



Level Two – Duress

Overview

Call Log “Level Two” technology is a suite of systems designed to enhance the safety and security of those it serves. “Level Two – Duress” is one aspect of this technology, and is designed to provide a more wide ranging coverage of client safety.

Typically a householder has a security system at home, probably with armed response. He is most likely covered at work by his employer’s security provider. However, this leaves a many possible deficiencies.

So, what are the safeguards against threats on the road or highway to the rest of the family at school or university, and are the covered areas really covered to the householder’s complete satisfaction?

Call log’s “Level Two – Duress” addresses this problem. It is a system that uses its clients’ own knowledge of the risk areas in their lives and those of their families. In an emergency the client’s location is transmitted to those that must come to his/her aid there. The system builds upon Call Log’s “Level One” which is restricted to a single location and a single emergency or panic number. It is GSM cell phone based and does not require any further hardware expenditure beyond that of a phone (Telkom phones will also do, but are more limited in their application).

Calling for Help

People in trouble need to call for help. This is not only true for crime situations, but also for medical and other emergencies. The time allowed for this action can be very limited. You cannot guarantee that the victim will have enough time to make a voice call to describe his/her predicament or even be in a position to speak.

At the least, one can hope for enough time to make a call and for the recipient to identify who is calling using the incoming CLI, i.e. roughly 10 seconds.

What happens then?

- It is known immediately that the owner of that phone is in trouble. The system looks up the entries made in the Call Log database by the client or their representative (e.g. in the case of a minor), and carries out the instruction listed.
- The security organization co-ordinating the Call Log system for that client, is alerted and the approximate location of the client is given. It must respond directly or through another designated organization such as the police or NetCare 911, etc.
- The system alerts, by SMS, other members of the family / neighbours/co-workers that the phone’s owner has a problem and where he/she is.



The client beforehand determines the nature of the emergency and who should be called. The information may be changed at any time and should be kept up to date - e.g. during a holiday.

How is the location known?

The information comes from the client. The client is asked to identify up to 10 areas where he/she feels at risk. Using the internet, a description of each of these identified areas or locations is entered into the Call Log database against Active Channel Numbers (ACN's). These numbers should then be added as speed dial numbers or voice tag entries on the client's phone. A call to one of these numbers initiates the action listed above, referencing the location description given.

The location description could be quite specific, including:

- Approaching automatic gates at home.
- Walking from office 805 to open car park bay 110 at work.

The client can assign one (ACN) channel to a wide area or 'unknown' location. In this case it would be possible for the security organization to contact the client's GSM service provider (Vodacom, MTN, Cell C) to assist with location determination. This would also be possible if the client was not found in the identified location.

It should be stressed that involving the GSM service provider should not be considered as the first action. Issues to be considered include:

- Speed and accuracy. If the client is in an identified risk location, this information is more accurate than the service provider can provide, and is available instantly.
- The cell phone has to be on for the system to find it. In a crime situation cell phones are targeted to be deactivated to disable the ability to trace it.
- False alarms.

Internet accessibility

The security organization will provide details for access of your account via the internet. For access to Call Log "Level Two's" facilities, there are two security mechanisms which must be satisfied to ensure critical information is not modified without due authorization.

Firstly, the cell phone number of which the details/configuration are being accessed must be on the validated list.

This cell phone must be used to dial the "Validate" number on the login page prior to accessing the account. This action validates the session for 10 minutes.

Secondly the security organization should provide each client with a unique password that must be entered on the login page. This is to prevent changes to be made by someone in temporary possession of the cell phone.



The account requires the minimum personal information. In addition to the ability to identify the risk locations, the client can enter any information that he/she feels may assist in his/her protection. He/she can also enter specially coded "Remarks" which are instructions to automatically send SMS messages to other family members, associates, etc. He/she can view a list of alarms for the last 30 days.