

DirectAlert

Personal Emergency Response System

Part No:
60-883-95R
466-1936 Rev E



CareGard

User Guide

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System Components

The Direct Alert system allows you to activate an alarm and send a report in case of a medical emergency. Your system relies on two main components – a control panel and a personal help button – and may also be used to schedule medication reminders.

Control Panel

The control panel reports an emergency after you press your personal help button or the panel **call** button. The panel receives a signal and sends an emergency report via the phone line to the Direct Alert Emergency Response Center.

When the panel cover is closed, the panel buttons are used to operate the system (see Figure 1). When the panel cover is open, the panel buttons are used to set the clock and set medication reminder times.



Figure 1. CareGard Panel Front

Personal Help Button

The personal help button is used to activate the control panel in case of an emergency (see Figure 2).



Figure 2. Personal Help Button

The personal help button may be worn on the wrist, as a pendant, around the neck, or on a belt; It may also be mounted on a wall. The personal help button is water-resistant to 3 feet.

Getting Started

This section provides some helpful ideas for getting started with your panel.

- Locating the Panel
- Plugging in the Phone Line
- Powering the System
- Adjusting the Speaker Volume

Locating the Panel

Consider the following when locating your panel:

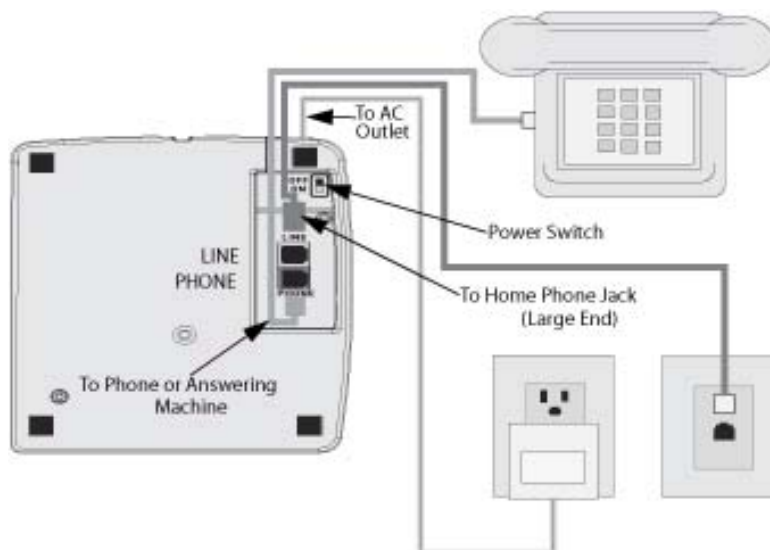
- Locate the panel near a phone jack and AC outlet.
- Locate the panel in a central location, such as a countertop or nightstand.
- Do not locate the panel in or near areas with excessive moisture.

Plugging in the phone line

Plugging in the phone line provides a communication link between the panel and Direct Alert's Emergency Response Center.

➤ To plug in phone line:

1. Plug the small end of the phone cord into your phone jack.
2. Plug additional devices into the panel **PHONE** jack



Note

When a phone line is plugged into the panel PHONE jack (refer to Figure 3), the panel bypasses the phone line after a panic sensor is pressed; bypassing the line ensures an emergency call can be sent, even if the phone is in use.



Figure 3.1

Figure 3. Connecting Panel to AC power and Phone Line

High Speed Internet/ ADSL Filter

If you have a high speed internet connection through your telephone line it is important to first plug your ADSL filter into your telephone jack. Then Plug the small end of the phone cord into ADSL filter.

The ADSL Filter is included with your Direct Alert system. See Figure 3.1 for ADSL Filter.

Powering the Panel

To power your panel, simply plug the power cord into a wall outlet and set the **Power** switch to **ON**. The system announces “*Hello. System two-zero one is OK.*”

Note

*To prevent your panel from losing power, **do not** plug the power adaptor into a wall outlet that is controlled by a switch or that is part of a ground fault interrupt circuit (GFIC).*

Adjusting Speaker Volume

The volume button controls the audible level of announcements and two-way talk sessions. Each time you press the volume button, the speaker volume increases one level and the panel announces the volume level.

Note

*If you press your personal help or panel **call** button, the volume is automatically set to the highest volume level.*

Activating an Alarm

Your panel’s main function is to respond to an alarm activation and to contact Direct Alert’s Emergency Response Center. Two common methods to activate an alarm include pressing your personal help button or the panel **call** button.

Activating Your Personal Help Button

You can activate an alarm by pressing your personal help button. The button may be worn on the wrist, as a pendant, or on a belt.



Figure 4. Activating the Personal Help Button

➤ **To activate an alarm with your Help Button:**

1. Press and hold the help button until the red light flashes (see Figure 4).

Activating the Panel CALL Button

You can also activate an alarm by pressing the panel call button.

➤ **To activate an alarm with the panel CALL button:**

1. On the panel front, press CALL (see Figure 5).



Figure 5. Activating the panel CALL button

After initiating a call, the panel:

1. **Status** light flashes.
2. Dials the Direct Alert Emergency Response Center and reports an alarm condition.
3. Announces “*Contacting emergency phone number. Please remain calm.*”
4. Initiates a two-way audio session between you and the Direct Alert’s Emergency Response Center.

Speaker Phone

The speaker phone feature allows you to answer a phone call by pressing your personal help button or the panel **call** button.

➤ **To use the Speaker Phone feature:**

1. When your phone rings, press your personal help button or the panel **call** button to answer.
2. To end the call, press your personal help button or the panel **call** button.

Medication Reminders

Your panel can be programmed to notify you of several medication reminders. You can establish a convenient time – day or night – for up to eight different medication times. Prior to setting a medication reminder, ensure the panel clock is properly set.

Setting the Clock

➤ To set the clock:

1. Release the top latch to open the panel cover (see Figure 6).
2. Press **Start** (see Figure 7).
The panel announces “Please select from menu.”
3. Press **Set Clock**. Next, press **Hours (+/-)** and **Minutes (+/-)** to set time.
4. Press **Done** and close the panel cover.



Figure 6. Releasing top latch

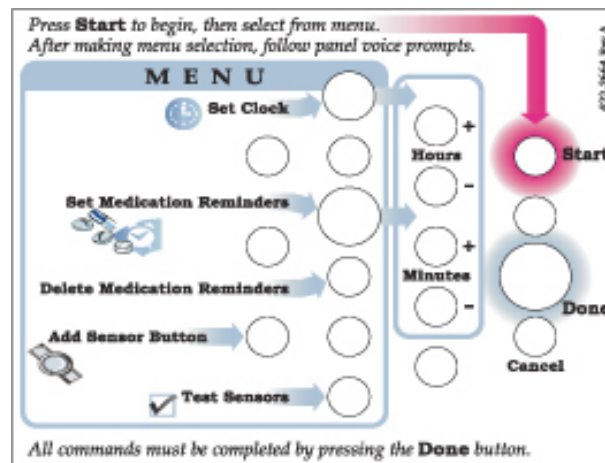


Figure 7. Panel Menu

Setting Medication Reminders

➤ To set a Medication Reminder:

1. Release the top latch to open the panel cover (see Figure 6).

2. Press **Start** (see Figure 7). The panel announces "*Please select from menu.*"
3. Press **Set Medication Reminder**. Next, press **Hours (+/-)** and **Minutes (+/-)** to set medication reminder time.

* To set additional medication reminders, repeat Step 3 as necessary. Press Set Medication Reminder twice for medication reminder two, three times for medication reminder three, four times for medication reminder four, etc.

4. Press **Done** and close the panel cover. All medication reminders are On.

Note

Press Power again to temporarily set all programmed medication reminders to **OFF**.

Acknowledging Medication Reminders

When a medication reminder is activated, the panel announces the reminder once each minute for 15 minutes. Also, the **Status** button flashes.

➤ **To acknowledge a Medication Reminder:**

1. Press **Status**. The panel acknowledges the medication reminder.

➤ **Monitored Medication Reminders:**

If you do not acknowledge a medication reminder within 15 minutes of the announcement, the panel sends a report to *Direct Alert's Emergency Response Center.

*The monitored Medication Reminder service must be activated with Direct Alert.

Record and keep track of your medication reminders by using the table in the table in the Appendix on page 11.

Home and Away

If you are going to be away for an extended period of time, it is necessary to set the medication reminder option to **OFF**.

➤ **When Away from Home:**

On the panel front, press **Power**. The panel announces “*Medication reminder OFF,*” and reports from the help buttons are ignored.

➤ **When You Return:**

On the panel front, press **Power**. The panel announces “*Medication Reminder On,*” and supervised help buttons are monitored.

System Monitoring

To ensure your system is operating properly, your panel constantly monitors for the following: Power; Backup Battery; Away Mode; Check-In; Phone in Use.

The panel sends a signal to Direct Alert’s Emergency Response System each time a panel or system fault is detected.

Power

When your panel is connected to a power source, the panel’s **Power** light remains lit. If the AC power is disconnected for more than six seconds, the following event occurs.

- The panel **Power** light turns off.
- A report is sent to Direct Alert’s Emergency Response Center.

Note

If you press Status during a power failure, the panel announces, “AC power failure.”

Backup Battery

- 24 hour Backup Battery (fully charged).

If the panel's backup battery reports a low battery condition, the following events occur.

- A report is sent to Direct Alert's Emergency Response Center.

Note

If you press Status during a low battery condition, the panel announces, "System low battery."

Away Mode

When you are away for an extended period of time, the Away Mode feature allows you to turn off all medication reminders. To set the panel to Away, simply press power. When set to Away, the **Power** light flashes and the following functions are disabled.

- Medication Reminders

Check-In

The Check-In feature allows a friend, relative, or other caregiver to access your panel from an outside phone line. They can listen in and monitor for sounds or have a conversation with you by communicating through the panel.

➤ To use the Check-In:

1. Call the location where the panel is connected. Let the phone ring once and hang up.
2. Wait 30 seconds and call back the panel location.
 - The panel answers after the first ring.
3. Enter **1234** on your telephone key pad.

Remote Phone Commands

The commands listed in Table 3 can be used to set all medication reminders to Home or Away. If you press 5 to establish a two-way session refer to the additional commands listed in Table 4.

Table 3: Remote Phone Commands

<i>On the phone, press</i>	<i>Panel Function</i>
2	<i>Set Medication Reminders to Away</i>
4	<i>Set Medication Reminders to Home</i>
5	<i>Establishes a two-way session. (refer to Table 4 for additional commands)</i>
7	<i>Check panel status</i>

Additional Remote Phone Commands

After you have established a two-way audio session through a remote phone by pressing **5**, the panel allows you to access additional phone commands.

Table 4: Two-Way Audio Session Commands

<i>On the phone, press</i>	<i>Panel Function</i>
0 or 1	<i>Talk only</i>
2	<i>Conduct a two-way audio session</i>
3 or 6	<i>Listen only</i>
7	<i>Extend an audio session 90 seconds</i>
99 or #	<i>End an audio session</i>

Phone in Use

With the Phone in Use feature, the panel's Status light turns on after a phone has been picked up or a line has been disconnected. When Status is pressed, the panel announces "*Phone in use.*"

Troubleshooting

<i>If the problem is...</i>	<i>Try this...</i>
My panel does not respond after I press my help button or the panel Call button.	<ul style="list-style-type: none"> - If your panel does not respond to the help button, ensure that you press the button until the red light flashes; If the panel does not respond to the Call button, ensure you press the button for a minimum of 1 second. - Ensure the large end of the phone cord is plugged into the panel's LINE jack and the small end of the phone cord is plugged into your home phone jack.
I accidentally pressed my help button or the panel Call button.	- Press the Status button to cancel the emergency call. When the Emergency Response Professional contacts you, inform them that you pressed the help button in error.
The Power light is off	<ul style="list-style-type: none"> - Is the Power switch on the panel's back set to on? - Ensure that the power adaptor is plugged into the wall outlet. - Check if you panel is plugged into an outlet that is controlled by a switch or is part of a GFI circuit. - Test the outlet by plugging in a different device.
The panel announces "AC power failure."	<ul style="list-style-type: none"> - Ensure the power adaptor is plugged into a wall unit. - If your power has gone out, the panel will power on a backup battery. Press Status to acknowledge the failure. The announcement will stop when power is restored.
The panel announces "Phone communications failure."	- Ensure your phone lines are properly connected. Refer to Figure 3 on page 2 for connecting the panel to your phone line.
The panel announces "System low battery."	<ul style="list-style-type: none"> - If you have recently plugged the power adaptor into a wall outlet, the backup battery may still be charging. - If the announcement continues after several hours, contact technical support.
The panel announces "Phone in use."	- Verify that all other phones/ modems are not in use.
High Speed Internet	- If you have a high speed internet connection through your telephone line it is important to first plug your ADSL Filter into your telephone jack. Then Plug the small end of the phone cord into your ADSL filter.

If you are unable to solve the problem or if your problem is not mentioned above please call our **Technical Support at 1-877-723-8399**.

Appendix

Medication Reminders

Record and keep track of your current medication reminders by writing them in the table below. You can program up to eight different medication reminders into the panel's memory.

No.	Medication	Time
1		AM/PM
2		AM/PM
3		AM/PM
4		AM/PM
5		AM/PM
6		AM/PM
7		AM/PM
8		AM/PM

Contacting Direct Alert

If you have any questions about your panel please refer to the Troubleshooting question and answer table on page 10. If your question is not answered please contact Direct Alert's Technical Support group. Record the appropriate information below.

Account Number: _____
(4 digit number located at the back of your panel)

Technical Support: 1-877-723-8399

Hours of Operation: 8:00 AM -12:00 AM EST
Eastern Time
Monday to Sunday



460 Isabey Street
Montreal, Qc H4T 1V3



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