

# HelpLine®

## Features of Our PER Communicators

**Emergency Activation**-unit plays audible alarm and automatically contacts the monitoring center.

**Automatic Battery Backup** provides up to 80 hours of battery backup operation during a power failure. Unit recharges backup battery automatically when power is restored.

**Low Battery Reporting**-the unit continually monitors the status of the internal backup battery and that of the transmitter battery. If a low battery is detected, the unit beeps and automatically reports the situation to the monitoring center.

**Telephone Line Status Monitoring**-the unit will continuously monitor the condition of the telephone line.

**AC Power Monitoring**-the unit continuously monitors the status of the AC power supplied to it.

**Line Capture** capability provides for the ability to plug a telephone into the system and upon activation of the communicator, the telephone is superseded by the communicator.

**Answering incoming calls**-if enabled, the unit can be used to answer incoming calls by pressing the transmitter button. Pressing the button again terminates the call.

**Automatic Programmable Check-In** feature silently calls the central station with an "OK" code/zone report, ensuring communicator function.

**Waterproof Transmitters** available in either a pendant or wristband style.

**Average Response Time** is 45 seconds from the time the unit is activated until answered by an operator at the monitoring center.

Home Support Services, LLC is an Associate Member of



Standard System



Cellular System



Mobile System



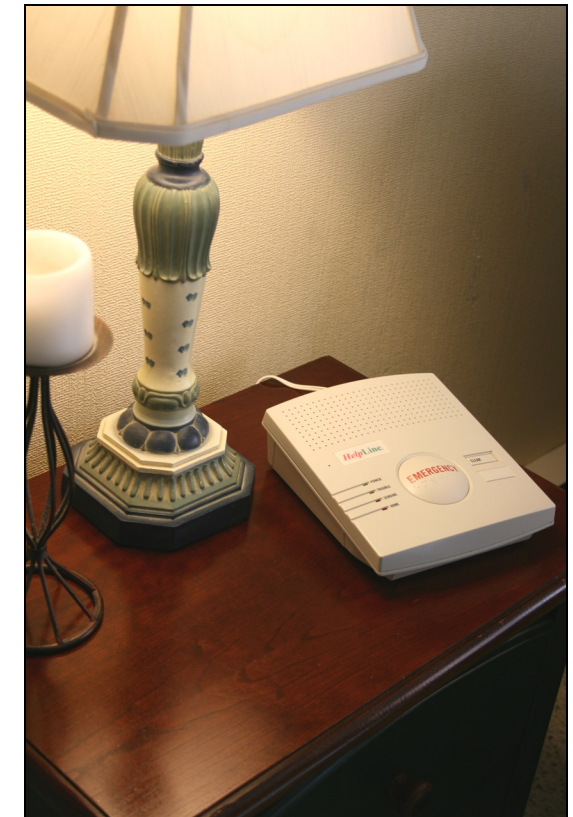
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"Your resource for independent living"



# HelpLine®

Personal Medical Alert Systems

## What you should know

As our population ages, more and more seniors are choosing to live alone. This independence is sometimes accompanied by the fear that in the event of an emergency no one will be there to help.

One approach to addressing this concern has been the introduction of personal medical alert systems. A medical alert system is designed to make it easy to quickly summon help during emergencies if the user is unable to reach a telephone. This might be after a fall, in the event of a fire or crime, or, if the user is disabled.

Call for help by simply pushing a button.

### How it works

(A medical alert system has three components:)

#### 1. THE TRANSMITTER



Wristband Transmitter

Pendant Transmitter

The user has a choice between either a wristband or pendant transmitter. When emergency help is needed, the user simply presses the button on the transmitter.

#### 2. THE COMMUNICATOR



The communicator is somewhat like a large speaker-phone. When the user presses the transmitter button, the communicator automatically dials the monitoring center and 2-way voice communication is established.

#### 3. THE MONITORING CENTER



When the call from the communicator is received at the monitoring center, an operator then speaks to the user directly over the communicator to determine the nature of the call (response time to answer the call averages about 45 seconds from activation).

If the user has an emergency, the operator will then contact local emergency personnel, a family member, and/or a neighbor per the users pre-determined instructions.

## Next, comparison shop

When shopping for a medical alert system, consider these suggestions:

- Check out several systems before making a decision.
- Ask what the total cost is.
- Is the system installed and maintained by a local company?
- Is there an installation fee?
- Can service be discontinued at any time?
- Will the unit “capture the telephone line”?
- Does the unit have a battery back-up?
- Is monitoring 24 hours a day, 7 days a week?
- Ask what the response time is?
- Read your service agreement carefully before signing.
- Test the system. Make sure it works from every point in and around the home.

### Monthly Monitoring As Low As:

**\$27.95** per month for a standard system  
(if you have a landline telephone)

**\$41.95** per month for a cellular system  
(if you only have a cell phone)

**\$29.95** per month for a mobile system  
(for use at or away from home)

- payment options include personal checks, online, debit or credit card
- earn a free month for every friend you refer who signs up for service
- no long term contract, you may cancel anytime