

If your pendant/fall sensor is lighting when pushed, but not triggering your alarm, you can repair it with the simple instructions below

### **Repairing your pendant**

**You will need to follow points 2-4 within 5 seconds of completing Step 1.**

1. Press the **GREY** power button beneath your unit briefly until all three buttons on the front are illuminated.
2. While the buttons are illuminated, press and hold the **YELLOW** button on the Novo unit until it announces, "**ADD TRANSMITTERS**". Press the **RED** integral button to enter this mode; all three lights will flash.
3. Press the button of the **SMILE** pendant. Your Novo Carephone will announce "**RANGE TEST MODE**".
4. Press the **GREEN** button on your Novo Carephone unit to save the changes.

**Press pendant to place test call.**

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### **Repairing your Fall sensor/Vibby**

**You will need to follow points 2-4 within 5 seconds of completing Step 1.**

1. Press the power button (grey button on back of unit), briefly, once.
2. Whilst all lights are illuminated press and hold the **YELLOW** button until the unit announces, "**ADD TRANSMITTERS**".
3. Press the **RED** button on the front of the unit, all the buttons will flash.
4. Press the centre of your Vibby; the unit will announce "**RANGE TEST MODE**".
5. Press the **GREEN** button to save changes.

**Press centre of Vibby until it flashes red to place test call.**

If the above does not resolve your issue please email [support@telecare24.co.uk](mailto:support@telecare24.co.uk)