

SMART LINK

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PROUDLY
AUSTRALIAN

MEDI COMPANION 4

'DUAL PSTN & 4G with Dual Pendant Frequencies'



USER MANUAL

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INTRODUCTION

Your SmartLink Companion Dual PSTN+4G 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 slim line design of the Companion Dual PSTN+4G unit allows it to be installed unobtrusively anywhere and is ready when you need help. HELP can be summoned 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 SmartLink Companion Dual PSTN+4G 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 SmartLink Companion Dual PSTN+4G 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.

Companion 4 'DUAL PSTN & 4G' User Manual Rev 1.0
For Products: Companion 4 'DUAL PSTN & 4G' Unit
Document Part Number: 890-496



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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.

COMPANION FEATURES

Plug Pack
9V DC 300mA
(Part No. 840-050)

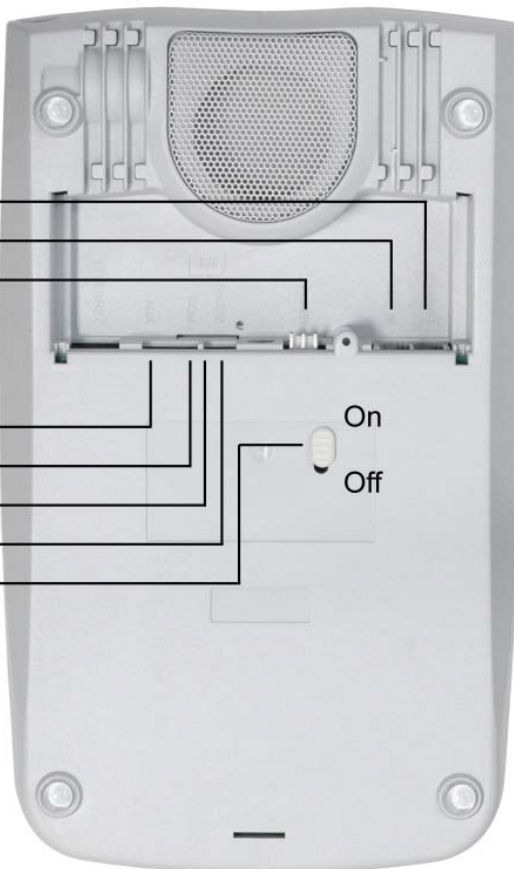


Direct Serial DB9 Pin
Programming Lead
(Part No. 450-185)



- Low Battery Indicator
- Mains Power Indicator
- Help (Red) Button
- Cancel (Green) Button
- Display

Rechargeable Battery
4.8V Ni-MH 1600mAh
(Part No. 142-031)



- Handset
- Telephone Line In
- Power Input (9VDC ONLY)
- AUX I/P 1, 2 & O/P 1,2,3
- COM
- Sim Card
- RS232
- Battery Switch



Hardwired Inputs & Outputs
Lead Assy 230mm 6 Way
(Part No. 450-191)

- Common - Black
- Input 1 - Red
- Input 2 - White
- Output 1 - Green
- Output 2 - Brown
- Output 3 - Blue

ACCESSORIES



Smartfall - Blue (106-383)

Automatic fall detection as well as pendant call activation with inbuilt audible two way warning technology and cancel function. Also has blue tooth incorporated. Water proof (IP67) Simple battery change compartment. Has two way spread spectrum technology



Vibrating pendant (106-223)

New enhanced two way vibrating tactile feedback technology pendant for sight impaired and or just general ease and peace of mind that signal has been sent to unit and again received back at pendant for acknowledgement. Can be used as wristwatch or pendant. Water proof (IP67) with two way spread spectrum technology.



Passive infrared (PIR) sensor (100-835)

As well as an infrared wireless detector for inactivity and or security, the PIR has an inbuilt night light that glows in the dark when it detects movement to allow vision in emergencies and or just convenience when getting out of bed. Has two way spread spectrum technology.



Wall-mount pendant (106-186)

Two way feedback on pendant that signal has been sent to unit & again received back at pendant for acknowledgement. Up to 300 meters range. Ultrasonically sealed to be water resistant. Water proof (IP67) Has two way spread spectrum technology.



Blow switch (106-254)

The SmartLink Wireless Blow Switch TWR (Spread Spectrum Two Way Radio) is a complete Radio transmitting device. The Wireless Blow Switch has a 3.5mm connection jack for any optional external Normally Open (NO) alarm devices to trigger an alarm. An integrated beeper and flashing LED light also acts as reassurance for the client during an emergency situation. Has two way spread spectrum technology.



Smoke Detector Interfaces TWR (3 Wire) (106-293, 106-342)

Designed for use as an optional radio accessory to allow a wireless link from hardwired smoke detectors to be connected wirelessly to any TWR SmartLink radio system and or device (E.G Medical Alarms, wireless nurse call, stand alone receivers etc.) Does not require any additional batteries as interfaces into existing hardwired smoke detectors for transmission. (BROOKS, PSA etc.)



TWR Wall Mounted Wireless Call Point (100-841)

Wall mount wireless call point with ability to add nurse call socket and provision for remote wiring connections on PCB.



TWR Wireless Smoke Detector (100-838)

Can be linked via radio signals direct into Smartlink wireless system. (E.G TWR Medical diallers, Wireless nurse call, stand alone receivers etc.) Smoke detector is photo electric and requires 2 x CR123A batteries.

NB: Refer to product catalog for complete list of accessories.

USING YOUR COMPANION

NORMAL OPERATION

You're Companion 'DUAL PSTN & 4G' unit will normally look like the following:
The MAINS ON Light & the CANCEL (GREEN) BUTTON should be ON.



CALL FOR HELP

You can make your Companion Dual PSTN+4G Call for Help by either:

1



Press the Help (Red) button on the companion Dual PSTN+4G unit.

The HELP (RED) BUTTON will FLASH rapidly and the Companion 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 Companion Dual PSTN+4G unit.

2



Pressing the BUTTON on your Wristwatch or Pendant for 2 Seconds.

3



Pressing any wall mounted Button for 2 Seconds.



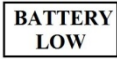























If the CANCEL (GREEN) BUTTON is not pressed within the pre-alarm time (10 seconds), then your Companion unit will dial your Monitoring Centre using the telephone line and or the cellular network.

(NOTE: Your Companion Dual PSTN+4G unit will cut off any connected telephone for the duration of the call to ensure that there is no interference to the call, this will normally take about 10 seconds).

When your Monitoring Centre has received the Help Call, your Companion unit will beep 7 times to let you know that the call has been received.


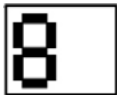
The HELP (RED) BUTTON on the unit will now FLASH slowly every 4 seconds to indicate that your Companion unit has called for Help.

DISPLAYS AND WARNINGS

  	<p>MAINS ON Light Flashing AC Power Fail – Check / Make sure that the MAINS Power Plug Pack is plugged in and turned ON at the Power Point.</p>
  	<p>Flashing & BATTERY LOW Light Flashing Check / Make sure that the BATTERY SWITCH is turned ON underneath the Companion Unit. Contact your Installer/Monitoring Centre.</p>
	<p>The Companion unit failed to send a message Check/Make sure that the Antenna/SIM Card or Telephone lead is plugged & all are working. Contact your Installer/Monitoring Centre.</p>
	<p>The Telephone Line has failed Check/Make sure that the telephone lead is plugged in. Contact your Installer/Monitoring Centre. (The Companion PSTN unit will also beep for 25 seconds).</p>
 or 	<p>The CELLULAR has failed Check/Make sure that the Antenna/SIM Card is plugged in. Contact your Monitoring Centre. (The Companion 4G unit will also beep for 25 seconds).</p>
 or 	<p>CL or HP is on the Display & HELP RED Button Flashing The HELP RED Button on the Companion Unit has been Pressed.</p>
 to 	<p>H1 – H8 is Flashing & HELP RED Button Flashing Pendants No. 1 to 8 has been Pressed.</p>
 to 	<p>C1 – C8 is Flashing & HELP RED Button Flashing Pendants No. 1 to 8 has been Pressed.</p>
 to 	<p>A1 – A8 is Flashing & HELP RED Button Flashing Pendants No. 1 to 8 has been Pressed.</p>
 to 	<p>S1 – S8 is Flashing & HELP RED Button Flashing Pendants No. 1 to 8 has been Pressed.</p>
 to 	<p>F1 – F8 is Flashing & HELP RED Button Flashing Detectors No. 1 to 8 Programmed as Fire “Fi” Option has been Activated.</p>
 to 	<p>b1 - b8 is on the Display Pendants No. 1 to 8 has detected a Low Battery. Contact your Installer/Monitoring Centre.</p>
 to 	<p>D1 – d8 is on the Display Detectors No. 1 to 8 has detected a Low Battery. Contact your Installer/Monitoring Centre.</p>

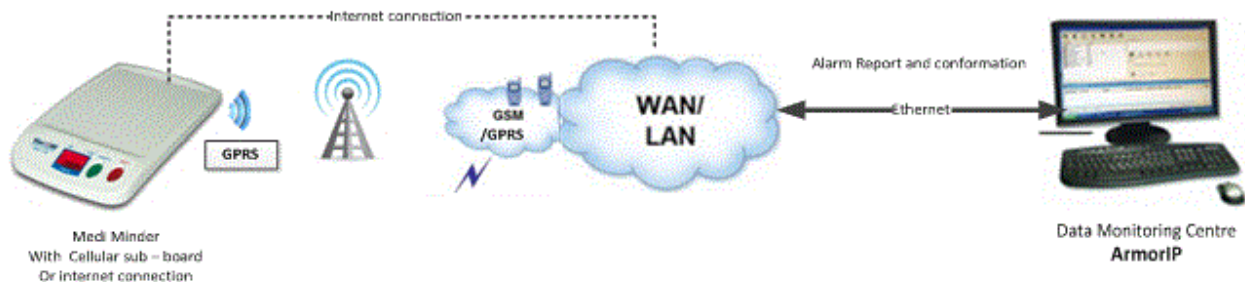
CELLULAR SIGNAL QUALITY

To Check the Signal Quality / Strength: While the Companion 4G unit is in Normal Operation Mode, Press the CANCEL (Green) Button and the Signal Strength will Display / Flashes for 2 seconds.

	to		<p>The Companion 4G unit Displays/Flashes the Signal Quality from 0 to 8</p> <p>0 to 1 = Weak Signal 2 to 6 = Good Signal (Industry Average) 7 to 8 = Very Strong Signal</p> <p>The Unit updates the Signal Quality / Strength every minute.</p>
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CELLULAR UDP / TCP









Alarm report to ArmorIP via a Mobile Data Network and Internet



The Companion 4G unit has an internal GPRS / GSM Module to perform Network Reporting.

This reporting is used to transmit alarm reporting messages from a subscriber's site to a Data Monitoring Centre via a mobile data network and internet.

The alarm reporting messages has packeted into **UDP (Armor IP) or TCP (CSV IP) Reporting Protocol** format by specified Host / Server IP Address and Port Number.

	[ntw1]	Network Initiating
	[ntw0]	Network Opening
	[prt0]	Port Opening
	[cnct]	UDP/TCP Connection
	[rpt]	Reporting
	[rsp]	Acknowledge Response
	[ntwC]	Closes a Port on the Cellular Network
	[ntwc]	Closes Connection with the Cellular Network.

SPECIFICATIONS

Companion 4 'DUAL PSTN & 4G' Unit

- Dimensions 286 x 174 x 38 mm
- Weight 590gms (including battery)
- Quiescent Current 1mA
- **DC Plug Pack** **9VDC 300mA (Part No. 840-050)**
- **Battery Backup** **4.8V 1600mAh Rechargeable Ni-MH (Part No. 142-031)**
- Dual Radio Receivers Dual 2 Way TWR 915 to 928 MHz & Single 304MHz
- Range 100 to 300 metres open air (Subject to environmental conditions)

Transmitter

- Type Crystal Stabilised
- Frequency TWR 915 to 928 MHz & Single channel 304MHz (Australia & New Zealand)
- Power Output < 100 uW (or various international compliances)

Conforming Standards

- IS09001/2000 International Quality manufacturing Standards
- AS4607 Personal Response Systems
- TS002 Public Switched Telephone Network (Australia & New Zealand, ACA)
- PSTN1 Public Switched Telephone Network (Singapore)
- TBR21 Public Switched Telephone Network (UK & Europe)
- AS2201.4 (C2) Intruder Alarm Systems - Wireless
- AS4268.2012 Radio Equipment & Antenna Systems - Short Range Devices

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

Companion 4 Model New Features – PSTN with 4G programmable over internet data network as well as SMS & Computer direct connect, Software & Firmware upgrades over the Cellular Network (Auto or manually), Will support 4G Volte (LTE) Voice and Data and 3G Voice & Data

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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.

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