



*RFTECHNOLOGIES®*

# **Help Alert® Emergency Call Solutions Staff Duress Pendant**

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## **User Guide**

**PN 0510-0332-A  
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**Users must read this Guide before using the Product.**

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# **Compliance**

## **Federal Communication Commission (FCC) Compliance**

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 of the device.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Changes or modifications not expressly approved by the party responsible for compliance voids the user's authority to operate the equipment.

### **FCC and IC Radiation Exposure Statement for Portable Devices**

(For the Staff Duress Pendant model 1000-9100)

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transceiver must not be co-located or operating in conjunction with any other antenna or transceiver.



## Important Warnings

It is important for your facility to implement and enforce the following WARNINGS in order to keep all equipment functioning properly.

**INSTALLATION AND CONFIGURATION**—It is the responsibility of the facility to follow the installation instructions carefully and to use the components and supplies specified by RF Technologies, Inc. for all installations.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

**SYSTEM MAINTENANCE AND TESTING**—It is the responsibility of the facility to establish and facilitate a regular maintenance schedule for your system. This includes regular inspection, testing, and cleaning. RF Technologies, Inc. recommend monthly maintenance and testing of your system. It is also recommended that your facility keep records of maintenance and test completions.

**Failure to provide regular maintenance and testing of these products may result in equipment and/or system failure.**

**SYSTEM INSPECTION**—It is the responsibility of the facility to establish and facilitate a regular inspection schedule for your system. RF Technologies, Inc. recommend quarterly inspections of your system for safety and performance by a qualified RF Technologies, Inc. representative.

To arrange for a quarterly inspection by RF Technologies, Inc., call our Technical Support Department at (800)-669-9946 or (262) 790-1771.

**Failure to provide regular inspection of these products may result in equipment and/or system failure.**

**USER TRAINING**—It is the responsibility of the facility to implement structured training procedures for all employees using the system. Only users who have received adequate training on the use of the system should use the system.

**Failure to adequately train employees may cause system failure due to user error. In addition, incorrect use of the equipment may also result in system failure.**

**DISPOSAL**—At the end of their service life the products described in this manual, as well as accessories (i.e. lithium batteries, banding material, disposable pads, etc.), must be disposed of in compliance with all applicable federal, state and local guidelines regulating the disposal of products containing potential environmental contaminants. Dispose of the packaging material by observing the applicable waste control regulations.

**PRODUCT WARRANTIES**—Failure to follow the Warnings and Cautions in this guide voids any and all Product Warranties.

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## Contents

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## Introduction

This guide provides important information about the Staff Duress Pendant, a component of the Help Alert Emergency Call (E-Call) Solutions. It provides detailed instructions about using the pendant as well as specific requirements.

## Help Alert E-Call Solution

The Help Alert E-Call Solutions allow doctors, nurses and other staff members to discreetly send a distress call when assistance is needed. The Help Alert software is displayed on a monitor with the facility floor plan visible for accurate location notification. The Help Alert E-Call Solution enables hospitals to secure the entire facility (i.e. staff areas, departments, etc.) with a customized application based on the PinPoint Real Time Location System (RTLS) platform.

The Reference Tags form a peer-to-peer network and enables the Staff Duress Pendant to determine their exact location. The Help Alert E-Call Solution includes mobile access functions via a PDA. This component allows security personnel to receive visual and audible notifications and disable an alarm at the point of incident.



**WARNING:** The Help Alert E-Call Solution is designed and intended to work in conjunction with a facility's overall security program, including reasonable operating policies and procedures. The Help Alert E-Call Solution, by itself, cannot prevent security breaches.

## Intended Audience

The *Staff Duress Pendant User Guide* is intended for staff members who use the Pendant. It includes detailed information about using the Pendant, LED behavior and Pendant specifications.

## **Additional Detailed Documentation**

Documentation for the Help Alert E-Call Solution is available in Portable Document Format (PDF) on the system's documentation CD-ROM. Please contact your RF Technologies sales representative for replacement CR-ROMs.

## **Contact Information**

For more information about RF Technologies, Inc. products go to [www.rft.com](http://www.rft.com). For technical support, contact (800) 669-9946 or (262) 790-1784. For questions or comments about documentation, contact the RF Technologies Technical Publications team at [techpubs@rft.com](mailto:techpubs@rft.com).

## **Product Warranty**

Product Warranty information can be found on the Help Alert E-Call Solution Documentation CD-ROM or with your original system proposal and invoice.



# Chapter 1

## Using and Staff Duress Pendant

### Introduction

The Staff Duress Pendant is a wireless, mobile device that allows staff members to discreetly send a distress call when assistance is needed. When the system receives the call, the facility floor plan is displayed on the monitor for accurate location data. The Staff Duress Pendant sends periodic updates of its status to the Server via a check-in packet. The check-in interval is configurable between 30 seconds and 7.5 days.

### The Staff Duress Pendant

The Staff Duress Pendant is lightweight and compact. It can be worn outwardly to maximize accessibility and used when emergency assistance is required. The Pendant is battery powered and provides location data based on an existing infrastructure and Reference tags when the Pendant's button is pushed.

### Wearing the Pendant

The Staff Duress Pendant is enclosed in a compact custom case. It can be worn around the neck on a lanyard or clipped to a belt.



## To Call for Assistance

Firmly press and hold the red button on the Pendant (for at least one second). A red light illuminates while the button is depressed. When the light goes out, release the button. The light blinks green briefly to indicate successful communication, then flashes red in 10-second intervals to indicate that the Pendant is in an alarm state and transmitting data packets.



When the alarm is acknowledged at the monitoring station, the light now flashes green in 10-second intervals to indicate that the alarm is now in an acknowledged state. Clearing the alarm at the monitoring station automatically resets the Pendant for the next distress call.

## LED Light Behavior

The Pendant contains two LED lights, one red and one green. These serves various functions depending on the Pendant configuration and state. During normal operation the red and green LEDs communicate battery status and provide visual indication that the Pendant is operational. During an alarm condition the red and green LEDs indicate the status of the alarm and the communication of this alarm to the Server software. The LED behavior is outlined in the table below.

Pendant Condition	Condition	Description	Frequency	Duration
Normal Operation	Battery installed and Pendant operating properly	<b>Green</b> — indicates battery status OK. <b>Red</b> —indicates battery needs replacement.	Every 10 seconds	100 ms (configurable 0 to 255ms)
Check Working Status	User presses button <1 second. If the button is pressed and released 5 times in quick succession, the Pendant sends a check-in packet to the Server,	<b>Red</b> —illuminates once for each button press to indicate button operational. <b>Green</b> —illuminates once if successfully communicating with the Server software,	Every 10 seconds	Duration of button press < 1 second
In Alarm	User presses button >1 second	<b>Red</b> —illuminates for 10 seconds to indicate that the Pendant is scanning for nearby Reference tags.	Every 10 seconds	10 seconds
Alarm Acknowledged	Security acknowledges Alarm event on the Help Alert software. Software sent acknowledged packet to alarmed Pendant.	<b>Green</b> —illuminates for 10 seconds to indicate that the Pendant is scanning for nearby Reference tags.	Every 10 seconds	10 seconds



# Chapter 2

## Maintenance

### Replacing the Pendant Battery

The Staff Duress Pendant uses two AAA 1.5v lithium batteries. The battery holders are found in the rear of the Pendant, on both sides of the circuit board.

#### To replace the batteries in the Pendant

1. Use your fingers or plastic tool to pry open the back cover of the Pendant. There is a small notch in the casing to allow for opening the back cover.



2. If changing the batteries, use a small, non-conductive piece of plastic or wood to pop the battery free from the battery holder.

**NOTE: Do not use a metal screwdriver or metallic instrument to remove the battery. This May damage the device.**

3. Press the red button a few times ensure no charge is remaining in the circuits.
4. Insert each battery into its battery holder. Be sure to align the positive (+) end of the battery as marked on the battery and battery holder.
5. Verify LED light communication.
6. Snap the back cover back onto the Pendant.
7. Dispose of the old lithium battery according to your federal, state and local guidelines.

## Cleaning & Caring for the Pendant

**CAUTION:** Use of non-approved cleaners can cause permanent damage to the Pendant and will void any and all warranties.

1. Remove the Pendant from the lanyard or belt clip.
2. Pre-clean the Pendant using an approved cleaner.
  - A soft brush can be used to clean the hard-to-reach areas.
  - Brushes must be sanitized after each use according to the manufacturer's instructions and your facility's infection control procedure.
3. Sanitize the Pendant by spraying it with an *approved* .

Approved Cleaners		
Airex 109A	Isopropyl Alcohol	Quest 256
Cavicide™	Neutral Quat 128™	Virex II-256
Health-Tec™	Quik Fill 920™	Sani-cloth HB (wipes)
Hi-Tor Plus™		
<b>NOTE:</b> Some agents are intended for topical, antimicrobial use only and will not destroy viruses such as Hepatitis B and HIV		

Using an approved cleaner does not confirm the suitability of the cleaner to meet your infection control standard; it only indicates that the Pendant will not be harmed by the cleaner.

- Allow the cleaner to remain on the Pendant for the amount of time specified by the manufacturer. When using surface disinfectants and decontaminate cleaners, always follow the manufacturer's instructions.
4. Wipe the Pendant with a clean cloth or towel, and then allow the Pendant to air-dry.
  5. Place the clean Pendant in a storage container for future use.

**CAUTION:** The Pendants may be sprayed or rinsed with water or the approved cleaners during cleaning, but must not be soaked or submerged. Soaking or submerging Pendants may result in equipment and/or system failure.

# Chapter 3

## Specifications

### Specifications

#### Environmental Specifications

Dimensions	62.5 mm x 50 mm x 16.3 mm (with lanyard add 6.4 mm)
Weight	1.6 ounces
Power	Two AAA 1.5v lithium batteries
Color	Blue
Operating Temperature	40-125 degrees Celsius

#### Radio Specifications

Standard Compliance	IEEE 802.11b, Wi-Fi
Frequency Range	2.412 - 2.462 GHz
Transmission Power	+18dBm
Regulations Approvals	FCC Part 15 Sub Part C

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