

LIFEGUARDIAN TROUBLESHOOTING GUIDE

1. The green power light is not on and glowing steady.

Cause: Your LifeGuardian base console is off or has no AC power

- a) Be sure the On/Off switch on the bottom/back of your LifeGuardian is set to "On"
- b) Check the AC outlet for power by plugging in another appliance (i.e. lamp, phone, etc)
- c) Insure the AC outlet is not controlled by a wall switch or power strip.

2. The green power light is blinking quickly (on/off/on/off/on/off).

Cause: Your LifeGuardian base console has lost AC power and is operating on the 36 hour backup battery.

- a) Be sure the On/Off switch on the bottom/back of your LifeGuardian is set to "On"
- b) Check the AC outlet for power by plugging in another appliance (i.e. lamp, phone, etc)
- c) Insure the AC outlet is not controlled by a wall switch or power strip.

3. The green power light is blinking slowly (on/pause/off/pause/on/pause/off/pause).

Cause: Your 36 hour backup battery is recharging after a power loss. This can take up to 36 hours to fully recharge. Once recharged, the green power light will glow a steady green.

- a) Be sure the On/Off power switch on the bottom/back of your LifeGuardian is set to "On"
- b) Allow up to 36 hours to fully recharge. If the voice announcements are bothersome while it recharges, you can place a pillow over the speakerphone to mute the voice.

4. The base console announces "Low Console Battery"

Cause: Your unit is operating on the back-up battery.

- a) Check your ac outlet for power (see item #!)

5. The base console announces "Low Sensor Battery"

Cause: The battery on your personal help button – or other accessory - may need to be replaced. Please contact us to request a free replacement.

6. The existing Personal Help Button does not activate the system when the button is pressed.

Cause: Help button internal battery is low.

- a) Check that the red light on the personal help button is lit when pressing the button. If not, then contact us for a free replacement.

7. The new Personal Help Button does not activate the system when the button is pressed.

Cause: new button not learned

- a) Press the “clear/cancel” button and hold down until base console announces “ready to learn sensor”. Release button.
- b) Press the button on the new personal help button. The base console should announce “sensor learned”
- c) Test your personal help button to insure it activates the system

8. The system announces “Emergency, Emergency” for over 1 minute and no personal assistant answers.

- a) *Cause: The base console is not properly connected to an active standard phone line.*
- b) Insure the phone jack has a dial tone by plugging in a phone and listening for it.
- c) Insure your phone service is not VOIP or internet based. Cable modem & DSL service is OK.
- d) Insure the telephone line from the wall outlet is plugged into the “Line” jack on the bottom/back of the LifeGuardian base console. You may also plug a phone into the “phone” jack on the bottom/back of the LifeGuardian base console. Avoid using phone line splitters if possible.

9. The monitoring center answers but you have a lot of noise or static on the base console.

Cause: DSL service may cause noise or static on the receiving side.

- a) Install a DSL filter on the phone line to the base console. These are available at no cost from your DSL provider.

If you need additional assistance please feel free to contact LifeGuardian Technical Support at 800-378-2957 Ext 712. We are available Monday-Friday 8am-4pm PST. You can also contact us by email at service@lifeguardianmedical.com.