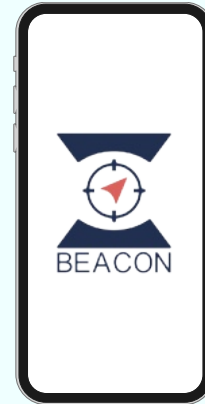


New Beacon Updates

May 2025



Mobile App v5.9.2

Available for download on AppStore
and Google Play Stores

Custom Case Reports – We now offer the option to Customize Case Reports

New Responder Type: Notification Only – Responder accounts using this Type have a different Incident Messages workflow

Left Sidebar Enhancements – This version release includes some small changes and additions for a better experience while responding



Web App v7.3.1

Please clear your browser cookies
and cache

Pending Incidents – A new dispatch mode to handle incidents that are not ready to be dispatched yet

Incident Alert Delivery & Read Receipts – Web Users can see when Responders received and read Incident Alerts

Watch the full
MOBILE APP TOUR:
trekmedics.org/beacon/tour/

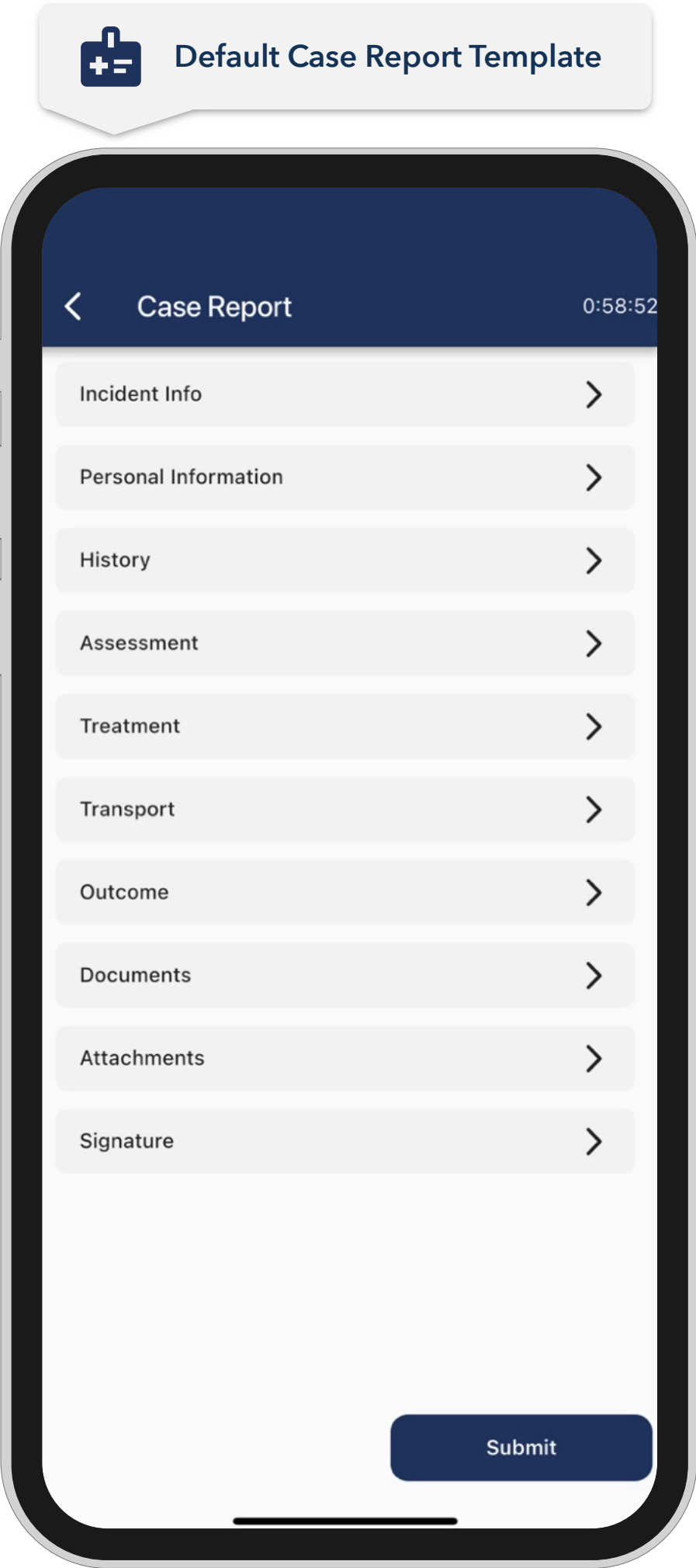


Mobile App
v5.9.2

New Beacon Updates

Custom Case Reports

We are pleased to announce our customizable Case Report feature.



Case Reports are designed to let Responders [collect any information needed through the mobile app](#), including Protected Health Information (PHI) and/or Personally Identifiable Information (PII) [in a secure manner](#). By allowing managers to customize the documentation fields and enabling Responders to start filling it the form at any time in the field, agencies will be able to collect data that will better inform their operations and provide more detailed demonstrations of their impact.

Key Features of Case Reports

- Fully customizable through text fields, drop-down, checkboxes and uploads
- Exportable to your primary PCR, EHR, EMR et al
- HIPAA-compliant
- Data encryption in transit and at rest
- Audit Log accessibility
- Syncs automatically with Beacon data (e.g., response times, incident location, call type, transport destinations etc.)
- Signs and symptoms documentation with timestamps
- Medical intervention documentation with timestamps
- Odometer documentation
- Images and File attachments (JPG and PDF)
- Custom documentation upload
- Digital signatures
- Securely supports multiple users on a shared device

Case Reports is an Add-On Feature of the Beacon Platform and is not enabled by default.

Send an email to info@trekmedics.org to talk with a Support Team member about the Case Reports feature for your agency account.



Web App
v7.3.1

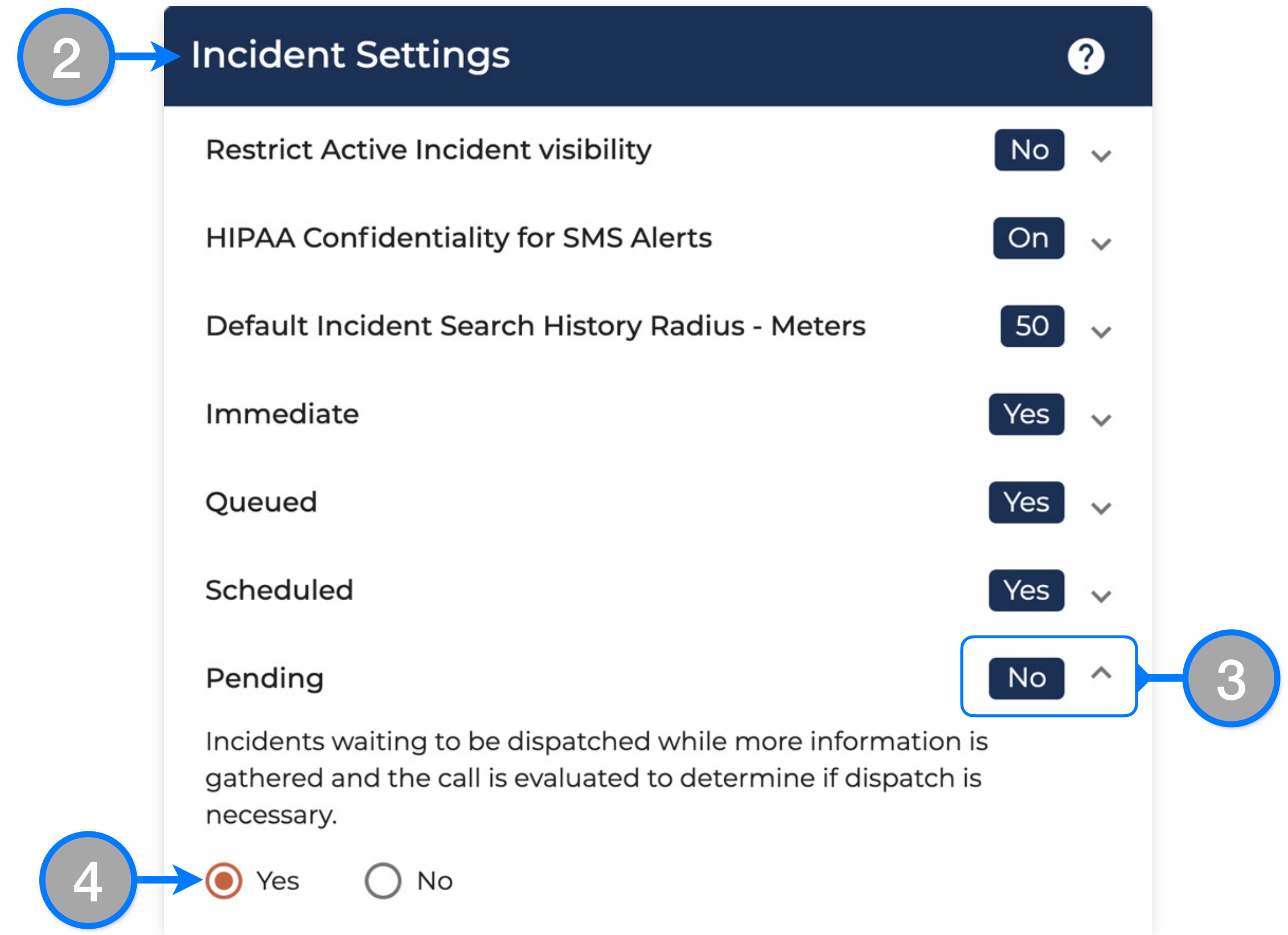
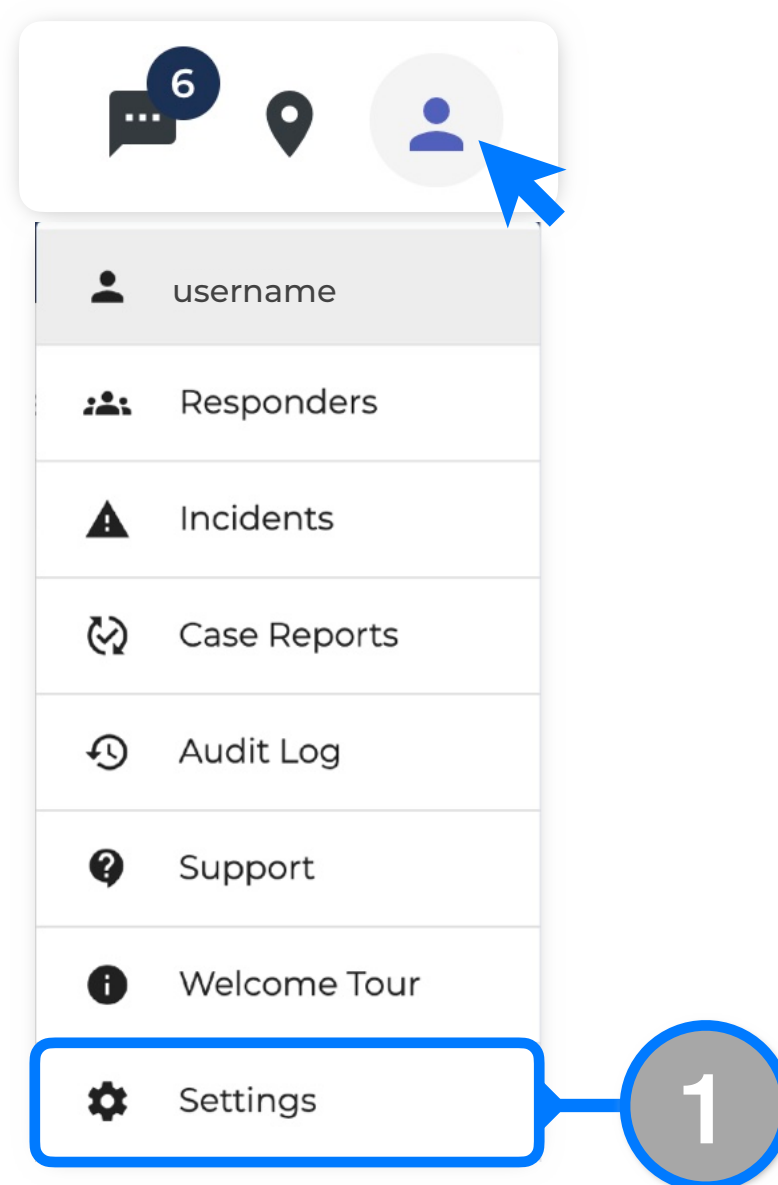
New Beacon Updates

Pending Incidents

A new Dispatch Mode to [handle incidents waiting to be dispatched while more information is gathered](#)

(m) To activate Pending Incidents for your Beacon Agency Account (data center):

1. Go to the **Settings** page
2. Locate the **Incidents** menu
3. Expand the *Pending* section
4. Select **Yes** and Pending incidents will be enabled





Web App
v7.3.1

New Beacon Updates

Introduction to Pending Incidents

Once Pending incidents have been enabled by a Web Manager, Dispatchers can head into the dashboard and find a new Pending Incidents panel **(A)** and also see them in the Dispatch Mode options when creating incident alerts **(B)** which allows them to save draft Incidents.

The screenshot shows the 'Create New Incident' form in the BEACON web app. On the left sidebar, there are four menu items: 'Create Incident' (with a plus icon), 'Active Incidents' (with a list icon and a red badge with the number 2), 'Pending Incidents' (with a clock icon), and 'Responders' (with a person icon). A blue circle with the letter 'A' and an arrow points to the 'Pending Incidents' menu item. The main form area has a dark blue header 'Create New Incident' with a close button. Below the header, there are several input fields: 'Place Map Marker to enter address (*Required)' with a checkbox and a location pin icon, 'Incident Description (*Required)' with a text area, 'Caller Name' with a text field, 'Caller Number' with a text field, 'Class' and 'Category' both with dropdown menus (with an 'Edit' link next to 'Category'), and 'Type' with a dropdown menu. At the bottom, there is a 'Dispatch Mode (Select One)' section with four buttons: 'Pending' (highlighted with a blue border and a blue circle with the letter 'B' and an arrow), 'Immediate' (red border), 'Queued' (orange border), and 'Scheduled' (blue border). Below these buttons are 'Create' and 'Cancel' buttons.



Web App
v7.3.1

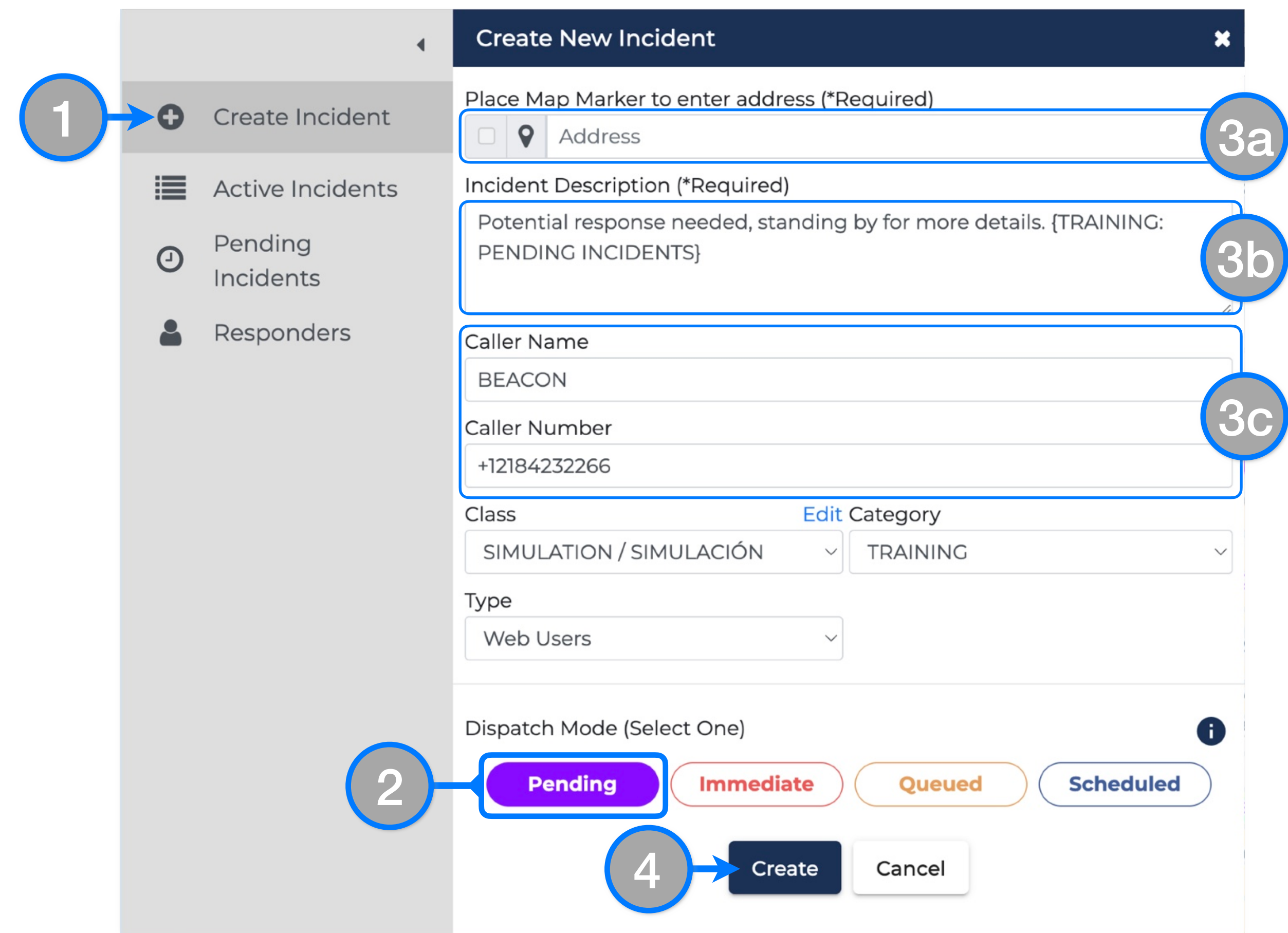
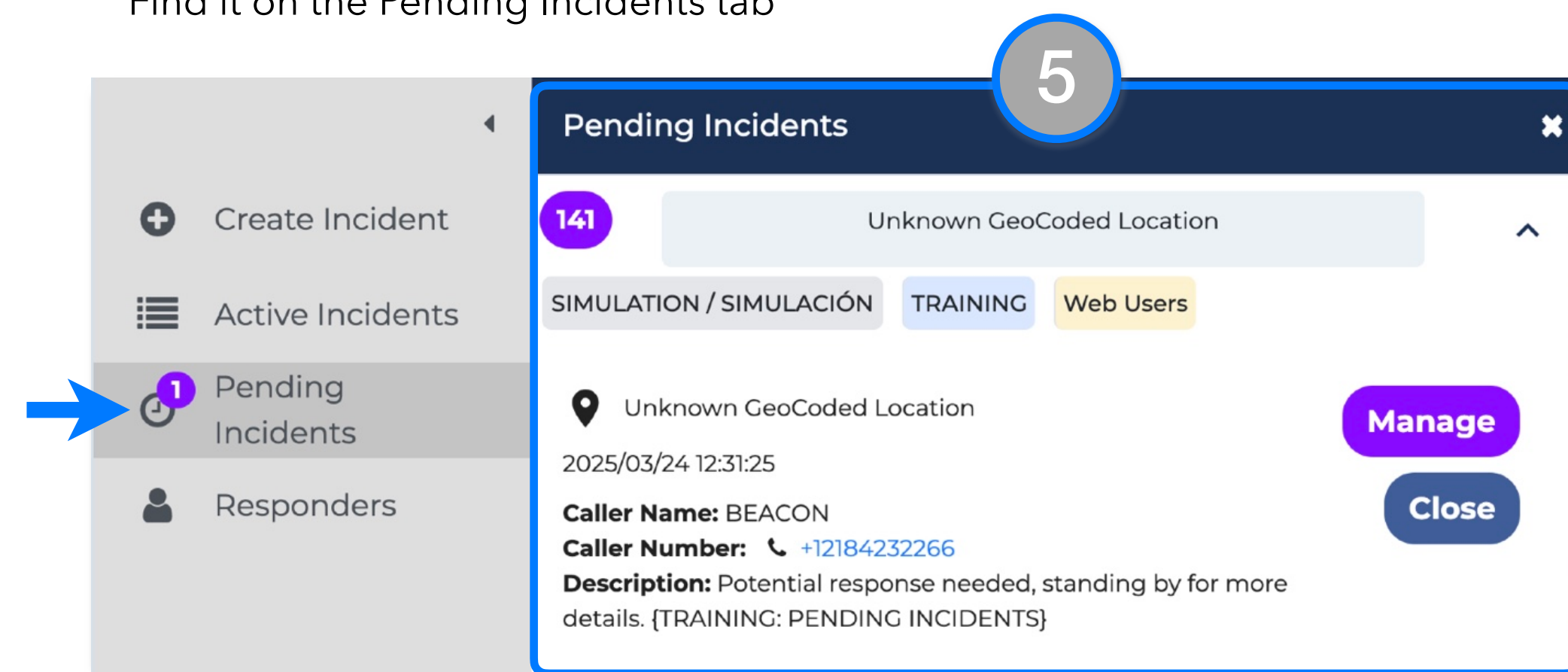
New Beacon Updates

Creating Pending Incidents

Dispatchers can create Pending incidents while more information is gathered to determine if a dispatch is needed and which alert needs to be generated

To create a pending incident:

1. Open the Create New Incident panel
2. If not selected automatically, select Pending from the *Dispatch Mode* options
3. Enter any information available, only one of the mentioned below would be needed to create a Pending incident, that could be either:
 - a. Address (Location)
 - b. Description
 - c. Caller information
4. Check all information and click Create when ready
5. The pending incident will be created and will be assigned a unique Number ID
Find it on the Pending Incidents tab





Web App
v7.3.1

New Beacon Updates

Managing Pending Incidents

Dispatchers can update Pending incidents when more information is available without generating an incident alert.

To update a pending incident:

1. On the Pending Incidents tab, locate and expand the incident you would want to update
2. Click the Manage button; the New Incident panel will open and populate automatically
3. Make the necessary updates (image shows the description being updated)
4. Check all information and click Update when ready
5. Any updates made will be visible on the pending incident card

The screenshot shows the 'Pending Incidents' panel. A sidebar on the left contains 'Create Incident', 'Active Incidents', 'Pending Incidents' (highlighted with a '1'), and 'Responders'. The main area shows an incident card for 'Unknown GeoCoded Location' with a '141' badge. The card details include '2025/03/24 12:31:25', 'Caller Name: BEACON', 'Caller Number: +12184232266', and 'Description: Potential response needed, standing by for more details. {TRAINING: PENDING INCIDENTS}'. A 'Manage' button (callout 2) and a 'Close' button are at the bottom right. The incident card is expanded (callout 1). A second, updated version of the incident card is shown below, with the description changed to 'Potential Crisis Developing. No further details provided. Awaiting Location confirmation'. A '5' callout points to this updated card.

The screenshot shows the 'Create New Incident' panel. The sidebar on the left contains 'Create Incident', 'Active Incidents', 'Pending Incidents', and 'Responders'. The main area contains form fields: 'Place Map Marker to enter address (*Required)' with a checkbox and 'Address' input; 'Incident Description (*Required)' with a text area containing 'Potential Crisis Developing. No further details provided. Awaiting Location confirmation' (callout 3); 'Caller Name' with 'BEACON'; 'Caller Number' with '+12184232266'; 'Class' with 'SIMULATION / SIMULACIÓN' and 'Edit Category'; 'Type' with 'Web Users'; and 'Dispatch Mode (Select One)' with buttons for 'Pending', 'Immediate', 'Queued', and 'Scheduled'. At the bottom, there is an 'Update' button (callout 4) and a 'Cancel' button.



Web App
v7.3.1

New Beacon Updates

Managing Pending Incidents

Dispatchers can manage Pending incidents and generate an incident alert when the determination to dispatch is made.

To dispatch a pending incident:

1. On the Pending Incidents tab, locate and expand the incident you would want to update
2. Click the Manage button; the New Incident panel will open and populate automatically
3. In order to generate the incident alert from this point you will need to make sure minimum dispatch requirement are met:
 - a. An Incident Address (Location) should be selected by placing an incident marker on the map
 - b. The Incident Description is also required – leaving it blank will not allow the alert to be generated
 - c. Select the desired Dispatch Mode – (i.e. **Immediate** | **Queued** | **Scheduled**)
4. Once a dispatch mode is selected, the other fields to complete the dispatch will be displayed
5. Make any updates and check all the information. Click Create when ready to generate the incident alert



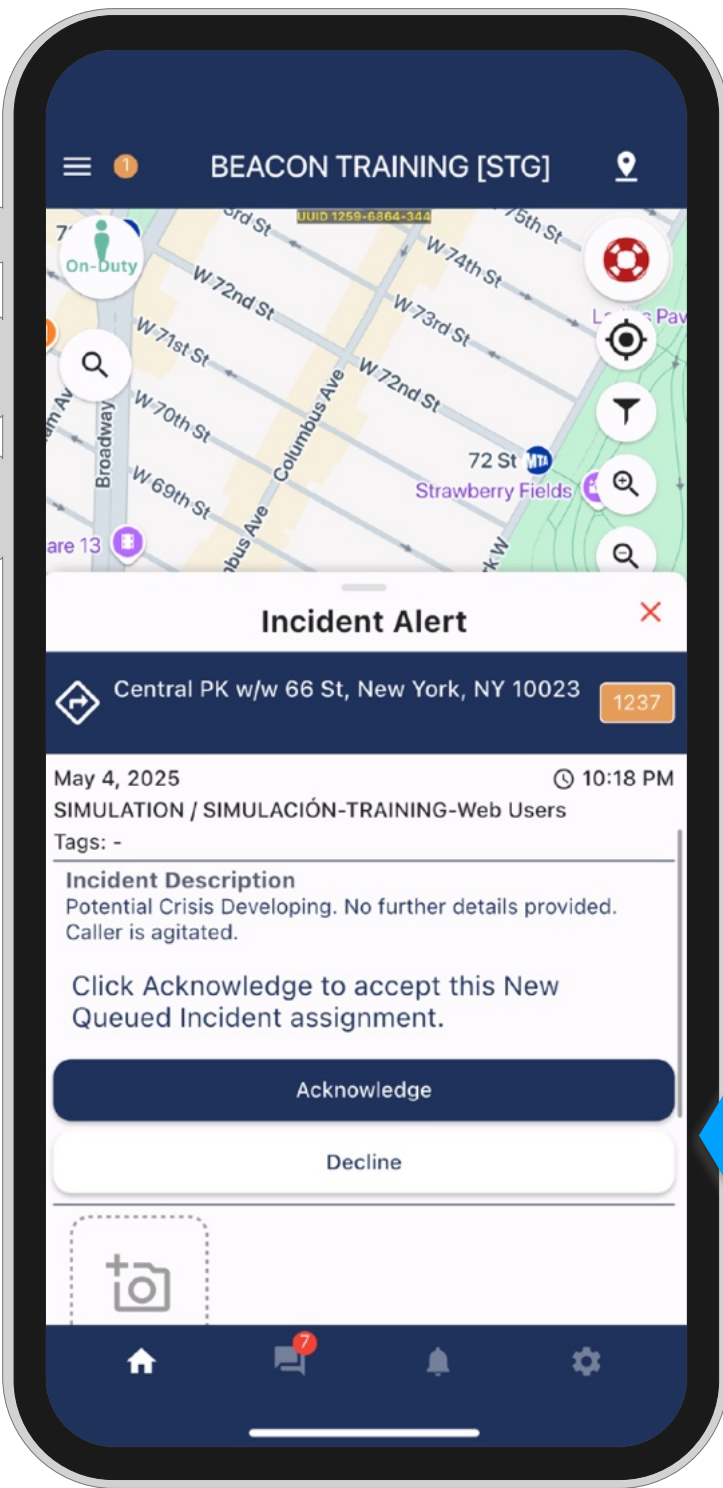
Mobile App
v5.9.2

New Beacon Updates

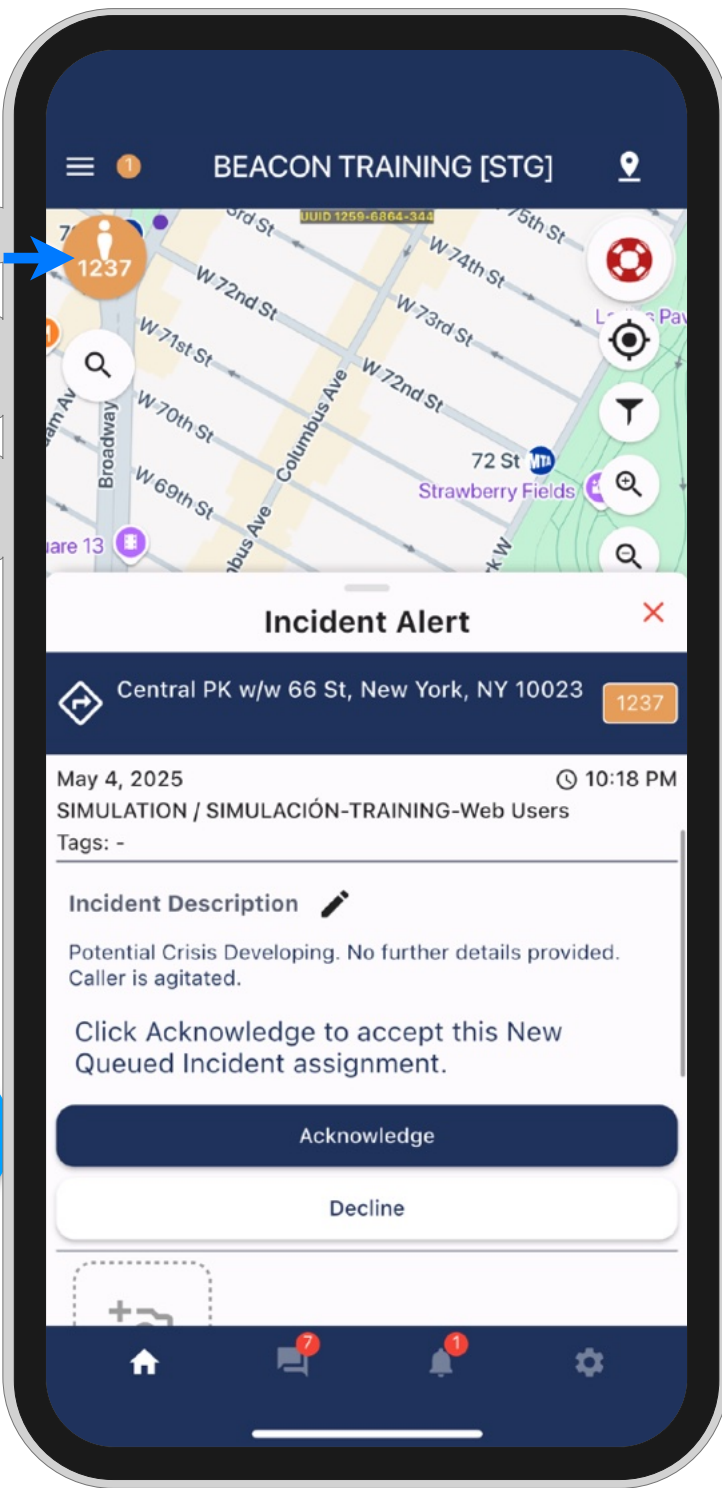
Introduction of New Responder Type: Notification Only

Notification Only alerts are for agencies that only need Responders to acknowledge the alerts and don't need them to go through the full response workflow.

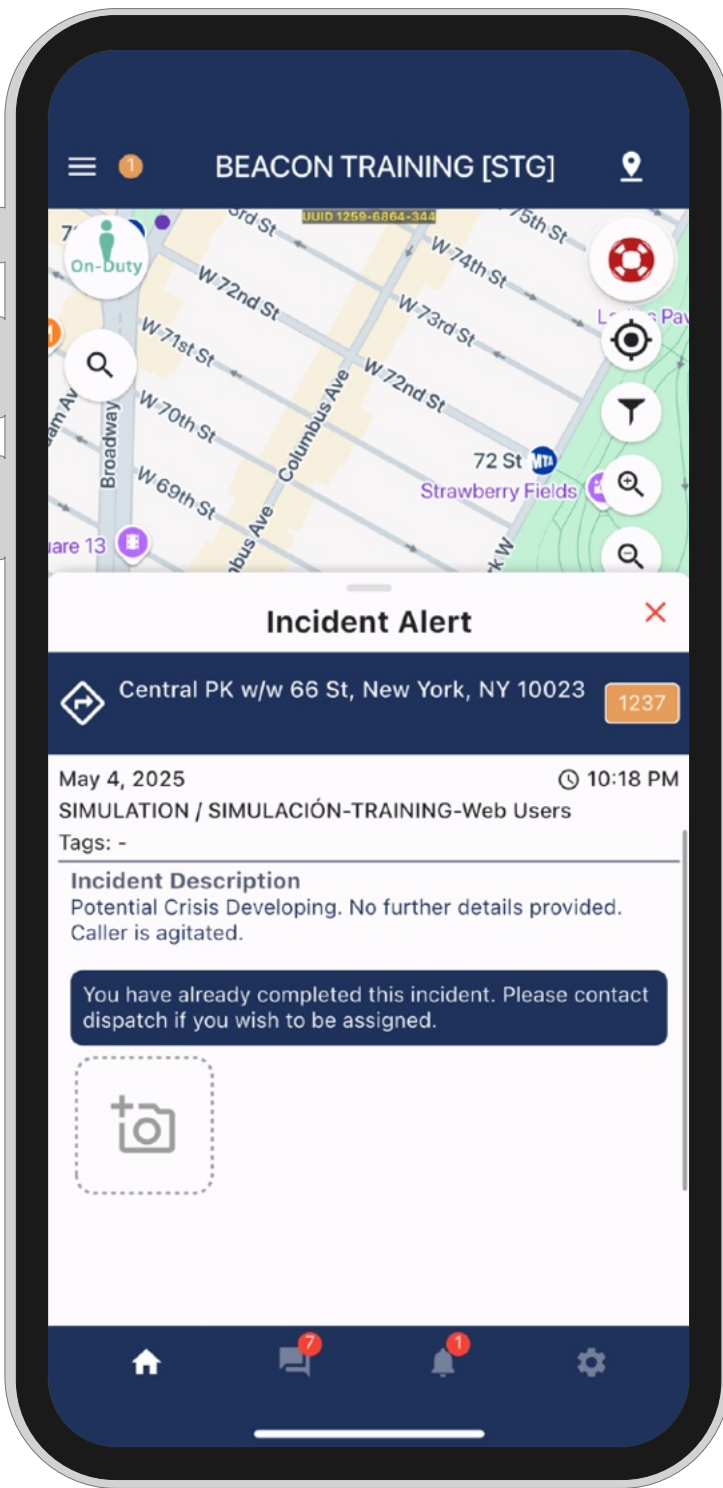
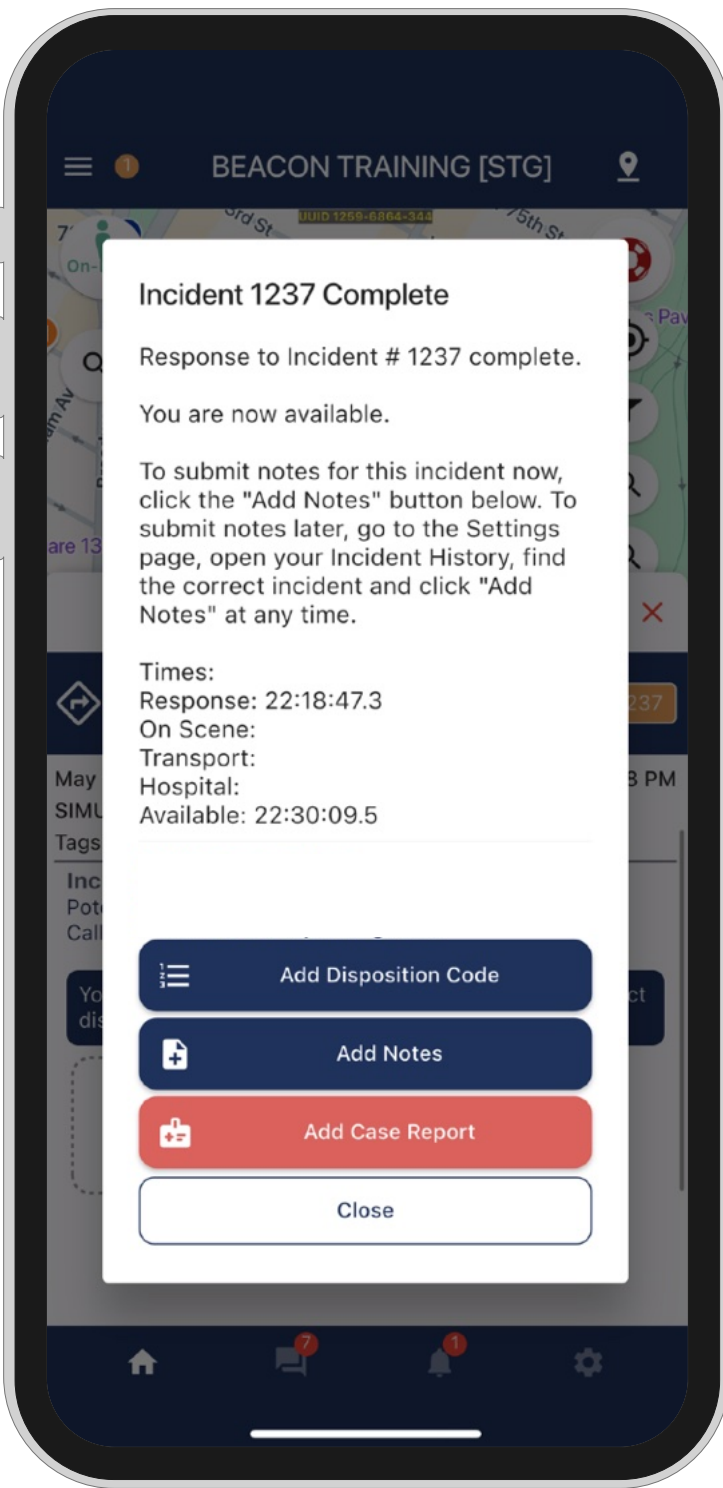
Broadcasted Alert



Direct Assignment



Involvement Complete



Depending on the Alert Type selected by the dispatcher, a Notification Only responder will see different Incident Card headers.

In all cases, when a response is needed, a Notification Only responder will be asked to Acknowledge the Incident

Once a responder has Acknowledged, they will get the Incident Summary as any other responder type

After Acknowledged, the incident card will display this message until the incident is closed



Mobile App
v5.9.2

New Beacon Updates

Mobile App Sidebar Enhancements

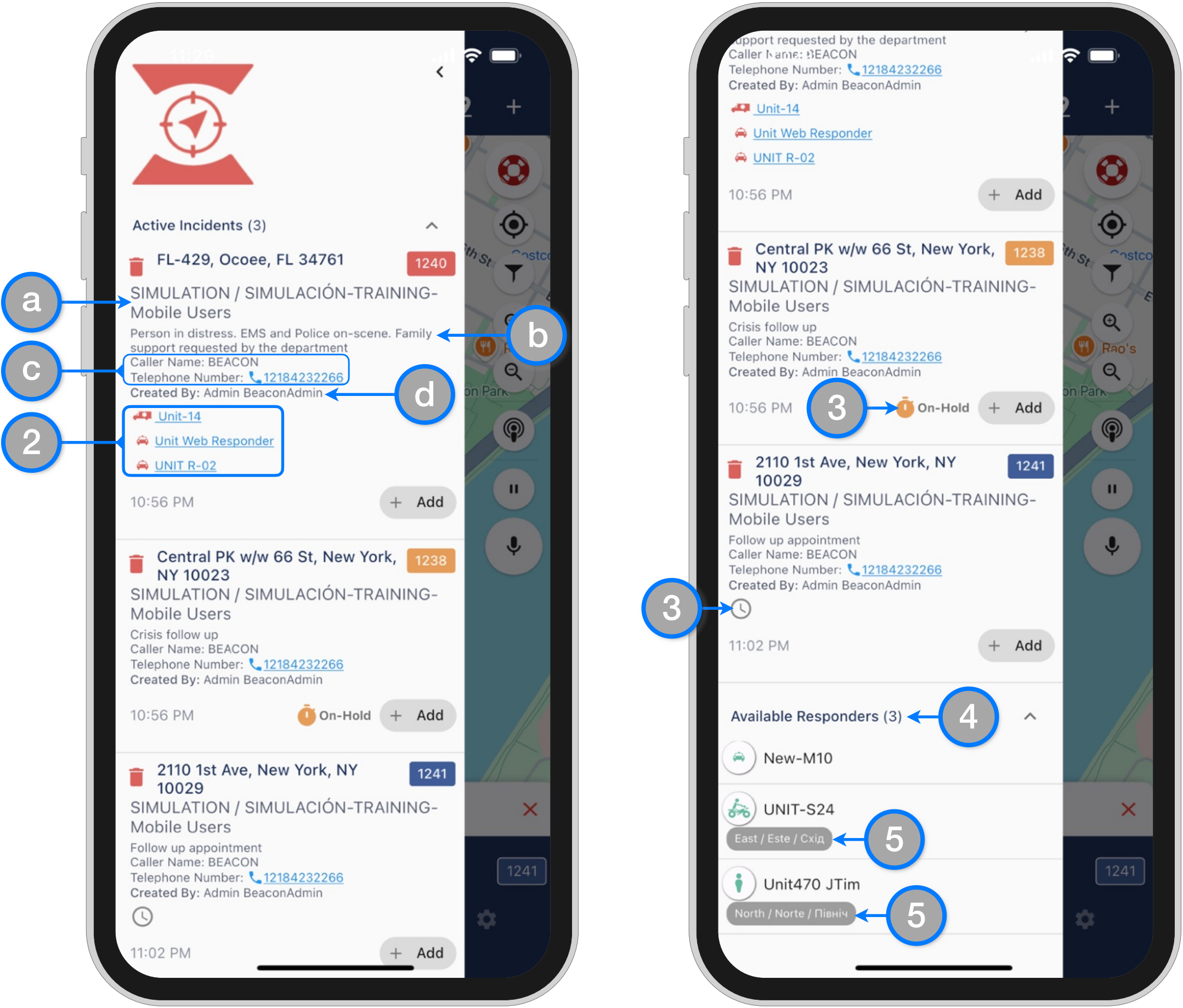
For simpler, more informed response coordination.

Enhancements in this version:

- Each Incident on the sidebar will now note information like:
 - Incident Class | Category | Type
 - Incident description
 - Caller information
 - Dispatcher who created the incident

* [Not shown in images] Incidents will be listed together according to their dispatch mode (i.e. **Immediate** | **Queued** | **Scheduled**) when multiple modes are used.

- Assigned responders will now be displayed with each incident they are assigned to, instead of a separate listing
- Icon indicators will display with the incident depending on different parameters like Queued Incidents On-Hold or Scheduled Incidents that are not yet due. Clicking the icons will provide more details.
- The available responders list is kept separate as before
- Responders with assigned tags will display them





Web App
v7.3.1

New Beacon Updates

Incident Alert Delivery & Read Receipts for Direct Assignment

Allows Dispatchers to see when Responders have received and read Incident Alerts.

