



**USER GUIDE**

**AlertMaster AL11  
Home Alert System**



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## IMPORTANT SAFETY INSTRUCTIONS

When using your Clarity AL11, basic safety precautions should always be followed to reduce the risk of fire, electric shock and persons including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Do not use this product near a bathtub, wash basin, kitchen sink or laundry tub, in a wet basement, near a swimming pool or anywhere else there is water.
4. Avoid using a telephone (other than a cordless type) during a storm. There may be a remote risk of electrical shock from lightning.
5. Do not use a telephone to report a gas leak in the vicinity of the leak.
6. Unplug this product from the wall outlets before cleaning. Do not use liquid cleaners or aerosol cleaners on the product. Use a damp cloth for cleaning.
7. Place this product on a stable surface. Serious damage and/or injury may result if the product falls.
8. Do not cover the slots and openings on this product. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
9. Operate this product using the electrical voltage as stated on the base unit or the owner's manual. If you are not sure of the voltage in your home, consult your dealer or local power company.
10. Do not place anything on the power cord. Install the product where no one will step or trip on the cord.
11. Do not overload wall outlets or extension cords as this can increase the risk of fire or electrical shock.
12. Never push any objects through the slots in the product. They can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Never spill liquid of any kind on the product.
13. To reduce the risk of electrical shock, do not take this product apart. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
14. Unplug this product from the wall outlets and refer servicing to the manufacturer under the following conditions:
  - A. When the power supply cord or plug is frayed or damaged.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment may require extensive work by a qualified technician to restore the telephone to normal operation.
  - E. If the product has been dropped or the case has been damaged.
  - F. If the product exhibits a distinct change in performance.
15. Never install telephone wiring during a lightning storm.
16. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
17. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
18. Use caution when installing or modifying telephone lines.
19. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions

## **ADDITIONAL SAFETY NOTES FOR CANADIAN USERS**

The following items are included as part of the CS-03 Requirements. The standard connecting arrangement for the equipment is CA11A. This product meets the applicable Industry Canada technical specifications.

**NOTE:** The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee that the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Warning:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate. The Ringer Equivalent Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalent Number of all the devices not exceed five.

**SAVE THESE INSTRUCTIONS**

## **INTRODUCTION**

Thank you for selecting the exciting new AL11 from Clarity. It has been designed to meet the highest quality standards to provide you with years of convenient and trouble-free service.

Please read these operating instructions thoroughly before using your notification system. Keep this manual for future reference.

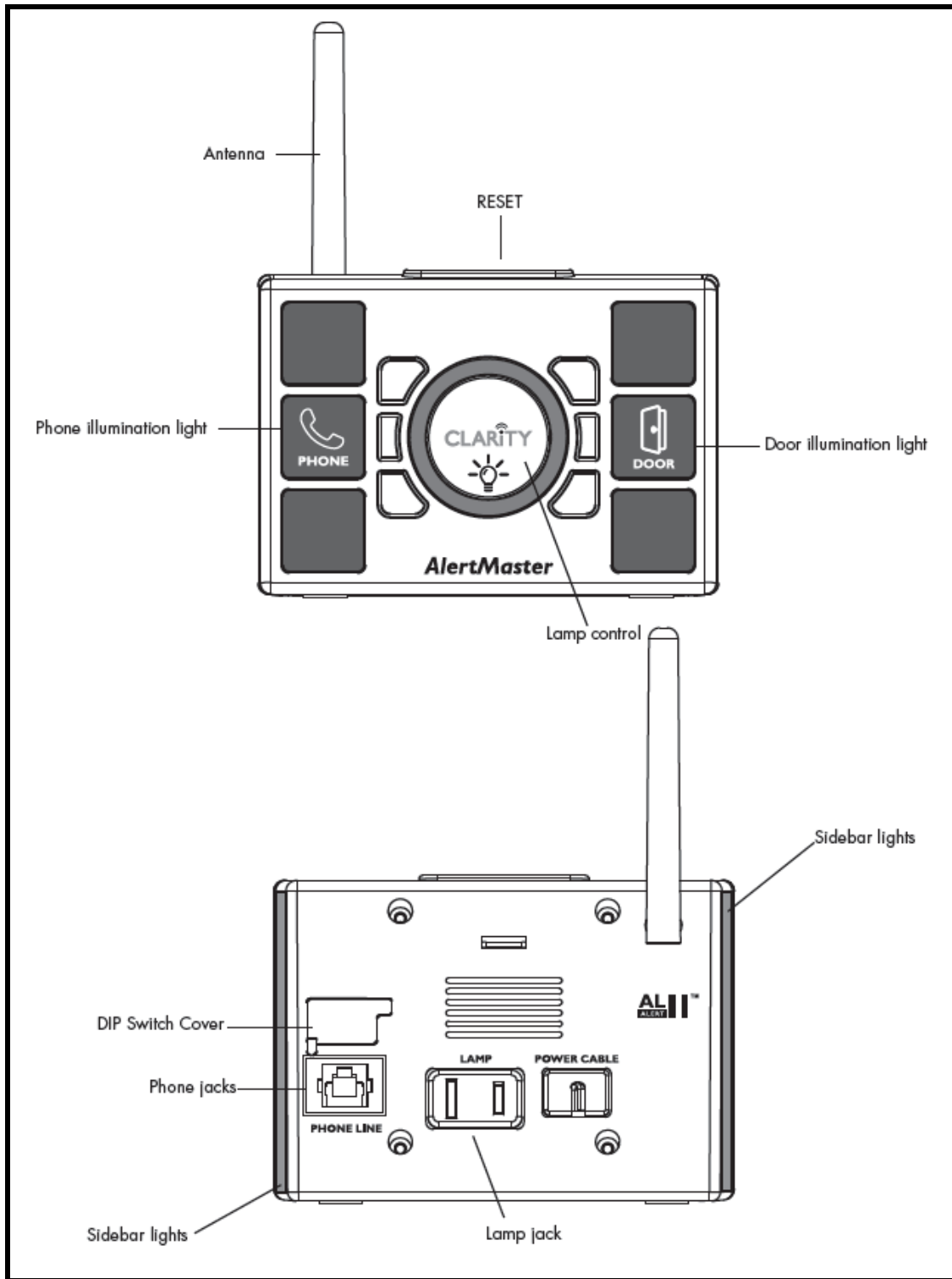
You must save your sales receipt as proof of purchase in the event that you need warranty service.

If you have any questions about your AL11, please call your authorized dealer or our Customer Service Department at 800-426-3738.

E-mail: [claritycs@plantronics.com](mailto:claritycs@plantronics.com)

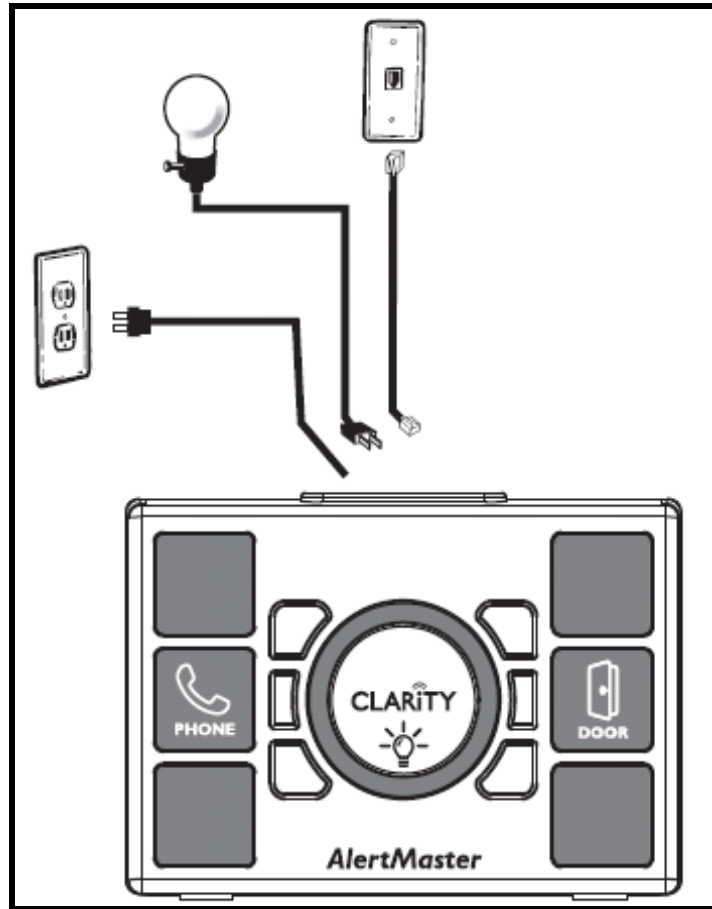
Website: [www.clarityproducts.com](http://www.clarityproducts.com)

## FEATURES IDENTIFICATION



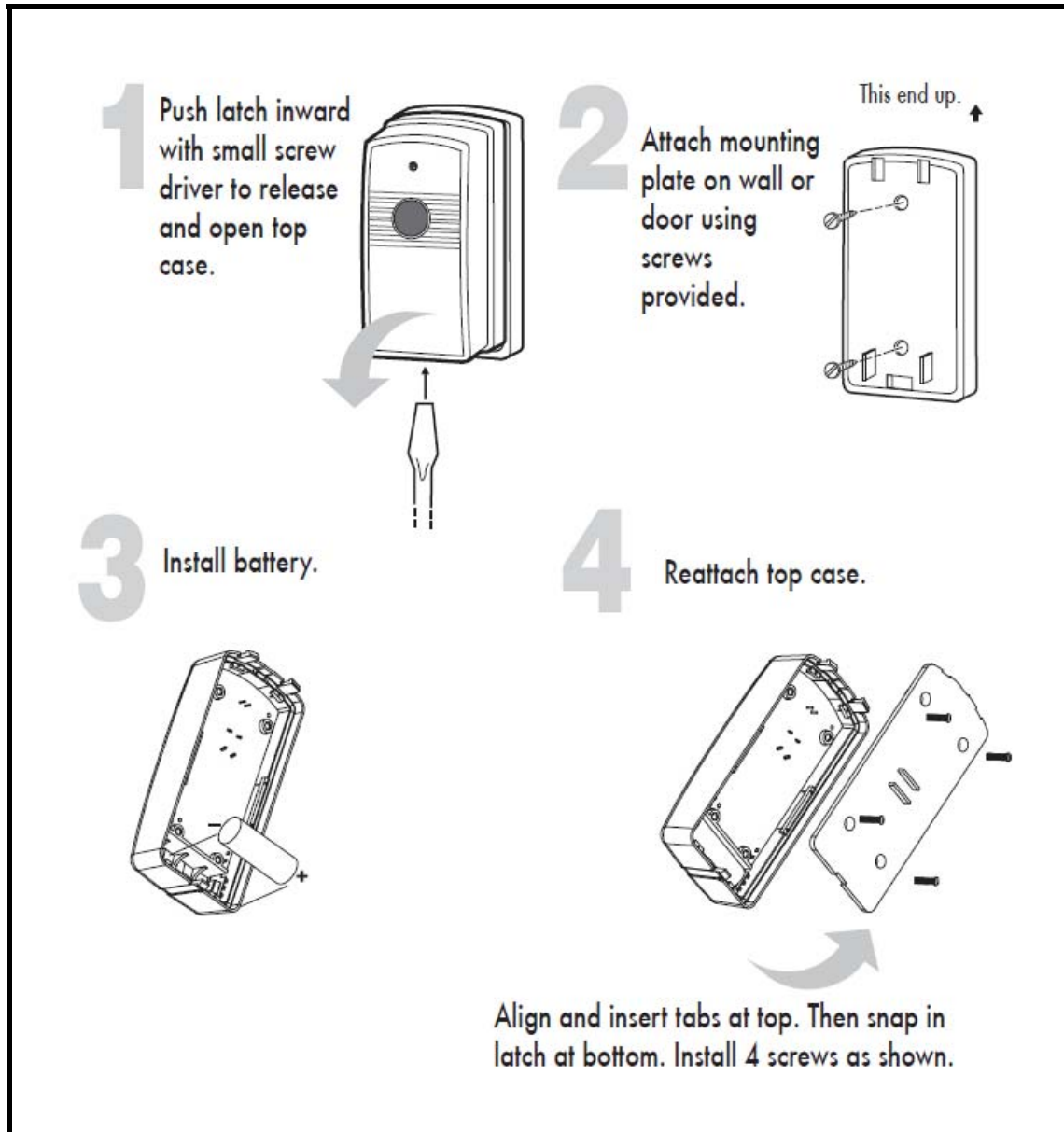
## INSTALLATION

Do not put any of the AlertMaster components on or next to metal surfaces, computers, televisions, microwaves or other areas with electrical equipment that can cause interference to the wireless system. The antenna should be fully extended (in vertical position) without interference.



### Doorbell Battery

The doorbell transmitter operates on one “23A” size battery (included). It normally lasts 8-16 months and can be tested by watching the red power indicator light illuminate when the doorbell button is pressed. If the power indicator is faint or off, replace the battery.



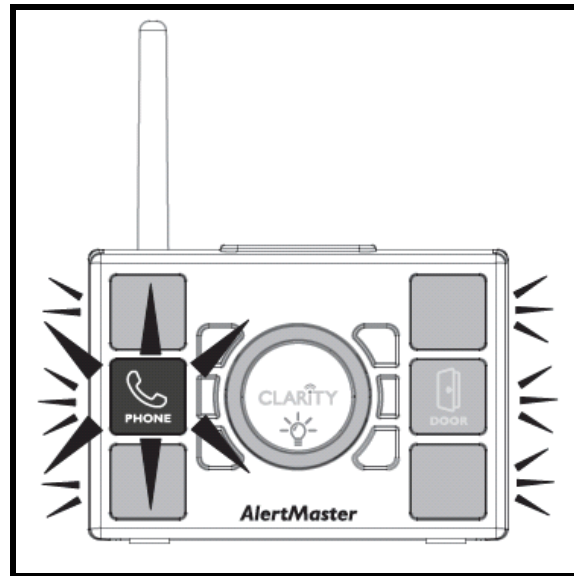


## OPERATIONS

When the AlertMaster AL11 is activated, the lamp flashes for two minutes, or until the **RESET** button is pressed. The lamp flashes in these patterns:

### 1. Phone

The phone indicator light illuminates when the phone rings. **The lamp will flash for two seconds, off for four seconds and repeat.**



### 2. Door

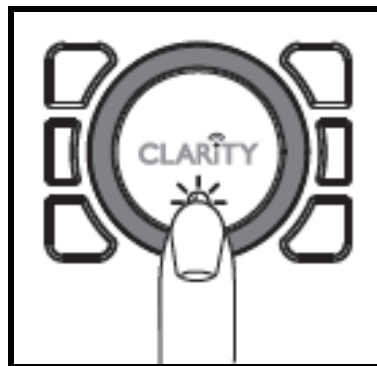
The door indicator light illuminates when the doorbell button is pressed. **The lamp will flash for two seconds, off for two seconds and repeat.** This function is also activated when a signal is received from the optional Door Announcer (Model AM-DX).

Press the **RESET** button to stop the lamp flashing.



### 3. Lamp Control

Press the center LAMP CONTROL button to turn the AlertMaster AL11's lamp on and off. In order for the control to work, ensure that the lamp is turned on prior to plugging the lamp jack into the back of the AL11.



## CHANNEL SETTINGS

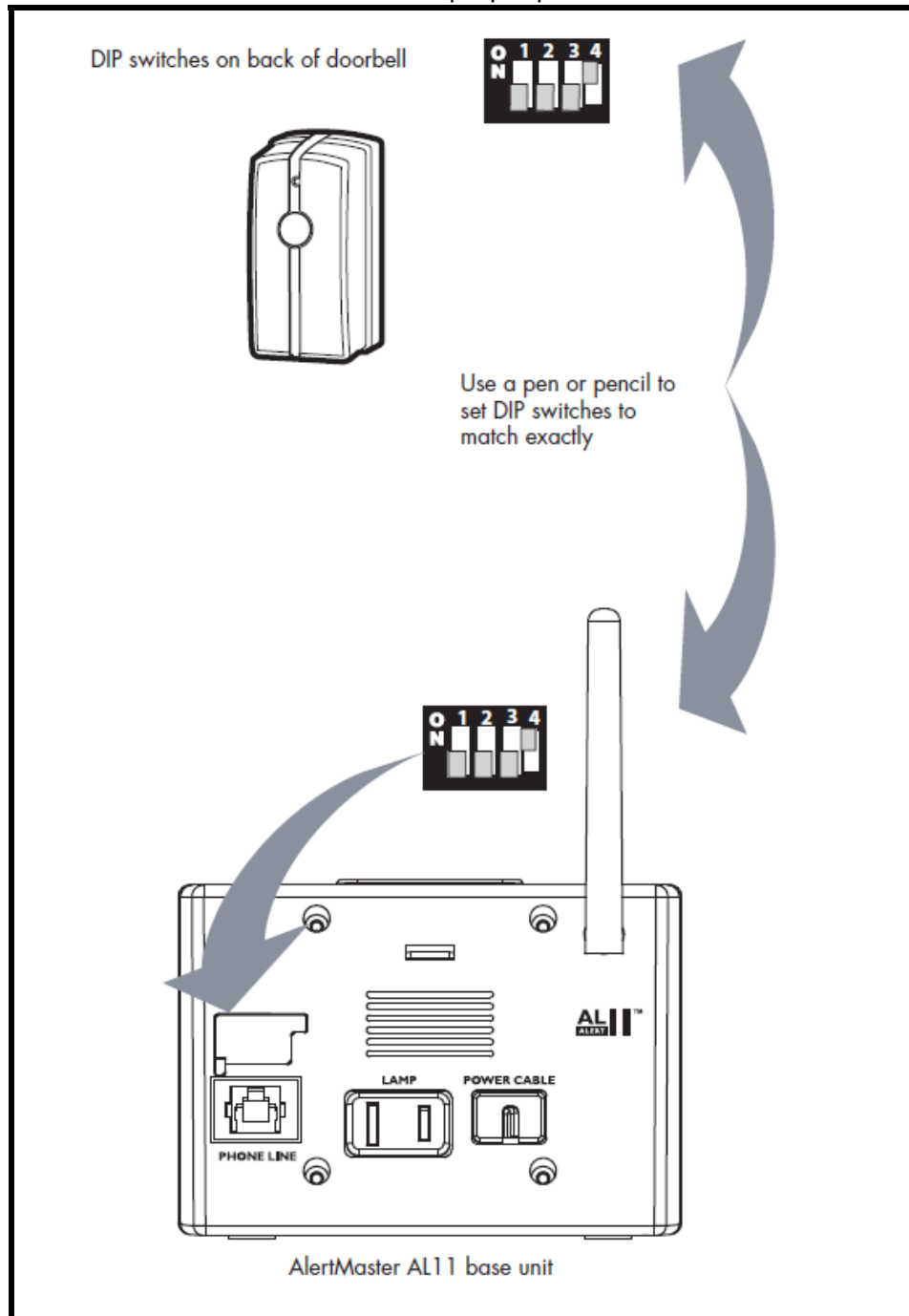
The AlertMaster AL11 uses radio signals to communicate between the console unit and all of its accessories. For the accessories (Doorbell, Door Announcer) to activate the base unit, they all have to be on the same "channel." A "DIP switch" is used for channel selection.

Your system and all the accessories have been preset in the factory to a standard channel setting. Under normal operating conditions, no adjustment is necessary.

If your system encounters interference and repeatedly activates itself for no obvious reason, it may be triggered by a system nearby in your neighborhood.

If the interference from another AlertMaster Notification System or other wireless source is present, change channel switch settings on all components.

1. Unplug AC cord and locate DIP switches on the back of the AL11 base unit. Lift rubber cover to access the switch.
2. Open the battery compartment of the doorbell to access DIP switches.
3. Change the switch position of each switch on both units using a ballpoint pen to slide the switches to different settings. All settings need to be identical for the system to work.
4. Unplug and change the switch settings on each of your other accessories (Remote Receiver, Door Announcer, etc.) to match the new channel setting of the AL11 base unit and doorbell.
5. Replace covers and return accessories to their proper place.



## TROUBLESHOOTING

In case of difficulty, review the “Symptom and Remedy” list below. Make sure no part of the AlertMaster system is on or near metal surfaces or electrical equipment. Should the difficulty persist, contact Clarity or your authorized dealer for assistance.

**WARNING!** DO NOT open the unit. You may be exposed to hazardous high voltage electricity.

Symptom	Cause and Remedy
<b>LAMP CONTROL</b> button doesn't work	Lamp is not turned on prior to plugging it into AlertMaster. Replace bulb if necessary.
Phone rings, lamp does not flash	Check all phone line connections. Make sure you can turn the lamp on or off with the lamp control button on the AL11 console.
Doorbell doesn't work	<p>Dead battery. Depress doorbell button; the red indicator light should light up. Replace battery if necessary.</p> <p>The DIP switches may be incorrectly set. See section on “Channel Setting.”</p> <p>It may be out of range. Make sure doorbell is within range of 80 feet of the AL11 base unit.</p>

## OPTIONAL ACCESSORIES

The AlertMaster AL11 is designed to work with optional wireless remote receivers and transmitters, each sold separately.

### **A. AlertMaster Remote Receiver AL12**

Flashes a connected lamp to notify you wherever the receiver is placed, such as the kitchen, living room, garage, bathroom, etc., up to 80 feet from the AlertMaster Model AL11 base console.

### **B. AlertMaster Personal Signaler AM-PX**

Wear this lightweight receiver on your belt anywhere around your house within an 80-foot radius from the AlertMaster Model AL11.

### **C. AlertMaster Personal Tactile Signaler AM-PXB**

Similar to Model AM-PX. This personal receiver is designed to meet the needs of the deaf-blind. A touch switch allows each alerting source to be identified by tactile indication.

### **D. AlertMaster Door Announcer AM-DX**

Attach the Door Announcer next to your existing door chime or intercom. It will activate the door function of the AlertMaster Model AL11 up to 80 feet away.

## REGULATORY COMPLIANCE

### Important Information for Customers

#### PART 68 OF FCC RULES INFORMATION

This **AL11 Notification System** complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug, RJ11 USOC, is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this telephone equipment, for repair or warranty information, please contact Clarity, 800-426-3738. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This telephone equipment is not intended to be repaired and it contains no repairable parts. Opening the equipment or any attempt to perform repairs will void the warranty. For service or repairs, call 800-426-3738.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this telephone equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This telephone equipment is hearing aid compatible.

### **Customer-Owned Coin/Credit Card Phones**

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

## **PART 15 OF FCC RULES INFORMATION**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Your **AL11 Notification System** has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one of the following measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment. (This increases the separation between the telephone equipment and the receiver.)
3. Connect the telephone equipment into an outlet on a circuit different from that to which the television, radio, or other receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

**WARNING:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

## **INDUSTRY CANADA TECHNICAL SPECIFICATIONS**

**This product meets the applicable Industry Canada technical specifications.**

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone

extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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**The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.**

[The term “IC:” before the certification/registration number only signifies that the Industry Canada technical specifications were met.]



## WARRANTY INFORMATION

This warranty applies only to CLARITY products that are purchased and used in the United States, Canada or United Kingdom.

CLARITY warrants the ALERTMASTER AL11 against any defect in materials or workmanship for the period of one year from the date of purchase.

If your CLARITY product is defective and returned within 30 days of the date of purchase, your authorized Clarity dealer will replace it at no charge.

If returned after 30 days but within one year from the date of purchase, we will repair or replace it at no charge. In the repair of your AlertMaster AL11, we may use new or reconditioned replacement parts. If we elect to replace your AL11, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either 90 days or the remaining time on the original warranty period, whichever is longer.

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your AlertMaster AL11, or property damage caused by your AlertMaster AL11 or its failure to work, or any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above exclusions or limitations may not apply to you.

To get warranty service for your AlertMaster AL11, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your AlertMaster AL11 to the place where you purchased it for immediate replacement. After 30 days, call CLARITY at 800426-3738 or 800-772-2887 TTY/TDD for the authorized service center nearest you. You must prepay all shipping costs. We suggest you save the original packaging materials in the event you need to ship the AlertMaster AL11. When shipping for warranty repair, include your name, address, phone number, proof of date of purchase, and a description of the problem. After repairing the product, we will ship it back to you at no cost within the United States.

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States, Canada, or United Kingdom, fire, flood, and acts of God. Nor do we warrant the product to be compatible with any particular telephone equipment, party line, key telephone systems or more sophisticated switching systems. If your AlertMaster AL11 is not covered by this warranty, call us at 800-426-3738, 800-772-2889 TTY/ TDD for advice as to whether we will repair your AlertMaster AL11 and other repair information. The repaired parts shall be warranted for 90 days.



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