

# Careium 450 Installation Guide



# Welcome to Careium

This step-by-step guide tells you everything you need to know to set up your Careium 450 mobile social alarm.

## Before installation

**IMPORTANT:** Before installing your equipment, please ensure you have provided us with all the service user details (contact information, medical records, keyholder details, etc). If you have not already done so, you can provide this via either the form on our website, available at [careium.co.uk/service-user-details](https://careium.co.uk/service-user-details) or via the paper forms we previously sent you. Alternatively, please contact our Customer Services team on 0300 333 6511, who can take this information over the telephone.

Please remember to update us with any changes to the information we hold to ensure we have all the correct information when we respond to activations from your equipment.

**If you have any questions or issues, please see our comprehensive FAQs online at [careium.co.uk/contact/faqs](https://careium.co.uk/contact/faqs)**

All illustrations are for illustrative purposes only and may not accurately depict the actual device. The items supplied with your unit might vary depending on the software and accessories available in your region.

# Included in your box

Your Careium 450 mobile social alarm pack contains the following items:



Alarm pendant



Charging cradle

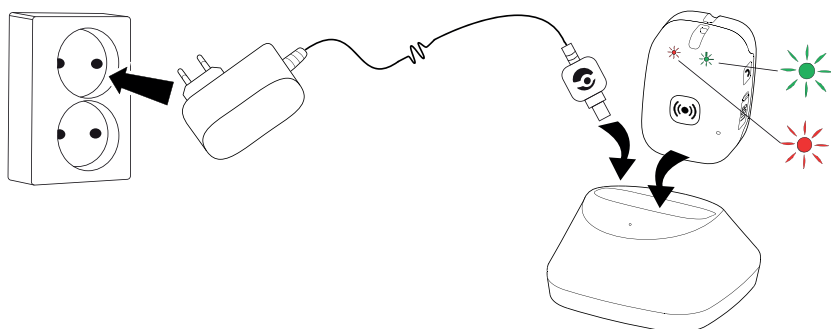


Power lead

# Connecting your alarm

The Careium 450 mobile social alarm is easy to install and simply requires connecting as shown below:

When first plugged in or after storage you should let the Careium 450 charge up to 3 hours to reach full battery capacity. Connect the power supply to the wall socket and the power supply lead to the charging cradle. The green LED on the charging cradle will light up.



- Place the pendant into the charging cradle. **Note:** The pendant will start up automatically when put into the charging cradle.
- The pendant will flash double red until it is connected to the network. After approx. 30-60 seconds it will start blinking green, and is now ready to be configured. **Note:** When fully charged the green light will appear solid.



Normal operation, green blink every 3 seconds



Low battery, red blink every 3 seconds



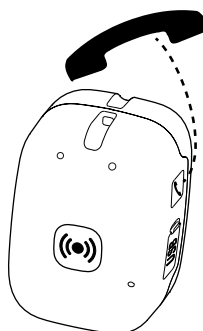
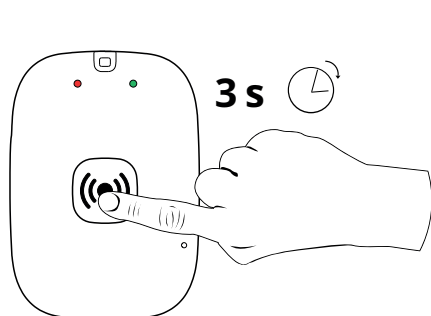
No network service, red blink twice every 3 seconds



Fully charged, green solid light

# Making a test call

To make a test call, simply press the SOS button on the front of the pendant and hold for 3 seconds.



## Raise alarm

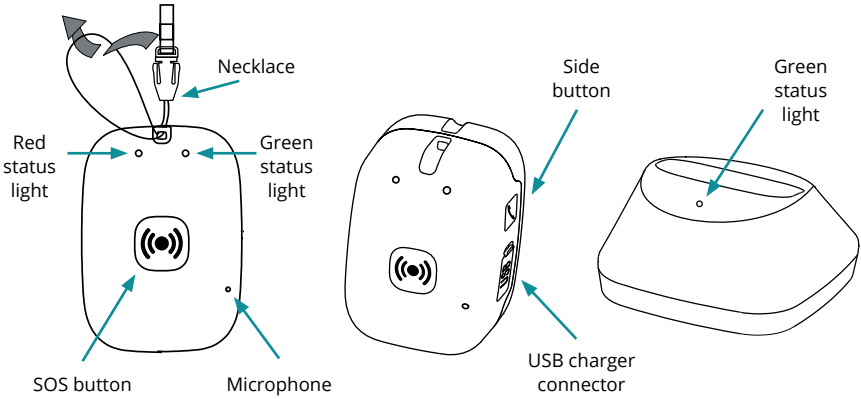
Press and hold the SOS button for 3 seconds or press three times quickly to raise an alarm.

## Cancel alarm

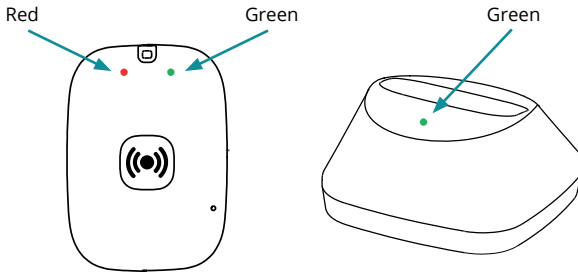
Press handset symbol / side button within 30 seconds of alarm initiation to cancel any falsely triggered alarm.

- The call will be answered by a contact centre operator who will say, "You're through to Careium, how can I help?"
- Advise the operator you have just self-installed the alarm, are new to the service and are placing a test call.
- The contact centre operator will then:
  - Confirm your customer name and address.
  - Welcome you to the service and confirm they can hear you clearly.
  - Finally, if we have not received complete customer information, they will advise you to follow the link in the email sent upon placing the order and submit the information without further delay.
- Once the call is complete, the operator will close it down, and the green light on the front of the pendant will blink green every 3 seconds.

# Your alarm explained



Each status light can be only one colour, but it can have different blinking patterns depending on the status.



## Careium 450 pendant

Status / Function	Input	Green LED	Red LED	Sound	Vibration
<b>Turn on</b>	Press side button for 2 secs or put the device in the charger	N/A	N/A	N/A	Long vibration
<b>Idle mode</b>	N/A	Short flash every 3 secs	N/A	N/A	N/A
<b>Charging</b>	Short flash every 3 secs	Long flash every 3 secs	N/A	N/A	N/A
<b>Fully charged</b>	N/A	Lit up	N/A	N/A	N/A
<b>Alarm (no delay)</b>	Press SOS button for 3 secs or three short presses	Short flash until call connected (or time out)	Short flash until call connected (or time out)	High tone for 3 secs	Vibration for 3 secs
<b>Alarm (delay period)</b>	Press SOS button for 3 secs or three short presses	Short flash until cancelled or call connected (or time out)	Short flash until cancelled or call connected (or time out)	Loud tone for 30 secs or until cancelled	Vibration for 30 secs or until cancelled
<b>Cancel alarm (during delay)</b>	Side button	N/A	N/A	N/A	N/A
<b>Fall alarm</b>	Cancel: side button	Short flash until cancelled or call connected (or time out)	Short flash until cancelled or call connected (or time out)	During cancel period, 30 secs: beep 1 sec, then loud tone for 3 secs	During cancel period, 30 secs: short vibration 1 sec, then vibration for 3 secs
<b>Geofence alarm (silent alarm)</b>	N/A	N/A	N/A	N/A	N/A
<b>Cellular network not available</b>	N/A	N/A	Double short flash	N/A	N/A
<b>Low battery (&lt;20%)</b>	N/A	Not lit	Short flash every 3 secs	Double beep (once)	Vibration (once)
<b>Incoming call</b>	Answer: SOS button	N/A	N/A	Ring signal	Vibration
<b>Send SMS</b>	Side button	N/A	N/A	Tone	Vibration
<b>Check battery</b>	Side button	>80%: 3 sec <80% but >20%: 2 short flash	<20%: 2 short flash	N/A	>80%: 3 vibrations <80% but >20%: 2 vibrations <20%: 1 vibration
<b>Turn off</b>	Side button + SOS button pressed at the same time	N/A	Lit up approx. 5 secs but can be as long as 7 secs	N/A	Short vibration followed by long vibration

## Careium 450 charging cradle

Status / Function	Green LED
<b>Power connected</b>	Lit up
<b>No power</b>	Off

# Type of alarms

If the alarm is a speech connected alarm such as emergency pendant alarm, fall alarm, Geo-fence in or out home alarm, it is possible to establish a two-way speech connection with the contact centre.

## Emergency alarm

This alarm is triggered via the SOS button on the front of the device. Three short presses in a row, or a long 3 seconds press will activate the alarm. The alarm will sound and vibrate for 3 seconds. Then it will be silent, but the green and red led will rapidly flash until the phone call is connected.

## Fall alarm

In the event of the device registering a fall, it will check for motion or steps for a period of 30 seconds after the fall occurred. If motion or steps are detected within this period, then the device will cancel the fall alarm based on the assumption the person can move or walk. This sequence is silent, and user will not know that the device has registered a fall, and thereafter cancelled it.

In the event that the device registers a fall, but does not register any movement within the following 30 seconds, the device will alert the user with a beep every second for the next 30 seconds.

During this time the fall alarm can be cancelled by the user with a press on the side button.

In the event that the device registers a fall, with no movement for the following 30 seconds and no cancellation for a further 30 seconds, then the alarm is triggered, and a 3 second long loud sound will be played.

**Note!** Charging will cancel Fall alarm.

**Note!** The device removes false alarms by sensing if there is movement after the fall. In the case of the user putting the device on a hard surface, such as a table, and it is not moved it can generate false alarms.



## **Geo-fence / safe zone alarm**

Two types of Geo-fence alarms can be set in the Careium 450 Geofence in and Geofence out.

The Geofence is defined so that the target, such as a house, park etc. is in the middle of the 'fence'. The radius of the fence shall not be less than 100m, additionally the home beacon needs to be inside this fence.

### **Geo-fence in**

If the device enters inside the safe zone an alarm will be triggered.

### **Geo-fence out**

If the device goes outside of the safe zone an alarm will be sent.

## **Power off alarm**

When the device is turned off, due to battery failure, or a forced shut down when the side button and emergency button are pressed simultaneously, an alarm is sent.

## **Low battery alarm**

When the device has 20% or less battery power, approximately with 24h standby left, a low battery alarm will be sent. It will only send the alarm once. But the alarm is reset when it is put in a charger. In the event of that the device is removed from charger before 20% battery is obtained, it will send a new alarm. At the same time as the alarm is sent, the device will sound with a double beep, and start flashing with red led.

## **Critical low battery alarm**

When the device has 6% or less battery power, approximately with 6-4 hour standby left, an alarm will be sent.

# Safety information

- Users should pay particular attention to the potential for interference from other systems operating in the same or adjacent frequency bands.
- The Careium 450 cannot and should not be dismantled.
- Danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 60° C (140° F), expose to extremely low air pressure or dispose of in fire or water.
- Only use recommended power supply as stated in the section 'Included in your box'.
- The wall socket should be installed near the charging cradle and should be easily accessible.
- Follow the rules and laws that apply wherever you are, and always turn off the unit whenever its use is prohibited or can cause interference or hazards. Only use the unit in its normal user position. The unit should never be used in an operating temperature exceeding 40° C or below -10° C.



**IMPORTANT:** Always read and follow the safety information accompanied by this symbol.

# Important information

All systems using radio telecommunications are subject to interference beyond the user's control. Products from Careium are designed to minimise the impact of such interference. Nevertheless, the user must be aware that system components can be subjected to interference or other influences that may cause malfunction. It is therefore important to regularly check that every part of the system works in all areas, especially radio communications. Contact your supplier immediately in case of any suspected malfunction.

Keep the product away from interfering devices such as radio transmitters, mobile phones, DECT-telephones or wireless headphones. Users should pay particular attention to the risk of disruption from products which communicate using the same or adjacent frequencies.

For further information, please contact your supplier.

## Medical units

The use of equipment that transmits radio signals, for example, mobile phones, can interfere with insufficiently protected medical equipment. Consult a doctor or the manufacturer of the equipment to determine if it has adequate protection against external radio signals, or if you have any questions. If notices have been put up at health care facilities instructing you to turn off the unit while you are there, you should comply. Hospitals and other health care facilities sometimes use equipment that can be sensitive to external radio signals.

## Implanted medical devices

To avoid potential interference, manufacturers of implanted medical devices recommend a minimum separation of 15 cm between a wireless device and the medical device. Persons who have such devices should:

- Always keep the wireless device more than 15 cm from the medical device.
- Should not carry the phone in a breast pocket.
- Hold the wireless device to the ear opposite the medical device.

If you have any reason to suspect that interference is taking place, turn the phone off immediately. If you have any questions about using your wireless device with an implanted medical device, consult your health care provider.

## Specific Absorption Rate (SAR)

This device meets applicable international safety requirements for exposure to radio waves. Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines from the independent scientific organization ICNIRP (International Commission of Non-Ionizing Radiation Protection).

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg averaged over 10 grams of tissue and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

### **Body SAR: 1.373 W/kg**

During normal use, the SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the output power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

# Technical data

CAREIUM 450	
<b>Model No</b>	GSM 900/1800
<b>Positioning</b>	GPS Beacon (RFID) WiFi A-GPS
<b>Interface</b>	2 LED, 2 hard key
<b>Sensors</b>	3D accelerometer
<b>Battery</b>	2W (Nominal)
<b>SIM</b>	3.7 V, 2000 mAh, Li-Ion
<b>Operating time</b>	Phone always on: Up to 10 days, depending on used profile and conditions
<b>Safe zone functionality</b>	Polygon or circle safe zones
<b>Main alarm types</b>	Manual, fall, battery, geofence, beacon and off-line alarm
<b>Activity sensor</b>	Step counter
<b>Enclosure</b>	IP67 and shower proof
<b>Dimensions</b>	Portable: 66 x 44 x 16mm, weight 45 g
<b>For more information</b>	See technical handbook

## Approval

Complies with RoHS, CE, 2014/53/EC (RED) and other relevant standards.



# Maintenance

## Cleaning

The mobile alarm unit should be cleaned using a slightly damp cloth. Solvents should not be used.

## Problems with the equipment

If you have a problem with your equipment or need to ask any questions you can either place a call via the Careium alarm unit or Customer Services. If your equipment is found to be faulty we will send you a replacement, along with a jiffy bag to return the faulty equipment to us for test, inspection and repair. Please ensure you return the faulty equipment in its entirety within 28 days of receiving replacement, otherwise you may be charged.

## Test calls (once a month)

Once a month test the equipment by pressing the pendant, let us know it is a test call. We will confirm that the equipment is working and that we have received your call. This makes sure we know all is well with your equipment. It also helps the user feel familiar with the process

# Notes

A series of horizontal dotted lines for writing notes.

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