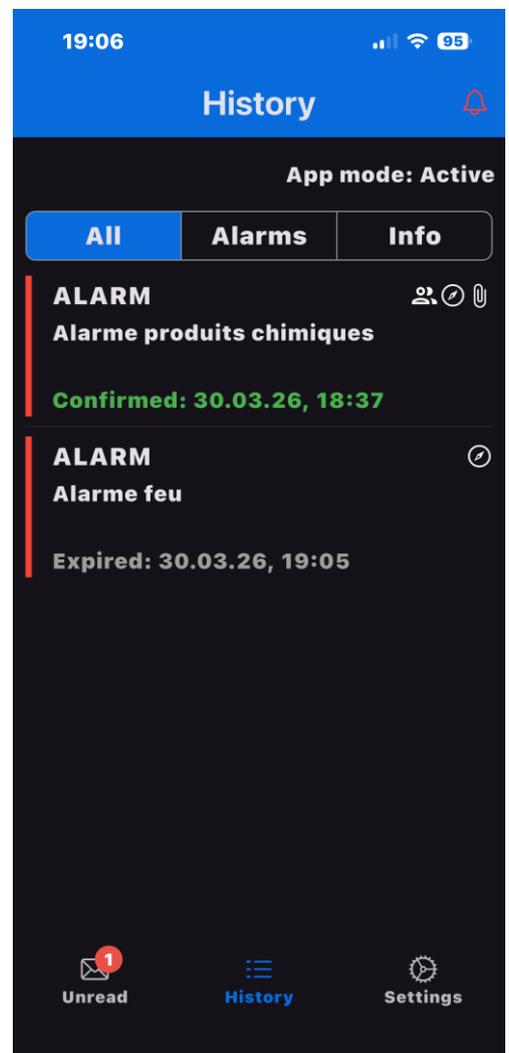
Acknowledge Alarm Notification

Example options: "Yes, I'm coming" or "No, I'm not coming".

After acknowledgement, the alarm notification is moved to the **History** menu.

In the **History** menu, depending on the settings, between **10 and a maximum of 50 notifications** can be stored – following the first in, first out principle.
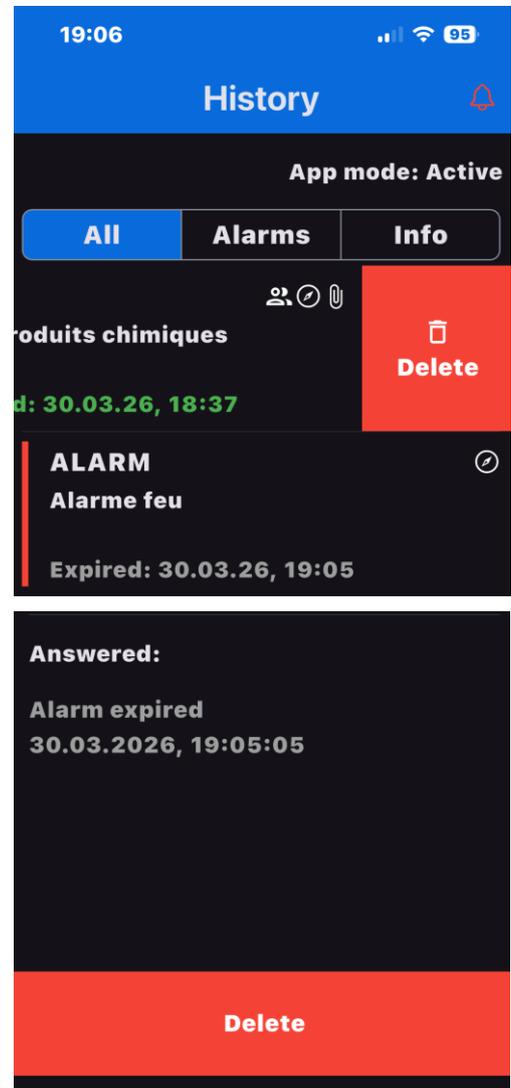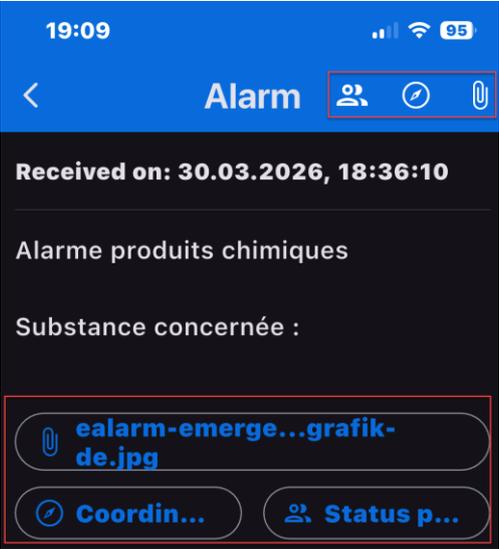
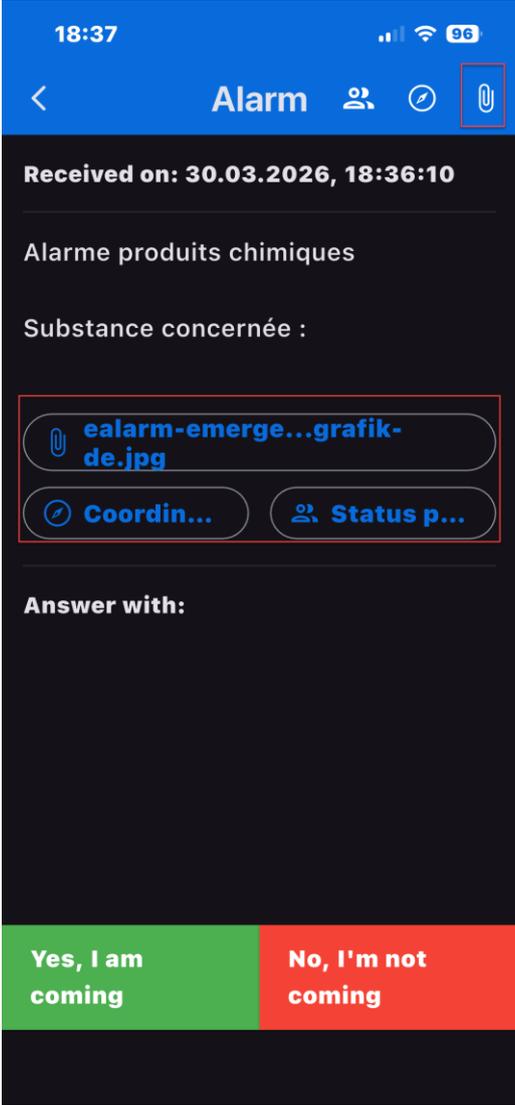This value can be adjusted under **Settings**.

Deleting Messages
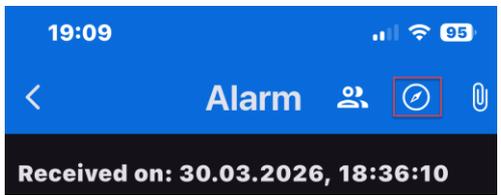
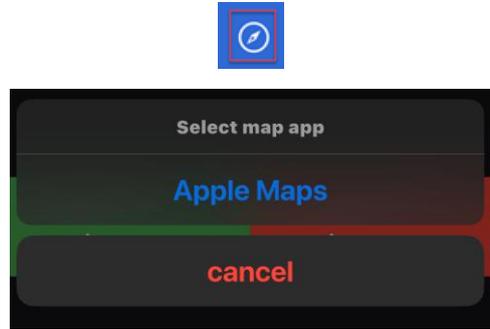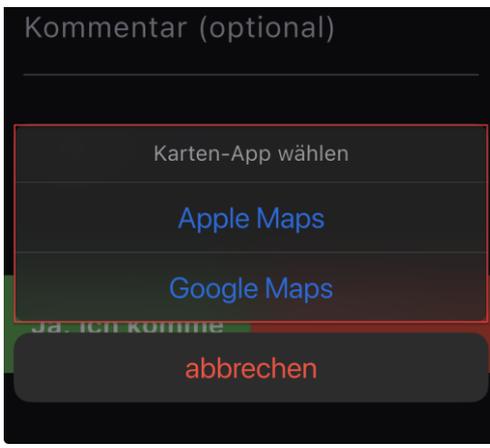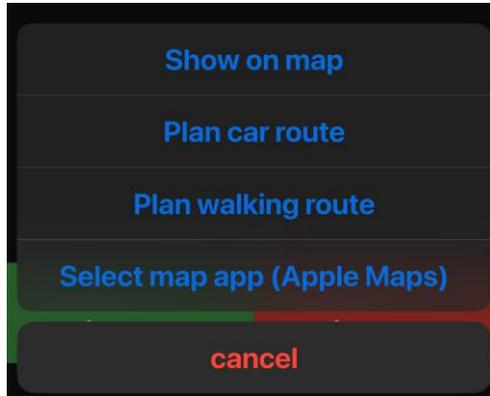Messages can be deleted in the History menu. There are two ways to do this:

1. Swipe from right to left in the message overview.

2. Open the message – a delete button appears at the bottom of the screen.

Automatic Deletion of Messages
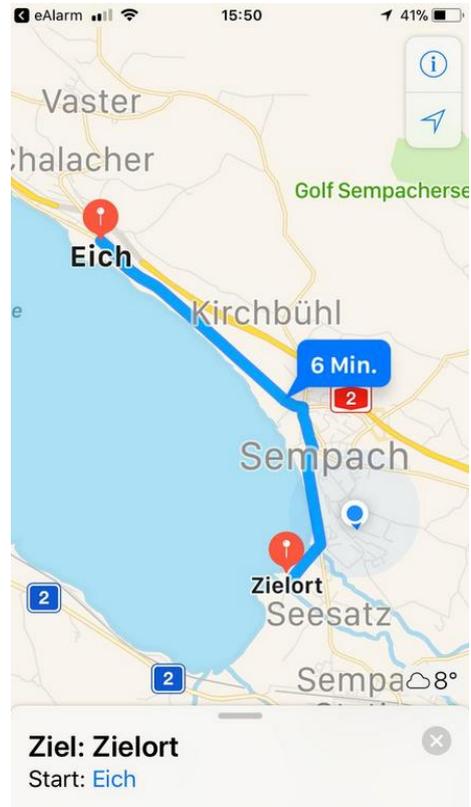
After installing the app, the default setting is:

Maximum number of messages = 50

This value can be adjusted under **Settings** (minimum 10 and maximum 50).

You can also configure **the lifetime of a message** under **Settings**:

The lifetime can be set between a minimum of 10 hours and a maximum of 72 hours.
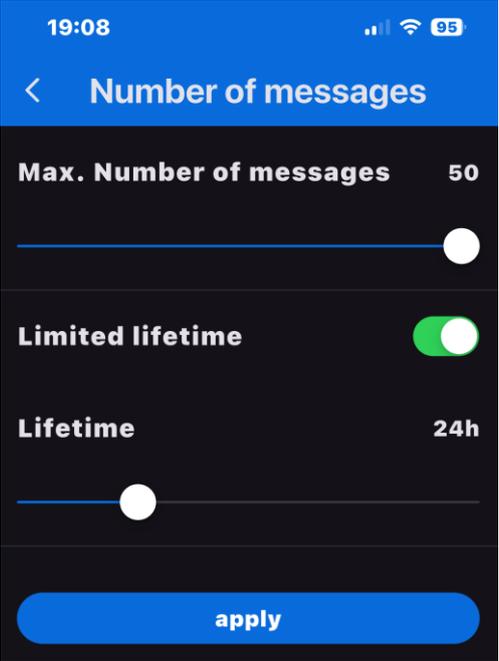
Overview of available Icons

The icons are displayed in the top right corner of the app:

⊘ Coordinates

📎 Attachments

👥 Status page

Additionally, below the message text (highlighted in red), you can also select **Coordinates**, **Attachments**, or the **Status page** for quick access.
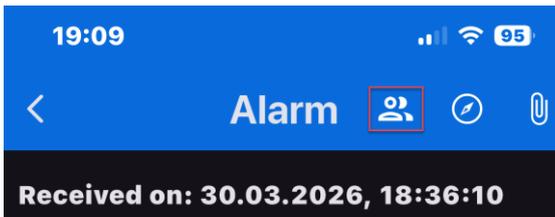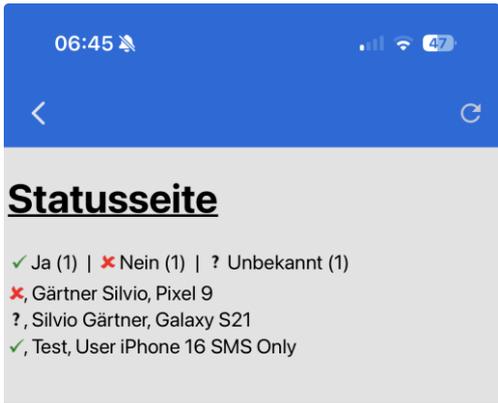
Paperclip Icon Alerts may include attachments. The following file formats are supported: Documents: PDF, DOCX, XLSX, PPTX Images: JPG, GIF, PNG	 **18:37** **Alarm** Received on: 30.03.2026, 18:36:10 Alarme produits chimiques Substance concernée : ealarm-emerge...grafik-de.jpg Coordin... Status p... **Answer with:** **Yes, I am coming** **No, I'm not coming**
Viewing Attachments (Paperclip Icon) Select the paperclip icon to display the attachment. By selecting the attachment, the document or image will open. **To close the attachment:** Tap the back arrow (highlighted in red). The attachment will be closed.	**19:09** ealarm-emergency-grafik-de.jpg

Select the **compass icon** to display the coordinates. An alert that includes **coordinates** is indicated by the **compass icon**. *The coordinates are sent as an attachment together with the alert.* *The coordinates' function is available only for alert messages, **not for info messages.***	
Open Map Display After selecting the compass icon, you will be prompted to choose your preferred map display. This allows you to view the transmitted coordinates directly on a map, assisting in quick orientation and navigation.	
Select Map App You can choose between the installed map applications on your device. In this example, Google Maps and Apple Maps are available. The selected map app determines which application opens when viewing coordinates. You can change this setting at any time in the app preferences or directly during map selection.	
Also, you can choose **how the coordinates are displayed on the map**: **Point display:** The coordinates are shown as a **single point** on the map. **Route display:** You can choose to display either a **driving route** or a **walking route** from your current location to the coordinate destination. You can **switch between these display options** at any time in the app settings or during map navigation.	

Display example after selecting **"Plan driving route."**	

6 Optional Functionalities

Status Page for Active Participants

Note:
The Status Page feature can be activated in consultation with the Sales department.
<BO-Key: Send Status Page Info>

The Status Page for active participants provides the user with an overview showing which participants have received and acknowledged the alarm.

If a Status Page is available for an alarm, the participant can recognise this by the following symbol:

Status Page View
An overview of all participants is shown with their respective statuses:

Ja (1) | Nein (1) | Unbekannt (1)

Legend:

✔ - Participant has acknowledged with **Yes**.

✘ - Participant has acknowledged with **No**.

? - Participant has **not acknowledged** or **was not reached**.

When an alarm is **closed**, the Status Page remains available to the participant **for 60 minutes**.
After this period, the user will be notified that the alarm has been closed for more than 60 minutes, and that no further information is available.

7   Information Dispatch (= Info SMS)

The processing of **Info SMS messages** is identical to the handling procedure described for alarm messages.

Just like an alarm, an Info message (Info SMS) can include attachments sent via the eAlarm App (e.g. search photos).

The same file formats are supported as for alarm notifications:

- PDF
- DOCX, XLSX, PPTX
- JPG, GIF, PNG

As with alarm notifications, attachments are indicated by a paperclip icon.

Difference from alarm messages: For information messages, the **transmission of coordinate attachments is not supported.**

General Notes
- All messages stored in the folders are encrypted.

8   Ports Used for Apple

To ensure proper communication between Apple services and the app (Push), and also between the app and the eAlarm system, the following ports must be open for connectivity:

- TCP Port 5223: Communication with APNs (Apple Push Notification service)

- TCP Port 2195: Transmission of notifications to APNs

- TCP Port 2196: APNs feedback service

- TCP Port 443: For device activation and fallback communication (especially on Wi-Fi), when devices cannot connect via port 5223

- TCP Ports 10100–10119: For communication between the app and the eAlarm server