



Panic Button Alert System FAQs

What are Panic Buttons?

Panic buttons are small push-button devices that your staff can wear on a lanyard or clipped on. When the button is pressed alerts are sent to notify security and emergency personnel.

Who gets alerts when a panic button is pressed?

When the button is pressed, it will send text and email alerts with pinpoint accuracy of distress location to a list of designated recipients such as security personnel. The distress location also appears on the property's floor plan.

Do the alerts communicate location updates?

Yes, the alerts are updated every 10 seconds to communicate accurate location information of the person in distress within the property. When the employee is safe from harm, the alert recipient can turn the help request off and document the action taken to address the situation.

Is it possible to create notification hierarchy?

We can setup an unlimited number of users at different levels to receive alerts, and then setup rules/escalation settings to alert different people under different circumstances. This includes alerting users off the property. Our team will assist with the alert notification setup.

Are the panic buttons portable?

Yes. These devices are wireless/battery operated.

How long do push button batteries last

6 months. The panic button batteries are rechargeable.

Do the employees require a smartphone to use the panic button?

No, the panic buttons **do not** require to be paired to the employee's smartphone.

Does it provide pinpoint location accuracy?

Yes. Bluetooth beacons are placed in rooms and other desired areas to determine the location of where the panic button is pressed.

Are beacons wired?

No. Beacons are wire-free, battery operated.

How long do beacon batteries last?

Approximately 3 years.

Can the beacons be pre-configured before installation?

Yes, customer provides floor plans before installation and the beacons are configured beforehand to save time during on-site install.

Does the system require to be configured to the property's network?

No, the system does not use ethernet or wi-fi and is 100% off-network.

Are there additional installation costs?

The system is easy to install. However, if you need help with installation, there is a nominal cost.

How long does it take to install the Panic Button Alert System?

A property with up to 300 rooms is installed in one day.

What is included in the solution?

- Wireless Panic Buttons
- Battery operated Bluetooth Beacons
- Cellular Gateways (only one per floor approximately is required for installation)
- Mobile App and Web Dashboard (For admin use, not required for staff to install)

How do we get location accuracy from the system?

Battery operated beacons are simply adhered in each area that is defined as a specific location. For example, they can be placed in rooms, by elevators, emergency exits, common areas, etc. The customer defines all the locations they want to include in their deployment. The beacon location is then configured in our system with the room/area assignment during installation.

How many beacons are required per property deployment?

This depends exclusively on the total amount of areas/rooms the building has.

How many gateways are required per property deployment?

Typically, one gateway for every two floors (this depends on the size of the property).

Where do the gateways need to be placed on the property?

The gateways are installed one per floor. They should be installed on alternating sides of the building for each floor about 1/3 of the way inside from the edge of each floor.

How many panic buttons can be supported per gateway?

One gateway supports approximately 100 panic button devices that are all reporting simultaneously.

What is the maximum distance from the gateway to the panic button to still be effective?

Range depends on building density due to walls, doors, and windows. The typical maximum range is 1,000 feet radius coverage from device to gateway. Gateways installed on all floors as recommended are sufficient and provide the necessary redundancy.

If there is limited cellular coverage on the property, will the system still work?

Yes, the system does not lose reliability due to poor cell coverage. The Panic Buttons use long-range wireless sensor technology that is ideal for this type of deployment. Even in bad cell coverage areas, our panic buttons will work throughout your property.

What does the price include?

- Free Shipping and Handling
- All Necessary Hardware
- Complete Online Training Service
- Dedicated Tech Support
- 24/7 Support Line
- App Access on smartphone, tablet and computer, with Unlimited Users

Who handles the installation?

The installation is simple and straight forward and can be done by your staff technician. In certain cases, our team of experts can handle/help with the installation. Background checks are performed for all installation technicians. You will be contacted beforehand to provide property specific information to create install plan. There is an optional installation cost If we do the installation.