

# installation & user guide

## smart alert system

Hear your home





Thank you for choosing Smart Alert™ System. You've made a great choice: Smart Alert System provides you with independence and peace of mind around your home, around the clock – even when you're sleeping. It's an all-in-one hearing and alerting system that brings together your household alerts with your hearing solution, so you'll always be aware of important household signals – phone calls, doorbells, smoke alarms and more.

In addition, your new Smart Alert remote is the same remote control you'll use for your hearing instrument functions, like volume control, program changes and more – your hearing and alerting controls are now combined into one very smart and very easy to use remote.

This guide will help you set up and use your system so you can start enjoying the benefits today.

## See, hear and feel household alerts

Smart Alert System improves your awareness of household signals by integrating three technologies:

- Telephone detector, doorbell detector and smoke detector along with a bed shaker
- Smart Alert remote (the same remote used for your hearing instrument functions)
- Your hearing instruments

When a household alert sounds, you will **see** an LED icon light up on your remote, **feel** the remote vibrate and **hear** a beep in your hearing instruments.

At night, while you are sleeping without hearing instruments, the remote is in its nightstand charger, and together with the bed shaker, instantly delivers alerts to let you know a detector has been activated.

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# Getting started

Pages 7 to 10

# System installation and alerting functions

Pages 11 to 26

# Hearing instrument functions

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# Troubleshooting guide

Pages 35 to 47

# Visual guide

## Doorbell detector

*System Components / pages 14 to 15*  
Detects doorbell, transmits signal to remote.  
Remote then sends an alert to hearing instruments or bed shaker.



## Telephone detector

*System Components / pages 16 to 17*  
Detects incoming calls, transmits signal to remote.  
Remote then sends an alert to hearing instruments or bed shaker.



## Smoke detector

*System Components / pages 18 to 19*  
Detects smoke, sounds alarm and transmits signal to remote.  
Remote then sends an alert to hearing instruments or bed shaker.





## Nightstand remote charger

*System Components / pages 20 to 21*

Charges remote and works with bed shaker as primary alert when hearing instruments are not in use.



## Bed shaker

*System Components / page 22*

Activated by the remote in nightstand charger.

## Smart Alert™ remote

*Alerting functions / page 12*

*Hearing instrument functions / pages 27 to 33*

Receives alerts from telephone, doorbell, and smoke detector and transmits signal to hearing instruments or bed shaker.

## Hearing instrument functions

Discreet and advanced hearing instrument control at the touch of a button.

*See pages 27 to 33 for details*



## Alerting functions

*See page 12*



Doorbell  
LED



Telephone  
LED



Smoke  
LED



Additional detectors  
can be added here



Acknowledge  
button

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# Getting started

Pages 7 to 10

What's in the box | page 8  
How it works | page 9

## What's in the box

1. Smart Alert remote
2. Nightstand remote charger
3. Telephone detector
4. Telephone adaptor
5. Doorbell detector
6. Smoke detector (only with Safety Awareness Package\*)
7. Bed shaker
8. Mounting hardware and self-adhesive velcro tape for installation
9. Batteries for detectors, remote, and back-up batteries for charger

Your hearing instruments are provided separately and come with their own User Guide. They are an integral part of your Smart Alert System.

Additional detectors (also referred to as transmitters) can be purchased through your hearing healthcare professional.

\*If you selected the Safety Awareness package, it includes 3 detectors: telephone, doorbell and smoke. If you selected the Awareness package, it includes 2 detectors: telephone and doorbell.

# How it works


Smart Alert™ System  
improves awareness  
24/7



## How it works:

- Detectors respond to specific household events and transmit identifying signals to the Smart Alert remote
- The corresponding LED icon lights up on the Smart Alert remote indicating which event is detected
- Smart Alert remote vibrates

## When your hearing instruments are in use:

- Smart Alert remote sends beep signals to the hearing instruments
- Non-urgent alerts (doorbell, telephone) are heard as a double beep. Urgent alerts (smoke) are heard as a faster quadruple beep
- Stop beeps by pressing acknowledge button 
- For urgent (smoke) alerts, the remote continues to vibrate and beeps sound in the hearing instruments until the situation is addressed directly at the smoke detector

## When your hearing instruments are not in use:

- The remote acts as primary alert when your hearing instruments are not in use. Alerts are indicated through the remote's LED icons and vibration
- At nighttime, the remote in the nightstand charger receives signals from the detectors, then activates the remote's LED icon lights as well as the bed shaker

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# System installation and alerting functions

Pages 11 to 26

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Customizing your Smart Alert™ System	

# Smart Alert™ remote

## What it does

Your Smart Alert remote is the communications hub of your system. It acts as a receiver of signals from the detectors, as well as sends signals to your hearing instruments and activates bed shaker. It, itself, is an alerting device: LED lights and vibration make you aware of a detector going off in the household.

In addition to alerting functions, your Smart Alert remote contains many of your hearing instrument functions. These are explained in the *Hearing instrument functions* section of this guide.



## LED ICONS

LED icons are picture-and-color-coded to specific events. When a detector activates, the corresponding LED icon illuminates for 30 seconds:

1. Green LED – doorbell
2. Yellow LED – telephone
3. Red LED – smoke
4. Orange LED – can be customized to indicate another type of detector, such as a baby cry monitor
5. Acknowledge button
6. Battery compartment


## Acknowledge button

For non-urgent events, pressing this button acknowledges and stops the beeps in your hearing instrument and vibration of your remote. However, the LED light on the remote will continue for 30 seconds. For urgent events (smoke detector), beeping, vibration and LED light can be stopped only by addressing the cause of the smoke alarm. (When testing the smoke detector, pressing the acknowledge button will stop the beeps. The vibration and LED light will continue for 30 seconds).

## Replacing the battery

The battery compartment is located on the back of the remote.

1. Remove the remote belt clip.
2. Slide the battery cover.
3. Grasp the old battery with your thumb and index finger and remove.
4. Insert the new battery into the battery compartment in the correct +/- position, placing the battery's minus(-) end into the compartment first.
5. Slide the battery cover door closed.

 **IMPORTANT NOTE!** *If replacing with non-rechargeable batteries, do not place remote in the nightstand charger.*

## Low battery warning

When the left and right indicator lights blink, alternating left and right for 2 seconds, your remote is warning you that its battery is low.

This warning will occur every 30 seconds when the battery is approaching end of life.

## Caring for batteries

Always discard batteries in a safe and environmentally friendly way.

To prolong battery life, remember to turn the remote off when not in use.

## Operating instructions

Before using your remote, turn on your hearing instruments to ensure they are able to receive the remote commands.

Your remote is designed to be used comfortably in your hand at a maximum distance of one arm's length. You do not have to point the remote at your hearing instruments. Placing the remote control directly next to or too close to your hearing instruments may decrease the remote's effectiveness.

## Caring for your remote

- If the remote control will not be used for long periods of time, open the battery compartment and remove the battery.
- Do not use your remote in the bath or shower or immerse it in water.
- If your remote does become wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls. Open the battery compartment and allow your remote to dry naturally for 24 hours.
- Protect your remote from excessive heat (hair dryer, vehicle glove box or dashboard).
- Do not drop your remote or knock it against hard surfaces.

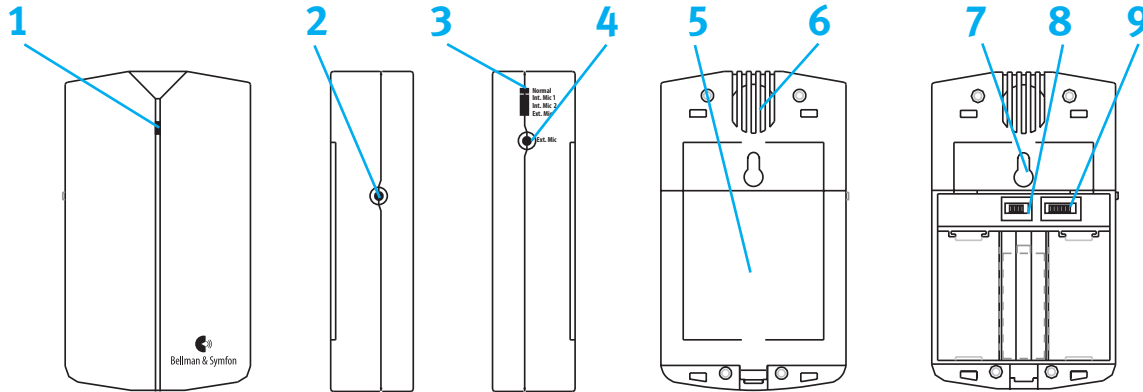
## Cleaning your remote

Do not use alcohol to clean your remote. Use a damp cloth to clean the outside of the remote.

# Doorbell detector

## What it is

The Smart Alert doorbell detector detects the sound of your doorbell, and transmits the signal to your remote, which alerts you through the remote's LED door icon and vibration alerts. The remote also sends beep signals to your hearing instruments or activates your bed shaker (when placed in the nightstand charger).



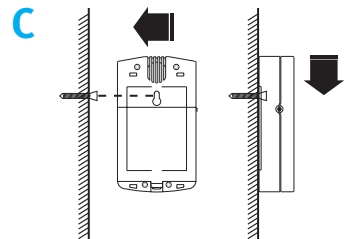
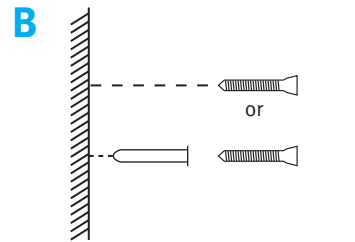
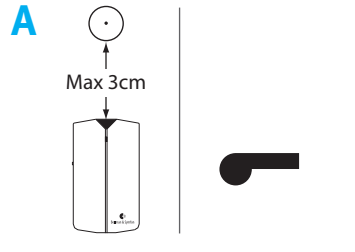
## Legend

- |   |                               |                     |
|---|-------------------------------|---------------------|
| 1. LED Transmission and battery indicator | 4. External microphone socket | 7. Key hole         |
| 2. Test button/push button                | 5. Battery cover              | 8. Signal switch    |
| 3. Programming switch (remains 'Normal')  | 6. Microphone                 | 9. Radio key switch |



## What you need to do: insert batteries, test and install

1. Open the battery cover (5). Insert supplied 9V battery by connecting the battery contacts and close the battery cover.
2. Press the test button (2). LED light on detector (1) will illuminate, as will green doorbell LED icon on remote, which will also vibrate. A beep alert will sound in your hearing instruments. Press acknowledge button on the remote to stop alerts. (If this does not work as described, please see troubleshooting section).
3. To install, position on wall or door so that “red triangle” is no more than 1.5 in/ 3 cm from doorbell’s chime box. Use either supplied screws to suspend from key hole (7), or self-adhesive velcro tape (see illustrations A – C this page). If tape is used, the wall on which detector is to be positioned can be cleaned using supplied wet wipe for best adherence.



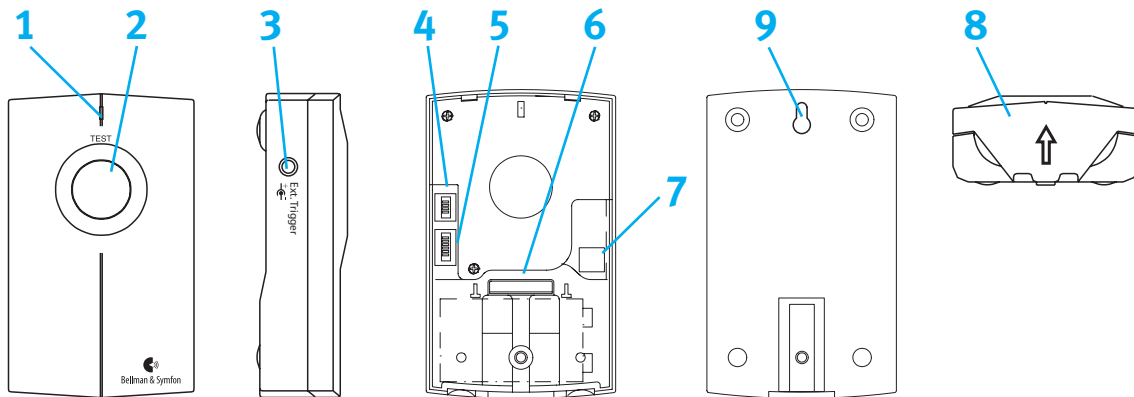
## TIP

Your doorbell detector should be able to detect most doorbells, including electromechanical ones and intercom phones, provided they emit a clear tone without any significant and rapid variations in sound.

# Telephone detector

## What it is

The Smart Alert telephone detector recognizes incoming calls and transmits a signal to your remote, which alerts you through the remote's LED telephone icon and vibration. The remote also sends beep signals to your hearing instruments or activates your bed shaker (when placed in the nightstand charger).



## Legend

- |   |                                 |   |
|---|---------------------------------|---|
| 1. LED Transmission and battery indicator | 4. Signal switch                | 7. Connection box for interior external trigger |
| 2. Test button/push button                | 5. Radio key switch             | 8. Battery cover                                |
| 3. Exterior external trigger              | 6. Analogue telephone connector | 9. Key hole                                     |

**What you need to do:  
insert battery, connect adaptor,  
test and install**

1. Open the battery cover (8).  
Connect the telephone cable to the telephone connector (6) and insert the adaptor plug in the telephone socket. Insert 9V supplied battery by connecting the battery contacts and close the battery cover.
2. Press the test button (2). LED (1) on the telephone detector will illuminate, as will yellow LED telephone icon on the remote. The remote will also vibrate. A beep alert will sound in your hearing instruments. Press acknowledge button on the remote to stop alerts. (If this does not work as described, please see troubleshooting section).

3. To install, position on wall or any level surface. Use either supplied screws to suspend from key hole, or self-adhesive velcro tape. If tape is used, the wall on which detector is to be positioned can be cleaned using supplied wet wipe for best adherence.



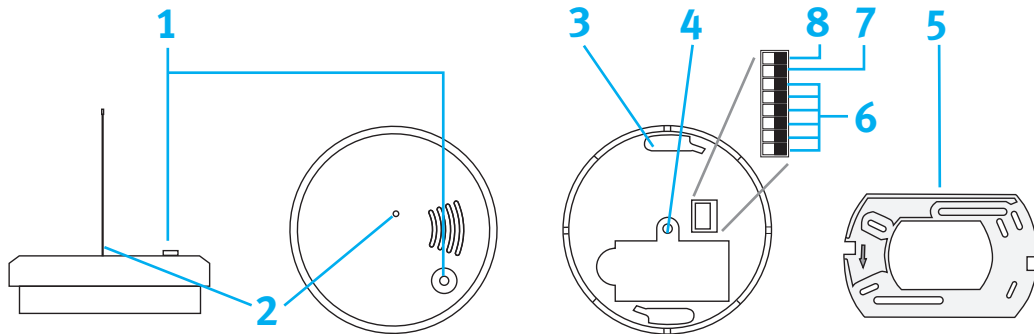
**NOTE:**

*Do not place detector on floor.*

# Smoke detector

## What it is

The Smart Alert smoke detector helps detect smoke and fire in the home. It is mounted on the ceiling, just like an ordinary smoke detector. Should it detect smoke or fire, it will sound an alarm, as well as send a signal to your remote. Your remote's LED smoke icon will illuminate and the remote will vibrate. The remote will send an urgent beep signal to your hearing instruments and activate your bed shaker (when placed in the nightstand charger).



## Legend

- |                                       |                     |  |
|---------------------------------------|---------------------|--|
| 1. LED Test button/sensitivity switch | 4. Battery cover    | 7. Broadcast switch  |
| 2. Antenna                            | 5. Ceiling bracket  | 8. Switch for BE-1460 Bellman Visit<br>868 Fire Alarm System |
| 3. Temperature sensor                 | 6. Radio key switch |  |



## IMPORTANT NOTES

*For urgent alerts from the smoke detector, beeping, vibration and LED icon on remote can be stopped only by addressing cause of smoke alarm.*

*A smoke detector containing a low battery will continue to alert you until the battery is replaced.*

*The alerts are a supplementary notification to the autonomous operation of the smoke alarm.*

*The alerting signal will depend on the environment and range.*

## What you need to do:

### insert battery, test and install

1. Attach mounting bracket (5) then install smoke detector by turning counter-clockwise. Insert 9V battery by connecting the battery contacts.
2. Wait about 10 seconds while the smoke detector carries out a self-test. The self-test is finished when LED (1) flashes once.
3. Extend antenna (2) so that it points down (fully extended outward). Hold down test button (1). After several seconds, the smoke detector will sound a shrill alarm and transmit a signal to your remote. The red LED smoke icon will illuminate on your remote, and your remote will vibrate. An urgent beep alert will sound in your hearing instruments. Press acknowledge button on remote to stop beep in your hearing instruments, the alerts on your

remote will continue for 30 seconds. (If this does not work as described, please see troubleshooting section).

### Placement of smoke detector: follow these guidelines as closely as your home permits:

- Place detector near or in place of current smoke alarm/detector, if possible at least 20 in/50 cm from any wall. If bedrooms are located in different areas of the house, it is recommended to install smoke detectors outside each bedroom.
- At least one smoke detector should be installed on each floor of a multi-storey dwelling.
- The antenna (2) should be straight and pointed directly down (or fully extended outward if the smoke detector is mounted on a side wall) to achieve the best coverage and communication between detectors and the remote.

- Confirm that the remote remains within smoke detector's coverage area: have someone else press the test button on the smoke detector when the system is on, while you move as far away from the detector with your remote as possible. If your remote activates, you are within range. If it does not, you'll know the remote is too far away from the detector to pick up its signals.
- Avoid installing detectors in kitchens, by fireplaces or in garages, as cooking, controlled fires and car exhaust may cause detectors to activate.
- Do not install detectors in damp spaces or close to fans.
- Never paint over smoke detectors.

# Nightstand remote charger

## What it is

The nightstand remote charger is used to recharge your remote. Place your remote in the charger every night before you go to sleep. This combination will ensure that you continue to receive alerts when you remove your hearing instruments at night. The remote will provide LED icon alerts and will signal the connected bed shaker if any of your Smart Alert detectors should activate during the night.




## Legend

1. Retention clip
2. Correct position of remote control
3. Test button
4. Battery charge status light
5. Power supply status light
6. Bed shaker plug-in
7. Charger cord outlet (underneath charger)

### **What you need to do: plug in, activate and connect bed shaker**

1. Connect power plug into the charger and then plug charger into an electrical outlet near your bed.
2. Pull tab to activate the 4 NiMH rechargeable batteries found in the bottom of the charger.
3. Connect bed shaker to charger by inserting the supplied bed shaker connector into indicated output on charger (see page 22 for bed shaker detail).
4. Test the bed shaker and back-up battery function by pressing the “Test” button. Batteries need to be charged.

### **Power supply status for nightstand charger**

 The LED light on the charger indicates the status of the power supply:

- A steady LED light indicates the charger is being powered by an external power supply.
- Flashing LED light indicates the charger is not connected to an external power supply but that the charger’s backup battery is providing sufficient charge for operation.

### **Battery charge status for Smart Alert remote**



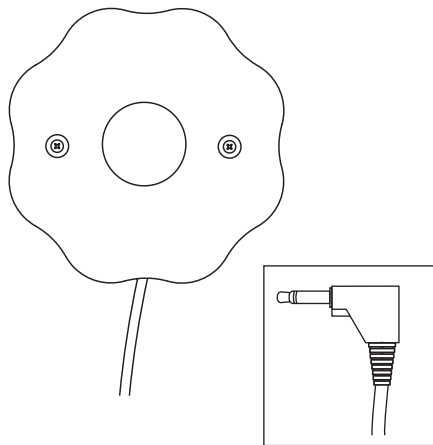
The charge level of the Smart Alert remote is indicated by the LED light pattern:

- A slowly flashing LED light indicates the Smart Alert remote battery is charging
- A constantly lit LED light indicates the Smart Alert remote battery is fully charged
- A rapid flashing indicates that battery in the Smart Alert remote is either damaged or that a non-rechargeable battery is accidentally inserted

### **TIP**

The nightstand remote charger has backup batteries that continue to charge the Smart Alert remote and supply power to the bed shaker in the event of a power failure. The rechargeable batteries for the charger are supplied with your system. It is critical that rechargeable batteries with the same capacity be used when replacing.

# Bed shaker




## What it is

The bed shaker is placed between mattress and box spring of your bed. When connected to the nightstand (with remote placed in charger), it provides a motion alert at night if one of your detectors should go off. This helps ensure that you are made aware of important alerts even when you are sleeping and your hearing instruments are not in use.

## What you need to do: connect to charger, place and test

- Connect the bed shaker to a power supply by inserting supplied connector into indicated output on the charger.
- Place the remote in the charger.
- Press test button on any of the detectors, and check that bed shaker vibrates. (If it does not, please refer to the troubleshooting section).

 **IMPORTANT NOTE!** Your remote must be placed in the charger for the bed shaker to be activated by an alert. The charger must be connected to a power supply or must have sufficient charge, as indicated by the LED light located on the charger.



### **Additional Bellman & Symfon detectors**

In addition to the detectors that come with your Smart Alert System, Bellman & Symfon offers a wide variety of alerting products, including baby monitors, which may be added to your Smart Alert System. Talk to your hearing healthcare professional for more information about customizing the system to meet your needs.

## Customizing your Smart Alert™ System

When you receive your Smart Alert System, it is set to a default “radio key” and ready to use with no further set-up required. However, in the event that you have a neighbor with a similar system, you may need to change the radio key to avoid interference. This can be done very easily using the radio key switch on each detector. All detectors must be set to the same radio key. After changing the radio key on each detector you will need to pair your Smart Alert remote with detectors, as described on the following pages.

## Pairing remote with detectors

1. Ensure all of your detectors are set to the same radio key. Remove the back cover from each detector and locate the radio key by referring to the component diagrams in this guide.
2. Choose any combination of up and down for the keys and repeat it identically for all detectors.
3. Put your remote in pairing mode by holding down the acknowledge button for approximately 6 seconds. The green and yellow LED icons will alternately illuminate. When they do, release the acknowledge button.
4. Once the 2 LED icons on the remote begin alternating, press the test button on any one of your detectors. If the pairing is successful, all 4 LED icons will alternately illuminate.
5. Pairing is complete for all detectors.

6. Press the test button of any of the detectors to check if the pairing was successful. Your Smart Alert remote should now give you the alerting signal.
7. If pairing is not successful, repeat Steps 3-6.

## Training the doorbell detector to identify different doorbells

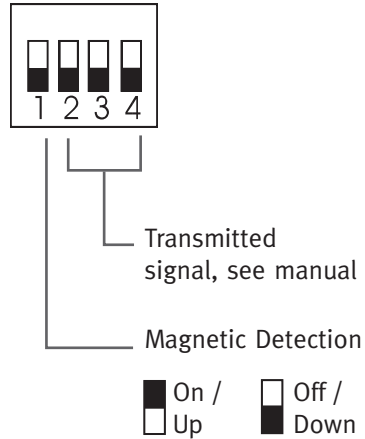
The doorbell detector can be trained if it does not activate when the doorbell sound is presented or if it triggers a false alarm. To train the doorbell detector, follow these steps:

1. Change the programming switch (on the side of the detector) from Normal to the desired position, either Int. Mic. 1 or Int. Mic. 2 or Ext. Mic. (for detection via optional Bellman External Door Microphone).
2. Place the doorbell detector near the doorbell.
3. Make sure that it is quiet.
4. Press the test button on the doorbell detector.
5. The LED lights up yellow to indicate that the doorbell detector is in training mode and is waiting for the doorbell signal.
6. Activate your doorbell.
7. The LED will now blink green while the doorbell detector analyses the sound.
- 8a. If the detector has been trained successfully, the LED will illuminate solid green and the doorbell detector is ready to use.
- 8b. If the sound cannot be analyzed, the LED will illuminate yellow. You can try to train for the sound again by repeating steps 1 to 6. If it still does not work, the doorbell has a sound that the doorbell detector cannot analyze.
9. Reset the programming switch on the doorbell detector to Normal position.

## Disabling the magnetic detection on the doorbell detector

If the doorbell is mechanical and therefore does not emit an electromagnetic field, the internal electromagnetic coil inside the detector can be disabled using the function switch inside the battery compartment.

The function switch #1 controls the electromagnetic sensor. It can be set so that only audio doorbell signals can be detected. This is useful if an electromagnetic field from an inductive loop system or transformer, etc. activates the doorbell detector.



## TIPS

You can train your doorbell detector to differentiate between up to 2 doorbells, provided that each sounds different. Your remote will then send you different signals for each so you'll know which door needs answering. To train the doorbell detector for a second doorbell signal, repeat steps 1 to 8 with a different internal microphone position.

Some sounds are difficult to analyze and therefore difficult to detect afterwards. Always check to ensure that the doorbell detector is detecting the doorbell correctly after training.

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# Hearing instrument functions

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# Hearing instrument functions

In addition to your alerting functions, your Smart Alert remote includes controls for your hearing instruments. It allows you to manage their performance in any situation, to best suit your listening needs. While your hearing instruments do adjust automatically, you may find in some circumstances that your personal adjustments further improve your listening experience. With your Smart Alert remote's hearing functions, you can conveniently modify volume levels, switch between listening programs and adjust the comfort and clarity of sounds, all in the palm of your hand.

Please note that this is a general guide and your hearing healthcare professional may have enabled or disengaged certain features of your remote, depending on your requirements. Always consult your hearing healthcare professional regarding any adjustments you may require to ensure that you are happy with your remote.

# Visual guide





## Legend

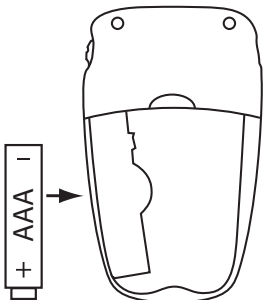
- 1 On-off switch
- 2 Left-both-right switch
- 3 Left (blue) indicator light
- 4 Right (red) indicator light
- 5 Clarity/Comfort scroll wheel
- 6 Volume control buttons
- 7 Home button
- 8 Program change button
- 9 LearnNow™ button
- 10 Battery compartment

## Turning your remote on and off

Your remote has an on-off switch (or travel lock) on the left side of the device. This does not effect alerting functions.

To turn the remote on, slide the switch into the on or unlocked position .


To turn the remote off, slide the switch into the off position . Sliding the switch to the off position will avoid sending unintentional commands to your hearing instruments (while the remote is in your handbag or pocket, for example).







## Selecting which hearing instrument to adjust

At the top of the remote, there is a left-both-right switch. This switch allows you to select the hearing instruments you want to adjust.

Slide the switch to the left position  to adjust your left hearing instrument only. The left (blue) indicator light will flash to indicate your left hearing instrument is being adjusted.

Slide the switch to the right position  to adjust your right hearing instrument only. The right (red) indicator light will flash to indicate your right hearing instrument is being adjusted.

Slide the switch to the center position  to adjust both hearing instruments. Both indicator lights will flash to indicate that your left and right hearing instruments are being adjusted simultaneously.

## Adjusting your hearing instruments

Your remote provides backlighting when it is first turned on and each time a button is pressed, allowing you to see the remote buttons in dimly lit environments.

## Adjusting the smartFocus™ scroll wheel for comfort and clarity



The smartFocus scroll wheel allows you to manage the levels of speech and background noise in your hearing instruments and provides an additional fine tuning adjustment beyond a traditional volume control.

Scroll the wheel up slowly to increase the clarity of sounds, such as speech.

Scroll the wheel down slowly to increase comfort in noisy listening situations.

As the wheel is adjusted, your hearing instruments may beep. Please refer to your hearing instrument guide for more detailed information about this feature.

## Volume control buttons



To increase the volume on your hearing instruments, press the + button on your remote.

To decrease the volume on your hearing instruments, press the – button on your remote.

As the volume is adjusted, your hearing instrument may beep. Please refer to your hearing instrument guide for more detailed information about your hearing instruments' volume beeps.

## Program change button



To change the currently set listening program on your hearing instruments, press the program change button. The hearing instrument will advance to the next listening program. Please refer to your hearing instrument guide to determine which programs are available to you and their program beep notifications.

## LearnNow™ button



The learnNow button teaches your hearing instruments the volume and smartFocus settings you prefer in different listening environments. When you press the learnNow button, your remote sends a command to your hearing instruments to change the pre-programmed volume and smartFocus settings to your new preferred settings. Your hearing instruments will remember your preferred levels, thereby personalizing these settings and minimizing the need for adjustments when you are in a similar listening environment in the future.



**Note:** *The learnNow button on your remote may be deactivated by your hearing healthcare professional and, therefore, could be inactive.*

## Home button



Pressing the home button returns your hearing instruments to their start-up program, similar to when you first turn on your hearing instruments. This button can be useful when you want your hearing instruments – regardless of the position of the left-both-right switch – to return to the start-up program and the volume and smartFocus settings when your hearing instruments are first turned on. Please refer to your hearing instrument guide to determine which program is your start-up program.

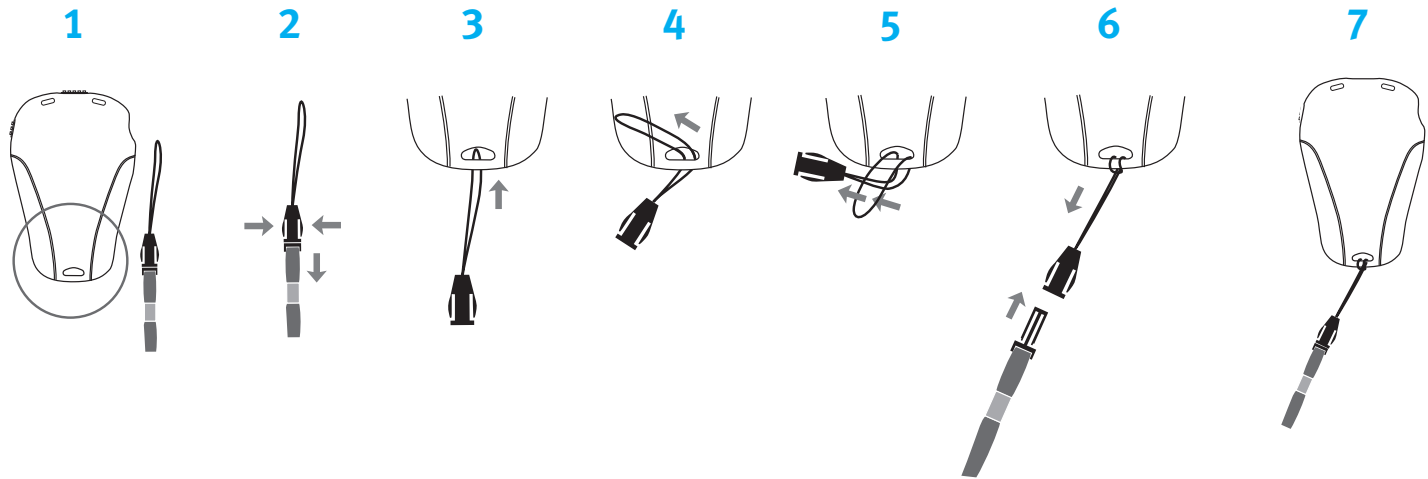
## TIP

The learnNow button will work only when your hearing instruments are set to the automatic program and should be pressed after you have adjusted the volume and/or smartFocus settings to your preferred levels. After pressing the learnNow button, your hearing instruments will beep if the command was successfully received. Please refer to your hearing instrument guide to learn more about the automatic program.

## Accessories

Your remote can be used with a lanyard so that you can carry the device around your neck or wrist. It also comes with a beltclip.

Attach the lanyard to your remote like this:



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# Troubleshooting guide

Pages 35 to 47

## Smart Alert™ remote – alerting functions

### PROBLEM

### POSSIBLE SOLUTIONS

#### Indicator lights on Smart Alert remote not flashing

- Not turned on
- Low/dead battery
- Poor battery contact
- Battery upside down

- Turn on (travel lock)
- Recharge battery in charging station
- Consult your hearing healthcare professional
- Insert battery minus (-) side down

#### Indicator lights flashing rapidly

- Low battery

- Recharge battery

#### Hearing instruments not responding to Smart Alert remote commands

- Holding the remote too far away from hearing instruments
- Only one side responds to Smart Alert remote

- Move remote closer to you
- Hold remote in front of you. Hearing instruments are in the range of the Smart Alert remote (not more than 105 cm); make sure you are not near devices that could create wireless interference with your system, such as cell phones, microwaves, old CRT monitors/TV units, etc.

#### The remote does not charge when it is in the charger

- The remote is not placed correctly in the charger

- Place remote in charger correctly. When remote is in charger correctly the charge light will be illuminated.
- Check that charger is plugged into outlet and functioning properly.

#### Nothing happens when I use the remote

- Low battery
- Remote is not activated
- Remote is locked

- Charge battery
- Unlock remote using slider

**PROBLEM****POSSIBLE SOLUTIONS****Indicator lights on Smart Alert remote not flashing**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Not turned on</li><li>• Low/dead battery</li><li>• Poor battery contact</li><li>• Battery upside down</li></ul> | <ul style="list-style-type: none"><li>• Turn on (travel lock)</li><li>• Recharge battery in charging station</li><li>• Consult your hearing healthcare professional</li><li>• Insert battery minus (-) side down</li></ul> |
|---|--|

**Indicator lights flashing rapidly**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Low battery</li></ul> | <ul style="list-style-type: none"><li>• Recharge battery</li></ul> |
|---|--|

**Hearing instruments not responding to remote commands**

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Holding the remote device too far away</li></ul> | <ul style="list-style-type: none"><li>• Move remote device closer to you</li></ul> |
|--|--|

## Doorbell detector

**PROBLEM****POSSIBLE SOLUTIONS****Nothing happens when doorbell detector is activated with test button**

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Door detector waits until it has been quiet for 2 seconds in order to avoid acoustic feedback.</li><li>• Low battery</li></ul> | <ul style="list-style-type: none"><li>• Try again</li><li>• Replace battery. Only use an alkaline 6LR61 or a lithium 6F22 type battery.</li></ul> |
|--|---|

## Doorbell detector

### PROBLEM

### POSSIBLE SOLUTIONS

#### The LED light on door detector lights up yellow when the doorbell detector is activated

- Low battery

- Replace battery. Only use 9V alkaline 6LR61 or a lithium 6F22 type battery.

#### The LED light on door detector lights up green when the doorbell detector is activated, but remote is not signaling

- Low battery in remote
- Remote too far from detector
- Doorbell detector set to wrong radio key

- Check battery in remote and recharge
- Move remote closer to detector
- Check that all detectors are set to same radio key. If required follow pairing instructions on page 24.

#### The doorbell rings but the detector is not activated

- Detector not positioned in optimal spot next to doorbell
- Can't detect doorbell sound

- Move detector around the doorbell both closer and further away. The maximum distance is 1.5 in/3 cm from the doorbell.
- Try to train detector to doorbell signal. If required follow pairing instruction on page 24.

#### The LED blinks yellow

- Door detector is exposed to electromagnetic field from loop system, etc.

- Turn off magnetic detection on door detector. INSTRUCTIONS on page 25.

#### Remote signals with no apparent reason

- There is probably another system nearby with same radio key that is interfering with your system.

- Change radio key on all units to different setting. INSTRUCTIONS on page 24.



## Telephone detector

### PROBLEM

### POSSIBLE SOLUTIONS

#### Nothing happens when the telephone detector is activated with the test button

- Low battery
- Replace battery. Only use 9V alkaline 6LR61 or lithium 6F22 type battery.
- The remote is not paired with the detector. Follow the instructions to pair.

#### The LED lights up yellow when the telephone detector is activated

- Low battery
- Replace battery. Only use 9V alkaline 6LR61 or lithium 6F22 type battery.

#### The LED lights up green when the telephone detector is activated, but the remote is not signaling

- Low battery in remote
- Remote too far from detector
- Telephone detector set to wrong radio key
- Recharge
- Move the remote closer to the detector
- Change radio key on all units to different setting. INSTRUCTIONS on page 24.

#### Remote signals with no apparent reason

- There is probably another system nearby with same radio key that is interfering with your system.
- Change radio key on all units to different setting. INSTRUCTIONS on page 24.

## Bed shaker

### PROBLEM

### POSSIBLE SOLUTIONS

#### The bed shaker does not vibrate when a detector is triggered

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Remote is not placed in charger</li></ul>                 | <ul style="list-style-type: none"><li>• Check that bed shaker is correctly connected to charger and remote is correctly inserted in charger.<br/>Check that both lights are illuminated on charger.</li></ul>                       |
| <ul style="list-style-type: none"><li>• Bed shaker is not connected properly to charger</li></ul> | <ul style="list-style-type: none"><li>• Ensure charger is connected to power supply and working properly.<br/>Press test button on top of charger to confirm connection between bed shaker and nightstand remote charger.</li></ul> |

## Smoke detector

### PROBLEM

### POSSIBLE SOLUTIONS

#### Nothing happens when the smoke detector is activated with the test button

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Low battery</li></ul> | <ul style="list-style-type: none"><li>• Replace battery. Only use 9V.</li><li>• Remote control is out of reach (wireless coverage area/distance)</li></ul> |
|---|--|

#### The remote occasionally indicates a smoke alarm for no apparent reason

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Low battery</li></ul> | <ul style="list-style-type: none"><li>• Change battery</li></ul> |
|---|--|

#### The smoke detector beeps and chirps in a different way from that indicated above for no reason

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• The smoke detector is defective and needs to be sent in for service.</li></ul> |
|--|--|

## TIP

When any of your non-urgent detectors are activated, the LED on the detector will illuminate in green, indicating the battery is in good condition. If the LED illuminates in yellow, the detector's battery is low and should be changed. On the smoke detector, the red LED light will flash approximately one time per minute when the battery is fully functional. Should the battery become low, the smoke detector will sound an advisory signal about once per minute. If it becomes completely depleted, the detector will briefly sound a smoke alarm until the battery is replaced or completely flat.



**NOTE!** *For any problems not referenced in this troubleshooting guide, please contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.*

## Warnings

- ⚠ Smart Alert remote should only be used as directed by your hearing healthcare professional.
- ⚠ Smart Alert remote uses a low-power, digitally coded inductive transmission to communicate to your hearing instruments. Although unlikely, interference with medical devices such as pacemakers is possible. Interference should not occur with normal use, holding the remote comfortably in the hand, 4 inches (10 cm) or more from the body. Therefore, it is recommended that pacemaker users do not keep the remote device in a breast pocket.
- ⚠ Do not use Smart Alert remote in explosion hazard areas.
- ⚠ Do not use Smart Alert remote in locations forbidden to use electronic devices, such as an airplane.

- ⚠ Store your Smart Alert remote in a safe location for CT and MRI scans or other electromagnetic procedures.
- ⚠ Changes or modifications made to Smart Alert remote not expressly approved by Unitron may void the user's authority to operate the equipment.

## Battery Warnings

- ⚠ Never leave your remote control or batteries where small children and pets can reach them.
- ⚠ Never put your remote control or batteries in your mouth. If a battery is swallowed, call a physician immediately.

## Precautions

- ⚠ If your Smart Alert remote fails to operate after you have correctly inserted a new battery, contact your hearing healthcare professional. Always bring both your Smart Alert

remote and your hearing instruments for service questions.

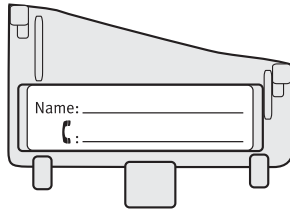
- ⚠ Your Smart Alert remote and your hearing instruments are given a unique communication code. Because of this code, your Smart Alert remote will not affect hearing instruments worn by others.
- ⚠ Your Smart Alert remote uses the most modern components to provide an extremely reliable experience with virtually no interference from other devices. However, when operating Smart Alert remote near a computer terminal, communication devices such as a digital cell phone, or other strong electromagnetic field, it may be necessary to be at least 24 inches (60 cm) away to ensure proper operation. If your hearing instruments do not respond to Smart Alert remote because of an unusual field disturbance, move away from the disturbing field.

## Declaration of Conformity

Hereby, Unitron declares that Smart Alert System is in compliance with the essential requirements and other relevant provisions of Directive 93/42/EEC. To obtain a copy of the Declaration of Conformity, please contact your local representative from the list of Unitron Distributors. This device complies with part 15 of the FCC rules and with RSS 210 of Industry Canada. Operation is subject to the following two conditions: (1) This device does not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Labeling

The serial number and year of manufacture are located inside the battery compartment. Please fill out the contact information sticker provided with your new Smart Alert remote which is located inside the remote's battery compartment.



## Guidance and manufacturer's declaration – electromagnetic emissions

The Model Smart Alert remote is intended for use in the electromagnetic environment specified below.

The customer or the user of the Model Smart Alert remote should assure that it is used in such an environment.

Emission test	Compliance	Electromagnetic environment – guidance
RF emissions CISPR 11	Group 2	The Model Smart Alert remote must emit electromagnetic energy in order to perform its intended function. Nearby electronic equipment may be affected.  The Model Smart Alert remote is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations/ flicker emissions IEC 61000-3-3	Complies	

## Guidance and manufacturer's declaration – electromagnetic immunity

The Model Smart Alert remote is intended for use in the electromagnetic environment specified below.

The customer or the user of the Model Smart Alert remote should assure that it is used in such an environment.


Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±6 kV contact ±8 kV air	±6 kV contact ±8 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.
Electrical fast transient/burst IEC 61000-4-4	±2 kV for power supply lines ±1 kV for input/output lines	±2 kV for power supply lines ±1 kV for input/output lines	Mains power quality should be that of a typical commercial or hospital environment.
Surge IEC 61000-4-5	±1 kV line(s) to line(s) ±2 kV line(s) to earth	±1 kV line(s) to line(s) No protective earth	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	$\leq 5\% U_T$ (95 % dip in $U_T$ ) for 0.5 cycle $40\% U_T$ (60 % dip in $U_T$ ) for 5 cycles $70\% U_T$ (30 % dip in $U_T$ ) for 25 cycles $\leq 5\% U_T$ (95 % dip in $U_T$ ) for 5 sec	$\leq 5\% U_T$ (95 % dip in $U_T$ ) for 0.5 cycle $40\% U_T$ (60 % dip in $U_T$ ) for 5 cycles $70\% U_T$ (30 % dip in $U_T$ ) for 25 cycles $\leq 5\% U_T$ (95 % dip in $U_T$ ) for 5 sec	Mains power quality should be that of a typical commercial or hospital environment. If the user of the Model Smart Alert remote requires continued operation during power mains interruptions, it is recommended that the Model Smart Alert remote be powered from an uninterruptible power supply or a battery.
Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	3 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.

NOTE  $U_T$  is the a.c. mains voltage prior to application of the test level.

## Guidance and manufacturer's declaration – electromagnetic immunity

The Model Smart Alert System is intended for use in the electromagnetic environment specified below.

The customer or the user of the Model Smart Alert remote should assure that it is used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – guidance	
			Portable and mobile RF communications equipment should be used no closer to any part of the Model Smart Alert remote, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. <b>Recommended separation distance</b>	
Conducted RF IEC 61000-4-6	3 Vrms 150 kHz to 80 MHz	3 V	$d = 1.2 \sqrt{P}$	Where $P$ is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and $d$ is the recommended separation distance in meters (m).
Radiated RF IEC 61000-4-3	3 V/m 80 MHz to 2.5 GHz	3 V/m	$d = 1.2 \sqrt{P}$ 80 MHz to 800 MHz $d = 2.3 \sqrt{P}$ 800 MHz to 2.5 GHz	Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey, <sup>a</sup> should be less than the compliance level in each frequency range. <sup>b</sup> Interference may occur in the vicinity of equipment marked with the following symbol: 
NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies.				
NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.				
<sup>a</sup> Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the Model Smart Alert remote is used exceeds the applicable RF compliance level above, the Model Smart Alert remote should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the Model Smart Alert remote.				
<sup>b</sup> Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3 V/m.				



## Recommended separation distances between portable and mobile RF communications equipment and the Model Smart Alert™ System

The Model Smart Alert remote is intended for use in an electromagnetic environment in which radiated RF Disturbances are controlled. The customer or the user of the Model Smart Alert System can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the Model Smart Alert System as recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation Distance according to frequency of transmitter m		
	150 kHz to 80 MHz $d = 1.2 \sqrt{P}$	80 MHz to 800 MHz $d = 1.2 \sqrt{P}$	800 MHz to 2.5 GHz $d = 1.2 \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance  $d$  in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where  $P$  is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz, the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

# Your Smart Alert™ System

The Smart Alert remote is a MEDICAL ELECTRICAL EQUIPMENT and needs special precautions regarding EMC and needs to be put in service according to the EMC information provided.

Portable and mobile RF communications equipment can affect MEDICAL ELECTRICAL EQUIPMENT!

## **Warning:**

The Smart Alert remote should not be used adjacent to or stacked with other equipment. If adjacent or stacked use is necessary, the Smart Alert remote should be observed to verify normal operation.

## **Declaration:**

The device under test has no essential performance. For surveillance purposes, the reception of alarms on frequencies 433 MHz and 868 MHz and their transmission on 40.96 kHz to the hearing aid were monitored.

## **Transmitter characteristics**

Frequency range = 37.1 to 45.2 kHz  
Modulation Type = CPFSK  
Radiated Power = 35.2 dB  $\mu$ A/m at 3 m

Hearing Healthcare Professional:

.....  
.....  
.....  
.....

Telephone:

.....

Model:

.....

Serial Number:

.....

Replacement Batteries:

.....

Warranty:

.....

Date of Purchase:

.....

## Unitron Distributors

### Manufacturer

20 Beasley Drive, P.O. Box 9017,  
Kitchener, ON N2G 4X1 Canada

### Australia

Level 2, Norwest Quay, 21 Solent  
Circuit, Baulkham Hills, NSW,  
NSW 2153

### Belgium

Baron de Vironlaan, 60  
b-1700 Dilbeek

### Canada

20 Beasley Drive, P.O. Box 9017,  
Kitchener, ON N2G 4X1

### China

No. 78, Qi Ming Road,  
Export Processing Zone District B,  
Suzhou Industrial Park, P.R. 215021

### Denmark

Nitivej 10, DK-2000 Frederiksberg

### European Representative

Daimlerstrasse 22, 70736  
Fellbach-Oeffingen, Germany

### France

5, rue Maryse Bastié – BP 15 69671  
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4131 PN VIANEN

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First Floor – Selborne House,  
Fourways Golf Park, Roos Street,  
Fourways, Johannesburg

### Spain

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Polígono de Canastell,  
03690 Sant Vicent del Raspeig.  
Alicante, España

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Förmansvägen 2, 4 tr  
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### United Kingdom

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Centre Park, Warrington, Cheshire  
WA1 1PD

### U.S.A.

Suite A, 2300 Berkshire Lane North,  
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Distributor



[www.unitron.com/smartalert](http://www.unitron.com/smartalert)  
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At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone.

smart alert™ system  
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