



## Fall Alarm Plan - User Guide

**Please read and keep these instructions for future use**

 0800 180 85 40

 [support@telecare24.co.uk](mailto:support@telecare24.co.uk)

# Important information

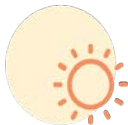


Please avoid turning off or powering down your broadband router. If your broadband router is ever switched off or not connected to the internet, then your careline alarm will not work. Your broadband router needs to remain connected to the internet in order to work.



Your emergency calls will be directed to our 24/7 monitoring team who will endeavour to get you the help that you need as quickly as possible. When you alert us, we will speak to you via the microphone in your TeleAlarm® base unit.

When it isn't an emergency, for example - you want to discuss your account with us, our customer service team are 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 TeleAlarm® base unit in direct sunlight or near a heat source.



You should clean your careline alarm equipment regularly using a damp (but not wet) cloth. Also, avoid using strong detergents, polish, or abrasive cleaners.

# What's in the box?

In the box you'll find; a TeleAlarm® base unit, a fall sensor, a power lead\*, and an ethernet cable\*.



TeleAlarm® Base Unit



Vibby Fall Sensor



Power lead



Ethernet cable

\* For ease of installation, we have already connected one end of the power lead and the ethernet cable to your base unit.

# The Vibby fall sensor



As the Vibby fall sensor is a life-saving device; remember to wear it at all times. Please test your system by pressing your device every 4-6 weeks to ensure that all equipment is working correctly.



## **Wearing your Vibby fall sensor**

You can wear your Vibby fall sensor either on the wrist or around the neck depending on your preference during purchasing.

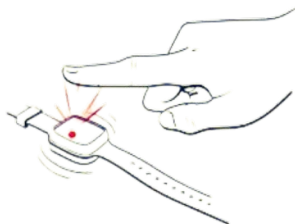
If you've chosen to wear it on the wrist, the Vibby should be worn on your non-dominant hand (the opposite hand to the one you write with).

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

## **How to call for help using the Vibby fall sensor**

1. Press the Vibby 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.)



# The base unit



The TeleAlarm® should be situated on a flat surface close to your broadband router and an available mains power socket.

**We strongly recommend** that the TeleAlarm® power lead is plugged directly into a mains power socket and not a power extension cord.



## What if I'm not near the base unit?

If we cannot reach you via the base unit, we will call your landline once to ensure everything is okay. If there is no response on the landline, we will call keyholders or if the situation requires emergency services.

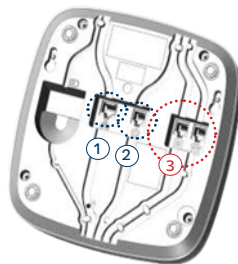
## Top view

- 1) Emergency call button
- 2) Action button ("S" button)
- 3) Do not use



## Bottom view

- 1) Ethernet cable socket
- 2) Power lead socket
- 3) Do not use



# Setup / placing a test call

## Getting started



1. Take the loose end of the white ethernet cable and plug it into an available ethernet port on the back of your broadband router.



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

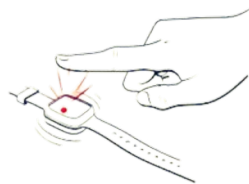


Remember to switch the power on at the wall.

We strongly recommend against plugging the power lead into an extension cord.

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## Placing a test call



**(1).** Press the button on your fall sensor.

**(2).** The base unit will make a series of tones while it connects through to our 24/7 monitoring center. It can take up to 40 seconds to connect.

**(3).** Moments later, you'll be connected to a member of our emergency response team. Simply tell our team that you are making a test call to check that your alarm is working correctly.

**(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.

# Installation diagram

Mains power  
socket



Power lead

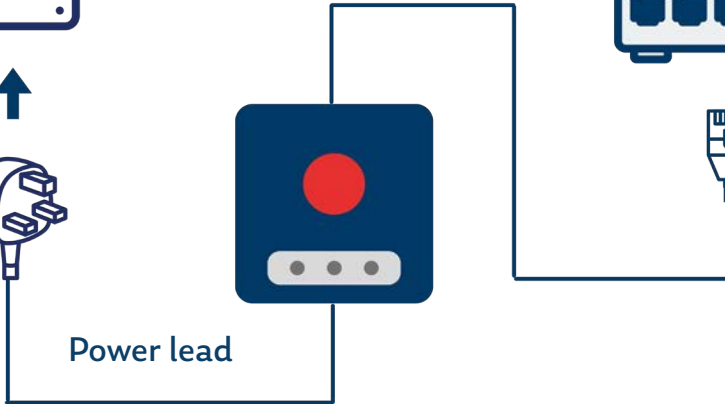
TeleAlarm®  
base unit



Broadband router



Ethernet  
cable



# Error messages and what you need to do

When there is an error, you will see a **blue** flashing light on your TeleAlarm® base unit.

Announcements & beeps	Meaning and what you need to do
<b>“Power failure” or “Mains Failure”</b> (1 beep)	<b>The unit is not receiving power</b> 1. Check the power lead is connected 2. Make sure the power is switched on at the wall
<b>“Line failure”</b> (2 beeps)	<b>The unit is not connected to the internet</b> 1. Check the ethernet cable is connected between the base unit and your broadband router. 2. Check that your broadband router is switched on and connected to the internet.
<b>“Transmission failure”</b> (4 beeps)	<b>Emergency call not sent</b> Call the Telecare24 customer service team as soon as possible on <b>0800 180 85 40</b> .
<b>“Failure zero-one” “Failure two” “Failure three”</b>	Please call the Telecare24 customer service team as soon as possible on <b>0800 180 85 40</b> .



Error message announcements will sound continuously between 7am-9pm. To silence the announcements, press the **(S) Action** button. The unit will repeat the error message once and then remain silent until the next day.