

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.

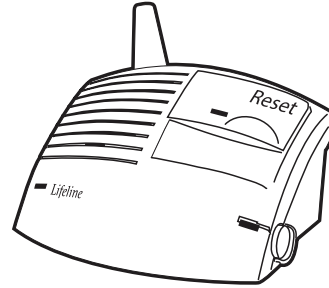
This Setup Guide will walk you through how to activate your Lifeline Service.

If you have any questions, please contact Lifeline.

Lifeline

HomeSafe – Landline Setup Guide

PACKAGE CONTENTS



Communicator



Neck Button

or



Wrist Button



Power Cord



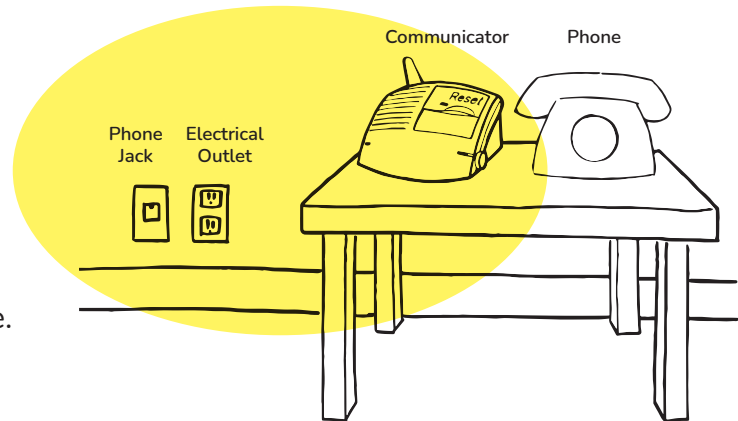
Phone Cord

Optional
Fall Detection
Pendant



Select a Location for the Communicator

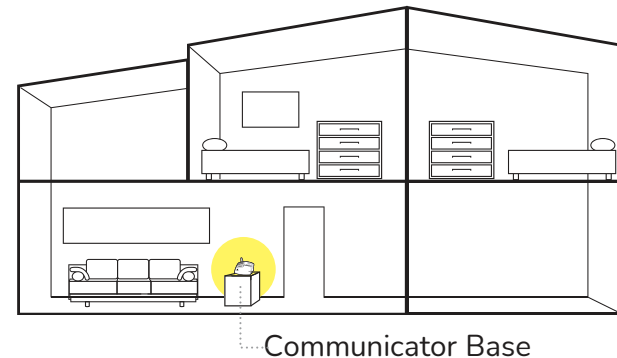
- ✓ In the area of the home where you spend most of your time - for large homes, place the Communicator near the center of the home to ensure a greater range.
- ✓ Where there is an electrical outlet that is near a phone jack and not controlled by a wall switch (it's okay if a phone is already plugged into the jack).
- ✓ Where there is a flat surface to put the Communicator on – avoid tablecloths and padded surfaces because they can make it difficult for the Lifeline Personal Response Associate to hear you.
- ✓ Away from sources of noise (television, radio, air conditioner, etc.).
- ✓ Away from the refrigerator and microwave.



Note

A source of loud noise (television, radio, etc.) can interfere with your communication with a Personal Response Associate.

In cases when a source of loud noise prevents voice communication with a Personal Response Associate, Lifeline will still send help when we receive your Help call.

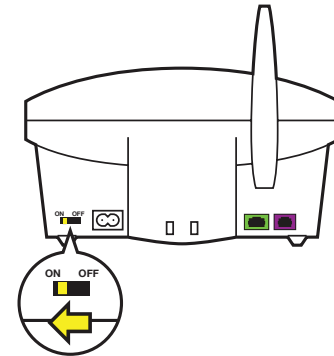
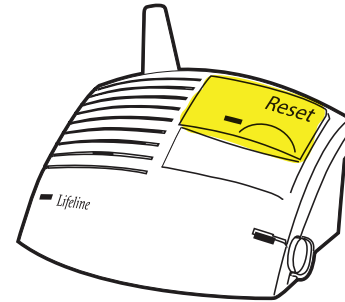


Multi-story Home

Installing Your Communicator

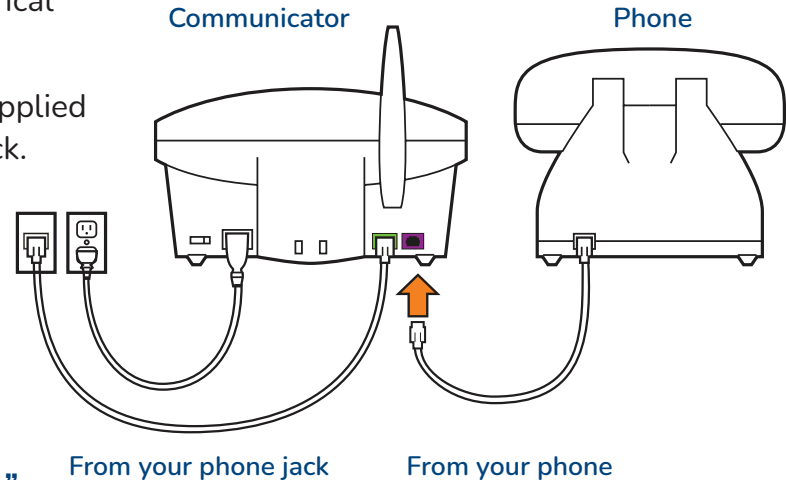
A prerecorded voice will help guide you through the setup process using this Setup Guide. After each step, press the blinking Reset Bar to move on to the next instruction.

- ✓ Slide the power switch on the back of the Communicator to the ON position.
- ✓ Use the volume control on the side of the unit if the voice is too loud or too soft.



Installing Your Communicator

- ✓ Plug the black power cord into an electrical outlet NOT controlled by a wall switch.
- ✓ Plug the clear end of the phone cord supplied with the Communicator into a phone jack.
- ✓ If you already have a phone plugged into this jack, you will have to temporarily disconnect this phone and reconnect it in the next step.
- ✓ When you have completed this step, the Communicator will say: **“Good. Your Communicator is now plugged in.”**



NOTE: Your Lifeline unit should not be connected through your telephone, a phone splitter, an answering machine, or any other device.



Press the blinking Reset Bar when this step is completed.

Call Lifeline with Your Help Button

Make your first call to Lifeline by pressing your Help button. This will confirm that everything is working properly.

- ✓ Press the Help button you are wearing.
- ✓ The Communicator will respond with a **“beep”** and the message: **“Your welcome call is now being dialed. Please wait.”** After your call has been connected to Lifeline, your Communicator will announce: **“Your call has been connected; someone will be right with you.”**
- ✓ A Lifeline Personal Response Associate will quickly answer the call and welcome you to the Lifeline Service. If you have any questions, the Personal Response Associate 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 Personal Response Associate 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 Personal Response Associate 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 Personal Response Associate 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.



Fall Detection - Important Information

Fall detection only takes a few seconds to interpret the movement and determine if an actual fall has occurred. If a fall is determined, the device will send a signal which will initiate a call to Lifeline.

In certain situations, the Fall Detection feature may not detect a fall.

Some movements including, but not limited to:

- ✓ A gradual slide from a seated position
- ✓ Lowering oneself slowly to the ground (to brace the impact of a fall)
- ✓ A fall from a height of less than 50 centimetres (20 in)

Certain conditions may affect the ability of the Fall Detection feature to detect a fall, including, but not limited to:

- ✓ Use of the System at an altitude above 2000 meters (6600 ft)
- ✓ Use of the System by a Subscriber less than 1.4 meters (4 ft 6 in) tall
- ✓ Use of the System by a Subscriber weighing less than 40 kg (88 pounds).

The ability to send a help call by pressing your button is not affected by such conditions.

Fall detection does not detect 100% of falls. Always press your Help Button when able.



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.
- ✓ Before you switch telephone services, please contact Lifeline.
- ✓ 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.

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.
300003479321 Rev.A