

Life Alert HELP PERS LTE

Cellular Wireless Emergency Response System

User's Guide

2ABZ7-919

Cellular Wireless Emergency Response System



This home health care signaling system was designed to support people in their home environment. In the event of an emergency, help can be summoned at the press of a Help button and that message will be sent to Life Alert call center. In the event of fire, the system can be programmed to automatically call the Life Alert call center.

SMS commands may be sent via the 4G/LTE cellular module. Local and Remote Programming may be performed over SMS and PC connections.

The Unit's LEDs show the system status.

The Unit's rechargeable backup battery provides backup operation. When AC power is restored, the backup battery is automatically recharged.

What's Included

Before you begin to set up your system, make sure you have all the necessary components.

- Life Alert Help Pers Unit
- Input 120VAC 60 Hz / Output 5V DC 1000 mA
- Pendant transmitters supplied with necklace or wrist band



Pendant LATR-01

SPECIFICATIONS

General Data

Pendant Transmitter Battery Life: 6 years (for typical use)

Frequency (MHz): 315.

Note: The 315 MHz version only was tested for compliance with UL standards.

Indicators: 4 LED indicators.

UL Compliant:

Battery Pack: NI-MH 3.7 V, 2.0 Ah

Supply Voltage: 5VDC , 1A (via 120VAC/60Hz transformer)

Compliance: Complies with FCC part 68 and part 15, and UL 985 Home Health Care Signaling Equipment.

LEDs:

	Indicator	Behavior	Significance
	RF LED	Lights steadily for 3 sec.	Received RF signal
		No light	No RF signal received.
2	Trouble LED	Lights steadily	Indicates all system troubles
		Blinks	
		No light	No trouble.
3	Communication LED	Light steadily	Communication with call center established
		Blinks	Contacting Call Center
		No light	Communication via

			Cellular is offline
4	Power LED	Lights steadily	AC power is connected.
		Blinks	Battery problem
		No light	AC power is not connected.
5	Backlight LEDs	Lights steadily	When the conditions below do not exist.
		Blinks	No AC Power , on battery operated

Special Functions:

- Calling for help by using an emergency pendant transmitter
- Speakerphone (hands-free) when communicating with Life Alert Call Center
- The system supports up to 15 users (pendant transmitters and smoke detectors).
- Computer control and data download/upload
- Remote control by SMS commands
- Remote diagnostic and event log using a PC software or SMS

Physical Properties

Operating Temperature: 32°F to 104°F (0°C to 40°C)

Storage Temperature: -4°F to 140°F (-20°C to 60°C)

Size: 179.5 x 185.5 x 50mm

Weight: 658 gram

Color: White

Note: The product supports Life Alert monitoring center receivers.

SYSTEM SETUP

To set up your system, follow the steps below.

Select Unit Location

If possible, select a central location in your home for the Unit. This location should be in the area where you spend most of your time. The location should also enable an optimal signal reception for pendants, smoke , CO detectors and Cellular network .

The Unit can be placed on a table, desk, or counter. It also can be mounted on a wall.

Make sure that the location you have selected is near an electrical outlet.

Connect Power to the unit

During normal operation, the unit runs on electrical power.

1. Insert the plug on the power cord into the "AC" connector on the unit.
2. Connect the AC/DC adapter into a nearby electrical outlet. DO NOT USE AN OUTLET CONTROLLED BY A WALL SWITCH.
5. Turn the ON/OFF switch to ON.

The Unit is now connecting you to the Monitoring Center

After you complete the steps above press the Help button, the unit will automatically call Life Alert call center and the dispatch will be in touch with you .

Transmitters Enrolling

Without PC:

Up to 15 wireless devices / transmitters can be enrolled locally without a PC. The unit will recognize the device

type according to it's ID:

1. Press and hold for 5 seconds both the "CANCEL" button and "Help" button. All 4 LEDs should flash slowly to indicate that the system is in programming mode.
2. To select the desired transmitter location (zone) number, click "Cancel" button repeatedly until the desired transmitter location number is displayed (see Table below).. Each press advances to the next location (zone) number (1 - 15).

The LEDs lights combination indicates the Location / zone number, as shown in the following Table:

Flashing light = Free location into which a transmitter can be enrolled.

Steady light = Occupied location with an enrolled transmitter.

Table 1 - Zone Number Indication

ZONE No.	LED			
				
1	ON	–	–	–
2	–	ON	–	–
3	ON	ON	–	–
4	–	–	ON	–
5	ON	–	ON	–
6	–	ON	ON	–
7	ON	ON	ON	–
8	–	–	–	ON
9	ON	–	–	ON
10	–	ON	–	ON
11	ON	ON	–	ON
12	–	–	ON	ON
13	ON	–	ON	ON
14	–	ON	ON	ON
15	ON	ON	ON	ON
16 (Global Zones clear)	–	–	–	–

3. When the LEDs of the desired location flash, activate the desired transmitter. Success beeps should be heard and the proper LEDs combination (see Table 1) should stop flashing and light constantly.
4. To verify that the specific transmitter was properly enrolled, reactivate the transmitter once again and verify that all 4 LEDs flash once (in a sequential manner) and then the LEDs combination corresponding to the transmitter location return to light constantly as before.
5. Perform steps 3 - 5 for all other desired transmitters.
6. Exit from programming mode by pressing and

holding for 5 seconds both the "CANCEL" button and "Help" button (automatic exit by time out will occur if no action is performed during 5 minutes).

Deleting Wireless Transmitters from the System Memory

Using PC:

By using a remote or local PC programmer, it is possible to delete enrolled wireless transmitters.

Without PC:

Locally (without PC), wireless transmitters can be deleted from the unit memory, as follows:

1. Press and hold both the "CANCEL" button and "Help" button for 5 seconds. All 4 LEDs should flash slowly to indicate that the system is in programming mode.
2. To select the desired transmitter to be deleted, click "Cancel" button repeatedly until the desired transmitter location number is displayed (see Table 1). Each press advances to the next location (zone) number (1 - 15).
3. To delete a selected transmitter, press and hold the "CANCEL" button for 2 seconds approximately until the proper LEDs combination will be switched off. As a result, the LEDs combination of the respective deleted location (see Table 1) will flash indicating the location is now free.

Wireless Devices Test

1. Press and hold both the "CANCEL" button and the "Help" button for 5 second. All 4 LEDs should flash to indicate that the system is in programming mode/Test mode.
2. Activate the transmitter you wish to test and listen to the system response.
3. Press on "Help" button for 2 seconds – the unit will show the cellular RSSI level .

The unit will play current RSSI level ; Strong , Good or Poor . The led indication will show the RSSI level accordingly:

- a. Strong – 4 leds light
 - b. Good - 3 leds light
 - c. Poor - 2 leds light
 - d. Sim card or network problem – 1 led lights
4. Exit the test by pressing and holding both the "CANCEL" button and "Help" button for 5 seconds (automatic exit by timeout will occur if no action is performed during 5 minutes).

Using your HELP PERS

Your unit is the communication center of your system. When your pendant transmitter or smoke detector signals to the unit , then it contacts Life Alert Monitoring Center to report the emergency event.

The unit includes the following buttons.

- **HELP** – When pressed, an emergency alarm is reported to the Life Alert Center or to private phones.
- **CANCEL** – Cancel emergency call

Using your Pendant Transmitter

The pendant transmitter can be used to initiate an

emergency call .

- **Pendant Activation** - Your pendant transmitter lets you signal to the unit from anywhere in your home when you need emergency assistance. You should wear your pendant transmitter whenever you are at home even in the shower or bath. Your pendant transmitter is waterproof.

Your pendant transmitter can be activated by simply pushing its button. Once pushed, a signal is sent from the pendant transmitter to the unit and the red LED on the pendant transmitter illuminates. The unit then calls Life Alert call center.

- **Neckband** - You can wear the pendant transmitter using the neckband, it exists in the transmitter kit.

- **Optional Wristband** - Your pendant transmitter can also be used with an optional wristband.

Calling for Help

If you need emergency assistance, press the button on your pendant transmitter or press the HELP button on the main unit.

The unit calls Life Alert Monitoring Center and sends an emergency alarm. When your Monitoring Center representative answers, you can hear them talking to you through the unit speakerphone.

Trouble

Trouble conditions are indicated by LED ⓘ and are immediately reported to the Life Alert Center.

Pendant test

Regular testing of your pendant(s) . Recommended

testing once a week

MAINTAINING YOUR SYSTEM

The transmitter may get dirty if touched with greasy fingers. Clean it only with a soft cloth or sponge moistened lightly with a mixture of water and mild detergent, and wipe it dry immediately.

The use of abrasives of any kind is strictly forbidden. Also never use solvents such as kerosene, acetone or thinner.

When a Pendant's Battery is Low

When a pendant transmitter's battery is low, the transmitter informs Life Alert Monitoring Center. In this case the red led illuminates repeatedly.

When a Smoke Detector's Battery is Low

When a smoke detector's battery voltage is low, the panel will inform Life Alert Monitoring Center.

APPENDIX A : SIA EVENT CODES

EVENT CODE	ZONE #	EVENT DESCRIPTION
QA	55	EMERGENCY ALARM (CONSOLE)
RP	55	PERIODIC TEST
AT	55	A/C LOSS
AR	55	A/C LOSS RESTORE
YT	55	LOW BATTERY TO CONSOLE
YR	55	RESTORAL TO LOW BATTERY TO CONSOLE
YM	55	SYSTEM BATTERY MISSING
YS	55	SYSTEM SHUTDOWN (POWER OFF THE UNIT)
RR	55	POWER UP (POWER ON THE UNIT)
AB	55	ALARM CANCELLED (RESET BUTTON ON CONSOLE PUSHED)
XT	Variable	LOW BATTERY TO TRANSMITTER
XR	Variable	RESTORAL TO LOW BATTERY TO TRANSMITTER
XS	Variable	TRANSMITTER LOST

EVENT CODE	ZONE #	EVENT DESCRIPTION
		SUPERVISION
XJ	Variable	RESTORAL TO TRANSMITTER LOST SUPERVISION
TA	Variable	TAMPER ALARM
TR	Variable	TAMPER RESTORE
MA	Variable	MEDICAL ALARM (NECK PENDANT AND WATCH)
MT	Variable	MEDICAL TRANSMITTER LOW BATTERY
MR	Variable	RESTORAL TO MEDICAL TRANSMITTER LOW BATTERY
GA	Variable	GAS ALARM
GT	Variable	GAS SENSOR LOW BATTERY
GR	Variable	RESTORAL TO GAS SENSOR LOW BATTERY
GS	Variable	GAS SENSOR LOST SUPERVISION
GJ	Variable	RESTORAL TO GAS SENSOR LOST SUPERVISION
FA	Variable	FIRE ALARM

EVENT CODE	ZONE #	EVENT DESCRIPTION
FT	Variable	FIRE SENSOR LOW BATTERY
FR	Variable	RESTORAL TO FIRE SENSOR LOW BATTERY
FS	Variable	FIRE SENSOR LOST SUPERVISION

EVENT CODE	ZONE #	EVENT DESCRIPTION
FJ	Variable	RESTORAL TO FIRE SENSOR LOST SUPERVISION

Remote SMS commands:

The commands structure:

- GET – get the data from the unit
- SET – set the data to the unit
- PW – Password (default 9999)

	Commands
1. SET APN account	SETPW#APN#"XXXXXX"# example: SET9999#APN#"mpers.lifealert.com"# data return: +APN=XXXXXX#
2.SET APN Password	SETPW#USERPW#XXXXXX# data return: +USERPW=XXXXXX#
3. SET Fibro server 1 address and port	SETPW#IP1#"XXX.XXX.XXX.XXX",XXX# example: SET9999#IP1#"12.167.62.11",3061# data return: +IP1="XXX.XXX.XXX.XXX",XXX#
4.SET Fibro server 2 address and port	SETPW#IP2#"XXX.XXX.XXX.XXX",XXX# data return: +IP2="XXX.XXX.XXX.XXX",XXX#
5. SET the first phone number	SETPW#PHONE1#XXXXXX# data return: +PHONE1=XXXXXX#
6.SET the second phone number	SETPW#PHONE2#XXXXXX# data return: +PHONE2=XXXXXX#
7. SET Fibro local port	SETPW#LOCALPORT#XXXXXX# data return: +LOCALPORT=XXXXXX#
8. Read equipment IMEI	GETPW#CGSN# data return: +IMEI=XXXXXX#
9. Read CSQ (Signal quality)	GETPW#CCSQ# data return: +CCSQ=-XXX# Poor [2...7] ; Good [8...14] ; Strong [15... 31 and greater] -109 ...-99dbm; -97- 83dBm; -81 – 65dBm
10. Modify SMS operation password	SETPW#SMSPW#XXXX# data return +SMSPW=XXXX#
11. Read FW version	GETPW#VERSION# data return: +VERSION=XXXX#

12. Read the latest 8 logs for the device	GETPW#LOG# data return: +LOG=XXXX#
13. Modify Fibro data package account	SETPW#FIBRO#XXXX# data return: +FIBRO=XXXX#
14. Enrolling W1 devices	SETPW#ZONEX#RFID CODE# data return: +ZONEX=RFID CODE#
15. Delete W1 devices	SETPW#ZONEX#000000# data return: +ZONEX=Deleted#
16. SET Mute	SETPW#SOUND#1 On or SETPW#SOUND#0 Off
17. SET Remote Call On	SETPW#RCALL#1 On or SETPW#RCALL#0 Off
18. Full Duplex	SETPW#FULLDUPLEX#1 On or SETPW#FULLDUPLEX#0 Off
19. Remote Communication test	GETPW#TEST# The unit sends even NTX55 to the receiver
20. AC power failure report	SETPW#ACREPORT#30#
21. Remote Call allowed	SETPW#RCALL#1
22. Remote TEST	SETPW#TEST# the unit sends code NTX55 to the receiver
23. Periodic test	SETPW#PTEST#1#
24. Periodic test start	SETPW#PTESTSTART#1255#
25. Pendant Supervision	SETPW#PSUPERVISION#7#
26. Event Report delay	SETPW#ERDELAY#15#

COMPLIANCE

FCC STATEMENT

1. 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.

(2) This device must accept any interference received, including interference that may cause undesired operation.

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

NOTE: 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.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body

Supplier's Declaration of Conformity

Responsible party details

Company name: Life Alert Emergency Response, Inc.
Address: 16027 Ventura Blvd. Suite 400 Encino California United States 91436
Contact Person: Yasha Sigal
Email: Yasha@lifealert.com
Phone No.: +18182075116
Fax No.:

Product details

Product: Life Alert HELP PERS LTE
Brand name: Life Alert
Model name: 2ABZ7-919
Manufacturer: Life Alert Emergency Response, Inc
Address: 16027 Ventura Blvd. Suite 400 Encino California United States 91436

We hereby declare that the equipment bearing the trade name and model number specified above was tested confirming to the applicable FCC Rules under the most accurate measurement standards possible, and that all the necessary steps have been taken and are in force to assure that production units of the same equipment will continue to comply with the Commission's requirements.

Applied Standards	Report No.:
United States CFR 47 Part 15 Subpart B - Electromagnetic Emissions (Unintentional Radiators)	BL-SZ1810049-401

The product 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.



Signature: _____

Print name: Yasha Sigal

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