English

LifeSentry®

With DECT Technology

DEALER SET-UP & PROGRAMMING INSTRUCTIONS
Model # 37911

LogicMark

v1.2-L4

THESE INSTRUCTIONS ARE FOR THE DEALER. REFER TO THE USER "SET-UP & OPERATING" INSTRUCTIONS FOR NORMAL OPERATION.

These instructions are for the Dealer to set-up and program the LifeSentry system to operate with the Central Station of your choice.

The LifeSentry product (the "System") uses the industry standard "Contact ID" and "4+2" protocols.

Voice prompts provide easy set-up and testing.

Basic set-up requires you to:

- Install the 4 AA rechargeable Ni-mH batteries in the Base unit.
- Install one of the special Lithium-Ion rechargeable batteries into the Pendant
- Install the second Lithium-Ion rechargeable battery in the Base charger.

Basic programming requires you to enter:

- The central station telephone number(s)
- The 4 digit account code of your customer.

There are several special options you can set for additional features - these include:

- Changing the 4 digit factory password to a password of your choice.
- You can enter two telephone numbers - the primary number, and a secondary number in case the first number is busy or unreachable.
- You can program the System to send Restore Codes.
- You can program the System to send a Periodic Test Signal every day, every week, or every 30 days.
- The System can learn up to a total of 4 Pendants and Emergency Wall Communicators.

NOTE: At any time in the future, you can download (remotely change) all of these setting over a telephone line using any touch-tone phone.

NOTICE - Please read all of the Limitations of Liability and the Disclaimer and Limited Warranty that are in the user SET-UP & OPERATING Instructions.

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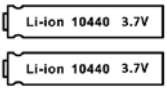
System Components:

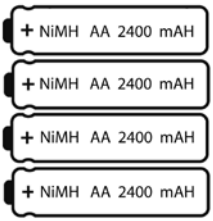
The items below are included with your System .

Pendant

Base Unit



Rechargeable Lithium-Ion Special Pendant Batteries - 2 Pieces



Rechargeable AA Batteries - 4 Pieces

Belt Clip

AC Adapter

Wrist / Walker / Wheelchair strap

Lanyard

Phone Cord

Installing the Batteries

Pendant - small white batteries. The Pendant requires one of the white Li-Ion (Lithium Ion) batteries at any given time. The pendant should be able to run more than 4 months on a fully charged battery with 1 hour of talk time when fully charged. The second battery is to be charging in the Base unit when not being used in the Pendant. There is no problem of over charging while in the Base charger.

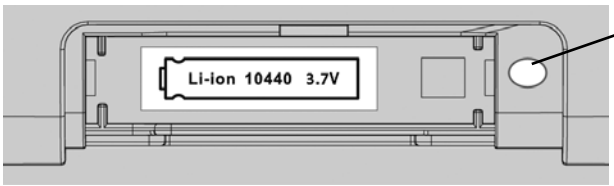
To install the Pendant battery - unscrew the battery cap counter-clockwise. Pull the battery cap off. Install the battery with the negative side up facing the cap. Re-install the cap by screwing the cap clockwise until snug.

The Pendant Batteries are shipped from the factory with a partial charge – and will only standby a short period of time. Your unit has 2 pendant batteries and it is recommended to exchange the battery that is in the base charger with the battery in the pendant after the first day of use. This will assure the battery in the pendant is fully charged and will standby several months before needing to be exchanged/charged again.

You can check the battery status at any time by simply pushing the gray battery test button on the back of the Pendant for a second.

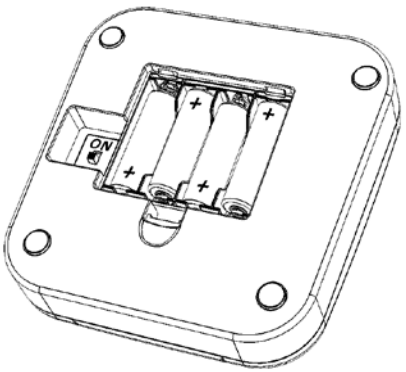
NOTE: These white batteries are very special batteries that are not available at your local store. See Specification on page 27 for more details, or contact your distributor to purchase replacement batteries.

Place the extra Pendant battery into the front charging area of the Base unit so that it will charge and be ready when its time to swap the batteries around. The LED on the right side will turn red when charging and green when fully charged.



Base - larger batteries: The Base unit requires 4 rechargeable 2400 mAH NiMH batteries (included)**.** Unlike the Pendant battery - these are readily available. They will provide you with up 24 hours of battery back-up protection in the event of a power failure. They will not be damaged by continually charging in the base unit. The ratings on these can be 2400 mAH or higher.

When you first get your unit - these batteries will probably be low, or even fully discharged - and will need to be charged overnight before being able to provide you the 24 hour battery back-up protection.

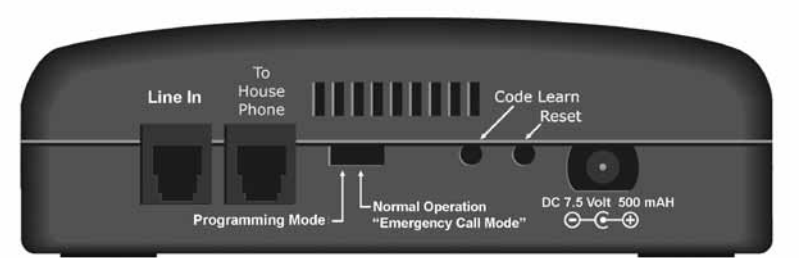


Remove the cover on the bottom of the Base unit. Install the 4 batteries as shown in the plastic engraving in the battery compartment area. A few seconds after you install these, you might hear "Running on battery power". When the unit is operating on the backup batteries, it will announce "Running On Battery Power" twice and the RED Power LED will continue to flash. If power is not restored with in an 8 hour period, the unit will start to announce "Running On Battery Power" once every 30 minutes until power is restored or the back up batteries are depleted. (If you do not hear this announcement, and the Power LED is on solid, that means that you have already plugged in the power adaptor).

NOTE: the voice prompts of "battery is OK" etc only apply to the pendant battery - not to the status of the base unit's batteries. It is recommended that you replace the base unit batteries with a new set of similar batteries every two years.

Master ON/OFF switch:
LifeSentry has a Master ON/OFF switch on the bottom of the base unit – just left of the rechargeable batteries for the base unit. This switch controls all power – back up batteries and power from the AC adapter. This switch should be ON at all times while the unit is in use. This switch should only be turned OFF if the LifeSentry unit is taken out of service – during transportation or no longer needed.

Connecting the Base Unit



Power Connection. Simply plug in the AC Adapter in to the nearest electrical outlet. Plug the other end of the AC power adapter into the Base unit. You need to push the plug into the opening in the Base unit and twist 90' clockwise to lock in place. To remove in the future, simply rotate 90' counter-clockwise and pull outward.

Caution: Do not plug the AC Adapter into an outlet which is controlled by a switch. The switch could accidentally be turned off, thus rendering the Base unit inoperable after approximately 24 hour when the back up batteries become discharged.

Telephone Connection. A standard telephone line is required to use your System. Your phone will work with your existing touch-tone phone line and existing service. It works the same way as any cordless phone. **NOTE: Touch Tone service is required**.

Simply plug one end of the telephone cord into a telephone jack, and the other end into the "Line In" jack at the back of the Base unit. Note - you will feel a 'click' when the cords are firmly seated in the wall and the Base unit jack receptacles.

If you need to plug a conventional telephone into same outlet used by the Base unit, simply plug the telephone into the spare jack labeled "To House Phone"

Communication Protocol Options:

The Life Sentry unit supports 3 different alarm communication protocols – **Contact ID**, **4+2** and **DIGI Format** - to help the installer deal with any type of phone system that the customer may be using:

Contact ID alarm communication protocol is not recommended for use with VoIP internet phone systems - such as Skype, MagicJack, Vonage, Comcast, Fox, etc… Presently the reliability of such services is not adequate for use with Contact ID in an emergency situation. See page 24 & 25 for more details.

4+2 is a "pulsed" alarm communication format that is much more reliable communication protocol with VoIP phone systems – but not all Central Stations support the use of 4+2 communication protocol. Please check with your Central Station for recommendations before using 4+2 on a VoIP phone system. See page 24 & 25 for more details

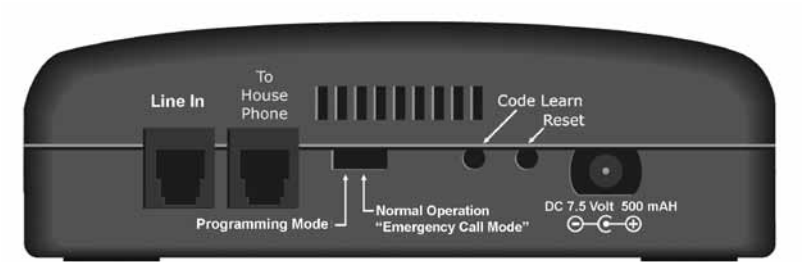
DIGI Format is a proprietary format only supported by one central station at this time.

How to Handle VoIP, DSL and other Internet phones: See above comments on Communication Protocols for your best option.

Line Seizure

The phone plugged into the "To House Phone" jack will have the line seizure feature. This means that whenever the Base unit chooses to dial out during an emergency - it will seize the line from the phone that is plugged into this "To House Phone" jack if it is in use - and disconnect it - so that the Base unit can dial out. This is known as 'Local line seizure'.

Notice: If you choose to have 'Whole house line seizure', you need to run all phones through this "To House Phone" jack as is typically done for such professional installations.



Dealer Programming Instructions

The System has several features to help with the programming. First are the voice prompts at almost every stage. They give you a good audible confirmation of the progress as you are programming.

Second are the LED lights on the base unit and the Pendant. Here is the key for the LEDs:

Key to LED Status

BASE RED LED functions:

Off:	No AC power/No Back-up Battery Power
Solid:	AC power
Flashing:	Running on Battery Back-up

BASE GREEN LED functions:

Off:	Standby
Solid:	Dialing/Talking or Learn Mode
Flashing:	Pendant Learning or **Low Pendant battery**

PENDANT LED (single RED LED) Functions:

Off:	Standby
Solid:	Dialing or Talking
Flashing:	Pendant Learning

EMERGENCY WALL COMMUNICATOR LED (single RED LED) Functions (Note - this is an optional accessory):

Off:	Standby
Solid:	Dialing or Talking
Flashing:	Pendant Learning

Programming Central Station Telephone Numbers & Account Codes:
The System must be programmed with the central station telephone number(s) and a 4 digit account code before operation can be successful. The System can learn 2 telephone numbers. You will need a "primary", and a "secondary" number as a back-up in case the primary number is busy.

NOTES:

- You program the System using a touch-tone telephone connected on the same line as the Base unit. You will hear the Base unit speak each number that is pushed as you push them.
- **Dial slowly and listen for each number to be announced. If you did not hear the announcement - the number was not recorded.**
- The System can learn numbers up to 32 digits long,
- If you chose to only program one central station number, simply enter **"#"** in place of the second number.

- Need to add a pause in your number sequence.....simply insert a "✱" where ever you need a 1 second pause. Insert "✱✱" if you need a 2 second pause.
- Remember to program a **1** before any long distance numbers.
- Remember to program any **AREA CODE** numbers if needed.
- Remember to program any **PREFIX NUMBERS** (like 9 to get an outside line) if needed.

Step 1: Write out the numbers you are wanting to program into the system. Below we will refer to Number 1 as the first number, Number 2 as the second number etc. Include area-codes and a 1 or 9 if they are needed for dialing.

Step 2: Establish a phone connection with your cell phone. This is done as follows. From your home phone (on the same line as the System is hooked-up to) call your cell phone (or any other number if you don't have a cellphone handy). Answer the phone (or wait until the number called answers the phone and tell them just to wait a minute while you program your system). Note: If you don't have an open line when you begin to program the unit with your telephone - the phone company will think you are trying to dial an outside number and will try to complete the call. By having the phone line already in use with your cell phone or other called party - you are now ready to program the System.

Step 3: With the phone connection established in Step 2, slide the slide switch at the back of the Base unit to **Programming Mode** . You will hear an audible announcement of this position.

Step 4: Determine how many central station numbers you want to enter. One or two. Follow the next steps to enter these numbers.

NOTE: The "#" key (the key in the lower right corner of your phone keypad) must be entered after the password, after each central station number , and after the account code as shown in the steps below. **Do not ignore the "#" key**.

Central Station Number & Account Code Programming:

Note: You will be using your telephone keypad on an open telephone line to program the System numbers. (A cellphone is easiest). The base will speak each number that is pushed on the telephones keypad and, you DO NOT have to program a secondary (or back-up) central station telephone number unless recommended by the Central Station.

1. Call your cell phone from the telephone on the same line as the Base unit. Answer your cellphone and keep this line open for the following steps.
2. Slide Programming switch to Programming Mode)
3. Enter (Password) – XXXX then "#" (Default is "1 2 3 4")

   [Voice prompt – Enter 1st phone number followed by "#"]
4. Enter primary central station number – X XXX XXX XXXX then "#"

   [Voice prompt – Enter 2nd phone number followed by "#"]
5. Note: to skip secondary phone number - just enter "#" again
6. Enter secondary central station phone number – X XXX XXX XXXX then "#"

   [Voice prompt – Enter 4 digit account number]
7. Enter 4 digit account number – AAAA then "**#"**

   [Voice prompt – Programming complete]
8. Slide Programming Switch to Normal Operation ("Emergency Call Mode")
9. Programming complete!

To Change the 4 Digit Password:

The factory default for the programming password is "1 2 3 4". If you wish to change this password, simply follows these steps:

Establish a phone line as you did in Step 2 on page 10.
Slide programming switch to Programming Mode.
Enter "1 2 3 4" or your old Password – XXXX then "*** # * #**"
[Voice prompt – Enter New Password]
Enter "Y Y Y Y" (your new password) then "#"
[Voice prompt – Programming complete]
Slide Programming Switch to Normal Operation
[Voice prompt – "Emergency Call Mode"]

Setting Programming Options:

Always slide programming switch to Programming Mode to start - and return back to Normal Operation ("Emergency Call Mode") when complete.

As always - First establish a phone line as you did in Step 2 on page 10. However, several options can be changed during one programming session but you must exit and re-enter the password each time. (You do not have to open a new phone line or slide the switch each time an option is set).

There are a four options that you may wish to set. These are as follows:

Option #1 – Dial 9 Before Number
Option #2 - Communication Protocol Options
Option #4 - DEMO / Tradeshow Mode
Option #7 – Send Restore Message
Option #8 – Periodic Test Interval
Option #9 – Reset To Factory Settings

Use these directions to set the options:

Option #1 – Dial 9 Before Number

1. Enter (Password) – XXXX then "**" (Default is 1234)
   [Voice prompt – Option Mode]
2. Enter – 1
   [Voice prompt – Dial 9 before number,
   1 for YES – 3 for NO]
3. Enter either 1 or 3
   . [Voice prompt 1 – YES]
   . [Voice prompt 2 – NO] – FACTORY SETTING
4. Enter "#" (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to Normal Operation
   [Voice prompt – "Emergency Call Mode"]

Option #2 – Alarm Communication Protocol

1. Enter (Password) – XXXX then "**" (Default is **1234**)
   [Voice prompt – Option Mode]
2. Enter – 2 [Voice prompt – Alarm Communication Protocol],
   1 for CONTACT ID - FACTORY SETTING
   2 for 4+2
   3 for DIGI Format (a special case proprietary use)
3. Enter either 1, 2 or 3
   [Voice prompt 1 – CONTACT ID]
   [Voice prompt 2 – 4+2
   [Voice prompt 3 – DIGI Format]
4. Enter "#" (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to "Normal Operation"
   [Voice prompt – "Emergency Call Mode"]

Option #4 – DEMO/Tradeshow Mode – THIS MODE IS FOR DEMO MODE ONLY FOR SALESPERSONS. This feature is used to DEMO the unit without having access to a telephone line. We use this feature with a Viking DLE-200 test box. NEVER LEAVE THE UNIT IN THIS MODE FOR NORMAL OPERATION.

1. Enter (Password) – XXXX then "******" (Default is **1234**)
   [Voice prompt – Option Mode]
2. Enter – 4 [Voice prompt – DEMO Tradeshow Mode],
   1 for YES
   3 for NO– FACTORY SETTING
3. Enter either 1 or 3
   [Voice prompt 1 – YES]
   [Voice prompt 3 – NO]
4. Enter "#" (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to "Normal Operation"
   [Voice prompt – "Emergency Call Mode"]

Option #7 – Send Restore Message

(These are messages that are automatically sent to the central station to report the AC Power or the communication (RF or battery) problem with the Pendant has been restored or corrected).

1. Enter (Password) – XXXX then "******" (Default is 1234)
   [Voice prompt – Option Mode]
2. Enter – 7
   [Voice prompt – Send restore code to call center,
   1 for YES – 3 for NO]
3. Enter either 1 or 3
   [Voice prompt 1 – YES]
   [Voice prompt 2 – NO] – FACTORY SETTING
4. Enter # (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to Normal Operation
   [Voice prompt – "Emergency Call Mode"]

Option #8 - Periodic Test Interval (for automatic check-in with central station)

1. Enter (Password) – XXXX then "******" (Default is 1234)
   [Voice prompt – Option Mode]
2. Enter – 8 [Voice prompt – Periodic test interval,
   1 for 1 day,
   2 for 7 days, – FACTORY SETTING
   3 for 30 days]
3. Enter either 1, 2 or 3
   [Voice prompt 1 – Every day]
   [Voice prompt 2 – Every 7 days]
   [Voice prompt 3 – Every 30 days]
4. Enter "#" (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to "Normal Operation"
   [Voice prompt – "Emergency Call Mode"]

Option #9 – Reset To Factory Settings

1. Enter (Password) – XXXX then "******" (Default is 1234)
   [Voice prompt – Option Mode]
2. Enter – 9
   [Voice prompt – Reset to factory settings,
   1 for YES – 3 for NO]
3. Enter either 1 or 3
   [Voice prompt 1 – YES]
   [Voice prompt 3 – NO]
4. Enter "**#"** (to exit programming mode)
   [Voice prompt – Programming complete]
5. Slide Programming Switch to "Normal Operation"
   [Voice prompt – "Emergency Call Mode"]

Note: The telephone numbers are erased, so if the Emergency button is pushed, you will hear the dial tone and then "Hanging Up"

Remotely Programming a System.
The System can be remotely programmed over a telephone line.

STANDARD METHOD: Simply call the number of the residence where the Base unit is connected. Have the user slide the switch at the back of the Base unit to "Programming Mode". Then, proceed to program the System as needed with the touch-tones of the phone on which you are calling from. Have them slide the switch back to Normal Operation when done.

UNAIDED REMOTE PROGRAMMING METHOD

1. The dealer calls the customers phone number that the Life Sentry is installed on
2. The dealer allows the phone to ring 1 ring cycle - (equivalent to 1 ring back tone - about 6 seconds of ringing)
3. The dealer then hangs up
4. The dealer waits 5 seconds and dials the customer phone number again
   a. The Life Sentry sees this second call within a 30 second period and immediately answers the phone.
   b. The Life Sentry will only start this 30 second timer - waiting for a second call to ring the phone ONLY if the phone only rings 1 time. If the phone rings more than 1 time, the Life Sentry unit will not start the timer and will NOT wait for the second call - feature is canceled and reset.
5. As soon as the Life Sentry answers the call, [voice prompt – programming mode] is played
6. The dealer enters the 4 digit password and then Life Sentry enters programming mode (unit will program normally)
7. If no password or an incorrect password is entered within 15 seconds, the Life Sentry unit will hang up and reset.
8. The dealer will push #9 to end programming, exit and reset the Life Sentry unit.

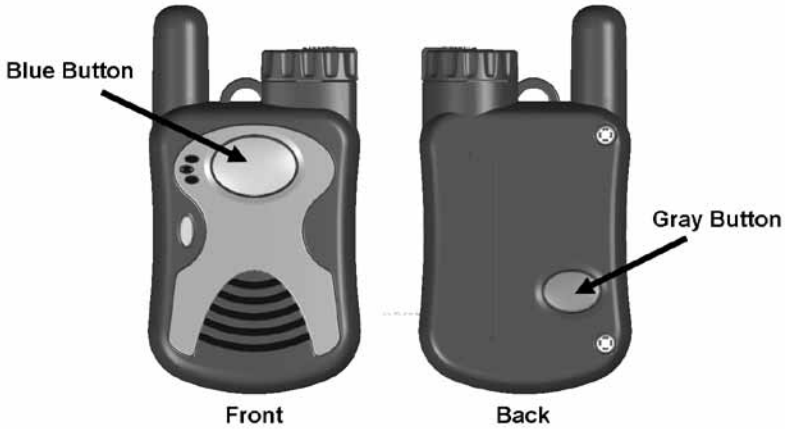
Note: the programming voice prompts will still be heard from the base while the unit is being remotely programmed – this is designed to allow the customer know that changes are being made to their unit.

Adding Additional Pendants to the System.
The System comes with one Pendant. If you want to add additional pendants or the Emergency Wall Communicators accessories to your system (for a combined total of 4) - follow the directions here. If not, skip this section.

The Pendant's unique ID code should already be learned into the Base unit when it came from the factory. You can add additional Pendants (up to 4) to the System by simply teaching each Pendant's ID code to the Base unit.

When more than 1 Pendant is learned the base, the base unit will announce the Pendant number (i.e. Pendant #X, battery is OK) at the base when doing a manual battery or system check

Anytime the Pendant reports to the call center (Emergency Wall Communicator or Pendant battery status), the pendant number information is also transmitted to the call center – Zone 1, 2, 3,… for Pendant or Emergency Wall Communicator 1, 2, 3, or 4.



To program a new Pendant or Emergency Wall Communicator to the Base unit:

<u>On the Base Unit</u>:

1. Push and **<u>release</u>** the RED Code Learn button on the back of the Base unit. You will hear a voice prompt "Pendant Learning"

<u>On the Pendant</u>:

2. PUSH the Gray Battery Test button and the Blue Panic button simultaneously. HOLD both buttons until you hear "Pendant Learning" from

the Pendant - then release both buttons on the Pendant.
- Note that the panic button is RED on the Emergency Wall Communicator
- If "Base and Pendant out of Range" or, "Pendant Learning Failed" is heard from the pendant, STOP - wait 30 seconds and start at step #1 again.

3. When the Pendant Learning has been successful you will hear "All Systems are OK"
   - If "Base and Pendant out of Range" or, "Pendant Learning Failed" is heard from the Base or Pendant, STOP - wait 30 seconds and start at step #1 again.

Notes:

- You have less than 45 seconds after pushing the RED Code Learn button on the base unit to get the pendant to enter "Pendant Learning" mode.
- Teaching additional pendants does not erase previously learned pendants. It adds it to the list.
- The base unit will automatically exit the pendant learning mode after several seconds or if Pendant Learning Failed.
- If you hear the voice prompt "Base and Pendant Out of Range" or, "Pendant Learning Failed" an error has occurred, wait 30 seconds for the base to reset and repeat steps 1 & 2.
- Only 4 Pendants can be learned. If Pendants have been lost or replaced, we recommend you erase all pendants and re-learn all current Pendants.

<u>You can erase all previously learned pendants</u> (and Emergency Wall Communicators) by simply holding down the red **Code Learn** button at the back of the Base unit for 8 seconds. You will hear the confirmation of "Previous Pendant Codes Erased" from the Base unit. After that, you can program a new pendant to the base unit following the steps above as desired.

Basic Set-up and Test

Lanyard, Belt Clip or Wrist Strap.

The System comes with 3 accessories for carrying the pendant . You can carry the Pendant using the Lanyard. You can slide the Pendant in the Belt Clip, or you can use the Wrist-strap as a means to carry the Pendant. Note that the Wrist-Strap can also be used as a way to attach the Pendant to a wheel chair. Choose the method that suits your customer's needs.

The drawing at the right shows the method of attaching the lanyard to the Pendant. Note that the lanyard has a break-away feature to release if the lanyard gets caught on something while around someone's neck.

Battery Check:

The Pendant has a built-in battery tester. When you press the Gray button at the back of the Pendant, a voice announcement will inform you of the battery condition. One of the following messages will be heard:

"Battery is ok."

Check the battery condition twice a month.

"Battery is low."

The battery should be replaced within the next week.

"Replace battery now."

The battery should be replaced now.

Remind your customers to test the battery at least twice a month along with the System Check outlined on the next page.

It is important to replace the Pendant batteries every two years. Note: This is a very unusual battery not available at most outlets. Order replacement batteries from your supplier or from www.PrimaryVolt.com.

NOTE: The Pendant does a self test on the pendant battery every 13 hours. When the battery level gets to the "Replace battery now" level, it will send a signal to the central station to notify them of this situation.

The Base also counts these 13 hour checks. If 4 reports are missed in a row (52 hours later), the Base unit will send a loss of RF signal to the central station.

System Check:

The button on the back of the pendant case which is used to perform the BATTERY CHECK, will also perform a SYSTEM CHECK. Press and hold this button for more than four (4) seconds. One of the following announcements will be made.

"All systems are ok."

This confirms the following:

Battery status.

The Pendant is working.

The Base unit is working.

The Base unit is connected to a working phone line.

The Pendant is within range of the Base unit.

"System cannot detect dial tone."

The Base unit is not connected to the phone line or can not get a dial tone for some reason.

"Base and Pendant out of range."

This confirms one or more of the following:

The Pendant has malfunctioned.

The Base has malfunctioned.

The Pendant and Base unit are not communicating with each other or are out or range.

If you receive a failure notification, please refer to the TROUBLESHOOTING guide on page 23 of this manual to determine the cause.

This testing feature is very useful - allowing you to confirm that the system has coverage from all parts of the home. Simply walk to the various parts of your home and push the Battery Check / System Check button until you hear the dial tone. You can then release the button, and you will hear "System Check. All Functions are OK" voice prompt, or "Pendant and Base out of Range".

NOTE: If your telephone service offers voice mail and the voice mail system uses a Stutter Dial Tone to notify you of message, the system test may fail – "cannot detect dial tone" if a message is waiting. This is normal as the LifeSentry is "listening" for a conventional dial tone. Check your messages so the dial tone returns to a solid tone and test again. In the event of an emergency, the LifeSentry will dial the emergency number regardless of a standard or stutter dial tone.

Operating Range: The operating range of the System will depend on many factors including intervening walls, electrical interference or various appliances such as vacuum cleaners, refrigerators, microwave ovens, mixers, coffee grinders, hair dryers and other sources of electrical noise around the house. The System should cover the entire home and a short distance into the front, side and back yards. Perform the System Check on page 21 to determine the boundaries of the system to know the limits of operation in your home and surroundings.

Testing: Be sure to have your subscriber (customer) fully test the System with the central station.

Out of Service Storage or Transportation: When storing the Base unit -or taking it on a trip - or sending it in for repair - it is recommended that you turn the Master ON / OFF switch to OFF so that the "Running on battery power" announcement for the next 24 hours doesn't drive the postmaster crazy. Remember to turn the Master ON / OFF switch ON in the Base unit when it is put back in service.

Caution - If the Line Seizure feature is used and hooked-up, verification of Line Seize capability should be made immediately after installation, and periodically thereafter, in order to ensure that this equipment can initiate a call even when other equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use.

Information The FCC Wants You To Know:

FCC ID: TYD3X911 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.

Privacy of communications may not be ensured when using this product.

Canada IC: 8471A-3X911 This Class B digital apparatus complies with Canadian ICES-003.

This equipment also complies with Part 68 of the FCC rules and the requirements adopted by the ACTA:

US:TYDW400B3X911

REN: 0.0B

TROUBLESHOOTING GUIDE

What if I can't get the System to work?

Step 1 – Push the gray RESET button with a pen at the back of the Base unit (next to the power cord). Check the system. If it is now working skip the remaining steps.

Step 2 – Check the PENDANT.

What to do:

Press the Gray Battery Test / System Check button on the back of the Pendant.

What to expect:

A voice should announce the condition of the battery.

A light on the front of the Pendant will come on.

If nothing happens, the most likely cause is that the battery is dead or has been installed backwards.

If the Pendant says "Battery ok", go on to step 3.

Step 3 – Check the connections on the BASE UNIT

What to do:

Make sure the AC Adapter is plugged into a live AC outlet and into the Base unit.

Make sure the Master ON / OFF switch is ON.

What to expect:

The Red POWER light will be on if the Base unit is connected to power.

If the POWER light is on and the Base unit is connected to a working phone line, go on to step 3.

Step 4 – Make sure the Pendant and the Base unit are communicating with each other.

Background information: The Pendant and the Base unit are connected by a wireless radio link. They must be synchronized to work together. They should have already been synchronized at the factory, but resetting this is simple.

What to do: Follow the steps on page 18: Adding Additional Pendants to the System

Now perform the System Check test again (page 22) to make sure all is well.

If the System is still not working, call tech support. See page 28 for telephone number.

Central Station Items of Interest:

Number of call attempts	9 times - alternating between the first and second numbers programmed. 4 seconds between tries.
Supervision of Pendants	Yes. Pendants (and Emergency Wall Communicators) checks in with the Base every 13 hours. A Pendant missing for more than 52 hours signals a "Loss of RF" condition.
Reporting of Low Pendant Battery to Central Station	Upon receipt of first "Replace Battery Now"
Reporting of AC Power Loss	After 8 hours of power loss - and only once.
Reporting of Restore Codes	Only once after restore condition met. (Dealer programmable feature).
Operator Commands	No toggling of 1 and 3 needed for conversation. Unlimited talk time. Yet System will hang-up after 3 minutes of silence. "7" will extend time another 3 minutes "9" will force a hang-up and reset
Pendant battery life	Several hours of talk time on a fresh charge

Contact ID Event Code Profile: Standard Ademco Contact ID

Contact ID Event Codes Sent:

1-101 Personal Emergency (personal emergency)
1-606 Listen- in to follow (request for voice call)
1-301 AC Loss (AC power loss longer than 8 hours)
3-301 Restoral - AC Loss
1-381 Loss of Radio supervision (pendant has not reported to the base in the last 52 hours, four 13 hour cycles)
3-381 Restoral - Loss of Radio supervision
1-384 RF low battery (pendant batter is < 3.5 volts)
3-384 Restoral - RF low battery
1-602 Periodic test report (periodic intervals are installer programmable to 1, 7 or 30 days - default is 7 days)

Notes: Each pendant or Emergency Wall Communicator (EWC) is set up as a Zone - if a pendant event code is sent, the central station can know which pendant or EWC is sending the message (only if the installer gives the central station the location of the EWC and which person carries each pendant).

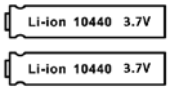
4+2 Event Codes Profile:

01, 02, 03, 04	Medical Alarms, zones 1, 2, 3, 4
40	A/C Fail
50	A/C Restoral
61, 62, 63, 64	R/F Loss of Supervision, zones 1, 2, 3, 4
71, 72, 73, 74	R/F Restoral of Supervision, zones 1, 2, 3, 4
41, 42, 43, 44	R/F Low Battery, zones 1, 2, 3, 4
51, 52, 53, 54	R/F Battery Restoral, zones 1, 2, 3, 4
30	Timer Test

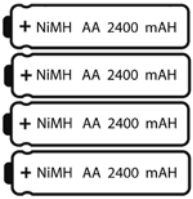
Note: Each pendant & EWC is treated as a separate zone

Replacement Parts / Optional Accessories:

All prices shown are MSRP and are in US dollars



Rechargeable Lithium-Ion Special Pendant Batteries 2 Pieces
Part #35917 $15.00



Rechargeable AA Batteries 4 Pieces
Part #35918 $15.00

Lock Box
Part #30913 $34.95

Extra Pendants
Part #37915 $119.95

Emergency Wall Communicator
Part #37920 $119.95
This wireless wall button can permanently mount to the bedroom or bathroom wall - and provide the same 2-way voice communication in an emergency to a central monitoring station. Runs on 4 AAA alkalines - included.

Product Specifications:

RF Characteristics:	1.9 Ghz DECT system Duplex voice communication.
Communication Protocols	Three options: Ademco Contact ID / 4+2 / DIGI Format
Operating Range	Covers your typical American house and into the front, back, and side yards. Up to 600 feet line-of-sight from Base unit.
Power Adapter Ratings	Input: 110 VAC Output: 7.5 volts DC - 500 mA
Base Unit Power Consumption	60 mA in standby mode 200 mA when dialing
Back-up Battery Supply	AA NiMH 2,400 mAh batteries (4 pieces). Should be replaced every 2 years.
Back-up Operation Duration	24 hours with fresh batteries
Dialing Style	Touch-Tone only
Telephone Number Length	32 digits maximum
Telephone Numbers	Can learn up to 2 central station numbers Both a Primary and a Secondary back-up.
Pendant Battery Life	More than 4 months in standby on a full charge More than 1 hour of talk time on a full charge.
Pendant Batteries	3.6 or 3.7 volt 350 mAh Li-Ion size 10440. (2 pieces) Should be replaced every 2 years Purchase replacements from your distributor or on line at www.PrimaryVolt.com
Operating Temperature	32˚ to 120˚ F. (0˚ to 49˚ C).
Pedant water-resistance	Water Spray Standard IPX5 (shower only).
Number of Pendants/Base Unit	4 Pendants (or a combination of Pendants and Emergency Wall Communicators can be Programmed to one Base unit.

LogicMark

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