


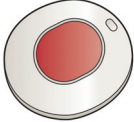

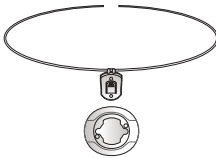
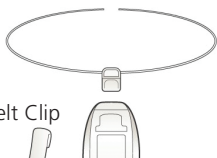






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For more information on your Caresse, please contact your supplier.

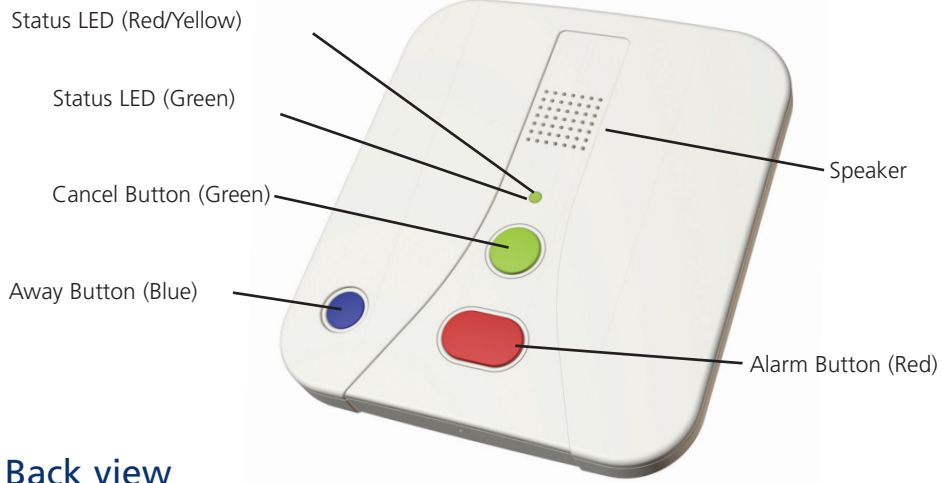
what's in the box?

When you open the box for the first time please ensure you have all of the following:

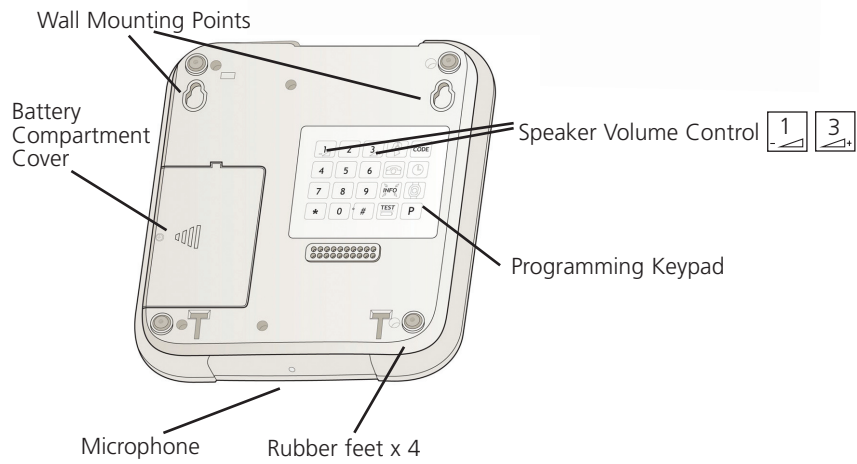
<p style="text-align: center;">Caresse</p> 	<p style="text-align: center;">Pendant or Amie</p> <p style="text-align: center;">Gem  Amie </p> <p style="text-align: center;">Wearing options</p> <ul style="list-style-type: none">• Neck cord • Neck cord • Belt Clip  • Wrist Strap • Wrist Strap 
<p style="text-align: center;">Cords and adaptors</p> <p>a Telephone cord (10' (3m) cable) </p> <p>b AC power adaptor (10' (3m) cable) </p> <p style="text-align: center;">If any of the above items are missing, please contact your supplier.</p>	

Caresse Personal Emergency Response Unit

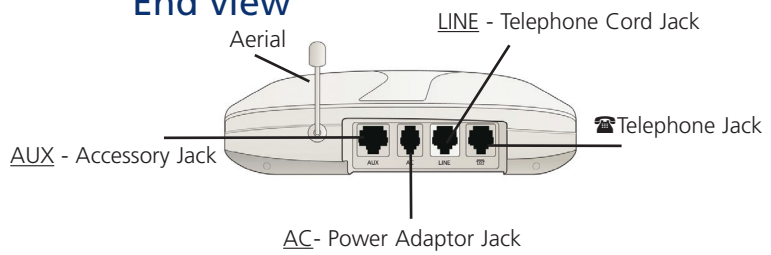
Front view



Back view

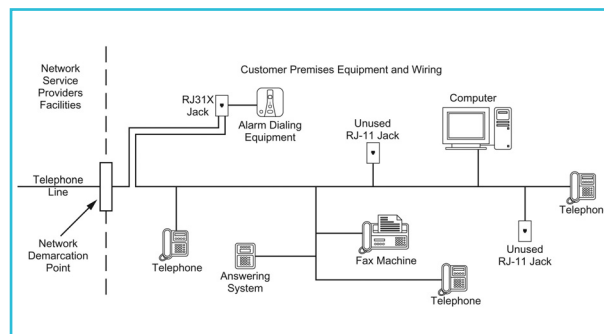


End view




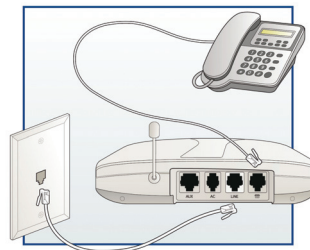
Installation with RJ31x (CA38A in Canada)

The Caresse 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, the caresse 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.



Installation without RJ31x (CA38A in Canada)

Connect the Caresse to the first telephone jack in the dwelling with all other telephones/extensions/smart boxes/modems/tv set top boxes in the home plugged directly into the Caresse using the jack on the Caresse labelled  to enable the unit to disconnect extension telephones when raising an alarm call. A multiple telephone adaptor may be required to connect more than one telephone (not supplied).



Cordless phone

Ensure that the main base/charger which is registered to all other handsets in use, is connected directly to the home unit as above.

Broadband

Please ensure a high quality DSL filter is in use. Please contact your supplier for further advice if necessary.

Button (Red)

 Telephone Jack

quick start guide

Do's


- Keep the Caresse connected to the ac power at all times.
- Use an RJ31x jack or connect the Caresse to the first telephone jack in the dwelling with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook.
- Contact your supplier as soon as the LED on your pendant indicates a low battery (see page 11 for more details).

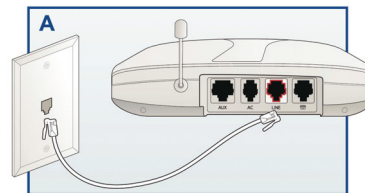
Don'ts

- Expose the Caresse to water or other liquids.
- Connect cables other than those supplied with the unit.
- Place your Caresse next to a television, radio, washing machine or air conditioning unit.
- Put it right next to your stove or close to any other heat source.
- Set the Caresse 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 the Caresse.
- Place your Caresse closer than four feet to something that may emit electromagnetic interference, such as a cordless telephone, CD or video player, or personal computer.


Step 1 - Connecting the cords & adaptors

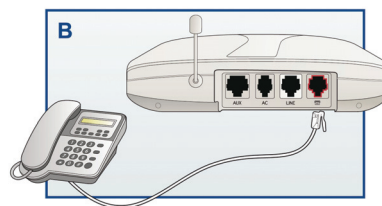
Please follow the steps below to plug the cords correctly into the Caresse.


Step A – Plug the telephone cord  into the jack on the Caresse labelled **LINE** and the first/main telephone wall jack.

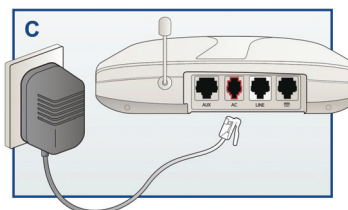


quick start guide

Step B – Plug the telephone into the jack on the Caresse labelled . Plug all required telephones/ equipment into this jack using a multiple telephone adaptor (not supplied). See page 5 for more details.



Step C – Plug the ac power adaptor  into the jack on the Caresse labelled AC then connect to the power receptacle.



Step D – Adjust speaker volume control if required (see page 8 for more details).

Step E – Stand the aerial upright.

Step 2 - Testing

Press the alarm button on the unit and ensure it raises a call through to the monitoring center (or designated recipient). Also remember to test the Amie or Gem pendant by pressing its button and ensuring a call is raised. Do this test at floor level around the dwelling to confirm the dwelling is covered.

Step 3 - Adding pendants or telecare sensors

For more information on adding pendants, please see page 13 of this guide. Contact your supplier if you require more information on how to programme telecare sensors to your Caresse.

Step 4 - Ready to use

Once successfully tested the Caresse is ready to use.

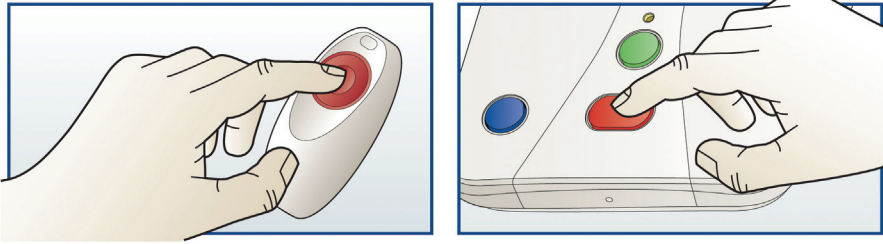
Wall mounting

Decide where you want to situate the Caresse. Remember it should be within 2 metres of the ac power and main telephone jack. Then drill 2 holes 5.9" (149mm) apart, firmly attach screws and then locate the wall mounting points on the home unit with the screws.

using the Caresse

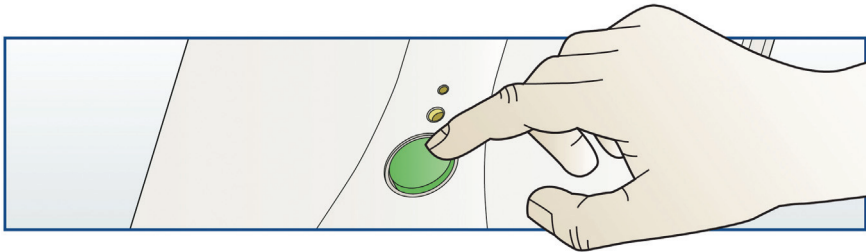
Making an alarm call

Press the red button on the pendant or red alarm button on the Caresse.





Cancelling an alarm call



If you raise an alarm call by accident, wait 5 seconds (after the initial alarm button is pressed) and press the green cancel key. This in-built delay prevents false cancellation of an alarm call. Alarm calls made from a pendant can be cancelled immediately by pressing the green cancel key.



Adjusting the loudspeaker volume

The Caresse has four volume level settings, which can be adjusted using the programming keypad.

Increase volume – press the  key and a tone will sound for 10 seconds. Press the  key repeatedly until the desired volume is reached.

Decrease volume – press the  key and a tone will sound for 10 seconds. Press the  key repeatedly until the desired volume is reached.

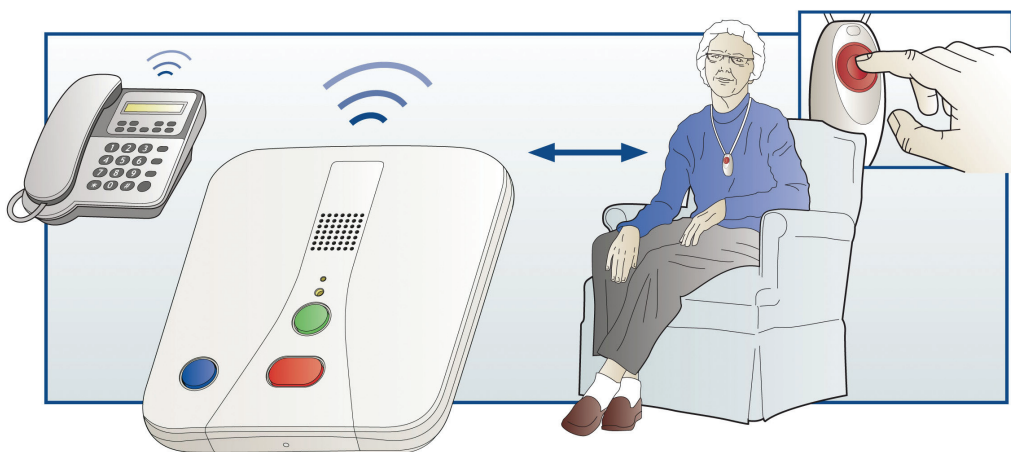
Press  key before the tone ends to save the new volume setting.

Using the function button

The Caresse has a blue function button that can be programmed to be used to operate a number of different features. For more information, please see the features explained section on pages 12 and 13.

Answering calls using the pendant

The Amie or Gem pendant can be used to answer incoming telephone calls remotely by pressing its red button while the Caresse or connected telephone is ringing. When pressed, the Caresse will answer the call and you can speak to and hear the caller handsfree via the Caresse.



IMPORTANT – this feature may not be enabled, please contact your supplier if you wish to enable this feature.

Switching between handsfree and handset modes

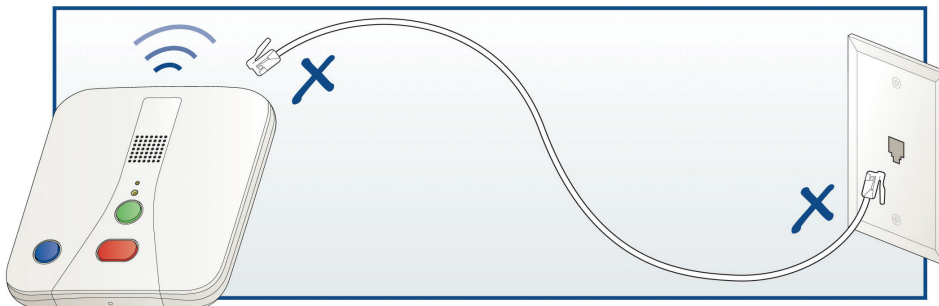
If you wish to change a handsfree call to the handset, just pick up the connected telephone handset and speak to the caller as per a normal telephone conversation. Replacing the handset will end the call.

To end a handsfree call, press your pendant again.

status warnings

Telephone line monitoring

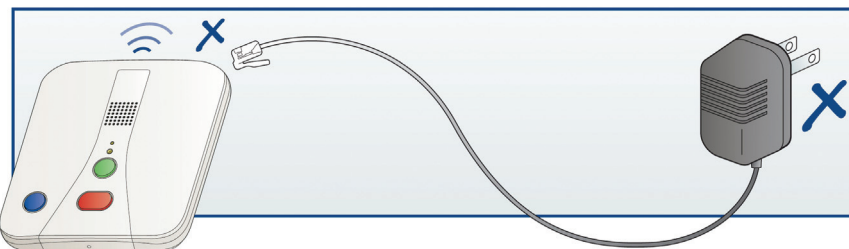
If the telephone line is faulty or becomes disconnected, the Caresse will announce **'WARNING - telephone line disconnected'** after 1 minute. This warning will be repeated every 30 seconds until the telephone line becomes available again.



To silence the warning, re-connect the telephone line. If the telephone line is connected and the warning continues, press the green cancel key. If the warning continues you should contact your telephone line supplier as the telephone line may be faulty.

AC Power failure monitoring

If an AC power failure occurs, the Caresse will continue to work using its backup battery, however, as a warning the Caresse red LED will flash once every 4 seconds (see section – the LEDs on the Caresse indicate). The unit will also announce **'WARNING – there is no electrical power'**. This warning is repeated every 5 minutes. To silence the warning reconnect the power cord, or press the green cancel key.



If the power failure lasts for more than 1 hour, the unit will automatically call the monitoring center. A call will be raised periodically to the monitoring center until the power is restored. The battery provides 30 hours backup.



The LEDs on the Caresse indicate

Two LEDs on the Caresse provide indications of its status based on the below.

LED lights	Home unit status
Green LED on	Normal mode
Green LED flash (1 every 4 seconds)	Normal mode running on battery (AC power off)
Green LED flash (1 every second)	Alarm mode
Red LED flash (2 every second)	Telephone line disconnected
Red LED on	Telephone line in use
Yellow LED on	Function button in away mode
Yellow LED off	Function button in home mode
Yellow LED flash (2 every second)	Intruder entry/exit time period
NO LED on	Unit powered down (if power is on and connected then the unit may be faulty)



The LED on the pendant indicates

When pressed the red LED on the Amie or Gem pendant will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed this indicates that the pendant battery is low and should be replaced. You should contact your supplier as soon as possible in the event of low battery indication.

features explained

IMPORTANT - Inactivity monitoring and intruder monitoring requires additional telecare sensors and may not be enabled on your Caresse, please contact your supplier for more details on these functions. Please also contact your supplier for more details if you are unsure how your blue function button has been programmed.



Inactivity monitoring

The Caresse can monitor movement around the home and send an alarm call to the monitoring centre if no movement is detected within a specific time period. To avoid false calls to the monitoring center, inactivity monitoring should be de-activated when you leave your home.

- **Activate (home mode)** - press the blue away button
(the yellow LED will turn off and the unit will announce 'Home')
- **De-activate (away mode)** - press the blue away button
(the yellow LED will turn on and the unit will announce 'Away')



Intruder monitoring (Caresse+ model only)

The Caresse has the ability to provide a very effective, simple to use intruder alarm facility, which will alert the monitoring center or personal recipient on detection of an intruder.

- **Arming (away mode)** – when leaving your home, you should turn on intruder monitoring by pressing the blue away button once. The unit will sounds its exit tones and the yellow LED will turn on. You should leave your home and lock your door before the exit tones end (approximately 30 seconds).
- **Disarming (home mode)** – when entering your home, the Caresse will sound its entry tones, you can easily switch off intruder monitoring during these entry tones by:
 - Pressing the blue away button once and then pressing your pendant straight away

When the intruder function has been disarmed, the entry tones will stop and the yellow LED will turn off.

- **Zoning** - If you live in a house with your bedroom upstairs, it is possible to protect the downstairs area at night while still being able to move around upstairs without raising an alarm. This can be set in the following way:-

features explained

- Before going upstairs to bed, press and hold down the blue away button on your home unit. Whilst the blue away button is held down, press and release the green cancel key. Finally, release the blue away button. This has now armed the downstairs intruder alarm function. The yellow LED will turn on and your Caresse will sound its exit tones. When you hear these tones, you should make your way upstairs before they stop.

Having armed the 'zoned' intruder function, it is important to disarm the function straight away when you go back downstairs either at night or in the morning, by using your chosen disarm method as this will prevent false intruder alarms from being generated.



Intruder functionality and inactivity monitoring

If your Caresse has been set up to monitor for inactivity as well as intruders, inactivity monitoring will automatically be suspended the moment intruder monitoring is armed. When intruder monitoring is disarmed, inactivity monitoring will automatically be restored.



Personal recipients

The Caresse can be used to make an alarm call to a personal recipient (e.g. a relative or care giver) before calling the monitoring center. Please contact your supplier if you wish to enable this facility.



Amie (or Gem) pendant



Waterproof






Typical radio range up to 50m



Auto low battery

NOTE: The pendant will automatically send a notification call to the monitoring center when its battery is low.

Programming a pendant to the Caresse

To program a new pendant press the following keys on the programming keypad:    Then press and hold the pendant button until 3 beeps are heard. The LED on the trigger will light for 3 seconds.

NOTE: A low pitched beep indicates that the pendant has already been registered to the unit or the maximum number of pendants has been reached. A low pitched beep will also be heard if no radio transmission has been received after ten seconds. If this is the case, repeat the above process.

telecare sensors

What is Telecare?

Telecare consists of various sensors placed around the home linked to the Caresse. The sensors provide greater reassurance and protection by monitoring for environmental risks such as fire as well as personal risks such as falling. Upon detection of a dangerous situation the sensors automatically generate an alarm to the Caresse which then alerts the monitoring center (or personal recipient) where a highly trained operator can quickly deal with the issue and take the most appropriate action.

If you would like to know which telecare sensors, are currently available please contact your supplier.



help and advice



False alarms

If you accidentally raise a false alarm, please do not worry as your monitoring center is always happy to hear from you and the raising of the alarm acts as a useful test of your Caresse.



Troubleshooting

If your Caresse does not work:

- Ensure the telephone lead is plugged into the main telephone jack – see page 6/7.
- Ensure that the ac power adaptor adaptor is plugged into the unit and a wall receptacle – see page 6/7.
- Ensure that the ac power supply is switched on (the green LED should be on).
- If the Caresse has a lit or flashing LED, please see the status warning section on page 10/11.



Cleaning

Dust the Caresse with a soft cloth which can be moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill.



Moisture

Don't position your Caresse where it may come into contact with water or moisture.

Pendants are waterproof (to IP67 standard) up to 1m. They can be worn in the shower however wearing them in the bath should be avoided where possible.



Battery information

The battery should be disposed of in accordance to the current Federal and State legislation.

CAUTION! There may be a risk of explosion if the battery is replaced by an incorrect type. Dispose of used battery in accordance with the latest legislation.

FCC Notices

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): 0.3

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., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment (Caresse) 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.

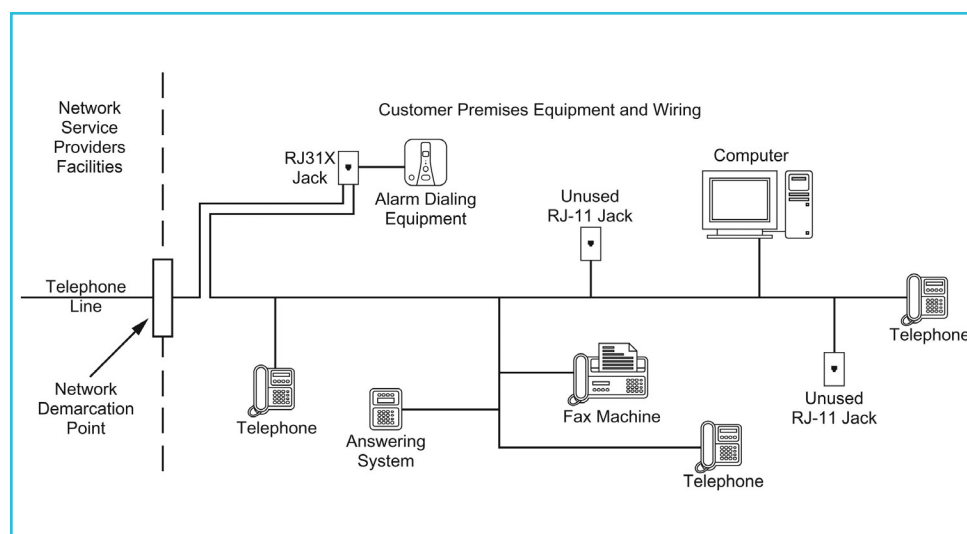
This equipment (Caresse) contains no user serviceable parts. If trouble is experienced with this equipment (Caresse), for repair or warranty information please contact the agent, their contact details are on the user guide supplement sheet. If the equipment is causing harm to the telephone network, the 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 (Caresse) 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 offpeak 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 following figure. 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.

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 63604/01)

FCC ID: G2X-63604 and FCC ID: G2X-63604A

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 designate 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.

Technical details:

Weight:	2.5lbs (1143g)
Dimensions:	7.68" x 8.47" x 1.4" (WxLxD) (195 x 215 x 36mm)
AC power:	110 to 120v AC power receptacle
Stand-by battery:	1200mAh capacity (continually internally recharged)
Back-up time:	30 hours of stand by operation with one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio Frequency:	312.00 MHz
Radio Range:	390ft (120m) in free space
REN:	0.3
External Connections:	10ft (3m) telephone line cord with type RJ11 plug, optional 10ft (3m) RJ31x line cord (CA38A in Canada), AC power adaptor with 10ft (3m) cable

Environment:

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C (32°F to 113°F) Storage = -10°C to 50°C (14°F to 122°F)
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

Standards:

US:	FCC CFR47 part 15, FCC CFR47 part 68, ETL/UL1637, ETL/UL1635
Canadian:	CETL/CSA22.2 No205, RSS210

Tunstall

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installation
and user guide



Caresse Personal Emergency Response Unit

D5107036A

All the reassurance you need

