



## 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 Tynetec 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 Tynetec 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 Tynetec base unit or 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](https://www.telecare24.co.uk).

# What's in the box?

In the box you'll find; a Tynetec base unit, a Touch pendant, a power lead, a telecom lead and a wearing kit.



Tynetec Base Unit



Touch Pendant



Power lead



Telecom lead



Wearing kit

# Getting started

## Getting connected



1. Disconnect the existing telephone wire and plug it into the **Tel** port in the back of the unit.



2. Connect the **Telecom wire** (already plugged into the unit), directly into the main telephone line socket.



3. Connect the power supply (already plugged into the unit), into the wall socket. The base unit will automatically turn on.



4. If broadband is present, plug your ADSL filter directly into the mains telephone line socket and then plug the Telecom wire 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. Test your alarm by pressing your pendant until it flashes **red**.

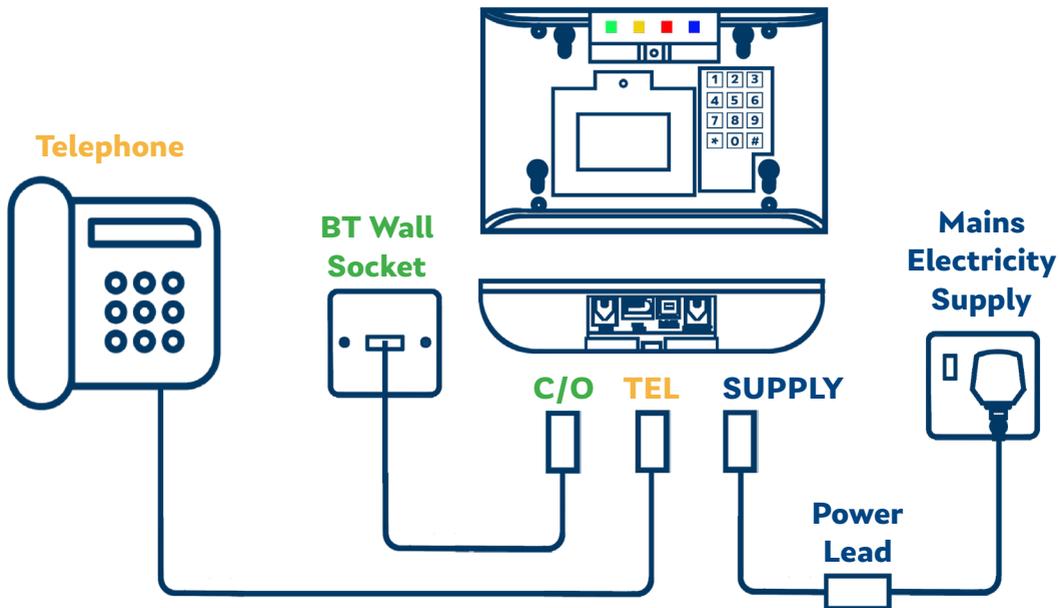
2. Moments later, you'll be connected to our monitoring team using the microphone and loudspeaker on the base unit.

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 pendant does not have a built-in microphone)

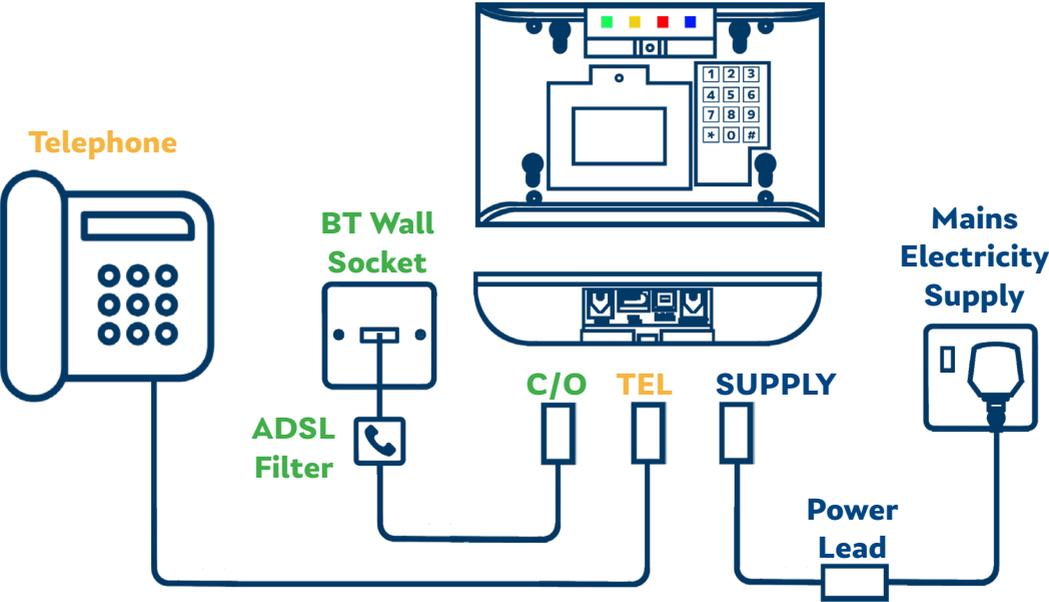
# Connecting the base unit

without broadband



# Connecting the base unit

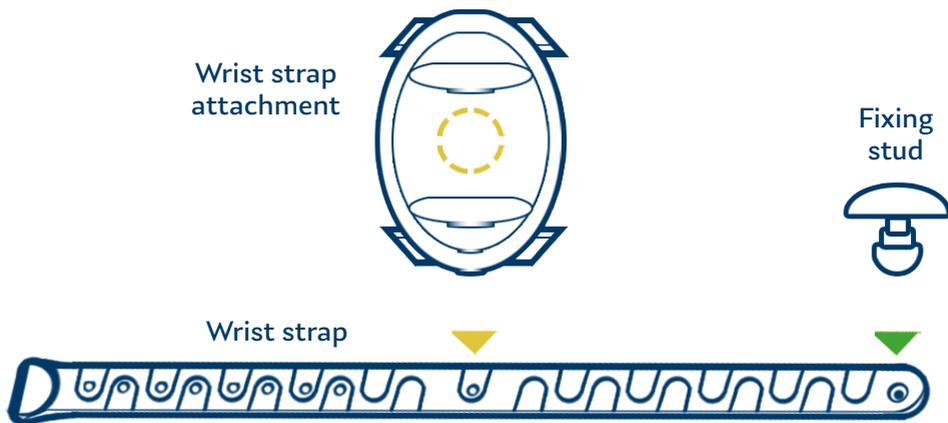
with broadband



# Fitting the touch 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.

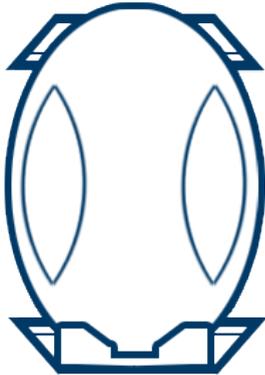
## Wrist wearing option



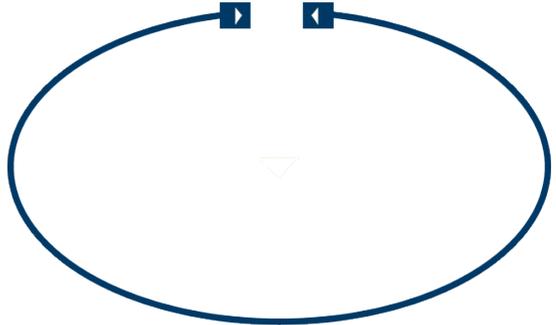
1. Feed the wrist strap pattern side up through the two slots of the wrist strap attachment.
2. Slide the attachment to the hole mark 4 in the centre on the strap.
3. Slide the push pendant into the fixed wrist strap attachment, ensuring it clicks into place.
4. Push the fixing stud through the hole marked at the end of the strap, then fit for comfort.

# Fitting the touch pendant

## Neck wearing option



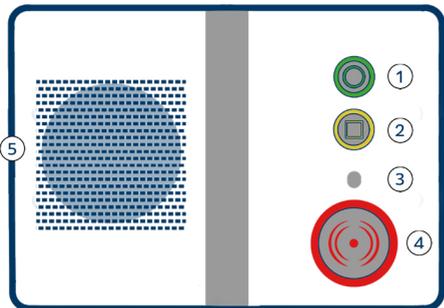
Neck cord  
attachment



Neck cord  
with safety break

- 
1. Lay the pendant on a flat surface.
  2. Place the neck cord through one of the slots on the back of the pendant.
  3. Slide the pendant into the neck attachment, ensuring it clicks into place.
  4. The neck pendant is now ready to wear.

# The base unit



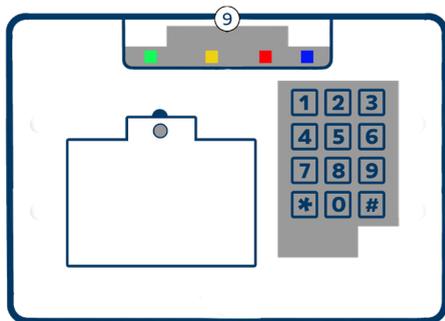
## Top view

- 1) Program button
- 2) Function button
- 3) LED display light
- 4) Alarm button
- 5) Speaker



## Side view

- 5) C/O socket
- 6) TEL socket
- 7) Supply socket



## Bottom view

- 9) Connections

# LED light indicators

LED

What's happening?

Behaviour



Steady green

Unit is working correctly



Steady amber  
Flashing amber

Check power supply  
Check telephone line



Steady red

Alarm triggered

**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**

# Remember to test your equipment

 To ensure your equipment is functioning correctly, we highly recommend that you perform a test call every month. When our monitoring centre answer your call just let them know you are making a test.

Month	Tested	Month	Tested
January	<input type="checkbox"/>	July	<input type="checkbox"/>
February	<input type="checkbox"/>	August	<input type="checkbox"/>
March	<input type="checkbox"/>	September	<input type="checkbox"/>
April	<input type="checkbox"/>	October	<input type="checkbox"/>
May	<input type="checkbox"/>	November	<input type="checkbox"/>
June	<input type="checkbox"/>	December	<input type="checkbox"/>

# Frequently asked questions

## What is the range on this equipment?

The Pendant alarm has a range of up to 100m, this is the approximate distance you can be from the base unit while wearing your alarm.

## What happens if there's a power cut?

The Pendant has an excellent battery which will last between 3 to 5 years. Your base unit has a back up battery which will last approximately to 48 hours.

## Can I wear it in the bath or shower?

The Pendant is rated as IP67. An IP67 rating means that the alarm can be dropped into a body of water up to a meter deep for as long as half an hour.

## What if I'm not near the base unit?

If you require assistance and you are in another room to your base unit, the monitoring centre may not hear you.

Don't worry, if they cannot reach you via the base unit, they will call your landline once to ensure everything is okay. If there is no response on the landline, we will call keyholders and the emergency services.

## How do I talk to you through my alarm?

When you activate your alarm, we'll speak to you through the loudspeaker and microphone on the base unit.