

Numera 4200X User Guide & Installation Instructions



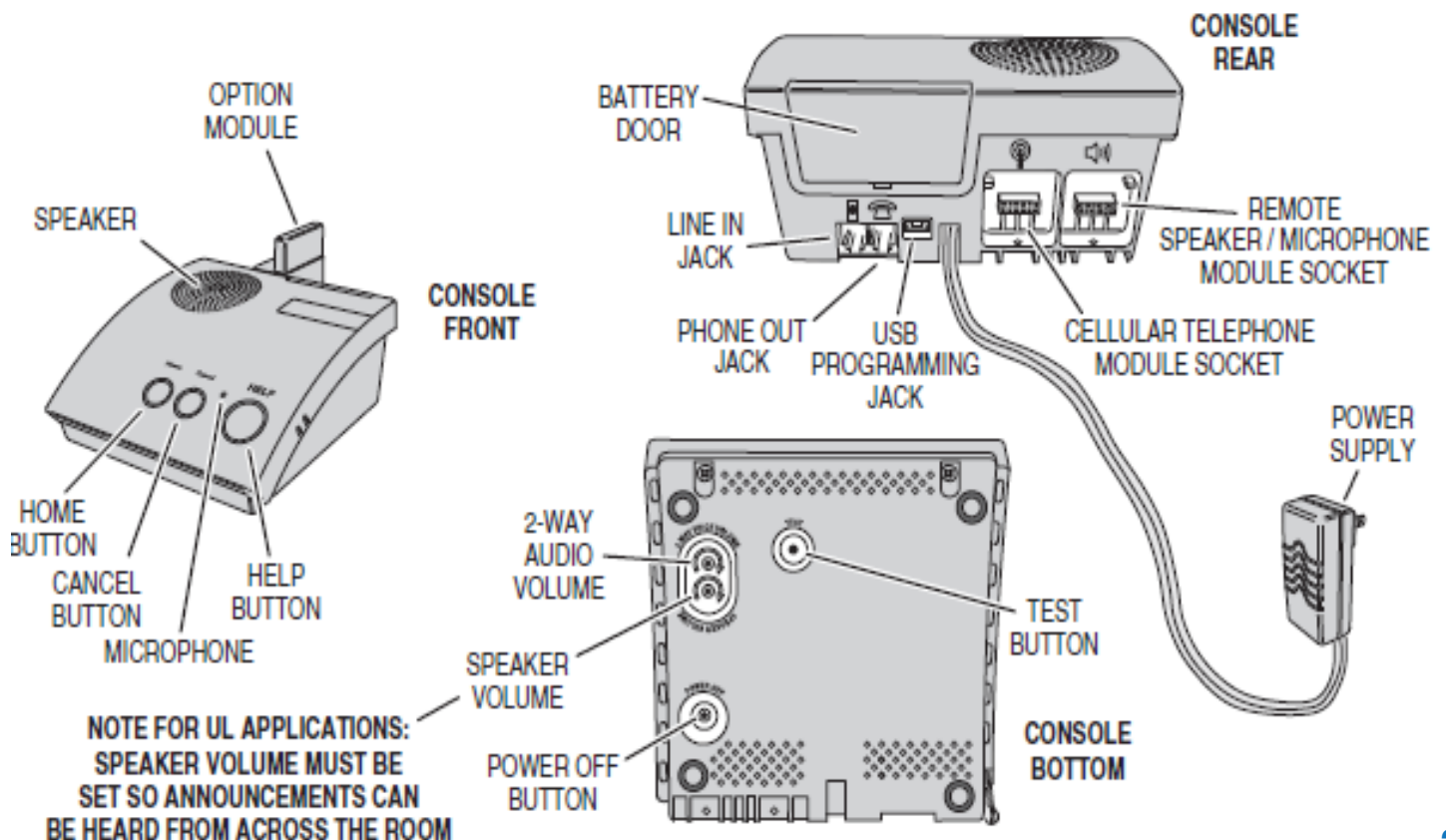
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ConnectcareMedicalAlert.ca



Please Read Before Installation

1. Determine the best location for the console e.e. central location in the home such as living room or the bedroom.
2. Please avoid placing the console/base unit in areas with metal obstructions and concrete walls to eliminate radio frequency obstructions
3. **Do not** place the console next to something that makes a lot of noise such as next to a television or radio
4. **Do not** put it right next to your stove or close to any other heat source
5. **Do not** set the console in a place where it will get damp such as a bathroom or near house plants that are sprayed at any time
6. **Do not** place it very close to any large metal objects such as microwave ovens as metal stops the signals from the button reaching the console
7. **Do not** connect cables other than those supplied with the console

If you require your console to be moved or re-located within the home after the initial installation, please contact our office to provide us with an updated location.



Instruction For Setting Up Your Connect Care Medical Alert System

1. **Position the 4200X Console so the end view is facing you.**
2. Plug the Power adapter into an electrical outlet. The console will announce “console ready”. The Help and Home button on the base unit are **Solid Green.**
3. Determine whether the telephone service used is a **Land Line such as BELL** or a **Digital Modem such as Cogeco.**

**Follow A
 for Land Line
 Installation**

- A. **Land Line:** Locate a telephone jack that is in close proximity to the power source. If there is a telephone plugged into the telephone jack, unplug it from the telephone jack and plug it into the port on the back of the console marked “Telephone” Plug the telephone cord that is connected to the port on the back of the console marked “Line” into the telephone jack at the wall. The console will announce “Phone Ready”
Note: Verify that the telephone has a dial tone.

**Follow B
 for a Digital
 Installation**

- B. **Digital modem:** Check to see whether the telephone cord connected to the digital modem is connected to a **telephone** or a **telephone jack**
- i. If it is connected to a **telephone**, unplug the telephone cord from the digital modem and plug into it into the port on the back of the console marked “Telephone”. Plug the telephone cord that is connected to the port on the back of the console panel marked “Line” into the telephone port of the digital modem. **Note: Verify that the telephone has a dial tone.**
 - ii. If it is connected to a **telephone jack**, unplug the telephone cord connected to the telephone jack and plug it into the port on the back of the console marked “Telephone”. Plug the telephone cord that is connected to the port on the back of the console marked “Line” into the telephone jack. The console will announce “phone ready”.
Note: Verify that the telephone has a dial tone.

**Follow C
 for a Landline
 Replacement
 Unit Installation
 LTE**



1. Plug Power Adapter into electrical outlet. The console announces “cellular module detected, please stand by” The Home, Cancel & Help lights flash.
2. Once connection is established the console will announce “console ready, cellular module ready”

IMPORTANT:

IF THE PHONE LINE IS DOWN OR INTERRUPTED THE CONSOLE WILL BEEP AND ANNOUNCE “PHONE TROUBLE” 1 TIME ONLY. **NOTE:** NO VISUAL INDICATION IS DISPLAYED ON THE CONSOLE.



Performing the Range Test of Your Personal Help Button Or Fall Detector Pendant.

STEP 1:

Using the end of a pen **Press and release** the **TEST** button located recessed on the bottom of the console. **DO NOT** hold down on the test button or this will clear the buttons programmed into the console. The console will announce “**TEST** mode....firmware version number and hardware version number. The Cancel button flashes **Orange**.”

STEP 2:

Now press the button to begin the test. The console will announce “emergency, zone 1 or 2 (if two buttons are programmed) fall signal (fall signal is announced for both the standard button and fall detector). **TEST** the button in each room of the home & other areas outside the home where coverage may be required (backyard / front yard). It is important to **TEST** at floor level as this is where the button is required if the client falls to the floor.

Note: TEST mode will automatically exit after 3 minutes of inactivity.

STEP 3:

When range test is finished, press the **CANCEL** to exit test mode. Unit announces “**Console Ready**”.

Now **press your Personal help button** or fall detector pendant. A **green light** will appear on the button. The console will beep and announce “emergency call being placed. Help button on console flashes **Red**, console announces “Emergency reported & voice call being placed”. If the console continuously announces “Emergency call being placed” the console has not been connected to the phone line correctly. Refer to page 3 for installation/set up instructions.

You will know the Connect Care equipment has tested successfully when the call is answered by the monitoring Centre. Advise them you are testing. The operator will reset the console and the Help button will go solid **Green**.

Repeat this step with each button if there are two or more buttons programmed to the console.

Using Your Connect Care Medical Alert System

1. Performing a monthly test call:

- a. Press the personal help button or fall detector for **2 seconds**, a **green light** appears. You can also raise an alarm call by pressing the Help call button on the console.
- b. You will know your Connect Care equipment has tested successfully when your call is answered by the monitoring centre. Tell them you are testing. We ask you perform this test on a monthly basis.

Fall Detector



Personal Help Buttons



LED Indications	Battery Indication
Steady GREEN while button down	Good battery
Steady RED while button down	Low battery
Flashing GREEN after button release	Battery supervision ON; good battery
Flashing RED after button release	Battery supervision ON; good battery

Accidental Alarms

Do not worry if you accidentally raise an alarm by pressing your personal help button or fall detector pendant. You can simply press the cancel button on the console to cancel an active alarm in progress but if your call goes through to the central station operator, simply explain it was an accidental press. The operator will be pleased to know you are okay and will reset the system at that time.

What You Need To Know About The Personal Help Buttons

1. Personal Help Button

- Your personal help button can be worn on the neck cord or as a wrist band. The help button is lightweight and water resistant with a battery life of up to 3-4 years.
- When assistance is needed, simply press your personal help button to raise an alarm call. You will be connected to the central monitoring station.

Personal Help Button

Pendant



Wrist



2. Fall Detector Pendant

- Your fall detector pendant is lightweight and water resistant with a battery life of 3-4 years.
- The fall detector allows you to press the pendant to raise an alarm call or automatically generates a call for assistance if a fall is detected and you are unable to push a help button.

Fall Detector



Fall detection feature does not detect 100% of falls. If able, clients should always press their help button when they require assistance

Important Notes

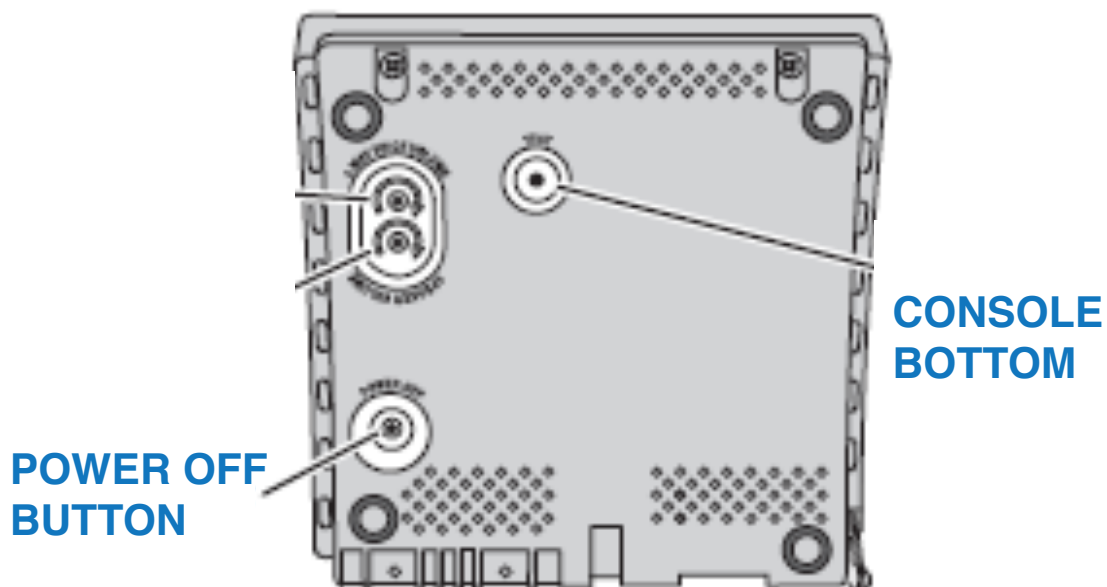
Moving your Numera PERS 4200X

If you wish to move the location of your Numera PERS 4200X within your home, please contact the Connect Care office.

If you will be moving to a new residence and wish to bring your response equipment with you, contact the Connect Care office to ensure that service can be provided in your new residence and to provide us with your new address details.





To Power off the console follow the steps below:

1. Unplug phone cord from the wall outlet.
2. Unplug AC power from wall outlet.
3. Press & Hold the POWER OFF button (located at the bottom of the console) until console announces “Console Power Off” then release the Power Off button.



Important Notes

If your phone line is down or interrupted, the console will beep and announce “Phone Line Trouble” 1 Time Only. Note: No visual indication is displayed on the console. Trouble Shooting Guide - There are two LED on the console that provide the status of the unit based on the information below.

LED LIGHTS	HOME UNIT STATUS
Help Button Green LED ON Solid 	POWER ON-Normal Mode
Help Button Green LED ON Blinking	<p>When flashing green every 3 seconds, the console is without AC power and running on back up battery.</p> <p>The console announces “console power failure” One time only (Back up battery supplies power for up to 24 hours)</p> <p>Check power connections to the console. If power is connected the backup battery is recharging. This can take 5 minutes to 1 hour to charge. Once charged the LED will go Green. If the Green LED remains flashing the battery will need to be replaced. A call to the response center will be sent indicating a low battery.</p>
Help Button Red LED Blinking	Emergency call is in progress.
Home Button Green LED Solid 	Normal Mode You can press the home button to announce the current time.
Cancel Button - No Light Yellow 	Normal Mode Lights up yellow for sensor fault. Blinks yellow for console or sensor. Low battery: Call the Connect Care office for Service.
Cancel Button & Help Button LED Blinking 	<p>When both the cancel button & Help button are flashing simultaneously this is an indication that the battery is running low.</p> <p>Ensure there is power to the console and allow for 3-4 hours for the battery to recharge. Once it’s recharged fully the Cancel button is clear and Help button will remain solid Green.</p>