

My Touch N Talk says ‘running on battery power’:

Step 1: Verify the AC adaptor is plugged in and turned clockwise and locked in place

- Verify the red power light is flashing
 - Solid red light indicates AC adaptor is connected
 - Blinking red light indicates not receiving AC power
- Verify there are no cracks, frays etc... in the cord
- Verify the cord is plugged into a working power outlet

Step 2: Power the Touch N Talk off and back on (switch on bottom of unit is in “on” or “off” position)

Step 3: If unit is still repeating “running on battery power” the AC adaptor may need to be replaced

General Battery Information:

Base Station Batteries:

- Replace batteries every two years or as needed
 - They can be purchased at any department store
- Base unit uses 4 rechargeable NiMH AA batteries w/2700 mAH or greater capacity
- Base unit batteries provide up to 24 hours of back-up power
- These batteries do not have to be installed for unit to work
- When traveling with the Touch N Talk unit, turn base off to save battery power

Pendant Batteries:

- The Touch N Talk pendant requires specialty batteries, these are not found in stores
 - Order replacement batteries from ATS (2) Li-Ion 3.6v
- **NEVER REMOVE SCREWS FROM THE BACK OF PENDANT**
- To remove battery from pendant, remove the cap located on the top of pendant, turn pendant upside down, battery should slide out



- Insert fully charged battery from the pendant battery charging station located on the front of the base station. Battery should be inserted metal side facing up to touch the spring on the battery cap

Charging Station and Batteries:

Battery Charging Station Lights:

- No light next to pendant battery charger indicates battery not detected in charger. In this case, batteries may be so low the charger cannot detect them. Try placing batteries in an external battery charger
- Red light next to pendant battery charger indicates battery is charging
- Flashing Red light next to battery charger indicates battery inserted incorrectly, incorrect battery has been inserted, or the battery is extremely low
- Green light next to pendant battery charger indicates battery is fully charged

General Battery Charging Station and Battery Information:

- **DO NOT PLACE NON-RECHARGABLE BATTERIES IN BATTERY CHARGER**, this can cause damage to the battery charger
- When a healthy battery is placed into the charging station the light should always be red first. Even a fully charged battery will show red first, then go to green
- ATS recommends that you swap the Touch N Talk pendant battery at least once a month to keep batteries in good health

Battery Testing:

- Step 1:** Test each battery in the pendant by performing a battery test. Press the gray button on the back of the Touch N Talk pendant to test. This test will give you the charge status on the battery
- Step 2:** Verify the battery is clean and not corroded
- Step 3:** Verify the battery charging station is free of debris
- Step 4:** Ensure battery is inserted into charging station correctly. The positive end will be on the left and the negative (silver) end will be on the right against spring
- Step 5:** Make sure the red ribbon is flat underneath the charging battery. If the battery is still not charging, place red ribbon on top of battery. Sometimes ribbon creates just enough interference with battery connecting with charging clip below spring
- Step 6:** Gently pull the spring to verify the battery has good contact for charging
- Step 7:** Gently roll the batteries in the charging station until light comes on
- Step 8:** Swap batteries and confirm both batteries are charging
- Step 9:** Verify the battery charging cover is on securely

If Battery Test Says “Replace Battery Now”

Swap battery that is in the Touch N Talk pendant with the fully charged battery from the battery charging station

My Info Light is flashing:

- If the Info light is off the system is on standby
- If the info light is solid the system is dialing/talking or in Learn Mode
- If the info light is flashing it means pendant learning or low pendant battery
 - You should perform a system check to verify what the problem is. Refer to Page 22 of your Touch N Talk user manual.

My Touch N Talk is only calling 911:

- Step 1:** Verify the Touch N Talk is in Friends Only or Friends & 911 mode.
- Step 2:** Reprogram all 4 emergency contact phone numbers and verify unit says programming complete.
- Step 3:** Press and hold the blue button on the Touch N Talk pendant to make a test call.

My Touch N Talk is not saving programmed numbers:

Tips for Programming emergency contact numbers

- When dialing the digits on the keypad, make sure the unit repeats every digit before moving to the next digit
- When dialing the digits on your telephone keypad if the Touch N talk repeats a digit twice it will program the digit twice. This will require re-programming.
- If you make a mistake press the pound sign (#) until the Touch N Talk says programming complete and repeat the programming sequence Step 3 – Step 4 below
- The system will ask you to program all 4 emergency contacts, even if you only want 1 emergency contact, you must press the pound sign (#) to save the numbers. If you only want 1 number saved, you will still need to press the pound sign (#) in contact numbers 2,3 and 4, When complete you will hear the Touch N Talk say ‘programming complete’

Step 1: Place unit in Learn Mode

Step 2: Pick up a telephone handset that is connected to the same phone line as your Touch N Talk. You can call someone or just leave the phone line open with a dial tone

Step 3: Press 1234 # on telephone keypad (the Touch N Talk will repeat any numbers dialed on the key pad)

Step 4: Enter Emergency Contact Number followed by the pound sign (#)
Repeat Step 4 until your Touch N Talk says, “programming complete”

How to Change or Erase Previously Programmed Numbers:

You cannot change or erase just one number. All of your Touch N Talk contacts will need to be completely reentered.

Pressing 5 Does Not Connect Call:

Possible Solutions based on outgoing phone line type:

- If your medical alert unit is attached to a **POTS (Standard Phone line such as ATT)** or **VOIP/DSL (Digital services such as Comcast)** and your unit is calling an iPhone, DTMF tone recognition may be an issue. Press 5 multiple times on your iPhone or download a tone generator application to resolve
- If your medical alert is attached to a **Cellular service (services such as Verizon Home)** and your unit is calling an iPhone, contact your home phone service provider and ask them to change the **LTE** settings to **Data** only on your home phone line. You can also try pressing 5 multiple times on your iPhone or download a tone generator application to resolve
- If your medical alert is attached via **Bluetooth Cellular connection (Bluetooth Adapter connected to unit)** and your unit is calling an iPhone, the LTE setting may also need to be changed. On the cell phone connected to the Bluetooth Adapter (i.e. the phone that is making the outgoing call), change the **LTE** settings to **Data** only. You can also try pressing 5 multiple times on your iPhone or download a tone generator application to resolve

Base and Pendant ‘Out of Range’:

Step 1: Press and hold the gray button on the back of the Touch N Talk pendant for 4 seconds until you hear a double beep to perform a system check

Step 2: Verify the base station is powered on

Step 3: If the base station is on, power the base station off and turn the base station back on. The power switch on bottom of the base station

Step 4: Perform another system check by pressing the gray button on the back of the pendant for 4 seconds

If still out of range erase all pendants and re-pair:

Step 1: Press and hold the RED Code Learn button on the back of the Touch N Talk base unit until you hear a voice prompt “Erase all pendants” and release the button. You will hear another voice prompt say “all pendants erased”

Step 2: Press the RED Code Learn button on the back of the Touch N Talk base unit for 2 seconds. You will hear a beep and a voice prompt saying ‘Pendant Learning’

On the Pendant:

Step 3: Press the Blue Panic button on the front of the Touch N Talk pendant along with the Gray Test button on the back of the Touch N talk pendant at the SAME TIME and HOLD both buttons until you hear a double beep and the pendant says “Pendant Learning.” Continue pressing both buttons until you hear the Touch N Talk pendant and the Touch N Talk base both say “pendant code learned”. This can take up to 10 seconds after which release both buttons on the pendant

• If “Base and Pendant out of Range” or “Pendant Learning Failed” is heard from the Touch N Talk pendant and base station, stop - wait 30 seconds and start at **Step 1** again. (Note: For the Emergency Wall Communicator, push and hold the Red “Help” and gray test button located in the top left corner)

Step 4: When Pendant learning has been successful you will hear “Pendant Code Learned” and a battery status announcement.

• If “Base and Pendant out of Range” or “Pendant Learning Failed” is heard from the Base or Pendant, STOP - wait 30 seconds and start at step #1 again.

My pendant keeps saying “battery is ok”:

Step 1: Check that the battery cap is on tight and free from cracks

Step 2: Gently pull spring on the battery cap to ensure it’s making contact with the battery

Step 3: If Touch N Talk continues message, you may need to replace the battery cap

My system will not plug into a European power outlet (or any non U.S. outlet)

- This system will accept 110v or 220v. You will need a wall plug converter for your country (about \$1)

My Touch N Talk will not dial: Stutter Dial Tone:

If your telephone service offers voice mail and the voice mail system uses a Stutter Dial Tone to notify you of a message, the system test may fail with a message of “cannot detect dial tone” when a message is waiting. This is normal as the ATS Alert System is “listening” for a conventional dial tone. The stutter tone only impacts testing and does not impact actual dialing in the event of an emergency.

- To solve the stutter tone issue as listed above, clear the voicemail that is connected to the phone line or insert two pauses (by pressing the * key on your dial pad) before entering the emergency contact number.

General:

Turn unit power off and back on (power switch on bottom of unit)

Verify the AC adaptor is plugged in and turned clockwise to lock in place

- Verify there are no cracks, frays etc... in the cord
- Verify the cord is plugged into a working power outlet

Verify if the unit is powered on (bottom of unit power switch in “on” position)

Power unit off and turn back on. Verify if the unit talks

Verify if there are any lights on the base (battery charger light included)

- Red power light should be on if connected properly

If the actions above do not work, power off the unit and unplug it for approximately 10 minutes

Once powered back on and still no power to the unit, push the gray inset RESET button with a pen. This button is located on the back of the base unit next to power cord

Press the gray button on the back of pendant for 2 seconds to perform a system check

- Voice will announce the battery condition
- A red light on the front of the unit will flash

If the pendant does not respond, verify battery is installed correctly and battery has a charge.

Verify the pendant and base are in communication by pressing the gray button on the back of the pendant for 3 seconds to perform a system check