

Part No:
60-883-95R

Safety, Health, & Independence

LifeCall 7000

User Guide



Help at the Press of a Button

www.lifecall.ca

FCC NOTICES

FCC PART 15 INFORMATION TO THE USER

Changes or modifications not expressly approved by GE Security can void the user's authority to operate the equipment.

FCC PART 15 CLASS B

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against 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 receiver.
- Connect the affected equipment and the panel receiver to separate outlets, on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

ACTA PART 68

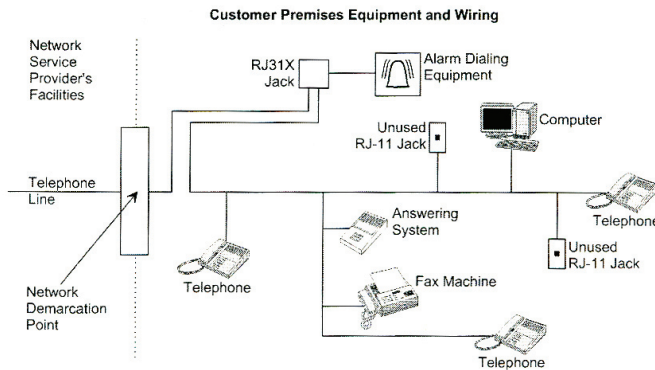
This equipment complies with Part 68 of the FCC Rules. Located on this equipment is a label that contains, among other information, the FCC registration number and the ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

FCC Part 68 Registration No. B4Z-USA-46042-AL-T

The REN is used to determine the maximum number of devices that may be connected to your telephone line. Excessive RENs on a telephone line may result in devices not ringing in response to an incoming call. In most areas, the sum of all device 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. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements as adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to connect to a modular jack that is also compliant. See the Installation Instructions for details.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm-dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the following diagram. If you have any questions concerning these instructions, consult your local telephone company or a qualified installer about installing an RJ31X jack and alarm dialing equipment for you.



If this equipment causes harm to the telephone network, the telephone company may temporarily disconnect your service. If possible, you will be notified in advance. When advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. You will be given advance notice in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the company that installed the equipment for service and/or repair information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Patent Information

One or more of the following patents may cover this product and the use of this product: 4,864,636, 5,805,063, 5,872,512, 5,942,981, 5,686,896, 5,686,855, and 4,855,713. Except as expressly provided herein, the purchase of this product shall not constitute a license or otherwise provide a right to practice a method covered by any of the identified patents. GE Security hereby grants the purchaser of this product a limited non-exclusive license to practice the methods patented in the identified patents solely with products manufactured, sold or licensed by GE Security. This license grant does not extend to the use of unlicensed third party products with this product.

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System Components

LifeCall 7000 is an emergency response system made up of the control panel and a personal help button. The help button activates the emergency reporting system and is worn on the wrist like a watch, as a pendant or on a belt. LifeCall 7000 is programmed to call VOXCOM's Emergency Response Centre who will contact a relative or the proper authorities when there is an emergency. It can also be controlled from a location other than your home through a telephone.

Figure 1. The Front of Your LifeCall 7000 Panel

The Control Panel

The control panel reports emergencies through the phone line when your personal help button or the CALL button on the panel is pressed.

Your Personal Help Button

Your Water Resistant Personal Help Button is a wireless device worn on the wrist, as a pendant or on a belt. The help button can also be mounted on a wall.



Optional Components

Check with your installer about adding **smoke alarms** to detect and alert you to smoke.

Setting up the System

➔ **Setting up your LifeCall 7000 system involves the following simple steps:**

1. Finding a place for the panel.
2. Plugging in the phone line.
3. Powering up the system.

Finding a Place for the Panel

The system control panel must be located with access to an incoming phone line and power. When possible it should be centrally located and convenient to use. The panel should not be placed in or near a bathroom or other areas of high humidity.

Plugging in the Phone Line

1. Plug in the small end of the included phone cord to a phone jack in your home.
2. Plug the large end of the included phone cord into the LINE jack on the back of the panel.
3. If you have a phone or answering machine it should be plugged into the PHONE jack on the back of the panel.

Note

In order for your LifeCall 7000 panel to function properly, all devices in your home that use the phone line must be connected to the LifeCall 7000 Panel PHONE jack. If you have multiple devices in your home and it is not practical to attach them all to the LifeCall 7000 panel, contact your installer or dealer about special installation procedures that should be performed.

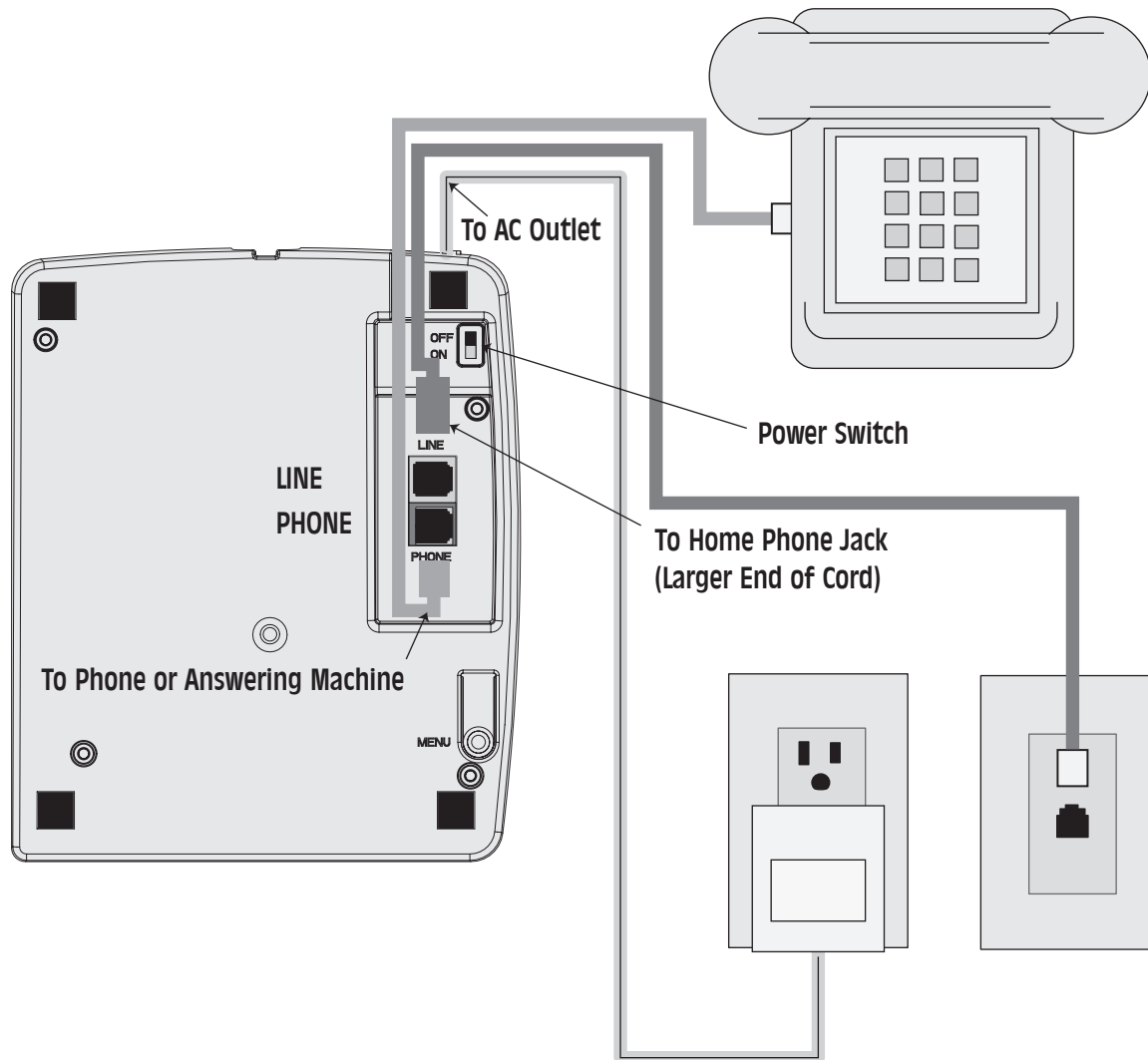


Figure 3. Connecting the LifeCall 7000 System to AC Power and the Phone Line

Powering up the System

Important!

Make sure a switch does not control the outlet and that it is not part of a ground fault interrupt circuit (GFI).

1. Simply plug the transformer into an available standard outlet.
2. Turn the Power switch on the back of the panel to ON. The panel voice announces "Hello, system one three is OK" and the Power/Home/Away light turns on.

Signaling for Help

Pushing the button on your portable help button or the CALL button on the control panel places an emergency call to your emergency phone numbers.

Signaling for Help With Your Personal Help Button

Your personal help button can be used in a number of ways. It can be worn like a watch, a pendant or on a belt. It can even be mounted on a wall. See the Installation Instructions that came with your help button for complete instructions on assembling it.

➤ To signal an emergency with a portable help button

- Press and hold in your help button until the red light blinks.



Signaling for Help With Your Panel CALL Button

If you are near the LifeCall 7000 panel during an emergency or your personal help button is unavailable, you can use the CALL button on the panel to signal for help.

➤ To signal an emergency with the CALL button:

- Press the panel CALL button once.



After You've Signaled for Help

- The Status light on the panel begins blinking.
- The panel calls VOXCOM's Emergency Response Centre.
- The panel announces "Contacting emergency phone number, please remain calm."
- The panel reports an alarm to VOXCOM.
- The operator at the monitoring station can now talk with you.

The Master Access Code

The Master Access Code is needed when entering programming mode and when using the Check-in feature. (**Default Master Access Code is 1234**). If you wish to change your Master Access Code, contact your dealer or installer.

Record your Master Access Code here: _ _ _ _ _

Adjusting the Speaker Volume

The Volume button on the front of the panel controls the volume of announcements from the speaker and the volume during a 2-way talk session. Simply press the volume button to increase the volume. Each time the volume button is pressed, it increases the speaker volume one level. Levels are announced as numbers 1 through 8, with 1 being the lowest volume and 8 being the highest.

Note

If you press your personal help button or the panel CALL button, the volume automatically changes to the highest level.

Using the LifeCall 7000 Check-in Feature

A friend, relative or caregiver can use any outside phone to connect to the LifeCall 7000 system and use it to check-in. They can listen in to the room, talk or have a conversation with you if you're near the LifeCall 7000 control panel. Connecting to the LifeCall 7000 system using an off-site phone depends on how the system is programmed by your dealer or installer. The following instructions assume your system is set to the factory default. This setting is used when an answering machine shares the same phone line as the LifeCall 7000 system. Ask your dealer or installer for instructions if you don't have an answering machine.

➤ Using LifeCall 7000 to Check-in:

1. Call the panel location from an off-site phone.
2. Let the phone ring once, then hang up.
3. Wait at least 10 seconds but no more than 40, then call again. The control panel should answer on the first ring. You will hear the panel announce, "Please enter your Access Code."
4. Enter Master Access Code (1234 default), then one of the following:
 - 1 to talk through the panel
 - 2 to have a 2-way conversation through the panel
 - 3 to listen through the panel
 - Press the # button to end the connection.

Using Your LifeCall 7000 System Like a Speaker Phone

Your LifeCall 7000 system can be programmed to answer the phone with a press of your personal help button or the panel Call button. You can then use the LifeCall 7000 system like a speakerphone to speak to the caller.

Note

You should be near the LifeCall 7000 panel when using it like a speakerphone.

Note

Anytime the phone is in use, the Status button will turn on. If you press the Status button during a call, the panel announces "Phone in use".

➔ **To answer the phone using your portable help button or the Call button on your control panel:**

1. When your home phone is ringing, simply press your help button to answer it. You can then listen and talk through the LifeCall 7000 panel.
2. When the conversation is over, hang-up the phone.

Using Medication Reminders

(optional feature – call 1-800-661-5433 to have this feature enabled)

Your LifeCall 7000 system can be set to remind you to take medication. Up to 8 different daily reminders can be set. Your system clock must be set to the correct time if you plan on using the Medication Reminder function of your panel.

➔ **To set the clock:**

1. Open the panel cover by pulling up on the top latch. (See Figure 5).
2. Enter the Master Access Code (Default 1234).
3. Press the Clock Set button.
4. Press the Hours + or - button and listen to the voice prompts. Stop when you hear the panel announce the correct hour.
5. Press the Minutes + or – buttons and listen to the voice prompts. Stop when you hear the panel announce the correct minutes.
6. Press Done and the panel will announce the correct time.
7. Replace the panel cover.

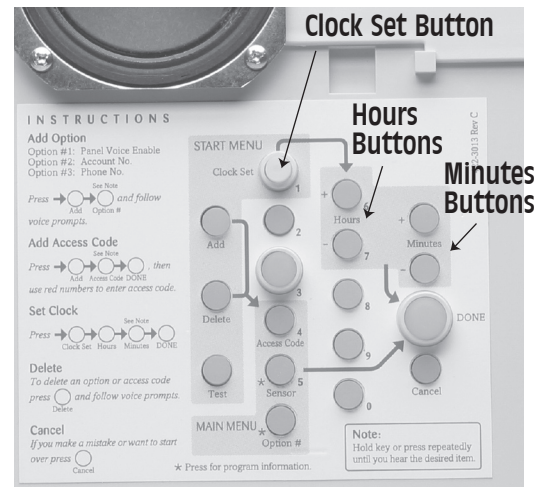


Figure 4. Programming Buttons

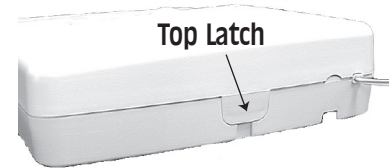


Figure 5. Location of Top Latch

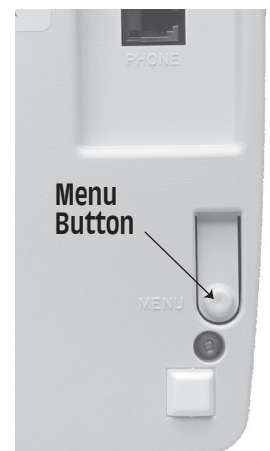
After setting the clock you can program the medication reminders.

➔ **To set a Medication Reminder:**

1. Repeatedly press the Menu button on the back of the panel until it announces “Medication Reminder, press Status to select.”
2. Press the Status button on the front of the panel. The panel announces, “Medication reminder one time is off, press Power to change.”
3. Press the Power button until you hear the correct time for the medication reminder. The time starts at 6:00 A.M. and can be set to each half hour. The panel will announce the time.
4. Repeat steps 2-3 for each reminder that needs to be set.
5. When you have set all the reminders you need to set. Wait 30 seconds and your LifeCall 7000 system will return to normal operating mode.
6. Record the time Medication Reminder time in the table at the back of this manual.

➔ **To remove a Medication Reminder off**

1. Repeatedly press the Menu button on the back of the panel until it announces “Medication Reminder, press Status to select.”
2. Press the Status button on the front of the panel repeatedly until you hear the Medication Reminder you need to turn off. The panel will announce the number and time of each Medication Reminder.
3. After the panel has announced the Medication Reminder you want to shut off, press the volume button and the panel will announce the number of the Medication Reminder and off.



Acknowledging Medication Reminders

When the medication reminder time arrives the panel will announce "Medication Reminder" once a minute and the Status button will begin flashing.

➤ **To acknowledge a Medication Reminder:**

- Press the status button to acknowledge the medication reminder.

Home and Away

If you will be away from home or unable to acknowledge medication reminders it's necessary to temporarily turn them off.

➤ **When you're Away from home:**

- Press the Power/Home/Away button before you leave. The system announces "Medication Reminder Off". If Activity Check is set, it also turns off. The Power/Home/Away button will blink when Medication Reminders are off.

➤ **When you return Home:**

- Press the Power/Home/Away button. The system announces "Medication Reminder On."

Testing Your System

We recommend testing your LifeCall 7000 system after programming and on a monthly basis thereafter. It is important to test your personal help button and the phone numbers to ensure correct operation.

To test your system today, call 1-800-661-5433

Troubleshooting

Problem	Solution
The system does not respond when the Call button or the portable help button are activated.	<ul style="list-style-type: none">• Make sure to hold down your personal help button for at least one second or until the red light flashes.• Try pressing the Call button on the control panel.• Make sure the phone line is plugged into the LINE jack in the back of the panel.• Make sure the phone line is plugged into the wall.• If you are having an emergency, call 911.• Contact your installer after your emergency has been resolved
The Power light is off.	<ul style="list-style-type: none">• Make sure the power cord is plugged into the wall.• Is the outlet controlled by a switch? LifeCall 7000 should not be plugged into switch-controlled outlets.• Make sure the outlet is working properly by trying a different device.
The system is beeping.	<ul style="list-style-type: none">• Press the Status button.• Refer back to this table for information on correcting the problem.
The system is announcing "AC Power Failure."	<ul style="list-style-type: none">• Make sure the control panel is still plugged in.• If the power has gone out in your home the backup battery will power the system for a while.• The announcement will stop when AC Power is restored.
The system is announcing "System phone communications failure."	<ul style="list-style-type: none">• Verify the phone line is connected correctly.• If testing a voice event notification number the phone must be answered in order for the phone test to pass.• If you are having an emergency, call 911.
I accidentally pressed my personal help button	<ul style="list-style-type: none">• Press the Status button on the control panel to cancel the call. Your monitoring station may still contact you. Let them know that your button was pressed accidentally.
The system is announcing "System low battery."	<ul style="list-style-type: none">• It may take several hours for the system to charge after first being plugged in. Wait for several hours if you have just plugged in your system.• Perform a sensor test.• Contact your installer about having the battery replaced.
I performed a sensor test and the panel announces "Function not available."	<ul style="list-style-type: none">• The sensor(s) has been deleted or not programmed into the system.• Contact your installer.

The system is announcing "Sensor low battery."	<ul style="list-style-type: none"> • Contact your installer about replacing the sensor battery.
My access code doesn't work.	<ul style="list-style-type: none"> • Try using the default code of 1234. • Contact your installer.

References Medication Reminders

Use the table below to record the programmed medication reminder times in case you need to change them later.

No.	Medication	Time
1		
2		
3		
4		
5		
6		
7		
8		