




Fall Alarm Plan - User Guide

Please read and keep these instructions for future use

 0800 180 82 20

 support@telecare24.co.uk

Important information



The user's telephone **MUST BE** connected to the base unit telephone socket - a double adapter on the incoming line must not be used.



If the user has a DECT telephone the base station **MUST BE** at least 2 metres away from the base unit. Failure to provide this separation may result in reduced range of personal pendants or other radio devices.



REN1

All telephone equipment has a Ringer Equivalence Number (REN) which is used to calculate the number of items that can be connected to a single telephone line. A REN of 4 is the maximum allowed on a standard UK telephone line. The base unit has a REN of 1. If the REN total of all equipment connected to a telephone line exceeds 4, the equipment may not operate correctly. With different types of equipment there is no guarantee of correct operation even if the REN is less than 4. Typically 1 or 2 standard telephones (REN1) can be used with the base unit.



Clean your equipment regularly using a damp cloth. Do not use strong detergents, polish, or abrasive cleaners.



Do not leave your base unit in direct sunlight or near a heat source.

What's in the box?

In the box you'll find; a base unit, a fall sensor, a power supply, an adaptor cable, and a telecom lead.



Base Unit



Fall Sensor



Power Supply



Adaptor Cable



Telecom Lead

The fall sensor



Your personal alarm is a life-saving device so remember to wear it at all times.

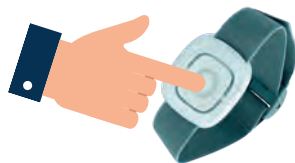
You should test your system every 4-6 weeks by pressing your device.



Wearing your fall sensor

The fall sensor should be worn on your non-dominant hand (the opposite hand to the one you write with).

The fall sensor is waterproof but it should not be submerged for long periods.



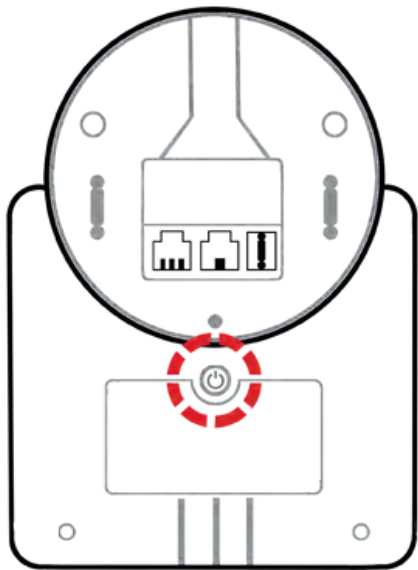
How to call for help using the fall sensor

1. Press the fall sensor until it flashes red.
(You cannot test the fall sensor by throwing it at the floor)
2. When the alarm is activated, you can speak to our control centre using the microphone and loudspeaker on the base unit.
(Please note, the fall sensor does not have a microphone, we'll speak to you via the loudspeaker on your base unit.)

Battery life

The fall sensor has a battery life of 18-24 months, dependent on use. Our team will automatically be notified when the battery runs low and will reach out to arrange a free replacement.

Switching the base unit on and off



Switching on

1. Switch the mains power supply on.
2. Power on the base unit by pressing the grey power button on the back of the unit for 3 seconds.
3. You will see the lights on the unit run through a cycle and then your alarm will be ready to use.

(Only the red 'Alarm' button should be illuminated.)

Switching off

The base unit uses very little power. It must be left switched on at all times.

If it is necessary to switch the unit off, follow these steps:

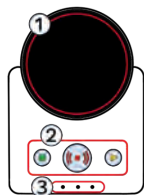
1. At the back of the unit you will find a grey power button.
2. Press the button for 3 second and release.
(You will hear a beep and the base unit will power down).

The base unit



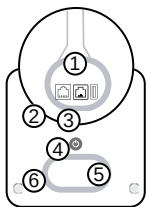
The base unit will usually be table mounted within 3 metres of a mains supply and the master telephone socket.

If extension cables are used care should be taken to ensure that no one trips over the leads.



Top View

- 1) Speaker
- 2) Buttons
- 3) Front LEDs



Bottom View

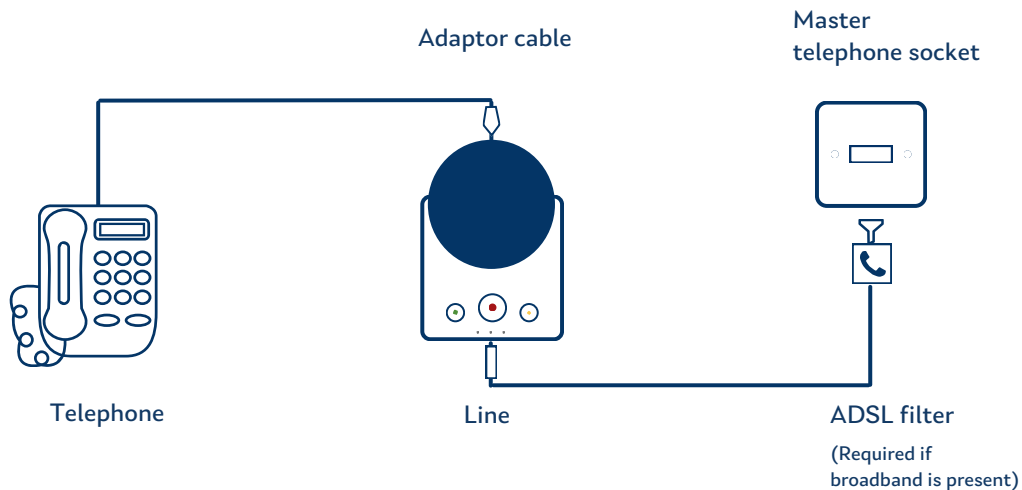
- 1) Connectors:
 - Home Phone Cable (left)
 - BT Wall Socket Lead (middle)
 - Mains Supply (right)
- 2) Reset Button
- 3) Bottom Cover Screw
- 4) Power Button
- 5) Product Label Area
- 6) Microphone

How to install

1. Unplug the telephone from the wall socket and plug into the telephone adaptor cable.
2. Connect the telephone cable into the telephone socket on the wall (where the telephone was originally plugged in).
3. Connect the power lead between the base unit supply socket and the mains electricity.
4. Turn on the base unit by pressing the grey on/off button for 5 seconds underneath the unit.
5. Perform a test call to the control centre to verify installation and programming by pressing your fall sensor.

Installation diagram

If broadband is present an ADSL filter should be provided by your chosen provider.



If you have any connection issues or noise on the base unit audio, then a poor quality filter may be the cause.

Placing a test call



You should test your system every 4-6 weeks by pressing your device.

1. To test press the button on the front of your fall sensor.



2. The base unit will make a series of tones while it connects through to our 24/7 monitoring centre. Simply tell ur team that you are making a test call to check that your alarm is working correctly.

3. Moments later, you'll be connected to a member of our emergency response team.

4. Our team will tell you everything is okay and they will end the call. Your alarm is now set up and ready to use, should you ever need it.

