

USER MANUAL

MXD

Medical Alert System



Tunstall Americas Customer Care: 1-877-266-0733

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What's in the box?

Box Contents

1

MXD Medical Alert System base console with phone cord.



1

Personal Help Button (PHB) or MyActive Fall Detector.



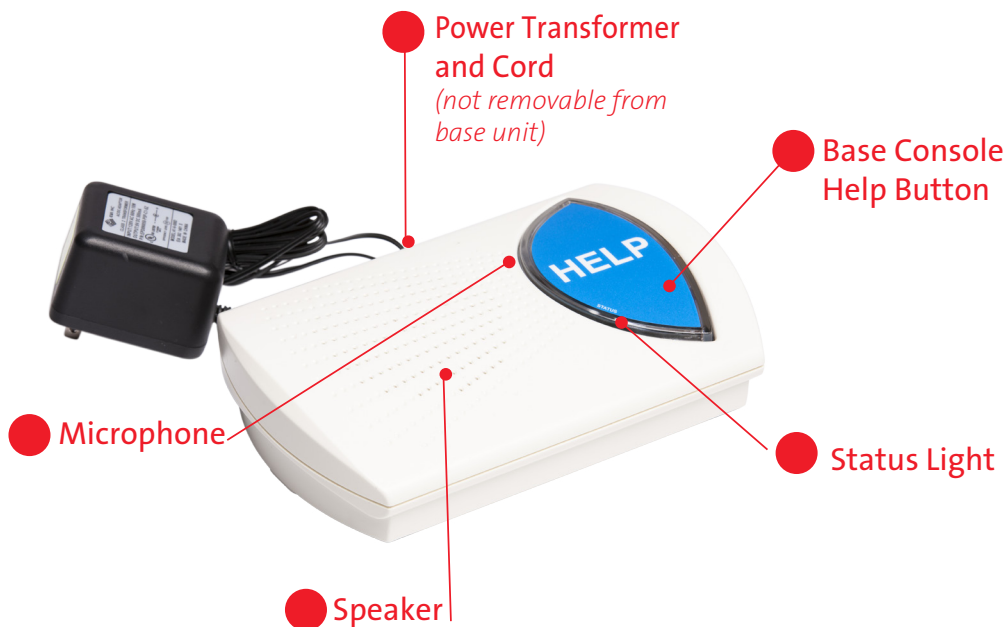
1

Quick Install Guide and User's Manual.

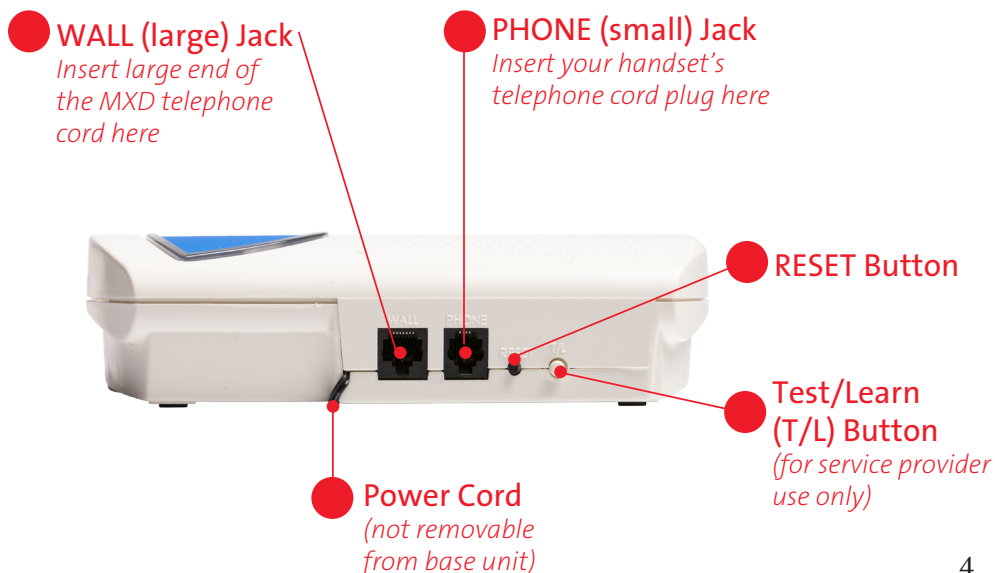


** PHB also available as a wristband accessory.*

Base Console Front View



Base Console Back View



Personal Help Button (PHB)

Pendant Model PHB



Wrist Strap Model PHB*



MyActive Fall Detector*



* Optional

Quick Start Guide

Do's

Do: Keep the base console connected to the AC power at all times.

Do: Contact Customer Care (1-877-266-0733 toll free) as soon as the red LED light on your help activator indicates a low battery or if you lose your help button/activator.

Do: Regularly test the base console and help activator to familiarize yourself with the service and ensure you are comfortable communicating with monitoring center personnel.

Don'ts

Don't: Expose the base console to water or other liquids.

Don't: Connect cables other than those supplied with the unit.

Don't: Connect the base console to an outlet with an on/off switch.

Don't: Place your base console next to something that makes a lot of noise, such as next to a television, radio, washing machine, or dishwasher.

Don't: Put your base console right next to your stove or close to any other heat source.

Don't: Set the base console in a place where it will get damp, such as a bathroom, or near house plants that are sprayed at any time.

Don't: Place the base console very close to any large metal objects, such as microwave ovens or refrigerators, as large pieces of metal may stop the signals from the help activator from reaching the home console.

Don't: Place your base console closer than four feet from something that may emit electromagnetic interference, such as a cordless telephone, CD or video player, or personal computer, as this may inhibit longer range coverage.

Don't: Relocate the base console after installation without repeating the installation test process to check for continued satisfactory operation.

Installation Steps

1. Plug the MXD power cube into an AC power outlet that is not controlled by a light switch. (Figure 1)
2. Plug your telephone handset cord into the jack on the back of the MXD unit marked "PHONE".
3. Find the telephone cord that was shipped with your MXD unit, with a larger modular plug on one end and a smaller modular plug on the other end. Plug the smaller end into the phone jack on the wall, and the larger end into the jack on the back of the MXD marked "WALL".
4. Plug the power transformer into an AC outlet. Verify that the outlet is not controlled by a light switch.

Figure 1: MXD Setup

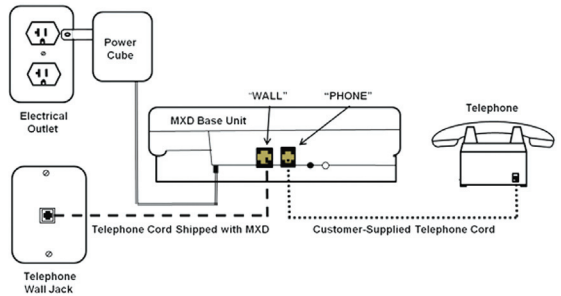
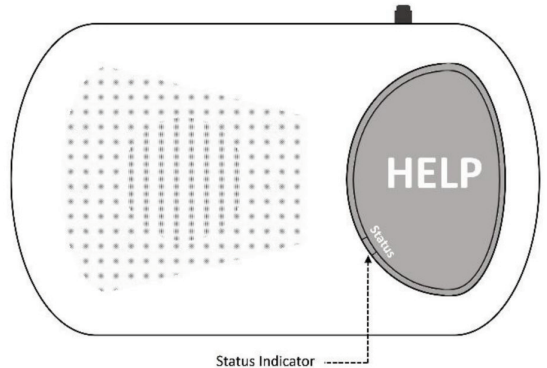


Figure 2: Status Indicator Location



5. The MXD unit will automatically turn on and announce, "System Ready." The small "status" light on the lower left edge of the unit's large "Help" button will show a steady green light. This indicates that the unit is connected properly to the telephone circuit and AC power. If the telephone is connected improperly, the unit will announce, "Please Check

Installation Steps Cont.

Telephone Connections.” Please see page 16 for information on the status light combinations that will display if the unit is not connected properly to the telephone system and electrical power and for troubleshooting instructions.

6. Test the range of the PHB to make sure it works throughout the home and yard. *See Testing the PHB (Range Test), on page 9.*
7. Initiate your first call to the Response Center by pressing the PHB or the HELP button.

Please contact your service provider if the MXD does not connect.

Testing the PHB (Range Test)

1. Locate the T/L button on the back of the MXD and press one time (Figure 1).
2. The MXD will announce *“Range Test Mode.”*
3. Immediately activate the PHB by pressing and holding down the button. A green light will illuminate on the PHB and a steady tone will sound from the MXD, as long as it is detecting the PHB.
4. While activating the PHB, walk around all areas of the home and yard. Listen for gaps in the tone. Gaps indicate “dead zones” where the PHB is not detected. If “dead zones” are detected, try relocating the MXD and/or contact your service provider.
5. To finish the Range Test, stop pressing the PHB. After the tone stops, press the black RESET button on the back of the MXD (Figure 1). The unit will announce the *“System Ready.”*

Testing the MXD unit

Note: The manufacturer recommends that the MXD be tested at least every 30 days. Emergency Response Center Operators are available 24 hours a day to help.

1. Push the button on your activator and wait for the Emergency Response Center Operator to speak to you through the MXD.
2. When the Emergency Response Center Operator answers, simply inform him/her that you are doing a test.



Calling For Help

Simply press the button on your Personal Help Button (PHB) or MyActive Fall Detector to activate your MXD unit at any time. You can also press the large HELP button on top of the base console.

Once the help signal is initiated, the base console will announce “Calling for help”. This phrase will be repeated every 15 seconds until the call is connected with the Response Center. Shortly after connecting with the Response Center an Operator will attempt to communicate with you through the system’s two-way voice base console to ascertain the nature of the call and provide appropriate assistance.

Figure 3

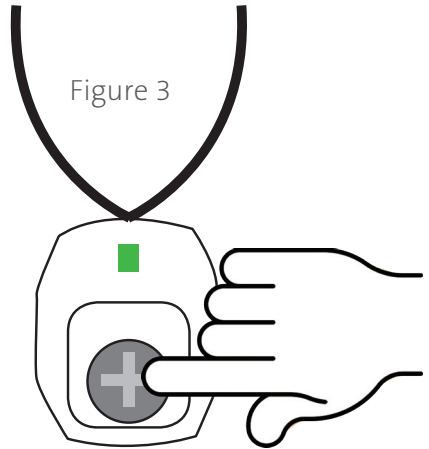


Figure 4

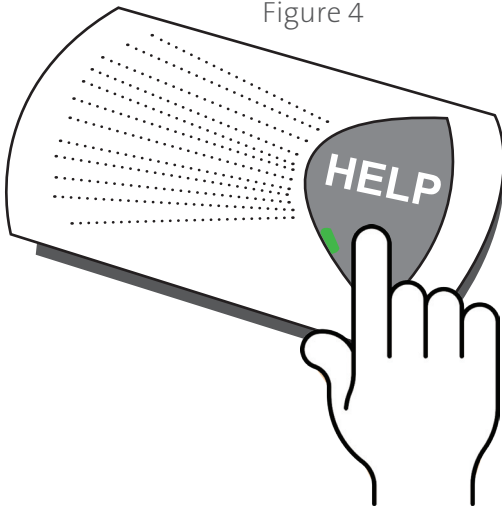
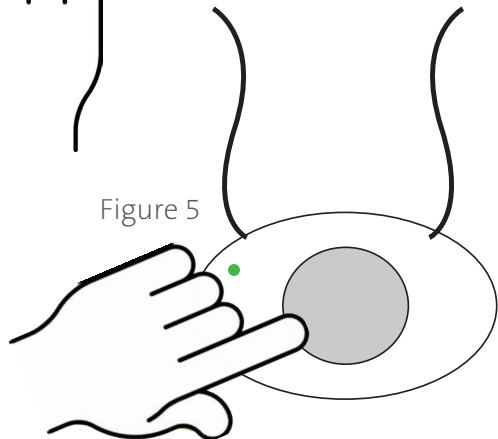


Figure 5



MXD Features

Microphone and Speaker

The microphone in your MXD unit is sensitive enough to hear voice communication around corners and in other rooms of your home. You do not need to be in the same room with the MXD unit for the response center to hear you.

Two-Way Voice Communications

After connecting to the response center, your MXD unit acts like a speakerphone. This allows for convenient two-way voice communication between you and the response center operator.

Control Buttons

The Reset and Test Learn (T/L) buttons are placed on the back of the MXD. These two buttons and the base unit HELP button on the top of the unit are used by authorized individuals to conduct range tests, turn off the MXD, and program the MXD to recognize personal help buttons (PHBs).

Waterproof Personal Help Button (PHB)

Your PHB may be worn as a necklace or a bracelet. Both styles are waterproof and should be worn in the bathtub and shower. Your PHB uses an indicator light to display the status of its internal battery. While your PHB is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak – please notify your service provider.

Fall Detector – optional

MyActive fall Detector may be used as an option to the standard PHB. In addition to standard Help button functionality, the Fall Detector has the ability to automatically detect falls and signal the ERC*. The Fall Detector is waterproof and should be worn in the bathtub and shower. Your Fall Detector uses an indicator light to display the status of its

Continued on next page

*Fall detection feature may not detect 100% of falls. If able, users should always press their help button when they need help.

MXD Features

internal battery. While your Fall Detector is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak – please notify your service provider.

Personal Help Button Performance

The MXD unit is equipped with a sophisticated receiver that is carefully matched to the PHB. The MXD unit can receive signals from the Personal Help Button when it is up to 600 feet away from the base unit.

Battery Monitoring

Your MXD unit is equipped with an internal rechargeable battery. The battery provides constant power to your MXD unit for up to 60 hours if power is lost. The MXD constantly monitors its battery condition when the unit is being powered by its battery.

Automatic Testing

Your MXD unit is programmed to do a silent self-test every 28 days.

Manual Testing

It is recommended that you test your unit monthly by pushing your PHB or MyActive Fall Detector. We want you to be familiar and comfortable with your MXD and the response center.

Additional PHBs

Your MXD unit can be programmed to respond to multiple PHBs. If you require multiple PHBs, please consult your service provider.

Audible Alarm

Your MXD unit has an audible alarm that will announce ‘Calling for help’ when activated by pressing your PHB, MyActive Fall Detector, or HELP button on the base console.

Help and advice

False alarms

If you accidentally activate a help call, please do not worry as your monitoring center is always happy to hear from you and raising of the alarm acts as a useful test of your home console.

Cleaning

Dust the home console with a soft cloth moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill. Do not spray cleaners directly on the MXD base console. Extensive moisture can cause damage to the MXD system.

The help activator can also be cleaned in the same manner.

Moisture

Do not position your home console where it may come into contact with water or moisture. The Help activator is waterproof up to 3 feet water depth (IP67 standard). It can be worn in the shower or bath however, it should not be submerged for more than 30 minutes.

Battery information

Please contact Customer Care if the battery needs to be replaced. Do not open the battery compartment or attempt to replace the battery in either the base console or Help activator.

Frequently Asked Questions

Will my MXD unit affect my telephone?

Your MXD will not affect your telephone except when the system has been activated by an alarm signal. The MXD will attempt or will disconnect any call in progress and take control of the phone line. The MXD will release the phone line for regular use after the alarm call has been completed.

What if I am outside and you can't hear me?

An ERC Operator will attempt to contact you over the MXD. If you do not respond, the Operator will then follow your response center's procedures, such as calling your home telephone, your cell phone, listed responders in the order you have provided, or calling your local emergency services.

Is my Personal Help Button (PHB) waterproof?

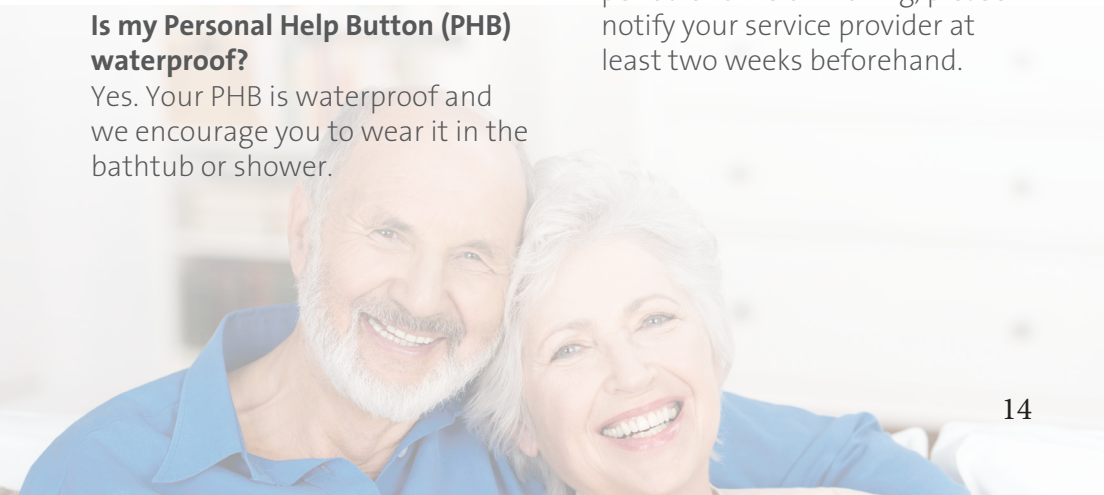
Yes. Your PHB is waterproof and we encourage you to wear it in the bathtub or shower.

If I press my Help button but the system is unable to complete the call (telephone line or other issues) what happens?

The system will attempt to complete the call a total of 20 times over the course of approximately 1 hour. If the system is still unable to complete the call after this time, the system will end the call sequence. You would need to re-initiate the call by pressing your Help button.

If I will be away for an extended period of time or moving, can I take the MXD with me?

The MXD is not a mobile Medical Alert. Providing proper emergency response is predicated on having a current and accurate home location. Do not attempt to remove or relocate the system. If you will be away for an extended period of time or moving, please notify your service provider at least two weeks beforehand.



Removing and Returning Your System

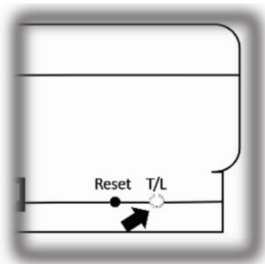
If services need to be discontinued, please inform your service provider or Customer Care (1-877-266-0733). Advise them of the reason for discontinuation of service and request removal and return instructions.

Turning off the MXD

***Note:** The MXD automatically turns on when it is connected to AC power. When the MXD is removed from service and/or relocated, it is very important to turn it off to preserve the battery and to keep the unit from initiating any inadvertent alarms while in transit.*

1. Unplug the MXD from the AC outlet.
2. After the Status light begins to flash, press the T/L button on the back of the MXD **three** times (Figure 6).
3. The base unit will speak “Hold HELP to turn off.” Press and hold the large HELP button on top of the base unit until the Status light stops blinking.
4. Remove the phone line from the telephone jack on the wall. If a phone is connected to the base console, unplug it and connect it to the telephone jack on the wall.

Figure 6: Test/Learn (T/L) Button



Troubleshooting – Use of Status Lights

The MXD speaks the system status each time the RESET button is pressed. The Status light displays the following light signals when operating:

Behavior	Description
Steady Green	Unit is properly connected
Steady Red	Unit is currently trying to call the response center
Short Green Flash	AC power not available, unit is running on battery
Short Red Flash	Not connected to an operating telephone line
Short Orange Flash	Is on backup battery and is not connected to an operating telephone line

*When the MXD is in “Range Test” mode, the **Status light** will show:*

Behavior	Description
Steady Green	Base unit is receiving signal from the PHB
Steady Red	Base unit is NOT receiving signal from PHB

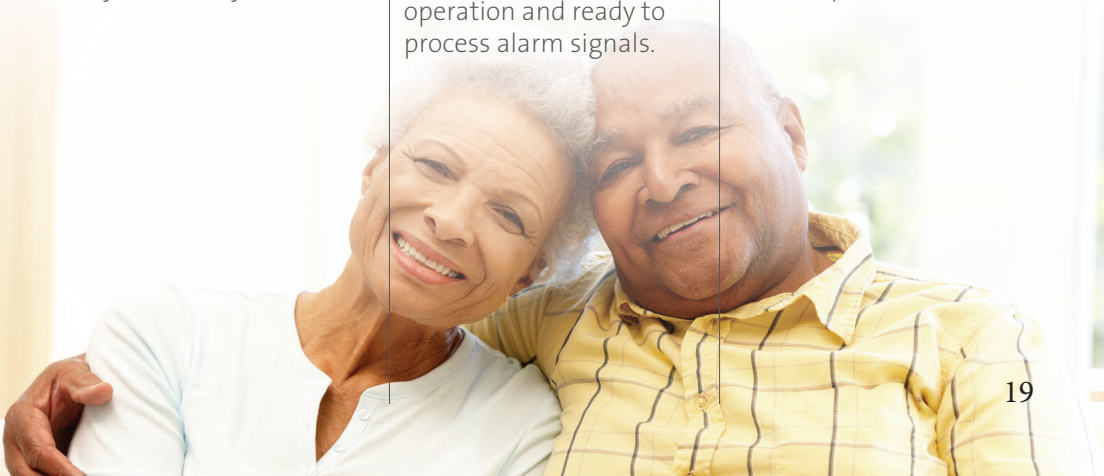
Troubleshooting – Use of MXD Spoken Messages

The MXD is programmed to audibly announce status and other messages during its operation. The following table describes the meaning of those messages:

Spoken Message	Meaning	Suggested Action
Please wait an operator will be with you shortly	The call has been received by the response center and will be routed to an Operator.	Wait for an ERC Operator to answer. Do not press your PHB again or attempt to disconnect the call.
Call disconnected	The call did not go through. This may happen for several reasons, such as a weak cell signal, busy cell circuits, or other reasons.	The unit should automatically try to call again in about 20 seconds after this message has been spoken. The user may also press the PHB again to initiate a new alarm call without delay.
Calling for Help (repeated every 15 seconds until the call is connected to the ERC)	The base unit has received an alarm signal and is starting its process of calling the response center.	Wait for the call to be connected to an ERC Operator. Do not press your PHB again or attempt to disconnect the call.
Connecting	The call has reached the ERC.	None required. Do not press your PHB again or attempt to disconnect the call.
Dialing	The MXD is dialing the ERC.	Wait for the call to be connected to an ERC Operator. Do not press your PHB again or attempt to disconnect the call.

Spoken Message	Meaning	Suggested Action
Factory test mode	The T/L button has been pressed with the RESET button pushed at the same time, placing the unit in Factory Test Mode.	Press the RESET button to restore the unit to normal operation.
Hold HELP to turn off	The MXD base unit is ready to be turned off.	Push the HELP button on top of the base unit to complete the power-down sequence. If you do not wish to power-down the unit, press the RESET button.
Monitor Mode	The unit is in a special mode that allows a trained technician to listen to the signals transmitted to the network and response center.	For provider use only. Press the RESET button to exit this Mode.
Please check power connection	The base unit is unplugged from the wall or the AC power circuit is not energized.	Verify the power block is plugged into a live AC outlet that is not controlled by a light switch.
Please Service Unit	The MXD has been disabled by the response center or has malfunctioned.	The unit needs replacement. Contact technical Support or your service provider.
Program Medication Dispenser	The unit is ready to be programmed to accept signals from a medication dispenser.	Press the RESET button to exit this mode. This feature will not be used.
Programming mode	The unit is in an advanced mode for programming.	For provider use only. Press the RESET button to exit this mode.
Program CO Detector	The unit is ready to be programmed to accept signals from a carbon monoxide detector.	Press the RESET button to exit this mode. This feature will not be used.

Spoken Message	Meaning	Suggested Action
Program Personal Help Button Group	The unit is ready to learn a PHB code into a PHB group other than Group 1.	For provider use only. Press RESET to exit this mode.
Program Personal Help Buttons	The T/L button has been pressed once, followed by the base unit HELP button one time. The unit is now ready to be programmed to recognize a new Personal Help Button.	For provider use only. Press RESET to exit this mode.
Program Smoke Detector	The unit is ready to learn the code for a smoke detector.	For provider use only. Press RESET to exit this mode.
Program Supervised Device	The unit is ready to learn the code for a supervised device.	For provider use only. Press RESET to exit this mode.
Range Test Mode	The T/L button has been pressed once, placing the unit in Range Test Mode.	Walk around and press the PHB to conduct a range test.
Service mode	The unit is in a special mode for programming.	This mode is for provider use only. Press RESET to exit this mode.
System ready	The system is in normal operation and ready to process alarm signals.	None required.



Notifications

Your MXD has been registered with the U.S. Federal Communications Commission (FCC), in accordance with Part 15 and Part 68.

The FCC requires that you connect your MXD to the nationwide telephone network through a modular telephone jack (USOC RJ11C, RJ11W, RJ14 or RJ31X). This equipment may not be used with coin telephone lines or party lines. Contact the state public utility commission, public service commission or corporation commission for more information.

Notification to the Telephone Company:

Upon request of your local telephone company, you are required to provide them with the following information:

1. The “Line” to which you will connect your MXD (that is, your phone number); and
2. The MXD’s FCC Registration Number and Ringer Equivalence Number (REN). Those numbers are on the bottom of your MXD. The REN is used to determine how many devices may be connected to a telephone line.

Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (E.G., 03 is a REN of 0.3).

Repair information:

If trouble is experienced with this equipment (MXD medical alert system), please contact your provider for warranty or repair information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is solved.

Notifications

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

Rights of the Telephone Company:

If this equipment (MXD medical alert system) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Interference Information: FCC Rules Part 15: The MXD complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: Your MXD has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Move the MXD away from your radio or television
- Plug the MXD into a different power outlet than your radio or television.

Notifications

- Re-orient or relocate the receiving antenna.
- Consult your service provider or an experienced radio/TV technician for help.

Infrequently used radio links should be tested regularly to protect against undetected interference or fault. The Manufacturer suggests at least weekly.

ACTA (Administration Council for Terminal Attachments) Information:

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

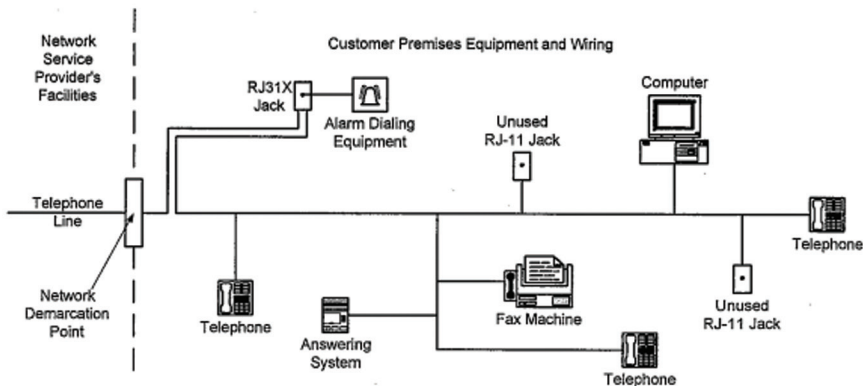
A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

If your home has specially wired alarm equipment connected to the telephone line, ensure that the installation of the MXD does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Caution: In order for “alarm dialing equipment” to be able to seize the phone line to report an alarm or other event when other customer equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use, “alarm dialing equipment” must be connected to a properly installed RJ31X jack. The RJ31X jack must be

connected in series with, and ahead of, all other equipment attached to the same phone line. Series installation of an RJ31X jack is depicted in the diagram below. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the necessary jack and alarm dialing equipment for you.

RJ31X Jack Series Installation



Caution: If the RJ31X jack is not installed correctly, this equipment cannot report an alarm when other equipment (telephone, answering system, computer modem, etc. connected to the same phone line is in use.

Notice to the User:

Any changes or modifications not expressly approved by Tunstall for compliance could void your authority to operate the equipment.

CAUTION: No User Serviceable Parts Inside Equipment

Do not disassemble this device. There are no user serviceable parts inside. Refer servicing to qualified service personnel.

Industry Canada Registration Information:

The Mytrex MXD is registered for use in Canada under the company and UPN number 9663A-MXD.

The RA3T transmitter is registered for use in Canada under the company and UPN number 9663A-RA3T.

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