

SureSafe

PERSONAL EMERGENCY CALL SYSTEM

SureSafe TalkSafe

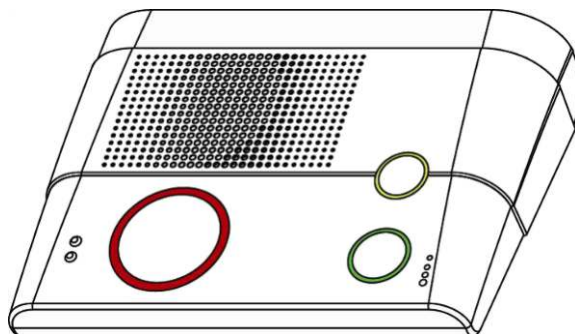
User Manual & Quick Start Guide



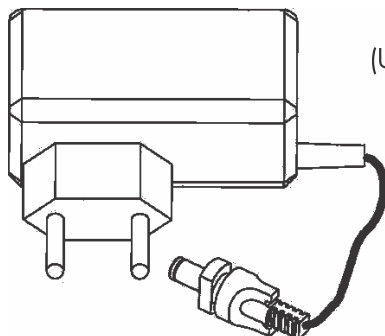
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PERSONAL EMERGENCY CALL SYSTEM

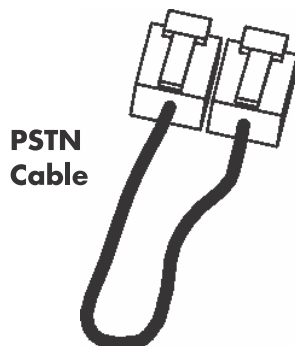
What's in the Box



**Control
Panel**



Adapter
(UK version
included)



**PSTN
Cable**

Your product also includes:

1 x Talking Pendant



NOTE: this pendant is not water resistant and should not be used in the bath or shower. Please use standard pendant (below) when bathing. Do not get wet.

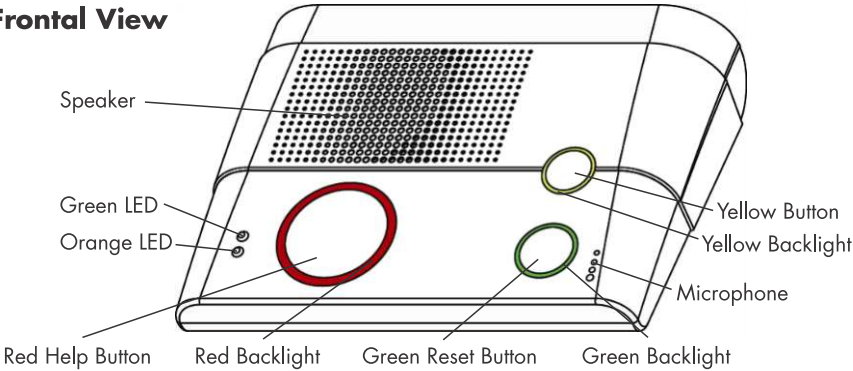
1 x Standard Pendant with Wrist Strap



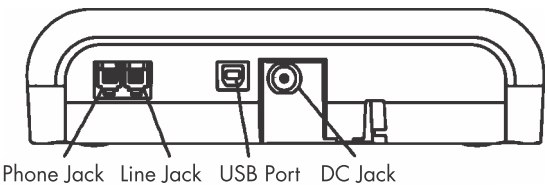
NOTE: this pendant is water resistant and designed for use in the shower (not the bath)

Identifying the Parts

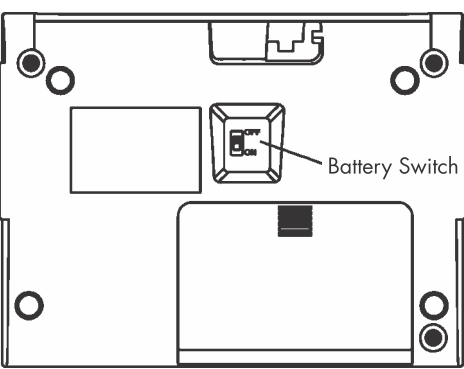
Frontal View



Rear View



Bottom View

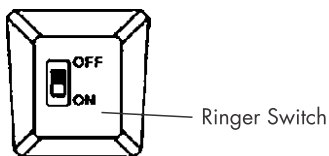


The Power Supply

- TalkSafe panel is powered by a DC 12 V output and 1.5 A adapter.
- A rechargeable battery pack is inside the Control Panel to serve as back-up power supply in case of a power failure.

Ringer Switch

- The TalkSafe ringer can be manually switched ON or OFF. The switch located at the bottom of the unit.



How to install the Control Panel

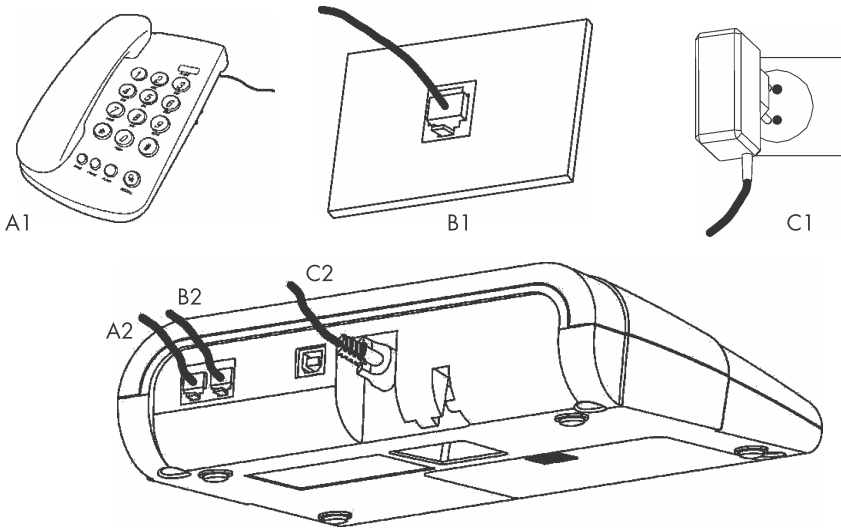
Choose a suitable location for the Control Panel using the following recommended rules:

- The Control Panel requires main power and a constant telephone connection.
- The Control Panel should be easily accessible.
- The Control Panel should not be placed in a damp location, such as a bathroom.
- The Control Panel should not be placed close to any heat source, such as microwave ovens, which can reduce signal strength.
- The Control Panel should not be located directly alongside other radio transmitting devices, such as mobile phones, cordless phone, or wireless computer network (Wi-Fi) devices. Where possible, place the TalkSafe on a different shelf away from this type of electrical equipment.

The Control Panel can be mounted on a table according to the recommended rules above.

Quick Setup Guide

Connect the Control Panel according to the A, B and C leads, as demonstrated below:



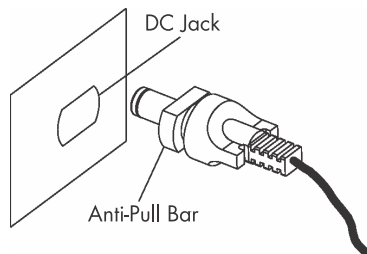
Connect the main telephone in the house (connected to the main phone socket in the house) to the Phone Jack of the Control Panel (Connect A1 to A2).

Connect a PSTN wire between the Line Jack of the Control Panel and a telephone wall socket (Connect B1 to B2). Use the main telephone socket where possible.

Connect the Power Adapter between the DC Jack of the Control Panel and a power socket on a wall (Connect C1 to C2).

Adapter Connection

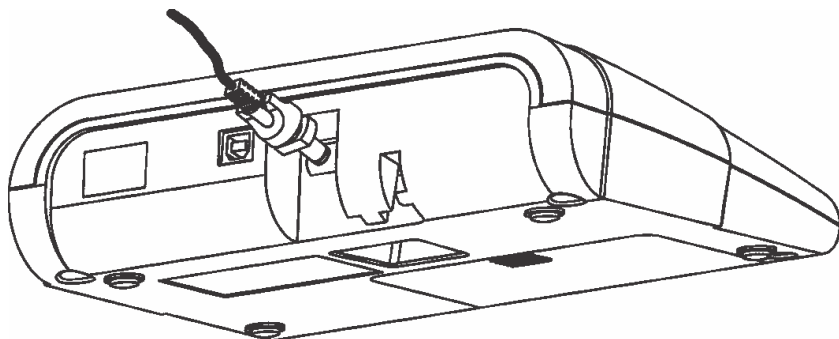
The Adapter comes with an anti-pull mechanism to prevent accidental removal:



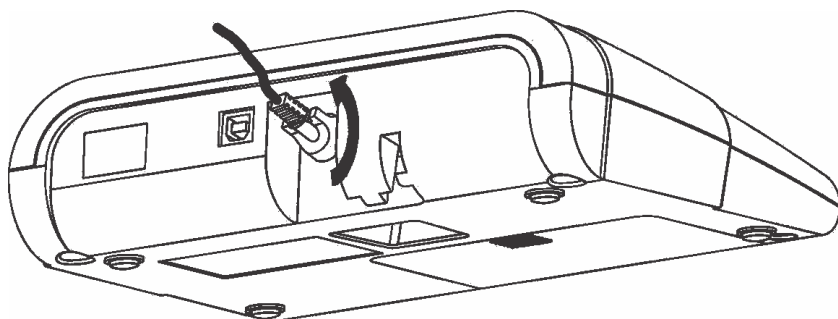
After inserting the adapter, rotate the adapter head to lock DC jack in the casing to prevent accidental power removal.

Follow the diagrams below to secure the Adapter to the Control Panel.

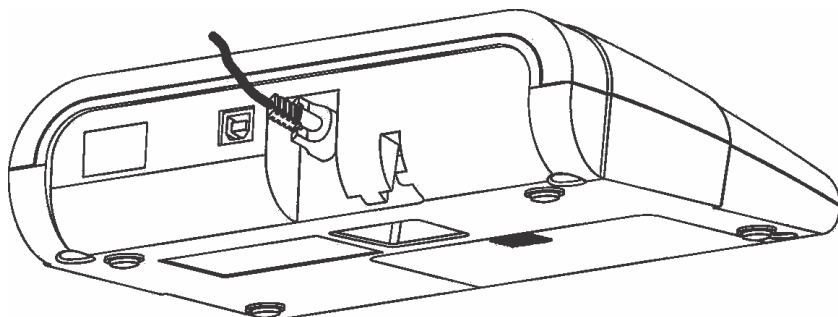
Step 1. Insert the adapter head into the Control Panel.



Step 2. Rotate the adapter head to lock it into the Control Panel.



Step 3. The adapter head is locked into the Control Panel.



Light Indicators

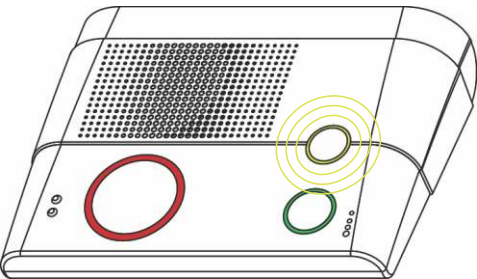
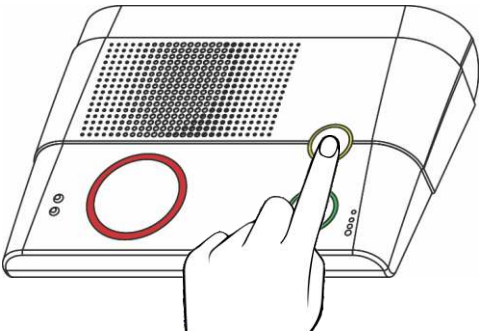
Component	Behaviour	Condition
Red Backlight	Dimly lit	Idle mode
	Flash	- Counting down before alarm report - In waiting period until help arrives - Waiting to retry alarm reporting
	On	During alarm report
Orange Backlight	On	n/a
	Off	n/a
	Flash	The Control Panel is in learning mode
Green LED	On	AC power connected
	Flash	AC power failure
Orange LED	Flesh every 3 seconds	Panel is low battery
	2 flash per second	System has fault
	Off	System normal
	1 flash per second	Phone line fault

Pairing the Pendants

Your Talking Pendant and Standard Pendant will already be paried with the Control Panel. To ‘pair’ replacement pendants in the future then follow these steps:

Enter Local Learning Mode:

1. Press and hold the Yellow Button of the Control Panel for 3 seconds.



2. Release the Yellow Button when the Control Panel emits 2 beeps and the Yellow Backlight starts to flash. The Control Panel will emit a long beep after release to indicate the Control Panel is now in learning mode.

Learning Pendant #1 (Zone 1)

1. Under Local Learning Mode, press the **Green Reset Button** once to select *Pendant #1 learning mode*. The Control Panel will emit 1 beep.
2. Press the **Pendant Button** to transmit a learn/test code (please refer to the device manual for more details). If learning is successful, the Control Panel will emit 2 beeps.

Learning Pendant #2 (Zone 2)

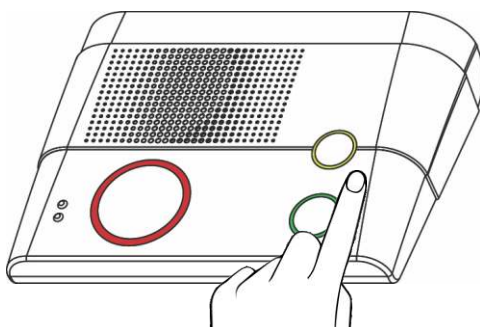
1. Under Local Learning Mode, press the **Red Help Button** once to select *Pendant #2 learning mode*. The Control Panel will emit 1 beep.
2. Press the **Pendant Button** to transmit a learn/test code (please refer to the device manual for more details). If learning is successful, the Control Panel will emit 2 beeps.

Remove Pendant #1 & #2

1. Select Pendant #1 Learning Mode or Pendant #2 Learning Mode (pressing Green Reset Button or Red Help Button under learning mode).
2. Press the Red Help Button for 3 seconds to delete the pendant. The Control Panel will emit 1 beep on Red Help Button press. Release the Red Help Button when you hear 2 beeps (at the 3rd second) to complete pendant removal.

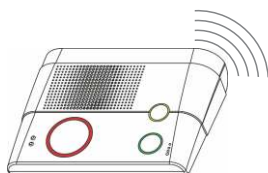
Exiting Learning Mode

Press the **Yellow Button** once to exit learning mode. The Yellow Backlight will dim to indicate that the system is back to idle mode.

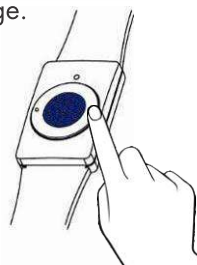


Range Test

- To test if the pendant is in RF range of the Control Panel, put the Control Panel into learning mode and press the pendant button. The Control Panel will respond with one long beep if the device is within RF range.

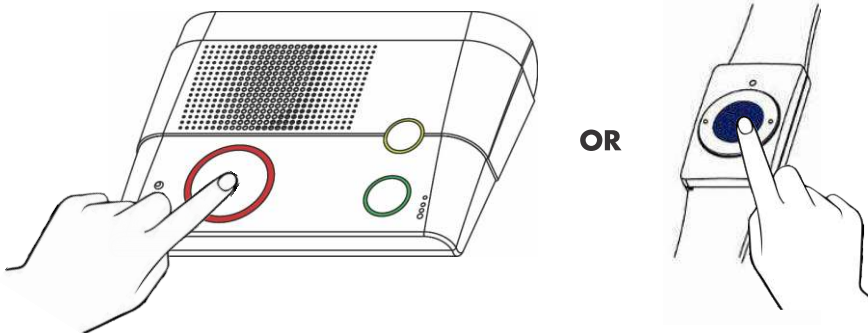


- Press the **Yellow Button** once to exit learning mode.



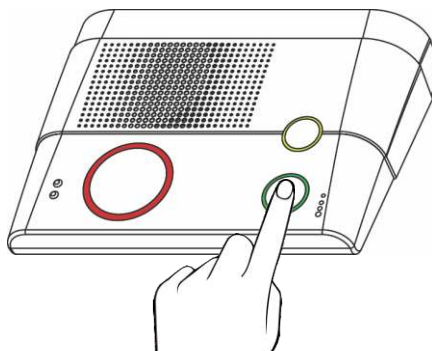
Alarm Activation

- Press the Red Help Button, Talking Pendant Button, or the Standard Pendant Button to activate an alarm.



- The Control Panel will play a voice prompt "Emergency call was pressed" and start a 10-second countdown. During the 10-second countdown, the Control Panel will play the voice prompt "Help call in progress" repeatedly and the Red Backlight will blink.

If the alarm trigger was a false alarm, press the Green Reset Button within this 10-second countdown to cancel. Canceling the alarm will play the voice prompt "Help call canceled" twice.



- After the 10-second countdown, the Control Panel will contact the response centre.

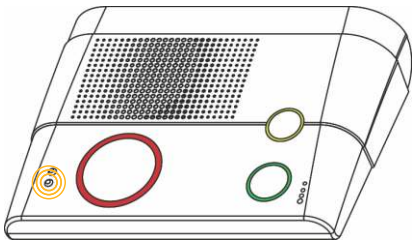
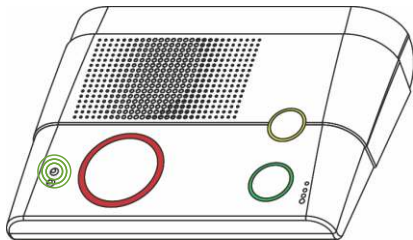
False Alarms

- If the alarm is activated accidentally, you can cancel the alarm call by pressing the Green Reset Button within 10 seconds.
- If you are unable to cancel within the 10 seconds then do not worry. Simply tell the response operative, either via the Control Panel or the talking pendant, that it was a false alarm.

Identifying Faults

- If there are faults in the system, the Control Panel will indicate the condition according to different light indicators, as shown below:

Green LED	On	AC Power connected
	Flash	AC power failure
Orange LED	Flash every 3 seconds	Panel is low battery
	2 flash per second	System has faults
	Off	System normal
	1 flash per second	Phone line fault



Other Features

AC Power Failure Detection

When the Control Panel detects AC Power Failure condition, the Green LED will start flashing and the Control Panel will play the voice prompt “Power failure, check power cord” twice and the Control Panel will report this to the response centre.

The Control Panel will report to the response centre after detecting AC Power Failure.

When the power is restored, the Green LED will stop flashing and the Control Panel will play the voice prompt “Power restored” once.

PSTN Line Disconnected

When the PSTN line is disconnected from the Control Panel, the Orange LED will flash every second and the Control Panel will play the voice prompt “Telephone line problem, check telephone connection” twice and the Control Panel will report this to the response centre.

When the PSTN line is restored, the Orange LED will stop flashing and the Control Panel will play the voice prompt “Telephone line restored” once.

Battery Fault – Control Panel

The Control Panel can detect a battery fault in the Control Panel. When detected, the Orange LED will flash every 3 seconds and the Control Panel will report this to the response centre.

Fault with Accessories

When the accessories notify the Control Panel of their fault condition (e.g. low battery, out of order, etc.), the Orange LED will flash twice every second and the Control Panel will report this to the response centre.

Voice Prompts

The Control Panel plays voice prompts to report its condition or remind the user to take a specific action.

No	Voice Prompt	Condition
1	Emergency call was pressed	Play once after pressing the Red Help Button on the Control Panel or pendant button
2	Help call in progress	Play once every 2-3 seconds for the 10-second countdown
3	Help call cancelled	Play twice when the emergency call is cancelled
4	Alarm received. Please stand by	Play once when engaging in alarm report
5	Telephone line problem. Check telephone connection	Play twice when there is a telephone (PSTN) line problem
6	Telephone line restored	Play once when a telephone line problem is fixed
7	Power failure. Check power cord	Play twice when AC power failure is detected
8	Power restored	Play once when power is restored
9	Inactivity timer expiring. Please reset	Play once every 5 minutes during Warning Period after inactivity time has expired.
10	A fall has been detected	Play once when a fall is detected by a fall sensor
11	Fall detection has restored. Cancelling help call	Play twice after cancelling the fall detection report
12	Please wait for the call back	Played when the system enters the Call-Back mode to wait for incoming call after alarm report
13	Nurse arrived	When Nurse arrives after alarm report
14	Nurse job completed	When Nurse completed patient treatment

When the Green Reset button is pressed under idle mode, the Control Panel will play the voice prompts of all current faults.

Troubleshooting

If your Control Panel does not work, please make sure all the connections are properly connected as shown in Quick Setup Guide and refer to the Light Indicators to identify the problem(s).

If your accessories do not work, please make sure they are paired or in range with the Control Panel as demonstrated in Pairing The Pendants.

Safety Information

- The Control Panel's compartment may only be opened by authorized installers/servicemen.
- Please conduct regular testing to ensure that all parts of the system are operational. We recommend you test the equipment at least once per month.
- Contact SureSafe for any suspected malfunction.

Specifications

- Power: 12V output and 1.5A switching power
- Backup battery: 7.2V 1600mAh Ni-MH rechargeable battery
- Speaker: 3W
- Frequency: 869FM
- Operating temperature: -10°C to +45°C
- Operating humidity: Up to 85% non-condensing
- Dimensions: 216 mm x 164 mm x 57.6 mm (LxWxH)

Compliance

Declaration of Conformity

This device complies with the requirements of the R&TTE Directive 1999/5/EC and the following harmonized standards have been applied:

Safety: EN 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

EMC: EN 301 489-1:V1.9.2:2011:09

EN 301 489-3:V1.6.1:2013:08

Radio: EN 300 220-1:V2.4.1:2012:05

EN 300 220-2:V2.4.1:2012:05

Contact Details:

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