User Manual
The LiveLife Personal Medical Alarm
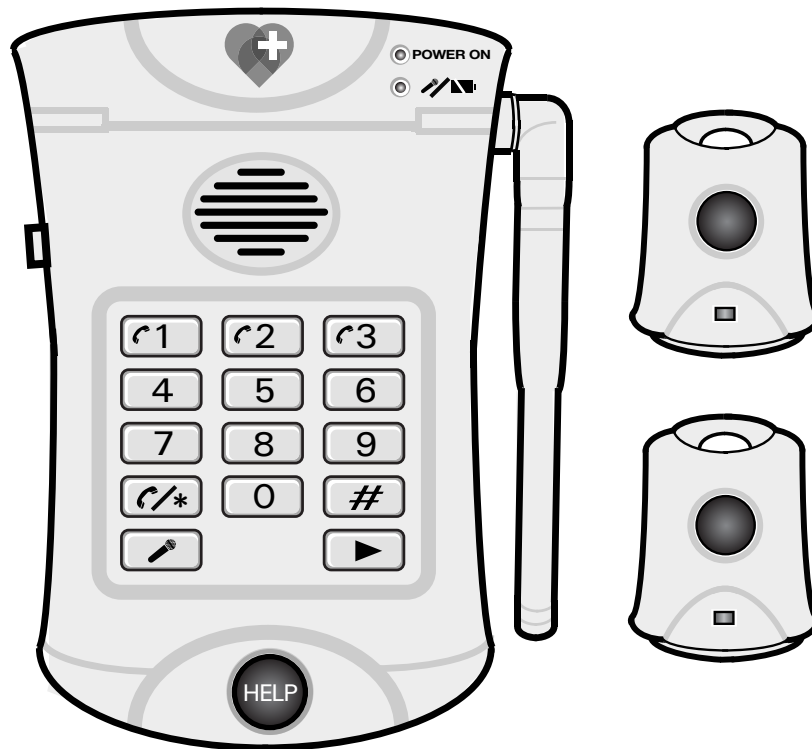
LiveLife
PERSONAL MEDICAL ALARMS

www.livelifealarms.com.au

Live a full Life.

The LiveLife Alarm is a simple to use medical alert system.

The user wears a pendant with a HELP button. In an emergency they press the HELP button and the alarm system automatically calls up to 3 nominated family and friends that can assist.

The alarm unit will dial them in order until a real person answers and acknowledges the 'help' 'help' call. It can call landlines and mobiles.

If the first person on the list does not answer, the alarm will then call the second person and then the third person. It will try calling each person up to five times in a cycle if necessary.

Once one of these 3 people answer the call and then acknowledge by pressing a key on their phone, the alarm then plays the short 'help'

Included in package

- 1 x Main alarm unit
- 2 x Pendants with necklace
- 1 x Power adaptor
- 1 x Phone line splitter
- 1 x Alarm to phone line cable
- 1 x User manual
- 1 x Receiver card

message that had been recorded previously.

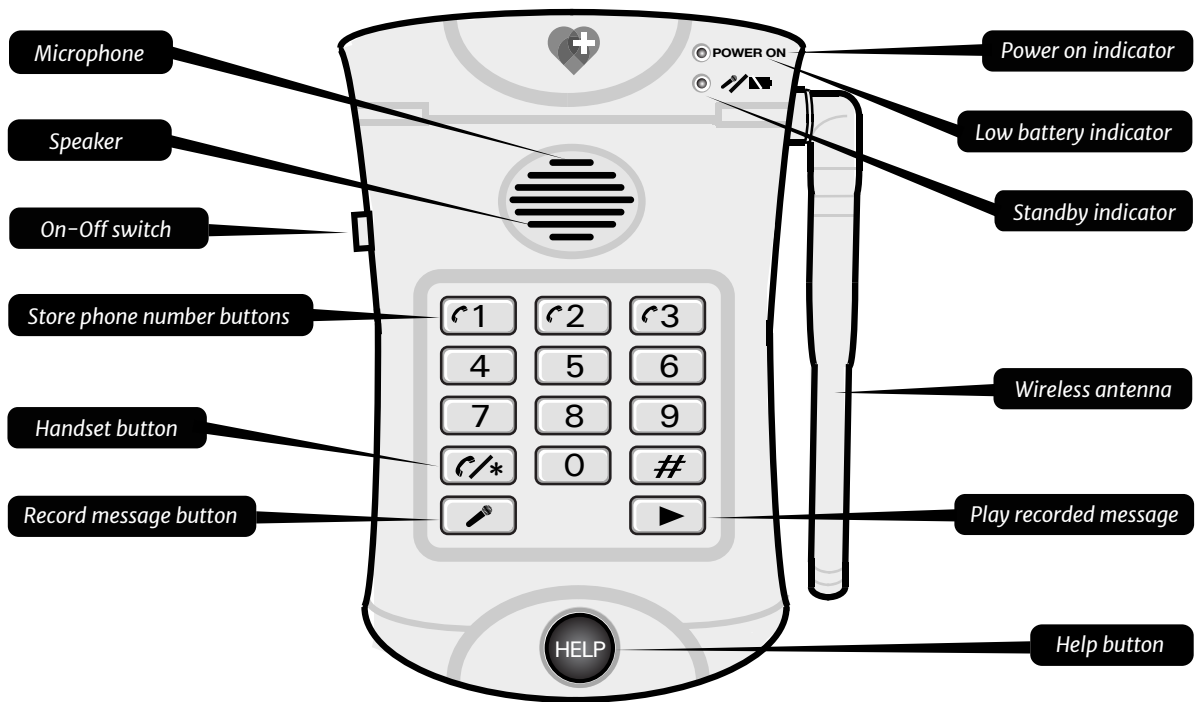The receiver can now assist by arranging for someone to attend the user's home.

BEFORE YOU START

*This alarm can form part of your advance emergency plan. Before you install and operate the alarm you should contact the 3 people who would receive a help call in the eventuality you need help. We have included 3 'Receiver cards' you can share with these people which contain some instructions on how the alarm works. The alarm should be tested before it is used, so you will need to inform them prior to you testing the alarm.
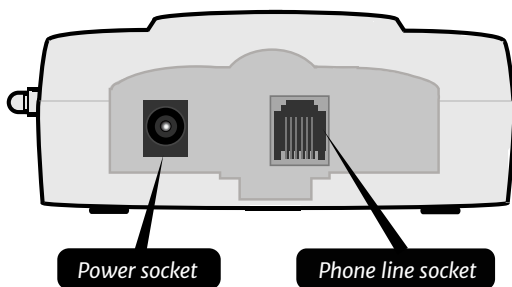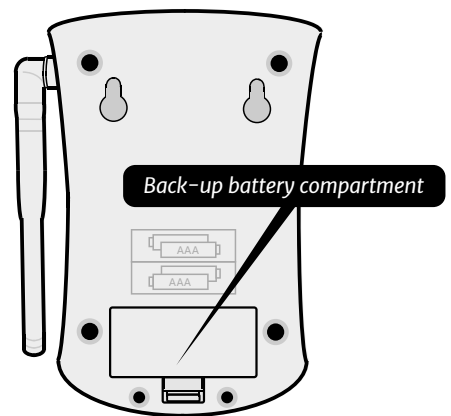
Please read the medical disclaimer on page 11.

Front of alarm unit with lid open

Microphone

Speaker

On-Off switch

Store phone number buttons

Handset button

Record message button

Power on indicator

Low battery indicator

Standby indicator

Wireless antenna

Play recorded message

Help button

POWER ON

1 2 3
4 5 6
7 8 9
✆/* 0 #

HELP

Rear of alarm unit with cover open

Power socket

Phone line socket

Underneath of alarm unit

Back-up battery compartment

AAA
AAA

Alarm to phone line cable
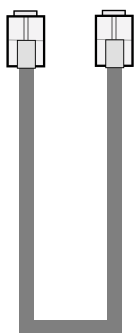
Power adaptor
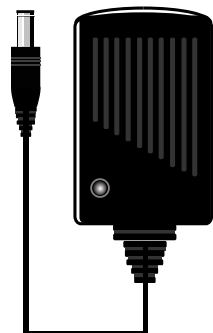
Phone line splitter

Pendants & necklaces

Help button
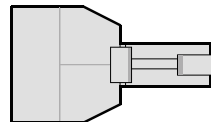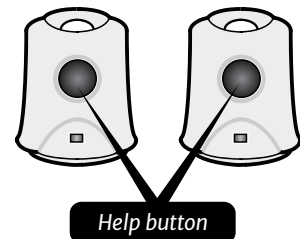
Installation

Connections

Unpack your alarm from the box and locate all items (Refer to the list on page 1 of this manual).

Please note this alarm requires a standard landline service to be active in your home.

Standard installation

If you use a computer connected to the internet that uses an ADSL connection please refer to 'Diagram B' (page 5). The diagram below refers to a home using a landline without ADSL internet.
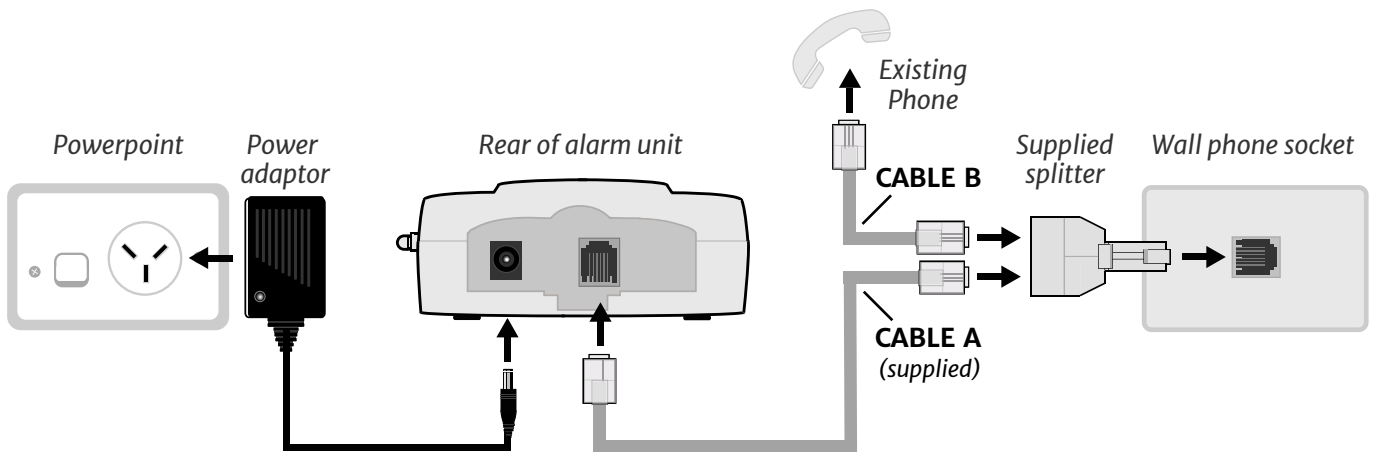

Powerpoint   *Power adaptor*   *Rear of alarm unit*   *Existing Phone*   **CABLE B**   *Supplied splitter*   *Wall phone socket*

CABLE A *(supplied)*

DIAGRAM A

A Connect power

1 Choose a location for the alarm unit near your phone wall socket.

2 Plug the power adaptor into a power point nearby.

3 Lift the cover at the rear of the alarm unit.

4 Plug the black power adaptor cable into the rear socket.

TIP *It is a good idea to protect the alarm from power surges by plugging it's power in to a powerpoint that is surge protected.*

B Connect alarm to your phone line

1 Remove the cable (B) to your phone from your wall phone socket.

2 Plug the supplied phone splitter directly into your wall phone socket.

3 Plug the cable (B) to your phone into one of the sockets in the splitter.

4 Plug the cable (A) to the alarm unit into the remaining socket in the splitter.

5 Now plug the other end of the cable (A) into the rear of the alarm unit.

C   Turn on alarm

1   Flip open the alarm unit's cover.

2   Turn the alarm on at the unit's side switch.

3   The green power light will come on and stay on.

4   The red standby light will flash for 3 seconds during start-up and then go out. The unit will then beep once to indicate it is ready.

POWER ON

POWER ON

ON ▮▮▯ OFF

POWER ON
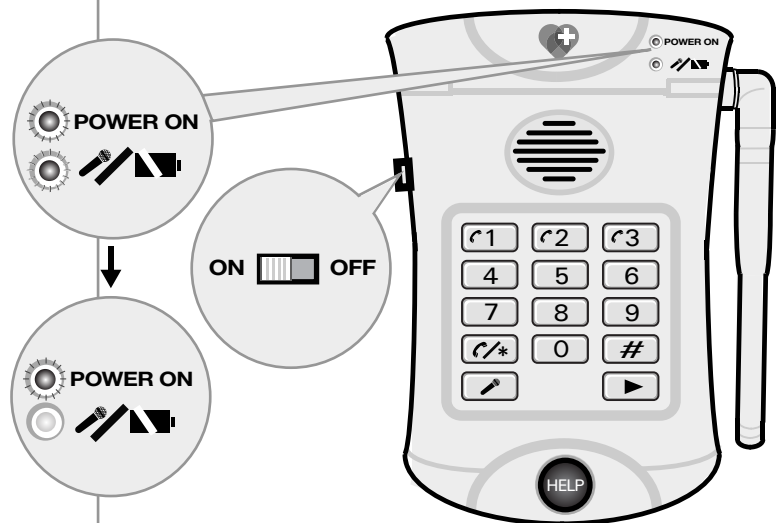
TIP *After you install and program your alarm please install 4 x AAA alkaline back-up batteries.*

Programming

Now that you have completed setting up the connections to your alarm the next steps are to program in up to 3 phone numbers on your contact list and record a 'help message'.

D   Program up to 3 numbers

TIP *If you make a mistake programming in a phone number just repeat the process. **Do not** use OOO as one of your numbers.*

1   Enter the first phone number (include area code) to store.

📞/✱ ➔ 📞1 ➔ [Input phone number] ➔ 📞/✱
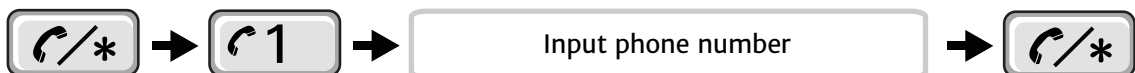
2   Enter the second phone number (include area code) to store.

📞/✱ ➔ 📞2 ➔ [Input phone number] ➔ 📞/✱
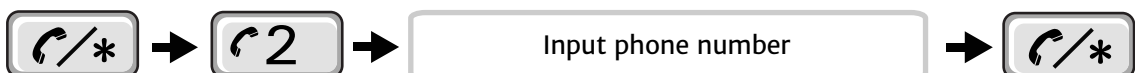
3   Enter the third phone number (include area code) to store.

📞/✱ ➔ 📞3 ➔ [Input phone number] ➔ 📞/✱

Programming (Cont)

E Record message

Hold down both buttons together and speak clearly into the microphone in the alarm unit for a maximum of **6 seconds** to record your voice **help message**.

TIP *Your message should identify you and be clear and concise.*

F Playback message

To listen to your pre-recorded help message press the play button.
If you wish to record a new message repeat 'Step E'.

YOUR INSTALLATION IS NOW COMPETE

Connection with ADSL internet

If you use a computer connected to the internet using ADSL broadband the procedure is identical to a standard installation except that cable (B) must be plugged into your existing ADSL Filter/Splitter.
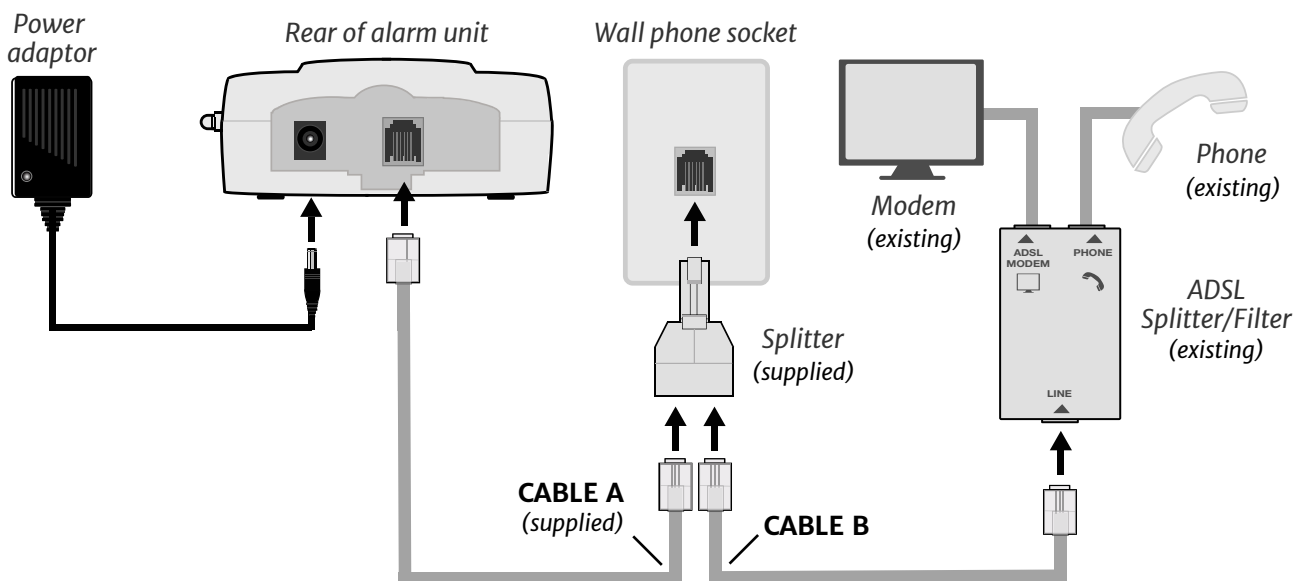

Power adaptor

Rear of alarm unit

Wall phone socket

Phone (existing)

Modem (existing)

ADSL MODEM   PHONE

ADSL Splitter/Filter (existing)

LINE

Splitter (supplied)

CABLE A *(supplied)*

CABLE B

DIAGRAM B

Operation

Testing your LiveLife alarm

Your alarm should be tested before it is used to make sure it is working correctly.

Before performing the test make sure the nominated receivers of a 'help' call are aware that you are doing a test.

If the test does not work correctly

If the alarm does not work during the testing you should firstly re-check all of the connections. If the connections are all correct and the alarm still does not work properly then you should re-set the alarm by turning it OFF and ON. Then redo the programming: steps D, E and F.

Wireless range limitations

The alarm uses a wireless system with a limited range of transmission between the pendant and the base alarm unit.

As part of your test you should try triggering the 'HELP' button on the pendant (FOB) from different parts of your home. Walls, doors, furniture and some wireless equipment can reduce the wireless range. Do not use the pendants in areas where the signal between the pendant and base alarm unit is not consistent enough to be relied upon.
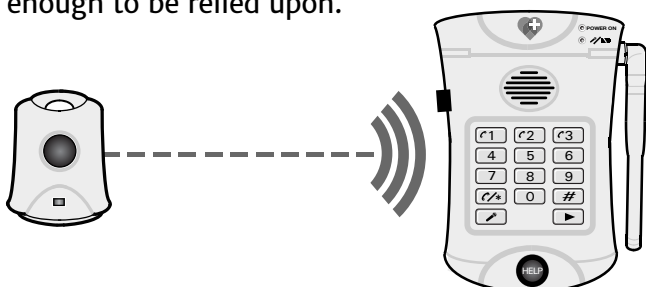
How to use your LiveLife alarm

1 Activate the alarm

During an emergency or if you need help you activate the alarm system by pressing the 'HELP' button on either the pendant (FOB) or the base alarm unit.

2 Alarm will automatically dial numbers

The alarm will beep 10 times.

After a short delay it will automatically dial the programmed numbers in the order that they were set it in (starting with the number assigned to button 1).

Each of the 3 programmed numbers will be dialled 5 times. Each of these calls will last 45 seconds if they are not received and also acknowledged.

3 Alarm will keep playing the help message

Simultaneously the alarm will repeatedly play back the previously recorded 'help' message out loud.

ACCIDENTALLY PRESSING HELP

*If you accidentally press the 'HELP' button and activate the alarm, you can stop the alert by turning **OFF** the alarm unit at the side switch and then back **ON** again. The alarm will restart and be ready to use when the red light goes out.*
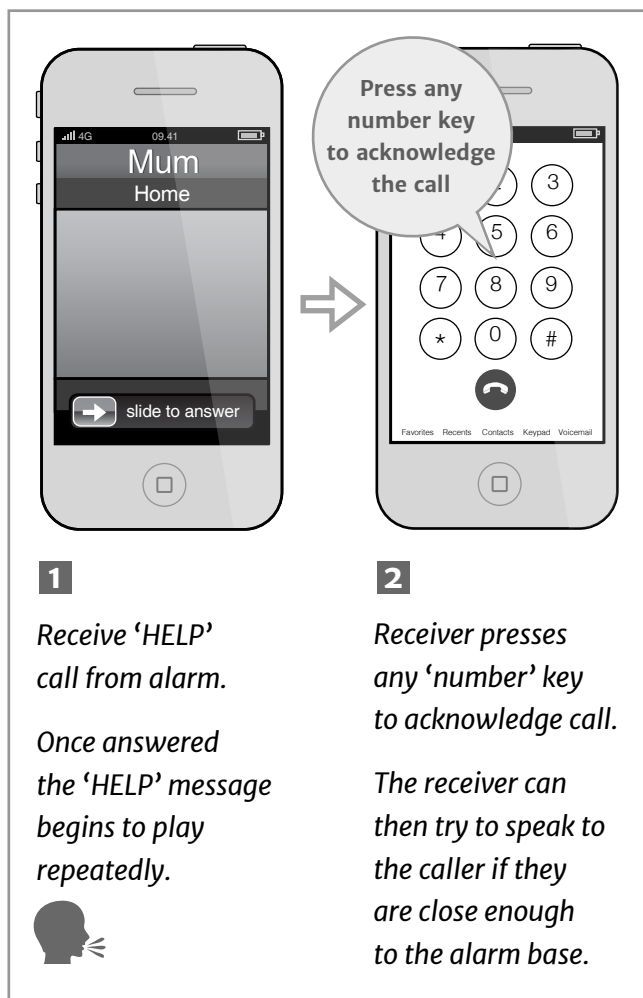
Instructions for receivers of a 'help' call from the alarm.

Receiving and acknowledging a 'help' call.

When one of your nominated people receive a 'help' call and answer it, they will immediately hear your recorded message being played repeatedly.

For them to acknowledge they have answered the call they must press any 'number' on their telephone keypad. The alarm will then recognise the call has been answered by a 'real person' and not an answering machine or automated system. The alarm will stop calling any other numbers.

Press any number key to acknowledge the call

1 Receive 'HELP' call from alarm.

Once answered the 'HELP' message begins to play repeatedly.

2 Receiver presses any 'number' key to acknowledge call.

The receiver can then try to speak to the caller if they are close enough to the alarm base.

ARRANGING SOMEONE TO HELP

The priority should be for someone to go to your home and check on you. The '2-Way' communication feature should be viewed as a secondary priority as the alarm is designed to function firstly as an alert system.

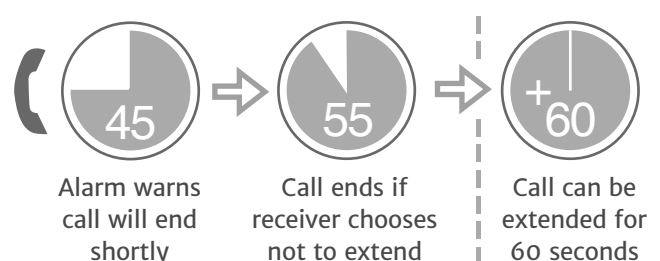**Activating '2-Way' hands-free communication**

Now that the alarm knows a real person has answered it will activate a hands-free '2-Way' communication with you and the receiver.

If you are near the base alarm unit (within 3 to 5 metres) you will be able to speak to the receiving person via the microphone/speaker. If you are not close enough the microphone may not pick up your voice.

The two way communication will last for 45 seconds before the alarm sounds 3 warning beeps to the receiver that indicate the call will end in 10 seconds.

Extending the call

To extend the call for a further 60 seconds (max) the receiver can press any key on their keypad. After this time the call ends and the alarm goes back into standby mode.

45 Alarm warns call will end shortly

55 Call ends if receiver chooses not to extend

+60 Call can be extended for 60 seconds

Troubleshooting

Problem

Your nominated receiver(s) cannot acknowledge the incoming 'HELP' call.

The call acknowledgment will only work if the nominated receiver uses a 'touch-tone' phone.

The alarm unit triggers for no apparent reason.

- Sometimes, there can be interference from other wireless devices close by.

- You may have accidentally pressed the 'HELP' button on your pendant (FOB). Perhaps re-adjust how you are wearing your pendant.

Message has poor sound quality.

You can try-recording your 'HELP' message again (see Step F on page 5). Ensure you are speaking clearly and close to the front of the alarm unit's microphone/speaker.

You can hear interference through the alarm.

Sometimes other electrical devices in a room can interfere with the speaker in the alarm unit. You can try moving the alarm unit or try moving the electrical device you suspect may be causing the interference away.

The light on my pendant turns red.

If when the 'HELP' button is pressed the light on the pendant (FOB) turns red instead of green this indicates the battery needs to be replaced.

Battery indicator

If the light is red when pressed replace the pendant battery

Still having trouble?

If your problem isn't listed here or you are still having trouble, you can read our frequently asked questions at the 'Your questions' page at:

www.livelifealarms.com.au

Or you can email LifeLife Alarms at:

info@livelifealarms.com.au

IMPORTANT 'PLEASE READ'

Raising an alarm in an emergency

The best way to raise an alarm in an emergency is to phone '000' directly.

Inform your nominated receivers

Make sure you have spoken to the people you have chosen to receive 'HELP' calls prior to including them and *discuss a plan of action in an emergency.

Testing the unit regularly

It is important you test the alarm unit regularly to check it is working correctly.

Use the correct power adaptor

Only use the supplied power adaptor.

Protecting the alarm unit

Keep the unit away from direct sunlight and hot surfaces. It is a good idea to keep the front lid closed unless you are changing settings on the alarm unit.

* Read the medical disclaimer on page 11.

Specifications

Technical specifications

Power	
Alarm unit	6.0V DC adaptor or 4 x AAA alkaline batteries as back-up
Pendant	1 x 12.0V A23S battery

Adaptor	
Input	100-240V, 50-60Hz 0.2A
Output	6.0V, 1000mA

Wireless signal	
Frequency	433.92MHz AM receiver
Range	50 metres free line of sight

Hands-free Microphone	
Distance	Approx 3 to 5 metres from the alarm unit

Dimensions & weight	
Dimensions	160mm x 105mm x 43mm
Weight	1.2kg

Programming	
Message	6 seconds maximum
Numbers	3 x programmable numbers

| Battery indicators	
Alarm unit	Low back-up batteries light
Pendant	Low battery light

Batteries

Operation during power blackouts

The LiveLife alarm requires a mains, 240 volt power supply to operate. It uses an alternative power supply of 4 x AAA batteries (not included) which can act as a back-up during a power blackout. The batteries should only been seen as a back-up power source in the event of mains power being unavailable for any period of time.

We recommend you use alkaline batteries. The batteries should be checked regularly and replaced every twelve months.
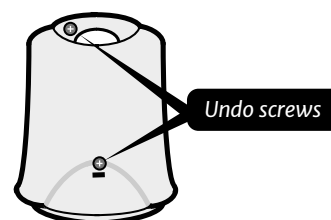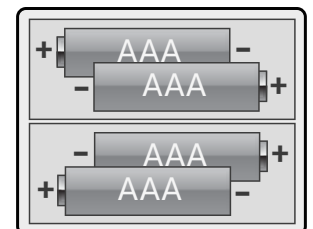
Replacing back-up batteries

If when the unit is running on battery power only the power light on the alarm is red instead of green the back-up batteries need replacing.
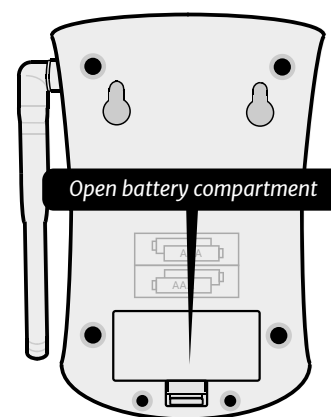
Underneath of alarm

Open the compartment on the bottom of the alarm unit and place 4 x alkaline AAA batteries in the correct position and configuration.

Open battery compartment

Back of pendant

Undo both screws with a Philips head screwdriver to replace A23S battery

Undo screws

Warranty terms & conditions

The LiveLife Alarm comes with a standard 12 months warranty from date of purchase. If the alarm unit or pendant has a manufacturing defect causing it to fail within the first 12 months of purchase, we will replace it free of charge or refund you the purchase price.

Troubleshooting procedure

If your Alarm has stopped working please refer to the 'Troubleshooting' section of this manual on page 8 and check to see the cause of the failure is not due to incorrect operation or that it can be easily rectified.

How to claim against your warranty

If after consulting the 'Troubleshooting' section the Alarm is still not working, then please contact us to arrange to have the alarm returned for a warranty claim assessment.

Your guarantee under Australian consumer law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Circumstances that can void your warranty

Please be aware your warranty can become void if any of the following have occured:

(a) The Alarm unit case has been opened or been tampered with.

(b) The Alarm has been modified or not used in accordance with the instructions supplied by LiveLife Alarms.

(c) The Alarm has been dropped or suffered damage from physical impact.

(d) The Alarm has been damaged by a fire or has been damaged by being exposed to excessive heat from direct sunlight or other sources.

(e) The Alarm has been used with an incorrect power adaptor.

(f) The Alarm has been subject to an incorrect voltage due to lightning or a power surge.

(g) The Alarm base unit has been subject to a liquid spillage causing a failure.

(h) Leaking back-up batteries have been left in the base alarm unit or pendant (FOB).

Contact details for warranty claims

Email: *info@livelifealarms.com.au*

Phone: *03 5744 3580*

Website: *www.livelifealarms.com.au*

Disclaimer

Downloadable instructions

This User manual is available as a downloadable PDF on our website. Go to the 'Alarm in detail' page on our website for this and other guides.

List of downloadable guides

- Quick install guide
- User manual/troubleshooting
- Receiver instruction card
- Warranty

Medical and legal disclaimer

General information about medical matters
The LiveLife Alarm 'User Manual' contains general information about medical and health matters. The information is not advice, and should not be treated as such.

Limitation of warranties
The medical and health information within this 'manual' is provided "as is" without any representations or warranties, express or implied. LiveLife Alarms and it employees and/or agents make no representations or warranties in relation to the medical and health information within this 'manual.'

Without prejudice to the generality of the foregoing paragraph, LiveLife Alarms does not warrant that:

- The medical and health information on it's website or in this 'manual' will be constantly available, or available at all; or

- Any medical and health information on it's website and within this 'manual' is complete, true, accurate, up-to-date, or non-misleading.

Liability
You must not rely on the information within this 'manual' as an alternative to medical advice from your doctor or other health services provider.

If you have any specific questions about any emergency plan, medical or health matters you should consult your doctor or other professional health services provider or personal carer.

You should never delay seeking medical advice, disregard medical advice, or commence or discontinue any medical treatment because of information within this 'manual'.

Liability
Nothing in this legal disclaimer will limit any of our liabilities in any way that is not permitted under applicable law, or exclude any of our liabilities that may not be excluded under an applicable law.

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