

TALK500ER
Emergency Response Telephone
QUICK SET-UP GUIDE



TALK500ER EMERGENCY RESPONSE TELEPHONE

HOW THE TALK500ER WORKS

The TALK500ER phone is designed to assist you in getting help when you need it by automatically making SOS Emergency Calls when activated. The faster you can get help; the lesser any long term effect an emergency will have. You can also use the pendant to answer a call and not have to rush to the phone when it rings. This can provide excellent fall prevention assistance.

The pendant that comes with the phone is the primary emergency control device for the phone. By simply pressing the button on the remote pendant or pressing and holding the red button on the phone, the TALK500ER will start to automatically call the preprogrammed numbers (up to 30 numbers that you or a family member set up in the phone) to alert someone you need assistance. If the first number cannot respond, the phone will automatically call the next number and so on. The people who answer will hear your prerecorded message alerting them that help is needed. When they hear the message and if they want to talk with you, they simply press 0 on their phone to activate the speakerphone on your phone allowing two-way communication. After pressing 0, you will have approximately 3 minutes to talk and confirm they can help you. If they can provide assistance, they would then press the numbers 1 and 2 in rapid sequence to stop the phone from calling the next number. The line will also remain open and they can continue to talk with you while help arrives. If they cannot provide the assistance and do not type the 1 and 2, the TALK500ER phone will automatically initiate a call to the next number on your list and will repeat until someone can respond with assistance.

It is recommended that you keep your emergency list to a small number of people (5 or 6) who have a good chance of being able to respond to a call and who are reasonably close by to facilitate getting to you quickly. If you wish you can have as many as 30 numbers on that list.

It is very important that you let people know that they are on your call list, that they agree to be on the list, and that they understand how the emergency call process works. There are information cards included with your phone that you can give to people on your list.

Installing Batteries in the Phone

Your telephone requires four AA batteries (not supplied) in case of network power failure for LCD backup & operations. When the low battery icon appears on the display or the display dims, replace the batteries with new batteries. **Note:** Should you choose not to install batteries - the telephone numbers in memory and the voice recordings are stored in non-volatile flash memory and will not be lost.

1. Before opening the battery compartment, make sure the telephone is disconnected from the telephone line and the power supply.
2. Use a flat-blade screwdriver to lift the battery compartment door.
3. Insert 4 AA batteries into the compartment as indicated by the polarity symbols.
4. Snap the battery compartment door back into place.

Installing Batteries in the Pendant

Your pendant comes with one 12V A23 battery. When the LED on the pendant dims, it is time to replace the pendant battery. Using a screwdriver, open the battery cover, insert a new battery with the correct polarity, and replace the battery cover.

Battery Notes:

1. Replace batteries quickly to save records.
2. Use only fresh batteries of the required size and recommended type.
3. Do not mix batteries of different size or type.
4. Always remove old or weak batteries. Batteries can leak chemicals than can damage electronic parts.

Connecting the Telephone

1. Plug one end of the telephone line cord into the TEL.LINE jack at the back of the telephone base.
2. Plug the other end of the telephone line cord into the phone jack on the wall.


3. Plug one end of the coil cord into the handset's modular jack.
4. Plug the other end of the coil cord into the left side of the telephone base.

Note: Peel the plastic label from your phone's display before using your phone.

Setting up Emergency Numbers

The phone book can hold up to 30 entries, all 30 entries can be assigned to be an SOS Emergency Call respondent. To make an entry an Emergency number, select Emergency ON while entering the number in the phone book to indicate it is an Emergency Number. The first person entered into the phone book with Emergency ON will automatically become the 1st respondent for an Emergency Call and their SOS location will be #1. After other entries are added to the phone book, the calling order for the SOS numbers can be changed while entering or through editing the phone book. The SOS icon will appear on the screen for any phone book entries that are part of the SOS Calling System. The location of the name on the SOS list will be on the screen in upper right hand corner.

To add a number to the phone book

1. Press the phone book button
2. Press and release the **MENU** button until **STORE NUMBER** appears.
3. Press the **DIAL** button. The cursor will flash in the first position.
4. Enter the phone number you want stored with a maximum of 22 digits using the number pad and confirm with **DIAL** button.
5. Enter the name (maximum of 16 letters) and press **DIAL**. Press **▲** or **▼**, to select **EMERGENCY ON/OFF**. Press **DIAL** again to save if you are selecting **OFF**. If you want to select **EMERGENCY ON**, press **▲** or **▼**, then press **DIAL**.
6. The display now shows the location number where the emergency number is stored. You can change the location where the number is stored by pressing on the **▼** arrow. Press **DIAL** again to save the location.
7. The display then shows **SAVED**.
8. The display now shows number and **NAME RECORDING**.
9. To record voice, hold down **DIAL** button, speak clearly into microphone after a beep and "VOICE" icon flashing. Release the button when you are finished or the unit will stop recording after 3 seconds. The voice prompt will then be played automatically.
10. You can repeat steps 2 to 6 to enter more numbers or press the  **ICON** button to exit.

Note: If an entry is moved up on the SOS List, it will take the place of a previous entry and will shift all the entries down.

If an entry is moved to a lower location on the SOS list, it will take the place of the previous entry and will shift all the other entries higher.

When adding additional numbers to the phone book all the numbers will be displayed alphabetically. The EMERGENCY numbers will dial in the order you placed them when an SOS call is activated. When the memory location is full, **FULL** will displayed.

RECORDING A MESSAGE FOR EMERGENCY CALLS

1. Press and release **MENU** until **RECORD MESSAGE** Appears
2. Hold down **DIAL** until you hear a beep and VOICE flashes; then speak into the microphone while simultaneously pressing the DIAL button. The maximum recording time is 20 seconds.
3. Release **DIAL** when finished recording. The phone then plays back the message automatically.

Note: When recording a message, remind your caller to press 0 to talk (maximum 3 minutes), and then also to press 1 and 2 (in sequential order) if they are able to help and there is no need to continue the SOS calling. Once your caller picks up the call, the speakerphone will be activated for 3 minutes. If your caller does not press 1 then 2 the conversation will disconnect and dial the next number. If the callers do not press 0, they will only be able to listen to your recorded message.

CHECKING YOUR EMERGENCY MESSAGE

1. Repeatedly press **MENU** until **CHECK MESSAGE** appears
2. Press **DIAL** to hear the message
3. To delete the recording, press **DELETE** during playback.

NOTE: WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS:

Remain on the line and briefly explain to the caller the reason for the call. Perform such activities in the off-peak hours, such as early morning or late evenings.

USING THE EMERGENCY PENDANT

To Activate the SOS

Hold down the red pendant button or SOS. The phone beeps for about 15 seconds then dials the first emergency number automatically. If you trigger the SOS Call by mistake, pressing and holding the button again for about 5-6 seconds will terminate the SOS call. When the call is answered, the phone will announce your recording or if you have not recorded anything it will announce the default recording..

If there is no response from the 1st emergency call, or if the 1st caller does not press the numbers 1 and 2 sequentially to cancel the SOS function, the phone will dial the next number.

- If you do not record a message, the phone will announce the default emergency message when you press SOS or the pendant.
- If calls to all of the emergency numbers listed receive no response, the phone automatically starts the process again and redials the numbers in the same sequence after waiting 10 minutes.

To deactivate the SOS

Simply press and hold the red pendant button for 5 seconds.

PAIRING ADDITIONAL PENDANTS

The Talk500ER comes with one paired pendant. If there are multiple people in the home that need pendants or you would like to use additional pendants, you can pair up to a total of 5 pendants to your phone. The message FULL appears if you attempt to pair a 6th pendant. To pair the additional pendants to your phone:

1. Press and release the MENU button until REMOTE PENDANT appears. Press DIAL. Press ▲ or ▼, to pair (PAIRING appears) or cancel pairing (DELETE? appears) to set your pendant.
2. To pair your pendant to your phone, select **PAIRING**, press **DIAL** on the phone, **PAIRING...** appears, press the red button on the pendant. If the pendant is successfully paired, **PAIRED** appears, if not **PAIRING FAILURE** would appear.
3. To cancel, select **DELETE?** And press **DIAL** to confirm.
4. Repeat steps 1-3 for each additional pendant.

ANSWERING A CALL WITH THE PENDANT

A very nice feature of the phone is the ability to answer an incoming call using the pendant. When the phone rings, you can press the button on the pendant and the phone will turn on the speakerphone and answer the call. You can talk thru the speakerphone or move to the phone and use the handset. This is an excellent feature that can let you easily answer calls and help prevent falls but your not having to rush to answer a phone call.

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