

Basic Phone Operation

This page shows you the very basics of the NMA phone, such as switching it on and what the buttons are for.



1. Power button - press and hold to turn the phone on / off
2. Home Button - when the phone is on, this button will take you to the Home Screen
3. Back Button - used to return to a previous menu or screen
4. Recent Apps Button - press to display the apps currently running
5. Volume Button - used to adjust the call volume & ringtone/notifications volume
6. Flashlight Button - with the phone unlocked, this will turn on/off the light

The Home Screen

When the phone has started, swipe the screen and enter the NMA phone PIN (from your coordinator) to unlock the phone

This is the phone home screen:

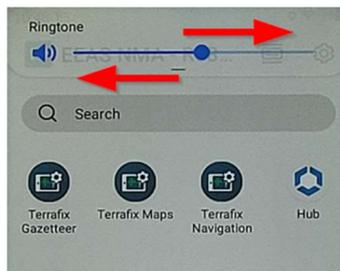


Use the icons along the bottom of the screen to launch each application.

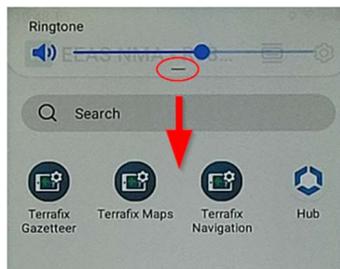
Alert Volume

As mentioned above, the volume buttons control the call volume, when in a call, and also the alert volumes for message, ringtone etc.

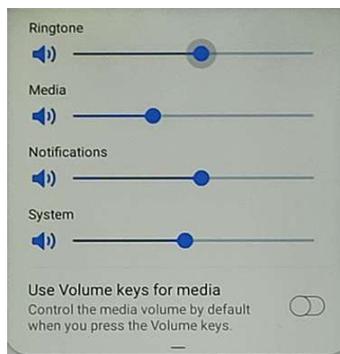
- When not in a call, press the volume button (up or down)
- The ringtone level will appear at the top of the screen, you can use the volume buttons to adjust this or the slider on the screen



- Swiping down on the ringtone volume will open more volume controls

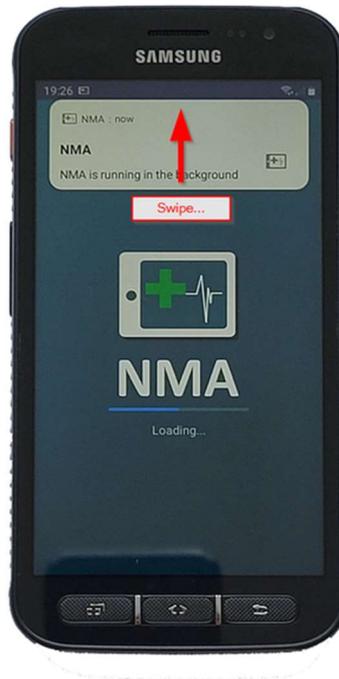


- from here, you can adjust the volume of:
 - **Media** - the volume of the NMA app voice prompts etc.
 - **Notifications** - SMS alerts etc.
 - **System** - any system notifications



NMA Overview

From the Home Screen, tap the 'NMA' icon to open the NMA app



When the NMA app is loading, you will receive a message stating 'NMA is running in the background', swipe up on this message to clear it

The NMA Home Screen

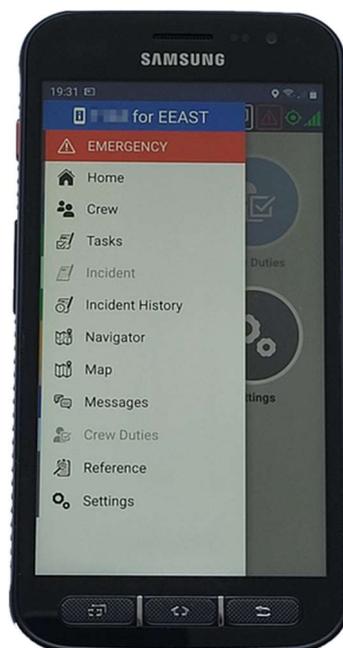
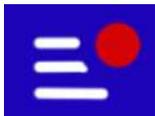
This is the first screen you will be presented with when the app is running



Swipe Left for more options...



All of these options are also available from the menu, by tapping the icon at the top-left:



What the buttons do



Crew - Use this to sign on / off. A red ring indicates there are no crew signed on, a green ring indicates crew are signed on



Tasks - Provides access to the 'Clear', 'Mobile to Standby', 'At Standby' and 'Requests' functions



Incidents - Provides access to the LIVE incident information. If you do not have any live incidents, this icon will be grey (pictured), indicating it is unavailable



Incident History- Provides access to the historical information of all the incidents acknowledge, while on duty



Navigator - Satellite navigation application. This will self-launch to guide you to a task



Map - This will display your current location and show house numbers to assist navigation



Messages - Messaging portal within the NMA application. Provides messaging function between AOC and the user



Crew Duties - not used by CFR's



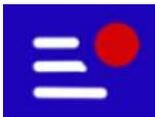
Reference - Provides access to help guides and aide memoires



Settings - Provides access to minimal application settings and Training mode

Status Bar icons

These are all found at the top of the NMA app screen



Menu - Provides access to all NMA functionality via a standard menu



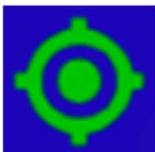
Current Status - Provides your current status. Tap here as a shortcut to return to the NMA Home Screen



Blank Screen - Tap to blank the screen, double-tap on screen to un-blank



Emergency Button - Initiates an emergency alert in the AOC, to be used if the user is in danger



GPS Signal - Green indicates a valid GPS signal & location, red indicates the connection is unavailable

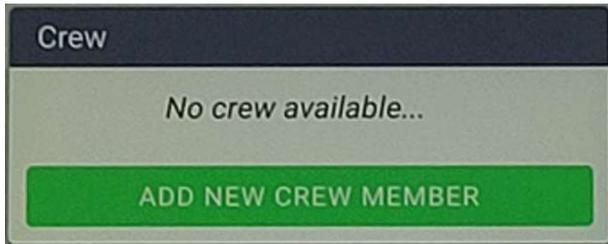


Remote Connection Status - Provides a graphical representation of your device connection with the NMA system

Signing In to NMA

Before starting a shift, responders will need to sign-in to the NMA device with their personnel number (previously called your Evolve number). This should already be available to you, if not, contact you coordinator.

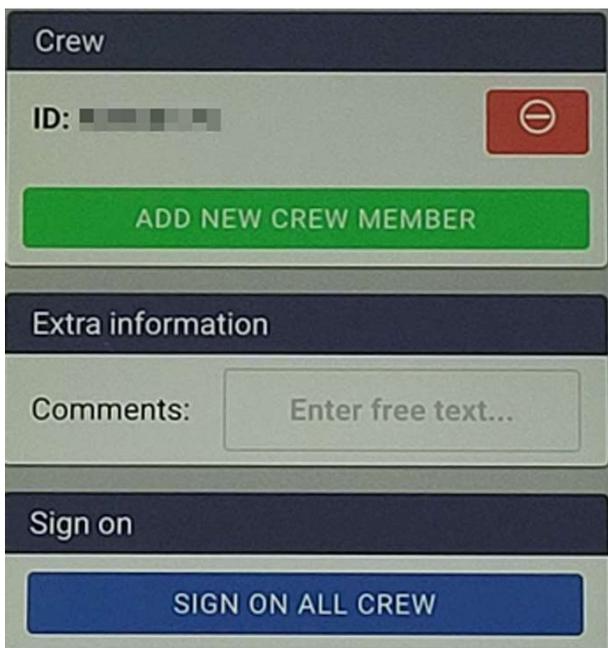
1. From the NMA Home Screen tap the **Crew** icon



2. When you see this message, tap the green button, '**ADD NEW CREW MEMBER**'



3. In this box, enter your personal number (also known as your Evolve number) if you don't know what it is, ask your coordinator



4. If there are two of you booking on, use the '**ADD CREW MEMBER**' button again and input their personal number. Otherwise, press the blue '**SIGN ON ALL CREW**' button



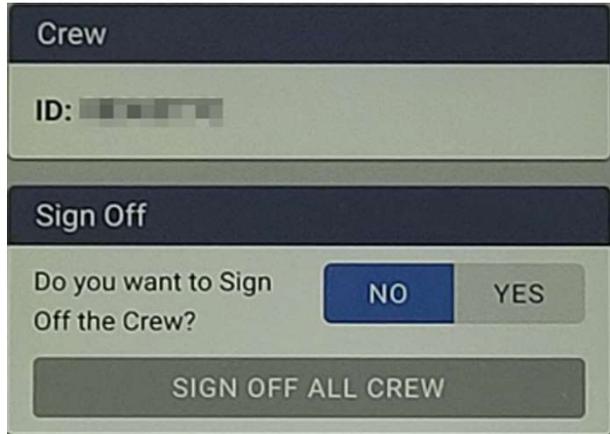
5. You will receive a message alert telling you you are booked on. Either use the Cross symbol at the top-right of the message to close the pop-up, or the blue '**GO TO MESSAGES**' option

You are now signed-on and ready to respond.

Signing out of NMA

When you have finished your shift, you need to sign out of NMA before switching off the phone.

1. From the NMA Home Screen tap the **Crew** icon



1. When presented with this screen, tap **'YES'** then tap **'SIGN OFF ALL CREW'**
2. You will hear an audible confirmation that you have been signed off.

Change to L0 or L1

Follow these steps to change the level at which you are responding to either **Level 0** or **Level 1**

Responding at **Level 0** means you will only be sent to confirmed cardiac arrests.

Responding at **Level 1** means you will only be sent to confirmed or predicted C1 calls.

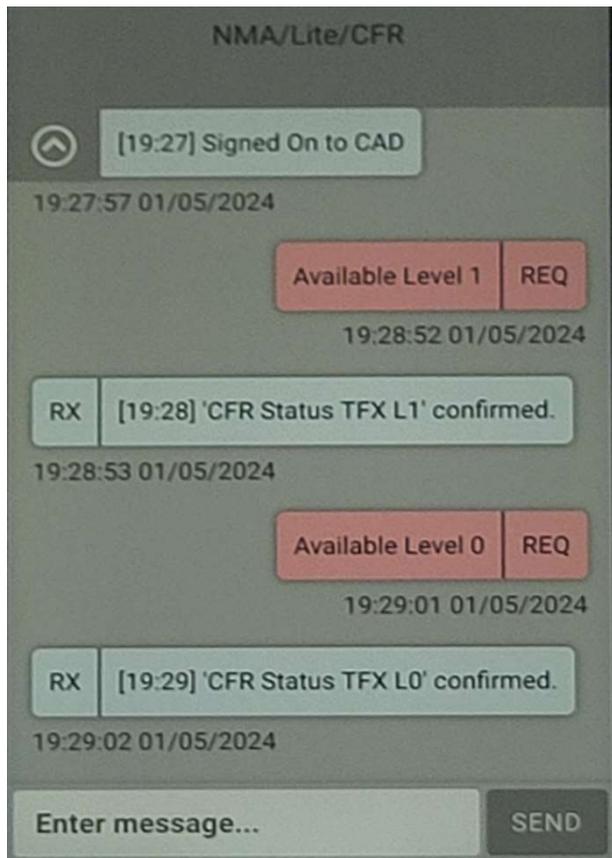
1. While Signed-in to NMA tap the **Tasks** icon



1. from this screen, select '**REQUESTS**'



1. tap the relevant level for which you will be responding
2. This will update your response level and you will receive a message within NMA confirming the changes you have made



This is an example of the messages sent (in pink) and received from CAD

Receiving an Incident

Incidents can be sent via NMA or text message, this page will show you how to progress either.

NMA

On receipt of an incident an audible alert and on-screen message will occur.



Tap '**ACKNOWLEDGE**' to accept the task, a summary of the incident will be displayed. The Status bar will show that you have 'Acknowledged' the task



You can swipe left to view more information about the incident, such as the location, incident details, patient details & notes

- Tap '**MOBILE TO SCENE**' this will open the Navigator and plot your route to the incident location. You will need to tap '**CONFIRM**' on the disclaimer screen prior to the map view opening.
- On reaching the incident location, press the back button to return to the previous screen, then tap the '**AT SCENE**' button to update CAD that you are on scene

When on scene, the status bar will show that you are 'At Scene'.

Text Message

Some incidents are sent via SMS (text message), these are usually auto-dispatched jobs, where CAD has sent the incident details to resources which may be able to attend.

Incidents received this way use the normal text message function of the phone, if you receive a message this way, open the text message via the Messages icon on the phones home screen.

If you believe it is a task which falls within your scope of practice, make a note of the CAD number (usually 3-4 digits) and call control to ask them if they would like you to attend.

Clearing from an incident

When you have completed a task, you can clear from the incident within NMA. This will make you available for further tasks.



1. Tap the **Incident** icon
2. Tap **CLEAR (WITH REASON)**
3. Select the appropriate clear category from the list.

The phone will then display the NMA home screen, the Status bar will show that you are 'Clear' and the Incident icon will be grey-out.

The Emergency button

If you or your colleagues are in danger or feel threatened and need urgent assistance, the emergency button should be used to send an alert to the AOC.



- From the NMA home screen, tap this icon, located in the status bar, at the top-right of the screen



- This message will pop up on the screen, tap '**SEND EMERGENCY**' to confirm you wish to send an emergency alert

Once the alert has been sent, the icon will turn green to indicate the alert has been sent. If you wish to cancel the alert, tap the icon again and tap '**CANCEL EMERGENCY**' on the pop-up message.

Messaging

Important!

It is good practice to minimise the Messaging app when you're not using it. If it remains open, you will not receive audible alerts for messages and you may miss a task. Simply press the Home or Back buttons to close the app.

As with the previous responder handsets, it is possible to use the SMS function to check:

- Whether you are **booked on**
- The **status of back-up** for your current incident

This is done using the phone text messages, not NMA messages.

Your phone should already have the number for CAD in the phone book, if not, ask your coordinator to add it.

To check you are booked on:

- From the phone Home Screen, tap the Messages icon
- Create, or reply to, a message from CAD (it may be named differently in your phone)
- The message content should be: **S**
- Send the message.

CAD will reply with your current status

If you have an incident in progress and wish to check the **status of your back-up resource**:

- From the phone Home Screen, tap the Messages icon
- Create, or reply to, a message from CAD (it may be named differently in your phone)
- The message content should be: **B**
- Send the message.

CAD will reply with the callsign of the allocated resource and the distance from the incident location.