



Version 6.2

User Guide

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

Infocom Corporation

Update : 2025/5/14

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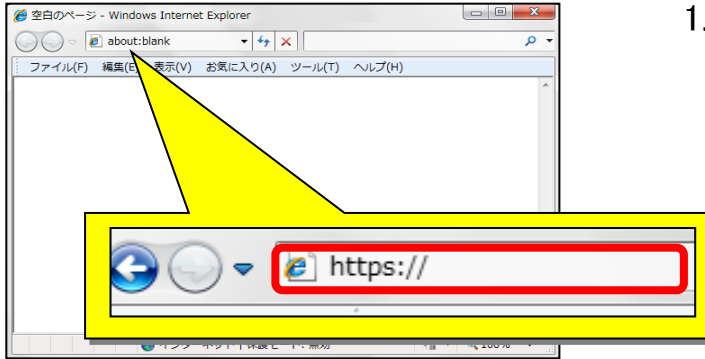
5. LINE ※optional features

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P18

1. Login

(1) Access the web site

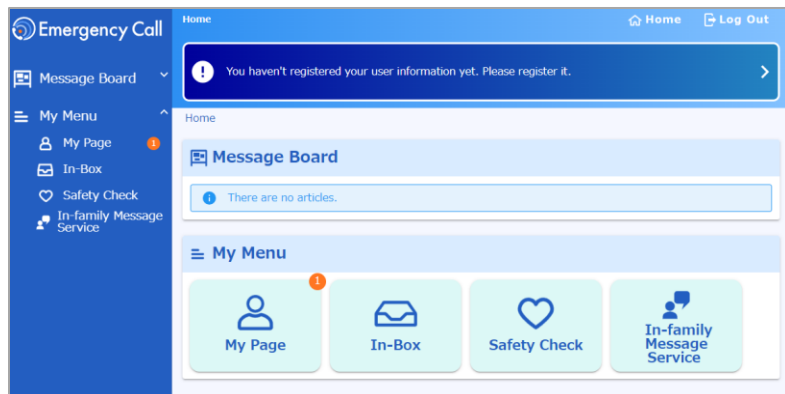


1. To access Emergency Call from an Internet-connected PC or smart device enter its URL in the address bar of your browser and go to the web site.

2. Click “English” at the bottom of screen.

3. 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.



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".

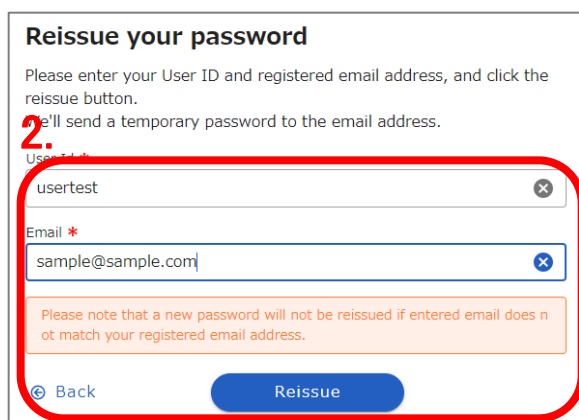
(2) In Case You Forgot Your Password

When you forgot your password, you can get the system re-issue your password. This is how to do it.



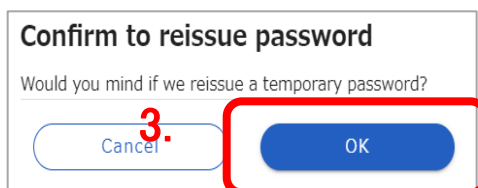
The screenshot shows the 'Emergency Call' login interface. At the top is a blue header with the logo and text '緊急連絡/安否確認システム エマージェンシーコール®'. Below the header are two input fields: 'User Id' and 'Password'. A red box with the number '1.' highlights the text 'If you forget your password, please click [here](#)' located below the password field. Below this text is a blue 'Log In' button. At the bottom, it says 'Language : Japanese (日本語)'.

1. Click anywhere on “If you have forgotten your password, please click here.”



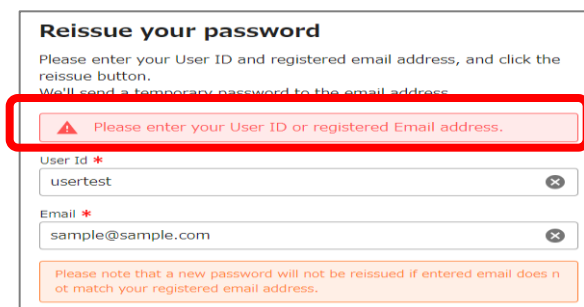
The screenshot shows the 'Reissue your password' screen. It has a title 'Reissue your password' and instructions: 'Please enter your User ID and registered email address, and click the reissue button. We'll send a temporary password to the email address.' Below the instructions are two input fields: 'User Id' (containing 'usertest') and 'Email *' (containing 'sample@sample.com'). A red box with the number '2.' highlights these two input fields. Below the fields is a red warning message: 'Please note that a new password will not be reissued if entered email does not match your registered email address.' At the bottom are two buttons: 'Back' and 'Reissue'.

2. Enter User ID and registered mail address, then click the “Reissue” button.



The screenshot shows the 'Confirm to reissue password' screen. It has a title 'Confirm to reissue password' and a question: 'Would you mind if we reissue a temporary password?'. Below the question are two buttons: 'Cancel' and 'OK'. A red box with the number '3.' highlights the 'OK' button.

3. Click “OK” button



The screenshot shows the 'Reissue your password' screen with an error message. The title is 'Reissue your password' and the instructions are the same as in the previous screenshot. Below the instructions is a red box with a warning icon and the text: 'Please enter your User ID or registered Email address.' Below this error message are the same two input fields: 'User Id *' (containing 'usertest') and 'Email *' (containing 'sample@sample.com'). At the bottom is the same red warning message: 'Please note that a new password will not be reissued if entered email does not match your registered email address.'

This message comes up in red and the temporary password will be sent to the entered mail address. “Your temporary password was re-issued. If you don’t receive temporary password by e-mail, please re-issue again.”

2012/12/10 20:07:58

A temporary password has been issued.
Password:XXXXXX

Please login the following URL with this

temporary password and set a new
password.URL: <https://xxxxxxx>

URL: <https://xxxxxxx>

5. When mail like the left side picture is sent to the registered address, access the URL in the body.



User Id

Password

If you forgot your password, please click [here](#)

6.

Log In

Language : [Japanese](#) (日本語)

6. Enter re-issued User Id and Password, then click “Login” button.

Change your password

Please change your password before using this service.

current password *

new password *

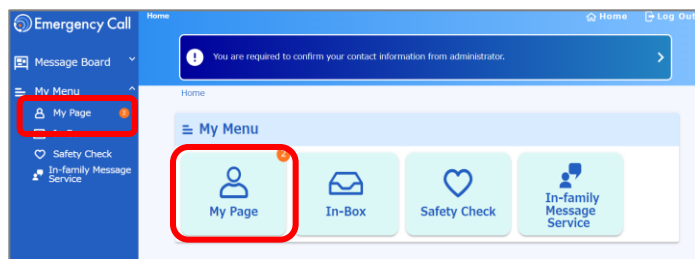
confirm new password *

Update

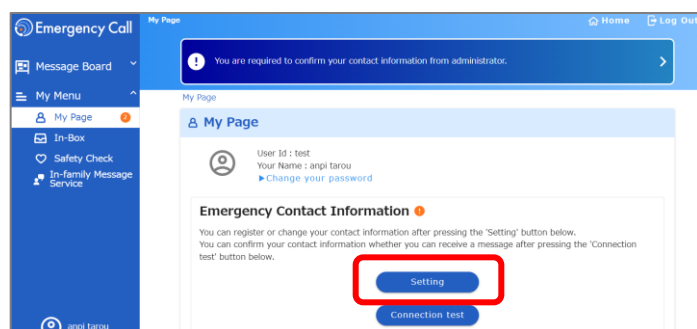
7. When “Change your password” screen comes up, enter the current password and new one, then click “Update” button.

2. Registering Contacts

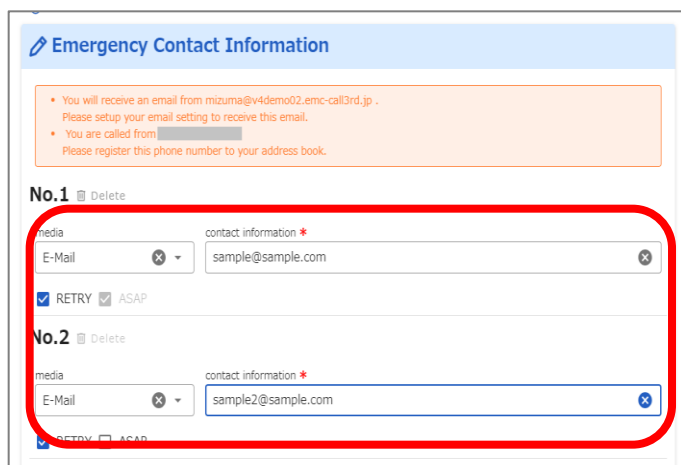
(1) Registering Contacts



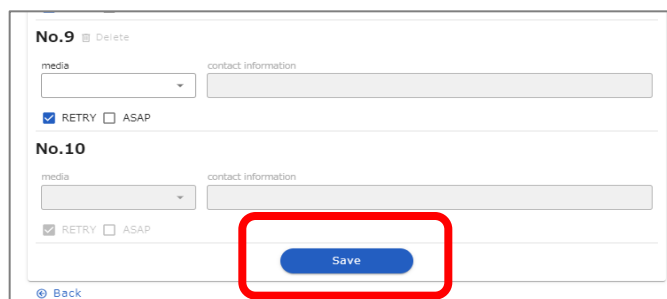
1. Click on “My Page” menu.



2. Click on “Setting” menu.



3. Select the registration medium from the list and enter the contact information.



4. Click the 'Save' button to proceed to the test contact.

(1) Registering Contacts

To ensure the registered email addresses are correct and not blocked by spam settings, a test email will be sent from Emergency Call to confirm receipt.

1. Click "Save" on the emergency contact screen.

2. Click "Connection test".

check	media	contact information
<input type="checkbox"/>	E-Mail	samplemail@xxxx.com
<input type="checkbox"/>	E-Mail	sample2mail@xxx.ne.jp

3. Select the contact you want to test, then click "Start".

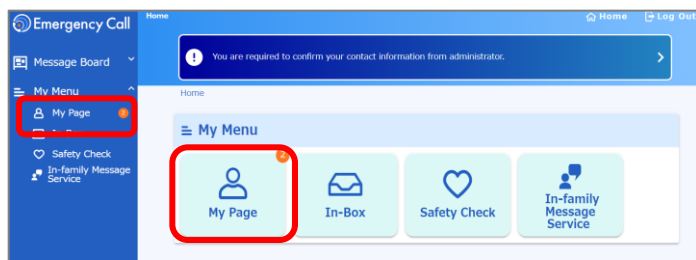
2017/11/21 17:41:45
 Emergency contact confirmation test
 This is an emergency call sending test. If you do not recognize this email, please delete it.
 URL: https://xxxxx

4. If there are no issues with the registered email address, you will receive a test email as shown on the left.

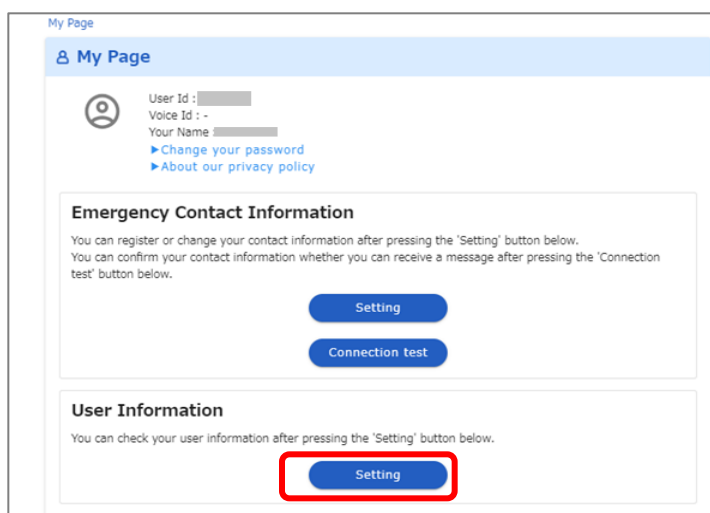
Test contact completed.

(3) System Language Selection

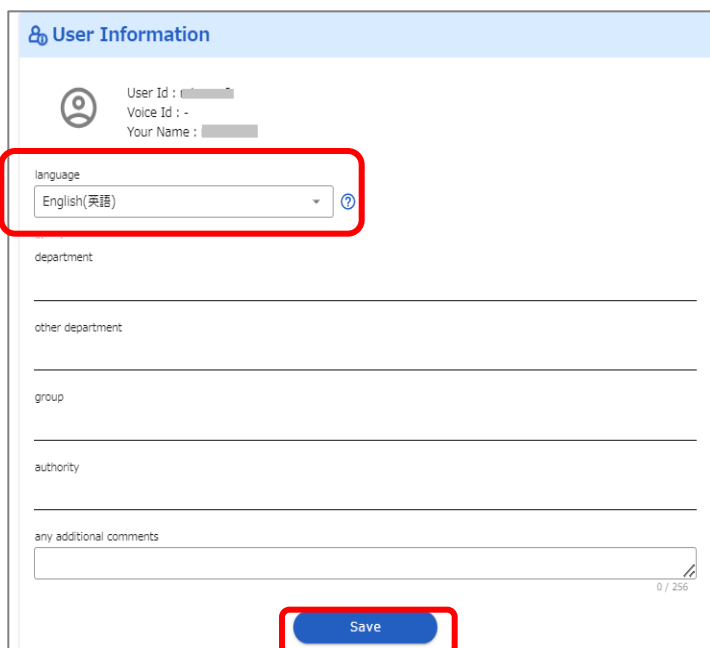
The language used in emergency contacts (mail text, web pages) is set by this step.



1. Click on "My Page".



2. Click on "Setting".



3. Change the "Language" value.
Select "English (英語)" from the dropdown list.

4. Click "Save" button.

3. Answer safety status

(1)) When you get alerts

ユーザ1

2012/12/10 19:41:24

A major earthquake has occurred in the Kanto region. Please register your safety situation.

* Please register your safety situation from the following URL or telephone number.

When the one URL/phone number is unresponsive, please use the other.

If you have no damage, you can reply this E-mail to perform the "register" operation. (ATTENTION! DO NOT USE iPhone MMS.)

URL: <https://emc-call.jp/XXXX/>
URL: <https://emc-call2nd.jp/XXXX/>

1. Click the URL in the mail text.

Confirmation Status

-Safety confirmation-

■ Start time

2024/06/10 18:37

■ Title

[Earthquake] Safety confirmation

■ Confirmation status

Unanswered

■ Sender name

[user1]

-Safety confirmation-

* Required

■ Items to confirm

Select your safety situation *

Unharmd

Select safety situation of your family

[Please select]

Select situation of your home

[Please select]

Select possibility to work

[Please select]

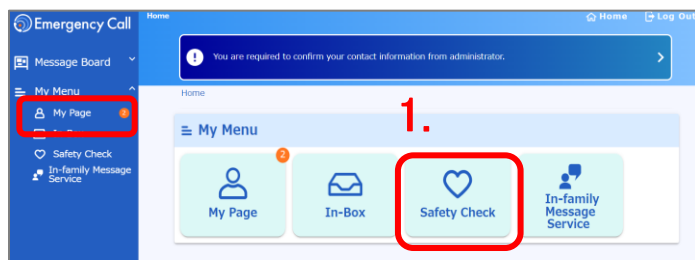
■ Message

Answer

2. Select the answer to each of the items listed.

3. Click "Answer" or "Confirm" button.

(2) Answer safety status without received alerts



1. Click “Safety Check” button.

♥ Safety Check

Reply timestamp
-

Select your safety situation *

Injured

Select safety situation of your family

Select situation of your home

Select possibility to work

message NO RECORDING

0 / 256

Answer

2. Select the answer to each of the items listed.

3. Click “Answer” button.

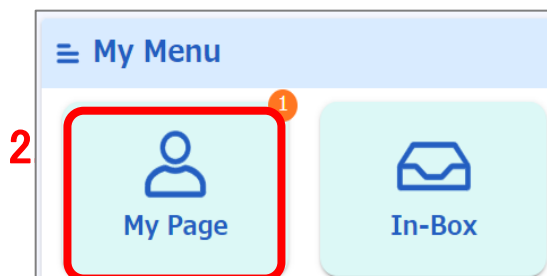
4. Emergency call App

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.

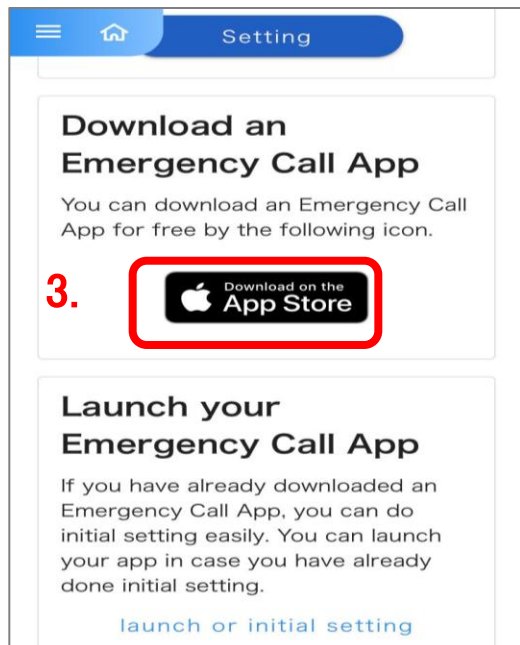
(1) The App setup from [the smart device web](#)

● How to install the App from the smart device web



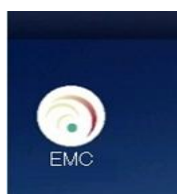
1. To access Emergency Call site from smart device.

2. Tap “My Page” menu.



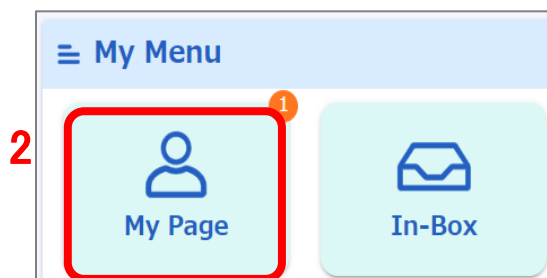
3. Tap “AppStore” or “Google Play”

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



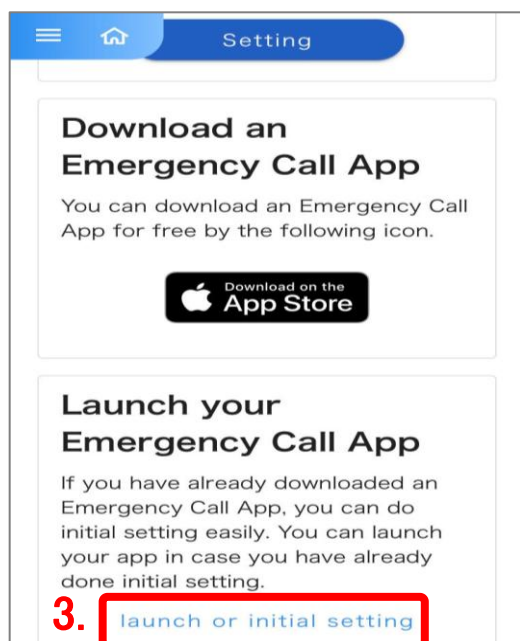
4. The icon of the application appears on your device.

● 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”.

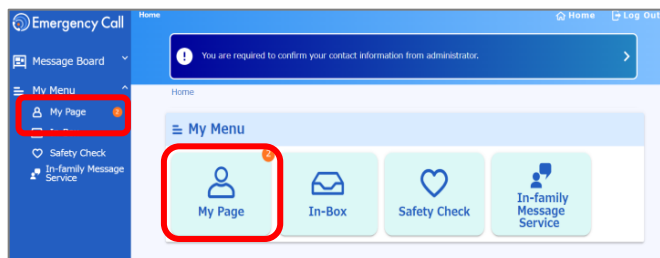
Check (☑) “Save User ID and Password” to skip login steps in the future.

5. Tap the “Login” button.

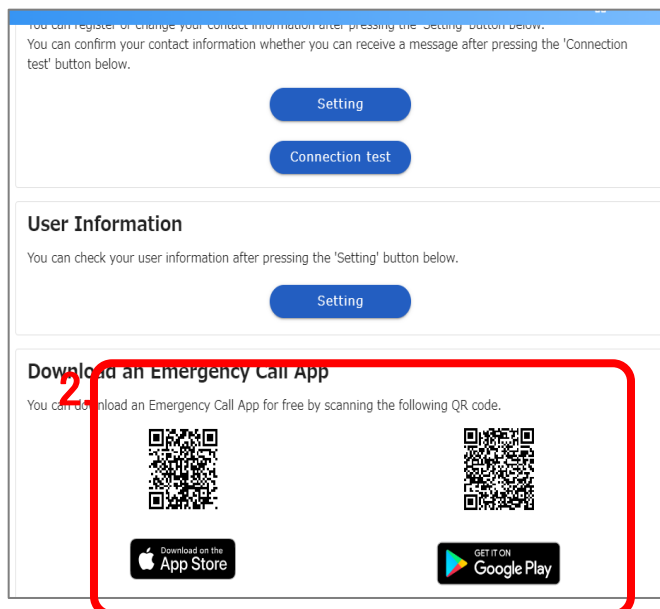
Once the “Message list” screen appears, setup is complete.

(2) The Application setup from the PC web

● How to install the application from the PC web



1. Click on “My Page” menu.

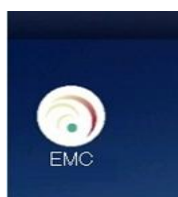


2. You can download an Emergency Call App by scanning the QR code.

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

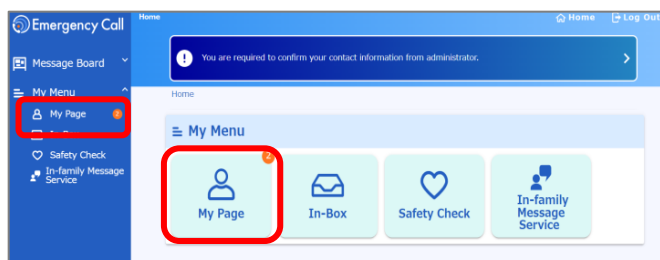
※You need “Apple ID” or “Google Account” to install the application.

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

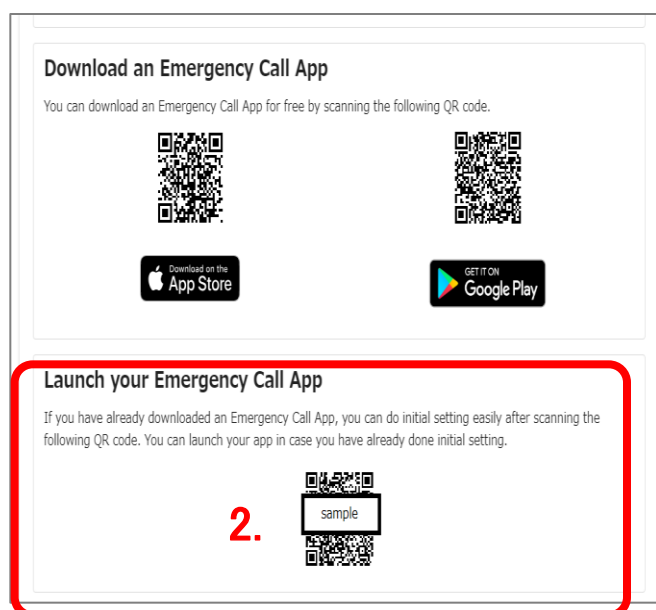


3. The icon of the application appears on your device.

●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.

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

4. Tap “Register / Login” button.

(3) How to login using the 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 User ID and password.

User ID

Password

☒ Save User ID and password

Login

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1. When the Emergency Call App is started, its login screen is displayed. Enter User ID and password, then tap on The “Login” button.

If you login with “Save User ID and password” checked, the login step will be skipped afterward.

If you checked this checkbox at your previous login, you can skip the login action and the next screen appears.

● About Multi-account function

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://

URL(2) https://

User ID

Password

Login

☒ Switch Account

When the multi-account function is enabled in the settings menu, the 「Switch Account」 button is displayed at the bottom of the login screen.

Message list

[Earthquake]Safety confirmation
Safety confirmation / Unanswered
ユーザ 1
2012/11/28 10:32~2012/11/29 10:32

[Emergency Contact]Convened request
Normal / Unconfirmed
ユーザ 1
2012/11/28 10:29~2012/11/29 10:29

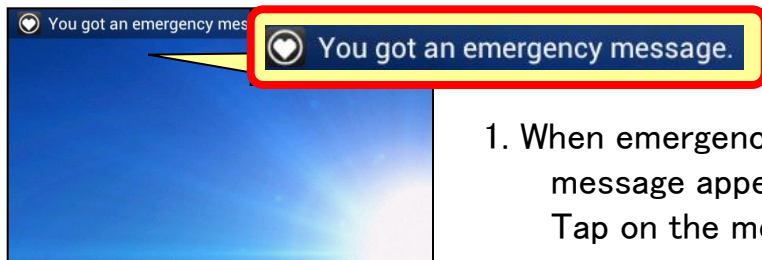
[Ful]Contact to an infected person
Question / Unanswered
ユーザ 1
2012/11/28 10:29~2012/11/29 10:29

Safety confirmation Settings

2. The “Message list” screen comes up. This list shows all the emergency contact received.

(4) When the App receives emergency messages

1.



1. When emergency messages are received, this message appears at the top of the screen. Tap on the message.

2.

Safety

2012/11/28 10:32

Title [Earthquake]Safety confirmation

Status Unanswered

Sender ユーザー 1

A major earthquake has occurred in the Kanto region. Please register your safety situation.

Items to confirm

Select your safety situation

Unharmmed

Select safety situation of your family

Unharmmed

Select situation of your home

Unselected

Select possibility to work

Possible

Message

Answer

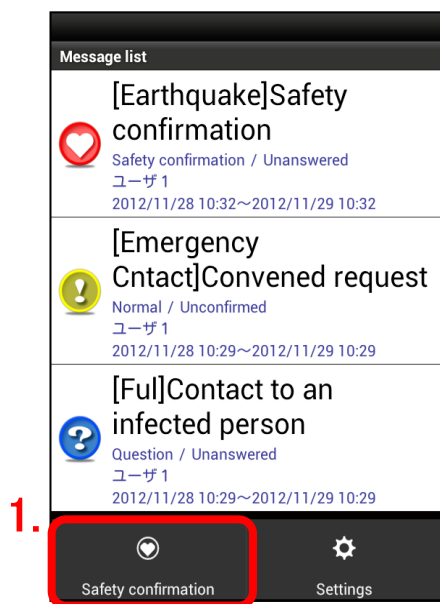
2. Select the answer to each of the items listed.

When the screen is not big enough to show all the safety items, scroll down and answer them all.

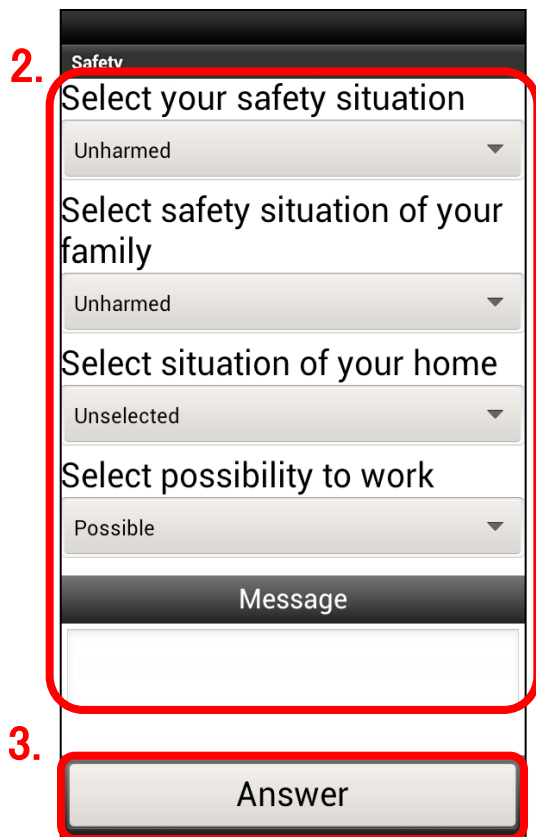
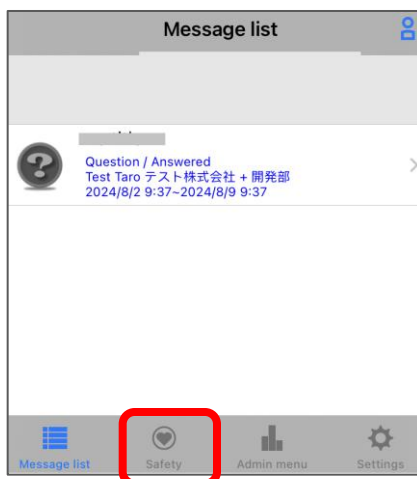
3. Tap on the “Answer” or “” Confirm button.

3.

(5) Answer safety status without received messages



1. Tap on “Safety confirmation” or “Safety” button.



2. Select the answer to each of the items listed.

3. Tap on “Answer” button.

5. LINE

In Emergency Call, if you use LINE App linkage, emergency contact can be received in LINE account. To use LINE linkage, you need to apply for "LINE linkage option".

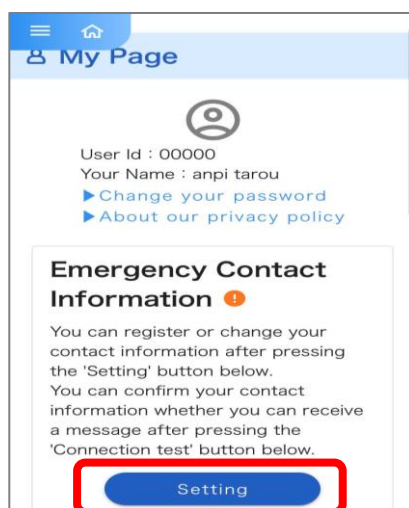
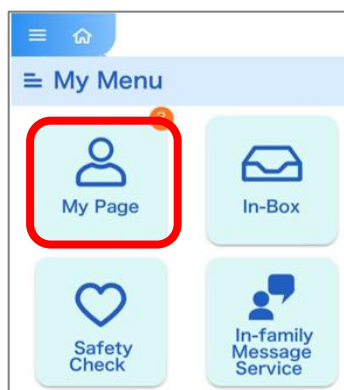
(1) The LINE App setup

1.

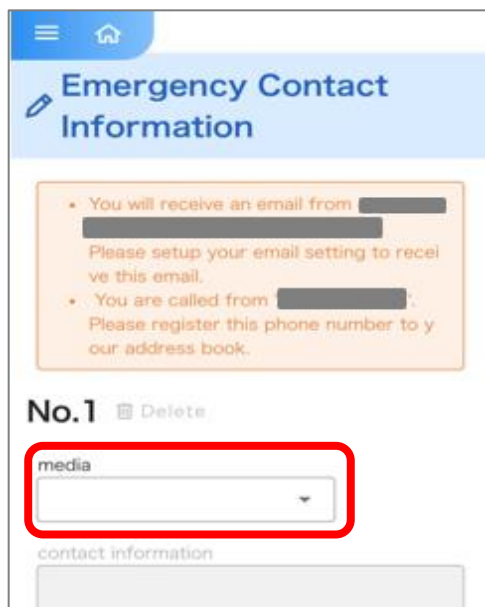
Search or type web address



1. For access, enter "Emergency Call" URL in the address of a browser of a smart device with internet connection.



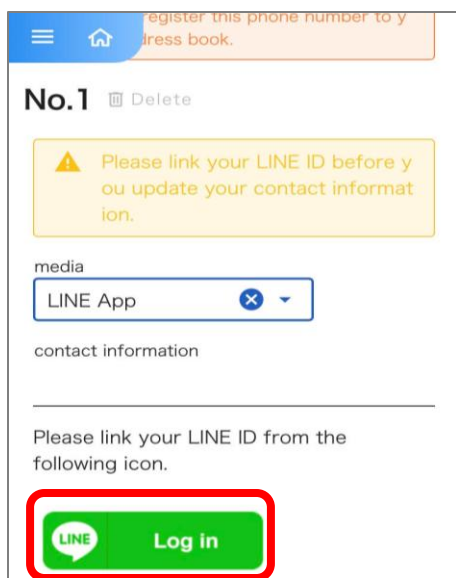
2. After logging in, tap 'Settings' on the 'My Page' screen.



3. Tap the dropdown menu of the medium where you want to register LINE as a contact.



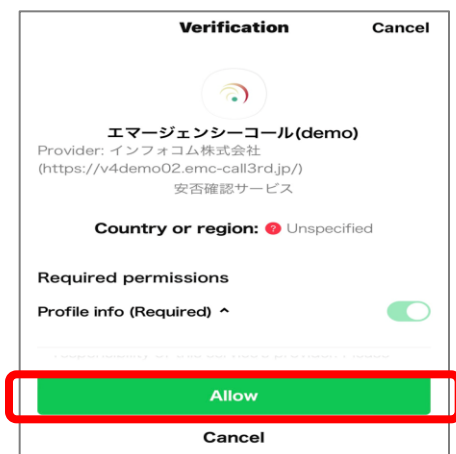
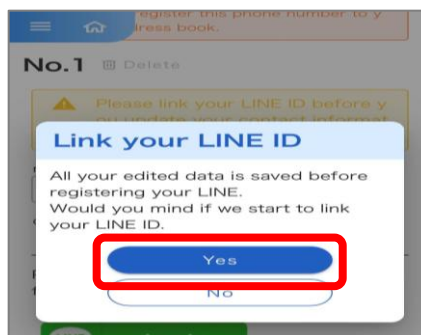
4. Tap "LINE app" from the list of medium names.



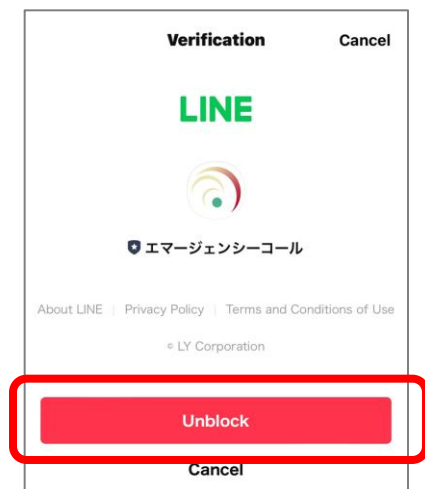
5. Tap



6. Tap 'Yes' on the 'Link your Line ID' confirmation screen.



7. When the LINE authentication screen appears, tap 'Allow'.

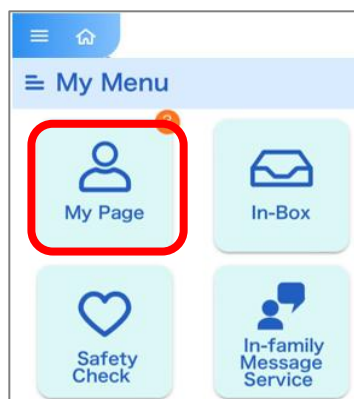


8. When this screen appears, tap 'Unblock'.

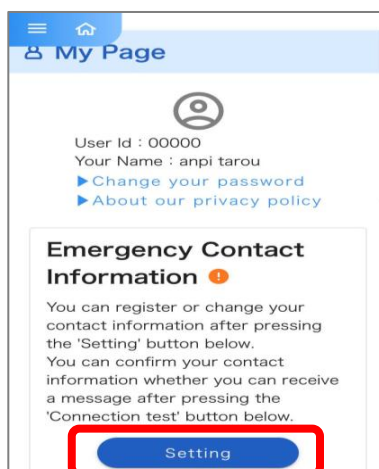
→ Integration with LINE will be completed.

After linking, if the login screen appears, enter your user ID and password, then log in again.

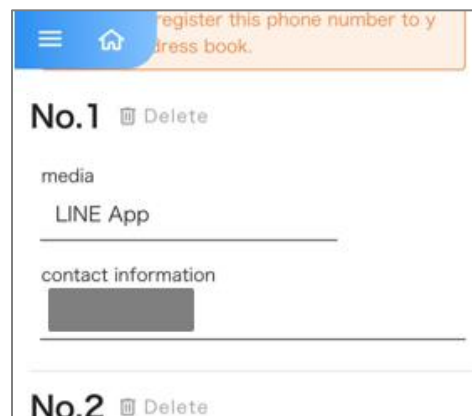
<Confirmation of settings>



Tap 'My Page'.



Tap 'Settings'.



LINE app is registered as a contact.
✕ In 'Contacts', names registered in LINE will be displayed.

(2) How to respond using the LINE App



1. In LINE App, you will receive an emergency message, like the picture to the left.
Tap (select) the 「URL」 in the message body.

Confirmation Status
-Safety confirmation-

■ Start time
2021/01/25 23:56
■ Title
A major earthquake
■ Confirmation status
Answer
■ Sender name
[Taro Infocom]
-Safety confirmation-

* Required
■ Items to confirm
Select your safety situation *
Unharmmed
Select safety situation of your family
Unharmmed
Select situation of your home
No Damage
Select possibility to work
Possible
Message

2. Answer

■ Emergency message
A major earthquake has occurred in the Kanto

2. When “URL” is tapped (selected), “Confirmation Status” screen is displayed.
Then tap on the “Answer” or “Confirm” button.