

SECUR*alert*TM



A COMPLETE GUIDE TO PANIC BUTTON SOLUTIONS FOR YOUR ORGANIZATION

EVERYTHING YOU NEED TO KNOW TO STAY SAFE AT WORK



SECUR*alert*TM

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INTRODUCTION

THE WORLD REALLY IS A BEAUTIFUL PLACE – BUT ONLY WHEN IT'S SAFE. AND FOR FAR TOO MANY PEOPLE, FALLING VICTIM TO AN EMERGENCY WHILE AT WORK CAN BE A PRECARIOUS SITUATION – ESPECIALLY WHEN YOU'RE UNABLE TO ALERT SOMEONE QUICKLY AND DISCREETLY WHENEVER NECESSARY.

Remember, nothing is more important than making sure that you and your workers are safe in your place of business. Whether you're a hotel manager or a hospital administrator, nothing should come in the way of keeping yourself, your workers, and your guests or patients safe at all times.

We're firm believers that a panic button system – also known as a wireless duress alarm – is one of the first and foremost steps that any business owners should take when it comes to protecting and guaranteeing workplace safety. If you're not entirely familiar with a panic button system, we'd like to take the time to introduce you to this type of wireless duress alarm system that you can integrate into your business security strategy with ease.

In this comprehensive eBook, we're going to

show you just how a panic button system can improve your workplace safety. Our goal is to help our customers create safer environments for themselves, their workers, and their customers.

[SECURalert™](#) is an affordable wireless panic button system manufactured by Nordicom. This advanced panic button system is specifically designed to protect workers in duress. When an employee, a lone worker, or a staff member is in danger or perceives the threat of a dangerous situation, [SECURalert™](#) makes it easy to sound the alarm and get help when you need it.

As a simple panic button system, the worker or staff member can press the transmitter, which will instantly connect with the main controller. From there, the

main controller will alert and notify emergency responders if you wish of the worker's precise location with guaranteed accuracy.

Never before has there been a more advanced panic button system for businesses. Today, [SECURalert™](#) proudly serves a variety of industries, including the hospitality industry, healthcare, education, and institutions. Not to mention, retail stores, malls, office spaces, and even manufacturing facilities benefit from SECURalert's™

outstanding service.

Now that you know more about SECURalert™, it's time for you to take a deep dive into the world of workplace safety. In this eBook, we're going to talk about a few of the most important things to look for in a panic button system, the coverage that you'll want for your facility, and some of the benefits that come along with a panic button system.

Let's get started.



CHAPTER 1

THE TOP 5 ELEMENTS TO LOOK FOR

When it comes down to it, workplace violence is a serious matter that warrants serious consideration for business owners far and wide. According to the US Bureau of Labor Statistics, *“of the 5,147 fatal workplace injuries that occurred in the United States in 2017, 458 were cases of intentional injury by another person.”* Not to mention, *“Many American workers report having been victims of workplace violence each year.”*

While you might not realize it, workplace violence is a very real threat each and every day – so, even if you're not too concerned about a random act of violence from a customer, a passerby, or someone looking to cause malicious harm, it's still vitally important to consider the fact that workplace violence is real, it happens, and it's not exactly uncommon.

With that in mind, let's take a look at the **top 5 elements** to look for in your panic button system. Remember, your needs might differ a bit depending on your business. For instance, you can find a panic button system for hotels, or more advanced panic button system for hospitals with additional communication features, and much more. You will want to look for the right system that covers all bases. And with that, let's get started.

WHAT TYPE OF PANIC BUTTON SYSTEM DO YOU WANT?

It's important to note that not all panic button systems are the same. Some panic button systems are single push buttons, others are pattern buttons – some are step buttons, and some are code buttons. Depending on how quickly you want to be able to sound the alarm, you'll want to choose the right system. For instance, if you're concerned that a panic button could be initiated by mistake, then maybe a pattern button or a code button that requires you to input a specific pattern or numerical code might be a better idea, but who wants to try to remember a code when in duress. In fact, [SECURalert™](#) features a recessed transmitter test button to prevent false alarms.



DO YOU WANT A SILENT PANIC ALARM?

This is an interesting point to consider – do you think it would be more beneficial to have an alarm that sets off a loud alert signal to frighten an assailant? Or would you prefer a silent panic alarm that simply notifies the responders without alerting the assailant that you've set off the panic? Either way, you can rest assured knowing that pressing your panic button will sound the alarm and give you the option to notify the proper authorities, sending them right to your location if you wish.



DO YOU WANT A WEARABLE PANIC BUTTON?

You might not have considered this to be an option just yet, but it's important to remember that it's always a good choice. Suppose you have a lone worker who closes out the night shift at your retail store – a wearable panic button might be a better idea because it'll ensure that they always have a quick and easy way to report an emergency at a moment's notice. There are a variety of wearable panic buttons available today in the market, and it might be a good idea to look through some of your options if you believe that a wearable panic button might benefit you and your workers best.

HARD-WIRED VS. BATTERY POWERED SYSTEMS

When you have a system that is hard-wired into your facility, each component is connected to a power source. A battery-powered system, on the other hand, has each component running on its individual battery.



HARD-WIRED SYSTEM:

Costly and time-consuming to install; difficult to reorganize if you renovate, expand.



BATTERY-POWERED SYSTEMS:

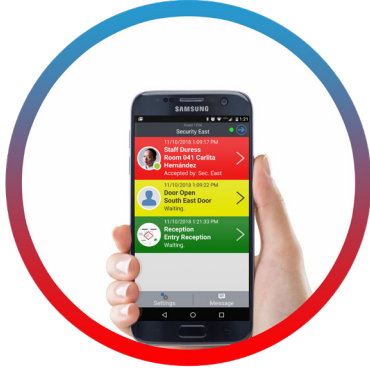
Quick and inexpensive to install; can move to another building if needed; must replace batteries every 1 - 5 years or so, but not all units display a low-battery alert.

SECURalert's transmitters are rechargeable (One single 4-hour charge gives you 30 days!) or battery operated. Receivers are also wireless.



DO YOU WANT YOUR PANIC BUTTON TO REPORT YOUR LOCATION WITH PRECISION?

One of the most important factors to consider is the precision of your system's ability to report your location to the proper respondents – whether internal or external. You'll want to consider the threshold for errors. For instance, if you have zero tolerance for a lack of precision, then you'll need a system with "room level" accuracy.



DO YOU WANT A COMPREHENSIVE SYSTEM?

The core elements of the [SECURalert™](#) panic button system are Radio Frequency (RF) and ultrasonic technologies. If you're not already familiar with it, "ultrasound is a very high-pitched sound that humans cannot hear." And although we cannot hear ultrasound, we can use the technology as a sure method to help the authorities determine the location of an individual rapidly and accurately – this technology would be best used with a handheld panic button transmitter.

Not to mention, [SECURalert™](#) is a comprehensive life safety system built around a wireless duress network. The system is addressable, supervised, and it provides redundancy in the event of failure.

One of the most advanced features of [SECURalert™](#) is the [XTendCall™](#) Mobile Platform. This advanced integration platform enables connectivity and alarm management of SECURalert's™ wireless duress solutions and 3rd party systems such as security, communication, PMS (Property Management Systems), fire alarm, and many others. [XTendCall™](#) also provides unified reporting and extends notification to its mobile app and other wired and wireless devices.

CHOOSE BASED OFF YOUR NEEDS

Now that you've read all about the top 5 elements to look for in a panic button system, it's time to do your research, view some products, and choose the right one that suits your needs. From there, you can rest assured knowing that you've made an informed choice that covers all of your bases.

In the next chapter, let's talk a bit more about the need and the potential for complete coverage – in other words, how can you ensure that your panic button system is within reach all throughout your facility?



CHAPTER 2

COMPLETE COVERAGE POTENTIAL

One of the most important things to consider when choosing your panic button system is the operational reliability and precision. All of your staff members will have an individual transmitter, giving them the ability to sound the alarm no matter where they are. No matter the size of your facility, you want to be sure that your employees are quickly located in the event of an emergency.

In other words, you want to ensure that you have complete coverage for every square foot of your facility – whether you manage a hotel, a hospital, institution or any other facility. There's no telling when

an emergency might unfold before your eyes, and by ensuring that your team members can easily press their panic button, you might be able to prevent an emergency, save a life, and stop a bad situation before it develops.

SECURalert™, for example, offers one of the most advanced panic button systems available. And as such, it allows you to guarantee complete coverage throughout your entire space because it covers both the inside and outside of your campus with the same transmitter and infrastructure. Let's take a look down below to learn more about SECURalert™.

A PORTABLE PERSONAL ALARM TRANSMITTER

[SECURalert™](#) manufactures the only bi-directional Portable Personal Alarm Transmitter (PPAT) that provides true real room location, within just a few seconds. As a Type-3 duress system, [SECURalert™](#) provides users with portable alarm transmitters that they can take with them as they travel throughout your facility. From there, the system effectively identifies and localizes staff members who might be in distress based on their location. Furthermore, once activated, [SECURalert™](#) will track individuals in duress in real-time and update their location on the Central and other peripheral communication devices.

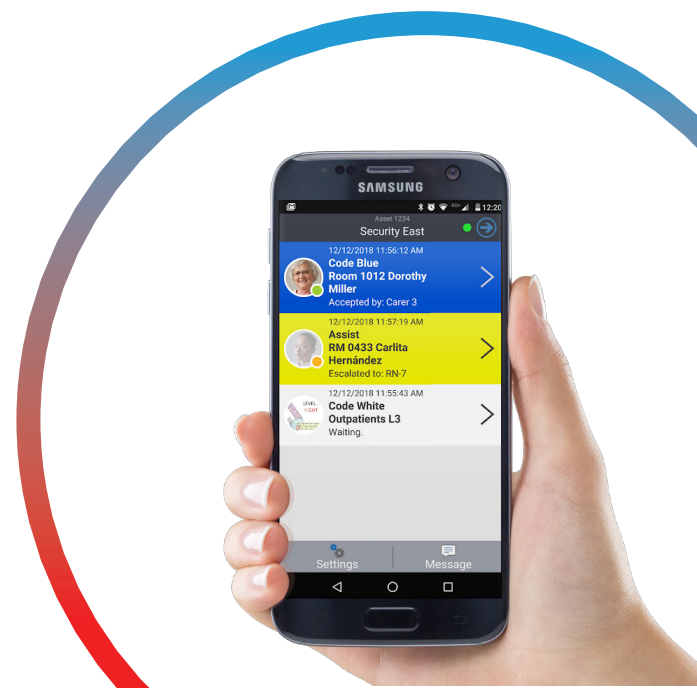
You see, [SECURalert™](#) chooses not to rely on Wi-Fi, or a cellular connection to provide location data – instead, it gives individual staff members the ability to trigger the device at a moment's notice from absolutely anywhere in your facility even when the power is down and the signal is lost. The system is self-contained within your environment and does not rely on any other technology or offsite cloud computing to operate. This helps to provide comprehensive coverage, giving the people who need it most the ability to call for help.

[SECURalert™](#) Leverages Radio Frequencies To Send Duress Signals and Ultrasonic Technology for Accurate Location

While some duress systems might rely on Wi-Fi or Bluetooth technology, [SECURalert™](#) leverages radio frequencies to send distress signals to a self-enclosed proprietary network of radios and repeaters to alert responders and stakeholders. For instance, an RF signal that is broadcast within a given location provides comprehensive coverage due to the signal's ability to be reflected by or transmitted through walls, ceilings, and other physical barriers with little appreciable attenuation.

Remember, when it comes to a multi-story building like a hotel or a hospital, giving the authorities every chance to quickly locate the person in distress is critical. Radio frequencies are one of the best ways to ensure that your system transmits information to the proper authorities. Furthermore, radio frequencies guarantee that the signal will get through to its destination, while ultrasound improves the precision and location of individuals in duress.

Let's talk about how [SECURalert™](#) helps to reduce response times in the next chapter.





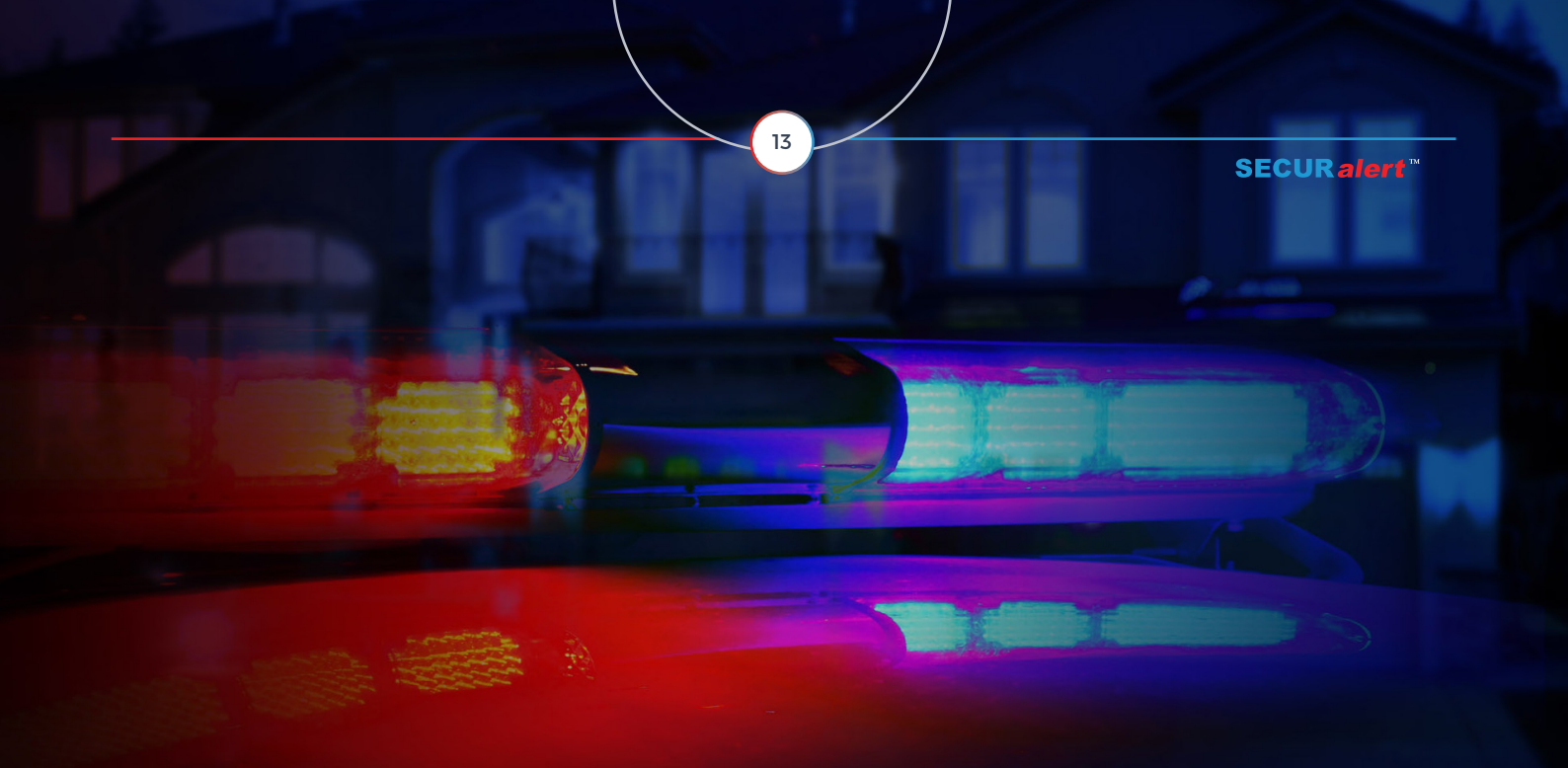
CHAPTER 3

REDUCING RESPONSE TIMES

When it comes to your panic button system, reducing response times from the authorities isn't just a goal – it's a mission critical necessity that you need to ensure comes to life with the system that you choose. For instance, [SECURalert™](#) is specifically designed to reduce response times through its multi-tiered approach to panic alerts. In the previous chapter, we spoke about how [SECURalert™](#) utilized

radio frequencies and ultrasound to make it easier for emergency personnel to quickly identify and locate a worker in distress – even in a multi-floor building like a hotel or a hospital.

In this chapter, we'll talk about the other ways [SECURalert™](#) works to reduce response times for emergency personnel and police officers. Let's take a look down below to learn more.



There are several characteristics of ultrasonic signals that make them an important resource to leverage when it comes to the process of transmitting alarm signals. For example, ultrasonic waves typically do not tend to penetrate structural barriers like walls, ceilings, or windows. Instead, these frequencies are rapidly reflected by these hard surfaces – essentially keeping them within the room in which they are broadcasted.

Now, you might be wondering – if ultrasonic frequencies have trouble penetrating walls, how can an emergency worker find me outside of the room that I'm in? Well, that's an easy answer. [SECURalert™](#) uses radio frequencies to send signals between repeaters and radios, and ultrasonic frequencies to send signals from the transmitter (the button) to the receiver, which will immediately notify the respondents.

If you're beginning to catch on, by having a closed looped solution, you minimize the chances of interference with other systems and you have full control and traceability of how and where the calls are sent to the appropriate recipients. It is much faster to be alone on the racetrack.

“LIMITING THE NUMBER OF INTERGRATIONS AND POINTS OF FAILURES IN A SOLUTION (HAND OFF OF INFORMATION TO ANOTHER SYSTEM(S)) WILL INSURE THE STRENGTH AND SPEED OF YOUR WIRELESS DURESS SOLUTION. Go ahead, count the point of failures and hand off information from one system to another. Then ask if all those links are monitored, supervised and if one fails, what happens... Only ONE number to remember with SECURalert. One, and even then, the SECURalert network is self-healing and has onboard power back up. If there is a power failure, your SECURalert system still works without the assistance of a UPS (Uninterrupted Power Supply)

For a duress system or panic button system, ultrasonic frequencies can be exploited to provide localization that is solely based on the known location of alarm receivers. So, if a receiver is located within the same room as the panic button or transmitter, ultrasonic frequencies would be the absolute best tool to use when reducing response times.

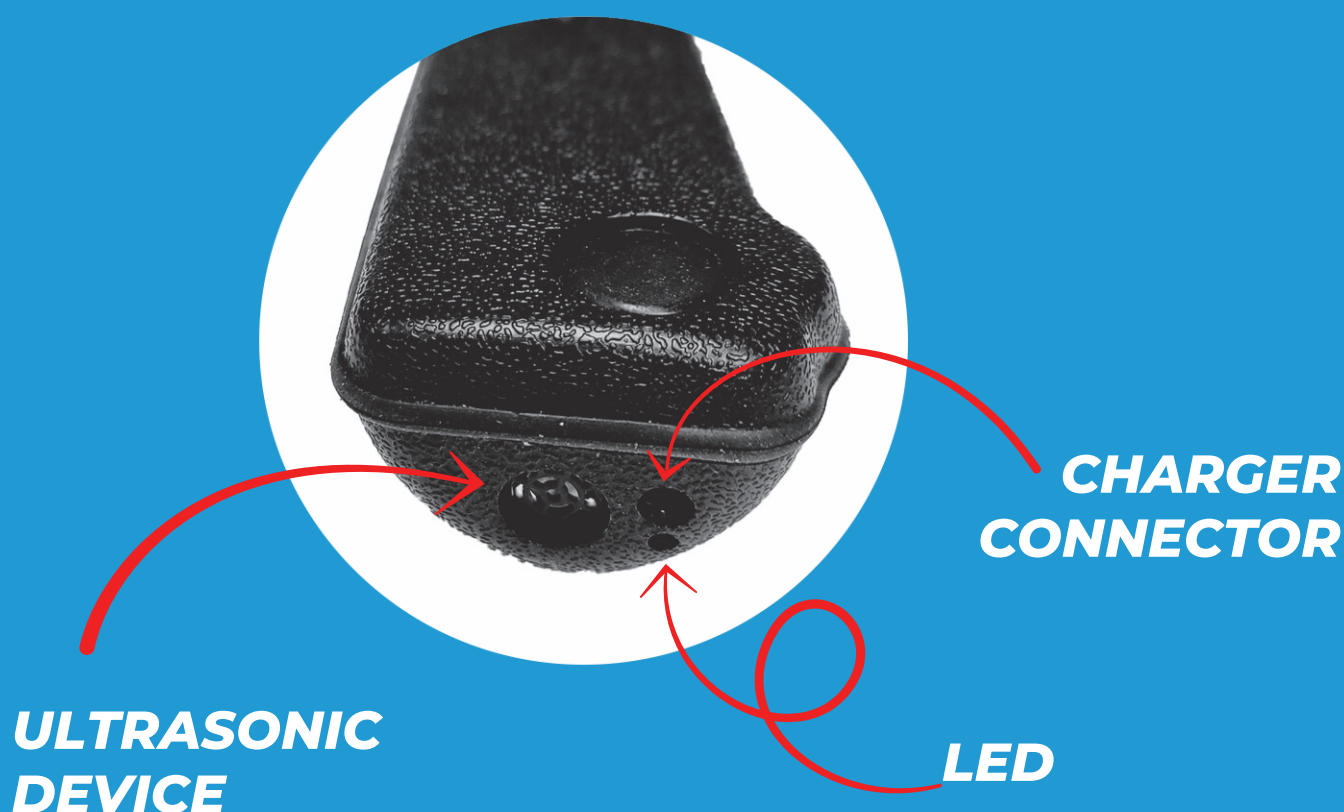
As you can see, the technology is quite robust and built on a strong foundation. In the next chapter, we'll take a deep dive into the technology itself.

CHAPTER 4

TECHNOLOGY BREAKDOWN

So far throughout this eBook, you should have picked up a bit on the various technologies that come into play when dealing with duress alarm systems and panic button systems. A Hybrid technology play a role in ensuring that your panic button system alerts the proper emergency personnel quickly, while giving them an accurate reading of your location to provide immediate assistance.

In terms of the technologies available, it's clear to see just why **SECURalert™** rises above the rest. **SECURalert™** uses a multi-tiered approach to ensure that your workers can quickly contact the authorities when an emergency strikes – whether it stem from workplace violence or somebody needing assistance.



**PANIC
BUTTON**

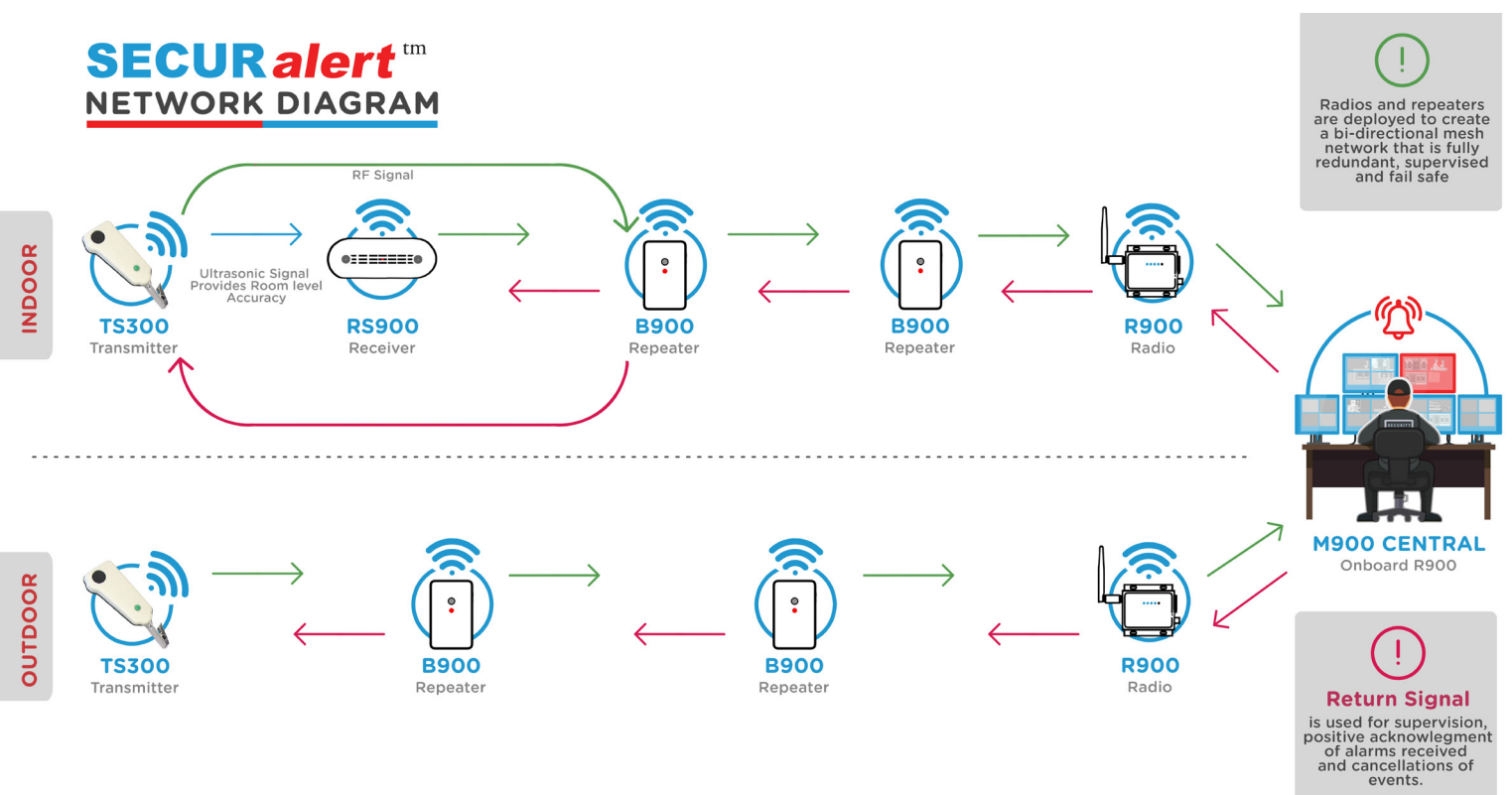


**EMBEDDED
TEST BUTTON**

A COMPREHENSIVE SYSTEM

- 2-Way Supervised Transmitters With Built-In Automatic Check In and Test button
- Self-Healing Network For Maximum Runtime
- Quickly Perform MACs (Moves, Add, Change) From The Central Unit.
- Transmitters Can Be Programmed Individually With More Than 30 Settings
- Locate Staff At Will & Quickly Track Locations Once A Transmitter Has been Activated
- Battery Monitoring & Power Backups
- Integrated Notifications With Support For A Variety of Systems & Devices
- Comprehensive Network Operating Center (NOC) With Remote Supervision & Support
- Advanced Reporting & Workflow Capabilities

SECURalert™ NETWORK DIAGRAM



*As you can see, **SECURalert™** provides you with everything you need to improve your workplace safety. With such an extensive technology breakdown, it's clear to see that **SECURalert™** is the most advanced duress alert system in the market.*

*Now that you're ready to purchase your **SECURalert™** system, let's talk about some of the important best practices that you'll want to consider after integrating it into your facilities.*





CHAPTER 5

BEST PRACTICES

Once you've purchased your [SECURalert™](#) duress alert system, it's time to integrate it into your facilities. And after you've done that, it'll be a wise decision to educate your staff members on how to use their new panic button system.

While your use-cases will vary depending on your facility in terms of its size and scope, it's important to remember that there are certainly

some best practices that we believe every business should follow once they've integrated their panic button system into their daily workflow. Let's take a look at some of these best practices down below.

TEST, TEST, & TEST AGAIN

You can never be too careful when it comes to workplace safety. One of the best ways to ensure that your system is up and running is to schedule routine tests. This can be a simple process, considering [SECURalert™](#) transmitter has an embedded test button that can help avoid false alarms.

[SECURalert™](#) very own built-in test button allows workers to test the system at the start of every shift, ensuring that the system is functioning properly. It provides a positive acknowledgement without triggering a real alarm.

From there, you can set up different scenarios that might require an employee to trigger your panic button system. Train your employees on how to use the system and give them real-world scenario training sessions, so that they can see just how they'd respond if a dangerous situation unfolded before them in real life.

ENSURE PROPER TRAINING

Another good step to take would be to ensure proper training not only for new employees, but also for those employees who have been around for a while. You can never be too careful, and it's always a good idea to provide your employees with a brief refresher to ensure that they know just what to do when an emergency occurs or a dangerous situation unfolds.

We recommend holding routine training sessions every 6 months or so. These sessions can be casual and rather informal, and they should really be used to remind employees how to use the system. In addition, you can also have employees learn about the fundamental workings of the system, in the event that they need to adapt their response process during a real-world scenario. Knowing the technology is the best way to make sure that you can use the technology properly when the need arises.

With that, you're ready to integrate your [SECURalert™](#) system.



CONCLUSION

Congratulations! You've reached the end of this eBook. At this point, you should have a better understanding of just what a panic button system is designed to do. In addition, you should also have a good idea of the benefits that a system like [SECURalert™](#) has to offer.

We'd encourage you to head on over to our website to learn more about SECURalert™. From there, you can reach out to us directly and speak with a member of our team to get some more information regarding our duress alert system.

Stay safe, and good luck.

THE MOST ACCURATE AND INNOVATIVE WIRELESS PANIC BUTTON TECHNOLOGY TODAY



► CONTACT

NEW INQUIRES:

(833) 428-0812

CUSTOMER SERVICE:

(866) 667-3426

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