

SKY TRACK PERSONAL DURESS DEVICE

QUICK REFERENCE GUIDE



Power on/off.
Hold for 3 seconds.
Buzzes when
activated/deactivate

Volume + -
(Other symbols are
deactivated features)

Press Phone to answer calls from
the Control Room. Device will
auto answer if not answered.
Press Phone to hang up calls

Press and hold SOS for 3 seconds
(device will vibrate) to send SOS
signal to Control Room. Control
room will initiate the SOS
procedure.

Micro USB charging port.
Can be charged with any USB
power source.

LED Lights –

Blue (GPS)

- On – Charging
- Flashing 5 seconds – Sleeping
- Flashing 1 second – No GPS or initializing
- Off – GPS fix
- Fast flashing every 0.3 secs – low battery

Green (Phone Network)

- On – Call is coming in or busy
- Flashing 5 seconds – Sleeping
- Flashing 1 second – No GSM signal or initializing
- Off – Connected to GSM network

About the unit –

- Default is 'Normal' sleep mode – GPS update every 3 mins ~ 2 days' battery life. (Daily charging recommended)
- When charging, the unit is always on
- To check if on, press volume, phone or power button
- Telstra 3G network coverage
- Device is water resistant
- Quarterly testing, 2 mins per unit. Scheduling will be advised.
- Daily reports and SOS reports via email
- Online tracking platform and reports available at:
tracking.skytrack.com.au

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 allocated mobile phone. If no answer the **SOS** will proceed.
6. If Duress unit is turned off after **SOS** button is pressed, the **SOS** procedure will proceed.