

SWISSPHONE TRIO

Emergency device

Please read the safety instructions before using the device.



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Information for additional and helpful functions



Warning/important notice



Warning/important notice:

- **Do not hold the device close to your ear! The extremely loud acoustic signal can damage your hearing!**
- **This product may not be used in explosive environments!**
- **The device may not be opened!**
- **Labels may not be removed!**
- **Pay attention to the applicable Swissphone Business Terms and Conditions!**

1. Terms and definitions

1.1 Emergency call system

These are systems for triggering and transferring manual and automatic alarms in cases of emergency. Emergency call systems consist of emergency devices in connection with an emergency call platform.

1.2 Emergency devices

These devices should be worn by persons at risk. They trigger a personal alarm in the emergency call platform manually or automatically in case of emergency. Swissphone offers a comprehensive portfolio of emergency devices. The SWISSPHONE TRIO is one of these emergency devices.

1.3 Emergency call platform

This is an installation in which emergency signals of emergency devices are received, displayed and processed enabling emergency assistance measures to be initiated reliably and immediately.

1.4 Emergency signal

The emergency signal is a signal that triggers a personal alarm in the emergency call platform.

1.5 Manual personal alarm

Is a visual and acoustic signal that is triggered in the emergency call platform by intended manual activation of the emergency device.

1.6 Automatic personal alarm

Is a visual and acoustic signal that is automatically triggered in the emergency call platform by the emergency device.

1.7 Pre-alarm

Is a visual and acoustic signal that is displayed on the emergency device prior to triggering a personal alarm. It is possible to terminate a transfer of the alarm to the emergency call platform for the duration of the pre-alarm. The purpose of the pre-alarm is to avoid false alarms from being transferred to the emergency call platform.

1.8 Emergency call system operation

“Emergency call system operation” is a reliable operating state in which an emergency device is registered with the headquarters and is monitored. This is indicated on the display of the SWISSPHONE TRIO with “PNG active” or “BGR-139”, depending on the selected scope of services.

1.9 Trade association

The trade associations are the statutory accident insurance institutions for the companies of the German private sector and its employees. Their task is to prevent work-related accidents and occupational diseases as well as health risks caused by work.

1.10 Work safety and health rules of the trade associations 139 (BGR-139)

The work safety and health rules 139 (BGR-139) refer to the area of “Usage of emergency call systems”. They compile or complement the following, for example,

- State work safety and health regulations (laws, directives)
- Work safety and health regulations of the trade association (accident prevention regulations)
- Technical specifications
- The experiences of preventive work by the trade associations

2. Scope of delivery

- SWISSPHONE TRIO
- Battery
- Plug power supply block (consisting of USB charger cable and supply unit)
- Belt clip
- Operating manual

3. Technical data

Radio Technology	Frequency Range / ITU Bands	max. Output Pow
Bluetooth LE	2.402 - 2.48 GHz	0 dBm
GPRS	8 / 3	+33.5 dBm / +30.5 dBm
EDGE		+28 dBm / +27 dBm
WCDMA	8 / 1	+24 dBm
LTE CAT-M1 FDD	20 / 8 / 3	+24 dBm

4. SWISSPHONE TRIO software packages

SWISSPHONE TRIO				
Software packages	Basic	Protected	Connected	BGR-139
Connection type	Connected if needed	Connected if needed	Permanently connected (GPRS)	Permanently connected (GPRS)
Trigger time for emergency calls	20–40 seconds	20–40 seconds	A few seconds	A few seconds
Manual alerting function (emergency button)	✓	✓	✓	✓ (mandatory)
Automatic alerting functions	–	✓	✓	✓ (Man down mandatory)
Device functional test	–	✓	✓	✓ (mandatory)
Transfer of the status information of the emergency device	–	–	✓	✓
Transfer of the emergency call function status of the emergency device	–	–	✓	✓
Receipt of GSM notifications (GPRS/text message) in operating condition	–	–	✓	✓
Warning in case of GSM connection loss	–	–	✓	✓ (mandatory)
BGR-139 conformant	–	–	–	✓

5. Getting started: SIM card, battery, activate

You need to insert the SIM card and the battery in the back of the emergency device to operate your SWISSPHONE TRIO for the first time. To do so, open the casing on the back and insert the SIM card into the intended position behind the battery. Pay attention that the card is inserted correctly and it works, as otherwise the GSM functions (the emergency call transfer, among other things) are not available.

Make sure that the SWISSPHONE TRIO is configured with the PIN code that corresponds with the SIM card. We recommend configuring the PIN code in your device first prior to inserting the SIM card. Use the configuration software, or ask your service provider.

Once the SIM card is inserted correctly, you can insert the battery. Insert the battery on the back of the SWISSPHONE TRIO and ensure that it locks into place at the top and bottom. The back side of the battery is a part of the casing, so that this also closes the emergency device.

The SWISSPHONE TRIO will turn on automatically after inserting the battery. Further information about the power supply is available in chapter 13 "Charging the battery/power supply".

Push one of the three buttons and hold until the start screen appears on the display to start the device. After you have switched on the device, it will be in standby mode, ready to use.

6. Overview of devices

6.1 Control elements

The home screen of the display is divided into four sections:

Confirmation button/emergency signal button

- Switch on by holding the button
- Access menu
- Confirm menu selection
- Trigger manual emergency signal
- Acknowledge pre-alarm for automatic personal alarms



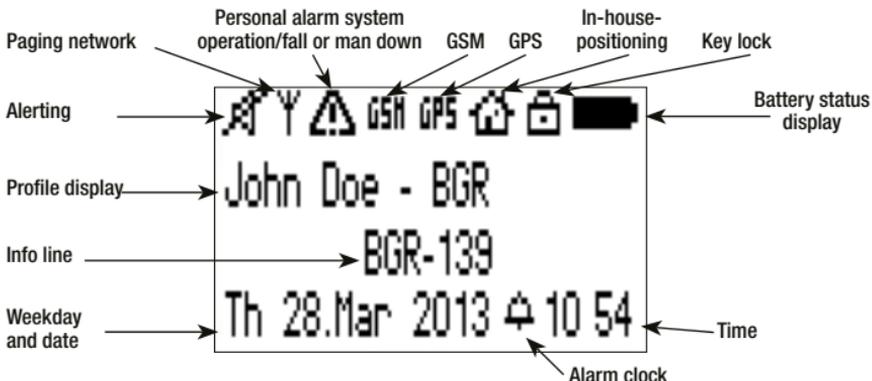
Top scroll button

- Switch on by holding the button
- Scroll up in the menu
- Change settings
- Return to home screen by holding the button
- Display of the operator logo (from home screen)

Bottom scroll button

- Switch on by holding the button
- Scroll down in the menu
- Change settings
- Display device status (from the home screen)
- If configured, switch to submenu by holding the button

6.2 Display



1st line: Status line

2nd line: Profile display

3rd line: Info line

4th line: Date, alarm clock, time

6.2.1 1st line of the display (status line)

The following symbols are displayed in the status line:

(permanently)	Alerting loud
(permanently)	Alerting quiet
(permanently)	Alerting discrete
(permanently)	Alerting mute

For details, see chapter 8.2.10.7 “Alerting”.

(permanently)	No valid paging signal (including in-house positioning) received within a defined time (timeout).
(not displayed)	A valid paging signal (including in-house positioning) received within a defined time (timeout).

 (permanently)	All configured emergency call functions (at least one emergency call function) are available.
 (permanently)	This symbol is displayed for the packages “Protected” and “Connected” once the user has manually deactivated the “Fall/man down detection” on the emergency device.
 (blinking)	A general error has occurred. In most cases the error is caused by a missing/unrecognized SIM card, a false PIN code or a nearly empty battery. The packages “Protected”, “Connected” and “BGR-139” show this symbol also in case of a failed or required functional test. In case of connection loss, this symbol is also shown for the packages “Connected” and “BGR-139”.
(not displayed) 	All emergency call functions can be deactivated by the configuration settings in the packages “Basic”, “Protected” and “Connected”. In this case the symbol is not displayed.

 (blinking)	Searching for a GSM network.
 (permanently)	The device is registered on the GSM network and data is being transferred.
 (blinking)	No SIM card found or the PIN code is false. General error, for example a defective GSM module. Also when the battery capacity falls below the minimum level required to operate properly.
 (not displayed)	The GSM module is in hibernation mode.

 (blinking)	Searching for GPS satellites for outdoor positioning.
 (permanently)	The device is receiving GPS data and the positioning is being calculated.
 (permanently)	GPS reception disabled.
 (blinking)	General error, for example a defective GPS module. Also when the battery capacity falls below the minimum level required to operate properly. If communication errors occur between the emergency device and the GPS module, remove the battery and reinsert it.
 (not displayed)	The GPS module is in hibernation mode.

For details, see chapter 11.2 “Outdoor positioning (GPS and A-GPS)”.

 (permanently)	SWISSPHONE TRIO connected to a Swissphone position transmitter within the last 20 seconds (according to the standard configuration).
(not displayed) 	SWISSPHONE TRIO did not connect to a Swissphone position transmitter within the last 20 seconds (according to the standard configuration).

For details, see chapter 11.3 “In-house positioning (position sender)”.

 (permanently)	Key lock is activated.
 (not displayed)	Key lock is not activated.

For details, see chapter 8.2.10.11 “Key lock”

 (permanently)	Battery status display
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For details, see chapter 7.3 “Capacity display of the battery”.

 (permanently)	The alarm clock function of the SWISSPHONE TRIO is activated.
 (not displayed)	The alarm clock function of the SWISSPHONE TRIO is not activated.

For details, see chapter 8.2.9 “Alarm clock”.

6.2.2 2nd line of the display (profile display)

This line indicates the currently selected profile.

6.2.3 3rd line of the display (info line)

This line shows notices, warnings and error messages.

6.2.4 4th line of the display (date, alarm clock, time)

This line shows the date and time. In addition, it indicates whether the alarm clock function is active.

6.3 Capacity display of the battery



When the device is switched on, the battery symbol on the display is always visible and indicates the available battery capacity. The operating time depends on the supply source, the network configuration and the programmed operating mode.

When using the Swissphone standard battery (3.7 V/480 mAh), the recommended Swissphone basic configuration and permanent usage (for example 24/7 shift operation), the readiness for operation of the emergency devices is as follows:

- “Basic” package: approx. 100 hours readiness for operation
- “Protected” package: approx. 100 hours readiness for operation
- “Connected” package: approx. 30 hours readiness for operation
- “BGR-139” package: approx. 30 hours readiness for operation

The real operation times are influenced greatly by individual settings such as the frequency of GPS usage, as well as local conditions such as very low ambient temperatures.

If the available battery capacity is nearly empty, the low battery symbol will start blinking. At the same time, an acoustic signal will sound as a reminder in regular intervals. You then have approximately two hours of operating time left. You can switch off the acoustic battery alarm by pressing the confirmation button. The empty battery symbol continues blinking.



Warning/important notice:

- If the battery capacity falls lower than the defined minimum value of the device, the GPS and GSM module is automatically deactivated. SWISSPHONE TRIO can still receive paging messages. However, outdoor positioning and emergency call transmission are no longer given. This state then causes the device to lose its function as an emergency device.
- SWISSPHONE TRIO requires power also when it is switched off. The standard battery will be completely empty after approximately 10–14 days in this condition and without charging the battery.

6.4 Operator logo

When you are on the home screen, hold the top scroll button to see the operator logo of your SWISSPHONE TRIO.



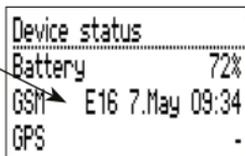
6.5 Device status

When you are on the home screen, hold the bottom scroll button to check the status of your SWISSPHONE TRIO. The following information will appear on the screen.

- Battery charging status in percentage
- Date/time of the last GSM connection
- Date/time of the last GPS position

Device status	
Battery	72%
GSM	GPRS 7.May 09:34
GPS	7.May 09:34

Any errors in the GSM connection that occur are also displayed in the device status.



Device status	
Battery	72%
GSM	E16 7.May 09:34
GPS	-

A complete list of the GSM-error codes is available in chapter 14 “GSM error code table”.

7. Menu structure



Information:

Individual menu items within the menu structure can deviate from this standard setting, depending on the configuration and the programming of your SWISSPHONE TRIO.

If you need to individually modify the sequence and availability of specific items for the menu items, inform your responsible Swissphone retailer or partner.

Menu structure in the packages “Protected” and “Connected”:

Level 1

Emergency call test
Device functional test
GPS update
Fall/man down detection
Start/Stop Lifecheck
Restart Lifecheck
Read last/unread messages
Messages
Alarm clock
Settings
Activate device
Switch off
Back

Level 2

Inbox
Folder A
Folder B
Back
Device information
Detailed status
Emergency callog
Date and time
Display backlight
Contrast
Alerting
Melodies
Key tone
Key vibration
Key lock
Language
GPS
Back

Level 3

Next
Protect/unprotect message
Delete message
Empty Folder
Back

**Information:**

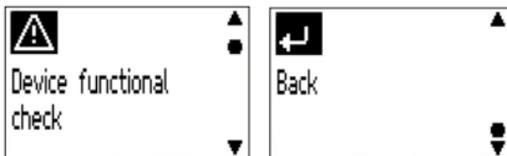
The following menu items are not available in the “Basic” package: “Device functional test”, “Fall/man down detection”, “Start/Stop Lifecheck” and “Restart Lifecheck”

**Information:**

The following menu items are not available in the “BGR-139” package: “Fall/man down detection” and “Activate device”

7.1 Navigation in the menu

Pressing the confirmation button from the home screen will take you to the main menu. You can scroll down by using the bottom scroll button in the main menu and up by using the upper scroll button. Pressing the confirmation button again selects the menu item and takes you to the selected submenu.



By using “Back” you can leave the current menu.

**Information:**

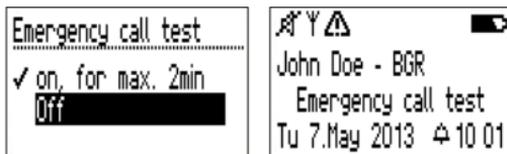
Holding the top scroll button (from any submenu) will take you directly back to the home screen.

7.2 Explanation of the menu items

7.2.1 Emergency call test

The emergency call test serves to test emergency call transmission without triggering the rescue process in the emergency call platform. This test must be conducted in regular intervals together with a functional test in order to be able to permanently guarantee the closed system chain of the Swissphone emergency call system.

You can activate the emergency call test for two minutes by selecting the menu item “Emergency call test”. The display of the SWISSPHONE TRIO will show “Emergency call test” when the emergency call test is active.



7.2.2 Device functional test

See chapter 8.1 “Start of the functional test”.

7.2.3 Update GPS position

If this menu item is selected, SWISSPHONE TRIO will start the GPS module and attempt to locate an exact position via GPS satellites. If a connection to the GPS satellites is not possible (within buildings, tunnels or similar objects), the GPS search is terminated after approx. five minutes.

7.2.4 Fall/man down detection

See chapters 9.2.1 “Fall detection” and 9.2.2 “Man down detection”.

7.2.5 Start/Stop Lifecheck

See chapters 9.2.3 “Autonom-Lifecheck” and 9.2.4 “Remote-Lifecheck”.

7.2.6 Restart Lifecheck

See chapters 9.2.3 “Autonom-Lifecheck” and 9.2.4 “Remote-Lifecheck”.

7.2.7 Read last / unread messages

This section displays all unread messages in chronological order. If no unread messages are available, the last message is displayed.

7.2.8 Messages

All messages (independent of whether received via POCSAG, GPRS or text message) are saved in these inboxes. The number of folders available for saving the messages differs depending on the configuration.

The following folders are offered with the Swissphone standard configuration:

- Inbox
- Folder A
- Folder B

Every folder offers the following functions for processing the messages:

7.2.8.1 Next

Shows the next message.

7.2.8.2 Protect / unprotect messages

“Protect message” puts a delete protection on a message. If you want to delete protected messages, the delete protection must first be removed with “Unprotect message”.

7.2.8.3 Delete messages

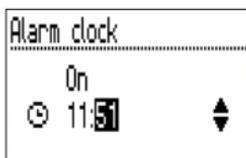
Deletes a message. Protected messages cannot be deleted.

7.2.8.4 Empty Folder

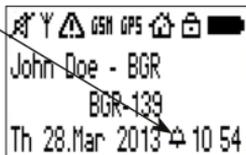
Deletes the contents of a folder. Protected messages cannot be deleted.

7.2.9 Alarm clock

This section enables you to configure the settings for the alarm clock function. Activate the alarm clock by defining the time for the alarm to sound.



If the alarm function is active, the alarm clock symbol will appear on the home screen.



The alarm clock function is available on SWISSPHONE TRIO also when it is switched off. When the set alarm time is reached, the device is activated and the alarm sounds an acoustic and visual signal and begins to vibrate.

When the SWISSPHONE TRIO sounds the alarm via the alarm function, you can stop it or activate the snooze function. The snooze function is seven minutes by default.



7.2.10 Settings

Specific device settings can be made and detailed information can be viewed in this section.

7.2.10.1 Device information

This menu item includes the following information:

- Installed firmware version
- Serial number of the SWISSPHONE TRIO

- The IMEI code (“International Mobile Station Equipment Identity”) is a unique 15-digit serial number that clearly identifies every GSM end device .
- The IMSI code (“International Mobile Subscriber Identity”) serves to clearly identify network users in GSM networks

7.2.10.2 Detailed status

This section includes detailed information about the following items:

- Power

Power ▲	
Voltage	3.88V ●
Capacity	62%
▼	

- POCSAG reception

POCSAG reception ▲	
Last signal	il. ●
▼	

- GSM

GSM ▲	
Orange CH	●
Last log-on	
GPRS	07.05. 10:36 il. ▼

- Last position

Last position ▲	
Time	7.May 12:37
Latitude	47.1893°N ●
Longitude	8.6785°E ▼

- In-house positioning

In-house positioning ▲	
Time	7.May 11:33
Beacon ID	508 ●
RSSI	-70 dBm ▼

- Monitoring

Monitoring ▲	
Interval	0:03
Last log-on	
	07.05. 11:10 ●

7.2.10.3 Emergency call log

SWISSPHONE TRIO maintains a log of relevant events such as manual and automatic personal alarms including emergency call tests. You can view them in the menu item “Emergency call log” and select them again for the detail view.

The following information is compiled:

- Type of event (“Emergency button” or “Man down”)
- Transmission result (“Success” or “Error” + GSM error code)
A list of all GSM error codes is available in chapter 15 “GSM error code table”.
- Date and time of the event

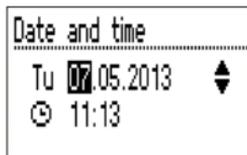
7.2.10.4 Date and time

Date and time can either be set automatically or manually. SWISSPHONE TRIO has a GPS module that can be used to update the time and date automatically.

You can choose to have it set automatically via the selected GSM operator. Not all GSM operators support this function.

If it is not possible to set date and time automatically, they can be set manually via the menu item “Date and time”.

The automatic setting for time and date is given priority over the previous data due to the fact that the information is more up-to-date (independent of whether the previous data was entered manually or automatically).



7.2.10.5 Display backlight

Display backlight can be switched on/off here. Every time a button is touched, the display backlight is activated (if switched on).

7.2.10.6 Contrast

Select your ideal display contrast. It can be set from 1 (very weak) to 8 (very strong).

7.2.10.7 Alerting

The following options are available in this menu item:

- **“Loud”:**

The alarm melody is played based on your configuration (first the number of quiet cycles and then the number of loud cycles). In addition, the LEDs blink and the device vibrates during the alarm.

The standard configuration is as follows: Once quiet, once loud (including LED and vibration)

The call reminder sounds a loud cycle of the alarm melody. In addition, the LEDs blink and the device vibrates.

The key and confirmation sound is activated in this profile.

A short acoustic signal sounds in regular intervals to indicate when the functional test needs to be conducted in the packages “Protected”, “Connected” and “BGR-139”.

In the packages “Connected” and “BGR-139” a short acoustic signal sounds in regular intervals to indicate that the connection to the Swissphone emergency call system has been lost.

- **“Quiet”:**

Same behaviour as profile “Loud”, only now also the loud cycles are played quietly.

The standard configuration is as follows: Twice quietly (including LED and vibration)

The call reminder plays an acoustic signal. In addition, the LEDs blink and the device vibrates.

The key and confirmation sound is activated in this profile.

A short acoustic signal sounds in regular intervals to indicate when the functional test needs to be conducted in the packages “Protected”, “Connected” and “BGR-139”.

In the packages “Connected” and “BGR-139” a short acoustic signal sounds in regular intervals to indicate that the connection to the Swissphone emergency call system has been lost.

- **“Discrete”:**

The LEDs blink and the device vibrates for ten seconds. Subsequently, a short acoustic signal is sounded.

The call reminder sounds a short acoustic signal. In addition, the LEDs blink and the device vibrates.

The key and confirmation sound is not activated in this profile.

No acoustic signal is sounded to indicate when the functional test needs to be conducted in the packages “Protected”, “Connected” and “BGR-139”.

In the packages “Connected” and “BGR-139” no acoustic signal sounds to indicate that the connection to the Swissphone emergency call system has been lost.

- **“Mute”:**

The LEDs blink and the device vibrates for ten seconds, but no acoustic alarm signal is sounded in this profile.

The call reminder is also not indicated with an acoustic signal. The LEDs blink and the device vibrates.

The key and confirmation sound is not activated in this profile.

No acoustic signal is sounded to indicate when the functional test needs to be conducted in the packages “Protected”, “Connected” and “BGR-139”.

In the packages “Connected” and “BGR-139” no acoustic signal sounds to indicate that the connection to the Swissphone emergency call system has been lost.

7.2.10.8 Melodies

Here you can assign a melody to every configured alarm address. 16 melodies are available for selection and can be individually configured.

7.2.10.9 Key tone

You can activate/deactivate the key tone in this menu item. The key tones are not played (independent of the key tone setting) if the alarm profile “Discrete” or “Mute” is selected.

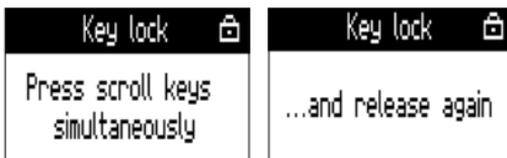
7.2.10.10 Keypad vibration

You can activate/deactivate the keypad vibration in this menu item. You will find it when you “scroll beyond” the top or bottom in the menu in a list selection. When selecting the alarm profile “Discrete” or “Mute”, the keypad vibration is not active (independent of the keypad vibration setting).

7.2.10.11 Key lock

The key lock function prevents you from unintentionally activating the device. If you select “on” in the menu under the item “key lock”, it is automatically activated after one minute of inactivity.

The key lock can be disabled by pressing and releasing the scroll buttons simultaneously.



7.2.10.12 Language

Select the desired language for displaying text on the SWISSPHONE TRIO in this menu item.

7.2.10.13 GPS

SWISSPHONE TRIO has a GPS receiver that enables positioning of the person in need in case of emergency. This data is subsequently transferred to the emergency call platform and emergency services can be sent to the accident site quickly. Chapter 10.2 “Outdoor positioning (GPS and A-GPS)” provides further details on how this function works.

7.2.11 Activate device

When you send an emergency call with the SWISSPHONE TRIO, the device automatically changes to “Emergency status”. You are not able to send any further emergency calls in this status. To return the SWISSPHONE TRIO back to its normal operating status, select this item. For further information, refer to chapter 11 “Emergency status: Emergency call initiated”.

7.2.12 Switch off

Switch off the SWISSPHONE TRIO with this menu item.

8. Emergency call system operation

Emergency call system operation is a reliable operating state in which a personal emergency call device is registered with the headquarters and is monitored. This is indicated on the display of the SWISSPHONE TRIO with “Personal emergency system device active” (“Connected” package) or “BGR-139” (“BGR-139” package), depending on the selection scope of services.

The following two criteria are required for active emergency call system operation:

- **Successful device functional test**

The “BGR-139” package requires mandatory performance of a functional test at the latest after 24 hours. In addition, the functional test must be conducted prior to every start of operation (after removal from the charger, for example), as well as prior to every commencement of work or change of persons.

The “Connected” package allows optional configuration of all parameters regarding the functional test. This package also allows full disabling of the functional test. In this case the functional test is not relevant for emergency call system operation.

- **Active GSM data connection (GPRS) with the emergency call platform**

When the emergency device is in emergency call system operation, the corresponding symbol  and the text “Personal emergency call device active” or “BGR-139” is permanently on the home screen.



Warning/important notice:

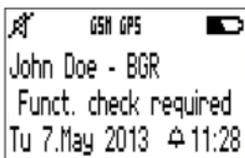
The personal emergency call device is ready for operation according to BGR-139 if the functional test is successful and the device has successfully connected to the emergency call platform. The emergency call system operation is indicated acoustically (once) and visually (permanently) on the personal emergency call device.

8.1 Start of the functional test

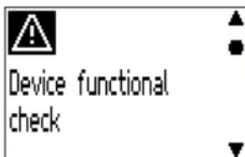
Purpose of the functional test is to test the most important basic functions of the personal emergency call device regarding proper functionality. This minimizes the risk that a functional error is only discovered in emergency situations.

The functional test is available with the packages “Protected”, “Connected” and “BGR-139”. A SWISSPHONE TRIO with the “Protected” package has the option of performing a functional test; however, emergency call system operation is not possible due to the lacking permanent connection to the emergency call platform.

The need for a functional test is defined depending on the package and configuration. When a functional test is required, the information “Functional test required” will appear on the display and a short signal tone sounds continuously every 20 seconds.

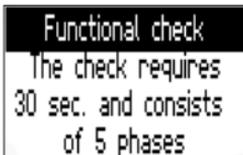


In order to start the functional test, the main menu must be opened by activating the confirmation button. Scroll to the menu item “Device functional test” with the scroll buttons and confirm it with the confirmation button.



8.2 Performing the functional test

An informational text is shown on the display at the start informing the user that the functional test is divided into five test phases and takes approx. 30 seconds in total.



Functional check
The check requires
30 sec. and consists
of 5 phases

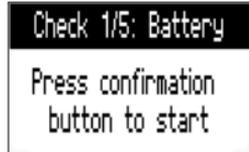
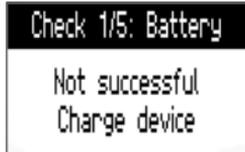
The following applies to all five test phases:

- Each test phase is initiated by activating the conformation button
- A visual and acoustic indication is given when a test phase is absolved successfully
- A visual and acoustic indication is given when a test phase fails
- If one test phase is not successful, the entire functional test is negative.
 - If it is an operating error the functional test is repeated.
 - If a device error is found, it must be reported and resolved. Protection is NOT sufficient according to BGR-139 if the personal emergency call device is not in emergency call system operation.

Performing the functional test:

• Phase 1: Battery test [operating ability]

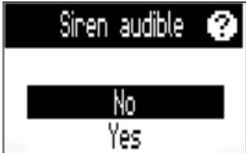
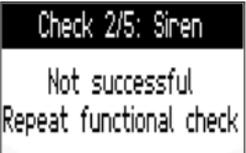
The first test phase includes the testing of the battery. The remaining capacity in the battery is tested. If the total capacity is more than 20%, the test is successful.

Informational text	Test successful	Test not successful
 <p>Check 1/5: Battery Press confirmation button to start</p>	 <p>Check 1/5: Battery Successful</p>	 <p>Check 1/5: Battery Not successful Charge device</p>

- **Phase 2: Speaker test [warning and positioning]**

The second test phase includes testing of the speakers. It is used to indicate messages/warnings, and on a personal emergency call device its primary function is to alarm people within hearing range as a siren. They can use the siren as a localisation aid.

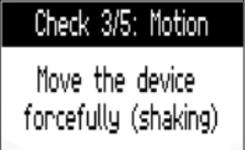
During this speaker test the siren is activated and the user is prompted to confirm whether it was heard. The siren test is successful when the user selects “YES”.

Test phase	Test successful	Test not successful
		

- **Phase 3: Motion test [automatic personal alarm]**

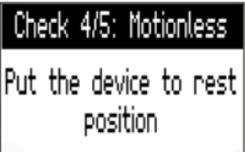
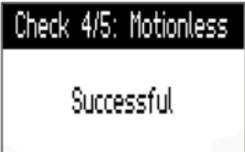
The third test phase includes testing the acceleration sensor. We recommend shaking the personal emergency call device firmly to detect motion on the three axes of the sensor.

The motion test was successful when an acoustic signal sounds and the text “successful” appears.

Informational text	Test successful
	

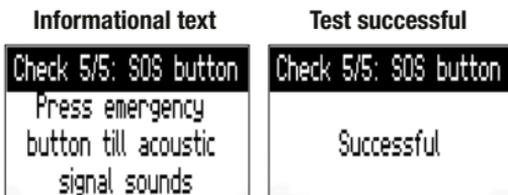
- **Phase 4: Resting test [automatic personal alarm]**

The fourth test phase also includes testing the acceleration sensor. In contrast to the motions tested in phase 3 this test determines whether all three axes are able to detect a “motionless” situation. In this case you are prompted not to move the personal emergency call device. We recommend placing the personal emergency call device on a stationary surface (on a table, for example).

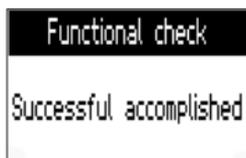
Informational text	Test successful
	

- **Phase 5: Emergency button test [manual personal alarm]**

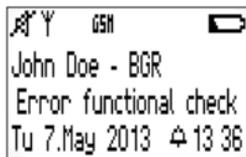
The fifth test phase includes testing the emergency button. This test is mandatory for a complete functional test as the confirmation button triggers a manual alarm when held down in this case.



A final informational text is displayed when all five test phases were successfully completed, which you need to confirm:



You can leave the functional test at any time by holding the top scroll button for several seconds. This sets the device back into the status it was in before the functional test was initiated. If the functional test was not successful, the following error message appears on the home screen:



Warning/important notice:

If the functional test was not successful, the device is not ready for use and must be checked. The device is set to error status and does NOT transfer emergency calls to the emergency call platform.

8.3 Establishing a connection to the emergency call platform

A connection to the emergency call platform is established when the personal emergency call device is switched on with the packages “Connected” and “BGR-139”. The connection remains intact for as long as the device is switched on (during charging with the charging device as well).

The following image shows the attempt of SWISSPHONE TRIO to establish a connection to the emergency call platform:



A connection is established in just a few seconds when a GSM connection is available (depending on the GSM coverage of the GSM provider). For this reason, the connection should be established prior to concluding or during the functional test.

If this connection is not successful, one of two error messages is displayed:

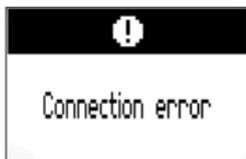
- “GSM configuration error”

In this case the basic parameters of the GSM connection may have been configured wrongly or not at all. Contact your administrator to remedy the error. If this error occurs, a short signal alarm sounds every 20 seconds and this error message is displayed:



- “Connection error”

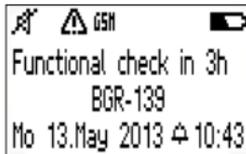
The GSM availability is usually too low or not available. Move to an area with better GSM availability to successfully establish a connection (thus remedying this error). If this error occurs, a short alarm signal sounds every 20 seconds and the following error message is displayed:



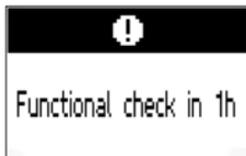
8.4 Emergency device in alarm signal system operation

When the connection is properly established and the functional test is successful, the following symbol is displayed on the home screen (with the packages “Connected” and “BGR-139”): 

In addition, the third line of the display (info line) shows “Emergency device active” or “BGR-139”. This information is shown on the profile display three hours prior to the next time when a functional test is required:



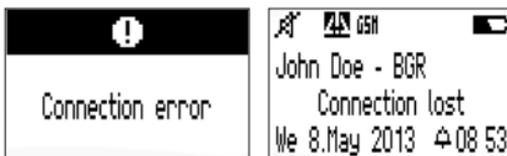
As an additional reminder, the following pop-up is displayed one hour prior to the next required functional test:



8.5 Unexpected failure in the connection to the emergency call platform

A basic requirement for emergency call system operation is a permanent connection to the emergency call platform. This connection may fail unexpectedly if there is no (or insufficient) GSM availability, for example in garages, basements, mines, shafts, etc.

When the connection is terminated the personal emergency call device is no longer ready for use. This is indicated by an acoustic and visual signal on the personal emergency call device. An acoustic signal sounds continuously every 20 seconds. And the visual prompt “Personal emergency call device active” or “BGR-139” is replaced by the informational text “Connection error”. In addition, the following symbol is displayed on the home screen . The emergency call platform regularly tests this interrupted connection to the personal emergency call device and the status is displayed there.

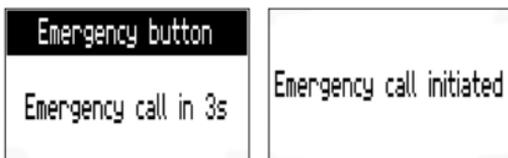


9. Emergency call functions

9.1 Manual personal alarm (trigger emergency signal manually)

An emergency signal to the emergency call platform is sent by holding the confirmation button. The time from pushing the confirmation button to the placing of the emergency call by the personal emergency call device is called pre-alarm. The pre-alarm is a preventive measure to avoid false alarms and visually and acoustically informs the device user that an emergency call will be triggered shortly. The duration of the pre-alarm can be configured individually for every emergency call function.

To trigger the emergency call, the confirmation button must be held during the pre-alarm until the time display is counted down to "0". Otherwise the emergency call is aborted. If the emergency call is triggered, the notification "Emergency call initiated" is shown on the display. The emergency signal is sent within a few seconds due to the existing data link with the packages "Connected" and "BGR-139". With the packages "Basic" and "Protected" a transfer lasts between 20 and 40 seconds. After complete transfer the display shows "Emergency call initiated".



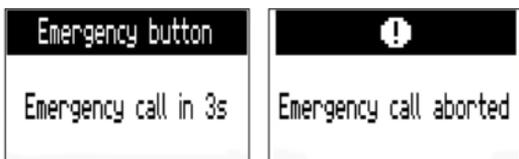
Application area: for example, if the leg of the device user is jammed by a tree or rock. In this situation, the device user is conscious and able to place an emergency call manually using the emergency button.



Information:

An emergency call can also be placed if the key lock is activated.

If you let go of the confirmation button during the pre-alarm, you abort the emergency call and the display shows "Emergency call aborted".



9.2 Automatic personal alarms

The automatic emergency call functions are not available in the package “Basic”.

9.2.1 Fall detection

The fall detection in the personal emergency call device is based on an integrated acceleration sensor that offers different options to detect position and movement. It uses an algorithm specifically developed by Swissphone. This algorithm consists of three phases:

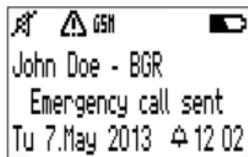
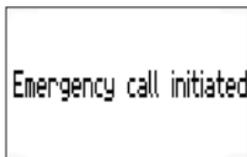
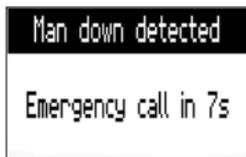
- Phase 1: Fall detection
- Phase 2: Impact detection
- Phase 3: Immobility detection

A pre-alarm is triggered if the personal emergency call device detects a fall due to these three phases. If the device user is not able to acknowledge this pre-alarm by pressing the confirmation button, an emergency signal to the emergency call platform is automatically sent and the notification “Emergency call initiated” appears on the display. If the confirmation button is pressed during the pre-alarm the emergency signal is aborted. You can abort the emergency call procedure even if key lock is active.



Warning/important notice:

- If the personal emergency call device is intended to be used in work environments with an increased risk of falls, we recommend activating a further automatic device function.
- Fall detection is not adequate in every work environment and for the detection of every fall due to its complex algorithm.



This function can be activated/deactivated by the device user with the menu item “Fall/man down detection”. This menu item is not included in the “BGR-139” package.

Application area: for example, falling off scaffolding or a tree. In this situation, the device user may not be able to place an emergency call manually. With fall detection, an emergency call can be placed without an activity by the person involved in the accident.

9.2.2 Man down detection

Just like the fall detection, the man down detection also uses the integrated acceleration sensor that offers different options to detect position and movement. For example, it can determine by the position whether a person is standing/walking/sitting (vertical) or lying down (horizontal).

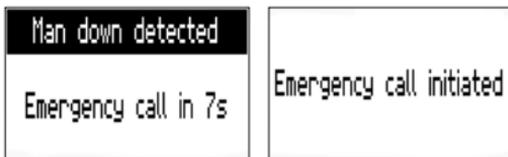
Further mechanisms were included to avoid false alarms as a person lying down is not necessarily in an emergency situation.

The pre-alarm is only triggered if the employee remains in a reclined position for a defined period of time. Thus, the following criteria must be fulfilled at the same time:

- Inclination angle of the personal emergency call device (employee is in a reclined position, for example)
- Immobility (employee hardly moves at all with the personal emergency call device)
- Time period of approx. 30 seconds (user defined) where both points stated above are fulfilled at the same time

If the employee is not able to acknowledge this pre-alarm by pressing the confirmation button, an emergency call is automatically sent to the emergency call platform, and the notification "Emergency call initiated" is shown on the display. If the confirmation button is pressed during the pre-alarm, the emergency signal is not transferred to the emergency call platform. You can abort the emergency call procedure even if key lock is active.

The personal emergency call device can be individually configured for special requirements that deviate from the standard settings. Please contact your responsible support agent.



This function can be activated/deactivated by the device user with the menu item "Fall / man down detection". This function is always active and cannot be deactivated via the menu in the "BGR-139" package.



Warning/important notice:

If a reclined position is consciously assumed over a longer period of time for repair work, for example, we recommend activating a further automatic function (see chapter 9.2.3 "Autonom-Lifecheck" or chapter 9.2.4 "Remote-Lifecheck").

Application area: for example, the device user collapses on the floor due to circulatory system problems. The man down detection is activated automatically due to these criteria and an emergency call is placed.

9.2.3 Autonom-Lifecheck

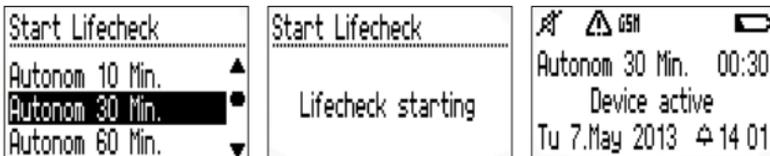
The emergency call function “Autonom-Lifecheck” is a regular time alarm function on the personal emergency call device. This enables a person working alone to select a time interval of 30 minutes, for example, in the menu under item “Start Lifecheck” in the personal emergency call device. The remaining time is continually displayed and updated on the home screen. The employee is now able to continue his work. When the end of the time interval elapses, the employee will be acoustically and visually prompted to acknowledge an initiated pre-alarm. If he acknowledges this pre-alarm, the time interval is reset (until the Autonom-Lifecheck is disabled in the menu). If the device user is not able to acknowledge the pre-alarm on time (due to an accident), an emergency signal is sent automatically to the emergency call platform after the pre-alarm time elapses.

SWISSPHONE TRIO enables the device user to select between different time intervals depending on the specific activity and/or work environment. These different time intervals are preset in the Lifecheck profiles and can be selected upon starting the Lifecheck. A profile includes the following data:

- Name of the profile
- Time interval
- Type of Lifecheck
- Reminder (for Remote-Lifecheck only)

The values must be predefined and configured using the software. They cannot be directly configured on the SWISSPHONE TRIO.

In addition, you have the option of starting the Autonom-Lifecheck again with the item “Restart Lifecheck” in the menu. The time interval is reset in the process.



Application area: for example, workers working alone (at night) in a control centre. For example, only this emergency call function could transmit an automatic emergency call after the time interval elapses in case of a heart attack where the device user does not fall to the ground (otherwise man down detection).

9.2.4 Remote-Lifecheck

We recommend using the Remote-Lifecheck function if your workplace is at a location with poor or no GSM coverage. Monitoring for this lifecheck is performed in the emergency call platform in parallel to that in the SWISSPHONE TRIO. This procedure ensures that help is sent to a person in need, even if he is located in an area without GSM coverage.

A time interval is selected, just as with the Autonom-Lifecheck, under the menu item “Start Lifecheck” depending on the pending activity. When the time interval on the personal emergency call device starts, a signal is sent by GSM to the emergency call platform, which also stores the time interval. Now, you can begin working in areas with no or low GSM coverage due to the dual security function (on the personal emergency call device and in the emergency call platform).

The personal emergency call device will first try to place an emergency call to the emergency call platform if the pre-alarm displayed is not acknowledged after the time interval elapses. And if no alarm signal can be sent to the emergency call platform, the emergency call platform will trigger an alarm independently from the personal emergency call device.

A reminder function with defined timeframe gives the device user a visual and acoustic signal that the Remote-Lifecheck time interval has nearly elapsed. The device user now has the option to enter an area in which he is able to receive a GSM signal to extend the lifecheck (“Restart Lifecheck”) or to terminate it (“Stop Lifecheck”).

SWISSPHONE TRIO enables the device user to select between different time intervals depending on the specific activity and/or work environment. These different time intervals are preset in the Lifecheck profiles and can be selected upon starting the Lifecheck. A profile includes the following data:

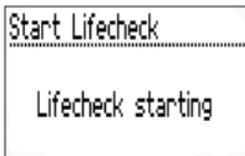
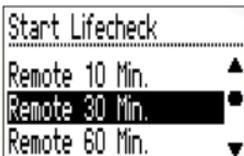
- Name of the profile
- Time interval
- Type of Lifecheck
- Reminder (for Remote-Lifecheck only)

The values must be predefined and configured using the software. They cannot be directly configured on the SWISSPHONE TRIO.



Warning/important notice:

The user must be in an area with sufficient GSM coverage in order to start, stop or extend the Remote-Lifecheck.



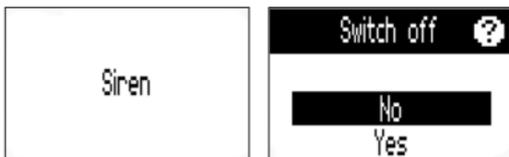
Application area: for example, short-term work in a shaft without GSM coverage.

10. Positioning

10.1 Siren

The SWISSPHONE TRIO has a siren as an additional safety feature. It is used as a method for positioning, as well as an additional acoustic emergency call.

It is activated directly after triggering an emergency call to draw the attention of people in the direct vicinity of the person involved in an accident. Persons called this way can bridge the time until professional help arrives. These “first responders” can also provide first aid to the person involved in the accident with whatever medical means are available. The siren can be disabled by pressing the Enter button and selecting the menu item “Yes”.



10.2 Outdoor positioning (GPS and A-GPS)

In addition to a personal emergency call, positioning data can also be sent to the emergency call centre using the GPS module integrated into the SWISSPHONE TRIO. Ask the responsible officer at your company for more information on the configuration of your SWISSPHONE TRIO. If necessary, positioning can be disabled in the menu “Settings/GPS” (in case of an emergency call, the GPS receive module is automatically activated).



Warning/important notice:

We recommend leaving this function activated at all times.

The GPS module is only activated periodically to achieve the longest possible operating duration. If the additionally integrated motion sensor does not detect any movement, the GPS module is not activated. Thus, movement must take place (change of position) so that the GPS module updates the positioning data.

a) Positioning duration without A-GPS

If the device does not receive valid satellite data for a longer period of time (longer than three hours), the time to calculate the position (positioning via GPS) may take between two and five minutes (Time-to-first-Fix, TTFF). This is a positioning with warm start. After a successful warm start positioning, the GPS module changes into hot start mode. The following positioning functions require only a few seconds.

b) Positioning duration with A-GPS support

If the function A-GPS (“assisted GPS”) is activated, the GPS module is additionally supplied with the current assistance data of the satellites. SWISSPHONE TRIO receives this assistance data via a GSM data link with a A-GPS server or distributed via different POCSAG messages via the paging network.

If the A-GPS function is activated, the warm start phase is skipped and a hot start positioning is started right away (time for calculating the position is a few seconds). An existing GSM data link (GPRS) is needed for this option. There is also the option of receiving this data via the paging network. Swissphone and its partners are looking forward to offering you competent consulting services.

Signal sensitivity:

A strong GPS signal is required for warm start than for hot start.



Warning/important notice:

If the direct visual contact to the sky is covered, for example, by a hand or pressed against a human body, the GPS receive signal is greatly suppressed.

Physical circumstances (for example, glass walls, between buildings, in valleys, etc.) reflections may lead to falsified positioning information.

10.3 In-house positioning (position transmitter)

Outdoor positioning is covered very well by using GPS. The GPS signal may be too weak, or entirely absent, on a company's premises and in particular within buildings. To guarantee positioning in these cases, SWISSPHONE TRIO is able to receive position information from a position transmitter (SWISSPHONE IBT10/IBT20/IBT25). This position transmitter is a unique ID number that sends data from the position transmitter within a predefined radius (depending on the local circumstances) on a regular basis. If SWISSPHONE TRIO receives position information, it is sent to the emergency call platform as positioning information in case of emergency.

If SWISSPHONE TRIO is located in the receiving range of a position transmitter, it is displayed with the in-house symbol  and GPS positioning is disabled. If the SWISSPHONE TRIO leaves the receive range of the position transmitter, the in-house symbol disappears (according to standard configuration) after 20 seconds, and the SWISSPHONE TRIO automatically changes to GPS positioning mode. As an in-house position transmitter sends in intervals of a few seconds, the SWISSPHONE TRIO remains within the range of the position transmitter in in-house mode.

11. Emergency status “Emergency call initiated”

When a manual or automatic personal alarm is triggered, the personal emergency call device automatically changes from “Operating status” to “Emergency call status”.

In “Emergency call status” the personal emergency call device remains permanently connected to the emergency call platform via GPRS (independent from the software package). This enables the emergency call platform user to use a range of options for emergency call processing.

There are different options for bringing the device back to (common) “Operating status”:

- Activate the personal emergency call device menu item “Activate device”
→ This function is not available for the “BGR-139” package
- Returning the personal emergency call device to the charging device
- Resetting the personal emergency call device through the emergency call platform
→ This function is available if the personal emergency call device is connected to the emergency call platform via GSM data channel or is able to receive the resetting command via text message.



Warning/important notice:

The personal emergency call device status cannot be changed by interrupting the power supply (battery too low or battery removed from the personal emergency call device). If a personal emergency call device is in “Emergency status”, this device will also be in “Emergency status” after replacing the battery.

11.1 Initial call and follow-up calls

An emergency call sent to the emergency call platform is called an initial call. All subsequent information/transfers to this emergency call are called follow-up calls.

The most important function of the initial call is that the information concerning an emergency situation is sent to the emergency call platform as fast as possible. All additional information such as the exact position have secondary priority at this point, and thus, the position information is not updated directly prior to the initial call.

Once the SWISSPHONE TRIO has sent the initial call to the emergency call platform, subsequent positioning is started. The GPS module is activated (even if it was disabled by configuration) in order to receive outdoor positions. At the same time, in-house positioning is attempted and saved, if found.

Once the GPS coordinates have been found, however after five minutes at the latest, subsequent positioning is transferred to the emergency call platform by a follow-up call and displayed there.

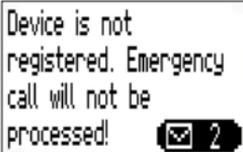
11.2 Continuous subsequent positioning

Continuous subsequent positioning is activated in the Swissphone standard configuration. When the initial and first follow-up calls are sent to the emergency call platform, position information is continuously searched for and sent to the emergency call platform in regular intervals. Thus, help can always be directed to the current position of the person involved in an accident, as he may have moved (or been moved).

11.3 Emergency call confirmation via emergency call platform to the personal emergency call device

An emergency call is only displayed in the emergency call platform if all necessary criteria are met. Among other things, this includes that the personal emergency call device and the person are marked as “active” in the emergency call platform.

Every personal emergency call device receives a confirmation message by the emergency call platform after transmission of the emergency call. It includes the information of whether the emergency call was accepted and is being processed, as well as a unique ID that was assigned to this emergency call for allocation.

Emergency dispatching	Device is not registered
	

11.4 Unavailable functions in “Emergency status”

- Emergency call test
- Functional test
- Send another emergency call
- Start Autonom-Lifecheck
- Start Remote-Lifecheck
- Switch off device

12. Process messages

12.1 Receive and read new messages

When your SWISSPHONE TRIO receives a message, an alarm is sent with sound, vibration and display backlight. The alarm stops if you press the confirmation button “OK”. With the confirmation button “OK” or the bottom scroll button you can scroll to the end of the message.



12.2 Send user reply

After reading a message for the first time you can reach the selection menu by pressing the confirmation button a second time. You can enter a user reply for the message there. Select your answer (“On my way” or “Coming in 30 minutes”, for example) using the top or bottom scroll buttons and confirm it with the confirmation button. The respective user reply is immediately sent to the connected system and evaluated there with the GSM return channel. If you choose “Abort”, no user reply is sent. You will be reminded with the message. After a defined period of time it is no longer possible to send a user reply.



Information:

Requirement for using the message acknowledgement is a connection to a compatible system for correct message dispatch. Swissphone and its partners are looking forward to offering you competent consulting services.

12.3 Call reminder

If your device was configured to use a call reminder, you will be reminded of unread messages after the preset time (see chapter 7.2.10.7 “Alerting”). The call reminder is turned off as soon as you have read all messages.

12.4 Read last message

The last message can be displayed any time by selecting the menu item “Last/unread messages”. The header of the message includes the message time as well as the name of the receive channel or the RIC index. The arrow pointing downwards indicates that more text is available below. Subsequently, the message is available in the respectively configured folder.



13. Charging the battery/power supply

SWISSPHONE TRIO is powered by a lithium-polymer battery. Proper functioning and the warranty are only guaranteed when using original Swissphone lithium-polymer batteries. Lithium-polymer batteries have a lifespan of 300 to 500 charging cycles.

You can charge the integrated lithium-polymer battery either with the included wall power supply via the charge socket on the bottom of the casing or with another compatible Swissphone charging device. A complete charging process requires approx. two hours. We recommend charging the battery completely prior to first usage.



Warning/important notice:

- Do not subject the lithium-polymer battery to excessive temperatures.
- Do not open the lithium-polymer battery.
- Do not short circuit the lithium-polymer battery.
- For safety reasons, only use original batteries and original chargers from the Swissphone accessory product range.

14. GSM error code table

Certain errors may occur in GSM connections, as already described in previous chapters. Attached you will find an overview table of all possible GSM errors. Please contact your administrator if you are not able to eliminate the errors on your own.

- 00 - GSM_RESULT_UNKNOWN,
- 01 - GSM_RESULT_ERROR_NOT_ACTIVE,
- 02 - GSM_RESULT_ERROR_LOW_BAT,
- 03 - GSM_RESULT_ERROR_HW_TIMEOUT,
- 04 - GSM_RESULT_ERROR_NO_SIM,
- 05 - GSM_RESULT_ERROR_SIM_LOCKED,
- 06 - GSM_RESULT_ERROR_NO_NETWORK,
- 07 - GSM_RESULT_ERROR_LOGIN_FAILED,
- 08 - GSM_RESULT_ERROR_CONNECTION_REJECTED,
- 09 - GSM_RESULT_GPRS_LOGIN_SUCCEEDED,
- 10 - GSM_RESULT_ERROR_GPRS_DATA_TRANSFER_FAILED,
- 11 - GSM_RESULT_ERROR_SMS_DATA_SEND_FAILED,
- 12 - GSM_RESULT_ERROR_WRONG_PIN,
- 13 - GSM_RESULT_ERROR_NO_GSM_SETTINGS,
- 14 - GSM_RESULT_ERROR_LOGIN_GPRS_FAILED,
- 15 - GSM_RESULT_ERROR_LOGOUT_GPRS_FAILED,
- 16 - GSM_RESULT_ERROR_LOGIN_REMOTE_HOST_FAILED,
- 17 - GSM_RESULT_ERROR_LOGIN_SMS_FAILED,
- 18 - GSM_RESULT_GPRS_SENT_SUCCEEDED,
- 19 - GSM_RESULT_SMS_SENT_SUCCEEDED,
- 20 - GSM_RESULT_NO_GSM_ERROR,
- 21 - GSM_RESULT_ERROR_REGISTRATION_DENIED,
- 22 - GSM_RESULT_ERROR_CARRIER_LOST,
- 23 - GSM_RESULT_ERROR_SOCKET_INTERRUPTED,
- 24 - GSM_RESULT_SMS_READ_SUCCEEDED,
- 25 - GSM_RESULT_SMS_READ_FAILED,
- 26 - GSM_RESULT_REQUEST_SUCCEEDED

15. Miscellaneous

Further information is available on the Swissphone website at:
<http://www.swissphone.com>

Safety notice

- This product may not be used in explosive environments.
- The device may not be opened.
- The labels may not be removed.
- Keep out of reach of children.

Liability disclaimer

Swissphone does not guarantee any liability or guarantee in connection with the content of the document on hand. Modifications in content in the instruction handbook for the SWISSPHONE TRIO are reserved.

Manufacturer

Swissphone Wireless AG
Fälmisstrasse 21
CH-8833 Samstagern

Hereby, Swissphone Wireless AG declares that the radio equipment type DE955z is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.swissphone.com>



Swissphone Wireless AG, Fälmisstrasse 21, CH-8833 Samstagern, Switzerland

Customer service:

05/2021 0343264 v6