

GUARD1/tracking



Duress Device User's Manual

Version 11

Introduction

The Duress Device is a portable device that is worn on a duty belt or lanyard by officers, staff, or visitors. It monitors their status and transmits location and status information to a control room monitor. It can be used to signal an emergency.

The Duress Device sends a signal to the GUARD1 Tracking system once each second. If this signal is not seen for a specified number of minutes, or the Panic button is pressed, or if a secondary condition is detected, an alert is raised in the GUARD1 Tracking system.

Batteries

The Duress Device uses two Panasonic CR17345 batteries. These are field replaceable, non-rechargeable 3 Volt lithium batteries that have been qualified to support correct operation of the Duress Device. When replacement is necessary the replacement batteries must be of the same brand and type as those originally supplied. Failure to do so can cause improper operation or failure of the Duress Device.

Batteries can be replaced by removing the four screws on the back of the device and separating the halves of the housing. Follow the battery polarity markings in the battery chamber.

Important: Use only Panasonic CR17345 batteries

Using the Duress Device

The Duress Device has two buttons. The large red Panic button is for sending a panic alert. The small Test button is for testing and for changing the device mode between on duty and off duty.

There is one LED, which is used to confirm the device is operating, and to display battery status. Please see the Battery Status section of this manual.

The Duress Device has a vibration motor and a beeper. Either one of these, or both, may be enabled. These and other settings are configured for your facility by TimeKeeping Systems.

Primary Alert

The panic alert is the device's primary alert. When the device is in on-duty or off-duty mode, pressing the red Panic button causes the primary alert.

Secondary Alerts

There are three secondary alerts: not vertical / man down, no motion, and removed from holster. Each of these secondary alerts can be enabled or disabled. Each secondary alert has a grace period and a warning period. All of these are configured for your facility by TimeKeeping Systems.

Off Duty Mode

In off-duty mode, secondary alerts are disabled. The primary alert remains enabled, and pressing the Panic button will cause a panic alert. In off-duty mode the LED flashes green once every 10 seconds.

To place the device in Off Duty mode detach it from the holster and press the Test button, wait a few seconds, and press the Test button again. The device will beep to confirm.

Test

If you press the Test button while the Duress Device is in Off Duty or On Duty mode and detached from its holster, it will beep and vibrate while it runs a self-test. The LED will blink orange, then turn green to indicate a successful test. Press the Panic button once after the LED turns green to switch to On Duty mode, or press the Test button again to switch to Off Duty mode.

If the test fails, the Duress Device will still enter On Duty mode but it will notify the user of the failure with a “fail” beep and orange LED, and it will send an alert. The test can be repeated, which may resolve the error. Pressing the Panic button when the LED is solid RED may clear the error. If the test fails three times the device will be placed in a permanent error condition and should be returned to TimeKeeping Systems.

Test results can also be viewed with the Guard1 software.

On Duty

On Duty is the normal operational state of the Duress Device. There is no alert condition, and it is monitoring your status. The LED flashes green once per second when the batteries are good.


STATUS


Single beep entering Active mode

Replace the batteries immediately if any other behavior is observed. Please see the Battery Status section of this manual.

Warning

The Duress Device will signal a warning if one of these conditions exists:

- The device is not vertical
- There has been no motion
- The device has been removed from the holster

To stop the warning, correct the condition causing it.


STATUS


One beep every four seconds

To warn the user the Duress Device will beep and/or vibrate once every four seconds while the LED flashes once each second.

Some of these conditions may not be enabled and/or the warning period may be different, depending on how the Duress Device is configured for your facility.

Secondary Alert

If a Warning condition exists for more than thirty seconds, the Duress Device will signal an alert.

To stop the alert, correct the condition causing it.


STATUS


Double beep once every four seconds

The Duress Device will produce a double beep and/or vibration once every four seconds while the LED flashes once each second. Some of these conditions may not be enabled and/or the warning period may be different, depending on how the Duress Device is configured for your facility.

If the Duress Device goes into Secondary Alert mode, contact the Control Room as soon as possible to apprise them of the situation so they can take action, including acknowledging any generated alerts and turning off any emergency signals or sirens.

Panic Alert

To signal an emergency, press the Panic button. This indicates that an emergency exists and you are summoning help immediately. The alert will continue until five minutes have passed, or you cancel the alert.



STATUS



Rising and falling siren

The Duress Device will emit a siren tone and and/or vibrate once per second. The LED flashes green once each second. Replace the batteries immediately if any other behavior is observed. Please see the Battery Status section of this manual.

The Duress Device will signal an alert for five minutes from the last button press. Pressing the Panic button while in panic mode extends the alert. If the Duress Device goes into Alert mode, contact the Control Room as soon as possible to apprise them of the situation so they can take action, including acknowledging any generated alerts and turning off any emergency signals or sirens.

To cancel the Panic Alert, press and hold both the Panic and Test buttons for three seconds.

Battery Replacement

Duress Device batteries have an estimated life of approximately 18 months. Battery life varies depending on usage, abuse, and environmental conditions.

In low battery and very low battery mode, the Duress Device functions on a "best effort" basis. Follow these guidelines for best performance:

- Replace batteries annually.
- If a Low Battery alert occurs, replace the batteries as soon as possible, ideally at the end of the shift.
- If a Very Low Battery alert occurs, replace the batteries immediately.

Battery Status

Good Battery: In normal operation the LED will flash green and the device will transmit location and status information once each second.

Low Battery: When the battery has lost most of its capacity the LED will flash orange, the beeper will sound, and the device will transmit location and status information once every 10 seconds. Functions including secondary alerts, test mode, and off duty mode are disabled. Replace the batteries immediately.

If the large red Panic button is pressed when the Duress Device is in Low Battery mode, the Duress Device will transmit a Panic Alert at full power while the LED flashes orange once each second and the beeper emits a repeated rising siren tone. To conserve power the device will not vibrate.

Very Low Battery: If operation continues and the battery becomes nearly empty the Duress Device will enter Very Low Battery mode and will appear dead. In Very Low Battery mode you cannot

rely on continued operation of the Duress Device. Discontinue use of the Duress Device until the batteries are replaced.

If the large red Panic button is pressed when the Duress Device is in Very Low Battery mode, the Duress Device will transmit a Panic Alert at limited power and the LED will flash red once each second only if there is sufficient battery capacity. Depending on your location the alert signal may not be strong enough to be received. The Duress Device will transmit a Panic Alert for only as long as the battery lasts. There is no other functionality in Very Low Battery mode.

FCC Statements

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter meets both portable and mobile limits as demonstrated in the RF Exposure Analysis. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

This device complies with Part 15 of FCC Rules. Operation is subject to the following 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.

Changes or modifications not expressly approved by TimeKeeping Systems, Inc. could void the user's authority to operate the equipment.

Industry Canada Statements

English:

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This product complies with FCC & Industry Canada's RSS-102 radiation exposure limits set forth for an uncontrolled environment.

French:

Conformément aux réglementations d'Industry Canada, les émetteurs radio de cet appareil ne peuvent fonctionner qu'à l'aide d'une antenne dont le type et le gain maximal (ou minimal) pour ces émetteurs - transmetteurs sont approuvés par Industry Canada. Pour réduire le risque d'interférence éventuelle pour les autres utilisateurs, le type et le gain de l'antenne doivent être choisis de manière à ce que la puissance isotrope rayonnée équivalente (p.i.r.e.) minimale nécessaire à une bonne communication soit fournie.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Ce produit est conforme à la norme FCC et aux limites d'exposition au rayonnement RSS-102 d'Industrie Canada définies pour un environnement non contrôlé.