

Taking  
Care

Part of AXA Health

A close-up photograph of an elderly person's hands holding a white ceramic mug. The person is wearing a black wristband with a white, circular personal alarm device. A gold ring with a diamond is visible on the ring finger. The background is blurred, showing a person in a light blue uniform, likely a caregiver.

# Classic Personal Alarm

---

SET-UP & USER GUIDE

# Welcome

---

**This step-by-step guide includes simple instructions on installing and using your Personal Alarm. Please keep it in a safe place for future reference.**

By choosing our service you are joining thousands of satisfied customers who are staying safe and independent in their own homes.



Rated 'Excellent'  Trustpilot

# What's in your Personal Alarm box?

**Alarm unit**



**Telephone adapter**



A

**Telephone lead**



B

**Power adapter**



C

**Alarm pendant**

(comes with neck cord and wrist strap)



We're happy to help if you have any questions

**Please call us on  
0800 085 7310**

Lines open 9am–5pm  
Monday to Friday



# Contents

## Setting up your alarm

Choosing where to put your alarm unit .....	6
Connect the leads and power .....	7 - 8
Set the date and time .....	9 - 10
Test the alarm unit and alarm pendant .....	11 - 12

## Using your alarm

Your alarm pendant .....	13 - 14
Your alarm unit .....	15 - 16
Making an emergency call .....	17
<i>Cancelling a call</i> .....	18
<i>Quarterly testing</i> .....	18
Extension devices .....	19 - 20

## Help and support

Things to remember .....	21 - 22
Digital switchover - power outages .....	23 - 24
Specifications .....	25
Common faults .....	26

# Setting up your alarm

**Your alarm service has already been set up with your details and those of your emergency contacts.**

There are now four steps to follow:

- Step One

CHOOSING WHERE TO PUT YOUR ALARM UNIT

- Step Two

CONNECT THE LEADS AND POWER

- Step Three

SET THE DATE AND TIME

- Step Four

TEST THE ALARM UNIT AND ALARM PENDANT

Please familiarise yourself with the items on page 2 before continuing.

## Step One

# CHOOSING WHERE TO PUT YOUR ALARM UNIT

---

Choosing the right place for your alarm unit is important; it should be placed next to a telephone socket with an accessible power socket available on the same wall within 3 metres of the alarm unit.

Be sure to choose somewhere where you can easily hear the unit's loudspeaker and see the buttons. Keep it away from the TV (too noisy) or the bathroom (to keep it dry).



## Step Two

### CONNECT THE LEADS AND POWER

---

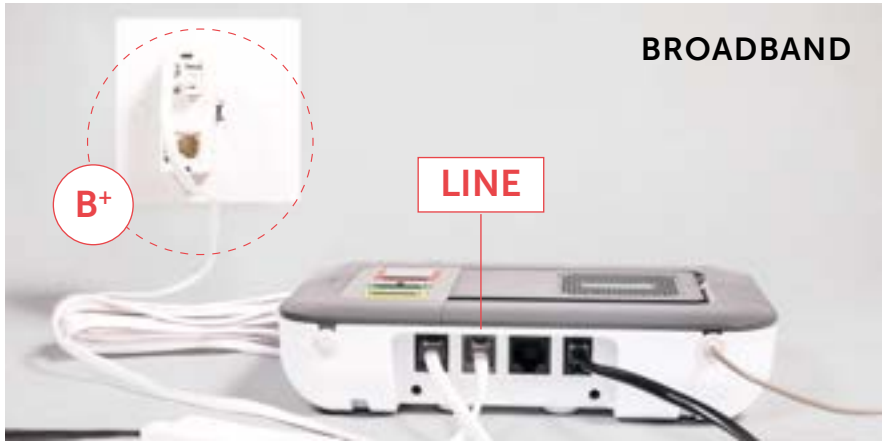
- Unplug the existing telephone from the telephone wall socket or your router/hub.
- Plug the telephone adapter **(A)** into the alarm unit socket labelled **(B)**
- Plug the telephone into the telephone adapter **(A)**
- Please secure any excess cables to avoid trip hazards.
- Plug the telephone lead **(B)** into the alarm unit socket labelled **LINE** and the telephone wall socket or router/hub where your telephone was originally plugged in.



Proximity of telephone to base unit is for illustration only.



- If your home has broadband, please ensure the alarm unit is plugged into the ADSL filter provided by your broadband supplier. **B+**  
If you do not have one you will need to contact your broadband supplier.



- Ensure the mains power wall socket is switched **OFF**
- Plug in the power adapter **C** and connect it to the alarm unit socket labelled **DC**
- Switch the mains power **ON**



## Step Three

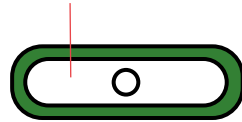
### SET THE DATE AND TIME

**Make sure you have completed steps one and two before you continue. You should see a green LED light on your alarm unit.**

When you set the date and time, you won't see them shown on the alarm unit, but we need this information if we see a problem that requires us to send you an alert.

- Press and hold the **green cancel button** for six seconds until the unit beeps once.

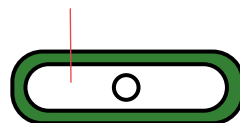
PRESS and HOLD



Cancel

- Release the button and the unit will announce "**programming mode**".

and RELEASE



Cancel

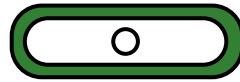
- Make sure you know today's date. Then lift the telephone handset and type the following:

**\*61\***

- Now add the day of the month **(01-31)**
- Add the month **(01-12)**
- Add the last two digits of this year **(00-99)**
- Add the hour, using the 24-hr clock **(00-23)**
- Add the minutes **(00-59)**
- Then type:

**11\***

- Now replace the handset
- Press the green cancel button to exit.



Cancel

**For example - 21<sup>st</sup> June 2020 at 4:35pm would be:**

**\* 6 1 \* 21 06 20 16 35 1 1 \***

The real-time 24-hour clock in the alarm unit automatically adjusts when the clocks go forward or back.

**If you are unable to set the date and time yourself, please ask an operator to help you when you test your alarm during Step Four.**



During power cuts the clock has battery backup for up to 40 hours.

**If the unit is powered down or the battery is depleted, then the clock must be reset again once power is restored.**

## Step Four

# TEST THE ALARM UNIT AND ALARM PENDANT

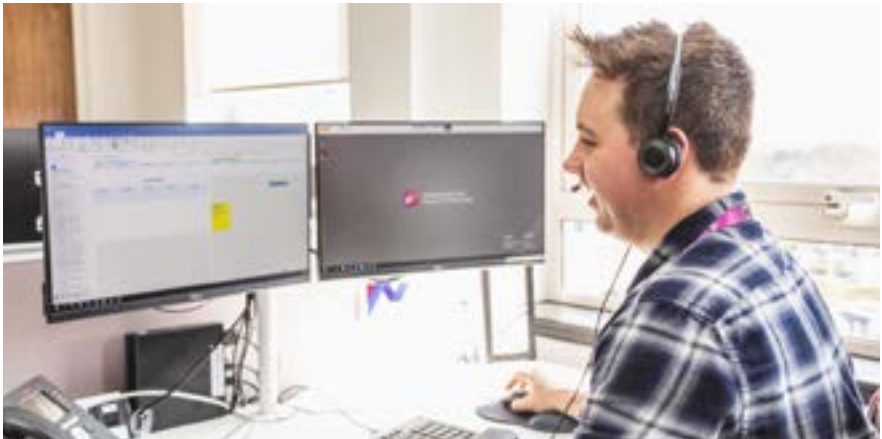
---

- Activate and test your unit by pressing the red button on the alarm unit. This will generate a call through to the Emergency Resolution Team.



- When the operator answers, you will hear them respond via the speaker on the alarm unit. Let them know that you have just installed the alarm unit. The operator will welcome you to the service and check they have your correct contact details.
- They will then guide you through the testing process.
- If you were unable to set up the date and time during Step Three, let the operator know and they will help you. Failure to set the clock will not prevent the alarm from working but will mean that you won't receive important warning messages from your alarm.

- The testing works out the range of the unit in your home and garden and identifies any blackspots. The alarm pendant should work up to 75 meters away from the unit.
- The operator will guide you through testing in your home and garden. You will need to press the alarm pendant button each time, then return to the unit to speak to the operator.
- Once you have completed your final alarm pendant test the operator will thank you and finish the call.



**Our friendly team is here to help 24 hours a day, every day of the year.**

# Your alarm pendant

- The alarm pendant works with your alarm unit.
- When you press the button, a red light will show and the alarm will alert our 24 hour Emergency Resolution Team.
- The operator will know who you are and where you live, even if you cannot speak or hear them.
- Remember to wear your alarm pendant all the time (even in the shower), either around your neck or on your wrist so that you can always call for help.
- Please test your alarm pendant every quarter. We recommend choosing your birth date to make it easier to remember.



## **TECHNICAL DETAILS**

---

- Water resistant up to one metre, for up to 30 minutes.
- Automatically gives a low battery warning.
- Works up to 75 metres from the alarm unit.



The alarm pendant will automatically tell us when its battery is low and we will contact you to arrange a replacement.

## THE LIGHT ON YOUR ALARM PENDANT

---

- When the button is pressed on the alarm pendant it will display a small red light. If this light flashes, this means that the alarm pendant's battery is low. The alarm pendant will automatically notify us and we will contact you to arrange a replacement alarm pendant. You don't need to do anything.
- In the unlikely event that the alarm pendant does not light up, the alarm call may not have been transmitted. You must contact Customer Services on the number below as soon as possible to arrange a replacement alarm pendant.

**0800 085 7310**



When button is pressed a small red light will display

# Your alarm unit

The speaker on your unit is where you will hear the voice of someone from the Emergency Resolution Team.

To work properly, the alarm unit must be plugged into both a power socket and telephone socket at all times.



**Note: The yellow button is not in use on this device.**



## THE LIGHTS ON YOUR ALARM UNIT

---

STATUS LIGHT (GREEN/	THIS MEANS
Green light on	Alarm is working
Red light flashing (every 4 seconds)	Battery is getting low
Red light flashing (every second)	Telephone line disconnected
Red/Green flashing	Radio interference detected

HELP BUTTON (RED)	THIS MEANS
Red light on	Alarm is working
Flashing (every 4 seconds)	Battery is getting low
Flashing (every second)	Alarm call raised You will be connected to the Emergency Resolution Team

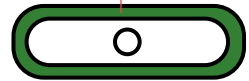
# Making an emergency call

- 1.** If you need help, press either your **alarm pendant button or the red button on the alarm unit**. The alarm indicator will flash red.
- 2.** The alarm unit will announce 'Do not worry, contacting assistance. Please wait while we connect you to an operator' and you will hear several tones as the unit contacts the Emergency Resolution Team.
- 3.** When an operator speaks to you through the alarm unit, explain your problem. They'll know who you are, where you live and your medical history.
- 4.** If the operator cannot hear you, or you cannot speak, they will call your house phone to rule out a possible false alarm.
- 5.** If required we will ask a keyholder to check on you, and if necessary contact the emergency services.

## CANCELLING AN ALARM CALL

---

- If you press the red help button by accident, just wait **5 seconds** and press the **green cancel button** on the alarm unit. The unit will not let you cancel immediately (to avoid accidental cancellation).
- You will know your alarm has been cancelled when the alarm unit announces; **'The alarm call has been cancelled'**.



Cancel

- Sometimes your alarm will still send a partial call through to our Emergency Resolution Team despite being cancelled. An operator will then call you to confirm that everything is OK.

## QUARTERLY TESTING

---

- Please test your alarm every quarter. We recommend using your birth date and making a note in your diary or calendar to help you remember.
- Then move close to the alarm unit. Press your alarm pendant button and speak to one of our team via the speaker on the unit.



# Extension devices

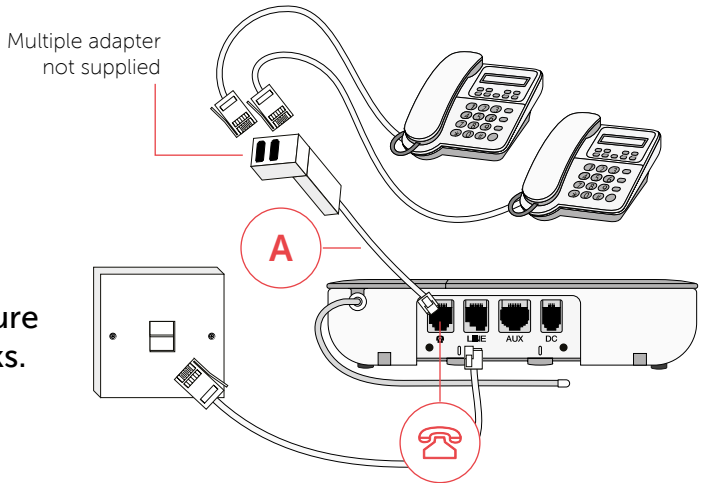
## Do you have any other devices that also use the telephone line?

This could include extension phones or TV set-top boxes. They must also be plugged into the unit using the telephone adapter (A). In turn, (A) must be plugged into the socket labelled (📞).

These steps are essential, as they let the unit disconnect any extension telephones when raising an alarm. A multiple telephone adapter (not supplied) may be required to connect more than one telephone.



It is important to ensure that all handsets are always firmly replaced to ensure your alarm works.



## WARNING: PLEASE BE AWARE



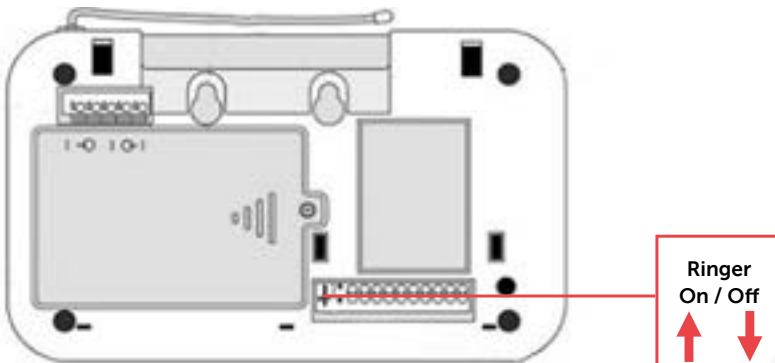
**An alarm call will not reach the Emergency Resolution team if the extension leads are not plugged into the alarm unit and your telephone extension is in use or off the hook.**

If there is a fault on your telephone line this will also stop the alarm call reaching the Emergency Resolution Team.

It is your responsibility to ensure your telephone line is working. Make sure you report any faults to your landline telephone provider (such as BT) as soon as possible.

## RINGER SWITCH

Your alarm unit will beep each time your home phone rings. If you would like to turn this sound off, please move the switch on the back of the unit, as shown, to the OFF position.



# Help and support

## THINGS TO REMEMBER

---

### Do

- ✓ Remember to wear your alarm pendant at all times.
- ✓ Keep the alarm unit connected to the mains power at all times.
- ✓ Connect the alarm unit to the telephone point in the house and where possible all other extensions wired into the unit.
- ✓ Remember to update us with any change of details e.g. your phone number or emergency contacts' phone numbers.
- ✓ Let us know if you will be going away for the weekend, or a few weeks but do still keep the alarm unit connected to the mains power.
- ✓ Ensure your emergency contacts are aware that they have been provided to us as a named responder in the event of an emergency.
- ✓ Tell your emergency contacts to store our number in their phone so they can identify us quickly when we call. The number we will call them from is:  
**0330 678 1097**
- ✓ Please ensure you do not block this number.

We're happy to help if you have any questions

**Please call us on 0800 085 7310**

Lines open 9am–5pm, Monday to Friday

## Don't

- ✘ Expose the alarm unit to water or other liquids.
- ✘ Connect cables other than those supplied with the alarm unit.
- ✘ Place the alarm unit next to a noisy device, such as a television, radio or washing machine.
- ✘ Place the alarm unit in direct sunlight or close to a heat source e.g. a cooker, microwave or radiator.

# DIGITAL SWITCHOVER - POWER OUTAGES

---

**BT has announced that all analogue phone lines will be replaced with digital ones by 2025.**



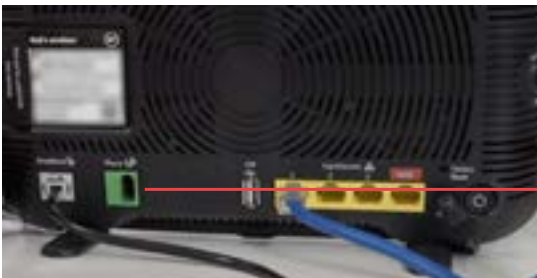
The new digital lines will use the internet to carry telephone calls, similar to services like Skype and Zoom.

If you are a BT customer, you will be sent a digital hub that you must connect your phone to. You will also need to connect any other equipment, such as your Taking Care analogue personal alarm, to the digital hub. If you are not a BT customer, your personal alarm may not work on the new digital system without an adapter called an Analogue Telephone Adapter (ATA).

## Connecting your alarm to your BT Home Hub

Unplug the white telephone lead **B** from the BT wall socket/ADSL filter, and plug it into the socket labelled 'Phone' on your BT Home Hub. Your telephone should remain connected to your alarm unit.

**Telephone lead**



**BT Home Hub**



For help with how to set up your landline personal alarm with a BT Home Hub or other broadband hubs, please visit the Digital Switchover section of our YouTube channel: **[www.taking.care/bthomehub](http://www.taking.care/bthomehub)**

One significant change that will come with digital lines is that there will be no power backup in case of an outage. Currently, if there is a power cut, your telephone line is usually unaffected, and your landline personal alarm unit will have a battery backup so you can make an emergency call if necessary. However, with digital lines, all calls will go through a digital hub that is connected to the mains power.

Therefore, in case of a power cut, even if your personal alarm has a battery backup, you **will not be able to contact the Emergency Resolution Team**. This is because the alarm unit would be connected to the digital hub, which would not be able to make or receive calls during a power outage.

We have been advised that customers who are considered vulnerable can be excluded from the upgrade, however they should be aware that analogue lines will no longer be maintained after 2025.

You can register as a vulnerable customer with your telephone provider and request a battery backup. The number to call for BT customers is: **0800 800 150**

The best and most reliable solution is to upgrade your alarm equipment to a digital model. We have a range of devices that are digital ready and will work on the upgraded telephone lines.

**To find out which digital device would best suit your lifestyle, please call our Customer Services Team for advice on 0800 085 7371, Monday – Friday, 9am - 5pm.**

# SPECIFICATIONS

---

All batteries should be disposed of in accordance with the latest legislation

## TECHNICAL DETAILS

Weight:	572g (939g packaged)
Dimensions:	185mm x 122mm x 41mm (WxLxD)
Mains power:	230v ac 13A electrical socket (3 Watts)
Stand-by battery:	2500mAh capacity (continually internally charged)
Back-up time:	40 hours of stand-by operation allowing for one 30 minute alarm call (minimum expected at date of purchase and when fully charged)
Radio frequency:	869.2125MHz, compliant with the European Social Alarm frequency band
REN:	1
External connections:	Telephone line cord with type BS6312 plug and 3m cable DC power adapter with 3m cable
Radio trigger battery:	3V Lithium (not changeable) with up to 7 year life

## ENVIRONMENTAL

Temperature:	Operating temperature (to perform to full specification) = 0°C to 45°C, storage = -10°C to 50°C
Humidity:	Operating relative humidity (non condensing to perform to full specification) = 0 to 80%, storage relative humidity (non condensing) = 0 to 93%

## STANDARDS

EMC:	EN55032, EN50130-4, EN301 489-1, EN301 489-3
Safety:	EN60950-1
Radio:	EN300 220-2 Category 1
CE:	Compliant
Social alarm:	EN50134-1:2002, EN50134-2:2017 (trigger device)
Design, Manufacture, Installation and Service:	ISO9001:2015

## COMMON FAULTS

---

FAULT	SOLUTION
The alarm unit says: 'Warning – telephone line disconnected'.	Check the alarm unit is plugged into a working telephone socket. It will not work unless connected to a working telephone line.
The alarm unit says: 'Warning – there is no mains power'.	Check the alarm unit is plugged into a working electrical socket. The alarm unit has a back-up battery and will continue to operate for up to 40 hours. <b>If the battery is exhausted the alarm unit will stop working until mains power is restored.</b> Providing your telephone line is working, the alarm unit will automatically inform us in the event of power failure. An operator will contact you, or your keyholders, to ensure that power is restored as soon as possible.
The alarm unit says: 'Warning – battery low'.	Check the alarm unit is plugged into a working electrical socket.

## DECLARATION OF CONFORMITY

---

Our alarm manufacturer Tunstall declares that the radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following address:

**[www.tunstall.co.uk/approvals](http://www.tunstall.co.uk/approvals)**

Our policy of continual development means that product specification and appearance may change without notice. Taking Care does not accept responsibility for any errors and omissions contained within this document.

LL | PA | 0823

We're happy to help if you have any questions

**Please call us on 0800 085 7310**

Lines are open 9am–5pm, Monday to Friday.

---

PPP Taking Care, trading as Taking Care  
Linhay House  
Linhay Business Park  
Ashburton  
TQ13 7UP



SL0194V10AUG23