



Fall Alarm Plan - User Guide

Please read and keep these instructions for future use

Important information



The Doro base unit should always remain plugged into your mains telephone line socket and also into a mains power socket at all times.



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'll speak to you via the two-way loudspeaker in your Doro base unit.



Our monitoring team are based in the UK and can be contacted 24 hours a day, 365 days a year by pressing the alarm button on your Doro base unit or fall sensor. If it is not an emergency and you want to discuss your account with us our customer service team are available on the phone from 9am to 5pm Monday to Thursday and 9am to 4:30pm Fridays - except bank holidays, by calling 0800 180 82 20.



We also have a comprehensive FAQ section on our website at telecare24.co.uk.

What's in the box?

In the box you'll find; a Doro base unit, Vibby fall sensor, a lanyard, a UK plug, a telephone lead and a splitter.



Doro Base Unit



Vibby Fall Sensor



Power lead



Telephone lead



Splitter

Getting started

Getting connected



1. Disconnect the existing telephone wire and connect to the splitter provided.



2. Connect the splitter which is already installed into your Doro base unit directly into the main telephone line.



3. Connect the power supply to the wall socket. Turn the power switch to the ON position. Check that the indicator lamp has a steady **green** light.



4. If broadband is present, plug your ADSL filter directly into the mains telephone socket and then plug the splitter into the phone port on the ADSL filter.



5. Carry out a test call. See 'Placing a test call' on this page.

Placing a test call

1. Test your alarm by pressing your fall sensor until it flashes **red**.

(You cannot test the fall sensor by throwing it at the floor)

2. Moments later, you'll be connected to our monitoring team using the microphone and loudspeaker on the base unit.

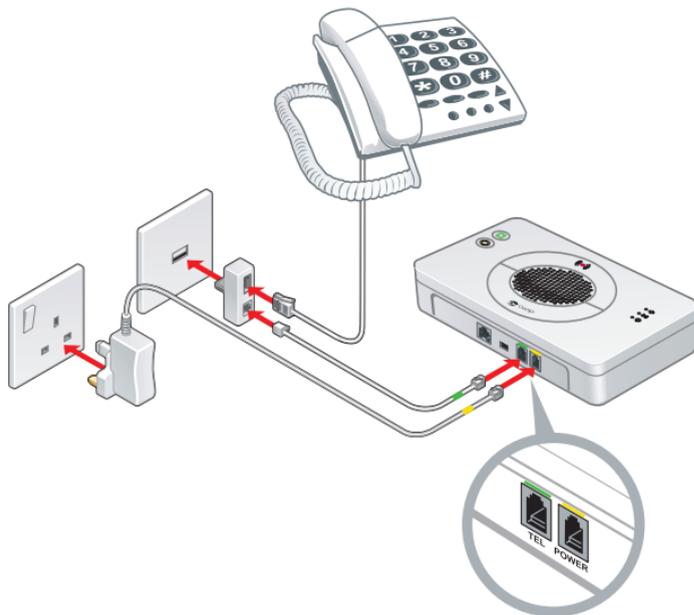


3. Simply tell our team that you are making a test call to check that your alarm is working correctly. Your alarm is set up and ready should you need it.

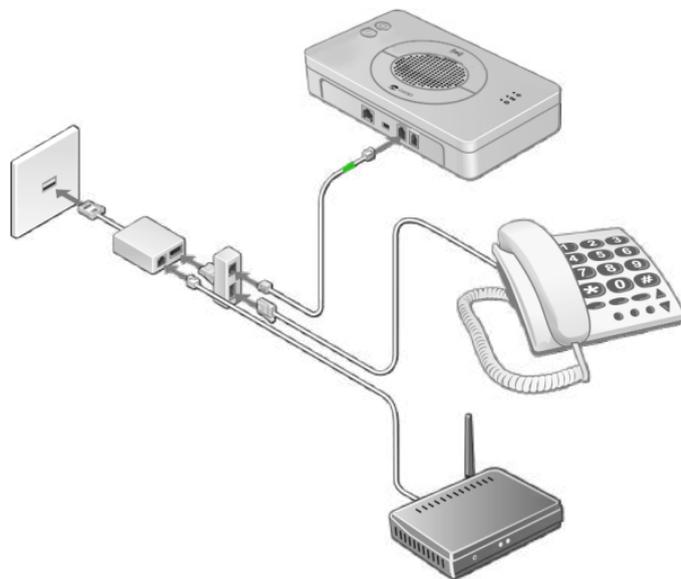
(Please note, the fall sensor does not have a built-in microphone)

Connecting the base unit

without broadband



with broadband



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 fall sensor 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.

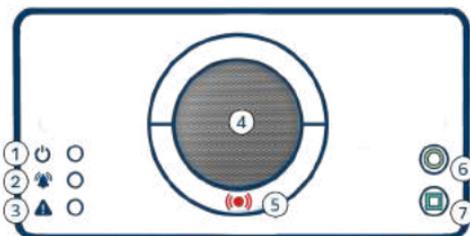
If you've chosen to wear it on the wrist, the Vibby should be worn on your non-dominant hand (the opposite hand to the one you write with).

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.)

The Doro base unit



Top view

- 1) Power LED
- 2) Alarm LED
- 3) Error LED
- 4) Loudspeaker
- 5) Alarm call button
- 6) Function button
- 7) Cancel button



Side view

- 8) AUX input and output
- 9) On/off switch
- 10) Telephone socket
- 11) Power socket



Bottom view

- 12) Microphone

LED light indicators

LED

What's happening?

Behaviour



Steady green
Flashing green
Off

The unit is on
Radio programming mode
No power/unit is off



Slowly flashing red
Fast flashing red

Calling for help
Connected to the monitoring team



Flashing red
Off

Telephone line fault
Normal operation