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Release 1.25-001

CT.TS005.003904

**Please read this manual completely and save it for future reference.**

Thank you for choosing LifeLink® Prodigy personal emergency alert system. Prodigy is your reliable link to the outside world if you've fallen and cannot get to a telephone to call for help. Prodigy is packed with well-thought-out features, not the least of which include no activation cost, no contracts, and no monthly fees. Specifically:

- We offer “simplicity out of the box” with “Simply. Smarter.” technology. Only two steps are required to make your Prodigy fully operational -- 1) register at least one Pendant, and 2) program at least one emergency phone number. Simply follow the section titled “Getting Started: Basic Setup”, or follow the Quick Start Guide, and your system will be ready to use in less than 15 minutes.
- Up to eight (8) emergency phone numbers can be programmed to call, even 911.
- Up to twelve (12) Pendants can be registered with the Console.
- Two-way communication capability enhances the ability to exchange critical information during an emergency.
- Prodigy has enhanced range from Pendant to Console offering up to a 500-foot range in open air.
- A “Direct-to-911” function can be initiated by the user if they feel that their emergency may be life-threatening and warrants 911 attention. Using the Direct-to-911 feature, the system bypasses all programmed emergency numbers and contacts 911 directly.
- Prodigy has a number of intelligent operational checks and balances making it the most reliable system available on the market today.
- Prodigy was engineered in the United States, ensuring that only the highest of quality innovation, techniques, standards, approaches, and testing is incorporated into your system.

For a full list of significant features and benefits, refer to the section titled **Overview and Features**. For a review of our design goals and engineering methodology, refer to **Appendix C: Design Goals**.

Note that, within this Guide, the terms LifeLink, Prodigy, and LifeLink Prodigy are used interchangeably. Each is a registered trademark or trademark of Matrix Interactive LLC.

## 1. OVERVIEW AND FEATURES

Your new **LifeLink Prodigy**, referred to within this Guide simply as “*Prodigy*”, is American-engineered with industry knowledge spanning more than ten years. Our engineers, in conjunction with some of the best customer service personnel in the world, have worked together to develop the most effective emergency alert system available on the market today. We’ve leveraged thousands of hours of feedback directly from you, our customers, regarding missing, ineffective and/or unnecessary features of legacy and competitor systems. This feedback has been incorporated into the engineering and design of our state-of-the-art system. We are proud to introduce Prodigy, the “simply smarter” emergency alert system.



Before continuing with this Guide, it is recommended that you review the glossary of terms in Appendix A.

Your Prodigy system’s features include the following:

**Table 1. Key Features of your *Prodigy* System**

CATEGORY	FEATURE	DESCRIPTION
SETUP	Voice-Based Configuration and Status	To facilitate ease of use, all configuration and detailed status checking is done through voice prompts, similar to setting up a voicemail system.
	Optional Remote Setup	While setup can be done locally, if desired, the entire system can be set up from a remote phone. You can also check the status of the system remotely.
	Ease of Setup and Use	Our slogan is “Simplicity out of the Box”. This means that getting your system operational is quick and easy through the “Basic Setup” menu option. Additionally, the design team deliberately didn’t include computer networking technology, USB, cellular, Bluetooth, and other computer-based technologies. Being in the technology field for many years, we have come to realize that technology should match your customer base, and an overabundance of computer technology, often for its own sake, can add unnecessary complexity yet yield little value. For example, some technologies such as GPS, cellular, etc. require a daily battery charge; in our experience, this is a lot to require of our typical customer.

# 1. OVERVIEW AND FEATURES

CATEGORY	FEATURE	DESCRIPTION
CONSOLE	Phone Service Interoperability	Prodigy is designed to work with traditional or digital/Voice Over IP (VoIP) phone services.
	Adjustable Siren/Speaker	The volume level of the siren/speaker is adjustable. Additionally, you can disable the siren altogether. Siren volume sound range, if programmed to sound, is from 30 to 80 decibels.
	Reduced External Components Increasing Durability	Engineers have deliberately reduced the number of visible external components to significantly increase durability. The absence of an external keypad, LCD screen, and antenna are some examples. These components tend to break easily.
	Dual CANCEL and HELP Buttons	HELP and CANCEL buttons exist on the Pendant as well as the Console. This facilitates triggering or cancelling the emergency process from either.
	Two-Way Communications	A built in VOX unit facilitates two-way voice communications on the Console.
	Line Seize Technology	The Console can interrupt an off-hook/busy telephone and seize the phone line to enable an outbound emergency call. Note that this is only possible for a locally-attached phone or phone system such as that with "base+satellite" DECT cordless phone systems.
	Call Progress Feedback	The user can hear the progress of an emergency call (as well as test and notification calls) through the speaker on the Console.
	Internal Flash Memory	Some competing systems lose their configuration if they lose both primary and backup power. With Prodigy, all configuration is saved on internal flash memory.
	Expanded Number of Dialed Digits with Pause Capability	The system can dial up to 20 digits. Additionally, pressing the ★ key when programming your phone number creates a 1-second pause when the number is dialed.
	Power On (Ease) and Off (Difficulty)	The system is engineered to be easy to power on (press and hold POWER ON/OFF for 1 second) and requires intent to power off (press and hold POWER ON/OFF for 5 seconds). This prevents an accidental power off.
	Backup Battery Compartment	In an effort to increase the durability of the system, instead of the damage-prone 9-volt battery "clips", engineers have designed the use of the more durable "contacts".



# 1. OVERVIEW AND FEATURES

CATEGORY	FEATURE	DESCRIPTION
<b>PENDANT</b>	Large HELP Button	In response to complaints that the HELP button wasn't large enough on competitor and legacy systems, the Prodigy pendant has a larger HELP button that will be easier to find and press. It also has a raised "ray" design for ease of use.
	Long Range	916MhZ FSK (frequency shift keying) wireless technology allows for a range from Pendant to Console of up to 500 feet in open air.
	Pendant Water Resistance	Pendant is designed to be used in the shower or bath tub.
	Pendant Supervision	Pendants automatically "check in" with the Console to report their status. Missed status reports or status reports noting a low Pendant battery invoke various notification mechanisms including a flashing LED on the Console, or optionally, making an outbound notification telephone call to the Primary Contact.
	Screwless Pendant Battery Replacement	Screwless Pendant access allows for ease of changing the battery within the Pendant without the need to use small tools and screws which can damage the system, can be lost, are difficult to use for the elderly, etc.
	Optional Wrist Pendant	While the base system comes with a neck Pendant, a wrist Pendant can be purchased separately.
<b>STATUS</b>	Status LEDs	Various LEDs illuminate green if all is well or flash red if there is a problem. For example, if a problem with the phone line is detected, the LINE STATUS LED will begin flashing red.
	Status Voice Messages	Various status voice messages play over the speaker if there is a critical problem that must be addressed. These include such messages as the system running on backup battery, that there is a problem with the phone line, etc.
	Status Notification Calls	Prodigy can be optionally configured to make an outbound telephone call if it is determined that there is a problem with a Pendant or if the backup battery in the Console is low on power.

# 1. OVERVIEW AND FEATURES

CATEGORY	FEATURE	DESCRIPTION
TESTING	Automatic System Tests	The system can be configured to automatically run a system test on a schedule you define. During the test, an outbound test call (or calls) is made. To minimize anxiety on the part of the call recipient, test calls play a test message rather than the emergency message.
	Manual End-to-End System Tests	The manual test button ("RUN A TEST" button) allows you to run an end-to-end system test whenever you want. The manual test simulates very closely the actual emergency process, though a test message is played rather than the emergency message.
	Test Reminder	The "Test Required" LED flashes red if a successful test hasn't been run in 30 days or more (by default). The number of days is configurable from 1 to 30.
911	911 Compliance	Prodigy is fully 911-compliant in all 50 states. If 911 is dialed, by default, two-way communication is immediately opened, and the pre-recorded message is never played. For countries outside of the USA that utilize an emergency number other than 911, the system allows you to program what is known as the "911 Equivalent Number".
	"Direct to 911" function	Pressing the blue HELP button on the Pendant three times within a 5-second period instructs the system to automatically skip all programmed phone numbers and dial 911 (or equivalent) immediately. 911 does NOT need to be in your call sequence to use this feature.
OTHER	Social Safety Alarm	The system can be programmed to require a physical press of the CANCEL button (on the Pendant or the Console) once each day at the specified time in response to an alarm-clock-like sound. If the physical press is not sensed by the system, the system begins the emergency calling process.
	Barking Dog	When the CANCEL button is pressed, by default, a chime is heard on the Console. The system can optionally be set to sound a barking dog. In an effort to ensure a natural-sounding bark, the system cycles through different bark patterns for each press of the CANCEL button.
	FCC and UL Certification	System is UL-listed and FCC certified.

### 2. LIMITATION OF LIABILITY

This section contains a summary of the Disclaimers and Limited Warranty disclosed in full at the end of this Guide. It is important that you read them.

The purchaser agrees, by using this product, to the terms and conditions noted below and in the Disclaimers and Limited Warranty. The purchaser also agrees to read and follow all instructions and warnings on the product as well as those documented within this Guide.

It is the sole responsibility of the purchaser and any user to assure that your Prodigy is installed and programmed properly and that the unit is used and maintained correctly. This includes, but is not limited to, periodic use and/or testing to ensure that your Prodigy, including batteries, is in proper working order, that the unit is located in an appropriate location in the home, that the electrical outlet is supplying power, and that the user has been educated as to the operation and functionality of the product as a whole. Your Prodigy equipment is not designed or guaranteed to prevent any loss or injury. The Disclaimers and Limited Warranty set forth in full at the end of this Guide constitutes the terms of sale and use of the Prodigy equipment (and accessories), and if, notwithstanding these terms of sale and use of the product, there should arise any liability on the part of Matrix Interactive, LLC as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by Matrix Interactive, LLC's negligence to any degree or failure to perform any obligation or strict product liability, such liability will be limited to an amount paid by the Purchaser for the product. Further, Matrix Interactive, LLC has no obligation to assure that calls are made, received, or responded to, nor is Matrix Interactive, LLC responsible for acts, or consequences of the acts, of those responding. Matrix Interactive, LLC provides no monitoring service for this product. It is up to the persons at the numbers called to respond in an appropriate manner.

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### 3. CONSOLE CONTROLS AND INDICATORS

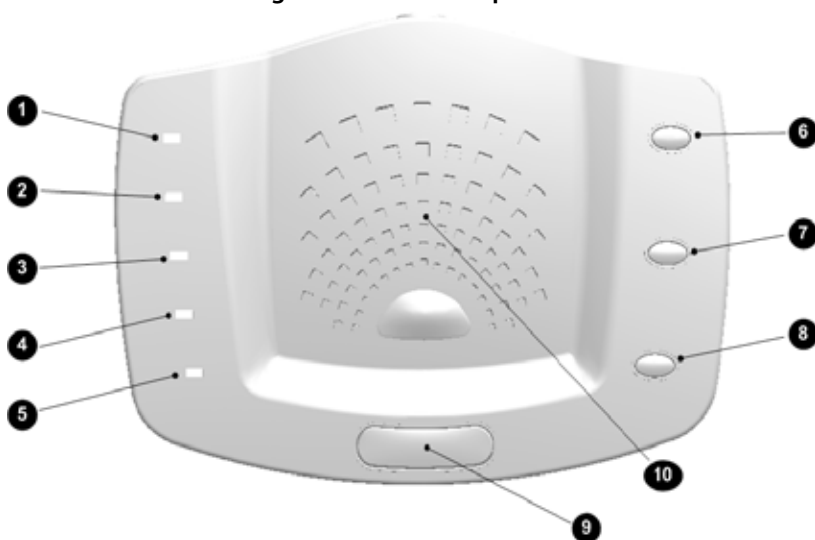
Your Prodigy system is made up of two main components: the system Console, or “Console,” and the neck Pendant, or “Pendant.” Refer to the following sections/diagrams for the location of various controls and indicators of your Prodigy system. These controls are referenced throughout this Guide.

In general, all solid green indicator lights (LEDs) indicate that the system is operating well. Red and/or blinking LEDs are cause for concern and indicate that the system is in need of attention.

#### *Console Top View*

The top view of your Prodigy Console is the most important view, particularly once your system is put into operation. You will note that the top/face of the system is angled or tilted slightly to help ensure that the indicator LEDs are easily seen from any point within a room. The figure below shows the controls and indicators on the top of the Console.

**Figure 1. Console Top View**



See the table below for a description of each of the indicators shown above.

### 3. CONSOLE CONTROLS AND INDICATORS

**Table 1. Console Top Controls and Indicators**

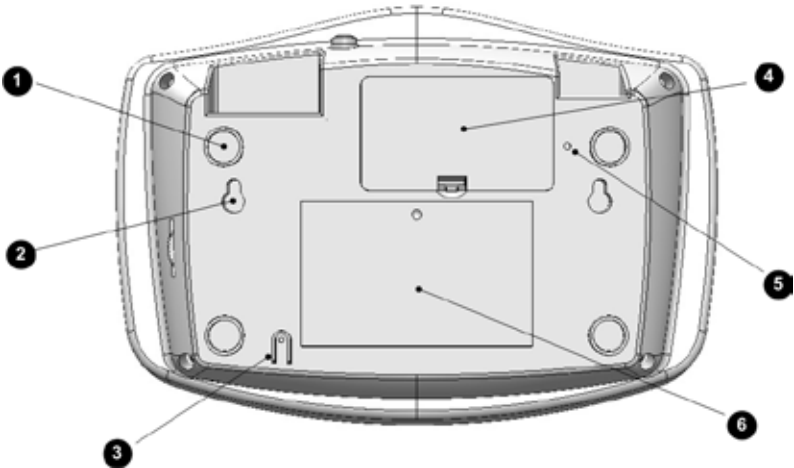
REF #	ITEM	STATUS/FUNCTION
1	AC POWER Indicator Light	<b>Solid Green</b> = AC power OK. <b>Blinking Green</b> = AC power out; system running on backup battery.
2	CONSOLE BATTERY Indicator Light	<b>Solid Green</b> = Console battery power OK. <b>Blinking Red</b> = Console battery power is low and replacement is needed.
3	PENDANT STATUS Indicator Light	<b>Solid Green</b> = All Pendants are operating properly. <b>Blinking Red</b> = At least one Pendant has reported a problem (Pendant is not reporting or the Pendant battery is low).
4	LINE STATUS Indicator Light	<b>Solid Green</b> = Phone line is OK. <b>Blinking Red</b> = There is a problem with the phone line/connection, or the phone line is in use.
5	TEST REQUIRED Indicator Light	<b>Solid Green</b> = A system test is not needed at this time. <b>Blinking Red</b> = A system test is recommended at this time.
6	SETUP Button	Press the SETUP button once to initiate Local Setup Mode. Press the SETUP button twice to initiate Remote Setup Mode.
7	CANCEL Button	Press the CANCEL button to cancel any current function (for example, the emergency calling process). This button functions identically as the small gray CANCEL button on the Pendant.
8	RUN A TEST Button	Press the RUN A TEST button to initiate a system test (referred to as the "Manual System Test".
9	HELP Button	Press the blue HELP button to initiate the emergency calling process. This button functions identically as the blue HELP button on the Pendant.
10	Speaker	This ray-like area houses the internal speaker.

### 3. CONSOLE CONTROLS AND INDICATORS

#### Console Bottom View

The bottom of your Prodigy Console provides access to various system components -- the backup battery compartment, eyelets that allow you to wall mount the system, a reset button, and other features as noted below.

**Figure 2. Console Bottom View**



**Table 2. Console Bottom Controls**

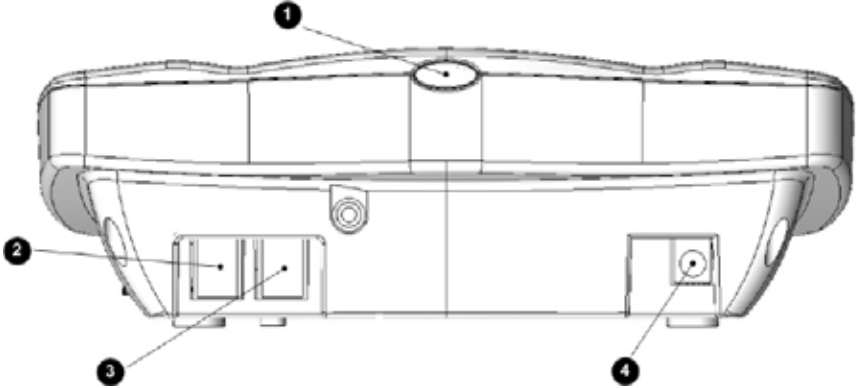
REF #	ITEM	FUNCTION
1	Foot Pads	Rubber foot pads facilitate slide-free (padded) tabletop installation. Table-top placement is typical.
2	Wall Mount Eyelets	Eyelets allow you to wall mount the system if desired.
3	MIC	This is the microphone for the system that allows for two-way communications.
4	Console Backup Battery Compartment	This compartment stores the 9-volt backup battery that the Console uses in the event of an AC power outage.
5	RESET button	This button allows you to reset the system in the event that it appears to be "frozen". This is similar to the reboot function of a computer. This buttons does NOT reset the system to factory defaults, though the system clock is reset to 12:00am.
6	Informational Sticker	General information sticker.

#### Console Rear View

The rear of your Prodigy Console contains the power button as well as all of the ports for connecting your Console to a phone jack, a phone (optional), AC power, and optional external equipment.

### 3. CONSOLE CONTROLS AND INDICATORS

**Figure 3. Console Rear View**



**Table 3. Console Rear Descriptions**

REF #	ITEM	FUNCTION
1	POWER ON/OFF Button	This is the button used to power the Console on or off.
2	TO PHONE	This is the RJ11 jack to connect your home phone to your Prodigy Console.
3	TO WALL	This is the RJ11 jack to connect your Prodigy Console to a telephone wall jack.
4	POWER IN	Supports the AC power supply to power the Console.

#### ***Console Right Side View***

Located on the right hand side of the Console is the volume control knob/wheel which allows you to control the volume level of the speaker inside your Prodigy. The effective volume range is between 30 decibels and 80 decibels. You should be careful not to force the knob past the extreme low and extreme high volume levels to avoid breaking the knob and/or housing. Note that the decibel scale is a logarithmic scale and not a linear scale.

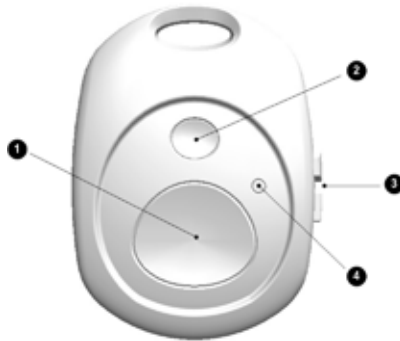


## 4. PENDANT CONTROLS AND INDICATORS

### *Pendant Front View*

The front of the Pendant contains the controls/indicators that allow the user to initiate the emergency call process or to cancel a previously-triggered emergency call process. The Pendant design has been deliberately left extremely simple with only two controls -- the large blue HELP/Emergency button and a smaller gray CANCEL button. Each is described below.

**Figure 4. Pendant**



**Table 1. Pendant Controls and Indicators**

REF #	ITEM	FUNCTION
1	HELP Button	The large blue HELP button on the Pendant is to be pressed to trigger the emergency calling process. As an added feature, if this button is pressed three times within a 5-second period, Prodigy will call 911 directly, skipping all programmed numbers. This is known as the "Direct to 911" feature.
2	CANCEL Button	The small gray CANCEL button is to be pressed to stop/cancel the emergency calling process. This functions identically to the CANCEL button on the Console. You can also use this button to test the connectivity between the Pendant and the Console as well as the power level in the battery within the Pendant.
3	Opposing Thumb Tabs	The opposing thumb tabs allow for ease of opening the Pendant for battery replacement without the need for tools. The Pendant uses a single CR2032 (3-volt lithium) battery.
4	Signal LED	The red LED indicator illuminates after the HELP or CANCEL buttons are pressed. This provides a visual indication to the user that the wireless signal has been successfully transmitted.

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## 5. GETTING STARTED: BASIC SETUP

All users should start with Basic Setup for initial setup of the system. Basic setup is sufficient for a large majority of our users. Then, if you choose, you can configure additional features. Basic setup of your Prodigy should not take more than about 15 minutes as outlined here. For an abbreviated, yet effective, instruction on Basic Setup, you can refer to the Quick Start Guide. In contrast, this section contains the same information as that found in the Quick Start Guide, yet provides additional detail.

For support during setup, you can call us at 610-410-7508 weekdays from 9:00 am to 5:00 pm eastern USA time or send us an email. An email to [support@LifelinkMedicalAlert.com](mailto:support@LifelinkMedicalAlert.com) with a description of your problem may be addressed more quickly than a phone call. You can also visit our support page at [www.LifelinkMedicalAlert.com/support](http://www.LifelinkMedicalAlert.com/support) for the most recent version of this Guide and other documentation, as well as for detailed troubleshooting guides.

if you have problems, please review the “**Troubleshooting**” section within this Guide. Also, please feel free to access our forums for general discussion, tip sharing, etc. Forums can be found at:

[forums.LifelinkMedicalAlert.com](http://forums.LifelinkMedicalAlert.com)




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Setup of your Prodigy is guided by the “Setup Menu” through pressing of keys on your phone. Please see **Appendix D** for a “Quick Key” reference to the entire Prodigy Setup Menu.

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### Step 1: Connect your Prodigy Console




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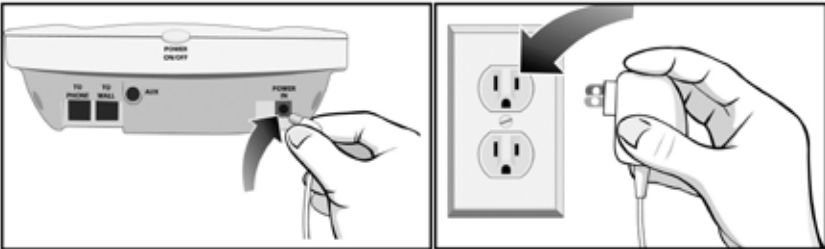
**CAUTION:** The phone jack on the back of the Console labeled “TO LINE” is sensitive to high-voltage spikes from lightning. If you live in an area where electrical storms occur frequently, we recommend that you protect your system with a dual “**Power + Phone**” surge protection device, available at most home stores.

---

1. Select a location for your system Console. Table top placement is optimal, though screw eyelets on the bottom of the unit allow for wall mounting. Ensure that the surface is a hard surface; this allows for unobstructed voice communications through the microphone located on the bottom of the unit.
2. Now, connect the AC power adapter into the back of the Console into the power jack labeled “POWER IN.” **Make sure you DO NOT connect**

## 5. GETTING STARTED: BASIC SETUP

the AC power adapter into the jack labeled "AUX" as this could damage your unit! Next, connect the other end of the power adapter into an AC power outlet in your house that is NOT controlled by a switch. See Figure 5 for an illustration of this step. Note that you will NOT see any LED lights light up until you power your unit on later in this process.



**Figure 5. Connecting Prodigy to AC Power**

3. Insert the telephone cord into the jack on the back of the Console labeled "TO WALL." Connect the other end into a working telephone wall jack. See Figure 6 for an illustration of this step.



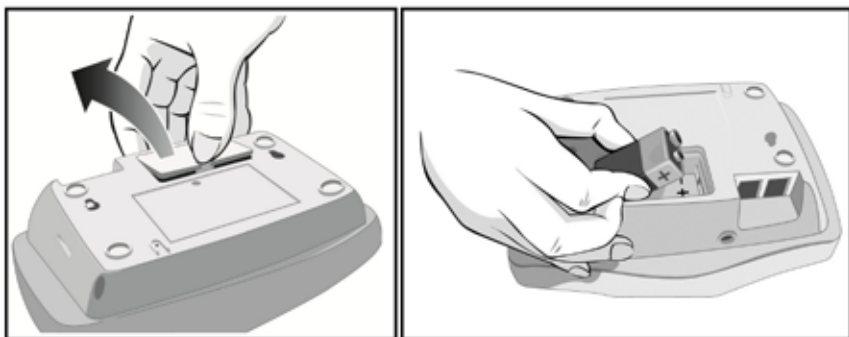
**Figure 6. Connecting Prodigy to Your Phone Jack**

4. Connect a telephone to the back of your Prodigy into the jack labeled "TO PHONE." If you do not have an available phone, skip this step. See Figure 7 for an illustration.



**Figure 7. Connecting Your Home Telephone to Prodigy**

5. Open the battery compartment by depressing the clip with your thumbnail and lifting upward. Then, insert a fresh 9-volt battery (not included) into the battery compartment as shown. Make sure you follow the + and - polarity on the sticker. The 9-volt battery will keep your system operational during a power outage. See Figure 8 for an illustration of this step.



**Figure 8. Inserting a New 9-Volt Battery**

6. Power on your system by pressing and holding the POWER ON/OFF button on the back of the unit for about one or two seconds. The Console will power on and will play a message over the speaker with instructions entering Setup mode.
7. If this is the first time you are programming your Prodigy, minimum

## 5. GETTING STARTED: BASIC SETUP

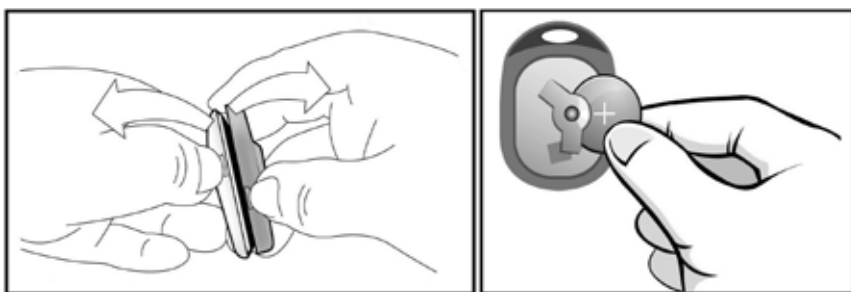
configuration is not yet in place. Minimum configuration requires at least one phone number **and** at least one registered Pendant. To indicate this situation, all indicator LEDs/lights will be blinking on the Console.

### Step 2: Insert the Pendant Battery



**CAUTION:** When inserting the battery into the Pendant, do NOT use tools! Doing so will damage the housing of the Pendant resulting in a non-working Pendant!

1. Separate the halves of the Pendant using your thumbnails on the thumb tabs on the side of the Pendant. See Figure 9 for an illustration of this step.



**Figure 9. Inserting Pendant Battery**

2. Insert the provided 3-volt lithium CR2032 battery with the flat side (marked with a "+" sign) facing up. Close the halves of the Pendant and snap together..

### Step 3: Enter Setup Mode

All setup of your system is done by using the numeric keypad on either a directly-attached (Direct Setup method) or remote (Remote Setup method) telephone. The next sections describe how to enter Setup mode through either method:

#### Performing Setup From a Directly-Attached Phone (Direct Setup)

To perform Direct Setup, you must have a phone attached to the Console. If this is the case, simply pick up this directly-attached phone handset and press the SETUP button on the Console.

#### Performing Setup Remotely (Remote Setup)



In order to use Remote Setup, the system must be connected to a working phone line.

Remote Setup is available with your Prodigy system. Remote Setup is beneficial, for example, if the individual programming the system cannot physically be near the device or if a directly-attached telephone is not available for direct setup.



Note that, once in Setup mode, Setup will time out if a keypress is not received from the phone within 30 seconds. This is done to ensure that the system isn't inadvertently left in Setup mode. While this timeout is just an inconvenience for Direct Setup, remote users may need to re-initiate the setup process by re-coordinating with the system owner if a timeout occurs.

To initiate setup remotely, execute the following:

1. Ensure that the phone line is not in use, and press (or coordinate to have someone press) the SETUP button on the Console.
2. A message will play instructing you to press the SETUP button again within 5 seconds.
3. The remote user then has up to 60 seconds to dial in to the system by calling the phone number associated with the line to which Prodigy is connected. They will immediately be connected to the Setup Menu.

### ***Step 4: Register the Pendant to the Console***



As noted, all programming is guided by a series of voice menu prompts, similar to that of a voice mail system.

1. From the Setup Menu, press **1** for Basic Setup, followed by **1** for Pendants. Then, select option **1** to "Register a Pendant."
2. Follow the voice prompts. For your reference, the blue button on the Pendant is the HELP/Emergency button, and the smaller gray button is the CANCEL button. (See Table 5 for more information).
3. If you are registering multiple Pendants, repeat the above steps to register each Pendant individually.

### **Things to Know About Pendants**

- A maximum of 12 Pendants can be used with your Prodigy system.

## 5. GETTING STARTED: BASIC SETUP

- The lanyard on your Pendant is engineered to break away in the event that it should get caught on something during a fall.
- Your Pendant is engineered to be worn in the shower or bath tub. However, the Pendant is not intended to be submersed in water for an extended period.
- The Pendant and Console use the latest in frequency shift keying (FSK) wireless technology to enhance range and decrease the affects of interference. Your Pendants should have a range of up to 500 feet in open air. However, the operating range of your Pendant depends on many factors including intervening walls, electrical interference, or various appliances such as vacuum cleaners, microwave ovens, mixers, coffee grinders, hair dryers and other sources of electrical noise around the house. The system should cover your typical home and within a typical yard.
- To determine your effective Pendant-to-Console range, you can walk throughout your home and property and press the CANCEL button on the Pendant every 10 feet or so. You will hear a chime (by default) on the Console if you are within range in that area.

### ***Step 5: Program Your Emergency Phone Numbers***



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You need touch-tone telephone service at the location where Prodigy is installed. Because this is virtually 100% the case today, this should not be an issue.

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1. From the Setup Menu, press **1** for Basic Setup, followed by **2** for Emergency Numbers. From there, select **1** to "Add an Emergency Number".
2. Using your phone's keypad, enter your first emergency number exactly as it would be dialed from this location and press the **#** key. For example, if you are programming a long distance number, you typically need to start your number with a "1," so make sure this is programmed into your system as well. After the last digit is entered, press the **#** key on your phone. The number will be saved into memory.
3. Program the remaining emergency numbers per the above instructions. Note that you can program a maximum of eight emergency numbers.
4. To change or review phone numbers, follow the appropriate voice submenus within this menu.





Once minimum configuration has been met, all LED indicator lights will return to their normal state. If any LED is still red, this indicates a problem that must be resolved before moving forward with the installation. For example, if the 9-volt battery is low on power (or inserted improperly), the CONSOLE BATTERY indicator LED will be flashing red.

### Things To Know About Emergency Phone Numbers

- If you wish to use 911 (or equivalent), you should program this number as the last number in your sequence. The reason for this is that, once a call goes to 911, no further calls will be made. Prodigy has done its job. For information on our "Direct to 911" feature (which bypasses all other programmed numbers), please reference that section.
- A maximum of 20 digits can be programmed for phone numbers.
- You can program up to a maximum of eight emergency numbers.
- When entering a phone number, enter it EXACTLY as it would be dialed from the location in which Prodigy is being used. For example, if the number to be dialed is a long distance number, enter the number as you would dial a long distance number from a regular phone from this location.
- If you need to program a pause within the number (i.e. if you need to dial a "9" from a hotel room to get an outside line, for example), each press of the \* key generates a 1-second pause.

### Step 6: Record Your Outgoing Message (Optional)

During an emergency, the person who answers the call will hear your recorded message. Recording your own personal outgoing voice message is optional, however, since a default message will be used if you do not wish to record your own. To record your own message, execute this step.

1. From the Setup Menu, press **1** for Basic Setup, followed by **3** for Recorded Message. Then, select option **1** to record your message.
2. Using your telephone, follow the voice prompts to record your message, pressing the **#** key when done. You DO NOT need to include any home address information, unless you want to, because this information will already be known by all parties, even 911.
3. Note that you can record approximately 20 seconds of speech, but you should try to keep your message under 10-12 seconds or so if possible.

## 5. GETTING STARTED: BASIC SETUP

Two examples of effective outgoing messages are:

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"This is Mr. Brown. I've fallen and can't get to the phone. I live at 42 Barbara Drive in Wilmington Delaware. The lockbox combination is 4856."

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"Hello, this is Edith King. I have had a medical emergency and I need help right away. Please send help now."

---

The system automatically appends the following message onto the end of all personally-recorded messages:

Please press 0 multiple times on your phone to communicate by two-way speakerphone. This message will replay momentarily.

If you like, you can listen to what you've recorded. From the "Recorded Message" menu, press **3** to review.

### Things To Know About Your Recorded/Outgoing Message

- The recorded emergency message, sometimes referred to as the "Outgoing Message," is the message you want the call recipient(s) to hear in the event of an actual emergency.
- You do NOT need to record your own message if you choose not to. In this case, the default system message will be used.
- You have up to 20 seconds of record time if you wish to record your own emergency message. Optimally, you should try to keep your message as short as possible while still providing any necessary information such as person's name, the fact that there is an emergency, and special instructions such as the location of the door key, lockbox combination, etc.
- If your call goes to 911, by default, your recorded message will not play; two-way communications will be established immediately.



**At this point, Basic Setup is now complete and your system is fully operational!** You may wish to consider optional features as described in the next chapter. However, prior to any optional configuration, it is recommended that you run a manual system test. For instructions, please refer to the section titled ***“Testing Your System”*** in the chapter titled ***“Operating Your LifeLink Prodigy”***.

---



Caregivers should strongly encourage the user to try to pay attention to the system's LED indicator lights, if possible. If any light is red, the user should notify someone and/or resolve the problem themselves. A red LED indicator indicates a problem that needs to be addressed. All green means everything is ok.

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## 6. OPTIONAL FEATURES SETUP

Your Prodigy system contains optional features which can be enabled to enhance your use of the system. The following sections describe the procedures for activating the optional features built into the system.

However, before discussing optional features, it is important to review some key terms that some of these optional features are based upon. These key terms include the “Primary Contact”, the “Test Required Interval”, and the “System Clock”. Each is described in the sections that follow.

### *The Primary Contact*

The term “Primary Contact” refers to the telephone number of the individual who is primarily responsible (or who has taken primary responsibility) for the user of the Prodigy system. Setting the Primary Contact is not mandatory. It is only needed if you wish to activate optional features which need the Primary Contact - the Console Low Battery notification and the Failed Pendant Notification. Additionally, test functions (automatic and/or manual) can be set to go only to the Primary Contact, though by default, test calls will follow the emergency calling process.

### *Test Required Interval*

By default, your Prodigy system requires that a test (manual or automatic) be conducted at least once every 30 days. Though we use the term “Test Required” to refer to this, there is nothing in the system’s operation that actually mandates a test; it is more that the system “recommends” that a test be run.

You can modify the number of days that are allowed to elapse before a test is required/recommended. This is known as the “Test Required Interval”. Once the number of days runs down to zero, the TEST REQUIRED indicator LED on the Console will begin flashing red in an attempt to remind the user that a test should be executed. Failure to run routine tests has been found to be a problem area in the use of almost all medical alert systems.

To set or review the Test Required Interval, execute these steps:

1. From the “General Settings” menu option within Setup, select option **2** for “Test Required Interval”.
2. Follow the voice prompts to 1) set the test required interval, 2) review the interval, or 3) review the number of days until the next test is required.

### *Setting the System Clock*

## 6. OPTIONAL FEATURES SETUP

Some optional features are based on a reasonably-accurate system clock, though none actually requires it. An accurate clock is more of a convenience than a requirement. To set the clock, execute these steps:

1. From the “General Settings” menu within Setup, select option **3** for “System Clock”.
2. Follow the voice prompts to enter the system time.

### *Automatic Test Call Setup*

The Automatic Test Call is a test call that will be automatically executed at the time of day you specify. The benefit of the automatic test call is that you do not need to remember to test the system; it remembers to it for you.

To program the Automatic Test Call function, execute these steps:

1. From the Setup Menu, press **4** for “Test Call Setup.”
2. From the “Test Call Setup” menu, press **1** for Automatic Test Call Settings.
3. Follow the voice prompts to add, change, delete, or review the current settings for automatic test calls.



---

By default, your system does not execute automatic test calls. If you activate the Automatic Test Call function, you have the option of overriding the system defaults for the siren and the time-to-call. The default for the siren is to NOT sound the siren during a test. The default time of day to run the test is 10:00am local time.

---

### **Things to Know About Automatic Test Calls**

- The automatic test call will **only** execute if a test is required (if the TEST REQUIRED light is flashing red). A test is required if 30 days or more have elapsed since the last successful test call, the default setting.
- If you wish to have the test call go ONLY to your Primary Contact, you must have the Primary Contact phone number programmed into your system prior to setting this option.
- This function is time-of-day dependent and, therefore, the system must have a reasonably-accurate system clock. Once you set the clock through the Setup Menu, the clock will accurately keep time. The clock will only lose its time if both power sources fail at the same time for more than approximately two days.
- Daylight Savings Time, which is used within the United States, has not been programmed into this version of the system, so please be aware

that test calls could possibly be made 1 hour ahead or 1 hour behind the expected time if the clock is not manually adjusted. Since a 1-hour differential is not a critical difference for this function, this is not a problem.

### ***Notification Setup***

Your Prodigy system offers the capability to make an outbound telephone call to the Primary Contact to inform them of a particular problem (or imminent problem) with the system. These dialout functions are referred to as "Notifications" within the system. While audible and visual alerts are built into the system to let the user know of a problem or situation, these notification calls provide additional assurance that someone outside of the user's home is aware of the situation.

There are three basic kinds of notifications:

- Console Low Battery Notification
- Failed Pendant Notification
- Social Safety Notification

Setup for each is described in the sections that follow.

### ***Console Low Battery Notification Setup***

Your Prodigy system is engineered to be able to run off of the 9-volt battery in the Console in the event that the primary AC house power fails. However, if the backup battery fails along with an AC power outage, the system will not operate. To ensure that this does not occur, while the CONSOLE BATTERY light will flash red, you can set the system to make an outbound telephone call to your Primary Contact.

To program the Console Low Battery Notification function, execute these steps:

1. From the Setup Menu, press **5** for "Notification Setup."
2. From the "Notification Setup" menu, press **2** for "Console Low Battery Notification."
3. Follow the voice prompts to add, change, delete, or review the current settings for this function.

### **Things to Know About Console Low Battery Notification**

- You must have your Primary Contact phone number programmed in order to use this function.
- After this function has been programmed, the notification is automatic if a low battery is been detected, and the call will be made at the pro-

## 6. OPTIONAL FEATURES SETUP

grammed time of day. The default time for the notification is 3:00pm local time.

- This function is time-of-day dependent and, therefore, the system must have a reasonably-accurate system clock. Once you set the clock through the Setup Menu, the clock accurately keeps time. The clock only loses its time if both power sources fail at the same time for more than approximately two days.
- Daylight Savings Time, which is used within the United States, has not been programmed into this version of the system, so please be aware that test calls may be made 1 hour ahead or 1 hour behind the expected time if the clock is not manually adjusted. Since a 1-hour differential is not a critical difference for this function, this is not a problem.

### *Failed Pendant Notification Setup*

Your Prodigy system is engineered such that the Pendant sends periodic status reports to the Console. Among other things, these status reports communicate the power level of the battery in the Pendant. If the power level gets too low, the Pendant is marked as “at risk”, and the PENDANT STATUS indicator light on the Console will flash red.

Similarly, a Pendant is marked as “failed” if the Console does not receive consistent status reports. For example, if a Pendant simply stops working for whatever reason, the PENDANT STATUS indicator light will begin flashing red.

To program the Failed Pendant Notification function, execute these steps:

1. From the Setup Menu, press **5** for “Notification Setup.”
2. From the “Notification Setup” menu, press **1** for “Failed Pendant Notification.”
3. Follow the voice prompts to add, change, delete, or review the current settings for this function.

### **Things to Know About Failed Pendant Notification**

- After this function has been programmed, the notification is automatic if an at-risk or failed Pendant is detected, and the call will be made at the programmed time of day. The default time for the notification is 1:00pm local time.
- If the PENDANT STATUS indicator light on the Console is flashing red -- and you have multiple Pendants -- one of them is having the problem. To determine which Pendant is having the problem, simply press the CANCEL button on each Pendant. The normal chime will sound if the Pendant is OK. Otherwise, an audible message will sound on the Con-



sole indicating that this is the problem Pendant. Obviously, if you get no response from the Console, that Pendant is having the problem.

- This function is time-of-day dependent and, therefore, the system must have a reasonably-accurate system clock. Once you set the clock through the Setup Menu, the clock accurately keeps time. The clock only loses its time if both power sources fail at the same time for more than two days.
- Daylight Savings Time, which is used within the United States, has not been programmed into this version of the system, so please be aware that test calls may be made 1 hour ahead or 1 hour behind the expected time if the clock is not manually adjusted. Since a 1-hour differential is not a critical difference for this function, this is not a problem.

### *Social Safety Setup*

Past experience in the industry indicates that some caregivers wish to have the capability of ensuring that the user presses a button on their system in response to an alarm-clock-like sound that occurs daily. We call this feature the “Social Safety” function.

If this feature is activated, when the time of day programmed into the system for this function approaches, the system will sound the alarm-clock-like alarm. If the CANCEL button (either on the Pendant or on the Console) is not pressed within 15 minutes, the system will execute the emergency calling process as if it were an actual triggered emergency. This function is useful if the user has become unable to press the HELP button on their Pendant to call for help.

To program the Social Safety Notification function, execute these steps:

1. From the Setup Menu, press **5** for “Notification Setup.”
2. From the “Notification Setup” menu, press **3** for Social Safety Notification.
3. Follow the voice prompts to add, change, delete, or review the current settings for Social Safety Notification.

### **Things to Know About Social Safety Notification**

- You should only activate this function if you are sure that 1) the user understands this function and what they are required to do, and 2) the user is home at all times; that is, they will not be traveling overnight away from the Console. If they will be traveling overnight and this function is turned on, you should power down your Prodigy (and take the 9-volt battery out) prior to traveling. Alternatively, you can temporarily turn this function off.

## 6. OPTIONAL FEATURES SETUP

- If the CANCEL button is pressed within the 15-minute period (either on the Pendant or the Console), the alarm clock sound will stop sounding, and the function will be re-scheduled for the next day. If the CANCEL button is not pressed within the 15-minute period, the system will execute the emergency call process.
- Note that this function SHOULD NOT be used as a regular alarm clock as the Console may be too far from the user for the user to hear the alarm bell during sleep.
- This function is time-of-day dependent and, therefore, the system must have a reasonably-accurate system clock. Once you set the clock through Setup, the clock accurately keeps time. The clock only loses its time if both power sources fail at the same time for more than two days.
- Daylight Savings Time (DST), which is used within the United States, has not been programmed into this version of the system, so please be aware that the “wake up” time of day may be 1 hour ahead or behind the given DST begin/end unless the clock is manually adjusted. Since a 1-hour differential is not a critical difference for this function, this is not a problem.

### ***Cancel Button Confirmation Sound: Chime or Barking Dog***

You can change the sound played when the CANCEL button is pressed on the Pendant or the Console. This sound is referred to as the “Cancel Button Confirmation Sound.” By default, when you press the CANCEL button on the Pendant or the Console, the Console will sound a double-chime. Alternatively, you can program the system to sound a barking dog.

To program the sound which plays when you press the CANCEL button, execute these steps:

1. From the “General Settings” menu within Setup, select Option **5** “Override the Cancel Button Confirmation Sound”.
2. Follow the voice prompts to select a chime or a barking dog.



---

Setting the Cancel Button Confirmation Sound to “Barking Dog” may be beneficial for individuals who may wish to ward off potential intruders. Each press of the CANCEL button cycles through one of three different dog bark patterns for a more natural-sounding dog bark.

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If you have selected Barking Dog, and you actually have the occasion to use it, you should use the CANCEL button on the Console rather than on the Pendant. Though both can be used, using the CANCEL button on the Console will save battery power in the Pendant.

---

### ***Override the Default 911 Emergency Number***

Engineers of the Prodigy system recognize that 911 is not the emergency number used for all countries or locations. This option allows the user to override the 911 number; this new number becomes the “911 Equivalent” number. It is important to understand that Prodigy will skip 911 or the programmed 911-equivalent number during test calls.



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Under normal circumstances, you do not need to be concerned with this setting if you will be using your Prodigy system within the United States or Canada.

---

To override the 911 emergency number, execute these steps:

1. From the “General Settings” menu within Setup, select Option **5** “Override the Default 911 Emergency Phone Number for Your Country or Location.”
2. Follow the voice prompts to override the default 911 emergency number.

Additionally, within this menu option, you can override the default setting to either play -- or not play -- your recorded message to 911 or equivalent. By default, your recorded message will **NOT** play to 911. Note that, if you wish to override the default, you should check with your local 911 emergency services personnel to be sure that they authorize a pre-recorded message as part of the emergency call.

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## 7. OPERATING YOUR LIFELINK PRODIGY

This section provides information on the use and operation of your new Prodigy system.

### **Emergency Operation**

#### *Triggering an Emergency: What to Expect*

For all intents and purposes, operating your Prodigy is as simple as pressing the blue HELP button one time on the Pendant or the Console. This is all you, or more importantly the user, really ever absolutely need to know about the system; this simplicity is often comforting to most users of our system.

That said, understanding the process is helpful. As stated, to trigger an emergency, simply press the blue HELP button either on the Pendant or the Console. The siren, if programmed to sound (the default setting will sound the siren) will be heard over the speaker for approximately five seconds. If you have overridden the default, instead of the siren, you will hear five beeps over the speaker for five seconds. After this five-second period, you will hear dial tone, and you will then hear the sound of digits being dialed. The call proceeds.



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You can control the volume of the speaker (and thereby the siren) in your Prodigy using the volume control knob/wheel on the right hand side of the unit. Be careful not to force the volume position past the extreme low and/or extreme high volume levels to avoid breaking the knob. Typically, once set, it is rarely necessary to adjust it.

---

Once the emergency call is answered, the recorded message (or default system message if you didn't record your own message) will begin playing. Note that, depending on how quickly the called party answers, they may only hear the tail-end of the recorded message. This is not a problem as the message will replay after a few seconds.

The following system message will be added onto the end of the user's recorded message:

Please press zero on your phone to begin  
two-way communications.

The called party will press zero on their phone. The called party should understand that they may need to press zero more than once in order for Prodigy to be absolutely sure that an actual person has responded to the call.

## 7. OPERATING YOUR LIFELINK PRODIGY

Two-way communication will then be established, and the called party will hear the following message:

Two way communication has been established.  
Press the star key to end the call.

When the called party wishes to end the call, they must press the **\*** (also known as the “asterisk” or “star”) key on their phone. Prodigy will then hang up and the system will return to standby mode.

### *Direct to 911: Triggering an Emergency Call Directly to 911*

Though the process described in the previous section is sufficient for the majority of emergency situations, there may be times when the user may find it necessary to bypass the normal emergency calling sequence and go directly to 911 (or equivalent). Prodigy is engineered to call 911 directly **if the blue HELP button on the Pendant is pressed three (3) times within a 5-second period**. Doing so instructs Prodigy to bypass all programmed numbers and call 911 (or equivalent) directly, even if 911 is not in the calling sequence.



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It is NOT necessary to have 911 in your calling sequence (your list of programmed numbers) to utilize the “Direct to 911” feature.

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It is important to understand that, depending on the physical and/or cognitive capabilities of the user, you may choose not to communicate this feature, and opt instead to “keep things simple” for the individual using the system.

### *What if the Emergency Call is not Answered?*

If a particular emergency call is not answered, or the call is answered, but the zero key is never pressed (this can happen if an answering machine answers the call) the system will automatically hang up and begin calling the next number in the sequence. If all numbers are called, and the system still has not received the zero keypress, the entire process is repeated until a successful zero is received.

### *Cancelling the Emergency Call Process*

To cancel the entire emergency call process, simply press the CANCEL button either on the Pendant or the Console. You will hear a “double chime” confirmation sound (default setting) on the Console that lets you know that the cancel request was successful.

### *Two-Way Communication*

Once the zero key is pressed by the person receiving the call, two-way communication will be established. However, it is important to understand that the ability of Prodigy to “pick up” the voice of the person in distress depends on simple laws of physics and how well their voice will carry throughout the home. In other words, obviously, a weak voice will not pick up as well as a loud, booming voice. That said, any verbal communication heard should be considered a secondary benefit of the system, with the primary benefit being the fact that an emergency call was made.

### *Disconnecting the Emergency Call*

During an established two-way call, either party can hang up/disconnect the call as follows:

- For the person who received the call, simply press the star key \* on their telephone.
- If the person receiving the call forgets to press the \* key to end the call, Prodigy will automatically disconnect the call and return to standby mode if silence is detected on the line for 30 seconds or more.
- For the person in distress, simply press the gray CANCEL button on the Pendant or the white CANCEL button on the Console.

### **Things to Know About the Emergency Call Process**

- If the system is accidentally triggered, simply press the gray CANCEL button on the Pendant or the white CANCEL button on the Console. This immediately cancels/stops the entire process.
- Once the zero key is successfully pressed by the call recipient, NO further calls are made. Prodigy has done its job.
- If an answering machine answers the call, your system disconnects the call after playing the recorded message twice, since a zero key would not have been received. The system will then automatically move on to the next number in the sequence. If a zero keypress is not received for any of the emergency numbers called, Prodigy re-initiates the full calling process beginning with the first number in the sequence (the number in memory location 1).

### *The Notification Process*

Your Prodigy system has the ability to make an outbound telephone call to the programmed Primary Contact informing them of a failure or imminent failure of a critical system component. The sections that follow describe how each of the various notification processes works.

### *Console Low Battery Notification Process*

## 7. OPERATING YOUR LIFELINK PRODIGY

If you have programmed the Console Low Battery Notification function, the Primary Contact will be called in the event of a situation where the Console's backup battery power level has dropped to an unacceptable level. The system processes the notification as follows:

1. At the programmed time of day, the system initiates the notification call by playing a message over the speaker which informs the user that a notification call is about to take place.
2. The system initiates a telephone call to the Primary Contact, and the Primary Contact's telephone rings.
3. When the Primary Contact answers the call, a system-generated pre-recorded message plays indicating that the backup battery in the Console is low on power. They are instructed to press "0" on their phone to confirm the notification call.
4. Once the Primary Contact presses "0", the system will hang up.

### **Things to Know About Console Low Battery Notification**

- After this function has been programmed, the notification will be automatically executed if a low Console battery condition is detected. The notification call is made at the programmed time of day.
- The notification call will continue daily at the programmed time of day until the problem is resolved.
- This function is time-of-day dependent and, therefore, the system must have a reasonably-accurate system clock. Once you set the clock through the Setup Menu, the clock accurately keeps time. The clock only loses its time if both power sources (AC and backup battery) fail at the same time, and the failure continues for more than approximately two days.
- Daylight Savings Time, which is used within the United States, has not been programmed into this version of the system, so please be aware that outbound calls may be made 1 hour ahead or 1 hour behind the expected time unless the clock is manually adjusted. Since a 1-hour differential is not a critical difference for this function, this is not a problem.

### *Failed Pendant Notification Process*

The Failed Pendant Notification process makes an outbound telephone call to your Primary Contact in the event that the system has detected a failed Pendant or the Pendant has reported a low battery. This function is essentially identical to the Console Low Battery Notification process described above. Refer to this section for details.



### *Social Safety Process*

For information on the Social Safety notification process, see the corresponding section in the “Optional Features Setup” portion of this Guide.

### *Checking System Status*

Your Prodigy has been designed to make it easy to use and, equally-important, to ensure that it is always in good working order. This is made possible through a host of facilities including the use of visual status indicators (LED indicator lights), audible warning messages, and notification calls to outside individuals.

### *Visual Status Indicators*

Visually, if any LED indicator light is red, it is an indication that there is a problem with the corresponding function. The user should understand that, if any LED lights are red, the situation must be resolved either by themselves or through outside help. For example, if the CONSOLE BATTERY indicator light is red, replacing the 9-volt battery with a fresh 9-volt battery will resolve the problem, and the flashing red indicator light will turn solid green.

The LED indicator lights noted in the table below are found on the top/face of the system. As noted, in a normal and healthy state, all indicator LED indicator lights should be solid green. This means that:

- The system is running on AC house power.
- The backup battery in the Console is good.
- The phone line is in good working order (and not in use or off-hook)
- All registered Pendants are successfully reporting to the Console.
- A system test is not required or needed at this time.

**Table 5. Visual Status Indicators**

LED INDICATOR	STATUS
AC POWER	<b>Solid Green</b> = AC power OK <b>Blinking Green</b> = AC power out; system running on backup battery.
CONSOLE BATTERY	<b>Solid Green</b> = Console backup battery power OK. <b>Blinking Red</b> = Console backup battery power low; battery must be replaced.
PENDANT STATUS	<b>Solid Green</b> = All registered Pendants are reporting to the Console and their battery is OK. <b>Blinking Red</b> = At least one registered Pendant has a problem (Pendant not reporting or battery low).

## 7. OPERATING YOUR LIFELINK PRODIGY

LED INDICATOR	STATUS
LINE STATUS	<b>Solid Green</b> = Phone line is OK. <b>Blinking Red</b> = There is a problem with the phone line or the phone line is in use.
TEST REQUIRED	<b>Solid Green</b> = A system test is not needed at this time. <b>Blinking Red</b> = A system test is recommended at this time.

### *Audible Status Messages*

Your Prodigy system will sound various audible warning messages in conjunction with critical status functions. Audible status messages have been engineered for the most critical of functions such as a problem with the phone line or the backup battery is low on power. These audible warning messages are played over the Console's speaker in an effort to provide a second warning mechanism to the user in addition to the LED indicator lights.

#### **Problem with the Phone Line**

In the event of a problem with the phone line, or the phone line is in use or off-hook, an audible message will play every 15 minutes over the system's speaker that informs the user of this condition. There is no specific configuration setting required to turn this feature on or off; the feature is always active if the situation is detected. This feature cannot be disabled.

#### **AC Power Problem**

In the event of a failure of AC power (regular house power), an audible warning message will play every 15 minutes to inform the user that the system is running on backup battery. This is particularly useful in the event that the AC power cord has been accidentally removed from the wall socket. There is no specific configuration setting required to turn this feature on or off; the feature is always active if the condition is detected. This feature cannot be disabled.

#### **System is Running on Battery and Battery Power Level is Low**

In an extended power outage situation, the system will be kept running using the Console backup battery. In the event that the backup battery power level becomes low, an audible warning message will play every 15 minutes instructing the user to replace the backup battery. If this situation occurs, you can simply hot-swap the old battery for a new one and the system will continue operation during the power outage.

There is no specific configuration setting required to turn this feature on or off; the feature is always active if the condition is detected. This feature cannot be disabled.

### Pendant Battery Power Level is Low

In response to the CANCEL button being pressed on the Pendant, if the battery power level is low in the Pendant, an audible message will play over the Console's speaker informing the user of the problem. For information on replacing the battery in the pendant, refer to the section titled "**Changing the Battery in the Pendant**" in the "**Maintenance of Your System**" chapter in this Guide.

### Checking System Status through a Directly-Attached Phone

While system status is evident visually, through observing the LED indicator lights and/or hearing audible messages, it may be beneficial to hear a summary of the system's status. You can obtain a full status of your system through your directly-attached telephone using the "System Status" menu option.

If you do not have a directly-attached phone, refer to the next section for checking status remotely.

To execute status checking, execute the following procedure:

1. Pick up the directly-attached phone, and press the SETUP button on the Console.
2. At the Setup Menu, press **6** for "System Status". Select the system component you wish to review.

### Checking System Status Remotely

For those who either do not have a directly-attached phone or for those who are remote and do not have direct access to visual and/or audible status indicators, remote status checking can be used.



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Note that remote access will time out if a keypress is not received from the phone within 30 seconds. This is done to ensure that the system isn't inadvertently left in Setup mode.

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To execute remote status checking, perform the following procedure:

1. Assuming you are the remote person, call the in-home user and let them know that you wish to check the status of the system. Inform them to press the SETUP button twice in a row after you hang up with them.
2. Then, within 60 seconds, the remote user will dial the phone number of the line to which Prodigy is connected. Prodigy will answer the call and you will be immediately connected to the Setup Menu as if you were local to the system.

## 7. OPERATING YOUR LIFELINK PRODIGY

3. At the Setup Menu, press **6** for "System Status". Select the sub-option of the system component you wish to review.

### **Testing Your System**

#### *Testing Strategy*

It is highly recommended that you adhere to a test discipline whereby you are routinely testing your Prodigy. One of the biggest problems with competitor (and legacy) systems is that the system fails to work in an actual emergency due to a problem that was never identified and resolved. These deficiencies were a motivating factor behind many of the checks and balances built into Prodigy.

One of the checks that you can activate is the automatic test call. Activating this function and observing that automatic test calls are successful will go a long way to ensuring the system will be there for you when it's needed.

While programming the automatic test call function is a sound component to a good testing strategy, there is still no substitute for an actual periodic **manual** test call (initiated by the "RUN A TEST" button on the Console). The execution of a manual test call is the more comprehensive of the two testing methods due to the fact that a manual test is closest to a real emergency operation due to the fact that it tests the full end-to-end process - from the wireless Pendant, to the system, through the public telephone network, and out to the call recipient.

A mix of automatic test calls along with a periodic manual test call could be considered the best testing strategy.

#### *A Note About the TEST REQUIRED Indicator LED*

As noted throughout this Guide, the system requires that a test call (manual or automatic) be conducted at least once every 30 days, by default. While the term "required" is used, it is effectively a "test recommended" indication. It is termed "required," though, to stress the importance of routinely ensuring a successful system test.

The default setting of **30 days** can be modified to any number of days between 1 and 30. This is known as the "Test Required Interval". For example, a Test Required interval setting of "2" would mean that Prodigy would execute a test call every other day. If a successful test is obtained (the call recipient presses the 0 key in response to the test message), the TEST REQUIRED indicator LED on the Console will turn solid green. If a successful test is not obtained during the Test Required interval (30 days by default), the TEST REQUIRED indicator light will begin blinking red.

### *Running a Test Manually*

The manual test call process is the most true-to-life system test, because it tests the full end-to-end process - from the Pendant, to your Prodigy, through to the public phone system, finally to the remote person receiving the call. This test thereby fully-simulates a true emergency. The execution of the manual test call process is as follows.

1. Contact the individual who is first in the call list and let them know you will be running a test. This person will be referred to as your "test partner".
2. On the Console, press the RUN A TEST button.
3. The system will respond by requesting that you press the blue HELP button on your Pendant. Do so. This will initiate the test.
4. The system will begin the calling sequence and will follow the default settings (whom to call, sound the siren, etc). So, by default, Prodigy will sound the siren, and it will call the first number in your emergency call list. Note that, if you wish to change these settings, you can do so through the Setup Menu.
5. Then, over the system's speaker, you will hear the digits that are about to be dialed. The number will then be called.
6. The phone at your test partner's location will ring, and they will answer it.
7. When the phone is answered, your test partner will hear the system-generated test message that informs them to **"Please press 0 to activate two-way communications."** They will do so. You will then hear the message **"Two way communication has been established. Press the star key to end the call."** You and your test partner can now conduct two-way communication.
8. Instruct your test partner to press the ★ key to end the call. Alternatively, you can end the call yourself by pressing the gray CANCEL button on your Pendant or on the Console.



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911 (or equivalent) will NOT be called during a test call (manual or automatic), even if it is in your call list.

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### *Running a Test Automatically*

Through the Setup Menu, you can instruct the system to execute automatic test calls. An automatic test call is one that is initiated automatically by the system with no user action required. This sort of test is beneficial, for example, for those who may be prone to forget to run a manual test or for those who simply wish not to have to remember to run one.

## 7. OPERATING YOUR LIFELINK PRODIGY

By default, if activated, the automatic test call will run every 30 days. The default time of day to execute the automatic test call is 10:00am local time.

The operation of the Automatic Test Call function is as follows:

1. At the specified time of day, the system will initiate the test call.
2. An audible message will play over the Console's speaker informing the user that a test call is about to take place.
3. The system will then begin the test call and will follow the settings that you have programmed through the Setup Menu. By default, the Automatic Test Call process will initiate at 10:00am and will follow your emergency call list. 911, if programmed, will not be called during a test.

### *Things to Know About the Test Call Process (Manual and Automatic)*

- If the number of days since the last test reaches 30 days (by default), the TEST REQUIRED indicator light will turn from solid green to blinking red.
- If an answering machine answers the test call, the system will disconnect the call after playing the message twice since a zero will not have been received. Prodigy will then automatically move to the next number in the sequence, unless the default has been overridden to have the test call go to the Primary Contact.
- Once the test call is answered, and your test partner presses the zero key, no further calls will be made.
- If 911 (or equivalent) has been programmed into the call list, this number will not be dialed during a test call.
- The system-generated message that is played to your test partner will indicate that this is a test call (it is not an actual emergency).
- If the test call is successful (the zero key is pressed by your test partner), the TEST REQUIRED indicator light will go from blinking red to solid green. Another test will not be required for another 30 days (by default).
- You can find out the number of days remaining until the next test is required through the "General Settings" menu option, submenu option #2, "Set or Review Test Required Interval".

## 8. MISCELLANEOUS FUNCTIONS

### ***Power On***

To power on your LifeLink Prodigy, press and hold the Power On/Off button (located on the back of the unit) for at least 1 second. For new installations, after Power On, all LEDs will flash indicating that minimum configuration has not yet been met.

### ***Power Off***

Typically, you will always want your Prodigy to be powered on. However, there are certain circumstances where you may wish to power the unit off. For example, if you will be storing the unit, and it will be unused for an extended period, a power off is appropriate.

Prodigy engineers have deliberately designed the “Power Off” operation such that the action requires clear intent to power the unit off (an accidental bump of the button will not power the unit off). To power off your LifeLink Prodigy, press and hold the Power On/Off button (located on the back of the unit) for at least 5 seconds until you hear the audible message “Goodbye”. All LED indicator lights go out.

After powering off, you should remove the unit from AC power and the phone line. You should remove the 9-volt battery as well.

### ***Reset/Reboot***

In the event that your system appears to be frozen or hung, one or more LED lights are either out or flashing randomly, or the system just seems to be acting strangely, it is possible that the system may have caught a voltage spike either through the phone line or the power line. In these cases, you can reboot your system, similar to that which you would do for a computer. To do this, take a paper clip, tooth pick, or similar tool, and insert it into the hole on the bottom of the Console labeled “RESET.” Press and hold the reset button for about 5 seconds, then release. The system will reboot. Note that this function does NOT affect the configuration of your device; it merely reboots the system. However, the system clock will be reset to 12:00am after a reset function. So, if you use functions that use the system clock, like automatic test calling, notifications, or social safety, for example, you should reset the clock to the correct time after a reset function.

### ***Using a Telephone That is Connected to Your Prodigy***

If you wish to use a telephone with your Prodigy for making phone calls, simply connect it into the jack on the back labelled “TO PHONE”. Once connected, you

## 8. MISCELLANEOUS FUNCTIONS

can use the phone as you normally would. Your phone will even work if your Prodigy Console is powered down.

### *Line Seize Functionality*

Prodigy has the ability to take control of, or to “seize”, your phone line and make an emergency call in the event of an accidental off-hook situation or if the phone line is otherwise in use within the home. The only restriction to the use of this function is that the phone in use must be the one connected to Prodigy. To ensure that this restriction is met, we suggest purchasing a multi-handset cordless phone system. These systems have a **Master** phone handset and one or more **Satellite** phones. Once purchased, all you would need to do is to connect the Master to your Prodigy Console and you are done. In this way, if any of the phones in the cordless phone system are left off hook anywhere in the house, Prodigy will be able to seize the line and make an emergency call.

### *Reset to Factory Defaults*

You can reset your system to factory defaults by selecting the “System Status” option from the Setup Menu and select **0** to reset the system to factory defaults. See “**Appendix B**” for factory default settings.



### 9. PRODIGY OPERATION DURING A POWER OUTAGE

Your Prodigy system is designed to continue operating even in the event of a power outage. However, this assumes that your phone service stays active during a power outage. Many voice over IP (VoIP) or digital phone services have a limited availability due to their battery restrictions. If your phone service is considered a digital/VoIP phone service such as Comcast, Verizon FIOS, Brighthouse, etc., check with your provider for operation of the phone service operation during a power outage.



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**CAUTION:** If you are using a standalone VoIP service such as Vonage, Ooma, MagicJack, Nettetalk, etc., Prodigy's ability to make a phone call is completely dependent on the availability of your Internet connection. If you are using a standalone VoIP service, you should consider activating automatic test calling so that you are aware of any outage. In fact, a daily test would not be unreasonable. Additionally, you must ensure that you have successfully registered your VoIP service location/address with 911. Most VoIP providers mandate that you do this.

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#### ***LED Indicator Lights During a Power Outage***

In an effort to retain backup battery power during a power outage, all LED indicator lights go dark/out except for the AC POWER indicator LED, which will blink green.

#### ***Audible Voice Message Warning During a Power Outage***

During a power outage, the system will play a voice message every 15 minutes informing the user that they are running on backup battery power. This is also a useful feature in the event that the system has been accidentally removed from AC power.

#### ***For Extended Power Outages***

Your Prodigy will remain powered up and operational using a 9-volt backup battery for up to 20 hours, assuming a fresh/new battery. However, there can be times where an extended power outage occurs. In preparation for such events, we recommend keeping a supply of fresh 9-volt batteries on-hand. Also, check with your phone service provider for their runtime in an extended power outage situation. For most voice over IP phone service providers, their equipment will run out of backup power well before Prodigy will. It may be a good idea to request extended battery power for your phone equipment from your provider. Optimally, switching to a traditional phone service will ensure that your phone line is always active -- even during an extended power outage -- since the backup battery (and diesel generator) is within your phone company's central

## 9. PRODIGY OPERATION DURING A POWER OUTAGE

office instead of within your home.

### ***After a Significant Power Outage***

After a significant power outage and/or phone outage has been experienced, it is a good idea to be sure that your phone service has been restored by picking up the phone attached to your Prodigy to ensure that you have dial tone. If you do not, your Prodigy system may have been put into a “protect” mode. To resolve this, disconnect the phone wire from the “TO WALL” jack on the back of your Prodigy, power down the Prodigy, remove AC power, then press RESET on the bottom of the system. After a few minutes, reconnect everything and power up. Now, check that you have dial tone on your phone. If you still do not, consult with your phone service provider.

Note that, because you have pressed the RESET button, you will need to reset the system clock if you are using clock-dependant functions such as Console Low Battery Notification, Social Safety, etc.

## 10. MAINTENANCE OF YOUR SYSTEM

### *Changing Batteries*

#### *Changing the Console Battery*

Because you need to gain access to the underside of the Console to change the 9-volt battery, you should disconnect the wire leading to your telephone wall jack prior to changing the battery. This way, if you accidentally activate the unit, it will not actually call anyone.

Execute these steps:

1. At your phone wall jack (not at the Prodigy Console), disconnect the phone wire from the wall jack.
2. Remove the cover from the 9-volt battery compartment. You will need to use your thumbnail to depress the latch of the compartment.
3. Remove the old 9-volt battery using your index finger. Do NOT use tools.
4. Insert a fresh 9-volt battery and replace the cover to the battery compartment. Ensure you note the "+" and "-" contacts to be sure the battery is inserted correctly. If the battery is inserted correctly, and the battery is good, the CONSOLE BATTERY indicator LED will turn solid green.
5. Re-connect the phone wire at the wall jack.

If you do accidentally trigger the system, this is not a problem. Simply press the CANCEL button on the Console or the Pendant to cancel the emergency call process.

#### *Changing the Pendant Battery*



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Your Prodigy Pendant uses a single 3-volt lithium CR2032 battery.

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You will know that you need to change the battery in your Pendant, because the PENDANT STATUS indicator light on the Console will be flashing red.

If you have multiple Pendants, you need to determine which Pendant is having the problem. To determine this, simply press the CANCEL button on each Pendant. If there is no response from the Console, this is the Pendant that needs attention. If the Pendant is still working, but the battery is low, an audible message will play on the Console in response to the CANCEL button being pressed

## 10. MAINTENANCE OF YOUR SYSTEM

indicating that this is the problematic Pendant. If, instead, you hear the default chime (or barking dog depending on what you've programmed), this Pendant is operating properly.

To change the Pendant battery, follow this process:

1. Carefully separate the two halves of the Pendant housing using your thumbnails and the opposing thumb tabs. **Do NOT use tools of any kind to assist with separating the halves as this will damage the Pendant housing resulting in an unusable Pendant.**
2. Remove the old battery, and insert the new CR2032 battery with the flat side (marked with a "+") facing up. Close the halves until they snap into place.

You will hear a beep on the Console, and the PENDANT STATUS indicator light will turn from flashing red to solid green if the new battery is good and inserted with the correct polarity.

### ***Pendant Use in the Shower or Bath Tub***

Your Prodigy Pendant has been engineered to be water-resistant, which means that it has been tested to be safely worn in the shower or bath tub. It is capable of repelling water that results from incidental splashing. The formal level of water resistance is defined as "IPX5" as outlined within the international standard IEC 60529.

### ***Cleaning***

Never use any cleaning solution or solvent to clean your Prodigy Console and/or Pendant. Instead, use a slightly moistened cloth (not wet) or an anti-static cloth to clean your system. Never use a completely dry cloth, as electrostatic charges could damage the electronics in the system. Ensure that no moisture penetrates into your system through openings in the housing (particularly on the "ray" speaker area of the Console). This can result in damage to the device.

## 11. TROUBLESHOOTING AND TECHNICAL SUPPORT



For more up-to-date and comprehensive troubleshooting information, please visit [www.LifelinkMedicalAlert.com/support](http://www.LifelinkMedicalAlert.com/support).

### *What if I Can't Get Prodigy to Work?*

#### **Step 1: Check the Pendant**

Press the CANCEL button (the gray button) on the Pendant. The red LED indicator light on the Pendant should light up. Did you hear a chime (by default) on the Console? If not, the Pendant may not be registered to the Console. To register, from the Setup Menu, get into Basic Setup. Select the option to register a Pendant. If you cannot register the Pendant successfully, replace the battery in the Pendant and repeat the registration process. Also, ensure that the battery is installed with the "+" sign facing upward.

Now press the CANCEL button on the Pendant. If you hear a chime/beep on the Console, go to Step 2.

#### **Step 2: Check the Connections on the Console**

Make sure the AC POWER indicator light is solid green on the Console. Also, make sure the LINE STATUS indicator light is solid green. If it is red, this indicates that the phone jack to which the Console is connected is not operational. If you are sure that the phone jack is operational, replace the telephone cord with a new telephone cord. Do not continue on until the LINE STATUS indicator light turns solid green.

#### **Step 3: Check Your Phone Numbers**

It is possible that your phone numbers have been programmed incorrectly. It is important to know that you **MUST** program the telephone numbers exactly as they would be dialed from a regular telephone at this location. You will know that the number is entered incorrectly through the feedback you hear over the speaker during a manual test call, i.e. "The number cannot be completed as dialed," or "Your location cannot dial long distance numbers," or whatever the message happens to be.

#### **Step 4: Reset to Factory Defaults**

If, after trying the above, you still cannot get the system to work, reset your system to factory defaults. To do this, from the Setup Menu, select the "System Status" option, and then select option **0** to reset the

## 11. TROUBLESHOOTING AND TECHNICAL SUPPORT

system to factory defaults. See **Appendix B** for factory default settings. When done, set your system up as if you just received it new.

### **Step 5: Reset/Reboot the System**

If all of the above fails, reset/reboot your system by taking a paper clip, or similar tool, and insert it into the hole on the bottom of the Console labeled "RESET." Press and hold for about 5 seconds. Note that the system clock will be reset to 12:00am after a RESET function; so, if you use functions that use the system clock, like automatic test calling, notifications, Social Safety, etc, you should set the clock to the correct time.

### ***Your Phone Service is Tied Up after Phone System Outage***

In the event that your phone seems to be tied up after you lose phone service, your Prodigy may be in a "protect" mode. To clear this, disconnect the wire leading to the "TO WALL" jack on the back of your Prodigy. Then, power down your unit by pressing and holding the Power On/Off button for 5 seconds. Then, wait a few minutes, power up, and reconnect your phone wire.

### ***Prodigy with DSL Service***

If your home has DSL phone service, you need to use a DSL filter in line between Prodigy and your phone jack, or Prodigy **WILL NOT WORK**. This filter can be obtained from a local electronics supplier (i.e. Radio Shack) or from your DSL service provider. See the illustration.



In this setup, your DSL filter connects into your phone jack. Your Prodigy then connects into the jack on the other end of the DSL filter. Optionally, you can connect a phone into the jack on the back of your Prodigy labelled "TO PHONE".

### ***Prodigy Doesn't Recognize the "0" Key***

If the call recipient is pressing the "0" key and the system is not recognizing the 0, you may need to press 0 up to 5 times to overcome potential noise or interference on the line. Please ensure the individuals on the emergency call list are aware of this. If you have DSL phone service at the house where Prodigy is installed, you need a DSL filter inline between the Prodigy Console and the telephone wall jack.

### ***Prodigy Won't Roll Over to the Next Number***

See the section above noted as "**Check Your Phone Numbers**".

### ***For Detailed Troubleshooting Information***

If you are unable to resolve your problem per the above information, please visit [www.LifelinkMedicalAlert.com/support](http://www.LifelinkMedicalAlert.com/support) for detailed troubleshooting

## 11. TROUBLESHOOTING AND TECHNICAL SUPPORT

information.

If your Prodigy is still not working and you cannot find a resolution using our online support page or forums, contact our technical support staff at 610-410-7508 between the hours of 9:00am and 5:00pm eastern US time.



## 12. THE FCC WANTS YOU TO KNOW

This device complies with Part 15 and Part 68 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

### ***FCC Notice***

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 and Part 68 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



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The Federal Communications Commission warns that changes or modifications of the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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### ***Radio Frequency Interference Statement***



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This is a Class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

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### ***Canadian Doc Notice***

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the Radio Interference Regulation

## 12. THE FCC WANTS YOU TO KNOW

of the Canadian Department of Communications.

“Le présent appareil numérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.”

### ***Ringer Equivalent Number***

The Ringer Equivalent Number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. Since Prodigy has no ringer - the REN is negligible at 0.1b.

## APPENDIX A: GLOSSARY OF TERMS

The following is a list of terms which are used throughout this manual.

**Table 1. Glossary of Terms**

TERM	DESCRIPTION
<b>Automatic Test Call</b>	An automatic test call is a test call that is automatically initiated by your Prodigy to execute at the time of day specified during programming.
<b>CANCEL Button Confirmation Sound</b>	<p>Prodigy will play a sound (double-beep, the default, or a barking dog) on the Console each time the CANCEL button is pressed either on the Console or the Pendant. This confirmation sound has a variety of uses:</p> <ul style="list-style-type: none"> <li>• It allows a quick test of the battery in the Pendant. It also allows testing the wireless connection between the Pendant and the Console.</li> <li>• It allows the user to determine whether or not the Pendant is within range of the Console.</li> <li>• It allows the user to hear an audible signal that confirms that they have successfully canceled an actual emergency call procedure. This is often useful if they have accidentally triggered the process.</li> <li>• If the battery in the Pendant is low, you will hear an audible message on the Console stating this fact.</li> <li>• Optionally, if changed through Setup, a press of the CANCEL button will play the sound of a barking dog instead of a chime. The dog bark can be useful for those who feel that an intruder is, or may be, lurking.</li> </ul>
<b>Console Low Battery Notification</b>	This notification involves a telephone call to the Primary Contact to let them know that the Console has a low or failed backup battery. Additionally, in this situation, the CONSOLE BATTERY LED on the front panel will flash red until the Console battery is replaced with a fresh, working battery.
<b>Failed Pendant Notification</b>	This notification involves a telephone call to the Primary Contact to let them know that at least one Pendant at the location has either failed or has reported a low battery. Additionally, the PENDANT STATUS LED on the front panel will flash red until the problem is resolved.
<b>Manual Test Call</b>	A manual test call is one that is initiated manually by the in-home user by pressing the RUN A TEST button.
<b>Primary Contact</b>	<p>The "Primary Contact" is the individual who is primarily responsible for (or who has taken primary responsibility for) the user of the Prodigy system. Note that it is not mandatory that you identify a Primary Contact, but you must do so if you choose options which involve notification to the Primary Contact. For example, if you wish to activate notification in the event of a low battery in a Pendant, you must configure the Primary Contact phone number first.</p>

APPENDIX A: GLOSSARY OF TERMS

TERM	DESCRIPTION
Test Required Interval	<p>Prodigy, by default, requires that a test call (manual or automatic) be conducted at least once every 30 days. However, this value can be set anywhere between 1 and 30 days. This interval of time is known as the "Test Required Interval".</p> <p>Past versions of the LifeLink system (and similar systems on the market today) have relied on the diligence of either the caregiver and/or the user to test the system on a periodic basis. Failure to test is a prime cause for a failed system during an emergency. Specifically, a non-tested system has been found to be the biggest exposure to users of medical alert systems. Incidentally, a secondary problem area is failure of the user to wear their Pendant.</p>

## APPENDIX B: FACTORY DEFAULT SETTINGS

The following shows the factory default settings for your Prodigy. A great deal of thought has gone into each default setting. If you wish to change any defaults, please give careful consideration to your decision and be sure that you understand the implications of the change.

**Table 2. Factory Default Settings**

CATEGORY	FUNCTION	DEFAULT SETTING	POSSIBLE VALUES
SIREN CONTROL	Sound Siren During Emergency?	Yes	Yes or No
	Sound Siren During Manual Test Call?	Yes	Yes or No
	Sound Siren During Automatic Test Call?	No	Yes or No
TEST CALLS	Automatic Test Call Function	Turned off	On or Off
	Automatic Test Calls Go To	Individuals in call list until 0 is pressed	Individuals in call list or Primary Contact
	Automatic Test Call Time Start Time	10:00 am local time, if activated	Time of Day
	Manual Test Calls Go To	Individuals in call list until 0 is pressed	Individuals in call list or Primary Contact
	Test Required Interval	Every 30 Days	1 to 30 Days
NOTIFICATION	Failed Pendant Notification Call	Turned off	On or Off
	Failed Pendant Notification Call Start Time	1:00pm local time, if activated	Time of Day
	Console Low Battery Notification Call	Turned off	On or Off
	Console Low Battery Notification Call Start Time	3:00pm local time, if activated	Time of Day
	Social Safety Alarm	Turned off	On or Off
	Social Safety Time Set	9:00am local time, if activated	Time of Day
MISCELLANEOUS	Cancel Button Confirmation Sound	Chime/Double Beep	Chime or Barking Dog
	911 Emergency Number (911 Equivalent Number)	911	Any phone number

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## APPENDIX C: DESIGN GOALS

We, as a company, have spent many years analyzing our customer base and reevaluating our legacy emergency alert systems. We have come to understand what it is that people want and need as well as what they don't find value in. Through that experience, we have engineered the Prodigy system by following the essential design goals noted within this section.

### *Primary Design Goals: Form and Function*

- Our goal is to be **THE** recognized expert in medical alert systems. Other manufacturers want to be “all things to all people.” For example, they develop window sensors, smoke sensors, car monitors, wander alerts, child trackers, pet trackers, etc. most of which take away from the core strengths of their system. They, therefore, begin to dilute their effectiveness throughout their product line. We, by comparison, have tried to focus on our core competency - medical alert systems. We leave the obscure, unrelated things to those that are experts in those fields.
- We understand that many individuals want to get their system up and running as soon as possible, while others like to take their time to understand and consider advanced functions. In response, Prodigy offers “simplicity out of the box” as part of a “Basic Setup” sequence of programming steps coupled with a series of well-thought-out default settings. For users who want to explore our optional features, they can do that as outlined within our “Optional Features Setup” section of this Guide.
- One of the issues with medical alert systems is that the user refuses or simply doesn't want to wear their Pendant. A primary reason for this is that legacy or competitor systems are often clunky, uncomfortable, and generally not aesthetically-appealing. Colors are often drab and dull, and Pendants are often bulky and heavy. Your Prodigy has gone through hundreds of hours of industrial design involving dozens of world-class artists and designers. The goal was to produce a system which was sleek and attractive without being extreme or overcomplicated-looking. We think we've achieved that with Prodigy – both with our Console as well as with our Pendant designs. We think this will result in increased utilization rates.
- Past history indicates that failure to test your system could result in the system becoming unresponsive when you need it most. Our engineers, acknowledging our typical customer base, have addressed virtually every possible failure scenario. The result is a multitude of built-in mechanisms for making sure that users -- as well as caregivers -- are aware of a failure or imminent failure. Prodigy constantly monitors its own health and provides visual, audible, and/or dialout notification of

the state of the system. For example, if the phone line is accidentally disconnected from a working phone jack, a LINE STATUS indicator light will flash red, and an audible message will play over the Console speaker every 15 minutes indicating that there is a problem with the phone line. As another example, if the Console is running on backup battery power, the AC POWER indicator light will flash green and a corresponding message will play over the speaker every 15 minutes. Optionally, the user can configure dialout notification to the Primary Contact.

- You will notice a minimal number of breakable external components. This helps to ensure that accidental breakage doesn't occur that could cause your system to malfunction unexpectedly and/or to create the need to purchase a new unit. For example, in past models, antennas have been broken simply by general handling of the Console. LCD screens have been cracked/gotten wet and are often difficult to see, particularly by the end user. In lieu of LCD functionality, the information that was typically obtained by viewing the LCD screen is built into the system through software; information is readily-available by the directly-attached (or remote) telephone. Battery clips have always been a problem; we have addressed this in our simplified design for batteries.
- During setup, easy to understand voice prompts replace old-technology cryptic codes and/or instructions that dictate non-intuitive and strange key sequences to be pressed in order to activate a particular function. With Prodigy, you simply select the appropriate self-guided menu option that corresponds to the programming item you want to work with, similar to a voice mailbox.

### ***Primary Design Goals: Intelligence and Awareness***

As noted above, in response to years of experience evaluating the shortcomings of other medical alert systems, LifeLink engineers have spent thousands of hours ensuring that the Prodigy design addresses each of these shortcomings. A most notable shortcoming of other systems is the fact that, while the system operates perfectly fine upon initial installation, things can change over time that can have a negative affect on the operation of the system when you need it most. The design goals dictate that no failure should occur without some sort of notification either to the end user, to an external caregiver, or both. Typical failure scenarios that Prodigy monitors include, but are not limited to:

- The phone wire (wire connecting the system to the phone wall jack) has become accidentally dislodged.
- A Pendant has broken or has stopped working without anyone being notified of the problem.
- The Pendant has completely failed or is low on battery power.



- The AC power wire has been accidentally dislodged from its electrical outlet and has caused the Console backup battery to become completely drained of power.
- The Console backup battery has failed completely, rendering the system inoperable in the event of a power failure.
- A phone has been left off-hook for an extended period.
- The end user has requested a change in phone service (for example, they have removed long distance service) and/or the phone company has changed its service configuration.
- AC power is out within the home, and the system has nearly (or completely) drained the backup battery in the Console.
- The system has been accidentally powered down.

Your “Simply. Smarter.” Prodigy system performs proactive and routine health checks to combat the potentially unrecognized failures noted above and, most importantly, is capable of reporting on them in a variety of ways – visually, audibly, and optionally, through outbound dialout notification. Without these automatic checks, the responsibility would fall solely on the user. Research and past history indicates that this is a primary area of vulnerability attributable to age, infirmity, disability, and the like.

As you use your system, we think you will agree that we have truly engineered the ultimate medical alert system available on the market today.

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## APPENDIX D: SETUP MENU QUICK REFERENCE

The following table shows the Setup Menu structure. If you wish to use these “Quick Key” sequences, you would simply press each numeric option allowing approximately one second between numeric key presses if accessing suboptions.

**Table 3. Setup Menu Structure**

SETUP OPTION	SUBOPTION	SUBOPTION	QUICK KEY
<b>1 - Basic Setup</b>	1 - Pendants	1 - Register a Pendant	1-1-1
		2 - Delete a Pendant	1-1-2
		3 - Delete all Pendants	1-1-3
		4 - Review Pendant Registrations	1-1-4
		5 - Clear Failed Pendant Indicator	1-1-5
	2 - Emergency Phone Numbers	1 - Add an Emergency Phone Number	1-2-1
		2 - Change an Emergency Phone Number	1-2-2
		3 - Delete a Phone Number	1-2-3
		4 - Delete all Phone Numbers	1-2-4
		5 - Review all Emergency Phone Numbers	1-2-5
	3 - Recorded Message	1 - Record a Message	1-3-1
		2 - Delete Recorded Message	1-3-2
		3 - Listen to Your Recorded Message	1-3-3
<b>2 - General Settings</b>	1 - Primary Contact Phone Number	1 - Configure Primary Contact Number	2-1-1
		2 - Change Primary Contact Number	2-1-2
		3 - Delete Primary Contact Number	2-1-3
		4 - Review Primary Contact Phone Number	2-1-4

## APPENDIX D: SETUP MENU QUICK REFERENCE

SETUP OPTION	SUBOPTION	SUBOPTION	QUICK KEY
<b>2 - General Settings</b>	2 - Set or Review the Test Required Interval	1 - Set the Test Required Interval	2-2-1
		2 - Review the Interval	2-2-2
		3 - Review Number of Days Until Next Test Required	2-2-3
		4 - Clear the Test Required Indicator	2-2-4
	3 - System Clock	1 - Set the System Time	2-3-1
		2 - Review the System Time	2-3-2
	4 - Cancel Button Confirmation Sound	1 - Sound a Chime	2-4-1
		2 - Sound a Barking Dog	2-4-2
	5 - Override Default 911 Emergency Number	1 - Specify 911 Equivalent Number	2-5-1
		2 - Review Emergency Number	2-5-2
		3 - Recorded Message Playback to 911 or Equivalent	2-5-3
	8 - Review Firmware Release Information		2-8
<b>3 - Emergency Call Options</b>	1 - Siren Settings	1 - Allow Siren to Sound During Emergency	3-1-1
		2 - Disallow Siren During Emergency	3-1-2
		3 - Review Siren Settings	3-1-3
<b>4 - Test Call Setup</b>	1 - Automatic Test Call Settings	1 - Turn Automatic Test Calling On or Off	4-1-1
		2 - Specify Whom to Call During Test Call	4-1-2
		3 - Siren Control During Automatic Test Call	4-1-3
		4 - Specify Time to Execute Test Call	4-1-4
		5 - Review Automatic Test Call Settings	4-1-5

## APPENDIX D: SETUP MENU QUICK REFERENCE

SETUP OPTION	SUBOPTION	SUBOPTION	QUICK KEY
<b>4 - Test Call Setup</b>	2 - Manual Test Call Settings	1 - Specify Whom to Call During Manual Test Call	4-2-1
		2 - Siren Control During Test Call	4-2-2
		3 - Review Manual Test Call Settings	4-2-3
<b>5 - Notification Settings</b>	1 - Failed Pendant Notification Setup	1 - Turn Failed Pendant Notification On or Off	5-1-1
		2 - Specify Time of Day to Execute Notification	5-1-2
		3 - Review Notification Setup	5-1-3
		4 - Clear the Pendant Status Indicator Light	5-1-4
	2 - Console Low Battery Notification Setup	1 - Turn Console Low Battery Notification On or Off	5-2-1
		2 - Specify Time of Day to Execute Notification	5-2-2
		3 - Review Notification Settings	5-2-3
		4 - Clear the Pendant Status Indicator Light	5-2-4
	3 - Social Safety Setup	1 - Turn Social Safety Alarm On or Off	5-3-1
		2 - Specify Time of Day to Sound the Alarm	5-3-2
		3 - Review Social Safety Settings	5-3-3
<b>6 - System Status</b>	1 - Power Status		6-1
	2 - Pendant Status		6-2
	3 - Phone Line Status		6-3
	4 - Test Required Status		6-4
	8 - Review Firmware Version		6-8
	0 - Reset to Factory Defaults		6-0

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## APPENDIX E: SAFETY

When using your Prodigy, please observe the following instructions in order to reduce the risk of personal injury, electrical shock, or fire. Save these instructions for future reference.

Read all instructions carefully and make sure you understand them.

1. Unplug this product from the electrical outlet before attempting to clean it. Do NOT use any liquids for cleaning either the Console unit or the Pendant. Use only a soft, slightly-damp cloth.
2. Do not locate the Console near any source of water, such as in the bathroom, near a sink in the kitchen, or the like.
3. Do not open the Console for any reason. Any attempt to open the case of the Console will void the warranty and may damage the unit or prevent it from working properly.
4. Surge protection devices, both for power as well as the phone line, are recommended to protect your Prodigy in geographic areas subject to lightning or power surges. Please consult your reseller for recommended surge protection devices. Do not connect or disconnect any telephone wires during thunderstorms.
5. If you are using a VoIP (Voice Over Internet Protocol) service provider such as Verizon, Time Warner, Vonage, etc., check that they do handle emergency service calls and any conditions associated with the use of such a service. Also, ensure that your physical address is on record and accurately matched to your telephone number. Be sure to check that 911 service is available to you through your VoIP telephone service.
6. Do not use any power source other than that supplied by the manufacturer or reseller specifically for this product. Use of any other power source could damage your unit or make it unsafe.
7. Always dispose of batteries properly. Never throw batteries into a fire. Consult your local ordinances for proper battery safety.

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### APPENDIX F: DISCLAIMERS AND LIMITED WARRANTY

Matrix Interactive, LLC warrants to the original end-user customer ("Customer") that each new LifeLink Prodigy Console shall be substantially free from defects in materials and workmanship under normal use for a period of one (1) year from the date of the original purchase (proof of purchase required). The exclusive remedy and entire liability under this warranty will be for repair or replacement on a like-for-like basis at Matrix Interactive's option.

The above warranty shall not apply to product defects resulting from (a) improper maintenance or installation; (b) misuse, neglect or accident; (c) damage from moisture or corrosive environments; (d) use of the power adapter with supply voltages other than that for which it is specified; (e) high voltage surges over power and phone lines; (f) electrostatic discharges; (g) operation outside the product's specification; or (h) failure to follow product instructions.

Pendants are warranted for a period of 90 days. The AC/DC power adapter is not warranted under any circumstances.

The warranty is void where (a) the serial number has been altered, removed or effaced; or (b) the product has been used in an application, country, region, locality, or connected to any network, other than those for which the product was intended to operate, and c) the Console case/housing has been opened in any way.

Matrix Interactive shall not have any obligation to repair or replace product until the Customer returns defective product to Matrix Interactive or designated agent. Any replacement product may be either new or like-new, and may contain remanufactured parts, equivalent to new in performance.

EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH ABOVE, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCTS ARE SUPPLIED ON AN "AS IS" BASIS AND THERE ARE NO WARRANTIES, REPRESENTATIONS OR CONDITIONS WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING, USAGE OF TRADE OR OTHERWISE, WITH RESPECT TO THE PRODUCT. MATRIX INTERACTIVE SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

IN NO EVENT SHALL MATRIX INTERACTIVE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, INCLUDING ANY LOST

## APPENDIX F: DISCLAIMERS AND LIMITED WARRANTY

PROFITS, LOST DATA, OR OTHER INCIDENTAL OR CONSEQUENTIAL OR PUNITIVE DAMAGES, WHETHER BASED ON CONTRACT, TORT (INCLUDING WITHOUT LIMITATION, NEGLIGENCE), OR ANY OTHER LEGAL THEORY, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR WHETHER SUCH DAMAGES ARE FORESEEABLE, IN ANY EVENT, THE TOTAL AGGREGATE LIABILITY OF MATRIX INTERACTIVE FOR DIRECT DAMAGES SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

**COMMUNICATION AND RESPONSE LIMITATIONS:** Purchaser acknowledges that signals which are transmitted over telephone lines, or other modes of communication, pass through communication networks wholly beyond the control of Matrix Interactive and are not maintained by Matrix Interactive. Therefore, Matrix Interactive shall not be responsible for any equipment or communication failure which prevents transmission signals from reaching your contact list including emergency 911 operators or damages arising as a result. Purchaser acknowledges that Matrix Interactive provides no response to its Prodigy equipment. The equipment is designed to communicate with the contact list of your choice as well as emergency 911 operators. Matrix Interactive is not and shall not be responsible for ambulance, police or other emergency response time or that any response will be provided by the anyone on your contact list including the emergency 911 response center.

**ELECTRIC AND TELEPHONE SERVICE IS NECESSARY AND PURCHASER'S RESPONSIBILITY:** Purchaser acknowledges that the Prodigy equipment plugs into a standard landline telephone jack and communicates over standard telephone lines using two way voice communication. VoIP Internet will not work when your electricity service is interrupted unless you have battery backup for the device or devices providing the service. Purchaser acknowledges that the Prodigy equipment requires 110 Volt AC (USA and Canada model) power and electrical outlets and receptacles, telephone hook-ups, RJ11 block or equivalent, all of which is Purchaser's responsibility to obtain and maintain.

**TESTING AND SERVICE OF PRODIGY EQUIPMENT:** Your Prodigy equipment, once installed, is in the exclusive possession and control of the Purchaser, and it is Purchaser's sole responsibility to test the operation of equipment and request warranty service if the equipment is under warranty.

**PURCHASER'S EXCLUSIVE REMEDY:** Purchaser's exclusive remedy for Matrix Interactive's default hereunder is to require Matrix Interactive to repair or replace, at Matrix Interactive's option, any equipment or part of the emergency alert system which is non-operational during Matrix Interactive's warranty period.

## APPENDIX G: TECHNICAL SPECIFICATIONS

The following are the technical specifications for your LifeLink Prodigy.

ATTRIBUTE	SPECIFICATION
PHONE JACKS	1 RJ11 2-Pin Modular LINE Jack
	1 RJ11 2-Pin Modular PHONE Jack
MAXIMUMS	Max Pendants: 12
	Max Phone Numbers: 8
	Max Digits Per Phone Number: 20
	Max Recorded Message Length: 20 Seconds
BATTERIES	9-Volt Console Backup Battery; Backup Time ~ 20 hours
	3-Volt CR2032 (Lithium) Pendant Battery
POWER	Input: 100-240 VAC 50-60Hz 190mA
	Output: 12V DC, 500mA
WIRELESS	Frequency: 916 MhZ/FSK for North America 868 MhZ/FSK Outside of North America
	Range: 500 feet in open air
DIMENSIONS	Console Size: 10mm (L) 15mm (W) 12mm (H)
	Console Weight: 22 Ounces
	Pendant Size: 10mm (L) 10mm (W) 5mm (H)
	Pendant Weight: .5 Ounces
OPERATING TEMPERATURE	Minimum is 20° F (-7° C) Maximum is 100° F (38° C)
STORAGE TEMPERATURE	Minimum is 15° F (-9° C) Maximum is 120° F (49° C)