

Seven

Alarm Unit User Guide



01553 616200
careline-cs.org.uk



Welcome to Careline

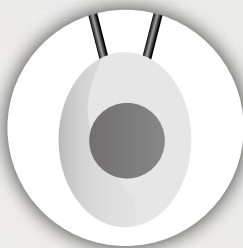
We hope you are happy with your new Seven Alarm Base Unit, and we're delighted to welcome you as a client.

Please keep this guide in a safe place.

If you have any queries at all about the installation process, please call the Careline Community Service team directly on 01553 616200 (option 1). We are available 9am–5pm Monday to Thursday and 9am–4:45pm on Friday.

When making a call from the alarm unit or pendant, these calls will be answered by our monitoring centre, who are available 24 hours a day, every day of the year.





1

Press the pendant –

If you need help, press your pendant.



2

Our monitoring team will answer –

When your alarm call reaches the monitoring centre, all of your personal details will be displayed on the computer. The monitoring centre staff will speak to you and ask whether you have a problem.



3

Assistance will be sent to you –

They will then call your nominated contacts or the emergency services if needed.

Getting to know your SEVEN

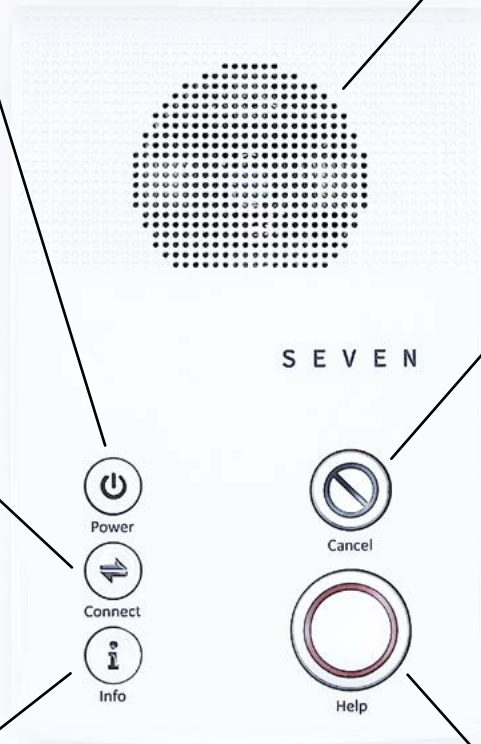
Front view

The **POWER** button is solid green when the base unit is turned on and operating as expected.

The **Speaker and Ambient Light Sensor** is located under the speaker grill, and it adjusts the brightness of all SEVEN lights to suit the environment. Please do not cover.

The **CONNECT** button is solid green when the base unit is turned on and operating as expected.

The **CANCEL** button can be pressed to cancel an alert during the pre-alarm period, or other functions.



The **INFO** button should be solid green.

The **HELP** button can be pressed to activate an emergency alert. This button illuminates in a clockwise direction to let the user know their call for help is being sent.

Back view

Use the two available screw slots to mount the SEVEN to the wall or wall mount bracket.

POWER CONNECTION (9V DC)

The **BATTERY COMPARTMENT** contains one rechargeable battery pack, with an expected battery lifetime of up to five years. The backup battery runtime is up to 40 hours.

The **OPTION PORT** is reserved for Careline use.



The SEVEN has two micro **SIM CARD HOLDERS**, which are located under the battery pack.

The **MICROPHONE** is part of the hands-free speakerphone system.

Your Personal Help Button

Your personal help button should be worn around the neck or on the wrist at all times, including at night, and in bed. It is hot waterproof (IP68 rated) and can be worn in the bath or shower. The pendant has a stainless steel hypoallergenic chain and is designed to break under significant force.

Your personal help button, which works in your house and garden, has a range of up to 300m. It regularly checks its battery and tests with SEVEN to ensure it is in contact. Tests are automatic and any issues are reported to your Alarm Receiving Centre (ARC).

Alarm Unit Functions

Button functions and lights



Power

The **Power** button is back-lit green to indicate that the SEVEN is on.

Press the **Power** button to hear the status spoken. Hold to turn the base unit off, press to turn it on.



On



Flashes orange when the mains power is disconnected. A voice message will play to let you know that SEVEN is not connected to power.



Solid red when the base unit is no longer functioning, or is missing



Flashing red when the base unit battery is low



No light – SEVEN is off



Connect

Press the **Connect** button to hear the 4G cellular status. SEVEN will then announce 'Excellent', 'Good', 'Poor' or 'Unavailable'.

Press to send 'I'm OK' to your service provider, if configured to do so.



OK, the cellular connection is available.



The **Connect** button will show solid orange for a short period of time when connecting to the cellular network.



The orange flashes are to let you know that one of the two SIM cards is not connecting



The red flashes indicate that there is no connection to your service provider. **An alert for help will not work.**



No light – SEVEN is off



Info

The Info button should be solid green.



Cancel

Press to **Cancel** any function, including voice notifications, and to cancel an alert during the loud alarm.



This will illuminate solid orange when an alert can be cancelled, during the loud alarm.



No light – normal operation.



Help

Press the **Help** button to send an emergency alert to your service provider. The lights under the **Help** button will rotate while the alert is in progress.

The **Help** button will be dimly back-lit during normal operation so it can be located in the dark.

Requesting Help

If you need help at any time of the day or night, press and hold your personal help button and count to three. The outer rim of your personal help button will flash red to let you know your alert for help is being sent. You will hear a loud alarm sound from the base unit and the Help button will illuminate red. Voice messages on the SEVEN will play to let you know the status of your request for help as it progresses.

Alternatively press the large round Help button on your SEVEN to request help.

Following an alert being sent to your service provider you will hear the operator speak; you can communicate with them by speaking to the base unit through the hands-free speakerphone. You will only be able to speak with the operator if you are within hearing distance of the base unit.

Cancelling an alarm

During the loud alarm period when you first press your help button, you can cancel the alarm by pressing the round Cancel button that is backlit orange.

System Test

You can test your system to ensure it is functioning as expected by sending an alert. Press and hold your personal help button and count to three. Voice messages on the base unit will play to let you know the status of your request for help as it progresses. When you hear the operator, tell them you are testing. If you encounter a problem when trying to test your SEVEN, please contact your service provider.

Installation reminders

Do not unplug or move the SEVEN base unit from the location it has been installed. The location it is installed in has been tested to ensure it has good cellular connectivity and range with your personal help button. Moving the base unit could adversely affect its ability to send an alert for help.

If you are relocating, you will need to contact your service provider to organise a new installation and change your address details.

Cleaning and Maintenance

- Do not spray your personal help button or base unit with perfume, insect repellent or similar harsh products.
- Clean your personal help button and base unit with a warm, well wrung out, damp cloth.
- Do not use abrasive or polishing cleaners.
- Do not immerse your base unit in liquid, or position it in a place where liquids can be spilled on it.
- Do not try to open any part of your base unit or personal help button.
- Do not stick objects in any of the holes or sockets on your base unit or personal help button.
- Do not cut any of the wires connected to your base unit.

Turning On and Off

To turn your system off press and hold the Power button; it will play an instructional message followed by four beeps. Continue to hold until you hear the last beep and it will switch off.

To turn the system on again, press the Power button until the welcome message plays. The green light will indicate when it is on.

Disclaimer

To the maximum extent permitted by law, the manufacturer of SEVEN will not be liable or responsible to you for any damage, loss or injury, you may suffer or incur in connection with any failure of your system due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the instructions set out in this guide.

Due to external factors it is possible that in exceptional circumstances the system may not operate as expected. Such factors include radio interference, lightning strikes or communication network outages.

These are outside our control, we cannot accept any responsibility for damages or other consequences resulting from any failure. If you suspect your system is damaged or not functional, please perform a 'System Test'. If your SEVEN beeps continually this indicates it is not functioning as expected, please contact your provider immediately.

Do not cover the top of the SEVEN base unit. This can affect the volume from the speaker and the visibility of the button indicators. When the system is turned OFF, and there is NO Power button light, your system will not operate and you cannot send an alert for help.

The supplied necklace attachment has been designed to break under pressure to prevent harm. Please contact your service provider before attaching an alternative necklace to ensure it is safe to do so.

Use of this system confirms acceptance of these limitations. If you suspect your system is damaged or not functional, please contact your service provider.

Contact us

We hope to solve your query, deal with any problem or answer any questions immediately. Some problems however may need further investigation. We aim to solve these within 15 working days. If we cannot reply in full within 15 working days, we will write to you and explain the reasons for the delay and tell you when we will be able to give you a full reply.

If you have a problem please write to us at:

Careline Community Services Manager
Borough Council of King's Lynn & West Norfolk
King's Court, Chapel Street
King's Lynn PE30 1EX

Our overall objective is to resolve problems at this stage and put right any complaints which are upheld. Our reply will clearly explain our position in respect of your complaint.

If you're not satisfied with the response you receive, you can submit a corporate complaint. Please ensure you have raised your complaint with the service area in question before making a formal corporate complaint.

Ways to submit your complaint:

- Online at west-norfolk.gov.uk/corporatecomplaint
- Email complaints@west-norfolk.gov.uk
- Complain in person
- Write to us at Complaints – Democratic Services, Borough Council of King's Lynn and West Norfolk, King's Court, Chapel Street, King's Lynn PE30 1EX
- Telephone 01553 616200 (option 1)

Your complaint will be acknowledged within two working days. The relevant Executive Director, or their authorised representative, will try to respond with a full reply within 15 working days. If the complaint is particularly complex, an interim response will be sent.



GO pendant

The GO offers peace of mind and reassurance on the go. With inbuilt GPS, you can call for help with the touch of a button.



Falls Pendant

The falls pendant will automatically call our monitoring centre if you fall, there is no need to press a button.



Careline Personal Alarm

With the touch of a button our call monitoring centre can contact family, friends or the emergency services, giving you peace of mind 24 hours a day, seven days a week.



Key Safe

We can supply a key safe so emergency services or trusted contacts can access your home should you need help.



Careline

COMMUNITY SERVICE

01553 616200
careline-cs.org.uk



Borough Council of
**King's Lynn &
West Norfolk**

