



BadgeR+ 5

User Guide

Wearable Wireless Panic Button

Document Revision 1.0

DUAL-BAND WI-FI | 2.4 GHz + 5 GHz | BLUETOOTH LE

FCC ID: 2A9ZA-BADGERP5

Contents

Select a section title to jump directly to that section.

1. Product Identification	1
2. About the BadgeR Plus 5	1
3. Regulatory and RF Exposure Information	2
4. Important Daily Use Reminder	2
5. Wi-Fi and Connectivity	3
6. Location and Routing Expectations	4
7. Checking Device Status	4
8. Checking the Battery	5
9. Charging the Device	5
10. Activating a Panic Alert	6
11. Pairing or Provisioning Mode	7
12. Audio Streaming	7
13. Location Tracking	7
14. Device Health and Maintenance	8
15. When to Contact an Administrator	8
16. Important Limitations	8
17. Care Instructions	9

1. Product Identification

Model name	BadgeR Plus 5
Model description	Badge-style wearable with Wi-Fi (2.4/5 GHz) and Bluetooth LE.
Device tracking ID	Located on the external tracking label. Format: revision-batch-serial (hardware revision, batch number, and unit serial number). The label is applied after the device completes 911Cellular's pre-shipping test procedure and may be requested by an administrator or support contact.
FCC ID	2A9ZA-BADGERP5

2. About the BadgeR Plus 5

The BadgeR Plus 5 is a wearable wireless panic button that lets a user request help with the press of a button.

When activated, the BadgeR Plus 5 sends a wireless panic event to the 911Cellular system. The system can then create an active panic incident, assign available user and location context, notify portal users and responders, and start configured emergency workflows.

Your organization controls how your BadgeR Plus 5 is configured, including activation style, Wi-Fi settings, user assignment, location behavior, responder notifications, and optional features such as audio streaming.

IMPORTANT

Do not rely on your BadgeR Plus 5 until you have been trained on how your organization has configured it.

3. Regulatory and RF Exposure Information

| United States FCC

FCC ID: 2A9ZA-BADGERP5

FCC COMPLIANCE STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to these two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION

Changes or modifications not expressly approved by 911Cellular Technologies could void the user's authority to operate this equipment.

| RF Exposure and Body-Worn Operation

The BadgeR Plus 5 has been evaluated for portable, next-to-body operation with 0 mm separation.

Use the device only as a badge-style wearable according to your organization's instructions.

The BadgeR Plus 5 contains internal Wi-Fi and Bluetooth LE antennas. The antennas are not user-serviceable.

Do not replace, modify, or attach an external antenna to the device.

4. Important Daily Use Reminder

CHECK STATUS DAILY

Check your BadgeR Plus 5 status daily.

The BadgeR Plus 5 must be charged, registered, active, configured, and connected to the correct Wi-Fi environment in order to send a panic event.

A device that is not charged, not configured, out of Wi-Fi range, or unable to connect to the configured network may not be able to send an alert.

5. Wi-Fi and Connectivity

The BadgeR Plus 5 uses Wi-Fi to communicate with the 911Cellular system.

Wi-Fi is required for the device to send panic activations, battery/status check-ins, device health updates, tracker updates, diagnostic logs, and configuration updates.

| Supported Wi-Fi Bands

The BadgeR Plus 5 supports connection to compatible:

- 2.4 GHz Wi-Fi networks
- 5 GHz Wi-Fi networks

This allows the device to operate in environments where an organization uses either 2.4 GHz Wi-Fi, 5 GHz Wi-Fi, or both.

Your organization determines which Wi-Fi network or networks the device is configured to use.

| Organization Wi-Fi Required

Your BadgeR Plus 5 is designed to work on your organization's configured Wi-Fi network.

The device is not intended to be used as a general-purpose Wi-Fi device, and users do not normally select Wi-Fi networks themselves.

The BadgeR Plus 5 may not function properly when it is:

- Off premises
- Outside the range of the configured Wi-Fi network
- In an area with weak Wi-Fi coverage
- Connected to the wrong network
- Unable to authenticate to the configured network
- In a parking area, outdoor area, remote building, elevator, stairwell, or other area without reliable Wi-Fi coverage

WI-FI REQUIRED

If the device cannot connect to Wi-Fi, it cannot submit a panic event.

| 2.4 GHz and 5 GHz Expectations

The addition of 5 GHz Wi-Fi support gives organizations more flexibility when deploying BadgeR Plus 5 devices.

However, Wi-Fi performance still depends on the customer's environment. Walls, building layout, access point placement, interference, network configuration, and coverage gaps can all affect whether the device can connect.

The BadgeR Plus 5 should only be used in areas where your organization has confirmed Wi-Fi coverage and device operation.

| Enterprise Wi-Fi

Your organization may configure BadgeR Plus 5 devices for enterprise Wi-Fi environments.

Enterprise Wi-Fi settings are managed by administrators or implementation teams. End users should not attempt to change Wi-Fi credentials, certificates, identity settings, or provisioning data.

If your device is not connecting, notify your system administrator or support contact.

| Bluetooth Low Energy

The BadgeR Plus 5 also supports Bluetooth Low Energy (Bluetooth LE). Bluetooth LE may be used by authorized administrators or implementation personnel during device setup and provisioning to pair the device with your organization's 911Cellular system.

Additionally, the BadgeR Plus 5 can detect nearby Bluetooth LE beacons to improve location accuracy. Bluetooth LE is optional and does not replace Wi-Fi connectivity. The device must connect to its configured Wi-Fi network to

send panic events and other communications. Use of Bluetooth LE beacons depends on your organization’s configuration.

6. Location and Routing Expectations

LOCATION LIMITATION
The BadgeR Plus 5 is not a GPS device.

Depending on your organization's configuration, the system may use one or more types of information to help determine the location or response zone for a panic activation.

This may include:

- User, device, or organization-assigned location context
- Nearby Wi-Fi access point information
- Nearby Bluetooth LE beacon information
- Third-party location data, when enabled

If a more specific location cannot be determined, the alert may be assigned to a default location configured by your organization.

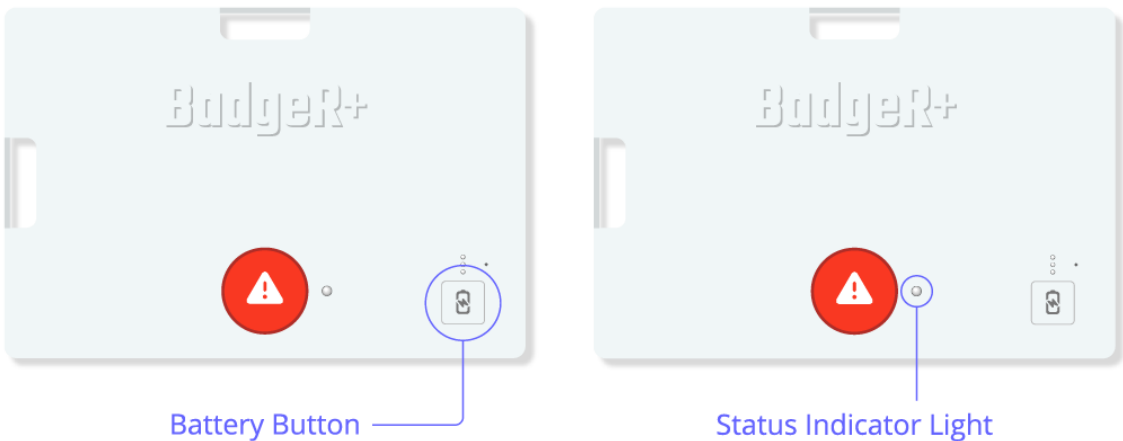
Location behavior depends on how your organization has configured and tested the deployment.

Wi-Fi or beacon-based location should not be described as exact, GPS-level, or guaranteed room-level location by default. Your organization should train users on what location accuracy to expect in their environment.

7. Checking Device Status

Press and release the small Battery Button located near the bottom right of the device to check battery and status information. It does not trigger a panic alert.

After pressing the Battery Button, watch the Status Indicator Light near the large red Alert Button. The device may take several seconds to respond while it wakes and attempts to communicate.

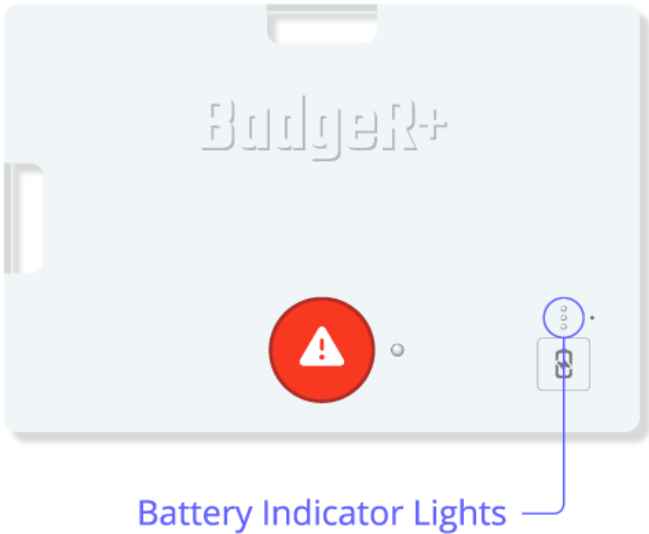


Indicator	Meaning	Required action
Green status: 4 blinks	The device is configured properly and ready for use.	No action is required.
No light	The device may have no battery charge remaining.	Charge the device and check again.

Indicator	Meaning	Required action
Unexpected color or pattern	The device may not be configured properly or may not be able to connect.	Immediately notify your system administrator. Do not rely on the device until it's inspected.

8. Checking the Battery

Press and release the Battery Button to check battery level.
The Battery Indicator Lights show the current battery status.



| Battery Indicator Lights

Indicator	Battery status
Stepping through lights sequentially	The device is charging.
3 lights on	The device has a high battery charge.
2 lights on	The device has a medium battery charge.
1 light on	The device has a low-to-medium battery charge.
1 light flashing	The device is very low and should be charged immediately.
No lights on	The device may have no charge remaining and should be charged immediately.

LOW BATTERY

A low battery may prevent the device from sending an alert.

9. Charging the Device

The BadgeR Plus 5 charges using a USB-C charging cable.



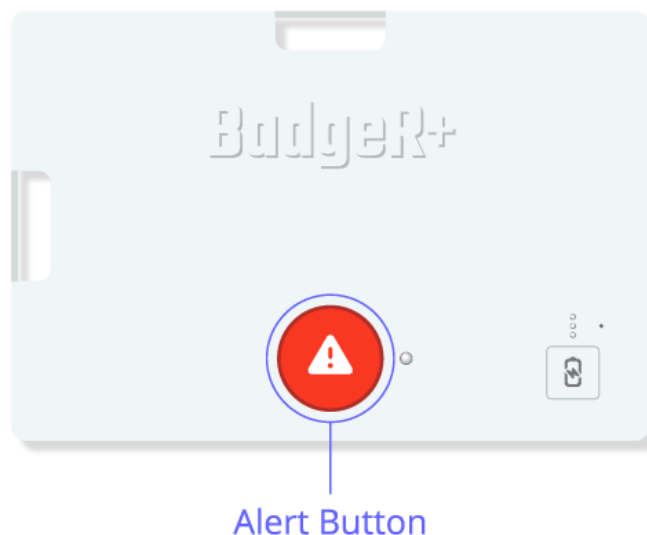
To charge the device, connect the USB-C cable that came with it to the charging port at the bottom of the device. Connect the other end to a standards-compliant USB power adapter that provides 5 V DC at 1 A or greater (5 W minimum). Higher-wattage USB-C power adapters may also be used.

After connecting the charger, press and release the Battery Button to confirm that the device is charging. The Battery Indicator Lights will illuminate sequentially to show that the device is charging.

If the device does not appear to charge, notify your system administrator.

10. Activating a Panic Alert

The large red button is the Alert Button.



Your organization determines which activation style is enabled for your device.

Possible activation styles include:

- Single press
- Double press
- Press and hold

KNOW YOUR ACTIVATION METHOD

Do not assume the activation style. Make sure you are trained on the activation method used by your organization. If you activate the device using the wrong style, the panic alert may not be sent.

| What Happens After Activation

When the Alert Button is activated, the device wakes and attempts to connect to Wi-Fi.

The device must connect to the configured Wi-Fi network before it can submit the panic event. This typically takes 5-10 seconds.

While the device is attempting to send the alert, the Status Indicator Light may blink white.

| Successful Activation

If the panic event is sent successfully, the device's haptic motor will vibrate 10 times, and the status indicator light will begin flashing green.

After the panic event is received, the 911Cellular system can create an active panic incident and notify configured portal users, responders, Emergency Response Team members, or downstream workflows.

The exact response process depends on your organization's configuration.

| Unsuccessful Activation

If the device cannot connect to Wi-Fi or the 911Cellular system, the alert will not be sent.

EMERGENCY FALLBACK

If this occurs during an emergency, seek help using another available method.

Afterward, give the device to your system administrator or support contact for review.

DO NOT CONTINUE USE

Do not continue relying on a device that failed to send an alert.

11. Pairing or Provisioning Mode

To configure the device, administrators must activate provisioning mode by holding the Battery Button down for several seconds. The status indicator light will blink blue while the device is in provisioning mode. Provisioning mode automatically ends after 30 seconds of inactivity and the device resumes normal operation.

If the device is in provisioning mode, it will not send a panic alert.

ADMINISTRATOR FUNCTION

End users should not attempt to provision, reset, or reconfigure the device unless instructed by an administrator.

12. Audio Streaming

Organizations can enable audio streaming for BadgeR Plus 5 panic activations.

If enabled, the device microphone—located near the Battery Indicator Lights— will stream audio of the incident to authorized personnel.

Audio streaming occurs only after activation and if enabled by your organization. The stream can last up to 10 minutes, depending on your organization's configuration. Audio streaming is accessible only from the 911Cellular Portal or Dispatcher App.

Avoid covering the microphone area after activation when possible.

Your organization is responsible for informing users how audio streaming is configured and used.

13. Location Tracking

Depending on your organization's configuration, the BadgeR Plus 5 may continue sending location updates after a panic alert has been successfully activated. These updates can help designated responders follow changes in the user's approximate location while the incident is active. Post alert tracking has a maximum duration of 30 minutes.

Location updates may use nearby Wi-Fi access points, Bluetooth LE beacons, or enabled third-party location services.

14. Automatic Device Health and Maintenance Check-Ins

The BadgeR Plus 5 can report device health information to the system when it successfully connects.

This may include battery level, charging state, firmware version, Wi-Fi signal information, IP address, device status, and last check-in time.

Administrators may use this information to monitor device readiness and troubleshoot issues.

| Low Battery

If the device reports a low battery, the system may notify configured users or administrators by email or SMS. Notification recipients and methods depend on the organization's system settings.

A low-battery notice means the device should be charged or inspected.

| Missed Check-In

If the system has not heard from the device recently, it may send a missed-check-in or inactive-device notice to configured users or administrators by email or SMS. Notification recipients and methods depend on the organization's system settings.

A missed check-in does not always mean the device is broken. Possible causes include low battery, weak Wi-Fi coverage, network changes, device off premise, authorization issues, or physical damage.

A device that cannot connect may not be able to report its own battery or health status.

15. When to Contact an Administrator

Contact your system administrator or support contact if:

- The device does not show the expected ready status
- The device does not charge
- The device shows an unexpected light pattern
- The device enters provisioning mode unexpectedly
- The device was dropped, damaged, or exposed to water
- The device failed to send an alert
- The device is being moved to a different user, zone, or building
- The organization's Wi-Fi network has changed
- You receive a low-battery or missed-check-in notice
- You are unsure which activation style is configured

16. Important Limitations

- The BadgeR Plus 5 requires Wi-Fi connectivity to send panic events.
- The device should only be used in areas where your organization has tested coverage.
- Location may be based on configured zones, Wi-Fi evidence, Bluetooth LE beacon evidence, third-party location data when enabled, or fallback routing.
- A panic event may still appear in the system even if it falls back to a broader default zone.
- Panic-triggered workflows, responder notifications, phone calls, text messages, audio streaming, and integrations depend on your organization's configuration.

USE AS PART OF BROADER SAFETY PROCEDURES

The BadgeR Plus 5 should be used as part of your organization's broader safety procedures, not as the only way to request help.

17. Care Instructions

- Keep the BadgeR Plus 5 charged.
- Check device status daily.
- The BadgeR Plus 5 should not be exposed to water. It is not rated as waterproof or water-resistant.
- Do not attempt to open, modify, reset, or repair the device.
- Do not change Wi-Fi, provisioning, certificate, or configuration settings unless you are authorized to do so.
- Report damaged, missing, unresponsive, or low-battery devices to your system administrator.