



The Rescue Alert  
Users Manual for the  
**Model RA400**

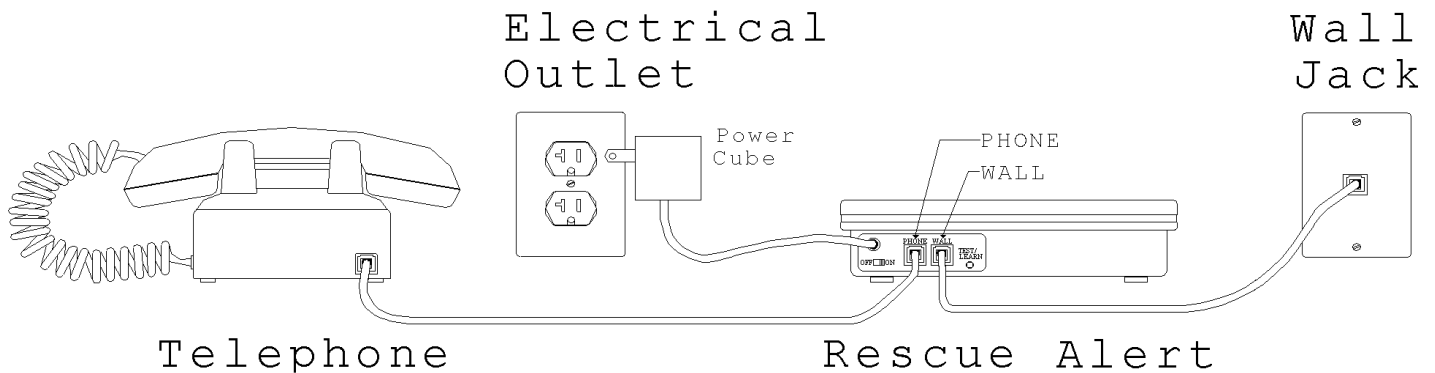


**Rescue Alert**  
**10321 S. Beckstead Lane**  
**South Jordan, Utah 84095**  
**(801)571-4121, fax (801)571-4606**  
**Toll free (800)688-9576 fax (877)571-4606**  
**[www.rescuealert.com](http://www.rescuealert.com)**



## RA400 Installation Guide

The figure below is a general representation of the installation of a Rescue Alert RA400



1. Locate a telephone jack with an electrical outlet nearby. The Rescue Alert should be placed on a flat, horizontal surface. The Rescue Alert should also be located away from the immediate vicinity of mechanical noise sources, i.e.; oxygen generators, electrical equipment and appliances such as televisions or stereos.
2. Unplug the telephone cord from the wall jack and plug the phone cord into the jack marked "PHONE" on the back of the RESCUE ALERT.
3. Find the RESCUE ALERT supplied telephone cord with a larger modular plug on one end, and a smaller modular plug on the other end. Plug the smaller end into the wall jack, and the larger end into the jack marked "WALL" on the back of the RESCUE ALERT. *When your Rescue Alert calls the Response Center, the telephone and any other device connected to the PHONE jack on the rear of your Rescue Alert will be disconnected during the call. This means that if this telephone is off-hook, your Rescue Alert can still contact the Response Center. If there are other extensions of the same telephone number in your home that are off-hook when your Rescue Alert needs to place a call, it will not be able to unless the local telephone company has installed an RJ31X jack. This allows the Rescue Alert to disconnect any telephone in the house that may be off-hook. If you elect to have an RJ31X installed, contact your Rescue Alert Service Provider and ask for an RJ31X telephone cord, part number RA400-RJ31X*
4. Plug the Power transformer into an AC outlet. Verify that the outlet is not controlled by a light switch.
5. Turn the Power Switch, located on the rear of the RESCUE ALERT, to the on position.
6. Test range to make sure Personal Help Button (PHB) works in home and yard as needed. This is done by: (1) press and release small black button marked "TEST/LEARN," located on the rear of the RESCUE ALERT; (2) immediately press and hold down the PHB; and (3) walk around the home and yard. A continuous tone will be emitted by the RESCUE ALERT while pressing the PHB, indicating the RESCUE ALERT works from that location. (4) To end the Range Test, press the red "CANCEL" button on the right side of the home unit.
7. Call a RESCUE ALERT Response Center Attendant to test (801-571-4121) or (1-800-688-9576).



## Frequently Asked Questions

- 1) **How much does Rescue Alert cost?**  
Your Rescue Alert can cost as little as a \$1.00 per day.
- 2) **Does the decision to use Rescue Alert services mean giving up my independence?**  
Rescue Alert works very hard to make sure you get to exercise your independence and be safe by staying in your own home and living without unnecessary intrusions by strangers.
- 3) **How is Rescue Alert different from other Personal Emergency Response Systems companies?**  
Most PERS companies provide a very basic type service. Rescue Alert is flexible and offers many types of services which can be found with no other company.
- 4) **Does Rescue Alert care only for the frail and elderly?**  
Rescue Alert does provide help for the frail and elderly. Many younger and more physically mobile subscribers who are alone for any portion of the day use Rescue Alert as well.
- 5) **How can Rescue Alert help me to stay at my home and be safe?**  
Rescue Alert provides for you to be alone and still be able to receive help up to 600 feet from your home, even if you cannot speak to the Emergency Response Center. Simply press your Personal Help Button to activate your Rescue Alert.
- 6) **Does Rescue Alert provide 24 hour in home monitoring?**  
The Rescue Alert Emergency Response Center is staffed around the clock and 365 days a year.
- 7) **Where is the Rescue Alert Monitoring center?**  
Rescue Alert is located in Utah, in the middle of the Salt Lake Valley, in South Jordan.
- 8) **Must I have a medical emergency to use my Rescue Alert?**  
Only about 6% of all calls received by Rescue Alert are medical emergencies. Rescue Alert can still get you help for almost any type of need you may have, emergency or otherwise.
- 9) **Who do you call? Can Rescue Alert notify my own doctor and hospital if I need care?**  
Rescue Alert can contact any persons you want on your list of Responders. Family, friends, neighbors, police, fire, and ambulance may all be listed if desired. You are not restricted to a limited number of Responders or telephone numbers to contact them.
- 10) **How will the people Rescue Alert send get into my home to help me?**  
Rescue Alert can keep track of who has keys to your home, but recommends that a key lock box be utilized. Rescue Alert can be informed of the key lock box access code and give the code to emergency personnel for access. These codes can be changed at will. Your home will be secure.
- 11) **Is my Rescue Alert button waterproof?**  
Your Rescue Alert button is waterproof and may be worn in the bathtub or shower, both areas where individuals have a high number of slips and falls.
- 12) **Will my Rescue Alert affect my telephone?**  
Your Rescue Alert will not affect your telephone unless the Personal Help Button is pressed and the system is activated. DSL service does require a filter and use of a model RA400 Rescue Alert.
- 13) **What happens to my Rescue Alert service if I go away for a period of time or move?**  
The Rescue Alert is designed for flexible use. It may be taken with you on extended visits or to a new residence. Please contact Rescue Alert prior to moving or reinstalling your Rescue Alert.
- 14) **Will my Rescue Alert work when I am at the market or when I leave my house?**  
The Rescue Alert has an effective operating range of about 600 feet. The Federal Communications Commission limits the use of this type of system and assumes when you are out in the view of the general public other people can see if you need help.
- 15) **Will Medicaid pay for my Rescue Alert service?**  
Medicaid will unfortunately not pay for your Rescue Alert, neither will most Insurance carriers, even with a doctor's written prescription. There are some state programs like Medicaid Waivers which are usually administered by the County Aging Services which will pay based on their specific criteria.
- 16) **Do I need to sign a long-term contract?**  
Rescue Alert does require a contract, but the agreement is a month-to-month contract and may be cancelled after any 30-day period.



## TESTING YOUR RESCUE ALERT

Our goal at Rescue Alert is to test each Rescue Alert unit every 30 days. Testing can usually be done in less than 5 minutes, and will not disturb any of your responders. Our goal is to give you Safety, Security and Peace of Mind. That is what you and your loved ones will receive when you test your Rescue Alert unit.

Testing your Rescue Alert is easy. Simply press your Personal Help Button and wait for a Response Center Attendant to speak to you over your Rescue Alert unit. When the Attendant asks if you need help, tell them you are doing a monthly test. You may also telephone either of the numbers below and indicate that you would like to test your Rescue Alert:

**Local: 1-801-571-4121**

**Toll Free number: 1-800-688-9576**

A specially trained Rescue Alert Attendant will help you test your Rescue Alert without disturbing your responders. Attendants are available 24-hours a day, allowing you to test at your convenience.

If it is difficult for you to hear clearly over your telephone or Rescue Alert unit you may want to have a friend or relative with you when you test.

During your routine monthly test, the Rescue Alert Attendant will also verify your Name, Address, and Telephone number. This is to ensure that you will receive the fastest response time possible during an emergency. It is very important that you notify us of any information changes made on your account. You can do this by calling either of the numbers listed above and asking for a Response Center Attendant or by pressing your Personal Help Button and relaying the information to the Attendant. Changes that we need to be aware of include changes to your address, telephone number, Responder information, allergies to medications, Doctor's name and number, and hidden key locations.

If you forget to do your monthly test, a Rescue Alert Attendant may call you on your home telephone and remind you to test. To do this, simply hang up your telephone and press your Personal Help Button. A Response Center Attendant will be talking with you over your unit in seconds.



## **RA400 Features**

**Check-In Alarm** The Check-In Alarm provides for up to five daily Check-In times to be programmed. At programmed times; the unit sounds an audible alert. If the Subscriber doesn't respond to the audible alert, a check-in signal is sent to the response center.

**Inactivity Timer** The Inactivity Timer is programmable for any interval in 15-minute increments. Each time any activity is detected, the Inactivity Timer is reset for the programmed length of time. When the programmed time expires the unit sounds an audible alert. If the Subscriber doesn't respond to the audible alert, an In-Activity signal is sent to the response center.

**Automatic Voice Test** Many Rescue Alert subscribers prefer to use the Automatic Voice Test feature offered by Mytrex, Inc. because of the added safety and peace of mind that it provides. Almost every circuit of the Rescue Alert is tested including the microphone, speaker and Personal Help Button. When the Automatic Voice Test Feature is enabled, the Rescue Alert will automatically send an "Automatic Voice Test" message to the response center. The Care Assistant will greet the Subscriber, ask the Subscriber to press the Personal Help Button, tell the Subscriber that the Rescue Alert is working properly and ask if there are any questions. The Rescue Alert automatically sends the test message to the response center during daytime hours. If the Subscriber's telephone is being used, the Rescue Alert waits until the line is available. The Program can set how often the Rescue Alert sends the test message.

**Daily Automatic Dial Test** If the Automatic Voice Test is not used, it is strongly recommended that the Automatic Dial Test Feature offered by the Rescue Alert be used. This test verifies the ability of the Mytrex, Inc. to deliver a message to the Response Center. When the Automatic Dial Test Feature is enabled, the Mytrex, Inc. will automatically send an "Automatic Dial Test" message to the Response Center. If the response center does not receive an expected test call from the Rescue Alert, the Care Assistant will contact the Program to help determine the cause. The Rescue Alert automatically sends the test message to the response center during midnight hours. If the Subscriber's telephone is being used, the Rescue Alert waits until the line is available. The Program can set how often the Rescue Alert sends the test message.

**Medicine Reminders and Dispensing System** The MEDTIME system in conjunction with the Rescue Alert is programmable to monitor up to four doses of medicine daily. When it is time for the Subscriber to take their medicine, the unit sounds an audible alert. If the Subscriber does not take their medicine in the allotted time, the Response Center receives a signal from the MEDTIME system, and a Care Assistant will follow the processing protocol as specified by the Subscriber and their family.

**Smoke Detectors** Up to eight (8) RA400 compatible Smoke Detectors can be installed and setup to activate an RA400 PERS unit. Each individual Smoke Detector will cause a unique signal to be sent to the Rescue Alert Response Center. Upon account activation, the location of each Smoke Detector will be logged into the Response Center's database corresponding to the unique signal of each Smoke detector. This allows the Response Center to report to fire officials the exact location smoke is detected. The RA400 is also able to report Low Smoke Detector Battery signals to the Response Center.



**RA3R Receiver/RA3T Transmitter** Mytrex, Inc. is excited to present the RA3R and the RA3T to the wireless control market. The RA3R is a new super-heterodyne receiver with high sensitivity and interference rejection. The RA3T is a new waterproof, transmitter/Personal Help Button (PHB) designed especially for medical monitoring and the Personal Emergency Response System (PERS) industry. The RA3T has superior reliability, unobtrusiveness, and ease of use. Together this pair consistently exhibits performance of more than 550 feet of open range.

**Additional Personal Help Buttons** The Rescue Alert is standard equipped with the pendant style PHB. There are several different styles of PHB available at no additional cost. In addition, one Rescue Alert unit will work with up to eight different PHBs simultaneously. The Rescue Alert unit is easily reprogrammed in the Subscriber's home to receive the additional PHBs.

**Maintenance and Support** Maintenance, labor and parts for Rescue Alert units are provided for one year under normal use and conditions. Exceptions for parts & labor include: water or substance damage, damage caused by lightning or other acts of God, subscriber or Program negligence, and batteries. Shipping is not included.



## Trouble Shooting – RA400

Symptom	Description	Causes	Solution
POWER Light is Off	Unit is not receiving power.	-Power Outage - Unit unplugged -Power cube loose in socket -Socket controlled by light switch -Power cord damaged -Blown fuse/circuit breaker -On/Off switch in off position.	Turn the Power Switch on and make sure the power cube is plugged into a power outlet that has power. Make sure the outlet is not controlled by a light switch. Make sure the power cube is held tightly in the power outlet.
POWER Light is Steady Red	Unit is not receiving AC power and is operating on the internal battery.	- See above.	Make sure the unit is securely connected to the power outlet and that the outlet is receiving power.
POWER Light is Flashing red	Unit is not receiving AC power and the internal battery is at or below a warning level.	- See above.	Make sure the unit is securely connected to the power outlet and that the outlet is receiving power.
PHONE Light is red	Telephone line connection is not made or is made incorrectly	-Phone cord unplugged from unit -Wall cord unplugged from wall jack -Phone is out of order	Make sure your unit is plugged into a working telephone jack. Also make sure that the telephone wires are connected as shown in the installation diagrams.
TEST Light is green	Unit in Range Test Mode.		Press the red CANCEL button on the right side of the unit
HOME Light is green	Check-In or Inactivity feature is enabled and the Home/Away switch is in the Home position.		
AWAY Light is green	Check-In or Inactivity feature is enabled and the Home/Away switch is in the Away position.		
HELP Light is red	Unit is sending a message to the Response Center.		
HELP button flashes green, but will not activate unit	HELP button needs to be reprogrammed to the Rescue Alert unit.		See Instructions below on how to reprogram the Personal Help Button.

### Reprogramming Personal Help Button

- Press and hold the Test/Learn button on the rear of the unit while you press and release the red CANCEL button. You will hear a series of 7 beeps.
- Release the Test/Learn button immediately after the 7 beeps. It will sound 2 more beeps to indicate it is now in Learn mode.
- Press the Personal Help Button. A steady tone will sound until you release the button
- Press the red CANCEL button on the side of the unit to exit Learn mode. The Personal Help Button is now programmed and should activate the Rescue Alert unit.



## Model RA400

# Personal Emergency Response System (PERS)

