



Freedom to live *your life*

Quick set-up guide

[Simple plug and play system]



Life is a journey

Welcome to your Lifeline at Home service, providing constant reassurance that help is at hand 24 hours a day. Once installed simply press the red button on the Lifeline Vi+ home unit, or on the MyAmie pendant. This will activate the service and alert the trained, friendly staff at our UK-based monitoring centre who can send the most appropriate help straight away.

This guide gives you step-by-step instructions on how to set up your Lifeline at Home system and advice on how to make sure it gives you many years of reliable service.

This should be all you need to set up your Lifeline at Home service, but if you would like some advice at any point simply call us on **0330 123 3303** and we'll be happy to help*.

In your Lifeline at Home box

The following equipment is included in your Lifeline at Home box♦:



Lifeline Vi+
home unit



MyAmie pendant
& wearing options



Telephone
adaptor (A)



Telephone
lead (B)



Power
adaptor (C)

If any of the items listed above are missing please contact us on **0330 123 3303**

*Our Customer Service Centre is open Monday to Friday 9am to 5pm, excluding public holidays.

♦Any additional equipment pictured in this guide is not supplied by Lifeline at Home.


Your home unit has been set up with your details and those of your nominated responders to make the set up of your Lifeline at Home as simple as possible.

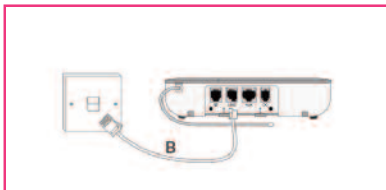


Step 1 – Connecting the leads and adaptors

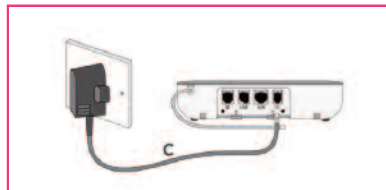
Please follow the steps below to plug the leads correctly into the home unit:



Step A – Plug the telephone adaptor **A** into the home unit socket labelled  and then plug all required telephones / equipment into the telephone adaptor **A** using a multi-socket extension (not supplied). If there is no telephone, go to step B.



Step B – Plug the telephone lead **B** into the home unit socket labelled **LINE** and the telephone wall socket.



Step C – Plug the power adaptor **C** into the home unit socket labelled **DC** and then connect to the mains power. Note – ensure the mains power is switched on.

NOTE: Only use with the power adaptor supplied with the home unit.



Step 2 - Testing

Press the red alarm button on the home unit and ensure it generates a call through to the monitoring centre. The monitoring centre operator will welcome you to the service and check they have your correct contact details.

You will also need to test the pendant by pressing the button and ensuring a call is generated and received at the monitoring centre. We advise that the pendant is tested from several points in your home and garden so that you are able to establish the range of the system in your home. Do not worry about the number of tests.



Step 3 - Ready to use

Once successfully tested, the Lifeline at Home system is ready to use.



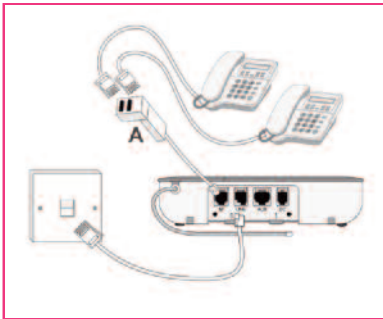
Trouble shooting and installation advice


WARNING: If all extension telephones are not plugged into the back of the home unit, in the event of an alarm call being raised when a telephone extension is in use or off hook, the alarm call will not reach the monitoring centre. Our customer service team can provide further information, please call on 0330 123 3303.

If there is a fault on your telephone line this will also prevent the alarm call reaching the monitoring centre. It is your responsibility to ensure your telephone line is working and report any faults to your telephony provider.

All equipment requiring a link to the telephone line MUST be connected as follows:

Extension phones/smart boxes/modems/TV set top boxes



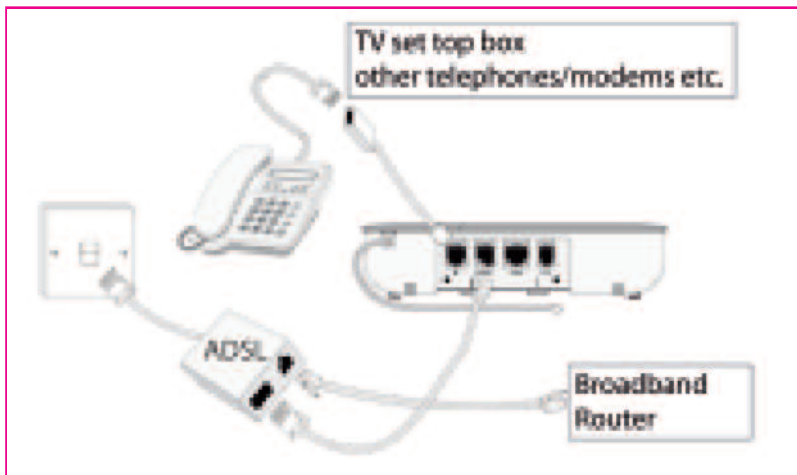
All telephone line apparatus in the house MUST be plugged directly into the home unit using the telephone adaptor **A** and the home unit socket labelled  to enable the home unit to disconnect extension telephones when raising an alarm call. A multiple telephone adaptor (not supplied) may be required to connect more than one telephone. If all extensions cannot be connected as described, please read the warning at the head of this page.

Other phones

In homes where there is more than one telephone in use, it is important to ensure that the handsets are always firmly replaced to ensure the reliable operation of the Lifeline at Home system.

Broadband

If your home has broadband, please ensure the home unit is plugged into the ADSL filter provided by your broadband supplier. Contact us on **0330 123 3303** if you need further advice.



Do

- Keep the home unit connected to the mains power at all times.
- Connect the home unit to the telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off the hook.

Don't

- Expose the home unit to water or other liquids.
- Connect cables other than those supplied with the home unit.
- Place the home unit next to a noisy device, such as a television, radio or washing machine.
- Place the home unit close to a heat source e.g. cooker or large metal objects e.g. microwave.

**For more information please download the
Installation Troubleshooting Guide from
lifelineathome.com**

“It’s fantastic to know that my dad has instant support when he needs it. I call and visit as often as I can but I don’t live close by and I can’t be there all the time. Lifeline at Home means I know he’s never alone and can really easily get in touch with someone at any time of day.” **Jane**

If you would like this information in another language in audio format or large print, please call us on 0330 123 3303

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and omissions contained within this document.

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lifelineathome.com

*Calls to 03 numbers will cost the same as other standard fixed line numbers (starting 01 or 02), and are included as part of any inclusive or free minutes allowance.

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lifeline
at home

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