

Procedure for Testing Duress Buttons

CSS Tech Services
November 2025

Procedure Statement

To test duress buttons to confirm functionality.

Procedure Steps

To test the button, please follow these steps.

- Contact CSS at extension 3612 to notify of test request and verify a test time
- Trigger the buttons/pendants for 2 seconds to confirm functionality
- If set-up with email notification, verify receipt of email after triggering
- Call CSS once completed and ask them if they received the signals
- If you require a test report, create a request at <https://carleton.ca/safety/systemsupport/> and include the and area tested.
 - If you are having difficulties accessing the Portal, you may need to clear your browser cache or access the portal using the Private (Incognito) mode on your web browser

If no signal is received during your test, create a request at <https://carleton.ca/safety/systemsupport/> for troubleshooting.

Upon commissioning, it is the Departmental responsibility to ensure that all alarm users are trained on the alarm/duress system and cancellation procedures, should they make a mistake. An alarm activation will prompt a Campus Safety Services response unless cancelled by an authorized person. Update Campus Safety Services at <https://carleton.ca/safety/systemsupport/> with accurate key holder and authorized user information. Any entry activity scheduled outside of regular business hours must be managed by the Department – either by attending and providing access or by issuing a temporary access code. All false alarms that may result from this activity are the responsibility of the Department. Notify Campus Safety Services (Technical Services) prior to any changes, e.g. remodeling etc., to ensure they do not affect the alarm/duress system.

False Alarm Cancellation Procedures – In the event of an accidental activation of a Departmental Alarm System or Duress Button by an authorizer user, Campus Safety Services must be notified immediately at 613-520-3612. Failure to notify prior to the dispatch of officers to investigate may result in a False Alarm Charge in accordance with the Internal Charges for Goods and Services Policy