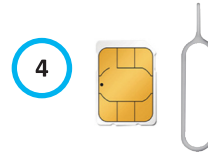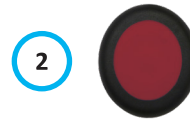# ATTENTIVE

LUNA 4DUAL+

INSTALLATION GUIDE

1 Table of contents

Welcome to this installation guide dedicated to your first use of the LUNA 4Dual.
Please follow all the instructions carefully to ensure the success of the installation.

2 Pack Content

1 LUNA 4DUAL+

2 PENDANT

3 ETHERNET CORD

4 NANO SIM CARD AND EXTRACTOR TOOL

5 POWER SUPPLY
Use only the provided version

3 Installation

WARNING: The LUNA 4DUAL+ is not compatible with POE (Power over Ethernet). It should not be connected behind a POE switch/router, as this may cause irreversible damage.

1. Remove the cap A with the SIM extractor tool, (if the SIM card is present, proceed to step 3).
2. Insert the SIM card and lock the cap.
3. If your SIM card has a PIN code, please enter it using the device's programming software.
4. Connect the provided power supply in the port POWER, then plug it into an easily accessible electrical AC outlet.
5. Lock the power cable using the anti-traction hook (B).
6. Connect the provided ETHERNET cable on the port ⊞ , then plug it into an Ethernet port on the internet box (ADSL/fiber).

3

ON

7. Set the ON/OFF switch to ON, 6 successive beeps indicates the start of the initialization.

Wait a few minutes during the setup phase.
The initialization phase will be indicated by 3 beeps.
If an error occurs (5 strident beeps), repeat the previous step.

After installation, leave the LUNA 4Dual+ plugged into the power outlet for at least 24 hours to ensure the battery backup operates correctly in case of a power outage. ⓘ

4 Connecting to the MyAttentive platform

The ((•)) LED on the LUNA 4Dual+ and the front light ⌂ flashes.
The setup is complete when the front light ⌂ is steady and the ((•)) light has been off for several seconds.

5 Pairing a device

1. To initiate the pairing mode, press and hold the ☎ and ✉ buttons simultaneously until you hear a beep.
The green/blue lights are flashing.
2. Press the button on the pendant or any other peripheral device button to register it. Success in this step is indicated by the ☎ button flashing and a sound signal. You can perform a range test by pressing any of the devices.
If you hear a sound signal, it means that it has been successfully paired.
3. Press and hold the ☎ and ✉ buttons again until the sound signal to exit the pairing mode.
4. The LUNA 4Dual+ will synchronize with the Myattentive platform. The front light will flash throughout this phase.

6 Removing a device

1. Initiate the pairing mode by pressing the 🕿 and ✉ buttons until you hear a beep.
The green/blue lights are flashing.
2. Press and hold the (•) button for 10 seconds until you hear a sound indicating the dissociation of all devices.
3. Press and hold the 🕿 and ✉ buttons again until the sound signal to exit the pairing mode.
4. The LUNA 4Dual+ will synchronize with the Myattentive platform. The front light will flash throughout this phase.

7 Test phase

Press the button on the pendant provided with the LUNA 4Dual+ to trigger an emergency or concierge call.

8 Types of commands

FRIENDLY CALL

• Press this button to call the pre-registered number.
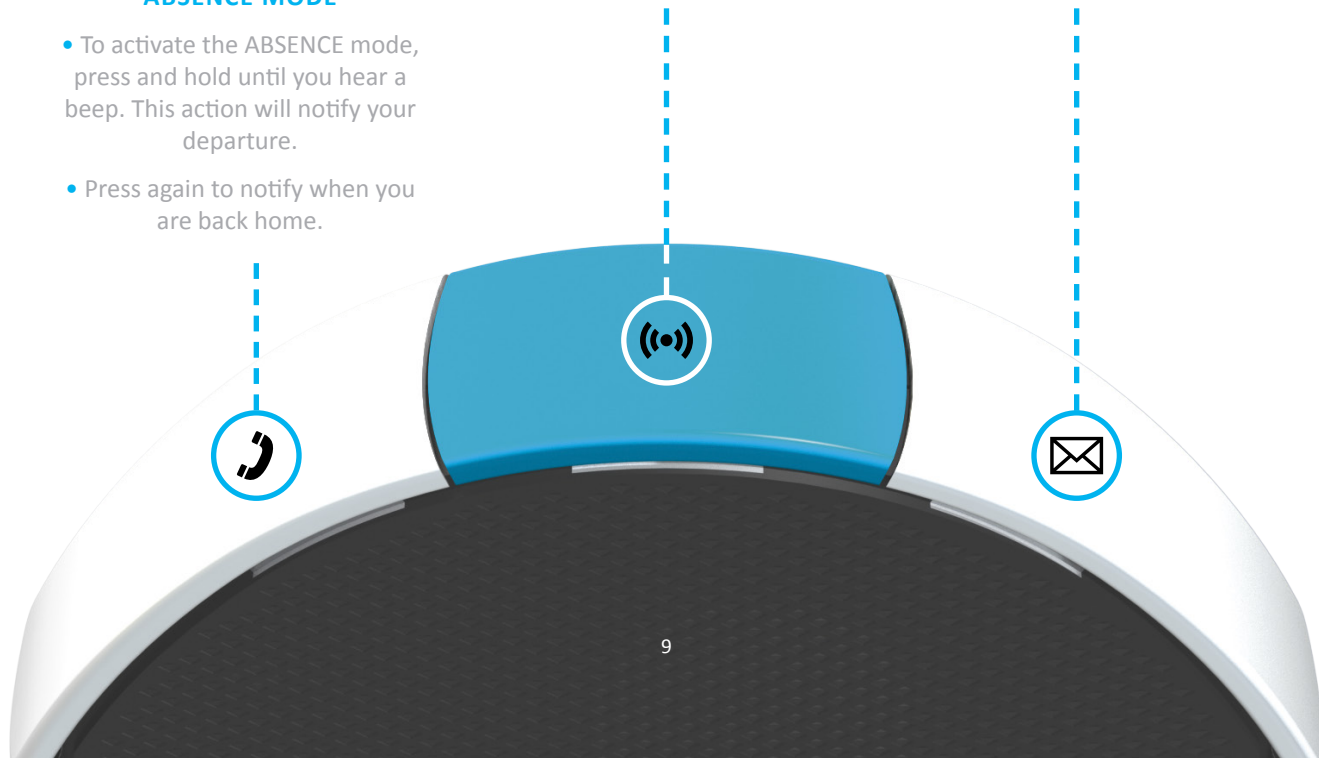• Press again to hang up.

ABSENCE MODE

• To activate the ABSENCE mode, press and hold until you hear a beep. This action will notify your departure.

• Press again to notify when you are back home.

EMERGENCY CALL

• Press the central button or the pendant button to contact the telecare call center.

VOCAL MESSAGES

• Press this button to listen the recorded messages.

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9 Light Indicators

LIGHT STAYS ON
ABSENCE mode activated
or friendly call in progress.

FLASHING
Dialing of a friendly call.

FLASHING
Pairing of a radio device or
connected object.

SIMULTANEOUS FLASHING
Loss of ethernet connection.

FLASHING
Acknowledgment of
voice messages.

LIGHT STAYS ON
Emergency call in progress.

FLASHING
The device is communicating
with the telecare center's
server.

LIGHT STAYS ON
Device connected to mains
supply.

SLOW FLASHING
Power outage and use of the
transmitter in battery mode.

FLASHING
The transmitter is
communicating and
synchronizing with the
ATTENTIVE platform.

ORANGE LIGHT
Ethernet cable unplugged.

GREEN + ORANGE LIGHT
Ethernet cable connected
and functional.

**4G NETWORK
SIGNAL QUALITY**

Maximum level
Average level
Low level

OTHERS

Radio network search
in progress
SIM card missing

10

LUNA 4DUAL+ Technical Features

USE

Admissible humidity: 90% (Relative humidity)
Maximum permissible ambient
temperature for product use : 40°C
Warranty: 2 years

DIMENSIONS

274 mm x 125 mm x 58 mm

POWER

Ni-MH Rechargeable Battery 7.2 V, 750 mAh
Autonomy: 3 days
Power supply: INPUT: 100-240V ~ 0.2A Max 50/60Hz
OUTPUT: 12V === 0.5A

DECLARATION OF CONFORMITY

SOLEM Electronique declare that LUNA 4DUAL+ complies
with the essential requirements of the European Directives:
2014/53/UE (RED) Directive,
and the product standard for Social Alarm Systems:
EN 50134-2.
RoHS Directive 2011/65/EU & Directive amendment
(EU)2015/863

STANDARDS APPLIED

CEM : EN 301 489-1 v2.2.3 / EN 301 489-3 v2.1.1 / EN
301 489-17 v3.2.4 / EN 301 489-19 v2.1.1 / EN Draft
301489-52 v1.1.0 / EN 55032 ed. 2015 + AC of 2016 /
EN 55035 ed. 2017
Electrical safety : EN 62368-1 (2014) & A11 (2017)
Radio (869MHz) : EN 300 220-3-1 v2.1.1
EMF : EN 62311 (2008), recommandation 1999/519/CE
Wi-Fi : EN 300 328 v2.1.1 & EN/ETSI 301 893 v2.1.1
Bluetooth® :   EN 300 328 v2.2.2
Modem 4G/3G/2G : EN/ETSI 301 511 v12.5.1 & TS 151
010-1 v13.4.0 (2G) / EN 301 908-1 v13.1.1 (3G) / EN
301908-1 v13.1.1 (4G)
RF-ID : EN 300 330-1 v2.1.1

Clapiers, January 10th 2023

Olivier AUSSILLOUS
Industrial Director

PLEASE READ THE FOLLOWING SAFETY INSTRUCTIONS THOROUGHLY BEFORE THE FIRST USE OF YOUR LUNA 4DUAL +
BE SURE TO STRICTLY FOLLOW ALL PRECAUTIONS FOR USE.

LUNA 4Dual + should be only installed indoor.

Install your product so that the socket outlet is near the LUNA. The power outlet is a disconnect device, in case of a problem, it must be easily accessible at all times.

Make sure that the power outlet on which your power supply transformer is connected has overcurrent and short circuit protection such as a 16A circuit breaker.

Use only the power supply supplied with the product INPUT: 100-240V ~ 0.2A Max 50/60Hz **OUTPUT:** 12V $=$ 0.5A

Maximum permissible ambient temperature for product use: 40°C

Best cleaning practices: Use exclusively a soft cloth, lightly moistened with water, do not clean electrical connections, do not use solvents, cleaning agents or abrasive detergents. Avoid direct exposure of the product to direct sunlight.

<u>WARNING:</u> **Risk of explosion if battery is replaced by an incorrect type. Discard empty battery according to local regulations.**

PROG	Mini-USB connector: service connector
POWER	Power connector: connector made for connecting the power supply supplied with the LUNA 4G 12V $=$ 0.5A.
CE	The symbol «CE» indicates that this appliance complies with the European standards on safety, health, environment and user protection. Devices with the «CE» symbol are intended for sale in Europe.
	This symbol means that electronic and electrical appliances, which have reached the end of their working life, must be collected and disposed of separately in all European countries. Do not put the battery in your household trash.
C1	This symbol means that the product complies with radio reception (Class 1) following the ETSI EN 300 220-2 v2.4.1 standard.
~	This symbol means that the supply voltage is an AC voltage.
$=$	This symbol means that the supply voltage is a DC voltage.
	This symbol means that the power supply is intended for indoor use only.
	This symbol means that the power supply is rated to Class 2 (double insulation).
VI	This symbol means that the output of the external power supply is level 6.
	This symbol is the certification mark of the food (DE lab logo).
	This symbol warns of electrical danger.
RoHS	This symbol indicates that the manufacturer complies with the RoHS regulations in force.
	This symbol means the polarity of the DC supply voltage.
	RJ45 network cable plug.

BATTERY INSTRUCTIONS :

- The maximum operating altitude is 2000m. A battery subjected to extremely low air pressure can cause an explosion or leak of flammable liquid or gas.

- Replacing the battery with a different reference or model poses a risk.

- If replacing the battery, use only the same type of battery.

- Batteries and accumulators contain highly toxic substances. It is important not to dispose of them anywhere and in no case in the household waste bin. All used batteries and accumulators must be deposited in specific containers in order to be recycled.

- Exposing the battery to very high temperatures can cause an explosion.

PIN#	Polarity
+	Positive
-	Return