

# Careline

## Digital Home Alarm



## Installation Guide

01553 616200  
careline-cs.org.uk



Borough Council of  
King's Lynn &  
West Norfolk



# Welcome to Careline

We hope you will be happy with your Careline Digital Home Alarm, and we're delighted to welcome you as a client.

Please read this installation guide in conjunction with the **User Guide** and keep both in a safe place.

Please do not put yourself at risk if you are not comfortable in installing this equipment – ask a friend, neighbour or relative to assist you.

We cannot accept responsibility for incorrect installation, including connection to the electricity supply or the strength of 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 (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.



**Careline**  
COMMUNITY SERVICE

# What's in the box

When you open the box, please check you have the following:



**Alarm unit**



**Alarm pendant**



**Mains adaptor**

# Quick start guide

## Step 1: Connecting the leads and adaptors

Plug the round mains adaptor connector into the alarm unit socket labelled “9V DC” and the mains adaptor plug into an electrical socket. Switch on at the socket.

## Step 2: Setting up your alarm

Your alarm will then give step-by-step audio instructions for you to follow:

1. Press the Power button to switch on.
2. Welcome message.
3. Checking your cellular connection. This can take up to 10 minutes. If the cellular connection is **poor**, try moving the alarm to another location in the property. If it remains poor, you will not be able to continue with the installation process. Please contact the Careline office on 01553 616200 for advice in this instance.
4. Once the connection has been established, test the range of your pendant around your home and garden by pressing the pendant button until it flashes red. The pendant will flash red each time it connects to the alarm unit successfully. You will need to successfully connect the pendant to the alarm in at least 7 locations before moving on to the next step.
5. Return to the base unit.
6. Perform a full system test as shown on page 8 in the **user guide**.
7. The installation is now complete.

# Getting to know your alarm

## 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 ALARM 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 keyhole slot to mount the ALARM on a wall if you wish.

**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 40–70 hours.

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

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

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



## Your alarm pendant

Your pendant should be worn around the neck or on the wrist at all times, including at night, and in bed. It is hot water resistant (IP68 rated) so can be worn in the bath or shower.

Your pendant has a range of up to 300 metres, so will work in your house and garden. It regularly checks its battery and tests with the base unit to ensure it is in contact. These checks are automatic and any issues are reported to the monitoring centre, but you should still test your alarm monthly by pressing the pendant button.

# For your safety – do's and don't's

## Do

Keep the alarm plugged in at the mains and switched on at all times.

## Don't

Let the alarm base unit get wet.

Connect cables other than those supplied with the alarm.

Place the alarm unit next to something noisy or hot, such as a TV, washing machine, cooker or microwave oven.

Place the alarm unit close to an internet router or wireless phone charger.

## Other products of interest



### Careline GO 4G

For those still leading an active lifestyle, the GO 4G offers advanced features to help keep you safe at home and away.



### Key Safe

Allows damage-free access to your property for trusted contacts and the emergency services.

**\*FREE** to qualifying West Norfolk residents.



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