

# Gardsmen

**CTC-1041RV**

***USER MANUAL***

.....  
Installation

.....  
Programming

.....  
Operating

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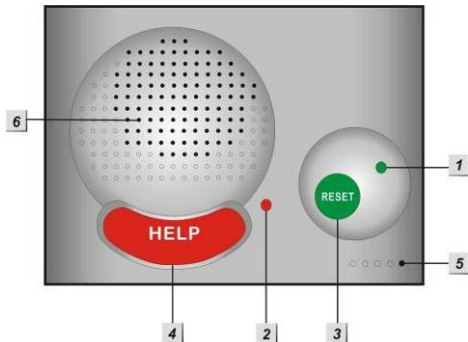
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# 1. Application Overview

## 1.1. Identifying The Parts

### TOP VIEW



#### 1. GREEN LED

- ON: AC Power is ON.
- FLASH every second: AC Power failure
- FLASH every 2 seconds: Panel or Device Low battery
- SLOW FLASH: Line Fault (on and off at every second)
- QUICK FLASH every 2 seconds: Supervision failure

#### 2. RED LED

- ON: Off-hook / Waiting retry pause / Ready to enter Programming Mode (before entering PIN code)
- FLASH: Programming Mode / Pendant Learning Mode

#### 3. GREEN RESET BUTTON

- Press once in normal mode to reset mobility timer (see command 44)
- Before CTC-1041RV dials out for alarm reporting, press once to cancel the alarm reporting
- During or at-the-end of conversation, press once to terminate two-way voice communication
- In Programming Mode, press once to return to Idle Mode
- Press & hold for 3 sec: dial the Non-Emergency call. (See section 4.1.2.)
- Press & hold for 6 sec: enter Learning Mode

- Press & hold for 16 sec: disable mobility setting

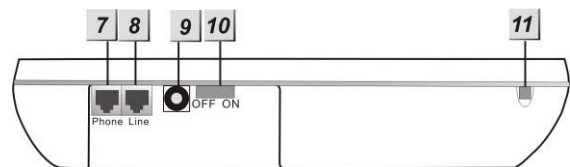
#### 4. RED HELP BUTTON (with backlight)

- Back-lit designed for easy access at night
- Backlight illuminates when reporting and off-hook
- Backlight flashes during the waiting period until help arrives

#### 5. Microphone

#### 6. Speaker

### REAR VIEW



#### 7. Phone Jack marked

- Telephone unit connection

#### 8. Line Jack marked

- Phone line connection from wall

#### 9. DC Jack

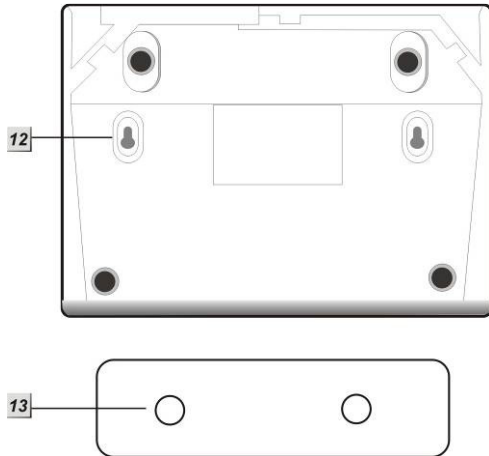
- DC 12V 1A power adapter connection

#### 10. Battery Switch

#### 11. Local Programming Telephone Unit Input

- A special telephone cord to connect CTC-1041RV and your phone unit for Local Programming (optional).

## **BACK VIEW**



**12. Mounting Holes**

**13. Mounting Bracket**

## **1.2. The Power Supply**

- An AC power adapter is required to connect to a wall outlet. Be sure only to use an adapter with the appropriate AC voltage rating to prevent component damage. A DC 12V output and 1A adapter is generally used to power CTC-1041RV.
- In addition to the adapter, there is a rechargeable battery inside CTC-1041RV, which serves as a back-up in case of a power failure.
- During normal operation, the AC power adapter is used to supply power to CTC-1041RV and at the same time recharge the battery.
- It takes approximately 72 hours to fully charge the battery.
- The battery can be manually disconnected by the battery switch located at the back.
- Battery Switch is set as **OFF** by factory default, the battery will not be charged when AC power is connected, nor will it serve as a back-up power source when AC power is missing. You need to switch the battery to **ON** after supplying AC power to CTC-1041RV

### **<NOTE>**

- ☞ Please make sure the battery switch is slid back to ON position (as marked) after manually disconnected the rechargeable battery.

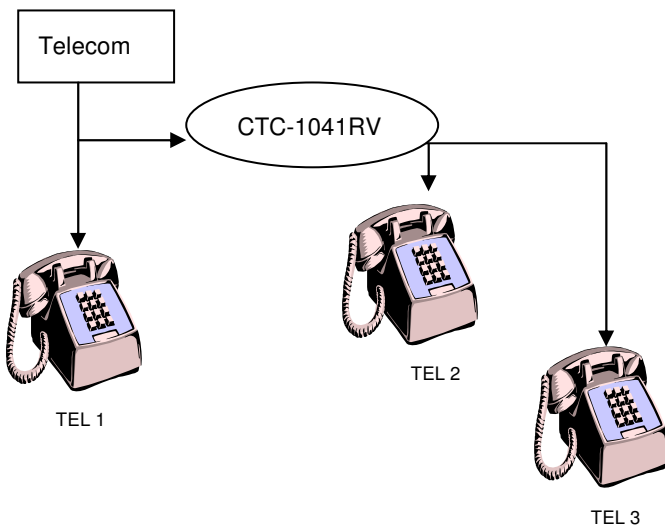
## 1.3. Line Capture

- CTC-1041RV features **Master Control** over the telephone line. That means, even if the phone line is engaged, the CTC-1041RV has the power to circumvent the line and dial-out anyway.

### <NOTE>

- ☞ The Line Capture feature is only available when household phones are connected after the CTC-1041RV wiring.

#### **For Example:**



CTC-1041RV has the Line Capture function over TEL #2 and TEL #3, but not TEL #1.

## 1.4. How to install the Control Panel

### Locating a suitable position for the Control Panel

- The Control Panel requires main power and a constant telephone connection.
- The Control Panel should be easily accessible.
- The Control Panel should not be placed in a damp location, such as a bathroom.
- The Control Panel should not be placed close to any heat source, such as microwave ovens, which can reduce signal strength.
- The Control Panel should not be located alongside other radio transmitting devices, such as mobile phones, cordless phone, or wireless computer network (Wi-Fi) devices.
- Important: When drilling into a wall, ensure there are no hidden cables or pipes.

### Mounting the Control Panel

The Control Panel can be mounted on the wall or wherever desired (e.g. on the table). Ensure the Control Panel is fitted at approximately chest height where the buttons, microphone, and speaker can be easily accessed and operated.

- Use the 2 holes of the Wall Mounting Bracket as a template, mark off the holes' positions.
- Drill 2 holes and insert the wall plugs if fixing into plaster or brick.
- Screw the base to the wall.
- Hook the Control unit onto the Wall Mounting Bracket (holding the unit with the front facing you).

## 2. Learn-in the Devices

There are two methods to learn in devices: **local learning** and **command learning**. Total 10 sensors are allowed to be learnt into the system. The combined numbers of DECT devices (WTRVS, CP-23 and CTC-808RV) learned into CTC-1041RV can be up to 4.

### Local Learning:

You can use the local learning method to learn in 2 RF devices or 4 DECT devices. Refer to **2.1. Learning Pendant #1** to learn in the first RF device, **2.2. Learning Pendant #2** to learn in the second RF device and **2.3. Learning in DECT Devices** to learn in up to 4 DECT devices.

1. The user can turn CTC-1041RV into learning mode to learn in WTR- Series, Fall Sensor, WTRVS, CP-23 and CTC-808RV.
2. If you have learned the first device to the system by following instructions in the **2.1** section, you are not allowed to use **Command 91** (Command Learning) to learn in another device.
3. If you have learned the second device to the system as instructed in the **2.2** section, you are not allowed to use **Command 92** (Command Learning) to learn in another device.

### Command Learning:

1. The user can use Commands 91-94 to learn devices into the system. These devices include PIR Sensor, Smoke Detector, Panic Button, Carbon Monoxide Detector, Wrist & Neck Transmitter, Water Sensor, Pendant Transmitter, WTR- series, Fall Sensor, WTRVS, CP-23 and CTC-808RV. Please refer to **3.2 Programming Your 1041RV: Commands 91-94** for details.
2. **Command 91** is designed to learn in WTR- Series, Fall Sensor, WTRVS, CP-23 or CTC-808RV only.
3. **Command 92** is designed to learn in WTR- Series, Fall Sensor, WTRVS, CP-23 or CTC-808RV only.
4. **Command 93** is designed to learn in WTR- Series or Fall Sensor for silent reporting. **Command 93** can also learn in WTRVS, CP-23 or CTC-808RV, but

WTRVS, CP-23 or CTC-808RV learned in via **Command 93** does not provide silent reporting (they provide two-way communication).

5. **Command 94** is designed to learn in the following sensors:
  - PIR Sensor ----- PIR
  - Smoke Detector ---- SD
  - Carbon Monoxide Detector---- CO
  - Fixed Panic Button ---- PB
  - Wrist Transmitter ---- WTR
  - Pendant Transmitter ---- WTR
  - Water Sensor ---- WS
  - Fall Sensor ---- FS
  - Talking Pendant ---- WTRVS
  - Call Point ---- CP-23
  - Voice Satellite ---- CTC-808RV

### 2.1. Learning Pendant #1

Please see the following instructions to learn in WTR- Series and Fall Sensor.

#### For Normal Wrist Transmitters (WTR-) or Fall Sensor

1. Press and hold the **RESET** button of CTC1041RV for 6 seconds until you hear the double beep and followed by a long beep.
2. The RED LED starts flashing. CTC-1041RV is now in the learning mode.
3. Press and both the **RESET** and **Pendant #1 (WTR- Series or Fall Sensor)** buttons simultaneously until CTC-1041RV emit a double-beep.
4. Pendant #1 has been learnt-in successfully.
5. Press the Reset & Help button at the same time to exit the learning mode. The RED LED will dim to indicate that the system is back to idle mode.

### 2.2. Learning Pendant #2

Please see the following instructions to learn in the second device (WTR- Series and Fall Sensor).

## For Normal Wrist Transmitters (WTR-) or Fall Sensor

1. Press and hold the **RESET** button of CTC1041RV for 6 seconds until you hear the double beep and followed by a long beep.
2. The RED LED starts flashing. CTC-1041RV is now in the learning mode.
3. Press and both the **HELP** and **Pendant #1 (WTR- Series or Fall Sensor)** buttons simultaneously until CTC-1041RV emits a double-beep.
4. Pendant #2 has been learnt-in successfully.
5. Press the Reset & Help button at the same time to exit the learning mode. The RED LED will dim to indicate that the system is back to idle mode.

## **2.3. Learning in DECT Devices (CTC-808RV, CP-23 and WTRVS)**

CTC-1041RV can learn in 4 DECT devices at most. The DECT devices will be automatically assigned to Zone 1~Zone 10 except Zone 3.

### Learning in CTC-808RV

1. Press and hold the green reset button of CTC-1041RV for 6 seconds until you hear two beeps followed by a long beep.
2. The red LED starts flashing. CTC-1041RV is now in learning mode.

#### <NOTE>

☞ CTC-1041RV can learn in 4 DECT devices at most. If fewer than 4 DECT devices have been learned into CTC-1041RV, the red LED will flash slowly to indicate there are still empty zones for DECT devices. If CTC-1041RV has learned 4 DECT devices and there are no more zones for DECT devices, the red LED will flash quickly.

☞ You can clear Zone 1 and Zone 2 for DECT devices to be learned in by pressing and holding CTC-1041RV's green reset button for 6 seconds until you hear a long beep that indicates the

devices in Zone 1 and Zone 2 have been simultaneously removed. Now you can learn DECT devices into Zone 1 and Zone 2.

- ☞ The above method, however, cannot create available zones for more DECT devices if CTC-1041RV has already learned in 4 DECT devices and none of them are in Zone 1 or Zone 2.
3. Press and hold CTC-808RV's learning button for 5 seconds until you hear 2 beeps. Release the button and CTC-808RV will emit one short beep to indicate it is now in learning mode. The green LED of CTC-808RV is turned on.
  4. When CTC-808RV is successfully learned in, both CTC-1041RV and CTC-808RV will emit two beeps to indicate the successful learning. The green LED on CTC-808RV will be turned off.

#### <NOTE>

☞ If you do not hear the two beeps and if CTC-808RV emits one short beep and its green LED is off and red LED steady on, that means the learning process has failed. Please repeat the learning steps again.

5. Check if CTC-808RV has been learned in successfully. Press the HELP button on CTC-808RV and you will hear continuous beeps from CTC-808RV. When CTC-808RV beeps, the CTC-1041RV will respond with 1 beep to indicate that CTC-808RV is within the operation range.
6. Press the reset and help buttons at the same time to exit learning mode. The red LED will dim to indicate that CTC-1041RV is back to idle mode.

### Learning in CP-23 or WTRVS

1. Press and hold the green reset button of CTC-1041RV for 6 seconds until you hear two beeps followed by a long beep.
2. The red LED starts flashing. CTC-1041RV is now in learning mode.

#### <NOTE>

☞ CTC-1041RV can learn in 4 DECT devices at most. If fewer than 4 DECT devices have been learned into CTC-1041RV, the red LED will flash slowly to



indicate there are still empty zones for DECT devices. If CTC-1041RV has learned 4 DECT devices and there are no more zones for DECT devices, the red LED will flash quickly.

- ☞ You can clear Zone 1 and Zone 2 for DECT devices to be learned in by pressing and holding CTC-1041RV's green reset button for 6 seconds until you hear a long beep that indicates the devices in Zone 1 and Zone 2 have been simultaneously removed. Now you can learn DECT devices into Zone 1 and Zone 2.
  - ☞ The above method, however, cannot create available zones for more DECT devices if CTC-1041RV has already learned in 4 DECT devices and none of them are in Zone 1 or Zone 2.
3. Press and hold the CP-23/WTRVS button for 8 seconds until you hear a long beep. The red LED of CP-23/WTRVS is turned on. CP-23/WTRVS is now in learning mode.
  4. Now the LED of CP-23/WTRVS turns from red to green. The green LED blinks. The Control Panel will emit two quick beeps. Afterwards CP-23/WTRVS will emit one beep and its green LED will be turned on and then go off instantly. CP-23/WTRVS has been successfully learned in.

#### <NOTE>

- ☞ You cannot learn in the same CP-23/WTRVS twice.
5. Check if CP-23/WTRVS has been learned in successfully. Press the CP-23/WTRVS button and you will hear continuous beeps from CP-23/WTRVS. When CP-23/WTRVS beeps, the CTC-1041RV will respond with 1 beep to indicate that CP-23/WTRVS is within the operation range.
  6. Press the reset and help buttons at the same time to exit learning mode. The red LED will dim to indicate that CTC-1041RV is back to idle mode.

CTC-1041RV can be programmed to remove Pendant #1 & #2 by **Commands 80, 81 or 82**. Please refer to **3.2 Programming Your 1041RV: Commands 80, 81 or 82** for details. To remove WTRVS, CP-23 and CTC-808RV, you have to remove it from the Control Panel.

## **2.4. Removing Pendant #1 & #2**

## 3. System Configuration

### 3.1. Entering Programming Mode

Three CTC-1041RV programming modes are available: Local Programming Mode, Remote Programming Mode, and via CTC-835 Handheld Programmer (sold separately).

#### 3.1.1. Local Programming Mode (Optional)

From Idle mode, follow the steps below to enter Local Programming mode.

- Step 1.** Plug in the telephone set into **LOCAL PROGRAMMING** jack located on the rear side of CTC-1041RV.
- Step 2.** Pick up the handset.  
**RED LED** lights up.
- Step 3.** Enter default **ACCESS CODE, 1111** followed by **#**.
- Step 4.** CTC-1041RV will emit 2 short beeps and the red LED starts to flash, indicating it is in **Programming Mode**.
- Step 5.** Proceed to program system by referring to the Commands in section **3.2 Programming Your 1041RV**.

#### <NOTE>

- ☞ Local programming is prohibited when AC Power fails.
- ☞ The first digit of Access Code must be entered within 15 seconds, otherwise CTC-1041RV will exit automatically.
- ☞ To exit Programming mode, enter **99** followed by **#**, or place the handset on hook, or disconnect the Programming telephone set.

#### 3.1.2. Remote Programming Mode

To allow Remote Programming, there are two options for CTC-1041RV to answer the incoming calls.

- (1) Auto Answering by ring count
- (2) Dial in twice (Ring Count disable)

The two options are set by Command #41. Please refer to **Command 41** under section **3.2 Programming your 1041RV**.

##### 3.1.2.1. Auto Answering by Ring Count

By using Command 41, you can set the number of rings for CTC-1041RV to answer (**20-Rings** is set as factory default).

- Step 1.** Dial CTC-1041RV and wait for CTC-1041RV to answer.
- Step 2.** Enter **1111** (default 4-digit Access Code) followed by **#**, via the phone set.
- Step 3.** CTC-1041RV will respond with two quick beeps to indicate it is ready for Remote Programming. The RED LED will flash as a visual indication.
- Step 4.** You are now in **Programming Mode**. Proceed to program by referring to the Command in section **3.2 Programming Your 1041RV**.

##### 3.1.2.2. Dial in Twice (Ring Count Disable)

If **00** is set in Command 41, it means CTC-1041RV is disabled to auto answer the incoming calls by ring count. If Remote programming is required, you will need to call CTC-1041RV twice.

- Step 1.** Dial CTC-1041RV and hang up after first 2 rings, wait for another 8-20 sec then call again. CTC-1041RV will answer the call on the first ring. You will enter the Remote Programming Mode after the first ring from the 2<sup>nd</sup> call.
- Step 2.** Enter **1111** (the default 4-digit Access Code) followed by **#**, via the phone set.
- Step 3.** CTC-1041RV will respond with two quick beeps to indicate it is ready for Remote Programming Commands. The RED LED will flash as a visual indication.
- Step 4.** You are now in **Programming Mode**. Proceed to program by referring to the Command in section **3.2 Programming Your 1041RV**.

#### <NOTE>

- ☞ The first digit of Access Code must be entered within 15 seconds, otherwise CTC-1041RV will exit automatically.

☞ To exit Remote Programming mode, enter **99** followed by **#**.

### 3.1.3. CTC-835 Programmer

CTC-835 is a powerful local & remote handheld programming tool (sold separately) that features a built-in keypad and LCD display to help you to program the medical alarm panels efficiently and conveniently. It also features **Once-for-All Uploading**, which allows you program on a computer via the supplied **Pilot** software and you can then upload all the settings to the medical alarm panel simultaneously with a single mouse click.

For detailed usages, please refer to the Operation Manual of CTC-835 Programmer.

## 3.2. Programming Your 1041RV

### ● How to enter Commands?

Please make sure CTC-1041RV is in **Programming Mode** (RED LED flashes continuously) before trying any CTC-1041RV Command Functions. Please refer to section *System Configuration, Entering Programming Mode*.

### ● Follow the protocol below to command CTC-1041RV:

<u>CC</u>	<u>#</u>	<u>DTMF ACK</u>	<u>Function Selection</u>	<u>#</u>	<u>DTMF ACK</u>
1.	2.	3.	4.	5.	6.

1. **CC** = 2-digit DTMF Command
2. **#** = Termination of the DTMF Command
3. **ACK = DTMF Command Acknowledgement** from CTC-1041RV  
Short beep: Command succeeded  
Long beep: Command failed
4. **Function Selection** = According to different Command you will have different entering in this part, e.g. Tel. Number, Account number, etc.
5. **#** = Terminates Function Selection
6. **ACK = Function Selection Acknowledgement** from CTC-1041RV  
Short beep: Function Selection succeeded  
Long beep: Function Selection failed

### ● Follow the Command Steps to program your CTC-1041RV:

- Step 1.** Enter Command number (DTMF Numeric Command, ex. **(01)**, **(02)**...)
- Step 2.** Press **(#)** to terminate the DTMF Command.
- Step 3.** One short beep will be heard for successful Command entry.

**Step 4.** Enter the desired Command function number.

**Step 5.** Enter (#) to terminate the Command Operation.

**Step 6.** CTC-1041RV will emit a short beep, indicating successful programming.

The maximum interval between key strokes is 2 minutes. Otherwise, commands will be ignored and CTC-1041RV will automatically exit to Idle Mode.

- Any erroneous programming must be rectified and program again correctly.

## Command 01-04

### Telephone Number Programming

- Used to program the 1<sup>st</sup> - 4<sup>th</sup> Tel. numbers respectively.
- To program the 1<sup>st</sup> Tel. number: enter (01) followed by (#). After one short beep, enter (**telephone number**) followed by (#). The 1<sup>st</sup> Tel. number is programmed successfully.
- Likewise, the 2<sup>nd</sup>, 3<sup>rd</sup> or 4<sup>th</sup> Tel. numbers can be programmed using Command (02), (03) or (04) respectively.

#### <NOTE>

☞ When entering the phone number, entering (\*) represent a 3-sec. pause. (ex. Switchboard system, extension, etc.)

☞ Up to 20 digits including (\*) are allowed for each telephone number.

### Delete Telephone Number :

- To delete the 1<sup>st</sup> Tel. number, enter (01) followed by (#), after one short beep, enter another (#). CTC-1041RV will emit another short beep, signaling the 1<sup>st</sup> Tel. number is erased.
- Likewise, you can erase the respective 2<sup>nd</sup>, 3<sup>rd</sup> or 4<sup>th</sup> Tel. Numbers, by following the above procedure.

## Command 05-06

### Select Telephone Number for Alarm Reporting and Status Reporting

#### <IMPORTANT NOTE>

**If the Tel. number is selected in Commands #5, #6 and #7, then Command #7 holds the top priority to overwrite the setting. The Tel. number selected in Command #7 will not be used for alarm and/or status reporting.**

- **Command (05):** Select which telephone number (1-4) is/are to be used for **Alarm Reporting**.
- **Command (06):** Select which telephone number (1-4) is/are to be used for **Status Reporting**.
- Available Key-in options:

Tel. Number	Function Selection Sequence
1 <sup>st</sup> Tel. #	(1)
2 <sup>nd</sup> Tel. #	(2)
3 <sup>rd</sup> Tel. #	(3)
4 <sup>th</sup> Tel. #	(4)
1 <sup>st</sup> & 2 <sup>nd</sup> Tel. #s	(12)
1 <sup>st</sup> & 3 <sup>rd</sup> Tel. #s	(13)
1 <sup>st</sup> & 4 <sup>th</sup> Tel. #s	(14)
2 <sup>nd</sup> & 3 <sup>rd</sup> Tel. #s	(23)
2 <sup>nd</sup> & 4 <sup>th</sup> Tel. #s	(24)
3 <sup>rd</sup> & 4 <sup>th</sup> Tel. #s	(34)
1 <sup>st</sup> , 2 <sup>nd</sup> & 3 <sup>rd</sup> Tel. #s	(123)
1 <sup>st</sup> , 2 <sup>nd</sup> & 4 <sup>th</sup> Tel. #s	(124)
1 <sup>st</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> Tel. #s	(134)
2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> Tel. #s	(234)
1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> & 4 <sup>th</sup> Tel. #s	(1234)

- Factory default is set as (1234). Alarm & Status will be reported to all of 4 Telephone Numbers.

<NOTE>

- ☞ The Tel. number selected in Command #7 will not be used for alarm and/or status reporting, even if it is selected in command #5 and/or #6.
- ☞ When multiple Tel. numbers are selected, CTC-1041RV will always dial in respective programmed order.
- ☞ The latest Command (05-06) setting(s) will overwrite any previously enter setting(s).

## Command 07

### Select Telephone Number for Non-emergency call

- This command is used to select which telephone number will be used for non-emergency call.
- The selected Tel. number will not be used for alarm and/or status reporting, even if it is selected in command #5 and/or #6.
- Available key-in options:

Tel. Number	Function Selection Sequence
Disable	(0)
1 <sup>st</sup> Tel. #	(1)
2 <sup>nd</sup> Tel. #	(2)
3 <sup>rd</sup> Tel. #	(3)
4 <sup>th</sup> Tel. #	(4)

- Factory default is set as (0) **disable**. Alarm & Status will be reported to all of 4 Telephone Numbers.
- Please refer to section 4.1.2 for more information.

## Command 10-14

### Account Number Programming

- Commands (10-14) are used to set the account number for the telephone numbers used for Digital Reporting.
- Command (10): Set the **same** account number for **all** telephone numbers.
- Command (11-14): Set the account numbers for the 1<sup>st</sup>-4<sup>th</sup> Tel. numbers used for Digital Reporting **respectively**.
- In (Function Selection) key in **4 or 6 digit Account Number**.

## Command 20-24

### Reporting Method

- Commands (20-24) are used to program the Alarm reporting method for each Tel. Number.
- Command (20): Program the same Alarm Reporting Method for **all** 4 Tel. Numbers.
- Command (21-24): Program the alarm reporting method for the 1<sup>st</sup>-4<sup>th</sup> Tel. Numbers **respectively**.
- Available Options:

Method	Function Selection	
<u>Digital Reporting Method</u>	(0)	Contact ID
	(1)	Scancom
	(2)	Tunstall
<u>Speech Method</u>	(3)	Open Two-way communication

- (0), Contact ID, is set as factory default for all 4 telephone Numbers.

<NOTE>

☞ The latest Command (20-24) setting(s) will overwrite any previously entered setting(s).

☞ **If any of Digital Reporting Methods is selected:**

Once alarm or emergency data is successfully transmitted, CTC-1041RV

will automatically enter specific Follow-On and/or Call Back Mode as specified by Command (38).

**If Speech Method is selected:**

After the dialing for alarm/emergency trigger is successful, CTC-1041RV opens a two-way voice communication between the Call Recipient and CTC-1041RV for 1-10 minutes (set by Command #46).

If the Call Recipient needs more talk time, they can press any keys except 9 on their phone set to add another 1-10 minutes (set by Command #46).

To terminate the call, press (9) or RESET BUTTON on CTC-1041RV.

### Command 31

#### Ringer Enable for Incoming Calls

- CTC-1041RV can be programmed to emit a ring tone as an audio alert, or silent for incoming calls.

Function Selection	Result
(0)	<b>OFF</b> (Ring Tone Disable)
(1)	<b>ON</b> (Ring Tone Enable)

- Factory Default is set as (0), **OFF**.

**<NOTE>**

If the function is set to **ON**, you can answer the incoming call by pressing the **RED HELP BUTTON** or **Pendant Button**.

The time-out period for the incoming call is 1 to 10 minutes (set by Command 46). During the communication, CTC-1041RV will emit two beeps via the telephone handset to alert the call recipient the remaining time of 20 & 10 sec.

Press any DTMF keys (except DTMF#9) can extend another 1 to 10 minutes (set by Command 46)

To terminate the incoming call: (1) press the green reset button on CTC-1041RV; or, (2) press DTMF #9 from the call recipient's end.

### Command 32

#### Audible Fault Alert

- CTC-1041RV can be programmed to emit detected and existent Fault Alert Beeps at **every 30 sec.**

Function Selection	Result
(0)	<b>OFF</b> (No Warning Beep)
(1)	<b>ON</b> (With Warning Beep)

- Factory Default is set as (0), **OFF**.
- The fault situations include AC failure, line failure or battery damage.

### Command 33

#### Help Arrived Signaling

**This function is only available for the digital Contact ID reporting method.**

- This function will be activated in the following situations:
  - ◆ When the Red Help Button is pressed.
  - ◆ When the button on WTRVS or Fall Sensor is pressed.
  - ◆ When a fall is detected.
  - ◆ When Night Switch's Red Button is pressed.

It is used for the Monitoring Center personnel to confirm if the help has arrived for the user or not.

- If Help Arrived Signaling is set to **ON**, once the Alarm Reporting is completed, the RED HELP BUTTON will start to flash.

Press the GREEN RESET BUTTON when the Help arrives, and CTC-1041RV will report to monitoring center and the RED BUTTON will stop flashing.

- If Help Arrived Signaling is set to **OFF**, once the Alarm Reporting is completed, CTC-1041RV will return to idle mode.

Function Selection	Result
(0)	<b>OFF</b> (Disable)
(1)	<b>ON</b> (Enable)

- Factory Default is set as (1), **ON**.

<NOTE>

- ☞ If the green RESET button is not pressed within the period set by Command 67 (Help Arrived Timer), CTC-1041RV will send the alarm report to summon help again and inform the Monitoring Center that no help has arrived within the period set by the Help Arrived Timer.
- ☞ Command 33 (Help Arrived Signaling) has to be set as **ON** for Command 67 (Help Arrived Timer) to be activated.
- ☞ If help has not arrived after 4 retries, CTC-1041RV will dial the telephone number set by Command 75 and open two-way communication when the call is answered.

## Command 34

### Emergency Button Enable

- The RED HELP BUTTON can be enabled or disabled to send an Emergency alarm report:

Function Selection	Result
(0)	<b>OFF</b> (Deactive)
(1)	<b>ON</b> (Active)

- Factory Default is set as (1), **ON**.

<NOTE>

- ☞ When this function is programmed as **OFF**, the RED HELP BUTTON is deactivated.
- ☞ When this function is programmed as **ON**, the RED HELP BUTTON is

activated. When pressed, it will send an Emergency alarm report to the Monitoring Station.

## Command 35

### Silent Mode

- CTC-1041RV can be selected to operate in Silent Mode. This will mute all normal operation **warning beeps, key tone and ring**.

<NOTE>

- ☞ In silent mode, the speaker still functions normally for two-way voice communication.

Function Selection	Result
(0)	<b>ON</b> (Silent)
(1)	<b>OFF</b> (Normal)

- Factory Default is set as (0), **OFF**.

## Command 37

### AC Fault Report

- The CTC-1041RV can be programmed to send a Fault Report when an AC power failure is detected.

Function Selection	Result
(0)	<b>OFF</b> (Send No Report)
(1)	<b>ON</b> (Send Report)

- Factory Default is set as (1), **ON**.

<NOTE>

- ☞ Reporting will only be made after a continuous one hour of AC Fault condition is detected.

## Command 38

### Follow-On & Call-Back Function

- The Command is available for Digital Reporting Methods (when Command #20 - #24 is set as (0), (1) or (2).

Function Selection	Result
(0)	<u>Follow-On</u>
(1)	<u>Call-Back</u>
(2)	<u>Follow-On &amp; Call-Back</u>

- Factory Default is as (0), **Follow-On**.
- When this function is programmed as (0), after a successful alarm reporting (triggered by pressing the Help button on the Medical Panel) to the Monitoring Center, CTC-1041RV will automatically enter the Follow-On mode as specified by Command (45). If the alarm is triggered by a Talking Pendant (WTRVS), the system will automatically enter "Wait for Command" mode (see Command 45) and wait for the DTMF 2 signal pressed by the Monitoring Center to set up two-way communication between WTRVS, the Monitoring Center and all CTC-808RVs learned into the system. If the alarm is triggered by CTC-808RV, the system will automatically enter "Wait for Command" mode (see Command 45) and wait for the DTMF 2 signal pressed by the Monitoring Center to set up two-way communication between the Monitoring Center and all CTC-808RVs learned into the system.
- When this function is programmed as (1), after a successful alarm reporting (triggered by pressing the Help button on the Medical Panel) to the Monitoring Center, CTC-1041RV will automatically hang up the line and start a 5-minute waiting period to auto answer any incoming phone calls from the Monitoring Center. The Monitoring Center personnel should enter an authorized access code (default: 1111), followed by (#) to set up the two way communication between CTC-1041RV and the Monitoring Center.

If the alarm is triggered by a Talking Pendant (WTRVS), the system will wait for an authorized access code (default 1111) followed by (#) during the 5-minute waiting period to open two-way communication

between WTRVS, the Monitoring Center and all CTC-808RVs learned into the system.

If the alarm is triggered by CTC-808RV, the system will wait for an authorized access code (default 1111) followed by (#) during the 5-minute waiting period to open two-way communication between the Monitoring Center and all CTC-808RVs learned into the system.

- When this function is programmed as (2), after a successful alarm reporting (triggered by pressing the Help button on the Medical Panel) to the Monitoring Center, CTC-1041RV will automatically enter the Follow-On mode as specified by Command (45). If the alarm is triggered by a Talking Pendant (WTRVS), the system will automatically enter "Wait for Command" mode (see Command 45) and wait for the DTMF 2 signal pressed by the Monitoring Center to set up two-way communication between WTRVS, the Monitoring Center and all CTC-808RVs learned into the system. If the alarm is triggered by CTC-808RV, the system will automatically enter "Wait for Command" mode (see Command 45) and wait for the DTMF 2 signal pressed by the Monitoring Center to set up two-way communication between the Monitoring Center and all CTC-808RVs learned into the system.

Once Follow-On Mode is terminated, CTC-1041RV will automatically start a 5-minute waiting period to auto answer any incoming phone calls from the Monitoring Center. The Monitoring Center personnel should enter an authorized access code (default: 1111), followed by (#) to set up the two way communication between CTC-1041RV and the Monitoring Center. If the alarm is triggered by a Talking Pendant (WTRVS), the system will wait for an authorized access code (default 1111) followed by (#) during the 5-minute waiting period to open two-way communication between WTRVS, the Monitoring Center and all CTC-808RVs learned into the system. If the alarm is triggered by CTC-808RV, the system will wait for an authorized access code (default 1111) followed by (#) during the 5-minute waiting period to open two-way communication between the Monitoring Center and all CTC-808RVs learned into the system.

<NOTE>



- ☞ During two-way communication, you can use DTMF command to switch the communicating method. Please refer to section **4.2. Alarm Activation**.
- ☞ The first digit of Access Code must be entered within 15 sec. Otherwise, CTC-1041RV will disconnect the call automatically.
- ☞ To terminate the call, press DTMF (9) or RESET BUTTON on CTC-1041RV.
- ☞ If the 5-minute waiting period is up, CTC-1041RV will automatically exit this waiting mode and return to idle mode.
- ☞ Command #41 (Auto Answer for Remote Programming) will not be able to proceed during the 5-mins Call-back time.

## Command 39

### Dialing Mode

- This function is for you to select the dialing method of your telecommunications.
- There are two dialing methods available for user:

Function Selection	Result
<u>0</u>	<u>TONE</u>
<u>1</u>	<u>PULSE</u>

- Factory Default is set as (0), **Tone**.

## Command 40

### Set Access Code

- The Access Code is used to enter Programming Menu (locally or remotely), and the Call-Back Function.
- It consists of 4 digits and has been set to (1111) as factory default. Before you set your own Access Code, (1111) must be keyed in.
- To set a new Access code; enter the desired (4-digit number) in **Function Selection**.

## Command 41

### Auto Answer for Remote Programming

- CTC-1041RV can be programmed to auto answer incoming phone calls after a pre-set number of rings have been reached. The number of rings range from (00) (no auto answer) to (32) rings.

Function Selection	Result
(00)	<u>OFF</u>
(01) - (32)	<u>ON</u>

- Factory Default is (20) Rings.

### <NOTE>

- ☞ If 00 is selected, it means CTC-1041RV cannot auto-answer the call by ring count. If you want to do Remote programming, please follow the Remote Programming method described in **System Conifuration, 1. Entering Programming Mode: 2. Remote Programming Mode**.

## Command 43

### Periodic Test Call

- CTC-1041RV can be programmed to make test calls periodically from (00) (no test call) to every (1) - (7) or 30 days:

Function Selection	Result
(0)	<u>OFF</u>
(1) - (7)	<u>1 - 7 DAYS</u>
(8)	<u>30 DAYS</u>

- Factory Default is set as (0), **OFF**.

### <NOTE>

- ☞ Whenever programming mode is accessed, CTC-1041RV will reset the Periodic Test Call timer.
- ☞ Periodic Test Call will only function with telephone numbers assigned to **Digital** reporting method in **Command 20-24**.

## Command 44

### Mobility Timer

This function monitors user movement around the premises and sends an inactivity report to the Monitoring Center if the user fails to reset the inactivity timer.

- This will disable or enable the Inactivity Timer with selectable count down periods. Options are:

Function Selection	Result
(0)	<u>DISABLE</u>
(1)	<u>12HR</u>
(2)	<u>24HR</u>

- Factory Default is set as (0), **DISABLE**.

#### <NOTE>

- ☞ The Mobility Timer counting down can be reset by:
  1. Pressing the **RESET** button on CTC-1041RV, or,
  2. Movement detected by PIR Detector
- ☞ When Mobility Timer expires and no reset signal is received, CTC-1041RV starts to emit one long beep every 5 minutes to alert the user. After 30 minutes, if reset signal is not received, a mobility alarm reporting will be made.
- ☞ The reporting method for mobility alarm is the same as the emergency alarm. The report will be sent based on your reporting methods.
- ☞ When (0) is selected, no code is sent to Monitoring Center.
- ☞ When CTC-1041RV is in idle mode, press and hold the green reset button for 16 seconds, until you hear a long beep. Then release the button; the Mobility function will be disabled.

## Command 45

### Follow-On Mode Choice

- This Command is only available for Digital

reporting with Command #38 set as (0) or (2).

- It is used to select the Follow-On Choice for CTC-1041RV after it has made a report to the Monitoring Center.
- After reporting, CTC-1041RV can wait for further commands, or enter a Two-Way Full Duplex Communication, or Listen-In Half Duplex Communication immediately according to the setting under this command:

Function Selection	Result
(0)	<u>WAIT COMMAND</u>
(1)	<u>LISTEN</u>
(2)	<u>TWO WAY</u>

- Factory Default is set as (2), **TWO WAY**.

#### <NOTE>

- ☞ When (0) is selected, after CTC-1041RV has made a report to the Monitoring Center, it will wait for 1-10 minutes (set by Command 46), and then follows the DTMF commands that are received from the Central Monitoring Station for action.  
If no command is received after the waiting period, the system will automatically return to Idle mode.
- ☞ When (1) is selected, after CTC-1041RV has made a report to the Monitoring Center, it will automatically enter **Listen-In Half Duplex** for 1-10 minutes (set by Command 46) allowing the Monitoring Center Personnel to listen in to what is happening on the other side.
- ☞ When (2) is selected, after CTC-1041RV has made a report to the Monitoring Center, it will immediately enter a **Two-way Full-duplex Communication** mode for 1-10 minutes (set by Command 46), that gives the user the ability to speak directly with the Monitoring Center Personnel.
- ☞ If either Scancom or Tunstall reporting format is selected, CTC-1041RV will ignore Command #45 selections. It will always open a Two-way voice for Follow-On choice.

- If an alarm is triggered by WTRVS or CTC-808RV, Monitoring Center personnel will have to press DTMF 2 for over 1 second to open two-way communication regardless of the Follow-On choice you have set.

## Command 46

### Follow-On Mode & Two-Way Period

- This command is used to program the allowable time duration for Follow-On mode choice (Command #45) & Two-way voice communication period (Speech mode). It can be set from (01) (1 minute) - (10) (10 minutes).

Function Selection	Result
(01)	<u>1 MINUTE</u>
(02)	<u>2 MINUTES</u>
(03)-(10)	<u>3-10 MINUTES</u>

- Factory default is set as (02) 2 minutes. The allowable time duration for either **Wait Command, Two-way, Listen-In Only** or **Two-way voice communication** in **Speech mode** is two mins. During the 2-min period, CTC-1041RV will emit two beeps via the telephone handset to alert the call recipient the remaining time of 20 & 10 sec. Pressing assigned DTMF key can extend another 1-10 minute(s).

## Command 47

### Off-Set Time

- After the Control Panel's power is supplied, the time of the Check-in Report starts calculating.
- According to the setting of Off-Set Time, the Control Panel will send Check-in Report once, and then send report according to the setting of Command 43 – Test call.

Function Selection	Result
(1)	<u>1 Hour</u>

(2)	<u>2 Hour</u>
(3)	<u>3 Hour</u>
(4)	<u>4 Hour</u>
(5)	<u>8 Hour</u>
(6)	<u>12Hour</u>

- Factory default is set as (1) 1 Hour. When the **Off-Set Time** is reset in programming Mode, the time of the Off-Set period will recalculate.
- Off-Set time Report will be sent only once, and then the Control Panel sends Check-in Report according to setting of period test call, unless the Control Panel restarts or the Off-Set time is reset.

## Command 49

### Supervision

*This function is not available for the digital Scancom reporting method.*

- This option is used to enable system Supervision function. Once enabled, CTC-1041RV will be able to receive the check-in signals from Wrist Pendants (WTR-) to indicate their proper functioning.

Function Selection	Result
(0)	<u>Disable</u>
(1)	<u>4 Days</u>
(2)	<u>5 Days</u>
(3)	<u>6 Days</u>
(4)	<u>7 Days</u>
(5)	<u>8 Days</u>
(6)	<u>9 Days</u>
(7)	<u>10 Days</u>
(8)	<u>30 Days</u>

- Factory default is set as (0) **Disable**. No code is sent to Monitoring Center.
- When the supervisory timer expires and no supervision signal is received from WTR-, the supervisory alarm reporting will be made.
- The reporting method for supervisory alarm is the same as the emergency alarm. The report will be sent based on your reporting

methods.

- The supervision function does not cover WTRVS.

## Command 66

### Set Guard Time Delay Time for Fall Sensor

- This command is used to set the guard time delay time for fall sensor.
- CTC-1041RV can be programmed to delay alarm reporting (triggered by Fall Sensor) from (00) (instant reporting) to (99) seconds.
- During this time period, a continuous series of beeps will be emitted to alert user.
- If a false alarm is triggered by **Fall Sensor**, it can be cancelled within the Guard Time Delay.

Function Selection	Result
(00)	<u>INSTANT REPORTING</u>
(01) - (99)	<u>DELAY</u>

- Factory Default is (15), 15 SECONDS.

#### <NOTE>

- ☞ This command is used if a fall is detected.
- ☞ If an emergency alarm is triggered by pressing the Active Button on Fall sensor, the system will report an alarm immediately.

## Command 67

### Setting the Help Arrived Timer

- This command is used to set the countdown timer for CTC-1041RV to resend the alarm report if no help has arrived after the initial report is made (meaning the reset button has not been pressed before the timer expires).

Function Selection	Result
(01)-(15)	<u>1-15 MINUTES</u>

- Factory default is (15), 15 MINUTES.

#### <NOTE>

- ☞ The Help Arrived function (Command 33) must be set as **ON** for this function to work.

## Command 75

### Help Not Arrived Call

- When CTC-1041RV has sent an alarm report and help not has arrived after 4 retries, CTC-1041RV will dial the phone number programmed by Command 75 and open two-way communication when the call is answered.
- Enter the (**telephone number**) followed by (#) to program the telephone number.

#### <NOTE>

- ☞ When you program the phone number, entering (\*) will cause a 3-second pause. (\*) is for a switchboard system, extension, etc.
- ☞ The telephone number can contain up to 20 digits, including (\*).
- ☞ The Help Arrived function (Command 33) must be set as **ON** for this function to work.
- ☞ CTC-1041RV only dials this telephone number once. If this phone call fails, CTC-1041RV will not try again.

## Command 80-84

### Remove Devices

- CTC-1041RV can be programmed to remove **ALL** previously learnt devices by entering (80) followed by (#). The system will emit an acknowledging beep over the phone for the user.
- Command (81) is used to remove **Pendant # 1 (learnt-in by Command 91)**
- Command (82) is used to remove **Pendant # 2 (learnt-in by Command 92)**.
- Command (83) is used to remove **Silent Wrist (learnt-in by Command 93)**.
- Command (84) is used to remove **Other Devices (learnt-in by Command 94)**.

#### <NOTE>

☞ To remove a talking pendant (WTRVS) or CTC-808RV from the Control Panel, you have to remove it from the Control Panel first and then restore the WTRVS or CTC-808RV to factory default.

☞ If the Pendant(s) you use **Commands 80-84** to remove includes any WTRVS or CTC-808RV, you will need to wait 5 to 10 seconds for the system to emit an acknowledging beep over the phone.

## Commands 91

### Learn-In Pendant #1

- Only one Pendant can be learnt into CTC-1041RV by using Command #91.
- This command is only used for learning WTR- Series, Fall Sensor, WTRVS, CP-23 or CTC-808RV.
- If you have learned one device into the system by using local learning method (as mentioned in 2.1 section), you are not allowed to use **Command 91** to learn in another device.
- For learning **Pendant #1**:

**Step 1:** Enter **91 + #** on the phone set, then a short beep will be heard via the phone set.

**Step 2:** Press the Pendant Button within 60 sec.

☞ Learning can only be completed within the signal reception range of CTC-1041RV.

☞ If no signal is received within 60 sec, CTC-1041RV will emit a long beep and automatically returns to Programming mode.

**Step 3:** CTC-1041RV will emit 2 beeps to indicate that Pendant #1 is learnt-in successfully.

☞ Adding a Pendant for a second time is prohibited unless it is removed from the system first.

☞ If **one long beep** is emitted instead of 2 beeps, it indicates:

- ✓ The device has already been learnt-in.
- ✓ Another device has been learnt-

in before.

## Commands 92

### Learn-In Pendant #2

- Only one Pendant can be learnt into CTC-1041RV by using Command #92.
- This command is only used for learning WTR- Series, Fall Sensor, WTRVS, CP-23 or CTC-808RV.
- If you have learned one device into the system by using local learning method (as mentioned in 2.2 section), you are not allowed to use **Command 92** to learn in another device.
- For learning **Pendant #2**:

**Step 1:** Enter **92 + #** on the phone set, then a short beep will be heard via the phone set.

**Step 2:** Press the Pendant Button within 60 sec.

☞ Learning can only be completed within the signal reception range of CTC-1041RV.

☞ If no signal is received within 60 sec, CTC-1041RV will emit a long beep and automatically returns to Programming mode.

**Step 3:** CTC-1041RV will emit 2 beeps to indicate that Pendant #2 is learnt-in successfully.

☞ Adding a Pendant for a second time is prohibited unless it is removed from the system first.

☞ If **one long beep** is emitted instead of 2 beeps, it indicates:

- ✓ The device has already been learnt-in.
- ✓ Another device has been learnt-in before.

## Commands 93

### Learn-In Silent Pendant

- Only one Silent Pendant (WTR- Series, Fall Sensor, WTRVS, CP-23 or CTC-808RV) can be learned into CTC-1041RV by using Command #93. When CTC-1041RV received the alarm signal from the Silent

Pendant, CTC-1041RV will not emit any warning beeps during Reporting.

- For learning **Silent Pendant**:

**Step 1:** Enter **93 + #** on the phone set, then a short beep will be heard via the phone set.

**Step 2:** Press the Pendant Button within 60 sec.

☞ Learning can only be completed within the signal reception range of CTC-1041RV.

☞ If no signal is received within 60 sec, CTC-1041RV will emit a long beep and automatically returns to Programming mode.

**Step 3:** CTC-1041RV will emit 2 beeps to indicate that Silent Pendant is learnt-in successfully.

☞ Adding a Pendant for a second time is prohibited unless it is removed from the system first.

☞ If **one long beep** is emitted instead of 2 beeps, it indicates:

- ✓ The device has already been learnt-in.
- ✓ Another device has been learnt-in before.

## Commands 94

### Learn-In Device

- Up to 7 devices can be learnt into CTC-1041RV by using Command #94.

- The available devices that can be learnt-in Command #94 are:

- ✓ PIR Sensor ---- PIR
- ✓ Smoke Detector ---- SD
- ✓ Carbon Monoxide ---- CO
- ✓ Fixed Panic Button ---- PB
- ✓ Wrist Transmitter ---- WTR
- ✓ Pendant Transmitter ---- WTR
- ✓ Water Sensor ---- WS
- ✓ Fall Sensor ---- FS
- ✓ Talking Pendant ---- WTRVS
- ✓ Call Point ---- CP-23
- ✓ Voice Satellite ---- CTC-808RV

**Step 1:** Enter **94 + #** on the phone set, then

a short beep will be heard via the phone set.

**Step 2:** Press the learn button on the device within 60 sec.

☞ Learning can only be completed within the signal reception range of CTC-1041RV.

☞ If no signal is received within 60 sec, CTC-1041RV will emit a long beep and automatically returns to Programming mode.

**Step 3:** CTC-1041RV will emit 2 beeps to indicate the device is learnt-in successfully.

☞ Adding a Pendant for a second time is prohibited unless it is removed from the system first.

☞ If **one long beep** is emitted instead of 2 beeps, it indicates:

- ✓ The device has already been learnt-in.
- ✓ When an 8<sup>th</sup> device is attempted to learn-in.

**Step 4:** Repeat steps 1-3 until all devices are learnt-in.

### <NOTE>

☞ Adding a device for a second time is prohibited unless it is removed from the system first.

## Command 98

### Factory Default Reset

- To Reset CTC-1041RV to factory default settings, enter (**98**) and then (**#**).
- After one short beep, continue by entering (**\*\***) and then end with another (**#**), one beep will be heard for termination.
- Once the **Factory Default Reset** is executed, all the programmed data is returned to its default value and all the devices that have been learnt-in are removed. You have to do the programming and learn-in the device one by one again.

## Command 99

### Exit Programming Mode

- Enter (**99**) and (**#**), after one short beep, CTC-1041RV exits the Programming Mode and returns to idle mode.

## 4. Operation

### 4.1. Idle Mode

When the system is in Idle Mode, CTC-1041RV is ready to execute the following functions:

#### 4.1.1. Auto-Answer Incoming Phone Calls

This function is only available when Command #31 is set as **ON** (factory default is **OFF**).

- For an Incoming telephone call, CTC-1041RV will emit cycles of 2 quick beeps.
- User can answer the call either by pressing the **Pendant Button** or the **RED HELP BUTTON** on CTC-1041RV.
- The user can also remotely answer the call by pressing the **Pendant Button** on WTRVS or by pressing the Emergency or Service button on CTC-808RV.
- Once CTC-1041RV answers the call, it will open a Two-Way Voice Communication. The **RED HELP BUTTON** illuminates.
  - In the “Two-Way” and “Talk Only” communication modes, press (**6**) or (**4**) to increase or decrease the levels of speaker volume.

#### <NOTE>

- ☞ If levels of speaker volume can only be adjusted in the two-way or talk only communication mode, the adjusted value will be kept at next use.
- ☞ The value of speaker volume ranges from 1 to 8 and the default value is set as (5).
- ☞ If communication is set up between WTRVS/CTC-808RV and the emergency call recipient, the speaker volume level cannot be adjusted.
- ☞ To hang-up, press and hold the **Pendant Button** for 5-8 seconds again or the **RESET** button on CTC-1041RV.
- ☞ 1 to 10 minutes (set by Command 46) is allowed for each call.

### 4.1.2. Non-Emergency Speech Call

- This function is only available when Command #7 is programmed.

#### Making a Non-Emergency Call from CTC-1041RV

- Step 1.** From Idle mode, press and hold the **RESET** button for 3 seconds until CTC-1041RV emits a short beep.
- Step 2.** Release the button and **one short beep** will sound. CTC-1041RV dials the phone number entered in Command #7.

#### Making a Non-Emergency Call from CTC-808RV

- Step 1.** Hold the green Service button on CTC-808RV for 5 seconds. CTC-808RV will emit a short beep.
- Step 2.** CTC-1041RV will dial the phone number programmed via Command #7. The dial done can be heard on CTC-808RV.
- Step 3.** When the call gets through, CTC-808RV will open two-way voice communication.

#### <NOTE>

- ☞ When 5 short beeps (warning beeps) sound instead of a short beep, it means CTC-1041RV is not in idle mode and it is not allowed to use non-emergency call function.
  - ☞ If a non-emergency call is made from CTC-1041RV, two-way communication will be conducted via CTC-1041RV.
  - ☞ If a non-emergency call is made from CTC-808RV, two-way communication can be conducted via all CTC-808RVs in the system.
- Step 3.** If the dialing succeeds, CTC-1041RV will open a two-way voice communication between the call recipient and CTC-1041RV for 1 to 10 minutes (set by Command 46).
- The Red button backlight will illuminate during the communication.

#### <NOTE>

- ☞ If the dialing fails, CTC-1041RV will not retry.
- ☞ Press Reset button can stop and cancel the dialing & call at any time.

- Step 4.** At the last 20 & 10 sec, CTC- 1041RV will emit two beeps via the telephone handset to alert the call recipient. If the Call Recipient needs more conversation time, press any DTMF key (except 9) can add another 1 to 10 minutes (set by Command 46).

- Step 5.** Press DTMF 9 or Reset button to terminate the call. The Red button backlight dims and CTC-1041RV returns to idle mode.

### 4.1.3. AC Power Check Up

- If the AC Power failure is detected for 10 seconds or longer, the GREEN LED starts to flash as a visual warning to the user.
- Once the AC Power resumes, the GREEN LED turns steady on again.
- If the AC Power failure lasts for an hour, CTC-1041RV will send an AC Failure report to the Monitoring Center.
- After the Power restoration lasts more than one hour, CTC-1041RV will report AC Restore to the Monitoring Center.

### 4.1.4. CTC-1041RV Low Battery

- CTC-1041RV is unable to detect its Battery condition at first 30 minutes after powering up.
- When the battery low condition lasts for **4 - 6 mins**, CTC-1041RV will report to the Monitoring Center and the GREEN LED flashes slowly.
- If Low Battery condition persists, CTC-1041RV will emit 2 short beeps every hour.
- Press the **RESET** button to clear the warning beeps, and the LED returns to steady ON.
- After the battery voltage is restored and lasts for 12 hours, CTC-1041RV will send Battery Restore report to Monitoring Center and the GREEN LED returns to steady ON.

### 4.1.5. CTC-1041RV Battery Disconnection

- CTC-1041RV can detect the absence of



battery in the following cases:

- Battery switch OFF
  - Battery not connected
  - Battery failure.
- When the battery disconnection lasts for 10-15 mins, CTC-1041RV will report to the Monitoring Center and the GREEN LED flashes slowly.
  - If battery disconnection persists, CTC-1041RV will emit 2 short beeps every hour.
  - The blinking status of RED LED can be cleared by pressing the “**RESET**” button.
  - After the battery is restored and it lasts for 10~15min, CTC-1041RV will send **Battery Restore** report to Monitoring Center and the GREEN LED returns to steady ON.

#### 4.1.6. Devices Low Battery

- When CTC-1041RV receives a battery low signal from a particular device, it will report to the Monitoring Center and the GREEN LED will flash rapidly until the fault condition is cleared.
- In addition, CTC-1041RV will emit 3 short beeps every hour. Press the **RESET** button on CTC-1041RV will stop the warning beeps.
- If any device Low Battery signal is received again, the LED and warning beeps will be performed accordingly. Press the **RESET** button again to silent the warning beeps.
- After the faulty battery is replaced, CTC-1041RV will immediately send **Battery Restore** report to the Monitoring Center for that particular device.

#### 4.1.7. Automatic Check-in Report = Periodic Test Call

- When CTC-1041RV is programmed to send a periodical check-in report, CTC-1041RV will report to the Monitoring Center accordingly.
- The Periodic-Check-in Timer will be reset whenever Programming Mode is entered.

#### 4.1.8. Mobility Timer

- In order to check the user’s well being, a Mobility Timer can be set by using Command #44.
- If Mobility Timer is set as **Enable**, a counting down period starts from:
  - Immediately after powering up CTC-1041RV
  - Exit Programming Mode
- After the pre-set Timer expires, CTC-1041RV will emit a beep at every 5 minutes to notify the user for 30 minutes.
- When the Mobility timer is not reset after 30 minutes, CTC-1041RV will send a **Mobility Timer Expired** report to the Monitoring Center every 30 minutes until timer is reset.
- Mobility Timer can be reset by pressing **RESET** button once on CTC-1041RV or whenever a movement is detected by PIR Detector.
- To disable the Mobility Timer function:
  - Set Command #44 to **0** (Disable), or,
  - Press and hold the **RESET** button on CTC-1041RV for 16 seconds or longer.

#### <NOTE>

☞ If no movement is detected during preset mobility time, CTC-1041RV will send a CID event code 641 with a fixed zone number 071 regardless of the zones the triggered motion detectors occupy.

- **Disable the Mobility function in idle mode:**

**Step 1:** When the system is in Idle Mode, press & hold the Reset Button for 16 seconds.

**Step 2:** During the 16-sec period, CTC-1041RV will emit one short beep → a double beep → continuous three short beeps → **a long beep**.

**Step 3:** Release the Reset Button when you hear the last long beep; a short beep will sound to indicate the mobility function is disabled.

#### <NOTE>

☞ Please use Command #44 to enable the Mobility timer again.

#### 4.1.9. No Pendant Present

- **This function is only available for the digital Contact ID reporting method.**
- If there is no pendant being learnt into CTC-1041RV 30 minutes after powering up, it will send a **No Pendant Learnt-in** report to the Monitoring Center and repeat every hour thereafter, until a pendant is successfully learnt in.

#### <NOTE>

- ☞ The control panel will still send No pendant Learnt-in report even when 1041RV is only Learning WTRVS. But if WTR is learnt in, the control panel won't send No pendant Learnt-in report.

## 4.2. Alarm Activation

- When an alarm is triggered, both RED LED and RED HELP BUTTON backlight turn on steadily.
  - An alarm report can only be canceled by pressing the green reset button on CTC-1041RV. An alarm report cannot be canceled by pressing buttons on sensors such as CP-23, WTRVS3, 808RV, WTR, Fall Sensor or Panic Button.
  - After two-way communication is established, the alarm report can be canceled via CP-23, WTRVS3 or 808RV only if it has been triggered by one of these DECT devices.

### Confirmation Beeps

- Once an alarm is triggered, CTC-1041RV will summon help based on the programmed reporting method. A continuous confirmation beeping sound (about 1s-on / 1s-off) will be heard after CTC-1041RV dials out, indicating that the call is in progress (regardless of Digital or Speech Reporting Method).
- If WTRVS or CTC-808RV triggers an alarm, WTRVS or CTC-808RV will emit continuous confirmation beeps (about 1 second on and 1 second off).
- Confirmation beeps will be heard in the following situations:

### <IMPORTANT NOTE>

- ☞ When an alarm is triggered by any device (except for Talking Pendant WTRVS and CTC-808RV), two-way communication will be set up between the Central Monitoring Station and the Control Panel. If an alarm is triggered by WTRVS or CTC-808RV, two-way communication will be set up between the Central Monitoring Station and WTRVS or CTC-808RV.

### Alarm Triggered by Talking Pendant (WTRVS)

Press the Active button on a talking pendant to trigger an alarm. Then you will hear a talking pendant's confirming beeps and the beeps will stop until a talking pendant receives a DTMF command. If a talking pendant receives a DTMF command, it indicates that the connection is setup successfully. While a talking pendant is triggered, 1041RV's Help Button and Red button will lighten until connection ends.

#### <NOTE>

- ☞ When an alarm is triggered by Talking Pendant (WTRVS), two-way communication will be set up between the Central Monitoring Station, the Talking Pendant and all CTC-808RVs in the system. A trigger by WTRVS will open two-way communication for all CTC-808RVs learned in to the system.
- ☞ When an alarm reporting successfully goes through to CMS, but if no DTMF command is received by a talking pendant, after 2.5 minutes, connection will timeout and the talking pendant will stop beeping.
- ☞ When reporting to CMS fails, the talking pendant will go to retry cycle and its confirming beeps will continue until it receives a DTMF command or until a retry cycle.

### Alarm Triggered by Voice Satellite CTC-808RV

When you press the **Emergency** button on a CTC-808RV, an emergency report will be sent and two-way communication will be opened for **ALL** CTC-808RVs learned into the system for 5 minutes. CTC-808RV's green LED will light up during the communication.

#### <NOTE>

- ☞ When an alarm reporting successfully goes through to CMS but no DTMF command is received by a CTC-808RV, connection time will be up after 2.5 minutes.
- ☞ When the reporting to CMS fails, CTC-808RV will enter the retry cycle until it receives a DTMF command.
- ☞ CTC-808RV's communication function is temporarily suspended when CTC-1041RV is engaged in two-way communication.

## Digital Reporting Method

After the alarm reporting is successfully received by the Monitoring Center, CTC-1041RV will then follow the choice of Command #38, to enter **Follow-On and/or Call-Back** mode:

### ● **Call-Back Operation**

- If Command #38 is set as **1**, Call-Back or **2**, Follow-On & Call-Back; after alarm reporting, it will then wait 5 minutes for Monitoring Center Personnel to call back after reporting.

When the Monitoring Center calls back within this 5-minute period, CTC-1041RV will automatically answers the call after the 1<sup>st</sup>-2<sup>nd</sup> rings and wait for proper Access Code (default is **1111**) entry followed by the (#) key within 15 sec.

Upon the correct Access Code received, CTC-1041RV will then open a Full-Duplex Communication to allow the Call Recipient to speak to CTC-1041RV directly. You can also use the following DTMF commands to change the speech mode.

Enter DTMF **(1)** to **TALK ONLY**

Enter DTMF **(2)** to open **TWO-WAY VOICE COMMUNICATION**

Enter DTMF **(3)** to **LISTEN-IN ONLY**

Enter DTMF **(9)** to **HANG UP**

### <NOTE>

- ☞ During the call back period, enter the access code followed by DTMS command to open a Full-Duplex Communication, allowing the Call Recipient to speak to CTC-1041RV

directly.

If Command #38 is set as **0**, Follow-On, or **2**, Follow-On & Call-Back, it will then follow its settings as in Command #45, **Follow-On Choice** to open Two-way Voice, or, Listen-In, or just waiting for commands.

### ● **Follow-On Operation**

**Please note that if an alarm is triggered by WTRVS or CTC-808RV** for follow-on operation, Monitoring Center personnel will have to press DTMF 2 to open two-way communication regardless of the Follow-On choice (**Command 45**) you have set. Then the Monitoring Center can remotely control CTC-1041RV by the DTMF commands listed below.

**If an alarm is triggered by any compatible device (except for WTRVS or CTC-808RV) or by pressing the HELP button on CTC-1041RV**, the system will respond according to the preset Follow-On mode (**Command 45**). During the two-way communication, the Monitoring Center can remotely control CTC-1041RV by the DTMF commands listed below.

### **1. CONTACT ID FORMAT:**

- Enter **(2)** to open **TWO-WAY VOICE COMMUNICATION**
- Enter **(1)** to **TALK ONLY**
- Enter **(3)** to **LISTEN-IN ONLY**
- Enter **(9)** or **(0)** to **HANG UP**
- In the "Two-Way" and "Talk Only" communication modes, press **(6)** or **(4)** to increase or decrease levels of speaker volume.
- Press any DTMF key except for the hang-up key **(9)** or **(0)** to add another preset communication period. Please note that when a particular DTMF key is pressed, its designed shortcut function will be executed and the communication period will be extended at the same time.

### <NOTE>

- ☞ Enter **(9)** to hang up the call and terminate help arrived mode and callback mode when the nurse no longer needs help. In this case WTRVS and/or CTC-808RV will return to idle mode after the call is hung up.

- ☞ Enter **(0)** to hang up the call only. Help arrived mode and callback mode will continue. WTRVS and/or CTC-808RV will remain in callback mode.
- ☞ If levels of speaker volume can only be adjusted in the two-way or talk only communication mode, the adjusted value will be kept at next use.
- ☞ The value of speaker volume ranges from 1 to 8 and the default value is set as (5).
- ☞ If communication is set up between WTRVS/CTC-808RV and the emergency call recipient, the speaker volume level cannot be adjusted.

## 2. SCANCOM FORMAT:

- Enter **(2)** to **TALK ONLY**
- Enter **(1)** to **LISTEN-IN ONLY**
- Enter **(3)** to open **TWO-WAY VOICE COMMUNICATION**
- Enter **(5)** or **(0)** to **HANG UP**
- Enter **(\*)** to **TOGGLE**
- In the “Two-Way” and “Talk Only” communication modes, press **(6)** or **(4)** to increase or decrease levels of speaker volume.
- Press any DTMF key except for the hang-up key **(5)** or **(0)** to add another preset communication period. Please note that when a particular DTMF key is pressed, its designed shortcut function will be executed and the communication period will be extended at the same time.

### <NOTE>

- ☞ Enter **(5)** to hang up the call and terminate help arrived mode and callback mode when the nurse no longer needs help. In this case WTRVS and/or CTC-808RV will return to idle mode after the call is hung up.
- ☞ Enter **(0)** to hang up the call only. Help arrived mode and callback mode will continue. WTRVS and/or CTC-808RV will remain in callback mode.
- ☞ If levels of speaker volume can only be adjusted in the two-way or talk only communication mode, the adjusted value will be kept at next use.

- ☞ The value of speaker volume ranges from 1 to 8 and the default value is set as (5).
- ☞ If communication is set up between WTRVS/CTC-808RV and the emergency call recipient, the speaker volume level cannot be adjusted.

## 3. TUNSTALL FORMAT:

- Enter **(C)** to **TALK ONLY**
- Enter **(\*)** to **LISTEN-IN ONLY**
- Enter **(3)** to open **TWO-WAY VOICE COMMUNICATION**
- Enter **(#)** or **(0)** to **HANG UP**
- In the “Two-Way” and “Talk Only” communication modes, press **(6)** or **(4)** to increase or decrease levels of speaker volume.
- Press any DTMF key except for the hang-up key **(#)** or **(0)** to add another preset communication period. Please note that when a particular DTMF key is pressed, its designed shortcut function will be executed and the communication period will be extended at the same time.

### <NOTE>

- ☞ Enter **(#)** to hang up the call and terminate help arrived mode and callback mode when the nurse no longer needs help. In this case WTRVS and/or CTC-808RV will return to idle mode after the call is hung up.
- ☞ Enter **(0)** to hang up the call only. Help arrived mode and callback mode will continue. WTRVS and/or CTC-808RV will remain in callback mode.
- ☞ If levels of speaker volume can only be adjusted in the two-way or talk only communication mode, the adjusted value will be kept at next use.
- ☞ The value of speaker volume ranges from 1 to 8 and the default value is set as (5).
- ☞ If communication is set up between WTRVS/CTC-808RV and the emergency call recipient, the speaker volume level cannot be adjusted.
- The allowable time duration for **Follow-On Period** is set by Command #46 (1-10 mins).

- During Two-way Voice Communication, at 20 & 10 seconds before the Follow-On period expires, CTC-1041RV will emit two beeps to alert both the user and the Monitoring Center Personnel.
- To extend the conversation, the Monitoring Center personnel can press the DTMF command again to add another 1-10 mins.
- Voice Communication can be terminated by the following:
  - DTMF Commands:
    - Contact ID:** 9 or 0
    - Scancom:** 5 or 0
    - Tunstall:** # or 0
  - The **RESET** button is pressed.
  - Automatically hangs up after the Follow-On Period expires.

- **Help Arrived Signaling**

**This function is only available for the Contact ID digital reporting method and when the Help Arrived Signaling function (Command #33) is set as ON.**

- Help arrived mode will be activated after Contact ID code 100, 101 or 120 is reported. CTC-1041RV will start counting down the Help Arrive Timer according to the length of time set by Command **67**. The **HELP** button starts flashing.

**<NOTE>**

- ☞ Callback mode coexists with help arrived mode. The Monitoring Center can call back to CTC-1041RV multiple times and to WTRVS or CTC-808RV once during help arrived mode. Callback mode and help arrived mode will be terminated at the same time when DTMF key (**9**) is entered to end two-way communication.
- If the **RESET** button is not pressed before the timer expires, CTC-1041RV will send the alarm report again to inform the Monitoring Center that no help has arrived.
- If the **RESET** button is still not pressed after 4 retries to resend the alarm report, CTC-1041RV will dial the telephone number programmed

by Command **75** and open two-way communication when the call is answered. If the call is not answered, CTC-1041RV will end the report, retry no more, and return to idle mode.

- When help has arrived, the **RESET** button should be pressed twice quickly to send an **alarm reset** report to the Monitoring Center. The **HELP** button stops flashing and CTC-1041RV returns to idle mode
- When help has arrived, pressing the **RESET** button once will enable CTC-1041RV to send a **Nurse Present** report to the Monitoring Center. The **HELP** button continues to flash. The Help Arrived Timer will be reset and start counting down from the beginning again.

- When the nurse has completed treatment for the caller, he/she should press the **RESET** button again to enable CTC-1041RV to send a **Local Reset** report to the Monitoring Center. The **HELP** button will stop flashing, the Help Arrived Timer stop counting down, and the system return to idle mode

If the nurse needs more help, he/she should press the **HELP** button to send a **Call Assistance** report to the Monitoring Center to call for more help.

- If the **RESET** button is not pressed again to send a **Local Reset** report after a **Nurse Present** report is sent, CTC-1041RV will continue to resend the **Nurse Present** report when the Help Arrived Timer expires.

If the **RESET** button is not pressed after 4 retries to send the **Nurse Present** report, CTC-1041RV will dial the telephone number programmed by Command **75** and open two-way communication when the call is answered. If the call is not answered, CTC-1041RV will end report, retry no more, and return to idle mode.

**<NOTE>**

- ☞ Two-way voice communication established in help arrived mode can be terminated by pressing DTMF 9 or DTMF 0. If the two-

way communication is terminated by pressing DTMF 9, the control panel will simultaneously end help arrived mode and send event code 1663 to report the cancelled help arrived mode. If the two-way communication is terminated by pressing DTMF 0, the control panel will remain in help arrived mode.

### Speech Reporting Method

- If Speech Reporting Method is selected, after dialing, CTC-1041RV will open a two-way voice communication between the Call Recipient and CTC-1041RV for 1-10 minutes (set by Command #46).
- If the alarm is triggered by Talking Pendant WTRVS, two-way communication will be opened between the Monitoring Center, the WTRVS and all CTC-808RVs in the system after the WTRVS receives an acknowledging DTMF 2 signal from the Monitoring Center.
- If the alarm is triggered by CTC-808RV, two-way communication will be opened between the Monitoring Center and all CTC-808RVs in the system after CTC-808RV receives an acknowledging DTMF 2 signal from the Monitoring Center.

### <NOTE>

☞ CTC-808RV's communication function is temporarily suspended when CTC-1041RV is engaged in two-way communication.

- At 20 & 10 seconds before the time period expires, CTC-1041RV will emit two beeps via the telephone handset to alert the user.
- If the Call Recipient needs more talk time, they can press any keys except 9 on their phone set to add another 1-10 minutes (set by Command 46).
- To terminate the call, press the **RESET** button on CTC-1041RV or DTMF 9. You can also press the **Pendent Button** on WTRVS or the **Service Button** on CTC-808RV for 5~8 seconds to end the call.

### Call Sequence

- The call sequence is followed by Tel. #1, Tel. #2, Tel. #3 to Tel. #4. It is recommended to set digital reporting method in first priority for immediate help.

- If either Digital Alarm reporting OR Speech Alarm reporting is set, with anyone answered successfully, the call sequence will be terminated automatically.
- If both Digital and Speech Alarm reporting are set, the reporting call sequence will only be terminated once one Digital reporting (any of CID, Scancom or Tunstall protocols) and one Speech reporting are answered successfully.
- There is a calling pause between each call. For different Tel. Numbers, the pause is set as 5 sec, and for same Tel. Number, it is set as 62 sec.

### Retry Method

- **Retry Cycle:** Each Tel. Phone number can be retried up to 5 times alternative; and max. 15 calls will be retried. During the retry period, the Red LED still stays on steadily, while the Red Help Button backlight dims.
- In the retry cycle, if any digital, voice message, or speech reporting fails, CTC-1041RV makes a 10-min pause, then starts another 15-call retry cycle, followed by another 10-min pause. This cycle repeats until all reporting is/are answered successfully.
- During the 10-min pause, CTC-1041RV returns to normal mode with Red LED on:
  - Press the Green **RESET** button to terminate the reporting.
  - If new event happens, CTC-1041RV starts the reporting immediately.
- If an alarm is triggered by Talking Pendant (WTRVS) or CTC-808RV:
  - For Tel number(s) set as Digital Method (set by Commands 20-24), WTRVS or CTC-808RV will wait for Central Monitoring Station's DTMF command after digital reporting is completed.
  - For Tel number(s) set as Speech Method (set by Commands 20-24), WTRVS or CTC-808RV will open two-way voice communication.

## **4.3. Walk Test (Range Test)**

Put CTC-1041RV in **Learning Mode** to

determine the operation range of the devices.

**Step 1.** From Idle mode, press and hold the **RESET** button for 6 seconds.

<NOTE>

☞ Once pressed, a button beep sound will be heard. CTC-1041RV will emit one short beep at 3 sec., then a double beep when it reaches 6 sec.

**Step 2.** Release the button after you heard the **double beep**. Then, a short beep will be heard indicating CTC-1041RV is now in **Learning Mode**. The **RED LED** begins to flash.

**Step 3.** Move the device to your desirable location in the house, and press the **TEST button** or **Pendant button (WTRB)** to observe the range for its operation.

**Step 4.** If CTC-1041RV responds with **one long beep**, then the particular device is within the operation range.

<NOTE>

**For Talking Pendant WTRVS:** During Walk Test, when the Pendant button is pressed you will hear WTRVS emit beep (1s-on / 1s-off). After about 3 sec, the Control Panel will emit a long beep. About 2 sec later, the Control Panel will emit a long beep again, indicating the Pendant is within the operating range. If you do not hear beeps emitted by Control panel, turn the Pedant off and repeat the steps mentioned above until you hear the Panel beeps.

**Step 5.** To exit Learning Mode, press both **RESET** & **HELP** buttons simultaneously.

Or, CTC-1041RV will exit Learning mode automatically after 5 mins of inactivity.

## 4.4. Global Test

- Global Test is used to test if the complete system is working properly.

To do the Global Test:

**Step 1.** Press the **RESET** button once.

**Step 2.** Within **5 sec**, press Pendant button.

**Step 3.** CTC-1041RV will emit a short beep and report to Monitoring

Center.

<NOTE>

☞ This function is for WTR only, not for WTRVS.

## 4.5. Factory Reset

CTC-1041RV will clear all programmed parameters by the following sequence:

**Step 1.** Unplug the power cord from the DC Jack.

**Step 2.** Remove the Battery Switch rubber cap.

**Step 3.** Use a pen or screw-driver to slide the Battery Switch to **OFF** position (or the opposite direction of the ON marking)

**Step 4.** Plug the power cord into the DC jack while holding down both the **HELP** & **RESET** buttons, until one **long beep** is heard, indicating that the Factory Reset is successful.

**Step 6.** Release both buttons

**Step 7.** Slide the Battery Switch back to **ON** position again.

**Step 8.** Replace the Battery Switch rubber cap.

<NOTE>

☞ Once the **Factory Reset** is executed, all the programmed data is returned to its default value and all the devices that have been learnt-in are removed. You will have to do the programming and learn-in the devices one-by-one again.

## 5. Appendix

### 5.1. CID Event code

- **100 - Panel emergency**
    - ◆ When the red HELP Panel button is pressed.
  - **101 - Personal emergency**
    - ◆ When Wrist Transmitter/Emergency Pendant (WTR), Fall Sensor, WTRVS, PCU3 or CTC-808RV RED Button is pressed.
  - **102 –Inactivity**
    - ◆ If no sudden movement within 10 seconds after fall detection, an inactivity code will be sent to Central Monitoring Station.
  - **110 - Smoke emergency**
    - ◆ When the Smoke Detector (SD) is triggered.
  - **120 - Fall emergency**
    - ◆ When a fall sensor is triggered.
  - **147 - Sensor Supervisory Failure**
    - ◆ When CTC-1041RV is unable to receive the supervisory signal transmitted from the Wrist Transmitter / Emergency Pendant (WTR) for a pre-set period by Command #49, Green LED flashes every 2 sec.
  - **154 - Water emergency**
    - ◆ When Water Sensor (WS) is triggered
  - **162 - Carbon Monoxide emergency**
    - ◆ When Carbon Monoxide Detector (CO) is triggered
  - **301 - Panel AC Failure**
    - ◆ When AC power fails for more than 10 sec, Green LED flashes every sec with a beep every 30 sec.
  - **302 - Panel Low battery**
    - ◆ When CTC-1041RV is under Low Battery status, Green LED flashes every 2 sec with 2 beeps every hour.
  - **311 - Panel Battery Not Connected**
    - ◆ When CTC-1041RV is under Battery Not Connected status, Green LED flashes every 2 sec with 2 beeps every hour.
  - **373 - Smoke Low battery**
    - ◆ When Smoke Detector is under Low Battery Status, Green LED flashes every 2 sec with 3 beeps every hour.
  - **380 - WTR Low Battery**
    - ◆ When Wrist Transmitter (WTR) or Emergency Pendant is under Low Battery Status, Green LED flashes every 2 sec with 3 beeps every hour.
  - **384 - Other devices Low Battery**
    - ◆ When other devices (except SD and WTR) are under Low Battery Status, Green LED flashes every 2 sec with 3 beeps every hour.
  - **602 - Periodic test report**
    - ◆ When CTC-1041RV reports periodic test call to monitoring Center.
  - **606 - Follow-On Function**
    - ◆ When CTC-1041RV receives kiss-off from Monitoring Center for opening Speech channel.
  - **611 - Global test**
    - ◆ When CTC-1041RV reports Global Test to Monitoring Center.
  - **641 - Mobility**
    - ◆ When CTC-1041RV makes Mobility Timer Expired reporting.
- <NOTE>
- ☞ This event code will be sent with a fixed zone number of **071**
- **661 – Nurse arrived/nurse finished his work**
  - ◆ When the nurse arrives within the preset time and presses the green reset button. In this case the event code will be sent with the prefix “1”.
  - ◆ When the nurse finishes treatment for the caller and presses the green reset button again. In this case the event code will be sent with the prefix “3”.
  - ◆ If the nurse has pressed the green reset button once in help arrived mode but did not press the green reset button again within the preset time to end help arrived mode, CTC-1041RV will send this event code with the prefix “1” every 15 minutes



for four times.

- **662 – Nurse needs help**
  - ◆ When the nurse needs more help and presses the red help button to call for assistance.
- **663 – Helped arrived mode canceled**
  - ◆ When the green reset button is pressed twice in help arrived mode to cancel help arrived mode.
  - ◆ When help arrived mode is canceled because two-way communication established in the help arrived mode is terminated by pressing DTMF 9.

## 5.2. Tunstall Event code

- **D#1011 - Panel AC Restored**
  - ◆ When AC power is restored to CTC-1041RV.
- **D#1012 - Global test & Periodic test call report**
  - ◆ When CTC-1041RV reports Global Test to monitoring Center.
  - ◆ When CTC-1041RV reports periodic test call to monitoring Center.
- **D#1013 - Sensor Supervisory Failure**
  - ◆ When CTC-1041RV is unable to receive the signal transmitted from the Wrist Transmitter / Emergency Pendant (WTR) for a pre-set period by Command #49.
- **D#1014 - Device Low Battery**
  - ◆ When devices are under Low Battery Status, Green LED flashes every 2 sec with 3 beeps every hour.
- **D#1015 – Mobility/ Inactivity**
  - ◆ When CTC-1041RV makes Mobility Timer Expired reporting.
  - ◆ If no sudden movement within 10 seconds after fall detection, an inactivity code will be sent to Central Monitoring Station.
- **D#1016 - Personal emergency/fall emergency**
  - ◆ When Wrist Transmitter/Emergency Pendant (WTR), Fall Sensor, WTRVS, PCU3 or CTC-808RV is pressed.

- ◆ When a fall sensor is triggered.
- **D#1017 - Panel emergency**
  - ◆ When the RED HELP Panel button is pressed.
  - ◆ When Water sensor is triggered.
- **D#1018 - Smoke emergency**
  - ◆ When Smoke Detector (SD) is triggered.
  - ◆ When Carbon Monoxide Detector (CO) is triggered.
- **D#1019 - Panel AC Failure**
  - ◆ When AC power fails for more than 10 sec, Green LED flashes every sec with a beep every 30 sec.
- **D#1019 – Panel Low Battery or Battery Not Connected**
  - ◆ When CTC-1041RV is under Low Battery or battery Not Connected status, Green LED flashes every 2 sec with 2 beeps every hour.

## 5.3. Scancom Event code

- **51555517 - Panel emergency / Pendant 1 emergency / WS emergency / Fall emergency / WTR / PB emergency**
  - ◆ When the Red HELP Panel button is pressed.
  - ◆ When Pendant 1 is pressed or triggered.
  - ◆ When Water Sensor is triggered
  - ◆ When Fall Sensor is triggered or pressed.
  - ◆ When WTR (non Pendant 1 or Pendant 2) or PB is pressed.
- **55515517 - Pendant 2 emergency**
  - ◆ When Pendant 2 is pressed.
- **51555518 – Pendant 1 Emergency (Low Battery)**
  - ◆ When Pendant 1 is pressed or triggered under Low Battery status.
- **55515518 – Pendant 2 Emergency (Low Battery)**
  - ◆ When Pendant 2 is pressed or triggered under Low Battery status.
- **51515557 - Pendant 1 / Panel Button emergency and Pendant 2 emergency**

- ◆ When Pendant 1 and Pendant 2 buttons are pressed together.
- ◆ When the Red Help Button and Pendant 2 button are pressed together.
- **515555157 – Help arrived mode**
  - ◆ When help arrived mode is activated.
- **551555517 – Mobility/Inactivity**
  - ◆ When CTC-1041RV makes Mobility Timer Expired reporting.
  - ◆ If no sudden movement within 10 seconds after fall detection, an inactivity code will be sent to Central Monitoring Station.
- **555556558 - Panel Low battery / Battery Not Connected**
  - ◆ When CTC-1041RV is under Low Battery or Battery Not Connected status, the Green LED flashes every 2 sec with 2 short beeps every hour.
- **555551557 - AC Failure**
  - ◆ When the AC power fails for more than 10 sec, the Green LED flashes every sec with a beep every 30 sec.
- **555553557 - AC Failure Restore / Panel Low Battery restore / Battery Not Connected restore**
  - ◆ When the AC power failure status is restored. .
  - ◆ When the Panel Low Battery status is restored
  - ◆ When the Panel Battery Not Connected status is restored.
- **515555559 - Global test / WTR Supervision Failure**
  - ◆ When CTC-1041RV reports Global Test to monitoring Center.
  - ◆ When CTC-1041RV is unable to receive the signal transmitted from the Wrist Transmitter for a pre-set period by Command #49.
- **555555559 - Periodic test report / Help Arrived**
  - ◆ When CTC-1041RV reports Periodic test call to Monitoring Center.
  - ◆ When CTC-1041RV makes Help Arrived reporting.
- **535555557 - WTR Supervision Failure**

## **Restore / WS Emergency Restore**

- ◆ When the WTR supervision failure status is restored.
- ◆ When WS emergency status is restored.
- **555555558 - Device Low Battery**
  - ◆ When devices are under Low Battery Status, the Green LED flashes every 2 sec with 3 beeps every hour.
- **555555558 - Device Low Battery Restore**
  - ◆ When the device Low Battery status, is restored.
- **155555517 - SD or CO emergency**
  - ◆ When the Smoke Detector (SD) or Carbon Monoxide Detector (CO) is triggered.
- **355555517 - SD or CO emergency restore**
  - ◆ When the Smoke Detector (SD) or Carbon Monoxide Detector (CO) emergency status is restored.

### *FCC Statement*

*This device complies with Part 15 of the FCC 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.*

## 5.4. CTC-1041RV Programming Command Table

DTMF CHARACTER COMMANDS	DTMF ACK	COMMAND OPERATION	TERMINATOR	DTMF ACK	DEFAULT
01#	Bi	Telephone number 1	#	Bi	No number
02#	Bi	Telephone number 2	#	Bi	No number
03#	Bi	Telephone number 3	#	Bi	No number
04#	Bi	Telephone number 4	#	Bi	No number
05#	Bi	Telephone number for alarm report	#	Bi	1,2,3,4
06#	Bi	Telephone number for status report	#	Bi	1,2,3,4
07#	Bi	Telephone number for Non-Emergency Call	#	Bi	Disable
10#	Bi	Global account number, 4 to 6 digits	#	Bi	No account number
11#	Bi	4-6 digits Account number 1 (Tel. Number 1)	#	Bi	No account number
12#	Bi	4-6 digits Account number 2 (Tel. Number 2)	#	Bi	No account number
13#	Bi	4-6 digits Account number 3 (Tel. Number 3)	#	Bi	No account number
14#	Bi	4-6 digits Account number 4 (Tel. Number 4)	#	Bi	No account number
20#	Bi	All formats the same, 0 = Contact ID, 1= Scancom, 2 = Tunstall, 3 = Voice	#	Bi	Contact ID
21#	Bi	0 = Contact ID, 1= Scancom, 2 = Tunstall, 3 = Speech (Tel. Number 1)	#	Bi	Contact ID
22#	Bi	0 = Contact ID, 1= Scancom, 2 = Tunstall, 3 = Speech (Tel. Number 2)	#	Bi	Contact ID
23#	Bi	0 = Contact ID, 1= Scancom, 2 = Tunstall, 3 = Speech (Tel. Number 3)	#	Bi	Contact ID
24#	Bi	0 = Contact ID, 1= Scancom, 2 = Tunstall, 3 = Speech (Tel. Number 4)	#	Bi	Contact ID
31#	Bi	Ringer enable, 0 = Disable, 1 = Enable	#	Bi	Ringer Disabled
32#	Bi	Audible fault alert, 0 = Off, 1 = On	#	Bi	Off
33#	Bi	Help arrived signalling, 0 = Off, 1 = On	#	Bi	Help arrived signalling On
34#	Bi	Emergency button enable 0 = Button off, 1 = Button on	#	Bi	Emergency button On
35#	Bi	Silent Mode 0 = Silent mode On, 1 = Silent mode Off	#	Bi	Silent mode Off
37#	Bi	AC fault report, 0 = Off, 1 = On	#	Bi	On
38#	Bi	Follow-On & Call Back Function, 0 = Follow-On, 1= Call-Back, 2= Follow-On & Call-Back	#	Bi	Follow-On
39#	Bi	Dialling Mode 0 = Tone, 1 = Pulse	#	Bi	Tone
40#	Bi	Set Access Code	#	Bi	1111
41#	Bi	Auto answer for Remote programming, 00 = None, 01 - 32 = Auto answer 1 - 32 rings	#	Bi	20 rings

DTMF CHARACTER COMMANDS	DTMF ACK	COMMAND OPERATION	TERMINATOR	DTMF ACK	DEFAULT
43#	Bi	Test call, 0 = OFF, 1 = 1 Day, 2 = 2 Days, 3 = 3 Days, 4 = 4 Days, 5 = 5 Days, 6 = 6 Days, 7 = 7 Days, 8 = 30 days	#	Bi	No test call
44#	Bi	Mobility time 0= Disable, 1=12 Hour, 2=24 Hour	#	Bi	Mobility time disable
45#	Bi	Follow-On Choice, 0 = Wait command, 1 = Listen, 2 = Two way voice communication	#	Bi	Two-way voice communication
46#	Bi	Follow-On mode & Two-Way Period, 01=1 min, 02=2mins, 03=3mins, 04=4mins, 05=5mins, 06=6mins, 07=7mins, 08=8mins, 09=9mins, 10=10mins.	#	Bi	2 minutes
47#	Bi	Off-set time, 1=1 hour, 2=2 hours, 3=3 hours, 4=4 hours, 5=8hours, 6=12 hours	#	Bi	1 Hour
49#	Bi	Supervision 0 = disable, 1 = 4 days, 2 = 5 days, 3 = 6 days, 4 = 7 days, 5 = 8 days, 6 = 9 days, 7 = 10 days, 8 = 30 days	#	Bi	Disable
66#	Bi	Guard time delay for Fall Sensor, 00 = Instant reporting; ... 99 = 99 seconds	#	Bi	15 sec
67#	Bi	Help Arrived Timer 01-15 = 1-15 minutes	#	Bi	15 minutes
75#	Bi	Help Not Arrived Call	#	Bi	No number
80#	Bi	Remove all device (learnt in Command 91-94)	---	---	---
81#	Bi	Remove pendant #1 (learnt in Command 91)	---	---	---
82#	Bi	Remove pendant #2 (learnt in Command 92)	---	---	---
83#	Bi	Remove Silent Pendant (learnt in Command 93)	---	---	---
84#	Bi	Remove the Devices (learnt in Command 94)	---	---	---
91#	Bi	Learn-in pendant #1	---	Bi Bi	No device
92#	Bi	Learn-in pendant #2	---	Bi Bi	No device
93#	Bi	Learns-in silent emergency transmitters	---	Bi Bi	No devices
94#	Bi	Learn-in smoke detectors, CO detectors, pendants and fixed emergency transmitters, long range pendants	---	Bi Bi	No device
98#	Bi	Load defaults when * * is pressed (DTMF A is heard after defaults have been loaded)	#	Bi	---
99#	Bi	Exit programming mode			---

## **FCC statements**

**Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.**

**This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. The antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.**

**NOTE: 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 device complies with Industry Canada licence-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.**

**Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.**