

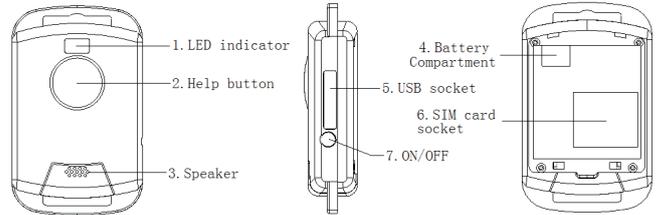


Friends & Family SOS Pendant

Thank you for purchasing the Friends & Family SOS Pendant.

We understand the value of independence. Your Friends & Family SOS Pendant gives you your freedom, while offering friends and family the reassurance you can contact them 'no matter what'.

Small and unobtrusive, your Friends & Family SOS Pendant uses mobile technology, allowing it to work anywhere there is a mobile signal. The neck worn pendant automatically calls three landline or mobile numbers set by you, one after another until answered, then allows you two way conversation through the pendant with the receiver of the call. Once connected, you can alert your friend or family member to your situation. They can take immediate action, whether it be to call the emergency services or a neighbour, or to arrange help with daily chores.



The button is powered by a USB rechargeable lithium battery, offering 30 minutes talk time and up to 6 months standby.

Setting up your Friends & Family SOS Pendant

Your Friends & Family SOS Pendant must be charged for a minimum of 10 hours before use (see Charging the Battery).

Installing the SIM card

1. Remove the back cover.
2. Carefully lift the battery, ensuring the battery cables are not pulled or damaged.
3. Insert your nano sim with the gold contacts facing down.

PLEASE NOTE: Your Friends & Family SOS Pendant will not work if your SIM card has a PIN number assigned to it. Most new SIM cards do not have a PIN number but if you are using a sim from an older mobile phone we would recommend you check this first.

4. Place the battery back in position lying over the sim card.
5. Replace the back cover.

Programming your Friends & Family SOS Pendant

Your Friends & Family SOS Pendant is set up using text messages from a mobile phone. Follow the steps below to do put your pendant into setting mode.

1. Press and hold the ON/OFF button for 3 seconds. A red light will flash on the front of the pendant.
2. Your Friends & Family SOS Pendant will then start searching for the network. Once the network has been found, your Friends & Family SOS Pendant will enter setting mode after a period of around 25 seconds. A red light will flash slowly on the front of the pendant to show it in setting mode. If a red light is flashing quickly it means the pendant is still searching for the network.
3. Once your Friends & Family SOS Pendant is in setting mode you can move into the next step, detailed below.

PLEASE NOTE: Your Friends & Family SOS Pendant will stay in setting mode for around 5 minutes.

Should you require more time to set your Friends & Family SOS Pendant please follow the steps outline in this section again.

Entering your Emergency Numbers

Use a mobile phone to send SMS text messages to the phone number linked to the SIM in your Friends & Family SOS Pendant. In the example below, we will assume the Emergency number you wish to store is a UK number 0123 456789. This must be entered using the international code as (e.g. +44 123 456789).

1. Text *144123456789 to the phone number linked to the SIM in your Friends & Family SOS Pendant to store your first Emergency Number. A green light will flash three times on your Friends & Family SOS Pendant to notify you that each Emergency Number has been correctly stored.
2. Repeat the above process using code *244123456789 for your second Emergency Number.
3. Repeat the above process using code *344123456789 for your third Emergency number.

If you wish to change your Emergency Numbers or change the order, simply re-follow the steps outlined above.

PLEASE NOTE: As a fail safe, you MUST have more than one Emergency number stored. Even if the same Emergency Number is used more than once.

SMS Text Alert for Low Battery

Your Friends & Family SOS Pendant is set by default to send a text message to your Emergency Numbers when the battery in your Friends & Family SOS Pendant starts to run low. Once the SMS Text Alert has been sent the battery in the pendant will last approximately 5 minutes before shutting down.

Should you wish to deactivate this feature please text *SETBC to the phone number linked to the SIM in your Friends & Family SOS Pendant.

To reactivate this feature please text *SETBO to the phone number linked to the SIM in your Friends & Family SOS Pendant.

A green light will flash three times on your Friends & Family SOS Pendant to notify you that SMS Text Alert setting have been stored successfully.

Volume Level Settings

The volume level on your Friends & Family SOS Pendant is set to medium. Low and high options are also available.

To set the volume to low, please text *SETLE1 to the phone number linked to the SIM in your Friends & Family SOS Pendant.

To set the volume to medium (factory default), please text *SETLE2 to the phone number linked to the SIM in your Friends & Family SOS Pendant.

To set the volume to high, please text *SETLE3 to the phone number linked to the SIM in your Friends & Family SOS Pendant.

A green light will flash three times on your Friends & Family SOS Pendant to notify you that the Volume Level Settings have been stored successfully.

Once you have completed the above steps, please press the ON/OFF button on your Friends & Family SOS Pendant to ensure it has exited the Setting Mode. The light will stop flashing to indicate it has correctly come out of setting mode.

Please note that no calls can be made or accepted whilst your Friends & Family SOS Pendant is in setting mode.

Operating Your Friends & Family SOS Pendant

When you press the main yellow SOS button on your pendant it will automatically dial your Emergency Numbers.

1. A red light will flash to indicate the pendant is trying to access the network.
2. A green light will flash three times to indicate the pendant has accessed the network
3. Your Friends & Family SOS Pendant will now automatically start to dial your Emergency Numbers.

How the Friends & Family Pendant calls your Emergency Numbers

Once the pendant accesses the network it will automatically start to dial your emergency numbers.

1. If the call isn't answered by Emergency Number 1 within 30 seconds, the pendant will move onto Emergency Number 2 and, after a further 30 seconds, Emergency Number 3.
2. The pendant will attempt this cycle three times (a total of 9 calls) before returning to standby mode.
3. After a trying all three numbers, the pendant will send an SMS text message to all three Emergency Numbers saying "SOS: I need help".

PLEASE NOTE: We recommend that you ask the holders of your three Emergency Numbers to store the telephone number linked to your Friends & Family SOS Pendant in their phone as an emergency caller.
For example: "Mum - Emergency Pendant" or "Albert - Emergency Pendant".
This will ensure they know its you calling as soon as possible and will also ensure the emergency text they receive will come from your name.

4. When one of the Emergency Numbers answers the call, they will hear the voice message "This is a Friends & Family SOS Pendant, please press 5 on your telephone keypad now to connect the caller".
5. The receiver of the call has 40 seconds to press number 5 on their telephone keypad before the pendant reverts back to calling the other Emergency Numbers as outlined in the first part of the chapter.
6. Once the receiver of the call has pressed 5 on their telephone keypad, a two way telephone call is connected between the wearer of the pendant and the receiver of the emergency call.
7. Should you wish to end or cancel the call via the pendant you should hold the ON/OFF button for 3 seconds.

PLEASE NOTE: Should the pendant reach answer machine service it will not connect the call but will continue to cycle through the Emergency Numbers until it receives a human response.

Charging the Battery

We recommend that you charge your Friends and Family SOS Pendant overnight, next to your bedside. This will ensure you pendant is always charged throughout the day but at your side at night should you need it. To charge the pendant, use the supplied USB charging cable. A green light will flash to indicate the pendant is charging. A continuous green light indicates that the battery is fully charged.

PLEASE NOTE: Your Friends & Family SOS pendant cannot be used whilst charging. Should you need to use it whilst it is charging the USB charging cable would need to be removed prior to use.

Network Reception and Signal Test

The green light will flash on your Friends & Family SOS Pendant every three seconds, to indicate a strong network signal. A flashing yellow light indicates a weaker network signal. The strength of signal can be tested at any time, as follows.

1. Press the ON/OFF button twice quickly. A red light will flash to indicate the pendant is testing the network.
2. The pendant will then report back as follows:
 - A flashing green light indicates that the signal is strong.
 - A flashing yellow light will indicate the signal is normal.
 - A continuous yellow light indicates that no signal has been detected in the last 2 minutes after which the main unit will return to standby mode.
3. To exit the signal test press the ON/OFF button once. The pendant will stop flashing to indicate that you have exited the signal test.

PLEASE NOTE: Try not to use the Network Signal Test too often as it will deplete the power in the battery rapidly.

Pendant Indication Light

Indication	Status	Indication	Status
Red light is on	Low battery, charge battery immediately	Red light quickly	The network is being searched
Green light flashes slowly	Charging battery	Green light flashes every 3 seconds	There is a strong network signal
Green light is on	Battery is full	Yellow light flashes every 3 seconds	There is a weaker network signal
Red light flashes slowly	The pendant is in setting mode	Green light flashes 3 times	The current operation is complete

Troubleshooting

The network cannot be accessed or the pendant will not call...

1. Check if the SIM card has been inserted correctly.
2. Ensure the SIM card does not have a PIN code set.
3. Check the network signal using the instructions above (Network Reception and Signal Test)
4. Check that your Emergency Numbers have been stored correctly by re-storing them (see "Entering your Emergency Numbers").

My pendant seems to be non responsive...

1. Please follow steps below to reset to the pendant.

Resetting your Friends & Family SOS Pendant to factory default

Once your Friends & Family SOS Pendant has been reset, all of its settings will be erased, including your Emergency Numbers. Please follow "Entering your Emergency Numbers" to reprogramme these. Reset your Friends & Family SOS Pendant as follows:

1. Remove and unplug the battery for one minute.
2. Press and hold the ON/OFF button, while reconnecting the battery.
3. A green light will flash on your Friends & Family SOS Pendant to confirm it has been reset to factory defaults.

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Please retain for future reference



