

Careline

Alarm Watch



User Guide

01553 616200
careline-cs.org.uk



Careline
COMMUNITY SERVICE

Borough Council of
King's Lynn &
West Norfolk



Welcome to Careline

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

If you have any queries at all about using the watch after reading this guide, 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 pressing the alarm button on your watch, these calls will be answered by our monitoring centre, who are available 24 hours a day, every day of the year.

Please keep this guide in a safe place.



Set up

Open the box and make sure the following items are present:

- Watch
- Power plug
- Charging cable
- Locator

If any item is missing please contact us on 01553 616200.
Remove the protective film from the watch face.

Charge

Connect the charging cable to the power plug and insert the plug into an electrical socket. Then connect the magnetic charging contacts on the cable to the contacts on the back of the watch.

IMPORTANT: Charge the watch to 100% for the first two charges.

Switch on

Press and hold the grey control button on the watch face until the screen switches on. After a short start-up process, the time will appear.

NB If the watch is not used for ten seconds, the screen goes into sleep mode. Press the control button briefly to wake the watch.

How to make an alarm call



Press and hold the control button for a few seconds, until an audible alarm will sound and the watch face shows SOS.

TIP: if you trigger the alarm by mistake, a short press of the button in the first few seconds will cancel the alarm.



Our monitoring team will answer. Your personal details and location will be displayed on their computer.

The staff will speak with you and ask if you need assistance.



Assistance will be sent to you if you need it. The monitoring centre will call your nominated contacts, or the emergency services if needed.

Getting to know your watch



STEP COUNTER

After switching on, briefly press the control button to see your steps that day.

Steps are reset to zero at midnight.



BATTERY

The battery indicator is located in the top right of the screen.

The green bars indicate the charge level of the watch.

- Battery life is 3-4 days
- Warning at 15% battery level
- We recommend charging daily for 1 hour. Choose a time when you are not at risk of a fall e.g. while watching TV.

MOBILE RECEPTION

The Careline watch has a built-in SIM card, similar to a mobile phone. The connection status is displayed in the top left of the screen.

IMPORTANT without reception, alarm calls will not connect!



**WATCH HAS
RECEPTION**



**NO
RECEPTION**



ROAMING

An “R” symbol means the watch is roaming, looking for a signal.

Falls detection

The Careline Alarm Watch has sensors which can automatically detect a fall in some circumstances. This can be helpful if the wearer experiences, or is at risk of, more regular falls due to poor mobility or long-term health conditions such as epilepsy, diabetes and Parkinson's disease.

The sensors are designed to detect a hard fall, followed by a period of inactivity. Some falls (soft or broken falls against a wall or chair) may not be detected, and movement after a fall can cancel a call (to prevent false alarms), so we encourage you to always press the button if you have a fall and are able to do so.

To cancel an alarm call made in error, press the control button within 10 seconds of the alarm being activated.



Locator

Plug the locator into an electrical socket centrally located in your property/home, and leave it switched on. The locator tells our alarm monitoring centre that you are at home if you make an alarm call there. It does not need connecting to WiFi.



Power off

You shouldn't normally switch the watch off, but if you need to, briefly press the control button several times until the power symbol appears on the screen. Then press and hold the control button until the display changes and the watch vibrates. After a few seconds the watch will shut down and turn off.

Press and hold the control button to turn the watch on again.



Cleaning the watch

When worn for long periods, the watch can become contaminated with sweat, dust and skin particles. Clean the watch once a month with a damp cloth. Dirt in the grooves of the housing can be removed with a dry toothbrush.

DO NOT USE SOAPY WATER OR CHEMICALS.

IP67 protection

IP stands for “Ingress Protection”. A rating of 67 means the watch is not waterproof, but is water and dust resistant.

In particular, the watch must not be exposed to:

- Salt water e.g. the sea
- Chlorinated water e.g. swimming pool
- Hot soapy water e.g. bath, washing up
- Steam e.g. sauna, hot shower

It is good practice to carefully dry the watch if it gets wet. Water damage may incur costs.

Test calls

Make a test call once a month by pressing the control button. Tell the monitoring centre you are making a test call once you are connected.

Notes on pacemakers

The Careline watch contains a SIM, similar to a mobile phone. Current studies recommend a minimum distance of 15cm (6") between this device and a cardiac implant, pacemaker or defibrillator to prevent possible interference.

Return of the watch

The watch and all the accessories supplied to you remain the property of Careline Community Service.

To return the watch and cancel your service, please call 01553 616200 during office hours.

Payment is due up to the end of the month in which we receive the watch.

Other products



Careline Digital Home Alarm

For less active clients the Careline Digital Home Alarm offers peace of mind in your home and garden at a lower price point. The push-button alarm pendant doesn't need charging and lasts up to 5 years.



Key Safe

A key safe is a vital accessory which allows damage-free access to your property in the case of an emergency.

Recommended for all care alarm users.



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