

Operation manual



Operation Manual



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SYSTEM OVERVIEW

1. Introduction

Mobile Sentinel Surveillance Trailers are a fully contained, self-sufficient mobile surveillance system. The Mobile Sentinel system is designed to be easy to use, though it's important that this manual is read thoroughly, in its entirety and complied with to ensure safe and efficient operation of the system and before operating the Trailer.

The purpose of this document is to outline the following important details

- To understand the trailer and its major components
- To safely setup and de-mobilise the trailer and configure it to suit your application
- To configure the apps for remote access to the system

To maintain the systems self-sufficiency and operational status, the system requires adequate signal strength to the Telstra Mobile Network and to have unobstructed sunlight for the solar panel. If the Telstra Mobile Network is not available, the system can be configured to use a local WIFI network.

Check with Mobile Sentinel if you plan on taking the Trailer into a Remote Area being any area further than 100km from the Perth CBD.

If at any stage you are in doubt, contact Mobile Sentinel support for assistance.

2. Minimum requirements

Mobile Sentinel uses the Unifi Protect camera system. Unifi protect can be accessed via mobile apps for mobile devices, or via a web browser for computer access. The following minimum requirements apply to the access devices;

- Apple devices
 - o iPhone, iPad, iPod Touch and Apple TV.
 - o iIOS 10.1 and up
- Android Devices
 - Most Android tablets and mobile phones
 - o Android 4.4 and up
- PC access
 - o Google Chrome or Mozilla Firefox is recommended
 - o Other browsers may work with some limitations

The Unifi Protect mobile app is free, though you must have a valid store account to download the mobile apps.

3. Reporting damage / theft / issues

Damage to any Mobile Sentinel equipment must be reported within 24 hours to Mobile Sentinel via the <u>support</u> <u>contacts</u>.

4. System outages or faults

The Mobile Sentinel System will automatically alert you to system outages which will aloe you to make alternative security arrangements until the Mobile Sentinel system is restored. Check the <u>troubleshooting section</u> to see if you



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can rectify the issue yourself. Otherwise contact Mobile Sentinel and the Mobile Sentinel staff will resolve the issue as quickly as possible.

5. Motion Alerts

Mobile Sentinel Surveillance Trailers use 2 motion detecting systems. They are as follows

- 1. Motion push notifications via Unifi Protect Vision based
- 2. Motion SMS messages via the motion sensors Sensor based

Motion push notification via Unifi Protect use the cameras optical recognition system to detect motion. The push notifications can be easily setup by the customer using the Unifi Protect app. Alerts can be set on schedules as required. Optical motion recognition has some limitations, such as detecting bugs and rainfall during night vision when the infra-red illumination is active or shrubs and vegetation which have not been excluded from the motion zones. Therefore, its recommended that vision-based motion alerts should be used for informational purposes only as the false positive likelihood is higher than the motion sensors. The Unifi Protect motion system allows for easy step-through of motion events via the time-lapse function which makes it very easy to step through motion events via the app.

Motion SMS messages via the motion sensors are the most reliable motion detection method. The motion sensors are security-grade dual technology sensors which are very reliable with low false positive detection rate when positioned correctly. The sensors can be used to send SMS messages to one or many mobile phones, as well as switching on the sensor lights.

6. Recording mode

Mobile Sentinel Surveillance Trailers records footage constant and will retain footage for approximately 2 weeks. Motion is detected by the recording system to easily identify motion events. The recordings are stored locally on the in-built recorder unit which can be accessed and downloaded via the Unifi Protect apps.

7. Data usage

Mobile Sentinel Surveillance Trailers uses the Telstra Mobile Network for its internet connection. As mobile networks have limited data allowances, Mobile Sentinel applied a fair use policy of 10GB data per month. This averages 5 hours of live remote viewing per month. If at any stage you exceed the 10GB fair use limit, Mobile Sentinel will contact you to investigate the cause for high data usage.

If you exceed the fair use data policy additional charges will apply.

Mobile Sentinel is not designed and should not be used for constant remote surveillance. If constant remote surveillance is required <u>contact Mobile Sentinel</u> for alternative connection options such as customer provided WIFI.

8. High winds

Mobile Sentinel Surveillance Trailers are designed to have a two times safety factor for winds up to 105kms. If winds exceed 105kms, its recommended that the post assembly extension section is lowered and secured until winds are below 105kms.





9. Battery capacity

Mobile Sentinel Surveillance Trailers have approximately 5 days of battery capacity with no sunlight depending on the amount of LED Floodlight use. In the unlikely event the battery runs low, the customer and Mobile Sentinel Staff will be notified via SMS alert.

At this stage, you will need to attach a temporary charger to top up the batteries (charger will be supplied by Mobile Sentinel).

Depending on the amount of floodlight use, the system requires approximately 2-6 hours of sunlight per day to remain fully charged.

10. Optional Siren/Strobe

Mobile Sentinel Surveillance Trailers have been preinstalled with a Siren/Strobe which can be activated by the motion sensors. We recommended that the Siren/Strobe is disabled in residential areas due to noise nuisances. Refer to the setup section for more details on how the siren/strobe is activated

11. Additional Services

If required, the team at Mobile Sentinel can deliver and setup the system for you for an additional fee. Mobile Sentinel will also provide support for the Mobile Sentinel System, though additional charges may be incurred for troubleshooting of customer device faults that are not related to the Mobile Sentinel System.



12. Overview

Below is an illustration of the major components of the Mobile Sentinel Surveillance Trailer



Figure 1 - Mobile Sentinel Trailer components overview



Below is an illustration of the Mobile Sentinel Surveillance Trailer in the pack down position

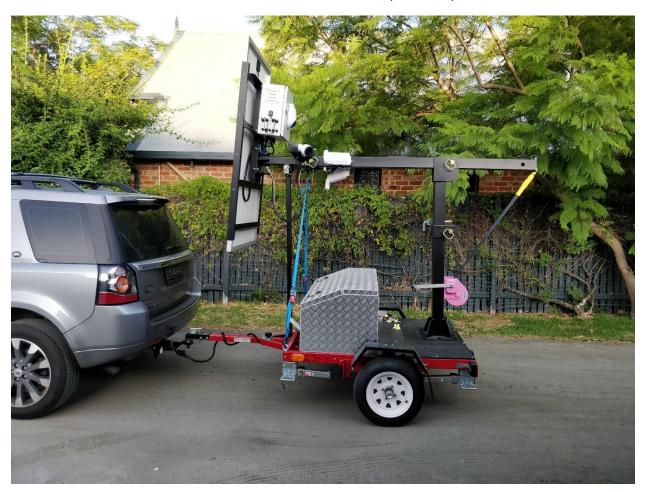


Figure 2 - Mobile Sentinel Surveillance Trailer in pack down position

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SAFETY

1. Trailer towing and vehicle safety

You should always take safety measures when towing the Mobile Sentinel Surveillance Trailer. It is the customer's obligation to be aware of trailer safety and the customer must understand how to safely tow a trailer and operate a vehicle. This manual does not specifically discuss towing and vehicle safety or road rules, but it is the Customers responsibility to be aware of and follow all regulations and road rules when towing a trailer of any kind, including the Mobile Sentinel Surveillance Trailer. As a minimum, it is recommended you observe the following safety measures when towing the Mobile Sentinel Surveillance Trailer

- The maximum vehicle speed should not exceed 100kms per hour
- The tyre pressures are inflated according to the tyre pressure chart in the battery box
- The hitch is securely attached to the vehicle, and the safety chains and lights are connected and working
- The post assembly is secured in accordance with the pack down instructions in this manual before moving the Trailer

2. Trailer setup safety

Safety precautions should be taken when placing and setting up the trailer. The following hazards may be experienced whilst setting up the trailer

- Manual handling
 - Strain from moving the trailer
- Machinery and equipment
 - Being hit by objects
 - o Pinch points
- Slips, trips and falls
 - Slip or trip whilst moving the trailer

As a minimum, the following safety measures should be taken when setting up the trailer

- Ensure you are wearing the appropriate personnel protective equipment
- Ensure the ground the trailer is being moved along, or setup on is level, firm and free from loose material
- Take care when lowing the stabiliser legs and ensure the stabiliser legs are on firm ground that will not sink
 over time
- Ensure the trailer is level when installed using the integrated level indicator
- Do not touch or modify any objects in the battery box other than the switches to turn on the Mobile Sentinel Surveillance Trailer.
- Have other personnel help you
- Seek help where required from Mobile Sentinel

3. Post setup safety

Safety precautions should be taken erecting the post assembly. The following hazards may be experienced whilst setting up the post assembly (K) as illustrated in figure 1

- Manual handling
 - o Strain from erecting the post

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- Machinery and equipment
 - o Being hit by falling objects
 - Pinch points
 - o Trailer tipping due to unstable and un-level ground and or incorrect trailer setup
- Slips, trips and falls
 - Slip or trip whilst erecting the post

As a minimum, the following safety measures should be taken when setting up the trailer

- Ensure you are wearing the appropriate personnel protective equipment and gloves
- Verify that the Trailer is setup on level and firm ground that is free from loose material
- Stay out of standing underneath moving parts or where parts may fall on you or from objects that could harm you
- Keeping hands clear of moving parts and pinch points
- All locking pins are correctly removed and inserted with retaining pins installed
- Do not touch or modify any objects in the battery box other than the switches to turn on the Mobile Sentinel Surveillance Trailer
- Have other personnel help you
- Seek help where required from Mobile Sentinel

4. DO NOT move the trailer with post upright

Mobile Sentinel Surveillance Trailers should never be moved in any way whatsoever with the post assembly up. The trailer must remain supported and level via the stabiliser legs. Trying to move the trailer with the post upright is highly dangerous and may damage the trailer which will be on account of the customers cost.



SETUP

1. Trailer Positioning

It is ideal to have the solar panel facing due north for optimal charging. You can use a compass or maps app on your phone to identify the north position.

2. Trailer Setup

Follow the steps below to setup the Mobile Sentinel Surveillance Trailer. Note that some steps may need to be repeated to optimise the trailer setup.

Step	Notes	Images
1	Find a suitable location / flat or level ground / hard ground / stable area which is covering most of the site. Not shaded by trees and in a mobile coverage area	N/A
2	Lower the stabiliser legs (Refer Item A), ensuring the legs are one notch out from vertical. Raise each leg using the provided tool in the battery box to until there is minimal load on the trailer wheels and the integrated level indicates the trailer is level. NOTE: Adjust one leg at a time in stages working your way around the trailer until you have achieved the correct height and level is achieved	Stabiliser legs shown in down position 1 notch out Stabiliser leg tool



The trailer light plug is coiled around the drawbar to prevent it from touching the road whilst in motion. When the drawbar is removed, uncoil the trailer light plug from the drawbar and coil the trailer light plug around the remaining structure on the front of the trailer



Trailer light plug in towing position



Trailer light plug removed and coiled around trailer

Remove the drawbar by unscrewing the locating handle on top of the draw bar frame where the draw bar intersects the trailer, then by removing the 2 draw bar pins which are located underneath the battery box. The first drawbar pin is secured with a padlock which needs to be removed with the provided keys. Turn the drawbar 180 degrees and reinsert under the trailer and secure using the original 2 drawbar pins and padlock.



Draw bar pins from underside of trailer, one with padlock





Drawbar locating handle

Draw bar removed ready to be reinstalled



		Draw bar installed in retracted position
5	Retrieve the 2 lengths of chain and 2 padlocks from the battery box and wrap the chain though the trailer wheel and attach both ends of the chain to the lug on the trailer and secure with the padlock.	Lug to attach wheel lock chain to with padlock.
6	Remove the transport straps and store them in the battery box.	Transport straps in installed position.



Remove the retaining pin (Item L) from the post assembly extension section. Loosen the post retaining nut and extend the post assembly until the retaining pin holes line up in the extended position and reinsert the drawbar pin ensuring the pin retainer is reinstalled

Ensure you retighten the post retaining nut.

The lights may be in the way of the retaining pin and nut, if they are swivel the lights out of the way to allow space to remove the retaining pin

Extend the post by applying pressure to the solar panel to extend the post. Its best to apply outwards and upwards pressure to extend the post.

NOTE: If the post retaining nuts are not secured tightly, the post could shake and cause blurry image quality in high winds.



Post assembly retaining pin and retaining nut



Post in the extended position

8 Position the cameras for optimal performance. The cameras have approx. 100 degrees of vision. In some circumstances, it may be preferred to position both cameras in the same direction and adjust the optical zoom to provide short and long-distance viewing of certain areas.

To position the cameras, loosen the retaining ring located on the base of the camera anti clockwise enough so that the camera can be rotated to the desired direction. Once located in the direction, tighten the retaining ring to secure the camera

NOTE: failure to resecure the retaining ring will result in the camera moving and the unit not functioning as intended.

Ensure the tool is stored in the battery box when not in use



Camera retaining ring tool Tool on the camera base

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Position the motion sensors for optimal performance. The motion sensors have approx. 85 degrees of viewing area with approximately 12 meters of range. The sensors vertical position should not be adjusted, they have been designed to look directly outwards and down.

To position the motion sensors, twist the sensor left or right. The sensors can be a little stubborn to move.



Image of motion sensors

10 Raise the tilt section of the post assembly.

Firstly, remove the lower retaining pin (refer item L) which is secured using a padlock. Then use the supplied winch to winch the post to the upright position.

Be careful as not to snag the safety wire and sensor cable on the Transport post (see item P) when raising the post assembly.

Take caution when performing this step and make sure you nor anyone else are not standing directly beneath the post assembly at any stage during winching.

When the post assembly tilt section is fully raised, re-insert the lower retaining pin and padlock securing the tilt section in the upright position. Ensure the winch is pulled tight to take up any slack in the tilt section

NOTE: you may need to lower the tilt section of the Trailer and repeat steps 8 and 9 to get the desired angles and range of the camera.



Winch/ lower retaining pin

Snagged safety wire

Turn on switches CAM/COM and SENSOR in the battery box to energise the system.

Wait approximately 3-5 minutes for the system to turn on and initiate.

Inform Mobile Sentinel via www.mobilesentinel.com.au that the system is so that Mobile Sentinel staff can update the location for geo fencing.

Open the Unifi Protect App and verify the system is online. If required, repeat steps 8 and 9 to adjust the system setup.





Battery box

Switches





12	Perform walk test of motion sensors. The motion sensors feature 3 LED lights behind the lens area. Walk near the trailer in view of the sensors and ensure the RED led is illuminated. Perform this test on both motion sensors	Sensor LED orientation
13	Ensure battery box is closed and locked so not water, debris or damage gets into the battery box.	

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3. Trailer pack down

Follow the steps below to pack down the Mobile Sentinel Surveillance Trailer.

Step	Notes	Images
1	Turn off switches CAM/COM and SENSOR in the battery box to de-energise the system. Wait approximately 3 minutes for the system to turn off before lowing the post assembly	Battery box Switches
2	Lower the tilt section of the post assembly. Firstly, remove the lower retaining pin (refer item L) which is secured using a padlock. Then using the supplied winch, wind out the winch webbing whilst pulling on the handle on the tilt bar to allow the tilt bar to lower. Ensure there is no slack in the winch webbing whilst lowering the post assembly at any time as this may allow the tilt post to run away from the winch and cause a jolting effect. Ensure you winch the post down slowly to reduce the jerking and bouncing effect. Be careful as not to pinch the safety wire and sensor cable on the Transport post (see item P) when lowering the post assembly. You may need to lift the safety wire around the transport post as the post assembly is lowered to the transport post. Take caution when performing this step and make sure you nor anyone else are not standing directly beneath the post assembly at any stage during winching. When the post assembly tilt section is fully lowered, re-insert the lower retaining pin and padlock in the post assembly for safe keeping. Ensure the winch is pulled tight to take up any slack in the tilt section	Winch/ lower retaining pin Pinched safety wire

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Remove the upper retaining pin (Item L) from the post assembly extension section. Loosen the 2 post retaining nuts and retract the post assembly by pushing on the solar panel frame with a forward and upward motion until the retaining pin holes line up in the retracted position and reinsert the retaining pin ensuring the pin retainer is reinstalled

The cable conduit from within the post assembly will be ejected from underneath the solar panel. You may need to assist the conduit by giving it a light tug



Post in retracted position Cable conduit from post

4 Ensure the camera retaining ring is still tight for transport. A loose retaining ring may allow the cameras to rattle loose during transit

NOTE: failure to resecure the retaining ring will result in the camera coming loose and being potentially lost during transit.

Ensure the tool is stored in the battery box when not in use



Image of Cameras on post

Camera retaining ring tool

Remove the drawbar by removing the 2 draw bar pins which are located underneath the battery box. The first drawbar pin is secured with a padlock which needs to be removed with the provided keys. Turn the drawbar 180 degrees and reinstall on the trailer in the transport position using the original 2 drawbar pins and padlock, and circular locating handle.



Draw bar pins from underside of trailer, one with padlock





Drawbar locating handle

Draw bar removed ready to be reinstalled

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The trailer light plug needs to be coiled around the trailer whilst the draw bar is in the operation position (under the trailer). Remove the trailer light plug and coil it around the draw bar ready for transport. Ensure the trailer plug does not contact the ground during transit.

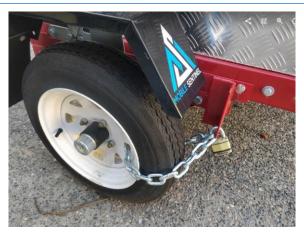


Trailer light plug removed and coiled around trailer



Trailer light plug in towing position

5 Remove the 2 lengths of chain and 2 padlocks from the wheel lock lugs and store the chain and locks and keys in the battery box



Lug to attach wheel lock chain to with padlock.



Install the transport straps that have been stored in the battery box. Each strap should be located on the lug on the post assembly and the other end on the lug of the trailer. There should be a strap for each side of the trailer (2 straps in total)



Transport straps in installed position.

Raise the stabiliser legs (Refer Item A) using the stabiliser leg tool from the battery box. Attach the trailer to the vehicle and pull back on the locking pins and rotate the stabiliser leg to tilt the trailer legs to the inside of the Trailer so that they are horizontal and return the handle to the locked position.

DO NOT attempt to move the trailer with the trailer stabiliser legs down, as this will cause damage to the stabiliser legs or the trailer chassis.





Stabiliser leg tool

Stabilisers in the transport position

4. Relocation

If you relocate the trailer is going to be relocated to a location other than on the hire agreement, you must pack down the Trailer before transporting and contact <u>Mobile Sentinel</u> to be issues an relocation form which must be signed (electronically) prior to relocating. Once the Mobile Sentinel Surveillance Trailer has been setup at the new location, please contact Mobile Sentinel so the GPS Geofencing location can be updated.

5. Additional System Setup

The following settings are setup by Mobile Sentinel Staff and will be configured as per the customer information form. If any settings require adjustment: -

- Mobile numbers for SMS motion alerts
- Schedules for sending SMS motion alerts and switching on the LED flood lights
- GPS geofencing location

If adjustments to these settings are required, please contact Mobile Sentinel and we will make these adjustments remotely for you.



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6. Optional Siren/Strobe

To enable the Siren/Strobe, activate the Siren switch on the side of the equipment box. The Siren/Strobe will be activated at the same time as the flood lights. While the flood lights are active, the strobe/siren will be active. To adjust the schedule for LED Floodlight and Siren/Strobe activation, <u>contact Mobile Sentinel.</u>

NOTE: The strobe/siren can be a nuisance in residential areas. DO NOT use the strobe/siren in areas where the function could cause nuisances.



APPS AND ACCESS

1. System Access Account

Mobile Sentinel uses the Ubiquiti Unifi Protect camera system. The Unifi Protect app and Unifi Protect Online provide easy access to the Mobile Sentinel Surveillance Trailer. You will be sent an email invite from the Mobile Sentinel staff to invite you to register for a Unifi account. Click on the link from the email to create an account. Once your account has been created, you can then logon via the Unifi Protect app or Unifi Protect Online to Mobile Sentinel Surveillance Trailer that has been assigned. If you have more than 1 Mobile Sentinel Surveillance Trailer, each trailer allocated to you will be listed within the Unifi Protect Apps.

You can access your Unifi account at any time to reset/update your password, or enable Multi Factor Authentication please go to https://account.ui.com

2. Unifi Protect App

Using your mobile device, go into the app store on your device and search for Unifi Protect and download the app (the app is free of charge). Once downloaded, login to the app using your Unifi account set up in the above step.

The Unifi Protect app includes the following features

- Cameras
 - Live view including sound
 - Time-lapse review which highlights motion events
 - Step through motion events via time-lapse
 - o Adjust camera image settings and motion zones
- Activity
 - Review and view motion events
 - Review system alerts
 - o Select date to review events
- Settings
 - Setup system alerts

3. Unifi Protect Online (web browser)

Using your mobile device, go into the app store on your device and search for Unifi Protect and download the app (the app is free of charge). Once downloaded, login to the app using your Unifi account.

The Unifi Protect Online has the same features of the Unifi Protect App. To access Unifi Protect Online go to https://protect.ui.com

4. Unifi Protect video demonstration

For a detailed demonstration on the Unifi App, please view the video links below

- Unifi Protect App App Demo Link
- Unifi Protect Online Online Demo Link

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1. Daily inspection

The following daily inspections should take place where practicable

- Check the trailer is level and on stable firm ground and have not been bumped, moved or shifted for any reason so as to impact the camera recording angles.
- Check for general damage to the equipment (report to mobile sentinel if damage found)
- · Remove any debris that may foul the motion sensors or cameras and prevent them from operating correctly
- Perform a walk test of the motion sensors, ensuring each sensor shows a RED led illumination confirming detection of motion.
- Winch is still tight and all retaining pins are in place
- Log into app to check still connected and the device is recording



TROUBLESHOOTING

1. Troubleshooting

Issue	Recommendation
System showing offline in Unifi Protect or you receive a system offline notification	 Check System fuse isn't blown in the battery box Switch system switch off for 30 seconds, and back on again. Wait 3 minutes for the system to restart and try Unifi Protect app again Check Trailer is in a mobile service area? Contact Mobile Sentinel Support
Unifi Protect Motion alerts not detecting correctly	 Setup an appropriate motion zone to exclude nuisance objects such as plants and trees to reduce false positive alerts within Unifi Protect Reduce or increase the motion zone sensitivity to suit the environment Multiple motion zones can be setup with differing sensitivities for complex environments Move location of sensors to better cover area? Contact Mobile Sentinel Support
Motion sensors not detecting correctly	 Perform a walk test of the motion sensors. The sensors feature 2 types of sensors, which will be shown through the sensor lens cover via GREEN and ORANGE LED. Once both sensors are triggered, a RED LED will be illuminated confirming motion detected Ensure both sensors are not pointing in the same direction. The integrated microwave sensors can interact with the other sensor when they are both pointing in the same direction If the motion sensors are sensing objects too far away, tilt the sensor downwards to reduce the sensors forward distance field of view. Customisations to the sensors can be performed to adjust the sensitivity if required for specific troublesome applications. Contact Mobile Sentinel Support to discuss these options
Motion Sensors not showing any LED lights	 Ensure the sensor switch inside the battery box is switched on Check the sensor fuse isn't blown in the battery box Contact Mobile Sentinel Support to discuss these options
You receive a low battery SMS alert	 Ensure the solar panel is not covered by trees or structure and has clear and direct access to sunlight Ensure the solar panel is facing north Contact Mobile Sentinel Support
Unifi Protect App cannot connect to the system	 Verify that your device has internet access by accessing a website Close the Unifi Protect App and re launch it. <u>Contact Mobile Sentinel</u> if you are unsure of how to close running apps on your device Switch your device off and on again (power cycle)
The post assembly will not raise	Check the upper retaining pin is removed

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Camera footage is blurry	 Ensure the camera lens is clean Ensure post retaining nuts are tight Check focus is at the correct length

SUPPORT

1. Support contacts

Contact Mobile Sentinel for support or technical issues. Contact details are as follows

Phone - 08 6266 8333 or 0414 909 447

Email - protect@mobilesentinel.com.au

Web - www.mobilesentinel.com.au

NOTE ONLY DURING: Business Hours?

NOTE: For changes to the Mobile Sentinel configuration that requires Mobile Sentinel Staff, the Customer Information Update Form will need to be filled out. Please download this form from the Mobile Sentinel website.

2. Important Links

Below are some important links

- Unifi account https://account.ui.com
 - Used to update/reset passwords for your Unifi Account
- Unifi Protect Online https://protect.ui.com
 - Used to access your Mobile Sentinel Surveillance Trailer from a PC using a web browser
- Mobile Sentinel Website <u>www.mobilesentinel.com.au</u>
 - Used to activate your Mobile Sentinel Surveillance Trailer when first used, or to register new location when a trailer is relocated.
- Unifi Protect demonstration videos
 - Unifi Protect App App Demo Link
 - o Unifi Protect Online Online Demo Link

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DOCUMENT REVIEW AND RELEASE

Table of document approval and release

Author	Reviewer	Revision	Date	Notes
Peter Konstek	Brett Meredith	А	22/1/2020	First release
Peter Konstek	Brett Meredith	В	14/7/2020	Second release. Updated wheel lock images and switches in battery box