



Carephone 62

CRS-H62M-GB | F.01U.141.162 | V7 | 2015.08



en User Manual

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1 Safety Instructions

**CAUTION!**

Read through the safety instructions carefully before using the unit for the first time. This is important for connection, use and safety.

- Do not install the unit near a heating appliance.
- Do not expose the unit to direct sunlight.
- Do not install in a wet or humid environment.
- Never touch the power adapter with wet hands.
- Do not attempt to open the unit or the power adapter.
- When unplugging the unit from the power outlet, never pull on the power cord but always grip the power adapter.
- Connect the Carephone 62 only to a professionally installed 230 V AC/50 Hz power outlet with a 10 A fuse.
- Do not install the Carephone 62 in the proximity of DECT/ GSM telephones, TV sets, large metal objects, microwave appliances or radio telephones. This will impair the reception of signals from the wireless transmitter.
- Use only original equipment for cables and power supply. Any other power adapter could damage the unit.
- Electrolytes or gases may be emitted from the battery should it leak under exceptional circumstances. If this happens, deactivate the unit by isolating it from the phone network and power supply. Battery replacement must be carried out by trained service personnel only.

Electrostatic Discharge

**WARNING!**

The Carephone 62 contains highly sensitive electronic components. It should be opened only in an **ESD** protected environment with respect to the following precautions. Discharge yourself from electrostatic loads by touching a grounded conductive surface before opening the unit.

2 Features

The Carephone 62 has been designed to ensure maximum security for persons living in their own homes. It can be used to send emergency calls to a receiver or a telephone.

The person requiring assistance activates a call by pressing a button on the Carephone 62 or by using a wireless transmitter. This action establishes a voice connection between the person requiring assistance and the call receiver.

The device has two basic operating modes:

1. The Carephone 62 is part of a social alarm system that consists of a monitoring centre that can be reached at any time and the Carephone itself. Calls are sent to this monitoring centre.
2. The unit is operated as a standalone unit, in which case emergency calls will be sent to private phones.

The Carephone 62 provides connections for an external microphone and an external loudspeaker, as well as wired input and output, and a microSD memory card. It can be used with up to 10 wireless transmitters. A signaling device can also be connected for individuals with speech/hearing difficulties.

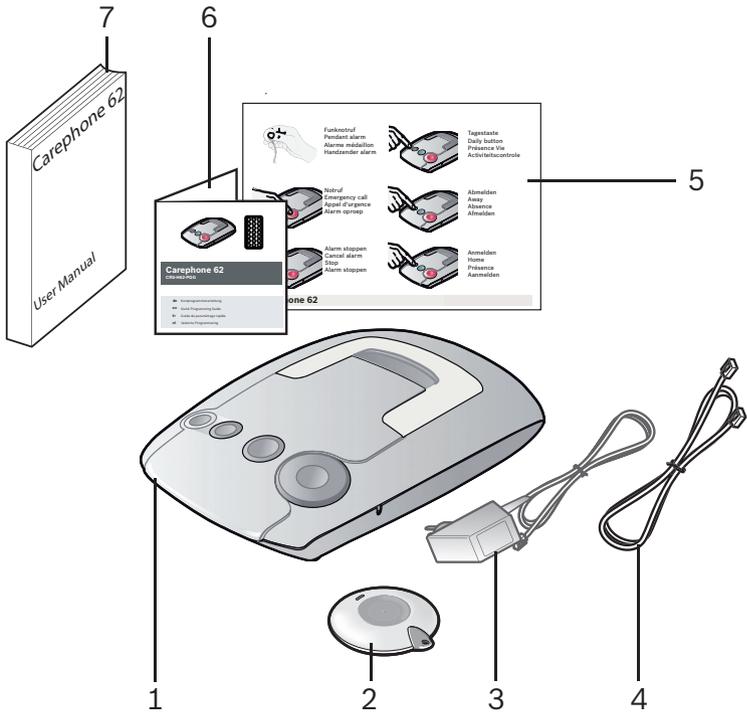
microSD Logo is a trademark of SD-3C, LLC.



CAUTION!

No user serviceable parts inside.
This unit should be tested weekly.

3 Scope of Delivery



1. Carephone 62 including a rechargeable backup battery
2. Wireless transmitter (battery included), with necklace, clip and bracelet accessories
3. Power supply unit
4. Phone or network cable, optionally with a country-specific telephone plug
5. Quick user guide
6. Quick programming guide
7. User manual

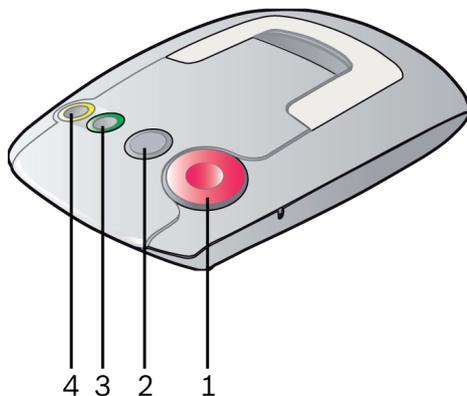


CAUTION!

To reduce risk of fire and electric shock, replace only with identical components and parts.

4 Product Description

4.1 Unit Description



1. Red emergency call button
2. Cancel / Action button
3. Sign in / sign out button
4. Daily button

4.2 Emergency call button

If you require help, press the red emergency call button to initiate a call.

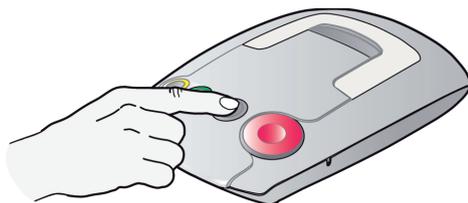


The call will be answered either by a person at the monitoring centre or a private individual, according to the programmed telephone number.

4.3 Cancel / Action button (S button)

4.3.1 Cancel emergency call

If you have pressed the emergency call button by mistake, you can cancel the call with the Action button during the pre-alarm time. Press the Action button until the unit announces **"stop"**. Calls cannot be cancelled after the pre-alarm time.



4.3.2 Take the first incoming call

If your Carephone 62 is delivered to you unprogrammed, this special function allows you to accept the first incoming call.

- ▶ Press 3 times the Action button within three seconds.

If the first incoming call is from your monitoring centre, the operator can start a remote programming session. See *Section Remote programming from a monitoring centre, page 21*.



NOTICE!

This action can be performed at the initial start of the Carephone. See *Section 4.6 Device acknowledgments, page 12*.

4.3.3 Action button: service call

You can program the Action button to act as a service button. If you press the button and hold it for at least 2 seconds, the unit dials a call number that has been programmed for the service call and you hear the announcement **"service call"**.

4.3.4 Action button: direct call

You can program the Action button to make a direct call. When the Action button is pressed, the Carephone 62 makes one single call to an analog telephone destination. In case of a call sent by a direct call, the alarm can also be cancelled after the pre-alarm. A direct call is not possible with an IP connection.

4.3.5 Action button: unit status

The Action button lights up if there is a malfunction. Press the Action button, the status is announced.

4.3.6 Action button: manual test call

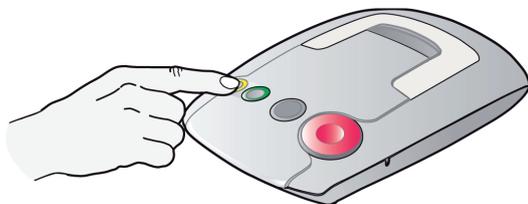
The Action button can be used to send out manual test calls. Press the button for at least 2 seconds, the Carephone 62 will send a manual test call. Step 71 must be set to setting 4. See *Section 6.2.4 Programming steps, page 23*.

4.4 Daily button

The Carephone 62 has a built-in activity monitor, which ensures that an emergency call is made automatically if the daily button is not pressed within a preset period of time. The lamp on the daily button lights up when it should be pressed.

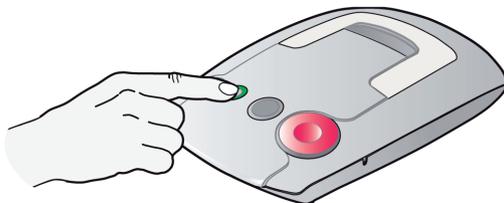
The activity monitor can also be reset by a transmitter. The daily button is also used for presence marking by staff :

- press 2 seconds upon arrival.
- press shortly upon departure.



4.5 Sign in / sign out button

Pressing the sign in / sign out button tells the unit whether you are currently at home or not.



Sign out

When you leave home, press the sign in / sign out button. You hear the announcement "**sign out**". The activity monitor is temporarily disabled.

Sign in

When you return home, press the sign in / sign out button again. You hear the announcement "**sign in**".

**NOTICE!**

Calls can be made with the emergency call button or a wireless transmitter at any time, even after a sign out. This signs you in.

4.6 Device acknowledgments

4.6.1 Light signals

The Carephone 62 has four indicator lamps that display the status of the unit. The symbols have the following meaning:

	Lamp shines bright
	Lamp shines dull
	Lamp blinks (0.5 s)
	Lamp blinks fast (0.5 s)
	Lamp flashes (0.1 s)

Status	Description or Action	Yellow	Green	Blue	Red
Initialization	After power on.				
Error	Error message is announced once. Press Action button to repeat.				
Standby normal mode	Unit is in standby.				
Standby battery operation					
Standby mode with the Action button set as service button					

Status	Description or Action	Yellow	Green	Blue	Red
Pre-alarm	Cancel with Action button.				
Connection	Establish connection.				
Speak	Speak (for the hearing impaired)				
Listen	Listen (for the hearing impaired)				
Repeated call	When a call is repeated.				
Call activated	If the call not acknowledged, a new call is sent.				
Call back waiting time	Pressing Action button acknowledges the alarm				
Signed out, normal mode	The sign in / sign out button has been pressed. The activity monitor is inactive.				
Signed out, battery operation					
Signed in, normal mode	Activity monitor is active. Press the daily button every day.				
Signed in, battery operation					
Active time frame, normal mode	Press the daily button now.				
Active time frame, battery operation					
Pre-alarm activity monitor	Cancel with the daily button.				
Sign in by staff					

4.6.2 Local voice announcements from the unit

When pressing a button

Voice announcement	Meaning
"Emergency call"	When the emergency call button is pressed.
"Call activated"	Connection failed - unit is calling again.
"Stop"	When the action button is pressed during the pre-alarm. The call is cancelled.
"Service call"	When the action button is pressed, if it is programmed as a service button or direct call.
"Emergency call cleared"	When a repeated call is acknowledged on the unit.
"Call ended"	When a call back is acknowledged on the unit.
"Radio button [x]"	When a wireless transmitter is pressed, x being the number of the transmitter, from 1 to 10.
"Sign in"	When the sign in / sign out button is pressed.
"Sign out"	When the sign in / sign out button is pressed.
"Activity monitor, press yellow button please"	Message before the activity monitor expires. Press the daily button to reset.
"Activity monitor reset"	When the daily button is pressed before the end of the time frame.
"Alarm input"	When the external alarm input is activated.

4.6.3 Error messages

Error messages are announced locally by the Carephone 62.

When the Carephone 62 is in synthetic speech disabled mode, the error messages are announced by sound signals only.

Voice announcement	Synthetic speech disabled mode	Meaning and Action needed
"Power failure"	1 beep	Main power failure. Check the power connection.
"Line failure"	2 beeps	Connection to the telephone network has been lost. Check the connection.
"Unit battery empty [x]"	3 beeps	A backup battery is empty, x being either the battery of the Carephone (1), or the battery of the GSM Module (2). If both batteries are concerned, the unit announces "Unit battery empty 1, 2". Connect to the main power supply.
"Transmission failure"	4 beeps	Emergency call not sent. Contact monitoring centre.

5 Installation



CAUTION!

Before installing and programming the Carephone 62, read the safety instructions carefully.

5.1 Installation recommendations

- Place the unit on a flat and non-slippery surface.
- Do not install on soft surfaces as this impairs voice quality.
- Do not cover the microphone (right-hand side of the unit).
- Alarms are not sent if the telephone line or the IP connection are out of order.
- The Carephone must be connected with the power supply.
- To send an alarm, at least one alarm receiver (a monitoring centre or a private phone) and the subscriber number must be programmed.
- The power adaptor of the Carephone 62 must be placed at least **10 cm** away.
- When using the Carephone 62 with a GSM gateway, place them at least **1 m** from each other.
- When using wireless speakers next to the Carephone 62, place them at least **4 m** away. Be aware that some loudspeakers, if they use the same frequency as the Carephone 62, could influence the radio reception.
- Construction materials affect the range of the transmitter. For example, concrete walls with steel reinforcements hamper the radio signal more than a brick wall.
- Location of the Carephone 62 affects the range of the transmitter. The best place to locate it is a central room.

5.2 Placing the Carephone 62

Placing on a surface

The Carephone 62 is designed for use at home. Many items of furniture are coated with a variety of paints, varnishes and plastics. The feet of the Carephone 62 may leave marks on furniture as a result of chemical processes.

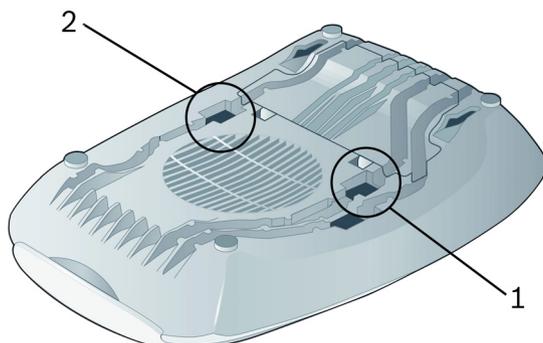
Wall mounting

You can set the Carephone 62 to the wall either using a wall bracket that can be ordered as an accessory, or you can fix the unit directly to the wall without a bracket. The wall bracket stabilizes the Carephone 62 and makes installation easier. See *Section A.4 Wall mounting, page 61*.

5.3 Connecting the Carephone 62

5.3.1 PSTN connection

1. Insert the plug of the telephone cord into the socket (1) on the Carephone 62. Feed the cords through the cable channels and through the opening on the back of the unit.



2. Fit the plug of the telephone cord into the socket of your telephone outlet or GSM gateway.
3. Insert the plug of the main power adapter into the socket (2) on the Carephone 62.



CAUTION!

Only connect the unit to a phone outlet that has been correctly installed by your telephone service provider. The Carephone 62 is designed to be connected to the public telephone network.

4. Plug the power adapter into the line power outlet. All the indicator lamps light up for approx. 2 seconds, this is a battery test. The unit offers a choice of languages and after selection enters standby mode (see *Section 6.2.4 Programming steps, page 23*). The unit can now be programmed.

NOTICE!

The backup battery will now charge up. The specified standby time is available when the battery is fully charged, after 16 hours. If the Carephone 62 is stored and disconnected, connect it to the main power supply at least once every 6 months, to allow the battery to charge.

5.3.2 Limitations for IP and GSM connections

Be aware of potential limitations due to network availability. In case of a DSL equipment, be aware of power failures. Prioritizing an emergency call may not always be possible.

5.3.3 IP connection

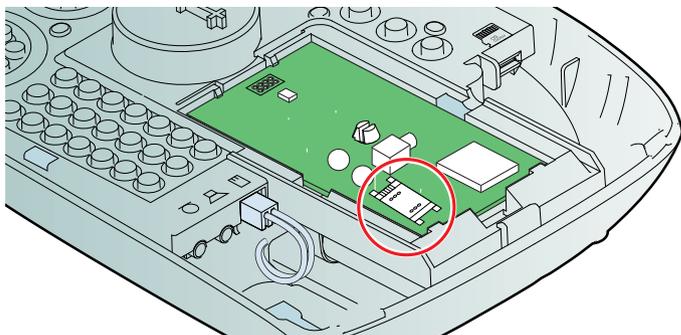
Refer to the user manual of the IP Module.

5.3.4 GSM connection**CAUTION!**

Before starting the procedure, remove the power plug from the Carephone.

Step 1: Insert the SIM card

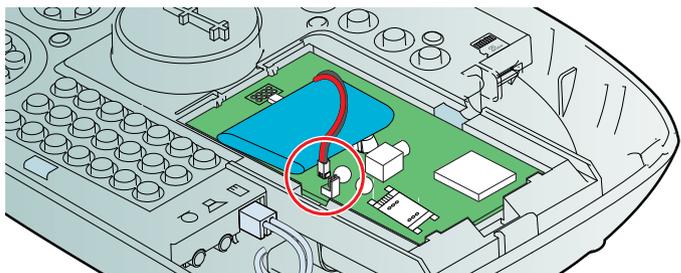
- ▶ Open the cover of the Carephone.



- ▶ Before connecting the GSM Module, check that a mini SIM card is inserted into the corresponding socket.

**CAUTION!**

Check the duration and conditions of the SIM contract. Make sure the SIM contract has no restrictions in data connection, voice connection, credit or time. Do not use pre-paid contracts!



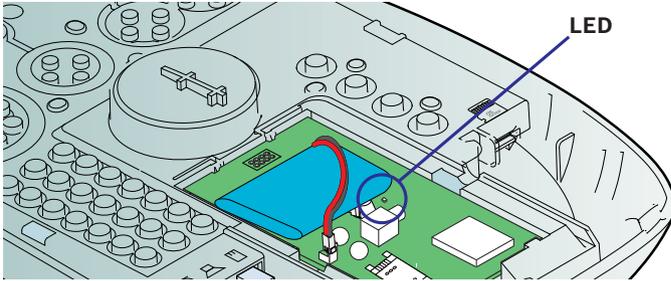
- ▶ Connect the battery of the GSM Module, by plugging the cable into the socket. Fasten the battery with the Velcro® strip.

Step 2: Connect the internal antenna or the external antenna.

Refer to the installation addendum of the internal antenna or the external antenna. See Section 7.6.6 Check the compatibility of the internal antenna, Page 48.

Step 3: program the Carephone for GSM use

- ▶ Configure the settings, see Section 6.2.4 Programming steps, page 23. The dedicated steps for GSM use are steps 45, 47, 48 and 49.



- ▶ The GSM Module will initialize. An LED indicator is visible. See *Section 7.6.5 GSM Module LED indicator, page 47.*
- ▶ Close the cover & insert the power plug in the Carephone.

Step 4: test the GSM Module

1. Test the signal strength: see *Section 7.6.3 Test the GSM Module signal strength, page 46.*
2. Perform a test call: see *Section 6.3 Test mode, page 38.*

5.3.5 Connection configuration



NOTICE!

In the event of an emergency, the unit must be able to send out an emergency call even if a phone call is in progress at the time.

To check whether an emergency call can be sent:

1. Make a phone call as you normally would.
 2. When the phone call is in progress, press the red button.
- ▶ If the setup is correct, the phone call will be interrupted.



CAUTION!

With a private branch exchange (PABX) there is no guarantee that a phone call will be interrupted by the emergency call.

5.4 Deinstallation

To switch it off, remove the power plug from the Carephone.



NOTICE!

If you remove the power plug from your power outlet, the unit announces "**power failure**" and switches to battery operation.

6 Programming

Before you program the Carephone 62 you must be familiar with all of the unit's functions. Programming is specifically intended for trained users.



NOTICE!

Correct programming of the Carephone 62 is important for the full function of the unit.

6.1 Programming methods

The Carephone 62 can be programmed in different ways:

Local programming with the keyboard

Use the integrated keyboard to program the unit.

Programming with a microSD memory card

See *Section 7.5 microSD memory card, page 41*.

Remote programming from a monitoring centre

Connect the Carephone 62 to the monitoring centre by pressing the emergency call button. The monitoring centre can now download parameters to your Carephone 62.



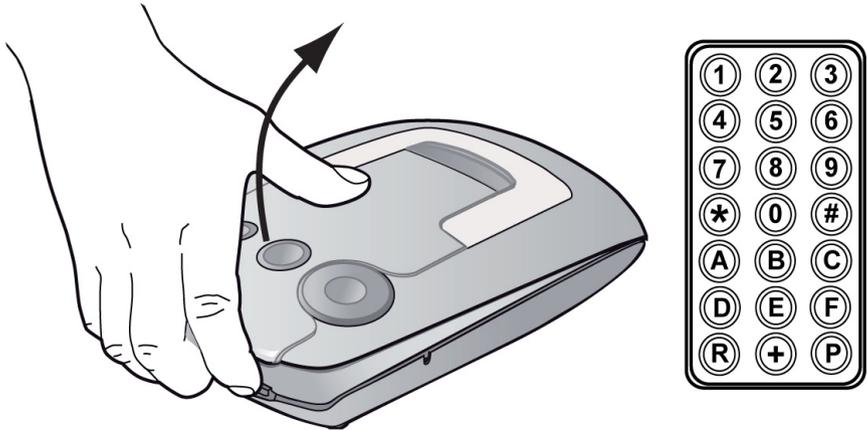
NOTICE!

Check with your monitoring centre the remote programming possibilities.

6.2 Programming procedure

6.2.1 Opening the unit and access the keyboard

To access the keyboard, open the unit by lifting the top cover.



NOTICE!



A quick programming guide is provided on the back side of the cover of the unit. It is intended for experienced users who are familiar with programming the Carephone 62.

6.2.2 Entering keyboard programming

1. On the keyboard, press **P** at least one second. The unit announces **"Setup"** and the version.
2. Enter the Personal Identification Number (PIN). The PIN factory setting is **246810**. If the PIN is entered correctly, the unit announces **"Selection"**.
3. On the keyboard, enter the programming step you wish to change. The steps can be carried out in any order.
4. Enter the new setting as required.
5. Press **C** to confirm your entries. The Carephone 62 automatically goes to the next programming step or substep.
6. To leave the programming mode, press ******.

6.2.3 Key functions during keyboard programming

The following key functions can be used at any time.

C	Save new settings and go to the next programming step. Settings that are not confirmed with C will not be saved!
A	The setting of the programming step is erased.
*	Return to the beginning of the programming mode. The Carephone 62 announces " Selection ".
**	Terminate programming. The Carephone 62 announces: " Setup ended ". Programming also terminates automatically if no entries are made for 10 minutes.
0 to 9	Enter the programming data.
P	The Carephone 62 announces the programming step's number and current setting.
R	Reset the Carephone 62. It will then emit a beep. All pending alarms/calls are cancelled and the Carephone 62 reboots.

6.2.4 Programming steps

Programming the Carephone 62 consists of individual steps, numbered 01 to 99. A programming step consists of a number and an associated setting. Press the number of the step that you want to access.

01 Language selection

When the Carephone 62 is powered on, it announces different languages:

- **1** = German, **2** = Dutch, **3** = French, **4** = English, **5** = Spanish,
0 = synthetic speech disabled. There is no default setting.

03 Radio jamming

The Carephone 62 sends a technical message to the monitoring centre when a radio signal from another device disturbs it.

- **0** = off, **1** = on. Default value is **0**.

05 RB2000 & RB2000E alternative connection

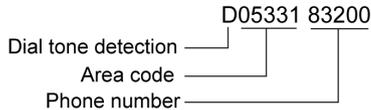
It is possible to change the connection mode for the RB2000 and RB2000E protocols. **0** = normal connection, **1** = alternative connection. Check the compatibility with your alarm receiving center. Default value is **0**.

11- 19 & 10 Destination number of the emergency call recipient

You can enter here the destination number of the emergency call recipient, either a telephone number, or an IP address.

1) Enter the destination number of the emergency call recipient.

In the case of a telephone number, register the call number as follows:



You can add the following criteria in a telephone call number:

B = Dial pause, **D** = Dial tone detection.

In the case of an IP address, the call number should be written in numbers without dots, always 12 digits. Example: 192168010001. Confirm with **C**.

2) After entering the call number, you must enter the protocol:

- **0** = monitoring centre (protocols RB2000, RB2000E, ANT)
- **1** = monitoring centre (TTnew+ protocol)
- **3** = monitoring centre (CPC protocol)
- **4** = to phone with acknowledgement
- **5** = to phone without acknowledgement (only for direct call)
- **7** = monitoring centre (BS8521 protocol)
- **9** = monitoring centre (RBIP protocol)

Settings **0** to **7** are designed to be used with the media PSTN.

Setting **9** is designed to be used with the IP Module or GSM Module.

3) If you enter the protocol with **1 digit**, the media setting is not available.

If you enter the protocol with **2 digits** (ex: '09'), you can enter the media:

- **0** = PSTN, related to the analogue interface of the Carephone.
This also applies with a GSM Gateway or a DSL/cable modem.
- **1** = LAN, related to the IP Module
- **2** = GSM, related to the GSM Module

The Carephone 62 goes automatically to the next programming step and you can enter the next call number. When an emergency call is sent and if the call to the first call number is not successful, the Carephone 62 will try the next numbers in the sequence 11 to 10. If the last number has been dialed unsuccessfully, the unit starts with the first number again and continues until it sends an emergency call successfully. A single programmed telephone number will be tried **12** times. The maximum number of dial attempts can be set. By default, it is set to **15** attempts.

23 Waiting time for repeated emergency call

An emergency call is repeated to check the arrival of staff until it is acknowledged by pressing the Action button on the Carephone 62, or the repeated call is disabled by the monitoring centre. The emergency call is repeated when the defined waiting time is exceeded.

- Enter a time between **0** and **99** minutes. **0** = off. Default value is **0**.

24 Confirmation with call

When the repeated emergency call has been locally acknowledged, you can speak directly to the monitoring centre.

- **0** = off (no call is made), **1** = a call is made to the monitoring centre. Default value is **0**.

25 Radio transmission monitoring

The Carephone 62 can monitor the wireless transmitters that are assigned. The wireless transmitters send a signal to the Carephone 62 at regular intervals. A failure message is sent to the monitoring centre if the Carephone 62 does not receive this signal at least once a week.

- **0** = off, **1** = on. Default value is **0**.

26 Call back waiting time

The call back function enables the help provider or monitoring centre to terminate an alarm after having acknowledged it. The Carephone must be called back, or the Action button must be pressed, after an alarm has been acknowledged. Define the waiting time after the acknowledgement, during which a call back will be accepted. If this call back waiting time has elapsed, then a new call will be sent by the Carephone.

- Enter a time between **0** and **9** minutes. **0** = off. Default value is **0**.

27 Presence marking - Service done

The presence marking function allows staff members to mark their presence or signal that the service is done by pressing the daily button. This is handled without a speak/listen connection and does not require an answer by the operator. When the presence marking is activated, the destination numbers to be called are set in the call sequence of step **58**.

This function resets the activity monitor, which must be set. See step **40**.

- **0** = off, **1** = on. Default value is **0**.

28 Call forwarding

It is possible for the monitoring centre (if it supports this functionality) to ask the Carephone 62 to forward the current call to a new destination using a specified protocol. This step is used to allow the Carephone 62 to use the specified protocol, or to force it to use telephone protocol. This function is only possible with protocols RB2000E (target **0**), CPC (target **3**) and RBIP (target **9**).

- **0** = forwarding to another number, **1** = forwarding to a telephone. Default value is **0**.

29 Hear/speech impaired

This function is dedicated to users with speaking or hearing difficulties. Once a connection to the monitoring centre has been established, the signaling device is activated to advise the user that he or she is through to the monitoring centre (the centre is listening). If the user now presses the emergency call button again, the message **emergency call** is sent to the monitoring centre. If the stop button is pressed, then the recorded message (e.g. "everything is okay") is sent to the monitoring centre.

- **0** = off, **1** = on (see also programming step 72). Default value is **1**.

30 Device number

When an emergency call is made, this number is sent to the monitoring centre. The number can be up to 12 digits long. Numbers 0000, 9998, 9999 and 999999 may not be used. Default value is **1248**. The device number can also be programmed with a keyboard shortcut: see *Section 6.2.5 Special key functions, page 36*.

31 Sign in / sign out

To specify whether the sign in or sign out of the activity monitor will initiate a call to a call recipient, choose:

- **0** = without call, **1** = with call. Default value is **0**.

32 Call progress tones audible

You can choose to hear the call progress tones when the Carephone makes a call.

- **0** = not audible, **1** = audible. Default value is **0**.

33 Speak / Listen command audible

You can choose to hear the commands when the Carephone switches between speak and listen in half-duplex mode.

- **0** = not audible, **1** = audible. Default value is **1**.

34 Personal voice recording

For calls to telephone connections, a recorded message can be sent instead of the subscriber's number. Maximum message length is 10 seconds.

- a. Press **D** to start recording.
- b. The unit announces "**This is the social alarm unit**". A signal tone introduces the recording of your message.
- c. Speak your message.
- d. Recording is ended with a signal tone.
- e. Press **F** to play back your voice recording.

To delete your voice recording, press the **A** key.

To end the recording early, press the **E** key.

This function is only available through keyboard programming.

40 Activity monitor

The time for the activity monitor can be set between 15 minutes and 31 hours in steps of 15 minutes.

- a. Enter the number of hours (example: 24 for 24 hours).
- b. Press **C** to confirm.
- c. Enter **0** for 0 min, **1** for 15 min, **2** for 30 min and **3** for 45 min.
- d. Press **C** to confirm.

Programming **00** (0 hours and 0 minutes) deactivates the activity monitor.

Programming **99** means the time frame is set by the monitoring centre or through an SD card. This can only be used if the time and date are set. This can be done through keyboard programming, Configuration Manager with serial connection or via a remote date/time update from a receiver.

Special feature for passive alarms:

It is also possible to program an automatic activation of the sign out status. To activate this special feature, enter **4** for 0 min, **5** for 15 min, **6** for 30 min and **7** for 45 min. In this case, any intrusion alarm will be silent. To use this mode, at least one transmitter must be programmed as a motion detector (see programming steps **80 to 89**). Default value is **00**.

41 to 44 IP Module programming steps

Refer to the user manual of the IP Module, these are optional steps.

45 Automatic test call hours

Program the interval between automatic test calls of the IP or GPRS connection from the Carephone 62 to the monitoring centre in hours. Select from **1** to **999** hours, **0** = off, factory setting = **10**

47 SIM card PIN Code

Program the SIM PIN Code for the GSM Module. Max. length is 8 digits.

48 APN Code and Auto provider selection

Program the code for the Access Point Name (APN) between **0** and **99**. The default setting is **0**. The APN codes can be found at *Section A.7 APN codes, page 69*. Setting **99** is used to select a **custom APN**, available only in extended programming. Access to these parameters is made with a microSD memory card or by remote programming.

After programming the APN code, press **C** and access the substep **auto provider selection** to select the automatic selection of the GPRS provider (useful to avoid unwanted roaming costs, as in border areas).

Select **0** = roaming off, or **1** = on, factory setting = **0** (off).

If no APN is used, simply enter any value for the APN code to get access to the auto provider selection.

49 Phone number of GSM Module (without country code)

Program the own phone number for the GSM Module to be established for the Carephone 62. Maximum length is 22 digits. If the country codes of the phone numbers of the Alarm receiving center and the GSM module are the same, then it does not need to be part of the phone number. If the country code is different, then it must be part of the phone number. The phone number can also be programmed with a keyboard shortcut: see *Section 6.2.5 Special key functions, page 36*.

NOTICE!

When using a GSM module, it is strongly recommended to use the RBIP protocol through GPRS. *See setting 9 in the Carephone programming steps 11-10 & 19.* Other protocols are accepted, but they will be transmitted through the GSM voice band.

Quality of the communication depends on the chosen protocol, the GSM signal strength and the service provider.

50 to 58 Alarm type links

It is possible to link an alarm type to specific call numbers. Each programming step refers to a certain alarm type.

- **50:** wireless transmitter (emergency call with a wireless transmitter)
- **51:** emergency call (with the Carephone 62)
- **52:** fire / intrusion
- **53:** repeated emergency call and local confirmation
- **54:** sign in / sign out
- **55:** service call / direct call. The direct call can only be made to a telephone without acknowledgement. A single attempt will be made.
- **56:** technical messages 1 (power failure, power restored, unit battery failure, unit battery low, line failure, line restored)
- **57:** technical messages 2 (automatic test call, radio jamming, radio transmission monitoring, transmitter battery low)

Choose which destination numbers **1** to **10** are associated with each alarm type (call sequence). If no destination number is entered, then all programmed call numbers will be called. It is not possible to have the same destination number twice.

- **58:** registration call / presence marking - service done
 Registration call: after an emergency call, the destination number entered in setting 58 will be called for registration purposes. The call destination must be a monitoring centre.
 Presence marking - service done: see step **27**.

Choose which call numbers **1** to **10** are associated with this alarm type (call sequence). If no destination number is entered, then no call is made. It is not possible to have the same destination number twice.

60 Number of announcements when calling a telephone

Specify how often the Carephone will announce the recorded message.

- **0** = no announcement, from **1** to **9** for the required number of announcements. Default value is **2**.

61 Incoming call recognition

Incoming phone calls can be accepted and terminated by the Carephone 62's emergency call button or by using the wireless transmitter if it is programmed for emergency call initiation. The ring tone on the Carephone 62 can be switched on or off and the volume can be adjusted.

- **0** = off (no incoming call can be answered and terminated by the wireless transmitter or call button)
- **1** = with ring tone
- **2** = with loud ring tone
- **3** = with soft ring tone
- **4** = without ring tone (only the phone rings)
- Default value is **0**.

62 Loudspeaker volume

This step is used to program the default volume as well as the maximum and minimum settings. The default volume is the volume at which the monitoring centre communicates via the Carephone 62.

Minimum setting is low volume. Maximum setting is high volume. Both can be adjusted by the monitoring centre during a call.

Use settings **1** to **8** to program these three volumes. Default values are **4**, **6** and **2**.

63 Acoustical feedback for technical failures

The Carephone 62 can be set to announce technical failures through the LED lamps and the loudspeaker, or through the LED lamps only.

- **0** = loudspeaker off
- **1** = loudspeaker on
- **2** = loudspeaker on from 7:00 to 21:00
- **3** = an acoustical failure indication (message or beep) shall be repeated with a pause of 10 seconds until the Action button is pressed.
- **4** = an acoustical failure indication (message or beep) shall be repeated during day time (from 7:00 to 21:00) with a pause of 10 seconds until the Action button is pressed.

Settings **2** and **4** are only available if the time and date are set. This can be done through keyboard programming, Configuration Manager with serial connection or via a remote date/time update from a receiver.

70 Automatic test call interval

You can program the interval between automatic test calls from the Carephone 62 to the monitoring centre in days. In addition, there is a test call after power up or leaving programming mode, as well as a test call per randomization.

- Select from **1** to **28** days.
- **0** = off
- Default value is **0**.

71 Action button (S button)

The Action button can be configured differently according to your needs:

- **0** = off
- **1** = service button / direct call (e.g. service call to a monitoring centre or direct call to a relative)
- **3** = activate relay output (e.g. a door opener)
- **4** = send a manual test call (by pressing at least 2 seconds on the action button)
- Default value is **0**.

72 Activate output

The Carephone 62 provides a potential-free relay output with a normally open switch contact. The way the output reacts can be programmed.

- **0** = off
- **1** = speak / listen connection and repeated emergency call
- **3** = outgoing emergency call
- **4** = incoming call recognition
- **5** = wireless transmitter
- **6** = remote activation
- **7** = speak / listen connection
- **8** = pre-alarm
- **9** = pre-alarm and speak / listen connection
- Default value is **0**.

73 Assign input

The Carephone 62 provides external inputs. The function assigned can be programmed:

- **0** = external activity monitor reset
- **1** = emergency call button
- **2** = service call
- **3** = external input
- **9** = fire alarm
- **B** = motion detection
- Default value is **0**.

After your choice, the input can be chosen as a:

- **0** = normally open contact (closing)
- **1** = normally closed contact (opening)

74 Silent alarm

The Carephone 62 can send silent alarms. When this is activated, the loudspeaker of the Carephone 62 is turned off. Only the microphone remains active.

- **0** = off, **1** = on. Default value is **0**.

75 Individual PIN code

The Carephone 62 is delivered with the factory setting **246810** for the PIN code. It is recommended not to change this code. If you need to change this code, take care to write it down to find it easily. The PIN code is reset when resetting the unit to its factory settings.

77 Pre-alarm time

The pre-alarm time of the Carephone 62 can be programmed. This is the time within which an emergency call that has been initiated can still be stopped.

- Select a setting, in steps of 10 seconds, between **0** and **6**.
- **0** = off, **1** = 10 s, **2** = 20 s, etc. Default value is **1**.

81-89 & 80 Assigning wireless transmitters

Registered wireless transmitters can be programmed to trigger different alarm functions, e.g. a fire alarm. First, register the wireless transmitters on the Carephone 62: refer to programming steps 90-99. To assign a function to the wireless transmitter 91, select programming step 81.

- **0** = emergency call with a wireless transmitter (see step **50**)
- **1** = emergency call with the Carephone 62 (see step **51**)
- **2** = activity monitor reset with unit feedback (wireless daily button)
- **3** = sign in / sign out (see step **54**)
- **4** = action button (see step **71**)
- **5** = external input (when step **73** is set to **3**)
- **6** = activity monitor reset without unit feedback (motion detection)
- **7** = connection to a destination number (with acknowledgement), then enter the call sequence as a second parameter. First, press **A** to delete the current value, then choose which call numbers **1** to **10** are associated with this alarm function.
- **8** = output assigned in programming step **72**
- **9** = fire alarm
- **B** = motion detection
- **D** = extended programming (access to these parameters with a microSD memory card or remote programming)

If you have selected **D** in steps **81**, **82**, etc, you can choose the **extended transmitter type (111, 112, etc)**:

- Panic alarm
- Bogus call alarm
- Stove alarm
- Fall detector
- Bed alarm
- Gas alarm
- CO alarm
- Contact detector alarm
- Temperature alarm
- Flood detector alarm
- Pull switch alarm
- Use the custom alarm type and event handler : see steps **201**, **202**, etc

You have also access to extended programming features:

In steps **121**, **122**, etc, select the **activation start and end time** for each RF detector, in steps of 15 minutes.

In steps **201**, **202**, etc, select the **custom alarm type** for each RF detector. It must be a 3-digit value from 0 to 999.

**CAUTION!**

Steps **201**, **202**, etc. must only be used in case of a transmitter in **BS8521 protocol!** Otherwise, alarms will not be transmitted!

Select also the **custom event handler**:

- emergency event (personal).
Choose this setting in the case of a person triggering the alarm. **Notice:** this resets the activity monitor.
- emergency event (environmental)
Choose this setting in the case of a non-personal event triggering the alarm, such as a detector.
- silent event, with the listen-in function. The alarm receiving centre has the ability to control the speak/listen connection.

In steps **251**, **252**, etc, select the **location code** for each RF detector. Choose a number between 0 and 99 corresponding to a location code as described in the BS8521 protocol.

**CAUTION!**

The setting **use the custom alarm type and event handler** and steps **251**, **252**, etc. must only be used in case of a transmitter in **BS8521 protocol!** Otherwise, alarms will not be transmitted!

91-99 & 90 Registering wireless transmitters

Up to 10 wireless transmitters or detectors can be registered directly on the keyboard with a code number contained in the transmitter itself. These code numbers must be stored in the Carephone 62. To register a wireless transmitter:

- a. Select programming step 91.
- b. The Carephone 62 announces: "**Selection 91 is...**"
- c. Press the button of the corresponding wireless transmitter.
- d. The Carephone 62 announces: "**Selection 91 is...**"
- e. Press **C** to confirm. The wireless transmitter is now stored.

Restoring the factory settings deletes all registered wireless transmitters.

Programming the next 10 wireless transmitters (11 to 20) can be done only with the Configuration Manager or Alarm Management Systems.

6.2.5 Special key functions

Restore the programming steps to the factory settings

- Press **P** and **R** together for at least two seconds.
- The unit announces: "**Setup reset**".

The unit is now ready for language selection.



CAUTION!

This function deletes all user settings and restores the factory settings instead!

Reset the Carephone 62

- Press **R** for at least one second.

The unit emits a beep and the unit reboots.

Easy wireless transmitter registering with top-cover installed

- Press buttons **<Yellow>** **<Green>** together for at least two seconds.
- The unit waits for a wireless signal.
- Press the button of the wireless transmitter.
- The unit acknowledges with a beep.
- Press the button of the **same** transmitter to confirm.
- The unit acknowledges with two beeps.

The code number of the wireless transmitter is registered in **Selection 91** (erasing the previous code number).

Easy wireless transmitter registering on the keyboard

- Press **P**, **9** and **1** together for at least two seconds.
- The unit waits for a wireless signal.
- Press the button of the wireless transmitter.
- Press **C** to confirm.

The code number of the wireless transmitter is registered in **Selection 91** (erasing the previous code number).

Enter easy unit ID programming

- Press **P**, **3** and **0** together for at least two seconds.
- The unit goes directly to **Programming Step 30**.
- Type the unit ID (device number) with numeric keys, the unit ID can be up to 12 digits long.
- Press **C** to confirm.

Enter easy GSM phone number programming

- Press **P**, **4** and **9** together for at least two seconds.
- The unit goes directly to **Programming Step 49**.
- Type the phone number of the GSM Module with numeric keys, it can be up to 22 digits long.
- Press **C** to confirm.

Enter easy SIM card PIN code programming

- Press **P**, **4** and **7** together for at least two seconds.
- The unit goes directly to **Programming Step 47**.
- Type the PIN code of the GSM SIM card with numeric keys, it can be up to 8 digits long.
- Press **C** to confirm.

Remote programming (incoming)

- Press the button **<Grey>** 3 times.

The device acknowledges by announcing "**Setup activated**" and enters the incoming remote programming mode.

Set date and time with the keyboard

- Press **P** and **B** together for at least 2 seconds.
- The four indicator lamps light up bright.

- The Carephone 62 announces "**setup B**" and announces the date and time value in the format DD MM YYYY HH MM as a list of digits.
- Enter the value of the date and time in the above format, using keys **0** to **9**. As soon as 12 digits are entered, the unit determines if the date & time are valid. Do not press **C**.
- The unit plays a sound if the input is valid or announces "**failure**" if it is incorrect. If incorrect, type it again.
- Exit the date and time programming mode by pressing *****.

NOTICE!

If your Carephone 62 is reset or experiences a power down, the date and time are reset to the default value **270520091830**. In this case, the following functions are disabled:



- activity monitor in setting 99 (*see step 40*)
- acoustical feedback in settings 2 and 4 (*see step 63*)
- RF activation start and end time (*see steps 121, 122, etc*)

This is valid until the Carephone 62 sends an alarm to a monitoring center, allowing to set date and time remotely.

6.3 Test mode

Pressing the wireless transmitter or the emergency call button generates an acoustical signal without starting an alarm.

Enter test mode

- Press **P** and **A** together for at least one second.
- The Carephone 62 announces "**test**".
- Press **9, 0** and **C**.

During 3 minutes, the **red lamp** flashes every two seconds and the Carephone 62 emits a **short beep** every five seconds.

- Press the button of a registered wireless transmitter.
- When the Carephone 62 receives the signal from a registered wireless transmitter, it emits a **long beep**.

NOTICE!



Every time the Carephone 62 receives a signal from a registered wireless transmitter, the three-minute time frame is reset. If no signal is received, the Carephone 62 returns to standby.

7 Additional Devices

7.1 Wireless transmitters

The wireless transmitter that is supplied with the Carephone 62 is designed to make emergency calls and allows you to move around your home within radio range.



Always carry the wireless transmitter with you when you are at home.

To make an emergency call using the wireless transmitter:

- press the button on the wireless transmitter.
- The indicator lamp lights up once as confirmation.
- The Carephone 62 announces "**radio button [x]**" (x being the number of the transmitter) and the call is activated.

An emergency call made by mistake can be cancelled during the pre-alarm by pressing the Action button on the Carephone 62.



CAUTION!

The radio range between the wireless transmitter and the Carephone 62 depends largely on the environment in which the devices are used. Test the range within your own environment!

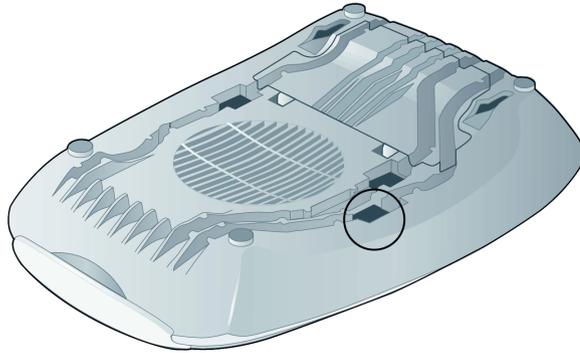
7.2 Wireless detectors

You can register up to 10 wireless detectors when using the keyboard and up to 20 wireless transmitters when using the Configuration Manager or Alarm Management Systems. These wireless transmitters, for example a smoke detector or a motion detector, can be registered in the Carephone 62. These detectors must be registered according to **programming step 91-99 & 90 Registering wireless transmitters**.

At installation, these detectors can have an input assignment, see **programming step 81-89 & 80 Assigning wireless transmitters**.

7.3 Wired peripherals

A socket to connect an external input is provided on the back of the Carephone 62. The relay output and an external device are connected using a cord with an RJ45 plug.



NOTICE!

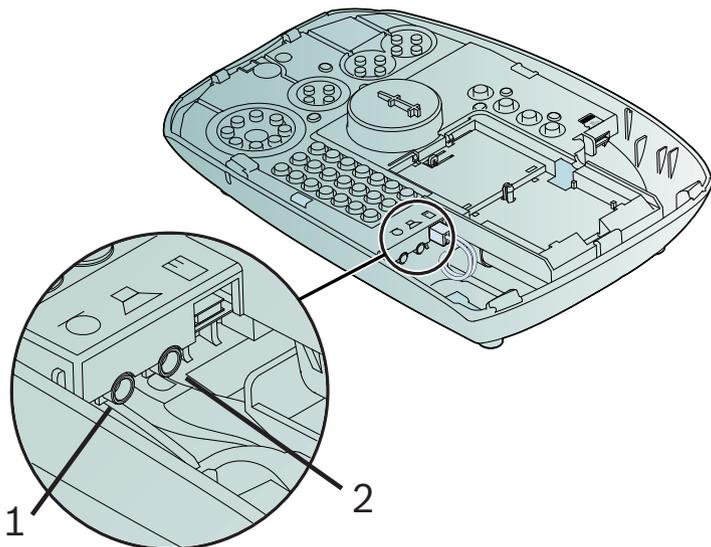
Before you install and connect an external wired device, disconnect the Carephone 62 from the telephone line and power supply.

Explanation of the pin functions

Pin view	RJ45 plug	Function
	Pin 1	Tx
	Pin 2	external input GND
	Pin 3	Rx
	Pin 4	<i>not used</i>
	Pin 5	relay output NC (normally closed)
	Pin 6	relay output C (common)
	Pin 7	relay output NO (normally open)
	Pin 8	external input signal

7.4 Microphone and loudspeaker connection

An external microphone and an external loudspeaker can be connected. Open the top cover of the unit and remove the battery pack cover to access the compartment. Locate the sockets of the microphone (1) and loudspeaker (2) and plug in the corresponding jacks. Fasten the cables into the channels on the battery pack cover.



7.5 microSD memory card



The Carephone 62 can be equipped with a microSD memory card to perform a fast and easy programming. First, install the microSD memory card.



NOTICE!

Use a microSD memory card of 32 GB capacity or lower.

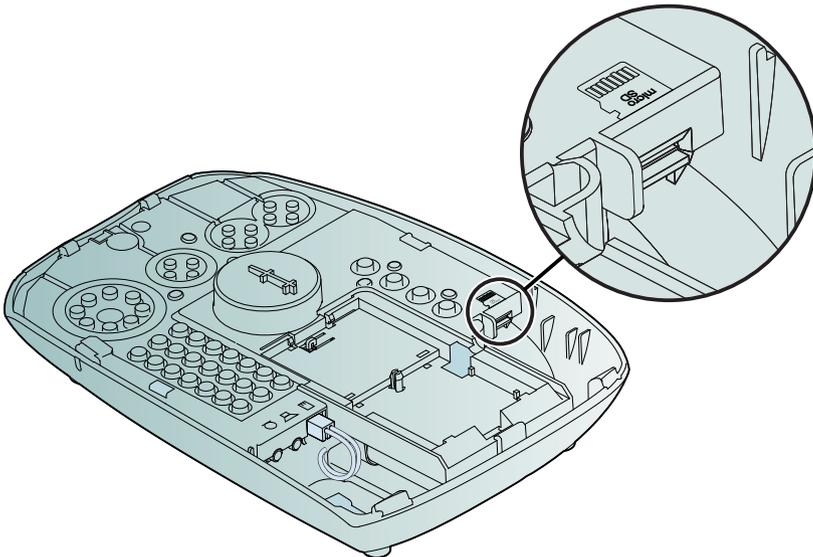
7.5.1 Installing the microSD memory card

CAUTION!

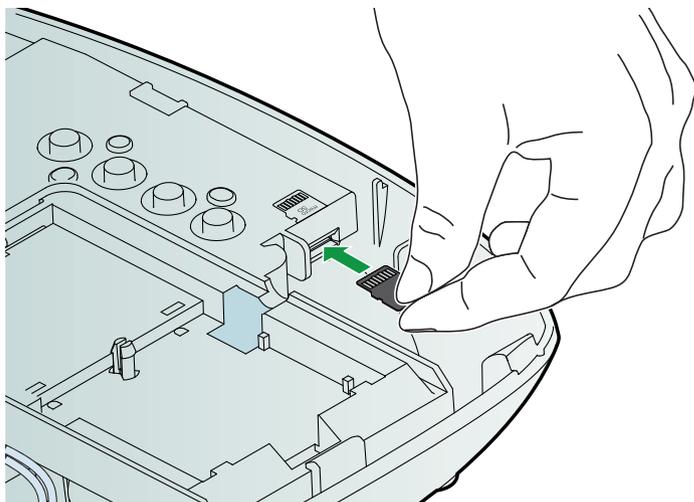


When inserting or removing the microSD memory card, make sure that the power supply unit is disconnected from the socket on the back of the Carephone 62. See *Section 5.3.1 PSTN connection, page 17*, socket number 2.

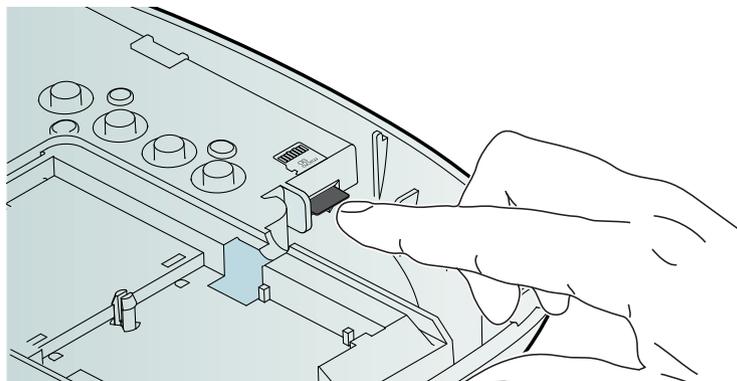
1. Remove the plug of the power supply unit from the socket on the Carephone 62.
2. Open the top cover of the unit to access to the connection compartment. The location of the microSD port is indicated in the following diagram.



3. Take the microSD memory card in the hand and place it with the contacts facing you, as on the drawing.



4. Insert the microSD memory card in the slot and push it until you feel the mechanism has clutched it.
5. Insert the plug of the power supply unit from the socket on the Carephone 62.
6. Perform the programming action that you wish. See *Section 7.5.2 Programming with the microSD memory card, page 44.*
7. When you are finished and wish to remove the microSD memory card, remove the plug of the power supply unit from the socket on the Carephone 62.



8. To disengage it from the slot, simply push on the end of the microSD memory card and gently pull it out.

7.5.2 Programming with the microSD memory card

Programming the Carephone 62 with the microSD memory card consists of calling up different programming functions. These programming functions are executed with special key combinations.



NOTICE!

Before programming with the microSD memory card, make sure that the Carephone 62 is connected to the mains with the power supply unit.

Press the key combination of your choice and the unit will perform the function associated to it.



NOTICE!

Before reading from the microSD memory card, make sure that it contains a file. Before writing to the microSD memory card, make sure that it is not write-protected. Existing files with same names will be overwritten.

Read settings from the microSD memory card to the Carephone 62:

Function	Press together for at least 2 seconds:
Read factory settings	P, F and 1
Read user settings	P, F and 2
Read firmware	P, F and 3
Restricted read user settings (programming steps 30, 47, 49 and 91 are not modified)	P, F and 4



NOTICE!

After reading the firmware to the Carephone 62 (key combination **P, F and 3**), make sure to perform a test alarm. See *Section 8.4 Test instructions, page 51*.

Write settings from the Carephone 62 to the microSD memory card:

Function	Press together for at least 2 seconds:
Write factory settings	P, D and 1
Write user settings	P, D and 2
Write the event history: the last 500 events within the Carephone 62 are copied into a file on the microSD memory card.	P, D and 3

In all cases, the unit beeps and the corresponding settings are copied into a file on the microSD memory card. When it has finished, the unit beeps again and returns to standby.

7.6 GSM Module

7.6.1 Installation

Refer to the *Section 5.3.4 GSM connection, page 18.*

7.6.2 Update and check the GSM Module firmware

NOTICE!



Before updating the GSM Module firmware, make sure that the Carephone contains the last version of the Carephone firmware. You can update the GSM Module firmware on a Carephone with the microSD memory card.

NOTICE!



Make sure that the Carephone is connected to the mains with the power supply unit. Before reading from the microSD memory card, make sure that it contains a file.

- Press **P, F and 5** together for at least 2 seconds.
- The Carephone beeps.
- The Carephone reads the GSM Module firmware from a file on the microSD memory card.
- The Carephone beeps again and returns to standby.

**NOTICE!**

After reading the GSM Module firmware to a Carephone, perform a test call.

If the GSM Module is activated and a GSM media is entered, the **firmware version of the GSM Module** is announced by the Carephone when you enter the programming mode:

- The Carephone's version and build are announced.
- The Carephone beeps.
- The GSM Module firmware version is announced.

7.6.3 Test the GSM Module signal strength

**NOTICE!**

The signal strength test mode is available only if the GSM Module is correctly inserted in the Carephone and initialized, and that a destination number with GSM media is entered. Do not move the Carephone after the signal strength test.

- Enter test mode: press **P** and **A** together for at least 1 sec.
- The Carephone announces "**test**".
- Press **9, 2** and **C**.

The **red lamp** flashes for 3 minutes, the Carephone indicates the signal strength by announcing a digit between **0** and **5**:

- **0** means the signal is weak, **5** means the signal is strong. If an error is coming back or if the GSM Module doesn't answer, the message is simply replaced by a "beep".
- Exit the test mode by pressing any button on the Carephone. After 3 minutes, it automatically exits.

7.6.4 GSM connectivity indication on a Carephone

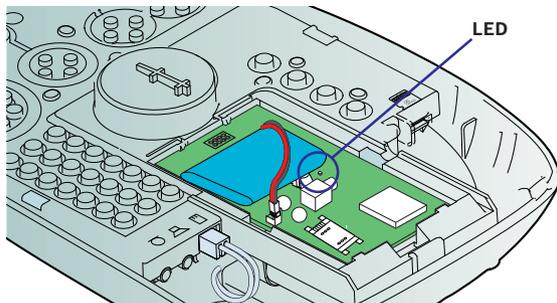
The **blue lamp** on a Carephone equipped with a GSM Module indicates the connectivity status in the following cases:

- When programming a Carephone remotely or via keyboard
- When the Carephone experiences a reset, initialization or power supply interruption.
- When updating the GSM Module firmware
- ▶ If there is no connectivity, the blue lamp flashes.

After a maximum supervision time of 60 seconds, if the connectivity is not established, a "line failure" technical message is generated by the Carephone.

7.6.5 GSM Module LED indicator

This LED indicator shows the status of the device.



- **It flashes once** when the GSM Module is ready.
- **It flashes twice** when the GSM Module is busy (running a voice call or data connection).
- **It blinks slowly** when there is no connectivity.
- **It blinks fast** when there is a hardware failure.

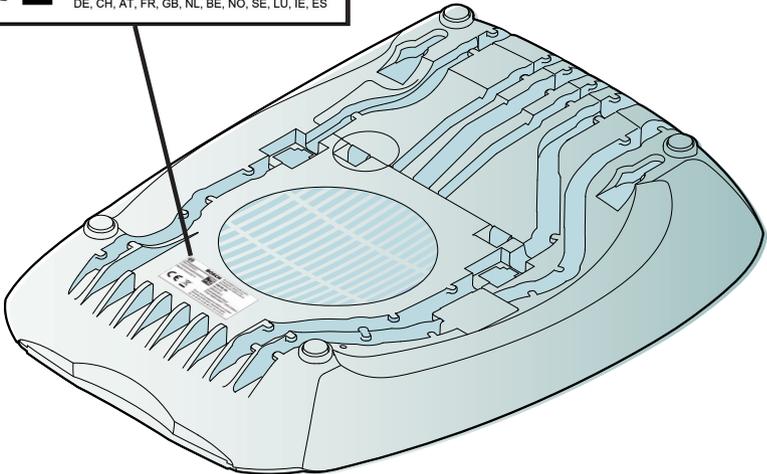
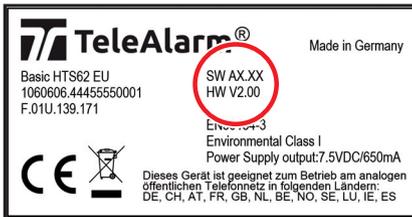
7.6.6 Check the compatibility of the internal antenna



NOTICE!

The GSM internal antenna is only compatible with Carephones 62 with hardware version 2.00 or higher.

To know if your Carephone is compatible, check on the product label on the backside of your Carephone:



- ▶ If you read "HW V2.00" or higher, then your Carephone is compatible with the GSM internal antenna.
- ▶ If you do not see any marking "HW Vx.xx" in the area of the red circle, then your Carephone is not compatible with the GSM internal antenna.

8 Operation

8.1 Emergency Call to a Monitoring Centre

How the emergency call is processed at the monitoring centre

1. Initiate an emergency call with the Carephone 62 or the wireless transmitter.
2. The emergency call is sent.
3. An operator at the monitoring centre takes your call.
4. Speak to the operator.
5. Wait until assistance arrives.

8.2 Emergency Call to a Private Phone

The Carephone 62 can be programmed to send an emergency call to a private phone. The emergency call from the Carephone 62 is received just like a normal phone call.

How the emergency call is received on a private phone line

1. Initiate an emergency call with the Carephone 62 or the wireless transmitter.
2. The emergency call is sent.
3. The person picks up the phone.
4. The Carephone 62 announces immediately **"call, call"** to the person rendering assistance.
5. This is followed by an announcement telling the person how the emergency call was made, e.g. with the emergency call button or the wireless transmitter, and who made it.
6. The announcement can be repeated as often as required by pressing **2** on the phone.
7. When the announcement ends, a speak / listen connection in hands-free mode is set up between the person calling for assistance and the person answering the call.
8. The call remains connected for approx. 3 minutes. Three tones sound when this time has expired. Press **0** to terminate the call.

CAUTION!

If the person receiving the emergency call hangs up without pressing **0**, the alarm is not be properly processed. The Carephone 62 considers that the alarm is still ongoing and automatically dials the next destination number in the programmed sequence. If only one destination number is programmed, that same number will be called again.

9. Extend the call by 3 extra minutes by pressing **1** on the phone. The call can be extended as often as required.

NOTICE!

Instead of the subscriber number, a personal message can be recorded, e.g. "**This is Mrs. Brown's emergency call unit...**", see *Step 34 in the programming section*.

Key functions on the destination phone

When the destination number is in telephone protocol, the respective key function needs to be pressed twice in order to confirm the selection. See *programming steps 11-19 & 10*.

Key	Function
0	Terminate and acknowledge the call.
1	Extend the call by another 3 minutes.
2	Repeat the alarm message.
3	Speak with normal volume to the Carephone 62.
4	Listen to the Carephone 62.
5	Increase the volume and speak to the Carephone 62.
6	Reduce the volume and speak to the Carephone 62.
7	Interrupts all messages played by the Carephone 62 and switches to duplex mode (two-way operation).
8 & 0	Cancel the repeated call function for the call by pressing 8 then 0 .
9	Reject the call and terminate. The Carephone 62 dials the next number on the list.
#	Remote activation of the relay output, only when programming step 72 is set to 6 , see <i>Section 6.2.4 Programming steps, page 23</i> .

8.3 Taking Phone Calls

The Carephone 62 can be programmed so that you can take phone calls using the emergency call button on the unit or using the wireless transmitter. The programming step 61 must not be set to 0. See *programming step 61 Incoming call recognition*.

Taking phone calls with the Carephone 62

- To take a phone call with the Carephone 62, press the emergency call button when the phone rings.
- To terminate the call, press the emergency call button again.

Taking phone calls with the wireless transmitter

- To take a phone call with the wireless transmitter, press the button of your wireless transmitter when the phone rings.



- To terminate the call, press the button of your wireless transmitter again.

8.4 Test instructions

Make sure to perform a test regularly, by sending a manual test alarm with the wireless transmitter. This will test the wireless connection between the transmitter and the Carephone 62, and will also test the connection of the Carephone 62 to the monitoring center. This must be done at least once a week.

Perform a test

- Press the button of the wireless transmitter.
- The Carephone 62 should call the monitoring centre.

9 Maintenance

The installer should perform the following checks:

- Check the unit's housing for damage such as cracks or chips.
- Test the key functions and check that the spaces in between the keys are clean.
- Regularly check the cords for damage.

9.1 Cleaning

- Regularly clean the surface of the Carephone 62 with a soft cloth. If required, dampen the cloth lightly with a pH-neutral cleaning product.
- Do not spray cleaning product onto the unit housing. The surface of the housing can be damaged by abrasive products or products containing alcohol, cleaning products containing alcohol or vinegar, cleaning products for glass or plastics, disinfectants except Incidur®, methylated spirits, petroleum ether, other aggressive agents.
- If necessary, remove the top cover of the Carephone 62 and clean the spaces in between the buttons. For cleaning purposes, the buttons can be detached by applying light pressure.

9.2 Battery disposal

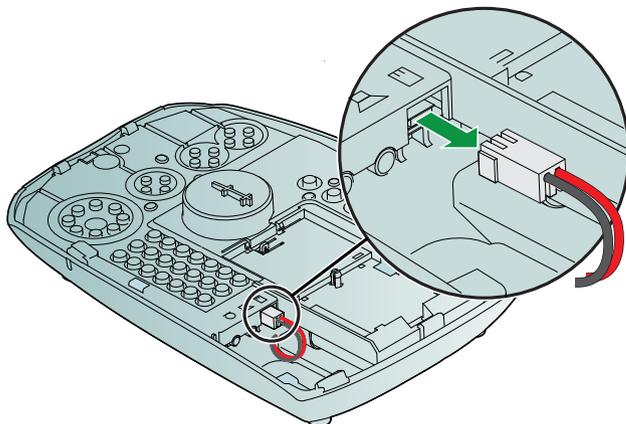
Electrical or electronic devices that are no longer serviceable must be collected separately and sent for environmentally compatible recycling (in accordance with the European Waste Electrical and Electronic Equipment Directive). To dispose of old electrical or electronic devices, you should use the return and collection systems put in place in the country concerned.



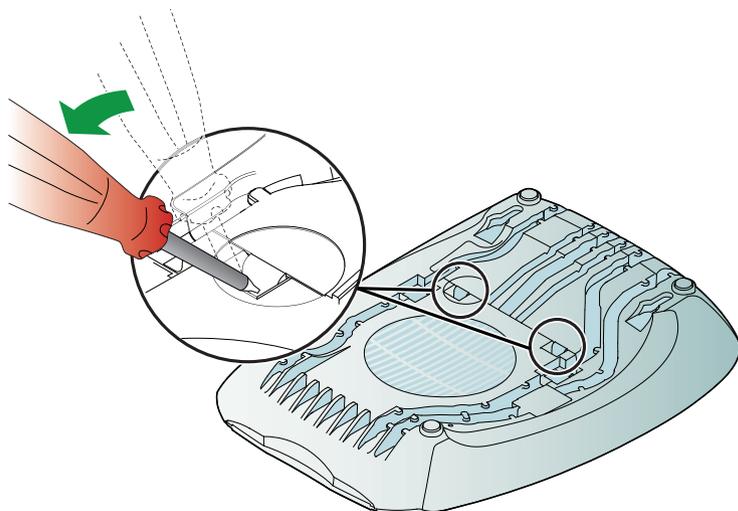
9.3 Replacing the battery of the Carephone

The backup battery of the Carephone 62 has a limited operating life and should be replaced after 3 years. To replace the battery:

1. Disconnect the power cord from the Carephone.
2. Open the top cover of the Carephone.

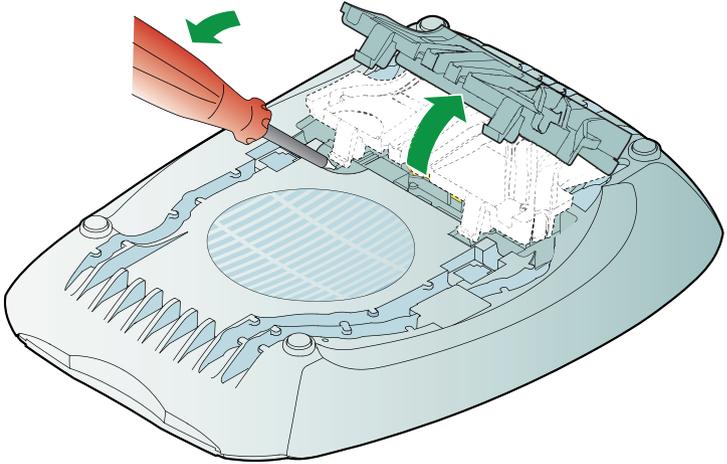


3. Disconnect the plug of the backup battery from the Carephone.

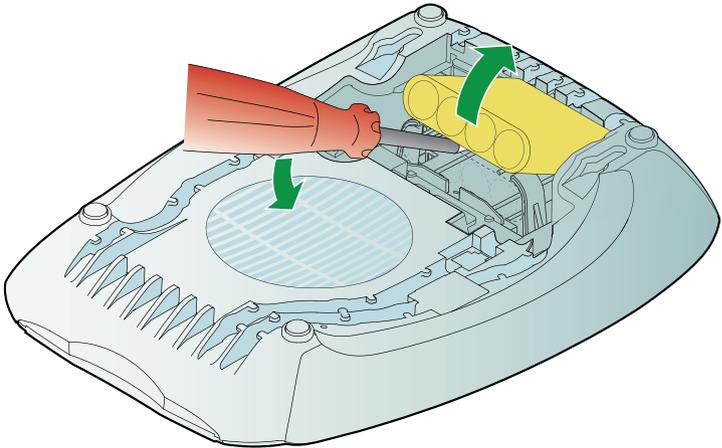


4. Release the battery pack cover from the two clips, by levering up with a screwdriver.

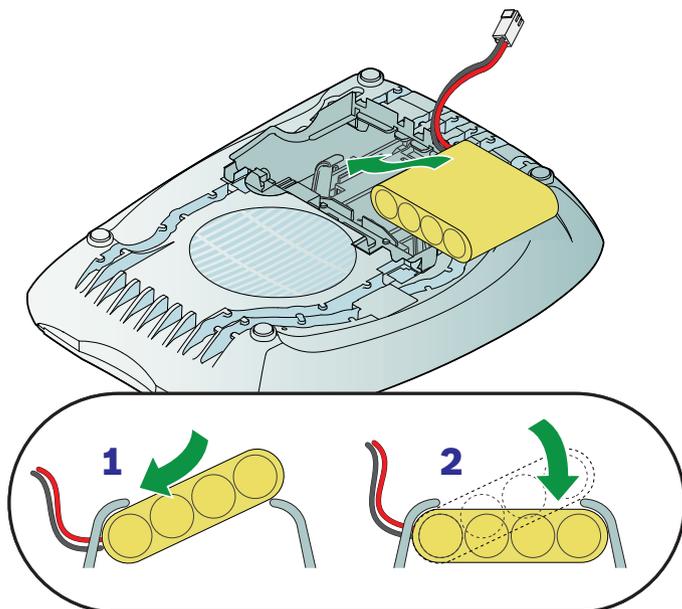
5. Open the battery pack cover.



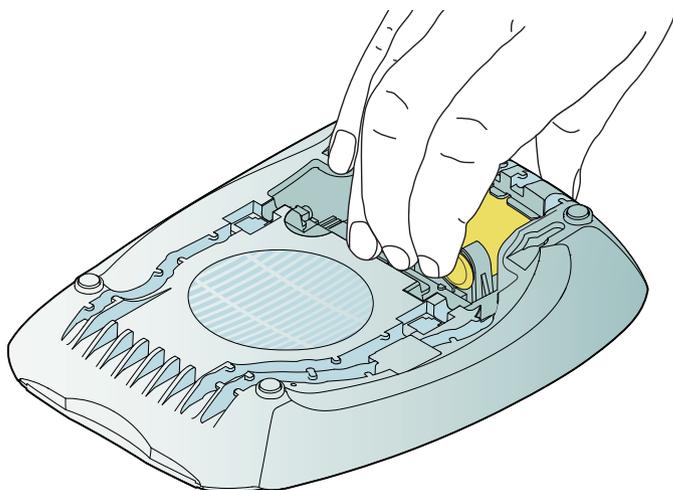
6. Lever off the battery with a screwdriver and release it from the two braces. Pull it out gently from its location.



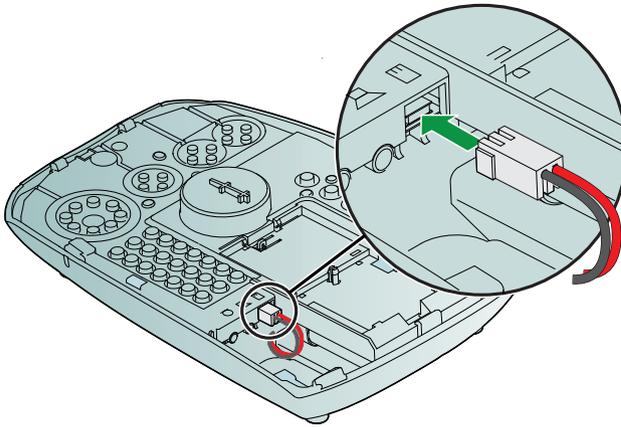
7. Place the new battery with one brace engaged.



8. Push the side of the new battery over the other brace until it is clipped.



9. Push on the end of the new battery to place it precisely into its location.



10. Connect the plug of the backup battery into the socket.
The plug can be reversed.
11. Close the top cover.
12. Close the battery pack cover.

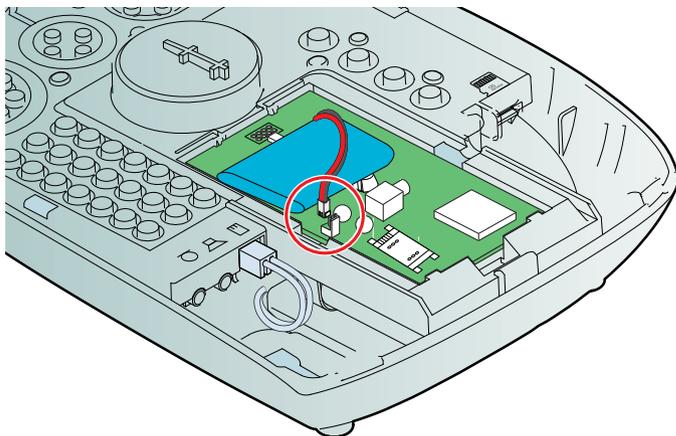
**NOTICE!**

In order to reach the maximum battery capacity, the battery has to be discharged and re-charged 2 to 3 times before first use.

9.4 Replacing the battery of the GSM Module

The battery of the GSM Module has a limited operating life and should be replaced after 3 years.

1. Disconnect the power supply of the Carephone.
2. Open the top cover of the Carephone.



3. Disconnect the battery of the GSM Module, by unplugging the cable from the socket (red circle).
4. Unfasten the Velcro® strip of the battery pack and exchange the battery.
5. Plug the cable of the GSM Module's battery and fasten the battery with the Velcro® strip.
6. Close the cover of the Carephone.
7. Plug the power supply into the Carephone.



CAUTION!

Following this procedure avoids any unnecessary technical messages. Make sure to follow it.

A Appendix

A.1 Carephone 62 technical specifications

Dimensions (H x W x D)	55 x 160 x 230 mm
Weight	approximately 0.7 kg
Permissible temperature	operation: +5°C to +40°C storage: - 20°C to +60 °C
Humidity	85%
Switched-mode power supply	Adapter 230 V primary, 7.5 V secondary
Backup battery	4.8 V NiMH battery, 1.6 Ah
Battery lifetime	typically 130 hours, minimum 120 hours with one 30 minute call with IP module: typically 40 hours, minimum 30 hours with one 30 minute call with GSM module: typically 48 hours, minimum 30 hours with one 30 minute call Values at date of purchase, fully charged battery
Current consumption	approx. 85 mA standby with power supply approx. 10 mA standby in battery operation
Phone line connection	PSTN, Ethernet/VoIP, GSM/GPRS
Dial mode	Tone dial
Frequency	869.2125 MHz
Receiver	complies with class 1 as specified in EN 300220-1 V2.1.1
Protection class	IP32 (IP30 wall mounting), IP67 wireless transmitter
Environmental class	Class 1
Max. number of wireless transmitters or detectors	20
Emergency call protocols	Multi-protocol enabled (RB2000, RB2000E, ANT, TTnew+, CPC, BS8521, RBIP, telephone)

Programmable call numbers	10 call numbers with up to 22 digits and freely assignable to any type of trigger group.
Volume settings	8 levels
Voice message	Recordable
Hands-free range	> 5 m
Available languages	German, Dutch, French, English, Spanish
Accessibility	synthetic speech disabled mode
User guidance	Voice output and LED indication
Programming possibilities	integrated keyboard, serial connection with a PC using the Configuration Manager, microSD memory card, remote programming from monitoring centre, protected by PIN
Inputs and outputs	1 input and 1 relay output (max 30 VDC) serial connection IP Module (optional) GSM Module (optional) microSD port 3.5 mm jack external loudspeaker & microphone
CE Directives	EMC 2004/108/EC, R&TTE 1999/5/EC, LVD 2006/95/EC, 2009/125/EC, RoHS 2011/65/EU
Standards complied with	EN50134-2 EN50134-3 EN301489-1 v1.9.1 EN301489-3 v1.6.1 EN301489-7 EN300220-2 v2.4.1 Category 1 radio receiver EN60950-1 EN50371 EN50130-4 EN55022 EN50581 EN301511

A.2 GSM Module technical specifications

Cellular network	2G dual band 900/1800 MHz
Power input range	4,3 V to 7 V, provided by the Carephone
Average current consumption of a Carephone with GSM Module	in normal power mode: 150 mA in power save mode: 8 mA in idle mode: 150 μ A
Onboard battery	Li-Ion 3,7V / 1,2 Ah
Transmission	< 2 W
Sensitivity	- 108 dBm at 900 MHz - 107 dBm at 1800 MHz
Noise	< 60 dBA
Stability	< 2.5 ppm
External antenna ordering information	GSM spare external antenna for Carephone 6x order number T.200.001.015
External antenna cable length	4 m
Internal antenna ordering information	GSM spare internal antenna for Carephone 6x, order number T.200.001.016
Internal antenna compatibility	compatible only hardware 2.00 or higher, see <i>Section 7.6.6 Check the compatibility of the internal antenna, Page 48.</i>

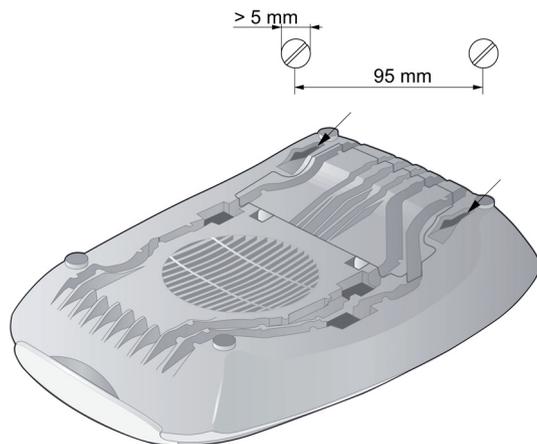
A.3 Conformity

All connected parts must meet the electric strength of TNV3, EN 60950. The Carephone 62 is designed for operation on the public analog telephone network and ethernet network. The wireless transmitter that is supplied with the unit uses the frequency specially reserved for social alarm calls in Europe. We, TeleAlarm, declare that the above mentioned products are manufactured in compliance with EU Directives EMC 2004/108/EC, R&TTE 1999/5/EC, LVD 2006/95/EC, 2009/125/EC, RoHS 2011/65/EU.

A.4 Wall mounting

For wall mounting you will need two screws with a shank diameter of less than 5 mm and a head diameter between 7 and 9 mm, and two suitable wall plugs.

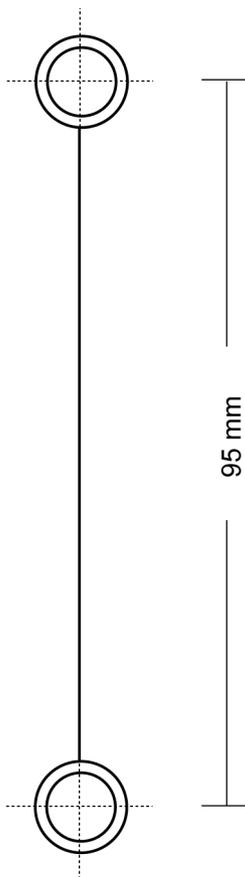
1. Position the plugs and screws so that the distance between the screw centres measures 95 mm: use the drilling template on the next page.
2. Locate the screws in the holes on the back of the unit.
3. Adjust the screw depth.



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A.5 Drilling template

The drilling template can be used if this document is printed to the correct scale: DIN A5 (148 x 210 mm).



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A.6 Programming tables

Carephone 62 Settings

Programming step	Description	Factory settings
01	Language selection 0 = synthetic speech disabled, 1 = German, 2 = Dutch, 3 = French, 4 = English, 5 = Spanish 0 = off, 1 = on	0
03	Radio jamming 0 = normal connection, 1 = alternative connection	0
05	RB2000 & RB2000E alternative connection	0
Destination number		
11	Destination number 1	0
12	Destination number 2	0
13	Destination number 3	0
14	Destination number 4	0
15	Destination number 5	0
16	Destination number 6	0
17	Destination number 7	0
18	Destination number 8	0
19	Destination number 9	0
20	Destination number 10	0
Media		
23	Waiting time for repeated emergency call 0 = 0.39 minutes, 0 = off 0 = off, 1 = on	0
24	Confirmation with call 0 = off, 1 = on	0
25	Radio transmission monitoring 0 = off, 1 = on	0
26	Call back waiting time 0...9 minutes, 0 = off	0
27	Presence marking - service done 0 = off, 1 = on	0
28	Call forwarding 0 = forwarding to another number, 1 = forwarding to a telephone. 0 = off, 1 = on	0
29	Hear/speech impaired	0
30	Device number	1 2 4 8
31	Sign in / sign out	0
32	Call progress tones audible 0 = not audible, 1 = audible	0
33	Speak / Listen command audible 0 = not audible, 1 = audible	1
34	Personal voice recording	(empty)
40	Activity monitor 0...31 hours 0...3 (x 15 min) 4...7 (4=0min, 5=15min, 6=30min, 7=45min) for automatic activation of intrusion after first passive alarm * only possible if the unit gets regularly real-time clock updates from a monitoring center.	0 0 0
41 to 44: refer to the user manual of the IP Module		
45	Automatic test call hours (GSM) 0...999 hours, 0 = off	10
47	SIM card PIN Code (GSM)	0
48	APN Code (GSM)	0
49	Phone number of GSM Module (without country code)	0

Enter destination number:
 max. 22 characters; digits, B, D
IP addresses:
 12 digits, without dot
Choose Protocol:
 0 = Bosh protocol
 1 = TTNew+ protocol
 3 = CPC protocol
 4 = to phone with acknowledgement
 7 = to phone without acknowledgement
 8 = B21 protocol
 9 = BBIP
If protocol with 2 digits, choose Media:
 0 = PSTN
 1 = LAN
 2 = GSM

	Call sequence:	Factory settings:
	1 2 3 4 5 6 7 8 9 10	1 2 3 4 5 6 7 8 9 10
Programming step		
50 Wireless transmitter		1 2 3 4 5 6 7 8 9 10
51 Emergency call		1 2 3 4 5 6 7 8 9 10
52 Fire / intrusion		1 2 3 4 5 6 7 8 9 10
53 Repeated emergency call and local confirmation		1 2 3 4 5 6 7 8 9 10
54 Sign in / sign out		1 2 3 4 5 6 7 8 9 10
55 Service call / direct call		1 2 3 4 5 6 7 8 9 10
56 Technical messages 1		1 2 3 4 5 6 7 8 9 10
57 Technical messages 2		1 2 3 4 5 6 7 8 9 10
58 Registration call / presence marking - service done		1 2 3 4 5 6 7 8 9 10
59		
60 Number of announcements when calling a telephone	0..9, 0 = off	2
61 Incoming call recognition	0 = off, 1 = with ring tone, 2 = with soft ring tone, 3 = with soft ring tone, 4 = without ring tone	0
62 Loudspeaker volume	default volume 1...8 max volume 1...8	4 6 2
63 Acoustical feedback for technical failures	0 = off, 1 = on, 2 = from 7:00 to 21:00*, 3 = repetition of the acoustical indication until Action button is pressed 4 = repetition of the acoustical indication from 7:00 to 21:00, until Action button is pressed*	1
64		0
65	0...28 days, 0 = off	0
66	0 = off, 1 = service button, 2 = activate relay output, 3 = manual test call	0
67	0 = off, 1 = speak / listen connection and repeated emergency call, 3 = outgoing emergency call, 4 = incoming call recognition, 5 = wireless transmitter, 6 = remote activation, 7 = speak / listen connection, 8 = pre-alarm, 9 = pre-alarm and speak / listen connection	0
68	0 = external activity monitor reset, 1 = emergency call button, 2 = service call, 3 = external input, 9 = fire alarm, B = motion detection	3 0
69	0 = off, 1 = on	0
70	0...6 (x 10 seconds), 0 = off	2 4 6 8 1 0
71		1
72		
73		
74		
75		
76		
77		
78		
79		
80		
81		
82		
83		
84		
85		
86		
87		
88		
89		
90		

enter the call destinations:
0 to 9 = respective call destination. (0 means destination number 10)
clear with X
It is not possible to have the same destination number twice.
steps 50 to 57: if no destination number is entered = call all numbers.
step 58: if no destination number is entered = no call is made.

* available only if date and time are set

0 = normally open contact (closing)
1 = normally closed contact (opening)

only when setting = Z: press A, then enter call sequence:

Code	Setting	Target
81	0 = wireless transmitter (step 50)	81
82	1 = emergency call (step 51)	82
83	2 = activity monitor reset with feedback on the unit	83
84	3 = sign in / sign out (step 54)	84
85	4 = action button (step 71)	85
86	5 = external input (step 73, set to 3)	86
87	6 = activity monitor reset without feedback on the unit	87
88	7 = connection to an individual phone number	88
89	8 = output assigned (see step 72)	89
90	9 = fire alarm	90
	B = motion detection	
	D = extended programming	

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A.7 APN codes

Country	Operator	Access Point Name (APN)	APN User Name	APN Password	APN code
DE	1&1	web.vodafone.de	(empty)	vodafone	19
DE	E-plus	internet.eplus.de	(empty)	gprs	17
DE	E-plus	internet.eplus.de	eplus	internet	24
DE	O2 Postpaid-Kunden	surfo2 Internet	(empty)	(empty)	16
DE	O2 (Vertrag)	internet	(empty)	(empty)	20
DE	O2 Loop (prepaid)	pineternet.interkom.de	(empty)	(empty)	00
DE	Simyo	internet.eplus.de	simyo	simyo	18
DE	T-Mobile	internet.t-mobile	t-mobile	tm	13
DE	T-Mobile t-zones	internet.t-d1.de	t-mobile	wap	21
DE	T-Mobile t-zones	internet.t-d1.de	internet	t-d1	22
DE	Vodafone Services (mit Laufzeitarif)	web.vodafone.de	(empty)	(empty)	14
DE	Vodafone	volume.d2gprs.de	(empty)	(empty)	15
DE	Vodafone Services (callYa-customers)	event.vodafone.de	tbd	tbd	23
AT	A1	A1.net	gprs@a1plus.at	(empty)	25
AT	A1	a1.net	ppp@a1plus.at	ppp	26
AT	Drei Hutchison	drei.at	(empty)	(empty)	30
AT	One	web.one.at	(empty)	(empty)	27
AT	Telering	Web	web@telering.at	web	28
AT	T-Mobile	gprsinternet	GPRS	(empty)	29
AT	T-Mobile	m2m.business	(empty)	(empty)	07
CH	Orange CH	internet	(empty)	(empty)	00
CH	Orange (prima)	click	(empty)	(empty)	02
CH	Sunrise	internet	(empty)	(empty)	00
CH	Swisscom	gprs.swisscom.ch	(empty)	(empty)	01
CH	Swisscom	shared.m2m.ch	(empty)	(empty)	45
UK	3 UK (Three)	three.co.uk	(empty)	(empty)	03
UK	EE Internet	everywhere	esecure	secure	06
UK	O2 UK (contract)	mobile.o2.co.uk	o2web	password	04
UK	O2 UK (prepaid)	payandgo.o2.co.uk	payandgo	password	05
UK	Orange UK	everywhere	esecure	secure	06
UK	T-Mobile (One2One)	everywhere	esecure	secure	06
UK	Virgin	goto.virginmobile.uk	user	(empty)	10
UK	Vodafone UK	internet	web	web	08
UK	Vodafone (prepaid)	pp.vodafone.co.uk	Username	one2one	09
IE	O2 (prepaid)	internet	(empty)	(empty)	00
IE	Vodafone	isp.vodafone.ie	vodafone	vodafone	11
IE	Three	3ireland.ie	(empty)	(empty)	12
NL	Hi	fastinternet	(empty)	(empty)	35
NL	KPN Mobile	portalmmm.nl	(empty)	(empty)	44
NL	Simpel	internet.access.nl	(empty)	(empty)	34
NL	T-Mobile	internet	(empty)	(empty)	00
NL	Tele2	internet.tele2.nl	(empty)	(empty)	33
NL	Telfort	internet	(empty)	(empty)	00
NL	Vodafone (normal)	web.vodafone.nl	vodafone	vodafone	31
NL	Vodafone (private)	live.vodafone.com	vodafone	vodafone	32
BE	Base (Orange)	gprs.base.be	(empty)	(empty)	37
BE	Mobistar	web.pro.be	(empty)	(empty)	38
BE	Mobistar	mworld.be	(empty)	(empty)	39
BE	Proximus	internet.proximus.be	(empty)	(empty)	36
BE	Telenet	mobile.internet.be	(empty)	(empty)	40
LU	LUXGSM	web.pt.lu	(empty)	(empty)	41
LU	Tango	internet	tango	tango	42
JE	Jersey	pepper	(empty)	(empty)	43

NOTICE!



The information provided in this list is subject to change without notice. To get the latest available information, check the available documentation on www.telealarm.com. If needed, contact your dealer to obtain the latest GSM Module firmware. See *Section 7.6.2 Update and check the GSM Module firmware, page 45*.

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