

# XT403 Product Information



Weight: 55g

FEATURES	2
Telstra 4G coverage	2
Automatic time-based tracking	2
Long standby time with smart sleep	2
2 Ways of Charging	2
Versatile carry options	2
CONFIGURABLE DEVICE ALARMS	3
SOS/Duress	3
Automated Welfare checks and Check-Ins	3
Person down/fall alarm	4
Low Battery	4
Enter/Exit pre-defined locations	4
Motionless	4
Speeding	4
SPECIFICATIONS	5
PRODUCT SAFETY AND USAGE WARNINGS	6
Warnings	6
Privacy	6
Regular Testing – at least every 3 months	6
Internal li-ion battery	7
Disposal of devices	7
TESTING CERTIFICATION	7

# FEATURES

## Telstra 4G coverage

Using Australia's broadest reaching mobile network, the XT403 works with either the Telstra 4G networks making it future proof. It is VoLTE ready and will continue to function beyond the shutdown of the Telstra 3G network scheduled for 2024.

## Automatic time-based tracking

The XT403 automatically sends regular tracking updates every 5 minutes to our online tracking platform. This ensures up to date location and status information is available as well as providing historical information for reporting purposes. The update frequency can be increased or decreased depending on usage requirements.

## Long standby time with smart sleep

With smart sleep, the XT403 will automatically power down the GPS module when the device has been stationary for more than 5 minutes. This greatly increases battery life and gives an exceptional standby time of up to 5 days from a single charge.

## 2 Ways of Charging

The XT403 is supplied with a USB wall plug and a USB magnetic charging lead. The charging lead can be used to charge the device directly, however, we also supply a charging cradle for easy storage and charging when not in use. When charging, the red light on the device will illuminate. When charging has completed, the red light will turn off. Remove the device from the charger once charging is completed.



Figure 1. Using the magnetic charging lead



Figure 2. Charging using the cradle

## Versatile carry options

The XT403 comes with an integrated metal belt clip to secure the device comfortably to a belt, waistband, or pocket. This eliminates the need for an additional carry case. We also supply triple break-away safety lanyards for those who prefer to wear the device around their neck. The XT403 weighs just 55 grams and is similar in size to a match box making it very easy to carry.



Figure 3. Integrated belt clip



Figure 4. Optional lanyard loop

## CONFIGURABLE DEVICE ALARMS

The XT403 has many alarms that can be configured for use. These include:

- SOS/Duress
- Fail to check-in
- Person down/Fall
- Low battery
- Enter/Exit defined location
- Motionless
- Speeding

All alarms can be independently configured to notify our Control Room and/or alert via Email and/or alert via SMS. All historical alarm messages can be reported on using the online tracking platform.

### **SOS/Duress**

The SOS alarm is triggered by pressing and holding the SOS button prominently positioned in the centre of the device. When triggered, the device will automatically send your current location to our Control Room notifying them of your emergency. They will respond by initiating 2-way voice communication through the device and escalate to emergency services as required. After an SOS is triggered, the device will automatically switch to sending location updates every minute for 30 minutes to ensure our Control Room operators and emergency services can track your exact location.

### **Automated Welfare checks and Check-Ins**

The XT403 allows users to 'check-in' at any time by pressing and holding the side button for 3 seconds. This will send an instantaneous location update to the tracking platform which can be used for reporting purposes.

When combined with our Automated Welfare Checking System, users will be reminded to check-in at predefined intervals while carrying the device. If they fail to perform a check-in after receiving a reminder, a failed to check-in alarm is generated. The check-in interval is configurable along with hours of operation and reminder period. Whenever the device is connected to the charger, the check-in feature is automatically suspended.

### **Person down/fall alarm**

The XT403 has inbuilt accelerometers and can detect falls and/or sudden impacts. When enabled, if the device detects a shock greater than a predefined threshold, the device will begin to beep and vibrate. If this is not acknowledged within 20 seconds, by pressing any button on the device, an alarm is generated. The shock sensitivity, and acknowledgment period are customizable.

### **Low Battery**

When the XT403 battery level falls below 30%, a low battery alarm is generated. The yellow light on the device will begin flashing once every 3 seconds to indicate the battery is low. The battery level can be checked at any time using the device by quickly pressing the side button twice. The blue light will flash 1 to 5 times. 1 flash indicates less than 20% remaining, 2 flashes 20 – 40% remaining and so on. The battery level together with current charging status is also available via the online tracking platform.

### **Enter/Exit predefined locations**

The XT403 can be configured to generate an alarm whenever the device enters or leaves a predefined map area. Map areas are defined by a rectangle (top left and bottom right coordinates) Due to GPS drift, areas less than 100m x 100m may result in false alarms.

### **Motionless**

The XT403 is equipped with a motionless alarm to detect periods of no movement. When enabled, if the device detects a predefined period of inactivity it will begin to beep and vibrate. If this is not acknowledged within 20 seconds by pressing any button on the device, a motionless alarm is triggered. The period of inactivity and acknowledgment period are customizable.

### **Speeding**

Using the inbuilt GPS receiver, the XT403 detects and reports current speed. The device is equipped with an over speed alarm which is triggered whenever the device travels above a predefined speed limit.

## SPECIFICATIONS

Supported Alarms	SOS/Duress, Fail to check-in, Enter/Exit defined location, Low battery, Speeding, Person down/Fall, Motionless
Track on Demand	✓
Track by Time Interval	✓
2-Way Voice Communication	✓
Automated Welfare Checks	✓
Water resistance	IP67
Operating temperature	-20°C to 60°C (charging 0-40°C)
Battery	Li-ion 4.75Wh, 3.8V @ 1250 mAh
Standby time	Up to 5 days
Active use time	Up to 48 hrs
Positioning modes	GPS/GSM/WiFi
GPS Accuracy (clear sky)	10m
Telstra coverage	3G(850) / 4G(700,900,1800,2100,2600)
Charger connection	Magnetic/Charging Cradle
Dimensions (mm, height x width x depth)	64 x 39 x 19
Weight	55g
Carry options	Lanyard, Belt clip

# PRODUCT SAFETY AND USAGE WARNINGS

## Warnings

- Do not store or operate the device in temperatures below -20°C or above 60°C.
- Do not charge the device in temperatures below 0°C or above 40°C.
- Do not leave in direct sunlight.
- Do not leave on charge for extended periods of time as this will reduce battery life. Remove from the charger once charging is complete.
- The device contains an internal speaker for hands free communication with the Control Room operators. Do not place next to the ear as the noise level could be too loud and harmful to hearing.
- Do not open the device. Please contact your supplier for maintenance and repair.
- If the device is in contact with water, dry the device with a clean cloth.
- Clean with a sponge and water or alcohol/sanitizer wipe.
- Handle with care. If the device is damaged or deformed in any way, cease use and contact your supplier for a replacement.

## Privacy

By design, the device sends information every 5 minutes to the online platform that includes the device identifier, latitude and longitude coordinates and device specific stats (temperature, battery status) and is accessible by our Control Room operators in case of emergency, and other users who have been authorized by your organization. Anyone carrying a duress alarm should be made aware of this. The device must not be used in a way that compromises a person's right to privacy.

## Regular Testing – at least every 3 months

Devices should be tested at least once every 3 months. The following items should be reviewed during testing:

1. Physical inspection of the device
  - a. Check the device for any signs of damage, missing buttons, missing clips or screws.
  - b. Check the device charger and cradle connections and ensure the device turns on and can charge.
2. SOS activation test with the Control Room
  - a. Ensure the device is turned on.
  - b. Activate the SOS and wait for the Control Room operator to connect.
  - c. Give your nominated 'All Clear' voice code and inform this is a test only.
  - d. Confirm alarm signal is received, Control Room voice communications are clear and reported location is accurate.

### 3. Review emergency contact details

- a. It is imperative that the Control Room has up to date contact information for each duress alarm.
  - b. If any emergency contact details have changed, including the device holder(s), and their contact details, notify your supplier.
- 



#### Internal li-ion battery

The device contains an internal li-ion battery cell. Do not puncture or deform the device as this may risk rupturing the battery cell resulting in fire. If the device is physically damaged or deformed, cease use immediately and seek a replacement.



Li-ion

#### Disposal of devices

Please dispose of the device responsibly as e-waste. Do not place in general waste.

---



#### TESTING CERTIFICATION

AS/CA S042.1:2015, AS/CA S042.4:2015

AS/NZS 4268:2017+A1:2021

AS/NZS 62368.1:2018

AS/NZS CISPR 32:2015+A1:2020

EN 50360:2017

EN 50566:2017

EN 50663:2017

EN 62209-1:2016

EN 62209-2:2010/A1:2019

EN 62479:2010

EN 62133-2

ETSI EN 300 328 V2.2.2 (2019-07)

ETSI EN 301 489-1 V2.2.3 (2019-11)

ETSI EN 301 489-17 V3.2.4 (2020-09)

ETSI EN 301 489-19 V2.2.1 (2022-07)

ETSI EN 301 489-52 V1.2.1 (2021-11)

ETSI EN 301 908-1 V15.1.1 (2021-09)

ETSI EN 301 908-13 V13.2.1 (2022-02)

ETSI EN 301 908-2 V13.1.1 (2020-06)

ETSI EN 303 413 V1.1.1 (2017-06)