



Smart Technology, Made to Care

## Buzzz

Portable Alarm Receiver

Programming  
Guide v1.0



The Buzzz is an innovative portable alarm receiver. Designed to make caring easier and simpler.

Allowing the carer to receive immediate alerts whilst supporting up to 150 devices and a touch screen LCD display, the Buzzz is simple, intuitive, and customisable, providing personalised assistance to on site carers.

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## Introduction

The Buzzz is a non intrusive, portable alarm receiver. Designed to make caring easier and simpler without the need for a telephone line or monitoring centre. Supporting up to 150 devices, the Buzzz allows the carer to receive immediate alerts, enabling them to provide a high level of efficient care. The unique aesthetics allow the Buzzz to sit comfortably in any home.

- Full colour LCD touch screen
- Fully customisable options
- Supports up to 150 registered devices for different environments
- Sound, Vibrate and Strobe alerting options
- Real time clock with alarm clock
- Anti-microbial, easy clean, water resistant handset
- Battery and charge status indicator
- PIN protection to protect settings
- Walk test function to detect signal strength
- View and save alert history
- Upload data for management reports
- Standard mode for 1:1 use and Advanced mode in a more complex setting

## What's in the Box?




## General information


### Setting Up and Charging

1. Insert the Mini USB into the rear of the charging base and the USB plug into the power supply.
2. Insert the USB power supply into an electrical socket. The blue LEDs will illuminate in the charging base and four tones will be emitted shortly afterwards.
3. Place the Buzzz into the charging base. On first use, the Buzzz will require up to 2.5 hours to fully charge. It is normal for the Buzzz to sound several times on initial charging. The Buzzz will also charge if it is switched off, although there will be no indication on the screen. More information on the battery charging procedure is provided on page 7.
4. Follow this guide for information on how to register devices into the Buzzz and customise settings to your required preferences.

Note: The Buzzz power supply and charging lead are designed specifically to work with the fast charging circuits in the Buzzz. Please ensure that no other power supply or leads are used as this may cause issues.

### On/Off & Standby

Press and hold the  button for 6 seconds to switch the Buzzz on.

Press and hold the  button for 6 seconds to switch the Buzzz off - Press Yes to confirm power down.

Press the  button momentarily to place the screen into standby, and the same to wake it up again.

The Buzzz will enter standby automatically, if there is no activity within the Screen Delay period (see page 6)

### Main Screen (with no alert on system)

The main screen contains, from top to bottom:

- Battery strength (battery symbol appears 5 seconds after screen illuminates)
- Current date
- Current time
- Day Mode (if switched on and within time period, see page 7)
- Active Alerts (will only appear if alerts are delayed while using Advanced Mode. See page 6)
- Alarm Clock (switched on/off by pressing the icon)
- Settings Button

Tip: Tap the battery symbol to flip the screen upside down. This is useful when wearing it with the belt clip.

### Main Screen (with alert on system)

When a registered device activates, the main screen contains, from top to bottom:

- Signal strength of device (this displays on screen for first ring only)
- ID of activated device (this displays on screen for first ring only)
- Name assigned to device
- Location assigned to device
- Type of device
- Battery strength of device (this displays on screen for first ring only)
- Standard Mode - OK Button. Advanced Mode - Delay, OK and Clear Buttons (These are explained on page 6)

### Acknowledging an alert in Standard Mode

Standard Mode is most suitable when only one Buzzz is being used. More information is found on page 6.

- Press the OK button to acknowledge the alert.

### Acknowledging an alert in Advanced Mode

Advanced Mode is most suitable when two or more Buzzz units are being used. More information is found on page 6.

- Press the OK button to acknowledge the alert immediately.
- Press the Delay button to postpone the alert. The notification will return after the Alert Delay time (Page 6)
- Press the Clear button to clear an alert if you cannot attend to it.

## Settings Menu

In the Settings Menu, you can customise the Buzz via the icons on the screen to your personal preferences. Each menu icon is explained below:

### Vibrate/Strobe

When the Buzz alerts, it has the ability to **Vibrate** and flash the screen similar to a **Strobe**. These options can be switched on or off within this setting. Tap the icon and use the up/down arrows and OK button to change each option.

### Brightness

The brightness for both the screen and the blue LEDs in the charging base can be adjusted within this setting. To modify the **Display** brightness, tap the icon and use the up/down arrows and OK button to change the option.

Note: The brighter the display is, the more it will impact on battery life.

The **Charger** option controls the brightness of the blue LEDs in the Charging Base. Level 0 switches the LED off while level 3 is the brightest. Tap the icon and use the up/down arrows and OK button to change the setting.

Note: These adjustments will take effect when the Buzz is next placed into the Charging Base.

### Sound

The ringing volume and the ascending volume can be adjusted within this menu.

The **Volume** ranges from 0 (silent) to 3 (loud).

The **Ascend** tone can be switched On or Off. It starts from a volume of 0 and gradually builds up.

Note: An alert will be silent for the first 20 seconds if Ascend is switched on.

Note: When the Buzz is charging, the charging base amplifies the sound in relation to the sound volume setting. These adjustments will take effect when the Buzz is next placed into the Charging Base.

### Time

The time is shown on the front screen but it's also important to set it for accurate event reporting and also when using the Day Mode function. Tap each icon and use the up/down arrows and OK button to set the **Hours** and **Minutes**.

### Date

The date is shown on the front screen but it's also important to set it for accurate event reporting. Tap each icon and use the up/down arrows and OK button to set the **Day**, **Month** and **Year**.

### Alarm Clock

The Buzz can be used as an alarm clock. Tap the up/down arrows and OK button to set the **Hours** and **Minutes**. The Alarm Clock can be switched on and off by tapping the logo on the main screen.

## Admin Menu

The Admin Menu is used for installations, management of devices, and advanced options. Each menu icon is explained below and overleaf:

### Qwerty Keypad

A unique feature of the Buzzz is the requirement to enter a PIN, ensuring that unauthorised users cannot gain access to critical settings. To access the Admin Menu, enter the correct PIN followed by Ent. A stylus should be used to ensure precise input.

The default PIN is 1234, this can be changed within the Admin Menu. Abbreviations for some buttons are:

- ESC - Escape
- Ent - Enter
- Sp - Space
- Bs - Backspace

### Walk Test

When using the Buzzz in a larger property, it is essential that a range test is performed to ensure full coverage.

When a device is activated in Walk Test, the Buzzz will emit a sound and the display will list the following information:

- ID of the activated device.
- Battery status.
- Unique hexadecimal identity.
- Signal strength (Max 5, Min 0)
- Wider range signal strength

The **Reset** button will clear previous tests from the screen.

If the result of the range test proves that the property is too large for the Buzzz, we recommend using our Orion Range Extender to boost the range of all devices. Also, all the devices in our new product range have extended range which will ensure optimal coverage. Caution: Please be aware that a real alert cannot be received when the Buzzz is in Walk Test, and there is no timeout function. To exit Walk Test, press the back arrow. Also, walk tests do not show in the History Log.

### New Device

The Buzzz can store up to 150 devices, with each one assigned to a unique name and location. The registering process is very intuitive and guides the user through each step. Before starting, ensure the device you would like to register is prepared to transmit as it has to be activated within 12 seconds at stage 6 below:

1. Enter Name (Max 15 characters)
2. Enter Location (Max 15 characters)
3. Day Mode On/Off (see page 6)
4. Type of Device. This option is useful if a device's usual purpose doesn't suit the application in which it is being used (i.e. a PIR positioned beside a bed can be named a 'Bed Sensor' instead). Use the arrows to scroll through the list then tap the required description.
5. Summary, press OK to register device or the back arrow to return to the main menu.
6. Activate Device (activate device within 12 seconds)

### New PIN

The PIN can be changed in this section. Enter the current PIN first, followed by the New PIN.

### History

The History section has four options:

- **Upload Devices.** Registered devices can be viewed/ saved on a PC/Laptop using our free 'Alerts Viewer' software. Please contact us for more information.
- **Upload Events.** Alert history can be viewed/saved on a PC/Laptop using our free 'Alerts Viewer' software. Please contact us for more information.
- **View Devices** - This option has been positioned in the History section to ensure it is more difficult to inadvertently edit or delete devices. When the icon is tapped, the first three registered sensors will be listed, use the down arrow to access the next three, and so on. Tap the required sensor then choose Edit or Delete, and follow the instructions.
- **Event Log.** Alert history can be viewed on the screen. The last 964 events are saved on the Buzzz.

## Options Menu

The Options Menu allows adjustments to the more advanced options within the Buzzz. Each menu icon is explained below:

### Day Mode Settings

The Day Mode option allows the Buzzz to disregard certain alerts within a programmed time window. To clarify, Day Mode is the period when timed devices will NOT activate an alert. Multiple devices can use Day Mode but there is only one programmable timed period.

- **Day Start.** Set the **Hours** and **Minutes** within this option (the device will stop alerting at this time).
- **Day On/Off.** This has to be switched **On** if using Day Mode.
- **Day End.** Set the **Hours** and **Minutes** within this option (the device will start alerting at this time).

Note: Both the above settings and the New Device - Day Mode option (page 5) have to be enabled for a sensor to work with day mode.

### Screen Delay

This is the time period before the screen goes to sleep if left idle. The settings range from 1-5:

1. 30 seconds 2. 1 minute 3. 1 minute 30 seconds 4. 2 minutes 5. 2 minutes 30 seconds

Note: The longer the Screen Delay, the more it will impact on battery life.

### Tones

The Buzzz has four tone options. Scroll through each one then press OK to choose the desired tone.

Note: If a longer tone is required, switch the Strobe option on (Settings Menu - page 4).

### Alert Delay

If using Advanced Mode (see 'Mode' below), the Alert Delay is the time period before a delayed alert reactivates. The range is between 1-5 which increases the delay by 30 second intervals:

1. 30 seconds 2. 1 minute 3. 1 minute 30 seconds 4. 2 minutes 5. 2 minutes 30 seconds

### Radio

There are two options in this section - **Economy** and **Boost**.

**Economy** provides increased battery life but should not be used with certain devices like Door Contacts and PIRs.

**Boost** provides increased range and is suitable for all devices.

Note: If unsure which one to use, we recommend **Boost** mode.

### Mode

The Buzzz has two Mode options. **Standard Mode** is intended to be used in a situation where only one Buzzz is required while **Advanced Mode** is most suitable when more than one Buzzz is being used.

Page 3 explains how to acknowledge an alert in both modes.

In **Standard Mode**, an alert is acknowledged by pressing the **OK** button.

In **Advanced Mode**, an alert can be acknowledged by pressing the OK button, or the alert can be delayed, or cleared.

If the **OK** button is pressed, the alert will clear down.

If the **Delay** button is pressed, the alerts will enter a queue which can be accessed through the Active Alerts icon on the main screen (this icon will only appear if there are pending alerts). A delayed alert will return after a pre-programmed period (see Alert Delay above). Up to 30 alerts can be delayed if required.

The **Clear** button is designed to be used by a carer who can't attend to the alert.



## Maintenance

### Cleaning the charging contacts on the Buzzz and Charging Base

The Buzzz and its charging base were designed to facilitate easy charging without having to deal with leads when placing on and off charge. When the Buzzz is placed into the charger, the contacts on the Buzzz touch the pins on the base. Due to this design, it is important to ensure that the contacts on the Buzzz and the pins on the base are clean. As the Buzzz is a portable device, the contacts can be easily contaminated by dust, grime, crumbs, etc. There's also a chance the pins on the charging base can become contaminated.

To clean both the contacts on the Buzzz and the pins on the charging base, use the enclosed fibreglass cleaning pen. Twist the top of the pen until the tip of the fibreglass brush is visible, then swipe the brush against the contacts/pins. When finished, turn the Buzzz and charging base upside down to let any residue fall out. Please do this regularly, even if the contacts/pins look clean, as it only takes a very small amount of contamination to disrupt charging.

This process is also explained in our YouTube video - <https://youtu.be/r4eq3xV3IB8>

Tip: Ensure that the end of the cleaning pen is stiff, not soft. It should be stiff as it acts like a file to scrape contamination from the charging contacts. If the end is soft or dirty, please cut the affected part off with a pair of scissors until the end is stiff again.

Note: Do not use the fibreglass cleaning pen on any area of the Buzzz or charging base apart from the contacts as it is an abrasive tool and will damage non-metallic surfaces.

### Intelligent battery charging and monitoring features

The Buzzz employs a traffic light system which provides informed reporting of the battery status when in and out of the charging base. It will also produce an audible and visual notification to inform if it isn't charging properly.

When placed in the charging base, the Buzzz should beep to confirm a connection is made and the charging process will start. It is normal for the Buzzz to beep a few times within the first minute or so. The battery symbol should start scrolling, indicating that it is now charging. If this doesn't happen, please remove the Buzzz and reinsert it again into the charging base. The battery symbol will change colour as the charging progresses, from red, to amber and finally green. It is fully charged after around 2.5 hours, when the battery symbol turns static green. The Buzzz will also charge if it is switched off, although there will be no indication on the screen.

The three colours of the battery symbol are red, amber and green. Red is lowest and green is highest. When the battery symbol is red, or at the low end of amber, the Buzzz should be charged.

If the charging contacts are not clean, or the Buzzz is not making good contact with the charging base, the Buzzz should sound an audible alert and 'Poor Contact' will be displayed on the screen. In this event, please clean the contacts as described above. The contacts should also be cleaned if there are any charging issues.

Whenever possible, please avoid partial charging of the battery. Ensure the Buzzz is charged fully then recharged when the battery is almost fully discharged, similar to how a mobile phone should be treated.

### Reset Procedure

There is a reset button on the underside of the charging base. If looking at the base with the USB plug at the 12 o'clock position, the reset button is located at the 10 o'clock position. Use the following steps to reset the Buzzz:

1. Ensure the charging base is switched on.
2. Using a paperclip or suitable instrument, press and hold the reset button for approximately 5 seconds. The blue LEDs in the charging base should begin to flash.
3. Whilst the blue LEDs are flashing, place the Buzzz into the charging base.
4. The main screen may flash for around 15-20 seconds, after which the Buzzz is reset.

Note: This will not delete any registered devices or change any settings.

## Troubleshooting FAQs

### Q1: Does the Buzzz require any regular maintenance?

The charging contacts on both the Buzzz and Charging Base can sometimes gather dust, grime etc so they should be regularly cleaned with the enclosed fibreglass cleaning pen. Twist the top of the pen until the tip of the fibreglass brush is visible, then swipe the brush against the contacts/pins. When finished, turn the Buzzz and charging base upside down to let any residue fall out. This should be done regularly. The cleaning process is also explained on our YouTube video - <https://youtu.be/r4eq3xV3IB8> This process is explained in more detail on page 7.

### Q2: Why does the Buzzz not appear to be charging?

If the Buzzz doesn't charge, there may be some contamination on the charging contacts, or the pins on the charging base. Clean the contacts on both the Buzzz and Charging Base as described on page 7. If the contacts have already been cleaned, try repositioning the Buzzz into the charging base again.

Note: The Buzzz power supply and charging lead are designed specifically to work with the fast charging circuits in the Buzzz. Please ensure that no other power supply or leads are used as this may cause issues.

### Q3: Why does the Buzzz display 'Poor Contact' when charging?

The Buzzz is detecting a resistance in the charging circuit. Clean the contacts on both the Buzzz and Charging Base as described on page 7. If the contacts have already been cleaned, try repositioning the Buzzz into the charging base again.

### Q4: The Buzzz is behaving strangely, can I reset it?

Yes. There is a reset button on the underside of the charging base. If looking at the base with the USB plug at the 12 o'clock position, the reset button is located at the 10 o'clock position. Use the following steps to reset the Buzzz:

1. Ensure the charging base is switched on.
2. Using a paperclip or suitable instrument, press and hold the reset button for approximately 5 seconds, the blue LEDs in the base should begin to flash.
3. Whilst the blue LEDs are flashing, place the Buzzz in the base as you normally would to charge it.
4. The main screen may flash for around 15-20 seconds, after which the Buzzz is reset.

Note: This will not delete any registered devices or change any settings:

### Q5: Why is the screen upside down?

Tap the battery icon to flip the screen upside down, and again to flip it back. This is an intentional feature which is handy when wearing the Buzzz around the waist with the belt clip.

### Q6: Why does the sounder beep and 'Pressure On Screen' is displayed?

This is an intentional feature to warn of something pressing on the screen.

### Q7: Why is the Buzzz not activating when an alert is received?

Is the Buzzz switched on? Is Day Mode on? Check the Buzzz can receive alerts from other devices (Walk Test is useful for this). Check transmitting device is operational too. Reset the Buzzz as described in Q4.

### Q8: Why is the Buzzz not sounding when an alert is received?

Check the Sound Volume is set to higher than 0. Also check if the Ascend option is on, an alert will be silent for the first 20 seconds if Ascend is switched on.

### Q9: Day Mode doesn't seem to be working?

The Day Mode start time is the time you would like the sensor to stop alerting. The stop time is the time you would like the sensor to start alerting. Day Mode must be switched on in both the Options menu and when registering the device too. This process is explained in more detail on page 6.

### Q10: The screen is red with a COMMS ERROR RF message, what does that mean?

This message indicates a fault with the radio receiver, meaning that it won't receive any transmissions from devices. Try performing a reset (Page 7). If this doesn't resolve it, the Buzzz may need to be replaced and sent back for repair..

### Q11: I'm not sure if the Buzzz has enough range to cover a whole property?

For most installations, a range test should be carried out to ensure the full property is covered. While performing the range test, the device should be activated at the location it will be installed, i.e. if it's a bed sensor, activate it from the bed area. If the result of the range test proves that the property is too large for the Buzzz, we recommend using our Orion Range Extender to boost the range of all devices. Also, all the devices in our new product range have extended range which will ensure that the optimum coverage is possible.



## Specifications

<b>Compatibility</b>	Tunstall / Custom
<b>Operating Frequency</b>	869 MHz / Custom
<b>Dimensions</b>	L117 x W56 x D14 mm
<b>Charge</b>	2.5 hrs / lasts between 1-2 days depending on usage.
<b>Wireless Range</b>	600m line of sight with Cair sensors
<b>Weight</b>	85g
<b>Water ingress</b>	Water resistant (can survive temporary immersion into water )
<b>Compliance</b>	CE / RoHS 2 / RED
<b>Warranty</b>	24 months

### Packing for shipment

The equipment containing cells or batteries must be packed in strong rigid packaging and must be secured against movement within the outer packaging to prevent accidental activation. The sender's name and return address must be clearly visible on the outer packaging.

### Safety

Do not dismantle or alter the unit. Do not open the case. The Buzz is water resistant so can be used in most locations but the Charging Base should be used indoors in dry areas only.

### Disposal

All electronic waste should be disposed of in accordance with the latest legislation.

It must be disposed of within the electrical and electronic waste stream and not be disposed of in the normal waste stream. Recycling electrical waste products help to conserve natural resources and prevent adverse effects on the environment.

Contact your supplier should you require more information.

