



INS LifeGuard



SmartHome LGX

In-Home Medical Alarm System

User Guide

Customer Feedback

INS LifeGuard values your feedback on our products and services as it helps ensure we maintain quality control standards, and that your concerns are identified and remedied in a timely manner. Our aim is to provide the highest quality of service to you, 24 hours a day, 365 days a year whilst respecting your privacy and confidentiality.

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

You can also complete our Customer Satisfaction Survey online by visiting inslifeguard.com.au/customer-satisfaction

Important Safety Information

Please read our **Safety Information**, which is included in the back of this User Guide on page 19. 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

Troubleshooting / Resetting Unit

Should you encounter any problems using the device, simply reset it by sliding the Battery Switch off (left) and unplugging the device. After a few seconds, plug it back in and slide the Battery Switch on (right). The unit will reset and power up.

You'll find more assistance, including videos, by visiting our **Knowledge Base** (help.inslifeguard.com.au/en/knowledge).

In the Knowledge Base you can search for any topic you need help with, e.g. "LGX", or click on any category to view the available topics.

If you need further assistance, you can reach our Technical Support Team by calling 1800 870 410, or sending an email to lifeguard@theinsgroup.com.au.

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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, such as your birthdate.

Welcome to the LifeGuard SmartHome LGX

The LifeGuard SmartHome LGX is a **Medical Alarm System** that allows you to summon assistance whenever you need it, at any time of the day or night. It receives signals from various transmitters and medical devices via RF, WiFi, ZigBee, Bluetooth† or DECT‡, 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.

Add optional modules and services, such as:

- ***Optional DECT*** – this lets the LGX pair with voice extenders as well as talking pendants and call points, which can be placed around the home for added peace-of-mind.
- ***Home Security Monitoring*** – the LGX can monitor smoke detectors and infra-red security beams (PIRs), which monitor movement in and around your home. Add the optional Home Security Service and the PIR beams can trigger alarms to our Emergency Response Centre where a nurse will take action and even summon the police, if required.
- ***Smart Home Automation*** – optional ZigBee or Bluetooth automation devices incorporated into the SmartHome LGX create a smarter and safer home by automatically turning lights on at night to decrease the chance of a fall, or automatically turning on the heater if there's a sudden temperature drop.

This technology provides easy access to our healthcare professionals, both for emergency response and our optional health-related services, which can help improve your health, and provide greater independence and wellbeing.



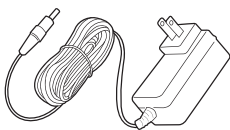
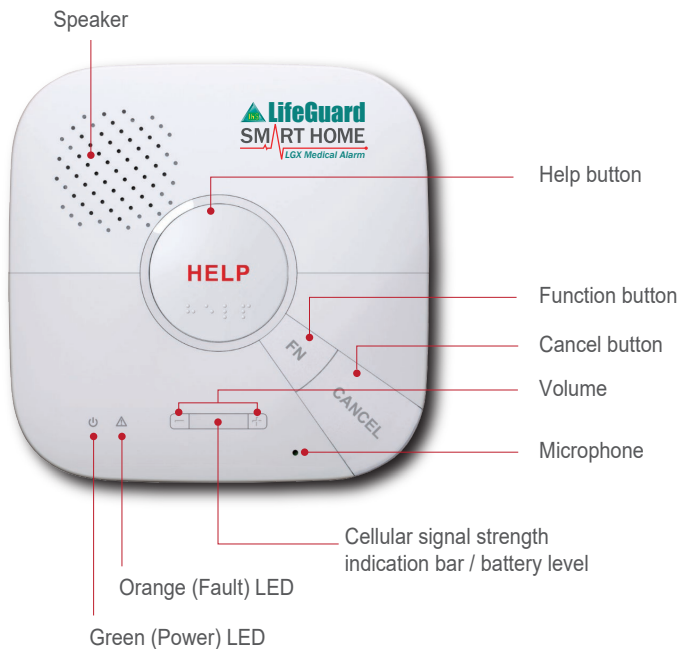
Claude Rafin, Managing Director
The INS Group

Getting Started

The LifeGuard SmartHome LGX was designed to be easy to use; there are no complicated features to learn. If you need assistance at any time, just press the Help button on the LGX directly, on your personal wrist or pendant transmitter, or on a range of other compatible transmitters and devices.

More than one person may use the LifeGuard SmartHome LGX (e.g. both a husband and wife may wish to use it). Multiple personal transmitters can be used with the SmartHome LGX.

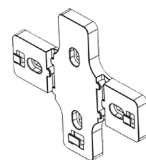
What's in the Box



A Power Supply
(12V/1.5A AC-DC adaptor)



An Ethernet cable



Wall Mount Bracket

Please see page 8.

Installation

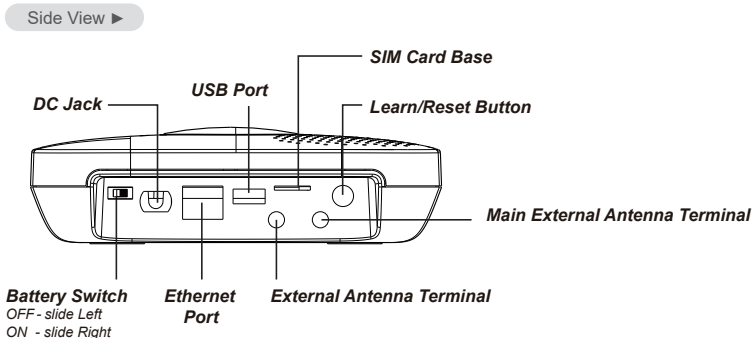
If you have chosen to self-install your system, choose a suitable location for the LGX. It requires the mains power and Ethernet* connections (if using) to be easily accessible. It should not be placed in a damp location, such as a bathroom, or close to a heat source, like a microwave oven, which could reduce signal strength. (Please also read the full safety information at the back of this book.)

The SIM card should already be installed. If not, insert the SIM card in the SIM Card Base (see below) with the chip side facing up. If for any reason the SIM card is changed or removed, please power the LGX off and on again. If a cellular signal fault occurs, please reinsert the SIM card and then power the unit off and on again.

**To connect via Ethernet, plug the cable into the LGX Ethernet port and connect it to your network. If this is your first time connecting via Ethernet or WiFi and it isn't successful, please contact INS LifeGuard on 1800 636 226, as the LGX may require reprogramming.*

Power Supply

Plug the AC power cord into the DC Jack at the back of the LGX, connect the other end into a suitable power point, turn the battery switch ON (slide right), then turn the power point on. The LGX will power on and warm up for a few seconds. After warm-up is complete, the Green Power LED will light and a blue backlight should appear around the Help button to indicate the LGX is now under normal operation.



In addition to the AC power adapter, a rechargeable battery is installed in the LGX to serve as a backup in case of power failure. During normal operation, AC power is used to power the LGX whilst at the same time recharging the battery. It takes approximately 72 hours to fully charge the battery.

NOTE: The Battery Switch must be set to ON to ensure the backup battery is used. If the battery switch is set to OFF, the battery will not charge, and will not serve as a backup power source when there is no AC power. Please ensure the battery switch is always set to ON (to the right, closest to power cord).

AC Power Check-Up

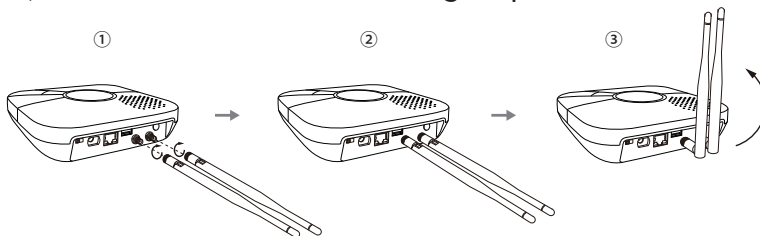
If the AC power fails, the Green LED will flash once every two seconds, and the LGX will advise, “Power failure, check power cord” (if Voice Prompt is enabled). When AC power resumes, the Green LED will turn on steady again and the LGX will advise “Power restored” (if Voice Prompt is enabled).

Low Battery

When the rechargeable battery is below the selected Low Battery threshold of 20% charge remaining, and the low battery condition lasts for 30 minutes, the LGX will send a Low Battery alert to our Emergency Response Centre.

External Antenna Installation

If external antenna are provided to improve signal strength, screw them onto the antenna terminals at the back of the LGX, then swivel the antennas straight up as shown.

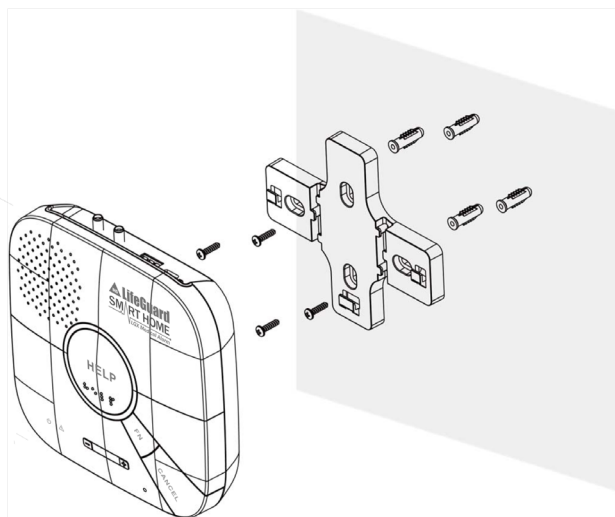


Antennas are generally not required. If added, they will need to be programmed. Please call INS LifeGuard on 1800 636 226 for assistance.

Mounting the LGX

The LifeGuard SmartHome LGX can be mounted on the wall, or wherever desired, using the wall-mount bracket provided. Ensure the LGX is fitted at approximately chest height where the button, microphone and speaker can be easily accessed and operated.

- Use the 4 holes of the Wall Mounting Bracket as a template to mark off the holes' positions.
- Drill 4 holes and insert the wall plugs if fixing into plaster or brick.
- Screw the mounting bracket into the wall.
- Hook the LGX onto the Wall Mounting Bracket (holding the unit with the front facing you).



Wall Mounting Method

Device Management

Any transmitters, accessories or other devices that are supplied with your LGX will already be programmed to the unit. Should you decide to add additional devices in future, they can easily be programmed to your LGX.

Devices are programmed to your LGX using the button on the back of the unit. The LGX supports RF, ZigBee, and Bluetooth devices (optional).

Device Learning

- Under idle mode (backlight around the Help button is blue), press and hold the Learn button on the LGX (see page 6) for 3 seconds. The LGX will emit a beep when button is pressed and a second beep at 3 seconds. Release the button when the second beep is heard.
- The LGX will enter learning mode and the HELP button's backlight will turn purple and begin to flash.
- Press the button on the device you are pairing to transmit a code to the LGX. If learning is successful, the LGX will beep to indicate this.
- After finished learning all devices, press and hold the Learn button for 3 seconds again to exit Learning Mode. (The LGX will exit Learning Mode automatically after 5 minutes of inactivity.)
- To delete a device, you must clear all programmed devices by holding the learn button for 10 seconds. Then follow the steps above to relearn the devices you wish to keep.

Walk Test (Range Test)

After all devices are learned, use the Walk Test function to test the device signal range. This is especially important prior to mounting or installing devices (e.g. call points or PIR beams).

- Under idle mode (backlight around the Help button is blue), press and hold the Learn button on the LGX (see page 6) for 3 seconds. The LGX will emit a beep when button is pressed and a second beep at 3 seconds. Release the button when the second beep is heard.
- The LGX will enter learning mode and the HELP button's backlight will turn purple and begin to flash.
- Move the device to different locations in the home and press the test button to activate it. If the LGX responds with a beep, it means the device is within the operational range.
- Press and hold the Learn button for 3 seconds again to exit Learning Mode. (The LGX will exit Learning Mode automatically after 5 minutes of inactivity.)

Triggering an Alarm

Whenever you need assistance, press the 'Help' button on the front of the LGX, or the button on your wrist or pendant transmitter, call point or other transmitter. Following a pre-alarm period, 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. A nurse will call over the unit via speakerphone. You don't need to be near the unit to be heard.

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.

LifeGuard SmartTracker



With the simple press of a button on this compact alarm, you're in contact with an experienced nurse. The nurse can speak with you via speakerphone and assess the situation. The built-in GPS locator ensures we'll be able to pinpoint your location in an emergency and send help – even if you are not able to respond. It is a stylish pendant that works using the same cellular phone technology as a mobile phone, but without the complicated features. It also functions as a fall detector, and has a docking station for easy charging.

Family & Carer Support

INS LifeGuard provides your family and carers with the unique ability to interact with your INS LifeGuard in-home or on-the-go alarm system.

INS LifeGuardian Connect[®] is a mobile app that allows your family or primary caregivers (with your consent), to easily update the information held by INS LifeGuard at any time. See next page for more information.

LifeGuard Client Portal is an innovative, secure intranet site that provides much of the same functionality as the app.

Both are free to use and form part of our vision of coordinated, connected care and supported independent living.

You control what features others can access, and can grant or withdraw permission at any time. Download the INS LifeGuardian Connect[®] app using the QR codes on the next page.

To activate the LifeGuard Client Portal for yourself, your family member or carer, simply call 1800 636 226.



Elevate Your Safety and Wellbeing

LifeGuardian isn't just another app – it's a mobile alarm that can also provide both preventative and reactive features to ensure your health and safety.

It pairs seamlessly with compatible Apple and Android wearable technology allowing it to detect emerging health patterns that might indicate potential health risks and alert you.



Essentials Plan

- 24/7 Personal Alarm and Emergency Response
- Fall and Crash Detection
- Medical Information & Nurse Chat Line
- Geofence Alerts
- GPS Locator so we can find you in an emergency
- Stay Connected with Family, Village or Care Manager
- User Information & Privacy Control

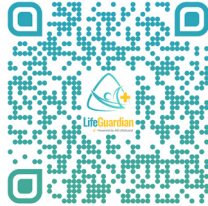
Premium Plan

Includes all Essentials, plus the following:

- Fall Prevention Monitoring
- Critical Vital Signs Monitoring
- Monthly and Scheduled Nursing Reviews
- Concierge Service

Download and try it FREE for 30 days!

Find INS LifeGuardian® in Google Play or the iOS App Store, or just scan the corresponding QR code below with your smartphone's camera to install.



LifeGuardian App
iOS



LifeGuardian App
Android

INS LifeGuardian Connect®

With your consent, family or carers can use our free companion app INS LifeGuardian Connect® to:

- View or update your personal or medical information
- Receive alerts when alarms are triggered
- View reports, including alarm history
- Monitor any vital signs recorded by your wearable device
- Set Geofence alerts and receive notifications
- Set up tasks and reminders

You control these permission settings and can grant or withdraw them at any time via the INS LifeGuardian® app.

Ask your family or carer to scan one of the QR codes below to install this free companion app. They'll need to be an emergency contact and have your permission to use the app.



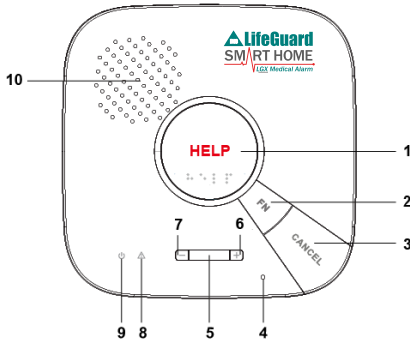
LifeGuardian Connect App
iOS



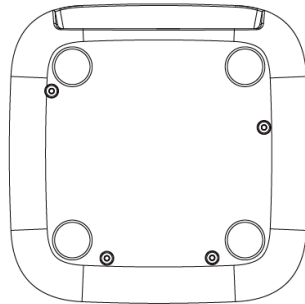
LifeGuardian Connect App
Android

System Overview

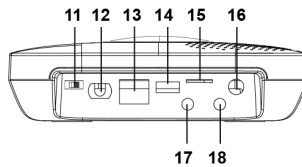
Top View



Back View



Side View



Parts Identification

Button/LED/Component	Behaviour	Function / Indication
1. Help Button (with Backlight)	Press in idle mode	To summon emergency help
	Light Blue backlight ON	Idle mode
	Purple backlight ON	Learning Mode
	Red backlight FLASHES	<ul style="list-style-type: none"> • During Guard time • During Help Arrived Mode
	Red backlight ON	Alarm reporting
	Yellow backlight ON	The inactivity timer is on
2. Function Button	Press once (when "Inactivity Monitoring" is enabled)	To toggle on/off the inactivity timer
3. Cancel Button	Press in idle/normal mode	<ul style="list-style-type: none"> • To reset the inactivity timer • Dials non-emergency call
	Press during Guard Time delay	To cancel the alarm reporting
	Press during two-way mode	To terminate the two-way communication
	Press and hold for 3 seconds in idle/normal mode	To play voice prompt "GSM Signal (1-5)" to announce the GSM signal strength for 1 minute.

Button/LED/Component	Behaviour	Function / Indication
4. Microphone		
5. Cellular Signal Strength / Battery Level Indicator	While LED bar(s) on	Indicate cellular signal strength when AC power is connected. (5 bars - Excellent, 4 bars - Good, 3 bars - Fair, 2 bars - Poor, 1 bar - very poor)
	Orange LED bar(s) flash once every 5 seconds	Indicate the LGX battery level when AC power is disconnected (5 bars - 100%, 4 bars - 75%, 3 bars - 50%, 2 bars - 25%, 1 bar - 10%)
6. Volume Up Key	Pressed once	To increase the speaker volume
7. Volume Down Key	Pressed once	To lower the speaker volume
8. Orange LED	Flashes every 3 seconds	The LGX is low on battery or is having an overvoltage condition
	Flashes every 2 seconds	System has fault: <ul style="list-style-type: none"> • GSM fault (cellular network not registered or SIM card missing) • Device low on battery • Device out of order • Line fault (Ethernet) Jamming has been deactivated
	OFF	System normal
9. Green LED	ON	AC power is on
	Flashes once every 2 seconds	AC power fails
10. Speaker		
11. Battery Switch	Slide the battery switch to ON	The battery will be charged when AC power is connected and serve as a backup power source when AC power is out.
12. DC Jack		
13. Ethernet Port		
14. USB Port	Reserved for factory use	
15. SIM Card Base	Insert your SIM card in this slot	
16. Learn/Reset Button	Press and hold for 3 seconds	To enter/exit learning mode
	Press once	To reset cellular module
17. External Antenna Terminal		
18. Main External Antenna Terminal		

Voice Prompt

The LGX plays voice prompts on important occasions to report its condition or remind you to take a specific action. Information on voice prompts is provided in the chart below.

No.	Voice Prompt	Condition
1.	Emergency call was pressed.	Played once after pressing the Help Button on the Control Panel, Active Button on Panic Button, WTR, Fall Sensor or DECT device
2.	Help call in progress.	Played once every 2-3 seconds during guard time
3.	Help call cancelled.	Played twice when the Cancel Button is pressed during guard time
4.	Alarm received. Please stand by.	Played once upon successful report
5.	Line problem. Check line connection.	Played twice when there is a line problem
6.	Line connection restored.	Played once when the Ethernet connection is restored
7.	Power failure. Check power cord.	Played twice when a power failure takes place
8.	Power restored.	Played once when power is restored
9.	Inactivity timer expiring. Please reset.	Played once every 5 minutes during Warning Period. After Warning Period, the LGX will start reporting
10.	A fall has been detected.	Played twice when a fall sensor is triggered
11.	Fall detection has restored. Cancelling help call.	Played after the reception of a fall sensor's cancel code.
12.	Please wait for the call back.	Played when the system enters the call-back mode.
13.	Nurse arrived.	Nurse arrived
14.	Nurse job completed.	Nurse job completed
15.	You have forgotten to take your pill.	Played once when the dosage is not dispensed by Pill Dispenser after the schedule-dosage event
16.	GSM signal (1-5).	Played for 1 minute when the Cancel Button is pressed and held for 3 seconds in idle/normal mode to announce GSM signal strength
17.	Please take your pill.	Played when it is time for medicine

Consumer Product Warranty

For those who have purchased the LifeGuard SmartHome LGX (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 LGX
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 from date of purchase, or as specified in your Contract / Agreement. 90 days from date of back-to-base service.

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





The INS Group

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 may contain 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, 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