

CarePartner™ Telephone



User Manual

ISN:9800365H

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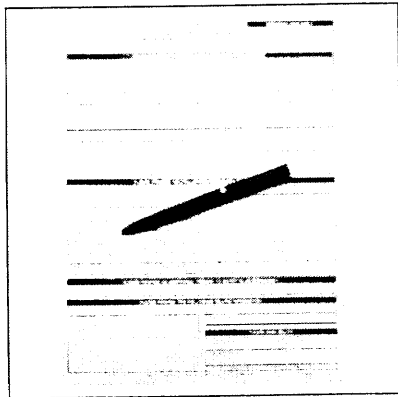
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Congratulations on your choice of the LIFELINE® CarePartner™ Telephone. Lifeline's products and services are currently serving hundreds of thousands of people in the United States and Canada. Your CarePartner Telephone allows you to call for help 24-hours-a-day by simply pressing your Personal Help Button.



Your CarePartner Telephone combines all the features and conveniences of a high-quality speakerphone with the best Personal Response Service available.

This booklet contains easy-to-follow operating instructions. Please read this manual thoroughly before attempting to use your CarePartner Telephone.



Your Lifeline Service Provider will ask you to complete a Monitoring Service Agreement listing your household's vital information before you install or use your equipment. This information is used by the Response Center when a "help" signal is received from your CarePartner Telephone. This important information includes your household's proper address and phone number, your responders' addresses and phone numbers, and any pertinent medical information.

Since your Lifeline Service Provider relies on this information and will not independently verify it, it is important that you double check the telephone numbers and other information you provide and notify your Lifeline Service Provider immediately of any changes in this information.

VoiceAssist™

Your Lifeline CarePartner Telephone has an optional feature called VoiceAssist that plays recorded voice messages over your its speakerphone. VoiceAssist messages are designed to clarify the operation of your CarePartner Telephone. The following is a list of VoiceAssist messages.

Help Alarms

Situation	Message
<i>When you press your Personal Help Button</i>	"Help call in progress....Please wait!"

Time and Date Announcement

VoiceAssist will announce the correct time and day each time the Reset button is pressed.

Smoke Alarm (Optional Smoke Detector)

Situation	Message
<i>To cancel any false smoke alarms</i>	"Smoke Alarm... Press Yellow Reset to Cancel"

Inactivity Timer (Optional)

Situation	Message
<i>When you lift the Timer Switch to the "Away" position</i>	"Away"
<i>When you push the Timer Switch back down</i>	"Welcome Home"
<i>When the Inactivity Timer has expired</i>	"Please Press Yellow Reset"

Enunciated Dialing Prompts (Optional)

VoiceAssist™ has the ability to announce each number key pressed on the keypad as you dial.

Action (with handset on hook)	Programming Sequence
<i>To enable the Dialing Prompts</i>	Press Star (*), 3, 1, 1
<i>To disable the Dialing Prompts</i>	Press Star (*), 3, 0, 0

Monthly Check-in Reminder

The CarePartner Telephone has a back-up feature which reminds you to test your CarePartner Telephone and Personal Help Button.

If you have not pressed your Personal Help Button to contact the Response Center for 30 consecutive days, VoiceAssist will announce a gentle reminder when you press the Reset button or hang up the telephone.

VoiceAssist message	What the message means
<i>“Time to test your Lifeline. Please press the Lifeline button you are wearing.”</i>	Press your Personal Help Button to make your Monthly Check-in Call to the Response Center.

Personal Response Features of your CarePartner™ Telephone



ANTENNA

Receives "help" signals from your Personal Help Button. Do not remove or substitute any other antenna.

INACTIVITY TIMER

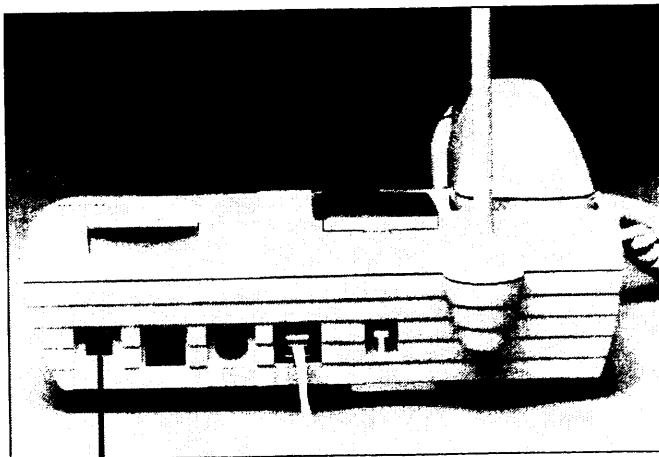
Leave down when home. Lift up to the "AWAY" position when you are away from home for more than a few hours.

RED HELP BUTTON

Sends a "help" signal to the Response Center when pressed.

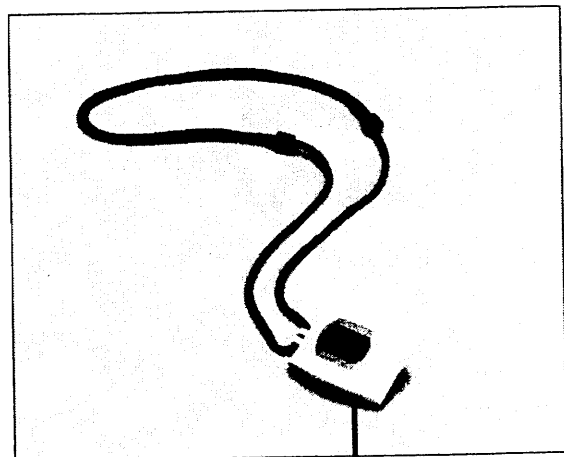
YELLOW RESET BUTTON

Pressed by a Responder after he or she arrives at your home in response to a "help" signal. This tells the Response Center that help has arrived.



POWER SWITCH

Located on the back of your CarePartner Telephone, turns your personal response service and telephone features on and off. The Power switch must be on at all times to receive the benefits of your Lifeline Service.



PERSONAL HELP BUTTON

Signals your CarePartner Telephone to dial the Response Center when pressed.

Using your Personal Response Service when you need Help

Follow this simple procedure should you ever need assistance. For your Personal Help Button to initiate a call into the Response Center, your CarePartner Telephone must be properly installed and the button must be pressed within range of your CarePartner Telephone.



STEP 1 *Press your Personal Help Button.*

Press your Personal Help Button or the red HELP button on the side of your CarePartner Telephone. Your CarePartner Telephone will beep and VoiceAssist™ will clarify that a help call is being placed to the Response Center.



STEP 2 *The Response Center receives your call.*

A Lifeline response professional receives your call and will speak to you through the built-in speakerphone and send the appropriate responder. If you are out of voice range, or if you cannot speak, help will automatically be sent.



STEP 3 *Help arrives.*

When the responder arrives, he or she presses the flashing yellow RESET button. This tells the Response Center that help has arrived. The Lifeline response professional will contact you to see if additional assistance is needed.

If you accidentally press a Help button or are conducting a test call, wait for the Lifeline response professional to contact you, then tell them that you do not need assistance.

RESPONSE CENTER TEST: At least once a month you should conduct a Response Center Monthly Check-in Call to ensure that your Personal Help Button and CarePartner Telephone are functioning properly. To do this simply press your Personal Help Button and wait for the Response Center to contact you. Tell the Response Center that you are conducting a Monthly Check-in Call and do not need assistance. Be sure to tell the Response Center of any changes to your household or responder information.

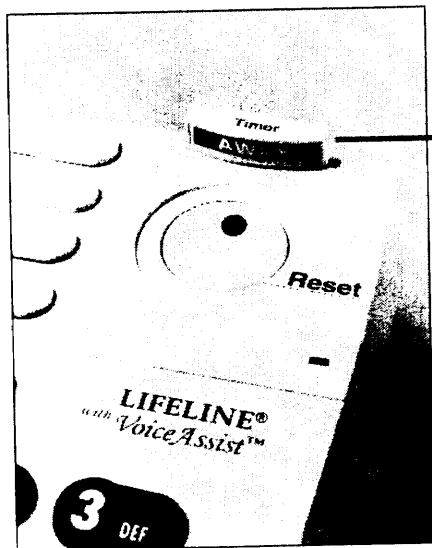
Using the Inactivity Timer (optional)

Many subscribers like the added safety offered by the Inactivity Timer feature. This feature ensures that the Response Center will automatically check on you if you fail to reset your CarePartner Telephone each morning and night. This backup safety feature will send a call for help to the Response Center and is designed specifically for emergencies when you are unable to get to the telephone or cannot press your Personal Help Button.

Reset the Inactivity Timer every day

When the Inactivity Timer is set, you must reset the timer daily. Reset the Inactivity Timer by pressing the yellow RESET button. Make pressing the yellow RESET button part of your morning and evening routine. Many subscribers reset their CarePartner Telephone each morning when they rise and each evening when they go to bed.

If you ever forget to reset the Inactivity Timer, your CarePartner Telephone will beep a 5-minute warning before calling the Response Center. VoiceAssist™ will prompt you during the warning period. If you do not need help, press the yellow RESET button to silence your CarePartner Telephone.



Set the Timer switch to the AWAY position when you leave home

If you leave your home for more than a few hours, lift the TIMER switch up to the AWAY position. This stops the timer and assures that a false "inactivity message" is not sent to the Response Center during your absence. Push the TIMER switch back to the down position when you return home.

See the Installation Manual for instructions on how to program your Inactivity Timer.

Using your CarePartner™ Telephone Features

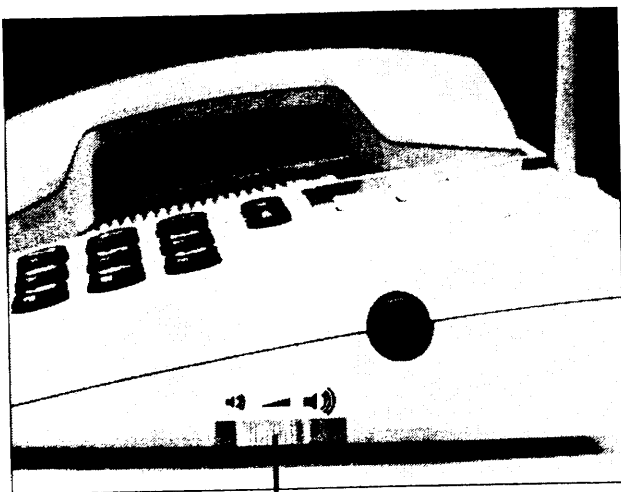


MEMORY DIAL BUTTONS
Each Memory Dial button automatically dials a stored telephone number when pressed.

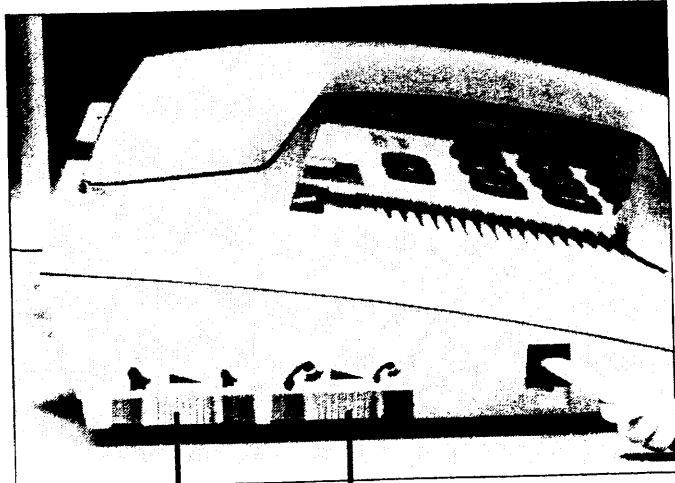
SPEAKERPHONE BUTTON
For hands-free conversation.

REDIAL BUTTON
Automatically redials the last number dialed.

KEYPAD
Oversized, easy-to-read keys. Keys light when you lift the handset or press the Speakerphone button to dial a call, and flash when the telephone is ringing.



SPEAKERPHONE VOLUME CONTROL
Speaker volume can be adjusted for listening preference.



RINGER VOLUME CONTROL
Adjusts the ringing volume.

HANDSET VOLUME CONTROL
Adjusts the receiver volume for listening preference.

■ **Volume controls**

Your CarePartner Telephone allows you to control the volume of the speakerphone, ringer, and handset. Slide the controls away from you to increase the volume and toward you to decrease the volume.

■ **Speakerphone**

The speakerphone feature allows you to make or receive calls without using the handset. To make a call, press the Speakerphone button and dial the desired number. To turn off the speakerphone and make your call private, lift the handset at any time during your conversation.

To hang up a speakerphone call, press the Speakerphone button or your Personal Help Button.

NOTE: Pressing your Personal Help Button during a speakerphone call will hang up the call only. If you need assistance press your Personal Help Button again to send a call to the Response Center.

■ **Hands-free answering of your phone — RSVP**

To answer an incoming call, press the Speakerphone button or your Personal Help Button while your telephone is ringing. To hang up a speakerphone call, press the Speakerphone button or your Personal Help Button.

WARNING! Only press your Personal Help Button to answer an incoming call **while the telephone is ringing**. If you press your Personal Help Button at any other time, it will signal your CarePartner Telephone to send a “help” call.

■ **Redial**

Your CarePartner Telephone will store the last number dialed. You can use the Redial button to call a number again after receiving a busy signal or no answer.

To redial the last number dialed, first lift the handset or press the Speakerphone button, then press the Redial button.

■ **Using Memory Dialing**

Each of the four Memory Dial buttons can store a telephone number that is up to 15 digits long. The telephone numbers stored in memory are automatically dialed with one touch of the appropriate Memory Dial button.

To call a Memory Dial number, lift the handset or press the Speakerphone button. Then press the correct Memory Dial button. To program your Memory Dial buttons, see the “To Store a Number for Memory Dialing” section in this manual.

To Store a Number for Memory Dialing

STEP 1 Leave the handset on the cradle.

STEP 2 Press the Pound (#) key.

STEP 3 Enter the telephone number to be stored. Use the Star (*) key to insert pauses (if needed).

STEP 4 Select and press one of the four Memory Dial buttons within 8 seconds.

STEP 5 Your CarePartner Telephone will quickly beep three times and announce the number programmed if you successfully completed the process.

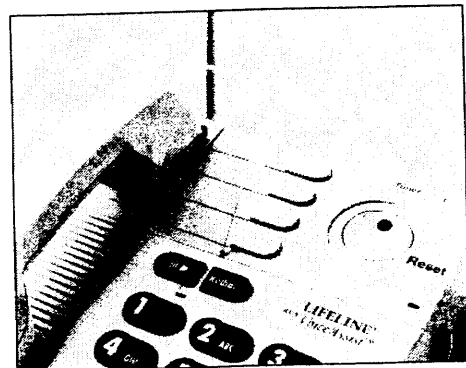
Your CarePartner Telephone will sound a continuous tone if you fail to properly complete Steps 2-4.

STEP 6 Identify each key that you program on the card located next to the Memory Dial buttons.

If you make a mistake while programming or wish to change a Memory Dial number, repeat Steps 1-6.

If you wish to erase a Memory Dial number, complete Steps 1, 2 and 4.

Note: To properly program a Memory Dial number, you should begin each step within 8 seconds of completing the previous step.



To access the Memory Dial card simply lift the clear protector up from the rear, and slide the card out of the slot.

Note: Your Memory Dial numbers will not be lost should you lose power or unplug your CarePartner Telephone.

Care and Maintenance

It is important to periodically clean and test your CarePartner Telephone and Personal Help Button.

Cleaning your CarePartner Telephone

Keep free of dust by wiping with a soft cotton cloth. If additional cleaning is required:

- STEP 1** Turn the POWER switch OFF, and unplug the AC Power Adapter from the electrical outlet. Unplug the telephone cord from the wall jack.
- STEP 2** Slightly dampen a soft cloth with a mild all-purpose cleaner and gently wipe surfaces clean. Do not use detergent or abrasive cleaners on your CarePartner Telephone.
- STEP 3** Reconnect the AC Power Adapter, reconnect the telephone cord to the wall jack, and then turn the POWER switch back ON.
- STEP 4** Test your system by pressing your Personal Help Button and speaking with the Response Center.

WARNING: Do not use spray cleaners directly on your CarePartner Telephone. Excessive moisture will cause damage.

Cleaning your Personal Help Button

Your Personal Help Button is completely waterproof, so you can submerge it in warm water for easy cleaning.

- STEP 1** Turn the POWER switch on the back of your CarePartner Telephone OFF. This ensures a false “help” call won’t accidentally go through while you are washing the button.
- STEP 2** Wash the button with a mild liquid dishwashing detergent. Rinse and dry with a soft towel. To clean your wrist strap and adjustable neck cord, wash with mild liquid dishwashing detergent. Rinse well, blot excess moisture with a towel and allow to air dry.
- STEP 3** Turn the POWER switch on the back of your CarePartner Telephone to the ON position.
- STEP 4** Test your system by pressing your Personal Help Button and speaking with the Response Center.

Some Accessories for your CarePartner™ Telephone

Your Lifeline Service Provider may be able to offer you some valuable accessories that work with your CarePartner Telephone. To inquire about these accessories, contact your Lifeline Service Provider.

The Lifeline Wireless Smoke Detector

A battery-operated smoke detector that calls for help over your CarePartner Telephone at the first sign of smoke.

Additional Personal Help Buttons

For your spouse or any additional household members.

Adaptable Transmitter™ Model AT314

Extends the benefits of Lifeline to people who are unable to press our standard Personal Help Button. Accommodates a variety of external switches that will activate your CarePartner Telephone. With these switches even individuals who do not have the use of their hands can use the Lifeline service.

Batteries and Service

Your CarePartner Telephone uses a 6V, 0.5A.h rechargeable battery which is factory installed in the battery compartment beneath the Memory Dial card on top of the CarePartner Telephone. The battery needs to be connected at all times to ensure battery back-up operation during power outages. The internal battery will provide approximately 24 hours of back-up power should your CarePartner Telephone lose AC power.

Your CarePartner Telephone battery should be replaced every three years. Contact your Lifeline Service Provider for replacement.

The Personal Help Button Battery

Each Personal Help Button has a **non-replaceable** battery. Personal Help Buttons must be replaced on or before the expiration date printed on the back of each button. It is important that you test your Personal Help Button once every month to ensure that it is working properly. For assistance, call your Lifeline Service Provider.

Service

Every CarePartner Telephone and Personal Help Button is manufactured to high quality standards. Lifeline equipment is factory serviceable only and must be serviced by Lifeline Systems, Inc. Repairs are guaranteed for 90 days from date of repair and are warranted for the balance of the initial warranty period. Should you require information on obtaining service or repairs, call your Lifeline Service Provider.

Warranty

Lifeline Systems, Seller, warrants that the product it sells is free from defects in materials and workmanship for a period of two years for the CarePartner Telephone from the date of shipment to the original customer. During the warranty period, Lifeline Systems will, at its option, either repair or replace products which prove to be defective. The repaired or replaced equipment is then warranted for the balance of the initial warranty period. Equipment which has been subject to abuse, misuse, alteration, unauthorized repair or damage as a result of Acts of God beyond the Seller's control, is not covered by the warranty. Seller shall have the right of final determination of the existence and cause of defect.

In order to obtain service under the warranty, the Purchaser must notify Lifeline Systems of any defects before the expiration of the warranty period. Upon return of any CarePartner Telephone for repair or replacement, Purchaser shall prepay any shipping charges for products returned to Lifeline Systems for warranty service and Lifeline Systems shall pay for the return of the product to the Purchaser.

The remedies provided herein are the Purchaser's sole and exclusive remedies. Lifeline Systems shall not be liable for any direct, indirect, special, incidental, or consequential damages, and in no event will liability exceed the purchase price of the product. No agent, employee, or representative of Lifeline Systems nor any other person is authorized to modify this warranty in any respect.

Troubleshooting Guide

Condition	Meaning	Possible Cause	Correction
Green POWER light is OFF.	CarePartner Telephone is not receiving power.	Power switch is off.	Check to make sure the ON/OFF power switch on the back of the CarePartner Telephone is in the ON position.
		The CarePartner Telephone is unplugged and there is either no battery or a dead battery in the battery compartment.	Make sure that your CarePartner Telephone AC power adapter is firmly plugged into the wall.
		Outlet is controlled by a wall switch.	Plug the CarePartner Telephone into an outlet that is not controlled by a wall switch.
		Power Failure. Back-up battery out of power.	Your CarePartner Telephone will work as a basic telephone until power is restored. The back-up battery will recharge when power is restored.
Green POWER light is flashing and phone has dial tone.	AC power is not available. The CarePartner Telephone is operating on back-up battery.	Loss of electrical power.	Make sure that the AC power adapter is connected to an outlet that is receiving power and is not controlled by a wall switch. Check with your electrical company to restore power.
Green POWER light is flashing and phone has no dial tone.	Telephone line is not available.	The CarePartner Telephone is not connected to the telephone line.	Make sure that the CarePartner Telephone is plugged into a working telephone jack.
		Another telephone in your house is off the hook.	Make sure that all telephones in your house are on the hook.
		Loss of telephone service.	Check with your telephone company to restore telephone service.
Yellow RESET light is ON.	System is in test mode.	The RESET button on the top of the CarePartner Telephone was pressed.	Press the RESET button to exit TEST mode. Refer to the testing section in this manual.

LIFELINE® is the
registered trademark of
Lifeline Systems. Several
US and Foreign patents
pending.

LIFELINE®

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