

Instant Care



IC 3000 MANUAL

- Installation
- Programming
- Operation

10-24-2012

Ver. 1.9

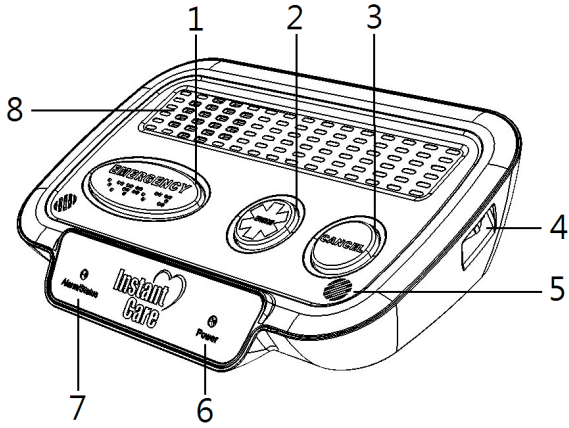
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1. Overview

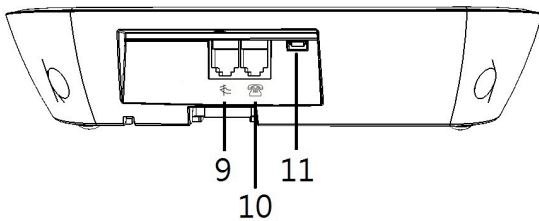
1.1 Description of Console (P/N: IC3000V01)



TOP VIEW



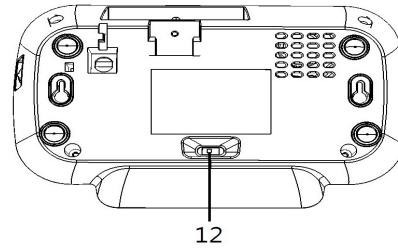
- 1. EMERGENCY button
- 2. NURSE button
- 3. CANCEL button
- 4. Volume Control
- 5. Microphone
- 6. POWER LED
- 7. STATUS LED
- 8. Speaker

REAR VIEW



- 9. Line in jack (plug into tel. wall jack) 
- 10. Phone jack (plug into user's tel.) 
- 11. USB Port (for programming only)

BOTTOM VIEW



- 12. Backup battery switch

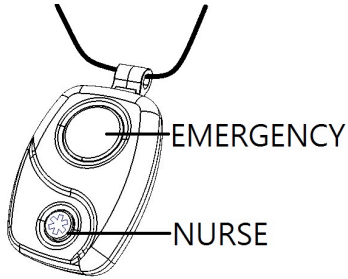
Locating a suitable position for the Console.

- The console should be placed on a flat surface such as a countertop or table, and located in an area that is easily accessible.
- The console requires main power and a constant telephone connection.
- The console should be located in the same room as the telephone jack it is connected to.
- The console should not be placed in a damp location such as a bathroom.
- The console should not be placed close to any heat source, such as direct sunlight, microwave oven, which can reduce signal strength.
- The console should not be located alongside other radio transmitting devices such as a mobile phone, cordless phone, or wireless computer network (Wi-Fi) devices.

1.2 Power and Battery Information

- Primary Voltage Input: 100-240VAC 50/60 Hz 0.2A; and Output 12VDC: 500mA.
- Rechargeable battery (Ni-MH, 7.2V, 700mAh) is located inside the console, which serves as a backup in case of a power failure.
- When the battery is fully charged, it serves as a backup power source for a period of at least 24hrs. It can take up to 48hrs to fully charge the battery. 24hr test performed in the toggle mode (1 way voice).
- Battery switch (located at the bottom of console) is set to **ON** by default. If switched to **OFF**, the battery will be disconnected and will not be charged, nor will it serve as a backup power source when AC power is missing.

1.3 Description of Pendant (P/N: IC3000TX1)



1. EMERGENCY button (hold the RED button for 15 sec. to enable pendant supervisory, hold the WHITE button for 15 sec. to disable pendant supervisory)
2. NURSE button

Pendant Electrical Specifications

Frequency: 433.92 Mhz

- Battery: CR2032, 3V 230mAh
- Battery life: Typical life expectancy of 5 yrs at an average use rate of one activation per day.
- Open Field Range: Approximately 600 Ft.

! IMPORTANT: It is recommended that the user(s) run a pendant test each week to ensure that the console is properly functioning.

1.4 LED Reporting Chart

System Condition	Status LED	Power LED
AC power fault (No AC power)		Flashes Green
Console power ON		Solid Green
Emergency call	Solid Red	
Nurse call	Solid Blue	
Console battery low/failure	Flashes Amber	
Pendant low battery	Solid Amber	
Learning mode	Solid Purple	
Programming mode	Flashes Purple	
Battery switch is OFF	Flashes Red	
Account # empty / No Line1 / No pendant	Flashes Red then Purple	
Other devices low battery	Flashes Red then Amber	
Phone line failure	Flashes Red then Blue	

1.5 Check-off List

Verified	Items
<input type="checkbox"/>	AC adaptor is plugged in securely
<input type="checkbox"/>	Telephone line is plugged into the GREEN "Line-In port"
<input type="checkbox"/>	User's telephone is plugged in the RED "telephone port"
<input type="checkbox"/>	Battery switch is in the ON position
<input type="checkbox"/>	Turn ON pendant check-in feature
<input type="checkbox"/>	Perform test call to Monitoring Station by pressing the Red Button on the pendant
<input type="checkbox"/>	Remind user to perform weekly pendant test
<input type="checkbox"/>	Perform Nurse Call
<input type="checkbox"/>	Ensure that the Power LED is ON and the Status LED is OFF

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a 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, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

2. System Operations & Reporting

2.1 Answer / Hang-up Incoming Phone Calls

Answering a call:

- To enable this feature, please refer to Command 55, (default is OFF).
- User can ONLY answer an incoming phone call by pressing the RED button on the pendant. The buttons on console are NOT able to answer calls.
- Once the console detects a pendant button press, it will establish a two-way voice communication (similar to a speaker phone).

Hanging up a call:

- At the end of a call, user can press the RED button on the pendant or the CANCEL button on the console.
- The maximum duration for an incoming phone call is 60 minutes (See Command 54). A timer will start after the system establishes a two-way voice communication.
- The console will disconnect the call when the timer expires. During the call, the console will emit a beep to indicate when there is 20 seconds and another beep when there is 10 seconds left on the timer. The call can be extended for duration set by (Command 54) by having the caller press any DTMF key (except 9) on their handset.
- The caller can end the call by pressing “9” on their handset.

2.2 AC Power Fault / Restore & Reporting

- In the event of a power failure, the console's GREEN power LED will flash until the power is restored representing a visual warning for the user.
- If the power IS restored within 1 hour, the GREEN power LED will stop flashing, the system will resume normal operation. No reports will be transmitted to the Monitoring Station.
- If the power is NOT restored within 1 hour, the console will transmit an **AC Power Fault Report** to the Monitoring Station.

- Once power has been restored, and stays on for at least 1 hour, the console will transmit an **AC Power Restore Report** to the Monitoring Station.

2.3 Console Battery

- It can take up to 48 hours to fully charge the battery. When the battery is fully charged, it serves as a back-up power source for a period of at least 24 hours. Once the battery is fully charged, it will continuously check its battery status.
- In the event the **STATUS LED** begins to flash **AMBER**, this will indicate a console battery low/failure. The console will transmit a **Low Battery Console** report (See Section 4.0) every 24 hours to the Monitoring Station.
- Once the battery voltage is restored, the console will transmit a **Battery Restore** report to the Monitoring Station and the **STATUS LED** will stop flashing. If the **STATUS LED** continues to flash, this indicates battery failure.

2.4 Pendant / Smoke Detector / Other Devices Low Battery

- If the console receives a low battery signal from any learned wireless pendants / detectors / devices, the console will transmit a corresponding low battery report to the Monitoring Station.
- The console will transmit a new report every 24 hours as long as the condition exists. The STATUS LED will illuminate until the fault condition is cleared. (See Section 1.4 for LED Reporting Chart)
- When a faulty battery is replaced the console will transmit a **Battery Restore** report to the Monitoring Station for that particular device.



IMPORTANT: Portable devices such as a pendant must be within the RF range for the console to receive the low battery signal and report the event to the Monitoring Station.

2.5 No Pendant Present

- If a pendant has not been learned into Location #1 or #2 (See Commands 61 & 62) within 30 min after powering up, the console will send a **No Pendant Learned in** report to the Monitoring Station and repeat it every 24 hours thereafter, until a pendant is successfully learned in.

2.6 Automatic Check-in Report (Periodic Test Call)

- The console will send a check-in report (Periodic test call) to the Monitoring Station (see Command 43). This allows the Monitoring Station or those involved in managing the users well being to see that the system is functioning properly.

2.7 Learning Remotes 1 & 2

The system allows you to learn pendants 1 & 2 (Same as Commands 61 & 62) into the console without having to go into Programming mode. Follow the steps below for learning remotes 1 & 2:

Step 1. Press and hold the **NURSE & CANCEL** buttons (approx. 5 sec.) until the console emits a beep and STATUS LED illuminates PURPLE.

Step 2. Learn Remote 1: press and hold the **EMERGENCY** button on the console.

Learn Remote 2: press and hold the **NURSE** Button on the console.

Step 3. The status LED should now indicate either Green or Red.

Status LED	Definition
Green	Zone is available (Press either pendant button learn)*
Red	Zone is occupied (Enter another zone or press CANCEL to remove)
Flashing purple	In programming mode

Step 4.

Zone is available: within 20 seconds of Step 2, press the RED* pendant button.

Zone is occupied:

Desired action	Within 20 seconds of Step 3:
Change to a different Zone	Enter a different Command (different Zone number).
Remove current device	Press CANCEL on the console until system emits a short beep and the Status LED turns green.
Remove current device and learn new device	Press CANCEL on the console until the system emits a short beep and the Status LED turns green, then press RED pendant button.

Step 5. Once a signal is received in the given time frame, the Status LED on the console will illuminate RED and an audible beep will be heard.

Step 6. To exit LEARNING MODE, press the **CANCEL** button.

* If no signal is received within 2 minutes after entering LEARNING MODE, the console will exit.

2.8 Communication Formats

Operator's control during a call:

- TWO-WAY** mode: Press (2) for a Two-Way conversation.
- TALK ONLY** mode: Press (1) for operator Talk Only Mode.
- LISTEN ONLY** mode: Press (3) for operator Listen Only Mode.
- TERMINATING A CALL:** Press (9) to disconnect any call.

2.9 Telephone Line Seizure

- If a phone is in use that is connected to the console, and the EMERGENCY button is pressed, the console will seize the line to place a call.
- If a phone is in use that is NOT connected to the console, the line seizure feature will not operate.

2.10 Phone Line Detection

- If the console does NOT detect the phone line (no dial tone from telephone company, line failure, etc...). The STATUS LED will flash RED then BLUE until the phone line is connected/restored.
- If the Emergency or Nurse button is pressed


during the line failure, the console will emit a voice prompt “**Phone line trouble**”.

- If the Emergency button is pressed during the line failure, the console will queue the call and dial the Monitoring Station after the phone line is restored.
- All reporting messages will be queued and transmitted to the Monitoring Station after the phone line is restored.

2.11 Nurse Call

This function is only available when Command #3 is programmed.

- Step 1.** Press the **NURSE*** button on the console.
- Step 2.** The console will emit a voice prompt “**Calling nurse line**”. The system will begin dialing the phone number entered in Command #3.
- Step 3.** The system will establish a two-way communication between the nurse and the console. A timer will start (See Command 54) allowing maximum duration for this connection.
- Step 4.** The console will disconnect the call when the timer expires. During the call, the console will emit a beep to indicate when there is 20 seconds and another beep when there is 10 seconds left on the timer. The beep can only be heard on the nurse side. The call can be extended for duration set by (Command 54) by having the nurse press any DTMF key (except 9) on their handset.
- Step 5.** To end the call, user may press the CANCEL button on the console.

 **IMPORTANT:** After the nurse call, the system will transmit a report to the Monitoring Station. (The system generates CID event code 411 as Nurse Call Placed.)

* If CANCEL button was pressed before or after the call was established, it will cancel/hang up the call.

* If RED Emergency button (console or pendant) was pressed at any time during the nurse call, the nurse call will be terminated and Emergency call will be placed.

2.12 Range Test

After the pendants (or any wireless device) have been learned in to the console, perform a range test to determine the operating range of the devices.

- Step 1.** Place the console at desirable location in the house then power it up.
- Step 2.** Press and hold the **NURSE & CANCEL** buttons (approx. 5 sec.) until the console emits a beep and Status LED illuminates PURPLE.
- Step 5.** Press and release the Red button on the pendant. When in range, the console will emit a **beep** each time the button is pressed/transmission received.
- Step 6.** To exit Range test mode, press the **CANCEL** button. The console will automatically exit after 30 sec. if no signal is received.

2.13 Backup Battery Switch

- Battery backup switch is located at the bottom of the console. The switch should be set to the ON position at all times, except when instructed by installer/Monitoring Station.
- When the switch is set to the OFF position, the internal backup battery will NOT charge and STATUS LED on the console will flash RED until switch is to ON. The Real-Time Clock of the system will reset. A switch OFF report will be sent every 24hrs to the Monitoring Station.
- When the battery is fully charged, it serves as a back-up power source for a period of at least 24 hours. It can take approximately 48 hours to fully charge the battery.

3. Programming Instructions

 **IMPORTANT: PLEASE READ THE FOLLOWING BEFORE PROCEEDING TO THE NEXT STEP.**

1. Default access code is 1111.
2. Command 01 and Command 10 must be programmed and at least one pendant must be learned in order for the console to operate.
3. Upon completion of programming, 99# (Save and Exit) must be executed before hanging up. Any changes will NOT be saved otherwise.

There are three methods to program the console:

1. Local programming
2. Remote programming
3. USB/PC programming (See instructions included in the software)

3.1 Local Programming

Power up the console then follow the steps below to enter Local programming mode.

- Step 1.** Connect the working phone line into the “Line-in” marked in Green on the back of the console.
- Step 2.** Press and hold the **NURSE & CANCEL** buttons (approx. 5 sec.) until the console emits a beep and Status LED illuminates PURPLE. (The console is now ready to enter Local programming mode).
- Step 3.** Using a cellphone or separate phone line, dial the number that the console is connected to. When the call is connected you will hear an audible beep in the handset.
- Step 4.** From handset: enter access code followed by #. Default is (1111).
- Step 5.** The console will emit a beep and the Status LED will flash PURPLE indicating valid access code. Console is now in Local programming mode.
- Step 6.** Refer to Section 3.4 for programming.
- Step 7.** Upon completion of programming, 99#

(Save and Exit) must be executed before hanging up. Any changes will NOT be saved otherwise.

* The access code must be entered within 2 minutes of Step 2. If the access code is not entered or validated within this time frame, the system will exit the programming mode.

Once in Local programming mode, failure to enter any Commands within a 2 minute period will cause the system to exit the programming mode.


3.2 Remote Programming

The IC 3000 offers Remote programming.

When this feature is turned on the console can be called and placed into programming mode via a “Ring, Hang up, Ring” scenario. Once the call is established, follow Section 3.1 step 4-7.

Also see Section 5 (Command 41) for more details.

3.3 Programming The IC3000

 **IMPORTANT: Please make sure Section 3.1 Steps 1-5 is complete before proceeding.**

Follow the protocol below to program the IC3000:

1	2	3	4	5	6
CC	#	Ack/Nack	Command Operation	#	Ack/Nack

1. **CC** = 2-digit Command Characters (See Section 5 for Command table)
2. **#** = Terminating character for CC entered.
3. **ACK**– High Beep: Command accepted.
Nack– Low Tone: Command rejected.
4. **Command Operation** = See “Command Operation” under Section 5.
5. **#** = Terminating character for Command Operation.
6. **ACK**– High Beep: Command accepted.
Nack– Low Tone: Command rejected.

If **Nack Tone** is heard at any time, the Command Character (CC) must be re-entered.

Example of how to program Telephone Line 1 (Emergency Line 1):

- Step 1.** Complete Section 3.1 Steps 1-5.
- Step 2.** Enter (01) for Command Characters.
- Step 3.** Enter (#) to terminate the Command Characters.
- Step 4.** One ACK beep will be heard for Command accepted.
- Step 5.** Enter example (18001234567).
- Step 6.** Enter (#) to terminate the Command Operation.
- Step 7.** One ACK beep will be heard for Command Operation accepted (successful programming).

The maximum interval between key strokes is 2 minutes. If no programming is received the IC 3000 will automatically exit programming mode.

Command 01

Primary Emergency Contact Number

- To program the Primary Emergency Contact Telephone Number enter 01 followed by the # sign. When correctly entered you will hear a short acknowledgment beep in the handset/cell phone
- Next, enter the telephone number (example: 18001234567) followed by the # sign. An audible beep will be heard. This will indicate that the telephone number has been programmed successfully. (Adding * in the telephone number will insert a 3 second delay when dialing the number).
- Continue entering Commands or exit Programming mode by pressing 99 #.

Command 02

Backup Emergency Contact Number

- To program the Backup Emergency Contact Telephone Number enter 02 followed by the # sign. When correctly entered you will hear a short acknowledgment beep in the handset/cell phone
- Next, enter the telephone number (example:

18001234567) followed by the # sign. An audible beep will be heard. This will indicate that the telephone number has been programmed successfully. (Adding * in the telephone number will insert a 3 second delay when dialing the number).

- Continue entering Commands or exit Programming mode by pressing 99 #.


Command 03

Nurse Line

- To program the Nurse Line Contact Telephone Number enter command 03 followed by the # sign. When correctly entered you will hear a short acknowledgment beep in the handset/cell phone.
- Next enter the telephone number (example: 18001234567) followed by the # sign. An audible beep will be heard. This will indicate that the telephone number has been programmed successfully.
- Continue entering commands or exit Programming Mode by pressing 99 #.

Command 04

Supervisory Line

 **IMPORTANT:** If a telephone number is entered into command 04 all supervisory reports will be sent to that phone number. If Command 04 is empty, the console will send all Supervisory reports to the number programmed in Command 01.

- To program the Supervisory Line Telephone number enter 04 followed by the # sign. (When correctly entered you will hear a short acknowledgment beep).
- Next Enter the telephone number (example: 18001234567) followed by the # sign. An audible beep will be heard in the handset/cell phone. This will indicate that the telephone number has been programmed successfully.
- Continue entering commands or simply exit Programming Mode by pressing 99 #.

Command 10

Account Number Programming

⚠️ IMPORTANT: The system cannot call out to the Monitoring Station unless an account number has been entered and saved. If an account number is not programmed into the system the STATUS LED will Flash RED then PURPLE. Once an account number is programmed in the STATUS LED will stop flashing.

- To program Command (10) Enter 10 followed by the # sign. You will hear a short Beep.
- Enter Account number, key in 4 characters followed by the # sign. An audible beep will be heard in the handset/cell phone. This will indicate that the telephone number has been programmed successfully.
- Valid characters are 0-9 & B-F
- To enter characters B Through F use key sequence B = *2, C = *3, D = *4 E = *5, F = *6
- For example, to enter account number 11B1 you would use the key sequence 1 1 * 2 1
- For example to enter account number 1BB1 up would use the key sequence 1 * 2 * 2 1
- Proceed to next field or enter 99# to exit programming

Command 20, 21, 22 and 23 Reporting Methods

- Commands (20-23) are used to program the alarm reporting method for the Telephone Numbers in Commands 01 thru 04.

Cmd	Corresponding Telephone #	Default	Formats
20	Primary Emergency # (command 01)	(0)	(0) Contact ID, (1) Pulse 4+2
21	Backup Emergency # (command 02)	(0)	(0) Contact ID, (1) Pulse 4+2
22	Nurse Line (command 03)	(2)	(2) Two-way Voice
23	Supervisory Line (command 04)	(0)	(0) Contact ID, (1) Pulse 4+2

- If **Contact ID** is selected data is transmitted to the Monitoring Station via the ADEMCO Contact ID Standard.
- If **Pulse 4+2** is selected data is transmitted to the Monitoring Station via the Pulse 4+2 format. This setting is recommended for use with VOIP systems.
- If **Two-Way Voice** is selected: the IC 3000 opens a two-way voice communication between the call recipient and the IC 3000 console for 10-60 minutes (set by Command #46). If the call requires more talk time, the call recipient can press any key except 9 on their phone set to add another 10-60 minutes (set by Command #46). To terminate the call, press (9) or the CANCEL button on the IC 3000. During the Two-Way Voice period, the IC 3000 will emit two “warning beeps” via the telephone handset to alert the call recipient when 20 seconds are left remaining in communication period. The system will repeat the warning with 10 seconds left. If in the event that the Two-Way Voice period runs out and no DTMF command is transmitted to extend the call, then the call will hang-up as “Timed Out”.

Command 31

Ringer Tone Enabled for In-coming Calls

- This feature is designed to aid the hearing impaired. The IC 3000 can be programmed to sound an audio alert tone in addition to the telephone ring when an in-coming call is received.

Function Selection	Result
(0)	OFF (Ring Tone Disable)
(1)	ON (Ring Tone Enable)

- When programmed “ON”, during an Incoming telephone call the IC3000 will emit beep-beep after each ring.
- Factory Default is set as (0), **OFF**.


Command 33

Help Arrived Signaling

- Command 33 is used to alert the Monitoring Station that emergency response personnel have arrived. (This Command is provided for those Monitoring Stations that elect not to stay on the line until emergency responders arrive).
- If the Help Arrived Signaling is set to **ON**, after the IC 3000 has reported an emergency to the Monitoring Station the system will go into a 15 minute waiting period. During this time the RED EMERGENCY BUTTON on the console will flash and an audible tone will be emitted every 10 seconds.
- When emergency responders arrive, pressing the CANCEL Button on the IC 3000 will send a report to the Monitoring Station notifying them that help has arrived. At this point the RED BUTTON on the console will stop flashing and the audible tone will stop sounding.

Function Selection	Result
(0)	<u>OFF</u> (disable)
(1)	<u>ON</u> (enable)

- Factory Default is set as (0), **OFF**.

 **IMPORTANT:** If the CANCEL Button is not pressed within the initial 15 minutes the IC 3000 will transmit one additional Help Call to the Monitoring Station to inform them that help did not arrive within the initial 15 minutes.

Command 34

Nurse Button Routed to Emergency Line

- This feature is designed to allow Dealers and Monitoring Stations to utilize the Emergency Response functions of the IC 3000 without having the Nurse line enabled.
- If enabled, the NURSE BUTTON will function exactly like the EMERGENCY BUTTON.
- (0) Disable, (1) Enable
- Factory Default is set as (0), **Disabled**

Command 38

Follow-On & Call-Back Function

- Command 38 is used to determine mode of communication after the alarm event has been received by the Monitoring Station.
- When this function is programmed as (0), after a successful reporting to the Monitoring Station, The IC 3000 will enter into the Follow-On mode. This leaves the phone line open for 5 minutes, allowing the operator to engage the call.
- When this function is programmed as (1), after a successful reporting to the Monitoring Station, The IC 3000 will hang up the line and start a 5 minute waiting period to auto answer any incoming phone calls from the Monitoring Station. The Emergency Button will Flash During the Call Back Period.
- Proceed to next field or enter 99# to exit programming
- The Factory Default is set as (0), **Follow-On**.

<NOTE>

- When the Monitoring Station calls back within this 5-minute period, the IC 3000 auto-answers the call after the 1st -2nd ring and waits for the proper Access Code (default is 1111) entry followed by the (#) key within 30 seconds.
- Upon receiving the correct Access Code, the IC 3000 will then open a Full-Duplex Communication line for caller and recipient.
- If first digit of Access Code is not entered within 15 secs, the IC 3000 will disconnect the call automatically.
- Failure to enter the correct Access Code within 2 mins will cause the IC 3000 to automatically disconnect the call.
- To terminate the call, press DTMF (9) or the CANCEL BUTTON on the Console
- When the 5-minute waiting period has ended, the IC 3000 will automatically exit this waiting mode and return to idle mode.
- **Command #41 (Auto Answer for Remote Programming) will not be able to proceed during the 5-mins Call-back time.**

Command 39

Dialing Mode

- This function sets the “dial-out” method for transmitting calls..
- There are two dialing methods available

Function Selection	Result
(0)	TONE
(1)	PULSE

- Factory Default is set as (0), **TONE**.

Command 40

Set Access Code

- The Access Code is used when entering the Programming Menu (locally or remotely), and when the system is in Call-Back mode (Set in Command 38). The Factory Default is **(1111)**

Command 41

Auto Answer for Remote Programming

This Command is used to enable/disable the Remote Programming Mode. This Command allows the console to be programmed from a remote location.

- (0) Disable, (1) Enable
- Factory Default is set as (1) **Enabled**

To Remote Program

Step 1. Dial the phone number that is connected to the IC 3000. After 1 ring hang up, wait 10 seconds and call again. The IC 3000 will answer the call on the first or second ring. Once the system has answered the call, wait for a beep on the handset then enter the 4-digit Access Code followed by the # sign.

Step 2. The IC3000 will respond with a short beep to indicate that it is ready for Remote Programming Commands. The Status LED will flash Purple as a visual indication that the unit is in remote programming mode.

*If the system responds with a **Nack: low tone**, this means that the system did not accept the access code. Re-enter the code.

Command 42

Guard Time Delay

- The IC 3000 can be programmed to delay alarm reporting from (0) (instant reporting) to (30) seconds.
- During this time period, a voice prompt will be heard either “**Beep-Beep-Beep Emergency**” or “**Calling Nurse Line**”, followed by a series of beeps until phone is picked up.
- If a false alarm is triggered, it can be cancelled within the Guard Time Delay.
- To enable the feature, enter 42 followed by the # sign. You will hear a short Beep. Enter the time in seconds that you would like to set the Guard Time Delay for. Enter (0) for Instant Reporting. Enter up to 30 for 30 seconds delay.
- Factory default is set at 5 Seconds



IMPORTANT: The Emergency alarm cannot be cancelled after the Guard Time has elapsed.

Command 43

Periodic Test Call

- The IC 3000 can be programmed to make test calls periodically from (1) - (30) days:

Function Selection	Result
(1) - (30)	1 - 30 DAYS

- Factory Default is set as (7), **(Weekly Testing)**.

Command 44

Mobility / Activity Timer

This function monitors a person’s well being and general movement around their home. This command sends an “inactivity report” to the Monitoring Station if the user fails to reset the activity timer within a pre-set time frame.

Function Selection	Result
(0)	DISABLE
HHMM	Repeat Daily

Station the remaining time of 20 & 10 sec. Pressing any **except "9"** on the handset will extend the call for an additional 10-60 minute(s).

- Factory Default is set as (0), **DISABLE**.
- Enter time using Military standard to enable. Range (0001 to 2359)

<NOTE>

- The Mobility Timer count down can be reset by pressing the **CANCEL** button on the IC 3000.
- When the Mobility Timer expires and no reset signal is received, the IC 3000 will begin to emit a triple beep every 5 minutes to alert the user. After 30 minutes, if the reset signal has not been received, a mobility alarm report will be transmitted.
- When the Mobility timer is not reset after 30 minutes, the IC 3000 will send a **Mobility Timer Expired** report to the Monitoring Station every 30 minutes until timer is reset.
- When (0) is selected, no code is sent to the Monitoring Station.
- Manually disabling this feature. When the IC 3000 is in idle mode, press and hold the CANCEL button for 25 seconds. A long audible tone will sound. Release the button. This will deactivate the Mobility function.

Command 46

Follow-On for Emergency

- This command is used to program the maximum duration for an Emergency call, which includes call back from Monitoring Station. The range is from 10 to 60 minutes.

Function Selection	Result
(10) – (60)	10 - 60 minutes

- Factory default is set as (60), **60 minutes**. During the two-way voice communication period, the IC 3000 will emit two beeps via the telephone handset to alert the Monitoring

Command 47

Real Time Clock

This function is used to set the real time clock.

- Step 1.** Enter **47** followed by the **# sign**, a short beep will be heard via the phone handset.
- Step 2.** Enter the current time by using Military standard. Example: To program 1:15 am enter 0115 (or 1:15 PM, enter 1315) followed by the **# sign**, a short beep will be heard via the phone handset.

Command 48

Date

This function is used to set the correct Date.

- Step 1.** Enter **48** followed by the **# sign**, a short beep will be heard via the phone handset.
- Step 2.** Enter the current date by entering Month (01-12), day (01-31) year (2000-2999). Example: to enter June 15, 2014, enter 06152014 (MMDDYYYY) followed by the **# sign**. A short beep will be heard via the phone handset.

Command 49

Supervision

- This command is used to enable the system supervision function. Once enabled the IC 3000 will be able to receive the check-in signals from pendant to indicate that they are functioning properly.

Function Selection	Result
(0)	Disable
(1 – 30)	1 - 30 Days

- Factory default is set as (7) days to report to Monitoring Station.

- When the supervisory timer expires and no supervision signal is received from a pendant, the supervisory alarm reporting will be made.
- Hold 15 seconds on the Red button will initialize the supervisory on the pendant. Hold 15 seconds on the White button to disable the supervision.

Command 54

Nurse Call Out / Incoming Call Period

- This command is used to program the allowable time duration for a **Nurse Call & Incoming Call** in the Two-way voice communication period (Speech mode). It can be set from (10 to 60 minutes).

Function Selection	Result
(10) – (60)	<u>10– 60 minutes</u>

- Factory default is set as (60), **60 minutes**. During the two-way voice communication period, the IC 3000 will emit two beeps via the telephone handset to alert the caller the remaining time of 20 & 10 sec. Pressing any key **except “9”** on the handset will extend the call for an additional 10-60 minute(s).

Command 55

Answer Incoming Calls by Remote

- To program the Answer by Remote feature, enter Command (55) followed by the # sign. You will hear a short Beep.
- To enable the feature, enter (1) followed by the # sign. You will hear a short Beep.
- To disable the feature, enter (0) followed by the # sign. You will hear a short Beep.
- See Section 2.1 for answering / hanging up instructions.

Learning & Removing Pendants and Devices

The IC3000 can support a maximum of 10 zones (composed of pendants/devices).

Cmd	Functions
60	Remove all zones (1-10)
61	Learn/remove Zone 1 (Pendant only)
62	Learn/remove Zone 2 (Pendant only)
63-70	Learn/remove Zones 3 to 10 (Pendants or Devices)

Command 60

Removing Pendants/Devices in all zones.

WARNING: All previously learned in devices will be removed.

Step 1: Enter programming mode with status LED flashing purple (see section 3.1)

Step 2: Enter the Command 60 followed by the #sign, a short beep will be heard.

Step 3: Enter (**) followed by # to erase ALL zones. If you want to exit Command 60 without erasing all zones, simply press # after Step 2 to return to programming mode.

Command 61 & 62

Learning Pendants in zones 1 & 2

Step 1: Enter programming mode with status LED flashing purple (see section 3.1)

Step 2: Enter the Command 61 (Zone1) or 62 (Zone 2) followed by the # sign, a short beep will be heard.

Step 3: Press and release the RED** pendant button (while within close proximity of the console) and an audible beep will be heard.

Step 4: Enter 99# to exit or enter another Command to continue programming.

* Note: It is important to run a range test after learning any remotes. Follow steps in section 2.12

** Note: Learning can only be completed within the signal reception range of the IC 3000.

Command 63 to 70

Learning Pendants/Devices in zones 3 – 10

Step 1: Enter programming mode with status LED flashing purple (see section 3.1)

Step 2: Enter the desired zone number, Command 63 (Zone3) to 70 (Zone10) followed by the # sign. A short beep will be heard.

Step 3: Press and release the RED* pendant button, then trigger sensor by actively moving in front of a motion sensor, or by swiping the magnet of a Contact Sensor, etc. (All triggering should happen within close proximity of the console) and an audible beep will be heard.

Step 4: Enter 99# to exit or enter another Command to continue programming.

* Note: Learning can only be completed within the signal reception range of the IC 3000.

- The available devices that can be learned in are:
 - ✓ PIR Sensor ----- PIR
 - ✓ Door Window Sensor ----- DW
 - ✓ Smoke Detector ---- SD
 - ✓ Carbon Monoxide ---- CO
 - ✓ Fixed Panic Button ---- PB
 - ✓ Pendant Transmitter ---- WTR
 - ✓ Tele-Medical Device---- TMD

*When programming any command, if a signal is not received within 20 seconds, the IC 3000 will emit a long beep, exit command and automatically return to the Programming Mode. Re-enter desired command and continue programming or exit Programming mode via Command 99.

Command 98

Factory Default Reset

- To Reset the IC 3000 to factory default settings, enter (98) and then (#).
- You will hear one short beep, followed by entering (***) and then ending with another (#), one beep will sound for termination.
- Once the **Factory Default Reset** is executed, all programmed data is returned to its default values and all devices previously learned in are removed.

Command 99

Exit Programming Mode

- Enter (99) and the (#) sign, after one short beep, The IC 3000 will exit the Programming Mode.

4. Appendix

CID Event codes

- **E100 - Panel emergency**
 - ◆ When the red EMERGENCY console button is pressed.
- **E101 - Personal emergency**
 - ◆ When the Wrist Transmitter (WTR) or Emergency Pendant is pressed.
- **E111 - Smoke emergency**
 - ◆ When a Smoke Detector (SD) is triggered.
- **E147- Sensor Supervisor Failure**
 - ◆ When the IC 3000 is unable to receive the signal transmitted from the Wrist Transmitter for a pre-set period by Command #49.
- **E162 - Carbon Monoxide emergency**
 - ◆ When a Carbon Monoxide Detector (CO) is triggered
- **E301 - Panel AC Failure**
 - ◆ When AC power fails for more than 10 seconds the Green Power LED flashes.
- **R301 - Panel AC Restore**
 - ◆ When AC power is restored the Green Power LED will stop flashing and turn Solid Green. If Power remains constant for one hour the IC 3000 will report an "AC Restore to the Monitoring Station.
- **E302 - Panel Low battery**
 - ◆ When the IC 3000 is under Low Battery status, the Status LED will flash Amber.
- **R302 - Panel battery Restore**
 - ◆ When the IC 3000 Low Battery status is restored to the required backup power level, the Status LED will stop flashing Amber, and the system will return to the Idle Mode,
- **E333 - No WTR Learned In**
 - ◆ When the IC 3000 detects no WTR learned-in.
- **E373 - Smoke Low battery**
 - ◆ When a Smoke Detector is under Low Battery Status.
- **E380 - WTR Low Battery**
 - ◆ When the Wrist Transmitter (WTR) or Emergency Pendant is under Low Battery condition, the Status LED will illuminate solid Amber.
- **E384 - Other devices Low Battery**
 - ◆ When devices (other than WTR's) are under Low Battery condition, The Status LED will flash Red then Amber each time the Low Battery signal is received from the device.
- **E406 - Emergency Cancel**
 - ◆ When the CANCEL Button is pressed while reporting to the Monitoring Station.
- **E411 - Nurse Line Call**
 - ◆ Report code to supervisory when nurse is triggered.
- **E602 - Periodic test report**
 - ◆ When the IC 3000 performs a periodic Check-in report.
- **E606 - Follow-On Function**
 - ◆ When the IC 3000 receives the kiss-off from Monitoring Station for opening two-way voice channel.
- **E654 – Mobility/Inactivity Alarm**

When the IC 3000 performs a Mobility Check reporting

4-2 Event codes

4-2 Event codes

69 - Medical Help Needed

When the red HELP Console button is pressed.

70 – Emergency Cancel

When the Console CANCEL button is pressed during Emergency call.

75–Nurse line Called

When the NURSE button is pressed.

11 – 20 - Wireless Sensor Alarm Code

When a Wrist Transmitter (WTR) or Fall Sensor (FS) sensor is triggered. 11 = Sensor 1, 12 = Sensor 2, etc.

41 – 50 - Wireless Sensor Trouble Code

When a Wrist Transmitter (WTR) or Fall Sensor (FS) is experiencing supervisory trouble condition. 21 = Sensor 1, 22 = Sensor 2, etc.

72 - AC Failure

Signal is sent when AC power fails for more than 10 seconds the Green Power LED flashes.

94 - AC Failure Restore

Signal is sent when the AC power is restored to the IC 3000.

73 - Panel Low Battery

When the IC 3000 is under Low Battery status, the Status LED will flash Amber.

71 - Panel Low battery Restore

Signal is sent when the Panel Low Battery is restored.

57 – No Wireless transmitter Learned in

21 – 30 - Wireless Device Low battery

93 – Periodic Test Report

When the IC 3000 performs a periodic Check-in report.

90 – Mobility/Inactivity Alarm

When the IC 3000 performs a Mobility Check reporting

91 – Mobility/Activity ON

Signal is sent when the Mobility/Activity feature is turned ON.

92 – Mobility/Activity OFF

Signal is sent when the Mobility/Activity feature is turned OFF.

5. IC3000 Programming command table

Command Characters	ACK	COMMAND OPERATION	TERMINATOR	ACK	DEFAULT
01#	Beep	Telephone number 1 (Emergency Line 1)	#	Beep	None
02#	Beep	Telephone number 2 (Emergency Line 2)	#	Beep	None
03#	Beep	Telephone number 3 (Nurse Line)	#	Beep	IC Nurse Line
04#	Beep	Telephone number 4 (Supervisory)	#	Beep	None
10#	Beep	Global account number, 4 digits	#	Beep	None
20#	Beep	Line 1 Reporting Method 0 = Contact ID, 1= 4+2 Pulse	#	Beep	Contact ID
21#	Beep	Line 2 Reporting Method 0 = Contact ID, 1= 4+2 Pulse	#	Beep	Contact ID
22#	Beep	Line 3 Reporting Method 2= Two-Way Voice	#	Beep	Two-Way Voice
23#	Beep	Line 4 Reporting Method 0 = Contact ID, 1= 4+2 Pulse (Line 4 = Supervisory & "Shadows" Line 1 reporting method)	#	Beep	Contact ID
31#	Beep	Ringer enable, 0 = Disable, 1 = Enable	#	Beep	Disabled
33#	Beep	Help arrived signalling, 0 = Off, 1 = On	#	Beep	Off
34#	Beep	Nurse Button Directed to Emergency Line	#	Beep	Disabled
38#	Beep	Follow-On & Call Back Function, 0 = Follow-On, 1= Call-Back	#	Beep	Follow-On
39#	Beep	Dialling Mode 0 = Tone, 1 = Pulse	#	Beep	Tone
40#	Beep	Set Access Code	#	Beep	1111
41#	Beep	Auto answer for Remote programming: (0 = Off) (1 = On)	#	Beep	On
42#	Beep	Guard time delay 0 = Instant, 1 to 30 = 1 - 30 seconds	#	Beep	5 seconds
43#	Beep	Test call, 0 = OFF, 1 -30 = 1 to 30 days	#	Beep	7 days
44#	Beep	Mobility time 0= Disable, 1=12 Hour, 2=24 Hour	#	Beep	Disable
46#	Beep	Follow-On mode & Two-Way Period, 10-60 = 10 to 60 minutes	#	Beep	60 Minutes For Emergency
47#	Beep	Enter "Time" for Real Time Clock	#	Beep	(0001-2359)
48#	Beep	Enter "Date" for Real Time Clock	#	Beep	(MMDDYYYY)
49#	Beep	Supervision 0 = disable, 1 – 30 Days	#	Beep	7 days
54#	Beep	Nurse Call out period, 01=1 min, to 60 = 60 minutes	#	Beep	60 Minutes For Nurse Line
55#	Beep	Answer incoming Calls by Remote	#	Beep	Off

60#	Beep	Remove All Devices when * * is pressed	#	Beep	---
61#	Beep	Learn in Pendant 1	#	Beep	---
62#	Beep	Learn in Pendant 2	#	Beep	---
63#	Beep	Learn in Pendant/Device 3	#	Beep	---
64#	Beep	Learn in Pendant/Device 4	#	Beep	---
65#	Beep	Learn in Pendant/Device 5	#	Beep	---
66#	Beep	Learn in Pendant/Device 6	#	Beep	---
67#	Beep	Learn in Pendant/Device 7	#	Beep	---
68#	Beep	Learn in Pendant/Device 8	#	Beep	---
69#	Beep	Learn in Pendant/Device 9	#	Beep	---
70#	Beep	Learn in Pendant/Device 10	#	Beep	---
97#	Beep	Toggle 2-way voice during remote program	#	Beep	---
98#	Beep	Load defaults when * * is pressed	#	Beep	---
99#	Beep	Save & Exit programming mode			---