

USER'S GUIDE



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FCC ID: N6TSCACEJ

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## INTRODUCING THE CHAPMAN PSC

Using the most advanced technology available, the Chapman Personal Safeguard Companion (PSC) helps to provide portable personal security whether you need emergency aid, directions to a restaurant, or simply a phone number dialed. Help is at your fingertip when you need it 24 hours a day, seven days a week, from the Chapman Command Center (C3) staff of 911 trained operators.



*Figure 1. The Chapman PSC*

## HOW THE CHAPMAN PSC WORKS

The Chapman PSC combines satellite location technology with cellular voice communication monitored at the C3 (Chapman Command Center).

- **Satellite:** 24 GPS satellites provide tracking signals to identify your exact location.
- **Cellular:** Enables the C3 operator to speak and listen to you as well as place phone calls for you. You can also receive inbound phone calls – when your PSC beeps, you press the red button and it automatically receives calls.

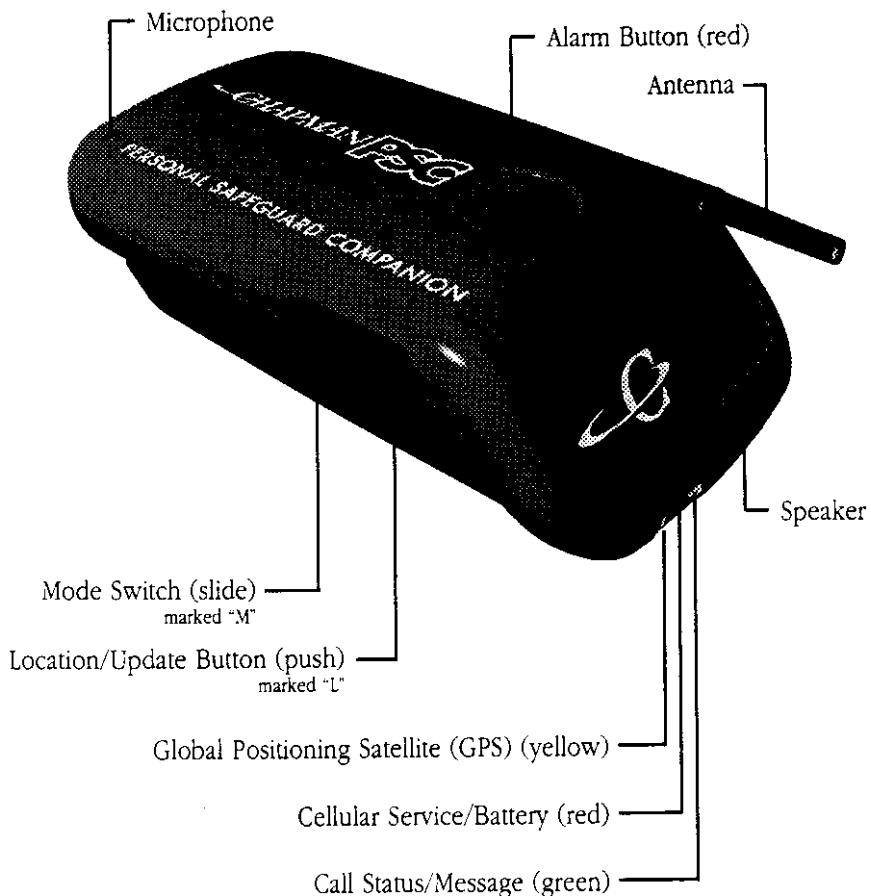
When you press the Red button, your PSC makes an outbound cellular call to C3, which automatically identifies you and your location to the C3 operator. The C3 operator is ready to respond to your call for emergency, concierge service, or the operator will dial your designated pre-programmed numbers. Voice recognition to follow in Summer of 1999.

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## **FUNCTIONS: BUTTONS AND LIGHTS**

Your Chapman PSC has buttons and lights that give you operational choices for the PSC and information about the status of your connection.



*Figure 2. PSC Features*

**NOTE:** If the red Cellular Service/Battery indicator is flashing, the battery is low and you must recharge the battery.

## THE BUTTONS ON YOUR PSC

Button	Description
<b>Red Button</b>	<p><i>Push this button to call for help:</i></p> <ul style="list-style-type: none"><li>• Once - for life-threatening emergencies only</li><li>• Twice - for concierge services</li><li>• Three times - for an operator-assisted phone call</li><li>• Four times - for a 911 operator</li></ul> <p><i>For more information, see "Making Calls" on page 9.</i></p>
<b>Mode Switch Button (slide)</b>	<p><i>Select one of two slide positions:</i></p> <p><b>On</b> (the "M" switch is in the up position)</p> <p><b>Battery Save</b> (the "M" switch is in the down position)</p> <p><i>Note: You can always make a call, even in the Battery Save state.</i></p> <p><i>For more information, see "Battery Save and On Modes" on page 6.</i></p>
<b>Location/Update Button (push)</b>	<p><i>Push Location/Update "L" button to enter your current location – you will hear a beep.</i></p> <ul style="list-style-type: none"><li>• As the PSC attempts to acquire the satellite signals, the yellow indicator light will come on and off intermittently.</li><li>• Upon acquiring the satellite signals, the yellow indicator light will remain on and at that time the unit will emit a beep.</li><li>• If the PSC is unable to establish your location, the yellow light turns off and the PSC will emit a loud tone.</li></ul> <p><i>NOTE: The Mode Switch button (slide) is marked "M". The Location/Update button (push) is marked "L".</i></p>

## THE LIGHTS ON YOUR PSC

Light	Description
<b>GPS</b>	Indicates the status of the satellite receiver. <i>Flashing yellow:</i> Attempting to locate satellite signals – not yet receiving signals <i>Steady yellow:</i> Received satellite signals – tracking your location. <i>Off:</i> Not receiving satellite signals – not tracking
<b>Service &amp; Battery</b>	Provides cellular service and battery status. <i>Flashing red:</i> Low battery – needs charging <i>Steady red:</i> Fully cellular operational – you can make and receive calls <i>Off:</i> With a push of the Red Button, you can make cellular calls In Battery Save mode – you can make, but not receive calls
<b>Call Status &amp; Message</b>	Indicates the status of a cellular call or that you have messages waiting <i>Flashing green:</i> Message waiting – to get your messages, press the Red button three times <i>Steady green:</i> Cellular call established (connected) <i>Off:</i> No cellular call established or message waiting

## BATTERY SAVE AND ON MODES

Slide the Mode switch to place your PSC in either the "Battery Save" (down position) or the "On" (up position) mode.

- **Battery Save** – the red light is off. You will receive location updates every 30 minutes and you can make calls but you are unable to receive calls. When you are not using the PSC, always place it in Battery Save mode. When the PSC is in the battery or vehicle charger, it is automatically switched to the "On" mode even when it is set to "Battery Save".

**NOTE:** When the PSC is in Battery Save mode, you can find out if you are in a cellular service area by switching to the On mode. If the red light comes on, you have cellular service.

- **On Mode** – the red light is on. You now have cellular service and can make and receive calls.

Place the PSC in the On mode if you are expecting a call or want to have instant cellular access. This is useful if you are carrying the PSC as a safety measure. The yellow light flashes while your location is being determined. When your location is known, the yellow light remains on.

## **USING THE LOCATION/UPDATE BUTTON**

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When you make a call to C3 (Chapman Command Center), the last stored location is instantly communicated to the operator. Usually this will be accurate, but, if your PSC was moved from one location to another without exposure to the sky (GPS satellites), it is more than likely that the last stored location in the PSC needs updating. The C3 operator will automatically request a new location update.

Pressing the Location/Update button activates the GPS satellite receiver, which will then store your current location. Always update your PSC outdoors with the antenna pointing towards the sky. The PSC beeps and the yellow light flashes. When your location is found, the PSC beeps again and the yellow light remains on.

Normally, your location is updated in about 20 seconds. However, if it has been 3-4 hours since the PSC was able to receive signals from the GPS satellites, it may take from two to five minutes to establish your location. When your location is established, you will hear a beep.

## **SPECIAL ALERT FEATURES**

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The PSC offers optional Special Alert features, including an "alarm clock" wake-up or bedtime call, a reminder to take medication, or just to check in with you at preset times each day. The special alert tone is continuous.

When you hear the continuous special alert tone, you must cancel it by pressing the Red button once. If you do not cancel the special alert tone within five minutes, the PSC makes a call to notify the C3 operator. The C3 operator will open the PSC two-way voice communication function and attempt to communicate with you. This is especially helpful if you have a problem and cannot respond to the alert.

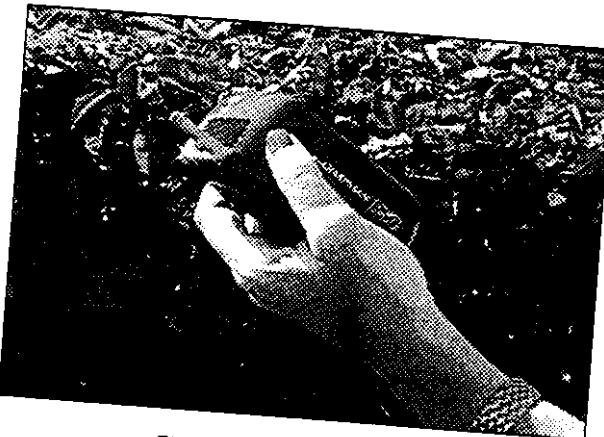
*Your PSC will not answer any other calls until you cancel the alert.*

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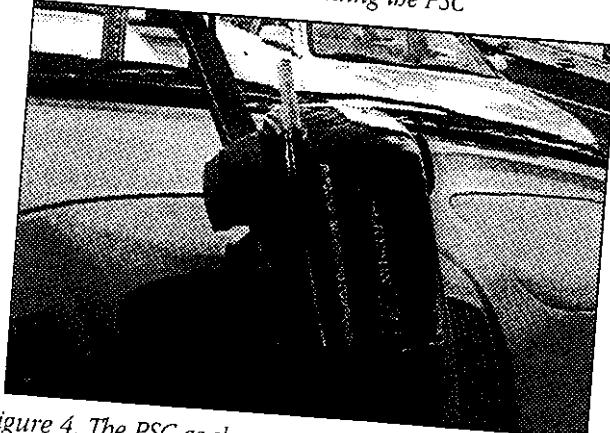
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## **USING THE PSC IS AS EASY AS 1-2-3!**

1. When you first receive your Chapman PSC, press the Red button once to register with the Operator. The Operator will program your PSC especially for you and verify all pertinent account information. Thereafter, your PSC will be ready for normal use.
2. To make a call for emergency help or concierge service, press the Red button on the front of the PSC unit. For more information, see "Making Calls", page 9.
3. If the PSC is in the belt clip or in the vehicle holder, and there is unusually heavy background noise, you may need to remove the PSC from its holder and move it closer to your face.



*Figure 3. Holding the PSC*



*Figure 4. The PSC as shown in the vehicle accessory holder*

**NOTE:** Make sure that the antenna is pointing towards the sky.  
This helps to ensure that you will receive the best signal available.

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## **MAKING CALLS**

*Pressing the Red button puts you in contact with a C3 Operator.* Each time that you press the button, you will hear a beep. The number of times that you press the button notifies the Operator of the type of assistance that you need.

**Press once:** Informs the C3 operator that you need life threatening emergency, assistance **only**, just as if you called 911. The C3 operator listens momentarily, then answers: "This is your C3 operator (your name), what is your emergency?"

**Press twice:** Informs the C3 operator that you need Concierge services: yellow pages, street directions, building locations or any other services. The C3 operator answers: "This is your C3 operator (your name), how may I help you?"

**Press three times:** Informs the C3 operator that you want to place a phone call or get your messages. The C3 operator answers: "This is your C3 operator (your name), to whom would you like to place a call? (Automated voice recognition Summer 1999)

**Press four times:** The PSC automatically dials 911

## **PRE-PROGRAMMED TELEPHONE NUMBERS**

- The PSC has the option of storing twelve preset telephone numbers that you may specify; such as home, office, family, friends, and so forth. The first four numbers described above under the "Making Calls" section.
- Pressing the Red button five through twelve times signals that you want to place a call to the person that corresponds to the number of times you press the button.
- As with any cellular phone, there is a short delay before the ringing tone. When the connection is made, the green indicator lights turns on.
- Only the C3 operator can end an emergency or concierge call. In all other calls, the user can end the call by pressing the Red button.
- If there is no response after several attempts to establish a connection, the PSC will emit a tone-like sound, ending the attempted connection.
- For special applications your system can be programmed to dial your request silently.

## **RECEIVING CALLS**

When the red indicator light is on, you can receive calls from the C3 operator or any other type of telephone.

To answer the phone call, simply press the Red button once. This stops the ringing tone. You will then begin a hands-free speakerphone conversation. If you are away from your PSC, the Operator can either end the call or set the Message Waiting indicator (green flashing light).

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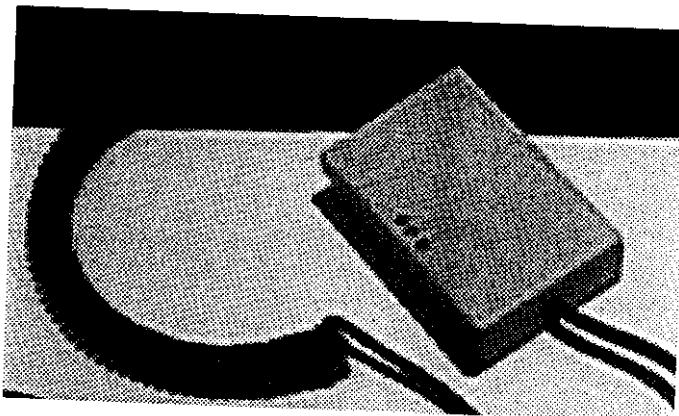
## THE PSC BATTERY CHARGER

Your PSC is powered by a high-quality lithium-ion internal battery pack. You will never need to remove or replace the battery. Whenever possible, connect the Battery Charger to the PSC. When it is connected, the Charger recharges the battery and automatically switches the PSC to the Full On mode. The PSC is available to receive calls and is constantly updating your location. The Battery Charger comes with two power cords, one for use in a vehicle and the other for use in the home. Connect the PSC to the appropriate power cord for either the vehicle power outlet (cigarette lighter) or the wall power outlet in the home.

***There are three indicator lights on the Charger:***

*Red and one green "on"* The PSC is in the Full Power mode, and the battery is being charged.

*Two green "on"* The PSC is in the Full Power mode, and the battery is charged.



*Figure 5. The Battery Charger*

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## **TROUBLE SHOOTING**

<b>Problem</b>	<b>Solution</b>
<b>Unable to make a cellular call.</b>	<ul style="list-style-type: none"><li>• Switch the PSC slide button to the "On" mode and check that the red light comes on.</li><li>• You must change your location to register with the nearest cell tower.</li><li>• If you are still unable to make a call, unit is malfunctioning. Please contact your dealer.</li></ul>
<b>PSC is in the "On" mode but the Red light does not come on.</b>	Unit is malfunctioning. Please contact your dealer.
<b>PSC is in "Battery Save" mode but the Red light does not come on.</b>	Place a call. In Battery Save mode, the red light comes on only when you place a call.
<b>Yellow light keeps flashing 3 minutes after the location update button is pressed (you are not receiving satellite signals)</b>	Move the PSC outdoors and point the antenna upwards towards the sky until the PSC registers full yellow (not flashing). If your PSC does not register full yellow after a few minutes, unit is malfunctioning. Please contact your dealer.

## **SPECIFICATIONS**

<b>Weight</b>	8 ounces
<b>Audio</b>	Loudspeaker (hands-free) operation
<b>Cellular System</b>	AMPS - compliant with IS-19 and IS-91
<b>GPS Antenna</b>	Internal active antenna
<b>Location</b>	Periodic automatic location updates
<b>Power</b>	Internal Lithium-Ion battery pack 1100 mAH
<b>Connectors, External</b>	Serial data ports:
<b>Terminals</b>	External audio: remote mic and speaker External supply: credit card swipe approval External antenna

## **FREQUENTLY ASKED QUESTIONS**

### **How does the C3 operator receive my list of phone numbers and other personal information?**

When you purchased your Chapman PSC, you provided all pertinent information. It was put into a computer database at the C3 center. This information will be verified and entered when making your initial call to the C3 operator.

### **What should I do if my address or other personal information changes?**

Press the Alarm button three times and give your new information to the C3 operator. Your information will be updated immediately.

### **Why is there a pause after I press the Alarm button?**

Your Chapman PSC uses cellular technology. Just like a cellular phone, when you press the Alarm button, the PSC powers on and connects to the cellular network. Then, it automatically enters the C3 contact number. The number dials through and a C3 operator answers. Depending upon where you are calling from, this activity may take 10 to 20 seconds.

### **If my call to a C3 operator disconnects, what should I do?**

The C3 operator is instructed to call you back immediately. *NOTE: If you place another call, you will get a different operator.*

### **How can I purchase options, such as the clip-on belt holder or vehicle adapter?**

To purchase Chapman PSC accessories, contact your Chapman dealer. Or, call 1-800-765-7233.

### **Who should I contact if my PSC does not function properly?**

You can reach the Chapman Hotline from a phone by calling 1-800-765-7233.



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