

Seven

Alarm Unit Installation Guide



01553 616200
careline-cs.org.uk



Borough Council of
King's Lynn &
West Norfolk



Welcome to Careline

We hope you are happy with your new Community Alarm and are delighted to welcome you as a client.

Please keep this guide in a safe place.

Please do not put yourself at risk whilst installing the equipment – ask a friend or relative to assist you.

Please ensure that you have installed and tested the unit in line with the instructions provided. It is your responsibility to test the pendant; make sure you test it from relevant points in your home and garden so you are aware of the coverage.

We cannot accept responsibility for incorrect installation, including connection to the electricity supply and the signal strength of the mobile networks in your area.

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



Careline
COMMUNITY SERVICE

What you will have received

When you open your box, please ensure you have the following:



Alarm unit



Personal pendant



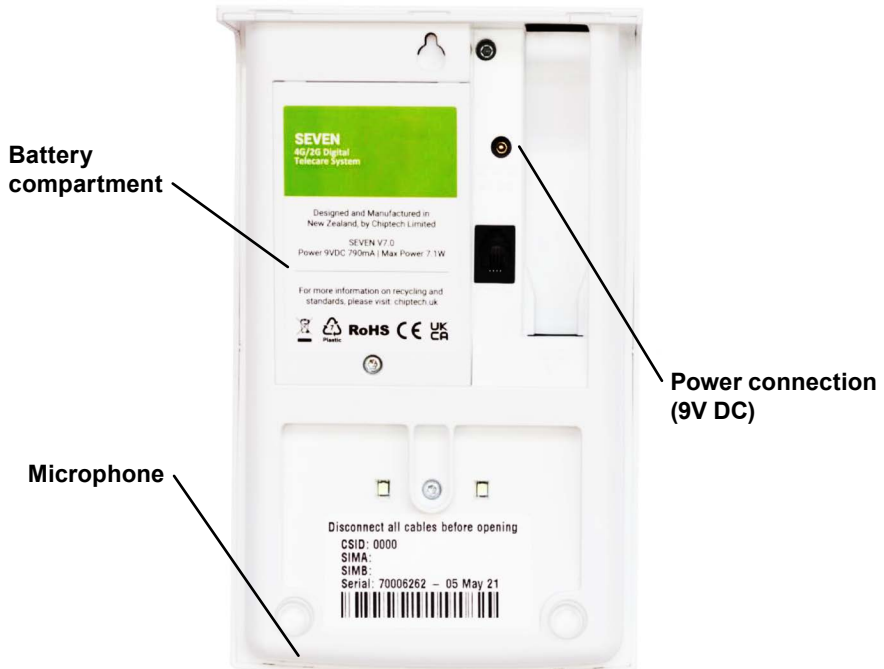
Mains adaptor

Your alarm unit

Front view



Back view



For your safety – dos and don'ts

Do

Keep the alarm unit connected to the mains power at all times.

Don't

Expose the alarm unit to water or other liquids.

Connect cables other than those supplied within the alarm unit.

Place the alarm unit next to something that makes a lot of noise, such as next to a television, radio or washing machine.

Place the alarm unit close to a heat source e.g. cooker or large metal objects e.g. microwave.

Place the alarm unit too close to your internet router or wireless phone base.

Quick start guide

Step 1 – Connecting the leads and adaptors

Plug the mains adaptor into the alarm unit socket labelled DC and then connect the mains power. Note: please ensure the mains power is switched on.

Step 2 – Setting up your alarm:

Your alarm will provide step-by-step instructions on how to set it up.

1. Welcome message
2. Check your cellular connection (if you do not receive a “good” or “excellent” signal, please contact Careline)
3. Test the range of your pendant in different locations around your home and garden
4. Perform a full system test with your pendant
5. The installation process is complete

Step 3 – Testing your pendant

Please ensure you test your alarm once a month. This can be done by pressing the pendant.



Other products and services



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

