

# LUNA 4DUAL

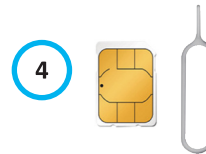
INSTALLATION GUIDE

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*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.*

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## 2 Pack Content



**1 LUNA 4Dual**

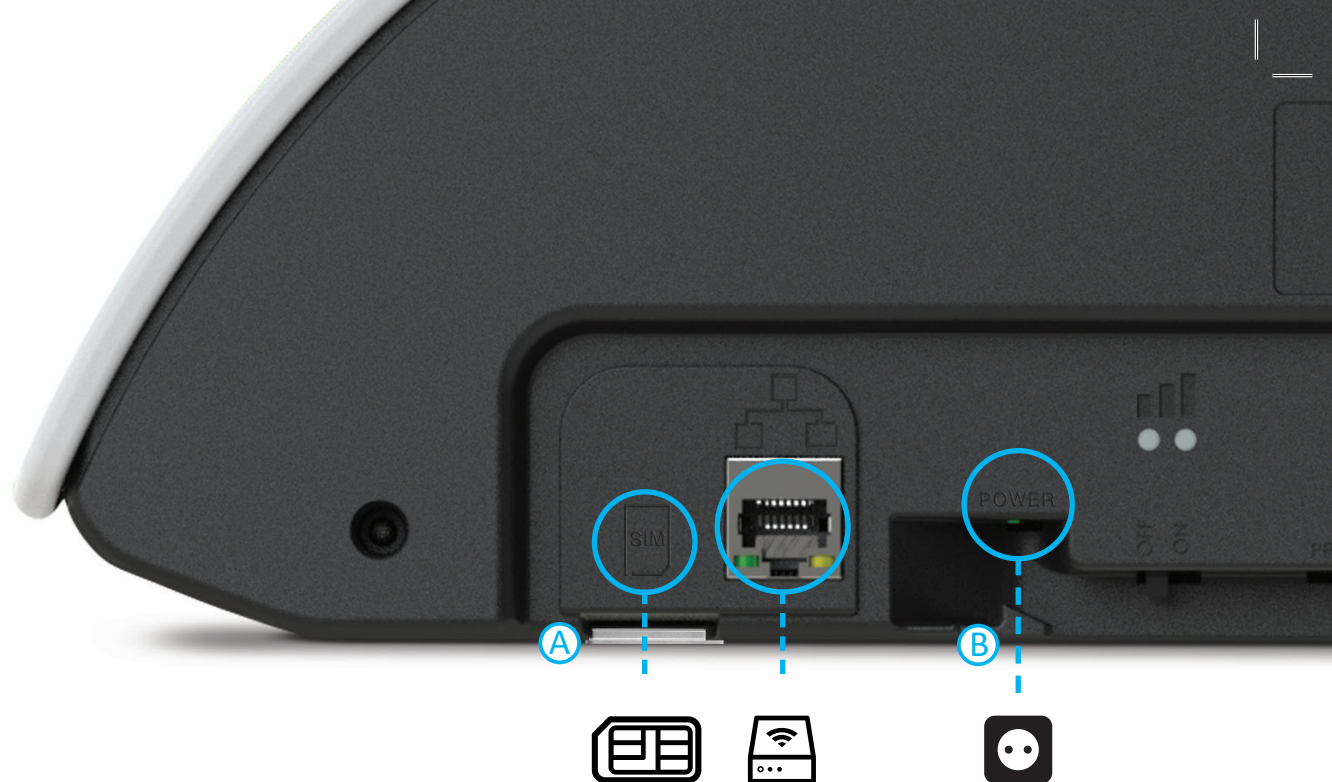
**2 PENDANT**

**3 ETHERNET CABLE**

**4 NANO SIM CARD AND THE 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).



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

***Wait a few minutes during this 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

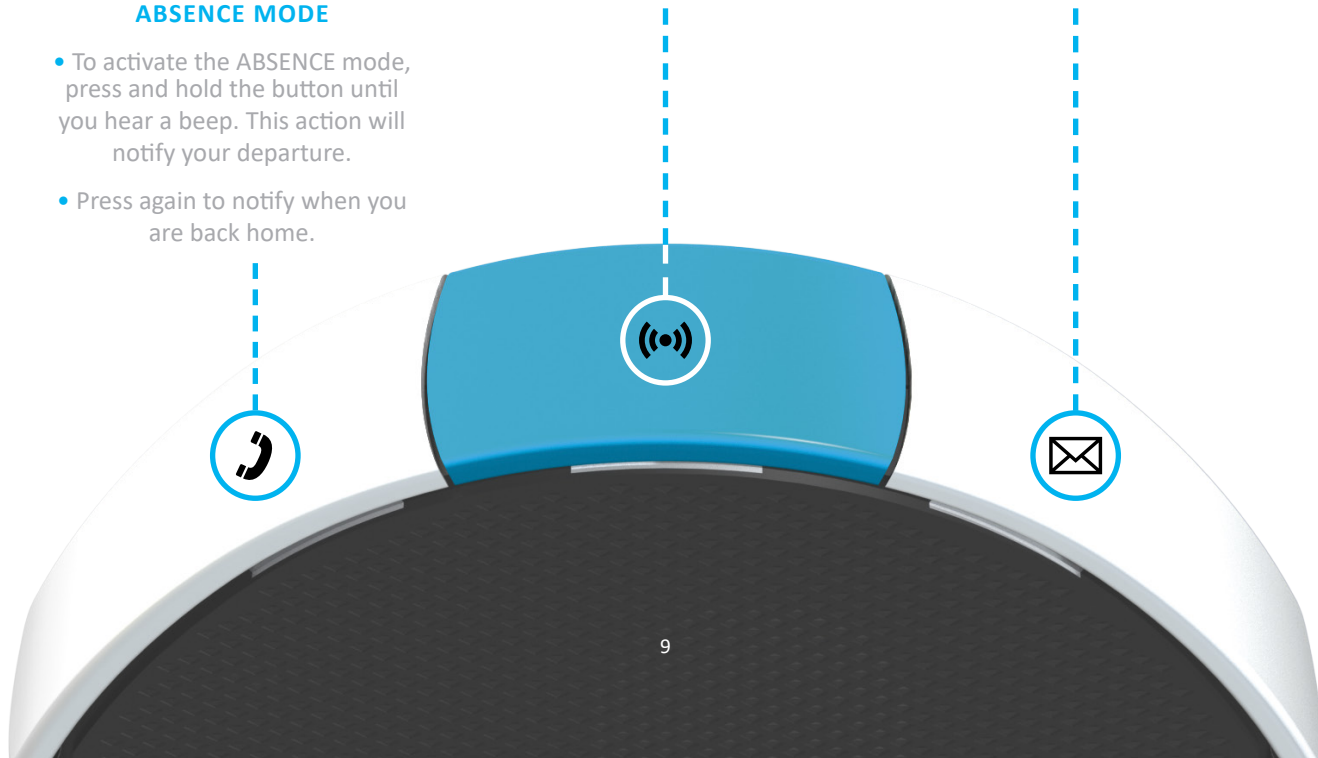
- To activate the ABSENCE mode, press and hold the button until you hear a beep. This action will notify your departure.
- Press again to notify when you are back home.

## 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.



# 9 Light Indicators



## LIGHT STAYS ON

ABSENCE mode activated or friendly call in progress.

## FLASHING

Dialing of a friendly call.



## LIGHT STAYS ON

Emergency call in progress.

## FLASHING

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



## ORANGE LIGHT

Ethernet cable unplugged.

## GREEN + ORANGE LIGHT

Ethernet cable connected and functional.



## FLASHING

Pairing of a radio device or connected object.

## SIMULTANEOUS FLASHING

Loss of ethernet connection and/or Acknowledgment awaiting and / or 4G loss.



## 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.



## 4G NETWORK SIGNAL QUALITY

- Maximum level
- Average level
- Low level

## OTHERS

- Radio network search in progress
- SIM card missing



The «CE» symbol indicates that this device complies with European standards on safety, health, environment and user protection. Devices with the «CE» symbol are intended for sale in Europe.



This symbol indicates that these types of electrical and electronic devices must be disposed of separately in European countries. Do not dispose of this device with your household waste. Please use the collection and recycling points available in your country when you no longer need this device.



This symbol indicates that the supply voltage is a DC voltage.



This symbol indicates the polarity of the DC supply voltage.



This symbol indicates that the power supply is intended for indoor use only.



This symbol indicates that the power supply unit has double class 2 insulation.



This symbol warns of electrical danger.



This symbol indicates that the manufacturer complies with the RoHS regulations in force.



This symbol indicates that the performance of the external power supply is level 6.



This symbol is the certification mark of the food (DE lab logo).



RJ45 network cable plug.

**PROG**

USB socket for update.

**POWER**

Power supply jack



Radio level

### 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.

