



MEDICAL ALERT SERVICES

Saves Lives When Seconds Count®



Follow these 3 steps to activate your device.

STEP 1

INSTALL LIFEZONE EQUIPMENT

STEP 2

CALL TO ACTIVATE! 1-800-940-0262

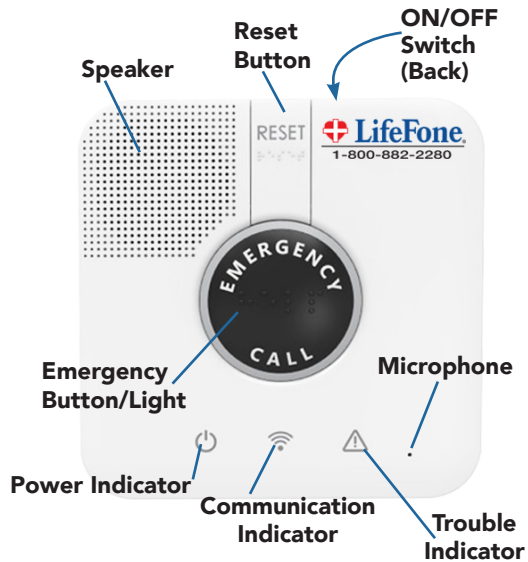
STEP 3

**COMPLETE AND MAIL BACK
THE ENCLOSED EMERGENCY
CARE PLAN AGREEMENT**

At-Home Cellular 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), and a cellular modem. LED indicators display the system status.



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

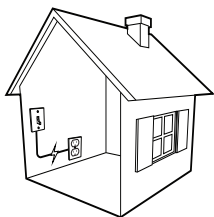
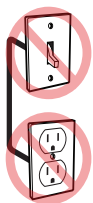
We recommend you place the Base Unit near the center of your home, such as your living room, family room or kitchen area.

- 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.



WARNING

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

3. 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 8 for reference).

Within a few minutes of turning on the system, the Base Unit will connect to the cellular network. Make sure your Base Unit is connected to the cellular network by checking for the Communication Status light on the front of the base unit. This light is the second from the left on the front of the unit.



**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.

STEP 3

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 Emergency Care Plan Agreement Fax this form to: 1-800-747-2032
or email: prf@lifeponeservice.com
Complete and return this agreement within 48 hours after receipt of equipment.
 Terms and conditions of this agreement in the prepaid envelope. Call with questions: 1-800-940-0262

1. SUBSCRIBER **2. PAYER** (if different from subscriber)

First Name Last Name Street Address Apartment/Room City State Zip County/Township Nearest Cross Street Home Phone () Alternate Phone () Email Date of Birth Gender Male <input type="checkbox"/> Female <input type="checkbox"/>	First Name Last Name Mailing Address City State Zip Phone 1: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell () Phone 2: <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell () Email Relationship to Subscriber:
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3. HIDDEN KEY AND LOCK BOX Lock Box Code:

Hidden Key Location: _____

4. PERSONAL RESPONDERS (list in priority order 1-4, and indicate phone type: Home, Work, Cell)

1. Name Relationship: _____ Phone 1: () Key <input type="checkbox"/> No <input type="checkbox"/> Home/Work Phone 2: () Phone 3: ()	2. Name Relationship: _____ Phone 1: () Key <input type="checkbox"/> No <input type="checkbox"/> Home/Work Phone 2: () Phone 3: ()
3. Name Relationship: _____ Phone 1: () Key <input type="checkbox"/> No <input type="checkbox"/> Home/Work Phone 2: () Phone 3: ()	4. Name Relationship: _____ Phone 1: () Key <input type="checkbox"/> No <input type="checkbox"/> Home/Work Phone 2: () Phone 3: ()

5. MEDICAL INFORMATION Check all that apply: Allergic Cast Wheelchair Scanner

Is a Medical Appointment? Yes No
 Medical Conditions/Physical Limitations: _____
 Allergies: _____
 Medications: _____
 Preferred Hospital: _____
 Hospital City and State: _____
 Hospital Phone Number: () _____
 Primary Care Physician Name: _____
 Physician Phone Number: () _____

6. SPECIAL INSTRUCTIONS

7. ACCEPT AGREEMENT

SEE REVERSE SIDE FOR TERMS AND CONDITIONS OF THIS AGREEMENT. READ THEM BEFORE YOU SIGN THIS AGREEMENT. SUBSCRIBER AND PAYER CANNOT SIGN IF THEY ARE NOT BOTH MAJORS OF AGE. THIS AGREEMENT MAY BE CANCELLED WITH OR WITHOUT NOTICE AT ANY TIME PRIOR TO MONDAY OF THE SEVENTH BUSINESS DAY AFTER SIGNATURE OF THE AGREEMENT.

Subscriber Signature: _____ Date: _____ Payer Signature (if not Subscriber): _____ Date: _____

THIS SECTION FOR OFFICE USE ONLY - FOR PUBLIC SAFETY RESPONSES. Use last phone number shown - do not prefix 011.
 Police () Fire () Ambulance ()
 (Link ID) (Service) (Operator) (Rate) (Account ID)
 © LifeFone, 16 Yellowstone Avenue, White Plains, NY 10607-1214 Phone: 1-800-882-2390 Fax: 1-800-747-2032 lf-wa-14-04

LifeFone System Features: Base Unit

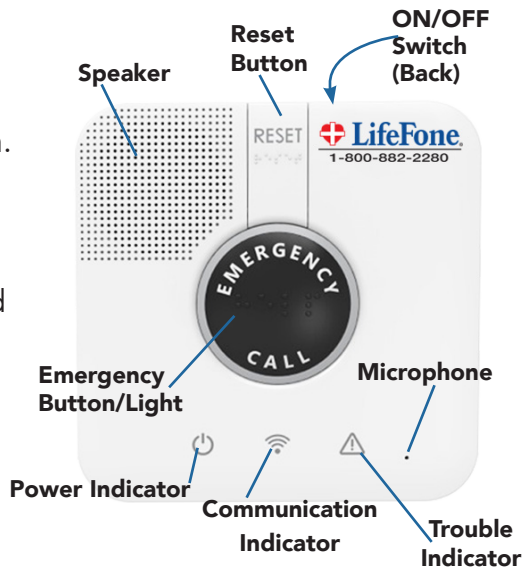
The EMERGENCY CALL button



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.









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		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)
- 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. Since no fall detection system detects 100% of falls, your Fall Detection Personal Help Button allows you to call for help when you need it by pressing the emergency button. The Fall Detection Button also provides extra protection by automatically calling for help if you fall and are unable to push your button.



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.

Notes:

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MEDICAL ALERT SERVICES

16 Yellowstone Avenue,
White Plains, New York 10607-1324
Web: www.LifeFone.com
Phone: 1-800-940-0262

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