



Independence  
and Safety  
Wherever  
You Go



## What is Footprint?

Footprint is a wearable personal GPS device with GSM/GPRS technology which means you can use the device in and outside your home, all over United Kingdom.

Its primary function is to provide security and peace of mind, by the use of the single button to raise an alarm and by providing location information. The device also acts as a two way communication device between the user and another person or monitoring centre receiving the alarm. This emergency alarm and locator is ideal for anyone as there are no restrictions on who can use this device e.g. vulnerable family members, dementia patients, lone workers, and children just to name a few.



## How Does It Work?

It is designed to be linked to at least one smartphone or a monitoring centre that will receive the alarm.

- It can be linked with up to three mobile phones or fixed line telephone numbers to communicate by voice or text.
- It can be linked to a Monitoring Centre.
- The Footprint is sold with a SIM card pre-installed and with an annual airtime plan.
- It will work on any UK network and will choose the network with the strongest signal.
- It will work anywhere in the UK, where a mobile network has an available signal.

## How Can I Raise An Alarm?

Simply press the SOS button on the Footprint. Footprint can then report its position or send an alarm in several ways:

1. It can send data that can be viewed on the Footprint website.
2. It can make a telephone call to a landline or mobile phone.
3. It can send an SMS (pre-programmed text) to a mobile phone (ideally a smartphone)



## Raising an Alarm Without a Monitoring Centre

Press and hold the SOS button for 3 seconds until the device beeps and vibrates, an SOS Alarm Help me! will be sent to all linked mobile phone numbers (It will also send an email message to the web interface platform if installed).

If you choose to only have 3 linked phone numbers, it will dial all the 3 linked phones in sequence. If the Footprint fails to connect to the first number, it will call the second one. In case the second number fails to get connected as well, the system will connect to the third number. If the device cannot establish contact with all 3 numbers, it will start to dial the numbers again after 5 minutes. This will continue until one of the phones answers the call.

### NOTE:

If any of the linked phones have voicemail activated, then it is very likely that at some point the voicemail on that phone will pick up an important SOS alarm call. The Footprint is unable to determine that the linked phone has been answered by voicemail and will stop trying to contact other numbers. It is advisable that the linked phone does not have voicemail activated.



## Raise an Alarm With a Monitoring Centre

Press and hold the SOS button for 3 seconds until the device beeps and vibrates. After that, an SOS Alarm Help me! will be sent to the monitoring centre. The operator will speak to you through the footprint device. If there is no response they will try to contact you on the telephone, however, if there is no reply your location will be established using the GPS tracker and the most appropriate responder will be asked to attend, this could be emergency services or your contacts in line with the agreed escalation plan.

If the monitoring centre have reason to believe that emergency assistance is required they will contact the Police or most relevant service to attend to you at your location and provide whatever assistance that is necessary. They will also ask for the attendance or guidance of any other relevant emergency or medical services.

The monitoring centre's response is immediate; they operate 24 hours, 7 days a week, 365 days a year and are TSA (Telecare Services Association) accredited.



## Automatic Alarms may be triggered by:

In addition to the SOS alarm, the device can generate a number of alarms when certain events take place. Users of the Online Monitor Tools website can opt to be sent emails when the site receives alarms.

- **Geo Fence Alarm**

When the device leaves or enters a predefined area. There can be up to 3 defined areas. Device can make a call, send an SMS or notify the website or all three.

- **Fall Alarm**

When the person wearing the device falls, the device can make a call, send an SMS or notify the website or all three.

- **No GPS Alarm**

When the device cannot see a GPS signal. Device can send an SMS or notify the website or both.

- **Battery Low Alarm**

When the battery is less than 15%. Device can send an SMS or notify the website or both.

- **Overspeed Alarm**

When the device is travelling faster than a certain speed. Device can send an SMS or notify the website or both.



## Key Features

The Footprint is a sophisticated device and can be set up to operate in a number of different ways, depending on how the device is used.

It is up to the user to decide which features listed below they would like to use and we will program the device with the feature.

It is available in four colours and comes complete with a charging pod.

- **GPS Tracking and low signal warning**

Footprint uses GPS technology to calculate its location. GPS satellites orbit the earth and transmit data to allow the device to calculate its position. Footprint must be switched on before it can calculate its location and it works best when it is always powered up, so it is recording all its movements. The best way to achieve this is to leave it on its charging cradle overnight and take it with you wherever you go.



*The fobs are available in four colours and comes with it's own charger*

The web based tracking system incorporates the TCP/IP protocol and allows users to monitor it in real time over the internet or send an e-mail to the predefined e-mail address.

- **Two way voice communications**

To make a call from the Footprint without sending a Help Me alarm simply press and hold the side button for 3 seconds. This will dial the pre - programmed phone number, it is not necessary to hold the Footprint up to the ear. It has a hands-free loudspeaker. For simplicity there is no volume control. To end the call, press the SOS button.

People who have been given its number can make calls to it. In normal operation the device rings, and then answers automatically.



- **GEO Fencing Alerts**

Each device may have up to three Geo Fences. Initially these are set up as a rectangle but can be edited into a complex shape. The device only sets off an alarm as the device crosses the perimeter in the direction chosen. This is usually on leaving the "safe" area. The device does not report when it re-enters the area. If this is required then a second geo fence is required.

- **Full Roaming SIM**

A SIM card is pre-installed with an annual airtime plan and has four service providers that ensures the Footprint is always connected to the best available mobile network.

- **Wearable pendant or attached to a keyring**

Footprint can be worn using the supplied lanyard, attached to a keyring or kept in a pocket.

- **Power Saving Mode**

In this mode, the gsm chip is working and receives calls, SMS and transmits location. The GPS chip is activated by motion, incoming calls and SMS. The GPS chip is off when there is no movement or no phone usage. Battery life is not wasted when the device isn't moving. Under normal use, battery can last 3 to 7 days.

- **Fall Detection Feature**

A simple fall may cause devastating consequences. This device will alert all the authorised registered numbers or monitoring centre without the user pushing the SOS button when the fall sensor is activated. The device must sense both impact and angle. It will not detect a slow fall.

- **Movement and non-movement sensors**

This function enables the device to detect motion every 5 minutes and will send an SMS warning alarm to all registered phone numbers.

- **Linked to Monitoring Centre or Appointed Emergency Contact**

The Footprint gives the user the choice to use their own emergency contacts as the first responder or the monitoring centre as the first responder.

- **Over Speed Alert**

The alert is sent when the user wearing the Footprint exceeds the speed limit that is set.

- **Low Battery Alert**

When the battery is less than 15%, the device will send an SMS alarm to all linked registered number smartphone numbers or the monitoring centre.

- **Live website location service available**

When you want to find out the Footprint's device status you can simply text a command to it or give it a call and it will reply back to you with an update on its last location and the device status. This feature is useful to find people who lose their way and are unable to find their way back home e.g., people living with dementia or those with learning difficulties.

- **Listen in feature**

The person with the authorised registered number or monitoring centre can make a silent call to the Footprint. The device answers the call automatically and allows the caller to hear what is happening around the Footprint user. There is no voice indication that the call is in progress.

- **IP66 waterproof rated**

The device is showerproof rated allowing the wearer to use it in any environment, whether they're in the bathroom or outdoors on a rainy day.



## Data Protection

All information you provide to us is stored securely in accordance with the latest Data Protection legislation. Please go to our website for more information regarding Data Protection at [www.housingsolutions.co.uk/residentsinformation/policies.aspx](http://www.housingsolutions.co.uk/residentsinformation/policies.aspx)







**Please complete this form and return to:**

Lifeline, Housing Solutions, Crown House, Crown Square,  
Waldeck Road, Maidenhead, Berkshire, SL6 8BY

**PERSONAL INFORMATION FORM** (block capitals please)

.....  
Title Mr / Mrs / Miss / Ms / Other

.....  
Name

.....  
Address

.....  
Post Code

.....  
D.O.B

.....  
Telephone

.....  
Mobile

.....  
Email

**MEDICAL INFORMATION**

.....  
Doctors Name

.....  
Telephone

.....  
Doctors Surgery

.....  
Surgery Address

.....  
Post Code

**MOBILITY**

Able to walk without assistance

Wheelchair bound

Walk with assistance devices

Bed bound

.....  
Are you allergic to any medication?

.....  
**YES / NO**

.....  
If **YES** please state which medication?

.....  
Do you have any allergies?

.....  
**YES / NO**

.....  
Please list all relevant diagnosed medical condition that need to be addressed in an  
emergency situation by paramedics and doctors:

**I WILL REQUIRE:**

Self Monitor

Monitoring Centre

**EMERGENCY CONTACTS - KEY HOLDERS**

**Emergency Contact - No. 1** Name

Relationship to client

Phone

Address

Mobile

Post Code

**Emergency Contact - No. 2** Name

Relationship to client

Phone

Address

Mobile

Post Code

**Emergency Contact - No. 3** Name

Relationship to client

Phone

Address

Mobile

Post Code

Key safe Already Fitted: YES

Key safe Required: YES

NO

Clients signature

Date

Who should we contact to arrange the Footprint installation

Name:

Telephone:

**FOR OFFICE USE ONLY**

Account Number

IMEI.

Colour

CLI

Date

Tag

Installer

Signed

## What else do we offer?

### Lifeline?

Lifeline is designed to help people to continue living in their own homes. It comes complete with a pendant and base unit.

An alarm call can be raised from anywhere in the home or garden (as long as it is no more than 50 metres from the base unit) simply by pressing the pendant. The monitoring centre's response is immediate; they operate 24 hours, 7 days a week, 365 days a year and are TSA (Telecare Services Association) accredited.

### Lifeline Discharge Package

If you live alone and are being discharged from hospital, we have a service you can call on 24 hours a day, if you need emergency help while you are recovering.

The Monitoring Centre, for our Lifeline service, offers a Responder Service\* for customers in these situations. When you press your Lifeline pendant for assistance, the Responder Team will come out to check that you are OK. They can then either help to lift you, if you have fallen, or they can arrange for your GP or emergency services to attend if required. The Responder Service Team are CRB checked, First Aid and Lifting Cushion trained.

You can still use the Hospital Discharge Package if you have your own emergency contacts and will not need to call on the services of the Responder Team.

This service is available for six weeks and covers six visits with an option to extend for an additional two weeks. The cost is £99.00\*\*. If you would like to continue this service after 6 or 8 weeks, please contact us.

### Key safe and do I need one?

A key safe is a secure metal box which stores a spare set of house keys. It is fitted to the outside wall of your home. The key safe is kept locked and opened with a combination code.

Customers may opt to have this installed as it gives the emergency services immediate access to their property without causing damage.

We supply and install the C500 KeySafe which is the only key safe in the UK to be approved by the Police and be awarded a Loss Prevention Certification Board (LPCB) security rating. The test covers breaking into the key safe and removal from the wall. That makes it as secure as your front door.

Please call us on 01628 545000 or email [homeassistance@housingsolutions.co.uk](mailto:homeassistance@housingsolutions.co.uk) for more information on any of these products.

\* This service requires a key safe installed outside your home. Please contact us if you need a key safe to be installed. \*\*Price subject to change.

If you would like an audio or large print version of this document please call our offices on **0800 876 6060**.

Urdu

اگر آپ اپنے کرایہ ادائیگی کے مسائل کے بارے میں اس لیفلٹ کا ترجمہ  
چاہتے ہیں تو براہ کرم ہمیں فون کریں

☎ 0800 876 6060

Hindi

यदि आप किराए की अदायगी में समस्या के बारे में इस  
लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

☎ 0800 876 6060

Gujarati

જો તમારા ભાડાં ભરવાની સમસ્યાઓ અંગેની આ પુસ્તિકાનું  
તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને ડોલ કરો

☎ 0800 876 6060

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਕਿਰਾਏ ਦੀ ਅਦਾਇਗੀ ਵਿਚ ਮੁਸ਼ਕਲਾਂ ਦੇ ਬਾਰੇ ਇਸ  
ਲੀਫ਼ਲੈਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

☎ 0800 876 6060



Crown House, Crown Square, Waldeck Road, Maidenhead, Berkshire SL6 8BY

Lifeline: 01628 545000

freephone: 0800 876 6060

email: [homeassistance@housingsolutions.co.uk](mailto:homeassistance@housingsolutions.co.uk) [www.housingsolutions.co.uk](http://www.housingsolutions.co.uk)

Open 8.45am – 5.15pm Monday–Thursday and from  
8.45am – 4.45pm on a Friday