

Taking
Care
Part of AXA Health



Taking Care Anywhere

SET-UP & USER GUIDE

Welcome

This step-by-step guide includes simple instructions on installing and using your GO alarm pendant, in-home alarm unit (SEVEN) and backup pendant (Pearl). Please keep this guide 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.

Please note that to set up the alarm you will need to be ready to test both pendants in your home as well as in your garden.

We recommend you wear your GO alarm pendant whenever possible as it works both at home and when out-and-about, and also includes fall detection. Use your backup pendant only when you are charging your GO alarm pendant.



GO alarm pendant



In-home backup pendant (Pearl)



Rated 'Excellent'  Trustpilot Mar 2023





We're happy to help if
you have any questions

**Please call us on
0800 077 8408**

Lines open 9am–5pm
Monday to Friday

CONTENTS

What's in your Personal Alarm box 5 – 6

Getting to know your Taking Care Anywhere package

Your in-home alarm unit (SEVEN)..... 7 – 12

Your backup pendant (Pearl) 13 – 14

Your GO alarm pendant 15 – 16

Section One: Charging your GO alarm pendant 17 – 18

Choosing where to put your GO alarm charging base..... 19 – 20

Section Two: Setting up your in-home alarm unit (SEVEN)..... 21 – 22

Choosing where to put your in-home alarm unit (SEVEN).... 23 – 24

Turning on the power..... 25 – 26

Checking the signal..... 27 – 28

Range testing your backup pendant (Pearl)..... 29 – 30

Testing your in-home alarm unit (SEVEN)..... 31 – 32

Making an emergency call 33 – 34

Cancelling a call 35

Quarterly testing 35

Regular pendant checks 35

Going on holiday 35

Section Three: Testing your GO alarm pendant..... 37 – 41

Voice messages and sounds 42

Making an emergency call..... 43 – 44

What happens if you fall? 45 – 46

Cancelling a call 47

Quarterly testing 47

Going on holiday 48

Flight mode 48

Help and support

Things to remember..... 49 – 50

Important information 51 – 52

Common faults and solutions 53 – 54

What's in your Personal Alarm box?

There are three sections inside the box, one containing everything you need to set up your in-home alarm unit (SEVEN) and backup pendant (Pearl) and the other two containing everything you need to set up and test your GO alarm pendant.

SECTION ONE



In-home alarm unit (SEVEN)

Placed in your home and has two SIM cards to provide mobile network outage resilience. The unit contains a speaker and microphone allowing you to communicate with our Emergency Resolution Team if you need help.



Backup pendant (Pearl)

Use when charging your GO alarm pendant or as a backup pendant if there is a problem with your GO alarm pendant.



Power adapter (3m)

It is essential you only use the power adapter provided with your in-home alarm unit to avoid any faults or issues.

SECTION TWO



GO wireless charger adapter

It is essential you only use the power adapter provided with your GO alarm pendant charging base to avoid any faults or issues.

SECTION THREE



GO alarm pendant

Wear this alarm pendant at home, in the garden and while you are out-and-about. In the event of an emergency, if your GO alarm pendant cannot connect to a cellular network when at home, your in-home alarm unit will alert our Emergency Resolution Team, and you will then speak to them via the alarm unit.



GO wireless charging base

Allows you to charge your GO alarm pendant simply by placing the pendant on the base. Make sure when you place the pendant on the base, the 'walking person' symbol is facing upwards.



Stainless steel hypoallergenic chain

Wear your GO alarm pendant round your neck like a necklace.



Pacemaker - split ring

If you have a pacemaker use the split ring to attach your GO alarm pendant to your keyring or belt loop.

Your in-home alarm unit






The speaker on your unit is where you will hear the voice of someone from the Emergency Resolution Team. To work properly, your in-home alarm unit must always be plugged into a power socket.



THE LIGHTS ON YOUR IN-HOME ALARM UNIT

POWER BUTTON






Press to hear the status spoken. Hold to turn the alarm unit off; press to turn it on.

STATUS LIGHT	THIS MEANS
Green light on 	Your alarm unit is connected to the power and is working.
Flashing orange light on 	Your alarm unit power is disconnected. A voice message will play to let you know that your alarm unit is not connected to power.
Solid red light on 	Your battery unit is no longer functioning or missing.
Flashing red light 	Your alarm unit battery is low.
No light 	Your alarm unit is off.



THE LIGHTS ON YOUR IN-HOME ALARM UNIT

CONNECT BUTTON





Press to hear the 4G/2G cellular status. Your alarm unit will then announce "Excellent", "Good", "Poor" or "Unavailable".

STATUS LIGHT	THIS MEANS
Green light on 	Cellular connection is available.
Solid orange light on 	Will light up for a short period of time when connecting to the cellular network.
Flashing orange light on 	1 of the 2 SIM cards is not connecting.
Flashing red light on 	No connection to your service provider. An alert for help will not work.
No light 	Your alarm unit is off.

INFO BUTTON



STATUS LIGHT	THIS MEANS
No light 	Your alarm unit is off.
Solid green light on 	Normal working mode, press to hear the time.

Please note: The following notification features are not currently available but may be enabled for your alarm unit in the future.

STATUS LIGHT	THIS MEANS
Flashing blue light on 	Your periodic pendant 'Test Alarm Call' is due.
Flashing green light on 	A friendly message is waiting to be played – press to hear.
Flashing orange light on 	Your alarm unit requests an action – press to hear the request.
Flashing red light on 	You have a warning message for critical notifications such as emergency events or evacuation notices – press to hear the message.



CANCEL BUTTON

Press to cancel any function, including voice notifications, and to cancel an alert during the loud alarm.

STATUS LIGHT	THIS MEANS
Solid orange light on 	You can cancel an alert, during the loud alarm.
No light 	Normal operation.

HELP BUTTON

Press to send an emergency alert to our Emergency Resolution Team. The lights under the button will rotate while the alert is in progress.

STATUS LIGHT	THIS MEANS
Red light illuminating 	Alarm call raised. You will be connected to our Emergency Resolution Team.
Help button backlit 	Allows you to easily locate the button in the dark.



Your backup pendant (Pearl)

- Your backup pendant (Pearl) should only be used while your GO alarm pendant is charging.
- Your backup pendant (Pearl) works with your in-home alarm unit at home and in the garden. It does not include fall detection.
- When you **press and hold the button**, your alarm pendant will **flash red** around the edge and 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 you can wear your alarm pendant in the shower or bath so you can always call for help.



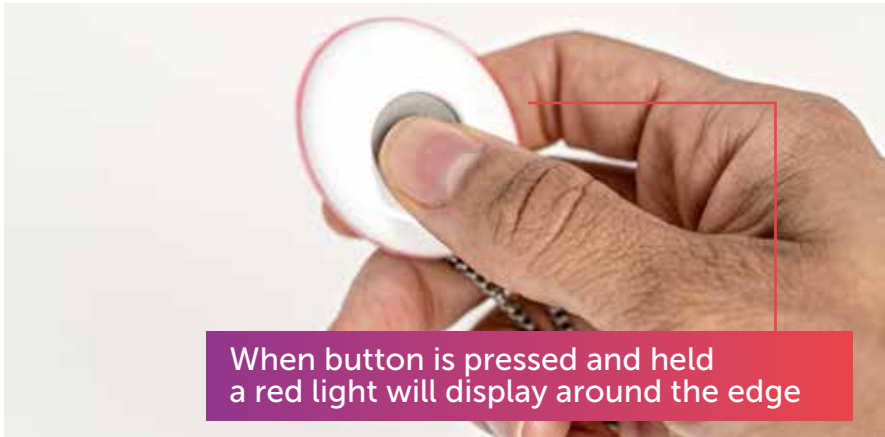
TECHNICAL DETAILS

- IP68 waterproof up to 1.5 metres, for up to 30 minutes and can be worn in the bath and shower
- Stainless steel hypo-allergenic chain - may contain up to 13% nickel
- Regularly checks its battery and tests with your in-home alarm unit
- Open air range of 300m+ from your in-home alarm unit (SEVEN)
- Battery life of five years and does not need to be charged

THE LIGHT ON YOUR PENDANT

- In the unlikely event that your **backup pendant (Pearl) does not flash red when pressed and held**, 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 pendant.

0800 077 8408



Your backup pendant (Pearl) will automatically tell us when its battery is low and we will contact you to arrange a replacement.

Your GO alarm pendant

- Your GO alarm pendant should be worn - at home, in the garden and when you are out-and-about.
- The GO alarm pendant should always be worn around the neck and outside of clothing so it is easy to access in an emergency. Wearing under clothing may also break a fall and stop the fall detector automatically activating.
- Your GO alarm pendant uses GPS technology so our Emergency Resolution Team can locate you.
- When you **press and hold both buttons**, your GO alarm pendant will **flash red** around the edge, a pre-alarm will sound and our 24-hour Emergency Resolution Team will be alerted.
- The operator will know who you are and where you live, even if you cannot speak or hear them.
- You can talk to the operator through the speaker on the GO alarm pendant.
- Remember you can wear your GO alarm pendant in the shower so you can always call for help.



TECHNICAL DETAILS

- IP67 water resistant up to one metre, for up to 30 minutes
- Stainless steel hypo-allergenic chain - may contain up to 13% nickel
- Works outside the home with GPS technology so that our Emergency Resolution Team knows where you are in an emergency
- Low battery notifications

THE LIGHT ON YOUR PENDANT

- When **both buttons are pressed and held** on your GO alarm pendant it will start to **flash red** around the outer edge.
- If the battery is low (approximately 20% of capacity remaining) your GO alarm pendant will say *"Low battery, please place me on the charger today,"* and will illuminate orange.
- If your GO alarm pendant has a critically low battery the following voice message will play *"Critically low battery, please place me on the charger immediately. An alert may fail",* and it will flash red. If no lights show, the battery of your GO alarm pendant is dead, you may need to charge it immediately.



Your GO alarm pendant will light up and use voice messages to tell you when its battery is low or critically low and needs to be charged. We will also be alerted.

SECTION ONE

Charging your GO alarm pendant

Your GO alarm pendant has fall detection capabilities and has your safety covered wherever you are when out-and-about, giving you more independence in your day-to-day activities.

We recommend you wear your GO alarm pendant during the day and only use your backup pendant (Pearl) while your GO alarm pendant is charging.

To begin with your GO alarm pendant will be in flight mode, until you either press one of the buttons or place it on the charger.

**IMPORTANT NOTE:**

Wearing your GO alarm pendant with a pacemaker - If you have a pacemaker, you cannot wear your GO alarm pendant around your neck. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Your GO alarm pendant must always be kept at a distance of at least 15cm from your pacemaker.

Fall detection - If you have a pacemaker, or wear your GO alarm pendant on your belt or keys, fall detection must be turned off. Please place your GO alarm pendant on the wireless charging base and contact Taking Care on **0800 077 8408**.



GO alarm pendant



Wireless charging base



Power adapter

CHOOSING WHERE TO PUT YOUR GO ALARM PENDANT CHARGING BASE

- Charging your GO alarm pendant from a low battery takes approximately **2 – 3 hours** and it will need a charge approximately **every month** with regular use. You do not need to charge it every night, it will inform you when it needs to be placed on the charger. **Once your GO alarm pendant is fully charged its light ring will illuminate green meaning it can be removed from the charger.**
- It is always best to try and position the charger base on a **flat surface** where there is a good cellular network strength, for example near a window. The multi network SIM will connect to the best signal regardless of network (Vodafone, EE, 3, etc.) and all call and SIM costs are included in your subscription.
- Ensure the mains power wall socket is switched **OFF**
- Plug the charger into a power socket and switch **ON**
- The charger base will **light up blue** then go off.
- Place your GO alarm pendant on the charger base. Be sure to check that the **'walking person' symbol faces upwards**. The charger and GO alarm pendant will illuminate to indicate charging has started and your pendant will say **"Charging"**.
- If your GO alarm pendant has automatically updated whilst charging, it will **flash white** and will announce **"Update completed"**, when removed from the charger.



PLEASE NOTE: Your GO alarm pendant will also need to be charged if an alert for help has been recently sent, as this event uses more battery power.

1.1 IMPORTANT CHARGING NOTES

- If you have a pacemaker, you should be sure to keep the wireless charger and your GO alarm pendant at least 15cm away from your pacemaker during charging.



- Place the charger on a flat surface and please make sure all parts of the charger are properly connected before use.
- Do not use the charger if any parts of the charging system are damaged.
- Do not place anything metal on top of the charger.
- Do not cover the charger with any material, including the chain.
- Do not place the charger in direct sunlight, recommended charging temperature between 10°C to 35°C.
- During charging your GO alarm pendant can become warm to the touch.

SECTION TWO

Setting up your in-home alarm unit

Now set up your in-home alarm unit and backup pendant (Pearl).

If you have not provided us with emergency contact information please contact us before you start the installation process on:
0800 077 8408 | Lines open 9am – 5pm | Monday to Friday

There are five steps to follow:

- Step One
CHOOSING WHERE TO PUT YOUR IN-HOME ALARM UNIT
- Step Two
TURNING ON THE POWER
- Step Three
CHECKING THE SIGNAL
- Step Four
RANGE TESTING YOUR BACKUP PENDANT (PEARL)
- Step Five
TESTING YOUR IN-HOME ALARM UNIT

In-home alarm unit (SEVEN)



Power adapter (3m)



Backup pendant (Pearl)



Step One

CHOOSING WHERE TO PUT YOUR IN-HOME ALARM UNIT

Choosing the right place for your in-home alarm unit is important; it should be placed next to a plug socket and somewhere you can get good cellular network coverage. This is because the unit uses the same technology as a mobile phone, even though it stays in one place. The multi-network roaming SIMS will search for the best signal and connect to the most appropriate network available; all call and SIM costs are included in your subscription. If you struggle with getting a signal in your home, try placing the unit by a window.

A central location that is easily accessed and where you can easily hear the unit's loudspeaker and see the buttons would be best. This is so that you will more likely be within range in case you require help. Keep the unit away from the TV (too noisy) or the bathroom and other areas where water could spill on it.

To increase installation options, your in-home alarm unit can be easily wall mounted using 3M Command Adhesive™, or by utilising the screw slots on the base unit.

In-home alarm unit



Your in-home alarm unit uses the cellular network. Don't worry – any call costs are included in your Taking Care subscription

Step Two

TURNING ON THE POWER

- Ensure the mains power wall socket is switched **OFF**.
- Plug in the power adapter. Thread the cable through the small hole at the back of your alarm unit and connect the cable into the **9V DC socket** on the base of the alarm unit.
- Switch the mains power **ON**.
- Your in-home alarm unit will start up, a chime will play followed by a welcome message:

“Hi, welcome to Taking Care, I am your personal alarm system. Thank you for choosing Taking Care. Before commencing your installation it is important to ensure that you have read the supplied installation and user guide.”



The voice messages will take you through the installation process step by step. Please listen and follow the steps that are outlined. If no action is taken a message will repeat, so don't worry if you didn't hear it the first time.

Your in-home alarm unit will then state:

- *"I am going to assist you with the install process. Please make sure your monitoring information is set up."*

You can ignore this message if you have already provided your emergency contacts to Taking Care.

- *"If there is a problem at any stage of the install process, you can press the Cancel button to hear how to turn me off, until you are ready to start again."*

To stop the install process, turn the alarm unit off by pressing and holding the Power button; the alarm will beep twice and announce:

- *"Keep holding to turn off."*

The alarm will beep 4 times and then all the lights will go off. Release the Power button.



Only use the power adapter supplied with your in-home alarm unit.

Step Three

CHECKING THE SIGNAL

Your in-home alarm unit will ask you to press the **Help button** when you are ready to start the installation process, which will then move you on to the next step:

- *"When you are ready to start. Please press the Help button."*

Your in-home alarm unit will then attempt to connect to the cellular network and say:

- *"Setting up your device, please wait, this can take approximately 6 minutes. Now is a good time for a cup of tea."*

The network indicator (Connect button) will be **orange** when trying to connect to the network. Once the alarm unit has connected the network indicator will **turn green** and the following message will play:

- *"The cellular signal is good. Connection successful."*



POSSIBLE CONNECTION ISSUES: You should **NOT** continue until the Connect button has turned green and your in-home alarm unit has announced *"...Connection successful."*

If a network connection is found **but the signal strength is weak**, then your in-home alarm unit will request you to move the alarm unit to another location within your home by saying:

- *“The cellular signal is low, please move me to another location within your home, and press the Help button to check the new position.”*



Move your **in-home alarm unit to a new location** and press the **Help button** to check the signal strength again. This process will take approximately **1 minute** until the new signal strength is checked and your in-home alarm unit will continue to repeat the message:

- *“Please wait while I connect to the cellular network.”*

If there is still an issue with the network connection, the voice message will play:

- *“There is a problem with the cellular connection.”*

If you hear this message, **turn your in-home alarm unit off and on again** to restart the install process to see if the issue is resolved.



If you are having connectivity issues:

Please call us on 0800 077 8408

Lines open 9am–5pm, Monday to Friday

Step Four

RANGE TESTING YOUR BACKUP PENDANT (PEARL)

Once the network connection is successful your in-home alarm unit will automatically proceed to the test mode. Your alarm pendant needs to be tested to check its range to your in-home alarm unit from different areas around your home and garden. These tests should be **from ground height**. Your in-home alarm unit will announce:

- *“Let’s test the range of your pendant. Your pendant will flash red each time the range test is successful. It is necessary to perform at least 7 tests around your home and garden. Press your pendant to start testing.”*



When you are in a location you wish to test, **simply press and hold your alarm pendant button while counting to 3.**

Your pendant will then **flash red** around the edge to confirm a test.

We suggest testing your alarm pendant in the most frequently visited areas of your home and garden. You will need to choose at least **7 different locations**.



PLEASE NOTE: Your alarm pendant only works in the home and garden and does not include fall detection. Please test from ground height as this is where you will press the button from if you need help after a fall.

Suggested locations:

All the rooms in your home, bathroom and shower, your favourite chair, garden and driveway, shed or garage.

Your in-home alarm unit will then count each pendant test and will not proceed to the next step until all 7 tests have been received successfully.

- "1,2,3,4,5,6,7."



PLEASE NOTE: If your pendant does not flash when you press and hold the button during testing the range, this means it can't send an alert to your in-home alarm unit and therefore will not work from this location.

If you need it to work from this area, you will have to find a different location to install your in-home alarm unit and will need to perform the cellular check and range tests again from all locations (go back to Step One).

Make sure that your alarm pendant has successfully tested at each location you want it to work.

Once you have tested your alarm pendant in 7 different locations your in-home alarm unit will announce:

- *"When you have completed testing the range of your pendant, please press the Help button."*

Press the **Help button on your in-home alarm unit** to proceed to the next step.

Step Five

TESTING YOUR IN-HOME ALARM UNIT (SEVEN)

The last step is to activate your alarm pendant and send an alert to our Emergency Resolution Team.

Your in-home alarm unit will announce:

- *“Now let’s perform a full system test by sending an alert. When you press your pendant button a loud pre-alarm will sound. Press your pendant now.”*

To activate a call for help to our Emergency Resolution Team **press your pendant button while counting to 3**. Your pendant will start to **flash red around the outer edge**.



A loud pre-alarm from your in-home alarm unit will sound for **10 seconds**.

Your in-home alarm unit will then announce:

- *“Your alert is being sent to Taking Care.”*

This message will repeat until it is successful.

As your alarm unit connects it will announce:

- *“Your alert has been received, you will soon be connected to the Taking Care Emergency Resolution Team.”*

Wait for one of our operators to answer the call, you will hear them speak to you via the speaker on your in-home alarm unit. Let them know that you have just installed your alarm unit, our operator will welcome you to our service and check they have your correct contact details.

When the call is complete, our operator will thank you, reset the alarm and disconnect the call, and your in-home alarm unit will hang up and announce:

- *"Your personal alarm system has been set up successfully. Well done and welcome to Taking Care."*

The install process for your in-home alarm unit and alarm pendant is now complete.

Your in-home alarm unit will stop speaking and the Power, Connect and Info button lights will turn green to indicate the system is now operating as normal.



CONNECTIVITY ISSUE: If your in-home alarm unit is unable to send a call for help for any reason it will say:

- *"There is a problem with the cellular connection."*

If this happens, wait for your in-home alarm unit to retry several times. If the issue persists, please contact us so that we can help you with the installation process on: **0800 077 8408**

- *"Please call Taking Care and advise them there is a problem with the cellular connection."*

Making an emergency call with your backup pendant (Pearl) or in-home alarm unit

- 1.** If you need help, press your backup pendant (Pearl) button and hold for 3 seconds; the outer rim of the alarm pendant will flash red to let you know your request for help is being sent.
- 2.** A loud alarm will sound from your in-home alarm unit for 10 seconds and the Help button on the alarm unit will illuminate red.
- 3.** Alternatively, press the large round Help button on your in-home alarm unit to request help.
- 4.** Your in-home alarm unit will announce:
 - *"Your alert is being sent to Taking Care."*

You will hear this until the unit connects to our 24-hour UK-based Emergency Resolution Team.

As your alarm unit connects it will announce:

- *"Your alert has been received, you will soon be connected to the Taking Care Emergency Resolution Team."*

- 5.** If your first call for help is unsuccessful your in-home alarm unit will continue to send the alert until your call is answered.
- 6.** When an operator speaks to you through your in-home alarm unit, explain your problem. They'll know who you are, where you live and your medical history.
- 7.** If the operator cannot hear you, or you cannot speak, they will call your designated contact number to rule out false alarms.
- 8.** If required we will ask a keyholder to check on you, and if necessary, we will contact the emergency services.
- 9.** When the Emergency Resolution Team ends the call, your in-home alarm unit will hang up. The team will always close and reset the alarm - you do not have to do anything.

CANCELLING AN ALARM CALL

- If there has been a false alarm and you wish to cancel the call to our Emergency Resolution Team, **press the Cancel button (illuminated orange during the loud alarm)** on your in-home alarm unit.



QUARTERLY TESTING

- Please test your **alarm pendant** every quarter. We recommend making a note in your diary or calendar and suggest using your birthday every third month to help you remember.
- Sit close to the alarm unit. Press and hold your backup pendant (Pearl) button and speak to one of our team via the speaker on your alarm unit.



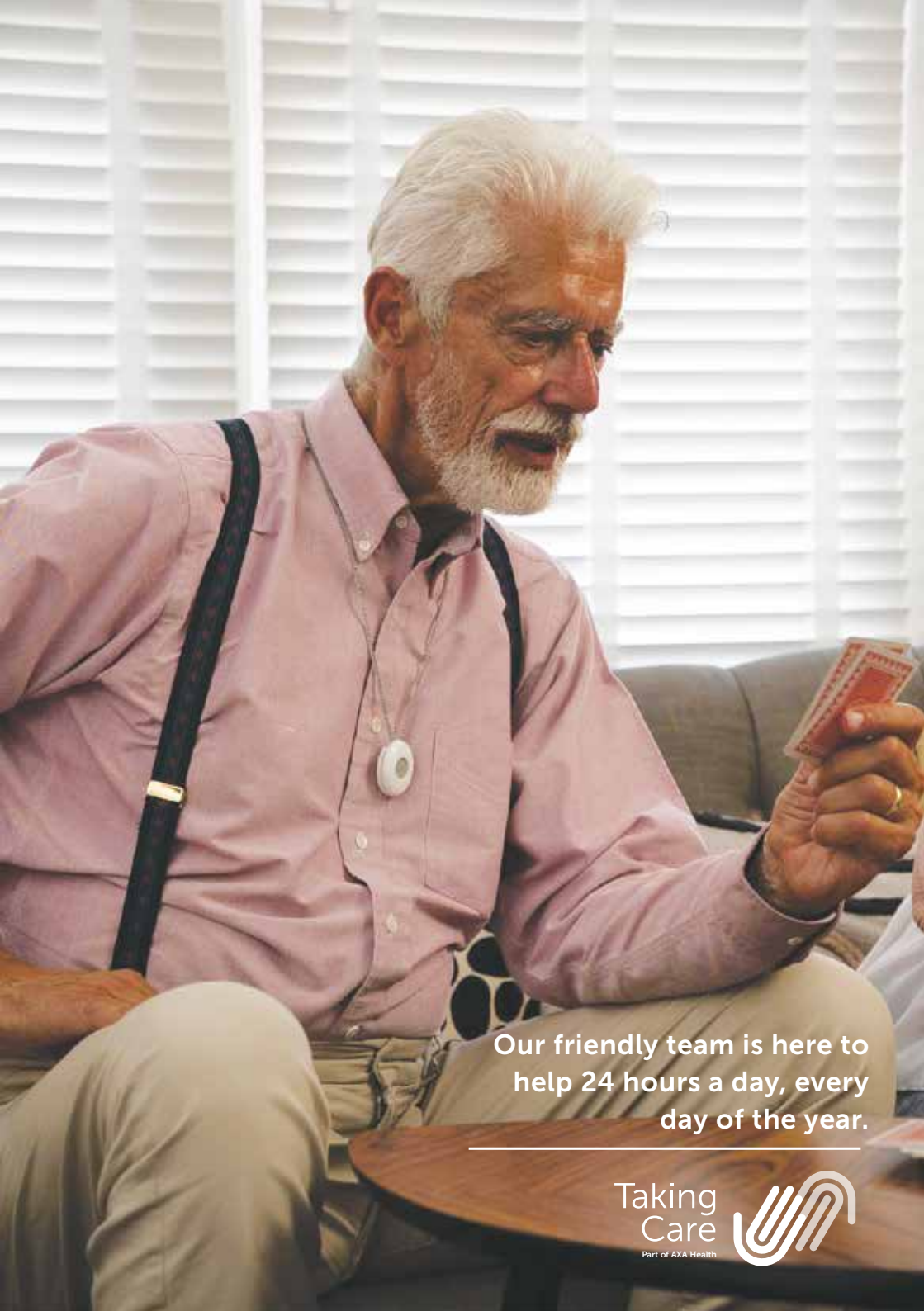
REGULAR PENDANT CHECKS

- Your pendant automatically tells us if it has an issue or low battery; there is no need to do anything, this happens in the background. If we detect an issue with your pendant we will contact you.

GOING ON HOLIDAY



- If you are going away on holiday leave your alarm unit and backup pendant behind; they are designed to work in the home and garden only. Remember to keep your alarm unit plugged in whilst you are away.



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

Taking
Care

Part of AXA Health



SECTION THREE

Testing your Go alarm pendant

You will need to go through the system check for your GO alarm pendant. The system check informs you of the battery level, cellular network strength and checks that your GO alarm pendant can obtain GPS coordinates to be able to log your location.

You should perform a full system check in different areas of your home to ensure that the network coverage is strong enough if you need to send an alert for help.

Always ensure your GO alarm pendant has adequate battery before going out. A system check should also be completed at the place of the charger so that you know cloud updates can take place here.

- **Press the single button on either side** of your GO alarm pendant to begin the system check. **Do not press both together** as this will send a call for help.
- A chime will play, and your GO alarm pendant will show a **white status light** – this means the system check has started.



3.1 TESTING BATTERY LEVEL

Your GO alarm pendant will announce the battery level first.

Alongside a status light a voice message will tell you if the battery level is:

STATUS LIGHT	<i>"My battery ... "</i>
GREEN	<i>"... is excellent"</i>
GREEN	<i>"... is good"</i>
ORANGE	<i>"... low battery, please place me on the charger today"</i>
RED	<i>"...is critically low battery, please place me on the charger immediately. An alert may fail."</i>

3.2 TESTING NETWORK STRENGTH

Your GO alarm pendant will test the strength of your connection to a cellular network. Your pendant will then announce:

- *"Checking cellular signal."*

Your GO alarm pendant will check the cellular coverage of its location and will announce after a **few seconds**:

"The connection ..."

"... is excellent"

"... is good"

"... is poor"

"... is unavailable"



If you are struggling to find a position with a strong cellular network connection, please contact us on: 0800 077 8408 and we will be happy to help.

A "good" or "excellent" cellular connection is required for cloud connects and updates, which are only initiated when your GO alarm pendant is placed on the charger.

If coverage is low, your pendant will check for alternate networks and announce:

- *"Selecting mobile network, please wait."*

If the signal is "poor" or "unavailable" and you make an emergency call from that location, **it may not be successful**. If "unavailable" your GO alarm pendant will exit the system check and return to normal operation.

3.3 TESTING LOCATION

Following a successful cellular connection, your GO alarm pendant will announce:

- *"Finding your location."*

When the location has been found and sent, a voice message will announce:

- *"Current location has been sent."*

Your GO alarm pendant will return to normal operation.

If the location is unable to be found within 3 minutes at your current location, your GO alarm pendant will announce:

- *"Unable to find your current location."*

It will return to normal operation.



If at any time you need to cancel the system check, press and hold one of the buttons on either side of your GO alarm pendant. A voice message will play, and the light ring will flash red to let you know that this function has been, "CANCELLED."

3.4 PLACING A TEST ALARM CALL

Now perform a test call in the garden or outside to our UK-based Emergency Resolution Team to let us know you are in the process of setting up your personal alarm and to check your GO alarm pendant is working correctly.

- **Press and hold both buttons** at the same time on your GO alarm pendant until the alarm indicator flashes red around the outer edge.
- Once you are connected to our Emergency Resolution Team the operator will answer.
- You will hear the operator talk through your GO alarm pendant. **Let them know you are installing** your Taking Care Anywhere personal alarm and this is a **test call** with the GO alarm pendant.
- The operator will welcome you to the service, check they have your correct details and then end the call with you.

+ button behind



Voice messages and sounds

- Your GO alarm pendant is designed to provide voice messages only during day time hours, so you will not be disturbed at night.
- If you do need help during the night, your GO alarm pendant will operate as usual with the pre-alarm sequence and voice messages.
- If your GO alarm pendant battery is detected as being low during the night it will flash orange, it will not vibrate or make any sounds.
- Voice messages will then resume in the morning.
- However, if your GO alarm pendant beeps continually this indicates that it is not functioning as expected. Please contact Taking Care on **0800 077 8408** immediately.

Making an emergency call with your GO alarm pendant

- 1.** If you need help, press and hold both front and back buttons at the same time on your GO alarm pendant until the light around the outer edge of your pendant flashes red.
- 2.** This will start the short pre-alarm sequence with a distinct tone and vibration.
- 3.** The light ring around your GO alarm pendant will flash red to let you know an alert is being sent to our 24-hour UK-based Emergency Resolution Team.
- 4.** A voice message will play 'Help alert in progress.' You will hear the GO alarm pendant ring while it is connecting. There may be a brief delay before you are connected to an operator.
- 5.** When an operator speaks to you through your GO alarm pendant speaker, explain your problem. They will know who you are, your location and your medical history.

6. If required we will ask one of your emergency contacts to assist you, and if necessary, we will contact the emergency services.
7. When the Emergency Resolution Team ends the call, they will always close and reset the alarm - you do not have to do anything. Your GO alarm pendant will flash green.
8. After 20 minutes, you may hear your GO alarm pendant say "cancelled". This indicates that your GO alarm pendant has returned to its non-alarm state.



PLEASE NOTE: If you are at home and your GO alarm pendant cannot get a signal due to a mobile blackspot, don't worry. It will automatically connect to your in-home alarm unit which will take over and connect you to our Emergency Resolution Team if you need help.

What happens if you fall?

Your GO alarm pendant is equipped with sophisticated fall detection technology and when a fall with significant impact is detected an alert is sent to our Emergency Resolution Team. **Your GO alarm pendant must be worn around your neck for the fall detection algorithm to work correctly. If your GO alarm pendant is attached or used in any other way it will not provide accurate fall recognition and this may result in a fall being missed.**

1. When your GO alarm pendant detects a fall a 10 second pre-alarm will sound and announce, 'Fall detected'.
2. The light ring around your GO alarm pendant will flash red to let you know an alert is being sent to our 24-hour UK-based Emergency Resolution Team.
3. If you have accidentally knocked your GO alarm pendant and a fall is falsely detected, you can cancel the alarm at any time by pressing and holding one button down. Your GO alarm pendant will announce 'Cancelled'.
4. Our operator will know who you are and your location, even if you cannot speak or hear them and will contact one of your emergency contacts or if needed, the emergency services.

5. When the operator has hung up your GO alarm pendant will flash green.

Sometimes there are circumstances where your GO alarm pendant will not automatically activate, so if you are able to you can request help by pressing both buttons on your GO alarm pendant.

If you find that the fall detection is too sensitive, please call Taking Care on **0800 077 8408** and we will turn it off for you.

PACEMAKER

If you have a pacemaker you cannot wear your GO alarm pendant around your neck. It must be attached to a belt clip or keys, meaning the fall detection algorithm will not work correctly and it must therefore be turned off. Please place your GO alarm pendant on the wireless charging base and contact Taking Care on **0800 077 8408** to turn off fall detection.

BATTERY

If your fall detection is enabled this consumes more battery so you will need to charge your GO alarm pendant more frequently.



PLEASE NOTE: Although advanced technology is used to detect a fall, there are certain types of falls that are less likely to trigger the automatic fall detection. Falls that may not be detected include slumping, falling into an object that helps break the fall, or falling from an object that is not average standing height.

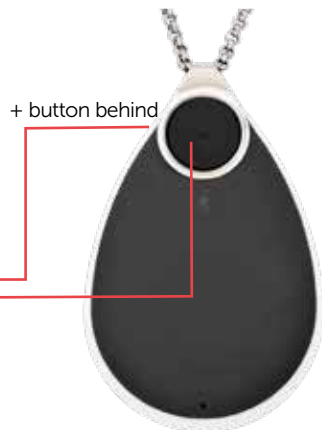
CANCELLING AN ALARM CALL

- **Press and hold one button** on your GO alarm pendant to cancel your request for help.
- Your GO alarm pendant will announce: *"Cancelled."* If the alert has proceeded to the Emergency Resolution Team, speak to the operator and let them know you do not require assistance.



QUARTERLY TESTING

- Please test your alarm **every quarter**. We recommend making a note in your diary or calendar and suggest using your birthday every third month to help you remember.
- Press **both of the GO alarm pendant buttons** and speak to one of our team via the speaker on the pendant.



GOING ON HOLIDAY



- You can use your **GO alarm pendant** whilst on holiday **in the UK only**.
- Take your GO alarm pendant and charger with you, together with our Customer Services Team number: 0800 077 8408
- It is a good idea to place a test alarm call when you arrive at your new destination to ensure it works in the area.
- If you are travelling by aeroplane within the UK and wish to take your GO alarm pendant with you, please place it in flight mode before your flight.

FLIGHT MODE

- **ENABLE FLIGHT MODE:** press and hold **one button** on either side of your GO alarm pendant for **10 seconds**, until you hear the voice message *"Flight mode enabled. All functions suspended until button press or placed on a charger"*.
- **DISABLE FLIGHT MODE:** press **one button** on either side of your GO alarm pendant (this will start a system check) or place your GO alarm pendant on a charger. If you require help, press and hold two buttons to send an emergency alert, this will override Flight Mode.
- **LOST MODE:** Lost Mode sends GPS coordinates to the Emergency Resolution Team when no movement has been detected over a period of time. This will tell us the general geographical location of the pendant. If lost, contact Taking Care to check where your GO alarm pendant is located: **0800 077 8408**

Help and support

THINGS TO REMEMBER

Do

- ✓ Wear your GO alarm pendant at all times. We recommend only using your pendant (Pearl) as a backup when your GO alarm pendant is charging.
 - ✓ Wear your GO alarm pendant on top of clothing in order for it to be fully effective.
 - ✓ Keep your in-home alarm unit connected to the mains power.
 - ✓ Contact us if you are moving to a new house. On your moving day, turn off your alarm unit by pressing and holding the Power button and following the voice-guided instructions. Once you have relocated your in-home alarm unit and plugged it in, contact us so that we can reset the voice-guided instructions.
- Then please place a test call as soon as possible.
- ✓ Ensure that the 'walking person' symbol is facing upwards when charging your GO alarm pendant.
 - ✓ Let us know if you will be going away for a while but do keep your in-home 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 from is:
0330 678 1097
 - ✓ Do not block this number.

We're happy to help if you have any questions

Please call us on 0800 077 8408

Lines open 9am–5pm, Monday to Friday

Don't

- ✘ Don't expose your in-home alarm unit to water or other liquids.
- ✘ Don't connect cables other than those supplied with your in-home alarm unit
- ✘ Don't place your in-home alarm unit next to a noisy device, such as a television, radio or washing machine.
- ✘ Don't place your in-home alarm unit close to a heat source e.g. the cooker.
- ✘ Don't wear your GO alarm pendant around your neck if you have a pacemaker. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Call Taking Care to request fall detection be turned off.
- ✘ Don't place your in-home alarm unit near other electronic devices such as computers or microwaves, to reduce the chance of these affecting the range or audio quality.
- ✘ Don't spray perfume, insect repellents, DEET or similar chemicals directly on your GO alarm pendant and backup pendant (Pearl). Clean with warm soapy water, use non-abrasive and non-polishing cleaners only.
- ✘ Don't stick objects in the microphone or speaker holes.
- ✘ Don't expose your GO alarm pendant to iron sand beaches or iron in workshops. Iron particles can be attracted to the speaker and cause damage.

IMPORTANT INFORMATION

- If a service provided in conjunction with GO, such as cellular data or Caller ID, is unavailable for any reason then reports and alerts may be delayed or unable to be delivered.
- If you have a pacemaker you cannot wear your GO alarm pendant around your neck. Please only attach to a belt clip or keyring and call Taking Care to request fall detection be turned off. Your personal alarm pendant must always be worn at a minimum distance of 15cm from your pacemaker.
- Silent hours are set between 8pm-8am for your in-home alarm and 9pm-9am for your GO alarm pendant to ensure that you won't be disturbed at night by sounds and voices emitting from the devices if any issues are detected during this time. Voice messages will resume in the morning. If you need help during the night, the voice messages and pre-alarm will sound as usual.
- The backup battery in your in-home alarm unit has a capacity of up to 40 hours if fully charged. If this is removed or has no charge, and there is a power cut, your in-home alarm unit will not work and will not be able to send an emergency alarm. The backup battery is rechargeable and replaceable, with an expected life of up to five years. When the battery is low, or unable to be properly charged, a warning is sent to Taking Care.
- Once every few months your in-home alarm unit may be automatically updated. This will usually occur during the early hours of the morning and takes approximately 2 minutes. Your in-home alarm unit may not respond to a button press during this time so if there is no response then please press your backup pendant (Pearl) button again.
- Your GO alarm pendant requires access to a 3G/4G network to communicate, and the availability of the GPS satellite network to determine its location. Your GO alarm pendant will not be able to send an alert, establish voice contact or your location, if it is in an area with no coverage from the 3G/4G cellular network or if there is a network failure.
- Your GO alarm pendant will not work overseas.

- GPS and cellular technology can be affected by certain atmospheric conditions, radio interference, buildings, or other forms of interference that can block your GO alarm pendant. Your location information may not be available if the GPS satellites are unavailable, or the GPS signal is blocked.
- Location information will also not be able to be displayed to your provider if the location mapping service used by your provider is unavailable.
- Communication between your GO alarm pendant and your in-home alarm unit may be affected by distance or radio frequency interference.
- Your in-home alarm unit will not function correctly if it is not set up in accordance with the user guide, or if your backup pendant (Pearl) is activated outside the range of your in-home alarm unit. On rare occasions there may be hardware, software or other problems that cannot immediately be reported to the Emergency Resolution Team; this may affect the functionality of your system.
- If you remove the SIM cards from your in-home alarm unit this will mean that you cannot send a call for help, and that your in-home alarm unit will fail all attempts at communication.
- When you reposition your in-home alarm unit within your home or move to another address, reconnect the power to your in-home alarm unit and contact Taking Care so that the voice-guided instructions can be reset. Follow the same process for installation as before. Following this process ensures that your in-home alarm unit is installed correctly, with good cellular signal strength, and good range between your backup pendant (Pearl) and your in-home alarm unit.
- Your GO alarm pendant may not work, or may stop functioning during an alert for help, if it does not have sufficient battery level. If your GO pendant is kept in a location where there is no coverage for an extended period, it will continue trying to send reports and this can drain the battery faster.



WARNING: Do not try to open your GO pendant; it contains a lithium coin cell battery that can cause severe or fatal injuries in 2 hours or less if it is swallowed or placed inside any part of the body.

COMMON FAULTS & SOLUTIONS

FAULT	SOLUTION
Installation issues	<p>Check the power connection is correctly plugged into a working electrical socket and turned on at the wall.</p> <p>Make sure your in-home alarm unit isn't off by checking that the Power, Connect and Info buttons are all lit.</p> <p>Try another power outlet to check the power outlet isn't faulty, or a fuse hasn't been tripped.</p>
The Connect button LED is flashing orange	<p>One of the SIMs is not working. Your alarm unit will automatically switch to the second SIM - you do not need to do anything.</p>
The Connect button LED is flashing red	<p>Contact Taking Care immediately as any alarm call will not work.</p>

FAULT	SOLUTION
<p>Your GO alarm pendant doesn't respond to a button press</p>	<p>Place your GO alarm pendant on the charger.</p> <p>If no charging lights show immediately, leave it on there for at least half an hour to see if the blue light around the edge turns on.</p> <p>This means the battery would have run flat and it will need to be left on the charger until fully charged.</p>
<p>Insufficient range between your in-home alarm unit and your backup pendant (Pearl)</p>	<p>Ensure that your in-home alarm unit is not located close to any electrical devices; try moving it away to see if the range improves.</p> <p>Try moving your in-home alarm unit to a more central location.</p> <p>For example, if a house has a large front garden, then placing your in-home alarm unit at the front of the house will achieve the best range throughout the house and garden.</p> <p>Please re-check the cellular range again after you have moved your in-home alarm unit.</p>

DISCLAIMER IN-HOME ALARM UNIT AND PEARL ALARM PENDANT

Your in-home alarm unit relies on 4G/2G cellular networks to transmit the alarm and connect the base unit with monitoring services. As such, there may be rare occasions when radio interference, lightning strikes, transmission failures or telecommunication events affect system performance.

System performance may also be affected by the presence of other electronic devices in close range to your in-home alarm unit. Advanced technology is used to process and report events, however, in some very rare circumstances it is not always possible to notify events immediately.

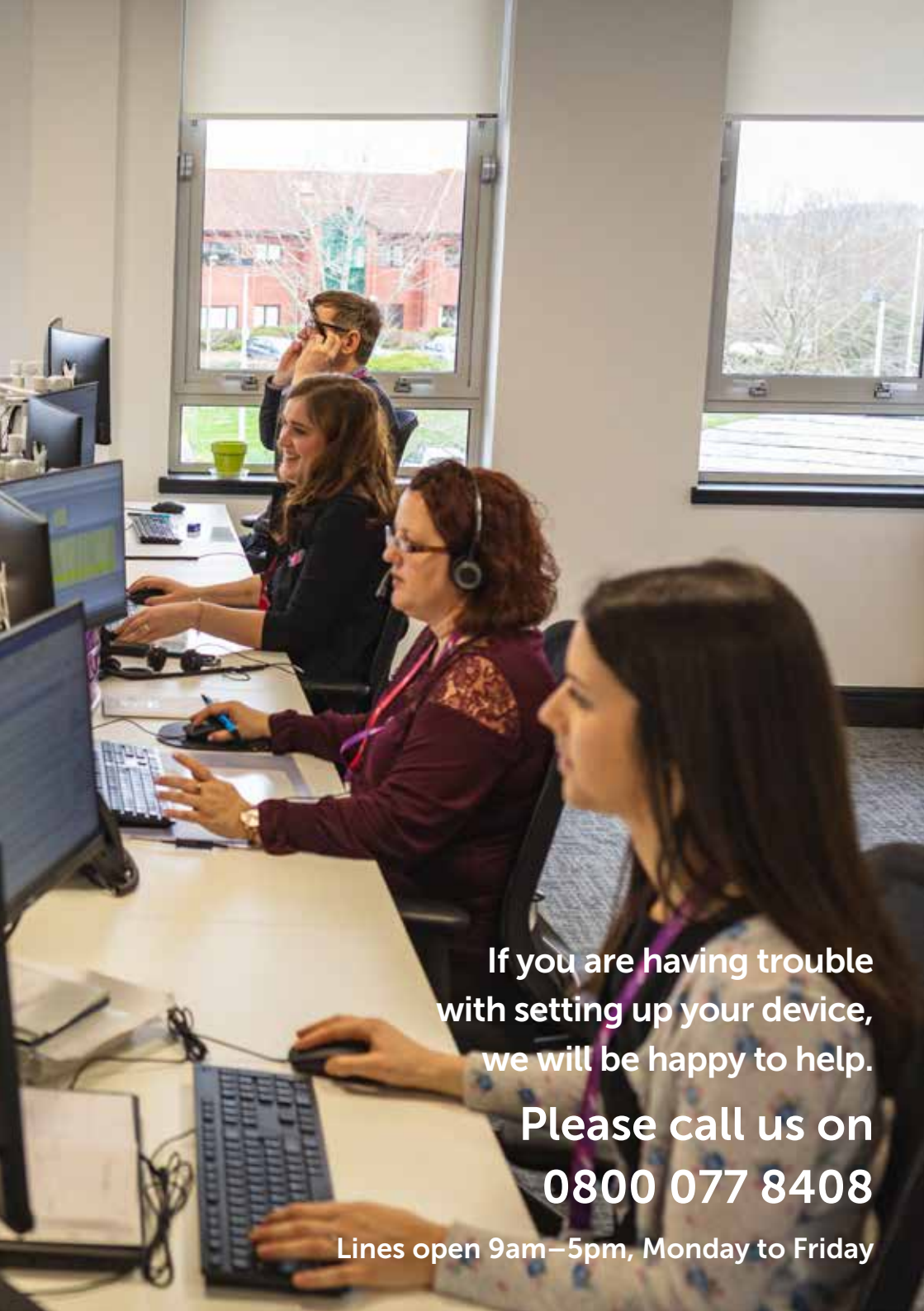
To the maximum extent permitted by law, the supplier and the manufacturer will not be liable or responsible for any damage, loss or injury that may be suffered or incurred in connection with this system due to incorrect usage, usage that is inconsistent with this guide, a result of a delay in event notification, or external factors beyond our control.

Do not cover the top of the alarm unit. This can affect the volume from the speaker and the visibility of the button indicators. When the system is turned OFF, and there is NO Power button light, your system will not operate, and you cannot send an alert for help.

The supplied necklace attachment has been designed to break under pressure to prevent harm. Please contact Taking Care before attaching an alternative necklace to ensure it is safe to do so.

Use of this system confirms acceptance of these limitations. If you suspect your system is damaged or not functional, please contact Taking Care.

Due to continual product development this user guide may change without notice. Taking Care and the manufacturer do not accept responsibility for any errors or omissions contained within this document.



If you are having trouble
with setting up your device,
we will be happy to help.

Please call us on
0800 077 8408

Lines open 9am–5pm, Monday to Friday

DISCLAIMER GO PENDANT

It is important that you read and understand this guide before using your GO alarm pendant. If there is any part of it that you do not understand then please discuss it with Taking Care before you use your GO alarm pendant.

To the maximum extent permitted by law, the manufacturer of this GO alarm pendant will not be liable or responsible to you for any damage, loss or injury you may suffer or incur in connection with any failure of your GO alarm pendant due to incorrect usage, and usage that is inconsistent with this guide, including a failure to follow the various warnings set out in this guide.

Due to continual product development this user guide may change without notice. Taking Care and the manufacturer do not accept responsibility for any errors or omissions contained within this document.

IMPORTANT NOTE:

Fall detection

The Taking Care Anywhere GO pendant is equipped with sophisticated fall detection technology and will automatically raise an alert for help when it detects a fall, and significant impact has occurred. The pendant is designed to be worn as a pendant openly around the neck for the fall detection algorithm to work as intended. Using, wearing, or attaching the pendant in any other manner may not provide accurate fall detection and could result in a fall not being detected. It cannot guarantee to detect all falls. If you fall and can press the emergency button then you should do so.

Wearing your GO alarm pendant with a pacemaker

If you have a pacemaker, you cannot wear your GO alarm pendant around your neck. Instead, attach your GO alarm pendant to the supplied split ring, which can be attached to a belt clip or keys. Your GO alarm pendant must always be kept at a distance of at least 15cm from your pacemaker. Please place your GO alarm pendant on the wireless charger base and contact Taking Care on 0800 077 8408 to turn fall detection off.





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

Taking
Care

Part of AXA Health



SPECIFICATIONS IN-HOME ALARM UNIT AND PEARL ALARM PENDANT

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

TECHNICAL DETAILS

System:	Alarm unit is supplied with Alarm pendant, a plug pack, rechargeable battery pack, and user guide, custom packaged in recyclable cardboard. Micro SIM cards are fitted at the factory.
Dimensions:	189 x 119 x 50 mm (L x W x H) and weighs 400-500g.
Packaged:	Recyclable cardboard box 240W x 200L x 60H mm and weighs 600-700g with all components included.
Environment:	Operating temperature of 0 - 40°C, 90% humidity (non-condensing).
Mounting options:	Table top or vertically wall mounted via screw slots or adhesive pads.
Radio frequency:	869MHz European Social Alarm frequency.
Range:	300 metres+ typical in open air with RF personal help button transceivers.
Power:	High efficiency 6W plug pack. Mains fail reporting after random 1-4 hour delay with restore signal.
Battery:	NiMH battery packs, providing up to 40 hours backup capacity when new and fully charged (using recommended configuration). Fully charged in under 24 hours. Regular battery maintenance (every 90 days) ensures high capacity and life of battery (typically 6 years). Low-capacity battery pack is detected and reported. A missing or non-functioning battery pack is reported. Low battery warning following mains failure at approximately 20% of capacity remaining.
Cellular Module:	Quad-Band 4G module (UMTS/HSPA), failover to 2G network if 4G is unavailable.
Digital Reports:	Reporting Protocols: SCAIP TS 50134-9, SCAIP SS 91100, CSV Contact ID
ROHS:	Compliant
Red:	Compliant
CE:	Compliant

SPECIFICATIONS GO ALARM PENDANT

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

TECHNICAL DETAILS

System:

GO alarm pendant, stainless steel chain, split ring, a wireless charger, plug pack, USB-C cable, user guide, fitted nano 3G/4G SIM card, and internal RFID tag (NFC tag type 2) which stores information including: serial number, customer name, phone number, hardware version and date of manufacture.

Dimensions:	67mm x 47mm x 13.5mm (L x W x H) weighs 34g.
Battery capacity:	300mA.
Battery maximum continuous discharge current:	600mA.
Charge current maximum:	210mA (0.7c).
Battery recharge time:	Approximately 2 to 3 hours from low battery.
Cellular module:	4G, Cat1 VoLTE using 4G cellular bands B20 (800MHz), B3 (1800MHz) and Band (2600MHz), 3G B8 (900MHz) and B1 (2100MHz)
Digital Reports:	Reporting Protocols: SCAIP TS 50134-9, SCAIP SS 91100, CSV Contact ID
GPS location:	Location provided through assisted and autonomous GPS methods. Periodic updates of GPS location are sent until the emergency event is completed. GPS co-ordinates are transmitted via cellular data to SmartCare™ Locate. GPS antenna tuning 1559 - 1606MHz

ENVIRONMENTAL

Operating temperature of 0 °C to + 50 °C, 90% humidity (non-condensing).

RADIO

Frequency:	869MHz European Social Alarm frequency.
Range:	100 metres+ typical in open air when paired with SEVEN base unit, when at home. Emergency hand over range is 300 metres+ in open air.

STANDARDS

GO4:	EN 301 489 -1,-3,-19,-52 (EMC), EN 50130-4: 2014 (EMC), EN 55032: 2020 (EMC), IEC 62311 (EMR), EN 62311 (EMR), EN 301 908-1 (Spurious Emissions), EN 300 220 (Spurious Emissions), EN 303 413 (Spurious Emissions), IEC 62368-1 (Electrical Safety), IEC 62209-2 (SAR), IEC 62311 (SAR), IEC 60529 (IP67), IEC62133-2017 (Battery Safety)
------	---

WIRELESS CHARGER & PLUG PACK

Wireless charger:	Qi: Compliant; EN 50130-4: 2014 (EMC), EN 55032: 2020 (EMC), IEC 62311 (EMR), EN 62311 (EMR), IEC 62368-1 (Electrical Safety)
Plug pack:	IEC 62368: UL/cUL, SAA, PSE, UKCA

TCAS | UG | 0323

We're happy to help if you have any questions

Please call us on 0800 077 8408

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

PPP Taking Care, trading as Taking Care

Linhay House

Linhay Business Park

Ashburton

TQ13 7UP

SEVEN and GO Telecare System

Base Unit



RoHS

