Bellman & Symfon®
DESIGN FOR LIFE

BE2350 AMICUS PAGER
BE1251 AMICUS PAGER CHARGER
BE2320 AMICUS TRANSCEIVER

Contents

Read this first

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Thank you for choosing a product from Bellman & Symfon – the world leader in alerting systems based in Gothenburg, Sweden. Please read the information carefully to make sure that you understand and get the best out of your Bellman & Symfon product. For more information about features and benefits, contact your retailer.

About the Amicus system

Intended purpose
This product is part of the Amicus wireless communications system. The intended purpose of the system is to relay resident information to caregivers, improving overall safety and well-being.

Intended user group
The intended user group consists of caregivers working in small nursing homes and private citizens caring for a relative at home.

Intended user
The intended user consists of a caregiver working in a small nursing home and a private citizen caring for a relative at home.

Principle of operation
The Amicus system consists of a pager and one or more transceivers, connected to up to three sensors. When a sensor is activated, the Amicus transceiver forwards the information to the Amicus pager that alerts the caregiver with gentle vibrations and sounds. A variety of sensors can be connected to the system such as motion and fall detectors, epilepsy monitors, occupancy sensors and personal alarms.

⚠ Any connected sensors that are not made by Bellman & Symfon should be CE-marked and meet other regulatory requirements.

Important safety information

This section contains important information about safety, handling, and operating conditions. Keep this leaflet for future use. If you are just installing the device, this leaflet must be given to the householder.

Hazard warnings

⚠ Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the device or other property.

⚠ Keep this device out of reach of children under 3 years.

⚠ Be aware that alarms and notifications can be missed if batteries run out, connectors become disconnected, or if you are you are out of the system's radio range.

⚠ Do not use or store this device near any heat sources such as naked flames, radiators, ovens or other devices that produce heat.

⚠ Protect cables from any potential source of damage.

⚠ Do not dismantle the device; there is a risk of electric shock. Tampering with or dismantling the device will void warranty.

⚠ This device is designed for indoor use only. Do not expose the device to moisture.

⚠ Use only power adapters and battery types that are specified in this user manual.

⚠ Do not make any changes or modifications to this device.

⚠ Protect the device from shocks during storage and transport.

⚠ Batteries are toxic. Do not swallow them! Keep out of reach of children and pets. If they are swallowed, consult your physician immediately!

⚠ Please note that the deliberate or accidental switching off the volume or power switch on the Pager can result in a missed alarm.

⚠ The product is intended to be used as a care alerting system but should not be used as the only security in life-threatening situations. This product does not replace the need for personal supervision of caretakers.

⚠ The product has no power switch. To turn off the product, the charger and power supply must be disconnected from the mains power and all batteries need to be removed. Make sure that the charger and power supply are easily accessible.

Information on product safety

ⓘ Failure to follow these instructions could result in damage to the device and void the warranty.

ⓘ Do not use the device in areas where electronic equipment is prohibited.

ⓘ Do not expose batteries to fire or to direct sunlight.

ⓘ Do not drop your device. Dropping onto a hard surface can damage it. If dropped, always test it before using it.

ⓘ The device may only be repaired by an authorized service center.

ⓘ If a serious incident occurs in relation to this device, contact the manufacturer and relevant authority.

ⓘ If you encounter other problems with your device, contact the point of purchase, your local Bellman & Symfon office or the manufacturer. Visit **bellman.com** for contact info.

ⓘ This device should not be used on aircrafts unless specifically permitted by flight personnel.

ⓘ Rechargeable batteries should be charged fully before using the device for the first time. Only charge batteries in a temperature between 0°– 35°C.

ⓘ Disconnect the power supply from the mains during thunderstorms or if the product is not in use for a long period of time.

Compliance information

Hereby Bellman & Symfon declares that, in Europe, this product is in compliance with the essential requirements of the Medical Device Regulation EU 2017/745 as well as the directives and regulations listed below. The full text of the declaration of conformity can be obtained from Bellman & Symfon or your local Bellman & Symfon representative. Visit **bellman.com** for contact information.

- Radio Equipment Directive (RED)
- Medical Device Regulation (MDR)
- EC General Product Safety Directive
- Electromagnetic Compatibility Directive (EMC)
- Restriction of Hazardous Substances Directive (RoHS)
- REACH Regulation
- Waste Electrical & Electronic Equipment (WEEE)
- EC Battery Directive

ISO Certification of legal manufacturer

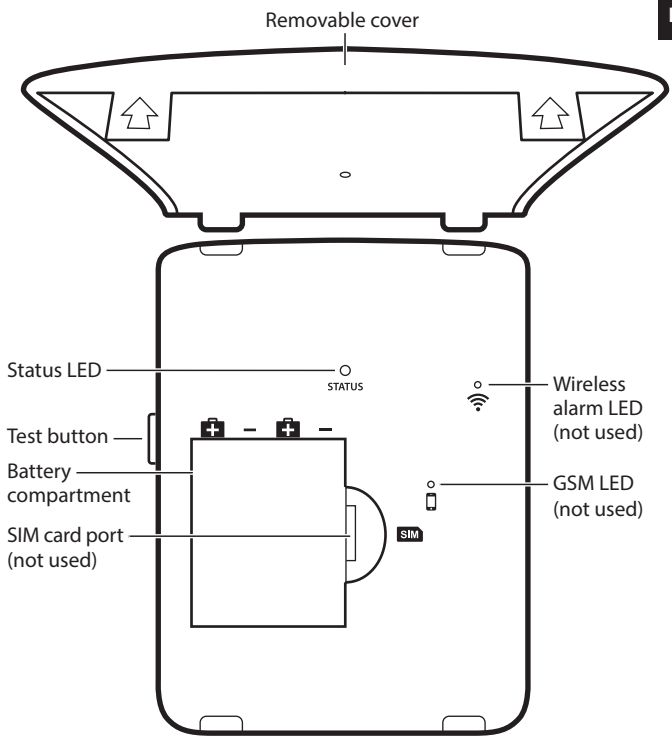
Certified in accordance with SS-EN ISO 9001 and SS-EN ISO 13485.
SS-EN ISO 9001 Certification Number: CN19/42071
SS-EN ISO 13485 Certification Number: CN19/42070

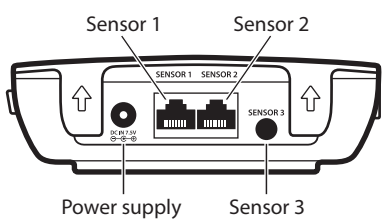
Certification Body
SGS United Kingdom Ltd
Rossmore Business Park Ellesmere Port Cheshire CH65 3EN UK

Regulatory symbols

MD	With this symbol, Bellman & Symfon confirms that the product meets the Medical Device Regulation EU 2017/745.
SN	This symbol indicates the manufacturer's serial number so that a specific medical device can be identified. It's available on the product and gift box.
REF	This symbol indicates the manufacturer's catalogue number so that the medical device can be identified. It's available on the product and gift box.
	This symbol indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	This symbol indicates that the user should consult the instruction guide.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in the user guides.
	This symbol indicates important information for handling and product safety.
	Temperature during transport and storage: –10° to 50° C, 14° to 122° F. Temperature during operation: 0° to 35° C, 32° to 95° F
	Humidity during transportation and storage: <90%, non-condensing. Humidity during operation: 15% to 90%, non-condensing
	Atmospheric pressure during operation, transportation and storage: 700 hpa to 1060 hpa
Operating conditions	This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in the user guide or this leaflet.
CE	With this CE symbol, Bellman & Symfon confirms that the product meets EU standards for health, safety, and environmental protection as well as the Radio Equipment Directive 2014/53/EU.
	This symbol indicates that the product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment or bring your old product to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Transceiver overview



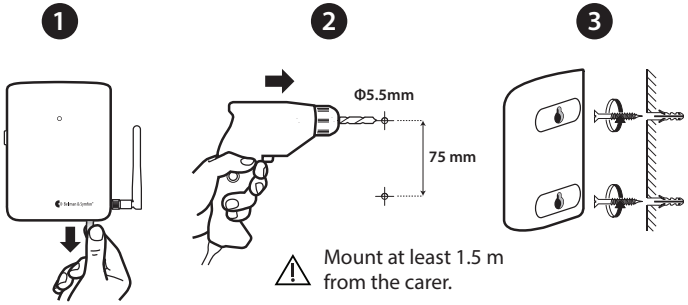


Installing a transceiver

How to mount a transceiver

1. Pull out the battery tab to start the transceiver.
2. Mark and drill two holes. Mount it at least 1.5 m from the carer.
3. Leave a 2 mm distance between the screw head and the wall. Hang the transceiver on the wall and check that it is fitted securely. Connect the power supply to the transceiver and plug it into a mains outlet. The mains outlet shall be installed near the transceiver and be easily accessible.

Repeat steps 1 – 3 to mount a new transceiver.



The transceiver status LED

The transceiver status LED on the front shows the status. It can for instance tell you when the transceiver sends an alarm or if an error has occurred.

ⓘ If an error occurs, check the LEDs under the cover for more information.

If the LED is	It means that
Blinking in green	• The system is working normally.
Blinking in yellow	• The transceiver is activated by a sensor and sending an alarm.
Blinking in red	• The transceiver's battery level is low, see page 15.
Blinking in purple	• The batteries are fitted incorrectly/wrong type, see page 15.

Connecting sensors

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You can connect up to 3 wired sensors to a transceiver, like for instance an epilepsy alarm, an incontinence alarm and a door sensor.

How to connect a sensor

1. Connect the sensor on the bottom side of the transceiver according to the figure below. If the sensor has an RJ11 connector, select the SENSOR 1 or SENSOR 2 input. If the sensor has a 3.5 mm mono tele jack plug, select the SENSOR 3 input. Check that the connectors and cables are fitted securely.
2. Verify the connection by activating the sensor. The transceiver status LED will blink in yellow to show that an alarm has been sent.

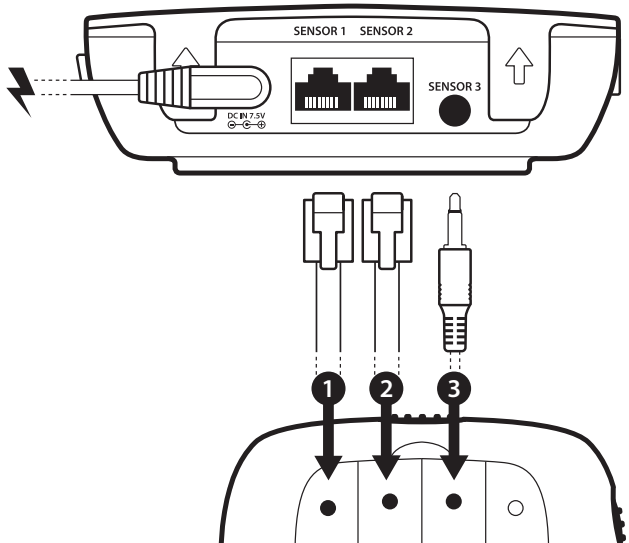
Repeat steps 1-2 to connect a new sensor.

Each sensor has a corresponding LED on the pager according to:

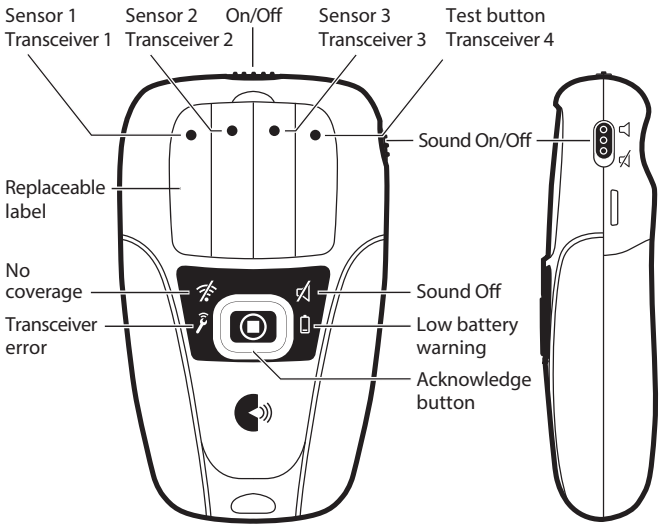
- SENSOR 1 - Orange LED
- SENSOR 2 - Green LED
- SENSOR 3 - Yellow LED
- The red LED is reserved for testing.

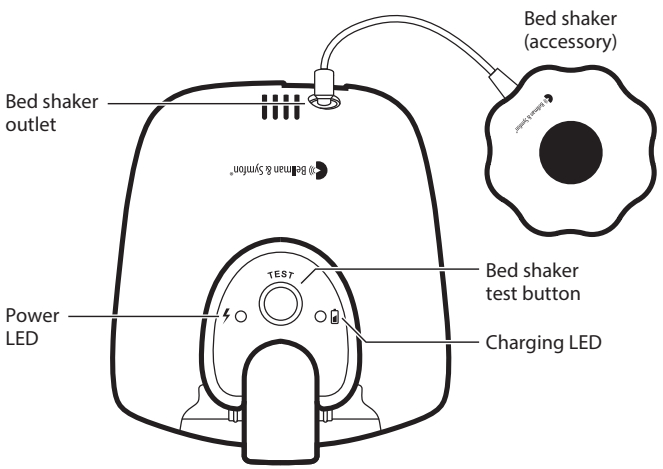
If you have installed **MULTIPLE** transceivers, it will signal different, see p 14.

ⓘ Detailed information on how to install and use the various sensors can be found in the respective sensor's user manual.



Pager and charger overview





Installing a pager

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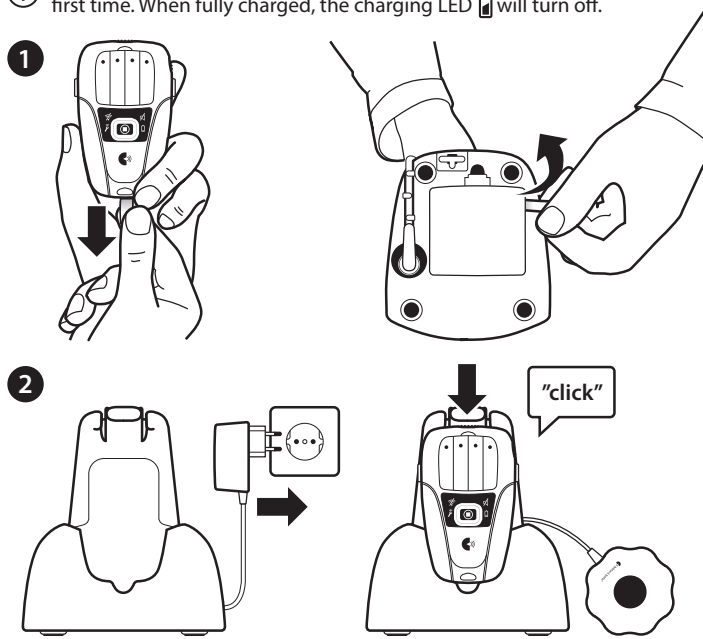
1 Pull out the battery tab on the pager and charger to start the units.

2 Plug the charger into a mains socket. The power LED lights up to show that it is connected. Place the pager in the charger and check that it clicks into place. The charging LED will blink/light up to show that it is charging.

Remember to charge the pager for 6 hours before using it for the first time. When fully charged, the charging LED will turn off.



How to use the pager

When a sensor is activated, the pager will sound and vibrate. The LED color and blinking pattern shows which transceiver/sensor has been activated.

If you want to	Do this
Switch off the pager alarm	• Press the pager **Acknowledge button**.
Mute the alarm	• Push the pager **Sound On/Off switch** up/down.
Switch the pager On/Off	• Push the pager **On/Off switch** right/left.

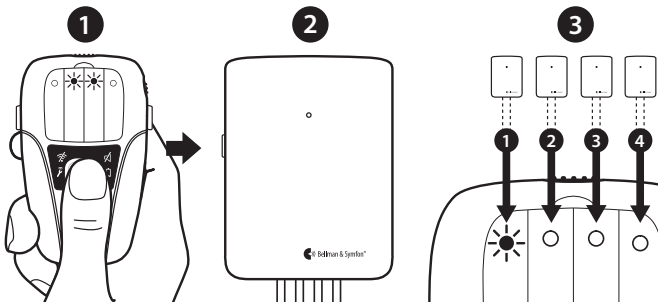
Connecting a transceiver to a pager

1 To connect a transceiver, press and hold the pager acknowledge button. Release the button when the two center LEDs start to blink.

2 Press the transceiver test button within 10 s to pair the units.

3 A LED on the pager will light up to show that the transceiver is connected:

- Orange LED - Transceiver 1
- Green LED - Transceiver 2
- Yellow LED - Transceiver 3
- Red LED - Transceiver 4

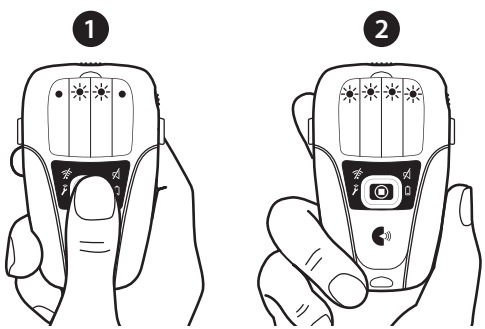


Repeat steps 1-3 to connect a new transceiver. You can connect up to 4 units.

Deleting connected transceivers

1 Press and hold the pager acknowledge button until the two center LEDs start to blink. Press the button **x 3** in quick succession.

2 All the LEDs will blink **x 2** to show that the paired transceivers have been deleted. This action cannot be retrieved.



How to interpret the pager signals

Using LED colors and blinking patterns, the pager shows which sensor and transceiver has been activated.

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ⓘ The pager LED colors and blinking patterns differ depending on whether you have **ONE** or **SEVERAL** transceivers in the system.

System with ONE transceiver - Each sensor has a dedicated LED color

Activated transceiver	Activated sensor	Color and blinking pattern
Transceiver 1	Sensor 1	Orange
Transceiver 1	Sensor 2	Green
Transceiver 1	Sensor 3	Yellow
Transceiver 1	Test button	Red

System with SEVERAL transceivers
- Each transceiver has a dedicated LED color
- The sensors are identified by blinking patterns

Activated transceiver	Activated sensor	Color and blinking pattern
Transceiver 1	Sensor 1	Orange
Transceiver 1	Sensor 2	Orange
Transceiver 1	Sensor 3	Orange
Transceiver 1	Test button	Orange
Transceiver 2	Sensor 1	Green
Transceiver 2	Sensor 2	Green
Transceiver 2	Sensor 3	Green
Transceiver 2	Test button	Green
Transceiver 3	Sensor 1	Yellow
Transceiver 3	Sensor 2	Yellow
Transceiver 3	Sensor 3	Yellow
Transceiver 3	Test button	Yellow
Transceiver 4	Sensor 1	Red
Transceiver 4	Sensor 2	Red
Transceiver 4	Sensor 3	Red
Transceiver 4	Test button	Red

System test

It is important to check the system's functionality at least once a week. Perform a full system test by activating all sensors and testing all transceiver alarm functions.

⚠ More frequent test intervals may be required if specified in the sensor user manual.

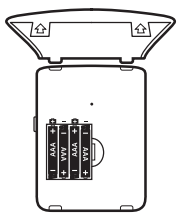
⚠ More frequent test intervals may be required in special circumstances, if the system configuration is modified or if any of the units are dropped.

Battery replacement

Check battery performance regularly on all units to ensure that the system is fully functional. Please note that rechargeable NiMH batteries should be replaced approx. every 2 years. Always keep batteries out of reach of children and pets. Dispose batteries according to your local environmental laws and guidelines.

Replacing the transceiver batteries

Unplug the mains power and open the transceiver cover. Replace the old batteries with new ones; see the instructions above the battery compartment.



⚠ Only use rechargeable NiMH AAA batteries. NEVER mix NiMH batteries with alkaline batteries as the batteries and unit can overheat.

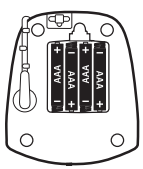
Replacing the pager battery

Remove the belt clip and open the battery cover located on the backside. Replace the old battery with a new one; see the instructions inside the battery compartment.

⚠ Use rechargeable NiMH AAA batteries only.

Replacing the pager charger batteries

Unplug the mains power and open the battery cover located on the bottom. Replace the old batteries with new ones; see the instructions inside the battery compartment.



⚠ Use rechargeable NiMH AAA batteries only.

Operation and maintenance

⚠ Failure to follow these care and cleaning instructions could result in damage to the products and void the warranty.

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Operating conditions

Operate the product in a dry environment where the temperature is always between 0° and 35° C. Do not use or store the products near a heat source. Do not use the pager in the bath or shower. If the pager or transceiver gets wet or is exposed to moisture, it should no longer be regarded as reliable and should therefore be replaced. Remove the batteries if you don't plan to use the product for an extended period of time.

Cleaning

To clean the product, unplug the power supply and all cables. Then use a soft, lint-free cloth. Avoid getting moisture in openings. Don't use window cleaners, household cleaners, aerosol sprays, solvents, alcohol, ammonia, or abrasives. This device does not require sterilization.

Service and warranty

If the product appears to be damaged or does not function properly, follow the instructions in this leaflet. If the product still does not function as intended, contact your local dealer for information on service and warranty.

Warranty conditions

Bellman & Symfon guarantees this product (excluding the battery) for two (2) years from date of purchase against any defects that are due to faulty materials or workmanship. This guarantee only applies to normal conditions of use and service, and does not include damage resulting from accident, neglect, misuse, unauthorized dismantling, or contamination howsoever caused.

This guarantee excludes incidental and consequential damage. Furthermore, the warranty does not cover Acts of God, such as fire, flood, hurricanes, and tornadoes. This warranty gives you specific legal rights and you may also have other rights that vary with territory. Some countries or jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This guarantee is in addition to your statutory rights as a consumer. The above warranty may not be altered except in writing signed by both parties hereto.

Troubleshooting

Transceiver

If	Try this
The transceiver status LED blinks in red	• The transceiver battery level is low. Connect the power supply. ⚠ Only use rechargeable NiMH AAA batteries. NEVER mix NiMH batteries with alkaline as the unit can overheat.
The transceiver status LED blinks in purple	• The transceiver batteries are fitted incorrectly or of the wrong type. See above for correct battery configuration and installation.

Pager

If	Try this
The pager's -symbol is lit and the pager is vibrating and beeping	• The pager has lost radio contact with a transceiver. If you have >1 transceiver, the LED position on the pager will show which transceiver is out of range. Move within radio range of the transceiver.
The pager's -symbol is lit and the pager is vibrating and beeping	• A transceiver is indicating an error. If you have >1 transceiver, the LED position on the pager will show which transceiver is faulty.
The pager's -symbol is white and the pager is vibrating and beeping	• The pager has less than 2 h of battery life left. Charge the battery by placing the pager in the charger. A full charge takes up to 6 h.
The pager's -symbol is red and the pager is vibrating and beeping	• The pager battery is of the wrong type, fitted incorrectly or flat. Check battery placement and performance, see **Battery replacement** on page 15.
The pager is not emitting any sound and the -symbol is lit	• The pager sound is switched off. Slide the sound switch upwards to turn on the sound, see **Pager overview** on p 11.

Pager charger

If	Try this
The pager is not charging	• Check that the pager is correctly placed in the charger. The LED by the -symbol will blink/light up to show that it is charging. • Check that the charger is connected to mains power. The LED by the -symbol is lit to show that it is connected. If the LED blinks, it is using the backup battery.
The backup batteries in the charger is not working and the -symbol is off	• Check that the backup batteries are fitted correctly and charged. Charge or replace them, see **Battery replacement** on page 15.

Technical information

Amicus transceiver

Dimensions	H 140 x W 105 x D 30 mm
Weight	210 g incl. batteries
Mains power	**Input:** 100 – 240V ~ 50/60 Hz 0.3A **Output:** 7.5V ⎓ 1.5A Only use the supplied adaptor
Backup batteries	4 x 1.2V AAA rechargeable NiMH batteries
Operating time	4 months
Power consumption	0.3 mA
Connections	1 x 7.5V power jack 2 x RJ-11 inputs 1 x 3.5 mm tele jack
Activation	Via test button Via sensors connected to the 3 sensor inputs
Radio frequency	869.2375 MHz
Range	Up to 600 m line of sight. The range is reduced by walls and large objects that obstruct radio signals. The range can also be affected by other radio transceivers such as TVs, PCs, mobile phones or tablets.

Amicus pager

Dimensions	H 91 x B 55 x D 23 mm
Weight	60 g incl. battery
Battery power	1 x 1.2V AAA rechargeable NiMH battery
Operating time	24 h
Charging time	Up to 6 hours
Power consumption	35 mA
Activation	Via radio
Radio frequency	869.2375 MHz
Range	Up to 600 m line of sight. The range is reduced by walls and large objects that obstruct radio signals. The range can also be affected by other radio transceivers such as TVs, PCs, mobile phones or tablets.

Amicus pager charger

Dimensions	H 110 x W 93 x D 110 mm
Weight	95 g incl. batteries
Mains power	**Input:** 100 – 240V ~ 50/60 Hz 0.5A **Output:** 7.5V ⎓ 1.5A Only use the supplied adaptor model
Backup batteries	4 x 1.2V AAA rechargeable NiMH batteries
Power consumption	200 mA
Connections	7.5V power jack 3.5 mm tele jack for bed shaker
Activation	Via the test button that activates a bed shaker
Accessory	BE1270 Bed shaker

⚠ There is an explosion hazard if battery is replaced by an incorrect type. Dispose of used batteries according to the recycling instructions.

Personalizing the pager label

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A personalized label makes it easier to identify the different alarms. Depending on configuration, you can write the name of the caretakers or the installed sensors. An extra label is included in the package.

Replacing a label

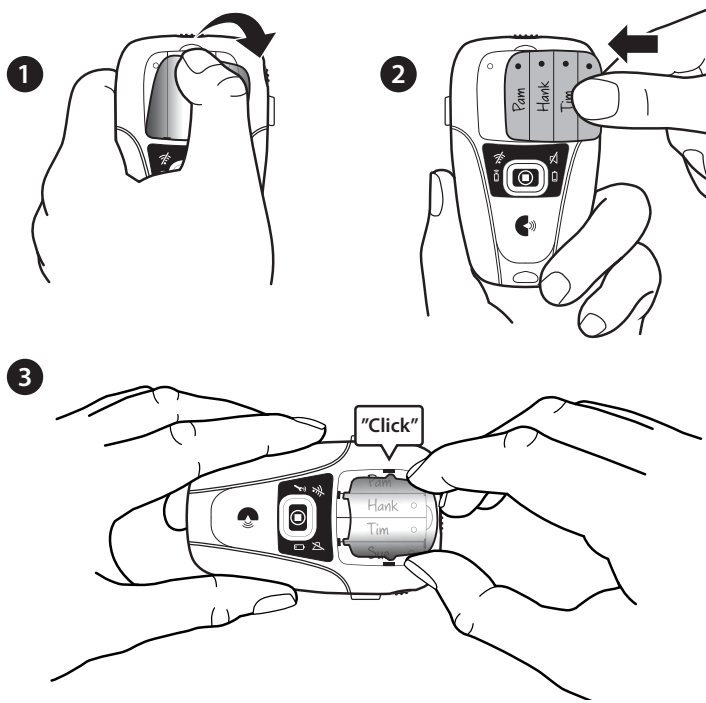
1 Remove the transparent plastic window protecting the LED panel. Be careful not to damage the plastic.

2 Replace the label.

3 Attach the bottom large tabs of the plastic window in the lower holes. Bend the plastic window and slide the upper tabs in place.

4 Slide your nail along the sides of the plastic window to click the tabs in place.

ⓘ You can download and editable PDF version on our website.



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