Careline

Digital Home Alarm



Installation Guide

01553 616200 careline-cs.org.uk





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.



What's in the box

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



Alarm unit



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.

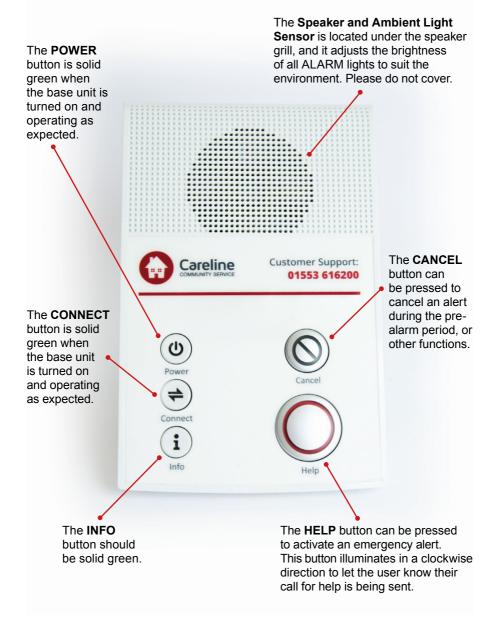
Step 2: Setting up your alarm

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.
- 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



Back view Use the keyhole slot **POWER** to mount the ALARM CONNECTION on a wall if you wish. (9V DC) **SEVEN** R-NZ & RoHS CE K The **BATTERY** COMPARTMENT contains one chiptech rechargeable 0 battery pack. The **OPTION PORT** is with an expected battery lifetime of reserved for up to five years. Careline use. The backup battery runtime is 40-70 hours. Disconnect all cables before opening SIMA: +467191026939138 SIMB: +436761725485705 Serial: 71016469 — 26 Apr 24 The ALARM has two micro The MICROPHONE SIM CARD HOLDERS. is part of the handswhich are located under free speakerphone the battery pack. 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 dont'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.



01553 616200 careline-cs.org.uk



