



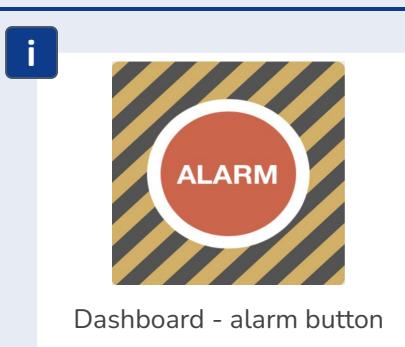
Download De BHV App



Log in with the login details from the activation email or, if available at your organisation, with your Microsoft account



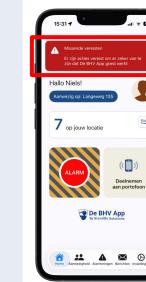
Complete the onboarding to become familiar with all the functionalities of De BHV App



Dashboard - alarm button



Start a general group call with the walkie-talkie button, which can be found on the left of the dashboard



Please grant all required permissions to prevent configuration issues

Forgotten your login details? Request these via [help.standbysolutions.nl](http://help.standbysolutions.nl)

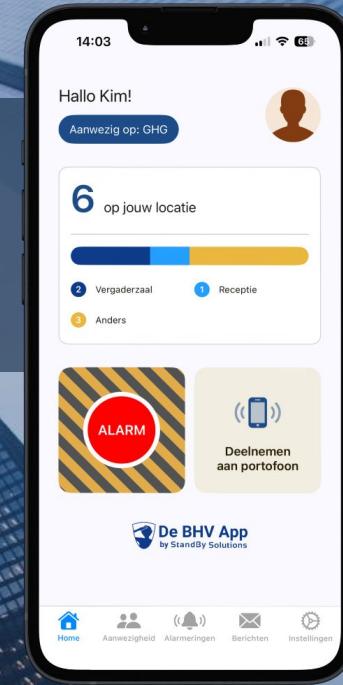
See the following pages for detailed information about each of these steps!



# StandBy Solutions | De BHV App

## User instructions

- 1 Downloading the app & logging in
- 2 Permissions & onboarding
- 3 Sending alarms & using the in-app walkie-talkie
- 4 Contact information & support

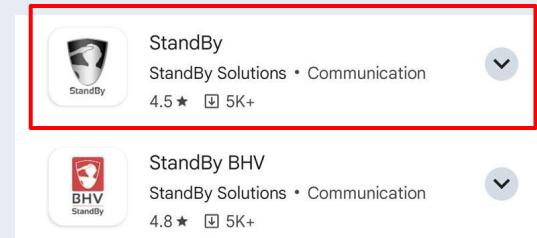


# 1) Downloading the app and logging in

## 1 Downloading De BHV App

You can download De BHV App with the *grey logo* from the App Store / Google Play Store.

**Please note:** Never log in on both apps at the same time to avoid disruptions in the functionalities of De BHV App!



## 2 Logging in on De BHV App

Use the information from your activation email to log in or, if available within your organisation, with your Microsoft account. Contact your manager if you have not received the activation email. After leaving the app, you will remain logged in. The app will continue to run in the background to allow for presence detection and receiving alarm notifications.

**Please note:** Do not log in on more than one phone at the same time to continue receiving alarms and to prevent issues with presence detection!

## 2) Required permissions and onboarding

### 1 Granting all required permissions

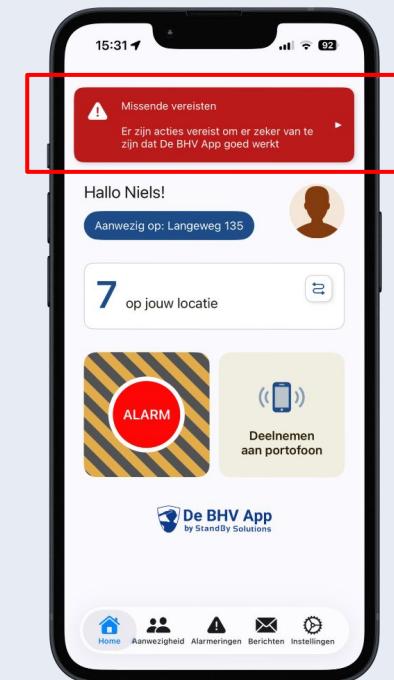
When you first open De BHV App, you will be asked to give various permissions. These are all vital for the app to function properly.

**Privacy:** Your location is never tracked. You are only registered as present or absent.

### 2 Finishing the onboarding

During initial start-up of the app, you will be guided through a short onboarding process, which will introduce you to the app's functionalities in an interactive way. The onboarding can be reviewed at any time through the app's settings.

**Please note:** In case not all necessary permissions have been granted, there will be a red notification bar at the top of the screen, which will continue to show until all permissions have been given. To do so, click on this bar and grant permission for each item with a red outline. It might require you to confirm these in your phone's settings, after which the notification bar will disappear.



### 3) Sending alarms and using the in-app walkie-talkie

#### 1 How to send an alarm

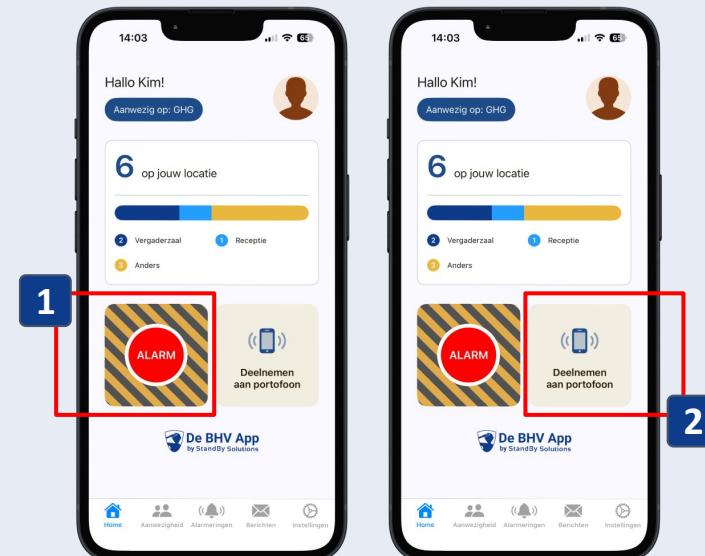
Click the red alarm button, choose an alarm scenario and, if configured, you can add additional text or audio before activating the alarm.

#### 2 Starting a group call with the in-app walkie-talkie

To start a group call via an incoming alarm, click “join group call”. A general group call can be created using the bottom-right button.

You can press the microphone to talk when using the in-app walkie-talkie. There is also the option of slide-to-talk for hands-free communication. This is a crucial functionality, especially when having to perform live-saving actions whilst calling.

**Please note:** The microphone will turn gray when the maximum number of speakers is reached. The default is set to two people.



# 4) Contact information and support

## 1 Running into problems with De BHV App?

On the StandBy Support platform, you can find resources such as De BHV App instruction videos and manuals. Visit [help.standbysolutions.nl](https://help.standbysolutions.nl) to access this information.

**Requesting login details:** Forgotten your login details? Via the above URL you can easily request your username or a new password.

## 2 Frequently Asked Questions (FAQ) and how to contact us

In case of running into problems with De BHV App or its management application, the FAQ on our website might come in handy: <https://standbysolutions.nl/faq/> Please contact our support department if this does not provide you with an answer to your question. For questions about quotes, contracts, demos, or if you are interested in purchasing additional functions, please contact our sales team.

All contact details can be found at <https://standbysolutions.nl/contact/>