

# **E-MED** **RESCUE** 24

How to  
successfully  
launch  
your  
emergency  
panic



# How to use the Panic button:

The following will guide you to a successful launch of an emergency panic to the EMed Rescue 24hour Call Centre:

Please ensure that - on your device:

1. Data Network is switched ON
2. Your Location is switched ON
3. Has the required data as well as airtime available

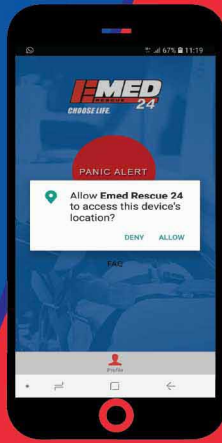
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Should you choose to panic with Data and/or Location switched off, the following guiding steps may help you.

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By opening the EMed Panic page, with your data and /or location in the off mode, your phone will guide you through the following indicating:

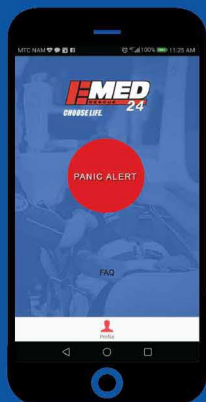
***"To continue, turn on device location services"***



This will help us locate your position. If you choose not to make use of this option, then simply press the Red emergency button for the system to still send us your panic but this time without your location.

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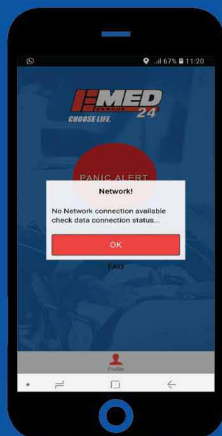
If the device location is in the On mode, your device will immediately open the red panic button screen which you may click in case of an emergency.



Another screen may pop up - in case your device data network is in the off mode:

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***"no network connection available, check data connection status"***

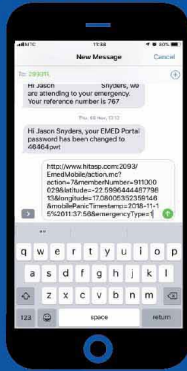


Ensure your device data network service is switched ON before launching a panic.

Your device will, however, send an emergency panic to the Call Centre regardless of your data network connection status.

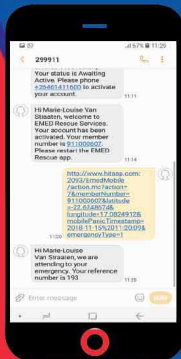
By clicking "OK" your device will make use of a sms to send your panic to the 24hour Call Centre.

Apple phone users will be asked to forward a self generated sms by simply clicking on the green arrow indicated in the right corner of the screen.



You will then receive a sms stating

***"your panic has been sucessfully received and EMed is attending to your emergency - with a reference number"***



After successfully sending the emergency panic you will be notified of the following:

***"We will contact you shortly, or call when the green button appears"***



Thereafter a grey button will appear advising you that EMed will contact you shortly.



After 50 seconds the grey button will change to green which can be used to phone the EMed 24hour Call Centre directly. This option is in case of a poor or disrupted data signal to still enable the person in distress to try to make contact with the emergency Call Centre.



Please make sure you always close your application after use to enable your phone to restart the application properly when activated again.



# Troubleshooting:

Your panic may possibly take long to go through to the Call Centre due to the fact that your location is being pinpointed as accurately as possible.

Your panic may also not go through at all due to:

- Insufficient data or airtime left on your device account
- No network connection in a particular area
- Disruptive network signal

What to do in case of Panic failing to go through:

- Close the application on your device and restart the EMed app and panic again.
- Call our 24hour Hotline for assistance

## Hotline:

**Please advise us on +264 61 411 600, should you have any difficulty in launching your emergency**

