

OWNER'S MANUAL

Fast Response Emergency Dialer
FRED 911
Police Fire Medical Emergencies



One Touch – One Call – Peace of Mind

■ INTRODUCTION

FRED™ 911 (Fast Response Emergency Dialer) is a powerful personal security device and must be used properly. Once activated, the 911 call cannot be canceled and (with enhanced service) the police may be dispatched to your address to assist you.

Before plugging in your FRED™ 911

Please read this manual in its entirety prior to connecting FRED™ 911 to your telephone line to ensure you understand its operation and you do not activate a false alarm.

FRED™ 911 is designed to help you access the 911 emergency response system quickly, without dialing error, even if you cannot get to your telephone. FRED™ 911 allows you to have a two-way, hands-free conversation with the 911 operator from across the room without picking up the telephone.

According to the National Emergency Number Association, 95% of the United States is covered by 911 emergency telephone service and 99% of that service is “enhanced” service. FRED™ 911 works in conjunction with the 911 system. If you do not have 911 service, FRED™ 911 will not work in your area.

If you do not have enhanced service, the emergency operator will not be able to determine your location automatically. Without enhanced service, you must verbally state your address and the nature of your emergency.

Some 911 emergency call centers will not provide a response to a “silent” call. A silent call is a call with no voice communication. To determine if you have 911 service, enhanced 911 service, and/or whether or not your 911 call center provides a response to silent calls, contact your local police or sheriff’s department.

If you are dissatisfied with your FRED™ 911 purchase for any reason, you may return it (within 30 days of receipt) for a full refund including the shipping and handling charge. For information on how to return your FRED™ 911 for a refund, call NeoGenesis Marketing’s customer service number toll free 1-888-FRED-911.

Please note that FRED™ 911 must be connected to a touch tone telephone system in order to operate. If you are still using a rotary dial telephone system, FRED™ 911 cannot be used. In some areas customers are using rotary dial telephones with touch tone systems through the use of tone converters in the telephone. In this case FRED™ 911 is compatible.

If you are unsure of the type of telephone system your home is connected to, or wish to upgrade your service to touch tone, please call the business office of your local telephone company.

The 911 Emergency Response System offers two levels of service—basic and enhanced. According to the National Emergency Number Association, 95% of the United States is covered by 911 service and 99% of this service is enhance. While your FRED™ 911 will operate in conjunction with both systems, only the enhanced version will provide the 911 operator with your name and address automatically.

If your home is located in an area covered by a basic 911 system, you will have to communicate your address to the 911 operator verbally. **Please check with your local police department to determine whether or not you have 911 service, and if it is basic or enhanced service.**

■ OVERVIEW

The 911 Emergency Response System allows a person in a crisis situation to contact the appropriate emergency service (Police, Ambulance, Fire Department, etc.) in a fast and effective manner.

Your FRED™ 911 unit further enhances the 911 Emergency Response System with a simple, fast method of dialing and communicating with the 911 operator.

Your FRED™ 911 may be used in situations where picking up a telephone and dialing 911 may be difficult or impossible, or where such action, when seen by an intruder, may lead to physical attack.

When the large red button located in the center of the FRED™ 911 unit or the large red button on the remote control is pressed, the FRED™ 911 unit will dial 911. When the call is received by a 911 operator **using the enhanced 911 system**, your name, address, and telephone number are displayed on the operator's computer terminal. A highly sensitive microphone mounted in the FRED™ 911 unit can pick up voices and other sounds from up to 60 feet away. These are heard by the 911 operator and recorded by the 911 system. 911 operators are trained to interpret the nature of an emergency from the sounds

heard, and will do their best to dispatch the appropriate emergency service to the address displayed and will brief the response team while en route to that address.

Additionally, a speaker is activated allowing you to have a hands-free two-way conversation with the 911 operator while help is on the way. Note: If you are in an area covered by basic 911 service (not enhanced service) you must give the operator your address verbally so he or she knows where to send help.

■ INSTALLATION INSTRUCTIONS

FRED™ 911 is made operational by inserting the modular plug at the end of the connecting wire into a telephone jack. A dual jack is provided to enable both a regular telephone and a FRED™ 911 to be connected to the same telephone jack.



Important!

The slide switch on the side of the FRED™ 911 base unit is used to deactivate the speaker. The speaker is on when the slide switch is in the down position. The speaker is not operational when the slide switch is in the up position. This feature is provided for individuals who are primarily concerned with a break-in or intruder situation and do not want the speaker to be heard by an intruder. For most applications (medical, fire and other types of police emergencies) the speaker should be left in the on position.

The green L.E.D.* (small green light directly above the button on the FRED™ 911 base unit) is only lit while FRED™ 911 is actually in operation. It is not lit while FRED™ 911 is plugged in but not in use.

The red L.E.D. on the transmitter is only lit momentarily while the button on the remote is pressed.

* L.E.D. stands for Light Emitting Diode.

Testing your FRED™ 911

To test your FRED™ 911, use the following procedures:

Range Test

1. Have another individual take the remote transmitter and move across the room or into another room.
2. Position yourself so that you can quickly unplug FRED™ 911 from the telephone line by unplugging FRED's phone cord from the dual jack.
3. With the phone on the hook (hung up), signal your assistant to push the button on the remote transmitter. This will cause the green L.E.D. on the faceplate of the FRED™ 911 base unit to light and you will hear a click.
4. Immediately upon hearing the click and seeing the light, **unplug FRED's phone cord from the dual jack!**

You have approximately two seconds to unplug the cord before FRED™ 911 begins to dial 911. Seeing the light and hearing the click confirms that the remote was in range and properly activated FRED™ 911.

Voice Test

1. Using a phone on the same line as your FRED™ 911, call a friend or family member.
2. Explain to your friend or family member you are testing your FRED™ 911 unit.
3. **Without hanging up the phone**, press the red button on your FRED™ 911 unit.
4. You and your friend will now hear FRED™ 911 attempt to dial 911, which will not happen as your phone is already connected to your friend's number.
5. After you hear the three tones signifying that FRED™ 911 has attempted to dial 911, then quickly hang up your phone and have your friend listen as you conduct a conversation using FRED's microphone and speaker.
6. Move around your residence to different areas, saying "I am now 15 ft. away," "I am now 30 ft. away," etc.
7. Ask your friend to respond so you may hear his or her voice over the speaker.

8. To end the test, say good-bye and unplug FRED™ 911 from the telephone jack. After 10 seconds has elapsed, replug FRED™ 911 into the telephone jack to reactivate it.

FRED's dialing circuit, receiver and microphone are powered by residual voltage on your phone line. FRED's transmitter (remote control) is powered by two round batteries of the type found in clocks or watches. FRED's speaker in the base unit is powered by a normal, long life alkaline 9-volt battery. Both battery types are easily found at supermarkets, camera stores and other outlets which sell batteries. If battery failure should occur in the remote control, it will be unusable until the batteries are replaced. If battery failure should occur in the base unit, it will still dial 911 when the large red button is pushed on the base unit (or the remote control) and the microphone will still operate allowing the 911 operator to hear you. The speaker will not operate until the battery is replaced. If you have enhanced 911 service, the 911 operator will still receive your address automatically.

To replace the 9-volt battery in the base unit, simply open the battery door on the back of the unit.



To replace the batteries in the remote control, remove the screw in the center of the back of the remote control, open the case and replace the batteries. When closing the case, be careful to position the gasket correctly to maintain the water resistant quality of the remote control. (Uses two ENERGIZER #ECR 2032 or equivalent.)



We recommend testing your FRED™ 911 unit at least once every 6 months.

Important Notice

The main FRED™ 911 unit (the larger of the two pieces) uses a 9-volt alkaline battery. While the unit uses residual line voltage from your telephone line as its main power source, this 9-volt battery boosts power to increase the range of operation with the remote activator and powers the amplifier to the speaker. Satisfactory operation of your FRED™ 911 unit requires that the 9-volt battery be fresh and at near full strength. These batteries tend to lose strength over a period of time even when the FRED™ 911 unit has not been used.

To insure proper operation, the manufacturer highly recommends that this battery be replaced with a new alkaline 9-volt battery at least every six months. If the battery is allowed to deteriorate to a voltage value which is too low, FRED's operation will be impaired until the battery is replaced. In rare instances when the battery was allowed to go completely dead, the FRED™ 911 unit cause the phone line to become inoperative. Should this occur, unplug FRED™ 911 from the phone jack and the phone line will become operative again. Do not plug FRED™ 911 back

into the phone jack until the 9-volt battery has been replaced with a new alkaline battery.

The battery is removed and replaced easily through the battery door on the back of the unit. Always unplug FRED™ 911 from the phone jack before installing a new battery to avoid accidental activation of the unit while the battery is being replaced.

Should you have any questions about, or difficulty with, this procedure, call NeoGenesis Marketing, Inc. toll free for assistance at 1-888-FRED-911 (1-888-373-3911).

■ OPERATING INSTRUCTIONS

1. In the event of an emergency, press the red panic button located in the center of your FRED™ 911 or the large red button on the remote control.
2. Your FRED™ 911 will silently dial 911, and connect you to a 911 operator.
3. As soon as the connection is made, the sensitive microphone in your FRED™ 911 will be activated, allowing the 911 operator to monitor all noise and conversation up to 60 feet from the unit.
4. If you are able to talk, communicate the nature of your situation to the 911 operator. If you are served by a basic 911 system (not enhanced) you must state your address to inform the 911 operator.
5. In the event of a fire, push the button on FRED™ 911 or the remote control and leave the building. Do not wait to communicate through FRED™ 911. Use a neighbor's telephone to call 911 back and explain the situation.

Note: If you are unable to speak, many 911 call centers will dispatch a police car to your location to determine the nature of the emergency (enhanced 911 systems only). Some 911 call centers will not provide a response to a “silent” call. Check with your local police

department to determine the level of service offered by your 911 call center. NeoGenesis Marketing has no control over the level of service your 911 call center provides. You have a voice! You pay for this service with tax dollars and/or through charges on your phone bill. If you are dissatisfied with the level of service you receive, contact your local officials.

Note: If you should accidentally activate FRED™ 911, immediately pick up your phone and inform the 911 operator there is no emergency.

Once activated, your FRED™ 911 will hold the line open to the 911 operator until the unit is reset by disconnecting it from the telephone jack for at least 10 seconds. If the unit is not disconnected, it will reset itself after approximately ten minutes. In the unlikely event you receive a busy signal when activating FRED™ 911, you may proceed to the telephone and dial 911 –or– unplug FRED™ 911 for 10 seconds, plug it in again, and use FRED™ 911 to redial. If you are unable to reach the telephone, it will be necessary to wait approximately 10 minutes and then reactivate FRED™ 911 with the remote control.

Important

If you have small children who do not understand the consequences of activating false alarms, place the unit

in a location which will lessen the chances of accidental activation. **Instruct children in the proper use of FRED™ 911 to avoid inadvertent activation.** Some police and/or fire departments may charge you for responding to a false alarm.

Federal Communication Commission (US)

Notice: This equipment complies with Part 68 of the FCC rules. On the back of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment uses the following USOC jacks: RJ11

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the device not ringing in response to an incoming call. In most (but not all) areas, the sum of the RENs should not exceed five (5.0). To decide the number of devices that may be connected to a line as determined by the total RENs, you may wish to contact your telephone company.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that

temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact NeoGenesis Marketing, Inc. at 1-888-FRED-911 (toll free) or at (303) 412-8000 for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

The following repairs can be done by the customer: There are no customer serviceable parts. This equipment cannot be used on telephone company provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment is hearing-aid compatible.

Department of Communication (Canada)

Notice: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make electrical ground connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination of a loop may consist of any combination of devices subject only to the requirement that the total of the Load Numbers of all the devices does not exceed 100.

The Load Number of this unit is: 2.0

FRED™ 911 Two Year Limited Warranty

NeoGenesis Marketing, Inc. warrants to the original purchaser of this equipment that it is free from defects in material and workmanship for two (2) years from the date of purchase.

Should repair become necessary, return your FRED™ 911, postage prepaid, with a photocopy of the dated sales receipt, to the address noted at the end of this section for repair or replacement at no charge.

NeoGenesis Marketing, Inc. reserves the right to repair or replace parts which have become defective. This warranty doesn't apply in the event of improper installation, misuse, abuse, or accidental damage of the product, or as a result of any unauthorized alterations or repairs made or attempted, or as a result of lightning strike or other electrical overload of the telephone circuit to which the unit is connected.

NeoGenesis Marketing, Inc. is not responsible for any loss, damage, or special, incidental or consequential damages of any kind, including without limitation, damages resulting from loss of use or cost of installation. Except as provided herein, NeoGenesis Marketing, Inc. makes no warranties, express or implied, including warranties of merchantability and fitness for a particular purpose. The user is informed that NeoGenesis Marketing, Inc. cannot guarantee the level of service or type of emergency response (if any) provided by the local 911 Emergency Services Center.

Some provinces or states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of incidental or consequential damages may not apply to you. The provisions of this warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation and to the extent that any such provisions purport to disclaim, exclude or limit such statutory warranties or other rights or remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

Beyond Warranty Service

For beyond warranty repairs we recommend that you return your FRED™ 911 to the address noted below to ensure appropriate parts, service and test equipment is available to restore your unit to its full operational capabilities. The cost of needed repairs will be communicated to you and your approval will be obtained prior to service being performed.

NeoGenesis Marketing, Inc.
Warranty Repair Department
1558 Cherry Street
Colorado Technology Center
Louisville, CO 80027



NeoGenesis Marketing, Inc.

1558 Cherry Street
Colorado Technology Center
Louisville, CO 80027

(303) 412-8000

Or Toll Free

1-888-FRED-911