

Welcome and thank you for selecting the Lifeline Service!

The Lifeline Communicator allows you to summon assistance 24 hours a day by simply pressing your Help button.

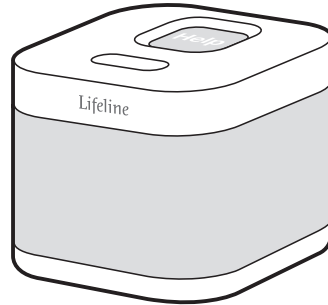
This Setup Guide will walk you through how to activate your Lifeline Service.

If you have any questions, please contact Lifeline.

Lifeline

HomeSafe – Cellular Setup Guide

PACKAGE CONTENTS



Communicator



Neck Button

or



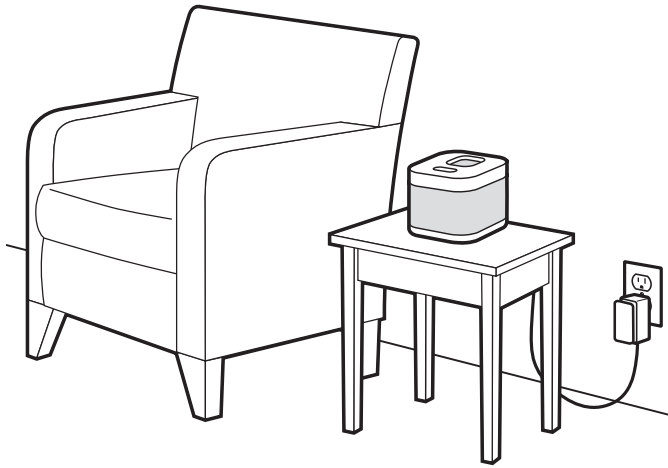
Wrist Button



Power Cord



Optional
Fall Detection
Pendant

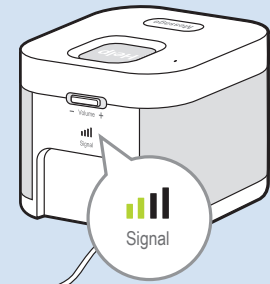


- ✓ Plug the Communicator into a power outlet.
- ✓ Choose a power outlet that can not be turned off by a wall switch.
- ✓ Press the flashing, orange **Message** button when you are ready to continue

Find a Good Location

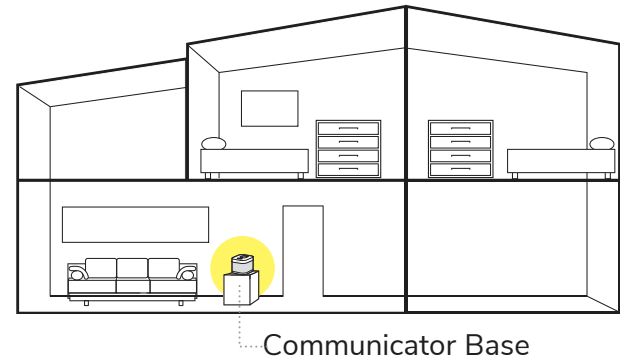
- ✓ Place the Communicator in an area of the home where you spend most of your time, such as your bedroom or living room.
- ✓ Avoid placing the Communicator next to loud objects, such as the TV, radio or air conditioner.
- ✓ After plugging in your Communicator, check the signal strength bars.*

*For reliable operation, at least 2 bars should be lit. It may take several minutes for signal strength indication to appear. Call Lifeline customer service for instruction if fewer than two bars illuminate.



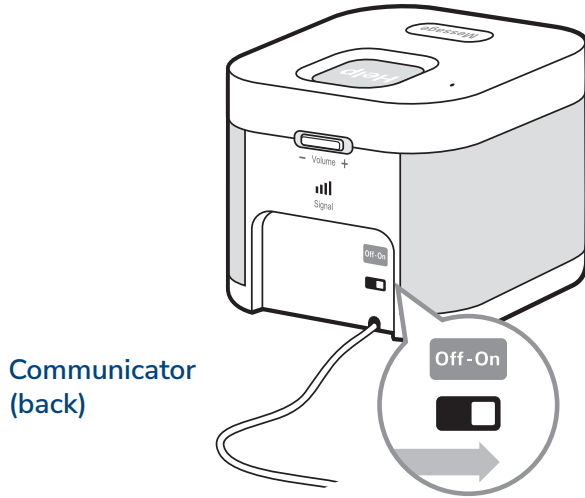
Note

A source of loud noise (television, radio, etc.) can interfere with your communication with a Trained Care Specialist. In cases when a source of loud noise prevents voice communication with a Trained Care Specialist, Lifeline will still send help when we receive your Help call.



Multi-story Home

Installing Your Communicator



- ✓ Turn ON the Communicator using the switch on the back.



- ✓ Press the flashing, orange **Message** button when you are ready to continue

Conduct a Range Test with Your Help Button

- ✓ Place the Help button around your neck or on your wrist.
- ✓ Press the Help button as you go from room to room.
- ✓ Continue moving around the home. Be sure to check the bathroom and all other rooms.
- ✓ When you see the light flashing on your Help button you will know you have coverage in that room.
- ✓ Return to the Communicator and press the flashing, orange **Message** button when you are ready to continue.



Call Lifeline with Your Help Button



✓ Press your Help button.

✓ Wait while your first call to Lifeline is connected.

✓ A Lifeline Trained Care Specialist will answer the call and welcome you. If you have any questions, they can answer them for you.

Using Your System

Placing a Call

To call for help, press your wearable Help button or the Help button on your communicator. Wait for the Trained Care Specialist to come on the line to provide assistance. If the operator does not get a response, or is unable to hear you, help will be dispatched to the address on file.

Canceling an Accidental Alarm

The Communicator will announce, **“Calling for help,”** just as if you had pressed your Help button. Wait for the Trained Care Specialist to come on the line and let them know it was an alarm/test only. If you do not explain it is not an emergency, help will be dispatched.

**You must speak to the Trained Care Specialist through your communicator.
There is no speaker in your Help button.**

Optional Fall Detection Pendant

How It Works

The Fall Detection Pendant only takes a few seconds to interpret the movement and determine if an actual fall has occurred. If a fall is determined, the pendant will send a signal to your device, which will initiate a call to the emergency response center, just as if you pressed your button.



LED OFF:

In standby mode



LED ON:

Transmitting a signal to the system



LED BLINKING FAST WHEN PRESSED:

Button needs to be replaced.



INCORRECT
Below the mid-section or over the stomach.



CORRECT
High on the chest on top of the sternum.

THE FALL DETECTION PENDANT DOES NOT DETECT 100% OF FALLS.

Always press your Help button if you are able, as some falls may not be detectable.



Important Safety Information

- ✓ Wear your Help button at all times.
- ✓ Some electrical devices can cause radio frequency interference, and metal objects can prevent the signal from reaching the antenna inside your device. In such cases, it may be helpful to relocate your device or move the object that is preventing the signal from being received. Also, make sure that all cords are positioned away from areas where someone might trip over them.
- ✓ Do not use any attachment or accessory that is not intended for use with this system.
- ✓ Unplug the Communicator from the wall outlet before cleaning.
- ✓ Your neck and wrist buttons are water resistant and should be worn in the bath or shower. However, do not wear your Help button while swimming or in a chlorinated pool.
- ✓ The lanyard has been designed to break away when tugged. However, the user can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.
- ✓ Test your system monthly.
- ✓ Please notify us if there are any changes to your address, phone number, or emergency contacts.
- ✓ Your Lifeline equipment will not work if the cellular network is unavailable.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution:

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

Requirements for Canada Department of Communications— Government of Canada Notice

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee that the equipment will operate to the user's satisfaction. Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are joined together. These precautions may be particularly important in rural areas. The manufacturer requires that you connect your Communicator to the nationwide telephone network through a modular telephone jack (USOC RJ11C, RJ11W or RJ14). This equipment may not be used with coin telephone lines or party lines. Contact the local public utility commission, public service commission or corporation commission for information.

Notification for the Telephone Company

Upon request of your local telephone company, you are required to provide them with the following information:

1. The "Line" to which you will connect your Communicator (that is, your phone number); and
2. The Communicator's FCC Registration Number and Ringer Equivalence Number (REN). Those numbers are on the bottom of your Communicator. The REN is used to determine how many devices may be connected to a telephone line.

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46 Regulatory Compliance

Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

Lifeline

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Button signal range may vary
due to environmental factors.
300004479323 Rev.A