

Response Technologies, Ltd.

PCDuress®

INSTALLATION & USER'S MANUAL



PREVENT INJURIES, DAMAGE or a SECURITY BREACH.
Read, understand, and follow this manual.



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APPLICATION OVERVIEW

PCDuress® leverages your existing IT network investment and connectivity to enable any networked desktop or laptop computer to initiate a Centurion® system alert directly to first responders. User Licenses can be expanded as needed in single increments or multi-user bundles.

Once installed on a user's PC PCDuress® is encompassed in two pieces of software. There is a Windows Service named DuressSrv. This automatically starts with the PC and periodically checks in with Centurion®. This periodic check in allows PCDuress® to notify of connectivity and configuration issues. The check also allows the Centurion® to send notifications if PCDuress® system are missing during periods of expected operation.

Technical Specifications

Network requirements

- Centurion® with a static IP Address
- Centurion® must be accessible from the PC clients via UDP on port 8916
- The network needs to have reasonable latency under 15 seconds is best
- Applications installed on the client PC must be able to talk via TCP on 8917
- Either Wi-Fi or Ethernet access to network

Note: Alarm notification speed is dictated by user's network.

Supported Operating Systems

- Windows XP
- Windows 7
- Windows 8
- Mac OS X v10.6 and newer

PC Requirements

- Computer must satisfy OS minimum requirements
- Reliable network connection – alarm notification **REQUIRES** network

PCDuress® resource usage

- DuressUI – Ram 3M, Drive 14M
- DuressSrv – Ram 3M, Drive 12M



APPLICATION INSTALLATION

Run the installation executable. Follow the on-screen steps to complete software installation. Be sure to read and understand the Software License Agreement before completing installation.

1. Double-click PCDuress® Installer to run the installation application.



2. If Security Warning appears click Run to continue.

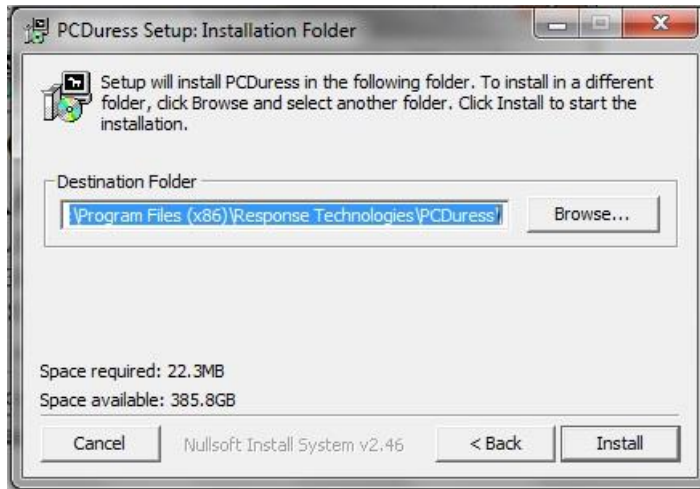


3. Read and accept the Software License Agreement. Click Next to continue.

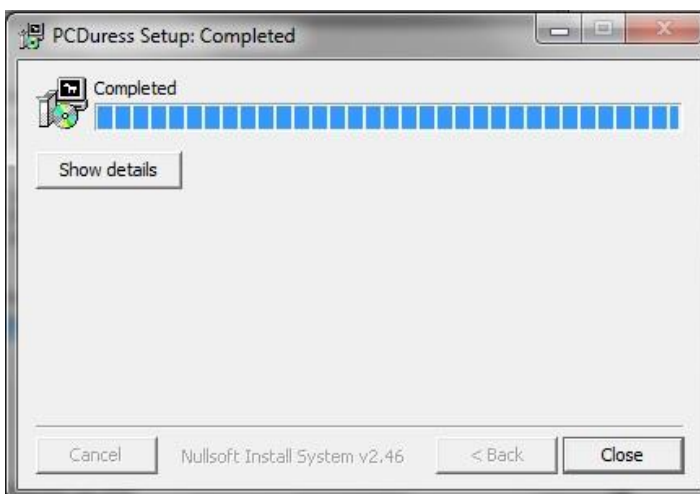




4. Choose installation location and click Install to continue.



5. Click Close once installation is complete. PCDuress® is now installed and ready to be registered and mapped to the Centurion®.





OPERATION

Registration and Configuration (From the Centurion® Keypad Interface)

- ⚠ The Centurion® Wireless Security System is DISARMED when a user is configuring the system or changing parameters as described in this manual.

DO NOT configure the system when sensors must be monitored.

If the system is DISARMED, alarms WILL NOT BE PROCESSED or LOGGED. Duress buttons and other sensors activated while the unit is disarmed will not transmit alarms via the radio system or other communication interface option.

Accessing System Configuration

With the **Operational Status** screen displayed enter the numeric password that has been assigned to the Centurion® (found inside cover of Quick Reference Guide), press [**ENTR**]. The following screen will be displayed:

```
PLEASE ENTER  
PASSWORD => ****  
  
SAVING LOG...
```

Upon entering the correct password, the **MAIN MENU** will be displayed:

```
>CENTURION CONFIG  
ALARM HISTORY  
ARM  
DISARM
```

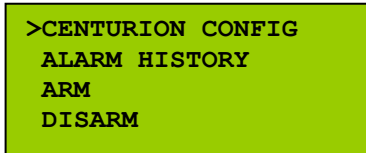
Main Menu

If an incorrect password is entered, the following screen will be displayed **Sorry, Invalid Password...**:

```
SORRY,  
INVALID PASSWORD...
```



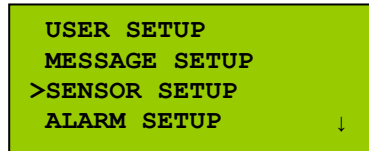
The **Centurion Configuration** menu enables the user to set all configurable parameters within the system via the **MAIN MENU** screen.



Main Menu

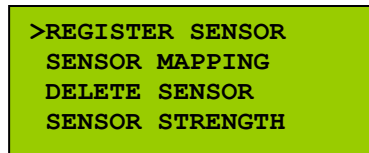
Using the [↑] and [↓] keys, select **>CENTURION CONFIG** and press [ENTR].

The Sensor Setup menu enables the user to manage multiple system sensors. Using the [↑] and [↓] keys, select **>SENSOR SETUP** from the Centurion Configuration Menu and press [ENTR].



Centurion Configuration Menu

The following menu will be displayed:



Sensor Setup Menu

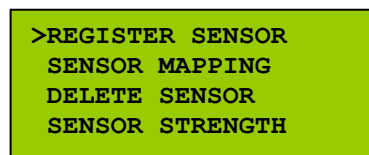
Registering PCDuress®

The Register Sensor menu enables the user to register a PC running PCDuress® to the Centurion® as an individual sensor.

Note: When registering sensors, it is necessary to assign a unique identification number to each sensor for the purpose of tracking and supervisory functions.

Note: When registering PCDuress®, it is necessary to have one person navigating the Centurion menu while another person is at the PC being registered.

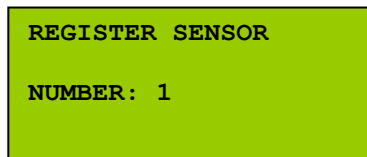
Using the [↑] and [↓] keys, select **>REGISTER SENSOR** from the Sensor Setup Menu and press [ENTR].



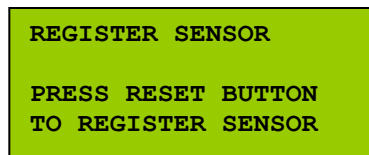
Sensor Setup Menu



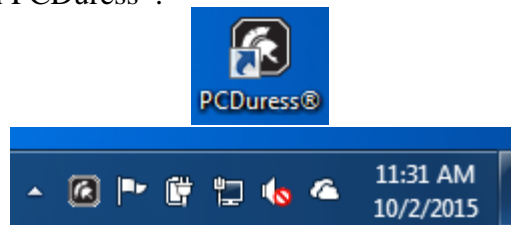
The following menu will be displayed:



Assign an ID number to the sensor. Use a number unique to only that sensor (i.e. 1.), press [ENTR] to begin the registering process. The following screen will be displayed:



From the PC being registered, double-click on either the PCDuress® desktop shortcut or the PCDuress® tray icon to open PCDuress®.



Click on the **Register** menu item to send the registration request to the Centurion®.





At the Centurion[®], the following screen will be displayed:

```
SENSOR REGISTERED :  
  
PC DURESS
```

Mapping PCDuress[®]

Sensor Mapping enables the user to configure each PCDuress[®] to: transmit a radio message, turn on relays, generate entry/exit delays, transmit DTMF tones and create zones. Using the [↑] and [↓] keys, select **>SENSOR MAPPING** from the Sensor Setup Menu and press [ENTR].

```
REGISTER SENSOR  
>SENSOR MAPPING  
DELETE SENSOR  
SENSOR STRENGTH
```

Sensor Setup Menu

The following screen will be displayed:

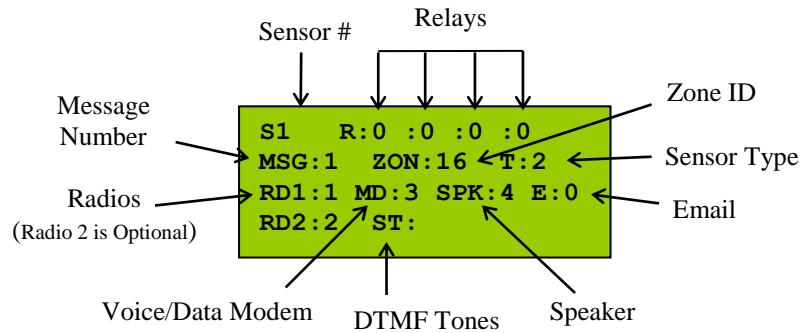
```
MAP SENSOR  
  
ENTER NUMBER: 124
```

Note: Sensors must be mapped to process an alarm.

Enter the ID number of the sensor to be mapped and press [ENTR].

If a sensor has not previously been mapped the Add New Sensor screen will appear. Verify the selection **1 = Add** (add new sensor) or **0 = Quit** (do not add new sensor). Make the appropriate selection and press [ENTR] to program your selection.

```
ADD NEW SENSOR  
  
(1=ADD/0=QUIT) : 1
```



S = The ID number of the sensor to be mapped (not a configurable field).

R = Relays are utilized to activate other electrical devices (i.e. lights, sirens and cameras). Assigning a numeric value of **0** disables the relay mode. To activate a Relay, assign a numeric value of **1** (please reference page 38 - **Relay Latch Time** in the Centurion® Owner’s Manual).

Note: Additional wiring and electrical knowledge is required to complete this procedure.

MSG = Message to be played when sensor is activated; enter numerically using keypad (default is same as sensor number).

ZONE = All PCDuress® should be assigned to zone **16** (please reference page 9 - **Configure Zone** to set the inactive times for reporting sensor missing).

T = Sensor Type (not a configurable field). PCDuress® have a sensor type value of **2**.

RD = Assign radio output priority; value will be **0** (i.e., radio not utilized), **1**, **2**, **3** or **4** if equipped with multiple radios and/or voice modem.

MD = Assign voice modem output priority; value will be **0** (i.e., voice modem not utilized), **1**, **2**, **3** or **4** if equipped with multiple radios and/or voice modem.

SPK = Assign speaker output priority; value will be **0** (i.e., speaker not utilized), **1**, **2**, **3** or **4** if equipped with multiple radios and/or voice modem.

Note: Output priorities for radio, voice modem, and speaker must be unique from one another or system malfunction will occur.

E = Email transmittal; assigning a numeric value of **1** enables email mode, assigning a numeric value of **0** disables email mode.

Note: End user IT personnel responsible for setup/maintenance of email feature integration.

ST = DTMF tones that can be transmitted in lieu of or in conjunction with radio transmission. Enter the DTMF tones you wish to be played. This field will accept **0** through **9**, **#** & *****.

Note: Additional equipment and radio/telephone knowledge is required to complete this procedure.



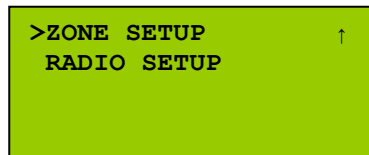
When all parameters are set, press [**ENTR**].

To return to the Main Menu screen, press the [**ESC**] key twice.

Configure Zone

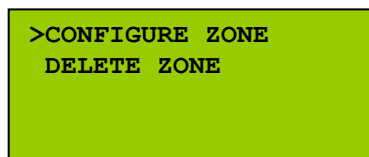
PCDuress® will report as missing when it loses connection to the Centurion®. This can be from losing network communication or from turning the PC off. Zone Configuration allows the user to set inactive times for reporting missing PCDuress®. This allows the user to enter the times that the user expects the PC's running PCDuress® to be turned off.

Using the [**↑**] and [**↓**] keys, select **>ZONE SETUP** from the Centurion Configuration Menu and press [**ENTR**].



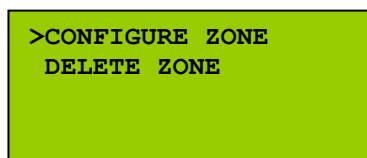
Centurion Configuration Menu

The following menu will be displayed:



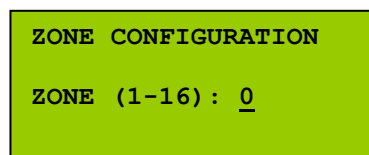
Zone Setup Menu

Using the [**↑**] and [**↓**] keys, select **>CONFIGURE ZONE** from the Zone Setup Menu and press [**ENTR**].



Zone Setup Menu

The following menu will be displayed:



Enter zone number **16** and press [**ENTR**]. The following menu will be displayed:



```
ZONE 16 ENTRY DELAY
SECONDS: 0
```

Entry Delay should always be set to 0 seconds for PCDuress®. Press [ENTR].

The following menu will be displayed:

Enter a day →

```

ZONE 16 CONFIG
DAY (1 - 7): 0
S1 M2 T3 W4 T5 F6 S7
* * * * *
  ↑   ↑   ↑   ↑
  Days with inactive times Configured

```

Enter 1 through 7, which corresponds with the day of the week for inactive configuration. Within a 24-hour period, each Zone can be programmed for 1 to 3 scheduled inactive configurations. Inactive times can vary from one minute (00:00 - 00:01) to 23 hours and 59 minutes (00:00 - 23:59). The FROM time must be less than the TO time or an error message will be displayed. Make the appropriate selection and press [ENTR] to program your selection. The following menu will be displayed:

```
ZONE INACTIVE TIMES
FROM 00:00 TO 00:00
      00:00   00:00
      00:00   00:00
```

Enter inactive times utilizing 24 hour clock (1:05pm is 13:05).

```
ZONE INACTIVE TIMES
FROM 00:01 TO 07:00
      18:01   21:00
      22:30   23:59
```

Make the appropriate selections, press [ENTR]. The following menu will be displayed:

```
ZONE 16 CONFIG
DAY (1 - 7): 2
S1 M2 T3 W4 T5 F6 S7
*
```

Repeat above Zone Configuration steps to program additional days per week.



To set the zone to be inactive between two days, (i.e., 11:30pm Monday to 2:00am Tuesday), enter the two zone configuration days for that zone, (i.e., for Monday, enter from: 23:30 to: 23:59; Tuesday enter from: 00:00 to: 02:00).

MONDAY

ZONE	INACTIVE	TIMES
FROM	23:30	TO 23:59
	00:00	00:00
	00:00	00:00

TUESDAY

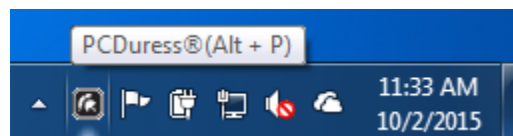
ZONE	INACTIVE	TIMES
FROM	00:00	TO 02:00
	00:00	00:00
	00:00	00:00

To return to the Main Menu screen, press [**SHIFT**] then [**ESC**] key twice. Using the [**↑**] and [**↓**] keys, select **>ARM** from the Main Menu and press [**ENTER**] to save all changes and Arm the system.

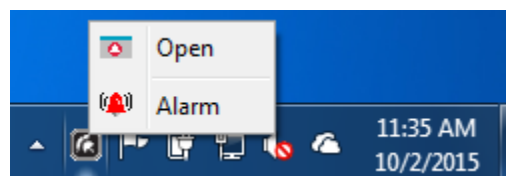
Alarm Activation

Alarm notification can be sent to the Centurion® using three different methods: **Hot Keys**, **System Tray Menu**, and **Application Window**. See below for details of each alarm notification method.

- **Hot Keys** – Hot Keys are preselected keys on the keyboard that, when pressed at the same time, send alarm notification to the Centurion®. To identify the Hot Keys, mouse-over the PCDuress® tray icon in the system tray. See image below for example.



- **System Tray Menu** – The System Tray Menu is accessed by clicking on the PCDuress® tray icon. Click Alarm to send the alarm notification.





- **Application Window** – To open the Application Window double-click on either the PCDuress® desktop shortcut or the PCDuress® tray icon and then click Open.



Click on the **Click to Alarm** icon to send alarm notification to the Centurion®.



Application Conditions/Notifications

PCDuress® will notify the user of its current condition by changing the color of the PCDuress® tray icon. PCDuress® performs a status check/update every 30 seconds.

Black – The icon will be solid black under normal conditions. PCDuress® is communicating with the Centurion® and is ready to process an alarm.



Green – The icon will flash green while sending notifications to the Centurion®, and will turn solid green for 15 to 20 seconds when notification delivery has been acknowledged.

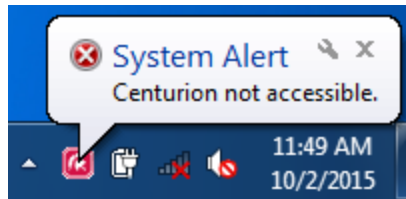




Yellow – The icon will flash yellow if PCDuress® is communicating with the Centurion® but is not ready to process an alarm. This could be due to PCDuress® not being registered, not being mapped, or the Centurion® being disarmed.



Red – The icon will flash red and a pop-up message will appear if PCDuress® is not communicating with the Centurion® and will not process an alarm.





FAQ's

Why does the PCDuress® Log show “Centurion not ready to register” when I click on the Register menu item?

This message is displayed if the Centurion® has not been placed into Registration Mode (see page 5 – Registering PCDuress®).

How can I make my tray icon always visible?

In Windows 7 you can drag the icon down from the tray pop-up into the displayed tray. In Windows XP you will have to uncheck “Hide inactive icons” in Taskbar and Start Menu Properties.

How do I “reset” PCDuress® after an alarm activation?

PCDuress® does not need to be reset after alarm activations. As long as the tray icon is solid black or green PCDuress® is ready to process an alarm (see page 12 – Alarm Conditions/Notifications).

How do I know which keys are the Hot Keys for sending alarm activations?

To view the Hot Keys, mouse-over the PCDuress® tray icon. A pop-up will display the Hot Keys (see page 11 – Alarm Activation).

Can the Hot Keys be changed to a different combination of keys?

Yes. If a different combination of keys are needed, contact Response Technologies and request a new application installer with the desired Hot Keys. Hot Keys can be 1 to 4 key combinations or can be disabled.

Will PCDuress® communicate across separate VLANs on the same network?

Yes. PCDuress® will work as long as the PC resides on the same network as the Centurion®.



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