Wireless Emergency Response System

Congratulations on your purchase of the wireless AMBER NA Personal Emergency Response system. This home health care signaling system was designed to support people in their home environment. In the event of an emergency, help can be summoned at the press of a pendant transmitter button and that same message can be sent to private numbers that you have selected for notification. In the event of fire, the system can be programmed to automatically call the monitoring station or to private phones.

The Unit includes a large display that shows the system status, the time and preprogrammed medication reminders. The Unit’s rechargeable backup battery can provide up to 24 hours of operation. When AC power is restored, the backup battery is automatically recharged.

What’s Included

Before you begin to set up your system, make sure you have all the necessary components.

• AMBER NA Unit
• 120VAC to 12VAC transformer type OH-48109AT, Input 120VAC 60 Hz / Output 12VAC 1000 mA or 115VAC to 12VAC
• Pendant transmitter (MCT-212), supplied with necklace

Additional Accessories (Optional)

• Battery operated smoke detector (MCT-425)
• Fall detector pendant transmitter (MCT-241MD), supplied with clip (to be attached to the user belt or shirt pocket)
• Wristband for (MCT-212)
• Pet-Immune PowerCode wireless PIR motion detector (NEXT K9-85)
• Supervised PowerCode magnetic contact transmitter (MCT-302N)
• Microprocessor controlled wireless repeater (MCX-600)

The system unit is shown in Figure 1.

Note: PowerCode refers to Visonic’s proprietary communications protocol which makes use of unique ID codes.

Figure 1 – Front View
**SPECIFICATIONS**

**General Data**

- **Transmitter Battery Life:** 3 years (for typical use)
- **Frequency (MHz):** 315
- **Display:** Dual line, backlit 16-character display with 3 LED indicators.
- **Supply Voltage:** 12 VAC, 1 A (via 120VAC/60Hz transformer)
- **Receiver Range:** 400 ft (120 m) in open space
- **Battery Pack:** NI-MH 9.6 V, 1.8 Ah, type GP 0-9912-G.

**LEDs:**
- **POWER (Green):** Normally ON, indicating that your system is properly connected to the power outlet.
- **TROUBLE (Red):** Normally OFF. If LED flashes, there is a problem with the AMBER NA or one of the devices (described on the display).
- **STATUS (Yellow):** Normally OFF, which indicates the system is in HOME mode. FLASHERS when unit is in AWAY mode.

**Special Functions:**
- Calling for help by using an emergency pendant transmitter
- Speakerphone (hands-free) when communicating with Monitoring Center or when answering an incoming call by pressing the pendant
- The system supports up to 29 users (pendant transmitters and smoke detectors).
- Two-way voice communication
- Computer control and data download/upload
- Remote control by telephone
- Remote diagnostic and event log
- Visual and audible announcements

**Physical Properties**

- **Operating Temperature:** 32°F to 104°F (0°C to 40°C)
- **Storage Temperature:** -4°F to 140°F (-20°C to 60°C)
- **Size:** 9-13/16 x 7-1/4 x 2-5/16 in. (248 x 185 x 55 mm)
- **Weight:** 3 lb (1.35 kg)
- **Color:** Off-white

*Note: The product supports all standard monitoring center receivers such as Osborne-Hoffman.*
SYSTEM SETUP

To set up your system, follow the steps below. After you complete steps 1 through 5, your system will automatically call the Monitoring Center to guide you through the rest of the set up.

Step 1
Select Unit Location

If possible, select a central location in your home for the Unit. This location should be in the area where you spend most of your time. The location should also enable an optimal signal reception range of 100 ft. for pendants and smoke detectors. The Unit can be placed on a table, desk, or counter. It also can be mounted on a wall.

Make sure that the location you have selected is near an electrical outlet and a phone jack.

Note: Certain remote areas of your residence may lie outside the reception range of the AMBER NA, resulting in the unit not being able to receive transmissions directly. In this case, a Repeater (MCX-600) can be used to increase the AMBER NA reception range.

Contact where you purchased the product for further details.

Step 2
Connect the Unit to your Telephone Line (Figures 3a and 3b)

The AMBER NA communicates with your Monitoring Center through your telephone line.

1. Locate the phone jack on your wall where you want to connect your AMBER NA. If a phone is already plugged into that jack, unplug it and connect it to the "PHONE" connector on the back of the AMBER NA. Your telephone will still function normally.

2. There is a phone cord already connected to the "Wall Jack" on your AMBER NA. Plug the other end of that phone cord into the phone jack on your wall. The AMBER NA is now connected to your telephone line.

Note: Be aware of other phone line services such as DSL. If DSL service is present on the line, you must install a filter. See Figure 3 for proper installation.

Step 3
Connect Power to AMBER NA (Fig. 3)

During normal operation, your AMBER NA runs on electrical power.

1. Insert the plug on the power cord into the "AC" connector on the AMBER NA.

2. Insert the safety catch tab horizontally into the hole to the right of the power cord plug, as shown in Figure 3a.

3. Turn the safety catch screw, observing the polarity of the arrow in Figure 3a, until facing the other hole. Then secure the screw.

4. Connect the AC/AC adapter into a nearby electrical outlet. DO NOT USE AN OUTLET CONTROLLED BY A WALL SWITCH.

Note: The plug of the AC/AC adapter is used as the disconnect device. When the plug is removed the unit is disconnected and will run on the battery pack for a period of up to 24 hours or until the plug is reconnected.

When electrical power is supplied to the AMBER NA, the green light on the front panel illuminates.

Step 4
The Unit is now connecting you to the Monitoring Center

After installation, a Monitoring Center representative will begin speaking to you. When your Monitoring Center representative answers, you can hear them talking to you through the Unit. You can talk to the representative by speaking out loud. You do not need to use the phone.

The Monitoring Center representative will guide you through the rest of the system setup.

Note: The safety catch is optional, can be purchased upon request.
MOUNTING THE UNIT
The Unit can be located on a table, or on a wall. In both cases the Unit should be near an electrical outlet and phone line.

Mounting on a Table (Fig. 4)
Insert the AMBER NA stand into 00020 the holes (see illustration below) and place the AMBER NA on a table.

![Figure 4 - Table Stand Mounting](image)

Note: The table stand can be easily disassembled by inserting a screwdriver into the rib space of the stand and with the screwdriver pulling the stand away from the unit.

Mounting on the Wall
Drill 2 holes in the mounting wall and insert wall anchors.
Insert 2 screws in the wall (leave a 5 mm or 0.2 inch gap between the screw heads and the wall).
Mount the AMBER NA on the screws as shown in the illustration.

![Figure 5 - Wall Mounting](image)

USING YOUR SYSTEM

Using your AMBER NA
Your AMBER NA is the communication center of your system. When your pendant transmitter or optional fall-detector/smoke detector signals the AMBER NA, the AMBER NA contacts your Monitoring Center or private phones to report the emergency event.

Your AMBER NA includes the following buttons.

- **EMERGENCY (紧急)** – When pressed, an emergency alarm is reported to the Monitoring Center or to private phones and a two-way voice communication is opened between the unit and the Monitoring Center.

- **CALL (呼叫)** – When pressed, a non-emergency message is reported to the Monitoring Center and a two-way voice communication is opened between the unit and the Monitoring Center.

- **CHECK (检查)** – This button should be pressed to:
  - Answer Incoming Calls. When the phone rings, pressing this button activates the speaker phone.
  - Acknowledge Programmed Reminders, such as confirming you have taken medication.
  - Change the status of the unit to HOME or AWAY. To do this, press this button continuously for 5 seconds.
  - Announce Time – press this button for 1 second.
  - Direct Link (Speed Dial) – The AMBER NA includes 3 buttons for unique direct link.

Using your Pendant Transmitter
The pendant transmitter can be used to initiate an emergency call and also to answer incoming calls.

- **Pendant Activation** - Your pendant transmitter lets you signal to the AMBER NA from anywhere in your home when you need emergency assistance. You should wear your pendant transmitter whenever you are at home even in the shower or bath. Your pendant transmitter is waterproof.

Your pendant transmitter can be activated by simply pushing its red button. Once pushed, a signal is sent from the pendant transmitter to the AMBER NA and the red LED on the pendant transmitter illuminates. The AMBER NA then calls the Monitoring Center or a private phone and opens a two-way voice communication between the user and the Monitoring Center or the private phone.

If your phone is ringing, pressing the pendant’s red button once will answer the incoming call. You can then talk over the unit's speakerphone. To end the speakerphone call and hang up, simply press the pendant button again.

- **Neckband** - You can wear the pendant transmitter using the neckband. Slip the tab on the neckband into the slot on the pendant transmitter and fasten the tab.

- **Optional Wristband** - Your pendant transmitter can also be used with an optional wristband. To make the pendant transmitter wristband smaller, slide the pendant transmitter towards the buckle.
To make the wristband larger, slide the pendant transmitter away from the buckle.

**Calling for Emergency Assistance**

If you need emergency assistance, press the button on your pendant transmitter or press the large, red EMERGENCY button (/gif) on your AMBER NA.

If you press the EMERGENCY button (/gif) on the AMBER NA, the display shows EMERGENCY BUTTON WAS Pressed.

The AMBER NA calls your Monitoring Center or a private phone and sends an emergency alarm. When your Monitoring Center representative or the person on the private phone answers, you can hear him or her talking to you through the AMBER NA.

If you have a phone connected to the AMBER NA and want to use the phone to talk with the representative, let the representative know and the Monitoring Center will return your call.

**Trouble**

Trouble conditions are indicated by the flashing trouble LED (!) and by the sounding of beeps, and are immediately reported to the Monitoring Center. Trouble messages are shown on the AMBER NA display until they are resolved. Pressing the CHECK button (✓) confirms the trouble condition and cancels the beeps.

The AMBER NA continues to transmit trouble messages every eight hours until the problem is resolved.

**Changing System Status**

When the user wants to leave the premises, the unit status must be changed to AWAY mode. The CHECK button (✓) should be held down for 5 seconds. The unit announces and displays AWAY – REMINDERS OFF. In this state no medication reminders and no pendant checks will be announced. The unit’s speaker is disabled and the yellow LED flashes. In addition, in AWAY mode inactivity detection is also disabled.

If the pendant transmitter button is pressed while in the AWAY mode, the unit will sound "EMERGENCY" and reports to the Monitoring Center. This initiates two-way communication through the speaker. In addition, any device that is alarmed while in AWAY mode immediately initiates a call to the Monitoring Center (as in HOME mode) and also initiates two-way communication.

To return the status to HOME mode, hold down the CHECK button (✓) for 5 seconds. The unit’s speaker will announce and display "HOME – REMINDERS ON". The status LED (/gif) will turn off.

**Clock Adjustment**

To Set the Clock

1. To enter the clock adjustment mode, press the CHECK button (✓) three consecutive times. After each press, be sure to wait for the time announcement to complete before pressing again. The top line, assigned to the Month, will begin to flash.

   01/15/2004
   08:25:53 PM

2. Use Direct Link buttons 1 (scrolls up) and 2 (scrolls down) to set the current field value.

3. Press Direct Link button 3 to scroll to select other fields: month, day, year, hours, minutes, and seconds.

4. Press the Check button (✓) to set a new date or time value.

*Note:* Press the Call (/gif) button at any time to return to normal operation mode. This does not affect current time/date settings.

**System Reset**

To reset the system, simply insert a slim shaped object into the reset switch hole, on the bottom of AMBER NA:

![Reset Switch](image)

**Direct Link**

The direct link buttons function as follows:

- The AMBER NA dials the programmed telephone number stored in memory location 1, 2 or 3 and operates the unit as a speaker phone.
- Used for scrolling between fields when setting the clock.
- Used for adjusting the volume during two-way voice communication with incoming calls or for calls performed using the direct link buttons.

Press direct link button 1 to increase the volume or direct link button 3 to decrease the volume.

Programming of the direct link buttons is performed by the Monitoring Center. The stored telephone numbers may be modified at any time.

**In the Event of Smoke (Smoke Detector – Optional)**

Your system can monitor up to 29 optional smoke detectors (purchased separately). If a smoke detector detects smoke, the smoke detector will sound its alarm and signal the AMBER NA. The AMBER NA calls the Monitoring Center to report a possible fire. Then the Monitoring Center representative answers, the situation is assessed, and the appropriate response is determined.
In the Event that User Falls (Fall Detector - Optional)
The fall detector is activated once the unit is tilted by more than 60° in any direction. The period of time until the fall detection is reported and the number of times that the local announcement is repeated can be programmed according to user needs.

The AMBER NA will announce "USER HAS FALLEN".

If, during this time, the user restores the fall detector to its upright position, the unit will announce "USER IS OK".

In the Event that No Activity is detected (Motion Detector / Transmitter - Optional)
The motion detector and door contact transmitter are used to monitor the user's activity. If no activity is detected by the enrolled transmitter(s) during a pre-defined time, the AMBER NA will report an inactivity condition to the Monitoring Center, which will initiate a two-way voice communication. Inactivity time periods are defined remotely by the central station.

Non-Emergency Services (CALL)
The Monitoring Center provides non-emergency (concierge-type) services.

When you press the CALL button (☎), the AMBER NA displays CALL WAS PRESSED. If NON-EMERGENCY services are available to you, the AMBER NA will contact the Monitoring Center and open a two-way voice communication.

TESTING PROCEDURES
The following are the necessary procedures for testing relevant system devices.

User Test Mode
There are two ways to enter User Test mode:

• During every 2-way voice communication with the monitoring center or a private phone, the AMBER NA automatically enters User Test mode once the operator uses the telephone line.

• During a telephone conversation, the party at the other end of the telephone line must press **# in order to enter user test mode. When the call ends, the telephone line returns to normal mode.

In the USER TEST mode, the AMBER NA announces a verbal message upon reception of a transmission from an enrolled detector. This verbal message consists of two parts: Detector Name; and Signal Strength.

• Detector Name – the AMBER NA will announce the detector type, for example, pendant, fall detector, smoke detector, and the detector's zone number.

• Signal Strength – 3 beeps indicate "strong" signal strength; 2 beeps indicate "good" signal strength; 1 beep indicates "poor" signal strength; no beeps indicate that the AMBER NA has failed to measure the signal strength for that transmission.

Pendant transmitter Test
Regular manual testing of your pendant(s) is an optional feature. If your installer has enabled pendant tests, then at the scheduled time, the unit will announce and display "Please Test Your Pendant". The panel will also display "Press Your Pendant" along with the pendants name. You must then press the pendant transmitter, whereby the unit will announce and display "Test Complete".

You can use the CALL button (☎) to speak to a Monitoring Center representative about your system. Because the call is non-emergency call, there might be a delay before the Monitoring Center representative responds.

As long as the display shows CALL WAS PRESSED, you do not need to press the button again. A representative will begin speaking to you shortly.
When a Smoke Detector's Battery is Low
When a smoke detector's battery voltage is low, the smoke detector beeps every 35 seconds to alert you and will continue to beep until the detector's battery is replaced. The AMBER NA's display shows LOW BATTERY and the smoke detector's name. Your system informs the Monitoring Center. The smoke detector's batteries should last at least one year. To replace the batteries, refer to the instructions provided with the smoke detector.

### TROUBLESHOOTING

The following table provides a list of problems that may arise with the system together with possible solutions.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>DEFINITION</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>The red light on the AMBER NA is flashing and beeps are heard.</td>
<td>The Base Unit informs your Monitoring Center that there is a problem.</td>
<td>Press the CHECK button (✓) to silence the trouble beeps. Respond to the message on the AMBER NA's display.</td>
</tr>
<tr>
<td>The display shows AC POWER FAILURE.</td>
<td>No electrical power is being supplied to the AMBER NA. The AMBER NA is running on backup battery power. The AMBER NA informs your Monitoring Center (after two min.).</td>
<td>Check to see if there is a power failure. If there has not been a power failure, make sure the power cord is connected securely to the AMBER NA and the electrical outlet. Make sure the phone cord is connected securely to the AMBER NA and to the phone jack on the wall. If the problem persists, report the problem to your Monitoring Center.</td>
</tr>
<tr>
<td>The display shows TELEPHONE LINE TROUBLE.</td>
<td>The unit does not detect that a working phone line is present.</td>
<td>Press the CHECK button (✓) to silence the trouble beeps. Contact your Monitoring Center.</td>
</tr>
<tr>
<td>The AMBER NA beeps continuously.</td>
<td>The AMBER NA is malfunctioning.</td>
<td>Batteries will be recharged when AC power is restored.</td>
</tr>
<tr>
<td>The display shows AMBER NA LOW BATTERY.</td>
<td>The AMBER NA's batteries are low. The AMBER NA informs your Monitoring Center.</td>
<td>Contact your Monitoring Center representative.</td>
</tr>
<tr>
<td>The display shows the device name and LOW BATTERY or BATTERY TROUBLE.</td>
<td>A pendant transmitter's or a smoke detector's battery is low. The AMBER NA informs your Monitoring Center.</td>
<td>Hang up so your system can report a problem to the Monitoring Center. When it finishes you can use the phone.</td>
</tr>
<tr>
<td>You hear strange tones when using the phone.</td>
<td>Your AMBER NA is trying to call your Monitoring Center.</td>
<td>If the cordless phone's base is connected to the AMBER NA, connect the phone to a phone jack away from the AMBER NA.</td>
</tr>
<tr>
<td>You hear noise interference when using your cordless phone.</td>
<td>The cordless phone might be picking up noise interference from the AMBER NA.</td>
<td>If the cordless phone's base is not connected to the AMBER NA, move the phone's base farther away from the AMBER NA.</td>
</tr>
<tr>
<td>The clock blinks continuously.</td>
<td>The AMBER NA has been reset.</td>
<td>Refer to the section &quot;Clock Adjustment&quot; (page 8).</td>
</tr>
<tr>
<td>The display freezes or no response when pressing buttons.</td>
<td>The AMBER NA is jammed.</td>
<td>Refer to the section &quot;System Reset&quot; (page 8).</td>
</tr>
</tbody>
</table>
APPENDIX: HOME FIRE ESCAPE PLANNING

The onset of a fire can often spread rapidly throughout your home, leaving you with little time to escape safely. Getting out of the house depends, largely, on advance warning from smoke detectors together with an advance planning strategy – namely, a home fire escape plan familiar to all members of your family and which has previously been put into practice.

Perform the following steps:

- Make preparations with members of your family to conduct an evacuation plan.
- Draw a floor plan of your home, displaying two possible exit areas of each room, including windows. Don’t forget to mark the location of every installed smoke detector.
- Test all smoke detectors periodically (this must be performed in a qualified testing laboratory), to ensure their serviceability. Replace batteries as required.
- Make sure that everyone understands the escape plan and is able to recognize the sound emitted from the smoke alarm. Verify that the escape routes are clear and that doors and windows can be opened easily.
- If windows or doors in your home have security bars, make sure that the bars have quick-release mechanisms on the inside, which, in the event of an emergency, can be opened immediately. Quick release mechanisms do not compromise your security, but increase the likelihood of safely escaping a home fire.
- Practice the escape plan at least twice a year. It is important that all members of the family participate, especially children and grandparents. Allow children to master the fire escape planning procedure before holding a fire drill at night while they are asleep. The objective here is to perform a fire drill, and not to frighten the children, so informing the children of the fire drill before they go to bed can be as effective as a surprise drill. If children or others do not awaken promptly to the sound of the smoke alarm, or if there are infants or family members with mobility disabilities, make sure that someone is assigned to assist them in the fire drill and in the event of a real-life emergency.
- Agree on an outside meeting place where everyone can meet once safely out of the house premises. Remember to get out of the house first, and then to call for help. Never go back inside the house until authorized by the fire department.
- Ensure that all members of the family memorize the emergency phone number of the fire department. This will allow a member of the household to call for help from a cellular phone or from a neighbor's home.
- Be fully prepared for a real fire: when a smoke alarm sounds, get out of the house immediately and do not return to the house until authorized to do so by the fire department!
- If you live in an apartment building, make sure that you are familiar with the building evacuation plan. In the event of a fire, use the stairs, never the elevator.

Inform guests or visitors to your home about your family's fire escape plan. When visiting other homes, ask the occupants about their escape plan, if they have one. If they do not, point out the importance of such a plan and offer to help them prepare one. This is particularly important when children attend “sleepovers” at friends' homes.

Warning
Owners: Instructions Notice: Smoke detectors shall not be removed by anyone except by occupants.

COMPLIANCES
§ 15.19(a)(3)

AMBER NA
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,

§ 15.21

Statement
Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
5. For a Class B digital device the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the user or instruction manual:

§ 15.105

Statement

NOTE: 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.

CUSTOMER PREMISES EQUIPMENT AND WIRING

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five. 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. The REN of an alarm system is part of the product identifier that has the format US.V50AL00BAMBER NA.

Note: For whole house line seizure with DSL service present on the phone line, you must install a filter. It is suggested to use the DSL alarm filter model Z-A431PJ31X manufactured by Excelsys Technologies, or equivalent. This filter simply plugs into the RJ-31X jack and allows alarm reporting without breaking the internet connection.
Customer Information

The required customer information is provided in the User Guide (manual).

1. This equipment, wireless emergency response system, model "AMBER NA", complies with Part 68 of the FCC Rules and the requirements adopted by the ACTA. On the bottom panel of this equipment is a label, that contains among other information, a product identifier in the format US:VSOAL00SAMBERNA. If requested, this number must be provided to the telephone company.

2. This equipment is designed to be connected to the telephone network using RJ11 connector which complies with Part 68 rules and requirements adopted by ACTA and properly installed RJ31X connector. See Installation Instructions for details.

3. If the "AMBER NA" causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, you will be notified as soon as possible. Also, you will be advised of your right to file a compliant with the FCC if it is necessary.

4. 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.

5. If trouble is experienced with the "AMBER NA", for repair or warranty information please contact Visonic Inc USA., 65 West Dudley Town Road, Bloomfield, CT 06002, phone number: 8 602 430 833,
URL: www.visonic.com. If the equipment is causing harm to the telephone network, the telephone company may request to disconnect the equipment until the problem is resolved.

6. The "AMBER NA" installation is described in the User Guide. Connection to telephone company provided coin service is prohibited. Connection to party lines service is subject to state tariffs.

7. Wireless emergency response system 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, "AMBER NA" 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 "AMBER NA" for you.