

# Verizon SureResponse – SU1 Deck

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*August 5, 2013*



PERSONAL COMMUNICATIONS DEVICES



# ER10VW PRODUCT INFORMATION



## LAUNCH DATE

Commercial Launch Date:  
10/18/2012

## TECHNICAL INFO

- Dual Band (800/1900 MHz CDMA)
- Brew 3.1.5
- Compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range
- AGPS
- External Speaker
- Talk Time: Up to 150 Minutes
- Standby Time (CDMA):  
In HDS range (up to 120 hrs)  
Out of HDS Range (up to 36 hrs)
- Display: 0.9" Mono LCD (96 x 64)
- Battery: 810 mAh Li-Ion
- Size: 2.4" x 1.7" x 0.7" 61 x 43 x 18 mm
- Weight: 1.9 oz / 54 g

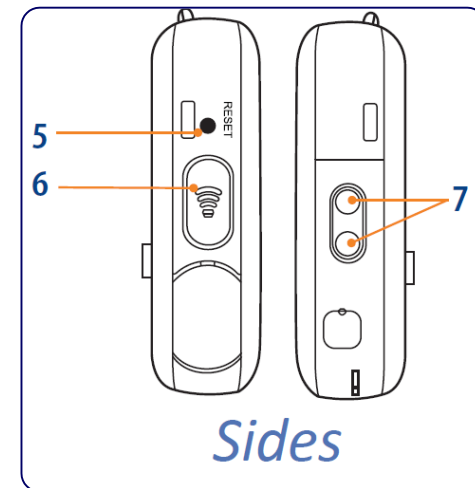
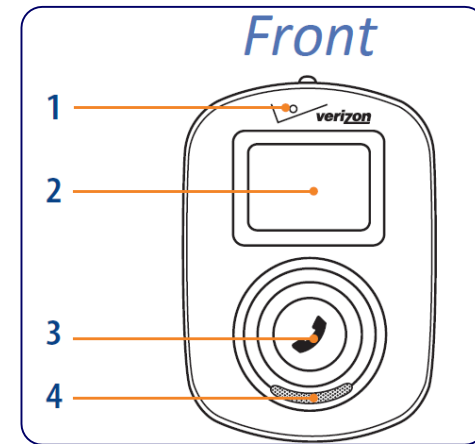
## In Box

In Box:  
Verizon SureResponse Personal Monitor, Personal Monitor Battery, Verizon SureResponse Travel Dock Station, Verizon SureResponse Base Station Charger, Base Station Charger Battery, Telephone Line Cord, Power Cord, Verizon SureResponse Wrist Strap, Verizon SureResponse Lanyard, Verizon Sure Response Belt Clip, User Manual, Quick Start Guide, PSW, ICI, RF Brochure

Accessories Supported: Wrist type, Belt clip, Pendant

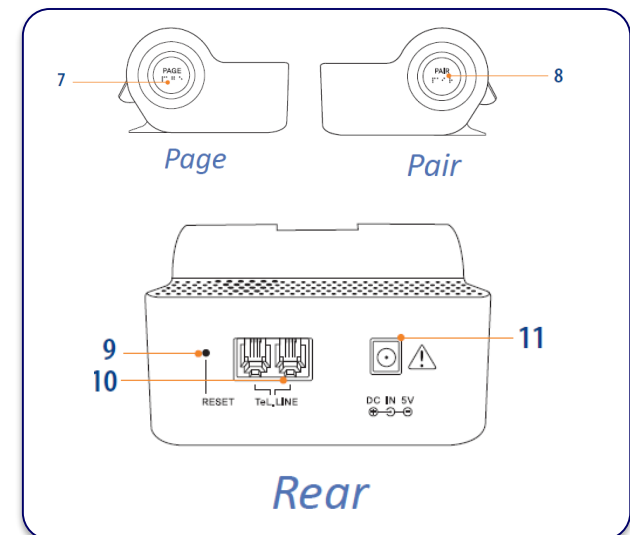
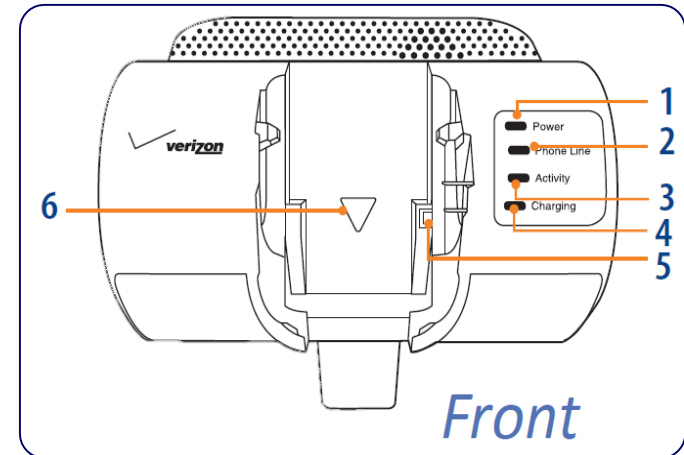
# Device Overview

1	<b>Microphone</b>
2	<b>Display:</b> The display notifies you of the devices status or important messages.
3	<b>Call Button:</b> Press to connect to the SureResponse Care Center agent. Press to power on device.
4	<b>External Speaker</b>
5	<b>Reset Button:</b> If the device is not operating correctly, you can reset it by pressing the RESET button with the tip of a pen or paper clip.
6	<b>Volume Key:</b> Use to adjust the Device's ringer, call volume or call alert. Press and hold to power off device.
7	<b>Charge Contact Points:</b> The device connects to the charger here.



# Device Overview

1	Power Light
2	Phone Line Light
3	Activity Light
4	Charging Light
5	Charging Pins
6	Center Light
7	Page Button
8	Pair Button
9	Reset Button
10	Telephone Line Connector
11	Wall Charger Cable Connector



# Overview of Changes



- **User enhancements** – For the best user experience, improved: Activation flow, Powering down, Device resetting, On-screen notifications, Screen backlight timing and Diagnostic events. Removed Standby mode.
- **Battery charging** – Includes critical fixes related to charging detection, boot charging, state of charge errors and more.
- **Emergency call handling** – Includes fixes for device calling Care Center without the user pressing the emergency button, DTMF tones, screen notifications during call, and re-dialing issues.
- **Signal fluctuation** – Improved the stability of handling signal strength variations.
- **IP communication** – Improved IP communication reliability.
- **GPS performance** – Reset is no longer required to improve GPS performance
- **FOTA** – Fixes and enhancements for over-the-air updates.

# Bug List

## Fixes – AMSS / DECT

- **Battery charging** – (Bug 8912, 8923, 9059, 9767, 9937)  
[ALM PCD\_Ext\_642, 643, 651, 828, PCD\_Int\_71602]
- **Ghost calls** – (Bug 8924) [ALM PCD\_Ext\_639]
- **GPS performance** – (Bug 8760) [ALM PCD\_Ext\_637]
- **Signal fluctuation** – (Bug 8274) [ALM PCD\_Ext\_653]
- **Device power off [simplified]** – (Bug 9746) [ALM PCD\_Ext\_731]
- **Factory reset** – (Bug 9603) [ALM PCD\_Ext\_710]
- **Activation flow screen notifications** – (Bug 9953) [ALM PCD\_Ext\_830]

## Fixes – Agent Application

- **Emergency call handling** – (Bug 8873, 8913, 8925, 9090, 9106, 9111, 9999, 8633, 9852)
- **Ghost calls** – (Bug 9768)
- **DTMF** – (Bug 9108, 9318, 9186, 9335, 9854, 9938, 9943, 9973)
- **Silent alerts** – (Bug 9478)
- **Suspended device** – (Bug 10086, 9556, 10102)
- **Activation flow** – (Bug 9647, 9847, 9990, 9825, 9685)
- **Battery events** – (Bug 9749, 10003, 9923, 9792)
- **Screen backlight** – (Bug 9686, 9842)
- **Diagnostic events** – (Bug 9009, 9849, 9912)
- **IP communication** – (Bug 9704, 9824, 9806, 9805, 9841)
- **On screen notifications** – (Bug 10098, 9944, 9851, 9891, 8707)
- **FOTA** – (Bug 9786, 10111)
- **Standby mode [removed]** – (Bug 9631)
- **GPS** – (Bug 9109, 9987)

# Software Update



## Preparing for the Software Upgrade

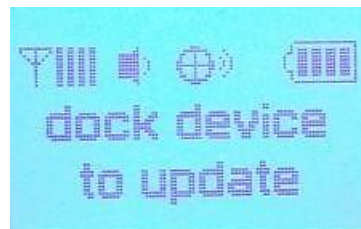
Make sure the power adapter to the Home Docking Station is connected.

Please perform the steps indicated in the following slides.

# Software Update - SU1 steps

Note: The initial software download is a background process and is invisible to the user.

- When the new software is downloaded and the device is ready to begin the update, the Personal Wearable Device will play an audio tone and screen will display 'dock device to update'.

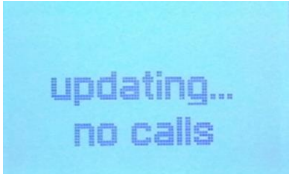


- Please dock the Personal Wearable Device on Home Docking Station to start to update process.
- User will hear the below voice prompt:  
*"Thank you for docking your Sure Response Device. Your device update will start shortly and could take up to 10 minutes. Your Device and Home Docking Station may need to turn off and restart as part of the update process. During an update, you cannot make or receive calls. Once your update is complete your device's screen will let you know, so you can undock and continue using your Device and Home Docking Station. If do not wish to update at this time, just undock your device within the next 30 seconds and we'll give you another chance to update later."*



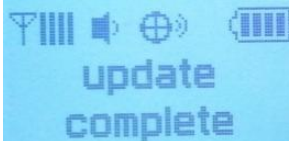
# Software Update - SU1 steps cont.

- Please wait the 30 seconds after docking as directed by the voice prompt. Device will turn off and restart. After the device powers back on, the screen will display 'updating... no calls'.



updating...  
no calls

- Device may turn off and restart several times during this process.
- After software update is complete, Device will play an audio tone and screen will display 'update complete'.



update  
complete

- Please, undock the Personal Wearable Device from Home Docking Station.
- The software update is now complete and the device is ready to make calls.

# Software Update Details



## Software Version

- MB1080B80N80\_147\*

## Software update size and estimated download time

- Delta package: 3.8 MB
- Estimated download time: 15 – 20 minutes\*\*

\*Software version is not verifiable by users.

\*\*Software download is a background process invisible to users.

# ER10VW



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