



MXD-LTE Manual

Features

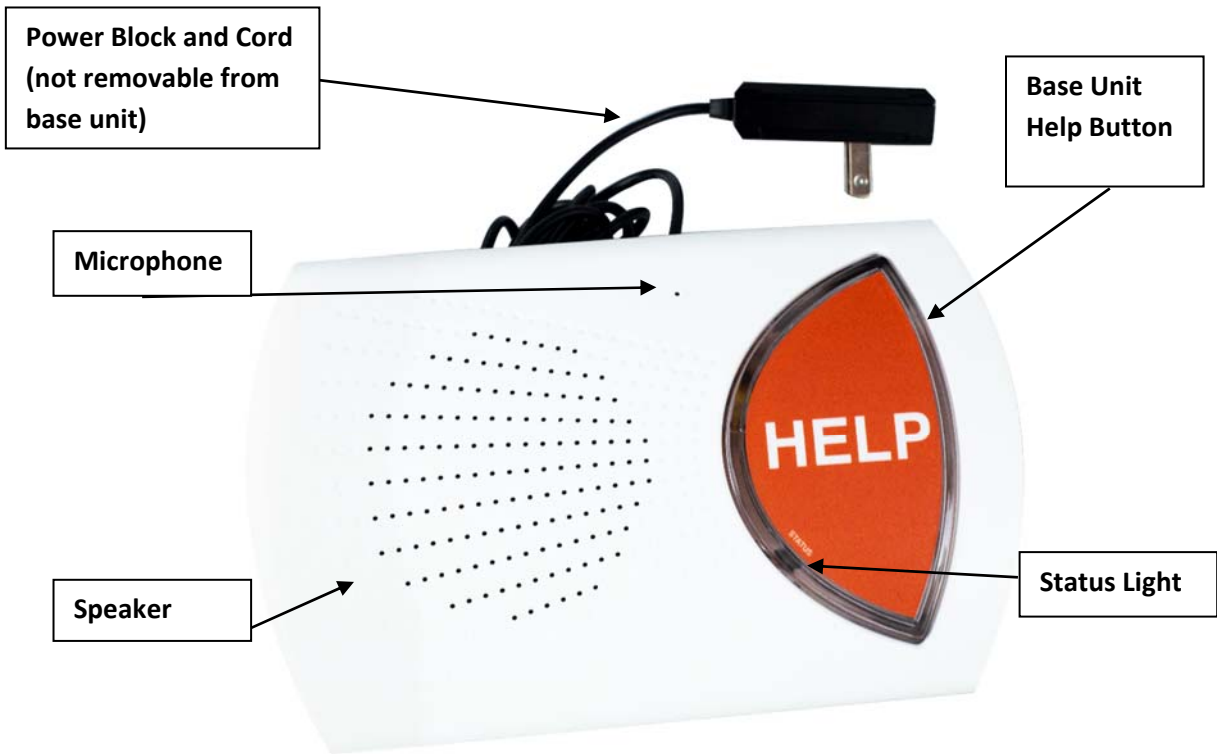


Figure 1: Base Unit Top

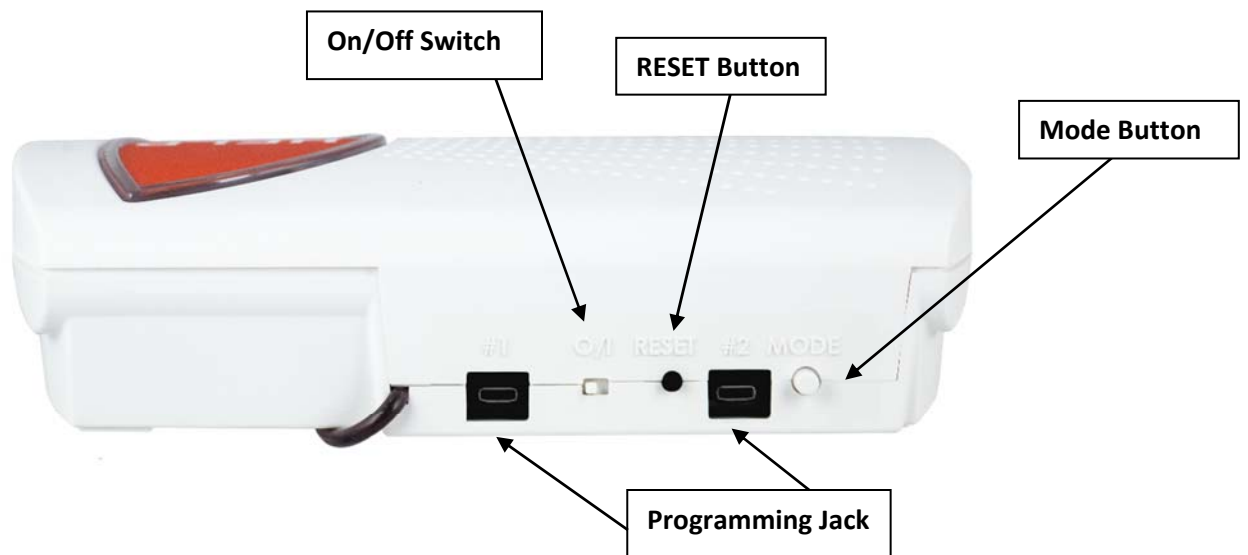


Figure 2: Base Unit Back View

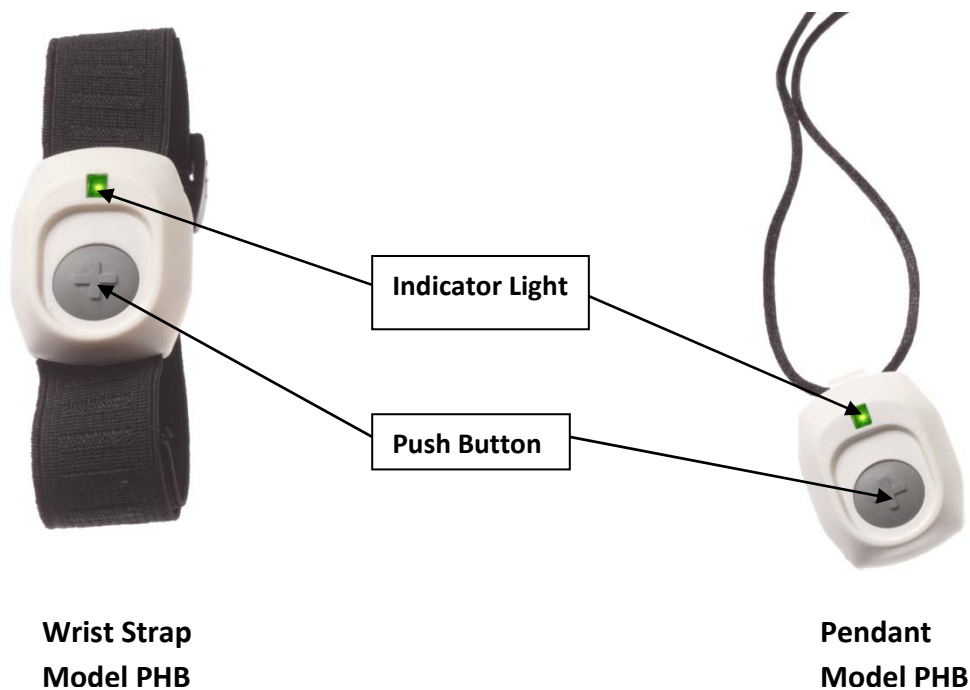


Figure 3: Personal Help Button (PHB)

Description of Features

Microphone and Speaker (Figure 1)

The microphone in the MXD-LTE unit is sensitive enough to hear voice communication around corners and in other rooms of the home. You do not need to be in the same room with the MXD-LTE unit for the response center to hear you! The MXD-LTE unit's audio system is engineered to provide for an increase of up to 83 times the normal volume.

Control (Figure 2)

The On/Off Switch, Reset and Mode buttons are placed on the back of the MXD-LTE. These two buttons, switch and the base unit HELP button on the top of the unit are used to conduct range tests, turn off the MXD-LTE, pair personal help buttons (PHBs) to the MXD-LTE, and for other uses. See pages **9-14**.

Two-Way Voice Communications

After connecting to the response center, The MXD-LTE unit shifts to a voice communication mode. The MXD-LTE usually operates in duplex mode, where both the attendant and you can talk at the same time. Some response centers can also place the MXD-LTE in simplex mode and switch the unit between "talk" and "listen" modes. Simplex mode can greatly improve the clarity and range of communications between you and the attendant during certain situations.

Waterproof Personal Help Button (PHB) (Figure 3)

The PHB may be worn as a necklace or a bracelet. Both styles are waterproof and should be worn in the bathtub and shower. The PHB uses an indicator light to display the status of its internal battery. While the PHB is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak.

Personal Help Button Performance

The MXD-LTE unit is equipped with a sophisticated receiver that is carefully matched to the PHB. The MXD-LTE unit can receive signals from the Personal Help Button when it is up to 600 feet away from the base unit.

Manual Testing

It is recommended that the unit is tested manually at regular intervals, by pushing the PHB. It is important to be familiar and comfortable with the MXD-LTE and the monitoring center.

Installation Steps

1. Plug the MXD-LTE power cube into an AC power outlet that is not controlled by a light switch. (Figure 5)
2. Place the power switch, located on the back of the unit, into the "I" position. The status light on the MXD-LTE will begin to flash orange.
3. After a short time, the status light located on the left edge of the large HELP button will appear steady green, indicating that the MXD-LTE is connected properly, and the cellular radio has been activated with the cellular company.
4. Test the range of the PHB to make sure it works throughout the home and yard. See *Testing the PHB (Range Test Mode)*, below.
5. Initiate the first call to the Response Center by pressing the PHB or the HELP button.
Please contact your service provider if the MXD-LTE does not connect.

Figure 5: MXD-LTE Rear View

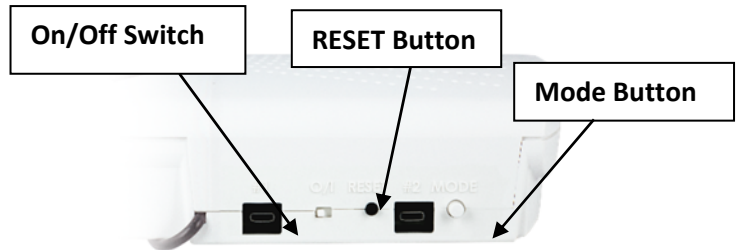


Figure 6: MXD-LTE Top View



Testing the PHB (Range Test)

1. Locate the MODE button on the back of the MXD-LTE and press it once (Figure 5).
2. The MXD-LTE will announce "Range Test Mode."
3. Immediately activate the PHB by pressing and holding down the button. A green light will illuminate on the PHB and a steady tone will sound from the MXD-LTE, as long as it is detecting the PHB.
4. While activating the PHB, walk around all areas of the home and yard. Listen for gaps in the tone. Gaps indicate "dead zones" where the PHB is not detected. If "dead zones" are detected, try relocating the MXD-LTE and/or contact your service provider.
5. To finish the Range Test, stop pressing the PHB. After the tone stops, press the RESET button on the back of the MXD-LTE (Figure 5). The unit will announce the "System Ready."

Testing the MXD-LTE unit

Note: The manufacturer recommends that the MXD-LTE be tested at least every 30 days. Most response centers welcome regular testing. Attendants are available 24 hours a day to help.

1. Press the PHB and wait for the response center attendant to speak to you through the MXD-LTE.
2. When the attendant answers, simply inform him/her that you are doing a test.

Turning off the MXD-LTE

Note: When the MXD-LTE is removed from service and/or relocated, it is very important to turn it off to preserve the battery and to keep the unit from initiating any inadvertent alarms while in transit.

1. Unplug the MXD-LTE from the AC outlet.
2. Place the power switch in the "0" position and wait until the status light stops blinking

Note: If the MXD-LTE does not turn off after completing these steps the power lock feature may be enabled.

Figure 7: On/Off Switch



Resetting the MXD-LTE

Locate the reset button on the back of the MXD-LTE.

1. Soft reset: briefly pressing the reset button returns the unit to its normal standby state from an alarmed state or any of the available modes.
2. Hard reset: hold the reset button down for 5 seconds to reboot the cellular radio/capsule*

Troubleshooting

Use of Status Lights

The MXD-LTE speaks the system status each time the **RESET** button is pressed. The **Status** light displays the following light signals when operating:

Behavior	Description	Suggested Action
Fast Orange Flash	The first stage of the power-up sequence (myCap powering on)	Wait for MXD-LTE to finish power-up sequence.
Steady Orange	The second stage of the power-up sequence (ClearComm Initializing)	Wait for MXD-LTE to finish power-up sequence.
Steady Red	The unit is currently trying to call the central station	Wait for MXD-LTE to finish call to the central station.
Single Green Flash	AC power not available, unit is running on battery	Check A/C power connections.
Fast Red Flash	The unit is not receiving a cell signal	<ol style="list-style-type: none"> 1. Move the unit to a better location. Press reset button to have the MXD-LTE to indicate its current status. 2. Press and hold the reset button until the status light begins to flash orange to hard reset the system and have it re-establish all connections 3. Unplug and shut down the system for 15 seconds to refresh the system. 4. If none of the above work contact dealer support.
Three Green Flashes	There was an error during the units last communication with myLink	<ol style="list-style-type: none"> 1. Move the unit to a better location. Press reset button to have the MXD-LTE to indicate its current status. 2. Press and hold the reset button until the status light begins to flash orange to hard reset the system and have it re-establish all connections 3. Unplug and shut down the system for 15 seconds to refresh the system. 4. If none of the above work contact dealer support.
Steady Green	The unit is properly connected	No action needed.
Alternating Red/Green	The unit is in the process of shutting down. The status light will no longer be illuminated once it has finished shutting down.	Wait for MXD-LTE to finish its shutdown process.
Orange Flicker	A firmware update is being installed.	Wait for MXD-LTE to finish system update.