

PPP  
Taking  
Care



**Freedom to live** your  
life with the reassurance  
that help is just a touch  
of a button away

A black and white close-up portrait of an elderly woman with short, wavy, light-colored hair. She is looking directly at the camera with a slight smile. Her right hand is resting against her chin, with her fingers curled. She is wearing a ring on her finger and a pearl earring.

# Easy-Connect Your self-install guide



# Your personal alarm service

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This step by step guide tells you everything you need to know to self-install your personal alarm service. It has been written by our expert technicians and has easy to follow instructions and pictures.

In your pack there is a Reach User Guide which explains how the personal alarm service system works. There is also a Welcome Brochure with instructions for testing your pendant and also frequently asked questions and useful contacts.

If you have any queries, please call us on **0800 0 121 321**.

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# Unpacking your personal alarm

Your personal alarm pack contains the following items:

## Alarm base unit and pendant



Alarm base unit



Pendant – white/black cases

**Displaying the alarm base unit** – a screw is provided.



Connecting cover



Stand

## Connecting the alarm base unit



Power lead



Extension lead



Telecom lead

## Wearing your pendant



Wristband



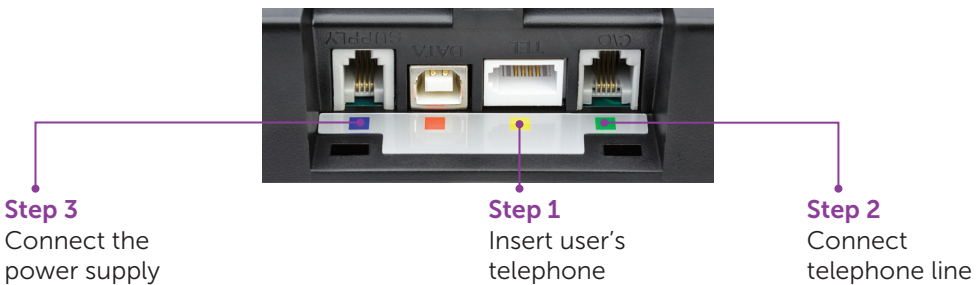
Neck strap



Belt clip and sucker

# How to set up your personal alarm service

Please follow the simple steps below to set up or reconnect your personal alarm. You may also find the self-install diagrams on pages 7-8 helpful.



## Step 1

Unplug the existing telephone from the telephone wall socket (or broadband filter if fitted). Plug the short telephone extension lead (marked with a yellow dot) into the Reach socket (marked with a yellow square) and connect the existing telephone to it.

## Step 2

Connect the Telecom Lead (marked with a green dot) between the Reach socket (marked with a green square) and the telephone wall socket, or the broadband filter if fitted.



## Step 3

Connect the Power Lead (marked with a blue dot) between the Reach SUPPLY socket (marked with a blue square) and your mains electricity supply (240VAC mains supply).





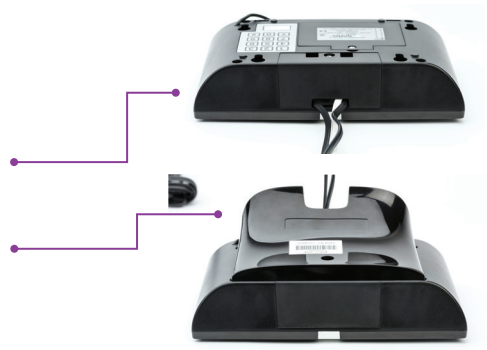


### Step 4

Please secure any excess cables to avoid possible trip hazards.

Choose the **connector cover** if the unit is being placed flat on the table.

Or the **stand** if it is being placed in an upright position.



Route the leads through the cover or stand. Then fix either the cover or stand and secure with the single screw provided.

The flexible aerial wire out of the side of the unit receives signals from radio devices and must not be cut-down in length or coiled-up.





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### Step 5

Switch on the electrical supply. The indicator on the front of the alarm base unit will flash red, amber, green for 12 seconds while initialising. Once it remains green the alarm is ready to test.

### Step 6

Complete a test call by pressing the big red button on the alarm base unit. Inform the operator at the response centre that you have just installed the alarm. The operator will be aware this is a new install and will have access to your details.

### Step 7

Now press the pendant button whilst in the room where the alarm base unit is located and let the operator know the location of the unit. Inform the operator you are going to be range testing from different areas of your property.

### Step 8

Complete a range test by moving to the furthest points from the alarm base unit in your home and garden and pressing the button on the pendant. Ensure one of the tests is carried out **at low (preferably floor) level** to ensure comprehensive cover. Please return safely at your own pace to the room where the alarm base unit is, to speak with the operator.



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Please inform the operators at the response centre if there are any areas of your home and garden not covered by the pendant's range. We also need to know if there are any access issues or instructions we should have to help others find the property.

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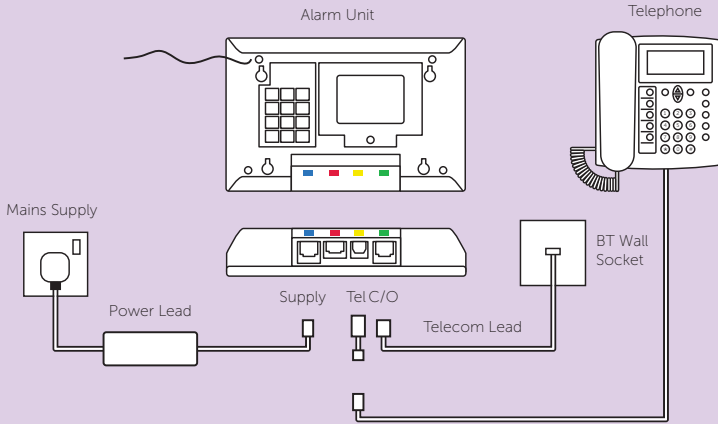
**We always know who is calling as the operators have immediate access to your details.**

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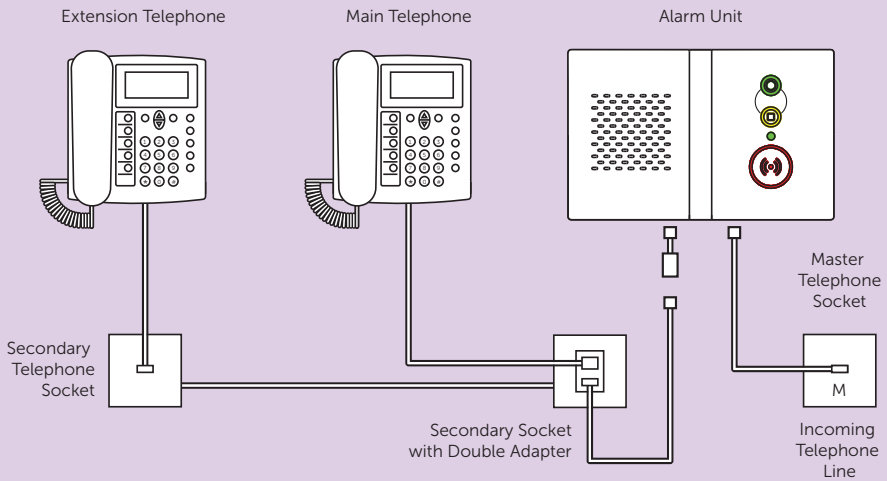


# Self-install diagrams

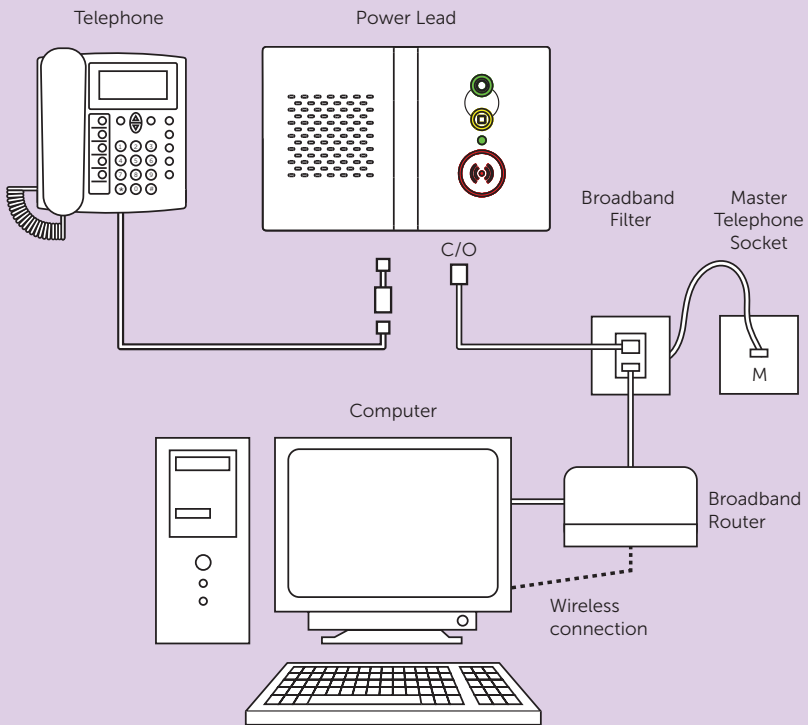
## Normal line



## Extension telephone



## Broadband





# How to make an emergency call

## Step 1

Press either the button on your pendant or the emergency call button on the alarm base unit.

The red indicator on your pendant will flash nine times. A sound also indicates that the call has been registered by your alarm base unit.

The alarm base unit automatically dials through to the emergency response centre. The unit light will remain a steady red. It will also play the message "please wait, dialling for assistance" followed by a reassurance tone.

## Step 2

When one of the operators at the response centre answers your call, explain your problem. We always know who is calling as the operators have immediate access to your details.

## Step 3

The operator will aim to get assistance to you quickly, from a key holder or the emergency services. If the operator cannot hear you, or you cannot speak, they automatically telephone your house for two minutes to rule out any false alarms, and then send one of your key holders to you. If your key holders are not available, then the emergency services will be contacted.



Accidental activation of an emergency call. If you raise an emergency call by mistake, do not worry. The operator will be glad to know that you are all right and that your alarm unit is working correctly.

# Common self-install faults and solutions

If you have any problems please refer to the self-install diagrams and the table below.

If the fault cannot be solved, please contact Customer Services on 0800 0 121 321.

Fault	Solution
The alarm base unit says: "Please check your telephone line".	Always use the telecom lead supplied. Ensure the telecom lead, marked with a green dot is inserted into the alarm base unit C/O socket (green square). The opposite end <b>must</b> be inserted directly into the master telephone wall socket or via a broadband filter. Please do not use a splitter or a double adapter.
The alarm base unit has no power or lights showing. The alarm base unit says "Please check your mains supply".	Check the power lead with the blue dot is inserted into the SUPPLY socket on the alarm base unit (blue square). Ensure that the electric socket is switched on and works.
Your home telephone is not working	Ensure you have connected the alarm base unit to the telephone master socket on your wall using the telephone lead supplied, or via a broadband filter. Ensure you have connected the extension lead, marked with a yellow dot to the alarm base unit TEL socket (yellow square). Then insert your home telephone (or DECT cordless telephone base unit) into one of the extension lead sockets. If you have more than one home telephone (non cordless), ensure you connect any telephone extension leads into the extension lead supplied.



Fault	Solution
<p>The sound quality from the alarm base unit is poor or there is interference.</p>	<p>Make sure that the unit is not placed in a confined space or near other electrical equipment, including broadband routers.</p> <p>The unit microphone is on the side of the unit, to the right of the big red button. This must not be obstructed.</p> <p>If you have a DECT (cordless) home telephone, please make certain that the alarm base unit is positioned at least 2 metres away from the telephone base unit.</p> <p>Check that you have a good quality broadband filter and that you have a filter fitted to each telephone socket in use.</p>
<p>The alarm base unit says "Please check your mains supply", or The alarm base unit is not working following a storm (thunder and lightning).</p>	<p>If your home electrical supply is working normally, then check the socket is not faulty by testing another electrical piece of equipment in its place.</p> <p>If the alarm base unit power is restored, please make a test call to our response centre and tell the operator that you are testing the alarm base unit.</p> <p>Please note the alarm base unit has a battery back up that will last for approximately 24 hours.</p>



# Important information

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## Please keep this guide in a safe place.

Please make sure that you have self-installed and tested the unit in line with the instructions provided. It is your responsibility to test the pendant and make sure it works in all the areas of your home and garden that you need it to.

We do not accept responsibility for the system being incorrectly installed, or for not connecting the telephone line or electricity supply correctly. We also do not accept responsibility for the system being used outside its coverage area.

If you have any queries about your purchase or alarm system, please give us a call on **0800 0 121 321**.

**If you need this guide in a larger font, please contact our Customer Services team on 0800 0 121 321.**

Or email:

**[enquiries@ppptakingcare.co.uk](mailto:enquiries@ppptakingcare.co.uk)**

You can also visit us online at

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



**Code of Practice  
Accredited Organisation**

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