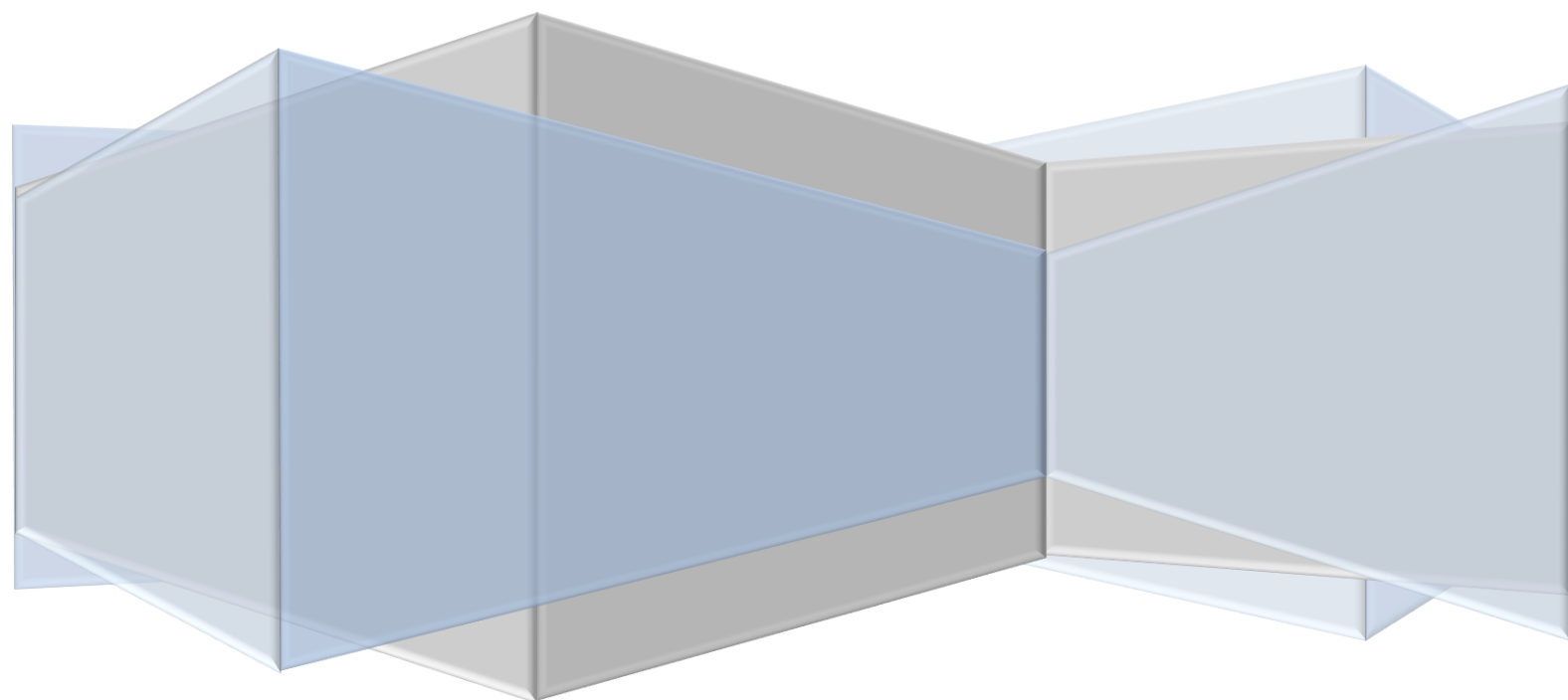




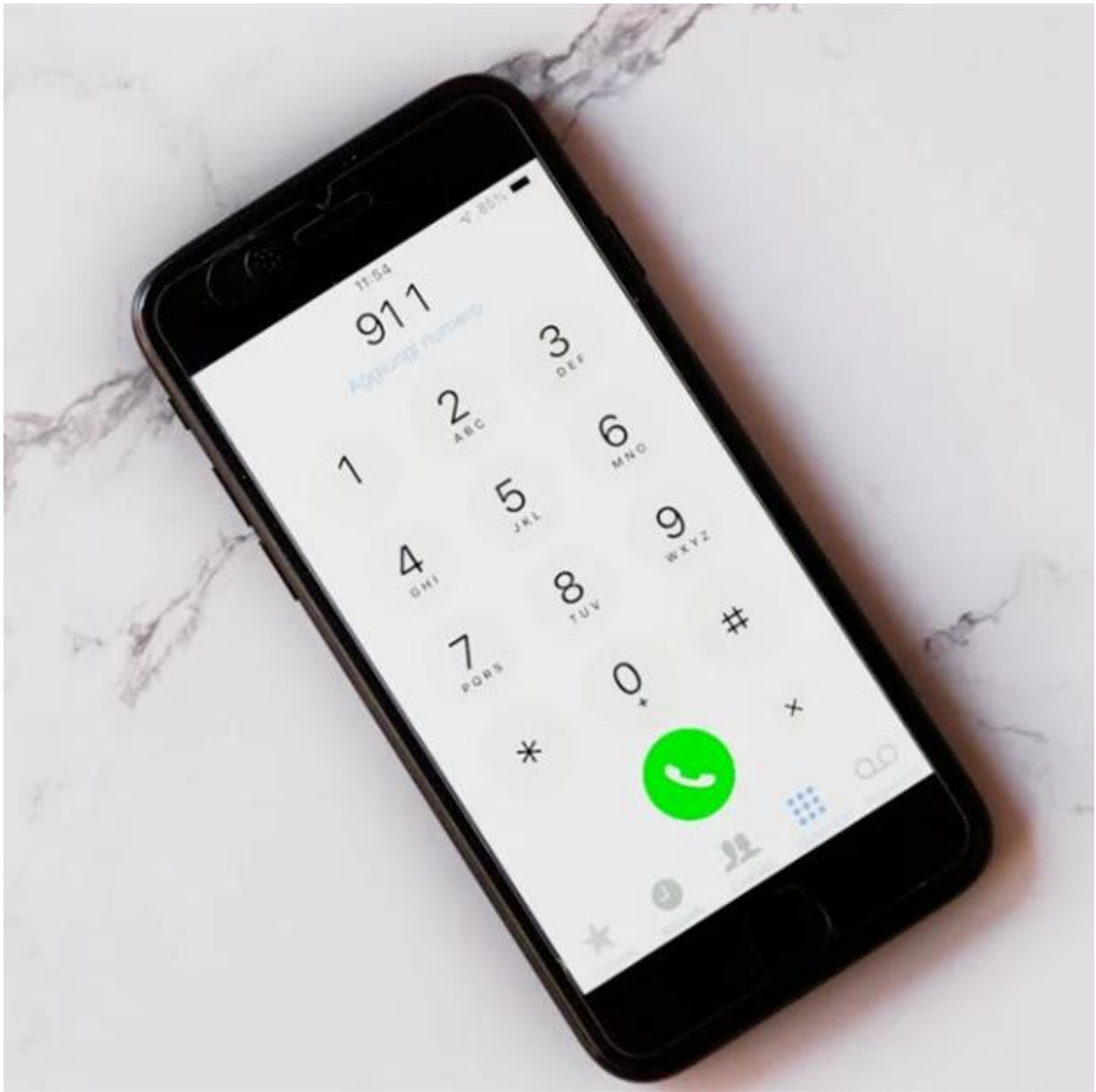
Emergency SOS for Phones

Setting Instructions for I-Phone & Android-Phones

How to offer you additional safety or help



Emergency SOS for iPhone



There is a chance that everyone who will read this article may have to contact the emergency services at some point within their lifetimes. When doing so, Emergency SOS is available to offer you additional safety or help.

It's essentially a digital panic button — quick, discreet, and potentially life-saving.

Whether you're walking home late, traveling solo, or just want peace of mind, it's worth knowing how it works. A few seconds could make all the difference.

WHAT IS EMERGENCY SOS?

Emergency SOS is a built-in safety feature on smartphones that helps you get help fast in a crisis — no need to unlock your phone or open any apps. It's designed for real emergencies, like accidents, medical issues, or personal safety concerns.

How to use Emergency SOS

The following is how to use Emergency SOS with iPhones models 8 and above:

The slide method:

1. Press and hold the side button and one of the [volume buttons](#).
2. When the Emergency Call (or Emergency SOS) slider appears, drag it to the right to call emergency services.

The hold method:

1. Press and hold the side button and one of the volume buttons.
2. Continue to hold the buttons to activate a countdown and alert sound.
3. Hold the buttons until the countdown ends to automatically call 911.

To use the Emergency SOS iPhone service on iPhone 7 or earlier, follow the steps below:

1. Quickly press the side (or top) button five times. The Emergency Call slider will appear.
2. Drag the slider to the right to call emergency services.

Once the call with emergency services ends, your emergency contacts will receive a text message with your current location, unless you choose to cancel the call. Your iPhone will temporarily turn on location tracking if it is turned off and update your contacts if your location changes too.

Get help during an emergency with your Android phone

You can use the Personal Safety app to save and share your emergency info. Your phone can also contact emergency services automatically in some countries and regions and with certain carriers.

Important:

- Some of these steps work only on Android 12 and up.
- Some of these steps require you to touch the screen.

Prepare for an emergency

Important: Anyone who picks up your phone can find your lock screen message and emergency information even if your phone is locked. You can turn this setting off in the Safety app .

Use the Personal Safety app
Add emergency info to the Personal Safety app
Set up & turn Emergency SOS on or off
Put a message on your lock screen
Manage alerts & tests

Get help during an emergency

Use Emergency SOS to call for help, alert your contacts & record videos

Important: You won't be able to share your real-time location with your emergency contacts unless you have a Wi-Fi or mobile network internet connection.

If you're in an emergency situation, you can use your phone to start emergency actions like calling for help, sharing your location with your emergency contacts, and recording video.

1. On your phone, press the power button 5 times or more.
2. Depending on your settings, touch and hold inside the red circle for 3 seconds or wait for the automatic countdown to start the emergency call.
3. After you start an emergency call, other emergency actions begin based on your settings.

Important: If you turned on Emergency Sharing and video recording, these actions will start while your call is placed to emergency services.

Record video during an emergency

How Emergency recording works

You can still use your phone to do other tasks like to share your location with emergency contacts and get help from local emergency services while Emergency recording is ongoing.

Important:

- Video recording is designed for you to record emergency situations and related events to improve your personal safety.
- In addition to our [Privacy Policy](#), when you use the features of our products to record, upload, and/or share video and audio content, such as recordings of an emergency situation, we may log use of the application, sharing with emergency contacts, and video link views and downloads.
- Recordings of emergency events may be disturbing to your emergency contacts and may cause those persons distress.
- Please use the video sharing feature carefully. It is your responsibility to ensure full compliance with the law when you use this feature, which includes any applicable state and federal video recording or wiretapping laws.
- When you use this feature, you acknowledge and accept the statements above. If you open another app that uses your camera, Emergency recording will be paused. When Emergency recording is paused, your recording shows a gray screen. To go back to your Emergency recording, open the Safety app again or tap the notification at the top of your screen.

Emergency recording can record and save video up to 45 minutes. The quality of the video is about 10 MB per minute.

How auto share works

If you turn auto share on, a link to your video is automatically shared with all of your emergency contacts after each recording. If you don't have emergency contacts set up, your video won't be shared with anyone. If you decide you don't want to share the video, you have 15 seconds after recording to cancel sharing.

Sharing is dependent on your internet connection and there might be a gap between when your recording is finished and when video is uploaded and shared. Any emergency contact you share your video to can download a copy of it.

There can only be one sharing link active per video at a given time. Each link created has a 7-day expiration timer that is meant to protect your privacy. You can deactivate a link at any time. To refresh the expiration timer, deactivate the existing link and create a new link.

To deactivate a sharing link:

1. On your phone, open the Safety app .
2. At the top left, tap **Your info** > **Your videos**.
3. Next to a video, tap More ⋮ > **Stop sharing** > **Stop sharing**.

Tip: To refresh your sharing link, tap **Get link to share**.

Emergency recording is intended for personal use in emergency situations to keep you safe. Google will automatically disable an active shared link if it's being shared excessively.

How auto backup works

Emergency recordings are automatically uploaded to the cloud to help prevent data loss if your phone is lost or destroyed during an emergency situation. Uploading to the cloud requires an internet connection and may cost money if you're on limited data access. Uploaded emergency recordings can be managed any time with an internet connection.

To manage your videos:

1. On your phone, open the Safety app .
2. At the top left, tap **Your info** > **Your videos**.
3. Next to a video, tap More ⋮ > **Share** or **Delete**.

Tip: If you delete a file, it's permanently deleted from your Google Account and this action can't be undone.

Accidental calls

If you place a call to emergency services by mistake, do not hang up. Tell the emergency operator that the call was accidental and that you do not need assistance.

Find emergency info

1. On a locked screen, swipe up.
2. Tap **Emergency** > **View emergency info**.

Send your location automatically

To help responders find you quickly, your phone's location can be sent when you dial or text an emergency number, like when you dial 911 in the US or 112 in Europe.

If Android Emergency Location Service (ELS) works in your country or region and on your mobile network, and you haven't turned ELS off, your phone will automatically send its location to first responders through ELS. If ELS is off, your mobile carrier might still send the device's location during an emergency call or text.

Turn emergency location service on or off

1. On your phone, open the Settings app.
2. Tap **Location** > **Location services** > **Emergency Location Service** or **Google Emergency Location Service**.
3. Turn **Emergency Location Service** or **Google Emergency Location Service** on or off.

How Emergency Location Service works

Your phone uses Emergency Location Service (ELS) only when you call or text an emergency number.

If your phone has ELS turned on, ELS may use Google Location Services and other info to determine the most accurate location for your phone during an emergency call. ELS may also send extra info, like the language your device is set up with.

To help them locate and assist you, your phone makes this data available to authorized emergency response services. Emergency response services receive this data directly from your phone, not through Google.

After you complete a call or text during which ELS was active, your phone sends usage, analytics, and diagnostics data to Google via Google Play Services. Google uses this info to analyze how well ELS works and doesn't receive any info that could identify you, including your location.

When you send your location with ELS, the process is different from when you share your location with Google Maps.

Share your location with your emergency contacts

You can let your emergency contacts find your location and receive updates about where you are and your battery percentage. You must give the Personal Safety app permission to access your location.

To use emergency sharing, you'll need:

- At least one emergency contact
- An internet connection with Location Services turned on

Start emergency sharing

1. On your phone, open the Safety app .
2. Tap **Emergency sharing**.
3. Select who you want to share your real-time location with.
 - You can also add an optional message.
4. Tap **Share**
 - You can tap the notification banner to find the details of your "Emergency sharing."

Tip: If location sharing is unavailable in your country or region, a message will appear in the Safety app.

Stop emergency sharing

1. On your phone, open the Safety app .
2. At the top left, tap **Emergency sharing** > **Stop** > **Stop sharing**.
 - You can add a note to explain why you've ended the emergency share.

Tip: Emergency sharing will automatically end after 24 hours.

Managed Emergency Sharing settings

1. On your device, open the Safety app .
2. Tap **Safety & emergency > Emergency sharing**.
3. Scroll to the bottom of the screen and tap **Settings**.
4. Select the information that you want to share with your emergency contacts during an emergency share.
5. Turn **Multi-device location sharing** on or off.

Tip: When Multi-device location sharing is turned on for a device, we will use the device's location as a backup in the case you start an Emergency Share on another device, but that other device can no longer share its location.

Schedule a Safety Check

If you want your phone to check on you and let your emergency contacts know if anything is wrong, you can schedule a Safety Check. For example, you can use a Safety Check when you walk in an unfamiliar area or go to a party. You must grant "While in Use" location permissions to the Safety app.

1. On your phone, open the Safety app .
2. Tap **Safety Check**.
3. Select your **Reason** and **Duration**.
 - You can set the check at any duration for up to 24 hours.
4. Tap **Next**.
5. Select your contacts.
6. Tap **Start**.

Tip: If you turn notifications on for your emergency contacts, they're notified when a Safety Check is scheduled and has ended.

Extend the time for Safety Check

Important:

- An ongoing Safety Check can't be extended beyond 24 hours past the original start time.
- You need to authenticate before the time is added to the Safety Check.

If you want to have the check-in occur at a later time than you initially anticipated, you can extend the time of your Safety Check both prior to and at the time of check-in. If time is added, the Safety Check updates to continue until the new extended time you selected.

You can add time:

- **In Personal Safety app:**
When the Safety Check is active, you can add time within the Personal Safety app.
 1. On your phone or watch, open Safety .
 2. Tap **Safety Check > Add time**.
 3. Select the amount of time you'd like to add.

- **During check in:**
 1. On your phone or watch, open Safety .
 2. Tap **Safety Check**.
 3. At the check-in screen, under the remaining time, tap **Add time**.
- **From the Safety Check notification:**
 1. On your phone, open your notification.
 2. On the “Personal Safety” notification, tap **Add time**.

Mark yourself safe

When it's time to check for your safety, you'll get an alert for 60 seconds before emergency sharing begins. If you mark yourself safe, the emergency share will be canceled. You can stop the Safety Check at any time through the notification. If you don't choose one of the options in 60 seconds, emergency sharing will begin.

1. When you get the notification, choose one of the options:
 - **I'm OK**
 - **Start sharing now**
 - **Call 911**
2. If your phone is locked, you might need to unlock it.

If your phone turns off or loses signal, the Safety Check will remain active and will start an emergency share with your last known location at the scheduled check-in time.

How emergency contacts are notified

When a safety check starts, if you turn notifications on for your emergency contacts, they get a text with your name, the duration of your safety check, and a reason, if you provided one. Later, if you start an emergency share manually or can't mark yourself as OK when your phone checks in, Google shares a link to find your real-time location and remaining battery percentage in Google Maps.

Emergency sharing and safety checks stop when you stop it or mark yourself safe. When they stop, Google sends another text to your contacts to let them know it ended.

Share emergency info with emergency services

Use the Personal Safety app to send info to emergency services.

On your phone:

1. Open your Personal Safety app.
2. Tap **Your info** > **Emergency Info access** > **Share during emergency call**.

Get crisis alerts

When you opt in to crisis alerts, you are notified in the Safety app about public emergencies or local crises, like natural disasters. Crisis alert notifications include a link to the Safety app's homepage where you can find extra information about the event.

Crisis alerts are available in all countries and regions and all languages. If your phone is set to a different language other than the local language, the alert may show up in the official language of your current location instead of your set language.

Turn crisis alerts on or off

1. On your phone, open the Safety app .
2. Tap **Features** > **Crisis alerts**.
3. Turn **Crisis alerts** on or off.

How Google sends crisis alerts

Google manages crisis information from official local sources. If a crisis is posted that affects your location, the Safety app notifies you. Google posts crisis alerts based on various factors, like internet connectivity in the affected area, the availability of official content from governments and other authoritative organizations, and the impact on the ground. Alerts are typically available in the primary languages of the affected area and English.

Find out about earthquakes in your area

Your phone can detect earthquakes in your area. To learn more about nearby earthquakes, open Google search and search for "earthquake in [your city or region]."

To stop your phone from contributing to earthquake detection, turn off your phone's Google Location Accuracy.

Get alerts for nearby earthquakes

Your Android phone sends you alerts about nearby earthquakes of magnitude 4.5 and above using your approximate location. Coarse locations from Android devices are used to determine which devices will receive an earthquake alert. This information does not and is not used to identify or locate a specific user. Earthquake alerts can be turned off at any time in **Safety & emergency** > **Earthquake Alerts**. Earthquakes are detected by ShakeAlert and by Android.

Important:

- Earthquake alerts aren't supported in all areas.
- Not all earthquakes can be detected.
- Magnitude and shaking intensity estimates may have errors.
- You may receive an alert before, during, or after shaking begins.

Android Earthquake Alerts System

These earthquake alerts are based on the [Android Earthquake Alerts System](#).

Where event impacts cross state borders:

- Regardless of the epicenter of the event, you'll receive alerts from Android based only on the system authorized to alert in each state.
- Alerts will attribute that state's detection system.

Where the Android Earthquake Alerts System is active

- Afghanistan
- Albania
- Algeria
- Anguilla
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Australia
- Austria
- Azerbaijan
- Barbados
- Bangladesh
- Belize
- Bhutan
- Bolivia
- Bosnia & Herzegovina
- Brazil
- Bulgaria
- Chile
- Colombia
- Croatia
- Cuba
- Cyprus
- Czechia (Czech Republic)
- Djibouti
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Eritrea

- Ethiopia
- Falkland Islands
- France
- Georgia
- Germany
- Greece
- Grenada
- Guadeloupe
- Haiti
- Honduras
- Hungary
- Iceland
- India
- Iran
- Iraq
- Israel
- Jamaica
- Jordan
- Kazakhstan
- Kosovo
- Kyrgyzstan
- Laos
- Lebanon
- Malaysia
- Moldova
- Mongolia
- Montenegro
- Myanmar
- Nepal
- New Zealand
- Nicaragua
- North Macedonia
- Oman
- Pakistan
- Palestine
- Papua New Guinea
- Peru
- Philippines
- Portugal
- Romania
- Saint Barthelemy
- Saint Martin
- San Marino
- Saudi Arabia
- Serbia
- Sint Maarten
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- Spain

- Switzerland
- Tajikistan
- Tanzania
- Thailand
- Timor-Leste
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Ukraine
- United Arab Emirates
- United States
- Uzbekistan
- Vanuatu
- Venezuela

Earthquake alerts are on by default. You might not get alerts for all earthquakes in your area, and you will only receive alerts in supported countries. Occasionally, you may get an alert but not feel an earthquake in your location.

Wireless Emergency Alerts & Emergency Alert System

Wireless Emergency Alerts and Emergency Alert System alerts always show up on top of any other screen.

For example, on Android, if a state issues a severe storm alert as Wireless Emergency Alerts or Emergency Alert System, it'll show on top of all other alerts, including Earthquake.

Here's the order of display priority for these alerts:

1. **Wireless Emergency Alerts** or **Emergency Alert System:** Always on top
2. **Earthquake Alerts:** Next
3. **App notifications:** Last

Turn earthquake alerts on or off

Important: To get alerts, you must have Wi-Fi or data turned on.

1. Open your phone's Settings app.
2. Tap **Safety & emergency** > **Earthquake alerts**.
 - If you don't find **Safety & emergency**, tap **Location** > **Advanced** > **Earthquake alerts**.
3. Turn **Earthquake alerts** on or off.

service can be utilised to contact the emergency services, if you are off the grid with no cellular or Wi-Fi coverage.

Although not a hugely common sight in the UK, there is every possibility that you may end up in exceptional circumstances, in an emergency with no signal. This is why Apple have developed Emergency SOS via satellite, which can connect you with emergency services when you have no signal!

In the Event of an Emergency - No signal

1. First, make sure you try to call emergency services, as even if it shows that you have no signal you may be able to squeeze through.
2. If your call does not connect to emergency services, DO NOT PANIC. So long as you have iOS 16.4 or above you can connect to them via satellite instead!
3. Tap Emergency Text via Satellite.
4. If you need help, not as an emergency, you may have the option to contact a road assistance provider (where available).
5. If you cannot call, you can also text the local emergency number, then tap 'Emergency Services'
6. Tap Report Emergency.
7. Keep calm and tap away, providing answers for the emergency questions, best answering the emergency that you are in.
8. Then you can choose whether to notify your emergency contacts of the fact you are in an emergency and the nature of it.
9. Here you connect to a satellite by following the on-screen instructions.
10. Once you are connected, continue to follow the on-screen instructions to stay connected while you send the message to emergency services.

Once you have managed to connect yourself to a satellite, your iPhone will start a text conversation with emergency services. It will do so by providing critical information, such as your Medical ID information (set it up now!), the emergency questionnaire answers, your location (including the elevation you are at), and even the remaining battery life on your iPhone.

Before you Go Off the Grid

If you're going somewhere with no cellular and Wi-Fi coverage, here are some ways to be prepared:

1. Confused by the complexities of how Emergency SOS works? Scared you may not be able to work it out in the event of an emergency? Try the Emergency SOS Demo on your iPhone now; Your iPhone can support you, but it needs your information first! Make sure in preparation you fill in the Medical ID and create emergency contacts on your phone. You can do this by:
2. Tap on your profile picture.
3. Select Medical ID.
4. Tap Edit (in the upper-right corner).
5. Scroll down to "Emergency Contacts."
6. Tap the "+" icon (you'll see "Add emergency contact").
7. Select a contact and enter their relationship.
8. Tap "Done."

How Does Emergency SOS via Satellite Apply to Students?

Have you ever been somewhere in the UK without a cellular connection? Often referred to as 'Not-Spots', where a person cannot get connection to reliable 2G, 3G, 4G or 5G. As much as there is a limited number of Not-Spots around Bristol, the United Kingdom is in abundance of them. See the following images Provided by 'Farrpoint'.

You never know if you will be in one of these Not-Spots in the UK, or even abroad on a holiday. It will never hurt to be prepared for something that may never affect you, however, 10 minutes of your time to get your head around Emergency SOS may save a life one day!

How does Emergency SOS Apply to Students?

Every second counts in the event of an emergency, and with Emergency SOS on iPhone, you statistically speed up response times. A small change from dialling 999, that can potentially save lives in critical situations. In addition to quicker response times, it can help aid anxious overthinkers, by providing access to the emergency services one button away. Here is a list of why Emergency SOS is so important:

- Quicker Responses
- Location Tracking
- Efficiency
- Ease of Mind

Emergency SOS is more than just a tech feature — it's a personal safety tool that every iPhone user should be familiar with. Whether you're on campus, traveling, or simply going about your daily routine, understanding how to activate and use this system could make all the difference in a crisis. Take a few minutes today to set it up and practice how it works. It's a small step that could save your life — or someone else's — tomorrow