GUARD1

Protecting lives and reputations

Service Manual

GUARD1/Duress

Version 12.P

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TimeKeeping Systems Contact Information

Technical Support: **Sales:**

Phone: 216-595-0890   Phone: 216-595-0890

Option 2   Option 1

Email: support@guard1.com   Email: sales@guard1.com

If any of your hardware requires an RMA or support, please use the form located here:

https://www.guard1.com/support/rma/ Or call support using the above information

1.A. What is Guard1 Duress?

Guard1 Duress uses a combination of Guard1 Duress Devices, Tracking Receivers, Tag Readers and Tower lights to monitor your staff or officers throughout the covered area. This provides features such as Panic/Duress situation alerts on the Guard1 client, audible and tactile feedback on the duress device as well as an emergency siren for when a user is in a duress situation.

The idea behind the Guard1 Duress system is to provide safety and security while a user is equipped with a Guard1 Duress Device or a Duress Pendant. Most Duress systems are deployed with a Guard1 Tower light to provide an emergency visual aid and audible emergency.

2.A. Hardware Overview

For starters, the Duress 12 Pendant has two basic modes we call "States": On Duty and Test.

1. On Duty, is the main state that the Duress 12 will be in when in use. This mode enables the lanyard, clip, and the panic button to be used in an emergency situation. Upon certain configurations, it may be required that you test your configured tool (Lanyard or Clip) prior to placing the device into On Duty.
2. Test, is the secondary state that is used, as the name suggests, to test the device. In this state it is necessary to test all mechanical functions of the device. During this state, the device also performs its own self-diagnosis of potential issues and will test:
   a. The vibration motor
   b. The battery
   c. The antenna
   d. The LED
   e. The Clip (Manual)
   f. The Lanyard (Manual)

There are four mechanical 'switches' on the pendant that can be used for various features. Please see the below images to learn about all of them and their functions.
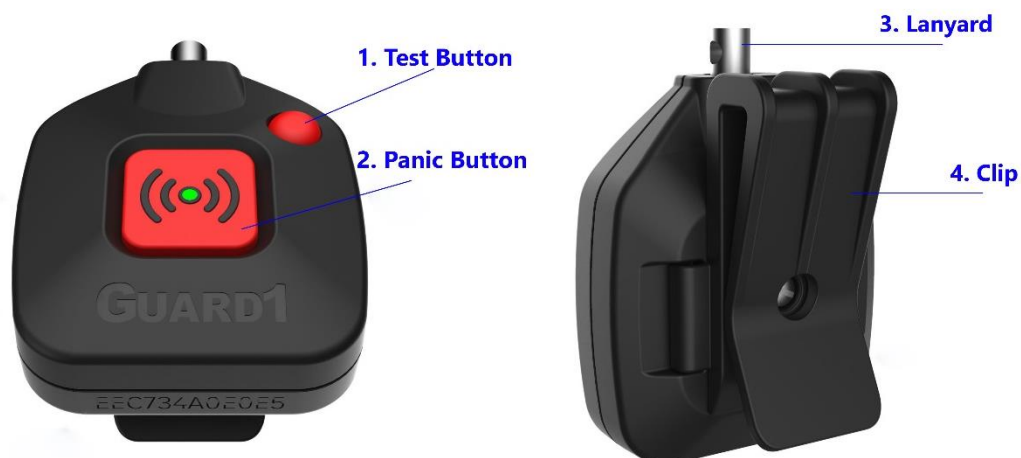
Descriptions of the mechanical hardware:

1. Test Button: Allows the user to test the device at any time
2. Panic Button: Sets the device into the Panic state and alerts the facility to the situation
3. Lanyard: Pulling the lanyard off will also set the device into the Panic state
4. Clip: Pulling the clip off will also set the device into the Panic state

Note: Your facility may only have a lanyard or a clip installed. The device is configured to have only one of these attached by default

3.A. RMA Process overview

To view the warranty of the Duress 12 please travel to: https://www.guard1.com/support/warranties-licensing/

Please visit this link and provide the information regarding the broken unit. We will then issue you the RMA form with instructions on where to send the unit in for repair.

Visit https://www.guard1.com/support/rma/ to submit an RMA form.

Please provide as much information as possible about each device and the problem(s) you are having such as:

1. What is the Device serial number or MAC Address? (Etched into the bottom of the device)

IE:

2. What symptoms is your device having?

3. Have you attempted to replace the batteries?

4.A. Self Service

4.B. Troubleshooting with the Guard1 Client.

In some cases, it will be easier to determine an issue with the system configuration, the Duress 12, or the Guard1 Server by using the Guard1 desktop client. While the Duress 12 Pendant has a built-in diagnosis when users press the 'Test' button, more information may be available in the Guard1 client.

Any and all information about the pendant relies on if the pendant is assigned to an officer. Your first step should be to verify if the pendant is assigned to an officer:

Note: You must be near a Tag reader that is currently configured and connected to the network.

Note: You must also have 'Guard1Management' and 'Guard1ControlRoom' group membership to proceed.

1. Verify the pendant is assigned to an officer by:
   a. Opening the Guard1 Client
   b. Navigate to the 'Manage' tab
   c. Type in the name of the officer that the pendant is assigned to (If you don't know what officer is assigned, select a random officer)
   d. Once the officer is selected, in the center of the screen, you should see additional tabs become available, navigate and click on the one named 'Tracking Tag'
   e. On the bottom of the window pane, there should be a drop down for you to select a tag reader. Select the one you are sitting closest to and place the duress device on the tag reader. The duress device should appear in a list in the open viewport. (See image below):
      i.
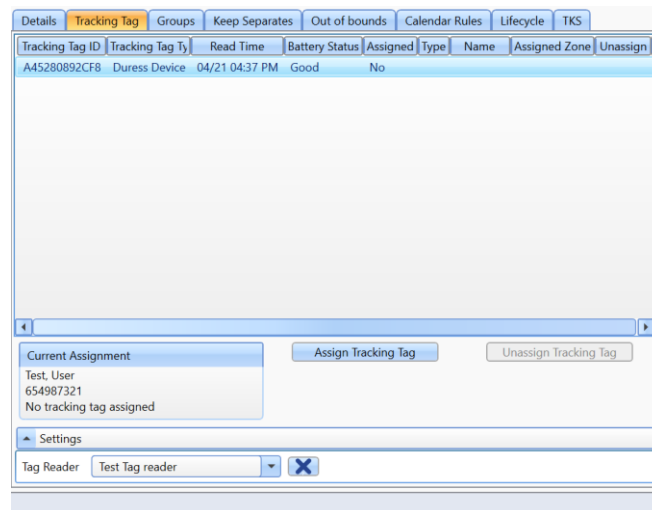
   f. The Item in the list displays the serial number of the Duress Device, ensure that it matches the serial number on the device before continuing.
   g. If the duress device is assigned to an individual, their name will appear under 'name'. If there is no name listed then the device in question is not assigned and should be before continuing.

2. View the pendant details by:
    a. Opening the Guard1 Client
    b. Navigating to the 'Control' tab
    c. Clicking on 'Officers'
    d. Searching for and selecting the officer
    e. View the 'Duress Device Summary' pane in the viewport (See the image below)
        i.
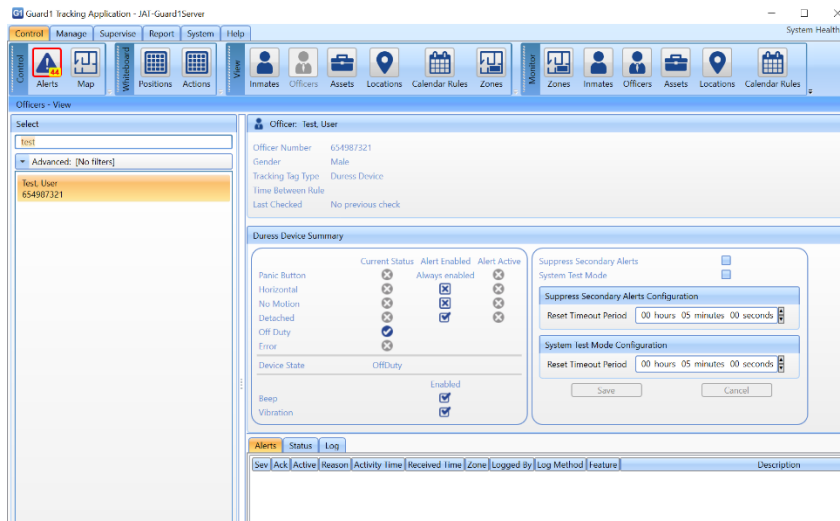
f. If the Duress details displays a RED 'X' beside the 'Error' status, you must submit an RMA for repair. Please follow the above process on page 5.

Use the Duress device summary screen to help troubleshoot any issues you may be having. It is not uncommon that most issues could be the cause of a configuration issue with either the Device itself, the Guard1 Officer Object, or the tracking system. If any of these issues require assistance with Guard1, please reach out to our support team using the above information on page 2 of this document.

4.C. Replacing the battery in the pendant

The battery used is a single standard CR2450

If the device is in need of a battery replacement, it is simple to replace however there may need to be some steps taken prior to removing the battery.

If the device is still powered on and configured for an individual in the Guard1 system, its best to place the device into a sleep mode (Shipping Mode) prior to removing the battery. To do this simply:

1. Place the device into 'On-Duty' by pressing the 'Test' Button, perform the hardware test (remove and reattach the clip or lanyard) and press the 'Panic' button after a Green LED
2. Once the device is in On-Duty, Press and hold the 'Test' button for 5 seconds. This will place the device into 'Bluetooth pairing mode'

3. While in 'Bluetooth pairing mode', press and hold both 'Panic' and 'Test' buttons for 5 seconds. Afterwards, you should hear a chime down sequence and the device should only blink once after 10 seconds being in this mode
4. The device is now in shipping mode and can now be serviced.
5. Be sure that the lanyard and clip are removed from the duress device
6. You will need a T60 head (3/32") to remove the security screw for the battery
7. Unscrew the security screw and remove the back cover
8. Remove the battery by pressing the security tab on the battery housing
9. Insert a new battery and repeat the above step in revers to secure the battery to the device
10. The device is in shipping mode by default when a new battery is inserted
11. To place the device back into On-Duty mode, repeat step #1

FCC Statements

Pursuant to FCC 15.21 of the FCC rules, changes not expressly approved by TimeKeeping Systems, Inc. might cause harmful interference and void the FCC authorization to operate this product.

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

Industry Canada Statements

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.

This device complies with Part 15 of the FCC Rules and Innovation, Science and Economic Development Canada license-exempt RSS standard(s). 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.

Cet appareil est conforme à des règlements Innovation, Sciences et Développement économique Canada exempts de licence standard RSS (s). Son fonctionnement est soumis aux deux conditions suivantes: (1) Ce dispositif ne doit pas causer d'interférences nuisibles, et (2) cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.