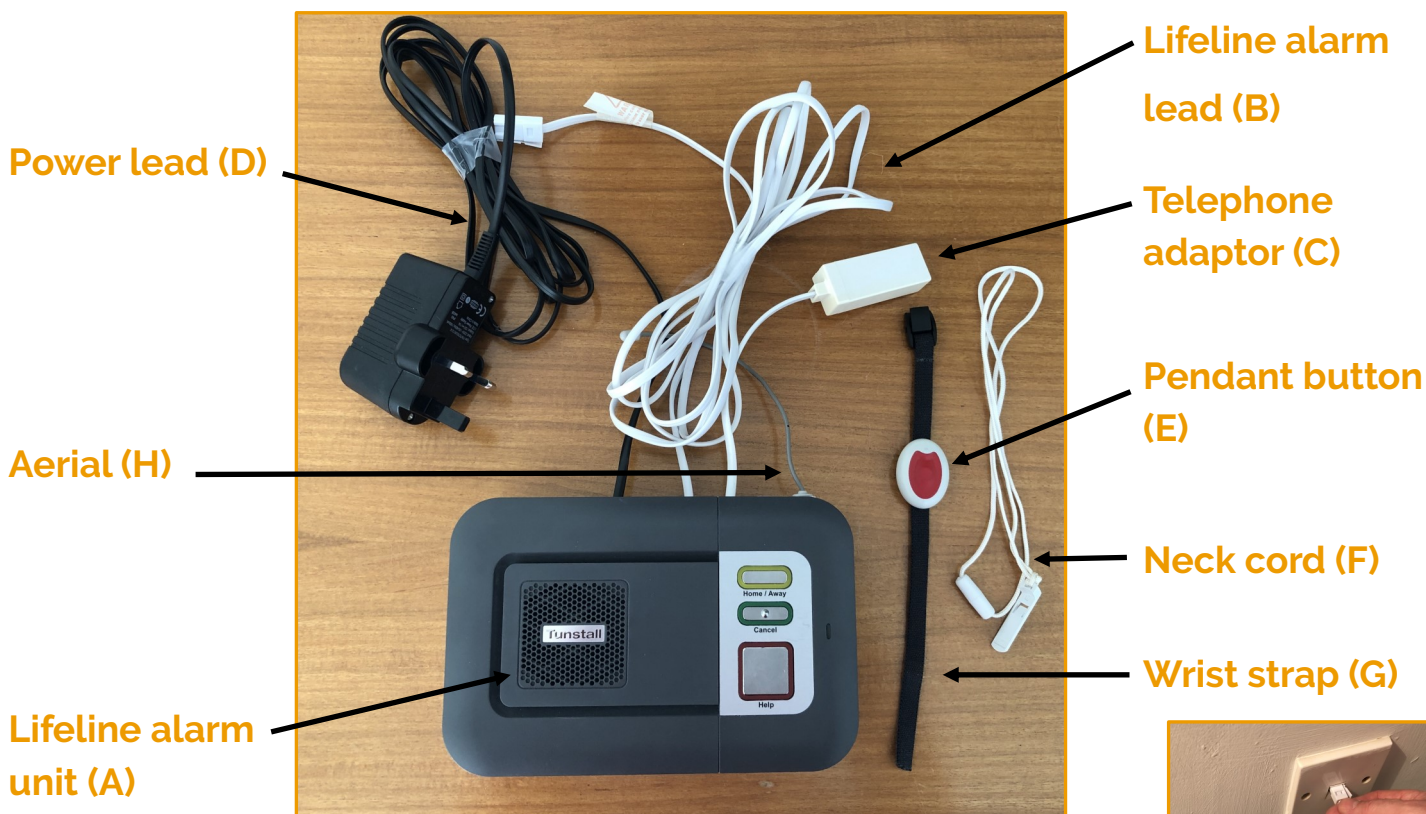**Mole Valley Life**
INDEPENDENT

Your
Lifeline Alarm
Self-Install Guide

Your Lifeline Alarm Self-Install Guide

With easy to follow instructions and diagrams, this step-by-step guide has been written by our expert technicians to enable you to set-up your Lifeline alarm quickly and easily at home.

Should you need it, an instructional video is also available on our website **www.molevalleylife.co.uk/lifeline-alarm-self-install-guide/**

Your Lifeline Alarm

Power lead (D)

Aerial (H)

Lifeline alarm unit (A)

Lifeline alarm lead (B)

Telephone adaptor (C)

Pendant button (E)

Neck cord (F)

Wrist strap (G)

ADSL filter (H) *not supplied

Homes with Broadband (Wi-Fi)

If your home has broadband (wi-fi) installed, you will need to check that you have an ADSL filter (H) fitted to every telephone socket that has equipment plugged in.

Many of the newer telephone installations have new master sockets with two outputs. One is a smaller square socket, which is for the broadband router cable. The second socket is a phone socket, which the Lifeline alarm lead (B) will go into.
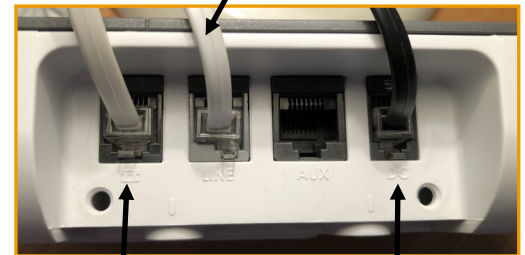
If the telephone socket has only one output then an ADSL filter (H) must be fitted and your Lifeline alarm lead (B) plugged into the phone socket of the filter. Most Broadband routers are supplied with two of these filters, so please check the box your router was delivered in.

Step-by-Step Installation

Before unpacking your Lifeline alarm, it is advisable to firstly choose where it will go. Your Lifeline alarm unit must be located near a telephone line and a power socket. It is also recommended that your Lifeline alarm unit is positioned on table/ sideboard to allow for easy access and that any loose cables are secured to avoid potential trip hazards.

Lifeline alarm lead (B)

1/ Check all leads are plugged into the correct outlets on your **Lifeline alarm unit (A)**.

Telephone adaptor (C)   **Power lead (D)**

2/ Disconnect your telephone lead from your telephone socket.

3/ Connect your Lifeline alarm lead **(B)** to your telephone socket.

4/ Connect your telephone lead to your telephone adaptor **(C).**

5/ Plug your power lead **(D)** into your power socket and switch it on. Your Lifeline alarm unit will initialise and after a minute or so, the red help button light will become a constant red and the button next to the cancel button will be constant green. Your alarm is now ready to be tested.

6/ To test your Lifeline unit, press your pendant button **(E)**. Your Lifeline alarm unit will tell you that an emergency call is in process and shortly thereafter, you will be in direct communication with Mole Valley Life's Alarm Receiving Centre (ARC). Mole Valley Life's ARC Operator will confirm your details and activate your account.

Your Lifeline alarm is now set-up, ensuring that should you require assistance, Mole Valley Life will be here for you at the touch of your Lifeline alarm button, 24 hours a day, 7 days a week, 365 days a year.

Trouble Shooting

1/ Connection issues

Please check that all the leads are firmly plugged in **(B, C and D)** and that the Lifeline alarm lead **(B)** is connected to the telephone socket and that your telephone lead is plugged into the telephone adaptor **(C)**.

Check your telephone for a dial tone. If there is no dialling tone then the line configuration is incorrect. Please check that all lines are correctly installed by referring to the step-by-step installation guide.

2/ Lights on your Lifeline alarm unit (A)

There are 3 buttons on the Lifeline alarm unit **(A)**.

The light next to the cancel button on the Lifeline alarm unit **(A)** should always be green, if it is red this could mean a call is going through, or there is a fault with the Lifeline alarm unit **(A)**. If there is a fault please see section 3.

3/ Announcements coming from your Lifeline alarm unit (A)

Announcements will occur when the power or phone line to the Lifeline alarm unit **(A)** are not working.

a/ If the Lifeline alarm unit (A) is announcing no power

Check that the Lifeline alarm unit **(A)** is plugged in and switched on via the power lead **(D)**. Also check the extension cable if one had been used.

In the event of a power cut the battery backup will work for 48 hours. To stop the announcements during this period you can press the green cancel button.

Once power is back up and running the announcements should stop.

b/ If the Lifeline alarm unit (A) is announcing no phone line

Refer to the step-by-step self installation guide and diagrams to check that all cables are plugged in correctly. If they are, this may mean that the phone line is down and you will need to contact your telephone provider.

The Lifeline alarm unit **(A)** will keep announcing that there is no phone line until the line is working. If your phone line is not operational it is important to note that your Lifeline alarm will also not be working until such time as your phone line is reconnected. To stop the announcements for a few hours you can press the green cancel button.

For further help or support:

📞 **0300 123 7718**

🖥 **www.molevalleylife.co.uk**

Mole Valley Life is brought to you by

TSA Quality Standards Framework
Accredited Organisation

MoleValley District Council

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