

# A guide to using MobileLWP

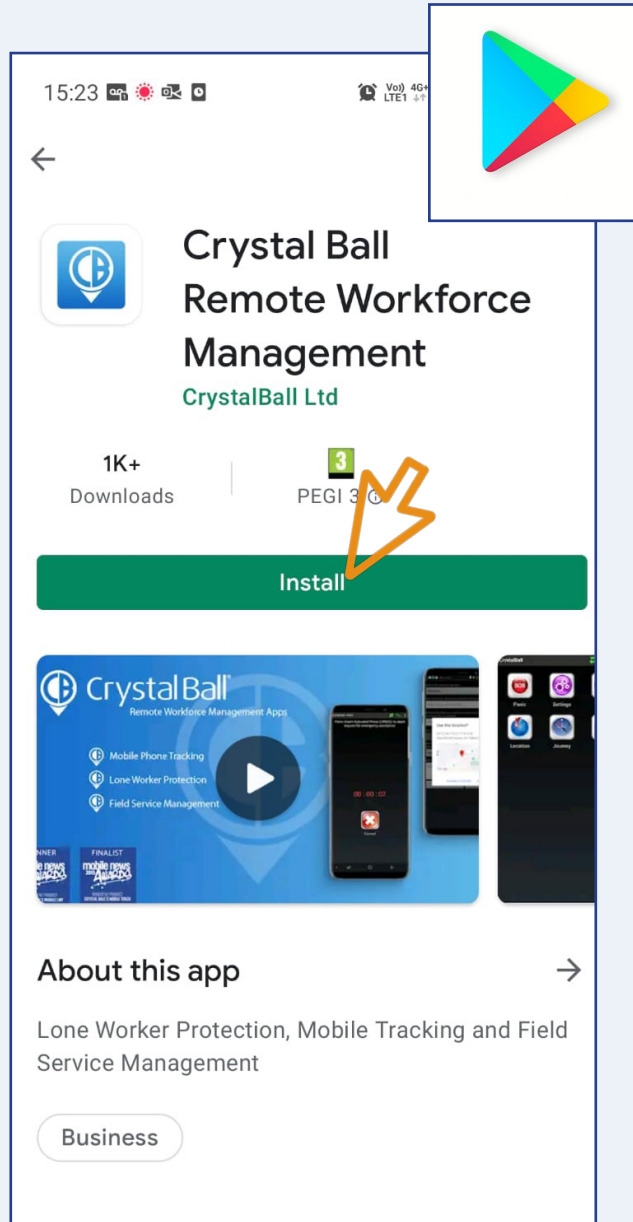


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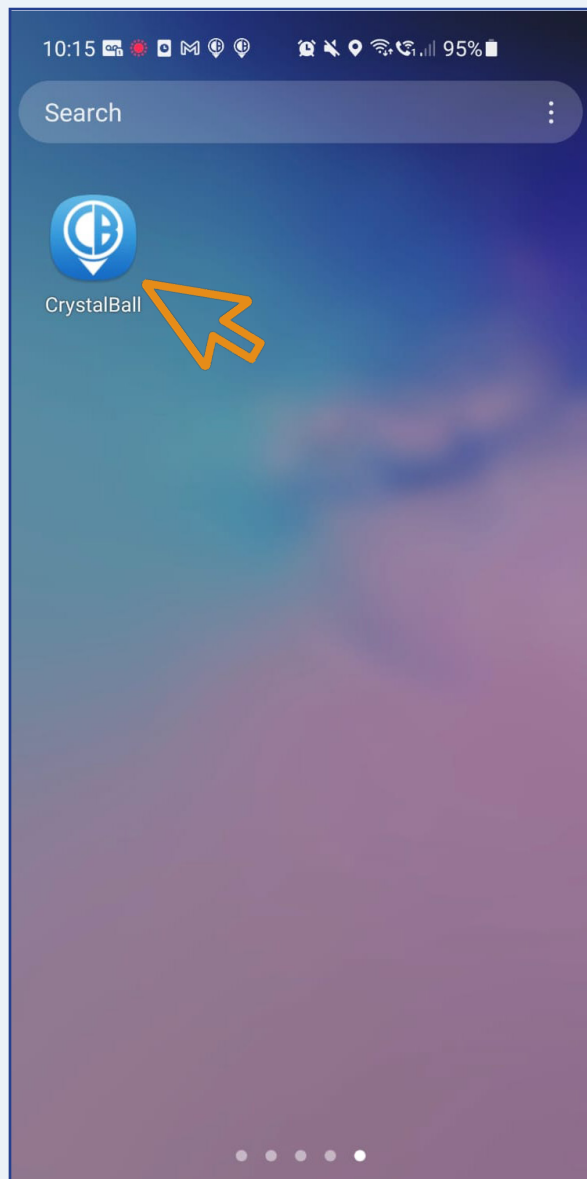
## How to install Mobile LWP:

1



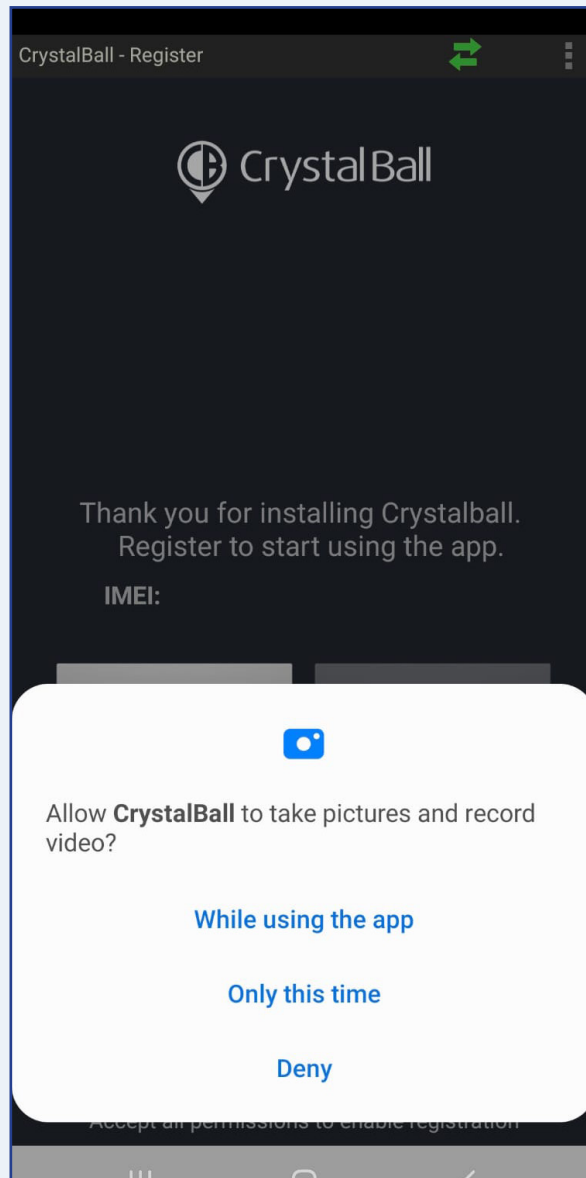
First, launch the Google Play Store and search for 'Crystal Ball Remote Workforce Management' and select 'Install'.

# 2



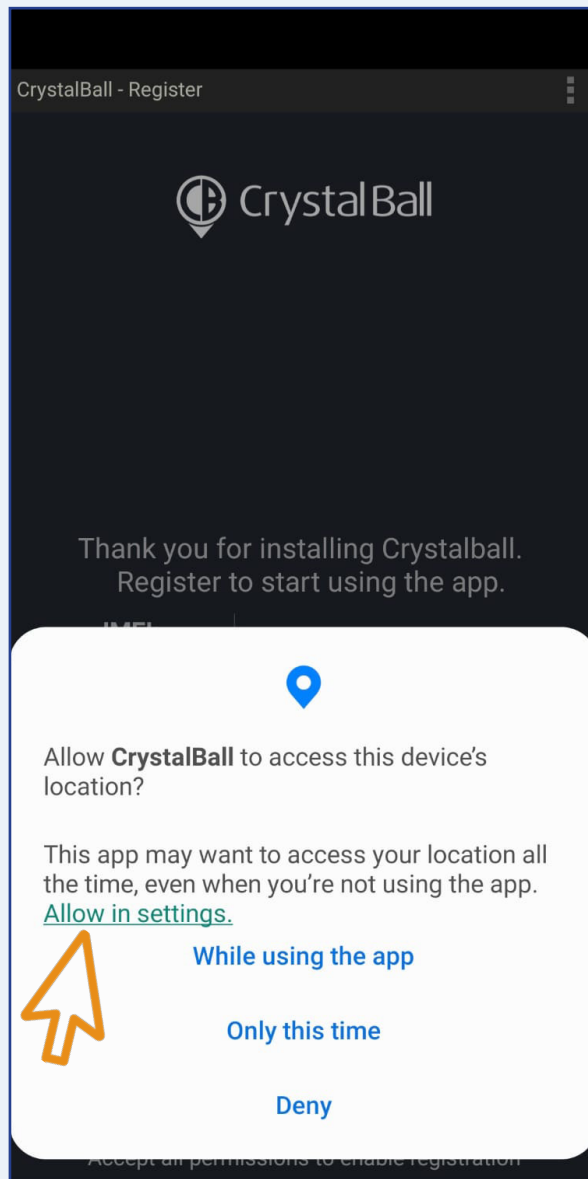
Once downloaded, the app will display on your home screen.

# 3



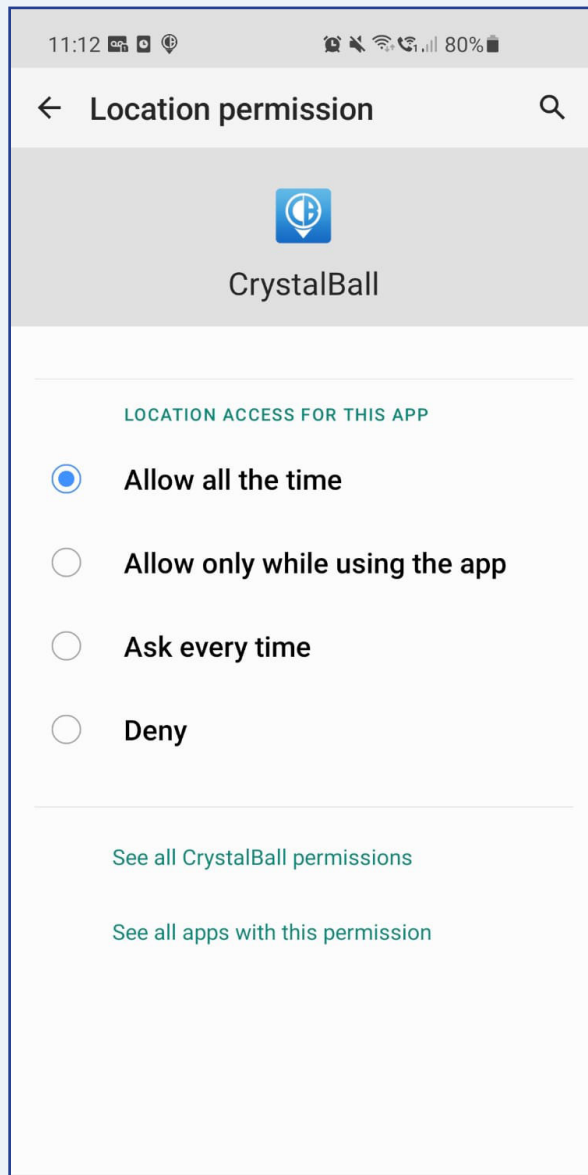
Upon launching the app you will be asked a series of questions. You must select 'While using the app' to the first question.

# 4



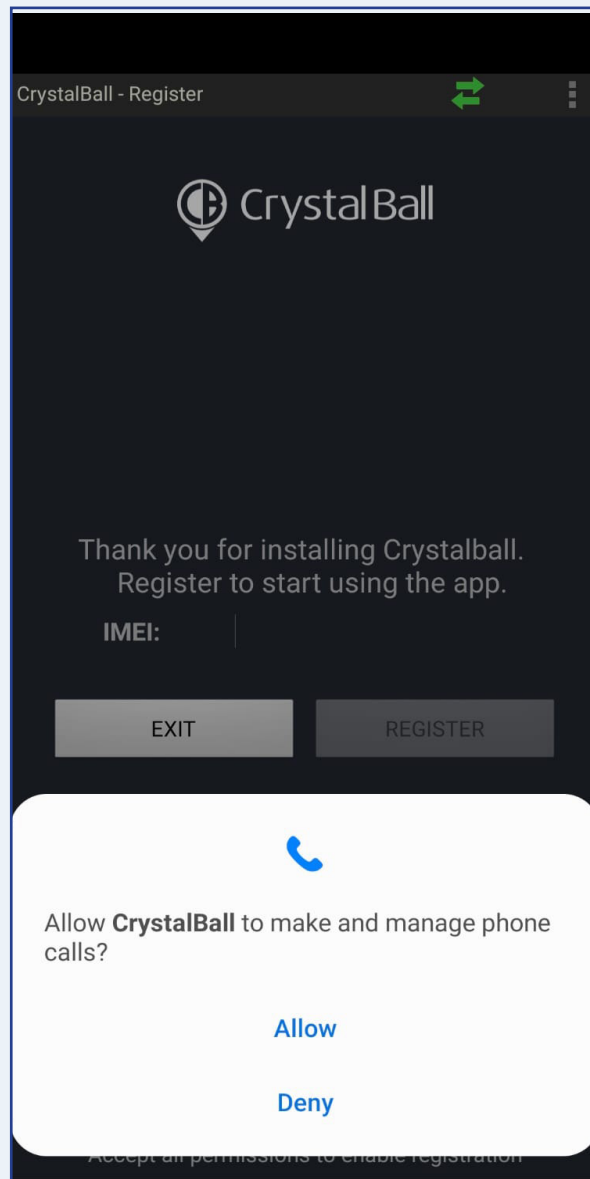
Next, you will be asked 'Allow CrystalBall to access this device's location?'  
You must select 'Allow in settings'.  
This will then open your device's settings page.

# 5



Within the Location permission settings, select 'Allow all the time'. Once selected navigate back to the Crystal Ball app.

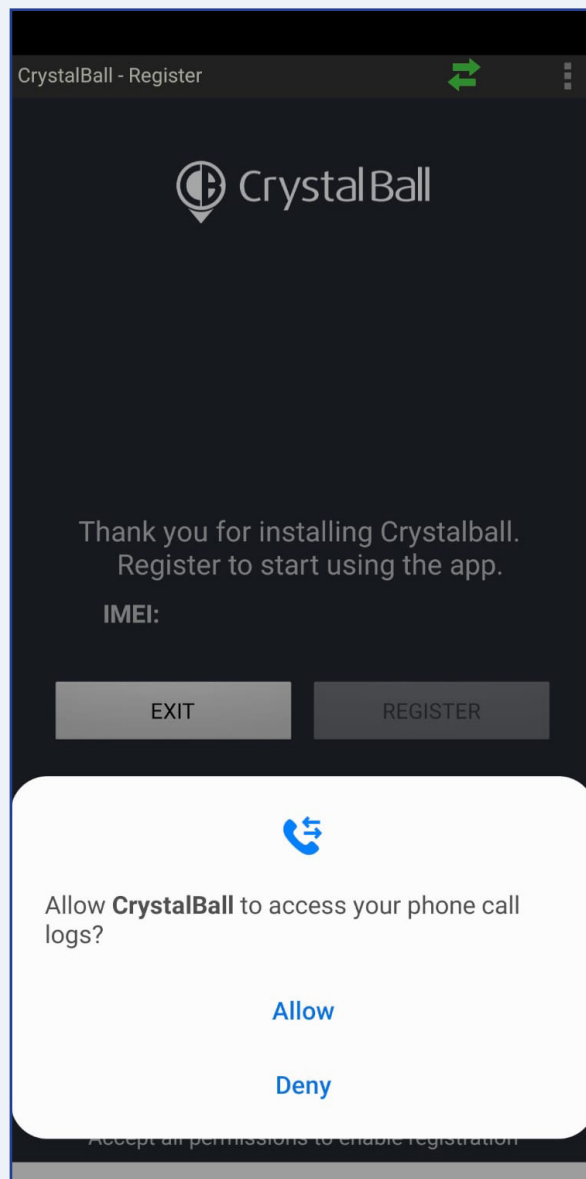
6



You will then be prompted to answer some further questions, select 'Allow'.

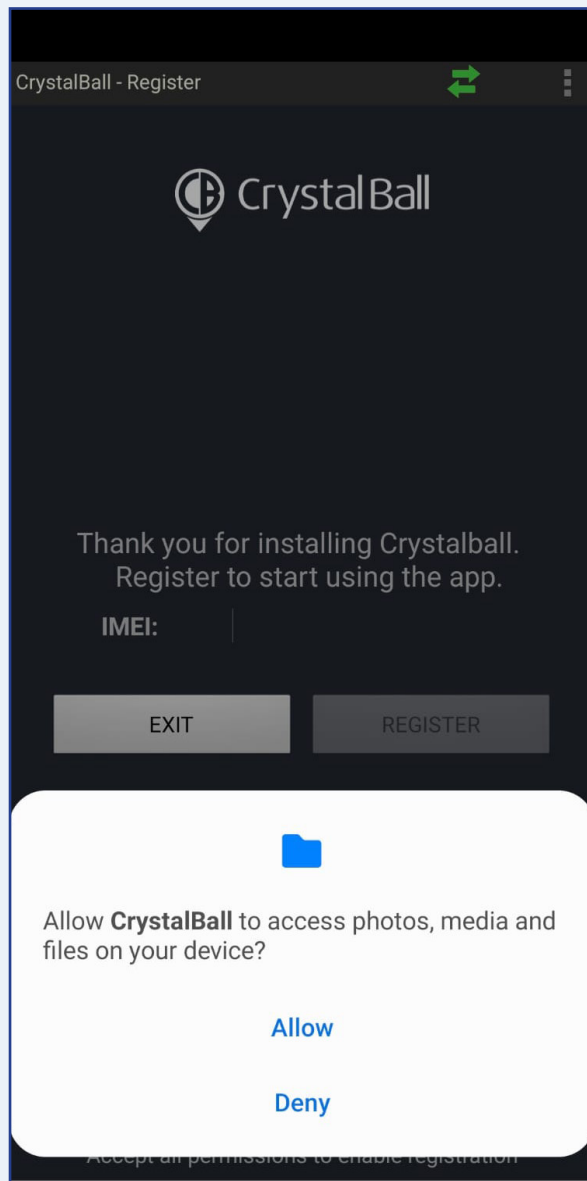


7



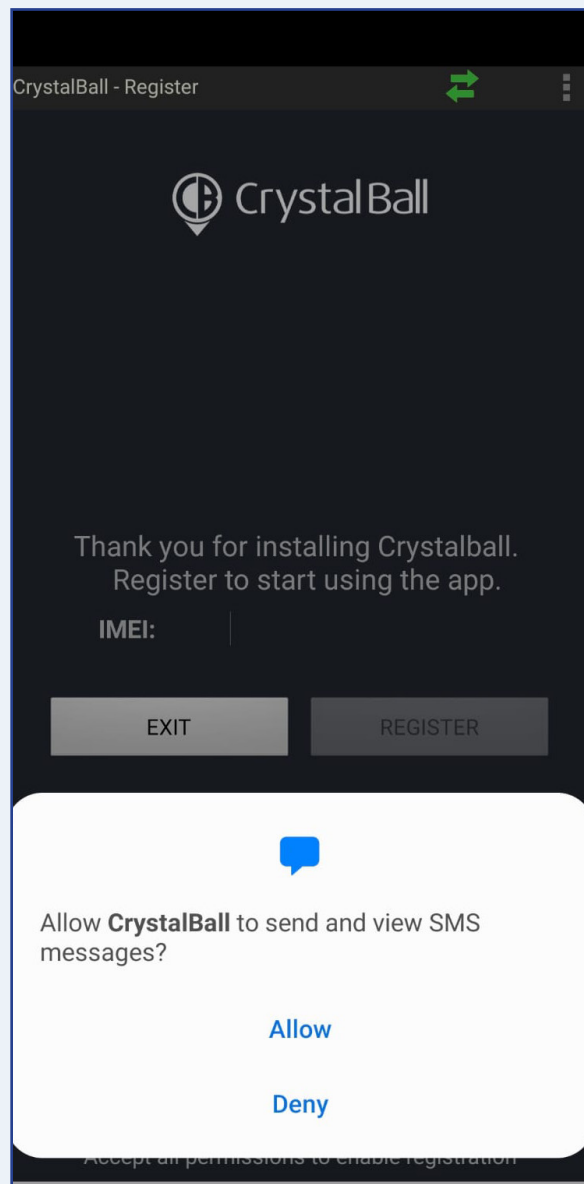
Select 'Allow'.

8



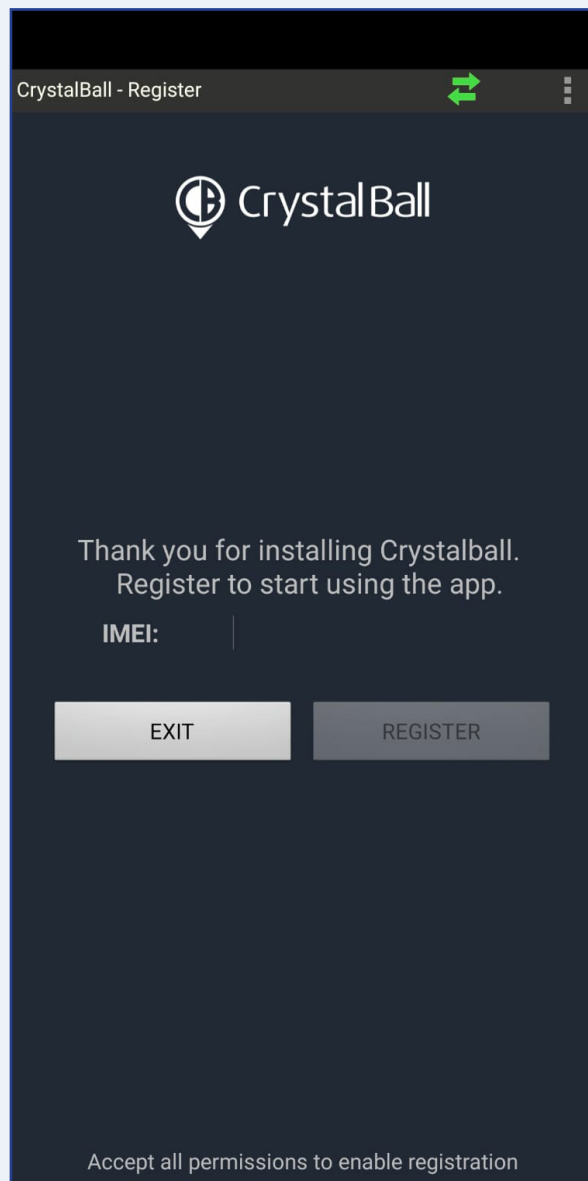
Select 'Allow'.

9



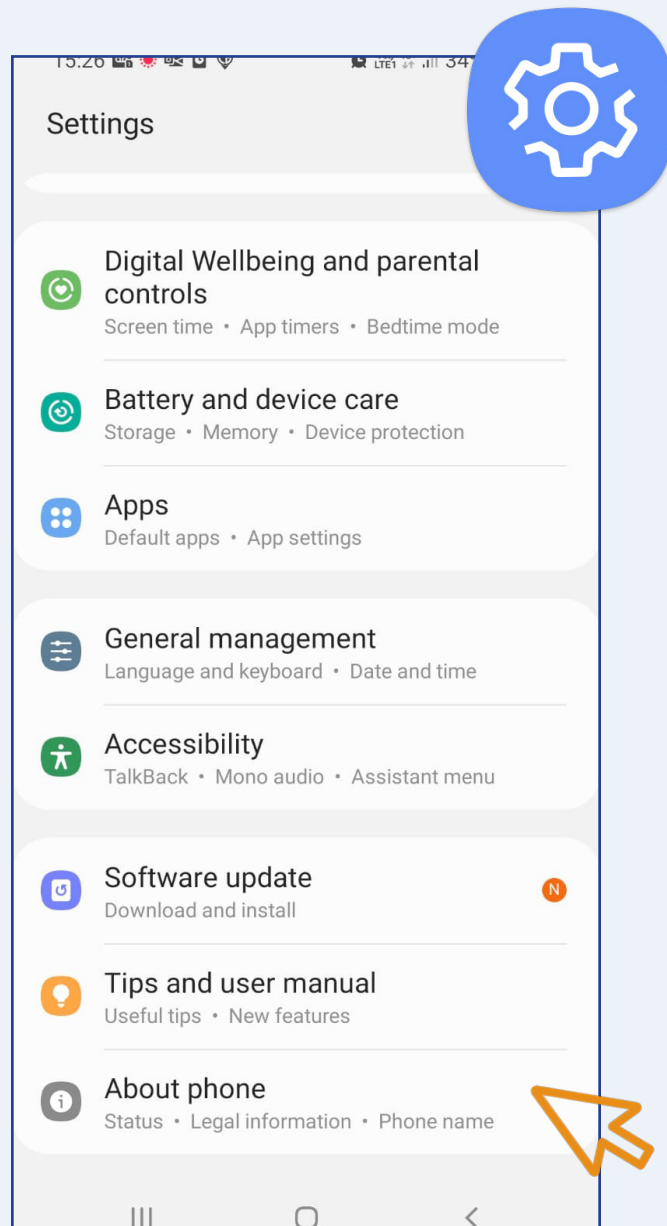
Select 'Allow'.

# 10



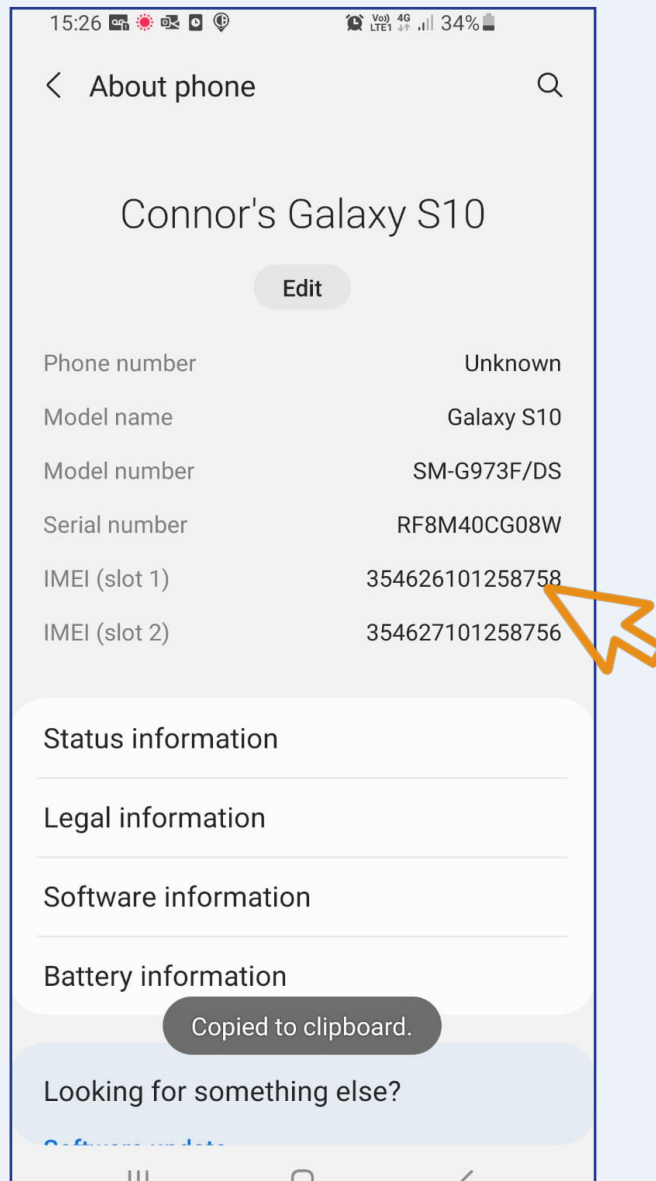
You will then be asked to enter your IMEI number in order to register your device. If you don't have your IMEI number to hand you can find it within settings, see next step.

# 11



Your IMEI number can be found by navigating to 'Settings' and then 'About phone'. Please note the 'About phone' may be located in a different area depending on the handset you're using.

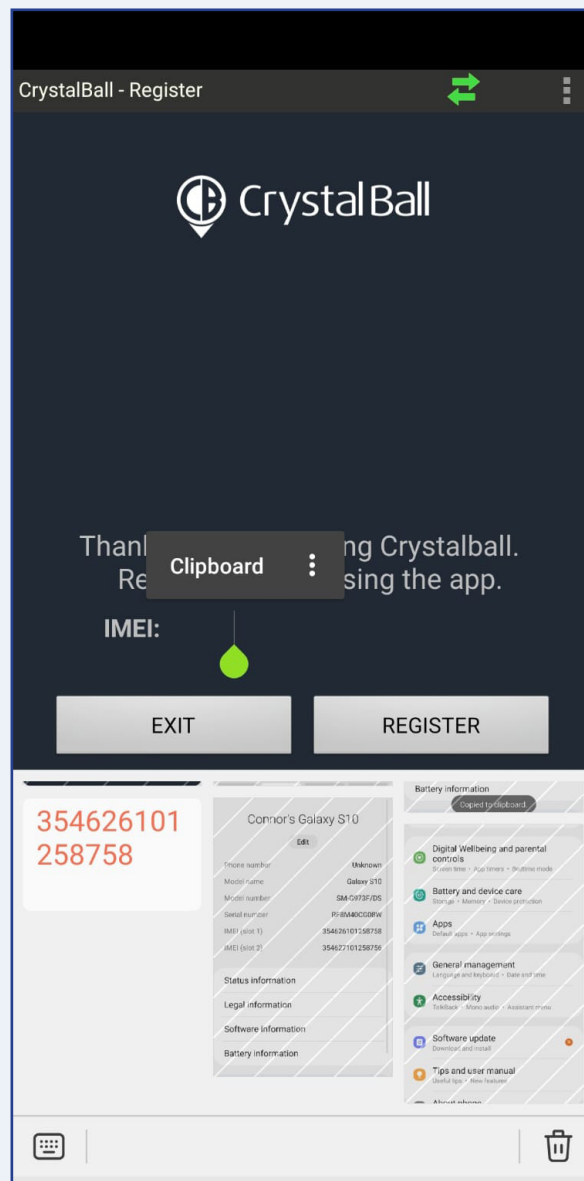
# 12



You can copy the IMEI number by selecting it and holding down, once copied a notification will display 'Copied to clipboard'.

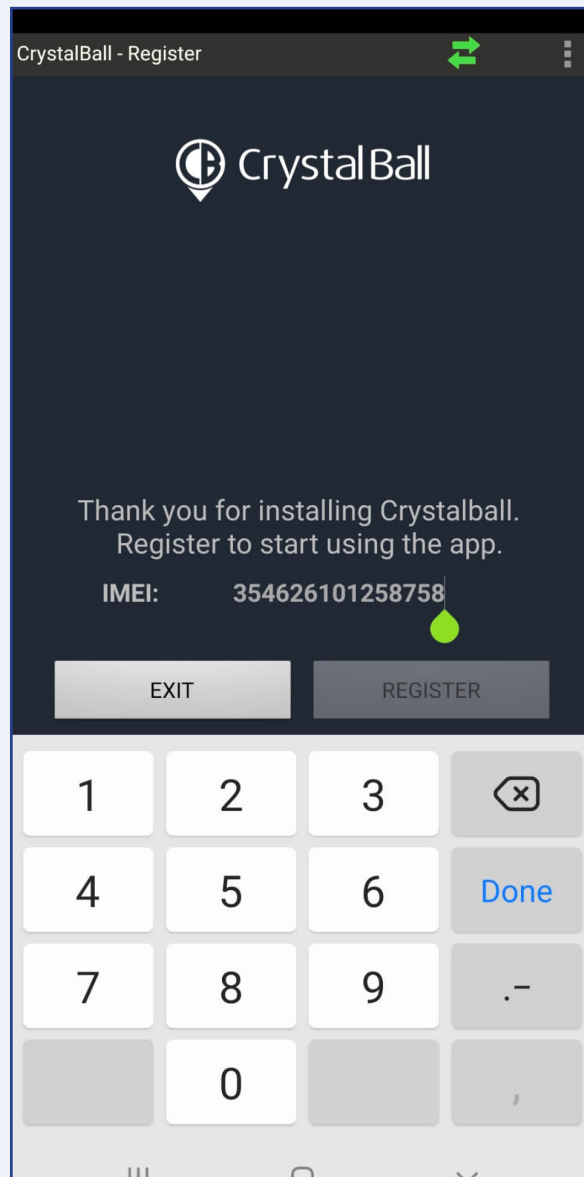
You can now navigate back to the Crystal Ball app.

# 13



Hold down for a few seconds in the space next to IMEI, the clipboard button should appear. You can now select your recently copied IMEI number to insert it into the space.

# 14

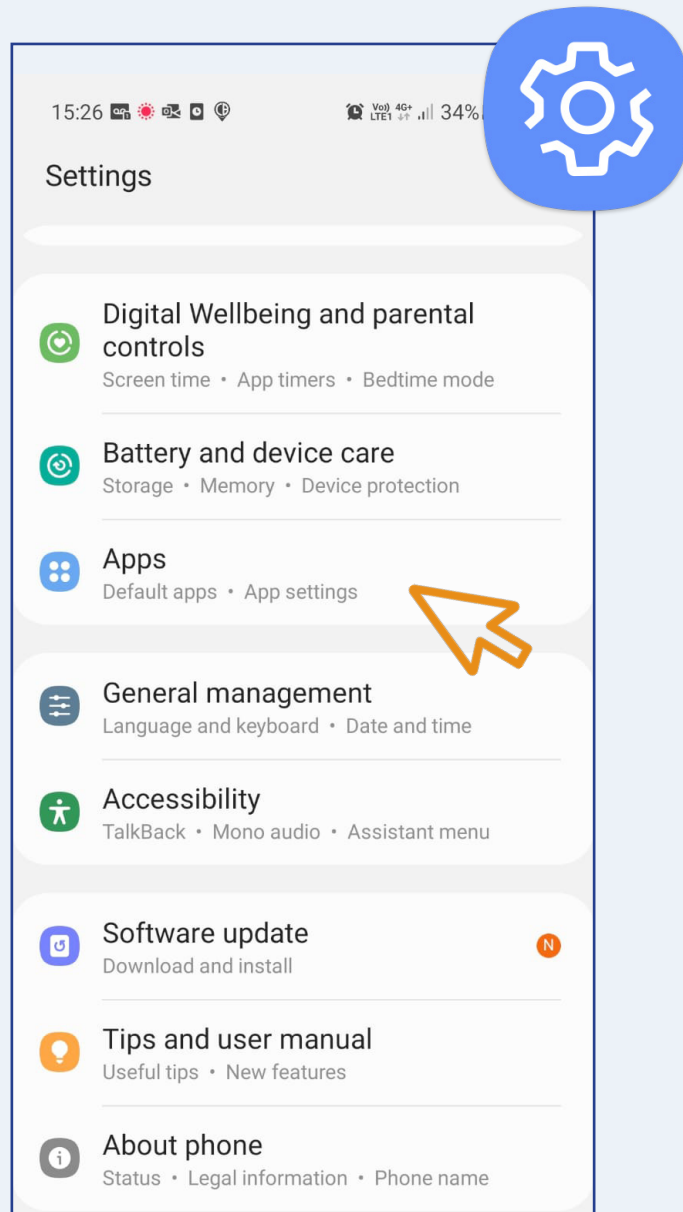


Once your IMEI number has been entered, if the 'Register' button still appears greyed out you have not followed the previous steps correctly - please continue to follow steps 15 to 19.

Otherwise, if you are able to select 'Register' please do so and proceed to step 20.

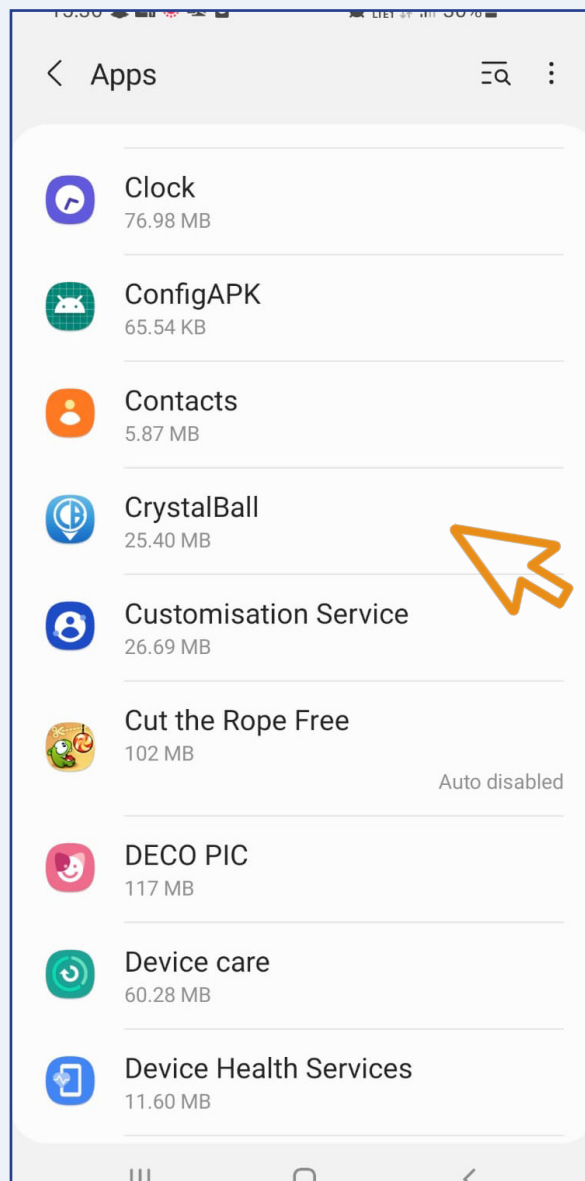


# 15



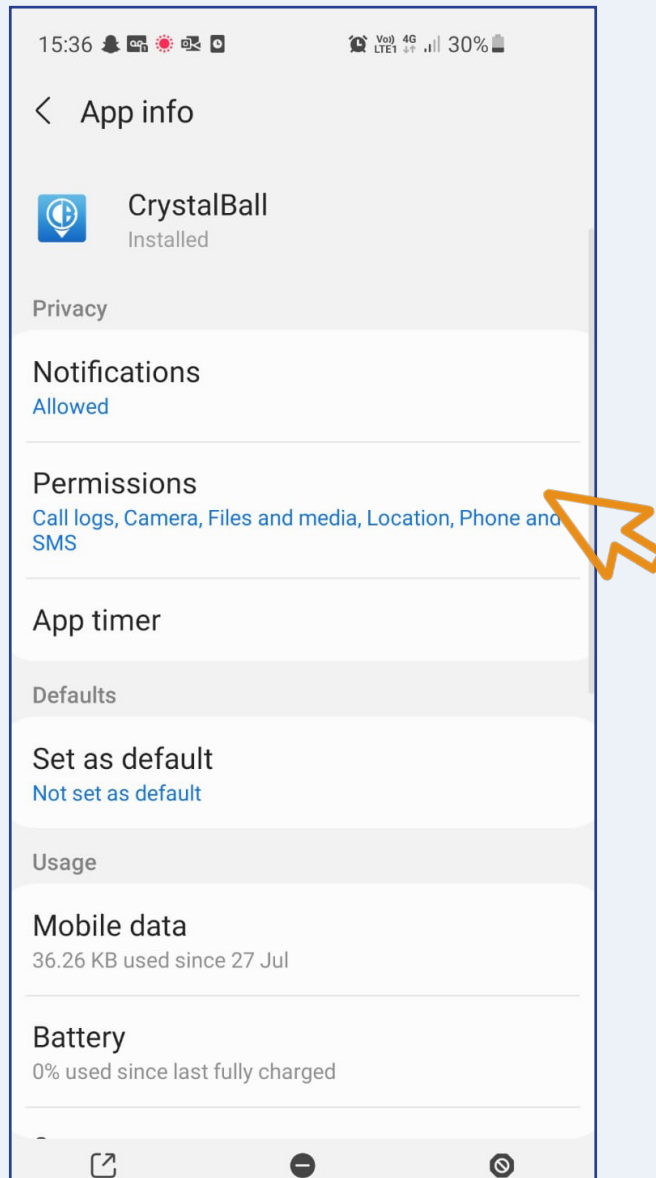
Navigate to your devices settings and then 'Apps'.

# 16



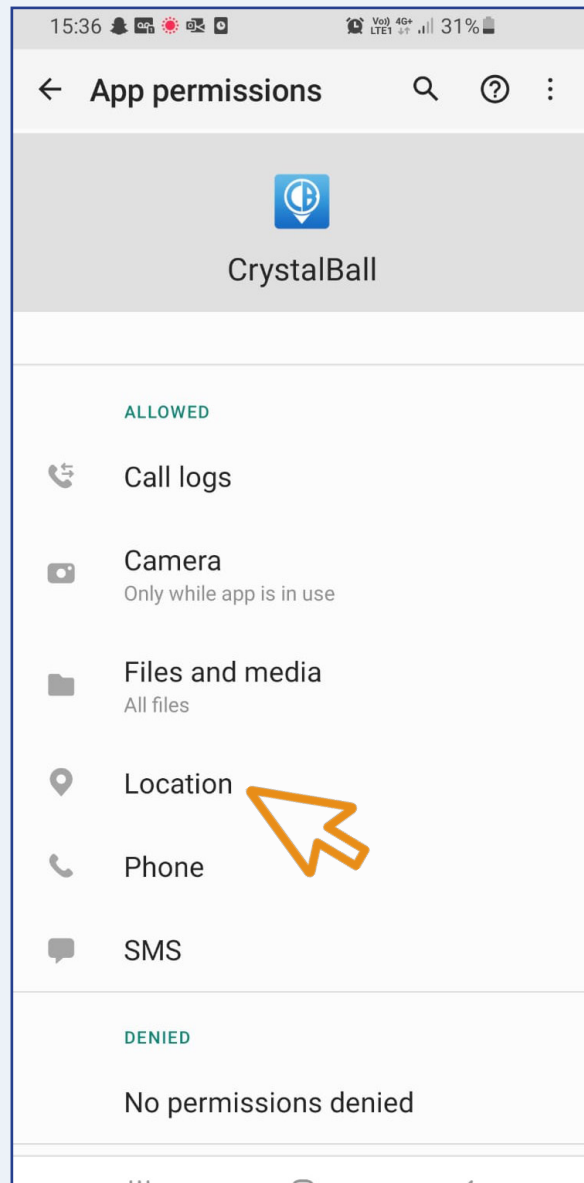
Select 'CrystalBall' in your list of Apps.

# 17



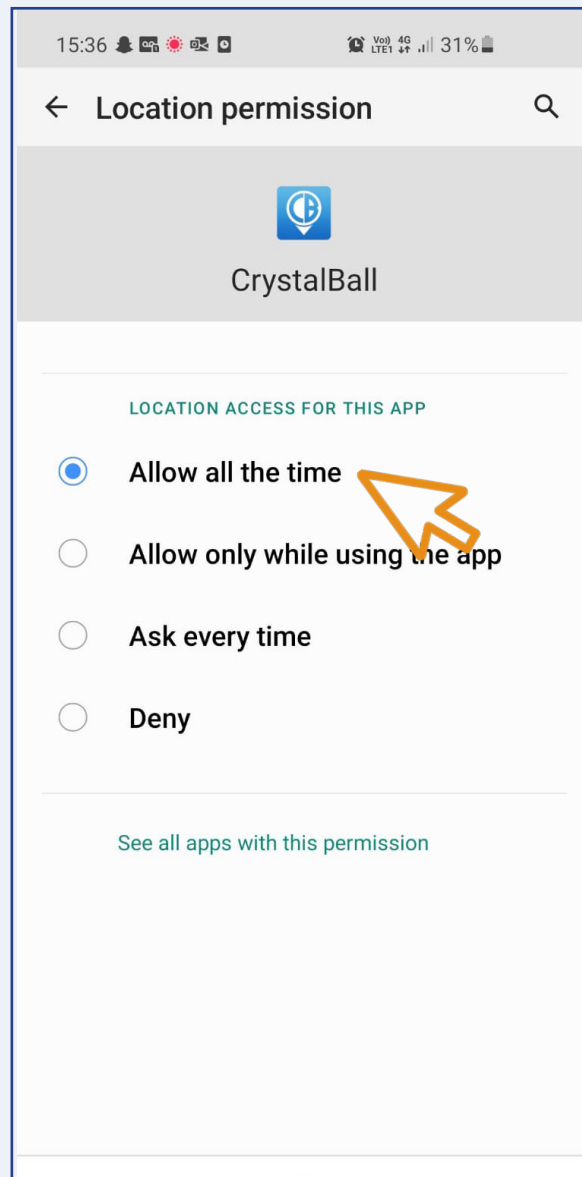
Select 'Permissions'.

# 18



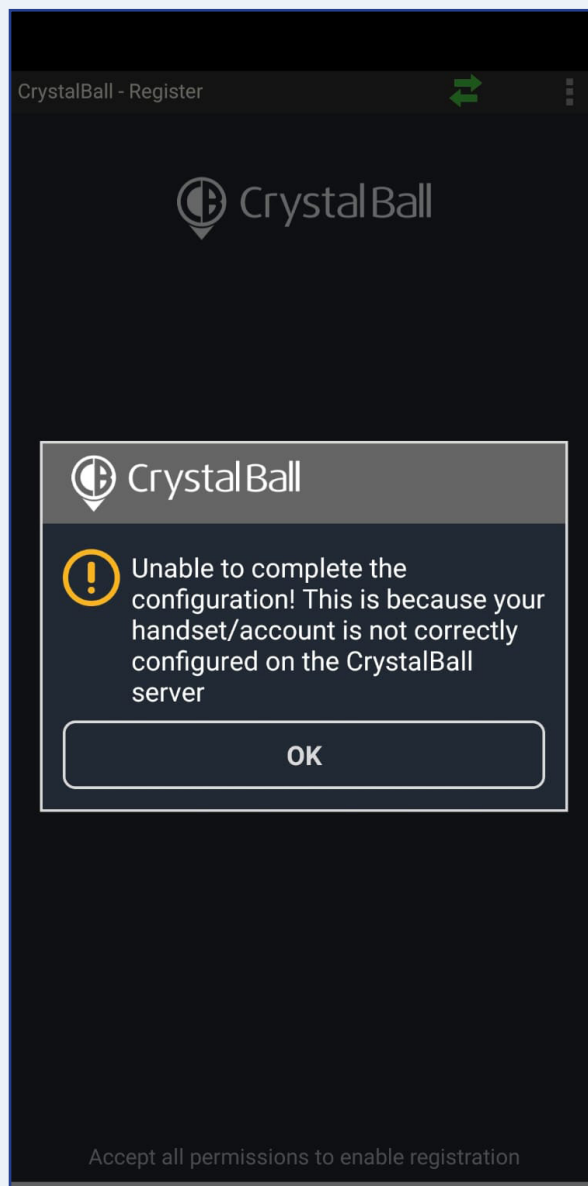
Select 'Location'.

# 19



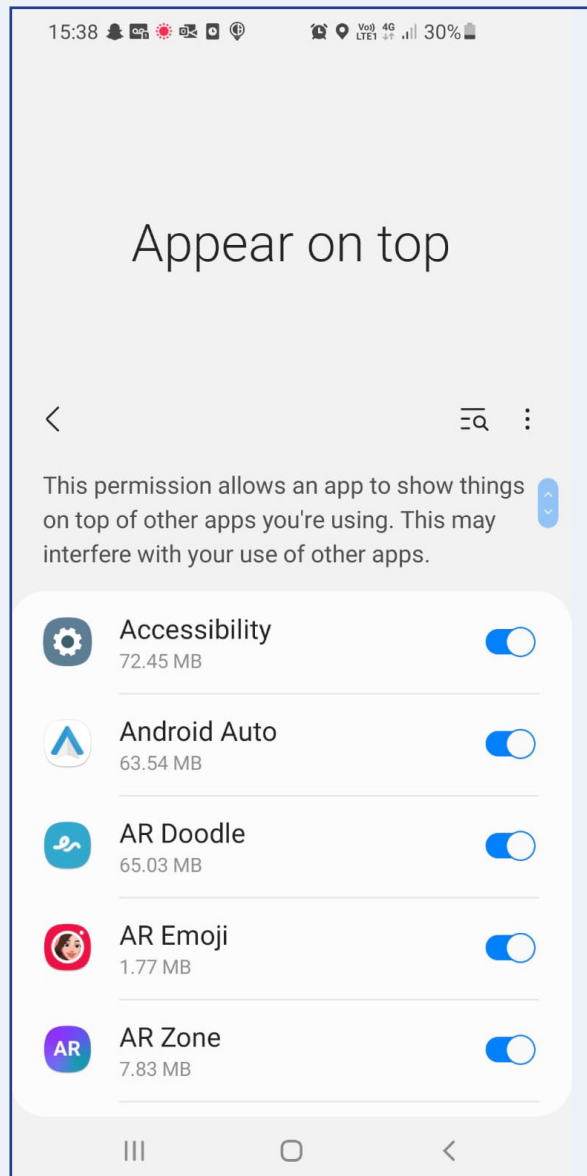
Ensure 'Allow all the time' is selected and then navigate back to the Crystal Ball app. You should now be able to select 'Register', if you are still unable to please contact Crystal Ball Support.

# 20



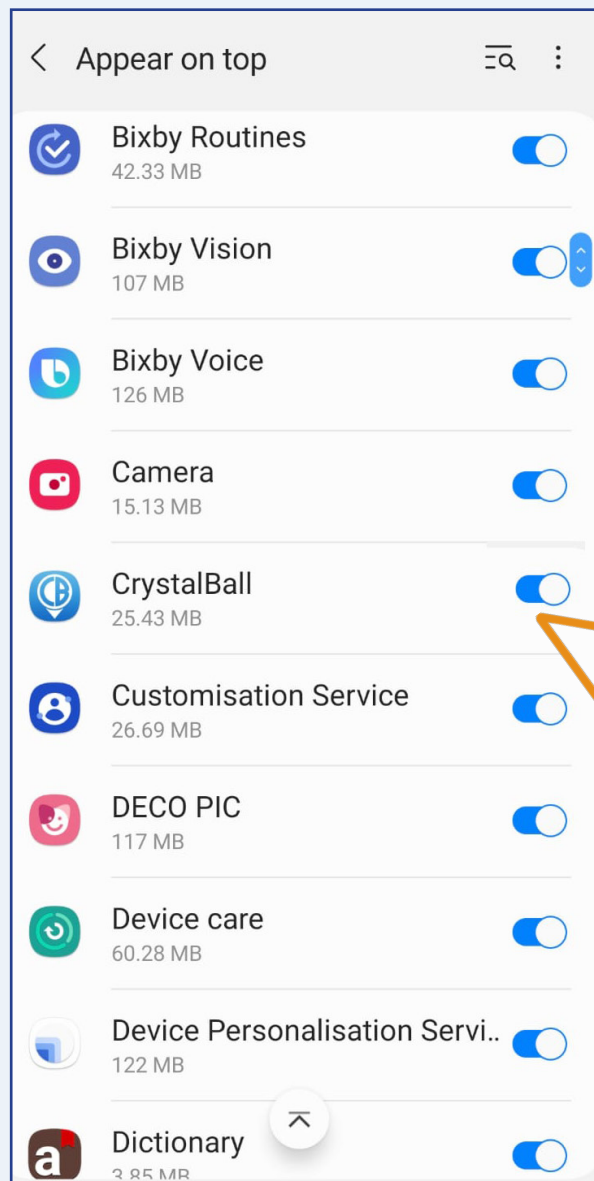
After registering your device, if this error message displays you should contact Crystal Ball Support on 0330 995 9950, to correctly configure your device.

21



This message may appear once you have successfully registered your device.

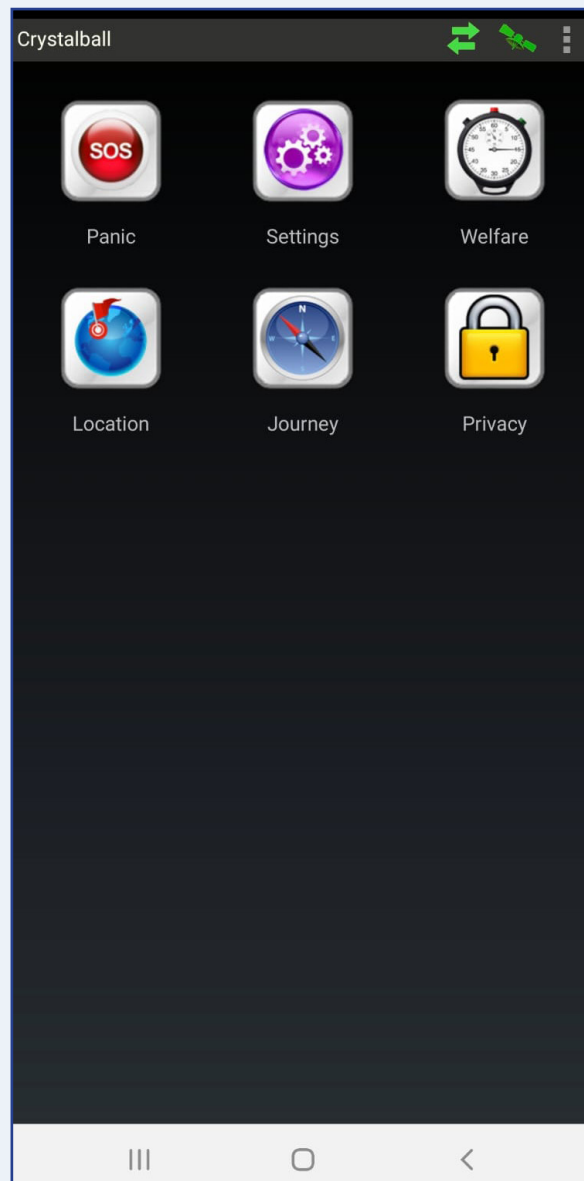
22



You should scroll down until you find the CrystalBall icon and turn the widget on, so it displays as blue, as shown above. Then select the back button.



# 23

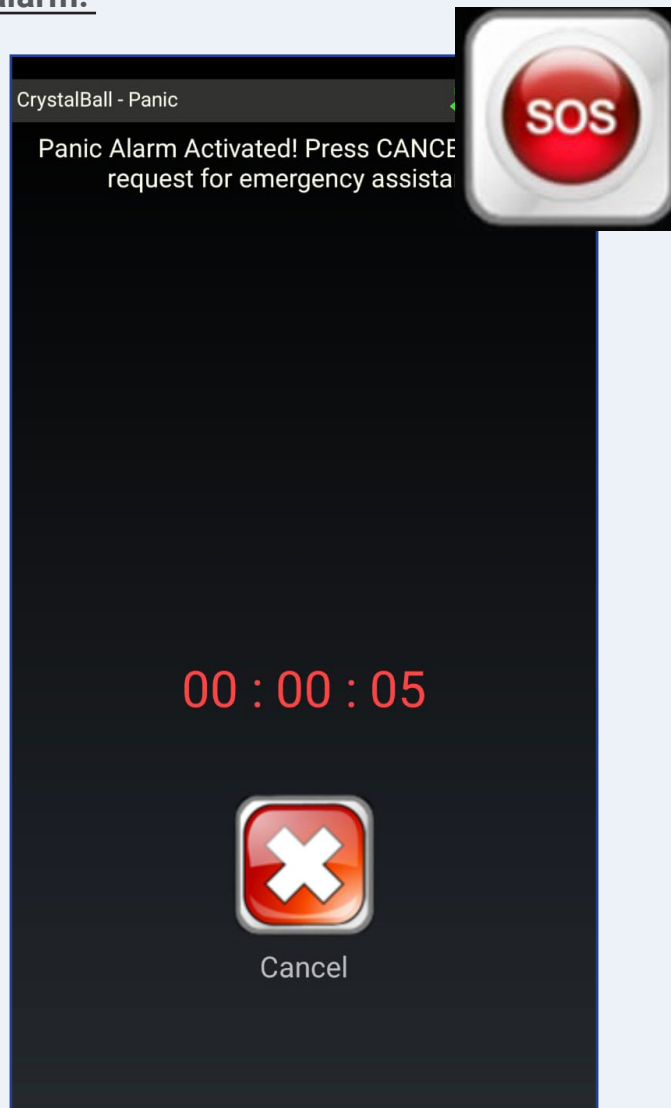


You will now be taken to the Crystal Ball app home page.

## How to use MobileLWP:

### How to raise a panic alarm:

1



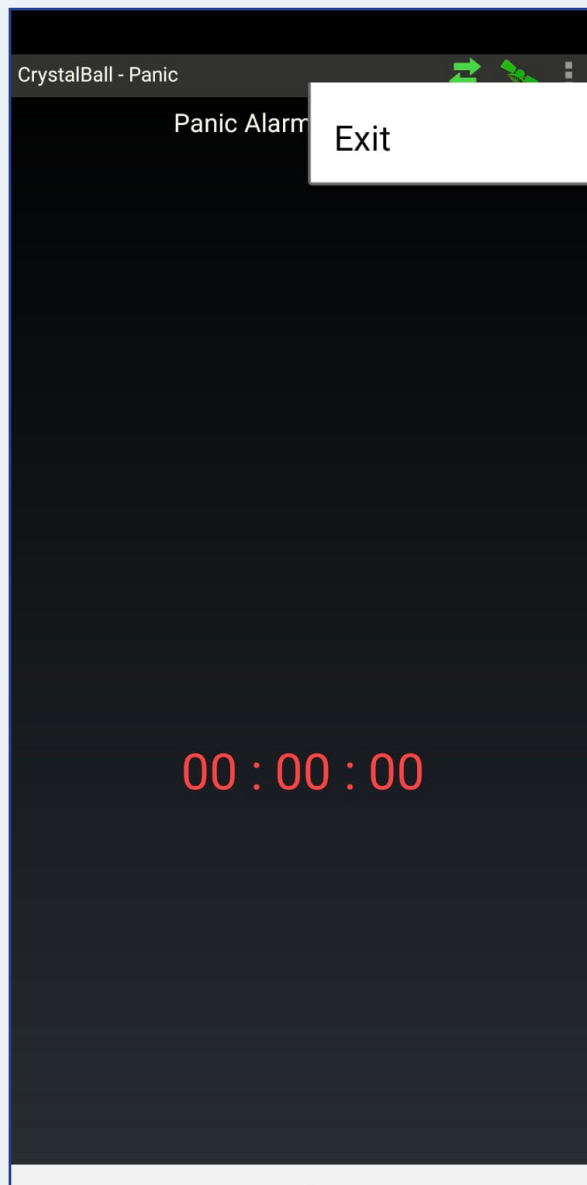
You can raise a panic alarm one of two ways:

- 1) By opening the app and clicking the SOS icon (top left)
- 2) By clicking the device's hot key, repeatedly in quick succession, 5+ times (depending on your handset this is usually the power button).

Both methods will activate the panic alarm, this will give a 10 second countdown in which you have the opportunity to cancel it in the case of a false alarm.

If you do not click the Cancel button and the 10 second countdown times out, the device will enter panic mode and automatically make a phone call to the designated emergency contact (if no phone call is made please speak to your supervisor to ensure this is set up).

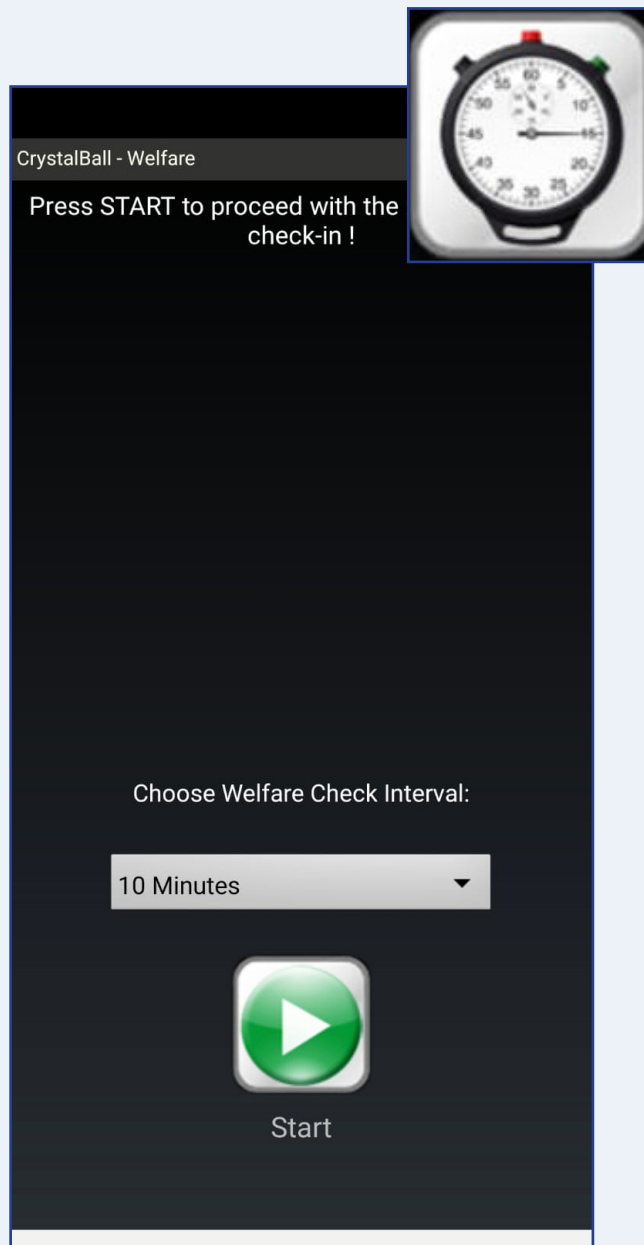
# 2



If the emergency call is not completed the app will stay in panic mode (you can change the call and sms settings inside the app if you want to disable it). In this case, to exit panic mode you should select the three dots in the top right hand corner and then 'Exit'.

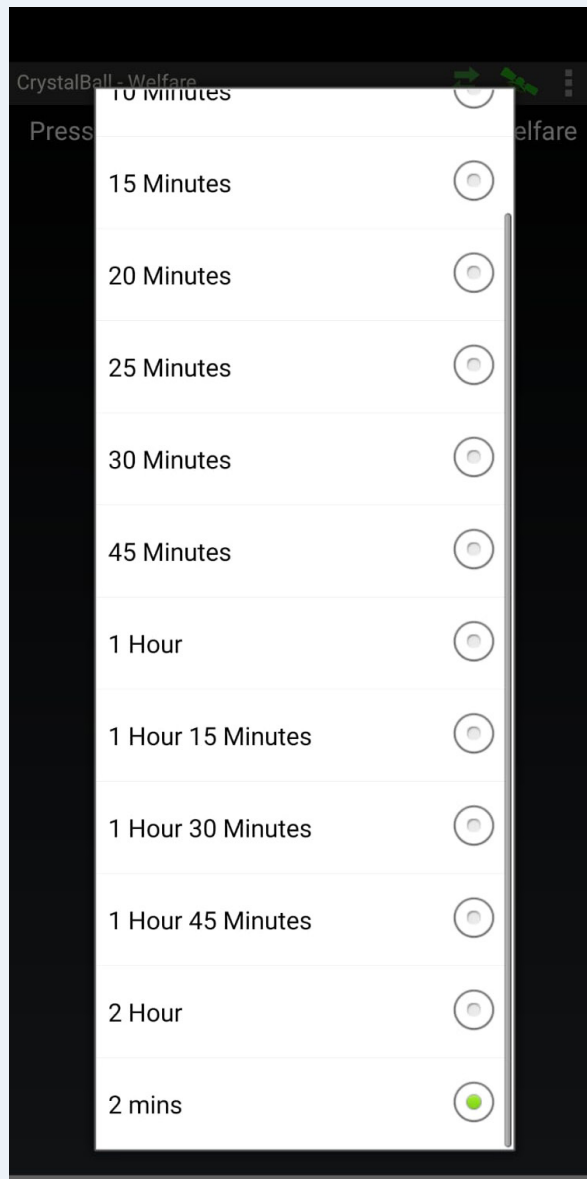
## How to conduct a Routine Welfare Check:

1



Crystal Ball suggests users check in using the routine welfare check in button when conducting jobs or arriving on site, or as outlined in your companies lone worker policy. To 'check-in' to a welfare session select the Welfare Session icon from the apps homepage. Select a duration for the Welfare Check Interval from the drop down list.

## 2

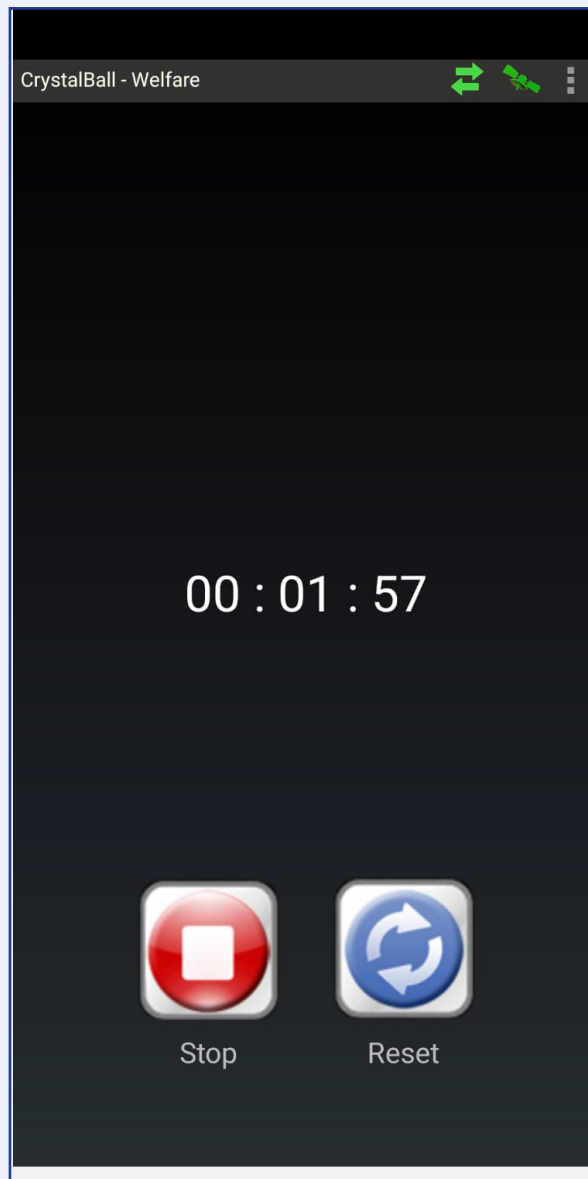


The 'Welfare Check Interval' ranges from 2 minutes to 2 hours.

You need to select the most appropriate duration depending on how long you expect to be on the job/at site and how often your supervisors expect you to check in.

Once chosen, select the green start button.

# 3

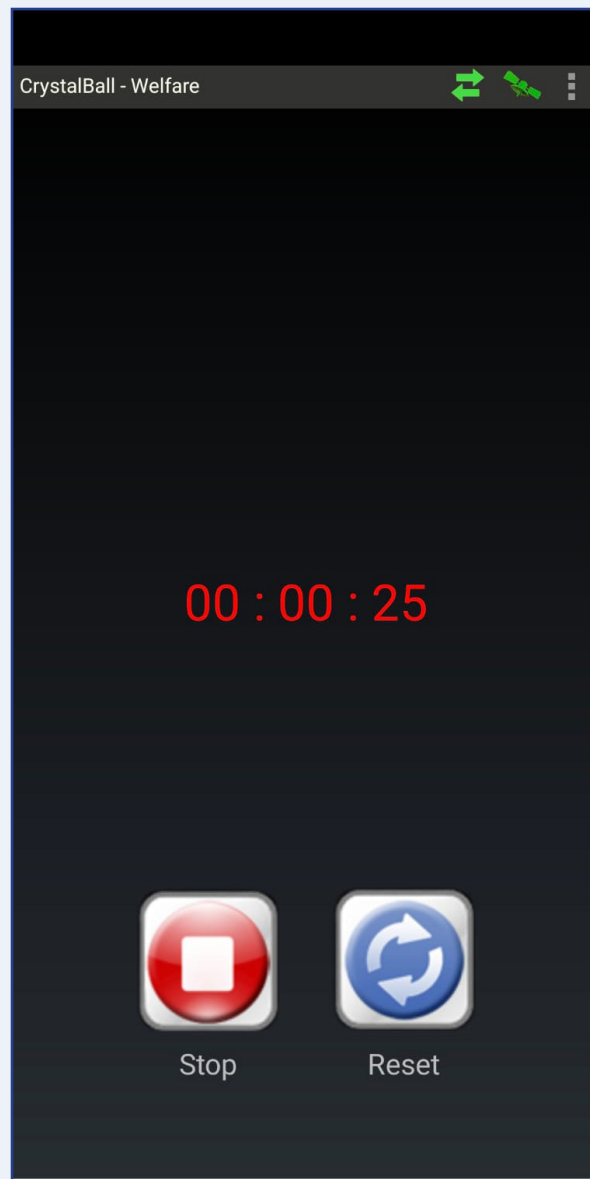


The timer will now begin.

Once the timer begins you can exit the app and lock the phone as required, this will not prevent the app from running.

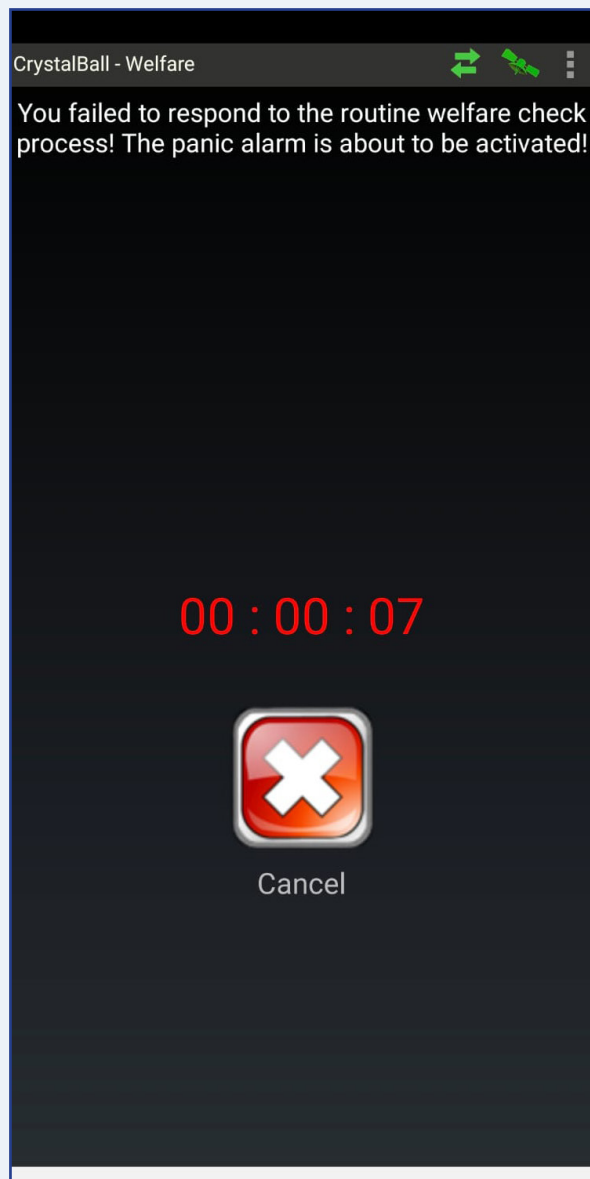
During the Welfare Session you have the option to Stop or Reset the timer, this may be useful if your job finished earlier than expected or is going to take longer than expected.

# 4



When the timer reaches the last 30 seconds the device will play a countdown sound, or vibrate depending on the app settings. This is designed to make you aware that the Welfare Session will shortly expire.

# 5

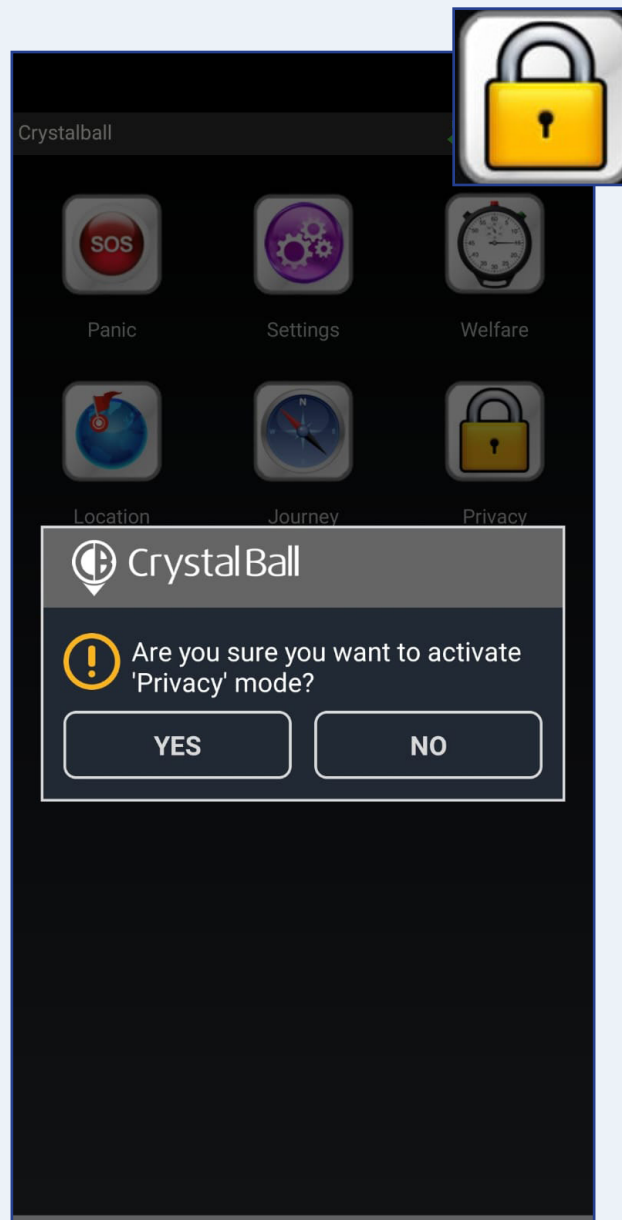


If you do not click either Stop or Reset during the Welfare Session, you will be given a 10 second countdown warning before the panic alarm is automatically activated.



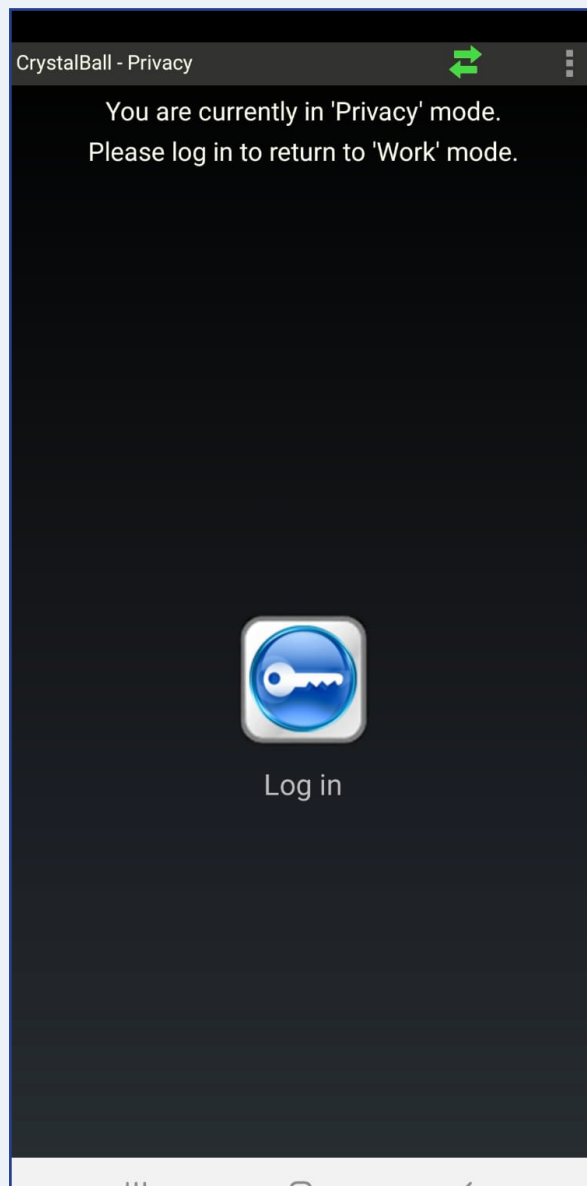
## Privacy Mode:

1



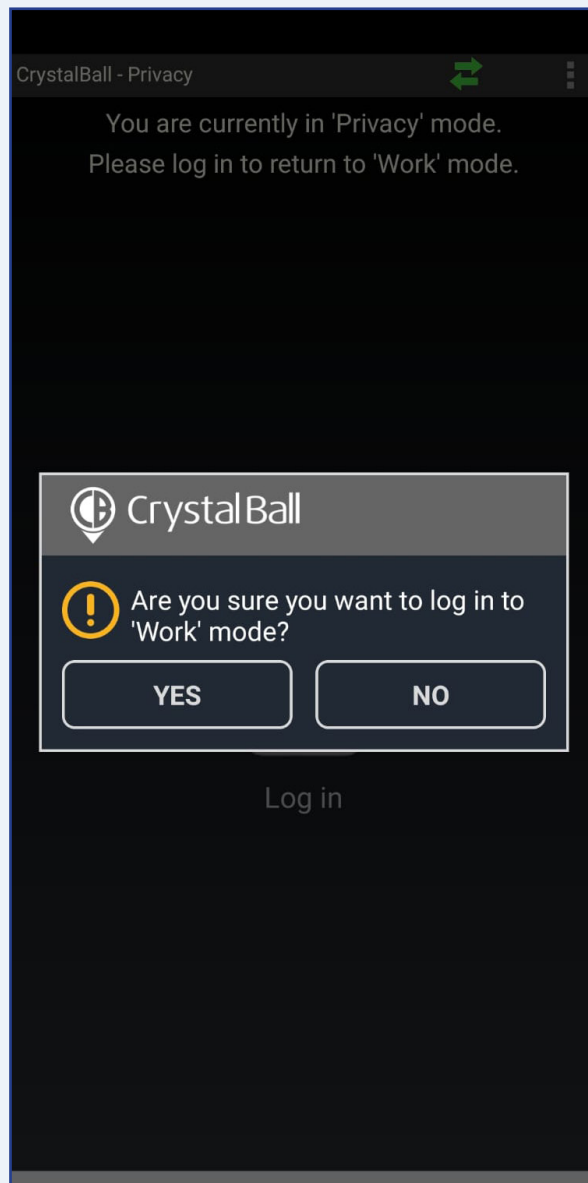
Depending on your device configuration, there may be a privacy option. To enter privacy mode you should click the Padlock icon (bottom right). By selecting 'Yes' and entering privacy mode you are stopping the app from running and therefore preventing any data from being transmitted.

# 2



Once you have entered privacy mode, this screen will display.

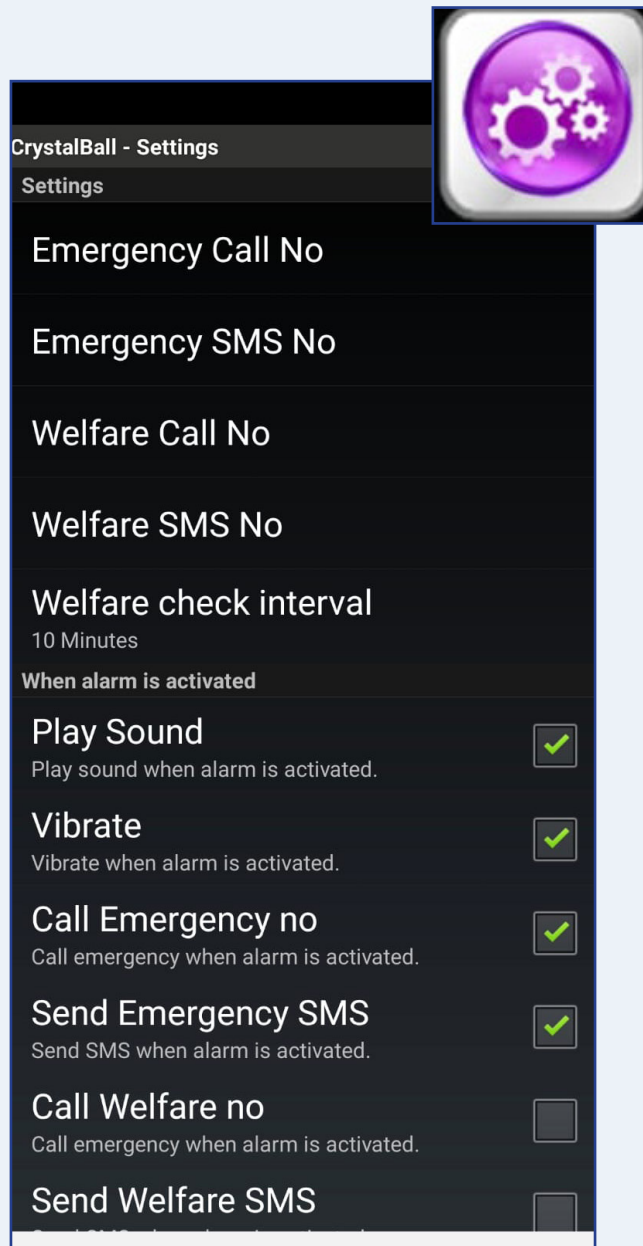
# 3



You must ensure if you have entered Privacy Mode that you enter Work Mode by selecting the 'Log in' icon when you are next due to begin work and then select 'Yes'.

## MobileLWP Settings:

# 1



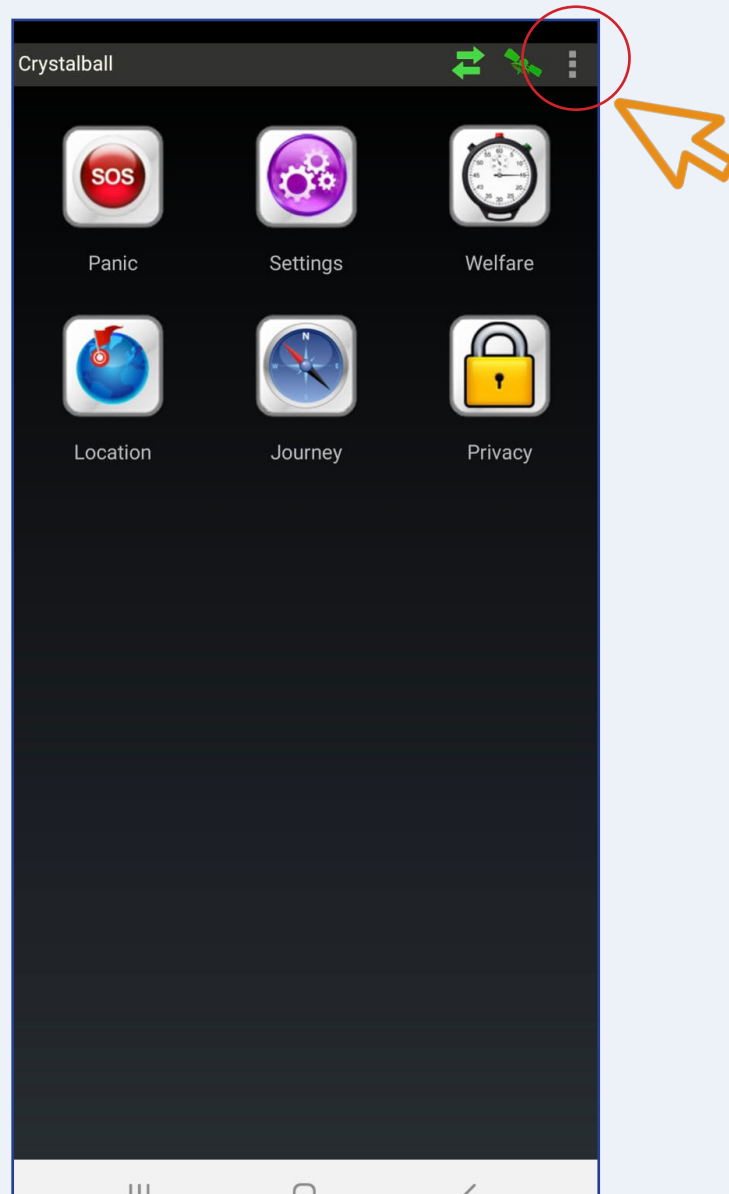
The second button on the home screen is the settings. Depending on your account setup, some of these options may be greyed out, if they are not you will have the ability to edit the settings.

You can enter an emergency call and SMS number the device will contact in the case of an activated panic alarm.

Similarly, you can enter a welfare call and SMS number the device will contact in the case of a welfare session expiring. You can also choose to change the default welfare check interval and either turn on or off sounds and vibrations when an alarm has been activated.

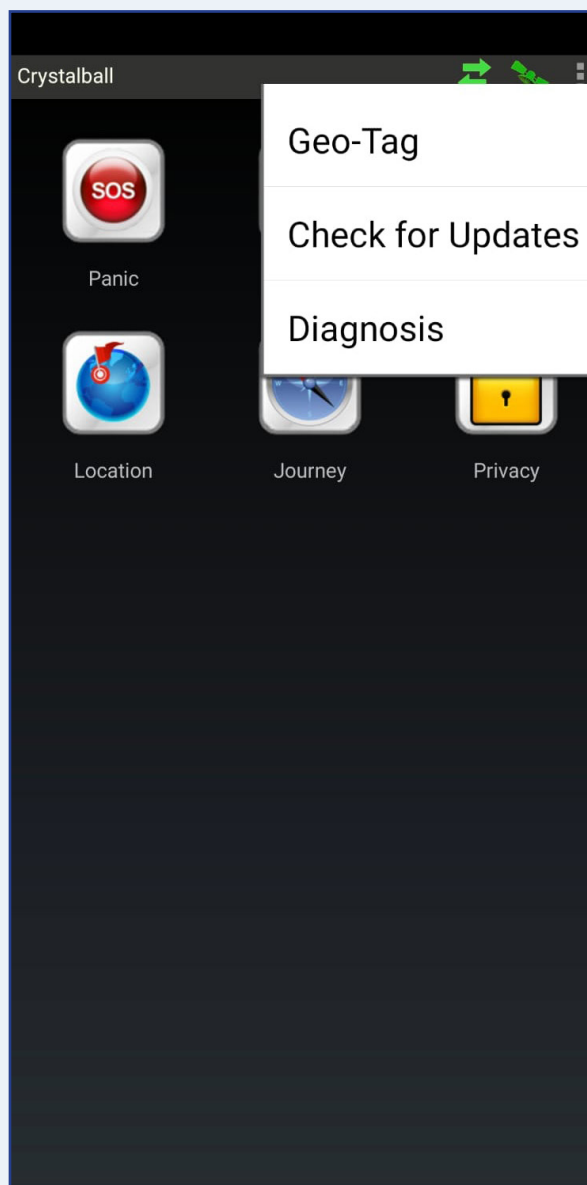
## Updates/Diagnostics:

1



If you are instructed by a member of the Crystal Ball support team or a supervisor to check for updates or run diagnosis, you should select the three dots in the top right hand corner.

# 2



Then select either ' Check for Updates' or 'Diagnosis'.



# Crystal Ball®

0330 995 9950

[www.crystalball.tv](http://www.crystalball.tv)