

Questions and Answers to:

1. **Functions and properties**
2. **System Setup with DECT station**
3. **Register at DECT Station**
4. **PC APP**
5. **Telephone**
6. **Help and Emergency Call (SOS)**
7. **Fall Detection**
8. **Smoke Alarm Detector**
9. **Clock Function, Time**
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11. **Troubleshooting**

1 Functions and Properties

1.1 What is the difference between DA1432XL and DA1450?

DA1450 is identical to DA1432XL.

1.2 What exactly is DA1450?

DA1450 is a blind telephone with 100 contacts, which are read aloud if necessary.

DA1450 is an emergency call transmitter for manual alarm to personal help contacts.

DA1450 is a fall detector with automatic alarm to the help contacts.

DA1450 is a smoke alarm with automatic alarm to the help contacts.

DA1450 indicates the time

DA1450 has a timed reminder function

1.3 Who is the device for?

DA1450 is ideally suited for safety and contact at:

single seniors

elderly people with visual impairment

demented people incl. room monitoring

Blind people

and

for all those who want to use a comfort phone at home

for all those who want to talk to the whole family (conference phone)

for all those who want to be immediately accessible, in the house and garden

for all those who want to have hands-free long conversations with good quality

1.4 What do I need to put the device into operation?

Only one DECT base station is necessary for operation. As a rule, this is your existing DECT base. Simply log in like a DECT phone. The device can then already be used as a telephone. There are no additional monthly costs and fees. DA1450 is a simple DECT phone, but with special features.

1.5 How to help in an emergency?

They store telephone contacts, which are called off independently and repeatedly by the device during an emergency call until a help contact has been established. As a rule, these contacts are people from family, friends, neighbourhood. If this does not succeed, there is still an emergency number, e.g. the family doctor, who is permanently dialed until the call has been accepted.

1.6 Why is DA1450 also a blind phone?

The device has 100 contacts that are very easy to find and choose.

The contacts are divided into 10 registers, which you can label yourself.

The built-in voice assistant reads the registers and names of the contacts.

In the case of age-blind people, the device can read the phone book aloud.

The PC APP installation is designed to be barrier-free (JAWS, NVDA).

The PC APP is downloaded to the PC from the website: www.pcapp.net

Incoming calls are announced by name.

The device also has the features: Missed calls and caller list

1.7 How do I enter phone numbers and names?

Via the website www.pcapp.net you can download a PC program: The PC APP

In principle, you enter names and numbers. In addition, personal settings, such as tones, volume, or your personal data with your place of residence. These are passed on to the help contact, for example by the language assistant:

»This is a fall alarm at Susanne Mustermann, in which ... street.... Access to the apartment via ...«

1.8 Can I set up the device in a different location?

Yes. To do this, download the PC APP from the Internet and connect the device to the PC via USB. After entering the contact details, send the device switched off to the target person. This then only has to press the registration button of your telephone system to put the device into operation..

1.9 How does the call for help with smoke alarm work?

All you need is your existing smoke alarm sensor. It doesn't matter what type. The DA1450 detects the smoke alarm of all devices on the market. Smoke alarm detection is activated when the device is on the charging screen. This does not require any further configuration.

In an emergency, DA1450 retrieves the call list for help and remains DA1450 remains in alarm mode until the smoke alarm has been turned off or DA1450 has been taken off the charging screen.

1.10 How is the smoke alarm detection set?

DA1450 is factory configured to on smoke alarm detection ON. In the PC APP you can disable this function. Furthermore, the function does not have to be configured. If the DA1450 triggers a call for help due to smoke alarm (see call list, SOS), then the person called will be informed by the DA1450 voice assistant:

»This is a smoke alarm at Susanne Mustermann, in the ... street.... Access to the apartment via ...«

1.11 How can I change the language of the language assistant?

Via the website www.pcapp.net you load the PC APP again and select the desired language. After downloading and installing on PC, connect DA1450 to the PC APP via the USB cable of the charging screen.

DA1450 is then automatically set to the new language.

1.12 How is the fall detection/fall alarm set?

DA1450 is factory configured for fall detection on. In the PC APP you can disable this function. Furthermore, the function does not have to be configured. If the DA1450 triggers a call for help due to a fall (see call list for help, SOS), then the person called will be informed by the DA1450 voice assistant:

»This is a fall alarm at Susanne Mustermann, in the ... street.... Access to the apartment via ...«

You can check the fall detection by dropping the device from about 1.20 meters to the ground. DA1450 detects that only the device has fallen to the ground and reports this with "Ouch!" and twice asking to pick up the device again. Then a call for help would also be triggered in case DA1450 is not taken again.

2 System Setup with DECT station

2.1 Do I need a SIM card?

No, the device is connected to your DECT base station for landline telephony. It is an emergency call system for the home, and in the garden, preferably for single elderly people. Therefore, the operation of the emergency call transmitter is free of charge, no monthly costs.

2.2 What do I need to put DA1450 into operation?

For operation, only one DECT base station for fixed network telephony is necessary. DECT is the international standard for cordless telephony in the home. As a rule, a DECT base is already available. DA1450 is technically nothing more than a simple DECT phone and only needs to be registered in to the DECT base. Then you can already be called and make phone calls.

2.3 What types of DECT base station are there?

There are many types of DECT base stations today. Most of them are already integrated in the routers of the service providers (Deutsche Telekom, 1&1, Vodafone,...).

But there are also simple DECT base stations, such as Gigaset, Panasonic, Philips, ...

It does not matter whether the DECT base station is connected to an IP network or to an analog long-distance network. DA1450 communicates with the base station only via the DECT interface.

2.4 What is the system structure?

Recommendation: Make an easy setup!

So only one active DECT station (e.g. Fritzbox or Speedport or Gigaset Base Station,...) and as few parallel DECT phones as necessary, if possible only one additional DECT phone. You don't need another phone anymore if you can get by with the 100 contacts of the DA1450.

Note: on a DECT base, 5-6 DECT telephones can usually be operated

Turn off all answering machines. They often "steal" the incoming reputation.

Older people are easily confused when the bell rings everywhere in the apartment.

Recommendation: Do not build up DECT double stations by adding an additional DECT base station to the DECT router. Errors could then occur in detecting the number of the incoming call. Then the name of the caller is not announced.

2.5 What to do if there is a range problem somewhere in the house and garden?

The range of the DA1450 is usually sufficient for a medium-sized apartment and small garden. Masonry, especially exterior walls and ceilings dampen the radio signal very strongly by the steel reinforcement. DA1450 is not "repeater-capable", so only the more central positioning of the DECT base station helps with a range issue.

3 Registration to DECT Station

also called: Subscription

3.1 What types of DECT base station are there?

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But there are also simple DECT base stations, such as Gigaset, Panasonic, Philips, ...

It does not matter whether the DECT base station is connected to an IP network or to an analog long-distance network. DA1450 communicates with the base station only via the DECT interface

3.2 How is DA1450 connected to my DECT telephone system = registered

Registrating to the DECT base station is technically identical to registrating a DECT phone to the telephone system, only in this case MUCH EASIER:

Registration consists of only 2 steps:

Step 1: Activate the registration mode of the DECT base station

Step 2: Press the call button of the DA1450 »Registration enabled«

Often observed errors:

No1: The registration mode of the DECT base was not activated correctly
You have to hold down the registration button for several seconds
The registration mode switches off again after 5 minutes => press again
DA1450 reports: »Base not in registration mode«

No2: DA1450 is too far from the DECT base station
The range is intentionally reduced while registering !
This is to avoid (unlikely) mis-registrations.
DA1450 reports: »No base station found«

No3: DA1450 is not yet sufficiently loaded
Please load before about 30min

NOTE: Some DECT base stations block new registrations if the maximum number of DECT phones have already been registered. Attention: These phones do not necessarily have to be active. In this case, the base station can refuse the registration:

Example Speedport Router: max 5 registered DECT phones.

In this case, the voice assistant reports: »Please check base station «
A remedy is the deletion of DECT telephones via the configuration program of the router or the DECT base station

3.3 How does "easy subscription"

A common registration today is the so-called »easy subscription«. In this case, the base station's system PIN or registration PIN is set to "0000". DA1450 always sends the system PIN "0000" at the factory, which makes a problem-free (easy) within a few seconds.

If the DECT base has a different SYSTEM PIN, then you either have to set the PIN to "0000" for a short time or you register DA1450 via the PC APP. There you can enter any PINs, even up to 8 digits on PBX systems.

3.4 The range is not as large as my DECT phone

Although the device has the best possible radio supply, restrictions in range are unavoidable due to the design and the wearing style on the body. As a rule, however, this is sufficient to supply a medium-sized apartment on one floor.

3.5 Can I register and operate several DA1450 to my DECT base.

Yes, you can register up to 5 DECT phones at each DECT base and operate them trouble-free. Several DA1450 can also be operated at a DECT station.

4 PC APP

4.1 What is the PC App?

With the help of the PC APP (a simple WIN PC program) the telephone contacts are entered, with names and numbers. In addition, you can make personal settings, such as ringtone, volume, waiting breaks during reading the phone book, information about person and place of residence and how to get into the apartment in an emergency, etc.

4.2 How do I get the PC APP?

You download the PC APP with your WIN PC (unfortunately, no Apple computer is possible because of the language converter) from the website www.pcapp.net. At the same time, you specify the language with which the PC APP and the DA1450 language assistant work, i.e. German, English, Spanish, Turkish, Italian, ... This takes a few minutes. Please be patient.

4.3 I have downloaded the PC APP. What next?

After the PC APP has been loaded (in the downloadsector of the PC), the PC APP must be installed by calling the program SETUP. This happens automatically when you start the SETUP program. Finally, the DECT TeleCare icon is created on the screen of your PC. By clicking on this icon you start the PC APP:

Often observed errors when opening the PC APP and connecting to DA1450:

DA1450 does not connect to PC APP

USB cable is just a charging cable without a data line
Please use the USB cable of the charging screen
WINDOWS did not recognize the new USB device
Please un-plug DA1450 from the PC and plug it back in

When transmitting the names on the DA1450, the names are not audible

The internal PC speaker is turned off
Please un-plug DA1450.
Then you can see the status of the internal speaker at the bottom right
Set this to a desired volume e.g. »70«
Reconnect DA1450 and move on.

4.3 I have not been able to load audio data onto the device?

Before you open the PCAPP, close all programs and applications, especially those that use audio, e.g. streaming video or audio (Internet Radio). Even if you do not listen to these programs, they interfere with the audio management in the PC.

4.4 I did not hear any audio data when it was transferred to the device?

Before you connect the DA143XL to the PC, activate the built-in PC speaker and set a volume that is pleasant for you. You can see this on the taskbar at the bottom right..

5 Telephoning / blind telephone

5.1 How many contacts can be stored on the device?

Up to 100 contacts with names and telephone numbers can be stored.
For better structuring, the telephone book has 10 registers, which you can name yourself with title, e.B. favorites, family, friends, doctor, food & drink, transport,...
Registers and telephone numbers are announced by the voice assistant with title and name.

5.2 How can an elderly, severely visually impaired person call someone?

Up to 100 contacts with names and telephone numbers can be stored. Contacts who want to be called more often should be as far ahead as possible. It is best to define the 1st register with favorites and place the 10 most used contacts there.

If a severely disabled person wants to make a phone call, he only presses a side button and then in the phone book is which name by name is read out. Then she just has to press the call button and the person is called. All linguistically supported by the language assistant.

5.3 How to call a severely demented person?

In extreme cases, where a person himself has difficulty pressing the call button when calling, an automatic call acceptance can be set for certain numbers in the phone book. On incoming call, DA1450 takes off independently and connects to the caller, who can then speak immediately.

5.4 Can a blind person set up the device himself?

Yes, if that person has technical tools like screen reader and can apply them. The PC APP of the DA1450 is compatible with JAWS and NVDA.

5.5 How can a blind person quickly find contacts in the telephone book?

Up to 100 contacts with names and telephone numbers can be stored.
For better structuring, the telephone book has 10 registers.

The device has implemented 3 different methods for choosing a contact.

Fast for experienced, even blind people
Here you select register and name via the two side key

Standard, very easy to use
Here you select register and name via the one side button
So you don't have to change the side button

Slow over reading aloud for the age-blind
Here the phone book is slowly read aloud

6 Help and Emergency Call

6.1 What is the difference between the three help numbers and the emergency number?

The help call sequence consists of 3 help numbers and one 1 emergency number

Help Call numbers:

You can set up to three help numbers with name and phone contact. These three numbers can be repeated. To do this, set the number of repetitions. In addition, you specify how long a called phone should ring before the next number is dialed.

DA1450 has an intelligent Call Manager (iCM), a testing software that monitors the selection of contacts according to strict rules and decides whether a valid help contact has been established. The return of key figures to the emergency call system is not necessary.

Non-valid contacts are e.B. information systems of the service providers ("This number is currently not reachable") or answering machines that switch on after several seconds or contacts that hang up again within 2 seconds.

Emergency number:

You can optionally set an emergency number that will be called if no help contact has been made. This emergency number is treated like a normal phone number and rings the bell until someone takes off.

6.2 How does a Help Call work?

The help call sequence consists of 3 help numbers and one 1 emergency number. The sequence is triggered,

when the target person presses the call button for 2 seconds

if the target person has fallen

if a smoke alarm has been triggered

The help numbers are people from family, friends or neighbors

The emergency number is a professional help that is always easily accessible, e.B the family doctor, or service center or mobile care services, if there is an agreement.

7 Fall Detection

7.1 How is the fall detection/fall alarm set?

DA1450 is factory configured for fall detection on. In the PC APP you can disable this function. Furthermore, the function does not have to be configured. If the DA1450 triggers a call for help due to a fall (see call list for help, SOS), then the person called will be informed by the DA1450 voice assistant:

»This is a fallalarm at Susanne Mustermann, in the ... street.... Access to the apartment via ...«

You can check the fall detection by dropping the device from about 1.20 meters to the ground. DA1450 detects that only the device has fallen to the ground and reports this with "Ouch!" and twice asking to pick up the device again. Then a Help Call would be triggered in case DA1450 is not taken again.

Simulating a real fall is difficult. Interested parties can find a paper on the website of DA1450 under the heading Documents.

7.2 Why is DPDM Fall Detection is mor effective than others?

DPDM was developed over several years with scientific support. It evaluates the density spectrum of the forces acting on DA1450 and not the individual signals of the accelerometer. These signals have poor reproducibility and are massively ambiguous. The density spectrum, on the other hand, is almost clear. It is very significant for a person's fall, for the product falling to the ground, for movements of everyday life, etc. That's why there are almost no false alarms.

Other "fall detectors" evaluate the impact, which has a very poor reproducibility, and consequently must evaluate gestures and postures to prevent false alarms. However, such gestures are also ambiguous and difficult to predict in the case of elderly people who have fallen.

More information can be found on the product page on the Internet:

www.da-products.de

8 Smoke Alarm Detector

8.1 What do I need for the call for help in case of smoke alarm?

All you need is a smoke alarm. It doesn't matter what type. The DA1450 detects the smoke alarm of all devices on the market. The automatic emergency call in case of smoke alarm is activated when the device is on the charging screen. This does not require any further configuration. However, you can de-activate the smoke alarm detection with the help of the PC APP.

DA1450 remains in alarm mode until the smoke alarm has been turned off or DA1450 has been taken off the charging screen.

8.2 How is the smoke alarm detection set?

DA1450 is factory configured to on smoke alarm detection ON. In the PC APP you can disable this.

Furthermore, the function does not have to be configured. If the DA1450 triggers a call for help due to smoke alarm (see call list, SOS), then the person called will be informed by the DA1450 voice assistant:

»This is a smoke alarm at Susanne Mustermann, in the ... street.... Access to the apartment via ...«

9 Clock Funktion, Time

9.1 How can I set the time of the device?

a) The time is set normally via the PC APP.

Via the tab "Memories" you can find the current time, which is copied from the PC time. If you set the switch to "AUTO", this PC will automatically transfer time to the device as soon as they connect it to the PC app. If you want to manually enter a time into the device, then switch off AUTO and enter the desired time via PC keyboard.

b) The time can also be set by an external call. If the connection is existing with an external caller, he can enter the time of the device on the telephone keypad, with the following sequence of numbers:

#8463hhmm# where hh = hour and mm = minute

e.g. 9h35 hh = 09 and mm = 35

The digit sequence 8463 can be remembered easier when using TIME as keypad sequence.

9.2 What exactly is the time?

The internal clock of the device goes very precisely. However, deviations of 5 minutes per month are possible because the device cannot be synchronized from the outside. The announcement at the push of a button has only a "resolution" of 2.5 minutes. This has technical reasons and is not a mistake.

Please note that there are many "current" times in your apartment:

DA1450, PC, TV, Smartphone, DECT Phone ... these times may differ in the minute range depending on where they get the reference for their current time from. This can also be up to 5 minutes difference relative to each other.

10 Miscellaneous

10.1 Where do I get support?

Contact the dealer from whom you purchased the device. He will help you with most of the problems. The dealer also has contact with the manufacturer DOSCH&AMAND.

11 Troubleshooting

11.1 My device does not react. What can I do?

Normally, the condition "does not react" should never occur. If the device is "not working", then usually because you have forgotten to charge the device in time and all the hints "Please charge device", red LED flashes, 1h long the device beeps ... have been ignored. In this case, you place the device on the charging screen and wait a few minutes until enough charge has flowed so that the device reports again "Battery is

being charged". In this case, leave the device on the charging screen for about 1.5h.

The device also has a Reboot function. A reboot does not change the configuration and entries in the device. A reboot can be enabled in two ways:

via the PC APP and tab "SETTINGS"
there you will find under the RESET options: Restart device

by connecting the device to a USB voltage source
e.B via the USB cable of the charging screen

11.2 I cannot register my device to the DECT station?

In order to increase security when registering on to your DECT station, care was taken to ensure that the distance to the DECT station must not be too large, i.e. typically in the same room. This ignores other DECT stations that happen to be in registration mode or incorrectly.

Also make sure that the DECT station is in registration mode and has the system PIN "0000". The voice assistant recognizes this and gives clear indications regarding the cause of the error.

Read more information under the heading: Registration to DECT station

11.3 PC APP: My device is not recognized on the USB of the PC?

Usually a wrong USB cable is used. The correct USB cable is the supplied USB cable for the Charging Disc. By using it as a charging cable, you can never lose it. But you can also use another USB cable if it also has data lines. Often it already helps to disconnect the USB cable from the PC and reconnect it.

11.4 The device does not load

Pay attention to the correct placement on the loading screen and use the positioning aid, because this also prevents accidental slipping.

If the device is deeply discharged, it may take several minutes to reach the power-on-charge state. Then the voice assistant "Battery is charged" reports.

11.5 My device reports "not operational?"

there are several reasons why the device is not operational:

not registered => Register device at DECT station

no phone numbers entered => Enter numbers with PC APP

except DECT range => Check location DECT station

Note on b)

If you have not yet entered a telephone number and are currently unable to use the PC APP, then you can call the device and transfer this number to the phone book and as a help number. A corresponding note is made by the voice assistant when this call is received: "Take over the phone number? Press call button." Later, supplement this number with a name and supplement the telephone book with the desired contacts and the call list for help.