

Tips and reminders

1. Charge your device daily.⁴
2. It is essential to test your mobile device monthly to ensure it is functioning properly.
3. Your mobile device has fall detection included. No fall detection device can detect 100% of falls. You should always push the button for help.²
4. The battery charge can last up to two (2) days.
5. Your mobile device is waterproof.¹
6. You can reach Lifeline's 24/7 Response Centre by calling 1-800-387-1215.

Important information:

1. This mobile button is waterproof with an IP67 rating which means it can be submerged in up to one metre of water for up to 30 minutes.
2. Your mobile device has fall detection included. No fall detection device can detect 100% of falls. You should always push the button for help.
3. Coverage inside and outside the home provided where third-party cellular network coverage is available and subject to device location, environment, equipment, and facility conditions. Signal range may vary. Lifeline may not always be able to determine your location.
4. Your system requires adequate battery charge and cellular signal to make an emergency call. Recharging of the mobile help button is done by the subscriber as needed by connecting it to its charger.
5. This neck cord is designed to break apart under certain conditions. However, any cord worn around the neck can pose a strangulation risk, including the possibility of death and serious injuries. This may be of more concern to wearers in wheelchairs, using walkers, using beds with guardrails, or who might encounter other protruding objects upon which the cord can become tangled.

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Lifeline

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For Canada



Lifeline's Mobile Help Button Quick Start Guide

"Peace of Mind, at home or on the go"



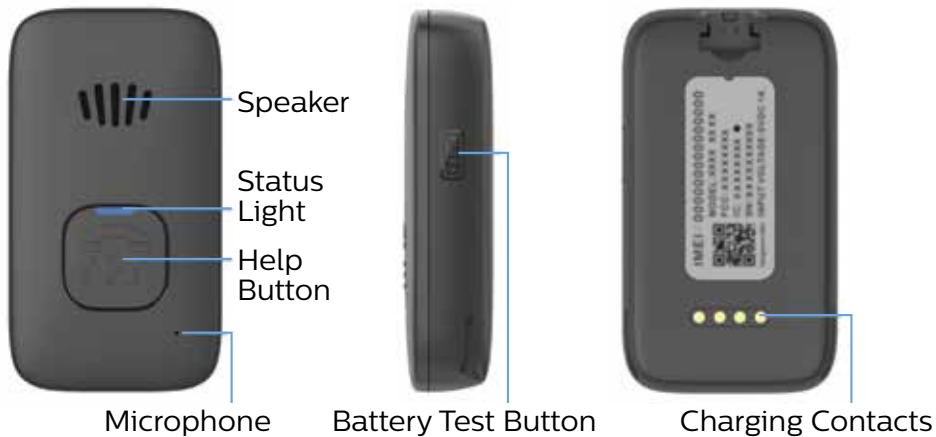
- Small lightweight design
- Waterproof¹
- Long lasting battery
- Easy to charge
- Clear two-way voice
- Fall detection technology²
- GPS location services³
- Full coverage in Canada³

You should have:

1. **The Lifeline mobile help button.**
2. **The Charging Cradle:** Used to charge the device.⁴
3. **A Lanyard:** This attaches to the device to wear it around your neck (has a magnetic clasp).⁵

Specific parts of the mobile help button:

1. **The Speaker:** This is used to hear the Lifeline Response Centre.
2. **The Help Button:** This is used to call the Lifeline Response Centre to test, or for help.
3. **The Status Light:** This light will indicate various conditions the device is in. For full details on status light see chart.
4. **The Microphone:** This is used to talk to the Lifeline Response Centre Associates when a call has been placed.
5. **The Charging Contacts:** These contacts are found on the back of the device and are used to charge the device when it is properly placed on the charging cradle.
6. **Battery Test Button:** Used to check battery level.

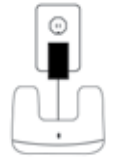


How to check your battery status:

1. Press the battery test button.
2. Device will state “Battery Low” or “Battery Okay”.

Installing your Lifeline mobile help button is easy!

1. Plug the charging cradle into power. Make sure the outlet is NOT controlled by a light switch. Make sure the power cord does not cause any trip hazards.



2. Place the mobile help button into the charging cradle so that the charging contacts connect with the contacts inside the charging cradle. The mobile help button will say “Charging” once properly placed.



3. Leave your device on the charging cradle until the LED light is solid Red. This indicates that it is fully charged.

4. Test by pressing and holding the help button until you hear “calling for help”. After a short pause, you will be able to talk to a Lifeline Response Associate.



Scan this QR code to watch a self-installation video

Status Lights Chart

Status Light	Definition	Visual
Solid Red	Full Charged	
Flashing Red	Charging	
Solid Blue	Placing a call	
Flashing Blue	Device is functioning	
No light On	Device battery is depleted and needs to be charged	