

EMERGENCY HELP DIALER



Model : HP-919

Operation and Instruction Manual

Suitable for home-alone elderly or single persons, recovering patients, disabled persons, small businesses etc.

**Important information and instructions for your
Emergency Help Dialer (EHD)**

Please keep this booklet in a readily accessible place

Features

Congratulations, you have purchased a high quality Emergency Help Dialer (EHD) which is easy to program and lets you call for help when you cannot dial the phone yourself. When you are in need of help, gently, but firmly push the two red panic buttons of the wireless EHD pendant. Using your existing telephone line, the main unit when activated will receive the signal and dial up to 5 pre-set phone numbers and play the message you have recorded. Upon receiving an emergency alert, if the primary receiver acknowledges the call by listening to the voice message and pressing the "#" key, the main unit will stop dialing the other notification calls. If a call is not answered, then the main unit will sequentially move on to dialing the next number, until all 5 numbers have been called. On the unlikely event that none of the numbers called have answered the main unit will repeat this sequence once more. When a call is answered the receiver will hear your pre-recorded voice message requesting immediate assistance. The main unit is programmed to recognize that the call is being answered by a live person.

Emergency Dialer Components:

1. One main unit
2. One Wireless Waterproof Pendant
3. One AC/DC adaptor
4. One modular line cord
5. One rechargeable 9 volt battery
6. One chain necklace
7. One rubber wrist band
8. One owner's manual

Disclaimer:

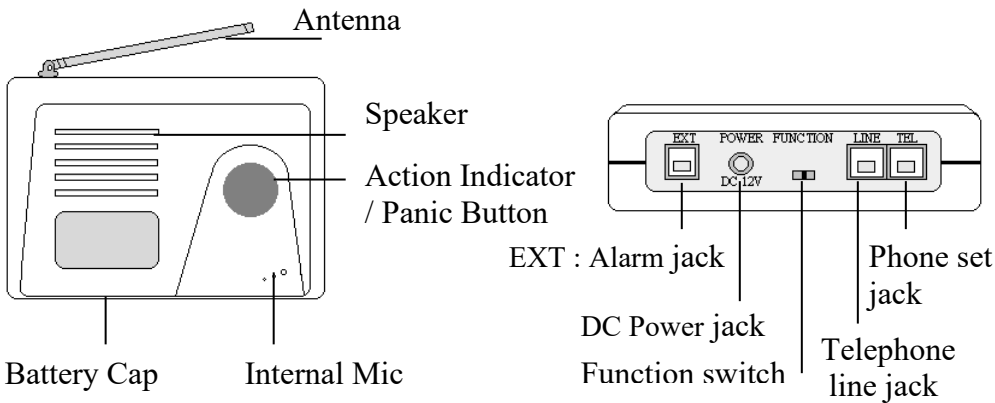
Under no circumstances should this Emergency Help Dialer (EHD) be solely relied upon in life threatening circumstances. Using EHD completely indemnifies the Manufacturer and/or its selling agents from any legal action for whatever reason.

Precautions and Maintenance

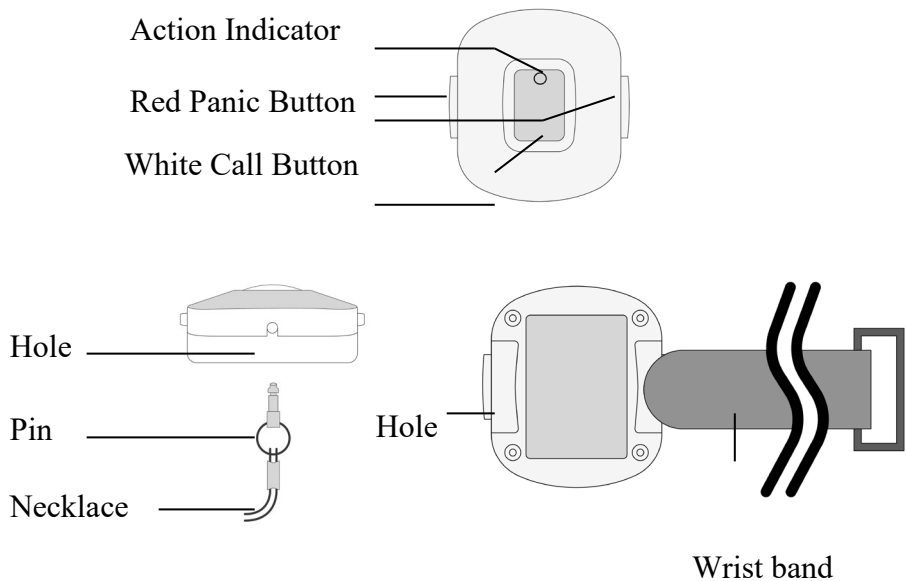
1. To reduce the risk of electric shock, do not remove cover or back of the main unit.
2. Keep the product from being installed at places liable to dirt, high temperature, moisture and sun exposure, avoid heavy blows or dropping.
3. The placement of the main unit is closely related to its receiving range. To attain the best efficiency of application, try to avoid placing the main unit on electrical appliances (such as TV sets, computers, motors) as well as metal cabinets. It is also inappropriate to place it in the corner or on the floor.
4. The main unit can only connect to landlines from the telecom company. It cannot connect to extension lines of a Private Branch Exchange (PBX).
5. This dialer calls out and plays the message through a regular telephone set. If the telephone set has both Tone / Pulse dialing types, set it to "Tone".
6. Dialer will not work with a cordless phone that requires an AC adaptor when there is a power outage. You must use regular phone.
7. The backup battery included in this dialer is a 9 Volt rechargeable battery. Please ensure that you ONLY purchase a 9 Volt rechargeable battery when replacing it.
Only 9V rechargeable NiMH batteries can be used. The maximum battery capacity is 300 mAh.
8. **Equipment is only suitable for mounting at heights ≤ 2 m.**

Names and Functions of Each Part

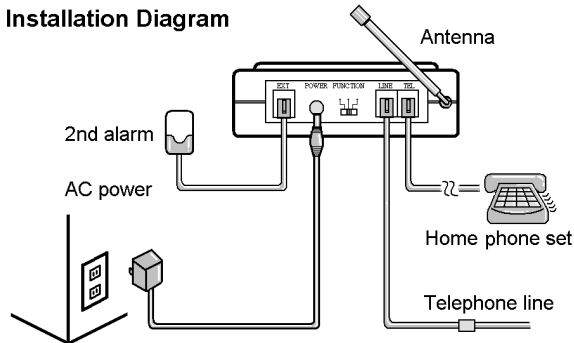
1. Main Unit (Power Supply : 12VDC Adaptor/1A)



2. Wireless Pendant
(Power Supply : 3V button cell battery. Size CR2032 Included)



Installation and Functioning Test of the Main Unit



1. Plug one end of the AC adaptor into the **“POWER”** jack on the back of the main unit and the other end into an AC outlet that is not switched on or off by a wall switch.
2. Open the battery cap and place the 9V battery inside.
3. Plug one end of the supplied modular line cord into the jack labeled **“LINE”** on the back of the main unit and the other end into a modular phone jack available in your home.
4. Plug the modular cord line of your home telephone into the jack labeled **“TEL”** on the back of the main unit.
5. If you have purchased an extra siren & strobe light, you can connect it to the **“EXT”** jack on the back of the main unit. The interface is shown on the diagram above.
6. After connecting the main unit, please place the **“FUNCTION”** switch (on rear of main unit) to **“MUTE”** or **“ALARM”** position. If you press the **“Call”** button on the wireless pendant and the main unit beeps, this indicates that the wireless pendant and the main unit are working.

Note:

ALARM: When function is set to this position, a 10 second siren will go off when the panic button is pressed and the main unit will automatically dial out the phone number you pre-set for help.

MUTE: When function is set to this position, there will be no siren. However, the main unit will automatically dial out the phone number you pre-set.

Procedures For Storing Phone Numbers And Recording Messages

1. Place the “**FUNCTION**” switch selector on the rear of the main unit to “**SET**”. The main unit will give off a long beep sound. A small red dot will appear on the indication window, The main unit will play a pre-recorded voice message, “You are now in SET mode”, showing that the main unit is properly connected.
2. Pick up the handset of the telephone that is connected to your Emergency Dialer.
When programming the unit with a cordless phone, pick up the handset and press talk button then follow the instructions.

3. Setting the first set of emergency telephone number

Procedure:



Example: If the first help number is 1-980-123-4567, press the “*” key first, then press the number “1” key, then press the next eleven numbers “1-980-123-4567”, then press the “#” key to end.

Note:

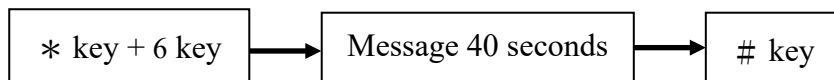
- (1) Pressing “*” key and then “1” key will make the telephone to give off a long beep sound.
- (2) A maximum of 16 digits can be programmed for any one phone number. If an error occurs, the telephone will give off a beep sound three times continuously. Press the “#” key to quit and re-set.
- (3) After completing setting up the telephone number, press “#” key to confirm. The telephone will give off two beep sounds. This indicates the setting of the telephone number is completed. If you intend to change the telephone number, repeat aforesaid procedure.
- (4) If you intend to cancel an existing telephone number, go to step (3) directly after completing step (1). The main unit will then no longer forward this number.
- (5) Call forwarding for extension is available. Ex. Extension: 123,
Press: * + 1 + 19801234567 + * + 123 + #
Press “*” key before pressing extension number. Press it one time to postpone 4 seconds, two times to postpone 8 seconds, and so on.

Continued

- (6) The setting procedures for the second, third, fourth and fifth telephone numbers are the same as before. The emergency telephone numbers can be set to a regular telephone or a mobile phone.

4. Procedures for recording messages

Procedure:



- (1) Pick up the handset of the telephone that is connected to your Emergency Dialer. Be prepared to speak into the handset.
- (2) Press the “*” key and the number “6” key. You will hear a beep sound. Begin recording immediately after the beep. The recording time is 40 seconds. After completing the message recording, press the “#” key to confirm. The messages can be changed anytime based on the actual needs.

Sample message:

This is (your name). this is a medical emergency. Please send help. I live at (your full address and apartment number (if applicable) and any other information that will be helpful in finding your address). Let the party know where your key is. For 2-way communication press the “*” key and begin speaking, and to end call press the “#” key.

5. How to check your messages

Press the “*” key and the number “7” key. Wait for a beep sound. Your message will be heard through the main unit after the beep.

6. Retrieving the setting contents

To retrieve the setting contents, press “*” key first and then the “8” key. The five sets of emergency telephone numbers will appear on the indication window while the main unit will speak out the pre-recorded numbers accordingly.

7. How does the main unit “learn” the new pendant code

This function is only needed when you have extra set(s) of pendant(s). Your pendant has already been paired with the main unit. Therefore, no “learning” is needed for your pendant.

Continued

- (1) Press the “*” key and then the “9” key.
- (2) The letter “L” will now show on the indication window.
- (3) Press and release the white button on the new pendant. When the main unit receives the RF signal sent from the new pendant, the letter “L” shows the indication window will flash two times and the main unit will give off a beep sound two times. This indicates that the learning has been completed.
- (4) To learn the codes from other pendants, please repeat step (3).
- (5) To leave the learning mode, please press the “#” key.

8. Upon the completion on the setting mode. Place the “**FUNCTION**” switch to either the “**MUTE**” or “**ALARM**” position.

Description of Quick Function Commands

* 1	Setting the “ 1 st ” set of emergency telephone number	P1
* 2	Setting the “ 2 nd ” set of emergency telephone number	P2
* 3	Setting the “ 3 rd ” set of emergency telephone number	P3
* 4	Setting the “ 4 th ” set of emergency telephone number	P4
* 5	Setting the “ 5 th ” set of emergency telephone number	P5
* 6	Recording your message	P6
* 7	Check your message	P7
* 8	Retrieving the setting contents	P8
* 9	How does the main unit “learn” the new pendant code	P0

Operation Directions

1. Application for an in-house call

If you want to call upon someone inside of your home, push the “Call” (White Button) on the wireless pendant. The main unit will give off a loud beep sound.

2. Application for an emergency call

When there is an emergency and you need help, push both left and right red buttons together on the wireless pendant or push the “Panic” button on the main unit for at least one second. This will activate the main unit, and the main unit will dial out the emergency pre-programmed numbers.

3. Application for canceling an emergency call

In case of mistaken informing or intended to cancel the emergency calling, just push the “Call” (White Button) on the wireless pendant or push the “Panic” button on the main unit, and the main unit will stop the alarm right away.

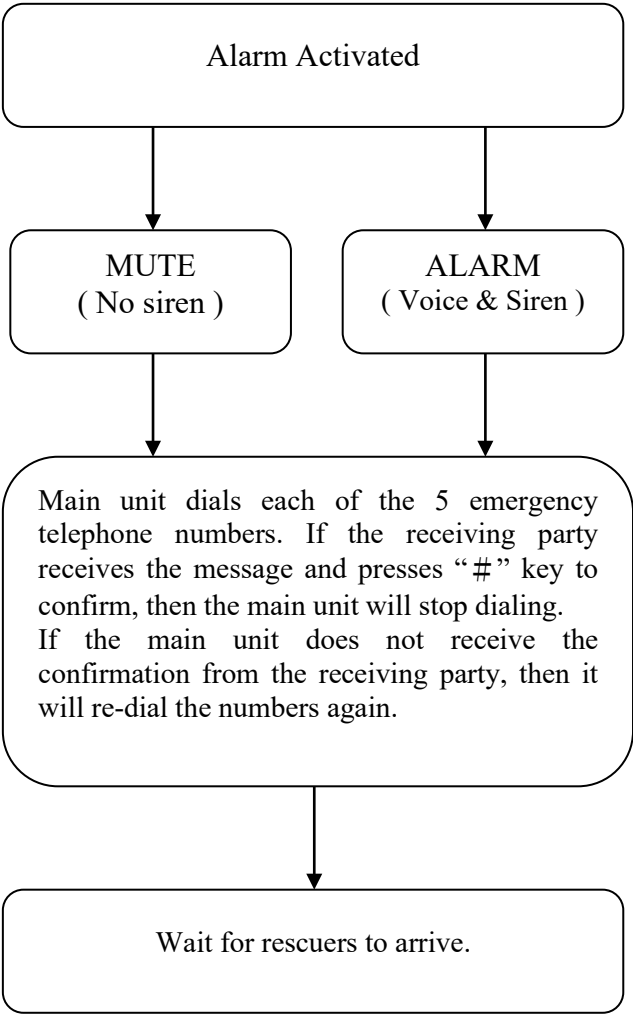
4. For 2-Way Communication

Upon receiving an emergency call, the receiver will hear a voice message “This is an emergency situation.” following by a 40-second pre-recorded voice message by the caller. Following the 40-second pre-recorded message, an instruction prompt will play: “To repeat the message, please press “9”. To start 2-way communication, please press “*”. To end this call, please press “#”.” If the receiver intends to speak with the caller or just listen, press the “*” key, then 2-way communication or monitoring will be activated. If there is no conversation for more than 15 seconds, the main unit will issue the voice prompt again. If there is still no response, the main unit will automatically go offline.

5. If the main unit has no AC power supply, the battery backup can be used to sustain the standby operation for about 3 hours. However when the battery is used as the power source, the main unit will still dial out the emergency number for help, but it will not activate the siren & strobe light. When there is a power outage, the main unit will give off a pre-recorded warning message “Main power cannot be detected” two times.

Continued

6. The informing procedures after the alarm are being activated.



Testing and replacing battery of the wireless pendant

1. The wireless pendant features two-way wireless signal transceiver. When the wireless pendant receives a response signal from the main unit, the Action Indicator will flash, indicating that the signal transmission between the wireless pendant and the main unit is functioning properly.
2. The wireless pendant comes with a 3-volt CR2032 button cell battery. This battery will last up to 2 years with normal use.
3. To test battery of the wireless pendant, press the “Call” button on the wireless pendant. If the indicator flashes and the main unit beeps, then the battery is good. Otherwise, replace the battery at once.
4. When the pendant battery is low, the main unit will give off a pre-recorded message, “Your pendant battery is low, please change the battery.”

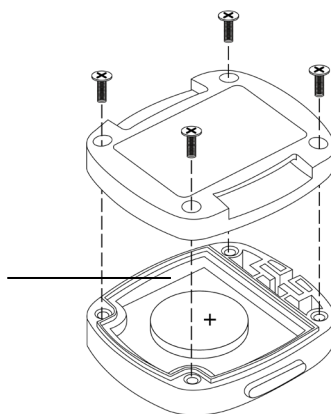
Important: Please check your wireless pendant regularly to assure that it is working properly.

Change the battery at least every 2 years, or follow the steps below for battery replacement.

Caution: Use only a fresh battery of the required size.

- (1) Use a Phillips screwdriver to remove the four screws on the back of the wireless pendant. And then remove its back cover.
- (2) Remove the old battery.
- (3) Insert a new battery as noted in diagram.
- (4) Replace the back cover and secure it with the screws.
(See Diagram)

3V CR2032 battery
(When replacing the batteries,
pay attention to the polarity of
the batteries.)



Specification and Approvals

1. Main unit supplies with a 12VDC plug adaptor/500mA
2. Main unit uses ONLY 9 volt rechargeable battery
3. Wireless pendant operation range approximately 150 meter in open space. The distance can vary in certain environments. The operation frequency is 433MHz.

FCC WANTS YOU TO KNOW

In the unlikely event that your Emergency Dialer causes problems on the phone line, the phone company can temporarily discontinue your service. If this happens, the phone company attempts to notify you in advance, if advance notice is not practical, the phone company notifies you as soon as possible and advises you of your right to file a complaint against the FCC.

Also the phone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of your Emergency Dialer. The telephone company notifies you of these changes in advance, so you can take the necessary steps to prevent interruption of your telephone service.

Lightning

Your Emergency Dialer has a built-in protection circuits to reduce the risk of damage from surges in the telephone line and power line current. These protection circuits meet or exceed the FCC requirement. However, lightning striking the telephone or power lines can damage your Emergency Dialer.

IMPORTANT

It is the responsibility of the user of this product to be certain that the product is in proper working order and to test the entire unit on a regular basis. Please note that the user must understand that the Manufacturer, distributor and retailer of this product must not be held responsible if the user activates this unit in an emergency and it does not operate properly. It is the responsibility of the user to be certain that the unit is in proper working order and will function as noted in the owner's manual.

FCC INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the **Bottom** of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

USOC Jack: RJ11CW

REN: 0.1A

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

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 (5.0). 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. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment **HP-919** causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

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.

If trouble is experienced with this equipment, for repair or warranty information, please contact **Janssen Engineering Group, Inc. ; 3354 Fountainhead Ave, The Villages Florida 32163 USA ; Tel: +1-954-748-6803 ; [http:// www.Janssen Engineering Group.com](http://www.JanssenEngineeringGroup.com)**. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

The **HP-919** is not intended to be repaired by the customer.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightening strikes and other electrical surges.

The Federal Communication Commission Radio Frequency Interference Statement includes the following paragraph:

The 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 instruction, may cause harmful interference to radio communication. However, there is no grantee 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.

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.

A. Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IMPORTANT NOTE: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

B. (This device contains transmitters and receivers which emit Radio Frequency (RF) energy. The device is designed to comply with the limits for exposure to RF energy set by the Federal Communications Commission (FCC) of the United States, Industry Canada (IC) of Canada, and the regulating entities of other countries.)