RAPID
ACCESS

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Kevin Ply | Purdue University

KeySecure® provides confidence in Knox System

College campuses can be a challenge for a responding fire department. There are multiple buildings with numerous access points. Science labs with hazardous materials. And a young population that tends to think they're fairly indestructible. For many this is the first time they're away from home and free from their family's rules and guidance. Communal housing is the norm. Students live in dormitories, sororities, fraternities and apartments. While most dorms are located on campus, other communal housing units are generally located off-campus.

Fire departments usually service a jurisdiction that is a municipality, county or a specific fire protection district. Most universities and colleges fall within one of these jurisdictions. While it is rare for a university to have their own fire department, there are a few that do. Purdue University is one such university. Purdue University Fire Department was formed in 1963. The university

was located on the edge of West Lafayette, and wasn't covered by local fire department. Purdue is also unique in that it also has its own airport — Purdue University Airport. Having an airport and a large number of students led the university to start its own fire department.

From the 1950s until the mid-2000s, the Purdue University Airport had regularly scheduled commercial flights. While the regularly scheduled commercial flights ceased in the mid-2000s, the airport still handles many charters and Purdue's flight programs making it the second busiest airport in Indiana after Indianapolis International Airport.

Purdue Fire covers Purdue University and Purdue Airport along with the area surrounding the campus. Of the 65 Greek houses affiliated with the university, two-thirds of them are located in Purdue Fire's jurisdiction even though they are not located on campus. Additionally, there are two residential communities that the

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department covers due to their close proximity to the campus.

In 2008, Purdue Fire began a voluntary Knox Program to gain access to these off-campus buildings. (They have since passed an ordinance requiring a Knox-Box.) Having a Knox-Box installed became one component that the fire inspector reviewed during their normal inspections. They also added KeySecure Key Retention Devices to their engines. KeySecure allows every member of the department access to the master key with their own unique PIN code and provides an audit trail showing who gained access to the key and when.

The resident students have been known to leave windows open during the winter break resulting in fire sprinklers bursting as the pipes freeze. "If they don't have a Knox-Box®, we don't have a way in without doing damage to their door," Ply explained. The Greek houses are empty over the summer and school breaks.

"We expanded service to off campus housing and didn't have a way to get into these buildings. We essentially have these large mansions sitting empty and we're responding to active alarms and couldn't get in", Fire Chief Kevin Ply stated. Purdue Fire showed the Greek houses the risk of not having a box verses the benefit of installing a box.

Having KeySecure units became a key component is getting the Greek houses to install a Knox-Box. "Some of the sorority houses were apprehensive about giving us keys to their building. KeySecure was one of the big selling points. Each firefighter has an individual PIN and the unit provides an audit trail. This made the difference for some sorority houses putting a box on," Ply shared. The accountability feature of the KeySecure units helped to sell the voluntary program.

Purdue Fire runs both fire and EMS calls. Back in 2009, Purdue Fire was ordering a new ambulance and had MedVault drug locker installed as a trial. "We rolled the cost of the MedVault unit into the Ambulance," Ply explained. The crew easily adapted to the MedVault. "When we ordered the next ambulance, we ordered another MedVault for it. It was a no brainer." Today, Purdue Fire's ambulances and their one ALS engines are equipped with a MedVault.

Purdue University is located in West Lafayette, Indiana and covers 2.5 square miles. This research university has approximately 40,000 students and 10,000 facility and researchers. Purdue Fire responds to 2,700 calls annually. ◼

It's back to school time!!

It's that time of year again when our kids return to school. The "Back to School" banners are hung in stores and on e-retailers sites while the aisles are full of school supplies. Teachers are preparing their classrooms while parents are looking forward to a little more quiet during the day. Even the kids are looking forward to seeing their friends. It's an exciting time. Yet, underneath the excitement is a little trepidation and fear.

In recent years, schools have been in the news for all the wrong reasons. Rather than celebrating their academic successes, we're hearing about unimaginable events. It's these events that cause parents, teachers, administrators and emergency responders to have back-to-school excitement laced with a little fear and trepidation.

Schools and emergency responders are challenged with walking a tight rope attempting to prevent and prepare for the unthinkable without causing undue panic and fear. Many have implemented visitor management systems. They've installed access control systems and fences to help keep unauthorized individuals off-campus. Each time an event takes place, schools and emergency responders re-evaluate these security measures and make adjustments. They're faced with attempting to find ways to bolster security while keeping the school accessible and welcoming to students and parents – conflicting but equally important scenarios.

While many schools have been using the Knox System for years, most have used it in the traditional sense for fire department access. In recent years, we've seen schools adopt their own Knox System, separate from the local fire department, to provide access during emergency lockdowns.

In these cases, the "security" Knox-Box is being placed on back or out-of-the-way doors so that security can enter the building undetected. While a fire response will require a box at the entrance and/or at the fire room, security and police will most likely want their access point to be a more secluded back entrance. By having a box on a back or out of the way door, security can enter the building undetected. This is particularly important if the school is on lockdown.

Over the years we've shared how different school districts have implemented the Knox System. Some school districts have implemented their own Knox System. While others have incorporated the fire department's system in their security plans. If you're interested in learning more of what some districts are doing, I encourage you to contact your local account manager. (Refer to page 11 for your account manager's contact information.)

Benefits of Knox® System for Schools

- **Ties in with existing alarm systems**

- **Eliminates the need to wait for school personnel to open facility**

- **Reduces the potential for property damage by allowing rapid entry to school grounds and buildings**

- **Allows security personnel to enter grounds undetected**

- **Prevents forced entry by firefighters during false alarms**

- **Firefighters can re-secure a building after emergency response**

New Authorization Order Forms

Over the past few years, we've seen the rapid growth in online ordering at knoxbox.com. It is now the most popular way to order a Knox-Box. This change in ordering has led us to update the authorization order form. In October, the 12-page authorization order form booklet became a two page form. These two pages are identical to the first two pages of the 12-page booklet.

So what has changed? We have removed the catalog/price list from the booklet. We have received a lot of feedback that this portion of the booklet was redundant and not needed since the information was already available in several different locations. (Customers have three ways to obtain the part numbers — the Knox website, a Knox price list or the new Knox product catalog.) Additionally, many departments prefer to use the Click-N-Print Order Guides they're able to design and print from the knoxbox.com website in lieu of the order form.

If your department hasn't switched to online ordering, we'd encourage you to do so now. Our eApproval program gives you the most control over your program. It allows you to give end-users their preferred ordering method (online) while maintaining a per-order authorization process. Just download the eApproval Signup Form from the literature section of knoxbox.com, complete and send in to Knox.

If you haven't checked out our website, we encourage you to do so now.

How eApproval works

This eApproval method allows a property owner to place a **"pre-authorization"** request on our website, and Knox holds the request until approved by the authorizing department. Once approved, the purchaser receives a cart link via email and can then proceed with their department-authorized online order. Departments also have denial authority with the ability to send further instructions or a message to the purchaser along with a denial. ◣

# Knoxbox.com Features

Registered Departments

(*some features only available to those who authorize online ordering*)

- Register for the Knox System
- Obtain install reports
- Manage existing account information
- Select & Print the "Click-n-Print" order form - eApproval only
- Approve/review each individual customer order - eApproval only
- View training videos
- Download software/firmware updates
- Download literature including spec sheets and installation instructions
- Request hardcopies of literature
- Read back issues of Knox Rapid Access Newsletter

Property Owners/End-Users

- Order products in a timelier and secure manner
- Download literature including spec sheets
- Download installation instructions
- View Maintenance Schedule
- Request hardcopies of literature
- View warranty and return policy

SNEAK PEEK
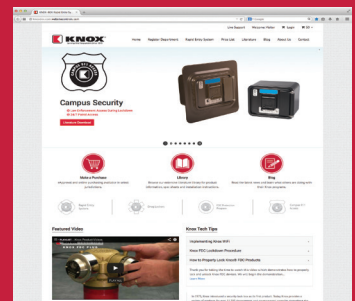
coming soon : new **KNOXBOX.COM**

Just a Call Away
Knox Technical Support

When you purchased a KeySecure and/or MedVault unit, the price of the unit included technical support for the unit and their associated software/firmware. While some manufacturers charge customers for technical support, Knox doesn't.

We have an entire department devoted to helping departments with their electronic Knox products. These individuals are reachable via toll free number 1-866-566-9269. If you're having an issue with an electronic product or software and are unable to resolve the issue yourself within 5-10 minutes, please give us a call. We can usually save you time, energy and effort.

When you call in, the technician will ask some basic information to locate your account. They will record the call and any details in your account's history. (It's also a good idea to record the name of the individual you spoke with for your records.) This information will help us better serve you if you have to call back as well as help us to make improvements to products and software. We ask that you provide as much information as possible on the issue. The more information you're able to provide, the quicker we'll be able to help you resolve the issue.

Our technicians are trained to provide service on our units and software/firmware. In most cases, they're able to resolve a user's issues in one call. If they are unable to resolve an issue after two attempts, they will forward the issue on to an engineer to review. Once the engineer reviews all the notes on the account, they will contact the department to gather further information and troubleshoot the problem. In the vast majority of cases, they are able to solve the issue after one call.

Occasionally, the issue is actually a request to modify a product or its software. While we review all such requests received, we are not always able to fulfill these requests. Some changes require re-engineering of the product or software. All re-engineering projects go through a process that can take from six months to more than a year depending on the complexity of the change. Finally, we will not make a modification if we think that it would weaken the integrity of the product's security.

If you do have an issue, do not hesitate to give technical support a call. They're here to help you with your technical questions at no charge to your department.

Security Reminder

The security of Knox® products is multi-layered. The majority of the security components are engineered into the design of the box. If installed correctly, it's extremely difficult to access a box without a key.

As a reminder, any security device must be well mounted in order to resist physical attack. Knox-Box® key boxes are inherently a strong device, however, if mounted poorly, with inadequate fasteners or on flimsy mounting surfaces, the security of the product is quickly lost.

Box installed per Knox instructions that was attached but not compromised.

The Knox Company strongly encourages departments to have all Knox-Box key boxes installed per the installation instructions. We recommend the box be installed eight feet from the ground. At this height the box will be less susceptible to vandalism and attack. Additionally, we strongly request that four (4) grade 5 or 8 bolts be used when mounting the box. Finally, the box tamper switch should be connected to the building's alarm system.

While we cannot guarantee that a determined thief or vandal will never be able to get a Knox-Box off a wall, we have spent close to 40 years making our product as tamper resistant as possible. Most thieves/vandals would find it far easier to break into a commercial building than a Knox-Box installed per the installation instructions.

Support Advisory

Sentralok is being discontinued

Due to technological advances, Knox® is not longer able to procure the necessary parts to manufacture Sentralok® key retention units. Several critical components are no longer being produced as newer technology has rendered them obsolete. We'll stop taking orders for Sentralok in the fourth quarter of 2014. If a department's current units experience problems, Knox may not be able to service

the units since certain components are no longer available. To assist departments, Knox is offering a new trade-in promotion so departments can upgrade from Sentralok to KeySecure. We strongly encourage all Sentralok users to talk with their regional account manager about this new promotion. Additionally we suggest you forward this news on to your radio shop. ◄

Updated FDC plugs

You may notice a small change in our FDC plugs. As stainless steel prices have risen, we've looked for ways to cut our expenses so as to not have to raise the price. This has lead to a slight modification in the design of the plug. We've reduced the thickness of the front cover. This change has no impact on the security or integrity of the locking plug. ◄

Are you updating Quarterly?

Software and firmware is constantly evolving with most of the changes rather minor. Knox encourages all Knox administrators to check for software and firmware updates on a quarterly basis and before adding any new units to your existing program. These updates are available at no charge. To check for updates, please log on to the Knox Fire Department Login area at **www.knoxbox.com** and follow the installation instructions provided on the website. Feel free to contact Knox electronic support if you have any questions requiring technical assistance or need a login ID. 866-KNOX-BOX (866-566-9269)

IMPORTANT: Prior to performing ANY software or firmware updates, be sure to conduct an audit trail download from the unit, as audit trail records may be overwritten during the upgrade.

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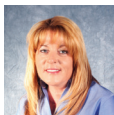llulich@knoxbox.com
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Wendy Fecteau

Wendy recently joined the Knox Company as the Account Manager for the Southeast Region which covers Florida, Georgia, Alabama, Mississippi and Tennessee. Operating out of Sarasota, Florida, Wendy comes with many years of sales experience. She's looking forward to meeting with her accounts. If you haven't had a chance to meet with Wendy, please give her a call. She'd love to hear from you. Welcome, Wendy!

Support Contacts

FIRE DEPARTMENT SUPPORT
This department provides customer service to fire departments.

**800-KNOX-BOX
(800-566-9269)**

ELECTRONIC SUPPORT
This department deals exclusively with technical questions regarding KeySecure®, Sentralok® and MedVault® units.

**866-KNOX-BOX
(866-566-9269)**

PROPERTY OWNER SUPPORT
Property Owners & General Inquiries to Knox should be directed to our main number.

**800-552-KNOX
(800-552-5669)**

KNOX®
Serving First Responders Since 1975

1601 W. Deer Valley Road
Phoenix, AZ 85027

Find us on Facebook and Twitter!

facebook.com/knoxcompany   *twitter.com/knoxco*

THE KEY TO A SECURE SYSTEM

Knox® System security is always important. Protecting the Knox Master Key and documents listing installation addresses helps to ensure the security of your Knox System. The five security steps listed below are a few of the ways your department contributes to the security of the Knox Program in your community. Thank you for following these simple yet important guidelines.

1. Do not loan or share your Knox Master Keys with any unauthorized party including other public agencies, locksmiths or lock box manufacturers.

2. Maintain the security of your Knox Master Keys by keeping them in a secure place such as a KeySecure® unit.

3. Record the serial number of all Knox Master Keys received and document distribution of all such keys.

4. Do not provide Knox installation database access to anyone outside of the department.

5. Notify the Knox Company immediately of loss, theft, duplication or attempted duplication of any lock or key associated with the department's Knox Rapid Entry System.

6. Assure proper installation.

MADE IN THE USA