

# Panic Button Service Center

The Service Center and the mobile panic button is a personal security alert system that allows you to get help no matter where you are.

The push of a button on the POM mobile panic button sends an alert through the system. The emergency notification is sent to your designated security center. The alert includes the GPS location so that help can be sent to your location. The emergency panic button system can provide a quick response to any emergency.



## Service Center Functions

- The POM provides a single-button automated voice call that provides location and profile to the call center.
- This personal emergency panic button communicates through your smartphone so if you have cell service, you can get help
- POM provides a service center that receives all the calls from the portable button.
- Each mobile POM unit is registered by the user to the call center
- The service center is available 99.9% of the time.
- In non-critical situations, you can send a message that can fake a call, or send a text message to a specific person
- This personal emergency panic button provides an audible or silent alarm
- The GPS location service is provided through your smartphone and is used by the service center to provide required assistance.
- You can set the system to contact 911, your security center, or even a friend or family member.
- Provides automated walking escort service that tracks your movement until you reach your destination and provides an alarm if you don't reach your destination
- Sends notification to a list of security people
- Provides an audio recording of all calls that go through the POM service center
- Hosting Service and Call management center uses contracted parties to provide servers, server operating software, Internet connectivity, and security services.
- The Service center provides backups and restore services

## Instant Alert to Your Security Center:

Push the alert button on the POM three times, and you can alert the emergency center of your choice. Push and hold the POM to activate a customized functions such as auto text message with your location, generate a preset call with your location, or generate a fake call to get out of an awkward situation.

You can select the right security notification center such as the hospital's security staff, the campus police, the universal "911", or even your management. This is a professional emergency button system that is designed for your organization.

## Instant Alert to Your Security People

Provides notification to a preselected list of people when an emergency occurs.

## The POM Mobile Panic Button System Works Wherever You Are

When you're out and about, the triple click instantly connects through your phone to your dispatcher. Your GPS location, as well as your profile, is sent to the dispatcher. The two-way communication is established allowing you to talk through your POM to the center. The POM GPS is also triggered to track any movements until the call is resolved. The POM personal emergency panic button can react with an audible alarm or can send a silent request. This silent alarm prevents making the situation worse. For example, a visiting nurse can trigger the alarm without upsetting the patient.

## 24/7 Service

Service includes virus-scanning, daily offsite backup, disaster recovery. Business hours telephone response (M-F 8 AM to 6 PM EST), Initial setup of the system, training, and provide help to use the system.

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