

## USER GUIDE FOR THE HelpLine RECEIVER V2/1

### 1. APPLICATION

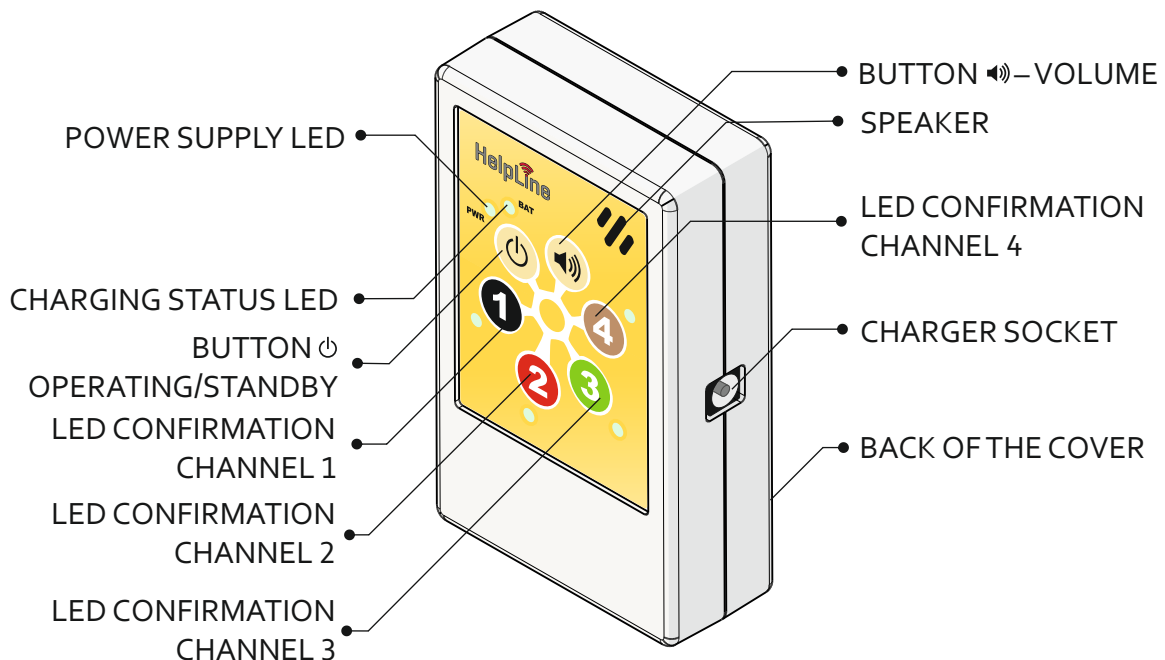
HelpLine V2/1 is a device for signaling and alarming. It can receive radio signals from compatible transmitters and convert them into optical and acoustic signals. The receiver can be used both with a connected power supply (stationary) and with a charged battery (mobile).



**Attention** Patient's equipment with the transmitter does not release from monitoring his health. The set is used to call for help, it does not report life-threatening conditions.

### 2. TECHNICAL DATA

- Application: mobile radio receiver 868 Mhz
- Power supply: 3.7 V, 700 mAh
- Number of channels: 4
- Charger with DC 5,5/2,1 (5V  $\equiv$  ) connector / 1,5A
- Conditions of use: -20°C to +55°C
- Dimensions: 105x64x28mm
- Weight: 230 g



VIEW OF THE RECEIVER

### PRODUCTION AND DISTRIBUTION

### **3. DESCRIPTION OF THE RECEIVER**

#### **3.1 Components**

The components that are important for the operation are six buttons, six LEDs.

#### **3.2 Necessary accessories**

In order for the system to function, at least one compatible transmitter and a charger is required.




#### **3.3 Functions**

Four receiving channels are assigned to four pushbuttons with the colors black (1), red (2), green (3) and cappuccino (4) and four ringer melodies. If a paging is received on a channel, the assigned LED flashes and the ringer melody sounds continuously for approximately 20 minutes, unless the call is turned off by pressing the corresponding key (= acknowledged). The LED continues flashing even after the approx. 20 minutes until it is turned off (= acknowledged) by push button. This ensures that no (emergency) call is overheard / missed. For each channel, 28 compatible transmitters can be programmed.



If a call is active (unacknowledged) and the device receives a new, further call on the same or another channel, it is stored and the corresponding LED flashes. If the active call is acknowledged, the corresponding ringer melody of the stored call is activated.

#### **3.4 Operation**

##### **3.4.1 Switching to operation / standby mode**

The green LED turns on after approx. 3 seconds pressing the  button. If you then release  button, all 4 LEDs of the channels light red. The green PWR LED then flashes several times quickly and then slowly in a cycle of about four seconds. This shows you that the receiver is ready and you not have to make control calls. Press the  button for about five seconds to switch the receiver to standby mode.

##### **3.4.2 Volume**

Press the  button for about 5 seconds. The channel 1 LED is lit. Pressing the  button again will make the ringer melody of channel 1 louder and louder. Your setting is automatically stored after 10 seconds or by pressing button 1. The volume setting is applied to all channels.

The volume of HelpLine V2/1 is limited to room loudness for technical and design reasons. It is therefore recommended to wear the device with the person, or take with you when you leave the room.

#### **PRODUCTION AND DISTRIBUTION**

### 3.4.3 Charging

The set includes a charger, with a current limited to 1.5A, for charging the device's battery. Rechargeable batteries have a limited number of charging cycles and must be replaced and disposed of after some time. For safety reasons, we recommend replacing the battery after two years. If the "BAT" LED flashes red and the receiver beeps, the battery has reached a low charge level and should be charged. During charging, the "BAT" diode lights up. The "BAT" diode turns off when the battery is fully charged. If the battery is very deeply discharged (for example, because the device has not been charged despite a blinking diode "BAT" or has not been used for an extended period of time), the device will not react for up to 20 hours even when connected to the power supply. Then it can take several hours until the battery is charged so far that the device switches back to on-call status (LED PWR flashes in the interval of approx. 4 seconds). When the battery is fully charged, disconnect the charger from the device.

### 3.4.4 Battery replacement

1. Make sure that the device is turned off.
2. Open the flap at the back of the housing.
3. Remove the used battery and insert a new one paying attention to the polarity. Insert the new battery in accordance with the polarity (+) and (-) indication. The battery should be installed correctly. Incorrect installation of the battery may damage the device.

**CAUTION DANGER OF EXPLOSION IN THE CASE OF REPLACEMENT THE BATTERY OF INCORRECT TYPE. USED BATTERIES SHOULD BE DISPOSED ACCORDING TO THE INSTRUCTIONS.**

## 4. PROGRAMMING

### 4.1 Teaching Transmitters (Connecting Transmitters with HelpLine)

Press the button of the channel for approx. 3 seconds, into which you want to program the station (programming) until the corresponding LED lights up. Press and hold this button while simultaneously pressing the button on your transmitter until the LED flashes very quickly and then goes out.

### 4.2 Deleting a learned transmitter

To delete a learned transmitter from the channel, simultaneously press and hold any two acknowledgment buttons one to four. Then press the station you want to delete.

### 4.3 Deleting all learned transmitter

Press any two buttons simultaneously for about 12 seconds. All learned stations will be deleted.

### 4.4 Acceptance tests. Checking the connection between the transmitter and the receiver before use.

Before using the kit, check that the devices are working properly and the range of their operation. Radio range depends on the environment (walls, concrete ceilings, but also devices such as TVs and computers can affect the radio range).

In order to check the connection between the transmitter and the receiver, do the following: turn on all electronic devices in the immediate vicinity of the transmitter and receiver. Check if the receiver receives a radio signal from the transmitter increasing the distance between the transmitter and the receiver every 2, 3 meters. The receiver must respond to a single press of the transmitter button (not repeated many times!).

If changes have been made in the surroundings of the set (eg a bed has been added), the location of electronic devices has been changed or new ones have been added, then the radio coverage should be re-checked for safety reasons.

## PRODUCTION AND DISTRIBUTION

## 4.4. Cleaning the set

For hygienic reasons, regularly wash the wrist band and the lanyard on which the transmitters are attached to. The transmitter itself can be cleaned with a lightly moistened cloth or if necessary by adding a disinfectant. Do not use aggressive cleaning products.

## 4.5 Regular inspections

A visual check should be carried out and a test call should be made (at least once a week) to check the correct operation of the system. During the check, make sure that the transmitter does not emit a low battery signal (see the manual of the transmitter).



**Important!** Perform regular checks. In the case of defects or irregularities do not use the system until the repair/replacement. In the case of replacement of batteries in the devices, it is necessary to carry out acceptance tests as before the first start-up.

## 4.6 Faults

If the connection is received and the corresponding LED flashes, but you do not hear the sound, open the cover on the back of the case and remove the battery from the holder for a few seconds (it will work like a computer restart). In the case of other faults, please contact the hotline.

## 5. WARRANTY

You have received a tested and flawlessly working device. We guarantee a 2-year guarantee from date of purchase. During the warranty period, we repair any malfunctions caused by material or manufacturing defects without any calculation and by repair or (as a rule) replacement of the complete device. This warranty applies to each country.

Excluded from the warranty are: damages due to improper use or force majeure, normal wear and tear. The warranty is void if repairs are carried out by unauthorized person.

## 6. NOTES ON THE EQUIPMENT AND BATTERY, BATTERY DISPOSAL

We are obliged to draw your attention to the following:

Waste batteries and accumulators (with the symbol of the crossed-out waste bin) must not be disposed of with household waste.

This device contains a rechargeable lithium battery. It must not be disposed of with household waste at the end of its life. Disposal can be carried out by your specialist dealer or a locally available collection and return point.

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

**WARNING!** Keep batteries out of the reach of children.

**WARNING!** Do not put the battery in your mouth. If swallowed, seek medical advice or a local poison center.

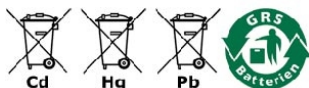
**WARNING!** A used battery that is not suitable for further use should be taken to a local recycling and recycling facility.

**CAUTION DANGER OF EXPLOSION IN THE CASE OF REPLACING THE BATTERY OF INCORRECT TYPE. USED BATTERIES SHOULD BE DISPOSED ACCORDING TO THE INSTRUCTIONS.**

## 7. CONFORMITY

This product meets all the requirements of the RED Directive 2014/53/EU. The declaration of conformity is found on the website [www.pflegerufset.de](http://www.pflegerufset.de).

Diese Zeichen finden Sie auf schadstoffhaltigen Batterien:



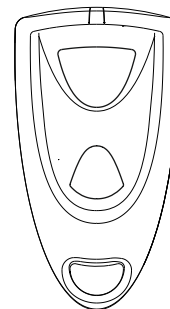
Cd = Batterie enthält Cadmium  
Hg = Batterie enthält Quecksilber  
Pb = Batterie enthält Blei

## PRODUCTION AND DISTRIBUTION

## HELPLINE NECKLACE-TRANSMITTERS USER GUIDE

### 1. APPLICATION

Helpline radio transmitters send coded signals to HelpLine receivers. The scope of these signals in the open air is approx. 100 meters. In a house, it varies between 20 and 30 meters, depending on radio conditions.



### 2. TECHNICAL DATA

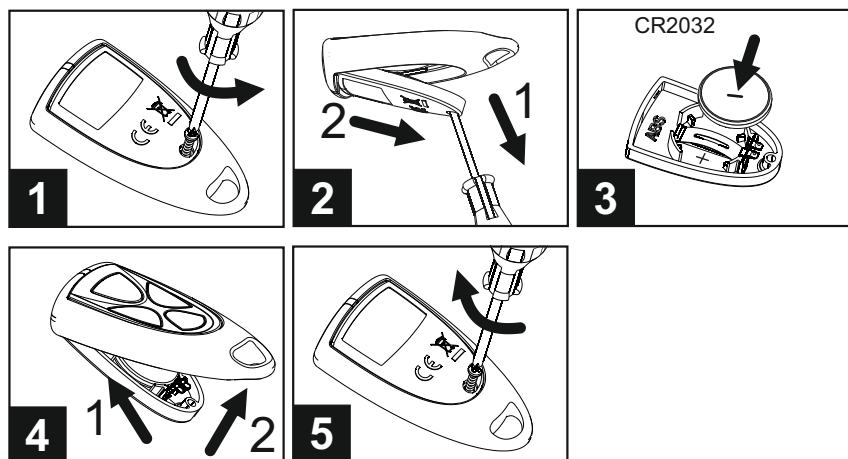
- Power supply : button cell 3 volt, CR2032
- Frequency: 868 Mhz
- Output ERP: < 10 mW
- Conditions of use: -20°C to +55°C
- Dimensions: 63 x 33 x 15mm

### 3. BATTERY-TEST

If after 3 times pushing a transmitter-button the LED flashes (when it should not flash) this shows a weak battery which should be replaced. Please test regularly. An internal battery is not a source of dangerous and dangerous energy levels, and therefore does not have to be disconnected.

### 4. CHANGING THE BATTERY

1. Unscrew the screw at the lower part of the transmitter.
2. Lift and open the housing.
3. Change the battery and secure it in the lower housing part. Insert the new battery in accordance with the polarity (+) and (-) marked on the battery holder. The battery should be installed in the described way because improper installation of the battery may damage the device.
4. Slide into the guide and close the lower housing part.
5. Screw in the screw.



**CAUTION** DANGER OF EXPLOSION IN THE CASE OF REPLACING THE BATTERY OF INCORRECT TYPE. USED BATTERIES SHOULD BE DISPOSED ACCORDING TO THE INSTRUCTIONS.

### PRODUCTION AND DISTRIBUTION

## 5. WARRANTY

You receive a tested and good working unit. We offer a warranty of 2 years from the date of acquisition. During the period covered by this warranty, we repair faults related to defects in materials or workmanship without charge or (usually) by replacing the device in its entirety. This warranty is valid in all countries.

It does however not cover damage due to improper use, force majeure or the normal wear. The warranty becomes void if repairs are performed by unqualified persons.

## 6. DISPOSAL OF THE UNIT AND THE BATTERIES

We are obliged to draw your attention to the following:

Waste batteries and accumulators (with the symbol of the crossed-out waste bin) must not be disposed of with household waste.

This device contains a lithium battery. It must not be disposed of with household waste at the end of its life. Disposal can be carried out by your specialist dealer or a locally available collection and return point.

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

**WARNING!** Keep batteries out of the reach of children.

**WARNING!** Do not put the battery in your mouth. If swallowed, seek medical advice or a local poison center.

**WARNING!** A used battery that is not suitable for further use should be taken to a local recycling and recycling facility.

**CAUTION DANGER OF EXPLOSION IN THE CASE OF REPLACING THE BATTERY OF INCORRECT TYPE. USED BATTERIES SHOULD BE DISPOSED ACCORDING TO THE INSTRUCTIONS.**

## 7. CONFORMITY

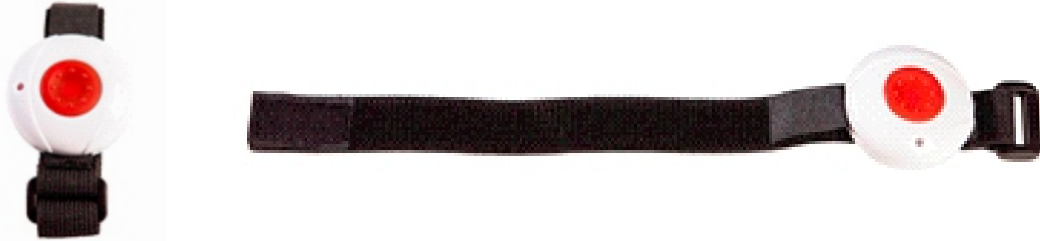
This product meets all the requirements of the RED Directive 2014/53/EU. The declaration of conformity is found on the website [www.pflegerufset.de](http://www.pflegerufset.de).

## PRODUCTION AND DISTRIBUTION

## HELPLINE WRISTBAND-TRANSMITTERS USER GUIDE

### 1. APPLICATION

HelpLine radio transmitters send coded signals to HelpLine receivers. The scope of these signals in the open air is approx. 100 meters. In a house, it varies between 20 and 30 meters, depending on radio conditions.



### 2. TECHNICAL DATA

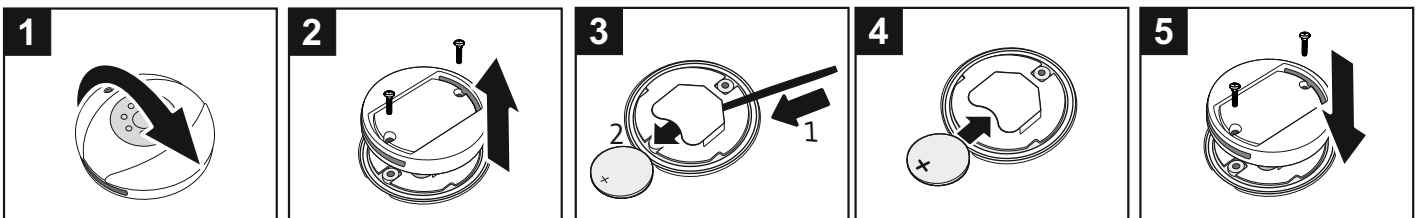
- Frequency: 868 Mhz
- Power supply: button cell 3 volt, CR2016
- Output ERP: < 10 mW
- Conditions of use: -20°C to +55°C
- Dimensions: 63 x 33 x 15mm

### 3. BATTERY-TEST

If after 3 times pushing a transmitter-button the LED flashes (when it should not flash) this shows a weak battery which should be replaced. Please test regularly. An internal battery is not a source of dangerous and dangerous energy levels, and therefore does not have to be disconnected.

### 4. CHANGING THE BATTERY

1. Turn the device to access the screws at the bottom of the transmitter.
2. Unscrew the screws at the bottom of the transmitter, lift and open the housing.
3. Remove the old battery.
4. Insert a new battery, paying attention to the polarity. Insert the new battery in accordance with the polarity (+) and (-) indicated on the battery mount. The battery should be installed in the described way, as the incorrect installation of the battery may damage the device.
5. Close the bottom of the housing and replace the screws.



**CAUTION DANGER OF EXPLOSION IN THE CASE OF REPLACING THE BATTERY OF INCORRECT TYPE. USED BATTERIES SHOULD BE DISPOSED ACCORDING TO THE INSTRUCTIONS.**

### PRODUCTION AND DISTRIBUTION

## 5. WARRANTY

You receive a tested and good working unit. We offer a warranty of 2 years from the date of acquisition. During the period covered by this warranty, we repair faults related to defects in materials or workmanship without charge or (usually) by replacing the device in its entirety. This warranty is valid in all countries.

It does however not cover damage due to improper use, force majeure or the normal wear. The warranty becomes void if repairs are performed by unqualified persons.

## 6. DISPOSAL OF THE UNIT AND THE BATTERIES

We are obliged to draw your attention to the following:

Waste batteries and accumulators (with the symbol of the crossed-out waste bin) must not be disposed of with household waste.

This device contains a lithium battery. It must not be disposed of with household waste at the end of its life. Disposal can be carried out by your specialist dealer or a locally available collection and return point.

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

**WARNING!** Keep batteries out of the reach of children.

**WARNING!** Do not put the battery in your mouth. If swallowed, seek medical advice or a local poison center.

**WARNING!** A used battery that is not suitable for further use should be taken to a local recycling and recycling facility.

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