



Getting started

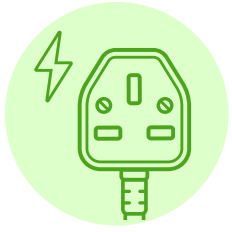
Your guide to setting up your new personal alarm base unit.

Please read and keep this guide for future use

 0800 180 82 20

 support@telecare24.co.uk

Important information



We strongly advise that the base unit power lead is plugged directly into a mains power socket in the wall and not an extension.

Please note, it is important to leave the base unit plugged in and switched on, even overnight.



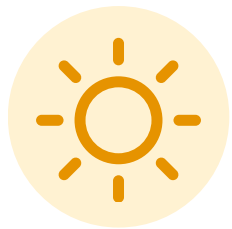
When you activate your alarm, your call for help will be routed to our 24/7 monitoring team via your base unit. Note that you cannot speak to or hear us through the device that you're wearing.



Don't worry if you are in a different room as your base unit when you trigger the alarm – the microphone is quite sensitive and the volume on the speaker can be turned up remotely by the care team if you can't hear them.

We recommend testing your equipment regularly, at least every 4-6 weeks, by pressing the button on your wearable device.

For instructions on how to do this, please refer to the separate insert headed [How to test your alarm]. Note, this sheet is double sided.



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.



Please refer to your order confirmation email for a copy of the terms & conditions that you agreed to when placing your order

What's in the box

In the box you'll find;



Alarm base unit



A wearable device



Base unit power lead*



Ethernet cable**

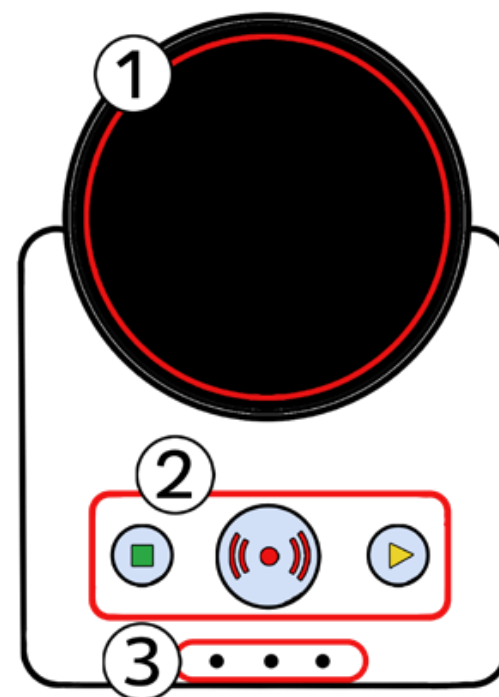
* For ease of installation, we have already connected one end of the power lead to your base unit.

** The Ethernet cable is only required if you have broadband at home.

Knowing your way around the base unit

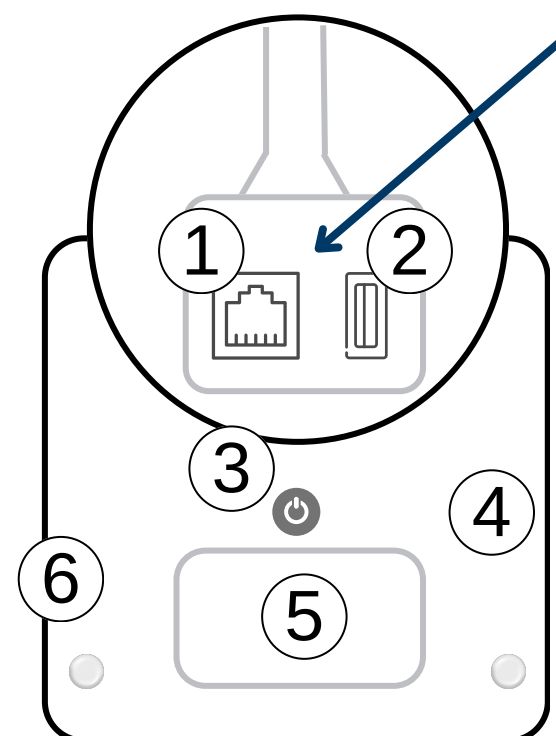


Top



- (1) Loudspeaker
- (2) Buttons
- (3) LED lights

Underside



You'll need to lift the small faceplate to access sockets 1 and 2

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

How to set up your base unit



If you have broadband at home, you should connect the base unit to your broadband router using the Ethernet cable provided. This means your emergency calls can use the internet to connect to our team, which means faster connections and clearer calls.

Do you have broadband in the property?

**Yes, I have broadband
in my home**



Continue to page [6]

**No, I don't have
broadband**



Skip to page [8]

Installation for homes with broadband

1

Start by placing your base unit near your broadband router and an available mains power socket. Please note, an extension lead won't be suitable.

2

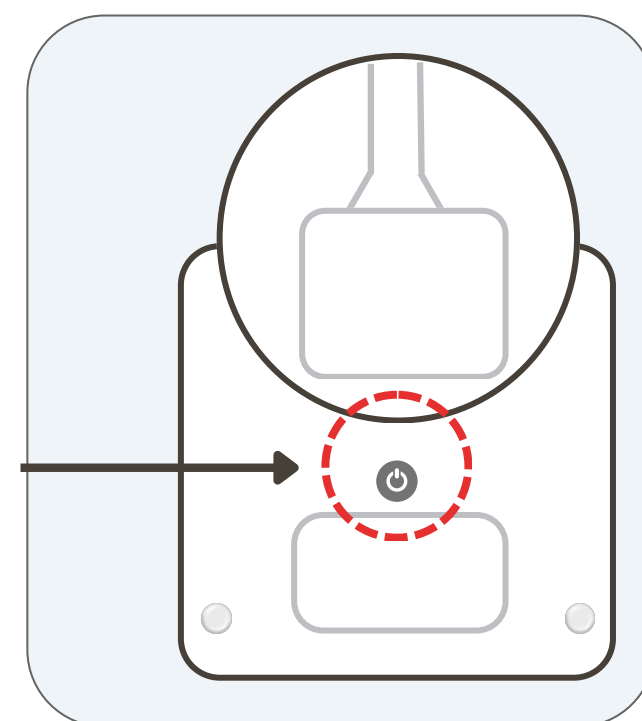
Now, take the power lead and plug it into the mains power socket, then switch the socket on at the wall. You'll notice that we've already connected one end of the power lead to your base unit.

3

At this stage, it's time to connect your base unit to an available port on your broadband router using the Ethernet cable provided.

4

Finally, on the underside of the base unit, find the grey power button in the middle. Press and hold it for about 3 seconds and then let go. You'll see the lights on the front of the unit flash briefly, before going off.

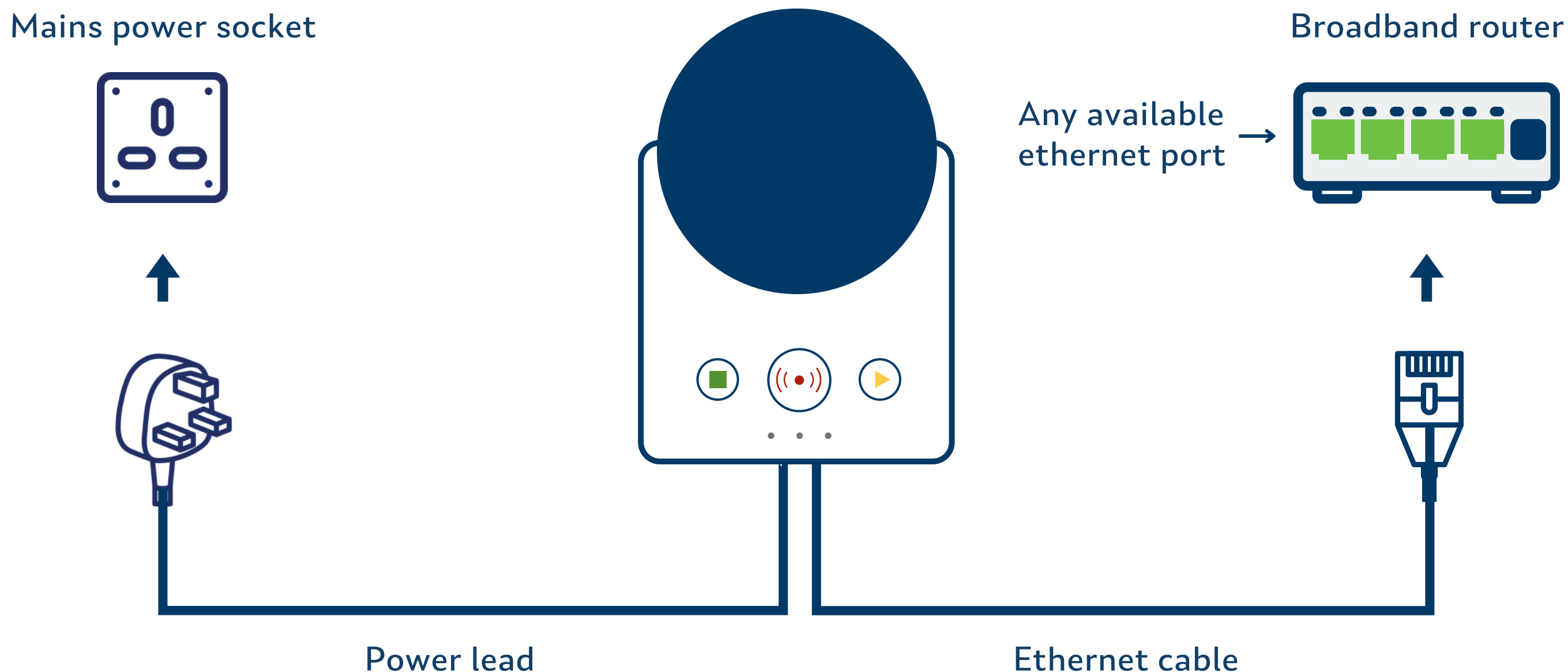


Please note, it may take several minutes for the green LED light to go off while your base unit establishes a connection to our remote monitoring centre.



If you are unable to complete this process or should you need any help, please give us a call free on 0800 180 82 20.

Installation for homes with broadband



Connection type

Broadband  + SIM 

With this setup, your base unit will primarily connect to our 24/7 monitoring team using your home's broadband service.

In the event that your broadband goes down, your base unit will instead use its SIM card (already fitted) which locks onto the strongest mobile network signal in your area.

All calls made via your alarm are free, so they won't show up on your phone or broadband bill.

Installation for homes without broadband

1

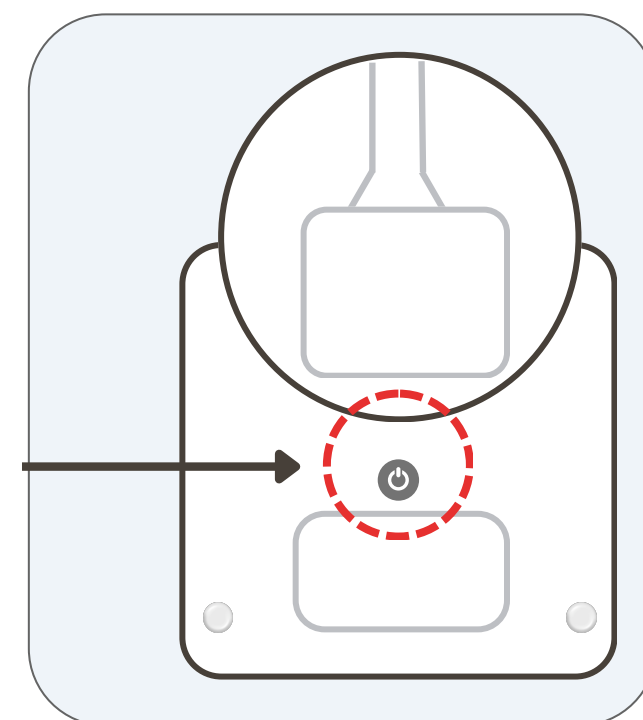
Start by placing your base unit near an available mains power socket. Please note, an extension lead won't be suitable.

2

Now, take the power lead and plug it into the mains power socket, then switch the socket on at the wall. You'll notice that we've already connected one end of the power lead to your base unit.

3

Finally, on the underside of the base unit, find the grey power button in the middle. Press and hold it for about 3 seconds and then let go. You'll see the lights on the front of the unit flash briefly, before going off.



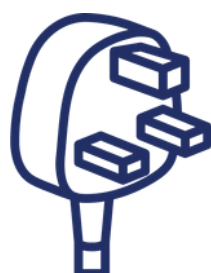
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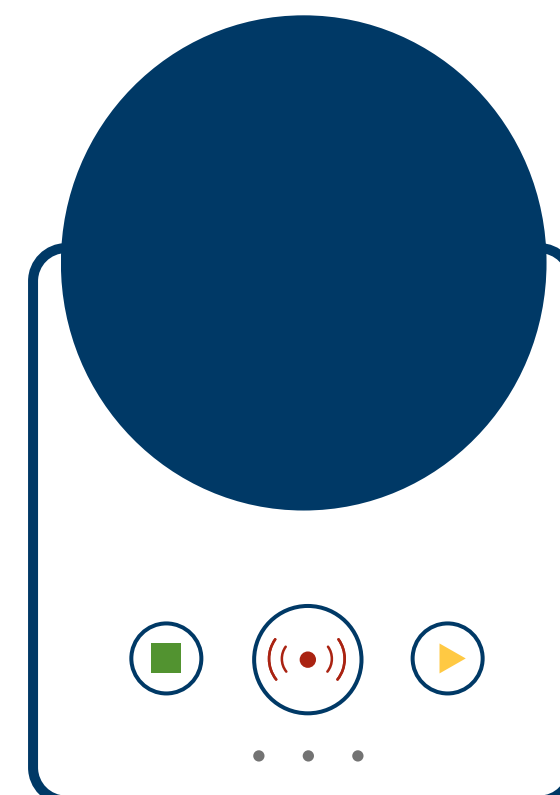
If you are unable to complete this process or should you need any help, please give us a call free on 0800 180 82 20.

Installation for homes without broadband

Mains power socket



Alarm base unit



Power lead



Connection type

SIM ((••))

With this setup, your base unit will use its SIM card (already fitted) which locks onto the strongest mobile network signal in your area. Those calls are free too, so they won't show up on your phone bill.

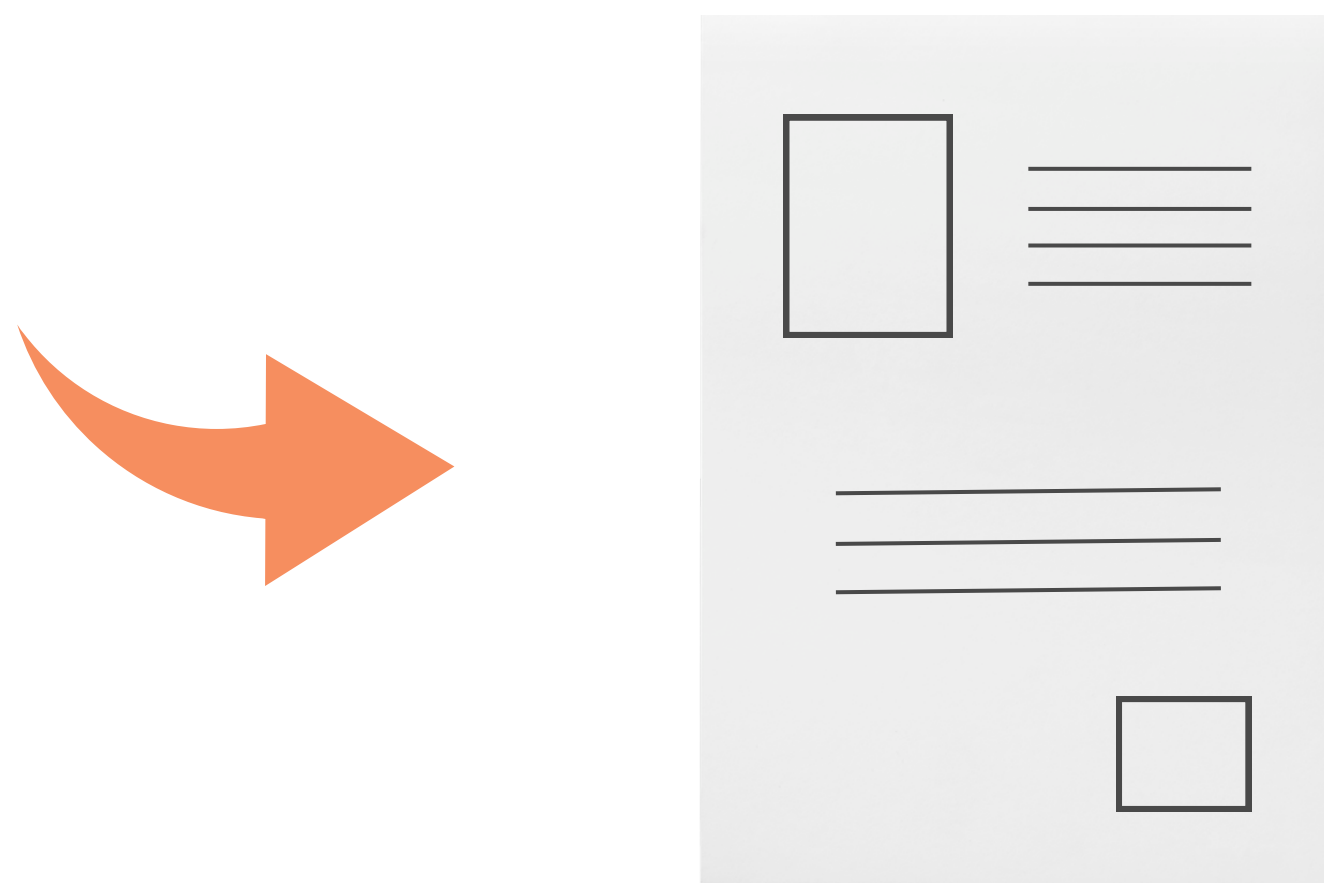
Struggling to find a good signal? Call us free on 0800 180 82 20 for advice.

It's time to test your alarm!

Now that you have set up your new personal alarm system, it's time to make a test call to our monitoring team.

For instructions on how to test your equipment, please refer to the separate leaflet which is headed [How to test your alarm]. Note, this sheet is double sided.

While technical problems are very rare, it is essential to regularly check that your alarm is working correctly so that you can rest assured that help is there when you need it.



Please now refer to your [How to test your alarm] leaflet.

Troubleshooting your alarm

To help you get the most out of your device, this guide includes a dedicated troubleshooting section designed to ensure your alarm remains reliable and effective at all times.

By following these steps, you will gain a better understanding of how the system operates and how to maintain a consistent connection to our monitoring centre.

Regular upkeep and simple checks are key to ensuring that help is always available when you need it most.

Need more help?

For further support, please visit our online troubleshooting hub at telecare24.co.uk/troubleshooting. There, you will find more in-depth guides and our step-by-step videos on how to install and maintain your device.



Dual connectivity

Our personal alarm features a dual-connectivity approach, thoughtfully designed to address various scenarios and keep you connected to our support team 24 hours a day, 7 days a week.



Broadband Connection:

The alarm connects to your broadband router via the included Ethernet cable, allowing emergency calls over the internet. As a result, your calls will be faster and clearer.

When you are connected to broadband, we pride ourselves in answering your calls within 5 seconds*.



Mobile Backup Connection:

Our alarm comes fitted with an 'unsteered' SIM card, which means your alarm will connect to the strongest mobile network signal that is available in your area.

So, if your broadband were to fail or if you don't have broadband at home, you'll still have access to our unwavering support.

* If you don't have broadband at home, response times average under 9 seconds.

Where to place your base unit?

Struggling with the signal?

We always recommend connecting your base unit to a broadband router if you have one to ensure a reliable connection to our monitoring centre.

If you do not have broadband, we suggest repositioning the alarm in an area with stronger reception, such as near a window.

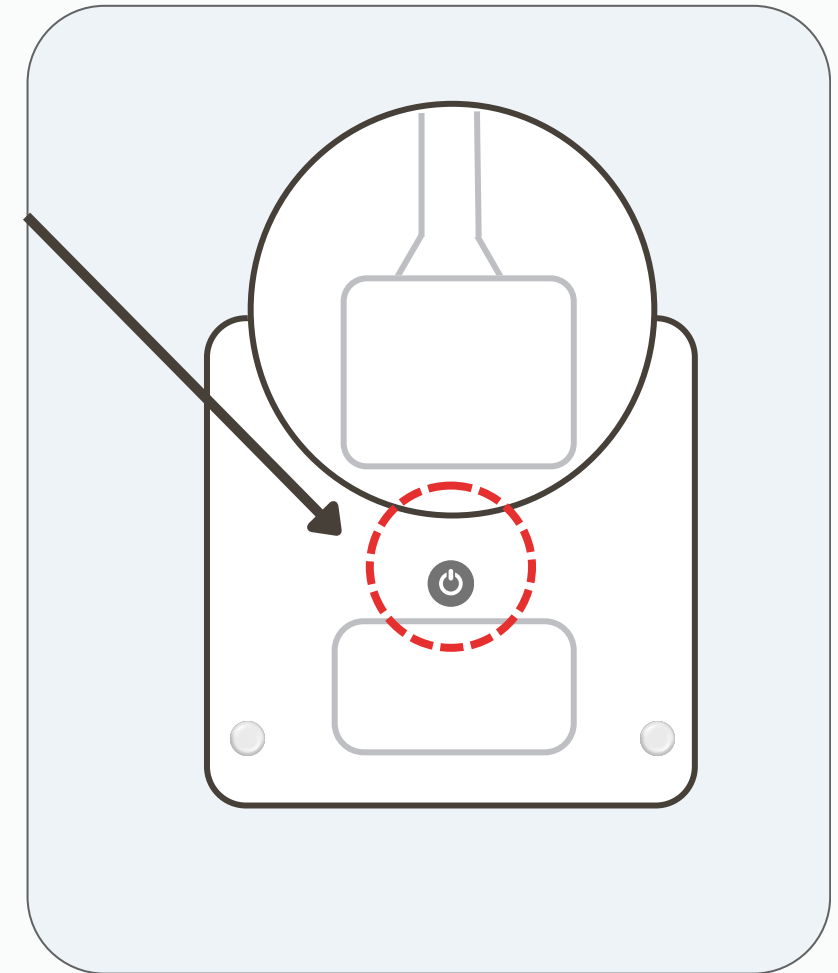


We monitor signal strength and will write to you if we notice a drop in connectivity; however, please be aware that local mobile network strength and your home's signal coverage are outside of our control.

How to reboot your alarm

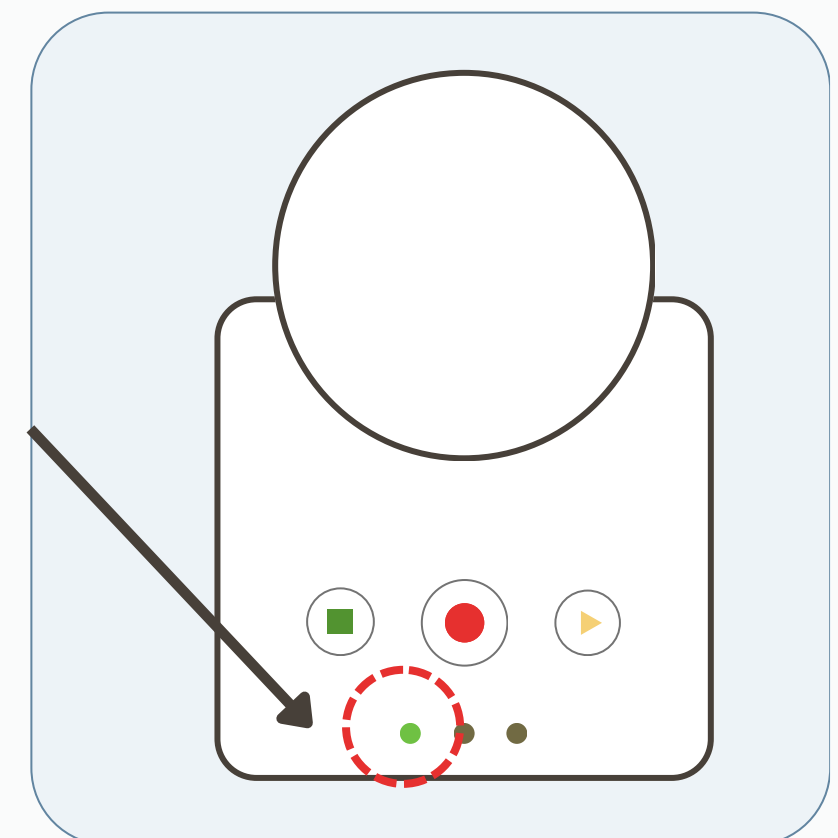
1. Turn over the alarm base unit.
You will see a grey power button.
2. Press and hold the power button for 3 seconds.
The base unit will switch off.
3. Wait a few seconds.
4. Press and hold the power button again for another 3 seconds.

The base unit will make a ping tone to indicate it has powered back on.



5. Turn the base unit over
6. Wait for the LED light (bottom left on the front of the device) to stop flashing. Once the light goes out, the device is ready.

7. Place a test call by pressing the button on your pendant



Frequently asked questions

Having issues connecting to our team?

If you have broadband at home, please refer to page [6] for instructions on how to connect your alarm base unit to your broadband router.

If you don't have broadband and you are having connection issues, please call us immediately on 0800 180 82 20.

My personal details have changed. How do I tell Telecare24?

Please let us know as soon as possible if your details change, such as your address, phone number, medical conditions, key safe code, or emergency contacts.

The quickest way to update your information is by completing our online form at telecare24.co.uk/update-your-details. Alternatively, you can give us a call.

Rest assured, your data is stored securely and is only shared with emergency services if the situation warrants it.

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

The volume on the speaker can be turned up remotely by the care team. If you still cannot hear us, we will call the main telephone contact number on your account. If there is no response, we will call your keyholders or – if necessary – the emergency services.

How long does the battery last?

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

In the event of a power cut, the alarm base unit features a 48 hour backup battery and, if your alarm is connected to a broadband router, it will try to connect to us via the mobile phone network using the SIM card inside.

When the backup battery runs out, or if you have a poor mobile signal at home, your alarm will not work.

Monthly test sheet

This checklist can help you keep track of testing your alarm, which you should do once a month to ensure it's ready when you need it.

Month	Tested
January	☐
February	☐
March	☐
April	☐
May	☐
June	☐
July	☐
August	☐
September	☐
October	☐
November	☐
December	☐