



## Pendant 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



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 by pressing your pendant. 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](http://telecare24.co.uk).

# What's in the box?



Doro Base Unit



Enzo Pendant Wristband



Lanyard



Power lead



Telephone lead



Splitter

# The Enzo pendant



As the Enzo 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 Enzo pendant

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

If you've chosen 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 Enzo 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.

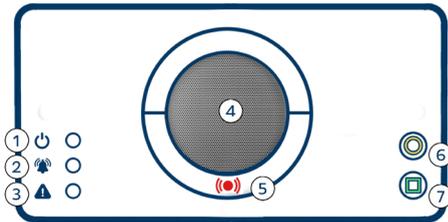
(Please note, the fall sensor does not have a microphone, we'll speak to you via the loudspeaker on your base unit.)

# The Doro base unit



## 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) 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

# Getting started

## Getting started

-  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.

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## Placing a test call

1. Press the Enzo pendant until the LED light flashes **green**, then let go.
2. It will then flash **red** 10 times as it connects you to our monitoring centre.
3. When the alarm is activated, you can speak to our monitoring team using the microphone and loudspeaker on the base unit.

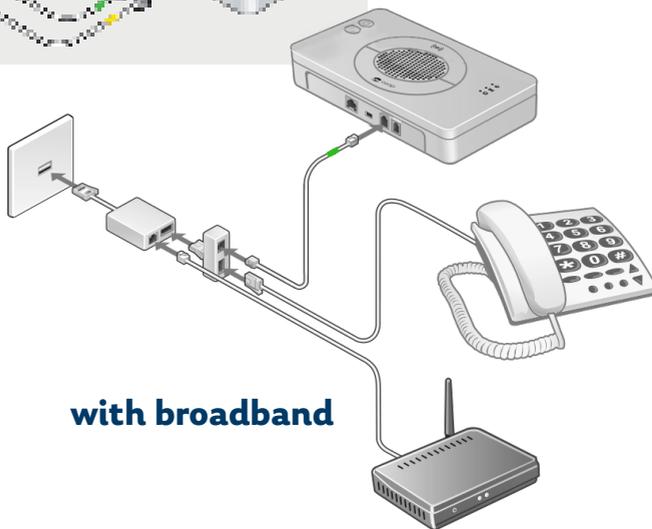
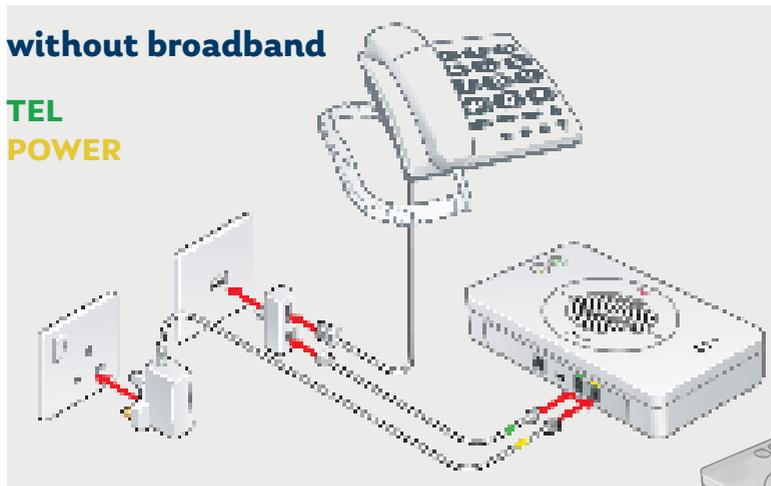
(Please note, the pendant does not have a built-in microphone)



# Connecting the base unit

without broadband

TEL  
POWER



with broadband

# 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

## We're here to help

If you need to get in touch with us feel free to give us a call or send us an email.



**0800 180 82 20**

Monday to Thursday, 9am - 5pm  
Friday, 9am - 4:30pm



**support@telecare24.co.uk**