

**Q) Low Battery light is flashing on Monitor?**

A) Replace the 3 x AA Batteries in the rear of the monitor. These last 3-4 months.

**Q) My Resident is resetting the monitor how can I stop this?**

A) The Reset button can be turned off and the monitor can then only be reset by a caregiver key. To do this move the switch on the left hand side of the monitor from Reset Button ON to Reset Button OFF

**Q) My monitor is very quiet how do I increase the volume?**

A) To increase the volume open the battery cover on the back of the monitor and adjust the volume wheel. Scroll the wheel to the right to increase and to the left to decrease.

**Q) How do I program a monitor to a pad?**

A) Please contact your distributor and ask for RG7 Transmitter set up instructions.

**Q) When the monitor alarm sounds I press Reset but all the lights come on and it doesn't silence. What is wrong?**

A) Nothing wrong. The monitor has been set to the caregiver Key option therefore the Reset button is turned off. You will need to either;

- Use a caregiver key, or
- Turn on the Reset key again by switching the switch on the left hand side of the monitor to reset button on.

**Q) My Monitor is flashing up 'Monitor Not in Use' / 'Pad Signal Lost'. Why is this?**

A) This can be for a couple of reasons;

**1. The pad has lost signal with the monitor (out of range).**

To resolve, ensure the sensor pad and monitor are within a 15m radius then trigger the pad to initiate connection.

**2. The transmitter has turned off or has a low battery.**

First check the ON/OFF switch on the transmitter. If already ON and still not working then check the LED Status light on the back of the transmitter. To test the light, trigger the alarm and the LED light should illuminate for several seconds, if this is faint or not illuminating at all then the batteries need replaced. Contact your distributor and order a replacement RG7.

**Q) Can I change the tone on my monitor?**

A) Yes, you have the option of 3 different tones. Open the battery cover on the back of the monitor and adjust the switch accordingly.

## R09-0017 – Wireless Monitor Only (RG2)



Q) My Monitor alerts too quickly and keeps alarming when the resident is still on the bed, how can I sort?

A) There are 2 main things to check for here;

1. The position of the pad. Ensure that the pad is either at the hip area or the shoulder area. For the more frail residents we recommend that you place the mat at the hip area to avoid false alarms.
2. 2 Second Delay on the Transmitter will avoid the alarm going immediately if the resident happens to move off the pad for only a second. To adjust the delay please contact your distributor.

Q) My monitor is alarming pad signal lost 5-6 times a day. I test it and it connects and stops alarming but then in time the fault flags up again, what can this be?

A) Most likely the distance between the monitor and mat are at a maximum. What's happening is that every so often throughout the day, the monitor isn't receiving the tracking signal from the mat saying 'I'm still here' so it ends up alarming to say I can't find my pad. To solve you will have to bring the monitor closer to the pad or seek an alternative monitor such as the Jill Pager unit or Wireless Display panel. Contact your distributor for more details.

Q) I have connected the monitor into my call system but it only seems to trigger an alarm on the monitor and not on the call system. Why is this?

A) You will have received 1 of 2 options to connect to your call system; either you will have received a Coiled lead (RG6) and a Jack adaptor (RG4) for connection to stereo and mono systems, or a modified coiled lead for connection to all other systems.

Please see list of systems and relevant connections:-

(see next page)

## R09-0017 – Wireless Monitor Only (RG2)

- Quantec/Nursecall 800/CTEC – Stereo



- Aidcall ATX3000+, 4000 and 5000 – 6pin RJ



- Aidcall ATX3000 – Reverse BT plug



- Courtney Thorne – Stereo Diode



- Intercall – Mono



- Medicare – 6pin RJ



Please ensure that the coiled lead is plugged into the Nurse Call socket on the Right Hand side of the monitor and then either plugged into the Jack (if it's a stereo/mono connection), or plugged directly into the call system.

If you think you may have received the wrong connector please contact your distributor for further assistance.

If you have any queries on how to correctly configure the Jack adaptor, please refer to RG4 Jack adaptor instructions or trouble shooting questions.