

Guidance: The New CFR Smart Phones

Key points:

- We have new call signs that are on the back of the handsets. Hull is PCR 019 and York is PCR 016. When you phone up ARD please use this instead of NCR 138/139.
- It is no longer a Nokia with an infinite battery life, so please make sure the phone stays charged.
- The phone is a tracker and so will know exactly where you are responding from (e.g. if you decided to respond from home). Sometimes it takes a while for the signal to find you, so after signing on for a few minutes, please phone ARD to check where you are plotting. The Hull phone was plotting in York the first time it was switched on!
- When selecting options, hold down the button until it does the action (tapping doesn't work, as I found out on the first shift using it)

How to book on:

1. Switch on the phone.
2. Open the "Responder" app (green circle with a white cross)
3. Click "sign ON" and enter the unit ID number as displayed at the bottom of the screen.
4. Click "responder" - this will take you to the main screen.
5. Phone ARD to check plotting location (see above key point)

When you get a call:

1. When a call comes through, you will receive a message with a similar annoying ring tone as the last phone. You will have the option to view this now or later.
2. When you view the message, it will have all the details you need for the call including the address and name of the patient. Hold down "Ack This Message" so that ARD know you have seen it.
3. Phone ARD (ARD York saved in phone) in the same manner as before, using your call sign, the last 4 digits of the incident number and how far away you are.
4. If you are asked to attend, hold down "mobile" on the main screen to alert ARD that you are now on your way.
5. A separate app called Co-Pilot Live will open with a sat nav to get you to the incident.
6. When you arrive, go back to the Responder app and select that you have arrived on scene.
7. When you are leaving a scene, hold down "clear". DO NOT use "leaving scene". The handset seems to be set up as if you were a crew and so it will ask you what hospital you are going to and all sorts. Don't make the same mistake I did!

To view incident details and time mobilised etc:

1. When on the main screen, press the 3 vertical dots in the top right hand corner:
 - a. Status History will show the times.
 - b. Messages will show you the incident details.

To sign off:

1. From the main screen, click the back arrow and select Sign-OFF.
2. Exit the app.
3. Switch the phone off.