



MESSENGER



support.badgemessenger.com/start/srm

Model: SRM

Welcome!

Your Messenger is a lightweight two-way communication Badge holder designed for assistance requests and crisis support. Any Button press is sent to the C.A.R.E.L. requesting assistance, or reporting your condition in a crisis situation. The Messenger will accept up to two standard thickness badges, e.g. Photo Identification and RFID building access badges of similar thickness.

To Start:

Charge your Messenger:

Power down and insert USB charger connector into the Messenger. Charge until the amber LED is out. This will be 80% of full battery charge.

Powering On your Messenger:

Press and hold the **NO** button (5-6 sec.) until the buzz to power on. The system time will appear within several seconds if you are in range of the C.A.R.E.L.

Powering Off your Messenger:

Press and hold **NO** button (5-6 sec) until the second buzz to power off the Messenger. this is Recommended state for charging.



Messenger Operation:

CONNECTION: The Messenger will display “Connected” when connected with the C.A.R.E.L. “Offline” is displayed when no signal for connection is available.

Name: Your name will appear at display top.

Time: Time is displayed in ready mode.

Elapsed Timer: The Event elapsed timer is displayed in display lower right corner

Request: The request Event type is displayed in the upper left corner

Sub-menu: The sub-menu choices for each request are displayed for 5-seconds at the beginning of any request.

How to use Request Buttons:

Pressing any request button for **1-second** will produce a confirming buzz. This will start the request process. **A 5-second delay** is built in to allow you to select of one-of-four custom **sub-menu choices**. Touching the dark gray touch-point dot next to your choice will select. If no sub-menu option is selected, the request will be automatically sent after 5 seconds.



The 4-stages of a request are:

SENDING –Showing that your request is sent.

RECEIVED –Confirms delivery of request.

ASSIGNED – Request has been Assigned.

RESOLVED? – Press the **Yes** button after the issue is resolved. After which the Messenger will return to home screen displaying the time. The C.A.R.E.L. operator may also Resolve the request should it occur else ware.

Responding in Emergency Mode:

A **LOCKDOWN** event can be initiated from any Messenger badge holder by depressing the **SECURITY** and **MEDICAL** simultaneously for 3-seconds. This will produce two separate buzz events. After the second long buzz, release the buttons and a Lockdown will activate.

In similar manner a **FIRE CONFIRM** notice can be sent from any Messenger badge holder when **HELP** and **MAINTENANCE** are pressed simultaneously for 3-seconds. This process is the same as the Lockdown.



Emergency process:

(step by step)

- What you will **SEE** on the display
- When to **PUSH** the buttons
- What you will **FEEL** from the Messenger

Step 1:

LOCKDOWN* - Event - CHECK IN

Press the **YES** button immediately .

Triple Buzz/Blink (5X)

Step 2:

Are You Safe? / Safe? CHECK-IN

Press the **YES** button when you're safe.

Press the **NO** button if you're not safe.

Single buzz/blink.

“Event IN PROGRESS”

This is the wait cycle until the event is called off.

Step 3:

ALL CLEAR / ALL CLEAR-CHECK IN

Press the **YES** button.

Triple Buzz/Blink (5X)

Step 4:

RETURN / RETURN-CHECK IN

Press the **YES** button once you're back in place.

Press the **NO** button If you cannot comply.

Single buzz/blink.



SRM quick start doc. 2.1

Important Safety, Compliance and Warranty Information

English   
Read Manual before Product Use

Improperly, or mistreated rechargeable batteries may present a risk of leak, chemical burns, or explosion and personal injury. **Do Not** open, puncture, expose to conductive materials, moisture, liquid, or heat above 130° F (54°C). **Do Not** charge battery if it appears to be leaking, discolored, deformed, or in any way abnormal. **Do Not** leave your battery discharged or unused for prolonged periods of time. **Do Not** short circuit. **Do Not** allow children to play with the Messenger, and be mindful of any strangulation hazard related to the lanyard, if so equipped. Battery life varies with usage. Non-operational batteries/units should be returned to Badge Messenger for recycling. Warning: Altering, modifying, or changing the Messenger outside of normal operation may create a hazardous condition. Avoid shock hazard when recharging battery by charging away from any liquid source.

 **Warning!** 
No User Serviceable Parts!
Battery is not user replaceable!



Use Guidelines: Safe & Proper Use of Your Messenger

Do not open or modify the product nor should you attempt to service the product to avoid risk of injury due to battery damage. Do not immerse product in any liquid or expose to any heat or moisture. If product is exposed to out of range temperature, power off device until temperature range has stabilized within the specified operating temperature range.
Charging temperature range: 32°F to 113°F
Discharge temperature range: -20°F to 140°F
No charging permitted below freezing. Charging and discharging at the high end of the temperature range results in a shorter battery life.
This product is not a toy and should not be handled by children.
If product is operating improperly, please contact Badge Messenger Customer support.
Completely charge your Messenger prior to first use.

Power Off your Messenger:
Press and hold **NO** for 5-seconds to power off.
Powering On your Messenger:
Press and hold **NO** for 5-seconds to power on.
Charging your Messenger:
Power off and insert USB charger connector in to the Messenger. Charge until the amber led goes out.



FCC Statement:

This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1) This device cannot cause harmful interference, and 2) this device must accept any interference received, included interference that may cause undesired operation. This equipment has been tested and found to comply within the limits of Part 15 rules for a Class B device. These limits are designed to provide reasonable protection against harmful interference within its operational environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used properly, may cause harmful interference to radio communications. However there is no guarantee that interference will not occur in any particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning off and on the equipment, the user is encouraged to try to correct the interference by one or more of the following options:

- Re-orient or relocate the Messenger
- Increase distance between equipment and Messenger
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Where shielded cables or accessories have been provided with the product, or specified additional components or accessories elsewhere defined to be used with the installation of the product, they must be used to ensure the compliance to FCC. Changes or modifications made to the product could void your right to use of the product.



Badge Messenger Limited Warranty - Summary:

Badge Messenger warrants to you that this product is free from defects in materials and workmanship for a period of one (1) year from the original date of purchase from Badge Messenger. See support.badgemessenger.com for product specific warranty information, and to start or act on a warranty claim. Scanning the QR code on your Messenger with your smart phone will give you instant details regarding your product and coverage. Badge Messenger's entire liability and your exclusive remedy for any breach of warranty shall be, at Badge Messenger's option, to repair or replace a functioning unit or refund of the purchase price, when the hardware is returned to the manufacturer. These warranty protections are in addition to any local consumer protection laws. Your warranty is void under these conditions:

- Physical Damage.
- Water Damage.
- Damage from extreme heat.

For warranty claim, send to this address:
Badge Messenger
Attn: Customer Service (warranty ticket number)
11 Industrial Blvd
Sauk Rapids, Minnesota 56379



We at Badge Messenger promote Proper Storage and Recycling!

Please retain your packaging for future storage and returning for recycling!

As many schools have a break period for summer and the messengers are to be stored for that time, the original packaging is designed with the storage of your messengers in mind. Proper storage consists of a complete recharge (amber light goes out) with the Messenger powered down, and placed within the supplied packaging/box.

At the end of your messengers life we will gladly accept them back for responsible recycling. Many components in your Messenger are recyclable and reusable. Also the battery can be safely recycled. The shipping back of the units are to be in the original packaging as this method is tested safe for transportation.

For any questions visit our website www.badgemessenger.com/recycle for instructions and assistance for proper handling and shipping.



RF Exposure Information

SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value.

Before a new device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC. Tests for each device are performed in positions and locations as required by the FCC.

For hand-held operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal. Non-compliance with the above restrictions may result in violation of RF exposure guidelines.