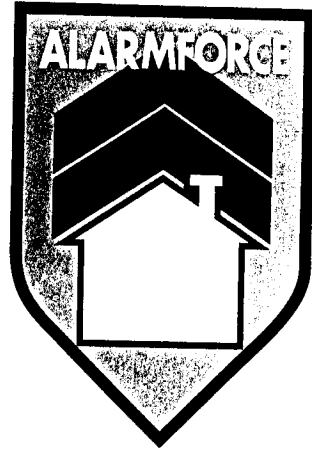


**EXHIBIT B**

[FCC Ref. 2.1033(b)(3)]

"Installation and Operating Instructions  
Furnished to the User"



**ALARMVOICE SYSTEM**  
**User Guide - SBC**

**PROTECTING THE ONES YOU LOVE**

FCC ID: SJLSBC  
Marstech Report No. 24236D  
EXHIBIT B(1)

## Additions to User's Manual

“Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment”

“This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier, US:RPIAL03BSBC. If requested, this number must be provided to the telephone company”

“The 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 adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.”

“The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN's on a line may result in the devices not ringing in response to an incoming call. In most cases the sum of REN's should not exceed five. To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company. The REN for this product is 0.3”

“If this equipment, SBC System, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. You will be advised of your right to file a complaint with the FCC if you deem it necessary”

“The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.”

“If trouble is experienced with this equipment, SBC System, for repair or warranty information, please contact AlarmForce Industries, 1-800-267-2001. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.”

“This equipment, SBC System, is not intended to be repaired in any way by the customer or user.”

“Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission information.”

“CAUTION: To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instruction”

“CAUTION: Verification of Line Seize capability should be made immediately after installation, and periodically thereafter, in order to ensure that this equipment can initiate a call even when other equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use.”

NOTE: 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 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 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.

Dear New AlarmForce Client,

We would like to take this opportunity to personally welcome you as a new AlarmForce client.

We are sure that you and your family will be pleased with the protection that the AlarmVoice system provides.

To thank you for choosing AlarmForce, we have enclosed 3 referral coupons. By telling your friends, family, and co-workers about AlarmForce, you will be rewarded with a \$25 cheque – equivalent to the cost of one month's monitoring for every installed referral.

Once your completed coupon is returned, we will quickly mail you a \$25 cheque. If needed you may obtain additional coupons, simply call our Head Office at 1 866 267-2055 and they will be promptly forwarded to you. There is no limit to the number of customers you can refer to AlarmForce. You will always receive \$25 for each new customer that you refer. You may never pay for monitoring again.

We sincerely hope that this new program will provide your family and friends with the secure feeling that you are currently experiencing. We assure you that the same care and genuine interest of all our personnel will be extended to your referral.

We are pleased to be able to encourage you to pass this wonderful opportunity to receive complete home security and peace of mind to your family and friends.

Sincerely,  
AlarmForce Industries Inc.



Joel Matlin  
President

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## TWO IMPORTANT NUMBERS

### Personal ID#

This eight digit number is assigned to you by AlarmForce.

The installer will give you a card with your personal ID# at the time of installation. The Personal ID # is required by our computers for your identification. In the event of an alarm, you must be prepared to give this confidential number or prearranged password to the Central Monitoring Station operator to cancel the dispatch of authorities to your premises. Guard this number carefully; it cannot be changed.



### Arming/Disarming Code

This four digit number is used to arm and disarm your ALARMVOICE system.

When arming or disarming your system, you must use this four digit number. At time of installation, the installer will ask you to choose a four digit arming/disarming code number which he will program into the system. At any time you may change this code number or add a second one. (See p.13) Do not confuse this number with your Personal ID #.

## IMPORTANT TERMS

### Arming & Disarming

Once the ALARMVOICE system has been installed it is always "on". However the system is normally in the DISARMED mode, meaning it will respond only to emergency signals and optional fire, flood, low temperature and glass break sensors if you have chosen to add them to your system. In this mode motion detectors and door transmitters will not trigger an alarm.

The ALARMVOICE system can be ARMED in two ways:  
**1. AWAY MODE** is designed to be used when no one will remain on the premises.

**2. HOME MODE** is intended to be used when there is someone on the premises. Only selected sensors are operational, allowing free movement inside the premises.

### Exit Delay

Arming your ALARMVOICE system in either **HOME MODE** or **AWAY MODE**, gives you 80 seconds to leave the premises. During this time period, the system will ignore signals from preselected door/window transmitters and motion detectors. However, it will respond to emergency signals and signals from optional fire, flood, low temperature and glass break sensors. After 80 seconds, the delay period is over and the system is **armed**. It will now respond to signals from motion detectors and door transmitters.

### Entry Delay

During installation, the technician will discuss with you how much time you will need to comfortably enter your premises and turn off the system before it sends a signal to the Central Monitoring Station. This is known as the **ENTRY DELAY**. After you enter your premises you must disarm your system within this time. Failure to do so will trigger the alarm.

## USING YOUR SYSTEM

The ALARMVOICE system can be operated from any touchtone phone connected to the same phone line. Touchtone phones are push-button phones that emit a tone when the number keys are pressed. Older, pulse-type and rotary telephones cannot be used to control the ALARMVOICE system.

## Arming in AWAY MODE from a Touchtone Phone (when no one remains on the premises)

1. Lift the receiver of any touchtone phone.
2. Listen for the dial tone.
3. Enter your four digit arming/disarming code.  
(See page 2)
4. Press the star key twice. (\*)(\*)
5. A voice prompt will announce "Armed".  
If you do not hear the prompt repeat from step one.
6. Hang up the receiver.
7. You now have 80 seconds to leave your premises. The system will beep during that exit period and the last five seconds will be rapid warning beeps.

For example: if your arming code is 1-2-3-4,  
to arm your system in AWAY MODE press

1 2 3 4 \* \*

## Arming in HOME MODE from a Touchtone Phone (when someone remains on the premises)

1. Lift the receiver of any touchtone phone.
2. Listen for the dial tone.
3. Enter your four digit arming/disarming code. (See page 2)
4. Press the number sign key twice. (#)(#)
5. The system will respond with the voice prompt "Armed" telling you it is activated. If you do not hear the voice prompt repeat from step one.
6. Hang up the receiver.

For example: If your arming code is 1-2-3-4,  
to arm your system in HOME MODE press

1 2 3 4 # #

## Disarming from a Touchtone Phone

1. Lift the receiver of any touchtone phone.
2. Listen for the dial tone.
3. Enter the four digit arming/disarming code.
4. Press the star key followed by the number sign. (\*)(#)
5. The system will respond with the voice prompt "disarmed". The system is now disarmed. If you do not hear the prompt repeat from step 1.
6. Hang up the receiver.
7. If you fail to disarm the system there will be a reminder the system is "Armed" half way through the entry delay and when the entry delay elapses the siren will sound.  
**Do not attempt to disarm your system.**  
Wait for voice contact with the operator, then disarm once done.

For example: if your arming code is 1-2-3-4,  
to disarm your system press

1 2 3 4 \* #

## Arming and Disarming from the Optional Remote Keypad

A remote keypad can be purchased at the time of the alarm installation or added at any time afterwards by calling your local AlarmForce office.

The remote keypad has three special keys for arming and disarming. (OFF) (HOME) (AWAY)

To arm the ALARMVOICE system in AWAY MODE:

1. Enter your four digit arming/disarming code.
2. Press the (AWAY) key. The system will respond with the voice prompt "Armed" and then the exit delay beeps.

To arm the ALARMVOICE system in HOME MODE:

1. Enter your four digit arming/disarming code.
2. Press the (HOME) key. The system will respond with the voice prompt "Armed".

To disarm the system in **AWAY MODE** and **HOME MODE**:

1. Enter your four digit arming/disarming code.
2. Press the **OFF** key. The system will respond with the voice prompt "Disarmed"

Press the auto button **AUTO** on the keypad to hear a voice prompt indicating the status of your system.

### In The Event of An Emergency

Setting off an EMERGENCY alarm will establish two-way voice contact with Central Station operators. No siren will sound. An emergency signal will be sent even if the system is disarmed. You can set off an emergency alarm in four ways:

1. Lift the receiver of any touchtone phone that is connected to the same phone line.
  2. Enter your four digit arming/disarming code.
  3. Hold down any key on the telephone for 5 seconds.
  4. Hang up the receiver as soon as you hear the beep.
2. Press and hold down the **EMERGENCY** button on the optional remote keypad for 5 seconds.
  3. Press down firmly on the button of the optional wireless emergency pendant, until you hear a beep.
  4. Press down firmly on both buttons simultaneously of the optional wireless key fob.

In each case the ALARMVOICE system will respond with a short beep. Soon after the Central Station operator will talk to you through the two-way voice communicator. Describe the nature of the emergency and the appropriate help will be immediately dispatched.

If you are too far from the ALARMVOICE unit to speak to the Central Operator, you can communicate from a nearby telephone by lifting the handset after you hear the operator's voice over the two-way speaker.

### Setting Off the System By Mistake

If you inadvertently set off your alarm system by passing in front of a motion detector or by opening a door when the system is armed, the siren will sound. At this point do not attempt to disarm your system. Within a short time the Central Station operator will make contact by two-way voice. Stay calm. Give your Personal ID# to the operator and the dispatch will be cancelled.

**Remember to disarm your system after voice communication with the Central Monitoring Station has ended or the system will rearm itself.**

### TESTING YOUR ALARM SYSTEM

The ALARMVOICE system uses wireless battery operated sensors. Since the system depends on the proper operation of all sensors, we strongly recommend that you test your alarm system at least twice a year and before you leave for holidays.

If there is a low battery in one of the sensors, each time the system is disarmed the ALARMVOICE system will give a voice prompt saying "Low sensor battery" as well as "Disarmed". This will continue until the battery has been changed.

### Five Steps to Testing Your System

1. Telephone the Central Monitoring Station to advise that you will be testing your system.
2. Make sure your system is disarmed.
3. Lift the receiver of any touchtone phone then enter your four digit arming/disarming code followed by the star key **\*** then the number eight. **8**



For example: if your arming code is 1-2-3-4, to test your system press



- Listen for voice prompt "Test mode". This tells you that the system is now in TEST mode and will not send an alarm signal to the Central Monitoring Station.

**Test mode will automatically turn off after 10 minutes or if a signal to cancel test mode is received.**

One by one, activate each sensor that is part of your system.

door/window transmitters	open the door or window
motion detector	press the motion detector test button located just below the lens
remote entry keypad (optional equipment)	hold down the emergency button for 5 seconds

Each test activation will result in one beep from the ALARMVOICE unit confirming the proper operation of the sensor being tested.

- While still in test mode arm the system in AWAY mode. This will send a silent signal to the Central Monitoring Station and ensure the proper communications settings. Once communications have been established, the system will be in TEST mode.

**If you don't hear the beep when you are testing, the battery in the sensor is low and needs to be changed.**

Your system testing is now complete. To cancel the Test mode lift the receiver of any touchtone telephone.

- Listen for the dial tone.
- Enter your arming/disarming code followed by the star key (\*) and the # number sign. This is the same procedure used for disarming.

For example: if your arming code is 1-2-3-4, to exit test mode press



You will hear the voice prompt "Disarm" indicating the system is no longer in TEST mode.

## Replacing Sensor Batteries

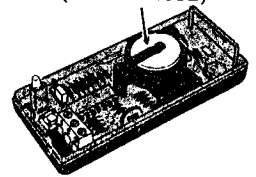
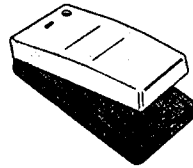
Sensor batteries must be replaced every 12 months or sooner if so indicated by testing. It is good practice to replace all sensor batteries at the same time.

**To prevent an alarm signal make sure the system is in TEST mode before replacing the batteries in any sensor.**

### Door/window Transmitter

Pry open transmitter to access batteries.

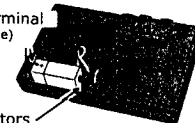
Two Batteries (TYPE CR2032)



### Remote Entry Keypad (Optional)

Battery terminal (9-volt alkaline)

Battery connectors



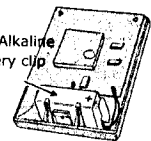
**Hint: Do not over extend the clip or it will break.**

### Wireless Motion Detector



Open case.

Connect 9-Volt Alkaline Battery to battery clip (+ side up)



After changing batteries, reactivate each sensor while still in TEST mode. You should hear a beep from the system confirming the proper operation of the sensor. If you do not hear the beep, ensure the batteries are installed correctly before calling for service.

## Replacing Back-up Battery

**Step 1:** Disarm your system (pg. 5). Turn off back-up battery switch located on the back of the control unit (pg. 14). Unplug the power adaptor from the power outlet.

**Step 2:** In order to reach the bottom of the control unit, place it on its side. Remove the two screws from the battery cover on the bottom of the control unit. (Use a Phillip's screwdriver)

**Step 3:** Remove battery from the battery compartment and unplug the connector by pressing the clip on the connector and pull them apart.

**Step 4:** Replace with a 12V, 0.8Ah, sealed lead-acid battery and reconnect the connector. It will only go in one way.

**Step 5:** Replace battery cover on bottom of the unit and put screws back in.

**Step 6:** Turn on the back-up battery switch. You will hear an announcement 'Disarmed'.

**Step 7:** Connect the power adaptor back into the outlet.

**Step 8:** Run a complete test by following the test procedure (pg. 8).

## Testing The Back-Up Battery

Inside the ALARMVOICE system is a back-up battery that provides up to six hours of power for alarm activation during a power failure. This battery should be tested immediately after testing the sensors.

1. Unplug the ALARMVOICE power plug from the electrical wall outlet.
2. Enter your four digit arming/disarming code from any touchtone phone then the star key (\*) followed by the number sign. (#)

3. You will hear the voice prompt "Disarmed".
4. Replug the unit into the electrical wall outlet.

## OPTIONAL WIRELESS BACKUP (SUPERAVS PLUS)

### How SUPERAVS PLUS works:

Superavs Plus uses Mobility cellemetry technology to transmit alarm signals. Cellemetry is a wireless digital transmission format that enjoys a wide coverage area and is noted for quick and reliable signal delivery.

Superavs Plus is an optional peripheral that works with your ALARMVOICE system to provide line cut protection and wireless backup to enhance the security offered by your main alarm system. Superavs Plus does not operate separately from your ALARMVOICE system. It works seamlessly from within your main alarm unit so that there are no new commands or operations to learn.

When will Superavs Plus activate?

Detection of intrusion

When your alarm system is set off, a signal is sent through your phone line and another signal through the wireless network. This will ensure notification to the Central Monitoring Station of an intrusion.

Detection of a line fault when the system is armed

When Superavs Plus detects the loss of phone line voltage it sends a signal to the Central Monitoring Station to notify that your phone line is not operational. Upon receipt of this signal the central station operators will attempt to contact you at your alternate telephone numbers.

IF SUPERAVS PLUS SPEAKS, you will hear one of the following phrases:

"Line Failure" The unit has lost telephone line service. Verify that your control unit is securely connected to the phone jack.

"Alarm Transmitted" Superavs Plus has successfully transmitted a wireless alarm signal to the monitoring station.

"Line OK" This message is heard upon power-up to self test the unit or when lost telephone line service is restored.

## PROGRAMMABLE FEATURES

### Entry Door Chime

The entry chime can be turned on and off.

1. Lift the receiver of your touchtone phone.
2. Press the star key, then the number 2 key, then again the number 2 key, then hold down the star key until you hear one beep. You will hear the voice prompt "chime off".
3. Your chime is now disabled.
4. To reverse this process repeat steps one and two. You will hear the voice prompt "chime on".

### Changing Arming Codes

You can have two user changeable arming codes. To change your code:

1. Lift the receiver of your touchtone phone.
2. Press the star key, then the number 7 key, then the number 7 key, then hold down the star key until you hear a beep then the voice prompt "enter old pass code".
3. Follow the voice prompts and "password changed" will acknowledge that your new passcode has been accepted.

◆ If you require a second arming code please call your local service number.

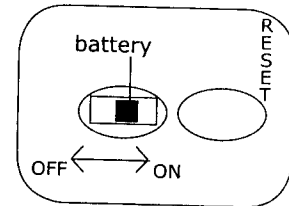
The ALARMFORCE system provides for the following additional features. Please call your local service number for more information.

◆ Silent Arm or Disarm allows you to arm/disarm your system without voice prompts or beeps.

◆ Volume Control allows you to control the volume of your voice prompts and beeps.

## IN THE EVENT OF TROUBLE

Should the unit ever need to be disconnected, you must unplug the power supply from the wall, disconnect the telephone line from the phone jack and turn off the back up battery switch. This can be done by locating the switch at the back of the control unit and using a ballpoint pen or screwdriver to move the switch to the left so that it is in the OFF position.



rear view of superavs

## Troubleshooting

When I disarm the voice prompts "low sensor battery".

**The batteries in one or more of your sensors are weak.** Voice prompts will continue until the batteries are changed.

When I disarm the voice prompts "low system battery".

**The battery in your main control unit is weak.** Contact your local AlarmForce representative.

I can't shut off the siren.

**Your system has been set off.** Wait to make voice contact with the Central Station operator. Only after that can you disarm your system.

My system is not arming/disarming.

**Check your telephone for a dial tone.** Ensure that you are using the correct 4 digit arming code. Ensure the unit is properly plugged in.

My system goes into alarm every few minutes when I walk in front of a sensor.

**Your system is armed in AWAY mode.** Follow the disarming instructions. (See p. 5) You should then hear the voice prompt confirming that your system is now disarmed.

**WARNING: Never relocate or unplug the ALARMVOICE control unit without calling your local service representative first.**

## Calling For Service

When your ALARMVOICE system is installed you will receive your Personal ID# card which will advise you of the telephone number to call should you require service. If your card has been lost or misplaced, please call AlarmForce Head Office from 8 am. to 11pm. EST Monday to Friday at 1-866-267-2055 for the telephone number of your local service representative. An appointment with a technician will be scheduled as soon as possible.

Please do not report equipment problems to the Central Station operators as they are unable to schedule service appointments.

## Your Personalized Equipment Chart

zone	peripheral description	home	away
Exit Delay: 80 Sec.		Entry Delay:	

## Available Optional Devices

For information or to add any of the following optional equipment to your ALARM-VOICE system, contact your local AlarmForce representative.

- ❖ Wireless Line Cut Protection
- ❖ Remote Arm/Disarm Keypad
- ❖ Wireless Key Fob
- ❖ Additional Door Transmitters
- ❖ Additional Motion Detectors
- ❖ Smoke Detector
- ❖ Low Temperature Sensor
- ❖ Carbon Monoxide Detector
- ❖ Emergency Panic Button

ADD:

① "Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device"

② "this product meets the applicable Industry Canada technical specifications"

③ "The Ringing Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ~~RENs~~ RENs of all the devices does not exceed five. REN = "

# Alarm Certificate

An alarm system is operational at the following location and is being centrally monitored 24 hours a day.

Central Station ULC Certificate number: S301

Date of installation

Client Name

Address of Installation

Monitored detection provided:

- Burglary
- Panic
- Fire
- Wireless Line Cut Protection
- Other

Authorization:

**Head Office:**  
49 Coldwater Road  
Toronto, Ont., M3B 1Y8  
1-866-267-2055  
customer@alarmforce.com

**KEEP IN A SAFE PLACE**

3 0 [ ] [ ] [ ] [ ] [ ] [ ]

HELP US PREVENT FALSE ALARMS.  
TEST YOUR SYSTEM REGULARLY.

FOR SERVICE CALL \_\_\_\_\_  
MONITORING STATION - 1 877 267 2001

**KEEP IN A SAFE PLACE**

3 0 [ ] [ ] [ ] [ ] [ ] [ ]

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