

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 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

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

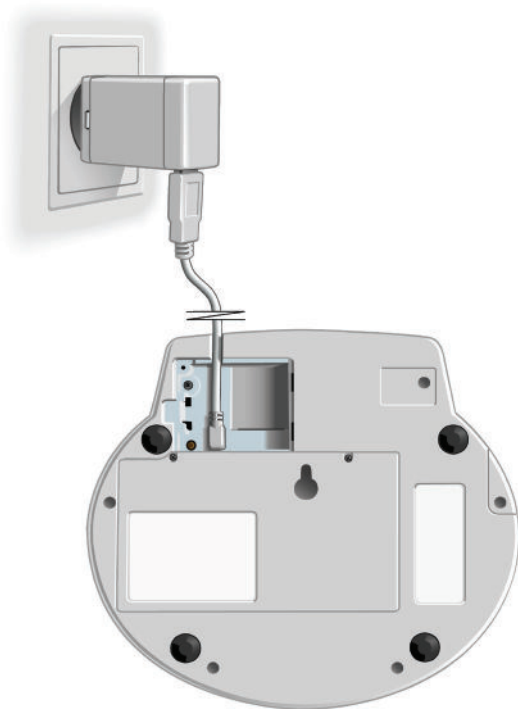


4. Wall mounting kit

Installation of your alarm

Connection

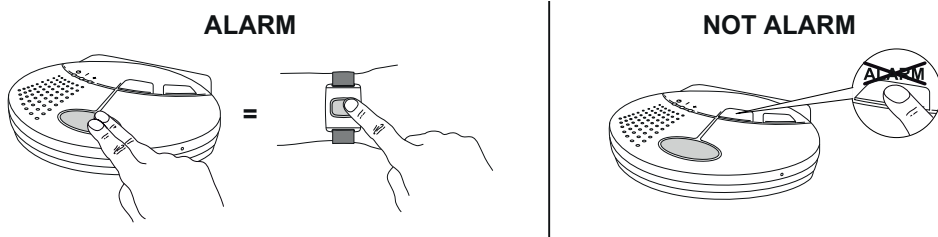
The alarm unit you have been provided is easy to install and simply requires connecting as shown below:



1. Remove the cover over the SIM card and mains connector. Connect the power adaptor to the power outlet and to the USB port on the Care Mobile.
2. Push the SIM card into the SIM card holder. The Care Mobile has a built-in switch in the rack for the SIM card. The device is powered on when the SIM card is inserted in the SIM card holder. Remove the SIM card to power off. Replace the cover over the SIM card and mains connector.
3. The green power 'on' light will come on and the red connectivity light will begin to flash.
4. 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.
- The alarm's red light will flash and 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).
- A contact centre operator will answer the call and 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.
- You can now talk to 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 a 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.

How to install the smoke detector (optional)

If you have ordered a smoke detector it arrives programmed and ready to be installed.

Prior to fitting the smoke detector, test the detector by pushing the “test” button on the front and ensure the contact centre respond, this confirms the smoke detector has been activated.

Installation

On the base of the smoke detector you will find a sticky backed Velcro pad. This should be detached from the base and fixed to the ceiling following the guidelines set out below:

- If your home has 2 floors ideally you should have one smoke detector per floor, but if you only have one detector you should install the smoke detector on the ceiling of the first floor landing to give the best coverage for the entire property.
- If your property has one floor (flat or bungalow) the smoke detector should be installed in the most central point, ideally in the corridor to pick up smoke from any room in the house.
- **Smoke detectors should not be installed in the kitchen.** Steam from cooking or the kettle will activate the device.
- **Smoke detectors should not be installed on the wall.** The operation time is such that a fire will have taken hold before the alarm will activate.
- The smoke detector should be installed at least 300mm from any wall or partition.
- It should also be mounted at least 300mm from anything dropping down from the ceiling including light fittings, beams, etc.

Once the Velcro pad is affixed to the ceiling, push the smoke detector onto the pad so the two parts of the Velcro stick together. Your smoke detector will now be ready to operate, if it detects any smoke an alert will be raised to the contact centre.



Battery Warning

Around one month before the battery runs out the smoke detector starts to emit short beeps with about 30 seconds interval and transmits an automatic low battery message to the contact centre. Then it's time to change the battery. Always test the smoke detector after battery replacement.

	Control lamp	Signal
Normal operation	1 flash every min	Silent
In case of alarm	Continuous flash	Pulsating sound
Battery warning	1 flash every min	1 chirp every 30 secs

Replacing the battery










- Twist the smoke detector anticlockwise to remove from base
- Unclip and remove old battery
- Replace with new PP9 battery and clip in place
- Twist the smoke detector into the base in a clockwise motion

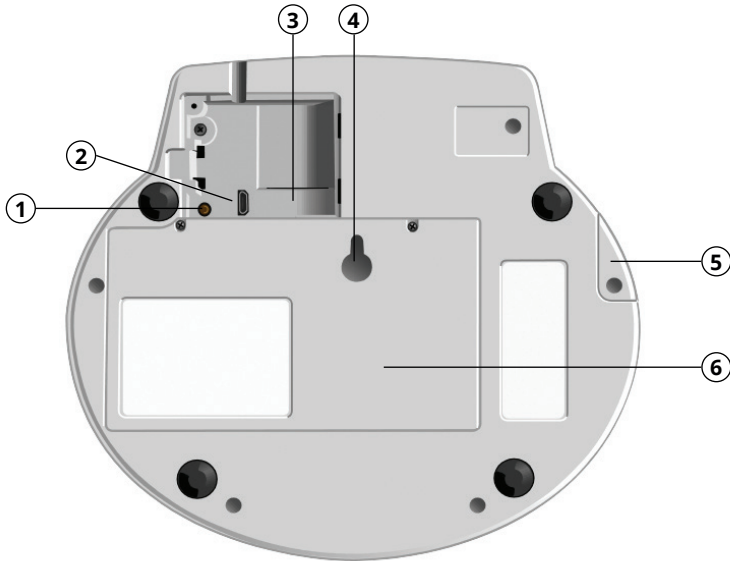
Cleaning

The smoke detector should be vacuumed regularly and always in association with battery replacement. Exterior cleaning can be carried out with a damp cloth. No cleaning solutions or solvents should be used.

Your personal alarm explained



1	ALARM	RED
 or 	Off	No power
	Steady light	Idle mode
	Slow flashing light	Ongoing alarm
2	POWER ON	GREEN
	Steady light	Mains power
	Flashing light	Ready for programming the alarm accessories
	Slow flashing light	Battery operation
3	ERROR	RED
	Off	Normal operation
	Steady light	Mains / GSM fault
	Flashing light	Unit is running off the battery due to mains failure
4	STATUS	RED / GREEN
	Off	Normal operation
	Steady red light	Battery problem
	Alternating red & green	Ongoing alarm
5	GREEN BUTTON	
	Cancel alarm	If a false alarm is generated, the call can be cancelled by pressing the green cancel button.
6	YELLOW BUTTON	
	Function button	This button can be programmed for additional features. This is not supported for normal usage.
7	RED BUTTON	
 or 	Alarm button	



1 VOLUME

Loudspeaker volume adjustable in three (3) levels.

2 USB PORT

Power supply.

3 POWER SWITCH

The device is powered when the SIM card is inserted in the SIM card holder. To power off the device, remove the SIM card from the SIM card holder.

4 HOLE FOR WALL MOUNTING

The alarm can be wall mounted if necessary.

5 ANTENNA CONNECTOR

Care Mobile has a built-in antenna that is optimised for the best reception. In cases where the operator's coverage is inadequate where Care Mobile is located, you can attach an external antenna to the connector, this is activated automatically. Note: Aerials only approved by Careium and adapted for Care Mobile may be used.

6 BATTERY COMPARTMENT

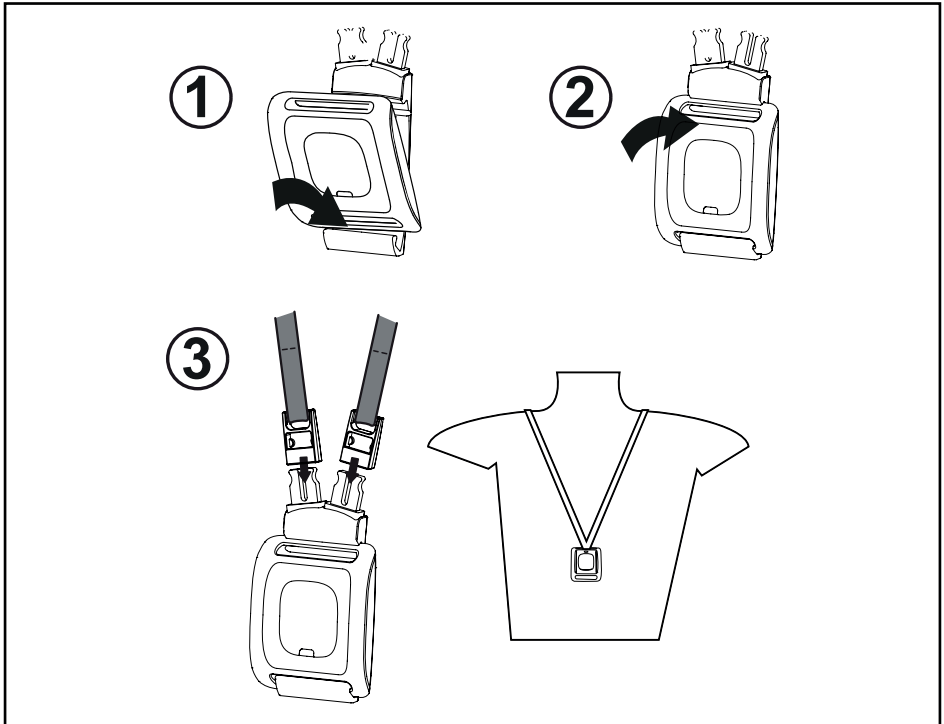
The back up battery can be replaced if required.

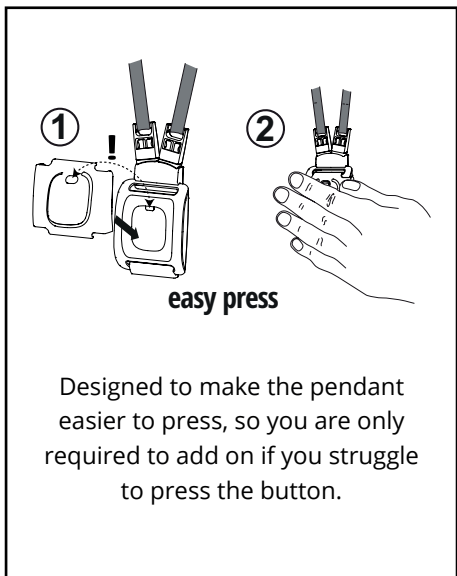
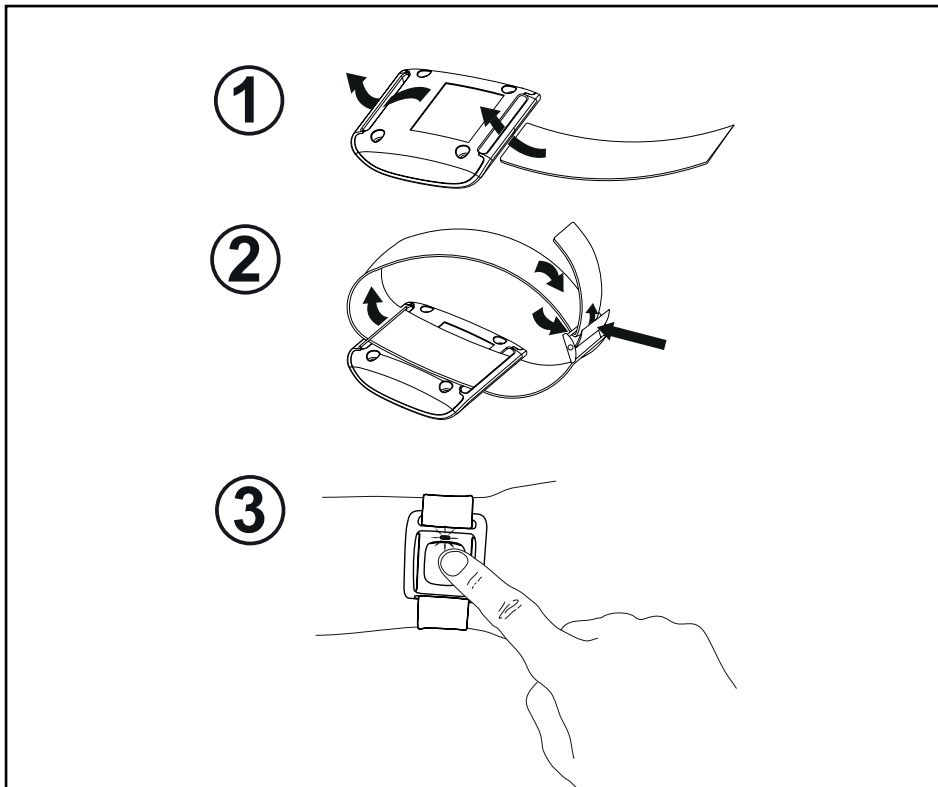


Caution: The covers to the compartments on the back side may only be opened by authorised persons in accordance with the instructions in the service manual.

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.





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.



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.

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