



# Town of Bristol Fire Department Standard Operating Procedure

Knox Box Program

April 30, 2022

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**Town of Bristol Fire Department  
Standard Operating Procedures**

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**New Knox Box**

REVISION  
**04-30-2022**  
NEXT REVISION DATE  
**04-30-2023**

**Purpose:** To outline proper procedure for purchase of a new Knox Box.

**Scope:** All new Knox Box's that are installed in Bristol.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** All Knox Box's that are installed in Bristol will be registered with the Bristol Fire Department.

**Procedure:**

1. When a citizen requests a Knox Box
  - a. Conduct an on-scene survey with the citizen to outline the program, suggest location of Knox Box, and suggest what should be put in the Knox Box.
  - b. Direct them to our [www.bristolfiredepartment.org](http://www.bristolfiredepartment.org) for instructions on how to purchase a Knox Box
  - c. Once Knox Box is installed return to site to:
    - i. Confirm contents (including that the keys function)
    - ii. Confirm its location
    - iii. Confirm it is secured properly to the building
    - iv. Lock it. (Knox Box will be delivered with door open for installation)
  
2. Administrative
  - a. Create a new tab in the Knox Box File and input information for new Knox Box
  - b. Provide Active 911 Administrator a .pdf of the corresponding Knox Box File tab
  - c. Update installation records on Knox Box Website
  - d. Notify the Department of new Knox Box

<b>Town of Bristol Fire Department Standard Operating Procedures</b>		
SECTION <b>1-02</b>	<b>Annual Knox Box Inspection</b>	REVISION <b>04-30-2022</b> NEXT REVISION DATE <b>04-30-2023</b>

**Purpose:** To outline proper procedure for annual inspection of individual Knox Box.

**Scope:** All Knox Box's that are installed in Bristol.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** All Knox Box's that are installed in Bristol will be inspected annually

**Procedure:**

1. Annual Inspection (best if performed when business is open)
  - a. Verify that keys in Knox Box open exterior and interior doors
  - b. Verify that all keys needed to gain access to all exterior and interior doors are available in the Knox Box
  - c. Verify that alarm information in the Knox Box is current
  - d. Verify that contact information in the Knox Box is current
  
2. Administrative
  - a. Update corresponding tab on the Knox Box File with any contact changes and last inspected date
  - b. If updates are made, provide Active 911 Administrator a .pdf of the corresponding Knox Box File tab
  - c. Update installation records on Knox Box Website if needed

<b>Town of Bristol Fire Department Standard Operating Procedures</b>		
SECTION <b>1-03</b>	<b>Annual Knox Box Maintenance</b>	REVISION <b>04-30-2022</b> NEXT REVISION DATE <b>04-30-2023</b>

**Purpose:** To outline proper procedure for annual maintenance of individual Knox Box.

**Scope:** All Knox Box's that are installed in Bristol.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** All Knox Box's that are installed in Bristol will have annual maintained performed on them

**Procedure:**

1. Annual Maintenance
  - a. Open Knox Box and clean any debris from around and inside door
  - b. Apply grease to rubber gasket
  - c. Apply cleaner in lock if needed
  - d. Apply graphite in key lock
  - e. Ensure Knox Box is still securely attached to the building

<b>Town of Bristol Fire Department Standard Operating Procedures</b>		
SECTION <b>2-01</b>	<b>Annual Knox Secure User Update</b>	REVISION <b>04-30-2022</b> NEXT REVISION DATE <b>04-30-2023</b>

**Purpose:** To outline proper procedure for the annual update of the Knox Secure.

**Scope:** Knox Secure located in Engine 1 and Engine 2.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** The Knox Secure users list will be updated annually to include removing members that have left the department and adding new members that are no longer on probation.

**Procedure:**

1. Annual update of users list
  - a. Log into Knox Software on Laptop # (Deputy Chief Laptop)
  - b. Click on Knox icon on desktop
    - i. Login – administrator
    - ii. Password – northeastern
  - c. To add a new member, click on add/del on the user tab
    - i. Input full name in “user name” field
    - ii. Input pin-(last four of social security number)
  - d. Remove any members that have resigned
    - i. Click on user that will be deleted
    - ii. Click delete user
    - iii. Make any other updates as necessary
  - e. Upload new list to Knox Secure
    - i. Connect wire from Laptop (USB) to Knox Secure (connection location is on top of KnoxSecure covered with a small black plastic cover, that can be slipped off)
    - ii. Click update button
    - iii. Click direct radio button
    - iv. Click Ok
    - v. Enter authorization code – 3201
    - vi. Click begin
    - vii. After update is complete, turn power off to unit, then turn power back on
    - viii. Test to ensure new codes work and deleted codes do not

<b>Town of Bristol Fire Department Standard Operating Procedures</b>		
SECTION <b>2-02</b>	<b>Annual Knox Secure Audit Download</b>	REVISION <b>04-30-2022</b> NEXT REVISION DATE <b>04-30-2023</b>

**Purpose:** To outline proper procedure for the annual download of Knox Secure audit trail.

**Scope:** Knox Secure located in Engine 1 and Engine 2.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** The Knox Secure audit trail will be downloaded annually and the information will be stored for 5 years.

**Procedure:**

1. Download audit trail
  - a. Log into Knox Software on Laptop # (Deputy Chief Laptop)
  - b. Click on Knox icon on desktop
  - c. Login – administrator
  - d. Password – northeastern
  - e. Click on “get” on the audit trail tab
  - f. Connect wire from Laptop (USB) to Knox Secure (connection location is on top of KnoxSecure covered with a small black plastic cover that can be slipped off)
  - g. Choose “direct” radio button
  - h. Click ok
  - i. Enter authorization code – 3201
  - j. Click begin
  - k. Click ok
  - l. Click view under audit trail
  - m. Click the last report on the left side
  - n. Open to verify that data is present.
    1. Verify last date shown is a recent year. If the battery needs to be replaced the year will show as 2084

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SECTION <b>2-03</b>	<b>Biennial Knox Secure Battery Change</b>	REVISION <b>04-30-2022</b> NEXT REVISION DATE <b>04-30-2023</b>

**Purpose:** To outline proper procedure for the Biennial battery change in Knox Secure.

**Scope:** Knox Secure located in Engine One.

**Responsibility:** It is the responsibility of the Knox Box Administrator.

**Policy:** The battery in the Knox Secure located in Engine One will be replaced every two years. Battery is CR2354 3-volt 500 MAH lithium coin cell

**Procedure:**

1. Replace Battery
  - a. Turn power off to the unit
  - b. Remove plate covering access key lock (below the Knox key) with the security screw wrench
  - c. Insert the tech key and turn counterclockwise until lock is loosened
  - d. Remove the Tech Lock
  - e. Using the security wrench remove the two security screws at the top of the face plate.
  - f. Pull module out of housing. Be careful not to pull the wires out
  - g. Flip back plastic insulator shield
  - h. Slide out old battery and replaced with new battery