Pendant Alarm Plan - User Guide

Important information

The user's telephone MUST BE connected to the TeleAlarm® 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 TeleAlarm®. Failure to provide this separation may result in reduced range of personal pendants or other radio devices.

REN 4

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 TeleAlarm® has a REN of 4. 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 (REN4) can be used with the TeleAlarm®.

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 pendant and your wearing kit, a power lead*, telecom lead* and an adaptor cable*.

Base Unit

Pendant and wearing kit

Power lead

Telecom lead

Adaptor cable

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

The pendant

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

Wearing your pendant

You can wear your pendant either on the wrist or around the neck.

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

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

How to call for help using the pendant

1. Press the pendant until it flashes red.

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 pendant 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.

Top view

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

Bottom view

1) Telecom lead
2) Adaptor cable
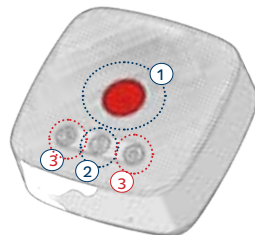3) Power lead socket
4) Do not use

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.
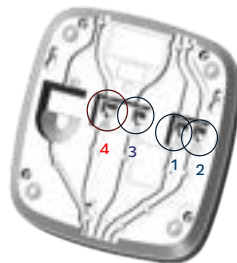
Setup / placing a test call

Getting started

1. Unplug the telephone from the wall socket and plug into TeleAlarm® telephone adaptor cable.

2. Connect the TeleAlarm® telephone cable into the telephone socket on the wall (where the telephone was originally plugged in).

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

4. Place a test call to the control centre to verify installation and programming by pressing your fall sensor.

Remember to switch the power on at the wall.

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

Placing a test call
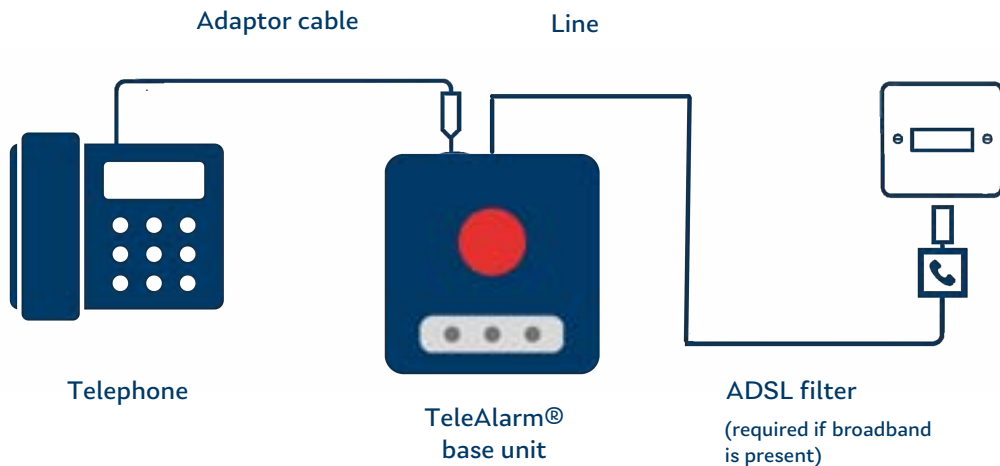
(1). Press the button on your pendant.

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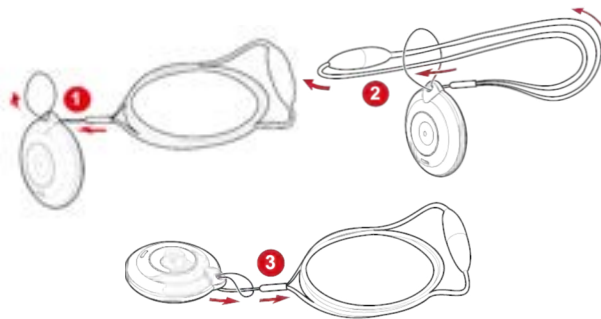
(4). Our team will tell you everything is okay and they will end the call. Your alarm is now set up and ready to use, should you ever need it.

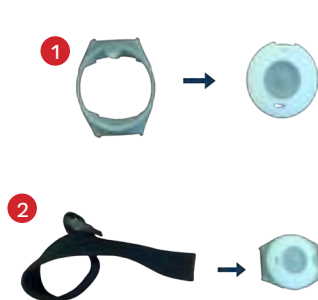# Installation diagram / wearing options

Adaptor cable

Line

Telephone

TeleAlarm®
base unit

ADSL filter
(required if broadband
is present)

Wearing options

Lanyard

Wrist

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
"Power failure" or **"Mains Failure"** (1 beep)	**The unit is not receiving power** 1. Check the power lead is connected 2. Make sure the power is switched on at the wall
"Line failure" (2 beeps)	**The unit is not connected to the internet** 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.
"Transmission failure" (4 beeps)	**Emergency call not sent** Call the Telecare24 customer service team as soon as possible on **0800 180 85 40.**
"Failure zero-one" **"Failure two"** **"Failure three"**	Please call the Telecare24 customer service team as soon as possible on **0800 180 85 40.**

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