

# Refuge Unit Operation

The Refuge Communication Unit has a single illuminated 'Push for Help' button. When the unit is activated, the 'Push for Help' button will flash every few seconds to attract attention.

## Placing a Call

To ask for assistance, you have to place a call, rather like a telephone system.

Press and release the '**Push for Help**' button.

The indicator in the button will flash rapidly and the Refuge Unit will sound a busy tone as it tries to contact Security Control.

After a short delay, the indicator will flash more slowly and the unit will sound a ringing tone to confirm that Security Control 'knows' you are there.

The delay will be longer if someone else is talking on the system when you place the call. The unit will have to wait for them to finish before it can contact Security Control.

## Automatic Re-try

You do not need to press the button again – the unit will continue to re-try automatically.

## Call Answered

When the Security Control operator responds to your call, the '**Call Answered**' indicator illuminates to give a visual confirmation.

## Talking to Security Control

If the operator wants you to talk back, he or she will ask you to push and hold the 'Push for Help' button.

Push and hold the 'Push for Help' button. Wait for the button to light up and a double-beep to sound, then talk clearly into the microphone situated just above the button.

When you have finished talking, release the button.

