



Cellsense[®] Plus

User Manual



2400v02

IMPORTANT INFORMATION

This equipment works safely and reliably if qualified, experienced, trained operators follow the installation, operating, and maintenance procedures described in this manual.

Always follow the instructions and information in the manual and do not modify the Cellsense Plus system. Metrasens accepts no liability for any unauthorized modifications to the Cellsense Plus system. Any unauthorized modification and damage resulting from improper use invalidates the warranty.

This manual pays particular attention to Health and Safety precautions. Appropriate safety icons are used and warning messages are given where you need to take special precautions because of the nature of the equipment or product.

In line with our policy of continuous research and development, we reserve the right to amend models and specifications without prior notice.

This manual is accurate at the date of printing, but will be superseded and should be disregarded if specifications or appearance are changed.

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Cellsense Plus technology is protected by the following patents and patent applications US 7113092, GB 2395276, ZA 2005/03561, JP 4477503, IL 168467, US 2013-0307533 A1, WO 2013/171498 A2, Euro Pat App 2 850 462 with other US and international patents pending.

The use of all trademarks in this document is acknowledged.

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About this manual

The manual uses the following icons:



Indicates a potential hazard to the user or equipment.



Indicates a potential trip hazard.



Indicates where you must take special care to ensure Cellsense Plus operates efficiently.

Note: Notes give extra information about Cellsense Plus.

Hint: Hints give helpful tips.

1 Introduction

Thank you for purchasing your Cellsense Plus cell phone and contraband detector. It will assist in your fight against inmate contraband and will provide you with years of valuable service. Nothing can shield a cell phone from Cellsense Plus.

Effective

Cellsense Plus is an advanced screening system that detects ferrous metal contraband, including all cell phones when on or off, and anywhere on the person or internalized. Cellsense Plus contains sensors optimized for cellular phone detection. Cell phones are increasingly manufactured with reduced metal content, making detection using conventional metal detectors less certain. Cell phones do however contain essential components that Cellsense Plus readily detects.

Cellsense Plus also detects many other contraband items such as razor blades, shanks, knives, and guns. Its automatic programming keeps things simple, needs no user-input, and reduces intentional or inadvertent reductions in sensitivity.

Covert capability

Cellsense Plus has covert operations capability, so you have the option to screen inmates without their knowledge. A single Cellsense Plus covers a 3-4 ft (0.9-1.2m) corridor while two pillar deployment covers 6-8ft (1.8-2.4m).

Cellsense® Plus

Reduced operating expenses

Cellsense Plus can scan large numbers of inmates quickly (approximately 40 inmates per minute) without contact or intrusion, saving time for correctional officers.

Practical and portable

Indoors or outdoors, Cellsense Plus offers a 360° beacon display, plus an optional audible alarm. Cellsense Plus is highly portable, and with its intuitive design and no set-up programming, it can be set up by one person and operating in less than 30 seconds. Cellsense Plus automatically adapts to its environment, compensating for external electrical and mechanical interference, such as lights, doors or vehicles without the need for adjustments.

Cellsense Plus uses internal rechargeable batteries that provide up to 16 hours operation and with the addition of a Wall Mounting Kit, the Cellsense Plus can be temporarily wall mounted.

Completely safe

Unlike conventional metal detectors, Cellsense Plus is entirely passive and so there are no health and safety concerns when scanning subjects. Cellsense Plus has no effect on electronic devices such as pacemakers and is harmless to pregnant women. No one can object to being scanned on health grounds.

Industrial-strength Cellsense Plus is designed for durability in prison environments - light enough to be easily transported, yet built so it is less likely to be used as a weapon by inmates. It has knock-over protection and the controls are protected by metal bars.

Inspiring confidence

The patented product technology incorporates the highest sensitivity, state-of-the-art sensors, which provide you with unmatched detection capability. Our magnetic-detection team has over 70 years combined experience designing for the toughest military environments.

With our training and support package, we will work with you to maximize effectiveness and always keep you ahead in your battle against cell phones and other contraband.

Use Cellsense Plus to:

- Detect cell phones and other contraband
- Detect contraband on inmates, staff, visitors, and vendors.
- Detect contraband in mail, bedding, or goods.
- Scan inmates without their knowledge from behind doors or walls.
- Scan individuals or groups as they walk by Cellsense Plus (approximately 40 people per minute).

2 Getting Started

2.1 Battery Charging

The Cellsense Plus Sensor Unit battery should be charged before initial use for at least 4 hours. Note: It may take a couple of charge/discharge cycles for the battery to attain full capacity. Charging should take place for the indicated times, even if this means continuing charging after the charger has switched into trickle mode, indicated by the LED turning green, Section 6.1.

2.2 Choosing a Location

You can locate Cellsense Plus indoors or outdoors provided there is space for it to be freestanding. It does not need to sit on level ground, but the product should only be deployed upon a surface where the suction feet are effective, or fixed through other means. (The battery charger should only be used indoors, in a dry location.) You can also locate it near to static metal objects, for example, metal staircases, filing cabinets, or doors.



To avoid unwanted alarms, do not place the Cellsense Plus system close to any electrical products that have moving parts, for example, ceiling fans, X-ray scanners, photo copiers, and elevators. Other less obvious moving parts, e.g. cooling fans within equipment such as computers and air conditioning units, could also cause unwanted alarms.

Table 2-1 lists these products:

Source	Distance ft (m)	
	Minimum	Recommended
Road traffic	23 (7)	40 (12)
Cell doors	10 (3)	16 (5)
Corridor with passing trolleys	8 (2.5)	13 (4)
Swivel chairs	6 (2.5)	9 (3)
Air conditioning units, powered fans, pumps	8 (2.5)	13 (4)
Swinging doors	6 (2)	9 (3)
Prison officers (steel toecaps, radios, keys)	5 (1.5)	6 (2)
Large elevators	25 (7.5)	35 (10.5)
Small elevators	20 (6)	25 (7.5)
Automatic doors	8 (2.5)	13 (4)
Lockers	5 (1.5)	10 (3)

Table 2-1 Distances from possible interference sources

2.3 Assembly

1. Place the base unit in the chosen location (*Section 2.2*).
2. Turn the clamping handle on the back of the base unit counter-clockwise to allow access for the Sensor Unit.

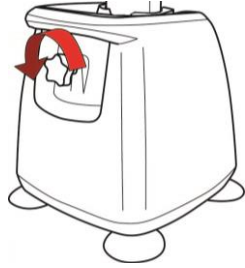


Figure 2-1 Clamping Handle

3. Insert the Sensor Unit into the base unit so that the sensor controls are on the open side of the base unit (on the opposite side to the clamping handle).

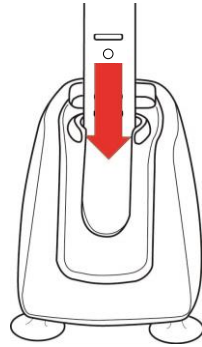


Figure 2-2 Sensor Unit

4. Turn the clamping handle clockwise to secure the Sensor Unit in the base unit.



Figure 2-3: Clamping handle tightening



Do not over-tighten the clamping handle. Only hand-tighten it.

3 Setting Up

3.1 Switching on and off

To switch ON Cellsense Plus, press I on the On/Off switch (Arrowed in Figure 3-1.)



Figure 3-1: Cellsense Plus controls

To switch OFF Cellsense Plus, press O on the On/Off switch (Arrowed in Figure 3-1.)

3.2 Adjusting the threshold control

Before you use Cellsense Plus, once the Sensor Unit is in its desired location, adjust the threshold control.

1. Set the threshold control to 10.



Figure 3-2: Threshold control Set to 10

2. Stand back at least 6' (2m) and watch the beacon magnitude display. If more than one red bar flickers regularly, reduce threshold control to 9.

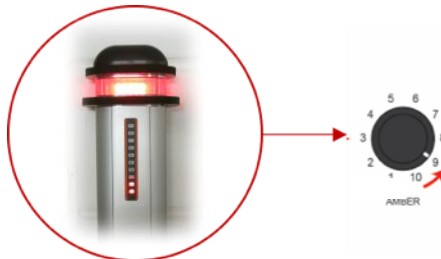


Figure 3-3 Threshold Control set to 9

3. Stand back 6' (2m) and watch the beacon magnitude display again. If more than one red bar still flickers regularly, reduce the threshold control to 8.




Figure 3-4: Threshold control set to 8


- Repeat this procedure, reducing the setting by 1 each time, until the system is steady on **GREEN** for most of the time.

Note *It is OK if the magnitude display occasionally flickers red.*



Figure 3-5: Threshold control OK

<p><i>Hint</i></p>	
	<p>After adjusting the threshold level, step away from Cellsense Plus and observe the beacon. You should</p>

	keep still during this time to avoid detection of objects which you may be carrying.
	Experiment with different threshold levels to make sure that cell phones and other contraband items are detected without giving false alarms.



3.3 Adjusting the Volume / Modes


The volume knob is located beside the threshold control and can be used to control the volume of the audible alarm or to set the Cellsense Plus system to Extra-Bright Mode.


Stealth Mode (fully counter clockwise position 1) for no audible alarm and no light display on the beacon or array is for use with an accessory Alarm Output Module for remote alarm indication.



Standard Brightness Mode is for maximum runtime between battery charges and Extra-Bright Mode increases the brightness of the beacon, ideal for use in sunlight/bright light (but with reduced runtime between battery charges).



-   Lights off and Silent – Stealth Mode

-  Standard Bright beacons and no audible alarm.

-  Standard Bright beacons and successively louder

-   Extra-Bright beacons & Silent



-   Extra-Bright beacons with loud audible alarm.

Figure 3-6 Volume / Mode control knob

4 Operating Cellsense Plus

4.1 Inmate search

It is best to carry out the Inmate search in a controlled area near the entry or exit point of an area where inmates meet, for example a workshop, visiting area, or exercise yard.

1. Set up Cellsense Plus in a narrow area, for example a doorway or corridor, so that inmates have to walk in single file within 6 inches (15 cm) of the front of the Cellsense Plus Sensor Unit. If a red beacon is displayed, an audible alarm will sound, (unless a silent mode has been selected).

Hint: You can create a suitable passage way by locating Cellsense Plus near to a chair, queue manager, bollard, desk, stairway, or something similar.

2. Adjust the threshold level for the location (Section 3.2).
3. Find the best distance between Cellsense Plus and the search officer so that their movement does not cause an alarm.

Hint: Rocking on the spot is a good way to test this.

Note: *If search officers move too close to the Sensor Unit, Cellsense Plus may detect objects that they generally carry, such as keys, walkie-talkies, and reinforced toecaps.*



Make sure that all cell doors within 16 feet (5 m) of Cellsense Plus are kept still during the search operation.

4. Instruct the Inmate to walk past Cellsense Plus, within 6 inches (15 cm) of the Sensor Unit.
5. The Cellsense Plus beacon color indicates whether or not a cell phone or other contraband has been detected:

GREEN Cellsense Plus has not detected anything.

RED Cellsense Plus has detected something that could be a cell phone or other contraband. The audible alarm will also sound (unless a silent mode has been selected).

Note: *A weak signal could be caused by a small object detected close to the Sensor Unit, or a larger object detected further away.*

Hint: *If an inmate causes an alarm on Cellsense Plus, they are likely to be carrying a cell phone or other contraband. Follow your facility's procedure for dealing with inmates suspected of carrying contraband.*

6. When the Cellsense Plus beacon has returned to **GREEN**, you may continue to search other inmates.

Cellsense®Plus

4.1.1 Object search

This method can be used when you want to search Inmate belongings:

1. Set up Cellsense Plus in a convenient location for the search and adjust the threshold levels for the location (*section 3.2*).
2. Stand away from Cellsense Plus so that any items you are carrying are not detected.
3. Select an inmate to carry any items you want to search past the Cellsense Plus system.
4. Instruct your Inmate to walk past Cellsense Plus -within 6 inches (15 cm) of the front of the Sensor Unit to check that they are not carrying any items that cause an alarm. If the alarm sounds, remove any metallic items and instruct them to walk past Cellsense Plus again. Repeat this until Cellsense Plus does not alarm.

Note *Gold and silver jewelry does not trigger Cellsense Plus.*

Hint: *An alarm is only sounded if a cell phone (or other metallic objects) move past the sensor. If they don't move, the alarm is not triggered.*

5. The beacon color indicates whether or not a cell phone or other contraband has been detected:

GREEN

Cellsense Plus has not detected anything.

RED

Cellsense Plus has detected something that could be a cell phone or other contraband. The audible alarm will also sound (unless a silent mode has been selected).

Hint: Carefully examine any items that trigger the Cellsense Plus alarm.

4.2 Taking Cellsense Plus apart

1. If the charger unit is connected to Cellsense Plus, unplug the charger unit from the power supply and Cellsense Plus.
2. Turn the clamping handle on the back of the base unit counter-clockwise to loosen the Sensor Unit. (About 2 turns are sufficient to loosen the clamp -there is no need to unscrew the handle completely.)



Figure 4-1: Clamping handle loosening

3. Lift the Sensor Unit vertically out of the base unit.

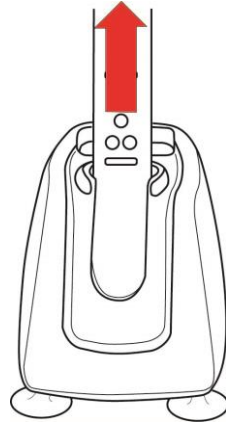


Figure 4-2: Sensor Unit removal

5 Getting to know your Cellsense Plus

Cellsense Plus is extremely easy to operate. This section describes the components of Cellsense Plus in detail.

5.1 Control identification

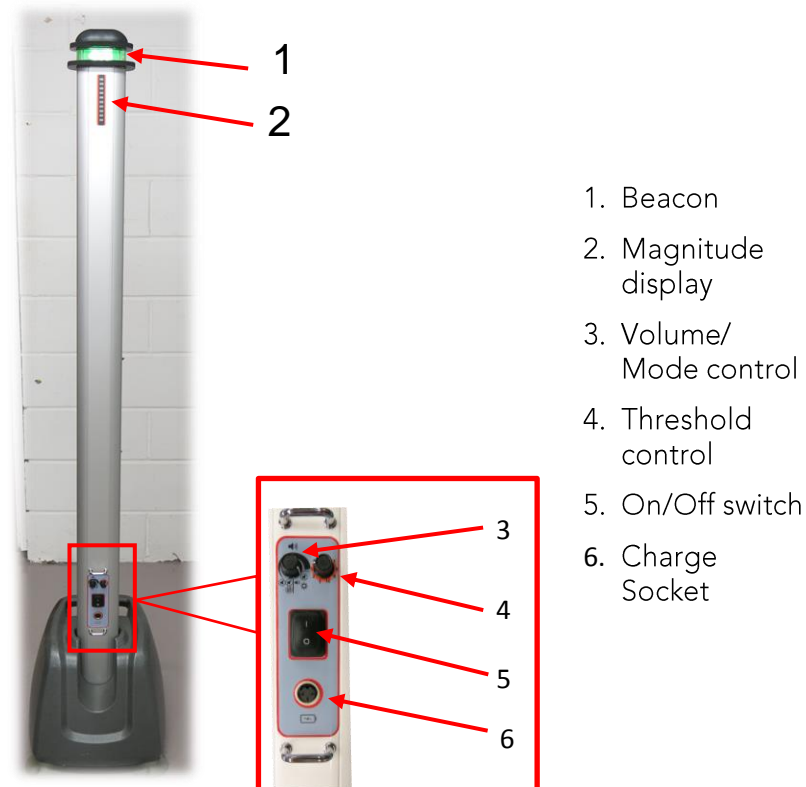


Figure 5-1: Cellsense Plus components

Cellsense®Plus

5.1.1 1 & 2 Beacon and magnitude display

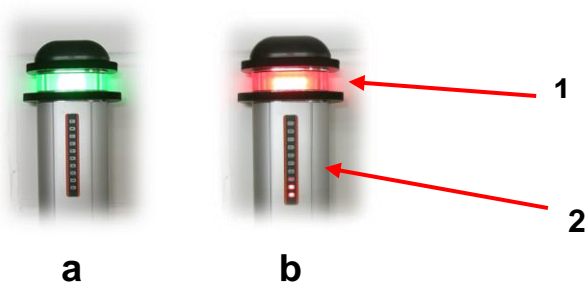
The beacon uses color and a magnitude display to show whether Cellsense Plus has detected suspect items.

Figure 5-2 Beacon and Magnitude Display shows the beacon (1) and magnitude display (2) in each of the possible configurations:

- a **GREEN** beacon shows that Cellsense Plus has not detected anything.

Note A weak signal could be caused by a small object detected close to the Sensor Unit, or a larger object detected further away.

- b **RED** shows that Cellsense Plus has detected something that could be a cell phone or other contraband. The number of bars on the magnitude display (2) shows how strong the detection signal is. The audible alarm will also sound (unless a silent mode has been selected).



Note The point where red alert is shown depends on the setting of the threshold control (section 3.2).

Figure 5-2 Beacon and Magnitude Display

5.1.2 3 Volume / Mode Controls

The volume control knob can be used adjust the volume of the audible alarm or to set the Cellsense Plus Sensor Unit to Extra-Bright mode. The audible alarm provides an addition means of alerting search officers that a strong detection has occurred.

Set Stealth Mode (fully counter clockwise position 1) for no audible alarm and no light display on the beacon or arrays. Stealth Mode is for use with accessory Alarm Output Module for remote alarm indication.



Figure 5-3 Volume / Mode Controls

Set position 2 Silent for no audible alarm with Standard Brightness LED display (for maximum runtime between battery charges)

Positions 3 through 8 adjust the alarm volume, Standard Brightness LED display.

Set Extra-Bright Silent (Position 9) for Extra-bright beacons and no audible alarm. Extra-Bright Mode for use in sunlight/bright light (but with reduced runtime between battery charges).

Set to Extra-Bright Audible (fully clockwise) for Extra-Bright beacons and a loud audible alarm.

Cellsense®Plus

5.1.3 4 Threshold control

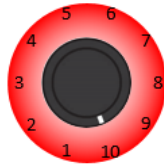


Figure 5-4: Threshold control

The threshold control has 10 positions ranging from position 1 to 10 where:

- 1 = lowest sensitivity
- 10 = highest sensitivity

The threshold control sets where Cellsense Plus first detects a signal and where the beacon display changes from **GREEN** to **RED**.

As the signal strength of the contraband increases, more bars are lit on the magnitude display.

5.1.4 5 On/ Off Switch

This switch is used to turn the Cellsense Plus Sensor Unit on and off.

5.1.5 6 Charge Socket

See Section 6 for charging advice.

5.2 Audible alarms

There are two types of audible alarm:

Item detected alarm A steady tone sounds whenever a suspect item is moving within sensor range.

The alarm only sounds when the beacon is **RED** and the volume control is set to an audible setting.

Battery low alarm A regular intermittent tone sounds when the battery is low.

When this sounds, recharge Cellsense Plus as soon as is convenient.

Cellsense Plus will automatically shut down after approximately 1 hour to protect the battery.

To recharge Cellsense Plus, connect it to the power supply using the charger supplied

6 Charging

The Cellsense Plus Sensor Unit battery should be charged before initial use for at least 4 hours.

Note: It may take a couple of charge/discharge cycles for the battery to attain full capacity. Charging should take place for the indicated times, even if this means continuing charging after the charger has switched into trickle mode, indicated by the LED turning green.

Your Cellsense Plus Sensor Unit has two charge points, one on the front below the threshold control and one on the bottom beneath the end cap. Either of these can be used to charge the unit. A charger unit is supplied with Cellsense Plus which is to be plugged into a standard power outlet.

If you are going to use Cellsense Plus in one location for a long period, you may find it convenient to connect Cellsense Plus via the battery charger to a standard power outlet for the duration of use.



Only use the battery charger and connector supplied with the Cellsense Plus system.



The battery charger should only be used indoors, in a dry location.



Protect the charger unit cables and make sure that they do not cause a trip hazard.

Cellsense Plus uses internal rechargeable batteries that provide up to 16 hours operation in Standard Brightness Mode, (up to 11 hours Operation in Extra Bright Mode).

The Battery Low alarm sounds when the internal battery has almost completely discharged and must be recharged. The Cellsense Plus will turn itself off approximately 1 hour after the start of the battery low alarm.

6.1 Battery Care

To maximize the life of the Cellsense Plus battery, please adhere to the following advice-

1. Fully recharge Cellsense Plus for at least 4 hours after each use, (occasional part-charging is OK if the system is required at short notice, as long as the charging advice is followed on most occasions).
2. Ideally, at least once per week, allow the Cellsense Plus to fully recharge overnight or over a weekend.
3. It is preferable to leave the charger connected and switched on when Cellsense Plus is not in use.
4. Avoid storing Cellsense Plus for long periods when the battery is low.

Cellsense®Plus

5. It is best to charge the battery at least every 6 months and ideally every 4 months during any long-term storage of the product.

6.1.1 Charge the Battery

1. Plug the battery charger connector into the charge socket on the bottom or the front of the Sensor Unit and connect the power cord to the battery charger.
2. Connect the other end of the power cord to an electric outlet and switch the electric outlet **ON**.

A full charge takes up to 4 hours. When charging is almost complete, the battery charger automatically switches to trickle-charge mode and can be left on indefinitely.

Charging should take place for the indicated times, even if this means continuing charging after the charger has switched into trickle mode, indicated by the charger LED turning green.

The battery charger LED indicates the progress of the charge by changing color:

YELLOW	Normal charge
GREEN	Trickle charge

7 Moving the Cellsense Plus system

You can move the assembled Cellsense Plus system or in two parts.

7.1 Single unit

1. Disconnect the battery charger.



The Cellsense Plus system weighs 39.7 lb (18 kg). Make sure you can lift it safely or get help to lift it.

2. Lift the base unit by its handle. Support the top of the Sensor Unit as you move the Cellsense Plus system.

Hint: If you are moving Cellsense Plus a short distance, it is convenient to move it assembled as a single unit.

7.2 Two parts

Hint: If you are moving Cellsense Plus a long distance, it is easier to move it in two parts.

1. Disconnect the battery charger.
2. Remove the Sensor Unit from the base unit (*section 4.2*)
3. Move both parts to the new location and re-assemble as per (*section 2.3*).

8 What's in the package?

Your Cellsense Plus system arrives in two packages:

A base package.

- A Sensor Unit package.

Sensor Unit package

Base Unit



1 1 x Sensor Unit

5 1 x Base Unit

2 1 x Quick Start Guide

3 1x User Manual

4 1 x Battery Charger

9 Troubleshooting

Problem	Cause	Remedy
The beacon is not lit.	Cellsense Plus is not switched on or product is in "Stealth Mode"	Switch on Cellsense Plus (<i>section 3.1</i>) or change mode to any other position.
Cellsense Plus alarms when there are no cell phones or other contraband nearby.	There is another signal source in the vicinity of Cellsense Plus.	Decrease the threshold levels. or Relocate Cellsense Plus.
Cellsense Plus does not detect a cell phone when the Inmate is standing still.	Cellsense Plus detects <i>moving</i> contraband.	Get the Inmate to walk past Cellsense Plus.
A door opened during a search and Cellsense Plus alarmed.	Cellsense Plus may detect the moving metal door.	Make sure that all metal doors are still within the recommended distance during a search.
A security officer walked past Cellsense Plus and caused an alarm.	Cellsense Plus detected metal objects on the officer.	Test how far away from Cellsense Plus officers can stand without causing an alarm. They must then keep beyond that distance during a search.

10 Cleaning and maintenance



Do not open the Cellsense Plus casings. This could cause the system to malfunction and will automatically invalidate the warranty.

10.1 Cleaning

Wipe the outside of the base unit and Sensor Unit with a damp cloth.



Do not use solvents to clean Cellsense Plus.

10.2 Maintenance

There are no user maintenance requirements.

11 Specifications

11.1 Physical specifications

	Sensor Unit	Base unit	Assembled Cellsense Plus	Battery charger
Height	71.7 " 1.82 m	14.2 " 360 mm	73.6 " 1.87 m	4.3 " 110 mm
Width	3.9 " 100 mm	13.4 " 340 mm	13.4 " 340 mm	2.8 " 71 mm
Depth	2.4 " 61 mm	13.4 " 340 mm	13.4 " 340 mm	1.6 " 40.6 mm
Weight	19.8 lb 9 kg	19.8 lb 9 kg	39.7 lb 18 kg	0.7 lb 0.3 kg

11.2 Electrical specifications

Battery	Internal; 12 Vdc, 4.5 Ah. <i>Not user serviceable.</i>
Battery charger	Input: 100 – 240 Vac; 50 – 60 Hz, 500mA, 50VA Output: 12 Vdc 2.0A 24VA
Power consumption	20 W continuous (per unit) 50 W when charging batteries

11.3 Operating Conditions

- Cellsense Plus Sensor Unit IP54 Battery Charger IP40
- Can be operated at any altitude up to 2000m
- Temperature and humidity range; -10°C to +50°C. 95% non-condensing.

12 Warranty

Your product is warranted against defects in materials and workmanship for the period stated in the product terms and conditions of sale.

The start date of any such warranty is the date of invoice. If the product is installed by Metrasens (hereby known as The Company), or a Company approved service agent, the warranty will start from the date of the completed install.

If your product fails in this warranty period, and the product has been used in accordance with this user manual, the Company will repair or exchange the product at no charge, with a product at least functionally equivalent to the original product.

This warranty also covers any replacement products or parts provided as part of a warranty claim from the date of the replacement or repair for ninety days or for the remaining portion of the original product's warranty, whichever provides longer coverage. In the event of a warranty claim, the Customer is responsible for return shipping costs. The Company is responsible for repair and/or replacement costs and shipping costs back to the Customer.

12.1 Exclusions

This warranty does not apply:

-If the product has been tampered with in any way, this includes removal or defacement of serial numbers, opening the casing, or any modifications of any sort unless carried out by the Company itself or a Company approved Service agent. If an approved service agent is authorized to carry out any modifications this will be stated in writing by the Company.

-If the product has been damaged in any way, externally or internally. This includes damage caused by accident, water/dust ingress, abuse, misuse and/or misapplication.

12.2 Limitations

To the maximum extent permitted by law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, express or implied. The Company specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If The Company cannot lawfully disclaim or exclude implied warranties under applicable law, then to the extent possible any claims under such implied warranties shall expire on expiration of the warranty period.

To the maximum extent permitted by law, The Company is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory. For consumers who have the benefit of consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by this warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations. To the extent that liability under such consumer protection laws and regulations may be limited, The Company's liability is limited, at its sole option to replacement with a new or graded product, to a repair of the product or supply of the repair service again.

*No approved reseller, agent or employee is authorized to make any modification, **extension, or addition to this warranty.***

12.3 Obtaining warranty service

For all Service enquiries, please contact: service@metrasens.com

Please note replacement batteries and chargers, as well as annual service agreements, can also be ordered from: service@metrasens.com

No approved reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

13 Contact Details

Contact the Metrasens Security team for assistance, support or service for your Cellsense Plus system:

North America	Tel:	(630) 541-6509
Europe	Tel:	+44 (0) 1684 219000
Rest of World	Tel:	+44 (0) 1684 219000

E-mail: service@metrasens.com

Web: www.metrasens.com

For sales enquiries please contact:

North America	Tel:	(630) 541-6509
Europe	Tel:	+44 (0) 1684 219000
Rest of World	Tel:	+44 (0) 1684 219000

E-mail: security@metrasens.com

Web: www.metrasens.com