

CALL•HEAR

CALL HEAR ODU (CH-100/101/104)
CALL HEAR IDU (CH-105-IDU)
CH-215, CH-315, CH-415

English



User Guide

ALERT AND ASSISTANCE SYSTEM

Another quality product from

STEP•HEAR
GUIDING YOUR WAY

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INTRODUCTION

Congratulations on purchasing your CALL-HEAR system. This consists of an Outdoor Unit(s) (ODU) and an Indoor Unit(s) (IDU). The ODU is a large, clear, weather resistant outdoor transmitter which can be stuck onto an entrance door/glass/window not suitable for iron doors. It is activated and will transmit a signal via a bell push, a key or a combination of the two. The person using this will be someone who requires assistance and needs to alert someone of this. The IDU receives the transmitted signal. The IDU will flash and emit an alarm sound in order to alert someone to help the person in need.

It is important that you read the instructions below in order to use your CALL-HEAR system to its full potential. Keep this user guide in a safe place for future reference.

This guide explains how to use the following:

CALL-HEAR ODU with Bell Push and Key – CH-100

CALL-HEAR ODU with Key – CH-101

CALL-HEAR ODU with Bell Push – CH-104

CALL-HEAR IDU – CH-105-IDU

CH215 – CH-100 combined with CH-105-IDU

INTRODUCTION

CH315 – CH-101 combined with CH-105-IDU

CH415 – CH-104 combined with CH-105-IDU

Unpacking the Call Unit (ODU) & Indoor Unit (IDU)

On unpacking the Call Unit (ODU) you will find the following contents in the box:

- 1 Call Unit with adhesive tape
- 1 A23 Battery
- 2 Fixing Templates
- 1 Pack of Screws
- 1 Rear Label
- 1 User Guide

On unpacking the Indoor Unit (IDU) * you will find the following contents in the box:

- 1 Indoor Unit
- 4 AA Batteries
- 1 Stand

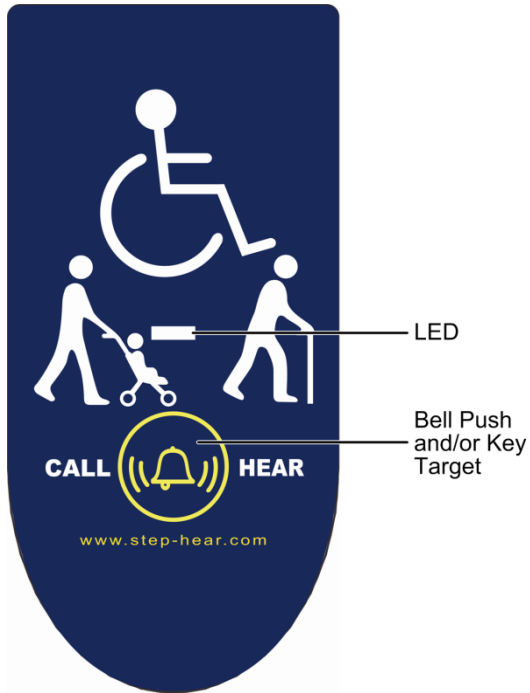
Please Note: A Mains adapter can be bought as an accessory for the Indoor Unit (IDU).

The standard Key (CH-102) or telescopic Key (CH-103) can be bought as an accessory for the Outdoor Unit (ODU).

*This guide refers to the Indoor Unit CH-105-IDU, if you have purchased the CH-120, please refer to the User Guide packed in that box.

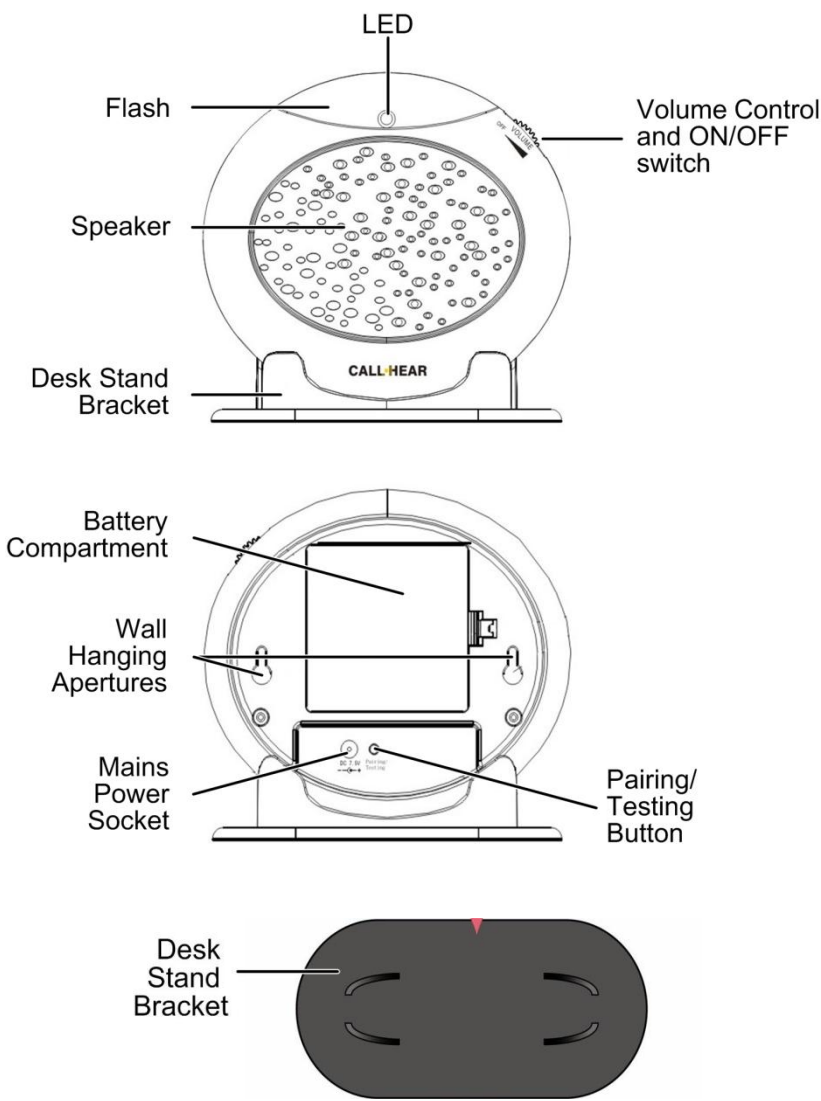
DESCRIPTION

Call-Hear ODU (CH-100/101/104)



DESCRIPTION

Call-Hear IDU



DESCRIPTION

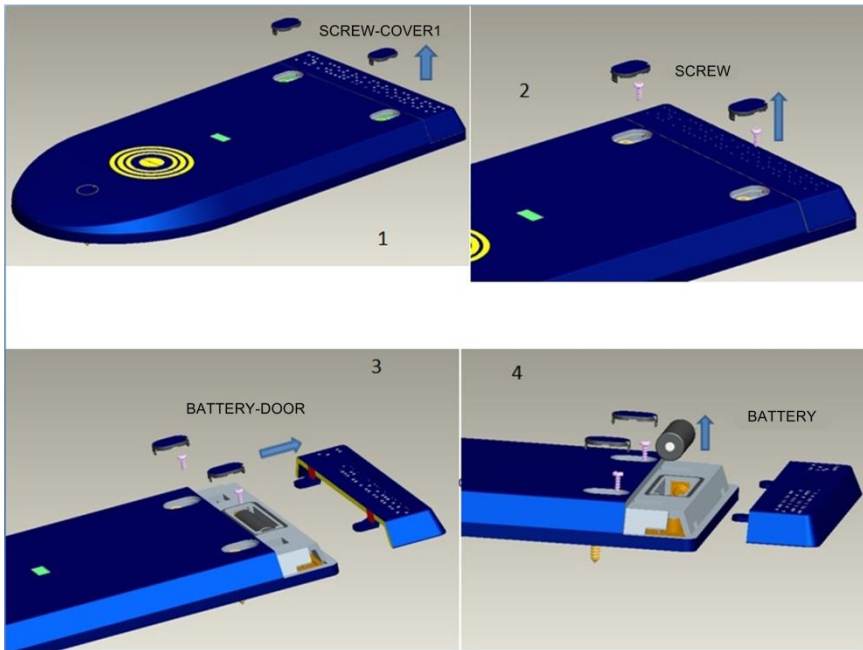
Standard Key (CH-102)



Telescopic Key (CH-103)



USING CALL-HEAR



Open the two screw covers and undo the two screws (the screw covers must be replaced after the battery has been inserted to ensure that the unit is correctly water resistant.). Slide the battery compartment cover open and insert the A23 battery. Ensure correct polarity is observed. Slide the battery compartment cover back into position.

INSTALLATION

Setting up the Call Unit (ODU)

Stick the Call Unit onto a door, window, counter, desk etc (not suitable for iron doors) using the supplied strong adhesive tape. Remove the protective paper from the adhesive tape on the back of the Call unit and stick to the required window. Please use the fixing templates provided **and line them up precisely** – WARNING – THE ADHESIVE USED IS EXTREMELY STRONG. MISTAKES WILL BE DIFFICULT TO RECTIFY.

When placing the Call unit on glass (window/door), stick the rear static label in exactly the same position as the front of the Call Unit. The Call Unit can now be used from the other side of the window/door (except CH104). In such case thickness of glass/door should be less than 2 cm.

The Call Unit is also ideal for use on counters, desks, reception areas or on wooden posts. For these uses, the Call unit can be fitted with the supplied adhesive tape. If additional security is required there is provision for three screws which can be fitted by opening the three screw covers and insert screws and screw to desired location.

INSTALLATION



Ensure the Call Unit is placed in a location which is easily accessible and useful for a person in need of assistance. For wheelchair users, the ideal height for the Call Unit is 90cm to 100cm from the ground.

Setting up the Indoor Unit (IDU)

Open the battery compartment and insert the 4 AA batteries supplied. Ensure correct polarity is observed. Close the battery compartment. Alternatively, connect the mains adaptor (not supplied) into the mains power socket then plug the other end into a suitable wall socket.

Ensure the Indoor Unit (IDU) is placed in a location where someone will notice the flashing light and hear the alarm in order to go and assist the person in need. The Call-Hear range is approximately 60-80m in free space and approximately 30m where there are walls or other obstructions.

INSTALLATION

The Indoor Unit (IDU) can either be placed on the supplied stand or wall mounted.

To wall mount the Indoor Unit (IDU), drill two holes and insert two screws 96mm apart. Leave about 5 mm of the screw projecting from the wall. Guide the wall mounting apertures at the back of the unit over the screws and slide the Indoor Unit (IDU) downwards.

Caution: Ensure there are no electrical lines, water pipes etc. in the wall where the holes are drilled.

Turn the Indoor Unit (IDU) on by turning the On/Off Volume Control switch to the On position.



Pairing the Call Unit (ODU) and the Indoor Unit (IDU)

The Indoor Unit (IDU) should be paired with the Call Unit (ODU).

The pairing procedure is as Follows:

1. Press and hold the pairing/testing key of the Indoor Unit (IDU) and the bell push sign of the Call-Unit (CH-1000/CH-104) at the same time. When pairing is complete, the camera flash led will flash twice and a long beep will be heard.

INSTALLATION

2. Press and hold the pairing/testing key of the Indoor Unit (IDU) and place the standard/telescopic key (CH-102/CH-103) on the key sign of the Call-Unit (CH101) at the same time. When pairing is complete, the camera flash led will flash twice and a long beep will be heard.
3. If you want to pair another Call unit with another Call unit, the current Call unit will be replaced by the new paired unit.



Key Target
rear label

USING CALL-HEAR

Testing the Indoor Unit (IDU)

To check whether the Indoor Unit (IDU) is working properly and has been paired correctly, press the pairing/testing button once. The Indoor Unit (IDU) should sound the alarm and flash.

Using Call-Hear

Once the Call Unit (ODU) and the Indoor Unit (IDU) have been placed in the required locations and all required batteries have been inserted, you are ready to use the Call-Hear system.

To use the Call Unit (ODU), the person who needs assistance must touch the target with the Standard or telescopic key (CH-100/CH-101).

USING CALL-HEAR



Or, for the bell push version Call Unit (CH-100/CH-104) simply push the bell push.

This will trigger the Call Unit (ODU) to send a signal to the Indoor Unit (IDU). While the Call Unit (ODU) is transmitting a signal, the LED will light up (amber).

When the Indoor Unit (IDU) receives the signal from the Call Unit (ODU), an alarm will be heard and the light at the top of the unit will flash brightly. This alerts you to the fact that someone needs assistance. The alarm and flash will stop after 4 seconds.

The volume of the Indoor Unit's (IDU) alarm sound can be controlled by the volume control switch. The alarm can be switched off using this switch.

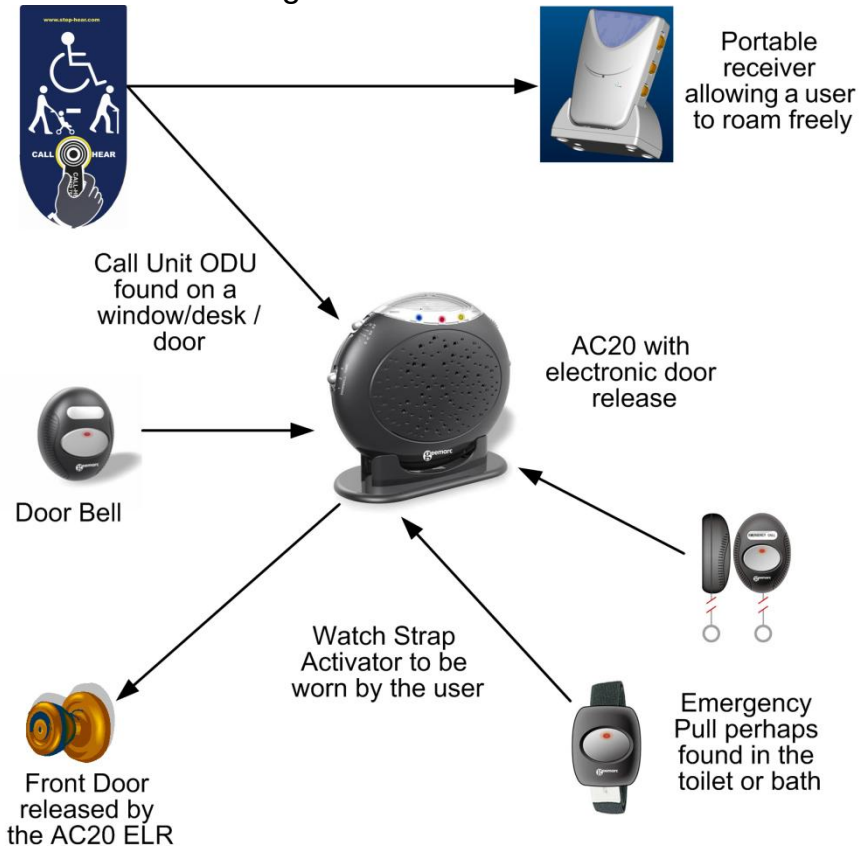
If the batteries run low in the Indoor Unit (IDU), the red LED will flash.

If the batteries run low in the Outdoor Unit (ODU) – the LED will flash; replace the A23 battery as follows: Open the two screw covers and undo the two screws (the screw covers must be replaced after the battery has been inserted to ensure that the unit is correctly water resistant.). Slide the battery compartment cover open and insert the A23 battery. Ensure correct polarity is observed. Slide the battery compartment cover back into position.

SYSTEM CONFIGURATION

The Call-Hear system is extremely flexible and can be used in up to four locations i.e. one transmitter can link with up to 4 of the same/or combinations of receivers. – see the example below.

Only models CH-120 or AC 50 will identify which transmitter is calling.



TROUBLESHOOTING & SAFETY

The Indoor Unit (IDU) will not flash or make a sound

- Ensure the batteries are not flat
- Ensure the batteries are inserted correctly
- Ensure the Call Unit (ODU) and Indoor Unit (IDU) have been paired correctly
- Ensure the Indoor Unit (IDU) is not out of range
- Ensure the Indoor Unit (IDU) is switched on

The Indoor Unit (IDU) will flash but does not make a sound

- Increase the volume using the volume control switch

General Safety

Use the correct size batteries

Do not open the unit. Contact the helpline for all repairs.

Cleaning Safety

Clean the units with a soft cloth. Never use polishes or cleaning agents - they could damage the finish or the electrics inside.

Environmental Safety

Always ensure there is a free flow of air over the surfaces of the IDU.

Do not expose your product to fire or other hazardous conditions.

GUARANTEE (EU)

From the moment your CALL-HEAR product is purchased, STEP-HEAR™ guarantee it for the period of one year. During this time, all repairs or replacements (at our discretion) are free of charge. Should you experience a problem then contact our help line or visit our website at www.step-hear.com. The guarantee does not cover accidents, negligence or breakages to any parts. The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR™ representative. The STEP-HEAR™ guarantee in no way limits your legal rights.

IMPORTANT: YOUR RECEIPT IS PART OF YOUR GUARANTEE AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.

Please note: The guarantee applies to the EU only

Electrical connection: The apparatus (IDU) is designed to operate from a 100-240V 50/60Hz supply only. (Classified as 'hazardous voltage' according to EN60950 standard).

The apparatus does not incorporate an integral power on/off switch. To disconnect the power, switch off supply at the mains power socket and pull the plug out. When installing the apparatus, ensure that the mains power socket is readily accessible.

Declaration: Step-Hear hereby declare that this CH-100, CH-101, CH104, CH-105-IDU are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity to the essential requirements of 1999/5/EC can be found at www.step-hear.com



GUARANTEE (USA)

STEP-HEAR Ltd warrants the STEP-HEAR product against any defect in materials or workmanship for the period of one year from the date of purchase.

Should you experience a problem, contact our customer service department.

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Within a period of one year from purchase date, STEP-HEAR Ltd will repair or replace (at our discretion) your STEP-HEAR product at no cost, if a defect in materials or workmanship is found. If we elect to replace your STEP-HEAR product, we may replace it with a new or reconditioned product of the same or similar design.

Repair or replacement will be warranted for a period of 90 days or the remaining time on the original warranty, whichever is longer.

The warranty does not cover damage caused by vandalism, accident negligence, shipping damage, failure to follow instructions, misuse, fire, floods, use of incompatible accessories or Acts of God.

The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR representative. The STEP-HEAR guarantee in no way limits your legal rights

STEP-HEAR Ltd shall not be responsible for loss of time, inconvenience, property damage or any other accidental or consequential damages caused by your STEP-HEAR product

Warranty service is available only with proof of purchase.

IMPORTANT: YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.

For product support and help visit our website: www.step-hear.com

Or contact our representative in North America:

2288A Queen Street East

Toronto, ON M4E1G6,

Canada

T: 347.482.1557

F: 801.760.9791

GUARANTEE (USA)

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RECYCLING DIRECTIVES

The WEEE (Waste Electrical and Electronic Equipment) has been put in place for the products at the end of their useful life are recycled in the best way.

When this product is finished with, please do not put it in your domestic waste bin.

Please use one of the following disposal options:

- Remove the batteries and deposit them in an appropriate WEEE skip. Deposit the product in an appropriate WEEE skip.

- Or, hand the old product to the retailer. If you purchase a new one, they should accept it.

Thus if you respect these instructions you ensure human health and environmental protection.

