

# Careium Abby Quick Start Guide



[www.careium.co.uk](http://www.careium.co.uk)



# Welcome to Careium

This step-by-step guide tells you everything you need to know to set up your Careium Abby 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.

# Careium Abby

Abby is a small and comfortable out-and-about telecare device with GPS positioning and voice capability that improves security not only in the home, but everywhere the user goes. It is waterproof (IP67) and easy to carry around at all times, either as a pendant around the neck, in the pocket or in the carry bag that can be attached to the belt.

When the emergency button is pressed, an alarm will be sent to the monitoring centre, home care staff, or to a relative. The device also supports automatically triggered alarms, including fall and geofence alarms. The built-in speakerphone enables voice communication between the user and the alarm recipient. Abby can be connected to an alarm trigger as well as to other social alarm accessories. i-care® plus compatible.

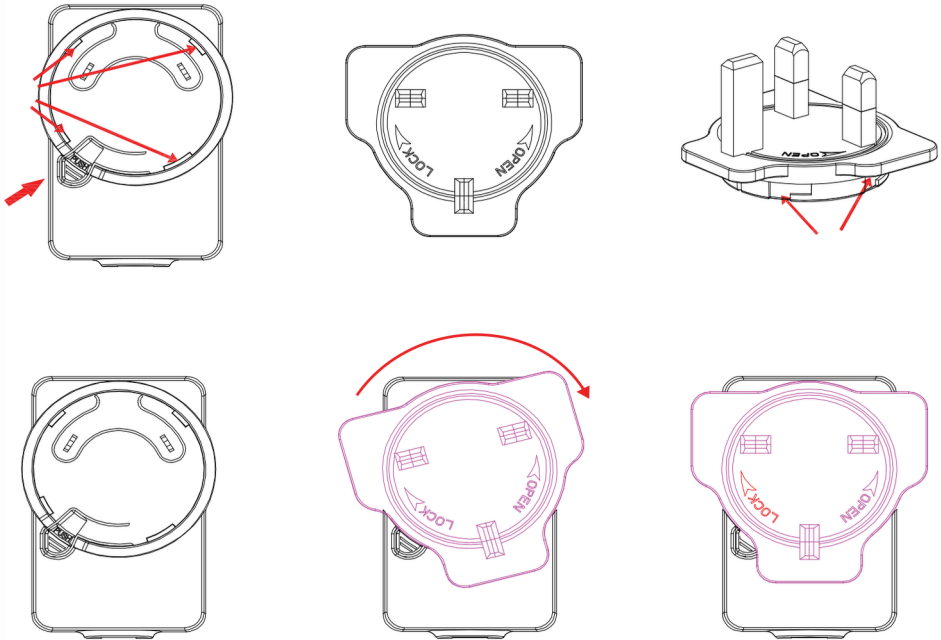


# 1. What's in the box

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

- Abby
- Charging cradle/beacon
- Power supply
- Lanyard
- Quick start guide

## 2. Connecting the 3 pin adapter to the mains



### 3. Plugging Home Beacon/Charger into the mains

Connect the correct plug to the adapter, connect the mains adapter to your charging cradle and to a wall socket. The portable social alarm pendant will start automatically when placed in the charging cradle. It's recommend to fully charge your device before first use, approximately 5 hours.



### 4. Battery/Charging

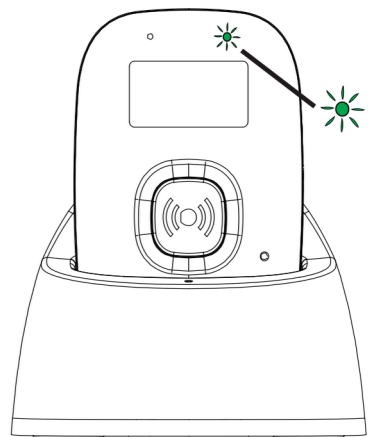
Charging, green long blink every 3 seconds.



Fully charged, green solid light.



Low battery, red blink every 3 seconds.



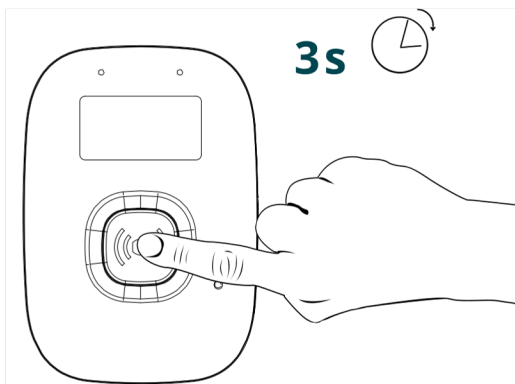
## 5. No network service

No network service, red blink twice every 3 seconds. If possible, move to a location where mobile network coverage is available.



## 6. Activating an alarm call

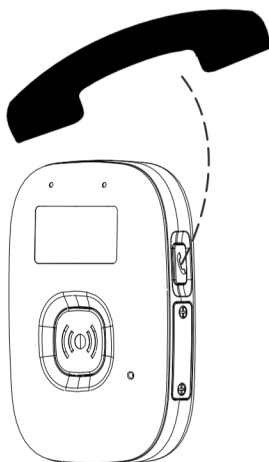
Press and hold (●●) for 3 seconds or press 3 times quickly to initiate an alarm. A sound will beep repeatedly initially. Green and red light blinks until successful connection.



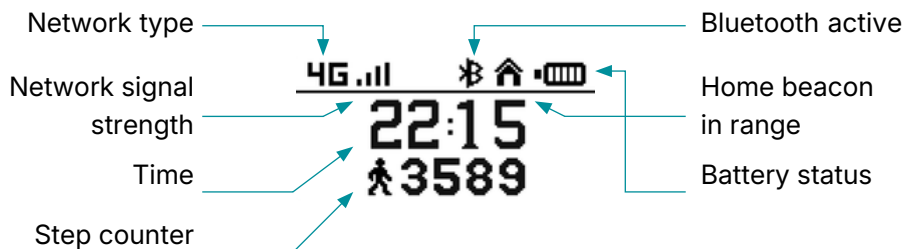
## 7. Backlight and cancelling alarm call

Short press on side button activate display backlight.

Optional, press side button within 30 seconds of alarm initiation to cancel any falsely triggered alarm.



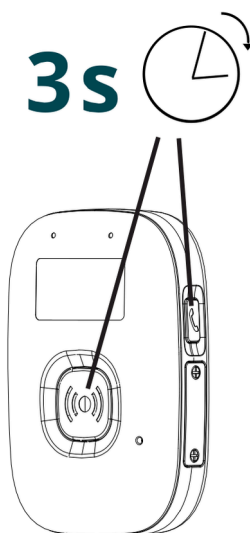
## 8. Abby display information



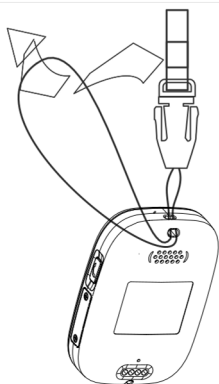
## 9. Pairing a radio trigger to the Abby

1. Hold side button and SOS button 3 seconds to enter Menu
2. Press SOS button twice
3. Press button on the alarm trigger.
4. Abby confirm pairing with a beep.
5. Press SOS button.
6. Wait 10 seconds.

Always test the alarm function with alarm trigger after the unit been paired.



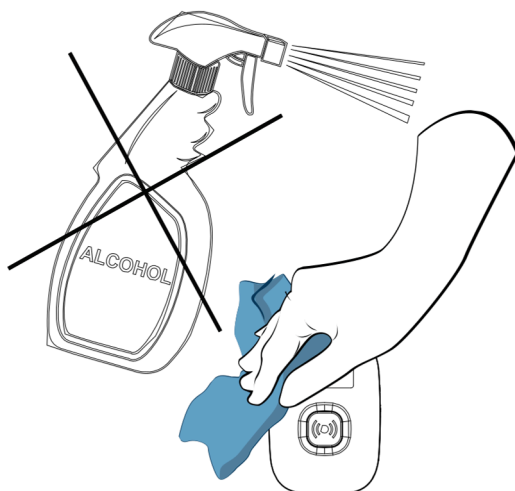
# 10. Safety information



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= **OK**



# 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

# Important information about call charges

Abby uses an international roaming SIM card to provide resilient connectivity across multiple mobile networks. **Calls made to Abby from a mobile or landline, whether initiated through the i-care® plus or by dialling Abby's number directly, are subject to your telephone provider's call charges.** These may be treated as international calls, even when both you and Abby are in the UK. Using the app does not make the call free.

These calls may fall outside your inclusive minutes and could incur significant charges. Charges depend on your telephone provider and calling plan. Before calling Abby, check the charges with your provider. To help avoid unexpected costs, ask about:

- An international calling bundle with inclusive minutes that specifically covers Abby's telephone number.
- A spending cap that applies to these calls.
- Blocking outgoing calls to Abby's number or international numbers.

Do not assume that an international calling bundle or spending cap automatically covers calls to Abby; confirm this with your provider.

Charges for calls made to Abby are outside Careium's control. You are responsible for any charges applied by your telephone provider, and Careium will not reimburse these costs.

Calls made from Abby to its configured alarm recipients are included in Abby's standard monthly charge.

## Notes

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2026

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