

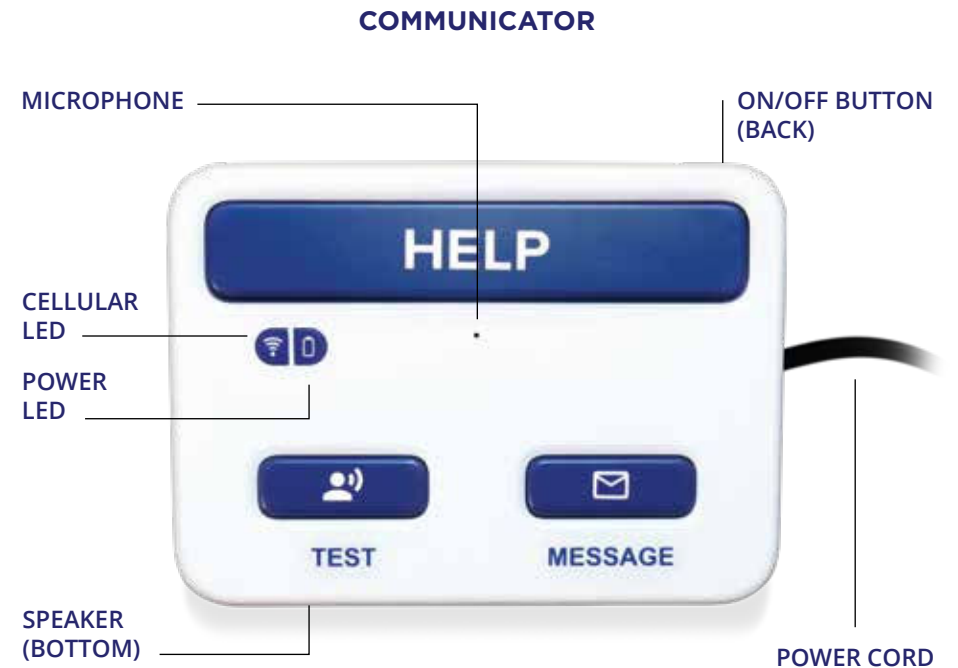
Lifeline

THE ASSURE
USER GUIDE





WHAT'S INCLUDED



THANK YOU FOR CHOOSING LIFELINE!

The Assure system is all you need to use the Lifeline medical alert service.

Follow the instructions to set up and activate your Assure system.

Please complete your Lifeline CarePlan and Agreement and return in the postage-paid envelope.

Lifeline

HELP BUTTONS



SETTING UP YOUR SYSTEM

Set up your communicator in a centrally located place in your home. This allows the two-way communication between you and the Lifeline Response Associate to work most effectively.

- 1 Plug the power cube into an electrical outlet that is not controlled by a light switch.
- 2 Slide the ON/OFF switch on the bottom of the communicator to the "ON" position. The green light on the top of the communicator will flash until cellular service is acquired.
- 3 When the system is ready, you will hear the welcome message and voice prompts will assist you through setup.
- 4 When prompted press and release your HELP Button. You will hear a tone, and the BLUE light on the HELP bar will flash. Your system will announce, *"Dialing the Emergency Response Centre now. To cancel this call, please press the HELP Bar now"*. Do not cancel the call. Wait to speak to the Lifeline Response Centre.



USING YOUR SYSTEM

PERFORMING A TEST CALL

- 1 Press the **TEST** button located on the front of your communicator.
- 2 To cancel this call, press and hold the Test button for 3 seconds.
- 3 If you allow the call to go through, you will be connected with a Lifeline Response Associate.



MESSAGE BUTTON

- 1 When you see your **MESSAGE** button flashing, press to listen to the message.
- 2 Once played, the message will stay in memory for 30 minutes then be deleted.



PLACING AN EMERGENCY CALL

- 1 In the event of an emergency, press your wearable help button or the HELP bar on your communicator.
- 2 The Response Associate will speak to you through the communicator's speaker and ask if you need help. If you cannot communicate with the Lifeline Response Centre, help will be dispatched to the address on file.

CANCELING AN EMERGENCY CALL

- 1 Follow the voice prompts to cancel the call by pressing the HELP bar.
- 2 If you are unable to cancel the call in time, allow the call to go through and tell the Lifeline Response Centre that you activated your communicator in error.
- 3 Your wearable help button works by triggering your communicator to call the Lifeline Response Centre. You must be within range of your communicator for the system or microphone to communicate. There is NO speaker or microphone in the help buttons.

THE WELCOME MESSAGE WILL CONTINUE TO PLAY UNTIL SETUP IS COMPLETE.



FALL DETECTION

FALL DETECTION

OPTIONAL FALL DETECTION PENDANT

Your fall detection button is shipped in sleep mode. To activate, stay close to your base unit and:

- 1 Press and hold the fall detection button until the light on the button flashes.
- 2 Test the fall detection button by pressing the button and initiating a call to the Lifeline Response Centre.
- 3 Allow the call to go through and tell the Response Associate that you were testing your button.



BUTTON LIGHT OFF:
In standby mode



BUTTON LIGHT ON:
Transmitting a signal to the system



BUTTON LIGHT BLINKING FAST WHEN PRESSED:
Button needs to be replaced.

If you are interested in upgrading to the Fall Detection service or wish to learn more, please call 1-800-387-1215.

FALL DETECTION DOES NOT DETECT 100% OF FALLS.

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



FALL DETECTION - HOW IT WORKS

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 communicator will send a signal which will initiate a call to the Lifeline Response Centre.**

- **We recommend that you wear your Fall Pendant around your neck** so that it rests at chest level to avoid unnecessary swinging.
- **Make sure the button is facing forward**, making it easier for you to press in the event of an emergency.
- **Wear outside your clothing** as wearing it inside can reduce the percentage of falls being detected.
- **To cancel a call** made due to a Fall Detection event, let the call go through and tell the Lifeline Response Associate that you are okay.



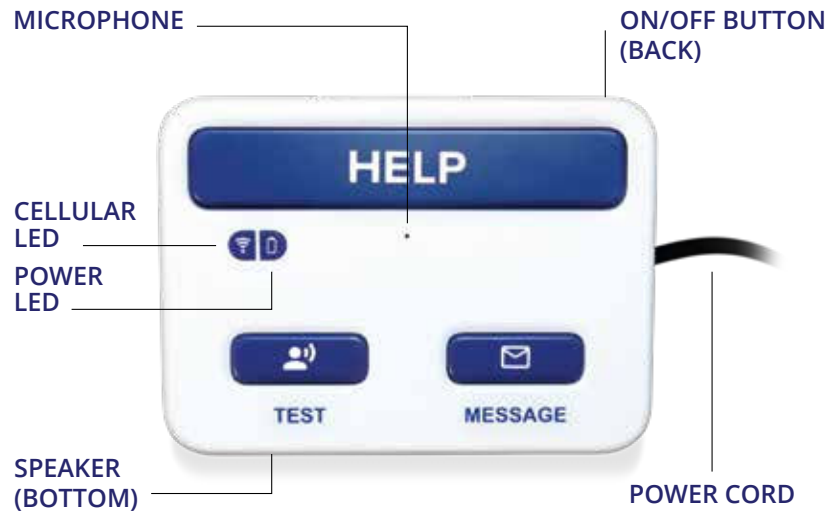
CORRECT
High on the chest on top of the sternum.



INCORRECT
Below the mid-section or over the stomach.

LED OVERVIEW

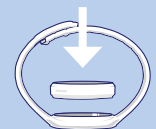
TIPS AND REMINDERS



- Your system requires adequate power and cellular signal to make an emergency call.
- Your button is water-resistant and can be worn in the shower.
- Lanyards are designed to break away under certain conditions. However, any cord worn around the neck can pose a risk of strangulation, including the possibility of serious injury or death.
- During a power outage, the backup battery will last up to 30 hours on a fully charged communicator.
- Radio frequency interference and metal objects can prevent the signal from reaching the antenna inside your communicator. Relocate your communicator or move the object that is preventing the signal from being received.
- Test Monthly by pressing the button you wear.

Status Light	What It Means	What to Do
Help Bar Blinking	Alarm activated. System is calling Response Centre.	Wait for an Personal Response Associate.
Power LED Solid Red	No AC power. Running on battery power.	Check the power source to make sure the system is not plugged into an outlet controlled by a light switch.
Cellular LED Blinking Green	System is detecting weak cellular signal strength.	Relocate system until light turns solid green.
Cellular LED Solid Green	System is ready.	No action required.
Message Bar Blinking	There is a message waiting to be accessed.	Press the Message Bar to hear the message.

To insert the button into the button enclosure, place the neck pendant or wristband face down on a solid surface so that you are looking at the back of the button enclosure. With the blue button side facing down, insert the button into the back of the button enclosure. Use sufficient force to push and lock your button into the accessory. To remove the button from the button enclosure, press on the front edge and use sufficient force to push the button out.



WEARABLE BUTTONS

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 notifications not expressly approved by the party responsible for compliance may void the user's authority to operate his equipment. (Example – use only shielded interface cables when connecting to computer or peripheral devices)

FCC Section 15.105 Information to the user.

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.

IC Statement:

This Class [B] digital apparatus complies with Canadian ICES-003.

This device complies with RSS-247 and ICES-003 of the Industry Canada 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 of this device.

IMPORTANT NOTE:

IC Radiation Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclaration d'IC :

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.

Le présent appareil est conforme aux normes CNR-247 et NMB-003 d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE IMPORTANTE:

Déclaration d'exposition aux rayonnements d'IC :

Cet équipement est conforme aux limites d'exposition aux rayonnements IC RSS-102 définies pour un environnement non contrôlé. Cet appareil et ses antennes ne doivent pas être juxtaposés ou fonctionner conjointement avec une autre antenne ou un émetteur.

Need Help?

**Toll Free:
1-800-387-1215**

Lifeline Canada

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Lifeline