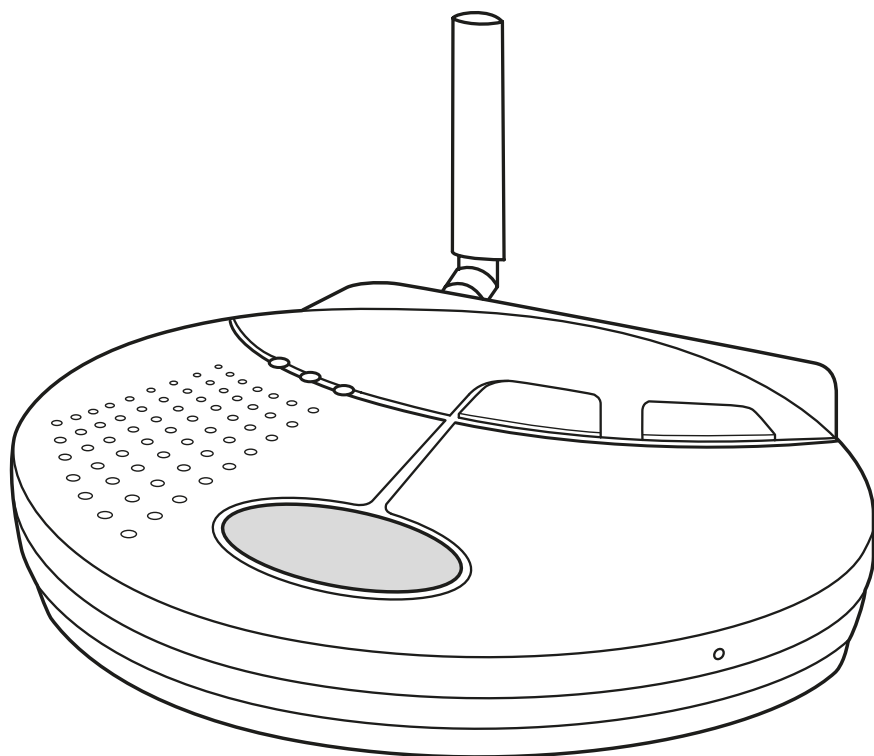


# How to install your personal alarm service



# Welcome to Careium

This step-by-step guide tells you everything you need to know to self-install your personal alarm service. It has been written by our expert technicians and has easy to follow instructions and pictures.

## 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)**

**Note:** 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 personal alarm pack contains the following items:



or



## 1. Base unit (graphite or white)



## 2. Pendant, wristband and neckcord



## 3. Power supply

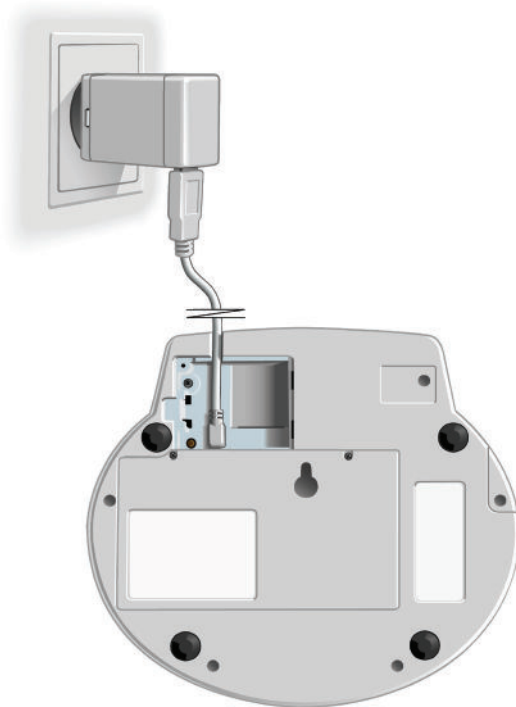


## 4. Wall mounting kit

# Installation of your alarm

## Connection

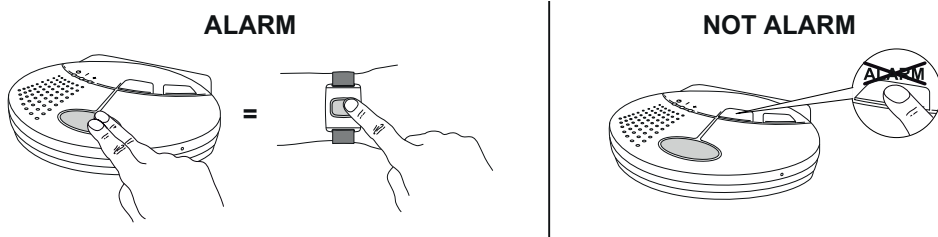
The alarm unit you have been provided is easy to install and simply requires connecting as shown below:



1. Take your alarm unit out of the box. You will notice that the power lead is already connected.
2. Uncoil the power lead fully and plug it into a wall socket.
3. Remove the cover from the back of the unit (the large one near the antenna).
4. Turn the switch to the right-hand side of the power connection to 'on'.  
Replace cover.
5. The green power 'on' light will come on and the red connectivity light will begin to flash.
6. Once the red connectivity light goes out, you are ready to go. Press the red button to activate a test call.

# Making a test call

Simply press the base unit button or pendant button once












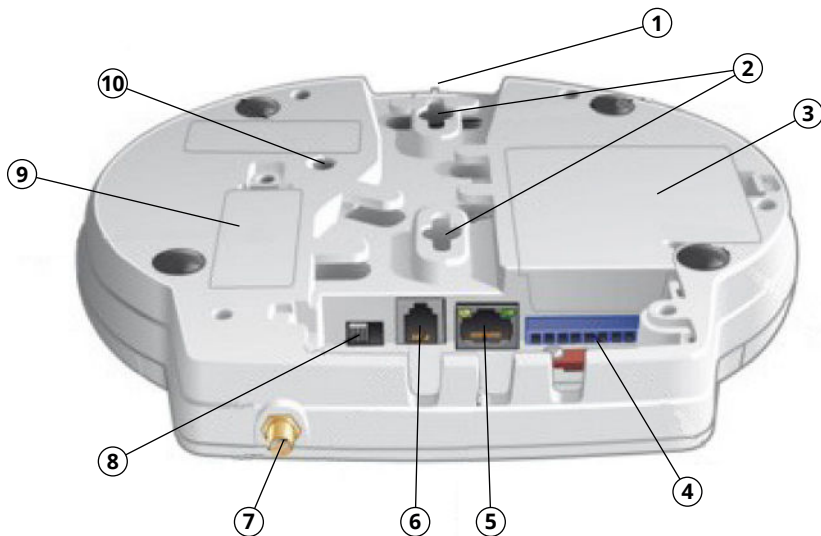
- The button on your pendant will flash red for several seconds to confirm a signal to the unit has been sent.
- Then the red light on the alarm will flash and will start beeping to denote a call is active.
- The unit will beep while it is connecting to the contact centre (Please be aware that on the initial call this may take several minutes while the alarm roams across the mobile networks to find the strongest signal).
- 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.
- A conversation can now be held between you and the contact centre operator, who will:
  - Confirm your customer name and the address where the unit is fitted.
  - Welcome you to the service and confirm how clear they can hear you.
  - Ask where in the property the unit has been installed.
  - Ask you to press the button on the alarm base unit, once the initial call is closed by the contact centre to provide a further test.
  - Ask the location of the smoke detector (if relevant) and for it to be tested.
  - Finally, request if we have not received full customer information, for 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 light on the front of the unit will return to steady red.
- If you have a smoke detector, once installed, it will automatically raise an alarm to our contact centre if it senses smoke.
- No matter how the call is raised (from pendant, smoke detector or the button on the alarm unit) the unit will start to make an emergency call.
- If the operator cannot hear you, they will attempt to call you on your landline or mobile phone depending on which number you provide.

# Your personal alarm explained



## Indicator Lights

|  |                         |  |
|--|-------------------------|--|
| <b>1</b>   | <b>ALARM</b>            | <b>RED</b>   |
|  or      | Off                     | No power   |
|  | Steady light            | Idle mode  |
|  | Slow flashing light     | Ongoing alarm  |
| <b>2</b>   | <b>POWER ON</b>         | <b>GREEN</b>   |
|   | Steady light            | Mains power  |
|  | Flashing light          | Ready for programming the alarm accessories  |
|  | Slow flashing light     | Battery operation  |
| <b>3</b>   | <b>ERROR</b>            | <b>RED</b>   |
|   | Off                     | Normal operation   |
|  | Steady light            | Problem with Ethernet connection (if using)  |
|  | Flashing light          | Registration to server failed (Not supported)  |
| <b>4</b>   | <b>STATUS</b>           | <b>RED / GREEN</b>   |
|   | Off                     | Normal operation   |
|  | Steady red light        | No connection to GSM network   |
|  | Alternating red & green | Away mode (Not supported)  |
| <b>5</b>   | <b>GREEN BUTTON</b>     |  |
|   | Cancel alarm            | If a false alarm is generated, the call can be cancelled by pressing the green cancel button.  |
| <b>6</b>   | <b>YELLOW BUTTON</b>    |  |
|   | Function button         | This button can be programmed for additional features. This is not supported for normal usage. |
| <b>7</b>   | <b>RED BUTTON</b>       |  |
|  or  | Alarm button            | This will generate an alarm call, same as pressing the pendant button.                         |



#### 1 PULLCORD ATTACHMENT

If the unit is wall mounted a pullcord can be attached.

#### 2 WALL MOUNT

Holes for wall mounting the base unit.

#### 3 BACK UP BATTERY COMPARTMENT

Compartment for the battery.

#### 4 I/O CONNECTORS

Terminals for wire outputs and inputs.

#### 5 ETHERNET PORT

The alarm can be connected to your broadband router.

#### 6 POWER SUPPLY

Connection for power lead.

#### 7 ANTENNA CONNECTOR

Built-in antenna that is optimised for best reception. In cases where the coverage is inadequate where the unit is located, you can attach an external antenna to the SMA connector, this is activated automatically. NOTE: Only aerials approved by Careium and adapted for your unit may be used.

#### 8 POWER SWITCH

When the alarm is switched off at the mains socket the alarm will still operate using its back up battery. This switch will disable all power to the device and will be set to 'on' when you install the alarm.

#### 9 SIM COMPARTMENT

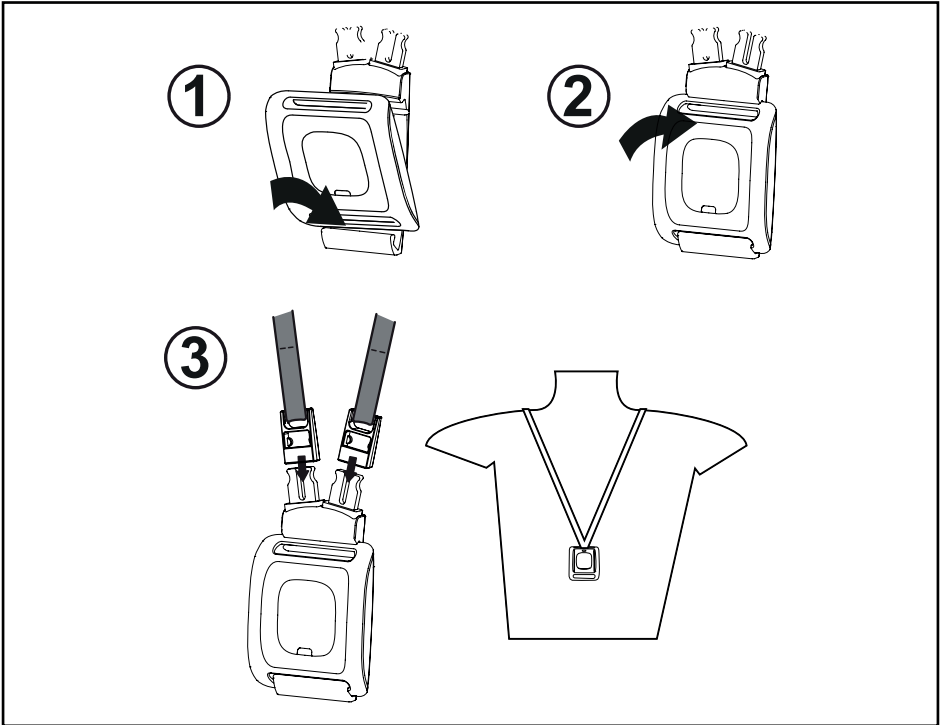
The device connects through GSM. If the SIM is removed the device will not operate.

#### 10 VOLUME

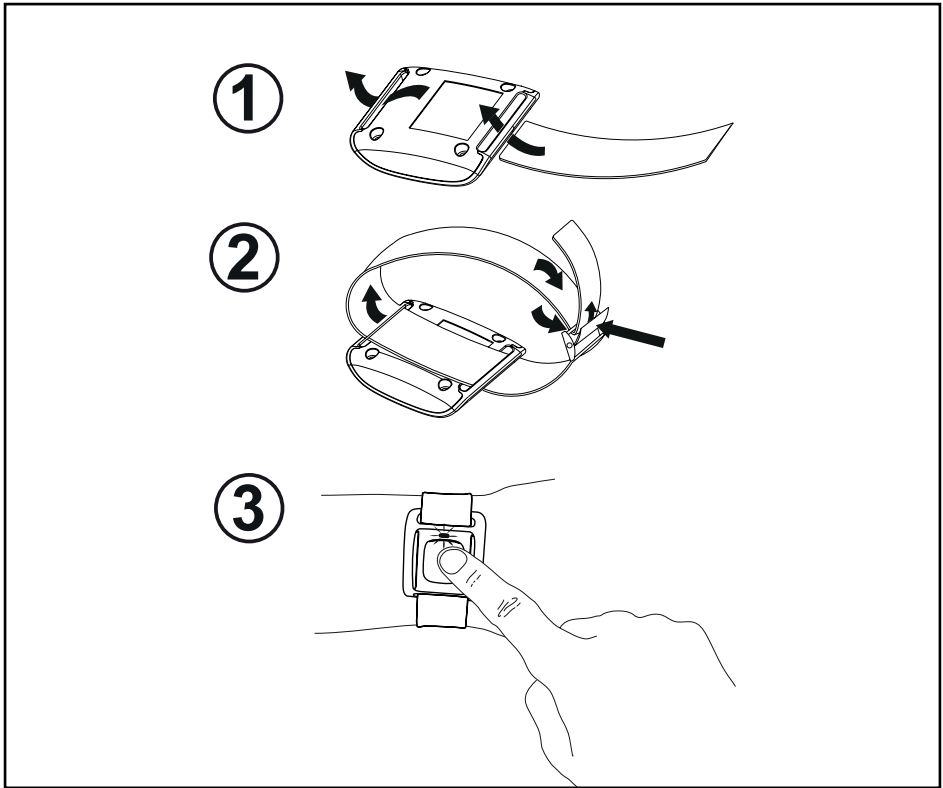
The loudspeaker can be adjusted by pressing and holding this button down.

# Your pendant explained

The pendant is provided with a number of accessories giving different options for wearing: wristband, wristband attachment, neckband, pocket clip and “easy press” cover. The accessories are attached to the alarm button with a simple click-in action. If you wish to switch from wristband to neck cord, the wrist strap can be easily removed and the clasp for the neck cord can be clipped to the back of the pendant.







1. The diagram shows the watch case with a button being pressed. An exclamation mark is next to the button.

2. The diagram shows a hand holding the watch case with the button being pressed.

**easy press**

Designed to make the pendant easier to press, so you are only required to add on if you struggle to press the button.

The diagram shows a shower head with water spraying, followed by a plus sign and a watch case, with the text **= OK**.

The diagram also shows a hand holding a watch case with a spray bottle labeled **ALCOHOL** crossed out with a red X, indicating that alcohol should not be used for cleaning.

# General information

- If the device does not have a signal, no alarm can be sent.
- The personal alarm unit must not come into contact with water or any other liquid.
- Used batteries should be disposed of in an environmentally responsible manner.

## Maintenance

### Cleaning

The personal alarm unit and pendant 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 call us on **0300 333 6511**. 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.

### Power cuts

Your alarm unit has an internal battery that keeps it working for up to 22 days (depending on use). In the event of a power failure the unit will automatically connect to the contact centre to let us know the power has failed.

### 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. If there are other devices fitted it will be beneficial for you to activate each device in turn to ensure that the whole system is operational.

### Periods away from the home

If you are going away for a while, perhaps on holiday, let us know the dates so we will be aware that your property is empty. When you return home press your pendant to let the staff in the contact centre know you are back.

# Read safety information



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

- Protect the unit from moisture. Rain/snowfall, moisture and all types of liquid can contain substances that corrode the electronic circuits.
- The personal alarm unit should be placed on a hard surface to avoid blocking the microphone (positioned underside of the unit).
- Battery replacement may be performed only by authorised persons. Only use recommended battery type.
- Only use recommended power supply.
- The power supply can be used as a disconnecting device. The wall socket shall be installed near the equipment and shall be easily accessible.
- AUX-port: Wired installation must be performed only by authorised persons in accordance with the instructions in the service manual.



**Caution:** Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

## Important information

All systems using radio and network communication are subject to interference beyond the user's control.

These products 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 Careium immediately in case of any suspected malfunction.

Users should pay particular attention to the risk of disruption from products which communicate using the same or adjacent frequencies.

# Notes

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