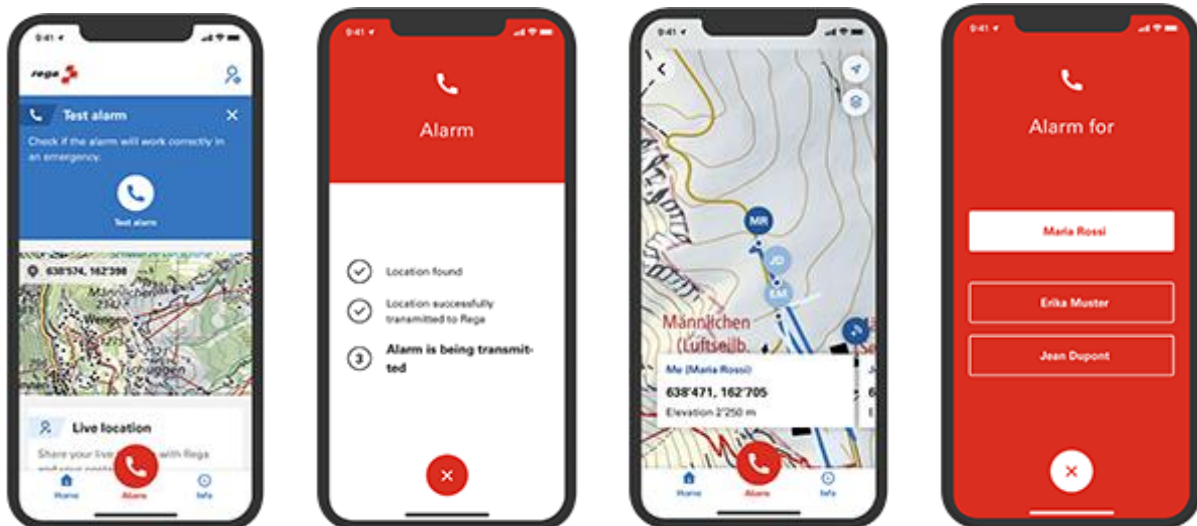


## The new version of the Rega app



The Rega app has proved its worth for more than ten years: the free app was launched in 2011 and since then has been downloaded over 1.6 million times. Besides the emergency number 1414, the app is the most important means of alerting Rega in an emergency. The Rega app has now been modernised and further developed. The new version is even more user-friendly and with it, Rega is also laying the technical foundations for future upgrades. It is available in app stores or as an update to an already installed Rega app.

### The key facts in brief

#### **Alert Rega with a tap of the finger and automatically transmit your location**

In the Rega app, a tap of the finger is all it takes to initiate an alarm call and automatically transmit the location to the Rega Operations Centre, which then sets up a phone connection with the caller. Besides the location, the battery status of the person's smartphone is also displayed on the flight coordinator's screen. Subsequently, the flight coordinator initiates the rescue and transmits the coordinates of the accident site directly into the cockpit of the Rega helicopter that is being deployed. This makes it easier for the helicopter crew to find the accident site and saves valuable time in an emergency.

#### **Share live location – so that a rescue can be carried out swiftly in an emergency**

The app also offers other useful features: for instance, app users can share their "live location" with Rega or designated contacts when pursuing an outdoor activity, such as hiking. Friends or relatives can track the route and alert Rega directly in the app if the person fails to return as planned or is not able to raise the alarm themselves. Then Rega can determine the last transmitted location and initiate a search operation – so that in an emergency, medical assistance gets to where it is needed as swiftly as possible.

### **Available in app stores as of immediately – now also in neighbouring countries**

The Rega app can be downloaded in the App Store or via Google Play. If the app is already installed on a smartphone, it can be updated to the new version in the store. If the Automatic App Updates option is enabled, the new version will be ready for use as soon as the app is opened. The app is now available for download not just in the app stores in Switzerland and Liechtenstein, but also in Germany, Austria, France and Italy. This benefits tourists and people crossing the borders from neighbouring countries who are out and about in Switzerland, as well as piste rescue services close to the Swiss border, who frequently call out Rega via the app.

## **The most important FAQs**

### **For which operating systems is the Rega app available?**

The Rega app is available for iOS and Android smartphones and can be downloaded free of charge from the respective app stores. To update or install the Rega app, iOS 13.0/Android 6.0 or newer is required. If the Rega app cannot be downloaded onto a particular smartphone, the Rega Operations Centre offers another way to locate a person in an emergency. In order to pinpoint the precise location of a smartphone, it sends the person raising the alarm an SMS containing a link. By opening this link, the recipient can then transmit their coordinates to the Rega Operations Centre via a website.

### **What is necessary for the app to function correctly?**

The prerequisite for using the Rega app is that the “Share My Location” option is enabled in the smartphone settings. In addition, the smartphone must be equipped with a SIM card and at least minimal network coverage must exist. The test alarm feature can be used to check that the Rega app has been configured correctly and will work perfectly in an emergency.

### **Rega app or emergency number 1414: what is the best way to alert Rega?**

Basically speaking, the best way to raise the alarm is via the Rega app. The direct transmission of the coordinates to the Operations Centre and subsequently directly into the cockpit of the rescue helicopter saves a lot of time and makes it easier to find the accident site. Anyone who does not have a smartphone or has not installed the Rega app can always alert Rega by calling its emergency number 1414.

[www.rega.ch/app](http://www.rega.ch/app)