OGP-10 Help Point Tower
Installation & Operation

Help Point Tower

Note: *Telephone unit is sold separately.*

Table of Contents

Table of Figures

Package Contents

The Help Point Tower comes complete with:
- Tower – Powder coated & silk-screened c/w Beacon Lens, Panel lighting lens.
- Tower Skirt – 316 Stainless Steel Brushed finish
- Sealing Washers for Base mounting
- Tower Installation Mounting Template
- Beacon Deflector w/Beacon
- Beacon controller
- 24" DIN Rail
- Cable Entry System.
- Internal Ground Network Harness.
- Security Bit – Panel Screws.

Models

P9063 Help Point Emergency Tower - CRS Steel, Corrosion Protected, Powder Coated with Silk Screened Text.

Accessories

- Industrial Area Telephones Panels – VoIP or Analog. Configurations include; single button, dual button, dual button w/keypad.
    - Refer to: VoIP - https://www.guardiantelecom.com/file/2019/10/hdev-24sep19.pdf for datasheet and Recessed Mount series configurations.
    - Analog - https://www.guardiantelecom.com/file/2019/01/hde-2019-v1.pdf
- **Hearing Loop** can be added with the HDE Series – Order OG-TC with HDE.
- Note: Special Consideration for antenna is required…contact Guardian Sales.
- **OGP20-ID** – Panel Intrusion Sensors – Can be factory or field installed.   Provides detection on access panel tampering / removal.   Contact Guardian sales for more details.
- **P6030-Y**   OGP-10 Overhead Camera Mount, Safety Yellow
- **P6030-B**   OGP-10 Overhead Camera Mount, Safety Blue

Software Support Options

- **iGuard** – Cloud base monitoring solution to allow status monitoring and notification of products, reporting, data logging – Contact Guardian sales for more details.

Reference Manuals

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

Tools Required

- Deep socket to fit nuts chosen for mounting bolts.
- Ratchet with extension.
- Bit for tamper proof screws

Before Unpacking the Unit

It is strongly recommended that the tower not be unwrapped prior to the installation, in order to avoid damage to the paint finish. This will be discussed in the mechanical installation further down in the manual. Remove the cardboard foundation template for alignment of the anchor bolts in the foundation.

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 avoid injury, this tower must be securely attached to the floor or wall in accordance with installation instructions. The preparation of the base and the installation of the Tower on the base must be supervised by a person with the necessary experience and qualifications. **Avertissement** *Risque de dislocation* : Pour éviter les blessures, cette tour doit être solidement fixée au plancher ou au mur conformément aux instructions d'installation. La préparation de la base et l'installation de la Tour sur la base doivent être supervisées par une personne ayant l'expérience et les qualifications nécessaires.

For additional structural installation detail, refer to Appendix A at the end of this manual.

Overview

The help point tower is a highly visible communications center designed to enable the public to issue emergency and/or assistance requests. Guardian Telecom's Tower features the brightest signaling beacon available with user selectable flash cadences. It also features an integrated panel lighting system to illuminate the faceplate and labelling. The Tower is equipped with vandal resistant hardware 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 Tower can be provided with provision to support external hardware such as a camera, wireless antenna, etc. All panels and access points are gasketed for outdoor use. A 316 Stainless Steel skirt provides a decorative and protective area to prevent paint damage. At the same time, it is part of the anti-condensation system that prevents moisture from forming within the Tower.

Installation

The Tower can easily be installed with a two or three-person crew, a crane is not required. The following steps are recommended for installation of the Tower. The Tower without accessories weighs 120 pounds/ 54.5 kilograms.

Note that accessibility is from rear of the Tower. If mounting against building, inform Guardian Telecom sales for reconfiguration to convert to side accessibility.

Site Preparation:

NOTE: It is the customer's responsibility to understand any local building codes regarding the final structural integrity of the mounting. The following are basic guidelines:

1) Review and note the mounting hole pattern, cable entry and other dimensional information of the Tower to determine:
    a) Size of Piling or mounting plate and appropriate anchor bolt size and placement.
    b) Accessibility and form factor of the entry cable(s).
    c) Accessibility to interior access panels.
    d) Public visibility and accessibility.

2) Ensure that the anchor plate or piling and anchor bolt sizes meet local construction codes. Appendix A provides a sample installation drawing. The sealing washers provided and the mounting holes in the Tower are designed for bolt size up to ¾".

3) For a Mounting hole pattern a cardboard mounting template is included with the Tower (Guardian P/N: P007745). See Figure 1 for positioning of the anchors and Figure 2 for the ideal height for the nuts/washer on the anchors.
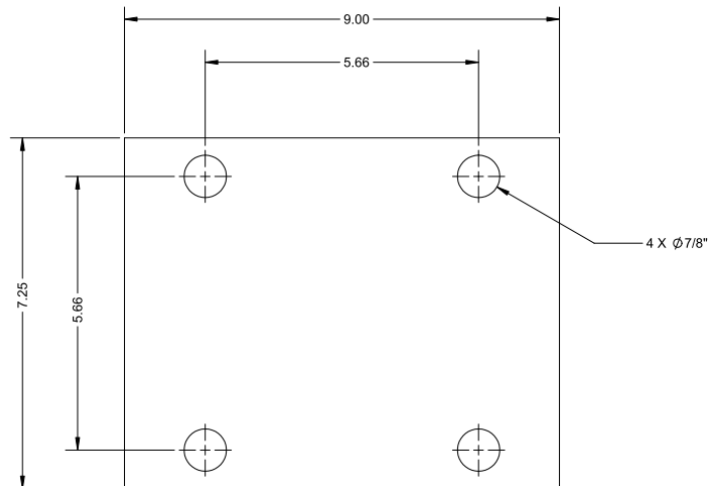
Figure 1 - Anchor Positioning

Installing the Tower onto the Foundation

This section assumes a concrete or other base has been prepared and is ready to receive the Tower.

1. Unpacking the OGP-10:
    *   The OGP is shipped in its own individual box. To prevent damage to the paint the box is designed to be dis-assembled along the length of the Tower, for it to act as a protective barrier during preparation.
    *   Once the pole is unpacked, remove the lower and upper rear panels.
    *   Locate the bagged hardware.

2. The OGP-10 is shipped with the skirt assembly attached. If removal is necessary, review the drawing and image as follows:
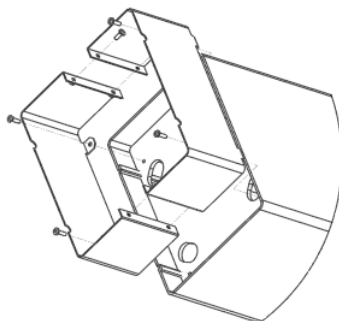

Figure 2 - Skirt Assembly

NOTE: The skirt is also part of the anti-condensation Tower protection system and should not be left off. If however, it is desired to remove the skirt, allow approximately a 1" minimum gap between the bottom of the OGP Tower and the foundation for appropriate air circulation.

The total height of the Pole with the skirt ensures that the emergency phone panel meets ADA requirements for height and reach, removal of the skirt will affect this.

3. Install the base nuts and non-sealing washers onto the bolts that protrude from the base. Set the height of the top of one washer to 4 $^5/_8$" off the pad surface. Using a level set the height of the remaining three washers to level with the first washer. Use of the template that is provided can facilitate this.
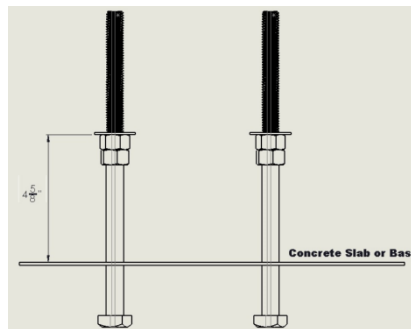

Figure 3 - Setting the Height of Bottom Washers

THE FOLLOWING STEP REQUIRES A MINIMUM 2 MAN LIFT
Warning – the Tower weighs 120 pounds/54.5 kilograms.

4. With the Tower laid down safely, feed the communications, power cable, etc. through the rubber cone in the base and into the Tower; do NOT lock in any cable glands or seals at this time.
5. Place the Tower in the desired orientation onto the anchors. Have one person support the Tower while another person installs the sealing washers, lock washers and nuts finger tight. Verify the level of the Tower. If the Tower is level finish tightening the hardware, otherwise make any adjustments as needed.
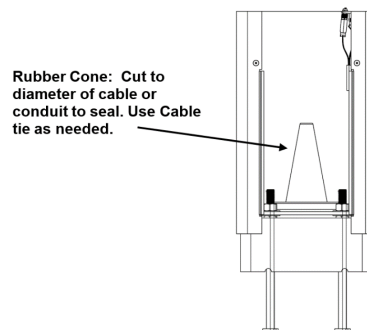

Figure 4 - Installing the Cable

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

Beacon Controller & Main Beacon Power Options:

Option 1: POE++ 75W Mode B – If only POE is required for both SIP phone and telephone. Power requirements are:
- o Idle Stand-by – beacon on but not flashing: 7-10W
- o Peak Current when beacon flashing: 63W

Option 2: 24V-57V DC Power supply:
- If using 48VDC – Recommend 2.5A
- If using 24VDC - Recommend 5A

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:
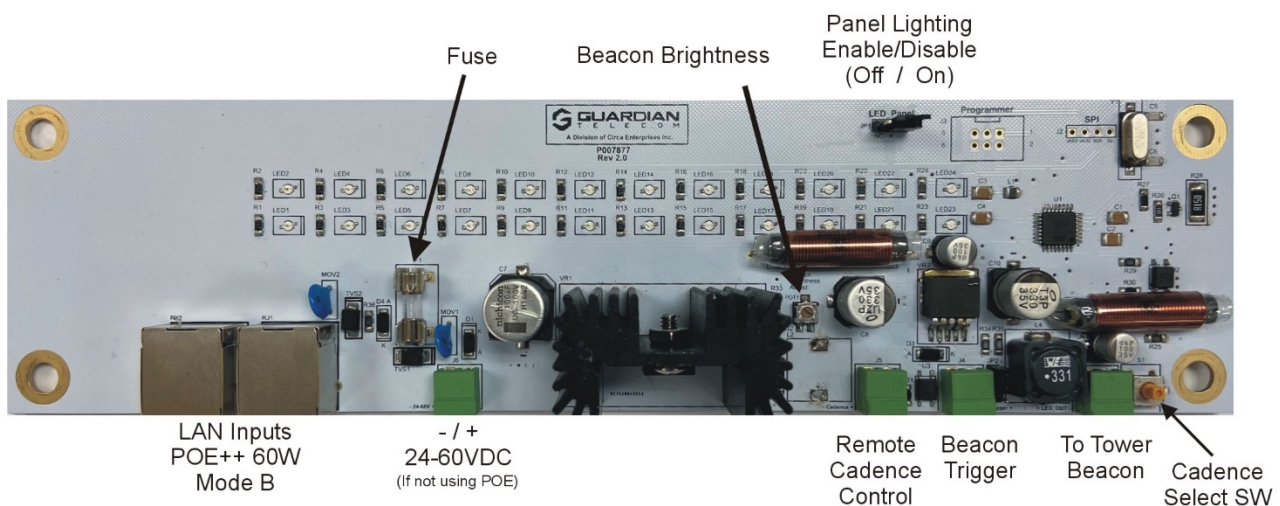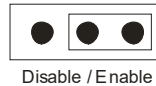

Figure 5 - Beacon Controller

Lighting Management:
The beacon controller provides the ability to enable or disable the panel lighting. It also provides a manual method to set the brightness level of the main beacon.

Panel Lighting:
You can enable or disable panel lighting using panel lighting jumper. The location of this jumper is shown in figure 5 of this manual. Note the panel lighting if enabled is on continuously or if disabled is off continuously.

Disable / Enable

Beacon Lighting:
The beacon brightness can be adjusted using the trim pot control located as per figure 5. 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 connect the TIP/Ring/Ground to the PCBA as instructed in the HDE Analog installation Manual. The OGP 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 Tower 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:
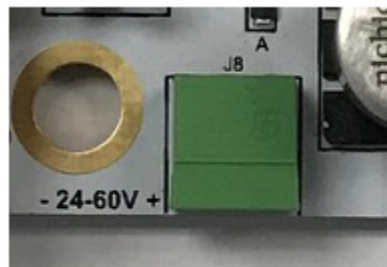
– +
Polarity of Power Supply
(24-60VDC)

- **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 comes with the connector attached, so it only needs to be plugged in.
- **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 standby.

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. Please 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.

Figure 6 - Activate Beacon Function
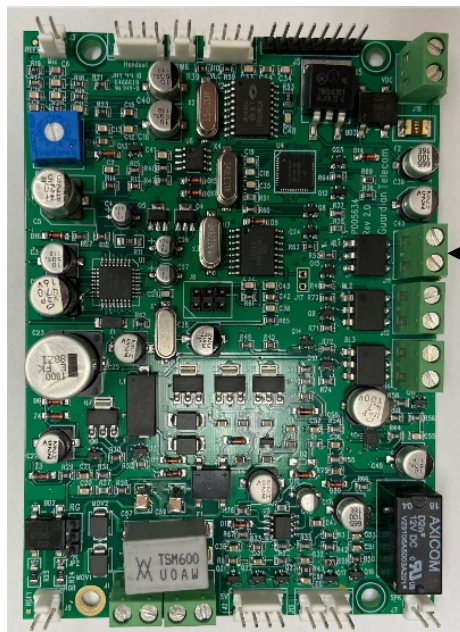
Connection for Analog   Connection for VoIP
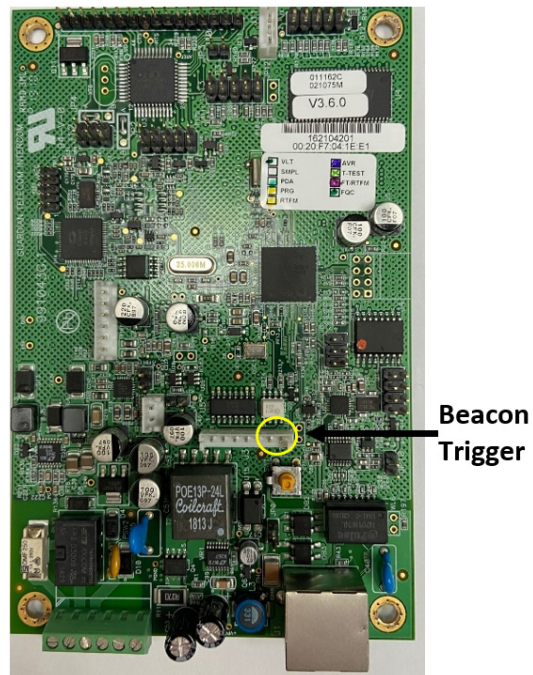
Figure 7 - Beacon Trigger Connections

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

OGP-10 Specifications

Beacon Controller & Main Beacon Power Options	
OPTION 1: POE++ 60W MODE B – IF ONLY POE IS REQUIRED FOR BOTH SIP PHONE AND TELEPHONE.	o Idle Stand-by – beacon on but not flashing: 12W o Peak Current when beacon flashing: 45W
OPTION 2: 24V-57V DC POWER SUPPLY	If using 57VDC o Idle Stand-by Current (Beacon on but not flashing): 0.20A o Beacon Active / Flashing – Peak current: 0.75A If using 24VDC: o Idle Stand-by Current (Beacon on but not flashing): 0.50A o Beacon Active / Flashing – Peak current: 3.75A
FUSE	Size 2AG @ 2.5A
Features	
BEACON VIEWABLE AREA	6"H 152MM
INTEGRATED DIN RAIL	STD 2" - 19" LENGTH
Mechanical	
TOWER MATERIAL	11 GAUGE COLD ROLLED STEEL
TOWER BASE MATERIAL	16 GAUGE 316 STAINLESS STEEL
PAINTED SURFACES	POWDER COAT WITH DUAL COATING, CORROSION RESISTIVE PRIMER - UV STABILIZED
COMMUNICATION PANEL AREA W X H	11" X 12.9" (279MM X 327MM)
ACCESS PANELS	LOWER (42") UPPER (19")
DIMENSIONS H X W X D	108x11x8.1 INCHES (2743x279x206 MM)
WEIGHT	120 LBS (54.5KGS)
SHIPPING DIMENSIONS H X W X D	108 ¾ X11 ⁵/₈ X 8 ½ INCHES (2762 X 295 X 216 MM)
SHIPPING WEIGHT	125 LBS (56.7 KGS)
TEMPERATURE	-40° TO +70° C (-40° TO +158° F)
HUMIDITY	0 - 95 % RH
DUSTPROOF	FULLY GASKETTED

Compliances	
TOWER	IP65 / NEMA 4 WEATHER PROOF RATING
	CSA/UL 60950-1 - SAFETY
	ADA – PANEL INSERT HEIGHT
Options	
	OHCM OVERHEAD CAMERA MOUNT
	HL HEARING LOOP ANTENNA - EXTERNAL ANTENNA REQUIRED
Products Supported	
	HDE SERIES ANALOG TEL INSERTS
	HDE-V SERIES VOIP TEL INSERTS
	INDUSTRY STANDARD PANELS ACCEPTED
GUARDIAN PURSUES A POLICY OF CONTINUOUS IMPROVEMENT; THEREFORE, SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.	

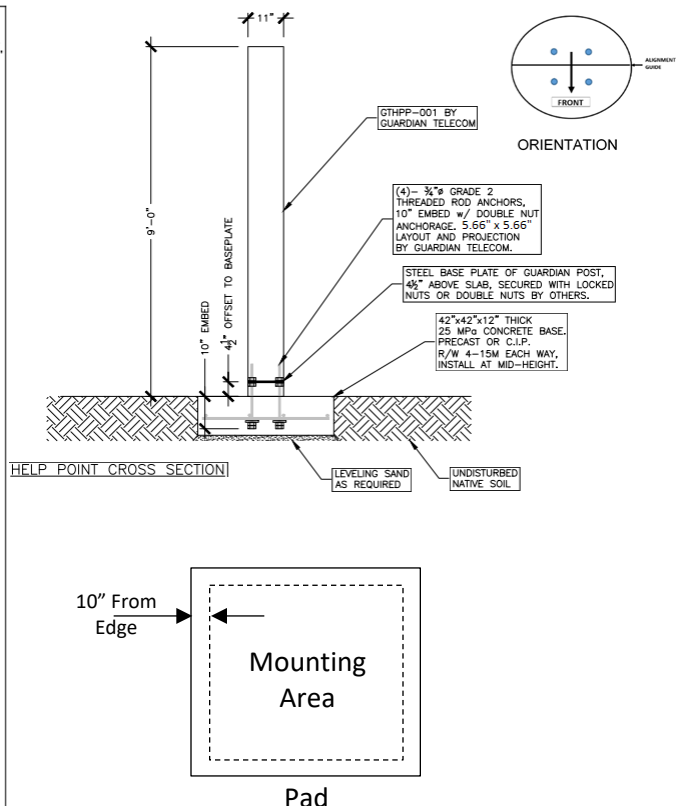| Replacement Parts		
Part No.	**Description**	**Field Replaceable**
P004496	GSKT - Upper Backplate, Help Point, Tower	Yes
P004497	GSKT - Lower Backplate, Help Point, Tower	Yes
P007782	GSKT - HDE Panel Faceplate Gasket	Yes
P007876	PCBA - Beacon Controller, Help Point Tower	Yes
P007878	HSG - Help Point Tower Base, 316 Stainless Steel	Yes
P007882	Lens - Beacon, Tower, Help Point	Yes
P007884	SA – Overhead Beacon, Help Point, Tower	Yes
P007886	LENS - Panel Light, Help Point, Tower	Yes
P007897	Sealing Washer w/Gasket	Yes
P005706	Security Bit for panel screws	

APPENDIX A Site Preparation

Sample Installation Guideline

The following installation notes are based on the 2019 Canadian Codes/Guidelines to meet the structural specifications for the OGP-10 Tower fully loaded. It is based on Canadian standards. It is the customer's responsibility to confirm local construction codes and requirements based on the area of installation.

General Construction Notes (Based on 2019 codes for Canada):
The following guidelines will provide sufficient support for 350lbs (160Kg's) impact force with winds up to 125Mph (200Kph).

-Offset post location will not change the capacity of the slab to support lateral loads on the
 post by its mass against overturning.
-10" embedded anchor rods will create a 45 degree shear cone; therefore the anchor rods must
 be inset minimum 10" from edge of slab.
-Adjust rebar to be adjacent to anchors where possible. Additional bar specified to suit.

APPENDIX B Installing the Optional Camera Mount

The optional OGP-10 Camera Mount is designed to support most overhead style cameras. It features an industry standard pipe mount to accept a 1-1/2" NPT camera base. Alternatively, a mounting flange can be added (contact Guardian Sales).The frame is formed from 2" x 2" steel tubing.

The mount is positioned to minimize obstructions in the primary viewing area and allows for a near 360-degree rotational view. The camera positioning provides an optimum viewing angle and will not be impeded by the help point beacon.

The mount is designed to provide cable access through the interior with a direct feed into the OGP-10 Emergency Help Point tower, so that no wiring is exposed.

The camera mount comes complete with all mounting hardware and gaskets to ensure an easy installation.

Note: the camera mount can be installed with the Tower laid flat or after it is erected. The mount weighs 15 pounds.
The OGP-10 is manufactured with all mounting holes provided. There is a gasketed blanking plate installed over the holes, this is removed as part of the installation process

Installation

1. To detach the blanking plate remove the upper back plate to access the nuts.

2. Use a 1/2" wrench or socket to remove the nuts on the blanking plate. Remove the washers and detach the blanking plate. **NOTE**: Leave the gasket in place and retain the washers and nuts for re-use.

3. Thread the wiring cable through the tubing.

4. Thread the cable through the base of the camera and attach the camera base to the mount.

5. Connect the wiring and install the camera onto the base. Use of a Teflon or other thread sealant for weatherproofing the mount is recommended.

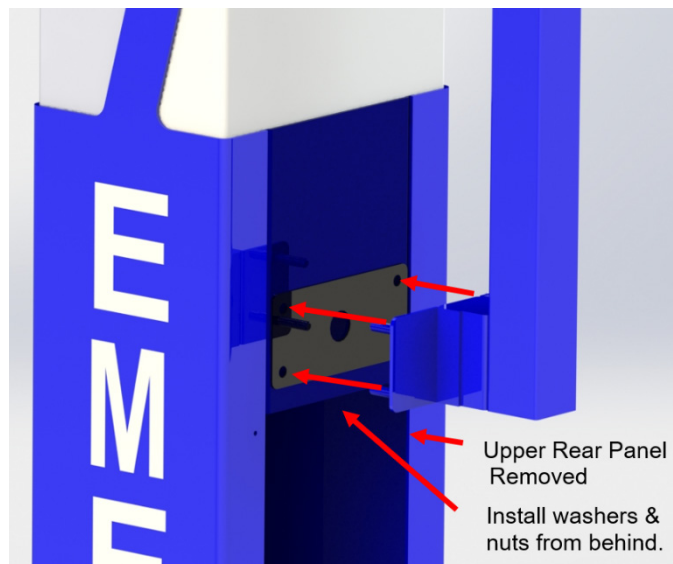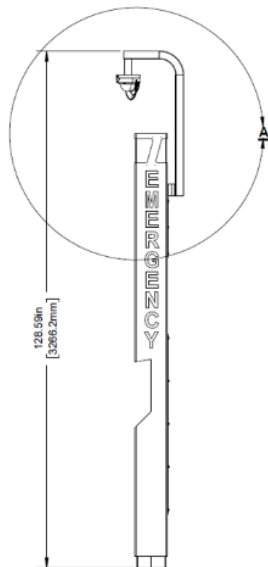6. Insert the studs that protrude from the flange into the holes in the Tower and affix the washers and nuts.

Figure 8 - Camera Mount Assembly

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:
  o Remove product from packaging (including plastic bags) and store on shelf in open air.
  o 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.
  o 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.

Notes:

Model No.	
Part No.	
Serial No.	
Date of Purchase	

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
(Click to open message box)

Tough. Trusted. True.