



Emergency Call

Version 6.1R1

Manager Guide

【URL】	https://
	https://
【 Mail Address 】	

Infocom Corporation

Update : 2024/9/30

Table of contents

1. Login

- (1) Access the web site
- (2) In case you forgot your password

P2

2. Start Contacts

- (1) New Contacts
- (2) Contact using Templates

P4

3. Aggregation

- (1) Aggregation for each contact
- (2) Confirming Contact Status.
- (3) Aggregate together

P8

4. Proxy safety answer

- (1) Proxy safety answer

P15

5. Emergency call App

- (1) The App setup from the smart device web
- (2) The Application setup from the PC web
- (3) Start Contact
- (4) Aggregation
- (5) Confirming Safety Summary
- (6) Proxy answer

P17

1. Login

(1) Access the web site



1. To access Emergency Call from an Internet-connected PC or smart device enter its URL in the address bar of your browser and go to the web site.



2. Click "English" at the bottom of screen.

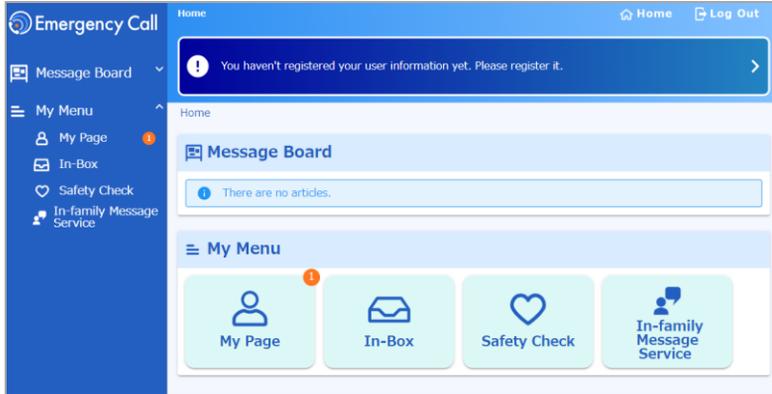
2.



4. When login screen comes up, enter User Id and Password, then click "Login" button.

※ If you add Login page to "Favorites," this step can be done more easily afterward.

3.



5. When User menu comes up, you are logged in.

Change your password

If the password change screen appears, change the initial password.

current password:

Enter the current password (initial password).

new password / confirm new password:

Enter the new password twice (up to 16 characters).

Click "Update".

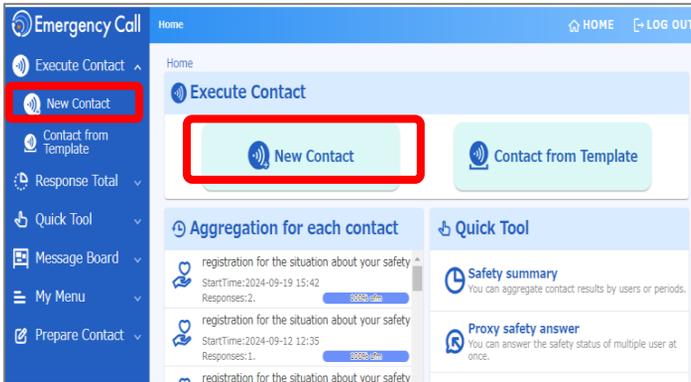
Required to confirm your contact information

If "Required to confirm your contact information" appears, click "Setting".

2. Start Contact

Users who have been granted permission to "Execute Contact" can send messages and create/edit Templates.

(1) New contact



1. Click “New Contact” button at the top of screen.

The 'New contact' form is displayed with several sections:

- General information:** Fields for Title (日本語: テスト, English: test), Message (日本語: test, English: test), and Contact Control settings (Waiting time between contacts: 5 minutes, Number of retries: 5 times, Waiting time to retry contacting: 30 minutes).
- Contact mode specify:** Radio buttons for Normal Contact, Contact for safety (selected), and Question contact.
- Other Settings:** A section at the bottom containing the 'TO BEFORE CONTACT CONFIRMATION' button, which is highlighted with a red box.

2. Create the contact contents.

3. Click “TO BEFORE CONTACT CONFIRMATION” button.

New contact >> Contact Confirm

Confirm

The target users are **3** people.
[▶Check Users](#)

Contact mode specify

 Contact for safety

[MODIFY](#) [RESERVE](#) [SEND](#)

General information

Title
 テスト

Title (English)
 tesu

Message **NO RECORDING**
 テスト

Message (English)
 test

Contact Control
 Retry
 Waiting time between contacts : 5min.
 Number of retries : 5times
 Waiting time to retry contacting : 30min.

4 .After confirming the contents, proceed to the sending step.

If you want to make an immediate call, click “SEND” button.

If you want to specify start date and time, click “RESERVE” button.

【SEND】

Confirmation of Contact

We will start contacting.
 Number of Users : **3 people**
 Contact Mode : **Contact for safety**

Input Contact Seadline

[CANCEL](#) [SEND](#)

【RESERVE】

Reservation of Contact

We will start contacting.
 Number of Users : **3 people**
 Contact Mode : **Contact for safety**

Please select the date and time to make a call

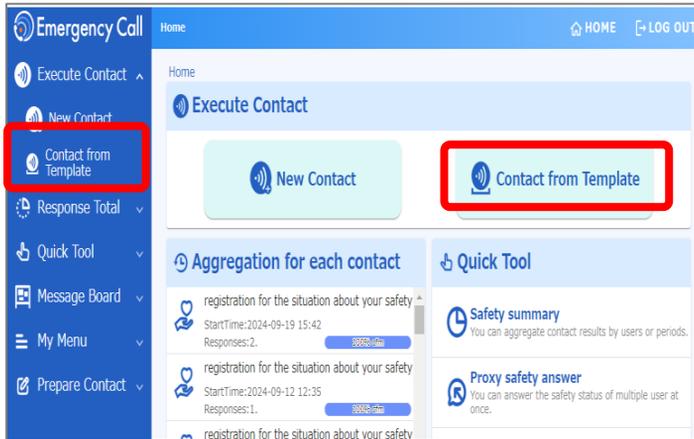
Date and Time

Input Contact Seadline

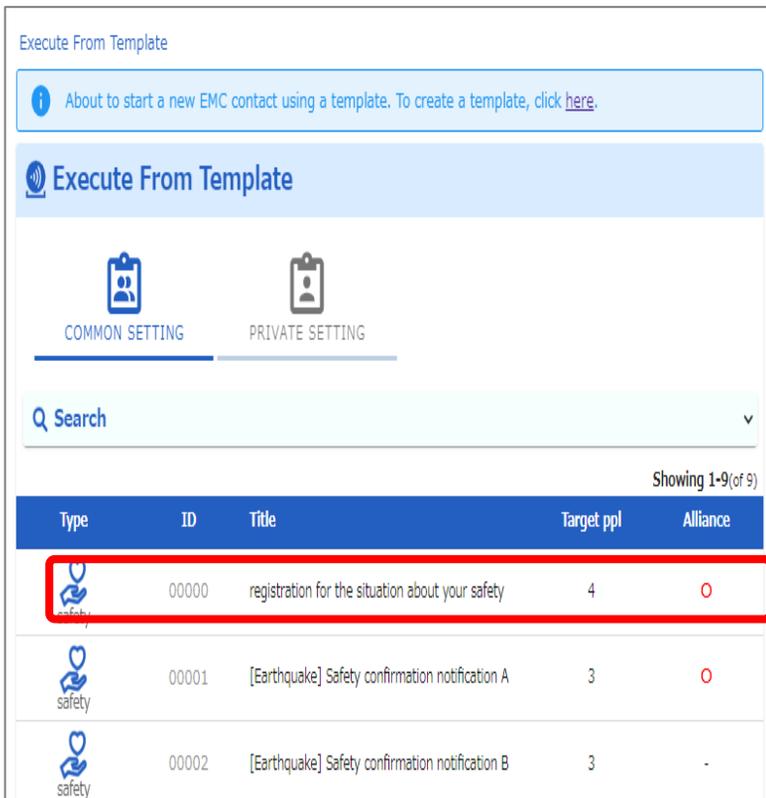
[CANCEL](#) [RESERVE](#)

(2) Contact using Templates

By creating your contact information in advance, you can quickly make a call in the event of an emergency. The content of the communication is called a "template".



1. Click "Contact from Template" button at the top of screen.



2. Click on the template you want to send

New contact >> Contact Confirm

Confirm

The target users are **3** people.
[▶Check Users](#)

Contact mode specify

 Contact for safety

[MODIFY](#) [RESERVE](#) [SEND](#)

General information

Title
 テスト

Title (English)
 tesu

Message **NO RECORDING**
 テスト

Message (English)
 test

Contact Control
 Retry
 Waiting time between contacts : 5min.
 Number of retries : 5times
 Waiting time to retry contacting : 30min.

4 .After confirming the contents, proceed to the sending step.

If you want to make an immediate call, click “SEND” button.

If you want to specify start date and time, click “RESERVE” button.

【SEND】

Confirmation of Contact

We will start contacting.
 Number of Users : **3 people**
 Contact Mode : **Contact for safety**

Input Contact Seadline

[CANCEL](#) [SEND](#)

【RESERVE】

Reservation of Contact

We will start contacting.
 Number of Users : **3 people**
 Contact Mode : **Contact for safety**

Please select the date and time to make a call

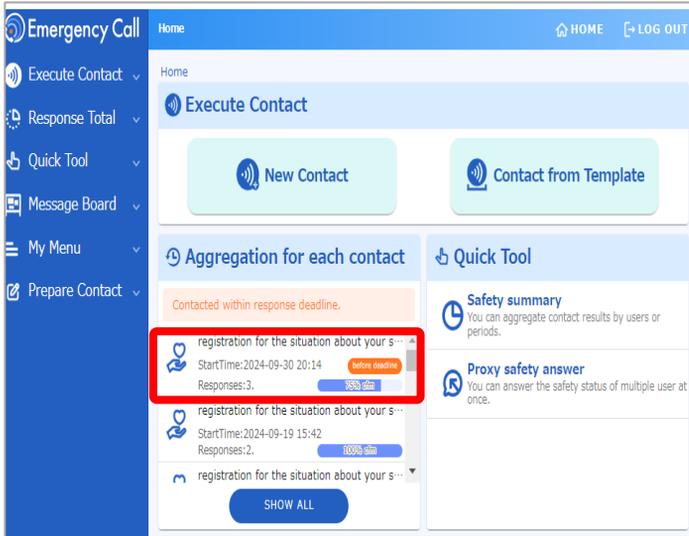
Date and Time

Input Contact Seadline

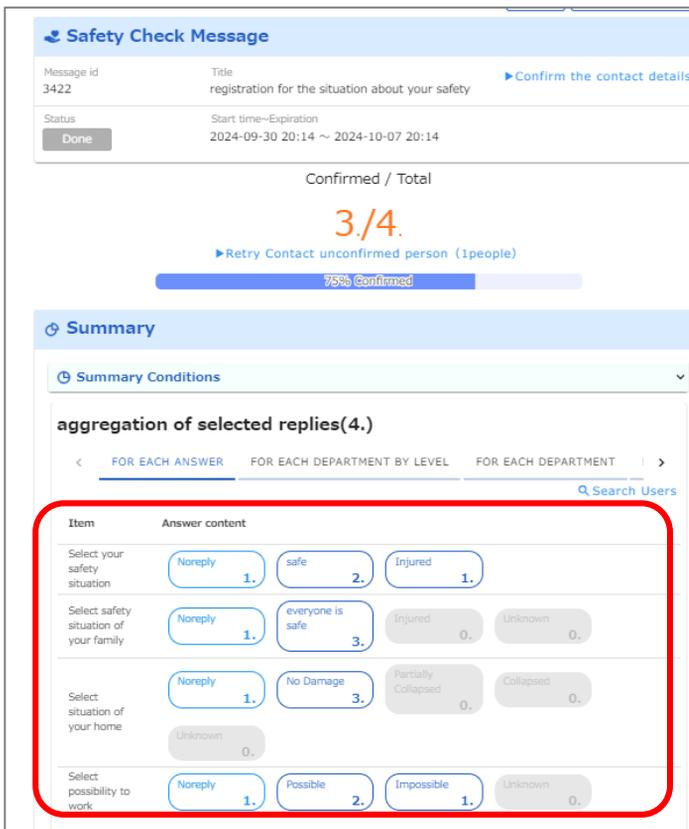
[CANCEL](#) [RESERVE](#)

4. Aggregation

(1) Aggregation for each contact



1. Select the contacts you want to aggregate from "Aggregation for each contact"



2. The aggregated results will be displayed.

*If the response Expiration has passed, select the "TO AGREGATION" button.



aggregation of selected replies(4.)

< FOR EACH ANSWER FOR EACH DEPARTMENT BY LEVEL FOR EACH DEPARTMENT >

Q Search Users

Item	Answer content
Select your safety situation	Noreply 1. safe 2. Injured 1.
Select safety situation of your family	Noreply 1. everyone is safe 3. Injured 0. Unknown 0.
Select situation of your home	Noreply 1. No Damage 3. Partially Collapsed 0. Collapsed 0. Unknown 0.
Select possibility to work	Noreply 1. Possible 2. Impossible 1. Unknown 0.

3. Select the answer you want to check

Q User search

Department
 Select your safety situation
 Select safety situation of your family

display item

Select situation of your home
 Select possibility to work
 Message
 Respondent

Reply timestamp

Reply timestamp display orange color if user answered out of term you set.

DOWNLOAD

Showing 1-3(of 3)

user id	Name	Department	Select your safety situation	Select safety situation of your fam
mizuma	Test Taro	テスト株式会社 + 開発部	safe	everyone is safe
user01	ユーザー 1	テスト株式会社 + 管理部	safe	everyone is safe
user04	ユーザー 4	テスト株式会社 + 管理部 +	Injured	everyone is safe

< 1 >

4. The target user will be displayed.

< FOR EACH DEPARTMENT / FOR EACH SEARCH WORD >

aggregation for each department

< FOR EACH DEPARTMENT BY LEVEL FOR EACH DEPARTMENT FOR EACH SEARCH WORD >

DISPLAY FULL SCREEN

DOWNLOAD

Select department

display item

Users to contact
 Select your safety situation
 Select safety situation of your family

Select situation of your home
 Select possibility to work

Showing 1-9(of 9)

Item	Rate of ans. %	Users to contact	Select your safety situation
テスト株式会社	75.0%	Target 4ppl Excluded 13ppl	Noreply 1ppl safe 2ppl Injured 1ppl

Aggregated results can be displayed by department or search word.

(2) Confirming Contact Status.

You can check the response rate trends and status of contact.

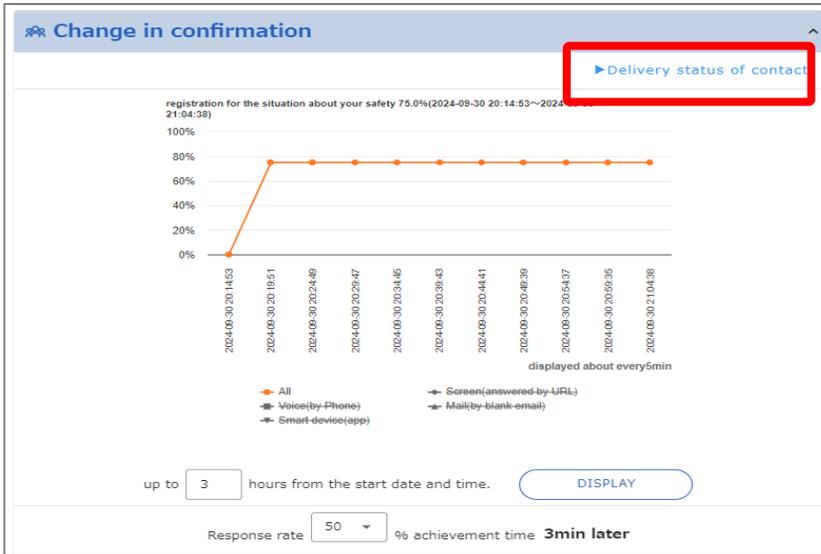
The screenshot shows the 'Emergency Call' interface. On the left is a navigation menu with options like 'Execute Contact', 'Response Total', 'Quick Tool', 'Message Board', 'My Menu', and 'Prepare Contact'. The main area is titled 'Execute Contact' and contains two buttons: 'New Contact' and 'Contact from Template'. Below these are two sections: 'Aggregation for each contact' and 'Quick Tool'. The 'Aggregation for each contact' section shows a list of contacts with a red box highlighting the first entry: 'registration for the situation about your s...'. The entry includes 'StartTime:2024-09-30 20:14', 'before deadline', and 'Responses:2'. A 'SHOW ALL' button is at the bottom.

1. Select the contacts you want to confirm from "Aggregation for each contact"

The screenshot shows the 'Safety Check Message' interface. At the top, it displays 'Message id: 3422' and 'Title: registration for the situation about your safety'. Below this is a 'Status' section with a 'Done' button and a 'Start time-Expiration' section showing '2024-09-30 20:14 ~ 2024-10-07 20:14'. A progress bar indicates 'Confirmed / Total' as '3/4' with '75% Confirmed' and a 'Retry Contact unconfirmed person (1people)' button. The 'Summary' section is titled 'aggregation of selected replies(4.)' and shows a table of responses for various safety questions. At the bottom, a red box highlights the 'Change in confirmation' button.

Item	Answer content
Select your safety situation	Noreply 1., safe 2., Injured 1.
Select safety situation of your family	Noreply 1., everyone is safe 3., Injured 0., Unknown 0.
Select situation of your home	Noreply 1., No Damage 3., Partially Collapsed 0., Collapsed 0., Unknown 0.
Select possibility to work	Noreply 1., Possible 2., Impossible 1., Unknown 0.

2. Select "Change in confirmation" button.



3. A response rate graph will be displayed.

4. To check the details of the call status, click "Delivery status of contacts" button.

Delivery status of contact

Message id 3422
Title registration for the situation about your safety
Status Done

BY SEND/RECEIVE BY USERS

Q User search

DOWNLOAD
Showing 1-4 (of 4)

Contact timestamp	User id	Name	Department	No	Media	Status
2024-09-30 20:15		テスト太郎	テスト株式会社 + 開発部	2	E-Mail	Contacted (Success)
2024-09-30 20:15	user05	ユーザー 5	テスト株式会社 + 管理部	1	E-Mail	Contacted (Success)
2024-09-30 20:15	user04	ユーザー 4	テスト株式会社 + 管理部	1	E-Mail	Contacted (Success)
2024-09-30 20:15	user01	ユーザー 1	テスト株式会社 + 管理部	1	E-Mail	Contacted (Success)

< 1 >

5. The contact date and time and status information will be displayed.

< BY USERS >

BY SEND/RECEIVE

BY USERS

Q User search

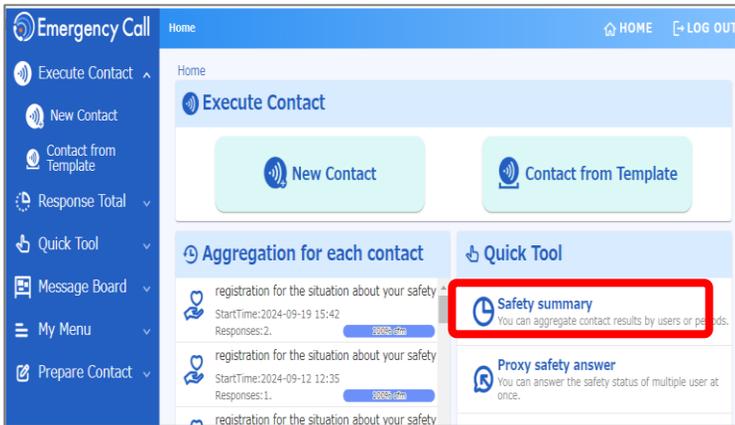
User id	Name	Department	Error status (?)
	Test Taro	テスト株式会社 + 開発部	No error
user01		テスト株式会社 + 管理部	No error

From the "BY USERS" tab
You can check the status of each user.

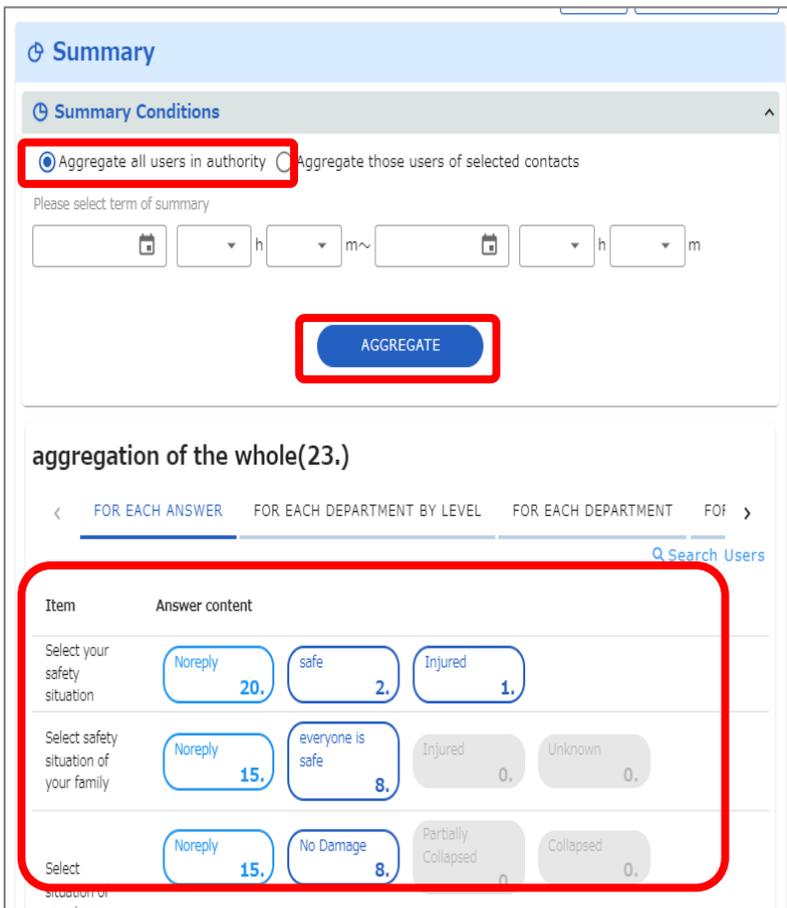
(3) Aggregate together

If the mode of contact is "Safety", you can aggregate multiple contact at once.

(3)-1 Aggregate all users in authority



1. Click "Safety summary" button at the top of screen.

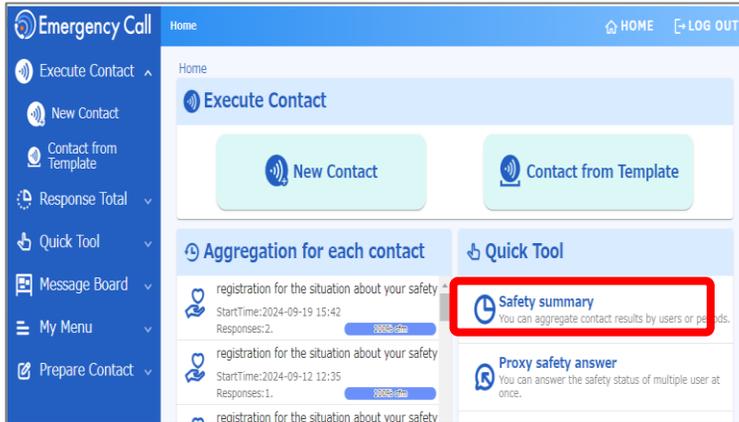


2. Select "Aggregate all users in authority"

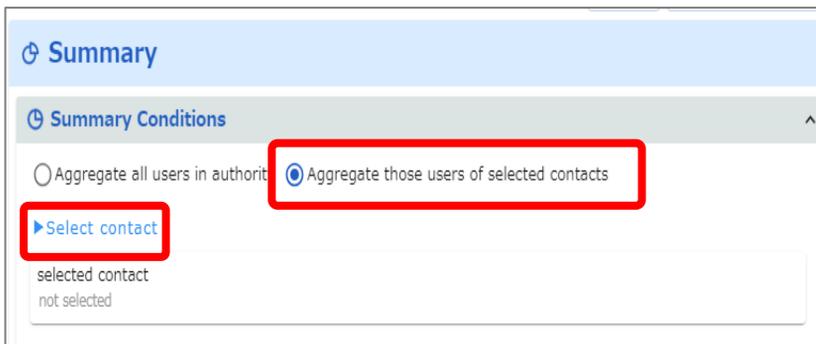
3. Click "AGGREGATE" button.

4. The aggregated results will be displayed.

(3)-1 Aggregate multiple contact

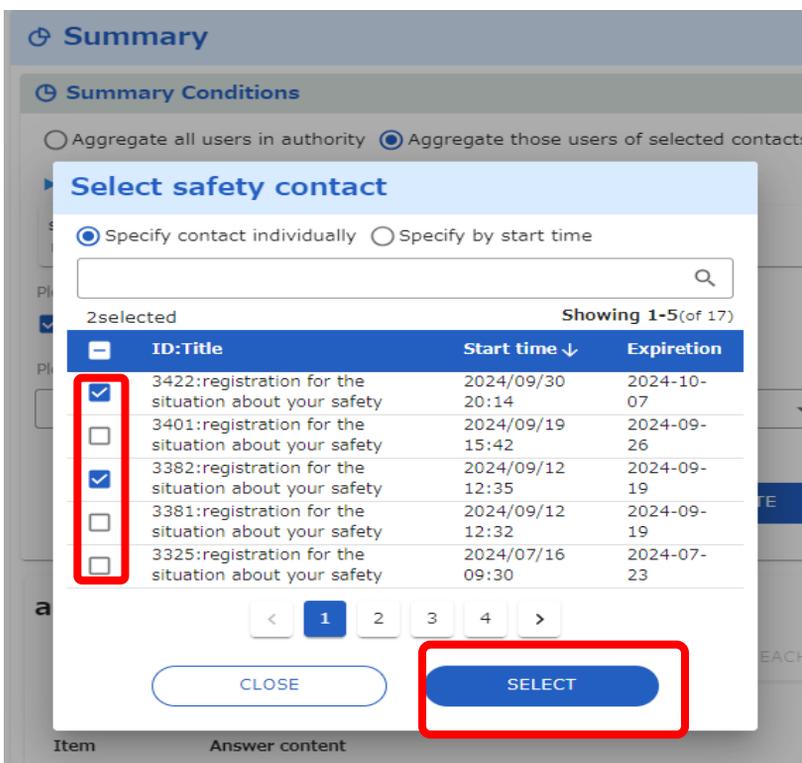


1. Click “ Safety summary” button at the top of screen.



2. Select “Aggregate those users of selected contacts”

3. Click “ Select contact”



4. Check the contact you want to select

5. Click “SELECT” button.

Summary

Summary Conditions

Aggregate all users in authority Aggregate those users of selected contacts

▶ Select contact

selected contact

3422:registration for the situation about your safety 3382:registration for the situation about your safety

Please select respondent.

Users to contact Voluntarily answerers

Please select term of summary

2024-09-12 12 h 35 m ~ [] h [] m

6. Select respondent. “Users to contact” or “Voluntarily answerers” button.

7. Click “AGGREGATE” button.

Summary Conditions

Aggregate all users in authority Aggregate those users of selected contacts

▶ Select contact

selected contact

3422:registration for the situation about your safety 3382:registration for the situation about your safety

Please select respondent.

Users to contact Voluntarily answerers

Please select term of summary

2024-09-12 12 h 35 m ~ [] h [] m

aggregation of selected replies(4.)

< FOR EACH ANSWER FOR EACH DEPARTMENT BY LEVEL FOR EACH DEPARTMENT FOF >

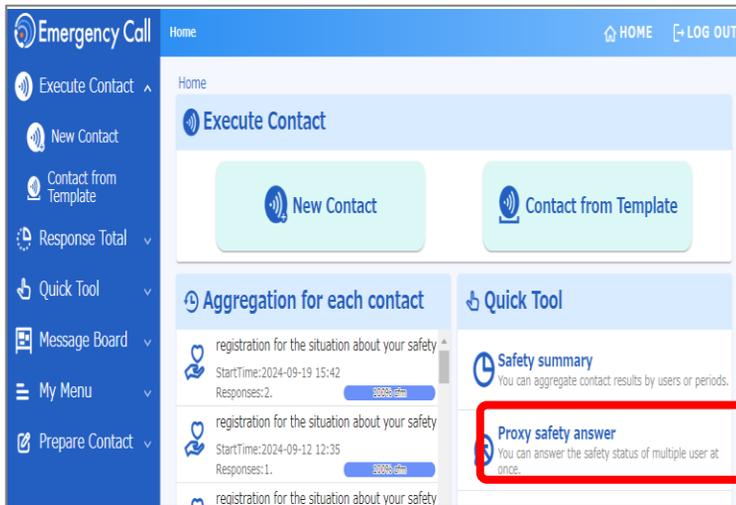
Search Users

Item	Answer content
Select your safety situation	Noreply 1. safe 2. Injured 1.
Select safety situation of your family	Noreply 1. everyone is safe 3. Injured 0. Unknown 0.
Select situation of your home	Noreply 1. No Damage 3. Partially Collapsed 0. Collapsed 0.

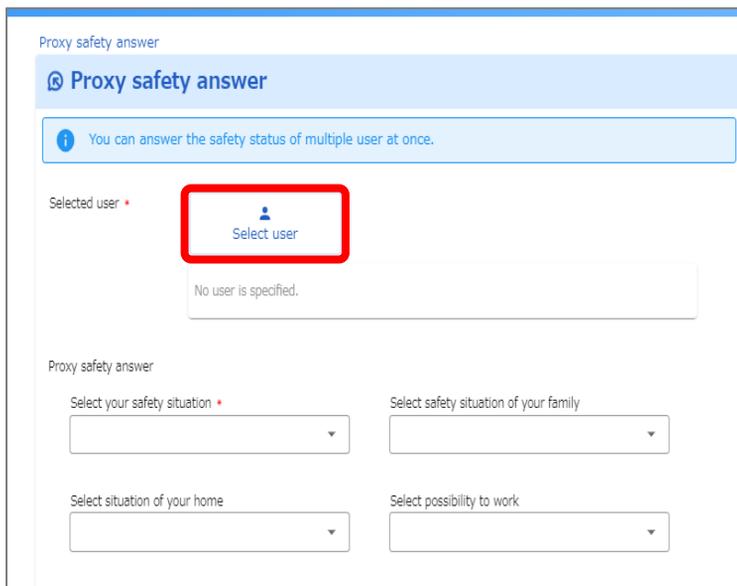
8. The aggregated results will be displayed.

4. Proxy safety answer

If you have aggregation authority, you can answer proxy of multiple users at once.



1. Click "Proxy safety answer" button at the top of screen.



2. Click "Select user" tab.

Search users

all selected unselected
3 sel. Showing 1-10 (of 23)

UserID	Name	Select your safety situation	Select safety situation of your family	Select situation of your home	Select possibility to work	Message	Respondent	Reply time	
<input checked="" type="checkbox"/>	user01	user1	safe	everyone is safe	No Damage	Possible	No input	proxy	2024-03-20:10:12:00
<input checked="" type="checkbox"/>	user02	user2		everyone is safe	No Damage	Impossible	No input	proxy	2024-03-20:10:12:00
<input checked="" type="checkbox"/>	user03	user3		everyone is safe	No Damage	Impossible	With input	proxy	2024-03-20:10:12:00
<input type="checkbox"/>	user04	user4	Injured	everyone is safe	No Damage	Impossible	With input	proxy	2024-03-20:10:12:00
<input type="checkbox"/>	user05	user5		everyone is safe	No Damage	Possible	No input	person	2024-03-20:06:15:00

1 2 3

SELECT

4. Check the user you want to select

5. Click "SELECT" button.

Proxy safety answer

Proxy safety answer

You can answer the safety status of multiple user at once.

Selected user *

Select user

user1 user2 user3

Proxy safety answer

Select your safety situation *

safe

Select safety situation of your family

Select situation of your home

Select possibility to work

message

ANSWER FOR THE SELECTED USERS

6. Select answer from the lists.

7. Click "ANSWER FOR THE SELECTED USERS"

Confirm

Selected User : 3

Will you reply by proxy. Is it OK for you?

CANCEL OK

8. Click "OK" button.

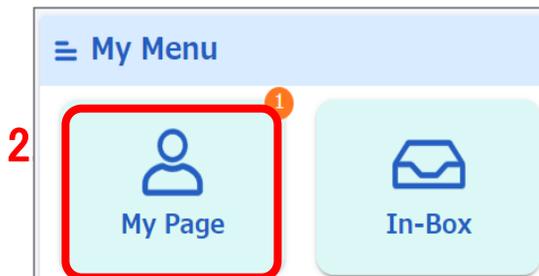
5. Emergency call App

For smart devices (smartphones/tablets), you can download a dedicated app (free) to receive and respond to contacts.

You can use it either from your smart device or from your PC . Setup instructions from a PC are on page 13.

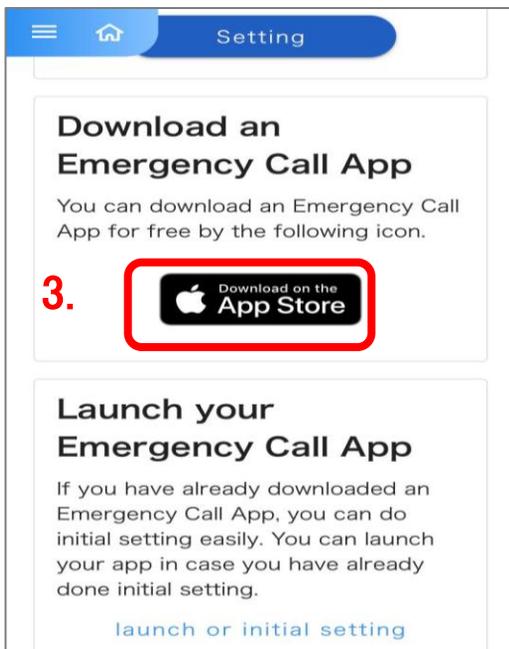
(1) The App setup from [the smart device web](#)

● How to install the App from the smart device web



1. To access Emergency Call site from smart device.

2. Tap “My Page” menu.



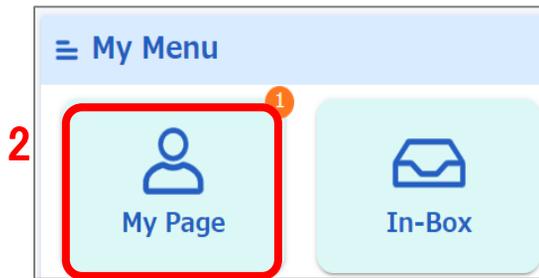
3. Tap “AppStore” or “Google Play”

* You need “Apple ID” or “Google Account” to install the application.



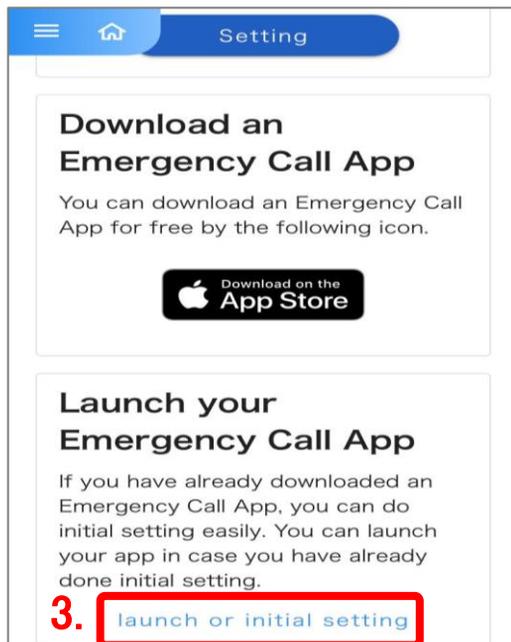
4. The icon of the application appears on your device.

● Initial Setting of the App from the smart device web



1. To access Emergency Call site from smart device.

2. Tap “My Page” menu.



3. Tap “Launch or Initial Setup” bottom.

4. The initial setup screen with URL and User ID will appear. Enter your “Password”.

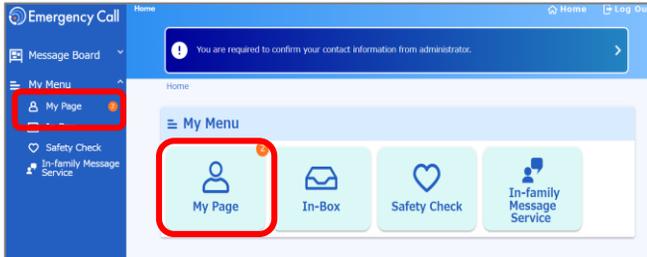
Check (☑) “Save User ID and Password” to skip login steps in the future.

5. Tap the “Login” button.

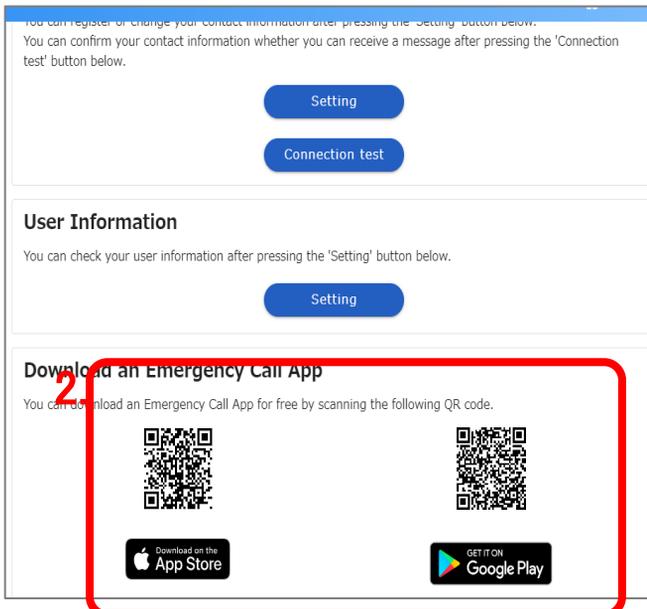
Once the “Message list” screen appears, setup is complete.

(2) The Application setup from the PC web

● How to install the application from the PC web



1. Click on “My Page” menu.



2. You can download an Emergency Call App by scanning the QR code.

※If you can't scan the QR code from the standard camera app, please install readable camera app.

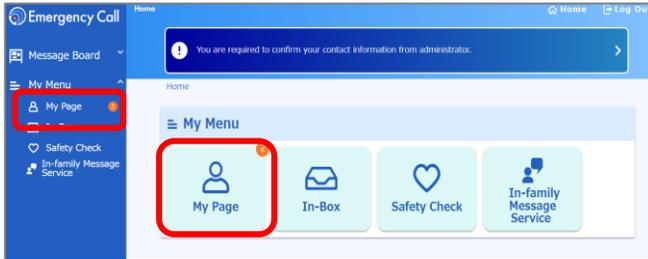
※You need “Apple ID” or “Google Account” to install the application.

※ If this menu doesn't exist on the screen, please install the application from “App Store” or “Google Play”.

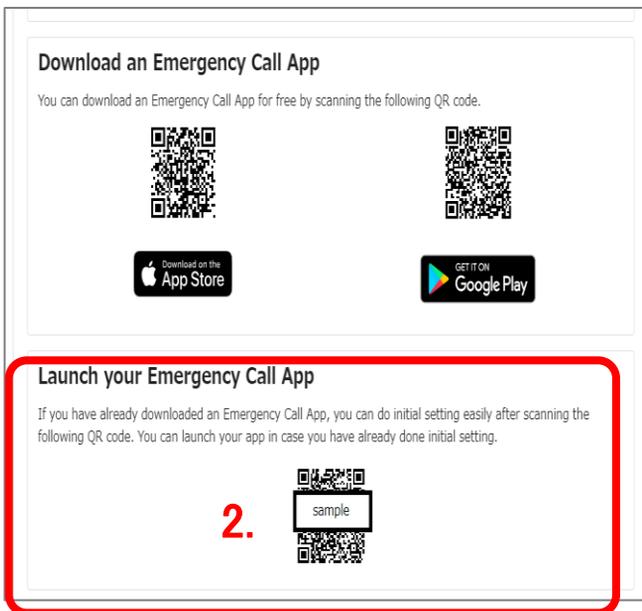


3. The icon of the application appears on your device.

● Initial Setting of the App from the PC Web



1. Click on “My Page” menu.



2. You can initial setting an Emergency Call App by scanning the QR code. (“Launch your Emergency Call App” menu)

※If you can't scan the QR code from the standard camera app, please install readable camera app.

EMC

緊急連絡 / 安全確認システム
エマージェンシーコール

Enter URL, User ID and password.

URL(1) https:// xxxxxxxxxx

URL(2) https:// xxxxxxxxxx

User ID xxxxxx

3. Password Password

Save User ID and password.

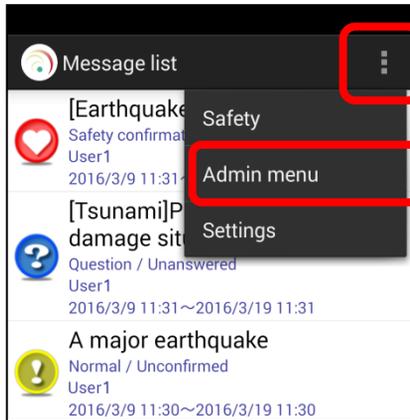
4. Register / Login

Copyright (C)INFOCOM corp.

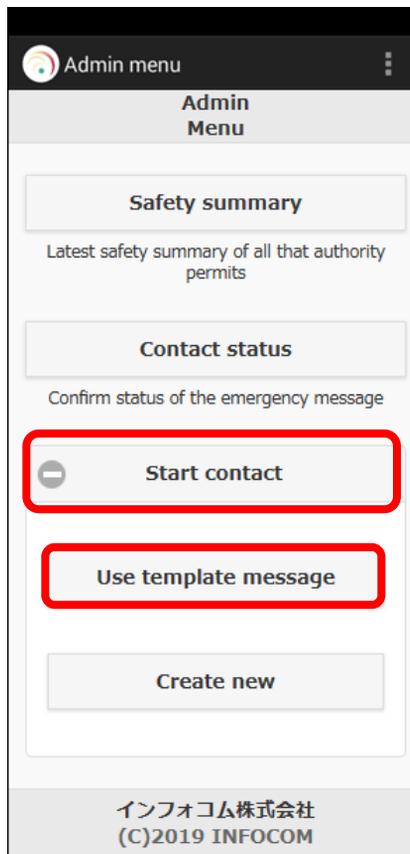
3. Initial Setup screen comes up.
Enter your password.

4. Tap “Register / Login” button.

(3) Start contact

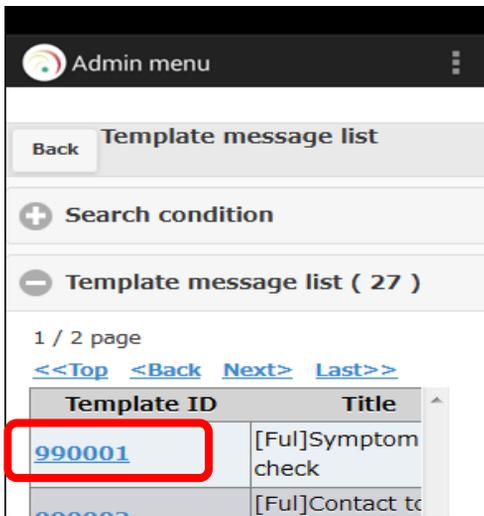


1. Tap on the menu icon at the top-right corner of the screen.
2. Tap on “Admin menu” button.



3. Tap on “Start contact” → “User template message” button.

4. Template message list shows, and tap on Template ID which you want to start.



5. Tap on "Start" button.

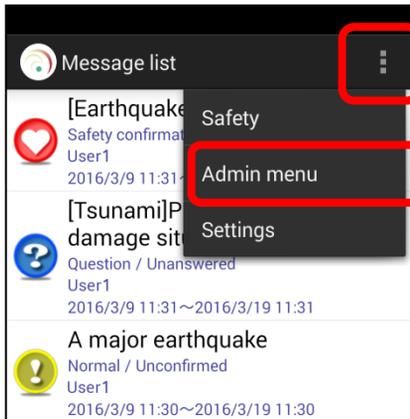


6. Tap on "Start" button.



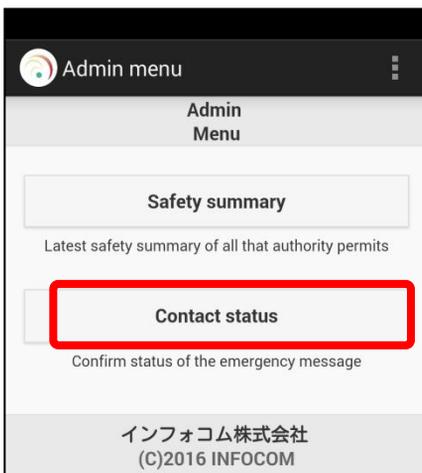
- ※If you want to specify start date and time, enter start time before you tap on "Start" button.

(4) Aggregation

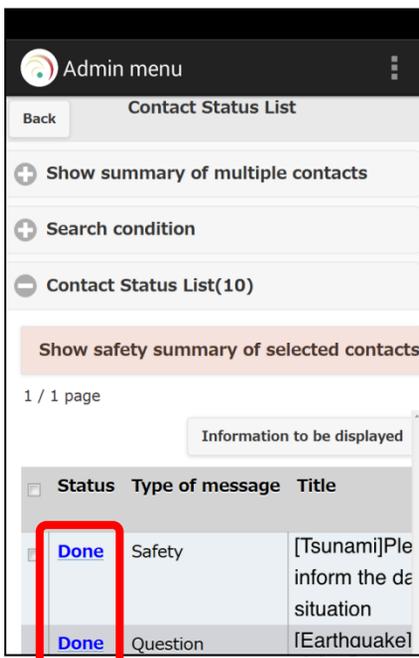


1. Tap on the menu icon at the top-right corner of the screen.

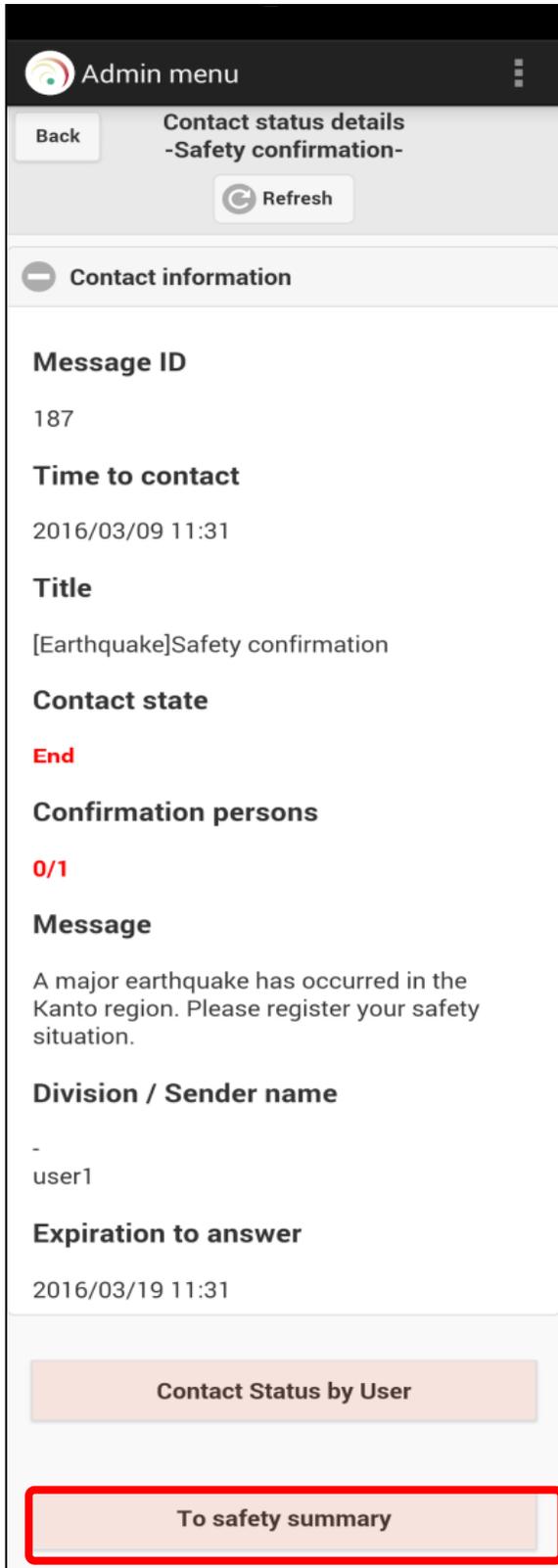
2. Tap on “Admin menu” button.



3. Tap on “Contact status” button.



4. Tap on “Status” where you want to confirm contact status.



5. Tap on “To safety summary” button.

5.

6. Displayed safety summary information of users that are included in the emergency contact.

When confirming safety answer status of each user, tap on “User list / Proxy safety answer”.

Safety summary

Back Refresh

+ Show summary of multiple contacts

- Target contacts of summary

Information to be displayed

Message ID	Title
25	no title

+ Refine user

+ User list / Proxy safety answer

- Summary result (2)

Select your safety situation

Unanswered: 0person(s)

Unharmed: 2person(s) >

Injured: 0person(s)

Select safety situation of your family

Unanswered: 1person(s) >

Unharmed: 1person(s) >

Injured: 0person(s)

Unknown: 0person(s)

Select situation of your home

Unanswered: 2person(s) >

No Damage: 0person(s)

Partially Collapsed: 0person(s)

Collapsed: 0person(s)

Unknown: 0person(s)

Select possibility to work

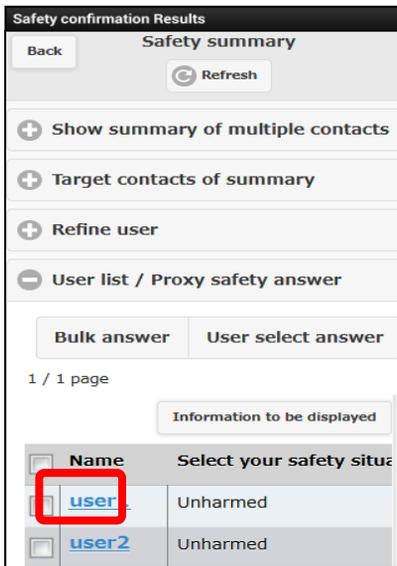
Unanswered: 1person(s) >

Possible: 1person(s) >

Impossible: 0person(s)

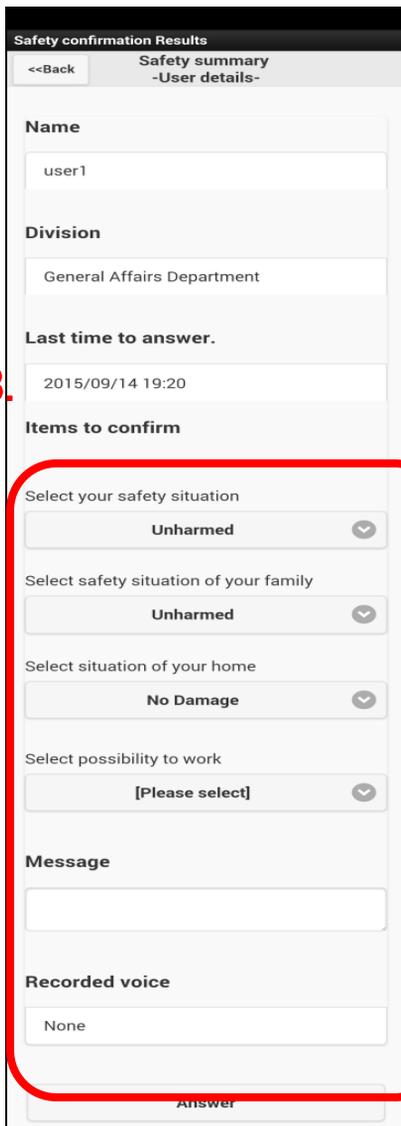
Unknown: 0person(s)

6.



7.

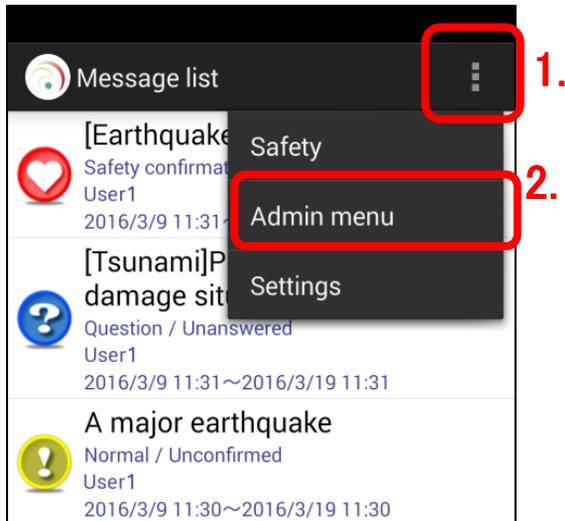
7. Displayed user's list of subordinate department.
Tap on "Name" of the user you want to see.



8.

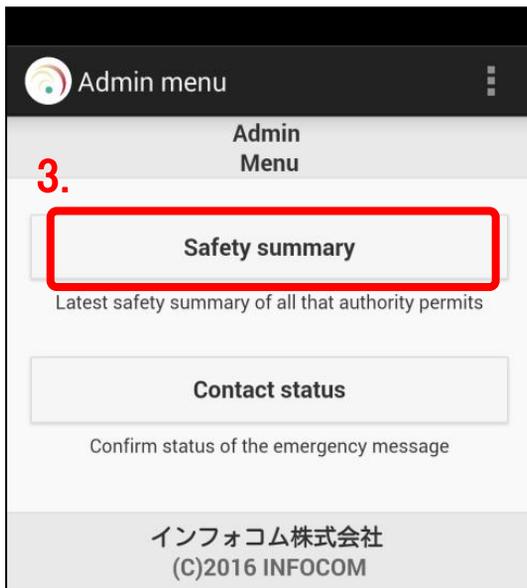
8. Displayed details of Safety status of selected user.

(5) Confirming Safety Summary



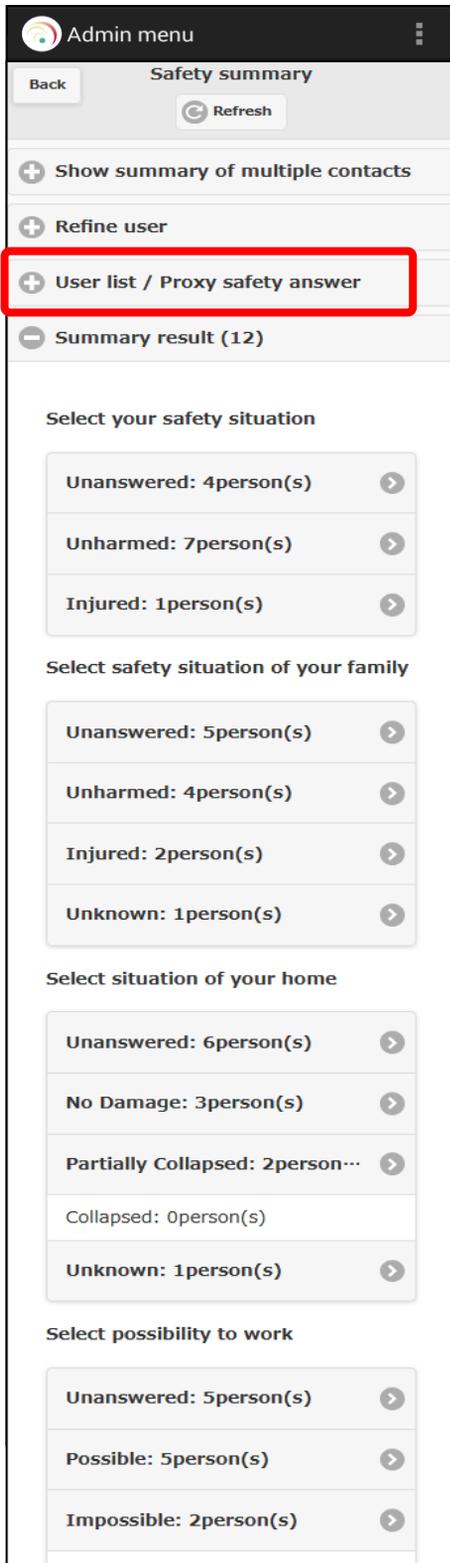
1. Tap on the menu icon at the top-right corner of the screen.

2. Tap on “Admin menu” button.

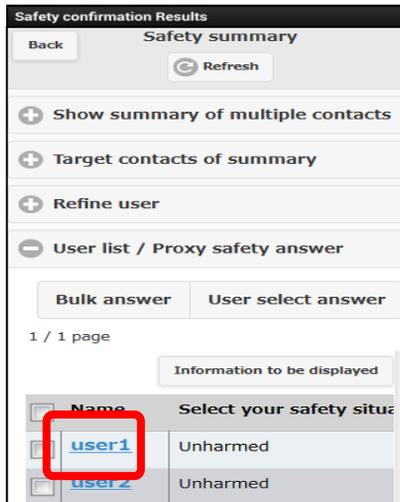


3. Tap on “Safety summary” button.

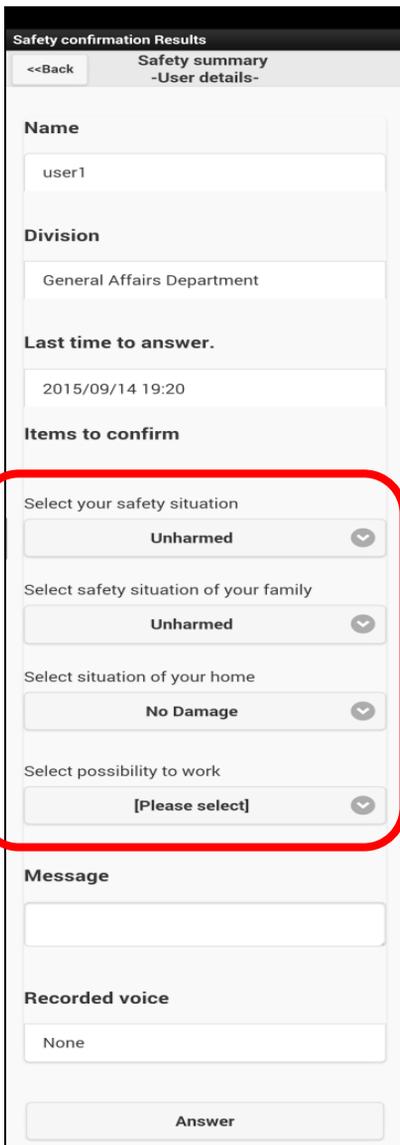
4.



4. When confirming safety answer status of each user, tap on “User list / Proxy safety answer”.

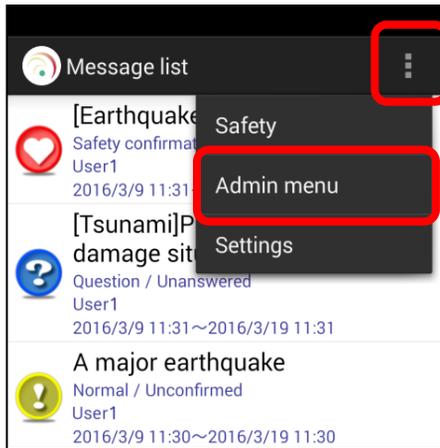


5. Displayed user's list of subordinate department.
Tap on "Name" of the user you want to see.



6. Displayed details of Safety status of selected user.

(8) Proxy Safety Answer

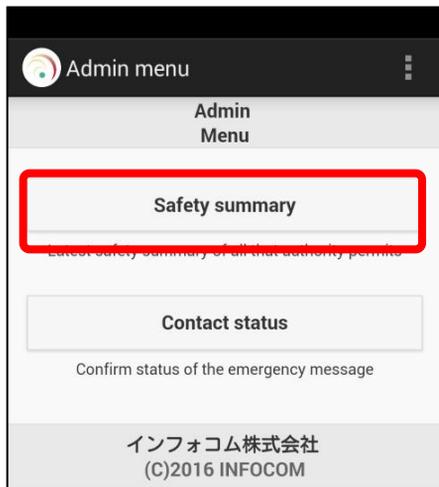


1.

1. Tap on the menu icon at the top-right corner of the screen.

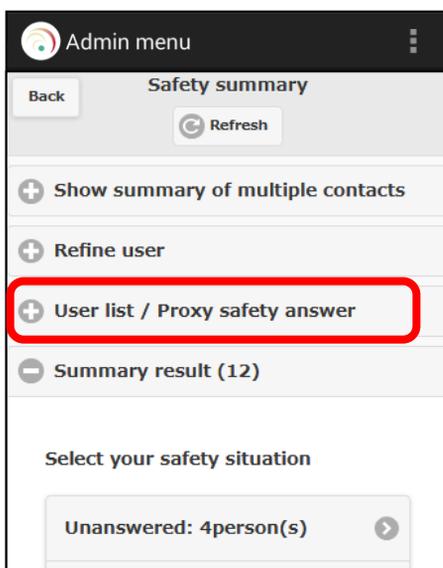
2.

2. Tap on “Admin menu” button.



3.

3. Tap on “Safety summary” button.



4.

4. Tap on “User list / Proxy safety answer” button.

Safety confirmation Results

Back Safety summary

Refresh

+ Show summary of multiple contacts

+ Target contacts of summary

+ Refine user

- User list / Proxy safety answer 6.

Bulk answer User select answer

1 / 1 page

Information to be displayed

5. Name Select your safety situa

<input type="checkbox"/>	user1	Unharmed
<input type="checkbox"/>	user2	Unharmed

5. Displayed user's list of subordinate department.

Check the selection field of the user to perform the safety answer by agent.

6. Tap on "User select answer" button.

Safety confirmation Results

<<Back Safety summary - Proxy safety answer -

1 (user2)

Items to confirm

Select your safety situation

[Please select] ▼

Select safety situation of your family

[Please select] ▼

Select situation of your home

[Please select] ▼

Select possibility to work

[Please select] ▼

Message

Recorded voice

None

8. Answer

7. Select the safety fields to answer by agent.

8. Tap on "Answer" button.