SECURE TRACK SENSE
Intelligent Wireless Solutions

USER GUIDE

Security Multi-Sensor

USER GUIDE
Security Multi-Sensor

SECURE TRACK SENSE

Setup

1. Smartphone App install

Download App

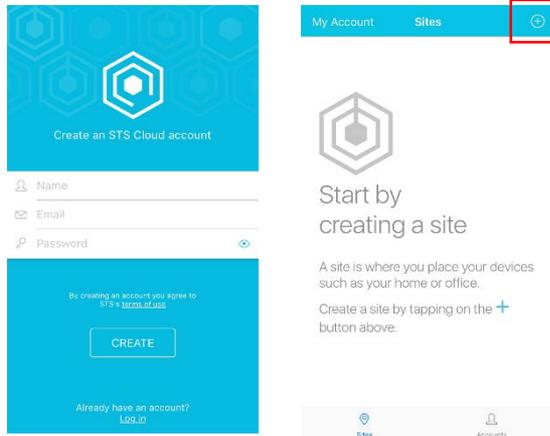- Download the 'STS Secure' App from the Apple App or Google Play Stores.

Sign In

- Create a new account; ensure the details entered are correctly.
- Turn 'Notifications' on ('Allow') if you would like to receive alerts.

Create a Site

- Press the '+' icon in the top right of your screen.
- Take or add a photo and give your site a name.

2. Associate the Device

Device Activation

- The Device will arrive in transport mode. To activate peel back the sticker on the back so that the button hole is visible.
- With a pen press the button for 1 second, the Device should beep once.
- See Section 8 if the Device requires batteries.

Add the Device to your Account

- Turn the Device's Bluetooth on. With a pen press the button again, the Device will light up blue or purple.
- Alternatively, firmly tap the Device multiple times until the Device lights up blue or purple.
- If the Device does not light up blue or purple then try again after 15 seconds.
- Using the app associate the Device to your account.
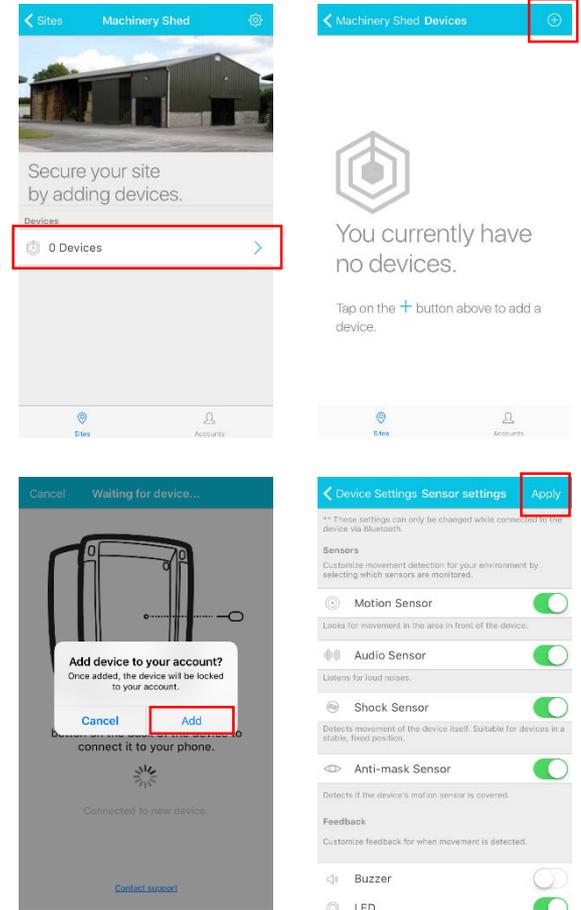
Configure Settings

- Once associated you will be guided to the setup screen where you can name the Device and configure the 'Sensor Settings'.
- Save your new settings.
- The bluetooth will turn off after 5 minutes without interaction from the App.

Complete Setup

- After configuration press 'Done'', in the top right of the screen, to add the Device to the Site.
- Navigate to the Site and press 'ENABLE ALERTS'.
- Note that 'ENABLE'/'DISABLE' is only for the App notifications, the Devices will always remain active.

3. Device Placement and Installation

Placement

- Standard placement is at 2.1m off the ground, giving a motion detection range of 12m.
- The motion detection has an angle of 130º.

Standard Range Top View

Standard Range Side View
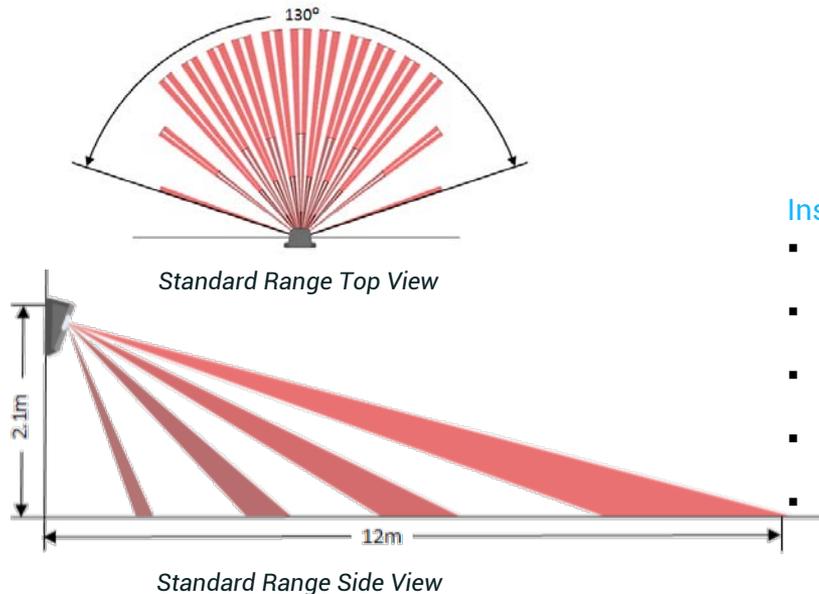
Location

- Optimum position for a Device in a room is at 90º to entrances, a few metres from any adjacent walls.
- For optimum signal place the Device within a few metres of a window or door.
- If the Device is not installed vertically then the shock sensor must be turned off , see Section 2.
- The Device cannot detect motion through glass or other transparent surfaces as it uses an infra-red lens.
- At standard placement the Device will be unable to detect movement up to 1 metre above ground level within 3 metres of the Device, to adjust the range of detection see Section10.

*Standard Tape Location*

Installation

- Ensure the sticker on the back is fully adhered to the casing.
- Double sided tape or screws can be used to mount the Device.
- For double sided tape the wall or mounting surface will need to be flat and clean.
- Screws should be used for long term installations or if a stronger mounting is required.
- The casing has a screw point in each corner.

Setup

App Guide

4. Notifications

Adjust Notifications

- To adjust notifications navigate to the Account Menu, press on the Notifications option and select your preferences.
- For Apple Mobiles the Account Menu is accessed by pressing the Accounts icon in the bottom right of the screen.
- For Android Mobiles the Account Menu is accessed by navigating to the Sites screen and pressing the Menu icon in the top left of the screen.
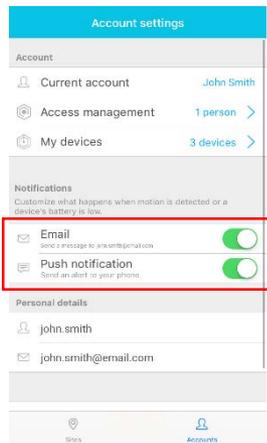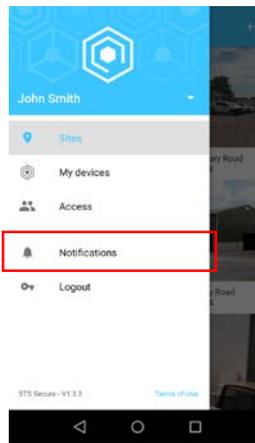
Apple   *Android*

Receive Notifications

- To receive notifications from a Device the site it is linked to must be enabled.
- To enable, navigate to the Site and press the 'ENABLE ALERTS' button.
- Note that ENABLE/DISABLE is only for the App notifications, the Devices will always remain active.

View Notifications

- The App will highlight any triggered Sites with a red shade.
- After selecting the Site the Device menu allows users to view Events and identify which sensor type/s were triggered.
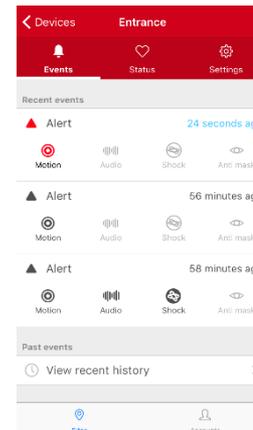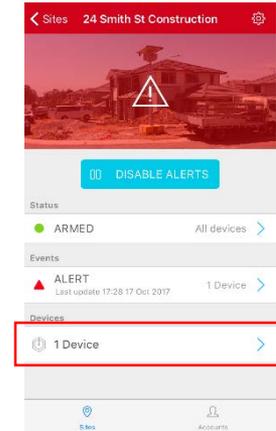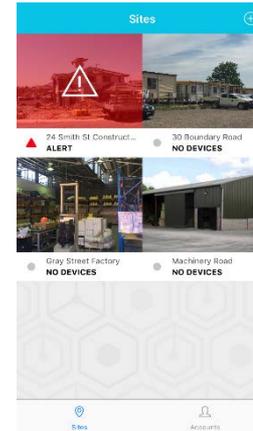
5. Moving a Device between Sites

Delete Device

- In the App Press on the image of the Site.
- Navigate to the Device Settings.
- At the bottom of the settings page press 'REMOVE FROM SITE'.
- Note that the Device will still be linked to your account.

Add Existing Device to New Site

- In the App Press on the image of the new Site.
- Navigate to the Devices screen.
- Select the Device you wish to add and press "Done".

6. Access Management

Changes to User Access

To make changes to user access first navigate to the Account Menu.

- For Apple Mobiles the Account Menu is accessed by pressing the Accounts icon in the bottom right of the screen.
- For Android Mobiles the Account Menu is accessed by navigating to the Sites screen and pressing the Menu icon in the top left of the screen.
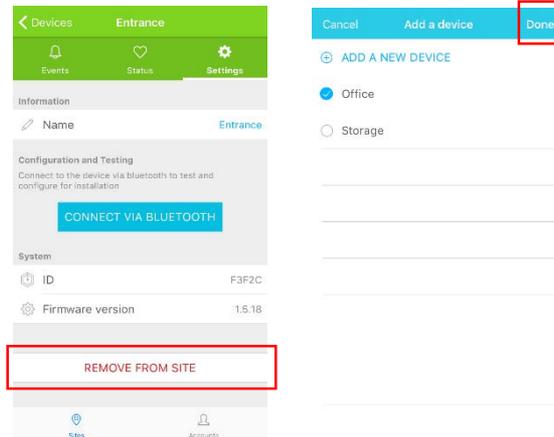
Give Access to Other Users

- Press the '+' icon in the top right of your screen.
- Enter in the email address of the user. The user will need to have downloaded the app and created an account first.
- Press 'Done' or 'Send' to add the user.

Delete User

- Press on the user you wish to remove from your account access, you cannot remove yourself.
- Press 'REMOVE'.

Apple   *Android*

App
Guide

SECURE TRACK SENSE

Device Guide
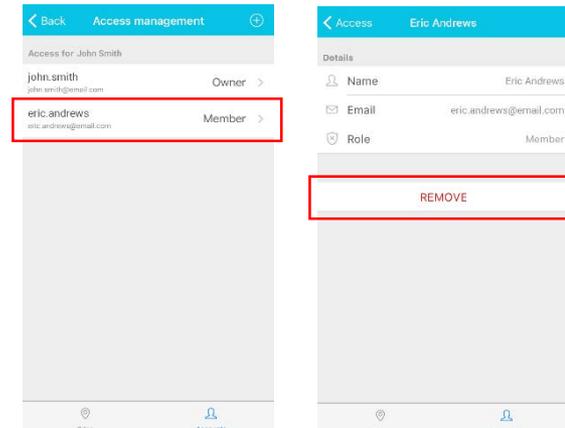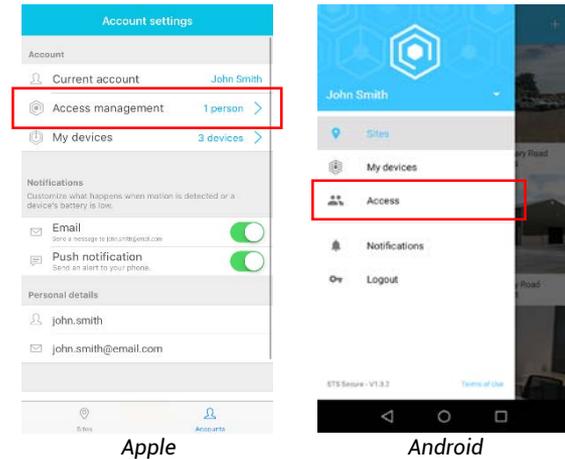
7. Features

Engage Bluetooth after Install

- To engage bluetooth without removing a Device from the wall you can firmly tap it 4 - 6 times, the Device will light up blue or purple then beep when the bluetooth is active.
- As a safety feature the Device will only switch bluetooth on after any current alerts have been sent, so there may be a 10 second delay.
- If the Device does not light up blue or purple, wait 15 seconds and try again.
- If the Device is not paired to, within 20 seconds of having bluetooth on, it will switch the bluetooth off and return to normal activity.

The Sensors

The Device uses various sensors to trigger an alert. The sensors can detect physical movement (Motion Sensor), loud noises (Audio Sensor), Device physical movement (Shock Sensor), masking of the lens (Anti-Mask) and removal of the back casing (Casing Opened).

- Sensors can be enabled/disabled during the setup process, see Section 2.
- If you are receiving too many false alerts from any one sensor we recommend you disable the sensor via the Bluetooth set up process. *For example, if the Device is located in a factory or loud environment the audio sensor should be disabled to prevent false alerts.*

Energy Saving

The Device is always active. To conserve power it will only send one alert per sensor type every 13 minutes. Each sensor enters into sleep mode after an associated alert has been transmitted. The Device will only re-arm a sensor if it does not detect activity for that sensor during the last 13 minutes.

For example, if the Device is protecting a busy entrance area with constant motion activity at least once every 13 minutes from 8.00am until 1.00pm, the Device will only rearm the motion sensor at 1.13pm.

If you need it to re-arm faster tap the Device until the bluetooth turns on, if you do not pair to the Device it will then re-arm in 20 seconds.

Visual and Sound Alerts

A red light and buzzer are used to alert intruders of the Device's activity. Note that the light and buzzer take up to 10 seconds to trigger after the activity is detected, to allow messages to be sent out before alerting potential thieves or vandals of its presence.

Disconnection Notice

The Device will send a heartbeat message if 60 minutes without activity have elapsed, this is represented by a green light. If a heartbeat is not received at least once every two hours users will receive an offline notification.

Power and Durability Batteries

The Device is powered by 4 x AA batteries; the Device will run for ≈12 months on one set of batteries. Alerts will be sent to the user when the batteries run low.

8. Replacing the Batteries

It is important to follow these steps when inserting batteries; otherwise the Device may not function correctly.

- Remove the 6 screws from the back cover.
- Remove the existing 4 AA batteries.
- Leave the Device unpowered for 10 minutes, placing the new batteries in too soon will affect the Device's performance.
- Ensure the front lenses are not covered, especially by your hands, before and for 5 minutes after inserting the batteries.
- Place 4 AA batteries into the Device, one at a time.
- Screw the back cover on with all 6 screws fastened.

9. Returning a Device

Transport Mode

Before mailing or returning a Device it must be placed into transport mode.

- To enter transport mode peel back the sticker on the back so that the button hole is visible.
- With a pen hold the button down until the Device lights up yellow.
- Push the sticker back down.
- The Device will now take 20 seconds to switch off, and will be ready for transport.

Return

Devices should placed into a mailable box or bag and returned via post to your Secure Track Sense Device Provider. If you have any queries please contact your provider.

10. Device Placement Notes

- The Passive Infra-Red (PIR) lens for motion detection will not detect activity up to 1m above ground level for the first 3m outward from the Device.
- To ensure a person crawling along the ground is caught place the Device at 1.8m off the ground, giving a motion detection range of 10m.
- To reduce false alerts from small animals (cats, dogs, etc.) place the Device at 2.5m off the ground, giving a motion detection range of 14m. Note a person will be able to crawl past a sensor at this height, standing will still be caught.
- Note that the infrared lens will not detect motion through transparent or translucent surfaces.

11. Association Error

If you are unable to pair a Device please complete the following checks:

- Ensure your mobile phone has 4G/3G, Wi-Fi, or an internet connection.
- Ensure the Device is located close to a window or opening, ideally within 5 metres. The signal strength will significantly decline if it is not close to a window or opening.
- Re-try the pairing with your phone, see Section 2.
- If you are still unable to pair email your Device provider, please include the Device ID (a number located on the back) and the street address where you are trying to setup the Device.

12. Notes

Device Inspection

We recommend that you visually inspect your Devices for tampering, upon vacating your site (tampering such as covering or moving the Device).

Signal Strength

The Device must always be located close to a window or opening, ideally within 5 meters. The signal strength will significantly decline if it is not close to a window or opening. Ensure you also have adequate mobile signal on your phone to receive notifications.