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Celebrating 30 Years

Established
1986



Connect Care Medical Alert
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HELP!

AT THE TOUCH OF A BUTTON

ConnectcareMedicalAlert.ca



SELF INSTALL
INSTRUCTIONS
Telecom 4000



Please Read Before Installation



Do's

- Do keep the Telecom 4000 connected to the AC at all times.
- Do keep the aerial hanging loose for the best range of the button signal.

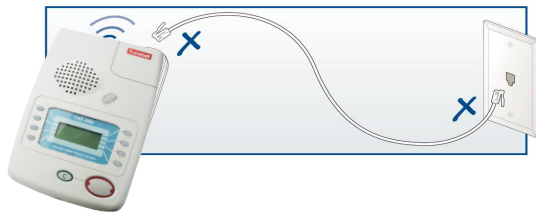
Dont's

The Telecom 4000 is quite sturdy and you can treat it just like any other telephone, however, you **SHOULD NOT DO THE FOLLOWING:**

- **Do Not** place the Telecom 4000 next to something that makes a lot of noise, such as next to a television or radio.
- **Do Not** put it right next to your stove or close to any other heat source.
- **Do Not** set the Telecom 4000 in a place where it will get damp, such as a bathroom or near house plants that are sprayed at any time.
- **Do Not** place it very close to any large metal objects, such as microwave ovens as metal stops the signals from the button from reaching the Telecom 4000.
- **Do Not** put the Telecom 4000 on top of something soft, such as a thick towel, as this can hinder proper function of the microphone.
- **Do Not** connect cables other than those supplied with the unit.

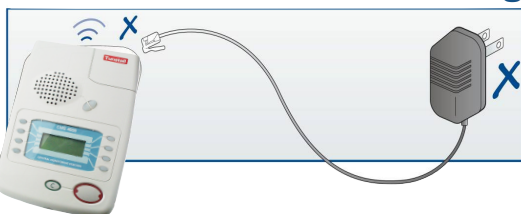
Status Warnings - Telephone Line Monitoring

If the telephone line is faulty or becomes disconnected, the Telecom 4000 will announce "WARNING – the telephone line is disconnected". This warning will be repeated every 30 seconds until the telephone line becomes available again.



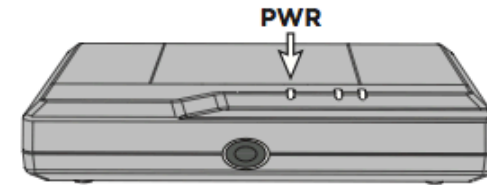
To silence the warning, reconnect the phone line. If the telephone line is connected and the warning continues, press the **(C) Cancel Button Twice**. If the warning continues, you should contact your telephone company as the telephone line may be faulty.

AC Power Failure Monitoring



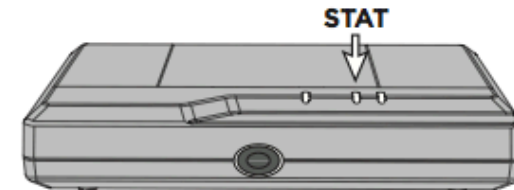
If an AC power failure occurs, the Telecom 4000 will continue to work using its backup battery. However, as a warning the red oval button on the bottom right side will flash. **The unit will also announce "WARNING – there is no electrical power"**. This warning is repeated every five minutes. To silence the warning reconnect the power cord or press the **(C) Cancel Button Twice**.

Telguard TG-P Quick Install Guide



Troubleshooting the PWR (Power) LED

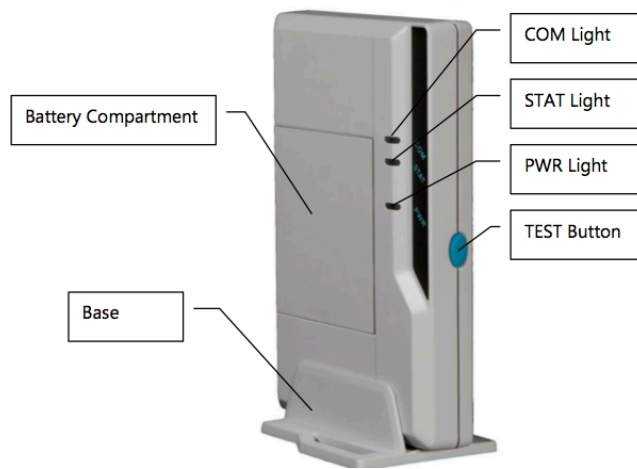
Behaviour	Resolution
Unit (Dark)	Ensure the TG-P's power switch is in the ON position and the unit is plugged into the wall outlet.
Flashing Red	The TG-P is running on battery power. Ensure the unit is plugged into a wall outlet.
Flashing Green then Yellow	The battery needs to be replaced. Contact the Connect Care office.
Solid Red or Solid Yellow	Contact the Connect Care office.



Troubleshooting the STAT (Status) LED

Behaviour	Resolution
Solid Yellow	The cellular signal is below recommended levels. Relocate the TG-P to another location and press the self-test button on the front of the TG-P to verify communications.
Solid Red	No cellular signal detected. Relocate the TG-P to another location and press the self-test button on the front of the TG-P to verify communications.
Flashing Red	Contact the Connect Care office because there is a problem with your account.
Flashing Yellow	There was a problem communicating with the monitoring center. Press the self-test button on the front of the unit to verify communications.
Flashing Green	A communications test is in process. This test will take approximately (2) minutes. Your system can still be used while this is taking place.

Connecting The Telecom 4000 Using A Telguard TG-P (Quick Install Guide)



Until now, the Connect Care Medical Alert system required a landline, something that exists in an ever decreasing number of homes. The TG-P, in conjunction with Connect Care's hardware, provides an easy to install and cost-effective two-way voice solution without the expense of a landline.

Box Contents

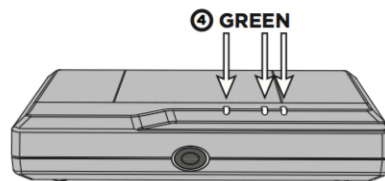
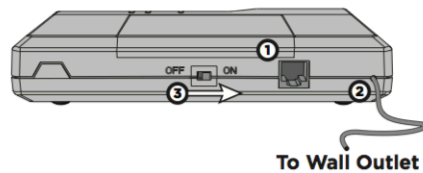
1. TG-P Cellular Communicator
2. Vertical stand for saving desktop space
3. Battery (already installed)
4. The Quick Install Guide

Installation Requirements

1. A medical alert monitoring device
2. An available power outlet.
3. One (1) standard telephone cord (Supplied with the medical alert device)

Installation Steps

1. Connect the "LINE or "TELE" telephone cord from the Connect Care Medical Alert monitoring device to the phone jack on the TG-P.
2. Plug the TG-P and the Telecom 4000 into a power outlet.
3. Slide the power switch on the TG-P to the ON position. Wait...approximately (2) minutes. The LEDs will flicker during this time.
4. If all LEDs are GREEN the installation was successful. (If Not...see troubleshooting - next page.
5. Test your medical alert monitoring device.



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Telecom 4000

Top View



Bottom View



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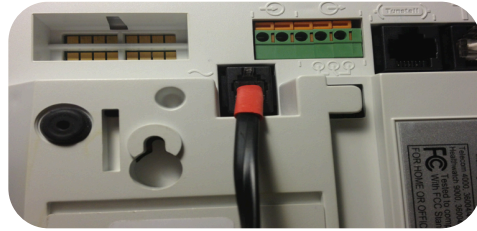
Connecting the Leads And Adaptors

STEP 1

- Position the Telecom 4000 so the **bottom view** is facing you (refer to the attached diagram A).
- Ensure the aerial is removed from the back groove.
- **This will ensure the best range for the personal help button or the auto fall detector.**

Fig. A

- Plug the power adaptor **DIRECTLY** into the wall outlet or CSA approved power bar.
- The location for the power adaptor is marked with a ~ and is separate from the other openings. Placing this cord into one of the other openings will result in damage to the base unit.
- The large red oval on the front of the unit will be solid red and not flashing.



Connect Care Supplied Phone Cord

Fig. B

- Unplug the telephone from the wall jack.
- Plug the cord connected to the jack labelled **T** to the telephone wall jack.
- If you have internet service you must plug a filter into the jack first.
- Digital clients may have one active jack and it may be necessary to connect your base unit to your modem.
- Connecting a modem cable. Please see page 8 for details.
- If using a landline replacement unit, see page 10 for details.

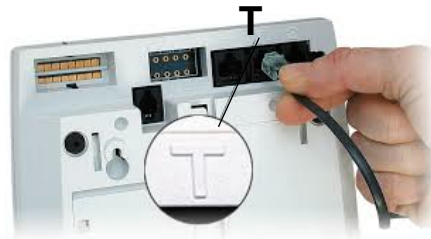

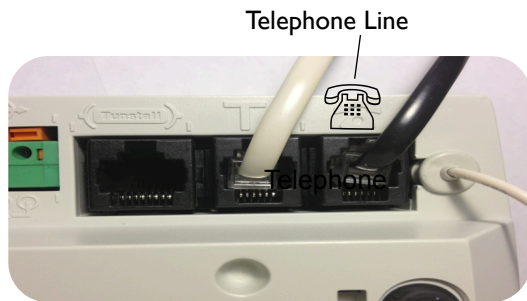


Fig. C

- Plug your telephone cord into the jack on the Telecom 4000+ labelled .
- If you are using an answering machine, the answering machine should be connected to this location (your phone stays plugged into the answering machine).



Do Not place the base unit in a power outlet controlled by a wall switch.

Trouble Shooting Guide

Two LED's on the Telecom 4000 provide the status of the unit based on the information

LED LIGHTS	HOME UNIT STATUS
Red Oval LED ON	Normal Mode
Red Oval Light Flashing (1 Every Second)	Normal Mode Running On Battery (A/C Power Off)
Red Oval Light Flash (1 Every Second)	Alarm Mode
No LED Light	Unit Announces... Telephone Line is Disconnected
No Lights On	(If Power is on and Connected then the unit or power cord may be faulty)



Language Line - Over 170 Languages!

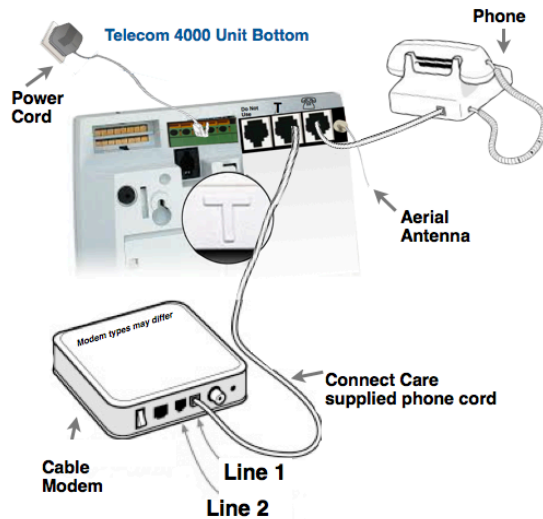
When you activate your button, the monitoring centre will call the language line, once we confirm you are ok, we will give them information about you so the interpreter can relay a response to you and take appropriate action.*

*Some languages may not be available at the time of your call. Not all languages are available in all regions. Additional languages and dialects may be available. Rare languages may require additional interpreter connect time or may require an appointment.

Connecting the Telecom 4000 Using A Cable Modem

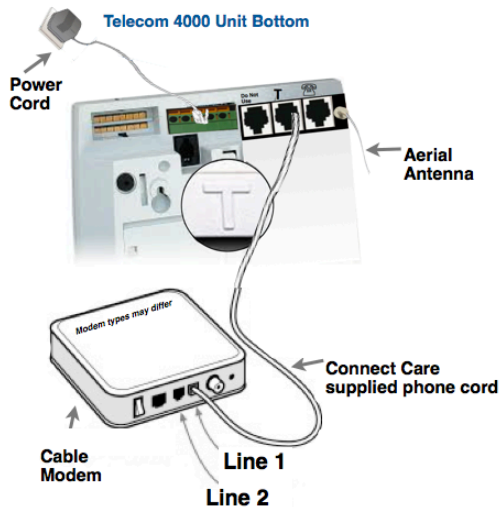
Connecting The Telecom 4000 using a cable modem.

Cable Modem with Phone



Connecting The Telecom 4000 using a cable modem.

Cable Modem without Phone



Programming Keypad Range Test

STEP 2



*Star Key

Pound Key

The programming key pad is under the flap labelled TUNSTALL in the upper right front corner. You will need to place the unit in "programming mode" to test the button range.

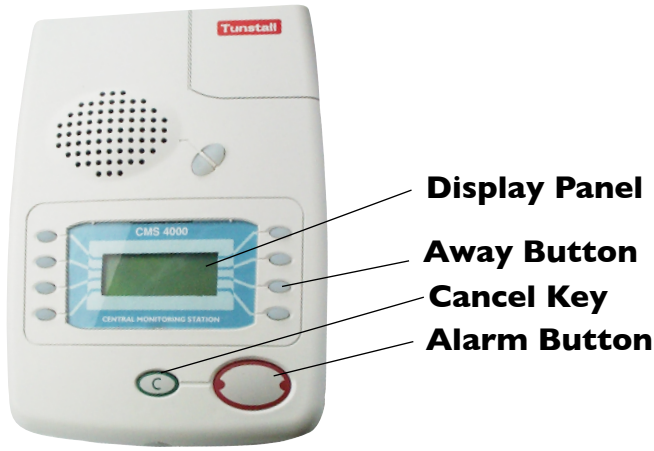
Press and hold the star key * then also press and hold the pound key #. Keep holding the keys until you hear a beep. Release the # key first then release the * key.

The unit will announce "programming mode" and this will be displayed in the centre panel.

- **You have three minutes to perform the range test. If you run out of time, you may place the base unit in test mode again.** If you finish the range test before the 3 minutes are up, **Press the Cancel ('C' Bottom Left)** to exit range test mode.
- Take the personal help button and travel around the residence. Press the pendant in all locations to ensure there are no areas where the signal is not reaching. With each press, a light appears on the button for a few seconds and the base should beep to acknowledge the signal. Once the light goes out on the button, wait a few seconds to press it again.
- If you are in a single family residence the button should be tested outside in your yard as well. In an apartment/condo your pendant works within your **apartment only**. The pendant will work approximately 200 ft from the base unit.

Note: Your button is designed for home use. It will not work in the community. Please call Connect Care if you have any questions.

STEP 3



- Once you have successfully completed the range test...
- Press your personal help button to do a live test with the monitoring centre.
- A pre-recorded announcement will begin. The circular red oval button on the Telecom 4000 unit will begin flashing and two small buttons above the unit will light up in red.
- Within approximately 45 seconds, an operator's voice will be heard over the speaker and you may let them know that you are performing an installation test. Don't be alarmed if the call doesn't go through right away. This simply means the equipment was not successful in its first dialling attempt. The unit is programmed to redial if it does not get through.

LED On The Amie Button Indicates:

- When pressed, the red LED on the Amie Button will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed, this indicates that the pendant battery is low and should be replaced. You should contact the Connect Care office if this happens.

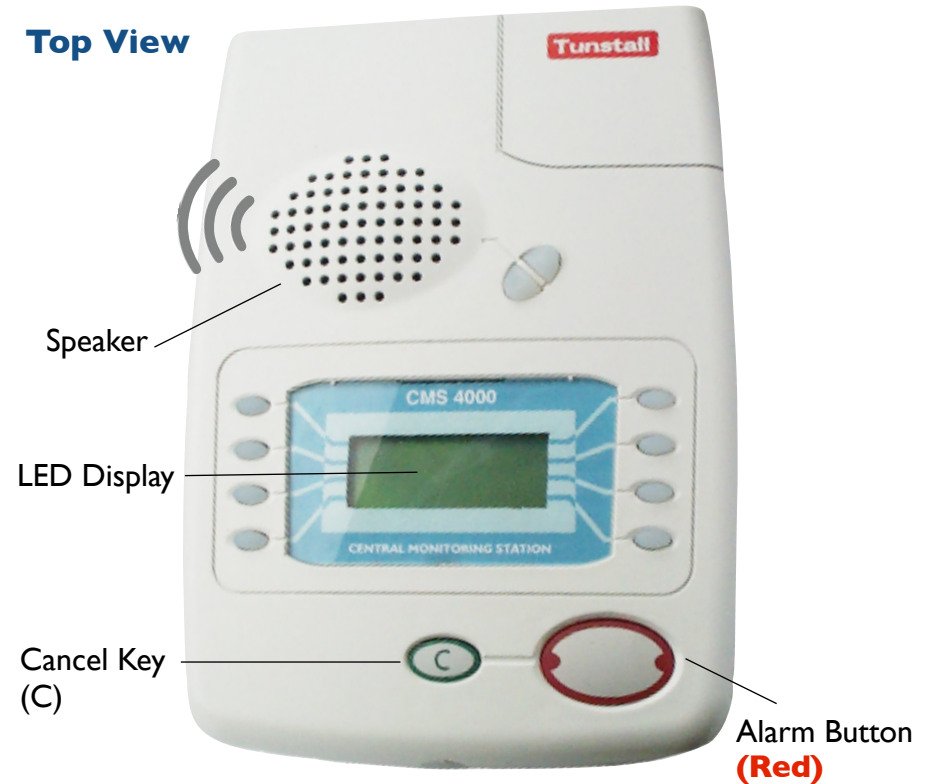
Auto Fall Detector:

- If you are using the Auto Fall Detector with your Telecom 4000 Base Unit, please refer to the detailed information in the Auto Fall Detector User Guide for testing and proper use of your Auto Fall Detector.

Note:

If the unit button on your Telecom 4000 is flashing (other than during an alarm call) it is indicating the loss of your phone line or loss of electrical power. An audible warning may also be heard during when the button is flashing.

Top View



Bottom View

