



Fall Alarm Plan - User Guide

Please read and keep these instructions for future use

 0800 180 82 20

 support@telecare24.co.uk

Important information



Your equipment uses mobile phone technology to function, so please install the base unit in the place where you have a good mobile phone signal in your home.

Having trouble finding a good signal?

Please see 'Have trouble finding a good signal?' on the FAQ page.

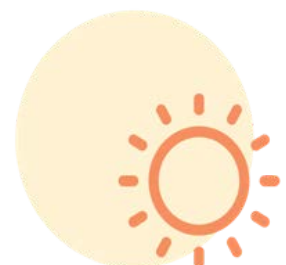


We recommend checking all your equipment regularly, at least every 4-6 weeks, by pressing the button on your wearable device. For more information please see the 'Placing a test call' page.



Emergency calls via your personal alarm will be routed to our 24/7 monitoring team. This will get you the help you need as soon as possible. In response to your alert, we will speak with you through the microphone in your base unit.

If you would like to discuss your account with us, but it isn't an emergency, our customer service team is available on 0800 180 82 20. We are open 9am to 5pm Monday to Thursday and 9am to 4:30pm on Fridays.



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



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

What's in the box

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



Base Unit



Wearable fall sensor



Power lead



Ethernet cable*

For ease of installation, we have already connected one end of the power lead to your base unit.

* The Ethernet cable is only required if you are connecting your base unit to a broadband router. Call us free on 0800 180 82 20 for guidance.

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.

The base unit



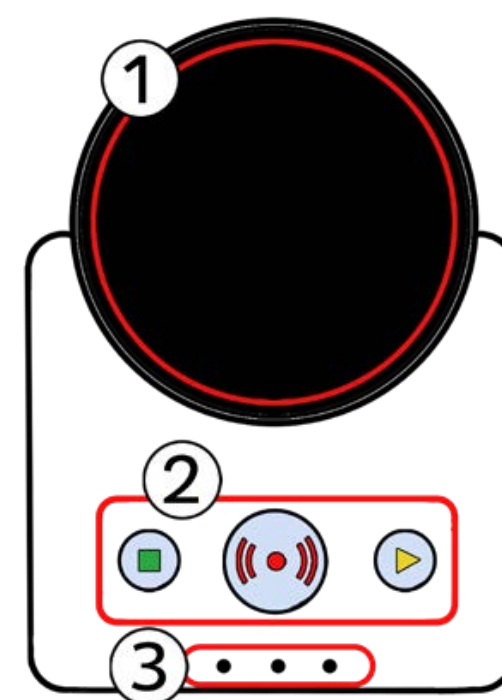
The base unit should be situated on a flat surface close to an available mains power socket.

We strongly recommend that the base unit power lead is plugged directly into a mains power socket and not a power extension cord.



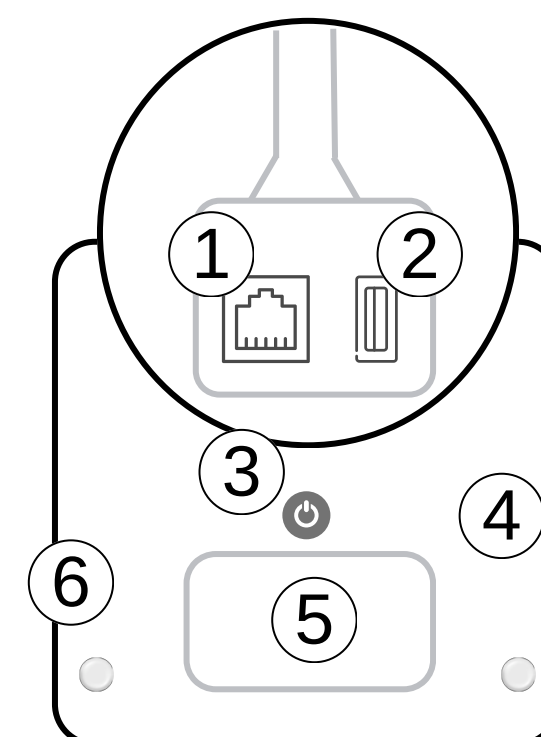
Top view

- (1) Speakers
- (2) Buttons
- (3) Front LED lights

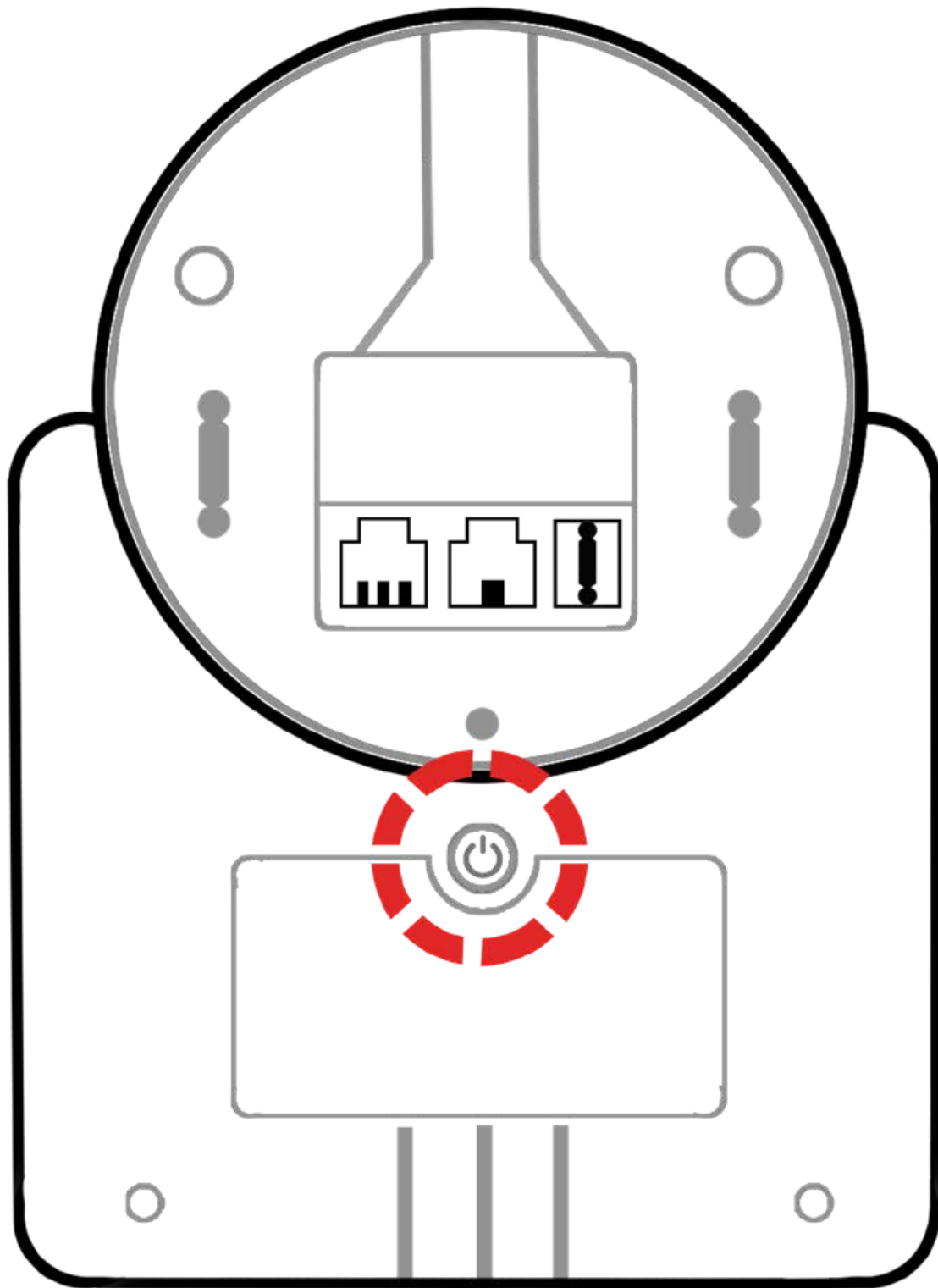


Bottom view

- (1) Ethernet socket
- (2) Mains power socket
- (3) Power button
- (4) SIM card
- (5) Product label area
- (6) Microphone



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).

How to install

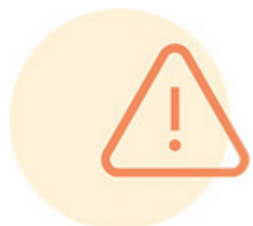
Getting started



1. Place your base unit somewhere easy to access in case of emergency. In the hallway or living room, for example.



2. Take the loose end of the black power lead and plug it into a mains power socket.



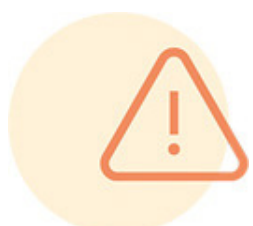
Remember to switch the power on at the wall. We strongly recommend against plugging the power lead into an extension cord.



3. Turn on the base unit by pressing the grey on/off button for 3 seconds underneath the unit.



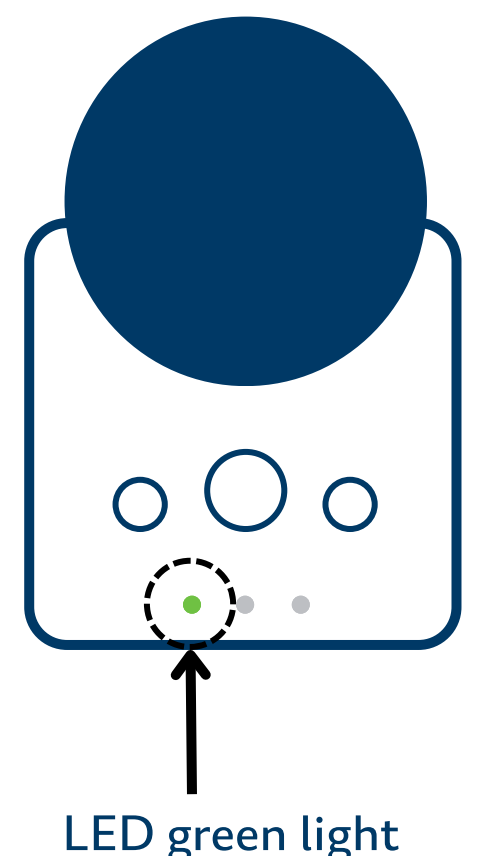
4. When the green LED goes off (it may take several minutes) it means the unit has successfully registered onto an available network



If your device struggles to connect and you have broadband at home, use the Ethernet cable provided to connect the base unit to your broadband router. See the 'Installation diagram (with broadband)' page for help with this.

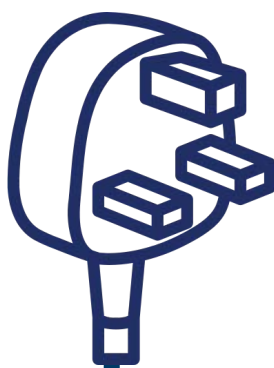
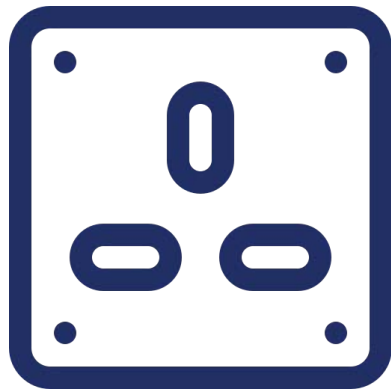
Still struggling to connect?

Give us a call free on 0800 180 82 20.



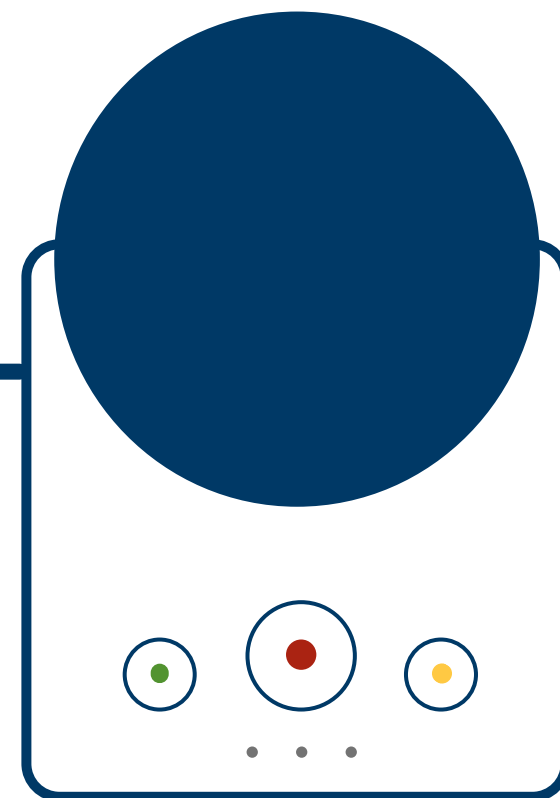
Installation diagram

Mains power
socket



Power lead

Base unit



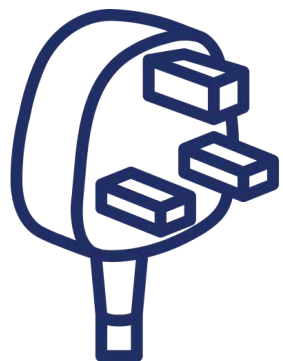
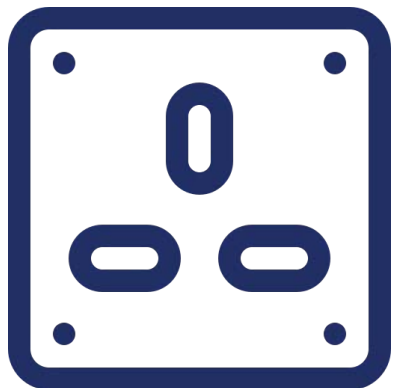
* If your property has a poor mobile signal, please refer to **Having trouble finding a good signal?** on the FAQ page.

Installation diagram (alternative option*)



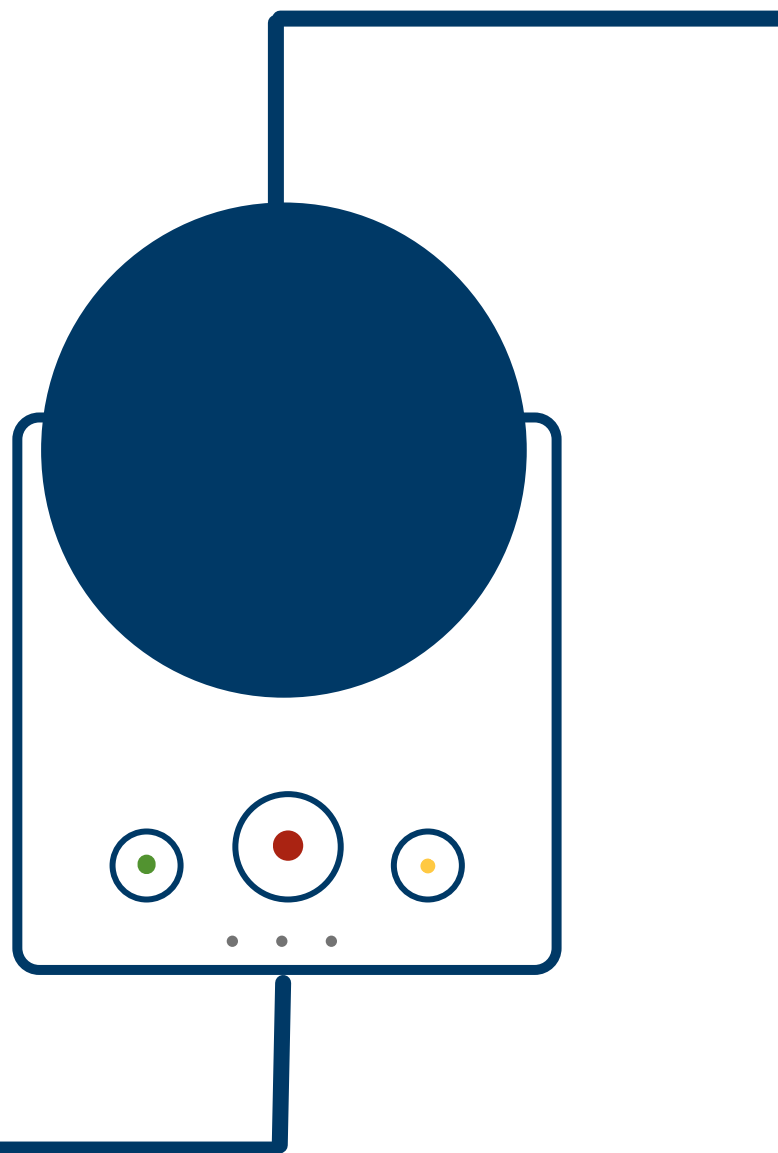
* This type of installation is only for users who have poor signal in the home and also have broadband already in the property. If you do not have signal issues you should ignore this page.

Mains power
socket

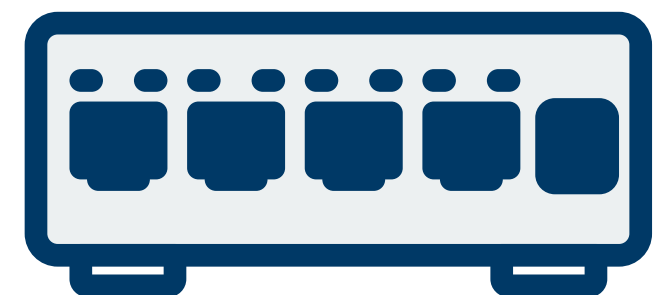


Power lead

Base unit



Broadband
router



Ethernet
port
→



Ethernet
cable

Frequently asked questions

Having trouble finding a good signal?

If you have broadband at home, great news! Our base units can also connect to our 24/7 monitoring centre using your home broadband connection. Simply connect the base unit to your router using the Ethernet cable provided. If you don't have broadband or you still need our help getting your equipment set up, give us a call for free on 0800 180 82 20.

My details have changed. How do I tell Telecare24?

If any of your details have changed and you think we need to know, please get in touch with our team at your earliest convenience either by emailing us at support@telecare24.co.uk or by calling us on 0800 180 82 20.

Rest assured, we store this data securely and only share vital information with the emergency services.

What happens if the operator cannot hear me when I activate the alarm?

If we cannot communicate with you via the base unit, we will call your main contact phone to ensure everything is okay. If there is no response, we will call other keyholders or – if the situation requires – the emergency services.

How long does the battery last?

The wearable device has a battery life of 18-24 months, dependent on use. Our team will automatically be notified when the battery on your pendant runs low. When this happens, we'll reach out to arrange a free replacement.

In the event of a power cut, the base unit features a 48 hour battery backup.

Keep in mind that if there is a power cut and the battery backup in the base unit has run out, the wearable alarm will not do anything when activated.

Monthly test sheet

We recommend testing your careline equipment on a monthly basis to ensure there are no issues with your connection. Remember to tell our team that you are placing a test call.

Month	Tested
January	<input type="checkbox"/>
February	<input type="checkbox"/>
March	<input type="checkbox"/>
April	<input type="checkbox"/>
May	<input type="checkbox"/>
June	<input type="checkbox"/>
July	<input type="checkbox"/>
August	<input type="checkbox"/>
September	<input type="checkbox"/>
October	<input type="checkbox"/>
November	<input type="checkbox"/>
December	<input type="checkbox"/>

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 show a flashing red light while it connects through to our 24/7 monitoring centre. Simply tell our 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.

