CB982 Wireless Help button
Programming and Installation Instructions

CB982

LED

RESET

Overview

The CB982 is a member of the Global Solutions Family. Indyme GSF products operate in the 800MHz – 900MHz frequency spectrum. The CB982 is a 1-button, GSF Help button designed for use at Customer Service locations. GSF Help buttons are designed to communicate with a GSF Access Point. GSF products are not compatible with legacy devices

Programming Parameters

GSF products MUST be properly programmed to establish communication. Programming parameters MUST match your configuration. The default settings are for testing purposes only and should not be used. Failure to properly program your help button and access point will prevent your devices from working.

GSF Help buttons have three primary programming parameters; Netcode, Address and Operating Mode. These MUST be programmed in the correct order to establish communication and ensure proper operation. Identify the parameters for your configuration before you begin programming.

Using the programming instructions below set the following parameters in order.

- Netcode – unique identification code for the installation environment.

- Address – alarm number associated with a control unit alarm event.

- Operating Mode – defines how the help button will respond when activated.
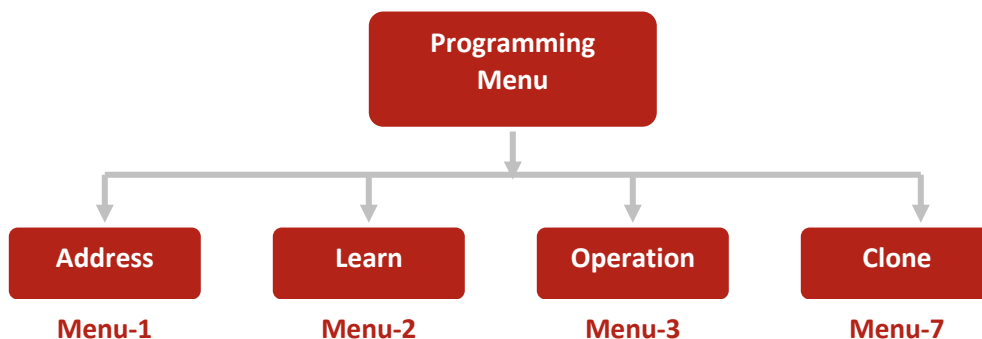
Programming a help button requires a series of button presses. The specific buttons vary by help button type. On the CB982, **SET is the "PRESS HERE" button** and **RESET is a small square** below the SET button. The assurance **LED is red and is located above the SET button.** This LED will flash during programming to indicate your progress.

Netcode	*00000001
Address	*0001
Operating Mode	*1
* Default parameters are for testing purposes only.	

GSF Help button Programming

GSF Help buttons function in the 800MHz – 900MHz frequency spectrum. These wireless transceivers, communicate with the CB951 Access Point. Each help button MUST be programmed with the correct parameters to match the CB951 Access Point(s). Help buttons use a hierarchy based menu structure. You must enter the Programming Menu first, to select the desired submenu. Each submenu may have one or more options available. These options are used to assign specific operational characteristics to the help button. Review the submenus/options before you begin programming. The submenus/options will vary by help button model.

```
                        ┌──────────────┐
                        │ Programming  │
                        │    Menu      │
                        └──────┬───────┘
        ┌──────────────┬───────┴───────┬──────────────┐
        ▼              ▼               ▼              ▼
   ┌─────────┐   ┌─────────┐    ┌─────────┐   ┌─────────┐
   │ Address │   │  Learn  │    │Operation│   │  Clone  │
   └─────────┘   └─────────┘    └─────────┘   └─────────┘
    Menu-1         Menu-2          Menu-3        Menu-7
```

Enter the Programming Menu

Press and hold the **RESET** button until the assurance **LED** flashes one time.

Press and hold the **SET** button, until the assurance **LED** flashes two times.

Press and hold the **RESET** button, until the assurance **LED** flashes three times.

The help button is now in the Programming Menu mode, proceed to the desired submenu. (***)

Menu-1: Address Programming

Assigns the help button to a corresponding alarm event programmed in the control unit. A help button address is a four digit number from 0001 to 4095. Leading zeros are required.

After entering the Programming Menu;

Press the **SET** button one time for **Menu-1**, **RESET** once to save.

The assurance **LED** will flash one time to indicate **Menu-1** was selected.

Use **SET** and **RESET** to program the 4-digit address as follows;

SET = digits 1-9, **RESET** = digit 0 and SAVE. Leading zeros are required

For example, program Alarm-0802 as follows:

- Press **RESET** once to represent the zero. **(0)**
- Press **SET** eight times, **RESET** once to save. **(8)**
- Press **RESET** once to represent the zero. **(0)**
- Press **SET** two times, **RESET** once to save. **(2)**

*Note: When the **RESET** button is pressed to save the 4th digit, the assurance **LED** will flash to indicate the address that was entered. The assurance **LED** will indicate digit zero by a long flash. (approximately 1-sec.)*

Menu-2: Learn Mode

Allows the help button to capture the Netcode from another GSF device; (help button or access point). All help buttons and access points must have the same Netcode to communicate.

> After entering the Programming Menu;
>
> Press the **SET** button two times for **Menu-2**, **RESET** once to save.
>
> The **LED** will flash twice to indicate **Menu-2** was selected.
>
> The **LED** will then begin flashing. ¼ second on, 1 second off. This indicates that the help button is requesting a Netcode. When the help button receives a Netcode, it will flash the assurance **LED** rapidly for approximately 3 seconds and then it will exit **Menu-2**. If no Netcode is received within 5 minutes, the help button will exit **Menu-2**.

Menu-3: Operating Mode

Assigns the help button operating characteristics; timeout duration, RESET signal and number of active buttons. Although set at the help button, the Operating Mode can be reset and overridden by the control unit. Operating Modes will vary by help button type, below are the default modes for this help button.

> After entering the Programming Menu;
>
> Press the **SET** button three times for **Menu-3**, **RESET** once to save.
>
> The assurance **LED** will flash three times to indicate **Menu-3** was selected.
>
> Press the **SET** button to select a Help button Operating Mode: <1, 2, >, **RESET** once to save.
>
> The assurance **LED** will flash to indicate the selected Operating Mode.

> ▪ **Mode 1 - Standard 8-min timeout, No Reset**
>
> Press any channel button to trigger the alarm state; the corresponding LED(s) will flash. The LED will flash for 8 minutes, then extinguish with no reset sent. The RESET button will sent a reset signal for all active channels.

> ▪ **Mode 2 - Standard 30-sec timeout, No Reset**
>
> Press any channel button to trigger the alarm state; the corresponding LED(s) will flash. The LED will flash for 30 seconds, then extinguish with no reset sent. The RESET button will sent a reset signal for all active channels.

Menu-7: Clone Mode

Allows the help button to broadcast the Netcode to other GSF help buttons. All help buttons and access points must have the same Netcode to communicate.

> After entering the Programming Menu;
>
> Press the **SET** button seven times for **Menu-7**, **RESET** once to save.
>
> The assurance **LED** will flash seven times to indicate **Menu-7** was selected.
>
> The assurance **LED** will now flash a cadence of 4-pause, 4-pause… etc. The help button will stay in Clone mode for 5-minutes or until the **RESET** button, is pressed.

Installation and Trouble shooting

1. Identify all programming characteristics before you begin programming or installation.
   - Netcode
   - Help button Addresses
   - Help button Modes
2. Program the required parameters into the CB951 Access Points first.
3. Use the first CB951 Access Point to clone the Netcode to all of the help buttons. This will ensure the same Netcode is being assigned to all devices. You may also clone the Netcode from a known working help button to all other help buttons. (*)
4. Program the Alarm Address and Mode of each help button.
5. *The help button will automatically exit any programming menu if no buttons are pressed for 30-seconds.*
6. Install the help button in accordance with store policy, Indyme work order and/or Americans with Disabilities Act guidelines where applicable.

The CB982 Help button uses four C-cell 1.5-volt alkaline batteries. Always use the same type of battery for optimum performance. *DO NOT use rechargeable batteries in the help button.* To replace the batteries, remove the 6-phillips screws from the back of the help button. Remove the old batteries from the battery holder. Install the new alkaline batteries and replace the cover. The help button does not lose the programmed characteristics when the batteries are removed.

Location Considerations

Help buttons are typically located at cash registers, service counters or other areas in which customers require assistance. Stores and installers should be aware of the Americans with Disabilities Act (ADA) requirements for accessibility.

Help buttons use a low powered transmitter, and operate best with a clear line of sight to the nearest receiver. Tall shelving, merchandise and metal signs can block or reduce the help button signal.

Install the Help button

1. Verify help button placement with the Store Manager and according to provided instructions. Determine the best mounting method before installing the help button, verify address programming.
   - ❖ Wall Mount
   - ❖ Glass Display Case
   - ❖ Store Shelving

2. The CB982 has 3-different mounting bracket options available. Choose the appropriate bracket for your situation. Reference the CB61 or the CB55 document for details. P/N: 430670-00, 430654-00.
3. From the final mounting location, press the SET button on the help button and verify the appropriate message is broadcast over the desired output device.

FCC Notice of Compliance

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed 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.

Industry Canada Notice of Compliance

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 interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Les changements ou modifications non approuvés expressément par la partie responsable de la conformité pourrait annuler l'autorité de l'utilisateur à faire fonctionner l'équipement.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.