

GUARD1

Protecting lives and reputations



User Guide

GUARD1/Real Time

Version 8.0

Duress Only

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TimeKeeping Systems Contact Information

Technical Support:

Phone: 216-595-0890

Option 2

Email: support@guard1.com

Sales:

Phone: 216-595-0890

Option 1

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.

1.B. Hardware Overview

What does the Guard1 Duress hardware look like and what is an overview of their functions?

Below is all the hardware that is typically used in a Guard1 Duress system. Guard1 offers product solutions of many types. Although this guide is meant for Duress only, other systems we provide can be used all together including Duress systems.

2.A. Guard1 Duress Device 11



Importance: **Mandatory**

Details: The Guard1 Duress Device is a signal device for personal protection. The device is assigned to an officer or staff object within Guard1. Once assigned, it will belong to the specific person for as long as it remains associated to their object in the Guard1 server. This person object could be a unique or static object like “Visitor 1, Nurse 1, Attorney 1, Etc.”

Please see the Guard1 Duress Device 11 Admin guide or User Guide for more details.

Functions: The main function of the Duress Device is to act as a personal panic alarm. At any point when the user feels they are in duress, they are able to press the panic button to enable the panic duress state.

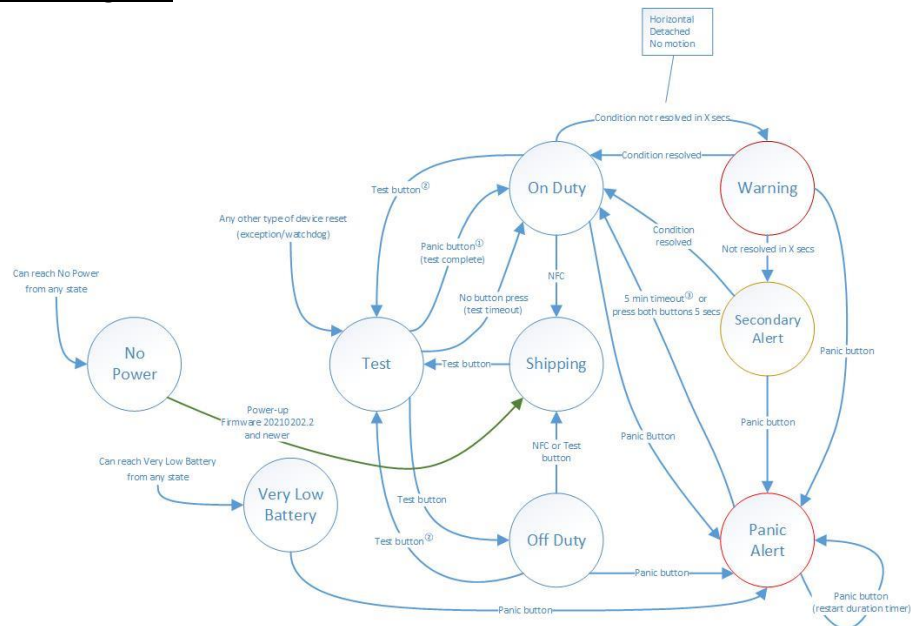
Doing so will emit a high pitched tone¹, a visual LED will flash¹ and a tactile vibration motor will begin to vibrate¹. This state is called PANIC and will also send a signal to the Guard1 server which will enable the various instruments configured to activate in this state. For example, the Tower light will begin to alarm and flash accordingly¹.

2.B. DD11 Secondary Functions: The Duress Device 11 has functions that can be configured or disabled. These are called 'Secondary Alerts'. These secondary alerts include:

- No Motion Alert:
If the Duress Device is motionless for the configured timeframe¹, (default is 30 seconds) the device will enter 'Secondary Alert' state and begin to alert the Guard1 system that the user is in a no motion state.
- Man-Down Alert:
If the Duress Device is horizontal for the configured timeframe¹, (default is 30 seconds) the device will enter 'Secondary Alert' state and begin to alert the Guard1 system that the user is in a horizontal state.
- Detach Alert:
If the Duress Device is removed from its holster and stays removed for its configured timeframe¹, (default is 10 seconds) the device will enter 'Secondary Alert' state and begin to alert the Guard1 system that the user is in a detached state.

* 1 = The settings can be configured to be on/off or the timeframes can be increased or shortened

2.C. DD11 State Diagram:



① To prevent inadvertent Panic alerts, pressing the Panic button will not change the device state for a configurable interval (grace period) after the completion of the self-test (default = 10s).

② The device must be Detached to enter Test (unless the Detached Alert option is disabled). The device will keep track of the time of the last attached and detached transitions to verify the Hall effect sensor works. If the last seen attached-to-detached event is greater than the configured interval (default = 60s), the self test fails.

③ The timeout is configurable.

The diagram above explains the flow of how the Duress Device 11 functions. Explaining this to your users and possibly even showing them this will help them better understand what each state means.

There are many states to the Duress Device 11 however the **six** most important are described below:

On Duty: When the device is in this state:

- It is advertising every second
- All configured secondary alerts are enabled (Read page 5 to see defaults)
- Panic button can be pressed to enter the Panic State

Test: When the device is in this state:

- It is advertising every second
- Can only be exited by pressing the Panic button (On Duty) or the Test button (Off Duty)
- Has a 5 minute timeout so if no button is pressed it will automatically enter On Duty mode

Off Duty: When the device is in this state:

- Is advertising every 10 seconds
- No configured secondary alerts are enabled (Detach, No Motion, Horizontal)
- The panic button can still be pressed and used like normal and will enter the Panic State

Secondary Alert: When the device is in this state:

- One of the three configured settings are not satisfied:
 - o The device is horizontal for some time
 - o The device hasn't been moved for some time
 - o The device is away from it's holster²
- The Duress device will emit a 'chirp' sound signifying it is in the secondary alert
- The Duress device will vibrate for tactile feedback and to signify it is in secondary alert
- An alert will appear in Guard1 under the user who is assigned this device. This alert will also appear in the overall Alerts screen in Guard1
- (Optional) If a Towerlight is configured, a yellow light will flash signifying that a secondary alert is active

Warning: When the device is in this state:

- The Duress device will emit a 'chirp' sound signifying it is in the warning state
- The Duress device will vibrate for tactile feedback and to signify it is in a warning state
- One of the three configured settings are not satisfied:
 - o The device is horizontal for some time
 - o The device hasn't been moved for some time
 - o The device is away from it's holster²
- There will not be an alert in Guard1 while the device is in this state. Only if the device is left unsatisfied will it then transition to Secondary Alert state and send an alert to Guard1

Panic Alert: When the device is in this state:

- The Duress Device will emit a loud 'Alarm' sound signifying it is in the state of panic
- The Duress Device will vibrate for tactile feedback and to signify it is in a state of panic
- An alert will appear in Guard1 under the user who is assigned this device. This alert will also appear in the overall Alerts screen in Guard1
- (Optional) If a Towerlight is configured, a Red light will flash signifying that a panic alert is active
- (Optional) If a Towerlight is configured, a Emergency alarm will sound signifying that a duress situation is active. Users of the Tower Light should immediately refer to Guard1 and verify the panic alert

* 2 = The holster is not married to the duress device. There is a magnet inside the holster that tells any Duress Device 11 that it is holstered.

3.A. Guard1 Tracking Receiver



Importance: Mandatory

Details: A Guard1 Tracking Receiver is a hardware component at which an RFID Frequency is listened to on a series of channels. RFID Frequencies are broadcasted from various types of hardware provided by Guard1 which communicate to the Guard1 Tracking Receivers when nearby. A few examples of these hardware components include:

- Tracking wristbands
- Duress device (Rechargeable)
- Duress device (Extended battery)
- Precision Locator Tags

Functions: The Guard1 Tracking receivers act as one of the many ways for Duress Devices or Tracking wristbands to communicate to the Guard1 Server. The more tracking receivers installed throughout a facility, the better the coverage for your tracking needs.

Technical Specs and configuration: continue to section **4.A.**

4.A. Guard1 Tower Light



Importance: Highly Recommended

Details: The Guard1 Tower light is a secondary piece of hardware intended only for Guard1 Duress systems. This tower stack light will emit a loud emergency sound and flash its configured LED if a Duress device is either in a Panic or secondary state¹.

Functions: The Tower light can be configured to only have a Red, Yellow or Green LED. There are many combinations for each of the three colors of LED lights and all three can be easily removed/added. The typical configuration is depicted in the image above with a Red LED installed above a Yellow LED.

There are a few different states of the tower light that can be configured however a facility decides to use them. The typical functions are configured based off of alert severities listed below:

- **Informational:** Tower light does nothing
- **Informational Acknowledged:** Tower light does nothing

- **Critical:** The Tower light will flash a Yellow Led light informing that a secondary, critical alert is active
- **Critical Acknowledged:** The Tower light will have a solid Yellow LED Light informing that the secondary critical alert is still active but has been acknowledged in the Guard1 system

- **Emergency:** The Tower light will have a flashing Red LED and the buzzer will be emitting an emergency siren¹. This indicates that there is an active emergency from a duress device!

- **Emergency Acknowledged:** The Tower light will have a solid Red LED and the emergency siren would have been disabled. This will indicate to staff that the panic duress is still active and the control center staff has acknowledged the panic state

* 1 = The settings can be configured to be on/off or the timeframes can be increased or shortened

5.A. Guard1 Tag Reader



Importance: Mandatory

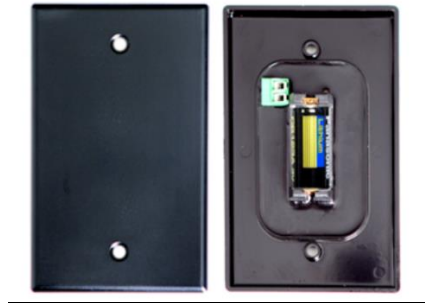
Details: A Guard1 Tag reader is used to commission a Guard1 Duress Device or Tracking tag to a person or object inside the Guard1 server. The tag reader is typically stationed near a Guard1 accessible terminal and is used by staff that is regularly managing incoming and outgoing users of the hardware. For example, if the tag reader is used to commission staff to Duress Devices, it should be located in or near an area where the Duress Devices are housed while not in use.

Functions: The tag reader is the tool used to commission Duress Devices and Tracking tags to people. Although the SuperMAX device can assign these memberships, the tag reader will make a permanent solution to assigning new individuals to your Guard1 system.

Technical Specs: The tracking tag reader is similarly configured like the Tracking Receiver. You can read about its specs in section **3.A.**

To configure the tag reader, continue to section: **7.D. and 7.E.**

6.A. Guard1 PLT (Precision Locator Tag)

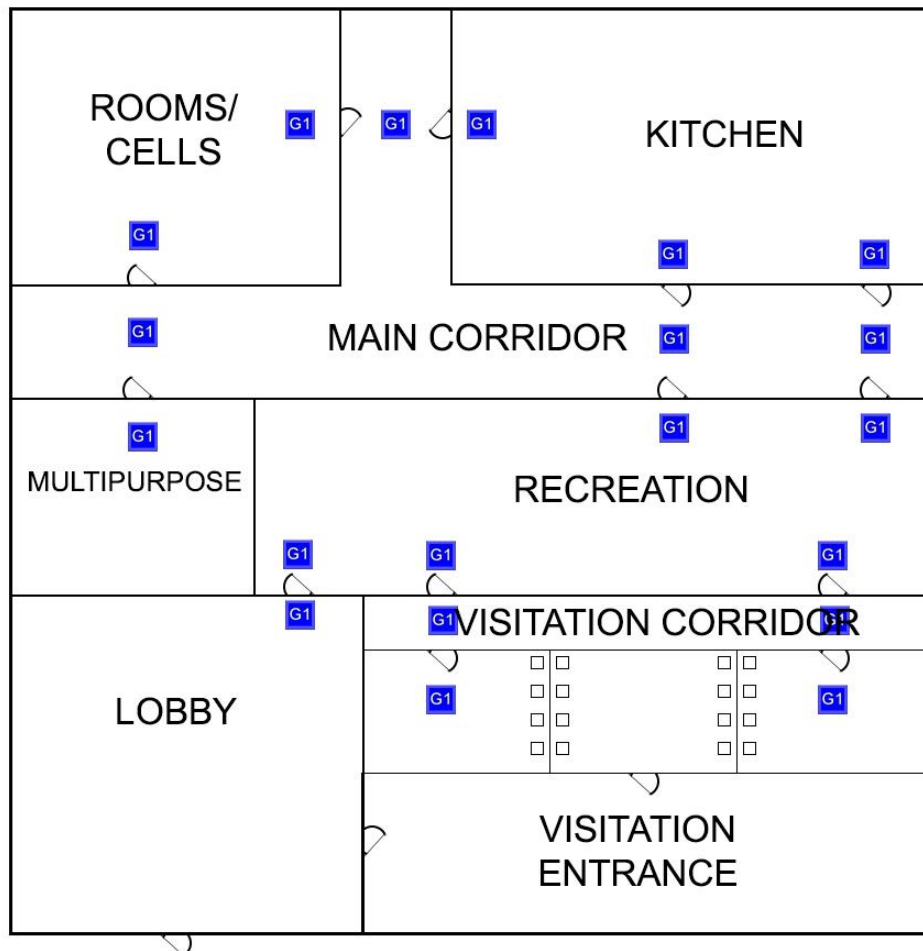


Importance: **Highly recommended**

Details: The Precision location tag is true to its name. It advertises every second so that any inbound Duress Devices in a panic state will record the ID that is getting broadcasted. This will then tell the Guard1 System that the individual who is in a panic state is nearby a specific PLT.

Functions: PLT's can be hardwired or powered via a battery (CR123a 3v). PLT's can also be used as NFC location tags in use with a Guard1 SuperMAX device. The typical and widely used function are in use with a Duress Device. Only when a Duress Device is in a panic state will it record the ID of the nearest PLT (Within 30ft) and report its closest PLT ID to Guard1.

7.A. Understanding Receivers and the Basic Tracking Layout



The above image displays typical locations where Tracking receivers may be installed. Our system is a Zone Based Tracking system. This means that a user will transition (move position) from one zone to the next based off of their position. With this in mind, we have a few goals that we aim to reach with every Guard1 Duress system.

1. Make sure any possible route is covered with a zone and a receiver within range
2. Make sure coverage is acceptable in the fact that when a user transitions from one zone to the other, the system will record the movement accordingly
3. Make sure the receiver placement doesn't overlap with another zone or create conflicting zone transitions

7.B. Receiver Installation Requirements

This section is meant to inform more advanced users of the installation requirements of the Guard1 Tracking receiver.

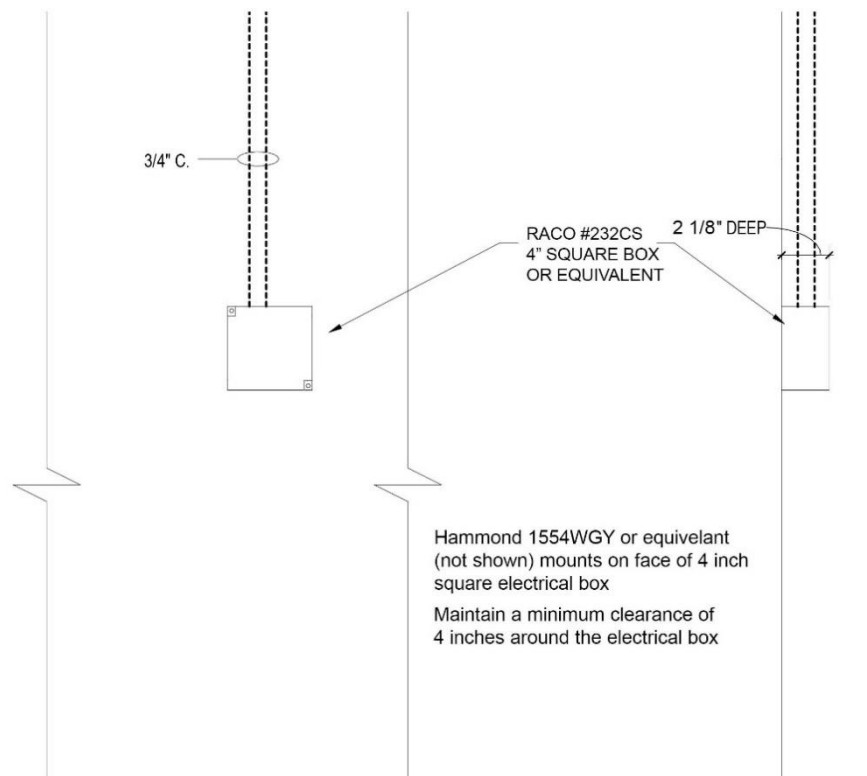
The Guard1 Tracking Receiver shown below is used for all receiver installations. The Guard1 Tracking Receiver measures 4.5" x 5.625" x 1".



- 1) Receivers can be wall or ceiling mounted as determined for the best coverage of the area in question.
- 2) The receiver alone can be covertly mounted above suspended ceiling panels.
- 3) Exposed receivers shall be mounted inside a rugged and weatherproof plastic enclosure appropriate for the location.
- 4) The receiver and its enclosure shall not be recessed in or covered by concrete or plasterboard walls or ceilings.
- 5) Receivers shall not be mounted near large metal objects.
- 6) Receivers shall be mounted within 10 feet on either side of monitored doorways.
- 7) When cabling for exposed receivers is buried in a wall or ceiling, the Ethernet cable shall terminate in a standard flush mounted 4" square electrical box (RACO #232CS, Steel City 4-SDW-SPL, or equivalent) with cover plate attachment screws. The cover plate is not required.
 - a) There shall be 4" of clearance around the electrical box to allow mounting of the larger plastic enclosure (Hammond #1554WGY or equivalent) to the face of the electrical box using the cover plate attachment screws from the electrical box.
 - b) There shall be 24 inches of Ethernet cable terminated with a male RJ-45 connector coiled inside the electrical box to allow connecting the receiver.
 - c) The plastic enclosure shall be drilled to accept the two #8-32 cover plate attachment screws that hold the back of the plastic enclosure to the face of the electrical box. A larger (5/8") hole shall be drilled in the center of the bottom of the plastic enclosure for the RJ 45 connector and cable to pass through.
 - d) After drilling the plastic enclosure, pull the Ethernet cable through the large hole, mount the plastic enclosure and secure its cover leaving the Ethernet cable coiled inside.

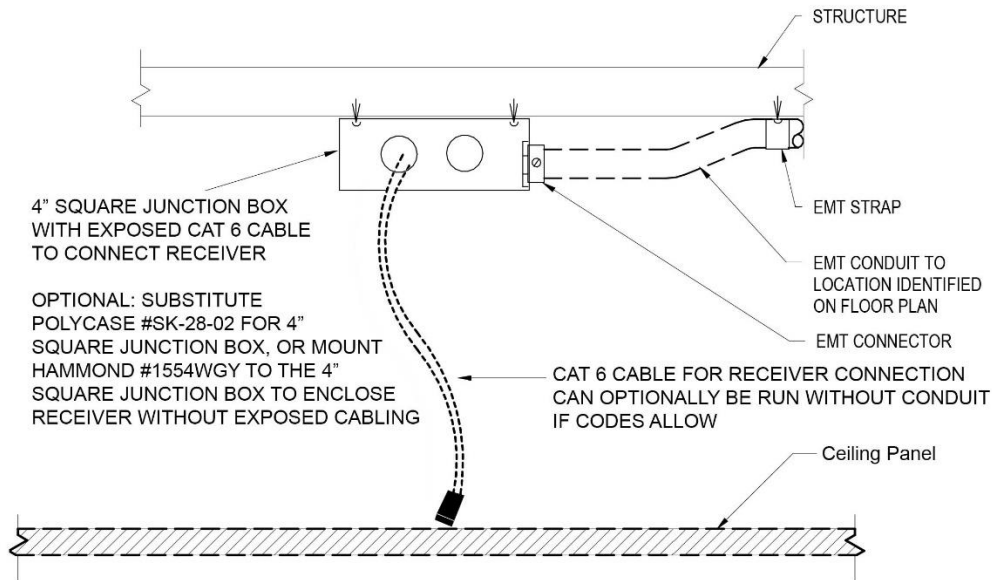
- 8) When conduit and cabling for exposed receivers is surface mounted on walls or ceilings, the Ethernet cable shall terminate in a surface mounted plastic enclosure (Polycase #SK-28-02 or equivalent).
 - a) There shall be 24 inches of Ethernet cable terminated with a male RJ-45 connector coiled inside the plastic enclosure. The cover and all cover mounting screws shall be in place after mounting.
- 9) Cables shall be clearly labeled with cable ID.
- 10) Documentation to be provided with cable ID shall include the patch panel ID, switch name and port.
 - a) A standard 802.3af PoE switch will support four receivers and three splitters per port.
 - b) A PoE Plus (802.3at) switch may be capable of supporting additional receivers.

Mounting Examples:



Ceiling or Wall with Flush Mounted 4" Square Electrical Box

Indoor receivers can be covertly mounted above a suspended ceiling.

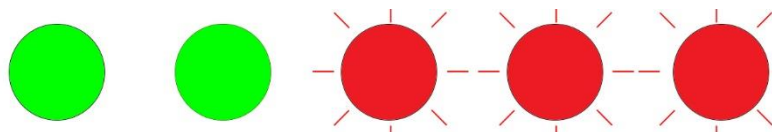


7.C. Understanding the receiver's LED status lights

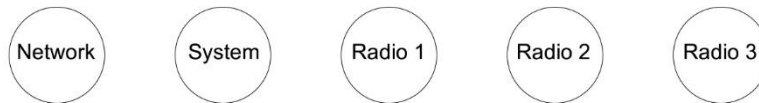
Each forward-facing LED Status light is tied to a specific set of features. The color and behavior of each LED light will help the user identify any potential problems with the receiver in the future along with guiding the user to configure the receiver for production use.

Below is an image of the indicators on a preconfigured receiver that is currently setup and in use. This is referred to as "Idle".

Idle:



Each LED is an indicator that will inform you the status of each specific component that the LED represents. The components are displayed in the image below.



Network: The Network LED will inform the user of the operating status

- GREEN: This will indicate the network parameters are secured and the web page is deployed
- GREEN FLASHING: This will indicate that the receiver is unable to power on successfully or obtain an IP address

System: The System LED will inform the user of the connection status to the Guard1 server or the local network connection

- GREEN: This will indicate the network parameters are secured and it is connected to the Guard1 Server
- AMBER: This will indicate that the receiver is connected, the web page is accessible however, there is no connection to the Guard1 Server and the receiver is actively attempting to connect to the Guard1 Server
- RED: This will indicate that the receiver is unable to connect to the Guard1 Server

Radio LED's: These LEDs simply inform the user of the activity of each radio antenna

7.D. Configuring the Receivers

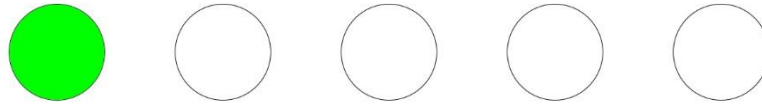
The receivers must be configured in two interfaces in order for Guard1 to use it. The first of which is located locally to the receiver itself. The second interface is the Guard1 client.

The first interface will become available via an accessible webpage locally on the receiver once it has fully booted and is connected to a network.

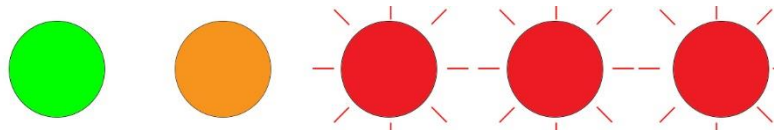
The second interface will become available only if the Guard1 Server has been installed and the "Device Hub" Service has also been installed.

Configure the local web interface on each receiver:

- Once the receiver has been installed and powered on, it will take a few moments for the hardware to fully boot. To indicate that the receiver is booting up a GREEN LED will light up. The LED sequence will resemble the below image.



- After the boot process is complete, the receiver will attempt to use its default settings to obtain an IP address. When an IP address is obtained, it will then attempt to connect to the configured server host. A new receiver will not have a server host or an IP specified unless mentioned otherwise. At this moment you will need to login to the receiver's web page. The LED sequence will resemble the below image.



- To login to the webpage, navigate to a web browser on a PC that is connected to the same network as the receiver. Then inside the URL bar of the web browser, type in the device's default network name.
 - o The network name can be found by using the device's serial number. Simply add a (<http://tks>) in front of the serial number.
 - o IE: Serial number is: 002223580496 then the network name will be <http://tks002223580496>
- If you were able to successfully connect to the receiver's web page, you will be prompted with the main home page of the receiver which will resemble the below image.



Home MCU and UART Diagnostics Radios Settings

Receiver Status and Configuration

Name:	Receiver 002
Firmware Revision:	6.40.11208.1
SDRAM Firmware Revision:	J
Serial Number:	580496
IP Address:	
Address Type:	DHCP
MAC Address:	00-22-23-58-04-96
Network Name:	TKS002223580496
Web Service Host:	
Web Service Host Address Type:	DNS
Upticks:	1156100

- To change the network parameters, navigate to “settings”



Home MCU and UART Diagnostics Radios Settings

- Inside “Settings” you will see the two main categories you will need to change in order to configure the receiver:
 - IP ADDRESS – Specifies the IP address of the receiver
 - WEB SERVICE HOST – Specifies the network name or IP of the Guard1 Server

IP Address

Address Type: Static IP ▾

Static IP Address: 0 0 0 0

Subnet Mask: 0 0 0 0

Default Gateway: 0 0 0 0

Primary DNS Server: 0 0 0 0

Alternate DNS Server: 0 0 0 0

Enter password and press button: Update IP Address

- Address Type: Allows you to switch between setting the network config to DHCP or Static
 - Static IP Address: Displays or allows you to enter the static IP Address of the receiver
 - Subnet Mask: Displays or allows you to enter the Subnet Mask of the receiver
 - Default Gateway: Displays or allows you to enter the default gateway of the receiver
 - Primary DNS Server: Displays or allows you to enter a Primary DNS Server
 - Alternate DNS Server: Displays or allows you to enter an alternate DNS Server
- After your network parameters have been set, enter the default password '**Guard1**' and click on "Update IP Address".
 - A prompt will appear informing you that the network settings have changed. You may need to navigate to the receiver using the new network parameters which were assigned to the receiver.
 - After the network parameters have been set accordingly, you will need to enter the connection properties for the Guard1 Server. This is done in the Web Service Host category.

Web Service Host

Address Type: DNS Name ▾

DNS Name:

IP Address: 13 90 247 2

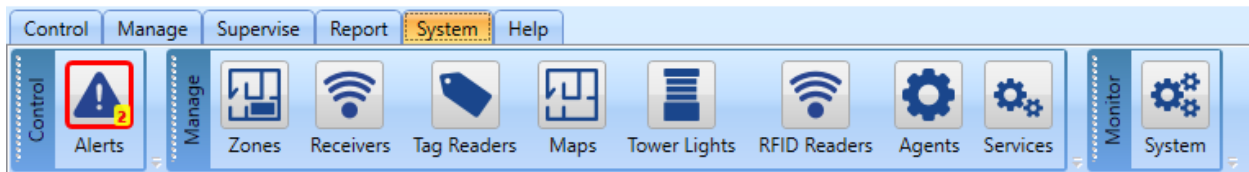
Enter password and press button: Update Web Service Host

- Address Type: allows you to toggle between using the DNS name or the Static IP Address of the Guard1 Server
- DNS Name: allows you to enter the DNS name of the Guard1 Server

- IP Address: Allows you to enter the IP address of the Guard1 Server
- Once all connection settings have been set, save the settings by typing in the default password 'Guard1' and click the "Update Web Service Host" button.
- A prompt will appear informing you that the web service host has been changed

Configure the Receiver in the Guard1 Client:

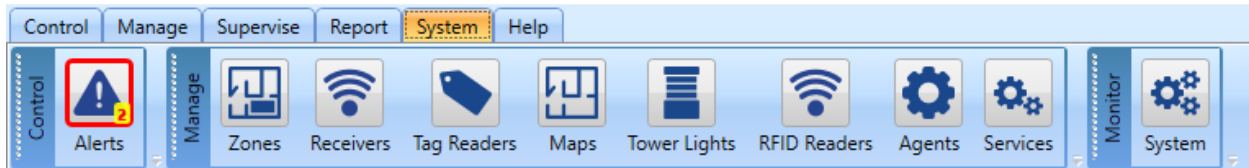
- Open the Guard1 Client
- Select the "System" Tab:



- Click on "Receivers"
- Click on the '+' button to add a receiver
- Fill in the receiver parameters
 - Host Name: The network name associated with the receiver (may also be IP address)
 - Description: A simple description of the Receiver (location)
 - Note: If the description is left blank, the Network Name will take its place
 - MAC: MAC Address associated to the receiver
- Click on 'Save'
- **If configured properly, you will see "Device is operational" under 'Device Status'**

7.E. Configure a Tag reader in the Guard1 Client:

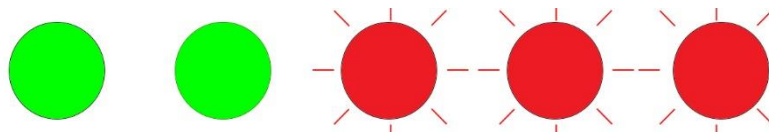
- Follow the steps to point the receiver to the Guard1 Server (Page 17 Section 7.D.) before continuing
- Open the Guard1 Client
- Select the “System” Tab:



- Click on “Tag Readers”
- Click on the ‘+’ button to add a receiver
- Fill in the receiver parameters
 - o Host Name: The network name associated with the receiver (may also be IP address)
 - o Description: A simple description of the Receiver (location)
 - Note: If the description is left blank, the Network Name will take its place
 - o MAC: MAC Address associated to the receiver
- Click on ‘Save’
- **If configured properly, you will see “Device is operational” under ‘Device Status’**

7.F. Tracking Receivers/ Tag Readers in Conclusion

If all went well, your receiver should be displaying the below LED Status’s.



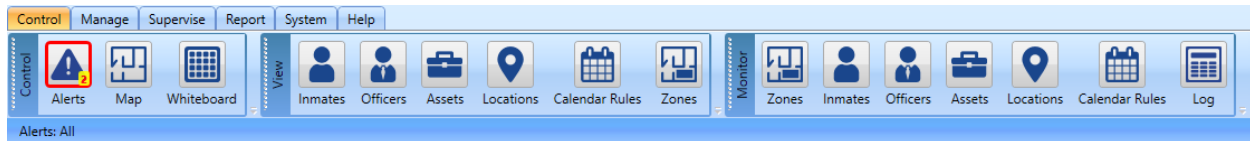
If the receiver doesn’t resemble the status indicators as the image above, you may have incorrect network properties set on the receiver. Other issues may include:

- The Device HUB Service is ‘Stopped’ or not installed on the Guard1 Server
- The firewall is not allowing inbound or outbound traffic from port 80

The receiver is plugged into a switch which is not on the same network as the Guard1 Server

8.A. Guard1 Desktop Client Overview

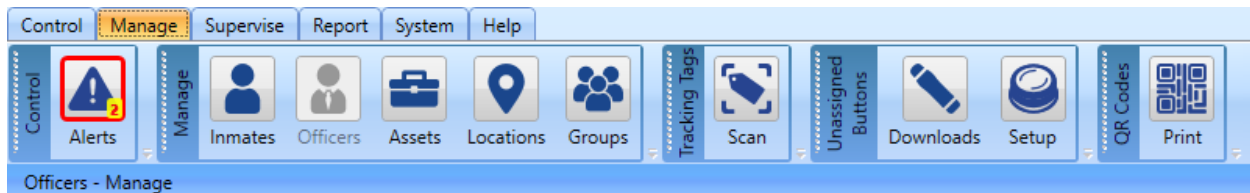
8.B. Control Panel



Function: This Tab is set to “Read Only” and “Acknowledge”. No modifications to the system setup can be completed from this Tab. It is generally the Tab that you will give access to your line staff for monitoring daily activities.

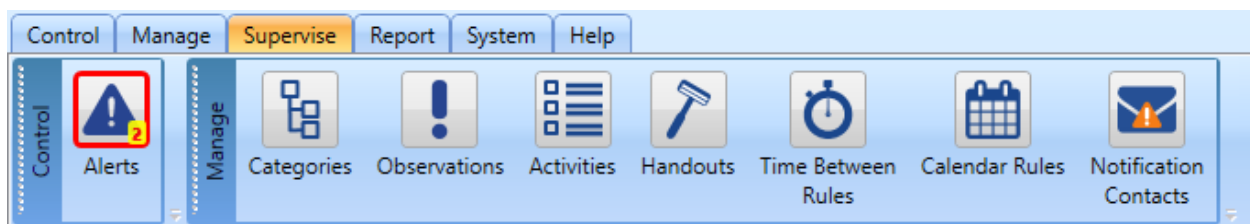
EX: If the user would like to view the available Locations, they would select the ‘Locations’ Button. If a user would like to see a list of all available officer in the system, they can navigate to “Officers” and select/search the name of an individual officer.

8.C. Manage Panel



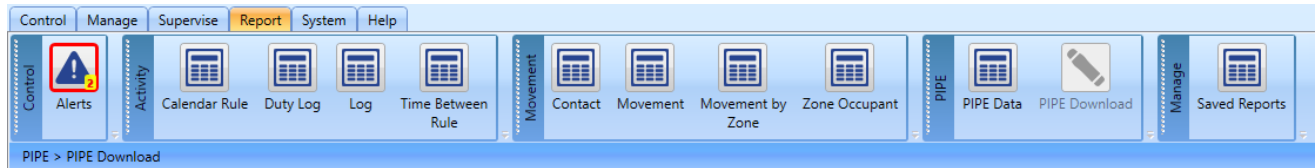
Function: Allows you to add/remove/edit your officers or any other object your system may have.

8.D. Supervise Panel



Function: Allows you to add/edit tour rules for Time Between Rules and Calendar Rules. Also, add/edit observations which are optional

8.E. Report Panel

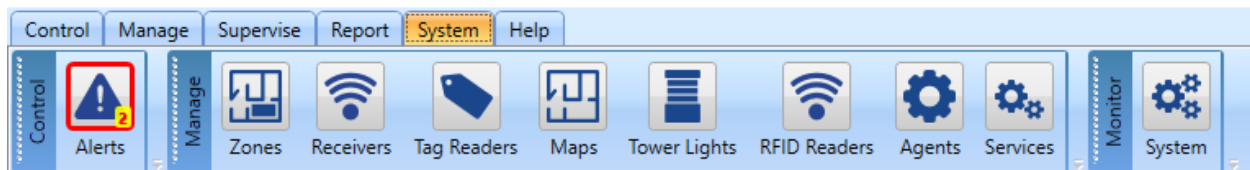


Function: To generate/view various tour reports

Log report: Used to generate a report from various log entries. Anything from On/Off Duty, device status, alert acknowledgements, that are generated can be reported from here.

Movement Reports: Use these reports to see the contact, movement or occupancy of a person or zone.

8.F. System Panel



Function: Add/edit zones which can then be assigned to locations. Review system components as requested by technical support.

Zones: Define specific zones within the facility which can then be assigned to locations, Receivers, Maps Etc.

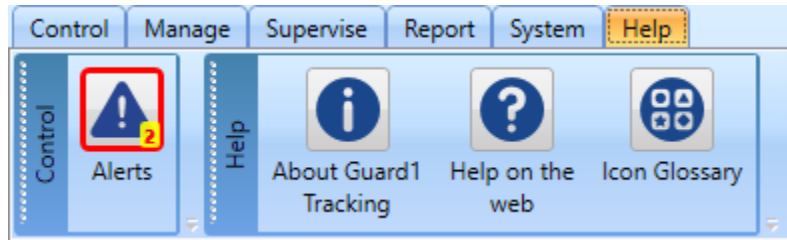
Receivers: Use this to add, configure and manage the receivers within the Guard1 server.

Tag readers: Use this to add, configure and manage the tag readers within the Guard1 server.

Maps: Use this to import maps that are created for your facility. These maps will appear in the case of a panic alert. They can be used to see what objects are located within the configured zones as long as they are using Guard1 Tracking technology and are configured in the system

Towerlights: This is where you can see all of you configured Tower Lights. If you select a towerlight you can edit their properties or test the device to confirm functionality.

8.G. Help Panel



Function: To view the about info of the Guard1 application, retain technical support, or view the definitions of the icons within the Guard1 Software

9.A. How to add users

Add the user account which is on your local or domain active directory to one or all of the five groups listed below

Guard1ControlRoom = Gives the user permission to view objects in Guard1 and to login

Guard1Management = Gives the user permission to manage objects in Guard1 and to login

Guard1Reports = Gives the user permission to execute and view reports in Guard1 and to login

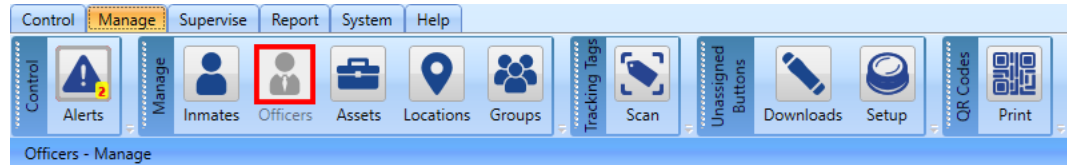
Guard1Supervisors = Gives user permission to edit and add supervisory tools such as time between rules and observations

Guard1System = Gives user permission to edit and add hardware to system. Allows the user to change data maintenance settings and edit system agent settings. (We recommend only giving IT or the Guard1 Admin this permission)

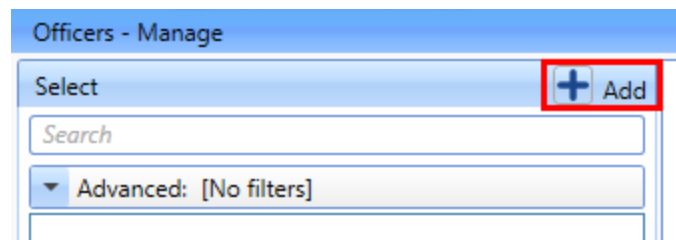
Note: Users who wish to access Guard1 Mobile, must have a specified user account in their officer details within the Guard1 Client AND be a member of the 'Guard1ControlRoom' group

9.B. How to Create Officers/Staff

1. Under the **Manage Panel**, select **Officers**



2. Select the “+ Add” Icon above the Officers selection list



3. The ‘Details’ Tab will enable. Inside the fields listed, type in any information into the respective fields.
 - a. Note: In order to ‘Save’ the created officer, you MUST enter information into the fields with an asterisk (*) beside them

The screenshot shows the 'Details' tab in the Guard1 software interface. The tabs at the top are: Details (selected), Tracking Tag, Groups, Keep Separates, Out of bounds, Calendar Rules, Lifecycle, and TKS. The 'Details' section contains several input fields: Name (First, Middle, Last), Officer Number (marked with a red asterisk), User Account, Time Between Rule, Button ID, Tracking Tag, Guard1 Scanning Tag (marked with a red asterisk), and Management System Scanning Tag. There are also 'X' buttons next to the 'Button ID' and 'Guard1 Scanning Tag' fields.

4. Once you enter in the information for your officer, select the “Save” button at the bottom of the Window

5. If your Officer has been saved, their name and Officer Number will appear in the officer selection menu on the left-hand side.

Select + Add

Search

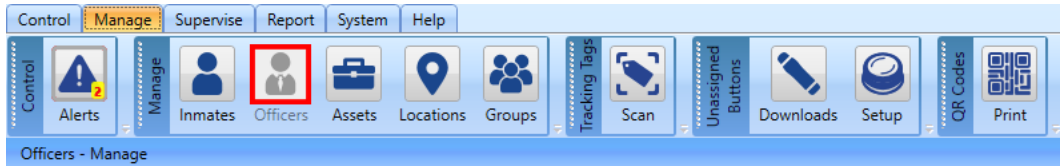
▼ Advanced: [No filters]

Doe, John
001

6. After an officer has been created, you may select the officer and view their details.
 - a. Note: You may also 'Edit' their details by selecting the officer and changing the information. You must 'Save' their details before exiting Guard1 or selecting a different Panel

9.C. How to Commission/Replace a Duress Device

1. Under the **Manage Panel**, select **Officers**



2. Select the officer you wish to add the assign the duress device to and click on the 'Tracking Tag' tab

The screenshot shows the 'Tracking Tag' tab selected for an officer. The form includes fields for Name (First, Middle, Last), Information (Officer Number, User Account, Gender, Time Between Rule, Button ID, Tracking Tag, Guard1 Scanning Tag, Management System Scanning Tag), and a 'Duress Device' section. The 'Tracking Tag' field is highlighted with a red box and contains the value 'A45280892CF8'. The 'Duress Device' section has a red 'X' icon next to it.

3. Select a tag reader configured for your system. If you don't have a tag reader to select go to section: to configure and add a tag reader to Guard1

The screenshot shows a dropdown menu for selecting a 'Tag Reader'. The dropdown is currently empty, and there is a red 'X' icon next to it, indicating that no tag reader is currently selected.

4. Once a tag reader is selected, you will need to place a tracking tag or Duress Device on or near the tag reader for it to populate in the list of available tracking tags.

The screenshot shows the GUARD1 software interface for tracking tags. At the top, there are tabs: Details, Tracking Tag (selected), Groups, Keep Separates, Out of bounds, Calendar Rules, Lifecycle, and TKS. Below the tabs is a table with the following columns: Tracking Tag ID, Tracking Tag Ty, Read Time, Battery Status, Assigned, Type, Name, Assigned Zone, and Unassign. The table contains one row of data: A45280892CF8, Duress Device, 04/21 04:37 PM, Good, No. Below the table is a 'Current Assignment' section showing 'Test, User', '654987321', and 'No tracking tag assigned'. To the right of this section are two buttons: 'Assign Tracking Tag' and 'Unassign Tracking Tag'. At the bottom, there is a 'Settings' section with a 'Tag Reader' dropdown menu set to 'Test Tag reader' and a close button (X).

Tracking Tag ID	Tracking Tag Ty	Read Time	Battery Status	Assigned	Type	Name	Assigned Zone	Unassign
A45280892CF8	Duress Device	04/21 04:37 PM	Good	No				

Current Assignment

Test, User
654987321
No tracking tag assigned

Assign Tracking Tag Unassign Tracking Tag

Settings

Tag Reader: Test Tag reader

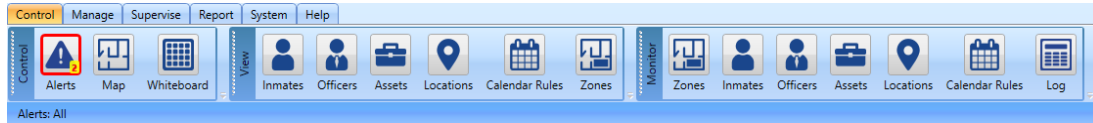
5. If everything worked, you will see the tag populate in the list of available tracking tags.
6. Select the tracking tag and click "Assign"
 - a. If the tag is already assigned to an individual, you can click on "Unassign Tracking Tag" and it will remove the tag from the person it is assigned to and assign it to the person you have selected
 - i. *NOTE: This is a good way to identify whose Duress Device/ Tracking tag is found or lost.*

10.A. Viewing the Duress Device in Guard1

Once an officer or staff member is assigned a Duress Device in the Guard1 system, you can see his/her status and many other helpful views within the Guard1 Client.

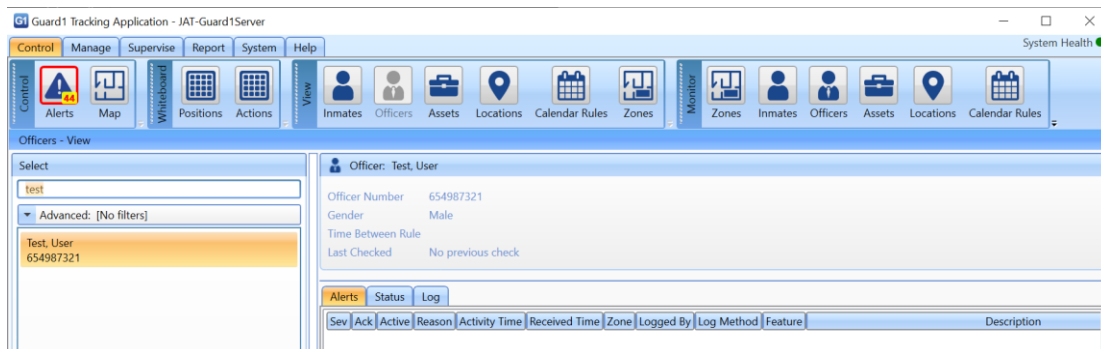
10.B. Viewing a specific Duress Device:

1. To start, first open the 'Control Tab' in the Guard1 desktop client.

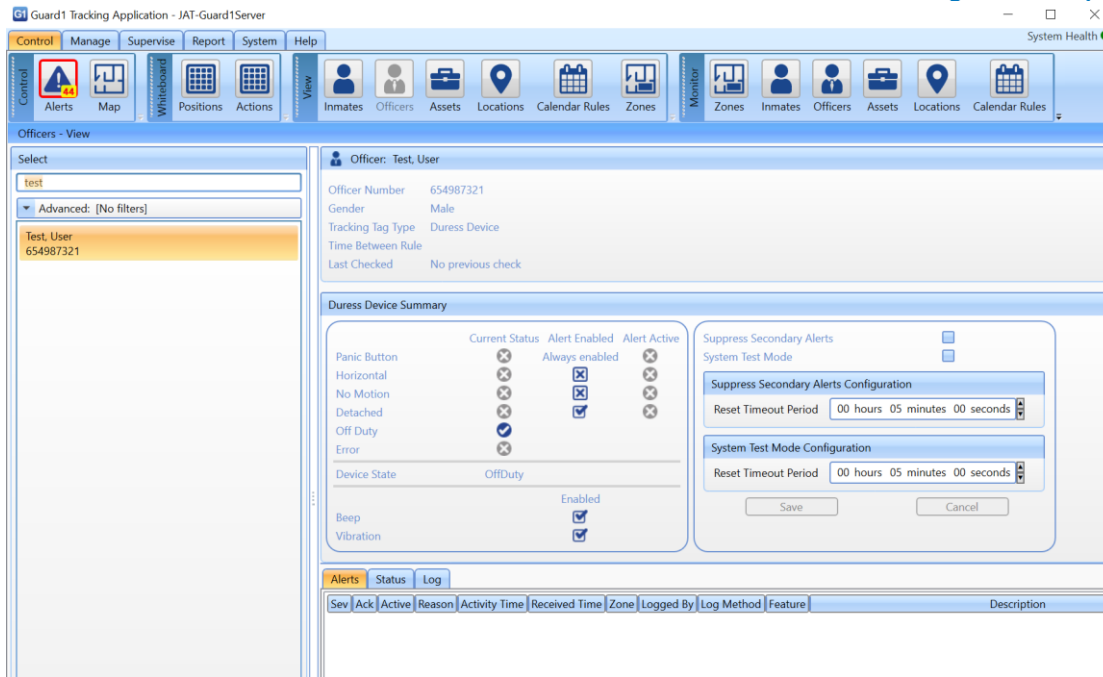


2. Click on "Officers" and select an officer to view his/her properties.
 - a. Note: 'Officers' is the default configured name and may be named differently like 'Staff' Or 'Employees'
3. If the individual has a duress device assigned to them, you will see additional details such as "Tracking tag" If the individual does not have a Duress Device assigned to them, you will see basic details.

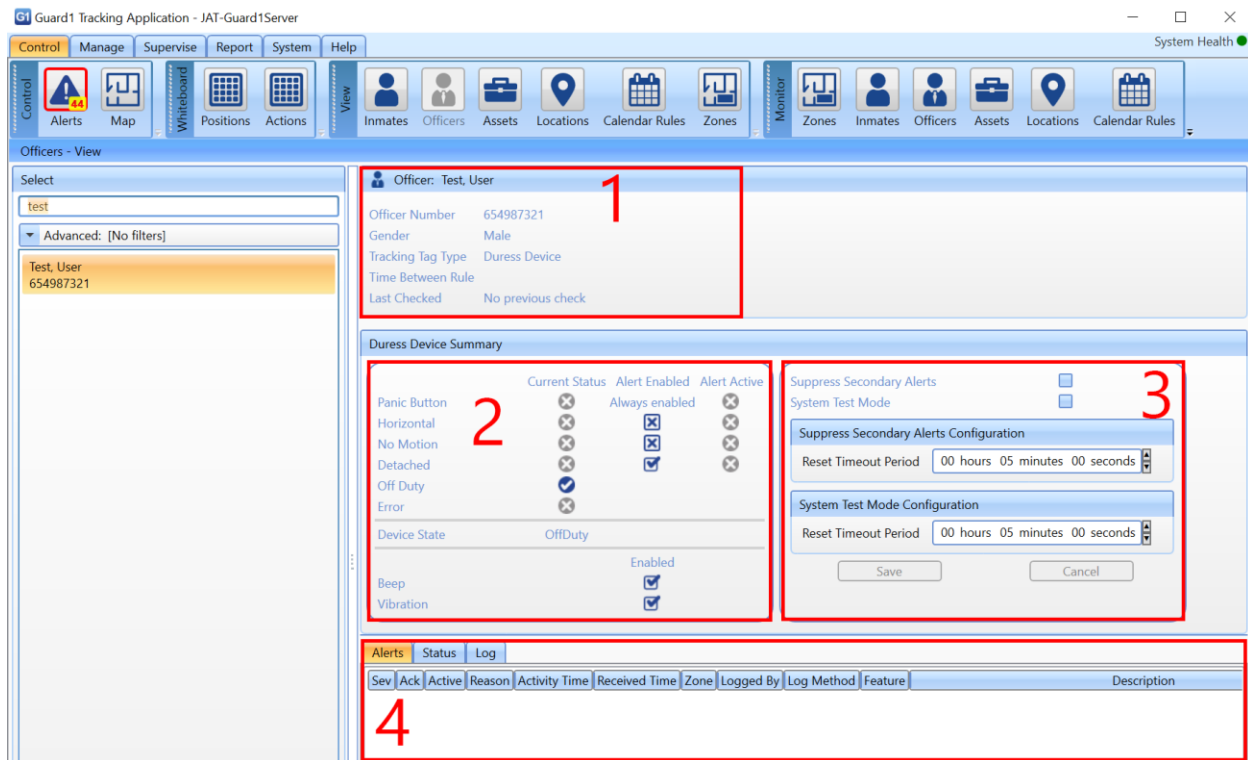
EXAMPLE: User without a Duress Device assigned (See below)



EXAMPLE: User with a Duress Device assigned (See Below)



4. Once you selected your officer, there are a few views which will tell you a lot about the configuration status and errors of the Duress Device. **See below:**



1 = The basic officer information, who you are viewing and what type of tag they have

2 = The current status and configured secondary alerts of the duress device associated to this person. There are three columns under this view:

- i. Current status: If there is a check mark in this status column, this means the coordinating trigger is true IE: If you take a duress device out of its holster, you will almost immediately see a check mark next to the 'Detached' trigger.
- ii. Alert enabled: If there is a check mark in this category, this means that the alert is configured for the device. In the example image above, the Detach alert is configured to be enabled however, the No Motion alert is not
- iii. Alert Active: If there is a check mark in this column, the alert is currently active and Guard1 is responding accordingly. May it be a tower light or a line item in the Guard1 Client 'Alerts' screen

3 = System test and troubleshooting mode for the Duress Device. You can enable a test mode on the Guard1 Client. All this will do is:

- Stop the tower light from reacting to the alerts and status from the selected Duress Device
- Log every alert with a (Test Mode) suffix in the Guard1 Log

The test modes automatically reset after a period of time. This timeout can be configured server wide so that the test mode will last longer or shorter. After the test mode has been enabled for the listed period of time, it will reset to normal function.

4 = This viewport will show you different ways of seeing similar data.

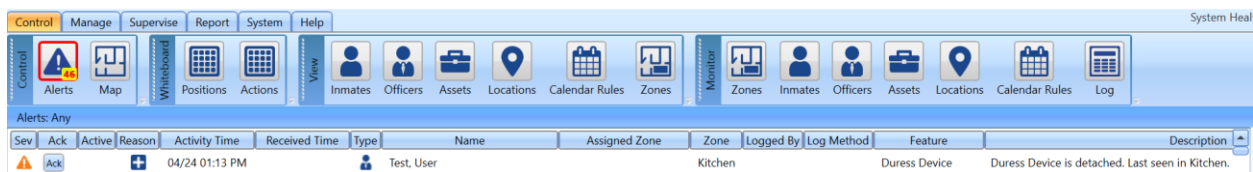
- Alerts: Will show you any Active or Unacknowledged alerts currently in Guard1 for this specific Duress Device user. If there are no Active or unacknowledged alerts, they will not show here.
- Status: Will show you all statuses of the duress device. Each status is the most recent shown. Statuses include battery status, last known location of the Duress Device (Person), Off Duty/On Duty status

10.C. Viewing every Duress Device:

There are many ways to view Duress Devices and their statuses in Guard1. The Officers viewport in Control Room may offer a way to see specific Officers in Guard1 but, what about viewing all of them at a glance?

10.D. The Alerts View:

For starters we can see any active alerts in the “Alerts” screen available on any tab in the Guard1 Desktop client. (See example below)



This view is excellent in seeing any alerts that may be active or unacknowledged. An active alert will be indicated by a ‘🔔’ Icon under the ‘Active’ column. If the bell is not present then the alert is only visible because it has yet to be acknowledged. Acknowledging an inactive alert will clear it from the screen.

If your alerts screen is full of other unwanted alerts and you wish to focus on a specific alert type. You can filter the screen using the right-hand side “Filters” window. Click on this bar to expand what filters to enable. If you wish to see just your officers, you can scroll down to view the “Source Type” and only select “Officers” in the filter. This will then remove all alerts from the screen not associated to an Officer.

10.E. The Log View:

Now that we know how to view any alerts in our system, what about events that don't generate alerts? There are many of these types of events such as: OnDuty/OffDuty, New location reported to Guard1, Battery status indicators.

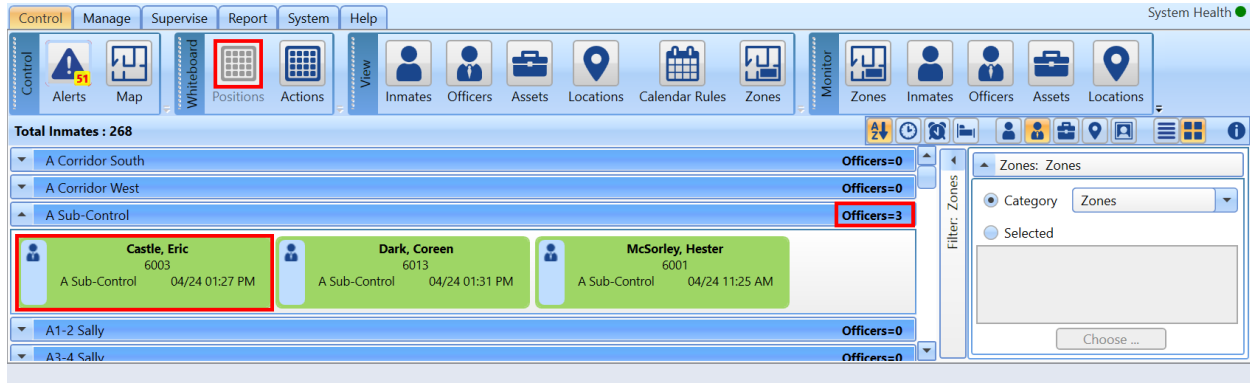
To view these types of alerts, its best to open 'Log' on the far-right hand side of the menu under 'Control'.

Sev	Reason	Activity Time	Received Time	Type	Name	Zone	Logged By	Log Method	Feature	Description
		04/24 01:13 PM			Test, User				Duress Device	Duress Device is on duty.
		04/24 01:13 PM			Test, User	Kitchen			Duress Device	Duress Device is detached. Last seen in Kitchen.
		04/24 01:12 PM			Test, User				Duress Device	Duress Device is on duty.
		04/24 01:12 PM			Test, User				Duress Device	Duress Device is in test mode.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is off duty.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is in test mode.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is on duty.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is in test mode.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is off duty.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is in test mode.
		04/24 01:11 PM			Test, User				Duress Device	Duress Device is off duty.

Viewing this window shows all the current events that take place in the Guard1 system. Here you can see practically anything that happens in Guard1. These events are generated in Real-time which means they are being reported as they are happening. The typical use of this viewport is to see a real-time log of all the OnDuty/OffDuty Statuses of each duress device. This is useful to see if you are troubleshooting a specific area of your facility or if you would like to see the last person to put their device into OnDuty. This is much faster than running a report and can give you the most recent information at a quick glance.

10.F. The Positions Whiteboard:

This view is meant to categorize each zone inside your system so that, at a glance you can see how many and which officers occupy a specific zone.



Note, you may need to filter the zone types as the default is set to “HomeZones” and Duress only systems only use normal “Zones” for tracking purposes. Once you open the positions whiteboard, click the “Filter” on the right-hand side and expand the menu, click the drop down and select “Zones”.

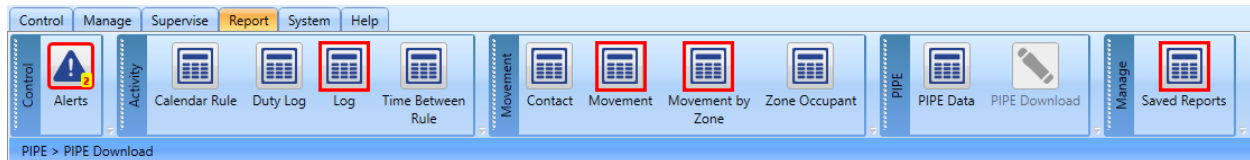
If selected correctly, each zone in your facility will appear and present the occupancy of each zone. Clicking on a zone will expand the zone roster and populate a list of all officers who are currently inside the zone

11.A. Reporting

Under the **Reports Panel** you will see different types of reports available.

Below is an example of the **Reports Panel**, the highlighted reports are the most useful reports for Guard1 Duress Only Systems

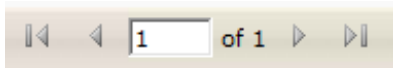
Note: Some reports do not apply to Duress only systems - Ex. Duty Log/PIPE Data



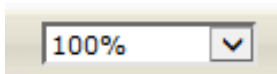
11.B. Report Navigation Panel

Note: This navigation panel is only displayed once a report is successfully run.

1. Page Navigation



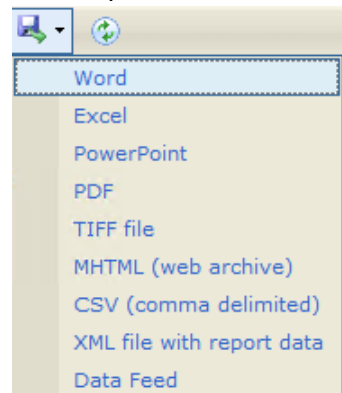
2. Zoom Modifier



3. Text Search



4. Save/Export button

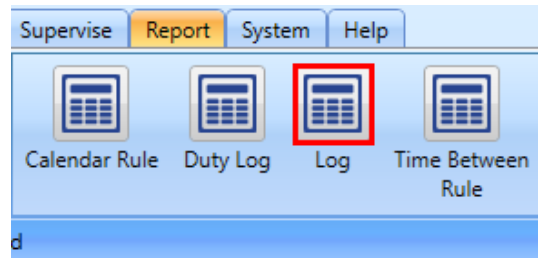


5. Report Refresh button



11.C. The Log Report

The Log report is a basic report that displays a log of all activities sorted by location and organized by the time the activity occurred. The data is returned based on the filters selected on the right-hand side of the report.



To view a Log report:

1. Select the **Log** under the **Reports Panel**
2. Navigate to the right-hand side of the window to the Filters list
3. Expand the filter you wish to add into the report
Inside each filter you have specific options to Choose from:
 - a. **None**: disables the filter
 - b. **All**: selects all of the items of that type
 - c. **Selected**: allows you to choose specific items
5. Click the “View” Button to run your report. The report will be displayed on the left-hand side of the window

Note: You must select at least one inmate, location, officer, or asset.

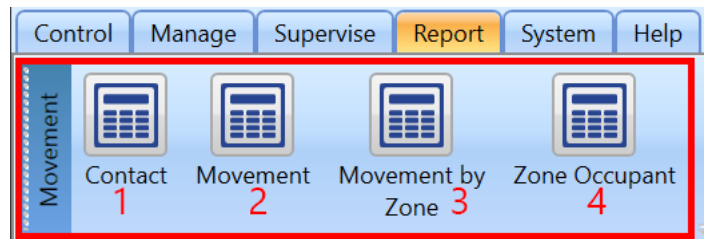
Note: If you are receiving no data or not the data you expect, choose fewer filters.

The image shows the 'Filter' panel on the right side of the interface. It includes a 'Time Period' section with 'From' and 'To' date and time pickers. Below this is a list of filter categories, each with a dropdown menu: 'Inmates: None', 'Officers: None', 'Assets: None', 'Locations: None', 'Zones: None', 'Activities: All', 'Handouts: All', 'Observations: All', 'Assigned home zones: All', 'Logged by: All', 'Logged in zones: All', 'Features: All', and 'Severities: All'. A 'Shifts' checkbox is also present.

11.D. The Movement Reports

The movement reports display information about specific objects. Each one is a unique way of displaying the same information differently to help better understand the occupancy or destination of an officer, inmate or asset. Using the reports within this section, you can see:

- Where an inmate/officer has been throughout the day/week.
- Has an officer been in the same zone as another officer?
- Has an inmate been in the same zone as an officer has?
- The occupants of a specific zone or zones



11.E. (1) The Contact Report:

Purpose: The contact report shows what two or more persons have been in contact with each other through the specified period. This can be two officers, two inmates or one officer and one inmate. It is also possible to select more than two people for this report.

11.F. (2) The Movement Report:

Purpose: The movement report displays the zone-to-zone movement of one or more person. You can select Multiple inmates and officer and see their movement within the time specified.

11.G. (3) The Movement by Zone Report:

Purpose: The movement by zone report displays any person within a single zone for the time specified. This will show the user who entered and at what time they entered as well as when they exited the zone and what time they exited. The report is displayed in chronological order from the beginning of the time specified until the end of the time specified (See example below).

Movement by Zone

From Date/Time: 04/26/2023 12:00 AM
To Date/Time: 04/27/2023 12:00 AM
Zone: Zone: A Corridor South
People: Any
Assets: Any

Generated at: 04/26/2023 10:36 AM

Arrive	Leave	Name
04/26/2023 08:07 AM	04/26/2023 08:09 AM	Carl, Fay 6010
04/26/2023 08:07 AM	04/26/2023 08:09 AM	JAMES, LUKE BRIAN 15-0000
04/26/2023 08:07 AM	04/26/2023 08:09 AM	GALLOWAY, JEFFREY EVAN 15-0005
04/26/2023 08:07 AM	04/26/2023 08:09 AM	CHILDS, WILLIE GARRETT 15-0006
04/26/2023 08:07 AM	04/26/2023 08:09 AM	MANN, TODD ANTONIO 15-0007
04/26/2023 08:07 AM	04/26/2023 08:09 AM	IVY, CASEY JACOB 15-0012
04/26/2023 08:09 AM	04/26/2023 08:09 AM	GREER, DANIEL SETH 15-0031
04/26/2023 08:09 AM	04/26/2023 08:09 AM	PRATT, GARRETT ANDRE 15-0034

11.H. (4) The Zone Occupant Report:

Purpose: The Zone Occupant report shows all the occupants of a specific zone for the specified timeframe and lists them with every time they entered or exited the zone. This report is organized alphabetically by last name of the individual. (See example below)

Zone Occupant

From Date/Time: 04/26/2023 12:00 AM
To Date/Time: 04/27/2023 12:00 AM
Zone: Zone: A Corridor South
People: Any
Assets: Any

Generated at: 04/26/2023 10:39 AM

Name	Arrive	Leave
Beaton, Roderick 6012	04/26/2023 08:21 AM	04/26/2023 08:21 AM
	04/26/2023 09:17 AM	04/26/2023 09:18 AM
BERG, JACOB VICTOR 15-0178	04/26/2023 09:44 AM	04/26/2023 09:44 AM
BLAKE, JOSEPH JOHNNY 15-0071	04/26/2023 08:09 AM	04/26/2023 08:09 AM
	04/26/2023 09:07 AM	04/26/2023 09:10 AM
	04/26/2023 10:03 AM	04/26/2023 10:03 AM
Blaser, Lyle 6006	04/26/2023 09:46 AM	04/26/2023 09:48 AM
BRUCE, STEPHEN CHRISTOPHER 15-0076	04/26/2023 08:13 AM	04/26/2023 08:13 AM
	04/26/2023 09:13 AM	04/26/2023 09:15 AM
CALVO, RICHARD RENE 15-0146	04/26/2023 09:44 AM	04/26/2023 09:44 AM
Carl, Fay 6010	04/26/2023 08:07 AM	04/26/2023 08:09 AM
	04/26/2023 09:07 AM	04/26/2023 09:10 AM
Castle, Eric	04/26/2023 08:13 AM	04/26/2023 08:13 AM