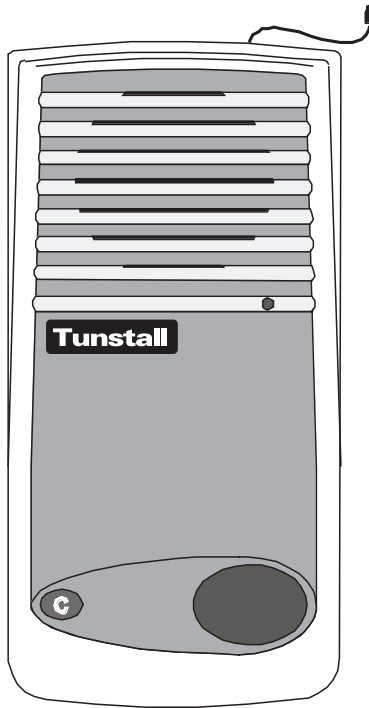


All the reassurance you need



# Premier 1000

## *User Manual*



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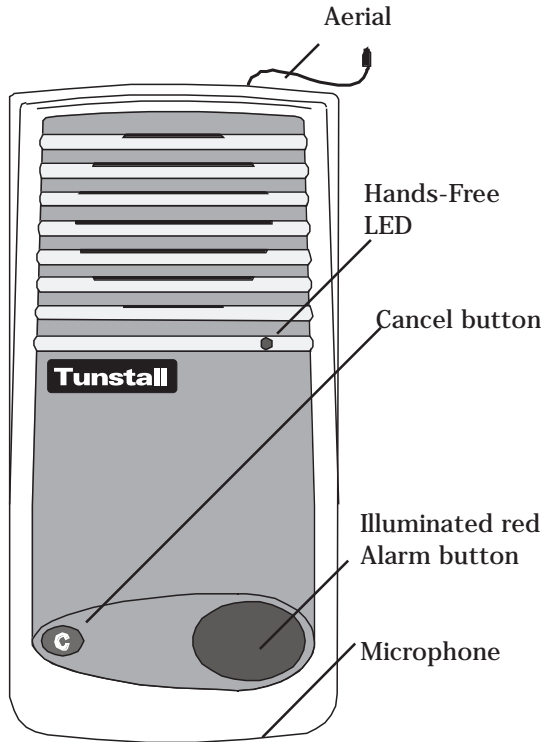
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# Your Premier 1000

Your Premier 1000 is an emergency alarm device that connects you to a 24 hour Alarm Monitoring Centre.

If you have a telephone you should plug it into your Premier 1000 unit's telephone extension socket. This is so that any call being made on the extension telephone will be cut off by an emergency call - your emergency call will then go straight through to the Alarm Monitoring Centre.



## Contents of box

One Premier 1000.

One Power supply transformer (attached to the Premier 1000).

One Pendant (with neckcord and pocket clip).

One Premier 1000 User Manual.

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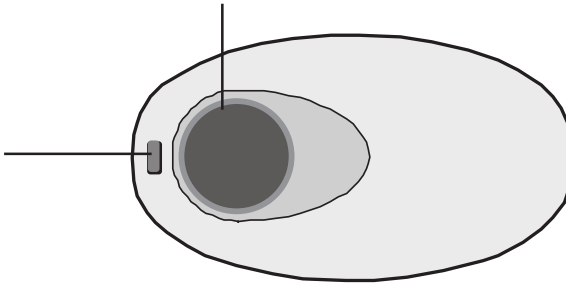
# Pendant

Your Amie Pendant is a radio alarm transmitter

**Amie Unit**

Alarm button

Red Light



It is light, waterproof and can be worn in several ways. It can be clipped to clothing or worn around your neck. When in your home or garden, keep it with you at all times. Keep it by your bed at night.

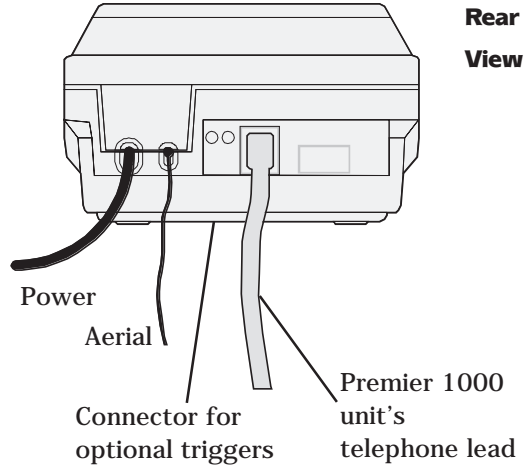
When the alarm button is pressed it will automatically tell your Premier 1000 to dial the Alarm Monitoring Centre. The operator will know who you are and where you live. They will know this even if you can not speak or hear their voice.

# To Install Your Premier 1000

1. Plug the Premier 1000's Power Supply Transformer into a mains socket and switch it on. The red alarm button will light. If the telephone line is not connected for one minute, the unit will warn you (by sounding a tone). If the LED keeps flashing then telephone your supplier.

2. Plug the telephone lead of your Premier 1000 into your telephone socket. Any warning will stop.

3. If you have a telephone, plug the telephone connector of your telephone into the socket in the back of the Premier 1000 telephone plug.



**Rear View**

4. Ensure that the flexible wire aerial is hanging loose behind the back of the Premier 1000.
5. Ensure that the microphone on the front of the unit is unobstructed (see diagram on Page 3).
6. When your Premier 1000 leaves the factory it is set to use LD Pulse dialling. If your local telephone exchange supports MF Tone dialling, your unit can be re-programmed by the Alarm Monitoring Centre.

**The Premier 1000 MUST be tested to ensure that it works satisfactorily before it is used as an emergency unit. Press the illuminated red Alarm button and ensure that a call is made to the Alarm Monitoring Centre.**

**Once the previous call has been ended, press the Alarm button on the Pendant and ensure that a call is made to the Alarm Monitoring Centre. If you have more than one Pendant, then repeat this test for each Pendant.**

**If either of these calls fails to connect to the Alarm Monitoring Centre, then the Premier 1000 should not be used as an emergency unit. Please contact your supplier immediately.**

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# What To Do In An Emergency

## To make an emergency call



- Either: Press the red alarm button on your Premier 1000
- Or: Press the button on your Pendant
- Or: Pull the pullcord, if one is connected to your Premier 1000

The light in the alarm button will flash, and the unit will beep. You will hear various tones as the call goes through. When the Alarm Monitoring Centre operator (see footnote below) answers, explain your problem and the operator will help you.

If your unit fails to connect to the Alarm Monitoring Centre, it will automatically try again until it is successful (up to a maximum of 10 attempts).

When the Alarm Monitoring Centre operator has dealt with your call, your unit will be reset automatically.

## What if the telephone is already in use?

When you raise an emergency call, any outgoing call present on the attached telephone will be cut off. Your emergency call will then go straight through to the Alarm Monitoring Centre.

## To cancel an emergency call



If you raise an emergency call by mistake, wait for five seconds then press the green CANCEL button on your Premier 1000 - this will cancel the call.

If you can not get to your Premier 1000 before the Alarm Monitoring Centre answers, do not worry. The operator will be glad to know that you are alright, and that your unit is working correctly.

Normally emergency calls are routed through to an Alarm Monitoring Centre. However, in some cases they will be routed through to a Personal Recipient. Personal Recipients are explained towards the end of this manual.

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# Other Features

## Telephone line monitoring

Your Premier 1000 is set-up to monitor whether the telephone line is available. The line could become unavailable if the telephone line is disconnected or if the service provided by your local telephone line supplier (e.g. TELSTRA) fails.

If your telephone line is unavailable, after one minute your unit will make a warning beep every second until it becomes available again. If the warning is sounded, check that the telephone lead is plugged into the socket correctly. The warning can be silenced by pressing the CANCEL button. If in doubt check with your local telephone service supplier (e.g. TELSTRA).

## Power Failure

Your Premier 1000 is set-up to monitor for a power failure.

If there is a power failure your unit will continue to work (but the alarm button won't be illuminated). When the power fails, the unit beeps rapidly 10 times. A special battery takes over and supplies power for several hours (in normal use). Once the battery is exhausted, the unit will cease to work until mains power is restored. You will still be able to use your telephone.

If the power failure lasts for more than one hour, within the next hour your unit will automatically dial the Alarm Monitoring Centre. The operator may already know that you have experienced a power failure and they should ask if you are alright. The automatic call to the Alarm Monitoring Centre will be repeated every four hours until the power supply is restored. The same warning call(s) will be made if your unit is unplugged from the mains power supply or if the mains is switched off.

The battery is automatically recharged by the mains power supply. After a long power-cut it may take up to 36 hours to regain its full charge. If in doubt check with your supplier.

## **Inactivity and Low Temperature Monitoring**

Optional sensors can be connected to your Premier 1000 to allow monitoring of inactivity and low temperature.

### **Away Feature**

If you have inactivity or low temperature monitoring programmed into your Premier 1000. Then telephone the Alarm Monitoring Centre when you are going away for more than one day and ask them to suspend inactivity monitoring temporarily. You will hear some tones whilst they do this.

Monitoring will start again when the CANCEL button is pressed or a call is raised.

## **Answering Calls with a Pendant**

You can also use your Pendant to answer and finish calls.

If your Premier 1000 is ringing, you can answer it by pressing the button on your Pendant once. The call will then be answered and you can speak to the caller hands-free.

To end a call answered with a Pendant, press the Pendant's button again. Pressing the CANCEL button will also finish a call answered with the Pendant.

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# Hints & Tips

## If your Premier 1000 seems not to work

- Ensure that the transformer is plugged into the mains power supply.
- Ensure that the power supply is switched on (the alarm button should be lit).
- Ensure that the telephone lead is plugged into the telephone socket correctly.

Once you have eliminated these causes use another telephone to contact your supplier.

## Moisture

Your Premier 1000 is powered by the mains power supply and includes delicate electronics. To allow water to come into contact with them is DANGEROUS and may cause serious damage. If your unit does get wet, then unplug it from the power supply and contact your supplier before attempting to re-use it.

Your Pendant is waterproof (making it easy to keep clean), but is not designed for immersion for extended periods.

## Cleaning

Dust your Premier 1000 with a SOFT CLOTH OR SOFT BRUSH. Stubborn marks may be cleaned by using a soft cloth which has been moistened with a GENTLE DILUTE DETERGENT.

**DO NOT use a very wet cloth. DO NOT use harsh, abrasive or corrosive cleaning agents (e.g. avoid all scouring powders, bleaches, polishes, etc.).**

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# Pendant

## **When pressed, your Pendant shows a constant light**

The red light on your Pendant should come on for three seconds whenever you press the alarm button.

This means that the Pendant is transmitting and the battery is in good condition.

## **When pressed, your Pendant shows a flashing light**

This means that the Pendant is transmitting but it has low battery power. The Alarm Monitoring Centre will be alerted to the low battery power automatically, but you should CONTACT YOUR SUPPLIER AS SOON AS POSSIBLE to arrange for a replacement Pendant.

## **When pressed, your Pendant does not light at all**

THE PENDANT HAS NOT TRANSMITTED:

- IF YOU WERE TRYING TO MAKE AN ALARM CALL, THEN NO CALL HAS BEEN MADE. RAISE A CALL BY ANOTHER METHOD (e.g. by pressing the red alarm button on the Premier 1000 or pulling a pullcord).
- If you were using your Pendant to answer a call when the Pendant fails, you may press cancel to end the call.

IN EITHER CASE, YOU MUST CONTACT YOUR SUPPLIER AS SOON AS POSSIBLE TO ARRANGE FOR A REPLACEMENT PENDANT.

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# Options

## **Personal Recipients**

Most emergency calls go straight through to the Alarm Monitoring Centre. This is normally the best method, because the Alarm Monitoring Centre operates continuously. However, it is possible to arrange for alarm calls to go to a Personal Recipient (e.g. a relative) before calling the Alarm Monitoring Centre. If you are interested in this facility, please contact your supplier.

## **Low Temperature Alarms, Smoke Detectors, Inactivity Monitoring switches and Pullcord Switches**

For more information, please contact your supplier.

# Notices and Advice to Users

## The Premier 1000 is suitable for connection to either

a) a PSTN exclusive exchange line, offering either 'Pulse' or 'Tone' dialling. It is not suitable for use as an extension to a pay-phone, or for Use on a shared service or a 1 + 1 carrier system.

b) a compatible PBX as an extension instrument. Tunstall should be consulted for an up-to-date list of PBX's with which the apparatus is compatible. It cannot be guaranteed that the apparatus will operate correctly under all conditions of connection to compatible PBX's. Any cases of difficulty should be referred in the first instance to Tunstall.

## More than one telephone

The Ringer Equivalence Number (REN) of the Premier 1000 unit is 1.0.

The sum of all the REN's of all the telephones that are simultaneously connected to one line should not exceed 4, which is the maximum ringing capacity of the line. Most telephones specify their REN, but where an instrument is used and no REN is specified, it can be assumed to have a REN of 1.

## Safety

DO NOT attempt to open the Premier 1000. The unit should be opened only by responsible, authorised personnel.

Apparatus connected to the Premier 1000 should have been approved/comply with TS001/AS/NZS3260. Other usage will invalidate any approval given to the apparatus.

Under no circumstances should you cut the wires which connect the Premier 1000 to the electrical supply, the telephone socket or the options.

## Approval

1. The Premier 1000 shall be connected to the specified telecommunications network only by means of cables meeting standards determined by AUSTEL and/or equipment subject to a permit issued by AUSTEL.

2. The Premier 1000 may only be used with a power supply either certified by AUSTEL or approved by a state or federal electrical regulator.

## Power Supply

Connection of Power Supply. This apparatus is for use when powered by a Plug Top Transformer, part number XD3716033. Other usage will invalidate any approval given to this apparatus if as a result it ceases to comply with the edition of AS/NZS3260 to which it was approved.

## Battery Disposal Policy

The Pendant and Premier 1000 contain batteries which must be disposed of in an approved manner. Contact your supplier for further details.

## Environmental Limitations

The operating temperature of the Premier 1000 is from 0°C to 45°C (Storage is from -10°C to 50°C).

The operating Relative Humidity of the Premier 1000 is from 0% to 80% (non-condensing). Storage is from 0% to 93% (non-condensing).

## Maintenance

The Premier 1000 and Amie units contain no user serviceable parts. No routine maintenance is necessary, other than cleaning.

## Standards

This manual has been prepared using British Standard BS 7524 : 1991 - the Code of Practice for Documentation for Social Alarm Systems.

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