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EXHIBIT 10: User's Manual

Instructions for Using Lifeline® Personal Help Button model CL324 and model SL324

For use with Lifeline CarePartner™ Communicators and L Series Models (L4000, L5000).

About Your Personal Help Button

Your Lifeline Personal Help Button is powered by a long-life lithium battery. When pressed, your button transmits a signal to the Lifeline unit which sends a call to the Lifeline response center. Your Personal Help Button cannot transmit or receive voice communication. It is dust proof and waterproof* so that it can be worn in the shower or bath.

Both the CL324 and SL324 Personal Help Buttons are designed to be worn as a pendant on an adjustable neckcord. The SL324 can be converted to wristwear using a Lifeline wriststrap.

To shorten the neck cord



With a "tab" between your first finger and thumb of each hand, gently slide both tabs apart in line with your shoulders.

To lengthen the neck cord



Pull "single" strand of neckcord while sliding tab to back. Repeat on other side.

To change neckcord for the CL324 Personal Help Button



- 1 Cut the existing cord.
- 2 Position the new neckcord as shown and pull backwards and upwards slightly. The cord will snap into place.

To install the wriststrap



- 1 Remove the watch pins at each end of the button by inserting a small paper clip or similar tool into the hole on both outside edges.



- 2 Position the wriststrap over the back of the button and insert the watch pins over the wriststrap into the pin holes.

To adjust the wriststrap



- 1 Lift the fastener to loosen the wriststrap.
- 2 Adjust wriststrap to desired length and close fastener.
- 3 The wriststrap will slide easily on and off the wrist with no further adjustment needed.



*To a maximum depth of 4 feet of water. The Personal Help Button cannot transmit a signal while submerged in water.

Save These Instructions for Future Reference

Important Safety Instructions

- 1 Please read all instructions carefully.
- 2 Test the range of your Personal Help Button upon installation of your Lifeline communicator.
- 3 Test the operation of your Personal Help Button each month and after every cleaning.
- 4 Replace the Personal Help Button within 5 years of the date of manufacture printed on the back label.
Personal Help Buttons must be replaced as stipulated even if they are working properly at the time of replacement. Contact your Lifeline Service Provider for button replacement.
- 5 Although your Personal Help Button is waterproof it will not send a signal while submersed in water.
Your Personal Help Button is not intended for machine washing or drying.
- 6 Do not use any attachment or accessory that is not intended for use with your Personal Help Button.
- 7 Your Personal Help Button is factory serviceable only. There are no user replaceable parts inside the Personal Help Button.

Testing Your PHB

Before using your Personal Help Button you should test it to be sure it activates your Lifeline communicator. The Personal Help Button should also be used to test the range of your Lifeline system within your home. Follow the testing instructions in your communicator manual.

Replacing Your Personal Help Button

Your Personal Help Button has an internal, non-replaceable battery. Under normal use the battery should last approximately 5 years. Replace your Personal Help Button within 5 years of the date of Manufacture. This date is listed on the back label of the button. Contact your Lifeline Service Provider for replacement.

Cleaning Your Personal Help Button

Your Personal Help Button is designed to be worn in the shower or bath. You can submerge your button in warm water for easy cleaning. Before you start, turn off the power switch on the communicator to ensure that a false "help" call will not accidentally be sent to the response center. Wash the button with a mild, liquid dishwashing detergent, then rinse and dry with a soft towel. Finally, turn your communicator back and test your system by pressing your Personal Help Button and speaking with the Response Center.

Additional Personal Help Buttons

You may obtain additional Personal Help Buttons for other members of your household who want to be able to activate your communicator. To order additional Personal Help Buttons contact your Lifeline Service Provider.

Washing Instructions

- 1 Hand wash in warm water with "mild" soap or liquid dishwashing detergent.
- 2 Rinse well and allow to air dry.

Repair and Warranty Service

Repair and warranty service is provided by your Lifeline Service Provider. The Personal Help Button is warranted for a period of 3 years from the date of manufacture. See your communicator manual for warranty and service information or call your Lifeline Service Provider.

Notice to the User

Any changes or modifications not expressly approved by Lifeline Systems, Inc. for compliance could void your authority to operate the equipment.

FCC Warning

This device complies with part 15 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.

INDUSTRY CANADA

This apparatus complies with the class "B" limits for radio interference as specified in the Canadian Department of Communications Radio Interference regulations.

Field StrengthLess than 5900 MV/m at 3m
Operating Frequency312 MHz
Channeling.....1
Mode of TransmissionPulse Width Modulation
Data SourceInternal Only
Type of ModulationPulse Width
Occupied Bandwidth310 MHz-320 MHz
Emission Designator60K0L1D
Power Output5 microwatts
Use and PurposeSee Instructions

One or more of the following US Patents may apply to this product: D277,465, 4,524,243, 4,656,319, 4,760,593, 4,622,544, 4,908,602, 4,884,059, D313,363, D313,362, 4,064,368, 3,989,900, 5,091,930

One or more of the following Canadian Patents may apply to this product: 1,274,930, 1,256,613



CONFORMS
TO UL STD 1637
Home Health Care
Signaling Equipment
CERT to CAN/CSA
STD C22.2 No. 1