

Technical Bulletin

IMPORTANT SAFETY NOTICE

Date: September 10, 2013

To: Visonic Customers

How to Use Amber Operating Modes

This Technical Bulletin provides detailed information on the four (4) different operating modes of the Visonic Amber Wireless Emergency Response System Panels, the appropriate use cases for each such operating mode, and differences between these modes.

Before configuring the operating mode, those installing the Amber system should consider with the customer what functionality is needed to meet the user's requirements.

Visonic requests that its distribution and other channel partners distribute a copy of this Technical Bulletin to their direct professional alarm installation customers that purchase, install and service the Visonic products covered by this Technical Bulletin.

Amber Operational Modes

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 (HHPCPC).

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.

For more information on this product or other Visonic products, call Technical Support -- North America: 1-800-223-0020; Latin America: 860-243-0833; EMEA & AsiaPac: Toll free: 800-2255 8926 or contact your local Sales Representative.

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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 HHGPC 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.

Please contact Visonic Technical Support (contact information below) or your local Visonic Sales Representative for questions regarding this Technical Bulletin.

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