

SAFE BADGES – User Guide

PMN:SAFE Alert Duress Badge



Getting Started

Activating the Badge. The badge is shipped turned off. To turn it on.

- Press and hold the triangle button for 3 seconds. Without releasing the triangle button press both side buttons for **2 seconds**.
- A **Red LED on the badge will flash**, confirming activation.
- IN EPIC:
 - Go to **Settings > System Settings > User Management > Equipment**.
 - Input the Badge ID (typically the last 5 digits of the BLE MAC address found on the back as a QR code).
 - Assign the badge to a user.



Sending an Alert

Sending a SAFE Alert (Default Setting)

- **Press and hold both side buttons** until the red LED begins to blink (about 2 seconds).
- The **badge will vibrate once**, confirming that the alert has been received by the BLE Dongle.
- The **badge will vibrate** three times when the alert is acknowledged by a User in EPIC, and the Red LED will stop flashing.

Sending an Escalated Alert (Default Setting in EPIC)

- **Press and hold both side buttons** to start the alert. After 2 seconds, the Red LED will begin to flash and vibrate once confirming that the alert has been received by the LED Dongle.
- **Follow the side button press with a center (triangle) button press** to escalate the event. After 2 seconds, the Red LED will begin to flash and vibrate once confirming that the alert has been received by the Dongle.
- The **badge will vibrate** three times when the alert is acknowledged by a user in EPIC and the Red LED will stop flashing.

How the Badge Works

- When an alert is initiated, the **Badge communicates with** the Dongle.
- The Dongle then **sends the alert through the MS device to EPIC through the school network**
- **Admins can configure button settings in EPIC** based on school preferences.

Configuration in EPIC

1. SAFE BADGE Activation:

- **Settings > Devices > Individual device edit**
 - Click **“Yes”** For **“SAFE Badge Enabled”**
 - Select the Remote port that the BLE Device is plugged into under **“SAFE Badge**

SAFE Badge Enabled ☒ Yes ☐ No

SAFE Badge Remote Port

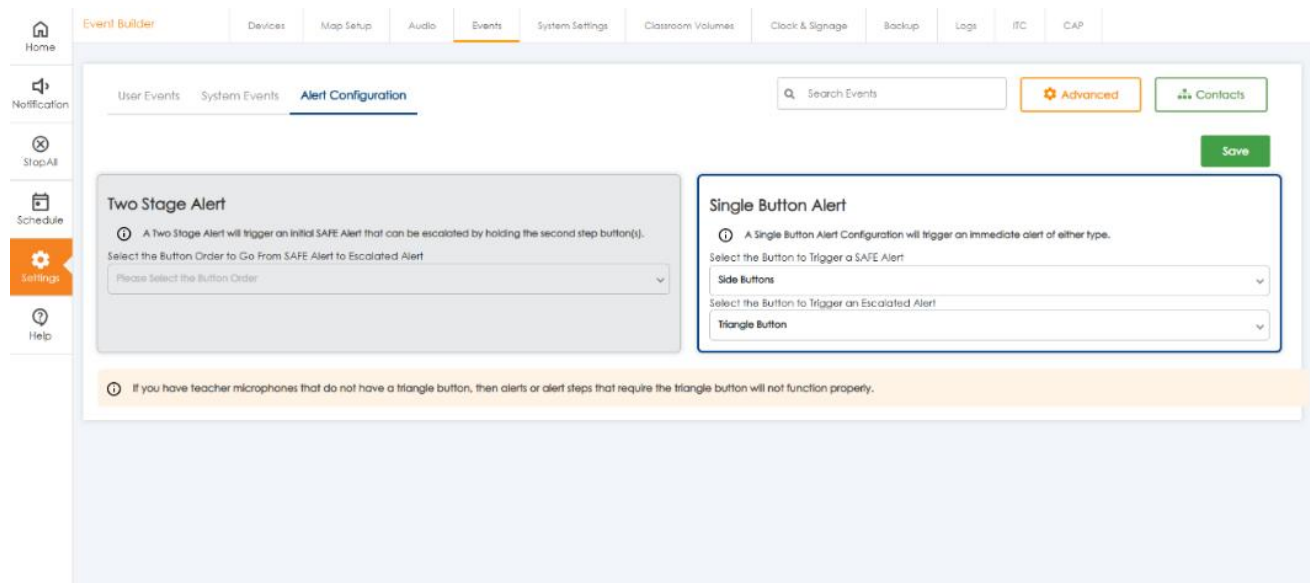
Remote Port”

2. Badge Assignment & Management

- Navigate to **Settings > System Settings > User Management > Equipment.**
 - Add and assign a badge to a user.
 - Select the badge as a user equipment type (Badge or Teacher Mic).
 - Input the Badge ID using a scanner (QR code on the back of the badge or under the battery compartment of microphones).
 - Use the CSV import feature for bulk uploads.
 - Check battery life in EPIC.

3. Alert Configuration & Testing:

- Navigate to **Settings > Events > Alert Configurations**
- Test that the connection is active and stable by triggering an alert in EPIC



The screenshot shows the EPIC software interface for Alert Configuration. The top navigation bar includes tabs for Home, Notification, Stop All, Schedule, Settings (highlighted), and Help. The main content area is titled 'Alert Configuration' and contains two sections: 'Two Stage Alert' and 'Single Button Alert'. The 'Two Stage Alert' section includes a description and a dropdown menu for 'Select the Button Order to Go From SAFE Alert to Escalated Alert'. The 'Single Button Alert' section includes a description and two dropdown menus for 'Select the Button to Trigger a SAFE Alert' (Side Buttons) and 'Select the Button to Trigger an Escalated Alert' (Triangle Button). A 'Save' button is located at the top right. A note at the bottom states: 'If you have teacher microphones that do not have a triangle button, then alerts or alert steps that require the triangle button will not function properly.'

System Communication & Functionality

How Alerts Work

1. A user presses the badge buttons to send an alert – the Badge vibrates and a Red LED blink.
2. The badge transmits the alert via **BLE** to the MS Devices or CZA-1300.
3. The receiver forwards the alert to EPIC through the **school network**.
4. EPIC processes the alert and notifies assigned personnel as the badge Vibrate 3 times and the LED stops blinking.

Button Configuration in EPIC

- The default settings allow users to (These settings can be changed in **Settings > Events > Alert Configurations**):
 - **Press side buttons** to send a SAFE alert.
 - **Press the center button** (triangle) to escalate the alert while the initial alert is still active.
- Custom settings can be adjusted in EPIC:
 - Modify button functions.
 - Assign a button to have immediate, independent activation of escalation.
 - Disable certain button actions.

Troubleshooting & Maintenance

A. Common Issues & Solutions

Issue	Possible Cause	Solution
Badge does not activate – You do an alert but badge is not responding	Low Battery OR Out of range	Check Battery status in EPIC – If battery is drained completely, seek another badge from an Admin
No alert received in EPIC	Connectivity issue	Check BLE dongle, ensure MS Device is online
No LED / No Vibration	Low Battery OR Out of range	Check Battery status in EPIC OR come closer to a receiver

C. Checking Device Status in EPIC

1. Go to **Settings > System Settings > User Management > Equipment**.



2. Locate the badge or device.
3. Ensure it is listed as **Active** and connected.

Test/validate condition and operation

Activating SAFE Badges

- Press and hold both **side buttons** for **2 seconds**.
- The **Red LED** on the badge will flash, indicating activation.

Battery Notifications

EPIC sends automatic email notifications when a badge battery reaches specific levels:

- **50% (Warning Notification)** – The assigned user and support contact group receive an email advising them to monitor battery usage.
- **20% (High Priority Notification)** – The assigned user and support contact group receive an email recommending a replacement soon.
- **10% (Critical Notification)** – The assigned user and support contact group receive an urgent email warning that the battery requires immediate replacement.

Contact Support

For further assistance, contact our support team:

Phone: **800.932.3578**

Email: **support@AudioEnhancement.com**

Live Chat: **www.AudioEnhancement.com/Support**

FCC STATEMENT

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference.

(2) This device must accept any interference received, including interference that may cause undesired operation.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are

designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

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.

RF warning statement:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

IC warning

- English:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions

suivantes :

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement."

**L'appareil a été évalué pour répondre aux exigences
générales en matière d'exposition aux**



RF. L'appareil peut être utilisé en condition d'exposition portable sans restriction.

**This device contains licence-exempt transmitter(s)/receiver(s) that comply with
Innovation, Science and Economic Development Canada's licence-exempt
RSS(s). Operation is subject to the following two conditions:**

- 1. This device may not cause interference.**
- 2. This device must accept any interference, including interference that may
cause undesired operation of the device.**