

MSS-EB1-ZB alert button

User manual



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1. Product overview



Fig.1. MSS-EB1-ZB alert button

The Myers MSS-EB1-ZB is a Zigbee alert button designed to let you call for help at the press of a single SOS button. Wearable or portable, it sends an immediate alert to the connected app the moment it is pressed, notifying you or your designated contacts of an emergency so help can be arranged as quickly as possible.

Featuring Zigbee connectivity, the button sends real-time alerts to a compatible Zigbee hub, which relays them to the connected app, so your emergency can be seen even when you are away from home. Its compact, lightweight design makes it easy to carry, clip to clothing, or wear on a lanyard, while low power consumption ensures extended battery life between charges.

The MSS-EB1-ZB can be used as a standalone panic button or integrated into a broader smart home and security system, providing real-time notifications and helping to get assistance quickly in an emergency.

2. First use

1. Take the clip from the kit and hold the button on the bottom of the device for 5 seconds to reset.

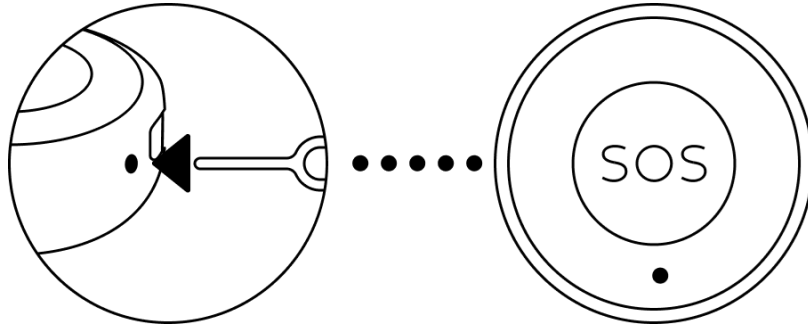


Fig.2. Resetting the device with the pin

3. App control

1. Download or open the Partizan mobile app (available on Google Play, App Store, Huawei AppGallery).

The Partizan mobile app can be downloaded via the link below.

<https://my.partizancloud.com/mobile>

2. Scan the QR code on the device box to open the device page in the Partizan app.

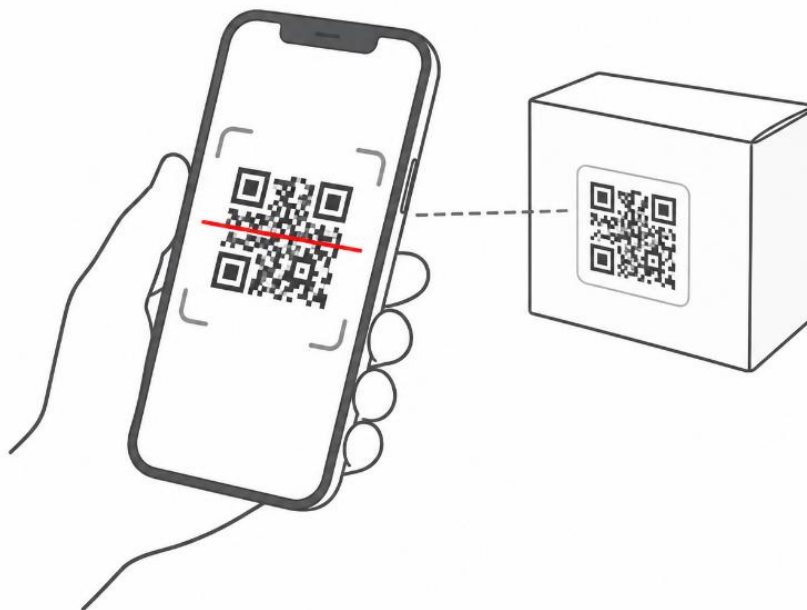


Fig.3. QR code scanning

2. Open the DIY Wizard and tap Next to start adding the button as a new device.

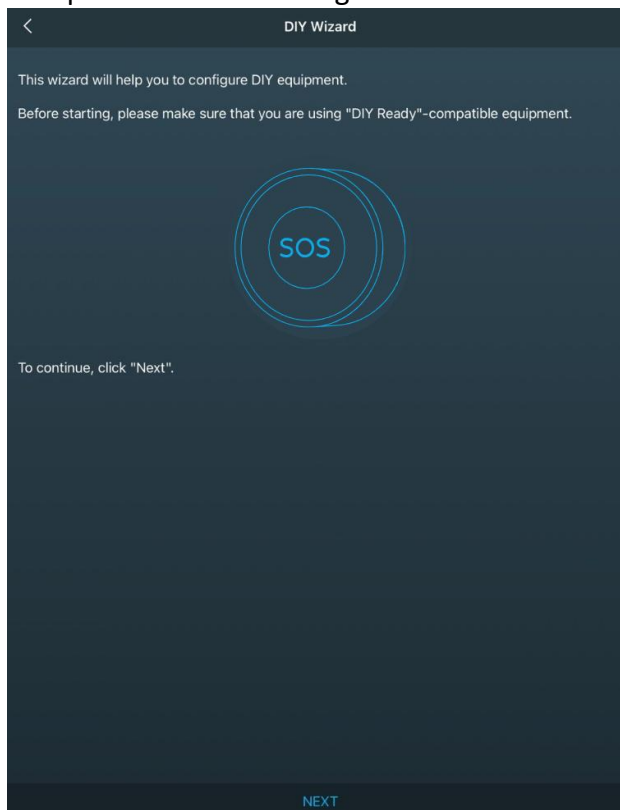


Fig.4. DIY Wizard – start screen

3. Select the cloud account (location) the button will be added to.

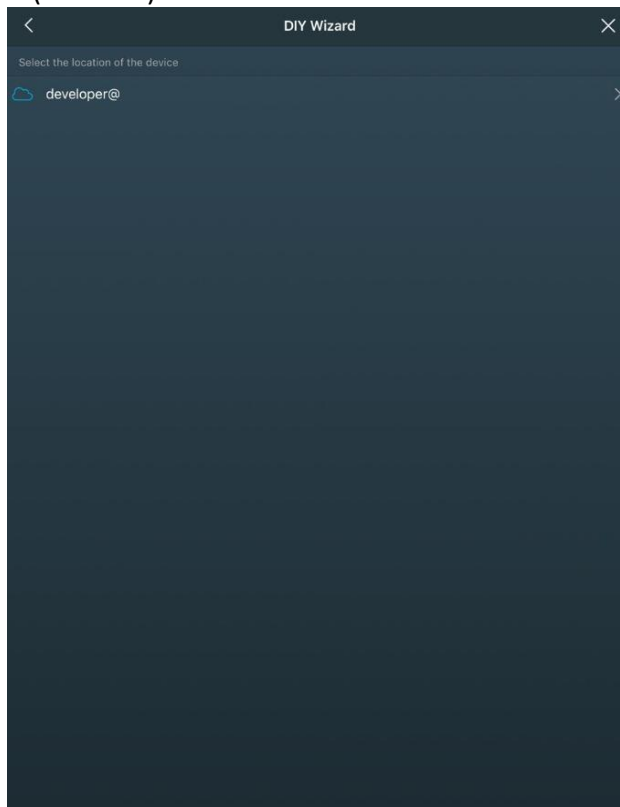


Fig.5. DIY Wizard – select device location

4. The device must be connected via a Smart hub. Select the desired Zigbee hub from the list and tap Next to continue.

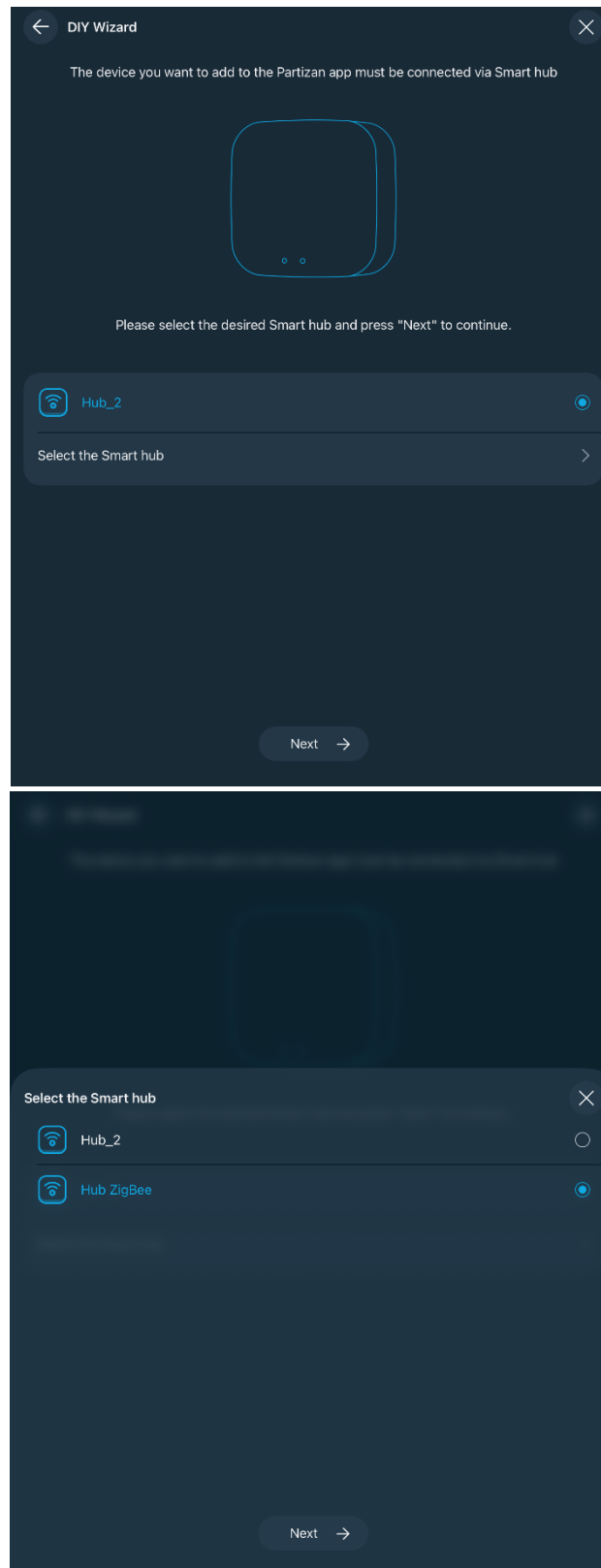


Fig.6. Selecting the Zigbee hub

5. Wait while the app searches for the device and adds it to the hub. Do not unplug or remove the device during this process.

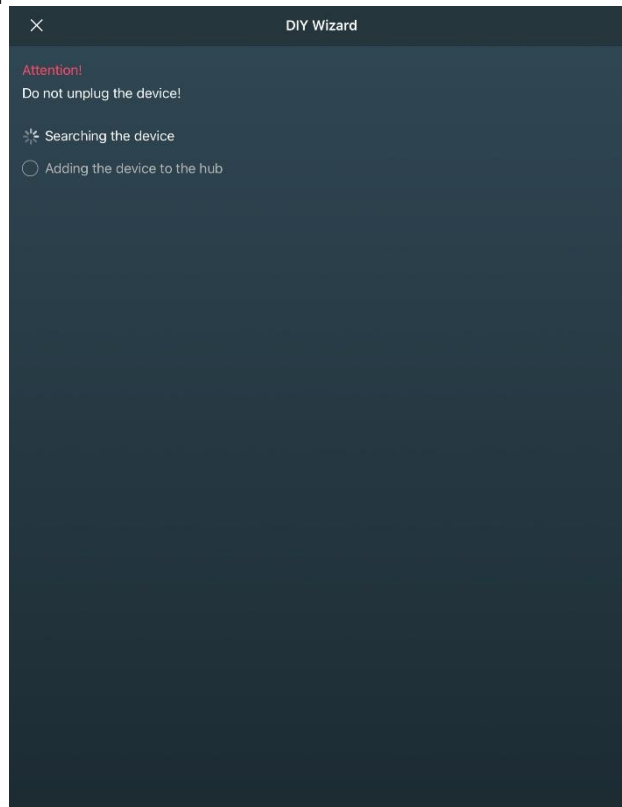


Fig.7. Adding the device to the hub

6. The button is now added to the app. When it is pressed, the status screen shows a red icon with an SOS symbol and the label Alert!!!

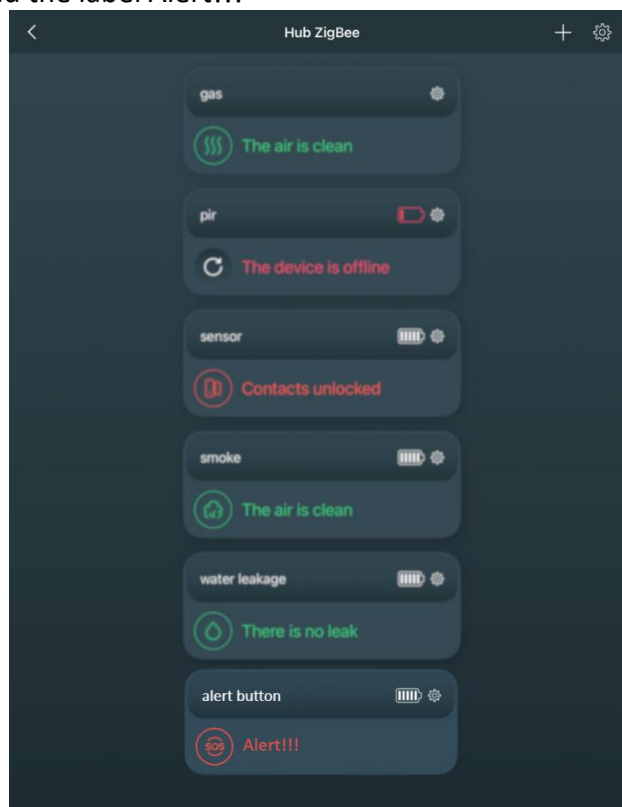


Fig.8. Button status screen – alert

7. When the button has not been pressed, or after an alert has been cleared, the status screen shows a green icon with an SOS symbol and the label Everything is fine.

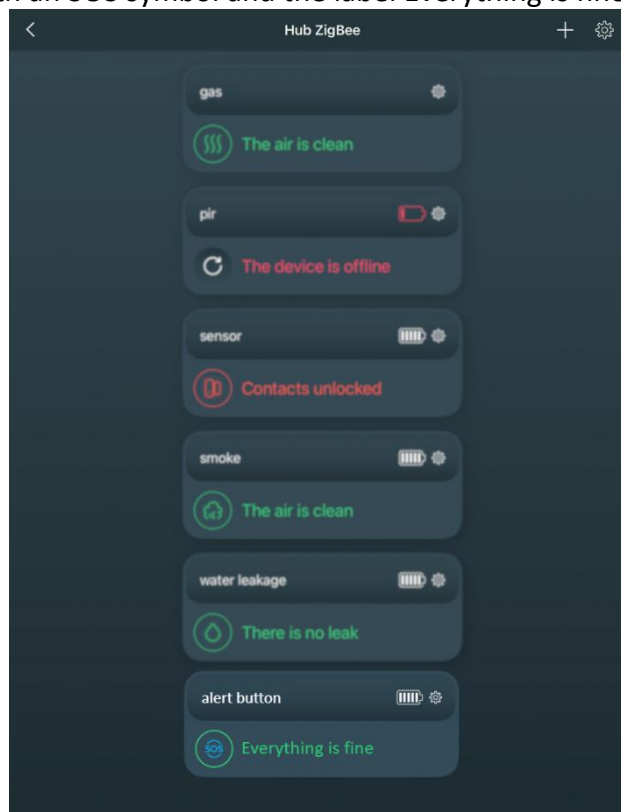


Fig.9. Button status screen – everything is fine

4. Settings

1. On the hub's device list, tap the gear icon (⚙️) next to the sensor, as shown, to open the Support and Device settings options.

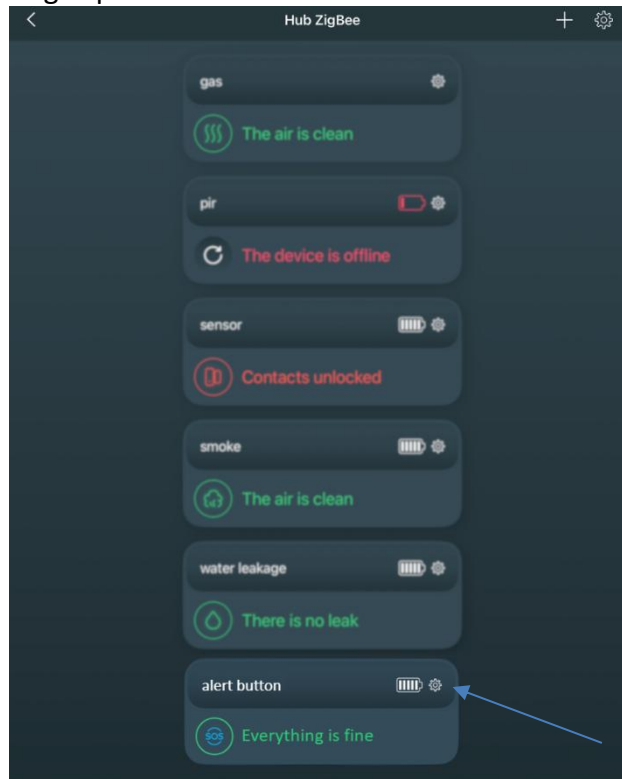


Fig.10. Button screen – Support and Device settings menu

2. The Device settings menu gives access to Connection settings, Notification schedule, Shared access, Firmware upgrade, and Delete device.

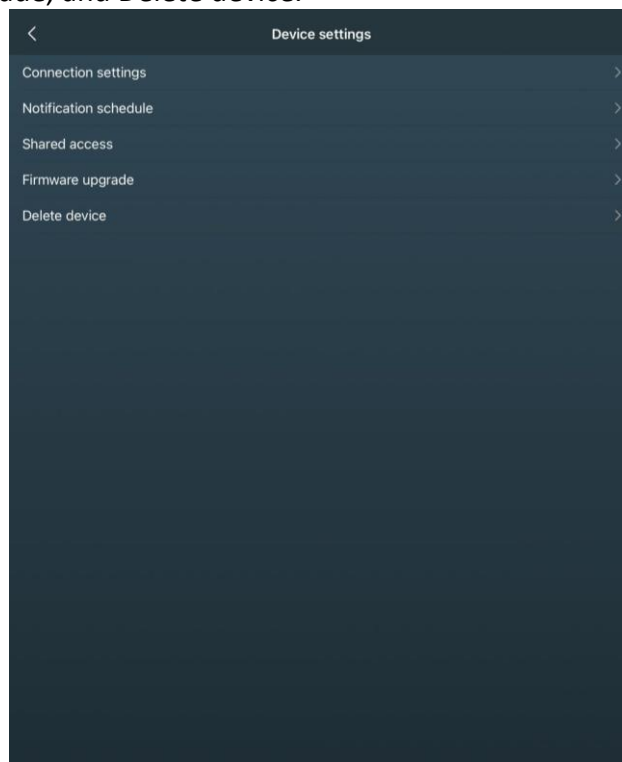


Fig.11. Device settings menu

3. In Connection settings, check or edit the device name, folder, and connection string, then tap Apply to save the changes.

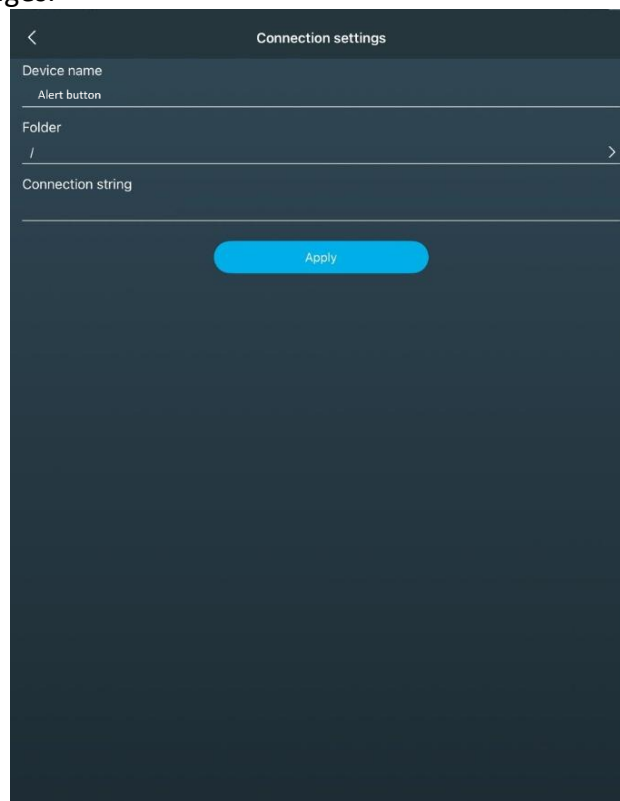


Fig.12. Connection settings

4. In Shared access, enter the email address of another cloud user and tap Save to give them access to the device.

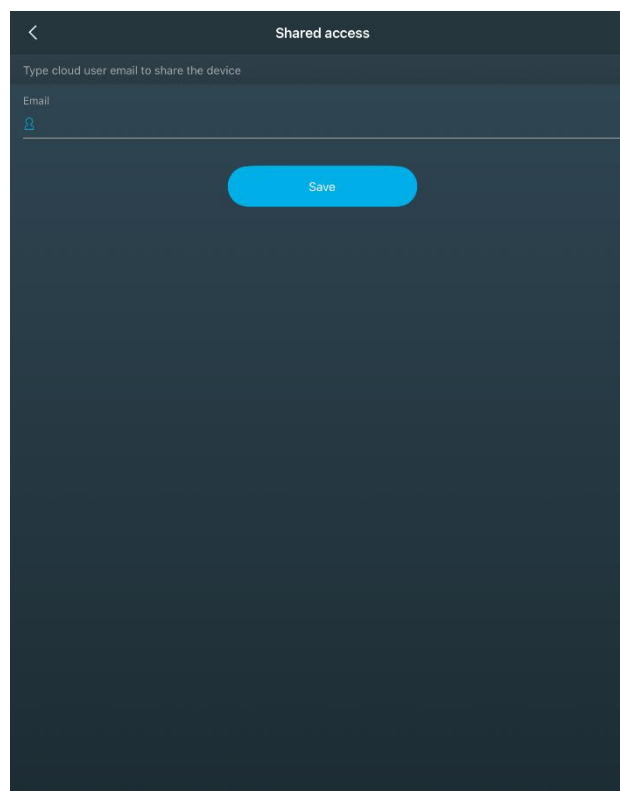


Fig.13. Shared access

5. In Notification schedule, select the days of the week and set the active time range on the 24-hour dial. Use Copy schedule to apply the same time range to other days.

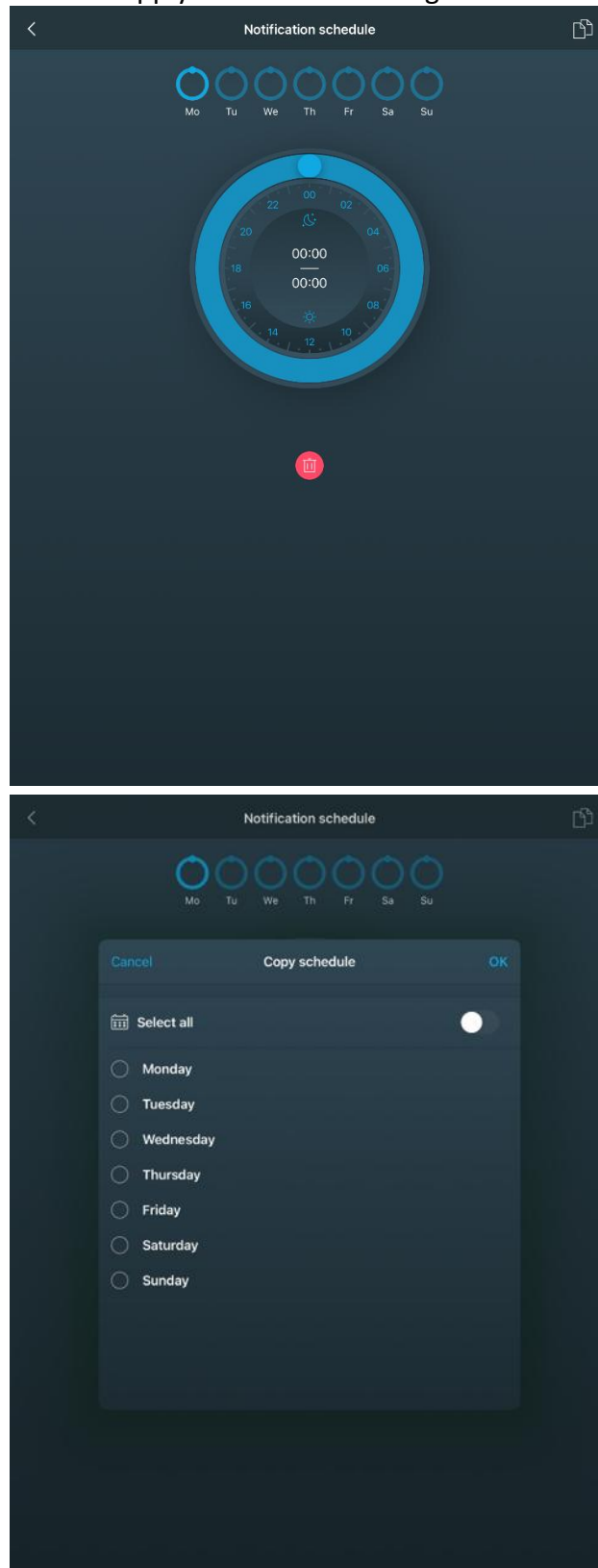


Fig.14. Notification schedule and copy-schedule dialog

All Myers devices send a real-time push notification to your phone whenever something happens, so you're always informed even when you're away from home.

6. In Firmware upgrade, check the current cloud firmware version and tap Firmware upgrade to install the latest version.

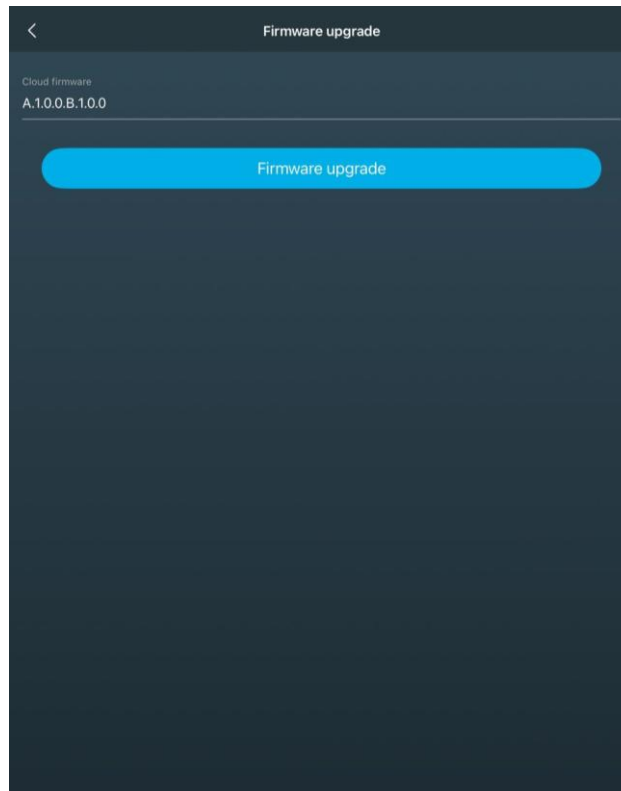


Fig.15. Firmware upgrade

7. In Support, review the technical support working hours. Enable Provide the device information so that support can see the device model, firmware version, and basic diagnostics if needed.

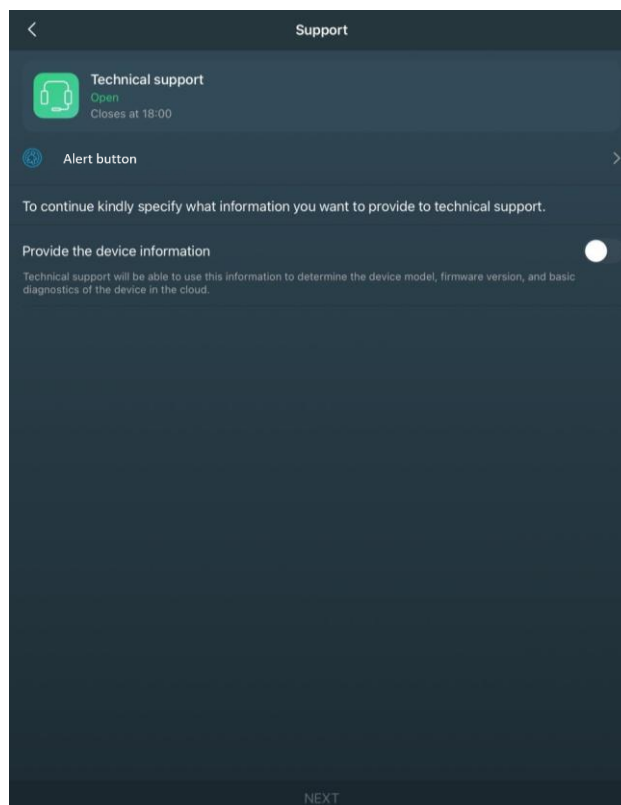


Fig.16. Support

8. In Delete device, tap Delete device to remove the button from the app. This permanently deletes all data associated with the device.

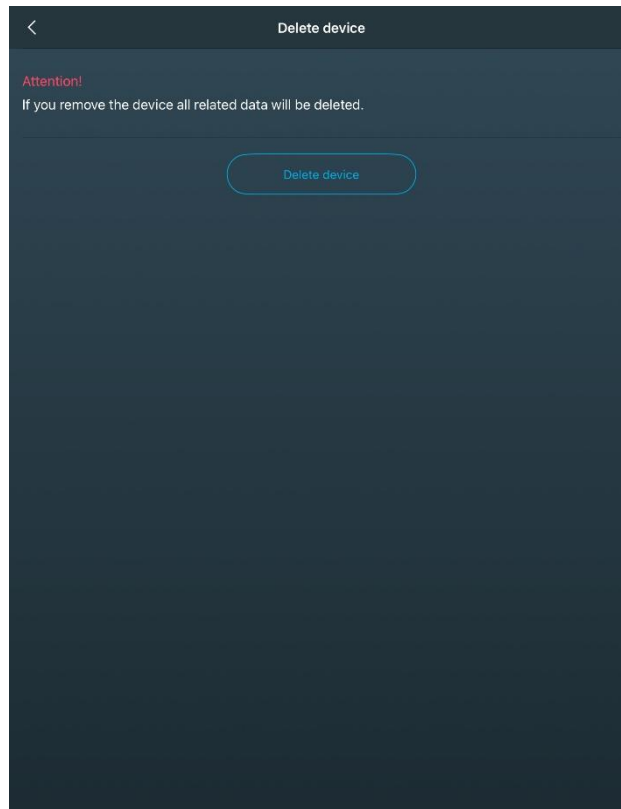


Fig.17. Delete device

5. Maintenance and safety notes

Power supply: The device has a built-in rechargeable battery. Charge it using the supplied USB-C cable and a standard USB power adapter. Use only the supplied cable, or a compatible replacement, to avoid damaging the battery.

Battery safety: Do not disassemble, puncture, crush, short-circuit, or expose the device to fire, heat, or direct sunlight, as this may damage the internal battery. Do not charge the device unattended for extended periods, and stop use if the case becomes swollen, hot, or damaged. Dispose of the device in accordance with local electronic waste regulations; do not dispose of it with general household waste.

Installation: This device is designed to be carried on your person. Clip it to your clothing, attach it to the supplied lanyard, or keep it within easy reach at all times, so it can be pressed quickly in an emergency. Make sure it stays within range of its paired Zigbee hub, so an alert can always reach the app.

Operating environment: The device is designed for indoor use only. Do not expose it to rain, condensation, high humidity, dust, or temperatures outside the range stated in the product datasheet. Keep the device away from direct sunlight and heat sources.

Cleaning: Wipe the device with a soft, dry cloth only. Do not use solvents, abrasive cleaners, or aerosol sprays, and never immerse the device in water.

Wireless connection: Keep the device within reliable range of its paired Zigbee hub, and away from thick walls, metal surfaces, or major sources of interference, to ensure alerts are delivered without delay. If the device is far from the hub, consider adding a Zigbee repeater or a mains-powered Zigbee device between them to extend coverage. Recharge the device promptly when the app reports a low-battery warning.

Servicing: The device contains no user-serviceable parts. Do not attempt to open or repair it yourself, as this may damage it and will void the warranty. If the device is faulty, contact Partizan support using the details below. As with all rechargeable batteries, capacity will gradually decrease with use; if the battery no longer holds a useful charge after normal charging, contact support about a replacement.

Testing: Press the button at least once a month, letting anyone you have notified know it is only a test beforehand, to confirm that the button, app alert, and Zigbee connection are working correctly. Clear the test alert in the app afterwards.

Limitations: This button is a supplementary communication device and depends on a working Zigbee connection to its hub, app notifications, and a person available to respond in order to be effective. It is not a substitute for calling emergency services directly and should not be relied upon as the sole means of getting help in a life-threatening situation. Make sure at least one contact keeps app notifications enabled and checks the app regularly.

Contacts:

WhatsApp: +420 777 054 888

Email: support@partizan.global

Telegram: https://t.me/PartizanSupport_bot