

SMART LINK
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ELECTRONIC
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Member

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MADE IN
AUSTRALIA

MEDI-LINK



USER MANUAL



“A division of NESS CORPORATION PTY LTD”

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SmartLink Medi-Link User Manual Rev 1.2

Document Part Number: 890-382

For Products: Medi-Link Unit



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Specifications may change without notice.

Ness Corporation manufacturing processes are accredited to ISO9001 quality standards and all possible care and diligence has been applied during manufacture to ensure the reliable operation of this product. However there are various external factors that may impede or restrict the operation of this product in accordance with the product's specification.

These factors include, but are not limited to:

1. Erratic or reduced radio range. Ness radio products are sophisticated low power devices, however the presence of in-band radio signals, high power transmissions or interference caused by electrical appliances such as wireless routers, cordless phones, computers, TVs and other electronic devices may reduce the range performance. While such occurrences are unusual, they are possible. In this case it may be necessary to either increase the physical separation between the Ness receiver and other devices or if possible change the radio frequency or channel of the other devices.
2. Unauthorised tampering, physical damage, electrical interruptions such as mains failure, electrical spikes or lightning.

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INTRODUCTION

Your Medi-Link unit has been designed to provide you with the freedom and peace of mind in that, should you need assistance or HELP, it is available to you 24 hours a day with the simple press of a Button.

The modern design of the Medi-Link unit allows it to be installed unobtrusively anywhere and is ready when you need help. HELP can be summonsed by pressing a Button on your personal Pendant or Wristwatch, which you can wear both inside your home or outside in the garden, ready for any emergency, giving you the freedom you enjoy for total control at all times.

The Medi-Link unit has been built to the highest of technical standards for the protection of people and property and manufactured to Australian and International quality standards.

Your Medi-Link unit can be supplied with additional fixed or portable Radio Key Pendants, which can be worn or placed around the home as needed. Please contact your supplier for more information.

MEDI-LINK FEATURES

HELP (Red) Button
CANCEL (Green) Button

Low Battery Indicator
2 x 16 Character LCD
Mains Power Indicator



External Antenna Port

Battery Cover

Wall Mounting Holes

Battery ON/OFF Switch
(without protective cover)

Battery ON/OFF Switch
(with protective cover)

Auxiliary Speaker Output

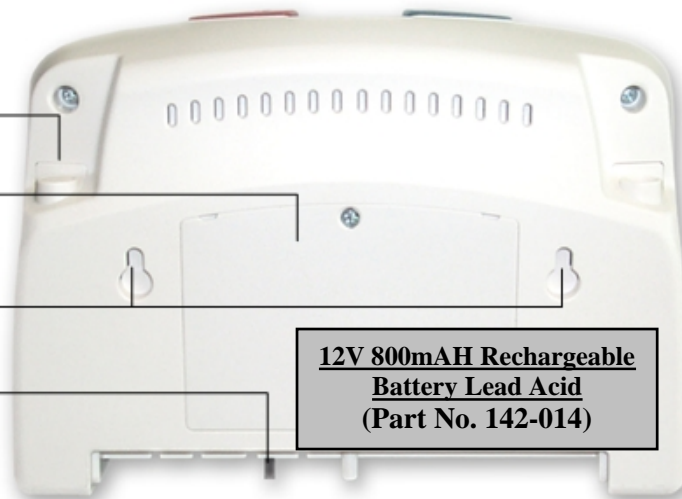
RS232 program port

Auxiliary In/Out Port

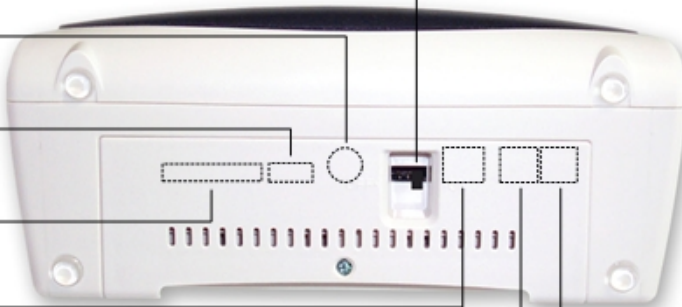
Power Input

Telephone Line In

Telephone Handset



**12V 800mAH Rechargeable
Battery Lead Acid
(Part No. 142-014)**



RADIO KEY PENDANTS

**Wristwatch,
Neck Chain or
Fixed Waterproof
Pendants**

(100-794)



**2 Way Long
Range Pendants
(106-183)**



**NB: for 2 Way
Long Range Medi
Diallers only.
(915.8MHz to
927.2 MHz)**

**Man - Down
(Fall Pendant)**

(100-698)



**Wall Mounted
Call Points
(Wireless)**

(100-821)



**Dementia
Radio
Proximity Key**

(100-677)



RADIO DETECTORS & WIRELESS KEYPAD

**Universal Reed Switch
(Inactivity)**

(100-529)



**LUX PIR
with inbuilt LED Night Light
(Inactivity)**

(106-174)



Wireless Radio Keypad

(100-001)



WIRELESS PSA 240VAC SMOKE DETECTORS

**Wireless PSA 240VAC Smoke Detector
With 9V Rechargeable Backup Battery**

(100-054)



**Wireless Interface
(for PSA 240VAC Smoke Detector)**

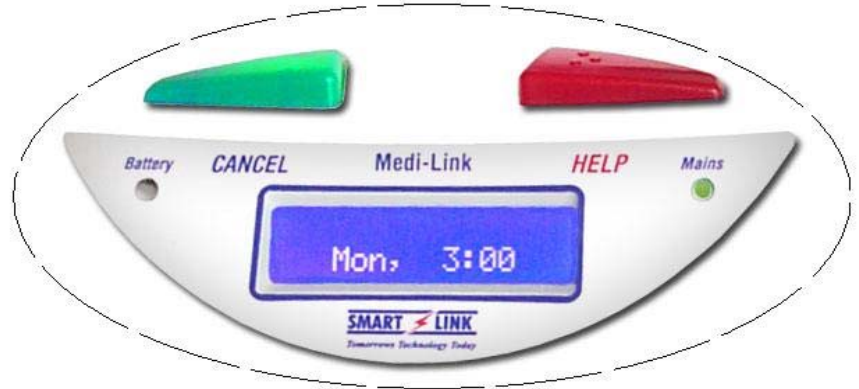
(106-177)



USING YOUR MEDI-LINK

NORMAL OPERATION

Your Medi-Link unit will normally look like this:



- The MAINS ON Light & the CANCEL (GREEN) BUTTON should be ON.
- The current Day and Time is also display on the LCD display.

SETTING THE TIME & DATE

The Medi-Link unit has an **inbuilt Clock and Calendar** that is backed up by the system battery and will remain even in the event of a power failure. If you require the time and day to be changed for any reason then perform the following steps:

1. While the Medi-Link unit is in standard operation mode, press and hold down the CANCEL Button for **10 seconds** until **"Set Time"** is displayed.
2. Press the HELP Button until the correct hour is displayed. Once the hour is set, press the CANCEL Button to begin setting the minutes. In a similar fashion press the HELP Button until the correct minutes are displayed.
3. After the minutes have been set, press the CANCEL Button to move onto setting the Year, Month and Day.
4. While in the **"Set Date"** menu, press the HELP Button until the correct year is selected. After the year has been set, press the CANCEL Button to move onto setting the month. Press the HELP Button until the correct month is selected. After the month has been set, press the CANCEL Button to move onto setting the day. Press the HELP Button until the correct day is selected.
5. Finally, press the CANCEL Button to Exit the Menu and save changes.

TO CALL FOR HELP

You can make your Medi-Link unit Call for Help by either:

HELP



Pressing the HELP (RED) BUTTON on the Medi-Link unit.

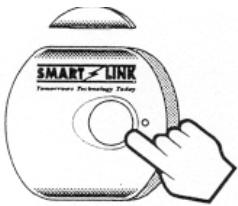
2

The HELP (RED) BUTTON will FLASH rapidly and the Medi-Link unit will start beeping.

This is a Pre-Alarm warning; while this is sounding you can Cancel the Help alarm by pressing the CANCEL (GREEN) BUTTON on the Medi-Link unit.

OR

1



Pressing the Large HELP (RED) BUTTON on your Pendant for 2 Seconds.

CANCEL



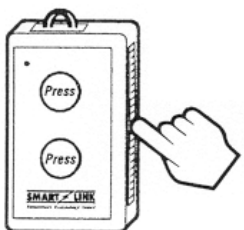
If the CANCEL (GREEN) BUTTON is not pressed within the pre-alarm time (10 seconds), then your Medi-Link unit will dial your Monitoring Centre using the telephone line.

3

(NOTE: Your Medi-Link unit will cut off your telephone for the duration of the call to ensure that there is no interference to the call, this will normally take about 15 seconds).

When your Monitoring Centre has received the Call, your Medi-Link unit will beep 7 times to let you know that the Call has been received. The HELP (RED) BUTTON will now FLASH slowly every 4 seconds to indicate that your Medi-Link unit has called for Help.

OR



Pressing the front or Side Lever HELP (Panic) Button(s) on your Box Style Pendant for 2 Seconds.

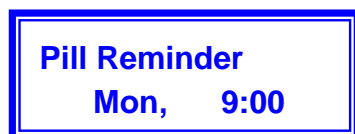
SPECIAL FUNCTIONS

Your Medi-Link unit may have been programmed with one or more special features by your installer, these are described below, check with your Monitoring Company if you have any queries about these or other features.

PILL REMINDER

Your Medi-Link unit has an **inbuilt Clock and Calendar** that is backed up by the system battery and will remain even in the event of a power failure. Your Medi-Link unit can be programmed to produce regular warning (Voice Prompt) such as a Medication reminder at a specific time.

When the Pill Reminder Timer is active, it will be pre-set by your Installer to provide a warning (Voice Prompt **“(Chime), This is a personal task reminder from your unit. I repeat, this is a personal task reminder from your unit”**), flashes the CANCEL (GREEN) BUTTON for 5 minutes and displays Pill Reminder as a reminder to take your Medication.



You can stop the warning by pressing the CANCEL (GREEN) BUTTON.

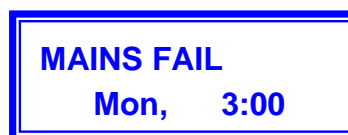
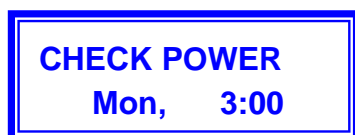
NOTE: There is no Help message sent to your Monitoring Centre; the warning is a reminder for you only.

If you do not press the CANCEL (GREEN) BUTTON, the Pill Reminder will stay on the LCD display. Timer will de-activate and it will not restart until the CANCEL (GREEN) BUTTON is pressed again.

You can use this as a useful feature if you wish to change the timer to commence at a different time.

If you wish to change the timer to a different interval e.g. **Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday to Everyday**, then your Monitoring Centre may be able to change this time over the phone or your Installer can change it for you.

MAINS FAIL



Your Medi-Link unit also has a special feature designed to alert you if the power outlet has been knocked out of the socket accidentally. Within 10 seconds of the power outlet being removed, your Medi-Link unit will give 2 warnings (Voice Prompt “**(Chime), Power to your unit is disconnected. Please check powerpoint connections and switch**”) advising that the power has been interrupted or disconnected and needs to be reconnected.

SYSTEM CALL REMINDER

Your Medi-Link unit also has a System Call Reminder designed to alert you, however should you forget to test your Medi-Link unit. When the System Call Timer is active, it will be pre-set by your Installer to remind you. (Voice Prompt “**(Chime), Your unit is now due for testing. Please activate your unit to notify us all is well.**”).

If you wish to change the timer to a different interval e.g. **Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday to Everyday**, then your Monitoring Centre may be able to change this time over the phone or your Installer can change it for you.

INACTIVITY MONITOR

Your Medi-Link unit may have been programmed by your Installer to ensure that you have not had an accident and are unable to move and you do not have a Pendant with you to call for Help.

The Inactivity Monitor, after a fixed period of time without any activity, **will automatically send a Help message to your Monitoring Centre. The Medi-Link unit will produce warning beeps and flash the HELP (RED) BUTTON.**

DISPLAYS & WARNINGS

HELP (RED) BUTTON FLASHING QUICKLY WHILE BEEPING

Your Medi-Link is about to send a Help message to your Monitoring Centre.

HELP (RED) BUTTON FLASHING SLOWLY

Your Medi-Link unit has sent a Help message to your Monitoring Centre and is waiting to send the "I'm O.K" message. The **CANCEL (GREEN) BUTTON** will need to be pressed to send the "I'm O.K" message.

FAULT DISPLAYS

CHECK POWER
Mon, 3:00

Check Power or Mains Fail - Check and make sure that the MAINS Power Pack is plugged in and turned ON at the Power Point.

LOW BATTERY
Unit

Power has been OFF for too long and Battery is Low/Faulty or the Battery Switch has been Switched OFF - Contact your Installer or Monitor Centre.

LOW BATTERY
Pendant No.1

Pendant No.1 to No.8 Low Battery - Contact your Installer or Monitoring Centre.

LOW BATTERY
Detector No.1

Detector No.1 to No.8 Low Battery - Contact your Installer or Monitoring Centre.

REPORT FAIL
Unit

Failed to Send/Report a message to your Response Centre - Check and make sure that the telephone lead is plugged in and all normal telephones are working. Contact your Installer or Monitoring Centre.

LINE FAIL
Mon, 3:00

The Telephone Line has failed - Check and make sure that the telephone lead is plugged in and all normal telephones are working (Your Medi-Link Unit will also beep for 25 seconds). Contact your Installer or Monitoring Centre.

CHECK LINE
Mon, 3:00

The Telephone Line has failed - Check and make sure that the telephone lead is plugged in and all normal telephones are working (Your Medi-Link Unit will also beep for 25 seconds). Contact your Installer or Monitoring Centre.

CHECK MOBILE
Mon, 3:00

The Mobile has failed (NB: Medi-Link Cellular unit only) - Check Sim Card, Antenna and make sure that it is plugged in properly. Check Signal Strength and make sure that it is displaying 1 to 9 on the top right hand corner of the Medi-Link LCD. Contact your Installer or Monitoring Centre.

FAQ'S

- Q** Are Pendants Water resistant and can I still shower or bath with them on?
- A** Yes - The standard Pendant is not only water resistant but also completely waterproof to IP67 Ratings, far exceeding the required specifications. (Other specialty Pendants may only be water resistant)
- Q** Should the Medi-Link unit be tested?
- A** Yes - Refer to your Installer or the Monitoring Centre.
- Q** How long does the Pendant's battery last?
- A** Pendants use a lithium battery, which lasts between 5 to 7 years under normal conditions with a 10 year shelf life.
- Q** Can I change the types of Pendants I have installed?
- A** Yes - Pendants can be easily changed to suit your wants or needs. Simply refer to your Installer or the Monitoring Centre and they can arrange for your Pendant type to be changed.
- Q** If Mains Power is disconnected, will my Medi-Link unit and normal telephone still operate?
- A** Yes - all telephones will still operate normally with a Medi-Link unit; and more importantly, unlike some other products, the emergency open voice will still be fully operational.
- Q** How long does the Medi-Link unit's Back Up Battery last if Mains Power is disconnected?
- A** The Medi-Link unit's Back Up Battery, under normal operating conditions, can last up to 1000 hours (non rechargeable models) and 200 hours (rechargeable models) far exceeding the capacity of some other products on the market (which can be as little as 30 hours).
- Q** Should I wear my Pendant to bed?
- A** Yes - You should wear your Pendant at all times, including when you go to bed.

SPECIFICATIONS

Medi-Link Unit

Dimensions	235 x 95 x 150 mm
Weight	1300 grams (including battery)
Quiescent Current	5mA
AC Plug Pack (Part No. 840-030)	17V AC 300mA with integral earth
Battery Backup (Part No. 142-014)	12V 800mAH (Sealed Rechargeable Lead-Acid Battery)
Radio Receiver	Superheterodyne
Sensitivity	> -110 dBm
Range	50 metres open air (subject to environmental conditions)

Transmitter

Type	SAWR stabilised
Frequency	304 MHz (Australia & New Zealand) 315 MHz (Singapore, USA & Canada) 434 & 868 MHz (UK & Europe)
Power Output	< 100 uW (or various international compliances)

Conforming Standards

ISO9001/2000	International Quality manufacturing Standards
AS4607	Personal Response Systems
AS/ACIF S002 2005	PSTN Interworking (Australia)
PTC200	PSTN Interworking (New Zealand)
AS/ACIF S004	Voice Frequency Performance (Australia)
PSTN1	Public Switched Telephone Network (Singapore)
TBR21	Public Switched Telephone Network (UK & Europe)
AS2201.4 (C2)	Intruder Alarm Systems - Wireless
AS4268	Emissions (Australia & New Zealand)
AS/NZSCISPR22	EMC (Australia & New Zealand)
FCC 47 Part 15	Emissions FCC (USA, Canada & Singapore)
EN301 489-3	Emissions EMC (UK & Europe)
EN55022 Class B	EMC (EU)
EN300 220-1 V1.3.1	Radio Device RF Performance (UK & Europe)
EN60950	Safety Requirements (UK & Europe)
AS/NZS60950.2003 + A1	Electrical Safety (Australia & New Zealand)
CE	UK Standards
TIA/EIA/IS-968	US FCC Dialler Approvals
IC CS-03 Issue 8 Part 1	Canadian Dialler Approvals

WARNING: For safety reasons, only connect equipment with a telecommunications compliance label. This includes customer equipment previously labelled permitted or certified.

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To the best of our knowledge, the information contained in this manual is correct at the time of print. SmartLink “A division of NESS CORPORATION PTY LTD” reserves the right to make changes to the features and specifications at any time without prior notice in the course of product development.