

# SET UP INSTRUCTIONS

## *Emergency Wall Communicator*

### *Model #37920*

This accessory is to be used with the LogicMark's DECT line of Personal Emergency Response Systems. This includes the FreedomAlert and the LifeSentry product line. Up to a total of 4 pendants and Emergency Wall Communicators (EWC) can be learned to one LogicMark "DECT" (1.9 Ghz) base unit.

### CONTENTS:



**Emergency Wall Communicator (EWC)**



**Double Stick Velcro**



**AAA Alkaline Batteries**  
**4 pieces**



**Screwdriver**



**2 Screws**

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NOTE: Before programming this Emergency Wall Communicator (EWC) to work with your LogicMark DECT base unit, you must acknowledge that all of the Warnings, Limitations of Liability, Disclaimers, FCC information and Testing Instructions written in the LogicMark Personal Emergency Response System (PERS) instruction manuals pertain to the use of this EWC as well when used with these products. By programming this EWC to your LogicMark PERS product, you acknowledge that you have a copy of these instructions and have read them. If you do not have a copy, you can always download one off of our website or by calling our company and requesting one.

## Installing the Battery

Use the supplied screwdriver to unscrew the battery compartment.

Install the 4 AAA alkaline batteries - alternating them as they are installed. Note the polarity on the inside of the battery cover. The spring contacts are meant to touch the negative side of the batteries. Close the battery cover using the screwdriver provided.

## Learning the EWC to the Base unit of Your PERS System.

Note: Throughout this manual, EWC will refer to the Emergency Wall Communicator; Pendant will refer to a hand-held pendant used by the Personal Emergency Response System (PERS) and Base will refer to the base unit of the PERS system.

### On the Base Unit:

1. Push and **release** the RED Code Learn button on the back of the Base unit. (Use the tip of the screwdriver or a ball-point pen to reach through the case). You will hear a voice prompt “Pendant Learning”

### On the EWC:

2. PUSH the Gray Battery Test button and the RED Emergency button simultaneously –HOLD both buttons for a few seconds until you hear “Pendant Learning” from the EWC - then release both buttons.
  - If “Base and Pendant out of Range” is heard from the EWC, stop - wait 30 seconds and start at step #1 again.
3. When Pendant learning has been successful you will hear “All Systems are OK” and then it will announce the mode of the Base unit.

Notes:

- You have up to 45 seconds after pushing the RED Code Learn button on the Base unit to get the EWC to enter “Pendant Learning”.
- Learning additional Pendants or EWCs does not erase previously learned Pendants or EWCs.
- The Base unit will automatically exit the Pendant learning mode after several seconds or if Pendant learning failed.
- Only a combined total of 4 Pendants and EWCs can be learned to a Base unit. If a Pendant has been lost or replaced, erase all the Pendants and relearn all current Pendants and EWCs. (See next paragraph).

At a later point in time, you might want to erase your previously learned pendants. You can erase all previously learned Pendants and/or EWCs by simply holding down the red **Code Learn** button at the back of the Base unit for 8 seconds. You will hear the confirmation of “Previous Pendant Codes Erased” from the Base unit. After that, you can program a new Pendant to the Base unit following the steps above as desired.

### **Mounting the Product.**

You have two choices to mount the product to the wall. You can use the two screws provided - or you can use the special Velcro style fastener provided. If using the screws - locate the screws exactly 3 and 1/8 inches apart on the wall. If using the Velcro - make sure the surfaces are clean and dry before mounting.

### **Battery Check:**

The 4 AAA alkaline batteries should power the unit for over one year in standby mode. When the EWC is used - there are several hours of talk time on fresh batteries. We recommend replacement of the batteries every 6 months, just like a smoke detector.

The EWC has a built-in battery tester to allow you easy confirmation of the status of the batteries. When you press the small Gray button on the EWC,

a voice announcement will inform you of the condition of the battery. One of the following messages will be heard:

**“Battery is ok.”**

Check the battery condition monthly.

**“Battery is low.”**

The batteries should be replaced within the next weeks.

**“Replace battery now.”**

The 4 AAA batteries should be replaced **now** with 4 new AAA alkaline batteries.

**Please note:** If there is no response after pressing the button for one second or more, the batteries are dead and must be replaced **immediately**.

***The battery should be tested at least monthly along with the System Check outlined below.***

## **System Check:**

The gray button on the top left side of the EWC which is used to perform the BATTERY CHECK, will also used to perform a SYSTEM CHECK. Press and hold this button for more than four (4) seconds. One of the following announcements will be made.

**“All systems are ok.”**

This confirms the following:

Battery status.

The EWC is working.

The Base unit is working.

The Base unit is connected to a working phone line.

The EWC is within range of the Base unit.

## **“System cannot detect dial tone.”**

The Base unit is not connected to the phone line or can not get a dial tone for some reason.

## **“Base and Pendant out of range.”**

This confirms one or more of the following:

The EWC has malfunctioned.

The Base has malfunctioned.

The EWC and Base unit are not communicating with each other or are out of range.

**Caution - To ensure proper operation, this equipment must be installed according to these instructions. We highly recommend that you perform this System Check after installation and at least monthly to confirm that your system is working properly. It is also recommended to perform this system check after a lightning storm that could damage the Base unit which is plugged into the phone line.**

## **Water Resistance:**

This EWC is designed to be mounted on a bathroom wall if desired. However, it should never be submerged or exposed to water continuously.

**If your EWC is not working, call our tech support at 703-934-7934 .**

## **Information The FCC Wants You To Know:**

FCC ID: TYD3X911

This device 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.

Canada IC: 8471A-3X911 This Class B digital apparatus complies with Canadian ICES-003.

## **ONE YEAR LIMITED WARRANTY**

LogicMark, LLC warrants to the original consumer/purchaser that this product shall be free of defects in material and workmanship under normal use and circumstances for a period of **one (1)** year from the date of original purchase for use. When the original consumer/purchaser returns the product pre-paid to LogicMark, LLC; 10106 Bluegrass Pkwy; Louisville KY, 40299, USA within the warranty period, and if the product is defective, LogicMark, LLC will at its option repair or replace such.

This warranty shall constitute the sole liability of LogicMark, LLC concerning the product. LogicMark, LLC expressly disclaims all other warranties INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO PERSON, FIRM, OR CORPORATION IS AUTHORIZED TO ASSUME FOR LogicMark, LLC. ANY OTHER LIABILITY IN CONNECTION WITH THE SALE AND USE OF THE PRODUCT. LogicMark, LLC and agents and distributors will bear no liability whatsoever for incidental or consequential damages or charges of any kind.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above disclaimer regarding incidental or consequential damages may not apply to you.

This warranty is void if the product has been damaged or tampered with or if the product or any such parts have been opened. In all cases of damage during shipment, a claim must be filed with the shipping carrier and not with LogicMark, LLC.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

## **OUT OF WARRANTY REPAIRS**

If the warranty period has expired or if you are not the original owner of the product, LogicMark, LLC will at its option either (1) replace this product with a functionally similar (but not necessarily identical) refurbished product or (2) repair the original product and return it to the original consumer/purchaser after payment of repair/replacement charges has been received.

## Product Specifications:

RF Characteristics:	1.9 Ghz DECT Communication Technology
Operating Range	Should cover your typical American house - but needs to be tested after installation.
Batteries	4 AAA Alkaline. Replace every 6 months
Water-resistance	Water Spray Standard IPX5 (shower only).
Number of Products/Base Unit	Up to a total of 4 Pendants and Emergency Wall Communicators can be programmed to one Base unit.
Operating Temperature	32° to 120° F. (0° to 49° C).

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