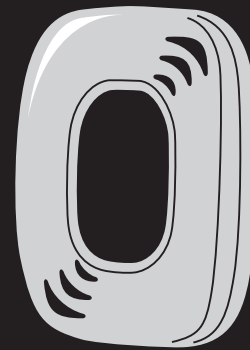


# AMAC



The Center of  
Healthcare Communication



Model 850/850XL  
Medical Alert System  
**Connection Guide  
and User Manual**

1-866-874-8882 | [www.amac.com](http://www.amac.com)



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Carefully review and save this guide for set-up instructions and an explanation of the features and functions of your System.

# Welcome

**Congratulations on your decision to make America's most trusted Medical Alert System part of your life.**

This System is your personal connection to care 24 hours a day, 7 days a week. It is easy to connect and use, and provides you with peace of mind knowing that a friendly, caring voice is only a touch of a button away. Please carefully read this manual to learn how to connect, use and maintain the System and monitoring service.

## WHAT'S IN THE BOX:

### EQUIPMENT:

1. Medical Alert Console Unit
2. Personal Help Activator with pendant (2a), wrist (2b) and belt clip (2c) accessories
3. A/C Power Transformer (connect to an electrical outlet that cannot be switched)
4. Telephone Line Cord (pre-connected to your unit)

Optional accessories or equipment may be provided with your system for added protection. (i.e., wall mount activators, second user activator, smoke detector etc.)

### FORMS:

- ◆ Subscriber Monitoring Service Agreement (Please have this form completed prior to calling Customer Care when activating.)
- ◆ Information Update Form
- ◆ Return Shipping Label



1.

2.

2a.

2b.

2c.

3.

4.

# Getting Started

- ◆ Call Customer Care at **1-866-874-8882** to activate and connect your System. Please have your completed Subscriber Profile and Monitoring Service Agreement in hand to provide the necessary enrollment information.
- ◆ Select option 1 from the main menu to connect to an Activation Specialist. The Activation Specialist will confirm your information and guide you through the connection process.
- ◆ Review, complete and sign your **Subscriber Profile and Monitoring Service Agreement**. Please return the top **2 copies** within **48 hours** after System set-up in the self-addressed prepaid envelope provided with your System. Keep the third copy (pink) for your records.



**Call Customer Care to  
Activate at 1-866-874-8882**

# How It Works



**CONSOLE UNIT**



**ACTIVATOR**

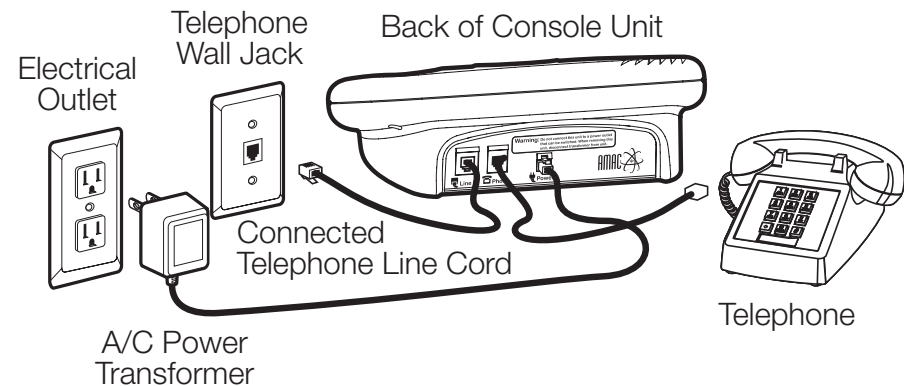
- 1** When you need assistance or want to test your Medical Alert System, push your Personal Help Activator button.
- 2** The System Console Unit will beep and automatically dial a toll-free number to the Response Center.
- 3** A Response Center Agent will speak to you through the Console Unit to identify the reason for your call and dispatch appropriate assistance. Even if you cannot speak, the right kind of help will immediately be sent to you based on your "No Voice Contact" instructions from your Subscriber Profile.

# System Connection

The initial set-up of your Medical Alert System is important in providing a safe and reliable service. Place the Console Unit in a central location in your home on a sturdy, non-metallic surface near a modular telephone jack and electrical power outlet. Do not install near noisy appliances (television, air conditioner, or stereos, etc.) as they could affect the operation of your System. Do not place any items on top of the Console Unit.

## 1. CONNECTING THE CONSOLE UNIT:

- a) Insert the small end connector of the A/C Power Transformer into the plug on the rear of the Console Unit labeled POWER. You will hear a series of beeps.
- b) Plug the A/C Power Transformer into an electrical outlet that is powered at all times. Be sure the outlet is not controlled by a wall switch. The green POWER light will steadily illuminate.



**NOTE:** For safety purposes the Console Unit does not have a traditional on/off switch. If you are disconnecting or traveling with the System, it is necessary to remove the A/C Power Transformer from the Console Unit during transport to disable the back-up battery from supplying power.

- c) Disconnect your existing telephone line from the telephone wall jack and insert the connector into the port on the Console Unit labeled PHONE. Plug the connected line cord into the telephone wall jack.

**NOTE:** When connecting your System to a telephone that has a separate answering machine connected to it, please connect the Console Unit directly to the telephone wall jack.

- d) Once you have properly connected the System, pick up your telephone handset and verify that a dial tone is present. If you do not hear a dial tone, check the telephone line and Console Unit connections. Please consult the System Messages and Troubleshooting section on page 9 to resolve the problem or call Customer Care at 1-866-874-8882 for assistance.

## 2. HELP ACTIVATOR(S)

Your Medical Alert System includes a light-weight, wireless personal help activator which will allow you to summon for help within range of the console unit. Please keep your activator accessible while you are at home.

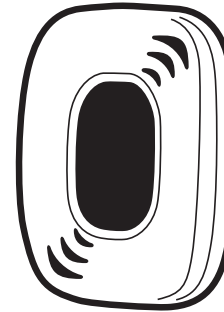
You can select which way you wish to wear your activator either around the neck (pendant), on the wrist, or belt clipped.

### Optional Equipment

Your system may include additional activators for extra protection in your home. If your system includes a wall mount activator for the bedside or bathroom, it is suggested you place the activator approximately 24 inches (knee height) from the floor near the shower or commode. Please remember to test all activators(s) once per month.

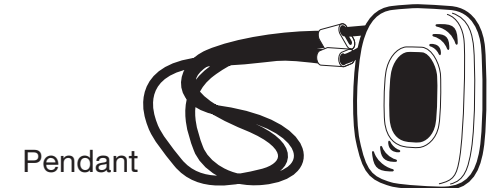
## 3. ACTIVATING THE SYSTEM

Press the button on the Personal Help Activator. The Console Unit will beep and transmit a signal to the Response Center. A Response Center Agent will communicate with you over the Console Unit to verify your personal information and to activate the unit. During this call the Response Center Agent will instruct you on how to conduct a Voice Range Test to demonstrate the hands-free communication feature.

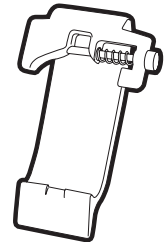


Help Activator

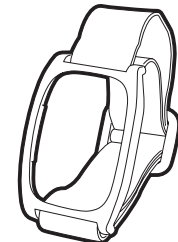
### Accessories



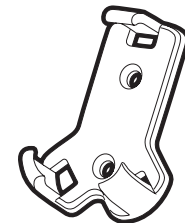
Pendant



Belt Clip



Wrist



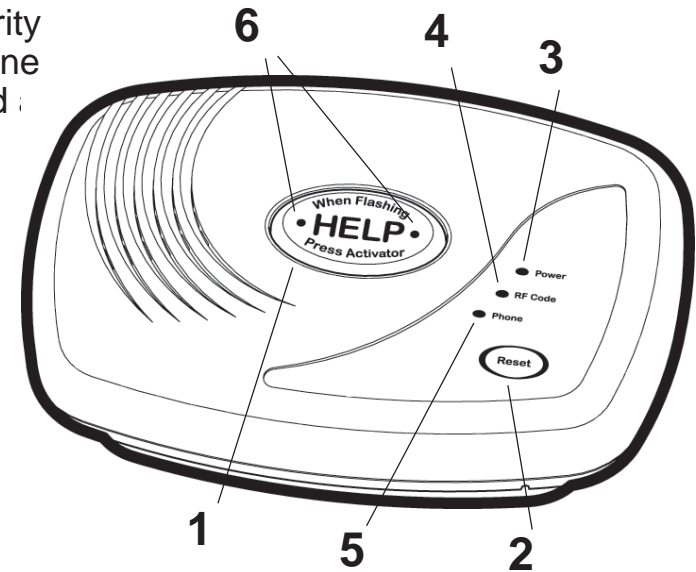
Bathroom Activator

**IMPORTANT PHONE SERVICE INFORMATION:** The System is intended for use on plain old telephone service (POTS). If you have another phone service type (cable, VOIP or DSL etc.), the System may not be able to transmit a signal to the Response Center. If you are connecting the System to any phone service besides POTS, it may require the use a special line filter. Please contact your telephone company for assistance. Please note, if a power outage occurs with any telephone service other than a POTS, phone service may become disabled and the System will not be able to send a signal to the Response Center.

# System Description, Controls & Features

Your Medical Alert System has been designed for your ease of use, security and peace of mind. The Console Unit (pictured right) utilizes your telephone line to provide immediate two-way voice communication between you and a trained operator at our Response Center.

- 1 **“HELP” Button:** Press to send a signal for emergency assistance. The button is illuminated to make it easier to access assistance, especially at night.
- 2 **Yellow “RESET” Button:** Press to cancel a signal.
- 3 **Green Power Light:** A steady green light indicates normal operating mode.
- 4 **Amber RF Code Light:** Amber light off indicates normal operating mode.
- 5 **Red Phone Line Light:** Red light off indicates normal operating mode.
- 6 **Red “Test” Reminder Lights:** If your System has not been used or tested with the Help Activator within a month, these lights will flash to remind you



## Important Line Seizure Information:

If you have more than one telephone in your home sharing the same number as the System, for example, a phone in the kitchen and the system connected with your phone in the bedroom, and if one of those phones is in use or off the hook, the System will not operate without the installation of an RJ-31X Telephone Jack. You need to contact your telephone service provider to arrange for the installation of this jack.

## WHEN YOU NEED HELP

Press the HELP button on the Console Unit or the button on your Personal or Bathroom Help Activator. The Console Unit will beep, indicating it is dialing the Response Center. Upon receiving your call, the Response Center Agent will speak to you over the Console Unit to determine the nature of your call and dispatch assistance, if necessary.

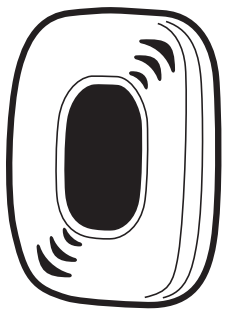
Even if you cannot hear the Response Center Agent, loudly speak towards the Console Unit to inform them what type of assistance you need. It is not necessary to continue to press the button on the Help Activator to communicate.

If you are unable to speak or cannot be heard, the Response Center Agent will follow the “No Voice Contact” instructions from your Subscriber Profile form.

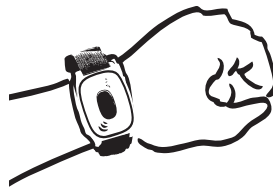
## HELP ACTIVATORS

Your Help Activator(s) allow you to summon help within range of the Console Unit. The Activator is designed to work up to 250 feet away from the Console Unit. When pressed, the indicator light should steadily illuminate and activate the Console Unit. Help Activators are powered by long-life lithium batteries, designed to last 2-3 years under normal use. When the battery is low, the indicator lights will flash when the button is pressed.

Please call Customer Care at **1-866-874-8882** if you lose one of your Help Activators, if they are not working or lights are flashing.



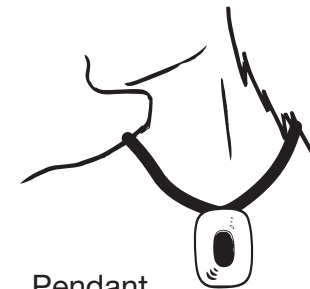
Help Activator



Wrist



Belt Clip



Pendant

## TESTING THE SYSTEM

Your Medical Alert System should be tested monthly using your Personal Help Activator. When the Response Center Agent answers your call, inform them that you are testing. The System provides a Test Reminder to prompt you to test your System on a monthly basis using your Help Activator. If the System has not been tested with the Help Activator, the test lights will flash on the Console Unit. Press the button on your Help Activator to send in a test signal and reset the reminder.



**TESTING TIP:** Test your Medical Alert System on the day of the month you were born. If you were born on May 15, test the System on the 15th of each month.

## USING YOUR SYSTEM TO ANSWER THE PHONE

Your Medical Alert System contains a special feature that allows you to answer incoming phone calls with your Personal Help Activator:

- 1** After the telephone rings twice, press the button on your Personal Help Activator to answer the phone. The RED phone light on the Console Unit will illuminate to inform you that the phone call has been answered.
- 2** Loudly speak into the direction of the unit to speak with the caller.
- 3** To end the call, press the button on the Personal Help Activator until the RED phone light on the Console Unit shuts off.

## AUTO-DISCONNECT

Your Medical Alert System allows you to conduct a hands-free speaker phone conversation in 5-minute increments. After approximately 4 minutes, the Console Unit will beep to inform you that the Console Unit is approaching the auto-disconnect point. If you would like to continue your call, inform the caller to press any digit on their phone keypad to extend the call for another 5-minute period. Repeat as needed.

## NEW OR SECOND HOME CONNECTION

If you are permanently moving to a new home, you may elect to take your Medical Alert System with you. Please follow the instructions below:

- ◆ Complete the Information Update Form and send it to our Customer Care Department.
- ◆ Call Customer Care at **1-866-874-8882** to advise them that you want to relocate the System.
- ◆ Properly disconnect the System. Refer to the Removing and Returning Your System instructions on page 12 of this manual.

**IMPORTANT NOTE:** Monitoring services cannot be provided without proper notification to the Response Center that you have moved the System to a new or second home.

## HELP ACTIVATOR RANGE TEST

When you first install or relocate the Console Unit, it is suggested that you conduct a Help Activator Range Test to determine the range of the Help Activator in your home. Follow these simple steps to perform the test.

**a)** Press and hold the RESET button on the Console Unit. While holding down the RESET button, press and hold the HELP button on the Console Unit. Release your finger from the RESET button and then from the HELP button. The Console Unit should beep several times indicating it is in the range test mode. It will remain in this mode for the next 3 minutes. While in this mode, a call cannot be transmitted to the Response Center.

**NOTE:** If the Console Unit does not successfully enter the test mode, press the RESET button and repeat Step a.

**b)** Test the range of the Personal Help Activator by pressing the button from different locations in your home and the Bathroom Activator from its location. If you are within range, the Console Unit will beep several times after the button is pressed.

**c)** To exit this mode before the 3-minute test period has elapsed, press the RESET button.

**IMPORTANT NOTE:** It is important to test Help Activator(s) in all areas of your home as environmental conditions such as furnishings, building structure, mirrors, etc. may affect the activating range.

## SYSTEM MESSAGES & TROUBLESHOOTING

CONSOLE UNIT		
Red PHONE light is on	Console Unit is transmitting a call to the Response Center.	
Red PHONE light is flashing	Phone is in use, off the hook, or out of service.	Verify connection by picking up your telephone receiver and listening for a dial tone. If there is no dial tone, there may be a problem with your phone line connection or service to the home.
Red PHONE light is off	Normal operating mode.	
Green POWER light is on	Normal operating mode.	
Green POWER light is flashing	Console Unit is operating on its internal back-up battery power.	Make sure that A/C Power Transformer is securely plugged into an electrical outlet and that the outlet is not controlled by a wall switch.
Green POWER light is off	Indicates there is no power to the Console Unit.	Check transformer connection at rear of unit and to electrical outlet. The internal back-up battery may need to be replaced. Call Customer Care for assistance.
Amber RF CODE light is on	Indicates possible problem with the Console Unit.	Press the RESET button. If light remains illuminated, call Customer Care for assistance.
Amber RF CODE light is flickering	Occasional flickering is normal. If flickering is constant, there may be a problem with the Console Unit.	Press the RESET button. If light continues to flicker, call Customer Care for assistance.
Amber RF CODE light is off	Normal operating mode.	
HELP button lights are flashing	Monthly test reminder.	TEST your System by pressing the Help Activator. This will reset the reminder feature. (Note: Activation by the HELP button on the Console Unit will not reset the Test reminder light.)
HELP ACTIVATOR		
Indicator lights are off	Normal operating mode.	
Indicator lights are on	When the Activator button is pressed, the lights will steadily illuminate for approximately 3 seconds. Within range, the Console Unit will receive the signal and transmit a call to the Response Center.	
Indicator lights are flashing	When the indicator lights are flashing after the button is pressed, the battery is low.	Call Customer Care to exchange the Activator.
Indicator lights do not illuminate when Activator button is pressed	The internal battery is fully depleted. The Activator will not transmit a signal.	Call Customer Care to exchange the Activator.

**IF ANY MESSAGE/SYMPTOM PERSISTS, CALL CUSTOMER CARE AT 1-866-874-8882**

**1. WILL USING THE SYSTEM INCREASE MY TELEPHONE OR ELECTRIC BILLS?**

No, the System dials a toll-free number so there will be no extra charges on your phone bill as long you have standard telephone service, and you will see no noticeable increase in your electric bill.

**2. CAN I USE MY TELEPHONE WHILE IT IS CONNECTED TO THE SYSTEM?**

Yes, you can use your phone as usual.

**3. CAN I RELOCATE THE SYSTEM IN MY HOME OR TO A NEW HOME IF I MOVE?**

If you need the System moved to a different location in your home or if you are moving to a new home, please notify Customer Care at 1-866-874-8882 . Relocation or moving instructions will be provided. (See page 8 of this manual for details)

**4. HOW OFTEN AND WHEN SHOULD I TEST MY SYSTEM?**

Test your System monthly using the Personal Help Activator. We recommend you test it on the day of the month in which you were born (i.e., if you were born on May 15, test your System on the 15th of each month).

**5. WILL THE RESPONSE CENTER BE ABLE TO HEAR ME FROM EVERYWHERE IN MY HOME?**

A voice range test should be conducted when you install the unit. The unit is designed with a highly sensitive microphone to enhance communication between you and the operator. If the operator cannot hear you or you are unable to speak, help will be sent using your personalized "No Voice Contact" instructions.

**6. WHAT IF MY ACTIVATOR GETS WET?**

Personal Help Activators are water-resistant to meet the needs of our subscriber base.

**7. WHAT IF MY PERSONAL INFORMATION CHANGES?**

Simply fill out the Information Update Form and mail your changes to us or call Customer Care to notify the Response Center of any changes to your personal or responder information.

**8. WHAT IF I ACCIDENTALLY PRESS THE BUTTON ON THE CONSOLE UNIT OR ACTIVATOR?**

Do not be alarmed. Simply inform the operator that you accidentally activated the unit.

**9. WHAT HAPPENS IF I AM UNABLE TO SPEAK OR THE OPERATOR CANNOT HEAR ME?**

The Response Center Agent will follow your personalized "No Voice Contact" instructions.

**10. WHAT IF THE ELECTRICAL POWER GOES OUT?**

The green power indicator light will flash and the internal rechargeable back-up battery will engage and supply power to the unit for approximately 24 hours.

**11. WHAT IF THE PHONE LINE DOESN'T WORK?**

The System is phone line dependent. The System must have active phone service to communicate with the Response Center.

**12. WHAT HAPPENS IF I WANT TO CHANGE MY PHONE SERVICE CARRIER?**

The System operation is dependent upon compatible phone service. If you change your telephone service at any time after the System is installed, verify System compatibility and performance by pressing your Help Activator or the HELP button on the Console Unit and speak to a Response Center operator.

**13. WHAT IF THE RED PHONE LIGHT IS STEADILY ON OR FLASHING?**

If the red phone light is steadily lit, the unit is transmitting a call to the Response Center. If it is flashing, the telephone line is either in use, off the hook, or out of service.

**14. WHAT IF THE GREEN POWER LIGHT IS FLASHING OR OFF?**

When flashing, the unit is operating on its internal back-up battery power. Check the transformer connection to make sure the unit is plugged in properly and securely. If it is plugged in, check to make sure the unit is not connected to an outlet that is controlled by a wall switch. Thereafter, check the circuit breaker in your home for that specific outlet. If the green light is off, the unit is not being powered. Check the transformer connection to the rear of the unit. If the light continues to flash or remains off, contact Customer Care for assistance.

**15. WHAT IF THE AMBER RF CODE LIGHT IS ON?**

Occasional flickering is normal. If the flickering is constant, there may be a problem. Please contact Customer Care if the amber light remains constantly on.

# Care & Maintenance

## CLEANING YOUR CONSOLE UNIT

Dampen a soft cloth with a mild all-purpose cleaner and gently wipe surface clean.

**NOTE:** Do not submerge or soak unit in water, as it will cause severe damage to the Console Unit and make it inoperable.

## CLEANING YOUR HELP ACTIVATORS

Using a damp cloth, gently wipe the Activator.

# General Suggestions & Important Safeguards

- ◆ Notify the Response Center in writing using the Information Update/Secondary Residence Form of any changes to your personal profile or responders.
- ◆ Keep the area around the Console Unit clean.
- ◆ Immediately report System failures and the loss of any equipment.
- ◆ Never tamper with or change batteries in the equipment.
- ◆ If you move the Console Unit within your home, please be sure to test all System components.
- ◆ Keep your Personal Help Activator easily accessible when you are at home.
- ◆ Do not plug the Console Unit into an electrical outlet controlled by a wall switch.

**NOTE:** Failure to comply with any of these use requirements will void the System warranty.

# Removing & Returning Your System

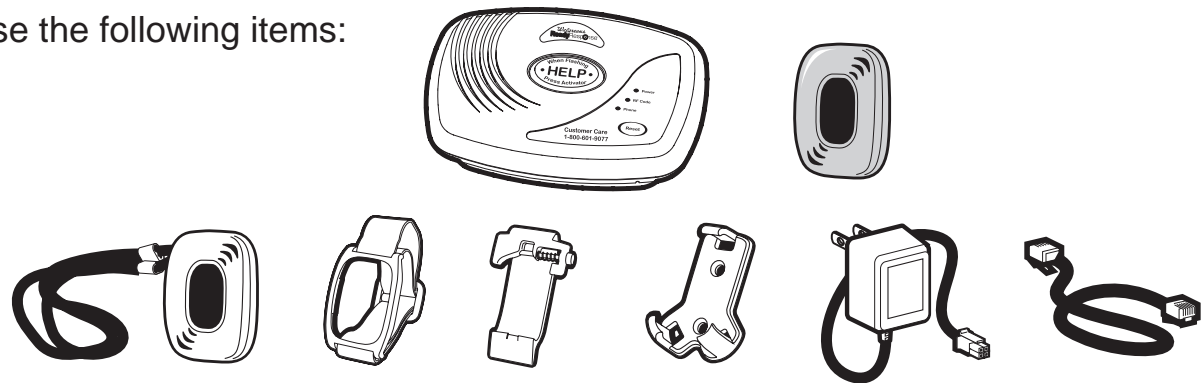
Prior to disconnecting the System, please inform the Response Center by either activating the unit or by calling 1-866-874-8882 .

## DISCONNECTING THE SYSTEM

1.) Remove all wires from the rear of the unit including the telephone line cords and A/C Power Transformer. To remove the transformer, push down on the black clip and pull the connector from the jack labeled "POWER."

2.) Locate the original box and enclose the following items:

- ◇ Console Unit
- ◇ Personal Help Activator
- ◇ A/C Power Transformer
- ◇ Telephone Line Cord
- ◇ Additional activators and/or accessories



After you have properly packed up all equipment in the original product box, simply use the supplied shipping label, call the telephone number of shipping carrier to arrange for pick-up or bring the box to a local shipping store to return your System.

**IMPORTANT NOTE:** If any Medical Alert System equipment is not returned, the subscriber and/or billing party will be responsible for lost equipment charges in accordance with the Service Agreement.

This equipment 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 a residential installation. 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 communications. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ◆ Reorient or relocate the receiving antenna.
- ◆ Increase the separation between the equipment and receiver.
- ◆ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ◆ Consult the dealer or an experienced radio/TV technician for help.

Users must not modify this device. Modifications by anyone other than the party responsible for compliance with the rules of the Federal Communications Commission (FCC) may void the authority granted under FCC regulations to operate this device. This product meets the requirements of 47 CFR Part 68 of the Federal Communications Commission (FCC) Rules.

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

American Medical Alert Corp.  
36-36 33rd Street, Suite B  
LIC, New York 11106  
1-800-853-1458

**Equipment Information:**

Model: 850XL  
Equipment Code: AL  
Ringer Equivalence: (0.1B)  
Ringer Type: B  
Phone Jack: RJ31X  
US: 5LTAL01B900

**NOTICE:** Part 68, FCC Rules and Regulations permit this device to be directly connected to the telephone network in the US. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines. If trouble is experienced with this device, you should disconnect the Model 850XL appliance from the telephone line to determine if it is malfunctioning. If the Model 850XL appliance is malfunctioning you should discontinue use of the equipment until the problem has been corrected.

If the telephone company requests information on what equipment is connected to their lines, inform them of:

1. The telephone number this unit is connected to.
2. The Ringer Equivalence Number (REN), which is 0.1B.
3. The USOC jack required, which is RJ-31X.

The REN is used to determine how many devices can be connected to your telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. The sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, one or more may not ring properly. 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.

This equipment complies with Part 68 of the FCC rules. Located on the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

If this equipment, Model 850XL, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, Model 850XL, for repair or warranty information, please contact:

American Medical Alert Corp.  
36-36 33rd Street, Suite B  
LIC, New York 11106  
1-866-874-8882

For troubleshooting, refer to page 9 in this manual. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commissions or corporation commission for information.

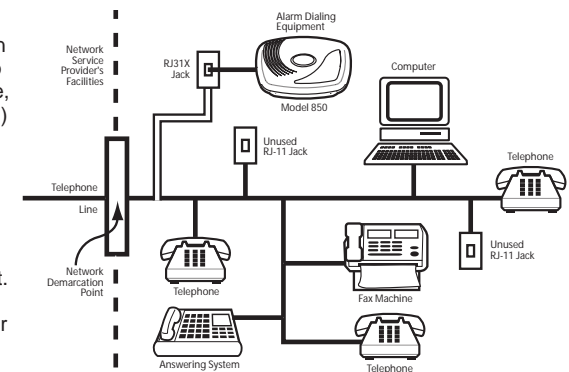
If your home has specially wired alarm equipment connected to the telephone line, ensure that the installation of the Model 850XL does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**Electrical Safety Advisory:**

Parties responsible for equipment requiring AC power should suggest the customer use a surge arrester. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem.

**Alarm Dialing Equipment:**

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure at right. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the RJ31X jack and alarm dialing equipment for you.



**Important Note Regarding Line Seizure:**

If the Subscriber has more than one telephone extension using the same number, and if one of these phones is in use or off the hook, the System will not operate without the installation of an RJ31X Telephone Jack as depicted in the above illustration. The Provider is not responsible for any costs for parts and/or labor associated with installing an RJ31X jack and will be relieved of all liability if the System cannot transmit a signal to the Response Center if a phone is in use or off the hook.



1-866-874-8882

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Manufactured and Monitored By  
American Medical Alert Corp.  
36-36 33rd Street, Suite B  
LIC, New York 11106  
[www.amac.com](http://www.amac.com)