

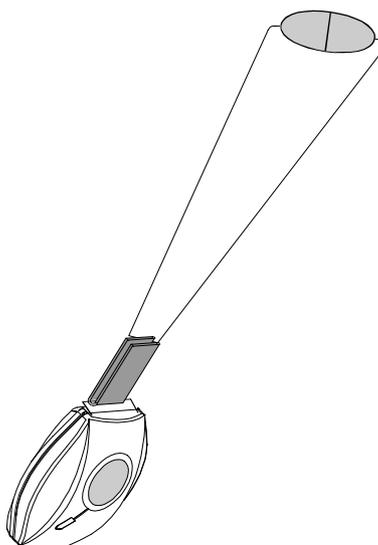
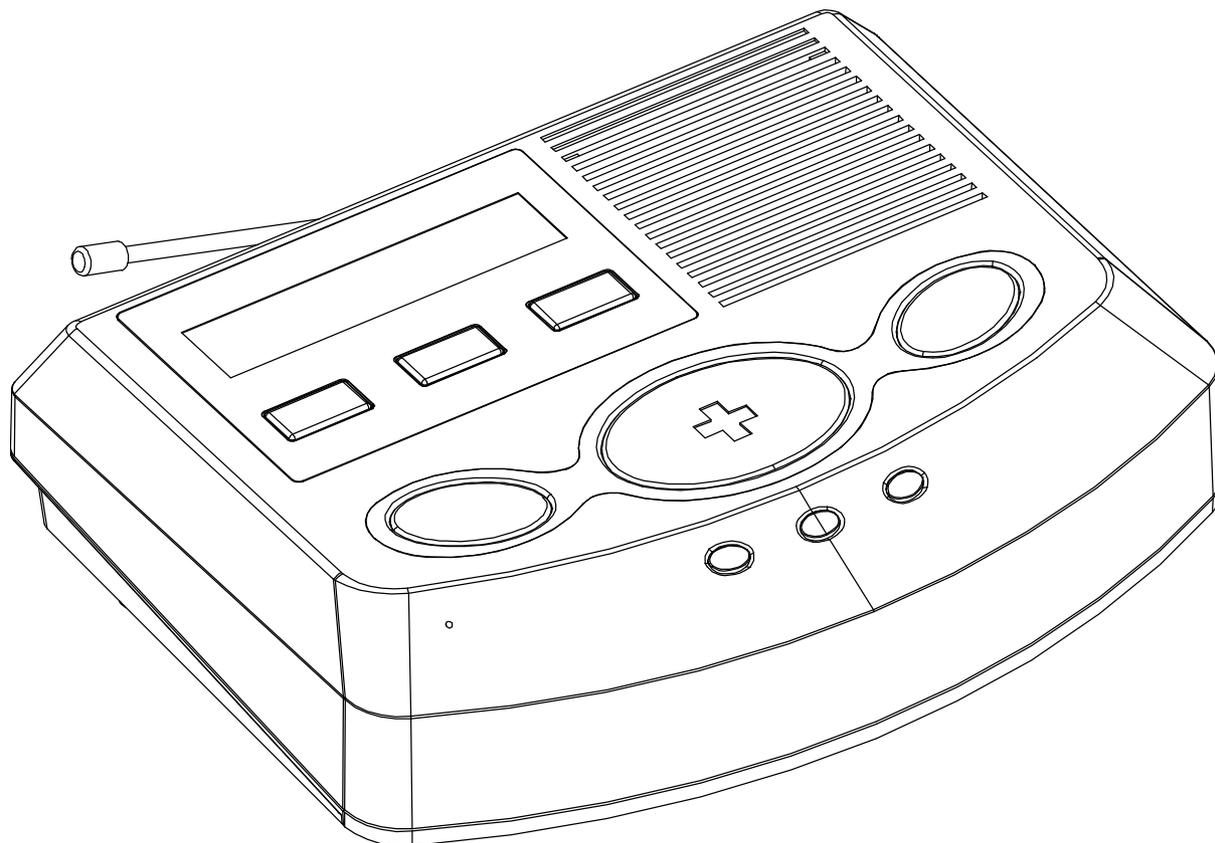
AMBER CLASSIC / AMBER CLASSIC X

Wireless Emergency Response System



Visonic

User's Guide



Wireless Emergency Response System

Congratulations on your purchase of the wireless AMBER CLASSIC / AMBER CLASSIC X Personal Emergency Response system.

AMBER CLASSIC X operates the same as AMBER CLASSIC, but without display.

This system was designed to support people in their natural home environment. In the event of an emergency, help can be summoned at the press of a pendant transmitter button. In the event of fire, the system automatically calls the Visonic monitoring station.

The Base Unit includes a large display (AMBER CLASSIC only) that shows the system status, the time and preprogrammed medication reminders.

The Base Unit's rechargeable backup battery can provide up to 24 hours of operation. When AC power is restored, the backup battery is automatically recharged.

What's Included

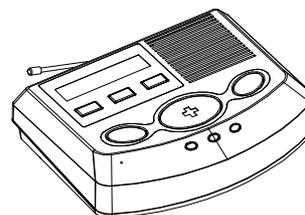
Before you begin to set up your system, make sure you have all the necessary components.

- Base Unit
- 110V/12V transformer. For USA use cat# OH-48109AT.
- Wrist/Pendant transmitter (MCT-212), supplied with necklace (not evaluated by UL)

Additional Accessories (Optional)

- Wrist/Pendant transmitter (MCT-211), supplied with necklace (UL listed)
- Battery operated smoke detector (MCT-425)
- Fall detector pendant transmitter (MCT-241MD), supplied with necklace and clip
- Pet-Immune PowerCode wireless PIR detector (NEXT K9-85)
- Supervised PowerCode magnetic contact transmitter (MCT-302N)
- Microprocessor controlled wireless repeater (MCX-600)

The system unit is shown in Figure 1.



**AMBER CLASSIC /
AMBER CLASSIC X**



MCT-211



MCT-212



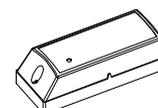
MCT-425



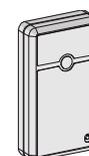
MCT-241MD



NEXT K9-85



MCT-302N



MCX-600

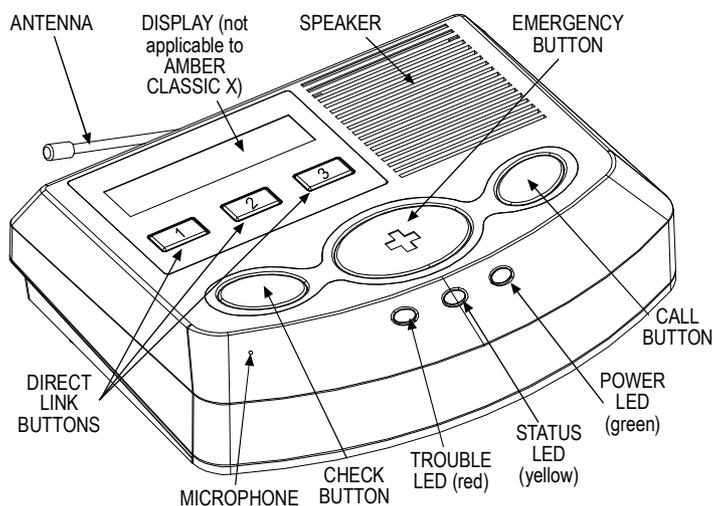


Figure 1 – External View

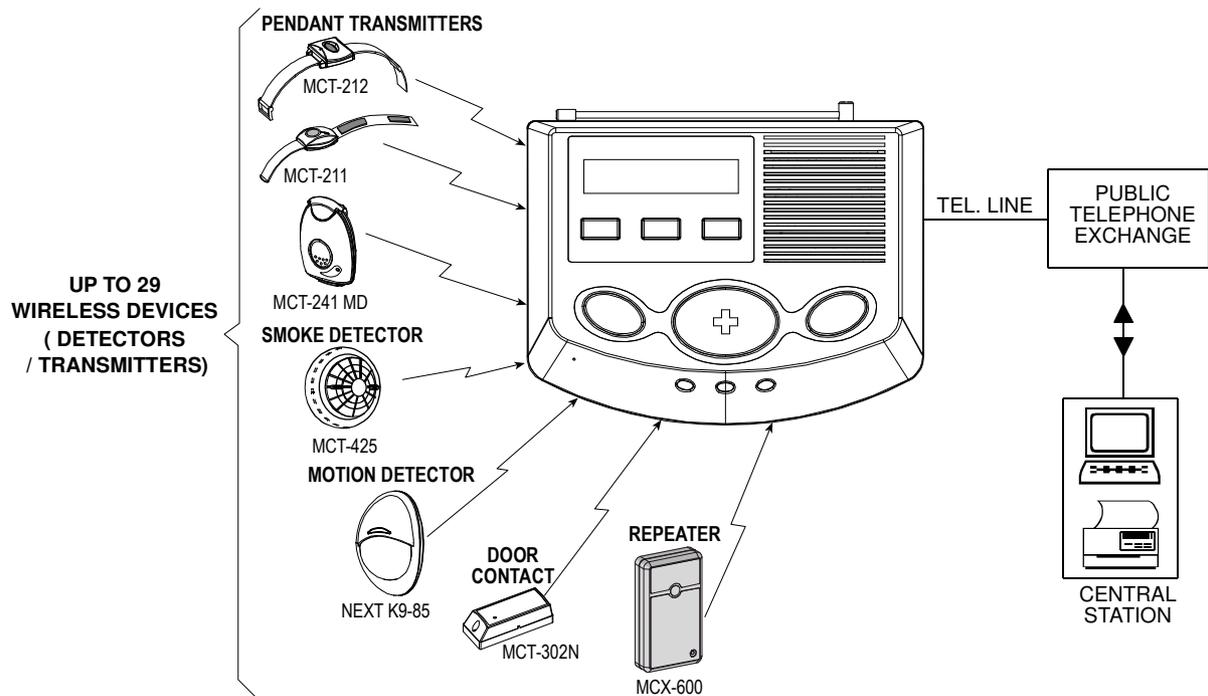


Figure 2 – System Configuration

SPECIFICATIONS

General Data

Transmitter Battery Life: 3 years (for typical use)

Frequency: 315, 433 and 868 MHz

Display (AMBER CLASSIC only): Dual line, backlit 16-character display with 3 LED indicators.

Supply Voltage: 12 VAC, 1 A

Battery Pack: NI-MH 9.6 V, 1.8 Ah, type GP 0-9912-G.

Compliance: Designed to comply with FCC part 68 and part 15.

The system shall be installed in accordance with Chapter 2 of the National Fire Alarm Code, ANSI/NFPA 72 (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269).

LEDs:

POWER (Green): Normally ON, indicating that your system is properly connected to the power outlet.

TROUBLE (Red): Normally OFF. If LED flashes, there is a problem with the Base Unit or one of the devices (described on the display of AMBER CLASSIC).

STATUS (Yellow): Normally OFF, which indicates the system is in HOME mode. FLASHES when unit is in AWAY mode.

Special Functions:

- Calling for help by using an emergency pendant transmitter
- Speakerphone (hands-free) when communicating with Monitoring Center
- The system supports up to 29 devices in Single User mode (pendant transmitters and smoke detectors).
- Two-way voice communication
- Computer control and data download/upload
- Remote control by telephone
- Remote diagnostic and event log
- Visual and audible announcements

Physical Properties

Operating Temperature: 32°F to 120°F (0°C to 49°C)

Storage Temperature: -4°F to 140°F (-20°C to 60°C)

Size: 9-13/16 x 7-1/4 x 2-5/16 in. (248 x 185 x 55 mm).

Weight (base unit only): 3 lb (1.35 kg)

Color: Off-white

Note: The monitoring station receiver is the SURGARD MLR2.

SYSTEM SETUP

To set up your system, follow the steps below. After you complete steps 1 through 5, your system's Base Unit will automatically call the Monitoring Center to guide you through the rest of the set up.

Step 1

Select Base Unit Location

If possible, select a central location in your home for the Base Unit. This location should be in the area where you spend most of your time. The location should also enable an optimal signal reception range of 150 ft. for pendants and smoke detectors.

The Base Unit can be placed on a table, desk, or counter. It also can be mounted on a wall.

Make sure that the location you have selected is near an electrical outlet and a phone jack.

Note: Certain remote areas of your residence may lie outside the reception range of the base unit, resulting in the unit not being able to receive transmissions directly. In this case, a Repeater (MCX-600) can be used to increase the base unit reception range.

Contact a Visonic representative for further details.

Step 2

Rotate the Antenna on the Base Unit (Figure 3)

The antenna helps your pendant(s) and detector(s) communicate with your Base Unit.

Rotate the antenna to its utmost vertical position.

Step 3

Connect the Base Unit to your Telephone Line (Figure 4)*

The Base Unit communicates with your Monitoring Center through your telephone line.

1. Locate the phone jack on your wall where you want to connect your Base Unit. If a phone is already plugged into that jack, unplug it and connect it to the "PHONE" connector on the back of the Base Unit. Your telephone will still function normally.
2. There is a phone cord already connected to the "Wall Jack" on your Base Unit. Plug the other end of that phone cord into the phone jack on your wall. The Base Unit is now connected to your telephone line.

Note: Be aware of other phone line services such as DSL. If DSL service is present on the phone line, you must install a filter. See Figure 4 for proper installation.

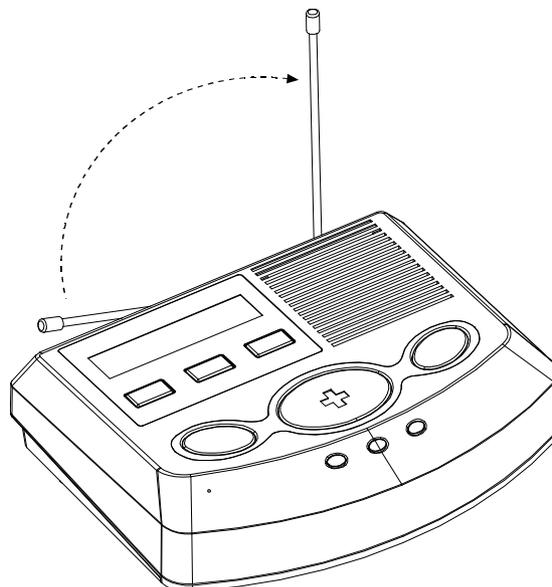


Figure 3 – Base Unit with Raised Antenna

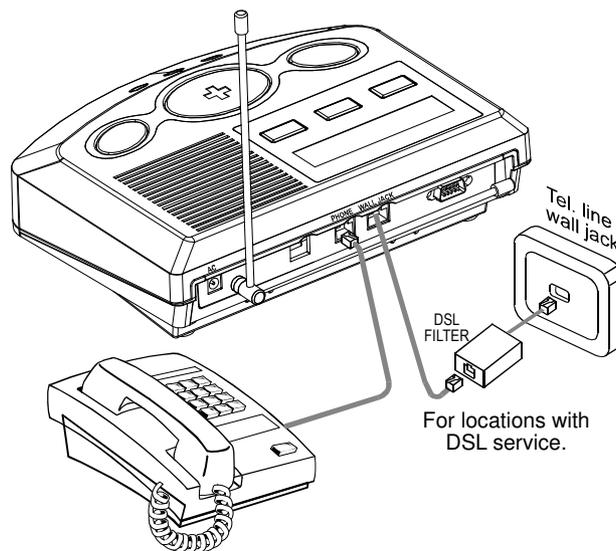


Figure 4 – Connecting Telephone Line to Base Unit

* For advanced phone connections see page 12.

Step 4

Plug in the Base Unit (Figures 5a/b)

During normal operation, your Base Unit runs on electrical power.

The power cord is looped around a bracket segment to provide strain relief against inadvertent pulling and disconnection of the power cord.

1. Loop the power cord around the bracket segment as shown in figure 5a.
2. Insert the small plug on the power cord into the "AC" connector on the Base Unit (see Figure 5b).
3. Connect the AC adapter into a nearby electrical outlet. **DO NOT USE AN OUTLET CONTROLLED BY A WALL SWITCH.**

When the panel is not installed all three LEDs light (AMBER CLASSIC X only) to indicate this status. Audio prompts announce AC, Telco, or battery problem, in the event of such a problem.

Caution: When the plug is removed the unit is disconnected from the mains supply and will run on the battery pack for a period of up to 24 hours or until the plug is reconnected.

When electrical power is supplied to the AMBER CLASSIC X, the green light on the front panel illuminates.

Step 5

Base Unit is now connecting you to the Monitoring Center

After installation, a Monitoring Center representative will begin speaking to you.

When your Monitoring Center representative answers, you can hear them talking to you through the Base Unit. You can talk to the representative by speaking out loud. You do not need to use the phone.

The Monitoring Center representative will guide you through the rest of the system setup.

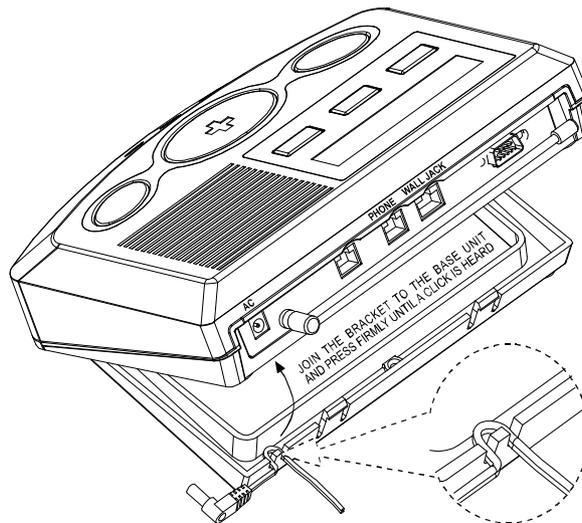


Figure 5a – Looping the Power Cord

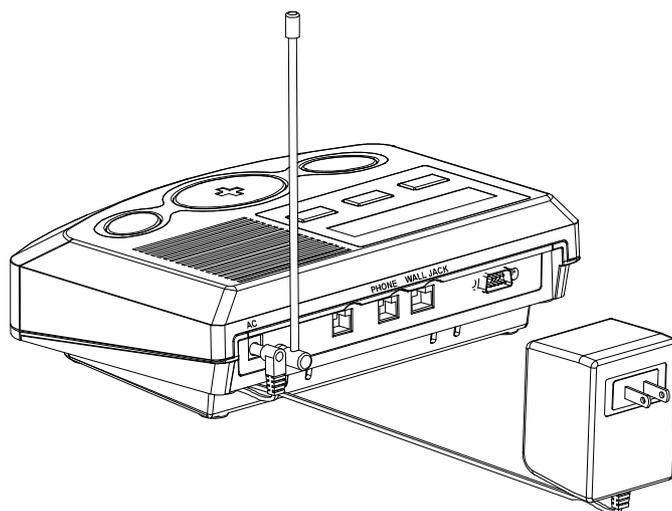


Figure 5b – Inserting Plug into Base Unit

Step 6

Setting the AMBER CLASSIC Operational Mode

Visonic Amber Wireless Emergency Response System Panels are capable of being configured in the following four operational modes using the Home Health Care PC Software (HHPC).

Important: Regardless of the operational mode used, each emergency pendant button and other wireless device enrolled with an Amber panel should be manually tested regularly (at least once a week) to determine if there is a low battery condition, identify radio interference and to protect against faults.

Mode	Usage and Functionality
Single User ⁽¹⁾	Suitable for general use inside a home or within congregate living facilities. Up to 29 detectors may be used in this mode, out of which up to 2 emergency pendant-buttons and/or fall detectors may be enrolled for signaling alarm (emergency) and/or any other trouble condition (for example, low battery in pendant). Single User Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC, AMBER CLASSICX, AMBER BASIC, AMBER LINK and AMBER GSLA.
Multi User ⁽¹⁾	Suitable for use within congregate living facilities. Up to 29 emergency pendant buttons and/or fall detectors may be enrolled for signaling alarm (emergency) and/or any other trouble condition (for example, low battery in pendant). Multi User Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC, and AMBER CLASSICX. Note: This mode does NOT support Device Test Check or individual reminders.
Fire Only ⁽¹⁾	Designed to trigger fire alerts only. The control panel functions as a fire alarm system, and up to 29 detectors (non-pendant) may be enrolled. Fire Only Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC and AMBER CLASSICX. Note: This mode does NOT support Device Test Check, custom audio files, individual reminders or the enrollment or monitoring of pendants.
Common Area ⁽²⁾	Suitable for use within congregate living facilities, such as residential care homes and hospitals specializing in senior care. Up to 255 emergency pendant buttons may be enrolled for signaling alarm (emergency) only in Common Area mode. The first 29 enrolled detectors may be of any type, but detectors 30-255 may only be personal pendants and/or fall detectors. Common Area Mode is supported in: AMBER SELECT, AMBER SELECTX, AMBER CLASSIC and AMBER ClassicX. Each emergency pendant button enrolled to an AMBER panel in Common Area mode should also be enrolled to a separate AMBER panel in Single User mode to enable the trouble condition reporting not covered by Common Area mode (as described below). These additional panels should be installed in the patients' rooms and configured to work in Single User mode for full functionality, including individual reminders and reporting of pendant or fall monitor for battery status and other trouble conditions. The panels must then be enrolled to the Common Area panel to integrate the system. Notes: Common Area mode does NOT support reporting individual reminders or reporting of low battery or other pendant or fall detector trouble conditions.

⁽¹⁾When moving between the above three operational modes, the data entered into the previous operational mode will become invalidated if it contradicts the conditions of the current operational mode. An error message will then appear on the HHPC installation software screen.

⁽²⁾When switching from the Common Area mode to any other mode (and vice versa), all data entered by the user in the previous operational mode will be automatically deleted.

MOUNTING THE BASE UNIT

The Base Unit can be located on a table (Figure 6), or on a wall (Figure 7). In both cases the Base Unit should be near an electrical outlet and phone line.

Mounting the Base Unit on the Table

1. Insert the cabinet hangers into the holes in the position shown in Figure 6.
2. Place the Base Unit with the attached bracket on the table.

OPTIONAL: Mounting the Base Unit on the Wall

1. Rotate the bracket 180° before mounting on wall, as shown in Figure 7a.
2. Drill 3 holes on mounting wall and insert 3 screws into the bracket slots then tighten screws to secure bracket (see Figure 7b).
3. With the bracket mounted on the wall, position the Base Unit so that the top two hangers of the bracket are fitted onto their respective holes followed by the bottom hanger (see Figure 7c).

Note: Please use a Philips flat pan head screwdriver type AB P/N 6x1 in. and wall plug anchors.

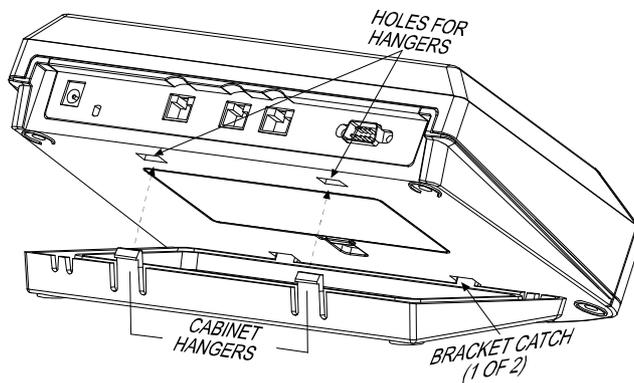


Figure 6 – Table Mounting

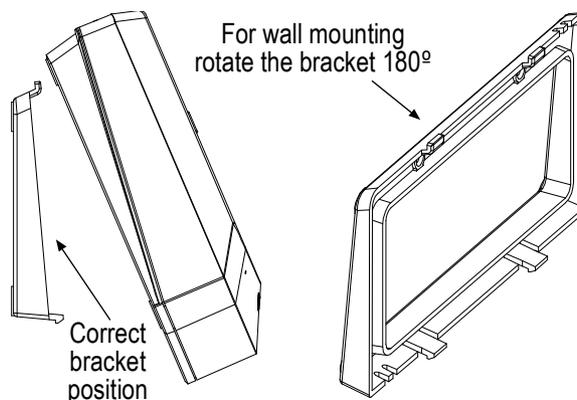


Figure 7a

Wall Mounting – Correct Positioning of Bracket

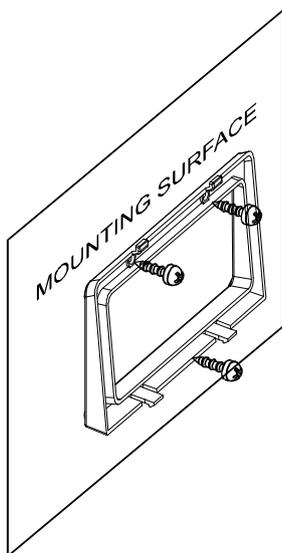


Figure 7b

Wall Mounting – Mounting Bracket on Wall

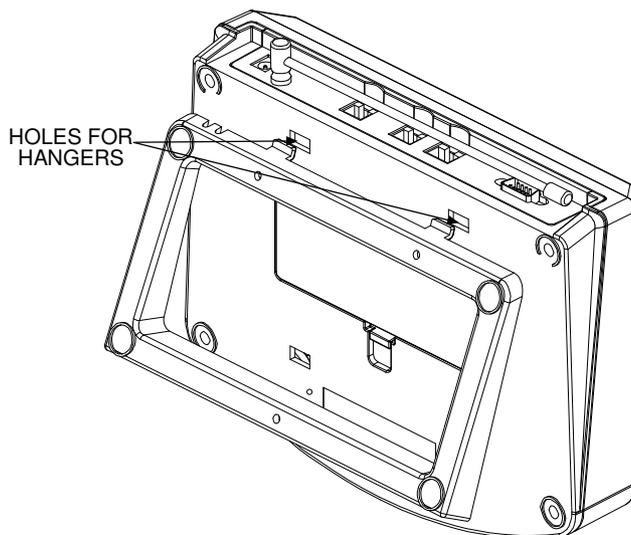


Figure 7c

Wall Mounting – Attaching Cabinet to the Bracket

USING YOUR SYSTEM

Using your Base Unit

Your Base Unit is the communication center of your system. When your pendant transmitter or optional fall-detector/smoke detector signals the Base Unit, the Base Unit contacts your Monitoring Center to report the emergency event.

Your Base Unit includes the following buttons.

- **EMERGENCY (red)** – When pressed, an emergency alarm is reported to the Monitoring Center and a two-way voice communication is opened between the unit and the Monitoring Center.
- **CALL (gray)** – When pressed, a non-emergency message is reported to the Monitoring Center and a two-way voice communication is opened between the unit and the Monitoring Center.
- **CHECK (gray)** – This button should be pressed to:
 - Answer Incoming Calls. When the phone rings, pressing this button activates the speaker phone.
 - Acknowledge Programmed Reminders, such as confirming you have taken medication.
 - Change the status of the unit to HOME or AWAY. To do this, press this button continuously for 5 seconds.
 - Announce Time – press this button for 1 second.
- **Direct Link (white)** – The Base Unit includes 3 buttons for unique direct link, as described in the next section.

Using your Pendant Transmitter

The pendant transmitter can be used to initiate an emergency call and also to answer incoming calls.

- **Pendant Activation** - Your pendant transmitter lets you signal to the Base Unit from anywhere in your home when you need emergency assistance. You should wear your pendant transmitter whenever you are at home even in the shower or bath. Your pendant transmitter is waterproof.

Your pendant transmitter can be activated by simply pushing its red button. Once pushed, a signal is sent from the pendant transmitter to the Base Unit and the red LED on the pendant transmitter illuminates. The Base Unit then calls the Monitoring Center and opens a two-way voice communication between the user and the Monitoring Center. The Base Unit's display (AMBER CLASSIC only) shows CALLING FOR HELP together with the name and number of the activated pendant.

If your phone is ringing, pressing the pendant's red button once will answer the incoming call. You can then talk over the unit's speakerphone. To end the speakerphone call and hang up, simply press the pendant button again.

- **Neckband** - You can wear the pendant transmitter using the neckband. Slip the tab on the neckband into the slot on the pendant transmitter and fasten the tab.
- **Optional Wristband** - Your pendant transmitter can also be used with an optional wristband. To make the pendant transmitter wristband smaller, slide the pendant transmitter towards the buckle. To make the wristband larger, slide the pendant transmitter away from the buckle.

Important: Each emergency pendant button and other wireless device enrolled with an Amber panel should be manually tested regularly (at least once a week) to determine if there is a low battery condition, identify radio interference and to protect against faults.

Calling for Emergency Assistance

If you need emergency assistance, press the button on your pendant transmitter or press the large, red EMERGENCY button on your Base Unit.

If you press the EMERGENCY button on the Base Unit, the display (AMBER CLASSIC only) shows EMERGENCY BUTTON WAS PRESSED.

The Base Unit calls your Monitoring Center and sends an emergency alarm. When your Monitoring Center representative answers, you can hear him or her talking to you through the Base Unit.

If you have a phone connected to the Base Unit and want to use the phone to talk with the representative, let the representative know and the Monitoring Center will return your call.

Trouble

Trouble conditions are indicated by the red flashing LED and by the sounding of beeps, and are immediately reported to the Monitoring Center.

LED	Definition
Green (power)	
On	AC power and battery power OK
Flashes	AC or battery problem detected
Yellow	
Off	Away mode
On	Home mode
Flashes	Active reminder

Trouble messages are shown on the Base Station display (AMBER CLASSIC only) until they are resolved. Pressing the CHECK button confirms the trouble condition and cancels the beeps.

The Base Unit continues to transmit trouble messages every eight hours until the problem is resolved.

Changing System Status

When the user wants to leave the premises, the unit status must be changed to AWAY mode. The CHECK button should be held down for 5 seconds. The unit announces and displays (AMBER CLASSIC only) AWAY – REMINDERS OFF.

In this state no medication reminders and no pendant checks will be announced. The unit's speaker is disabled and the yellow LED flashes.

If the pendant transmitter button is pressed while in the AWAY mode, the unit will sound "EMERGENCY" and reports to the Monitoring Center. This initiates two-way communication through the speaker. In addition, any device that is alarmed while in AWAY mode immediately initiates a call to the Monitoring Center (as in HOME mode) and also initiates two-way communication.

To return the status to HOME mode, hold down the CHECK button for 5 seconds. The unit's speaker will announce and display (AMBER CLASSIC only) "HOME – REMINDERS ON". The yellow LED will turn off.

Clock Adjustment / Announcement

To Set the Clock (AMBER CLASSIC)

1. To enter the clock adjustment mode, press the CHECK button three consecutive times. After each press, be sure to wait for the time announcement to complete before pressing again. The top line, assigned to the Month, will begin to flash.

01/15/2004
08:25:53 PM

2. Use Direct Link buttons 1 (scroll up) and 2 (scroll down) to set the current field value.
3. Press Direct Link button 3 to scroll to select other fields: month, day, year, hours, minutes, and seconds.
4. Press the Check button to set a new date or time value.

Clock Announcement (AMBER CLASSIC X)

Press the CHECK button to receive clock and status announcement.

Note: Clock adjustment must only be performed by installers or service professionals.

Note: Press the Call (Escape) button at any time to return to normal operation mode. This does not affect current time/date settings.

System Reset

To reset the system, simply insert a sharp object into the reset switch hole, as shown in Figure 8.

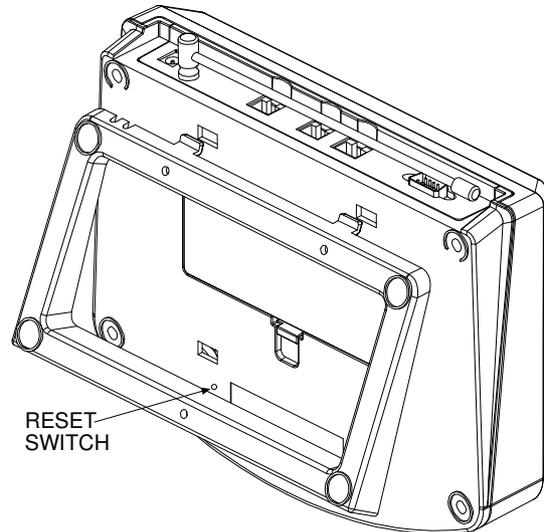


Figure 8 – Reset Switch

Direct link

The direct link buttons function as follows:

- The Base Unit dials the programmed telephone number stored in memory location 1, 2 or 3 and operates the unit as a speaker phone.
- Used for scrolling between fields when setting the clock.
- Used for adjusting the volume during two-way voice communication with incoming calls or for calls performed using the direct link buttons. Press direct link button 1 to increase the volume or direct link button 3 to decrease the volume.

Programming of the direct link buttons is performed by the Monitoring Center. The stored telephone numbers may be modified at any time.

Note: The preprogrammed telephone number can be written on a label below the buttons using a pencil. The telephone number can easily be modified or erased using an ordinary pencil eraser.

In the Event of Smoke (Smoke Detector – Optional)

Your system can monitor all enrolled smoke detectors (purchased separately). If a smoke detector detects smoke, the smoke detector will sound its alarm and signal the Base Unit. The Base Unit calls the Monitoring Center to report a possible fire. Then the Monitoring Center representative answers, the situation is assessed, and the appropriate response is determined.

In the Event that User Falls (Fall Detector - Optional)

The fall detector is activated once the unit is tilted by more than 60° in any direction.

The Base Unit will announce "Fall Detected" after 30 sec. The Base Unit will transmit an emergency alarm after an additional 30 sec has elapsed (60 sec after the fall detector is first tilted).

If, during this time, the user restores the fall detector to its upright position, the unit will announce "Fall Device Upright – System OK".

In the Event that No Activity is detected (Motion Detector / Transmitter - Optional)

The motion detector and door contact transmitter are used to monitor the user's activity. If no activity is detected by the enrolled transmitter(s) during a pre-defined amount of time, the AMBER CLASSIC / AMBER CLASSIC X will report an inactivity condition to the Monitoring Center, which will initiate a two-way voice communication. Inactivity time periods are defined remotely by the central station.

Non-Emergency Services (CALL)

The Visonic Monitoring Center provides non-emergency (concierge-type) services.

When you press the CALL button, the Base Unit displays (AMBER CLASSIC only) CALL WAS PRESSED. If NON - EMERGENCY services are available to you, the Base Unit will contact the Monitoring Center and open a two-way voice communication.

You can use the CALL button to speak to a Monitoring Center representative about your system. Because the call is non-emergency call, there might be a delay before the Monitoring Center representative responds.

As long as the display (AMBER CLASSIC only) shows CALL WAS PRESSED, you do not need to press the button again. A representative will begin speaking to you shortly.

Remote control by telephone Functionality

Both the central station and any person to whom the AMBER CLASSIC / AMBER CLASSIC X is dialing can perform a number of actions using the AMBER CLASSIC / AMBER CLASSIC X unit, as follows:

2	Acknowledge private report
9	99 sequence ends of voice session after emergency report
1	Half duplex: speaker ON, microphone OFF
3	Half duplex: microphone ON, speaker OFF
6	Automatic full duplex
4	Increase speaker volume
7	Decrease speaker volume
5	Trouble announcement
8	Trouble stop
*, #	**# sequence toggles USER TEST MODE ON/OFF
0	Not in use

TESTING PROCEDURES

The system is intended to be checked by a qualified technician at least every 3 years. The following are the necessary procedures for testing relevant system devices.

User Test Mode

There are two ways to enter User Test mode:

- During every 2-way voice communication with the central station, the Base Unit automatically enters User Test mode once the operator uses the telephone line.
- During a telephone conversation, the party at the other end of the telephone line must press **# in order to enter user test mode. When the call ends, the telephone line returns to normal mode.

In the USER TEST mode, the Base Unit announces a verbal message upon reception of a transmission from an enrolled detector.

This verbal message consists of two parts: Detector Name; and Signal Strength.

- **Detector Name** – the Base Unit will announce the detector type, for example, pendant, fall detector, smoke detector, and the detector's zone number.

•

- **Signal Strength** – 3 beeps indicate "strong" signal strength; 2 beeps indicate "good" signal strength; 1 beep indicates "poor" signal strength; no beeps indicate that the Base Unit has failed to measure the signal strength for that transmission.

Pendant transmitter Test

Important: Each emergency pendant button and other wireless device enrolled with an Amber panel should be manually tested regularly (at least once a week) to determine if there is a low battery condition, identify radio interference and to protect against faults.

Manual testing of your pendant(s) is an optional feature (in *Single User* and *Multi-User* modes only). If your installer has enabled pendant tests, then at the scheduled time, the unit will announce and display (AMBER CLASSIC only) "Please Test Your Pendant". The panel will also display (AMBER CLASSIC only) "Press Your Pendant" along with the pendants name. You must then press the pendant transmitter, whereby the unit will announce and display (AMBER CLASSIC only) "Test Complete".

MAINTAINING YOUR SYSTEM

While each transmitting device has a low battery monitor which identifies when the batteries need to be replaced, this monitoring function is not available in Common Area Mode. Each emergency pendant button and other wireless device enrolled with an Amber panel should be manually tested regularly (at least once a week) to determine if there is a low battery condition, identify radio interference and to protect against faults.

When a Pendant's Battery is Low

When a pendant transmitter's button is pressed and its battery is low, the pendant transmitter flashes rapidly several times per second and the red light on the Base Unit flashes continuously until the pendant's battery is replaced (in *Single User* and *Multi-User* modes only). The display (AMBER CLASSIC only) shows LOW BATTERY and the pendant transmitter's name. Your system informs the Monitoring Center.

Please contact your Visonic sales representative for information on battery replacement.

When a Smoke Detector's Battery is Low

When a smoke detector's battery voltage is low, the smoke detector beeps every 35 seconds to alert you and will continue to beep until the detector's battery is replaced. The Base Unit's display (AMBER CLASSIC only) shows LOW BATTERY and the smoke detector's name (in *Single User*, *Multi-User* and *Fire Only* modes only). Your system informs the Monitoring Center.

The smoke detector's batteries should last at least one year. To replace the batteries, refer to the instructions provided with the smoke detector.

D-301436 AMBER CLASSIC / AMBER CLASSIC X User's Guide

Replacement Parts

The following table lists spare parts that may be ordered through Visonic.

P/N	Description	Manu- facturer	Type
0-2457-13	MCT-212 (315 MHz)	Visonic	
0-2452-3	MCT-211 (315 MHz)	Visonic	
0-9913-3	MCT-211 Lithium batt. 3v button	Maxell Panasonic Sanyo	CR 2025 CR 2025 CR 2025
0-9912-G	AMBER CLASSIC / AMBER CLASSIC X NI-MH Batt. 9.6V/1.8A AA Base Unit	GP	GP180A- AH8BMX
26020210	AMBER CLASSIC / AMBER CLASSIC X Trafo WM 120/12VAC/1A with plug	Oriental Hero	OH- 48032AT

Please contact a Visonic sales representative for further help.

Note: The unit must be serviced at an authorized Visonic laboratory.

TROUBLESHOOTING

The following table provides a list of problems that may arise with the system together with possible solutions.

PROBLEM	DEFINITION	SOLUTION
The red light on the Base Unit is flashing and beeps are heard.	There is a problem. The Base Unit informs your Monitoring Center.	Press the CHECK button to silence the trouble beeps. Respond to the message on the Base Unit's display (AMBER CLASSIC only).
The display (AMBER CLASSIC only) shows AC POWER FAILURE.	No electrical power is being supplied to the Base Unit. The Base Unit is running on backup battery power. The Base Unit informs your Monitoring Center (after two min.).	Check to see if there is a power failure. If there has not been a power failure, make sure the power cord is connected securely to the Base Unit and the electrical outlet.
The display (AMBER CLASSIC only) shows TELEPHONE LINE TROUBLE.	The unit does not detect that a working phone line is present.	Make sure the phone cord is connected securely to the Base Unit and to the phone jack on the wall. If the problem persists, report the problem to your Monitoring Center.
The Base Unit beeps continuously.	The Base Unit is malfunctioning.	Press the CHECK button to silence the trouble beeps. Contact your Monitoring Center.
The display (AMBER CLASSIC only) shows BASE UNIT LOW BATTERY.	The Base Unit's batteries are low. The Base Unit informs your Monitoring Center.	Batteries will be recharged when AC power is restored.
The display (AMBER CLASSIC only) shows the device name and LOW BATTERY or BATTERY TROUBLE.	A pendant transmitter's or a smoke detector's battery is low. The Base Unit informs your Monitoring Center.	Contact your Monitoring Center representative.
You hear strange tones when using the phone.	Your Base Unit is trying to call your Monitoring Center.	Hang up so your system can report a problem to the Monitoring Center. When it finishes you can use the phone.
You hear noise interference when using your cordless phone.	The cordless phone might be picking up noise interference from the Base Unit.	If the cordless phone's base is connected to the Base Unit, connect the phone to a phone jack away from the Base Unit. If the cordless phone's base is not connected to the Base Unit, move the phone's base farther away from the Base Unit.
The clock blinks continuously.	The Base Unit has been reset.	Refer to the section "Clock Adjustment".
The display (AMBER CLASSIC only) freezes or no response when pressing buttons.	The base unit is jammed.	Reset the system.

MISCELLANEOUS COMMENT

The 315 MHz version of 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.

The digital circuit of this device 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 residential installations. 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 and television reception. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause such interference, which can be verified by turning the device off and on, the user is encouraged to eliminate the interference by one or more of the following measures:

- Re-orient or re-locate the receiving antenna.
- Increase the distance between the device and the receiver.
- Connect the device to an outlet on a circuit different from the one which supplies power to the receiver.
- Consult the dealer or an experienced radio/TV technician.

Due to FCC requirements in the U.S.A. and IC in Canada, transmission power is limited. This limited power output should provide a maximum operating range of 400 feet in "open space". This range may be reduced further when operating within buildings, or around other obstructions to R.F. signals. Other operating frequencies as approved for use in other parts of the world have a higher allowed transmission power which can result in greater range.

1. This equipment, wireless emergency response system, model AMBER CLASSIC / AMBER CLASSIC X, complies with Part 68 of the FCC Rules and the requirements adopted by the ACTA. On the bottom panel of this equipment is a label, that contains among other information, a product identifier in the format US:VSOAL00BAMBERNA. If requested, this number must be provided to the telephone company.
2. This equipment is designed to be connected to the telephone network using an RJ-11 connector which complies with Part 68 rules and requirements adopted by ACTA and a properly installed RJ-31X connector.
3. If the AMBER CLASSIC / AMBER CLASSIC X causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, you will be notified as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if it is necessary.
4. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this occurs, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
5. Connection to a telephone company providing coin service is prohibited. Connection to party lines service is subject to state tariffs.

APPENDIX: HOME FIRE ESCAPE PLANNING

The onset of a fire can often spread rapidly throughout your home, leaving you with little time to escape safely. Getting out of the house depends, largely, on advance warning from smoke detectors together with an advance planning strategy – namely, a home fire escape plan familiar to all members of your family and which has previously been put into practice. Perform the following steps:

- Make preparations with members of your family to conduct an evacuation plan.
- Draw a floor plan of your home, displaying two possible exit areas of each room, including windows. Don't forget to mark the location of every installed smoke detector.
- Test all smoke detectors periodically (this must be performed in a qualified testing laboratory), to ensure their serviceability. Replace batteries as required.
- Make sure that everyone understands the escape plan and is able to recognize the sound emitted from the smoke alarm. Verify that the escape routes are clear and that doors and windows can be opened easily.
- If windows or doors in your home have security bars, make sure that the bars have quick-release mechanisms on the inside, which, in the event of an emergency, can be opened immediately. Quick release mechanisms do not compromise your security, but increase the likelihood of safely escaping a home fire.
- Practice the escape plan at least twice a year. It is important that all members of the family participate, especially children and grandparents. Allow children to master the fire escape planning procedure before holding a fire drill at night while they are asleep. The objective here is to perform a fire drill, and not to frighten the children, so informing the children of the fire drill before they go to bed can be as effective as a surprise drill. If children or others do not awaken promptly to the sound of the smoke alarm, or if there are infants or family members with mobility disabilities, make sure that someone is assigned to assist them in the fire drill and in the event of a real-life emergency.
- Agree on an outside meeting place where everyone can meet once safely out of the house premises. Remember to get out of the house first, and then to call for help. Never go back inside the house until authorized by the fire department.
- Ensure that all members of the family memorize the emergency phone number of the fire department. This will allow a member of the household to call for help from a cellular phone or from a neighbor's home.
- Be fully prepared for a real fire: when a smoke alarm sounds, get out of the house immediately and do not return to the house until authorized to do so by the fire department!
- If you live in an apartment building, make sure that you are familiar with the building evacuation plan. In the event of a fire, use the stairs, never the elevator.

Inform guests or visitors to your home about your family's fire escape plan. When visiting other homes, ask the occupants about their escape plan, if they have one. If they do not, point out the importance of such a plan and offer to help them prepare one. This is particularly important when children attend "sleepovers" at friends' homes.

Warning

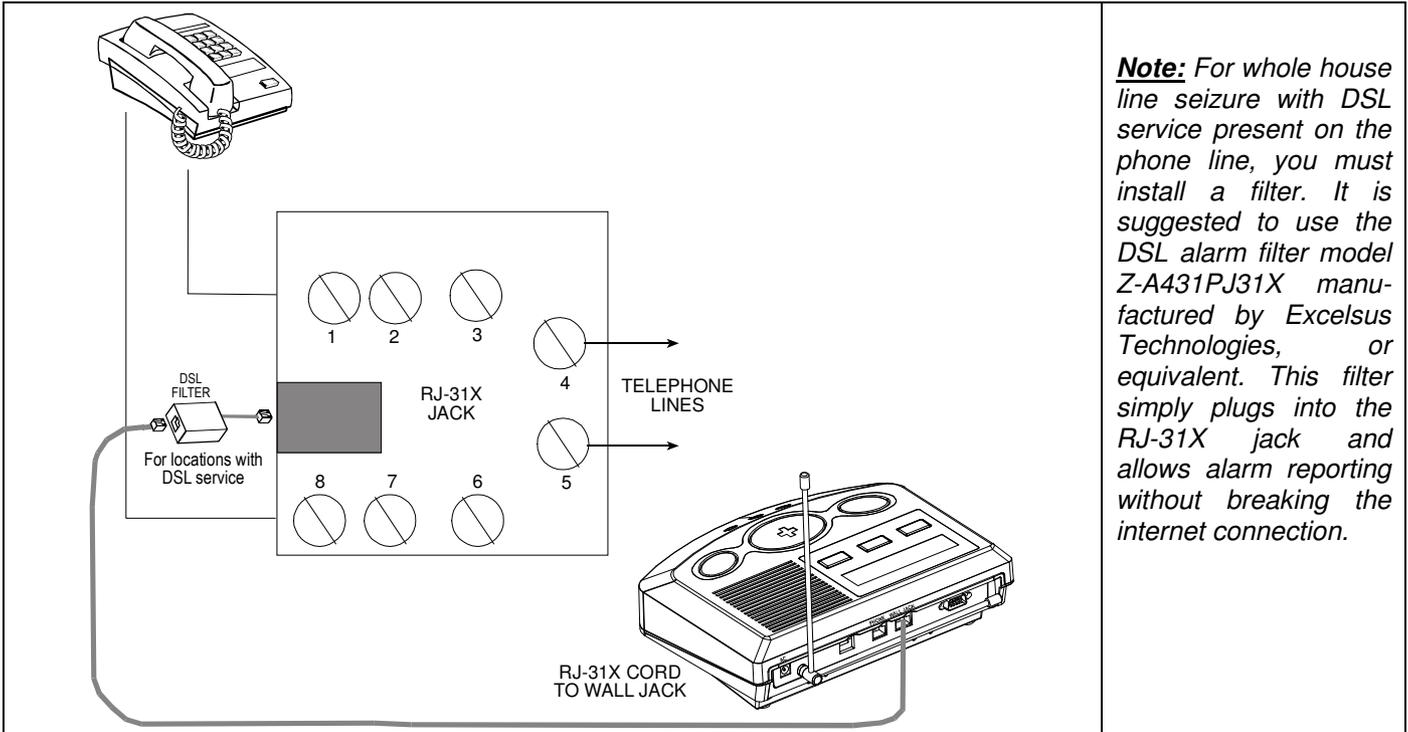
Owners Instructions Notice: Smoke detectors shall not be removed by anyone except by occupants.

GENERAL RF DISCLAIMER

Due to the varying range of wireless systems, Visonic and its partners are not held liable if the system does not receive or process the RF transmitted communications signals as specified. Radio Waves pass through wood and plastic with very little attenuation (loss of signal strength). The same radio waves pass through concrete, earth and living matter with greater loss of signal strength and reflect off of metal. To better ensure the reception, initial and regular range testing procedures must be followed. This device complies with part 15 of the FCC rules.

CUSTOMER PREMISES EQUIPMENT AND WIRING

The REN is used to determine the number of devices that 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. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN of an alarm system is part of the product identifier that has the format US:VSOAL00BAMBERNA.



Note: For whole house line seizure with DSL service present on the phone line, you must install a filter. It is suggested to use the DSL alarm filter model Z-A431PJ31X manufactured by Excelsus Technologies, or equivalent. This filter simply plugs into the RJ-31X jack and allows alarm reporting without breaking the internet connection.

WARRANTY

Visonic Limited (the "Manufacturer") warrants this product only (the "Product") to the original purchaser only (the "Purchaser") against defective workmanship and materials under normal use of the Product for a period of twelve (12) months from the date of shipment by the Manufacturer.

This Warranty is absolutely conditional upon the Product having been properly installed, maintained and operated under conditions of normal use in accordance with the Manufacturers recommended installation and operation instructions. Products which have become defective for any other reason, according to the Manufacturers discretion, such as improper installation, failure to follow recommended installation and operational instructions, neglect, willful damage, misuse or vandalism, accidental damage, alteration or tampering, or repair by anyone other than the manufacturer, are not covered by this Warranty.

The Manufacturer does not represent that this Product may not be compromised and/or circumvented or that the Product will prevent any death and/or personal injury and/or damage to property resulting from burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. The Product, properly installed and maintained, only reduces the risk of such events without warning and it is not a guarantee or insurance that such events will not occur.

THIS WARRANTY IS EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES, WHETHER WRITTEN, ORAL, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. IN NO CASE SHALL THE MANUFACTURER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS WARRANTY OR ANY OTHER WARRANTIES WHATSOEVER, AS AFORESAID.

THE MANUFACTURER SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES OR FOR LOSS, DAMAGE, OR EXPENSE, INCLUDING LOSS OF USE, PROFITS, REVENUE, OR GOODWILL, DIRECTLY OR INDIRECTLY ARISING FROM PURCHASER'S USE OR INABILITY TO USE THE PRODUCT, OR FOR LOSS OR DESTRUCTION OF OTHER PROPERTY OR FROM ANY OTHER CAUSE, EVEN IF MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

THE MANUFACTURER SHALL HAVE NO LIABILITY FOR ANY DEATH, PERSONAL AND/OR BODILY INJURY AND/OR DAMAGE TO PROPERTY OR OTHER LOSS WHETHER DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR OTHERWISE, BASED ON A CLAIM THAT THE PRODUCT FAILED TO FUNCTION.

However, if the Manufacturer is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty, **THE MANUFACTURER'S MAXIMUM LIABILITY (IF ANY) SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT**, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against the Manufacturer.

When accepting the delivery of the Product, the Purchaser agrees to the said conditions of sale and warranty and he recognizes having been informed of.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply under certain circumstances.

The Manufacturer shall be under no liability whatsoever arising out of the corruption and/or malfunctioning of any telecommunication or electronic equipment or any programs.

The Manufacturers obligations under this Warranty are limited solely to repair and/or replace at the Manufacturer's discretion any Product or part thereof that may prove defective. Any repair and/or replacement shall not extend the original Warranty period. The Manufacturer shall not be responsible for dismantling and/or reinstallation costs. To exercise this Warranty the Product must be returned to the Manufacturer freight pre-paid and insured. All freight and insurance costs are the responsibility of the Purchaser and are not included in this Warranty.

This warranty shall not be modified, varied or extended, and the Manufacturer does not authorize any person to act on its behalf in the modification, variation or extension of this warranty. This warranty shall apply to the Product only. All products, accessories or attachments of others used in conjunction with the Product, including batteries, shall be covered solely by their own warranty, if any. The Manufacturer shall not be liable for any damage or loss whatsoever, whether directly, indirectly, incidentally, consequentially or otherwise, caused by the malfunction of the Product due to products, accessories, or attachments of others, including batteries, used in conjunction with the Products. This Warranty is exclusive to the original Purchaser and is not assignable.

This Warranty is in addition to and does not affect your legal rights. Any provision in this warranty which is contrary to the Law in the state or country where the Product is supplied shall not apply.

Warning: The user must follow the Manufacturer's installation and operational instructions including testing the Product and its whole system at least once a week and to take all necessary precautions for his/her safety and the protection of his/her property.

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W.E.E.E. Product Recycling Declaration

For information regarding the recycling of this product you must contact the company from which you originally purchased it. If you are discarding this product and not returning it for repair then you must ensure that it is returned as identified by your supplier. This product is not to be thrown away with everyday waste.
Directive 2002/96/EC Waste Electrical and Electronic Equipment.



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