Lifeline Vi
unit and pendant

Progress Lifeline
Help is close at hand

Self-install and user guide

Welcome and Lifeline Vi parts

Welcome to Progress Lifeline

Hello, and welcome to Progress Lifeline. An award-winning 24-hour monitoring and response and lifting service, looking after over 45,000 customers in the North West for the past 30 years.
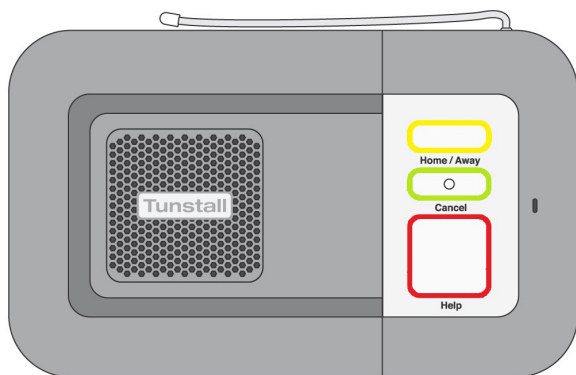
Progress Lifeline is part of Progress Housing Group, a government-regulated and not-for-profit social housing provider with an industry reputation for excellence.
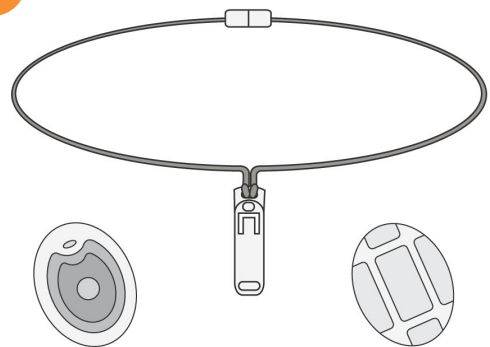
What is in the box

Before you start assembly, please check you have all the parts listed below:
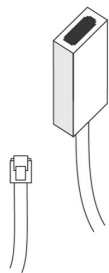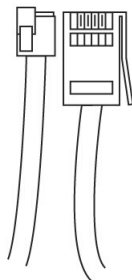
If any parts are missing, please get in touch.

1 UNIT

2 MYAMIE WITH NECK CORD
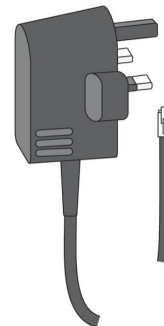
5 WRIST STRAP

3 PHONE ADAPTOR

4 PHONE LEAD

6 MAINS ADAPTOR

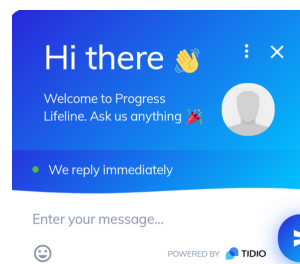## Ways to get in touch

Technical Support 03333 204 999
Monday-Friday, 9am-5pm

Email   lifeline@progressgroup.org.uk

Facebook   facebook.com/ProgressLifeline

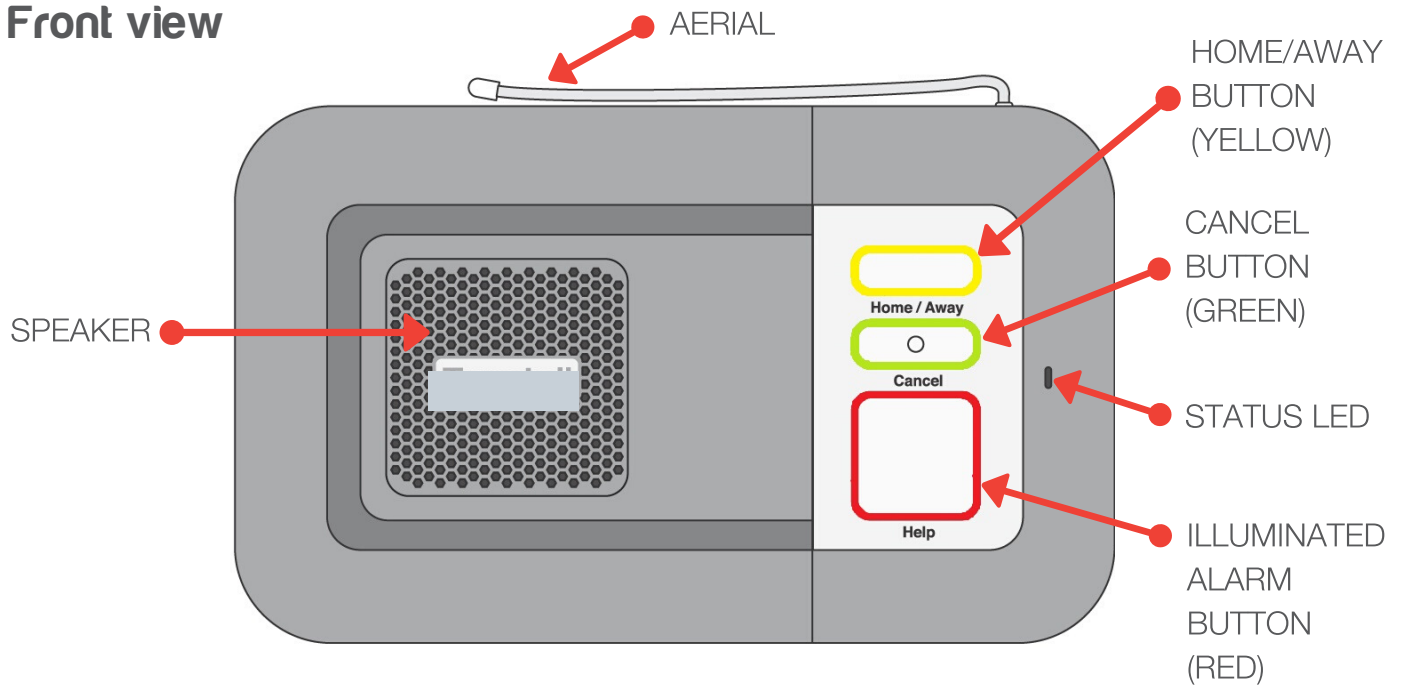Twitter   twitter.com/plifeline

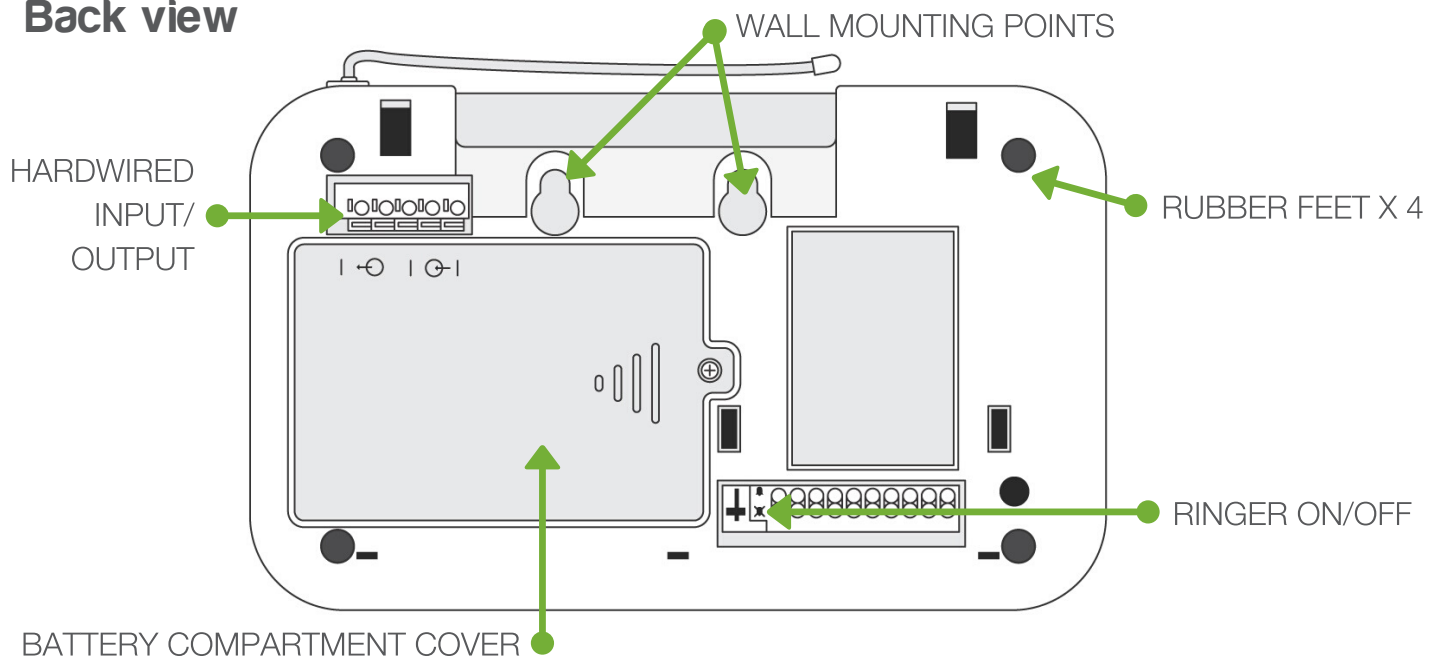## Web chat

Hi there 👋

Welcome to Progress Lifeline. Ask us anything 🎉

● We reply immediately

Enter your message...

POWERED BY TIDIO

WEB CHAT ICON

You can chat to us online using our web chat facility on our website

Unit functions

Front view

AERIAL

HOME/AWAY BUTTON (YELLOW)

CANCEL BUTTON (GREEN)

SPEAKER

Home / Away

Cancel

Help

STATUS LED

ILLUMINATED ALARM BUTTON (RED)

Back view

WALL MOUNTING POINTS

HARDWIRED INPUT/ OUTPUT

RUBBER FEET X 4

RINGER ON/OFF

BATTERY COMPARTMENT COVER

End view

LINE - TELEPHONE LEAD SOCKET

☎ TELEPHONE ADAPTOR SOCKET

LINE   AUX   DC

DC - MAINS ADAPTOR SOCKET

AUX - ACCESSORY SOCKET
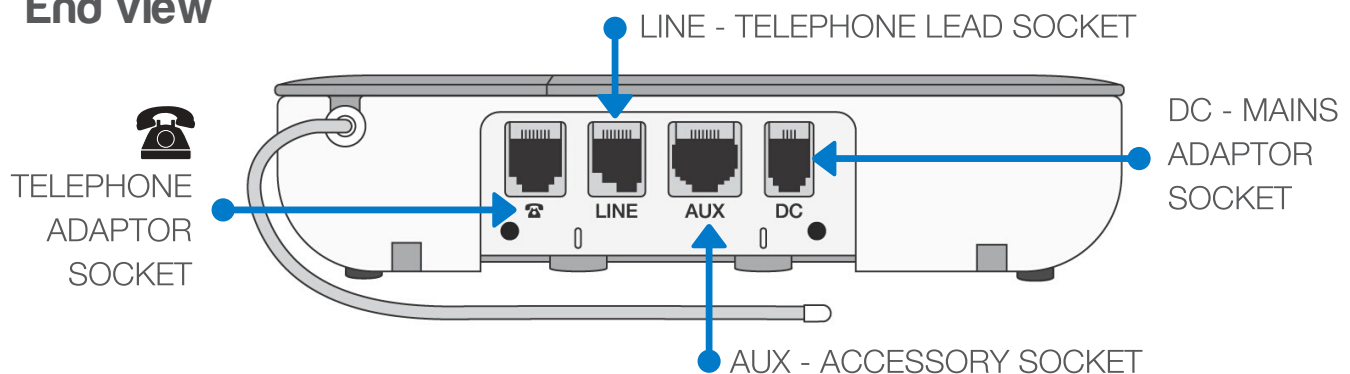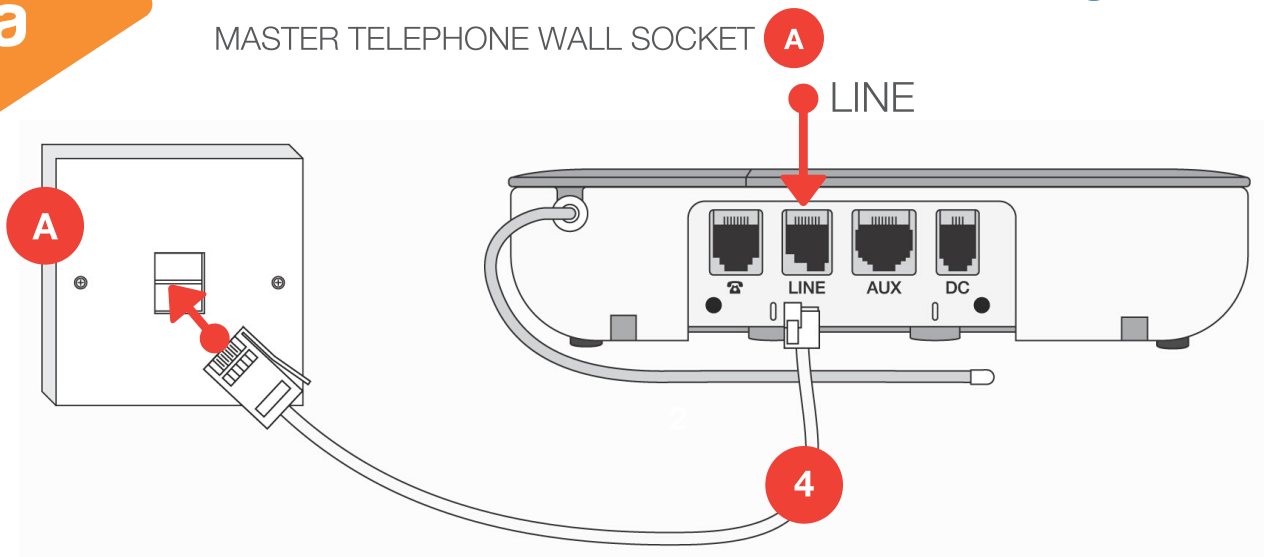
Quick start guide - without broadband

Step 1a

Note: Must use the MASTER TELEPHONE SOCKET

Plug the smaller transparent end of the PHONE LEAD **4** into the unit socket labelled LINE. Plug the other end of the PHONE LEAD **4** into the MASTER TELEPHONE WALL SOCKET **A**
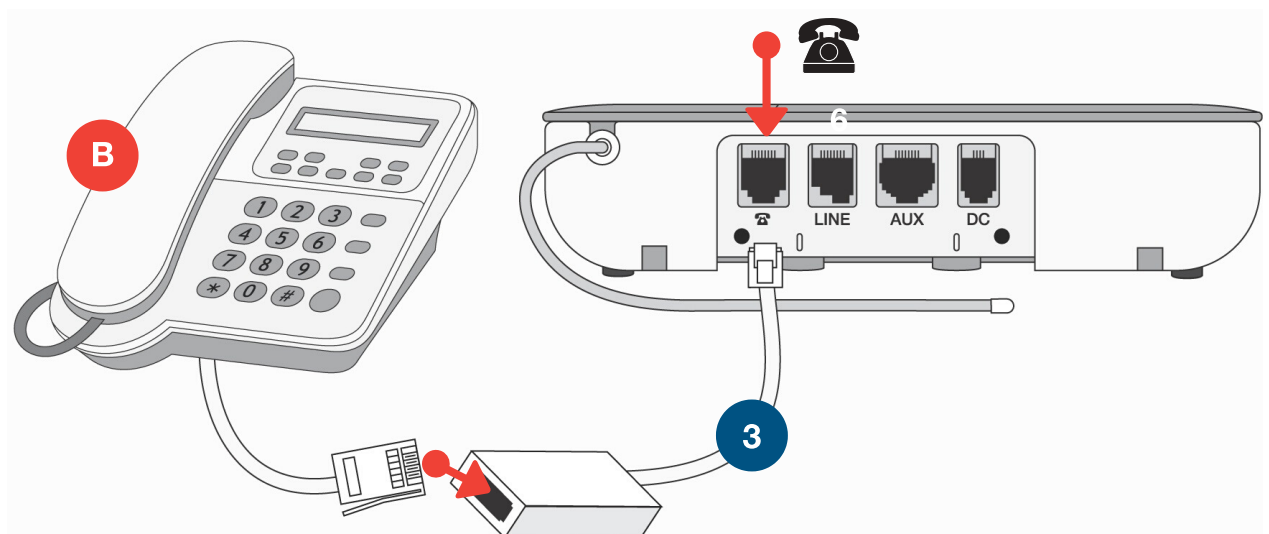
LINE

A

LINE   AUX   DC

4

Step 2a

Plug the TELEPHONE ADAPTOR **3** into the unit socket labelled ☎.

Plug PHONE/EQUIPMENT **B** into the TELEPHONE ADAPTOR **3**.

If you have more than one piece of equipment, use a multi-socket adaptor (not supplied).

B

☎

LINE   AUX   DC

3

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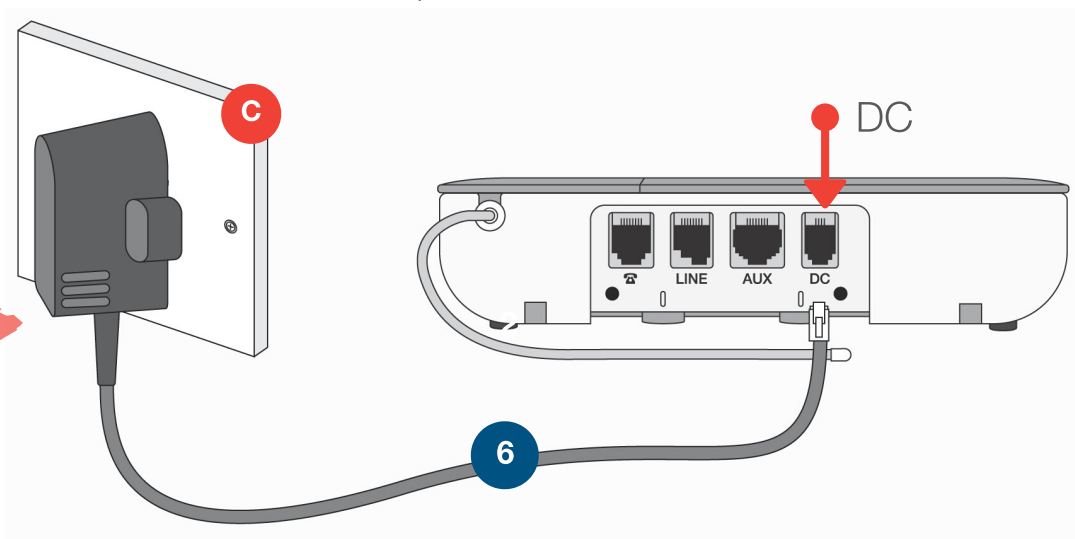
Quick start guide - without broadband

Note: Only use the power adaptor supplied with the unit (part number XD5206005)

Step 3a

Plug the MAINS ADAPTOR **6** into the unit socket labelled DC and then connect to the MAINS POWER **C** .

Note: Ensure the mains power is switched on.

WARNING:
Do not plug into a multi-socket adaptor

DC

LINE   AUX   DC

Step 4a

Now you are ready to test your alarm.

For each test you are about to perform, there will be an announcement made by the unit followed by a dialling tone.

Once you are through to the operator, during the first test (UNIT), the operator will confirm that the details we have for you are correct.

Please go to page eight.

Quick start guide - with broadband

Step 1b

Note: Must use the MASTER TELEPHONE SOCKET

If you have broadband, you will have an ADSL ADAPTOR **A** already connected (a box with two connections - phone and internet). Do not remove it from the MASTER TELEPHONE WALL SOCKET. Plug the smaller transparent end of the PHONE LEAD **4** into the LINE socket and the other end in the PHONE section of the ADSL ADAPTOR **A**.

A

LINE

LINE AUX DC

4
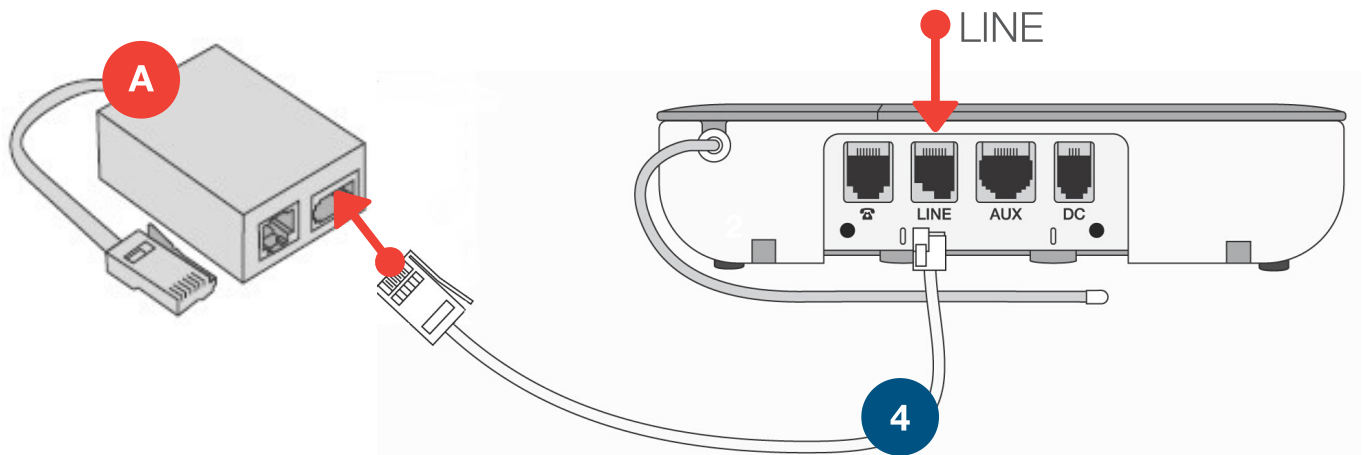
Step 2b

Plug the TELEPHONE ADAPTOR **3** into the unit socket labelled ☎.
Plug PHONE/EQUIPMENT **B** into the TELEPHONE ADAPTOR **3**.
If you have more than one piece of equipment, use a multi-socket adaptor (not supplied).
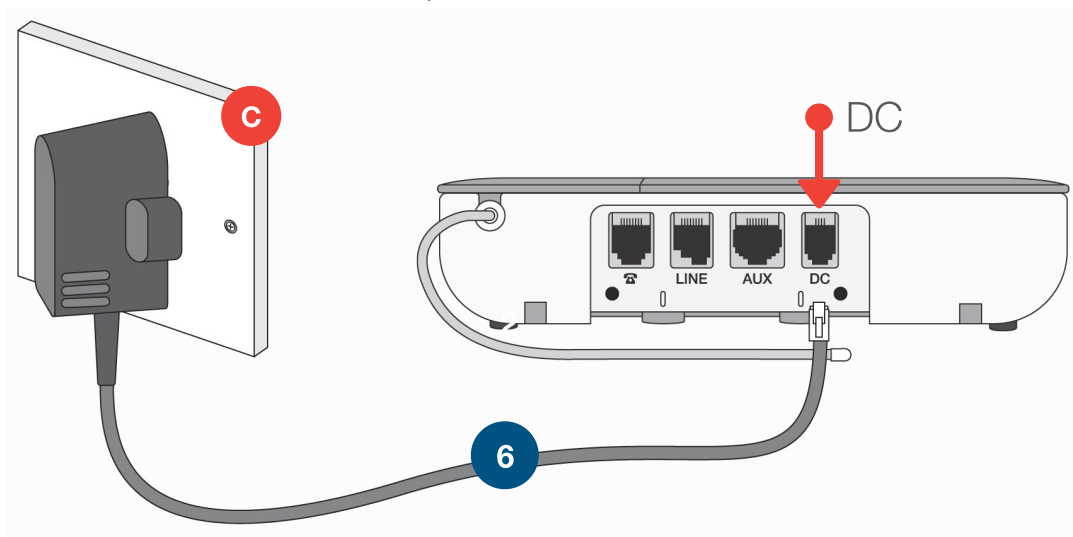
B

☎

LINE AUX DC

3

Progress **Lifeline**
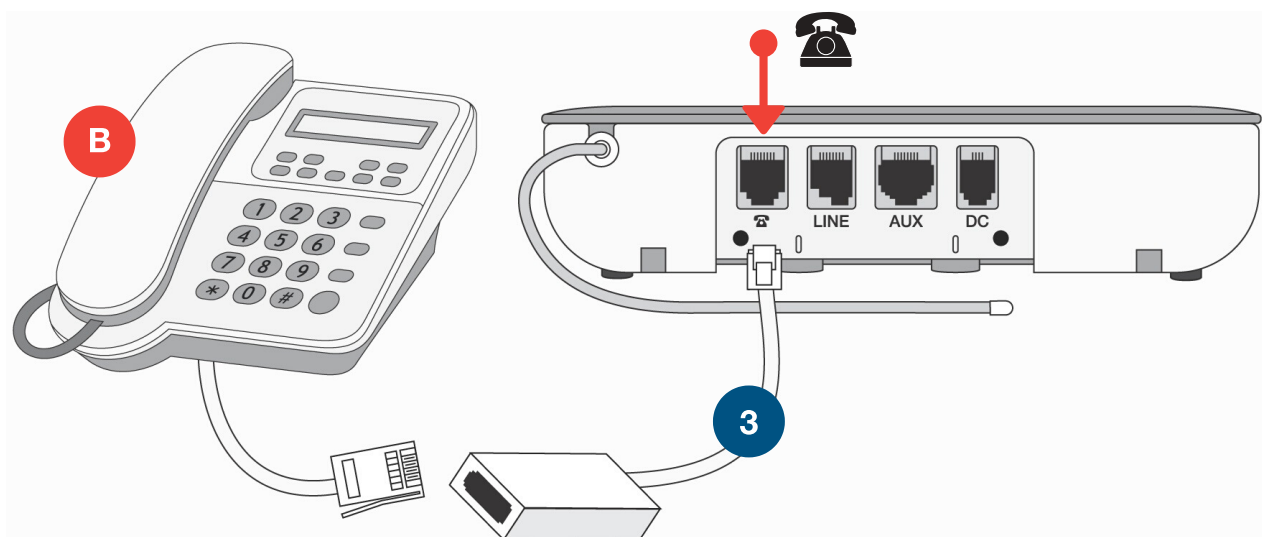
Quick start guide - with broadband

Note: Only use the power adaptor supplied with the unit (part number XD5206005)

Plug the MAINS ADAPTOR **6** into the unit socket labelled DC and then connect to the MAINS POWER **C** .

Note - ensure the mains power is switched on.

**WARNING:
Do not plug into
a multi-socket
adaptor**

**Step
4b**

Now you are ready to test your alarm.

For each test you are about to perform, there will be an announcement made by the unit followed by a dialling tone.

Once you are through to the operator, during the first test (UNIT), the operator will confirm that the details we have for you are correct.
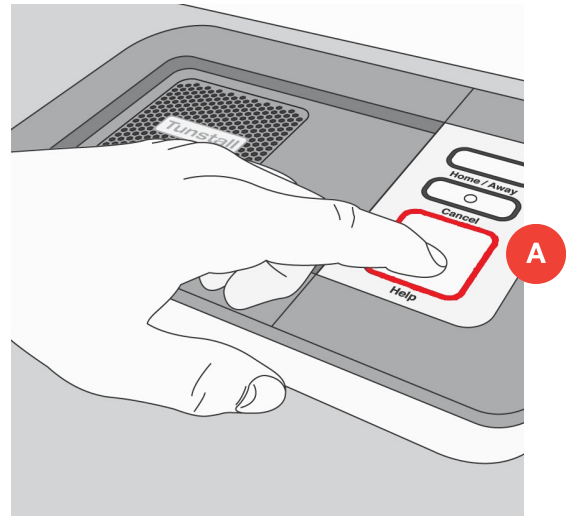
Please go to page eight.

Testing your alarm

Step 5

Time to test your UNIT. Press the large red HELP **A** button. An operator will answer. Tell the operator you are performing a UNIT test call. The operator will confirm the UNIT test has been successful.
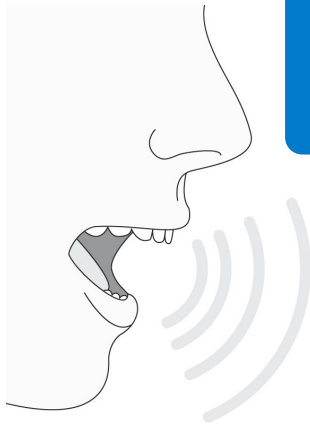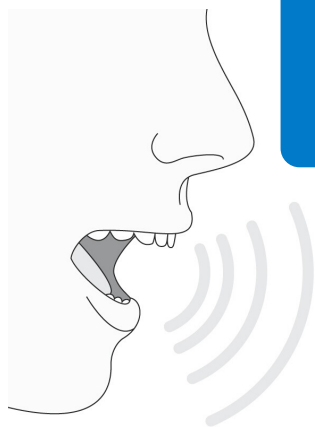
Hello operator, I am performing a UNIT test call

Step 6

It is now time to test your MYAIME PENDANT. Press the large RED BUTTON **B** on your PENDANT. An operator will answer. Tell the operator you are performing a PENDANT test call. The operator will confirm the PENDANT test has been successful.

Hello operator, I am performing a PENDANT test call

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Testing your alarm

Step 7

Time to test with PHONE OFF THE HOOK. Lift the phone receiver and place it on the side. Press the large RED BUTTON **B** on your pendant. An operator will answer. Tell the operator you are performing an OFF THE HOOK test call. The operator will confirm the OFF THE HOOK test has been successful.

Hello operator, I am performing an OFF THE HOOK test call
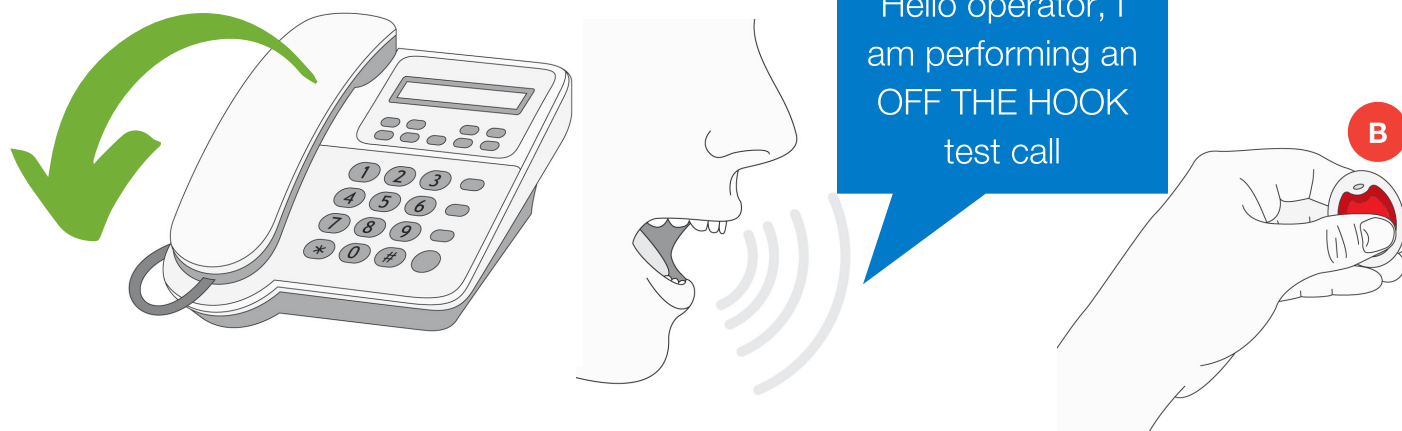
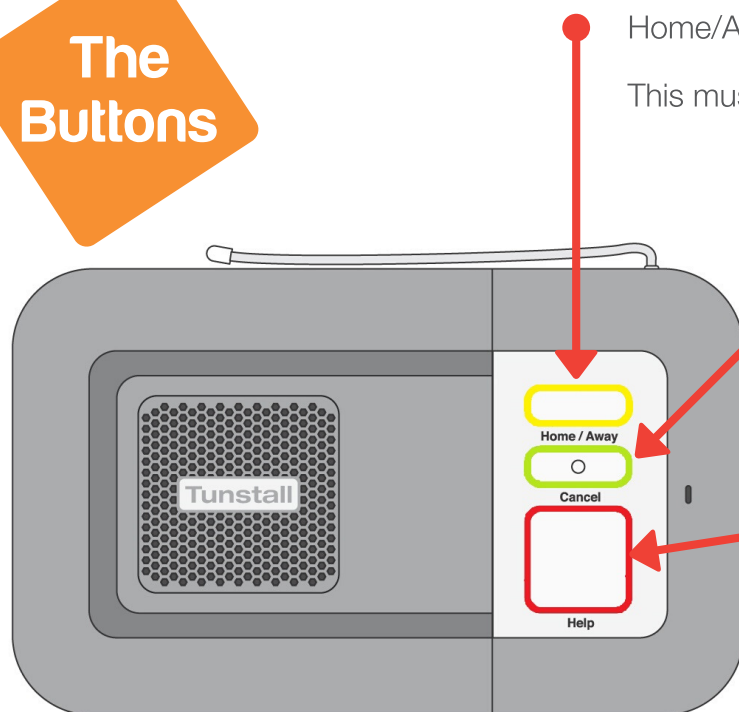**Note: You must test every handset if you have more than one.**

Step 8

And finally, if you have a broadband connection, it is now time to check it is still connected. You could test using either a smart TV, computer, tablet, or mobile phone (is it working?)

Additional information

The Buttons

Home/Away button (YELLOW)

This must always be set to the 'HOME' setting.

Cancel button (GREEN)

Press this button if you accidentally triggered an alarm either via your unit or pendant.

Help button (RED)

Press this button if you need to alert the operator/response centre you require assistance.

Tunstall

Home / Away

Cancel

Help

Ringer ON/OFF

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

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

Switch to turn ringer ON/OFF
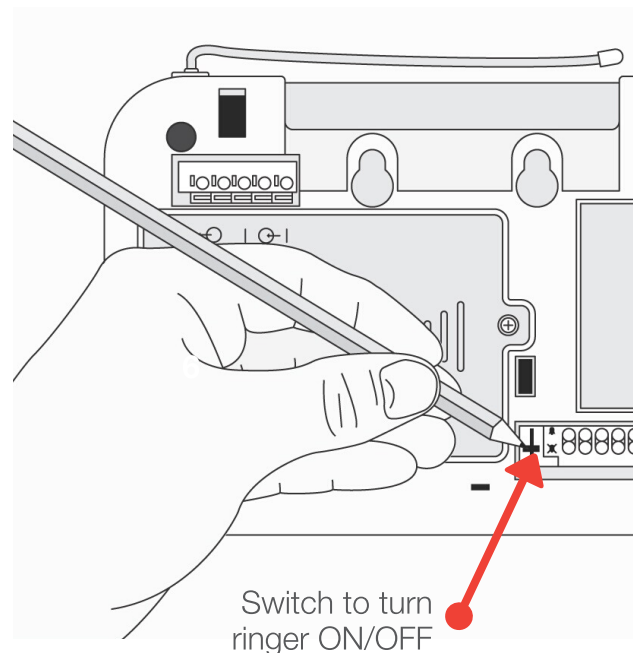
If you need any help installing your unit or discover any faults, please do not hesitate to call us on 03333 204 999; we are here to help.

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Notes

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Help is close at hand

Progress Lifeline, Sumner House, 21 King Street, Leyland, Lancashire PR25 2LW

📞 Technical Support: 03333 204 999 ✉️ lifeline@progressgroup.org.uk

www.progresslifeline.org.uk