



AJAX 23002 DoubleButton Wireless Panic Button User Manual

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AJAX

AJAX 23002 DoubleButton Wireless Panic Button



DoubleButton is a wireless hold-up device with advanced protection against accidental presses. The device communicates with a hub via the encrypted radio protocol and is compatible only with Ajax security systems. The line-of-sight communication range is up to 1300 meters. DoubleButton operates from the pre-installed battery up to 5 years. DoubleButton is connected and configured via Ajax apps and Windows. Push notifications, SMS, and calls can notify about alarms and events.

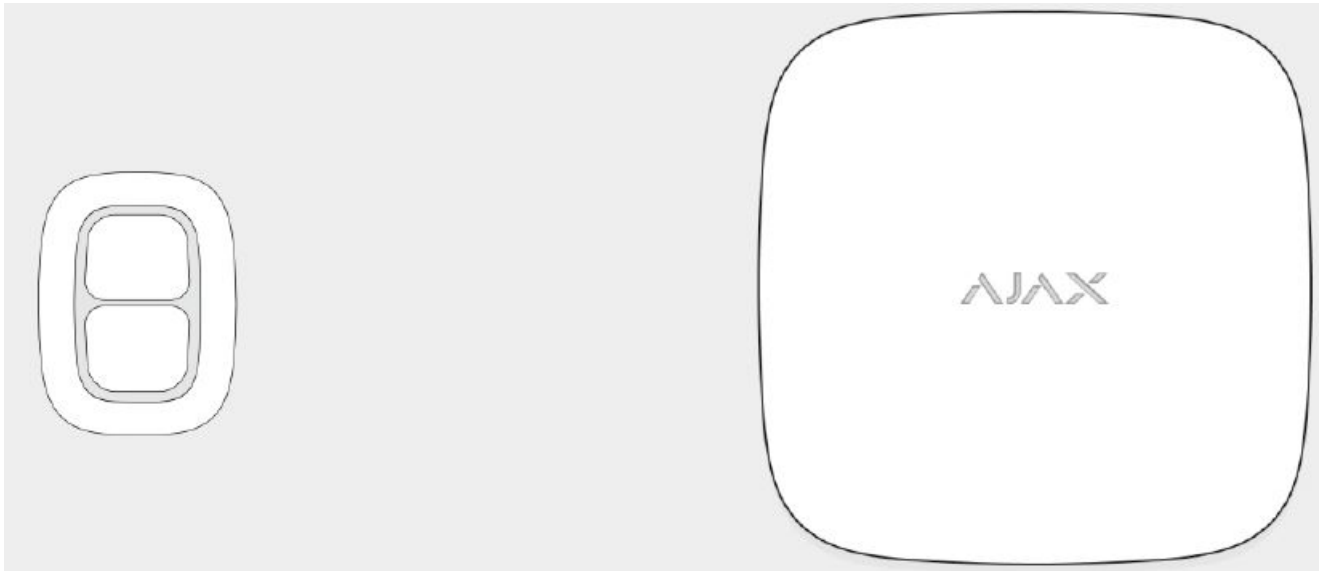
Functional elements



1. Alarm activation buttons
2. LED indicators/plastic protective divider
3. Mounting hole

Operating principle

DoubleButton is a wireless hold-up device, featuring two tight buttons and a plastic divider to protect against accidental presses. When pressed, it raises an alarm (hold-up event), transmitted to users and to the security company's monitoring station. An alarm can be raised by pressing both buttons: one-time short or long press (more than 2 seconds). If only one of the buttons is pressed, the alarm signal is not transmitted.



All DoubleButton alarms are recorded in the Ajax app's notification feed. The short and long presses have different icons, but the event code sent to the monitoring station, SMS, and push notifications do not depend on the pressing manner. DoubleButton can only operate as a hold-up device. Setting the type of alarm is not supported. Keep in mind that the device is active 24/7, so pressing the DoubleButton will raise an alarm regardless of the security mode.

Event transmission to the monitoring station

The Ajax security system can connect to the CMS and transmit alarms to the monitoring station in Sur-Gard (ContactID) and SIA DC-09 protocol formats.

Connection

Before starting connection

1. Install the Ajax app . Create an account . Add a hub to the app and create at least one room.
2. Check if your hub is on and connected to the Internet (via Ethernet cable, Wi-Fi, and/or mobile network). You can do this in the Ajax app or by looking at the Ajax logo on the front panel of the hub. The logo should light with white or green if the hub is connected to the network.
3. Check if the hub is not armed and does not update by reviewing its status in the app.

How to connect DoubleButton to a hub

1. Open the Ajax app. If your account has access to several hubs, select the hub to which you want to connect the device.
2. Go to the Devices tab and click Add device.
3. Name the device, scan or enter the QR code (located on the package), select a room and a group (if group

mode is enabled).

4. Click Add — the countdown will begin.
5. Hold any of two buttons for 7 seconds. After adding DoubleButton, its LED will FLash green once.
DoubleButton will appear in the list of hub devices in the app.

DoubleButton can be connected to one hub only. When connected to a new hub, the device stops sending commands to the old hub. Added to a new hub, DoubleButton is not removed from the device list of the old hub. This must be done manually in the Ajax app.

States

The states screen contains information about the device and its current parameters. Find the DoubleButton states in the Ajax app:

1. Go to the Devices tab .
2. Select DoubleButton from the list.

Parameter	Value
Battery Charge	Battery level of the device. Two states available: OK

	<p>Battery discharged</p> <p>How battery charge is displayed in Ajax apps</p>
LED Brightness	<p>Indicates the LED brightness level:</p> <p>Off — no indication Low</p> <p>Max</p>
Works via *range extender name*	<p>Indicates the status of the ReX range extender use.</p> <p>The field is not displayed if the device communicates directly with a hub</p>
Temporary Deactivation	<p>Indicates the status of the device:</p> <p>Active</p> <p>Temporarily deactivated</p> <p>Learn more</p>
Firmware	DoubleButton firmware version
ID	Device ID

Setting up

DoubleButton is set up in the Ajax app:

1. Go to the Devices tab .
2. Select DoubleButton from the list.
3. Go to Settings by clicking on the icon.

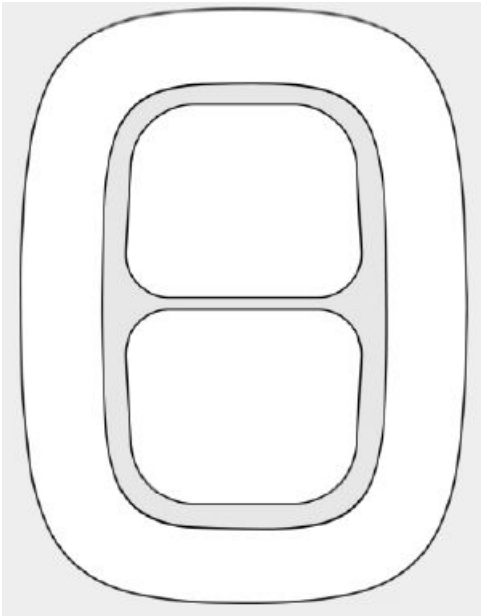
Parameter	Value
First field	<p>Device name. Displayed in the list of all hub devices, SMS, and notifications in the event feed.</p> <p>The name can contain up to 12 Cyrillic characters or up to 24 Latin characters</p>
Room	Selecting the virtual room to which DoubleButton is assigned. The name of the room is displayed in SMS and notifications in the event feed
LED brightness	<p>Adjusting LED brightness:</p> <p>Off — no indication Low</p> <p>Max</p>
Alert with a siren if button is pressed	When enabled, the sirens connected to your security system signal about the button pressing
User Guide	Opens the DoubleButton user manual
Temporary Deactivation	<p>Allows the user to disable the device without removing it from the system. A temporarily deactivated device will not raise an alarm when pressed</p> <p>Learn more about temporary deactivation of devices</p>
Unpair Device	Disconnects DoubleButton from a hub and removes its settings

Alarms

A DoubleButton alarm generates an event notification sent to the security company's monitoring station and system users. The pressing manner is indicated in the event feed of the app: for a short press, a single-arrow icon appears, and for a long press, the icon has two arrows.

To reduce the probability of false alarms, a security company can enable the co-mation feature. Note that an alarm condition is a separate event that does not cancel the alarm transmission. Whether or not the feature is enabled, DoubleButton alarms are sent to a CMS and to security system users.

Indication



DoubleButton blinks red and green to indicate command execution and battery charge status.

Category	Indication	Event

Pairing with a security system	The whole frame blinks green 6 times	The button is not connected to a security system	
	The whole frame lights up green for a few seconds	Connecting the device to a security system	
		One of the buttons is pressed and the command is delivered to a hub.	
Command delivery indication	The frame part above the pressed button lights up green briefly	When only one button is pressed, DoubleButton does not raise an alarm	
	The entire frame lights up green briefly after press	Both buttons are pressed and the command is delivered to a hub	
	The entire frame lights up red briefly after press	One or both buttons were pressed and the command was not delivered to a hub	
Response Indication	The whole frame lights up green for half a second after the command delivery indication	A hub received DoubleButton command and raised an alarm	
(follows the Command Delivery Indication)	The whole frame lights up red for half a second after the command delivery indication	A hub received DoubleButton command but did not raise an alarm	
Battery status indication (follows Feedback Indication)	After the main indication, the entire frame lights up red and gradually goes out	The battery replacement is required. DoubleButton commands are delivered to a hub	

Application

DoubleButton can be fixed on a surface or carried around.

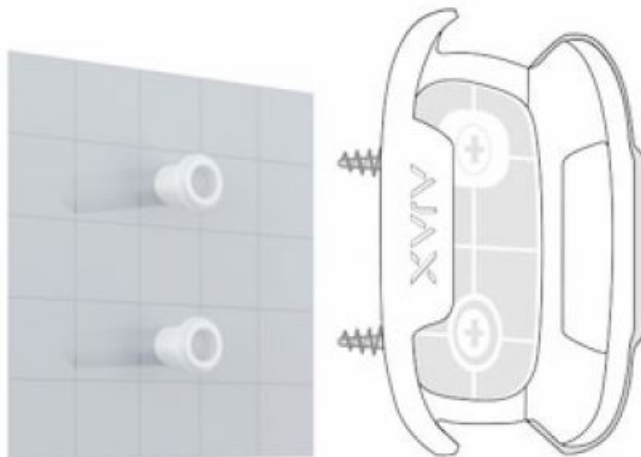


How to x DoubleButton on a surface

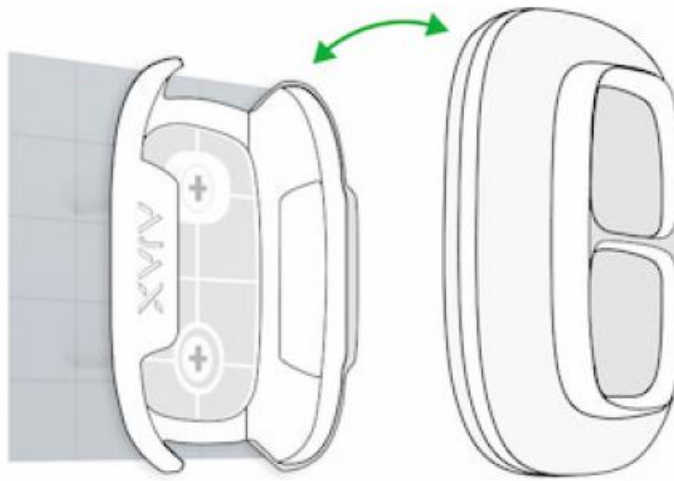
To fix the device on a surface (e. g. under a table), use Holder.

To install the device in the holder:

1. Choose a location to install the holder.
2. Press the button to test whether the commands are delivered to a hub. If not, choose another location or use the ReX radio signal range extender.
3. Fix Holder on the surface using the bundled screws or double-sided adhesive tape.



4. Put DoubleButton into the holder.



How to carry DoubleButton

The button is easy to carry around thanks to a special hole on its body. It can be worn on the wrist or neck, or be hung on a keyring. DoubleButton has an IP55 protection index. This means that the device body is protected from dust and splashes. And a special protective divider, tight buttons, and the need to press two buttons at once eliminate false alarms.



Using DoubleButton with alarm confirmation enabled

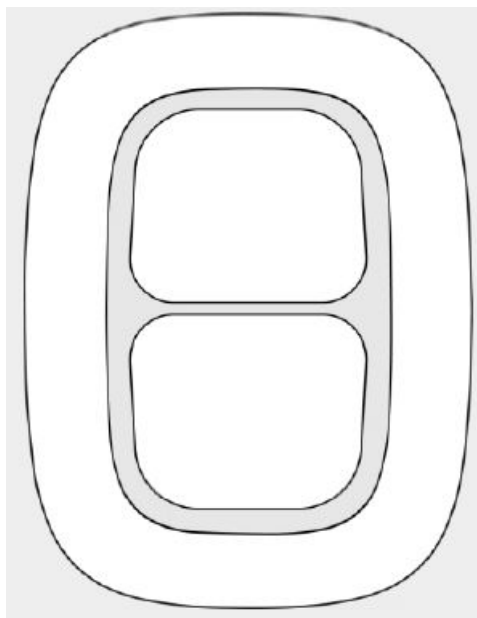
Alarm confirmation is a separate event that a hub generates and transmits to a CMS if the hold-up device has been activated by different types of pressing (short and long) or two species DoubleButtons have transmitted alarms within a specified time. By responding to confirmed alarms only, a security company and police reduce the risk of unnecessary reactions.

Note that the alarm confirmation feature does not disable the alarm transmission. Whether or not the feature is enabled, DoubleButton alarms are sent to a CMS and to security system users.

How to confirm alarm with one DoubleButton

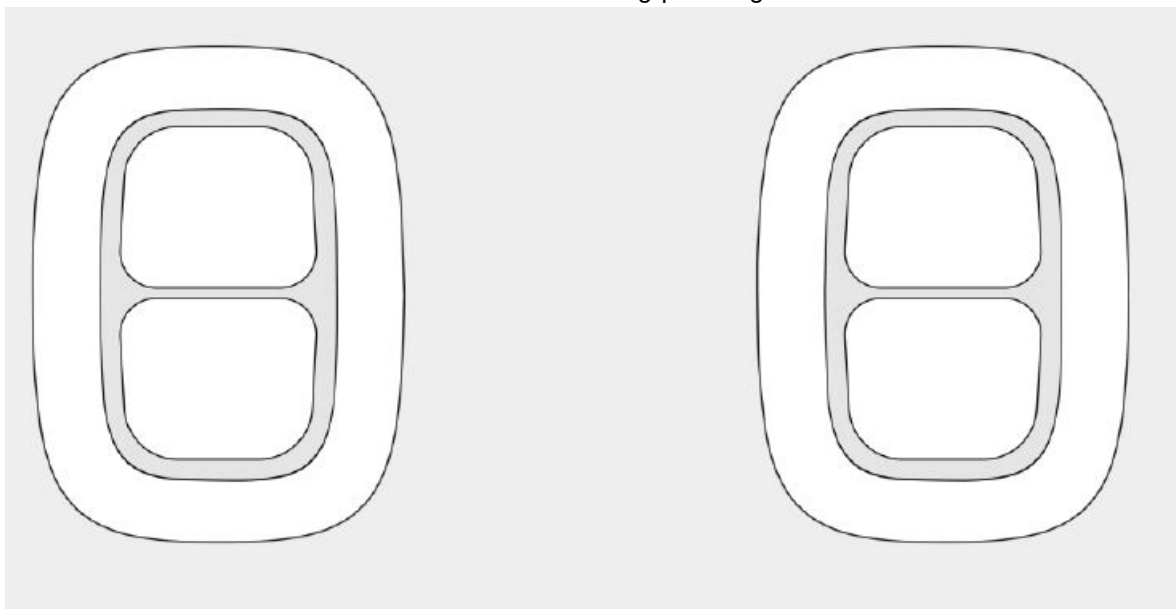
To raise a confirmed alarm (hold-up event) with the same device, you need to perform any of these two actions:

1. Hold both buttons simultaneously for 2 seconds, release, and then press both buttons again briefly.
2. Simultaneously press both buttons briefly, release, and then hold both buttons for 2 seconds.



How to confirm alarm with several DoubleButtons

To raise a confirmed alarm (hold-up event), you can activate one hold-up device twice (according to the algorithm described above) or activate at least two different DoubleButtons. In this case, it doesn't matter in what way two different DoubleButtons were activated — with a short or long-pressing.



Maintenance

When cleaning the device body, use products suitable for technical maintenance. Do not use substances containing alcohol, acetone, gasoline, or other active solvents to clean DoubleButton. The pre-installed battery provides up to 5 years of operation, considering one pressing per day. More frequent use may decrease battery life. You can check the battery status at any time in the Ajax app.

How long Ajax devices operate on batteries, and what affects this

If DoubleButton cools down up to -10°C and below, the battery charge indicator in the app can show low battery status until the button heats up to above-zero temperatures. Note that the battery charge level is not updated in the background, but only by pressing DoubleButton. When the battery charge is low, users and a security company monitoring station receive notification. The device LED smoothly lights up red and goes out after each button pressing.

How to replace the battery in DoubleButton

Technical Specifications

Number of buttons	2
LED indicating command delivery	Available
Protection against accidental press	To raise an alarm, press 2 buttons simultaneously Protective plastic divider
Frequency band	868.0 – 868.6 MHz or 868.7 – 869.2 MHz, depending on the sales region
Compatibility	<u>Operates only with Ajax hubs and range extenders on OS Malevich 2.10 and higher</u>
Maximum radio signal power	Up to 20 mW
Radio signal modulation	GFSK
Radio signal range	Up to 1,300 m (line-of-sight)

Power supply	1 CR2032 battery, 3 V
Battery life	Up to 5 years (depending on the frequency of use)
Protection class	IP55
Operating temperature range	From –10°C to +40°C
Operating humidity	Up to 75%
Dimensions	47 × 35 × 16 mm
Weight	17 g




Complete set

1. DoubleButton
2. CR2032 battery (pre-installed)
3. Quick Start Guide









Warranty

The warranty for the AJAX SYSTEMS MANUFACTURING Limited Liability Company products is valid for 2 years after purchase and does not extend to the bundled battery. If the device does not function properly, we recommend that you first contact the support service as technical issues can be resolved remotely in half of the cases!

Documents / Resources

	AJAX 23002 DoubleButton Wireless Panic Button [pdf] User Manual 23002, DoubleButton Wireless Panic Button, 23002 DoubleButton Wireless Panic Button
	AJAX 23002 DoubleButton Wireless Panic Button [pdf] User Manual 23002, DoubleButton Wireless Panic Button, 23002 DoubleButton Wireless Panic Button
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-  [How to set up your system according to PD 6662:2017 requirements | Ajax Systems Support](#)

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