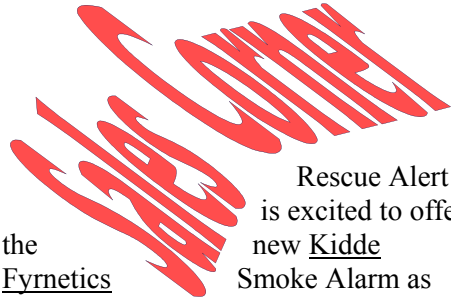


Independent Choices

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Rescue Alert is excited to offer the new Kidde Fynetics Smoke Alarm as well as the new MEDTIME Medication Reminder and Dispensing System in addition to the RA400. The Ra400 PERS unit is able to monitor up to eight different smoke detectors. Each individual Smoke Detector will cause a unique signal to be sent to the Rescue Alert Response Center. Upon account activation, the location of each Smoke Detector will be logged into the Response Center's database corresponding to the unique signal of each Smoke Detector. This allows the Response Center to report to fire officials the exact location smoke is detected. The RA400 is also able to report Low Smoke Detector Battery signals to the Response Center.

DEALERS/SERVICE

REPRESENTATIVES: For simple installation and proper mounting of the Smoke Detector, follow the original manufactures instructions provided with the Smoke Detector. Then Learn the Smoke Detector transmitter to the RA400 by putting the PERS unit into LEARN mode and pressing the TEST button located on the Smoke Detector. Hold it down until the Smoke Detector beeps 4 or 5 times. The code transmitted by the internal transmitter will be *learned* by the RA400. Repeat for each Smoke Detector to be used. NOTE: the RA400 will only remain in Learn Mode for 60 seconds after receiving a signal, so be certain to *learn* the next smoke detector within 60 seconds.

REMINDER: Remember when you are removing an RA400 that is *Learned* to a Smoke Detector from a Subscriber's house, the Smoke Detector codes need to be removed from the RA400. To do this, you must call the Response Center and inform them that you need to remove the Smoke Detector from the PERS unit. The Response Center will then delete the Smoke Detector codes for you. After the Response Center has verified that all codes have been removed, you

must turn the PERS' power switch to Off to complete the procedure.

Watch for our next newsletter for information on the MEDTIME Medication Reminder and Dispensing System.

Service

A
FRIENDLY REMINDER
FOR MONTHLY TESTING:

All PERS units need to be tested on a monthly basis. Units not tested by subscriber will result in responder or service personnel being contacted to help perform the routine test.

DEALERS: Make particular note, if we are unable to test a unit, you will be contacted to make a visit to the subscriber's home to evaluate their PERS. Teach your service representatives to make this testing procedure clear to all subscribers.

RANGE TESTING:

SERVICE REPRESENTATIVES: When setting up a Rescue Alert PERS, remember that Rescue Alert provides a special feature to aid in the proper and safe set up of a PERS. This feature is called "Range Test Mode". This mode allows the service representative to accurately verify that the PHB will function properly throughout the coverage area of the premises. This is a mandatory test, but is extremely simple to perform. The procedure is as follows:

For model **RA400:**

- 1 - Press and release the small toggle button on the rear of the PERS. The unit will beep once and the green TEST light on the front of the PERS will come on.
- 2 - Immediately press and hold down the PHB. There is a 20 second reset time, so you must do this quickly.
- 3 - Walk around the home and yard while continuously pressing the PHB.
- 4 - The PERS will emit a steady tone for as long as the PHB is being pressed, indicating the PERS works from that location.
- 5 - To end the Range Test, press the red CANCEL button located on the right side of the PERS home unit.
- 6 - If "dead" spots are discovered

where the signal from the PHB is not being received by the PERS unit, the unit will stop emitting the steady tone. The PERS unit should be elevated or moved at least six inches in any direction and retested. "Dead" spots that cannot be eliminated should be noted on the Subscriber Information Form and the Subscriber notified.

For model **RA300:**

- 1 - Press and release the recessed, white button on the bottom of the PERS unit.
- 2 - The PERS unit will beep once.
- 3 - Walk around the home and yard while continuously pressing the PHB.
- 4 - The PERS unit will emit a steady tone for as long as the PHB is being pressed, indicating the PERS works from that location
- 5 - When the test is completed release the PHB. Press the CANCEL button, or within 30 seconds the PERS unit will come out of Test Mode and the unit will beep twice.
- 6 - If "dead" spots are discovered where the signal from the PHB is not being received by the PERS unit, the unit will stop emitting the steady tone. The PERS unit should be elevated or moved at least six inches in any direction and retested. "Dead" spots that cannot be eliminated should be noted on the Subscriber Information Form and the Subscriber notified.

For models **RA150/RA200:**

- 1 - Press and release the red RESET button on the front of the PERS unit.
- 2 - The PERS unit will beep once, and then the red light will come on.
- 3 - While the red light is on, walk around the house and yard while continuously pressing the PHB.
- 4 - The PERS unit will emit a steady tone for as long as the PHB is being pressed, indicating that the PERS works from that location.
- 5 - When the test is completed, release the PHB. Within 20 seconds the PERS unit will switch out of Test Mode and the red light on the front will turn off.
- 6 - If "dead" spots are discovered where the signal from the PHB is not being received by the PERS unit, the unit will stop emitting the steady tone. The PERS unit should be elevated or moved at least six inches in any direction and retested. "Dead" spots that cannot be eliminated should be noted on the Subscriber Information Form and the Subscriber notified.

RESCUED

Meet the Staff

On Sunday December 9, 2001 Rescue Alert received a signal from a client in Mansfield, Ohio. She was concerned because her Rescue Alert unit was making a terrible noise. The dispatcher could hear the noise in the background and explained that because she had activated the Rescue Alert unit and was now connected to the Response Center, the noise could not possibly be coming from the Rescue Alert unit. The dispatcher began to ask questions about the noise, "Where is the noise coming from" and "Do you smell smoke?" but the subscriber was too upset with the noise to answer. Believing that the noise was a smoke detector, the Rescue Alert dispatcher told the subscriber to walk around the house and try to see if she could smell anything. As the subscriber began to walk, she complained of being tired and wanting to lie down and take a nap. The dispatcher then told the subscriber to take her cordless phone with her and go directly outside. Not wanting to lose contact with the subscriber the dispatcher disconnected with the Rescue Alert and called the subscriber on the phone. The dispatcher made sure the subscriber made it safely outside and immediately called the fire department and ambulance. The subscriber was transported to the hospital for Carbon Monoxide Poisoning and her apartment building was evacuated. The prompt response and discerning dispatcher probably saved the life of this Rescue Alert client.

"Men occasionally stumble over the truth, but most pick themselves up and hurry off as if nothing ever happened"
-Winston Churchill

Margaret Ann Evans (Dee Dee) is 34 years old and has been working as a dispatcher for 10 years. She was hired on as a 911 dispatcher for the Utah County Sheriff's Department in 1992, and after 4 years she became a supervisor. It was there she met Sgt. Kerry Evans, who at the time worked as a Utah County Sheriff. She married him in 1999 and a year later had their daughter Kadee. Dee Dee is very talented and enjoys stained glass art, gardening, cooking and camping with her family. She is a very compassionate and caring person and enjoys helping others. In anticipation of a significant growth period, Rescue Alert aggressively recruited Dee Dee in November of 2000 to become the new Response Center Director – a great move for Rescue Alert! Our Response Center has doubled in size under Dee Dee's supervision and care. Dee Dee's leadership and experience have considerably added to the professionalism and demeanor of our Emergency Response Center. We appreciate all of her contributions to Rescue Alert.

Rescue Alert would also like to welcome three new dispatcher's to our Response Center.

BRITNIE NIEMANN joined the Rescue Alert team in November 2001. She works part time as a dispatcher in our Response Center while studying at college to become a nurse. She is 19 and loves being outdoors; she especially enjoys hiking and playing volleyball. She is very spontaneous and she loves to "just pack a bag and go."

LYNN HARDY was hired by Rescue Alert in September of 2000 to work in our Production Department. He worked there until February of 2002 when he was transferred to the Response Center. He is 22 years old and enjoys skateboarding, loud music, video games and *LOVES* Dr. Pepper.

LISA BULLOCK started working in our Response Center in February 2002. She is 33 years old and was born and raised in Los Angeles, California. She now lives in Midvale, Utah with her 10 year old son Saxxon. She enjoys skiing, rollerblading, and playing basketball with her son.

Worth Sharing

"When you were born, you cried and the world rejoiced. Live your life so that when you die, the world cries and you rejoice."

-Old Indian Saying

"Life would be infinitely happier if we could only be born at the age of eighty and gradually approach eighteen."

-Mark Twain

"Opportunity is missed by most people because it is dressed in overalls and looks like work"

-Thomas Edison

"A friend is someone who tries to hold you up when you are falling and if they can't, they'll lie down next to you and listen."

-Unknown

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