

DURESS CODE AND PANIC ALARM PROCESSING

The 3000 / Access 4000 offers a number of options for processing User Duress and Panic conditions generated at LCD Terminals.

When a User logs on to an LCD Terminal using a special “Duress Code” an alarm state is generated on the “Terminal Duress” System input (Txx : S05) for that Terminal.

Similarly, when a User performs the Panic operation by pressing the <HELP> key 3 times in succession an alarm state is generated on the “Terminal Panic” System input (Txx : S02) for that Terminal.

These System Inputs can then be processed as required.

Duress Codes

Duress Codes allow a User to logon to an LCD Terminal and perform operations in the usual manner while a silent alarm (or whatever form of alarm processing is required) is discreetly reported.

Common Duress Code/s.

A User Programming option allows specific User Codes to be designated as “Duress” Codes. This allows for a common Duress Code, that is easily remembered, to be programmed for all staff. (e.g. 9999)

Multiple Duress Codes can be created for multi-tenancy applications or where Duress Codes are required on a “per department” basis.

Unique Duress Codes.

A General System option allows every User to have a unique Duress code by incrementing the last digit of the normal PIN code by 1. e.g. Normal PIN is 1234; Duress PIN is 1235. Normal PIN is 6789; Duress PIN is 6780.

Panic

The Panic feature allows a User to generate a local and/or remote Panic alarm simply by pressing the <HELP> key three times in succession at an LCD Terminal.

1. General System Options. [MENU, 7, 5, 1]

- 1.1 Select the option for Unique Duress codes IF required. [N D F R f + I .]

-+1 for Duress Codes. Set to Yes to enable unique Duress Codes for every User by adding 1 to the last digit of their PIN code.

2. Users. [MENU 2, 1]

- 2.1 IF Common Duress Code/s are required, select the User Code to program.

- 2.2 Program a name for the User.

CAUTION. For Duress Codes DO NOT use any words in the User name (e.g. Duress, Holdup, etc.) that indicate that a Duress code is being used, as the name will be displayed in the greeting when the User logs on to the Terminal!

- 2.3 Assign an appropriate User Type .

- 2.4 Enter in a unique PIN code of 1 to 8 digits for the User. A PIN code length of at least 4 digits is recommended.

- 2.5 Program any of the User Options required for the Duress Code User. [N D L E G]

The relevant options are:

-**Duress Code.** Set to Yes IF this User Code is to be used as a system Duress PIN code.

-**No Greeting.** Set to Yes IF the logon greeting (e.g. Good morning Jack Frost) is not to be displayed for this User.

3. Check / Program the Process Group/s. [MENU 2, 4, 3]

One of the Default Process Groups such as System Tamper (for Panic) or System Silent (for Duress Codes) may be suitable. If necessary, new Process Group/s can be programmed to cater for different processing requirements.

Note comments at Step 3.7 below.

- 3.1 IF a new Process Group is required, or an existing Process Group needs to be modified, select the Process Group to be programmed/edited and program a name if required. e.g. Duress.
- 3.2 Program the required "Input Type" options. [T A E X U P L S]
 -Set the "T" (Tamper) option to Yes IF the Alarm is to be processed/reported as a Tamper condition.
 (If set to Yes the alarm will be processed when the Area is On or Off.)
 -Set the "A" (Alarm) option to Yes IF the Alarm is to be processed/reported as an Alarm condition.
- 3.3 Program the required "Communications Reporting" options. [I T A R E X U S]
 Typically the Isolate, Tamper, Alarm and Restore options are set to Yes.
- 3.4 IF reporting via Contact ID, you may program the Contact ID Event Code to be sent for Inputs with this Process Group assigned. If left at "000" a default message will be sent:
 "120" for "Terminal Panic" System Inputs. "122" for "Terminal Duress" System Inputs.
See Tables section for Contact ID Event Code details if a different Event code is required..
- 3.5 Program the Area Auxiliaries to activate. [T 1 2 3 4 I]
 This will be required IF devices such as Cameras, Alarm indicators, Strobe, etc. are to be triggered.
 -Set Alarm 2 Auxiliary to Yes IF you require the Auxiliary to be On while the Input is in Alarm and automatically turn Off when the Input Seals. (V3 or later)
 -Set any other Alarm Auxiliary to Yes IF you require the Auxiliary to turn On when the Input goes into Alarm and turn Off by another mechanism. e.g. Area Off, Auxiliary Timer, Calculated Auxiliary, etc.

Note that Duress alarms are usually a Silent alarm reported to the Central Station. However, Auxiliaries may be required to provide some form of discreet local alarm indication for other personnel or an on-site guard etc.

- 3.6 IF Sirens are required:
 -Program the Siren Tone selection for the Alarm and Tamper states.
 -Set Siren Lockout to Yes IF Zones that caused the Siren activation are to auto isolate when the Siren timer expires.

Note that Sirens and Strobes, etc. are not normally used for Duress alarms as they may cause the Bandit to panic, thereby putting the victims at risk.

- 3.7 Program the LCD Terminal message Types to generate.
IMPORTANT NOTE: Normally all set to No in the Process Group used for Duress Code Alarms.
 This prevents a message such as "Had Alarm on T02 Duress in SYSTEM AREA" from appearing on the LCD Terminal when a User Enters the Duress Code.
 In some installations this message may be required to appear on specific LCD Terminals (e.g. Only on the Guard room Terminal and/or Terminal in back office). If so, then this option can have a unique Message type number assigned (e.g. Only type 8 set to Yes); then in LCD Terminal programming [MENU, 7, 2, 1], type 8 can be added to the Alarm Message Types for those Terminals only.
 (This option typically has Type 1 set to Yes for other types of alarms that require a message to appear on all the LCD Terminals)

4. Program the Terminal Panic and Terminal Duress Input/s. [MENU 7, 0]

- 4.1 IF any special Input options are required, select the Input to be programmed/edited and program the options as described in "Alarm Processing" in the Basic Programming Guide.

Note: Names do not need to be programmed for these Inputs. System Input names are pre-defined and cannot be edited.

5. Program the Area. [MENU 7, 1]

Terminal Duress and Panic alarms are normally monitored in a “System” Area that is On 24 Hrs or a separate Area that is only used for Duress Code and/or Panic Alarm processing.

If these types of alarms are only monitored for part of the day, programming a separate Area allows the monitoring to be enabled and disabled by turning the Area On and Off as required.

IMPORTANT NOTE: If the “Add System Inputs” option has already been used in an Area with the System “T”amper and System “S”ilent options set to Yes [T S L I a s], then the Terminal Panic and Terminal Duress System Inputs will already be assigned to that Area with PG009-System Tamper and PG010-System Silent Process Groups respectively.

These System Inputs will have only been assigned for the Terminals that were present in the system at the time. If more LCD Terminals have been installed in the system, the “Add System Inputs” function should be performed again.

If this is suitable then no further programming is required. Note however, that if the default “System Silent” Process Group is used for Duress Code alarms, a message will be sent to all LCD Terminals whenever a Duress Code is entered. It is recommended that a new Process Group is used to assign the Terminal Duress Inputs to the Area.

See Step 3 (especially 3.7) for details.

If setting up a separate Area for Duress Code and/or Panic alarms, and “Add System Inputs” has already been used in another Area, you may need to remove the Terminal Panic and Terminal Duress System Inputs from that Area before assigning them to the new Area.

- 5.1 Select the Area to Edit or create a new Area and program a name.
- 5.2 Program the Area options as required.
See Step 4 in “Alarm Processing” in the Basic Programming Guide.
- 5.3 Assign the Input/s to the Area using the appropriate Process Group for this type of alarm.
See notes above.
The “Terminal Panic” System Inputs are S02 on each Terminal. i.e. T01:S02, T02:S02, T03:S02, etc.
The “Terminal Duress” System Inputs are S05 on each Terminal. i.e. T01:S05, T02:S05, T03:S05, etc.

