

WARRANTY

ONE YEAR LIMITED WARRANTY

MATRIX INTERACTIVE LLC's "LIFELINK" SYSTEM IS WARRANTED TO BE FREE FROM DEFECTIVE MATERIAL AND WORKMANSHIP FOR A PERIOD OF ONE (1) YEAR FROM THE ORIGINAL DATE OF PURCHASE AT RETAIL. WE AGREE TO REPAIR OR REPLACE, AT OUR SOLE DISCRETION, A DEFECTIVE UNIT IF RETURNED TO US WITHIN THE WARRANTY PERIOD AND WITH PROOF OF PURCHASE.

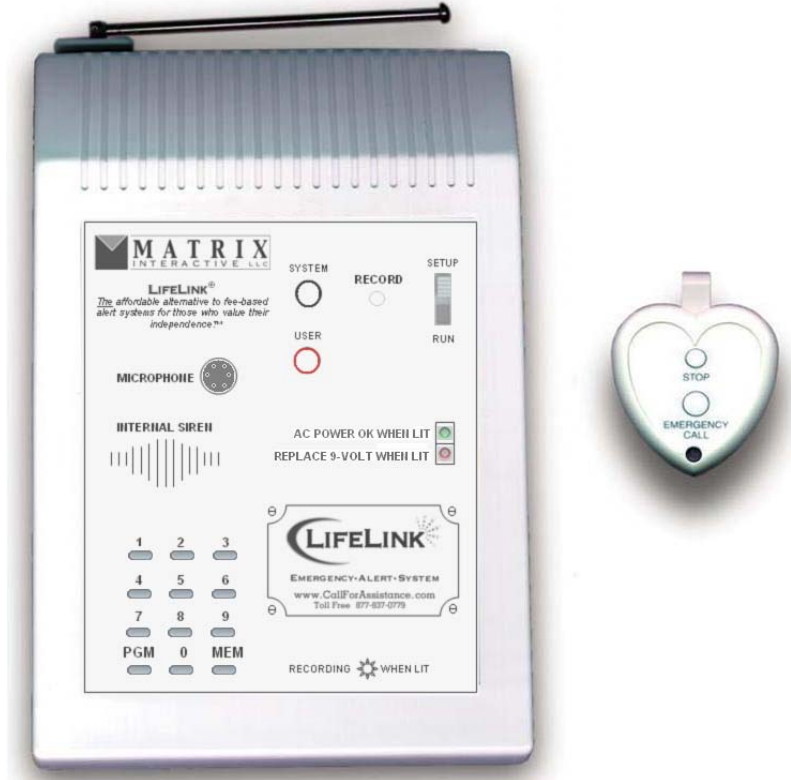
THIS WARRANTY DOES NOT EXTEND TO ANY PRODUCTS WHICH HAVE BEEN SUBJECT TO MISUSE, NEGLIGENCE, ACCIDENT, INCORRECT WIRING OR USE IN VIOLATION OF OPERATING INSTRUCTIONS FURNISHED BY US, NOR EXTEND TO ANY UNITS ALTERED OR REPAIRED FOR WARRANTY DEFECT BY ANYONE OTHER THAN AUTHORIZED REPAIR STATIONS.

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES AND IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED AND NO REPRESENTATIVE OR PERSON IS AUTHORIZED TO ASSUME FOR US ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF OUR PRODUCTS.

IMPORTANT!!!

USE OF LIFELINK WITHOUT A SIMPLE SURGE PROTECTOR MAY VOID YOUR WARRANTY. LIKE ALL ELECTRONIC DEVICES, THEY ARE SENSITIVE TO ELECTRICAL FLUCTUATIONS, ELECTRICAL STORMS, ETC. A SURGE PROTECTOR WILL PROTECT THE UNIT IN THESE CIRCUMSTANCES.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, AND/OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS AND EXCLUSIONS MAY NOT APPLY TO THE ORIGINAL CUSTOMER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



READ THIS FIRST

Note that this guide is only required to be reviewed if the Quick Start Guide does not provide enough information for operation of the system. In most circumstances, this Guide is required for reference only, over and above the instruction in the Quick Start Guide, i.e. how to change batteries, battery type, etc.

This equipment generates and uses radio frequency energy, and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for remote control security devices in accordance with the specifications in Sub-Parts B and C of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by unplugging the equipment, try to correct the interference by one or more of the following measures.

- Reorient the antenna of the radio/TV experiencing the interference.
- Relocate the Console with respect to the radio/TV.
- Move the Console away from the radio/TV.
- Plug the Console into an outlet on a different electrical circuit from the Radio/TV experiencing the interference.

The LifeLink Console's telephone dialer is designed to conform to federal regulations, and it can be connected to most telephone lines. However, each telephone or telephone device that is connected to the telephone line draws power from the telephone line. This is referred to as the device's ringer equivalence number, or "REN". If more than one telephone or other device is connected to the same line, add up all the RENs. If the total is more than five, the telephones might not ring. In rural areas, a total REN of three might impair ringer operation. If ringer operation is impaired, remove one of the devices from the line. Note: The Console must not be connected to:

- Coin-operated systems
- Party-line systems
- Most electronic key telephone systems

The Console's telephone dialer complies with Part 68 of FCC Rules. You must, upon request, provide the FCC registration number and the REN to the local telephone company. Both numbers are shown on the bottom of the Console. The telephone portion of the LifeLink Console has been tested and found to comply with all applicable UL and FCC standards.

In the unlikely event that the Console causes problems on the telephone line, the company can disconnect service. The telephone company attempts to notify you in advance. If advance notice is not practical, the telephone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC. Also, the telephone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of this Console. The telephone company notifies the owner of these changes in advance, so the necessary steps can be taken to prevent interruption of telephone service.

TROUBLESHOOTING

PROBLEM	RESOLUTION
6. If the outgoing message won't record at all or sounds badly when re-playing back through the provided earbud <u>OR</u> If it seems that you are not getting the full 12 seconds of record time.	The record logic is in a semi-hung state. To fix this problem, unplug the system, remove the 9-volt battery, and wait 15 minutes. Then, reconnect everything and re-program the system from scratch using the Quick Start Guide. Make sure you carefully follow all of the steps in the Quick Start Guide as this is very important to ensure that the system is set up properly.
7. If LifeLink does not roll over to the second number when the first isn't answered (or is answered by a machine).	The most likely cause is a simple configuration error. Some people forget that, when you program your 2 nd , 3 rd , and 4 th number, you STILL have to press the "PGM" button before typing each phone number.
8. If LifeLink does not dial out when you press EMERGENCY CALL on the pendant.	Before trying anything, try to reset the system by removing the 9-volt battery, unplugging the system, waiting 15 minutes, reconnecting everything, then re-program from scratch using the Quick Start Guide, then re-test. Otherwise, the following could be the cause: <ul style="list-style-type: none"> • Remove the splitter so that LifeLink is directly-connected to the phone wall jack. • Numbers not programmed EXACTLY as they would be dialed from this home, i.e. 7-digit to call the help number, 10-digits, etc. • User not programming correctly; some users forget to press PGM, then enter number, then press MEM-1, MEM-2, MEM-3 or MEM-4. • House phone cannot dial long distance numbers. To verify, pick up the house phone and dial the long-distance number you are planning to program and note results. • If the above resolutions do not result in success, review the full dialout troubleshooting guide at: www.callforassistance.com/support
9. LifeLink chirps/chimes on its own but the user did not press a button on the pendant.	The system has likely caught a voltage spike through the phone line. Once this happens, this simple fix should fix the problem from happening again. To fix, simply remove the 9-volt battery and unplug the system. Wait about 15-20 minutes for LifeLink to cool and re-program completely from scratch.
If you are having a problem that is either not listed here, or was not fixed through the process listed	First, re-set the system by removing the 9-volt battery and unplugging the system. Now, we want to completely cool the system. Wait for at least two hours for the system to cool, thereby completely resetting itself. Then, reconnect everything, and re-program from scratch using the Quick Start Guide. Re-test. If the problem is still not resolved, please review the following link and navigate to "LifeLink Trouble". www.callforassistance.com/support

For help or more information, please visit www.callforassistance.com, email info@callforassistance.com, or call us at 610-410-7508.

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PROBLEM	RESOLUTION
<p>1. If LifeLink will not respond when the person called presses “0” multiple times.</p>	<p>If a cell phone is being called, the cell phone must be programmed to send “Long DTMF Tones”. LifeLink requires this, and usually, it is the default used by most manufacturers. To check, on most cell phones, you can go to the “Options” or “Settings” section of your phone configuration. Find the option pertaining to “DTMF Duration”, “Tone Length”, or something to that effect. Change your setting to “Long” and re-test.</p> <p>Otherwise, DSL may be in use (Verizon DSL, BellSouth DSL, etc) at the home where LifeLink is installed. If this is the case, you will need to ensure that a DSL filter is installed inline between LifeLink and your phone jack. DSL allows both voice and data to share your existing phone line. It allows low frequencies of your phone line to be used for voice communication and high frequencies for data. A DSL filter inline between LifeLink and a phone jack ensures that only voice signals pass through to/from LifeLink (including touch tones) while all data signals are filtered out. Without a DSL filter, data signals may confuse LifeLink by introducing static and noise, thereby making it more difficult for LifeLink to ensure a “0” key press. Contact your DSL provider if you need to order a DSL filter, but typically, 2 or 3 come as part of your provider’s DSL install kit. An electronics store such as Radio Shack will also carry DSL filters for less than \$10.</p> <p>As a note, if you have DSL service, irrespective of LifeLink, to ensure voice quality, all phones should have a DSL filter in place between the phone and the jack.</p> <p>For more information, go to: www.callforassistance.com/support</p>
<p>2. If the listener hears dead air when they should be hearing your pre-recorded message.</p>	<p>Re-record your outgoing message using up the full 10-12 seconds of record time. IMPORTANT: As part of your message, ensure that you tell the listener that the message will “replay in 5 seconds”. During this 5-second rewind period, the listener will hear dead air until the message begins replaying. See the Quick Start Guide for more information.</p>
<p>3. If LifeLink permanently seizes your telephone line such that inbound and outbound calls to the house are not possible.</p>	<p>This is likely caused by a physical and/or wiring problem. First, remove the splitter, if used, and re-test. If the problem persists, replace the provided white telephone cable with a different cable and re-test. If this still doesn’t resolve the problem, unplug the system, remove the 9-volt battery, and wait 15 minutes. Then, reconnect everything and re-program the system from scratch per the Quick Start Guide. Re-test.</p>
<p>4. If the listener answers their phone and hears the pre-recorded message halfway through it.</p>	<p>This is normal and expected behavior. In fact, the message begins playing immediately after the number is dialed. This eliminates what is known in the industry as “line sampling”. Line sampling used to be used for LifeLink to “evaluate” whether or not a person actually answered. Due to rapid changes in technology, this became an imperfect science. So, designers change to the new “immediate play” method. This is why the Quick Start Guide informs you to say “This message will replay in 5 seconds as part of the outgoing message.</p>
<p>5. The system was working and all I did was replace the battery in the pendant. Now the system isn’t working.</p>	<p>The likely cause for this is that the pendant has not been re-registered (required after a battery change in the pendant). To re-register the pendant, slide the Setup/Run switch upward to the “SETUP” position. Then, press STOP on the pendant. The Console will chime. Finally, slide the Setup/Run switch downward to the RUN position and re-test.</p>

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INTRODUCTION

The LifeLink Emergency Alert System includes a Console that has the ability to call family, neighbors, friends, and even 911 when the EMERGENCY CALL button is pressed on the pendant. The system may be configured for up to 8 pendants.

Note that this guide is only required to be reviewed if the Quick Start Guide does not provide enough information for operation of the system. In most circumstances, this Guide is required for reference only – over and above the instruction in the Quick Start Guide, i.e. how to change batteries, battery type, etc.

IMPORTANT!!!

YOU MUST TEST YOUR LIFELINK SYSTEM ON A PERIODIC BASIS TO ENSURE FULL FUNCTIONALITY. A WEEKLY TEST SHOULD BE CONSIDERED A MINIMUM. A DAILY TEST IS OPTIMAL.

TO TEST YOUR SYSTEM, SIMPLY PRESS THE “STOP” BUTTON. THE CONSOLE WILL CHIME IN RESPONSE TO THE TEST. IF A CHIME IS NOT HEARD, THE SYSTEM REQUIRES ATTENTION AND MUST BE TAKEN OUT OF SERVICE UNTIL THE PROBLEM IS RESOLVED.

YOU SHOULD ALSO PERIODICALLY TEST THE ACTUAL EMERGENCY CALL PROCESS. **WARNING:** IF A POWER FAILURE OCCURS WHILE THE 9-VOLT BATTERY IS OUT OF POWER, THE SYSTEM LOSES ALL CONFIGURATION AND WILL, THEREFORE, NOT WORK UNTIL SUCCESSFULLY RE-CONFIGURED.

IMPORTANT!!!

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BATTERY INFORMATION

Repeat the above steps to change the outgoing message, as it simply overwrites the old one.

Console Battery Backup

The 9-volt alkaline battery in the Console is used as a backup in the event of a power failure. When the power in the 9-volt battery is too low, the LED beside the “Replace 9-Volt Battery When Lit” will light up (red). A fresh 9-volt battery will provide approximately 20 hours of backup time. Nine-volt batteries should be replaced at least once every six months, whether the LED is lit or not.

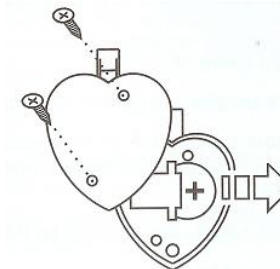
While on battery backup, the Console will continue to operate normally, i.e. it will sound the siren, and it will dial out in the event of an emergency. **If house AC power fails along with a failed 9-volt battery, the system will fail completely and must be taken out of service. In this situation, the system will lose its entire configuration and must be re-programmed and tested prior to placing it back into service.**

Pendant Battery

Pendants are designed to operate for approximately two years using a 3-volt medical lithium cell battery (model CR2025). However, since operating conditions vary, it is recommended that all batteries be replaced once every six months, whether needed or not. They are available on our website at www.callforassistance.com for about 30-40% less than Home Depot or Lowes stores. Additionally, please remember to test the operation of the pendant on a weekly basis by simply pressing the STOP button and listening for a chime on the Console.

Pendant Battery Replacement

To replace the pendant battery, simply unscrew the pendant (see figure below), remove the old battery, wait 30-60 seconds, and insert a fresh battery.



When re-assembling the pendant, make sure the round rubber washers are put back into place at the screws. This helps to keep the pendant water-resistant. After re-assembling, you will need to re-associate the pendant. Follow the instructions in the section “**Registering the Pendant with the Console**”.

SETTING UP THE CONSOLE

If you'd like, you can program 911 as well. But, if this is done, you should not program 911 in the first position. Typically, if used, it is programmed in the next position **after** your other numbers. Also, the system owner should ensure that the people chosen for the emergency list have tone dialing service (not pulse) with their phone company. They should also have a door key to your house; having a key prevents having to physically break into the home.

To program each of the four emergency phone numbers:

1. Set the Console's SETUP/RUN switch to SETUP, then press the PGM button.
2. Enter the first phone number that you want the Console to call in the event of a problem. Enter the number exactly as you would dial it from your actual telephone where LifeLink will be located.
3. Press the MEM button, then press the number "1". This stores the phone number into memory location "1".
4. Repeat this for the second, third, and fourth numbers as follows:
Press PGM, enter the second phone number, then press MEM 2.
Press PGM, enter the third phone number, then press MEM 3.
Press PGM, enter the fourth phone number, then press MEM 4.

Continue with the next section to record an outgoing voice message. If you wish to change a phone number, repeat the above process (the old number will be overwritten). If you only want to program only one emergency phone number, you should store this number in all four memory locations.

Storing a Voice Message

Next, you need to program the outgoing voice message:

1. Set the Console's SETUP/RUN switch to SETUP. Ensure that there is no background noise, i.e. TV, radio, etc. before recording.
2. Press and release the white RECORD button. The RECORDING WHEN LIT light will turn on.
3. Speak clearly into the microphone on the front of the Console. You can record approximately 10-12 seconds of speech. Try to fill as much of the record time as possible. For example:

"Mrs. Smith has had an emergency and can't reach the phone. Press 0 multiple times to listen-in. This message will replay in 5 seconds".

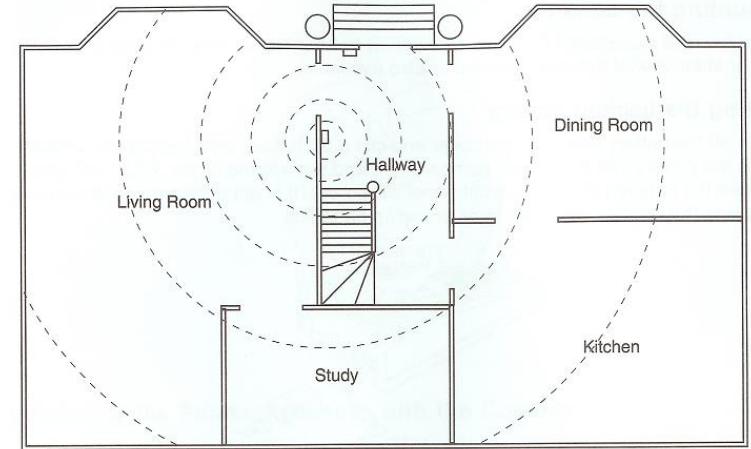
IMPORTANT: Make sure you include both the "Press 0 multiple times to listen in" and "This message will replay in 5 seconds" statements as part of your message, as both are keys to a successful message. After the record time expires, the RECORDING WHEN LIT light will go out.

4. Plug the earbud into the jack on the side of the Console.
5. Set the Console's SETUP/RUN switch to RUN. The Console will play your message back through the earbud so you can hear what it will sound like.

INSTALLATION

LOCATING THE CONSOLE

This section describes the manner in which the Console should be located within your home.



You should choose a location for the LifeLink Console which is as central as possible in the house, while providing access to a telephone jack as well as an AC power outlet. A single Console can comfortably cover a home that is up to 3500 square feet in size. The Console is typically placed on a shelf or table.

Note:

The dials on the front of the system (marked as "SYSTEM" on the top dial and "USER" on the bottom dial) were set in place in preparation for future additional functionality with regard to flashing house lights. They are non-operational within this LifeLink model and are to be ignored.

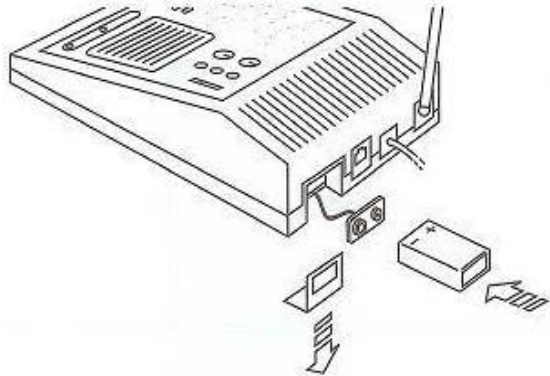
CONSOLE

Installing the Console's Backup Battery

A 9-volt battery is used to maintain configuration in the event of a power failure. To install/replace the Console's backup battery, slide off the battery compartment cover (on the back of the unit as is shown below) and clip a 9-volt battery onto the battery contacts. Slide the battery back into the battery compartment and replace the cover. If you disconnect AC power and the 9-

INSTALLATION

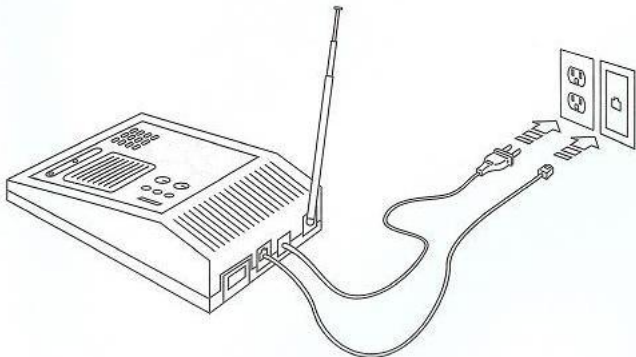
volt battery is dead (the red LED light beside the “Replace 9-Volt When Lit” text is illuminated), you will lose all configuration, and the entire unit will need to be re-programmed. If you need to replace a dead 9-volt battery (the red LED light is on), you must ensure that the AC cord is plugged into a live power outlet before you do the actual battery replacement. Otherwise, you will lose your configuration.



Attaching Cables

A white telephone cable is provided to connect LifeLink to a telephone jack. If possible, the Console should be connected to its own telephone line to ensure that the line will not be busy when the Console attempts to dial out. In situations where this is not possible, the Console may share a line with an existing telephone using the “T” adapter/splitter (provided).

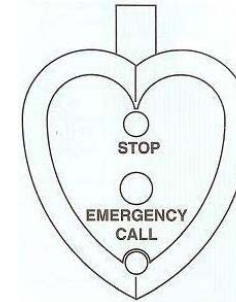
The diagram below shows the unit plugged into an AC electrical outlet along with a telephone jack. When connected to AC power, the “AC Power Ok When Lit” LED light will light up (green). In the event of (both) a house power failure coupled with a failed 9-volt, the green light will go out.



INSTALLATION

PENDANT

This section provides information on setting up the pendant.



Registering the Pendant with the Console

The pendant must first be registered with the Console before the system can be placed into service. To do so, execute the following steps:

- Set the SETUP/RUN switch on the Console to SETUP.
- Press the STOP button on the pendant. The Console will chime to confirm that the pendant has been registered. If the Console does not chime, follow the instructions within this guide in the “**Pendant Battery Replacement**” section. Then, repeat this step to register the pendant. Once this is done, continue with the next step.
- Return the Console’s SETUP/RUN switch to the RUN position.
- To test the pendant, press EMERGENCY CALL on the pendant. The Console will be triggered and the internal (65 decibel) alarm will sound if the pendant has been successfully registered.
- Press STOP to cancel the alarm.

Using Multiple Pendants

You can register and use a total of eight (8) pendants with a single Console, but each pendant will need to be registered independently. To register each pendant, simply follow the instructions as noted in the “**Registering the Pendant with the Console**” section above.

Programming Emergency Phone Numbers

The system owner should program the Console to call a friend, relative, or neighbor who can then listen-in to your home to determine the nature of the problem. The listener can then provide help directly, or they can call the appropriate emergency services if necessary.