

Mobile Communication Technology and Security

"The word is mightier than the sword."

Ahikar 500BC

By Fred Behnken

In fifty years the hand held communication device has come a long way. I have had my first smart phone for a year now and still trying to figure it out. There are new discoveries daily. More and more the safety applications of these devices are becoming obvious. Can we use these complex devices under pressure along with our clubs in defending ourselves?



Star Trek Communicator Movie Prop 1966



Galaxy S-5 Smart Phone 2014 fifty years later

We are approaching a point that a majority of the people on the planet will have a mobile phone. How will this effect mankind? How will this affect our safety? How can we use it to save lives?

Having three types of different communications is a good start in being prepared. In routine or emergency situations we need to be able to communicate. We are social and that's where our safety comes from. Group responses to emergencies are natural to human behavior. We do it so well that we have survived for 200,000 years. Now we have the ability to communicate anywhere at any time. This is going to change things.

Since I am a security trainer familiar with safety situations I need to learn more about this new technology. If you are reading this, you do too. We are getting better with our phones each day we use them. Some formal learning is a good idea because learning from experience in emergencies is a losing proposition. Communication is the priority self defense skill.

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The phone companies during the sale don't say that it may take you two weeks of formal training to learn how to use fifty percent of the features of your device. They also don't show you the 350 page manual. That would reduce sales.

I read my the manual for five evenings on the first scan. To learn to use the features well enough for an emergency is an unknown. We have to try. A target of six exposures to the phone information would to be a familiarization. Can you use your phone under extreme stress?

We know that your eyesight and fine hand coordination are instinctively affected under stress. We may have to use the phone one handed. Cognitive processes are simplified instinctively to improve threat reaction time. Is the phone simple enough to use? Everyone is different but so are the types of technology and phone features we may be presented with. It is probably the most difficult challenge we will face if the day comes when things " go bad".

I have started a smart phone journal in my computer. In my journal I started taking notes from reading the smart phone manual and YouTube videos I have found. There is a list of growing questions in my journal. I have made several calls to my phone service provider and done some generic internet searches. This area of study is going to be endless.

So what are ten things I have learned not being a natural tech geek so far?

1. You have to read and reread the manual for you phone and it is going to take a long time. You need to make a list of the routine and emergency features you want to master.
2. The phone is the most valuable property you own, because communicating with it can save your life and others. It needs to be protected and cared for on an intense level as your car or weapons. Get a shock and water resistant case for it.
3. If the phone settings are not controlled, the phone can kill you in an violent emergency.
4. You still need other types of communication resources to be safe.
5. Those in your inner circle of family or coworkers need to know how to use each other's phones. Several get together sessions will be needed to review the phones.
6. Having reliable power supply is important. Extra batteries and second sources of power are needed. Having car chargers and add on batteries are needed.
7. Practicing your emergency messages through priority scripting is needed to make sure your communication works in an emergency. You have pictures, videos, text messages, emails, voice recording and even light to signal with. All these items must be trained on within the context of an emergency. Set your speed dialing numbers now.
8. Mobile phones are so valuable, having a second or third phone makes sense.

9. We need to know more about the supporting phone system as it relates to emergencies.

10. If we work in a professional status we have to have policies that promote effective use of smart technology. We need to be involved in our organization maximizing the safety mobile technology can give.

Here is a list of phone features worth exploring.

1. Environmental performance of phones
2. Emergency call procedures and notifications
3. Group notification methods
4. Speed dialing
5. Text messaging templates
6. Emergency information and contacts stored in phone
7. Use of security passwords
8. APPs that have safety themes that can be used
9. Mapping and location features
10. Internal flashlight use
11. Video and Photo capacity for communicating rapidly and accurately
12. Security situation reaction patterns

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These are war gaming exercises. Use three to five smart phone use features for each scenario. We use the "Three to Five" concept to help keep things simple and smart to be able to focus under stress.

Exercise #1. You are travelling by car down the highway and a road rage situation occurs.

1. Get in a safe position away from attacker. Physically ensure your safety
2. Call 911 leave phone on for Global Positioning System(GPS) location function
3. Communicate Where, What, When and Who. Do not do How or Why
4. Take video or photos if safety permits
5. Conference call emergency contacts you have preselected

Exercise #2. You are at home and having a medical emergency late at night.

1. Do self emergency first aid.
2. Call 911 leave phone on for GPS location for responders
3. Give where, what, why, when and who(you)
4. Conference call family or neighbor to assist if you can
5. Use phones flashlight as a beacon, SOS signal for first responders. Three blinks in a row

Exercise #3 You have lost the use of one arm.

1. Turn on your phone one handed
2. Speed dial 911 or your spouse
3. Switch to speaker phone
4. Report your location and emergency
5. Take a 360 degree movie of the area

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Exercise#4 A passing car has crushed your phone on the road. You are being stalked by a terrorist and need the police.

- 1.
- 2.
- 3.
- 4.
- 5.

Now make up a realistic scenario for what could happen to you.

Exercise #5 _____ .Your own worst nightmare.

- 1.
- 2.
- 3.
- 4.
- 5.

There are certainly more responses possible. What are some other emergencies?

Weather, violent crime and car breakdowns are more scenarios you can include your smart phone with. It is the most important safety tool you have. The capabilities of smart technology will continue to grow. Keeping up with the technology will require a systematic approach to maximizing its use.

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