

Taking
Care

Part of AXA Health



Digital Personal Alarm

SET-UP & USER GUIDE

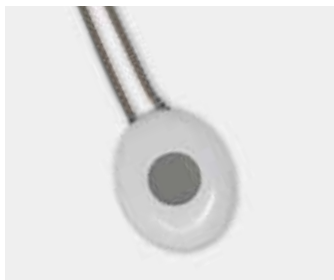
Welcome

This step-by-step guide includes simple instructions on installing and using your in-home alarm unit and digital alarm pendant. 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.



In-home alarm unit



Digital alarm pendant



Approved
Service

Which?
Trusted traders

Taking Care
Installation
and Service

Rated 'Excellent' ★ Trustpilot

July 2022



We're happy to help if
you have any questions

**Please call us on
0800 012 1321**

Lines open 9am–5pm
Monday to Friday

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What's in your Personal Alarm box?

There are three sections inside the box, one containing your in-home alarm unit, a second containing the digital alarm pendant and a third containing a power adapter.



In-home alarm unit

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.



Digital alarm pendant

Wear this alarm pendant at home and in the garden.



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.

Quick Start Guide

Please read this in conjunction with more detailed instructions included later in the user guide.

1

Start by setting up your in-home alarm unit and your alarm pendant.



2

Choose where to put your in-home alarm unit, plug it into the mains and turn on the power.



3

Voice messages will then guide you through the installation process step by step.

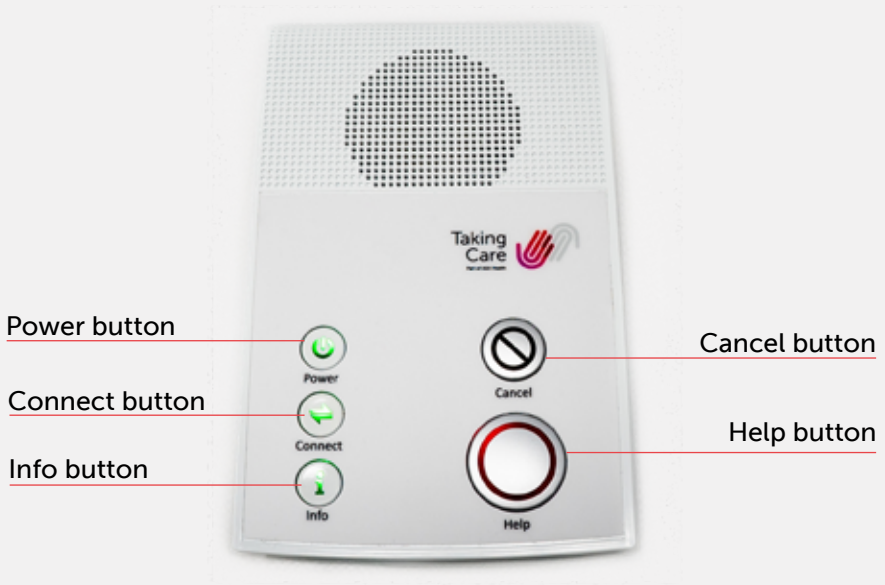


4

After completing all the set-up steps, place a test alarm call using your in-home alarm unit and alarm pendant.

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.

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.
Solid green light on		No messages.
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 digital alarm pendant

- Your alarm pendant works with your in-home alarm unit at home and in the garden.
- 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.
- Your alarm pendant comes with your chosen wearing option (neck chain or wrist strap). If you would like to change this please contact Customer Services who will be able to assist.



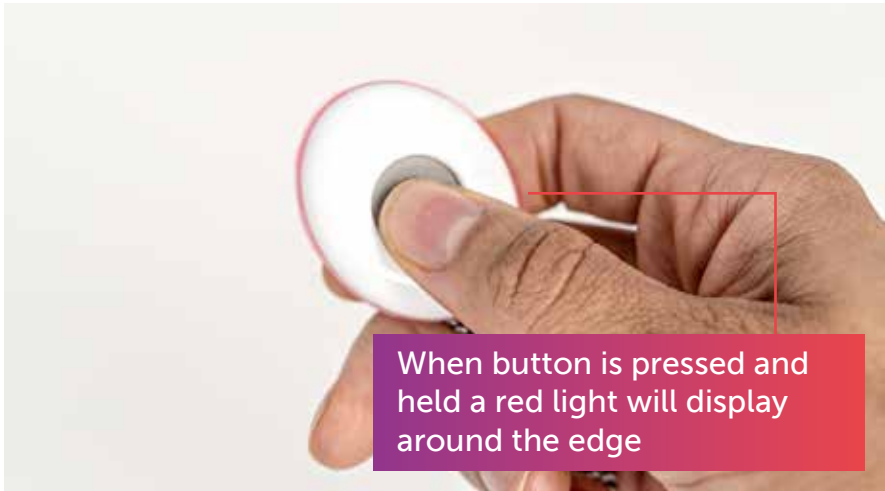
TECHNICAL DETAILS

- 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
- Battery life of 6 years and does not need to be charged

THE LIGHT ON YOUR PENDANT

In the unlikely event that your alarm pendant **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 012 1321



Your alarm pendant will automatically tell the 24-hour Emergency Resolution Team when its battery is low and they will contact you to arrange a replacement.

Setting up your in-home alarm unit

If you have not provided us with emergency contact information please contact us before you start the installation process on:

0800 012 1321 | 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 ALARM PENDANT
- Step Five
TESTING YOUR IN-HOME ALARM UNIT

In-home alarm unit



Power adapter (3m)



Digital alarm pendant



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 012 1321

Lines open 9am–5pm, Monday to Friday

Step Four

RANGE TESTING YOUR DIGITAL ALARM PENDANT

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. 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

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 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 012 1321**

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

Making an emergency call

1. If you need help, press your alarm pendant 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 house phone to rule out false alarms.
- 8.** If required we will ask a keyholder to check on you, and if necessary, 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 alarm pendant button and speak to one of our team via the speaker on your alarm unit.



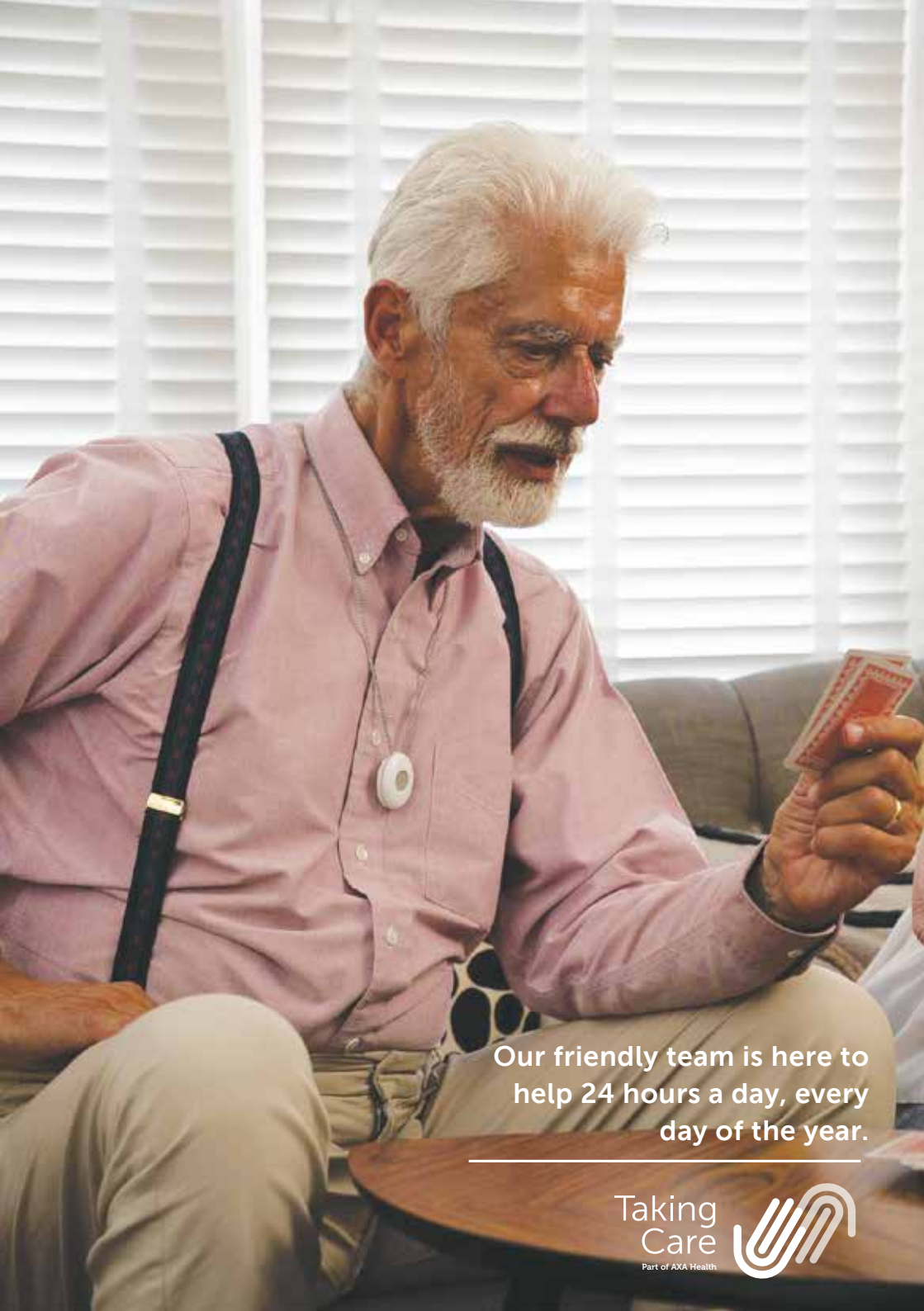
REGULAR PENDANT CHECKS

- 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 your in-home alarm unit and alarm pendant do not work abroad. Leave your alarm unit and pendant behind; they are designed to work in the home and garden only.



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

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Help and support

THINGS TO REMEMBER

Do

- ✓ Wear your alarm pendant at all times.
- ✓ Keep your in-home alarm unit connected to the mains power.
- ✓ 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.
- ✓ 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 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 012 1321

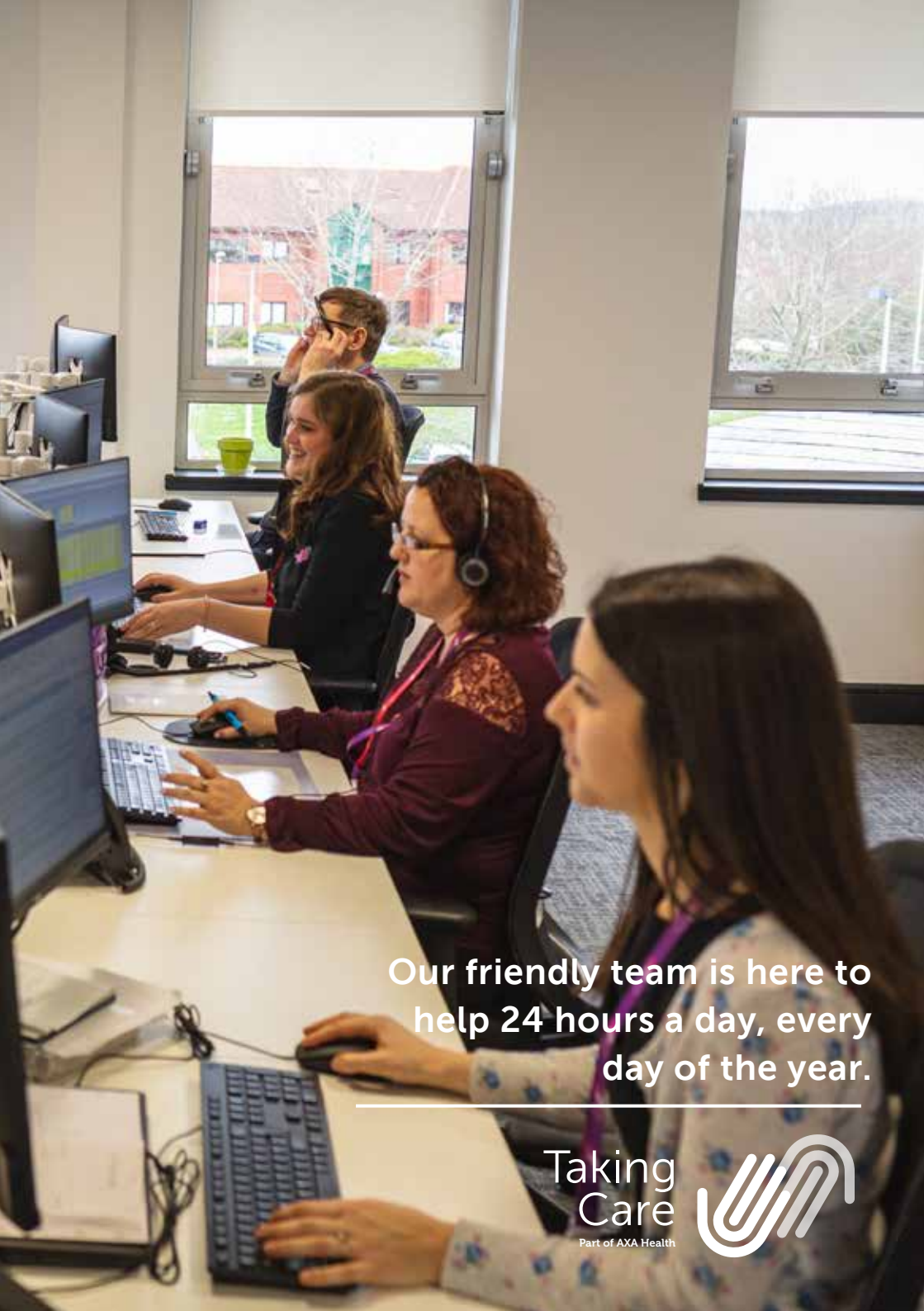
Lines open 9am–5pm, Monday to Friday

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 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 alarm pendant. 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

- Silent hours are set between 8 pm – 8 am for your in-home alarm unit to ensure that you won't be disturbed at night by sounds and voices emitting from your alarm unit. Voice messages will resume in the morning. If you need help during the night, the voice messages will sound as usual.
- The backup battery in your in-home alarm unit has a capacity **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 6 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 alarm pendant button again.
- Your in-home alarm unit will not function correctly if it is not set up in accordance with the user guide, or if your alarm pendant is activated outside the range of your 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 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 alarm pendant and your in-home alarm unit.



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

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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>Insufficient range between your in-home alarm unit and alarm pendant.</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. Try moving your in-home alarm unit to a more central location. 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 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.

SPECIFICATIONS IN-HOME ALARM UNIT AND 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

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We're happy to help if you have any questions

Please call us on 0800 012 1321

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

PPP Taking Care, trading as Taking Care

Linhay House

Linhay Business Park

Ashburton

TQ13 7UP

SEVEN Telecare System

Base Unit

