**3.10 Cardax Alarms**

<table>
<thead>
<tr>
<th>Purpose</th>
<th>To ensure that the correct procedure is followed by Control Centre Operator's when processing Cardax Alarms.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guideline</td>
<td>Cardax is the Access Control system currently used at the University. One of the features of Cardax is the alarm monitoring system. The following are the alarms monitored by Cardax and the response required by the Control Centre Operator when processing these alarms;</td>
</tr>
</tbody>
</table>

**Fire Alarm**
- Dispatch the Area Officers to the Fire alarm activation location.
- Dispatch Mobile Rover to Balaclava/Culloden Rd to escort Fire Brigade.
- Call 000/local Fire brigade station if ADT fails to call and confirm the Fire alarm activation.

**Duress Alarm**
- Dispatch area officer to investigate the alarm with caution.
- Call 000/Police if offender on site.
- Reset/acknowledge the alarm if no offender on site.

**Help Point Alarm**
- Dispatch area officer to investigate the alarm.
- Reset/acknowledge the alarm.

**Alarm Disarmed/Intruder Alarm**
- Await a call from the person disarming the building/room.
- Dispatch area officer to investigate if no call received.

**Freezer Alarm**
- Call the Member of staff mentioned under alarm instructions.
Room Temp Alarm

- Call the Member of staff mentioned under alarm instructions.

PIR Alarms

- Dispatch area officer to investigate the alarm.
- Reset/acknowledge the alarm if no intruder apparent.

Break Glass Alarm

- Dispatch area officer to investigate the alarm.
- Replace the broken glass.
- Ensure the door is secure.

Upper/Lower Lectern Alarm

- Dispatch area officer to investigate the alarm.
- Reset/acknowledge the alarm if no intruder apparent.

Data Projector Vibration Alarm

- Dispatch area officer to investigate the alarm.
- Reset/acknowledge the alarm if no intruder apparent.

Door Forced Alarm

- Dispatch area officer to investigate the alarm.
- Reset/acknowledge the alarm if no intruder apparent.

Controller Offline Alarm

- Dispatch area officer to check the doors.
- Contact and advice Property on call Supervisor.

Cardax reader not responding Alarm

- Dispatch area officer to check the Cardax reader
- Submit online service request for maintenance

Door not locked Alarm

- Dispatch area officer to check the door.
- Reset/acknowledge the alarm.
<table>
<thead>
<tr>
<th><strong>Contact Officer</strong></th>
<th>Campus Security Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date Approved</strong></td>
<td>1 July 2012</td>
</tr>
<tr>
<td><strong>Approval Authority</strong></td>
<td>Director, Property</td>
</tr>
<tr>
<td><strong>Related Policies, Procedures, Guidelines, Forms or Templates</strong></td>
<td>Security Services Section – Standard Operating Procedures</td>
</tr>
<tr>
<td><strong>Keywords</strong></td>
<td>1 July 2013</td>
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