

TUNSTALL DIGITAL LIFELINE

HOW TO USE GUIDE

This guide is for customers and family members.
It explains how to use the Tunstall Digital Lifeline.



WHEN TO PRESS THE HELP BUTTON

Press the **red help button** if you:

- ✓ **Have a fall**
- ✓ **Feel unwell**
- ✓ **Need help or reassurance**

You do not need to be near the unit – the operator can hear you through the speaker



WEARING YOUR ALARM

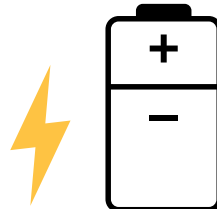
- Wear your pendant or wrist alarm **at all times**, including at night
- It is **water-resistant** and can be worn in the shower, but do not wear in the bath
- Do **not** leave your alarm on a table or in another room

TESTING YOUR ALARM

- Test your alarm **once a month**
- Choose an easy date to remember, such as your birthday
- Always tell the operator it is a **test call**



IF THERE IS A POWER CUT



- The lifeline has a **back-up battery**
- It will continue to work for up to 72-hours
- When power returns, it will recharge automatically

IF THE UNIT BEEPS OR SHOWS WARNING LIGHTS

This may mean:

- Power has been unplugged
- Low battery
- Network issue

 ***Please contact us if this happens***



IMPORTANT TIPS

- Do not unplug the unit
- Do not move it without telling us
- Keep it clean and dry

.....

NEED HELP?

If you are unsure or something is not working:

- Please contact us on **0300 333 2222**
- We recommend you keep this guide near the lifeline unit

