

SilverCare™

User Instruction Manual



Watch Kit Model # HC100KW
Pendant Kit Model # HC100KP



Congratulations on purchasing your new
SilverCare™ 7-in-1 Personal Daily-Living Assistant!

Before using this system for the first time, please read FCC Important Safety Compliance on page 54 of User Guide.

PLEASE READ THIS USER INSTRUCTION MANUAL COMPLETELY AND THOROUGHLY TO ENSURE PROPER SET-UP AND OPERATION, AND SAVE IT FOR FUTURE REFERENCE.

PLEASE NOTE: Throughout the User Manual, any text that appears in the light gray shaded box is important to the use and care of your system, provides information that is important to your health and safety, and should be read with care.

WARNING:
If you are using a personal medical device, please consult your personal Healthcare Professional to ensure your personal medical device is shielded from external RF energy before using the SilverCare™ 7-in-1 Personal Daily-Living system.

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SECTION 1: Getting To Know Your SilverCare™

WELCOME

Thank you for selecting the SilverCare™ 7-in-1 Personal Daily-Living Assistant. Whether you have chosen the Pendant-Watch or Wrist-Watch, you have purchased the most sophisticated and dependable multifunction system available. SilverCare™ empowers you to *quickly access your 911 button to have an actual two-way conversation with emergency personnel right from your Watch*, but on a daily basis you will utilize and appreciate the:

- Medication reminder
- Hands-free, incoming call answering option
- Automated Priority-Call to neighbors or family
- ICE (in case of emergency) button

Choose either the Self-Managed Monitoring option, or an Outside Emergency Monthly Service Provider. Either way, you have complete, dependable support from your home, 24/7.

Other exciting SilverPlus™ products are available separately. Particularly popular is SilverLite™ wireless, remote light switch activator, which turns a light on/off remotely. Please, visit our website @ www.gosilverplus.com or call 1-800-SIL-VR01 to learn where to purchase accessories or parts.

INTENDED USE

The operating range of your SilverCare™ 7-in-1 Personal Daily-Living Assistant depends on many factors, including electrical interference, wall configuration, etc., but the

system was designed to function as a **two-way communication tool**, providing coverage in an average-sized home, **up to 100 feet in radius normal operating circumstances**. This range typically covers you inside your home, garage, front and back yards. Since SilverCare is NOT a cell phone, **features like 911 will not work outside of the operating range**, but the ICE button and Reminders continue to function while you are away from home.

Your system is quick and easy to set up, typically in 15 minutes using Base Console, or in less than 10 minutes using the simple PC interface method, with the enclosed CD.

There is no need to register your new system. Simply set-up according to the User Instruction Manual and the system is ready to use.

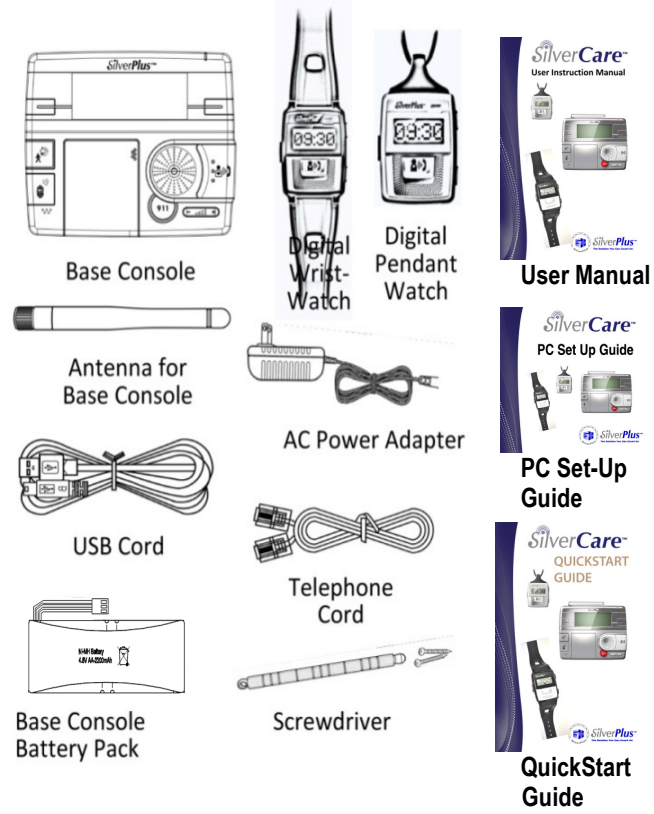
GETTING STARTED

Follow these important guidelines before you use your SilverCare system for the first time.

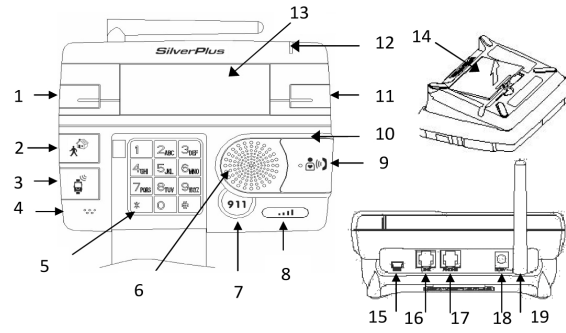
1. Read your User Manual carefully and thoroughly.
2. Do not plug your Base Console into AC Power until you have connected the base antenna, battery pack and phone line provided.
3. Check your system after you have completed Set-Up, by calling one of your Priority Help numbers. Move around your environment to determine the boundaries of operation in your specific circumstance.
4. Check with local police or your Emergency Provider to determine how to test your 911 call procedure.
5. **The 911 and PRIORITY HELP buttons on your Watch are NOT activated until INITIAL SET-UP is completed.**

PACKAGE CONTENTS

Your SilverCare™ Package contains the following items:

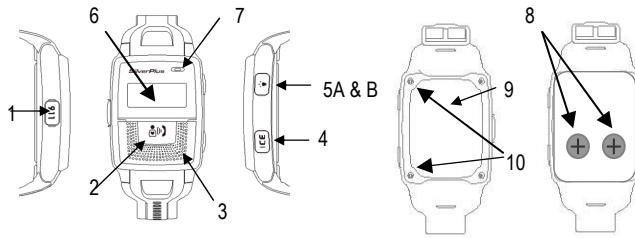


BASE CONSOLE LAYOUT & DISPLAY SCREEN



| No. | Description | No. | Description |
|-----|-----------------------------|-----|---------------------|
| 1 | Menu Button | 11 | OK Button |
| 2 | Home / Away Button | 12 | Indicator Light |
| 3 | Watch Paging Button | 13 | Display Screen |
| 4 | Microphone | 14 | Battery Slot |
| 5 | Numeric Keypad | 15 | USB Connection Slot |
| 6 | Speaker | 16 | Line Port |
| 7 | 911 Button | 17 | Phone Port |
| 8 | Vol. Up/Down Button | 18 | DC Power Connector |
| 9 | Priority Help Button (PERS) | 19 | Antenna |
| 10 | Night Light Ring | | |

WATCH LAYOUT



| No. | Description | No. | Description |
|-----|-----------------------------|-----|---------------------------------------|
| 1 | 911 Button | 6 | Watch Display Screen |
| 2 | Priority Help Button (PERS) | 7 | Microphone |
| 3 | Speaker | 8 | Replaceable Cell Batteries (Internal) |
| 4 | ICE Button | 9 | Battery Back Plate |
| 5A | Wireless Lite Switch Button | 10 | Battery Back Plate Screws (4) |
| 5B | Radio Transmitter On/Off | | |

WATCH DISPLAY SCREEN IN ACTIVE MODE



SILVERCARE™ 7-in-1 FUNCTION SUMMARY



Digital Watch

The waterproof Wrist-Watch and Pendant-Watch function as a stylish timepiece.



Priority Help, Voice Caller

Clear, two-way voice communication with Emergency Operators, family or neighbors with the press of the **“Priority Help”** button on Watch or Base Console



Dedicated 911

Convenient and effective in **urgent situations**, like a fire, break-in, sudden illness or fall. Reach a 911 Operator by pressing **“911”** button on Watch or Base Console.



ICE (In Case of Emergency)

“ICE” button on side of Watch quickly accesses User’s medical history, blood type, allergies, and other critical information, for emergency personnel. Of particular importance if User has passed out or is unable to talk.



Wireless Remote On/Off Switch

SilverLite™ wireless on/off switch is multifunction, allowing User to remotely turn on or off a lighting fixture, turn on/off **“Radio”** function, and backlight display screen.



Hands-Free, Incoming Call Answering

Pressing **“Priority Help”** button on Watch activates Base Console microphone and speaker, allowing convenient hands-free conversation from Base Console when user receives an incoming call.



Medication and Event Reminders

Schedule Medication or Event Reminders, available as text displays and audible reminders.

SECTION TWO

Setting Up Your SilverCare™ System (Using Base Console)

CONNECT BATTERY PACK FOR FIRST USE

- Remove both screws from door of battery compartment
- Lift battery compartment door located on bottom of Base Console, by placing finger or thumb under notch provided
- Firmly connect NiMH battery pack wires into connectors, paying careful attention to connecting with proper polarity
- Snap battery compartment door back into place, replace screws, and the base is ready to set-up

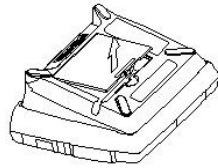


Figure 1
Remove Battery Pack Cover

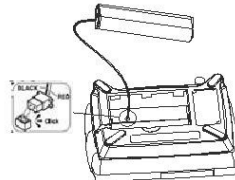
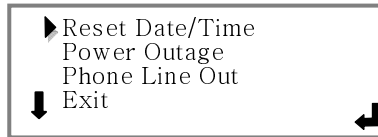


Figure 2
Connect Battery Pack

Since the AC adapter is not yet connected the Base Console screen will read



Initially this User Instruction Manual may seem to be overwhelming, but the system set-up is actually quite simple, using primarily two buttons:

- **MENU** Button (left of screen) scrolls through menu
- **OK** Button (right of screen) accepts data and moves back to menu
- **By pressing “MENU” button instead of “OK” button when cursor points to “EXIT,” the system will return to previous Menu screen**

***NOTE:** To ensure your system continues to function properly in case of power failures, you must connect the rechargeable battery pack. Fully charged batteries will provide up to 36 hours of operation. Keep in mind the backup battery pack may not have sufficient time to fully recharge with back-to-back power outages.*

BASE CONSOLE INITIAL SETUP

We recommend you position your SilverCare Base Console in a central, easily accessible location in your home, with convenient access to a traditional analog telephone line and AC power outlet.

DO NOT set up your Base Console near:

- Household appliances (like microwaves and cordless phones) which could present electrical interference.
- Large metal structures, such as steel enclosures or large filing cabinets
- Wireless equipments such as WiFi routers
- Where your outlet is controlled by a wall-switch, and could be accidentally turned off



CONNECTING THE BASE CONSOLE

STEP 1

CONNECT THE ANTENNA

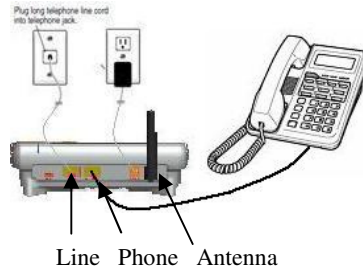
Screw the antenna (supplied) to the back of the Base Console as shown above

CONNECT TELEPHONE CORD

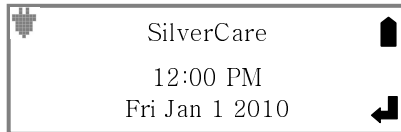
Connect one end of telephone line cord (provided) into telephone wall jack and other end into appropriate jack on back of Base Console marked "LINE"

CONNECT AC ADAPTER

Connect the AC adapter to the back of the Base Console, and then plug Power Adapter into electrical outlet



DISPLAY Screen will read:



NOTE: Use only the AC power adapter supplied with this system. Power adapters are intended to be correctly oriented in a vertical or floor mount position, not to hold the plug in place if plugged into an under-the-table/cabinet outlet.

IMPORTANT SET-UP OPTION:

*We have provided a CD for easy and quick Set-Up of the SilverCare system using a personal computer. If you prefer to use the CD method instead of manually setting up your system using the Base Console, **please skip this entire Set-Up section.** Remove the USB cord and Set-up CD provided from; insert the CD into your computer, and follow easy-to-use CD instructions to continue set-up process.*

After Set-Up is completed using the PC Interface, return to User Instruction Manual, page 42 for instructions about operating your system

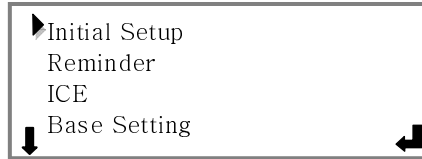
To use your SilverCare Base Console to manually set up your system, please continue.

NOTE: *If the Base Console is disconnected for more than two days, the pre-programmed Medication and Event Reminders, and the ICE data, will remain in the Watch memory and operate normally.*

INITIAL SET-UP

SYSTEM SET-UP

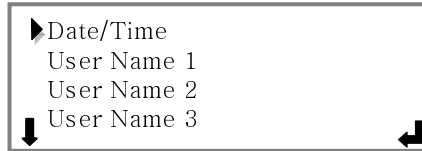
Press **OK** Button to begin set-up process
DISPLAY Screen will read:



STEP 2

SET DATE

Press **OK** Button (right side)
DISPLAY Screen will read:



Press **OK** Button again to set date/time
DISPLAY Screen will read:

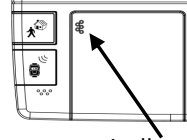


IMPORTANT: The **two primary buttons** needed to program the system are the **"MENU"** button to the left of the Base Console screen, which scrolls through list of menu options, and the **"OK"** button to the right of the Display Screen, which you press to accept your selection, and to enter your data.

Press **OK** Button to enter **DATE** set-up mode
DISPLAY Screen will read:

| | |
|----------------|------------------------------|
| Date: MM/DD/YY | |
| 01/01/01 | |
| EXIT | Left/Right: Vol-/+ OK |

Flip open keypad cover to expose keypad by pressing and releasing on it in the upper left corner. Using appropriate numbers on keypad, enter current date (no need to enter slash marks, the system unit will advance automatically from month to day to year). When current date has been set, press **OK** button to accept your entry and move to next screen to set time.



NOTE: At any time if you need to correct or adjust an entry, use **VOLUME Bar**. The **VOLUME -** moves cursor to the left, the **VOLUME +** Bar moves the cursor to the right.

STEP 3

SET TIME

DISPLAY Screen will read:



```

Date
▶ Time
Exit

```

Press **OK** Button to enter **TIME** set-up mode

DISPLAY Screen will read:



```

Time: HH:MM AM/PM
01:00 PM
EXIT Left/Right: Vol-/+ OK

```

Using numbers on the keypad, enter current time (menu will advance automatically from hour to minute mode). Press ANY key on the keypad to move from **AM** to **PM**. When current time has been set, press **OK** button to accept your entry and move to next screen.

DISPLAY Screen will read:



```

Date
Time
▶ Exit

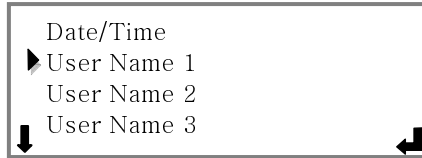
```

Press **OK** button to accept your entry and **EXIT DATE/TIME** set-up mode to begin to enter **USER** data.

STEP 4

SET USER DATA

Display Screen will read:



Date/Time
▶ User Name 1
User Name 2
User Name 3

Press **OK** to enter **USER NAME** set-up mode for User #1

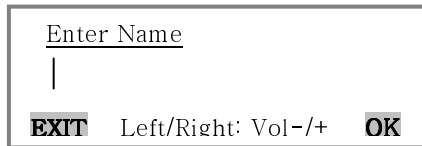
DISPLAY Screen will read:



▶ User Name 1
Name Recording
Add/Remove Watch
Exit

Press **OK** Button to enter **USER NAME #1** set-up

DISPLAY Screen will read:



Enter Name
|
EXIT Left/Right: Vol-/+ **OK**

Using the keypad, enter the number keys with the corresponding letters of your name, pausing for each letter until the cursor moves to the next position.

NOTE: Press Volume Bar to move cursor to the right or left. Press DELETE key on keypad to correct any errors, after first moving the cursor to the left of the letter you want to delete.

Keypad Layout

| | | |
|-----------|----------|-----------|
| 1 .,@: | 2 ABC | 3 DEF |
| 4 GHI | 5 JKL | 6 MNO |
| 7 PQRS | 8 TUV | 9 WXYZ |
| * Del | 0 □ | # ↵ |

Example:

- For the name **JOE**, press "5" key once, pause.
- Press "6" key 3 times in rapid succession, pause.
- Press "3" key twice in rapid succession.

Press **OK** Button to accept your entry and exit **User Name #1** set-up mode

DISPLAY Screen will read:

| |
|------------------|
| JOE |
| ▶ Name Recording |
| Add/Remove Watch |
| ↓ Exit |

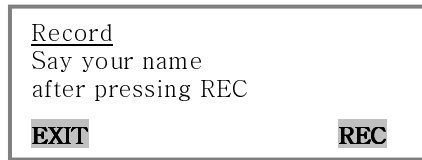
Now is the time to record your personalized message for User #1. Press **OK** button to record your name, which will be provided as part of outgoing message (OGM) to the person you call in an emergency situation.

DISPLAY Screen will read:

| |
|------------------|
| ▶ Record |
| Playback |
| Delete Recording |
| ↓ Exit |

Press the **OK** button once again to enter the recording mode.

DISPLAY Screen will read:



OK button is same as **REC** Button. Press it once again to record, as indicated on DISPLAY screen. You will have 5 seconds to record, then press the **OK/Record** button to end your name recording, bringing you to this screen:



Press **OK** button to leave this screen.

DISPLAY Screen will read:



To review your recorded name, press **OK** button.

DISPLAY Screen will read:



OK button is the same as **PLAY** Button. Press **OK/PLAY** button to begin playback. If you are satisfied with recording there is no need to do anything. Screen will move on to **MENU** after playing recording.

DISPLAY Screen will read:



If you prefer to redo your recording, repeat the previous steps for recording name.

NOTE: If no name is recorded, the outgoing message during an emergency call will say "This is an emergency call from "SilverCare System" rather than being personalized with your name.

Press **MENU** button to move to **EXIT**. Press **OK** button to move on to **Add/Remove Watch** mode.

DISPLAY Screen will read



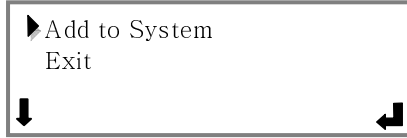
STEP 5

ADD WATCH DAILY-LIVING ASSISTANT TO SYSTEM

You will now be instructed to add the Wrist-Watch or Pendant-Watch to your system. Your Watch DISPLAY screen says:



To add your Watch to system, press **OK** button.
You will see this screen:



Hold SilverCare Watch to begin the activation process.
Press the **OK** button on Base Console once again and follow instructions on DISPLAY Screen:



Within a few seconds of pressing the buttons simultaneously the Base Console will say: **New Watch/Pendant Added.**

Your Personal Daily-Living Assistant will flash **"Pairing"** on the screen, then will say **CONNECTED!**



Congratulations, your system is now paired; your Watch Daily-Living Assistant is activated.

Press **OK** button to leave this screen. Press **OK** button once again when arrow is pointing to **EXIT**.

Screen will read:



Press the **OK** button one more time to proceed.

*NOTE: You now have the opportunity to add another User (or Watch or Pendant) OR you may move to the next step to set **PRIORITY HELP** names and numbers for your system.*

To add new Users, please repeat Step 4 and Step 5, as indicated on pages 18 – 23. You can always return to this set-up mode at a future date to add new Users.

NOTE: The system is designed to accept only one universal set of **PRIORITY HELP** numbers per Base Console, regardless of how many Users or Watches are added to the system, but you can change the numbers as frequently as you wish.

SET PRIORITY HELP NAMES & NUMBERS

Your system is capable of adding up to 6 (six) Contact names and numbers to your PRIORITY HELP list.

*Please enter phone numbers in the exact order that you prefer to the system to contact people in an urgent situation, as SilverCare will automatically dial the numbers in that order, **until a live person is reached**, when you press the **PRIORITY HELP** button on Base Console or Watch.*

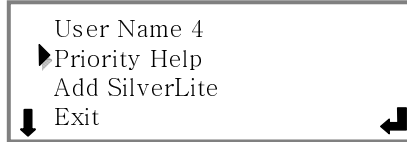
Remember to consider both home and mobile numbers of loved ones and neighbors when choosing Priority Help list.

Keep in mind that your 911 button is separate.

STEP 6

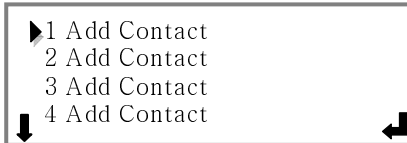
ENTER PRIORITY HELP NAME(S)

To begin **PRIORITY HELP** Set-Up, please press **MENU** button and continue scrolling past User Names 2 through 4 (*from our example*), until the cursor is pointed to **PRIORITY HELP**.



Press **OK** button to add your first personal **PRIORITY HELP** contact number.

DISPLAY Screen will read

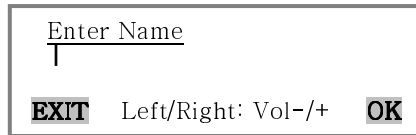


Press **OK** button to reach screen that will permit you to enter your first name.

DISPLAY Screen will read



Press **OK** button to enter name.



Open the keypad door. Using keypad, enter number key that corresponds with the letters of your name, pausing for each letter, until the cursor moves to the next position.

Example:

- For the name **SUE**, press “7” key 4 times in rapid succession for “S”
- Pause.
- Press “8” key 2 times in rapid succession for “U”
- Pause.
- Press “3” key twice in rapid succession for “E.”

To add space between words (like **SUE CELL**) press **ZERO** key twice. Press **OK Button** to accept your entry and move on to the next step, adding phone number.

NOTE: If you have made an entry error, press Volume Bar to move the cursor the right or left. Press DELETE (Del) key on the keypad to correct any errors - after first moving the cursor to the left of the letter you want to delete.

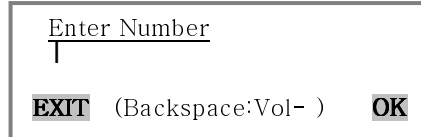
STEP 7

ENTER PRIORITY HELP PHONE NUMBER(S)

DISPLAY Screen will read:



Press **OK** button to enter phone number using keypad:



A rectangular keypad interface with a title bar that says "Enter Number" and a vertical cursor. Below the title bar, there are two buttons: "EXIT" (with a note "(Backspace:Vol-)") and "OK".

Enter phone number exactly as you would dial it from your home phone (with or without "1," or area code). No dashes are needed. Press **OK** button to accept number entry.

Use the **VOLUME Bar** (to the right of the red 911 button) to backspace if you have entered a number in error.

At this time, press **MENU** button twice, moving past **Enable Home/Away** and **Delete Contact**, moving cursor to **EXIT**.

Press **OK**. If you have entered one **PRIORITY HELP** contact, as in our example, the DISPLAY Screen will read:



A rectangular display screen showing the name "SUE" at the top. Below it are three menu items: "2 Add Contact", "3 Add Contact", and "4 Add Contact". There are navigation arrows: a right arrow on the left side and a left arrow on the right side.

As you scroll through using the MENU button, the following screen will read:



A rectangular display screen showing three menu items: "5 Add Contact", "6 Add Contact", and "Exit". There are navigation arrows: a right arrow on the left side and a left arrow on the right side.

Press **OK** button to add next **PRIORITY HELP** contact. **Repeat Step 7** (pages 26-27) until you have added all the contacts you want in your Priority Calls list, or until you have reached the maximum capacity of six entries. When completed, press **OK** button to **EXIT** "Add Contact" menu.

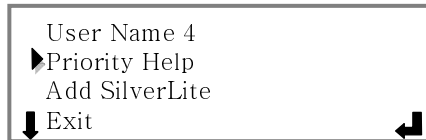
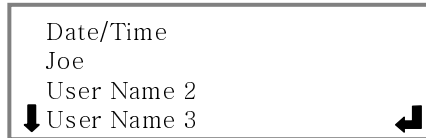
STEP 8

ENABLE & DISABLE HOME/AWAY CONTACTS

At this time we recommend you re-enter the **PRIORITY HELP** section to **assign one of your contacts as your Home/Away contact**. This number will be auto-dialed when you press the **HOME/AWAY** button on your Base Console, to notify a loved one or neighbor that you have left or returned safely to your home.

To re-enter **PRIORITY HELP**, press the **MENU** button to scroll past the “Add SilverLite” and “EXIT” options.

Scroll past other entries on the screens, until you once again reach **PRIORITY HELP** with your cursor.



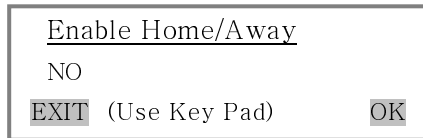
Press **OK** button to return to the screen with **PRIORITY HELP** contact list. When cursor points to the contact you want to assign as your **Home/Away contact**, press **OK** button to reach a screen that looks like this:



NOTE: You can enable only ONE contact at one time as your HOME/AWAY CONTACT. The system will override your previous setting automatically when you choose a new HOME/AWAY contact.

Press **MENU** button to scroll to **Enable Home/Away** position. Then press **OK** button

DISPLAY Screen will read

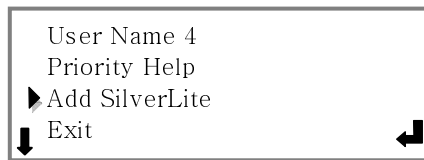


Enable Home/Away
NO
EXIT (Use Key Pad) OK

Press any button on the keypad to toggle back and forth from **NO** to **YES**. Press **OK** button to accept your entry.

Press **MENU** button to scroll past **Delete Contact** to move cursor to **Exit**. Press **OK** button.

Press **MENU** button repeatedly until you reach **EXIT**. Press **OK** button to get back to the following screen:



User Name 4
Priority Help
▶ Add SilverLite
↓ Exit ↘

Press **OK** button to **Add SilverLite**.

If you did not purchase or receive SilverLite, please skip this section and turn to Page 29 to continue set-up.

STEP 9

ADD SILVERLITE

First plug SilverLite into functioning wall power outlet.

Blue LED light will flash twice.

Press **OK** button on DISPLAY screen to **Add SilverLite**.

DISPLAY Screen will read:

Press Pairing Button
on SilverLite



Pairing Button

Move back to SilverLite unit plugged in to wall outlet. Press **PAIRING** button on SilverLite Wireless Switch Activator.

SilverLite will continue to flash until it is successfully added to the system. Screen will then indicate "SilverLite Added."

Press **OK** button to return to the **MENU**. Cursor then points to **EXIT**. Press **OK** button to leave INITIAL SET-UP mode, and move to **REMINDER** section.

SET REMINDERS

SilverCare provides entry space for six (6) different medication and/or event reminders for EACH User.

STEP 10

ADD MEDICATION REMINDERS

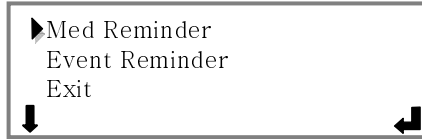
DISPLAY Screen will read:

Initial Setup
▶ Reminder
ICE
Base Setting
↓ Exit

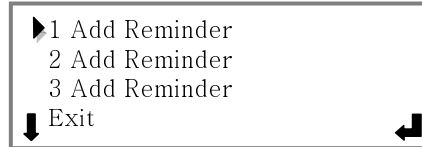
Press **OK** button to enter **MEDICATION REMINDER** mode.

Press **MENU** button to enter screen listing Users. Scroll using **MENU** button to move cursor to appropriate User. Begin adding reminders for that User.

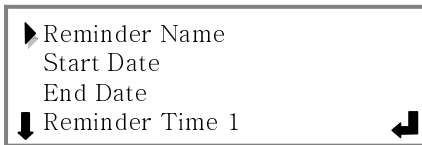
*For our example, we will set a medication reminder for our User, JOE. Pressing **MENU** button, scroll until cursor reaches JOE. Press **OK** button to reach this screen.*



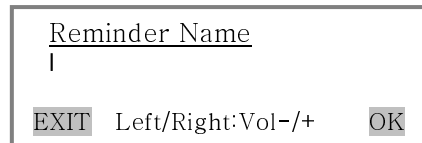
Press **OK** button to reach this screen:



Press **OK** button to reach this screen:



Press **OK** again. Using Keypad, on screen below, enter name for 1st reminder. *Example: Beta Blocker*

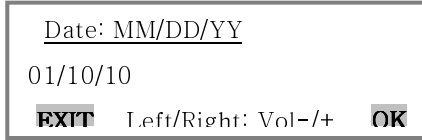


Press **OK** button. DISPLAY screen will say:



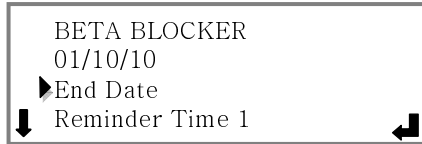
BETA BLOCKER
▶ Start Date
End Date
↓ Reminder Time 1 ↩

Press **OK** button to enter Start Date using keypad:



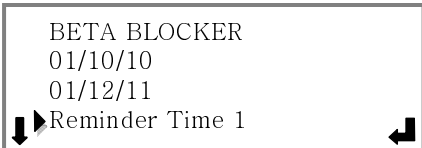
Date: MM/DD/YY
01/10/10
EXIT Left/Right: Vol-/+ OK

Press **OK** button to reach this screen



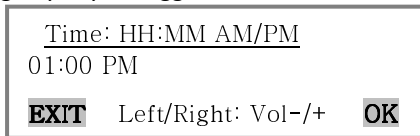
BETA BLOCKER
01/10/10
▶ End Date
↓ Reminder Time 1 ↩

Press **OK** button to enter **End Date** just as you did for **Start Date**. When completed, press **OK** button again to set reminder times.



BETA BLOCKER
01/10/10
01/12/11
↓ ▶ Reminder Time 1 ↩

Press **OK** to enter reminder time(s), using keypad, and pressing any key to toggle between AM and PM.



Time: HH:MM AM/PM
01:00 PM
EXIT Left/Right: Vol-/+ OK

Press **OK** button to return to **MENU**.

Repeat entire process to enter additional reminder times for *this* medication. Press **OK** button when cursor points to **EXIT** to enter **REMINDERS** for *additional medications*.

NOTE: Use same technique to enter new **MEDICATION REMINDERS** for *this* User. Press **MENU** button to move cursor through selections. Press **OK** button to accept entries. **You can re-enter REMINDER section to modify or delete entries at any time.**

If additional Users are programmed into this Base Console, their names will also appear on this **REMINDER** screen.

Repeat entire Step 10 process for adding MEDICATION REMINDERS for EACH User, instructions on page 30-32.

Your Watch Daily-Living Assistant will beep 8 times at the reminder time(s) you have set. Five and ten minutes after the initial reminder the system will beep again to reinforce the initial reminder.

STEP 11

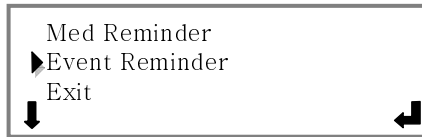
ADD EVENT REMINDERS

Press **OK** button to move to **MENU** screen. Press **OK** again to enter **EVENT REMINDER** mode.

For our example, we will set an Event Reminder for Joe.

Press **MENU** button to scroll until cursor reaches "JOE".

Press **OK** button to reach this screen.



Press **OK** button to reach this screen:

▶ 1 Add Reminder
2 Add Reminder
3 Add Reminder
↓ Exit

Press **OK** button to reach this screen:

▶ Event Name
Event Date
Reminder Date
↓ Event Time

NOTE: Reminder Time will be on next screen as you scroll through with **MENU** button.

Press **OK** again. Using Keypad on screen below, enter name for 1st reminder. *Example: Dr Appt*

Event Name
|
EXIT Left/Right: Vol-/+ OK

Press **OK** button. DISPLAY screen will say:

DR APPT
▶ Event Date
Reminder Date
↓ Event Time

Press **OK** button to enter Event Date using keypad:

Date: MM/DD/YY
01/10/10
EXIT Left/Right: Vol-/+ OK

Press **OK** button to reach this screen

```
DR APPT
01/10/10
▶Reminder Date
↓ Event Time ↵
```

Press **OK** button to enter **Reminder Date** just as you did for **Event Date**, and enter data. Press **OK** button again.

```
DR APPT
01/10/10
01/09/10
▶Event Time ↵
```

Press **OK** to enter **Event Time(s)**, using keypad, pressing any key to toggle between AM and PM.

```
Time: HH:MM AM/PM
01:00 PM
EXIT Left/Right: Vol-/+ OK
```

Press **OK** button to return to **MENU** to add **Reminder Time** for that event. Press **OK** to enter data. Press **OK** again. Move **MENU** button to **EXIT** if you have no additional reminders. To enter additional reminders, press **OK**. When you have completed entering reminders for User 1, you may enter reminders for additional users.

```
Joe
▶User Name
User Name
User Name
↓ Exit ↵
```

If you have no additional users, move cursor to **EXIT** and press **OK** to move on to next section, entering **ICE** data.

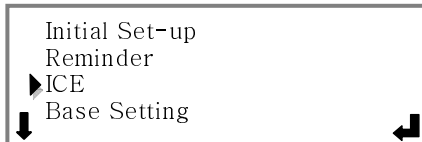
SET ICE INFORMATION

STEP 12

ADD USER NAME FOR ICE (In Case of Emergency)

The information you enter here may assist medical personnel to quickly and easily locate conditions which may affect your treatment plan. *You will have the opportunity to enter data for EACH User separately!*

DISPLAY Screen will read:

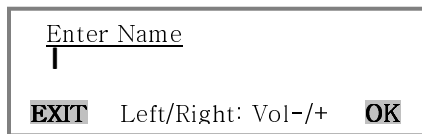


Press **OK** button. The list of Users will appear on screen. Choose User by scrolling with **MENU** button, and Press **OK** button to add User name for **ICE**.

Now enter your name as you would like to relay it to emergency personnel.



Press **OK**. DISPLAY Screen will read:



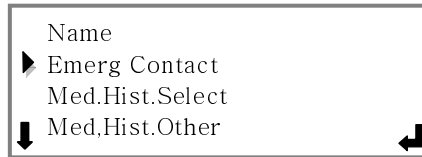
Using keypad, enter your name. Press **OK**.

NOTE: Your Name will NOT show on display screen, only on Watch

STEP 13

ADD EMERGENCY CONTACT DATA

(For each desired User you will perform this step)



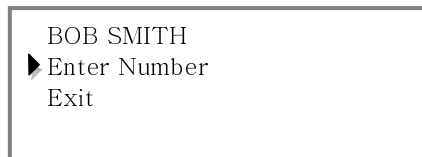
A screenshot of a menu with the following items: Name, Emerg Contact (with a right-pointing arrow), Med.Hist.Select, and Med,Hist.Other (with a downward-pointing arrow). A right-pointing arrow is visible at the bottom right of the menu box.

Press **OK** twice. Use keypad to enter Emergency Contact name.



A screenshot of a screen with the text "Enter Name" at the top, "BOB SMITH" in the center, and "EXIT Left/Right: Vol-/+ OK" at the bottom.

Press **OK** button to return to **MENU** screen.



A screenshot of a menu with the following items: BOB SMITH, Enter Number (with a right-pointing arrow), and Exit.

Press **OK** button to enter phone number for this contact using keypad. Press **OK** button to accept your entry and return to **MENU** screen. Press **OK** button again to **EXIT** and choose **Med.Hist.Select** with cursor.

STEP 14

ADD MEDICAL HISTORY

There are two separate sections for entering your personal Medical History information.

- 1st option has pre-programmed options
- 2nd option uses the keypad to enter personalized conditions.

Press **OK** button to begin pre-programmed section. (*These abbreviations are traditionally accepted in medical communities.*)

Explanation of abbreviations:

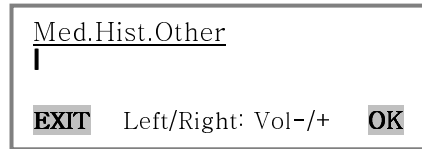
| | |
|-----------|--------------------------|
| DM: | Diabetes Mellitus |
| MI: | Myocardial Infarction |
| CVA: | Stroke |
| CHF: | Congestive Heart Failure |
| Dialysis: | Kidney Dialysis Patient |
| SZ D/O: | Seizure Disorder |
| CAD: | Coronary Artery Disease |
| HTN: | Hypertension |

For conditions apply to you, Press **OK** button to select the option, and toggle from pre-set **NO** to **YES** by pressing any key on the keypad. DISPLAY Screen will read:

▶ DM: NO
MI: NO
CVA: NO
CHF: NO

Dialysis: No
SZ D/O: No
CAD: No
HTN: No

Once "Select" option is completed, move cursor to EXIT. Press **OK** button to EXIT this section and begin entering personalized **Med.Hist.Other** section. Press **OK** to reach this screen:



Press **OK** button to accept your entry.

DISPLAY Screen will read:

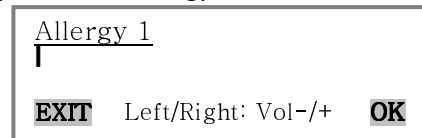


Press **OK** button. You will be permitted to enter as many as three different allergies. Press **OK** button again.

STEP 15

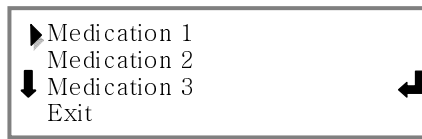
ADD ALLERGIES, MEDICATIONS AND BLOOD TYPE

Use keypad to enter allergy information:

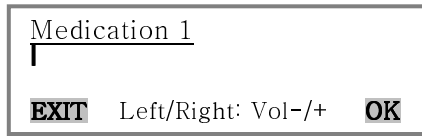


Press **OK** button to return to **MENU** screen. Repeat steps to add Allergy 2 and/or Allergy 3 entries; or move the cursor to **EXIT** and press **OK** button to return to **MENU**. Cursor is currently pointing to "**Medication**" section.

Press **OK** button to begin entering each medication

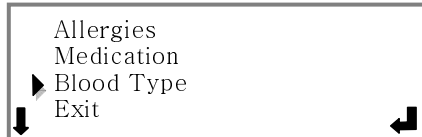


Press **OK** button to enter Medication 1:

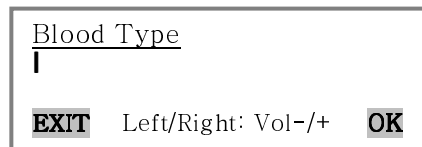


Use keypad to enter information. Press **OK** button to return to **MENU** screen. Repeat steps to add Medication 2 and/or Medication 3 entries; or move the cursor to **EXIT** and press **OK** button to return to Main **MENU**.

You are ready to enter your Blood Type.



Press **OK** button to enter **Blood Type** using A, B and/or O buttons on the keypad for the appropriate letter(s) **and pressing the number 1 button as many times as you need to until you reach the appropriate plus (+) or minus (-) sign**



Press **OK** button to accept entry and return to Main **MENU**. Press **OK** button again to entering data for additional Users.

If there are no additional Users, press **MENU** button until cursor points to **EXIT**. Press **OK** button to move to **Base Setting** selection.

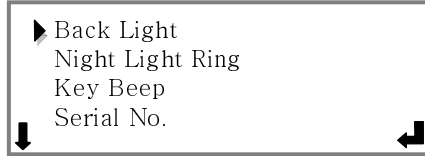
CUSTOMIZE BASE SETTINGS

STEP 16

Set Base Console Preferences

This section will allow you to modify your Base Console features for your comfort and convenience. The same selection will apply for all Users.

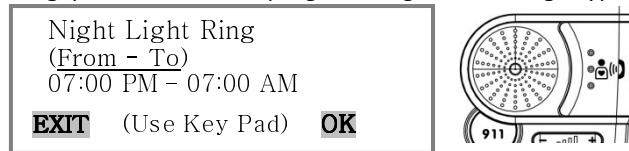
Press **OK** button to reach this screen:



Press **OK** button to enter screen permitting changes to ON/OFF feature for DISPLAY screen **Back Light**.

Toggle from **ON** to **OFF** by pressing any key on the keypad. Press **OK**.

To set automatic on/off timer for Base Console **Night Light Ring**, press **OK** to enter programming screen using keypad.



To accept **Night Light Ring** settings press **OK** button.

Base Console is set to “beep” each time you press a button. To accept this, scroll past “KEY BEEP” to “SERIAL NUMBER”.

*(If you prefer to turn **Key Beep** off, press **OK**, and press any key on keypad to toggle to “OFF.” Then Press **OK** to return to Main **MENU**.)*

At **SERIAL NUMBER**, press **OK** button to see, and note the **Serial No.** for your System on the back of this manual.

Press **OK** button one last time to Exit Set-Up mode and return to Home Page.



Congratulations!

Initial Set-Up Section is complete!

IMPORTANT NOTE:

As you begin to review **Section Three, Operating Your SilverCare System**, please keep in mind that the system was designed for **effective communicating by one person at a time** (similar to a walkie-talkie).

In preparation for possible, eventual use of your Priority Help or 911 calling function in an urgent situation, we recommend you test your system with and without different background noises, (like the shower and the television) to ensure you know how the system operates most effectively for you.

As always, it is important to speak clearly and slowly. Then listen carefully to the Emergency personnel's instructions.

SECTION THREE

Operating Your SilverCare™ System

DIGITAL TIMEPIECE



Both the wrist and the pendant style SilverCare™ timepieces are **waterproof**, providing you the comfort and security wearing it in the shower or while bathing.

Activate Backlight by pressing **Light** Button on side of Watch, for better visibility in dimly-lit areas.

EMERGENCY CALLING FROM WATCH



In the event of an emergency, whether medical-related, a fire or break-in, your wristWatch or pendant-Watch acts as a personal two-way communicator to allow you to reach an Emergency Operator and have a clear, **two-way conversation**, by pressing the **911 button** on the side of the wristWatch or pendant-Watch.

- Firmly press the dedicated **911 button** on your Watch (Personal Daily-Living Assistant).
- When this button is firmly pressed it will provide an **audible beep** and automatically dial 911.

If you have elected to use an Emergency Service Provider, you will reach their Operator, if you have chosen Self-Managed service, you will reach your local 911 Operator.

- When the Emergency Operator answers, you are connected in an instant, for a live, two-way conversation. Speak clearly and slowly and follow the Emergency Operator's instructions carefully.

If you call 911 in error - or if you want to disconnect your completed call - simply press the 911 button again until you hear the “beep.”

EMERGENCY CALLING FROM BASE CONSOLE



Press red **911 button** on Base Console to speak to Emergency Operator, hands-free via Base Console, within a 10 to 15 foot radius.

When the Emergency Operator answers, you are connected in an instant, for a live, two-way conversation. Speak clearly and slowly and follow the Emergency Operator’s instructions carefully.

Since the Base Console is plugged into an electrical outlet, talk time is not limited based on battery performance – UNLESS you are experiencing a power outage and system is operating on back-up batteries.

NOTE: *This feature works only when Base Console is plugged into active analog phone line.*

PRIORITY HELP CALLS FROM BASE OR WATCH



When the situation calls for help from a neighbor or family member, rather than a 911



Emergency Operator, your system automatically dials your pre-programmed **Priority Help** contact (in the same order in which they were entered) when you press the **Priority Help** button on either your SilverCare Watch or Base Console. This permits a clear, two-way conversation, to receive the assistance you need. When a live person is reached with auto-dial feature, a prerecorded outgoing message (OGM) is sent, telling recipient they are receiving an important call from you. They will be instructed to press

ANY NUMERIC key on their phone keypad to activate this call. If no live person is answers the first outbound call, the system automatically continues dialing to the second, third, and so on, until a live person is reached. *The system is NOT fooled by an answering machine and will continue dialing to reach live person.*

To hang up the call, simply press the **Priority Help** button firmly to release the connection.

NOTE: *This feature works on Watch only when Watch is in range of Base Console and Base Console is plugged into active analog and phone line.
This feature works on Base Console when it is plugged into active analog phone line.*

HANDS-FREE, INCOMING CALLS



When you receive an incoming call to your home phone and are not able to safely or comfortably answer it before the caller is likely to hang up or triggers your answering machine, you can press **Priority Help** button on your Watch or Base Console to activate the sensitive microphone and speaker in the Base Console. This permits a convenient, hands-free conversation to take place while you are within 10 to 15 feet from your Base Console.

You can increase or decrease the volume in the Base Console by pressing the **Volume Control** Bar.

If you choose to move the incoming call to a traditional phone handset, pick up that handset as you normally would to connect your call, then press the appropriate **Priority Help** button (on your Watch or Base Console), depending on which button you used to answer the incoming call. This action will deactivate the speaker on the Base Console and transfer your call to your desired handset

NOTE: This feature works only when Watch is in range of Base Console and Base Console is plugged into active analog phone line.

PAGING YOUR SILVERCARE WATCH



If you misplace your Wrist-Watch or Pendant-Watch, you can locate it quickly and easily by pressing the **Paging** button on your SilverCare Base Console. Base Console will indicate **“Paging all Watches/Pendants,”** counting down for 60 seconds, while Watch will respond within 10 seconds and **“beep”** continuously to help you locate it.

NOTE: This feature works only when Watch is in range of Base Console and Base Console is plugged into active analog phone line.

MEDICATION & EVENT REMINDERS



Your scheduled medication and/or event reminders are displayed on DISPLAY screen of your Watch, accompanied by audible “beep.” The beep and reminder on the DISPLAY screen will repeat twice more, at 5 minute intervals.

NOTE: This feature functions independently from Base Console. Your Personal Daily-Living Assistant (Watch) maintains this vital information after you have programmed it - even when Base Console is NOT within range or plugged into active analog phone line.

IMPORTANT: When Base Console is disconnected from AC power and battery pack is removed for more than 36

hours, during a move for example, it is necessary to reset the date and time to ensure Medication and Event Reminders are up-to-date and working properly.

HOME & AWAY NOTIFICATION



For family member's peace of mind, or to let your neighbor know you are away, you should program a **Home/Away** contact. Press the button firmly, when you prepare to leave home, and the system will automatically dial the contact you have selected and enabled, and will begin flashing to remind you to deactivate upon your return.

Press the button again when you return home and the system once again automatically dials your **Home/Away** contact to let them know you've safely returned home.

If you accidentally press and trigger the Home/Away button and it triggers an outgoing call, **press again firmly and hold for 1 second** to cancel the dial.

WIRELESS LIGHT ON/OFF SWITCH & RADIO TRANSMITTER ON/OFF SWITCH



This important multi-function button on the side of your SilverCare wristWatch or pendant-Watch:

1. Turns on and off a light remotely if pressed and released
2. Turns on DISPLAY backlight for easier viewing of DISPLAY screen in dimly lit areas.
3. Deactivates the radio transmitter (which you may be required to do in some hospitals or on planes) or reactivates the radio transmitter to reconnect it to Base Console, if pressed and **held for more than 5 seconds**.

IMPORTANT – Since the Radio Transmitter **MUST** be “ON” for the Priority Help and Watch 911 features to work, if you have it in the “OFF” position and attempt to make a Priority Help or 911 call, the SilverCare System will automatically turn the Radio back on for your convenience and safety

NOTE: If the radio is off, the Watch screen will read:

Radio Is Off

ICE (In Case of Emergency) DATA

ICE Pressing the “ICE” button on side of Watch easily and quickly allows Emergency personnel to access your pre-programmed medication, allergy, blood type and other critical information; of particular importance if User has passed out or is unable to talk.

NOTE: *This feature functions independently from Base Console. Your Personal Daily-Living Assistant (Watch) maintains this vital information after you have programmed it - even when Base Console is NOT within range or plugged into active analog phone line.*

SECTION FOUR

Checking System Functions

Now that system set-up is complete, and you have reviewed operating instructions, we recommend that you check the system *in your circumstance*, to ensure you are familiar with the operation and limitations of the system.

1. If you plan to use an Emergency Service Provider, Contact them soon to set up your service. If you prefer the Self-Managed service option, please contact your local police department to ask for their input on testing the **911 buttons** on your Watch and Base Console.
2. Since the **Priority Help** and **911** calling feature from the Watch operates similarly to a walkie-talkie, please test your **Priority Help** feature by pressing the button on your watch and having a brief conversation with your **Priority Help** contact, while walking around your home and yard, to ensure you know your boundaries for maximum performance. You may also want to test your system with various background noises, to see the effect such noises have on your conversations. Speak clearly and slowly for most effective use.

Troubleshooting

Please call Technical Support @ 1-877-SILVR01 if you have difficulty operating your system after carefully reviewing User Manual.

Display Screen Symbols and Messages

| CONDITION | ISSUE |
|--------------------------------|------------------------|
| Blinking light on Base Console | Reset Date/Time |
| | Power Outage |
| | Phone line out |
| | Watch Low Battery |
| | No Watch/Pendant Found |
| Watch Screen Messages | Radio is off |
| | Out of Range |
| | Phone Line Out |
| | Low Battery |

SECTION 5

Frequently Asked Questions

Q: Will the Emergency Operator have my location automatically when I call

A: YES! Just like all 911 calls, your location is automatically displayed for the emergency operator.

Q: Do I need a separate telephone line?

A: No, you can use your main telephone line, but depending on your usage of fax machines, multiple phone extensions tied to one base, or other configurations that may affect your usage, we recommend that you consider what will work best for you. In many cases your phone service will offer a significantly reduced rate for a 2nd line, usually less than \$10 per month.

Q: How “waterproof” is my SilverCare Watch?

A: You can safely wear your Watch in the shower or the bathtub.

Q: How far away from my base speaker can I talk and still have someone hear me clearly?

A: Ten to fifteen feet is clear in most situations.

Q: How do I change my Watch batteries, and how often should I change them?

A: You will receive a “Low Battery” signal on your Watch display to warn you the Watch batteries are low and should be replaced. The SilverCare Watch uses two SR44 type batteries. To change them, use the screwdriver included to open the Watch backplate and carefully

change (note battery polarity. To ensure maximum battery life, please choose the replacement brand carefully (for example, we recommend Duracell, Energizer or Maxcell). Be sure to not disturb the RED water seal (gasket), to ensure the waterproof feature when replacing Watch backplate. Also, many Jewelers will change your Watch batteries.

Q: How much talk time do I have when I talk into my wrist-Watch or pendant-Watch speaker before I get a low battery?

*A: With average use, the User should expect to receive around one hour of actual talk time into the Watch. In stand-by mode User will receive approximately one year. If the Watch has been used for a substantial amount of time making **Priority Help** and/or **911** calls, the User should weigh the amount of time they have had the Watch overall, with the time they have spent talking into the Watch speaker, and consider changing the batteries sooner than their regularly recommended annual change.*

Q: How do I change the battery pack in Base Console, and how often should I change them?

A: Your battery pack is rechargeable, and should last 36 hours when fully charged. Plan to replace in 18 to 24 months. If you send your warranty card and register with us, we will send you a reminder card.

Q: Do I need to have traditional home phone service? Can't I use my cell phone?

A: YES, you need a traditional analog phone network with RJ11 Jack for the connection of the SilverCare system. You can not use a cellular service.

Q: What if my home phone service is through my internet connection with a Voice-over-Internet Protocol?

A: Please check with your Telephone Service Provider, but SilverCare is likely to work effectively.

Q: What if my phone service has an outage problem?

A: The SilverCare Base Console will alert you with a blinking light above the display, and the display will say: "Phone Line Out" to notify you of the situation.

Q: Where should I plug in my answering machine?

A: For an answering machine that is currently connected to the RJ11 (phone jack on the wall) should be plugged into the "phone" jack in the back of our base unit. Then we can connect the "line" jack of the base unit to the RJ11 phone jack on the wall.

Q: What if I have DSL service?

A: SilverCare works fine with DSL, but you may want to consider purchasing an economical DSL filter from an office supply store to reduce line noise.

SECTION 6 APPENDIX

Product Specifications

SilverCare Base Console Specifications

- Supply Voltage : 9V DC, 500mA
- Number of channels : 256

SilverCare Watch Specifications

- Battery : 2 pcs SR44
- Number of channels : 256
- Operating frequency: 2404 - 2479 MHz

Operating Range:

- Watch Temperature: 32°F to 122°F
- Humidity : 0% - 90 % RH

Storage Range

- Temperature: -4°F ~ 140°F
- Humidity : 0 % ~ 95 % RH

Specifications are typical for this type of device, and may change without notice. Contact Technical Support @ 1-877-SILVR01 for up-to-date information.

NOTE:

Your SilverCare system does not contain any User-serviceable parts. Repairs should be made only by an authorized SilverPlus Repair Center. Unauthorized repairs or modifications could result in permanent damage to the equipment and void your Warranty.

FCC and Safety Compliance

The SilverCare System has been tested and found to comply with Part 15 and Part 68 of the FCC Regulations for Class B digital devices, intended to provide reasonable protection against harmful interference in a residential environment. Operation of this system is subject to the following:

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.

This equipment generates, uses, and can radiate radio frequency energy. Therefore it may cause interference to other radio signals, and there is no guarantee that interference will not occur. If this equipment does cause interference to radio or TV reception, which can be determined by turning the equipment on and off, User is encouraged to try to correct the interference by one or more of the following measures:

- Relocate or reorient the Base Console antenna
- Move the Base Console to another telephone outlet, farther away from radio or television equipment

Privacy of communication is not guaranteed while using this system with your telephone.

SilverCare also complies with UL 60950 and NCC/BSMI (LP0002, PSTN01, and CNS13438).

Consult your Emergency Service Provider or SilverPlus Technical Service for further assistance.

Caution and Warning

1. The SilverCare 7-in-1 Personal Daily-Living Assistant is a sophisticated communication system, when used properly, should not cause harm or interference to User or other devices. However, with improper operation, the system may interfere with other devices, or malfunction. The User is responsible for proper usage, and uses the product at User's own risk.
2. It is the sole responsibility of User to become familiar with, and comply with, all local and federal regulations in operation of the SilverCare system.
3. SilverCare Watch outgoing call feature is designed for infrequent use in urgent situations, not to be used as regular phone. To preserve battery do NOT use your Priority Help button to make outgoing calls except when you need help due to illness, falling, fire, break-in or other emergency situation.
4. Periodically consider the life of your batteries, and ensure both your Watch and Base Console batteries are in working order.
 - **WE recommend that if you use SilverCare in an emergency, that you change Watch batteries to ensure one hour talk time.**
 - **If you change the Watch batteries, ensure the seal (gasket) is securely in place to guarantee waterproof status.**
5. Unauthorized modifications and repairs may cause permanent damage to the system. In addition, these actions may violate FCC regulations, void your Warranty, and affect your authority to operate the system.
6. User agrees to follow all telecommunication regulations to avoid penalties.

7. User acknowledges they may be required to turn off their personal communication function (Radio) at certain facilities where use of radio frequency devices is regulated. For example: In an aircraft or a hospital.
8. Since SilverPlus has no control over how long this product remains on a retailers' shelf, we have included an extra set of Watch batteries for your safety and convenience.

NOTE:

If the Base Console is disconnected for more than two days, the pre-programmed Medication and Event Reminders, and the ICE data, will remain in the Watch memory and operate normally, but the date and time may need to be reset.

Product Warranty

SilverPlus™ warrants the system against any defect in materials or workmanship for the period of One Year from date of purchase. Should you experience a problem, contact Customer Care @ 877-745-8701 between the hours of 9:00 a.m. and 5:00 p.m. Pacific time. Save sales receipt as proof of purchase, as it is needed for all warranty service.

Complete the enclosed registration card within 30 days of purchase, and return it Postage Paid to the address shown on card, or via fax.

Within One Year from purchase date, SilverPlus will repair or replace your device at no cost to you, if a defect in materials or workmanship is found. If we elect to replace your device, we may use new or reconditioned product, with the same or newer design. Repair or replacement items will be warranted for a period of 90 days, or for original time remaining on the original warranty, whichever is longer. Warranty does not cover accidents, negligence or breakage.

SilverPlus can not be responsible, acts of God or nature, or failure on the part of your phone service or Service Provider, or for damage incurred while shipping product to us.

Tampering with the product by anyone other than an authorized SilverPlus representative will void manufacturer warranty. SilverPlus can not be held responsible for loss of time, inconvenience, property damage, etc. caused by the system or any other accidental or consequential damages.

Unfortunately SilverPlus is unable to provide support, rebates or replacement for missing parts for products purchased through online auctions.

Record your SilverCare System information here:

Serial Number _____

Place of Purchase _____

Date of Purchase _____

Service Provider:

Name _____

Phone # _____

SilverPlus, Inc.

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1-877-SILVR01

1-877-745-8701

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