



# QUICK START GUIDE

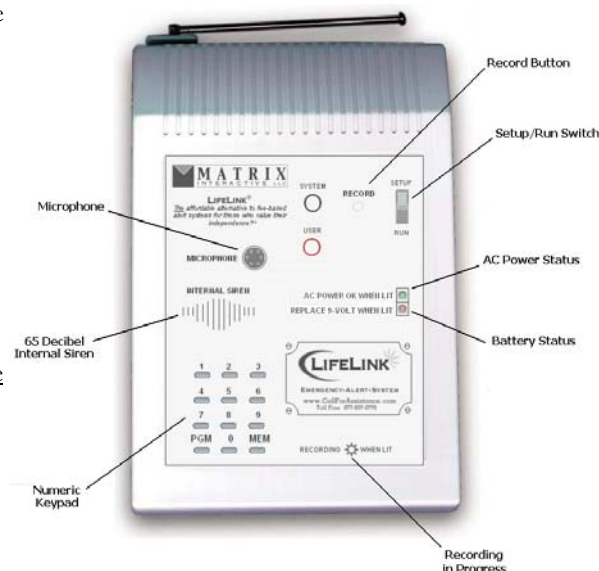
Please read this first. It may be all you need.

Setup of your LifeLink should not take more than **15 minutes** as outlined here. If you have problems, you can call 610-410-7508 weekdays from 9am to 5pm Eastern US time or via email on weekends. At all times, an email to [info@callforassistance.com](mailto:info@callforassistance.com) with a description of your problem will likely be addressed more quickly. You can also visit our support page at [www.callforassistance.com/support](http://www.callforassistance.com/support) or review the “Troubleshooting” section within the User Guide.

The diagram shows the LifeLink controls referenced here. The two round dials on the front (marked as “System” and “User”) are in place for potential future functionality but are non-operational within this LifeLink model. They should simply be ignored.

## STEP 1: Setting Up the Console (2 minutes)

1. Select a location that is somewhere near the center of the house, if possible, and plug the Console into an AC outlet. It is advisable to use a simple one-outlet surge protector with LifeLink to protect the unit during electrical storms or power surges. These are available at most home stores like Lowes or Home Depot for less than \$10.
2. Insert the provided white telephone cord into the jack on the back of the LifeLink Console. Plug the other end into a telephone wall jack. If you don't have an available jack, use the provided “T” connector/splitter to connect LifeLink and your telephone into the same jack.
3. Install a fresh 9-volt battery (not included) into the battery compartment on the back of the Console. Ensure that the “Replace 9-Volt When Lit” indicator light DOES NOT light up. If it lights up (red), this indicates that the 9-volt battery is low on power and must be replaced.
4. Fully extend the antenna (vertically), and slide the SETUP/RUN switch on the Console upward to the SETUP position.



## STEP 2: Registering the Pendant with the Console (1 minute)

1. While the SETUP/RUN switch is set to SETUP, press STOP on the pendant. The Console will chime. If the Console does not chime, ensure that the antenna is fully extended. Otherwise, follow the instructions within the *User Guide* for “Pendant Battery Replacement”. For multiple pendants, repeat the above steps to register each pendant individually.

## STEP 3: Programming Emergency Phone Numbers (2 minutes)

**CAUTION:** If you will be programming 911, do NOT program it into LifeLink until after you have successfully tested (see STEP 5).

1. With the SETUP/RUN switch still set to SETUP, press and release the PGM key. Using the keypad, enter your first emergency number exactly as it would be dialed from this house. If programming a long distance number, you typically need to start your number with a “1”, so make sure this is programmed into LifeLink as well. Once the number is entered completely, press and release the MEM key, then press and release the number “1” key. This stores the first emergency phone number into memory location 1.
2. Program the remaining three emergency numbers. The process is the same -- press and release the PGM key, enter the second phone number exactly as it would be dialed from this house, then press MEM 2. For the third, press PGM, enter the third phone number, and press MEM 3. For the fourth, press PGM, enter the fourth phone number, and press MEM 4. As noted above, if you will be programming 911, do NOT program it until the calling process is tested, at least to the first number (see reverse side for test procedure).
3. To change a phone number, you simply re-program that memory location, and it will overwrite the old number.

## STEP 4: Recording the Outgoing Voice Message (2 minutes)

1. Before recording the outgoing message, ensure that there is no background noise, i.e. TV, radio, etc. Insert the included earbud into the jack on the side of the Console. Then, slide the SETUP/RUN switch upward to SETUP. For examples of good messages, refer to the section below titled “Effective Outgoing Messages”.
2. With your mouth very close to the microphone on the front of the Console (about 3 inches), press and release the white RECORD button. Once the RECORDING WHEN LIT light illuminates, speak loudly and very clearly into the microphone. You can record approximately 12 seconds of speech. Again, refer to the section below titled “Effective Outgoing Messages” before recording your message.
3. Set the Console’s SETUP/RUN switch downward to RUN. The Console will play your message back through the earbud. Disconnect and store the earbud; it is only needed to listen to your outgoing message once you’ve recorded it.

**IMPORTANT!!! Be sure to test the pendant daily (press STOP and listen for a chime) and replace the pendant battery once every 6 months.**

### Effective Outgoing Voice Messages:

Below are some effective outgoing messages. When recording, **make sure you inform the listener to “Press ‘0’ multiple times” and tell them that “This message will replay in 5 seconds”**. You do **NOT** need to provide your address/phone number as this information is known by all parties, including 911, due to the fact that name and address information gets passed through to 911, EVEN FOR UNLISTED NUMBERS.

- *“This is Mr. Brown. I’ve fallen and can’t get to the phone. Please press “0” multiple times to listen in. This message will replay in 5 seconds”.*
- *“Betty needs help immediately. The key is under the frog in the flower bed. Press “0” on your phone multiple times to listen in. This message will repeat in 5 seconds”.*

## System Setup is Now Complete!

### STEP 5: Test the Emergency Calling Process (10 minutes)

Testing the emergency calling process (at least to the first number in your call list) is required before placing LifeLink into service. If you experience problems during testing, please refer to the “Troubleshooting” section in the LifeLink User Guide for resolution information.

1. Contact the individual who is first on the call list and let them know you will be testing. Alternatively, simply program your cell phone (if available) into memory location #1. Make sure that you are not in a “dead” spot to receive incoming calls if testing with a cell phone.
2. Take the pendant in your hand and press the EMERGENCY CALL button. Two things will happen: 1) the 65 decibel siren will sound on the Console, and 2) LifeLink will begin dialing the first phone number in your call list.
3. The test phone will ring. Have your test partner answer it (or answer it yourself if testing with a cell phone). When the phone is answered, typically, LifeLink will have played the first 4-to-5 seconds of the pre-recorded message. You will also hear the siren blaring along with the pre-recorded message. Continue listening if you’d like; the recorded message will replay after about 5 seconds.
4. Then, have your test partner press the “0” key multiple times (as instructed by the recorded message) until you no longer hear the message and the siren. Depending on the phone connection quality, particularly with cell phones, you may need to press “0” up to 8 times, once per second. For more information, review the section below titled “A Note About the ‘0’ Keypress”.
5. Once your test partner successfully presses “0”, they will hear a low hum every 2-3 seconds, and your test partner will be able to listen in to the house where LifeLink is installed. Inside the house, the siren, which had been blaring, will go silent. This indicates to the victim that they can now begin to describe their problem.
6. If you used your cell phone (or any other phone) to test, you will want to re-program the actual phone number into memory location #1. If you would like to test rollover from one number to the next, you can do so at this point. After testing is completed, if you will be using 911, you can program it into your last memory location at this time.
7. Your initial test is complete.

## System Testing is Now Complete!

### THINGS YOU SHOULD KNOW:

- After setup is complete, be sure that the SETUP/RUN switch on the Console is set to RUN. LIFELINK **MUST ALWAYS** BE SET TO THE “RUN” POSITION FOR IT TO WORK IN AN ACTUAL EMERGENCY”.
- Once “0” is successfully pressed by a person on the emergency call list, NO other calls will be made. LifeLink has done its job.
- If the system is accidentally set off, or goes off by itself for some reason, simply press the STOP button. This will stop the process.
- In an actual emergency, after the listener has heard all they need, they should hang up, wait 75 seconds for LifeLink to reset, then call the victim back. The goal of this “*Confirmation Call*”, as we call it, is to assure the person in distress that they are being helped. During the Confirmation Call, if the line is busy, or if your phone call is still connected to LifeLink, this means that the system has finished resetting. Simply hang up and wait a little longer before trying again. Once the confirmation call goes through, emergency action should begin. If answered by a machine, the listener should say to the machine (for example) “Hi, Mom, it’s Bob. I received your call for help and I’m on my way!” The person in distress will hear this over their answering machine. In this way, the person in distress will have extra assurance that someone is providing help. Some LifeLink owners have made it part of their Confirmation Call process to simply call the victim multiple times in a row while en route to providing help, etc. This offers even more assurance that help is on the way.
- If an answering machine answers a LifeLink call, LifeLink will disconnect the call since a “0” will not have been pressed by the machine. It will then continue with the next number. A total of about 45 seconds will elapse from one number to the next. If a “0” keypress is not received for any of the emergency numbers called, LifeLink will re-initiate the full calling process beginning with the number in memory location #1.
- In an actual emergency, the distance that the victim is from the Console has a direct effect on what is heard. Any information heard is extraneous. While it provides detail, it doesn’t change the fact that an emergency is in progress, and that help is required.
- It is important to understand that the victim will NOT be able to hear the person called, because LifeLink has a one-way microphone from the victim’s house to the person called. The use of two-way is replaced in favor of the *Confirmation Call*, as discussed above.

### A Note About the “0” Keypress:

When a listener presses “0”, it tells LifeLink that the call has been successfully answered by a person. Given the nature of this lifesaving device, LifeLink is engineered to be absolutely 100% certain that a “0” has, indeed, been pressed. To accomplish this, LifeLink has embedded an enhanced Goertzel DTMF (dual-tone multi-frequency) telephony algorithm, based on phone line sampling. Line sampling must yield a low tone of 941Hz along with a high tone of 1331Hz. If the sample is missed by +-5Hz (due to poor connection quality), LifeLink waits for, and evaluates, the next “0” keypress.

For reference, review this Wikipedia link on DTMF: [http://en.wikipedia.org/wiki/Dual-tone\\_multi-frequency](http://en.wikipedia.org/wiki/Dual-tone_multi-frequency)

Review this Wikipedia link on the Goertzel DTMF algorithm: [http://en.wikipedia.org/wiki/Goertzel\\_algorithm](http://en.wikipedia.org/wiki/Goertzel_algorithm)