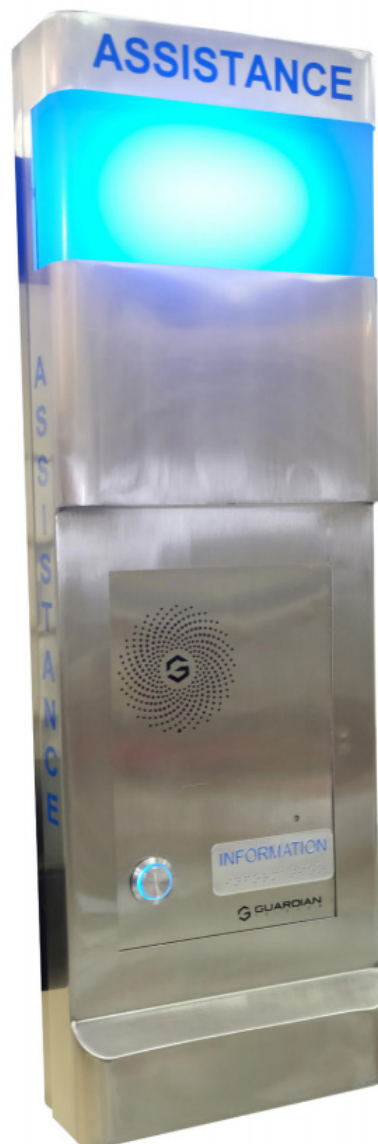


OGP-20 Help Point Wall Mount

Installation & Operation



Note: Telephone unit is sold separately.

P007690 Rev. B 211210 12/10/2021 4:23 PM

Table of Contents

| | |
|--|----|
| Package Contents | 3 |
| Models..... | 3 |
| Accessories..... | 3 |
| Reference Manuals | 3 |
| Overview | 4 |
| Important Safety Information | 4 |
| Before Unpacking the Unit..... | 4 |
| Installing the OGP-20 Wall Mount Help Point | 5 |
| Site Preparation:..... | 5 |
| Adding Accessories:..... | 7 |
| Electrical Connections: | 7 |
| Beacon Controller & Main Beacon Power Options:..... | 7 |
| Connection to the HDE Telephone (Analog and VoIP): | 9 |
| LAN Inputs..... | 9 |
| OGP-20 Specifications | 13 |
| Electrical Requirements..... | 13 |
| Features | 13 |
| Mechanical | 13 |
| Compliances..... | 13 |
| Options..... | 13 |
| Products Supported..... | 13 |
| Replacement Parts | 14 |
| Warranty..... | 15 |
| Disclaimer | 15 |
| Service Telephone Number | 15 |
| 1-800-363-8010 (North America) | 15 |
| Feedback | 15 |
| Guardian Product Return..... | 16 |
| Step I - On-Site Correction | 16 |
| Step II - Return Materials Authorization (RMA) | 16 |
| Step III - Factory Authorized Service | 16 |
| Cleaning Tips for Guardian Products..... | 17 |
| Storage..... | 17 |

Table of Figures

| | |
|---|----|
| Figure 1 - Dimensions & Mounting..... | 6 |
| Figure 2 - Mounting Height Recommended for ADA Compliance | 6 |
| Figure 3 - Beacon Controller..... | 8 |
| Figure 4 - Activate Beacon Function..... | 12 |
| Figure 5 - Beacon Trigger Connections | 12 |

Package Contents

- (1) Help Point Wall Mount - comes complete with:
- Main Housing equipped with:
 - Beacon Controller / Beacon
 - DIN Rail for Internal Accessories
 - Two (2) keys for panel locks.
 - Internal Ground Network Harness.

A Mounting Template is available through a link on the web at:

<https://www.guardiantelecom.com/product/ogp-20/>

Not Included:

- *Telephone Insert is sold separately – VoIP or Analog Modules Available.*
- *Internal Wiring Harness is supplied with the Insert of choice.*
- *Optional Media Converters, Aux Power supplies (Contact Sales)*
- *Mounting Anchors and Screws – Due to the varied applications, installers will need to determine best method to anchor the product as appropriate.*

Models

P9062 Help Point Emergency Wall Mount - 316 Stainless Steel with Brushed finish comes standard with Silk Screened Text.

Accessories

- Industrial Area Telephones Panels – VoIP or Analog. Configurations include; single button, dual button, dual button w/keypad. Refer to the Guardian Telecom website www.guardiantelecom.com and/or contact sales@guardiantelecom.com for telephone insert options.
- Hearing Loop capability can be added for any application – contact Guardian Telecom sales for details.
- Door intrusion sensor available with VoIP inserts – (Contact Sales)

Reference Manuals

- HDE Analog Telephone Installation ([P007769](#))
- HDE VoIP Telephone Installation ([P007867](#))
- HDE VoIP Telephone Setup and Configuration ([P007451](#))

Overview

Guardian Telecom's OGP-20 Wall Mount Help Point is a highly visible communications center, designed to enable the public to issue emergency and/or assistance requests. The OGP-20 is designed to meet ADA, AODA requirements for protrusion limits of <100mm from wall. The beacon comes with brightness control and with user selectable flash cadences that can be activated or disabled. The assembly is vandal resistant and does not have any exposed hardware facing the public. It features an internal equipment mounting system to allow for third party equipment (e.g. power supplies, media converters, etc.), to be easily installed internally within the structure. The OGP-20 can be supplied with hearing aid induction loop technology. All panels and access points are gasketed for outdoor use.

Important Safety Information



GENERAL ALERT
ALERTE GÉNÉRALE

Warning

Electrical Hazard: Wiring connections for this product should be made by a licensed electrician or trades person according to all applicable electrical and building codes.

Avertissement

Danger électrique : Les connexions de câblage de ce produit doivent être effectuées par un électricien agréé ou une personne de métier selon tous les codes électriques et du bâtiment applicables.



GENERAL ALERT
ALERTE GÉNÉRALE

Warning

Dislocation Hazard: To prevent injury, this apparatus must be securely attached to the floor/wall in accordance with the installation instructions.

Avertissement

Risque de dislocation: Pour éviter les blessures, cet appareil doit être solidement fixé au plancher/mur conformément aux instructions d'installation.

Before Unpacking the Unit

It is recommended that the mounting template be downloaded from the Guardian Telecom Website to assist with accurate placement of the product <https://www.guardiantelecom.com/product/ogp-20/>. Review figures 1 & 2 for mounting dimensions and placement.

Installing the OGP-20 Wall Mount Help Point

Site Preparation:

NOTE: It is the customer's responsibility to understand any local building codes regarding the installation and wiring of the product.

This section assumes a location has been prepared and is ready to receive the OGP-20: it can easily be installed by one or two persons. The assembly without accessories weighs 18 pounds/ 8 Kg.

Unpacking

- Remove the unit from the box. The keys will be affixed to the inside of the unit.
Note: the keys are generic so one key will work on multiple units.

Preparing external wiring

- Note the location of the conduit opening on the back of the enclosure (*see Figure 2*). The dimensions shown ensure the mounting of the unit to meet ADA requirements for the telephone insert.
- Ensure the wire/conduit/other exiting the wall are in-line with the knock out to avoid having to drill an alternate entry hole.
- The use of a gland/hub is possible if fitment against the wall allows. Note that ADA requires a maximum extrusion from the wall of 100mm so it is not recommended that spacers be installed behind the OGP-20 back plate, unless this compliance is not of concern.

Mounting

1. Use the template or dimensional reference to mark the locations for the two upper fasteners. Figure 2 shows the ideal location to ensure ADA / AODA Compliance for the Emergency button height.
2. With the upper two fasteners loosely installed, hang the unit on the wall. The two holes for the upper fasteners are keyhole shaped for ease of use. Check for level and tighten the fasteners.
3. Mark the two bottom holes for fastener / anchor installation and prepare the wall for installation of the fasteners.
4. Thread the wiring cable through the gland or hole and hang the enclosure on the two upper fasteners.
5. Install the two lower fasteners.
6. Ensure that all four fasteners are installed and secure.
7. Tighten the cable gland/hub if installed.

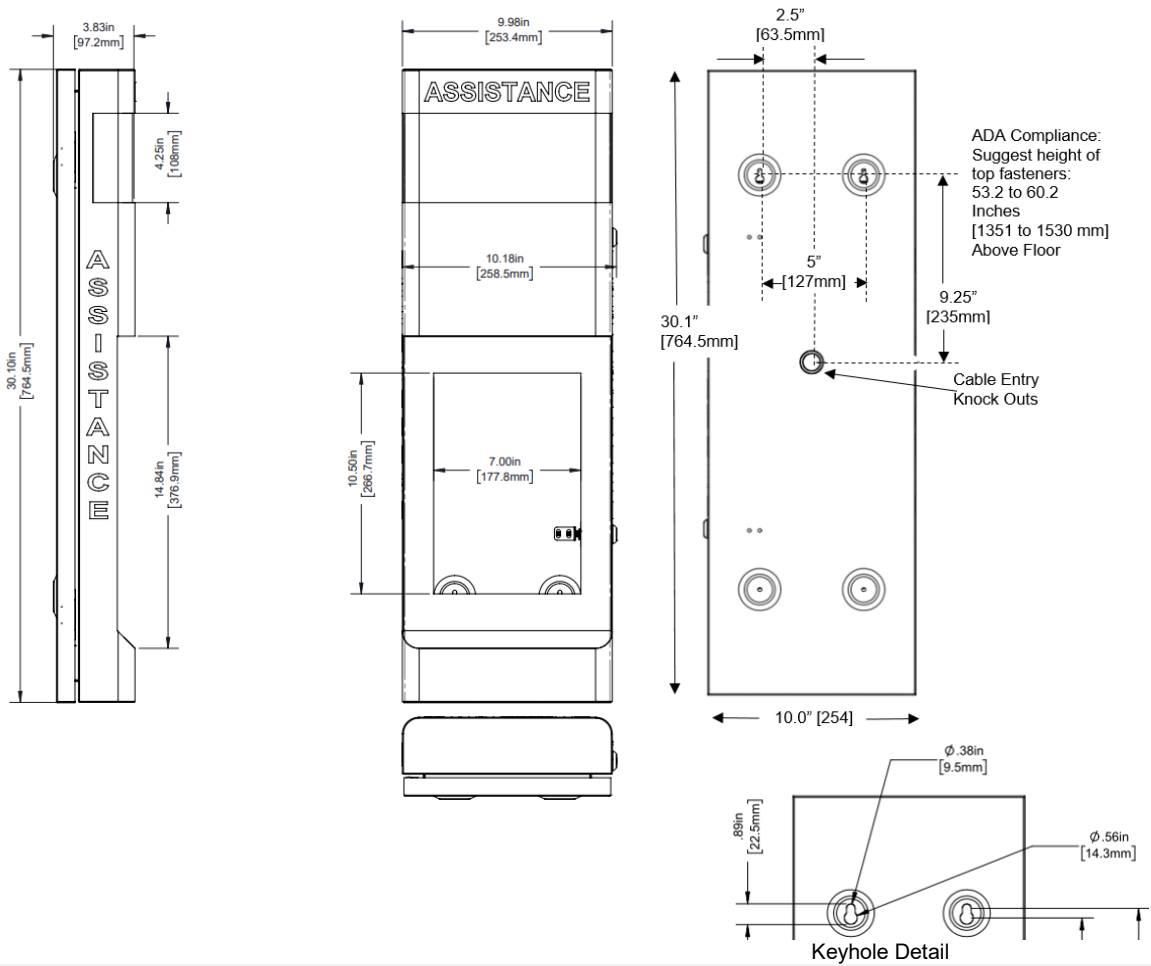


Figure 1 - Dimensions & Mounting

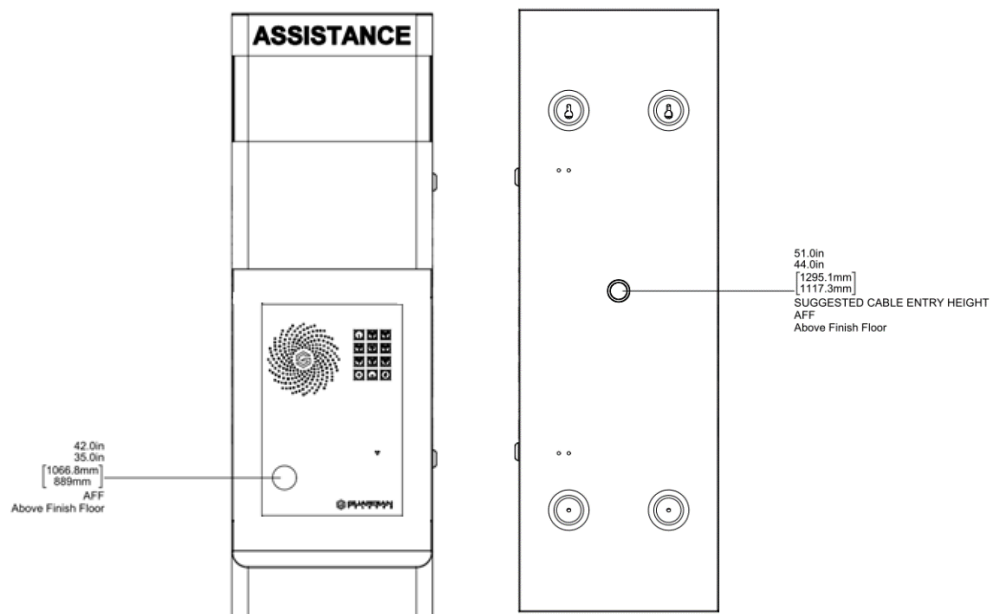
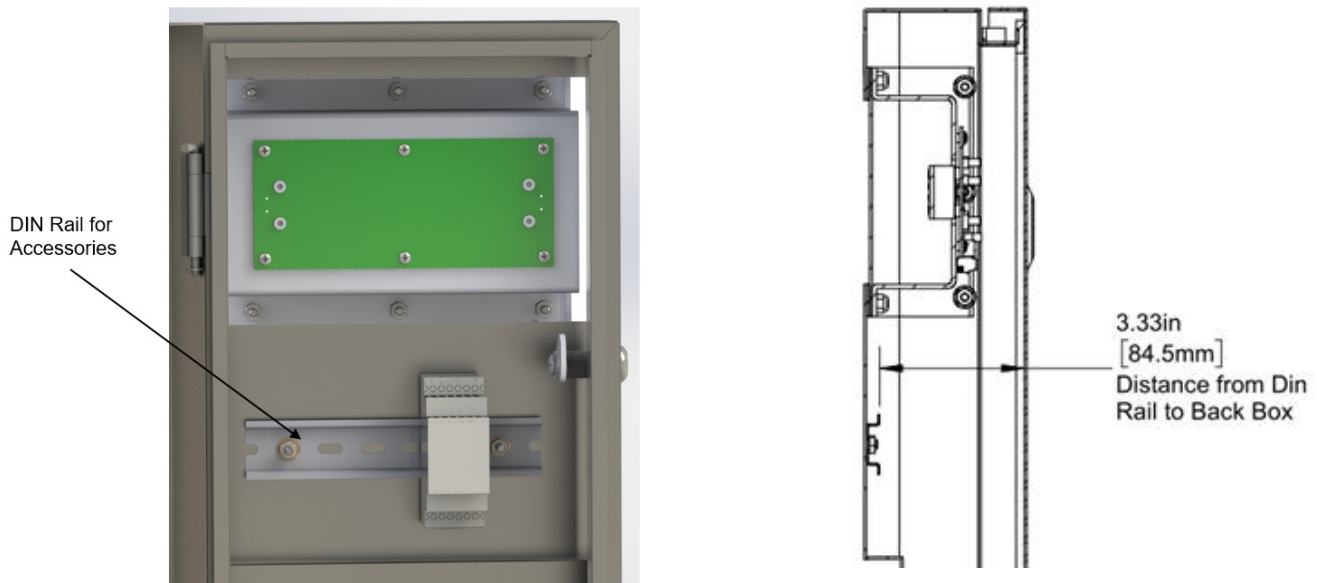


Figure 2 - Mounting Height Recommended for ADA Compliance

Adding Accessories:

The OGP-20 is equipped with a DIN rail that is ideal for adding third party devices such as a media converter, DC Aux power supply, network switch, etc.

NOTE: Ensure the device to be added will fit within the space provided.



Electrical Connections:

Warning: A certified electrician may be required depending on the wiring methods used.

NOTE: If the HDE Help Point is configured with Hearing Loop Technology a separate Power supply or POE++ Mode B must be run for the beacon. This is due to the potential maximum power draw from both the Hearing Loop Amplifier and the Beacon. If unsure of the requirements, please contact Guardian Telecom technical support.

The Wall Mount has numerous powering options which include the following (includes both VoIP & Analog Technology).

Beacon Controller & Main Beacon Power Options:

Option 1: POE++ 60W Mode B – If only POE is required for both SIP phone and telephone. Power requirements are:

- Peak Current when beacon flashing: 6W

Option 2: 24V-57V DC Power supply:

- Max Current Draw @ 24VDC: 180mA
- Max Current Draw @ 60VDC: 100mA

Note: The Beacon controller has a user replaceable fuse (Size 2AG @ 2.5A).

Beacon Wiring:

Refer to the following diagram for the beacon controller functional service & wiring.

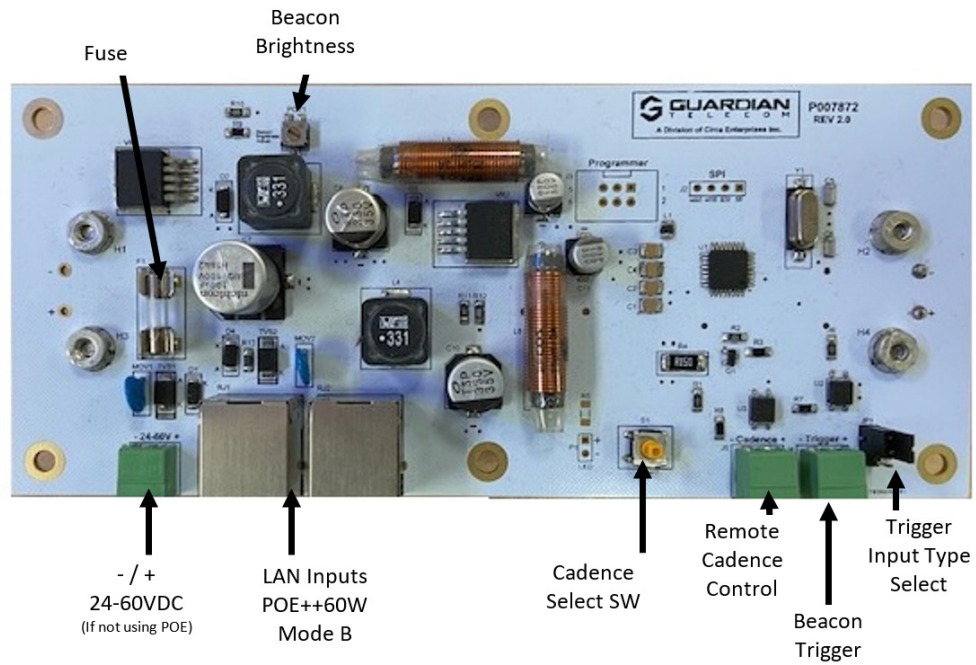


Figure 3 - Beacon Controller

Beacon Lighting:

The beacon brightness can be adjusted using the trim pot control. Adjustment can be made while the phone is in stand-by mode or while flashing. Use a small, flat screwdriver to set the desired brightness level. Turn clockwise to increase and counter clockwise to decrease.

NOTE: The trim pots have hard stops at min/max; excessive force could damage the components.

Connection to the HDE Telephone (Analog and VoIP):

If installing an analog telephone in the OGP-20 connect the TIP/Ring/Ground to the PCBA as instructed in the HDE Analog installation Manual. The assembly is supplied with a DIN rail. If required, DIN mount terminals can be provided to make connections.

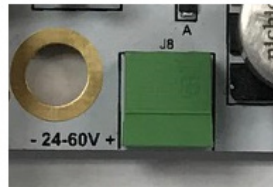
If installing a VoIP telephone, there are various wiring options.

- If using POE to power the beacon, a short LAN cable can be connected between the beacon PCBA and the VoIP Telephone.
- If not using POE then run the network cable directly to the telephone and connect the power supply to the phone as instructed in the HDE VoIP installation manual.

LAN Inputs

If using a VoIP Help Point and the intention is to power the appliance solely from a POE Supply plug the output of the POE Switch or injector into one of the RJ45 LAN Connectors available. Plug the supplied Smaller LAN Cable into the other RJ45 connector and the Help point LAN input connector. Cable/Connector selection on the beacon is reversible. **NOTE:** POE Supply must be Mode B compatible.

- **Power Supply** – If powering the beacon using a separate DC supply then the LAN connectors are not required. Wire the connector to the power supply as shown:

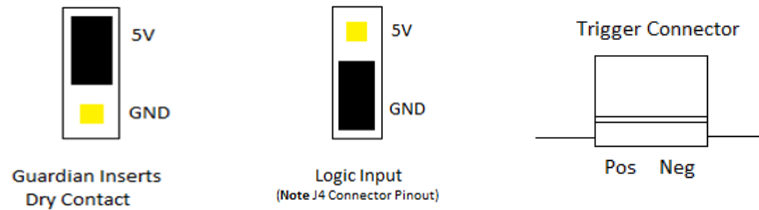


- +

**Polarity of Power Supply
(24-60VDC)**

- **Remote Cadence Control** – *Future – Not Active.*
- **Beacon Trigger** – Connects to the supplied harness with the help point telephone of choice. This cable is labelled and since it comes with the connector attached it only needs to be plugged in.

- **Beacon Trigger Type Select** – provides for a choice of a dry contact input or a logic input. For all Guardian Inserts, ensure that the Jumper is in the 5V Position. If using a third party trigger mechanism, you can change as required depending on your device.



- **Tower Beacon Connector** – This connects to the main overhead-integrated tower beacon. The connector is pre-attached at the factory so it is plug and play.
- **Cadence Select Switch** – This allows the user to select the appropriate flash cadence of choice. The following is a list of available cadences. If a custom cadence is desired, please contact Guardian Sales at time of order to review.

Mode 1: Std By – On, Active Flash: Double blink - 100ms on, 100ms off, 100ms on, 500ms off.
Mode 2: Std By – On, Active Flash: Single blink - 250ms on, 250ms off.
Mode 3: Std By – On, Active Flash: Single blink - 100ms on, 300ms off.
Mode 4: Std By – On, Active Flash: Single blink - 100ms on, 500ms off.
Mode 5: Std By – Off, Active Flash: Double blink - 100ms on, 100ms off, 100ms on, 500ms off.
Mode 6: Std By – Off, Active Flash: Single blink - 250ms on, 250ms off.
Mode 7: Std By – Off, Active Flash: Single blink - 100ms on, 300ms off.
Mode 8: Std By – Off, Active Flash: Single blink - 100ms on, 500ms off.
Mode 9: Beacon – ON steady, no change during call.
Mode 10: Beacon – OFF, remains off during call and off during std-by.

How to set the cadence:

Method 1: If the Help Point phone is on-line and active.

- Ensure that power is applied to the beacon controller.
- Initiate a call from the phone using the emergency button. The beacon should activate.
- While the beacon is flashing, press and release the Cadence Select switch. With each press and release, the cadence will change and eventually cycle back to the beginning.
- Terminate the call once cadence is set.

Method 2: To set the cadence without using the Help Point phone.

- Ensure that power is applied to the beacon controller.
- Disconnect the trigger cable from the help point phone at the beacon controller.
- Apply a short circuit across the trigger terminal to activate the beacon. A jumper wire in the connector is an easy option.



- While the beacon is flashing, press and release the Cadence Select switch. With each press and release, the cadence will change and eventually cycle back to the beginning.
 - Remove the trigger jumper and re-attach the help point trigger.
-
- **Fuse** – There is a user replaceable on-board fuse. Review the spare parts sections for re-order part number.

For the beacon to operate properly, the Expansion Module Enable box must be checked.
Refer to manual P007451 HDE VoIP Telephone Setup and Configuration.

Guardian Telecom VoIP Phone

Device Configuration

Volume Settings

Speaker Volume (0-9): 7

HL Gain Control (0-9): 6

Microphone Gain (0-9): 4

Ringer Volume (0-9): 4

Aux Port

Activate Relay with DTMF code: ☒

DTMF Activation Code: 321

DTMF Activation Duration (in seconds): 2

Activate Relay During Ring: ☒

Activate Relay During Night Ring: ☐

Pulse Relay when Ringing: ☐

Pulse Buzzer when Ringing: ☒

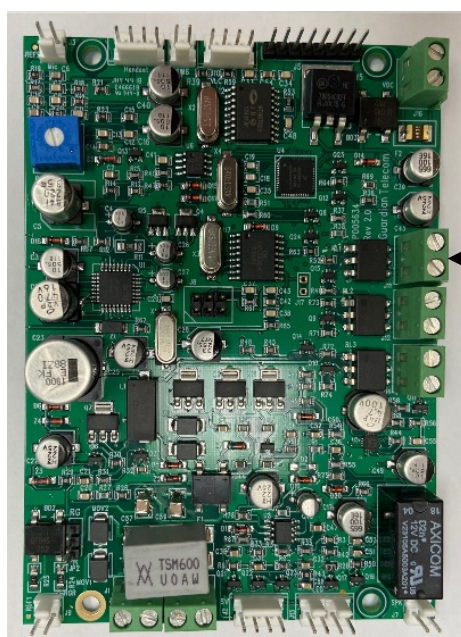
Activate Relay on Outgoing Ring: ☒

Activate Relay While Call Active: ☒

Expansion Module Enable: ☒

Enable to activate beacon function

Figure 4 - Activate Beacon Function



Beacon
Trigger



Beacon
Trigger

Figure 5 - Beacon Trigger Connections

Note: there is no polarity for the wiring and the wiring harness is included

| OGP-20 Specifications | |
|--|---------------------------------------|
| Electrical Requirements | |
| BEACON/LIGHTING: | 24-60VDC OR POE 802.11AT ++ MODE B |
| Features | |
| BEACON VIEWABLE AREA | 180° |
| INTEGRATED DIN RAIL | 7" LENGTH |
| Mechanical | |
| OGP-20 HOUSING MATERIAL | 316 STAINLESS STEEL, 16 GAUGE |
| BASE MATERIAL | BRUSHED 16 GAUGE 316 STAINLESS STEEL |
| COMMUNICATION PANEL AREA W X H | 11" X 12.9" (279MM X 327MM) |
| DIMENSIONS H X W X D | 30.1X10X3.8 INCHES (764X253X97MM) |
| WEIGHT | 18 LBS (8KGS) |
| SHIPPING DIMENSIONS | 34 X 14 X 12INCHES (864X356X305 MM) |
| SHIPPING WEIGHT | 22 LBS (10 KG) |
| TEMPERATURE | -40° TO +70° C (-40° TO +158° F) |
| Compliances | |
| WALL MOUNT | IP54 / NEMA 3R |
| | ADA |
| Options | |
| | OHCM OVERHEAD CAMERA MOUNT |
| | HL HEARING INDUCTION LOOP ANTENNA |
| | INTRUSION SENSORS |
| Products Supported | |
| | HDE SERIES ANALOG TELEPHONES |
| | HDE-V SERIES VOIP TELEPHONES |
| | INDUSTRY STANDARD PANELS ACCEPTED |
| GUARDIAN PURSUES A POLICY OF CONTINUOUS IMPROVEMENT; THEREFORE, SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE. | |

| Replacement Parts | | |
|--------------------------|--|--------------------------|
| Part No. | Description | Field Replaceable |
| P008211 | LOCKSET W/KEYS – KEYS ARE NOT INDIVIDUALLY REPLACEABLE | Yes |
| P006838 | BRACKET- DIN RAIL 7" | Yes |
| P007857 | PCBA - CONTROLLER, HELP POINT, WALL MOUNT C/W LED BEACON | Yes |
| P007859 | LENS - HELP POINT WALL MOUNT | Yes |
| P007864 | SA - HELP POINT, BEACON, WALL MOUNT | Yes |
| P008180 | FUSE - GLASS 3.5A 250VAC 125VDC | Yes |

Warranty

Guardian Telecom, a division of Circa Enterprises Inc. warrants that its products are free from defective workmanship and materials. Guardian Telecom will, within three years from the date of final sale to the customer, replace or repair any such products provided they are returned to our facilities for examination. Freight costs (including brokerage if applicable), both to and from Guardian, are the sole responsibility of the customer. This warranty does not extend to any items that are deemed to have been misused, modified, neglected, improperly specified, improperly installed, or used in violation of instructions or specifications approved by Guardian Telecom. Guardian Telecom, a division of Circa Enterprises Inc. shall not be liable for incidental or consequential damage of any kind caused by any defect in our product. The total liability shall not, under any circumstances, exceed the purchase price of the products furnished by Guardian Telecom, a division of Circa Enterprises Inc.

A return authorization must be obtained prior to warranty claims or repairs.

Disclaimer

The products covered by this manual are designed for use in Industrial Environments and/or Hazardous Locations. Due to the range of possible applications, the manufacturer will not be responsible for damages or losses of any kind suffered as a result of the use of this product, including consequential damages.

Service Telephone Number

1-800-363-8010 (North America)

Guardian Telecom provides a customer service telephone number that is toll-free within North America. If you need assistance when installing or operating this product, please call the toll-free telephone number between regular business hours (8:00AM-5:00PM), Mountain Standard Time. If you are calling outside of regular business hours, please leave a detailed message, and a member of Guardian Telecom's Service Department will return your call as soon as possible. If your product requires service, Guardian personnel will supply you with an RMA (return materials authorization) number over the telephone or through our web site product return page. This number must be included with your return address and the name of the person to contact.

Guardian Telecom, a Division of Circa Enterprises Inc.

Toll-free 1-800-363-8010 in North America

Ph. (403) 258-3100

Fax. (403) 255-2595

www.guardiantelecom.com

Feedback

Guardian Telecom continually strives to make reliable, durable, and easy to use products. If you, as an installer or user of our equipment, have any suggestions for improvements to this or any of our products or documents, including this manual, we would appreciate hearing from you.

Guardian Product Return

Guardian products have been quality tested and are in full working order when shipped from the factory, given the rugged nature of these products shipping is not expected to damage a unit. In the unlikely event of a malfunction, Guardian follows the three-step procedure below.

Step I - On-Site Correction

- The most common source of difficulties with a new product is improper installation in one of two ways: incorrect wiring connections or connection to an incorrect power source.
- Product wiring needs to be properly connected to the on-site wiring. Correct wiring instructions are shown in the user manuals included with the product.
- VoIP-H telephones must receive power either from the Ethernet (POE) or from an external source. If a VoIP-H telephone fails to function, refer to the Question & Answer section in the Setup and Configuration manual P007402. If the solution is not found in the Q & A section contact Guardian Tech Support online under Products\VoIP Technical Support at www.guardiantelecom.com or at 1-800-363 8010.

Step II - Return Materials Authorization (RMA)

- When a product has been installed following user manual instructions, and the unit fails to operate, the user must contact Guardian Telecom to obtain authorization to return the product. This can be done by completing an RMA form online at <https://www.guardiantelecom.com/support/rma/>, or by calling the service telephone number given in this manual.
- After providing information on the product, the owner and the nature of the problem, Guardian will issue a RMA number, to be shown on documentation returned with the product.
- In addition to the RMA number, shipping documents should include name, address and telephone number of the owner along with contact information for the person responsible for the repair and/or the user who identified the malfunction.
- (Where a product is being returned for repair from outside of Canada, customs documentation must show the product's serial number, date of export [date of purchase], and a notation that the equipment is: "Canadian goods returning.")

Step III - Factory Authorized Service

- Once received, each product is carefully inspected and tested. If the product is under warranty, repairs are completed and the product returned to the owner, generally within five working days of receipt by the factory.
- A product that has been subjected to misuse, neglect or accident or is beyond the warranty period will be evaluated. The service department will provide the owner's representative with a repair cost estimate. Once approved, repairs are completed and the product returned, generally within five working days.

Cleaning Tips for Guardian Products

Guardian Products may occasionally need to be cleaned to maintain appearance. Generally, wiping the surface with a clean, water-dampened cloth will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution may be used. Be sure to wipe away any detergent residue with a plain water dampened cloth. The device may be cleaned with any general-purpose household glass and surface type cleaner. Do not spray directly, spray the cleaner on a soft cloth then wipe the surface. Pre-treated cloths, like those used for eyeglasses or cameras, may be used. Premoistened towelettes may also be used, however, avoid those containing lanolin or aloe, as they will leave a slippery residue. Handsets and the surface of telephones may be cleaned with disinfectants used for general cleaning in a medical environment. Isopropyl alcohol may be used applied with a cloth. Avoid using alcohol on silicon-based keypads, since doing so may significantly degrade legibility.

- Do not use furniture polishes, waxes or plasticizer-based cleaner (Armor All etc.)
- Do not use lanolin, aloe, glycerin or other skin care type products.
- Do not apply any solvent such as acetone, mineral spirits etc.
- Do not directly spray or immerse the handset.

Storage

General Storage (All situations):

- Note any stacking limits or warnings on packaging (if any).
- Do not store in temperatures over +80C.
- Store in original packaging if possible until needed.

Long Term Storage (> 6 Months):

- If area is air-conditioned and not subject to high changes in humidity, continue to store in original packaging.
- If wide humidity shifts are expected, then use these steps:
 - Remove product from packaging (including plastic bags) and store on shelf in open air.
 - If area is subject to a high degree of dust, to help maintain cosmetic appearance you can cover with cloth (Do not cover with plastic or materials that will trap moisture) or clean periodically.
 - Do not store out of packaging long term where they are exposed to sunlight. Long-term exposure to UV may cause fading on plastic parts.

Date of Purchase

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Guardian Telecom, a Division of Circa Enterprises Inc.

Toll-free 1-800-363-8010

Phone (403) 258-3100

Fax. (403) 255-2595

www.guardiantelecom.com

E-mail: sales@guardiantelecom.com

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