



# USER MANUAL

Cell Phone Panic Button and Tracking System





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## Introduction to Home911

Home911 is an emergency SMS PANIC button and tracking system which enables you and your family members to instantly notify, your neighbours, friends and family that you are in urgent need of assistance at the touch of a button.

- **Home911 works on any cell phone with a speed dial function**
- **Works on all cell phone networks**
- **Alerts 10 people within seconds**
- **Can be linked to security control room**
- **Ideal for your family**
- **Your business**
- **Your community**
- **The frail & elderly**

### How Does Home911 Work

In an emergency, a HOME911 MEMBER presses the speed dial button on his/her cellphone. A call is then made to the HOME911 Data Centre.

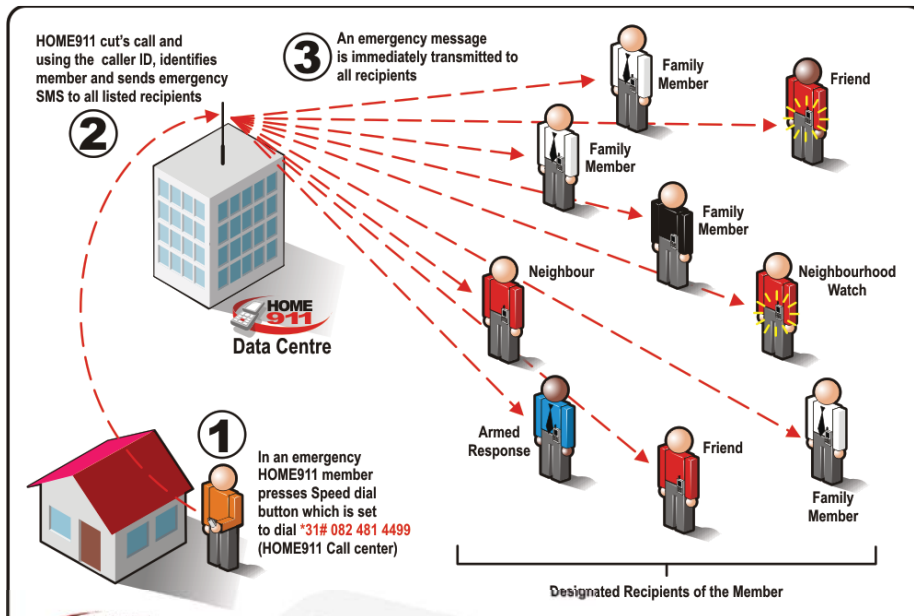
The call rings once, then is disconnected (no charge) and HOME911 then immediately alerts (via SMS) all the member's ALERT RECIPIENTS simultaneously that he/she needs urgent help.

HOME911 logs, confirms and records all SMS deliveries.

*With HOME911, thousands of subscribers across South Africa "have the peace of mind that, at a touch of a button," they can contact up to 10 people for assistance 24 hours a day, 365 days a year.*



## Schematic Diagram



## Home911 Members Explained

### Who is the Main Member?

Main Member would normally be the head of the household.

### Who are the Household Members?

Household Members can be i.e.

- Mom / Children / Gran / Gran Dad / Maid, anyone living on the same property as the MAIN MEMEBER.



## Who are the Alert Recipients?

Alert Recipients can be i.e.

- Main Member / Household Members / Neighbours / Friends / Family / Neighbourhood Watch, anyone who you would like to alert, when you (MAIN MEMBER) or any other HOUSEHOLD MEMBER on your property encounters an emergency situation.

## Getting Started

### Setting up Home911 for the first time

#### Step 1:

The Main Member will receive a notification SMS from Home911 confirming that they have been activated on the Home911 system.

#### Step 2:

As the Main Member, you must now add the Household Members to your profile as follows: SMS the following to 082 481 4499

*Mem Name Number Name Number Number (maximum 10)*

#### SMS Example

Mem Gwen 0821234567  
James 0761875555  
Craig 0712341234

#### Step 3: **Important:** This step to be setup on all cell phones.....

Setup the Speed Dial function to dial \*31#0824814499.

**Note:** To use the speed dial function on your cell phone, the networks require that you have available airtime on your phone, even though the *Panic Call* is not charged to you. Alternatively, should you not always have airtime, you can program a speed dial button to send a Please Call Me to our data Centre.

### Please Call Me - Speed dial Settings

Vodacom Users - Set your Please Call Me to dial \*140\*0824814499#

MTN Users - Set your Please Call Me to dial \*121\*0824814499#

Cell C Users - Set your Please Call Me to dial \*111\*0824814499#

Virgin Users - Set your Please Call Me to dial \*125\*0824814499#



**Step 4:**

Add your Alert Recipients to your profile as shown below:

SMS the following to 082 481 4499:

*Add Number Number Number Number  
Number Number Number Number*

A maximum of 10 Alert Recipients can be added

**SMS Example**

**Add** 0821234567 08211334567  
0823335678 0761231234

**Step 5:**

Test the system:





## Managing Main Member's Profile

**Note:** All text to be entered into your cellphone is indicated below in *italics*. SMS messages are not case sensitive. All setup SMS's are charged at normal cellphone rates

!!! IMPORTANT !!!

Managing your profile can only be done from the MAIN MEMBERS cellphone number.

### Managing Household Members

#### Adding Household member's cellphone number to your profile

SMS the following to 082 481 4499:  
*Mem Name Number Name Number Name Number*  
(maximum 10)

#### SMS Example

**Mem** Gwen 0821234567  
James 0761875555  
Craig 0712341234

#### Delete a Selected Household Member From List

Delete a selected HOUSEHOLD MEMBER/S cellphone numbers from your profile

SMS the following to 082 481 4499 :  
*Dmem Number Number Number*

#### SMS Example

**Dmem** 0821234567  
0761875555 0712341234

#### Delete all HOUSEHOLD MEMBER'S cellphone number from your profile

SMS the following to 082 481 4499 :  
*Dmem all*

#### SMS Example

**Dmem all**



### List all Household Members on your profile

SMS the following to 082 481 4499:

*Qm*

#### SMS Example

*Qm*

## Managing Alert Recipients

### Adding new Alert Recipients to your profile

SMS the following to 082 481 4499:

*Add* Number Number Number Number Number  
Number Number Number

#### SMS Example

*Add* 0821234567 08211334567  
0823335678 0761231234

### Delete a single Alert Recipient from your profile

SMS the following to 082 481 4499:

*Del* Number

#### SMS Example

*Del* 0821234567

### Delete all Alert Recipients from your profile

SMS the following to 082 481 4499:

*Del all*

#### SMS Example

*Del all*

### List all Alert recipients

To receive a list of all Alert recipients on your profile

SMS the following to 082 481 4499 :

*Qr*

#### SMS Example

*Qr*



## Demonstration

### How to demonstrate the Home 911 System



If you would like to show friends or family how Home911 works, you can give them a demo.

This will over-ride your profile for one panic alarm, then automatically revert back to your existing profile immediately after you have demonstrated a "panic"

Note: If you forget to do the demo, it will revert back to your old profile after one hour.

SMS the following to 082 481 4499:

*Demo*





## Introduction to 911Track

### How 911Track Works

911TRACK, is a personal cellphone tracking system which allows you to track household members, only with their approval.

The 911TRACK SMS tracking system uses GPRS technology and works on MTN and Vodacom networks only.

## Activating 911Track

### Setting Up Yourself as a "Tracker"

SMS the following to 36434

*911track*

Cost: R5.00

You will receive an sms requesting your name and surname...REPLY with:

*Name,Surname*

Cost: R5.00

Note: comma must be used

#### SMS Example

*911track*

#### SMS Example

*John,Smith*



### Adding the People You Wish to Track

SMS the following to 36434

*Add,Name,Surname,Cellnumber*

Note: Each member you wish to track must be added individually in the same fashion as above.

The member you have just added will receive an SMS, and must reply "yes"

Cost: R5.00 once off to you, they won't be charged

#### SMS Example

*Add,name.surname,number*

#### SMS Example

*yes*

## Tracking

### Tracking a Member

You can now track these members by SMSing the following to 36434

*track08xxxxxxxx*

Cost: R5.00 once off

Once you have tracked a member you can then reply with *info*, and you will receive an SMS indicating the closest Police Station and Hospital to where they are situated.

#### SMS Example

*track0821237777*

## Tracker Cost Breakdown

### Breakdown of Tracking Costs Charged by MTN and Vodacom

To register as a tracker (a person that can track people with their permission):  
R5.00 once off x2



To register a contact/family member that may need tracking in the future:  
R5.00 once off

To actually track a member (R5 once off)

There are no additional monthly costs.

We have created a database of Police stations and hospitals...so when you track someone and you get an sms back saying they are in a specific location...or wherever...you can reply with the word "info" and you will receive an sms with the closest Police station and hospital to the person you are tracking.(R5)





## Summary of SMS Commands - Home911

### Managing Household Members

#### Adding a Household Member to your profile

SMS the following to 082 481 4499:

*Mem Name Number Name Number*  
(maximum 10)

#### Delete a selected Household Member/s from your profile

SMS the following to 082 481 4499 :

*Dmem Number Number Number*

#### Delete all Household Member's from your profile

SMS the following to 082 481 4499 :

*Dmem all*

#### List all Household Members on your profile

SMS the following to 082 481 4499:

*Qm*

### Managing Alert Recipients

#### Adding Alert Recipient to your profile

SMS the following to 082 481 4499:

*Add Number Number Number Number Number Number Number Number*

#### Delete a selected Alert Recipient/s from your profile

SMS the following to 082 481 4499:

*Del Number*

#### Delete all Alert Recipients from your profile

SMS the following to 082 481 4499:

*Del all*



#### List All Alert recipients on your profile

SMS the following to 082 481 4499 :

*Qr*

#### Demonstrate the Home911 System

SMS the following to 082 481 4499:

*Demo*

## Summary of SMS Commands - 911Tracker

#### Setting Up Yourself as a “Tracker”

SMS the following to 36434

*911track*

You will receive an sms requesting your name and surname...REPLY with:

*Name,Surname*

Note: comma must be used

#### Adding the Members you wish to track

SMS the following to 36434

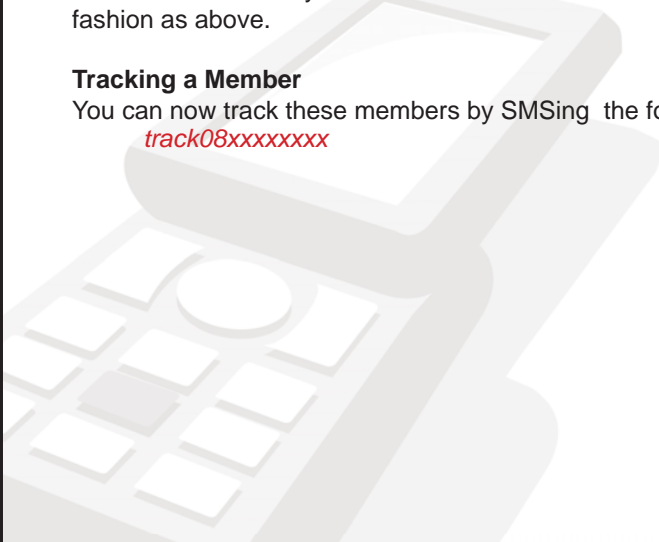
*Add,Name,Surname,Cellnumber*

Note: Each member you wish to track must be added individually in the same fashion as above.

#### Tracking a Member

You can now track these members by SMSing the following to 36434

*track08xxxxxxx*





Call: 08610 PANIC  
Fax: 086 532 6446  
E-mail: [info@home911.co.za](mailto:info@home911.co.za)  
Website: [www.home911.co.za](http://www.home911.co.za)

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