XT403 Quick Reference Guide

SkyTrack
SAFETY & ASSURANCE 24/7

Online tracking platform and reports available at login.skytrack.com.au
Email info@skytrack.com.au / Securitas Control Room 1300 656 660

Device

Speaker

SOS button
Press and hold for 3 seconds to send SOS alarm (device will vibrate and beep)

LED Indicator lights

Microphone

Press and hold both buttons to turn device off

Magnetic charger connection

- Cable or cradle
- 2-3 days battery life
- Daily charging recommended

Side button

- **When turned off:** Press and hold for 3 seconds to turn device on
- **When turned on:** Press and hold for 3 seconds to turn device on
- **Short press twice to check battery level:** 1 flash = 0-20%, 5 flashes = 80-100%

Status lights

🔵 **Blue light (Status)**

- Flashing for 1 second: Searching for GPS
- Blinking once every 3 seconds: GPS Fix, or device is sleeping
- Turned on: Control Room call is in progress

🟡 **Yellow light (Warning)**

- Flashing 1 second – Telstra not connected
- Blinking once every 3 secs – Low battery

🔴 **Red light (charging)**

Check-in system

1. When active, you must check-in at set intervals.
2. To perform a check-in, press the side button for 3 seconds and the unit vibrates.
3. If you fail to check-in on time, a reminder will be sent, causing the unit to beep and vibrate for up to 5 minutes.
4. Acknowledge the reminder by single pressing any button on the unit.
5. You must check-in after receiving a reminder.
6. Failure to check-in after receiving a reminder will raise a failed to check-in alarm.

- Activated with 2 check-ins within 20 secs
- Deactivated with 3 check-ins within 20 secs
- Suspended when the unit is on charge
- Alarms are raised even when the unit is offline

SOS Procedure

1. SOS button is pressed for 3 seconds and the unit vibrates.
2. Control room will call to the duress unit and ask for a voice code. User of the unit will answer with a **VOICE CODE**.
3. If the response indicates **ALL CLEAR**, the operator will verify the identity of the respondent with questions about the service.
4. If the response indicates **DURESS**, the operator will contact police and notify the Manager.
5. If there is **NO RESPONSE**, the operator will call the paired mobile phone. If there is no answer the SOS will proceed and the operator will call nominated emergency contacts.

NOTE: If the Duress unit is turned off after the **SOS** button is pressed, the **SOS** procedure will proceed.