

Taking  
Care

Part of AXA Health



# Taking Care Anywhere

SET-UP & USER GUIDE

# Welcome

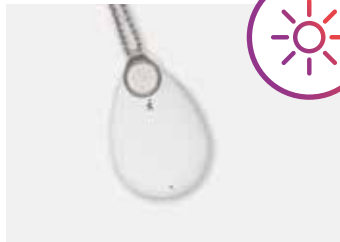
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**This step-by-step guide includes simple instructions on installing and using your GO alarm pendant, in-home alarm unit (EVA) and backup pendant (Pearl). Please keep this guide in a safe place for future reference.**

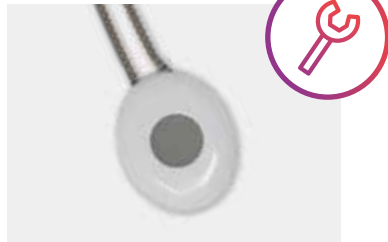
By choosing our service you are joining thousands of satisfied customers who are staying safe and independent in their own homes.

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're charging your GO alarm pendant.



**GO alarm pendant**



**In-home backup pendant (Pearl)**



Rated 'Excellent'  Trustpilot Aug 2022







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

<b>What's in your Personal Alarm box</b> .....	5 – 6
<b>Getting to know your Taking Care Anywhere package</b>	
Your in-home alarm unit (EVA) .....	7 – 8
Your backup pendant (Pearl) .....	9 – 10
Your GO alarm pendant .....	11 – 12
<b>Section One: Charging your GO alarm pendant</b> .....	13 - 14
Choosing where to put your GO alarm charging base .....	15 – 16
<b>Section Two: Setting up your in-home alarm unit (EVA)</b> .....	17 - 18
Choosing where to put your in-home alarm unit (EVA) .....	19 - 20
Turning on the power.....	21 - 22
Checking the signal.....	23 - 24
Range testing your backup pendant (Pearl) .....	25 - 26
Testing your in-home alarm unit (EVA).....	27 - 28
Making an emergency call .....	29 - 30
Cancelling a call .....	31
Quarterly testing .....	31
Going on holiday .....	32
<b>Section Three: Testing your GO alarm pendant</b> .....	33 - 37
Voice messages and sounds .....	38
Making an emergency call .....	39 - 40
What happens if you fall? .....	41 – 42
Cancelling a call .....	43
Quarterly testing .....	43
Going on holiday .....	44
Flight mode .....	44
<b>Help and support</b>	
Things to remember .....	45 - 46
Important information .....	47 - 48
Common faults and solutions .....	49 - 50

## 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 (EVA) 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 (EVA)**

Placed in your home, the unit contains a speaker and microphone allowing you to communicate with our Emergency Resolution Team if you need help.



#### **Backup pendant (Pearl)**

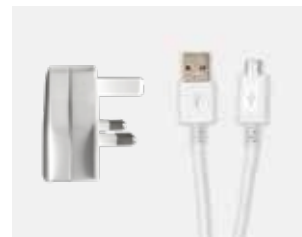
Use when charging your GO alarm pendant or as a backup pendant if there is a problem with your GO alarm pendant.



#### **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.



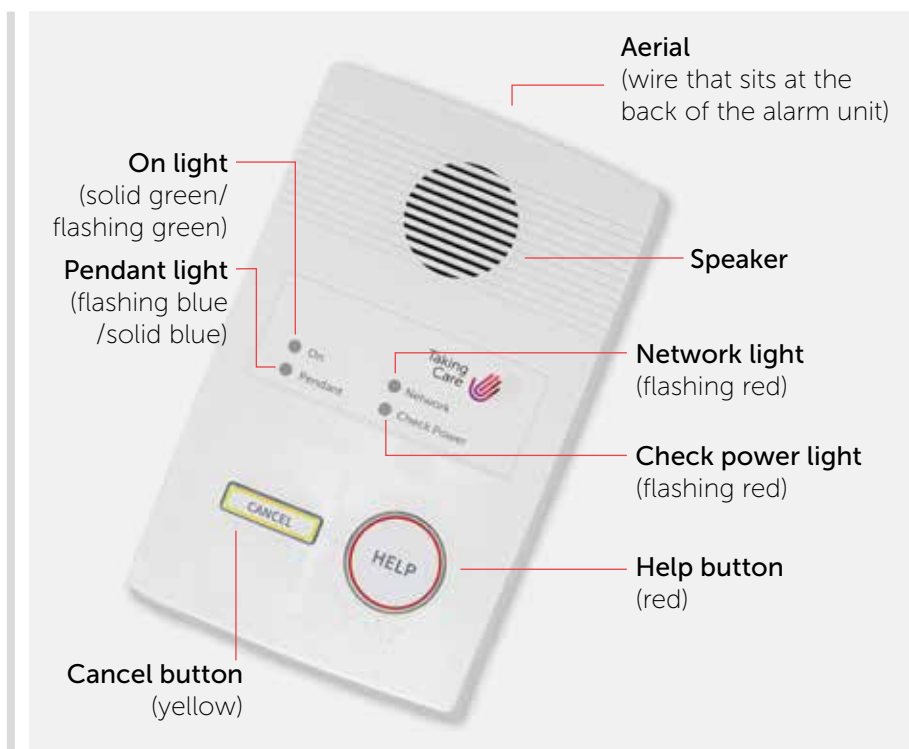
#### **Pacemaker - split ring**

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

STATUS LIGHT	THIS MEANS
Green light on	Your alarm unit is connected to the power and is working.
Flashing blue pendant light	Your backup pendant (Pearl) needs testing, a green light will also flash at the same time.
Solid blue pendant light	Your in-home alarm unit is in test mode.
Network flashing light	There is no network connection.
Check power flashing light	There is a problem with the power connection.

HELP BUTTON	THIS MEANS
Red light illuminating in a clockwise direction	Alarm call raised. You will be connected to our Emergency Resolution Team.
Help button backlit with four lights	Normal operating mode so the button is visible in the dark.
0-4 red lights showing	Indicates network strength when in test mode.

# 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.



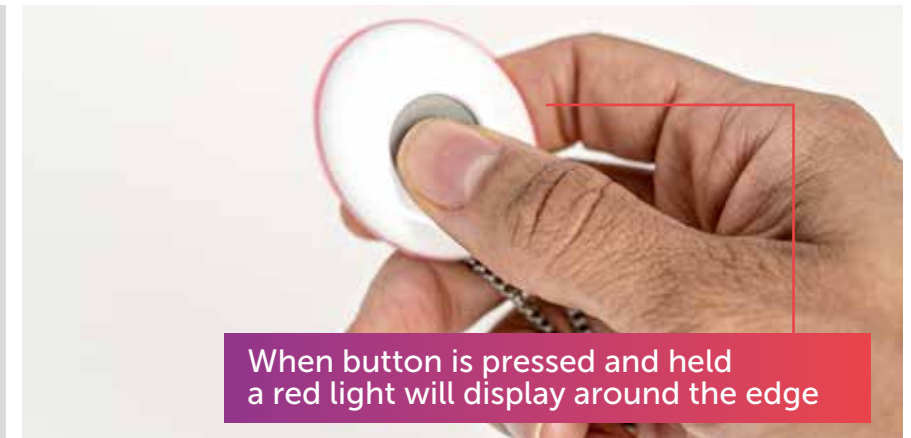
## TECHNICAL DETAILS

- 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 (EVA)
- 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 the 24-hour Emergency Resolution Team when its battery is low and they 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. Our Emergency Resolution Team 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 25cm from your pacemaker.

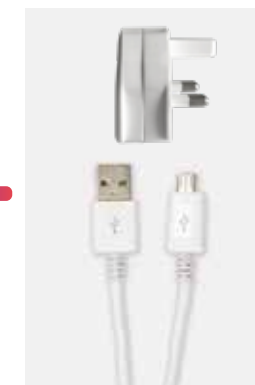
**Fall detection** - If you have a pacemaker, or wear your GO alarm pendant on your belt or keys, fall detection must be turned off. Please place your GO alarm pendant on the wireless charging base and contact Taking Care on **0800 077 8408**.



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 is approximately **3 – 5 hours** and 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.
- 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 25cm 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 (EVA)



### Power adapter (3m)



### Backup pendant (Pearl)



## Step One

### CHOOSING WHERE TO PUT YOUR IN-HOME ALARM UNIT

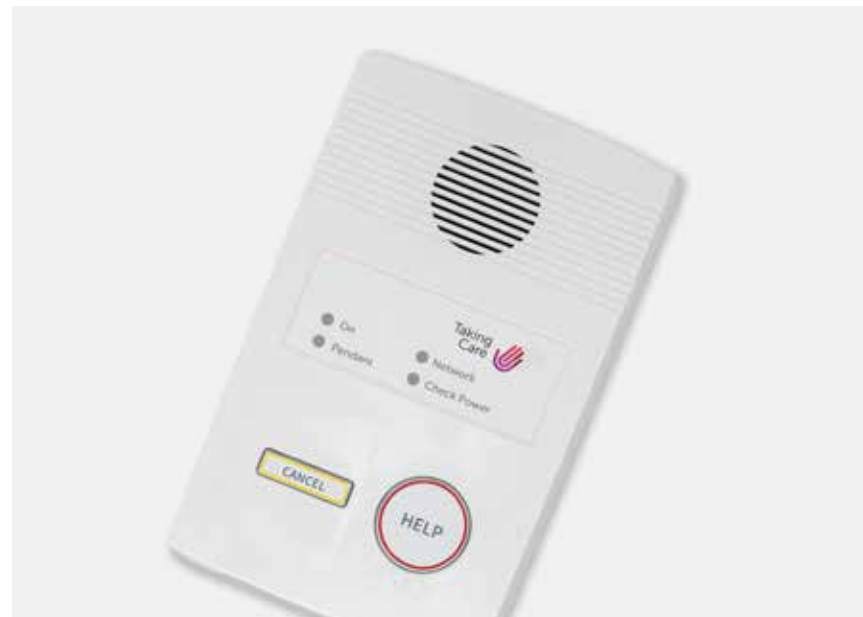
Choosing the right place for your in-home alarm unit is important; it should be placed next to a plug socket and somewhere you can get good cellular network coverage. This is because the unit uses the same technology as a mobile phone, even though it stays in one place. The multi-network SIM will connect to the best signal regardless of network and 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 should you require help. Keep the unit away from the TV (too noisy) or the bathroom and other areas where water could spill on it.

The short aerial wire on the back of your in-home alarm unit should be outstretched vertically to achieve optimal range with your pendant alarm.

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 – all 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 and connect the cable into the **'POWER'** connector at the back of your in-home 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 I am EVA, your personal emergency response system".*



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."*



**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:

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

This voice message will repeat until your in-home alarm unit has successfully connected to the 3G network and found adequate cellular signal strength.

**This usually takes around 1 minute.**

The network indicator will be **solid red** when trying to connect to the network. Once the base unit has connected, the **network indicator will turn off** and the following message will play:

- *“The cellular signal is good. Connection successful.”*



**POSSIBLE CONNECTION ISSUES:** You should **NOT** continue until the red light is off 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 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 backup pendant (Pearl) that works with your in-home alarm unit needs to be tested to check its range to your in-home alarm unit from different areas around your home and garden. 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 six tests from ground height 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 backup pendant (Pearl) button.**

Your backup pendant (Pearl) will then **flash red** around the edge to confirm a test.



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

We suggest testing your backup pendant (Pearl) in the most frequently visited areas of your home and garden. You will need to choose at least **6 different locations**.

#### 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 backup pendant (Pearl) test and will not proceed to the next step until all **6** tests have been received successfully.

- *“1,2,3,4,5,6.”*



**PLEASE NOTE:** If your backup pendant (Pearl) 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 location, then you will have to find a different area in your home to install your in-home alarm unit and will need to perform the range tests again from all locations (go back to Step One.)

- *“To stop the install process, turn me off by pressing and holding the black On/Off button next to the power cord, until I beep four times, then unplug the power.”*

After moving your in-home alarm unit to a new area, make sure that your backup pendant (Pearl) has successfully tested at each location you want it to work. **Once this is complete, press the Help button on your in-home alarm unit** to proceed to the next step.



## Step Five

### TESTING YOUR IN-HOME ALARM UNIT

The last step is to activate your backup pendant (Pearl) and send an alert to our Emergency Resolution Team.

Your in-home alarm unit will announce:

- *"Please press your pendant now."*

To activate a call for help to our Emergency Resolution Team **press your backup pendant (Pearl) button while counting to 3, until your pendant starts 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 alarm is being sent."*

This message will repeat until it is successful.

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 and disconnect the call and your in-home alarm unit will hang up and announce:

- *"Your personal emergency response system has been set up successfully. Well done."*

**The install process for your in-home alarm unit and backup pendant (Pearl) is now complete.** Your in-home alarm unit will stop speaking and the green On light will illuminate to indicate the system is now operating as normal. Now move on to setting up your GO alarm pendant.



**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 sending your call for help, trying again."*

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

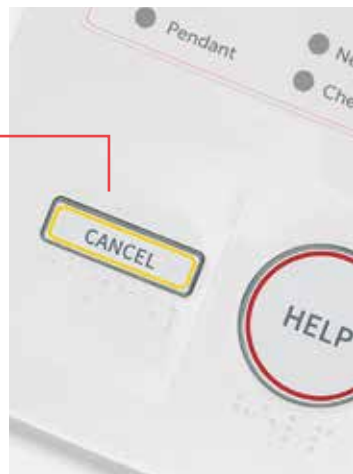
- *"Please call your monitoring company and advise them there is a problem with the cellular connection."*

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

- 1.** If you need help, press either your backup pendant (Pearl) button and hold for 3 seconds or the red Help button on your in-home alarm unit. The alarm indicator will flash red around the outer edge.
- 2.** A loud alarm will sound for 10 seconds and the help button on your in-home alarm unit will illuminate clockwise to indicate a call for help is being made.
- 3.** Your in-home alarm unit will announce *'Your alarm is being sent'* and you will hear this until the unit contacts our 24-hour UK-based Emergency Resolution Team.
- 4.** If your first call for help is unsuccessful your in-home alarm unit will continue to send the alert until your call is answered.
- 5.** 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.
- 6.** If the operator cannot hear you, or you cannot speak, they will call your designated contact number to rule out false alarms.
- 7.** If required we will ask a keyholder to check on you, and if necessary, we will contact the emergency services.
- 8.** 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 yellow Cancel button** on your in-home alarm unit at any time.



## 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.
- Then sit close to the alarm unit. Press your **backup pendant (Pearl) button** and speak to one of our team via the speaker on the unit.



## GOING ON HOLIDAY



- If you are going away on holiday your **in-home alarm unit and backup pendant (Pearl) do not work abroad**. Leave your backup pendant (Pearl) behind; it is designed to work in the home and garden only and should only be used as a backup to your GO alarm pendant.

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





## 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 **blue 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	"My battery ... "
GREEN	"... is excellent"
GREEN	"... is good"
AMBER	"... low battery, please place me on the charger today"
RED	"... is critically low please place me on the charger now"

### 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 connection."*

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

<b>"My connection ..."</b>
<i>"... is excellent"</i>
<i>"... is good"</i>
<i>"... is poor"</i>
<i>"... is unavailable"</i>



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 the connection "...is unavailable" your GO alarm pendant will not try to obtain its current GPS location as it will have no way of sending this information. The system check will finish at this point.

### 3.3 TESTING LOCATION

If a successful cellular network check has been completed your GO alarm pendant will then check if its GPS coordinates can be obtained and will send coordinates to the GPS mapping software.

Please be aware it will be flashing blue whilst doing so and this could take as little as **15 seconds** and up to **5 minutes**. Once the check has been completed, your GO alarm pendant will announce:

<b>LOCATION STATUS</b>	<b><i>Finding your location...</i></b>
<b>SUCCESSFUL</b>	<i>"... current location has been sent"</i>
<b>UNSUCCESSFUL</b>	<i>"... location check unsuccessful"</i>

Following either of these announcements the system check will end and your GO alarm pendant will resume its standard function, no lights should be visible and the sounds will cease.

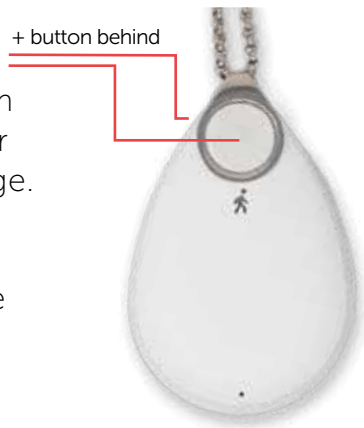


**If at any time you need to cancel the system check, press and hold one of the buttons on either side of your GO alarm pendant. A voice message will play, and the light ring will flash red to let you know that this function has been, "CANCELLED."**

### 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.



## 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 round 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.**



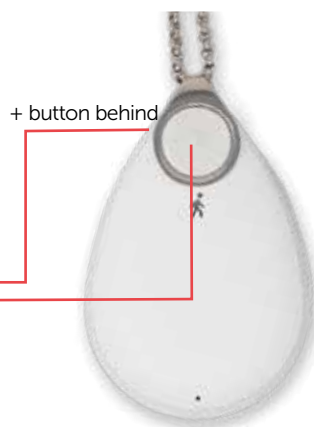
## CANCELLING AN ALARM CALL

- 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**.
- 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, so it can be found. 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 ON/OFF button until the unit has beeped 4 times. The green light will then go off. 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.

## IMPORTANT INFORMATION

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- 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 25cm 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 70 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 our Emergency Resolution Team.
- 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 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 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 card 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.

## 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 pressing the 'ON/OFF' button on the back of the alarm unit.</p> <p>Try another power outlet to check the power outlet isn't faulty, or a fuse hasn't been tripped.</p>
The red network light takes longer than one minute to turn off and begins to flash	<p>Try moving your in-home alarm unit to another location and turn the alarm unit off by holding the 'ON/OFF' button until you hear 4 beeps.</p> <p>Wait for 10 seconds and then press and hold the 'ON/OFF' button to start your in-home alarm unit again and check for network connection.</p>

FAULT	SOLUTION
Your GO alarm pendant doesn't respond to a button press	<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>
Insufficient range between your in-home alarm unit and your backup pendant (Pearl)	<p>Check that your in-home alarm unit aerial wire is outstretched vertically and not bunched up.</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>

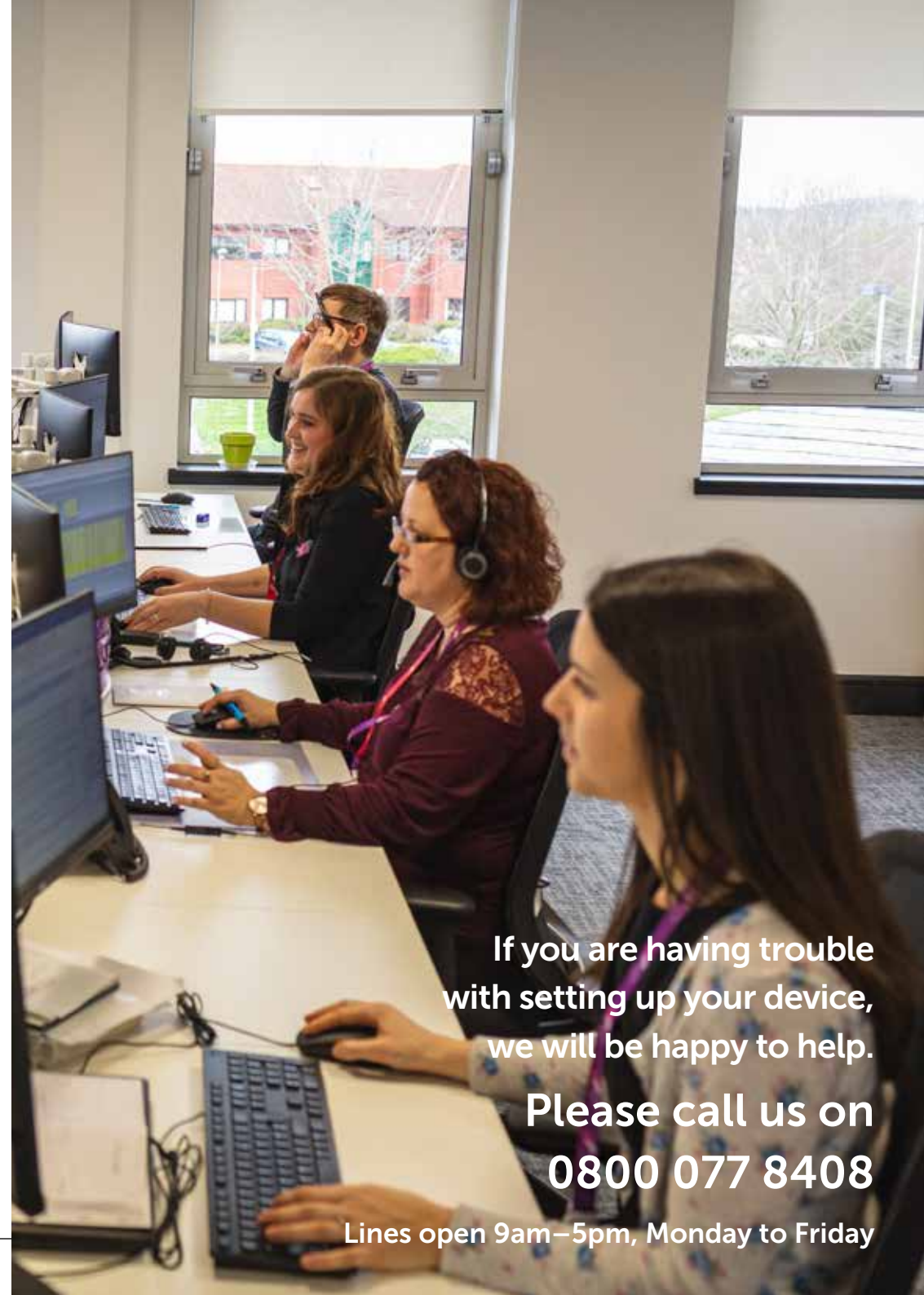
## **DISCLAIMER EVA AND PEARL**

Your in-home alarm unit (EVA) relies on a 3G cellular network 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 (EVA). 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.

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



**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

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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 25cm 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.

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Taking  
Care  
Part of AXA Health





## SPECIFICATIONS EVA AND PEARL

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

### TECHNICAL DETAILS

System:	EVA is supplied with Pearl Pendant, a plug pack, rechargeable battery pack, and user guide, custom packaged in recyclable cardboard. Micro SIM card is fitted at factory.
Dimensions:	200 x 125 x 50 mm (L x W x H) and weighs 0.41kg.
Packaged:	Internal: length: 30cm, width: 20cm, depth: 6cm. External: length: 31.1cm, width: 20.8cm, depth: 6.3cm.
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 70 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 5 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 3G module (UMTS/HSPA), failover to 2G network if 3G is unavailable.
Digital Reports:	SCAIP over cellular data.

### STANDARDS

EU_EVA_Mon complies with:	EN 55032, EN 50130-4, EN 301489 (-1,-3,-7,-24,-52), EN 62368:2018, EN 300 220-3-1, EN 60529 (IP32), EN 50134-1, EN50134-2
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 cable, user guide, fitted nano 3G 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 33g.
Battery capacity:	300mA.
Battery maximum continuous discharge current:	600mA.
Charge current maximum:	200mA (0.7c).
Battery recharge time:	Approximately 3 to 5 hours from low battery.
Cellular module:	3G 2100 MHz or 900MHz .
Digital reports:	SCAIP.
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 1574.42MHz

### 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 EVA base unit, when at home. Emergency hand over range is 300 metres+ in open air.

### STANDARDS

GO-1 mPERS:	EN 55032, EN 50130-4, EN 301489 (-1,-3-19,-52), EN 301908-1, EN 300 220-3-1, EN 62209-2, EN 60950-1, EN 60529 (IP67), ROHS: Compliant, CE: Compliant
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### WIRELESS CHARGER & PLUG PACK

Charging cradle:	EN 60950, ROHS: Compliant, CE: Compliant, Qi: Compliant
Plug pack:	EN 60950, CE: Compliant

TCA | UG | 0822

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.

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



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