

# **EMERGENCY HELP DIALER**



## **MODEL 911 II**

### **Operation and Instruction Manual**

**Suitable for home-alone elderly or single persons, recovering patients, disabled persons, small businesses etc.**

**Important information and instructions for your  
Emergency Help Dialer ( EHD )**

**Please keep this booklet in a readily accessible place**

# **PLEASE READ CAREFULLY**

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## **Features**

Congratulations, you have purchased a high quality Emergency Help Dialer (EHD) which is easy to program and lets you call for help when you cannot dial the phone yourself. When you are in need of help, gently, but firmly push the two red panic buttons of the wireless EHD pendant. Using your existing telephone line, the console when activated will receive the signal and dial up to 5 pre-set phone numbers and play the message you have recorded. If a call is not answered, then the console will sequentially move on to dialing the next number, until all 5 numbers have been called. On the unlikely event that none of the numbers called have answered the console will repeat this sequence once more. When a call is answered the receiver will hear your pre-recorded voice message requesting immediate assistance. The console is programmed to recognize that the call is being answered by a live person.

## **Emergency Dialer Components:**

1. One main dialing console
2. One Wireless Waterproof Pendant
3. One AC/DC adaptor
4. One modular line cord
5. One rechargeable 9 volt battery
6. One plastic necklace
7. One wrist band
8. One owner's manual

## **Disclaimer:**

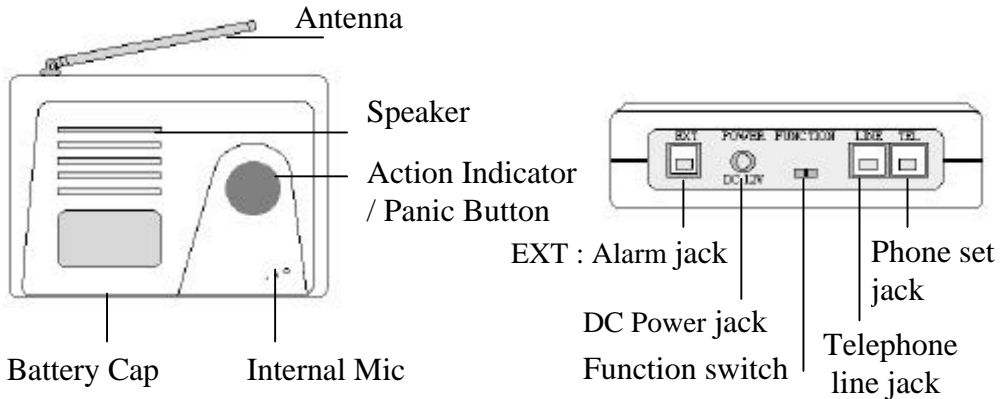
Under no circumstances should this Emergency Help Dialer (EHD) be solely relied upon in life threatening circumstances. Using EHD completely indemnifies the Manufacturer and/or its selling agents from any legal action for whatever reason.

## **Precautions & Maintenance**

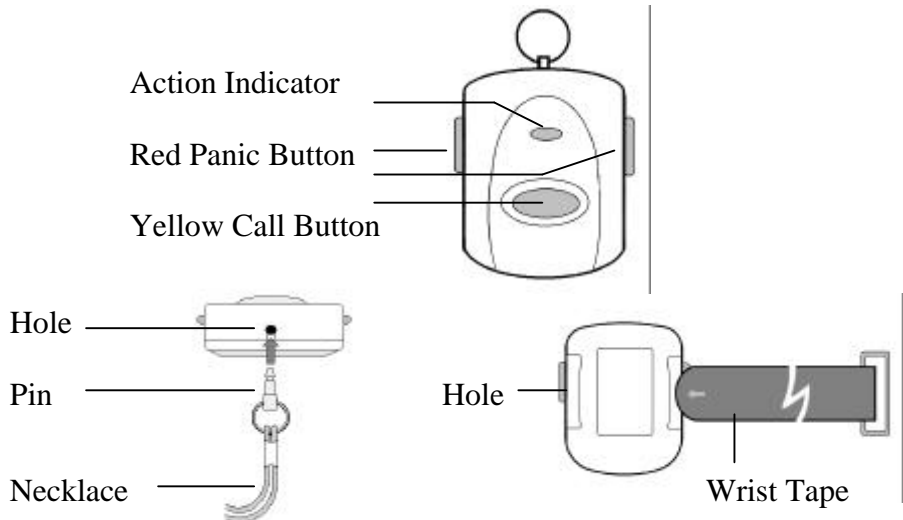
1. To reduce the risk of electric shock do not remove cover or back of the console.
2. Keep the product from being installed at places liable to dirt, high temperature, moisture and sun exposure, avoid heavy blows or dropping.
3. The placement of the main unit is closely related to its receiving range. To attain the best efficiency of application, try to avoid placing the main unit on electrical appliances (such as TV sets, computers, motors) as well as metal cabinets. It is also inappropriate to place it in the corner or on the floor.
4. This unit calls out and plays the message through a regular telephone set. If the telephone set has both Tone / Pulse dialing types, set it to "Tone".
5. Dialer will not work with a cordless phone that requires an AC adaptor when there is a power outage. You must use regular phone.
6. To have the surveillance feature, an answering machine will not operate or be able to receive any incoming messages. This is only for incoming calls and does not affect the 2 way communication on outgoing calls during the emergency operational phase. You can answer your phone during the ringing. It will stop ringing after 5th ring and the surveillance mode will take effect.

## Names and Functions of Each Part

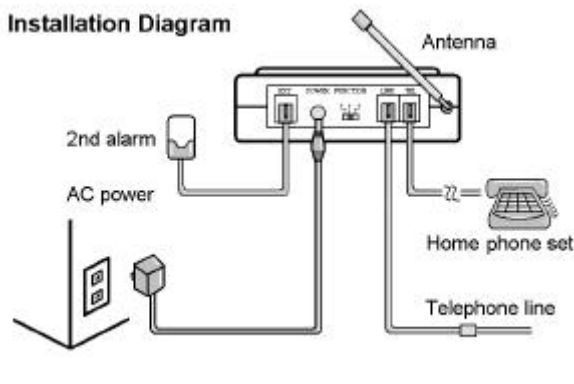
### 1. Main Unit (Power Supply : 12VDC Adaptor/500mA)



### 2. Wireless Help Caller (Power Supply : 12V Battery (Alkaline Battery Recommended) Size 23A (Included))



## Installation and Functioning Test of the Main Unit



1. Plug one end of the AC adaptor into the “**POWER**” jack on the back of the main unit and the other end into an AC outlet that is not switched on or off by a wall switch.
2. Open the battery cap and place the 9V battery inside.
3. Plug one end of the supplied modular line cord into the jack labeled “**LINE**” on the back of the main unit and the other end into a modular phone jack available in your home.
4. Plug the modular cord line of your home telephone into the jack labeled “**TEL**” on the back of the main unit.
5. If you have purchased an extra alarm, either a flash siren or a panic switch, you can connect it to the “**EXT**” jack on the back of the main unit. The interface is on the above.
6. After connecting the main unit, please place the “**FUNCTION**” switch (on rear of main unit) to “**MUTE**” or “**ALARM**” position. If you press the “Call” button on the wireless help caller and the main unit beeps, this indicates that the wireless help caller and the main unit are working.

### **Note:**

**ALARM:** When function is set to this position, a 15 second siren will go off when the panic button is pressed and the dialing console will automatically dial out the phone number you pre-set for help.

**Mute:** When function is set to this position, there will be no siren. However, the dialing console will automatically dial out the phone number you pre-set.

## Procedures For Storing Phone Numbers And Recording Messages

1. Place the “FUNCTION” switch selector on the rear of the main unit to “SET”. The main unit will give off a long beep sound. A small red dot will appear on the indication window, showing that the main unit is properly connected.
2. Pick up the handset of the telephone that is connected to you Emergency Dialer.
3. Setting the first set of emergency telephone number

Procedure:



Example: If the first help number is 1-980-123-4567, press the “\*” key first, then press the number “1” key, then press the next eleven numbers “1-980-123-4567”, then press the “#” key to end.

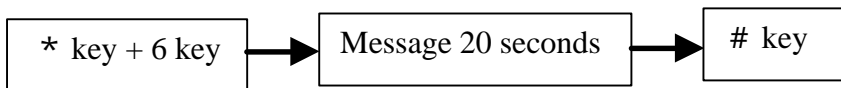
Note:

- ( 1 ) Pressing “\*” key and then “1” key will make the telephone to give off a long beep sound.
- ( 2 ) A maximum of 16 digits can be programmed for any one phone number. If an error occurs, the telephone will give off a beep sound three times continuously. Press the “#” key to quit and re-set.
- ( 3 ) After completing setting up the telephone number, press “#” key to confirm. The telephone will give off two beep sounds. This indicates the setting of the telephone number is completed. If you intend to change the telephone number, repeat aforesaid procedure.
- ( 4 ) If you intend to cancel an existing telephone number, go to step ( 3 ) directly after completing step ( 1 ). The main unit will then no longer forward this number.
- ( 5 ) Call forwarding for extension is available. Ex. Extension: 123,  
Press: \* + 1 + 19801234567 + \* + 123 + #  
Press “\*” key before extension number, one time means postpone 8 seconds, two times to postpone 16 seconds.
- ( 6 ) The setting procedures for the second, third, fourth and fifth telephone numbers are the same as before. The emergency telephone numbers can be set to a regular telephone or a mobile phone.

Continued

#### 4. Procedures for recording messages

Procedure:



- (1) Pick up the handset of the telephone that is connected to the dialer. Be prepared to speak into the handset.
- (2) Press the "\*" key and the number "6" key. You will hear a beep sound. Begin recording immediately after the beep. The recording time is 20 seconds. After completing the message recording, press the "#" key to confirm. The messages can be changed anytime based on the actual needs.

#### Sample message:

This is (your name) this is a medical emergency. Please send help. I live at (your full address and apartment number (if applicable) and any other information that will be helpful in finding your address). Let the party know where your key is. For 2 way communication press the "\*" key and begin speaking, and to end call press the "#" key.

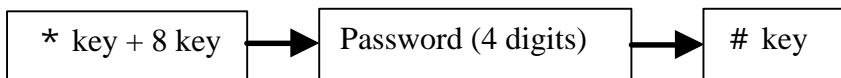
#### 5. How to check your messages

Press the "\*" key and the number "7" key. Wait for a beep sound.

Your message will be heard through the telephone handset after the beep.

#### 6. Setting the password

Procedures:



Example: If the password is 1234, press the "\*" key first, then press the number "8" key, then press number 1 and 2 and 3 and 4 (4 digits) keys. Then press the "#" key to end.



Continued

## 7. Setting the time for two way hands-free voice communication

Setting time is from 1 minute to 9 minutes.

Procedures:



Example: If the time is to be 3 minutes, press the "\*" key first, then press the number "9" key, then press the number "3" key, then press the "#" key to end.

## Retrieving the setting contents

- 1.To retrieving the setting contents, press "\*" key first and then the "0" key. The five sets of emergency telephone numbers, the password, and the time for two way hands-free voice communication will appear on the indicating window.
- 2.Upon the completion on the setting mode. Place the "FUNCTION" switch to either the "MUTE" or "ALARM" position.

## Description of Quick Function Commands

* 1	Setting the "1 <sup>st</sup> " set of emergency telephone number	P1
* 2	Setting the "2 <sup>nd</sup> " set of emergency telephone number	P2
* 3	Setting the "3 <sup>rd</sup> " set of emergency telephone number	P3
* 4	Setting the "4 <sup>th</sup> " set of emergency telephone number	P4
* 5	Setting the "5 <sup>th</sup> " set of emergency telephone number	P5
* 6	Recording your message	P6
* 7	Check your message	P7
* 8	Setting the password	P8
* 9	Setting the time for two way hands-free voice communication	P9
* 0	Retrieving the setting contents	P0

## **Operation Directions**

### **1. Application for an in-house call**

If you want to call upon someone inside of your home, push the "Call" (Yellow Button) on the wireless help caller. The dial console will give off a loud beep sound.

### **2. Application for an emergency call**

When there is an emergency and you need help, push both left and right red buttons together on the wireless help caller or push "Panic" button on the main unit for at least one second. This will activate the main unit dialer, and the dialer will dial out the emergency pre-programmed numbers.

### **3. Application for canceling an emergency call**

In case of mistaken informing or intended to cancel the emergency calling, just push the "Call" (Yellow Button) on the wireless help caller or push the "Panic" button on the main unit, and the main unit will stop the alarm right away.

### **4. Application for house surveillance**

If you intend to check the situation at home from outside, call your home phone number. The main unit will answer your call automatically after 5 rings. After your call has been answered by the main unit, it will make ten beep sounds. You must enter your 4 digit password within the ten beep sounds, in order to listen to the situation at home and proceed with two way communications. Press " # " key to end call.

### **5. For 2 Way Communication**

The receiving party will hear 10 continuous beep sounds following the message. If the receiver intends to speak with the caller or just listen, press the " \* " key. There will be the reminding voices after communication 3 minutes. Press "9" key to repeat the message. Press " # " key and hang up the phone to confirm the reception.

## Continued

### Note:

Inform the interested parties as to the procedure on how to reach you either by two way communication or house surveillance.

## 6. The informing procedures after the alarm are being activated.

### 15 second alarm

Main unit dials each of the 5 emergency telephone numbers twice. If the receiving party receives the message and presses " # " key to confirm, the main unit will only dial that number once.

If the main unit does not receive the confirmation from the receiving party it will re-dial the numbers again.

Wait for rescuers to arrive.

## 7. If the main unit has no AC power supply, the battery backup can be used to sustain the standby operation for about 2 ½ to 3 hours. However when the battery is used as the power source, the main unit will still dial out the emergency number for help, but it will not activate the siren or two way communication.

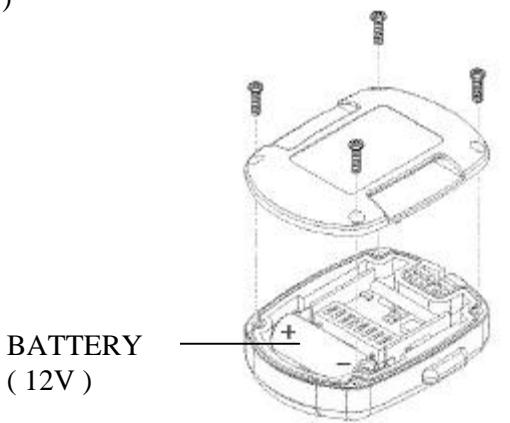
## **Testing and replacing battery of the wireless help caller**

1. The wireless help caller comes with a 12-volt alkaline battery. This battery will last up to 2 years with normal use.
2. To test battery of the wireless help caller, press the “Call” button on the wireless help caller. If the indicator flashes and the dialer beeps, the battery is good. Otherwise, replace the battery at once.

**Important:** Please check your wireless help caller regularly to assure that it is working properly.  
Change the battery at least every 2 years, or follow the steps below for battery replacement.

**Caution:** Use only a fresh battery of the required size.  
(alkaline battery recommended)

- ( 1 ) Use a Phillips screwdriver to remove the four screws on the back of the wireless help caller. And then remove its back cover.
  - ( 2 ) Remove the old battery.
  - ( 3 ) Insert a new battery as noted in diagram.
  - ( 4 ) Replace the back cover and secure it with the screws.
- ( See Diagram )



## **Specification and Approvals**

1. Main console supply 12VDC plug adaptor/500mA
2. Console battery 9 volt Rechargeable battery
3. Wireless pendant operation range approximately 120 Feet in open space. The distance can vary in certain environments. The operation frequency is 433MHz.

## **FCC WANTS YOU TO KNOW**

In the unlikely event that your dialer causes problems on the phone line, the phone company can temporarily discontinue your service. If this happens, the phone company attempts to notify you in advance, if advance notice is not practical, the phone company notifies you as soon as possible and advises you of your right to file a complaint against the FCC.

Also the phone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of the dialer. The telephone company notifies you of these changes in advance, so you can take the necessary steps to prevent interruption of your telephone service.

## **Lightning**

Your dialer has a built-in protection circuits to reduce the risk of damage from surges in the telephone line and power line current. These protection circuits meet or exceed the FCC requirement. However, lightning striking the telephone or power lines can damage your dialer.

## **IMPORTANT**

It is the responsibility of the user of this product to be certain that the product is in proper working order and to test the entire unit on a regular basis. Please note that the user must understand that the Manufacturer, distributor and retailer of this product must not be held responsible if the user activates this unit in an emergency and it does not operate properly. It is the responsibility of the user to be certain that the unit is in proper working order and will function as noted in the owner's manual.

## **LIMITED 90 DAY WARRANTY**

This product is warranted by ECS Corp. against defects in material and workmanship under normal use for ninety (90) days from the date of purchase. Except as provided herein, ECS Corp., make absolutely no express warranties and any implied warranties, including those of operation and fitness for a particular purpose, are limited in duration to the duration of the written limited warranties contained herein. Except as produced herein, ECS Corp and there officers, employees, shareholders, and affiliates, which are involved in the distribution, marketing and or sale of the product. shall have no liability or responsibility to customer or any other person or entity with respect to any liability, loss or damage caused directly or indirectly by use or performance of the product or arising out of any breach of this warranty including, but not limited to, any damages resulting from inconvenience, loss of time, data, property, physical well-being, revenue, or profit or any indirect, special, incidental, or consequential damages, even if ECS has been previously advised of the possibility of such damages. Some states do not allow the limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. If the product becomes defective during the warranty period, pack the product well and mail the product with a copy of your receipt and a check or money order for *\$10.00 to ECS Corp.* If you are not within the 90 day warranty, please follow the same procedure but include a check or money order for \$68.50 which will include repair cost, parts and shipping and handling. If ECS cannot repair the product out of warranty, ECS will return the defective product and the entire check and or money order. ECS has the right to substitute any returned product with a new or reconditioned working unit. This warranty does not cover a damage or failure caused by or attributable to acts of God, abuse, accident, misuse, improper or abnormal use or failure to follow the instructions, improper installation or maintenance, alteration, lightning or the incidence of excess voltage or current; and repairs other than those provided by ECS, batteries, cosmetic damage, transportation/shipping or insurance costs, costs of product removal or installation. This warranty gives specific legal rights. That may vary from state to state.

**LIST OF NAMES AND PHONE NUMBERS STORED IN ORDER:**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

**Notes:** \_\_\_\_\_

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Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**ELECTRONIC COMPONENT SERVICE**  
**5389 N. NOB HILL ROAD**  
**SUNRISE, FL 33351**  
**TEL NO: 954-748-6851**