

# Lifeline

**THE ASSURE**  
USER GUIDE





## **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 Care Plan Agreement and return in the postage-paid envelope.

Fill out the enclosed EMT Information Card and place it on your refrigerator for a quick reference in case of an emergency.

**Lifeline**

# WHAT'S INCLUDED

## COMMUNICATOR



## PERSONAL 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 operator 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 device 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 Personal 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 Center now. To cancel this call, please press the HELP Bar now"*. Do not cancel the call. Wait to speak to the Emergency Response Center.



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



# USING YOUR SYSTEM

## 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 operator will speak to you through the communicator's speaker and ask if you need help. If you cannot communicate with the emergency response center, 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 emergency response operator that you activated your device in error.
- 3 Your transmitter buttons work by triggering your communicator to call the Emergency Response Center. You must be near your communicator for the system to communicate. **There is NO speaker in the transmitter buttons.**

## PERFORMING A TEST CALL

- 3 Press the **TEST** button located on the front of your communicator.
- 4 To cancel this call, press and hold the Test button for 3 seconds.
- 5 If you allow the call to go through, you will be connected with an operator or an automated testing system.



## 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.



# FALL DETECTION

## OPTIONAL FALL DETECTION PENDANT

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

- 1 Press and hold the button until the lights on the button flash.
- 2 Test the fall button by pressing the button and initiating a call to the emergency response center.
- 3 Allow the call to go through and tell the operator 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 purchasing the Fall Detection service or wish to learn more, please call us.**

**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

## 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 device will send a signal which will initiate a call to the emergency response center.**



- **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 emergency response operator that you are okay.



**CORRECT**

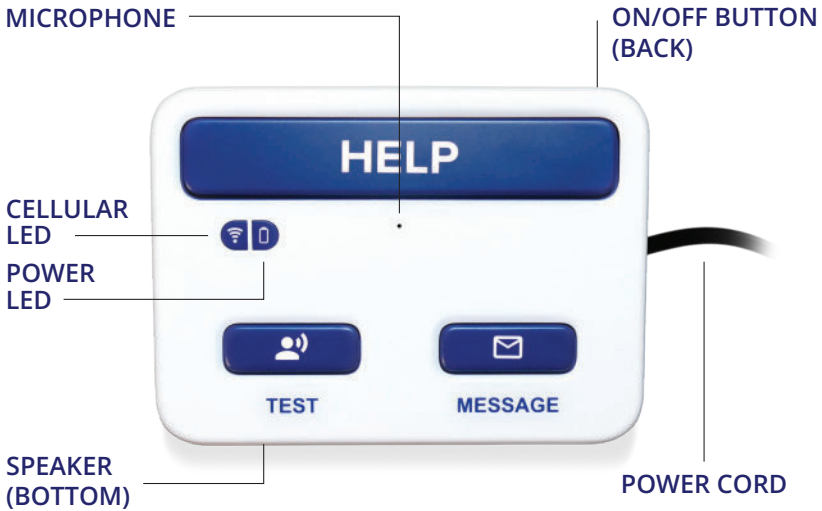
High on the chest on top of the sternum.



**INCORRECT**

Below the mid-section or over the stomach.

# LED OVERVIEW



Status Light	What It Means	What to Do
<b>Help Bar Blinking</b>	Alarm activated. System is calling emergency response center.	Wait for an operator.
<b>Power LED Solid Red</b>	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.
<b>Cellular LED Blinking Green</b>	System is detecting weak cellular signal strength.	Relocate system until light turns solid green.
<b>Cellular LED Solid Green</b>	System is ready.	No action required.



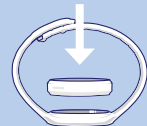
# TIPS AND REMINDERS

- Your system requires adequate power and cellular signal to make an emergency call.
- Your buttons are 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 device.
- Your account number is located on your medical alarm device.
- Radio frequency interference and metal objects can prevent the signal from reaching the antenna inside your device. Relocate your device or move the object that is preventing the signal from being received.
- **Test Monthly!**

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 grey 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.







## **QUESTIONS?**

Call us toll free

**1-800-684-3102**