



The Effect Of Other Equipment And Services On Your Lifeline



Lifeline customers need to be aware that, because dispersed alarms are telephone based technology, certain other equipment and services that may be attached to or form part of your telephone service can have an adverse effect on the Lifeline equipment. The following are just some of those that we currently know about:

1. The power that telephone equipment uses is measured in REN (Ring Equivalent Number). Each domestic telephone line is capable of supporting equipment up to a maximum of four REN without there being any problems with the equipment ringing properly. After that, special measures need to be taken by the telephone company to enable it to carry more equipment, usually incurring an additional charge for the service. Most telephones these days, including our Lifeline alarms, are one REN - the REN for any telephone you use is usually indicated on the underside of the telephone. If you attempt to use equipment totaling more than four REN on a line that has not been adapted to take more, this will affect the way that the equipment works and may prevent the Lifeline from working properly.
2. Occasionally, telephone equipment may start to use more power than is indicated by the REN number on it as it gets older. This is particularly true of extra bells that are sometimes installed to help customers hear the telephone ring. If you begin to experience problems with the way your telephone system works, especially the Lifeline, this may be part of the problem if you have a number of pieces of equipment attached to the one system.
3. Cordless telephones can sometimes create a hum on the telephone line that makes it
4. Some DECT phones (but not all) have problems working properly when the base unit is connected to certain types of Lifeline alarms. If you think this is a problem for you then you need to call us on **08453 130 190**.
5. There was a time when 'smart boxes' were used to enable customers to buy cheaper telephone calls from other providers. These were plugged into the telephone socket and the telephone was plugged into the 'smart box', which then dialed the necessary prefixes required to obtain the cheaper calls. If you have one of these, it should not be used in connection with a Lifeline as they can prevent the unit from dialing out properly and may prevent an alarm call being made when it most needs to be.
6. Problems have been experienced where customers have had a voicemail service on their telephone system (e.g. BT's 1571 call minder service) - these usually arise when there is a message waiting on the system. These range from a unit not being able to dial out at all to units that have had to dial several times before making contact with the call centre. A Lifeline should not be used on a line that has a voicemail facility on it, unless the alarm has been tested with that facility.

Ref. PST16

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CROSS KEYS Homes
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