



MainStreet Messenger Frequently Asked Questions

What type of facilities is MainStreet Messenger designed for?

MainStreet Messenger is designed for facilities with 20 or fewer residents such as guest homes, rest homes, elderly care, residential care, senior care, and small family home facilities.

Who installs the MainStreet Messenger?

The system can be easily installed by your staff in a few minutes. Simply plug in the telephone and power cords, program the emergency numbers into the system, complete a test call and the system is fully operational.

How large is the pendant? Is it waterproof?

The pendant is very small and lightweight and can be worn as a necklace or on the wrist. Yes, the pendant is waterproof.

How far away from the system will the pendant work?

The system can be activated from up to approximately 100 feet away but the range should be tested in each resident's apartment or room.

What is the range of the system's speakerphone and microphone?

The system automatically adjusts its speakerphone sensitivity and volume for varying conditions. In the event of an emergency call, the microphone and speaker volume are maximized, allowing clear two-way voice communication anywhere in the room or adjacent rooms. The microphone's listen-in range is approximately 2,500 square feet, depending on the design and layout of the structure.

Can the MainStreet Messenger system be used to make outbound calls and receive inbound calls?

Yes. The MainStreet Messenger functions as a standard telephone and includes the ability to program speed dial telephone numbers. Users can also answer inbound telephone calls by pressing their pendant, thus activating the speakerphone and end the call by pressing their pendant again.

Does the system operate during a power outage?

Should your power be interrupted, the system has a built-in back-up battery that will operate your system for up to 8 to 12 hours.

Can the systems be used if there is an Internet connection being used on the same line?

Yes, but a filter must be installed on the line to the emergency response system, just as you've installed filters for your other telephones.

Does the product come with a warranty?

Yes. The product comes with a 1-year parts warranty.

What if the system needs to be serviced?

The system requires no regular servicing. In the event there is a problem that cannot be solved by your staff or our customer service center, we can repair or replace the unit depending on its warranty status.