

helpAlert

Home Lifeline

Installation & User Guide



1. Home Lifeline Set-up

1.1 Home Lifeline Quick Guide

Your HelpAlert Home Lifeline has been configured and installed with the user's details before it arrives to you. This means it is ready to use out of the box.

You just need to follow these **3 easy steps** to get started:

1

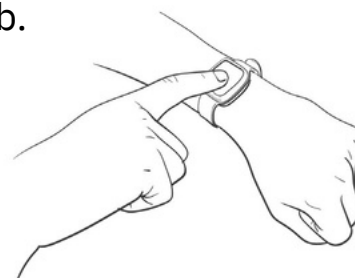
Plug in the base unit to a mains socket and turn it on, the chosen location should be in an area providing good overall audio coverage.

2

A orange 'start up' screen should appear, please wait a few minutes for the system to load correctly. **Once the hub is ready a Blue screen will appear** as shown below (a).



b.



3

PRESS AND HOLD the SOS button on the wristband (b), it will vibrate to show an SOS call has activated. After a few seconds the HelpAlert operator will greet you over the device, please let them know you are 'TESTING NEW EQUIPMENT FOR THE FIRST TIME'.

They will confirm your name and address is correct on the system and can answer any questions you may have regarding setup.

-We ask that you perform this test once a month from the date your equipment arrives, just let the operator know each time that you are doing a 'MONTHLY TEST'.

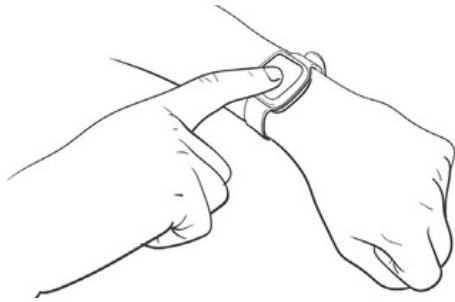
We expect there will be times when you press your alarm by mistake. Please do not worry if this happens, it is not a problem. Just let the operator know it is a mistake, the operator may telephone you to double check you do not need help.

2. Home Lifeline Wristband

2.1 Home Lifeline Wristband

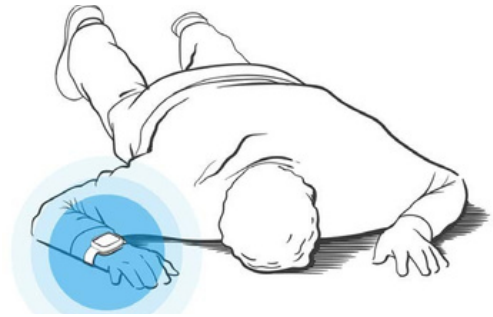
The wristband is designed to raise the alarm through a manual press of the button or automatically detect heavy/ dangerous falls

1. MANUAL ALARM



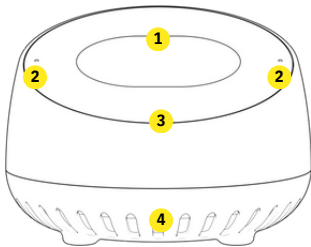
An **SOS button** is located in the middle of the wristband. Pressing this button will **raise an alarm**.

2. AUTOMATIC FALL ALARM

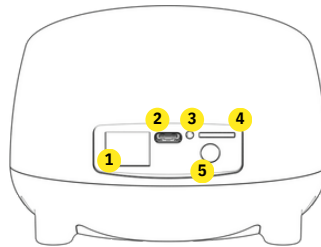


Multiple **sensors** can **automatically raise** an alarm when a **heavy fall is detected**.

2.2 Home Lifeline Components



1. Touch Screen
2. Microphones
3. Key Reader for carer login
4. Speaker Base



1. Ethernet Port
2. USB-C Power Port
3. Hard reset/Power on
4. Optional secondary SIM port
5. Mobile signal booster

DO NOT:

- Expose base unit to water.
- Install close to objects that are made of metal or create lots of noise

2.3 Location for the Home Lifeline within the Home

- The Home Lifeline should be located in an area providing good overall audio coverage.
- The Home Hub must be located within safe cable reach of a mains socket.
- Consideration must be given to cellular signal availability and Wi-Fi coverage as appropriate.
- Avoid placing on soft furnishings.

3. Home Lifeline in Detail & FAQ's

3.1 FAQ's

How long will the battery last if it's constantly switched on?

Your wristband battery should last up to 2 years, if you have any issues with the battery life we will immediately send out a replacement.

How do I change one of my emergency contact numbers or the order in which the contacts are called?

Contact HelpAlert on **01603 310999** - Or if it's more convenient you can email the changes to **careteam@helpalert.co.uk** - don't forget to specify if it's a temporary or permanent change.

If my Home Lifeline stops working will HelpAlert replace it?

If your device is faulty we will replace it at no additional cost. However, if you lose or damage any of the equipment a fee of £100 will be payable.

Do I need to make a monthly test call?

Yes, we recommend testing at least once a month, this can be on a date to suit you but we advise testing on the same date each month if you can remember.

helpAlert

 01603 310999

 careteam@helpalert.co.uk

 helpalert.co.uk

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