



# **HELP ALERT® Fob**

## User Guide





*RF*TECHNOLOGIES®

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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 PCB or battery contacts. 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.

**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 reviewing the system health on a monthly basis.

To arrange for a quarterly 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. 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 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, 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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**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 are worn or damaged, you must have the product serviced. For more information, see the section entitled “Service and Return.”

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## Federal Communication Commission (FCC) Compliance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This portable transmitter with its antenna has shown compliance with FCC’s SAR limits for general population / uncontrolled exposure. The maximum listed SAR level is 0.18 W/kg (body). The antenna used for this device must not be co-located or operating in conjunction with any other antenna or transmitter.

# PREFACE

## Overview

This guide provides detailed instructions about using the HELP ALERT<sup>®</sup> Fob as well as specific requirements.



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**WARNING:** The HELP ALERT System (powered by Pinpoint) is designed and intended to work in conjunction with a facility's overall security program, including reasonable operating policies and procedures. It is the responsibility of the facilities security team to maintain their best practices and operating procedure based upon HELP ALERT notifications.

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## Intended Audience

This User Guide is intended for users who use the HELP ALERT devices. It includes detailed information about care and cleaning, testing the devices, alerts, and device 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

[customer care@rft.com](mailto:customer care@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 fobs. It includes information on the HELP ALERT® devices, displays, alarms, and changing batteries.

## Device



The HELP ALERT Fob is a small wireless transmitter that enables users to call for assistance and to be located within their facility. The device is designed to appear as a normal key fob, and a press of the thumb button sends a silent wireless signal to the HELP ALERT software and then silently provides location information to the HELP ALERT system so security staff can track the user's location if it changes. Upon activation, it can vibrate to provide tactile feedback to the user and a bright LED flashes until cleared.

For a device configured with the optional Mass Notification feature, a secondary set of squeeze buttons provide a Mass Notification alarm that can alert all staff to security situations.

**NOTE:** To prevent damage to the device, avoid humid/wet conditions and dropping the device.

Email and SMS notifications can be configured to monitor for alerts or devices requiring assistance (such as battery replacement).

## Display



The LED on the device will provide feedback on to what the device is doing (see the LED Light Guidelines for additional information).



The device has 3 buttons:

- The primary button on the top activates an alarm within the software.



- The two side buttons will activate a secondary alarm. The secondary alarm is activated by simultaneously pressing and holding both side buttons for ~2 seconds. Once activated, the device will vibrate to let the user know the alarm has been sent.

**NOTE:** If Mass Notification is enabled and configured in the software, the Mass Notification event will occur when both buttons are pressed.

If Mass Notification is not configured in the software, then the secondary button activation will trigger a Priority Alert.

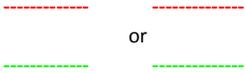


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**RADIO FREQUENCY:** The radio frequency (RF) characteristics of certain building materials may interfere or block the device's signal.

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LED Sequence (over 10-15 sec)	Meaning	How to Respond
	Alarm is escalated to MassNote triggered	The sequence was started by user holding both side buttons for > 2 second during alarm
	Device is in alarm	No action required
	Device is in MassNote alarm	No action required
	Device Alarm has been acknowledged	No action required
	MassNote Alarm has been acknowledged	No action required
	Device is not receiving updates from system server	Attempt to move within range of the network
	Rapid red blinking – Firmware is being updated	Wait until finished before use
	Red-green-red flashing – Device configuration is being updated	Wait until finished before use
	User has forced the Device to check in	Sequence was started by user pressing button five times
	Forced Device check-in not reaching system server	Attempt to move within range of the network, or retry
	Device Blinking Orange once a second – Device was reset to manufacturer defaults	Exchange with supervisor

LED Sequence (over 10-15 sec)	Meaning	How to Respond
	No Activity – Device may not be functioning	Remove/Replace Batteries, or exchange with supervisor

## Activate

HELP ALERT devices are pre-configured to customer specific environments. To activate the device, insert the batteries.

## Batteries

RF Technologies uses only Energizer Ultimate Lithium AAA batteries (model # LR92). These batteries provide more battery life than other batteries of the same size. Depending on pendant use, the batteries will last approximately 6 months.

### To replace a battery:

1. Unlock the battery door with the provided wrench tool.



2. Open the battery door.



3. Remove the old batteries and dispose of properly.
4. Insert the new LR92 batteries in the battery compartment. Be sure to align the positive (+) end of the battery (plus side up) as marked inside the battery holder.



5. Close the battery door
6. Lock the battery door either with the provided tool, or by rotating the latch.

## Software

### To open the software:

1. Navigate to the URL provided by the system administrator
2. Log in using your assigned username and password
3. Help Alert page is displayed

## Alerts

If there are no alerts in the system, the Help Alert page will contain a message stating there are No Active Alerts.

When an active alert is triggered by an individual pressing the Alert button on their device or when an equipment tracker has been tampered, the Help Alert page will display an alert notification card and map location.

## Alarm Activation

### Trigger an Alarm

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



### Trigger a Mass Notification

Firmly press and hold the two side buttons until you feel the device vibrate (~2 seconds)



## Device in Alarm

The LED light displays **RED** for 10 seconds at a time to indicate that the device is in an alarm state



## Mass Notify in Alarm

The LED light displays **BLUE** for 10 seconds at a time to indicate that the device is in an alarm state

**NOTE:** As the other devices in the system receive the mass notification signal, they will vibrate and enter the mass notification state as well.



## Device Acknowledge



When a responder has indicated that help is on the way, the LED light will display **GREEN** for 10 seconds at a time.

## Alarm Tracking

1. If one or more alerts are active in the system, a **RED** card will appear on the left-side of the screen containing information about who triggered the alarm and their calculated location.

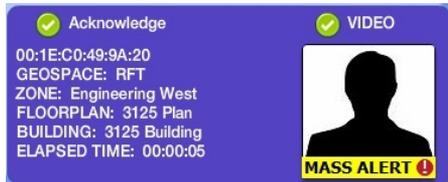


2. Priority Alarms will show first and have a Priority indication on the card



3. The right-side of the screen will display a map of the floor/building

- When a mass notification is triggered, a **PURPLE** card will appear on the left-side of the screen containing information about who or what triggered the alarm and their calculated location.



- Mass Alert alarms will **always** display first in the list and have a MASS ALERT indication on the card



## Initiating Mass Notification



- If the notification needs to go out to all participants, click the **YELLOW MASS ALERT** banner to initiate the mass alert
- If asked Are you sure you want to broadcast this MASS ALERT?, click the **Yes** button

**NOTE:** This will only appear when Mass Notification User Consent has been configured for the system

- Every device within the system will start to alarm and the **RED** cards will appear in the list

## Alarm Acknowledge

1. Address the alert(s) according to priority by clicking the alert's information card on the left-hand side of the screen
2. Click the **Acknowledge** button to indicate that the alert has been seen
3. The card will turn **ORANGE** to differentiate it from any new alarms that might appear in the system



4. Once a responder has Acknowledged an alert in the software, the LED light on the alarming device will turn **GREEN** to indicate to the user that assistance is on the way

## Alarm Acknowledge – Mass Notify

1. Click the **Acknowledge** button on the original Mass Alert notification to indicate that the alert has been seen
2. The card will turn **ORANGE** to differentiate it from any new alarms that might appear in the system



3. The cards for every device listed within the system will stay **RED** until the user pushes the main button on their fob, acknowledging that they received the notification.

4. Once a user pushes their button, their card will turn to **ORANGE**.
5. Once a responder has Acknowledged an alert in the software, the LED light on the alarming device will turn **GREEN** to indicate to the user that assistance is on the way

## Alarm Clearing

1. Once an alert situation has been Acknowledged and addressed according to your facility's protocols, click the **Clear** button
2. The application requires the user to select a Reason Type and optionally, the user can enter a brief explanation of the situation before the alert can be cleared.



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You cannot clear individual devices when a mass notification alarm has been triggered. Clearing must be done on the original alert. Once the Mass Alert notification is cleared, all devices within the system will be cleared

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# TESTING AND CARE

## Device Testing

Prior to use, verify the device is ready to use by checking the LED indicator.

The status LED should be blinking green. This indicates that the device is within range of the WiFi network and will alarm in the software if the button is pressed.

## Periodic Testing

1. Make sure before testing your device that you have followed all the protocols in place by your facility to indicate you are performing a test.
2. In the Help Alert software, flag the next alarm for your device (via MAC ID) as a Test. To do this you need Administrator credentials.
3. Push and hold the button on the device you are trying to test.
4. When the alert is seen in the software, follow the protocol in place to acknowledge and clear the alarm.
5. Your facility must keep the records for test and device inspection.

## Visual Inspection

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

## **Alert Operation**

1. The main button acts as the primary alert trigger. When the button is held for the amount of time configured in the software (default is 1 second), the device will enter into an alarm state and send the alert information to the HELP ALERT server.
2. The device's location will update in the software every 10 seconds and no other action is required from the user. Acknowledging and Clearing alarms happens in the software.

## **Mass Notify Operation**

1. The two side buttons act as the Mass Notification trigger. When both side buttons are held down simultaneously for the appropriate amount of time (~2 seconds), the device will vibrate and the LED will turn blue to let the user know that a Mass Notification alert has been sent to the server.
2. The device's location will update in the software every 10 seconds and no other action is required from the user. Acknowledging and Clearing alarms happens in the software.

## **Storage**

Store unused devices in an area that has adequate WiFi coverage to prolong battery life.

Avoid storing devices in metal drawers or lockers as this will drain the batteries quicker.

## Device Cleaning and Care

This section provides detailed information about cleaning and caring for a HELP ALERT device.



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**CAUTION:** Use of non-approved cleaners can cause permanent damage and will void any and all warranties.

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**CAUTION:** Using an approved cleaner does not confirm the suitability of the cleaner to meet your infection control standard; it only indicates that the device will not be harmed by the cleaner.

The devices may be wiped with approved cleaners during cleaning, but must NOT be soaked. Soaking may result in equipment and/or system failure.

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**NOTE:** In order to avoid inadvertent alarms, cleaning procedures must be performed with care so as to not press the buttons.

**Approved Cleaners**

Clean the device with a rag moistened with warm soapy water only.

**Non-Approved Cleaners**

These cleaners may cause plastic embrittlement and erosion.

Other cleaning agents (such as Isopropyl Alcohol) will weaken or damage the device.

3M <sup>®</sup> Neutral Quat	Hi-Tor <sup>®</sup> Plus
Airx <sup>®</sup> 109A	Isopropyl Alcohol
Cavicide <sup>®</sup> Caviwipes <sup>™</sup> Cavicide1 <sup>™</sup> Caviwipes1 <sup>™</sup>	PDI <sup>®</sup> Sani-Cloth <sup>®</sup> HB PDI <sup>®</sup> Sani-Cloth Plus PDI <sup>®</sup> Super-Sani PDI <sup>®</sup> Sani-Cloth <sup>®</sup> AF3
Clorox Healthcare <sup>®</sup> Hydrogen Peroxide Cleaner Disinfectants	Quest 256 <sup>®</sup>
Ecolab <sup>®</sup> Quik Fill 920	Steriplex <sup>®</sup> SD RTU
Health-Tec <sup>™</sup>	Virex <sup>®</sup> II-256 Virex <sup>®</sup> TB Virex <sup>®</sup> HB
Bleach Cleaners containing Bleach	Cidex <sup>®</sup> Activated Cidex <sup>®</sup> Plus Cidex <sup>®</sup> OPA
3M <sup>™</sup> Phenolic	

# SPECIFICATIONS

## Help Alert Fob



<b>Size</b>	8.0 x 2.5 x 2.75 cm (without bracket)
<b>Weight</b>	2.1 ounces
<b>Color</b>	Black
<b>Operating Temperature</b>	32–140° Fahrenheit 95% non-condensing, relative humidity
<b>Storage Temperature</b>	-40–140° Fahrenheit
<b>Composition</b>	Latex Free ABS Plastic
<b>Battery Life</b>	6 month, Energizer L92 – AAA Lithium
<b>Frequency</b>	2.412 – 2.462 GHz
<b>Regulations</b>	FCC, Part 15.212

<b>Part Number</b>	<b>Description</b>
1000-9165	Help Alert Fob w/Mass Notification
1000-9176	Help Alert Fob
0800-0582	Belt Clip for Help Alert Fob
0500-0226	Cap Lock Wrench for Help Alert Fob
0490-0507	Lanyard w/Breakaway Connector and Key Ring
1000-9180	Mounting Bracket w/Hardware for Help Alert Fob

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# REVISION HISTORY

Revision	Change
A	Release
B	<b>Updated:</b> Enhanced graphics <b>Updated:</b> Added clarification to user instructions
C	<b>Updated:</b> Acknowledging a mass notification alert <b>Updated:</b> Specification part numbers <b>Updated:</b> Alarm sections to clarify differences between an alert and a mass notify alert
D	<b>Added:</b> Mounting bracket part number

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3125 North 126th Street, Brookfield, WI 53005  
Phone 800.669.9946 fax 262.790.1784  
[www.rft.com](http://www.rft.com)



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