

# Caregiver Pager System

## User Manual

### RECEIVER MODEL



Portable Battery Receiver  
**VP02**



Plug-in Receiver  
**CC11WH**

### TRANSMITTER MODEL



Wearable Button  
**BT007WH**



Wearable Button  
**E-01A**



Stickable Button  
**DB19WH**

**NOTE:** In the CCVP Series, there are different types of receivers and buttons, please refer to the corresponding instructions according to the system you purchased.

# CallToU

## A Good Life in Old Age Monitoring and Improving Quality in Long-term Care

As a growing number of frail old people in need of home care, delivering quality long-term care services, which are effective and responsive in time, has become a priority for every family.

"Call to You" is determined to provide perfect solutions that enable your loved ones to retain their independence and dignity in daily life, so they can live on their own and release your burden with peace of mind.

We "CallToU" focus on professional home caregiver pagers for more than a decade, and have helped and cared for millions of ELDERLY and those in need to help timely.

"Call to you" gives more care for the elderly  
You Need, We Here!

For FAQs and more information, please visit:



CallToU Brand



Product Introduce

[www.calltou.com](http://www.calltou.com)  
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# ANYWHERE IN THE HOME

Deliver users' help signal to their family or caregivers



## Product Diagram

- ① Simply plug into any socket
- ② High quality audio speaker

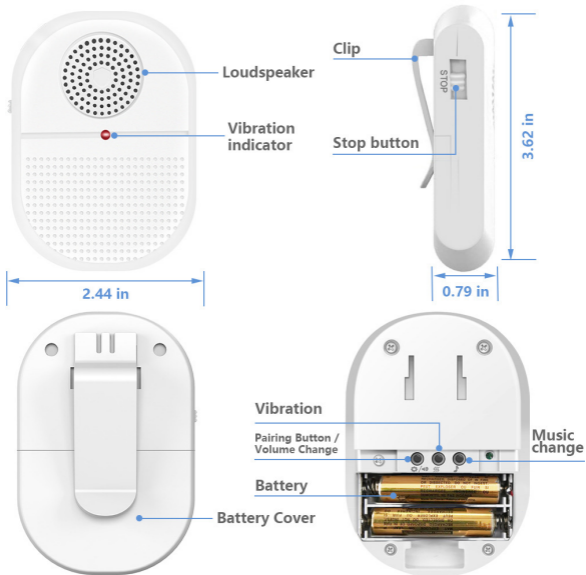


- ③ Led light melody indicator
- ④ Backward button
- ⑤ Volume control
- ⑥ Forward button

## Plug-in Receiver Model : CC11WH

55 ringtones 5 volume levels(0-110db)

## Product Diagram

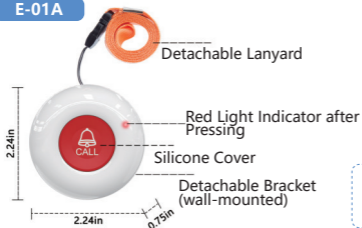


## Portable Battery Receiver Model : VP02

Battery receiver with vibration reminder  
15 tones 5 volume control from 0 dB to 110 dB

# Product Diagram

E-01A



- Low Battery Reminder
- IP55 Water Repellent
- Double Sided Adhesive Tape

DB19WH



- IP55 Water Repellent
- Double Sided Adhesive Tape

BT007WH



- Low Battery Reminder
- IP55 Water Repellent

# Features

## Portable Battery Receiver - VP02

- Portable and Back Clip
- 15 Ringtones for Choose
- 500Feet Coverage Range
- Alert mode: Vibration, Ringtone
- Driven by 2 AAA batteries (included)
- Low Battery Reminder(Audio reminder)
- 5-level Adjustable Volumes(0dB - 110dB)
- STOP Button: Switch it to stop the receiver's calling.
- Extendable with more receivers and call buttons(CallToU)
- Memory function, set ringtone will not change(even after power off)

## Plug-in Receiver - CC11WH

- LED Flashing Receiver
- 55 Ringtones for Choose
- 500Feet Coverage Range
- 5-level Adjustable Volumes(0dB - 110dB)
- Extendable with more receivers and call buttons(CallToU)
- Memory function, set ringtone will not change(even after power off)

# Specifications

	VP02	CC11 Receiver	E-01A	DB19	BT007 Transmitter
<b>Power</b>	1.5V	AC110-260(wide	12V23A Battery	12V23A Battery	3V CR2450 Coin Battery
<b>Frequency</b>	433Mhz	433Mhz	433Mhz	433Mhz	433Mhz
<b>Working Range</b>	500ft/150m	500ft/150m	500ft/150m	500ft/150m	500ft/150m
<b>Waterproof Level</b>	N/A	IP55	IP55	IP55	IP55
<b>Operating</b>			-30°C/-70°F/-22°F -158°F		

For FAQs and more information, please visit:



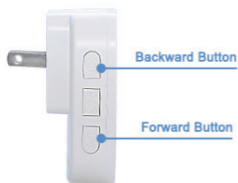
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room 605 , building 2, hengdali factory, chidian  
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# Receiver Operating Instructions

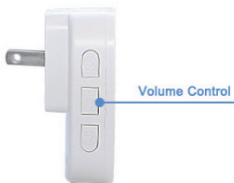
## Pair Method of Plug-In Receiver --- CC11WH



**Select your wanted ringtone**  
Press "Backward" and "Forward" button to choose your wanted chimes



**Pairing**  
Short press call button, will hear a "Ding-ding"



**Press Volume Button**  
Press "Volume" Button until hear a "Ding"



**Paired**  
Press call button again to confirm the setting is successful



CC11WH Pairing Method



VP02 Pairing Method



# Receiver Operating Instructions

## Pairing Method of Portable Receiver --- VP02



### Turn on the portable receiver

Put 2 AAA batteries (included in the package) into the receiver, then the receiver turns ON.

### Select your wanted setting

Setting your wanted chimes, volume, and vibration before pairing



### Pairing

Long press [Setting & Volume] until you hear "Di" into the pairing mode  
Short press call button, will hear a "Di Di"

### Paired

Press call button again to confirm the setting is successful

### NOTE:

- 1) The device has been paired before leaving the factory, please **test the working range before use**.
- 2) Press [SOS Button], and the receiver will be **alerted and flashing**.
- 3) After testing, you can use the device as needed.
- 4) The pairing process of **E-01A, DB19** and **BT007** transmitters is the same. Follow the steps shown in the figure above.
- 5) If your first pairing fails, please try to re-pair once time, pairing may be disturbed by other signals.
- 6) If an abnormal sound occurs during use, please clear the setting and re-pair.
- 7) If you buy more extra receivers and transmitters, you need to pair the new units with your original units, then they can work together.
- 8) The default ringtone is "Ding-Dong". If you want to **change the ringtone**, you need to reset the receiver, then select the ringtone you want, and then re-pair it.

# Button Operating Instructions

## Attach Lanyard - E-01A



**STEP 1**  
Slide the back cover according to the direction of the arrow



**STEP 3**  
Slip the tip of the rope over the entire lanyard

## Replacing Battery - E-01A



**STEP 1**  
Slide the back cover according to the direction of the arrow



**STEP 3**  
Replace the 23A 12V Alkaline battery



**STEP 2**  
Pin the lanyard



**STEP 4**  
Slide the back cover back (to where it was)



**STEP 2**  
Open the button base by turning the screw with a screwdriver



**STEP 4**  
Close the button base, retighten the screws, and close the back cover

### Video Guide

Button -Operating Instructions (E-01A)

Low battery alert - red light flashes

# Button Operating Instructions

## Attach Lanyard --- BT007WH



**STEP 1**  
Pin the lanyard



**STEP 2**  
Slip the tip of the rope over the entire lanyard

## Backclip Instructions --- BT007WH



**STEP 1**  
Removable back clip



**STEP 2**  
Place the back clip in the hole on the back cover and push up to use

## Replace Battery--- BT007WH



**STEP 1**  
Open the outer white plastic cover



**STEP 2**  
Use a screwdriver to unscrew the red plastic cover inside



**STEP 3**  
Use a screwdriver to unscrew the red silicone cover inside



**STEP 4**  
Replace the 3V CR2450 Coin Battery



### Video Guide

Button -Operating Instructions (BT007WH)

Low battery alert - red light flashes

# Button Operating Instructions

## Replace Battery--- DB19WH



**STEP 1**  
Use a tool to lift the plastic shell



**STEP 2**  
Take off the silicone cover



**STEP 3**  
Replace the 23A 12V Alkaline battery



**STEP 4**  
Press the back cover to complete the battery replacement

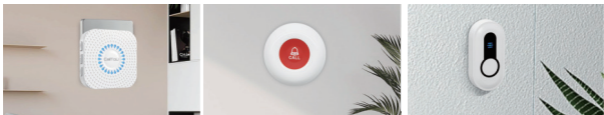


### Video Guide

Replace Battery --- DB19WH

Battery life depends on how often you use it

## Installation Guide



### Installation Guide

- Plug the receiver into a mains socket and switch the socket on.
- Test the distance to ensure the range of use (the service distance is 500ft, the distance may vary due to the obstacles of the environment)
- Fix the transmitter in place with (supplied) double-sided adhesive tape. (clean the wall before sticking)

## Clearing Setting & Change Button Ringtone

### Clearing Setting & Change Button Ringtone - CC11WH



1. Press and hold the "Forward" button on the receiver for 5 seconds
  2. Until there is a "Ding", the receiver indicator will flash, then all the previous settings will be cleared
  3. The transmitters will return to default settings (The set ringtone will default and added/paired transmitters will be cleared)
- ※ After clearing all paired transmitters, the receiver will enter the pairing mode automatically, once you press any transmitter, they will auto-pair, and after "DingDing", it paired success.
- ※ If you want to change the ringtone of the button, you also need to clear the pairing mode first.



#### Video Guide - CC11WH

##### Clearing Setting & Change Button Ringtone

Auto-pair after clearing the setting

### Clearing Setting & Change Button Ringtone - VP02



1. Press and hold the "Music Selection" button on the receiver for 5 seconds
  2. Until there is a "Di", the receiver indicator will flash, then all the previous settings will be cleared
  3. The transmitters will return to default settings (The set ringtone will default and added/paired transmitters will be cleared)
- ※ After clearing all paired transmitters, the receiver will enter the pairing mode automatically, once you press any transmitter, they will auto-pair, and after "DiDi", it paired success.
- ※ If you want to change the ringtone of the button, you also need to clear the pairing mode first.



#### Video Guide - VP02

##### Clearing Setting & Change Button Ringtone

Auto-pair after clearing the setting

## Trouble - shooting

### **Q1: Why does the AC receiver does not work?**

**A1:** If the AC receiver does not work, the following are possible causes:

- ① The battery in the transmitter may be run down, please replace the battery.
- ② The battery may be inserted the wrong way round, polarity reversed. Please insert the battery correctly, but be aware the reverse polarity may damage the unit.
- ③ Ensure that the AC receiver is switched on at the mains.
- ④ Check that neither the transmitter nor the receiver are near possible sources of electrical interference, such as a power adapter, or other wireless devices. The range will be reduced by obstacles such as walls, although this will have been checked during setup.
- ⑥ Check that nothing, particularly a metal object, has been placed between the transmitter and the receiver. You may need to reposition the AC receiver.

### **Q2: After receiving the package, do I need to pair the transmitter and receiver myself?**

**A2:** This product has been paired at the factory and can be used directly without re-coding. If you want to change the button's default ringtone, you need to clear the pairing and then re-pair

### **Q3: Can I wear the transmitter in the shower?**

**A3:** We recommend adding a wall-mounted or pendant transmitter next to the bathtub or toilet within easy reach. Acceptable for Meal/Soup Splash, but is not recommended to be worn in the shower.

### **Q4: Can I purchase multiple sets and pair them together?**

**A4:** Easily Expandable:

- ① One transmitter can be paired with 20 receivers;
- ② One receiver can be paired with 55 transmitters;
- ③ Other models of CallToU receivers and Buttons can also be working together;
- ④ For more information please refer to our customer service.

### **Q5: Why the receiver does not ring when pressing the SOS button?**

**A5:** ① Please make sure the receiver device is powered up.

② Please make sure the transmitter has been paired with the receiver.

③ The receiver and transmitter might be out of working range. Metal structures, walls, doors, and other electric equipment will affect the range.

## **Precautions**

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- Please test the working distance between the receiver and the transmitter before installation!
- Please do not install the transmitter on the doors of metal. Metal will interfere with signals and affect the working range!
- Please do not install the receiver near the TV induction cookers, microwave ovens, and other electrical appliances with electromagnetic waves!
- Please do not put the receiver and transmitter in water or fire to cause accidents!
- In case of an idle product for a long time, please take out the battery to prevent the battery from dew and avoid malfunction!

# A letter from CallToU

## **Many thanks for thinking of us and choosing us!**

For everyone in the CALLTOU family, it's Our honor to have you as our customers. It's always a pleasure serving you and certainly looking forward to more in the future.

## **A big thank you for helping us to grow**

Our customer service, especially in the after-sales phase, guarantees the satisfaction of our clients. In line with this strategy we hope you share with us your feedback at any time, be it positive or negative. There is always room for improvement, So if we can serve you better in any way please do inform us.

We provide 1 -year limited product warranty to the original purchaser against manufacturing defects in materials and workmanship, not covering any normal wear and tear, improper handling, or accidental damage.

## **CallToU Customer Care Support Team**

**ELDERLY CAREGIVER PAGER**

CCVP SERIES HOME CAREGIVING - MAKING HOME CARE EASY FOR EVERYONE