

Frequently Asked Questions (Residents)

Key Points:

- The system is monitored 24/7 by the largest monitoring center in the USA.
- You will only be speaking with our monitoring center when help is requested using the button, and they cannot accept account changes/updates over the phone.
- Your building staff handles all requests regarding the system and your account. Please contact your building manager/coordinator directly if any changes have to be made (phone number/emergency contact updates).
- When your button is pressed, our team will be contacting you directly. If we cannot reach you to verify the emergency, we will dispatch emergency medical services as a precaution.

Questions you may hear:

- What happens when I press the button?
 - *When someone presses a help button, a signal is transmitted to LifeStation's monitoring center. One of LifeStation's care specialists will review the information that we have on file for the community, and they will take action to get help as quickly as possible. This means calling your contact information before dispatching emergency services. We will then make additional calls to your emergency contacts after we dispatch emergency personnel.*
- Is there a charge for false alarms?
 - *It's important to remember that this is an emergency device. The button is designed to be used in a life or death situation to call for help; not to change the channel or top off your coffee. Any time your button is pressed, we will respond as if there is a true emergency, which in some cases may involve contacting paramedics or police. In some areas of the country the police do charge for false alarms, but that is beyond our control*
- How do I know if a button is working?
 - *We encourage you to test your button every couple of months. Before testing, check with your building staff to confirm the correct contact information is on file. To test, simply press the button, and remain near your phone. When the monitoring center calls, advise them that you are just testing. If you have a concern, please contact property management.*
- Do you know where I am when I press my button?
 - *Each help button installed by LifeStation is uniquely assigned to you, but it is not tracking you around the building.*
- Is it waterproof?
 - *Wearable buttons should be worn while showering. They are designed to be water resistant but not waterproof. They can get wet but should not be submerged.*
- How do I clean my button?
 - *Gently wipe your device with a damp towel or disinfecting wipe.*