

## Testing

The base unit will send a test signal every night to the Control Room. The unit will also monitor your personal transmitters and will make sure they are working and do not have low batteries.

**[NAME]** will ring from time to time to ask you to press your personal transmitter to ensure that the system is fully functional.

## Safe Technology

This medical alarm incorporates 'Safe Technology' that contains integrated testing features and continuous monitoring of alarm operation using a three-level interlocked safety system. The units are professionally designed by qualified engineers and thoroughly tested at the factory by experienced staff.

While all care is taken to provide you with continuous safety, this device is a part of a communication system involving other service providers and it is possible that a series of events or interference may cause an alarm signal not to be transmitted. These are rare events, but may occur with any such system. Being only part of a complete system, we cannot accept responsibility for any damages or other consequences resulting from any failure.

### Telecom notes for use of this device in New Zealand

- 1) The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.
- 2) Under power failure conditions this appliance may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use in the event of mains power failure.
- 3) This equipment shall not be used in any manner that could constitute a nuisance to other Telecom customers.
- 4) This equipment shall not be set up to make automatic calls to Telecom's 111 Emergency Service.
- 5) This equipment is set up to carry out test calls at pre-determined times. Such test calls will interrupt any other calls that may be set up on the line at the same time. The timing set for such test calls should be discussed with the installer. The timing set for test calls from this equipment may be subject to 'drift'. If this proves to be inconvenient and your calls are interrupted then the problem of timing should be discussed with the equipment installer. The matter should not be reported to the Telecom Faults Service.

**NOTE:** The base unit **must** be installed near the power and phone outlets, the outlets **must** be easily accessible.

**Proudly designed and manufactured in New Zealand by:**



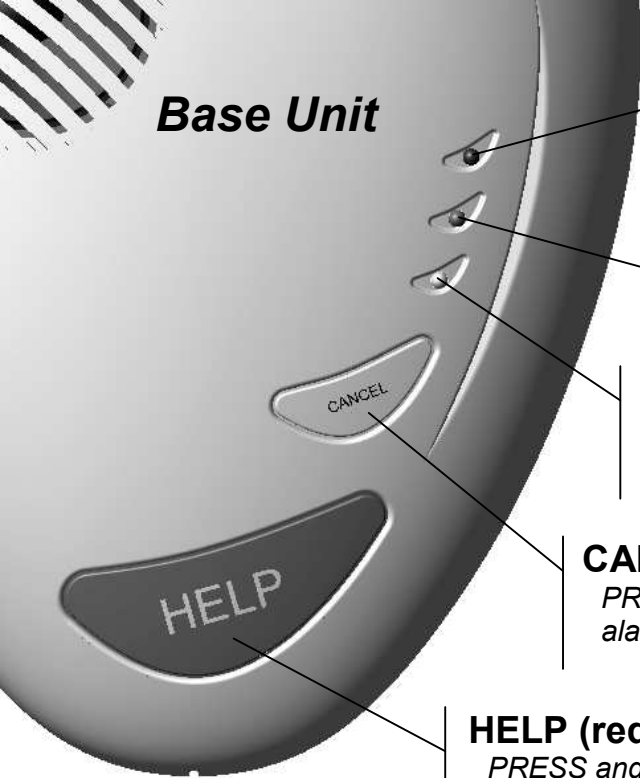
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## User Instructions



Freephone **0800 000 000**



## Base Unit

**MAINS (green light)**  
*ON = mains connected*  
*FLASHING = mains unplugged*

**INFO (yellow light)**  
*used by installers*

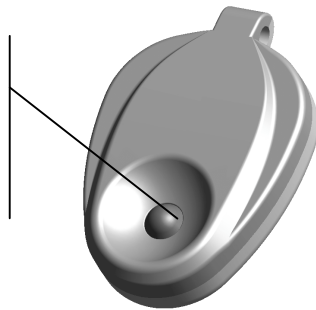
**DIAL (red light)**  
*ON = using phone line*  
*FLASHING = alarm will redial*

**CANCEL (yellow button)**  
*PRESS to stop an accidental alarm signal from being sent*

**HELP (red button)**  
*PRESS and HOLD for three seconds to send a HELP signal. This is the same as pressing your personal transmitter*

## Personal Transmitter (grey button)

*PRESS and HOLD the button for three seconds to send a HELP signal. Your transmitter may be a pendant or wristband and can be worn in the shower.*



## Calling for Help

To call for help in an emergency situation, PRESS and HOLD the button on your personal transmitter, or the red HELP button on the base unit, for **3 SECONDS**.

## Cancelling Call for Help

If a medical alarm is triggered accidentally, you can stop the call by pressing the CANCEL button on the base unit within 15 SECONDS (during the pre-alarm period), or wait for Control Room to call you back.

## When the Alarm is Activated

The alarm will firstly enter the pre-alarm period for 15 seconds with a warning sound. During this time the alarm can be cancelled by pressing the CANCEL button. After 15 seconds, the dialling sound begins, and a successful call to the control room is confirmed by 3 beeps. Control Room will phone you promptly and the built in speakerphone will answer the call. You can talk directly to the operators through the base unit. If the Control Room cannot speak to you, your contact people can be called and an emergency response unit sent if required.

## Other Lights and Sounds

- Normally your base unit will only have the green light on.
- The red light will turn on for a short time during dialling.
- The green light flashing (and beeping for the first minute) means that mains power has been disconnected. The base unit may need to be plugged back into the mains power. If there is a power outage, wait for mains power to be restored.
- Red light flashing means that the control room has not yet received the signal. The base unit will keep redialling until the signal has been successfully sent. This may mean that the base unit tried to dial while you were on the phone. Hang the phone up and wait 10 minutes.
- A single “peep” every 5 seconds indicates that the base unit may have been unplugged from the phone line, or that there is a telephone line fault. Check the phone lead is plugged in and that the other phones in the house are working.

**If you are unsure, please contact [NAME] for assistance.**

## Remember

- Always keep the base unit plugged into the mains and phone line.
- Wear your transmitter at all times – even in the shower or bed!
- If the base unit has liquid spilt on it, or is damaged in any way, contact [NAME] as soon as possible.

## Maintenance

The only maintenance that should be performed on the base unit is to dust it with a soft cloth or feather duster. DO NOT use any liquid on the base unit. The personal transmitters may be gently washed.