

SafeScout

Users Guide

Version 3.2



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By



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FCC Regulations

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.

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.

Changes or modifications to the SafeScout unit not expressly approved by Sentinel Vision may void the user's authority to operate the equipment.

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Thank you for choosing the SafeScout security and notification system.

If you have any questions about your system or set up, please consult our web site at www.sentinelvision.com, or call 877-873-8800 to speak to one of our Customer Service representatives. We will be happy to assist you.

Your SafeScout System

When you open your SafeScout system, you will find the following items:

1. SafeScout monitoring unit
2. AC charger with 12-foot cord
3. Wireless Siren
4. Extended faceplate screw
5. Male-to-male RJ11 phone cord (14 feet)
6. Three-button keyfob
7. Two back up 9-Volt alkaline batteries
8. SafeScout Quick Installation Guide
9. SafeScout User's guide
10. Service agreement
11. Self addressed stamped envelope
12. Warning sticker: "Premises Are Under Video & Audio Surveillance"
13. 2 Wall mounting screws and sheetrock anchors
14. Clear wall mounting bracket

Quick Set-Up Guide

You'll find the installation and set-up instructions for the SafeScout Monitoring Unit and its notification services listed below. There are five easy steps to successfully setting up your SafeScout. Setup usually takes approximately 15 minutes to complete.



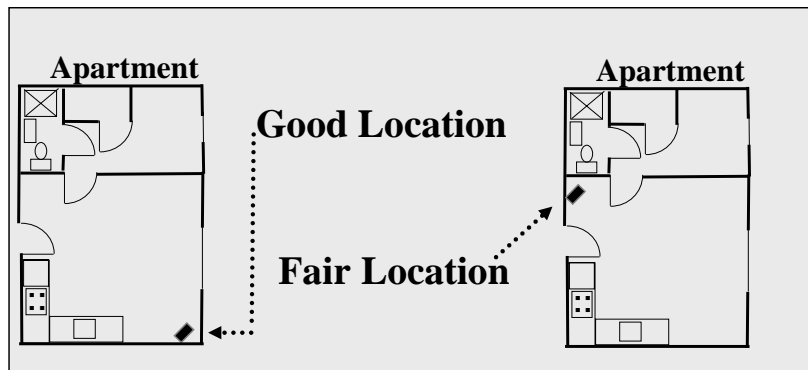
Figure A

1. SafeScout Location and Installation

- Install one of the backup 9 volt alkaline batteries into your SafeScout monitoring unit. Open the battery compartment in the back of your monitoring unit and connect the battery leads. Place the battery into the battery holder and close the battery compartment door. **DO NOT** attempt to install the battery while the monitoring unit is plugged into a standard electrical wall outlet.
- Choose a location to be monitored. It is best to select a location that is centrally located within your premise (for example: the main entry or living area). Your SafeScout monitoring unit will require AC power and a telephone jack located within 12 feet from the unit. This distance could be increased with power or telephone extension cords available from your local electronics retailer. In addition a wireless phone jack system could be used in conjunction with the SafeScout monitoring unit. **Please note that the SafeScout system and all of its components are only suitable for indoor use.** It is not recommended that the SafeScout system or any of its components be installed outdoors. For optimum keyfob range please chose a location as

far away from other electrical equipment such as radios, televisions and microwaves as possible. In addition do not place the Monitoring Units antenna on top of or near electrical cords.

- Position or aim the monitoring unit to best view the desired area of protection, most likely from a corner of the room.
- It is best to select a corner that is near a window; not a corner facing a window.



• Figure B

- The SafeScout should be at least four (4) feet off the floor but no higher than seven (7) feet.
- Plug the wall power adaptor into the back of the SafeScout monitoring unit (see Figure C next page) and plug the other end into a standard electrical wall outlet that is not connected to a wall switch. Make sure the antenna located on the back of the monitoring unit and the wall adaptor cords do not cross. Let the antenna hang down from the monitoring unit parallel to the floor across a shelf, table, etc.
- Plug the telephone cord into one of the telephone jacks on the back of the SafeScout (see Figure D next page). Note: You may connect a separate telephone into the SafeScout by connecting to the other telephone jack (RJ11) on the back of the SafeScout monitoring unit.



Figure C



Figure D

- We suggest that you place the siren in a different room from the SafeScout system to confuse potential intruders. However, do not place the siren more than 50 feet away from the SafeScout monitoring unit.
- Open the battery compartment on the back of the siren with a Phillips head screwdriver and connect the 9 volt alkaline battery to the battery terminal located inside the compartment. Replace and secure the battery compartment cover with a Phillips head screwdriver. Plug the siren into a standard electrical wall outlet that is not connected to a wall switch. **Never** plug the wireless siren into an electrical extension cord or surge protection power strip. Secure the siren to the outlet. To do this simply remove the old center screw (but do not remove the face plate) and plug the siren into the bottom receptacle. Then take the extended faceplate screw provided with your SafeScout system and screw it through the siren, through the faceplate, and into your outlet. If you need help with this process, please be sure to seek the assistance of a qualified electrician. Remember to keep the old screw to replace in the outlet if you move. (See page 16 for further instructions.)

2. Registration

- (If you do not have a convenient Internet connection available, you can also register by calling Customer Service at 877-873-8800.)
- Using an Internet connection, go to our secure web site at <http://www.sentinelvision.com> and click on “New Customer”. If you have any questions regarding online registration please call Sentinel Vision Customer Service at 1-877-873-8800.

- Note: The registration process will require you to provide the unique serial number of your SafeScout monitoring unit, wireless siren and keyfob. These serial numbers are located on the back of the corresponding unit. They are also listed on the side of the box and the SafeScout Quick Installation Guide. Please note that the person who is registered as the “owner” on the contact page will have the ultimate authority in making future changes.
- Please enter the required information to complete the registration process. Be sure to make note of any passcodes you have entered.

3. Complete the Service Agreement

- Find the service agreement and the self-addressed envelope in the SafeScout package.
- Sign at the bottom on the front of the service agreement.
- Place the service agreement in the self addressed stamped envelope and mail it to Sentinel Vision.
- Your warranty will be extended to a total of two (2) years if your agreement is received with in 30 days of registration.

4. System Test

- (You MUST register prior to moving to this phase of system test.)
- The system test requires the telephone line to be free to communicate.
- Press the grey “Test” button (see Figure A on page 4) on the back of the SafeScout monitoring unit to force connect to Sentinel Vision and register your SafeScout. Note: If your telephone system requires that you dial an 8 or 9 prior to making a call, refer to “Dial out with 8 or 9” in the detailed product instruction section on page 14.
- Your SafeScout monitoring unit will announce “Connecting to Sentinel Vision” and begin to sound a series of beeps. After approximately 1-3 minutes you will hear, “System is registered” from the SafeScout monitoring unit, letting you know that your unit has communicated and received the information and that you have registered successfully.

5. Using Your System

- Position your system using the view guide at the top of the SafeScout monitoring unit to find the desired viewing angle. The SafeScout monitoring unit has a 63-degree angle of view, which will protect an area up to 40 feet by 40 feet. There is also a clear U-shaped mounting bracket enclosed if you wish to angle the SafeScout monitoring unit up or down, mount it to a wall, ceiling or under a kitchen cabinet.
- There are two methods by which you can arm and disarm your system: Either use the keypad on top of the SafeScout monitoring unit or use the remote keyfob. To arm your system, simply enter your code, followed by the # key (for example, enter “1234#”) or press and hold the “arm” (lock closed) button on the keyfob. Once the SafeScout is armed, you will hear, “System is arming” from the SafeScout monitoring unit. You will also hear a series of beeps from the wireless remote siren. This “exit delay” will allow you 30 seconds to leave the protected area. If you move in the protected area after the exit delay beeps have stopped you will cause the SafeScout to trip and send an alert.
- If you re-enter the protected area and your SafeScout is armed, you will hear your remote siren beeping during the SafeScout’s 30-second entry delay time. To disarm your system, enter your passcode followed by the # key. For example, enter “1234#” or press the “disarm” (lock open) button on your keyfob. The siren should stop sounding when you disarm the system. If the siren does not stop beeping, try entering your passcode followed by the # key a second time. Once the system is disarmed, the SafeScout monitoring unit will state, “System is disarmed.”
- If you do not enter your passcode to disarm your system within the 30 second entry delay, the SafeScout will initiate an alert and the wireless siren will start sounding loudly for approximately five minutes.
- You can always disarm your system at any time by entering in your passcode or using the remote keyfob.

- **Detailed Product Instructions and Information**

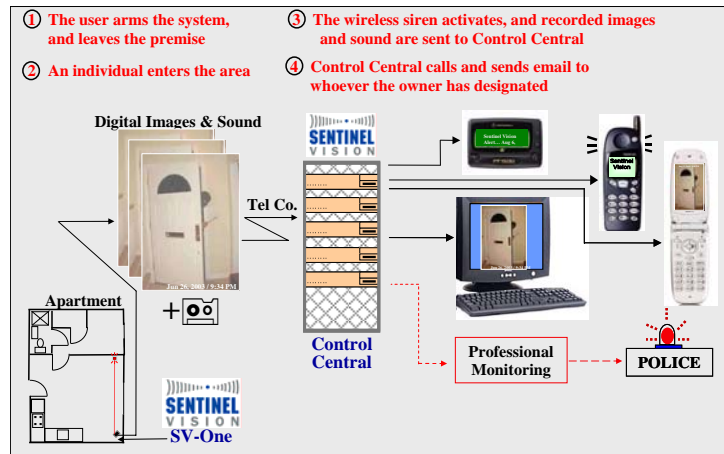


Figure E

We recommend that you test the battery located in your SafeScout monitoring unit once a month. This can be done by unplugging the AC charger cord from the back of the SafeScout monitoring unit while the unit is in the disarmed state. Once the cord has been removed use the keypad or your keyfob to arm the unit. If the unit will not arm it is recommended that the 9 volt alkaline battery be replaced. Once the test is complete reconnect the AC charger cord to the back of the SafeScout monitoring unit.

The SafeScout system does not record images or sound unless it is armed. In this way, it is similar to a digital camera sitting on a desk--it requires an action to activate. The SafeScout monitoring unit is equipped with a privacy door, which can be moved into place to cover the lens and microphone when you are home, if you do not wish images or sound to be recorded.

The system is user-friendly, delivering reliable information that allows you to make informed decisions.

Proper Positioning

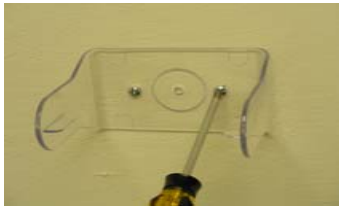
We highly recommend that you give special attention to the proper positioning of your SafeScout monitoring unit to maximize the protection area. Place the unit at a height at least Four (4) feet from the floor and on the edge of a flat surface. Placing the SafeScout monitoring unit back from the edge of your chosen location will reduce its coverage area. You can set the position of the SafeScout to protect the desired area by using the view guide on top of the SafeScout monitoring unit. (See the walk test section on page 12 for additional testing tips.)

The SafeScout system comes with a clear U-shaped mounting bracket to allow flexibility in location and a vertical angle of view. With this bracket, you can position the SafeScout monitoring unit 360 degrees looking down or up as needed. This bracket also makes it easy to mount your SafeScout monitoring unit to a wall or under a cabinet. It could also be mounted to the ceiling in the corner of a room.

Your SafeScout Unit

The SafeScout is a sophisticated monitor that includes a PIR motion detector, digital imager, microphone, memory and modem. When the unit detects motion, images and sound are captured. The unit dials out on your existing telephone line and sends the images and sound to the Sentinel Vision automated control center. From there, the alert and images and/or sound (as predetermined by the owner who registered the system) are sent to the owner's selected contacts.

The SafeScout monitoring unit and wireless siren have 9-volt alkaline backup batteries in case of a power outage. These batteries will last for approximately thirty minutes depending on use and available battery capacity. If the battery in the SafeScout monitoring unit dies, it will wait until the power comes back on, and then return to the state it was in prior to the loss of power. For example, if the system was armed when the power outage occurred, the system will be armed when power is restored. It is recommended that these back up batteries be replaced once every 6 months or following any power outages.



U-shaped bracket



SafeScout in U-shaped bracket

You can also mount your SafeScout monitoring unit using an optional corner bracket that you can buy from Sentinel Vision to position it in the corner of a room. Combine the U-shaped bracket with the corner bracket (available from Sentinel Vision) to position your SafeScout correctly. (See below.)



Corner bracket mounted on wall



U-shaped bracket mounted on corner bracket



SafeScout mounted with u-shaped and corner brackets

The SafeScout system comes with a 14-foot male-to-male RJ11 telephone connection cord. This meets the location needs of most installations. If you require a longer telephone connection cord to your SafeScout, you can purchase a phone extension cord at most electronic or home improvement stores.

Pet Immunity

The SafeScout system has a pet immunity technology that does not recognize pets smaller than 30 lbs. For this feature to work properly, your SafeScout monitoring unit must be placed at a height of five (5) feet from the ground on a level surface. Position your SafeScout in a location that pets cannot jump on or up next to. (A small cat can look big when it sits directly in front of a camera.)

Test this with your pet in the walk test mode. If your pet trips the system, it is best to find a different location for the SafeScout monitoring unit so your pet will not trip the SafeScout system when it is armed.

System Test

You can test your system and the related communications at any time by simply pushing the test button on the back of your SafeScout monitoring unit. The SafeScout system will conduct a test by capturing one image, recording sound and sending the test alert only to the registered owner. For maintenance purposes and to ensure your SafeScout system is functioning properly it is recommended that a system test be conducted once a month.

Walk Test

The SafeScout system has a walk test feature, which allows a user to test the protection area by walking through the area to determine the precise detection zone. To enable this feature, the SafeScout monitoring unit must be plugged in and disarmed. Enter this sequence on the SafeScout monitoring unit keypad: "92558*" (this sequence must be entered only on the SafeScout monitoring unit keypad for this feature to work).

This walk test feature will last a maximum of 10 minutes. During this time, as you walk through the detection area, the monitoring unit will sound four (4) beeps within approximately one half second of detection each time the motion detector is tripped. As you walk test, stop for five (5) seconds after each beep so your SafeScout system has time to reset.

To disable the walk test mode, just enter the code again (92558*). Your SafeScout system will immediately transition back to its disarmed state.

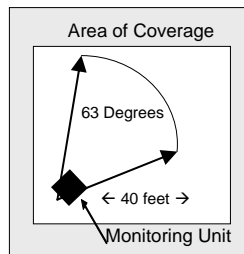
If the walk test code is not entered, the SafeScout system will automatically transition back to the disarm state after ten (10) minutes.

For maintenance purposes and to ensure your SafeScout system is functioning properly it is recommended that a walk test be conducted once a month.

Motion Detection and Detection Area

The SafeScout system has a sophisticated passive infrared detector to detect motion. This detector looks for infrared energy emitted by people and animals. This is the same technology that is used in most high tech security applications and systems.

The SafeScout system can detect motion in an area as large as 40 feet by 40 feet. For maximum detection, your SafeScout must be mounted at height between 5 feet and 7.5 feet from the floor. At 4 feet, the detection area may be reduced to approximately 30 feet by 30 feet, depending on environmental conditions.



It is important to note that certain environmental conditions could result in false alarms and/or impaired operation of your alarm system. The most common examples are light dimmers, fluorescent lights, TV or computer CRT displays and any piece of electrical equipment using a switching power supply or "clock" oscillator (computers and other digital devices).

Dial Out with 8 or 9

Some office and hotel telephone systems require you to dial an 8 or 9 prior to calling an outside line. Since your SafeScout system must send

calls out to communicate and send alerts, you must program the system to allow for this.

To program your SafeScout system to dial an 8 or 9 prior to making calls, please complete whichever of the following steps is appropriate:

- a) Type "23338*" into the SafeScout monitoring unit keypad to add an 8 and a two-second pause in front of the number that is dialed out.
- b) Type "23339*" into the SafeScout monitoring unit keypad to add a 9 and two-second pause in front of the number that is dialed out.

To remove the dial out 8 or 9 request, simply type "23330*" into the SafeScout monitoring unit keypad.

Arming and Disarming Your System

Your SafeScout system may be armed and disarmed using either of the following two methods:

1. Enter your passcode on the keypad at the top of the SafeScout monitoring unit.
2. Press and hold the Arm or Disarm button on the remote keyfob for up to 5 seconds.

Keypad Operation

To use the keypad on top of the SafeScout monitoring unit to arm or disarm your system, simply type your passcode and the # key (for example: "1,2,3,4,#"). Your passcode will arm a disarmed system or disarm an armed system.

Keyfob Operation

The remote keyfob allows you to arm or disarm your SafeScout system at the touch of a button. Most car alarms use the same type of technology.

To operate the Arm or Disarm features on the keyfob, simply press and hold the Arm or Disarm button for up to five (5) seconds. You will hear a verbal acknowledgement that the system is arming or is disarmed.

The keyfob also has a panic button. To use this panic button, simply press **and hold** down for approximately one (1) second.

One remote keyfob is included with your SafeScout system and a maximum of 6 keyfobs can be used with your SafeScout system. If you would like more keyfobs, they are available through Sentinel Vision. For ordering information please call our toll-free number 877-873-8800.



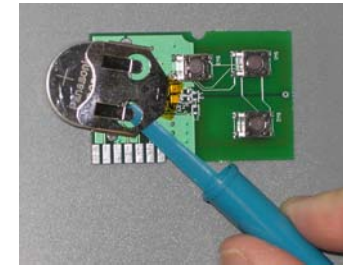
SafeScout keyfob

It should be noted that interference from environmental conditions such as but not limited to florescent lighting, fish tank pumps and radio waves could reduce the distance at which the keyfob will operate the SafeScout monitoring unit. For optimum performance it is best to have a clear line of sight from the keyfob to the monitoring unit with no obstructions.

Keyfob Battery Replacement Instructions

It is recommended that the battery located within the keyfob be replaced at least once a year. To do so use a small Phillips head screwdriver to loosen the two screws located on the back of the keyfob. Remove the back casing cover and using a non-metallic tool (examples: a plastic pen cap; small piece of cardboard) slide the battery out of the battery clip. Slide the replacement battery firmly in place using your finger, replace the back casing cover and tighten the screws securing the back casing cover of the keyfob. Please use a Panasonic CR2032 3V Lithium, Duracell DL2032 or equivalent

WARNING: Make sure the new battery has the same orientation as the old battery, the plus “+” side facing up, the same side of the keyfob PCB as the three buttons. Failure to do so could destroy your keyfob



Inside of keyfob using pen cap to remove battery

Siren

The SafeScout system includes a wireless siren. The SafeScout monitoring unit communicates to the siren using standard wireless RF (radio frequency) technology. This means you can install the siren in a remote location away from the SafeScout monitoring unit. The delay (soft) and alarm (loud) sounds come from the siren, not from the SafeScout monitoring unit.

To install the siren, first open the battery compartment on the back of the siren using a small Phillips head screwdriver (not included). Connect a 9 volt battery to the back-up battery terminals. Close the battery compartment and screw back in the screw. Then simply plug the siren into any standard electrical wall outlet. We have designed the siren to be mounted on the lower half of an outlet so you can still use the other half of the electrical receptacle. The siren should be placed no further than 50 feet from the SafeScout unit. **Never** connect the wireless siren to an electrical extension cord or surge protector strip.

Use the extended faceplate screw provided to fasten the siren to your outlet instead. Simply remove the center screw from the faceplate of the wall outlet. Be careful to leave the faceplate in the same position. Plug the siren into the lower outlet, then use the long screw provided with your SafeScout to screw the siren into the wall outlet. Be careful not to tighten the screw too tightly. (We recommend that you keep the old screw in case you move.) If you need help with this process, please seek help from a qualified electrician.



Remove center screw



Screw siren into wall outlet

The wireless siren has a backup 9-volt alkaline battery in case of power failure. This battery and the backup battery of the SafeScout monitoring unit should be changed every six (6) months and also following a power outage.

Warning: Never attempt to replace the 9-Volt alkaline back up batteries while the SafeScout monitoring unit or wireless siren is connected to a standard US electrical outlet. Attempting to do so could result in serious injury.

Alerts, Services and Additional Features

All services require a signed service agreement, which may be faxed to 650-964-6205 or mailed to Sentinel Vision Inc. The mailing address is printed on the back of the user guide.

General Information

As with traditional alarm systems, all transmission of alerts requires the use of a telephone line. Most communications are sent just a few times a month and are completed in two to three minutes. As a result, your SafeScout system does NOT need a dedicated phone line, and will share the line with other phones. Interruption of this communication can delay proper notification and available information.

All alerts are date- and time-stamped at the time of occurrence. Each alert will be available to review at www.sentinelvision.com on your user page for 30 days.

Motion Alert

Once a motion is detected within the detection zone while the SafeScout Monitoring Unit is armed, the SafeScout wireless siren will sound the soft delay. This will provide time for an authorized user to disarm the SafeScout system.

During this time, the SafeScout monitoring unit is capturing images and recording sound and storing them in case the system is not disarmed. If the system is disarmed, the image and sound memory is erased and no alerts are sent out.

If the system is not disarmed, the siren will sound loudly after 30 seconds to indicate that the system has been tripped. The SafeScout system will call the Sentinel Vision automated control center and download the recorded images and sound. An alert message is sent, along with images and sound, to the primary and secondary contacts. (The owner selects whether images, sound, or both are sent with an alert to a specific contact. The owner also selects the primary and secondary contacts.) Up to five (5) images and 20 seconds of sound are available per alert to each contact. The images are captured at the time the SafeScout system is

tripped, and four additional images are captured after the trip. The sound records a few seconds prior to and the balance after the trip.

The alert sent to a telephone contact will have provisions for obtaining additional information and responses through the Sentinel Vision interactive voice response system. One such feature allows you to listen to the alert sound track. You may also cancel the alarm during this call from any touch tone phone.

Register for Sentinel Vision services at www.sentinelvision.com or call Customer Service at 877-873-8800.

This feature is included as part of the Automated notification service package.

Panic Alert

The panic alert is designed to call for help in any situation where you feel threatened or require help. Your red panic button is located on the SafeScout keyfob.

Using the panic button is easy: Simply press and hold down the red panic key on the keyfob for one second. (Holding the panic button down prevents accidental activation.) If you press the panic button by mistake, simply press and hold the disarm button to turn the siren off and disarm the system.

When you send a panic alert, SafeScout system will immediately activate the siren and call for help. Our panic notification service will send a panic alert plus one (1) image and up to 20 seconds of recorded sound to the people whom you have selected as emergency contacts.

The panic button works up to 50 feet from the SafeScout monitoring unit in a typical wood and sheetrock premise and provides peace of mind that you can summon help from your selected contacts in any situation at any time.

We recommend that you use the panic alert service in conjunction with the professional monitoring service. (See Professional Monitoring Service section on page 20.)

The panic alert feature is part of the automated notification service package. The professional monitoring feature requires an additional, nominal service fee.

Entry Notification

This service notifies you when someone enters your home or business and disarms your SafeScout system. This is perfect for children arriving home when a parent is not there to greet them. The Entry Notification service will send a notification with up to three (3) images and 20 seconds of recorded sound when your child enters the home and disarms the SafeScout. Now you can know that your child is home safely.

This service is also ideal for businesses. With Entry Notification, you will know that an employee opened your business on time, and you will be notified anytime an employee enters the business and disarms the system.

You can register for this or any optional service on our web site at www.sentinelvision.com or by calling Customer Service at 877-873-8800.

This feature requires a nominal monthly service fee.

Exit Notification

Exit notification will let you know when someone arms your SafeScout system and leaves the premises. This type of arming is like a standard arming. Exit Notification is a perfect solution for families and small businesses since it will notify you when someone has left your home or business. You can also be sure that your system is armed and your valuables protected.

The Exit Notification service will send a notification with up to three (3) images and 20 seconds of recorded sound when someone arms your SafeScout and leaves the protected area.

This feature requires a nominal monthly service fee.

Professional Monitoring

Professional monitoring will take the worry out of watching your home or business. Once an intrusion or panic alert is detected, images and sound will be sent to a professional alarm monitoring center in addition to your pre-selected contacts. You can choose whether the alert information is sent on a primary (immediately) or secondary (two minute delay) basis. (Some customers prefer to have the opportunity to cancel an alert prior to the interaction of professional monitoring center in the case of a false alarm.)

This professional monitoring center monitors thousands of alarm systems every day, 24 hours a day, 365 days a year. The alarm monitoring facility is Underwriters Laboratory Listed, and operators go through weeks of rigorous training.

Sentinel Vision is unique in that we offer this monitoring service by the month or year so you can choose when you need the service the most. If you are traveling and unable to respond, the monitoring center can handle an emergency while you are away. Another unique Sentinel Vision feature is that you, the customer, can have the alert come to you before it is sent to the monitoring center. This means that you can also cancel an alert prior to police dispatch in the event of a false alarm. **After signing up for this service, you will be able to contact the professional monitoring center professionals directly.**

Please note: If you have professional monitoring from any alarm company, the police may be dispatched to your home or business by the professional monitoring center. You may need an alarm license or permit. Some cities require the alarm subscriber to file for a city police permit. Some permits require an annual fee and in some cities permits are free. Annual fees rarely exceed 30 dollars for the entire year. If you have the professional monitoring option or if you believe the police will be dispatched to your home, we recommend you telephone your city clerks office or local police department (do not use 911), to inquire about governing rules regarding police permits for alarm systems in your area.

This feature requires a nominal monthly service fee.

You can select the Professional Monitoring option during registration or on the user modification page of the www.sentinelvision.com web site.

Remote Access of SafeScout Alert Information

You can access current and previous alert information from your user alert page at www.sentinelvision.com. Alert information is available on your user page for 30 days from the date of the alert.

If you are disconnected during a current alert telephone transmission, you can re-access your alert call and information by calling our toll-free number at 888-786-6843 (888-SVNotify). An interactive voice response system will guide you through the process. We do require personal information for your privacy protection.

Passcode and Other System Changes

You can make changes such as passcodes and contacts in your user section at www.sentinelvision.com. Go to the registered user section and enter your user name and passcode. Then you can navigate to make a change to your passcode, contacts, or other settings.

Note: If you make a passcode change, you must press the test button on the back of the SafeScout monitoring unit so your system can communicate with the Sentinel Vision services to download your new settings. Any changes made at www.sentinelvision.com will not be recognized by the SafeScout system unless this step is completed.

Sending images and text to a cell phone

Sentinel Vision uses SMS (commonly referred to as Text Messaging) and MMS (commonly referred to as Picture Messaging) services from cellular carriers to send text, text and image messages to cellular phones. These messages may come in 10 seconds or a few minutes. Sentinel Vision cannot guarantee the speed or reliability of these messaging services provided by the cellular carriers. Please be aware, that the cellular carrier's MMS gateway may limit the number of images that can be attached to an alert email.

In order to receive text and picture messaging to a cell phone, a special email that has your cellular phone number embedded in its email would need to be added as a Sentinel Vision contact's email address. This can be done in the settings modification page for registered users at www.sentinelvision.com. Please contact your cellular phone carrier for the proper email addressing or refer to the customer support page at www.sentinelvision.com for a list of carriers and their contact information.

Below you will find a current listing of SMS and MMS email addresses by carrier as of the time of printing of this users guide. All addresses should be preceded by your cellular phone number (example 5551234567@mobile.mycingular.com):

Cell Carrier	SMS Email Address	MMS Email Address
ALLTEL	@message.alltel.com	N/A
AT&T Wireless	@mobile.att.net	@mmode.com
Cingular	@mobile.mycingular.com	@mms.mycingular.com
MetroPCS	@mymetroPCS.com	@mymetroPCS.com
Nextel	@messaging.nextel.com	N/A
Sprint	@messaging.sprintpcs.com	@pm.sprint.com
T-Mobile	@tmomail.net	@tmomail.net
Verizon	@vtext.com	@vzwpix.com

Troubleshooting Guide

Problem	Solution
SafeScout monitoring unit will not force connect.	Did you register your system? Your system must be registered at www.sentinelvision.com . Check to make sure you have the correct serial number registered.
SafeScout system will not arm or disarm.	Check to make sure the AC power cord is attached to the SafeScout monitoring unit and plugged in correctly at the power outlet. Check the power outlet with a lamp or another appliance to make sure it is working correctly. Be sure that the outlet you are using is not controlled by a light switch.
SafeScout system is not working.	Check the telephone cord and connection. Telephone line must be free to use.
SafeScout is registered, but will not communicate.	Check the telephone cord and connection. The telephone line must be free and available for the SafeScout to use to dial out.
New passcode does not work.	See passcode change section of the User Guide and make sure you have pressed the test button on the back of the SafeScout monitoring unit to download new passcodes to your system.
Siren does not sound.	Check to make sure that the siren is plugged in correctly to a working AC outlet. If the siren has been inadvertently removed, secure it with the extended faceplate screw provided with your SafeScout system. See Siren section in user guide. Make sure the siren is within 50 feet of the Monitoring Unit.

<p>The delay sound is too soft and hard to hear.</p>	<p>Verify on the registration page that your siren serial number is registered and correct. The serial number must be registered accurately for your siren to operate.</p> <p>The siren may be located too far from the SafeScout monitoring unit, or other environmental conditions may be restricting the RF signal. Move siren to a closer location and test.</p> <p>Move to a location closer to your entry/exit area.</p>
<p>Keyfob does not work.</p>	<p>You must register the keyfob serial number with the corresponding user.</p> <p>Replace keyfob's battery. Panasonic CR2032 3V Lithium, Duracell DL2032 or equivalent.</p>
<p>Images are not clear or are too dark.</p>	<p>Check to make sure that the privacy door is open. Also check to be sure that the imager (camera) view is not obstructed.</p> <p>Test with additional lighting.</p>
<p>Sound recording is not clear or cannot be heard.</p>	<p>Make sure the privacy door is open. Also check that the microphone is not obstructed.</p> <p>Move the SafeScout monitoring unit closer to the protection area.</p> <p>If you are listening to the sound on a computer, try increasing the volume on the software that plays sound files on your computer.</p>
<p>Emails sent from Sentinel Vision are not in my inbox.</p>	<p>Change the junk mail filter settings on your email account and add alerts@sentinelvision.com as an approved sender.</p>

FCC CFR 47, PART 68 ACTA TIA 968-A REQUIREMENTS

1. This equipment complies with 47 CFR, Part 68 of the rules. On the bottom side of this equipment is a label that contains, among other information, the certification number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.
2. This equipment contains two RJ-11C phone jacks. The Facility Interface Code (FIC), indicated by '02LS2' is used to identify the type of interface that the terminal equipment requires for compatible interconnection with wire-line connection facilities. The Service Order Code (SOC), indicated by '9.0Y' is used to identify the type of analog transmission services provided to the user.
3. A compliant telephone cord and modular plug is provided with equipment. This equipment is designated to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See Installation Instructions for details.
4. If the terminal equipment SafeScout SVI-MU-100 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer 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.
5. 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.
6. If trouble is experienced with this equipment SafeScout SVI-MU-100, for repairs or warranty information, please contact Sentinel Vision at 877-873-8800. 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.
7. The SafeScout SVI-MU-100 has no user-serviceable parts.
8. This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

Product Warranty Information

One (1) Year Limited Product Warranty

Sentinel Vision, Inc. warrants to the original purchaser of this product that it will be free from defects in material and workmanship for a period of one (1) year from the date of original purchase, under normal use and service. Sentinel Vision's obligation will be limited to, at Sentinel Vision's option, repairing or replacing, free of charge for parts, labor, or transportation, any product failing such warranty. Sentinel Vision shall have no obligation under this warranty or otherwise if the product is altered, repaired or serviced by anyone other than Sentinel Vision or an authorized Sentinel Vision repair facility. In case of defect, please contact Sentinel Vision.

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Sentinel Vision makes no representation or warranty that the product cannot be compromised or circumvented; that the product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the product will provide adequate warning or

protection. Features of the product may be triggered in the case of burglary, robbery, fire or other events, but the product cannot prevent, nor is there any guarantee or warranty that the product will succeed in preventing any such occurrence or that it will limit or prevent any resulting personal injury or property loss. CONSEQUENTLY, SENTINEL VISION SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON A CLAIM THAT THE PRODUCT DID NOT PROVIDE SUFFICIENT WARNING OR PROTECTION, DID NOT PERFORM AS ADVERTISED, DESCRIBED OR EXPECTED, DID NOT ADEQUATELY CAPTURE ANY INPUT OR TRANSMIT ANY SIGNAL OR DID NOT GIVE ANY VISUAL OR AURAL WARNING OR THAT THE PRODUCT MALFUNCTIONED OR FAILED. HOWEVER, IF SENTINEL VISION IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS OR DAMAGE ARISING UNDER THE LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN OF SUCH LIABILITY, SENTINEL VISION'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST SENTINEL VISION. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No increase or alteration, to this warranty is authorized unless provided in writing by Sentinel Vision.

For further assistance, please call Customer Service toll-free at 877-873-8800.

Thank you, and enjoy your SafeScout!