



LIFECONNECT ALARM AND PENDANT

INSTALLATION & TESTING GUIDE



SUPPORTING YOU AT HOME

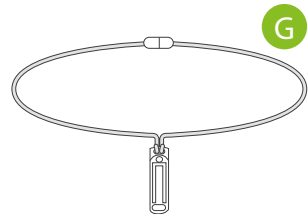
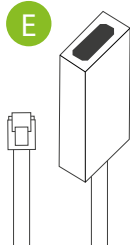
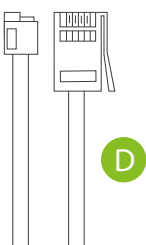
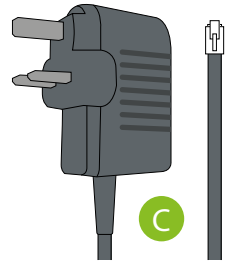
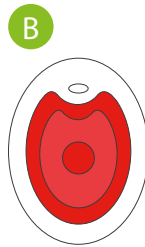
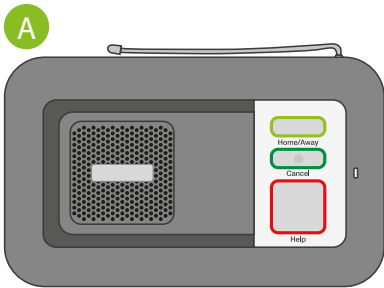
Before you start!

Please only install and test your alarm once we have processed your New Customer Form. This can be completed online at www.lifeconnect24.co.uk/welcome or by post using the booklet included with your alarm unit, if requested. 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.

For installation guide videos, visit www.lifeconnect24.co.uk/setup

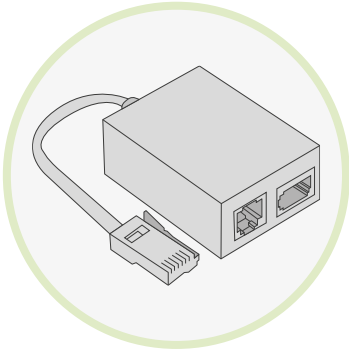
Your Equipment

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



Step 1a - Homes with broadband

For homes without broadband, please follow Step 1b on the next page.

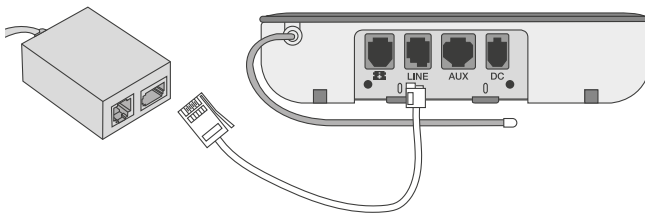


If you have broadband, you will likely have an ADSL filter already. This means you will either have two connections coming out of the wall socket (pre-filtered), or a small box filter connected to the wall socket with two connections (see image to left). One connection is for broadband, the other for the telephone line.

Keep this filter and any other broadband equipment plugged in.

First, unplug your telephone 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.

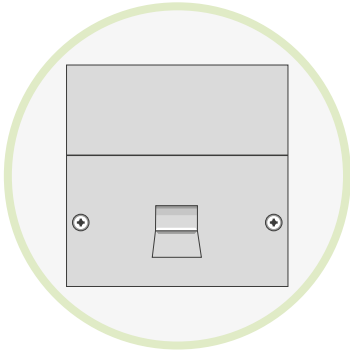


Now plug the smaller transparent end of this cable **D** into the socket labelled 'LINE' on the back of your LifeConnect alarm unit.

Go to Step 2.

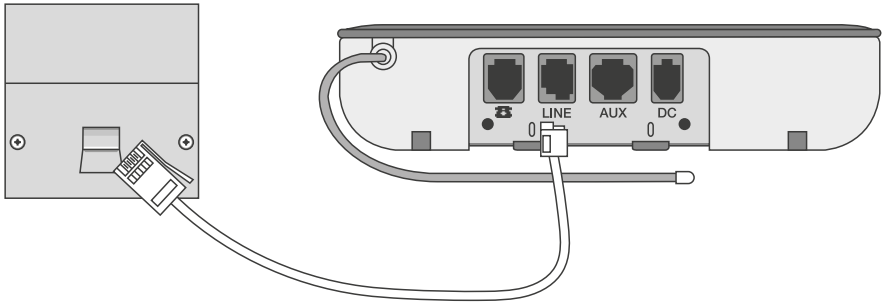
If you have a digital connection and are struggling with your install, please give us a call on 0800 999 0400.

Step 1b - Homes without broadband



First, unplug your landline telephone connection from your master telephone socket on the wall.

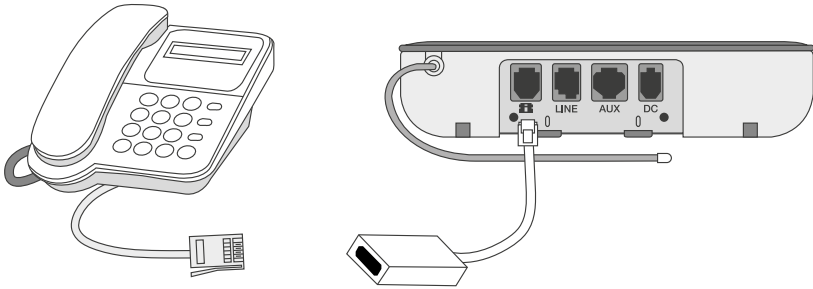
Next, plug the larger white end of the long white telephone cable **D** into your master telephone socket on the wall.




Now plug the smaller transparent end of this cable **D** into the socket labelled 'LINE' on the back of your LifeConnect alarm unit.

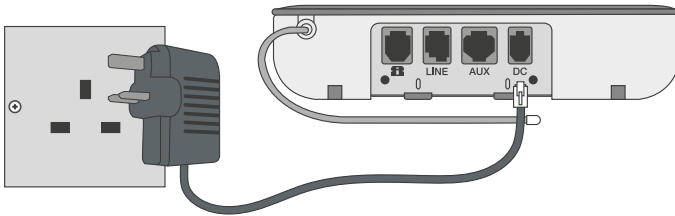
Go to Step 2.

Step 2



Plug the short white Telephone Adaptor **E** into the telephone socket labelled  on the back of the alarm unit. Now you can plug your telephone into the adaptor.

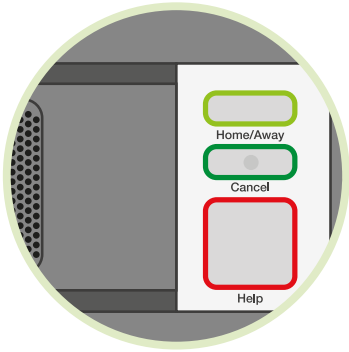
Step 3



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

Provided you've completed your new customer form, you're now ready to test your alarm. Remember to test your alarm once a month. Please move to Step 4 on the reverse.

Step 4 - Testing your LifeConnect24 Alarm



1. Alarm Test

Press the big, red, square 'Help' button on the top of the LifeConnect alarm and a member of the Response Team will answer. **Please let them know that you are testing the alarm.**



2. Pendant Test

Now press the red, oval button on your Pendant. A member of the Response Team will confirm over the loudspeaker on the base unit, that this test has been successful.



3. Range Test

Next, walk to the furthest point of your home or garden from the alarm unit. Press the Pendant button and walk back to the alarm unit. A member of the Response Team will confirm over the loudspeaker on the base unit that this test has been 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. The 'Off The Hook' test can be repeated for each phone you have, should you wish to do so.



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 and our Customer Service 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 your telephone is left off the hook, make sure you are connecting the alarm unit 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 left off the hook. You may decide that this is very unlikely, in which case you needn't worry if this test fails.

What happens if my phone line develops a fault?

The alarm does require a live landline connection 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 24/7 monitoring service 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.

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.

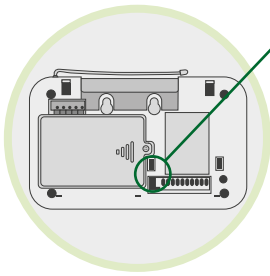
What is the Home/Away button for?

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

What happens if I have a power cut?

Your LifeConnect alarm unit has a backup battery, so it will continue to work for up to 40 hours without power. There may be a message on the loudspeaker saying 'there is no mains power'. When the power comes back on, please test the alarm by pressing your Pendant.

Please don't unplug your alarm unless absolutely necessary, as the Response Team will receive warning alarm calls each time you do.



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

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

Is my phone line compatible?

We're pleased to confirm that our alarm service is available across the UK and supports VoIP connections. VoIP services use the internet for phone calls instead of a phone line. If you have a VoIP phone line, please call as we'll need to upgrade your alarm.

REMINDER

- All alarm calls are closed down by the Response Team; you do not have to press the alarm button again to end the call.
 - If you activate the alarm by accident, do not cancel the call, just continue the call and let us know it is a false alarm.
 - Your monthly test should be done via the Pendant, not the base unit.
-

Leave us a review
on Reviews.io or
Trustpilot for your
chance to win a
year's free
monitoring



**SAVING LIVES
EVERY DAY**

Customer Service: open 24/7

Phone: 0800 999 0400

Email: info@lifeconnect24.co.uk

www.lifeconnect24.co.uk

f  @lifeconnect24

Response Team: 01603 734 422

This is the number that may call your emergency contacts in the event of an emergency and the one they may wish to return a call to.

