



Business Communicator

User guide



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Welcome

Thank you for purchasing the AlertBox.

Operating on the principle that a problem shared is a problem halved, this smart, compact device provides you with an instant link to other businesses in your vicinity.

The services that your AlertBox provides are essentially simple, but can prove to be crucial in times of need.

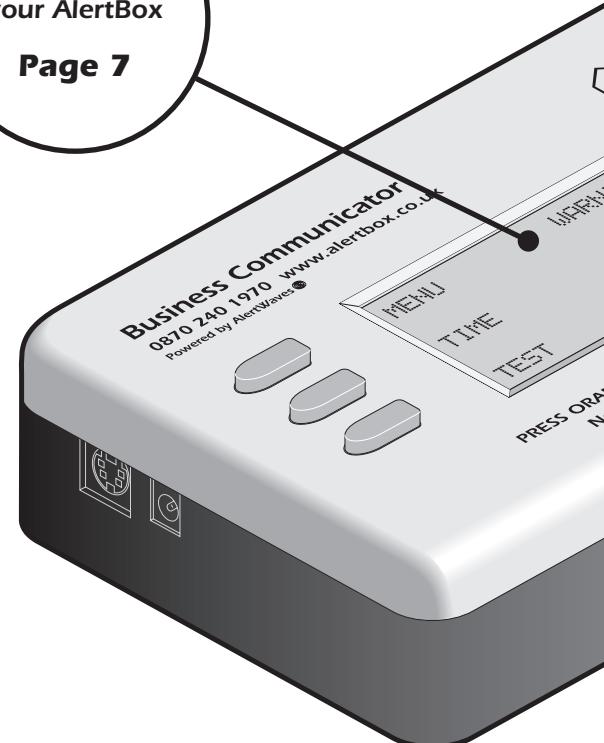
At the press of a button you can either warn other businesses about potential problems or summon help for difficulties that you are experiencing.

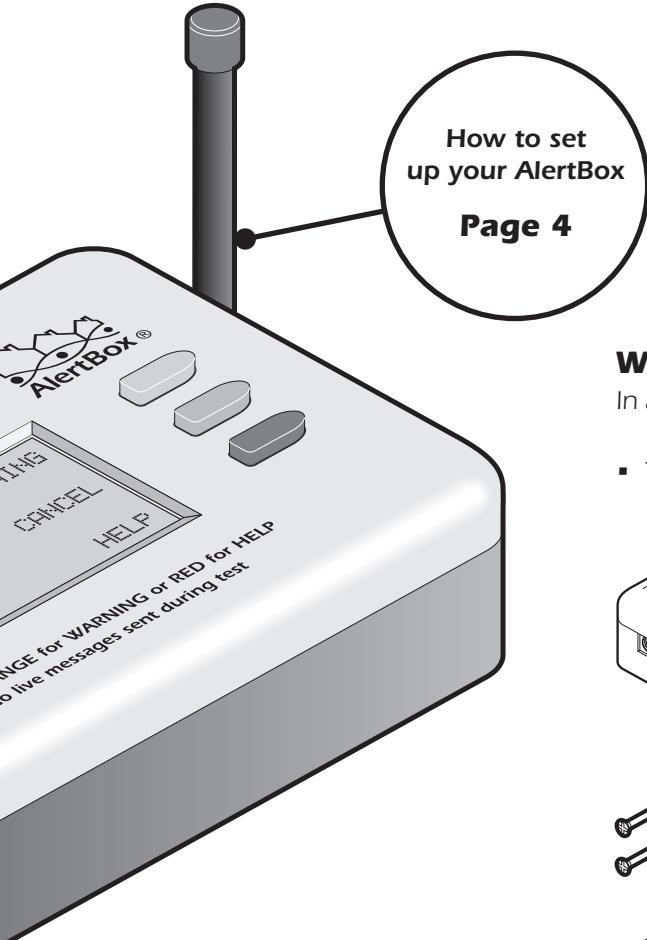
What's so good about it?

- It is quick and straightforward to set up.
- Easy to use - provide warnings or call for help by pressing only one button.
- Warn other businesses about suspicious characters, nuisance gangs or thefts in progress.
- You can summon help from neighbouring businesses if you are experiencing trouble.
- Easy-to-read illuminated screen and audible warning.
- An internal battery allows your AlertBox to operate without mains power for up to five hours.
- Smart, compact and unobtrusive design.

How to use
your AlertBox

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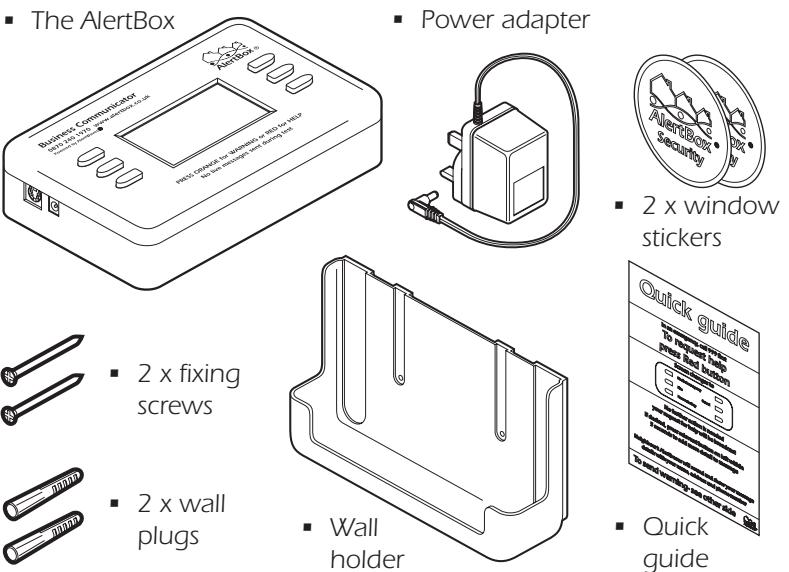




What's in the box?

In addition to this user guide, your package should include:

- The AlertBox
- Power adapter
- 2 x window stickers
- Quick guide
- Wall holder
- 2 x wall plugs
- 2 x fixing screws



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Setting up your AlertBox

Positioning

The best position for your AlertBox should be determined primarily by the way that your business operates on a daily basis. The two most important factors to consider are:

- Someone needs to be able to hear it when it beeps to announce a received message.
- It requires regular connection to a mains power socket. Your AlertBox has internal batteries that can keep it operating through a power cut or if you need to carry it around.

Therefore, the position of the AlertBox should be close to where you or your staff spend the most time and near enough to a mains socket so that the cable does not get in the way.

Rather like a radio or cordless phone, you may find that your AlertBox works better in certain locations.

In general, try to position your AlertBox:

- Near to a window.
- High off the ground, i.e. on a counter or desk.

For best results, avoid close proximity to:

- Other electrical devices, i.e. TV, computers, stereos.
Note: Televisions and computer monitors in particular can interfere with the AlertBox signals and cause unreliable operation. Please ensure that your AlertBox is positioned at least 50cm (20") away from such devices.
- Water tanks and large metal objects.

You should always test a location before you place your AlertBox in its permanent position. For more information, see 'Testing your AlertBox' on page 7.

Installing

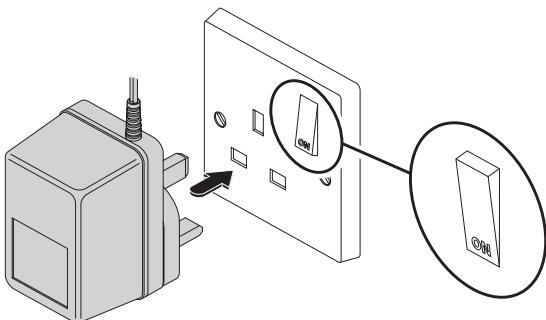
- 1 Place your AlertBox in the appropriate position according to the suggestions given on the opposite page.
- 2 On the right side of your AlertBox, raise the small antenna so that it is vertical.



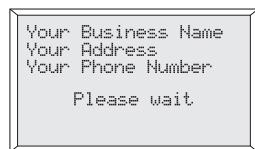
- 3 Locate the supplied power adapter and unwind its cable.
- 4 Insert the small plug at the end of the cable into the socket situated on the left side of the AlertBox.



- 5 Insert the body of the power adapter into the nearest mains supply socket and switch on the socket.



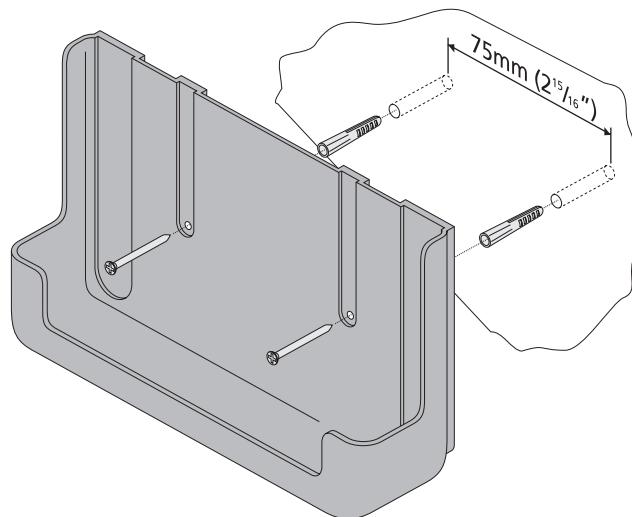
Your AlertBox will beep, the screen will light and display the following screen for between one and ten minutes while it checks itself and searches for other AlertBoxes in your vicinity:



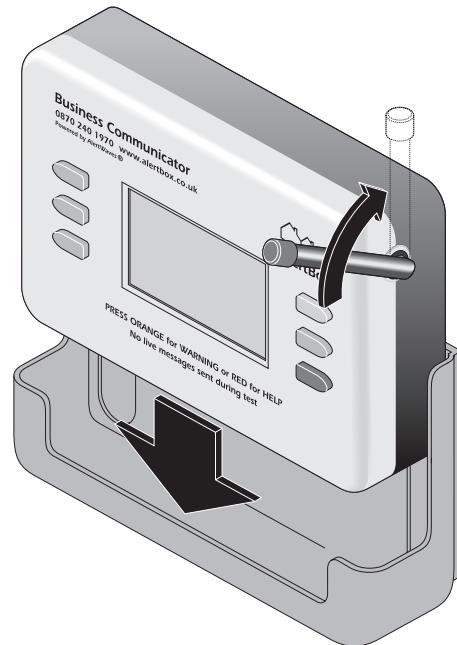
Your AlertBox receives regular time and date signals from the atomic clock at Rugby. This process can take 24 hours before the clock displays accurately, though it often takes just a few minutes – during this period, your AlertBox can still be used to send and receive messages as normal.

Using the wall holder

Your AlertBox is supplied with a wall holder as well as two screws and suitable wall plugs. If you wish to use the holder, it should be fitted securely to a wall by an experienced fitter or DIY enthusiast. You are strongly advised to test your AlertBox in its intended position before drilling any surfaces - For more information, see 'Testing your AlertBox' on page 7.



When the wall holder has been securely fitted, place your AlertBox into the holder, re-attach the power adapter lead and raise the small antenna so that it is vertical.



Using your AlertBox

Your AlertBox has been designed to be ready when you need it and to be easy to use.

The screen and buttons

You control the AlertBox by using the screen and the six buttons that are arranged around it. Next to each button, the screen shows the action that will occur if you press that button.

Standby

When the AlertBox is not doing anything else, it is said to be on **Standby**. When on Standby, the screen will display the following options:



These are the options that you will see when your AlertBox is on Standby

All procedures in this guide assume that your AlertBox is displaying the standby screen before you begin to press the buttons.

If your AlertBox does not show the standby screen

- Press the button labelled on screen either as **EXIT** or **CANCEL** until it does show the above standby screen.



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Testing your AlertBox

Once you have installed your AlertBox we recommend that you test it, for two reasons:

- To ensure that it is working correctly, and
- To search for other AlertBoxes in your vicinity.

Note: No messages are sent during a test.

To test your AlertBox

- 1 Press the button in the lower left corner, labelled on screen as **TEST**. The AlertBox will proceed with its test:
 - First, it will display your own details.
 - Next, it will search for and display the details of all other AlertBoxes that are currently in range.
 - Finally, it will run through a brief demonstration.
- 2 The whole procedure should take between one and two minutes to complete. After completion, your AlertBox will return to its usual standby condition.

Battery backup

Your AlertBox contains an internal battery that allows it to operate through a power cut or when you need to carry your AlertBox with you. The battery can maintain operation for roughly five hours and is automatically charged whenever mains power is available.

When you first switch on, the battery requires a constant sixteen hour charge time. After the initial charge, the battery can be fully charged in around one hour.

Warning messages

Sending a warning message

The warning option allows you to send a message to other AlertBox owners, warning them of a suspicious person or group that you have seen.

To send a warning

Note: If the screen does not show WARNING next to the orange button, see 'Standby' on page 7.

- 1 Press the ORANGE button in the top right corner, labelled on screen as WARNING. Your AlertBox will beep in response and your warning message will be sent after five seconds.

If desired, you can add further details to your message within the five second period. The screen shows three types of warnings:



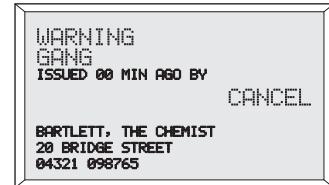
- 2 To add further details: Press the button that is located next to the most appropriate warning. Your AlertBox will then beep in response and the screen will show a brief summary of your warning message.

Your warning message will be transmitted to all of the other AlertBox devices in your vicinity.

When you receive a warning message

When a neighbour sends a warning message, your AlertBox will:

- Give their name, address and phone number,
- Possibly indicate the nature of the warning,
- Emit a succession of warning beeps to attract your attention.



When you receive a warning message, a local business is essentially advising you to be aware and on your guard. It is just like an electronic form of Neighbourhood Watch. There might be a suspicious person causing a nuisance, a gang in the vicinity, or a theft taking place. If you receive such a warning, you might decide:

- To restrict entry to your premises,
- To deploy extra security on your shop floor,
- To telephone the alerting business for further information.

Requests for help

Sending a request for help

If you experience an emergency situation, use the HELP option to request assistance from other AlertBox owners in your immediate vicinity.

IMPORTANT: In an emergency, always call the emergency services first (999 or 112). Your AlertBox is an additional aid and does not connect to the emergency services.

To send a request for help

Note: If the screen does not show HELP next to the red button, see 'Standby' on page 7.

1 Press the RED button in the lower right corner, labelled on screen as HELP. Your AlertBox will beep in response and your request for help will be sent after five seconds.

If desired, you can add further details to your message within the five second period. The screen shows three emergency situations:



2 **To add further details:** Press the button that is located next to the most appropriate emergency situation. Your AlertBox will then beep in response and the screen will show a brief summary of your help message. Your help message will be transmitted to all of the other AlertBox devices in your vicinity.

When you receive a request for help

When a local business sends a request for help, your AlertBox will:

- Give their name, address and phone number,
- Possibly indicate the nature of emergency,
- Emit a succession of warning beeps to attract your attention.



Requests for help usually relate to emergencies that have occurred within premises, such as: a fire, a medical emergency or a concern for personal safety. Your presence in those valuable minutes before the emergency services arrive on the scene could prove to be crucial. For example:

- You may be able to administer basic first aid,
- You might have a fire extinguisher that could be used,
- You could help to direct emergency services to the scene or provide them with extra information.

Any response to a request for help is a matter for individual preference. It is advisable to talk with the other local businesses and to agree between yourselves what will be done when a request for help is received.

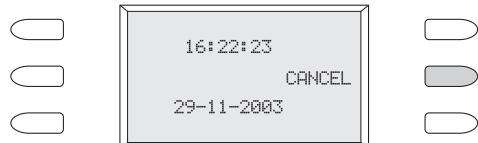
If you respond to a request for help, you should always consider your own safety as well as that of the people you are trying to assist. Never place yourself in a position that could result in injury or distress.

Checking the time and date

Your AlertBox receives regular time updates from the atomic clock at Rugby. This makes it an ideal accurate timepiece for everyday use.

To read the current time and date

- 1 Press the button on the left hand side, labelled on screen as **TIME**. The current time and date will be displayed.



- 2 Press the button on the right hand side, labelled on screen as **CANCEL**.

Note: In certain circumstances, your AlertBox may not be able to receive time signals from the Atomic clock. If this is the case, then the time and date may be displayed incorrectly or be removed from the display. If this situation does not improve within 24 hours, then please consult the 'Positioning' section on page 4 and the 'Troubleshooting' section on page 13.

Viewing previous messages

Use this procedure to view messages that were previously received.

To view previous messages

- 1 Press the button in the upper left corner, labelled on screen as **MENU**.
- 2 Press the button in the upper left corner, labelled on screen as **INFORMATION**.
- 3 Press the button in the lower left corner, labelled on screen as **LAST MESSAGE**. The last received message and its sender will be displayed on screen. You can either:
 - View the message prior to the one displayed (if any)
 - Press the button labelled on screen as **PREVIOUS**.
 - Return to standby – Press the button labelled on screen as **EXIT** three times.

Barring messages from another user

Although unlikely, there may be occasions when you do not wish to receive messages from a particular individual or business. This could be because they are sending too many false alarms at inappropriate hours, or similar circumstances. For this reason, your AlertBox allows you to bar messages from particular senders.

IMPORTANT: Use this feature with caution; you could miss crucial warning messages or requests for help from the sender.

To bar messages from another user

- 1 Press the button in the upper left corner, labelled on screen as MENU.
- 2 Press the button in the lower left corner, labelled on screen as BARRING.
- 3 Press the button in the upper left corner, labelled on screen as BAR SOMEBODY. The screen will now list the first of the other AlertBox owners who are in range. You can either:
 - Bar the displayed person - Press the button labelled on screen as BAR, or
 - Display the next person – Press the button labelled on screen as NEXT.

As soon as you bar a listed person, a confirmation message will be briefly displayed and then the screen will return to standby. Messages from that person will not be received until you remove the bar condition.

Un-barring messages from another user

Use this procedure when you are ready to receive messages from a person that you previously barred.

To remove the bar from another user

- 1 Press the button in the upper left corner, labelled on screen as MENU.
- 2 Press the button in the lower left corner, labelled on screen as BARRING.
- 3 Press the button in the lower left corner, labelled on screen as REMOVE BAR. The name and address of the barred person will be displayed. You can either:
 - Remove the bar on that person – Press the button labelled on screen as REMOVE BAR, or
 - View another barred person (if any) – Press the button labelled on screen as NEXT.

As soon as you remove the bar from a listed business, a confirmation message will be briefly displayed and then the screen will return to standby. Messages from that business will once again be received.



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Viewing your product information

In normal operation you will not need to access this information. However, if you should need to contact our support department, they may ask you for such details.

To view your product details

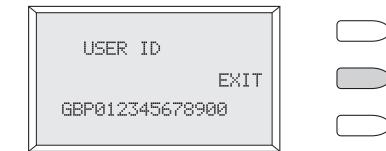
- 1 Press the button in the upper left corner, labelled on screen as MENU.
- 2 Press the button in the upper left corner, labelled on screen as INFORMATION.
- 3 Press the button in the upper left corner, labelled on screen as PRODUCT DETAILS. The product number and software version of your AlertBox will be displayed:



- 4 When finished, press the button labelled on screen as EXIT three times to return to standby.

To view your user identification number

- 1 Press the button in the upper left corner, labelled on screen as MENU.
- 2 Press the button in the upper left corner, labelled on screen as INFORMATION.
- 3 Press the button on the left side, labelled on screen as USER ID. Your unique user identification number will be displayed:



- 4 When finished, press the button labelled on screen as EXIT three times to return to standby.

Further information



Troubleshooting

The screen displays no characters

- Is the screen lit up?

Yes

- Remove the small power adapter plug from the side of the AlertBox and then re-insert it.

No

- Check that the cable from the power adapter is plugged into the socket on the left side of the AlertBox.
- Check that the power adapter is plugged into a working mains power socket. Try another device such as a table lamp with the socket to ensure that it is working.
- Check that the power socket is switched on.

Spurious characters are displayed on the screen

- Remove the small power adapter plug from the side of the AlertBox and then re-insert it after five seconds.
- If the problem persists, please contact AlertBox for further assistance.

The time does not display at all

Your AlertBox has been unable to receive the atomic clock signal and has withdrawn the time display.

- Try repositioning your AlertBox according to the suggestions given in the 'Positioning' section on page 4.

The clock displays the wrong time

Your AlertBox requires up to 24 hours to make full contact with the atomic clock situated at Rugby. After this period, if it still does not display the correct time:

- Remove the small power adapter plug from the side of the AlertBox and then re-insert it.
- If the problem persists, please contact AlertBox for further assistance.

The screen fades

Your AlertBox is running on battery power and its charge level is fading.

- Check that the power adapter is correctly plugged-in and the power socket is switched on. Also check whether there is a disruption to your power supply.
- If the problem persists, please contact AlertBox for further assistance.

The reception range does not seem as good as before

- Consider any radio-affecting circumstances that may have changed: Other electrical equipment in the vicinity; tree growth in Spring and Summer, etc.
- Try repositioning your AlertBox according to the suggestions given in the 'Positioning' section on page 4.

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Safety

Please follow these basic safety guidelines to ensure continued, reliable service from your AlertBox:

- AlertBox is designed to be used indoors only. It does not have protection from the elements.
- Do not allow your AlertBox to become wet - avoid all contact with liquids.
- Use only the supplied power adapter.
- Do not attempt to plug any other connectors or foreign objects into the sockets on the left side of your AlertBox.
- There are no user-servicable parts within your AlertBox. Do not attempt to open the casing - such actions may void your warranty.

Disclaimer

Successful operation of the AlertBox as a warning and help request device depends upon its radio communication with other similar devices. Radio signals can be affected by numerous factors such as atmospheric conditions, other radio/electronic devices in the vicinity or local physical obstacles.

Successful operation of the AlertBox as a radio device depends upon it receiving signals from other similar transmitting devices; and its own signal being received by same. No guarantee is given, or implied, that a warning message, or request for help, will be received or acted upon by another party. Therefore, the AlertBox **MUST NOT** be considered or used as a primary communication device.

Correct operation of the AlertBox time and date function is dependant upon the successful reception of time signals from the atomic clock at Rugby.

The AlertBox internal batteries are intended as a backup in case of short term mains power failure. AlertBox is not designed to operate as a mobile device for long periods.

Warranty

AlertBox Limited warrants (for use in the UK) that this product shall be free from defects in workmanship and materials for a period of one year from the date of original purchase. During the warranty period, if the product should fail to operate correctly in normal use, AlertBox Limited will replace or repair it free of charge. No liability can be accepted for damage due to misuse or circumstances outside the control of AlertBox Limited.

AlertBox Limited offer a one month trial period which begins when the documentation package is opened. During the first month of ownership, if you do not wish to keep the AlertBox unit then you may return it with all items in the original packaging for a full refund. AlertBox reserve the right to deduct a portion of the original purchase price to cover missing or damaged items.

AlertBox Limited will not be responsible for any loss, damage or injury arising directly or indirectly from the use of this product. AlertBox Limited's total liability under the terms of this warranty shall in all circumstances be limited to the replacement value of this product.

If any difficulty is experienced in the installation or use of this product that you are unable to resolve, please contact your supplier or the AlertBox Limited support department.

Contact Information

If you are still experiencing problems after consulting the Troubleshooting section, please contact us using any of the methods shown here:

By email

support@alertbox.co.uk

Via our website

www.alertbox.co.uk

By post

AlertBox Ltd
P.O. Box 4085
Pangbourne
Reading
RG87 7WX

By fax

0870 240 1971

Helpline

0870 240 3769



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AlertBox Limited
P.O. Box 4085
Pangbourne
Reading RG8 7WX

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