

## What Is SmartPanics?.

SoftGuard is a comprehensive alarm monitoring platform that allows the end user the alarm sending from its own smartphone 24/7 365 days a year everywhere. Easy to use SmartPanics sends SOS, Fire, Assistance and ON THE GO alarms from different means and protocols to ensure its reception at the monitoring station.

To the monitoring services provider allows the end user to have the corporate logo and colors at their fingers tips fidelizing current customers and attracting new. SmartPanics means a recurring income, at zero maintenance investment.

### 1) Can I always know where my childrens are?

- Yes, of course, the application has a function called "My Group" that allows you to see at all times where the members of your family are.

### 2) Can my children turn off the tracking?

- There are two types of members in the application, administrators and simple users. Users cannot deactivate their tracking, only administrators can.

### 3) Can my children disable GPS or turn off the application?

- Users can disable the GPS or turn off the application, but administrators will receive a push notification in both actions.

### 4) How do I find out about all the news that my group members send?

- They will be notified by push messages about all notifications generated by the app users. From "My messages" they will display allowing deletion. It is possible also to configure notifications with vibration and sound.

### 5) If I want to add a new member of the family, how can I do it?

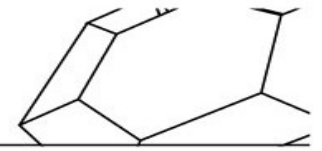
- It is very simple from the "My Group" function you can configure new members and the monitoring center will be notified to add it to your family group.

### 6) What happens with the consumption of the battery? Does it consume a lot?

- The application does not consume battery by itself because the Smartphone uses the location and activates it for all other applications since nowadays all applications have location.

### 7) What happens if my child runs low on battery?

- The application notifies administrators when any user has a battery level of 10% or less through a push notification on their phones.



8) How much data does the application consume me?

- The application is designed to send alerts by the fastest way, first it will send it via Wi-Fi, if it does not get a Wi-Fi signal it will send it by 4G, 3G, data and if it can not be sent by any of these means, it will send it by SMS or multimedia message. It consumes the same data as any GPS application.

9) How can I test if the application is working properly?

- In the configuration of the application you will find a TEST menu to verify its correct operation.

10) If I am an administrator, can I hide my location from the other administrators?

- The admin user have the ability to activate the stealth mode by which they stop reporting their position to the server until they reactivate the visible mode again.

11) I have a teenage son and he drives out with friends, can I know how fast they are going?

- The application allows configuring the maximum speed and if the user exceeds it the administrator will receive a push notification with the speeding.

12) How can I know if my child left school or a birthday party without my permission?

- It's very simple, from the "My Group" feature you can create "Geofences" that are virtual areas on the map that you can name and mark the radius of the place, then when and if the user leaves the area the administrator will receive a push notification. The same goes when creating a Geofence for a dangerous area or neighborhood it works for exclusion and inclusion (to be out, or do not leave an area).

13) How many Geofences can I create? Can I erase them if it is a temporary geofence such as a birthday party or a friend's house?

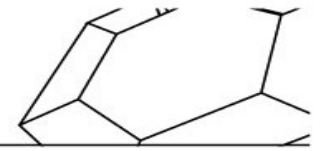
- It is possible to create all the geofences needed and to delete them. To do so, go to the list of geofences created within the application.

14) Is it possible to know from the app when the alarm panel has been activated or deactivated?

- Yes of course, from the "My Accounts" function displays the entire list of events the alarm panel has generated

15) Can I see the cameras in my house?

- The application allows you from the "My cameras" option to view the cameras in real time.



16) How do I prevent an alarm not to be triggered by mistake?

- To activate the alarm you must hold the button for a few seconds and also have a countdown programmed in 5 seconds to give you time to cancel the alert if it was a false alarm. Finally, from the security settings of the application it is possible to configure a PIN when sending an alarm, at the end of an alarm, when entering the configuration or when starting the application.

17) Can I reduce the countdown time when sending an alarm or removing it?

- Yes of course, the application is already configured with 5 seconds, but from the configuration of my alarms it is possible to customize the alarm cancellation timer.

18) What happens if I send a panic alert and they take my phone away? Most likely they will see that I sent an alert and they hurt me

- Each member of the group can configure that the application be hidden after sending an SOS so that the aggressor does not suspect the request for help.

19) The application does not position me well on the map Is it damaged?

- No, the application is not damaged. The application is supplied with the positioning provided by the Smartphone, which is why you must always have GPS active and enable the permissions requested by the application.

20) Does the application have any direct access? It is very likely that I do not have time to search the application and activate it if I have a problem.

- In this case you can enable a widget on the Smartphone that enables a direct access to the emergency buttons of the application and if your Smartphone has Android operating system you can configure from "My alarms" to start sending an SOS by pressing the Power button 4 times in a row within 5 seconds.