

User Guide eAlarmApp connect 4 for iPhone

This guide describes how to set up and register the eAlarmApp connect 4, which is compatible with the latest iOS versions, and provides information on the available settings and their effects.

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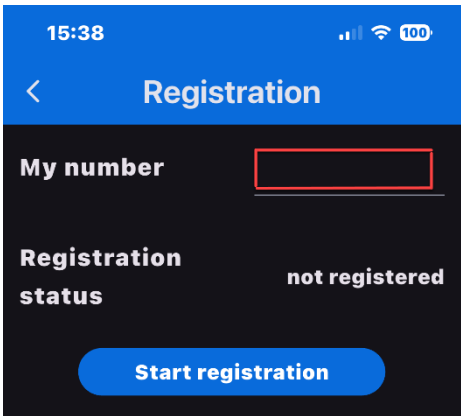
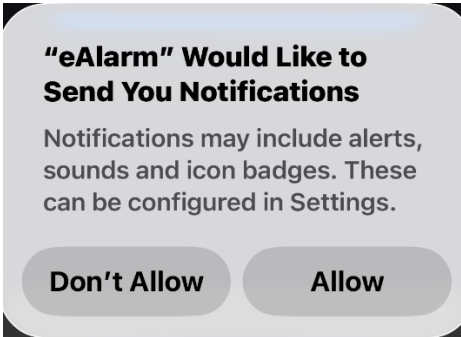
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1 Installing the app from the Apple App Store

Open Apple App Store Search term: eAlarm connect 4 Click on Install	
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2 Register the eAlarmApp with eAlarm emergency

Starting point: The latest version of the **eAlarmApp connect 4** has been successfully installed on the iPhone and **is being run for the first time**.

Registering the app Under 'Settings/Registration', select: • Open Registration • My number: Enter your telephone number • Confirm by selecting 'Start registration' Format: 0791234567 or +41791234567	
Allow notifications Allow eAlarm to send notifications.	

Allow critical alerts

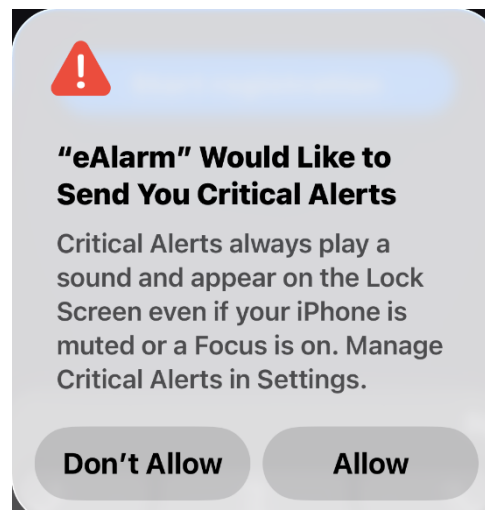
When the app is launched for the first time, a message will appear stating that the app wishes to send critical alerts.

Select **'Allow'**.

This setting allows the app to send audible notifications, even if the iPhone is set to silent mode.

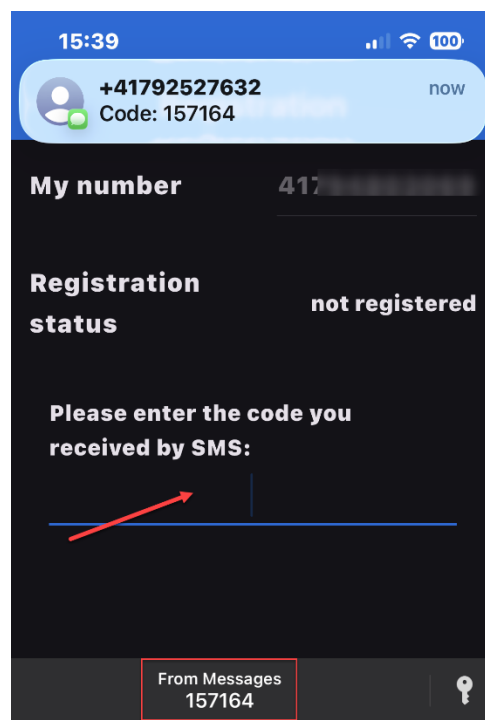
You can find out more directly from Apple:

[Using notifications on your iPhone or iPad – Apple Support \(CH\)](#)



If there is a corresponding subscriber with the entered phone number in eAlarm, a **registration code** will be sent **via SMS**.

You must now **enter** this code **manually** in the field provided, or you can click on the code you received under the field labelled **'From Messages'**; this will **automatically** populate the field.



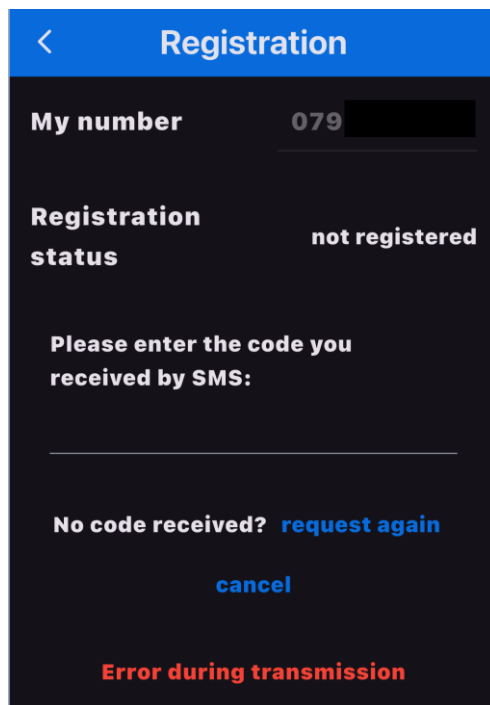
Error during transmission / registration

If an error message appears whilst the code is being sent:

1. Close the app and switch from the Wi-Fi connection to a direct data connection.

Reopen the app and request the code again.
2. Ask your company's administrator to enable the TCP ports required for the server connection, as described in [Chapter 9](#).

Reopen the app and request the code again.



The screenshot shows the 'Registration' screen of the eAlarmApp. At the top, there is a blue header with a back arrow and the title 'Registration'. Below the header, the 'My number' field is displayed with the value '079' followed by a blacked-out area. The 'Registration status' is shown as 'not registered'. A prompt asks the user to 'Please enter the code you received by SMS:' with an empty input field below it. At the bottom, there are two buttons: 'request again' (in blue) and 'cancel' (in blue). A red error message 'Error during transmission' is displayed at the very bottom of the screen.

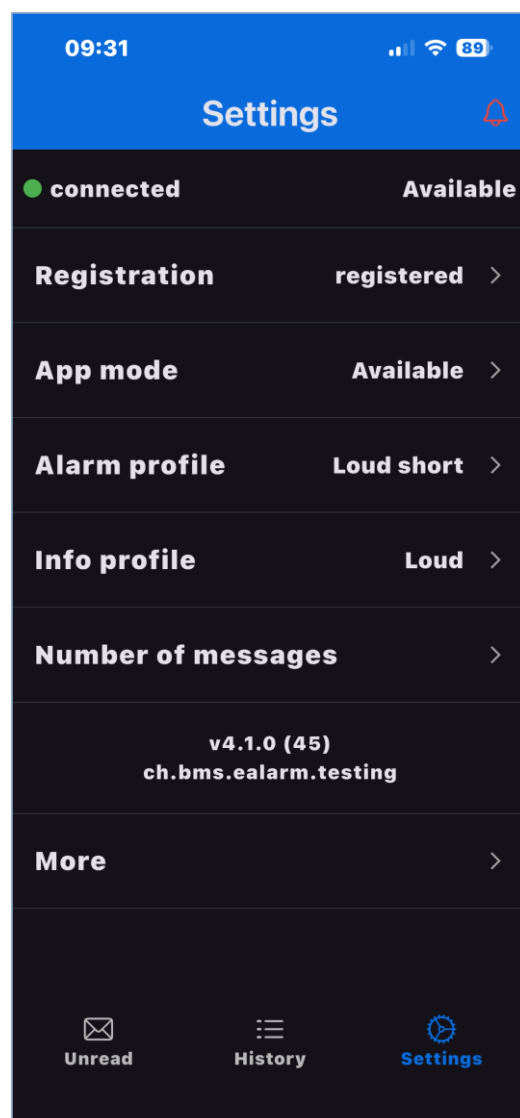
The eAlarmApp is now **successfully** registered with eAlarm emergency and the traffic light is green.

You are now on the page where you can configure **your settings**.

The message '**Not** registered' in the registration status has disappeared. The green traffic light is also displayed, **so the app is registered, available and ready to receive messages**.

Default settings after registration

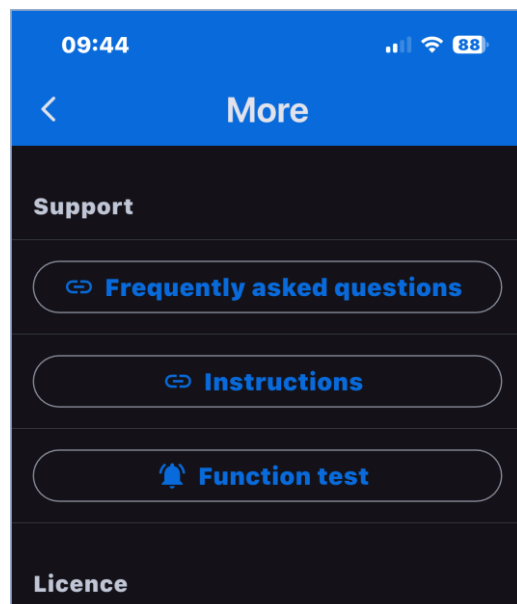
- Status: **connected – Available**
- Registration status: **registered**
- App mode: **Available**
- Alarm profile: **Loud short**
- Info profile: **Loud**
- Number of messages:
 - Max. number of messages: 50
 - Limited lifetime: not applicable



Start function test (self-test wizard)**Start test**

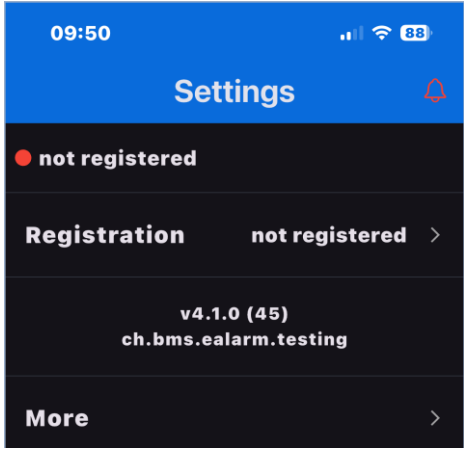
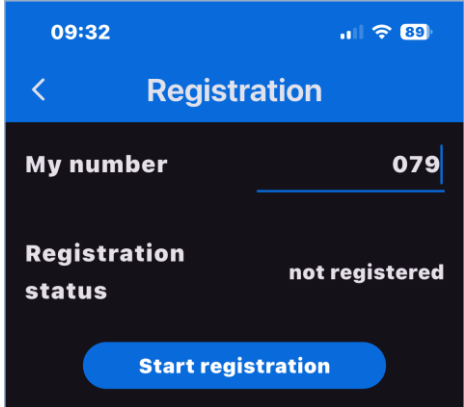
Start the self-test wizard to check that all settings are correct.

For details, see the ['Functional Test: Notifications'](#) section.

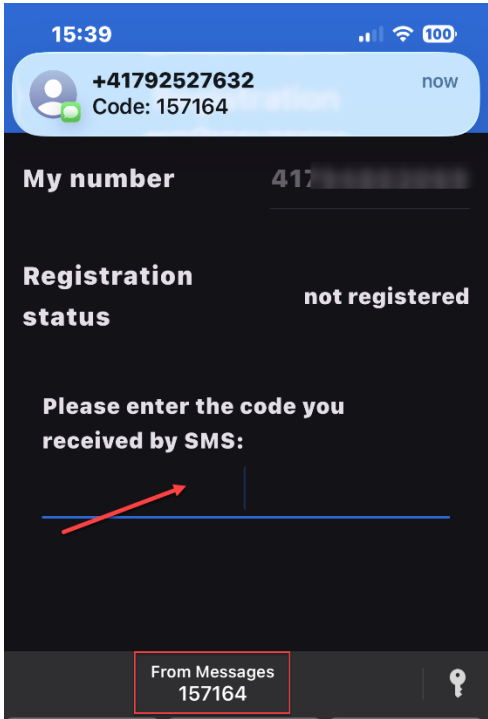


3 Re-registering the eAlarmApp with eAlarm emergency following de-registration

Situation: The current version of the **eAlarm App connect 4** has been successfully installed on your iPhone and you wish to **re-register**.

The app's traffic light is still red, as the app has not yet been registered with eAlarm and the app mode is therefore still set to 'Not available'. The red traffic light is displayed when the: - the app is not registered. - the app is registered but has the status 'Not available'.	
First, you must enter your mobile number, if it has not already been entered. Tap the 'My number' field to open the input field. Now enter your mobile number. The following formats are permitted: +41791234567 and 0791234567 Confirm the registration by tapping 'Start registration'.	

You can enter the **code you have received** directly into the field, or you can select the code within the app (marked in red); it will then be automatically transferred to the designated field, and the registration will be completed.



15:39 100%

+41792527632 now
Code: 157164

My number 417

Registration status not registered

Please enter the code you received by SMS:

From Messages
157164

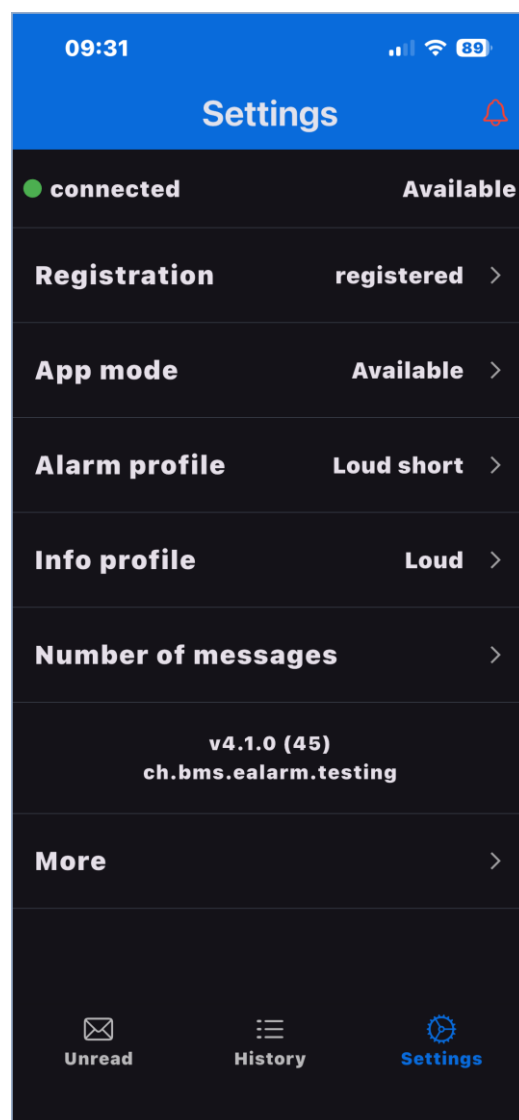
The eAlarmApp is now **successfully** registered with eAlarm emergency and the traffic light is green.

You are now on the page where you can configure **your settings**.

The message '**Not** registered' in the registration status has disappeared. The green traffic light is also displayed, **so the app is registered, available and ready to receive messages**.

Default settings after registration

- Status: **connected – Available**
- Registration status: **registered**
- App mode: **Available**
- Alarm profile: **Loud short**
- Info profile: **Loud**
- Number of messages:
 - Max. number of messages: 50
 - Limited lifetime: not applicable



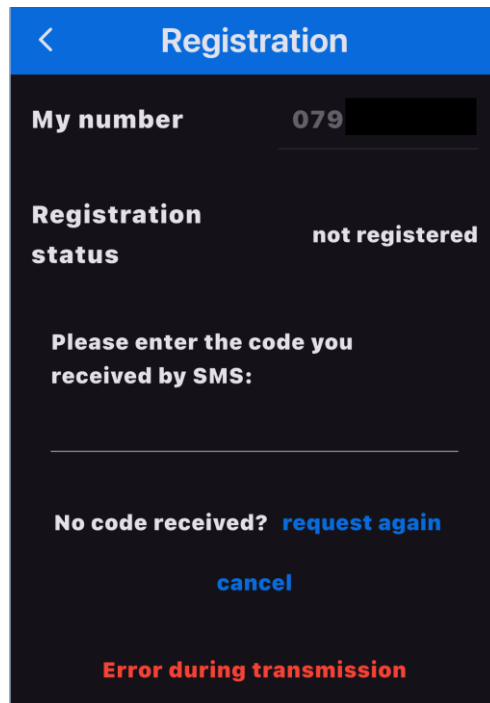
Error during transmission / registration

If an error message appears whilst the code is being transmitted:

3. Close the app and switch from the Wi-Fi connection to a direct data connection.

Reopen the app and request the code again.
4. Ask your company's administrator to enable the TCP ports required for the server connection, as described in [Chapter 9](#).

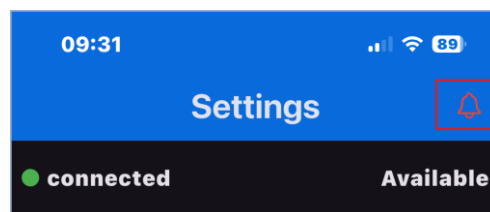
Reopen the app and request the code again.



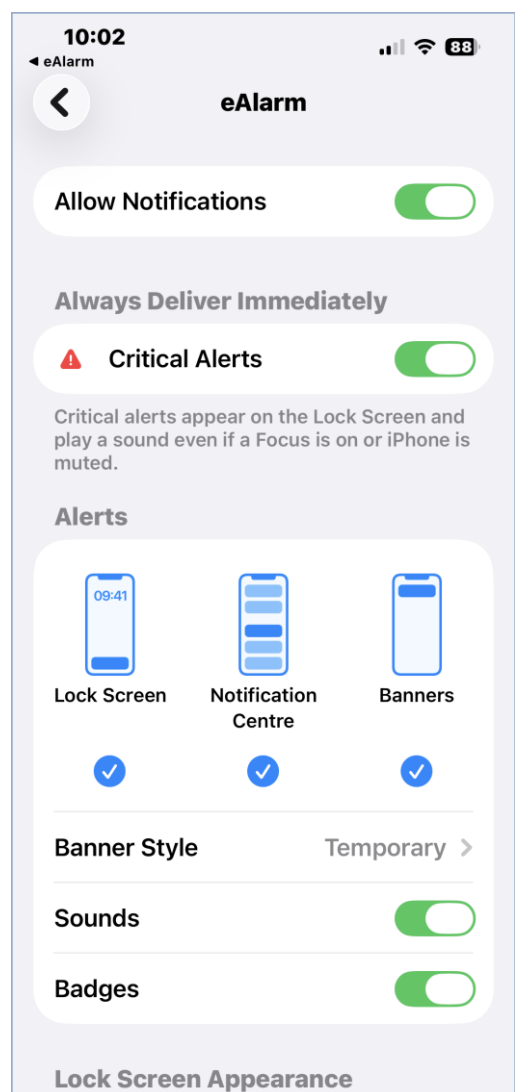
Settings for critical notifications

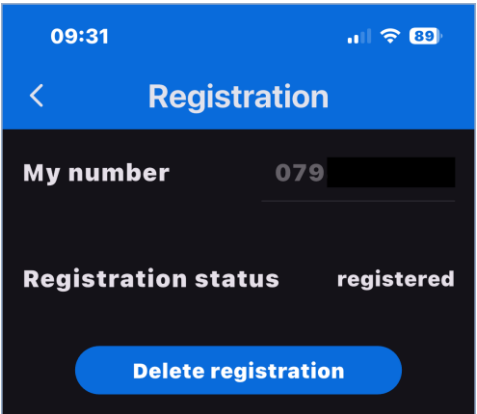
The **bell icon** shows the current setting regarding whether, and if so which, notifications may be sent to the app:

	Allow notifications	✓
	Critical notifications	✓
	Allow notifications	✓
	Critical notifications	✗
	Allow notifications	✗
	Critical notifications	✗



Tapping the bell icon takes you directly to the OS settings, where you can enable or disable notifications.



Unregister You can also unregister the app. To do this, select 'Registration' and then 'Delete registration'.	
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IMPORTANT: Make sure the app is **marked as "Not registered"** before you:

- ...uninstall the eAlarm app.
- ...remove your SIM card and wish to use it elsewhere.
- ...switch off your smartphone and switch on another device with the same number (Multi SIM)

If you do not do this, eAlarm emergency will continue to operate for your target number based on the last mode set, and you will either receive all notifications with a 30-second delay (fallback SMS in 'Available' mode) or not at all (in 'Not Available' mode).

4 Changing the app mode

The eAlarmApp distinguishes between 2 app modes:

Available Push Notification	The eAlarmApp connects to eAlarm emergency. Alarm and information messages are primarily transmitted to the app via an active data connection (mobile network or Wi-Fi). If a data connection to the server exists at the time of the alarm or information message, the app is notified via a push notification. The app must then be opened so that the alarm and information messages can be displayed. If there is no data connection to the server at the time of the alarm or information message, a 'fallback' to SMS takes place after 30 seconds, depending on the settings selected in the eAlarm emergency account.
Not available	The eAlarmApp reports the subscriber to eAlarm emergency as 'Not available'. In this status, no alarm or information messages are sent to the subscriber. Availability is managed by eAlarm emergency. Once a defined reactivation time has elapsed, eAlarm emergency automatically resets the subscriber's status to 'Available'. No additional confirmation is required within the app.

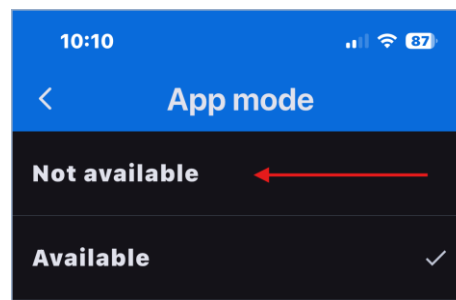
IMPORTANT:

*If the eAlarmApp is closed via task management whilst in 'Available' status, alarm and information messages will continue to be delivered to the app, as the eAlarmApp is activated via push notifications. If no alarm or information messages are to be delivered to the eAlarmApp, the user must set the app mode to '**Not available**'.*

Set app mode from 'Available' to 'Not available'

In the '**Settings**' menu, select '**App mode**' and set it to '**Not available**'.

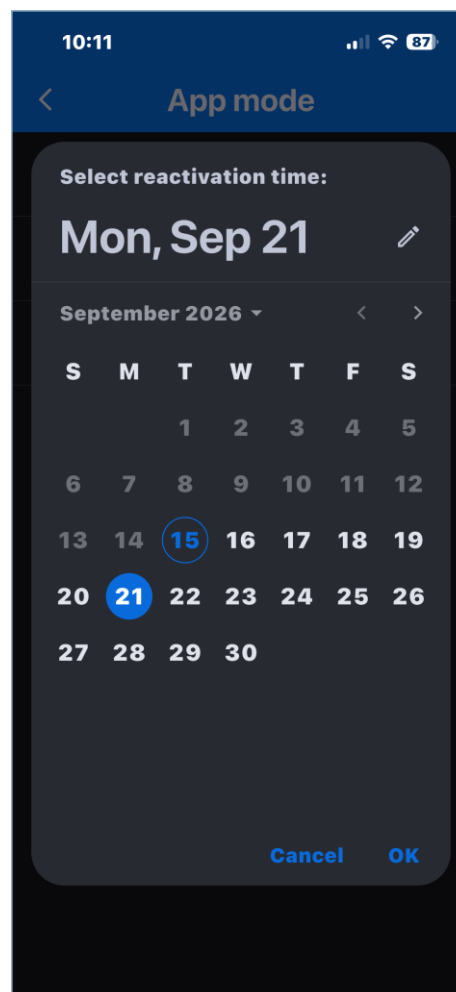
App mode is then set to 'Not available' and the view returns to the settings overview.



Select the reactivation date

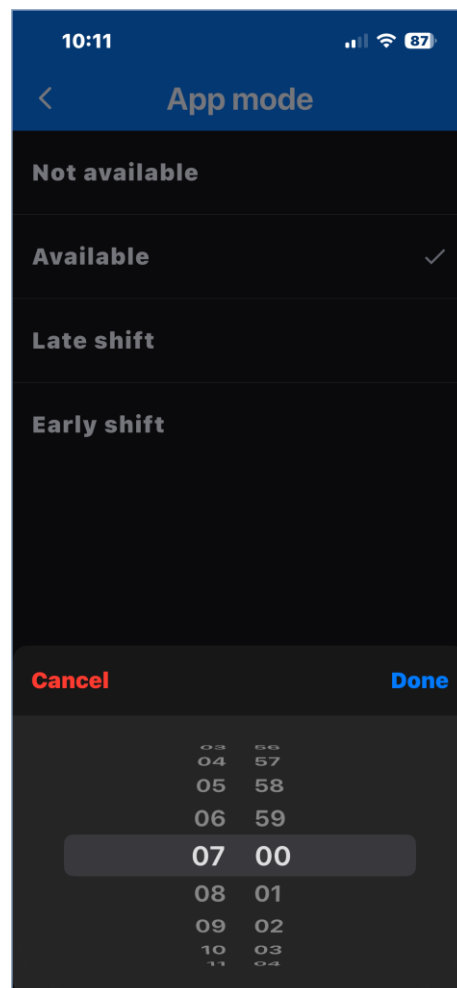
Select a **date** for reactivation.

Confirm by tapping '**OK**'.



Select **the time** for reactivation.

Confirm by tapping '**Done**'.

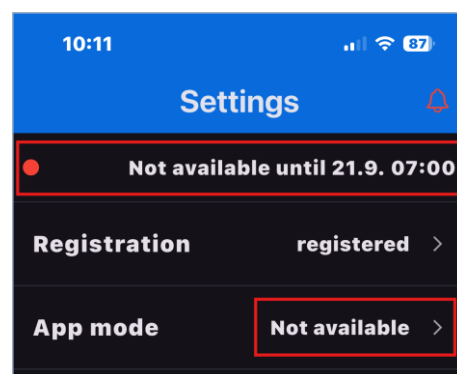


The app settings show that the app is marked as '**Not available**', along with the duration, or when alerts will once again be sent from the backend to the app.

In app mode, '**Not available**' is displayed.

The eAlarm emergency system records this time and **automatically** sets the app **back to 'Available'** once the time has elapsed.

You do not need to do anything to switch back to 'Available' mode.

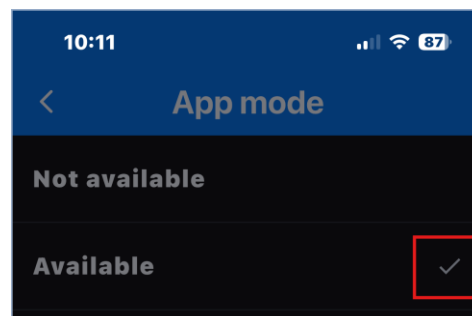


Manually set the app to 'Available'

If you wish to **manually** set the mode to "Available" before the set time has elapsed:

In the 'Settings' menu, select 'App Mode' and set it to 'Available'.

The app mode will then be set to 'Available' and the view returns to the settings overview.



A log file is available in **the user area**.

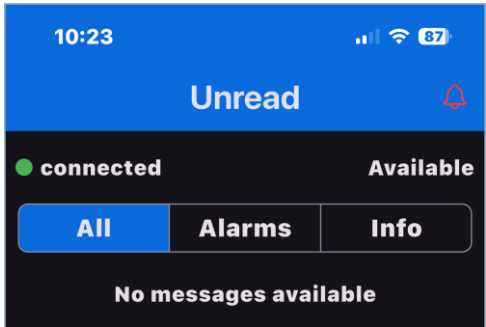
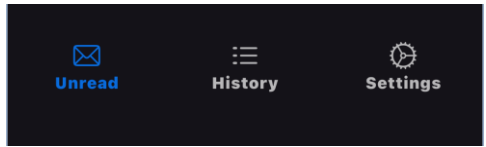
The following statuses are included in the log file:

- **App registration deleted:**
The app's registration has been deleted.
- **Registration code requested:**
A registration code has been requested.
- **AppON active:**
The eAlarmApp currently has an active TCP connection to the server.
- **AppON active disconnected:**
The eAlarmApp currently has no active TCP connection to the server.
- **Push notification sent to mobile:**
A push notification has just been sent to the eAlarmApp, thereby activating the app. The app connects to the server and retrieves the alarm or information message, if available.
- **Alarm delivered:**
The alarm has been delivered to the eAlarmApp.
- **Information message delivered:**
The information message has been delivered to the eAlarmApp.
- **AppOFF (Not available):**
The app is in 'Inactive' status → . In this status, no messages (alarms & information) are sent to the user (Not available).
- **Active profile: active (Available)**
Displays the currently active profile.

Subscriber zone

General	Options	Alert medium	Absence	Groups	Logs
data set: [redacted]					
Logfile eAlarmApp for number 4 [redacted] (App version: 4000)					
30.03.2026 12:01:10 - Alarm zugestellt					
30.03.2026 11:55:59 - Push an Handy versendet					
30.03.2026 11:40:10 - Push an Handy versendet					
26.03.2026 13:16:56 - Active profile: active					
26.03.2026 13:16:56 - AppOn					
26.03.2026 13:16:52 - Registrierungscode angefordert					
25.03.2026 08:50:21 - Registrierung von App gelöscht					
25.03.2026 08:50:20 - Registrierung von App gelöscht					
25.03.2026 08:46:57 - Neue Registrierung: Lösche alles Gerät.					
25.03.2026 08:46:52 - Registrierungscode angefordert					
25.03.2026 08:46:28 - Registrierungscode angefordert					
19.03.2026 14:36:11 - Neue Registrierung: Lösche alles Gerät.					
19.03.2026 14:36:09 - Registrierungscode angefordert					
19.03.2026 10:46:40 - Push an Handy versendet					
19.03.2026 10:46:40 - Alarm zugestellt					
19.03.2026 10:46:33 - Neue Registrierung: Lösche alles Gerät.					
19.03.2026 10:46:19 - Registrierungscode angefordert					
19.03.2026 10:41:00 - Push an Handy versendet					
19.03.2026 10:41:00 - Alarm zugestellt					
19.03.2026 10:40:16 - Alarm zugestellt					

5 Editing and Viewing eAlarmApp Notifications

The following filters are available in the eAlarmApp: • 'All' displays all messages (alarms and information messages). • Alarms displays only alarm messages. • Info displays only information messages.	
Navigation menu In addition to the 'Settings' menu item, there are two further menu items: • Unread • History	
Unread	New messages, alerts and information are stored under this menu item. Using the 'Alerts' or 'Information' tabs, you can select and view messages according to their respective type.
History	Once an 'Alarm' or 'Info' notification has been processed (accepted or rejected), it is filed in the relevant tab under 'History'.

IMPORTANT: If the eAlarmApp is deleted, all messages will also be deleted and cannot be recovered.

Apple Critical Alerts

- **Apple Critical Alerts** are special system notifications in iOS, iPadOS and watchOS designed for **time-critical and security-related events**. They are deliberately distinguished from normal notifications to ensure that important alerts **reach** the user **immediately**.

Features

- **Bypass silent mode:** Critical alerts are displayed and accompanied by an audible alert even if:
 - the device is set to *silent*
 - *'Do Not Disturb'* or *'Focus'* is enabled
- **Audible alert:** A clearly audible alarm tone is played.
- **High priority:** The alert appears immediately on the screen and overlays other content.
- **Limited use:** Only apps approved by Apple are permitted to send Critical Alerts.

Purpose

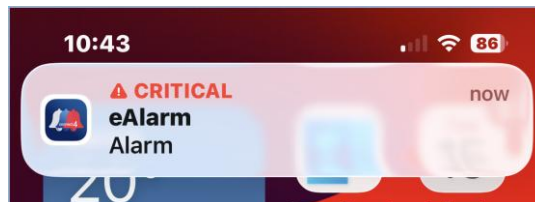
- Critical Alerts are designed to **provide immediate information in the event of danger or an urgent need for action**, e.g.:
 - medical emergencies
 - security-related system conditions
 - warnings regarding environmental or hazardous situations

User control

- Users can enable or disable Critical Alerts **on a per-app basis**.
- This setting is available in the system settings under **'Notifications'** for the relevant app.
- Even when Critical Alerts are enabled, the **normal notification controls** (banners, lock screen, notification centre) remain in place.

Restrictions

- Critical Alerts must **not** be used for **general information or marketing purposes**.
- Misuse will result in Apple revoking authorisation.
- The feature is only available on supported Apple devices and operating system versions.



Unread notifications (badge)

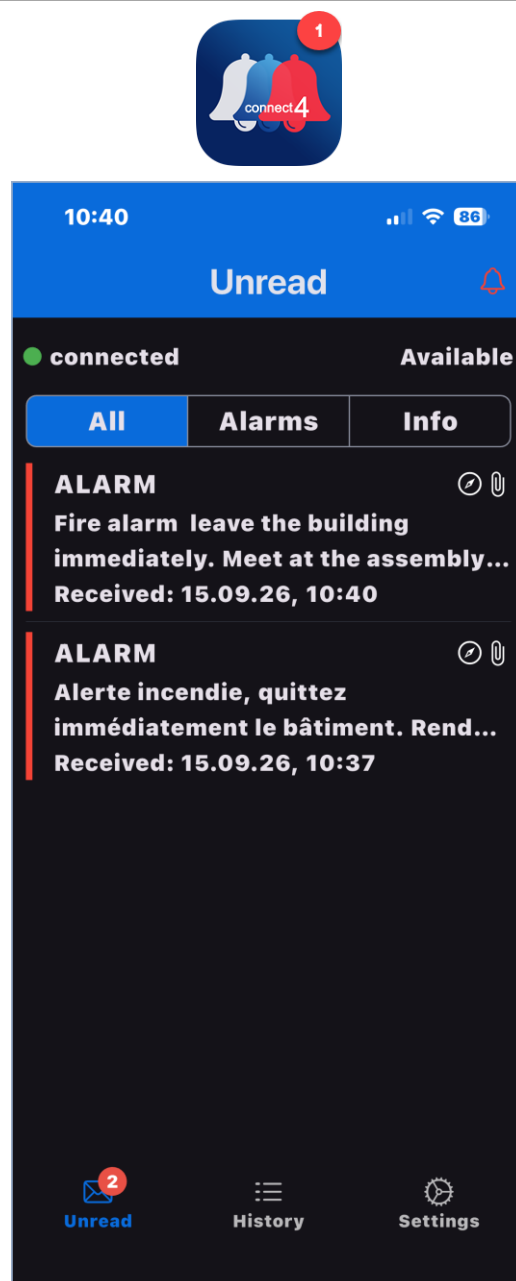
Unread and unacknowledged messages are displayed on the home screen with a **badge** (1).

*Within the app itself, unread messages are also marked with **badges** so that they are easy to spot.*

*When the **eAlarmApp** is opened, unread messages are automatically displayed to the user.*

'Unread' menu

The alarm notification is saved under the '**Unread**' menu item and can be managed directly from there.



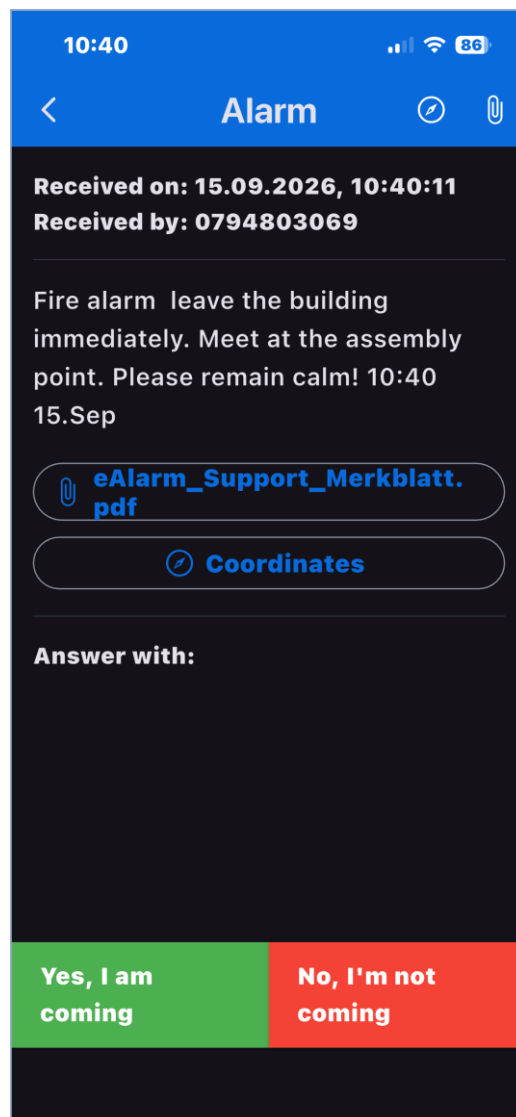
Viewing and acknowledging the alarm message

When you open the app, the new alarm message is displayed straight away.

This message can be acknowledged.

Acknowledging the alarm message:

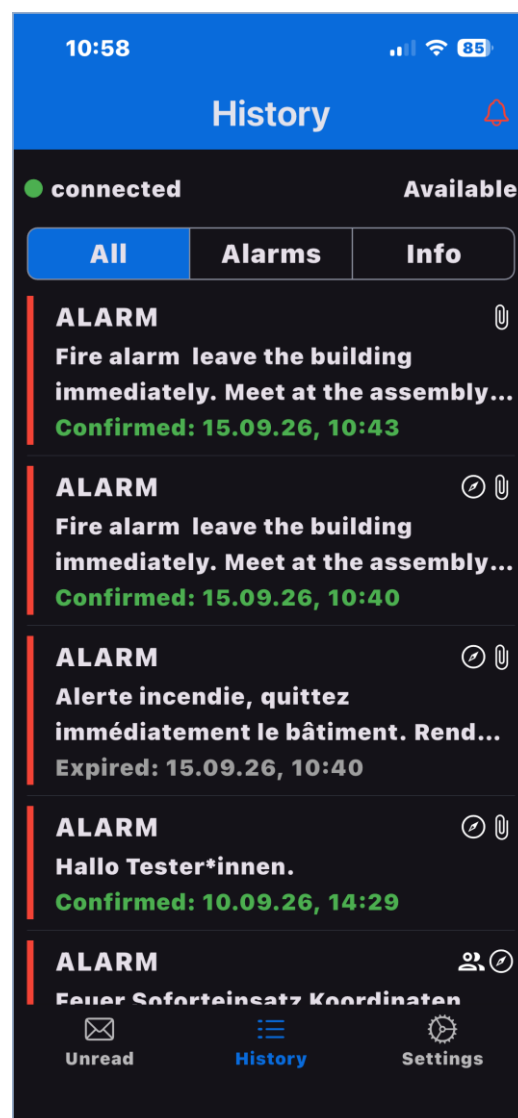
Example: 'Yes, I am coming' or 'No, I'm not coming'.



Once acknowledged, the alarm message is moved to the **'History'** menu item.

*Depending on the settings, the **'History'** menu item may contain between 10 and a maximum of 50 messages – on a first-in, first-out basis.*

*This value can be adjusted under **'Settings'**.*

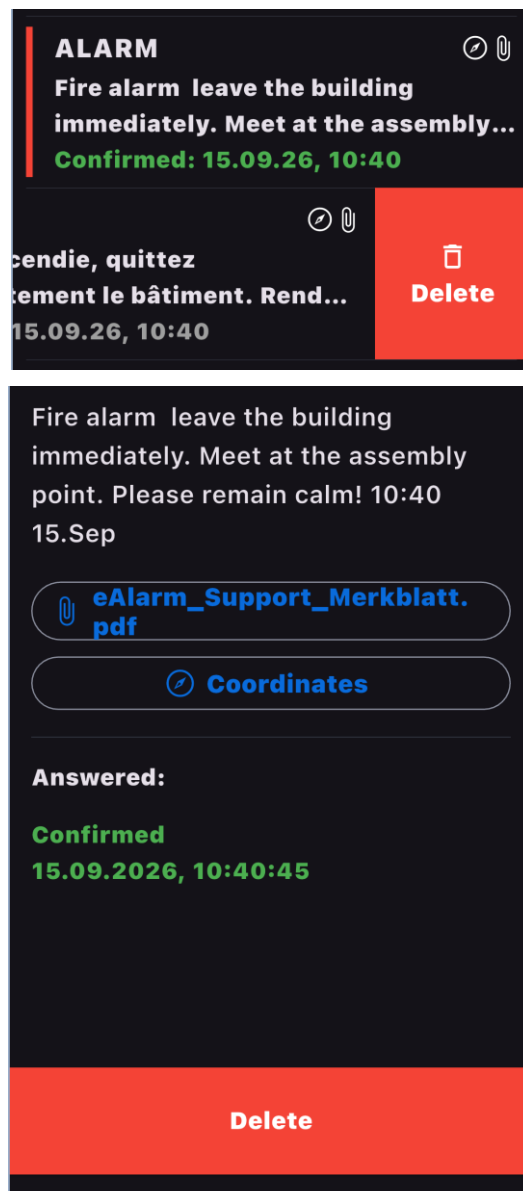




Deleting messages

Messages can be deleted from the **'History'** menu item; there are two ways to do this:

1. Swipe from right to left in the message overview.
2. Open a message; the delete button appears at the bottom.



Automatic deletion of messages

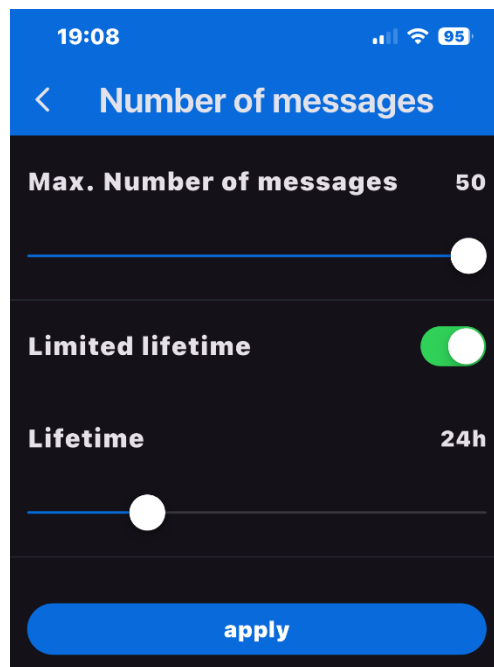
After installing the app, the default settings are as follows:

Max. number of messages = 50.

This value can be adjusted in **Settings** (min. 10 and max. 50).

The **lifespan** of a messages can also be set in **Settings**:

The lifetime can be set between a minimum of 10 hours and a maximum of 72 hours.



Overview of available icons

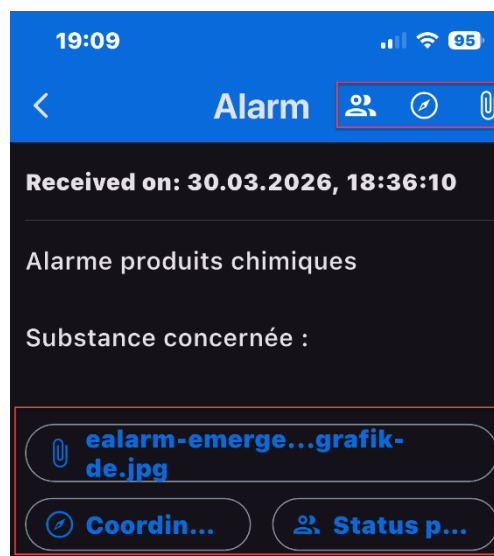
The icons are displayed in the top right-hand corner of the app.

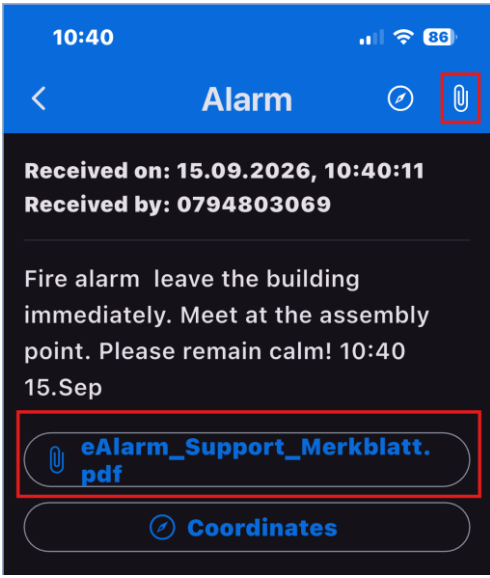
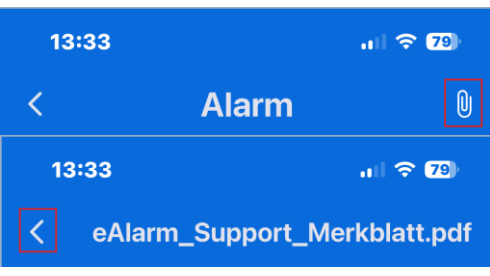
 **Coordinates**

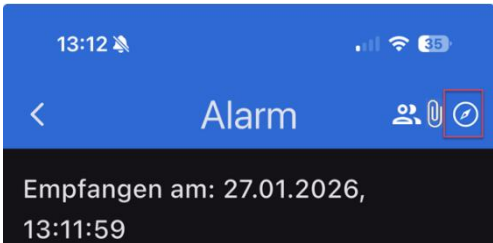
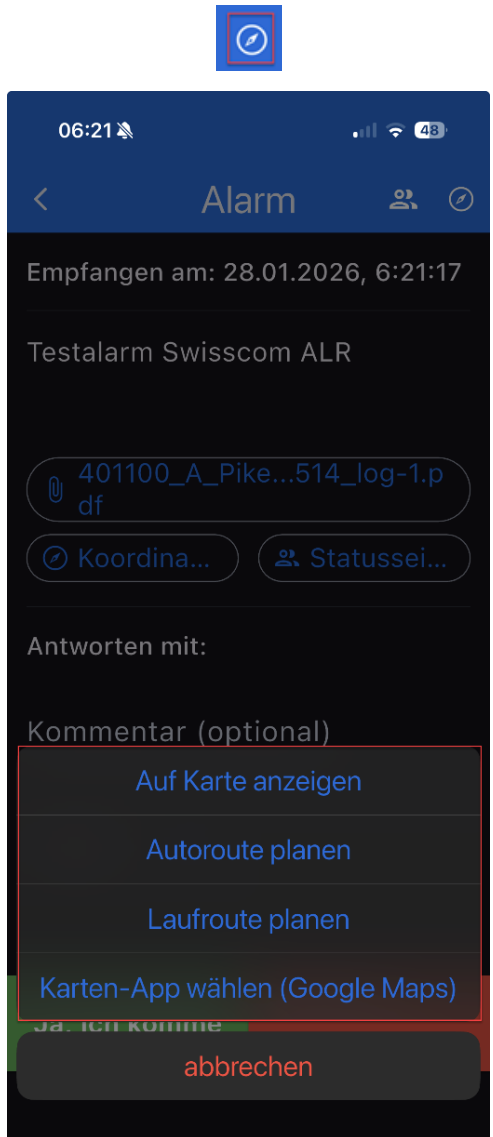
 **Attachments**

 **Status page**

Coordinates, attachments or the status page can also be selected below the message text (marked in red).



Paperclip icon Alerts may contain attachments. <i>The following formats are permitted:</i> <i>Documents: PDF, DOCX, XLSX, PPTX</i> <i>Images: JPG, GIF, PNG</i>	
Select the paperclip icon to view the attachment. Selecting the attachment opens the document or image. To close the attachment: Select the back arrow (marked in red). The attachment will close.	

Select the compass icon to display the coordinates. An alert containing coordinates is indicated by the compass icon. <i>The coordinates are sent as an attachment.</i> <i>The 'Coordinates' function is only available for alarm messages, not for information messages.</i>	
Open map view Once you have selected the compass icon, you will be prompted to choose your preferred map view.	

Select a map app

You can choose from the maps that are installed. In this example, Google Maps and Apple Maps are installed.

The selected setting can be changed at any time.

Kommentar (optional)

Karten-App wählen

Apple Maps

Google Maps

abbrechen

You can also select within the app whether the **coordinates** are displayed **as a point on the map** or whether the **driving route** or **walking route** to the coordinate destination should be shown.

Kommentar (optional)

Auf Karte anzeigen

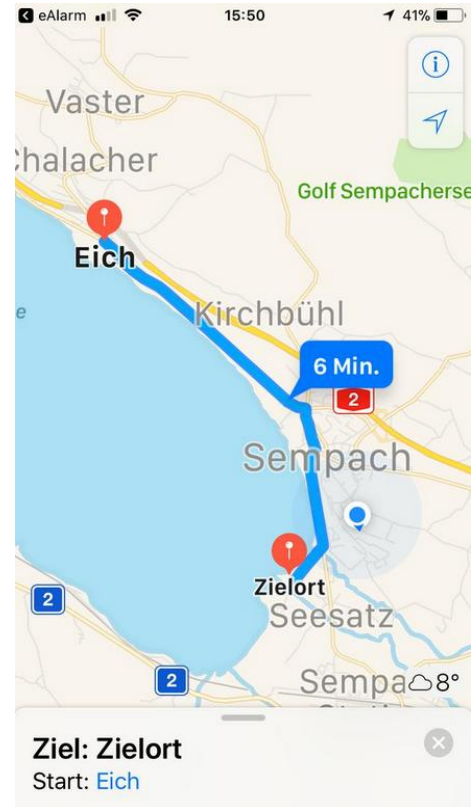
Autoroute planen

Laufroute planen

Karten-App wählen (Google Maps)

abbrechen

Example display after selecting 'Plan **driving route**'.



6 Optional functions

Status page showing active participants

Note:

The Status Page function can be activated in consultation with the sales team.

<BO-Key: Send Status Page Info>

The status page for active participants provides the user with an overview of whether another participant has received and acknowledged the alarm.

If a status page is available for the alarm, the participant can recognise this by the following symbol:



Status page view

Overview of participants with their respective statuses:

Ja (1) | Nein (1) | Unbekannt (1)

Key:



- Participant has acknowledged with 'Yes'.

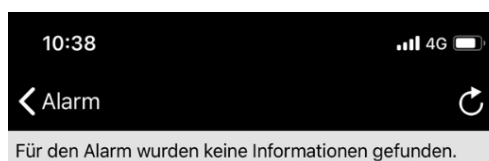
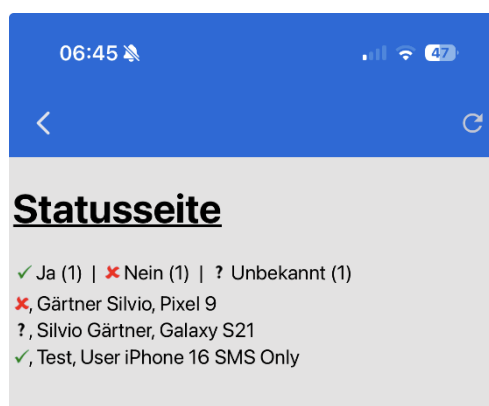
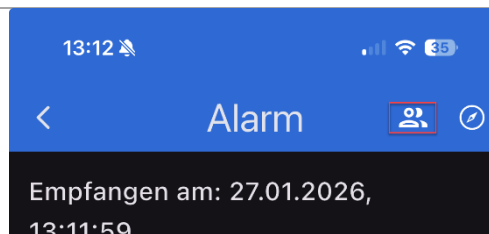


- Participant has acknowledged with 'No'.



- Participant has **not** acknowledged or has not been reached.

If an alarm **is closed**, the status page for the participant remains **accessible** for a further **60 minutes**. Once the 60 minutes have elapsed, the user is shown a message stating that the alarm has been closed for over 60 minutes and that no further information is available.



7 Sending information messages (= info SMS)

The processing of info SMS messages is identical to the procedure outlined for alarm messages.

As with alarms, *attachments* (e.g. wanted photos) can also be sent via the eAlarmApp when *sending* information messages (= info SMS). The same file formats can be uploaded as those permitted for app alerts:

- PDF
- DOCX, XLSX, PPTX
- JPG, GIF, PNG

As with alerts, the attachment is also indicated by a paperclip icon: 

Unlike alarm messages, the sending of coordinate attachments  is **not supported** when sending information messages.

General information

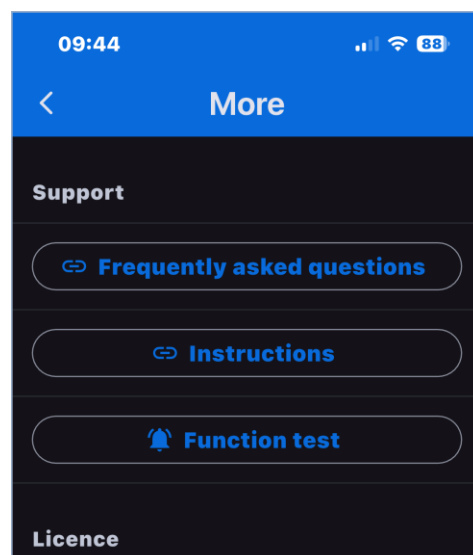
- All messages in the folders are stored in encrypted form.

8 Message Function Test (Wizard)

You can use the wizard to check whether notifications and alerts are working on your mobile device.

Starting the function test for notifications

Under '**Settings**' > '**More**' > '**Function test**', you can check whether the permissions for receiving all notifications are set correctly.



Prerequisites

- Notifications for the app are **permitted**
- App notifications are permitted

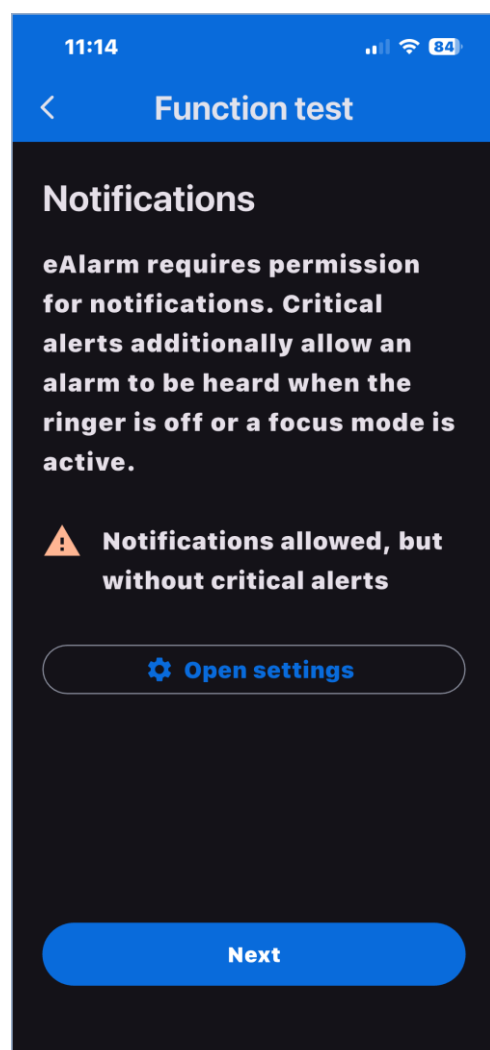
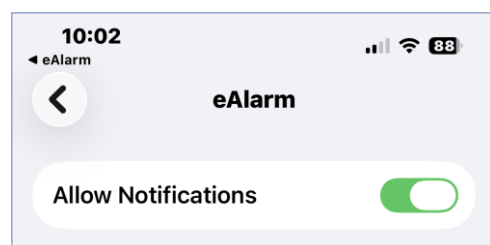
If not all notifications are permitted, the assistant will display a message such as:

Notifications allowed, but without critical alerts

Allow all notifications

You can configure the missing permissions by selecting **'Open settings'**.

When done, tap on **'Next'**

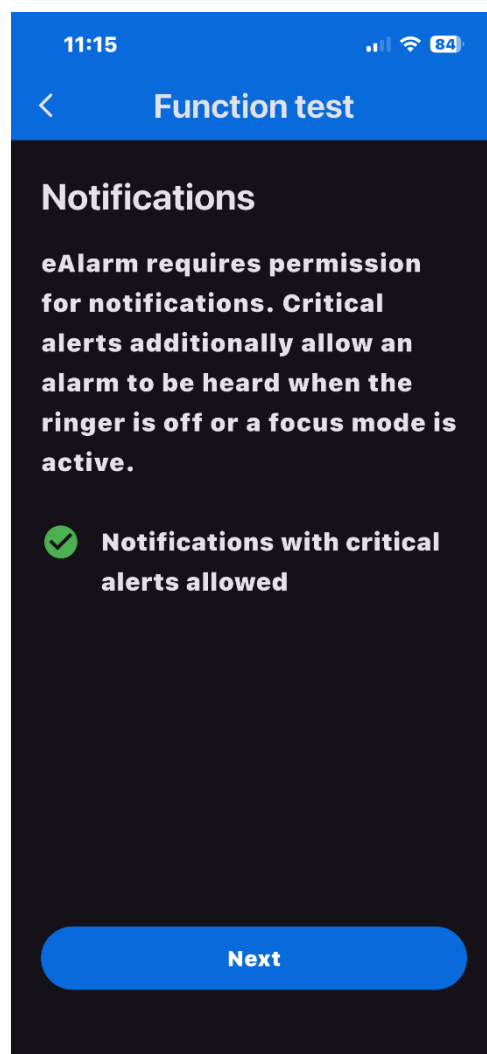




If all notifications are allowed, the assistant will display the following message:

Notifications with critical alerts allowed

Tap on '**Next**' to continue testing



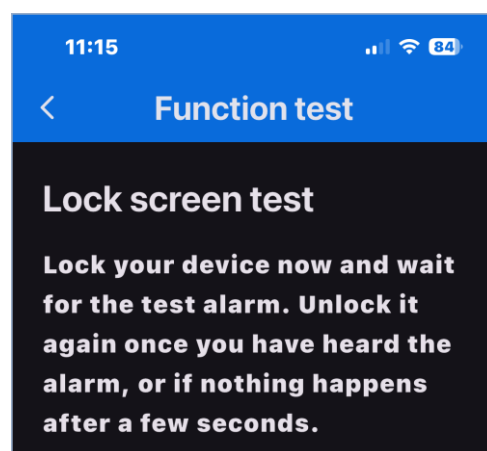
Lock screen test

Check whether notifications are received even when the device is locked.

Lock the device.

When a critical alarm is received, click on the alarm.

If no alarm is heard, unlock your screen.



Did you hear the alarm sound?

Yes, if the alarm sound was audible

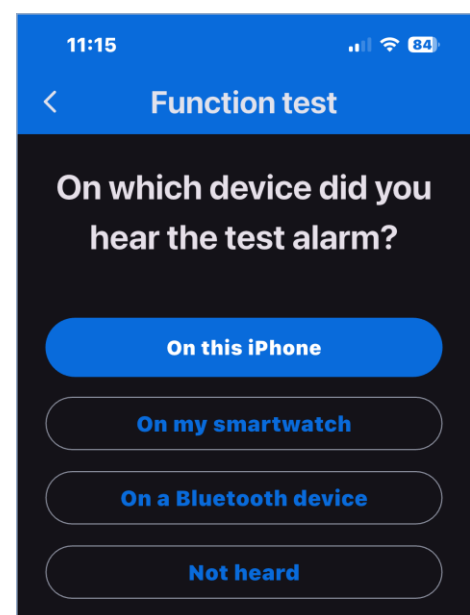
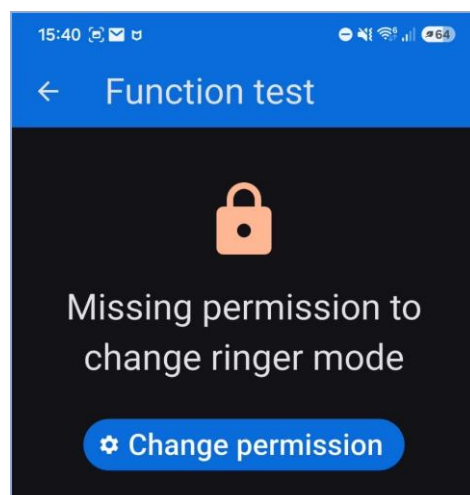
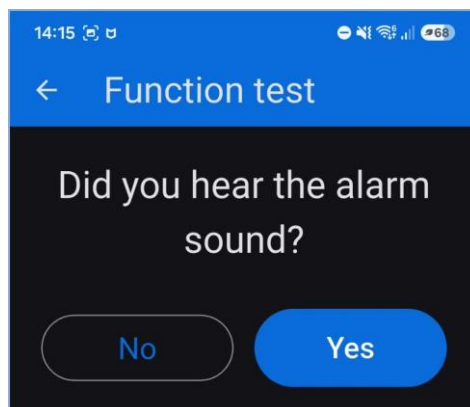
No, if no alarm sound was heard

Permissions need to be changed

If you didn't hear the alarm sound, tap on **Change permission** and correct the settings, then test again.

On which device did you hear the test alarm?

Confirm on which device the alarm was heard and follow the instructions.



Once the test alarm has been confirmed by selecting '**On this iPhone**', all settings are correct.

A summary of the test results is displayed.

- Test summary
- Device information

You can **repeat** the test or finish it by tapping '**Done**'.



9 Ports used for the server connection (Apple)

To enable communication between Apple and the app (push notifications), as well as between the app and eAlarm, the following ports must be open for connectivity:

- TCP port 5223: for communication with APNs
- TCP port 2195: for sending notifications to APNs
- TCP port 2196: for the APNs feedback service
- TCP port 443: for device activation and subsequent deactivation (Wi-Fi only) if the devices cannot establish a connection to APNs via port 5223
- TCP port 10100–10119: for communication between the app and the eAlarm Server

10 Options (add-on modules)

To purchase optional add-on modules, please contact your designated eAlarm sales representative. We will be happy to advise you and provide you with a quote.

10.1 Location/Tracking

The **Location/Tracking module** enables one-off location sharing (location) or time-limited automatic location transmission (tracking) in the event of an alarm triggered via a third-party system.

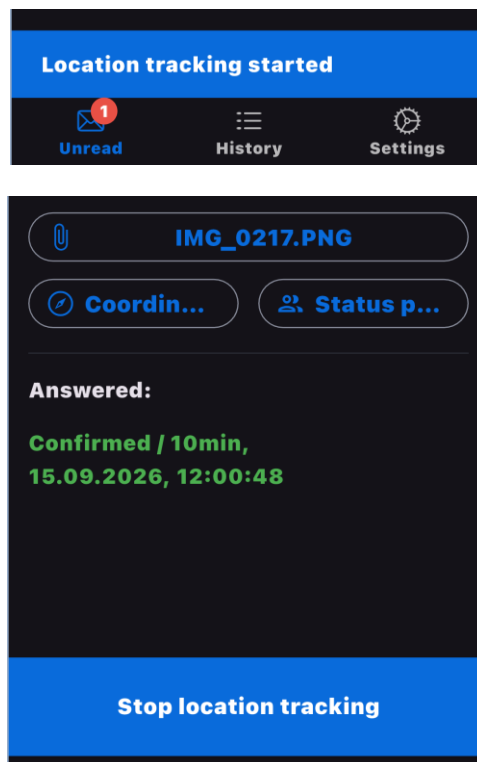
Location (one-off position transmission)	Tracking (ongoing location transmission)
When a location request is received, the subscriber receives a push notification with the following options: • “Yes, (with localisation)” → Location is transmitted once to the third-party system. • “No, I’m not coming” → No location is transmitted; only a negative response. Each location request constitutes a separate alert.	When a tracking request is made, the participant receives a push notification stating: • “Yes, (with tracking)” → Location is transmitted regularly for the specified duration. • “No, I’m not coming” → No tracking; just a negative response. Tracking ends automatically once the defined time has elapsed or the distance has been reached (default: 15 minutes or 10 metres).
Answer with: Comment (optional) Travelling time: – min Yes, (with localisation) No, I'm not coming	Answer with: Comment (optional) Travelling time: 10 min Yes, (with tracking) No, I'm not coming
• Location transmission has started	Location transmitted Unread History Settings

- Location tracking has started

- Tracking can be stopped manually in the eAlarmApp within the alarm.

Note

An active tracking session cannot be stopped via a push notification or a new alarm.



Prerequisites

Within **'Settings'** of your iPhone:

- Location services are **enabled** (in the settings of your iPhone, go to 'Privacy & Security', then tap on **'Location Services'**

Within **'Settings' > 'Apps'** of your iPhone:

- App permission set to **'Always'**
- **Precise location** is **enabled**
- **Internet connection** available

Note:

If the app's **'Allow access to location'** permission is not set to **'Always'**, location detection will work once, but tracking will not work.

