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## *NetWatchman* White Paper Series

### **Buttons Add Convenience And Summon Aid**

While buttons provide much added convenience and peace of mind, it is important that we remind you of two important limitations that apply to all NetWatchman usage:

#### **Important Limitations**

- **Dialing emergency authorities directly (typically 911) is always faster than activating NetWatchman.** In fact, if NetWatchman activates first, it may tie up your phone line further delaying your ability to dial 911! These limitations apply to virtually all security systems from most manufacturers.
- **NetWatchman is not a life safety device. You must never rely upon NetWatchman in a manner where a failure could cause death, bodily harm or significant property damage.**

#### **How Do I Order A Button**

In a NetWatchman installation, the physical button is a separate choice/purchase from the software/function associated with that button --- you buy the button and you separately buy the feature that the button operates. So, for example, you might buy a Status Display Module which includes a button then separately buy the 'Panic Alarm' feature that is associated with that button. Most of this White Paper is devoted to the software features, 'Applications', that are associated with buttons. But first, a brief discussion of your choices for a physical button.

You have three choices for a physical button:

- Every Status Display Module has a button on the rear panel. When you buy a Status Display, you always get a 'free' button included – now you only need to purchase the software feature/App. Note that the Master Unit does not have a programmable button.
- If you have Insteon Home Automation, Insteon devices can act as inputs into NetWatchman. Insteon manufacturers several attractive table-top devices, hand-held wireless devices and even buttons that mount as wall switches. For more information about available devices: [www.insteon.net](http://www.insteon.net) For technical information regarding setup of insteon devices as NetWatchman inputs: [www.x10home.com/pdfdocs/InstInpt.pdf](http://www.x10home.com/pdfdocs/InstInpt.pdf).

*Although NetWatchman may operate on Battery Modules during a power failure, Insteon devices will not operate during a power failure and should never be used for critical features.*

- As a special order item, Genesis manufactures a battery-operated NetWatchman transmitter. The device has a toggle switch (not a button) to provide for tactile confirmation. In addition, this device has a 15 second confirmation delay when activated. Because this device uses NetWatchman's Zigbee radio network, this device may be more reliable than 'panic buttons' offered by other companies. Contact Genesis for price and availability.

The remainder of this White Paper focuses on the software Applications that can be associated with a physical button. Your feature choices for each button include the following:

#### **Panic Button (B847)**

As defined by NetWatchman, your Panic Button will turn on the beeper. If you have an optional siren device, the siren will also activate. You must disarm the system is shutoff the beeper/siren. If you have optional home automation, you may designate lights that will turn on (and stay on) when the button is pressed. If you have Professional Monitoring, our dispatcher will call the premises and offer assistance. You will be required to provide your password. In the absence of a password, we will dispatch the police. If you do not subscribe to Professional Monitoring, the signal results in a non-dispatch phone call (for non-dispatch subscribers) or an email (for email-only subscribers).

#### **Duress Button (B848)**

This feature is typically installed only on high-end security systems where the homeowner is at risk for kidnapping or violent armed robbery. When the duress button is pressed, no sound is made, no lights activate. If the alarm is armed or sounding, a disarm occurs leading the bad person to believe that the system is now off. A silent signal is sent to our Professional Monitoring who will call and offer assistance. If you provide them with the wrong password they will quietly thank-you and notify police of an armed robbery in progress. Because police may arrive with weapons drawn, we advise against this feature except in the rare cases where it might actually be used (the possibility of a false alarm with weapons should concern you). Professional Monitoring is required for this feature. You will be asked to sign a liability waiver before we can configure this feature.

#### **Assistance Button (B849)**

Exactly the same as the Panic Button described above except, instead of notifying police, Professional Monitoring subscribers will have their friends or neighbors contacted per the instructions they provide.

#### **Medical Alert Button (B850)**

Exactly the same as the Panic Button described above except, instead of notifying police, we will notify the paramedics. Requires Professional Monitoring. Though this feature may provide an added measure of safety, you are reminded that NetWatchman is not a life safety product. As such, you will be required to sign a liability waiver before we configure this feature.

#### **I'm OK Button – Panic Edition (C851)**

##### ***Added protection when you are threatened***

This innovative feature is a nice compliment to the Panic Button described above. If you have more than one button, you may wish to program one button for Panic and the other button for 'I'm OK'. Suppose you hear a sound at night and need to investigate. Pressing Panic may be an over-response. Do you really want to summon aid when all you're doing is investigating an unknown sound? Instead, press the "I'm OK" Button. A beeper briefly sounds to acknowledge the feature has started. If you have home automation, lights you designate will turn on and stay on. You now have 5 minutes of protection (the time is programmable – you choose when you setup the feature). After 4 of those minutes elapse, a beeper briefly pulses to remind you that time is about to expire. If you press the button again, the 5 minute protection interval begins again – you have another 5 minutes. If the time expires without you pressing the button, a message is sent to our computers. Customers who subscribe to our Professional Monitoring service can then expect a phone call offering assistance. If you fail to answer the phone with a correct password, police are dispatched. The renewable protection interval is cancelled by arming or disarming the alarm. So, when you are confident that all is well, simply perform an arm or disarm to cancel the additional protection interval.

#### **I'm OK Button – Medical Alert Edition (C852)**

##### ***Added peace of mind when you just don't feel well***

This innovative feature is a nice compliment to the medical Alert button described above. Suppose you are feeling ill but not in need of assistance. Press the I'm OK button. A beeper briefly sounds confirming activation. If you have home automation, you may wish to turn on lights to provide additional assistance. You may also, optionally, elect to send a signal to relatives / neighbors indicating that you are not feeling well. At this point a 5 minute protection interval begins. Read the I'm OK Panic description above for additional detail. Every 5 minutes you must press the button again to confirm you are still OK. If more than 5 minutes elapse, a signal is sent to our computers. Our Professional Monitoring dispatcher will call to offer assistance. If you fail to answer, we will take the action you have pre-designated --- calling relatives or dispatching paramedics. Though this feature may provide additional peace of mind, you are reminded that NetWatchman is not a life safety device. If the risk is real or likely, call 911. Professional Monitoring is

required for this feature. If you are asking us to dispatch paramedics, you will be required to sign a liability waiver before we configure this feature.

### **Lights On; Lights Off Button (B853)**

If you have home automation, buttons can also be used to operate selected lights. You have three operation choices: Turn lights on (and stay on); Turn lights on for a selected number of minutes then off; Turn lights off.

### **Using Buttons to Arm / Disarm**

Buttons can be assigned to change the arming mode of your NetWatchman. Most customers have three choices: Use the button to arm; Use the button to disarm; Use the button to toggle arming (if disarmed then change to arm; if armed then disarm). If your NetWatchman is also configured for advanced arming features (partial arming, night mode, vacation mode, etc), buttons can be used to activate those modes.

If your NetWatchman includes home automation, arming and disarming buttons can be confirmed by flashing selected lights.

You can also elect to confirm arming and disarming by ringing your cell phone (although you can only designate a single phone number that is dialed – the phone will ring but no message or tones will be heard).