

Help at the press of a button with your

**MEDICAL
EMERGENCY
RESPONSE
SYSTEM**

Owner's Manual

Your System # _____

**24-HOUR
CUSTOMER SERVICE
1-800-661-LIFE(5433)**

**Copyright January, 1994
All rights reserved
Voxcom Incorporated**

TABLE OF CONTENTS

Understand the System.....	3
Police/Fire/Medic System.....	4
Medic System.....	5
System Features	
Safety Provisions.....	6
Override Jack/Line Cord.....	7
Dial Tone Check.....	7
Emergency Data Card.....	7
Testing Your System	
Home Base Unit Test.....	8
Pendant Test.....	8
Transmitter Test.....	9
Smokescan Test.....	10
Replacing the Battery	
Pendant.....	11
Transmitter.....	13
Smokescan.....	15
Moving Your System.....	17
Installation of Your System.....	18
Installation of the Home Base Unit - General.....	18
Modular Wall Jack.....	19
Installation of the Transmitter.....	21
Pendant.....	21
Portable Transmitter.....	22
Installation of the Smokescan.....	23
Back-up Battery Power.....	24
Testing the Back-up Battery.....	25
Questions and Answers.....	26
If Your Home Base Unit is beeping.....	27

UNDERSTANDING YOUR SYSTEM

There are two types of Emergency Response Systems; one provides medical, police and fire protection, and the other provides medical protection only.

All Emergency Response Systems include a home base unit, a pendant transmitter and a portable medic transmitter. Some systems may also include a medic/police transmitter and/or a smokescan smoke detector. You can send an emergency distress signal with any of these transmitters by simply pressing a button.

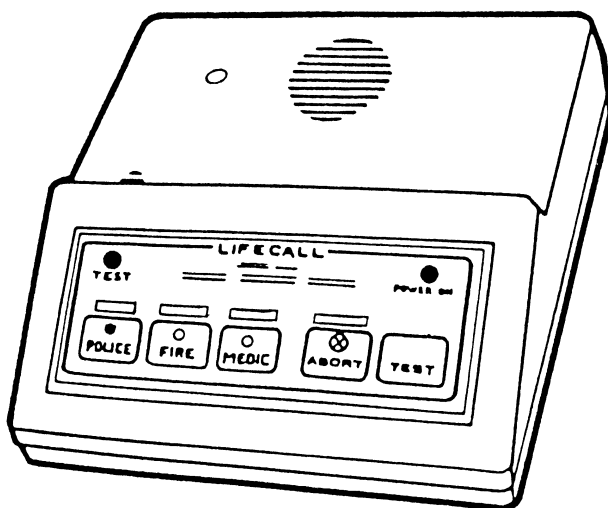
The home base unit, which is connected to the telephone lines, has an automatic dialer. When you press either of the Medic, Police or Fire buttons, the system dials a toll-free number to the National Emergency Response Centre (N.E.R.C) where our operators retrieve all your vital information. The N.E.R.C. will notify the appropriate rescue service, as well as designated family and friends.

You may also “call for help” by pressing the button on your pendant or portable transmitters. This automatically signals your home base unit to call the N.E.R.C., who then relays your distress call to the appropriate services.

In the event of a fire (if your system is equipped with a smokescan) the smokescan will send a Fire signal to your home base unit. The N.E.R.C. in turn receives the signal and will, if necessary, notify your local fire department.

POLICE/FIRE/MEDIC SYSTEM LCS 5000

This is the front of your Home Base Unit . . .



POLICE SQUARE

Press the **Blue Police Square** to send a signal that you need police assistance.

FIRE SQUARE

Press the **Red Fire Square** to send a signal that you require assistance from the Fire Dept.

MEDIC SQUARE

Press the **Green Medic Square** to send an emergency medical signal to the N.E.R.C.

ABORT SQUARE

If you press any square on your home base unit, pendant or portable transmitter by mistake, press the **Yellow Abort Square** on your home base unit. This cancels your signal to the N.E.R.C.

TEST SQUARE

To be certain your system is working properly, please refer to Home Base Unit Test on page 8.

POWER ON LIGHT

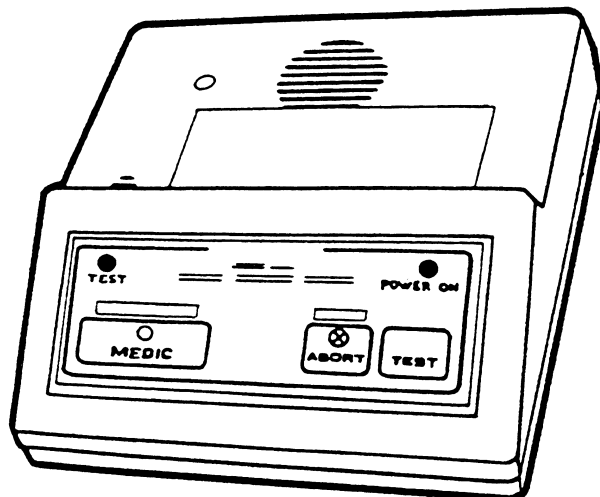
This **Green Light** lets you know that your system is on. The light will stay on as long as the system is plugged into a working wall outlet. Your system should be plugged into a non-switched outlet (one which cannot be turned on or off by a wall switch) which runs 24-hours a day. Also, it should not be plugged into an extension cord.

TEST LIGHT

The **Red Test Light** will turn on when you press the **White Test Square** to let you know the home base unit is in the test mode. See Home Base Unit Test, page 8.

MEDIC SYSTEM LCS 3000

This is the front of your Home Base Unit . . .



MEDIC SQUARE

Press the **Green Medic Square** to send an emergency medical signal to the N.E.R.C.

ABORT SQUARE

If you press any square on your home base unit, pendant or portable transmitter by mistake, press the **Yellow Abort Square** on your home base unit. This cancels your signal to the N.E.R.C.

TEST SQUARE

To be certain your system is working properly, please refer to Home Base Unit Test on page 8.

POWER ON LIGHT

This **Green Light** lets you know that your system is on. The light will stay on as long as the system is plugged into a working wall outlet. Your system should be plugged into a non-switched outlet (one which cannot be turned on or off by a wall switch) which runs 24-hours a day. Also, it should not be plugged into an extension cord.

TEST LIGHT

The **Red Test Light** will turn on when you press the **White Test Square** to let you know the home base unit is in the test mode. See Home Base Unit Test, page 8.

SYSTEM FEATURES

Safety Provisions

Your Emergency Response System features the following safety provisions to ensure that your “call for help” is received by the N.E.R.C.

1. False alarms can be prevented by pressing the Yellow Abort Square to cancel your signal.
2. Back-up power is supplied. If electric power is off due to a storm or accident, the home base unit automatically converts to battery power so that your distress signal can still be sent to the N.E.R.C. The battery power is automatically recharged when electric power is restored.
3. Back-up power is monitored. If the battery should run low, the home base unit will sound a beep once every second as well as alert the N.E.R.C. that your battery is low. The N.E.R.C. will telephone you to confirm that you are aware of the electric power problem.
4. Each system is identified with its own serial number. This allows the N.E.R.C. computers to instantly recognize that your system is sending a signal.
5. Dial Tone Check. The home base unit will automatically beep and the Red Test Light will begin flashing if the telephone line does go dead. This indicates you should check your telephone connection.
6. If there is an interruption in the telephone line, the home base unit will redial until your distress signal is received by the N.E.R.C.

Override Jack/Line Cord

An override jack installed in your home will give the home base unit priority over all other extension phones. It is strongly recommended that an override jack be installed if there is more than one phone in your home.

If you wish to have the override jack installed, you must arrange for this, either through your local telephone company or another authorized installer. Ask them for an 8-pin override jack. The telephone company or authorized installer will charge you directly for its installation.

The individual who installs the override jack will require the following equipment:

- 1) an override jack line cord
- 2) the “Telephone Company Installer” information sheet located in the information envelope which came with your system.

If you do not have these items, please contact our Customer Care Department at:

1-800-661-5433

Dial Tone Check

The home base unit will automatically check the telephone to ensure it has a dial tone. The home base unit performs a dial tone check 10 minutes after it has either been plugged in or ten minutes after the Yellow Abort Square has been pressed, and again every 12 hours thereafter. If the line is found to be “dead”, the home base unit will beep once every 5 seconds or until dial tone is restored, and the Red Test light will begin flashing.

Emergency Data Card

The personalized Emergency Data Card gives you protection away from home. Please carry it with you at all times, preferably in your wallet. The card has instructions for anyone helping you in an emergency to call the N.E.R.C. at its toll-free number.

TESTING YOUR SYSTEM

Home Base Unit Test

This test ensures that your system is working properly. You should test your system once a month.

HERE'S HOW TO TEST YOUR HOME BASE UNIT...

1. Press the **White Test Square** on the home base unit. The Red Test Light will turn on.
2. Press the **Green Medic Square** on the home base unit. You will hear a series of three quick beeps every 3 seconds (beep.beep.beep...beep.beep.beep) This lets you know the test signal is being sent.
3. When the N.E.R.C. receives the signal (about 1-3 minutes), they will turn off the Red Light and the beeping. This lets you know they received the test signal and the home base unit is functioning properly. **No voice will be heard.**

Once this is completed, you know your home base unit is working properly.

Pendant Test

This test ensures your pendant signal is being received by the home base unit.

When you do this test, be sure to have one person stand beside the home base unit while another person tests the pendant from a distant location in your home or yard. The person standing beside the home base is to press the Yellow Abort Square to cancel the signal before it reaches the N.E.R.C.

1. Press the button on your pendant. The red light on the pendant will come on. When you release the button, the red light will turn off.
2. The home base unit will begin to beep.
3. After you hear 2 or 3 beeps, press the Yellow Abort Square on the home base unit to cancel the signal before it reaches the N.E.R.C.

Once this is completed, you know your pendant is working properly. If the pendant light does not turn on, or if the home base unit does not beep, the battery in the pendant may need to be replaced. (See replacing the battery, Page 11)

Transmitter Test

This test ensures your transmitter signals are being received by the home base unit.

When you do this test, be sure to have one person stand beside the home base unit while another person tests the transmitter in various locations in the home. After you hear 2 or 3 beeps, the person standing beside the home base is to press the Yellow Abort Square to cancel the signal before it reaches the N.E.R.C.

HERE'S HOW YOU TEST EACH TRANSMITTER...

1. Press the Medic Button on the transmitter. The red light on the transmitter will turn on. When you release the button, the red light will turn off.
2. The home base unit will begin to beep.
3. After 2 or 3 beeps, press the Yellow Abort Square on the home base unit to cancel the signal before it reaches the N.E.R.C.

Do this test on all transmitters. Once this is completed, you know your transmitters are working properly. If the transmitter light does not turn on, or if the home base unit does not beep, change the battery in the transmitter (see Replacing the Battery, page 13).

Smokescan Test

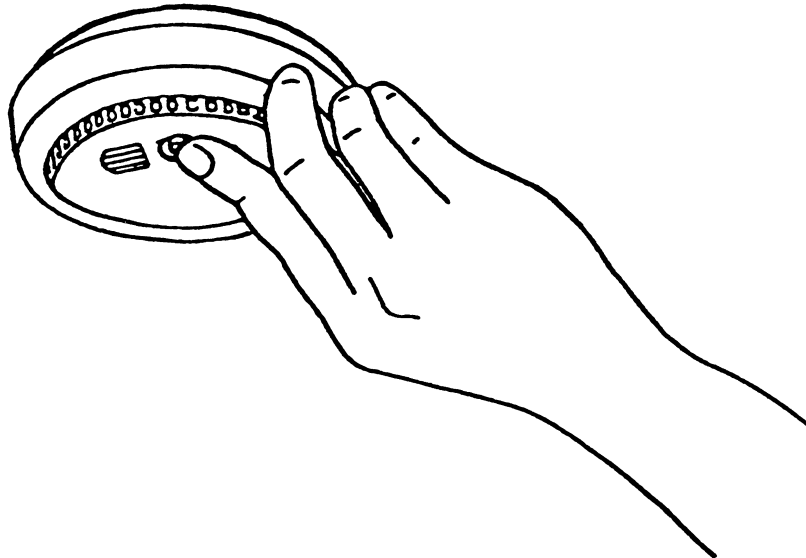
(NOTE: Not all systems have a smokescan)

This test ensures your smokescan signal is being received by the home base unit.

When you do this test, be sure to have one person stand beside the home base unit while another person tests the smokescan. After hearing 2 or 3 beeps, the person standing beside the home base unit is to press the **Yellow Abort Square** to cancel the signal before it reaches the N.E.R.C.

Here's how you test your smokescan...

1. Press the button on the front of the smokescan. The smokescan makes a loud beeping noise and sets off the home base unit. You will have to hold the button for **35 seconds** to trigger the home base unit.



2. Once the home base unit starts beeping, push the **Yellow Abort Square** to cancel the emergency call. **Please Note:** You may have to hold the Yellow Abort Square for 30 seconds after the home base unit is activated.

If the smokescan does not make a beeping noise or it begins to “chirp” on its own, change the battery in the smokescan (see Replacing The Battery, page 15).

REPLACING THE BATTERY

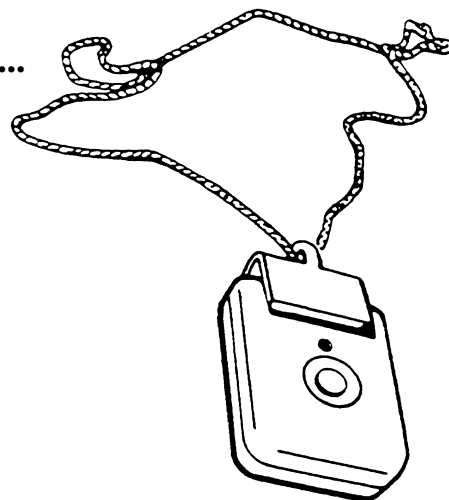
Pendant

There are two types of pendants. Before you take any action, find out which type you have:

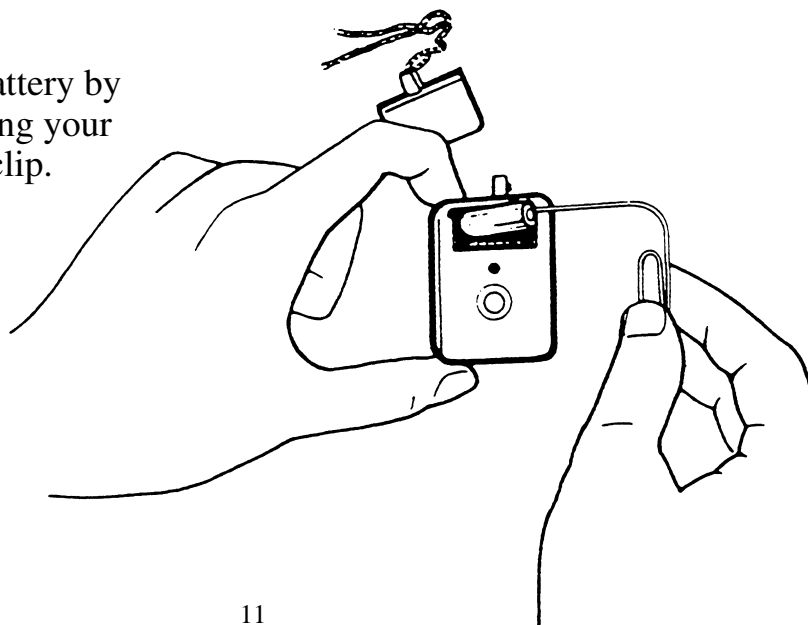
1. If your pendant has a **dark grey front cover** it is a **waterproof pendant**. **DO NOT ATTEMPT TO CHANGE THE BATTERY**. Please call our Customer Care Department at 1-800-661-5433 and they will immediately arrange for a replacement pendant to be sent to you.
2. If your pendant is white or cream colored, you can change the battery yourself. To ensure your pendant is always working properly, it is important to change the small 12-volt battery in the pendant once a year. You may contact our Customer Care Department at 1-800-661-5433 to order batteries at a reduced price, or you may purchase a new battery at an electronics store such as Radio Shack. The Radio Shack catalogue number is 23-144.

HERE'S HOW YOU REPLACE THE BATTERY...

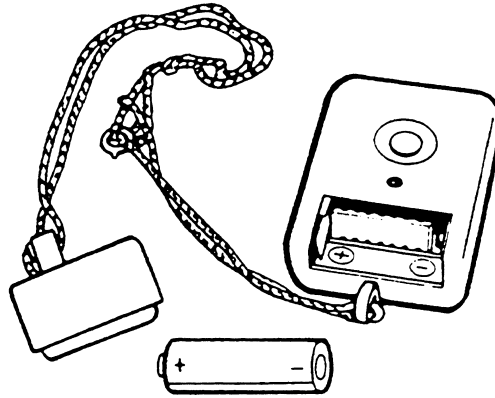
1. Open the cover of the battery compartment by twisting the two halves of the loop which hold your neckcord.



2. Remove the old battery by lifting one end using your fingers or a paperclip.



3. Place the new battery in the same position you removed the old one, making sure the positive side (+) of the battery lines up with the side marked positive (+) on the inside of the case of the pendant.



4. Replace the battery cover on the pendant.
5. To ensure your pendant is working properly, test it by following the test instructions on page 8.

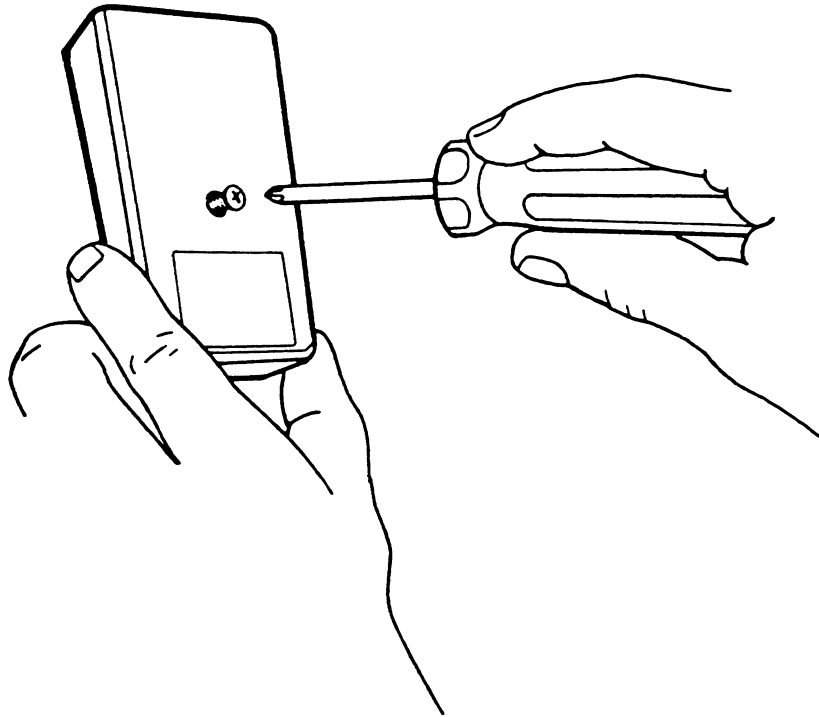
REPLACING THE BATTERY

Transmitter

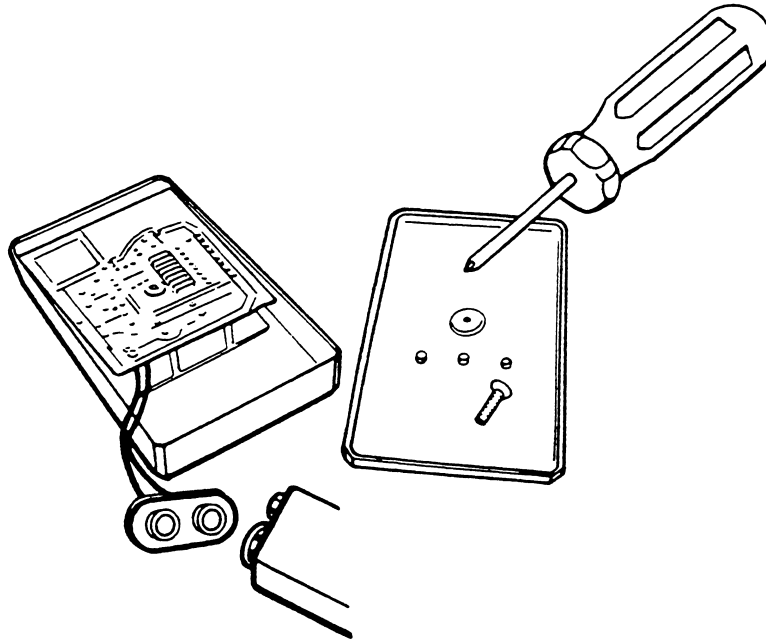
To ensure the transmitter is always working properly, it is important to replace the 9-volt battery once a year. We recommend an alkaline battery for your transmitter. You may contact our Customer Care Department at 1-800-661-5433 to order batteries at a reduced price, or you may purchase a new battery at an electronics store such as Radio Shack.

HERE'S HOW TO REPLACE THE BATTERY...

1. Remove the screw from the back flap using a Phillips head or star screwdriver.



2. Take off the back cover, remove the old battery and snap a new 9-volt battery into the connector. Replace the back cover and screw.



3. To ensure your transmitter is working properly, test them by following the test instruction on page 9.

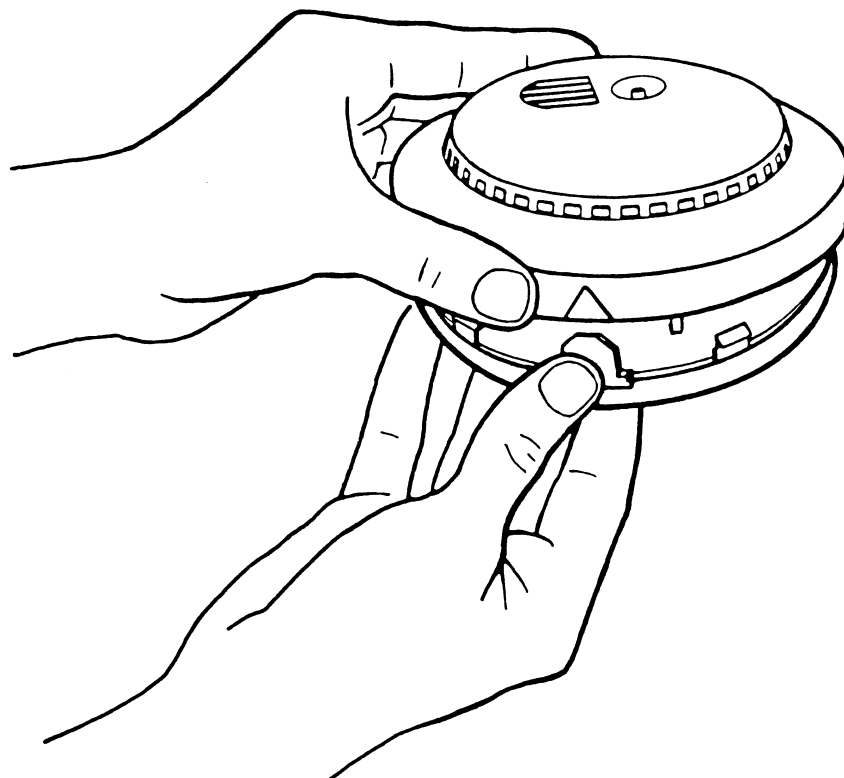
REPLACING THE BATTERY

Smokescan

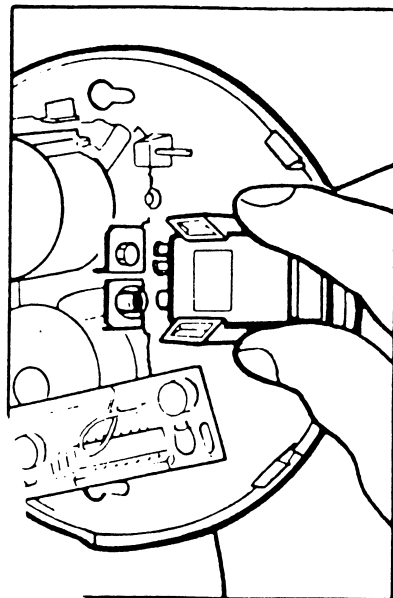
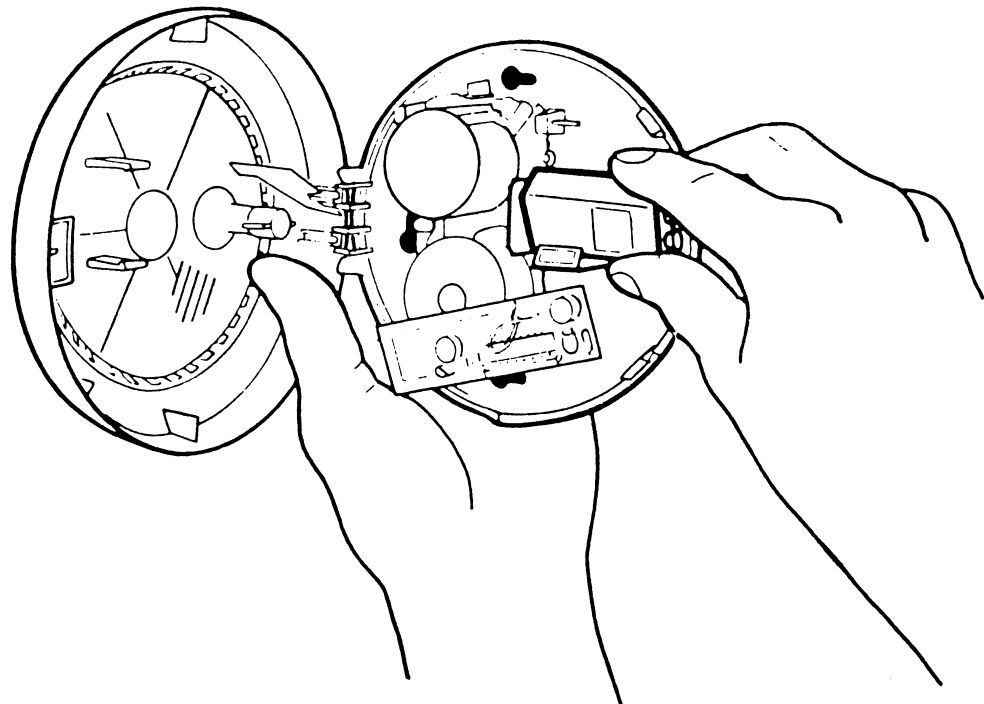
To ensure the smokescan is always working properly, it is important to replace the 9-volt battery once a year. We recommend an alkaline battery for your transmitter. You may contact our Customer Care Department at 1-800-661-5433 to order batteries at a reduced price, or you may purchase a new battery at an electronics store such as Radio Shack.

Here's how to replace the smokescan battery...

1. Look for the arrow and the spot on the smokescan marked "Open Here". Open the smokescan lid at that point.



2. Take out the old battery and insert a new battery in the same position. Close the lid.



3. To ensure the smokescan is working properly, test the smokescan by following the instructions on page 10.

MOVING YOUR SYSTEM

Please contact our Customer Care Department at least one week prior to your scheduled move as your system will have to be registered at your new address.

Customer Care Department

1-800-661-LIFE (5433)

If you move to a different address, you can easily disconnect the system by reversing the installation procedure described in the section “Installation of Your System” on page 18. If you need assistance, telephone our Customer Care Department at the above phone number.

Important Points To Remember:

1. Before you reconnect your system, our Customer Care Department **MUST HAVE** your new address in order to update your computer file at the N.E.R.C. You may use the Information Change Form located in the information package. The N.E.R.C. cannot change the address in your file until we receive a signed Information Change Form from you, so please allow time for us to receive this information before you reconnect your system. Remember, it may also be necessary to update designated contracts, medications, directions to your home, etc.
2. When you are ready to begin the reinstallation, contact our Customer Care Department. A representative will help you register your system with your new address at the N.E.R.C.

INSTALLATION OF YOUR SYSTEM

The installation of your Emergency Response System is easy with today's modern (modular) telephone connections.

A home base unit can only be installed into a single line telephone circuit. It will not function if:

1. The telephone shares a "party" line
2. The telephone is part of a "rotary" telephone system such as a large office telephone system.

If your phone system does not have modular telephone connections, please contact your nearest telephone company.

Customer Care Department: 1-800-661-LIFE (5433)

Installation of the Home Base Unit

General

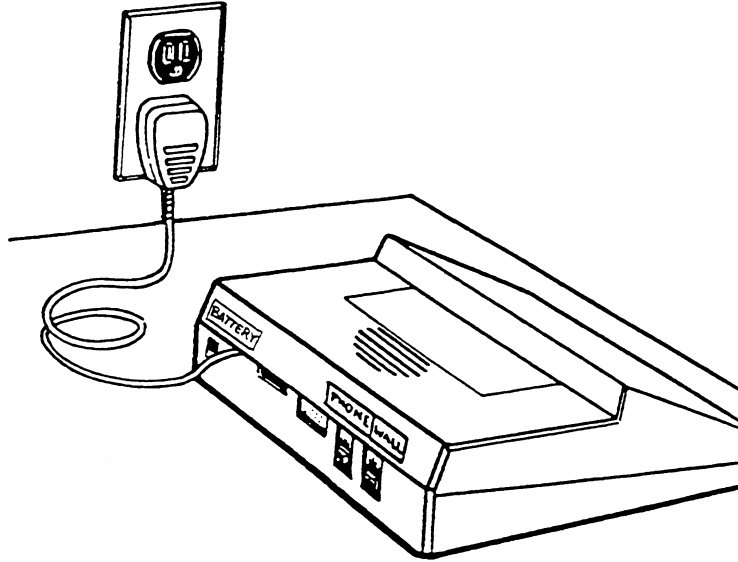
1. Avoid setting the home base unit on a metal surface because this will reduce the range of each of the transmitter's signal.
2. Avoid outlets controlled by light switches. If you must use this type of outlet, tape the switch in the "on" position and leave a warning note on the switch plate.
3. Avoid using an extension cord.
4. When making all modular plug connections, be sure to hear the plug "click" into place.
5. It is not mandatory to have a telephone at the location of the home base unit. The home base unit will operate properly as long as the cord from the wall jack is plugged into the receptacle marked "WALL" on the home base unit.

Installation of the Home Base Unit (Cont'd)

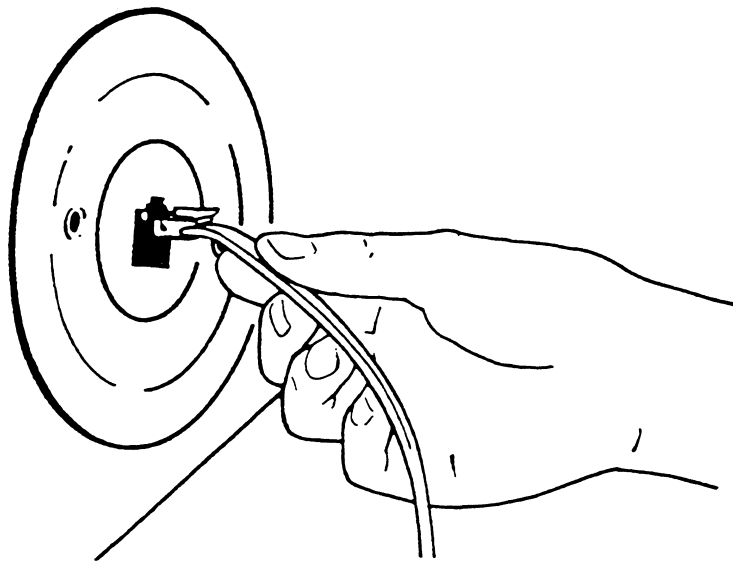
Modular Wall Jack

It is easy to install your system with modern (modular) telephone connections. Just follow these directions:

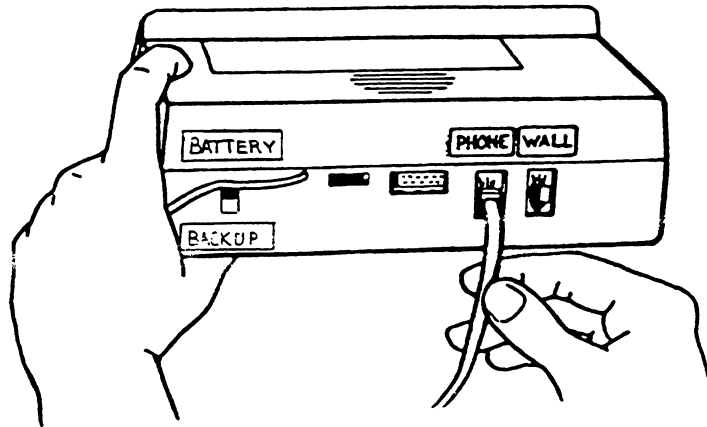
1. Take the home base unit and plug the black power box into an electrical outlet (an outlet which cannot be turned on and off with a wall/light switch).



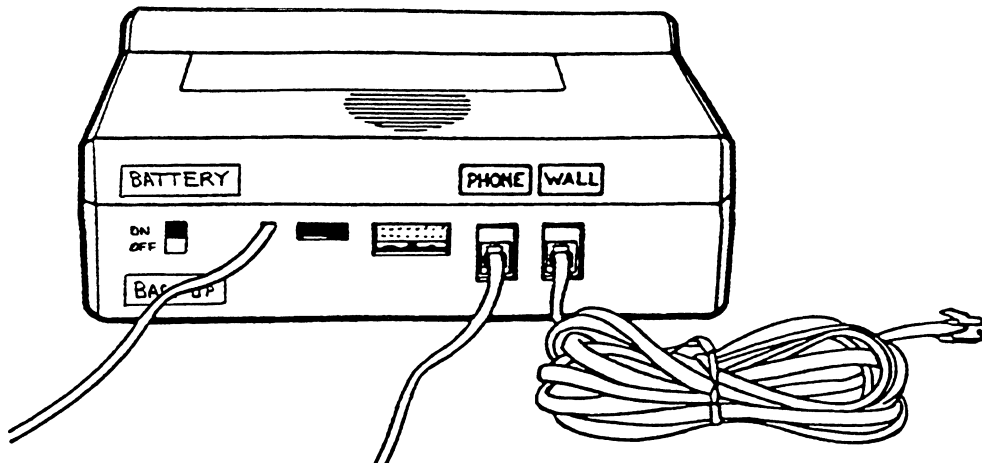
2. Unplug your telephone from the modular wall jack.



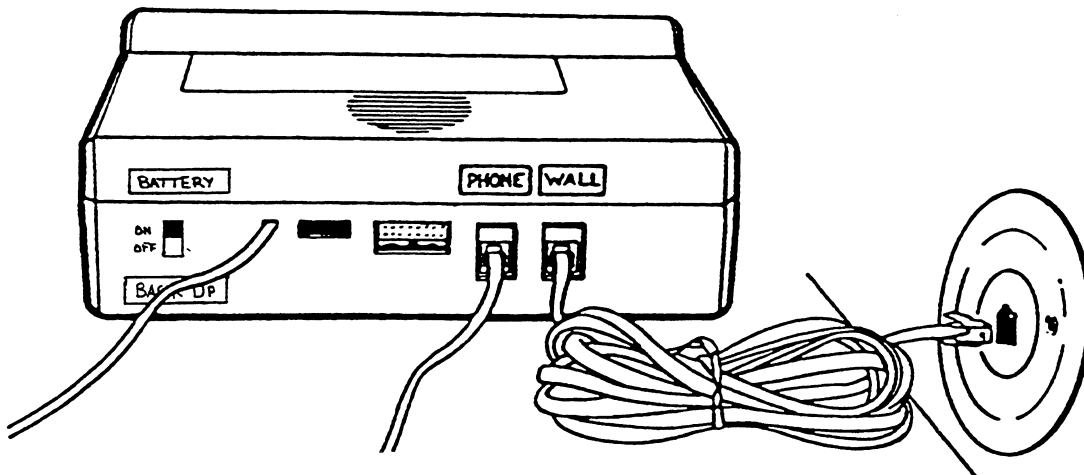
3. Place your telephone plug into the outlet on the back of your home base unit marked "PHONE".



4. Remove the telephone cord from the box in which your system came.
5. Plug one end of the cord into the outlet on the back of the home base unit marked "WALL".



6. The other end of the cord is plugged into the modular wall outlet.



INSTALLATION OF THE TRANSMITTER

The medical Emergency Response System comes complete with a pendant and one portable medical transmitter. Depending on the system you have, you may also have a medical/police transmitter and/or a smokescan. When you press the button, a signal is sent to the home base unit which automatically dials the N.E.R.C. The N.E.R.C. knows which button was pressed and notifies the appropriate Emergency Authorities.

Pendant

The pendant is the most portable transmitter. It comes with a satin cord which you will find in the small envelope. The pendant should be tested from various distances in your home, yard, or apartment building to determine the maximum range.

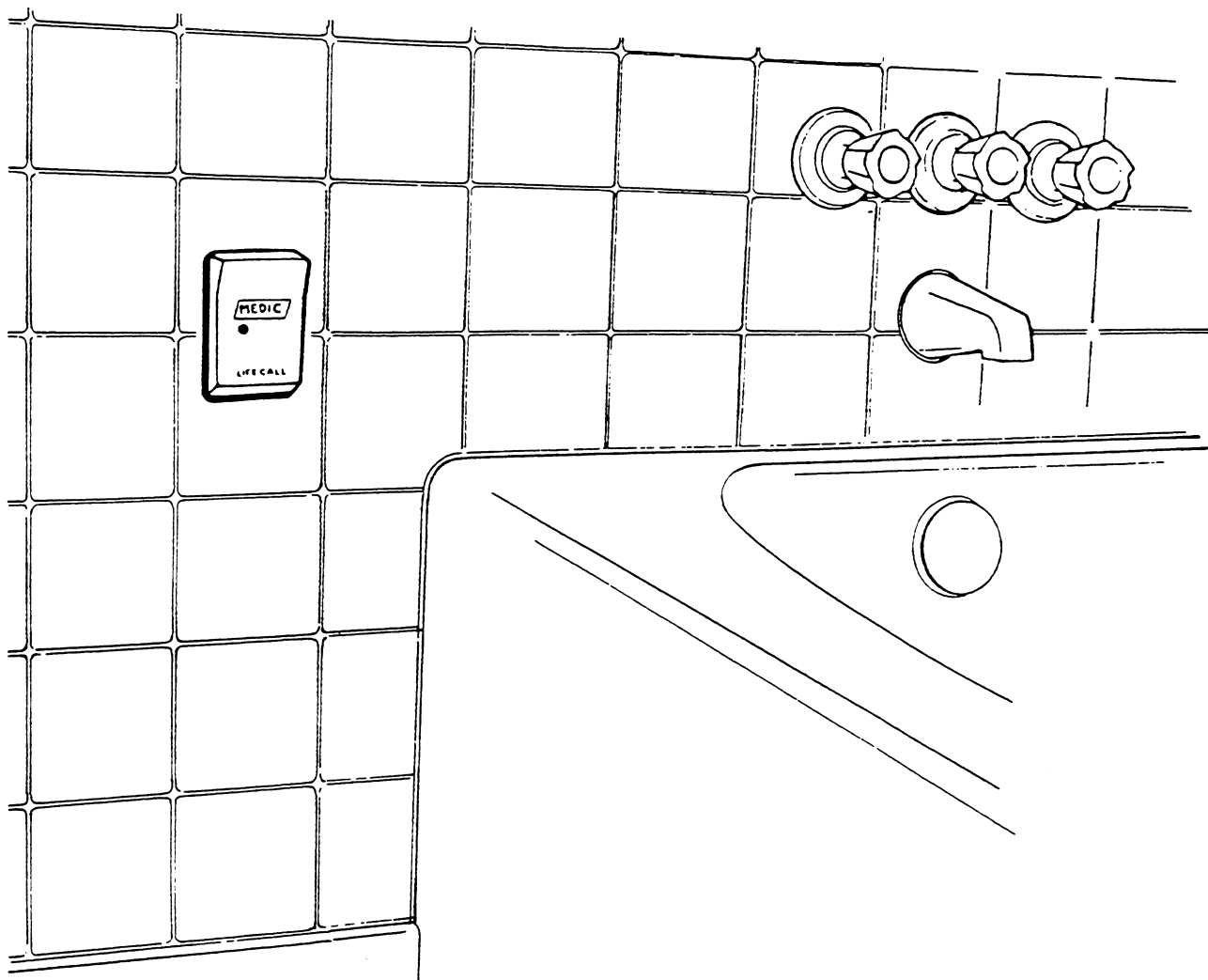
If your pendant is all white or cream colored, it is NOT waterproof and should not be worn in the shower. If your pendant has a dark grey front cover and has the word "MEDIC" on it, it is waterproof and may be worn in water. The pendant should not be worn to bed, as a false alarm may occur if you accidentally roll onto it.

The pendant is battery operated. If you have an all white or cream colored pendant, it is important to replace the battery once a year to ensure the pendant continues to work properly. See replacing the battery, page 8. If your pendant has a dark grey front cover, you have a waterproof pendant that is warranted for five years. If you suspect the battery in the waterproof pendant is low, please contact our Customer Care Department at 1-800-661-5433.

PORTABLE TRANSMITTER

The portable transmitter can be attached with Velcro to the wall in the bathroom or bedroom. When you press the Medic button on the transmitter, it sends a signal to the home base unit which automatically sends a medical signal to the N.E.R.C.

If the portable transmitter is mounted in the bathroom, it should be about 12 - 18 inches from the floor - within reach from the tub and toilet. Be sure that it cannot get wet. Remember, if you can't reach the transmitter with your hand, you can always reach it with your foot.



If a portable Medic transmitter is mounted in the bedroom, ensure it is within easy reach from the bed.

Installation of the Smokescan

(Not all systems have a smokescan)

The smokescan has been designed to send a Fire signal to the home base unit so that the N.E.R.C. knows to alert your local fire department.

Ensure the smokescan will set off the home base unit before and after it is installed, to make sure the house structure does not interfere with the signal to the home base unit.

Here' s how to install your smokescan...

1. Press the Button on the front of the smokescan. The smokescan makes a loud beeping noise and sets off the home base unit. You will have to hold the button 35 seconds to trigger the home base unit. (See Smokescan Test, page 15)
2. Push the Yellow Abort Square on the home base unit once it starts beeping - to cancel the emergency call. **Please note:** You may have to hold the Yellow Abort square for 30 seconds after the home base unit is activated.

The smokescan should be placed on the ceiling or on the wall no lower than 6 inches from the ceiling. The smokescan is very sensitive and should not be placed near the kitchen because false alarms may occur. The recommended location is near the bedroom.

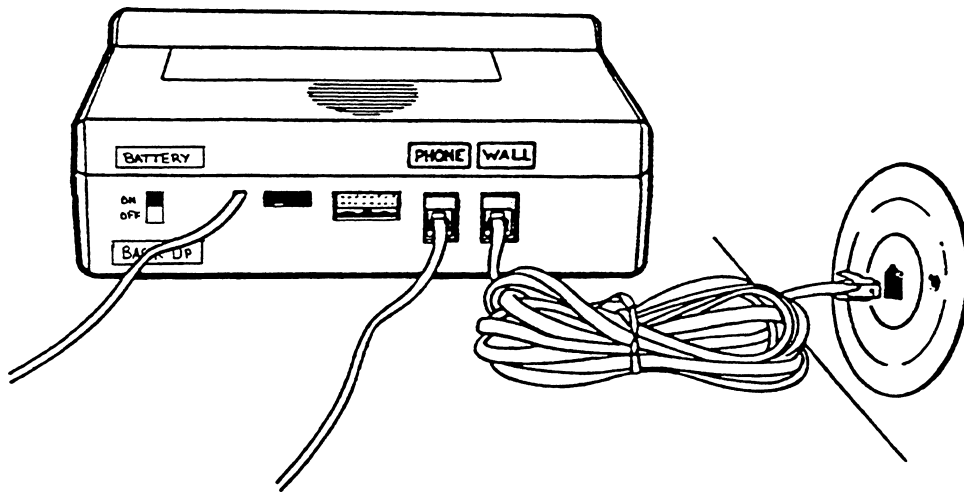
ONCE YOU COMPLETE THE INSTALLATION, YOU MUST TELEPHONE THE CUSTOMER CARE DEPARTMENT AND THEY WILL ASSIST YOU IN REGISTERING YOUR SYSTEM WITH THE N.E.R.C.

BACK-UP BATTERY POWER

The home base unit is operable as soon as the system has been installed. To provide continuous protection in case of a power failure, the home base unit features a back-up battery which will operate the home base unit up to four hours.

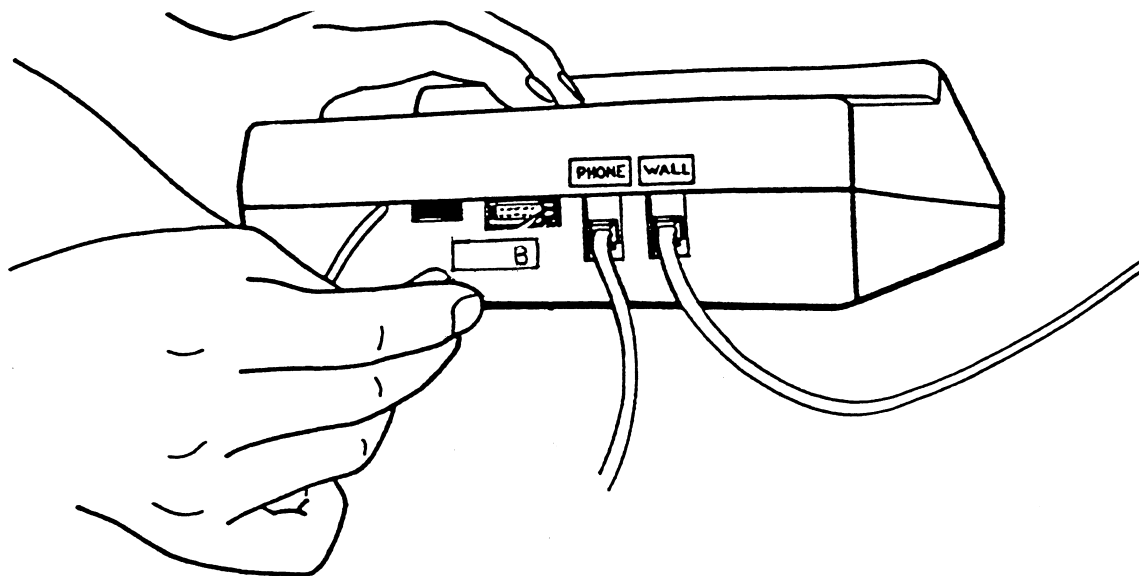
To activate the battery back-up power:

1. Look at the back of your home base unit:
 - If your unit has an on/off switch on the left hand side at the back of the home base unit with a label above it that says “BATTERY”, please go directly to step 6.
 - If your unit does not have a back-up battery switch, you must insert the battery plug provided to activate this feature. Be careful not to touch the brass pins with any metal objects or your fingers.
2. Take the battery plug from the envelope.
3. Insert the battery plug in the opening where the 16 brass prongs are and match them with the 16 holes in the battery plug.



4. Once the battery plug is in place on the pins, the battery back-up power is on.
5. Your back-up battery should be fully charged, but occasionally a battery needs recharging at the time of installation.

6. IF YOUR SYSTEM HAS AN ON/OFF SWITCH AT THE LEFT SIDE OF THE BACK OF THE HOME BASE UNIT, ensure the battery back-up switch is pushed all the way up to the “on” position.
7. Your back-up battery should be fully charged, but occasionally a battery needs recharging at the time of installation.
If you hear a beeping sound, it means your battery back-up power is recharging for maximum power. Don't be alarmed. It may beep for up to 2 minutes while the low battery signal is being sent to the N.E.R.C. It will then stop, do not press the abort square while the machine is recharging as it will reset the unit and it will start recharging again.



Testing Your Back-Up Battery

To ensure the back-up battery has been activated:

1. Unplug the black power box from the wall.
2. Push the Yellow Abort Square. If the unit beeps, the back-up battery is working.
3. Plug the black power box back into the electrical outlet. The green light should come back on.

QUESTIONS AND ANSWERS

Question - I accidentally pressed the button on my pendant and now the system is beeping. What should I do?

Answer - Press the Yellow Abort Square on your home base unit. This cancels the signal to the N.E.R.C.

Question - How do I know if my system is working properly?

Answer - You should test your system once a month. Refer to page 8 for instructions on testing your system.

Question - The red light on my pendant doesn't go on when I press the pendant button. What does this mean?

Answer - The battery power in your pendant may be low. See page 11 for instructions.

Question - How do I replace the batteries in my portable transmitter?

Answer - The battery in each transmitter should be replaced once a year. To replace the battery, refer to page 13.

Question - The home base unit is beeping even though I didn't press the button.

Answer - There are two situations that will cause the system to beep

1. If the power goes out or your home base unit has been unplugged, your home base unit will beep to advise you.
2. If your telephone line goes dead or the telephone cord becomes disconnected, the home base unit will beep to advise you.

Question - What do I do if I'm moving?

Answer - Contact our Customer Care Department at 1-800-661-5433 at least one week prior to your scheduled move. Please refer to page 17 "Moving Your System".

IF YOUR HOME BASE UNIT IS BEEPING

The beeping you hear from the home base unit is trying to tell your something. Each pattern of sound has a different meaning.

1. **Beep.Beep.Beep. Beep. Beep. Beep.**
(One beep every half second)

That is the sound you hear when the home base unit is sending an emergency call for help.

2. **Beep. Beep. Beep. Beep**
(Two beeps followed by a 30-second interval)

This is what you hear when the home base unit is using back-up battery power. It will continue until regular electrical power is restored. The back-up battery will last for up to 4 hours. After approximately one hour, the home base unit will send a Low Battery Signal to alert the N.E.R.C. of the situation.

3. **Beep . Beep**
(One beep every second)

The home base unit is now sending a Low Battery Signal to the N.E.R.C., they will then contact you to confirm you are aware of the electric power problem.

4. **Beep.Beep.Beep Beep.Beep.Beep.**
(A series of three beeps followed by a 3-second interval)

This is what your will hear when a test signal is being sent to the N.E.R.C. Refer to the Home Base Unit Test, page 8.

5. **BeeeeeeepBeeeeeeep**
(One long beep every 5 seconds)

This beep is telling you that the home base unit has no dial tone. Check to make sure all your telephone connections are good.