

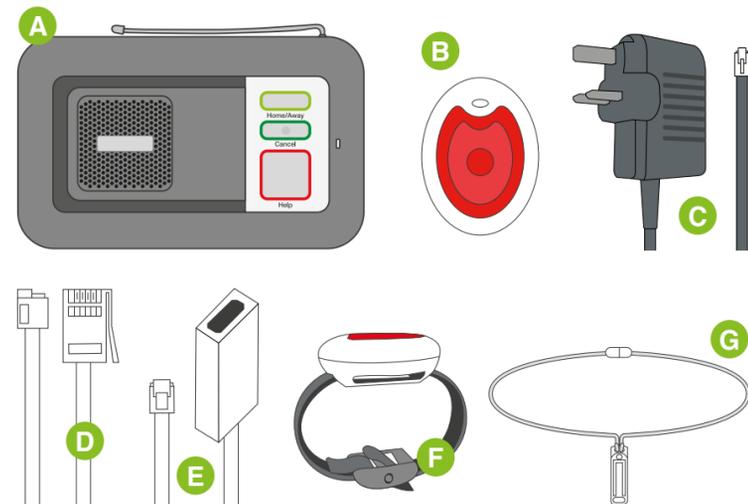
Before you start!

Please only install and test your alarm once we have processed your New Customer Form. This can be completed online at www.lifeline24.co.uk/welcome or by post using the paper form booklet included with your Lifeline alarm. Once we have processed your completed form you will receive confirmation by email or phone to let you know when the alarm will be ready to test (normally 24 hours from us receiving your completed form).

For installation guide videos visit www.lifeline24.co.uk/setup

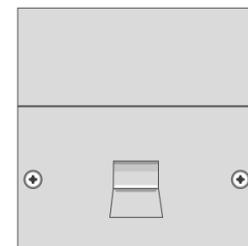
Before you start!

- A Lifeline Vi Alarm Unit
- B MyAmie Pendant
- C Mains Adaptor (3m cable)
- D Telephone Cable (3m)
- E Telephone Adaptor
- F Wrist Strap
- G Neck Cord



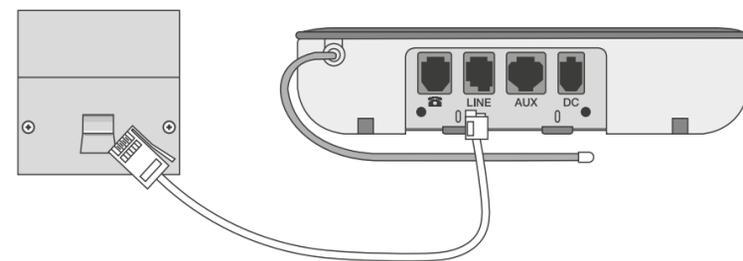
Step 1 Homes without Broadband

If you have a broadband connection in your home please follow Step 1a on the next page.



First unplug your landline telephone connection (or splitter) from your master telephone socket on the wall.

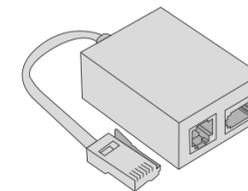
Next plug the larger white end of the long white Telephone Cable **D** into your master telephone socket on the wall.



Now plug the smaller transparent end of this cable **D** into the socket labelled 'LINE' on the back of the Lifeline Alarm Unit. *Go to Step 2.*

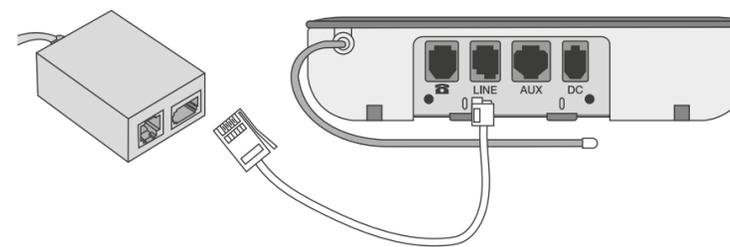
Step 1a Homes with Broadband

*If you have broadband, you will likely have an ADSL filter already connected to your telephone socket (this filter is a small box with two connections, one for the broadband and the other for the telephone line). **Keep this filter and any broadband equipment plugged in as they are.***



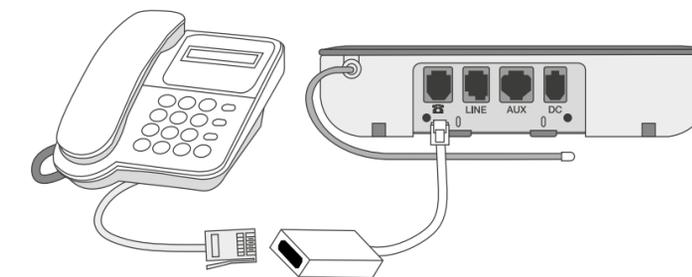
First unplug your telephone (or splitter) from your ADSL filter.

Next plug the larger white end of the long white Telephone Cable **D** into the 'Phone' or 'Analogue' socket on your ADSL filter.



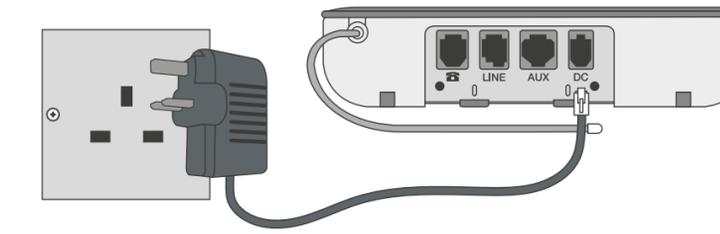
Now plug the smaller transparent end of this cable **D** into the socket labelled 'LINE' on the back of the Lifeline Alarm Unit.

Step 2



Plug the short white Telephone Adaptor **E** into the telephone socket labelled  on the back of the Lifeline Alarm Unit. Now you can plug your telephone (or splitter) into the Adaptor.

Step 3



Plug the black Mains Cable **C** into the socket labelled 'DC' on the back of the Lifeline Alarm Unit. Finally plug the other end into your mains power. Make sure your mains power is switched on!

Now you're ready to test your alarm!

Contact details

For more information:
Call **0800 999 0400**
Email info@lifeline24.co.uk
Click www.lifeline24.co.uk

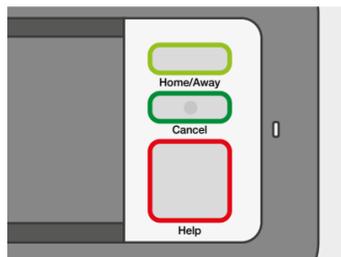
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 **Lifeline24**
SUPPORTING YOU AT HOME

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Step 4

Testing your Lifeline alarm



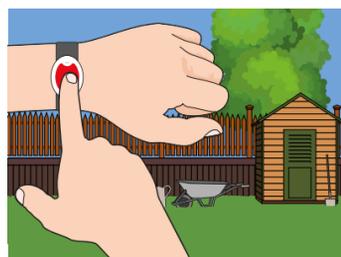
1. Alarm Test

Press the big red square 'Help' button on the top of the Lifeline Alarm Unit. An operator will answer shortly to confirm the successful alarm call. Please let them know that you are testing the alarm.



2. Pendant Test

Now press your red oval MyAmie Pendant button. An operator will confirm that this test has been successful.



3. Range Test

Next, walk to the furthest point of your home or garden from the Lifeline Alarm Unit. Press the pendant button and walk back to the Alarm Unit. An operator will confirm through the loudspeaker that your Range Test was successful.



4. 'Off the hook' Test

Now take your telephone off the hook and press your pendant again. The alarm should make a successful test call. This 'off the hook' test must be completed for each telephone you have.



5. Broadband Check

Finally, if you have a broadband connection in your home, please check to make sure it is still working correctly.

If you have any difficulties performing the above steps please call us on 0800 999 0400 where our customer services team will be happy to help you.

Thank you for testing and don't forget to test your alarm by pressing your pendant (as in 2. Pendant Test) **at least once a month!**

Frequently Asked Questions



My alarm failed the 'off the hook' test!

If the alarm is not activating properly when one or more of your telephones are left off the hook, make sure you are connecting the Lifeline24 alarm to the master telephone socket in the property. Typically, this

will be the socket with the BT logo on the faceplate. Once you have reconnected the alarm to this master socket, please repeat the test.

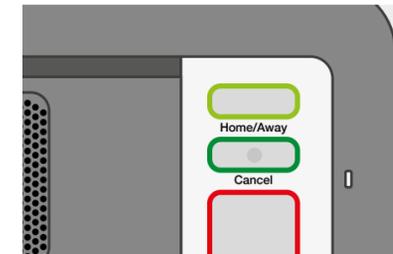
The 'off the hook' test shows whether the alarm works when the telephone line is in use. If your alarm fails this test it will not work if the phone is ever left off the hook. You may decide that it is very unlikely in which case you needn't worry if this test fails.

What happens if my phone line develops a fault?

The Lifeline Vi Alarm does require a live landline connection to be able to make an alarm call, so if your phone line is down, it is important to be aware that your alarm will not work. The alarm may emit a regular spoken message on the loudspeaker to warn you that 'the telephone line is disconnected'. When you report the problem to your landline provider, remember to tell them that you have a Lifeline alarm as they may be able to fix the issue quicker. When your phone line is working again, we recommend that you test your alarm by pressing your pendant and speaking to the Telecare Operator.

I can't find my pendant in the box!

Your pendant is packed securely so that it doesn't move during transit. Please check the triangular well of cardboard at the back of the box, in the middle. It may be hard to see if it has slipped right to the bottom!



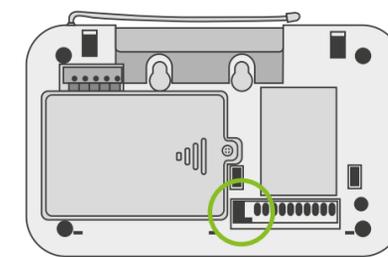
What is the Home/Away button for?

The Home/Away button is not used in the Lifeline service and should be left on the 'Home' setting.

What happens if I have a power cut?

The Lifeline Alarm Unit has a backup battery, so will continue to work for up to 40 hours without mains power. During this time, there may be a regular spoken message on the loudspeaker of the alarm to warn you that 'there is no mains power'. When the power comes back on again, we recommend that you test the alarm by pressing your pendant and speaking to the Telecare Operator.

Please do not unplug your alarm or turn it off unless absolutely necessary, as the Care Team will receive warning alarm calls each time you do so.



Ringer On / Off Switch

My alarm is ringing at the same time as my phone!

As a default your alarm is set to ring alongside your phone. You can turn this feature off using a small switch on the bottom of the Alarm Unit, as shown.



Lifeline Vi Installation and Testing Guide