

Creating User Codes via www.LifeShield.com (Figures 37 and 38):

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Navigate to **Settings tab**, then to **User Codes**
4. Click **Add** (Figure 37)
5. Fill in the requested fields (Figure 38)
6. Click **Continue**
7. Click **Submit Changes** when requested

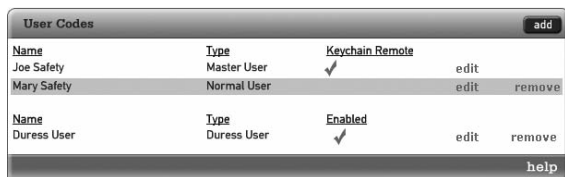


Figure 37. LifeShield - User Code Screen



Figure 38. LifeShield - Create/Edit User Code Screen

To Delete a Keychain Remote from a User via www.LifeShield.com:

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Navigate to **Settings tab**, then to **User Codes**
4. **Edit** on the same line as the user (Figure 37)
5. Adjacent to **Keychain Remote** field, click **Remove Keychain** (Figure 38)
6. Click **Continue**
7. Click **Submit Changes** when requested

Suppressing Trouble Sounds

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You can only suppress Trouble Sounds when the system is disarmed.

If you suppress Trouble Sounds after a first trouble condition, and then a second trouble condition occurs, Trouble Sounds will start again. This might happen, for example, if you lose AC power, and then lose Internet a few minutes later.

The system provides **Trouble Sounds** to alert the user that it requires attention. Trouble Sounds can be generated as a result of a low battery, the loss of Internet or phone connection, etc. You can limit the hours during the day when Trouble Sounds are sounded and you can temporarily suppress the sounds until you can address the trouble condition.

Suppressing Trouble Sounds (Handset/Console)

To suppress a Trouble Sound while it is occurring, on a *Handset or Console* :

1. Press CANCEL/OFF
2. Press OK

You can control the length of time that Trouble Sounds are suppressed (when you press CANCEL/OFF), on a *Handset or Console*:

1. Press MENU
2. Scroll to **Security Setup**, press SELECT
3. Enter your **Master Code**
4. Scroll to **Suppress Trouble**, press SELECT
5. Scroll to the desired setting (The settings range from 0 to 48 hours. Factory default is 24 hours.)

Setting the Time of Day when Trouble Sounds are Disabled (via www.LifeShield.com)

You can control the hours of the day when Trouble Sounds are disabled/silenced, such as while you are sleeping. Some conditions, like *No Internet* or *No AC* are brief and corrected quickly by the utility and you may not want to be awakened. Note that there must be at least 1 hour per day when Trouble Sounds are not silenced. (Figure 39):

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Click **Settings**
4. Navigate to **System Settings**
5. Click **Edit**
6. Select desired **Trouble Silence Start** and **End Time**
7. Click **Continue**
8. Click **Submit** when requested



Figure 39. LifeShield - Edit System Settings Screen

Alarm Event Log (Handset/Console)

For Alarm Monitoring subscribers the system will log all messages (in an **Event Log**) sent to the Alarm Monitoring Center. This is separate from the entire **Recent Event** log on www.LifeShield.com. These messages can be viewed from your **Handset** or **Console**:

1. Press MENU
2. Scroll to **Security Setup**, press SELECT
3. Enter your **Master Code**
4. Scroll to **Event Log**, press SELECT

Network Configurations

Your LifeShield system usually connects to your Internet (broadband) network automatically using the same DHCP protocol as your PC or laptop. However, some networks use Static IP Addresses. If you are not familiar with Static IP Address, it is likely that your network does not have this requirement. If you do require a Static IP Address, complete this setup process from either your **Handset** or **Console**:

1. Press MENU
2. Scroll to **Security Setup**, press SELECT
3. Scroll to **Network Mode**, press SELECT
4. Scroll to **Address Type**, press SELECT
5. SELECT **Static**, press OK
6. SELECT **View/Edit**
7. Enter the following information and press OK as you complete each step:
 - IP Address
 - Gateway
 - SubnetMsk
 - PrimDNS
 - Second DNS
 - MAC Address

Power Outage

Your **LifeShield Home Security** system operates on AC power and battery backup. In the event that both AC and battery power is lost while the system is armed, your system will automatically return to the armed state when the power is restored. After a complete AC and battery outage, the system will wait 1 minute before responding to **Sensor** activity once power is restored.



You can receive notifications on your email, mobile device, and/or Home Alert for any event in your system. Set these up at www.LifeShield.com, Security tab, Recent Events window, notification setup button.

Home Connect

The **Home Connect** feature gives you access to view and control another **LifeShield Home Security** system if the owner of that system gave you proper permission. Example uses include an elderly parent who has special needs or a neighbor that is going on vacation.

This same feature allows you to invite someone to look in on your system. The LifeShield Home Connect feature offers 2 levels of access as shown in Table 3:

Access Level	Description
Alarm Only	Receive Alarm and System Notifications from the connected home's system directly to your home as a Home Alert on LifeShield.com or via email.
Full Control	In addition to Alarm Only access, the connected home can be Armed and Disarmed from your system Handset, Console or LifeShield.com.

Table 3: Home Connect Access Levels

Inviting a Home Connect Participant

To give a trusted friend or family member permission to access your system:

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Click on **Home Connect** tab
4. Click on **Invite Someone Now** (Figures 40 and 41)
5. Enter requested information (Figure 41)
6. Click **Submit**



Figure 40. LifeShield - Home Connect Tab

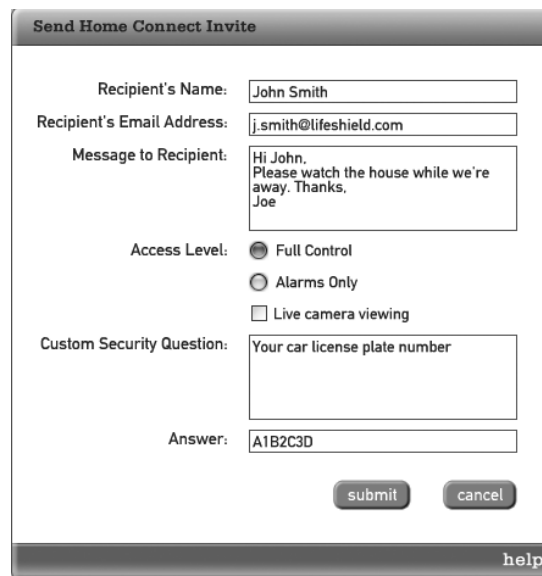


Figure 41. LifeShield - Home Connect Invite

Once the participant has accepted your invitation, you will receive notice on the Invite Sent window. They will then be able to access your system. (Figure 42)

Accepting a Home Connect Invitation

If you receive a Home Connect email invitation from someone:

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Click on **Home Connect** tab
4. Navigate to the **Accept An Invite** panel
5. Enter invitation code that is provided in the **Home Connect** email you received from the requester
6. Click **Accept Invite**

Accessing and Controlling a Home Connect System via the Handset/Console:

1. Press **CONNECT** on your **Console**, or press **MENU**, then scroll to **Home Connect** on your **Handset**, press **SELECT**
2. Enter your own **User Code**
3. Select the system to which you want to connect (if there is more than one)
4. The display will show the status of the remote system to which you are Home Connected
5. The **ARM** and **DISARM** keys on your Handset and Console will control the remote system to which you are Home Connected



Figure 42. LifeShield - Home Connect Invitation Acceptance

Notifications



As the limit for Home Alerts is exceeded, the system automatically deletes the oldest Alert.

You will be notified of a new Home Alert message by an audio tone and a message on your **Handset** or **Console**. The blue LED will flash as well.

The Home Alert Messages light remains lit until you have viewed the message. Messages are time stamped with the most recent message displayed first. The system stores the most recent 20 messages.

Your **LifeShield Home Security** system can send you notifications about events that happen in your home. These notifications can be received via email, mobile device, and/or Home Alert. You can read Home Alert messages via your **Handset**, **Console** or **LifeShield.com**. In addition to events from your home, such as **Sensor** openings, you can also receive severe weather alerts and reminders.

Notification Setup (www.LifeShield.com)

Notification setup is accessed from the Security tab, Recent Events window, on www.LifeShield.com. (Figures 43 and 44)



Figure 43. LifeShield - Security Tab Notification Setup

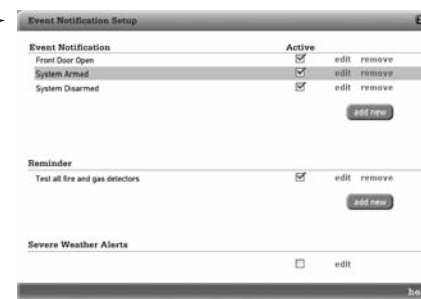


Figure 44. LifeShield - Event Notification Setup

To setup a Notification to send messages to your email, mobile device or Home Alert (Figures 45 and 46):

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. On **Security tab**, navigate to **Recent Events**
4. Click **Notification Setup**
5. Click **Add New**
6. Select **System Event** and enter descriptive notification **Name**
7. Pull down event **Type** (Alarm, Arm/Disarm, Sensor Open/Closed, Trouble, etc.)
8. **Example Alarm Type:**
 - a. Pull down desired event **Detail** (i.e. All, Burglary, Fire, Panic, Burglary Panic, Fire Panic, Medical Panic)
 - b. Pull down event **Occurrence** (i.e. Does Occur, Does Not Occur)
9. Click **Always send a notification when this event occurs;** or
10. Click **Customize event notification period** (for events that happen only at certain times)
11. Select **All Day** (for events that happen anytime during day); or
12. Pull down **Start Time** and **End Time** (for events in certain time windows)
13. Click desired **Event Day(s)** or click **All Days**
14. Click desired **Notification Address(es)** or
15. Click **Manage Addresses** to add additional addresses (up to 4 total plus Home Alert)
16. Click **Submit**

Figure 45. LifeShield - Alarm Notification Example

Notifications

Editing or Removing a Notification

You can edit or remove an existing notification by selecting **Edit** or **Remove** adjacent to the notification you want to modify.

Activate/Deactivate a Notification

You can activate or deactivate an existing notification by clicking on the **Active** check box adjacent to the desired notification.

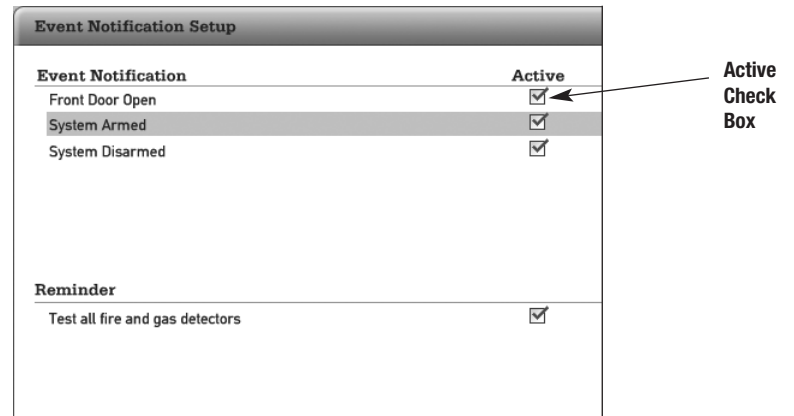


Figure 46. LifeShield - Event Notification Setup

Home Alert In-Box

Home Alerts are notifications of system events, reminders or weather alerts that are sent to your home. They can be retrieved from your in-home equipment or from your LifeShield.com Home Alert In-Box on the Security tab. When setting up notifications, you will be able to select a Home Alert as an address location. (Refer to Figure 47)

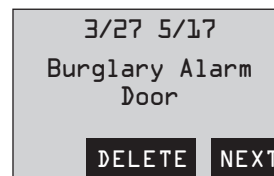


Figure 47. LifeShield - Home Alert

Retrieving Home Alerts (Handset/Console)

To retrieve a Home Alert follow these steps:

1. From your **Console**, press ALERTS, or
2. From your **Handset**, press MENU
3. Scroll to **Home Alert**, press SELECT
4. Press DELETE to delete a message or NEXT to keep the message and view the next alert



Retrieving Home Alerts (LifeShield.com)

To retrieve your Home Alert messages follow these steps:

1. Go to www.LifeShield.com
2. Enter your **User Name** and **Password**
3. Navigate to the **Home Alert** panel
4. Use scroll bar to see your **Home Alert** messages

Weather Updates

Your **LifeShield Home Security** system provides a convenient way to obtain your local 3-day weather forecast through your **Console** or **Handset**. The forecast is localized to your monitoring zip code.

To view *Weather Updates* follow these steps:

Handset:

1. Press MENU
2. Scroll to **Weather**, press SELECT
3. To view the next day's weather forecast, press NEXT

Console:

1. Press WEATHR
2. To view the next day's weather forecast, press NEXT



Severe weather alerts are sent to you as Home Alerts if turned on from LifeShield.com.

The temperature format can be changed from Fahrenheit to Celsius by going to www.LifeShield.com.

Using Your Telephone System

The **Handset** and **Console** are not only components of your **LifeShield Home Security** system, but also provide you with a full featured digital telephone system. In this section you will find information on the following:

- Telephone system features
- Telephone system controls and functions
- Telephone system settings
- Phone Book features
- Answering system features
- Do not disturb
- Privacy

Note: If you don't subscribe to telephone services from a local provider, many of these features will either be inactive or not applicable.

Console Telephone Controls and Features

Figures 48 and 49 highlight the telephone-specific functions located on both your **Console** and **Handset**.

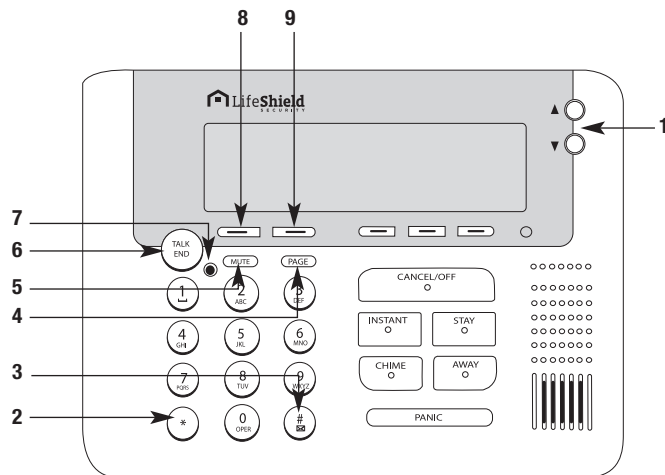


Figure 48. Telephone Features on the Console

1. **Scroll Button** (Up/Down) – Navigates menus, adjusts volume, accesses recent calls
2. ***** - Pressing * in recent call list adds a 1 for long distance
3. **#** - Telephone answering system access (retrieving messages)
4. **PAGE** – Activates audible tone on Handsets for locating
5. **MUTE** – Mutes phone microphone
6. **TALK/END** – Initiates/ends calls and provides menu exit
7. **Message LED** – Indicates new message waiting
8. **Soft Key** – Changes functions based on menu navigation; active function shown on display above key; Main Display – PHNBK function retrieves phone book entries
9. **Soft Key** – Changes functions based on menu navigation; active function shown on display above key; Main Display – MENU function allows menu navigation

Controls and Functions

Handset Phone Controls and Functions

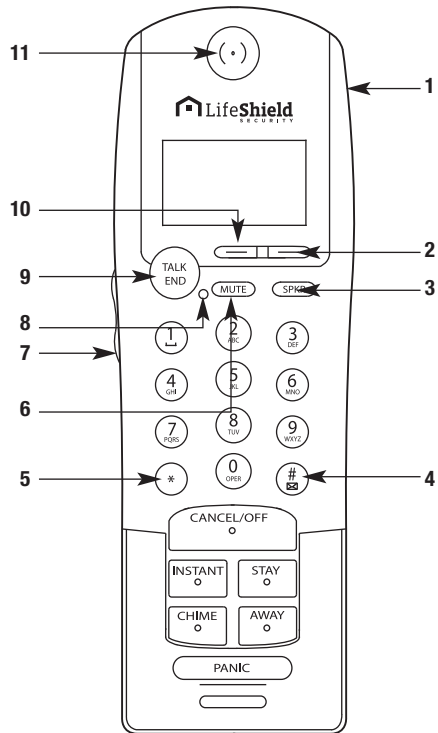


Figure 49. Phone Features on the Handset

1. **Headset Jack**
2. **Soft Key** – Changes functions based on menu navigation; active function shown on display above key; Main Display – MENU function allows menu navigation
3. **SPKR** – Activates speaker phone
4. **#** – Access to telephone answering system (retrieve messages)
5. ***** – Pressing * prior to redialing from recent call list adds a 1 for long distance
6. **MUTE** – Mutes call
7. **Scroll Button (Up/Down)** – Navigates menus, adjusts volume, accesses recent calls
8. **Message LED** – Indicates new message waiting
9. **TALK/END** – Initiates/ends calls and provides menu exit
10. **Soft Key** – Changes functions based on menu navigation; active function shown on display above key; Main Display – PHNBK function retrieves phone book entries
11. **Handset Earpiece**

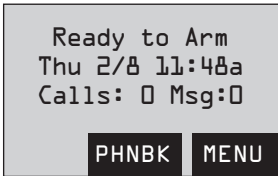
Some of the key features of the **LifeShield** system:

- Built-in digital telephone system (VoIP compatible)
- Console with built-in speaker phone
- Digital cordless phone, with built in speaker phone
- Built-in phone book, with 99 memory locations
- Answering system with voice prompts
- Mute and hold functions
- Caller ID and Call Waiting capability
- Do not disturb and privacy functions
- 3-way conference calling
- Date and time display
- Multi-handset expandable
- Room monitor
- Intercom
- Remote intercom (via the answering system) from any touchtone phone

Telephone Displays

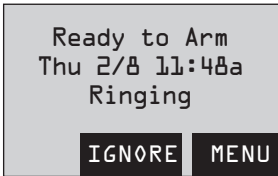
The LifeShield system displays telephone-related information on the third line of the display.

The third line of the main menu display on your telephone provides you with the *number* of **calls received (Calls)** and the *number* of **messages (Msg)** in your telephone's answering system.



Receiving Calls

You can receive calls from either the **Handset** or **Console**. The LifeShield system will display **Ring** during an incoming call.



Selecting **IGNORE** on the **Handset** or **Console** will send an incoming call to the Answering System.

If Caller ID is provided by your utility, the caller's information will be shown on the display. If Caller ID is unavailable or blocked, the Caller information may display as **Private** or **Unknown**.



The various display messages are outlined in Tables 8, 9 and 10.

Telephone Operations



If **Auto Answer On** is enabled, when you pick up the **Handset** from the **Cradle**, the call will be active. Therefore, you *do not need* to press **TALK/END** or **SPKR** to receive your call.

1. To Receive a Call Press **TALK/END** or **SPKR** (*Handset Only; Refer to Figure 50*).



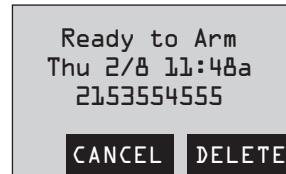
Figure 50. TALK/END on Handset

Placing Calls

You can make calls from either the **Handset** or **Console**.

To place a call:

1. Press TALK/END or SPKR (Handset only)
 2. Key in number
- or
1. Key in number
 2. Press TALK/END or SPKR (Handset only)



3. When the call connects, begin speaking
4. Once the call begins, the display shows the duration of the call in real time



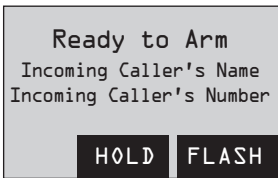
Ending Calls

To end a call:

1. Press TALK/END

Flash and Call Waiting

If you subscribe to Call Waiting with your service provider, you can answer a 2nd incoming call while on a 1st call. If you have Caller ID service, the waiting call's information is displayed.



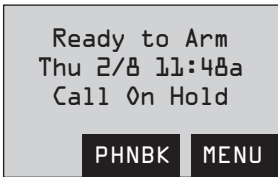
To pick up a 2nd incoming call while you are already on a call:

1. Press FLASH
2. The original call will be put on hold and you can begin talking to the new caller
3. Press FLASH again and you will be reconnected to the original call

Placing a Call on Hold

While on a call, you can put the call on hold:

1. Press HOLD
2. Call on Hold will appear on the display
3. To return to the call press TALK/END



Earpiece and Speaker Volume

While on a call, you can change the volume of the Earpiece or Speaker by using the Scroll buttons on the **Handset** or **Console**. (Figure 51)
The display shows the Volume Level in bars.

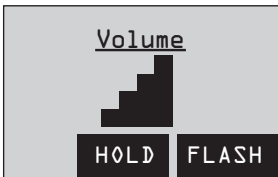
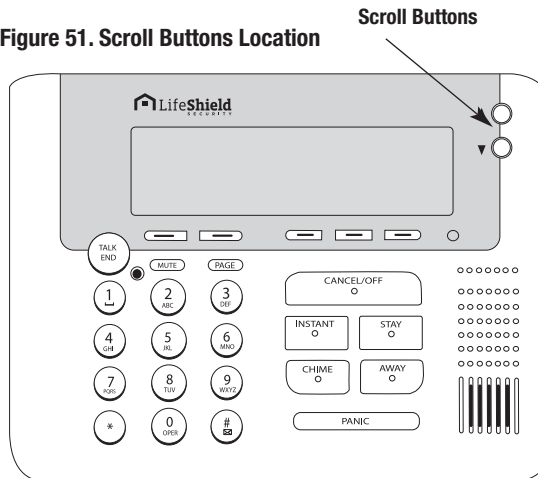


Figure 51. Scroll Buttons Location



Pressing the HOLD soft key puts new call on hold.

If a call is placed on hold for longer than 5 minutes, it will be automatically disconnected.

Telephone Operations

Mute Microphone

While talking on a call, you can mute the Microphone by selecting the **MUTE** button on the **Handset** or **Console**:

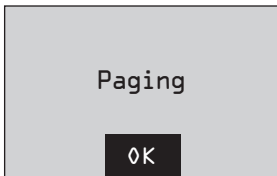
1. Press MUTE
2. The display shows that the call is muted along with the running duration of the call
3. Press MUTE again to take the device off of mute

Paging

Both the **Base** and the **Console** have a **Page** button for locating a misplaced **Handset**.

To Page your Handset:

1. Press PAGE on **Base** or **Console**
2. All **Handsets** display **Paging** and beep for a maximum of 10 seconds
3. Press OK on **Handset** to stop paging



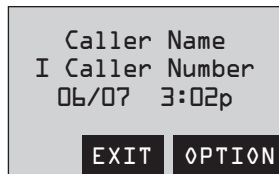
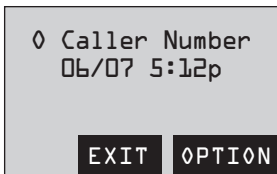
Recent Calls

The LifeShield phone system saves 20 of your most recent incoming or outgoing calls for retrieval and redial from either your **Handset** or **Console**.

Viewing Recent Calls

To view a call from your recent call list:

1. Use scroll buttons until you reach the desired phone number



Each call in the list is labeled with an "I" for **Incoming Call** or "O" for **Outgoing Call**.

If you subscribe to **Caller ID** service or the caller information is already stored in your **Phone Book**, then the Caller ID information is shown on the display along with the date and time of the call.

Redialing Recent Calls

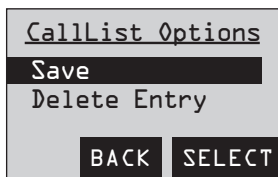
To redial a call from your recent call list using your **Handset** or **Console** follow these steps:

1. Use the scroll buttons until you reach the desired phone number you would like to redial
2. Press * to add a 1 pre-dial digit in front of your recent call number if required for long distance
3. Press TALK/END or SPKR on the **Handset** or press TALK/END on the **Console** to redial the number

Saving Recent Calls

You can *save calls* to your **Phone Book** from either the **Handset** or **Console**:

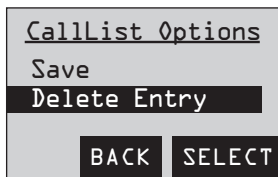
1. Use the scroll buttons to view recent calls
2. Stop at the number that you want to save to your **Phone Book**
3. Press OPTION
4. Scroll to **Save**, press SELECT



Deleting Recent Calls

You can delete a recent phone entry, delete all incoming calls, delete all outgoing calls or delete all calls from either the **Handset** or **Console**:

1. Use the scroll buttons to view recent calls and press OPTION on desired call
2. Scroll to **Delete Entry**, press SELECT



Out of Range

If you attempt to make a call when you are out of range, the **Handset** or **Console** will display **Out of Range** and sound an out-of-range beep. This message will also appear if you walk out of range while on a call. You have 30 seconds to walk back into range before you will lose the call.



The steps for manually entering numbers in your **Phone Book** are outlined in the **Phone Book Operations section**.

The steps for deleting incoming, outgoing or all recent calls are similar.

Telephone Operations



While the phone is ringing, you can change the ring volume using the **Scroll Button** on the **Handset** or **Console**. The display shows the Ringer Volume bar level.

Telephone Settings

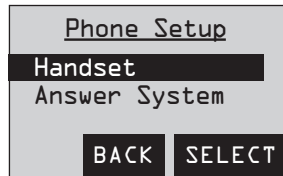
The **Handset** and **Console** phone settings can be changed on each device. These settings include:

- Ring Tones (10 to choose from)
- Ringer Volume
- Display Contrast
- Key Beeps
- Key Lock (telephone keys only)
- Auto Answer (from phone cradle)

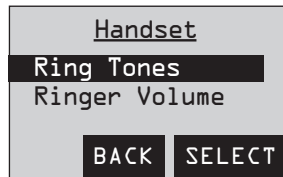
Changing Phone Settings

To change any of the above listed settings follow these steps:

1. Press MENU
2. Scroll to **Phone Setup**, press SELECT
3. Scroll to **Handset** or **Console** (depending on the device being used, the menu will indicate **Handset** or **Console**), press SELECT



4. Scroll to the desired category that you want to change (i.e., ring tones, ringer volume, display contrast, key beeps, key lock and auto answer), press SELECT



5. Scroll to desired setting, press SELECT

The LifeShield Telephone system has built-in **Phone Book** support available from both the **Handset** and **Console**, and can store up to 99 numbers. These entries can be a combination of manual entries and Caller ID inputs. (Refer to Table 4)



The **Phone Book** supports dialing, editing, deleting, adding and saving entries.

Phone Book Features	Description
Number of Entries	The Phone Book can store up to 99 entries.
Multiple Entry Options	Phone Book entries can be made manually or saved from the recent call list with or without Caller ID information.
Distinctive Ring	Selectable from a list of 10 predefined ring tones. Handsets and Console will not ring until Caller ID can be verified and a distinctive ring applied.
Speed Dial	You can assign the 1-9 number buttons to a particular Phone Book entry, which allows that entry to be dialed when the assigned button is held down for 2 seconds.

Table 4: Phone Book Features

Adding a Phone Book Entry

You can add a Phone Book entry from the **Handset** or **Console**.

To add an entry to your Phone Book follow these steps:

1. Press PHNBK

Ready to Arm
Thu 2/8 11:48a
Calls:0 Msg:0

PHNBK MENU

2. On <Add New>, press SELECT

<Add New>
Name 1
Name 2

BACK SELECT

3. Enter **Name** using the alpha numeric keypad, then press OK

Name

DELETE OK

4. Enter **Phone Number**, then press OK

Phone Number

DELETE OK

5. Scroll to desired speed dial location, press SELECT

Speed Dial Key

<None>
0 Key

BACK SELECT

6. Scroll to desired **Distinctive Ring tone**, press OK

Distinctive Ring

<Default>
Tone 1

DELETE OK

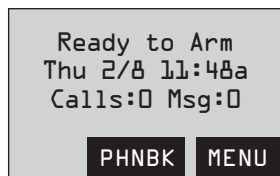
Phone Book Operations

Viewing and Calling a Phone Book Entry

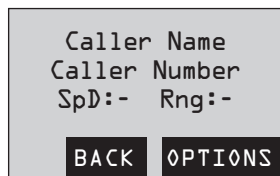
You can view your **Phone Book** entries from the display on the **Handset** and **Console**.

To view an entry in your Phone Book follow these steps:

1. Press PHNBK



2. Scroll to desired entry in list, press SELECT or
3. Press the alpha numeric keys corresponding to the Phone Book name entry you desire. This will take you to your Phone Book entries starting with that key's corresponding letters. (Example: The corresponding letters associated with the number 2 on the keypad are A, B and C.)



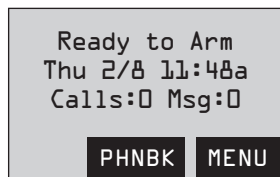
4. Press TALK/END or SPKR; the phone will begin dialing the selected number

Editing and Deleting a Phone Book Entry

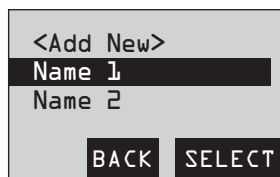
You can edit or delete a Phone Book entry from the display on the **Handset** and **Console**.

To edit and delete a Phone Book entry follow these steps:

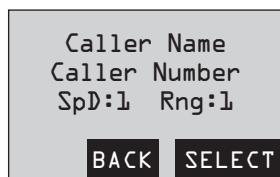
1. Press PHNBK



2. Scroll to desired entry in list, press SELECT or
3. Press the alpha numeric keys corresponding to the Phone Book name entry you desire. This will take you to your Phone Book entries starting with that key's corresponding letters. (Example: The corresponding letters associated with the number 2 on the keypad are A, B and C.)



A Summary View of the Phone Book is displayed.



4. Press OPTIONS
5. Scroll to **Edit** or **Delete** and press SELECT

Speed Dial

For currently assigned Speed Dial buttons, the assigned name will be listed for that button. You can select an unused button and reassign that button to the Phone Book entry currently being edited.

Distinctive Ring

Your system provides you with 10 distinctive tones which you can assign to Phone Book entries. **<Default>** is the default setting which has assigned your existing standard ring tone.

Answering System Operation

t

Notifications of new messages are displayed on the third line of the **Handset** or **Console** main display and by the blinking blue light next to the **TALK/END** key.

i

The factory default for the Answering System is OFF.

The LifeShield system includes a built-in, full-featured telephone answering system. You can customize and operate the system through the **Handset**, **Console** or remotely from another telephone.

The features of the answering system are listed below:

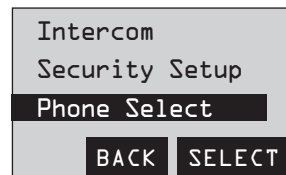
- Digital Recording (no tape)
- Up to 12 Minutes of Recording Time
- Call Screening
- Personal or Prerecorded Greetings
- Time and Day Announcement
- Remote Message Retrieval
- Toll Saver
- Message Alerts
- At Home Retrieval of Messages by any LifeShield Telephone

Enable Answering System

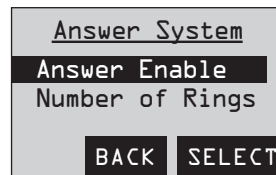
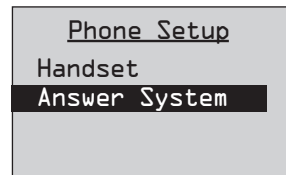
The **Answering System** can be enabled from either the **Answering System Settings** or **Answering System Operating Menu**.

To enable Answering System from the Answering System Settings:

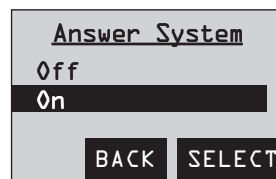
1. Press MENU
2. Scroll to **Phone Setup**, press SELECT
4. Scroll to **Answer Enable**, press SELECT



3. Scroll to **Answer System**, press SELECT



5. Scroll to the desired setting, press SELECT (Example: On)



To enable Answering System from the Answering System Operating Menu:

1. Press #
2. Press 6

Answering System Options

To access the Answering System (i.e., retrieve messages) from your Handset or Console (Figure 52):

1. Press #

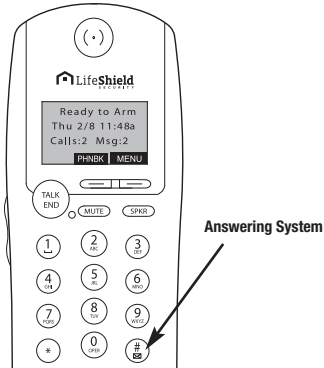
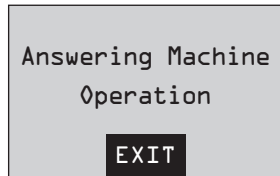


Figure 52: # Key on Handset

The display will change to indicate Answering Machine Operation. At the same time an audio message will be presented.

Audio Message Example: Saturday, 7:15 am, 2 New Messages and 4 Old Messages, System is Armed. To play incoming message, press 2, for help press 0.



Retrieving Incoming Messages

To listen to your telephone messages from the Handset or Console:

1. Press #
2. When prompted, press 2

While listening to your messages, the following commands are available (Table 5):

Key Command	Command Enabled
Press 1	Repeat Message
Press 2	Play Messages
Press 3	Skip Message
Press 4	Delete Message
Press 5	Stop/Start Message

Table 5: Listening to Your Messages, Options



The # button has an envelope icon next to it to represent “messages” aka Answering System.

Answering System Operation

Answering System Settings

The Answering System has factory settings, but may be customized through the menus on your **Handset** or **Console**. See *Answering System Settings* in Table 6. Depending on your preferences, you can customize the settings for each LifeShield phone through the menu on your **Handset** or **Console**.

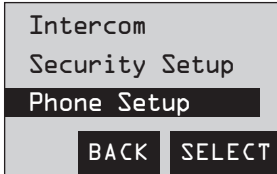
Function	Setting Description	Setting Options	Factory Setting
Answering System	Turn Answering System on or off.	On/Off	Off
Number of Rings	Set the number of rings before the Answering System picks up the call.	0/2/4 Rings	4 Rings
Max Record Time	Set the Answering System maximum record time for calls. The Announce Only setting presents the caller with your greeting, but does not allow their message to be recorded.	Announce Only 1 Minute 4 Minutes	4 Minutes
Toll Saver	When there are new messages in the Answering System, an incoming call will be answered after 2 rings instead of the configured number of rings to save a toll when retrieving remotely.	On/Off	Off
Direct to Answer	Based on Caller ID information and this setting, the Answering System will record the call without the phone ringing.	Off No Caller ID Not in Phone Book All	Off
Call Screening	Play caller messages as they are being recorded from the Handset and Console.	Off Handset Console	Off
Select Greeting	Select a standard greeting or record a personalized greeting.	Standard Personalized	Standard

Table 6: Answering System Settings

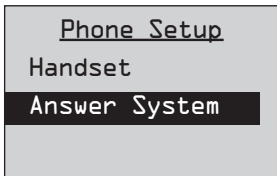
Changing Answering System Settings

To configure the Answering System:

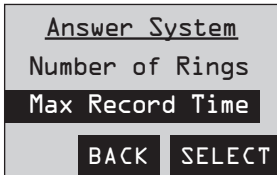
1. Press MENU
2. Scroll to **Phone Setup**, press SELECT



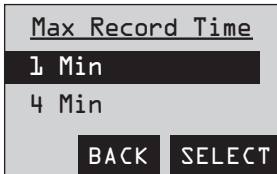
3. Scroll to **Answer System**, press SELECT



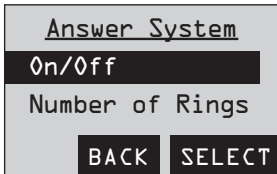
4. Scroll to desired category, press SELECT (**Example: Max Record Time**)



5. Scroll to the desired setting, press SELECT (**Example: 1 Min**)



6. Upon making your selection you will be brought back to the **Answering System** menu



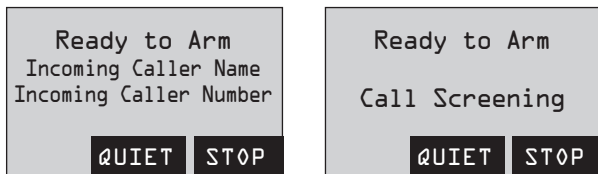
7. Press **TALK/END** to return to the main display

Answering System Operation

Call Screening

The **Call Screening** feature plays incoming call messages over the speaker as they are being recorded. A **Handset** or **Console** can be selected as the “call screening” device. Only one unit at a time can be the screener.

If Call Screening is enabled, the system will flash between presenting “Caller ID” info and “Call Screening” on the display.

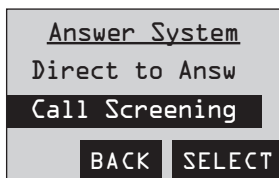


Pressing the **QUIET** key at any time during the recording will continue recording without broadcasting over the speaker phone.

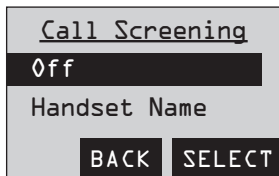
Pressing the **STOP** key at any time during the recording will end the call.

Enabling Call Screening:

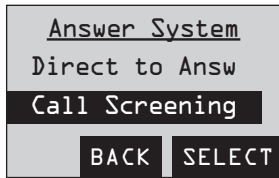
1. Press MENU
2. Scroll to **Phone Setup**, press SELECT
3. Scroll to **Answer System**, press SELECT
4. Scroll to **Call Screening**, press SELECT



5. Scroll to desired **call screening** setting, press SELECT



6. Upon making selection you will be brought back to the **Answering System** Menu



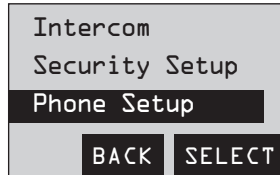
7. Press **TALK/END** to return to the main display

Select and Record Greeting

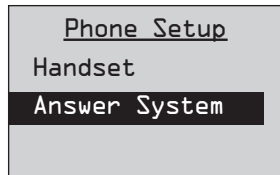
The LifeShield Answering System has a prerecorded greeting or you can record your own greeting.

To Select Greeting:

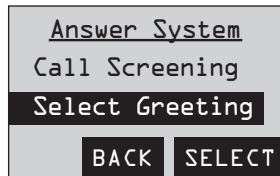
1. Press **MENU**
2. Scroll to **Phone Setup**, press **SELECT**



3. Scroll to **Answer System**, press **SELECT**

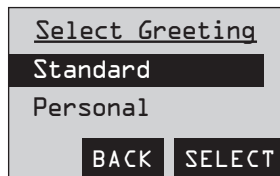


4. Scroll to **Select Greeting**, press **SELECT**



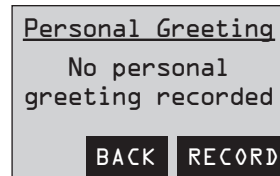
Standard Greeting

5. Scroll to **Standard Greeting**, press **SELECT**
The greeting will be played

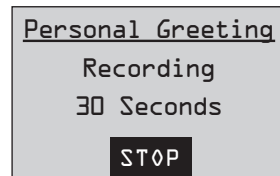


Personal Greeting

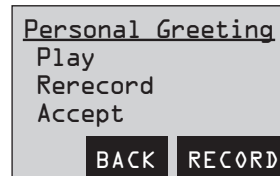
6. Scroll to **Personal Greeting**, press **SELECT**
7. If no personal greeting has been recorded, the following display appears:



8. Press **RECORD**
9. Audio beep begins recording time; remaining time counts down



10. At the end of your recording press **STOP**



11. Scroll to **Play, Rerecord** or **Accept**; press **SELECT**

To record a personal greeting from the Answering System Operating menu follow these steps:

1. Press **#** key
2. Press **8** when prompted
3. After tone, begin recording a personalized message
4. Press **5** to stop recording

The greeting will automatically play back at the end of your recording.



The greeting must be more than 2 seconds or it will not be recorded.

Scroll to Play, Rerecord or Accept; press **SELECT**.

Privacy/Do Not Disturb (DND)

Privacy

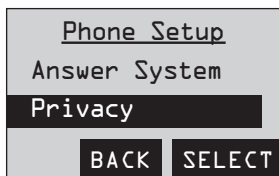
Enabling the **Privacy** feature on your phone system will prevent other phone devices within your home from listening to your call.

To enable Privacy:

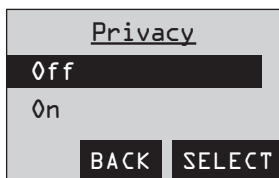
1. Press MENU
2. Scroll to **Phone Setup**, press SELECT



3. Scroll to **Privacy**, press SELECT



4. Scroll to **On**, press SELECT



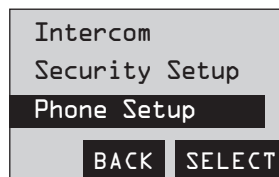
5. This selection will bring you back to the **Phone Setup** menu
6. Press TALK/END to return to the main display

Do Not Disturb (DND)

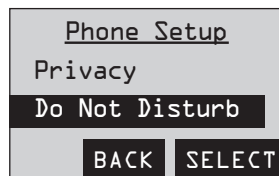
Enabling the **Do Not Disturb** feature on your phone system will mute the ring tones on all incoming calls.

To enable DND:

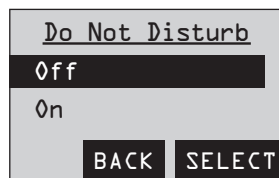
1. Press MENU
2. Scroll to **Phone Setup**, press SELECT



3. Scroll to **Do Not Disturb**, press SELECT



4. Scroll to **On**, press SELECT



5. This selection will bring you back to the **Phone Setup** menu
6. Press TALK/END to return to the main display

Setting Up an Intercom Session

The **Intercom** feature allows a 2-way conversation between 2 LifeShield phones (**Handset** or **Console**) in your system. The Intercom is available as long as the receiving phone (**Handset** or **Console**) is not in use.

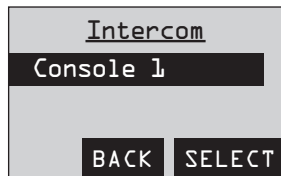
Setting Up an Intercom Session

To establish an Intercom session:

On the Calling Phone:

1. Press MENU
2. Scroll to **Intercom**, press SELECT
3. Scroll to the desired **Receiving Phone**, press SELECT (**Example: Console 1**)

Example: Calling Phone Display



4. Both LifeShield phones will display a message that says **Connecting**

Example: Calling Phone Display

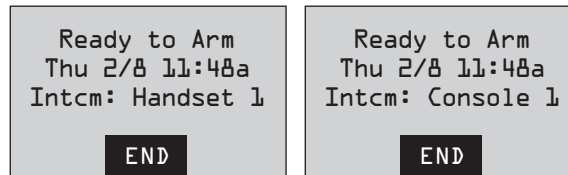


5. Both LifeShield phones will beep and the display will indicate: **Intercom From: (Example: Handset 1)**

Example: Receiving Phone Display



6. Both LifeShield phones indicate an Intercom call is in progress



If the phone rings while an Intercom call is in progress the Intercom call can continue or the incoming call can be answered. The display will show **Ringling** and show Caller ID information, if available.

7. To end the Intercom session and answer the call, either user can press TALK/END or SPKR on the **Handset** or **Console**



Either party may end an Intercom session by selecting the End key.

If the requested device is being used when an Intercom session is started, the originating device will show "Unavailable" on the display and sound an error beep.

Setting Up Room Monitoring



If the phone rings, it can be answered from either device by pressing the TALK button on the Handset or Console, or the SPEAKER key on the Handset.

A room monitoring session is terminated by pressing the END key on either device.

In the **Room Monitor** mode, 2-way communication is not possible.

The **Room Monitor** feature allows you to monitor sounds in another room, such as a nursery.

Setting Up Room Monitoring

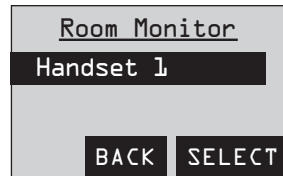
To set up Room Monitoring:

1. With **Console** in one room (**Receiver Phone**), place another LifeShield phone (**Example: Handset 1**) in the room you would like to monitor (**Monitored Phone**).

On the Receiver Phone:

2. Press MENU
3. Scroll to **Room Monitor**, press SELECT
4. Scroll to the **Monitored Phone**, press SELECT (**Example: Handset 1**).

Example: Receiver Phone Display:



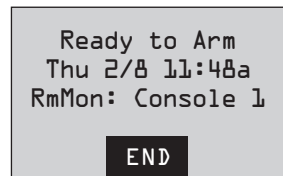
5. This selection will connect the 2 LifeShield phones. The message **Connecting** appears on the display.

Example: Receiver Phone Display:

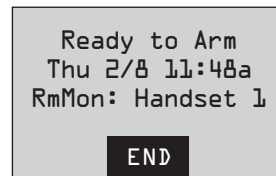


6. When the phones are connected, their names appear on each other's display.

Example: Receiver Phone Display



Example: Monitored Phone Display



Enable Remote Access/Use Remote Access

You can access your Answering System or security functions from a remote location. The factory default for remote access is **On**, but can be disabled through the configuration settings. The **Remote Access Menu** is voice-prompt driven.

Disable Remote Access

To disable remote access on your Handset or Console:

1. Press MENU
2. Scroll to **Security Setup**, press SELECT
3. Enter your **Master Code**
4. Scroll to **Remote Access**, press SELECT
5. Scroll to **Off**, press SELECT (**Example: On**)

Use Remote Access

To access the system:

1. Dial your home number and wait for the system to answer
2. Select the asterisk button (*) and enter your **User Code** when the system answers
3. Upon entering a valid **User Code** the system will announce the state of your Answering and Security systems

Example Audio Message:

“Sunday 7:15 PM”

“2 new messages and 5 old messages”

“The system is Armed – Stay”

“To play Incoming Message, select 2.”

“To enter Security Menu, select 9.”

“For Help, select 0.”

Answering System Access

4. To access the answering system, select 2

Security System Access

5. To access the security system, select 9

The following Security System commands are available:

To **Arm Stay**, select 1

To **Arm Away**, select 2

To **Disarm** or **Cancel**, select 4

To **Bypass All Not Ready Sensors**, select 5

To start the **Intercom**, select 6 (this enables remote intercom into your home)

To return to **Answering System**, select 9

For **Help**, select 0



A touch-tone phone is required for **Remote Access** entry.

If the **LifeShield Answering System** is turned off or your telephone service provider's voice mail answers before the **LifeShield Answering System**, **Remote Access** will not operate.

A **Master** or **Normal User** code can be used for remote access.

If the **Answering System** is on, when the call is answered the system will play the selected Greeting. If the **Answering System** is off, after 10 rings the system will answer and a waiting tone will sound once every 2 seconds.



WARNING - Arming your system remotely can lead to false alarms if someone at home is not aware that you are arming the system.

Expand Your System

Expand Your System

Additional components may be added to your system, up to the maximum shown in Table 7.

Components	Maximum Components Per System
Base	1*
Handsets	6*
Consoles	4*
Grid Extenders	4*
Door Sensors	50
Window Sensors	50
Siren Detector Sensors	50
Motion Sensors	50
Smoke Sensors	50
Glassbreak Sensors	50
Environmental Sensors (Water/Temperature)	50
Keychain Remotes	4
Cameras	4

Table 7: Maximum Number of Devices Supported

*The system will support a total combination of 8 **Handsets**, **Consoles** or **Grid Extenders**. The system will support a total combination of 50 **Sensors** of any kind listed in the table.

To purchase additional system components, go to www.LifeShield.com or call LifeShield Customer Support 1-888-392-2044. For instructions on adding additional components to your system see the Device Guides provided inside your device packages.

Alarm

The sound that is heard when your system is armed and a Sensor has been faulted or when the PANIC button has been pressed.

Alarm Notification Delay

When an alarm sounds, a notification signal is sent to the Alarm Monitoring Center after a delay of 30 seconds. The delay provides time for you to cancel a false alarm.

Arming Your System

Arming Your System means turning your system on to secure your premises.

Auto Answer

When enabled, a call will be active when the Handset is picked up off the Charging Cradle. TALK/END does not need to be pressed.

Auto Stay

When the system is armed Away, but you don't leave the house, the system defaults back to armed Stay status. To override this default setting Auto Stay can be set to "No" on LifeShield.com.

AWAY (Leaving Home)

Arm AWAY when leaving your home. All Sensors are monitored (except those designated as a "Non-Monitored Type"). An audible Exit Delay and Entry Delay is supported.

Base

One of 3 Grid Controllers. The Base provides the system Internet access and phone line backup.

Bypassing a Sensor

Bypassing a Sensor allows you to arm your system without monitoring or creating an alarm condition when a Sensor is opened.

Charger

The Charger is provided with, and is used to charge, the Handset.

Chime

A Chime is the sound made when a Sensor is opened or closed. Chimes can be turned off globally from both the Handset and Console by pressing the Chime button and entering your User Code.

Comm. Test

The communication test verifies alarms can be sent across both the Internet and your phone line to the Alarm Monitoring Center. This is done automatically during activation, but should be run periodically to verify communications.

Console

One of 3 Grid Controllers. The Console provides full feature display and keypad for operating the system.

Direct to Answer

Direct to Answer sends an incoming call directly to the Answering System, rather than answering the call.

Disarming Your System

Turning your security system off. Disarming your system is done by pressing CANCEL/Off on your Handset or Console and then entering your User Code.

Display Messages

Messages on the screen of your Handset or Console. Line 1 displays security status messages. Line 2 displays secondary security status messages. Line 3 displays phone status messages.

Glossary

Do Not Disturb (DND)

Do Not Disturb feature mutes the ring tone on all incoming calls.

Entry Delay

Entry Delay gives you time to enter your armed home and disarm the system before the alarm sounds. The system beeps during the Entry Delay. INSTANT arming does not have an Entry Delay.

Event Logs

The system logs all monitored Events that occur on your system, such as alarms sent to LifeShield Central Monitoring. You can view these Events from your Handset, Console or LifeShield.com.

Exit Delay

The Exit Delay gives you time to leave your home before the system is armed. INSTANT does not have an Exit Delay.

Faulted

Faulted occurs when an event a Sensor is monitoring is detected, such as the opening of a door or window.

Grid Controllers (GCs)

The wireless grid in your LifeShield Home Security system is created using Grid Controllers (GCs). These include the Base, Console and Grid Extenders. Together they communicate with Sensors to create a blanket of protection for your entire home.

Grid Extender

Grid Extenders are 1 of 3 system Grid Controllers added to your system to fill in wireless coverage not covered by the Base or Console. You can add more than one Grid Extender to your system.

Handset

The Handset provides mobile control of your security system and comes with a charging cradle and power supply. It is also a full-featured cordless, Wi-Fi friendly digital telephone. The Handset can be charged by placing it in the charging cradle.

Home Alerts

Home Alerts are messages regarding important information about your security system. Home Alerts are indicated by an icon on your Handset, accompanied by the Alert light illuminating red.

Home Connect

The Home Connect feature allows you to monitor another home that has a LifeShield Home Security system. Home Connect must be set up on the LifeShield website. You can connect to a Home Connect participant by selecting the CONNCT button on your Console or Handset. Home Connect allows you to arm and disarm another system and receive alarm notifications regarding that system.

INSTANT

Arm Instant when in for the evening and not expecting anyone to enter or leave from your home. There is no Entry or Exit Delay supported and an alarm will sound immediately upon faulting an armed Sensor.

Intercom

The Intercom feature allows 2-way conversations with another Handset or Console in the system.

In-Test

You can request your system be put In-Test for up to 24 hours. During this time your system will not be monitored.

Keychain Remote

A Keychain Remote allows you to arm your security system from outside your home.

LifeShield.com

www.LifeShield.com provides complete control, configuration, and status of your system from any PC or Mac Internet browser.

Master Code

One Master Code is supported, which you entered as part of your activation process. Only the Master Code can be used to change your system settings, such as creating, editing and deleting other User Codes.

Mobile LifeShield

mobile.LifeShield.com can be accessed from any web enabled mobile device to arm/disarm, check system status, recent events, and access cameras. Must be first enabled in www.LifeShield.com under top status panel, Quick Links, Preferences.

One Touch Arming

When enabled on www.LifeShield.com the system can be armed by pressing and holding Stay, Away, or Instant on the Handset or Console without entering your User Code. The factory default is Off.

PANIC Alarm

A PANIC Alarm generates an alarm and the Alarm Monitoring Center contacts emergency authorities without phone call verification. The PANIC Alarm is generated by pressing the PANIC button located on the Handset and Console.

Phone Book

The built-in phone book can store up to 99 telephone numbers and/or Caller ID messages.

Practice

After a system is activated, it is in Practice mode for 7 days. Practice mode allows you to learn the system without causing false alarms. During this time you are "Not Monitored" and there will be NO dispatch of authorities.

Remote Access

Your LifeShield system allows you to dial in to your home from any cell phone or telephone to arm, disarm or control other aspects of your system.

Room Monitor

The Room Monitor allows for monitoring sounds in another room by use of LifeShield Handsets and Consoles.

Sensors

Sensors monitor events and, when detected, report the event back to the LifeShield System.

Sensor Brackets

The hardware used when mounting the Sensors.

Sensor Extensions

Sensor Extensions are used if your door frame does not provide enough room for mounting the Sensor bracket. Sensor Extensions allow you to place a Sensor in an area up to 18" away where more room is available.

Sensor Magnets

Magnets are used with door/window Sensors. Magnets are attached to a door or window, while the Sensor is attached to a door or window frame.

STAY

Arm Stay while you are at home. A silent Exit Delay and an audible Entry Delay is supported. An audible Exit Delay can be enabled on LifeShield.com.

User Codes

User Codes can arm and disarm your system, but cannot access or change your system settings.

General Troubleshooting

The table below provides you with a list of typical trouble conditions and how to potentially resolve them.

Trouble Indication	Trouble Symptom	Possible Solutions
Out of Range	<ol style="list-style-type: none"> 1) Handset or Console has limited or no functionality. 2) Display indicates "Out of Range" 	Handset or Console must be within 200 feet of system. Move devices closer to system until "Out of Range" message disappears.
No Phone Line/No Dial Tone	<ol style="list-style-type: none"> 1) Handset or Console has limited or no "Phone" functionality (no dial tone) 2) Display indicates no phone line 3) Trouble beep 	<p>Verify that a phone line is plugged into one of the existing GCs (Base, Grid Extender or Console). If not, plug in a phone line.</p> <p>Verify that the phone line from the GCs is plugged into a wall phone jack or phone device (VoIP box). If not, plug in the phone line to the phone jack.</p> <p>Verify that your existing wall jack or phone box (VoIP) is active by verifying you have a dial tone on an existing phone. If not, check with your phone service provider.</p>
LoBat: <Handset Name>	<ol style="list-style-type: none"> 1) Display indicates Handset has reduced range or low battery 2) Trouble beep 	Place Handset in your Charging Cradle for at least 2 hours to recharge the Handset.
LoBat: <Grid Controller Name> (Grid Controller) (GC)	Display indicates low battery in the designated device	<p>Verify that the GC has the battery connected. If not, connect the battery.</p> <p>Verify that the GC is plugged into an electrical wall outlet. The Handset or Console display will indicate if there is no power applied to the GC. Plugging in the GC to a live electrical wall outlet will recharge the battery.</p>
LoBat: <Sensor Name> (Sensor)	<ol style="list-style-type: none"> 1) Display indicates Sensor has a low battery 2) Trouble beep 	Replace the battery in the Sensor.
NoA/C: <Grid Controller Name> (Grid Controller) (GC)	<ol style="list-style-type: none"> 1) Display indicates a Grid Controller has lost AC power 2) Trouble beep 	<p>Verify that the power supply of the device is plugged into a wall outlet.</p> <p>Verify that the outlet is not controlled by a wall switch.</p> <p>Check the circuit breaker or fuse box and make sure power to the outlet is on. If the outlet still is not working, contact a qualified electrician for service.</p>

General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
<p>Lost: <Handset Name> (Handset)</p>	<ol style="list-style-type: none"> 1) Display indicates communication has been lost to the Handset 2) Trouble beep 	<p>A handset may have been removed from the system after installation. Removal could mean the battery has been removed from the handset. Verify that the battery is connected.</p> <p>The handset could have been moved out of range from the system. Bring the Handset back in range.</p> <p>A structural change (interference) in the home may have changed the wireless pattern resulting in the Handset being lost. If this interference is unavoidable, move the Handset to a new location.</p>
<p>Lost: <Grid Controller Name> (Grid Controller) (GC)</p>	<ol style="list-style-type: none"> 1) Display indicates communication has been lost to the Grid Controller 2) Trouble beep 	<p>A GC may have been removed from the system after installation. Removal could mean no power is applied to the GC or the GC has been moved out of range of the system.</p> <p>Verify that the GC has power applied through the battery or electrical outlet. If not, apply power. If you have lost power to your home, the battery should maintain a GC connection for up to 24 hours.</p> <p>Verify that the GC is within range of the system. If not, move the GC within range.</p> <p>A structural change (interference) in the home may have changed the wireless pattern, resulting in the GC being lost. If this interference is unavoidable, then move the GC to a new location or add an additional GC to your system.</p>
<p>Lost: <Sensor Name> (Sensor)</p>	<ol style="list-style-type: none"> 1) Display indicates communication has been lost to a Sensor 2) Trouble beep 	<p>A Sensor may have been removed from the system after installation. Removal could mean no power is applied to the Sensor (battery dead) or the Sensor and GC have been moved out of range of each other.</p> <p>Verify that the Sensor battery is still good by replacing it.</p> <p>Verify that the GC has not been moved. It is possible that one or more GCs have been moved and that the Sensor is no longer in the GC coverage range. Move the GC back within range or add another GC to your system.</p> <p>A structural change (interference) in the home may have changed the wireless pattern resulting in the GC and Sensor not being within range of each other. If this interference is unavoidable, then either move the GC to a new location or add an additional GC to your system.</p>

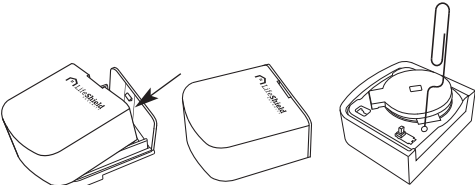
General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
No Internet	<ol style="list-style-type: none"> 1) Handset and Console display indicate "No Internet" 2) Unable to obtain weather downloads, or connect to home connect participant 	<p>The Internet Service Provider may have interrupted service. Verify that you have an Internet connection on your PC. Contact your Internet Service Provider for diagnostics or information regarding service outages.</p> <p>The Internet cable may not be connected to the Base. Verify the Internet cable is securely connected to the Base.</p> <p>Verify that the router is operating properly (refer to the router instructions).</p> <p>An IP address is required for a device to communicate with the Internet. Your router may not be providing your Base with an IP address.</p> <p>Scroll to and select Security Setup/Network Mode/Renew DHCP. This should provide you with a new IP address.</p> <p>If you have DSL service and are located in an area of the country (such as in certain New England areas) that uses a protocol known as PPOE, check the settings for the PPOE connection. The LifeShield system requires a continuous connection and some PPOE routers may be configured to periodically stop the high-speed data connection.</p> <p>If no IP address is assigned (Example: 0.0.0.0) go to the Network Mode Menu and select address type "Dynamic DHCP." If Dynamic DHCP is selected, then hit the back button, scroll to and select Renew DHCP. You will receive a message "DHCP Succeeded" if the IP address renewed successfully.</p> <p>If DHCP update is not successful, the router may be configured for static addressing. Have the subscriber refer to router's instruction manual for setting up DHCP addressing. If the subscriber wants to keep the router set up for static addressing, see the enclosed instruction on how to set up a Static IP address on the LifeShield System.</p> <p>If an IP address is assigned, go to the Network Mode, scroll to and select Renew DHCP. You will receive a message "DHCP Succeeded" if the IP address renewed successfully. If renewing the IP address was not successful, restart the router. After restarting the router and all router lights are locked on the router, check the LifeShield system again to see if an IP address has been assigned. Press Menu, scroll to Security Setup, enter in the 4-digit Master Code, scroll to and select Network Mode, scroll to View/Edit, select IP address and verify that an IP address has been assigned.</p>

General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
Phone Noise/Static	Phone noise or static while talking on the phone	<p>Move closer to system if beginning to exceed range ">200 feet." Make sure when using the phone you are not near a microwave oven that is in use.</p> <p>Make sure when using phone you are not in close proximity to another 2.4GHz source or Wi-Fi device (802.11). If you have DSL service, make sure all devices using the telephone line have DSL filters installed.</p>
Handset Not Recharging	1) LoBat: Handset display screen blank 2) Console indicates Lost (Handset)	<p>Verify that the battery pack is connected properly.</p> <p>Verify that the charging light is illuminated (amber) on the front of the Charging Cradle when the Handset is placed in the Cradle. This will indicate that you have the Handset properly seated and that you have power to Cradle. If the charging light is not illuminated see Charging Cradle Light Not Illuminated.</p> <p>Verify that the contacts on the Base or Charging Cradle are clean.</p> <p>If the outlet is working, allow the battery 24 hours to recharge. If the LowBat condition persists, contact LifeShield Customer Support.</p>
Charging Cradle Light Not Illuminating		<p>Verify that the Handset is properly placed in the Cradle.</p> <p>If the Handset is properly placed in the Charging Cradle, verify that you have power applied to the Charging Cradle.</p> <p>Verify that the power supply is plugged into the Cradle.</p> <p>Verify that the power supply is plugged into the electrical wall outlet.</p> <p>Verify that the electrical wall outlet is not controlled by a switch which is off.</p> <p>Check the circuit breaker or fuse box and make sure power to the outlet is on. If the outlet is still not working, contact a qualified electrician for service.</p>
LifeShield Device Will Not Power Up		<p>Verify that the battery pack is installed.</p> <p>Verify that the power supply is connected to the device and plugged into an AC outlet that is not controlled by a switch.</p> <p>Check the circuit breaker or fuse box and make sure power to the outlet is on. If the outlet is still not working, contact a qualified electrician for service.</p>

General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
Keychain Remote Does Not Operate Properly	<ol style="list-style-type: none"> 1) A system Keychain Remote does not work 2) The system does not respond to the commands of a Keychain Remote 	<p>Verify that you are not out of range from a GC (15 feet).</p> <p>Verify that the battery is installed.</p> <p>Verify that you have registered the Keychain Remote and created a User Code for that Keychain Remote.</p> <p>If no blinks or audible beeps occur, replace battery.</p> <p>Relocate or add a GC to a location closer to where the Keychain Remote is normally used.</p>
Adding Sensor Fails (During Installation)	<ol style="list-style-type: none"> 1) Not able to add Sensor 2) No GCs heard Sensor 	<p>If your system can not detect a Sensor that you are trying to add, the Handset or Console displays 1 of 2 possible error messages.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0; text-align: center;"> Sensor Not Found OK </div> <div style="border: 1px solid black; padding: 5px; background-color: #f0f0f0; text-align: center;"> No GCs Heard Sensor OK </div> </div> <ol style="list-style-type: none"> 1. Retry: Press OK. Using the slot provided on the top of the Sensor, lightly pry the Sensor away from the mounted bracket. Reset Sensor by inserting paperclip into reset hole. Repeat Add Sensor process. <div style="display: flex; align-items: center; margin-top: 10px;">  <div style="margin-left: 20px;"> <p>If this does not work, proceed to Step 2.</p> </div> </div> <ol style="list-style-type: none"> 2. Replace Sensor Battery: press OK. Repeat Sensor Add process. If this does not work, proceed to Step 3. 3. Add New Sensor: Press OK. Remove Sensor. With new Sensor repeat Sensor Add process using existing Bracket. If this does not work, proceed to Step 4. 4. Move Grid Controller: Move one of your GCs (Console, Base or Grid Extender) closer to this Sensor mounting location. The most flexible choice for this is the Grid Extender. If this does not work, proceed to Step 5. 5. Add Grid Controller: If you still can not successfully add a Sensor, you may need to add an additional GC.

General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
No "Sensor Open" Display	No display indication on Handset or Console when window or door has been opened	<p>Verify that the Sensor is not lost. The system will indicate on the Handset or Console display if the Sensor is lost. If it is lost, see the Lost Sensor Troubleshooting section.</p> <p>Verify that the Sensor and Magnet are less than 3/4" from each other.</p> <p>Verify that the Magnet is not mounted on a steel door. If it is, you may need to add a spacer underneath the Magnet to buffer it from the door or move the Magnet and Sensor closer.</p> <p>Verify that the Sensor was successfully added to the system. If you have not named your Sensors, you may need to trip each of your system Sensors to isolate the one in question.</p> <p>See the Sensor Installation Troubleshooting section. If situation persists, contact LifeShield Customer Support.</p>
No "Sensor Open" Chime	No chime heard when door or window opens	<p>Sensor may have stopped communicating and, therefore, is lost. The system will indicate on the Handset or Console display if a Sensor is lost. If a Sensor is lost, see the Lost Sensor Troubleshooting section.</p> <p>Verify that the Handset or Console display indicates that a Sensor is opened and closed when the door or window is opened and then closed. If not, see the No Sensor Open Display Troubleshooting section.</p> <p>Verify that the Chime has been turned on from the Handset or Console. If not, select Chime from either the Handset or Console and enter your User Code.</p> <p>Verify that the Chime has been enabled from the LifeShield website for the Sensor in question. If not, go to www.LifeShield.com, go to Settings tab, go to the Sensors panel, click on Edit adjacent to the desired Sensor and enable the Chime for that Sensor.</p>

General Troubleshooting

Trouble Indication	Trouble Symptom	Possible Solutions
Comm. Test Fails (Telephone Line Fail)	Telephone line did not successfully communicate with the Alarm Monitoring Center	<p>Verify the phone line is not being used by someone else within the home. The display on the LifeShield phone will indicate Line in Use. If so, rerun test when the line is not being used.</p> <p>Verify that one of your GCs has a phone line connected to an active phone jack. If not, connect a phone line to either the Base, Console or Grid Extender.</p> <p>The telephone interface may be improperly wired. Verify the telephone connection is working by plugging a different telephone into the jack and listening for a dial tone. If there is no dial tone, contact the telephone company or qualified technician.</p>
Comm. Test Fails (Internet Fails)	Internet line did not successfully communicate with the Alarm Monitoring Center	<p>Verify that you have activated your system via www.LifeShield.com. The Handset/Console displays Not Activated, if the system is not yet activated.</p> <p>See the No Internet Troubleshooting section.</p>
Not Monitored		<p>Verify that the system has been activated. The display will show Not Activated if it has not been activated.</p> <p>Your emergency information may not have been obtained or verified. Call LifeShield Customer Support at 1-888-392-2044.</p> <p>Verify you have not requested that LifeShield Monitoring put the system in Test mode.</p>

Display Messages Overview

The **Console** and **Handset** serve as your primary interface to control, configure and view your **LifeShield Home Security** system. These devices each have a high-resolution digital display with 3 lines of specific message categories, including those shown in the tables that follow.

Primary Security Display Messages

The following table lists and describes the Primary Security Display Messages of your **LifeShield Home Security** system.

Display Message/States	Display Description
Ready to Arm	Message displayed on the Handset and Console when the system is Ready to Arm.
Not Ready to Arm	Message displayed when system is Not Ready to Arm due to an open Sensor . The open Sensor must either be closed or bypassed before the system can be armed. The second line of the display indicates which Sensor is open.
Armed Stay	Message displayed when the system is in Armed-Stay mode.
Armed Away	Message displayed when the system is in Armed-Away mode.
Armed Inst Stay	Message displayed when the system is in Armed-Instant mode.
Arming Stay	Message displayed immediately after you've selected the Stay button on either the Handset or Console .
Arming Away	Message displayed immediately after you've selected the Away button on either the Handset or Console .
Arming Instant	Message displayed immediately after you've selected the Instant button on either the Handset or Console .
Alarm	Message displayed when the system is Alarming .
Exit Alarm	Message displayed when a Sensor is open and the Exit Time has expired.

Table 8: Primary Security Display Messages

System Messages

Secondary Security Display Messages

The following table lists and describes the Secondary Security Display Messages of your **LifeShield Home Security** system.

Display Message	Display Description
Not Monitored	Message displayed when the system is Armed but is not being monitored by the Alarm Monitoring Center.
Synchronizing	Message displayed if the system has temporarily lost grid communication and is in the process of reestablishing.
Not Activated	Message displayed if the system has not been activated.
Not Registered	Message displayed on a Handset or Console if that device has not been registered into any system. The Handset or Console cannot perform any functions until it has been registered into a system.
Bypass on	Message displayed when a Sensor has been bypassed.
No Phone Line	Message displayed when the system detects that your phone line has been disconnected from one of the GCs . If a phone line is available at another GC , the system will reconfigure itself in approximately 10 seconds.
No Internet	Message displayed when the system has lost communications to the Internet. This can be caused by a network outage by your broadband provider, loss of AC power to your cable or DSL modem, a PPOE problem, loss of power to your router, failure of the router, or a wire disconnection.
LoBat: Device Name:	Message displayed when a device has a low battery condition. If the device is a Handset , place the Handset on a Base or Charger . If the device is a Base , Console , or Grid Extender , make sure that the battery is connected and AC power is available to charge the battery in the device. If the device is a Sensor or Keychain Remote , the battery is not rechargeable and must be replaced.
Sensor Name Open	Message displayed when Sensor is faulted (open).
NoA/C: Device Name:	Message displayed when a device has lost AC power.
Lost Device: Device Name:	Message displayed when the system has lost communications with one of the devices in the system. The device may have lost power or been moved out of wireless range of the system. During a system reset, this message may be displayed temporarily while the system is reconfiguring itself.
Day, Date and Time Example: Thurs. 12/20 3:05p	The time and date will be displayed when there are no system messages to display.

Table 9: Secondary Security Display Messages

Telephone Display Status Messages

The following table lists and describes the Telephone Display Status Messages of your **LifeShield Home Security** system.

Display Message	Display Description
Calls: 0 Msg: 0	Calls: The number of new calls. Msg: The number of messages.
Line in Use	Message displayed on the LifeShield phones that are <i>not in use</i> when one of the other phones in your home is being used.
Out of Range	Message displayed if you are <i>out of range</i> of the LifeShield phone base and try to make a call on your Handset .
Ringing	Message displayed when there is an incoming call prior to either you picking up the call or the Caller ID being engaged. (Caller ID may be available from your phone service provider.)
Call Screening	Message displayed during a call if you have activated Call Screening on your telephone. During Call Screening, incoming calls are sent to the Answering System. While the call is being recorded, it is presented to you on the speaker phone. Your phone has Call Screening deactivated as the factory setting. You can activate it through the Menus on your phone.
Talk 1:23:45	Message displayed when you are actively talking on a LifeShield Phone. The running duration of the call is also displayed.
Spkr 1:23:45	Message displayed when you are actively talking on a LifeShield Phone (Handset Only) and put the call on the Speaker. The running duration of the call is also displayed.
Muted 1:23:45	Message displayed when you are actively talking on a LifeShield Phone and place the call on Mute . The running duration of the call is also displayed. Mute is activated by selecting the Mute button on the Handset .
Call on Hold	Message displayed when you are talking on a LifeShield phone and have selected to put the caller on hold.
Privacy Active	Message displayed if you have activated Privacy on your phone system. If you are talking on the phone, another family member will not be able to join the call from another phone when Privacy is activated. Your phone system has Privacy deactivated as the factory setting out of the box. It can be activated through the menus on your phone.
Do Not Disturb	Message displayed when you have the Do Not Disturb feature activated on your phone system. The LifeShield phone ring will be muted when activated. Your phone system has Do Not Disturb deactivated as the default factory setting out of the box. It can be activated through the menus on your phone.
Paging	Message displayed when you attempt to use the LifeShield phone to page another LifeShield phone.
Unavailable	Message displayed when you attempt to use the LifeShield phone's intercom feature and the other LifeShield phone you are trying to reach is unavailable.

Table 10: Telephone Display Status Messages

Precautions & Warnings/Warranty

FCC Information

FCC Part 15

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.

CAUTION:

Changes and modifications to this product not expressly approved by LifeShield, Inc. could void not only the user's authority to operate this device, but also the limited warranty.

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

The antenna used with this product must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be serviced only by Lifeshield, Inc. or its authorized agents.

FCC Part 68

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

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 adopted by the ACTA.

Registration No.: Found on the bottom of the unit.

The Ringer Equivalence Number (REN) for this 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 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).

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that a temporary discontinuance of service may be required. But if advance notice isn't

practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is 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, for repair or warranty information, please contact LifeShield, Inc. at 1-888-392-2044 or support@LifeShield.com. 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.

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

You must not connect your phone to:

- Coin-operated systems
- Most electronic key telephone systems

If your home has separate wired alarm equipment connected to the telephone line at the same time LifeShield equipment is installed, ensure the installation of both sets of equipment do not interfere with one another. If you have questions about what will disable the equipment, consult your telephone company or a qualified installer.

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 instructions.

CAUTION:

This equipment cannot report an alarm over the telephone line when other non-LifeShield equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use.

INDUSTRY CANADA

Terminal Equipment

Notice: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved this equipment.

Notice: The REN for this terminal equipment is marked on the equipment itself. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals 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 of all the devices not exceed five.

Radio Equipment

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

Precautions & Warnings/Warranty

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 the device. Privacy of communications may not be ensured when using this telephone.

Telephone Line Jacks

There are two types of jacks:

Modular Jack – Most phone equipment available now uses modular jacks. Phone cords are fitted with a molded plastic connector which plugs into this type of jack. If you do not have modular jacks, contact your local telephone company for information about their installation.

Hardwired Jack – Some equipment is wired directly to a phone jack, and these types of installations require a modular jack converter. This type of installation is not difficult; however, you should contact your telephone supply store for advice about the proper adapter or converter for your particular situation.

Connecting the Telephone Cords

CAUTION! Consider these safety guidelines before connecting the telephone cords:

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected.
- Use caution when installing or modifying telephone lines.

Battery Warning

Rechargeable Nickel-Metal-Hydrate Batteries Must Be Recycled or Disposed of Properly. Do not mutilate the battery pack. Do not dispose of the battery pack in a fire due to risk of explosion.



LIFESHIELD LIMITED WARRANTY FOR PRODUCTS AND ACCESSORIES PURCHASED IN THE UNITED STATES OR CANADA

WHAT IS COVERED UNDER THIS WARRANTY

Subject to the limitations and exclusions contained below, LifeShield, Inc. ("LifeShield") warrants the LifeShield-branded (including all embedded software) sold by LifeShield for use with the LifeShield Home Security system (the "Products") to be free from defects in materials and workmanship under normal consumer usage and in accordance with the accompanying instructions and documentation, for the period(s) set forth below. This warranty extends only to the first consumer purchaser, and is not transferable. LifeShield, at its option, will at no charge repair, replace or refund the purchase price of any Products that do not conform to this limited warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or parts and we may retain all replaced Products or parts. No data added to your Products, including but not limited to component names and system preferences, will be reinstalled. This limited warranty is the consumer's exclusive remedy, and applies to new Products purchased by consumers in the United States or Canada, which are accompanied by this written warranty.

PRODUCTS COVERED/LENGTH OF COVERAGE (the "Warranty Period")

New Products: One (1) year from the date of purchase by the first consumer purchaser of the Product.

Products That Are Repaired or Replaced.

The balance of the original warranty or for ninety (90) days from the date returned to the consumer, whichever expires later.

Batteries. Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

HOW TO OBTAIN WARRANTY SERVICE OR OTHER INFORMATION

To obtain service or information, please call:

LifeShield Customer Service at: 1-888-392-2044

Or email us at: support@LifeShield.com

You will receive instructions on how to ship the Products, at your expense, to a LifeShield Authorized Repair Center. To obtain service, you must include:

- a) a copy of your receipt, bill of sale or other comparable proof of purchase;
- b) a written description of the problem;
- c) the complete physical address of the location where the system was installed; and most importantly:
- d) your address and telephone number;
- e) the "Return Merchandise Authorization" or "RMA" number that LifeShield provides to you

WHAT IS NOT COVERED (EXCLUSIONS)

Normal Wear and Tear. Periodic repair and replacement of parts due to normal wear and tear are excluded from coverage.

Ornamental Decorations. Ornamental decorations, such as emblems and graphics and other decorative elements, are excluded from coverage.

Abuse & Misuse. Defects or damage that result from the following are excluded from coverage:

- a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the Product;
- b) contact with moisture, liquids, water, rain, extreme humidity, heavy perspiration or makeup, sand, dirt or the like, food, or proximity to or exposure to heat or cold, fire, flood, or lightning;
- c) other acts which are inconsistent with the instructions and documentation that accompany the Products; and
- d) use of the Products with any system other than the LifeShield Home Security system.

Use of Non-LifeShield Products and Accessories. Defects or damage that result from the use of Non-LifeShield branded or certified products, accessories, software or other peripheral equipment are excluded from coverage, including without limitation defects or damage to Products that result from such use are excluded from coverage.

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LifeShield Home Security

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