

New Beacon Updates

March 2026



Mobile App v7.1.0

Available for download on [AppStore](#) and [Google Play Stores](#)

Google Maps Behavior – Recent changes from Google Maps might cause unexpected behavior for some users when changing the device or Beacon appearance themes. Open Street Maps is available as an alternative during this transition.

Introduction of new Incident Card layout (Beta release) – The new Incident Card layout introduces changes to enhance the response experience (Feedback welcome!)

Response Cancellation Reason – Responders who cancel their involvement during an Active Incident will be required to provide a reason for their cancellation.



Web App v8.5

Please clear your browser cookies and cache

Caution Map Marker Announcement on New Incident Creation – Beacon will now check for Caution map markers within a 30 meter radius of an incident location.

Incident Location Update Request via SMS – Allows Web Users to request an updated location from reporting parties via SMS during Active Incidents.

Caller Details Update – Allows Web Users to update caller information for Active Incidents.

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



Mobile App
v7.1.0

New Beacon Updates

Google Maps Updates Notice

Recent changes from Google Maps might cause unexpected behavior for some Mobile App Users when changing the device or Beacon appearance themes. Open Street Maps is available as an alternative.

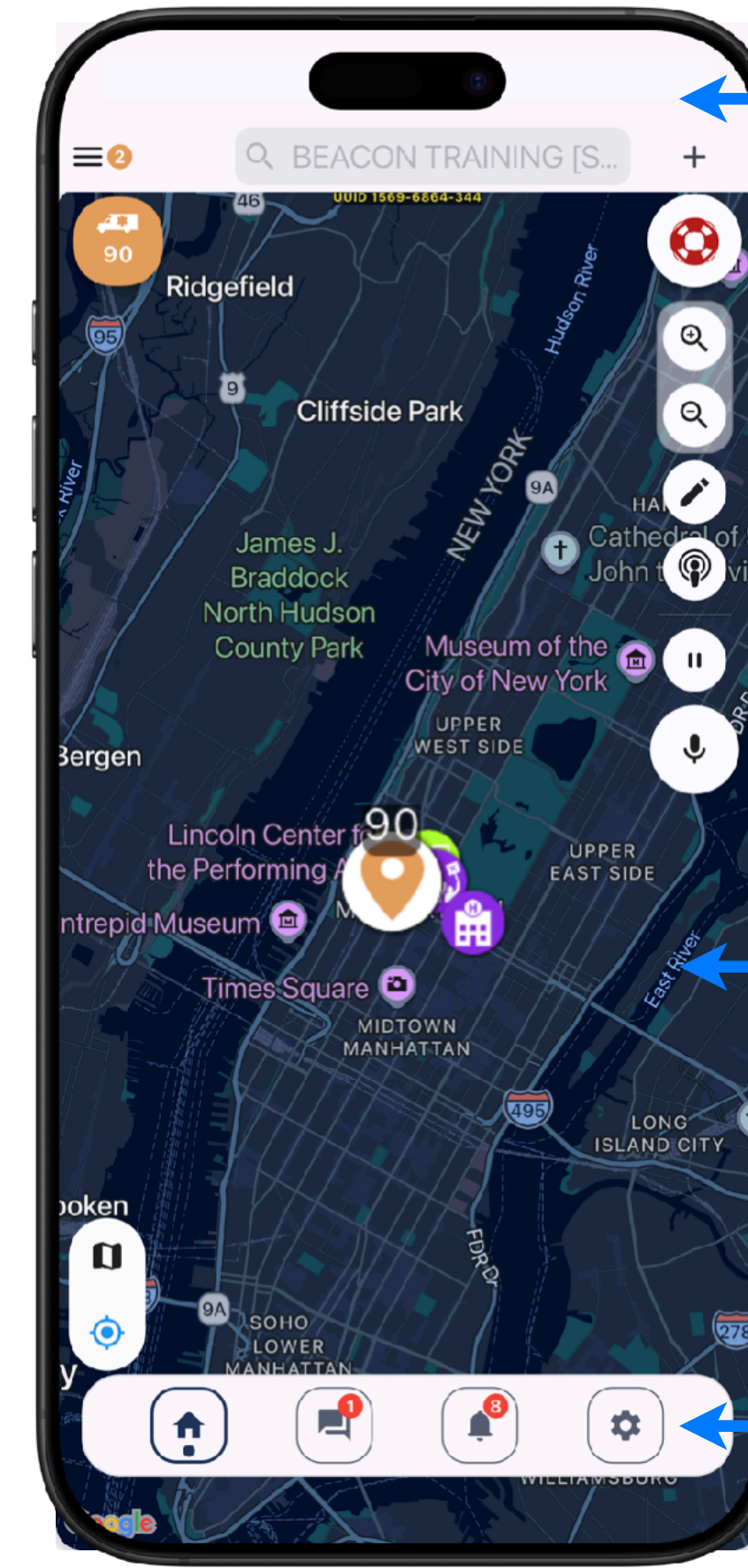
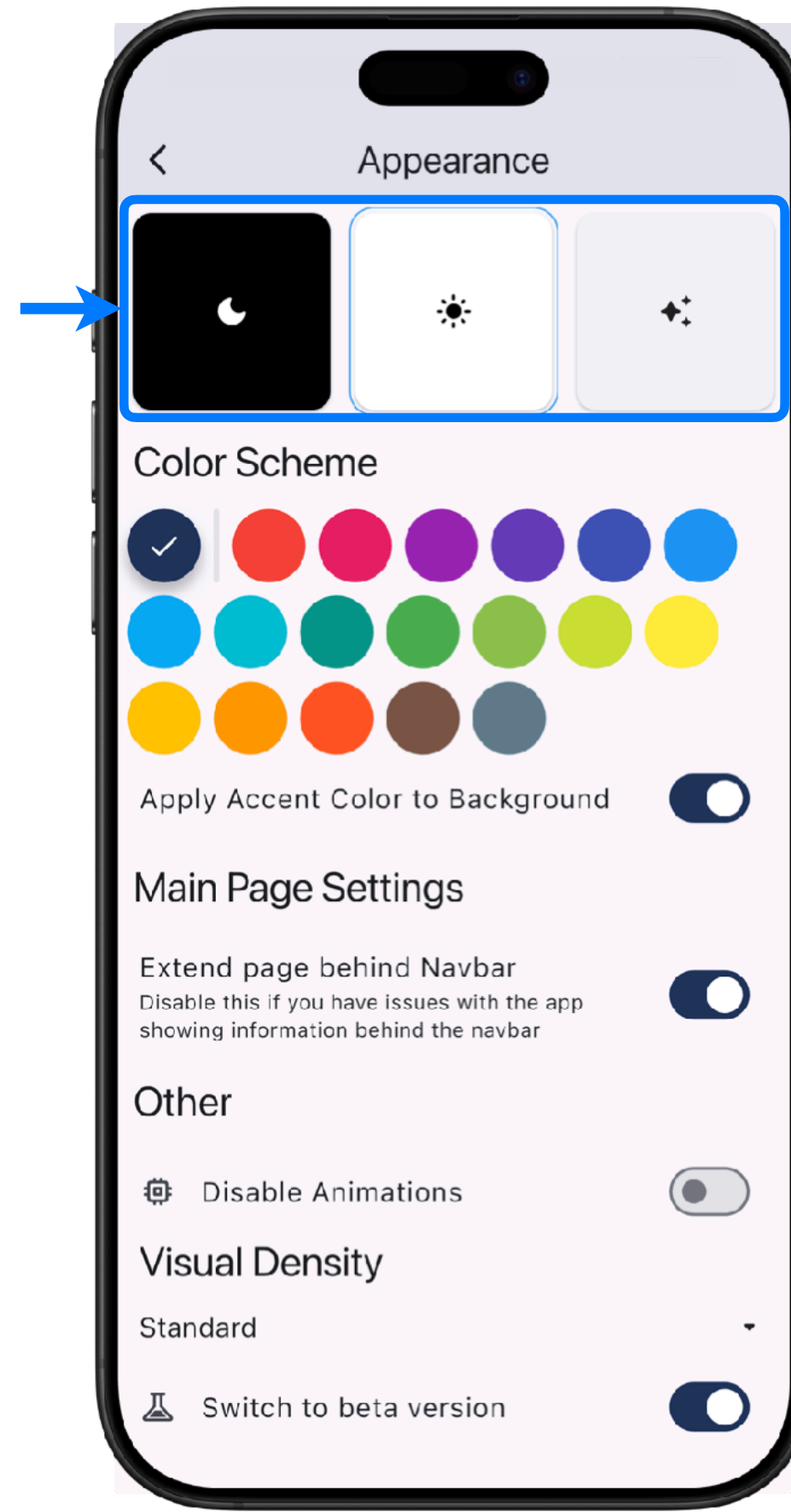
Due to changes from Google Maps, some Mobile App Users may see that changing Beacon's appearance between Night and Day mode might not switch the map appearance until closing and reopening the app.

Also for some devices, Google Maps will reference the device Operating System setting instead of Beacon's selected setting. This can lead to a scenario where the map inside of the mobile app will display in dark mode even when the mobile app setting is set to Day.

These changes are out of our control. We will continue working with these features and are ready to provide updates as development progresses.

Open Street Maps is available as an alternative

See next page to learn more



The Beacon app is set to Day mode

Google Maps displays dark because the device's settings are set to Night Mode

Beacon set to Day mode



Mobile App
v7.1.0

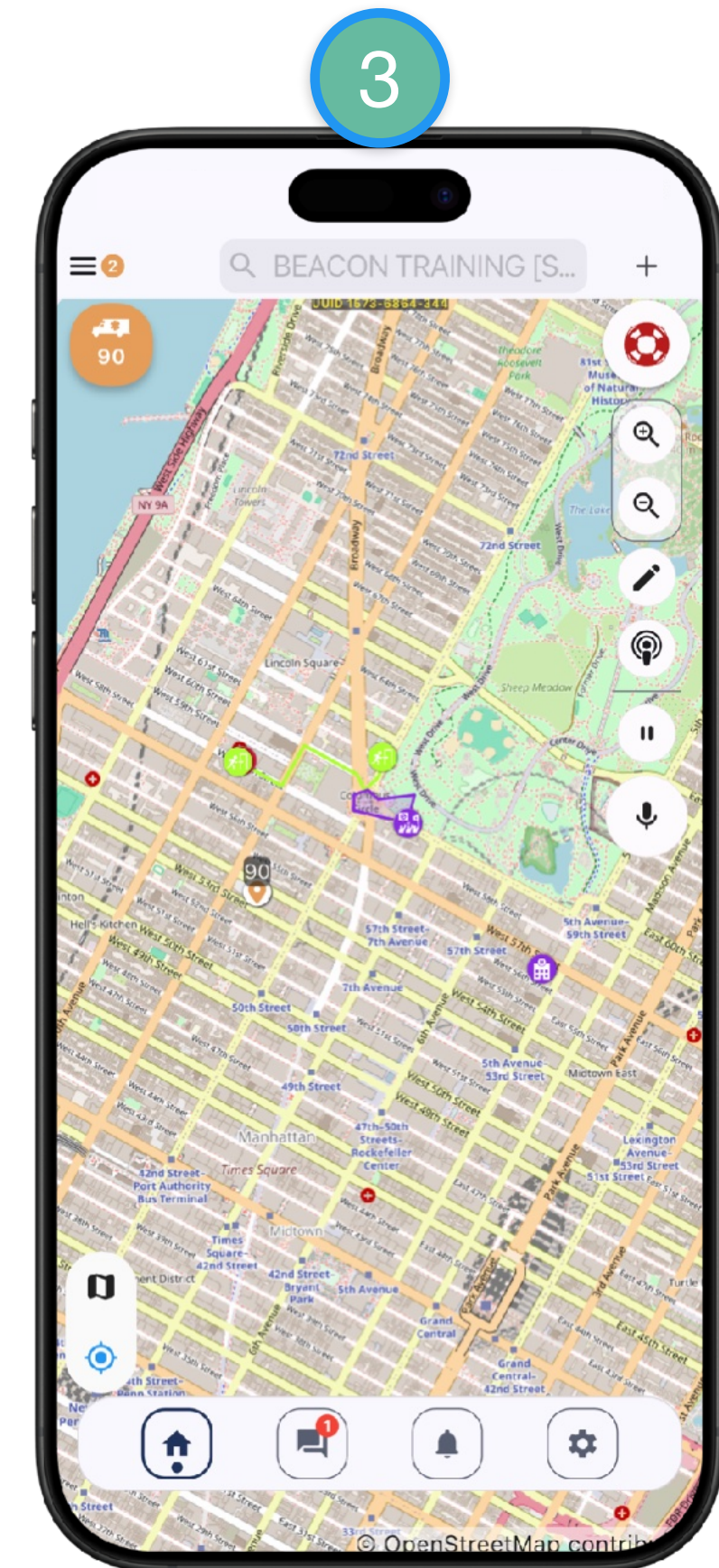
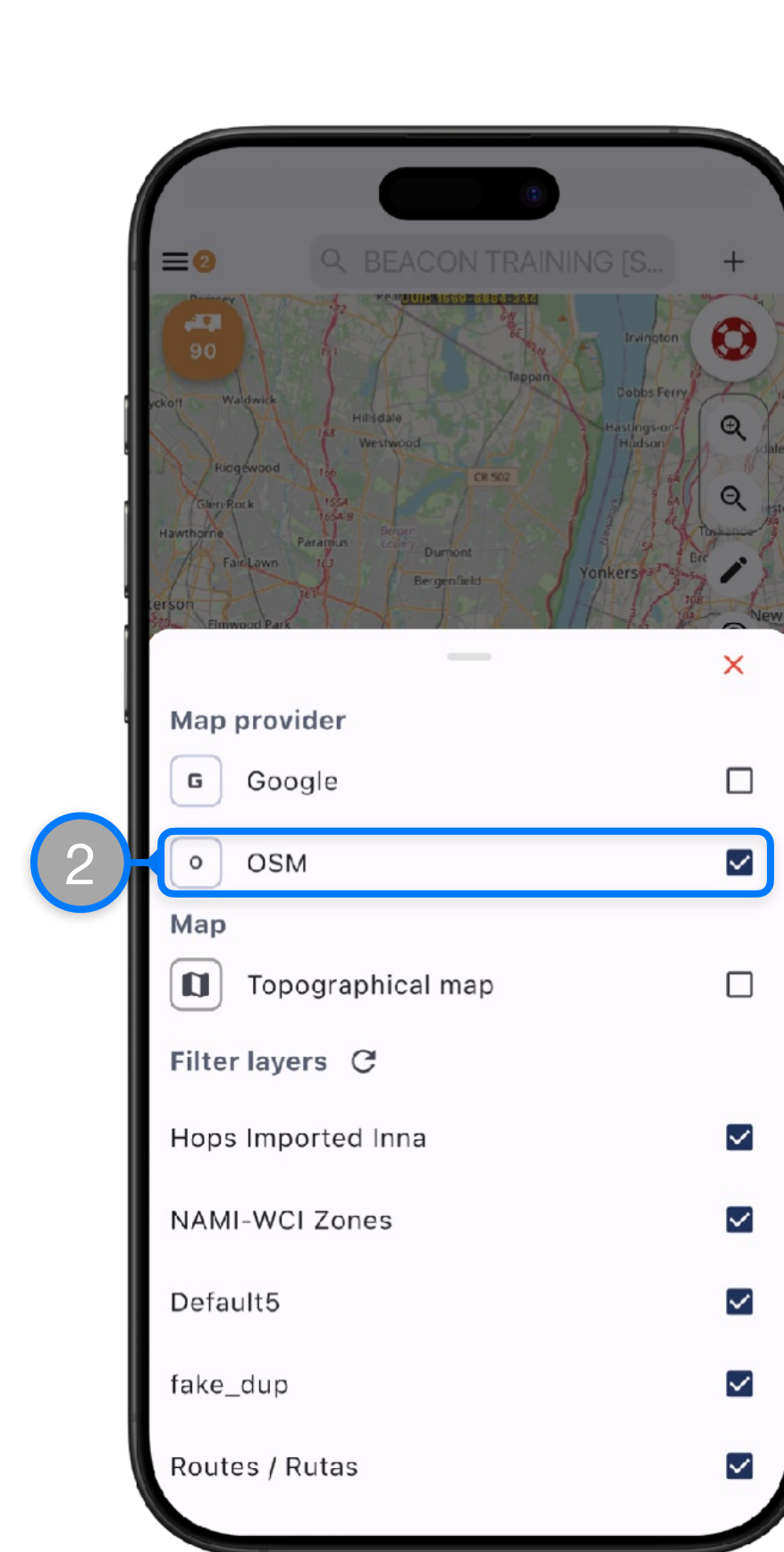
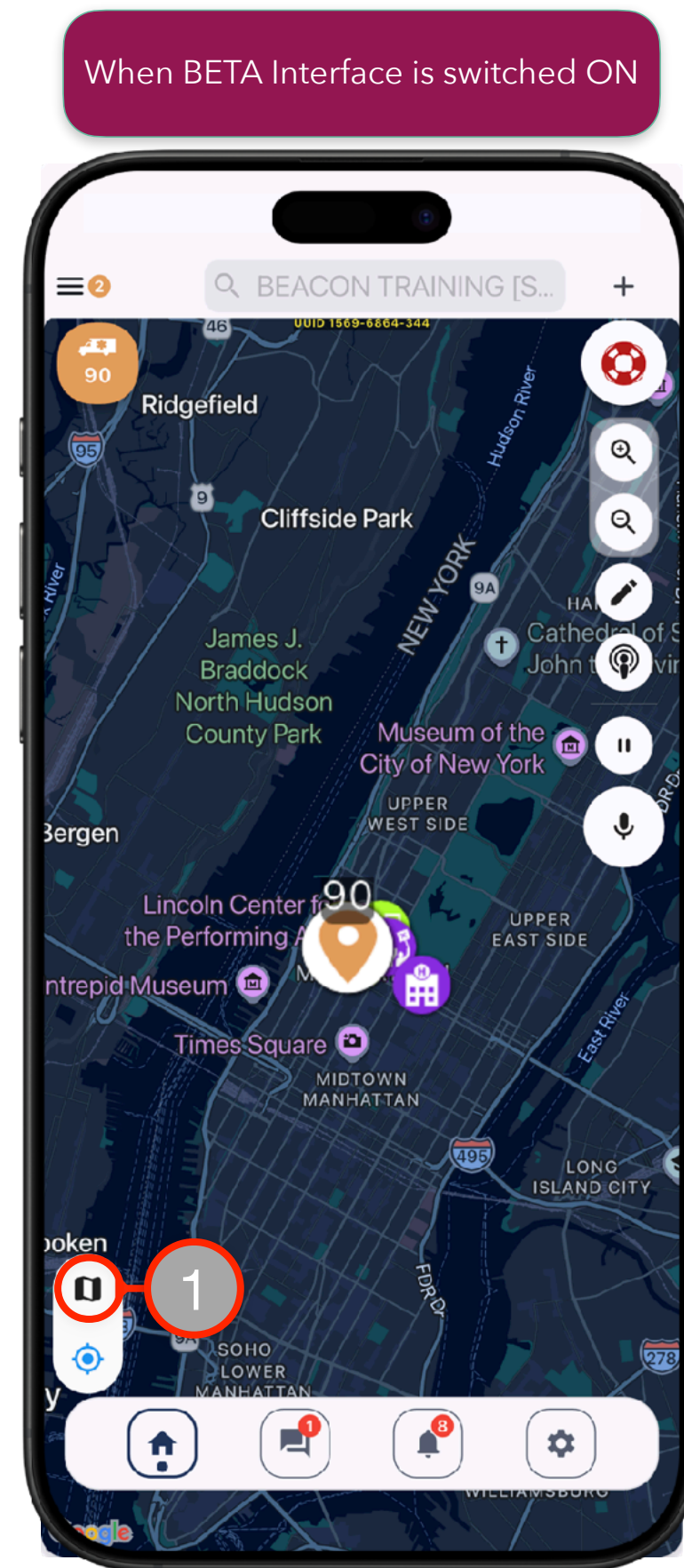
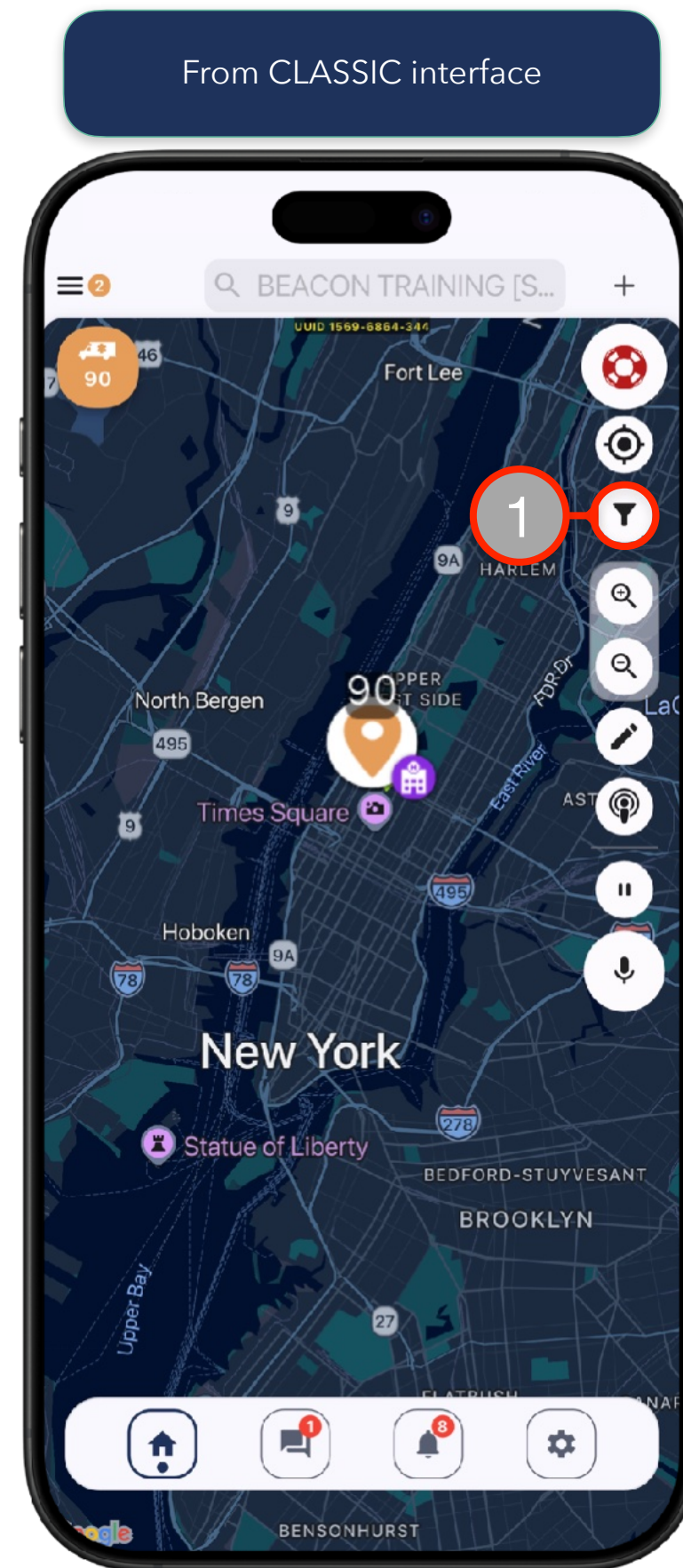
New Beacon Updates

Google Maps Updates Notice

Recent changes from Google Maps might cause unexpected behavior for some Mobile App Users when changing the device or Beacon appearance themes. Open Street Maps is available as an alternative.

To switch map providers:

1. On the mobile app Home Screen, locate and tap the Map Layers icon to open the menu
2. Tap "OSM" to switch the maps provider for your individual account
3. Your map provider will change to display Open Street Maps and can be fully controlled by Beacon Appearance Settings





Mobile App
v7.1.0

New Beacon Updates

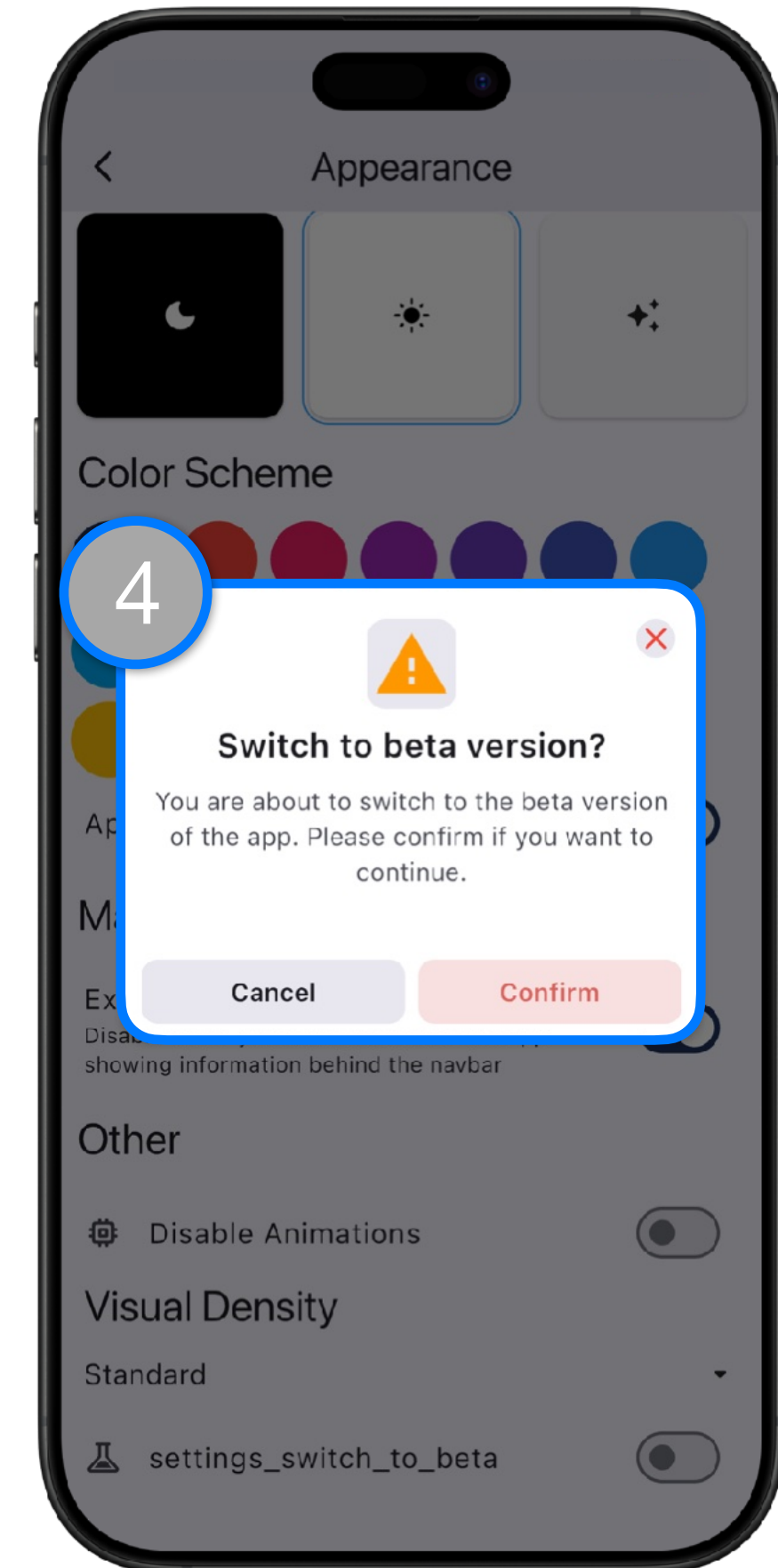
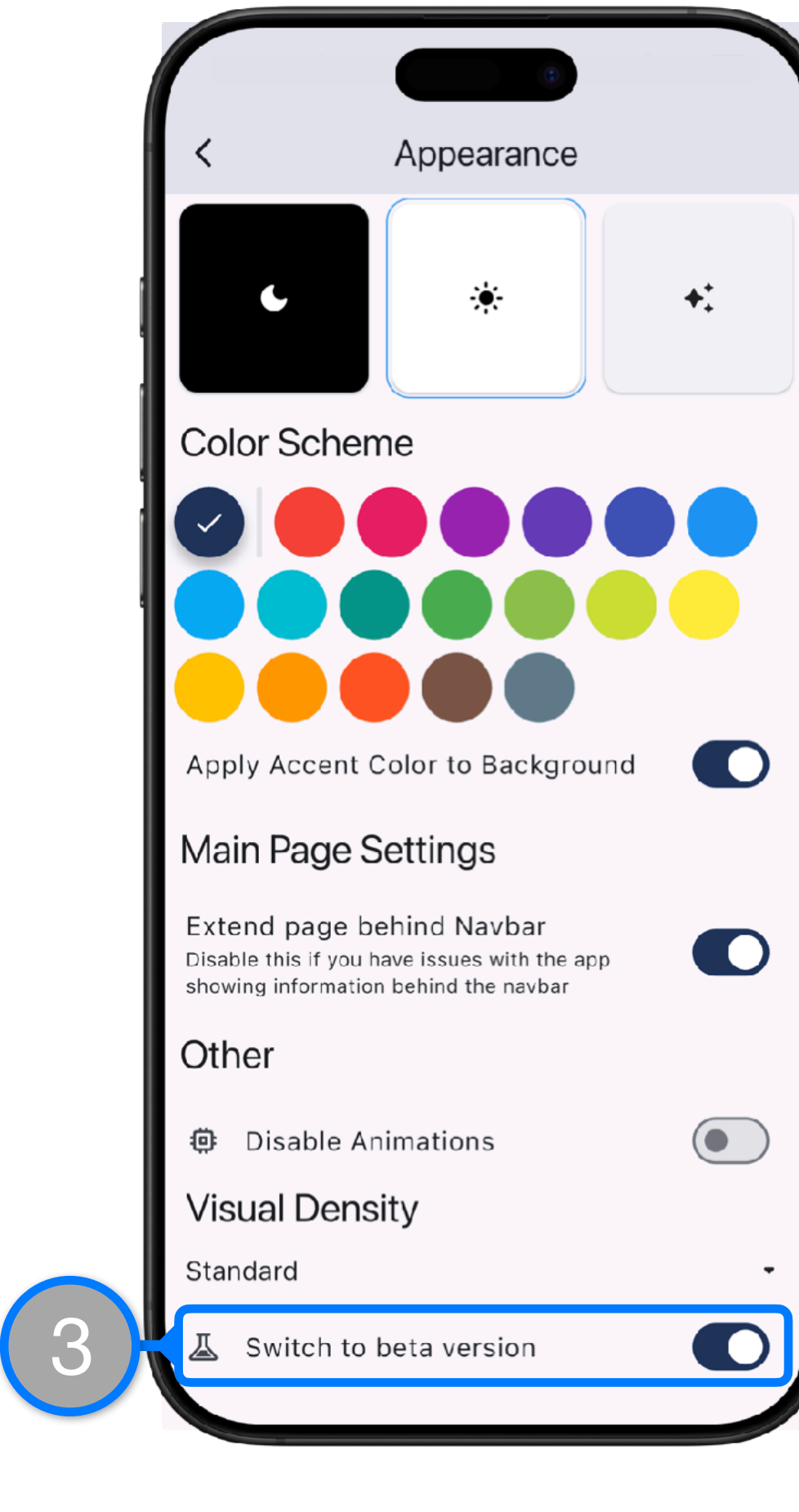
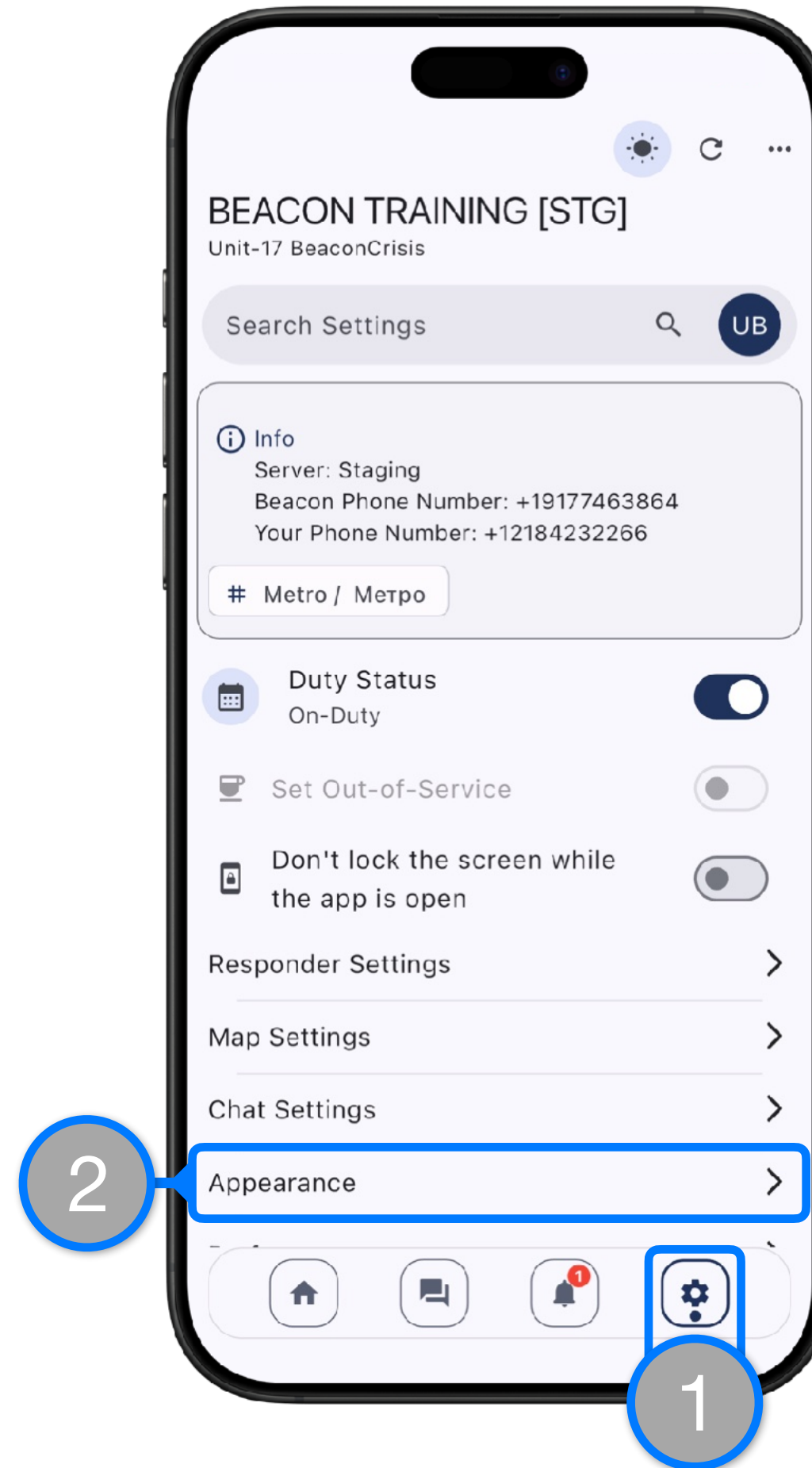
Introduction of New Incident Card (Beta release)

Introducing new changes to the mobile app incident card to enhance the response experience and expand the capabilities

To enable the Beta version:

1. Go to the mobile app **Settings**
2. Find the **Appearance** menu and tap to open
3. Once inside, scroll down to find **Switch to Beta Version** and tap the toggle to enable
4. A dialog to confirm the switch will appear on screen; tap **Confirm**
5. Now the incident card will display in the beta version.

*** Important:** Incident Card Beta is only available for Smartphones at this moment. Tablets and extended screen devices like foldable phones are not yet supported for the Incident Card Beta.



See next page for a side-by-side comparison >>



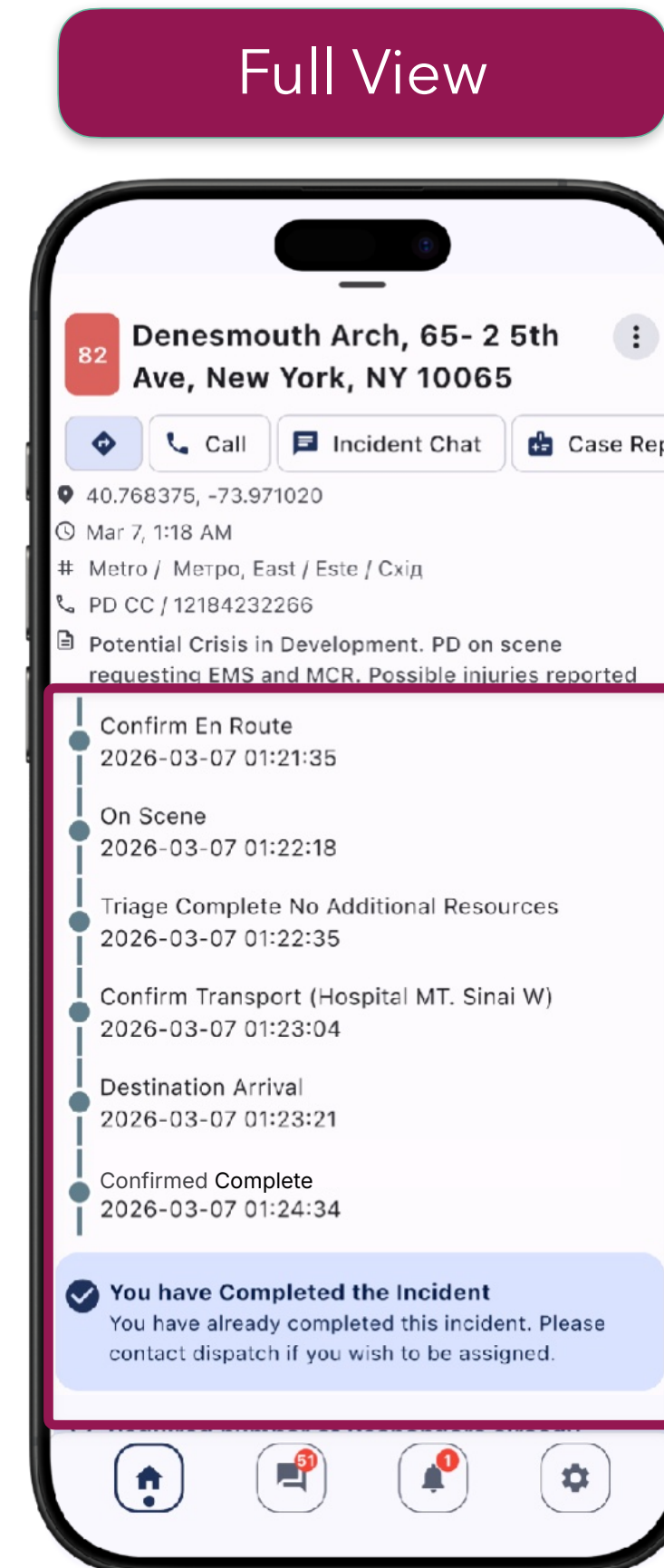
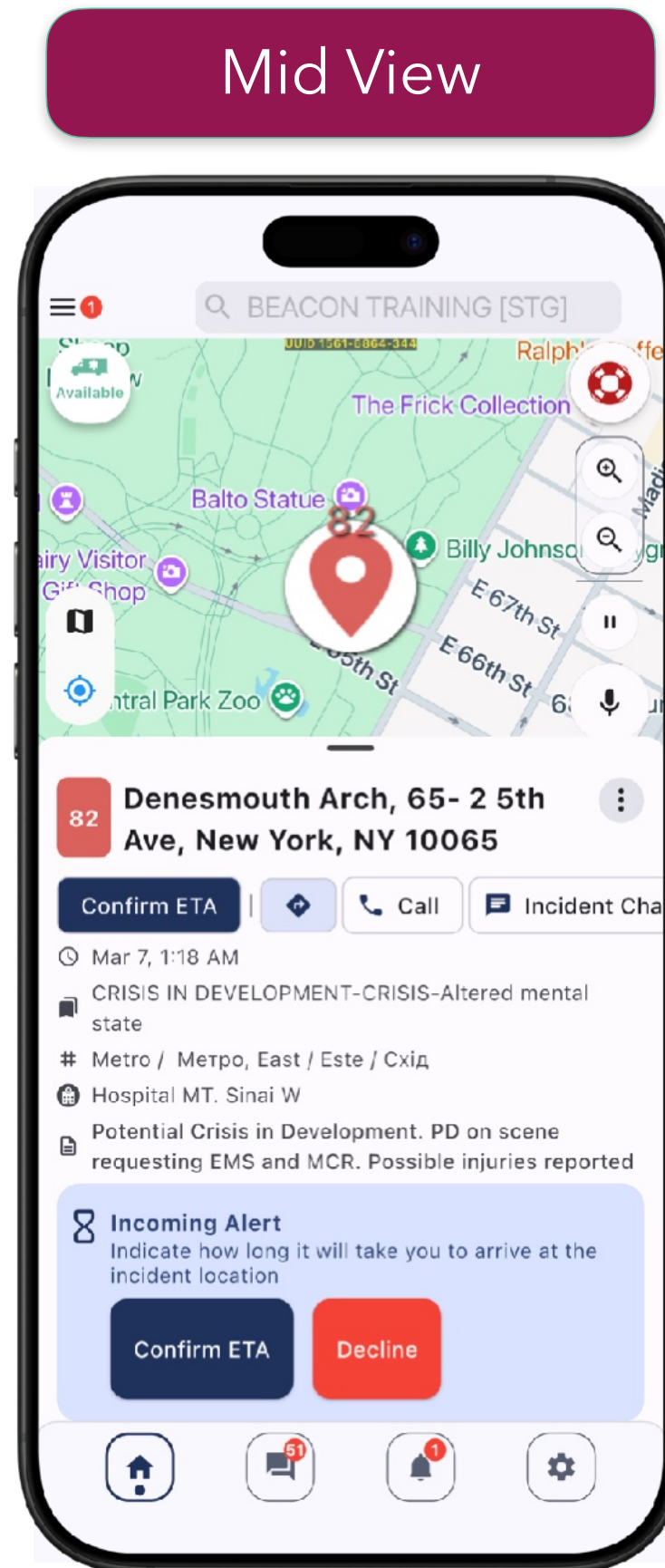
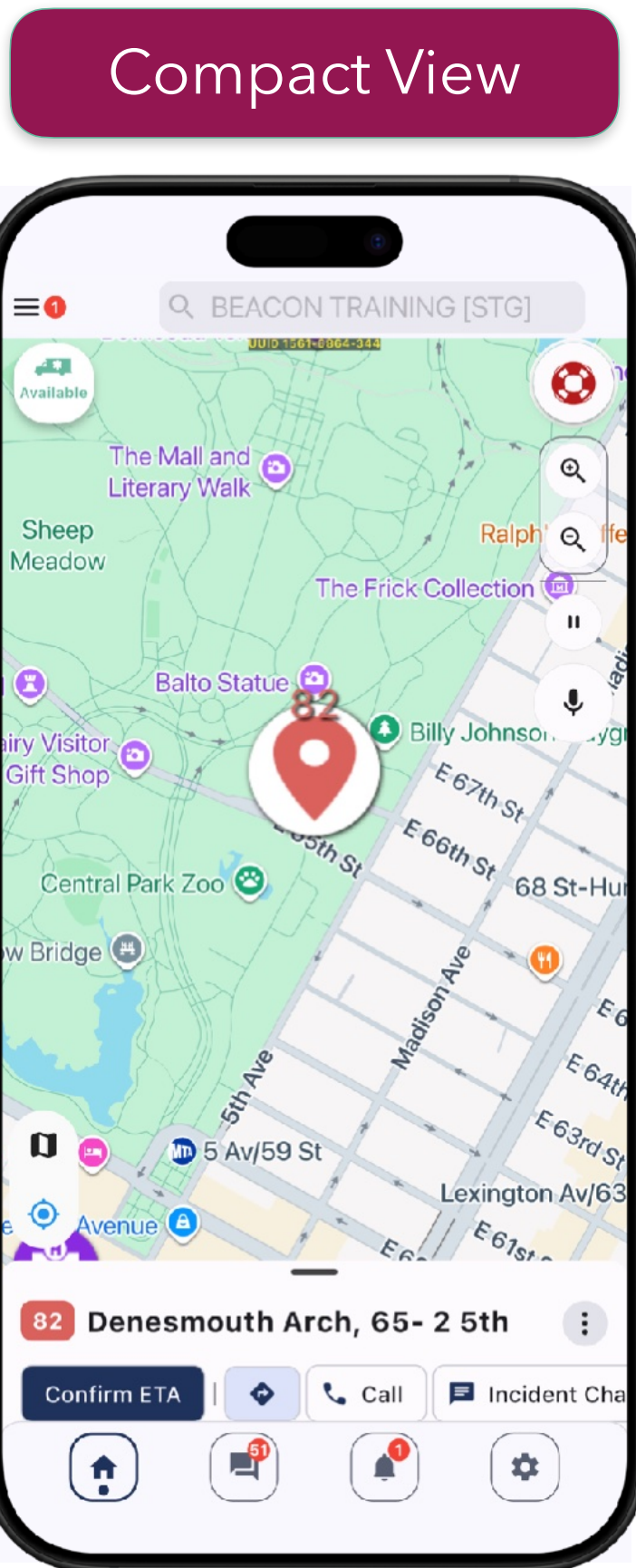
Mobile App
v7.1.0

New Beacon Updates

Introduction of New Incident Card (Beta release)

Introducing new changes to the mobile app incident card to enhance the response experience and expand the capabilities

The Mobile App v7 Incident Card (beta) offers 3 different view options



The full incident card view provides a glimpse of your response activities related to the specific incident



Mobile App
v7.1.0

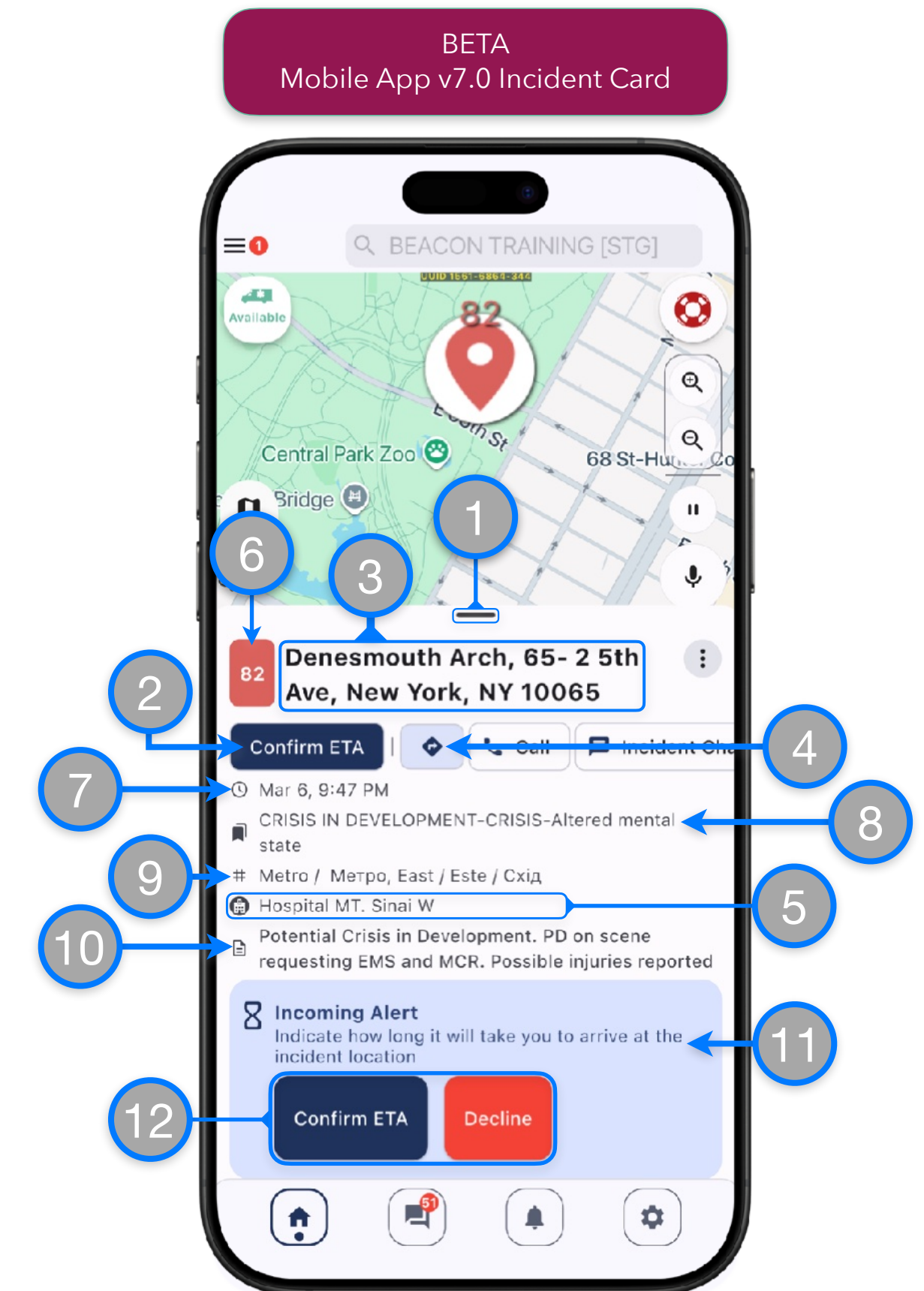
New Beacon Updates

Introduction of New Incident Card (Beta release)

Introducing new changes to the mobile app incident card to enhance the response experience and expand the capabilities

Side-by-side Comparison of the main elements of the Incident card:

- Collapse/Expand Incident Card** – Tap or scroll to collapse / expand the Incident Card
- Incident Card Header** – Indicates which step of the workflow messages you are currently interacting with
- Incident Address Location**
- Get Route button** – Tap to open your preferred maps application and get step-by-step directions to the incident (e.g., Google Maps, Waze, Apple Maps, etc.)
- Pre-Selected or One Time Transport Destination** – If the dispatcher has made a selection for transport when creating the incident alert it will be displayed on the incident card below the incident address.
- Incident Number** – Tap to re-center the screen on the incident location
- Incident Date and Time** – Displays the date and time the incident was created
- Incident Labels** – If the dispatcher used any incident labels when creating the incident they will be displayed below the date and time
- Incident Tags** – If dispatcher has used Responder Tags to broadcast the incident they will appear here
- Incident Description** – Any description text entered by dispatch will be displayed in this section
- Response Prompt** – Describes what action is needed to continue advancing the workflow
- Action Buttons** – Describe the options to reply to the response prompts



See next page for details on changes and additions >>



Mobile App
v7.1.0

New Beacon Updates

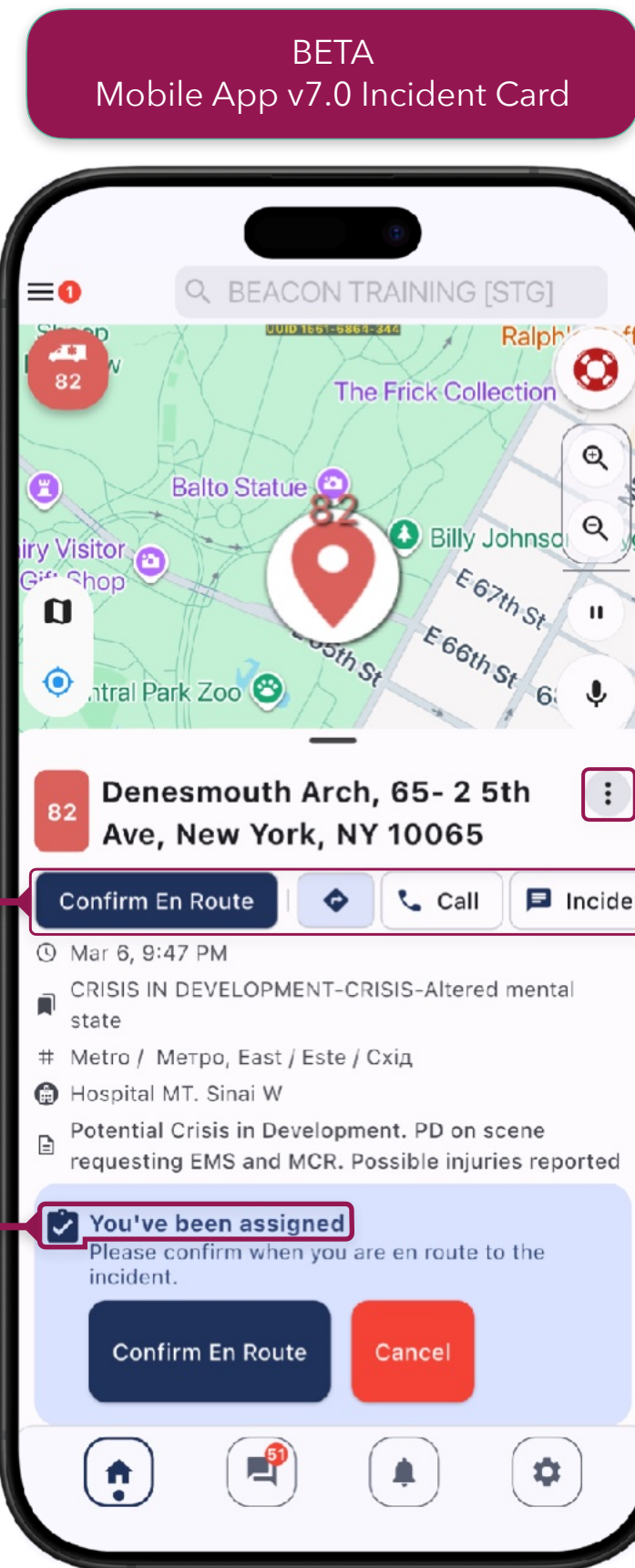
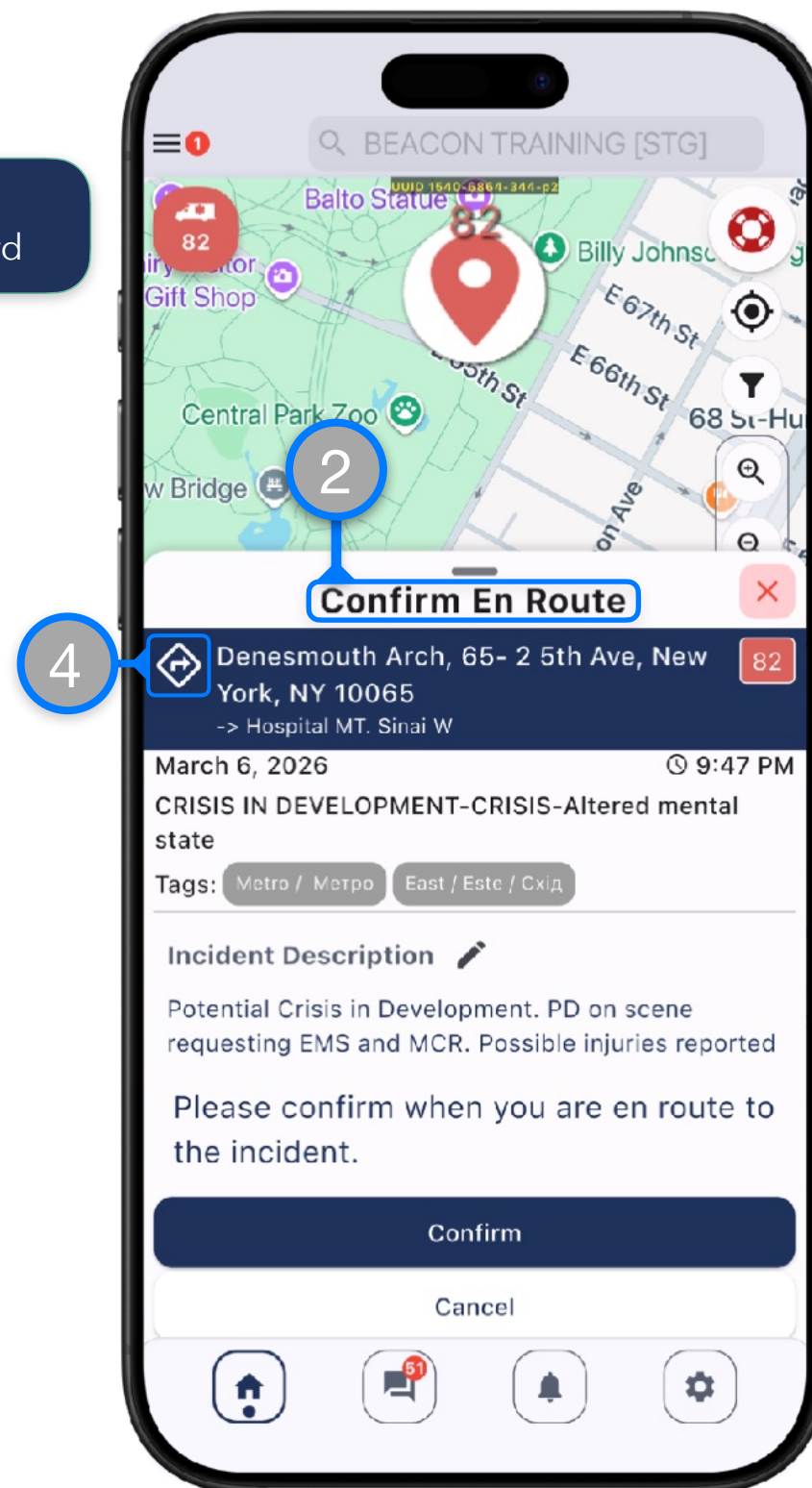
Introduction of New Incident Card (Beta release)

Changes to the mobile app incident card to enhance the response experience and expand the capabilities

Side-by-side Comparison continued:

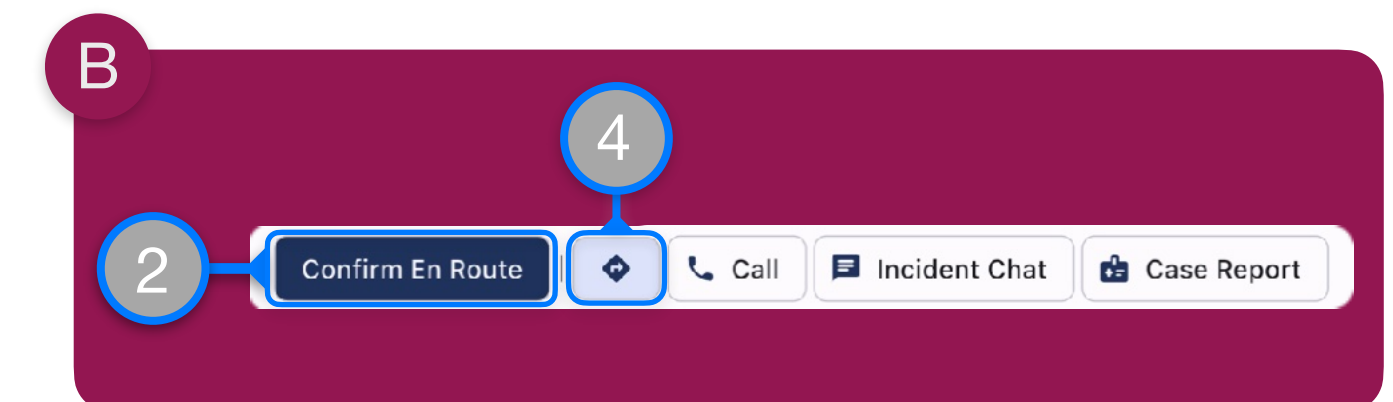
- 2. **Incident Card Header** – Indicates which step of the workflow messages you are currently interacting with
- 4. **Get Route button** – Tap to open your preferred maps application and get step-by-step directions to the incident (e.g., Google Maps, Waze, Apple Maps etc)

CLASSIC
Mobile App v6.0 Incident Card



Beacon v7 Incident Card Beta Changes and additions:

- A. **Incident Secondary Actions** – Secondary actions previously presented as buttons on some specific workflow messages are now available at all times in this incident card menu
- B. **Quick Actions Buttons** – This strip of buttons is scrollable left-right and contains quick access to regular actions to aid the response operations. On most workflow steps, the first quick action button will reflect the Incident Card Header (#2 on the Incident Card Classic)
- C. **Responder State** – The incident card will now show your current state prior to the prompt and buttons to advance the response workflow messages





Mobile App
v7.1.0

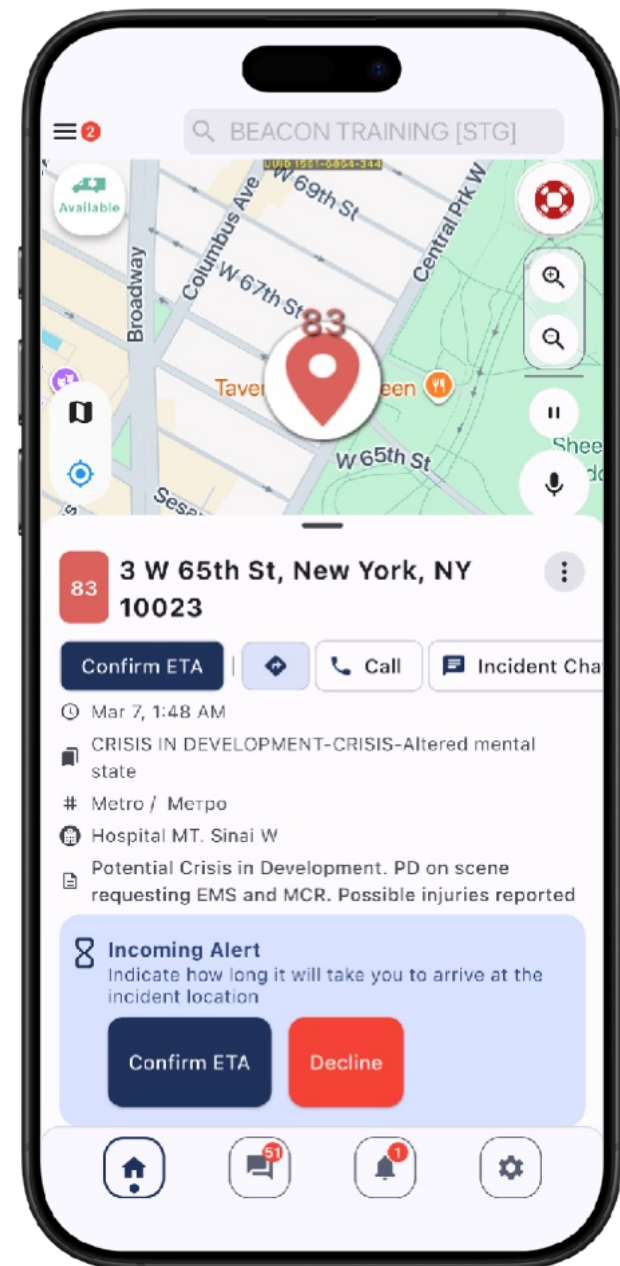
New Beacon Updates

Introduction of New Incident Card (Beta release)

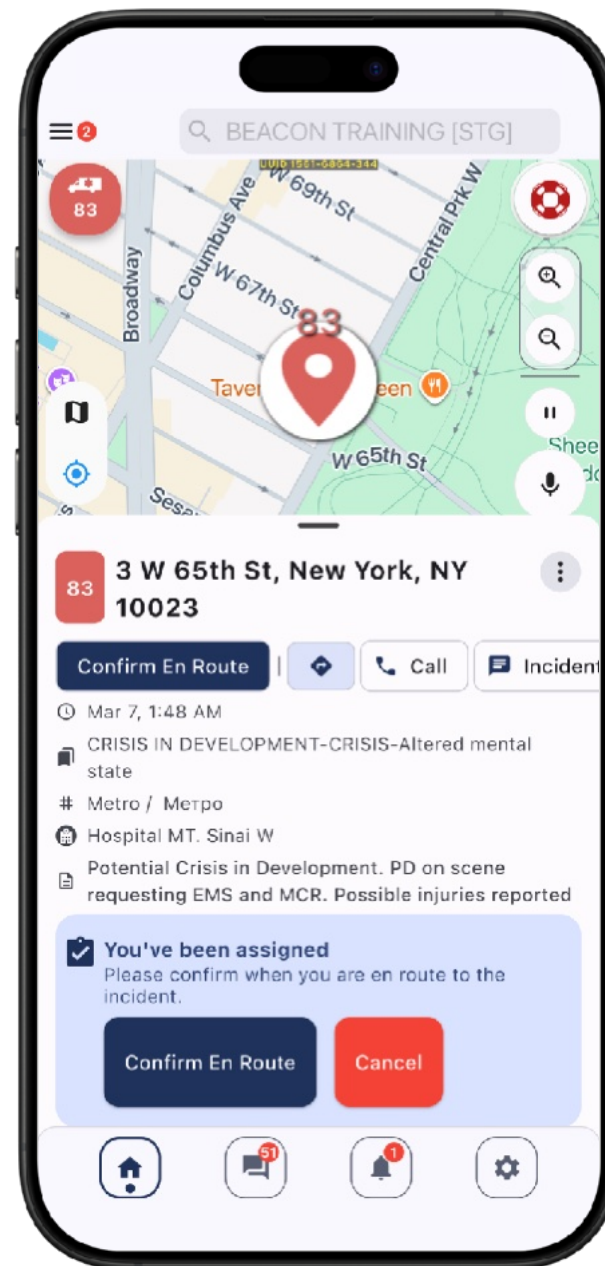
Introducing new changes to the mobile app incident card to enhance the response experience and expand the capabilities

General Workflows Overview

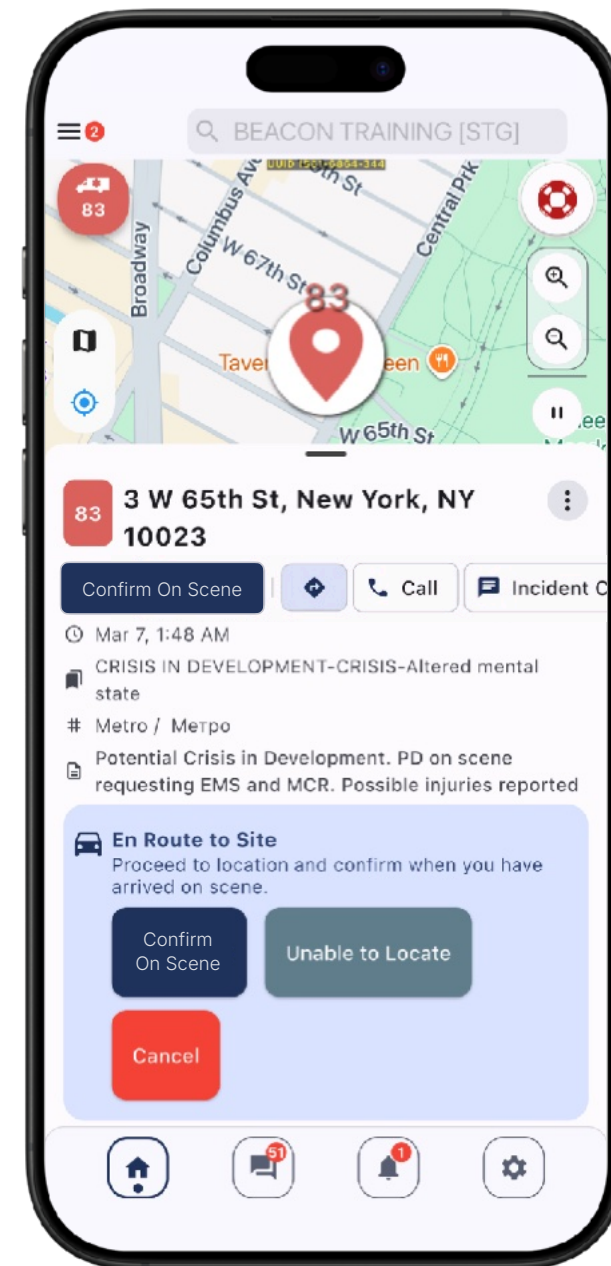
Incoming Alert



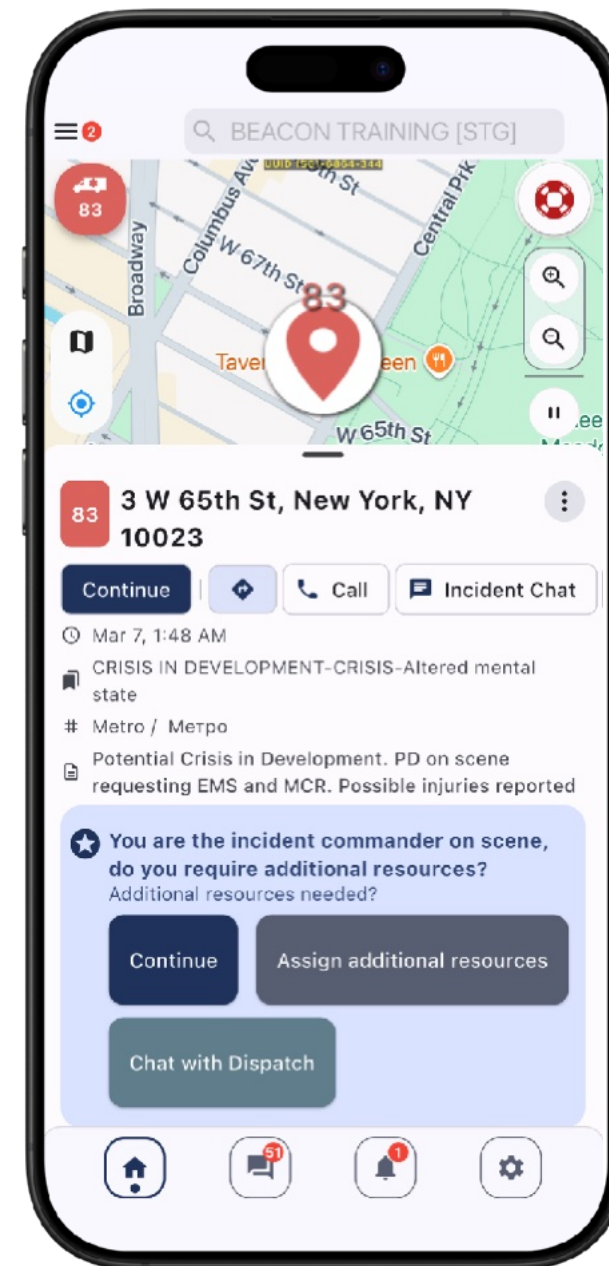
Confirm En Route



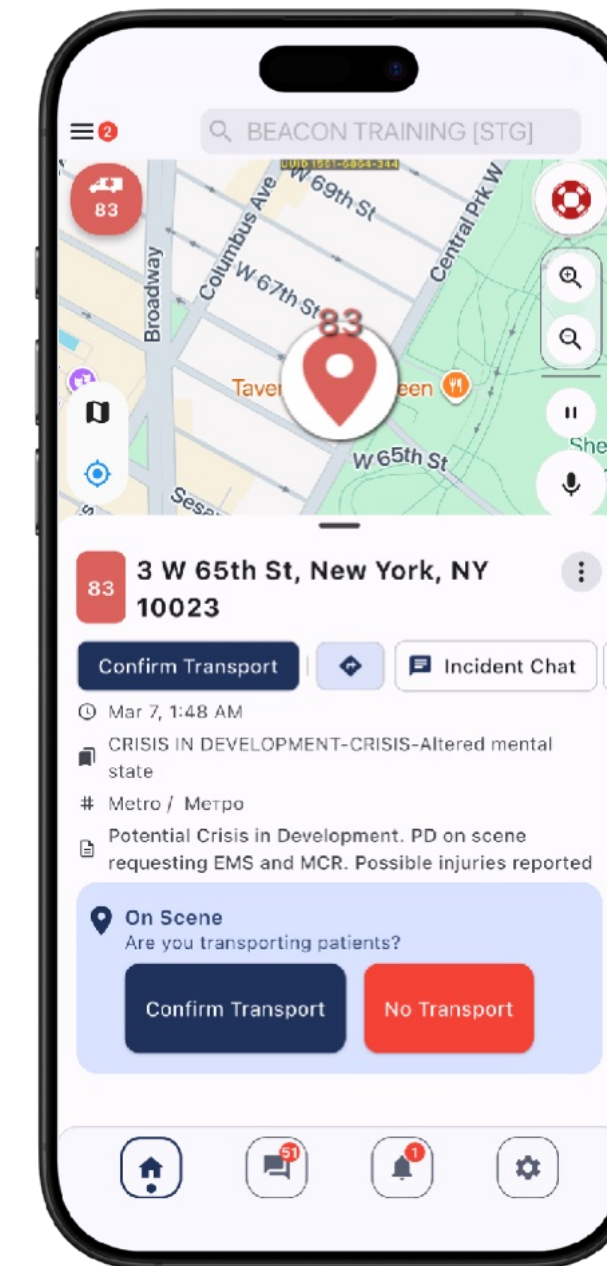
Confirm On Scene



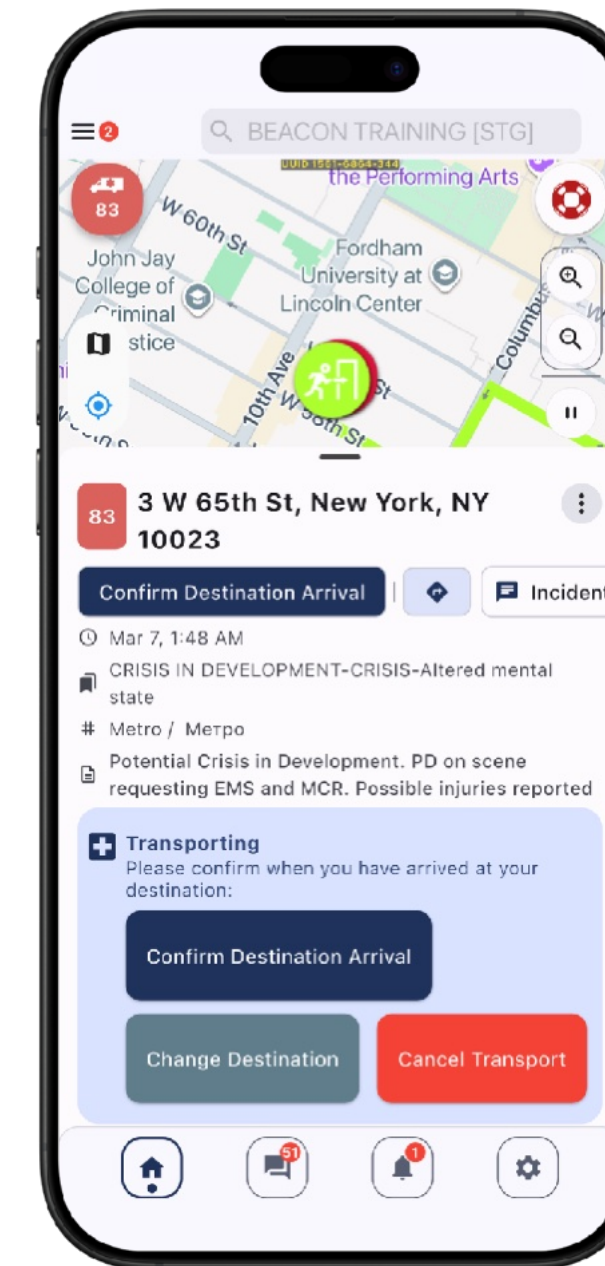
Additional Resources*



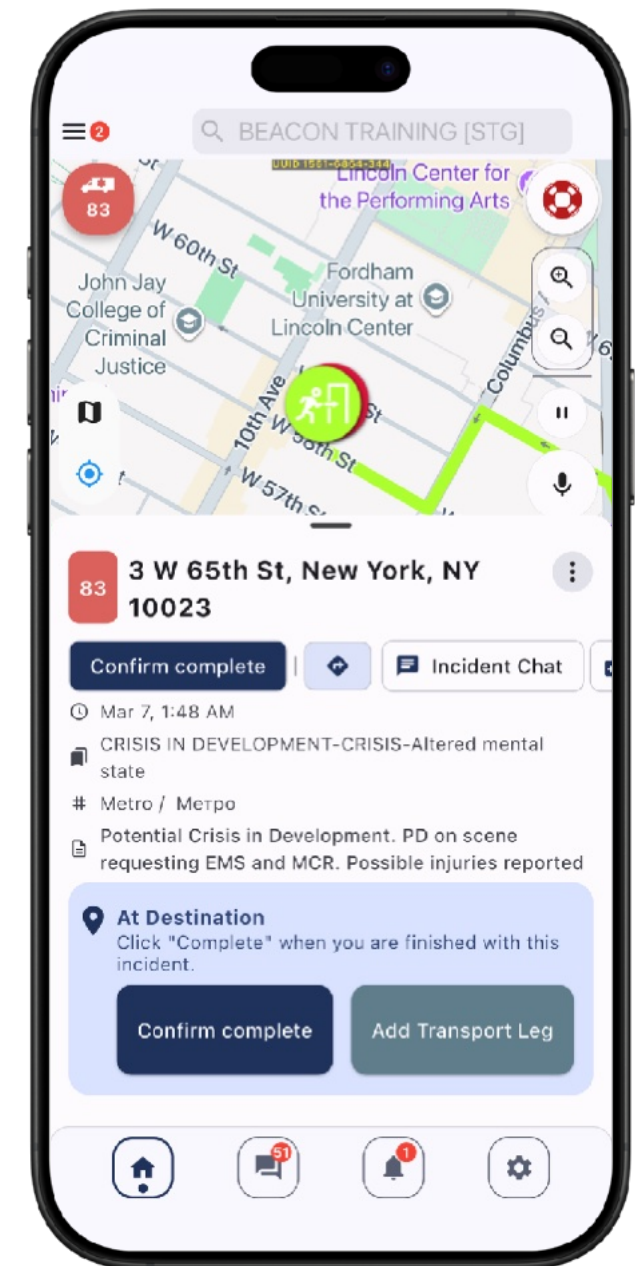
Destination Transport



Destination Arrival



Complete Incident



*The Additional Resources prompt is only sent to the Responder who arrives on scene first.



Mobile App
v7.1.0

New Beacon Updates

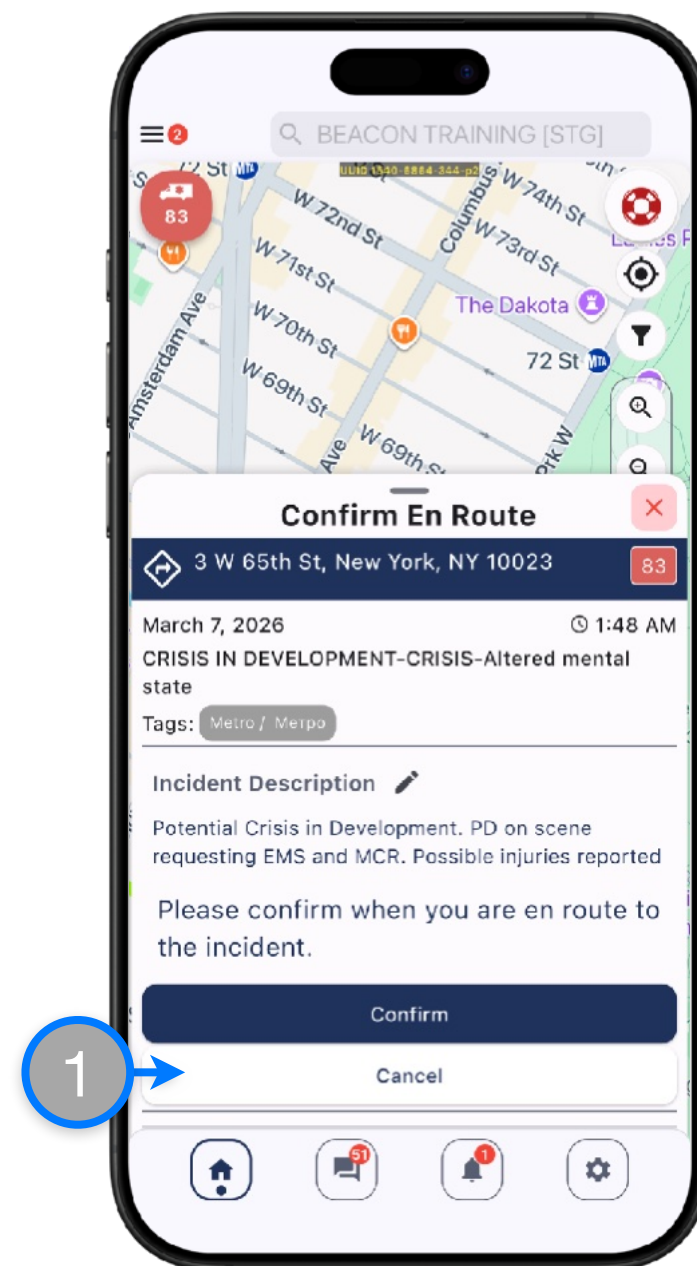
Response Cancellation Reason

Responders who cancel their involvement during an Active Incident will be required to provide a reason for cancellation in order to enhance reporting data.

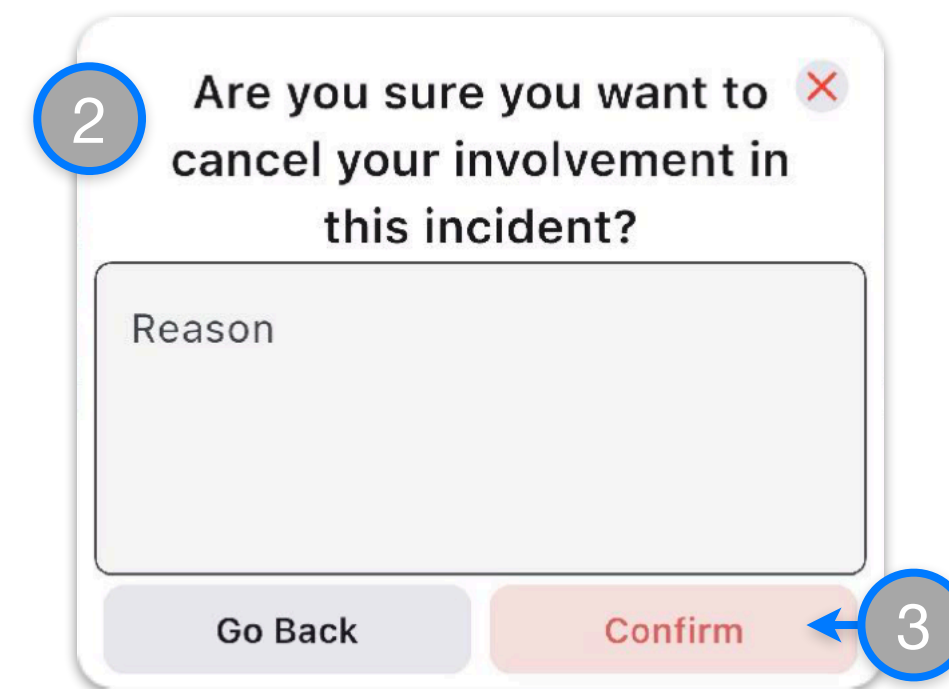
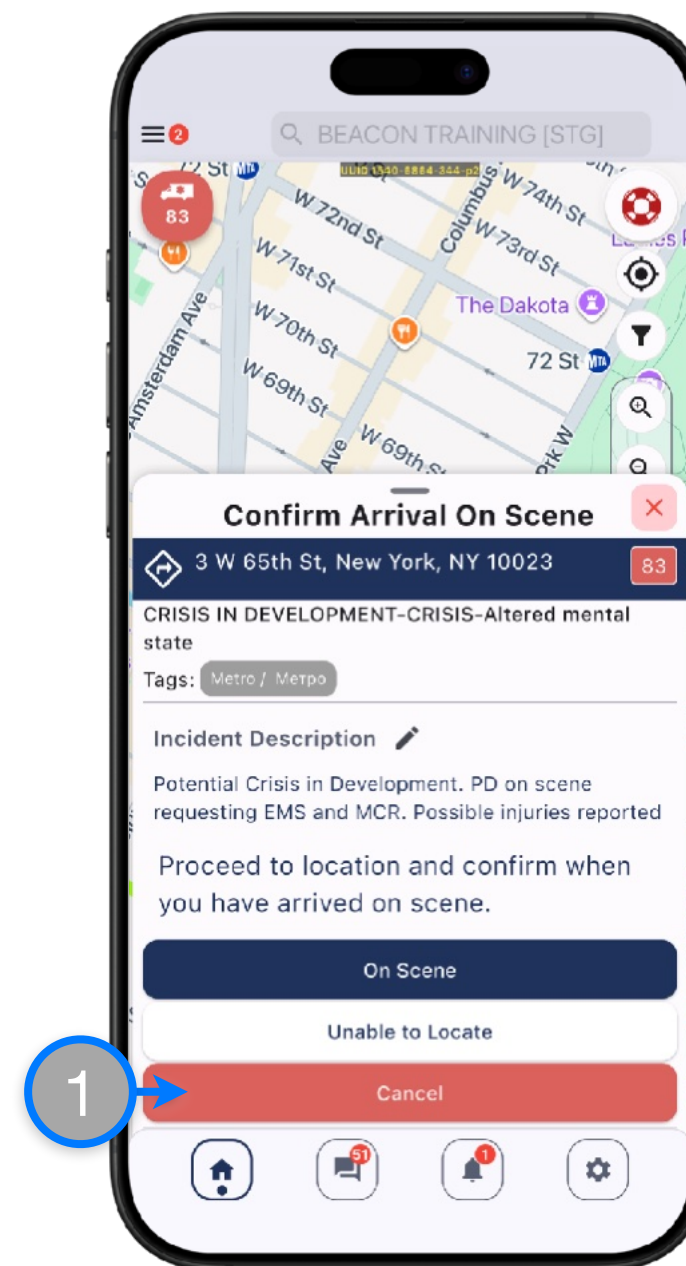
When a Responder is assigned to an Active Incident and chooses to cancel themselves from the incident, a **Response Cancellation Reason** will be requested.

1. A Responder taps the Cancel button
2. A dialog window appear requesting the Reason for Cancellation
3. Enter the reason and tap Confirm when ready

Confirm En Route



Confirm On Scene





Web App
v8.5

New Beacon Updates

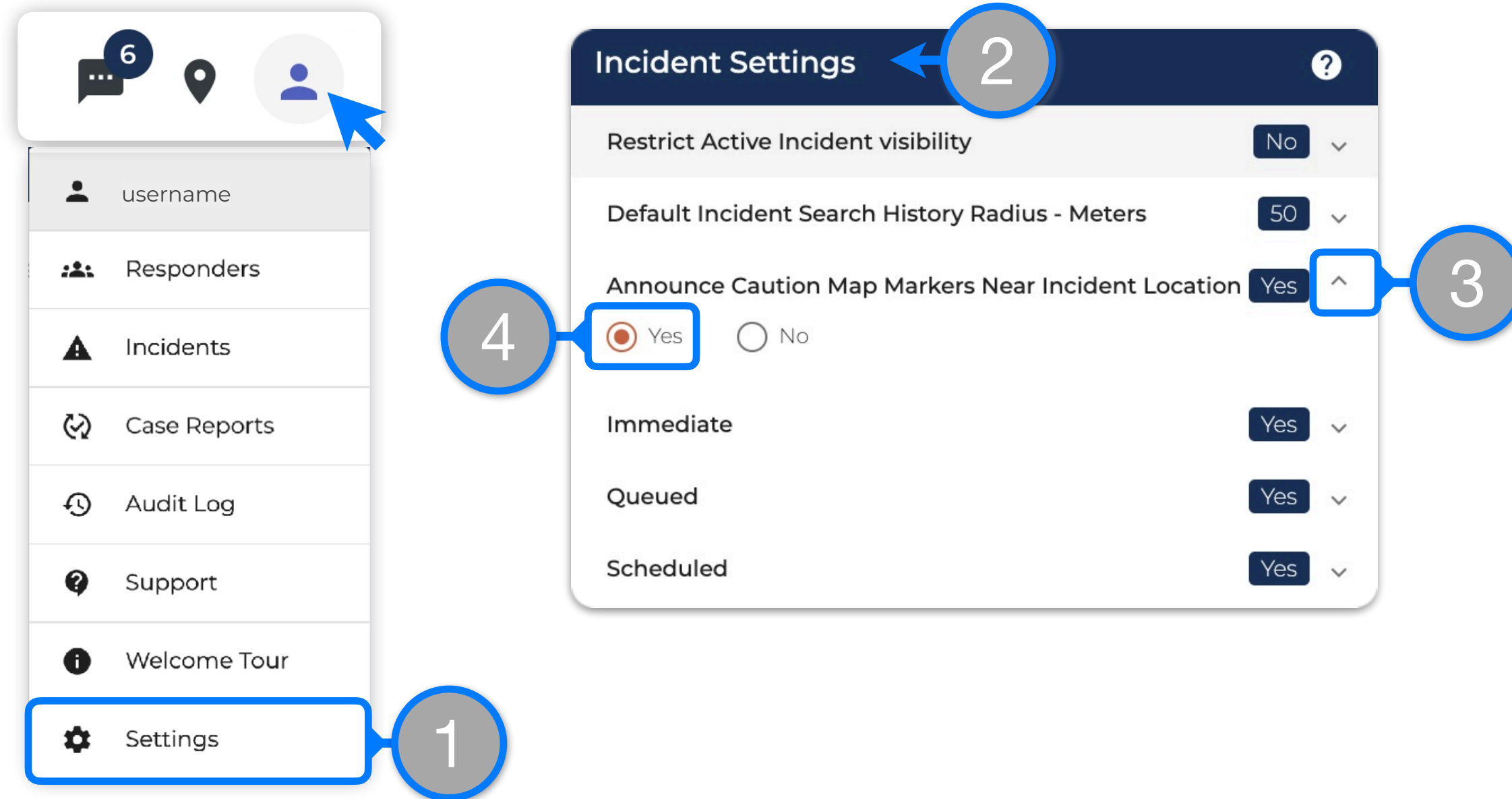
Caution Map Marker Announcement

Beacon now offers the capability to check for Caution map markers within a 30 meter radius of an incident location and automatically send a warning message to Assigned Responders via the Incident Chat.

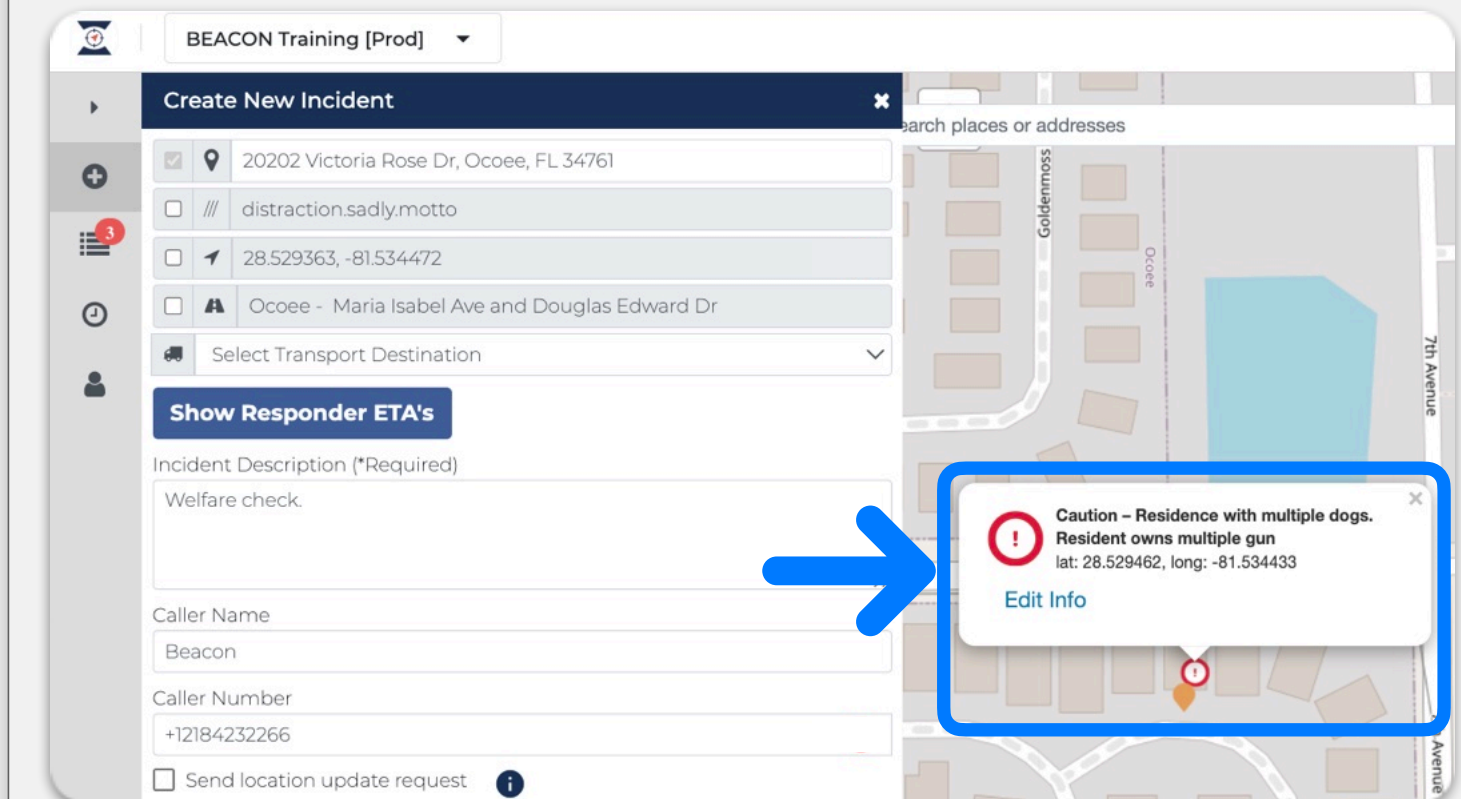
(m) Managers will first need to activate the feature in the Agency Account settings.

To activate Caution Map Marker Announcement:

1. Open the profile menu and click the **Settings** button
2. Locate the **Incident Settings** menu
3. **Locate and expand** the option for *Announce Caution Map Markers Near Incident Location*
4. Select **Yes**



Dispatchers will see the Caution Marker info card pop up when placing an incident marker within a 30 meter radius



See next page for more details





Web App
v8.5

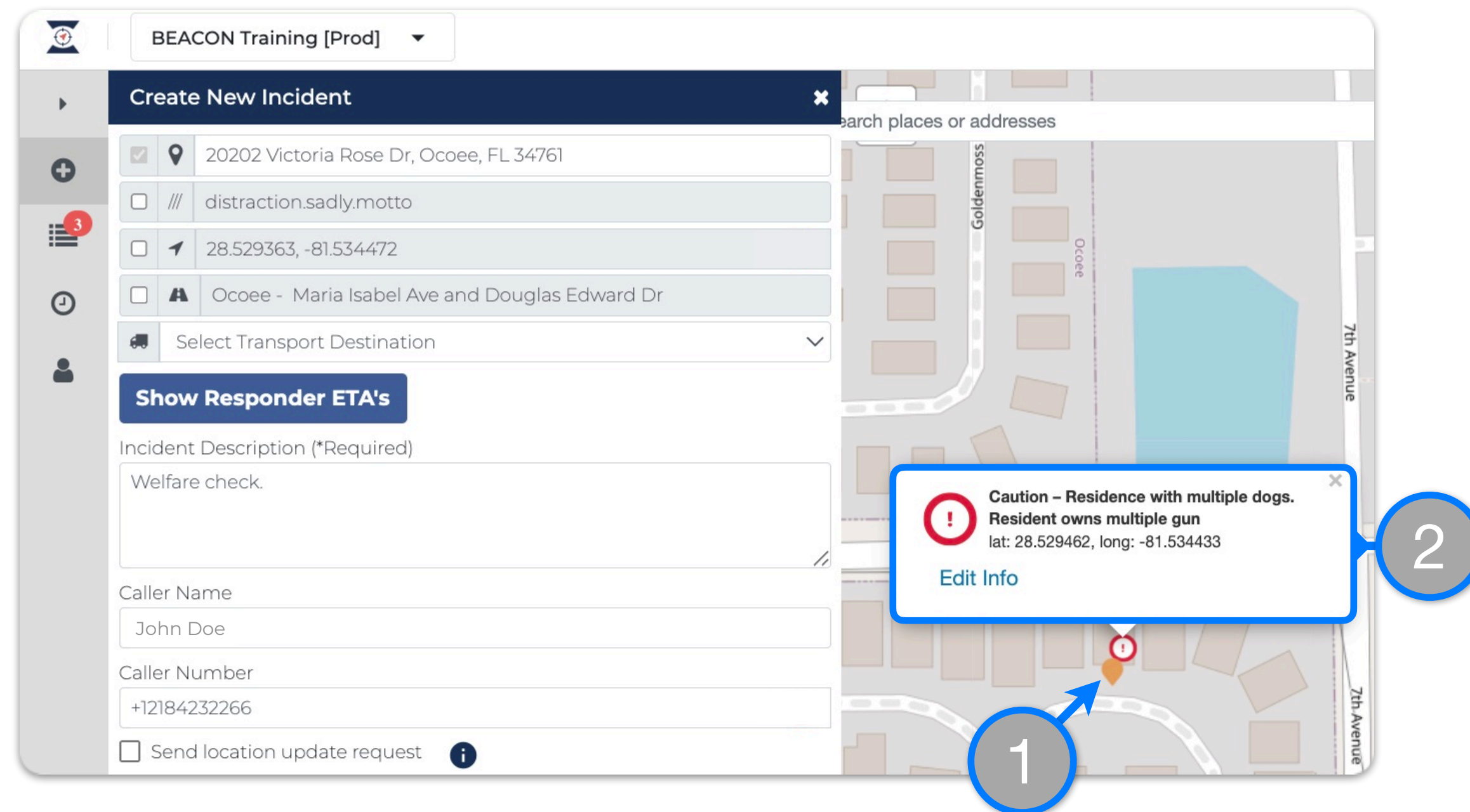
New Beacon Updates

Caution Map Marker Announcement

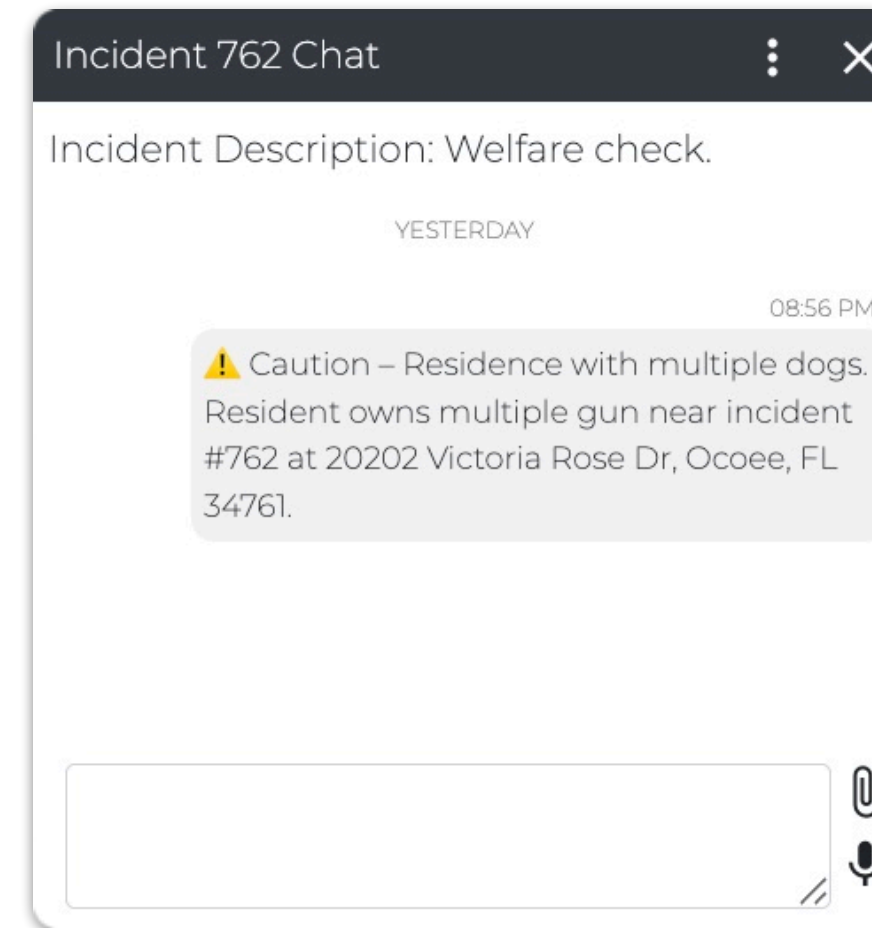
Beacon now offers the capability to check for Caution map markers within a 30 meter radius of an incident location and automatically send a warning message to Assigned Responders via the Incident Chat.

How Caution Map Marker Announcement work:

1. When a Dispatcher places a new Incident Map Marker, Beacon will search for any Caution markers within a 30 meter radius.
2. If Beacon finds any Caution Markers in the radius, its info card will pop up automatically
3. Once the Dispatcher creates the incident, Beacon will automatically send a message to the Incident Chat with the Caution Map Marker information

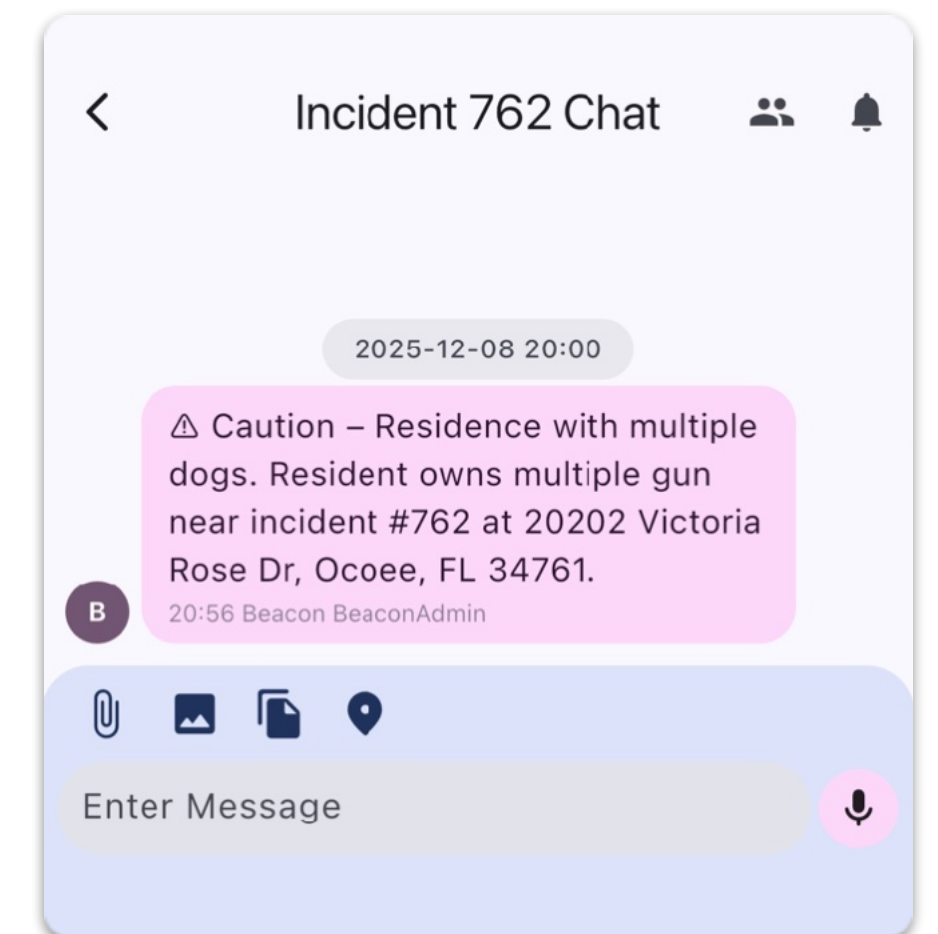


Web Dispatcher View



3

Mobile App Responder View



****IMPORTANT**:** If the the incident map marker is moved after initial placement and the Caution marker is no longer within the 30 meter radius, Beacon will not send the Caution message into the Incident Chat



Web App
v8.5

New Beacon Updates

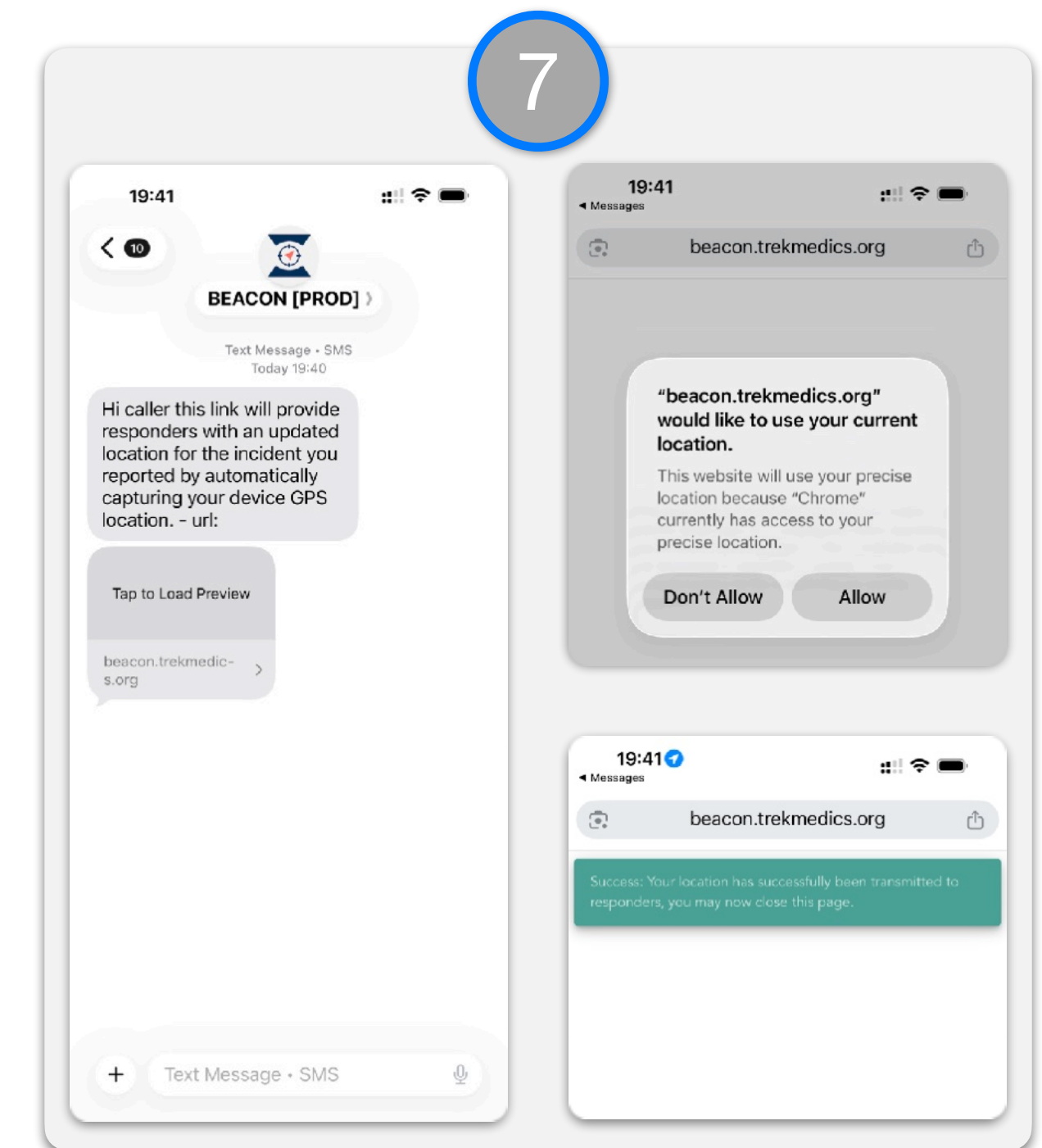
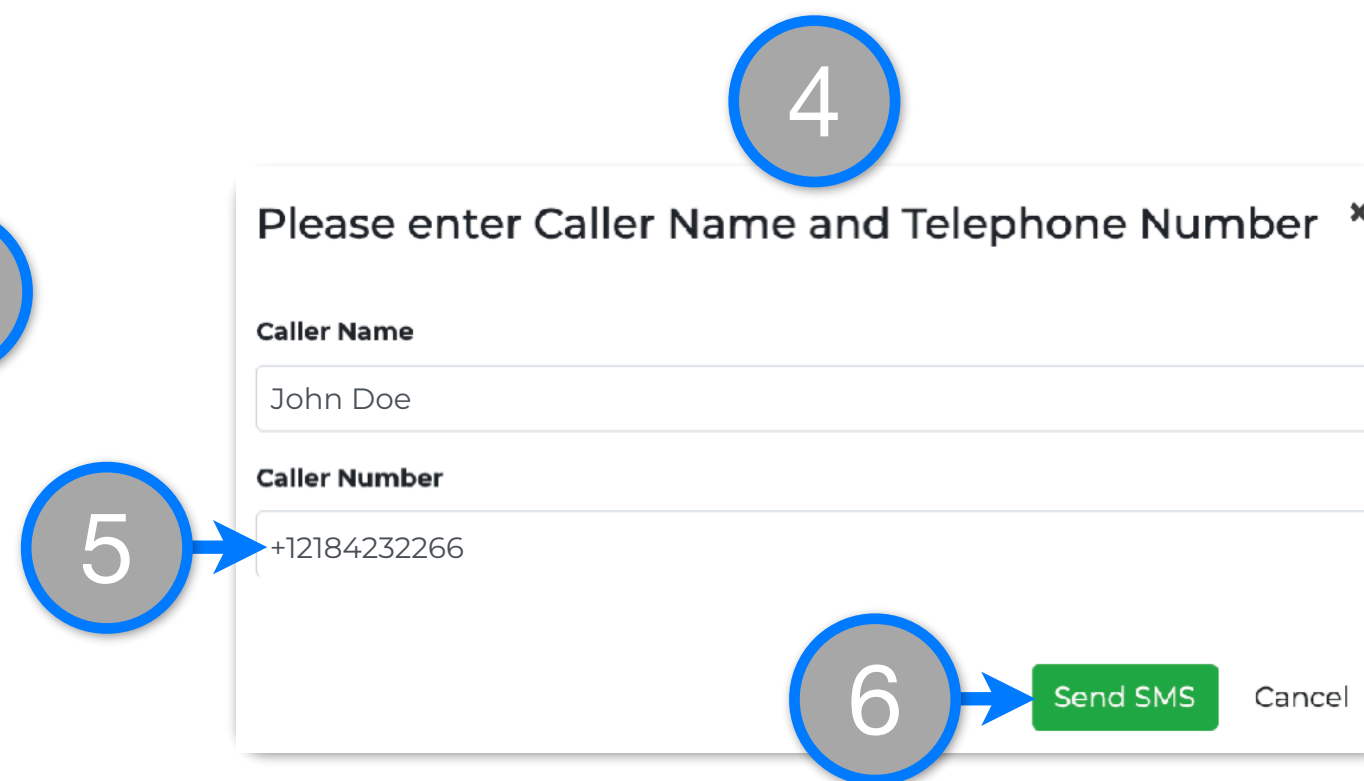
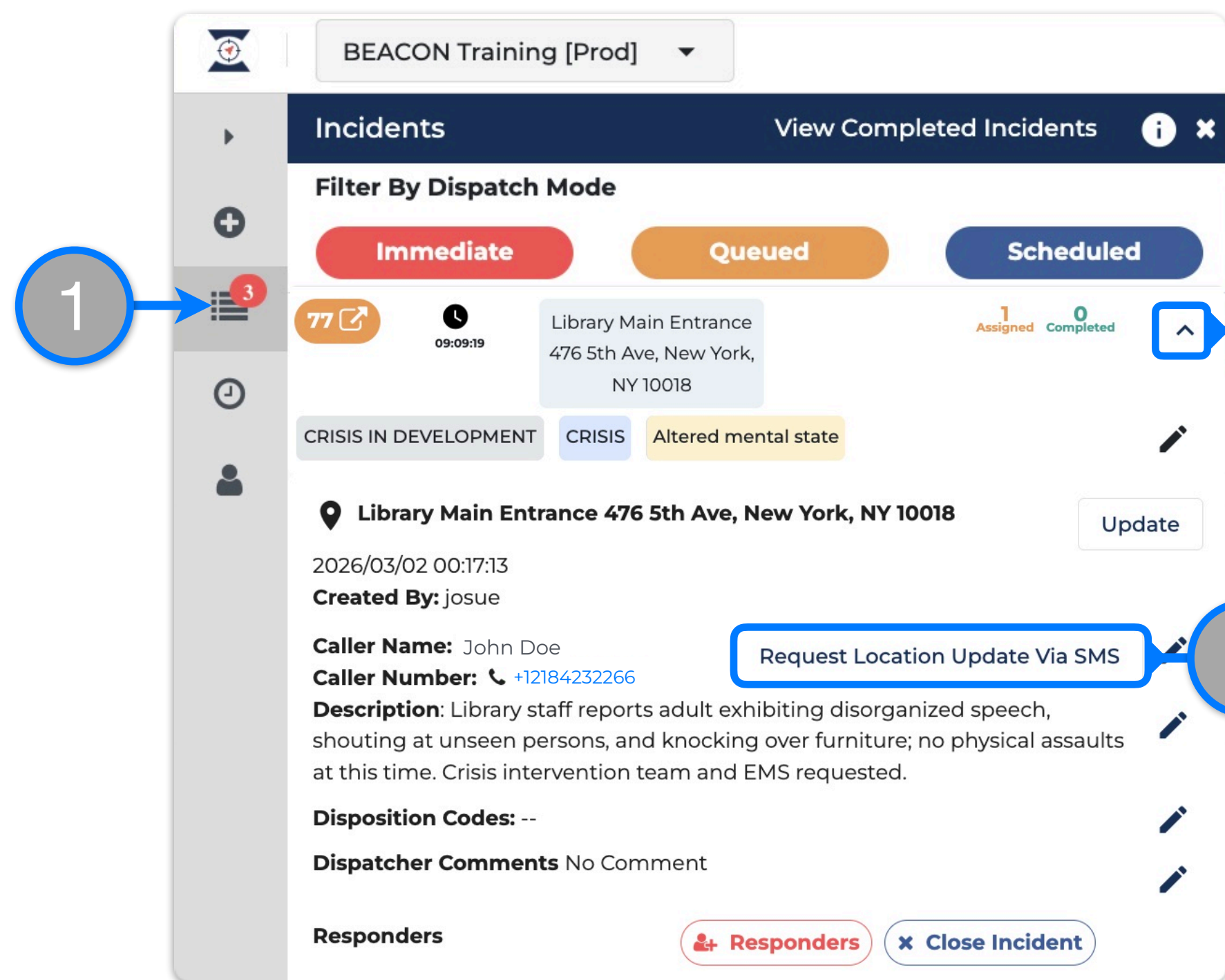
Incident Location Update Request Via SMS

Beacon now supports requesting Incident Location Updates for Active Incidents.

To request an Incident Location Update via SMS:

1. From the Dashboard, open the **Active Incidents** panel
2. Locate the Incident you want to request a location update and expand the **Summary Card**
3. The **Request Location Update Via SMS** button is next to the Caller Name/Number

4. A window will pop up. If information was provided it will populate the fields.
5. When updating the Caller Number, pay close attention that it is entered in international format **including the country code** and **without any symbols or spaces between numbers** (+12184232266)
6. Confirm everything is correct and click the **Send SMS button** when ready
7. An SMS with a link to capture locations will arrive to the phone number provided





Web App
v8.5

New Beacon Updates

Caller Details Update

Beacon now allows updates to the caller information on Active Incidents

To request an Incident Location Update via SMS:

1. From the Dashboard, open the Active Incidents panel
2. Locate the incident you want to request a location update and **expand the Summary Card**
3. **Click the Edit icon** in line with the Caller Name / Number

4. A window will pop up. If information was provided it will populate the fields.
5. Update details as needed. When updating the Caller Number, pay close attention that it is entered in international format **including the country code** and **without any symbols or spaces between numbers** (+12184232266)
6. Confirm everything is correct and click the **Update button** when ready

