

Quality Care through innovative technology

igeacom User Guide

V2.0



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Part Number 9001001

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Visit our Web site at: www.igeacare.com

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1

User Overview

Using the igeacom Emergency Call Device:

The igeacom emergency call device is easy to use.

Requesting Help:

› **To Request Help:**

Press the red call button on the unit,



or

Press the red button on the pendant,



or

Press the red button on the push cord



or

Toggle any of the pull cords.



By activating any one of the peripheral devices your igeacom emergency call device will send a signal to the emergency call unit to call the emergency call station or control center.

All of your peripheral devices can be programmed according to their priority or associated degree of emergency as programmed by the facility for each device.



Canceling a call:

If you accidentally activate an alarm call you can cancel the call from the emergency call unit.

›To Cancel a Call: (Emergency Call Unit)

Press the green cancel button.

The wireless pull cord can also be cancelled at the source.



›To Cancel a Call: (Wireless Pull Cord)

Push down on the cancel area.

If the call is accepted by the operator prior to cancelling the call, simply explain to them it was an error and the operator or yourself can then cancel the call.



Increasing/Decreasing Volume

It is easy to increase or decrease the volume of your emergency call device.

›To Increase the Volume:

Press the up arrow

›To Decrease the Volume:

Pressing the down arrow.



Retrieving Menus & Activities

The black buttons labeled **Menu** and **Activities** on the igeacom emergency call unit activate the menu or activity announcements for the week or day, as programmed by your facility.

›To Retrieve the Menu

Hold down the black **Menu** button to hear a pre-recorded announcement.



›To Retrieve Activities

Press the black **Activities** button.



Indicator Lights

Line Indicator:

The **Line** indicator LED will turn on when:

- a) The call button has been pressed,



- b) An igeacom device, e.g. the pendant, has been triggered.



The **Line** LED will also appear in combination with the **Fault** LED indicator if:

- a) the emergency call device detects a fault in the line.



If the **Line** or **Fault** LED remains on for a period longer than 20 seconds then the resident should inform the central station or operator immediately. The **Line** LED will flash every 5 minutes along with the **Fault** LED should a problem be indicated. If both LED's appear the resident should inform the central station or operator immediately.

Fault Indicator:

The **Fault** indicator LED indicates that there is a possible fault with your emergency call device.

If the **Fault** LED indicator appears you should immediately contact the operator and request assistance so that your system can be examined and/or repaired.



The **Fault** LED indicator will appear if the emergency call device detects a fault in the keypad, line or unit.

Activities Indicator:

The **Activities** LED indicator will turn on/flash when the menu button has been pressed.



Menu Indicator:

The **Menu** LED indicator will turn on/flash when the menu button has been pressed.



Indicator Lights Warning Chart

| Light Indicator Lit | Condition | Solution |
|--------------------------|--|---|
| Line | Call button pressed | If assistance not required cancel the call to reset unit. |
| Line | Device triggered, e.g. pendant | If device is not in use turn it off. |
| Line & Fault | Fault in line. When a no line fault occurs a short chirp will sound of 70ms in duration | Call Operator immediately |
| Fault | Fault in keypad. When a keypad error occurs a short chirp will sound for 70ms in duration. | Call operator immediately |
| Fault | Fault with unit | Call Operator immediately |
| Activities & Fault | Battery warning. The device will chirp (2 beeps) for a duration of 160ms. | Call Operator immediately. Battery should be recharged. |
| Activities, Line & Fault | Battery life is low a long chirp will sound for 560ms. | Call Operator immediately. Replace Battery |

Warranty

If you would like to report a fault or return an igeacom device for warranty repair, please complete the online form at: <http://www.igeacare.com/support.htm>

All igeacom devices have a one year warranty against manufacturer defect. The igeacom wireless pull cord battery and wireless pendant battery have a five year warranty.

Please register your igeacom device online at:
<http://www.igeacare.com/support.htm>

The igeacom 100, 300 and 500 are CSA certified:

- 1) Class 481205
CSA Std C22.2 No. 205 - m1983 signal equipment;
CAN/CSA - 22.2 No. 60950 -1-03;
Bi-national standard with UL 60950-1
- 2) CSA-US
Class 481284
Class 481204
CSA Std C22.2 No 205-m1983;
UL Std No. 464, Eight ed 2003

CAN/CSA 22.2 No. 60950-1-03;
Bi-National standard with UL 60950-1
- 3) igeacom300 & igeacom500
FCC ID:SEDIGEACOM
IC: 5263A-IGEACOM

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.

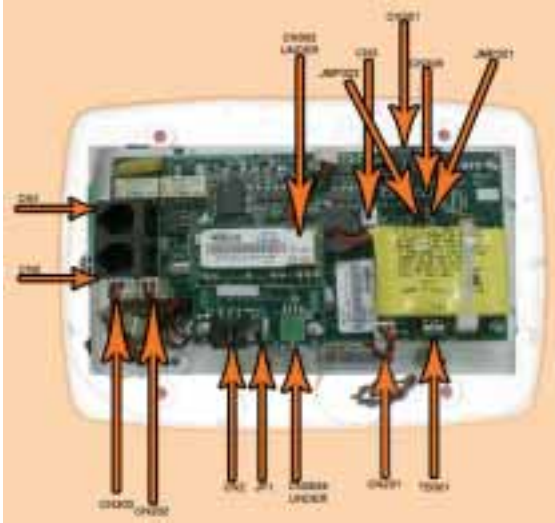
"NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT."

2

Circuit Board Overview

Circuit Board(s)

The igeacom combines all your communication needs into one system. The igeacom is available in two models, the **igeacom300** and **igeacom500**. The igeacom300 can easily be upgraded to include all the peripheral devices of the igeacom500.



TAV011 (Main Board)
TAV012 (Keypad Board)



TAV011 (Main Board)
TAV012 (Keypad Board)
TAV014 (Receiver Board)
TAV013 (Output Relay Module)
TAV020 (Personal RF Pendant)
TAV030 (Wall RF Pendant)

Circuit Board Overview

All circuit boards indicate PCB manufacturer logo and UL listing. Boards are 1/16" thick made from FR-4 material.

There is no handset or metal contacts for the end user. The igeacom is permanently fixed to a wall and installed into a standard three gang box.

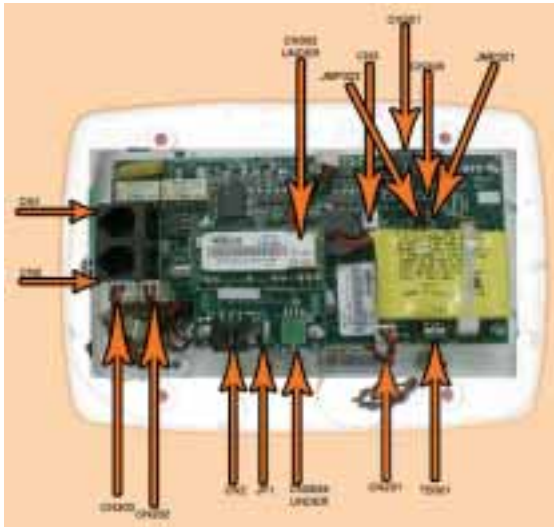
The igeacom is line powered (phone line); its on hook current consumption is approximately 1.5mA and its off hook current consumption is approximately 27mA.

There are several keypads to dial pre-arranged numbers.

There are also two peripheral devices (TAV020, TAV030), which trigger pre-arranged numbers for the main board to dial.

The pre-arranged phone numbers are all downloaded into the igeacom via an infra-red communication link. All of these devices are low powered.

Internal Hardware Input Connections for TAV011 (Main Board)



| Connector | Use |
|-----------|--|
| CN1 | One telephone input line cord (40mA-50mA) with standard modular telephone plug. |
| CN2 | One telephone output line cord (40mA-50mA) with standard modular telephone plug. It is used as an extension for a telephone. |
| CN3 | Two pin header is used for the connection of the Ni-Cd 3.6V battery pack assembly. |
| TB301 | Terminal block hook up is for normally open contacts such as wall mount pull cords. |

Circuit Board Overview

CN301 Six pin connector is used for updating and reading the software (within the micro-controller U301) responsible for the function of the entire igeacom unit.

Note: Only a qualified technician should be using this connector.

CN302 Eight pin socket is used for the connection of the Keypad board TAV012.

CN303 Three pin header is for the phone jack connection, which is a normally open contact.

CN305 Eight pin socket is used for the connection of the Receiver board TAV014.

CN306 Six pin socket is used for the connection of the Output Relay Module board TAV013.

CN201 Two pin header is used for the connection of the speaker assembly.

CN202 Two pin header is used for the connection of the microphone assembly.

TAV030 (Wall RF-Pendant)

This device transmits at 433.92MHz with OOK modulation. The maximum current transmission is 10mA. The transmitter is also a third party device.

3

Diagnostic Procedures

Diagnostic Procedures during Boot-up:

Before mounting the igeacom unit, the battery must be plugged into connector CN3.

Please note the igeacom will then perform the following diagnostics:

1. An audio beep along with the 4 front LED's turn on for a duration of 600 ms. (____).

This tells the installer that the unit has booted up properly and that the battery is okay. If this condition is not met the unit must be replaced.

2. Three audio beeps for a duration of 200 ms each (__ __ __).

This indicates that the unit has gone through the cancellation routine which prepares the unit for standby mode. If this condition is not met the unit must be replaced.

3. The unit checks for two more conditions:
 - a. The unit will check to see if a telephone line has been connected to CN1.

*Since we have not hooked up a telephone line yet the unit will chirp and the **Line** and **Fault** LED's will light up for a duration of 50 ms.*

Diagnostic Procedures

- b. The unit will check to see if any buttons have seized and check battery conditions.
*If this occurs the unit will chirp and the **Fault** LED will light up for a duration of 50 ms.*

Note:

- i. In standby mode every 5 minutes the unit will perform diagnostic check (3) of the unit and check for all the items listed on page 1-9.
- ii. While in working mode the unit will perform diagnostic check (3) continuously.
- iii. If all of the above parameters pass, then plug the telephone line into CN1 and the telephone extension into CN2.

Press the **Cancel** button.

This verifies and checks step 1-3 again.

You will notice that step 3 (B) will not occur. If it does occur the unit must be replaced.

4. The unit can also perform the diagnostic procedure by simultaneously pressing the **Menu & Activities** buttons, it will:
 - i. Check for the line;
 - ii. Check for a battery warning;
 - iii. Check to see if the battery voltage is low;
 - iv. Check to see if the keypad has a seized button.

5. If the fault light appears on the unit, simultaneously followed by the sound of 2 short chirps 90 ms each, then this indicates:
 - i. The battery is below operating voltage;
 - ii. The battery is not plugged in, or
 - iii. The battery is damaged

When the unit detects this fault, the unit will lock you out from making a call until the unit has been looked at by the site technician.

To reset the unit simply press the **Menu**, **Activities**, **Cancel** and **Volume** buttons simultaneously.

The unit is now ready to be securely mounted to the wall.

4

Programming

Overview



The igeacom is fully programmable via infra-red link.

› **To place igeaCom into Infra-red Download Mode:**

Simultaneously press both **Volume** buttons for approximately 5 seconds.

› **To End Infra-red Download:**

Once the parameters are downloaded and verified press both **Volume** buttons to end system download.

1.0 Parameters

The parameters that we can download are:

- 1.1 Phone Numbers
- 1.2 Redial Delays
- 1.3 Redial Yes/No
- 1.4 Silent Dialing Yes/No
- 1.5 Color Dome Light White/Green/Red/Blue
- 1.6 Priority (from Highest =1 to Lowest=6)

2.0 Calling

The call can be done via hard wired buttons or RF modules:

2.1 Hard wired buttons:

2.1.1.1 Red Call Button

2.1.1.2 Pull Cord

2.1.1.3 Emergency Cord (plugs into jack)
Push Button Call Cord

2.2 RF modules

2.2.1.1 RF pendant

2.2.1.2 RF Wall-mount (this unit also has a cancel RF button)

3.0 Call Recognition:

3. Call recognition is accomplished by dialing *3 on any wired or wireless telephone.

3.1 If the recipient performs the call recognition code by phone he/she will hear acknowledgement tones to verify the call has been recognized.

- 3.2 If the recipient performs the call recognition code and is talking on the phone for a duration of 4 minutes the recipient of the call will hear two warning tones for a duration of 100 ms each (__ __) on his/her phone.

These tones indicate that 4 minutes of talk time have passed and that there is only 1 minute left to talk to the caller. These tones will sound off every 10 seconds until 5 minutes have passed. After 5 minutes the call will hang up and redial the same number. The 5 minutes window is factory set and cannot be changed by the user.

Note:

Each time the recipient enters *3 the 5 minute window will be reset, allowing the recipient to remain on the line with the caller.

4.0 Cancelling

The Cancel Operation can be done in two ways:

- 4.1 Pressing the green **Cancel** button

- 4.2 By phone, dialing *9.

If the recipient performs the cancel operation by phone he/she will hear the acknowledgement tones to verify the call has been cancelled.

Note:

These tones sound different from the Call Recognition tones.

5.0 Redialing

If the call is not answered within the time named Redial Delay (1.2), system may:

- 5.1 Dial the next phone number, if the parameter named Redial (1.3) is programmed **Yes**.
- 5.2 Hang up, if the parameter named Redial (1.3) is programmed **No**.

If the call is answered:

- 5.3 If the call is answered and the recipient hangs up without Call Recognition (3) or Cancel Operation (4) then Redialing takes place once the Redial Delay (1.2) has passed for that call.
- 5.4 If the call is answered and the recipient does not enter the Call Recognition (3) the following will occur:
While talking on the phone the Redial Delay (1.2) continues to count down, once the Redial Delay timer has reached the specified delay time the unit will hang up and proceed to steps 5.1 and 5.2.
- 5.5 If the call is answered and the recipient acknowledges the call with the Call Recognition (3) and then hangs up without the Cancel Operation (4) the call will redial the same number within 5 minutes from hang up

6.0 Call Priority

- 6.1 To any calling button (hard wired and RF) is associated a programmable priority (parameter 1.6). The most urgent button can interrupt the less urgent one.

Note:

The **Menu** and **Activities** buttons have the lowest priority.

7.0 RF Module Learning Process

The RF modules (2.2.1.1 and 2.2.1.2) will be learned by the system, following this procedure:

- 7.1 Put the system into learn mode by pressing the **Cancel** and **Menu** buttons simultaneously for approximately 5 seconds.
- 7.2 Activate the RF module. The system will confirm the End of Learning Process by a long beep, passing automatically to normal mode.

