

Q) Low Battery light is flashing on Monitor?

A) Replace the 3 x AA Batteries in the rear of the monitor. These last 3-4 months.

Q) My Resident is resetting the monitor how can I stop this?

A) The Reset button can be turned off and the monitor can then only be reset by a caregiver key. To do this move the switch on the left hand side of the monitor from Reset Button ON to Reset Button OFF

Q) My monitor is very quiet how do I increase the volume?

A) To increase the volume open the battery cover on the back of the monitor and adjust the volume wheel. Scroll the wheel to the right to increase and to the left to decrease.

Q) When the monitor alarm sounds I press Reset but all the lights come on and it doesn't silence what is wrong?

A) Nothing wrong. The monitor has been set to the caregiver Key option therefore the Reset button is turned off. You will need to either;

- Use a caregiver key, or
- Turn on the Reset key again by switching the switch on the left hand side of the monitor to reset button on.

Q) My Monitor is flashing up Monitor Not in Use, why is this?

A) This should only flash if your pad or lead is disconnected from the monitor. If all connections appear OK then please contact your distributor for further assistance.

Q) Can I change the tone on my monitor?

A) Yes, you have the option of 3 different tones. Open the battery cover on the back of the monitor and adjust the switch accordingly.

Q) My Monitor alerts too quickly and keeps alarming when the resident is still on the bed, how can I sort?

A) There are 2 main things to check for here;

1. The position of the pad. Ensure that the pad is either at the hip area or the shoulder area. For the more frail residents we recommend that you place the mat at the hip area to avoid false alarms.
2. Check the delay setting on the monitor. You can adjust this by removing the battery cover and adjusting the delay switch accordingly to either 0 sec's, 2 sec's or 15 min's.

Q) I have connected the monitor into my call system but it only seems to trigger an alarm on the monitor and not on the call system. Why is this?

A) You will have received 1 of 2 options to connect to your call system, either a Coiled lead (RG6) and a Jack adaptor (RG4) for connection to stereo and mono systems, or a modified coiled lead for connection to all other systems.

Please see list of systems and relevant connections:-

(See next page)

- Quantec/Nursecall 800/CTEC – Stereo



- Aidcall ATX3000+, 4000 and 5000 – 6pin RJ



- Aidcall ATX3000 – Reverse BT plug



- Courtney Thorne – Stereo Diode



- Intercall – Mono



- Medicare – 6pin RJ



Please ensure that the coiled lead is plugged into the Nurse Call socket on the right hand side of the monitor and then either plugged into the Jack (if it's a stereo/mono connection), or plugged directly into the call system.

If you have any queries on how to correctly configure the Jack adaptor for stereo and mono systems, please refer to RG4 Jack adaptor instructions or trouble shooting questions.

If you think you may have received the wrong connector please contact your distributor for further assistance.