

# HelpLine®

## Features of Our PER Communicators

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

**Automatic Battery Backup** provides up to 30 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provides for the ability to plug a telephone into the system and upon activation of the communicator, the telephone is superseded by the communicator.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

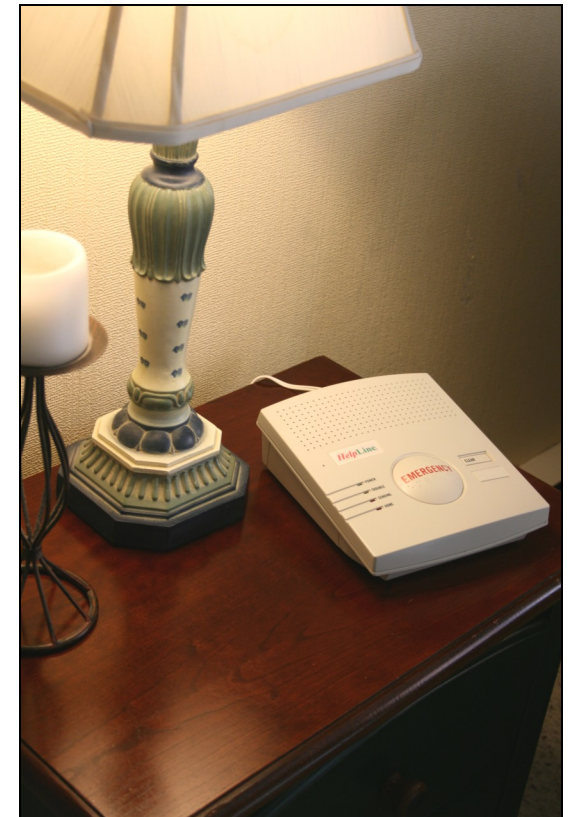


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*"Your resource for independent living."*



# HelpLine®

Personal Emergency Response 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.

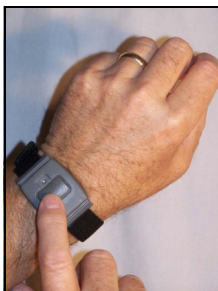
One approach to addressing this concern has been the introduction of personal emergency response systems (PERS).

A PERS is a device designed to make it possible to quickly summon help during FIRE, POLICE, or MEDICAL 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 you are disabled.

### How it works

(A PERS 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 PERS, 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 For Only:



**\$29.95** per month if paid monthly

**\$28.95** per month if paid quarterly

**\$27.95** per month if paid annually

- free setup and programming
- free installation
- refer friends, earn free months
- cancel anytime

Also ask about our programmable lockboxes & LineGrabbers

