

HEALTH WATCH®

Personal Monitoring Systems

Health Watch 9000

User Guide



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Part Number D3607105A

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Setting up

Three simple steps

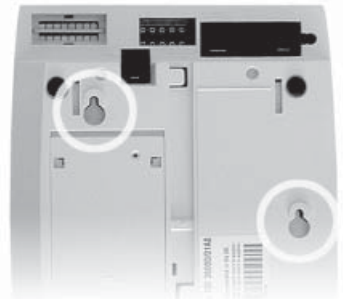
1. **Place HW 9000** in a suitable position
2. **Connect HW 9000** to your telephone line and a power outlet
3. **Test HW 9000** by pressing the radio pendant to raise an alarm

Place HW 9000

Place HW 9000 on a flat surface, or have it mounted on a wall. Put it somewhere you can easily reach. It should also be close to a telephone jack and a power outlet.

Attaching to a wall. If you decide to attach your HW 9000 to a wall then you will find slots to grip the screws on the back of HW 9000. There is a separate paper template included in the packaging that will show you where to drill the holes for the screws.

Note: As most users do not mount HW 9000 on the wall the screws needed for mounting are not provided.

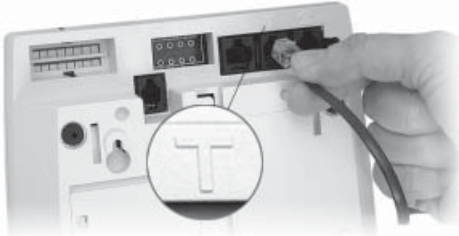


*Although HW 9000 is a rather clever piece of equipment, it is quite robust, and you can treat it just like any other telephone. However, this means that you **should not**:*

- *Place your HW 9000 next to something that makes a lot of noise, such as next to a television, radio or washing machine.*
- *Put it right next to your oven, or close to any other heat source.*
- *Set HW 9000 in a place where it will get damp, such as a bathroom, or near house plants that are sprayed at any time.*
- *Place it very close to any large metal objects, such as microwave ovens, as large pieces of metal stop the signals from the radio pendant reaching HW 9000.*
- *Put HW 9000 on top of something soft, such as a thick towel, as this can stop sound reaching the microphone.*

Connect HW 9000

1. First, connect your HW 9000 to a telephone jack in your home using the cable that came in the box with HW 9000. Do not connect HW 9000 to the telephone jack via a telephone adaptor.



2. You can then connect your ordinary telephone to HW 9000. If you do not connect your other telephones **through** HW 9000, but use a telephone adaptor instead, then HW 9000 may have difficulty making alarm calls if another telephone is being used for a call.



3. Next, connect the lead from the AC adapter to the back of your HW 9000, and then plug the AC adapter into a power outlet.



4. When you connect your HW 9000 to the power the largest button on the top of your HW 9000 should light up.



Test HW 9000

Once you have connected your HW 9000 you can test it. Press the button on the Amie pendant or Fall Detector that came with your HW 9000, and wait a few seconds. HW 9000 will call your response center. When your call is answered tell the operator that you are testing your new HW 9000—the operator will be pleased to hear from you.



Problems?

In the unlikely event that something does not work as you expect then consult the **Problems and Answers** section towards the back of this guide.

Using HW 9000

Requesting help

If you need help simply press the button on your Amie pendant (or Fall Detector). This sends a signal to HW 9000 which tells it to call your response center.



Alternatively, if you can easily reach your HW 9000 you can press the large alarm button.

(Your home can also be fitted with extra buttons and pull cords that raise an alarm. The person who installs these in your home will show you where they are and how they work).



Cancelling

If you accidentally raise an alarm call (i.e. you unintentionally press one of the alarm buttons on your HW 9000 or radio pendant) you can cancel the alarm call by waiting five seconds and then pressing your HW 9000's **Cancel** key. However, once the call reaches a response center pressing the **Cancel** key will have no effect. This is a safety feature. When the operator answers your call simply explain that it was an error—the operator will be pleased to hear from you.



Answering a call

When the phone rings you can answer it in any of the four following ways:

1. Pick up the handset of the telephone attached to HW 9000.
2. Press the **Speaker** user key on the top of your HW 9000. This is the user key with **Speaker** displayed beside it.



3. Press the button on your Amie pendant (or Fall Detector). This method of answering a call can be turned off by an installer or your response center, and so you need to check that it has been set to work on your HW 9000. If you answer a call using your radio pendant you will only be able to carry on a hands-free conversation if you are close enough to hear and speak to your HW 9000. You can end the call by pressing the button on your radio pendant again.



4. Press the **Cancel** key on your HW 9000. Press the **Cancel** key again to end the call.



Making a call

You can make a call in the three following ways:

1. Press any of the **Speed Dial** keys on the top of your HW 9000. These will automatically call the friend or contact whose name is displayed beside the key.



2. Press the **Speaker** key, and then lift the flap and enter the telephone number to call.



3. If you have a telephone plugged into your HW 9000 you can use it to make and take calls as normal. Simply lift the receiver and dial the number.



Adjusting the volume

On the top of HW 9000 there are two keys—one increases the volume and the other decreases it. These keys adjust the volume of the ringing you hear when someone calls you. If you need HW 9000 to ring louder when someone calls then press the **Up** key and you will hear HW 9000 ring once for each time you press.

You can also use these keys to adjust the volume of the caller's speech. If you cannot clearly hear someone who has called you then press the **Up** key to increase the volume of their speech.



Up



Down

In short, if you are in the middle of a telephone conversation these volume keys can be used to make the caller's speech louder or quieter. Otherwise, these keys adjust the volume of the ringing you hear when someone calls.

These changes are not temporary. If you increase the volume during a call then you will find that your HW 9000 remains at this volume for the following calls.

The Away feature

What is the **Away** feature?

Your HW 9000 can be set up to detect when you are inactive, or to discover and report a range of other incidents to your response center. For example, if you are feeling ill you might not get up in the morning. If your HW 9000 has been configured to detect inactivity it will eventually call your response center to let the staff know that you have not been active.

To do this reliably it needs to know whether you are in your home or away from your home. Otherwise, your HW 9000 might think that you are inactive every time you go away to visit a friend or relative.

Going **Away**

To tell your HW 9000 that you are going to be away press the **Away** key. You will hear the word **Away** spoken, and the **Away** key will light up.



Returning home

To tell your HW 9000 that you have arrived home press the **Away** key again. You will hear the word **Home** spoken, and the **Away** key will turn its light off.

Returning home and raising an alarm

If you return home and raise an alarm by pressing a button then your HW 9000 will make an alarm call even if **Away** is turned on. After making the call it will automatically switch the **Away** feature off—it will return to its **Home** status.



Using medication reminders

Your HW 9000 can be configured so that it can store recorded reminder messages.*

If your unit is set up to provide medication reminders one of the user keys will be labelled 'Message'. When a timed message is due the HW 9000 will sound a distinctive chime, the message key will flash, and you should press the message key. The message will then be replayed. You can hear the message again by pressing the message key a second time.

If you are using medication reminders and you are away from home, you can press the 'Away' key before you leave to prevent messages being announced.

When you return, then press the Away key again to return the unit to its home status.



*A separate instruction card is included with the unit describing how to record medication reminder messages.

Using radio pendants

Radio pendants use radio waves to send out signals to your HW 9000. If you press the button on a pendant this will send a signal to your HW 9000 telling it to raise an alarm.

HW 9000 can work with a variety of different radio pendants. HW 9000 can even accept signals from several radio pendants at once, although most HW 9000s are sold with just one pendant, such as an Amie pendant.

- Keep your radio pendant with you at all times.
- Keep it by your bedside at night.
- Do not put your radio pendant into water.
- Clean only by wiping with a soft, slightly damp cloth.

Amie

Amie radio pendants are light and waterproof. These pendants have small but powerful batteries which mean that, with normal use, they will last up to three years. They will normally work up to 80 feet away from your HW 9000.

When you press the alarm button on an Amie pendant the small red light will light up for about three seconds after each button press. However, if the battery is low this light will flash on and off when you press the alarm button. If this happens you should contact your supplier or response center and they will arrange for a replacement Amie. If you raise an alarm call to a HealthWatch response center using an Amie pendant with a low battery the operator is automatically informed about the low battery in your pendant.



Amie

Reliability

What if I accidentally unplug HW 9000 from the power outlet? HW 9000 will alert you to the problem by announcing that there is no power, although this feature can be turned off if you live in a region when power outs in the middle of the night are common. After a period of time without power HW 9000 will also telephone the response center and automatically let the response center know that it is without power.

What if I break my radio pendant? The radio pendants are quite tough and difficult to break, although it is possible to break a radio pendant given enough force. It is also possible that the battery will run down after three years. If your pendant does not signal the unit after 3 days the HW 9000 will signal the response center.

Periodic calls

How does my response center know if my HW 9000 is not working properly? Your HW 9000 is set to make daily test calls to the response center. This is a call that is not heard by you, nor is it answered by an operator. Your HW 9000 will simply communicate directly with the response center computers to let them know that it is working correctly. If the response center computers do not receive this regular call then they will alert one of the call operators. The response center staff will then investigate the problem.

What if I accidentally disconnect the telephone line? If the telephone line is disconnected then HW 9000 will warn you by making announcements. Nevertheless, some faults on telephone lines cannot always be directly detected. This is why HW 9000 is set to make daily test calls to the response center.

Configuring HW 9000

Your HW 9000 can be configured to do many different tasks. This configuration is usually undertaken by an installer or member of staff from your response center. However, there are some settings you can alter yourself.

Speed Dial Keys

Entering Speed Dials

To edit the name and number attached to the **Speed Dial** user key you should follow these steps.

1. Press and hold down the **Speed Dial** key you wish to edit.



2. Press key **5** under the flap. The name and number attached to the **Speed Dial** key will be displayed. You can now release the **Speed Dial** user key.



3. Edit the name and number using the numbers under the flap. The **(C)** key under the flap will delete a number or letter during editing. You can switch between editing the name and editing the number by pressing the **(B)** key. Each number key under the flap has several letters next to it. When editing a name, keep pressing the key with the letter you want until the letter is displayed.



4. Once you have finished editing press the **(D)** key under the flap. This will save your changes. Alternatively, you can press the **(A)** key if you do not want to save your changes.



5. You can then test the **Speed Dial** key by pressing it and it will show the number you have entered.

Key Summary

- (B)** Switch between editing the name and editing the number.
- (C)** Delete a letter or number during editing.
- (D)** Save the changes you have made.
- (A)** Abort—do not save changes.

Voice Announcements

If one of your keys is displayed as **Record** then you will be able to record some of the announcements your HW 9000 uses. In particular, you can record announcements for each of the **Speed Dial** user keys.

Speed Dial announcements

You can record up to five seconds of speech for each **Speed Dial** key. Normally, you should record the name of the person. If you record the name **Julie**, HW 9000 will announce **Calling Julie** when the **Speed Dial** is pressed. To record an announcement for a Speed Dial user key you should do the following.

1. Hold the **Speed Dial** key down and then press and hold the **Record** user key. Your HW 9000 will beep to indicate that recording has started, and the volume key will flash during recording.
2. Record a brief message, such as the name of the person who is called by the **Speed Dial** key, and then release the **Speed Dial** user key when you have finished. Your HW 9000 will then beep to indicate that recording has ended.
3. To test the announcement press the **Speed Dial** key to make a call, listen to the recording, and then cancel the call using the **Cancel** button before the call is made.



Removing a Speed Dial and announcement. If you hold down a **Speed Dial** user key and then press the **Cancel** key this will delete the name, number and voice announcement attached to the key.

Problems and Answers

Most problems can be overcome with a few simple checks. If these checks do not overcome the problem then contact your response center.

The alarm button on top of my HW 9000 does not light up when the power is turned on

1. Check that the transformer is plugged into the power outlet.
2. Check that the wall outlet is turned on. Do other electrical appliances work when plugged into the same outlet?
3. Check that the lead from the transformer is properly plugged into your HW 9000.

The alarm button on top of my HW 9000 continues to flash rapidly

If this rapid flashing continues for a long period (i.e. several minutes) this indicates that there is a fault with your HW 9000. If this is the case then you need to contact your supplier and explain the problem.

When I press the button on my Fall Detector or Amie pendant my HW 9000 does not make an alarm call

1. Stand next to your HW 9000 with your radio pendant and try to raise an alarm. If your radio pendant works when it is close to your HW 9000, but not when it is further away, then see the section earlier in this guide on radio pendants.
2. If pressing the button on your Fall Detector or Amie pendant does not make your HW 9000 raise a call even when you are standing next to it, then try raising a call by pressing the large alarm button on the top of your HW 9000. If this does not work then the problem is with your HW 9000, not your radio pendant (see the section below). If your HW 9000 raises a call when you press the large alarm button on the top of it, but does not raise a call when you use your Amie pendant, then you need to contact your supplier and explain the problem.

When I press the large alarm button on top of HW 9000 it does not raise an alarm

1. Is HW 9000 plugged into the electrical power? Is the large red alarm button lit up as it should be? If it is not then see the section above on this topic.
2. Is your HW 9000 properly connected to the telephone line? Check the connections between your HW 9000 and the telephone jack.
3. Is there a fault with the telephone jack? Try raising an alarm with your HW 9000 plugged into a different telephone jack if one is available.
4. If your HW 9000 is properly connected, is the telephone line faulty? Pick up the handset of the telephone plugged into HW 9000 and listen for a dial tone. If you cannot hear one there may be a fault on the line.
5. Is the fault on the line inside your home or outside? Try disconnecting all other telephones connected to the line and try raising an alarm again.

Since connecting HW 9000 I cannot receive telephone calls

Disconnect all telephones with the exception of your HW 9000. Then ask someone to call you. Your HW 9000 unit should ring and you will be able to answer the call by pressing the yellow **Cancel** button on your HW 9000.

If your HW 9000 rings when it is the only telephone connected to the telephone line then this may be because one of your other telephones is faulty. Alternatively, this may be because you have been connecting too many telephones to your telephone line.

You should not connect more than four telephone devices to any one telephone line. HW 9000 counts as one telephone. If you do, then your telephones may not ring when someone calls. This maximum of four telephone devices includes fax machines, computer modems and answering machines.

Federal Communications Commission (FCC) notices

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

Universal Service order Code (USOC): RJ11C

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

Ringer Equivalence Number (REN): 0.4

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 04 is a REN of 0.4). For earlier products, the REN is separately shown on the label.

If this equipment (HW 9000) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone

company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment (HW 9000) contains no user serviceable parts. If trouble is experienced with this equipment (HW 9000), for repair or warranty information, please contact HealthWatch Inc. Tel 1-800-226-8100. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

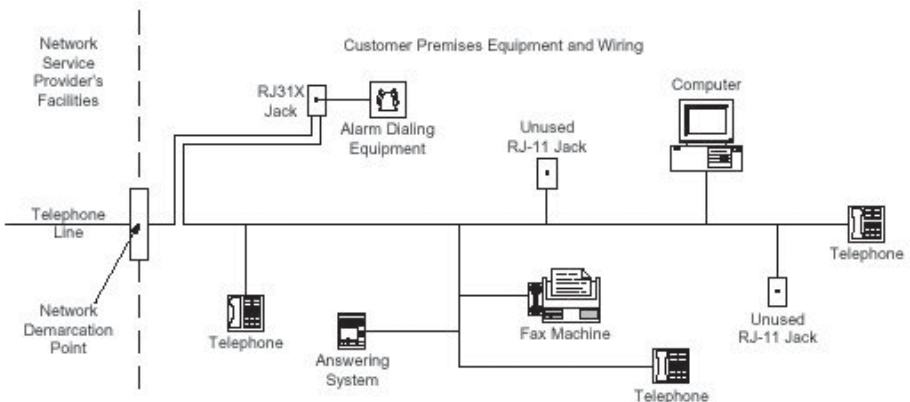
Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment (HW 9000) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

When programming emergency numbers and (or) making test calls to emergency numbers:

- 1 Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2 Perform such activities in the off-peak hours, such as early morning or late evenings.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure below. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the RJ31X jack and alarm dialing equipment for you.



Federal Communications Commission (FCC) notices

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.

Amie Radio Trigger (Part Number 63004/01)

FCC ID: G2X-63004

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.

Warning

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Industry Canada Warnings

Notice

The Industry Canada Label identifies certified equipment. This certification means that the equipment meets Telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

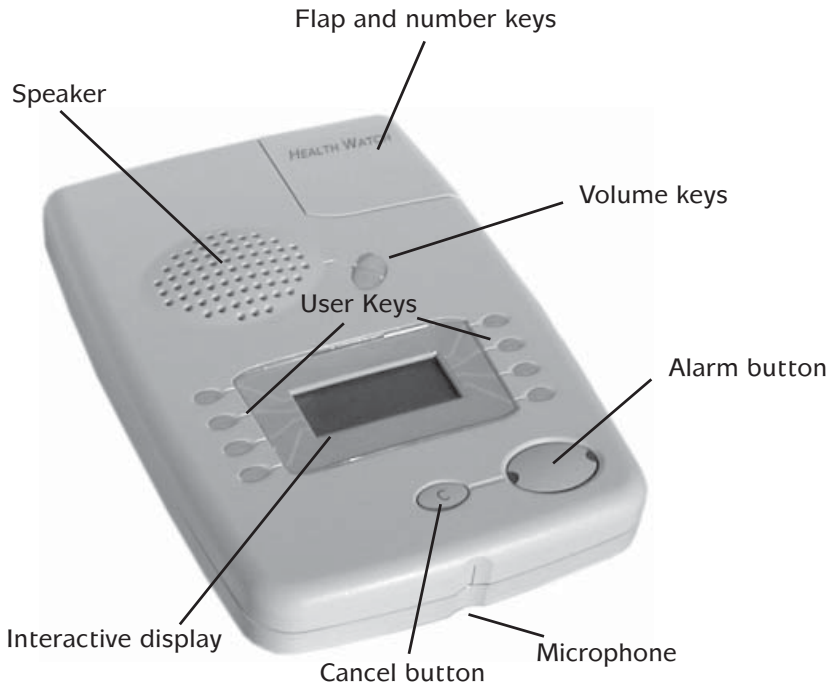
Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local Telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user of this equipment, or equipment malfunctions, may give the Telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Notice

The Ring Equivalent Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed 5.



Requesting help

- Press the alarm button on your radio pendant.
- Press the alarm button on your HW 9000.
- Use any of the pull cords if fitted.

Answering a call

- Press the Speaker user key.
- Press the alarm button on your radio pendant.
- Press the Cancel button on your HW 9000.

Making a call

- Press a Speed Dial user key.
- Press the Speaker user key, lift the flap and enter the telephone number.