

OPERATING INSTRUCTIONS FOR THE HELPLINE SOCKET RECEIVER V2 V.1.0

USE

The HelpLine socket receiver is a device for alerting and signaling. It is able to receive radio signals from compatible transmitters and convert them into optical and acoustic signals. The receiver operates in a socket. Sockets can be changed without losing the configuration of a transmitter.

Please take note of the following safety instructions before use:

Caution!

The provision of a radio call system does not absolve the user from a duty of supervision towards the persons equipped with it. The radio call set is not intended or approved for reporting foreseeable life-threatening conditions. It does not monitor health parameters. It is intended to summon help.

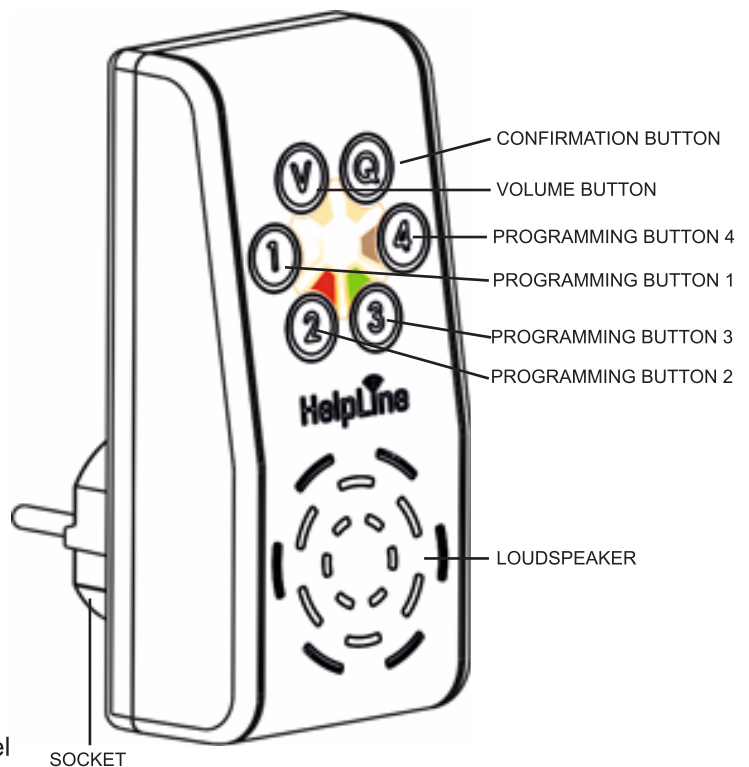
Use the socket receiver only on easily accessible sockets.

This product contains a lithium coin cell battery (within the transmitter). If a coin cell battery is being swallowed, severe internal burns can occur within as little as 2 hours and can result in death. If you suspect that batteries have been swallowed or are trapped in any part of the body, immediately obtain medical attention. Keep new or used batteries away from children. Do not use the plug-in receiver and transmitter if any of their casings are damaged.

Replace the button cell in the wristband transmitter only with a disposable Lithium VARTA CR2016, 3V, 90 mAh battery. Replace the button cells in the colored necklace transmitters and the HelpLine confirmation transmitter only with a disposable battery Lithium VARTA CR2032, 3V, 230 mAh.

2. TECHNICAL DATA

- Purpose: Radio receiver 868 MHz
- Channels: 4
- Power consumption: max. 10 mA
- Power consumption in standby: ca. 1,3 W
- Power voltage: 230V AC / 50 Hz
- Teachable transmitters: 28 in total
- Operating conditions: -10°C to +55°C
- Dimensions: 56x121x72 mm
- Sealing class: IP20
- Weight: 133 g
- Volume adjustment in 5 levels: quiet to very loud (83 dB)
- Call confirmation on the corresponding channel Button, the „Q” button or from a distance with a transmitter that has been programmed into the „Q” button.



RECEIVER VIEW

HERSTELLUNG UND VERTRIEB

3. RECEIVER DESCRIPTION

3.1 Receiver parts

The important components for the operation are the four buttons for the four receiving channels, the confirmation button and the volume adjustment button. There is no on/off switch. The receiver is ready to receive after it has been plugged into a socket.

3.2 Necessary equipment

At least one compatible transmitter is required for the system to work.

3.3 Features

Four push-buttons and four ringing tone melodies are assigned to the four reception channels.

If a radio call is received on a channel, the assigned LED flashes and the ring tone melody sounds continuously until the call is cancelled or remotely confirmed by pressing the corresponding channel button, the Q button or by a transmitter that has been programmed into the Q channel. This function ensures that no (emergency) call is ignored or missed. A total of 28 compatible transmitters can be programmed (e.g. 6 on each of channels 1 to 4 and 4 confirmation transmitters).

If a call is active (unconfirmed) and the unit receives a new, additional call on the same channel or on another, the call will be stored. If the active call is confirmed, the corresponding LED and ringing tone melody of the stored call are switched on.

4. PROGRAMMING

4.1 Programming transmitters (connecting/coupling transmitters with the HelpLine socket receiver)

Press the button of the channel you want to program into the transmitter for approx. 5 seconds until the corresponding LED lights up. Continue pressing this button while simultaneously pressing the button of the transmitter until the receiver LED flashes briefly and then switches off.

4.2 Erasing programmed transmitters

To delete a programmed radio transmitter of a channel, press the buttons 1 and 2 simultaneously for a few seconds. The LEDs 1,2,3,4 will flash. Continue to hold down buttons 1 and 2 and press the transmitter you want to erase. Once the LEDs have turned off, the transmitter has been erased.

4.3 Erasing all taught-in transmitters

Press and hold buttons 1 and 2. The LEDs 1 to 4 will start flashing. Continue to press and hold the buttons 1 and 2 for around 15 seconds. Once the LEDs light up continuously, all transmitters have been erased.

4.4 Function of the Q button and remote confirmation

The Q button is used to switch off an active radio call on the receiver. The function of the Q button can be used with a programmed transmitter from a distance (remote confirmation). Remote cancellation can be useful if, for instance, you want to switch off a receiver before other people in the house are woken up; if you use several receivers on different floors in the house and do not want to go to all the receivers individually; if you work in a team in a facility and it is only necessary for the first person who receives the call to become active and switch off the signal.

To program a confirmation transmitter, press and hold the Q button. After about 5 seconds, the Q-LED starts flashing. Now press the transmitter you want to program. As soon as the flashing stops, the transmitter is programmed. To delete a confirmation transmitter, please proceed as described in 4.2.

A transmitter cannot be a call-triggering transmitter or a confirmation transmitter at the same time.

HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950



4.5 Switching from HelpLine confirmation mode to „doorbell“ mode

The receiver can either be set to confirmation mode - the radio signal remains active until the receiver is switched off - or to doorbell mode - the signal can be switched off at the receiver or with the transmitter, but switches itself off after a maximum of 5 seconds.

The receiver is set to confirmation mode by the manufacturer. This means that the call must be cancelled at the receiver, either by pressing the corresponding channel button, the Q button or remotely with a confirmation transmitter programmed into the Q channel. If you have to expect stumbling or life-threatening conditions in the nursing care, we recommend staying in confirmation mode, since in case of missing the first call, the patient would have to press the transmitter a second time and it is questionable whether he/she is always able to do this, e.g. after a tumble. If you use multiple receivers, e.g. on different floors, a confirmation transmitter might be useful to prevent you from having to go to all the receivers individually to turn off the call.

It may be useful in certain circumstances and situations where the receiver only operates like a bell for five seconds and then turns off (for example, if you are using the receiver together with a special transmitter as a doorbell extension). This is how you switch the receiver to ringing mode:

Before you plug the receiver into the socket, press the buttons Q and 1. Keep the buttons pressed and plug the receiver into the socket. The LED 2 or LED 3 lights up. Release the buttons. When LED 3 lights up, the receiver is in HelpLine mode. LED 2 means „doorbell mode“. Whenever you repeat this procedure (before plugging the receiver into the socket press the Q and 1 buttons) you will switch from one mode to the other.

4.6 Adjusting the volume

When you press the volume button, the melody of channel 1 is played at the currently set volume. If you press the button again, the volume is increased by one level. When you have reached the maximum volume by pressing the button again, the volume changes from the maximum to the minimum volume. After you have found your desired volume, wait about 6 seconds. The sound will then turn off and the volume will be saved.

While you are adjusting the volume, you can turn off the sound by pressing the 1 key or the Q key.

4.7 Checking the radio connection between transmitter and receiver before operation

Before using the Call Set, please check to make sure that the radio call works without interferences by pressing the transmitter button once for the required distance. Radio ranges are significantly influenced by structural conditions on location (walls, concrete ceilings, but also electrical devices such as televisions and computers can influence radio ranges).

This is how you proceed: switch on all electronic devices in the near and far environment of the transmitter and receiver. Check whether the distance between transmitter and receiver is sufficient by increasing the distance between transmitter and receiver in steps of 2 to 3 meters. The receiver must respond to a single (not multiple!) press of the radio transmitter.

If changes are made in the call area (e.g. the healthcare bed is moved), the locations of electronic devices are changed or new ones are put into operation, please perform the radio range check again for safety reasons.

4.8 Regular inspections

Regular visual inspections and test call initiations (at least once a week) check that the system is functioning properly. Also make sure that the transmitter does not emit a „low battery signal“ (see Transmitter Operating Instructions). Important! Carry out regular checks.

If the system is damaged or malfunctioning, do not use it until it has been repaired or replaced. After changing the batteries, please check the range of the radio signal between transmitter and receiver as you did before using the system for the first time.

HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950



4.9 Cleaning

Dirt and skin flakes can accumulate in the wristband or necklace, which can serve as a reservoir for microorganisms. For hygienic reasons, please always clean the wristband or necklace regularly. Wristbands and necklaces are wearing parts that should be replaced depending on the amount of wear and tear. You can clean the transmitter(s) and receiver(s) with a slightly damp cloth, if necessary with the addition of a disinfectant. Do not use abrasive or corrosive cleaning agents.

5. WARRANTY

You will receive a tested and perfectly working device. We provide a 2-year warranty from the date of purchase. During the warranty period, we will remedy malfunctions caused by material or manufacturing defects without charge by repairing or (usually) replacing the complete appliance. This warranty applies to any country. Excluded from the warranty are: Damage due to improper use or the effects of force majeure, normal wear and tear. The warranty is void if repairs are carried out by unauthorised persons..

6. NOTES ON THE DISPOSAL OF APPLIANCES AND BATTERIES

We are obliged to draw your attention to the following: Old appliances and batteries/accumulators (with the symbol of the crossed-out dustbin) must not be disposed of with domestic waste. Electrical appliances must not be disposed of with domestic waste. You can dispose of old appliances free of charge via your authorised dealer or via a collection point for electronic waste.

7. CONFORMITY

The product complies with the requirements of Directives 2014/53/EU and 2014/35/EU. The declaration of conformity is available on the website www.pflegerufset.de or on the website of your specialist dealer.

HERSTELLUNG UND VERTRIEB



USER INSTRUCTIONS FOR HELPLINE (NECKBAND) TRANSMITTER

1. APPLICATION

HelpLine transmitters are sending coded radio signals to HelpLine receivers. The range is approx. 100 metres in outdoor areas and 20 to 30 meters indoors, depending on the radio conditions.

2. SAFETY INSTRUCTIONS

CAUTION! Keep the batteries out of the reach of children.

CAUTION! Do not try to put the batteries in your mouth. Keep new and used batteries away from children. This product contains a lithium coin cell battery. If a lithium coin cell battery is swallowed, severe internal burns can occur within as little as 2 hours and can result in death. If you suspect that batteries have been swallowed or are lodged in any part of your body, seek immediate medical attention. Do not use the transmitter if the casing is damaged or may not close securely. Keep it away from children. The battery built into the transmitter is not a source of danger and does not generate dangerous voltage and therefore does not need to be removed.



3. TECHNICAL DATA

- Operating frequency: 868 MHz
- Power supply: Button cell 3 V, CR2032
- Both buttons can be used to trigger the signal
- Battery life: > 1 year. For safety reasons, it is recommended to change the battery after 1 year.
- ERP power < 10mW
- Operating conditions -10C to +55C
- Dimensions: 63x33x13 mm
- Waterproof class: IP54. Not suitable for use in showers and washing

4. BATTERY TEST

In normal operation, flashing of the transmitter LED indicates that the transmitter is sending a radio signal. If you press the transmitter three times continuously and the LED continues to flash (even though it should stop flashing), this indicates that the battery is low and should be changed. Regular testing ensures the functionality of the transmitter. Replace the button cells on the coloured neckband transmitters and the HelpLine acknowledgement transmitter only with a disposable Lithium VARTA CR2032, 3V, 230 mAh battery.

5. CHANGING THE BATTERY

- remove the screw from the lower part of the transmitter
- lift and open the casing
- change the battery (observe polarity) and fix it in the lower part of the housing.
- insert it into the slot and close the lower part of the casing.
- insert the screw again.

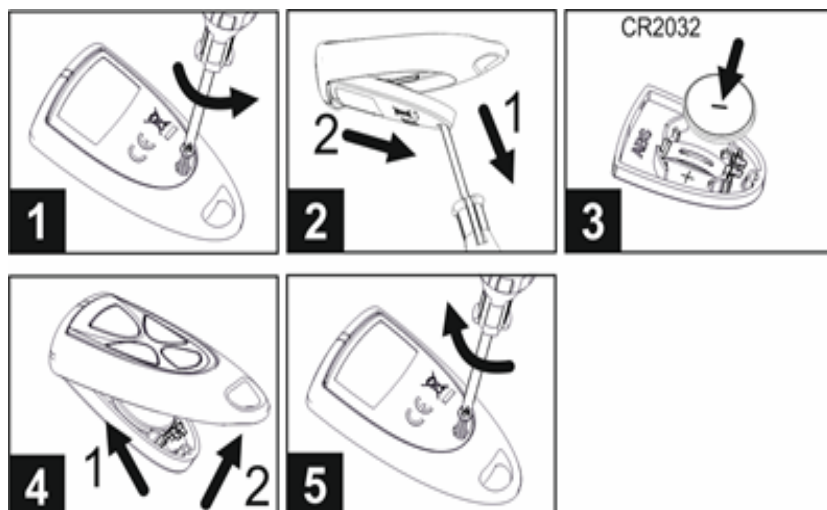
HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950





CAUTION!

INSERT ONLY THE BATTERY PROVIDED FOR THE TRANSMITTER: **LITHIUM VARTA CR2032, 3V, 230 mAh**.
RISK OF EXPLOSION IF NOT REPLACED CORRECTLY.

6. WARRANTY

You will receive a tested and perfectly working device. We provide a 2-year warranty from the date of purchase. During the warranty period, we will remedy any malfunctions caused by material or manufacturing defects without charge and by repairing or (usually) replacing the complete appliance. This warranty applies to any country.

Excluded from the warranty are: Damage due to improper use or the effects of force majeure, normal wear and tear. The warranty is void if repairs are carried out by unauthorised persons.

7. NOTES ON THE DISPOSAL OF APPLIANCES AND BATTERIES

We are obliged to draw your attention to the following: Old appliances and batteries/accumulators (with the symbol of the crossed-out dustbin) must not be disposed of with domestic waste. Electrical appliances must not be disposed of with domestic waste.

You can dispose of old appliances free of charge via your authorised dealer or via a collection point for electronic waste.

8. CONFORMITY

The product complies with the requirements of Directives 2014/53/EU and 2014/35/EU. The declaration of conformity is available on the website www.pflegerrufset.de or on the website of your specialist dealer.

HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950



USER INSTRUCTIONS FOR HELPLINE CONFIRMATION TRANSMITTER

1. APPLICATION

HelpLine transmitters are sending coded radio signals to HelpLine receivers. The range is approx. 100 metres in outdoor areas and 20 to 30 meters indoors, depending on the radio conditions.

2. SAFETY INSTRUCTIONS

CAUTION! Keep the batteries out of the reach of children.

CAUTION! Do not try to put the batteries in your mouth. Keep new and used batteries away from children. This product contains a lithium coin cell battery. If a lithium coin cell battery is swallowed, severe internal burns can occur within as little as 2 hours and can result in death. If you suspect that batteries have been swallowed or are lodged in any part of your body, seek immediate medical attention. Do not use the transmitter if the casing is damaged or may not close securely. Keep it away from children. The battery built into the transmitter is not a source of danger and does not generate dangerous voltage and therefore does not need to be removed.

3. TECHNICAL DATA

- Operating frequency: 868 MHz
- Power supply: Button cell 3 V, CR2032
- All buttons can be used to trigger the signal
- Battery life: > 1 year. For safety reasons, it is recommended to change the battery after 1 year.
- ERP power < 10mW
- Operating conditions -10C to +55C
- Dimensions: 63x33x19 mm

4. BATTERY TEST

In normal operation, flashing of the transmitter LED indicates that the transmitter is sending a radio signal. If you press the transmitter three times continuously and the LED continues to flash (even though it should stop flashing), this indicates that the battery is low and should be changed. Regular testing ensures the functionality of the transmitter.

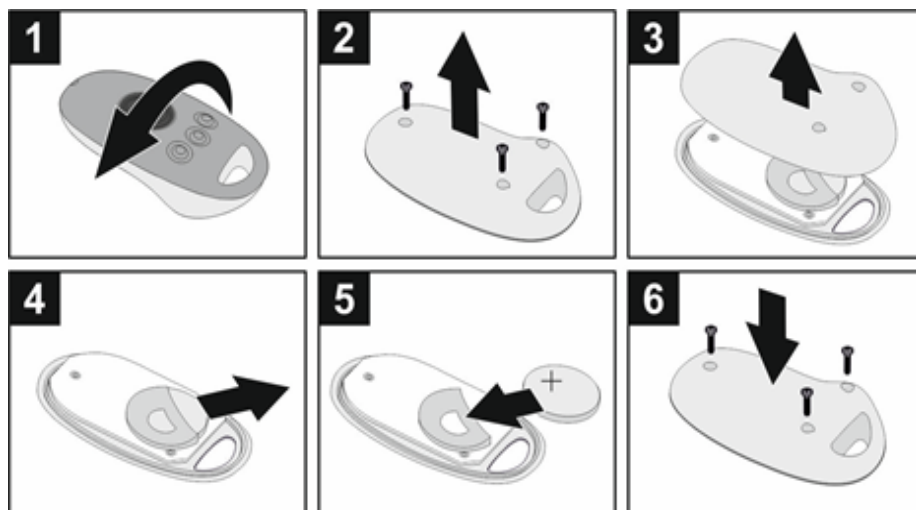
Replace the button cells on the coloured neckband transmitters and the HelpLine acknowledgement transmitter only with a disposable Lithium VARTA CR2032, 3V, 230 mAh battery.

5. CHANGING THE BATTERY

1. turn the transmitter upside down so that you can see the bottom of the housing
2. remove the 3 screws on the back of the casing
3. lift the casing and open it
4. remove the old button cell
5. insert the new button cell, being careful to observe the polarity
6. mount the housing and reinsert the 3 screws.



HERSTELLUNG UND VERTRIEB



CAUTION!

INSERT ONLY THE BATTERY PROVIDED FOR THE TRANSMITTER: **LITHIUM VARTA CR2032, 3V, 230 mAh**.
RISK OF EXPLOSION IF NOT REPLACED CORRECTLY.

6. WARRANTY

You will receive a tested and perfectly working device. We provide a 2-year warranty from the date of purchase. During the warranty period, we will remedy any malfunctions caused by material or manufacturing defects without charge and by repairing or (usually) replacing the complete appliance. This warranty applies to any country.

Excluded from the warranty are: Damage due to improper use or the effects of force majeure, normal wear and tear. The warranty is void if repairs are carried out by unauthorised persons.

7. NOTES ON THE DISPOSAL OF APPLIANCES AND BATTERIES

We are obliged to draw your attention to the following: Old appliances and batteries/accumulators (with the symbol of the crossed-out dustbin) must not be disposed of with domestic waste. Electrical appliances must not be disposed of with domestic waste.

You can dispose of old appliances free of charge via your authorised dealer or via a collection point for electronic waste.

8. CONFORMITY

The product complies with the requirements of Directives 2014/53/EU. The declaration of conformity is available on the website www.pflegerufset.de or on the website of your specialist dealer.

HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950





USER INSTRUCTIONS FOR HELPLINE (WRISTBAND) TRANSMITTERS

1. APPLICATION

HelpLine transmitters are sending coded radio signals to HelpLine receivers. The range is approx. 100 metres in outdoor areas and 20 to 30 meters indoors, depending on the radio conditions.



2. SAFETY INSTRUCTIONS

CAUTION! Keep the batteries out of the reach of children.

CAUTION! Do not try to put the batteries in your mouth. Keep new and used batteries away from children.

This product contains a lithium coin cell battery. If a lithium coin cell battery is swallowed, severe internal burns can occur within as little as 2 hours and can result in death. If you suspect that batteries have been swallowed or are lodged in any part of your body, seek immediate medical attention. Do not use the transmitter if the casing is damaged or may not close securely. Keep it away from children.

The battery built into the transmitter is not a source of danger and does not generate dangerous voltage and therefore does not need to be removed.

3. TECHNICAL DATA

- Operating frequency: 868 MHz
- Power supply: Button cell 3 V, CR2016
- Battery life: > 1 year. It is recommended to change the battery after 1 year for safety reasons.
- ERP power < 10mW
- Operating conditions -10° C to +55° C
- Dimensions: 64x15 mm
- Weight: 27 g
- Waterproof class: IP65 waterproof (not suitable for swimming pool but for use in showers)

4. TRANSMITTER BATTERY TEST

In normal operation, flashing of the transmitter LED indicates that the transmitter is sending a radio signal. If you press the transmitter three times in a sequence and the LED continues to flash (although it should stop flashing), it indicates that the battery is low and should be replaced. Regular testing ensures the functionality of the transmitter.

5. CHANGING THE BATTERY

- turn the unit over to access the screws on the bottom of the transmitter.
- loosen the screws on the bottom of the transmitter, lift up the housing and open it.
- remove the old battery.
- insert the new battery according to the polarity indicated on the battery holder. The battery should be installed in the manner described, as incorrect installation of the battery may damage the transmitter.
- close the lower part of the housing and screw in the screws

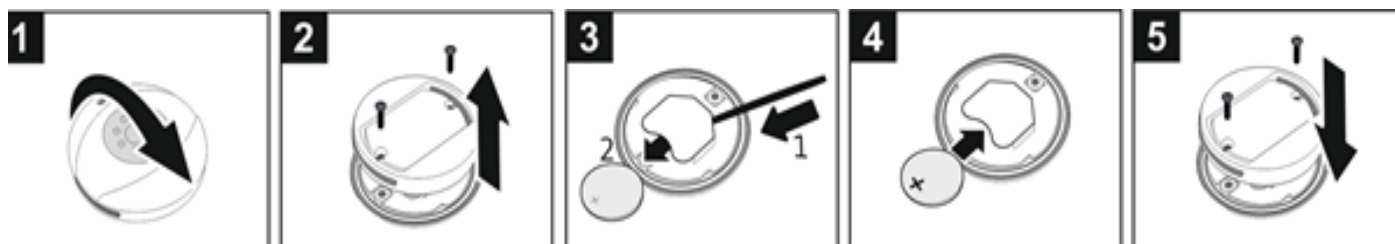
HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950





CAUTION!

INSERT ONLY THE BATTERY PROVIDED FOR THE TRANSMITTER: **LITHIUM VARTA CR2032, 3V, 230 mAh.**
RISK OF EXPLOSION IF NOT REPLACED CORRECTLY.

6. WARRANTY

You will receive a tested and perfectly working device. We provide a 2-year warranty from the date of purchase. During the warranty period, we will remedy any malfunctions caused by material or manufacturing defects without charge and by repairing or (usually) replacing the complete appliance. This warranty applies to any country.

Excluded from the warranty are: Damage due to improper use or the effects of force majeure, normal wear and tear. The warranty is void if repairs are carried out by unauthorised persons.

7. NOTES ON THE DISPOSAL OF APPLIANCES AND BATTERIES

We are obliged to draw your attention to the following: Old appliances and batteries/accumulators (with the symbol of the crossed-out dustbin) must not be disposed of with domestic waste. Electrical appliances must not be disposed of with domestic waste.

You can dispose of old appliances free of charge via your authorised dealer or via a collection point for electronic waste.

8. CONFORMITY

The product complies with the requirements of Directives 2014/53/EU. The declaration of conformity is available on the website www.pflegerufset.de or on the website of your specialist dealer.

HERSTELLUNG UND VERTRIEB



Deutschland
Finkenweg 20
D-64753 Brombachtal/Odw.

Service-Hotline:
0049 (0)6063 8419950

