

**Important General Help Dialer 700 information:** The Help Dialer 700 (HD700) may require a telephone line splitter if only one telephone jack is available.

**Step 1:** Plug splitter into live telephone jack.

**Step 2:** Plug HD700 phone cord into one side of splitter and the phone cord for the telephone into the other side of splitter.

The Help Dialer 700 necklace pendant is not water resistant- **do not shower with it**. The Help Dialer 700 wrist pendant is waterproof. You may shower or bathe with it.

## **Can't access Programming Mode:**

**Step 1:** Verify unit is plugged into a working power outlet.

**Step 2:** Verify Master On/Off Switch is in the ON position. The Master Switch is located on the left-hand side of the Base unit.

**Step 3:** Re-program the emergency contacts.

## **Recording the Help Dialer 700 Emergency Message:**

**Step 1:** Turn the Help Dialer 700 unit on.

**Step 2:** Press and hold the **Microphone** and the # Button at the same time.

**Step 3:** Record your message.

- An example of what you could say is: " **This is Jane Smith, I need help. Press "0" to continue.**" (You will have six seconds to record your message.)

**Step 4:** Press the "**Play**" Button, in order to hear your message.

## **The Base Unit is Making a Clicking Noise:**

**Step 1:** Verify that the power cord is plugged all the way in the back of the unit.

## **The Help Dialer 700 will not hang up after making an emergency call:**

- The unit will **auto hang up** after an emergency call, this can take up to 5 minutes. You can also reset the unit by turning the power off and on.

**There is a Loud Squealing Noise During Communication:** This is generally caused by a phone being too close to the Help Dialer 700.

**Step 1:** Relocate the base unit to another telephone jack, away from other telephones.

**Step 2:** Verify all telephone handsets are hung up.

(Testing proved picking up a handset during the emergency call can create interference causing static & other noises making it difficult to communicate. Hanging up the handset prevents communication via the speakerphone and does not disconnect the call. It is recommended to communicate via the speakerphone only during emergency calls.)

## **The Help Dialer 700 is Auto-Activating:**

**Step 1:** Re-pair the pendant (see steps below).

**Step 2:** Remove and replace the battery from panic button, then re-pair the panic button.

## **How to Pair the Necklace Pendant or Wrist Panic Buttons to the Help Dialer 700:**

The Help Dialer 700 necklace pendant is not water resistant- do not shower with it. The Help Dialer 700 wrist pendant is waterproof. You may shower or bathe with it.

**Step 1:** Turn the power Off. Switch is located on side of base unit.

**Step 2:** Turn the power On.

**Step 3:** Within 5 seconds, **press and hold** the Big Blue Help Button on the Main Unit while the red light in the corner is flashing.

**Step 4:** While still holding the Big Blue Help Button on the Main Unit, press the Panic Button on the necklace or the wrist button.

- In one second, you will hear a small beep, this means the pairing was successful.

**Step 5:** Pairing will automatically erase other pendants that were previously paired, so you will have to do the steps again for each panic button.

**Step 6:** Turn the Unit off.

**Step 7:** Turn the Unit On. Wait for Red LED light to stop flashing.

**Step 8:** Test the panic button by pressing the necklace or wrist button to activate the alarm.

### **Pendant will not pair:**

Press and hold the SOS button for 10 seconds. Is the light staying bright or dimming as it is held? If it is dimming or is already dim, then it needs a new battery. Replace the battery then re-try the pairing process. If the light remained bright, simply re-try the pairing process.

### **Pendant will Not Activate Alarm:**

**Step 1:** Verify the Help Dialer 700 is powered on.

**Step 2:** Verify pendant is paired. When the panic button is pressed the unit will beep confirming the pendant is paired.

**Step 3:** Does the LED on the panic button light up when button is pressed? If the light is fading while holding the button the battery may be low or dead.

**Step 4:** Replace the panic button battery.

**Step 5:** Re-pair the panic button

### **The Unit Beeps but does not dial out:**

**Step 1:** Re-program the emergency contacts

For example: if you want the

- **1st** contact number to be 1-615-562-0043 you should press the following buttons: \* **1 1 6 1 5 5 6 2 0 0 4 3** \*
- **2<sup>nd</sup>** contact number to be 1-615-562-0043 you should press the following buttons: \* **2 1 6 1 5 5 6 2 0 0 4 3** \*
- **3<sup>rd</sup>** contact number to be 1-615-562-0043 you should press the following buttons: \* **3 1 6 1 5 5 6 2 0 0 4 3** \*
- Confirm the telephone cord is plugged into the back of the unit and the other end is plugged into a working phone jack.

### **Help Dialer 700 Battery Information:**

#### **Necklace Panic Button:**

Uses 1 - 12V Alkaline Battery #A23S

#### **Wrist Panic Button:** Square Face - Black Band

Uses 1 - 12V Alkaline Battery #27A

#### **Wrist Panic Button:** Round Face - White Band

Uses 2 - 3V Lithium Batteries #CR2016 - Make sure + side of battery is facing up

#### **Base Unit Backup Batteries:**

Uses 4 - AAA Alkaline Batteries

### **Help Dialer 700 Lights:**

#### **Base Unit LED:**

Steady GREEN LED - (Power Indicator)

Flashing RED LED - will flash for 3 seconds to indicate unit is ready to record and store numbers

Steady RED LED - indicates low backup batteries - replace with 4 - AAA Alkaline Batteries.

#### **Necklace Pendant LED**

Green LED - Battery is good

Red LED - Battery is low and needs to be changed. Replace with 1 - 12V Alkaline Battery #A23S

### **Wrist Pendant LED**

Red LED - Battery is charged and working properly when button is pressed

No LED - Battery is dead and needs to be changed. Replace with 1 - 12V Alkaline Battery #A23S

### **Pendant will not pair:**

Press and hold the SOS button for 10 seconds. Is the light staying bright or dimming as it is held? If it is dimming or is already dim, then it needs a new battery. Replace the battery then re-try the pairing process. If the light was not dimming, simply re-try the pairing process.