



# Quick Touch™ Pendant

## User Guide





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# WARNINGS AND CAUTIONS

It is important for your facility to implement and enforce the following WARNINGS and CAUTIONS in order to keep all equipment functioning properly. Disregarding the information and instructions in this document is considered abnormal use and may result in injury or system failure.

## Warnings



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**ACCESSORIES (SUPPLIES)**—To ensure resident safety and proper operation of equipment, use only parts and accessories manufactured or recommended by RF Technologies, Inc. Parts and accessories not manufactured or recommended by RF Technologies, Inc. may not meet the requirements of the applicable safety and performance standards.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**EXPLOSION HAZARD**—These devices should not be used in the presence of flammable gas mixtures. It should also not be used in oxygen enriched atmospheres.

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**STATIC DISCHARGE**—Do not touch the conductor portion of any conductor or port. Damage to the device may result.

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**SYSTEM WIRING**—All permanent supply connections must be done in accordance with National Electric Code, NFPA 70.

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**INSTALLATION AND CONFIGURATION**—It is the responsibility of the facility to follow the installation instructions carefully, as outlined in the applicable system guides, and to use the components and supplies specified by RF Technologies, Inc. for all installations.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**INSTRUCTIONS FOR SET UP AND USE**—It is the responsibility of the facility to follow the instructions for set up and use carefully, as outlined in this manual, and to use the components and supplies specified by RF Technologies, Inc. for set up and use. Do not attempt to use extension cords or other equipment not supplied by RF Technologies, Inc.

**Failure to use the components and supplies specified by RF Technologies, Inc. may result in equipment and/or system failure.**

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**SYSTEM INSPECTION**—It is the responsibility of the facility to establish and facilitate a regular inspection schedule for your system. RF Technologies, Inc. recommends yearly inspections of your system for safety and performance by a qualified RF Technologies, Inc. representative.

To arrange for an inspection by RF Technologies, Inc., call our Technical Support Department at (800)-669-9946 or (262) 790-1771.

**Failure to provide regular inspection of these products may result in equipment and/or system failure.**

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**SYSTEM MAINTENANCE AND TESTING**—It is the responsibility of the facility to establish and facilitate a regular maintenance schedule for your system, as outlined in the applicable system guides. This includes regular inspection, testing, and cleaning. RF Technologies, Inc. recommends monthly maintenance and testing of your system. It is also recommended that your facility keep records of maintenance and test completions.

**Failure to provide regular maintenance and testing of these products may result in equipment and/or system failure.**

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**USER TRAINING**—Only users who have received adequate training on the use of the system, as outlined in this manual, should use the system. It is the responsibility of the facility to ensure all users have been trained.

**Failure to adequately train employees may cause system failure due to user error. In addition, incorrect use of the equipment may also result in system failure.**

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**MR UNSAFE**

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All RF Technologies transmitters, pendants and banding material “PRODUCT” have been determined to be MR Unsafe as defined by ASTM F 2503-05. Use of “PRODUCT” in a Magnetic Resonance Imaging system will cause injury to residents and staff, MR system malfunction or “PRODUCT” malfunction. Do not bring “PRODUCT” into the MR system area and follow your facilities policies to classify and label “PRODUCT” as MR Unsafe.

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## Bio-Incompatibility Notice

Do not use Pendants with people that have sensitivities or allergies to device materials. The device materials include Acrylonitrile butadiene styrene (ABS), Silicon, Rubber, and Neoprene.

## Cautions



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**DISPOSAL**—At the end of their service life the products described in this manual, as well as accessories (i.e. lithium batteries, banding material, disposable pads, etc.), must be disposed of in compliance with all applicable federal, state and local guidelines regulating the disposal of products containing potential environmental contaminants. Dispose of the packaging material by observing the applicable waste control regulations

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**RESIDENT GENERATED ALARMS**—Do not rely exclusively on resident generated alarms for resident care and safety. The alarm function of equipment in the possession of residents must be verified periodically and regular resident surveillance is recommended.

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**RESIDENT MONITORING**—The most reliable method of resident monitoring combines close personal surveillance with correct operation of monitoring equipment. It is the responsibility of the facility to periodically check on residents in possession of RF Technologies, Inc.'s equipment (i.e. Pendants, Pull Cords, Control Units) to mitigate risk of inappropriate use of equipment or strangulation and stumbling hazards from cables and cords.

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**PRODUCT WARRANTIES**—Failure to follow the Warnings and Cautions in this guide voids any and all Product Warranties.

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**WORN OR DAMAGED PARTS**—If the devices or cables are worn or damaged, you must have the product serviced. For more information, see the section entitled “Service and Return.”

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# PREFACE

## Overview

The Quick Touch™ pendant is part of the QR Plus system which immediately notifies staff when a resident requires attention, and provides details that are essential in responding quickly and competently to a resident's needs. The system offers a variety of devices, each of which interfaces with the Central Server to ensure that when a resident is in need, staff is alerted.

Quick Touch pendants send data to the Central Server on a regular basis. When an event occurs that warrants a response, staff is alerted by an audible alarm from the Central Server, a message is displayed on-screen, and the designated staff is summoned to respond to the situation. Staff can also be notified of an event via pager or other messaging devices.



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**WARNING:** The QR Plus Solution (hardware and software) is designed and intended to work in conjunction with a facility's overall resident security program, including reasonable operating policies and procedures.

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## Intended Audience

The Quick Touch Pendant User Guide is intended for caregivers who use the pendants. It includes detailed information about batteries, care and cleaning, testing, alarms, and pendant specifications.

## **Contact Information**

For more information about RF Technologies, Inc. products, go to [www.rft.com](http://www.rft.com).

### **Technical Support**

For technical support, contact the Technical Support Team at:

(800) 669-9946, option 5 or (262) 790-1771

[tech@rft.com](mailto:tech@rft.com)

### **Customer Care**

For questions on part replacement or for ordering new parts, contact the Customer Care Team at:

(800) 669-9946, option 2

[customercare@rft.com](mailto:customercare@rft.com)

### **Sales**

For questions regarding system add-ons, contact your Sales Manager.

## **Product Warranty**

Product Warranty information can be found with your original system proposal and invoice.

# GENERAL INFORMATION

## Introduction

This chapter provides general information about the pendants. It includes information on:

- Batteries
- Alarm activation and clearing
- Wearing the pendant

## Pendants



The Quick Touch™ Pendant is a small wireless transmitter that enables residents to call for assistance. The pendant communicates wirelessly to the Code Alert® nurse call system and upon activation, it vibrates to provide tactile feedback to the resident along with bright LED flashes until cleared by the care giver.

The sealed, one-piece waterproof housing on the Quick Touch Pendant makes it suitable for use in showers and durable enough to withstand exposure to common substances (i.e. soap and hand lotions).

The dark grey activation button on the front of the Quick Touch Pendant is easy to see. It is also recessed and dimpled which makes it easy to locate by touch.



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**SUBMERSION**—Prolonged submersion may result in equipment and/or system failure and voids any and all Product Warranties.

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## Battery

RF Technologies uses only Panasonic 3.0 V Coin Cell Lithium Battery model # CR 2032. These batteries provide 10 to 30 percent more power than other batteries of the same size.

Based on use, it will last approximately 1 year.



### To activate the pendant:

The replaceable 3V coin cell battery will need to be installed in order to activate the Pendant.

1. Insert the coin cell battery into the battery compartment. Be sure to align the positive (+) end of the battery (plus side up) as marked inside the battery holder.
2. Place the battery door so that the arrow lines up with the open padlock icon. Use the alarm clearance card or quarter and turn clockwise until locked.
3. Press the activation button to verify the pendant alarms then clear the alarm with the Clearance Card.

**To insert or replace the battery:**

1. Using the alarm clearance card or a quarter, turn the battery door counter-clockwise to unlock (align with open padlock icon).
2. Remove the battery door.
3. Insert the CR2032 coin cell battery in the battery compartment. Be sure to align the positive (+) end of the battery (plus side up) as marked inside the battery holder.
4. Place the battery door so that the arrow lines up with the open padlock icon. Use the alarm clearance card or quarter and turn clockwise until locked.
5. Press the activation button to verify the transmitter alarms then clear the alarm.

## Alarms

When a resident activates the button on a Quick Touch Pendant, an Assistance Required alert is generated.

If the Quick Touch Pendant is supervised, and no messages are received from the Pendant for at least the supervision interval, a Communication Failure alert is generated.

### Alarm Activation



To activate the alarm, press and hold the button for at least one second. When activated, the Quick Touch pendant vibrates briefly and the red light flashes until the alarm is cleared.

## Low Battery



When a low battery is detected, the software will generate a low battery alarm. The Staff will have two days to replace the battery before the yellow low battery LED on the bottom of the pendant begins to blink, informing the resident of the condition.

The yellow LED continues to flash for 5 days then the pendant will automatically go into storage mode unless the battery is replaced.

## Alarm Clearing

The Quick Touch Pendant comes with an Alarm Clearance Card to clear alarms. Place the dot on the alarm clearance card over the activation button.



The red LED will stop flashing and a blue LED will rapidly flash 6 times to indicate the alarm has been cleared.



The alarm can also be cleared by pressing the activation button quickly 3 times. When the blue LED flashes twice, quickly press the activation button three more times. The blue LED will rapidly flash 6 times to indicate the alarm has been cleared.

## Wearing the Pendant

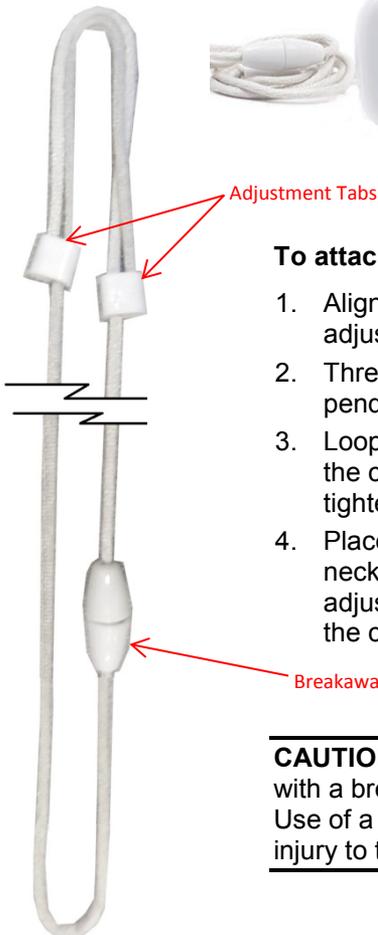
There are three options for wearing the Quick Touch Pendant:

- around the neck
- on the wrist
- attached to a belt

### Around the Neck



The Quick Touch Pendant with neck lanyard is designed to be worn around the neck.



#### To attach the lanyard:

1. Align the lanyard cord so that the adjustment tabs are even.
2. Thread the opposite end through the pendant's attachment loop.
3. Loop the adjustment tab end through the cord to make a simple girth knot and tighten.
4. Place the lanyard around the resident's neck and pull both sides of the adjustment tabs to adjust the length of the cord.

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**CAUTION:** The neck lanyard is designed with a breakaway feature for resident safety. Use of a stronger cord or chain may result in injury to the wearer.

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### On the Wrist



The wristband is waterproof and comes attached to the Quick Touch Pendant. The wristband is a standard 16mm width allowing for easy replacement.

**NOTE:** Replacement wristbands must be of similar thickness and material. Metal wristbands are not suitable as the attachment is not reliable.

### Attached to a Belt

An optional belt attachment kit is available to wear the Quick Touch Pendant on a belt.



# STORAGE

## Storage Mode

The Quick Touch Pendant is equipped with an internal backup battery and is shipped in storage mode. Storage mode is the lowest state of the internal battery and designed to protect its life.

Storage mode should be used when the pendant is left dormant for a significant period of time. However, the pendant should not be left in storage mode for more than 12 months.

When the pendant is in storage mode, it will not transmit alarms or check-in messages. The pendant will automatically go into storage mode during check-in times if the coin cell battery has been removed.



**NOTE:** Pendants should be stored in ambient conditions (69 to 73 degrees Fahrenheit).

### To put the device in storage mode:

1. Unlock the battery door and remove the battery.
2. Press the activation button for at least one second. The red LED flashes and the pendant vibrates briefly confirming that the pendant is now in storage mode.
3. Replace the battery door over the empty battery chamber.
4. Relock the battery door.



**NOTE:** If the alarm activation button is pressed when the device is in storage mode and the battery is not installed, the yellow LED illuminates briefly to indicate a missing battery condition.

### **To remove the device from storage mode:**

1. Unlock the battery door and place a battery in the battery compartment, ensure that the positive terminal (+) faces up.
2. Replace and lock the battery door.
3. Press the activation button for at least one second. The red LED flashes and the pendant vibrates briefly confirming that the pendant is no longer in storage mode.
4. When the button is pressed, an alarm message and reset message are sent to the head end application.
5. Clear the alarm to stop the red LED from flashing.

# TESTING AND CARE

## Testing

The Quick Touch Pendant should be tested monthly to ensure operation.




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**CAUTION:** You must test all pendants prior to use to verify proper operation. This includes every time that the band is replaced. Failure to test the pendants before use can result in system failure and/or an elopement. In addition, failure to test transmitters voids the RF Technologies Product Warranty.

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## Visual Inspection

1. Visually inspect the pendant for damage or loose parts.

## Operation



1. Press the activation button for at least one second and ensure that the red LED flashes, the pendant vibrates and an Assistance Required alarm is generated.
2. Clear the alarm using the Alarm Clearance Card (place the dot on the alarm clearance card over the activation button).
3. ensure the red LED stops flashing, and the blue LED rapidly flashes 6 times to indicate the alarm has been cleared.

## Cleaning and Care

Cleaning should be done by hand using a damp cloth and mild soap or disinfectant wipes designed for household use.



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**CAUTION:** To avoid damage to the Quick Touch Pendant, cleaning should only be performed with the battery door in place and in the locked position.

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**The following equipment and processes must never be used:**

- Steam autoclave or commercial sterilization procedures using heat, chemical, gas or radiation techniques
- Dishwasher or washing machine
- Soaking or suspending the pendant in water or any other liquids

# SPECIFICATIONS

## Quick Touch Pendant



<b>Size</b>	1.6" H x 1.6" W x 0.5" D
<b>Weight</b>	0.6 oz
<b>Color</b>	Off White Pendant with Gray Button
<b>Power Requirements</b>	3.0V Coin Cell Lithium Battery, CR 2032 1 year battery life (5 alarms per day) Internal non-replaceable battery lasts 3+ years
<b>Frequency</b>	902-928 MHz, Frequency Hopping Spread Spectrum
<b>Operating Temperature</b>	32°-140°F, up to 90% relative humidity (non-condensing)
<b>Water Protection</b>	Water Proof (IP 67)
<b>Regulations</b>	FCC, Part 15b Conforms to UL Standard 2560

<b>Part Number</b>	<b>Description</b>
1200-7875	Quick Touch Pendant with Necklace
1200-7876	Quick Touch Pendant with Wristband
1200-7871	Replacement Adjustable Necklace
1200-7872	Replacement Wristband
1200-7873	Belt Loop Attachment
1200-7870-5K	Alarm Clearance Card with retractable holder (5 pack)
1200-7874	Replacement Battery Door

# REVISION HISTORY

<b>Revision</b>	<b>Change</b>
A	Release
B	Added user activation information
C	Updated format and logos Updated copyright dates, contact information, and graphics Updated Cleaning and Care section



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