

Location Pendant User Guide



Aidcall operates a policy of continual product improvement and reserves the right to modify the specification of its products.

If any variation to the details in this document are suspected please contact Aidcall's Technical Support.

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1. PRODUCT OVERVIEW

Touchsafe Pro Location Pendants are battery powered and communicate using a standard 169MHz Telecare site-wide radio transmission and a short range infrared transmission. The Pendant will initiate a call on the Nursecall system and display the users name along with its location to the nearest Touchsafe Pro Call Point within infrared range. If the user is not within infrared range of a Call Point, then the Pendant call along with the users name will still be displayed on the panel.

The call is cancelled by pressing the cancel button on the Touchsafe Pro Call Point that received the Pendant Location call, or on the users bedside Call Point if no location was received.

The Location Pendant is designed to be worn around the neck; it includes a large orange call button and a red reassurance LED which flashes when a call is made.

The Location Pendant is supplied with a 900mm long woven neck lanyard with an anti-ligature safety closure. Should excessive force be applied the neck lanyard will part – it can be simply clipped back together.

Antimicrobial

Touchsafe Pro Location Pendant keypads are embedded with an antimicrobial agent during manufacture. This prevents the growth of harmful micro-organisms thereby preventing the spread of germs and disease.

2. IMPORTANT SAFETY INSTRUCTIONS

	Read and understand these instructions before use. Keep these instructions for future reference.
	Do not disassemble this product or attempt to repair it yourself.
	No user serviceable parts inside. Refer all servicing to qualified service personnel.
	This product should only be powered by 1 x 3.6V ½ AA size 1.2Ah Lithium Thionyl Chloride battery. Under no circumstances should this product be powered from another power source.
	Insert the battery in accordance with the polarity symbol inside the battery holder. Only use manufacturer approved ½ AA size 3.6V battery as identified in this manual.
	Do not expose to direct sunlight.
	Do not submerge in water and do not use in damp or humid conditions.
	Do not expose to dripping or splashing water. As with any electronic equipment take care not to spill liquids into any part of the system. Liquids can cause a failure and/or a fire hazard.
	Do not drop or expose to high vibration or shock.
	Clean with a hard-surface disinfectant wipe or a damp cloth and a non-abrasive cleaning product. Polish with a dry duster. DO NOT use a wet cloth.
	Avoid using harsh, abrasive or corrosive cleaning agents or detergents (e.g. scouring powders, bleaches, polishes, etc.) when cleaning this product.
	At the end of its life this product should be disposed of and recycled in accordance with the environmental regulations. See the Regulatory Information in section 3 below.

3. REGULATORY INFORMATION

	We declare this product complies with the relevant UK legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full UKCA Declaration of Conformity is available on request.
	We declare this product complies with the relevant European legislation on condition that it is used in the manner intended, and in accordance with the current installation standards and/or the manufacturer's recommendations. A copy of the full CE Declaration of Conformity is available on request.
	This symbol on the product indicates it is classed as Electrical or Electronic Equipment and should not be disposed of with other commercial waste at the end of its working life. The Waste of Electrical and Electronic Equipment (WEEE) Directive (2012/19/EU) has been put in place to recycle products using the best available recovery and recycling techniques to minimise impact on the environment, treat hazardous substances and avoid increasing landfill. For product disposal please contact your supplier and check the terms and conditions of the purchase contract and ensure this product is not mixed with other commercial waste for disposal.
	This symbol on batteries indicates separate collection. Batteries contain chemicals that can be hazardous to health and the environment and should not be disposed of in the waste bin. The EU Directive (2006/6/EC) has been put in place to ensure the safe disposal and recycling of batteries. Return used batteries to your supplier or drop-off at your local municipal waste recycling depot.

4. MAINTENANCE & CARE

For peace of mind and to ensure your system is maintained to the highest standard Aidcall recommend an annual maintenance contract. This will provide vital assistance in times of need from a nationwide team of trained Service Engineers who specialise in wireless Nursecall systems.

A preventative maintenance visit (PMV) is also available from Aidcall, this covers the replacement of all batteries, a full system test, software updates (where applicable) and a Service Certificate.

For more information on Maintenance Contract Packages and PMV's please contact our customer services team on 01670 357431 or visit our website; <https://www.aidcall.co.uk/maintenance/>

MONTHLY MAINTENANCE

Pendants should be regularly cleaned with anti-bacterial wipes, at the same time they should be checked for signs of external physical damage. Broken or cracked plastic grips can trap dirt and contribute to the spread of germs. Any Pendants found damaged should be replaced immediately. Pendants needing repair can be returned via the website; <https://www.aidcall.co.uk/returns-procedure/>

BI-ANNUAL MAINTENANCE

Although the Location Pendant battery is monitored, and a poor state of charge is reported automatically, it is best practice to replace the battery every 2 years. See section 7 for the correct type of battery to be used. At the same time a test call should be made to confirm the battery has been fitted correctly and that the Pendant is communicating correctly with the rest of the system.

5. LOCATION PENDANT FEATURES

The key features of the Location Pendant are identified below;

Aidcall Part No. ZNC663



Refer to the Touchsafe Pro Location Pendant Installation Guide (Aidcall Doc No. FM5541) for programming and setup details.

6. LOCATION PENDANT OPERATION

To make a call press the **Orange** button once, the **Red LED** will flash to indicate the call has been transmitted to the Nursecall panel.



NURSECALL PANEL DISPLAY

If both the alarm radio transmission and the infrared location information is received, the panel will display **"Pendant Location"** with details of where the Pendant is located and whose Pendant it is.



If the radio transmission only is received (i.e. the Pendant is not within infrared range of a Call Point), then the panel will display **"Pendant Call"** and whose Pendant it is.



*The screen banner is **orange** for a Pendant call.*

Touch the banner to display Client Notes.

Press the Accept button to silence the alarm and notify all other panels the call is being dealt with.

*The screen banner changes to **purple** when a call is accepted.*

TO CANCEL THE CALL

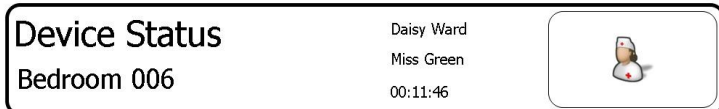
You must visit the Call Point which picked-up the Pendant Location (or the users bedside Call Point if no location was displayed) and press the light grey button to cancel the call.



Press the **LIGHT GREY** button to cancel the call

7. REPLACING THE BATTERY

When the battery is running low in a Location Pendant the Nursecall panel will display the following...



Touch the banner to view details of the Device Status alert - this will identify exactly which device has a low battery.

*Press the **LIGHT GREY** button on the Call Point to cancel the call.*



Always replace the battery within **72 hours** of a low battery warning. If the warning changes to **CRITICAL** replace the battery **IMMEDIATELY**.

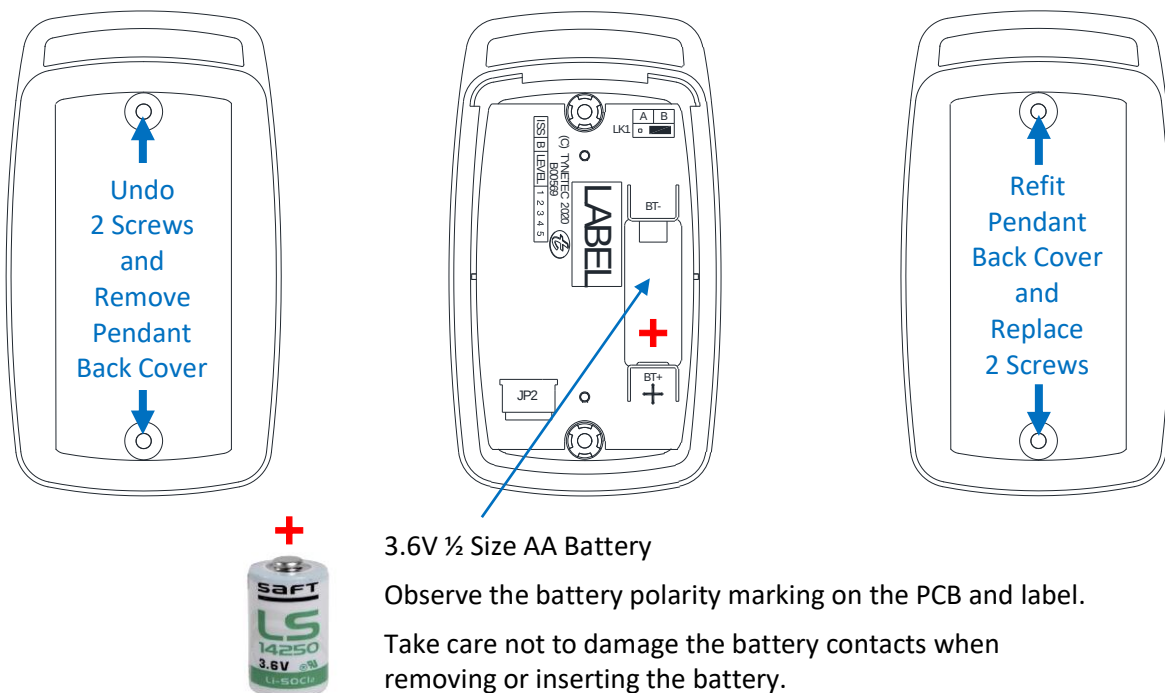
To replace the battery, remove the 2 screws on the rear of the Pendant and carefully remove the top cover. Note: the lid will remain attached on the keypad tail. Remove the battery from the retaining clips on the PCB inside the Pendant base.



Used batteries must not be disposed of in domestic waste. Do not incinerate or mutilate used batteries, the chemicals released are corrosive and may cause injury to eyes or skin and may be toxic if inhaled.

Only replace with Manufacturer Approved battery type: **3.7V ½ Size AA Lithium Thionyl Chloride**
Replacement batteries are available from Aidcall; order Part No. F00171

INSIDE PENDANT BASE



Always perform a test call to check operation after the battery has been removed/replaced.



Note: Pendant programming is retained when the battery is removed/replaced.