Personal Emergency Response Unit
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What’s in the box?

When you open the box for the first time, please ensure you have all of the following:

**Caresse**

- iVi™ intelligent pendant

**Pendants**

- Amie+ intelligent pendant

**Wearing options**

- Neck cord
- Clothing clip
- Belt clip

Your supplier will provide the iVi with your preferred wearing option, please read the separate iVi user guide before use.

**Cords and adaptors**

- Telephone cord (10’ (3m) cable)
- DC power adaptor (10’ (3m) cable)

**Installation and User Guide**

If any of the above items are missing, please contact your supplier.
Caresse Personal Emergency Response Unit

Front view

Status LED (Red/Yellow)
Status LED (Green)
Cancel Button (Green)
Away Button (Blue)

Back view

Wall Mounting Points
Battery Compartment Cover
Speaker Volume Control
Programming Keypad
Speaker

End view

Aerial
Microphone
Rubber Feet x 4
Telephone Jack
AUX –Accessory Jack
DC – Power Adaptor Jack
LINE – Telephone Cord Jack

For your safety - installation advice

Installation with RJ31x (CA38A in Canada)
The Caresse unit must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, the Caresse must be connected to a properly installed RJ31x jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure below.
Installation without RJ31x (CA38A in Canada)
Connect the Caresse to the first telephone jack in the dwelling with all other telephones/extension phones/smart boxes/modems/TV set top boxes in the home plugged directly into the Caresse using the jack on the Caresse labeled to enable the unit to disconnect extension telephones when raising an alarm call. A multiple telephone adaptor may be required to connect more than one telephone (not supplied).

Cordless phones
Ensure that the main base/charger which is registered to all other handsets in use is connected directly to the Caresse as above.

Broadband
Please ensure a high quality DSL filter is in use and the Caresse is connected to the phone (analogue) socket on the filter. Please contact your supplier for further advice if necessary.

Quick start guide

Dos
- Keep the Caresse connected to the AC power at all times.
- Use an RJ31x jack or connect the Caresse to the first telephone point in the dwelling with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook.

Don’ts
- Expose the Caresse to water or other liquids.
- Connect cables other than those supplied with the unit.
- Place your Caresse next to something that makes a lot of noise, such as next to a television, radio or washing machine.
- Put it right next to your stove or close to any other heat source.
- Set the Caresse in a place where it will get damp, such as a bathroom, or near house plants that are sprayed at any time.
- Place it very close to any large metal objects, such as microwave ovens, as large pieces of metal stop the signals from the radio pendant reaching the Caresse.
- Place your Caresse closer than four feet to something that may emit electromagnetic interference, such as a cordless telephone, CD or video player, or personal computer.

**Step 1 - Connecting the cords & adaptors**
Please follow the steps below to plug the cords correctly into the Caresse.

**Step A** – Plug the telephone cord ⓐ into the jack on the Caresse labeled LINE and the first/main telephone wall jack.

**Step B** – Plug the telephone into the jack on the Caresse labeled ⓑ. Plug all required telephones / equipment into this jack using a multi socket extension if required (not supplied). See page 5 for more details.

**Step C** – Plug the DC power adaptor ⓐ into the jack on the Caresse labeled DC and then connect to the power receptacle.

**Step D** – Adjust speaker volume if required (see page 8 for more details).

**Step E** – Stand the aerial upright.
Step 2 - Testing
Press the red alarm button on the Caresse and ensure it raises a call through to the monitoring center (or designated recipient). Also remember to test the Amie+ or iVi intelligent pendant by pressing its help button and ensuring a call is raised. Do this test at floor level around the dwelling to confirm the dwelling is covered.

Step 4 – Adding pendants or telecare sensors
For more information on adding pendants and telecare sensors, please see page 13 of this guide. Contact your supplier if you require more information on how to program telecare sensors to your Caresse.

Step 5 – Ready to use
Once successfully tested, the Caresse is ready for use.

Wall mounting
Decide where you want to situate the Caresse. Remember it should be within 2 meters of the AC power and main telephone line jack. Then drill 2 holes 5.9" (149mm) apart, firmly attach screws and then locate the wall mounting points on the Caresse with the screws.

Using the Caresse
Making an alarm call
Press the button on pendant or red alarm button on the Caresse.
Cancelling an alarm call
If you raise an alarm call by accident, wait 5 seconds (after the initial alarm button is pressed) and press the green cancel key. This in-built delay prevents false cancellation of an alarm call. Alarm calls made from a pendant can be cancelled immediately by pressing the green cancel key.

Adjusting the loudspeaker volume
The Caresse has four volume level settings, which can be adjusted using the programming keypad.

Increase volume – press the 3 key and a tone sounds for 10 seconds. Press the 3 repeatedly until the desired volume is reached. Then press P before the tone ends to save the new volume setting.

Decrease volume - As above but press the 1 key instead of 3.

Using the function button
The Caresse has a blue function button that can be programmed to be used to operate a number of different features. For more information, please see the features explained section on pages 12 and 13.

Answering calls remotely using the pendant
The Amie+ or iVi intelligent pendant can be used to answer incoming telephone calls remotely by pressing its button while the Caresse or connected telephone is ringing. When pressed, the Caresse will answer the call and you can speak to and hear the caller hands free via the Caresse. To revert to handset mode, just pick up the handset of the connected telephone. Replacing the handset will end the call. To end a hands free call, press the pendant again.
IMPORTANT: this feature may not be enabled, please contact your supplier if you wish to enable this feature.

Switching between handsfree and handset modes
If you wish to change a handsfree call to the handset, just pick up the connected telephone handset and speak to the caller as per a normal telephone conversation. Replacing the handset will end the call. To end a handsfree call, press your pendant again.

Status warnings

Telephone line monitoring
If the telephone line is faulty or becomes disconnected, the Caresse will announce 'WARNING – the telephone line is disconnected' after 1 minute. This warning will be repeated every 30 seconds until the telephone line becomes available again.
To silence the warning, re-connect the telephone line. If the telephone line is connected and the warning continues, press the green cancel key. If the warning continues you should contact your telephone line supplier as the telephone line may be faulty.

**AC Power failure monitoring**

If an AC power failure occurs, the Caresse will continue to work using its backup battery, however, as a warning the green LED will flash once every 4 seconds (see section – the LEDs on the Caresse indicate). The unit will also announce ‘WARNING – there is no electrical power’. This warning is repeated every 5 minutes. To silence the warning reconnect the power cord, or press the green cancel key.

If the power failure lasts for more than 1 hour, during the next hour the unit will automatically call the monitoring center. A call will then be raised periodically to the monitoring center until the power is restored. The battery provides 30 hours backup.

**The LEDs on the Caresse indicate**

Two LEDs on the Caresse provide indications of its status based on the below.

<table>
<thead>
<tr>
<th>LED lights</th>
<th>Home unit status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>LED State</th>
<th>Mode/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green LED on</td>
<td>Normal mode</td>
</tr>
<tr>
<td>Green LED flash (1 every 4 seconds)</td>
<td>Normal mode running on battery (AC power off)</td>
</tr>
<tr>
<td>Green LED flash (1 every second)</td>
<td>Alarm mode</td>
</tr>
<tr>
<td>Red LED flash (2 every second)</td>
<td>Telephone line disconnected</td>
</tr>
<tr>
<td>Red LED on</td>
<td>Telephone line in use</td>
</tr>
<tr>
<td>Yellow LED on</td>
<td>Function button in away mode</td>
</tr>
<tr>
<td>Yellow LED off</td>
<td>Function button in home mode</td>
</tr>
<tr>
<td>Yellow LED flash (2 every second)</td>
<td>Intruder entry/exit time period</td>
</tr>
<tr>
<td>No LED on</td>
<td>Unit powered down (if power is on and connected then the unit may be faulty)</td>
</tr>
</tbody>
</table>

### The LED on the pendant indicates

When pressed the red LED on the Amie+ or iVi intelligent pendant will light up. This is to indicate that the button has been pressed. If the LED flashes when pressed this indicates that the pendant battery is low and should be replaced. You should contact your supplier as soon as possible in the event a low battery indication.

### Features explained

**IMPORTANT**: Inactivity monitoring and intruder monitoring requires additional telecare sensors and may not be enabled on your Caresse, please contact your supplier for more details on these functions. Please also contact your supplier for more details if you are unsure how your blue function button has been programmed.
Inactivity monitoring
The Caresse can monitor movement around the home and send an alarm call to the monitoring center if no movement is detected within a specific time period. To avoid false calls to the monitoring center, inactivity monitoring should be de-activated when you leave your home.

- Activate (home mode) – press the blue function button (the yellow LED will turn off and the unit will announce ‘Home’)
- De-activate (away mode) – press the blue function button (the yellow LED will turn on and the unit will announce ‘Away’)

Intruder monitoring (Caresse+ model only)
The Caresse has the ability to provide a very effective, simple to use intruder alarm facility, which will alert the monitoring center or personal recipient on detection of an intruder.

- Arming (away mode) – when leaving your home, you should turn on the intruder monitoring by pressing the blue function button once. The unit will sound its exit tones and the yellow LED will turn on. You should leave your home and you’re your door before the exit tones end (approximately 30 seconds).
- Disarming (home mode) – when entering your home, the Caresse will sound its entry tones, you can easily switch off intruder monitoring during these entry tones by:
  o Pressing the blue function button once and then pressing your pendant straight away

When the intruder function has been disarmed, the entry tones will stop and the yellow LED will turn off.

- Zoning – if you live in a house with your bedroom upstairs, it is possible to protect the downstairs at night while still being able to move around upstairs without raising an alarm. This can be set in the following way:

  o Before going upstairs to bed, press and hold down the blue away button on your home unit. Whilst the blue away button is held down, press and release the green cancel key. Finally, release the blue away button. This has now armed the downstairs intruder alarm function. The yellow LED will turn on and your Caresse will sound its exit tones. When you hear these tones, you should make your way upstairs before they stop.

Having armed the ‘zoned’ intruder function, it is important to disarm the function straight away when you go back downstairs either at night or in the morning, by using your chosen disarm method as this will prevent false intruder alarms from being generated.

Intruder functionality and inactivity monitoring
If your Caresse has been set up to monitor for inactivity as well as intruders, inactivity monitoring will automatically be suspended the moment intruder monitoring is armed. When intruder monitoring is disarmed, inactivity monitoring will automatically be restored.
Personal recipients
The Caresse can be used to make an alarm call to a personal recipient (e.g. a relative or care giver) before calling the monitoring center. Please contact your supplier if you wish to enable this facility.

Amie+ or iVi intelligent pendant

Waterproof  Up to 50m radio range (typical)  Auto Low Battery*

**NOTE:** The pendant will automatically send a notification call to the monitoring center when its battery is low.

Programming a pendant to the Caresse
To program a pendant press the following keys on the programming keypad:

Then press and hold the pendant button until 3 bleeps are heard. The LED on the pendant will light for 3 seconds.

**NOTE:** A low pitched bleep indicates that the trigger has already been registered to the unit or the maximum number of pendants has been reached. A low pitched bleep will also be heard if no radio transmission has been received after ten seconds. If this is the case, repeat the above process.

Telecare Sensors

What is Telecare?
Telecare consists of various sensors placed around the home linked to the Caresse. The sensors provide greater reassurance and protection by monitoring for environmental risks such as fire as well as personal risks such as falling. Upon detection of a dangerous situation the sensors automatically generate an alarm to the
Caresse which then alerts the monitoring center (or personal recipient) where a highly trained operator can quickly deal with the issue and take the most appropriate action.

If you would like to know which telecare sensors are currently available please contact your supplier.

Help and Advice

False alarms
If you accidentally raise a false alarm, please do not worry as your monitoring center is always happy to hear from you and the raising of the alarm acts as a useful test of your Caresse.

Troubleshooting
If your Caresse does not work:
• Ensure the telephone lead is plugged into the main telephone jack – see page 6/7.
• Ensure that the ac power adaptor is plugged into the unit and a wall receptacle – see page 6/7.
• Ensure that the ac power supply is switched on (the green LED should be on).
• If the Caresse has a lit or flashing LED, please see the status warning section on page 10/11.

Cleaning
Dust the Caresse with a soft cloth which can be moistened with a gentle detergent if required. Ensure that no moisture goes through the speaker grill.

Moisture
Don’t position your Caresse where it may come into contact with water or moisture. Pendants are waterproof (to IP67 standard) up to 1m. They can be worn in the shower however wearing them in the bath should be avoided where possible.

Battery information
The battery should be disposed of in accordance to the current Federal and State legislation.

CAUTION! There may be a risk of explosion if the battery is replaced by an incorrect type. Dispose of used battery in accordance with the latest legislation.

FCC Notices

Federal Communications Commission (FCC) notices
This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the base of this equipment is a label that contains, among other information, a product identifier in the format US:G2XAL03B51004. If requested, this number must be provided to the telephone company.

• ACTA Registration Number: US:G2XAL03B51004
• Ringer Equivalence Number (REN): 0.3
- Facility Interface Code (FIC): 02LS2
- Service Order Code (SOC): 9.0F
- USOC Jack Type: RJ11C

**Universal Service Order Code (USOC): RJ11C**

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

**Ringer Equivalence Number (REN): 0.3**

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

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

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

If trouble is experienced with this equipment Tunstall Caresse (51004/371) & Tunstall Caresse+ (51004/578 & 51004/579), for repair or warranty information, please contact Tunstall, 1 800 892 2205. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment (Caresse) contains no user serviceable parts. If trouble is experienced with this equipment (Caresse), for repair or warranty information please contact the agent, their contact details are on the user guide supplement sheet. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment (Caresse) does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
When programming emergency numbers and (or) making test calls to emergency numbers:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the offpeak hours, such as early morning or late evenings.

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

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.

Amie Radio Trigger (Part Number 63604/12)
FCC ID: G2X-63604 and FCC ID: G2X-6360412

iVi intelligent pendant (Part Number 66004/10)
FCC ID: G2X-66004V

These Devices comply 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.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

Industry Canada Warnings

Notice
The Industry Canada Label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user’s satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designate.
by the supplier. Any repairs or alterations made by the user of this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Notice
The Ring Equivalent Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface.

The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Number of all the devices does not exceed 5.
Technical Details

Weight: 2.5lb (1143g)
Dimensions: 7.68” x 8.47” x 1.4” (195 x 215 x 36mm) (WxLxD)
AC power: 110 to 120v DC power receptacle
Stand-by battery: 1200mAh capacity (continually internally recharged)
Back-up time: 27 hours of stand-by operation with one 30 minute alarm call
(Remember expected time at date of purchase and when fully charged)
Radio frequency: 312.00MHz
Radio range: 390ft (120m) in free space
REN: 0.3
External connections: 10ft (3m) telephone line cord with type RJ11 plug, optional 10ft (3m)
RJ31x line cord (CA38A in Canada), AC power adaptor with 10ft
(3m) cable

Environmental

Temperature: Operating temperature (to perform to full specification) = 0°C to 45°C
(32°F to 113°F), storage = -10°C to 50°C (14°F to 122°F)
Humidity: Operating relative humidity (non condensing to perform to full
specification) = 0 to 80%, storage relative humidity (non condensing)
= 0 to 93%

Standards

US: FCC CFR47 part 15, FCC CFR47 part 68, ETL/UL1637,
ETL/UL1635
Canadian: CETL/CSA22.2 No 205, RSS210


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