

# CALL-HEAR™

CALL UNIT (CH-100/101/104)  
CHIME UNIT- IDU (CH-105-IDU)



English

## User Guide

### ALERT AND ASSISTANCE SYSTEM

Another quality product from **STEP-HEAR**  
GUIDING YOUR WAY

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# INTRODUCTION

Congratulations on purchasing your CALL-HEAR™ system. This consists of a Call Unit/s and an Indoor Unit (IDU). The Call Unit is a large, clear, weather resistant transmitter which can be stuck onto an entrance door/glass/window/wall not suitable for iron doors. It is activated and will transmit a signal via a bell push, a key or a combination of the two. The person using this will be someone who requires assistance and needs to alert someone of this. The IDU receives the transmitted signal. The IDU will flash and emit an alarm sound in order to alert someone to help the person in need.

It is important that you read the instructions below in order to use your CALL-HEAR™ system to its full potential. Keep this user guide in a safe place for future reference.

This guide explains how to use the following:

**CALL-HEAR™ Call Unit with Bell Push and Key – CH-100**

**CALL-HEAR™ Call Unit with Key – CH-101**

**CALL-HEAR™ Call Unit with Bell Push – CH-104**

# INTRODUCTION

## **Unpacking the Call Unit & Indoor Unit (IDU)**

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On unpacking the Call Unit you will find the following contents in the box:

- 1 Call Unit with adhesive tape
- 1 23A Battery
- 2 Fixing Templates (1 for CH-104-R)
- 1 Pack of Screws and a screwdriver
- 1 Rear Label (CH-100/CH-101)
- 1 User Guide

On unpacking the Indoor Unit (IDU) you will find the following contents in the box:

- 1 Indoor Unit
- 4 AA Batteries
- 1 Stand

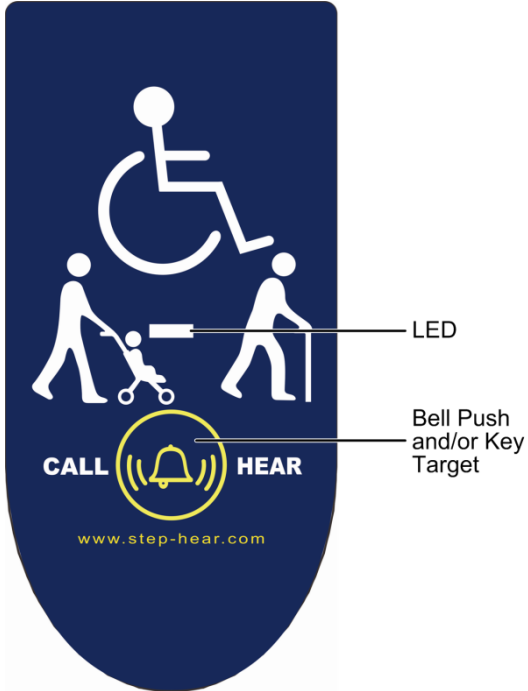
**Please Note:** A Mains adaptor can be bought as an accessory for the Indoor Unit (IDU).

The standard Key (CH-102) or telescopic Key (CH-103) can be bought as an accessory for the Call Unit.

# DESCRIPTION

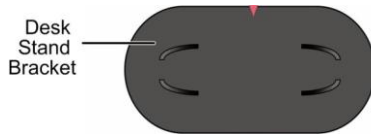
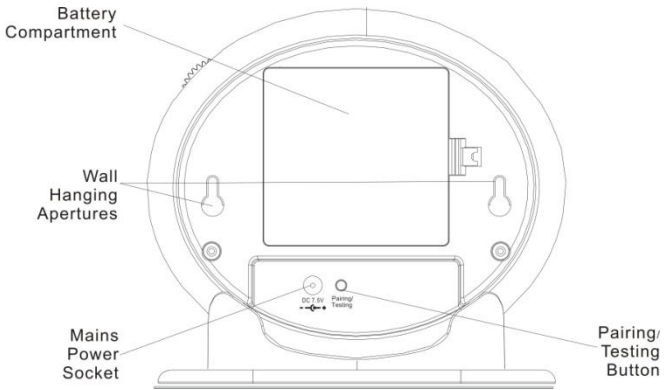
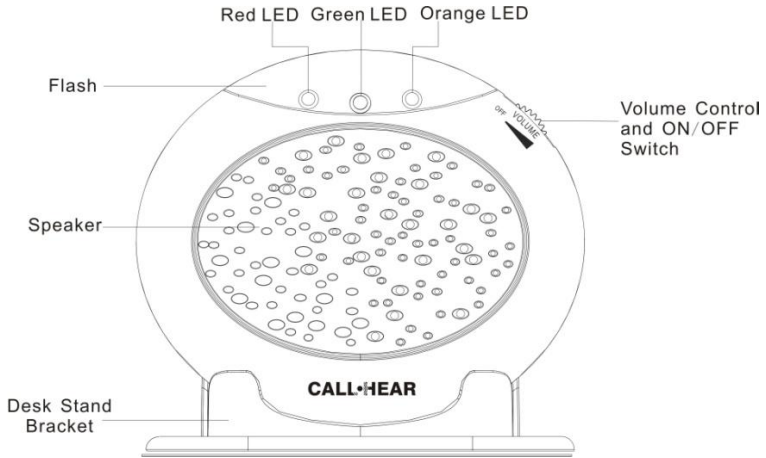
## Call Unit (CH-100/101/104)

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# DESCRIPTION

## Call-Hear™ IDU



# DESCRIPTION

## Standard Key (CH-102)

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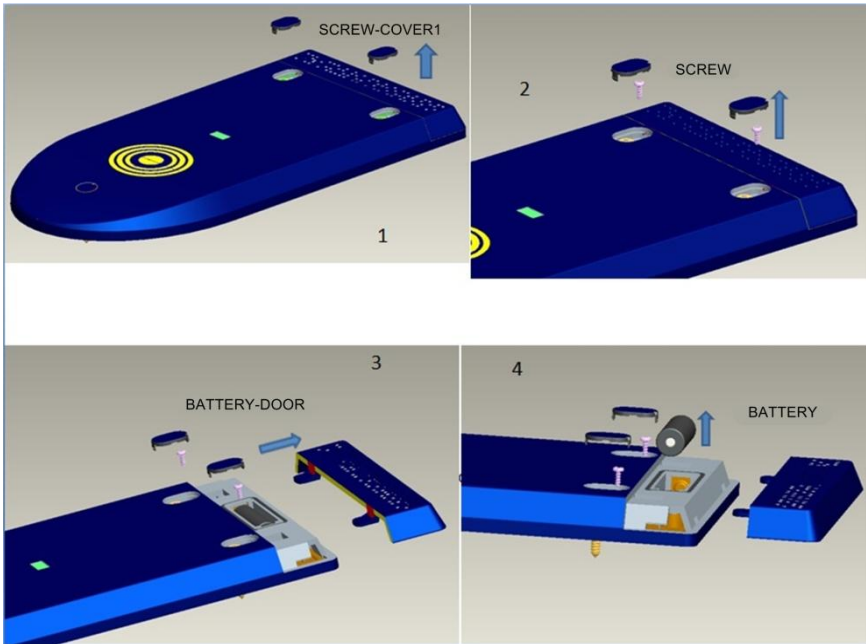


## Telescopic Key (CH-103)

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# USING CALL-HEAR



Open the two screw covers and undo the two screws (the screw covers must be replaced after the battery has been inserted to ensure that the unit is correctly water resistant). Slide the battery compartment cover open and insert the 23A battery. Ensure correct polarity is observed. Slide the battery compartment cover back into position.



# INSTALLATION

## Setting up the Call Unit

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Stick the Call Unit onto a door, window, counter, desk, wall etc (not suitable for iron doors) using the supplied strong adhesive tape. Remove the protective paper from the adhesive tape on the back of the Call unit and stick to the required window. Please use the fixing templates provided **and line them up precisely** – WARNING – THE ADHESIVE USED IS EXTREMELY STRONG. MISTAKES WILL BE DIFFICULT TO RECTIFY.

When placing the Call unit on glass (window/door), stick the rear static label in exactly the same position as the front of the Call Unit. The Call Unit can now be used from the other side of the window/door (except CH104). In such case thickness of glass/door should be less than 2 cm.

The Call Unit is also ideal for use on counters, desks, toilets, reception areas or on wooden posts. For these uses, the Call unit can be fitted with the supplied adhesive tape. If additional security is required there is provision for three screws which can be fitted by opening the three screw covers and insert screws and screw to desired location.

# INSTALLATION



Ensure the Call Unit is placed in a location which is easily accessible and useful for a person in need of assistance. For wheelchair users, the ideal height for the Call Unit is 90cm to 100cm from the ground.

## **Setting up the Indoor Unit (IDU)**

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Open the battery compartment and insert the 4 AA batteries supplied. Ensure correct polarity is observed. Close the battery compartment. Alternatively, connect the mains adaptor (not supplied) into the mains power socket then plug the other end into a suitable wall socket.

Ensure the Indoor Unit (IDU) is placed in a location where someone will notice the flashing light and hear the alarm in order to go and assist the person in need. The Call-Hear range is approximately 60-80m in free space and approximately 30m where there are walls or other obstructions.

# INSTALLATION

The Indoor Unit (IDU) can either be placed on the supplied stand or wall mounted.

To wall mount the Indoor Unit (IDU), drill two holes and insert two screws 96mm apart. Leave about 5 mm of the screw projecting from the wall. Guide the wall mounting apertures at the back of the unit over the screws and slide the Indoor Unit (IDU) downwards.

Caution: Ensure there are no electrical lines, water pipes etc. in the wall where the holes are drilled.

Turn the Indoor Unit (IDU) on by turning the On/Off Volume Control switch to the On position.



## **Pairing the Call Unit and the Indoor Unit (IDU)**

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The IDU can be paired with up to 4 remote units.

The pairing procedure is as follows:

1. Press and hold the IDU pairing/testing button until it emits a beep, then release and the first LED lamp turns on. You have entered into pairing mode.
2. Press and then release the pairing/testing button of the IDU. The 1st LED lamp turns off and the 2nd LED turns on. Press and then release the pairing/testing button again, the 2nd LED lamp turns off and the 3rd LED lamp turns on. Press and then release the pairing/testing button again and all three LED lamps turn on. Now your IDU can be paired with up to 4 remotes in total, each LED lamp represents a separate remote unit and three LED lamps lit together represent the 4th remote unit.

**3. Pairing remote unit CH100 or CH104**

Press and hold the pairing/testing button of the IDU and the BELLPUSH of Remote Unit CH100/CH104 at the same time until the IDU beeps and the strobe flashes. The IDU then quits the pairing mode and pairing was successful. Repeat the same operation while the other LED lamp or three LED lamps together are on to pair any other remotes.

**4. Pairing remote unit CH101**

Press and hold the pairing/testing button of the IDU and hold the magnetic key over the target of Remote Unit CH101 until the IDU beeps and the strobe flashes (The IDU then quits the pairing mode and pairing was successful. Repeat the same operation while the other LED lamp or three LED lamps together are on to pair any other remotes.

**Un- Register the pairing**

1. Press and hold the pairing/testing button of the IDU for 5 seconds until all 3 LEDs flash together to enter un-register mode.
2. In order to un-register the 1st call/remote unit (CH-100/CH-104/CH-101), press the pairing/testing button once, the 1st LED will flash (the other 2 LED will light), then press and hold the pairing/testing button for 8 seconds. All 3 LEDs turn off and a beep is sounded to confirm that 1st remote is now un-registered.
3. To keep the 1st call/remote unit and un-register the 2nd or 3rd Call-unit (CH-100/CH-104/CH-101 etc), when the 1st LED flashes, press the pairing/testing button once to select which call/remote unit is to be un-registered, the chosen LED will then flash while the other LEDs will light, then press and hold the pairing/testing button for 8 seconds until all LEDs turn off and a beep is sounded to confirm that it is now un-registered.

4. To keep the 1st , 2nd & 3rd call/remote unit, but un-register the 4th call/remote unit, when the 1st LED flashes, press the pairing/testing button four times, all 3 LEDs will flash together, then press and hold the pairing/testing button for 8 seconds until all 3 LEDs turn off together and a beep is sounded to confirm that 4th call/remote unit is now un-registered.

## USING CALL-HEAR

### **Testing the Indoor Unit (IDU)**

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To check whether the Indoor Unit (IDU) is working properly, press the pairing/testing button once. The Indoor Unit (IDU) should sound the alarm and flash.

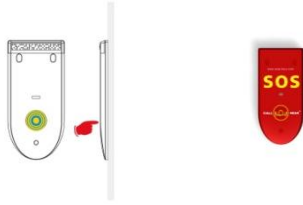
### **Using Call-Hear™**

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Once the Call Unit and the Indoor Unit (IDU) have been placed in the required locations and all required batteries have been inserted, you are ready to use the Call-Hear system.

To use the Call Unit the person who needs assistance must touch the target/key sign with the Standard or telescopic key (CH-100/CH-101).

# USING CALL-HEAR™



For the bell push version Call Unit (CH-100/CH-104) simply push the bell push.

This will trigger the Call Unit to send a signal to the Indoor Unit (IDU). While the Call Unit is transmitting a signal, the LED will light up (red).

When the Indoor Unit (IDU) receives the signal from the Call Unit, an alarm will be heard and the light at the top of the unit will flash brightly. This alerts you to the fact that someone needs assistance. The alarm and flash will stop after 4 seconds.

The volume of the Indoor Unit's (IDU) alarm sound can be controlled by the volume control switch. The alarm can be switched off using this switch.

If the batteries run low in the Indoor Unit (IDU), the red LED will flash.

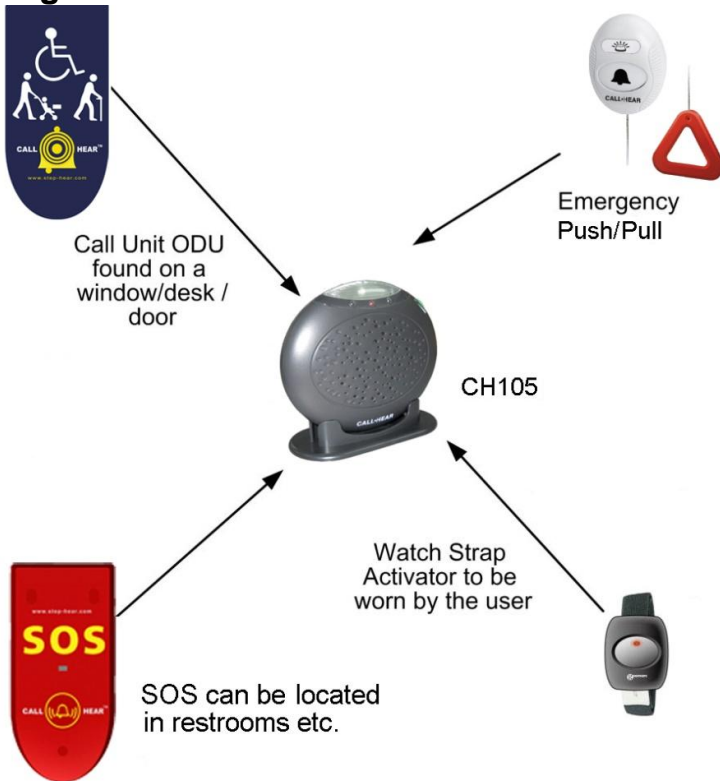
If the batteries run low in the Call Unit– the LED will flash; replace the 23A battery as follows:

Open the two screw covers and undo the two screws (the screw covers must be replaced after the battery has been inserted to ensure that the unit is correctly water resistant.). Slide the battery compartment cover open and insert the 23A battery. Ensure correct polarity is observed. Slide the battery compartment cover back into position.

# SYSTEM CONFIGURATION

The Call-Hear™ system is extremely flexible and can be used in up to four locations i.e. one transmitter can link with up to 4 of the same/or combinations of receivers. – see the example below.

**The CH-105 will identify which call/remote unit is calling.**



# TROUBLESHOOTING & SAFETY

## **The Indoor Unit (IDU) will not flash or make a sound**

- Ensure the batteries are not flat
- Ensure the batteries are inserted correctly
- Ensure the Call Unit and Indoor Unit (IDU) have been paired correctly
- Ensure the Indoor Unit (IDU) is not out of range
- Ensure the Indoor Unit (IDU) is switched on

## **The Indoor Unit (IDU) will flash but does not make a sound**

- Increase the volume using the volume control switch

## **General Safety**

Use the correct size batteries

Do not open the unit. Contact the helpline for all repairs.

## **Cleaning Safety**

Clean the units with a soft cloth. Never use polishes or cleaning agents - they could damage the finish or the electrics inside.

## **Environmental Safety**

Always ensure there is a free flow of air over the surfaces of the IDU.

Do not expose your product to fire or other hazardous conditions.



## GUARANTEE (EU)

From the moment your CALL-HEAR™ product is purchased, STEP-HEAR Ltd. guarantee it for the period of one year. During this time, all repairs or replacements (at our discretion) are free of charge. Should you experience a problem then contact our help line or visit our website at [www.step-hear.com](http://www.step-hear.com). The guarantee does not cover accidents, negligence or breakages to any parts. The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR representative. The STEP-HEAR guarantee in no way limits your legal rights.

**IMPORTANT: YOUR RECEIPT IS PART OF YOUR GUARANTEE AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.**

Please note: The guarantee applies to the EU only

**Electrical connection:** The apparatus (IDU) is designed to operate from a 100-230V 50/60Hz supply only. (Classified as 'hazardous voltage' according to EN60950 standard).

The apparatus does not incorporate an integral power on/off switch. To disconnect the power, switch off supply at the mains power socket and pull the plug out. When installing the apparatus, ensure that the mains power socket is readily accessible.

**Declaration:** Step-Hear Ltd. hereby declare that this CH-100, CH-101, CH104, CH-105-IDU are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

A copy of the Declaration of Conformity to the essential requirements of 1999/5/EC can be found at [www.step-hear.com](http://www.step-hear.com)



Intertek  
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# GUARANTEE (USA)

STEP-HEAR Ltd warrants the CALL-HEAR™ product against any defect in materials or workmanship for the period of one year from the date of purchase.

Should you experience a problem, contact our customer service department.

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Within a period of one year from purchase date, STEP-HEAR Ltd will repair or replace (at our discretion) your CALL-HEAR™ product at no cost, if a defect in materials or workmanship is found. If we elect to replace your CALL-HEAR product, we may replace it with a new or reconditioned product of the same or similar design.

Repair or replacement will be warranted for a period of 90 days or the remaining time on the original warranty, whichever is longer.

The warranty does not cover damage caused by vandalism, accident negligence, shipping damage, failure to follow instructions, misuse, fire, floods, use of incompatible accessories or Acts of God.

The product must not be tampered with or taken apart by anyone who is not an authorized STEP-HEAR representative. The STEP-HEAR guarantee in no way limits your legal rights

STEP-HEAR Ltd shall not be responsible for loss of time, inconvenience, property damage or any other accidental or consequential damages caused by your CALL-HEAR product

Warranty service is available only with proof of purchase.

**IMPORTANT: YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.**

For product support and help visit our website: [www.step-hear.com](http://www.step-hear.com)

Or contact our representative in North America:

2288A Queen Street East

Toronto, ON M4E1G6,

Canada

T: 347.482.1557

F: 801.760.9791

# RECYCLING DIRECTIVES

The WEEE (Waste Electrical and Electronic Equipment) has been put in place for the products at the end of their useful life are recycled in the best way.

When this product is finished with, please do not put it in your domestic waste bin.

Please use one of the following disposal options:

- Remove the batteries and deposit them in an appropriate WEEE skip. Deposit the product in an appropriate WEEE skip.

- Or, hand the old product to the retailer. If you purchase a new one, they should accept it.

Thus if you respect these instructions you ensure human health and environmental protection.



# INFORMATION

**STEP•HEAR**  
G U I D I N G Y O U R W A Y

For product support and help visit our website at [www.step-hear.com](http://www.step-hear.com)

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