



## Novo Careline Alarm - User Guide

## 1.1 IMPORTANT INFORMATION



The user's telephone **MUST BE** connected to the **Novo** telephone socket - a double adapter on the incoming line must not be used.



If the user has a DECT telephone the base station **MUST BE** at least 2 metres away from the **Novo**. Failure to provide this separation may result in reduced range of personal pendants or other radio devices.



REN1

All telephone equipment has a Ringer Equivalence Number (REN) which is used to calculate the number of items that can be connected to a single telephone line. A REN of 4 is the maximum allowed on a standard UK telephone line. The **Novo** has a REN of 1. If the REN total of all equipment connected to a telephone line exceeds 4, the equipment may not operate correctly. With different types of equipment there is no guarantee of correct operation even if the REN is less than 4. Typically 1 or 2 standard telephones (REN1) can be used with the **Novo**.



Avoid using strong detergents or polish when cleaning the **Novo** base unit or **Smile** pendant. Wipe clean with a damp cloth and polish with a dry duster.

## 1.2 UNPACKING THE NOVO CARELINE ALARM

The **Novo** Careline Alarm is supplied with a Power Lead, a Telecom lead, a **Smile** pendant and a wearing kit. A stand can be fitted if the unit is being mounted upright or a connector cover if it is being placed flat. The stand/cover must be fixed with the screw provided.



**Standard Pendant Pack Contents**



**Fall Sensor Pack Contents**



Novo Careline Alarm  
Base Unit



Neat PSU



Adaptor Cable



Telecom Lead



Smile Pendant



Novo Careline Alarm  
Base Unit



Neat PSU



Adaptor Cable



Telecom Lead



Falls Sensor

## 1.3 THE SMILE PENDANT

The Smile pendant can be used to make an emergency call from anywhere in or around the home. The Smile pendant is waterproof but it should not be fully submerged for long periods.



***The Smile pendant is a life saving device; remember to advise the user to wear it at all times and keep it by their bed at night.***



The Smile pendant is supplied with a kit of parts so it can be worn around the neck or on the wrist like a watch.

If you wish to wear the pendant using the neck lanyard then simply press the thin grey clip through the two slits on the side of the pendant until it clicks into place.

If you decide to wear the pendant on the wrist then pass the wrist strap through the two slits of the pendant and adjust for comfort. Close the clasp to secure in place.

Additional pendants are available separately if more than one is required.

### **Making an Emergency Call**

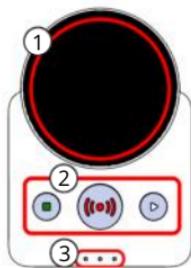
- Simply press the Smile pendant button once.
- The pendant once pressed will initially illuminate red and then turn green when the Novo has received the signal.



The battery condition is checked regularly. If the Novo base unit detects a low battery in the Smile pendant or fall sensor, an alert will be sent to the Control Centre. Smile pendants and fall sensors must be returned to Telecare24 for battery replacement.

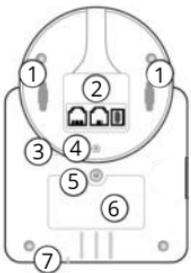
## 1.4 CONNECTING THE NOVO CARELINE ALARM

### Basic Connections



#### Novo Carephone Top View

- 1) Speaker
- 2) Buttons
- 3) Front LEDs



#### Novo Carephone Bottom View

- 1) Keyholes (for hanging) x2
- 2) Connectors:
  - Home Phone Cable (left)
  - BT Wall Socket Lead (middle)
  - Mains Supply (right)
- 3) Reset Button
- 4) Bottom Cover Screw
- 5) Power Button
- 6) Product Label Area
- 7) Microphone



The Novo will usually be table mounted within 3 metres of a mains supply and the master telephone socket. If extension cables are used care should be taken to ensure that no one trips over the leads.

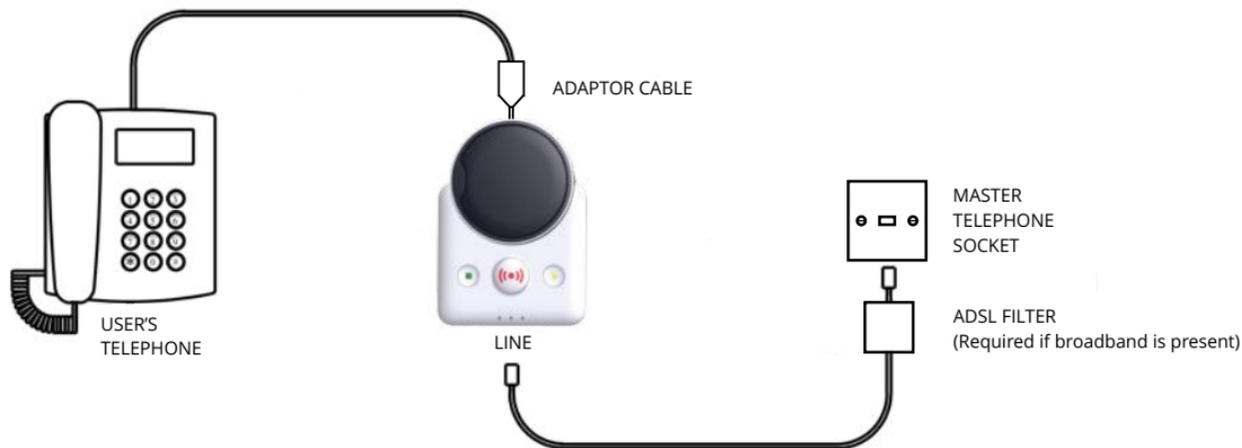
### Installation Procedure

(the following process may have already been completed for you)

1. Unplug the user's telephone lead... plug into Novo telephone extension cable.
2. Connect the Novo telephone cable into the telephone socket on the wall (where the user's telephone was originally plugged in) and into the middle slot on the Novo base unit.
3. Connect the power lead between the Novo supply socket and the mains electricity supply.
4. Secure the cover plate.
5. The Smile pendant is pre-programmed to the Novo base unit. Any additional pendants will have to be programmed and tested.
6. Perform a test call to the Control Centre to verify correct installation and programming.

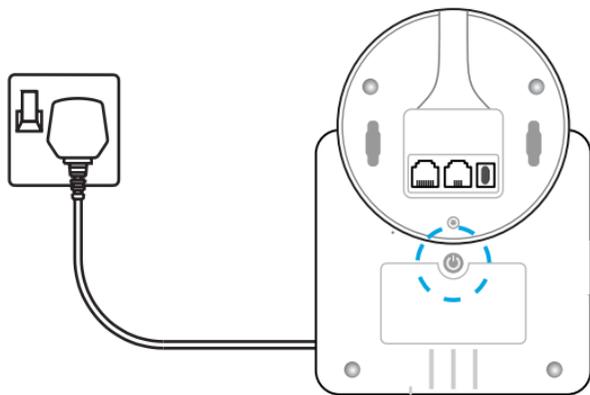
## 1.5 NOVO AND EXISTING TELECOM EQUIPMENT

Broadband Service Providers will supply a filter module to plug into the telephone line to allow connection of a computer and a normal telephone. Only one filter module is required to connect the computer, telephone and Novo when configured as shown below:



If you experience connection difficulties or noise on the Novo audio, then a poor quality filter may be the cause.

## 1.6 SWITCHING THE NOVO UNIT ON



Switch the mains supply on and power on the the Novo by pressing the grey power button on the back of the unit.

You will see the lights on the Novo run through a cycle and following this the Novo alarm will be ready for use.

(The only light that should be illuminated is the red “alarm” button.

## 1.7 SWITCHING THE NOVO UNIT OFF

The Novo alarm uses very little power and in all normal circumstances should be left switched ON.

**If it is necessary to switch the unit OFF then please carry out the following:**

- Turn the Novo over and locate the small round power button in the centre of the unit.
- Press the power button for 1 second and release (you will hear a beep and the Novo will power down).

## 1.8 MAKING AN EMERGENCY CALL

**An emergency call can be made at any time of the day or night.**

1. Press the red button on the Novo base unit or Press the Smile pendant.
2. The Novo will start to make an emergency call. You will hear a series of tones as the unit dials through to the monitoring centre. It will take 40 seconds or so to connect.
3. The call will be answered by the Control Centre and an operator will speak... *"You're through to Telecare24 how can I help you?"*
4. A two-way conversation can be held with the user.



If the operator cannot hear the caller they will still know where the call is coming from. The Smile pendant does NOT pick up voice, the microphone is in the Novo unit and is very sensitive but will not work if the caller is outside their home. The Control Centre can increase the volume if the caller has difficulty hearing.

## 1.9 ACCIDENTAL CALLS

If an emergency call is made by accident it can be cancelled by pressing the green button once. The unit will indicate cancellation by emitting a series of tones and the red alarm button will stop flashing and illuminate green. Please note: once the Novo starts to dial, the call cannot be cancelled.



Advise the user not to worry if they don't manage to cancel an accidental call - when the Control Centre answers they just need to say the call was made accidentally. The staff will be pleased to talk and they will cancel the call in the normal way.