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SN7022

Wearable Home SOS pendant for use with VTech SN5127/SN5147 telephone system



**vtech**  
User's manual

## Congratulations

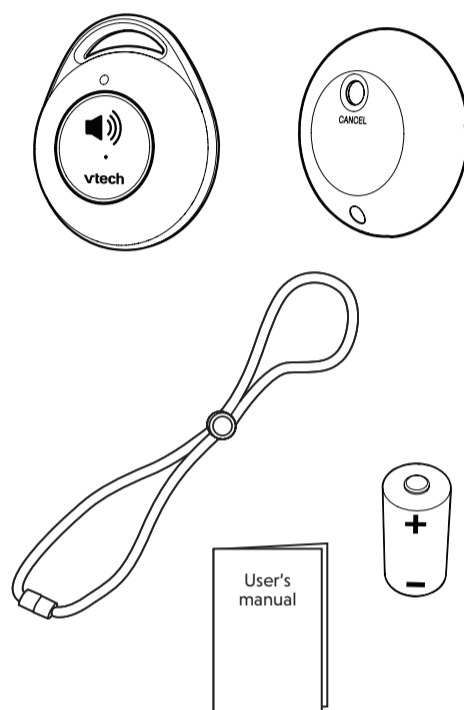
on purchasing your new VTech product. Before using this product, please read Important safety instructions.

This user's manual has instructions on how to set up and register your new Wearable home SOS pendant. For instructions on using the SOS pendant, see the Quick start guide or the online Complete user's manual of your telephone system.

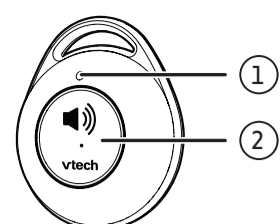
For support, shopping, and everything new at VTech, visit our website at [www.vtechphones.com](http://www.vtechphones.com). In Canada, visit [www.vtechcanada.com](http://www.vtechcanada.com).

## What's in the box

Your Wearable home SOS pendant package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



## SOS pendant overview

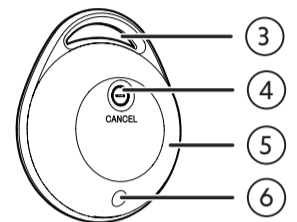


### 1 – LED (red)

- Flashes for 3 seconds when in emergency mode after the emergency key is pressed.
- Flashes while **pressing and holding** the **CANCEL** button to enter pairing mode.

### 2 – Emergency key

- Press to enter emergency mode and automatically dials the emergency numbers preset in the telephone base.



### 3 – Slot for portable use

### 4 – CANCEL (PAIR) button

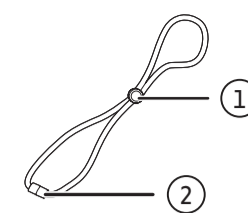
- Press to cancel emergency call mode.
- Press and hold** to enter pairing mode.

### 5 – Battery compartment cover

### 6 – Screw

- Unscrew it to open the battery compartment cover.
- Tighten it to close the battery compartment cover.

## Lanyard overview



### 1 – Move button

- Press and adjust the button position for wearing comfort.

### 2 – Lock

- Open the lock and insert the lanyard into the slot on top of the SOS pendant.

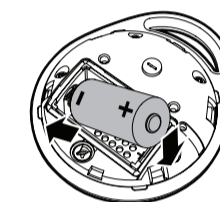
## Install the battery

### Install battery

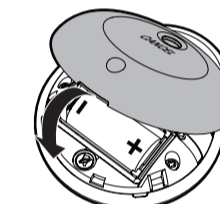
#### NOTES

- Use only supplied battery or equivalent.
- Your SOS pendant is water spray resistant. Make sure the battery compartment cover is tightly closed and the screw is tightened to prevent water spray from penetrating.
- If the SOS pendant will not be used for a long time, disconnect and remove the battery to prevent possible leakage.

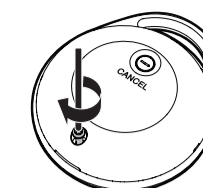
- Insert the supplied battery into the battery compartment, and matching the polarity markings (+ and -) inside it.



- Close the battery compartment cover.



- Use a screwdriver to tighten the screw to secure the battery compartment cover in place.

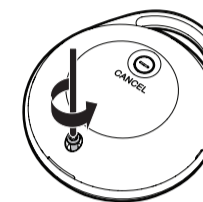


## Replace battery

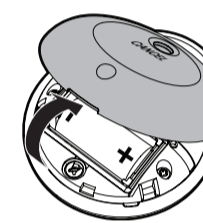
With average use, your SOS pendant's battery should last approximately two years. When the battery is low, replace it with a new CR123A Lithium battery.

To check the battery level of your SOS pendant, refer to the **Device monitoring** section in the Quick start guide or the online Complete user's manual of your telephone system.

- Use a screwdriver to loosen the screw on the battery compartment cover.



- Flip open the battery compartment cover and take out the old battery.

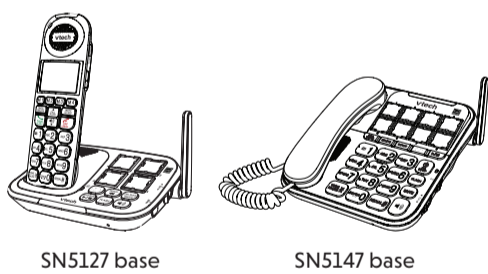


- Follow the steps in **Install battery** to install a new battery to the SOS pendant.

## Before use

### Add and register an SOS pendant

Register each new **SN7022** Wearable home SOS pendant to your **SN5127/SN5147** telephone system before use. Your telephone system supports a maximum of 30 compatible ULE devices.

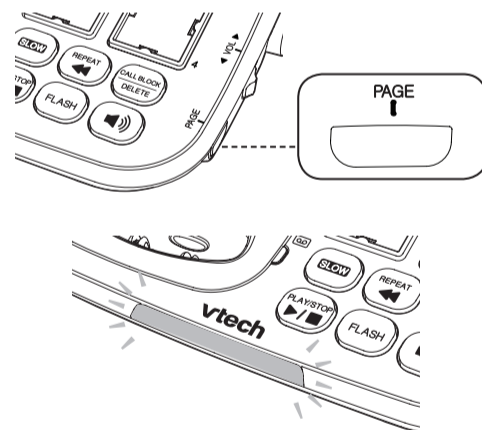


#### NOTES

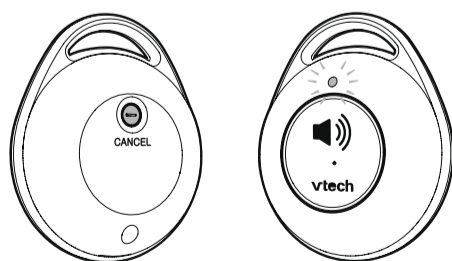
- Install the battery before registering the SOS pendant to the telephone base.
- Visit [www.vtechphones.com](http://www.vtechphones.com) for a list of ULE devices that are compatible with your **SN5127/SN5147** telephone system.

### To register an SOS pendant to the SN5127 telephone base:

- When the telephone is not in use, **press and hold PAGE** at the telephone base for about five seconds until the visual ringer indicator light turns on. Release **PAGE**.



- Press and hold CANCEL** on the back of the SOS pendant until the red LED light flashes, then release **CANCEL**.



It takes up to 60 seconds to complete the registration. When the registration is successful, the red LED lights on the SOS pendant turns off, and the telephone base beeps and its visual ringer indicator light turns off.

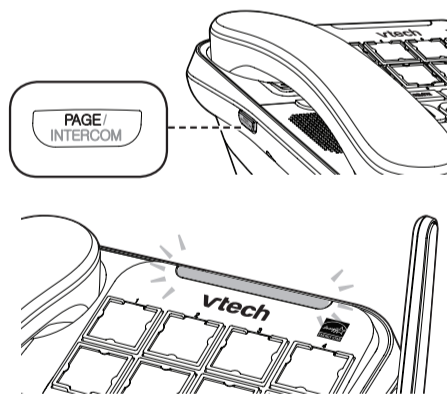
If registration fails, start again from Step 1 above.

#### NOTE

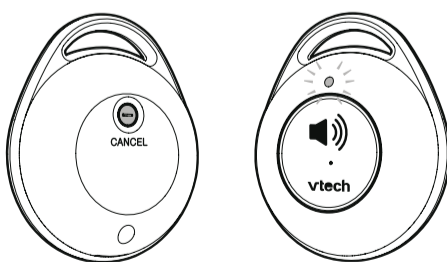
- You cannot register an SOS pendant if any other system device is in use.

### To register an SOS pendant to the SN5147 telephone base:

- When the telephone is not in use, **press and hold PAGE/INTERCOM** at the telephone base for about five seconds until the visual ringer indicator light turns on. Release **PAGE/INTERCOM**.



- Press and hold CANCEL** on the back of the SOS pendant until the red LED light flashes, then release **CANCEL**.



It takes up to 60 seconds to complete the registration. When the registration is successful, the red LED lights on the SOS pendant turns off, and the telephone base beeps and its visual ringer indicator light turns off.

If registration fails, start again from Step 1 above.

#### NOTE

- You cannot register an SOS pendant if any other system device is in use.

## Operating range

The operating range of the SOS pendant is up to 1,000 feet outdoors or 150 feet indoors. The actual operating range may vary depending on the environmental conditions and other interferences such as walls, doors and other obstructions.

## Test the signal strength

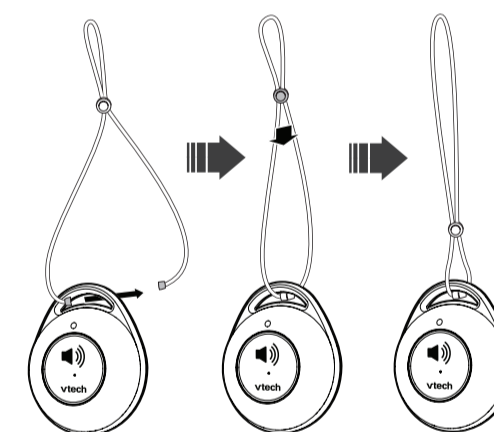
You can carry your SOS pendant as you walk around your home.

Follow the instructions below to check the signal strength between the SOS pendant and the telephone base.

### Test device signal strength with your SN5127/SN5147 telephone

- Press **MENU** on the cordless handset when the telephone is not in use.
- Press **▼** or **▲** to scroll to **Set device**, and then press **SELECT**.
- Press **SELECT** again to select **Check signal**.
- Scroll to select **PENDANT X** (X represents the device number assigned to the pendant) and then press **SELECT**.
- While the handset screen displays **Awaiting signal**, press **CANCEL** on the back of the SOS pendant.
- When the handset screen displays **Good signal**, press **SELECT**. The testing is complete.
  - If the handset screen displays **No signal**, press **SELECT**. Make sure the pendant is powered on with the battery, and then repeat from step 1 to test again.
  - If the handset screen displays **Weak signal**, press **SELECT**. Then, move the SOS pendant closer to the base to improve the signal. Repeat from step 1 to test again.

## Portable use of SOS pendant



- Open the lock and insert one end of the lanyard into the slot on top of the SOS pendant.
- Close the lock.
- Press and adjust the position of the move button for wearing comfort.

For detailed operations, read the **SOS emergency call** section in the Quick start guide or the online Complete user's manual of your telephone system.

#### CAUTIONS

- To ensure proper operation for making emergency calls by using the SOS pendant, the telephone system must be installed according to the installation instructions in your telephone system's user's manual. To verify that the telephone system is operating properly and can successfully make emergency calls to the preset numbers, the telephone system must be tested immediately after installation, and periodically thereafter, according to the setup and operation instructions in your telephone system's user's manual.

- The telephone system cannot make an emergency call when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.
- Do not solely rely on the SOS pendant for getting help in case of emergency. The functionality of the SOS emergency call is dependent on the phone settings and network availability.

## General product care

To keep this product working well and looking good, follow these guidelines:

- Your SOS pendant has been tested in a controlled environment and certified to be water spray resistant in specific conditions (meet requirements of classification IPX4). Despite this classification, your device is not impervious to water damage in any situation.
- To maintain the water spray resistant performance of the device, make sure the battery compartment cover is tightly closed.
- Do not immerse the device in water and do not clean it under the tap.
- Do not expose the device to salt water, ionized water, soapy water or water moving with force, such as ocean waves or waterfalls.
- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the product or treating it roughly.
- Clean with a soft cloth.
- DO NOT use cleaning spray or liquid cleaners.
- Make sure the device is completely dry before connecting the battery.

## Storage

When you are not going to use the SOS pendant for some time, remove the battery from the SOS pendant. Store them in a cool and dry place.



## Frequently asked questions

Below is the question most frequently asked about the SOS pendant. If you cannot find the answer to your question in the below table, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call **1 (800) 595-9511** for customer service. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call **1 (800) 267-7377**.

The SOS pendant doesn't work with the telephone system equipment.	Make sure the CR123A battery is installed.  The SOS pendant may be deregistered from your telephone system. Refer to <b>Add and register an SOS pendant</b> and register the device to the telephone base again.
	The SOS pendant may be out of range. Move the SOS pendant closer to your telephone system.
	If the above suggestions do not work, deregister the SOS pendant and register it to the telephone base again.
I want to deregister the SOS pendant for:	Using a cordless handset when it is not in use: <ol style="list-style-type: none"><li>Press <b>MENU</b> on the handset, and then press <b>X33734#</b>.</li> <li>When the <b>DEREGISTER</b> menu options display: <ul style="list-style-type: none"><li>Press <b>SELECT</b> to select <b>All sensors</b>. All devices will be deregistered.</li> <li>- OR -</li> <li>Scroll to <b>Single sensor</b> and then press <b>SELECT</b>. Then, select the desired device and then press <b>SELECT</b> to deregister that device.</li></ul></li> <li>Follow the steps in <b>Add and register an SOS pendant</b> section to register the desired devices to the telephone base.</li></ol>
<ul style="list-style-type: none"><li>Replacing my old SOS pendant with a new one.</li> <li>Reassigning the designated number of my SOS pendant.</li> <li>Registering my SOS pendant to another telephone system.</li></ul>	

- Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. En enlevant le couvercle, vous vous exposez à des tensions dangereuses ou autres dangers similaires. Un remontage inadéquat peut être à l'origine d'une électrocution lors d'une utilisation ultérieure de l'appareil. Débranchez l'appareil avant de procéder au nettoyage. Utilisez un chiffon humide et doux.
- Communiquez avec le département de service à la clientèle de VTech dans les cas suivants:
  - Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
  - Si le produit ne fonctionne pas normalement en respectant les instructions de fonctionnement. Réglez uniquement les commandes indiquées dans le les instructions de fonctionnement. Les réglages incorrects des autres commandes pourraient provoquer un dommage qui pourrait exiger un travail exhaustif de la part d'un technicien autorisé afin de rétablir le fonctionnement normal de l'appareil.
  - Si le produit a été échappé ou endommagé.
  - Si le produit affiche une nette diminution de sa performance.
- Évitez d'utiliser l'appareil pendant un orage. Les éclairs peuvent être à l'origine d'une électrocution.
- Examinez les composantes afin de vérifier si celles-ci ne sont pas endommagées.
- MISE EN GARDE** : Il peut y avoir un risque d'explosion si vous utilisez le mauvais type de piles. Utilisez uniquement les piles indiquées dans ce manuel. N'incinerez pas les piles. Celles-ci risqueraient d'exploser.

#### CONSERVEZ CES INSTRUCTIONS

#### Pile

- MISE EN GARDE**: Afin de prévenir les risques d'incendie ou d'explosion de la pile, remplacez la pile avec une pile du même type.
- Jetez les piles épuisées en respectant les instructions.

## Important safety instructions

When using your SOS pendant, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Use a dry non-abrasive cloth for cleaning. Do not use liquid or aerosol cleaners.
- Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, or in a wet basement or shower.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- Avoid placing the device in places with extreme temperature, direct sunlight, or other electrical devices. Protect your SOS pendant from moisture, dust, corrosive liquids and fumes.
- This product should not be placed in any area where proper ventilation is not provided. Slots and openings in the back or bottom of this product are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register.
- Never push objects of any kind into this product through the slots because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the SOS pendant other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
- Refer servicing to an authorized service facility under the following conditions:
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions.

- Le bloc-piles ne doit pas être exposé la chaleur excessive telle que la lumière du soleil ou au feu.
- Ne jetez pas la pile au feu. Vérifiez les instructions spécifiques de mise aux rebus auprès des autorités locales.
- N'ouvrez pas et ne mutilez pas la pile. L'électrolyte qui s'en échapperait est corrosif et pourrait causer des brûlures ou des blessures aux yeux ou à la peau. L'électrolyte est toxique si avalé.
- Soyez prudents lorsque vous manipulez les piles afin d'éviter les courts-circuits provoqués par des matériaux conducteurs.

#### Stimulateurs cardiaques implantés dans l'organisme

Les simulateurs cardiaques (s'applique uniquement aux téléphones numériques sans fil) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-Unis, la firme WTR recommande aux médecins :

#### Avis aux détenteurs de stimulateurs cardiaques

- Vous devriez maintenir les dispositifs sans fil au moins six pouces du simulateur cardiaque.
- Ils ne doivent PAS placer les dispositifs sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en marche.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de simulateurs cardiaques causés par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

#### Champs électromagnétiques (EMF)

Ce produit de VTech est conforme à toutes les normes se rapportant aux champs électromagnétiques (EMF) standard. Si vous le manipulez correctement en suivant les instructions de ce guide, son utilisation sera sécuritaire pendant de nombreuses années, selon les meilleures évidences scientifiques dont nous disposons aujourd'hui.

Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.

- If the product has been dropped or damaged.
- If the product exhibits a distinct change in performance.

- Avoid using the product during an electrical storm. There is a remote risk of electric shock from lightning.
- Periodically examine all components for damage.
- CAUTION**: Use only the battery indicated in this manual. There may be a risk of explosion if a wrong type of battery is used for the SOS pendant. Do not dispose of battery in a fire. They may explode.

#### SAVE THESE INSTRUCTIONS

#### Battery

- CAUTION**: To prevent risk of fire or battery explosion, replace with the correct battery type.
- Dispose of used batteries according to the instructions.
- Batteries should not be exposed to excessive heat such as bright sunshine or fire.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.

#### Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless devices and implanted cardiac pacemakers. Supported by

the U.S. Food and Drug Administration, WTR recommends to physicians that:

#### Pacemaker patients

- Should keep wireless devices at least six inches from the pacemaker.
- Should NOT place wireless devices directly over the pacemaker, such as in a breast pocket, when it is turned ON.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless devices.

#### Electromagnetic fields (EMF)

This VTech product complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user's manual, the product is safe to be used based on scientific evidence available today.

## FCC and IC regulations

#### FCC Part 15

NOTE: This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

- fire, water or other liquid intrusion; or
- Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
- Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
- Product to the extent that the problem is caused by use with non-VTech accessories; or
- Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
- Product returned without a valid proof of purchase (see item 2 on the next page); or
- Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

#### How do you get warranty service?

To obtain warranty service in the USA, please visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

**NOTE**: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

**WARNING**: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. For body worn operation, this product has been tested and found to comply with the FCC RF exposure guidelines. Use of other accessories may not ensure compliance with FCC RF exposure guideline.

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B)

#### Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

#### RF radiation exposure statement

The product complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. For body worn operation, this product has been tested and meets the FCC RF exposure guidelines. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies also with Industry Canada RSS-102 with respect to Canada's Health Code 6 for Exposure of Humans to RF Fields.

## What's included

#### What must you return with the Product to get warranty service?

- Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

#### Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

#### Please retain your original sales receipt as proof of purchase.

## For C-UL compliance only

### Mesures de sécurité importantes

Lorsque vous utilisez votre appareil, vous devriez toujours suivre certaines mesures de précaution de base afin de réduire les risques d'incendie, d'électrocution et de blessures corporelles, dont ceux qui suivent :

- Lisez et comprenez bien toutes les instructions.
- Observez toutes les instructions et mises en garde inscrites sur l'appareil.
- Utilisez un chiffon humide pour nettoyer ce produit. N'utilisez pas de nettoyeurs en aérosols.
- N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
- Ne placez pas cet appareil sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.
- Évitez d'installer le appareil dans les endroits soumis à une température extrême, à la lumière directe du soleil ou à proximité immédiate d'autres appareils électriques ou électroniques. Protégez votre appareil contre les sources d'humidité, la poussière, les vapeurs et les liquides corrosifs.
- Le boîtier de l'appareil est doté de fentes et d'ouvertures d'aération situées à l'arrière ou en dessous. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
- N'insérez jamais d'objets à travers les fentes et ouvertures de cet appareil, car ils pourraient toucher à des points de tension dangereux ou court-circuiter des pièces, ce qui constituerait un risque d'incendie ou d'électrocution. N'échappez pas de liquides dans l'appareil.

## Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Battery: CR123A Lithium battery, 3V DC 1500mAh

Specifications are subject to change without notice. © 2018 VTech Communications, Inc. All rights reserved. 09/18. SN7022-X\_CIB\_V1.0 Document order number: 91-011384-010-100

