

# Omnilink®

A SIERRA WIRELESS® SOLUTION

## Omnilink OM500A

## User Training Guide



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## Additional Documents

We have provided an instructional videos and online help to accompany this manual. The Help can be accessed from the Help page of the FocalPoint website. The Help button is located at the bottom of the web interface.

## Scope

The purpose of this guide is to provide basic system instruction to FocalPoint and the OM500 installation process. This guide will provide helpful system instructions for all user levels. Please note depending on your agency user preferences; all users may not have access to all features in this guide. If you need access to selected features not available for your access level, please contact your FocalPoint Company Administrator.

## Technical Support

Omnilink Systems offers several layers of technical support 24/7. Non-urgent technical support questions can be emailed to: [MOCTechsupport@sierrawireless.com](mailto:MOCTechsupport@sierrawireless.com). Non-urgent questions emailed to Technical Support will be answered in a timely manner. Customers with access to the HEAT Self Service Center can

also create a new case directly from the application. Urgent issues should be directed to the 24/7 Monitoring Operations Center at 1-800-863-5248.

## OM500 Overview

The OM500 pairs with the FocalPoint® monitoring application for a robust, easy to use solution that allows you to track, monitor, and manage persons of interest. Omnilink™ is a market-ready managed solution for organizations that need to track persons of interest with an ankle-worn tracking device. It uses device-to-cloud connectivity and integrates GPS technology and software for a turnkey IoT-enabled solution that allows probation, parole, and corrections agencies to monitor and immediately locate any offender. The OM500 anklet is designed to be worn by an offender to ensure the offender meets the terms of their release or probation. The OM500 tracks the offender's location and periodically reports a history of the offender's position using cellular communication to the FocalPoint servers and software. Nominally, the anklet is installed on the ankle of the offender by an officer and not removed until the terms of the offender's release are complete. The OM-500 has tamper sensors to alert officers when the offender attempts to remove or disable the anklet device.

## History

The OM500 is the latest of the OM series offender monitoring devices. The initial device the OM200 was launched by Omnilink Systems in 2004 and was manufactured by the Sendum Wireless Corporation, Burnaby, BC. The OM200 was the first offender tracking device to use CDMA for indoor location technology. The OM200 was later replaced by the OM210 in 2008. Omnilink systems launched the OM400 in 2013. The OM400 was manufactured by the Morey Corporation from Woodridge, Illinois. The OM400 featured the ability to store data on the device and provide communications to the offender by vibration and tone. All of the OM series offender tracking devices operate on the FocalPoint platform. In 2017 Omnilink systems launched the FocalPoint 4 software which added many new features such as drag and drop schedules, aging alerts, and zones to be loaded onto the tracking device. The launch of the OM500 is a natural progression in the OM series offender tracking solution. The OM500 is manufactured by the Sendum Corporation and will feature LTE communications, WIFI location technology and the ability to send audio commands to the wearer.

## FocalPoint

FocalPoint 4.0 is our state-of-the-art offender tracking system that provides unrivaled reliability and ease of use. Our monitoring system combines fewer alerts, intuitive software, dependable hardware, and comprehensive support services so you can more effectively increase compliance, reduce recidivism, and maintain public safety.

## Device Features and Specifications Feature

Location Technology

## Details

GPS / Wi-Fi

Battery Life	35+ Hours
Charging Time	~90 Minutes
Charger Connection	Magnetic
Weight Total	8.1 oz.
Waterproof	IP67 Rated for 1 Meter Depth
Memory	Stores 10 Days of Data
Offender Communication	Sends Vibrate/Tone/Voice Commands
Offender Response	Single Button for Acknowledgement
Network	ATT LTE

## Components

The OM-500 anklet includes the following components used by the offender and officer:

- OM500 Anklet enclosure that mounts next to the ankle of the offender
- Magnetically connected charger that charges the anklet electronics enclosure from a wall outlet.
- Strap with fiber optic line that wraps around the offender's ankle
- Backplate that holds the strap in place after it is installed on the ankle
- Locking pins that secure the backplate to the electronics enclosure

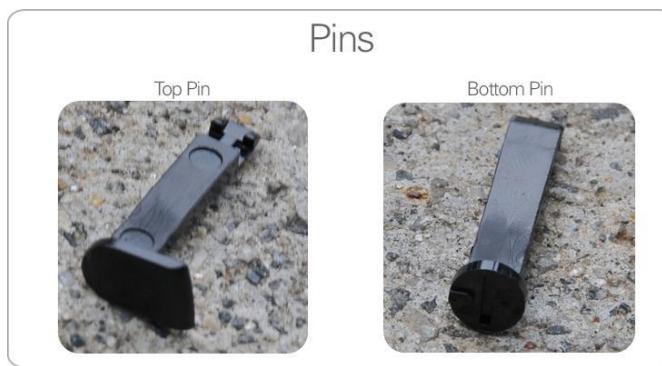


## OM500 Strap



The OM500 strap is a hypoallergenic design made from TEXIN 245. The OM500 strap has imbedded fiberoptic lines to detect removal attempts. The OM500 strap is the same strap design used from the OM200, OM210, and OM400 with thousands of successful use cases and no substantiated complaints. The OM500 strap will connect to the device using two screws similar to the connection used for the OM200.

## Locking Pins



The plastic locking pins used to secure the OM500 tracking device to the strap and backplate are similar designs to the locking pins used in the OM200, OM210, and OM400 offender tracking devices. The locking pins are one time use disposable products. The locking pins feature tamper evident designs. The Omnilink locking pins are key to the no tool installation process.

## Charging The OM500

Before you install and use the OM500 device it will be necessary to charge the battery:

- Step 1:** Plug the OM500 charger into a working wall outlet (120 volts).
- Step 2:** Pull the plastic charger port cover down on the OM500 to reveal the charger port.
- Step 3:** Connect the round magnetic connector to the charger port on the front of the OM500.
- Step 4:** If programmed to do so the device will provide an audio alert that the device is now charging.
- Step 5:** Charge the device for a minimum of 60 minutes or as directed by your agency
- Step 6:** Unplug the magnetic charger and replace the plastic charger port cover. If programmed the device will provide an audio alert that the device has stopped charging.

## FocalPoint Software

### Setting Up Your Device in the FocalPoint Offender Monitoring Application

You must log into FocalPoint™ and complete two essential and two optional steps before you install the device:

**Step 1:** Assign a rate plan to the device (i.e. the frequency the device should be located)

**Step 2:** Create an offender profile in the FocalPoint software

**Step 3:** Assign an offender to the device

**Step 4:** Assign Zones and Schedules for the Offender & Device (Optional Step)

## Installing The OM500 Device

### Installing Your Device on an Offender

Before installing an OM500 device, ensure the device is fully charged.

You will be installing the device on an individual's ankle. **DO NOT** install the device on an individual's wrist or around any other parts of their body. The device should always be installed directly against the skin with the front of the device facing outwards. Ensure that the offender removes any high-top tennis shoes or work boots to have direct access to the ankle. For officer safety reasons it is recommended that you have that offender stand facing a wall with their knee resting in a chair or on a bench. This method is recommended to limit the offender's knowledge of the instillation process.

**Step 1:** The first step for installing the OM500 device is to have the offender place their knee on a chair or bench with both of their hands on a wall. This is the safest position to install the device. Installing the device while the offender is in this position will provide you with the ability to install the device out of view of the offender. Showing the offender, the installation process is not recommended. Be sure to keep all locking pins in a secure location out of reach of the offender.

**Step 2:** The second step of the instillation process is the sizing of the strap. Place the strap through the locking post on the backplate. The strap has numbers that coincide with each hole on the strap. The holes numbered 5 through 7 are good starting places as you determine the proper size for the strap. For larger ankles, use a higher number position on the strap and for smaller ankles use a lower number. Insert the strap through the locking posts on the backplate at the desired position.

**Step 3:** Wrap the strap around the offender's ankle to determine if the strap is too loose or too tight. Adjust the strap on the locking post as necessary to determine the appropriate size. Remember that the monitor is to be installed on the ankle and installing the device too loose could result in undetected removal. A properly sized strap will allow for two normal size fingers to fit between the strap and the offender's ankle. The device should be loose enough to rotate around the offender's ankle, but not too loose as to fit more than two fingers between the strap and the ankle.

**Step 4:** After the strap is properly sized and connected to the backplate, it is time to connect the device to the backplate. You should practice closing the device onto a backplate several times before attempting to install the device onto an offender's ankle for the first time.

**Step 5:** With the backplate connected to the strap, slide the locking tabs into the connecting ports on the device. Close the device against the backplate in a clam like closing motion. Make sure to slowly close the device over the locking post. If not properly aligned, forcing the device closed can bend and damage the locking posts.

**Step 6:** After the device is properly closed against the backplate, verify that you do not have any gaps before inserting the locking pins.

**Step 7:** Insert the top locking pin first. The top locking pin has a larger head and will only fit into the device in one direction. You may need to squeeze the device and backplate together to get the top pin to drop into place. The bottom pin has a round head. It is very important that you insert the bottom pin into the bottom of the device in the correct direction. The teeth of the pin should always face the device. The bottom pin also has a small tick mark that should align with a small tick mark on the bottom of the device. Push the bottom pin up while holding the top pin in place. You should hear a loud click which verifies the pins are properly connected. If you do not hear the pins click or you can't snap the bottom pin into place, it is likely you have placed the bottom pin in backwards. Verify that the tick mark on the pin is aligned with the tick mark on the device.

## Instillation Considerations

After you have installed the locking pins, verify that you do not have any gaps around the outside edge of the device and that the locking pins are properly installed.

There are several factors that you must keep in mind when installing the OM500. The first factor is that the device is designed to be installed only on the human ankle. If the offender is wearing work boots or high-top tennis shoes, you must have the offender remove them in order to install the device onto the ankle. Please pay close attention not to install the device higher on the calf which could result in undetected removal attempts.

The second factor that should be considered is the condition of the ankle. If the ankle appears to be swollen, you need to inquire as to why. Some ankles are swollen due to an offender being overweight, however, often times swollen ankles are due to a medical condition such as diabetes, pregnancy, or due to medications. Offenders that have been in custody and are taking medications for mental health conditions often have retained water in the ankle areas. After determining the cause of the swollen ankles, install the device as described above, however you should schedule a periodic inspection time every few weeks to determine if the strap is still properly sized. Improperly sized straps can allow for undetected removal.

Omnilink offers larger straps designed for extra large ankles. The normal trap will fit 99% of all offender. If you need an extra-large strap, please contact your account manager.

## Finalizing Set-up in the FocalPoint Application

Once the device is installed, users must log into FocalPoint™ to clear the device tamper alerts and confirm that the device is being tracked successfully.

**Step 1:** Log into FocalPoint™

**Step 2:** On the home page, search for any “Device Tamper” icons for the device assigned to the offender.

**Step 3:** Click the “Device Tamper” icon so that the tamper details window opens.

**Step 4:** Click the “Clear Alert” button on the alert details screen and clear the alert as a tamper during installation. It is also a good idea to enter an alert note.

**Step 5:** Before releasing the offender, verify the device is receiving location points are received in the FocalPoint software. Verify that the offender does not have any active tampers on the device. If tampers do appear, verify the device is properly closed and no gaps appear between the device and the backplate.

## Removing the OM500 Device

**Step 1:** Insert the head of a flathead screwdriver into the slot on the head of the bottom pin and turn the screwdriver several times. The circular disc on the bottom pin will fall off.

**Step 2:** Place the end of the screwdriver under the lip of the top pin and pull up. The bottom pin should come up and out when the top pin is removed. If the bottom pin is stuck inside the device, the Omnilink screwdriver is the correct size to be inserted into the top of the device to push the remaining bottom pin out of the bottom.

**Step 3:** Lift the device off the backplate and remove the strap and backplate by lifting the strap brackets off the retaining pins on the backplate.

All of the parts to the OM500 are reusable with the exception of the locking pins. Before the equipment is reused, the equipment must be cleaned and sanitized.

## Cleaning the OM500

The OM500 is dishwasher safe and can be cleaned using a commercial dishwasher or hand cleaned in a sink. If a dishwasher is used, it is recommended that the air-dry cycle be used to avoid subjecting the device to extremely high heat levels. Omnilink recommends that agencies use a commercial disinfectant to kill any germs or infectious agents that may be on the equipment. Users should handle dirty equipment with gloved hands. The device can be soaked in a disinfectant for a few minutes following the label instructions then washed by hand or using a dishwasher. If utilizing a dishwasher, it is recommended that the air-dry cycle be used to prevent subjecting the OM500 to extreme heat levels during the heat dry cycle.

The OM500 charger should be cleaned using a disinfectant wipe. The charger and strap should be inspected for any signs of wear. If signs of wear are found, the equipment should be replaced. Inspect the charger port cover to ensure the cover is intact and if necessary replace the cover.

Locking pins should be broken and discarded in a secure manner. Locking pins should never be reused.

## Replacing An OM500 Strap

To remove and replace a damaged strap, use a Phillips screwdriver to unscrew the two retaining screws. Retain the screws for use on the new strap. Remove the strap from the device by pulling upwards. Inspect the eyelets on the back of the device to insure they are clear of any debris that could cause a false tamper. Clean the eyelets with a cue tip if necessary. Install the new strap on the device by pushing the ends of the fiberoptic lines into the eyelets on the back of the device. Replace the two Phillips screws threw the new strap and into the backside of the device hand tighten until snug. Do not overtighten as this can permanently damage the device. The new strap is now ready for use.

## User Control Interfaces

The OM500 electronics enclosure includes the following elements that interact with users:

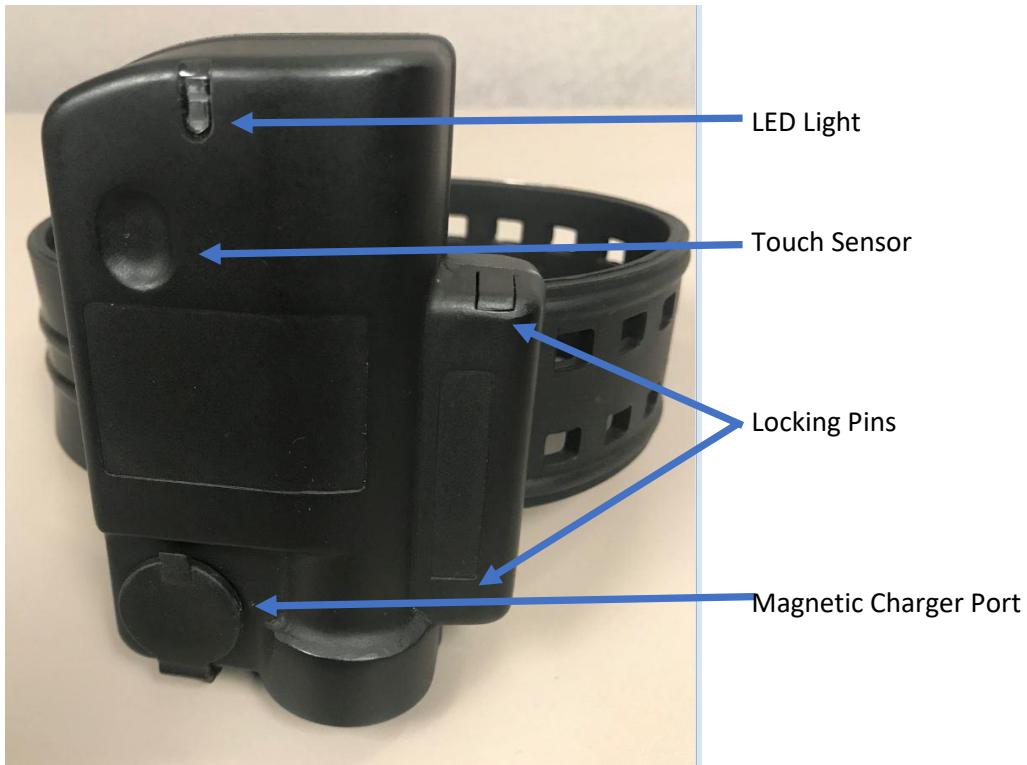
- Bar coded label on the front and back of the electronics enclosure
- Touch sensitive area (Button) on the front of the anklet
- RGB LED on the front of the anklet
- Vibrator
- Speaker (Transducer)
- Charger Interface Port
- The FocalPoint application used by the officer to monitor the offender

## Storing The OM500

The device should be stored with the strap and back plate positioned as if the device is on an offender. The strap needs to remain in a circular position so it stays soft and pliable. Store the device with only the top pin inserted. When possible, the device should be plugged into an electrical outlet to ensure that it has been charged prior to use. The device is designed not to overcharge, therefore is acceptable to leave the device on charge for several days without damaging the device or the charger.

## Front Panel

This describes the function of the OM500 electronics enclosure front panel and how users interact with this panel to operate the device.



#### [LED](#)

The LED is normally off. When the charger is connected, the LED begins to blink red. When the battery is completely charged, the LED begins to blink green. The color and of the light while charging and charging is complete is configurable by the agency using the administrative functions in FocalPoint.

#### [Vibrator](#)

The OM500 includes an internal vibrator device which signals that the offender needs to take some action. This vibrator is like those found in smartphones. It gives the offender a sensation intended to get the offender's attention. The vibration can be acknowledged and stopped when the wearer touches the touch sensor on the front of the OM500.

#### [Audio Output](#)

The OM500 includes an audio transducer like those found in cell phones except louder. This is a speaker like device that permeates sound through the electronics enclosure from within. The audio produced by the OM500 can be used to provide direction to the wearer. The audio volume is adjustable by the user in FocalPoint to meet the needs of the message. A louder audio message can be delivered to locate a lost device and a softer message can be delivered to notify the wearer they need to charge the device. The FocalPoint software can be used to send custom audio messages to the wearer. Custom messages can be delivered instantly or at a pre-determined date and time. The OM500 is the first offender tracking device to use a transducer to produce sound to communicate with the wearer, thus eliminating the need for a speaker. Omnilink Systems has patented the use of the transducer in an offender tracking device to communicate with the wearer.

## Acknowledgement Button

The OM500 includes a touch sensitive area on the electronics enclosure which detects when the human ankle presses against it. Normally a finger is used to press this button. It allows the offender to signal back to the device, and therefore back to the officer, that the offender has received a vibration signal or voice prompt.

## Charger Port

The charger port connects to the OM500 wall charger. It uses magnetic forces to secure the charger to the anklet. The charger port is covered by a plastic cover that is intended to keep dirt and oil off the charger connectors. The charger port cover has no bearing on the waterproofness of the device, it's sole purpose is to keep the charger port clean.

## Vibration and Tone Mode

This feature is mutually exclusive with the voice alert feature.

As with the OM400, the OM500 has a buzz and beep feature used to gain the attention of the wearer. The internal vibrator performs the “buzz” and the speaker / transducer plays a canned message for the beep. The operator acknowledges the buzz or beep by pressing the front panel button.

FocalPoint determines whether the device buzzes, beeps, does both, or does nothing when certain conditions occur.

## Low Battery Warning

When the OM500 battery depletes below a predefined threshold, and when configured in FocalPoint, the OM500 automatically buzzes and/or beeps alerting the offender that he needs to charge the device. The buzzing and beeping continues for 60 seconds or until the offender presses the button indicating he acknowledges the warning. The OM500 can also be configured to play an audio message alerting the wearer to charge. FocalPoint allows for low battery warnings in addition to low battery alerts which both occur at predefined thresholds. Agencies have the option of choosing between the buzz/beep feature and the audio voice commands.

## Audio Prompts

The OM500 voice prompts are used to get the attention of the offender and give provide instructions. As with buzz and beep mode, the offender acknowledges voice prompts with the front panel button. Certain voice prompts are automatic based on the agency configuration. Others are created from text typed by the officer then sent from FocalPoint. When a voice prompt is to be played, the OM500 interacts with the user as follows:

- 1) The vibrator indicates to the wearer that a voice message is ready to be played.
  - a. The wearer is given up to 10 minutes to listen to the voice message privately.
- 2) The wearer then presses the OM500 acknowledgement button located on the front panel button.
- 3) The speaker (transducer) on the OM500 then plays the audio message to the offender when the OM500 front panel button is pressed.

- a. The message is played at either normal audio volume or high volume which is determined by the agency based on the message type.
- 4) If the offender ignores the message, then the voice prompt may be played automatically after 5 or 10 minutes depending on the message and significance.

## Automatic Audio Prompts

If configured, the device plays a canned voice prompt when:

- Battery warning is reached
- Battery is low and officer is being alerted
- The device starts to charge
- The device stops charging

These voice prompts can be enabled and disabled from FocalPoint.

## User Initiated Audio Prompts

If configured, the OM500 plays voice prompts sent by the officer. These can be either canned or custom such as:

- “Call your Officer Immediately”
- “You must appear for court tomorrow, June 12<sup>th</sup> at 9:00 AM”

## Battery Replacement

As rechargeable batteries are used, their chemistry deteriorates over time. Every few years the batteries of the OM500 needs to be replaced. This action is intended to be performed by either a Sierra Wireless technician or by a customer who owns the OM500 devices. It is not intended to be performed by offenders, witnesses, or victims.

## Important Safety Information and Regulatory Notices

### FCC COMPLIANCE

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

Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

## **ISED/C COMPLIANCE**

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Cet appareil est conforme aux normes RSS exemptes de licences d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes :

- (1) cet appareil ne doit pas causer d'interférences nuisibles et
- (2), il doit pouvoir accepter les interférences, incluant celles pouvant nuire à son fonctionnement normal.

Tout changement ou modification non approuvé expressément par la partie responsable pourrait annuler le droit à l'utilisateur de faire fonctionner cet équipement.

### **Radio Frequency (RF) Exposure**

This ankle worn radio device has been evaluated and found to be compliant with the requirements as set forth in FCC Guidelines for Human Exposure to Radio Frequency Electromagnetic Fields. This device is to be used solely by law enforcement agencies for tracking purposes and must be professionally installed. The average radiation output power of this device falls below the FCC radio frequency exposure limits. The user must be informed that this device emits RF energy and found to comply with all health and welfare agencies.

This device is intended for ankle worn operation **and is not to be installed as a wrist-worn or body-worn device. This device will not be compliant for use anywhere else on the body.** This device has been tested and meets the FCC RF exposure guidelines when used with the strap accessory supplied by Omnilink and designated for this product. Use of other accessories is not recommended and may not ensure compliance with FCC RF exposure guidelines.

## **Contacting Omnilink**

### **For questions regarding Technical Issues, contact:**

Omnilink Monitoring Operations Center 24/7  
(800)863-5248  
[techsupport@omnilink.com](mailto:techsupport@omnilink.com)

### **For Orders and Returns, contact:**

Orders and Returns  
[NMX-Ordersandreturns@sierrawireless.com](mailto:NMX-Ordersandreturns@sierrawireless.com)