

USER GUIDE

blueassist

you're in safe hands

SPEAKER

blueassist

POWERED BY
blueforce

1300 731 716



Power



Connect



Info



Cancel



Help

USER ID

Your six digit CSID and ten digit SIM
can be found on the rear of your unit

MICROPHONE

POWERED BY

blueforce

blueforce.com.au/blueassist/

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BUTTON FUNCTIONS AND LIGHTS

Blueassist 4G's base unit has five buttons. The three buttons on the left; **Power**, **Connect**, and **Info**, all have associated notifications. If there is a message to be heard, a special mode activated, or an action required, these buttons will change colour from green to orange, blue or red.



POWER

The **Power** button is back-lit green, indicating your base unit is on. Press the **Power** button to hear the status spoken. Hold to turn the base unit off, press to turn it on.



On



Flashes orange when the mains power is disconnected.



Flashes red when the base unit battery is low.



Solid red when the base unit's battery is not functioning, or when it is missing.



No light – base unit is off.



CONNECT

Press the **Connect** button to hear the connection status for all enabled communication pathways to the monitoring centre. Press to send 'Daily Check' to monitoring, if configured to do so.



OK, and all enabled connections are available.



Flashes orange to indicate that a connection is not working, (but there is still one able to be used to send a call for help).
Solid orange when connecting to the 4G cellular network.



Flashes red to indicate there are no connections to monitoring and a call for help will not work.



Flashes blue in the event a 'Daily Check' is required.



No light – base unit is off.



INFO

Press the **Info** button to test your pendant or play a message. If there is a reminder, or an event notification pending, these messages will always be played first.

Messages can include a request to test your pendant, a reminder, or an event notification.



Flashes green when a friendly message is waiting to play.

Solid green, there are no messages.



Flashes orange to request an action.

Press to hear the request.



Flashes red when there is a critical warning message (e.g. emergency events or evacuation notice).

Solid red when in RF Learn mode



Flashes blue when a 'System Test' is required.

Solid blue when in RF Test mode



No light – base unit is off.



CANCEL

Press the **Cancel** button to cancel any function, including voice notifications, and to cancel a call for help during the loud alarm.

This button also enables and disables the 'Away Function'.

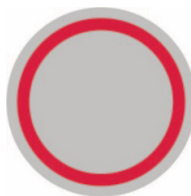


Flashes left to right while the 'Away Function' is enabled.

Solid orange when a call for help can be cancelled, during the loud alarm.



No light – normal operation.



HELP

Press the **Help** button to send an emergency alert (call for help) to Blueforce's monitoring centre.

The lights under the **Help** button will rotate while the call for help is in progress.

The **Help** button will be dimly back-lit during normal operation so it can be located in the dark.

PENDANT

WEARING YOUR PENDANT

Your pendant should be worn at all times including at night in bed. It is lightweight and hot waterproof, and should be worn in the bath and shower.

WARNING: The supplied necklace is designed to break under significant pressure. If you swap it for another cord or chain, please be aware that this could cause you harm if it catches on something and does not break.

RANGE TEST YOUR PENDANT

Press and hold the **Info** button for three seconds. It will turn solid blue and an audio message will repeatedly advise you have entered RF Test mode.

Each pendant should be range tested by activating it at multiple locations around the home where you may need help, including outdoor areas.

Remember to test from ground level so you are covered in the event of a fall, and check that the pendant's outer edge flashes red after each button press.

Once complete, press the **Cancel** button to exit RF Test mode and the base unit will announce "RF Test end."

As a safety feature, RF Test mode will also time out after ten minutes.

WARNING: It is important to range test your pendant(s) using the system's 'RF Test' process and NOT by sending additional calls for help to the monitoring centre. You can still call for help in RF Test mode by pressing the base unit's HELP button.

REPLACE OR LEARN A NEW PENDANT

Press the **Info** button three consecutive times. It will turn solid red and an audio message will advise you have entered RF Learn mode.

Press the button on each of the pendants you want to learn into your system and wait for the base unit to report the device as successfully learned, as well as its allocated zone number.

Once complete, press the **Cancel** button to exit RF Learn mode.

If a device has been learned, the base unit will announce "RF Devices Saved" or, if no changes have been made, will announce "RF Devices Restored."

As a safety feature, RF Learn mode will also time out after two minutes.

WARNING: If there is no space to learn another RF device or the RF device has a low battery, then the base unit will announce "There is a problem learning this RF Device."

BASE UNIT

VOICE MESSAGES

The base unit has automated voice messages that play during day time hours or in the event of a critical emergency notification.

During night time hours the lights under the buttons will change colour and/or flash only, unless you press the button to hear the message.

WARNING: If your base unit beeps continually this indicates it is not functioning as expected, please contact Blueforce immediately.

REQUESTING HELP

If you need help at any time of the day or night, press and hold your pendant's button, and count to three. The outer rim of pendant will flash red to let you know your call for help is being sent. Alternatively, press the large round **Help** button on your base unit to request help.

You will hear a loud alarm sound from the base unit and the **Help** button will illuminate red. Voice messages on the base unit will play to let you know the status of your request for help as it progresses.

TALKING TO AN OPERATOR

Following a call for help being sent to monitoring you will hear the operator speak, you can communicate with them by speaking to the base unit through the hands-free speakerphone.

WARNING: You will only be able to speak with the operator if you are within hearing distance of the base unit. Remember that your pendant will work in areas of the home even where you have conducted a range test even if the operator may not hear you there.

CANCELLING AN ALARM

During the initial alarm period after sending a call for help, you can cancel the alarm by pressing the base unit's **Cancel** button while back-lit in orange.

WARNING: Due to external factors it is possible that in exceptional circumstances the system may not operate as expected. Such factors include radio interference, lightning strikes or communication network outages. These are rare events but because they are outside our control, we cannot accept any responsibility for damages or other consequences resulting from any failure. If you suspect your system is damaged or not functional, please contact Blueforce on 1300 731 716.

OPTIONAL FEATURES

REMINDERS

If you have voice reminders enabled on your base unit, a message will play at a pre-set time. It will announce the time and type of reminder.

For example, "This is your ten thirty reminder. It is time to take your medicine," followed by, "Press **Cancel** to clear this message."



When a voice reminder is ready, the Info button flashes orange to request an action.

Press to hear the request.



Press the flashing orange **Cancel** button to acknowledge and clear the reminder. The message will repeat periodically until cleared or replaced by the next reminder.

DAILY CHECK

If your system has a 'Daily Check' enabled, the **Connect** button will flash blue at a pre-set time each day.



Press the **Connect** button to send a 'Daily Check' report to monitoring, and a voice message will play.

If you do not press the **Connect** button, the monitoring centre will try to make contact with you to check if you are OK.

AWAY FUNCTION

It is recommended to enable the 'Away Function' when you will be leaving home for an extended period of time (e.g. more than 24 hours).



Press and hold the **Cancel** button to enable the 'Away Function'. The **Cancel** button will flash left to right until the 'Away Function' is disabled upon your return.

Automated safety reports (e.g. pendant tracking and 'Daily Check') are turned off when the 'Away Function' is enabled, however a call for help can still be sent by pressing the **Help** button or your pendant.

When you return, press and hold the flashing **Cancel** button to disable the 'Away Function'. The base unit will announce, "Away mode disabled".

The 'Away Function' will remain enabled when sending a call for help using the **Help** button on the base unit.

As a safety feature, the 'Away Function' will be automatically disabled when a call for help is sent using your pendant.

SYSTEM INSTALLATION

TURNING ON AND OFF



To turn your system on, press the **Power** button until the welcome message plays, the green light indicates the system is on.



To turn your system off, press and hold the **Power** button until an instructional message plays, followed by four beeps. Continue to hold until you hear the last beep, and it will switch off.

WARNING: When the system is turned OFF, and there is no Power button light, your system will not operate, and you cannot send a call for help.

CELLULAR STRENGTH TEST

When first installing Blueassist, the **Connect** button will be solid orange while your system connects to the network.

It may take up to two minutes to achieve cellular connection upon installation and you should NOT continue until the **Connect** button turns solid green.

When the **Connect** light is green, press it to prompt the base unit to repeat back the connection status as either "Excellent" or "Good".

WARNING: If the connection status repeats back as "Poor" it is important to reposition or relocate the base unit to achieve better signal strength.

TEST PENDANT

You should test your pendant after installation, after learning a new pendant into your system, and after returning home from an extended time away.

Press the **Info** button. Any pending messages will be immediately played.

The base unit will then announce "If you would like to test your pendant, please press your pendant now."

Press your pendant.

The base unit will then announce, "Your test is being sent." This message will repeat while the unit establishes a connection to the monitoring centre.

You should shortly hear the base unit complete the test by announcing "Thank you, your pendant test was successful."

Please contact Blueforce immediately if you do not hear this confirmation message, or the base unit announces that your pendant test was unsuccessful.

WARNING: It is important to test your pendant using the 'Test Pendant' process and NOT by sending calls for help to the monitoring centre.

LOCATION

Do not unplug or move the base unit from the location it has been installed.

The location it is installed in has been tested to ensure it has good cellular connectivity and range with your pendant. Moving it could adversely affect the ability to send a call for help.

If you are moving to a new address, you will need to contact Blueforce to arrange a new installation and update your details.

WARNING: Do not cover the top of the base unit. This can affect the volume from the speaker and the visibility of the button indicators.

CLEANING & MAINTENANCE

- Do not spray your pendant or base unit with perfume, insect repellent, or similar harsh chemicals.
- Clean your pendant and base unit with a warm, well wrung out, damp cloth.
- Do not use abrasive or polishing cleaners.
- Do not immerse your base unit in liquid or position it in a place where liquids can be spilled on it.
- Do not try to open any part of your base unit or pendant.
- Do not stick objects in any of the holes or sockets on your base unit or pendant.
- Do not cut any of the wires connected to your base unit.



R-NZ
RoHS



> ABS+PC FR(40) <

DISCLAIMER

To the maximum extent permitted by law, both Blueforce and the manufacturer of your Blueassist system will not be liable or responsible to you for any damage, loss or injury, you may suffer or incur in connection with any failure of your system due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the various warnings set out in this guide. For more information, visit blueforce.com.au/terms-and-conditions/



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