

**neat**



**SmartGPS**

**End user manual**

NE41 18006-02 v1.1

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# Document revision history

Date	Version	Revision details
2018-07-23	1.0	Version for end user.
2018-09-11	1.0.1	Minor addition in chapter 5.
2019-02-06	1.1	Added chapter 10.

## 1 Introduction

SmartGPS is a smartphone app developed by NEAT Group to be installed on Android smartphones allowing users sending an alarm by pressing an alarm button. This can be either a big button on the app main screen or a floating button always available to the user.

As an option a bluetooth trigger can be paired with the device allowing alarms to be triggered by pressing an independent dedicated button.

On top of the alarm as a voice call, GPS position is sent to the location platform which allows location of the user when needed. Location can be requested from the platform with no alarms when the user is lost and relatives or service providers are looking for him/her.

## 2 Technical specifications

SmartGPS is a smartphone app compatible with Android 6.0 and onwards. Due to the nature of the service provided, it is advised to test the app carefully on every model before deploying.

## 3 System description

The SmartGPS system consists in two parts. One is the SmartGPS which is used by the end user in an Android Smartphone. The second part is Carephone Management Portal (CMP) to manage, configure and locating smartphones as well as sending messages etc..

### SmartGPS

The smartphone application used by the end user contains a button that when pressed triggers an alarm and sends the location of the smartphone.



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*Location is integrated with several NEAT solutions and can be used stand alone in CMP.*

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### CMP

CMP is the web portal where smartphones with SmartGPS are enabled, registered and configured. From this portal you can also set geofencing areas, request locations, trackings and navigate the different alarms they may have launched. For more details, please refer to CMP User manual NE41 15011-02.

## 4 APP Installation

The installation consist of four steps.

1. Check the prerequisites
2. Enable external app installation
3. Download the SmartGPS
4. Install the SmartGPS

Ensure the steps are followed in this order.

### 4.1 Prerequisites

These steps must be followed before installing the SmartGPS app:

- Activate bluetooth: **Settings** -> **Bluetooth** -> **Activate**
- Disable screen lock: **Settings** -> **Security** -> **Screen lock** -> **No lock**
- Disable notifications in messages: **Settings** -> **Messages (SMS)** -> **Settings** -> **Notifications**
- Enable location: **Settings** -> **Location** -> **Enable**

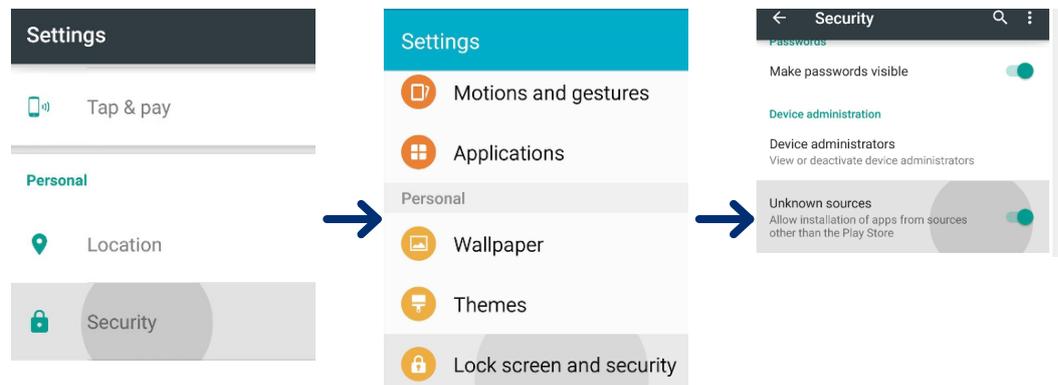


*SmartGPS installation requires those permissions if not already applied.*

### 4.2 Enable external app installation

#### Android 6.0

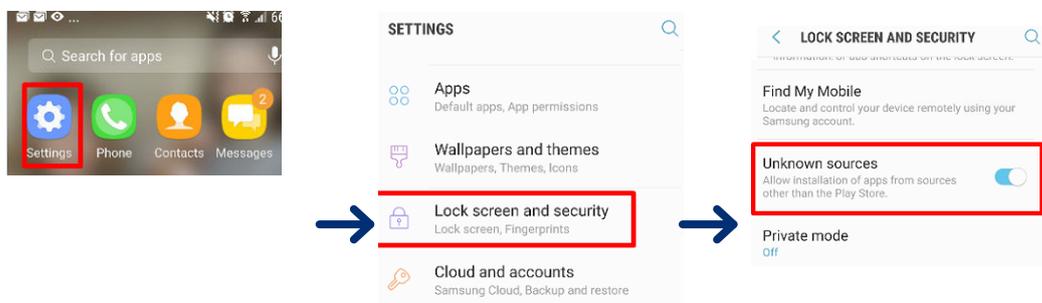
Open **Setting** -> Tap **Security** -> Tap **Lock screen and security** -> Slide button **Unknown Sources** to **On**.



**Picture 1.** Enable APP installation in Android 6.0

## Android 7.0

- Open **Setting** -> tap **Lock screen and security** -> Slide **Unknown sources** to **On** -> Tap **OK** on the verification screen.



*Picture 2. Enable APP installation in Android 7.0*

## Android 8.0

- Open **Setting** -> tap **Apps and Notifications** -> tap **Special Access** -> browse down the list and select **Install other apps**.
- Now choose an app from where to install the apps, e.g. Chrome.
- Toggle button **Trust app from this source** to enable.

### 4.3 Download the SmartGPS APK

Download The SmartGPS APK (Android Package Kit). To obtain this file, please refer to your distributor or go to the NEAT Group web page and download it.

Once the APK is downloaded, locate it in the mobile phone. Some phones have a native explorer where it is possible to search downloaded APKs and the name is similar to “File explorer”.

If no native file explorer is installed or cannot be found, download a file explorer from Google Play Store.

### 4.4 Install the SmartAPP

Once the APK is located press on **SmartGPS.apk** to begin the installation. The icon below is visible on the screen when the installation is completed.



*Picture 3. SmartGPS app icon.*

## 5 Accessing SmartGPS

To use the application it is necessary to enter:

- Customer (contact the service provider to get the customer name).



*The name is case sensitive, so it is important that the name is correct otherwise SmartGPS will not connect.*

- User (alarm code)
- International dialling country code (eg: +34 for Spain, +44 for UK, etc.)
- Telephone number from which the application will be used

A screenshot of the SmartGPS application's login screen. It features a blue header with the word 'Login'. Below the header are four input fields: 'Customer' with the placeholder text 'Customer', 'User' with the placeholder text 'User', 'International calling code' with a dropdown menu and the placeholder text 'Select your country', and 'Phone' with the placeholder text 'Phone'. A blue 'Login' button is positioned at the bottom right of the form.

**Picture 4.** Enter user information.

The user will be the alarm code transmitted to CMP.

After installation, SmartGPS displays a large red button on the screen that launches an alarm if pressed.

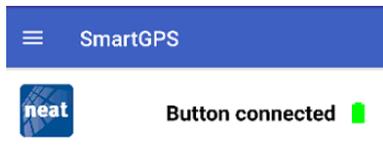


**Picture 5.** The SmartGPS app alarm button.

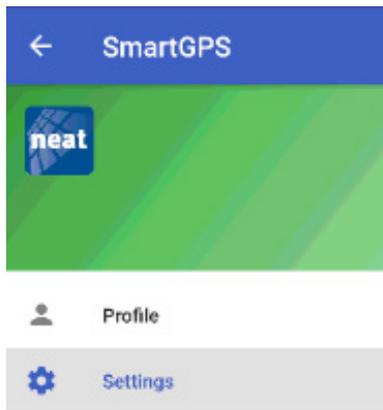
If a push button is associated with the application this is indicated with the text **Button connected** and a battery symbol. The battery symbol is green when battery level is above 10% and red if level is lower. If no associated push button is connected, the indication displays **Button not connected** and no battery symbol.

## 6 Configuration

To enter the configuration menu tap the three horizontal lines in the upper left corner.



**Picture 6.** Tap the three horizontal lines next to the title SmartGPS to enter the configuration area.



**Picture 7.** Profile and Settings menu items in the configuration area.

### 6.1 Profile

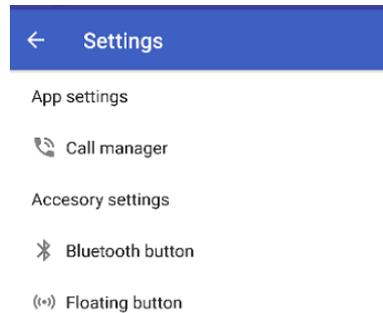
The page displays technical information: IMEI, telephone number and a token with which it is registered in CMP.



**Picture 8.** SmartGPS technical data.

## 6.2 Settings

Here are three options.



Picture 9. Menu items in the Settings area.

### 6.2.1 Call manager

Call managing can configure SmartGPS so that when an alarm is launched, it is launched in hands-free mode.

It also allows you to configure the maximum volume of the call.

### 6.2.2 Bluetooth button

Configures an external button to the application.

### 6.2.3 Floating button

Allows you to configure the application to have a floating button on the screen, so that you can use the phone as a normal phone, with a floating button on the screen that when pressed will send an alarm.

## 7 Adding a Bluetooth push button

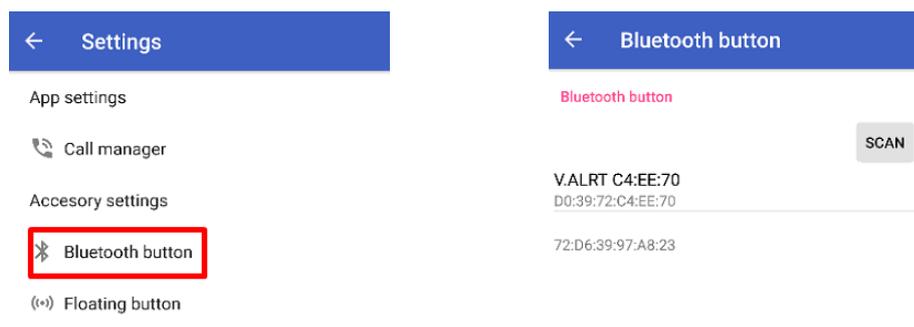
The push button is associated via Bluetooth, so it is essential that the terminal has Bluetooth active. In the installation of the application, the same installation asks for it, it will simply be necessary to accept the message.

The push button has a unique Bluetooth code (mac-address) that will be supplied in the product box, otherwise it can be read from SmartGPS.

### 7.1 Adding a Bluetooth button in the SmartGPS app

To add the mac-address of the Bluetooth button tap the upper left corner and select **Settings** and **Bluetooth button**.

If the mac-address is unknown, tap the button **SCAN** and the app will start searching for nearby bluetooth devices and once a device is found tap it and it will be paired.



Picture 10. Adding a Bluetooth button in the SmartGPS app.

## 7.2 Loss of connection of the button

If the Bluetooth button loses communication with SmartGPS, the button will beep slightly and begin to flash red and SmartGPS will show on the screen the message **Button not found**.

## 7.3 Reconnection with the button

If the button has been away from the terminal and therefore has been disconnected, when it is close again, it will reconnect automatically. Once connected, the button will make a short beep and will flash green once, while SmartGPS will display **Connected button**.

## 7.4 Shutdown button

To turn off the button, press it and keep pressed for 30 seconds. After 10 seconds it will beep and after 30 seconds it will emit several beeps and turn off.

# 8 Notifications

Notifications to SmartGPS are sent by the service centre. Click on the serial number of the terminal or the terminal code, which will show the Carephone screen. Once in **Carephone**, click on **Notifications**.

It is possible to receive four types of notifications:

- Notification with free text.
- Notification with answers **YES/NO**, where the user answers by selecting Yes or No.
- Notification with 4 possible answers.
- Reception of pictograms sent by the service center.



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*Notifications will arrive at SmartGPS in the same way that whatsapp notifications arrive. More information about CMP is found in the CMP manual.*

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# 9 Location

The SmartGPS sends its position each time an alarm is sent. By default the service provider can request the user's position or a set of positions (tracking) when there is a reason for doing it.

## 10 Usability

There are three ways of sending alarms:

- By pressing the red button

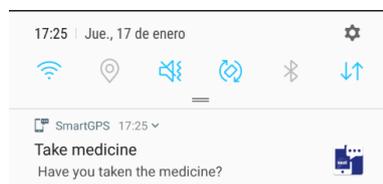


- By pressing the floating button
- By pressing the external button

### 10.1 Notifications reception

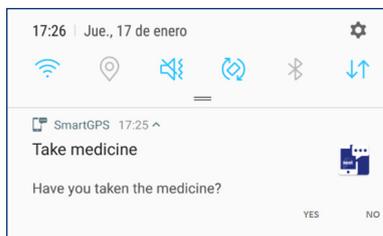
The operator can send notifications to SmartGPS, the user will receive four kinds of notifications:

#### Free text written by the operator



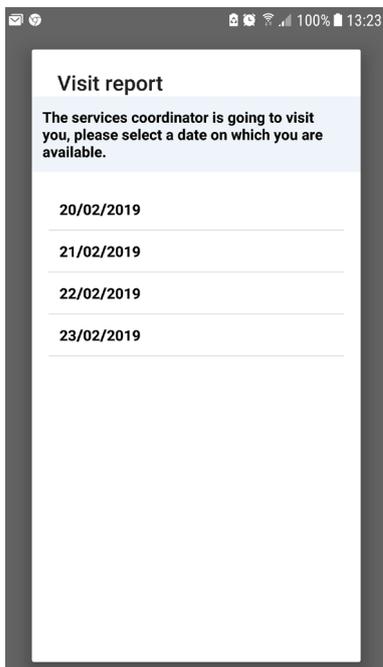
The user sees the notification and clicks on it to remove it.

### Question to respond Yes/No



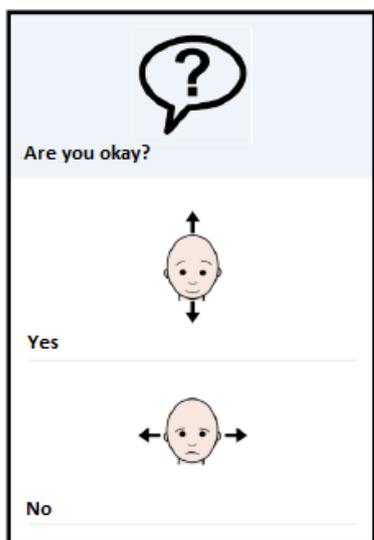
Choose an option by clicking on it.

### Question with different possible answers



The user selects by tapping on one of the options.

### Pictograms+Question



You can answer Yes or No by clicking on the screen.

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