



ROVER

SETUP

- Step 1:** Search for “Rover mobile” and download the app.
- Step 2:** Open the app. You may be asked to allow ROVER the access to your location, and to allow push notifications. For both messages, hit ‘Yes.’
- Step 3:** When the app is open, enter your mobile phone number into the “Phone Number” field. Press the “FETCH” button.
- Step 4:** When prompted, press the “Send PIN” button. This will send your unique PIN to your email address provided. Please enter this into the PIN field.
- Step 5:** Select what tones you would prefer for the different call types, as well as the various app options below it, and hit “Save.”

We recommend the Settings below:

- **Broadcast Location:** Tick
- **GPS Based Time:** Tick
- **Stay Awake:** Tick
- **Use Night Mode:** Tick
- **Show Related Departments:** Un-tick
- **Use Google Maps:** Tick

Please note

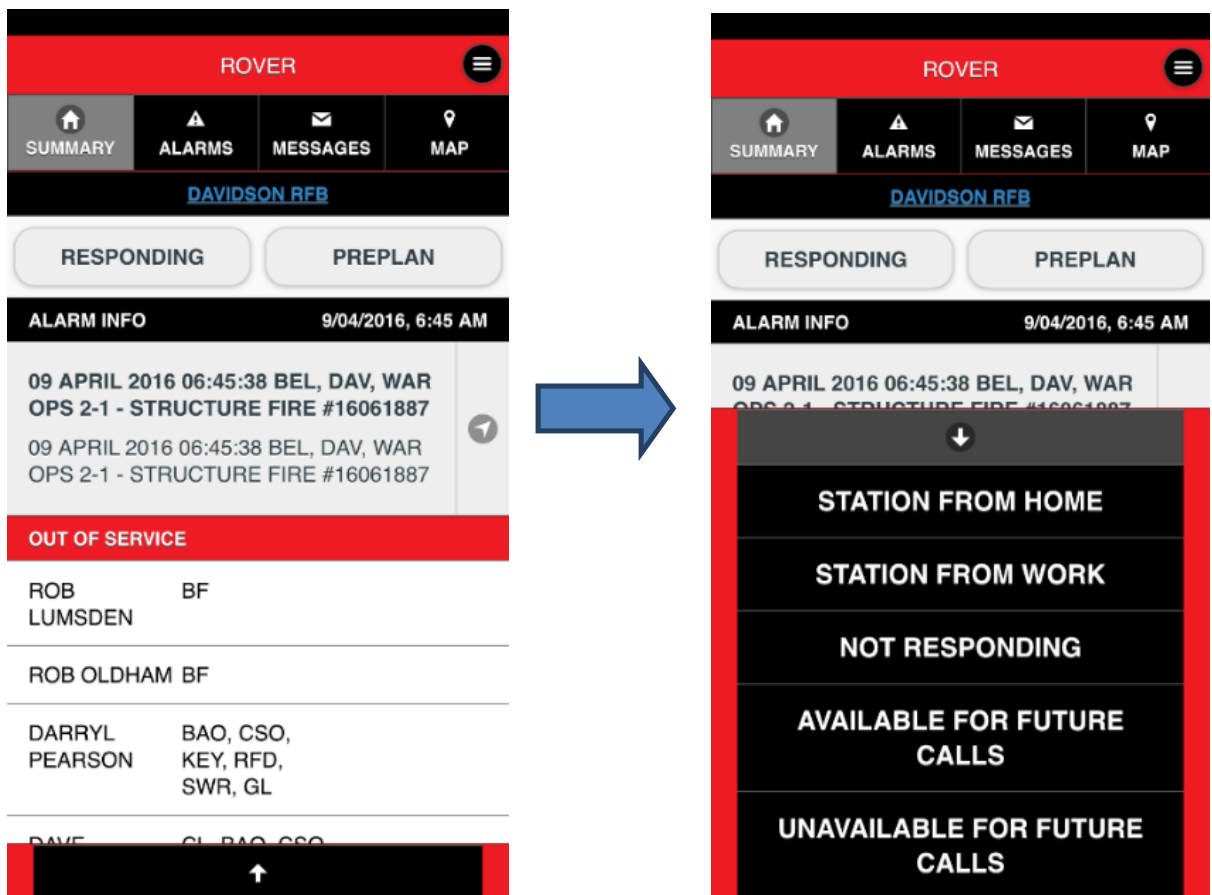
Once the app is set up the first time, to change the selected tones to a new one you must first select the tone desired in Settings, hit “FETCH” and then hit “SAVE.”

IN THE EVENT OF A FIRE OR INCIDENT CALL

Step 1: Pager and/or ROVER (for members with smartphones) should be activated.

Step 2: **Every member** (regardless if you are at station, 1 minute away or 1 hour away) is to advise whether or not they are attending station. This can be done by 1 of 2 ways:

1: By the smartphone App. Selecting the black ribbon at the bottom of the default “Summary” screen will show you your options to choose from.



2. By calling 9007 0409 and interacting with the telephone keypad:

- > Press 1 if you are responding to station from home,
- > Press 2 if you are responding to station from work,
- > Press 3 if you available if required,
- > Press 7 if you are not responding,

Step 3: If you are responding to station, make your way there in a safe but timely manner.



Please note: the above methods require interaction with your mobile. Make ensure you are not using your mobile while you driving.

Frequently Asked Questions

> **How does the system know how long it takes me to get to station from home and work?**

Both “Station from Home” and “Station from Work” contain the times each member provided when the system was set up (mainly for the benefit of those without the GPS assisted smartphone app).

If these change, please advise your Brigade Captain.

For those using an iPhone or Android, still select either of these (whatever is closest to your actual location), and the GPS will adjust your time to station based on your actual location and update it as you drive based on route taken, traffic, speed, etc.

> **What if I am not at home or at work, but still responding to station?**

If you are responding to station but are not coming from home or work, just select the place which is closest to your actual location. For those using the smartphone app, the GPS will adjust once it realises you are somewhere other than work/home. For those dialing in to the phone number, the time to station might be incorrect, but the important thing is letting the brigade know you are responding.

> **Why do we all need to acknowledge the FIRECALL?**

We need everyone to acknowledge a FIRECALL because we:

a) *Want to know that the Pager system has reached all members* – an absence of reply doesn't tell brigade management that you aren't responding, and could be a case the pagers aren't working.

b) *Have to call the OCC (within minutes) with crew strength* and estimated time till a truck is responding, or alternatively if no-one is available, with instructions to page another brigade as a replacement. If no-one is responding and no-one acknowledges the firecall, the tendency will be to wait for members to acknowledge, resulting in delays in paging another brigade.

> **I live mere minutes away from station. Do I still need to acknowledge the FIRECALL?**

Yes, we need everyone to acknowledge the FIRECALL even if you are at station, for the reasons stated above.

While you might be around the corner from station, this information is used to pass the details on to Firecomm, plus it may save people driving unnecessarily to station when they can see there are sufficient people already responding and much closer to station.

> **What does “Unavailable for Future Calls” and “Available for Future Calls” mean?**

“Unavailable for Future Calls” can be selected if you are unavailable for firecalls for a finite amount of time (ie, holidays, work trips, even a night out), and it is designed for use in advance of a firecall. It gives the brigade visibility who isn’t available at any one time.

These people will show under “Out of Service” on the smart phone app or “Not Responding & Out of Service” on the station portal.

“Available for Future Calls” is selected after the member has selected “Unavailable for Future Calls” to return them to their default “available” state.

> **What if I change my mobile number, my place of work or where I live?**

Should you change any of the above please can you advise your brigade Captain ASAP.

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