GUARDTRAX™

GuardTrax User Guide

Thank you for ordering the GuardTrax solution. Contained in this box you will find the following items:

- GuardTrax Device
- Device Charger
- Carrying holster
- Protective boot

Optional Accessories:

- External battery charger
- Extra batteries
- Car charger
- Windshield mount
- RFID Tags

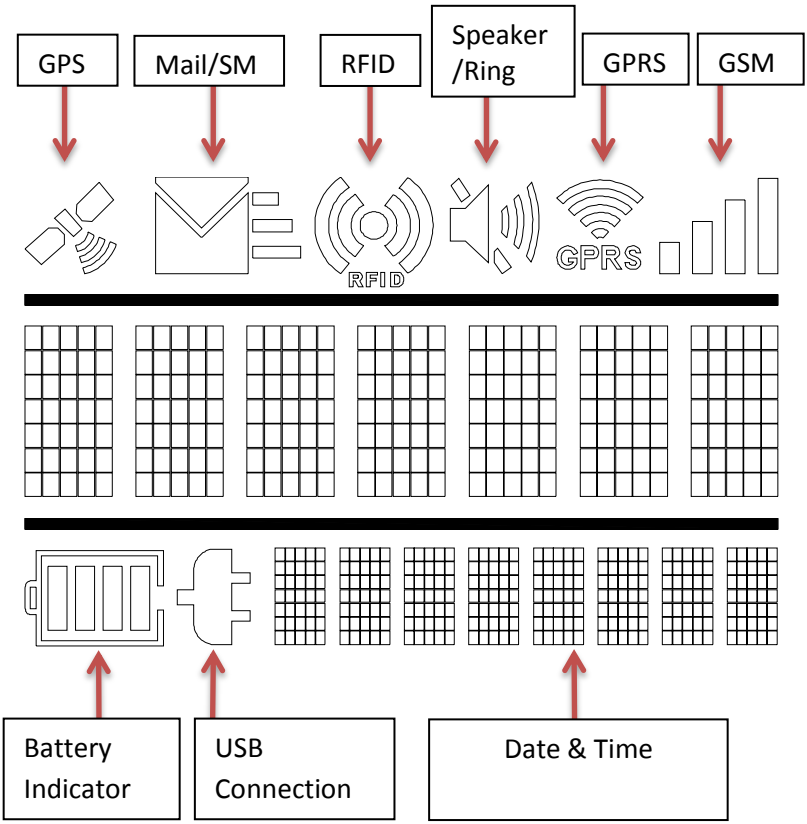
IMPORTANT NOTE: Prior to powering up the device, it is very important that the GuardTrax be charged for four (4) hours upon its first charge. Insert the mini USB connector of the included wall charger into the USB connector on the side of the device. Plug the wall charger into a power outlet and your device is now charging.

Once you have charged your GuardTrax contact the Activation Hotline at 908-418-4767 between 10am and 6pm EST Monday – Friday to activate your device and receive your account username and password.

Now that your GuardTrax is charged and activated, you may power the device ON by pressing and holding the ENTER button for five (5) seconds, or until the LCD displays “READY”.

After powering on my GuardTrax, what should I expect to see?

The LCD display has eight (8) icons plus an area to show messaging or feedback. See examples below:



1. You can expect to see the word “READY” appear on the LCD display upon powering up the device.

2. **GSM**: Within the first minute, you can expect to see the GSM service level bars appear in the upper right corner of the LCD display. These bars indicate the GSM signal strength and connection to the GSM mobile network. Presence of the bars means your GuardTrax has the ability to make voice calls.

3. **GPRS:** The GPRS icon indicates that the device has a data connection and is communicating with the server.

4. **GPS**: If you are within satellite coverage when you power your GuardTrax on, you will notice within 5-7 minutes, the appearance of a satellite icon in the upper left corner of the LCD display. The appearance of this icon indicates that the device has an acceptable connection with the GPS satellites. (The 5-7 minute duration is due to initialization, power up and map almanac downloads.)

NOTE: If you are indoors, when your device is powered on, in most cases, the GPS icon will NOT appear in the left corner of the LCD display. Expect to acquire GPS connection within minutes of when your device has an unobstructed view of the sky.

After powering on my GuardTrax, what should I expect to see? (Continued)

Battery Level: The battery display has four (4) measurement bars indicating the strength of the battery level. A full battery will typically power the device for 16 to 18 hours under normal usage. It typically takes four (4) hours to recharge the GuardTrax completely.

Date and Time: The default setting is GMT but you may set your time zone with the menu option button.

Your GuardTrax is now ready for action. Wherever you walk or drive, the GuardTrax will be reporting your activity to the GuardTrax web site located at www.myguardtrax.com.

How do I scan an RFID tag with the GuardTrax?

With the GuardTrax powered on, and the word "READY" listed on the LCD display, you are now prepared to begin scanning RFID tags.

Press and hold the "ENTER/RFID" button on the front of the device until the display reads "RFID ON" and the 'RFID' icon appears in the display (p. 4). By holding the enter button down, you are turning on the RFID reader. Once you see the RFID icon, you may release the enter button, as the RFID will remain active for five (5) minutes. Holding the device up-right to any tag thereafter will result in a positive scan.

The RFID tag is read by holding the RFID marking on the back of the device up against the tag. {Vibrate and/or Beep}

The device has now read the RFID tag. After reading the RFID tag, the LCD will show “RFID OK”, indicating a positive read, and the device immediately uploads the tag information to the GuardTrax web site (assuming you have GPRS connection).

If turned on, you may hold down the “Enter/RFID” button to turn off the RFID function, to conserve battery. The RFID icon will disappear from the display.

NOTE: The GuardTrax RFID reader will turn off after an RFID tag is read. The RFID reader must be turned on again by following the steps listed above.

How do I enter an incident code using the GuardTrax?

With the GuardTrax powered on and the word “READY” listed on the LCD display, you are now prepared to begin entering incident codes.

Enter the desired code by pressing the numbers on the keypad. (Example: 123). After entering the desired code, press the “ENTER” button on the keypad. The LCD display will then read “SENT”.

The GuardTrax has now sent the code together with your current GPS location point to the GuardTrax web site, where it will be displayed on the map as a keyed event.

NOTE: In order for incident codes to be viewed on the map, you must have a valid GPS connection shown by the satellite in the top left corner of the LCD display. If there is no valid GPS, the web site, maps and alerts will mark the location as the last known valid GPS location.

Key Code / Key Code Definition

111	Nothing to Report/All Clear
112	Window Damaged or Broken
113	Intruder/Unauthorized Person
121	Safety Hazard
122	Fire Hazard
123	Property Damage/Vandalism
131	Door Found Open/Ajar/Broken
132	Crime in Progress
133	Bomb Threat
211	Burglary/B&E
212	EMS Notified/On-Property
213	LE Notified/On-Property
221	Client POC Requires Phone Call
222	Civil/Domestic Disturbance
223	Vehicle Incident
231	Workplace Violence Threat
232	Officer Use of Force
233	Workplace Accident
311	Patrol Stop Completed
312	Power Outage
313	Lighting: Burned Out/Broken
321	Violent Crime Observed/Reported

How do I make a phone call using the GuardTrax?

The GuardTrax can be used as a limited mobile phone with its own dedicated phone number. When you ordered the GuardTrax, we asked you to provide five (5) phone numbers that were programmed into the device. In order to call these numbers, a code is entered and the device places a phone call to the phone number which corresponds with the code you entered.

With the GuardTrax powered on, and the word "READY" on the LCD display, you are now prepared to begin making phone calls. In order for a call to be made, the device must be connected to the GSM network. You can determine that the device is connected to the GSM network by verifying the GSM signal strength bars located in the upper right corner of the LCD display. Also, as a note to remember, you are billed separately for mobile phone usage at $.10 per minute, after the first 30 minutes of calling per month.

Enter the call code desired. (Example 333)

After entering the call code, press the ENTER button.

Put the GuardTrax to your ear and wait as the call is connected (after approximately 10 seconds).

In order to hang up or disconnect a call in progress, press the CANCEL button.

How do I receive a phone call using the GuardTrax?

The GuardTrax can be used as a limited mobile phone with its own dedicated phone number. The GuardTrax phone number is kept secure in your Web interface account. Although the GuardTrax is limited to specific outgoing calls, it is not restricted for incoming calls. It is not advised that you give the number out to your security personnel as they could have friends and family members call into the device and incur undesired charges.

An incoming call to the GuardTrax will have a specific incoming call alert or ring. The call may be answered by pressing the "ENTER" button on the front of the device. If the call is not answered manually, the device will auto-answer the call after three (3) rings and open the voice channel between the caller and the GuardTrax. A call may be disconnected by pressing and holding the cancel button for three (3) seconds on the front of the device if a call is active.

How does the No-Motion feature of my GuardTrax work?

It is always very important to know that the device is operational and transmitting GPS and RFID data to document the user's activities and location. The GuardTrax is therefore equipped with an ultra-sensitive motion sensor. As long as the device has motion, it will continue to operate and transmit data to the GuardTrax web site. If the device remains in a motionless state for 600 seconds, or ten minutes (default) the device will transmit a no-motion event to the GuardTrax web site. After transmitting the no-motion event, the device will go into a sleep mode until it has motion once more. As long as the device is in motion and has adequate battery life, it will transmit GPS and RFID data to the GuardTrax site.

How do I initiate a PANIC button event?

The PANIC button serves as a safety feature of the GuardTrax so that in a crisis, the user only needs to hold the red PANIC button down for five (5) seconds in order to initiate a series of events.

NOTE: The Panic Button cannot be connected to 911

When the PANIC button is activated, the GuardTrax initiates two actions.

The GuardTrax sends a PANIC button event to the GuardTrax web site with the current GPS location of the device. The GuardTrax site then generates alert email and SMS messages to recipients on the notification list.

After immediately sending the event information to the GuardTrax web site, the GuardTrax automatically dials the PANIC button phone number so that the device can connect an outgoing voice call to an emergency number.

NOTE: A PANIC button press can be cancelled by pressing the CANCEL button on the keypad.

One of the features of the GuardTrax is the Menu button. The menu feature will allow you to doing the following:

Modify the ringer volume:

[MENU] [ENTER] [ENTER] [up or down arrow key] [ENTER]

In order to change the ringer volume, press the MENU key once and the display will read "OPTIONS", then press the ENTER key so that the screen reads "RNG VOL" (Ring Volume). By pressing the ENTER key once more the current ring volume will appear on the display. The up or down arrows can then be used to toggle the ringer volume. Once the desired volume is set, press the ENTER key one final time. Soon after "READY" will appear on the display.

Modify the speaker volume:

[MENU] [ENTER] [up or down arrow key] [ENTER] [up or down arrow key] [ENTER]

In order to change the speaker volume, press the MENU key once and the display will read "OPTIONS", then press the ENTER key so that the screen reads "RNG VOL" (Ring Volume). Use the up or down arrows to toggle down to "SPK VOL" (Speaker Volume), then, press the ENTER key once more, the up or down arrows can then be used to toggle the speaker volume. Once the desired volume is set, press the ENTER key one final time.

Modify the time zone display on the device:

[MENU] [ENTER] [up or down arrow key] [ENTER] [up or down arrow key] [ENTER]

In order to change the time zone display on the screen, press the MENU key once and the display will read "options", then press the ENTER key so that the screen reads "RNG VOL" (Ring Volume). Use the up or down arrows to toggle down to "TM ZONE" (Time Zone). After toggling down to TM ZONE, press the ENTER key once more, the up or down arrows toggle the hour setting. The minute setting cannot be changed as the minutes are set to UTC time minutes setting. Once the desired hour is set, press the ENTER key one final time.

View the version of firmware on the device:

[MENU][ENTER] [up or down arrow key] to INFO [ENTER] [up or down arrow key] to FW REV [ENTER]

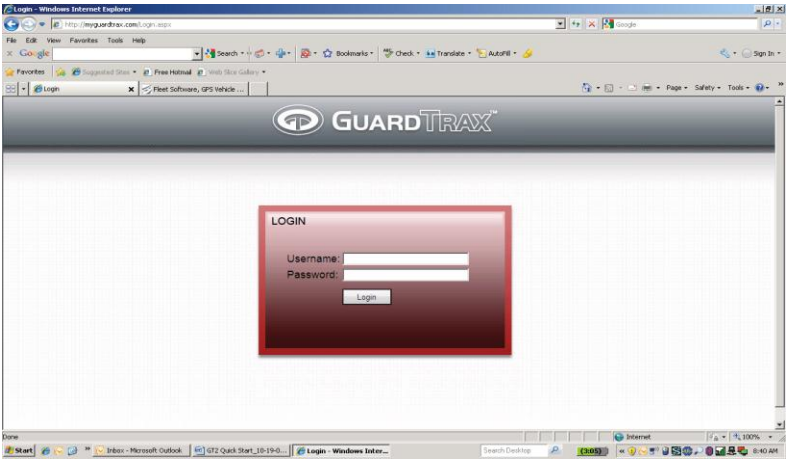
In order to view the version of firmware running on your GuardTrax, press the MENU key once and the display will read "options", then press the ENTER key so that the screen reads "RNG VOL" (Ring Volume). Use the up or down arrows to toggle down to "INFO", then, press the ENTER key again; the up or down arrows can then be used to toggle to "FW REV" (Firmware Revision). Press the ENTER key again to view the version of firmware being used by the GuardTrax.

View the device ID:

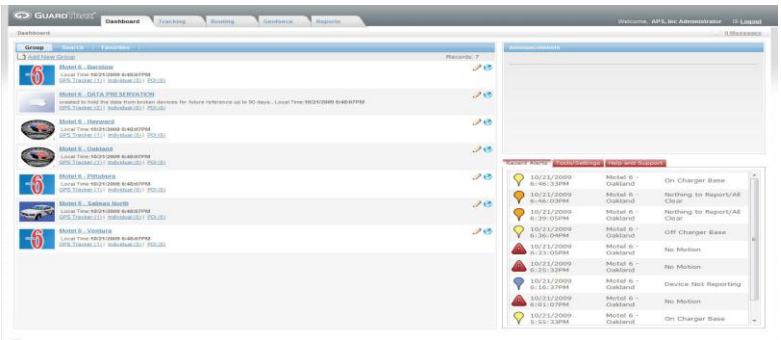
[MENU][ENTER] [up or down arrow key] to INFO [ENTER] [up or down arrow key] to ID [ENTER]

In order to view the device ID on your GuardTrax, press the MENU key once and the display will read "options", then press the ENTER key so that the screen reads "RNG VOL" (Ring Volume). Use the up or down arrows to toggle down to "INFO", then, press the ENTER key again; the up or down arrows can then be used to toggle to "ID". Press the ENTER key again to view the ID of the GuardTrax.

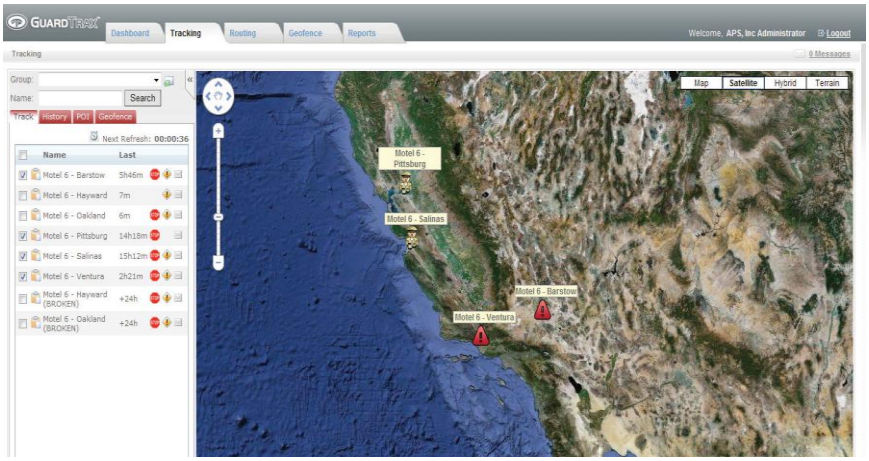
ACCESSING YOUR GUARDTRAX ACCOUNT ONLINE



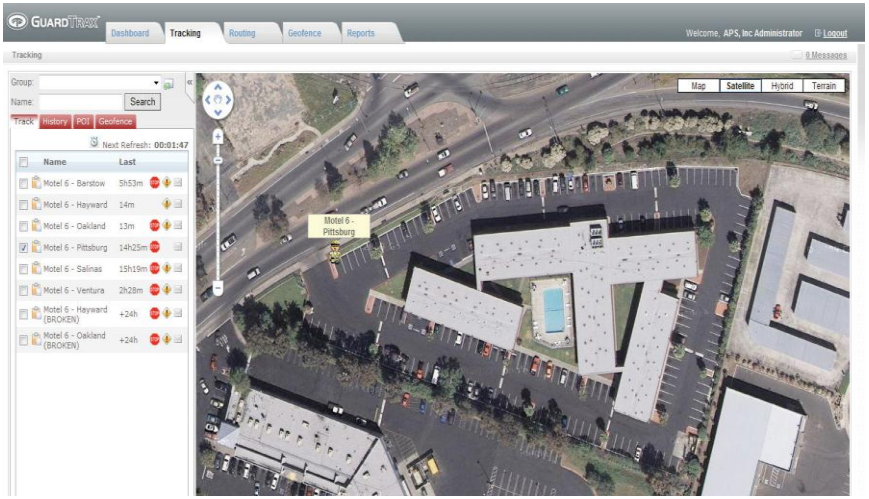
Navigate to: http://myguardtrax.com
Login information: Prior to receiving your GuardTrax device, you should have received an e-mail containing your username and password for the GuardTrax web site.



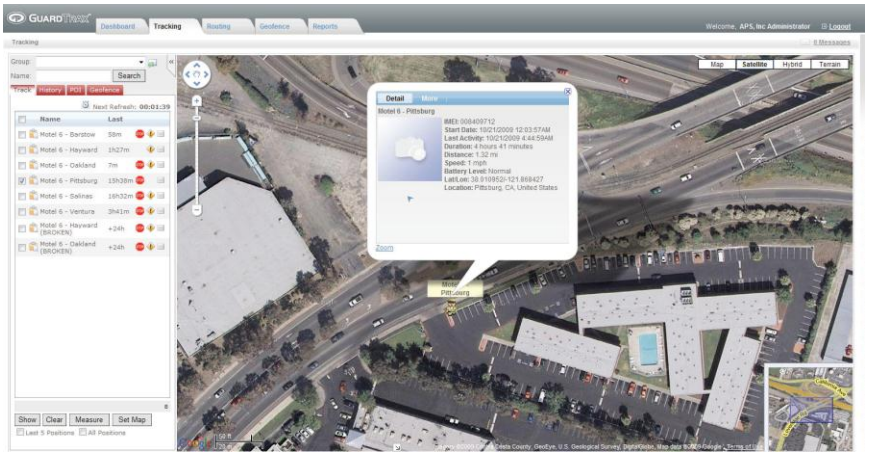
NOTE: This is your dashboard. GuardTrax Customer Care will have created a group for your initial set up (a group is an organization of various devices), entered your device(s) and created at least one user ID for you prior to receiving your device(s). Additional users and groups may be added upon request.



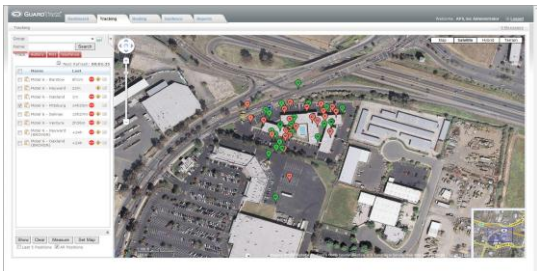
By clicking on the tracking tab, next to the dashboard tab, a satellite image map will display the locations of all GuardTrax devices wherever they are currently located.



By clicking on a single device name in the left hand column, the map will zoom in on the one specific device that you selected showing the most current position.



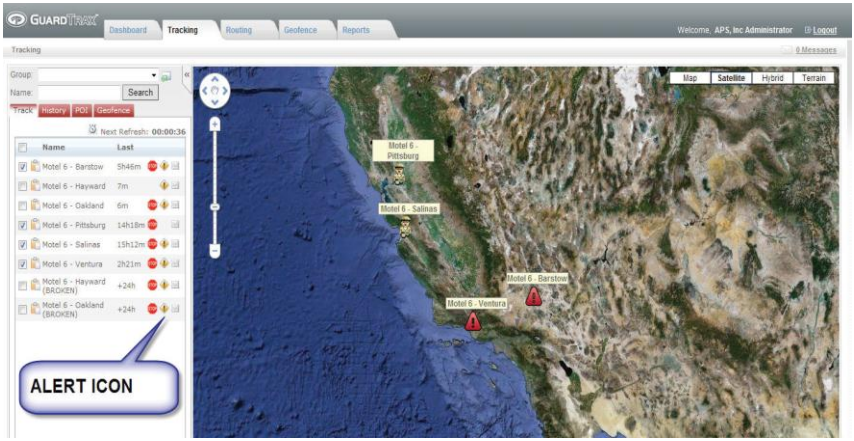
Specific details about each position can be viewed, such as speed, direction, time of the record, alerts or key codes, etc., by clicking on the displayed icon on the map.



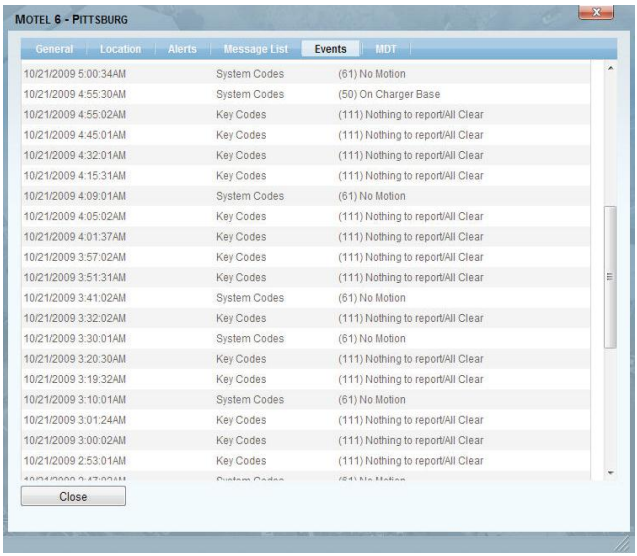
If you would like to view the history of the device for a particular day (12:00am – 11:59pm), you place a check mark in the box listed at the bottom of the left column labeled “All Positions”, meaning all positions for the current 24 hour session. After checking the box “All Positions”, click the box labeled “SHOW” and all of the historical positions from the day will be displayed.

NOTE: Each balloon on the map contains a number. The number functionality works in descending order. For example, the more recent the event, the lower the number.

ALERTS & NOTIFICATIONS



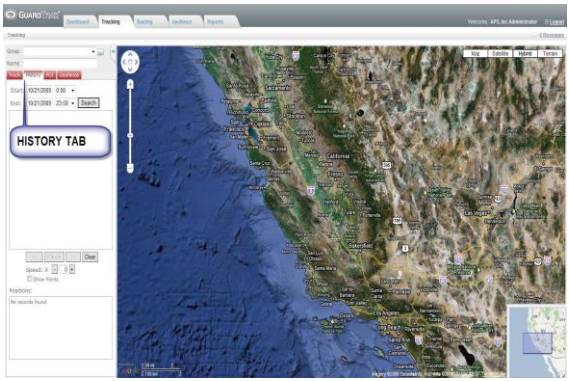
By clicking on the TRACKING tab at the top of the GuardTrax web site, a list of devices can be seen in the column on the left of the screen. To the right of the device name, there is a yellow diamond icon. By clicking on this icon, an information box will appear displaying Events, Alerts, and other important information.



This alert section will display any events received from the GuardTrax and any alerts that were generated by the GuardTrax web site to those persons whose names were listed in the email notification section.

REPORTS

The GuardTrax reports security officer location and activities into the GuardTrax web site. As a user, you may retrieve the history reports in two different ways. You may view it through the mapping page or through the reports tab.

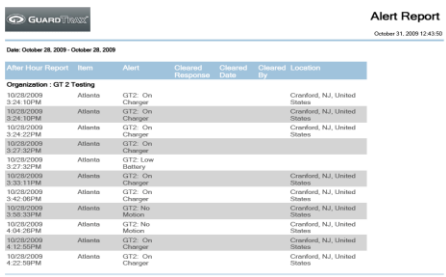


In order to view the history on the mapping page, click on the TRACKING tab from the DASHBOARD tab. Once the TRACKING tab is in view, on the left side of the screen, next to the map, there is a "History Tab". By clicking on the history tab, specific dates can be input for viewing. NOTE: It is always better to view one day at a time. After inputting the desired date, click search. In the field below the dates, every device that resides in your account that had activity on the specified date will be listed. The mapping history can be displayed in two ways.

Instant Replay: Just to the right of the device name and date, there is an arrow inside a circle. This is the play button. Simply, click on the play button and a sequence of points will begin to appear as if you are watching the security officer patrol the property point after point.

Every Point: Just to the left of the device name, there is a small box. By clicking the box and placing a check mark in the box, all of the location points for the last 24 hours will appear at the same time. Through this view, it becomes very apparent where your security personnel are spending the majority of their time.

The other type of history report that can be run is the text/tabular report. To view reports via the reports tab, begin at the DASHBOARD tab and click on the REPORTS tab. Once at the REPORTS tab, a variety of reports can be run. All of the reports can be exported into a variety of formats, including Excel & PDF.

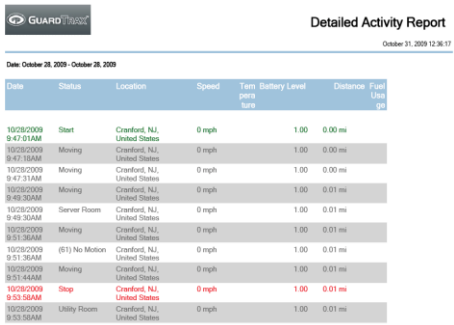


Alert Report

October 31, 2009 12:43:50

Date: October 28, 2009 - October 28, 2009

After Hour Report	Item	Alert	Cleared Response	Cleared Date	Cleared By	Location
Organization : GT 2 Testing						
10/28/2009 3:24:10PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 3:24:10PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 3:24:22PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 3:27:32PM	Atlanta	GT2: On Charger				
10/28/2009 3:27:32PM	Atlanta	GT2: Low Battery				
10/28/2009 3:33:11PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 3:42:06PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 3:58:33PM	Atlanta	GT2: No Motion				Cranford, NJ, United States
10/28/2009 4:04:26PM	Atlanta	GT2: No Motion				Cranford, NJ, United States
10/28/2009 4:12:55PM	Atlanta	GT2: On Charger				Cranford, NJ, United States
10/28/2009 4:22:59PM	Atlanta	GT2: On Charger				Cranford, NJ, United States

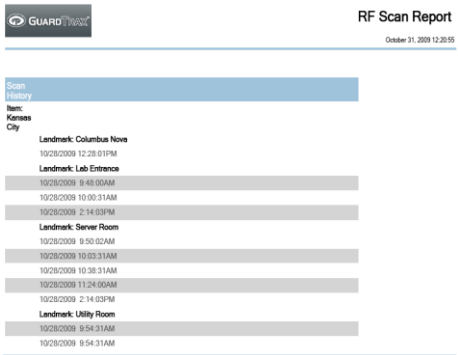


Detailed Activity Report

October 31, 2009 12:36:17

Date: October 28, 2009 - October 28, 2009

Date	Status	Location	Speed	Temperature	Battery Level	Distance	Fuel Usage
10/28/2009 9:47:01AM	Start	Cranford, NJ, United States	0 mph		1.00	0.00 mi	
10/28/2009 9:47:18AM	Moving	Cranford, NJ, United States	0 mph		1.00	0.00 mi	
10/28/2009 9:47:31AM	Moving	Cranford, NJ, United States	0 mph		1.00	0.00 mi	
10/28/2009 9:49:30AM	Moving	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:49:30AM	Server Room	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:51:36AM	Moving	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:51:36AM	(61) No Motion	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:51:44AM	Moving	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:53:58AM	Stop	Cranford, NJ, United States	0 mph		1.00	0.01 mi	
10/28/2009 9:53:58AM	Utility Room	Cranford, NJ, United States	0 mph		1.00	0.01 mi	



RF Scan Report

October 31, 2009 12:20:55

Scan History

Item: Kansas City

Landmark: Columbus Nova
10/28/2009 12:28:01PM

Landmark: Lab Entrance
10/28/2009 9:48:00AM
10/28/2009 10:00:31AM
10/28/2009 2:14:03PM

Landmark: Server Room
10/28/2009 9:50:02AM
10/28/2009 10:03:31AM
10/28/2009 10:38:31AM
10/28/2009 11:24:00AM
10/28/2009 2:14:03PM

Landmark: Utility Room
10/28/2009 9:54:31AM
10/28/2009 9:54:31AM

Alert Report: This report will generate a tabular list of all alerts generated by a specific device during a specific date range.

d

Detailed Activity Report: This report will generate a tabular list of all events, GPS points, and RFID reads that occurred during a specific date range.

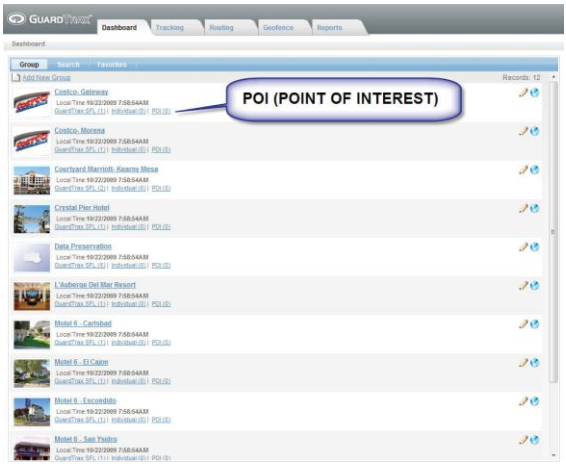
Event Detail Report: This report will generate a tabular list of all events generated by the GuardTrax during a specific date range.

RFID Scan Report: This report will generate a tabular list of all RFID scans by a particular device or of a particular RFID tag. Example, I can run a report telling me all RFID tags scanned by a specific device, or I can run a report telling me which devices scanned a specific tag and when those scans occurred.

ASSIGNING RFID TAGS WITHIN YOUR ACCOUNT

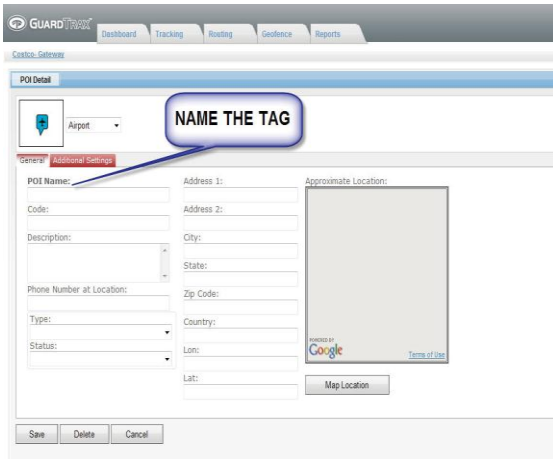
RFID tags are considered points of interest (POI) in the GuardTrax site. GuardTrax customer care has pre-loaded all of your RFID tags prior to your receipt of the device and equipment. The tags are assigned to your account and must be added to a specific group within your account and "named". In order to begin this process:

1. Go to your dashboard
2. Click on the POI link in the group in which you wish to add a new POI location and assign an RFID tag

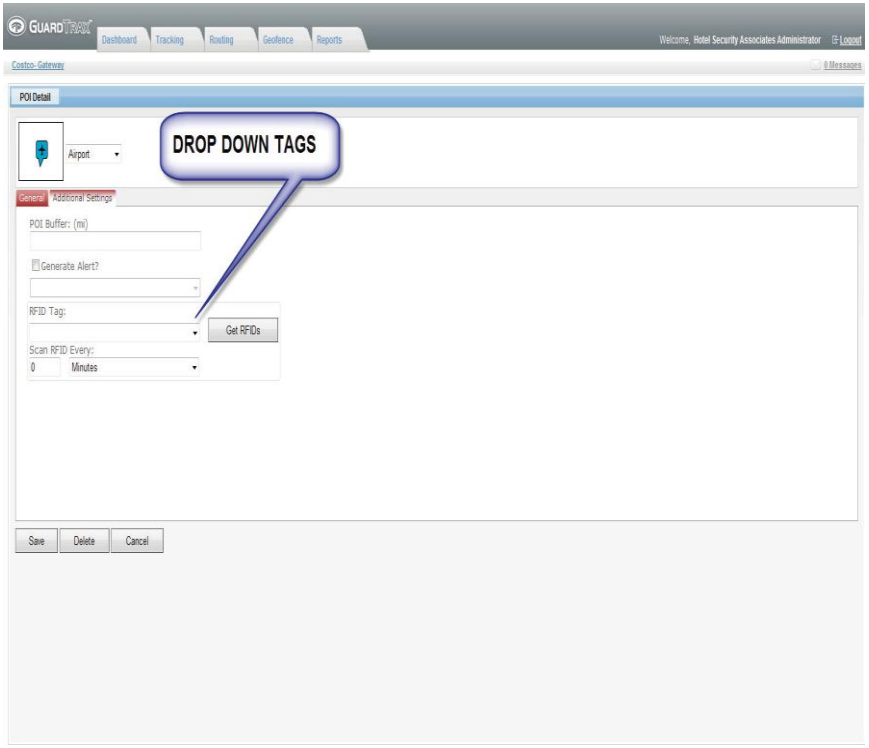


1. Select ADD NEW

2. In the field "POI Name" on the "General" tab, type in the name of the POI or Tag. (Example: Conference Room 3rd Floor). If there is an address that you would like to assign to the tag, you may also do this here.



1. Click on the additional settings tab
2. Click on the drop down arrow to display a list of available tags
3. Select the tag number that you would like to assign to the POI (example: 20121) Optional:
4. You may also check the box titled “Generate Alert” if you would like to receive an e-mail or SMS alert when this tag is read by the GuardTrax.
5. Click SAVE to save this information



You have now provisioned an RFID tag for use. You may now begin to "read" the tags and they will begin to show up as events in the GuardTrax site.

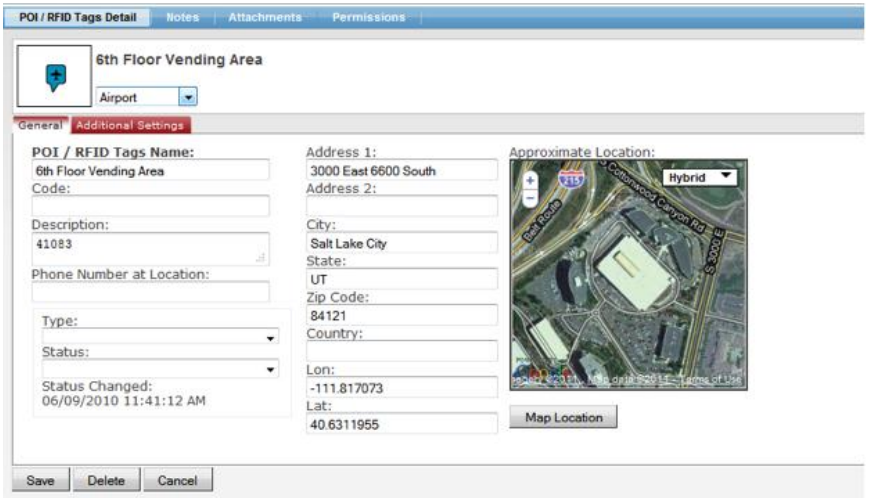
Geo-referencing RFID tags

When RFID tags are read via the GuardTrax device, the GuardTrax device will affix a GPS location to the tag as long as the device itself has a verifiable GPS location. If the GuardTrax device does not have a verifiable GPS location at the time the tag is read, the device will be unable to transmit GPS coordinates to the GuardTrax server that are associated with this tag. Whereas many tags are located on the interior of a building, and the GuardTrax device does not typically have GPS while inside the building, the tag read inside the building would typically not have a GPS location affixed and therefore cannot be placed on the mapping interface. GuardTrax therefore makes it available to its customers to geo-reference the RFID tags within their account. Geo-Referencing means that each tag can be manually assigned a specific GPS location through the process that will be explained hereafter.

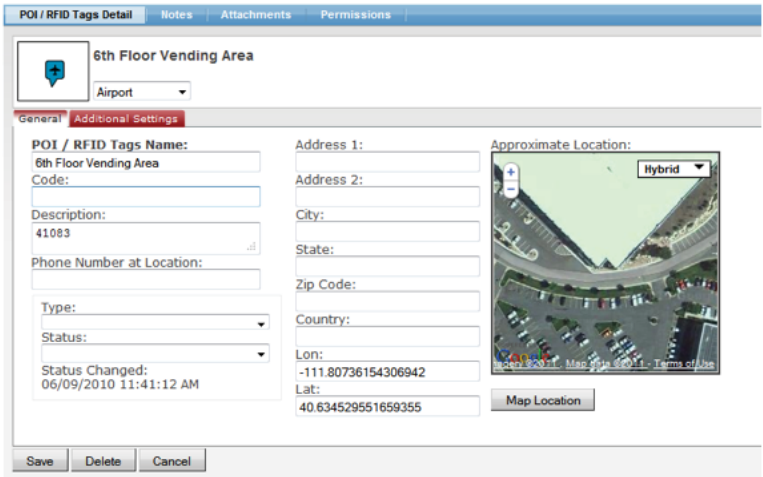
After properly setting up a tag in the POI section of the GuardTrax website, the user should click on the General tab in the POI/RFID Tags Detail Section. The user should then type in the address of the property under “Address 1, City, State, and Zip”.

After typing in the proper address for this property, the user should click on the map location link below the map. The map will then orient itself to the proper location and address and will display the building or property on the map.

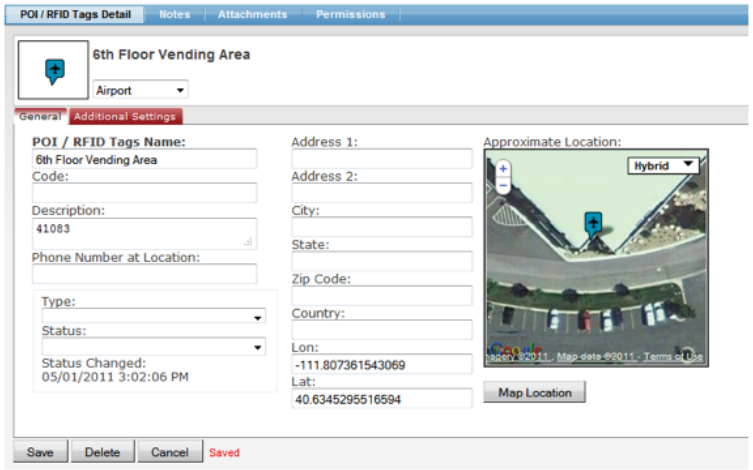
Now the property has been mapped and the user can see the building or property where the tag is located, the user can manipulate the map by zooming in or zooming out on the building or property. The idea here is to zoom in on the property at a very close level. The user should use their cursor to pinpoint exactly where the tag is located on top of the building. Because GuardTrax does not have the ability to map individual floors of a building, the user will need to determine where the tag is and identify that location as best they can from the top of the building.



When the user has identified exactly where the tag needs to be geo-referenced, the user should place the cursor "finger" on the exact area of the map where the tag is located and then double left click of their mouse. When this is done, the map will move slightly, and the GPS coordinates will be displayed as below and the address to the property will disappear. Note the length of the numerical value of the GPS coordinate after being geo-referenced. Once this is done, the user should click "save" in order to save the Geo-Referenced information.



After saving the Geo-Referenced information, the user will be able to view the location of the tag by the icon which pinpoints the geo-referenced location as shown below. This process should be followed for each tag that is to be geo referenced.

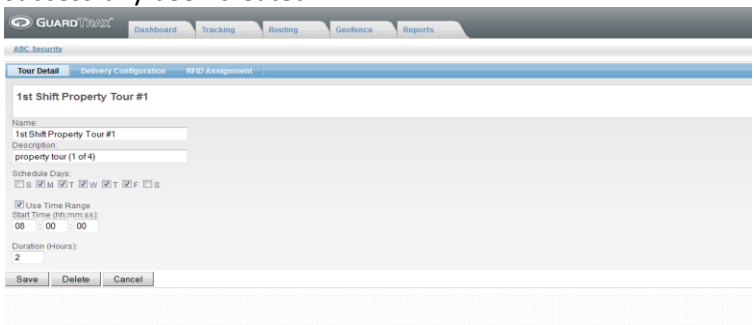


GUARD TOUR ALERT

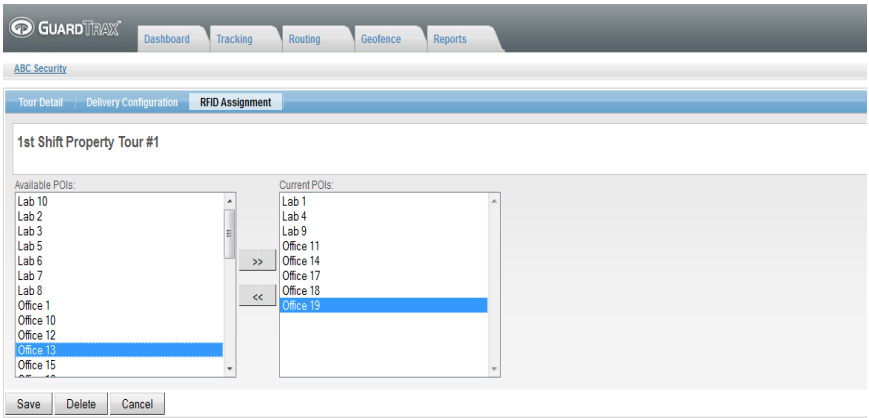
The Guard Tour Alert feature allows users to set up predefined guard tours. Upon the expected completion of the tour, an email and/or SMS is sent indicating that the tour was completed or listing the RFID tags that were not scanned as expected.

The Guard Tour Alert is created at the Group Level on the Dashboard by clicking the "Tours" button and "Add New":

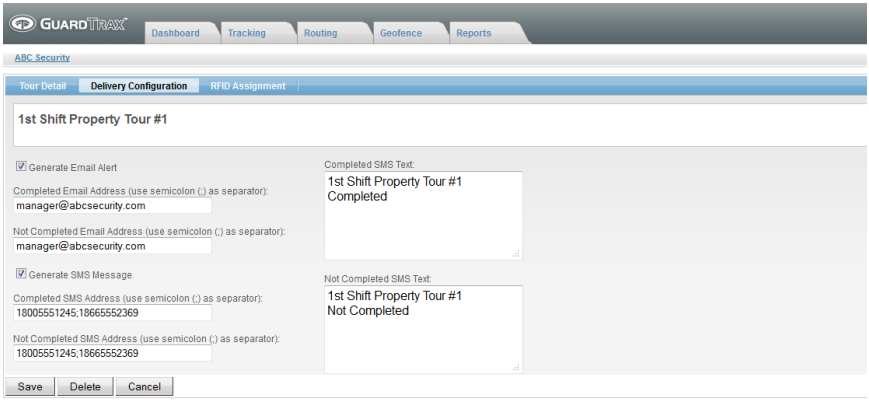
Fill in the fields as shown below, indicating the days of the week and the time and duration of the guard tour. Make sure to check the box "Use Time Range". "Saved" will appear in red indicating that the tour has successfully been created:



The next step is to select the RFID tags to be scanned during the Guard Tour by clicking the “RFID Assignment”: button as shown below:



Then, setup the delivery conformation section to include emails addresses and/or phone numbers of SMS capable devices.



At the completion of the tour, you will receive an email and/ or SMS indicating that the tour was completed and listing any missed RFID tags.

FCC Compliance statement (United States)

FCC Class B part 15

This device is verified to comply with part 15 of the 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.

Caution

• Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

• This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not in-stalled and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio or TGV technician for help.

• This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment complies with the Specific Absorption Rate (SAR) RF exposure requirements specified in ANSI/IEEE Std. C95.1-1992 and FCC 47 CFR 2.1093 for the General Population/ Uncontrolled Exposure environment when used with a holster for body worn configuration.

• This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Certification

The GuardTrax 2.0 Model GT-900100 complies with industry Canada RSS -132 and RSS – 133 under certification number 9528A.

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.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

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.

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. Privacy of communications may not be ensured when using this telephone.Les communications effectuées au moyen de cet appareil ne sont pas nécessairement protégées des indiscrétions.

GUARDTRAX™