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Homelife Care User Guide
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This guide provides important information about your Homelife Care system, including details about your devices and helpful tips on how to use the system.
What's in your Homelife Care system

Homelife Care is a medical alert system that includes a mobile Hub, an Automatic Fall Detection Pendant, and the Family App.

TIP: Keep this guide handy as you familiarize yourself with your system—especially in the first few days. While your Homelife Care system is simple to use, this guide will help you get comfortable as you learn to use each device.

Setting up Homelife Care

We've got you covered

During your installation appointment, our Homelife Care expert will walk you through the setup and use of your Homelife Care system. We'll help you:

• Set up your Homelife Care system in the most optimal location within your home.

• Pair all your Homelife Care devices to each other and ensure they’re functioning as expected.

• Ensure you know how to operate your Homelife Care system and answer any questions you may have.

• Tell you about the Homelife Care Family App and all the ways it can help you stay connected with your loved ones, and stay informed during an emergency.
Getting to know your system

The **Automatic Fall Detection Pendant** is a lightweight, wearable device that can recognize a fall. The Pendant has state-of-the-art automatic fall detection technology so it can call for help even if you’re unable to.

And, the built-in panic button can be pressed at any time to get help at a moment’s notice. It can even be worn in the shower.

The **Hub** is the heart of the Homelife Care system. It provides two-way communication with our Professional Care Center 24/7, so you can call for assistance any time you need from anywhere* by simply pressing the Emergency Call Button.

The Hub connects to the Pendant and the Family App, so it’s important that it remains powered on and charged at all times.

The **Family App** keeps you and your caregivers connected with daily check-ins, medication and appointment reminders and other important notifications all without disrupting your lifestyle.

Since the Hub is equipped with GPS, in the event of an emergency, the app will send real-time location notifications and directions to contacts keeping them informed during the incident.

The app is available on iOS and Android devices. While the Homelife Care system will work perfectly well without the app, we recommend using the app if you have a smartphone given all the benefits mentioned above. If you choose not to use the Family App, we’ll contact the emergency contacts you’ve provided that are listed on your account. Learn more about how to use the app in the Family App User Guide.

*Subject to cellular calling availability, coverage limits of carrier, and other environmental factors. Apple and the Apple logo are trademarks of Apple, Inc. App Store is a service mark of Apple, Inc. Google Play and the Google Play logo are trademarks of Google LLC.
Hub

Important information and tips

• The Hub can be used at home or away from home.

• Connected by a cellular signal, it doesn't need a phone or internet connection. As long as there's cell service, you have access to 24/7 support.

• Keep the Hub with you when you leave your home. It slips easily into a purse or pocket, or by using the clip-on lanyard.

• When you’re at home, keep the Hub on its charging cradle. When fully charged it has a 24 hour battery life.
Important information and tips

- The Pendant only works away from home when you take your Hub with you.
- It works up to 350 feet from the Hub, which is about the length of a football field.**
- For best results, wear the Pendant on the outside of your clothing.
- If there’s a false alarm, like a dropped Pendant, hold down the blue button for 3 seconds to cancel the emergency call.
- The Pendant is water-resistant, so it can be worn in the shower or bath or while walking in the rain.

*The Automatic Fall Detection Pendant does not detect 100% of falls. If able, you should always push your Emergency Call Button when you need assistance. The Automatic Fall Detection Pendant is not intended to replace a caregiver if you’re dealing with serious health issues. **Signal strength may be impacted by environmental factors.
Testing your Homelife Care system

While the Homelife Care system is designed to run reliably for long periods of time, we recommend for your safety that you test your system once every month.

A good way to remember to test your system monthly is to do it on the date of your birthday. For example, if your birthday falls on October 21, then create a reminder to test your system on the 21st of each month.

The following pages outline the steps to successfully complete a test on your Homelife Care system.
Testing your Homelife Care system

STEP 1

Testing your Pendant

a. Make sure you can see your Hub, then press the blue button on your Pendant to initiate an emergency call.

b. Your Hub will say “Call in Progress” and the Emergency Button will illuminate green to confirm that it has received your signal and initiated a call to our Professional Care Center.

c. When one of our Care Agents picks up, tell him or her that you’re testing your system and you do not need emergency assistance.

d. The Care Agent will confirm that you do not need assistance, and then end the call.

e. Once the call has ended, go to Step 2 on the next page to test your Hub.

Canceling a Detected Fall

If your Pendant detects a fall, but you do not need assistance:

1. The Pendant will start to beep indicating that a fall was detected.

2. If not an actual fall, simply hold the blue button for 3 seconds and the alarm will cancel.

3. The Pendant will beep 3 times quickly to indicate there will not be a call.

Testing your Homelife Care system

Testing your Hub

- **a** Ensure that the Hub's power is on and the green power light is lit.
- **b** Press the Emergency Call Button to initiate an emergency call to our Professional Care Center.
- **c** The Emergency Call Button will illuminate green.
- **d** When one of our Care Agents picks up, tell him or her that you're testing your system and you do **not** need emergency assistance.
- **e** The Care Agent will confirm that you do **not** need assistance, and then end the call.
In the event of an incident, one of three things will happen:

1. The Pendant will detect a fall and automatically call for help.
2. You'll press the blue Emergency Call Button on the Pendant.

A Homelife Care Agent will first call the Hub. If there's no response, we'll then call you at the phone number listed on the account.

If we're unable to reach you, we'll contact emergency services and dispatch first responders.

We'll also contact your emergency contacts in the order listed in the Family App. If any of the contacts confirm a false alarm, we'll contact dispatch to cancel the emergency call.

If we're unable to clear the dispatch, our Care Agent will confirm the status with EMS, and keep loved ones informed through the Family App.

See the Family App User Guide for information about how the app helps in an emergency.
The Pendant has a battery life of up to 18 months.

The Family App displays the battery level of the Pendant and will send a notification when there’s approximately 3 months of battery life remaining. When your battery life is low, contact Homelife Care support and ask for a replacement.

A replacement Pendant with a new battery will be mailed to your home. The old Pendant with the low battery will need to be mailed back to Homelife Care in a pre-addressed envelope. There is no cost to replace the Pendant.

The Hub has a 24-hour battery charge when it’s not on the charging cradle.

When you're at home, keep the Hub docked on the charging cradle so it will be ready at all times.
Completing your Vial of Life

The Vial of Life is designed to provide first responders all the information they need to help you in an emergency situation in your home if you’re unable to communicate.

Follow these steps to complete your Vial of Life:

1. Fill out the Vial of Life Emergency Medical Information form.
2. Place the Vial of Life form inside the plastic sleeve.
3. Place the plastic sleeve with the completed form on your refrigerator using the magnet. If your refrigerator isn’t magnetic, tape the form to the cabinet nearest your fridge.