

## HELP SERVICES, INC. MISSION STATEMENT

At Help Services Inc., we take pride in providing the best personal emergency response service (PERS) to our subscribers. Help can make sure that even when a clinician or family member is not in the home, there is always someone available at the press of a pendant.

**OUR MISSION** is to continue to be a leader in the medical alarm monitoring industry. As a team, we will continue to research avenues to provide the highest level of service.

### JUST A REMINDER

Accidental presses will happen, but do not worry! When someone from the Monitoring Center answers, just let them know that you are alright and do not need assistance. They will gladly reset the unit. We look forward to providing you with the best and most reliable service in the PERS industry. If you have any issues, please call the monitoring center at 1(866)334-9721, or simply press your Red Pendant Button. Thank you for being a part of the Help family. We look forward to assisting you!

Thank you,



**Help Services, Inc.**

***For Your Independence.***

***For Your Peace Of Mind.***

P.O. Box 1176

Seneca, SC 29679

Office - 1(866)672-4852

Fax - 1(803)996-4357

Monitoring Center: 1(866)334-9721

help@wegetthemessage.com



**For your independence.  
For your peace of mind.**

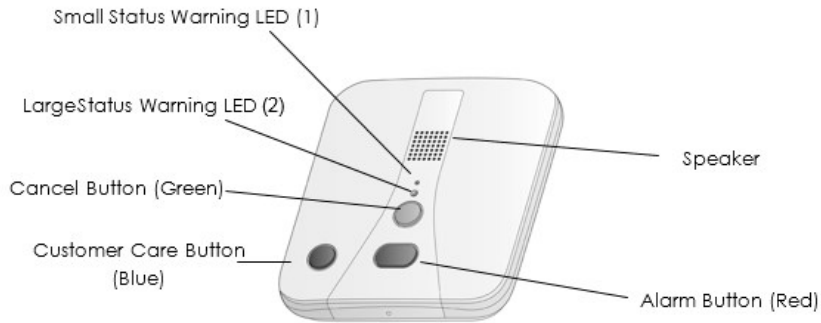
**Help Services, Inc.**

**Home-Based Cellular Unit**

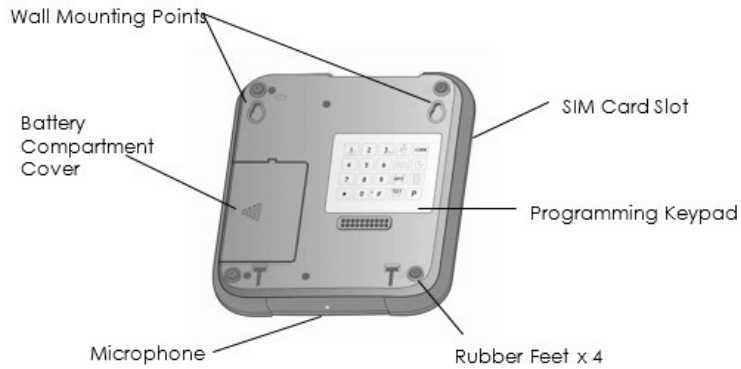
**Installation and User Guide**

Call Toll-Free with any Questions: **1(866)672-4852**

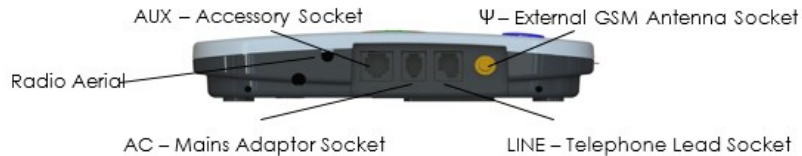
**Front view**



**Back view**



**End view**



# CELLULAR UNIT STATUS CODES

STATUS	SMALL STATUS LED 1	LARGE STATUS WARNING LED 2
Cellular line disconnected	Red LED (2 every second)	
Normal mode running on battery (AC power off)		Green LED flashing (1 every 4 seconds) Note: no cellular signal strength is indicated when operation on battery
Alarm/Help mode		Green LED flashing (1 every second)
Incoming telephone call		Magenta LED on
Cellular Signal Strength Poor: Less than 7		Red LED on
Cellular Signal Strength OK: 7 - 18		Yellow LED on
Cellular Signal Strength Strong: 19+		Green LED on
SIM PIN incorrect		White LED Flashing (2 every second)
No SIM or Network Coverage		White LED on

## WHAT YOUR UNIT MAY SAY

On occasion, the unit will announce different messages:

- **“DO NOT WORRY, YOUR ALARM TELEPHONE IS DIALING FOR ASSISTANCE”** – This means that the red button on the unit or pendant was pressed and the monitoring center is being notified. If the button was pressed accidentally, simply tell the call center.
- **“WARNING – THE TELEPHONE LINE IS DISCONNECTED”** – This indicates that phone service has been interrupted. Please have the subscriber check that the phone cord is securely plugged in to the Help unit and the wall. Also ask them to make sure they are not having any phone service issues.
- **“WARNING – THERE IS NO ELECTRICAL POWER”** – This means that electrical power to the unit has been interrupted. Please check that the AC adapter is securely plugged into the Help unit and the wall. Please also ensure that the electrical power has not been interrupted.
- **“WARNING – THE BATTERY IS LOW”** – This means that the Help unit's reserve battery has a low charge. The unit will need to be plugged in to an electrical outlet to continue monitoring. This also may indicate a power change. The unit does have a 30 hour back up battery in case of power outage.
- **“REMINDER”** – This means that a previously recorded message has been scheduled to play at that time of day. Press the GREEN button on the unit to hear the message.

## TROUBLESHOOTING

If your home console does not work, please ensure:

- The cellular antenna has not been moved or disconnected.
- That the A/C Power adaptor is plugged into the unit and a wall socket.
- That the A/C Power supply is switched on (the green LED should be on).
- If the home console has a lit or flashing LED please see the status code chart.

## HELP UNIT DO'S AND DON'TS

### DO:

- Keep the unit connected to the AC power at all times.
- Connect the unit to the first telephone point in the home with all other extensions wired into the unit to ensure proper operations even when another telephone is in use or off the hook.
- Wear the Help pendant in the bath or shower- it is water resistant.

### DON'T:

- Expose the Help unit to water or other liquids.
- Connect cables other than those supplied with the unit.
- Place your unit next to something that makes a lot of noise Ex. television, radio, fan, or washing machine.
- Place your unit next to a heat source.
- Place your unit where it may get damp, like the bathroom.
- Place your unit next to large metal objects which may block the signal from the pendant.
- Place your unit within four feet of devices that emit electromagnetic interference such as computers, CD, video or DVD players.

## CLEANING

- Dust the unit with a soft cloth that can be moistened with a gentle detergent if required.
- Ensure that no moisture goes through the speaker grill.
- The pendant can also be cleaned in the same manner.

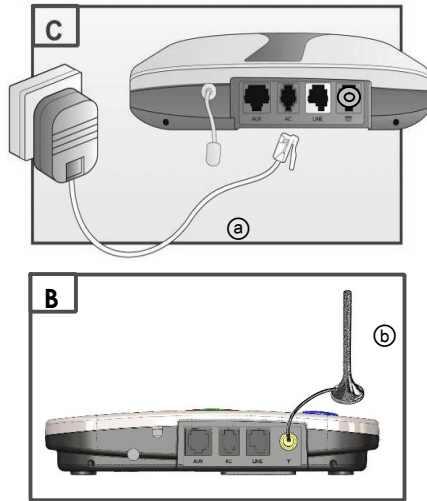
## MOISTURE

- Do not position your unit where it may come into contact with water or moisture.
- Your pendant is water resistant down to 3 feet water depth. It can be worn in the shower or bath, but it should not be submerged for more than 30 minutes.

## CONNECTING THE UNIT

### Connections

- Plug in the unit AC power cord in and connect to the electrical outlet.
- Connect the external antenna into the unit socket labelled  $\Psi$  and place the antenna in a suitable place to give good signal strength using the magnetic base of the antenna.



The signal strength can be checked by viewing the home unit's large status LED light. If the cellular network becomes disconnected or the signal strength is poor, the unit will announce "Warning- The telephone line is disconnected", this warning will repeat every 30 seconds until the connection becomes available again.

### Testing

Press the red alarm button on the home unit and ensure it raises a call through to the monitoring center. When the monitoring center announces over the unit, let the operator know you are just testing.

## PENDANT LED INDICATORS

When the button on the pendant is pressed the red LED light on the pendant will light. This indicates that the button has been pressed. If the LED flashes when pressed, this indicates that the pendant battery is low and should be replaced.

## ADJUSTING THE SPEAKER VOLUME

- To increase the volume, press the "3" key on the bottom of the unit repeatedly until the desired volume is reached.
- To reduce the volume, press the "1" key on the bottom of the unit repeatedly until the desired volume is reached.
- Press the "P" button before the tone ends to save the new volume setting.

## PERFORMING A RANGE TEST

(Best performed with two people)

- Press and hold down the Green Button in the center of the unit for approximately 5 seconds until you hear a single beep.
- After letting go of the Green Button you will hear the unit say "Programming Mode".
- Have one person walk around the home with the Help pendant while the other person stays by the Help unit.
- Press the Help pendant in various areas of the home. If the unit is receiving the signal from the pendant, the unit will announce "Personal Trigger".
- Establish areas which may be too far from the unit. You may wish to move the unit to a more centralized location in the home to ensure it is reaching all areas of the home.
- Press the Green Button on the Help unit when you are finished.

## FALSE ALARMS

If you accidentally press the Red Button on the unit or on your pendant, do not worry as the monitoring center is always happy to hear from you. Activating an alarm actually acts as a useful test of your Help Unit.

## SELF-TEST

The Help Unit tests itself every day to ensure it is functioning properly. The unit tests itself 12 hours after the time of install. If you are on the line when it test, the unit will say over the telephone line "Please hang up. An emergency test call is being placed." It will then disconnect the call. The pendant will test every three days. If your test time is at an inconvenient time please contact the monitoring center. So we can assist in changing it.

**PRESS THE RED BUTTON ONCE TO MAKE AN ALARM CALL. PRESSING THE BUTTON MULTIPLE TIMES WILL TIE UP THE PHONE LINE.**