

# How to use your pendant

## Wearing the pendant



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

If you're wearing it around your neck on a lanyard, please be advised that it must be worn over any clothing.

You can wear your pendant when you take a bath or shower but it cannot be submerged for longer than 30 minutes.

---

## How to call for help

1. To activate the alarm, press the button on your 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.



Note, the pendant does not have a microphone.

3. Moments later, you'll hear one of our responders speaking to you via the speakerphone in the base unit. If you need them to, they will get in touch with your emergency contacts to let them know that you need help. And, if the situation requires, they can also contact the emergency services on your behalf.

---

## Battery life

The pendant has battery life of 18-24 months, dependent on use. We will automatically be notified when it eventually runs low, and we will contact you to arrange a replacement device, free of charge.



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

# How to test your alarm

**1** To activate your alarm, press the button on your pendant.



For test calls, we ask that you push the button on your pendant, instead of the base unit. This helps us check that both devices are working correctly at the same time.



**2** Both the pendant and the base unit will show a flashing red light while it connects through to our 24/7 monitoring centre.

**3** Moments later, you'll hear the team speaking to you via the speakerphone built into the base unit. Please note that you cannot speak to or hear the team through the pendant that you're wearing.

**4** Simply tell the responder that you're making a test call, and that you're testing your equipment.

They will tell you if they can hear you, and they will check that you can hear them. If everything is okay, they will end the call.



You should test your alarm regularly - at least every 4-6 weeks - to check that your system is working correctly so that you can rest assured that help is there when you need it.



## Need some help?

Our friendly support team is ready to help you.



Call us on  
**0800 180 82 20**



Send us an email  
**[support@telecare24.co.uk](mailto:support@telecare24.co.uk)**