



Alert-iT Call Point

User Manual

This document applies to;

Model: P209

Product Version: v1

Firmware: v1.0

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TABLE OF CONTENTS

	Page
SAFETY	4
Explanation of the markings used on the device and in the documentation	4
Device Lifetime	4
Safety Precautions	5
Unintended adjustment of settings	5
PACKAGE CONTENTS	6
COMPATIBLE PRODUCTS	6
INTRODUCTION	7
Product Description	7
Device Overview	7
INSTALLATION	8
BASIC FUNCTIONS	9
Turning the Device On	9
Turning the Device Off	9
Raising an Alarm	9
Resetting an Alarm	9
Battery Monitoring	9
DEVICE SETTINGS	10
INSERTING BATTERIES AND BATTERY SERVICE LIFE	10
CLEANING	11
LIABILITY OF THE MANUFACTURER	11
DISPOSAL OF THE DEVICE AFTER USE	11
DECLARATIONS OF CONFORMITY	11
ROUTINE CHECKS	11
Weekly Checks	11
ALERT-IT LIMITED WARRANTY STATEMENT	12
TECHNICAL SPECIFICATIONS	14
ALARM AND FAULT CODE LOOKUP	15

1 SAFETY

1.1 Explanation of the markings used on the device and in the documentation



Serial Number.



Catalogue Number



Manufacturer.



Date of Manufacture.



Refer to instructions for use.



Importer.



CE Mark. (the product conforms with the relevant EU Directives).



Symbol of the European Waste Electrical and Electronic Equipment Directive (WEEE Directive) 2002/96/EC on waste electrical and electronic equipment.

RoHS

Indicates that the product is in compliance with the European directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment (commonly referred to as the Restriction of Hazardous Substances Directive or RoHS).

1.2 Device Lifetime

The typical expected life of the device in normal home use is 5 years.

Replace the device after this or earlier, if;

1. otherwise instructed; or
2. if any damage to the device is observed.

See page 11 for recycling guidance. If any cracks or structural damage is observed, cease the use and replace the device immediately.

NOTE: the batteries must be replaced when the device does not alarm or if the receiver display indicates “**LOW BATTERY**”.

1.3 Safety Precautions

This Alert-iT product has been designed with due regard to reliability and integrity. While it offers a highly vigilant alerting method, it is always possible that a distress condition can go undetected for a variety of reasons (including malfunction) and in life threatening situations it is advisable to use the Alert-iT system in conjunction with additional techniques. Neither the manufacturer nor its agent can accept legal responsibility to provide a system that is infallible.

The caregiver is responsible for assessing the risks of using this equipment and any settings pertaining to it.

- This device is designed only to be used as an aid for a caregiver.
- Ensure that the pull cord (P209*A Only) is routed and secured to avoid the risk of trips, entanglement or strangulation.
- Ensure, by testing, that the alarm notifications are received at the caregivers location(s).
- The caregiver must never clear an alarm without checking the patient's condition.
- A risk assessment must be conducted to determine if the level of reliability offered by the device is sufficient or if additional equipment is needed. Consideration shall be given to the patients likelihood of tampering with the system or the risk of ligature.
- Clean and disinfect each item as needed in accordance with information on page 11.
- Regularly test the device as described in these instructions for use. See page 11.
- Do not use this device for any purpose other than that specified by the manufacturer.
- Some accessories are fitted with small screws and have plastic bags. Ensure these do not come into the possession of vulnerable people who may choke on them.
- Do not try to repair the device yourself.
- No maintenance of the product is allowed during use.
- If the equipment is modified in any way, appropriate inspection and testing must be conducted to ensure continued safe use of the equipment.
- Do not install this device near or on top of another device. However, if this cannot be avoided, the user must ensure that the device functions in the normal manner.
- Remove the batteries when the device is not in use or when it is stored for an extended period.
- As with all electronic equipment there is potential for the equipment to interfere with or be effected by interference from other electrical or electronic devices. For this reason avoid placing the device, sensor or connecting cable(s) in close proximity to sensitive electronic devices or devices which produce strong electromagnetic fields such as radio transmitters, mobile phones or power cables.

1.4 Unintended adjustment of settings

- Changing the radio address (without also changing it on the receiving equipment) will result in any resulting alarm notifications no longer being received.

2 PACKAGE CONTENTS

Please Note: The full package contents will vary depending on the exact system configuration and accessories ordered:



Call Point



Pull Cord

- 1x **Call Point** [P209]
- 1x **3V CR2450 Battery** (Not fitted) (Not Shown)
- 1x **Mounting Kit** [Includes 2x Screws] (Not shown)
- 1x **Pull Cord with Breakaway Connector and Two Triangles** (P209*A Only)

3 COMPATIBLE PRODUCTS

Receivers:

- Plesio Pager [P168]
- Advanced Pager [P137]
- Connect-iT [P155B]

Note: For additional information please contact your equipment provider.

4 INTRODUCTION

These 'instructions for use' describe the use of the Alert-iT **"Call Point"**.

The **"Product Version(s)"** these instructions apply to are shown on the front page of this document. This should be referred to and compared against the **"Product Version"** number shown on the product information sticker found on the top of your device. If this document is not suitable for your product please refer to the 'support' section of our website for alternative instructions.

- Follow all instructions provided in this document concerning the installation, use, cleaning and disposal of the device.

4.1 Product Description

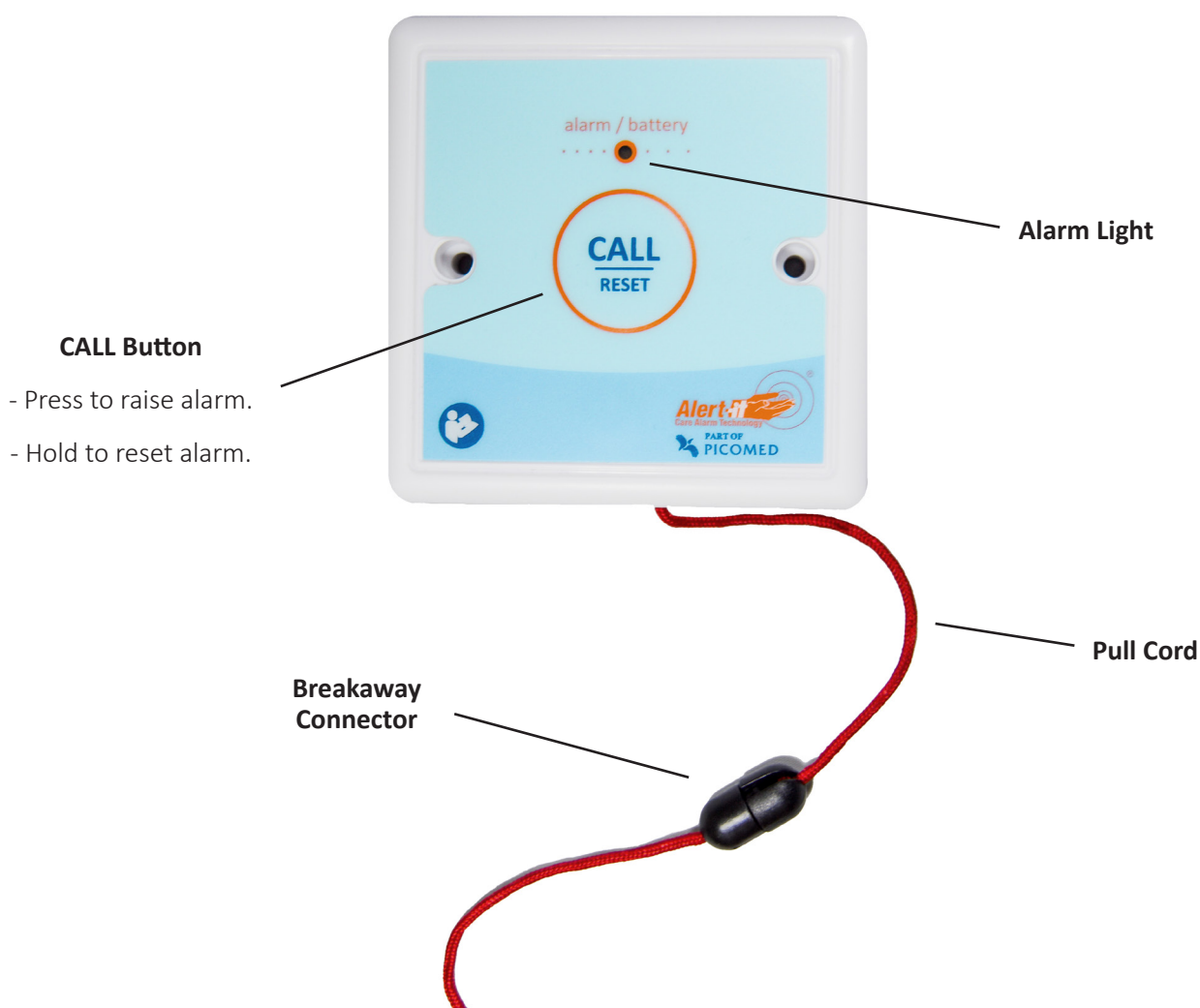
The **"Call Point"** (later **"device"**) is used to request assistance from a nearby caregiver.

The device should be mounted on a wall.

Caregivers are notified by visual and audible alerts (if enabled) and/or a notification via external system e.g. a wireless pager or wired call system.

Operating environment is typically a bedroom at a family home or care facility.

4.2 Device Overview



5 **INSTALLATION**

Remember: The device will need to be within easy reach in order to access the Call Button (e.g. to clear alarms).

Mounting to a wall

1. A wall mounting kit containing 2 wall screws has been provided to attach the device to a wall.
2. Mark two holes 60 mm apart.
3. Check for wires and water pipes.
4. Drill holes.
5. Fit plugs.
6. Screw device to wall.

6 BASIC FUNCTIONS

6.1 Turning the Device On

The device is “On” as soon as batteries are inserted.

The alarm light will illuminate for 1 second upon battery insertion.

Note: If the devices batteries are allowed to deplete completely for an extended time, the device may require a second press to “wake it up” after fresh batteries are inserted.

6.2 Turning the Device Off

The device cannot be turned off.

Note: If the device is not going to be used for an extended period (i.e. several months or more) it is recommended to remove the battery before placing it into storage.

6.3 Raising an Alarm

Pressing the CALL button (or pulling the pull cord) will raise an alarm call.

The alarm light will flash every few seconds whilst the alarm is active.

6.4 Resetting an Alarm

Holding the CALL button for 2 seconds will reset the alarm.

The alarm light will flash rapidly when a reset is triggered.

6.5 Battery Monitoring

The device checks the battery condition every 5 minutes.

Battery Low

When the device detects the battery is low a “Low Battery” fault will be raised on the receiver.

The alarm light will begin to flash every 6 seconds.

Note: If an call alarm is raised by pressing the CALL button (or pulling the pull cord), after the call has been reset by holding the CALL button, the low battery fault will be “suspended” for 12 hours. This will clear the fault temporarily from the receiver for 12 hours.

Battery Very Low

When the device detects the battery is very low a “Battery Empty” fault will be raised on the receiver.

Note: The “Battery Empty” fault cannot be suspended.

7 DEVICE SETTINGS

There are some additional settings that can be changed using the Alert-iT Profile Editor.

Radio Address

If multiple devices are used at the same location, each device needs to use a unique “**radio address**” between 1 and 126. The device is supplied with a random address, we recommended only adjusting if duplication on site occurs.

Alarm Light

This setting turns the flashing red alarm light on or off. [Default: On]

Monitor Off Fault

When the battery is completely empty, the device will turn off. Upon turning off a “Monitor Off” fault will be sent to the receiver. This fault notification can be disabled if not required. [Default: On]

Alarm Timeout & Alarm Timeout Fault

If a call alarm is left active on the device and not reset, after 30 minutes (default “Alarm Timeout” setting) the alarm will “timeout” to save power. This duration can be adjusted or set to zero to disable completely.

Also, upon timing out, an “Alarm Timeout” fault will be sent to the receiver. This fault notification can also be disabled if not required. [Alarm Timeout Fault Default: On].

Alarm Latching & Clear Delay

As standard, when a call alarm is raised, it is required that the user attends to the device to hold the press button to reset the alarm.

However, the press button and/or pull cord inputs can be set to a “non-latching” mode, and a “clear delay” parameter can also be configured to provide a “doorbell” style solution. For example, by setting the press button input to non-latching and the clear delay setting to ~10 seconds, when the press button is then pressed, the alarm will be raised on the receiver for several seconds, then automatically reset without any further presses.

8 INSERTING BATTERIES AND BATTERY SERVICE LIFE

The device operates with a single 3V CR2450 Coin Cell type battery.

Install and remove the batteries as follows:

1. Detatch the device from the wall by unscrewing the two wall screws (the screw caps may need to be popped off if fitted).
2. Once removed from the wall, unscrew the 4 case screws to expose the battery.
3. Slide the battery out by lifting the tab gently and pressing on the battery.
4. Dispose of the battery as recommended by your local authority.
5. Insert the new battery.
6. Screw the back plate back on and reattach to the wall.

Battery life will vary between 2 and 5 years dependant on the frequency of alarms and how quickly alarms are responded to.

9 CLEANING

You can wipe the control unit, sensors and cables with a damp cloth, neutral cleaning product or mild disinfectant.

10 LIABILITY OF THE MANUFACTURER

iTs Designs Ltd. (T/A Alert-iT Care Alarms) is liable to ensure the safety, reliability and performance of the device, provided that:

- the device is installed, used and cleaned in accordance with the instructions in these instructions for use.
- any changes to the device, maintenance and repairs are conducted by a person trained by Alert-iT or its representatives.
- any spare parts or accessories used have been approved by Alert-iT.

11 DISPOSAL OF THE DEVICE AFTER USE

In conformity with the Waste Electrical and Electronic Equipment Directive (WEEE Directive), the device must be collected separately and returned to an authorised collection facility. The owner must take the device to the waste collection point specified by local authorities.



For more information on how to dispose of the device, please contact the relevant authorities.

12 DECLARATIONS OF CONFORMITY

The manufacturer, iTs Designs Ltd., hereby declares that this product is in compliance with the Radio Equipment Regulations (UK) 2017 and the Radio Equipment Directive (2014/53/EU).

The full text of the EU declaration of conformity is available at the following Internet address;

www.alert-it.co.uk/support/

13 ROUTINE CHECKS

13.1 Weekly Checks

Alarm Activation

Ensure the alarm notifications are being received by the caregiver(s). Manually trigger an alarm if required.

14 ALERT-IT LIMITED WARRANTY STATEMENT

In the unlikely event that your product needs guarantee service, please contact your provider, distributor or manufacturer. To avoid any unnecessary inconvenience on your part, we recommend you read these instructions for use carefully before seeking guarantee service.

YOUR GUARANTEE

By this Guarantee, Alert-iT guarantees the product to be free from defects in materials and workmanship at the date of original purchase for a period of three (3) years from that date.

If within the guarantee period the product is determined to be defective (at the date of original purchase) due to improper materials or workmanship, Alert-iT will, without charge for labour or parts, repair or (at Alert-iT's discretion) replace the product or its defective parts subject to the terms and limitations below. Alert-iT may replace defective products or parts with new or refurbished products or parts. All retained products and parts replaced become the property of Alert-iT.

TERMS

Guarantee services will be provided only if the original invoice or sales receipt (indicating the date of purchase, model name and dealer's name) is presented with the defective product within the guarantee period. Alert-iT may refuse free-of-charge guarantee service if these documents are not presented or if they are incomplete or illegible.

This Guarantee will not apply if the model name or serial number on the product has been altered, deleted, removed or made illegible.

This Guarantee does not cover transport costs and risks associated with transport of your product to and from Alert-iT.

This Guarantee does not cover:

- a. occupancy sensors or moisture sensors (see individual products for their guarantees).
- b. periodic maintenance and repair or parts replacement due to wear and tear.
- c. consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries).
- d. damage or defects caused by use, operation or treatment of the product inconsistent with normal use.
- e. damage or changes to the product as a result of:
 - i. misuse, including:
 - treatment resulting in physical, cosmetic or surface damage or changes to the product.
 - failure to install or use the product for its normal purpose or in accordance with Alert-iT's instructions on installation or use.
 - failure to maintain the product in accordance with Alert-iT's instructions on proper maintenance.
 - installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used.

- ii. the condition of or defects in systems with which the product is used or incorporated except other Alert-iT's products designed to be used with the product.
- iii. use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by Alert-iT.
- iv. repair or attempted repair by persons who are not authorised by Alert-iT.
- v. adjustments or adaptations without Alert-iT's prior written consent, including:
 - upgrading the product beyond specifications or features described in the instructions for use, or modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured.
- vi. neglect
- vii. accidents, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

This guarantee covers only hardware components of the product.

EXCLUSIONS AND LIMITATIONS

Except as stated above, Alert-iT makes no warranties (express, implied, statutory or otherwise) regarding product or accompanying or constituent software quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Alert-iT excludes or limits its warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Guarantee.

Alert-iT's only obligation under this Guarantee is to repair or replace products subject to these Guarantee terms and conditions. Alert-iT is not liable for any loss or damage relating to products, service, this Guarantee or otherwise, including- economic or intangible losses- the price paid for the product- loss of profits, revenue, data, enjoyment or use of the product or any associated products- indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to: impaired or non-operation of the product or associated products through defects or unavailability while with Alert-iT, which caused downtime, loss of user time or business interruption, inaccuracy of output from the product or associated products.

This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where Alert-iT has been advised of the possibility of such damages).

Where applicable law prohibits or limits these liability exclusions, Alert-iT excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, wilful misconduct, deceit and similar acts. Alert-iT's liability under this guarantee will in no case exceed the price paid for the product, but if applicable law permits only higher liability limitations, the higher limitations apply.

YOUR LEGAL RIGHTS RESERVED

Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This guarantee does not affect statutory rights you may have, nor those rights that cannot be excluded or limited, nor rights against the person from whom you purchased the product. You may assert any rights you have at your sole discretion.

15 TECHNICAL SPECIFICATIONS

Equipment is for continuous operation.

Control Unit

Model:	P209 Call Point.
Power:	Battery Only. 1x CR2450 Coin Cell Battery.
Inputs:	Pull Cord with breakaway connector (P209*A Only).
Signal Lights:	Red Alarm Light.
Measurements:	86 x 86 x 19 mm (HxWxD).
Weight:	80g.
Colour:	White.
IP Rating:	IPX5.
Service Life:	5 years.
Radio Frequency:	434.0750 MHz (P200xA).
Radio Output Power:	< 10 mW.
Radio Range:	600 meters (line-of-sight).
OR	
Radio Frequency:	869.2125 MHz (P200xB).
Radio Output Power:	< 10 mW.
Radio Range:	600 meters (line-of-sight).

Ambient Conditions

Operating Temperature:	5°C to 35°C (Use Indoors).
Storage Temperature:	-30°C to 50°C.
Humidity Limit:	5% to 90% max. Non-condensing.

16 ALARM AND FAULT CODE LOOKUP

Shown in order of priority.

16.1 Alarms

When an call alarm is triggered, the display will show the cause of the alarm.

Configuration	Message Displayed on Advanced Pager (P137)
C0	Assist00
C1	Help 00
C2	Urgent00

16.2 Faults / Informational Alerts

Fault	Message Displayed on Advanced Pager (P137)
Battery Low	Fault 16
Battery Empty	BATTEND
Alarm Timeout	Fault 22
Monitor Off	Fault 29

NOTE: If more than one alarm or fault is active, then only the highest priority alarm is shown.



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For support please contact your equipment provider.

EU Importer to add details here, where applicable.

