

# PERSONAL HELP BUTTON

## INSTALLATION INSTRUCTIONS

The Personal Help Button Pendant (2GIG-PHB2-345) is a battery-powered transmitter, designed for use with the provided panel. The transmitter is referred to as the "Pendant." The panel is the "Console." Both Pendant and Console together is referred to as the "System."

The Personal Help Button Pendant is a miniature, water-resistant, (Water-resistance is not tested by ETL) supervised transmitter designed for use with compatible 345MHz receivers (security panels, PERS consoles, and Libris Smart Cradles). The transmitter ships attached to a permanent mounting accessory, which can be worn on its adjustable lanyard with a breakaway release.

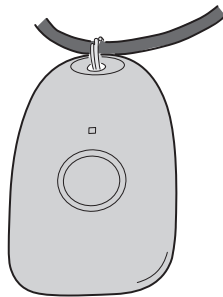


Figure 1. Personal Help Button

For further information regarding testing recommendations, safety precautions, use, and operation of the Pendant and the Console, consult the more detailed instructions included with the Console and also found in the literature section of the following link:

[www.nortekcontrol.com/manual\\_list1.php](http://www.nortekcontrol.com/manual_list1.php)

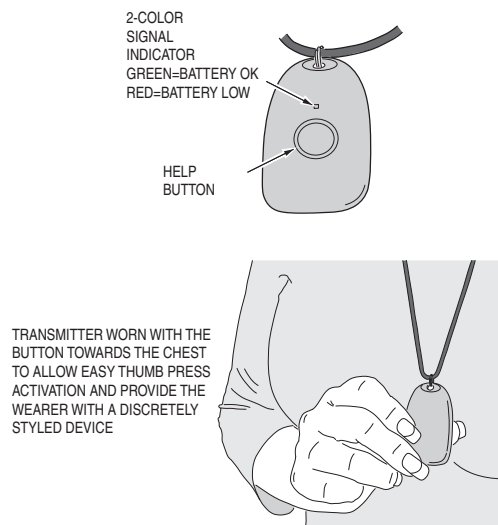


Figure 2. Pendant Features and Functions

### Box Contents

Verify that the package includes the following:

- 1- Personal Help Button
- 1-Adjustable Lanyard with Breakaway Release

## OPERATION

### Initial Activation of Pendant & General Use

When your Pendant arrives, you must immediately call the monitoring service provider that provided the Pendant to you and ask them to confirm that the Pendant has been programmed and is properly transmitting.

The Pendant also comes with a Battery Supervision Feature, aimed to identify Systems that are not functioning, either because the battery has died, or because the Console connection was lost. **To turn the Battery Supervision Feature ON, you must press the Help Button and hold it down for 2 seconds. When you release the Help Button, its LED indicator flashes GREEN to indicate that the Battery Supervisor Feature is working and the Pendant is active.**

**Pressing the button should also initiate a two-way voice communication through the Console with your monitoring services provider. If the two-way voice communication is not initiated when you press the button, you should call your monitoring service provider immediately to report the problem.**

Once activated, the Pendant should be worn daily and tested weekly, as further explained in the following Important Safety and Battery Instructions section.

You must be within range of the Console in order for the Pendant to communicate with the Console, for either emergency or low Pendant battery report.

**The operating range of the Pendant is limited. The exact range of a System depends on the type of Console and other variables, such as the local radio frequency environment. Depending on these factors, range is expected to be approximately 300 to 500 feet line of sight. Range can be reduced by walls and other barriers. You can ensure that you are in range at any time by pressing the button to test the system. Please refer to the instructions included with your Console and also found in the literature section of the following link for more information regarding the range of your System:**

[www.nortekcontrol.com/manual\\_list1.php](http://www.nortekcontrol.com/manual_list1.php)

The Pendant is designed to be water-resistant. Only the provided breakaway release lanyard should be used; no other lanyard is approved for use with the Pendant.

The Pendant is sealed and the battery contained therein is not replaceable. When the battery in the Pendant is low, the LED indicator on the Pendant will display RED, and it is designed to send a signal to the Console, which will communicate to your monitoring service provider that your battery is low. Your monitoring service provider should then contact you to coordinate delivery of a replacement Pendant. **As a precautionary measure, in order to ensure that the battery does not deplete before you receive a replacement Pendant, if you see that the light on your Pendant is RED, you should contact your monitoring service provider to arrange for a replacement Pendant as soon as possible - DO NOT WAIT for the monitoring service provider to contact you.**

### ⚠ WARNING ⚠

The Pendant may be worn around the neck on an adjustable lanyard. **IF YOU WEAR THE LANYARD AROUND YOUR NECK AND IT BECOMES ACCIDENTALLY ENTANGLED, AS WITH ANY CORD WORN AROUND THE NECK, IT MAY PRESENT A CHOKING OR STRANGULATION HAZARD THAT COULD RESULT IN SERIOUS INJURY OR DEATH. FOR THIS REASON, USE ONLY THE PROVIDED BREAKAWAY LANYARD. TO REDUCE RISK OF STRANGULATION, THE PROVIDED LANYARD IS DESIGNED TO BREAK APART UNDER CERTAIN CONDITIONS. MODIFIED, OR OTHER LANYARDS, ARE NOT TO BE USED.** These risks apply especially to subscribers who may use wheelchairs, walkers, beds with guard rails, or similar objects such as door knobs with protrusions on which a lanyard could become entangled. Users and caregivers should exercise care with the lanyard to ensure it does not get caught or tangled in some such equipment or other objects.

### ⚠ IMPORTANT ⚠

**TO REDUCE THE RISK OF SEVERE INJURY OR DEATH TO PERSONS, REVIEW THIS SAFETY INFORMATION PRIOR TO USE.**

## Additional Testing Information

- Emergency Reporting Systems such as this are not a replacement for regular contact with caregivers or access to an alternative means of placing an emergency call.
- To ensure the System is working properly make sure to TEST IT WEEKLY.
- DO NOT take the Pendant out of range.
- The Pendant is designed to be water-resistant. Usage other than as directed may result in the inability to place a call during an emergency.
- DO NOT modify or dismantle the Pendant or Console at any time, as this could affect its functionality. The battery is not designed to be removed or replaced (see Battery information above for more details). There is a risk of explosion if the battery is tampered with, or manipulated in any way.

## Activating the Pendant

The Pendant can be activated by pressing the Help Button when help is needed. To ensure sending a compatible signal, press the Pendant's Help Button for a minimum of 2 seconds. The System will provide a siren and spoken voice prompts to alert the user that the "Emergency" call is being placed.

## Canceling an Emergency Report

If you press the Help Button by mistake, you can cancel the emergency report by either confirming during the two-way voice verification with the monitoring service provider that you do not need assistance, or otherwise contacting the monitoring service provider to cancel the emergency.

## Important Safety and Battery Instructions

**TEST THIS SYSTEM WEEKLY:** If the Pendant battery is depleted, or the Console is not connected, the System will not be able to communicate the need for assistance. We strongly recommend that you test this equipment at least weekly to ensure the System is working properly. To test the System, press the Help Button on your Pendant and make sure that you get a verbal response from your monitoring service provider over the two-way voice verification. If you do not get a verbal response, call your monitoring service provider to report the problem and arrange for service.

For further information on testing and the operation of the System, consult the more detailed instructions contained in the literature section of the following link:

[www.nortekcontrol.com/manual\\_list1.php](http://www.nortekcontrol.com/manual_list1.php)

Also see information above regarding Battery Supervisor Feature.

✓ **NOTE:** Use of this feature is NOT a substitute for weekly testing of Pendant.

The operating range of the Pendant is limited. In order for the Pendant's low battery signal to be communicated to the Console and the monitoring service provider, it must be within range. If the Pendant is out of range for an extended period of time, it is possible that the Pendant battery could die without being able to effectively communicate a low battery signal to the Console and your monitoring service provider. Therefore you SHOULD NOT let the Pendant get out of range.

## LED INDICATORS

<b>Steady GREEN while button down</b>	Good battery
<b>Steady RED while button down</b>	Low battery
<b>Flashing GREEN after button release</b>	Battery supervision ON; Good battery
<b>Flashing Red after button release</b>	Battery supervision ON, low battery

## SPECIFICATIONS

<b>Wireless Signal Range</b>	500 ft (152.4 m), open air, with 2GIG GC2 Control Panel, 1000 ft (304.8 m) with PERS4200X console, and 300 ft (91.44 m) with Libris Smart Cradle
<b>Code Outputs</b>	Alarm; Supervisory; Low Battery
<b>Transmitter Frequency</b>	345.00 MHz (crystal controlled)
<b>Unique ID Codes</b>	Over one (1) million different code combinations
<b>Supervisory Interval</b>	70 minutes (+/- 20%)
<b>LED Indicators</b>	GREEN: Good Battery RED: Low Battery (Indicates the unit must be replaced)
<b>Transmitter Dimensions (W x H x D)</b>	2.01 x 1.21 x 0.43 in (5.1 x 3.0 x 1.1 cm)
<b>Housing Material</b>	ABS Plastic
<b>Color</b>	White
<b>Operating Temperature</b>	32° to 122° F (0° to 50° C)
<b>Water Resistance</b>	IPx7 rating at depth of 1M for 30 minutes
<b>Battery</b>	One (1) CR 2032 (not replaceable)
<b>Regulatory Listings</b>	ETL, FCC, IC

## REGULATORY INFORMATION

### FCC Notice

This device complies with Part 15 of the FCC's 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. 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. However, there is no guarantee that interference will not occur in a particular installation. 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.

This product complies with FCC radiation exposure limits for an uncontrolled environment. Avoid operating this product at a distance less than 20 cm from the user.

✓ **NOTE:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### Industry Canada (IC) Compliance

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

## LIMITED WARRANTY

This Nortek Security & Control product is warranted against defects in material and workmanship for two (2) years. This warranty extends only to wholesale customers who buy direct from Nortek Security & Control LLC or through Nortek Security & Control LLC's normal distribution channels. Nortek Security & Control LLC does not warrant this product to consumers. Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any.

There are no obligations or liabilities on the part of Nortek Security & Control LLC for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or reinstallation. All implied warranties for functionality, are valid only until the warranty expires. This Nortek Security & Control LLC Warranty is in lieu of all other warranties expressed or implied.

All products returned for warranty service require a Return Authorization Number (RA#). Contact Returns at 1-855-546-3351 for an RA# and other important details.



### 2GIG

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Visit [www.nortekcontrol.com](http://www.nortekcontrol.com) for technical support hours of operation

