Getting started
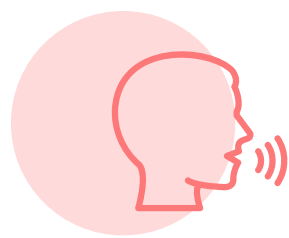
Your guide to setting up your new personal alarm base unit.

Important information
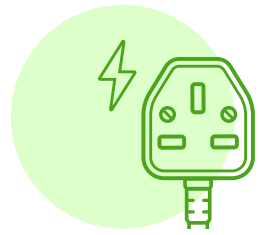
We strongly advise that the base unit power lead is plugged directly into a mains power socket in the wall and <u>not</u> an extension.

Please note, it is important to leave the base unit plugged in and switched on, even overnight.

When you activate your alarm, your call for help will be routed to our 24/7 monitoring team via your base unit. Note that you cannot speak to or hear us through the device that you're wearing.

Don't worry if you are in a different room as your base unit when you trigger the alarm – the microphone is quite sensitive and the volume on the speaker can be turned up remotely by the care team if you can't hear them.

We recommend testing your equipment regularly, at least every 4-6 weeks, by pressing the button on your wearable device.

For instructions on how to do this, please refer to the separate insert headed [How to test your alarm]. Note, this sheet is double sided.
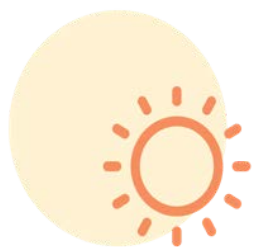
Do not leave your base unit in direct sunlight or near a heat source.

Clean your equipment regularly using a damp cloth.
Do not use strong detergents, polish, or abrasive cleaners.

If you would like to discuss your account with us, but it isn't an emergency, our customer service team is available on 0800 180 82 20. We are open 9am to 5pm Monday to Thursday and 9am to 4:30pm on Fridays.

What's in the box

In the box you'll find;

Alarm base unit

or

A wearable device

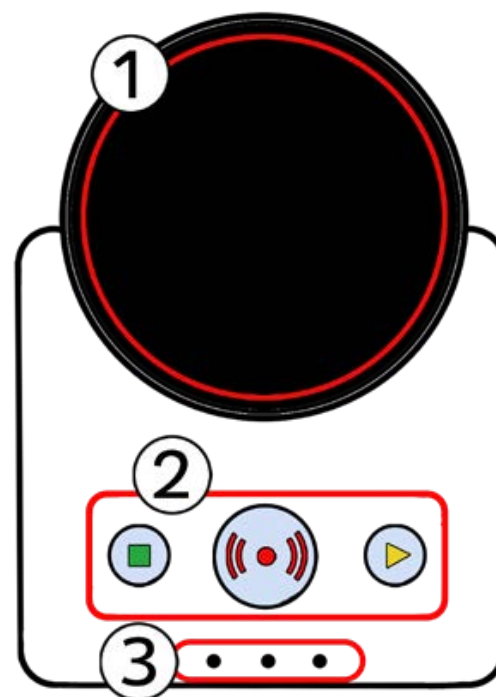**Base unit power lead***

Ethernet cable**

* For ease of installation, we have already connected one end of the power lead to your base unit.

** The Ethernet cable is only required if you have broadband at home.
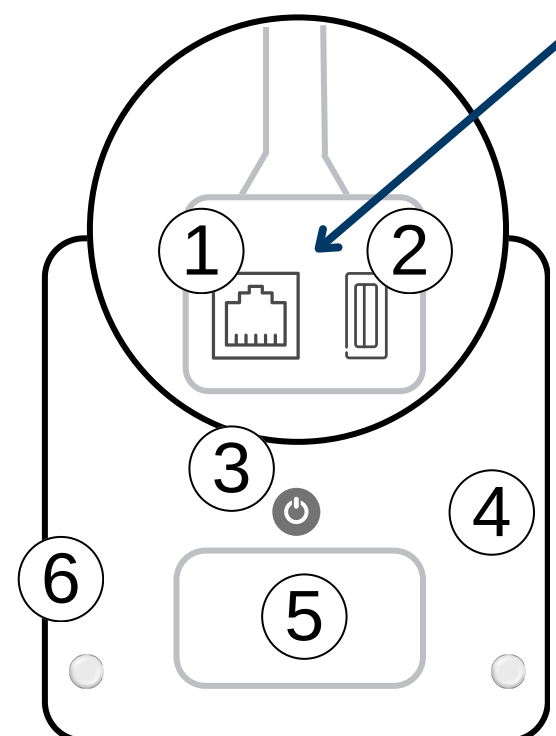
Knowing your way around the base unit

Top

(1) Loudspeaker

(2) Buttons

(3) LED lights

Underside

You'll need to lift the small faceplate to access sockets 1 and 2

(1) Ethernet socket

(2) Mains power socket

(3) Power button

(4) SIM card tray

(5) Product label

(6) Microphone

How to set up your base unit

> *i* If you have broadband at home, you should connect the base unit to your broadband router using the yellow Ethernet cable provided. This means your emergency calls can use the internet to connect to our team, which means faster connections and clearer calls.

Do you have broadband in the property?

Yes, I have broadband in my home

Continue to page [6]

No, I don't have broadband

Skip to page [8]

Installation for homes <u>with</u> broadband

1 Start by placing your base unit near your broadband router and an available mains power socket. Please note, an extension lead won't be suitable.

2 Now, take the power lead and plug it into the mains power socket, then switch the socket on at the wall. You'll notice that we've already connected one end of the power lead to your base unit.

3 At this stage, it's time to connect your base unit to an available port on your broadband router using the Ethernet cable provided.

4 Finally, on the underside of the base unit, find the grey power button in the middle. Press and hold it for about 3 seconds and then let go. You'll see the lights on the front of the unit flash briefly, before going off.

Please note, it may take several minutes for the green LED light to go off while your base unit establishes a connection to our remote monitoring centre.

⚠️ If you are unable to complete this process or should you need any help, please give us a call free on 0800 180 82 20.

Installation for homes __with__ broadband

Mains power socket

Broadband router

Any available
ethernet port →

Power lead

Ethernet cable
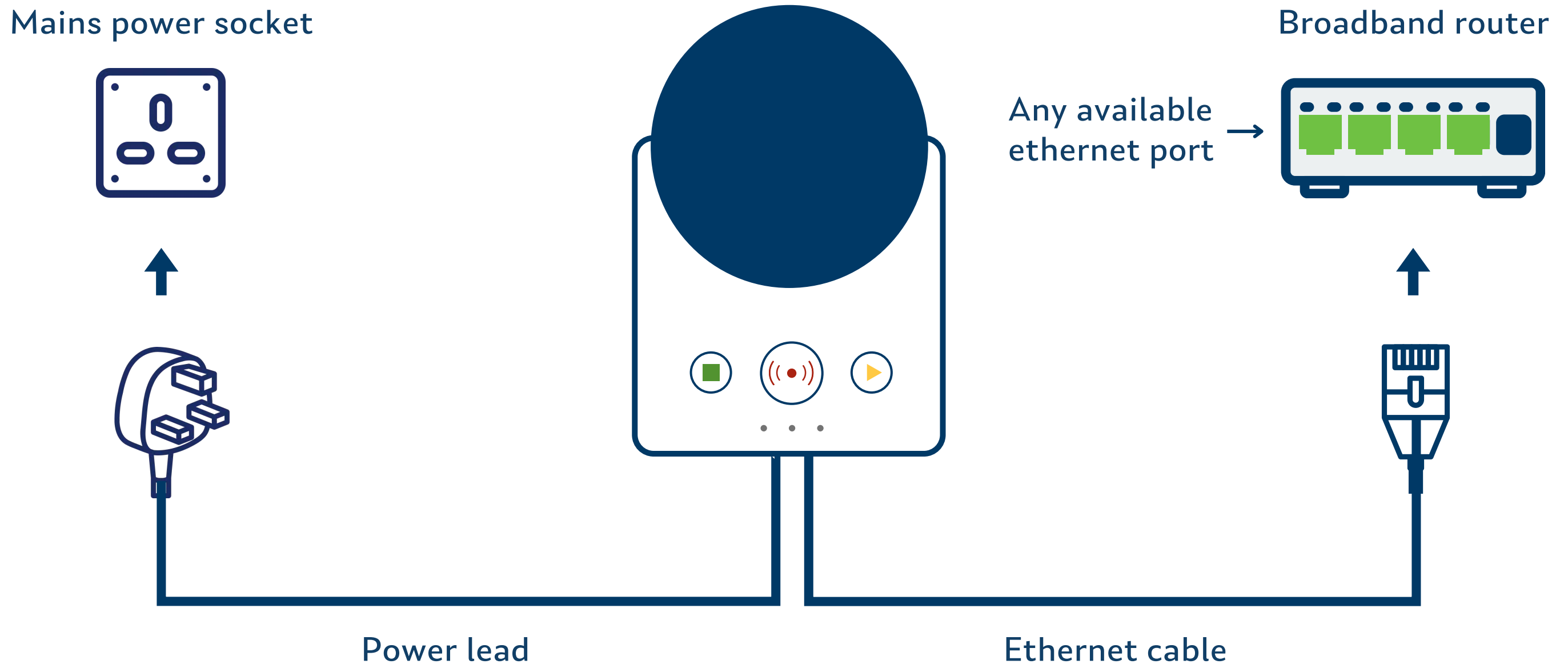
Connection type

Broadband 🛜 + SIM ((•))

With this setup, your base unit will primarily connect to our 24/7 monitoring team using your home's broadband service.

In the event that your broadband goes down, your base unit will instead use its SIM card (already fitted) which locks onto the strongest mobile network signal in your area.

All calls made via your alarm are free, so they won't show up on your phone or broadband bill.

Installation for homes <u>without</u> broadband

1 Start by placing your base unit near an available mains power socket. Please note, an extension lead won't be suitable.

2 Now, take the power lead and plug it into the mains power socket, then switch the socket on at the wall. You'll notice that we've already connected one end of the power lead to your base unit.

3 Finally, on the underside of the base unit, find the grey power button in the middle. Press and hold it for about 3 seconds and then let go. You'll see the lights on the front of the unit flash briefly, before going off.
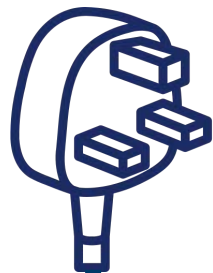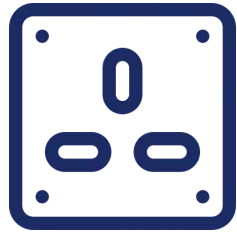
Please note, it may take several minutes for the green LED light to go off while your base unit establishes a connection to our remote monitoring centre.

⚠️ If you are unable to complete this process or should you need any help, please give us a call free on 0800 180 82 20.
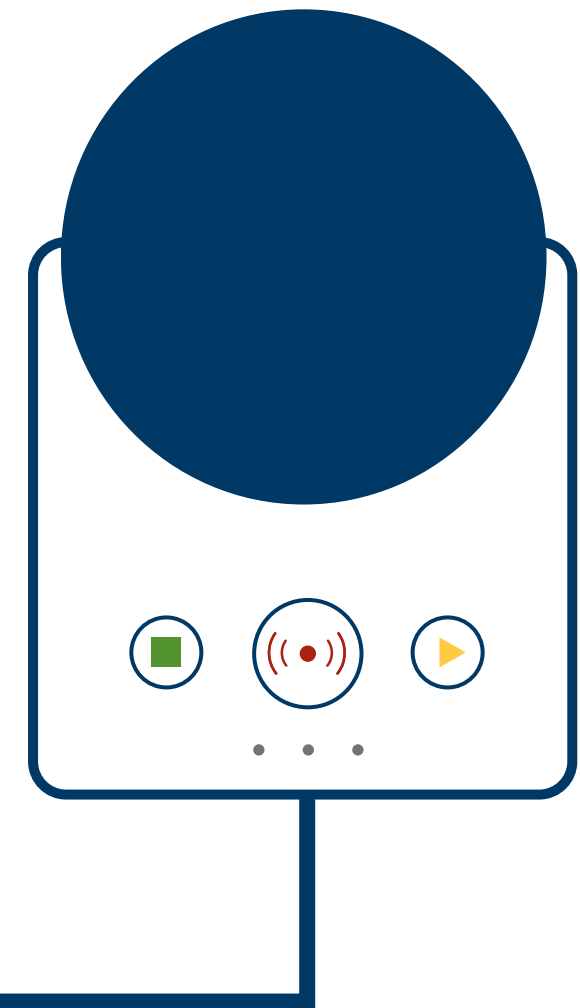
Installation for homes <u>without</u> broadband

Mains power socket

Alarm base unit

Power lead

Connection type

SIM ((•))

With this setup, your base unit will use its SIM card (already fitted) which locks onto the strongest mobile network signal in your area. Those calls are free too, so they won't show up on your phone bill.

Struggling to find a good signal? Call us free on 0800 180 82 20 for advice.

It's time to test your alarm!

Now that you have set up your new personal alarm system, it's time to make a test call to our monitoring team.

For instructions on how to test your equipment, please refer to the separate leaflet which is headed [How to test your alarm]. Note, this sheet is double sided.

While technical problems are very rare, it is essential to regularly check that your alarm is working correctly so that you can rest assured that help is there when you need it.
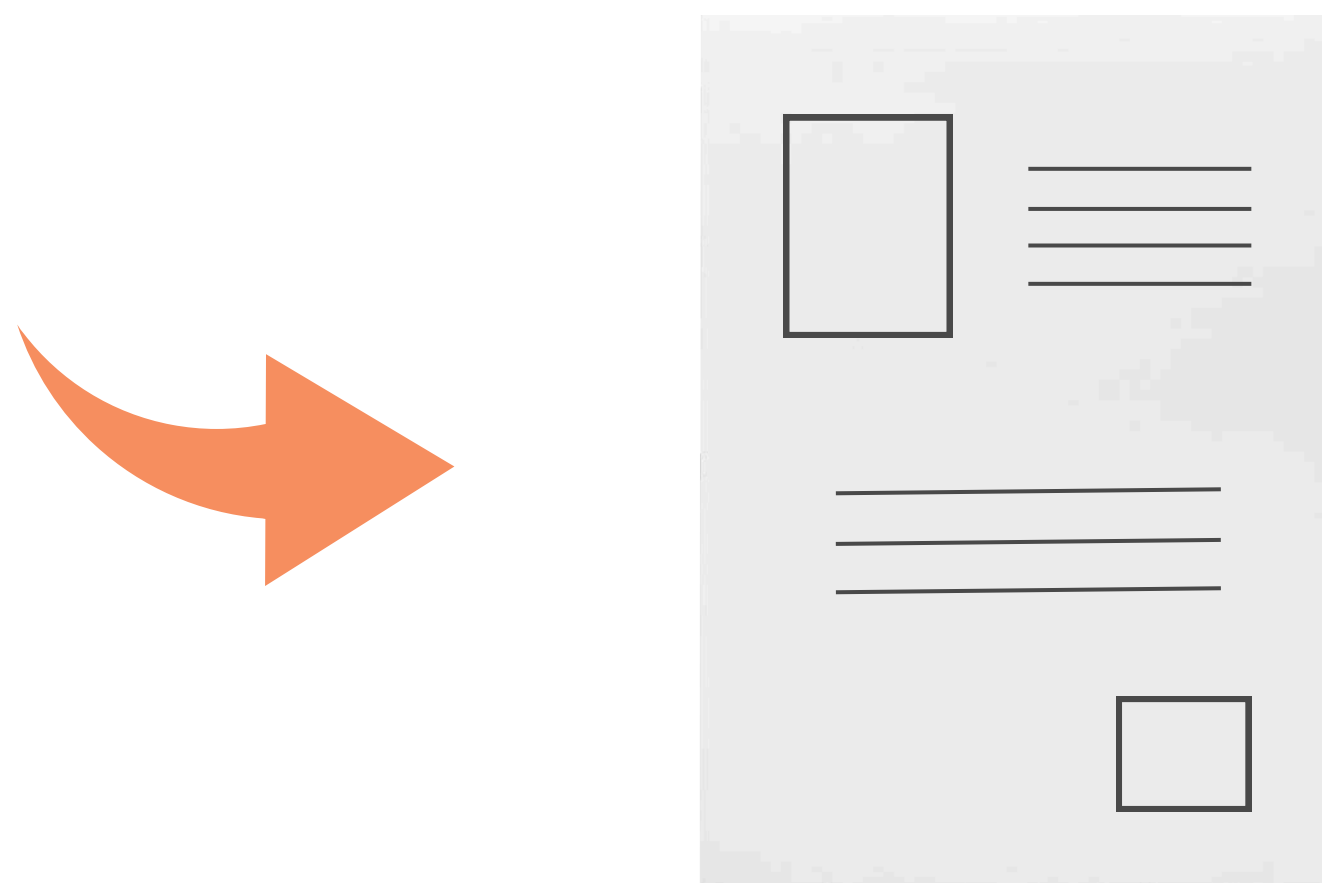
Please now refer to your [How to test your alarm] leaflet.

Frequently asked questions

Having issues connecting to our team?

If you have broadband at home, please refer to page [6] for instructions on how to connect your alarm base unit to your broadband router.

If you don't have broadband and you are having connection issues, please call us immediately on 0800 180 82 20.

My personal details have changed. How do I tell Telecare24?

Please call us at the earliest possibility to let us know if your details have changed.

Examples of details we occasionally need to update include but are not limited to; changes to your telephone number or address, new medical conditions, changing your key safe code, or changes to your key contacts.

Rest assured, we store this data securely. We will only share your information with the emergency services, and only if the situation warrants it.

What happens if the operator cannot hear me when I activate the alarm?

We will first call the main telephone contact number on your account. If there is no response, we will call your keyholders or – if necessary – the emergency services.

How long does the battery last?

Your wearable device has a battery life of 18-24 months, dependent on use. Our team will automatically be notified when the battery runs low. When this happens, we'll reach out to arrange a free replacement.

In the event of a power cut, the alarm base unit features a 48 hour backup battery and, if your alarm is connected to a broadband router, it will try to connect to us via the mobile phone network using the SIM card inside.

When the backup battery runs out, or if you have a poor mobile signal at home, your alarm will not work.

Monthly test sheet

This checklist can help you keep track of testing your alarm, which you should do every 4-6 weeks to ensure it's ready when you need it.

Month	Tested
January	☐
February	☐
March	☐
April	☐
May	☐
June	☐
July	☐
August	☐
September	☐
October	☐
November	☐
December	☐