

Lifeline

Lifeline Program Partner Training

August 2024

Agenda

- On The Go – new models
- On The Go Mini
- Smartwatch
- Cellular Communicator - Assure
- Equipment Order Form





On The Go – New Models

On the Go

OTG New model distributed based on inventory starting 9/2024

Key differences:

- Grey color – button and neck cord
- Speaker design
- No hidden off-button
- Power off
 - Press “Help Button” 3 times
 - Your device will announce, *“Device is powering off. Please confirm by pressing and holding the Help button now”*. Device will announce *“Powering off confirmed, Goodbye.”*
 - If not pressed again within 10 seconds, Device will announce *“Power Down Cancelled”*.



New model distributed based on inventory starting 9/2024

On the Go

Designed to provide peace of mind, On the Go mobile is versatile, small, and easy to use delivering 24/7 fast access to help at the press of a button – both in and outside the home



New model distributed based on inventory starting 9/2024

Key features:

- 4G LTE Cat1 device delivers a faster wireless communication speed and keeps users connected without the need of a cellular contract or landline service
- GPS and Wi-Fi location technology enables us to send assistance to the users' exact location
- Built-in speaker allows users to speak directly to a Trained Care Specialist when assistance is needed
- Long-lasting battery life reduces the need for daily charging - 4 to 6 days
- Waterproof pendant can be safely worn in the shower or tub
- Optional fall detection automatically connects to the response center, even if the user cannot press the help button

What's Included In The Box

- Mobile Device
- Charging Cradle
- Belt Clip
- Neck Lanyard
- Quick start guide



Mobile Device



Charging Cradle



Belt Clip



Neck Lanyard

System Overview



On the Go – Set Up

Set Up:

- Plug charging cradle into outlet that is not controlled by a light switch
- Place the device in the cradle, unit will announce “Charging”
- The LED light will be flashing **RED** and constantly flashing **BLUE**
- The device has adequate charge on the cradle when the LED turns solid **RED**
- When removed from charging cradle
 - Light will flash **BLUE** intermittently; once every 5 seconds

Turn Off:

OTG MyConnect has 2 options to power down the device

1. Press “Battery Test” button 3 times
 - Your device announces, *“Device is powering off. Please confirm by pressing and holding the Battery Test button now”*. Device will announce *“Powering off now, Goodbye.”*
 - If not pressed again within 10 seconds, Device will announce *“Power Down Cancelled”*.
2. Looking at the front of the device, on the left side there is a hidden button, pressing the button once will power off myConnect – no verbal indicator

OTG Micron

- Press “Help Button” 3 times
 - Your device will announce, *“Device is powering off. Please confirm by pressing and holding the Help button now”*. Device will announce *“Powering off confirmed, Goodbye.”*
 - If not pressed again within 10 seconds, Device will announce *“Power Down Cancelled”*.

Turn On:

- First Way: Place device into the powered charging cradle
- Second Way: Press the help button down until the LED lights up PURPLE, this turns the device on but does not place a call
 - After powering up unit will announce current battery state.
 - Battery OK, Battery Low, or Charging if on a powered charging cradle

On the Go Installation

Prior to Arriving at Subscriber Home

- Assign device to subscriber

At Subscriber's Home

- Setup device
 - Confirm cellular signal via intermittent flashing **BLUE** LED
- Place a call with the Help button
 - Confirm subscriber information
- Educate the subscriber on the device
 - Instruct the subscriber to regularly test their device
 - Walk them through a test
 - Explain the suggested daily charging procedure
 - Explain how to cancel an accidental fall detection call
- Complete paperwork as needed
 - Update information in Partner Portal

OTG MyConnect – MT01- XXXXX

OTG Micron – MC05 - XXXXX

CS# to add to the Portal
(assign the device)

Number is on the box or
the back of the device



Lifeline

Status Light Chart

Battery Status

- Confirm battery status, press the battery test button
- Device will announce *“Battery Low”* or *“Battery Okay”*
- Device is designed to be on at all times

LED Light	What it Means	What you should do
SOLID RED LIGHT	Fully Charged	Remove from charger
FLASHING RED LIGHT	Charging	Leave the button on the charger until the LED light turns solid red.
SOLID BLUE LIGHT	Placing a call to ERC	Wait to connect to Response Center.
FLASHING BLUE LIGHT	Normal Operation	Press the button to make a call when needed.
ALTERNATING BLUE & RED FLASHING	Low Battery	Place the Button on the Charger
NO LIGHT	Device Battery is Depleted or Powered Off	Place the Button on the Charger

Status Light Chart

Battery Status

- Confirm battery status, press the battery test button
- Device will announce “*Battery Low*” or “*Battery Okay*”
- Device is designed to be on at all times

<u>Status Light Chart</u>		
Status Light	Definition	Visual
Solid Red	Fully Charged	
Flashing Red	Charging	
Solid Blue	Placing a Call	
Flashing Blue	Normal Operation	
Alternating Blue & Red Flashing	Low Battery. Place in charging cradle	
No Light On	Device needs to be charged, or the device has been powered off	



On The Go Mini

On the Go Mini

On the Go Mini is our sleekest, most compact, lightweight and easy to use mobile offering that helps maintain independence by providing around-the-clock access to help at the press of a button.

Key features

- **Embedded GPS and Wi-Fi location technology** – enables us to deliver the help needed, no matter where the user is located
- **Two-way voice communication** – allows users to speak directly with a trained care specialist through the built-in speaker and microphone
- **Optional fall detection technology** – automatically detects falls and connects to our response center, even if the user cannot press the help button
- **Waterproof pendant** – can be safely worn while showering or bathing
- **Operates over the cellular network** – therefore, does not require a mobile or landline service
- **24-hour response center**– staffed with Trained Care Specialists who dispatch help or summon family or loved ones



On The Go Mini

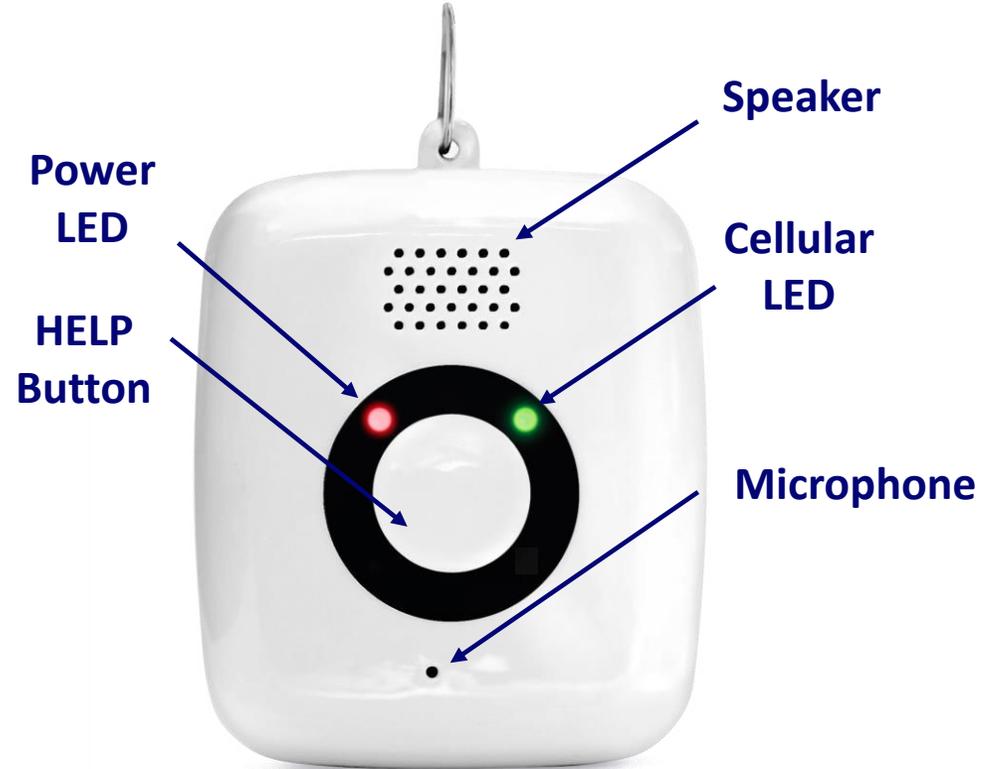
Specifications

- Two LED lights for battery and cell status
- 300 mAh Lithium Polymer battery
- Weight 1.0 oz
- Smaller Size (2.0'' x 1.6'' x 0.6'') (50mm x 42mm x 16mm)
- 1W speaker and MEMS microphone (High-fidelity microphone and speaker)



On The Go Mini Overview

Front of the Device



Back of the Device



On The Go Mini – Set Up

Set Up:

- Plug charging pad into outlet that is not controlled by a light switch
- Place the device on the charging pad. The LED light will turn solid **RED** and will announce ***“Your device is now charging”*** and the LED light on the charging pad turns purple or blue
- When the device has adequate charge and is connected to the cellular network, it will announce: ***“Your device is now ready. If you need to place an emergency call, please press and hold the HELP button now.”***
- You will know the device is fully charged when the LED light turns solid **GREEN**

Turn On:

- Press and hold HELP button for 1 second or place it on charging pad
- The first time you turn it on, it may announce ***“Hello. It is time to test your system to make sure it’s working properly. Please press and hold the HELP button for one second now.”***

Turn Off:

- Quickly press and release the HELP button **3 times**. The device will announce ***“Device is powering off. Please confirm by pressing and holding the Help button now.”***
- Confirm by pressing and holding again

Installation - On The Go Mini

Prior to Arriving at Subscriber Home

- Assign device to subscriber
- Helpful to charge the device for set up

At Subscriber's Home

- Setup device
 - Confirm cellular signal via SOLID GREEN LED
- Place a call with the Help button
 - Confirm subscriber information
- Place device on the charging pad or charging unit
 - Charging pad - educate them on the importance of the placement and the visual indicator that the device is charging
- Educate the subscriber on the device
 - Instruct the subscriber to regularly test their device
 - Explain the suggested daily charging procedure
 - Review the cancel a call option when a call is made
- Complete paperwork as needed
 - Update information in Partner Portal



New Charging Unit



Lifeline

On The Go Mini Charging Pad Instructions

✘ Incorrect ✘



Power LED

No Light = Device Not Charging

Green LED

Pad Has Power

Purple/Blue LED

Device Is On Pad Properly

✔ Correct ✔



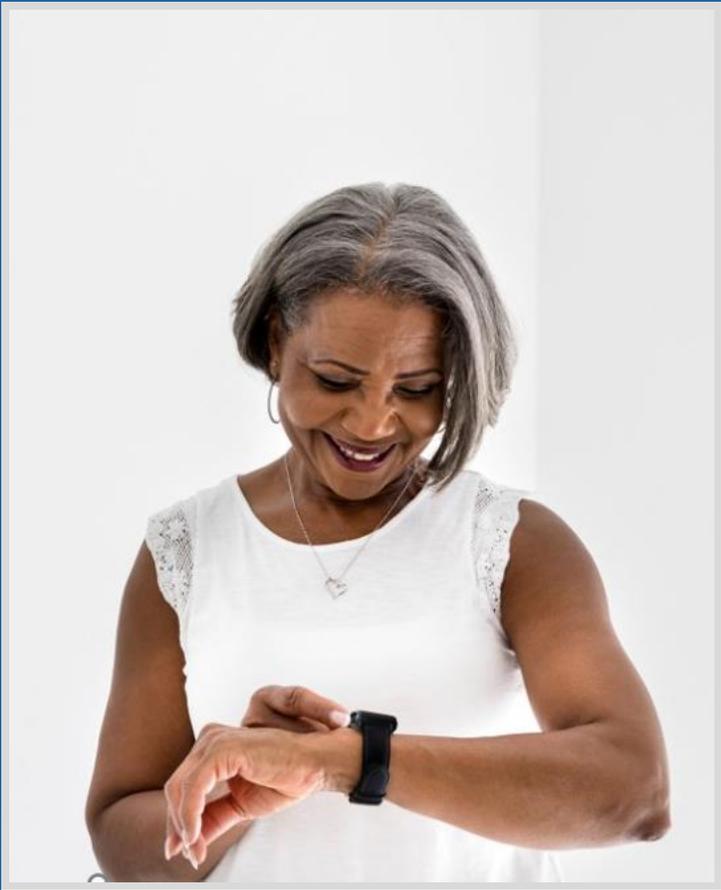
**4"
Diameter**

On The Go Mini Status Light Chart

LED	Announcement	What this means	What you should do
Solid Red	<i>"Your device is now charging."</i>	Device is connected to the charger.	Leave on charger until battery is charged and the LED is green.
Blinking Red	<i>"Your device battery is low. For your protection, please place your device on the charger now."</i>	Your battery is critically low.	Place device on charger as soon as possible.
Solid Green	<i>"Your device is now ready."</i>	Your device is fully charged.	Press the HELP button if you need assistance.
Blinking Green		Your device has adequate charge and is looking for cellular connection.	Wait. If this continues, move to another location with better cellular coverage.



Smartwatch



Lifeline Smartwatch

The Smart Way to Stay Active and Independent

- Lightweight wrist-worn wearable device
- Easy to use interface featuring large icons

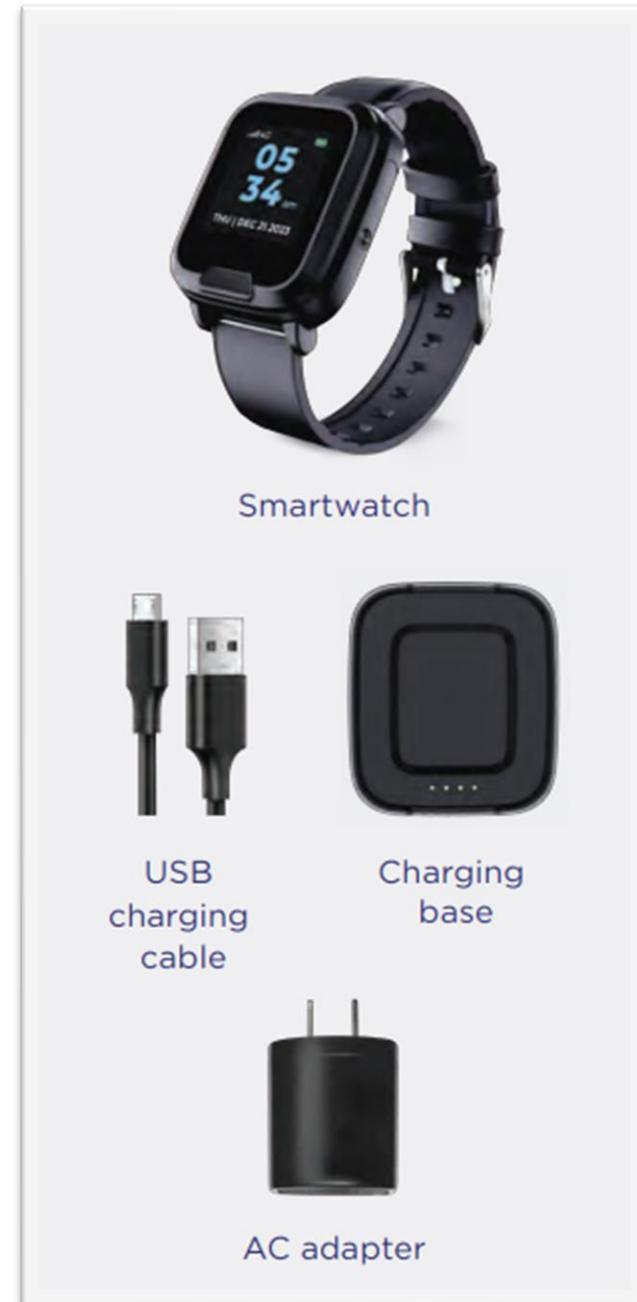


Key features:

- 24/7/365 access to assistance
- Built-in microphone and speaker for clear, two-way communication
- GPS and Wi-Fi location technology
- Advanced motion and health sensors support mobility and track step count
- Heart rate monitor to measure heart rate anytime, day or night
- Long lasting, rechargeable battery up to 72 hours
- 4G LTE Cat1 technology keeps users connected without the need of a cellular contract or landline service
- Automated voice prompts provide confirmation when the help button is pressed and alerts users when it's time to recharge the battery
- Waterproof design can be worn while showering or bathing

What's Included In The Box

- Smartwatch
- USB charging cable
- Charging Base
- AC adapter
- Quick start guide



Smartwatch Dimensions

Hypoallergenic silicone wristband weighing 2oz.
Replacement watch bands available
Lightweight at only 1.34 oz – 2 oz with wristband



Smartwatch Overview

Main touchscreen displaying



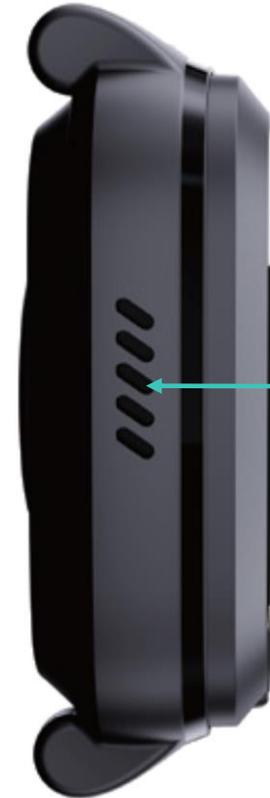
Microphone

HELP Button

Charging Connector



Heart Rate Sensor



Speaker

Powering Smartwatch On/Off

Power On

- Press and hold the Help Button until the Smartwatch powers on



Power Off

- Swipe until you see the Power Off screen, press Power Off on the touchscreen



Smartwatch Screens



When the Smartwatch is turned on, the brand splash screen appears

The default home screen displays the time, date, and battery information

Swipe left or right to view all available functions

Smartwatch Activating an Alarm



Activating an Alarm

- Press and hold the Help Button for 3 second
- Smartwatch announce *“Your help call is in progress...”*
- The message repeats 3 times, during this time the wearer can cancel the call by pressing the Help Button or tapping the X on the touch screen
- If not canceled the call is delivered to the response center

Smartwatch Screens



Heart Rate measurement

- Select heart rate
- After several seconds, the screen will display your heart rate

Note: if the Smartwatch is unable to measure the heart rate due to movement, a message will display to keep still

Smartwatch Screens



Steps Counter

- Steps are counted and visible with a quick swipe to the Walk screen
- Tap to display number of steps for the day
- Steps will reset at 12:00 am

Smartwatch Screens



Settings

System

- About the watch
- Notification indicator – ring or haptic

Display

- Brightness
 - Brightness levels 1 to 10
- Screen off – length of time the screen stays on before going dark
 - 10 seconds to 2 minutes
- Tap to display / click help button
 - Option how to “Wake up” the screen
 - Slider On (to the right/blue background)
 - Tap the screen to wake up
 - Slider Off (to the left/ gray background)
 - Press the help button to wake up

Language

- At launch English only, additional language options with future releases

Charging The Smartwatch

- Connect the USB cable to the charging base and into the AC adaptor
- Plug into a power outlet not controlled by a light switch
- Place the Smartwatch onto the charging base *you will hear voice confirmation*
- Fully charge the battery daily or when battery is low



Note: The Smartwatch battery is not removable

Battery Charge Light Variations

Green Battery

- 100% charged

White Battery

- 21% to 99% charged

Red Battery

- 20% or less charged



Smartwatch Set Up

Set Up:

- Plug charging base elements into an outlet that is not controlled by a light switch
- Place the Smartwatch on the charging base, Smartwatch will boot up and show the brand screen
- The Smartwatch after booting up will state; “Your watch is charging”
- Outer circle indicates current battery life
- Remove from charging base and tap screen.
 - Confirm proper cellular signal at top left
 - Note battery level at top right

Turn Off:

- Slide the touch screen to the “Power Off” screen
- Tap “Power Off” – tap again when instructed; “Please press again to turn off”, to confirm
- “Shutting down...” screen appears & device states “Your watch is turning off”

Turn On:

- Automatic
 - Place the Smartwatch on the powered charging base
- Manually
 - Press and release the Help Button.
 - Brand screen will appear confirming the Smartwatch has been powered up

Installation Smartwatch

Prior to Arriving at Subscriber Home

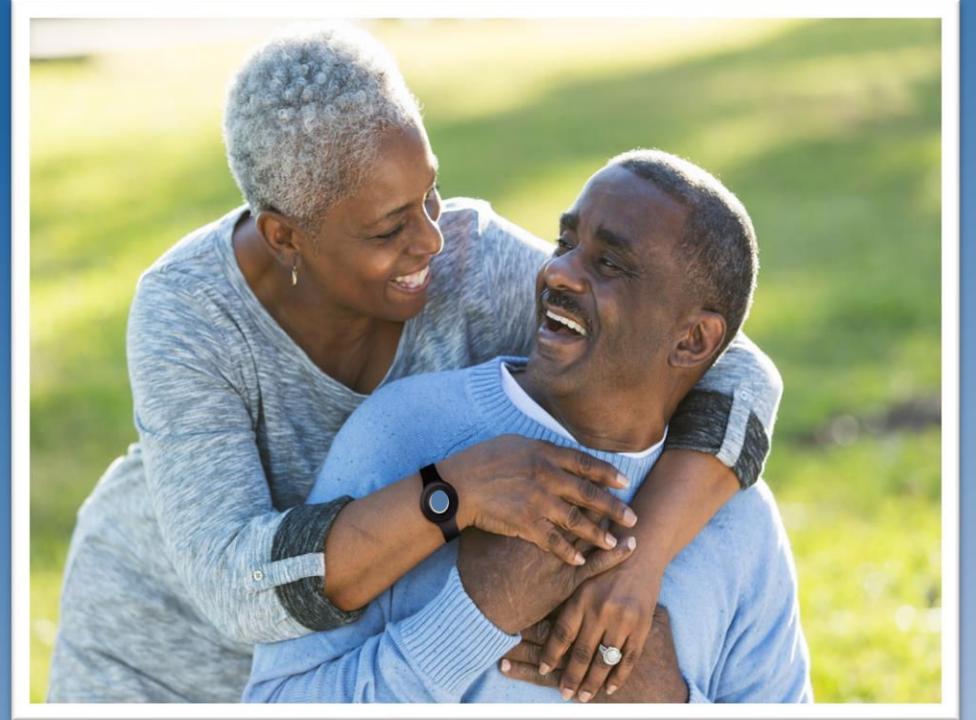
- Assign device to subscriber

At Subscriber's Home

- Setup device
 - Confirm proper cellular signal
 - Remove Smartwatch from the charging base
 - Tap the touchscreen and note the current cellular signal at the top left
- Place a call with the Help button on the charging base
 - Confirm subscriber information
- Educate the subscriber on the device
 - Instruct the subscriber to regularly test their device
 - Walk through a test
 - Suggest daily charging procedure
 - When appropriate, review set up options for the Smartwatch
- Complete paperwork as needed
 - Update information in Partner Portal



Cellular Communicator Assure

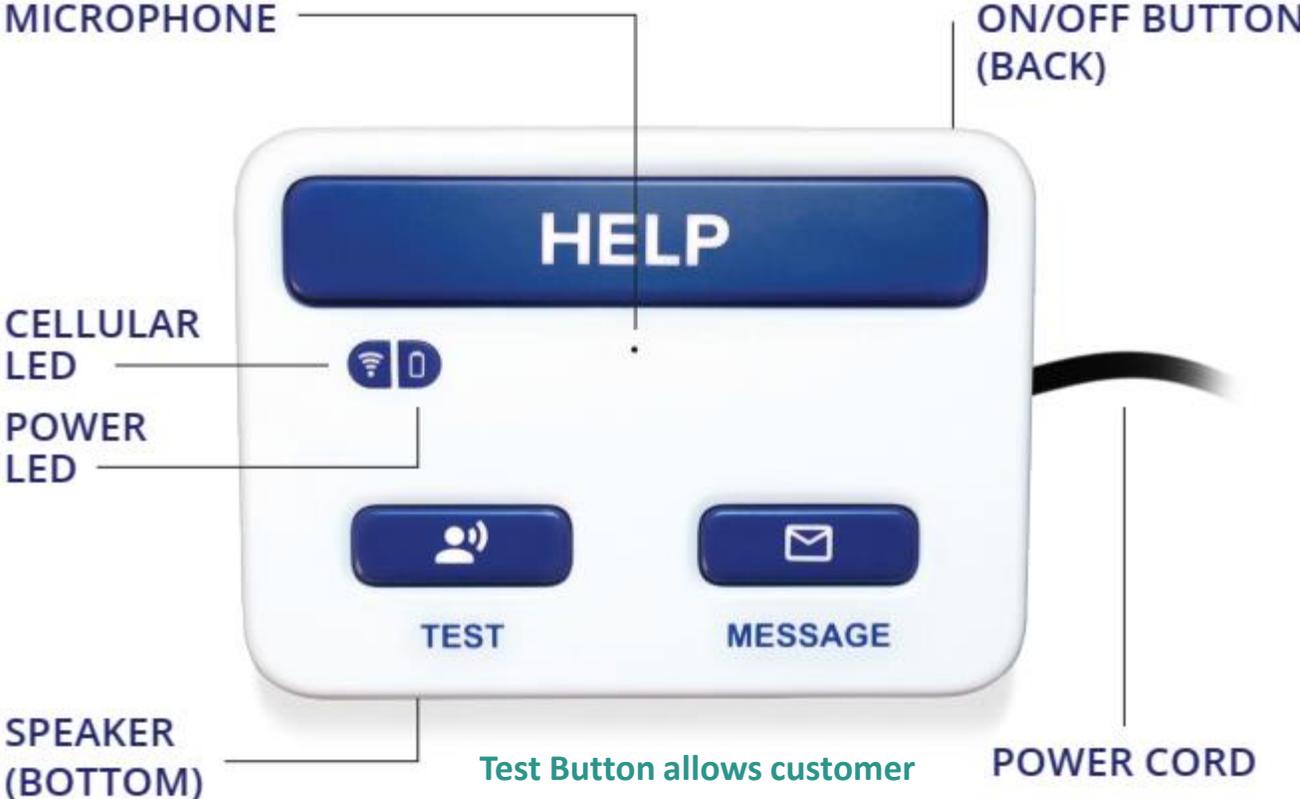


System Overview

- ~500 ft. range to base unit
- Two-way voice communication
- Illuminated buttons for enhanced visibility at night
- Large HELP button for quick access to emergency response center
- Back up battery up to 30 hours
- Operates on the AT&T 4G cellular network
- Test button performs a live test
- Message button can be programmed by Lifeline with messages as needed
- Water-resistant buttons; designed to be worn in the bath or shower
- Optional fall detection pendant
- Pair up to 8 buttons
- No system range test



Cellular Communicator - Assure



Test Button allows customer to test their communicator without calling the ERC



What's In The Cellular System Box?



Communicator



1 Button with Option to Wear on Neck or Wrist



Fall Detection Pendant



User Manual

Assure Features

Canceling an Emergency Call

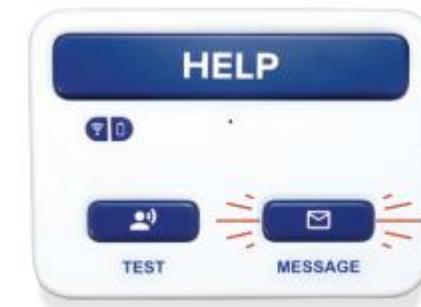
- Follow the voice prompts to cancel the call by pressing the HELP bar
- If they were unable to cancel the call in time, the call will go through to the ERC and the customer can tell the PRA that the button was activated in error

Performing a test call

- Press the TEST button located on the front of the communicator
- There will be a beep after pressing the test button and an announcement gives the customer the opportunity to cancel the test
- A recording will ask for the name of the customer to test the audio
- The recording will then play back the name allowing the customer to confirm the volume on their communicator

Message Button

- The message button can be programmed with messages from Lifeline to the customer
- The message button will flash to indicate that there is a message waiting
- Once played, the message will stay in memory for 30 minutes then it will be deleted



Pairing HomeSafe Cellular Buttons

Pairing instructions

- Press and hold the **TEST** and **MESSAGE** buttons down until the device announces “Pairing”
- Press and hold the button to pair until device announces, “Pairing complete”

Notes about pairing:

- Only one button can be paired at a time. To pair additional buttons, repeat steps above
 - Pairing process for multiple buttons does not require continuously holding down the Test and Message buttons
- Device must have A/C power and sufficient cellular signal to successfully pair buttons
- Buttons cannot be cleared via the device – call Service team



1

Press and Hold Test and Message buttons until the device announce pairing



2

Press and hold the button to pair until device announces, “Pairing complete”

Lifeline Equipment Pairing

Lifeline Home Systems Overview & Equipment Pairing

<p>HomeSafe Landline (6900)</p>		<ul style="list-style-type: none"> • 324PHB/324PHW • 312PHB 		
<p>HomeSafe Landline with Fall Detection (6900)</p>		<ul style="list-style-type: none"> • AAHB/FD100 • 312FD 		
<p>HomeSafe Wireless (7200C)</p>		<ul style="list-style-type: none"> • 7000PHB/7000PHW • 917PHB 		
<p>HomeSafe Wireless with Fall Detection (7200C)</p>		<ul style="list-style-type: none"> • 7000AHB • 917FD 		
<p>HomeSafe Cellular (Assure)</p>		<ul style="list-style-type: none"> • 906PHB • 906FD 		

Lifeline Mobile Systems Overview			
On the Go		<ul style="list-style-type: none"> • AHN1118 • VNH1118 	<ul style="list-style-type: none"> • AT&T • Verizon
On the Go		<ul style="list-style-type: none"> • MICRON 	<ul style="list-style-type: none"> • AT&T
On the Go Mini		<ul style="list-style-type: none"> • MININK 	<ul style="list-style-type: none"> • AT&T
Smartwatch		<ul style="list-style-type: none"> • SMRTW1 	<ul style="list-style-type: none"> • AT&T

Lifeline Equipment Order Form

Completing Lifeline Hardware Order form

- Step 1: Enter program Code into cell C3. This should be the program code you want to order the equipment for
- Step 2: After Shipping address auto populates, please confirm it is accurate.
If it is not correct, please manually correct on order form, and let your Account manager know the details of the update.
- Step 3: Once you have completed filling out your order form, save to your laptop. Recommended file name:
Program Code_ Date of order (IE: PL001_042524)
- Step 4: Start in cell C19 and select from the drop down: Landline Communicator, Azzure Wireless, PHBS, Fall detection etc.
- Step 5: In Cell E19 – enter Quantity of devices ordering
- Step 5a: If you are ordering communicators, select from drop down which buttons you want with communicators. You only need to fill in PHB Type if ordering communicators.
- Note: if you are ordering 5 total communicators and want (3) with PHB and (2) with Fall detection, you will need to enter the order using 2 rows. One with (3) communicators with PHBs and in next row, (2) communicators with Fall detection.
- Step 5b: if there is an item you are looking to order that does not appear in the drop down, rows 32 – 35 can be used for a “write in” item. Part numbers are listed in the tab “Current Part #”, but do not hesitate to reach out to your account manager with any questions.
- Step 6: Review completed order form and **SAVE**
- Step 7: In Row 2 – click on the hyper link “ Click link to send order form to Lifeline Program Services and Lifeline Order Management. The link should open an outlook email with the emails populated, and subject of “RE: Equipment Order”

PSF LIFELINE ORDER FORM

[Click link to send order form to Lifeline Program Services and Lifeline Order Management teams](#)

Program Code:	PL001	Ship to Information		Mail or Fax Order form to:	Lifeline Internal Use Only
Program Operating Model	PSF	Name\Attn:			S.O#:

- Attach the saved document to the email and it is recommended that the body of your email highlights any specific details.
- Step 8: Send Email

Lifeline Base Program Order Form

Note:

Pink shading for PSF program (rental model)

Light blue for LMS (Purchasing Program)

Enter Program Code in Cell C3

LIFELINE ORDER FORM									
Click link to send order form to Lifeline Program Services and Lifeline Order Management teams									
Program Code:		Ship to Information		Mail or Fax Order form to:			Lifeline Internal Use Only		
Program Operating Model		Name\Attn:		Lifeline Systems, Inc ATTN: Order Management 310 Seven Springs Way, Suite 300 Brentwood, TN 37027			S.O#:		
Type of Order		Shipping Address:					S.O. CAT:		Entered By:
Contract Pricing	NO	Shipping Address 2:		FAX: _____			Date:		
Program Name:		Shipping City, State:		Email: dg_llus_ordermanagement@lifeline.com			Territory Rep:	#N/A	
Order Date:	04/24/24	Shipping Zip:		PRICING VALID OFFER DATE: 5/25/2024			Territory Number:	#N/A	
Program Contact Person:		Phone Number:		Additional Notes:			Account Mgr Email	#N/A	
Program Phone Number:		EMAIL FOR NOTIFICATIONS					Account Mgr Cel #	#N/A	RA Number:
PO Number: <small>*(PSF use last name of Authorizer)</small>									

*For orders over \$7500, A signed Order Form **AND EITHER** a Signed Original PO or Signed Letter of Intent on Organization letterhead is required

PSF LIFELINE ORDER FORM									
Click link to send order form to Lifeline Program Services and Lifeline Order Management teams									
Program Code:	PL001	Ship to Information		Mail or Fax Order form to:			Lifeline Internal Use Only		
Program Operating Model	PSF	Name\Attn:		Lifeline Systems, Inc ATTN: Order Management 310 Seven Springs Way, Suite 300 Brentwood, TN 37027			S.O#:		
Type of Order	PSF_Equipment	Shipping Address:	200 Donald Lynch Blvd. #300				S.O. CAT:		Entered By:
Contract Pricing	NO	Shipping Address 2:	Marlboro	FAX: _____			Date:		
Program Name:	Lifeline Test	Shipping City, State:	MA	Email: dg_llus_ordermanagement@lifeline.com			Territory Rep:	David Maniscalco	
Order Date:	04/24/24	Shipping Zip:	01752	PRICING VALID OFFER DATE: 5/25/2024			Territory Number:	124	
Program Contact Person:		Phone Number:	508-864-2215	Additional Notes:			Account Mgr Email	david.maniscalco@lifeline.com	
Program Phone Number:		EMAIL FOR NOTIFICATIONS					Account Mgr Cel #	508-864-2215	RA Number:
PO Number: <small>*(PSF use last name of Authorizer)</small>									

*For orders over \$7500, A signed Order Form **AND EITHER** a Signed Original PO or Signed Letter of Intent on Organization letterhead is required

- Confirm your program data is correct:
- Model PSF vs LMS
- Shipping address
- Your rep's contact information should appear in lower right corner

Lifeline Base Program Order Form – Flow Chart

LMS LIFELINE ORDER FORM			
Click link to send order form to Lifeline Program Services and Lifeline Order Management teams			
Program Code:	PL002	Ship to Information	
Program Operating Model	LMS	Name\Attn:	
Type of Order	LMS_Equipment	Shipping Address:	201 Donald Lynch Blvd. #300
Contract Pricing	NO	Shipping Address 2:	Marlboro
Program Name:	Lifeline Test	Shipping City, State:	MA
Order Date:	04/24/24	Shipping Zip:	01752
Program Contact Person:		Phone Number:	508-864-2215
Program Phone Number:		Additional Notes:	
PO Number: <small>*(PSF use last name of Authorizer)</small>		EMAIL FOR NOTIFICATIONS	
		Mail or Fax Order form to:	
		Lifeline Systems, Inc ATTN: Order Management 310 Seven Springs Way, Suite 300 Brentwood, TN 37027	
		FAX: _____	
		Email: dg_llus_ordermanagement@lifeline.com	
		PRICING VALID OFFER DATE:	5/25/2024
		Lifeline Internal Use Only	
		S.O#:	
		S.O. CAT:	
		Entered By:	
		Date:	
		Territory Rep:	David Maniscalco
		Territory Number:	124
		Account Mgr Email	david.maniscalco@lifeline.com
		Account Mgr Cel #	508-864-2215
		RA Number:	

*For orders over \$7500, A signed Order Form AND EITHER a Signed Original PO or Signed Letter of Intent on Organization letterhead is required

- This is a LMS program blue shading
- If you have a new shipping address, or need to correct the shipping address that is listed – you can type in the correct one, but please let your Account Manager know so the order form can be updated.



Lifeline Base Program Order Form

Program Phone Number:		Additional Notes:	PRICING VALID OFFER DATE:	5/25/2024	Account Mgr Email	
PO Number: <small>*(PSF use last name of Authorizer)</small>		EMAIL FOR NOTIFICATIONS			Account Mgr Cel #	
					RA Number:	

*For orders over \$7500, A signed Order Form AND EITHER a Signed Original PO or Signed Letter of Int

D362 Part#	Generic #	Item Description	QTY	PHB TYPE <small>*only when ordering communicator</small>	Requested Ship Date	Shipping Method	List Price Per Unit	Promotional Discount Discount Per Unit
		<div style="border: 1px solid gray; padding: 2px;"> Landline Communicator (Rental) Landline Communicator - Spanish (Rental) Assure Wireless/Cellular Communicator (Rental) Assure Fall Detect (Halo906 FD)- (PSF) Assure Wireless PHB (Pendant & Wrist) (PSF) Wireless/Cellular PHB (PSF - For 7200c communicator only) Wireless/Cellular PHW(PSF - For 7200c communicator only) Wireless/Cellular Fall Detection Button(PSF - For 7200c communicator only) Landline Fall Detection Button (PSF - For 6900 Communicator only) Landline PHB (PSF - For 6900 Communicator only) Landline PHW (PSF - For 6900 Communicator only) MyConnect (Micron-Mytrex) (PSF) </div>						

This is cell C19



D362 Part#	Generic #	Item Description	QTY	PHB TYPE <small>*only when ordering communicator</small>	Requested Ship Date	Shipping Method	List Price Per Unit	Discount Per Unit	Final Price Per Unit	Extended Price Total
GEN001	R300003336611	Landline Communicator (Rental)	3	LANDLIINE PHB (Pendant)			\$0.00		\$0.00	\$0.00
GEN001	R300003336611	Landline Communicator (Rental)	2	FALL DETECTION			\$0.00		\$0.00	\$0.00
GEN103	R300004873261 or 3000085779HTX	Wireless/Cellular PHB (PSF - For 7200c communicator only)	5				\$0.00		\$0.00	\$0.00
GEN201	R300000491111 or 3000080312FD	Landline Fall Detection Button (PSF - For 6900 Communicator only)	5				\$0.00		\$0.00	\$0.00
GEN013	500006	MyConnect (Micron-Mytrex) (PSF)	5				\$99.95		\$99.95	\$499.75
GEN006	140001	Assure Wireless/Cellular Communicator (Rental)	3	WIRELESS PHB			\$0.00		\$0.00	\$0.00
GEN006	140001	Assure Wireless/Cellular Communicator (Rental)	2	WIRELESS PHB			\$0.00		\$0.00	\$0.00

Lifeline Base Program Order Form

PSF LIFELINE ORDER FORM				
Program Code:	PL001	Ship to Information		
Program Operating Model	PSF	Name\Attn:		
			Mail or Fax Order form to:	
				Lifeline Internal Use Only
				S.O#:

- Once you have reviewed your order is correct, SAVE file again
- Click the Hyperlink in cell

The screenshot shows the Microsoft Word ribbon with the 'Message' tab selected. A red arrow points to the 'Attach File' icon in the 'Include' group. Below the ribbon is an email composition window with the following details:

- From:** David.Maniscalco@lifeline.com
- To:** programservices@lifeline.com; lifelineordermanagement@lifeline.com
- Cc:**
- Bcc:**
- Subject:** RE: Equipment Order

- Type in body of email and attach PL001_042424.xlsx file to email
- Click Send

Live Demo of how to use the Lifeline Base Program Order Form

		PSF LIFELINE ORDER FORM	
Program Code:	PL001	Ship to Information	
Program Operating Model	PSF	Name\Attn:	
Type of Order	PSF_Equipment	Shipping Address:	200 Donald Lynch Blvd. #300
Contract Pricing	NO	Shipping Address 2:	Marlboro
Program Name:	Lifeline Test	Shipping City, State:	MA
Order Date:	04/24/24	Shipping Zip:	01752
Program Contact Person:		Phone Number:	508-864-2215
Program Phone Number:		Additional Notes:	
PO Number: <small>*(PSF use last name of Authorizer)</small>		EMAIL FOR NOTIFICATIONS	

*For orders o

D362 Part#	Generic #	Item Description	QTY	PHB TYPE <small>*only when ordering communicator</small>	Requested Ship Date	Shipping Method
GEN001	R300003336611	Landline Communicator (Rental)	3	LANDLINE PHB (Pendant)		
GEN001	R300003336611	Landline Communicator (Rental)	2	FALL DETECTION		
GEN103	R300004873261 or 3000085779HTX	Wireless/Cellular PHB (PSF- For 7200c communicator only)	5			
GEN201	R300000491111 or 3000080312FD	Landline Fall Detection Button (PSF - For 6900 Communicator only)	5			
GEN013	500006	MyConnect (Micron-Mytrex) (PSF)	5			
GEN006	140001	Assure Wireless/Cellular Communicator (Rental)	3	WIRELESS PHB		
GEN006	140001	Assure Wireless/Cellular Communicator (Rental)	2	WIRELESS PHB		

Wrist straps for the 7000PHW and 324PHW – Coming Soon

Currently are in a transition period. We are trying to identify a suitable replacement for the Lifeline 324PHW Velcro straps.

Waiting for inventory to arrive (Canada Lifeline is shipping straps for US Lifeline), but in the meantime we only have XL 324 replacement straps.

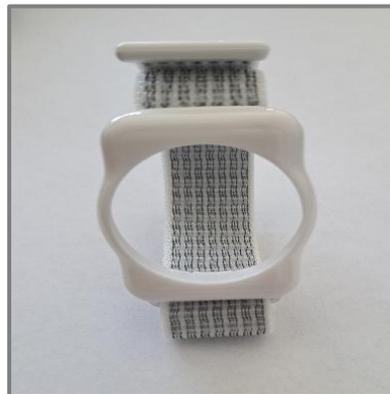
Working to source a new Velcro strap for the 324 buttons that has a buckle, and the existing cradle can be used. Very well received in the Canadian market. This would be the replacement for 324 and 7000phb



Instructions for Replacing the Wristband – 324/7000 PHB

1. Remove old wristband
2. Using existing cradle from 324 button
3. Remove holding loop
4. Weave the band through the cradle
5. Add holding loop back onto band
6. Insert open end of band into buckle and pull to desired length and close buckle clasp

New strap for the Halo button (312 and 917) hook and loop wrist



Partner Portal Enhancements Coming Soon

Enhancements

- Care Plan Request and Change Requests flow to the Lifeline CRM immediately
- Updates to equipment are immediate allowing flexibility for scheduling installations
- CPA print option available
- Cancellation requests update inventory immediately

Change Request Updates

Site Name	Status	CS#	City	Phone	Address	Activation Date	CR Status	
Alyse B2BTesting	A	CAAS-T1114	DAYVILLE	5089881206	215 TRACY RD	12-21-2023	-	

Home Care plans Sites Jobs Equipment Actions Activities Reports Dashboards

Go Back   Cancel site

Summary **Profile** Alarms Events Jobs Equipment Actions Activities

1 **Common Information**

Program Code
HSR's Name
Install Date

1. Common Information

Common Information

Home Care plans Sites Jobs Equipment Actions Activities Reports Dashboards

Go Back     Cancel site

Summary **Profile** Alarms Events Jobs Equipment Actions Activities

1 **Common Information**

Program Code
HSR's Name
Install Date

2 **Site**

Residential Street Address

3 **Subscriber**

Alyse B2BTest...

4 **Responder**

Evan

Personal Data
Phones

[Add reminder](#)

1. Common Information

Common Information

Program Code* Install Date

HSR's Name Form Language

2. Site

Address #500000114

Residential Street Address CA US

Country: USA City: DAYVILLE Postal Code: 06241 Province/Territory: CT Street Name: TRACY RD Street Number: 215 [Manual edit](#)

Notable Changes

- Changes submitted will pass to the platform immediately
- Location of Submit and Cancel buttons is now at the top of the page
- Profile and equipment updates are separated in the change request – *note Proceed to Edit Equipment button*

New Option to Print CPA

Home Care plans **Sites** Jobs Equipment Actions Activities Reports Dashboards

Sites Filters

Site Name	Status	CS#	City	Phone	Address	Activation Date	CR Status	Actions
Alyse B2BTesting	A	CAAS-T1114	DAYVILLE	5089881206	215 TRACY RD	12-21-2023	-	

New action to print CPA

ccd11df7-47e5-4cbb-9d10-b1827b8e330b 1 / 8 100% 

Lifeline Lifeline Care Plan Agreement Page 1 of 8

Please complete this Care Plan Agreement with information that you would like Lifeline trained care specialists to have ready in case of an emergency. Please return this Care Plan Agreement to Lifeline using the envelope included with your equipment box.

Information about the Subscriber/Care Recipient

First Name Alyse	Last Name B2BTesting	Middle Name
Phone-Home	Phone-Cell 5089881206	Email Address
Preferred language English <input checked="" type="checkbox"/> Spanish <input type="checkbox"/> Other <input type="checkbox"/>	Gender Male <input type="checkbox"/> Female <input checked="" type="checkbox"/> Other <input type="checkbox"/>	Date of birth 01/18/1950
Home Address Street, number 215 TRACY RD 06241 CT	City DAYVILLE	State CT
Zip Code 06241	Additional Information Hidden key location Lockbox front door LockBox Code: 1234	Directions to home Cross Street
Township/Municipality	County	Home warning (e.g. dog)

Medical Information

<input type="checkbox"/> Alzheimer's	<input type="checkbox"/> Asthma	<input type="checkbox"/> Blood Pressure Problems
<input checked="" type="checkbox"/> Breathing Problems	<input type="checkbox"/> Congestive Heart Failure	<input type="checkbox"/> COPD
<input type="checkbox"/> Dementia	<input type="checkbox"/> Heart Condition	<input type="checkbox"/> History of Falls
<input type="checkbox"/> History of Stroke	<input type="checkbox"/> Immunological	<input type="checkbox"/> None Reported
<input type="checkbox"/> On Blood Thinners	<input type="checkbox"/> Psychological Disorder	<input type="checkbox"/> Vertigo/Dizziness
<input type="checkbox"/> Other :		

Information about Caregivers

Caregiver One		
First Name Evan	Last Name B2BTest	Relationship to Care Recipient Cousin
Email Address	Phone Home <input type="checkbox"/> Work <input type="checkbox"/> Cell <input checked="" type="checkbox"/>	

Reminder:
Any updates received at installation will need to be entered via Change Request

Lifeline