



 **LifeGuard** SMART HOME
Patented in Australia

IPD User Guide

Customer Feedback Scheme

INS LifeGuard values your feedback on our products and services as it helps ensure we maintain quality control standards, and that any points of concern are identified and remedied immediately. Our aim is to provide the highest quality of service to you, 24 hours a day, 365 days a year.

If you would like to provide feedback on any aspect of the products and services you receive from INS LifeGuard, please contact us. You can do so via free-call on 1800 636 226, via email at lifeguard@theinsgroup.com.au, or by writing to us at The INS Group, P.O. Box 485, Unanderra NSW 2526.

Our Feedback Scheme is in place to ensure any concerns or issues are rectified in a timely manner. While working to resolve any concerns or issues, we will at all times respect your privacy and confidentiality.

Important Safety Information

Please read our **Safety Information**, which is included in the back of this User Guide on page 40. It contains general safety information for all devices supplied by The INS Group.

It's important that you follow all cautions and warnings in the Safety Information to prevent injury to yourself or others and to prevent damage to the device.

You can also view or download the **Safety Information** here: theinsgroup.com.au/safety

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Welcome to the LifeGuard SmartHome IPD

The LifeGuard SmartHome IP Dialler (IPD) is a unique, patented **Emergency / Medical Alarm System** that allows you to summon assistance whenever you need it, at any time of the day or night. It consists of a dock with a built-in computer tablet that receives signals from various transmitters and medical devices via radio frequency, WiFi or Bluetooth, then transmits them securely to a nurse in our Emergency Response Centre for monitoring.

Our Emergency Response Centre is staffed by qualified nurses and other healthcare professionals who will assess the situation and send whatever help you need; whether that be your family, friends or neighbours, or summoning emergency services.

Optional services can be added at any time, including:

- ***TeleHealth Service*** – record your vital signs, automatically via our Bluetooth devices or manually using your existing devices. With our free service, your family or carers can monitor them, or choose our professional service to have them monitored by a Registered Nurse in our Emergency Response Centre. The nurse can also provide monthly reviews and report back to your GP.
- ***Virtual GP Consults*** – request an audio/video call for a virtual face-to-face consultation with a GP without leaving your home.
- ***Telephone Service and Internet Browsing*** – use the IP Dialler as your standard telephone, access the internet and even social media to stay in touch with your loved ones.
- ***Home Automation and Security*** – automatically turn on/off power points and lights, or lock/unlock doors. You control these features from the device, or our nurse can control them in an emergency (to let emergency services enter).
- ***Concierge Service*** – assistance arranging a variety of other useful services.

Hopefully we will share with you our enthusiasm and pride in an exciting new technology that can help manage chronic health conditions, and lead to improved health, greater independence and wellbeing.



Claude Rafin, Managing Director
The INS Group

Getting Started

The LifeGuard SmartHome IPD was designed to be very easy to use, even for those who are not ‘tech savvy’ or who may be uncomfortable using computers. The touch-screens are very user-friendly and we believe you’ll soon be quite comfortable using the device. (The touch-screen can also be turned off.) However, if you need assistance at any time, just press the Help button or your personal transmitter.

More than one person may use the LifeGuard SmartHome IPD (e.g. both a husband and wife may wish to use it). The unit will come pre-programmed to accommodate each user.



IPD Model V1



IPD Model V2

Powering on the LifeGuard SmartHome IPD

Simply plug the power cord into the back of the dock where indicated below, and into a suitable power point. Then press and HOLD the orange power button shown below. The SmartHome IPD will power-up and present the Home Screen.

IPD Model V1



Plug the power cord in here

Power On/Off

IPD Model V2



V2 uses 4G and requires two antennas for best reception – one connected to Main and one to Aux.

Hours of Operation

The LifeGuard SmartHome IPD is operational at any time of the night or day, and we will always respond to alarms.

You can use the IPD to record your vital sign measurements at any time as well. If you've chosen the professional TeleHealth Service, a nurse will monitor the results. If the measurements are of concern our nurse will follow-up with you. However, Nursing Reviews are scheduled between the hours of 9 AM and 4 PM, Monday through Friday.

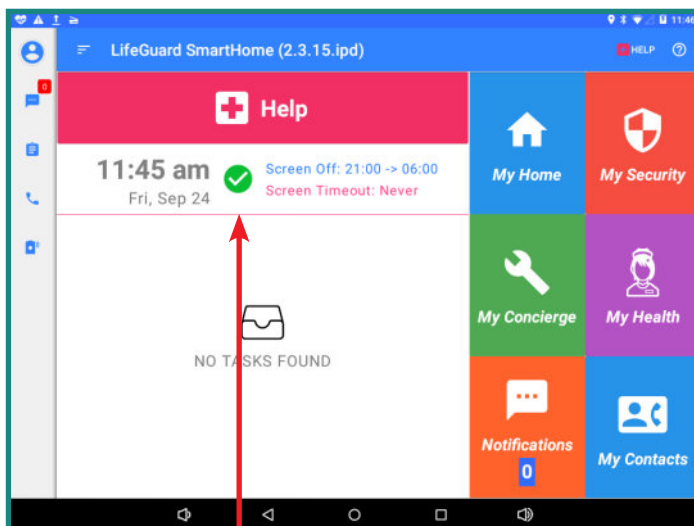
Troubleshooting / Resetting Unit

Should you encounter any problems using the device, simply reset it by pressing the Power On/Off button and holding it in for about 10 seconds until it shuts down. Wait for a minute and then press and HOLD the button to restart the unit.

The Home Screen

The Help Button

The first thing you'll notice once the unit powers up is the large 'HELP' button at the top left of the screen. If you are feeling unwell or require emergency assistance, simply press this button at any time (or the button on your personal wrist or pendant transmitter or any other transmitter you may have) to connect with our Emergency Response Centre. A nurse will determine what assistance you require, and call your nominated contacts or Emergency Services, if required.



The home screen also shows the network connectivity. A Green Tick indicates you have a Data/WiFi Connection.

 *A SIM Card icon indicates a GSM connection.*

The Night Window and Screen Timeout

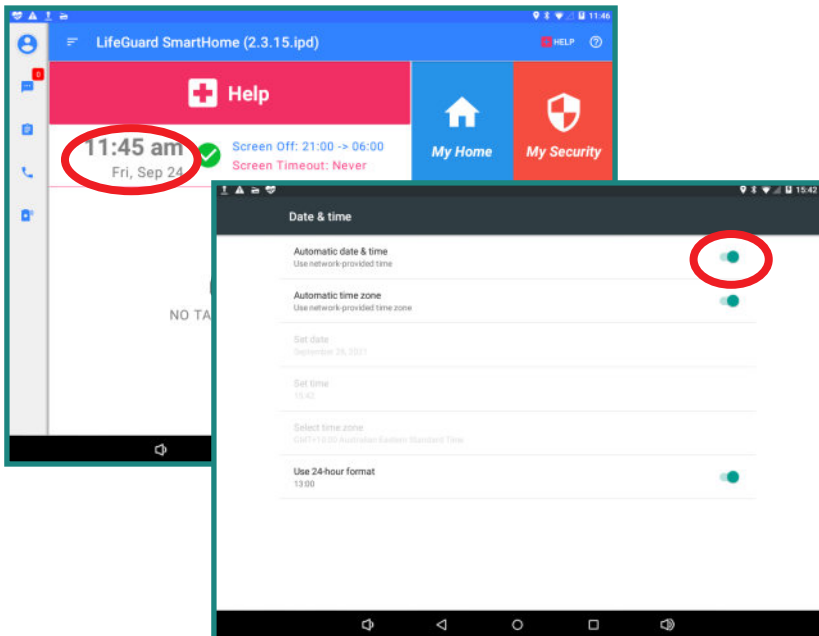
Next to the the green tick the **Screen Off** or Night Window hours indicate when the screen turns off so as not to disturb you. To wake the screen, press the home button (see below). The IPD will automatically wake if you trigger an alarm.

Below that is the **Screen Timeout** indicating when the screen will turn off after use. During the Night Window, it times out after 30 seconds. If there's no power to the IPD, it times out after 5 minutes to conserve power. At all other times, it says 'Never' to indicate it will not time out, and will remain on.

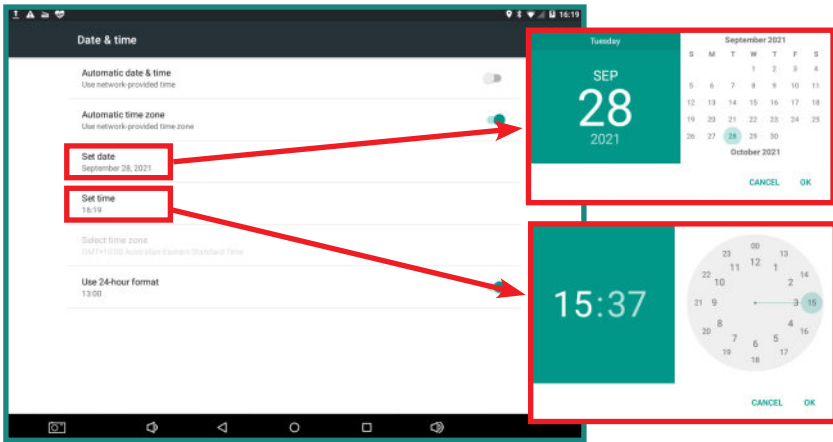
Changing the Date and Time

The date and time are set automatically, and in most cases will not need to be changed. However, if the date and time are not displaying correctly, you can change it manually.

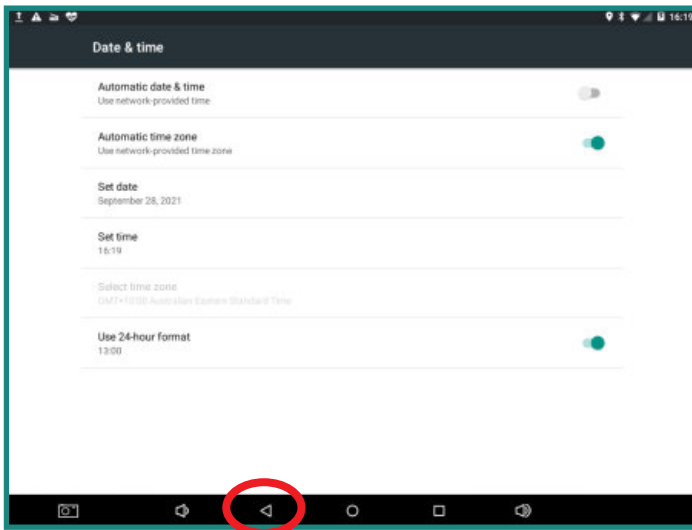
Press your finger on the date/time display and hold for a few seconds until the **Date & Time** screen is displayed. Then tap the **Automatic date & time** switch to turn it OFF.



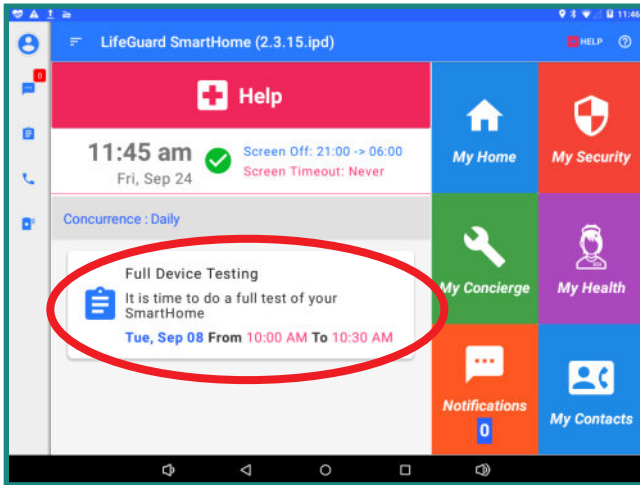
You can now tap the **Set date** and **Set time** functions to change these values manually. Press OK when finished.



From the **Date & time** screen, you'll need to press the Back button near the bottom centre of the screen (it looks like a triangle pointing left) to return to the Home screen.



Tasks / Reminders



Just below the ‘HELP’ button is the current time and date, followed by any tasks that require your attention. This could be reminders to test your system, or to take your vital sign measurements (e.g. blood pressure, temperature), etc.

NOTE: To return to the Home Screen, press the “Home” button on the front of the unit or in the bottom centre of the screen. It will automatically return to the home screen each morning in any case.



IPD Model V1



IPD Model V2

Below is a quick summary of the remaining buttons on the Home Screen, but all of these features will be explained in further detail on the next pages.

My Home

This area can be set up for home automation functions, e.g. to automatically turn lights or power points on or off, or even lock or unlock doors directly from the LifeGuard SmartHome IPD.*

My Security

This lets you arm or disarm any home security system you may be using with your INS SmartHome IPD.*

My Concierge

This lets you access our optional My Concierge service, whereby INS can assist you to arrange helpful services.*

My Health

You'll use this feature to record vital signs, or to schedule appointments, either with a registered nurse or doctor.*

Notifications

You can access all notifications here, whether you've already read them or not. It displays the number of unread notifications (the photo on the previous page shows 0).

My Contacts

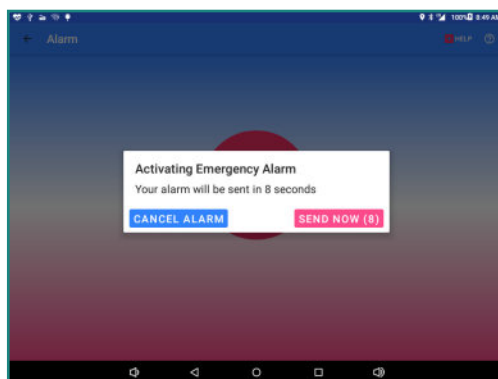
This is where you access your contacts and phone dialler. The SmartHome IPD may be used for calls to and from INS LifeGuard. You may also add our optional low-cost telephone service to make calls to anyone you like. You can even transfer your existing telephone number over to our service.*

** Optional services, additional charges may apply. May not be available in all areas.*

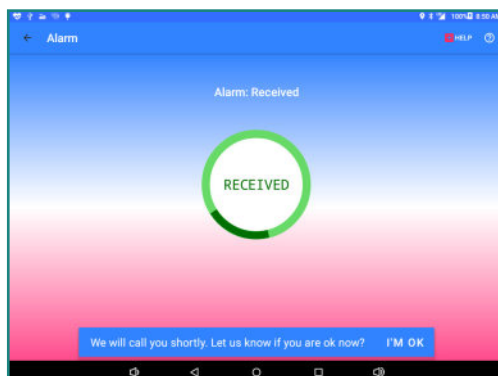
The Help Button

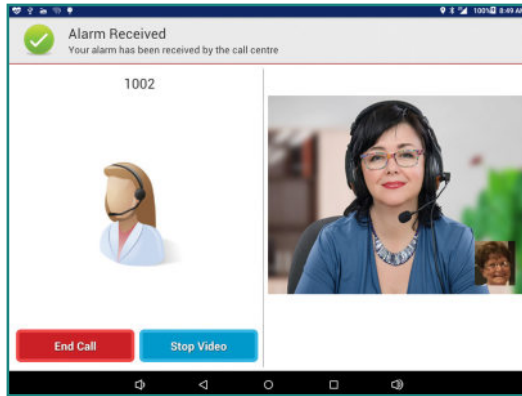


Whenever you need assistance, press the red 'Help' button, or the button on your wrist or pendant transmitter, call point or other transmitter. Instantly an alarm is raised and a nurse in our Emergency Response Centre will connect and speak with you.



If the button was pressed by accident, you can cancel the alarm. Otherwise the message 'Alarm Received' will be displayed, and a nurse will call over the unit via speakerphone. You don't need to be near the unit to be heard.





With your permission, the nurse can even connect via audio/video call directly on the device. Once the nurse has connected, a video image will be displayed onscreen, and you'll be able to talk to the nurse.*

The nurse will be able to see your details, including medical history, medications you've advised us you're taking, and any vital signs you've recorded previously. The nurse will assess the situation and send whatever help may be required, whether that means calling the Village staff, or sending an ambulance, police or firefighters.

The nurse may stay on the line to ensure assistance has arrived. If the situation worsens or you're unable to respond, emergency services will automatically be summoned.

PLEASE NOTE: Mobile network issues may mean on occasion there may only be audio one-way, meaning the nurse may not hear you, or you may not hear the nurse. This is normal, and we'll escalate the call to the next contact number on file for you. In the event we are unable to speak with you, we'll assume it's an emergency and arrange an ambulance for you.

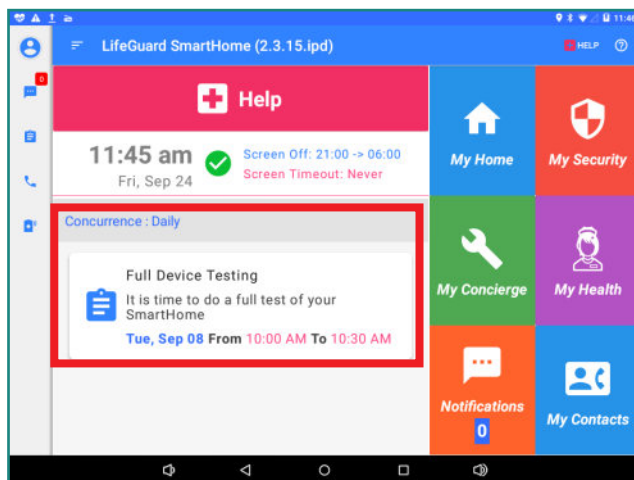
* *Not available on all models.*

REMINDER: Please test your alarm every month.

We strongly recommend testing your alarm system once a month by pressing the help button on your wrist or pendant transmitter. When the nurse answers, simply advise you are testing. Pick a day that's easy for you to remember.

Tasks

Tasks are like a ‘to-do list’ and may appear on the home screen to remind you to test your alarm system, to take medications or to record your vital sign measurements, as part of our TeleHealth service.



Tasks are displayed right on the home screen and indicate their frequency (e.g. whether they are once-off or daily tasks). They will advise what date and time you should complete the task.

Setting up Tasks

You or your family /carer can easily set up tasks you’d like to be reminded of using our exclusive **Client Portal** or **LifeGuard SmartCarer** app (see page 37). ***This is a free service.***

Alternatively, INS LifeGuard can set up tasks for you. Simply call INS and advise the operator which tasks you would like to add.* If you’re a village resident, you can also ask village management to set them up for you.

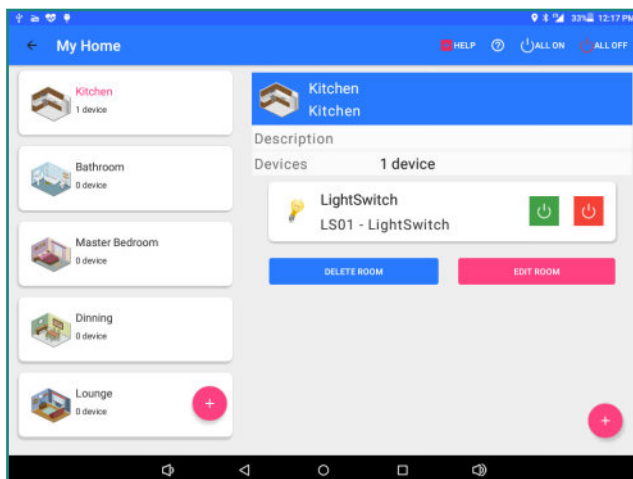
** Additional charges may apply.*

My Home



My Home is where you'll find Home Automation functions. If you chose this feature on commencement of your service and have the proper accessories in place (e.g. a remote power switch, inline light controller, door strike, etc.) then these functions will have already been programmed into the unit by our technicians during installation. To add new devices, tap the PLUS button. Contact INS if you require assistance.

To control home automation devices, tap the desired room on the left, and then tap ON (green button) or OFF (red button) next to the desired device (e.g. power point or light switch) or tap LOCK or UNLOCK next to the desired door.



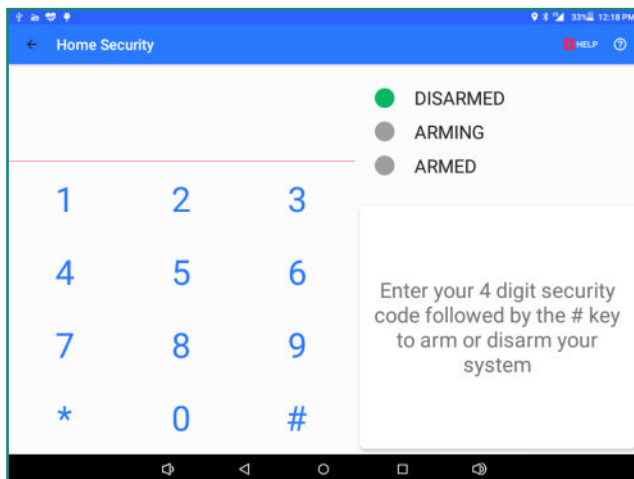
In an emergency, our nurses can also lock or unlock your front door to allow Emergency Services personnel to enter and assist you if you have this function enabled.

My Security



My Security lets you arm or disarm our optional Home Security service. For a low monthly fee, this service lets you connect the IPD to Infra-Red motion sensors (PIRs) to monitor movement in and around your home.

Tapping My Security will bring you to the Home Security screen where you will need to enter your 4 digit security code followed by the hash key (#) to arm or disarm your system.



We can also supply a key fob that lets you arm or disarm the alarm with the press of a button.

If you would like further information about this service, please contact INS on 1800 636 226 or email lifeguard@theinsgroup.com.au.

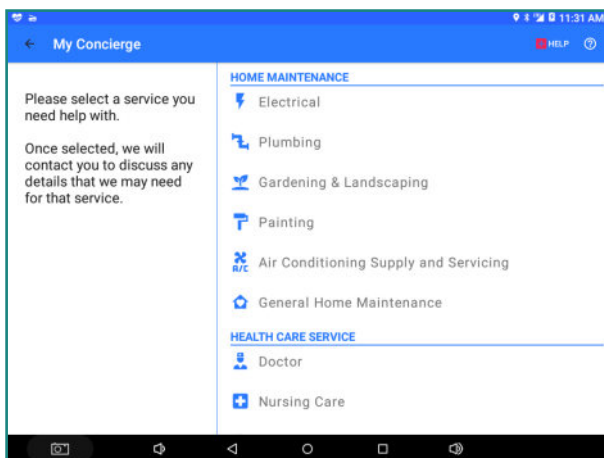


My Concierge



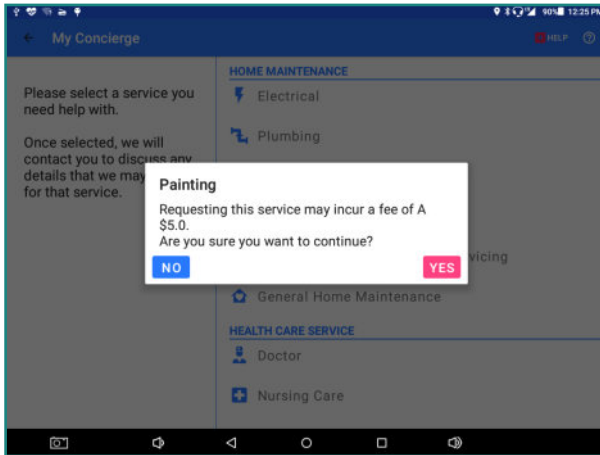
My Concierge is as an optional service you can add at any time. It lets you press a button to arrange a variety of services, including such things as home maintenance, health care, taxi bookings, and much more.

You'll pay a low monthly fee to use **My Concierge**, plus a small fee for each service request. (*This is separate from any fee the service provider will charge when they provide the service.*) You can specify any preferred providers you'd like to use, or use one of our preferred providers.

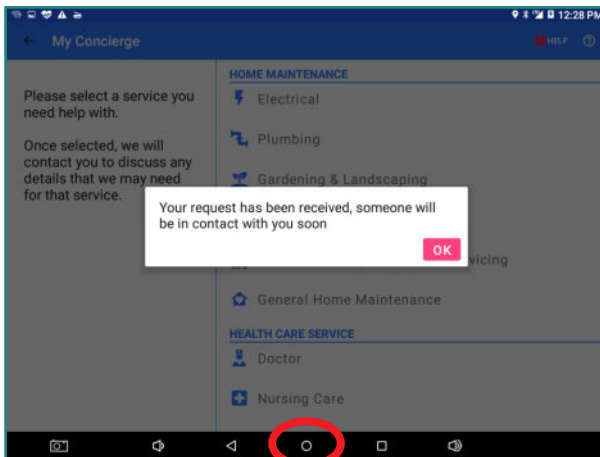


To schedule a service, simply tap the service you want in the list shown above (scroll through the list using your finger on the screen to see them all) and tap the one you want.

A message will advise you of the fee we'll charge for arranging the service on your behalf.



If you wish to decline, simply tap **NO**. To accept, tap **YES** and you'll see confirmation that your request was received, and someone will be in contact with you soon to get more information so we can arrange the service for you.

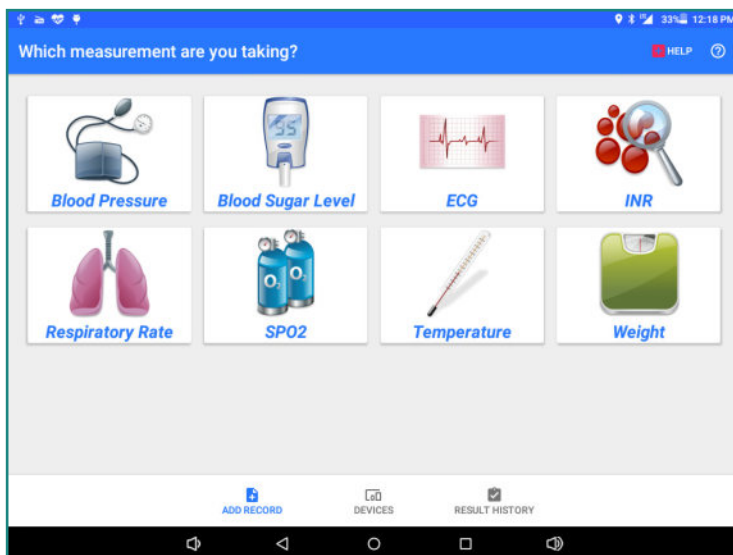


Tap the **OK** button to dismiss the message. You can then return to the home screen by pressing the round HOME button at the centre bottom of the screen, or the home button on the unit itself (see page 10).

My Health



My Health allows you to record your vital signs, e.g. blood pressure, blood sugar level, SpO², temperature, weight, etc. We offer a free TeleHealth Service that's monitored by your family or carer, as well as a professional TeleHealth Service* that's monitored by Registered Nurses. You can learn more about these services on the next page.



When you tap My Health, the various types of measurements you can record are displayed. You'll use the buttons across the bottom to choose whether you wish to add a new record, view any paired Bluetooth devices, or view your past results.

* *Optional service, additional charges may apply.*

Free TeleHealth Service

Our LifeGuard SmartHome systems, including the SmartHome IP Dialler, SmartMobile (or SmartMobile App), SmartWatch and the SmartHome Mate allow you to record your vital signs – either wirelessly using our range of monitors, or manually using your existing equipment.

The data will be accessible at any time in the Results History on the device, as well as via our secure, web-based Client Portal or our LifeGuard SmartCarer app, both of which are free to use. You can give or withdraw permission for your nominated emergency contacts to access your data via these methods at any time.

Professional TeleHealth Service

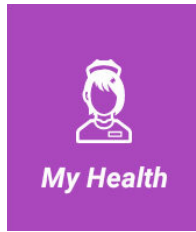
With our professional TeleHealth Service* you'll still record your vital signs either wirelessly or manually as above. However, a Registered Nurse in our Emergency Response Centre will monitor the results. If the readings are of concern, our nurse will take action and follow-up with you.

The service includes a monthly review which you'll schedule with one of our Registered Nurses. At the appointed time, our nurse will initiate an audio/video call with you.

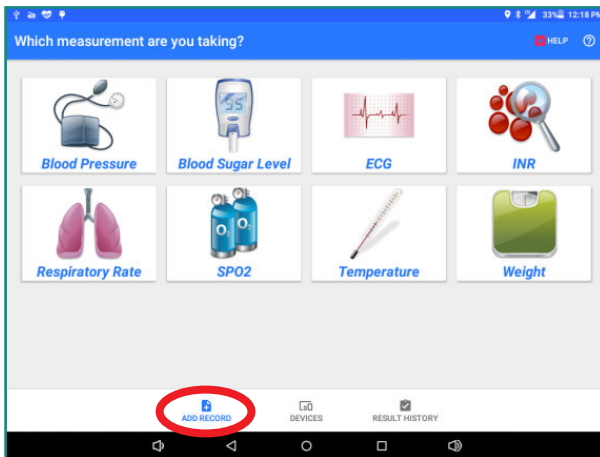
During the review, the nurse will discuss any health issues you may have, review your previous month's data, and if you like, forward a report to your medical practitioner.



To Record a Measurement



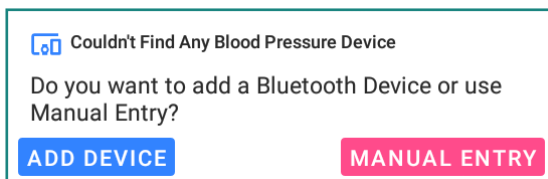
Tap the **My Health** button on the home screen of your dialler.



Ensure **Add Record** is selected (it will turn blue) at the bottom of the screen. If it isn't blue, simply tap to select it.

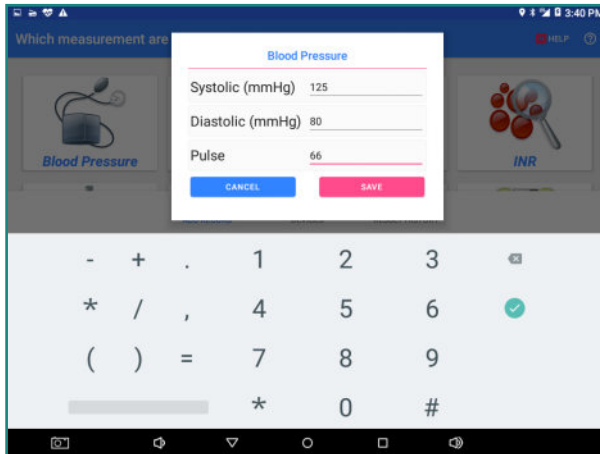
For this example, we'll take a Blood Pressure measurement. However, the basic process is the same no matter which type of measurement you're taking. Tap **Blood Pressure** to begin.

If no Bluetooth-capable blood pressure device has been paired with your system you'll be offered the choice to add one now or enter the measurement manually.



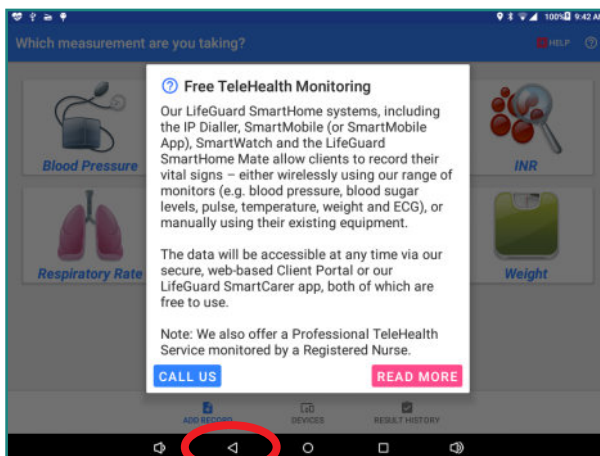
Manual Entry

If you chose **Manual Entry**, take the measurement with your existing monitor kit as you normally would, then enter the results using the on-screen keyboard. Press **Save** when finished to save the results.

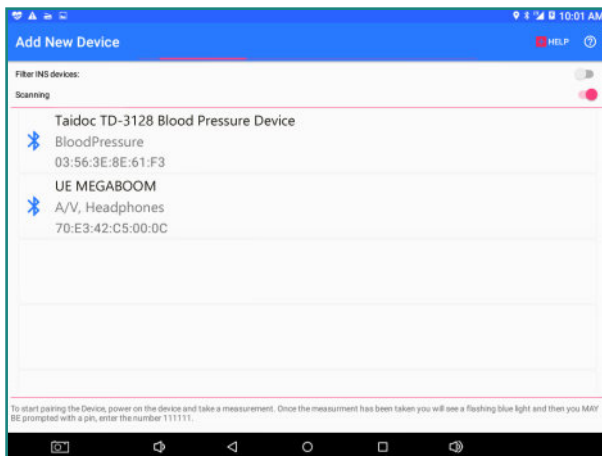


Pairing a Bluetooth Device

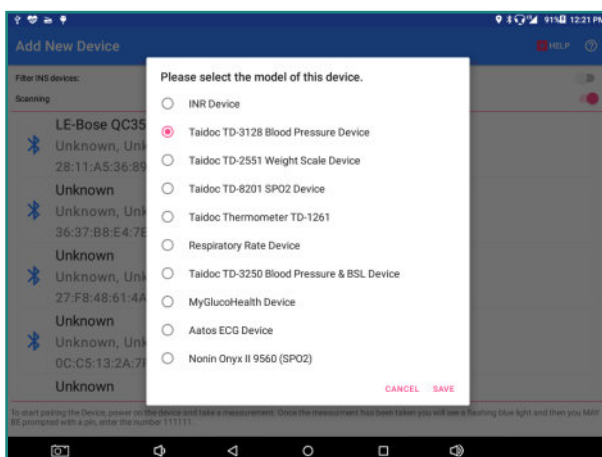
If you chose **Add Device**, the system will display the following message. You can choose one of the options on screen, or tap the **Back Button** (circled below) to dismiss this message.



The system will scan for any available Bluetooth devices, and you should see yours in the list.



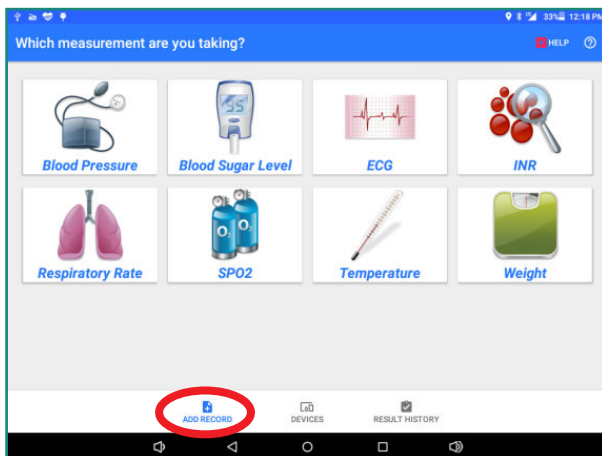
To start pairing the new device, power it on and take a measurement. Once the measurement has been taken you will see a flashing blue light and you *may* be prompted to enter a PIN. If so, enter the number 111111.



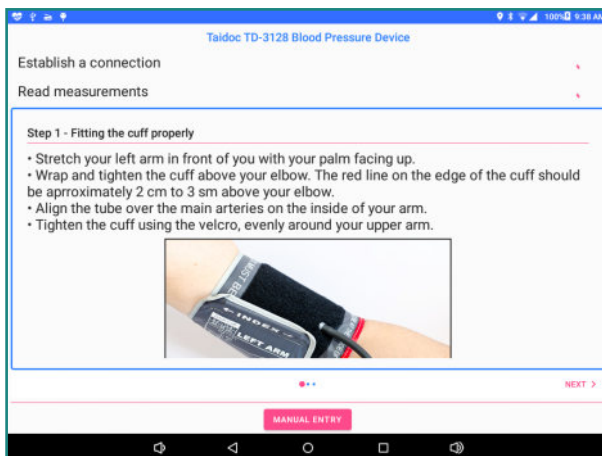
The system will display the screen above. Select the device you are pairing and tap **SAVE**. It will then be displayed in your Devices list. You can now proceed to the next section to take measurements automatically.

Automatic Entry via Paired Device

Once the device has been paired successfully, you won't have to do it again. If **Add Record** isn't selected (blue) at the bottom of the screen, tap it. Then tap **Blood Pressure**.

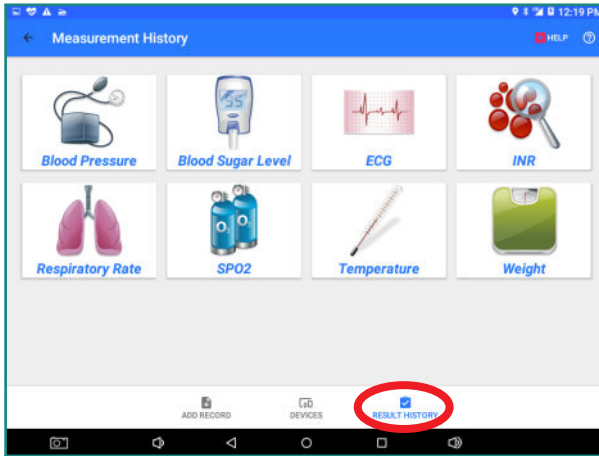


It will automatically bring up instructions for taking your measurement using the paired device. Simply follow the instructions to take the measurement and then save it.



To View Previous Results

Tap the **My Health** button on the home screen of your dialler which will return to this screen:



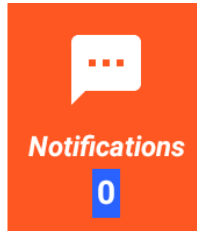
Then tap **Result History** at the bottom of the screen to select it (it will turn blue). Now tap **Blood Pressure**, or whichever measurement you wish to view.

The system will display your past results, along with a graph.

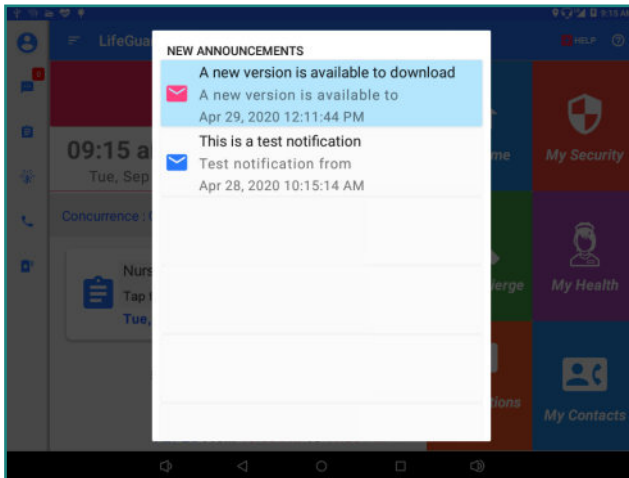


Simply tap the BACK arrow at the bottom of the screen to return to the My Health main screen, or tap the round HOME button in the centre to return to the IPD home screen.

Notifications



Notifications are messages displayed on your IP Dialler that are sent by INS LifeGuard or your village (if you are a village resident). Notifications will initially pop-up on the screen, where you can tap them to read the message. They will go away once you have read them, or on their own eventually.

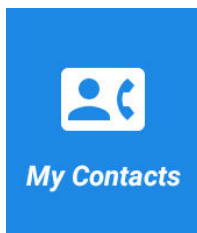


Previous notifications can be viewed by tapping the orange Notifications box, which has a number in it to show whether there are any unread messages.

Reading Previous Notifications

If your Notifications box displays a number other than zero, there are unread messages. Simply tap the Notifications box to see any previous notifications you've received.

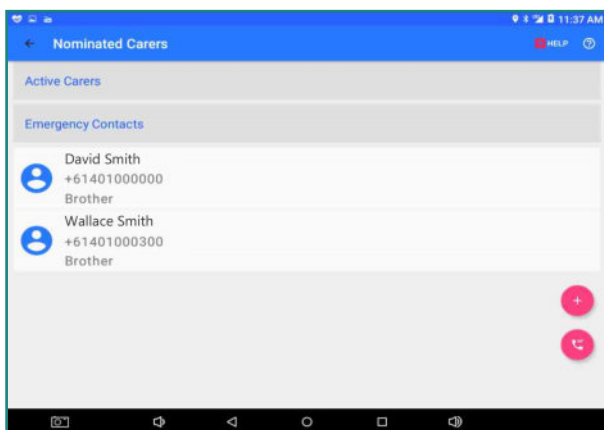
My Contacts



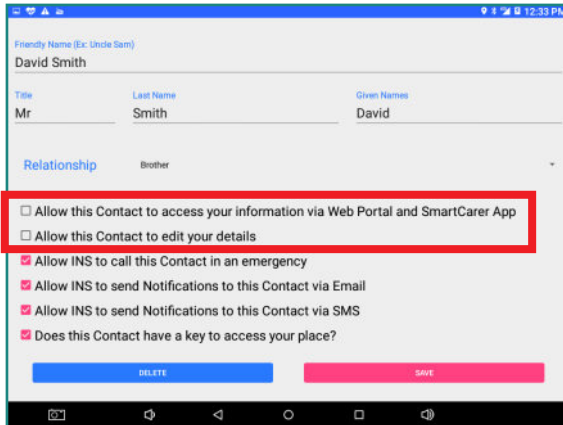
My Contacts lets you manage the emergency contacts that INS LifeGuard has on file for you.

Those listed as **Emergency Contacts** are people we'll notify (with your permission) in an emergency.

Those listed as **Active Carers** are emergency contacts but also have your permission to view or change your personal details, monitor your vital sign measurements, set Geofence alerts, as well as view your alarm history and be alerted to any new alarms in the future. You can grant or withdraw this permission at any time.

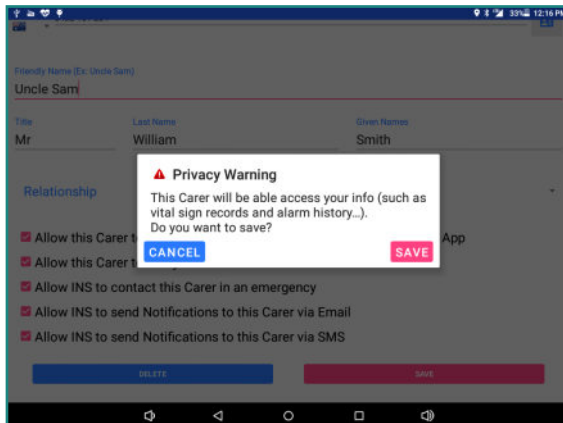


In the example shown above, both David and Wallace are emergency contacts. To grant permissions and change them to an Active Carer, tap on the name of the person you wish to change.

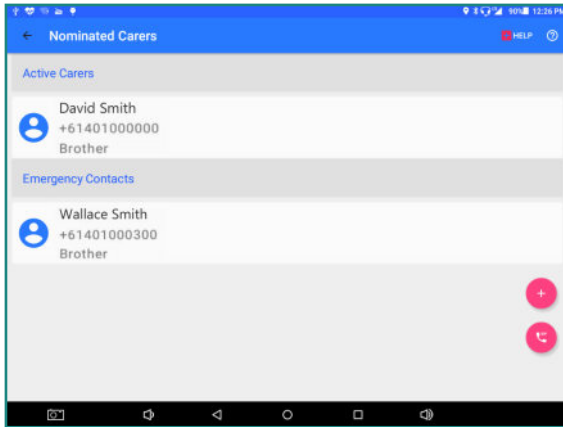


The example above shows that this person can be called in an emergency, and receive communications from INS LifeGuard. It also indicates that he has a key to access your home.

To grant permission to access your information via the Client Portal or LifeGuard SmartCarer app, tick one or both of the first two options above. *The first option lets them view your information – the second lets them make changes.* When finished, tap the **SAVE** button to save your changes.



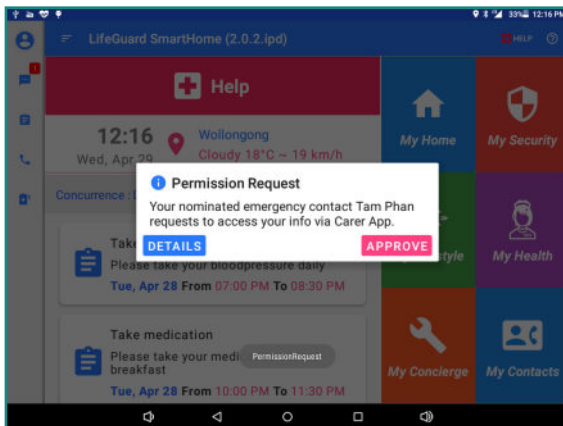
You'll receive a Privacy Warning to confirm that you are aware this person can now access your personal information. Tap **SAVE** to confirm you understand this.



This person now displays as an *Active Carer* in the list.

Receiving Permission Requests

Your emergency contacts can also request your permission directly via our LifeGuard SmartCarer app. If that happens, you'll be notified on the IP Dialler via a pop-up message.



Tap **DETAILS** to view the emergency contact requesting this permission. Follow the instructions on the previous page to indicate which permissions you wish to grant this person.

Or simply tap **APPROVE** on this pop-up to automatically tick the top two permissions (see top picture on previous page).

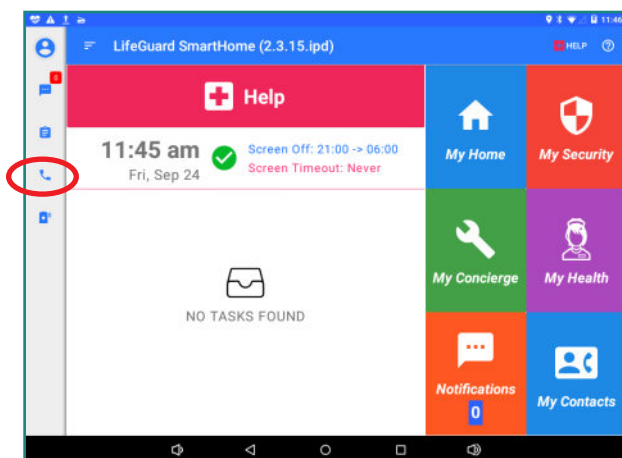
Making Phone Calls

Optional Telephone Service

You can elect to transfer your existing landline telephone number to our optional low-cost Telephone Service.* Otherwise, the SmartHome IPD may only be used for calls to and from INS LifeGuard.

Making a Call

To access the phone dialler simply pick up the handset or press the **Call** button shown below.

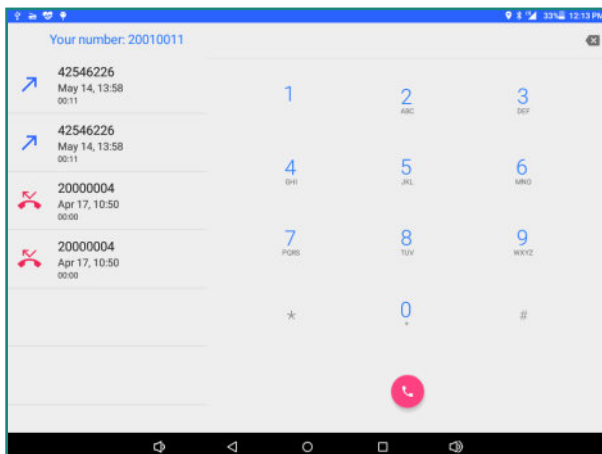


Speakerphone Mode:

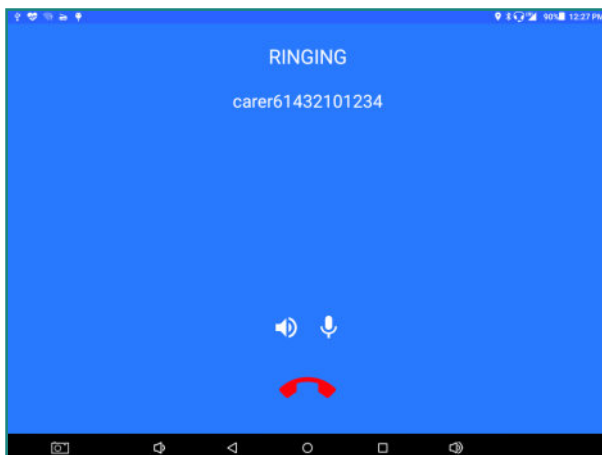
If you wish to use the phone in Speakerphone Mode, either place or answer a call using the onscreen buttons. Do not pick up the handset.

Once you pick up the handset, Speakerphone Mode is disengaged and you must use the handset to continue the call – if you hang up the handset, the call will be disconnected.

This will open the dialler screen shown below. You'll see a log of previous calls, as well as a phone dialler on the right which you'll use to dial phone numbers.



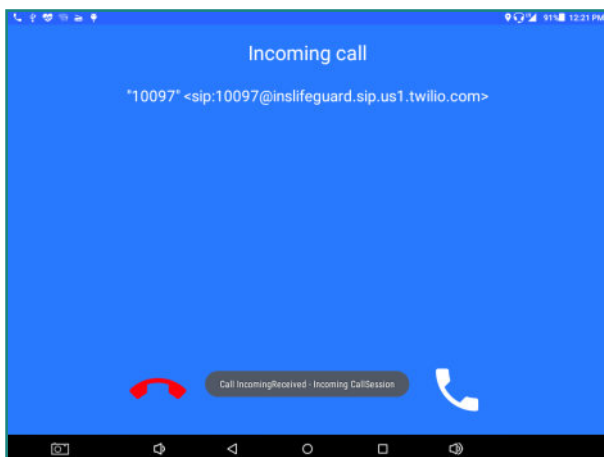
Dial the number, then tap the pink phone button at the bottom of the screen to place the call.



The above screen is displayed while the call is ringing. When the call connects, the word 'RINGING' will change to "Call connected" – press the red phone button at the bottom of the screen to disconnect the call, or you can simply hang up.

Answering an Incoming Call

When there is an incoming telephone call, the following image will appear on the screen of your SmartHome IP Dialler.



To answer the call, you can simply pick up the handset to take the call in private, or press the white phone button on the right if you wish to answer in Speakerphone mode.

To decline the call, press the red phone button on the left.

Optional Internet Browsing Service

Our optional Internet Browsing service can add an internet connection to your IP Dialler for a low monthly fee.*

** Internet Browsing service is optional, additional charges apply.*

LifeGuard SmartMobile app

*If you'd like to be able to take your alarm with you when you leave home, download our **LifeGuard SmartMobile app** from Google Play or the App Store. The app is free, and you can extend your professional monitoring service to the mobile app for six months absolutely free. After that, if you choose to continue, you'll pay a nominal monthly fee. For more information, call 1800 636 226 or visit inslifeguard.com.au/smartmobile-app*

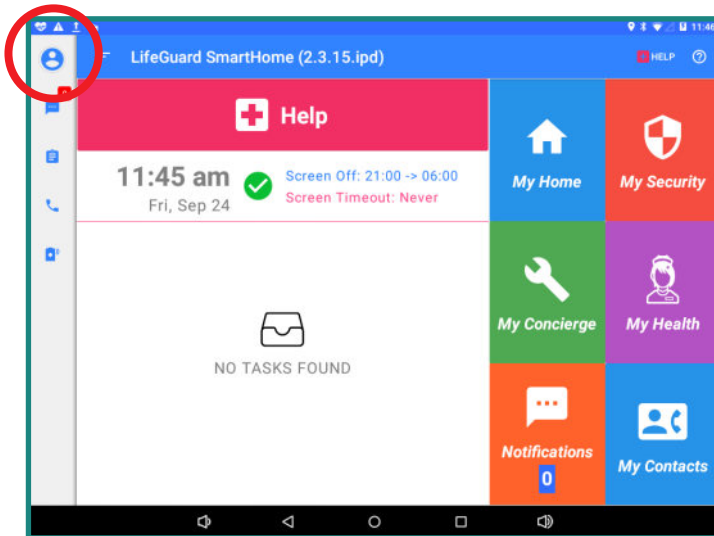
Updating Your Personal Information

If the address or phone number we have on file for you is incorrect, please call us on 1800 636 226 so we can rectify that immediately.

You can now update any other information we hold directly from your IP Dialler at any time, thus eliminating the need to complete paper-based Client Information Forms in future.

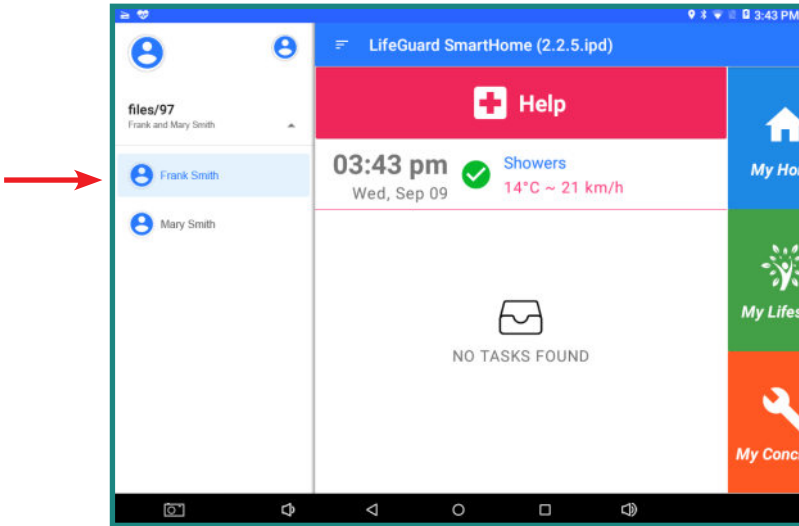
*You or your family / carers can also update your information via our free **Client Portal** or our free **LifeGuard SmartCarer** mobile app (see page 37).*

To update your information via the IP Dialler, tap the round icon at the top left of the screen, which resembles a person.

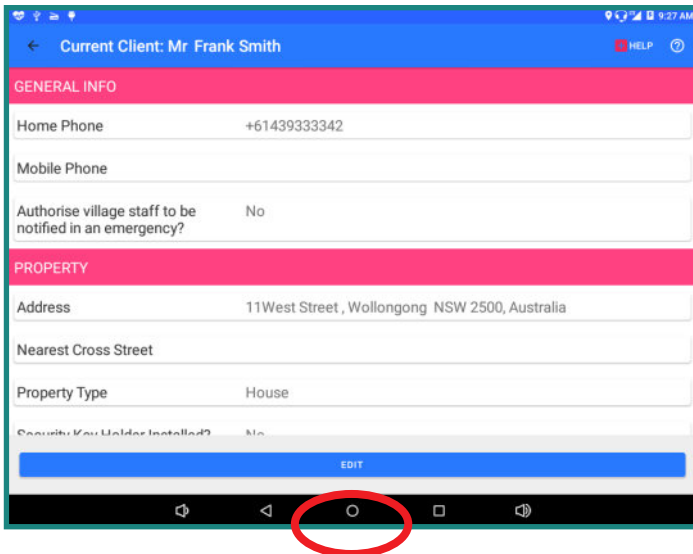


The menu will expand to show the names of all users connected with this particular SmartHome IP Dialler.

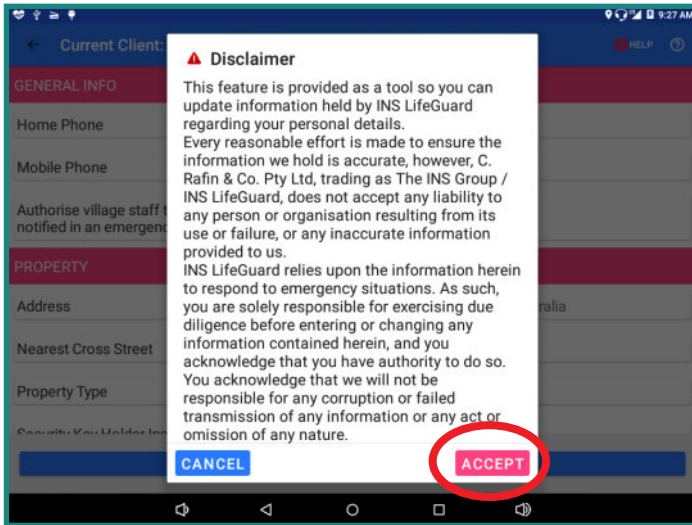
Tap the name of the person whose details you wish to update.



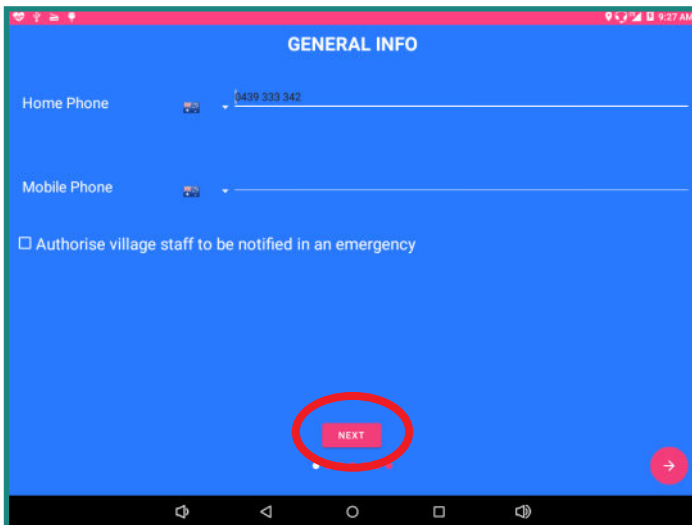
Their client details will open. Tap EDIT on the bottom of the screen to make changes to the information.



The system will display a disclaimer which you must read and accept before proceeding. After reading it, tap the ACCEPT button to continue.

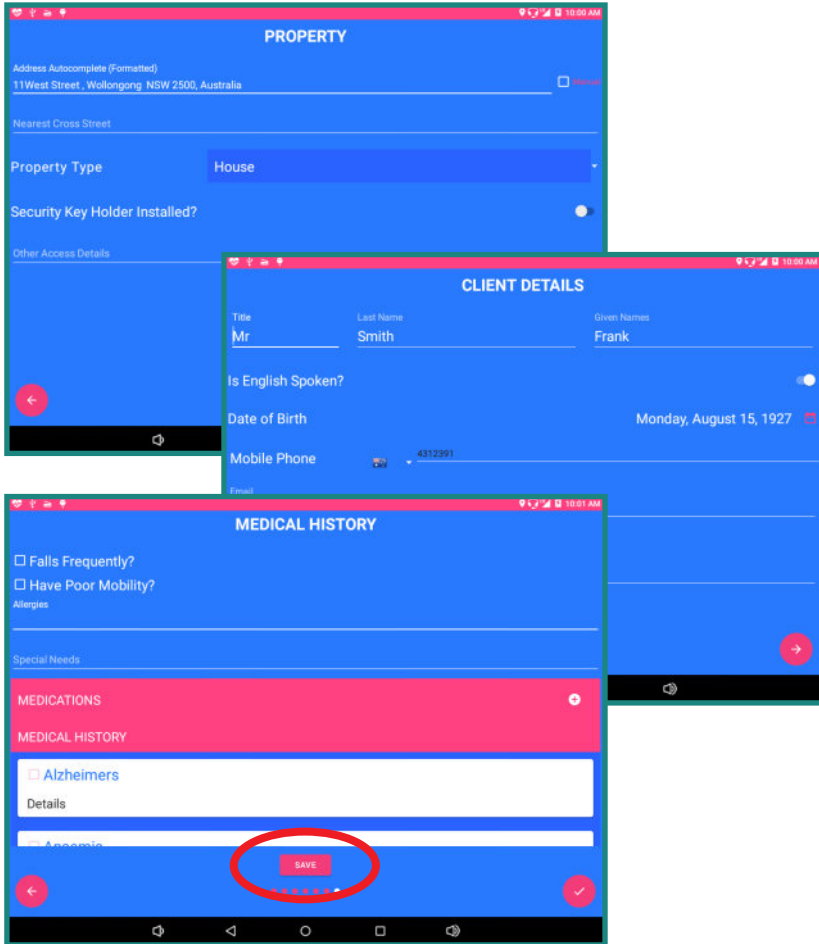


You will then see your information displayed in a series of screens. There is also a box you can tick to authorise us to notify village staff in an emergency (for village residents).



Tap NEXT to continue. You'll be presented with various screens where you can update your information, including your doctor and pharmacy information, and your medical history. Press NEXT to move to the next screen.

Make any changes necessary on each screen, continuing to press NEXT to advance through all screens.



The final screen is the Medical History screen. Tap the Plus (+) sign to the right of Medications to enter any medications you are currently taking. Below that is your Medical History. This screen has many possible medical conditions listed. Put your finger on the screen and press upwards to scroll through them, ticking any that apply to you, and adding more information where required.

When finished changing your client information, press the SAVE button to save your changes.

LifeGuard SmartCarer App

Available for free download via Google Play or iOS App Store

The **LifeGuard SmartCarer** app provides your family and carers with the unique ability to interact with your SmartHome IPD, SmartHome Mate, SmartMobile or SmartWatch alarm system.

This exclusive feature fits into our vision of coordinated, connected care and supported independent living. With your permission, family and carers can access your information, receive alerts, view any vital sign readings, set Geofences, and make or receive calls to the SmartHome IP Dialler.

It's available for free download from the Google Play Store for Android, or the App Store for iOS. As indicated on page 28, you control who can view or edit your information via the LifeGuard SmartCarer app or the Client Portal (see below).

Client Portal

The **LifeGuard Client Portal** is an innovative, secure intranet site that allows clients, as well as their family members or primary caregivers (with client consent), to easily update the information held by INS LifeGuard at any time. It offers such useful features as:

- Update personal details, including home phone and mobile numbers, emergency contact details, etc.
- Update property details and security key holder code
- Edit GP & Pharmacy details, and medical information
- Set-up tasks and reminders to appear on the IPD
- View messages, listen to podcasts, and browse news feeds and other interesting information.

This is a free service, but requires activation. Simply call INS on 1800 636 226 to request access to the Client Portal.

For those who have purchased the LifeGuard SmartHome IPD (the Product), this is your Consumer Product Warranty. We have taken great pride in designing this system and hope you enjoy using it and find it valuable.

Whilst every care has been taken to ensure your Product meets our high quality standards and is fit for purpose in accordance with Australian Consumer Law ('ACL'), we cannot provide an absolute guarantee and issues beyond our control mean we cannot guarantee the hardware or SIM will function as expected at all times.

Mobile network issues may mean on occasion there may only be one-way audio, meaning the nurse may not hear you, or you may not hear the nurse. This is normal, and we'll escalate the call to the next contact number on file for you. In the event we are unable to speak with you, we'll assume it's an emergency and arrange an ambulance for you.

Your Product is covered by this Consumer Product Warranty, which is provided to you by The INS Group, ABN 21 003 640 793, PO Box 485, Unanderra NSW 2526 ("INS").

The rights and entitlements provided to you by this Consumer Product Warranty are in addition to and do not derogate from any rights, entitlements and guarantees provided to you at law. The Product comes with guarantees that cannot be excluded under the ACL, including that the Product has been supplied:-

- Subject to any Title and/or security set out in the Table below. If no security or Title are nominated in that schedule, the Product is provided to you with clear Title and without being subject to security.
- Fit for the purpose disclosed in the Table below.
- With your right to possession of the Product, which cannot be distributed to others without INS's consent.
- Consistent with the model/sample of the Product provided to you, where applicable.

Major Failure

You are entitled to request a replacement or refund for a "major failure", as defined by ACL, and/or compensation for any other reasonably foreseeable loss or damage, if that has caused a drop in the value of the Product supplied to you.

Minor Failure

You are also entitled to have the Product repaired, refunded or replaced at our discretion; if it fails to be fit for purpose and the failure does not amount to a "major failure" under ACL.

Subject to the above, if within the applicable warranty period as set out in the Table below, your Product fails to be fit for purpose and does not perform in accordance with its specifications, INS will, at its cost, repair or replace it.

To make a claim under this Consumer Product Warranty you need to locate your proof of purchase (receipt, tax invoice) and contact INS LifeGuard on 1800 636 226. If your product needs to be delivered to INS LifeGuard you will be responsible for arranging and paying for that delivery and will be liable for the product whilst it is in transit.

We strongly recommend that before you provide your Product to INS LifeGuard you back-up onto an external device any data you have stored on the Product. INS cannot guarantee that the repair/replacement process will not result in the loss, corruption or destruction of that data.

Replacement products or parts will be of the same or better specifications and performance than the product or parts they replace but may be refurbished and not new. Replacement products and parts will have a warranty period of 12 months (new units) or 90 days (refurbished units or parts), or until the expiry of this Consumer Product Warranty, whichever is the later.

This Consumer Product Warranty applies only in Australia to INS products purchased in Australia from The INS Group.

This Consumer Product Warranty does not apply to the extent that the damage to or failure of the product is caused by:

- Use of the product other than for its ordinary and generally accepted purposes;
- Fair wear and tear or cosmetic damage;
- Handling, storage, installation or operation of the product contrary to the instructions, specifications and environmental requirements (including power supply) advised by INS;
- Unauthorised maintenance, repair, disassembly, alteration or modification;

- Misuse, abuse, negligence or accident (e.g. breakage);
- Use of the product in conjunction with any device, accessory or software not approved by INS or any telecommunications network; and
- Spillages of food or liquid, software viruses, fire or acts of God beyond the control of INS.

This Consumer Product Warranty does not apply:

- If the product identification and/or serial numbers on the product have been defaced, altered or removed;
- To the repair or replacement of consumables, if any; or
- To any third party hardware or software.

To the extent permitted by law, INS is not liable for loss, corruption or destruction of data stored on the product, loss of or damage to third party hardware or software, or for any special, indirect or consequential loss or damage.

If on delivery of the product to The INS Group it is found that there is no failure of the product or that the failure is not covered by the guarantees provided by the ACL or this Consumer Product Warranty, INS reserves the right to charge you the reasonable costs it has incurred.

Please note that this consumer product warranty statement is limited to the products set out in the Table below and does not extend to any further or additional accessories for services or products you require from INS. Any additional accessories or products / services acquired by you will be subject to their own warranty terms and conditions.

If you have any questions or require any further information, please contact the INS Group on 1800 636 226 or visit www.theinsgroup.com.au.

Table:

Product:	LifeGuard SmartHome IP Dialler (V1 and V2)
Details of Title:	Clear of Title
Details of Security:	Not subject to security
Disclosed Purpose:	Refer to Contract for Sale of Product, Product Data Sheet and this User Guide for the respective description of Product.
Warranty Period:	12 months or as specified in your Contract / Agreement

The INS Group
 ABN 21 003 364 793
 PO Box 485
 UNANDERRA NSW 2526





Safety Information

Please read this important safety information before you use your device. It contains general safety information for devices supplied by The INS Group and may include content that does not apply to your particular device. Follow all cautions and warnings in this document to prevent injury to yourself or others and to prevent damage to the device.



The term 'device' refers to the product and its battery, the items supplied with the product, and any INS-approved accessories used with the product.



Warning

Failure to comply with safety warnings and regulations can result in serious injury or death.

Do not use damaged power cords or plugs, or loose electrical sockets.

Unsecured connections can cause electric shock or fire.

Do not touch the device, power cords, plugs, or the electric socket with wet hands or other wet body parts. Doing so may cause electric shock.

Do not bend or damage the power cord, or unplug it by pulling on the cord rather than pulling the plug itself. Doing so may cause electric shock or fire.

Do not directly connect together the charger's positive and negative terminals.

Doing so may cause fire or serious injury.

Do not use your device outdoors during a thunderstorm.

Doing so may result in electric shock or device malfunction.

Only use cords and accessories that came with the device and/or those INS has approved for use with the device. INS cannot be responsible for the user's safety when using accessories or supplies that are not approved by INS.

Do not carry your device either in your back pocket or on your waist.

The device may be damaged, explode, or result in a fire if too much pressure is applied to it, and you may be injured if you are bumped or fall.

Do not drop, crush, puncture or cause excessive impact to the device.

This may damage your device, cause it to malfunction, or shorten its lifespan, and may also cause overheating, combustion, fire or other hazards.

Do not store the device near high external pressure, high heat sources or strong electromagnetic radiation sources such as adjacent to microwaves, heaters, radiators, cookers or positioned in direct sunlight.

- The battery may leak
- Your device may overheat and cause a fire
- Your device may malfunction and result in fire or electric shock

Do not store your device in areas with high concentrations of dust or airborne materials.

Dust or foreign materials can cause your device to malfunction and may result in fire or electric shock.

Protect the device from damage.

- Avoid exposing your device and battery to very cold or very hot temperatures. The device must be kept not lower than 5°C and not higher than 40°C.
- Extreme temperatures can damage the device and reduce the charging capacity and life of your device.
- Do not use any cable whose covering is peeled off or damaged, and do not use any charger or other accessory that is damaged or malfunctioning.
- Never place heavy objects on the power cord or on top of the device.
- Do not cover the device or obstruct air ventilation around the device.
- Do not store the device in a closed or confined space.
- Do not store the device in humid environments or near any liquids than can be spilled onto the unit.

In the event of any liquid spill, contamination, or accidental damage (such as dropping the device or accidental exposure to any condition outside of normal operating conditions) do not continue to use the device.

- Do not continue using a device that has been damaged or compromised.
- Immediately unplug the power cord from the back of the device.
- Power down the device by pressing and holding the small orange button on the back of the unit.

- Contact INS LifeGuard on 1800 636 226 to report the incident so we can ensure the device safety and operation has not been compromised before using the device again.

Prevent the small end of the charger from contact with conductive materials, such as liquids, dust, metal powders, and pencil leads.

Conductive materials may cause a short circuit or corrosion of the terminals, which may result in an explosion or fire.

When using a wireless charger, do not place foreign materials, such as metal objects, magnets and magnetic stripe cards between the device and the wireless charger.

The device may not charge properly or may overheat.

Keep away from small metallic objects.

Do not store any small metallic objects near your device as the speaker and microphone in the handset generate a magnetic field, and such objects could be attracted to the mouth cup or ear cup portion of the handset, thus posing a danger to the user when the handset is held to the ear or mouth.

Do not bite or suck the device or any of its components.

Doing so may damage the device or result in an explosion or fire. Children or animals can choke on small parts. If children use the device, make sure that they use the device properly.

Do not attempt to disassemble, modify or repair the device.

- You **must not** make any attempt to open, repair or modify the device for any reason. Any changes or modifications to the device can void manufacturer's warranty and may damage the device or cause fire or explosion. INS LifeGuard will not be held responsible for any damages incurred because of any unauthorised attempt to disassemble, modify or repair the device, including any attempt to replace the battery.
- Your device will alert us if the batteries are low, and we will contact you to troubleshoot and rectify the issue. In most cases, the issue is simply that the device is no longer plugged in or the power point has been turned off, so the battery is not charging.
- If your device requires servicing or repairs, call us on 1800 636 226 and we will advise how to return the device to an authorised INS LifeGuard Service centre.

This unit contains a Lithium-ion battery.

Special caution must always be used when working with lithium-ion batteries. There is a risk of explosion if lithium batteries are replaced with the wrong battery or incorrectly installed.

- Only authorised INS Technicians can service the device or replace the batteries.
- The battery in the device must be replaced every three years by an authorised INS Technician or it may result in failure.
- Do not use any charge adapter other than the one that was provided with your unit.
- Do not handle a damaged or leaking Lithium-Ion battery.
- **NEVER** dispose of the unit in a fire or incinerator as it may explode.



Caution

Failure to comply with safety cautions and regulations can cause injury or property damage.

Do not use your device near other electronic devices.

- Most electronic devices use radio frequency signals. Your device may interfere with other electronic devices.
- Using an LTE data connection may cause interference with other devices, such as audio equipment and telephones.

If you use a hearing aid, contact the manufacturer for information about radio interference.

The radio frequency emitted by your device may interfere with some hearing aids. Before using your device, contact the manufacturer to determine whether or not your hearing aid will be affected by radio frequencies emitted by the device.

For Those with Pacemakers:

Radiofrequency energy from mobile devices and other technologies, including SmartMobile, SmartWatch and SmartTracker, may cause interference with pacemakers and should not be used in close proximity to pacemakers. In particular, note the following precautions:

- **PROPER STORAGE** – avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.
- **PROPER DISTANCE** – hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remains at least 15 centimetres away from your pacemaker.

Do not use your device near equipment that emits radio frequencies or interference, such as radio broadcast equipment, other wireless equipment, microwaves, welding equipment and electric motors. Radio frequencies or interference may cause your device to malfunction.

Do not expose the device to heavy smoke or fumes.

Doing so may damage the outside of the device or cause it to malfunction.

Surge Protection Recommended.

Any mains powered telecommunications equipment can be damaged or malfunction due to surges which significantly increase the voltage being supplied to the device above the rated voltage. In extreme cases, surges may cause a fire in the premises. Telecommunication equipment is particularly sensitive to damage from surges of an electrical nature due to the complexity of the technology.

INS LifeGuard strongly recommends the use of a surge protector with all our devices. A surge protector (or surge suppressor) is an appliance designed to protect electrical devices from voltage spikes. A surge protector attempts to limit the voltage supplied to an electric device by either blocking or by shorting to ground any unwanted voltages above a safe threshold. Bear in mind that not all power strips have surge protection. Those that have basic surge protection built in are typically clearly labelled as such.

Turn off the device in potentially explosive environments.

- Always comply with regulations, instructions and signs in potentially explosive environments.
- Do not use your device at refuelling points (petrol stations), near fuels or chemicals, or in blasting areas.
- Do not store or carry flammable liquids, gases, or explosive materials in the same compartment as the device, its parts, or accessories.

If any part of the device is broken, smokes, or emits a burning odour, stop using the device immediately, disconnect the power supply and turn off the device. Do not use the device again until it has been repaired by an authorised INS LifeGuard Technician

- Broken glass or acrylic could cause injury to your hands and face.
- When the device smokes or emits a burning odour, it may result in battery explosion or fire.
- A damaged or faulty device may not operate as intended.

Comply with all safety warnings and regulations regarding mobile device usage while operating a vehicle.

While driving, safely operating the vehicle is your first responsibility. For your safety and the safety of others, never use your mobile device while driving.



Device Care

Keep your device dry.

Humidity and liquids may damage the parts or electronic circuits in your device. Do not turn the device on if it is wet. If your device is already on, turn it off and unplug from the power point. Then contact INS LifeGuard on 1800 636 226 to report the incident so we can ensure the device safety and operation has not been compromised. Water damage to your device may void the manufacturer's warranty.

Device location:

- Ensure the device is not kept in a wet or humid environment, such as adjacent to the sink.
- Ensure the device is not kept in a confined space. The air vents on the sides of the device must not be blocked and must remain free from any obstruction.

Device testing:

- Test the device once per month to ensure the device is operating as intended. Testing should include a full activation of the device.
- Peripheral devices should also be tested once per month.
- Check all cables are secure and fully inserted.
- Check power supply is available and connected.

General cleaning recommendations for in-home units

- You may use any soft, dry and lint-free cloth (such as microfiber) to remove any dust build-up from the screen and surface of the device.
- Ensure the air vents on the sides of the device are clean and free from any obstructions.
- For more thorough cleaning, the cloth can be dampened slightly with a little bit of mild soap and water or a 50/50 mixture of water and isopropyl alcohol.
- Alternatively, a pre-moistened disinfectant wipe can be used. See the list below for recommended disinfectant products.
- Clean the unit every 3 to 6 months, or whenever needed.



IMPORTANT: Do not apply any liquids, aerosols or cleaning products directly to the device. In the event of any liquid spill onto the device, immediately unplug the DC

power cord from the back of the device and then power down the device. Contact INS LifeGuard on 1800 636 226 to report the incident and to arrange inspection by an INS Technician to ensure the device safety and operation has not been compromised.

Recommended cleaning products:

- Isopropyl alcohol (IPA) solution (using a mixture of 50% IPA or less)
- PDI Sani-Cloth® Plus
- Covidien™ Alcohol Prep pads
- CaviWipes™
- Clorox Healthcare® Bleach Germicidal Wipes
- Total Solutions® Disinfectant Wipes

INS LifeGuard cannot make a determination of the effectiveness of a given disinfectant product in fighting pathogens, such as COVID-19. Please refer to your local public health authority's guidance on how to stay safe from potential infection.

Handle SIM cards, memory cards or cables with care.

- When inserting a card or connecting a cable to your device, make sure that the card is inserted or the cable is connected to the proper side.
- Do not remove a card while the device is transferring or accessing information, as this could result in loss of data and/or damage to the card or device.
- Protect cards from strong shocks, static electricity, and electrical noise from other devices.
- Do not touch gold-coloured contacts or terminals with your fingers or metal objects. If dirty, wipe the card with a soft cloth.
- Inserting a card or connecting a cable by force or improperly may result in damage to the multipurpose jack or other parts of the device.

Malware and viruses:

- Failure to protect your device from malware and viruses may result in damages or loss of data that may not be covered by the warranty.
- Do not download unknown applications or visit untrusted websites.
- Delete suspicious messages or email from unknown senders.
- Deactivate wireless features, such as Bluetooth, when not in use.

Servicing and Maintenance:

The ongoing operation, functionality and safety of the device is subject to and dependent on the end user ensuring that the products are used, maintained and serviced in accordance with the manufacturer's recommendations. In addition, most of our equipment use internal batteries which, along with transmitters, must be replaced at recommended intervals. We recommend the following service timelines:

- **Diallers** (including SmartHome IPD, SmartCaller, SmartLink and Chiptech Units) – serviced 3 yearly
- **Standard Pendants** – must be replaced every 3 to 5 years
- **Mia BT4 Transmitters** – battery can last up to 3.8 years but we recommend replacing every 2 years
- **Fall Sensors** – battery replaced every year
- **Call Points** – battery replaced every 2 to 5 years
- **Smoke Detectors** (those with 9V batteries) – battery replaced every year

Timeframes above are dependent on the number of activations. INS can offer either an on-site service or back-to-base service program. Please contact us **prior** to returning any equipment for servicing.


Storing device when not in use:

When your device is not in use it should be stored with the power pack disconnected.

Correct disposal of the device:

Unless you have purchased the device from INS, it remains the property of INS and must be returned to us when the service is no longer required.

If you do own the device you may dispose of it following these guidelines:

-  This marking on the product, accessories or literature indicates the product and its electronic accessories (e.g. charger, headset, or cable) should not be disposed of with other household waste.
- To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.
- Contact either INS or your local government office for details of where and how you can take these items for environmentally safe recycling.
- This product is RoHS compliant.



INS LifeGuard

Free Call 1800 636 226

www.inslifeguard.com.au