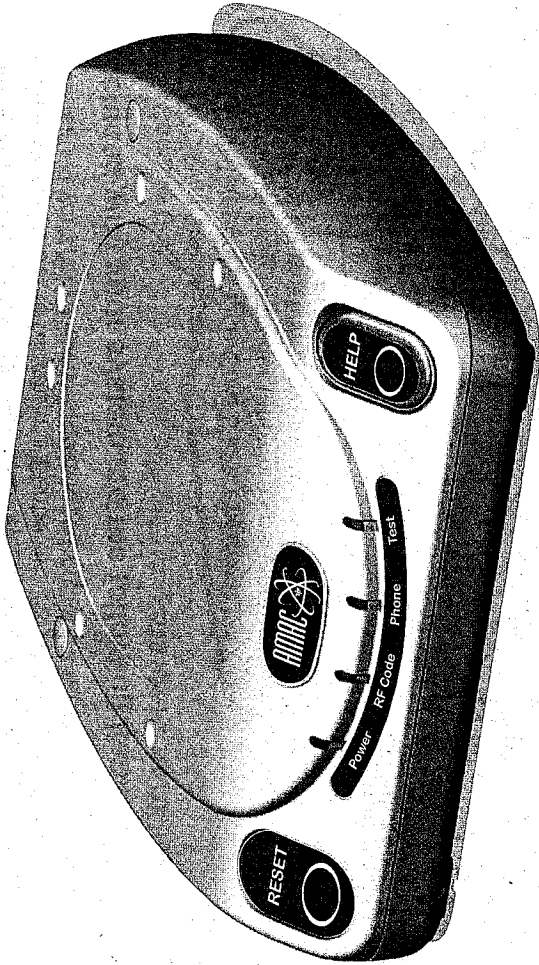




**INTERACTIVE VOICE  
COMMUNICATIONS**



# Model 900

**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:

Western Regional Service Provider:  
HARDIMAN SUPPORT SERVICES  
1-888-477-7513

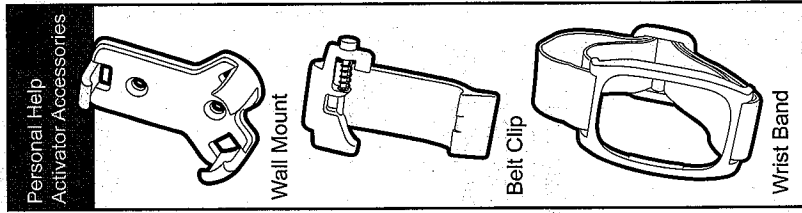
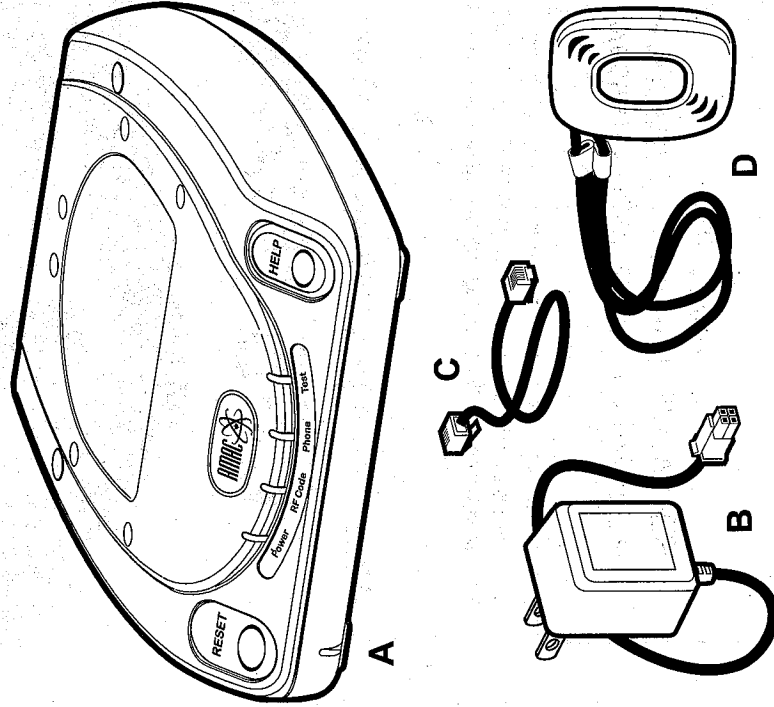
**Installation and User Guide**

# What's in the Box

The Model 900 Personal Emergency Response System (PERS) has been designed for your ease of use, peace of mind and security. Utilizing 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 Monitoring Center.

**Included with your system are the following items:**

- A. Console Unit
- B. A/C Wall Transformer
- C. 10 ft. Telephone Line Cord 8 to 6 Pin (for RJ31X jack)
- D. Personal Help Activator (shown as pendant, optional accessories are available for wrist, wall mount and belt clip configurations)

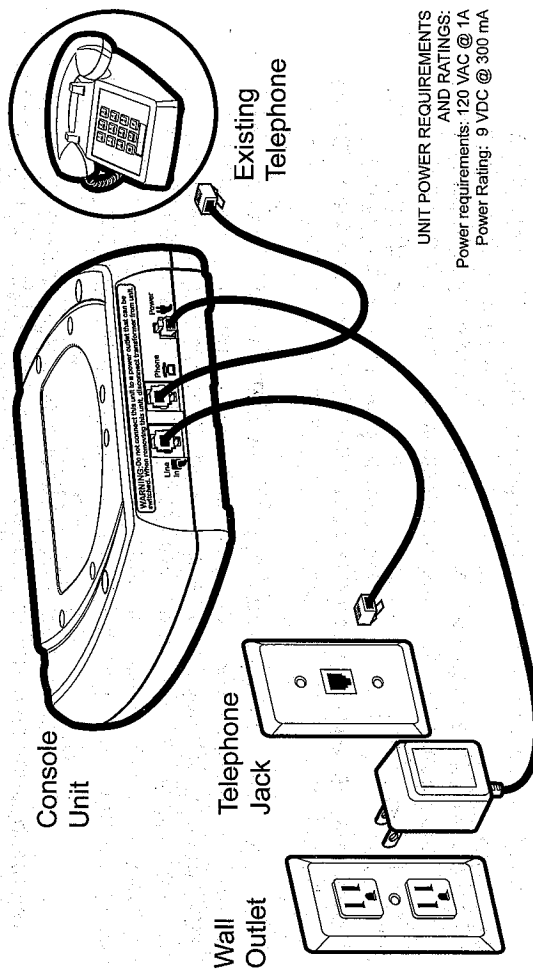


Your PERS includes one Personal Help Activator (D) which should be accessible at all times when you are at home. Additional activators may be provided for enhanced service.

# 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 electrical wall 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 could affect 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



UNIT POWER REQUIREMENTS AND RATINGS:  
Power requirements: 120 VAC @ 1A  
Power Rating: 9 VDC @ 300 mA

## 1 Connecting the Console Unit

- A. 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.
- B. 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.**

- C. Insert the wider end of the supplied telephone line cord into the connector on the rear of the Console Unit labeled LINE IN.
- D. 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 (9) to identify the problem and resolution. the port on the Console Unit labeled PHONE. Plug the supplied telephone cord into your home phone jack.

## 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 Monitoring 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

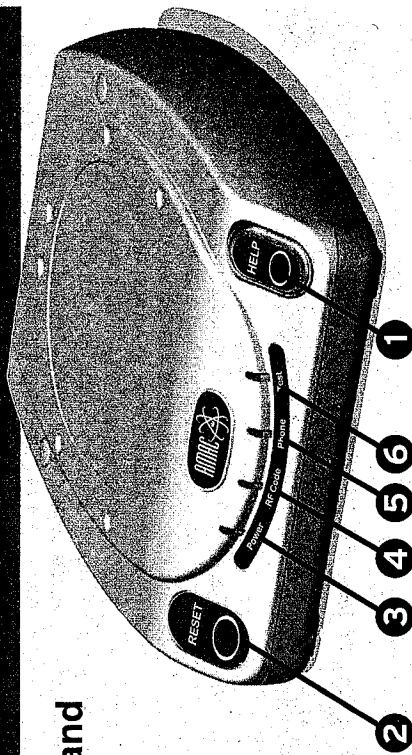
Press your Help Activator Button. The Console Unit will beep and transmit a signal to the Monitoring Center. An operator will communicate with you over the Console Unit to provide programming assistance.

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 Monitoring 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 Monitoring 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 electrical 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 monitoring center. A trained operator will call you to troubleshoot the problem.

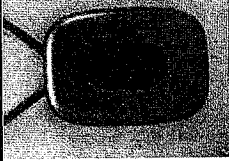
**NOTE: To conserve battery life, the HELP Button is not illuminated on battery power, but still transmits a signal when pressed. All other system functions are operational while on battery power. Please refer to the Indicator Lights and Troubleshooting section for additional information.**

## 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 Monitoring 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 outlined 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 Monitoring 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 Monitoring 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) thus 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 15<sup>th</sup>, conduct the test on the 15<sup>th</sup> of each month.**

### Monthly Test Reminder

Your PERS contains a test reminder light to remind 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 monitoring 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 personal 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 personal 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** If you wish to terminate the call, press your help activator until the Red Phone Light on the unit goes off.

**Auto Disconnect** – The unit will allow you to conduct a normal 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 if proper notification is not provided 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 components.
- Immediately report system failures or the loss of any components.
- 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.**

# 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 Activator's activate the unit when pressed.
- Adding a Silent Panic Button - Call 1-800-645-3244 for programming assistance.

# Indicator Lights and Troubleshooting

Message/ Symptom	Description	Remedy
Red PHONE light is on.	Console Unit is transmitting a call to the Monitoring 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 its internal back-up battery power.	Make sure that 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 replacing.
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 rest the reminder feature.

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

**1-800-645-3244**