Staff Duress & Panic Alerting

Protect your hotel staff with CenTrak Clear™

How it Works

Each staff member is provided with a CenTrak Real-Time Locating System (RTLS) Panic Button, which features wireless call functionality. In the event a staff member is in need of assistance or is faced with a threatening situation, the individual can quickly and easily request support.

CenTrak offers wearable devices with button-press alerting that will discretely summon help via the CenTrak wireless network or existing Wi-Fi network. Upon this button press, a distress notification is sent to the appropriate personnel with the exact room location.
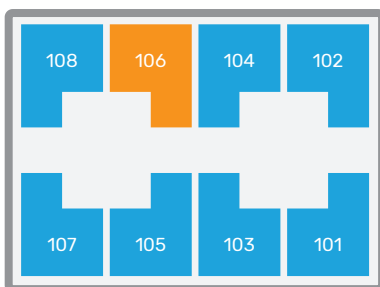
Features and Benefits of CenTrak Clear™

All of our products are centrally controlled and managed using CenTrak's Enterprise Location Services platform. Some of the main benefits of this solution include:
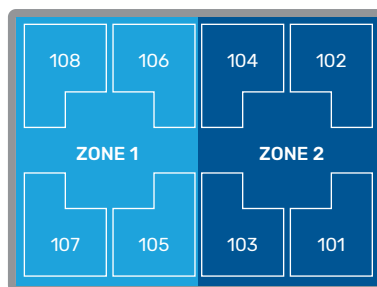
• Certainty based locating powered by Gen2IR

• Lowest total cost of ownership

• Easy to install and use

• Effortlessly scalable from floor to room level accuracy

• Multiple form factors: wristband, pendant and belt clip

• Option to cost-effectively expand system to include asset management and other use cases
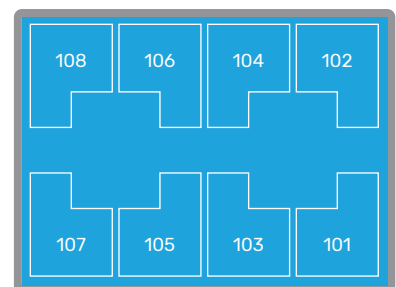
CenTrak's Staff Duress and Panic Alerting products rely on active-RFID visibility technology to enable immediate response times during emergencies by instantly locating the specific employee under duress. Assistance is only a simple button-press away, providing staff members with the peace of mind knowing that they are always protected.

Watch Attachment

Pendant Attachment
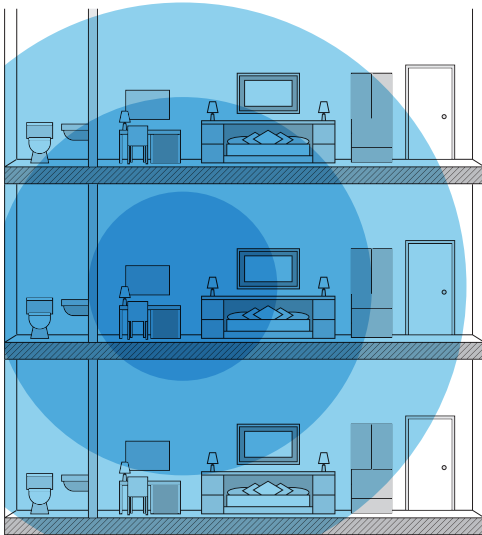
Belt Clip Attachment

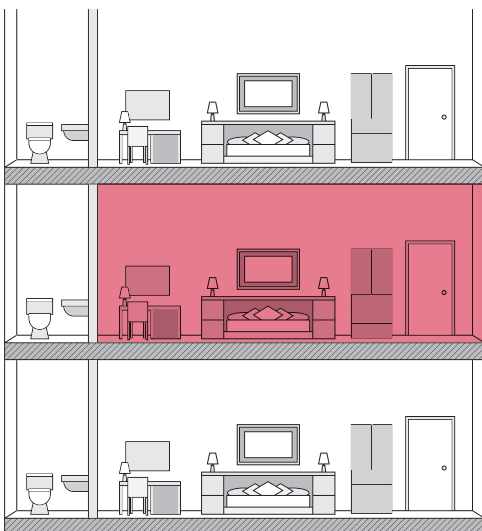

Room Level

Zone Level

Floor Level

Estimated Locating vs. Certainty-based

The importance of Certainty-based locating using Second Generation Infrared Gen2IR™ for staff duress/panic button systems

Limitation of Estimated Location

Technologies such as WiFi, Radio Frequency, traditional Infrared and Bluetooth Low Energy can pass through walls or require direct line-of-sight, which can result in a failed distress notification or an incorrect location report. With estimated locating, if the incorrect room or floor was reported, significant delays are incurred prior to reaching the staff member in distress.

Certainty-based locating powered by Gen2IR

The CenTrak Real-Time Location System (RTLS) uses patented Second Generation IR (Gen2IR), which is proven to be the ideal technology for certainty-based (100% accurate) room-level locating. In the event of an emergency, when a staff member presses their badge for assistance, the correct room number is always reported in the notification. This ensures security personnel arrive at the right floor and room the first time, preventing delayed responses and situations from escalating any further.

Additional Benefits:

• **Power Efficiency** – Gen2IR enables extremely power efficient wireless devices and badges; significantly reducing long term system maintenance costs.

• **Rapid Update Speeds** – Gen2IR devices can be configured to emit every 1500 milliseconds; enabling low latency use cases such as staff duress.

• **System Configurability** – Gen2IR devices and badges are wirelessly configured and monitored for system health including proactive low battery indicators.

• **No line-of-Sight Limitations** – Gen2IR filters external sources of IR (sunlight, fluorescent lighting, etc.). Direct Line-of-sight is not required as tags can sense Gen2IR from any direction, even under blankets or clothing.

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