



CallToU CC28, HW12 Motion Detector System User Manual

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CallToU

A Good Life in Old Age

Motion Detector System

User Manual



Receiver Model: CC28
Transmitter Model: HW12

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CC28, HW12 Motion Detector System

Established in 2015, CallToU prioritizes user-centric approaches and employs intelligent technology to craft a secure and convenient home care experience for the elderly enhancing their quality of life in old age. Through focused industry efforts, CallToU has evolved into an innovative technology company, integrating product development and sales to emerge as a global one-stop smart healthcare brand.

Our unwavering commitment to quality spans every aspect, from procurement to production, ensuring each product meets the highest standards. CallToU has successfully delivered personalized home care services to nearly 1,000,000 elderly individuals worldwide, alleviating the stress of care for 1,000,000 families and enabling their children to work and live more peacefully.

Looking forward, CallToU remains dedicated to its mission of leading the smart home care industry. We pledge to launch more innovative products and enhance elderly care services, contributing to the wellbeing of the global elderly population.

For FAQs and more information, please visit:



CallToU Brand



Product Instructional Videos

<http://www.calltou.com>

<https://youtube.com/playlist?list=PLWNc4Hsl6cJm6mWbyr37IFsLndNuwZVSr&si=5XYv5RQrzWkxVQGD>

www.calltou.com
service01@calltou.com






Safety Precautions

please be sure to follow

The instruction manual contains important information to prevent harm to the user and other people and damage to property, and to ensure safe and correct use of the product. Please thoroughly understand the following contents (displays and graphic symbols), read the main text, and follow the instructions.



Caution

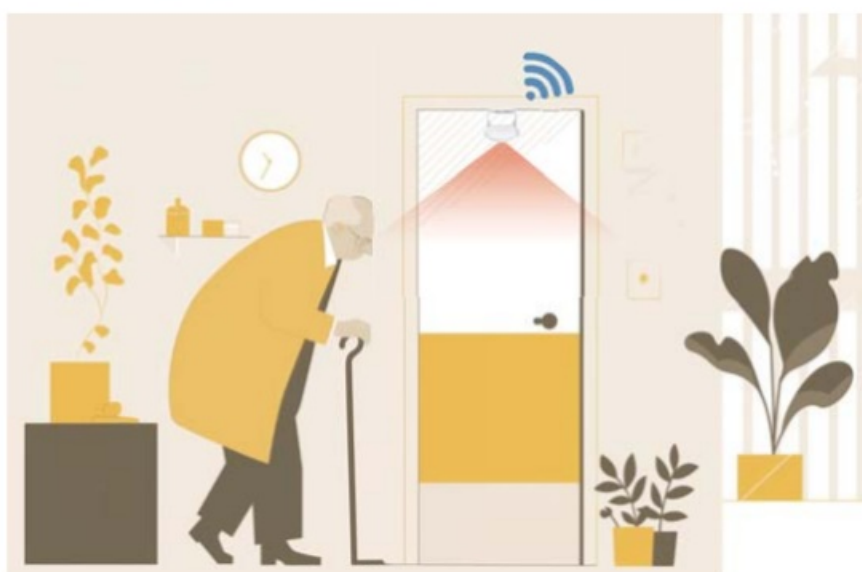
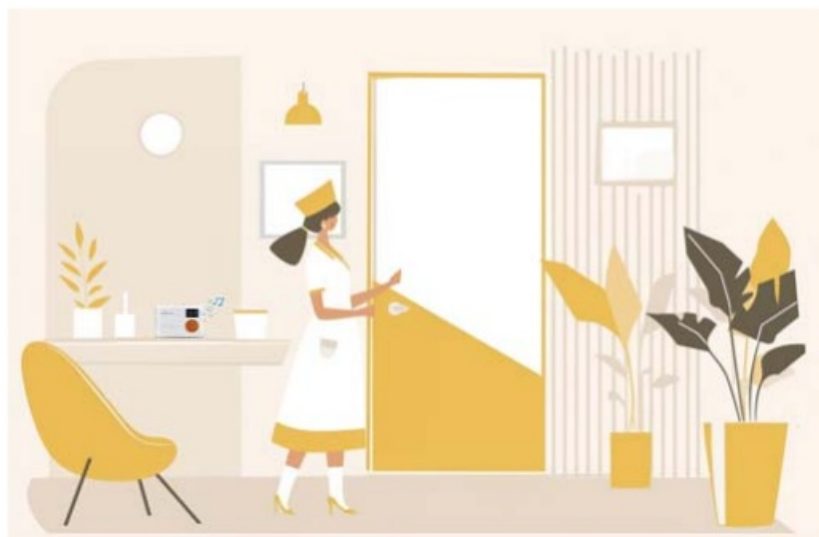
 Do not disassemble	Never disassemble, repair or modify the product. Failure to do so may result in fire, electric shock, or injury.
 Prohibited	Do not drop or subject it to strong impact. It will be the cause of the failure.
 Forbidden	If you feel any abnormality such as getting hot or smelling strange, Please stop using it immediately. It may cause fire or electric shock.
 Forbidden	Do not use chlorine-based or acidic detergents for cleaning. The main body may become discolored or deformed, or toxic gases may be generated, which may harm your health.
 Do not disassemble	Never disassemble, repair or modify the product. Failure to do so may cause fire, electric shock, or injury. For repairs, please contact the store where you purchased the product.

How does the system work with caregiver ?

Detects motion and sends a signal to the caregivers

Bed Alarms and Fall Prevention





Motion Sensor Doorbell

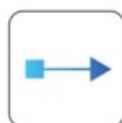
Functions



Water resistance
IPX4



Ringtones
2 types



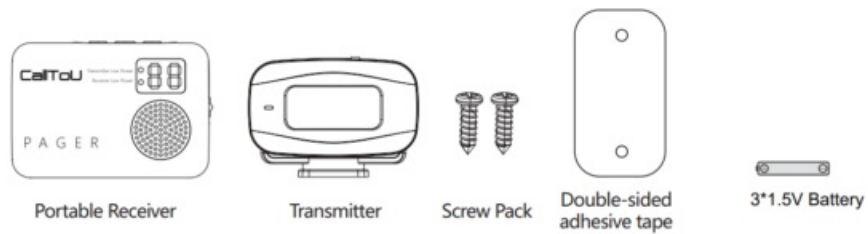
Distance of use
Maximum 150m



Volume Adjustment
0-120dB(5 levels)

Check the product

After opening the package and before use, please check that the following accessories are included. If any items are missing, please contact the store where you purchased them.



Warm Reminder:

The product quantity depends on the number of sets you purchase.

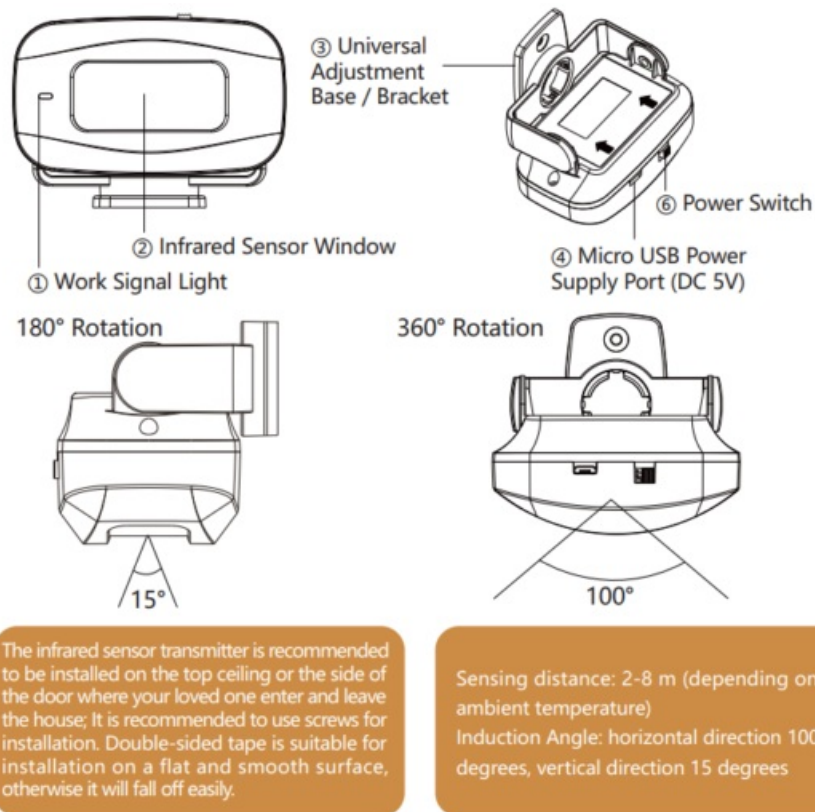
Receiver Product Diagram



NOTE

- This system is extendable with more receivers and transmitters;
- For more information please refer to our customer service.

PIR Transmitter Product Diagram

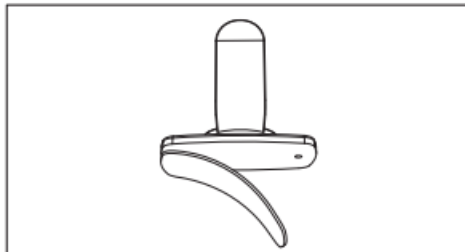


Note: In order to reduce false alarms, please avoid the air conditioning outlet, fan, tuyere and other temperature changes, large interference place installation.

PIR Transmitter Installation

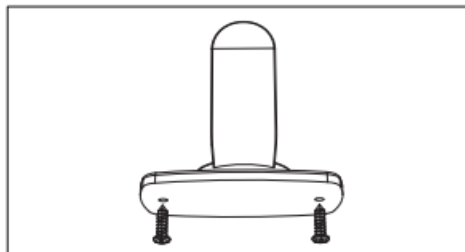
A. Wall Mount with Double Sided Tape

The motion sensor may be affixed to most smooth, clean surfaces with the included double sided tape.



B. Wall Mount with Screws

The motion sensor may be more securely mounted to walls or headboards with the included screws. Use the recessed holes for screw placement on the motion sensor



NOTE:

The transmitter is used indoors only please do not keep it exposed to the sun and rain. Had better not be installed in the areas of the air-conditional, fan which changes the environment temperature.

After installation, press the receiver ON/OFF button to test the wireless transmission distance, and adjust the angle of the transmitter. Try to ensure that the people who come in from different positions can be detected by repeating tests.

Specification

Power	CC28 Receiver 3AAA Alkaline Batteries (included)	HW12 Transmitter Micro USB DC 5 V (adaptor not included) or 3*AAA Alkaline Batteries (included)
Frequency	433.83MHz	
Working Range	500ft/150m	
Waterproof Level	-30°C-70°C/-22°F-158°F C168:E172	
Operating Temperature		

Batteries and Power

PIR Transmitter:

3*AAA alkaline batteries for the PIR Transmitter, please note the negative and positive.

When the infrared curtain opens the power switch, the LED indicator will blink to indicate the battery is installed correctly.

NOTE:



Alkaline batteries are recommended, other types will shorten standby time.

Micro USB is an alternative for power supply;


The battery supply will be automatically cut off if AC power and can be a standby power supply if power is off.

Feature

1. ON/OFF


1. Power on: Hold  for 5 second, receiver will beep with number "00" on the display
2. Power off: Hold  for 5 second, receiver will beep with number "—" on the display.

2. Adjust the volume

Press  once to adjust the volume (default from level 1). There are 5 levels from 0-120dB.

Note: When power off, all setting will remain the same for the Memory Function.

3. Ringtone switch

Push  to switch from 2 ringtones, "Ding-dong" and Alarm sound When triggered, will ring for 90 second before it stops, or you can press any key on the receiver to stop ringing.

4. Vibration

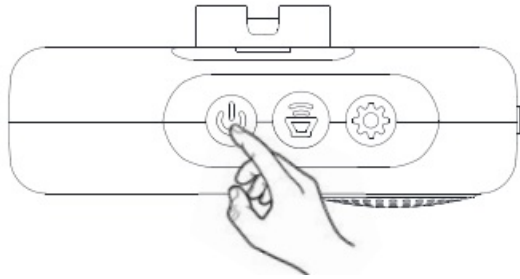
When triggered, the receiver will vibrate 10 times, and stop for 3 seconds, lasting 90 seconds before it stops, or you can press any key on the receiver to stop it. Press and hold "Volume" and "On/OFF" buttons simultaneously until the sound stops to turn the vibration function off or on.

5. Low battery warning


When voltage is low, the receiver will flash red or blue. Red means the receiver needs battery changing, and the Blue light means the transmitter need battery changing.

Operating Instructions

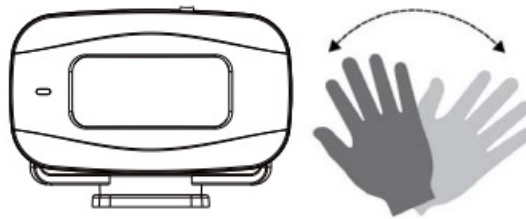
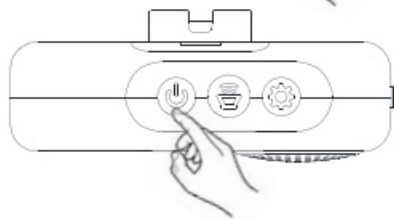
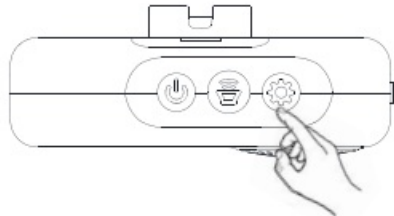
1. How To Use? (Paired Before Delivery)




1. Firstly, put the batteries in the receiver.

2. Hold  for 5 seconds to turn on the receiver, and you will have 00 on the display screen.



2 .How To Pair? (Paired Before Delivery)



Step 1

Hold ..Setting button for 5 seconds, and there will be a “Ding” , meaning it’s under pairing mode.

Step 2

Choose a number for the transmitter by pressing ./.. (forward/backward) The number you choose will display on the screen.

Step 3

Wave your hands in front of the sensor eye to activate, if the pairing is successful, there will be a “DingDing” from the receiver, and the number will appear on the display screen.

(the indicator light of the sensor will flash once meaning the sensor was activated, and then the sensor will automatically reset after a few seconds ready for the next trigger.)

Step 4

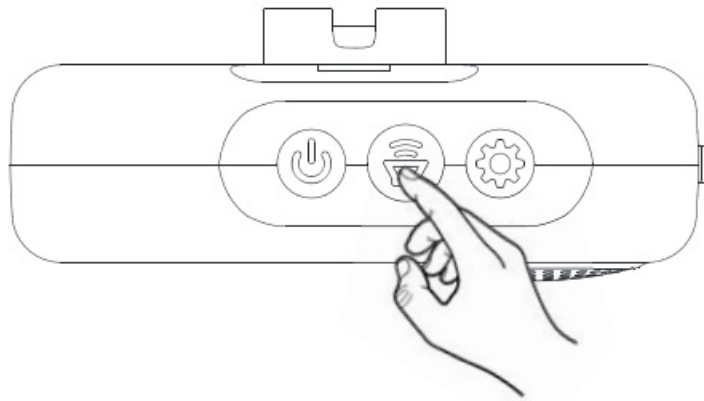
Activate the sensor again to confirm the sensor has been added to the receiver already.


NOTE:

Pair to more PIR transmitter

If you want to pair more PIR transmitter, just repeat step 1-4 one by one. One receiver can work with 20 PIR transmitter.

3. Clearing All Settings

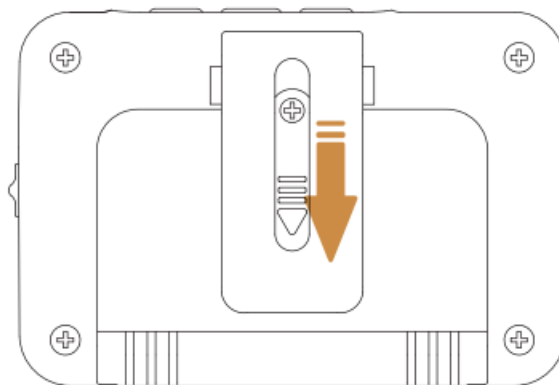


Hold Volume button  for 5 seconds to reset receiver to default mode. The receiver will ding with number “01” on the screen, meaning clearing is done.

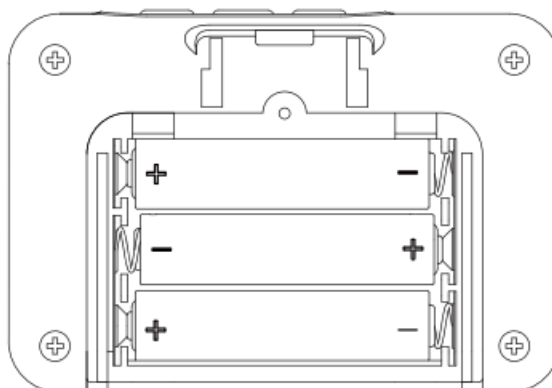
If you want to pair the them again, just repeat step 1-3 one by one.

Battery replacement

1. Push the Backclip down.
2. You need a screw driver to remove the cover.

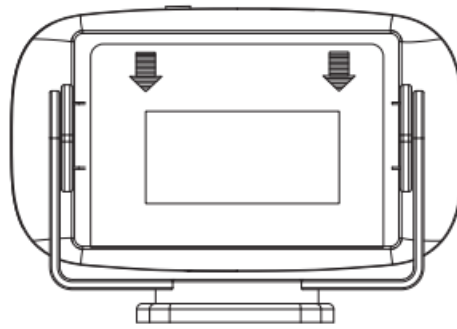


3. Replace 3AAA batteries in the slot, pain attention to the right terminal ends. Then put the cover back and secure with the screws.

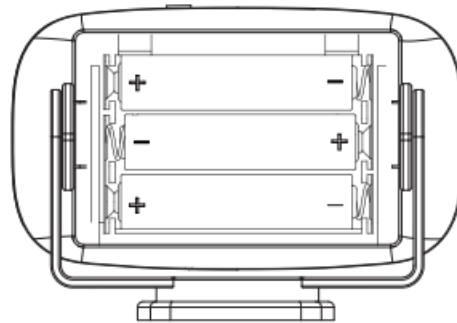


PIR Transmitter Battery Replacement

1. Push in to release the battery compartment cover.



2. Replace 3 AAA batteries in the slot, please note the negative and positive, then put the cover back.



PIR Transmitter Low Battery Indication



The blue light will light up when triggered, and the red light will light up when the battery is low. LED indicator gets red or the wireless range gets shorter, please replace the battery in time.

Q and A

Q1: Why does the receiver doesn't work?

AT1: If the receiver does not work, the following are possible causes: @ Press the volume button to check if the receiver works probably. It might be under the mute mode. If it worked, meaning the receiver is ok. If not, refer to the customer service problem with the receiver. @ Test the transmitter to check if the light indicator works probably. If it worked, meaning the transmitter is ok. If not, try to replace the batteries and check again. If still not working, refer to the customer service problem with the transmitter @ If receiver and transmitter are ok, try pairing again by repeating Steps 1-3. @ The receiver and transmitter might be out of working range. Metal structures, walls, doors, and other electric equipment will affect the range.

Q2: What factors affect the use distance of the pager?

A2: The transmitter directly determines the working distance of the product. It may be affected by other radios or metal or concrete walls during use. Please test the distance before starting to use it.

Q3: Can the receiver vibration function be turned off?

Q4: Do I need to pair the receiver and transmitter myself?

A4: The receiver and transmitter are factory paired and do not need to be paired yourself.

Q5: Can I purchase multiple sets and pair them together?

A5: Expandable pairing supports one receiver to pair multiple transmitters or one transmitter to pair multiple receivers.

Q6: Is there any warning when the receiver and transmitter low battery?

A6: Both the receiver and transmitter have low battery alerts. The receiver has an indicator to show whether it is the receiver or transmitter that is low battery, with a voice reminder.

A letter from CallToU

Many thanks for thinking of us and choosing us!

For everyone in the CALLTOU family, it's Our honor to have you as our customers. It's always a pleasure serving you and certainly looking forward to more in the future.

A big thank you for helping us to grow

Our customer service, especially in the after-sales phase, guarantees the satisfaction of our clients. In line with this strategy we hope you share with us your feedback at any time, be it positive or negative.

There is always room for improvement, So if we can serve you better in any way please do inform us.

We provide 1 -year limited product warranty to the original purchaser against manufacturing defects in materials and workmanship, not covering any normal wear and tear, improper handling, or accidental damage.

CallToU Customer Care Support Team

WIRELESS MOTION SENSOR ALARM

CC28 SERIES PIR DETECTOR – GIVING THE CAREGIVERS TO ACT BEFORE A FALL OCCURS.

FCC Statement

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

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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be located or operating in conjunction with any other antenna or transmitter.

ISED RSS Warning/ISED RF Exposure Statement

ISED RSS Warning:


This device complies with Innovation, Science and Economic Development 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.

ISED RF exposure statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Documents / Resources

	<p>CallToU CC28, HW12 Motion Detector System [pdf] User Manual</p> <p>2AWYQ-HW12, 2AWYQHW12, HW12, CC28 HW12 Motion Detector System, CC28 HW12, Motion Detector System, Detector System, System</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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