LifeFone®

MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®

RESET

LifeFone.
1-800-882-2280

EMERGENCY CALL

Follow these 3 steps to activate your device.

STEP 1 ▸ **INSTALL LIFEFONE EQUIPMENT**

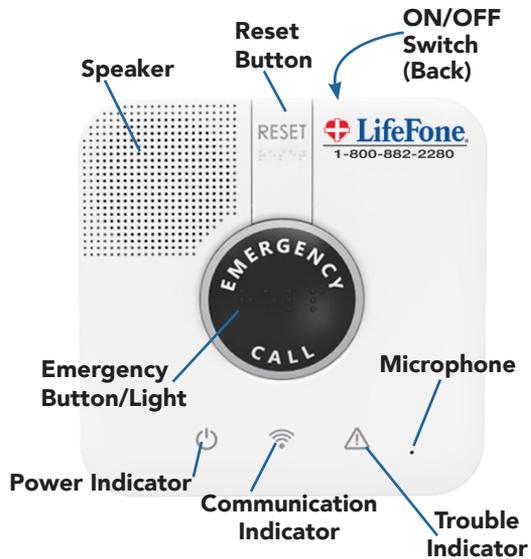**STEP 2** ▸ **CALL TO ACTIVATE! 1-800-940-0262**

STEP 3 ▸ **COMPLETE AND MAIL BACK THE ENCLOSED EMERGENCY CARE PLAN AGREEMENT**

At-Home Landline System with Optional Fall Detection
User's Manual

LifeFone System Base Unit

The Base Unit features:
an EMERGENCY CALL button/light, a RESET button, a hands-free speaker, a backup battery (32 hours). LED indicators display the system status.

Speaker

Reset Button

ON/OFF Switch (Back)

RESET

✚ **LifeFone.**
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Emergency Button/Light

Microphone

Power Indicator

Communication Indicator

Trouble Indicator

Pendant Button

The System includes a waterproof push-button Pendant on a necklace or wristband.

Necklace

Wristband

Fall Detection Pendant (Optional)

NOTE: The Portable Emergency Button requires no batteries. Simply press its button for a few seconds.

 STEP 1

Installing Your LifeFone Equipment

Follow these simple steps to get your system set up and tested.

1. Select a Location

We recommend you place the Base Unit near the center of your home, such as your living room, family room or kitchen area.

- Place it near an electrical outlet.
- Do not place any object in front of the Base Unit.
- Do not place it near any appliances that make noise.

2. Plug in the Power Cord

Plug the power cord that is attached to the back of the Base Unit into an electrical outlet that is not controlled by a light switch.

- Place electrical cords away from areas where someone could trip over them.
- During a power outage, the backup battery will last up to 32 hours, after the base unit has been fully charged.
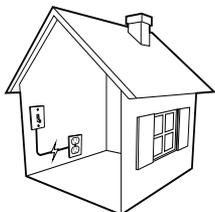
To avoid accidentally turning off the Base Unit, DO NOT plug it into an electrical outlet that is controlled by a light switch.

DANGER
Electric
shock risk

WARNING
To prevent electrical shock please keep the system away from wet locations.

3. Connecting Your Base Unit

Remove your existing telephone cord from the modular telephone jack wall outlet and connect the cord to the back of the LifeFone Base Unit. The cord goes in the connection jack labeled "PHONE".

Plug the other end of the supplied gray cord into your modular telephone wall jack and connect it to the Base Unit in the jack labeled "LINE".
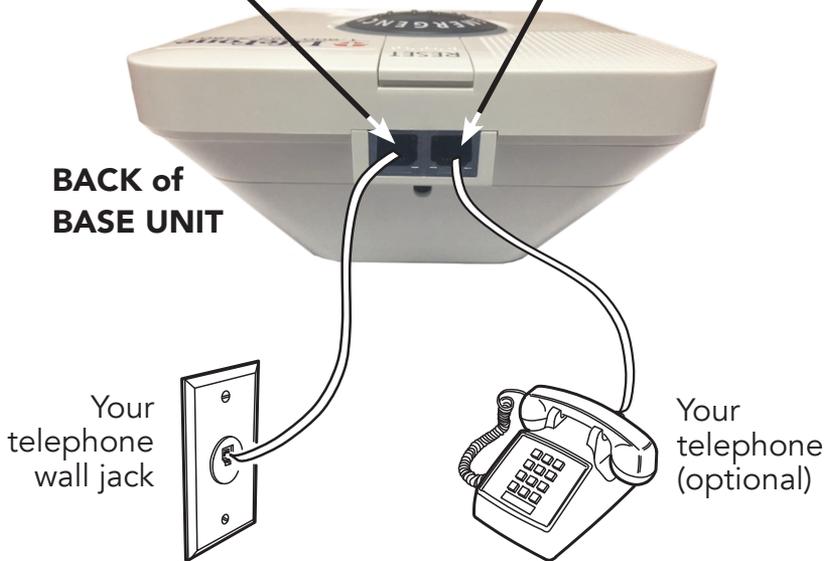
VERY IMPORTANT!
The telephone jack must **not** use any splitters.

Connect this jack (labeled LINE) to your telephone wall jack

Connect this jack (labeled PHONE) to your telephone (optional)

BACK of BASE UNIT

Your telephone wall jack

Your telephone (optional)

4. Turning on your Base Unit

Turn on your Base Unit using the on/off switch located on the back.

ON/OFF Switch
Push the Switch to the On Position

Make sure that the Base Unit is functioning properly, by confirming that you see a solid green light on the front panel, indicating the power is connected properly. The Base Unit Power Indicator light is on the far left on the front. (Review the indicators table on page 9 for reference).

Make sure your Base Unit is connected to a working phone jack by checking for a solid green Communication Status light on the front of the base unit. This light is the second from the left on the front of the unit.

Power Indicator **Communication Indicator**

STEP 2 ▶ **Call to Activate!**
1-800-940-0262

Testing Your Help Button

- Have your complete system near you at the time of testing.

- Press your pendant button firmly once. The pendant's red light will flash indicating a signal was sent to the Base Unit. The Base Unit's "Emergency Call" light will blink blue and red.

- Once the alarm is received by Lifefone, an emergency operator will communicate with you through the speaker in the Base Unit.

- State to the operator that **"THIS IS A TEST."** If you do not explain to the operator that you are testing your unit, emergency help will be dispatched.

- It is recommended that you complete a voice range test to see how far you can be heard from the base unit at this time.

- Wear your pendant button at all times, especially in the shower and bed. The pendant button should rest at chest level with the emergency button facing forward so it's easier to press.

Complete and Mail Back the Enclosed Emergency Care Plan

> **Your Emergency Care Plan Agreement authorizes LifeFone to respond properly in the event of an emergency.**
> **WE MUST RECEIVE YOUR SIGNED SERVICE AGREEMENT WITHIN SEVEN (7) DAYS FROM YOUR ORIGINAL RECEIPT TO ENSURE THE BEST PROTECTION POSSIBLE.**

Enclosed are two (2) copies of your Emergency Care Plan Agreement. **Make sure to review all of the information in this document carefully to ensure accuracy.**

Once you've confirmed that all of the information on your Agreement is correct, **please sign and date the bottom of the Agreement where indicated**, and return it to us in the prepaid envelope provided.

Please keep the yellow copy for your own personal records.

LifeFone System Features: Base Unit

The EMERGENCY CALL button

In case of an emergency, press your Personal Help Button or the EMERGENCY CALL button to trigger a medical alarm.

An alarm sounds from the Base Unit, and the LED surrounding the EMERGENCY CALL button blinks in Red, and the Communication Indicator blinks green. The Base Unit will attempt to connect to LifeFone, and send an "Emergency" report. A LifeFone operator will speak with you through the speaker on the Base Unit.

Speaker

Reset Button

ON/OFF Switch (Back)

RESET **✚ LifeFone**
1-800-882-2280

Emergency Button/Light

Microphone

Power Indicator

Communication Indicator

Trouble Indicator
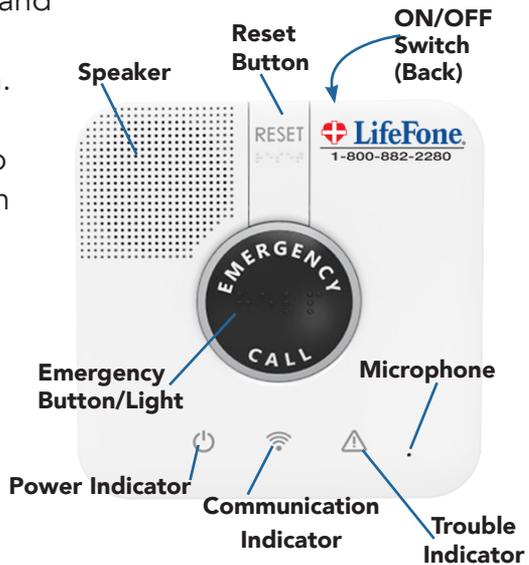
The RESET button

The RESET button is used to silence the alarm once it has been activated. Please note that this will NOT CANCEL the signal sent to LifeFone for an active alarm report in progress. You must let the responding operator know if you do not need assistance, or emergency personnel will be summoned.

LifeFone System Features: Base Unit Indicators

The Base Unit displays the following LED indicators

Type	Symbol	Color	Display	Meaning
Power	⏻	Green	ON	AC power connected
			Blinking	Battery operation
			OFF	No power or in sleep mode
Communication	📶	Green	ON	Communication available
			Blinking	Active transmission
	📶	Red	ON	No communication available
			Blinking	Blocked transmission
	📶	Orange	ON	An active emergency call conversation
Trouble	⚠	Red	ON	Base Unit or Emergency Help Button malfunction or lost communications with LifeFone
			Blinking	Help Button Connection lost or Low battery power
Emergency	EMERGENCY CALL	Red	ON	Message acknowledged
			Blinking	Unacknowledged alert
			OFF	Idle
Reset	RESET	Orange	ON (3 Sec)	Button pressed

LifeFone System Features: Pendant Button

Your LifeFone system includes a compact, user-friendly, modern design, wireless emergency button.

- Lightweight, portable, and attachable to various accessories such as a wristband, and a breakaway lanyard to be worn as a necklace.

- Ultra high RF range of over 1300 feet

- Sealed for 100% water and dust resistance

- Internal battery with long life cycle (up to five years) **Note:** When fall detection is added to your LifeFone service, battery life is reduced to approximately 1 year.

- We recommend you wear your button outside your shirt, as wearing it inside your shirt can make it harder to access the help button in an emergency.

- Your pendant(s) come already pre-programmed to work with your base unit.

- Do not put the pendant buttons through the washer or dryer, or attempt to dry your button in the microwave or oven.

LifeFone System Features:
OPTIONAL: Fall Detection Pendant Button

If you have subscribed to Optional Fall Detection, your LifeFone Fall Detection Personal Help Button comes on a Waterproof pendant with range of up to 600 ft. from the base unit. The Fall Detection Button has all of the features of our standard help buttons. The Fall Detection Button also provides extra protection by automatically calling for help if you fall and are unable to push your button. **Fall Detection does not detect 100% of falls. If you are able, you should press the help button in the event of an emergency.**

We recommend you wear your button outside your shirt, as wearing it inside your shirt can reduce the percentage of falls being detected. You should wear your pendant around your neck so that it rests at chest level with the emergency button facing forward so that it is easier to press.

Note: Please handle your button with care when putting it on or taking it off, as it may interpret this movement as a fall and activate. If it does, the red light will illuminate, and an alarm signal will be sent to the Base Unit. **Please tell the operator that it was a false alarm.** If you do not explain this to the operator, emergency help will be dispatched.

LifeFone

MEDICAL ALERT SERVICES

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Phone: 1-800-940-0262

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