Alert System

In-Home Landline Base Station

SRDR-00028 Rev 1

In-Home Landline User Guide

In-Home Landline User Guide

This User Guide includes information covering the In-Home Landline System.

What's in the Box:

In-Home Landline Base Station

Help Button

SRDR-00028 Rev 1

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   2   6/7/2019   4:06:28 PM

Setup Guide for for The In-Home Landline System

We thank you for choosing a Alert System and welcome you to the family.
Congratulations on making a smart choice!

If you have any questions during the setup process, please call Technical Support.
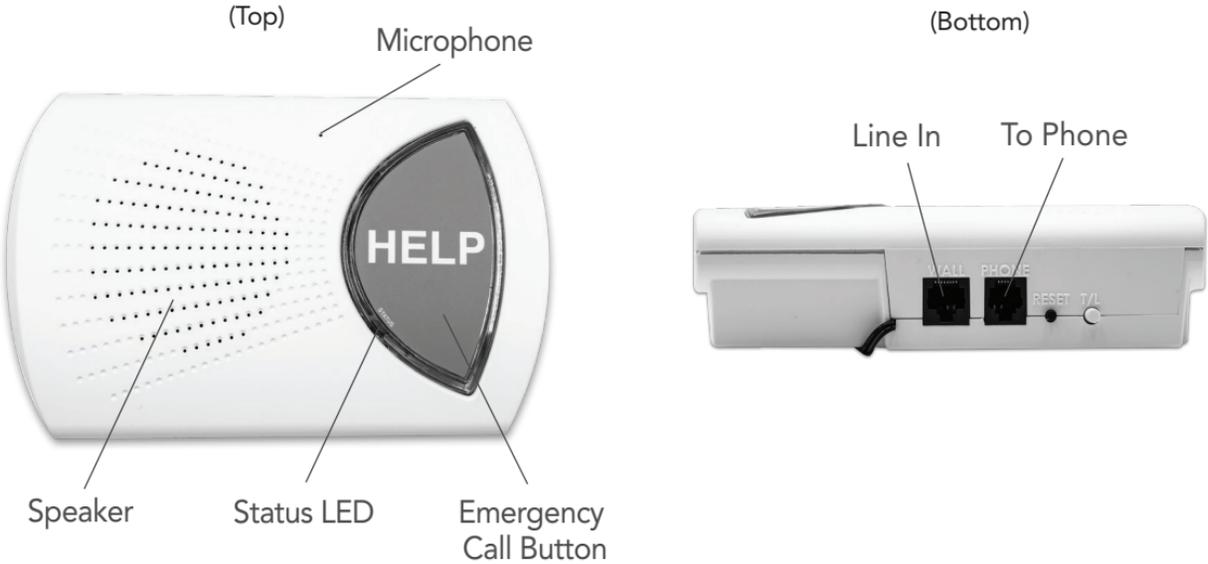
SRDR-00028 Rev 1

Base Station Features

(Top)

Microphone

Speaker   Status LED   Emergency
                                     Call Button

(Bottom)

Line In   To Phone

Figure 1

SRDR-00028 Rev 1

Waterproof Help Button

Adjustable Lanyard

LED Indicator

Emergency Help Button

Figure 2

Depending on your help button choice, you may have received a different combination of wrist or neck pendant.

SRDR-00028 Rev 1

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   5   6/7/2019   4:06:30 PM

Please follow these simple steps to get your system set up and tested.

Connecting your Base Station

Step 1. Select a Location

- Place it near both a phone line and an electrical outlet.

- We recommend you place the Base Station near the center of your home, such as your living room, family room or kitchen area.

- Do not place any object in front of the Base Station.

- Do not place near any appliances that make noise.

- Plug the attached power adapter into an electrical outlet. (Please refer to figure 4)

To avoid accidentally turning off the Base Station, DO NOT plug it into an electrical outlet that is controlled by a light switch.
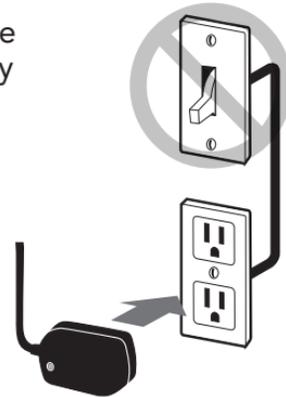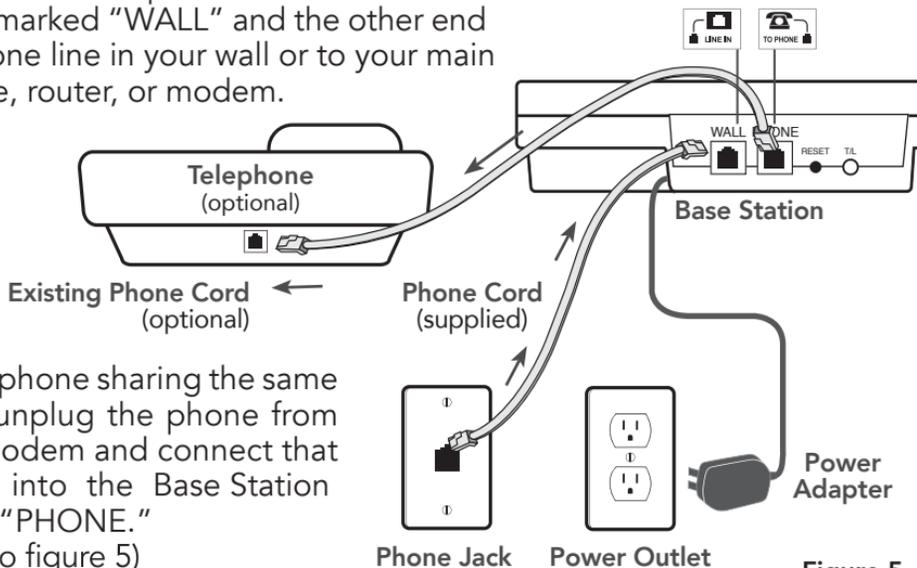

Figure 4

SRDR-00028 Rev 1

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   8   6/7/2019   4:06:31 PM

Step 2. Connecting your Base Station to your phone line:

- Plug the phone cord provided into the Base Station Jack marked "WALL" and the other end into your phone line in your wall or to your main phone source, router, or modem.

Telephone (optional)

Existing Phone Cord (optional)

Phone Cord (supplied)

Base Station

Power Adapter

Phone Jack   **Power Outlet**

Figure 5

- If you have a phone sharing the same phone line, unplug the phone from the wall or modem and connect that phone cord into the Base Station jack labeled "PHONE." (Please refer to figure 5)

SRDR-00028 Rev 1

Step 3. Turning ON your Base Station

- Your Base Station will automatically turn on once it is plugged in.

- The Status LED will blink red until the device detects a phone line connection.

- If the Base Station is set up correctly, the base station will announce "System Ready" within 30 seconds.

- Once the Base Station detects a phone line, the Status LED will blink green and then change to a solid green once the phone line is connected.
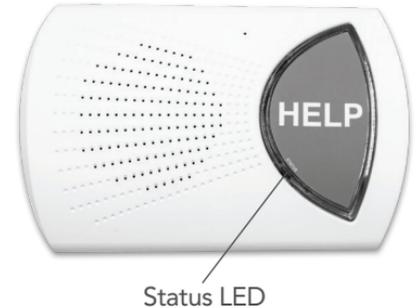

Status LED

Figure 6

SRDR-00028 Rev 1

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   10   6/7/2019   4:06:32 PM

Testing your In-Home Landline System

- Press your help button until it flashes green or press the blue "HELP" button on the Base Station.

- The Base Station will announce "Calling for Help" multiple times and emit a few beeps. "Calling for Help" will continue to be announced until it connects.

- The status LED on the Base Station goes solid red from the moment it's activated and only goes back to green when the call is completed.

- The Base Station will announce "Call connected, please wait" and then "Your alarm has been received, please stand by for an operator" once it is connected to an operator.

- Please inform operator that you are testing the system, and that you do not need emergency assistance. If you do not state that you are testing, EMS will be contacted.

- Once the operator disconnects, the status LED on the Base Station goes back to green and the Base Station announces "System Ready."

In-Home Landline Voice Guidance

Your Base Station has voice announcements. Select announcements are listed below:

Event	Voice Prompt
An Emergency Call is initiated	"Calling for Help"
Call connected	"Your alarm has been received, please stand by for an operator"
No dial tone from phone line	"Please check telephone connection"

Turning off your Base Station

- Unplug the Base Station from the AC power supply AND unplug the telephone line
- On the back of the Base Station, press the small white button labeled "T/L" 3 times, then press and hold the blue "HELP" button for 5 seconds until the status LED stops flashing.

SRDR-00028 Rev 1

Important Safety Information

- Keep electrical cords away from heat sources and sharp edges.
- Keep electrical cords away from areas where someone could trip over them.
- Use caution when handling electrical cords and never install electrical cords during a lightning storm.
- Do not use any attachment or accessory that is not intended for use with this system.
- Do not block the Base Station's microphone. This will affect your ability to communicate with the Emergency Response Center.
- The Base Station's battery backup will last up to 80 hours on a full charge.
- The help button is designed to work at an approximate range of 600 feet from the Base Station, depending on the size and construction of your home.
- Wear your waterproof help button at all times, including in the shower.
- Do not put the help button through the clothes washer or dryer. Do not attempt to dry your button out in the microwave or oven.

SRDR-00028 Rev 1

Frequently Asked Questions

How do I call for help?
Press your help button or the blue "HELP" button on your Base Station.

What happens if I push the button but I can't speak?
If you are unable to speak or be heard, we will assume it is an emergency and notify Emergency Response on your behalf. We will also notify the personal contacts listed on your profile.

If I accidentally set off the alarm, what do I do?
If you accidentally set off the alarm, simply notify the Emergency Operator when they respond that this is a "false alarm." The operator will disconnect and no further action will be taken.

How will an Emergency Response team get into my home?
Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be held responsible for any damages caused as a result of gaining entry.

SRDR-00028 Rev 1

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   14   6/7/2019   4:06:32 PM

We recommend that you purchase a "lock box" to safely store your house key. Your lock box code will be stored on your account and given to emergency personnel in order to gain entry to your home without causing damage. If you have your own lock box, please call Customer Service to ensure your code is noted on your account.

How far away from the Base Station will my help buttons work?
Your help buttons are designed to work at an approximate range of 600 feet from the Base Station, depending on the size and construction of your home.

What happens if I push my help button but cannot get to the Base Station?
If you push your help button, stay where you are. An Emergency Operator will attempt to communicate with you through your base station. If you are not heard, we will assume it is an emergency and notify Emergency Response on your behalf.

Why is the Emergency Operator having trouble understanding me?
The microphone on the Base Station is very sensitive and will pick up surrounding noises from your television, radio, wind from ceiling fans, and the like. To increase the quality of the call, look for a quieter area to set up your Base Station.

SRDR-00028 Rev 1

Why is my help button not activating my Base Station?
Be sure to press and hold your help button until it flashes green to activate the base station. If the Base Station does not respond, check to ensure that the Base Station is turned on and that the help button is in range of the Base Station. If you still have issues with your system, please call Technical Support.

What if I move to a different home, or my personal information has changed?
Please contact Customer Service any time there are any changes to your personal information, including changes to your address and phone number. Just give us a call one week before you move. The new location must have a telephone line.

What if I spend part of the year in another home?
We can transfer your service to your new location. Please call Customer Service one week before you go to update the address on your profile accordingly.

What if I press my wearable help button and it flashes red?
Your wearable help button may have a low battery. Please contact Technical Support. Normal operation is for it to flash green when pressed.

STATUS Light Signals

A single STATUS light is located on the left lower edge of the large HELP button on the base unit, next to the word "STATUS" printed on the button (Figure 7). The STAUS light is programmed to display the following light signals when in normal operating mode:

Status LED	Status
Steady Green Light	The Base Station is properly plugged in to AC power and a telephone line, and is ready to call the monitoring center
Steady Red Light	The Base Station has been activated by an alarm signal and is trying to call the response center
Short Green Flash at periodic intervals	AC power is not available and the Base Station is being powered from its internal backup battery
Short Red Flash at periodic intervals	The Base Station is not connected to an operating telephone line
Short Orange Flash at periodic intervals	The Base Station is being powered by its internal backup battery, AND the Base Station is not connected to an operating telephone line

SRDR-00028 Rev 1

Status LED

Figure 7

WiredHome_BaseStation_User_Guide_MHP8016-019A_mech.indd   17   6/7/2019   4:06:32 PM

FCC Statement

Product	Base	Pendant	Wrist Button
FCC ID	2ARFP-ES7502HC	2ARFP-ES700EPA-1	2ARFP-ES700EPA-1

This device complies 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.

15.105(b)

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. However, there is no guarantee that interference will not occur in a particular installation. 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.

WARNING
Strangulation and choking hazard. The Neck Pendant button lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

Avertissement
Risque de suffocation ou d'étranglement. La lanière pour bouton pendentif est conçue pour se détacher lorsqu'elle est tirée, cependant, l'utilisateur peut subir une blessure ou la mort si la lanière se mêle ou s'accroche à d'autres objets.

SRDR-00028 Rev 1

15.21

You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communication Commission of the U.S. Government. This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with minimum distance 20cm between the radiator and your body.

Technical Requirements

Please refer to the website listed on the contact information card that came with your system.

Notes

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

....

SRDR-00028 Rev 1

PLEASE REFER TO THE CUSTOMER SERVICE NUMBER ON THE INSERT
THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.