



# SP200

## SafePresence™ Audio Attendant Call System Instruction Manual

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## Before Using This Product

Be sure to read this instruction manual thoroughly before use.

Keep this manual for future reference.

The SP200 SafePresence™ Audio Attendant Call System is a caregiver aid and not a substitute for watchfulness over an individual who may be at risk of injury from falls. Additional interventions may be required.

# Safety Instructions

Before using the SP200 SafePresence™ Audio Attendant Call System, be sure to read these instructions.

## Hazard Definitions

The following terms are used throughout this manual to bring attention to the presence of hazards of various risk levels, or to convey important information concerning the use of this product.

	<b>Warning</b>	Indicates an imminently hazardous situation which, if not avoided, may result in death or serious injury.
	<b>Caution</b>	Indicates a potentially hazardous situation which, if not avoided, may result in injury or property damage.

## Examples of Hazard Indicators

	Caution including warning
	Important precaution
	Must follow instructions

# Warning

## IMPORTANT SAFETY INSTRUCTIONS

Unplug the SP200 SafePresence™ Audio Attendant Call System from mains power and refer servicing to qualified service personnel under the following conditions:

- In case of smoke or unusual noise; or
- If water or any other liquid is spilled into or onto the SP200 SafePresence™ Audio Attendant Call System; or
- If a power socket or cord is extremely hot; or
- If the SP200 SafePresence™ Audio Attendant Call System has been dropped, or the enclosure is damaged.



### Do not disassemble or alter the product

Do not attempt to disassemble or alter the product. It may cause a fire and electric shock. Contact your distributor for inspection, adjustment and repair.



### Operate this product only with the specified voltage

Use SP200 SafePresence™ Audio Attendant Call System with specified voltage (AC 240V). Failure to do so may cause a fire or an electric shock.



### Keep Dry

Keep this product dry and away from water or other liquids. Failure to keep dry may result in an electric shock.



### Do not put a container filled with water or any kind of liquid on top of the product

If water/liquid spills or enters the inside of the product, it may cause a fire or an electric shock.



### **Do not tamper with the AC adapter cord**

Follow the instructions below; failure to do so may damage the cord.

- Do not put heavy items on the cord.
- Do not alter the cord.
- Do not pull or stretch the cord.
- Do not use if the cord is damaged..
- Do not use near flammable materials.

Contact your distributor if the AC adapter cord is damaged. Failure to do so may result in fire or electric shock.



### **Inspect the plug regularly**

Remove dust and dirt between the plug and the outlet regularly. Failure to do so may result in short circuit and fire.



### **Use 120 voltage**

Use the specified voltage (AC 120V). Failure to do so may cause a fire or an electric shock.



### **Handle the AC adapter with caution**

- Do not plug in or unplug the adapter with wet hands. It may cause an electric shock.
- Never pull on the cord when unplugging from the mains outlet. Always grasp the AC cord plug when unplugging.

The normal operation of this product may be disrupted by electro magnetic interference. If this occurs, please reset the product to resume normal operation by following directions in the instruction manual. If the product does not resume normal operation, please relocate the source of the interference or use the product in a different location.



### **Keep dry and away from water and other liquids**

If water goes inside the product it may cause fire and an electric shock.



### **Rechargeable battery caution**

Follow the instructions below. Failure to do so may result in an electric shock or damage or failure of the product.

- Use the specified rechargeable battery only. Replacing the battery with an incorrect type of battery may cause an explosion.
- Carefully match the negative terminal and positive terminal when inserting the battery.
- Do not mix old batteries with new batteries, different brands or types.
- Never disassemble the battery.
- Do not place rechargeable batteries in fire or water.
- Do not store batteries with metallic items.
- Remove the batteries when not using the device for an extended period of time.
- If the batteries leak, clean and wipe off the battery case and replace with new batteries. If you come in contact with a leaky battery, wash and rinse the affected area thoroughly with water.



### **Battery disposal warning**

- Never dispose of any battery by fire.
- All batteries should be disposed of in accordance with applicable local laws.
- Dispose of used batteries according to the instructions.

## **Cautions**



### **Do not locate this device near a computer, TV or potential source of interference**



### **Do not use the product with an electrical blanket or other electrical items**

This may cause a damage to the product or an electric shock.



### **Set up precautions**

- Avoid use in an excessively humid, dusty or steamy area. Failure to do so may result in fire or an electric shock.
- Avoid exposure to direct sunlight.



### **Do not put heavy items on top of the SP200 SafePresence™ Audio Attendant Call System**



### **When not in use.**

For your safety, unplug the AC adapter from the outlet. Failure to do so may cause a fire.

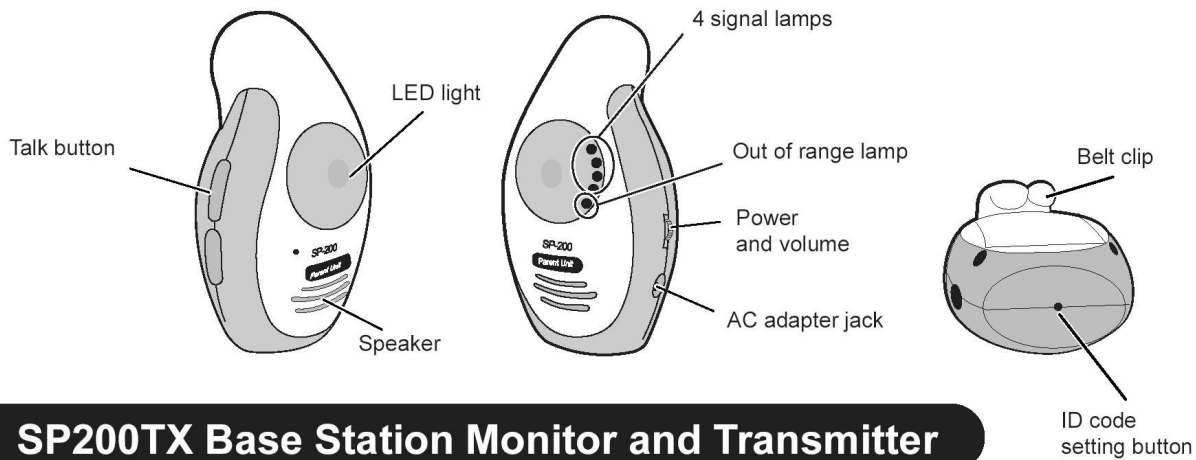


### **Test before each use**

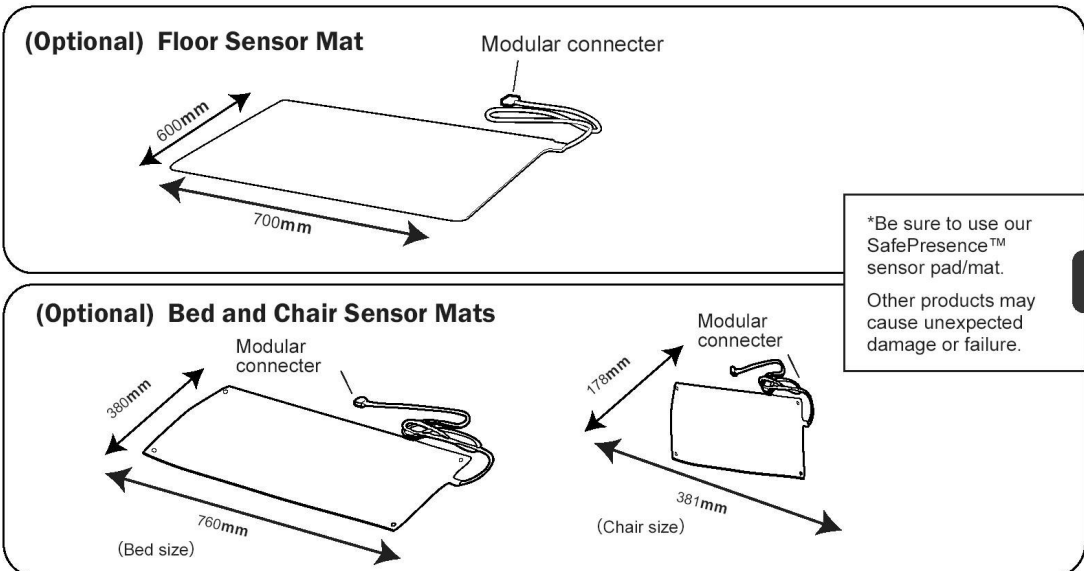
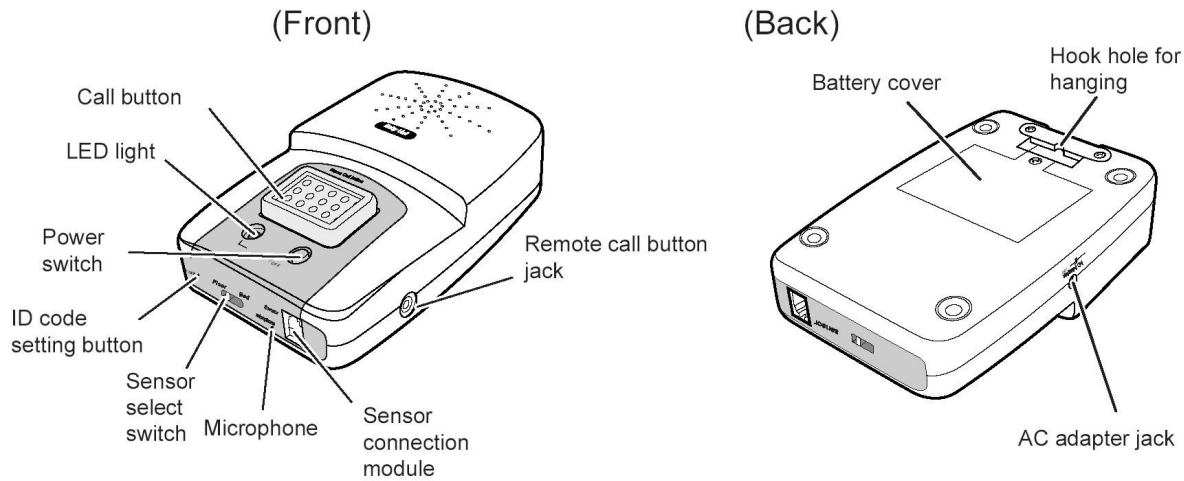
- Make sure the alarm can be heard on the SP200RX Wireless Remote Receiver with Audio.
- Make sure the alarm can be heard anywhere the remote may be located during use.

# Product Diagram and Functions

## SP200RX Wireless Remote Receiver with Audio



## SP200TX Base Station Monitor and Transmitter



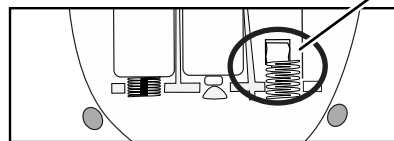
# Rechargeable Batteries

- LED light on the SP200TX Base Station Monitor and Transmitter blinks when its battery power is low.
- LED light and out-of-range lamp on the SP200RX Wireless Remote Receiver with Audio blinks when its battery power is low.
- Both units charge automatically when the AC adapter is plugged in.
- Both units will take about 8 hours to become fully charged. (Charging also occurs when power to the unit is turned off.)



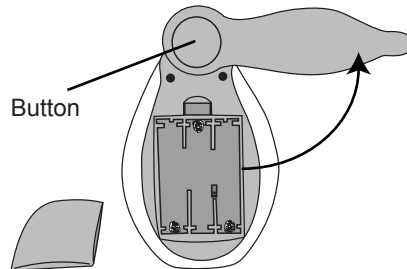
Be sure to use only rechargeable batteries for the SP200RX Wireless Remote Receiver with Audio. (Rechargeable batteries are included.) SP200TX Base Station Monitor and Transmitter has a rechargeable battery detector inside the battery compartment.

Rechargeable battery detector



## How to Install Rechargeable Batteries for the SP200RX Wireless Remote Receiver with Audio

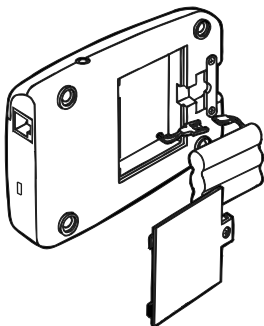
Push the button and hold to slide away the belt clip. Open the cover and insert the batteries.



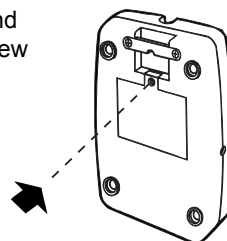
## How to Replace Rechargeable Batteries for the SP200TX Base Station Monitor and Transmitter

Battery life is affected by the number of times the unit is charged and discharged. Replace the rechargeable batteries when the unit can only be used for a short time even after recharging. Follow the instructions below and replace the rechargeable batteries regularly, even when the device is operated primarily on mains power.

1) Loosen the screw and open the battery cover.



2) Remove the old rechargeable batteries and insert the new ones.



3) Close the battery cover and tighten the screw.

◆ The screw does not come off of the cover.



- Be sure to use the specified batteries.
- Do not use other products that could possibly cause unexpected damage or failure.
- New batteries come in a discharged condition and must be fully charged before use.

• Dispose or recycle batteries in accordance with local laws. Never dispose in fire or water.

# Usage Instructions

Batteries must be charged before use.

## Setting up the SP200TX Base Station Monitor and Transmitter



- Set up the SP200TX Base Station Monitor and Transmitter close to the person being monitored; within 1-3 meters.
- Connect [remote call button w/ microphone] to the unit as necessary depending on the person being monitored's condition. In this case, the microphone on the main unit stops working. In this mode, the call button works on both sides.
- To avoid malfunctions caused by low battery, we recommend using the AC adapter.

1. Insert the AC adapter plug into the AC adapter jack on the side of the SP200TX Base Station Monitor and Transmitter and plug it into a power outlet.
2. Set up the SP200TX Base Station Monitor and Transmitter close to the person being monitored, a distance of 1-3 meters.



- The SP200TX Base Station and Transmitter can be hung on the wall using the hook hole.
- Connect the remote call button w/ microphone to the SP200TX Base Station Monitor and Transmitter as needed depending on the person being monitored's condition.

## Using the bed or chair sensor

1. Connect the bed/chair sensor to the SP200TX Base Station Monitor and Transmitter.
2. Slide the sensor select switch to (bed/chair). Turn the power on and the red LED light will light up.



Make sure that the person being monitored is on the bed sensor pad when turning the power on. Otherwise the alarm goes off.

## When using the floor sensor mat

1. Connect the floor sensor to the SP200TX Base Station Monitor and Transmitter.
2. Slide the sensor select switch to (floor). Turn the power on and the red LED light will light up.

## Setting up the SP200RX Wireless Remote Receiver with Audio

When using as a stationary unit:

1. Insert the AC adapter plug into the AC adapter jack on the side of the remote and plug it into a power outlet.

When using as portable unit:

Remove the battery cover and install the rechargeable batteries. Always take care to insert batteries correctly with regard to polarity (+ and -).



Be sure to unplug the AC adapter for portable use; failure to do so may damage the product.

2. Turn on the power and adjust the volume. Red LED light will be turned on.

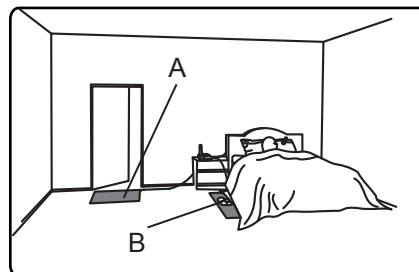


High-pitched noise occurs when the SP200TX Base Station Monitor and Transmitter and the SP200RX Wireless Remote Receiver with Audio are placed too close together. If high-pitched noise occurs, turn the volume lower or move the units farther apart.

## Using the Floor Mat

1. This floor mat is designed to detect when the mat is stepped on by the person being monitored.
2. The floor mat may be placed in a doorway (A) or at the side of a bed (B) to alert caregivers when a person being monitored steps on the floor sensor.
3. The alarm will sound on the SP200RX Wireless Remote Receiver with Audio when the floor sensor is stepped on.

## Setting Up the Floor Mat



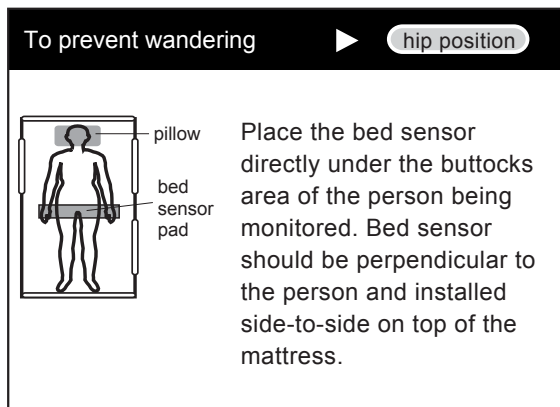
\*Adjust floor mat settings according to the environment in the person being monitored's room.

## How to set up “leaving detection” bed or chair sensor pads

1. Bed sensor and chair sensors are used to detect when the person being monitored leaves a bed or chair.
2. Alarm sounds to alert caregivers 2-3 seconds after the person being monitored gets up from a bed or chair.

### Setting up the Bed Sensor Pad

1. Place the bed sensor pad between the person being monitored and the bedding. The bed sensor must be on top of the mattress. The bed sensor detects the person’s weight.
2. Adjust the positioning of the sensor pad according to person being monitored’s position. Refer to the illustration below to help determine a suitable set up position.



## Audio Options

The SP200 SafePresence™ Audio Attendant Call System can operate in three different audio modes: No Audio, Push-To-Talk Audio and Always-On Audio. The audio modes refer to the method by which the SP200TX Base Station Monitor and Transmitter transmits audio to the SP200RX Wireless Remote Receiver with Audio.

All modes allow the caregiver to speak while pressing the talk button on the SP200RX Wireless Remote Receiver with Audio and to be heard on the SP200TX Base Station Monitor and Transmitter.

### No Audio:

When the audio plug is inserted into the “Remote Call Button Jack” on the SP200TX Base Station Monitor and Transmitter, no audio will be heard on the SP200RX Wireless Remote Receiver with Audio.

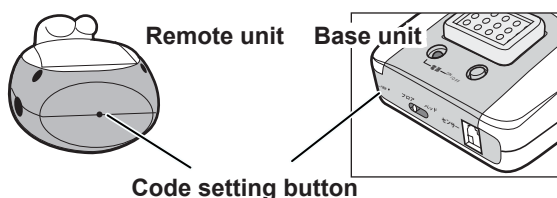
### Push-To-Talk Audio:

To enable Push-To-Talk Audio, remove the audio plug from the “remote call button jack” on the SP200TX Base Station Monitor and Transmitter and plug in the call cord with internal microphone.

When the call cord is installed in the SP200TX Base Station Monitor and Transmitter, the person being monitored can be heard on the SP200RX Wireless Remote Receiver with Audio by pressing the call cord button while speaking. Audio will only be heard when the button on the call cord is pressed.

### Always-On Audio:

The Always-On Audio feature is enabled when nothing is plugged into the remote call button jack on the SP200TX Base Station Monitor and Transmitter. When used in this mode, audio transmitted from the SP200TX Base Station Monitor and Transmitter will be heard continuously on the SP200RX Wireless Remote Receiver with Audio.



## To Confirm the Frequency Range

Be sure to confirm connections before each use.

1. Set up the SP200RX Wireless Remote Receiver with Audio and the SP200TX Base Station Monitor and Transmitter according to “Setting up the SP200RX Wireless Remote Receiver with Audio” and “Setting up the SP200TX Base Station Monitor and Transmitter”.
2. Place a radio or something that produces sounds near the SP200TX Base Station Monitor and Transmitter.
3. Make sure that sound from the SP200TX Base Station Monitor and Transmitter is heard from SP200RX Wireless Remote.



Confirm the connection between the SP200TX Base Station Monitor and Transmitter and the SP200RX Wireless Remote Receiver with Audio everywhere it will be used.

4. Make sure to use monitors only where the connection is stable and dependable.
  - A low battery can cause poor reception. Be sure to charge batteries when needed.
  - Please note that some radio interference may occur when using this device in a domestic environment.



## Setting Up an ID Code

If there is excessive radio frequency interference, establish a proper ID code for the SP200RX Wireless Remote Receiver with Audio and the SP200TX Base Station Monitor and Transmitter.

1. Turn the SP200TX Base Station Monitor and Transmitter on. Press code setting button on the side of the unit with a paper clip. LED light starts to blink.
2. Turn the SP200RX Wireless Remote Receiver with Audio on. Press code setting button on the back of the unit with a paper clip.
3. LED light starts to blink. Beep occurs and the out-of-range lamp turns on. LED light stops blinking and turns on.



# Troubleshooting

Problem	Cause	Solution
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## ■ SP200TX Base Station Monitor and Transmitter

LED light does not light up	Unit is not connected to AC adapter	Make sure the unit is properly connected to AC Adapter
	Battery is low	Recharge battery
Cannot use portably	Battery is low	Recharge battery
Audio problem	Remote and base units are placed out of range	Move remote unit closer to base unit
	Battery is low	Recharge battery
Voice from remote unit cannot be heard	Talk button is not pressed when talking	Make sure to press and hold Talk button when talking
The bed/floor sensors' cord often disconnects from the base unit	Sensors are not connected properly to the base unit	Make sure to properly connect bed/floor sensor to the base unit
Cannot remove the bed/floor sensor from the base unit	Bed/floor sensor is locked	Unlock the bed/floor sensor
Alarm does not sound when sensor pads are activated	Remote and base units are placed out of range	Move the remote unit closer to the base unit
	Battery is low	Recharge battery
	Sensors are not connected properly	Make sure to connect bed/floor sensor to base unit properly

## ■ SP200RX Wireless Remote Receiver with Audio

LED light does not light up	Unit is not connected to an AC adapter	Make sure the unit is properly connected to AC Adapter
	Battery is low	Recharge battery
Cannot use portably	Battery is low	Recharge battery
No sound is transmitted from the base station	Base unit are not turned on	Turn base unit on
	Remote and base units are out of range	Move remote unit closer to the base unit
	Talk button is being pressed	Release the talk button
	Correct audio mode is not selected	Select correct audio mode
Volume is too low	Base unit is not placed properly and faces the wrong direction	Move base unit / Turn base unit's face toward the person being monitored
	Battery is low	Recharge battery
Alarm doesn't go off	Remote and base units are placed out of range	Move remote unit closer to base unit
	Battery is low	Recharge battery
Excess noise interference	Being interfered from other devices	Re-establish ID code Move or re-position devices that may cause interference (computer, TV, etc.)

\* If problem persists, replace batteries.

# Specifications

	SP200TX Base Station Monitor and Transmitter	SP200RX Wireless Remote Receiver with Audio
Power	7.5V AC Adapter	
	Nickel Metal Hydride Rechargeable Batteries	AA Nickel Metal Hydride
Wireless transmission range	100M appx. (in open area)	
Size	105(W) x 150(D) x 50 (H) (mm)	60(W) x 55(D) x 110(H) (mm)
Weight	260g	130g
To fully recharge	8 hours (power off)	
Estimated battery life (when fully charged)	10 hours	3 hours

\* To avoid low battery issues, we recommend using the SP200TX Base Station Monitor and Transmitter with the AC adapter plugged in.

\* Contents of these specifications may change without notification.

# Warranty

1. Manufacturer warrants to the original purchaser, that the SP200 SafePresence™ Audio Attendant Call System will be free from defects in materials and workmanship for a period of one (1) year from the date of purchase.
2. During this period, the manufacturer will perform repairs or effect replacement at manufacturer's option at no charge.
3. Manufacturer's limited warranty covers only those defects that arise as a result of normal use of the hardware and does not apply because of:
  - a. Damage or faults caused by use contrary to instructions, warnings or cautions.
  - b. The serial number has been altered, defaced or removed.
  - c. Defects or damage caused by or resulting from unauthorized service or parts.
  - d. Defects or damage that occurs due to fire, earthquake, flood damage, thunderbolt, other natural disasters, environmental pollution and irregular voltage sources.
  - e. Damage caused by misuse, abuse, accident, neglect or mishandling.
  - f. Failure caused by or resulting from unauthorized service or parts.
4. This warranty is valid only in the E.U.

Item Number	SP200		
Serial Number			
One year warranty from the date of purchase _____			
Customer information			

SafePresence™  
 Eden House  
 59 Fulham High Street  
 London SW6 3JJ  
 TEL: 0500 500 667  
 FAX: 0207 384 9324

**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.**

**NOTE:**

**THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER AUTHORITY TO OPERATE THE EQUIPMENT**

**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.**