NCT9-1-1 ONSTAR FREQUENTLY ASKED QUESTIONS

How does the OnStar mobile application know that there has been an accident?

- Devices are designed with an accelerometer, which tracks movement in excess of 8-10 mph.

- The device must endure a significant amount of trauma. It will not activate just due to a dropped device.

Does the OnStar mobile application run on the device at all times?

- The application runs in the background once the accelerometer meets the speed threshold.

- The application stops running in the background once the accelerometer threshold has decreased under 8-10 mph for ten minutes.

Can OnStar call your device back after an activation?

- If it is an Apple device, OnStar calls into the device once an activation is received.

- If it is an Android device, the device calls into OnStar automatically once an activation is received.

- If the device is connected to the vehicles Bluetooth, OnStar will come through the vehicle speakers

- If the device is not connected to Bluetooth, the application initiates the device speaker.

Are OnStar advisors EMD certified?

- OnStar advisors are EMD certified through Priority Dispatch.

- OnStar works closely with APCO and provides a 1-hour Public Safety Training.

Can anyone access the OnStar application?

- While anyone can download the application, only owners of a GM vehicle can access the application features.

- The GM vehicle owner can add up to 5 family members to their account. Those family members are not required to have a GM vehicle but can access the application features with permission from the GM vehicle owner.

What is the delay for contacting the PSAP?

- As soon as the OnStar advisor confirms there is an actual emergency, they immediately conference in another advisor who takes over the call while the original advisor contacts the necessary PSAP, ideally causing minimal delay.

NCT9-1-1
SAVING LIVES AND MAKING A DIFFERENCE