



INSTALLATION GUIDE FOR THE BASIC PACKAGE & FALLS PACKAGE



Contents

Installation Guide	3
What's in the box.....	3
Your Home Unit.....	4
Safety Information.....	5
Quick start guide	6
Falls Detector (Vibby Oak).....	8
FAQs	9
Troubleshooting.....	11

Installation Guide

What's in the box

When you open the box for the first time, please ensure you have all of the following:

Home unit



**Personal radio trigger
MyAmie**



Personal radio trigger wearing options

Neckcord



Wrist strap



Leads and adaptors

Ⓐ Telephone lead (3 metre cable)

Ⓑ Telephone adaptor

Ⓒ Mains adaptor (3 metre cable)

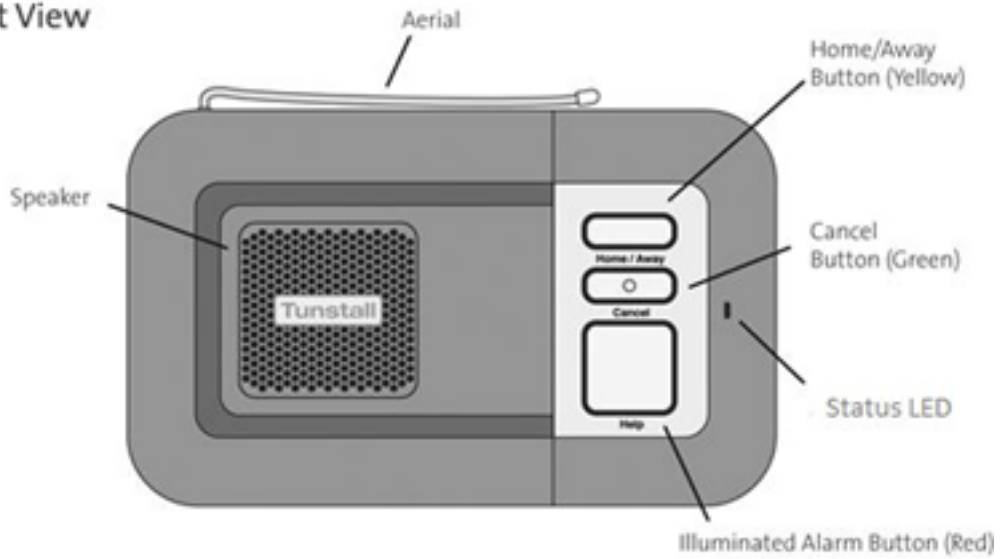


Installation and User Guide

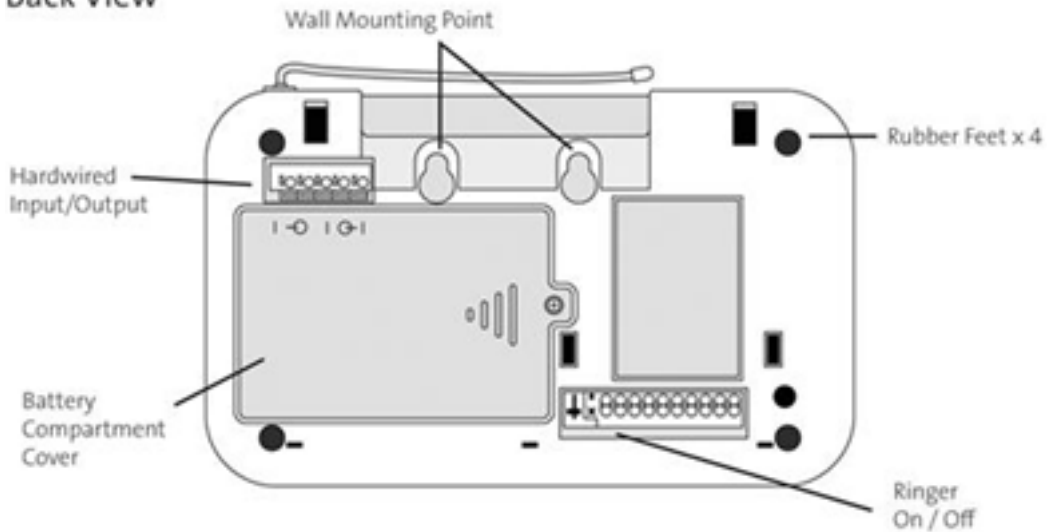
If any of the above items are missing, please contact your supplier.

Your home unit

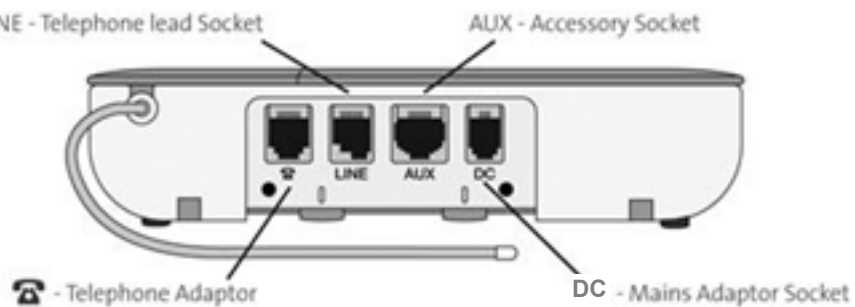
Front View



Back View



End View



For your safety - Installation advice

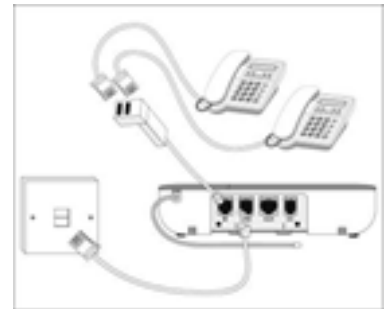
IMPORTANT: Connect the home unit to the first telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook (see below for more detailed instructions).

All equipment requiring a link to the telephone line **MUST** be connected as follows:

Extension phones/smart boxes/modems/TV set top boxes

All telephones in the home **MUST** be plugged directly into the home unit using telephone adaptor ⑥ and the home unit socket

labelled ⑧ to enable the home unit to disconnect extension telephones when raising an alarm call. A multiple telephone adaptor may be required to connect more than one telephone (not supplied).



Cordless phones

Ensure that the main base/charger which is registered to all other handsets in use, is connected directly to the home unit as above.

Safe Socket™

Alternatively, a Safe Socket (part number 36900/55) can be installed on all extensions used by other equipment, except the Lifeline, to ensure that alarm calls are raised even when the line is being used by another extension. Contact your supplier for more information.

Broadband

Please ensure a high quality ADSL filter is in use and the home unit is connected to the phone (analogue) socket on the filter. Please contact your supplier for further advice if necessary.

Do's

- ❑ Keep the home unit connected to the mains power at all times.
- ❑ Connect the home unit to the first telephone point in the house with all other extensions wired into the unit to ensure proper operation even when another telephone is in use or off hook.
- ❑ Contact your supplier as soon as possible after the LED on the personal radio trigger indicates a low battery.

Don'ts

- ❑ Expose the home unit to water or other liquids.
- ❑ Connect cables other than those supplied with the home unit.
- ❑ Place the home unit next to something that makes lots of noise, such as next to a television, radio or washing machine.
- ❑ Place the home unit close to a heat source e.g. cooker or large metal objects e.g. microwave.

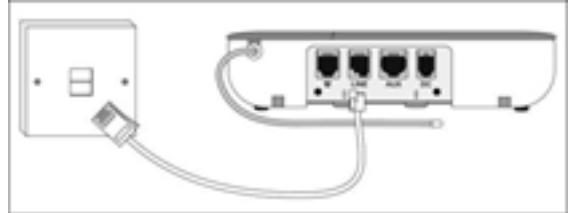
Quick start guide

IMPORTANT: In order to function the home unit must be programmed correctly to a monitoring centre or personal recipient (please see programming section).

Step 1 - Connecting the leads and adaptors

Please follow the steps below to plug the leads correctly into the home unit.

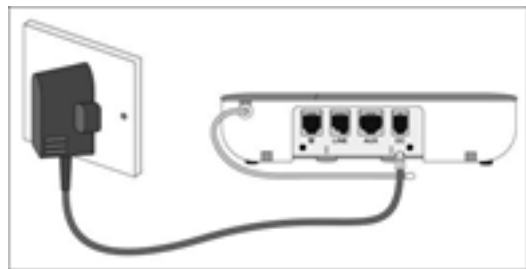
Step A – Plug the telephone lead ① into the home unit socket labelled LINE and the telephone wall socket.



Step B – Plug the telephone adaptor ② into the home unit socket labelled ② and then plug all required telephones / equipment into the telephone adaptor ② using a multi socket extension if required (not supplied). See page 5 for more details.



Step C – Plug the mains adaptor ③ into the home unit socket labelled DC and then connect to the mains power. Note – ensure the mains power is switched on.



NOTE: Only use with the power adaptor supplied with the home unit (part number XD5206005).

Step 2 – Testing/Commissioning

Press the red alarm button on the home unit and ensure it raises a call through to the monitoring centre. Also remember to test the personal radio trigger by pressing its red button and ensuring a call is raised. The personal radio trigger test should be done at various points around the property to ensure the radio range provides sufficient coverage for the user to raise an alarm call using their personal radio trigger.

Step 3 – Ready to use

Once successfully tested, the home unit is ready for use.

PENDANT – (NECK WORN)



Pendant -

Oval shape with red button, light will only appear when pressed, will not make any noise and splash proof.

To replace neck cord, turn over push thumb on clip pull out and push new cord in. Same with wrist strap unclip and pull

VIBBY OAK

Falls detector will already pre-programmed so to test the falls detector please follow the below instructions-



Vibby oak is a wrist worn falls detector with plain white square. The button is the whole square. The back of the vibby looks like the battery is showing but this is not the battery it is just the back casing.

Received Pre-Programmed

- All Vibby's go out in storage mode so they don't go off whilst in the post
- You will need to press and hold (the white square face) until it starts vibrating and will be ready to go



Testing button

- Press anywhere on the white square and a red light will show and it will activate the lifeline to the control centre

Testing falls function

- Take Vibby off the wrist
- Do the wrist strap up
- Hold in one hand at waist height / if it is a neck worn Vibby hold at chest height for 30 seconds
- Ask them to drop it on the floor and leave for another 30 seconds
- The Vibby will flash and activate to the control centre as a falls detection



Frequently Asked Questions

Should you need any more information about your telecare equipment, the questions and answers below should help.

What happens if I press my pendant in an emergency?

Your Telecare alarm will begin to beep and it will dial the monitoring centre. One of the trained operators will speak to you through the Telecare alarm unit (*you do not need to be near to the Telecare alarm unit as it has a very sensitive microphone*) and you will need to speak back to them and explain what help you need. In the event of an emergency the operator will call the emergency services on your behalf. If the issue does not require the emergency services, the operator will call one of the emergency contacts you supplied on the application form.

What happens if I press my pendant or activate any sensor by mistake?

When the operator speaks to you, simply explain that the call is a false alarm and they will end the call. Please don't worry about false alarm calls, the operator will be pleased that you are well and any call is a good test for the equipment.

Do I need to test the equipment?

Yes, you should press your pendant once a month. Tell the operator at the monitoring centre that it is just a test call. The batteries in the other sensors are self-testing so they will tell the control centre when they are running low. You also have the option of receiving an annual maintenance visit where an engineer will attend to check the entire system and replace any batteries if necessary. It is also a good idea to test your pendant after a power cut or storm.

Can I wear my pendant or vibby in the bath/shower?

Both the pendant and the vibby are waterproof but should not be submersed in water for a long time.

Do I need to disconnect the Telecare alarm at night or if I go away on holiday?

No, please do not unplug the Telecare unit for any reason. It is designed to be continuously connected. Unplugging it will cause the unit to beep and may cause problems at the monitoring centre.

What can affect my alarm unit from working properly?

Your alarm unit has a backup battery so in the event of a power cut the Telecare alarm unit will still work for several hours. You need to ensure your telephone line is working as the Telecare alarm depends entirely on the phone line so check your phone line daily if possible, you can do this by simply picking up your phone to see if there is a dialling tone, if not contact your telephone provider immediately. In the modern household you may have many devices that send out their own radio waves such as broadband routers or portable telephones, these can severely impact the efficiency of your Telecare alarm so please make sure you do not place your Telecare alarm within one metre of any wireless device like this. If you want to know if something may affect your lifeline, give us a call on 01233 500 498, we're open 0830-1730 Monday to Friday.

How do I make changes to the information the monitoring centre hold about me?

Just press your pendant and let the operator know the changes you wish to make. Alternatively you can call the numbers below for further assistance, we're open 0830-1730 Monday to Friday.

There is a fault with my Telecare alarm or one of my sensors, what do I do?

If your telecare alarm is working correctly, press your pendant and report the fault to an operator.
If your telecare alarm is not working please call the numbers below and we will be happy to help you, we're open 0830-1730 Monday to Friday.

I no longer want the equipment in my home, how do I arrange for it to be removed?

We hope you enjoy the peace of mind a telecare alarm gives you, but if you feel you don't need the equipment anymore then please call the numbers below to discuss your concerns with one of our advisors, we're open 0830-1730 Monday to Friday.

What do I do if I have a complaint?

We pride ourselves on world class customer service and care. If you feel our standards have dropped we would love to hear from you to discuss where we have gone wrong, please call us on the numbers below, we're open 0830-1730 Monday to Friday. You will be treated with understanding and respect and we will work with you to ensure the issue never occurs again.

Hampshire: 01962 670721

Barnet: 0203 006 0062

Dorset: 01305 238090

Trouble Shooting

Announcements coming from lifeline

Announcements will occur when the power or phone line to the lifeline are not working.

If the lifeline is announcing no power:

Check lifeline is plugged in and switched on. Also check extension cable if used.

If there is a power cut, you can press the green button to stop the announcements for a few hours.

The battery backup will work for 48 hours.
Once power is back up and running the announcements should stop.

If the lifeline is announcing no phone line:
Refer to the installation manual to check all cables are plugged in correctly.
If they are, this may mean the phone line is down and you will need to contact your phone provider.
The lifeline will keep announcing that there is no phone line until the line working. You can press the green button to stop the announcements for a few hours.

Lights on lifeline

The light on the side of the lifeline should always be green, if it is red this could mean a call is going through or there is a fault with the lifeline. If fault please go through **Announcements coming from lifeline section**.

There are 3 buttons, **alarm** should be highlighted red, **cancel** should be highlighted green and **home and way** which is highlight yellow

Buttons on lifeline

Alarm button (**red button**) will activate the lifeline to call through to the control centre

Cancel button (**green button**) this can cancel an activated alarm, but it has to be cancelled within 20 secs to stop it calling through to the control centre

Home and way button (**yellow button**) this is for more specialist kit, with a standard set up this button doesn't do anything but when pressed will announce either home or away, but will not affect or call anything.

If lifeline ring when phone does



This is the back of the lifeline

The arrow is pointing to a switch that can turn off the lifeline ringing/ making a noise. If their telephone rings it must be switched to the side away from the label.