



AJAX 23003 Keyfob Wireless Double Button User Manual

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Double Button is a wireless hold-up device with advanced protection against accidental presses. The device communicates with a hub via the encrypted [Jeweller](#) radio protocol and compatible only with Ajax security systems. The line-of-sight communication range is up to 1300 meters. Double Button operates from the pre-installed battery up to 5 years.

Double Button is connected and configured via [Ajax apps](#) on iOS, Android, macOS, and Windows. Push notifications, SMS, and calls can notify about alarms and events.

[Buy the Double Button hold-up device](#)

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Functional elements



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

Operating principle

Double Button 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 Double Button 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.

Double Button 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 Double Button will raise an alarm regardless of the security mode.



Only alarm scenarios are available for Double button. The Control made for automation device is not supported.

Event transmission to the monitoring station

The Ajax security system can connect to the CMS and transmit alarms to the monitoring station in [Sur-Guard\(Contact ID\)](#) and [SIA DC-09](#) protocol formats.

Connection



The device is not compatible with [oc Bridge Plus](#), [uartBridge](#), and third party security control panels.

Before starting connection

1. Install the [Ajax app](#). Create an [account](#). Add a hub to the app and create at least one room.
Ajax app account
2. Check if your hub is on and connected to the Internet (via Ethernet cable, WiFi, 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.



Only users with administrator permissions can connect a device to a hub.

How to connect Double Button 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 Double Button, its LED will flash green once. Double Button will appear in the list of hub devices in the app.



To connect Double Button to a hub, it should be located on the same protected object as the system (within the hub's radio network range). If the connection fails, try again in 5 seconds.


Double Button 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 Double Button is not removed from the device list of the old hub. This must be done manually in the Ajax app.



Updating the device statuses in the list occurs only when Double Button is pressed and does not depend on the Jeweller settings.

States

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



1. Go to the Devices tab  .
2. Select Double Button from the list.

Parameter	Value
Battery Charge	<p>Battery level of the device. Two states available:</p> <p>OK</p> <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 Max</p>
Works via *range extender name*	<p>Displays the status of using a radio signal range extender.</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>
Firmware	Double Button firmware version
ID	Device ID

Setting up

Double Button is set up in the Ajax app:

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



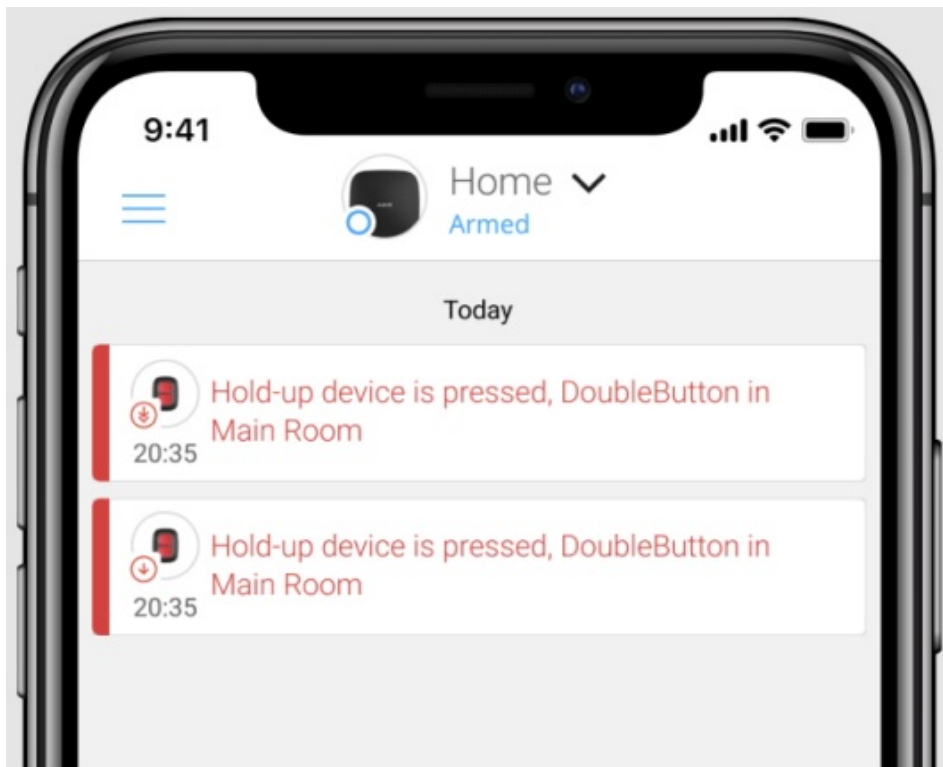
Please note that after changing the settings, you need to press Back to apply them.

Parameter	Value
First field	Device name. Displayed in the list of all hub devices, SMS, and notifications in the event feed. The name can contain up to 12 Cyrillic characters or up to 24 Latin characters
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	Adjusting LED brightness: Off — no indication Low Max

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	Allows the user to disable the device without removing it from the system. A temporarily deactivated device will not raise an alarm when pressed.
Unpair Device	Disconnects Double Button from a hub and removes its settings

Alarms

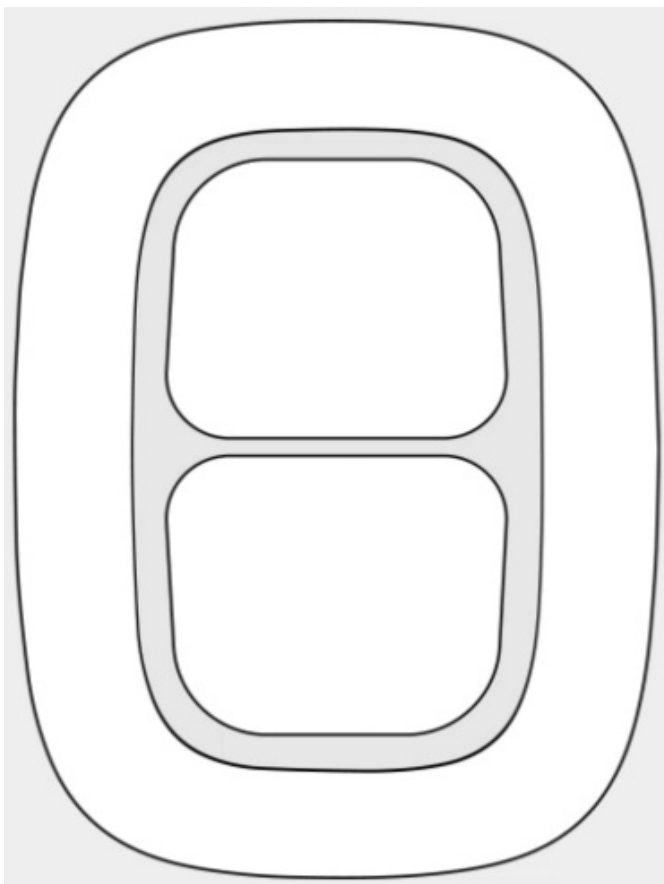
A Double Button alarm generates an event notification sent to the security company's monitoring station and system users. The pressing manner is indicated in the event feed of the app: for a short press, a single-arrow icon appears, and for a long press, the icon has two arrows.



To reduce the probability of false alarms, a security company can enable the alarm confirmation feature.

Note that the alarm confirmation is a separate event that does not cancel the alarm transmission. Whether or not the feature is enabled, Double Button alarms are sent to a CMS and to security system users.

Indication



Double Button 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
Command delivery indication	The frame part above the pressed button lights up green briefly	One of the buttons is pressed and the command is delivered to a hub. When only one button is pressed , Double Button 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 (follows the Command Delivery Indication)	The whole frame lights up green for half a second after the command delivery indication	A hub received Double Button command and raised 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 . Double Button commands are delivered to a hub

Application

Double Button can be fixed on a surface or carried around.



How to fix Double Button on a surface

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

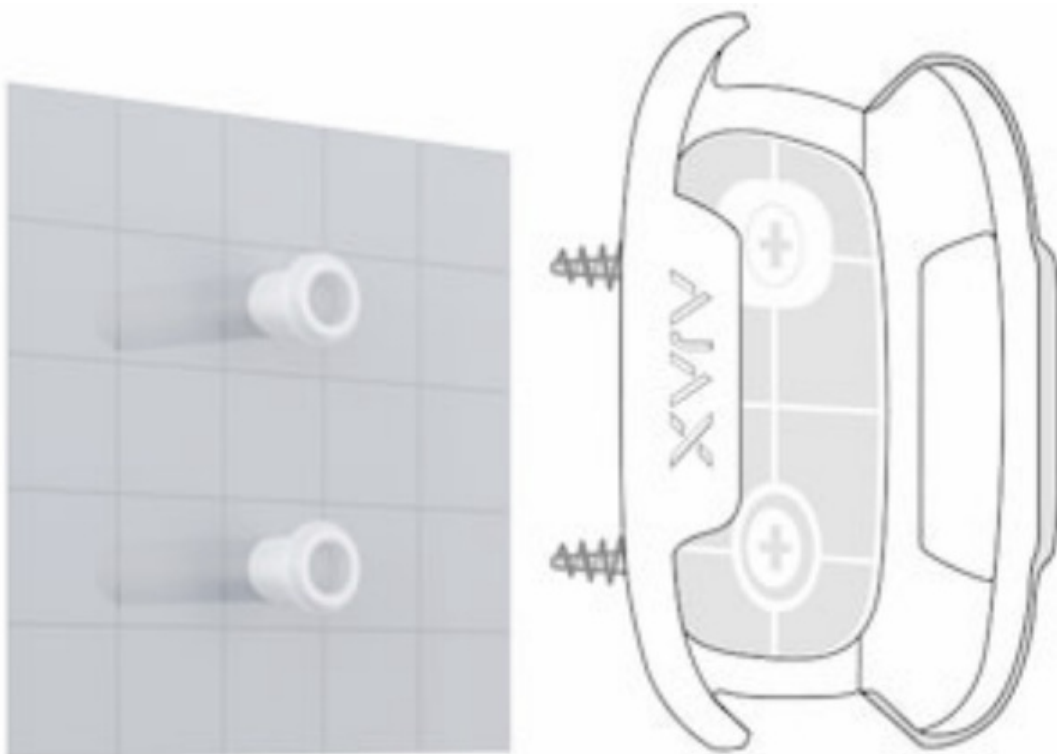
To install the device in the holder:

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 a [radio signal range extender](#).



When routing Double Button through a radio signal range extender, keep in mind that it does not automatically switch between a range extender and a hub. You can assign Double Button to a hub or another range extender in the Ajax app.

3. Fix Holder on the surface using the bundled screws or double-sided adhesive tape.



4. Put Double Button into the holder.



Please note that Holder is sold separately.

[Buy Holder](#)

How to carry Double Button

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.

Double Button has an IP55 protection index. Which 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 Double Button 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 specified Double Buttons have transmitted alarms within a specified time. By responding to confirmed alarms only, a security company and police reduce the risk of unnecessary reacting.

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

[How to Configure conformation of a hold-up device](#)

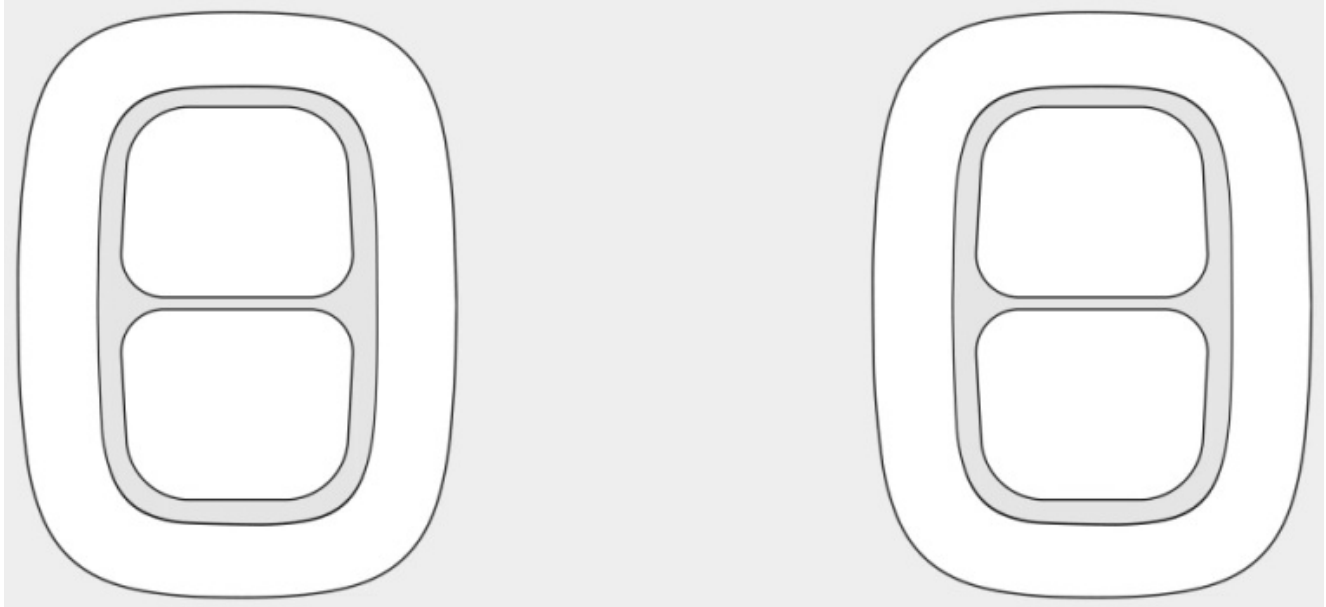
How to confirm alarm with one Double Button

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

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 Double Buttons. In this case, it doesn't matter in what way two different Double Buttons 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 Double Button.

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.



Keep new and used batteries away from children. Do not ingest battery, Chemical Burn Hazard.

[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 Double Button.

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 Double Button](#)

Technical Specifications

Number of buttons	2
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LED indicating command delivery	Available
Protection against accidental press	To raise an alarm, press 2 buttons simultaneously Protective plastic divider
Radio communication protocol	Jeweller
Radio frequency band	866.0 – 866.5 MHz 868.0 – 868.6 MHz 868.7 – 869.2 MHz 905.0 – 926.5 MHz 915.85 – 926.5 MHz 921.0 – 922.0 MHz Depends on the region of sale.
Compatibility	<u>Operates only with Ajax hubs and radio signal 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
Service life	10 years

[Compliance with standards](#)

Complete set

1. Double Button
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!

[Warranty obligations](#)


[User agreement](#)

Technical support: support@ajax.systems

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Documents / Resources

	<p>AJAX 23003 Keyfob Wireless Double Button [pdf] User Manual</p> <p>23003 Keyfob Wireless Double Button, 23003, Keyfob Wireless Double Button, Wireless Double Button, Double Button, Button</p>
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