

Tunstall

**INTERACTIVE VOICE
COMMUNICATIONS**



Model 850 & 850XL

Personal Emergency Response System (PERS)

Carefully review and save this guide for set up instructions and an explanation of the features and functions of your PERS.

Service Provider:

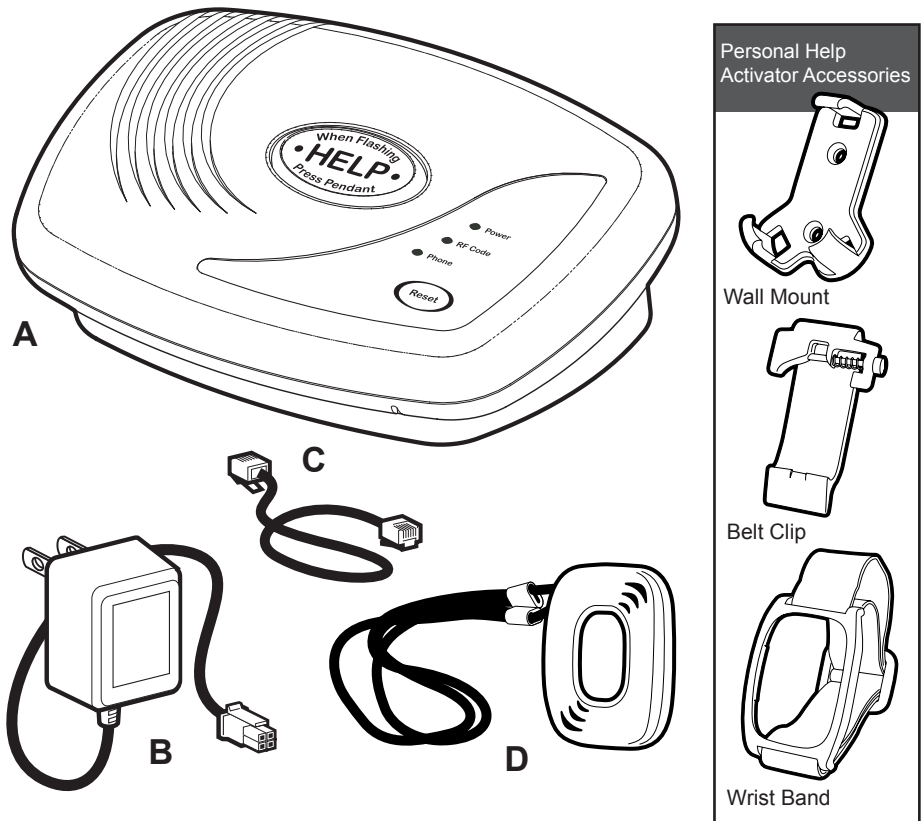
Installation and User Guide

What's in the Box

The Model 850(XL) Personal Emergency Response System (PERS) has been designed for your ease of use, peace of mind and security. Using your home telephone line and A/C power outlet, your PERS provides immediate two-way voice communication between you and a trained operator at the Response Center.

Included with your system are the following items:

- A. Console Unit
- B. A/C Wall Transformer (PN 800-01)
- C. 10 ft. Telephone Line Cord (PN 800-10) 8 to 6 Pin
- D. Help Activator (shown as pendant, optional accessories are available for wrist, wall mount and belt clip configurations)

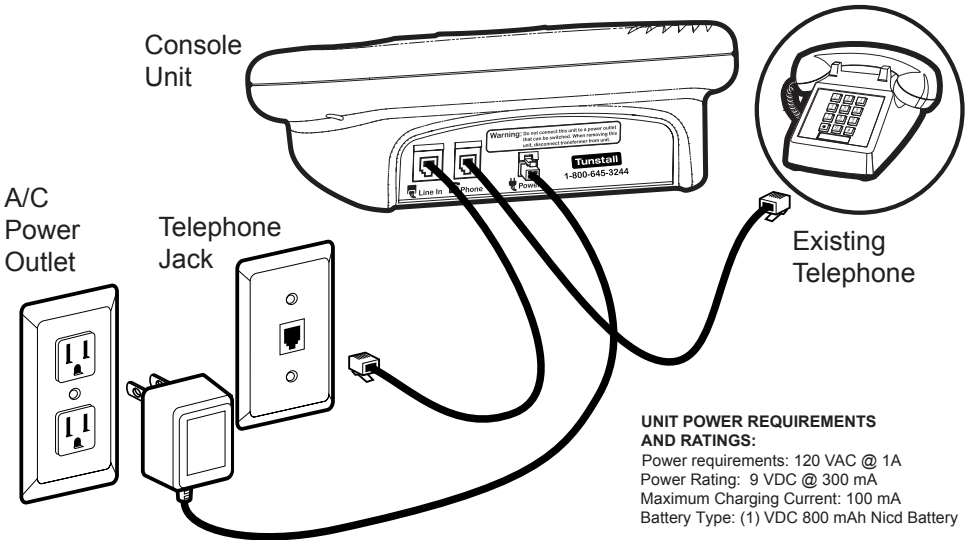


NOTE: Personal Help Activators are Console Unit specific.
Model 850XL is compatible with Activators: 490-GOLD, 495 & 497.
Model 850 is compatible with Activators: 285-P, 290 & 295.

Installation

The initial setup of your PERS is important in providing a safe and reliable service. Place the Console Unit in a central location in your home on a sturdy, non-metallic surface near a modular phone jack and an A/C power outlet. Do not install the Console Unit near noisy appliances, (i.e. television, air conditioner, or stereo) or place unapproved items on top of your PERS as it this could interfere with the operation of your system. Please consult your service provider for a list of approved devices which may be placed on top of the Console Unit.

Installation Diagram



1 Connecting the Console Unit

- Plug the A/C Wall Transformer into an electrical outlet that is powered at all times. Be sure the outlet is not controlled by a wall switch.
- Insert the small end connector of the A/C Wall Transformer into the plug on the rear of the Console Unit labeled POWER. You will hear a series of beeps. The green POWER light will illuminate.

NOTE: For safety purposes the Console Unit does not have a traditional ON/OFF switch.

- Insert the wider end of the supplied telephone line cord into the connector on the rear of the Console Unit labeled LINE IN.
- Disconnect the telephone from the telephone jack and insert it into the port on the Console Unit labeled PHONE. Plug the supplied telephone cord into your home phone jack.

Installation (cont.)

- E. Pick up your telephone receiver and verify that dial tone is present. If you do not hear a dial tone, check your telephone line and Console Unit connections. Please consult the Indicator Lights and Troubleshooting section on page (12) to identify the problem and resolution.

2 Help Activator Range Test

Please conduct the Help Activator range test when you install or relocate the Console Unit. Follow these simple steps to perform the test:

- A. Press and hold the RESET button on the Console Unit. While holding down the RESET button, press and hold the HELP button. Release your finger from the RESET button and then from the HELP button. The Console Unit will beep several times indicating it is in the range test mode. It will remain in this mode for the next three minutes. While in this mode, a signal cannot be transmitted to the Response Center.

NOTE: If the Console Unit does not successfully enter the test mode, press the RESET button and repeat step A.

- B. Test the range of your activator(s) by pressing the button from different locations in your home. If you are within range, the Console Unit will beep several times.
- C. To exit this mode before the three minute test period has elapsed, press the RESET button.

NOTE: It is important to test activator(s) in all the areas of your home as environmental conditions such as furnishings, building structure, etc. may affect the range.

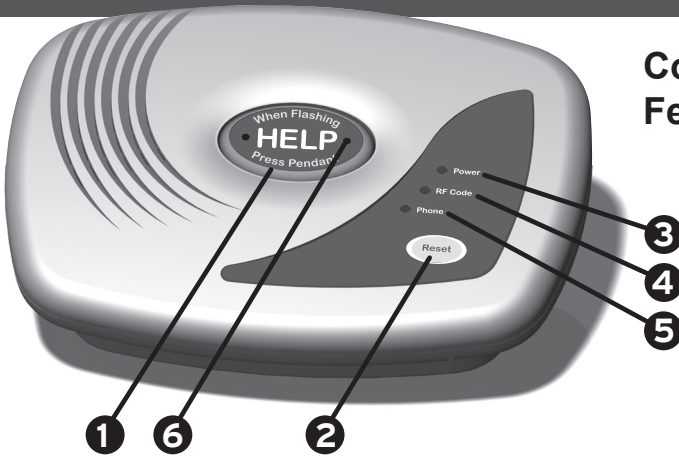
3 Activating Your PERS

Press your Help Activator Button. The Console Unit will beep and transmit a signal to the Response Center. An operator will communicate with you over the Console Unit to provide programming assistance.

After the initial communication and programming, press the RESET Button on the Console Unit.

Proceed to send in a second signal using your Help Activator to confirm system programming and verify personal and responder information. Your installation is now complete!

The Console Unit



Controls and Features:

- | | | |
|----------|----------------------------------|--|
| 1 | HELP Button (illuminated) | Press to transmit a signal to the Response Center. |
| 2 | RESET Button | Press to cancel a signal and/or reset your PERS. |
| 3 | POWER Light | Indicates if the Console Unit is operating on A/C (steady) or D/C (flashing) power. |
| 4 | RF CODE Light | Provides a visual indicator when radio frequency activity is detected near the unit. |
| 5 | PHONE Light | Indicates the condition of the telephone line and transmission of a signal to the Response Center. |
| 6 | TEST Reminder Light | Provides a visual reminder to test your PERS with your Help Activator. |

BATTERY BACKUP

The Console Unit must always be securely plugged into an A/C power outlet and connected to your telephone line. The unit is equipped with an internal back-up battery which will power the unit for approximately 24 hours in the event of a power failure. If the unit continues to be powered by its internal back-up battery, a silent signal will automatically transmit to the Response Center. A trained operator will call you to troubleshoot the problem.

NOTE: To conserve battery life, the HELP Button is not illuminated on battery power, but still transmits a signal when pressed. All other system functions are operational while on battery power. Please refer to the Indicator Lights and Troubleshooting section for additional information.

When You Need Help

Press the HELP button on the Console Unit or the button on your Help Activator. The Console Unit will emit a beeping tone, indicating it is dialing the Response Center. Upon receiving your signal, a trained operator will communicate with you through the unit to determine the nature of your call and dispatch assistance if necessary. It is not necessary to continue to depress the button to communicate. If you are unable to speak or can not be heard, the operator will follow the “no voice contact” instructions on your subscriber information form.



Help Activator

Your Help Activator allows you to summon for help within range of the Console Unit. When pressed, the indicator light should steadily illuminate and activate the Console Unit. Your Help Activator is powered by a long-life lithium battery, designed to last 2-3 years depending upon use. When the battery is low, the indicator lights will flash. Please contact your Service Provider or Response Center if your Help Activator is not working or lights are flashing.



Shown as Pendant

Silent Panic Activator

A red Silent Panic Activator may be provided for enhanced protection. In situations where you are concerned about your personal safety, press the red Silent Panic Activator to send a silent signal to the Response Center. The operator will listen in to determine the appropriate response. If you are in danger, the operator will notify the Police. If you do not appear to be at risk, the operator will telephone you to verify your safety by asking for your security password.

NOTE: All activators comply 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.

Testing Your PERS

Your PERS should be tested monthly using your Help Activator. When the operator answers your call, inform them that you are testing.

Testing Tip: Test your PERS on the day of the month you were born, i.e. if you were born on May 15th, conduct the test on the 15th of each month.

Monthly Test Reminder

Your PERS contains a test reminder light to prompt you to test your PERS on a monthly basis using your Help Activator. If your PERS has not been activated with the Help Activator, the reminder light on the Console Unit will flash. Press the button on your Help Activator to send in a signal and reset the reminder.

Using Your System as a Speaker Phone

(Optional Feature: To activate the RF answer feature, contact the Response Center or your Service Provider)

Your PERS contains a special feature that allows you to answer incoming telephone calls with your Help Activator.

- Step 1 After the telephone rings twice, press your Help Activator to answer the phone. The red phone light on the unit will illuminate to inform you that the system has answered the call.
Note: It is not necessary to hold down the Help Activator button to communicate with the caller.
- Step 2 Talk loudly in the direction of the unit to communicate with the caller.
- Step 3 To terminate the call, press your Help Activator until the Red Phone Light on the Console Unit goes off.

Auto Disconnect – The unit will allow you to conduct a hands-free phone conversation in five minute increments. At approximately 4 minutes and 45 seconds, the unit will beep four times to inform you that the unit is approaching the five minute reset point. If you would like to continue your conversation, instruct the caller to press any digit on their phone to extend the conversation for another five minutes. Repeat as needed.

New or Second Home Connection

If you are permanently or temporarily moving to a new or second home, you may elect to take your PERS with you. Please coordinate this relocation with your local service provider or call Client Services 1-800-645-3244.

Note, monitoring services cannot be provided without proper notification to update your household and responder information.

General Suggestions & Important Safeguards

- Notify your Service Provider in writing of any changes to your personal or responder information.
- Keep the area around the Console Unit clean.
- Do not spill any liquids or attempt to wash any system component.
- Immediately report system failures or the loss of any component.
- Never tamper with or relocate the Console Unit.
- If you plan to move or want to relocate the Console Unit, call your Service Provider for information on how to remove and reconnect your PERS.
- A fundamental device or operation which has not been evaluated and tested to the requirements of this standard shall not replace a device that was evaluated and tested to the requirements of this standard as part of NCS.

NOTE: Failure to comply with any of these cautions voids your system warranty.

WARNING:

The operation of your PERS is dependent upon compatible phone service. A change in telephone service after proper installation may render the system inoperative. If phone service is changed or modified, subscriber must verify system compatibility by successfully activating the PERS with the Response Center. If the signal is not received by the Response Center, phone service may not be compatible and the PERS will not operate as intended.

NOTICE

Similar to wearing a necklace, chain or other item around your neck, the activator neck cord can pose a potential risk since it can become entangled or caught thereby causing possible injury. When wearing your activator neck cord, please be cautious to prevent it from becoming entangled or caught on any other item.

As an alternative to utilizing the activator neck cord, we offer the wrist activator as an option. If you would like to obtain an alternative activator please contact us at 1-800-645-3244.

Enhancing your Pers optional features

SMOKE MONITORING

If your Model 850(XL) includes a smoke detector which emits a loud audible tone and alerts the Emergency Response Center if a smoke condition is detected in your home. When the smoke detector signals the Emergency Response Center, two-way voice communication is immediately established allowing the Operator to verbally notify you of the signal and to verify if an actual emergency exists.

If you are not at home or unable to speak, the Fire Department will be notified immediately.

NOTE: ALL SMOKE DETECTORS COMPLY 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 UNDESIRABLE OPERATION.

Programming Activators to the Console Unit

Your Console Unit is factory programmed to communicate with the supplied Help Activator. On occasion, you may have to replace, add or integrate additional activators or other types of devices (i.e. Silent Panic Button, Smoke Detector) with the unit.

Auto-Learning Procedure:

The Console Unit can learn up to two different Radio Frequency (RF) codes. To learn a new or add an additional Help Activator, follow the instructions below:

- Step 1 Press and hold the RESET Button on the unit. While holding the RESET button, press the HELP button. Release your finger from the RESET button and then from the HELP button on the Console Unit. The unit will beep four times.* Immediately thereafter, press the HELP button again. The unit will emit two long beeps indicating it is now in the auto-learn mode.
- Step 2 Press the new or additional Help Activator. The unit will emit one long beep and then a series of quick beeps.
- Step 3 Press the RESET button on the unit. The Console Unit has now learned the new Help Activator.
- Step 4 To verify Activator Auto-Learn, press the Activator button to send in a signal. When the Console Unit begins to dial, press the RESET button to cancel the call in process.

** Note: If the Console Unit does not beep four times, press the RESET button to restart the Auto-learn procedure.*

Activator Programming Scenarios:

- Replacing a Help Activator – Auto-Learn the unit twice to the new activator in order to fill both RF code spots.
- Adding a second Help Activator – Auto-Learn the additional activator only once. Be sure that both Help Activators activate the unit when pressed.
- Adding a Silent Panic Button - Call 1-800-645-3244 for programming assistance.

FCC Information

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. 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.

Users must not modify this device. Modifications by anyone other than the party responsible for compliance with the rules of the Federal Communication Commission (FCC) may void the authority granted under FCC regulations to operate this device. This product meets the requirements of 47 CFR Part 68 of the Federal Communications Commission (FCC) Rules.

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

American Medical Alert Corp.
36-36 33rd Street
LIC, New York 11106
1-800-645-3244

Equipment Information: Model: 850(XL)
Equipment Code: AL
Ringer Equivalence: (0.1B)
Ringer Type: B
Phone Jack: RJ31X
US: 5LTAL01B850

NOTICE: Part 68, FCC Rules and Regulations permit this device to be directly connected to the telephone network in the US. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.

If trouble is experienced with this device, you should disconnect the Model 850(XL) appliance from the telephone line to determine if it is malfunctioning. If the Model 850(XL) appliance is malfunctioning you should discontinue use of the equipment until the problem has been corrected.

If the telephone company requests information on what equipment is connected to their lines, inform them of:

1. The telephone number this unit is connected to.
2. The Ringer Equivalence Number (REN), which is 0.1B.
3. The USOC jack required, which is RJ-31X.

The REN is used to determine how many devices can be connected to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. The sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, one or more may not ring properly. 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.

This equipment complies with Part 68 of the FCC rules. Located on the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

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.

If this equipment, model 850(XL), 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.

If trouble is experienced with this equipment, Model 850(XL), for repair or warranty information, please contact:

American Medical Alert Corp.
36-36 33rd Street
LIC, New York 11106
1-800-645-3244

For troubleshooting, refer to page 12 in this manual. 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 commissions or corporation commission for information.

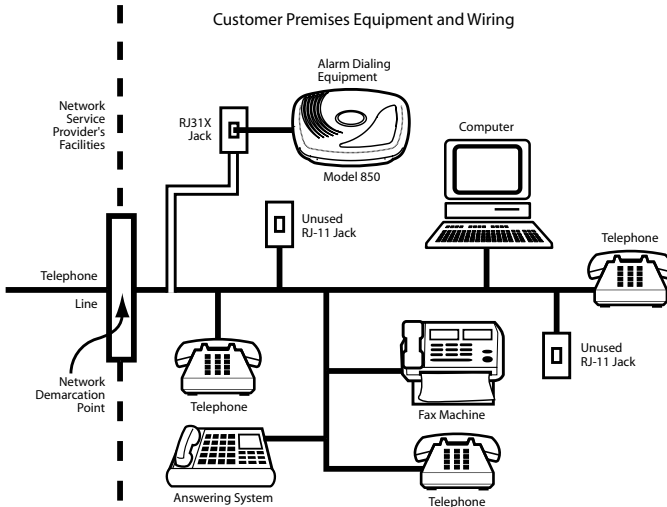
If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the Model 850(XL) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Electrical Safety Advisory:

Parties responsible for equipment requiring AC power should suggest the customer use a surge arrester. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem.

Alarm Dialing Equipment:

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.



Important Note Regarding Line Seizure:

If the Subscriber has more than one telephone extension using the same number, and if one of these phones is in use or off the hook, the PERS will not operate without the installation of an RJ31X Telephone Jack as depicted in the above illustration. Provider/Agency is not responsible for any costs for parts and/or labor associated with installing an RJ31X jack and will be relieved of all liability if the PERS can not transmit a signal to the Response Center if a phone is in use or off the hook.

Indicator Lights and Troubleshooting

Message/ Symptom	Description	Remedy
Red PHONE light is on.	Console Unit is transmitting a call to the Response Center.	
Red PHONE light is flashing.	Phone is in use, off the hook or out of service.	Verify connection by picking up your telephone receiver and listening for a dial tone. If there is no dial tone, there may be a problem with your phone line connection or service to your home.
Red PHONE light is off.	Normal operating mode.	
Green POWER light is on.	Normal operating mode.	
Green POWER light is flashing	Console unit is operating on internal back-up battery power.	Make sure that the A/C Wall Transformer is securely plugged into an electrical outlet. Check to see if the electrical outlet is controlled by a wall switch.
Green POWER light is off.	Indicates there is no power to the Console Unit.	Check transformer connection at rear of unit and electrical outlet. Internal back-up battery may need to be replaced.
Amber RF CODE light is on.	Indicates possible problem with the Console Unit.	Press the RESET button. If light remains illuminated, call for assistance.
Amber RF CODE light is flickering.	Occasional flickering is normal. If flickering is constant, there may be a problem with the Console Unit.	Press the RESET button. If light continues to flicker, call for assistance.
Amber RF CODE light is off.	Normal operating mode.	
Red TEST light is flashing.	Monthly test reminder.	TEST your system by pressing your Help Activator. This will reset the reminder feature.

If any message/symptom persists, call your Service Provider or the Client Services Center at:

1-800-645-3244

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