

PATTISON TECHNOLOGY EMERGENCY ALERT SYSTEM , “PTEAS” FREQUENTLY ASKED QUESTIONS

- **How would you describe the system architecture?**

PTEAS consists of a Head End Node, Repeater Nodes, Transmitters, phone APP and browser based dash board.

- **How long will the system take to install?**

Typically, installation can be completed in one day. All we need is onboarding documents and power points in the appropriate locations. We provide full user instructions for you and your staff.

- **What's required for onboarding?**

Consideration of areas. Each transmitter is specific to an area e.g. "Kiss & Drop", "K Green" or "Library". The alerts for these areas may be "Panic", "Ambulance Required", "Lock Down" etc.

Each area and each button on the transmitter can be programmed to be unique to the area. We can assist you through this process including our easy to use spreadsheet.

In addition, user details will be required. Staff member's name, mobile number, email address and role, APP download to users' phone and account established.

- **How are alerts distributed?**

Alerts can be via mobile phone APP alarm notification, email and text notifications.

- **What if users are unable to accept phone calls, text messages or phone is on silent?**

We recommend using the "do not disturb" function of your phone. If users are in class or meetings, with the correct configuration, alert notifications will still reach them. Phone calls will go direct to voicemail and text notifications will be silent.

- **What if batteries go flat?**

PTEAS will generate a fault notification in the event battery voltage is low. This includes Receiver Nodes, Repeater Nodes and Transmitters. Fault reports can be filtered to allow notification to specific staff as required, for example, maintenance staff only.

- **What's the range of a transmitter?**

Typically, with a single receiver node transmitters can achieve up to 180m range. Additional repeater nodes can extend range up to 1.5km subject to site testing.

- **Does PTEAS rely on our network?**

Systems are standalone and do not require WiFi or access to your network. The only requirements are power and phone signal.

- **What else can PTEAS monitor?**

The system can monitor Fire Alarms, UPS alarms; high temperature alarms - basically any device that has a dry contact or serial data output for alarms and or faults.

- **Can we monitor multiple sites?**

Yes, multiple sites can be monitored via web portal, allowing for easy auditing and real time event monitoring.

- **Can we test our system without notification to all users?**

Yes, master users can “check in” allowing notifications to master user only. We recommend system be tested monthly. Simply “check out” when finished testing.

- **What if staff leave or new staff come on board?**

Just send us an email with the off/onboarding details of the user and we will take care of the rest. New staff will need to download phone APP and establish account.

Feel free to call 1300 766 660 if you have any further questions.