

## **(Solution A) The Majority of Pendant Issues can be solved by:**

**Step 1:** Press and hold the small red button on the Touch N Talk FD1 pendant to power the pendant on or off until the pendant announces, “power on” or “power off”.

**Step 2:** Place the Touch N Talk FD1 pendant into docking station (unit may take up to an hour to power on)

- Does the red light begin to flash?
- Did the Touch N Talk FD1 pendant announce, “Power on?”

**Step 3:** De-register the Touch N Talk FD1 pendant and then re-register the pendant

- See Pages 25 & 26 of your user manual for registration instructions

**Step 4:** Let the Touch N Talk FD1 pendant battery completely die down (this may take several days) and then recharge for a full 48 hours

## **The Display Flashes “searching”: See Solution A**

## **The Pendant Is Not Announcing: See Solution A**

## **(Solution B) Pendant Will not Power On:**

**Step 1:** Press and hold the small red button on the Touch N Talk FD1 pendant

**Step 2:** Place the Touch N Talk FD1 pendant into the docking station (pendant may take up to an hour to power on)

- Does the red light begin to flash?
- Does the pendant announce, “power on?”

**Step 3:** Leave the Touch N Talk FD1 pendant on the charger until the LED light turns green

- If the pendant does not power on, the battery may need to be replaced

## **(Solution C) Base and pendant not in communication:**

**Step 1:** Verify that the pendant is powered on by pressing the small red button or placing the pendant into the Touch N Talk FD1 docking station

**Step 2:** Verify the pendant is fully charged (light will turn green when fully charged)

**Step 3:** Verify that the pendant is registered to the Touch N Talk FD1 unit, by performing a System Check (see page 6 of user manual)

**Step 4:** De-register the Touch N Talk FD1 pendant and re-register (wait for red flashing LED on the base to stop before attempting to register)

- See Pages 25 & 26 of your user manual for registration instructions

## **(Solution D) Pendant announces “Out of Range” within working range:**

The Touch N Talk FD1 unit is designed to announce “out of range” as the user is getting close to being out of range as a WARNING.

**Step 1:** Check that the power cord is connected into a working power outlet and plugged into the back of the Touch N Talk FD1 base. (Base is not receiving power) If running on backup batteries – Backup batteries could be low or dead

**Step 2:** Take pendant to location where “out of range” message is taking place and turn pendant power off, leave off for 5 minutes. After the 5-minute wait, while in the location that the “out of range” message occurred, power the Touch N Talk FD1 pendant back on by pressing and holding the small red button on the pendant until the pendant announces “power on”

- This should reset the pendant and allow for the range to extend

**Step 3:** Place the Base on a higher elevation for better reception or move the base to a more central area in the home

**Step 4:** De-register and then re-register the pendant (wait for red flashing LED on the base to stop before attempting to register)

- See Pages 25 & 26 of your user manual for registration instructions

**(Solution E) Pendant announces “Connection Lost Needs Registration” when attempting to perform a system check:** Pendant is not registered.

**Step 1:** Check that the power cord is connected into a working power outlet and plugged into the back of the Touch N Talk FD1 base. If running on backup batteries (this indicates there is no power to the base) – Backup batteries could be low or dead

**Step 2:** Confirm the Touch N Talk FD1 pendant battery has full charge. (When pendant is placed in charging dock the LED light on the top left of the pendant will turn green indicating the pendant is fully charged) (Depending on battery charge level it can take up to several minutes before the LED light will appear green on the pendant)

**Step 3:** Register the pendant (Wait for red flashing LED on the base to start flashing before attempting to register. Once registration is successful the LED will stop flashing)

- See Pages 25 & 26 of your user manual for registration instructions

**(Solution F) Pendant Will Not Register:**

**Step 1:** Check that the power cord is connected into a working power outlet and plugged into the back of the Touch N Talk FD1 base. If running on backup batteries (this indicates there is no power to the base) – Backup batteries could be low or dead

**Step 2:** Confirm the Touch N Talk FD1 pendant battery has a full charge. (When pendant is placed in charging dock the LED light on the top left of the pendant will turn green indicating the pendant is fully charged) (Depending on battery charge level it can take up to several minutes before the LED light will appear green)

**Step 3:** De-register the Touch N Talk FD1 pendant

**Step 4:** Re-register the Touch N Talk FD1 pendant. (Wait for red flashing LED on the base to start flashing before attempting to register. Once registration is successful the LED will stop flashing)

**(Solution G) Cancel Button not working:**

**Step 1:** Verify the Cancel button is not working by pressing and releasing the Cancel button. (A short press and release (1 second) to perform a battery check. A long press and release (6 seconds) will power off the pendant). Pressing too hard may damage the button.

**Step 2:** Let the Touch N Talk FD1 pendant battery completely die down (this may take several days) and then recharge for a full 48 hours

**(Solution H) Battery Icon showing/not showing on Display:**

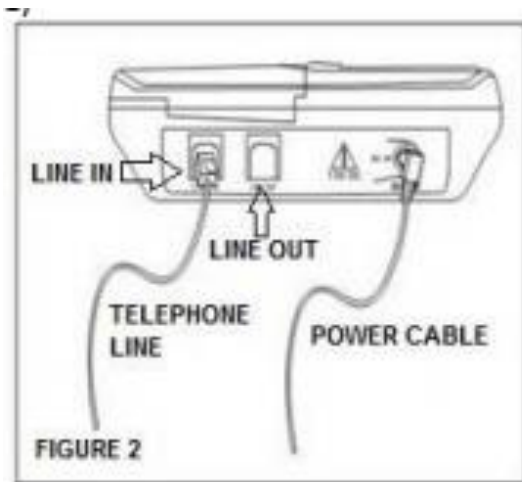
- When the Battery Icon is showing on the display area for the backup batteries, it is normal for the Battery Icon on the display to disappear while charging the Touch N Talk FD1 pendant.
- When you do not see a battery icon when there is no pendant charging:
  - Remove the base batteries and the power cord to reset the system
  - Verify the batteries are in correctly (verify positive and negative sides are in correct). (Batteries must be 1.2V AAA 800 MH or greater Ni-ZN or Ni-MH rechargeable batteries only. DO NOT use non-rechargeable batteries)
  - Remove the batteries from the bottom of the base station, wait 30-60 seconds for reset then replace the batteries.
- Unplug the Touch N Talk FD1 base station from power and let the unit run on backup batteries until the batteries completely discharge.
  - Plug the Touch N Talk FD1 back in to allow the unit to charge a full 48 hours

**(Solution I) Cannot Detect Phone line:**

**Step 1:** Verify the phone cord is the same cord that came with the unit

**Step 2:** Make sure the phone cord that is coming from the wall is plugged into the ‘Line In’ jack on the back of the Touch N Talk FD1 base.

- Swap phone cords on the back the Touch N Talk FD1 base. (Refer to diagram below)



**Step 3:** Is the other end of the phone cord plugged into a live jack in the wall?

- Verify the phone jack is active by plugging in a telephone first and verifying you get a dial tone.

### **(Solution J) Unit Auto Activates:**

**Step 1:** Verify the 'Man Down' setting is on – the system auto-activates when the pendant is at a 30° angle or more for more than 30 seconds, or when lying flat. The pendant will beep for 10 seconds, if the pendant is not moved into the upright position the system will automatically begin calling contact phone numbers.

- Pendant must remain straight up when 'Man Down' is set to 'On.' (See page 27 of the user manual)

### **(Solution K) Pendant is not Activating Alarm:**

- Pendant may not be registered, See Section F
- Pendant may not be powered on, See Section B
- At least one contact may not have been entered, See the manual for instructions
- Pendant may need to be reset, See Solution A

### **(Solution L) LED on Pendant Flashing All the Time: This is normal**

- Pendant needs to be charged for at least 48 hours to 'condition' the pendant for best use.
  - Please see page 28 of the user manual for detailed LED information

### **(Solution M) Pendant Battery: The Touch N Talk FD1 pendant battery is only lasting a few hours before it dies.**

- To condition your Touch N Talk FD1 pendant battery charge pendant for at least 48 hours before first use.
- If the problem continues, let the Touch N Talk FD1 pendant completely die down (this may take several days) and then recharge for a full 48 hours.

### **(Solution N) Pendant Battery Needs Replacement:**

- DO NOT OPEN THE PENDANT TO REPLACE BATTERY. Pendant has a waterproof seal that can be compromised when opened by someone untrained. Please contact Assistive Technology Services.

### **(Solution O) Cannot Scroll Through Menu:**

**Step 1:** Press menu button, verify the menu is not scrolling

**Step 2:** Remove all power from the base station for approximately 5 min (AC Adaptor and backup batteries)

**Step 3:** Plug AC adaptor back into the unit

**Step 4:** Press menu button

**Step 5:** If you can now use the Menu button, insert your backup batteries back into the unit.

### **(Solution P) Line Busy is showing on Display**

'Line Busy' will show on the display

- (1) When performing a System Check if the pendant battery is low
- (2) When attempting to call using the unit and another phone is using the same line

### **(Solution Q) Fall Detection: "Pendant is randomly beeping" Turning on and off Fall Detection**

Check the Man Down Settings on your unit (The pendant will beep if 'fall detection' has been activated)

\*\* The pendant will also briefly beep if it's in the charger and loses its connection while sitting in the base\*\*

**Step 1:** Press the menu button on the base unit, the screen will display 'Date and Time'

**Step 2:** Press the arrow up button or \* button one time the screen will display 'Man Down Function'

**Step 3:** Press the menu button to enter the 'Man Down Function' the screen will display 'please wait' then the screen will display 'pendant 1'

**Step 4:** Press the menu button when the screen displays 'pendant 1' the screen again will display 'please wait'

**Step 5:** When the screen displays 'ON' press the arrow up or \* button then the screen will display 'OFF'

**Step 6:** Press 'Menu' to save that option

**Step 7:** Press and hold the red X or Phone button at the top for 4 seconds and the base will go back to the main screen.

### **(Solution R) "System check failed" is heard from the pendant**

No Phone line Active, See Solution I

No Contact numbers are programmed into the pendant (See manual for programming)

The Pendant is not paired to base. Please pair the pendant to the base. (See manual for programming)

The Base has no power. Please ensure the power adapter is plugged into the base and a power outlet.