

First Voice[®]

Emergency Instruction Device

User's Guide



First Voice™ Emergency Instruction Device (EID) User's Guide

UG2010-03-AVU5001 | Edition 3



Decisions concerning first aid may be life and death decisions. Some first aid decisions and procedures involve the risk of serious injury or death. If you suspect serious injury or illness, obtain emergency assistance immediately by dialing 911 or the appropriate medical emergency number or seeking any closer emergency medical assistance. Do not put yourself or others at risk.

Device Manufacturer: Think Safe, Inc.

1105 Hawkeye Drive, Hiawatha, IA 52233 (1-888-473-1777)

This EID is manufactured and sold under US patents and other patents pending.

The information in this guide applies to First Voice™ EID AVU5001 and is subject to change. Please contact Think Safe at www.firstvoice.us or your local distributor for information on revisions.

Edition History:

Edition 3.0

Publication Date: March 2010

Publication #: UG2010-03-AVU5001

Printed in the USA

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Please fill out the registration card included with this EID and mail it to the manufacturer to keep current on EID updates and protocol changes.

WARNINGS

Decisions concerning first aid may be life and death decisions. Some first aid decisions and procedures involve the risk of serious injury or death.

If you suspect serious injury or illness, obtain emergency assistance immediately by dialing 911 or the appropriate medical emergency number or seeking any closer emergency medical assistance. **Do not put yourself or others at risk.**

Obtain permission from the person in need of emergency first aid (or the parent or guardian of a child) before attempting to render first aid. If the person in need of assistance is unable to communicate, you may assume he or she has consented to assistance.

First Voice™ should not be used by anyone who cannot fully understand the operation of the First Voice Emergency Instruction Device, cannot understand the information and instruction provided by First Voice, or cannot make the decisions required to follow those instructions.

Read the First Voice User's Guide and thoroughly familiarize yourself (and everyone likely to use the Emergency Instruction Device) with the First Voice Emergency Instruction Device and its operation before there is an emergency.

Test your First Voice Emergency Instruction Device regularly to make sure its batteries are fresh and the unit is operating properly. See the following pages for test procedures. If you believe First Voice is not functioning properly, do not use or rely on it until it is in proper working order.

First Voice is not a substitute for first aid training and certification. First Aid training and certification recommendations are available at www.think-safe.com or by calling 1-888-473-1777 for more information regarding CPR or First Aid certification. Welcome to First Voice™. This one-of-a-kind, interactive emergency first aid system will help you react to medical emergencies with confidence. Take a few minutes to familiarize yourself with it now so you will be ready to act when emergencies strike. Please read all instructions before using First Voice™.

Although the First Voice™ Emergency Instruction Device prompts users through emergency first aid procedures, it is intended for use in supporting emergency response not as a replacement for sound first aid or CPR training. Potential users are therefore advised to secure basic first aid and CPR instruction for ultimate emergency readiness. Our e-learning and other training solutions discussed under Training in this User's Guide, are a convenient & cost-effective resource for this instruction.

Emergency procedures contained in First Voice™ comply with current Emergency Cardiovascular Committee (ECC) Guidelines and International Liaison Committee of Resuscitation (ILCOR) standards for CPR. First aid and emergency response procedures are compliant with National First Aid Science Standards determined by major training organizations such as American Red Cross (ARC), American Heart Association (AHA), National Safety Council (NSC), Health & Safety Institute (HSI)/American Safety & Health Institute (ASHI)/Medic First International (MFI) plus Homeland Security/FEMA guidelines. Although First Voice™ prompts users through emergency first aid procedures, it is intended for use in supporting emergency response not as a replacement for sound first aid training. Potential users are therefore advised to secure basic first aid/CPR instruction for ultimate emergency readiness.

User liability: Good Samaritan laws vary from state to state but generally protect would-be rescuers acting in good faith by making them immune from civil law suits in the event first aid treatment or the administration of CPR fails.

First Voice™ Emergency Instruction Device (EID) Overview

The First Voice™ EID comes with:

- User's Guide

Warranty (3 year)

Registration Card

Incident Documentation Forms



Getting Started

Indications for Use

The First Voice™ Emergency Instruction Device (EID) should be used as a refresher training or real-time information delivery device for the infrequently trained rescuer or layrescuer. The buttons on the First Voice™ EID contain protocols for most major traumas (over 30) resulting in ER visits or hospitalizations plus all minor first aid injuries. Familiarize yourself with the emergency buttons and the different emergency situations that the buttons address.

Training

The First Voice™ Emergency Instruction Device (EID) is intended to be used under the oversight of a well-designed emergency response plan. Any emergency response plan should provide for training of the EID users in proper first aid and CPR administration. Think Safe, the maker of First Voice™, recommends that you train on and familiarize yourself with the EID prior to an actual emergency event.

The First Voice™ EID may be purchased within a bundled EID Training Package (AVU5601) which serves as a convenient resource for individual or group

refresher training drills. This training package contains a rugged carrying case, EID Training Scenarios Book (TS001), First Voice™ Handbook (V10570) and EID with User's Guide (AVU5001).

Individual components of this system are available for purchase from any First Voice™ representative or distribution outlet. See www.firstvoice.us for more products.

Think Safe, the maker of First Voice™, offers training for all potential users in the operation of the First Voice™ Emergency Instruction Device (EID). Several national and local organizations offer training certification in basic life support, CPR, bloodborne pathogen hazards, AED (automated external defibrillator) use, or first aid procedures. EID training or first aid/CPR certification information can be obtained from your local First Voice representative. *Visit www.firstvoice.us or call 1-888-473-1777 for more information or to locate a distributor or representative near you.*

Emergency Instruction Device (EID)

Setting up the First Voice™ EID

The First Voice™ EID (AVU5001) uses three AA standard batteries. Battery life depends on duration and frequency of EID use. New heavy duty AA alkaline batteries may last up to 2 years on standby. Think Safe recommends keeping a spare set of three new AA batteries on hand at all times as a precaution. Do not install previously used batteries. The First Voice™ EID has no battery charging capabilities but it may be used with rechargeable batteries.

To install the batteries, make sure the EID is turned off. Turn the unit over and open the battery compartment. Insert the batteries in the correct position and close the battery lid. When the batteries are installed properly and the ON button is pressed, the LCD window will show and the EID will audibly state, "First Voice has been activated. Press the appropriate emergency button to proceed." If the EID does not turn on, check to make sure the batteries are new or properly charged, battery contacts are clean, batteries are installed correctly and the battery lid is securely closed. Proceed to troubleshooting for more tips if the EID does not turn on.

Store the EID in accordance with your emergency response plan or protocols. Ideally this will be in a high-traffic area that is easy to access, has proper signage, and is convenient for regular inspections.

The EID is a perfect storage companion in an alarmed cabinet with appropriate responder supplies, First Voice™ SET system, and an automated external defibrillator (AED). See www.firstvoice.us on First Voice™ accessories.

Using the First Voice™ EID

The First Voice™ EID is easy to operate. Press the white and black ON button to turn on the EID. Press the appropriate colored Emergency button to activate the audio/LCD instructions for the occurring medical emergency. Listen to the audio instructions and/or follow the LCD instructions, pressing the NEXT / BACK button as needed or YES / NO button when prompted with questions about the victim or the medical emergency. The instructions will direct you when certain personal protection or medical supplies are needed by the responder or victim.

Be sure to read the WARNINGS section of this guide. If there is a medical emergency:

- Activate your emergency response plan and call the appropriate medical emergency response number or 911.
- Quickly retrieve the EID and appropriate responder supplies and bring them to the victim.
- Check the scene for safety and follow appropriate first aid protocols. Use the EID to guide you through proper first aid protocol sequence if necessary.

Turning the EID OFF

Press the OFF button to turn off the EID. The unit will also automatically turn off after 10 minutes of non-use in order to preserve battery life.

Pausing or Replaying Instructions

To pause the audio/LCD instructions at any time, press the PAUSE button. Press PAUSE again to resume the instructions. To repeat an instruction segment, press the BACK button. To forward to the next instruction segment, press the NEXT button.

LCD Window Display

The liquid crystal display (LCD) window in the middle of the EID displays critical written instructions and reminders corresponding to the audio instructions. System requirements specify that the LCD screen should not be subjected to temperatures for extended periods under -20 degrees Celsius or over 50 degrees Celsius.

Volume Keys

Use the + and – buttons to adjust the volume of the EID. If you are in a loud environment (above 95 decibels) it is advised to carefully read the LCD instructions in order to insure you have heard all appropriate audio instructions.

Language Button

Pressing the “Language” button toggles between English and customized audio instructions. Call technical support for more details at 1-888-473-1777.

Emergency Buttons

The buttons on the First Voice™ EID contains protocols for most major traumas (over 30) resulting in ER visits or hospitalizations plus all minor first aid injuries. Familiarize yourself with the emergency buttons and the different emergency situations that the buttons address. To start the instructions over from the beginning, press that Emergency button again. Pressing another Emergency button at any time will override any instructions in progress.

1) Multiple Injury

This button is intended to help respond to a victim with multiple or unknown injuries. First Voice™ will prompt you through a series of yes/no questions to help assess, prioritize, and treat the injuries in the order of greatest urgency. This is particularly helpful when only one responder is available on the scene of a serious accident and there are numerous injuries.

2) Head/Neck/Spine

This button instructs you how to deal with suspected injuries to the head, neck, or spine. The protocol emphasizes the necessity of maintaining the stability of the head and neck while assessing or treating the victim.

3) CPR/Unconscious

This button walks you step by step through the ABCs (airway, breathing, circulation) of cardio-pulmonary resuscitation (CPR) with protocols specifically tailored for adults, children, and infants and for special conditions such as pregnancy or obesity. The interactive instructions will guide you through assessing and clearing the airway, rescue breathing, checking pulse and administering compressions as needed based upon the interactive buttons pressed.

4) Breathing/Choking/Drowning

This button tells you how to assess and clear the airway of adults, children and infants, when and how to help victims expel obstructions (including specific protocols for pregnant or obese victims), and how to react to breathing emergencies caused by conditions such as allergic reactions, asthma and emphysema, or resulting from a near-drowning incident.

5) Heart/Chest Pain/Stroke

This button helps you identify symptoms and provide appropriate response during the crucial first minutes of a heart attack or stroke. The First Voice™ Handbook includes intake questionnaires that are specific to these medical emergencies which help responders to gather vital background information from the victim while waiting for advanced medical care to arrive.

6) Bleeding/Shock/Childbirth

Addressing everything from amputations and gunshot wounds to nosebleeds

and lost teeth, this button tells when to call 911 and provides instructions on the best ways to control the bleeding depending on the location of the wound and severity of the bleeding. This button also covers shock, which often accompanies bleeding and other traumas, as well as emergency childbirth, including maternal and neonatal care during and immediately following delivery.

7) Burn/Electrical

The Burn/Electrical button helps you respond appropriately by tailoring the treatment to the type and severity of the burn, including thermal (fire, heat, steam, and liquid), chemical, electrical and flash burns, and instructs when to call 911.

8) Fracture/Sprain

The Bone/Sprain button helps with injury assessment, decisions on whether or not to move the victim, and how to immobilize the injury when necessary.

9) Eye Injury

This button addresses embedded or foreign objects, chemicals, blows to the eye, retinal detachment, cuts or punctures, flash burns, and more.

10) Heat/Cold/Overexertion

This button enables you to recognize and treat emergencies caused by overexertion or by overexposure to heat or cold along with the illnesses that often accompany them—heat stroke, frostbite, and hypothermia.

11) Seizure/Diabetic

The Seizure/Diabetic button tells you how to recognize and handle a seizure, protect the victim, and know when to seek advanced assistance. It also provides protocols for responding to potentially life-threatening diabetic emergencies.

12) Other

This button covers a variety of protocols, from bite and sting emergencies or allergic reactions to hazardous materials exposure such as chemical poisons and biological threats. Based on guidelines provided by the Department of Homeland Security, it discusses first-stage response in the event of biological threats (such as anthrax), chemical poisoning, and radiation—whether accidental or deliberate.

Upgrading the EID due to changes in protocols

The First Voice™ EID is a long term asset designed to allow for updates and changes in first aid science that improve care and outcomes for victims experiencing medical emergencies. The EID may also be customized with the approval of the manufacturer to allow for instructions due to specific risks or specialized needs of the customer or end user.

- Unscrew the compartment on the back of the unit to allow access to a media data card port
- An updated data card must be obtained from your local First Voice™ representative or distributor
- Remove the compartment cover
- Pull out the installed data card and replace with the updated card
- Return the outdated or previous data card to a local distributor or representative, depending on terms related to your maintenance agreement or upgrade

Contact us at www.firstvoice.us or call 1-888-473-1777 for more information.

Accessories

Contact your local representative, or distributor visit us at www.firstvoice.us or call 888-473-1777 for more information.

Maintenance Agreement

First aid and CPR treatment protocols are updated frequently in response to changes in first aid science recommendations by the ECC/ILCOR, American Red Cross, American Heart Association, National Safety Council, Department of Homeland Security/FEMA, and other major training organizations. The First Voice™ EID is a long term asset designed to allow for updates and changes in first aid science that improve care and outcomes for victims experiencing medical emergencies. These updated protocols are available to First Voice™ owners for an ongoing annual fee or one-time upgrade fees. Register for updates online at www.firstvoice.us or contact your local representative. Customer Service may be reached at 1-888-473-1777 to answer any additional questions on this service.

Maintaining the First Voice™ EID

The First Voice™ EID is easy to maintain. Other than checks recommended after each use of the EID the maintenance is limited to periodically checking the following:

- Check the batteries in the EID at least once quarterly by turning the unit on and pressing any of the emergency buttons. Replace the batteries if any of the following occur:
 - Audio instructions fail to deploy
 - A series of dots appear on the LCD screen
 - The LCD screen is not functioning properly
 - Audio instructions are slow or garbled
 - A low battery message displays or low battery beep
 - The unit does not turn on
- (See Troubleshooting for additional information)

- The unit automatically shuts off after a 10 minute period of time if not used to preserve batteries.
- Familiarize yourself with the EID. The EID is an excellent resource for individual skill refresher or group training drills. First Voice™ offers various training options for the use of the EID and first aid/CPR certification. Contact us at www.firstvoice.us for more information or your local First Voice™ representative.
- Do not immerse the First Voice™ EID in water, liquids, or other substances. The EID is designed to be weather-resistant and rugged but it is not submersible. The EID is not intended to be stored outside or exposed to extreme temperatures for long periods of time. Do not store the EID case or EID near heaters, burners, stoves, fireplaces, or other heat sources.
- If the EID is dropped or is struck by an object, turn it on and verify that it works properly. Check the outside of the EID, if you see any cracks or other signs of damage contact Think Safe immediately for technical support at 1-888-473-1777.

Resetting the First Voice™ EID

If the device is exposed to strong Electro Magnetic Interference (EMI), the product may need to be reset. To reset the device remove the batteries and reinstall. The device should automatically restart.

Cleaning the First Voice™ EID

The outside of the EID can be cleaned with a soft cloth dampened in soapy water, chlorine bleach (2 Tbsp per Qt or L of water), ammonia-based cleaners, or 70% isopropyl (rubbing) alcohol.

Do NOT use strong solvents such as acetone or acetone-based cleaners, abrasive materials or enzymatic cleaners to clean the EID or accessories.

Do NOT immerse the EID in fluids.

Do not sterilize the EID or its accessories.

Troubleshooting

If you experience problems operating the First Voice™ EID, check the following list of possible problems and solutions. If the problem persists, contact our Customer Service Department at 1-888-473-1777 for more assistance.

Problem	Possible Solution
When I press the Emergency buttons on the EID, nothing happens.	Check to make sure the EID unit is turned on. Make sure the batteries are properly installed. If problems continue, install NEW batteries.
The voice/audio coming from the EID is hard to hear.	Adjust the volume by pressing the VOLUME + button. Volume may decrease as batteries are depleted. If the VOLUME + button does not increase the volume, try changing the batteries.
The EID does not continue or proceed to the next instruction after you have pressed NEXT.	The EID may be waiting for you to answer a YES/NO question. Press the BACK button to repeat the last instruction or question.
The audio instructions stop even though I haven't pressed PAUSE.	The EID may be waiting for a Yes/No response to a question. Try pressing the BACK button to repeat the question and answer Yes or No.
I don't have time to do everything the audio instructions say.	Press the PAUSE button at any time to pause the audio instructions. Then press PAUSE to resume. If you miss any part of an instruction, press the BACK button to repeat.
The EID gets stuck and only scrolls dots on the LCD screen after numerous instructions have been given. The EID won't proceed when NEXT is pressed.	Make sure new batteries have been installed. Press the BACK button and then push NEXT. Remove Batteries and reinstall Please notify technical support if you find any of these "hang ups" in your equipment. 1-888-473-1777.
The LCD screen is "black" and does not show any visual images or characters.	Make sure that the equipment is operating within the stated specifications. Call technical support if temperature range is less than 50C and higher than -20C.

The EID only has dots that appear and just keep scrolling on the LCD screen.	Make sure new batteries have been installed. Call toll free technical support to discuss maintenance including potential data card replacement. 1-888-473-1777.
The EID makes clicking/ticking noise when turned on or EID will not turn on.	Not enough power in batteries to turn on EID. Install new batteries.
LCD screen displays message "Low Battery Level".	Install New Batteries.
No words appear on LCD screen or LCD screen is flashing.	Power in batteries is too low to power LCD screen. Install new batteries.
LCD screen displays message "SD Card is missing or not correctly installed" or SD Card error message.	Check data card to ensure it is properly installed. Call toll free technical support for additional assistance. 1-888-473-1777
The EID beeps when button next button is pressed.	Press Yes or No as a question is being asked.
The EID beeps when Yes or No is pressed.	Press Next as an instruction segment is in process and needs to be continued.
The EID beeps and turns off.	Not enough power in batteries to operate the EID. Install new batteries.
The EID gets stuck or freezes.	Refer to page 10 Resetting First Voice EID.

Customer Service

Customer Service is available online at www.firstvoice.us or by calling 1-888-473-1777 from 8:00 a.m. to 5:00 p.m. CST.

Limited Warranty

Limited Warranty for the Physical First Voice™ Unit

Think Safe warrants the physical First Voice™ EID unit to be free from defects in material and workmanship under normal operating conditions for a period of three years from the date of purchase. This warranty extends only to the first consumer purchaser of the First Voice™ EID unit. Think Safe makes no other

representation or warranty of any kind, either express or implied, concerning the physical First Voice™ EID unit.

First Voice™ disclaims any implied warranty of merchantability or fitness for a particular purpose.

Think Safe's warranty does not extend to First Voice™ units that have been serviced, modified, or altered by anyone other than Think Safe or one of its authorized service centers. Nor does it extend to any unit with a removed, altered, or unreadable serial number. If, despite Think Safe's disclaimer of such warranties, any other warranty arises concerning the physical First Voice™ unit, the duration of that warranty shall be limited to a period of one year from the date of purchase by the first consumer purchaser of the First Voice™ unit.

If a defect in material or workmanship covered by Think Safe's warranty is discovered during the warranty period, Think Safe will, at its option, repair or replace the unit at no charge to bring the unit into compliance with Think Safe's warranty. In doing so, Think Safe may, at its option, use either new or reconditioned parts, components, or units. If Think Safe determines that it is unable to repair or replace the unit to bring the unit into compliance with Think Safe's warranty, Think Safe will refund the purchase price of the unit. This repair/replace/refund remedy is the sole and exclusive remedy with regard to any warranty covering the physical First Voice™ unit without regard to the nature or origin of the warranty.

No Warranty Concerning Software, First Aid Information, and Instructions

Think Safe makes no representation or warranty of any kind, either express or implied, concerning the software or the first aid information and instructions provide in, with, or by means of the First Voice™ unit. *First Voice™ disclaims any implied warranty of merchantability or fitness for a particular purpose with regard to that software, information, and/or instructions.*

Think Safe has made a reasonable good faith effort to provide software that will allow for proper and reliable operation of the First Voice™ unit. Portions of the software may be covered by warranties provided by the entities providing the software to Think Safe. However, Think Safe itself does not warrant that the software provided in or with the First Voice™ unit is free from errors or will operate properly (or operate at all) at any particular time or place or in any particular situation.

Think Safe has made a reasonable, good faith effort to provide first aid information and instructions that reflects the standard of knowledge and accepted emergency first aid practices in the United States at the time Think Safe included the information and instructions in or with the First Voice™ system.

However, Think Safe makes no representation, warranty, or guaranty concerning any aspect of the first aid information and instructions provided, including (but not limited to) the accuracy, arrangement, content, completeness, timeliness, or sequence of the information and instructions.

If, despite Think Safe's disclaimer of such warranties, any warranty arises concerning the software or the first aid information and instructions, the duration of that warranty shall be limited to a period of one year from the date of purchase by the first consumer purchaser of the First Voice™ unit. Further, the remedy with regard to any such warranty shall be for Think Safe, at its option, either (a) to bring the software or the first aid information and instructions into compliance with the warranty or (b) to refund the purchase price of the First Voice™ unit.

No Warranty Concerning the Accompanying First Aid Supplies

Think Safe makes no representation or warranty of any kind, either express or implied, concerning any first aid material or supplies accompanying or related to the First Voice™ unit. *First Voice™ disclaims any implied warranty of merchantability or fitness for a particular purpose with regard to those FIRST AID SUPPLIES AND MATERIALS.*

Think Safe has made a reasonable good faith effort to provide quality first aid materials and supplies. Some of these materials and supplies may bear their own instructions, warranties, and warnings, which you should read and understand. Think Safe itself does not warrant that the first aid materials and supplies are safe or appropriate for any purpose or use.

If, despite Think Safe's disclaimer of such warranties, any warranty arises concerning the first aid material or supplies, the duration of that warranty shall be limited to a period of one year from the date of purchase of the material of supplies. Further, the remedy with regard to any such warranty shall be for Think Safe, at its option, either (a) to provide material or supplies in compliance with the warranty or (b) to refund the purchase price of the materials or supplies.

Limitation of Liability: Exclusion of Certain Damages

Use First Voice™ unit and the software, information, instructions, and supplies provided by or associated with First Voice™ at your own risk. Under no circumstances will Think Safe be held liable under any theory of liability (whether contract, tort, or statute) for any injuries, losses, or damages of any kind arising out of or relating to the use of or the inability to use the physical First Voice™ unit or the software, information, instructions, and supplies provided by or associated with First Voice™. Losses and damages that are excluded include direct, indirect, consequential, and punitive damages.

In no event shall Think Safe's liability to any person exceed the purchase price paid by the original consumer purchaser for the First Voice™ unit.

Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitations on the length of an implied warranty, so the above limitations on the length of an implied warranty may not apply to you. Think Safe's warranty gives you specific legal rights, and you may have other rights that vary from state to state or from one jurisdiction to another.

Call 1-888-473-1777 for more information or contact us at www.firstvoice.us.

For service requests please reference: (a) your bill of sale or other proof of purchase, (b) a description of the problem, and (c) your name, address, telephone number, and email address.



The Makers of First Voice™
1105 Hawkeye Drive
Hiawatha, IA 52233
888-473-1777
www.firstvoice.us



Changing the face of first aid.



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1105 Hawkeye Drive
Hiawatha, IA 52233
888-473-1777
www.firstvoice.us