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MobileHelp SRDR-00041 Voice Response System User Guide

Contents

MobileHelp SRDR-00041 Voice Response System

Product Information

The product is an in-home wireless system, complete protection system, mobile on-the-go system, and mobile on-the-go system with duo testing capabilities. The system has an interactive voice response system that communicates with the central station in cas of an emergency. The system is equipped with a test button for users to perform periodic tests to ensure the system is functioning correctly.

Product Usage Instructions

In-Home Wireless System

1. Touch and hold the test button for about 6 seconds.
2. When the Base Station announces User Auto Test, release the button. The Base Station will instruct you to press the Emergency button or pendant.
3. Press the emergency button or pendant. The Base Station will announce, Test Call sent to Emergency Response Center.
4. If the test was successful, the Base Station will announce, Thank you for testing your device. If the test was unsuccessful, the Base Station will announce, User auto-test failed, please contact Customer Support.

Complete Protection System

1. Press and hold the test button for about 6 seconds.
2. When the Base Station announces User Auto Test, release the button. This will place both the Base Station and Mobile Device in test mode. Please see red text below.
3. Press the emergency button or pendant. The Base Station will announce, Test Call sent to Emergency Response Center. The Mobile Device will announce, Call in Progress. Always have your Mobile Device nearby when testing your system. It is possible that the Mobile Device will go to a live operator. If the operator speaks to you, please advise them that you are testing your system. If you do not explain to the operator that you are

okay and that you ar testing, EMS may be contacted.

4. If the test was successful, the Base Station and Mobile Device will announce, Thank you for testing your device. If the test was unsuccessful, the Base Station will announce, User auto-test failed, please contact Customer Support.

Mobile On-the-Go System

1. Press and hold the test button located on the side of the device and labeled with the letter T. The Mobile Device will instruct you to press the emergency button or pendant.
2. Press the pendant or press and hold the emergency button for 2 seconds. The Mobile Device will announce, Test Call sent to Emergency Response Center.

Mobile On-the-Go System with Duo Testing

1. Press and hold the test button on both devices located on the side of the device and labeled with the letter T. The Mobile Device will instruct you to press the emergency button or pendant.
2. Press the pendant or press and hold the emergency button for 2 seconds. The Mobile Device will announce, Test Call sent to Emergency Response Center.
3. If the test was successful, the Mobile Device will announce, Thank you for testing your device. If the test was unsuccessful, the Base Station will announce, User auto-test failed, please contact Customer Support.

Communicating with the Interactive Voice Response System

Alarm is Activated

If an emergency button is pressed or a fall is detected, you will hear "Call in progress" as the alarm is transmitted to the central station.

The Interactive Voice Response

After the central station receives the alarm, you will hear; "Hello, we have received your alert and are connecting you to our Critical Event Specialist. If this is a false activation or test, please say "CLEAR ALERT." Otherwise, please hold while we connect you to our Critical Event Specialist.

Clearing The Alarm

If you say, "Clear Alert" you will hear; "We are glad you are alright and will clear the alert for you, thank you and have a great day."
If you say nothing or anything other than "Clear Alert" you will be connected to the operator.
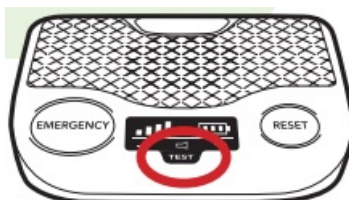
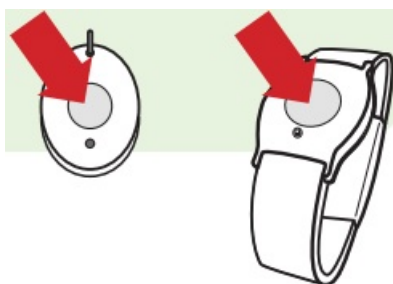

CLASSIC TESTING

In-Home Wireless System

1. **Touch and hold the test button for about 6 seconds**

   When the Base Station announces "User Auto Test", release the button. The Base Station will instruct you to press the Emergency button or pendant.

2. **Press the emergency button or pendant**

   The Base Station will announce, "Test Call sent to Emergency Response Center"

3. **If the test was successful…**

   The Base Station will announce, "Thank you for testing your device."

4. **If the test was unsuccessful…**

   The Base Station will announce, "User auto-test failed, please contact Customer Support."


DUO TESTING

Complete Protection System

1. **Press and hold the test button for about 6 seconds**

   When the Base Station announces "User Auto Test" release the button. This will place both the Base Statio and Mobile Device in test mode. Please see red text below.

2. **Press the emergency button or pendant**

   The Base Station will announce, "Test Call sent to Emergency Response Center."The Mobile Device will announce, "Call in Progress."
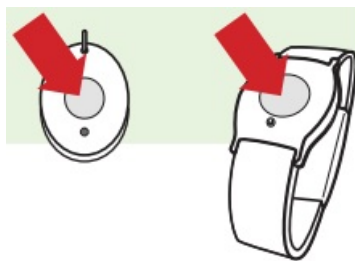
   Always have your Mobile Device nearby when testing your system. It is possible that the Mobile Device wil go to a live operator. If the operator speaks to you, please advise them that you are testing your system. If you do not explain to the operator that you are okay and that you are testing, EMS may be contacted.

3. **If the test was successful…**

   The Base Station an Mobile Device wil announce, "Thank you for testing your device."

4. **If the test was unsuccessful…**

   The Base Station will announce, "User auto-test failed, please contact Customer Support."

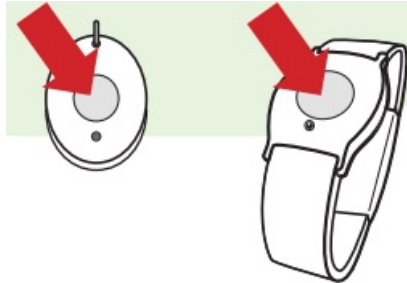

SOLO TESTING

Mobile On-the-Go System

1. **Press and hold the test button**

   This is located on the side of the device and is labeled with the letter T. The Mobile Device will instruct you to press the emergency button or pendant.

2. **Press the pendant -OR- press and hold the emergency button for 2 seconds**

   The Mobile Device will announce,"Test Call sent to Emergency Response Center"

3. **If the test was successful…**

   The Mobile Device will announce,"Thank you for testing your device"

4. **If the test was unsuccessful…**

   The Mobile Device will announce,"User auto-test failed, please contact Customer Support"

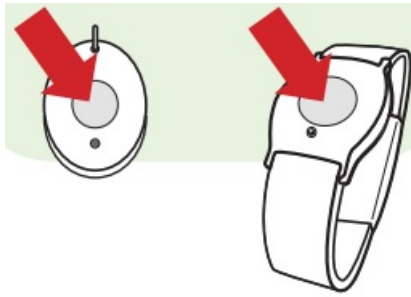## MOBILE DUO TESTING

Mobile On-the-Go System

1. **Press and hold the test button on both devices**

   This is located on the side of the device and is labeled with the letter T. The Mobile Device will instruct you to press the emergency button or pendant

2. **Press the pendant OR- press and hold the emergency button for 2 seconds**

   The Mobile Device wil announce, "Test Call sent to Emergency Response Center"

3. **If the test was successful…**

The Mobile Device will announce, "Thank you for testing your device"

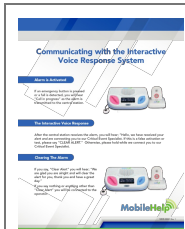4. **If the test was unsuccessful…**

The Mobile Device will announce, "User auto-test failed, please contact Customer Support"

PLEASE REFER TO THE TECHNICAL SUPPORT NUMBER ON THE INSERT THAT CAME WITH THIS GUIDE FOR ANY QUESTIONS OR CONCERNS.
*Testing instructions may vary based upon product type.

Documents / Resources

MobileHelp SRDR-00041 Voice Response System [pdf] User Guide
SRDR-00041 Voice Response System, SRDR-00041, Voice Response System, Response System

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